

**MINUTES OF THE
COMMITTEE ON ACCESSIBLE TRANSPORTATION
May 21, 2014
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: Jan Campbell, Chair; Trish Baker, Dr. T. Allen Bethel, John Betts, Leon Chavarria, Harold Cheeks, Jim Jackson, Diana Keever, Patricia Kepler, Beth Nagy-Cochran, Arnold Panitch, Zoe Presson, Claudia Robertson, Chris Walker

Staff: Susan Florentino, Corrinna Griffis, Steve Kautz, Kathy Miller, Allen Morgan, Bob Nelson, David Trimble, Vanessa Vissar

Guests: Mike Bedlion (First Transit), Lydia Corran (Ride Connection), Troyce Crucchiola (Ride Connection), Alexa Hanson, Steve Hext (Broadway Cab), John Joseph (First Transit), Margo Moore (First Transit), Lt. Eric Schober (Transit Police), Mary Beth Wells, Kathryn Woods

APPROVAL OF THE AGENDA AND MEETING

Jan Campbell, Chair, asked for approval of the February meeting minutes.

Beth Nagy-Cochran made a motion to approve the March 19 meeting minutes. The motion was seconded and passed with two abstentions (Trish Baker and John Betts).

ANNOUNCEMENTS FROM THE CHAIR

Jan said that she would be unable to attend the June CAT meeting. An election of officers will be held for the positions of Vice Chair and Executive Committee Member-at-Large. The CAT Nominating Committee has recommended Claudia Robertson for Vice Chair and Arnold Panitch and Trish Baker as candidates for

CAT Business Meeting Minutes

May 21, 2014

Page 2

the position of Executive Committee Member-at-Large. Other nominations may be made from the floor.

WRITTEN COMMUNICATIONS

Kathy Miller indicated that written communication had been received from Adam Kriss regarding bus stop benches. She said that Young Park would be present at the June 18 meeting to provide information on the bench installations.

STAFF COMMENTS

Kathy said the June 18 CAT meeting will be held in the Plaza Room on the first floor at the World Trade Center, Building 2, 25 SW Salmon. The annual CAT luncheon will immediately follow the CAT meeting.

Kathy distributed a revised copy of Attachment C and a memo regarding the LIFT Operations report for April 2014.

Allen reported that TriMet has received the first dozen or so new buses and they are in the process of being equipped with fare boxes and radio systems. They will be almost identical to the 3100 series and will be numbered starting with 3201. Staff is also considering replacing the 3000 series with the same lifts as the new buses. The newer ramp is a two-part ramp and the inner portion does not move when the ramp is lowered to curb height allowing the best possible slope.

PUBLIC COMMENT

Mary Wells reported on a recent attack on her service animal while riding on MAX. Another customer's dog wasn't on a leash and bit her dog on the nose. She reported the incident to Customer Service. Ms. Wells also asked that a letter be read from Liz Halperin, a guide dog user, who had a similar experience.

Ms. Wells said that her husband suggested that TriMet include an audible announcement about the use of service animals on MAX.

CAT Business Meeting Minutes

May 21, 2014

Page 3

Ms. Wells also commented on the mobile app for ticket purchase and said that she had experienced difficulty accessing her purchased tickets. She said that some of the features are not accessible on her phone.

Allen said that there is a group reviewing accessibility features of the Smartphone. Kathy added that any reports made to Customer Service will be forwarded to the appropriate manager for follow-up.

Arnold Panitch asked about the protocol for identifying service animals vs. pets. Allen said that if the customer indicates an animal is a service animal, it must be recognized as such until it misbehaves. If the animal does misbehave, operators have been trained that they are to notify Dispatch and ask the customer to leave the bus with the animal. Pets are allowed only in a carrier and must be in control of the owner.

Patricia Kepler commented on encounters she has had with other animals while traveling with her service animal on the bus and her experiences with operators. Allen responded that TriMet has increased its operator training to include identifying behaviors that are seen in pets rather than service animals and if the dog is behaving inappropriately, the owner should be asked to leave the bus.

