

## ATTACHMENT A

### MINUTES OF THE COMMITTEE ON ACCESSIBLE TRANSPORTATION May 20, 2015 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, John Betts, Jan Campbell, Leon Chavarria, Diana Keever, Adam Kriss, Beth Nagy-Cochran, Arnold Panitch, Paul Pappas, Zoe Presson, Claudia Robertson, Chris Walker

Staff: Susan Florentino, Corinna Griffis, Kate Lyman, Kathy Miller, Tom Mills, Allen Morgan, Bob Nelson, David Trimble, Vanessa Vissar

Guests: Sgt. Matt Engen (Transit Police), John, John Joseph (First Transit), Margo Moore (First Transit), Charles O'Neill, Laura Rigney (First Transit), Kathryn Woods

#### **APPROVAL OF THE AGENDA AND MEETING MINUTES**

Jan Campbell, Chair, asked for approval of the March 18 meeting minutes.

**Trish Baker made a motion to approve the March 18 meeting minutes. The motion was seconded and passed.**

#### **ANNOUNCEMENTS FROM THE CHAIR**

Jan thanked TriMet for inviting the CAT to participate in the Orange Line First Ride event. She said it was very enjoyable and that staff was helpful in providing assistance.

Jan mentioned that on the Type 5 vehicle, there is small drop from the priority seating area to the floor by the door. Staff will follow-up.

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Jan announced that the City of Portland would be having a celebration on Sunday, July 26<sup>th</sup> for the anniversary of the Americans with Disabilities Act. The event will be held at IRCO and she will provide more details as they become available.

Jan asked about pick-up and drop-off locations for LIFT customers for Rose Festival events. Corrinna Griffis, Administrator, LIFT Service Quality, said that there are three common locations established for the three entrances to the City Fair. There are also two locations identified for pick-up and drop-off for the Rose Festival parade. Reservationists will have the information and work with the customers to identify the location they would like to use.

Corrinna will forward the addresses to Kathy for distribution to the CAT members.

### **STAFF COMMENTS**

Kathy Miller reported that the annual CAT Luncheon would be held on Wednesday, June 17, in the Oregon Room of Building 2 at the World Trade Center. Invitations will be sent shortly.

### **WRITTEN COMMUNICATIONS**

Kathy said that copies of two emails were included in the packet and both issues have been addressed by Customer Service.

Adam Kriss commented that it is important to know that there is follow-up on any comments or written communications from the public presented to the CAT. David Trimble, Director, Transportation Programs, said that he agreed and added that staff would be able to provide general comments but would not be able to share any employee disciplinary actions.

### **PUBLIC COMMENT**

Charles O'Neill, a LIFT rider, asked that TriMet not increase the Honored Citizen fare. He commented on the difficulties of living on a fixed income and being transit-dependent.

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Charles also commented on a recent fixed route trip and said that: 1) the operators do not kneel the bus upon request; and 2) the priority seating area is not always available for people with disabilities.

He also commented on LIFT service on a recent trip where he was picked up 15 minutes early and dropped off at his destination an hour early. The building was closed and he had to walk to find a bus stop because he was unable to stand.

Jan thanked Charles for his comments and said that the CAT continues to work with staff to address fixed route and LIFT service issues. She encouraged all customers to report any issues to Customer Service for investigation and follow-up. David said that LIFT customers can negotiate their service times and he suggested that staff follow-up with Charles to review his ride schedules.

Arnold Panitch suggested some methods of self-advocacy to ask people to move from the priority seating area.

Susan Florentino, Manager, LIFT Service Delivery, said that rides are not scheduled to arrive earlier than 50 minutes before the appointment. Cancellations on the day of service can cause schedule changes but Dispatch works to manage those situations.

If the bus arrives early for pick-up, operators are trained that they may ask customers if they are able or willing to board early. The customer is not obligated to do so.

