

**MINUTES OF THE
COMMITTEE ON ACCESSIBLE TRANSPORTATION
March 16, 2016
9:00 a.m. – 12:00 p.m.**

CAT minutes may be obtained in alternate formats by calling TriMet's Accessible Transportation Program Administrative Offices: (503) 962-8200/TTY 711, 8:00 am to 5:00 pm weekdays

Attendees: Trish Baker, Lori Bauman, Jan Campbell, Leon Chavarria, Eileen Collins-Mastel, Deidre Hall, Diana Keever, Patricia Kepler, Adam Kriss, Arnold Panitch, Paul Pappas, Zoe Presson, Claudia Robertson, Chris Walker

Staff: Dee Brookshire, Dion Graham, Susan Florentino, Doug Kelsey, Kathy Miller, Lyle Pereira, Robert Romo, Kurt Wilkinson, Nancy Young

Guests: Lt. Rachel Andrew (Transit Police), Dan Bower (Portland Streetcar), David Brouchard, Alexa Hansen, Zachary Horowitz (Kittleson & Associates), Kathryn Woods, Barbara Wrench

Jan Campbell, Chair, called the meeting to order and welcomed everyone.

APPROVAL OF THE AGENDA AND MEETING MINUTES

Jan asked for approval of the January 20 meeting minutes.

Eileen Collins-Mastel made a motion to approve the January 20 meeting minutes. The motion was seconded and passed.

ANNOUNCEMENTS FROM THE CHAIR

Arnold Panitch congratulated Jan Campbell on receiving a Woman of Achievement Award for 2015 from the Oregon Commission for Women. Jan received the award for her many efforts over the past 40 years on the local, state and regional levels to expand opportunities for the elderly and people with disabilities. She began working with TriMet on developing accessible transportation even before the implementation of the ADA.

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Arnold thanked staff for making it possible for CAT members to attend the awards ceremony at the State Capitol building in Salem.

Jan expressed her appreciation for the award and thanked everyone for attending the ceremony.

Jan said that Arnold had also received an award recently from the Roosevelt High School Freedom Fighters Project at the Oregon Historical Society. The award recognized Arnold for his work throughout his career on issues regarding human rights and the civil rights movement.

STAFF COMMENTS

Susan Florentino, Interim Director, ATP, introduced Kim Keenan as the new LIFT Service Quality Administrator. Kim most recently served as the Lead Customer Service Agent through First Transit for LIFT and has considerable experience with customer service issues.

Kim said she was excited about the new position and looked forward to working with the committee.

Jan asked about the news about the OTA Conference. Kathy said that Claudia had been notified that the Oregon Transit Association (OTA) conference has been cancelled to allow attendees to instead participate in the Community Transit Association of America Expo to be held in Portland on May 22-27. This is a national conference and the OTA will provide a limited number of scholarships. Kathy will update the committee as plans are made.

Eileen Collins-Mastel is involved with the planning and said that the decision was made based on the thought that there might be some duplication of effort. It was decided that the Expo would offer a unique opportunity for transportation partners statewide to attend a national conference and the OTA decided to support that effort.

The annual Oregon Rodeo will be held on Sunday, May 22, at the Expo Center parking lot and all are invited to attend.

WRITTEN COMMUNICATIONS

There were no written commendations received.

PUBLIC COMMENT

Barbara Wrench commented on the LIFT service and the uncomfortable ride provided by the LIFT buses. She questioned how much money is spent on the maintenance of the LIFT vehicles and says that the suspension system isn't adequate to provide rides for people with disabilities.

Alexa Hansen also commented on the LIFT vehicles and agreed with Barbara's comments. She asked why the LIFT buses can't provide the same quality of ride as provided by the fixed route buses. Given the service is for people with disabilities, she feels that the buses should be as well-equipped to provide a better ride experience.

Kathryn Woods commented on her recent experiences with Broadway Cab in the provision of LIFT service. She expressed concern about the driving skills of the operators, the lack of securement for her walker, the operators' use of cell phones while driving, and the operators not assisting her to and from the door.