Harold asked about incidents are tracked without any witnesses. Allen said the first step is to report to Customer Service. Cameras data packs from inside the vehicles can then be used to complete the investigation.

Allen commented that there needs to be an official certification process for service animals on a national level.

Jan said that it might also be useful to use the announcement system for educating people about the appropriate on the use of service animals on the system.

Beth Nagy-Cochran asked if customers would be able to receive monthly passes using the mobile application. Staff will follow-up and report back.

Kathryn Woods commented that she had experienced many problems with her LIFT service in April and reported them all to Customer Service. During May, she has seen improvements and attributes some of the past issues to the route rebid process.

CAT Business Meeting Minutes

May 21, 2014

Page 4

TRANSIT POLICE REPORT

Lt. Eric Schober reported that criminal stats against persons are down for both physical assault and theft. Criminal mischief to the system including vandalism has increased.

A drill was conducted in the Robertson Tunnel in April to determine how quickly police and the fire department would be able to respond to a terrorist situation on MAX. The evaluators designed the drill to last up to three hours but the officers arrived and handled the situation with 15 minutes so it was evident everyone worked well together.

Lt Schober said that the police bureau is focusing extra patrol in neighborhoods experiencing high crime activity and also in the downtown area and for all of the summer events to address any issues.

Discussion

Jan asked if the Transit Police were seeing more loose dogs on the system. Lt. Schober said that the increase in animals is seasonal and they are working with Animal Control to enforce the need for licensing and vaccinations.

There was discussion about the fact that an officer can ask what task a service animal performs for the owner.

Patricia commented that she is glad that crimes against persons are down but there needs to be tougher enforcement in asking customers with misbehaved animals to get off the transit system.

There was continued discussion about the need for stricter policies defining service animals and that the need is also on a national level.

Beth Nagy-Cochran suggested that the CAT Executive Committee consider drafting a letter for the committee's review in support of stronger legislation to address this issue.

Zoe Presson commented that she would like to report on this topic in her role as a representative on the Portland Streetcar Advisory Committee to ensure that Streetcar customers have to meet the same requirements.

CAT Business Meeting Minutes

May 21, 2014

Page 5

Public Comment

Alexa Hanson suggested that there be an identification card for legitimate service animals. Allen agreed that would be the desirable outcome but that federal law specifically prohibits requiring identification of a service animal, their training or their qualifications.

Kathryn Woods added that owner-trained animals are usually able to provide services but would not have access to any service card.

CAT REPORTS

CAT Executive Committee

There were no questions about the Executive Committee meeting minutes or activities.

CAT Nominating Committee – Jan Campbell, Facilitator

Jan reported that she served on this year's CAT Nominating Committee with Trish Baker and Harold Cheeks. There were a total of seven positions available including three representative positions and four consumer positions. All CAT members with the exception of Terry Watson applied for reappointment. There were a total of six new applicants.

The CAT's responsibility is to forward a pool of candidates to the General Manager for consideration and appointment.

The Nominating Committee made the following recommendation for CAT appointments for two-year terms beginning July 1, 2014:

Consumer Applicants for Consideration for Four Positions

The applicants for consideration for consumer positions are:

Patricia Anderson
Diana Keever
Arnold Panitch
Paul Pappas

CAT Business Meeting Minutes

May 21, 2014

Page 6

Zoe Presson
Chris Walker

Representative Applicants for Consideration for Three Positions

The applicants for consideration for representative positions are:

Adam Kriss
Beth Nagy-Cochran
Claudia Robertson

The motion was seconded and passed.

The CAT's recommendation will be forwarded to the General Manager and appointments should be made within the next 30 days.

EASTSIDE AND SOUTHEAST SERVICE ENHANCEMENT PLANS (SEPs)

Steve Kautz, Manager, Service Development, and Vanessa Vissar, Planner I, provided an update on the Eastside and Southeast Service Enhancement Plans.

