

**MINUTES OF THE  
COMMITTEE ON ACCESSIBLE TRANSPORTATION  
World Trade Center, 25 SW Salmon  
September 25, 2019  
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:** Lori Bauman, Jan Campbell, Leon Chavarria, David Daley, Deidre Hall, Annadiana Johnson, Patricia Kepler, Diana Keever, Adam Kriss, Kris Meagher, Arnold Panitch, Zoe Presson, Ryan Skelton, and Claudia Robertson

**TriMet Staff Present:** Charles Clark, Eileen Collins, Josh Mahar, Margo Moore, Patrick Preusser, Thomas Scharff, Jesse Stemmler, Clay Thompson, Kathy Whitman, Michael Younger, Kim Zurcher

**First Transit Staff:** Byron Bolton, John Joseph, Ken Wilson

**Visitors:** Lt. Rachel Andrew, Trish Baker, Carolyn Patrick, Lee Sitter, Chris Walker

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Jan Campbell, CAT Chair, called the meeting to order at 9:00 am and welcomed operators, staff and other visitors. She asked for a motion to approve the minutes.

**Approval of the Minutes:** Patricia Kepler made a motion to approve the minutes as written. Leon Chavarria provided a second. Claudia Robertson inquired about discussion and requested a vote. The minutes were approved.

**Announcements from the Chair**

- Jan announced the outcome of her trip to Rapid Transit in Vancouver, B.C. She commented on some of the challenges riding on the fixed route buses and rail lines although Canada is working on passing their version of the A.D.A.

## **Approval of CAT Bylaw Modifications**

Annadiana Johnson moved to pass the CAT Bylaws as amended and written. Dr. Ryan Skelton seconded the motion. Jan asked for any discussion. The CAT Bylaws were approved.

## **Transit Police Department (TPD) Report, Lt. Rachel Andrew**

Lt. Rachel Andrew was welcomed back from her leave of absence. She correlated how on time performance related to law enforcement activities around events that hindered TriMet service. She impressed how Transit Police works with other local law enforcement to respond to situations that impede buses or MAX from moving. She reported how TPD is conducting missions with G4S Security and PPI Security to assist sleepers off of the system. TPD is assisting with bus bridges that are in place of the Blue Line where construction is ongoing. TPD conducted some youth summer camps that are expected to return next year. TPD assisted students returning to school and those that were new to using the bus system to get to school with rules for riding and some the best practices.

Patricia asked if TPD was just kicking the sleepers off of the MAX or bus. Lt. Andrew replied that they do their best to refer sleepers to available shelters or other partner services.

Annadiana noted a specific situation that occurred in Hillsboro. Lt. Andrew commented that it is a societal issue that they continue to help as much as they can.

## **CAT Reports – LIFT Will Call Policy Ad Hoc Meeting (Eileen Collins)**

Eileen Collins reported on the outcome of the LIFT Will Call Policy Ad Hoc was an updated LIFT Will Call policy and a new policy on same day time changes on return trips. The LIFT Same Day Time Change policy would meet the need for customers that could not get a Will Call trip because of circumstances beyond their control but needed a return trip at a different time during the day. Ken Williams and Bryon Bolton are working on the implementation of both policies with LIFT Central Dispatch since the Ad Hoc committee moved to approve both of these polices.

## **Discussion**

Patricia asked if an appointment ended early that they could call Dispatch for an earlier ride but was told that Dispatch could no longer do that. Eileen replied that creates other delays that negatively affect the overall on-time performance of the

transportation provider and delays the rides of other customers. Patricia commented that LIFT Customer Service was informing customers to book rides with later times and call in to get an earlier pick up. Eileen was not aware of that directive and commented that would further delay a customer's pick up if there was no vehicle readily available.

Claudia moved to accept the LIFT Same Day Time Change policy. Eileen clarified that the LIFT Same Day Time Change was a new policy that came about because of the discussion during the LIFT Will Call policy Ad Hoc meeting. Claudia recanted her proposed motion to approve. Dave Daly moved to approve both policies. Annadiana seconded the motion and clarified her understanding of the two policies when Jan asked if it was clear to everyone. Eileen added that the Same Day Trip Change policy was added to complement the Will Call policy and anyone who was facing a no-show at no fault of their own. Neither of the policies would affect the No Strand policy.

Patricia raised the issue of cab drivers not coming to the door which is what Jan mentioned would help alleviate that from stranding someone with a no-show. Claudia acknowledged that she understood the policies on the floor and the purpose of each.

Eileen preemptively commented that the upcoming IVR (Interactive Voice Response) will provide imminent arrival calls helping customers know when the vehicle will arrive. The motion to approve both policies was passed.

