

**MINUTES OF THE
COMMITTEE ON ACCESSIBLE TRANSPORTATION
World Trade Center, 25 SW Salmon
May 16, 2018
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

CAT Members Present: Trish Baker, Lori Bauman, Jan Campbell, Leon Chavarria, Deidre Hall, Diana Keever, Patricia Kepler, Adam Kriss, Arnold Panitch, Jerry Pattee, Zoe Presson, Claudia Robertson, Chris Walker

TriMet Staff Present: Lt. Rachel Andrew, Max Calder, Eileen Collins, Jennifer Koozer, Alan Lehto, Kathy Miller, Margo Moore, Bella Nguyen, Patrick Preusser, Jesse Stemmler

First Transit Staff: Damon Blocker, Ricardo Boulware, Ples Bruce, John Joseph, Leea Seeber

Visitors: Annadiana Johnson, Chris Maher, Raymond Panagopoulos, Ryan Skelton, Lee Sutter, Kathryn Woods

Jan Campbell, CAT Chair, called the meeting to order at 9:00 am.

Approval of the Minutes. The CAT passed a motion to approve the meeting minutes for March 21, 2018.

Announcements from Chair

- Jan met with TriMet at 60th street and talked with them about access, since the elevator will be down. She spoke about universal access, not just for people with disabilities, but anybody. Discussion included the plan in place and the need to bring the elevators into a state of good repair.
- Kathy Miller was recognized for her years of dedicated service and accomplishment. CAT was reminded of her upcoming retirement on May 31, 2018. CAT emphasized how much Kathy was relied upon and to what a great extent she meant to everyone.

Written Correspondence

- Max Calder mentioned two pieces of written correspondence from CAT Member Chris Walker. One was related to gaps in the LIFT Service Area on Sundays for Special Olympic access. Meanwhile, the other was in regards to LIFT not stopping between scheduled destinations. Both pertain to standard operating regulations and policy and not operational deficiencies in terms of performance.
- Ray Panagopoulos submitted written commentary in regards to the same LIFT issue that he was present to speak about during public comment. His concern was in regards to an incident with Broadway Cab where his “special needs son” was left unattended and found by the manager of the restaurant he works at “sitting alone in front of the restaurant.”

Nominating Committee

- The composition of the Nominating Committee was Deidre, Trish and Jan.
- A few of the criteria that candidates were evaluated upon included the ability to fulfill membership responsibilities,; willingness to consider issues from a community wide perspective; potential to effectively function as a member of the committee; regular use of one or more TriMet services; and linkage and involvement with agencies that provide services and/or advocacy to persons with disabilities and seniors.
- There were a total of five consumer positions available and three representative positions. Six CAT members reapplied for appointment and there were 4 new applications. The Nominating Committee recommended all 10 candidates be forwarded the General Manager for consideration.
- Trish Baker moved to forward the selections for the consumer and representative positions for CAT to the General Manager. Diana Keever seconded the motion. It was unanimously approved.
- Jan reminded CAT that the Nominating Committee would be meeting to review the Vice Chair and Executive Committee Member at large for 2019 and it would be brought before CAT in July for selection.
- Per a question from Adam, Jan clarified that a consumer member is primarily a user of the system whereas a representative member is someone who works with people with disabilities and seniors.

Public Comment

- Raymond Panagopoulos introduced himself and notes that he has 18 years of experience teaching special education and has a special needs son. Mr.

Panagopoulos expressed his concerns regarding Broadway Cab's performance on LIFT Service. An incident that took place on the morning of March 20, 2018 was reviewed. On this morning, Mr. Panagopoulos's special needs son was left alone at the restaurant that he works at. Mr. Panagopoulos described the risks that leaving his son unattended pose and expressed concerns about the training and competency of Broadway Cab.

Transit Police Report – Lt. Rachel Andrew

- Lt. Andrew greeted CAT and noted the upcoming Rose Festival events and service impacts.
- Also noted was the anniversary on May 26th of the tragic stabbing that occurred on the MAX train.
- In terms of crime trends, Lt. Andrew reported a downtrend in operator assaults. This was caveated with how serious every assault is and not wanting any operators injured while at work.
- There have been a couple crimes on the MAX trains, but it seems to be known subjects. The subjects are groups of kids who know each other and seem to have some ongoing rift.