The Eastside SEP is for the area east of I-205 including East Portland, Gresham, Troutdale, Fairview, Wood Village, and extending basically to the south to encompass all of Multnomah County to the east that's part of the TriMet District.

About 60 meetings have been held with stakeholders, community organizations, neighborhoods, nonprofits and local government partners. The meetings provide opportunities for people to provide feedback about how they use the service, how it can be improved and to hear about future service plans.

Information will be gathered throughout the summer and a draft vision will be created and shared to refine the process further.

The Southeast SEP includes Southeast Portland (generally from Division Street south), Milwaukie, Happy Valley, Gladstone, unincorporated urban Clackamas County, Oregon City and Estacada.

CAT Business Meeting Minutes

May 21, 2014

Page 7

Much of the work in Southeast thus far has been focused on working on the bus service plan for the opening of the Orange Line in September 2015. There have been over 50 stakeholder meetings, four community open houses and contacts with neighborhood associations. The PMLR Citizen Advisory Committee has also provided input.

Steve said that Kerry Ayres-Palanuk is taking the lead for the PMLR service plan and should be able to provide an update at a future meeting. There will be continued outreach through the summer months and the goal is to have the initial plan mostly completed by the end of the calendar year or very beginning of 2015.

Vanessa said that the outreach for the Eastside SEP will include three major phases and will continue through spring of 2015. The goal of the outreach is to better understand the bus service needs of the community and identify improvements priorities as funding allows.

Outreach continues to elder adults, people with disabilities, the limited English proficiency population, social service providers, schools, neighborhood organizations, chambers, faith-based organizations and housing agencies, among others.

Vanessa outlined the meetings that have taken place thus far and other community events that have been attended by staff. She said that staff is continually seeking opportunities to reach larger groups of individuals to better understand transit needs within the community.

Discussion

Claudia questioned how other organizations are informed of the public meetings because she hasn't seen any information during through her work with other groups. Steve said that staff is working closely with City of Portland staff in the Bureau of transportation to add the meetings to the appropriate calendars. He suggested that committee members forward any additional contact information to staff for follow-up.

Claudia suggested that staff also review where bus stops are sited on the Eastside to coordinate improvements with local jurisdictions. She said there are stops located south of San Raphael on 122nd Avenue that require customers to make mid-block crossings over multiple traffic lanes where there are no signals.

CAT Business Meeting Minutes

May 21, 2014

Page 8

Steve agreed and said that staff has been partnering with the City to capture some regional grant funds to help make these improvements.

Jan asked if specific disability stakeholder groups had been targeted through the outreach. Steve responded that staff has met with agencies that service various populations and would welcome information on other contacts. There was discussion to include the county disability services advisory committees, the City of Portland's Disability Commission and Independent Living Resources.

Arnold asked about service changes planned for September 2014. Steve said that the majority of changes will be reliability and capacity-related improvements and the restoration of frequent service on bus lines and also on MAX. Staff will report back on the full summary of changes at a future CAT meeting.

RIDE CONNECTION UPDATE – Lydia Corran, Troyce Crucchiola

Lydia Corran reported that Ride Connection has provided a total of 319,000 rides through third quarter and is on track to provide about 425,000 rides for the entire year. This represents an increase of 25,000 rides from last year.

Lydia said that Ride Connection has also received a grant from Active Community Living to focus on identifying, researching and addressing how to resolve a transportation issue. Ride Connection chose to focus on transportation for customers undergoing dialysis treatment.

An advisory committee was formed and membership included patients, caregivers, clinical staff, nurses, drivers and transportation professionals. Research also included focus groups comprised of patients of caregivers.

Ride Connection's research indicated:

- There are about 80,000 trips for dialysis patients in Portland each year
- About 55 percent of patients surveyed have an annual income of less than \$20,000
- About 65 percent have only one option for transportation
- Transportation options include using the LIFT or Medical Transportation services, driving themselves or relying on family.
- About 56 percent of those surveyed have had transportation issues within the last six months.