Jan said that the Executive Committee would review and follow-up on the concerns with staff.

TRANSIT POLICE REPORT – Lt. Rachel Andrew

Lt. Andrew reported on the activities of the Transit Police. Highlights of the report included:

- Last week Portland hosted the USA Track and Field Games and preparations are underway for the upcoming International Track and Field Games. About 1,000 athletes are expected to participate from approximately 139 countries.
- The events will be held at the Oregon Convention Center and the medal ceremonies will be held at Pioneer Courthouse Square. Transit Police will be involved in assisting with travel on the fixed route system for staff, volunteers, and spectators.

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Discussion

Arnold Panitch asked about recent crime activity on the system. Lt. Andrew reported that it had been relatively quiet but there had been a recent investigation which resulted in the arrest of two individuals involved in the illegal redistribution of bus passes.

Trish Baker asked about the “apple-picking” activity and Lt. Andrew reported that there had been one recent arrest but there seems to be a decline, most likely due to increased customer education and enforcement.

Adam Kriss asked about the use of the emergency button on the MAX vehicles and contacting the authorities to report an incident. Lt. Andrew said that the operator is notified when a customer pushes the emergency button and if it is a police-related incident, the authorities will be contacted.

Dion Graham added that the first response of the operator would be to ascertain the issue and contact Dispatch who in turn would contact emergency services as needed.

CAT REPORTS

Jan said that there were seven CAT members whose membership terms would expire June 30, 2016. They are eligible to apply for reappointment if interested. They include Diana Keever, Adam Kriss, Arnold Panitch, Paul Pappas, Zoe Presson, Claudia Robertson, and Chris Walker.

Kathy Miller added that public notice has been given of the recruitment process and applications are due on March 31. The CAT Executive Committee will appoint a nominating committee to review applications and conduct interviews.

Jan asked for volunteers for the Nominating Committee. Eileen Collins-Mastel and Trish Baker volunteered.

Adam suggested that the Portland Commission on Disabilities should be included in the notification for the recruitment. Kathy will follow-up with Adam.

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EMERGENCY PREPAREDNESS – Kurt Wilkinson, Director, Safety Management Systems and Environmental Services

Kurt Wilkinson provided an overview of TriMet's role in emergency preparedness for the region. Highlights of the presentation included:

- TriMet is part of an emergency response plan that outlines the roles of the jurisdictional partners that the transit service travels through. The City of Vancouver, WA and C-TRAN are also partners in the plan because of the interconnections with the TriMet service.
- The plan includes incidents from vehicle collisions to natural disasters to terrorist threats, any major event that could impact the overall transportation system.
- As an example, a recent tabletop drill was conducted involving 30 different partners in preparation for the Field and Track competition. A tabletop drill is a process using a scenario that the team has to develop a response plan to determine how the jurisdictions interact and communicate.
- Multiple tabletop drills and full-scale drills are also completed when there is an opening of a new light rail alignment. There were a total of five drills conducted with the recent opening of the Orange Line.
- Drills and exercises are also conducted with the Portland Fire and Police Bureaus and the Transportation Safety Administration participates on the system as well. Drills also include WES, Portland Streetcar, and LIFT.

Kurt said that Harry Saporta, Executive Director, Safety and Security, participates on the Regional Disaster Preparedness Organization which is a partnership between governmental and nongovernmental agencies and private stakeholders within the entire Metro region.

Through the use of a federal grant, staff has also been developing emergency responder guides and training videos over the past year. These will be used to provide tools to address how to respond to emergencies within the transit system itself.

Kurt added that the agency also plans with other regions such as Washington and California should there be any events that occur outside the region itself.

A new position of Emergency Manager has been created and will be filled shortly. This position will be dedicated to coordinating the emergency preparedness responsibilities.

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Eileen Collins-Mastel said she's in charge of Ride Connection's safety, security and emergency preparedness planning. She said that some emergency situations are very localized and that Ride Connection and TriMet both have to continue their service delivery as well. She asked if the LIFT program has the ability to identify transit-dependent customers in specific areas should an emergency evacuation be required. Kurt responded that it may be possible with the information from the databases and staff would have to review further. He agreed the ability to assist would be dependent on the resources available.