Discussion

- Trish asked about mobile device theft. Lt. Andrew noted the importance of education and that the public is proactively aware of how to be safe on the system with their belongings.
- Lt. Andrew also addressed Trish's question regarding the overlap/overflow of bicycles that may impede mobility device access. Security is trying to work with folks with the bikes to be mindful and respectful of the individuals that need the same space. TPD is trying to make sure that folks with the bikes, if all of the racks are taken, position themselves so there is no interference with other ridership.
- Diana asked about any non-service animal / service animal incidents related to the Doggie-Dash or otherwise. Lt. Andrew noted one ongoing matter with an aggressive animal on buses unrelated to the Doggie-Dash. Lt. Andrew noted a personal investment in service animal safety.
- Arnold asked about the TriMet contract with unarmed security officers whose job it will be to deescalate issues on trains and buses. Lt. Andrew noted that this is in reference to the contract with PPI, which is not yet executed or active.

- Ms. Johnson asked what the appropriate reporting mechanism is if someone is a witness. Lt. Andrew recommended to call the non-emergency number and a police officer will either reach the witness by phone or they reach the investigator who will then reach out to the witness.
- Lt. Andrew also noted that Transit Police handles all of the TriMet system including municipalities throughout Clackamas, Multnomah, and Washington Counties.

Jan had a related question for Margo regarding accessible drop off locations during the Rose Festival. Margo noted that it would be the same as in prior years. Jan noted that there were issues with security allowing for access on Salmon at designated spots. Margo noted that the issue would be looked into. Eileen mentioned that TriMet would make sure everyone knows where the locations are.

Transportation – Fixed Route Operator Training Bella Nguyen, Assistant Manager, Transportation Training

Bella provided a fixed route transit training update. She noted the continual effort to ensure ongoing improvement with new hire operators through a six week program. The first couple weeks is focused on foundational information, backing exercises and being able to obtain a Commercial Drivers License (CDL). After that first two weeks, passenger assistance and customer service begins. There are both ADA modules and line training where the cadet goes out with the qualified operator to ride routes. Continuous improvements and updated training materials are ongoing efforts.

2016-2017 annual certification training was completed in February 2018. Bella will be meeting with the transportation managers on July 23rd to discuss modules and training for the 2018 recertification.

Jan asked about training for people with disabilities. Cindy noted that the goal is to expose trainees to as many different passenger types and abilities as possible. This does not guarantee that the trainees will experience providing customer service to seniors or people with disabilities. Cindy added that TriMet has mock ADA securement challenges. These are customer service scenarios to ensure that every operator does experience some new information. Jan asked about the panel during the probationary period, which lasts six months after being released from training. Bella confirmed that committee members come in to discuss that material during the probationary period.

Arnie noted a pattern (25% of the time) of seatbelt neglect by bus operators. Bella noted that and observed that Training Supervisors perform annual rides with each operator. Trish noted the need for operators to have appropriate sensitivity and disability awareness training to ensure the understanding of varying needs for wheelchair ramp use and that it “isn’t the same for everybody.” She also observed that certain people are simply inclined to be better customer service agents than others, regardless of training.

Adam asked about kneeling protocol to which Bella commented there isn’t a standard, but rather it’s an assessment based approach of whether the customer would benefit from that function. Zoe mentioned that all of the drivers need to know that while the bus is kneeling, the ramp cannot be deployed until the vehicle is fully lowered. This is due to ramp deployment prohibiting further kneeling, which can cause challenges with the slope to wheel up. Bella confirmed that this is taught in training, but can be reemphasized.

Public Comment

Kathryn Woods mentioned that she has had bus operators state “this bus will go much faster if you don’t use the ramp.” She has called such complaints in and mentioned that she would not ask for the use of the ramp unless she needed it. She has also experienced drivers proactively offer the ramp in a customer friendly manner. Ryan Skelton inquired about maintenance issues with wheelchair restraint straps not being functional and drivers taking 5-10 minutes trying to work with the equipment before saying “I’m not going to restrain you.” Bella mentioned that all drivers are required to perform a pre-trip inspection and should be checking restraints thereby becoming aware of any mechanical deficiencies. Meanwhile, post trip drivers should be noting any experienced mechanical issues and reporting those to the appropriate people for repair. Ryan also asked whether drivers are trained to instruct individuals in the mobility area to potentially move if they don’t have a disability, which Bella confirmed.