CAT Business Meeting Minutes

May 21, 2014

Page 9

Troyce Crucchiola is a dialysis patient and shared his experiences with the treatment itself and also commented on how the transportation needs for dialysis patients are unique.

Troyce discussed the importance of efficient scheduling and how it impacts the health of the patients and also how it impacts the ability of the dialysis clinics to provide their services.

Lydia added that Ride Connection has received another grant to continue the research and to start implementing solutions including more education and outreach. Ride Connection will be conducting a pilot program to implement some specific transportation solutions for evaluation.

Lydia indicated that there is a paper on this topic that is available for distribution. Jan asked that she forward the document to Kathy for any CAT members who may be interested in obtaining a copy.

Discussion

Jan commented that she has a better understanding as to why the LIFT program may not always be the best option for dialysis patients given the varying schedules of the treatment.

Arnold asked if fixed route service was an option for dialysis patients and encouraged more outreach to patients to inform them of the option. Troyce responded that fixed route may work well for some patients but others who are in varying states of fatigue following treatment may not be able to wait for the bus. Lydia added that of those surveyed, about eight percent indicated they may be able to use fixed route following treatment.

Beth Nagy-Cochran commented on her experience as a Ride Connection volunteer driver. She said that flexibility is important in providing transportation for dialysis patients. Treatments times may vary as well as the condition of the patient afterwards.

Leon Chavarria suggested that drivers should receive additional training in providing dialysis transportation. Troyce responded that Ride Connection will be developing information for all stakeholders including the drivers, the dialysis units and the patients. A video will be created for drivers to access online for training.

CAT Business Meeting Minutes

May 21, 2014

Page 10

Public Comment

Kathryn Woods commented that she has observed dialysis patients in varying stages of recovery after treatment and that the LIFT operators may wait a little longer than required at pick-ups if they have flexibility in their schedule.

LIFT OPERATIONS – 3RD QUARTER, FY14 -- Susan Florentino, Manager, LIFT Service Delivery

Susan Florentino, Manager, LIFT Service Delivery, provide an overview of third quarter performance results for the LIFT program. Highlights of report included:

- Average weekday ridership decreased 2.3 percent from the same quarter last year
- Excluding six days of inclement weather in February 2014, weekday ridership increased 1.2 percent, Saturday decreased by 4.8 percent and Sunday by 2.5 percent.
- Total average weekly ridership for the quarter decreased by 3.2 percent over the prior year. Excluding inclement weather days, ridership increased 0.6 percent.
- On-time performance for pickups and appointments decreased 1.8 percent and 0.9 percent respectively from the previous third quarter.
- On-time performance for LIFT cabs was 92.9 percent, an increase of 1.1 percent over the prior year.
- Total Complaint and Issue rates decreased from the third quarter of last year by 5.7 percent and 12.0 percent respectively, with the issue rate at the lowest level of the last six quarters.
- Compared to the prior year, total Commendations decreased in number of 13.3 percent and in rate by 10.5 percent, however both experienced an increased compared to the prior quarter.
- There was a slight increase in calls of 1.8 percent from FY13.
- The number of rides provided per vehicle hour for weekdays and Saturdays declined from last year by 2.3 percent and 3.6 percent respectively.
- Average cost per ride for the current quarter is 7.7 percent higher than the third quarter of FY13.
- Excluding fixed costs the cost per ride increased 3.8 percent from the prior year.

CAT Business Meeting Minutes

May 21, 2014

Page 11

Discussion

Claudia asked what is included in transportation costs vs. variables. Susan said that the costs include salaries and service hours. Variables include maintenance costs, cabs, service costs, etc.

Jan said that she has heard that LIFT weekend routes have been cut and she has experienced a change in the timeliness. Susan responded that routes have not been cut across the board but as demand varies, the number of routes varies. There seem to be more groupings for Sundays and Saturdays tend to be more variable.

