

ATTACHMENT A

MINUTES OF THE COMMITTEE ON ACCESSIBLE TRANSPORTATION September 21, 2016 9:00 a.m. – 12:02 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, John Betts, Jan Campbell, Leon Chavarria, Deidre Hall, Adam Kriss, Zoe Presson, Claudia Robertson, Chris Walker

TriMet Staff: Laura DeHaan, Dion Graham, Kim Keenan, Jennifer Koozer, Alan Lehto, Margo Moore, Darren Morris, Kim Zurcher

Guests: Noelle Dobson (Metro), Steve Hext (Broadway Cab), John Joseph (First Transit), Gail Lissauer, Willie Moore, Cheryl Noonan (Broadway Cab), Karen Preston (First Transit), Todd Ray, Vince Sawyer (First Transit), Diana Storey-Taylor

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

INTRODUCTIONS

Margo Moore introduced herself in her new position as the Director, Accessible Transportation Program. She reported that Susan Florentino, who had served as Interim ATP Director, was working on another project within TriMet and had announced her retirement for mid-November. Margo indicated that TriMet would be filling the opening for Susan's former position as Manager, LIFT Service Delivery.

The following new First Transit staff was also introduced:

Vince Sawyer, General Manager Region 1
Karen Preston, Interim General Manager, LIFT Central Dispatch
Eileen Collins, Safety Manager, Region 2

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Jan welcomed the new staff. She said that she had met with Margo and that Margo was looking forward to working with the CAT.

APPROVAL OF THE AGENDA AND MEETING MINUTES

Jan Campbell asked for approval of the July 20 meeting minutes.

Claudia Robertson made a motion to approve the July 20 meeting minutes. The motion was seconded and passed.

ANNOUNCEMENTS FROM THE CHAIR

Jan commented that a few CAT members had participated in a brief test period for the new Hop Fastpass. There will be a presentation on Fastpass at the November meeting.

STAFF COMMENTS

Dion Graham informed the committee that he had recently completed training for certification as an ADA Coordinator. The training is provided through the Access Board. Jan congratulated him on the completion of the certification.

WRITTEN COMMUNICATIONS

There were no written commendations received.

PUBLIC COMMENT

Todd Ray commented on behalf of his wife who uses a guide dog on LIFT. He expressed concern about some of the LIFT operators' interactions with his wife and the guide dog and the operators providing direction to the dog. He suggested that there be additional training for operators regarding guide dog awareness and handler awareness.

Mr. Ray also commented on his use of a cart to carry a keyboard on LIFT. He said that he has ridden LIFT for 15 years using the cart and it has never been

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an issue until recently when a driver refused to transport the cart. He had pictures taken of the cart.

Jan said that there has been discussion with staff on including people with disabilities in the operator training program or perhaps creating a video to cover specific issues to be used in the classes. The CAT Executive Committee will follow-up with staff on both of Mr. Ray's comments.

Gail Lissauer uses both LIFT and fixed route and commented on a recent trip on MAX. She uses a walker and was waiting at the beginning of the platform at Gateway for the train because she thought the operator would see her and extend the ramp. The first car had stairs and by the time she walked to the second car, the doors had closed. The door was opened again and she was able to board. She questioned why there isn't any signage on the platforms advising customers with mobility devices about where to wait.

Dion Graham responded that the typically the operator would observe the customer waiting on the platform and open the appropriate door with the sound mechanism to indicate the location of the door. He added that staff is reviewing this instance and will report back.

Gail also reported that on a LIFT ride provided last summer by Broadway Cab (BC), an operator had tried to sell her some health supplements. Staff will follow-up and attendees were reminded of the importance of making reports to Customer Service so that issues can be addressed in a timely manner.

Willie Moore invited CAT members to a dedication ceremony of the pedestrian and bicycle bridge that crosses Highway 26 at the Sunset Transit Center. The ceremony will be held on Saturday, September 24 at 10:00 a.m.

The bridge will be dedicated in memory of his wife Terry Moore who was a former Metro councilor and dedicated advocate for accessible transportation. Mr. Moore reviewed the history of the Westside MAX and his wife's involvement with other advocates on improving accessibility including encouraging the use of the low-floor light rail vehicles and the inclusion of the pedestrian bridge in the final project design.

CAT REPORTS

There were no questions regarding the CAT reports included in the meeting packet.