Southwest Corridor Expansion Project, Jennifer Koozer, Manager Community Affairs

Jennifer introduced Arnie as the CAT’s Community Advisory Committee representative for the Southwest Corridor Plan that is led by Metro. This project is in the planning phase right now, led by Metro and key points are included below:

- The Southwest Corridor includes the Barbur Corridor, through Southwest Portland, through Tigard and into Tualatin.

- This represents about 10% of the region's population, approximately 46,000 students (OHSU, PCC, George Fox, and National College of Naturopathic Medicine), and significant employment.
- Over 90 percent of employees in Tigard and Tualatin live outside those municipal boundaries (i.e. lots of different directions to and from the corridor).
- Population and growth are both expected to grow by about 25% by 2035 in this corridor with the latter representing 70,000 additional residents.
- There will be significantly more congestion and longer travel times, which means the SW Corridor expansion will provide a reliable transportation option and attract up to an estimated 43,000 riders. The projection is to carry about one in five commuters in the corridor.
- A draft Environmental Impact Statement, which is federal requirement for this project, is being reviewed by the Federal Transit Administration (FTA) and it should be published soon. After being made public, there will be a formal comment period and everyone is welcome to comment.
- The Community Advisory Committee will make a recommendation to the SW Corridor Steering Committee. The Steering Committee makes a decision in regards to what route to work with. From there the decision will be affirmed by all of the city councils and boards of the jurisdictions in the corridor and then by Metro Council. This process should be complete by the fall of 2018.
- The next couple years there will be significant public engagement about what the station areas will look like and evaluating the footprint of the project.
- There will be new Community Advisory Committee opportunities for CAT and staff will continue to bring updates to this group.
- The next huge milestone will be the November 2020 regional funding measure, which will provide the 50% local match for the needed FTA dollars to fund the project.
- The preservation of affordable housing is a key focal point of this project. Equitable housing strategies are being developed by project partners.

Discussion

Arnie mentioned that he is less concerned about the route and more focused about the accommodations at the stations and the interaction between cars and people. Patricia asked about PCC access and routing, which Jennifer mentioned is still being worked out. Trish inquired about *Eminent Domain* and whether the goal was to keep that to a minimum, which Jennifer confirmed was the case. Jennifer added that TriMet has a very strong record of being able to come to mutually agreeable solutions with property owners when such acquisition is

necessary. For example, there was only one property owner that went to court with the most recent Orange Line project.

Claudia noted distance and topographical challenges with pedestrian access at PCC. Jennifer noted other places where buses would that serve Marquam Hill would be able to transfer with light rail.

Public Comment

Ryan Skelton mentioned the importance of having material in alternative formats. Jan noted that TriMet makes the alternative format request process part of the public notification process. Patricia mentioned community listening sessions as opportunities where TriMet can go the people to get their feedback. Jennifer confirmed that the outreach will include larger open houses, community groups, libraries and other venues.

Division Transit Project, Jesse Stemmler, Project Manager Capital Project Construction

Jesse introduced the presentation as a broad brush overview. The scope of the Division Transit project is a 15 mile corridor connecting Downtown Portland & the Transit Mall to Gresham with eighty two (82) individual stops. Existing infrastructure will be used on the Transit Mall, so there are no new station designs or platforms being introduced in that environment. Across the Willamette and the Tilikum Crossing, TriMet will be building new stations in inner Division out to Gresham.

The target performance for this project is 15-20% improvement over the existing line for service. This service will be operated by articulated buses with three doors, all door boarding, and alighting with mobility devices consistently loading and unloading from the front door. This project is an FTA Small Starts project with a hard-capped \$175 million budget. This project received a medium-high rating, which is very good. After receiving word that no Small Starts projects would be funded this year, TriMet is working with political liaisons in D.C. to obtain an earmark (outlook optimistic).