Eileen also asked if people with disabilities are included as participants in the drills. Kurt said that one exercise included using staff as stand-ins for customers who were assigned different roles. Some of the staff used mobility devices to evaluate how responders would evacuate customers with disabilities.

Eileen suggested that staff might consider using a list of questions to ask people during an evacuation about their abilities including about any mobility aids they may use. This would enable emergency responders to ask for the correct evacuation vehicles for transport.

Claudia Robertson commented that it may be of value to invite people with disabilities to participate in the drills. She said that individuals' circumstances vary and actual customers would be better equipped to give direction on how to assist them safely. Trish added that the participants should include a representation of a variety of disabilities.

Zoe Presson said that it is also important to consider that different individuals maneuver at different speeds depending upon their abilities.

Diana Keever asked about customers who have service animals and if the animal would be separated from the customer in an emergency situation. Kurt responded that he would review how the issue is addressed in the training materials. He said he believes it would be best for the service animal to remain with the customer.

Kurt thanked the committee for their comments and said that staff would follow-up on inviting people with disabilities to participate in future trainings.

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Public Comment

Kathryn Woods agreed that customers with disabilities should participate in the trainings and suggested that customers with walkers and other mobility aids also be included.

Paul Pappas encouraged CAT members to get involved with their neighborhood associations because many of them have committees on emergency planning.

Eileen added that all of the counties have emergency management access and functional needs committees that are specifically addressing emergency planning either through neighborhood emergency response teams or CERT teams. She suggested that members also contact their local emergency management department to connect with specific management resources within the community.

Jan said that the City of Portland has an emergency notification system called Public Alerts. Individuals can sign up at www.publicalerts.org to receive alerts for a variety of emergency situations.

PORTLAND STREETCAR UPDATE – Dan Bower, Executive Director

Dan Bower, Executive Director, Portland Streetcar, provided an update on the proposed closing of five Streetcar stations in the downtown area to improve the safety and reliability of the system.

The proposal was developed because of a couple of factors including: 1) there were issues at one of the stations because of the way it was situated and the streetcars were routinely being hit by cars turning left or right in front of them; and 2) complaints were received regarding the speed of the Streetcar service .

A trial shutdown of five stations began on February 1 including:

- Southwest 1st and Harrison in both directions
- Southwest 10th and Stark
- Northwest 10th and Everett
- Northwest 11th and Everett

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About 200 comments were received from the public and approximately 70 percent were against the closures, 25 percent supported the closures and five percent were questions.

Dan reported on the concerns for each station:

1. **Southwest 1st and Harrison Station.** One of the greatest issues was that during the afternoon rush hour, cars turning onto Naito blocked the Streetcar for up to 15-20 minutes and forced it to operate at a very slow speed. The majority of comments received also raised concerns about climbing the hill to the station at Southwest 3rd and Harrison would be difficult for seniors and/or people with disabilities. This station also has the smallest amount of ridership and ramp deployments.
2. **Southwest 3rd and Harrison Station.** There were concerns about access to Keller Auditorium for people who use mobility devices. Dan met with Keller staff and while this was the most accessible route, they identified several others accessible routes that would work as well.
3. **Southwest 10th and Stark.** This stop is mid-block and when the Streetcar was stopped, cars would pass in the middle lane, and then end up turning right onto Stark and hitting the Streetcar once it started up again. Since there isn't a stop at SW 11th and Stark, closing this station would allow a better pairing of stations and save between one to two and one-half minutes. There was little negative public comment about the closure of this station except from those who disagreed with the closure of any stations.
4. **Southwest 10th and Everett.** There was little public comment received about the closure of this station. The signal timing was adjusted during the closure which allowed the Streetcar to leave Couch, go through Everett and proceed to Glisan.
5. **Southwest 11th and Everett.** This station presented more difficulties in that the signal was not timed appropriately. When leaving Glisan and moving to Couch, there would always be a red light at Everett at the station which confused people. Now the signal has been adjusted so that Streetcar can travel directly from Glisan to Couch without stopping at Everett.

