

## ATTACHMENT A

### MINUTES OF THE COMMITTEE ON ACCESSIBLE TRANSPORTATION

June 18, 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: Trish Baker, John Betts, Harold Cheeks, Jim Jackson, Diana Keever, Patricia Kepler, Beth Nagy-Cochran, Zoe Presson, Claudia Robertson, Chris Walker, Terry Watson

Staff: Kerry Ayres Palanuk, Johnell Bell, Corinna Griffis, Jennifer Koozer, Allen Morgan, Bob Nelson, Young Park, David Trimble, Kim Zurcher

Guests: Mike Bedlion (First Transit), Kim Keenan (First Transit), Margo Moore (First Transit), Sgt. Matt Engen (Transit Police), Kathryn Woods

### APPROVAL OF THE AGENDA AND MEETING

Claudia Robertson, asked for approval of the May meeting minutes.

**Trish Baker made a motion to approve the May 21 meeting minutes. The motion was seconded and passed.**

### ANNOUNCEMENTS FROM THE CHAIR

Claudia announced Jan Campbell and Arnold Panitch would be unable to attend the June CAT meeting. Permission was given from CAT members to send a group get well card to Kathy Miller.

CAT luncheon will take place at 12:00 in the Oregon Room at the World Trade Center. Neil McFarlane, General Manager, will not be able to attend in person but has sent a video presentation.

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### **WRITTEN COMMUNICATIONS**

Claudia indicated that a series of e-mails from Chris Walker was included in the packet, and the response from customer service had been passed out to all CAT members.

### **STAFF COMMENTS**

Allen Morgan reported BYD Corporation has loaned TriMet a low floor electric bus equipped with a ramp to test. It will be out on several lines on the west side of town. It will be charged every evening at the garage, so it will run almost a whole day without recharging. TriMet has applied for a grant to buy nine electric buses. Any feedback from those who ride it would be appreciated.

Terry Watson commented Ride Connection has a grant for a low-floor mini bus for the community bus program in Forest Grove. There is currently one in stock at EK Coaches in Canby to check out and it has a ramp instead of a hydraulic lift. David Trimble mentioned the LIFT program may also review the bus design.

### **PUBLIC COMMENT**

None

### **TRANSIT POLICE REPORT**

Sgt. Matt Engen reported that transit police were able to facilitate the bus and trains through six different parades during Rose Festival. Since school is out, there will also be an increase of kids on the system during the summer.

Sgt. Engen said that the transit police are in process of finalizing the staffing increase and deployment once the Portland to Milwaukie Light Rail opens next year.

### **Discussion**

Harold Cheeks inquired if there are still plainclothes officers on MAX. Sgt. Engen replied that there are plainclothes officers on MAX, and there has been

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good feedback from frequent riders when an officer steps in to control a person that is misbehaving.

Trish asked if there were more riders being noncompliant with fares during Rose Festival. Sgt. Engen stated that there is not a marked difference in compliance. It is difficult to check fares while facilitating the movements of the trains during parades.

Trish queried why Kings Hill station is closed during Timbers soccer games. Sgt. Engen reported that was a determination between the City of Portland, the Timbers, and TriMet to simplify the movements between buses, trains, cars, and pedestrians.

Trish noticed an increase in bike ridership on MAX, and there being more bikes than allowed on trains. Sgt. Engen mentioned that there is a balance between bicyclists, mobility devices, and people standing on MAX. If a train is at capacity a transit officer will have a bicyclist wait for the next train, but if it is empty an officer is able to use their own discretion when it comes to bikes. Claudia mentioned it can be difficult on the Red Line with the luggage as well.

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

Sgt. Engen suggested contacting the state representative. This is an issue that should be driven by the disabled community and its advocacy groups. Allen Morgan commented that it will take an act of Congress to change the legislation regarding required certification of service animals.

Zoe Presson commented that she reported 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.

### **Public Comment**

None

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### **CAT REPORTS**

#### **CAT Executive Committee**

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

#### **ELECTION OF OFFICERS – Terry Watson, Facilitator**

Terry Watson held elections for vice chair and executive committee member-at-large. Ballots with the nominations were included with the CAT packets. Beth Nagy-Cochran moved the nominations be closed. The motion was seconded and passed.

Claudia Robertson was elected as vice chair, and Arnold Panitch was elected as executive committee member-at-large.

#### **FARE MITIGATION PROGRAM UPDATE – Johnell Bell, Director, Diversity and Transit Equality**

Johnell Bell, Director, Diversity and Transit Equality, provided an update on the fare mitigation program or the access transit program.

In 2012 the board approved 1.3 million dollars to mitigate the 2012 fare increases on low-income populations which are the target of the program. A group was convened with representatives from nonprofit and community-based organizations from across the region to appropriate and develop a program that would meet the greatest need.

There were two recommendations. The first was for TriMet to offer discounts to nonprofit organizations for service low-income populations. Prior to the program, nonprofit organizations were purchasing fares at full price at a retail outlet. The second recommendation was for TriMet to offer mini grants in the form of fares. The recession hit many community-based and nonprofit organizations that serve some of our most at-risk riders throughout the region.