Jan asked Lori Bauman if she wanted to comment on the trip to Vancouver, B.C. She mentioned how transit agencies are using more of the ride hailing companies and that the light rail system was elevated and automated with 2-3 minute arrival intervals. Use of transit was high there.

### **Public Comment to the CAT**

Trish Baker described a situation where she had called LIFT Customer Service twice for the same event of another passenger causing a disturbance and wanted to speak to the same person but was not able to. She wanted to ask if there was a way to make it easier to do that.

Trish reported that she is on a task force for the Portland Bureau of Transportation regarding how to spend money from parking meters in and around the city. She invited anyone with suggestions to make contact with her or Jan.

## **Division Transit Project – Jesse Stemmler, Project Manager Engineering & Construction**

Jesse Stemmler reported that he had some additional information about the trip to Vancouver, B.C. and an update to the Division Transit Project. The Project is close to wrapping up the design phase, preparing for construction, and procuring the 60-foot articulated buses. The articulated buses will have three doors with mobility devices entering and exiting through the front door. The buses will communicate directly to the signals which will allow for signal prioritization of the buses. Stops are being consolidated where they can be, making 42 stops and platforms will be raised. The corridor is 15 miles long, connecting downtown Portland with Gresham Transit Center. The project is partially federally funded and partially locally funded. Many on this committee were critical in helping shape the stop platforms.

In designing the stations, TriMet looked at how the system in Vancouver, WA is set up. TriMet built and tested mock-ups with members of this group. There are different station types throughout the line depending on what worked best at each of the locations. The Island Station is a new design that was added to the other three designs. Claudia commented that she hoped that they didn't design any of the intersections like Halsey & Weidler intersection.

Jesse commented that all of the stations have weather protection, bus markers, system maps, raised text and Braille information with direction of travel information, seating, leaning rails and trash receptacles. The station design theme Frames was chosen throughout the line. The windscreens will have patterns to reduce graffiti and vandalism. Although federal funding no longer pays for art work, TriMet values the importance of connecting to the community in that way. The windscreen designs will reflect some of that work. The pilot bus is expected to arrive in six to ten months. TriMet would like members of CAT to review and provide input.

Scoters were considered when designing the stations although the policies have not been specified. Although the articulated buses will not have bike racks on the front, they will have interior roll-in racks in the rear of the bus and space in the middle of the bus for strollers. The station platforms will designate where bikes can load onto the buses.

### **Discussion**

Dave asked if the smaller stops will no longer exist. Jesse confirmed that there was analysis of rider frequency and number of lift uses that went into deciding the

42 stops along the line. Jesse reported that there will be some utilities work starting soon in preparation of the construction starting with an anticipated start date in September 2022. TriMet expects to receive the federal funding about this fall or upcoming winter. The City of Portland's project, Outer Division Multi-Modal Safety Project is contributing to some of the safety improvements like protected bicycle lanes, sidewalk improvements, curb ramps, etc. in hopes of reducing the number of fatalities in that area. Construction should start the beginning of next year.

Dave asked if TriMet was working with PBOT to address congestion at 26<sup>th</sup> Street. Jesse replied that it was part of the process to work with PBOT, ODOT, and others. Lori reported that the Board approved a contract for a consultant to work on that and that the signal prioritization system is intended to be used throughout the system later. Jesse explained how the signal prioritization system works.

Claudia commented how TriMet is working on the temporary stops as the construction progresses simultaneously in three sections. Adam Kriss asked how the new 60-foot buses will change stops downtown because of the length. Jesse replied that only a few stops downtown on the Bus Mall will be adjusted because of the length of the buses. Adam asked if the Portland Art Tax could be used to support the art work since federal funding was removed. Jesse commented that they are seeking for community involvement to assist with providing art work for the project.

Jesse commented on the Revolution Conference in Vancouver, B.C. that Jan and others were invited to attend with other transit industry leaders around the world. The workgroup they participated in was a huge success.

### **SW Corridor Light Rail – Josh Mahar, Community Affairs Representatives**

Josh Mahar introduced Jennifer Koozer and Thomas Scharf and the sixth light rail line running from downtown Portland, through Barbur Boulevard and downtown Tigard and end at Bridgeport Village, a total of 12 miles with 13 stations. A regional funding vote is planned through Metro in November 2020 with construction planned to begin 2023. This group selected the bridge-elevator and funicular options to solve the Marquam Hill light rail station problem.

The conceptual design report will be ready early next year and will solicit CAT input. Project funding is \$400 million short. The purpose of this project has been to reach Bridgeport Village. However, the shortfall may change where the line ends or how it gets there. Changing the design along Barbur Boulevard to one lane of traffic is favored. Other options include moving the line closer to I-5. If those do not

get approved then the line may end somewhere between downtown Tigard and Bridgeport Village or, at downtown Tigard with the concept of completing the line to Bridgeport Village later.