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Dan said some who commented felt that the Streetcar was supposed to be slow and having stations every one to two blocks was the way it should operate.

There were also specific comments from the CAT and others about whether or not the closures were considering the needs of customers who use mobility devices. Dan said that he was meeting with the City of Portland's ADA and Title 6 Coordinators and he believes that the requirements for reasonable accommodation for all stations have been met. All five of the stations are within no more than two blocks away from another station and there are sidewalks and curb cuts as well.

Discussion

Trish Baker commented that she uses Streetcar for convenience rather than speed. She would have preferred that the Everett station remain open because it provided a transfer to Line 77.

Eileen asked if there has been a reduction in collisions. Dan responded that it has only been one month since the change but there have been zero collisions and there were zero during the trial period as well.

Dan commented that the ridership has adjusted to using the adjacent stations and ridership has actually increased by 300 riders per month. He discussed how the adjustments to the timing of Streetcar's schedule impact the on-time performance and the ability of the operators to have enough time for customers to be seated before they leave the stop.

Arnold asked how many minutes have been saved with the closure of the stations and if the inconvenience and closures are justified to improve efficiency. Dan responded that he would estimate that there is a savings of about three minutes in each direction.

Arnold said that the station at Southwest 1st and Harrison is near the TriMet Administration offices. He asked if TriMet had commented on the inconvenience of having to cross Naito Parkway. Dan said that while TriMet has not taken an official position on the closure, he has heard from comments from some employees.

Dan informed the CAT that the Broadway Bridge will be closed to all traffic on March 21 through April 11 for a three-week period to remove the scaffolding. During that time, Streetcar service will run from the Pearl District to the South

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Waterfront, over Tilikum Crossing and on MLK and Grand. The turnaround will be at the Broadway Bridge head.

Adam Kriss said that there seems to be a bottleneck at the stops in the PSU area and asked if this has been reviewed. He added that there were some improvements made about a year ago but they didn't seem to fix the problem.

Dan responded that efforts were made to adjust the signal at SW 4th and Harrison so that two trains can move through the intersection simultaneously. The right-of-way at the intersection is constrained but the track configuration will remain the same at this time.

Adam also asked how the closed stops will be used. Dan responded that if the permanent closure is approved, the stops will be decommissioned. Discussions are underway as to how the spaces will be used.

Public Comment

David Bouchard commented that he has mixed feelings about the closures. He expressed concern about closing the stops on Everett because they are close to the transfer points to Line 77 and the BoltBus stop.

Arnold made a motion that the CAT opposes the closure of the five Portland Streetcar stops. Patricia Kepler seconded the motion.

There was discussion about the impacts of the closures and whether or not the CAT should oppose the closure of all five stations.

The motion was modified to state:

The CAT opposes the closure of the five Portland Streetcar stations. The committee feels that the closures will result in:

- a. a reduction in the convenience of the service;
- b. taking away service from the community of people with disabilities and vulnerable populations; and
- c. a reduction of service in a highly populated area.

The motion passed with one abstention.

FY17 BUDGET PROCESS – Dee Brookshire, Executive Director, Finance and Administration; Nancy Young, Director, Budget & Grants

Dee Brookshire and Nancy Young provided an overview of the FY17 Budget process.

Nancy reviewed the timeline for the budget process. The proposed budget will be presented to the Board for approval at the end of March. Any comments and changes will be considered for the adopted budget which goes before the Board towards the end of May with implementation beginning July 1, 2016. TriMet also submits the budget to the Tax Supervising Conservation Committee for review in accordance with the Oregon Budget Law.