Jan commented that she has observed that some of the air conditioners on LIFT buses are not working properly. She said that some buses have a front and back air conditioner and sometimes both aren't functioning. She was asked about the maintenance schedule for air conditioners.

Susan said that ideally both units should be working but LIFT will operate a vehicle with one operational. The bus will be pulled from service if there is no air conditioning. The air conditioners should be checked on the preventative maintenance review.

Patricia added that the air conditioners are very noisy and she hasn't been on any of the new LIFT buses where the air conditioning in the back of the bus was functioning properly. David Trimble responded that the new buses do have two air conditioning units but he's not aware of any reports from customers or operators regarding the noise and their function.

Zoe Presson commented on the LIFT securement systems and said that some of the belts can't be extended very easily and asked about future replacements. David responded that operators check the securement system as part of the pre-trip inspection. If the belt isn't functioning properly, it should be reported as defective and would be replaced. David added that LIFT will be receiving 27 new buses this year and 49 new buses next year.

Arnold asked about complaints for customer interactions and said that almost half of the complaints relate to these issues. Though he doesn't use LIFT, he reported that he has never had any negative experiences with TriMet staff or in using the service.

CAT Business Meeting Minutes

May 21, 2014

Page 12

David responded that customer interactions include any communication with any employee for the LIFT service. Reports of issues may vary based on individual perceptions of a situation but they are all investigated and the goal is get a complete picture of what took place. Staff also looks at any trends in complaints about operator behavior so that they can be addressed by First Transit management.

Jan said that she would hope staff also looks at trends by disability because sometimes customer interactions can vary depending on the level of service required.

Leon suggested providing additional training on serving people with varying disabilities and functional abilities. David agreed and said that First Transit does provide training but there may be options for additional training.

Chris Walker asked about LIFT signage at the Convention Center. He said it is difficult to know the appropriate location for pick-ups and drop-offs, particularly for those who don't travel to that location frequently.

Corrinna Griffis said that she is working with TriMet's signage department to have permanent signs installed at both the north and south Convention Center stops.

Patricia commented that she is still experiencing problems with Broadway Cab operators who do not come to the door to inform her they have arrived. For customers who are blind or low vision, it is particularly difficult because they are unable to locate the vehicle unassisted.

Steve Hext, Operations Manager, Broadway Cab, said that they are aware of the problem and are in the process of completing any analysis to determine which operators are not complying with the requirement to provide assistance.

Susan said that LIFT's analysis of complaints for Broadway Cab identified that there were only a few operators who had three or four complaints on this issue in the last six months. Most had one complaint and once the issue was addressed with them, there wasn't any repetition.

Patricia said that the number of complaints received may be misleading because it is unlikely that customers who are able to locate the cab would file a complaint.

CAT Business Meeting Minutes

May 21, 2014

Page 13

Steve said that there has been more focus on repeat offenders and the action taken may include up to the operator no longer being eligible to provide the service. Also, if the operator doesn't perform the service correctly, TriMet is not billed for the trip.

Diana Keever commented that some cab operators still turn down transporting service animals. Susan said that service animals must be transported and any report on this issue would be investigated.

Chris commented on LIFT cab service to the Portland Building and said he would be preferred to deboard on the street side of the building rather than on the building side. There was discussion about the safety of the boarding location and Steve told Chris he could ask the operator to move to another location.

Susan reported that staff had also reviewed to inquiries from previous meetings:

1. A new common location has been added for the Cheesecake Factory at Washington Square.
2. First Transit is reviewing the issue of leaving the LIFT bus doors open during pickups and drop-offs with their Safety Solutions Committee. They will develop a proposal for later discussion.

Jan commented that the committee would still like to discuss creating a training video for LIFT operators on serving people with disabilities.

ADJOURNMENT

The meeting adjourned at 12:00 p.m.