## **Discussion**

Claudia questioned the intent of this line is to take traffic off of 72<sup>nd</sup> Ave and Hwy 217, but noted that the result of adding the light rail to Burnside diverted traffic to Halsey, Glisan, and Sandy. Josh replied that the traffic analysis is not complete. Dave inquired about collaboration with the state to get to the Ross Island Bridge northbound. Josh mentioned that some improvements are being examined as part of a westside bridgehead project. Adam asked about the bus lines that would not be needed if the Southwest Corridor Project occupied Barbur Boulevard.

Arnold Panitch commented that the concept was to remove the Number-12 bus but causes a problem because the bus line has more stops than the light rail line does. He objected to the proposal to remove traffic lanes to one lane each way since is it a U.S. highway. He recounted that TriMet said that they will not take away traffic lanes. He commented how people need to be able to access businesses along Barbur.

Patricia asked about the Park & Ride at the Bridgeport Village. Josh clarified that the existing ODOT parking garage would be rebuilt. Patricia agreed with Arnold's comments and added that they should consider what they do to the people in the immediate area. Arnold added the importance of servicing the community of Bridgeport and the Bridgeport Village is an incidental stopping point for the light rail line. Josh confirmed that they expect commuters traveling both north and south for work. Leon noted that another benefit would be to reduce pollution. Josh noted that the Conceptual Design Report is on the web site and the steering committee will be deciding on the Barbur refinements in November.

## **Gideon Crossing –Thomas Scharff, Community Affairs Representative**

Thomas Sharff reported that the reason for this crossing at 12<sup>th</sup> and Milwaukie was for pedestrians and bicycles to pass safely over Union Pacific and MAX rail tracks. The elevator doors allow access on two sides. Construction is ongoing and is expected to complete the fall of 2020.

## **Discussion**

Thomas will check on the amount and where the weather protection is located while waiting for the elevator. One of the features is a bike gutter along the stairs.

Zoe Presson asked about the weather protection at that height of the bridge. Thomas confirmed that the pathways on both sides of the tracks would be repaved and completely accessible both while the construction is ongoing and afterwards. Jan offered to make a trip with the Committee to view it when it is completed. Patricia asked if the crossing signal volume was going to be increased because of the noise level in the area.

Jan confirmed that feedback for the Barbur refinements could be sent to Josh for the steering committee. Adam asked if it was an option to stop the light rail line and continue service with a bus line. Josh said that option has not been considered. Jan asked to have an Ad Hoc to review the options and submit a proposal.

Arnold suggested that there be some provisions for those with low vision around the bridge.

Claudia Robertson suggested that the Barbur refinements get discussed at town hall-type of meetings throughout the community.

### **LIFT Operations Report July and August and LIFT Hop Card Update - Eileen Collins, Manager LIFT Service Delivery, ATP**

Eileen reported a continued decrease of ridership as a result of worksites closing but is hopeful that the day support programs will at some point be redirected to LIFT. LIFT is meeting with Clackamas County to identify where LIFT can assist.

On-time performance is on the decline due to peak construction season. TriMet is working with First Transit to identify the 27 different issues that affect on-time performance. Even Broadway Cab saw a decline in on-time performance.

### **Discussion**

Patricia shared an experience she had with a LIFT operator regarding her service animal. Eileen noted the example and will check into it when she returns to the office. Patricia also explained a time when the LIFT Operator didn't identify or announce. Eileen explained that the new IVR system will help address that. David noted that the on-time performance has been below standards for four months. Eileen further explained that the IVR system is expected to be in place at the end of November and will provide 15-minute imminent arrival notification, hand-to-hand arrival notification, and ETA calls. In early 2020 LIFT expects to have the

web-booking portal active so that trips can be booked online. A customer account number will alleviate identification problems.

Jan asked if the cab provider could come to present for the General CAT Committee meeting. Adam asked if there could be tracking through an application that showed the location of their bus, like the ride-hailing companies do. Eileen said that Charlie Clark will be doing outreach for the new features and there will be informational materials available soon. The initial beta test group will be LIFT employees who use the system followed by CAT members. Although text messaging was not part of the initial scope, it is expected to be added at a later time but email notification is a possibility.

Diana Keever expressed her displeasure with the cab provider fulfilling her Sunday trips. Eileen will address it with the call center provider.

### **Adjournment**

Claudia moved to adjourn, to which Zoe seconded and Jan officially adjourned at 12:03 p.m.