Nancy provided an update on the status of the CAT's FY16 Budget Priorities including:

1. The LIFT Operations budget includes vehicles to maintain current service standards.
Status: The LIFT Operations services have been continued at the current service levels.
2. Fixed route service plans to, at a minimum, maintain current service levels.
Status: In FY16, TriMet actually increased the fixed route bus service by two percent, while the light rail service increased 15 percent due to the opening of the Orange Line MAX.
3. Fixed route operator certification program and ongoing performance monitoring.
Status: The fixed route bus operator certification training program continues with strong emphasis on safety and customer service. Training on the requirements of the ADA continues to be a significant part of the program. Bus simulator training has been added to initial training to enhance and augment the skills, ability and knowledge of bus operator trainees. Trainees are closely monitored in service, and their key performance indicators reviewed regularly during the first months of operations. Veteran operators participate in the annual project bus operator certification training and testing program.

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4. Bus stop improvement program and signage to include: 1) stop identification numbers in both Braille and raised lettering; 2) tactile maps for transit stations; and 3) bus schedules and/or service frequency information at transit locations.

Status: Regarding Items 1 and 2, no further action has been taken at this time. On Item 3, schedules, maps and stop ID's have been added to approximately 50 bus locations. These bus stops have a shelter and over 90 boardings per day. About 500 bus stops have had stop ID display units added since September of 2015 and the remaining bus stops, about 1200, are currently without display information. A plan for completion during calendar 2016 is in place.

5. MAX accessibility design for future vehicles including but not limited to the bridge plate and the securement area.

Status: With the addition of the Orange Line, 18 Type 5 MAX vehicles will be added to the fleet. The next set of MAX vehicles will replace the Type 1 MAX vehicles purchased in 1986. This replacement will begin in approximately FY27 and prior to that time, TriMet staff will work with various stakeholders about improvements.

6. Continue increasing resources for uniformed staff to enforce the appropriate use of the priority seating area on MAX and reduce fare evasion by improve fare collection efforts.

Status: Resources have continued at the past year's level. With the implementation of electronic fares in 2017, it is likely to have a positive impact on reducing fare evasion.

7. Implement Transit Tracker and way finding information throughout the entire system.

Status: In calendar 2016, TriMet is continuing with Transit Tracker display installations on the Blue Line from Hatfield to Sunset Transit Center as well as along the Red Line from Gateway to PDX. Additional display installations connected to the Blue Line Station Rehabilitation Project will begin in the coming months.

8. Cleanliness of bus and MAX vehicles.

Status: Continue to be an ongoing effort and is included in the Operations budget.

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Discussion

Claudia commented that the “way finding information” reference included in Item 7 initially pertained to tactile maps and items to actually assist someone with low vision or blindness to safely use the transit system. Staff will follow-up on this activity and report back at a future meeting.

She also commented on the Type I cars lacking automated stop announcements and the need for priority seating. She suggested this might be reviewed if the Type 1 cars are going to be in use for another 11 years.

Arnold said that he is in support of these objectives and particularly those that help people identify their location while traveling the system.

Chris Walker asked if cleanliness for LIFT vehicles was also included in the Operations budget. Nancy said that it is included and added that it has also been included in the current RFP process for the LIFT contracts.

Eileen added that the cleanliness of the tracks in the securement areas should also be included in the cleaning process. Nancy agreed and said it is specified in the RFP process.

Adam expressed concern about the lighting at the bus stop located on the Hawthorne Bridge. Kathy said that she plans to schedule an update on the Bus Stops Program for the May meeting and would forward the inquiry to staff.

Zoe asked what the cost would be to improve the suspension systems on the LIFT vehicles. Dee said that there is a substantial amount included in the budget for vehicle maintenance. She added that LIFT staff were present at the meeting and would consider the comments. She encouraged CAT members to report any other concerns to LIFT staff for follow-up.

Diana Keever asked if the grab bar would be added to new LIFT vehicle purchases. Susan Florentino responded and said that she would cover these items in her agenda item.

Leon Chavarria commented that it would seem that switching to low-floor vehicles would increase ridership and revenues. Dee agreed but said that the fare recovery ratio on MAX is in the high thirty percent range and the cars cost approximately \$4 million dollars per car. Staff monitors the costs very closely to

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ensure that sufficient funding is available and procurement is timed appropriately to be able to replace the vehicles as soon as possible.