A lot of work has been done in design to minimize costs. At 30% design, the City of Portland stepped up to close a \$6 million local funding gap. Staff is confident on the budget number now, which is very close to that \$175 million hard capped number. Design is anticipated to conclude in February of 2019, construction is

projected to begin toward the end of 2019, and service is anticipated to open in 2022. A key for this project is universal accessibility, meaning the stations and buses must work for everyone. Goals include: Quicker or more reliable trips; more access to more opportunities; and reducing disparity and providing equitable service across the Division Corridor. By taking a station-by-station approach, due to the different environments of the Transit Mall, Inner Division and Gresham, platform environments can be integrated into the urban fabric.

Previously, a 12" platform was being studied. The higher platform has since been moved away from. Staff is looking at a 9" and 6" design, which will significantly reduce the footprints of the stations. Going from 12" to 9" will significantly bring in ramps and mitigate chasing grades, while a 6" platform will likely have no ramps.

The next steps include working with CAT, the Bicycle Advisory Committee, the Pedestrian Advisory Committee, and members from the Gresham Active Transportation Committee. Monthly CAT ad hoc sessions will continue.

Discussion

Arnie asked what ramp is perfect (6", 9" or 12") so there is no need to go up or down. Jesse noted that both the 6" and 9" platform heights are lower than the bus floor height, so the bus will kneel and deploy a front door ramp for mobility devices and for individuals in need of such assistance. The 12" ramp proved to be cost prohibitive although it would provide level boarding.

Adam inquired as to the distance between stops and that the Division corridor presents pedestrian infrastructure challenges. Jesse noted Adam's concern and reinforced that if the new service doesn't provide enhanced and better service overall than the goals of the project will not have been met.

Public Comment

Kathryn Woods noted the distance between stops as a concern if a stop was missed. Annadiana Johnson and Jesse noted a clarification on the drawing and confirmed that all stops would be going both directions, which alleviated the concern expressed by Kathryn.

Alan Lehto, Director Business Planning and Asset Management

The idea of the business, or as some agencies call this kind of plan, a strategic plan, is to try to take a look at the agency as a whole and identify all of the things that we are trying to accomplish. TriMet has a large number of employees and is a very large agency, which makes a strategic business plan an important exercise to ensure: the agency is pointed in the right direction; priorities are appropriately identified; areas of improvement are understood; and improvement is optimal. The first ever business plan was produced last year. The business plan is a rolling five year plan with annual updates.

The strategy map, which is in pyramid form presents the agency vision, mission and values. It also provides a statement of 12 goals that include day-to-day, week-to-week, and month-to-month efforts. These include issues like safety, accessible service and providing safe, efficient, and equitable service. Furthermore, there are a series of key strategic actions. The business plan is all about alignment meaning that the agency is pulling in the same direction and trying to accomplish the same things.

Highlights include improvement in on-time performance and an enhanced safety record. Meanwhile, ridership has decreased, which is a trend all over the country and there are a variety of reasons for that. Accessibility is a key component of the business plan. The ATP team is working on a strategic plan that will complement the business plan. Best practices and lessons learned are being used to evaluate this.

Mobility on Demand (MOD) alternatives are being explored to work with grant money to enhance electronic tools to be able to be responsive and support the needs of riders on fixed route and ultimately (hopefully) LIFT as well. This includes better trip options on the web, automated call-back functionality for LIFT and continued work on HOP integration for LIFT customers. The 2019 – 2023 will be finalized in June 2018. Meanwhile, there will be board strategy sessions into the summer and fall, which will allow the next business plan cycle to be finalized in the heart of the budget cycle.

Discussion

Diana mentioned that the reason she no longer uses the MAX or bus is due to her service animal being attacked. Alan mentioned that an area of focus is increasing the security presence on board MAX and Bus. Jan, Max and Diana noted that service animal safety would be something to review at Executive Committee and CAT possibly.

Adam asked about survey data on fixed route, which Alan confirmed takes place and is captured in other parts of the business plan. Arnie brought up the distinction between institutional and residual and that providing free transit for students would facilitate the generation of an institutional market and generational ridership. Arnie emphasized the importance of schools being institutional transit ridership bases. Alan noted that the conversation has happened with the school district and the issue is reduced to where the funding for the fare subsidy comes from. Arnie added that he would like to get beyond the residual and see kids riding frequently as honored citizens.