POWELL-DIVISION TRANSIT AND DEVELOPMENT PROJECT UPDATE – Jennifer Koozer, Manager, Community Affairs; Alan Lehto, Director, Planning and Policy

Jennifer Koozer provided an update on the Powell-Division Transit and Development Project. Highlights of the presentation included:

- Project Outcomes (Adopted June 2014)
 - Economic development and community stabilization
 - Mitigate involuntary displacement
 - Near-term high capacity transit solution services existing high ridership demand
 - Coordinate BRT with other investments

Project partners are considering larger goals including:

- Larger strategy for entire corridor
 - Transit project on Division, plus other bus stops, Service Enhancement Plans, etc.
 - Affordability and economic development
 - Safety and active transportation
- Transit project to improve high ridership line
 - Capacity
 - Travel-time
 - Schedule reliability
 - Safety and access

This fall the Project Steering Committee will finalize their recommendation for a locally preferred alternative which will identify the mode of transit, the route, and the general station locations. The mode of transit has been confirmed as BRT (Bus Rapid Transit).

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The Project Steering Committee will be weighing in on the route and the station locations and will be meeting over the next couple of months to finalize these recommendations.

BRT will offer the following:

- Faster, more reliable service
- More amenities at stops, including weather protection
- Sidewalks and curb ramps
- More space on longer buses (60% more people can ride)
- Less time stopped
 - Stations at high ridership stops, transfer points, key destinations
 - Multiple door boarding, low-floor/platform height
 - Transit signal priority and intersection modifications
- Frequent service seven days a week

Jennifer said that the Steering Committee would be making decisions this fall about the route and station locations along the alignment. She reviewed a map of the proposed route through downtown Portland, the river crossing, on inner Division and out to Gresham.

Discussions are also underway regarding the best bus lines to serve Mt. Hood Community College.

An on-line survey was taken of over 3,100 people to explore having the service on inner Division Street. About 93 percent liked some or all of the proposed changes. About 64 percent said the proposed stations would work well for them but of those customers with disabilities, about 39 percent said the stations would work well. Also, about 75 percent of those surveyed said they would prefer walking farther for quicker service.

Jennifer reviewed the proposed general station locations. From previous outreach, customers on the east Portland portion of the route indicated the station locations were satisfactory. There was an expectation that there may be some underlying service such as the Line 4 which wouldn't be as frequent but would address the gaps for BRT.

Staff has reviewed how underlying service would work and determined there would be issues with the sharing of stops. If the stops for the underlying service were located elsewhere, it would actually increase the distance between the

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local and BRT stops. It is expected there will be a technical recommendation that the BRT service will replace the Line 4.

Jennifer reviewed a diagram of the ridership at the existing stops. About 74 percent of Line 4 customers would be boarding at the same stop as they are currently and about 26 percent would have a longer walk.

Many of those surveyed suggested one more station at SE 30th Avenue between proposed Stations 7 and 8 which may be considered. There also was considerable discussion regarding the distance between stops in East Portland where many transit-dependent customers reside. As a result, staff is considering adding four stations to the proposal. These stations would be basically between Station Nos. 19 and 23 between 112th and 148th Avenues.

Jennifer added that there would be additional stations to the west of Station Nos. 1-3 in the downtown area but they haven't been identified yet.

Discussion

Adam Kriss asked about the total number of stations and about the current stops that would be eliminated. Jennifer said there would be a total of 45 stations unless it was determined that the route were to terminate at the Gresham Transit Center. If so, Stations 35 through 45 would not be included.

The current stations are located about every sixth of a mile and the proposed stops are would be about every third of a mile.

Claudia Robertson asked if there had been a decision made about installing a signal light at SE 6th Avenue. Alan Lehto responded that the design hasn't been completed to that level of detail yet so a decision has not been made. Options are under review that would improve the transit movement and safety.

Claudia asked that the schedule for the Steering Committee meetings be sent to CAT members. Staff will follow-up.

Adam commented on the recent elimination of the Portland Streetcar stops. He expressed concern about the difficulties seniors and/or people with disabilities have to face to travel longer distances to get to bus stops, particularly in different types of weather. He suggested that more amenities such as benches be included between stops.

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Jan said that the CAT had made a recommendation at the July meeting to oppose the proposed reduction of stops up to 82nd Avenue and it may be necessary to make another recommendation going forward. Director Bauman shared that she had reported on the recommendation to the Board of Directors.

Jennifer stated that the project is in the conceptual planning phase rather than the design phase. All stations will have weather protection and the project will bring other pedestrian improvements and customer amenities.