John, a fixed route customer, said that there is a message on MAX that says the NE 7<sup>th</sup> Street is closed. The station is now reopened and the message should be updated.

He also commented on the crossing at SE 12<sup>th</sup> and Clinton and said that it is not to safe to cross because the train does not sound a warning.

Arnold Panitch said it was his understanding that the trains would be allowed to sound alerts if it appeared someone was in danger in the intersection.

Bob Nelson, Interim Deputy General Manager, said that a quiet zone was implemented in March and that it is correct that the trains would use horns if there's a need for a warning.

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Jan asked about signage at the intersection. Bob said that the signage is up at all the crossings and has been reviewed by ODOT. It was required to be in place before the First Ride event held last week. The Orange Line signage is in process. Staff will review the intersection and the signage.

Leon Chavarria asked if there was a way to use a laser beam or high-pitched sound to warn customers. Bob said that those options may be available in the future but the technology doesn't support them at this time.

John also asked if the restrictions on smoking on the platforms would be the same on the Orange line. David confirmed that they would.

Adam Kriss suggested that the trains signal when they are approaching or leaving an intersection to improve safety. Bob responded that the area in question has very low pedestrian congestion. Staff will monitor the crossings and if the situation changes, safety procedures will be reviewed and addressed.

Adam said that signage at the stations prohibits smoking within 25 feet. He asked about the boundaries for stations like those in the downtown area that are on pedestrian sidewalks. Bob said that in those situations, the enforcement area is the drip line of the shelter.

### **TRANSIT POLICE REPORT**

Sgt. Matt Engen provided an update on Transit Police activities. He said the police have been busy with the President's recent visit and the numerous activities and events associated with the upcoming Rose Festival.

He reported that planning and preparations are underway for the opening of the Orange Line in September. Transit Police, Fire Department and EMS staff are partnering with TriMet staff to address any safety and security aspects for the new light rail line. During the summer months, emergency drills will be conducted to prepare for real world scenarios once the service begins.

### **Discussion**

Arnold asked about the level of system crime. Sgt. Engen said that the Police Bureau upgraded its software system in April and the new system connects every law enforcement agency within a five-county radius. During the transition, it may be challenging to present accurate numbers.

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Prior to the switchover, reports indicated that since January of this year, there has been a slight downward trend in reported crimes. Sgt. Engen said that crime exists on the system but continues to be very low. He added that TriMet has an envious crime rate compared to other systems and cities.

Trish Baker said she's seen an increase in the number of bikes on MAX. Sgt. Engen said that issues with bikes on the train depend on the time of day and the capacity of the vehicle and officers try to use a balance of common sense and discretion to address serving all customers.

Adam Kriss asked about fare evasion and tracking the number of riders who don't pay. Sgt. Engen reported that TriMet conducts fare surveys to determine whether or not someone has paid a fare to get a perspective on evasion. The Transit Police do not track statistics and have somewhat more discretion in issuing a citation. Repeat offenders are more likely to receive a citation.

## **CAT REPORTS**

### **Executive Committee**

Jan said that the minutes for the April 20 CAT Executive Committee were included in packet.

### **CAT Nominating Committee Report – Claudia Robertson, Facilitator**

Claudia Robertson reported that she served on this year's CAT Nominating Committee with Diana Keever and Adam Kriss. There were a total of six (6) positions available including three (3) representative positions and three (3) consumer positions. All CAT members with the exception of James Jackson 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 recommended the following eight (8) applicants for consideration for the six (6) positions:**

Trish Baker (Consumer or Representative)  
John Betts (Consumer)

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Jan Campbell (Consumer or Representative)  
Leon Chavarria-Aguilar (Consumer)  
Deidre Hall (Consumer or Representative)  
Patricia Kepler (Consumer or Representative)  
Eileen Collins Mastel (Representative)  
Kathryn Woods (Consumer)

Beth Nagy-Cochran said that she was resigning from the committee at the end of June due to a change in her status as a representative. Her term would have expired June 30, 2016. Beth said that she has enjoyed her years on the CAT and has increased her knowledge on transportation issues for seniors and/or people with disabilities.