Claudia mentioned her preference for the title “Business Plan” versus “Strategic Plan.” The former implies a different way of thinking leading to perhaps to more action.

Public Comment

Kathryn Woods mentioned that some school districts no longer have pupil transportation that is free. She also noted that she has observed individuals on fixed route that perhaps could use LIFT. She said she had heard that fixed route drivers are not allowed to share information regarding LIFT. She also mentioned the difference in on-time performance metrics between LIFT and fixed route/MAX. Alan addressed the comment about yellow school buses and noted that those districts that still provide such service don't have that available savings to put into subsidizing transit use. In regards to fixed route drivers not being allowed to speak about LIFT service, Max noted that it may more drivers not discussing policies they are unfamiliar with rather than a concealment of anything. Max added that the industry of paratransit has different acceptable criteria for on time performance (and other metrics) than fixed route/MAX.

Broadway Cab Provision of LIFT Service Cheryl Noonan, Operations Manager Broadway Cab and Eileen Collins, Manager LIFT Service Delivery

Eileen described the relationship between Broadway Cab and LIFT. Broadway Cab is the supplemental overflow provider for LIFT service. Broadway gets 50% of their trips the prior day that are otherwise unable to be met or just better served. This includes location, bus or van access impediments or better fits in the schedule. Meanwhile, they get the other half of their trips on the same day of service, based on where the trip is located, whether there are road calls with First Transit and other difficult to reschedule trips that otherwise have significantly

adverse impacts on timeliness. During the last 3 months of service on time performance with Broadway Cab has been 94-96%, which is higher than First Transit for the same period.

Cheryl Noonan opened it up to Q&A.

Discussion

Patricia mentioned issues with drivers not coming to the door. She has had to listen to cues from her pet (dog bark) and hear a driver say something like “I’m over here.” Cheryl mentioned that each issue is looked at and classified as driver specific or a patterned concern. With the former, the driver may get retraining, while with something systemic there will be a census effort to improve the situation. Patricia reemphasized that this is a case of the driver not even going to the door, never mind the failure to escort appropriately. Jan added whether other training reinforcement such as newsletters or other means could supplement the standard training efforts. Cheryl noted that this was certainly possible. Jan added that bringing in CAT Members and other individuals with disabilities could be a way to improve the training message. Cheryl noted that this would be a wonderful opportunity.

Diana expressed concerns with her experience with Broadway Cab which was described as going on for several years. Patricia echoed these concerns especially when she goes to places like Sylvania Campus of PCC. She noted that drivers get confused at these larger locations and ask her for directional reference. She described occasions where she will get dropped off and need to find a Samaritan to “figure out where she was left on campus.” Adam had questions about the assignment of vehicles, to which Eileen noted LIFT does not prioritize or assign trips by vehicle preference. The assignment of vehicle is based on access to locations and the specific need or ability of the customer. Adam referred back to the complaint earlier in public comment regarding the passenger who was left unattended and wanted to confirm the frequency of such incidents. Eileen noted that there had been zero complaints regarding passengers being left unattended since that incident.

Patrick Preusser asked about details related to specific actions taken after the serious incident brought up earlier. He also requested the presence of Broadway Cab at CAT Meetings and asked that they present on some trends over the last three (3) years or so around the top 3-5 areas of concern. Eileen noted that this could happen and that she had worked with Broadway Cab on how to intervene. Broadway Cab does an attestation with drivers and makes sure each driver understands every point of why customers are part of the unattended passenger

policy, along with an overview of the requirements for hand-to-hand service. Furthermore, if a driver leaves someone unattended, they will not be paid for that trip and placed on an excluded list until they are retrained to proficiency in serving that population.

Chris Walker inquired as the use of phones by operators. Cheryl confirmed that operators should not be handling a phone at all. Jan mentioned issues with the space next to the driver being loaded with things that impede access. She also noted that there are on time performance issues on holidays. Jan asked about whether this might be supply related, but Cheryl noted it is more due to very high demand.

Jan reminded Eileen to think about including people with different disabilities with the Broadway Cab driver training effort. Jan concluded the meeting with a reminder that this was Kathy Miller's last CAT and to congratulate her on a well-deserved retirement.

Adjournment

The meeting adjourned at 12 pm after a motion by Diana Keever and Second by Adam Kriss.