Jennifer said that the Steering Committee would be making the recommendation for the locally preferred alternative this fall. She reviewed the meeting schedule.

After the alternative is selected, the Steering Committee will make a recommendation and then each of the jurisdictions including TriMet will adopt the locally preferred alternative and it becomes a project.

TriMet would then begin in more detail on the design and also complete extensive outreach with the businesses and property owners along the alignment. A community advisory committee will be created to help advise the design team and a CAT representative would be on the committee.

Jennifer asked if there were any particular locations where a station may be missing. Claudia suggested that the East Portland Action Plan Committee may be more familiar with the populations and needs. Jennifer responded that Alan has been in conversation with the group and that they were responsible for the proposal for the four additional stations.

Adam asked how BRT would share stops on the downtown transit mall. Alan said the transit mall is designed to accommodate the larger buses and the stops would be mixed with others on the mall to allow customers to transfer.

There was discussion about the past bus service changes that were made with previous openings of light rail systems. Alan said that if BRT is put into place and replaces Line 4, staff would consider if those service hours could be used to benefit other parts of East Portland and East County.

Jan thanked staff for their report and agreed that it would be important for CAT to have a representative on the future advisory committee. She asked that staff inform Metro that she would like to have seen a CAT member involved on the Steering Committee.

WES DIESEL MULTIPLE UNIT (DMU) VEHICLE PURCHASE – Darren Morris, Director, Commuter Rail

Darren Morris provided an update on TriMet's potential purchase of two additional rail cars for WES service. The two cars are older and were built in the 50's. They are very similar to the Budd RDC's that are currently in service. They are available from Dallas Area Rapid Transit (DART) and were extensively overhauled in 1996 to be ADA compliant.

Darren reviewed the specs for the cars and said that the two cars will be coupled in a married pair consist in service.

Discussion

Adam asked if the WES ridership is increasing and if that's why additional cars were being purchased. Darren said that WES has only one spare train right now so it would be beneficial to have another train to use as a spare for maintenance purposes. As ridership increases, there may be an opportunity to expand the service hours.

Claudia asked if the cars would be able to run independently. Darren responded that they would not and would have to be coupled together. He explained how the cars would be able to be used to provide the spare ratio necessary to allow the heavy maintenance to be performed on the other cars during the week rather than on the weekends.

Jan asked about the use of WES by bicyclists. Darren said that there are quite a few customers with bikes and they are allowed in the priority seating area as long as it is not in use by other customers. If a bicyclist has to move and there is no other space, they are required to deboard the train. The policy is enforced by the conductor.

LIFT OPERATIONS REPORT – JULY AND AUGUST 2016 – Margo Moore, Director, ATP; Laura DeHaan, Coordinator, LIFT Administration; Steve Hext, General Manager, Broadway Cab; Cheryl Noonan, Dispatch and Information Systems Manager, Broadway Cab

Margo Moore reviewed the LIFT Operations Report for July and August. Highlights of the report included:

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- Average weekday ridership for July and August increased 4.0 percent and 0.6 percent respectively compared to the prior year. Weekday ridership is up 2.4 percent for the fiscal year.
- Average Saturday ridership increased 5.7 percent in July and 1.5 percent in August as compared to the prior year.
- Sunday/Holiday average ridership increased 6.6 percent in July and 0.6 percent in August compared to the prior year.
- Total monthly ridership decreased 4.1 percent in July and increased 6.4 percent in August compared to FY16. Average weekly ridership for July increased 4.3 percent and August by 0.7 percent compared to the prior year.
- In July, 2.9 percent of trips scheduled resulted in a No Show and 15.7 percent resulted in a Cancellation. August No Shows totaled 2.8 percent of trips scheduled and Cancellations totaled 14.3 percent.
- Rides per hour per vehicle decreased 2.1 percent in July and 2.5 percent in August. Fiscal year-to-date productivity stands at 1.63, a 2.3 percent decrease compared to FY16.
- On-time performance for July was 91.8 percent which was a decrease of 1.6 percent from the prior year. On-time performance in August decreased by 1.2 percent to 92.7 percent.
- Average trip durations increased by 11.1 percent in July and 1.5 percent in August.
- In July and August, LIFT Reservations answered 92.8 percent and 98.2 percent respectively within five minutes.
- LIFT received 275 complaints and 72 commendations in July. August complaints totaled 318 and there were 122 commendations.
- There were zero ADA denials in both July and August.
- The rate of fare non-compliance was 1.8 percent in both July and August.