Public Comment

There was no public comment.

Jan asked for a motion on the list of budget priorities.

Adam Kriss made a motion that the CAT approves the budget priority list as is for FY17. The motion was seconded and passed unanimously.

LIFT OPERATIONS QUARTERLY REPORT – 2nd Qtr. FY16 Susan Florentino, Interim Director, ATP

Susan Florentino addressed some of the CAT's comments on LIFT vehicles and reviewed the LIFT Operations Report for 2nd Quarter, FY16.

LIFT Vehicles

LIFT will be replacing 25 of the oldest LIFT vehicles (9600 series) possibly within the next six months. The vehicles are purchased through a state price agreement so the options available are limited. She added that the grab bars will be added to all LIFT vehicles for future purchases.

Patricia said that the seats on the new vehicles have bars underneath and there isn't enough room for a service animal to be under the seat. Susan said that staff is investigating that issue.

There was discussion about the condition of Portland streets and the number of potholes and speed bumps that people experience when using transit. Adam Kriss questioned why the customers who use fixed route have vehicles with better suspension than those buses used for the LIFT program.

Susan said that staff will review all the comments from today's meeting and consider if there are any solutions to alleviate some of the issues. She added that with the increased size in mobility devices, there are trade-offs that have to be considered when adding additional bars or poles in the securement area but staff will review.

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LIFT Operations Quarterly Report – 2nd Qtr. FY16

Susan reviewed the LIFT Operations Quarterly Report for 2nd Qtr. (October-December).

On-time performance for the second quarter was 90.8 percent. On-time performance for pickups and appointments decreased 1.1 percent and 1.0 percent respectively from the prior second quarter.

Susan said there were some weather issues that impacted service. Staff is also working on making the schedules more accurate. The map used for scheduling was recently upgraded and that should help with the scheduling process.

Discussion

Jan asked how the use of paper manifests impacts the calculations for on-time performance. Susan said that those routes are included in the report. She said that routes with paper manifests actually have a higher rate of on-time performance because there aren't any trips added to those schedules throughout the day when cancels occur.

Patricia asked about the plans to address the computer problems on the buses. Susan said the company INIT has developed a solution for the issue and the installation of new equipment is underway.

Jan asked if there has been an increase in the use of cabs. Susan said that there has and part of that is due to the computer issues and an increase in ridership. Average weekday ridership increased 3.0 percent, Saturday and Sunday average ridership both decreased 0.8 percent and total average weekly ridership increased 2.5 percent from the second quarter of the prior year.

Eileen asked for the reasons for the increase in ridership and how those statistics are measured. Susan said that staff completes a longitudinal analysis each year in May and can report back on the results.

Patricia questioned the process for rides that are transferred to Broadway Cab. Susan said that if LIFT sends a request for same day service to Broadway, they are to respond to provide that ride within one hour. If they are unable to provide the trip, they are required to communicate to TriMet so that a LIFT bus can be sent instead.

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Susan emphasized that customers should report any issues with Broadway to Customer Service for resolution and to allow TriMet to monitor performance. Susan receives a weekly report from LIFT Dispatch that includes any issues with Broadway for follow-up.

Patricia also commented on two of her trips to recent CAT meetings at the Portland Building. Her return trips were to be provided by Broadway and in both cases, the operators didn't come into the building. She was no-showed though she was waiting in the lobby at the beginning of the window.

Susan said that Broadway has an AVL system that they can review and show where the vehicle was but there isn't any way of determining if the operator left the vehicle.

Chris commented that his rides on Wednesday evening are provided by Broadway and routinely late. Susan will follow-up.

Susan said that LIFT will be developing a more seamless trip-ordering process with Broadway and that should bring some improvements. It was agreed that Broadway staff will be invited to a future CAT meeting to discuss the issues.

GENERAL

Dion Graham reminded the committee that Friday, March 18 is Transit Driver Appreciation Day and encouraged members to express their appreciation to operators for the service that they provide. More information is available on the website at www.trimet.org

ADJOURNMENT

The meeting adjourned at 12:00 p.m.