Claudia expressed her thanks for Beth's service. She asked how Beth's announcement would impact the membership recommendation. Kathy Miller said that she would inform executive staff about the change in membership. She said that the pool of eight candidates would still be sufficient to select from for the seven open positions with Beth's resignation.

**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.

### **CAT Chair Recommendation**

Claudia said that the election for the CAT Chair position would take place at the July 15 meeting. The Nominating Committee recommends Jan Campbell for the position of CAT Chair pending her appointment to another term. Nominations from the floor will also be accepted.

### **LIFT USE OF TILIKUM CROSSING – Bob Nelson, Interim Deputy General Manager**

Bob Nelson, Interim Deputy General Manager, reported on an analysis that was completed to determine the impact of LIFT vehicles using the new Tilikum Crossing transit bridge. The analysis was completed by a consultant and included a review of 12,147 LIFT trips that crossed the Willamette River during both peak and off-peak hours over a four-week period.

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The analysis concluded that other bridge routes offered more favorable travel times in every instance for several reasons. The bridge was designed and geographically located to expedite access and egress for light rail, streetcars, and certain fixed route bus lines. Other vehicles, including LIFT vehicles would be required to travel out of direction at reduced speeds to access the bridge structure which would reduce efficiency.

There are also some concerns about congestion on the bridge and it is expected that the actual speeds across the bridge may be lower than the posted speed limit of 25 mph. Bob added that another element for consideration would be the additional training that would be required for LIFT operators to use the bridge.

Bob said that staff has made the decision that LIFT buses will not use the Tilikum Crossing because the option doesn't appear to generate any improvements in efficiency or cost effectiveness. Staff will continue to review bridge operations and review these considerations going forward.

### **Discussion**

Jan suggested that the LIFT operators be educated on the results of the analysis so that they will be able to understand and communicate the basis for the decision to LIFT customers. Bob agreed and said that was a good suggestion.

Arnold asked how LIFT vehicles would be accommodated on either end of the bridge for individuals who might to visit the bridge and travel the pedestrian pathways. Staff will follow-up and report back.

Adam asked about the two fixed route bus services that would be using the bridge once the Orange Line opens and how they would be more efficient. Bob said efficiency would improve because they are already providing service in those neighborhoods. All other fixed route buses will use either the Ross Island or the Hawthorne Bridge.

### **Public Comment**

Kathryn Woods commented that the LIFT service should be similar to fixed route. LIFT provides service to a clinic pm South Waterfront on Moody and also mostly likely across the river at OMSI. She said that the service does have reasons for crossing the bridge in that area even if the timing isn't perfect.

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### **PORTLAND STREETCAR OVERVIEW – Dan Bower, Executive Director, Portland Streetcar**

Dan Bower, Executive Director, Portland Streetcar, provided an overview on Portland Streetcar activities. Highlights of the report included:

- Portland Streetcar is about a 15-mile system consisting of two routes.
- The Central Loop route connects OMSI, the Lloyd District, South Waterfront and the Pearl District.
- The North-South route connects Northwest Portland to South Waterfront.
- Beginning in September, the Streetcar will be crossing the Tilikum Crossing to create the full central loop.
- There are 17 ADA accessible cars. Seven of the cars were built in Oregon and the other ten are from the Czech Republic.
- Automatic passenger counters were recently installed and indicate that the ramps are being deployed about 20 times per hour.

Once the Orange Line opens, Streetcar service will be provided every seven minutes between South Waterfront and Lovejoy in the Pearl District. On the Eastside, the service will be every 15 minutes from the outskirts of the system in Northwest Portland to the extended South Waterfront area.