Discussion

Claudia asked about ridership. The report states that weekday and Saturday ridership were up yet total monthly ridership for July decreased. Laura DeHaan explained that the monthly ridership is adjusted based on the number of actual weekdays and weekend days in the calendar month.

Jan asked if the CAT members had any comments or concerns about the format of the report. There was discussion about color contrast and the changes made appeared to be satisfactory for committee members.

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Laura said that staff would be adding a section on the breakdown of complaint issues for future reports.

Broadway Cab Service

Steve Hext provided an update on Broadway Cab (BC) service for LIFT. He reviewed the process for addressing service complaints and said that the number of complaints related to cab service had been increasing over the past four years. Efforts have been made to address the issue and as a result, the current complaint rate has dropped and is almost under five percent. The target goal is a complaint rate of five percent and below.

Cheryl Noonan said that a new position has been added for a service quality specialist. The role of this position is to improve service quality by working to improve the communication between dispatchers and drivers and to improve the response time in addressing complaints.

Steve added that BC has added two more accessible vans for evening service.

Discussion

Trish Baker commented on LIFT trips provided by BC that she has reported to Customer Service. One was regarding the operator's use of a hand-held cell phone while driving. Steve explained the disciplinary policy for the use of a cell phone and said that there will be follow-up when a report is made through Customer Service.

Chris Walker commented on his LIFT rides provided on cabs. He said that he sometimes has difficulty connecting with the cab and that sometimes he has a longer wait because BC doesn't have a van cab available.

Steve said that if BC is providing trips for multiple customers in the same area, it can be challenging for the waiting customer to identify which vehicle is providing their service. He added that BC has a fleet of about 150 sedans and 80 wheelchair vans and if a customer can use either vehicle it increases the likelihood of a vehicle being available to perform the trip on-time.

Jan asked about the maintenance schedules for wheel-chair vans. Steve responded that the operators are required to inspect the vehicle at the start of each shift to check lights, fluids, brakes, and the general cleanliness of the vehicle. The City of Portland also requires an annual ASE inspection by an

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ASE master mechanic and they inspect every aspect related to vehicle operation.

Jan commented on two maintenance concerns including: 1) it seems there are several vans where the ramps aren't hinged to the vehicle floor properly; and 2) some of the seatbelts also do not appear to be clean. She also commented on the placement of the seatbelt buckle when a customer using a mobility device is secured. Steve said he will follow-up on her comments.

Jan added that CAT members would be interested in participating in BC training activities to help familiarize operators with providing service for people with disabilities. She suggested that the CAT might consider creating a subcommittee to discuss training in general for LIFT as well as fixed route service.

She asked if BC's training manual included a section on service to people with disabilities and if so would staff provide a copy. Steve said that it does and he will provide a copy to Jan.

Jan asked Ms. Lissaur to restate her earlier remarks about her experience with BC service. Steve said he would follow-up on the complaint.

Kim Keenan reviewed the process for reporting complaints for BC to Customer Service. Also, a LIFT customer should call LIFT Dispatch first to check on BC's expected time of arrival (eta). Dispatch may then direct the customer to call BC directly for the most accurate eta. For all other BC complaints/commendation, customers should call LIFT Customer Service.

Zoe Presson asked why BC uses rear-loading vans which put customers in the position of boarding/deboarding in the street. Steve said that they have three rear-loading vans and though they are ADA-compliant, they are unpopular and will not be replaced. BC tries to use them in evening when there is lower ridership.

CAT MEMBER COMMENTS

Claudia asked about the policy that strollers should be folded on the bus. She observed a customer boarding with a stroller and the operator didn't ask the customer to fold the stroller. Dion said that policy states that a child may be in a

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stroller for boarding but should be held and the stroller folded once aboard. He added that it is a difficult policy to enforce.

Claudia also asked about how to request bus schedules for Ride Connection. Staff will follow-up.

Jan commented on the issues involved with the use of the priority seating area and said that a committee was being formed to address the issues.

Leon Chavarria commented on operator security and suggested that operators need to be better protected in situations where customers won't pay the fare.

Adam commented that there needs to be parity on the transit system between LIFT and fixed route with regards to transporting items on vehicles.

Dion said he would report back to the CAT on these issues as progress is made.

ADJOURNMENT

The meeting adjourned at 12:02 pm.