Beginning in September of 2012 TriMet kicked off the Access Transit Program, which has two elements. First is the fare relief program which provides

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competitive small grants to nonprofits and community-based organizations upwards of \$25,000. TriMet has worked with Ride Connection to administer the program and conduct outreach to ensure TriMet is extending its outreach in the community. The second element is the Fare Assistance Program which provides 20 percent discounts of fares purchased to nonprofit organizations. Currently there are roughly fifty small grants for both programs. A list of the organizations that are receiving the grants and discounts will be made available.

TriMet is looking at developing a targeted program in the fall to help low income honored citizens, and will be looking to CAT to help develop the program to reach the most people.

### **Discussion**

Beth inquired if the grants to the organizations are the same amount. Johnell replied that the size of the grant is determined by the stated need of the organization and the size of organization and budgetary considerations.

Trish asked if the organizations that apply for the grants have to be 501(c)3. Johnell responded that it is required for the organizations to find a 501(c)3 to serve as their fiscal agent to ensure auditing standards and fiduciary responsibility.

Harold Cheeks queried whom a nonprofit organization should contact for a grant. Johnell reported TriMet works closely with the nonprofit community. The Nonprofit Association of Oregon sends out a newsletter to the majority of the nonprofits in Oregon, so TriMet works with them to publicize. The information for both programs is also available on the website at [www.TriMet.org/accesstransit](http://www.TriMet.org/accesstransit).

Claudia asked how much of the money has been used. Johnell stated about 80 percent has been used over the past two year period. There will be a reduction of about \$140,000 to help support the Board's implementation of the youth fare reduction. Both programs should sustain that reduction.

Claudia inquired how people that are not clients of nonprofit organizations could apply for fare assistance, and if the information could get out to the general public. She mentioned there are over 500 people on a waiting list at IRCO for bus tickets, and they are only allotted five tickets per month per person. Johnell

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replied that the program is not the answer for all low-income riders. There are a lot of possibilities with the implementation of e-fares to register income data when loading an e-fare card, so TriMet could possibly target discounts to specific riders. There is a regional conversation needed regarding fare affordability and access. TriMet is advocating with Metro and others. There are four government organizations that sign IGAs that are participating in the programs, and TriMet is currently in conversation with Multnomah County to reach the target populations.

### **BUS STOP IMPROVEMENTS – Young Park, Manager, Bus Stops Program**

Young Park, Manager, Bus Stops Program introduced Grant O'Connell, Project Manager, and Brandon Bates, from LaMar. TriMet has partnered with LaMar for the advertising bench upgrade program.

With over 6500 bus stops and over a thousand shelters, TriMet has close to 600 advertising benches. The benches have been made of wood and concrete which have aged and weathered over time. Some benches have been relocated because they are nonsecured and prone to that type of undesirable behavior.

The goal for the replacement program is to improve that quality to riders with a product that is durable, weather resistant, and bolted down to ensures safety of placement. The new benches are metal products with perforated panels to allow water to drain during inclement weather. The advertising panels are smaller than the old benches, but they are interchangeable with the ads installed on the buses.

The new advertising benches are 17 inches off the ground, with a 16 inch sitting environment. An anti-graffiti powder coating has been applied to make tagging easier to remove. Armrests have been integrated to help those that are elderly to get up, and it also deters skateboarders from using the benches inappropriately. Safety and accessibility are big challenges in an on-street environment.

The leaning benches, or leaners, are inspired by what is currently available on the light rail platforms. It has a slim profile of 12 inches from the back panel to the front. It has a 45-degree angle, and is slightly higher, at 25 ½ inches off the ground. There is a third leg in the back that helps provide the structure integrity

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and is bolted into place. A leaner is not going to be utilized in all elements. It is projected it will be used at less than ten percents of the current swap.

Next month TriMet will be at the one-half mark of total upgrades that are currently available on the street. That includes 300 advertising benches and 20 to 25 leaners. At unique locations where neither feature can be utilized TriMet has procured through LaMar semi seats that are integrated with the bus stop pole.

One of the first prototypes was a leaner installed on 122<sup>nd</sup> and Stark where it is adjacent to a very active and high-speed travel lane. The old bench was behind a landscaping buffer and attracted a lot of trash and other nuisance-related issues. By installing the leaner TriMet was able to clean up the environment and provide a product that has a uniform look and feel to the bus stop poles. Leaners provide three-and-a-half feet of movement for those that utilize wheelchairs to get by safely.

### **Discussion**

Harold asked what designates placing a leaner versus the advertising bench. Young replied that it is the sidewalk environment that is only five feet where benches do not work.

Diana Kever voiced concern over the elderly being able to utilize the leaners. Young stated it is TriMet's goal to install and place a bench on a one-for-one trade, but the environment is challenged and does not always allow for a bench. Allen commented that a leaner will go in all locations that a bench cannot. Zoe mentioned that leaners would not be best outside of senior care facilities.