Multnomah County will be painting the Broadway Bridge this summer which will require turning off the electricity. As a result, the Central Loop Line will be shut down for six to ten weeks beginning June 12. Part of the difficulty is that there is no way to turn the trains around without using Tilikum Crossing which won't be open yet.

Providing a shuttle service during this period would be costly and usually has lower ridership. Instead, staff is working with TriMet to ensure there will be enough fixed route service available. Streetcar pass holders will be provided with TriMet passes for the duration of the project.

Dan said the current fare for Streetcar is \$1.00 for use for 2.5 hours. There is a proposal to increase the fare for Streetcar only to \$2.00 beginning in September. The Streetcar Honored Citizen (HC) fare would be the same as TriMet HC fare at \$1.25 and the fare to use the entire system would \$2.50.

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Staff is considering purchasing a few more vehicles to improve service and also building a turnaround location on the East side of the river.

### **Discussion**

Jan asked about the fare proposal for Portland State University students. Dan said that students would continue to ride for free through a sponsorship program with Portland State.

Trish asked about signage for the NS. In addition to the standard stop information, it may also list another address in another portion of town with a 45 minute arrival time. Dan said that the board lists trains that are heading to the yard and that may be what she's seeing.

She commented on the slowness of the reader boards in updating with new information. Dan said that they are in the process of upgrading the computer networks and some of the boards are not functioning at this time.

Trish also commented on the design of the farebox and said it is confusing, particularly for visitors. Dan agreed and said that as part of the route changes this summer, all of the fare instrument information and system maps will be redesigned.

Paul Pappas asked how many Streetcar customers pay with a TriMet pass. Dan said that about 59.5 percent of riders pay with a TriMet fare. Staff is working on fare reciprocity and how the E-fare system will work with Streetcar.

Dan said that part of the challenge for the E-fare system is that the ticket vending machines at the platforms are credit card only and the machines on the cars are cash only. He feels Streetcar should also use the electronic system.

Arnold asked why the Streetcar routing doesn't serve South Moody and Bond from the CL line instead of requiring a transfer to the NS line to access that area. Dan said that the routing was considered initially but the tracks weren't built.

Arnold also asked about vehicle procurement. Dan said that there are several American manufacturers and they are also available from the Czech Republic. Seattle is replacing their cars and will be selling three of their existing cars next summer which Streetcar is considering purchasing.

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Arnold commented on the value of using conductors to assist with fare collection, safety, service animal issues, etc. Dan responded that there are no plans for adding conductors at this time due to cost and enforcement capabilities for personnel.

Adam suggested that Streetcar customers be required to pay at the platform before they board the car. Dan said payment options would be reviewed as part of the E-fare implementation.

Adam also suggested that there be a link between the websites for TriMet and Streetcar.

Jan suggested that Dan return to one of the next meetings for further discussion. Staff will schedule.

### **LIFT OPERATIONS QUARTERLY REPORT - 3<sup>rd</sup> Quarter, FY15 – Susan Florentino, Manager, LIFT Service Delivery**

Susan Florentino, Manager, LIFT Service Delivery, reported on LIFT performance for the third quarter. Highlights on the report included:

- Total average weekly ridership decreased by 0.9 percent.
- On-time arrival performance was 94.0 percent, the highest in the last five quarters.
- On-time arrival for appointment times was 94.5 percent, also the highest in the last five quarters.
- No-Show rate was 2.8 percent comparable to previous quarters.
- Total Complaint and Issue rates increased from the same quarter last year by 0.1 percent and 10.9 percent respectively, although both were the lowest of the last four quarters.

### **Discussion**

Trish asked if there were new staff members in Dispatch and if so, she suggested that they receive some sensitivity training. Susan said that all of LIFT staff is required to have sensitivity training before providing service. She added that even with the best training, there may be some who do not follow the procedures. Staff relies on customers to report issues to Customer Service so that they may be addressed.

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Trish suggested that each leg of the LIFT trip be allowed to be scheduled and confirmed individually. Susan emphasized that the reservationists are trained to use consistent procedures for the scheduling process. A customer always has the ability to ask the reservationist to repeat any information required.

Jan commented that she has experienced the same issues and that sometimes the interchange can be difficult because the reservationist doesn't want to deviate from the script.

David Trimble suggested that staff review the reservations process with the CAT to determine if there are changes that might be beneficial. Staff will schedule a presentation.

Jan said that more operators are using the back of her mobility device to assist them with getting up and down during the securement process and it's damaged the back of her chair. She would like to discuss the training for this process as well.

Chris Walker commented on the seats in the front of the LIFT bus. He would like to see some type of strap or grab bar for use by passengers in the front seats. David said that staff would review the request with the next bus procurement.

### **SERVICE ENHANCEMENT PLANS UPDATE – Kate Lyman, Planner II; Tom Mills, Senior Planner; Vanessa Vissar, Planner 1**

Kate Lyman, Planner II, provided an overview of the Service Enhancement Plans (SEP). Highlights of the presentation included:

- In FY14, all weekday frequent service was restored to pre-recession levels.
- All weekend frequent service has been restored this fiscal year along with making targeted improvements to bus lines that are overcrowded.

There are five SEPs and they include:

1. Westside SEP includes most of Washington County and has been completed.
2. Southwest SEP includes Southwest Portland, Tigard, Tualatin, Lake Oswego, and Sherwood and the plan is nearly completed.

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3. Eastside SEP includes East Portland, Gresham, Troutdale, Fairview and Wood Village.
4. Southeast SEP includes parts of Southwest Portland as well as most of Clackamas County (within the TriMet service district), Oregon City and Milwaukie.
5. North/Central SEP includes the parts of Southeast Portland, all of North Portland, most of Northwest Portland, downtown, and a large portion of Northeast Portland.

Outreach has been completed for the Eastside, Southeast and North/Central SEPs including working with organizations that service seniors and/or people with disabilities. Draft plan visions will be released shortly for public comment and the goal is to complete the plans in 2015.

### **North/Central Plan**

Kate reported that staff has received considerable input on the need for better access to job centers in the Columbia Corridor and the Rivergate area for all work shifts. There's also a need for better connections within Portland between Northeast and Northwest, Southeast and Southwest and Southeast and Northeast and from the North/Northeast area to locations in Portland including the airport.

Staff has also heard from neighborhoods that have less bus service than others including the Cully and East Columbia neighborhoods and the Northwest Heights and River District neighborhoods. There have also been requests for new service on Fremont Bridge and service somewhere on NE 20<sup>th</sup>.

Kate said that staff is working to address these suggestions in the vision plan that will be released within the next month or so providing an opportunity for public comment over the summer.

### **Eastside Plan**

Vanessa Vissar, Planner I, provided updates on the Eastside, Southeast and Southwest Plans. Staff has heard that there is a need for more North-South service on the Eastside which would involve improving existing service along NE 122<sup>nd</sup> and 181<sup>st</sup> Avenues and Kane Drive or adding new service along 148<sup>th</sup>, 162<sup>nd</sup> and 223<sup>rd</sup> Avenues.

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There have also been requests for improved connections to Airport Way, Columbia Corridor, Troutdale Reynolds Industrial Park, Southshore Corporate Park and Gresham Vista Business Park, Mt. Hood Community College and Reynolds High School.

Other requests have been for better connections between bus service and the new Bus Rapid Transit (BRT) service which will be operating between Downtown Portland and Gresham along Powell and Division.

### **Southeast Plan**

Southeast residents and riders have also asked for better connections to job centers, particularly the Clackamas Industrial Area, the North Milwaukie Industrial Area, and International Way. Additional requests have been received for better North-South service in inner Southeast Portland and better service to Downtown Portland.

There have been requests for improving or increasing frequency, extending hours of operation and adding weekend service for Lines 32, 75, and 79 and adding better connections to the new Orange Line and future BRT service.