Claudia mentioned that she has utilized a leaner off of 114<sup>th</sup> and Halsey. She had difficulty leaning on it, and she could not set anything down. The leaner sits at the middle of her thighs, and felt that she would slide down. Grant O'Connell reported there are certain locations where a bench had existed previously, but adherence to the current guidelines of not placing seating on a five-foot sidewalk adjacent to an active travel lane allows for only a leaner for safety reasons. A leaner encourages a more active pose when waiting for the bus and can heighten awareness of a rider's surroundings.

Claudia asked if the shelters that are right next to the curb, like the one on 82<sup>nd</sup> and Burnside, would be removed. Grant stated in those situations where

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shelters are against an active travel lane, the shelter is creating a barrier when the seating is facing away from the roadway.

Beth asked if the 45-degree angle could be changed or the seat lowered. Young commented that there are still opportunities to make changes. The firm building the leaners is local, so the option to make additional design changes is available.

### **Public Comment**

Kathryn Woods commented that she read a case of a car making a sharp left turn killed a man in a bus shelter in Chicago.

### **PMLR BUS SERVICE PLAN – Kerry Ayres Palanuk, Manager, Service Planning; Jennifer Koozer, Representative, Community Affairs**

Jennifer Koozer reported TriMet has begun sharing the starting assumptions for bus service changes with the community. The goal of the changes are to eliminate duplications of light rail service, but instead provide connections to it.

The initial lines that currently go up McLoughlin into downtown Portland are being reviewed, which includes the 33, 31, 32, and 99. The 33 is a frequent service line, 31 and 32 are peak hour only, and 99 is an express peak hour only. The starting assumption was that those lines would turn around in downtown Milwaukie where people would transfer to light rail. Lines 9, 19, and 17 would start using the new Tillikum Crossing bridge for a dedicated transit way to give them better reliability.

Feedback from the community included people that were not interested in adding a transfer to their commute, especially those on the 99 because it is such a long trip. There were also concerns about not having service north of downtown Milwaukie on Main Street where the Milwaukie Park & Ride is located which is always at capacity. People suggested having bus lines service the Tacoma/Johnson Creek light rail station to allow for service on Tacoma and over the Sellwood Bridge once construction is complete.

There have been concerns regarding moving the service from the Ross Island Bridge to Tillikum Crossing about losing service at some of the stops right



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around the Ross Island Bridge on the westside around the Northwest College of Natural Medicine.

This information will be available on the website to look for further feedback from riders. There will be open houses in July. The feedback will be analyzed and help TriMet refine the proposal to share again this fall, and hopefully finalize by the end of the year.

Kerry Ayres Palanuk shared revised proposal information. TriMet is now proposing the 19 to stay on the Ross Island Bridge and serve inner Southeast and inner Southwest along Powell.

Connections into light rail stations and neighborhood service is very important. Line 28 would continue north of King to Johnson Creek Boulevard, where it would travel to the Tacoma station. Currently lines 28 and 29 are connected in downtown Milwaukie, but it would be split for the 28 and 34 to travel along River Road and into Oregon City. The proposal would double the frequency to about every 35 minutes.

The proposal for line 99 is to have it continue its current route between Oregon City up to Milwaukie where it would serve the Tacoma light rail station, and travel across the Sellwood bridge (once construction is complete in 2015) to continue into downtown Portland. This will give the option to riders to transfer to light rail or stay on the bus. More stops may be added to this line which is currently an express line.

### **Discussion**

Terry asked if it would take less time to take the 99 across the Sellwood Bridge or the Orange Line into downtown Portland. Kerry responded that it would take roughly the same amount of time on either the bus or MAX. Light rail can provide a little more reliability, whereas the bus is subject to traffic.

Claudia inquired if the 99 would still service the transit mall downtown Portland. Kerry stated it would serve all of downtown like it currently does.

Zoe commented that she heard somebody say that the Orange Line is not going to be used, so why even put it in. Jennifer encouraged Zoe to share information with her networks and people that she comes across to get as much feedback as possible from the community.

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Beth stated that the comments about people not going to use the Orange Line are older people that live in that area because they have relied so much on their cars, and they do not utilize the bus so they do not see the value of light rail. Younger commuters seem to be excited about it, especially if they work in Portland.

### **CAT MEMBER COMMENTS**

Chris Walker commented that he has had several Broadway Cab issues, and has e-mailed about not being taken to locations and being dropped off in the middle of the street where cars were coming. Trish mentioned that she has witnessed cab drivers not escorting clients. David Trimble said that he would follow up.

Trish stated she is challenged with giving addresses for her LIFT rides because she has difficulty reading small print. Terry commented the addresses are important due to the woman that was dropped off at the incorrect fabric shop, and that Ride Connection has had similar issues with not having specific addresses for their clients. David stated that he would follow up with Trish.

### **ADJOURNMENT**

The meeting adjourned at 12:00 p.m.