### **Southwest Plan**

Outreach for the Southwest Plan resulted in requests for more frequency, more hours of service and additions to weekend service. The draft vision highlights any new frequent service on Lines 35, 44, and 76 and also providing better connections between neighborhoods and job centers on Tualatin-Sherwood Road, Kruse Way, Lake Grove and the Progress Ridge area. It also includes improvements for service to Portland Community College at Sylvania and the Marquam Hill area.

### **Discussion**

Beth thanked staff for the map. She asked how the LIFT service would be impacted and if it would be back to levels prior the recession. David responded that the LIFT service boundaries will follow the fixed route service and be adjusted accordingly.

Trish said that the Line 15 has a new shuttle service but she never saw a service alert about it. Kate said there was information posted on the website

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and an email was sent to riders who have signed up to receive the alerts. There was also signage posted at the bus stop.

Trish suggested that rider alerts be added at the schedule locations.

Adam asked if the service enhancements will include improved amenities like shelters, lighting, and safety improvements. Vanessa responded that the primary focus is on improving the service itself but comments are being taken on the need for stop improvements. She encouraged CAT members to report any concerns about specific stops to Customer Service and they will be relayed to the appropriate staff responsible for those improvements.

Claudia expressed concern that oftentimes, particularly on the Eastside, a longer bus line is replaced with a shorter frequent service line and cited the Lines 12 and 21 as examples. She indicated it isn't much of an improvement because one has to use the frequent service to connect with a less frequent line to complete the trip. Vanessa said that staff has received heard similar comments and is looking at ways to improve connections at transit centers for some lines.

Paul asked if TriMet receives any funding from the Veterans Administration for Marquam Hill service. Staff will follow-up and report back.

Arnold asked about any proposed changes to Line 72. Kate said the line is frequent service today and one of the highest ridership lines. Staff has heard requests for continued improved frequency and increased service hours. The SEP will recommend that the hours of service be increased. The line is monitored continually for capacity for overcrowding and buses are added frequently.

Adam suggested that Line 12 be restored to the full route. Tom Mills, Senior Planner said that the Line 12 was shortened because it was the longest line in the system and it was difficult to keep it on time. He doesn't think extending the line would be a positive improvement because once again it would face the potential for on-time performance issues. Increasing the service on Line 21 to improve connections with Line 12 might be an option that would not result in performance problems.

Zoe said that Line 71 used to provide 15-minute service on the weekends and now it is about every 20 minutes. She asked if weekend service would be

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increased. Vanessa said the plan will include a proposal to upgrade Line 71 to frequent service which would be 15 minutes or better every day of the week.

Chris Walker asked if the use of articulated buses might be considered again to address overcrowding. Kate said that they are being considered for the BRT service but not necessarily for regular bus service it would require a massive change for bus stops and the bus garages.

Jan asked about the schedule for completion of the plans. Vanessa that the SEPs were developed to assist with planning over the next 20 years and completion of the projects will be based on the budget and available resources.

### **Public Comment**

John asked if there was any plan to extend Line 22 on the weekends and also Line 87. Staff will follow-up and report back on Line 22. Vanessa said that there is a proposal for increasing frequency on Line 87.

Kathryn commented that she was pleased to hear that consideration is being given to adding a bus route on NE 20<sup>th</sup>. She added that NE 21<sup>st</sup> might also be considered since it's also very busy and provides access to many businesses.

Claudia asked if staff was expecting the plans to change once Metro becomes involved, particularly with any plans for rapid transit. Tom responded that the Southwest Corridor will definitely be impacted and the plan will require some adjustments once Metro has determined a preferred route for the high-capacity transit.

Tom said that the SEP provides some options for flexibility for Metro's planning process because it would still provide improvements even though a certain area may not be served by high capacity service.

### **ADJOURNMENT**

The meeting adjourned at 12:00 p.m.