

**MINUTES OF THE
COMMITTEE ON ACCESSIBLE TRANSPORTATION
World Trade Center, 25 SW Salmon
November 21, 2018
9:00 a.m. – 12:04 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, Annadiana Johnson, Diana Keever, Patricia Kepler, Adam Kriss, Arnold Panitch, Zoe Presson, Claudia Robertson, and Dr. Ryan Skelton

TriMet Staff Present: David Aulwes, Max Calder, Charlie Clark, Eileen Collins, Kate Lyman, Bella Nguyen, Patrick Preusser, Jesse Stemmler, Kim Zurcher

First Transit Staff: Damon Blocker, Byron Bolton, Ricardo Boulware, John Joseph

Visitors: Rachel Andrew, Dave Daily, Kris Meagher, Carolyn Patrick, Lee Sitter

Jan Campbell, CAT Chair, called the meeting to order at 9:00 am and welcomed operators, staff and other visitors.

Approval of the Minutes: Trish Baker made a motion to approve the minutes as written. Annadiana Johnson provided a second. Jan Campbell inquired about discussion and requested a vote. The minutes were unanimously approved.

Announcements from the Chair

- Jan noted that there is no accessible entrance to a new store on 5th and Morrison (in the “old” Macy’s building). This is an example of the long way that there is to go for base level accessibility requirements, never mind the achievement of more challenging goals like universal design or focused accommodation.
- Jan mentioned the written correspondence included in the CAT packets for members to read, including a correspondence from Trish Baker.

- Jan reference the Ad Hoc Meeting reports and how happy we were about the high attendance at those meetings. The smaller ad hoc meeting format allows for more time and the ability to talk issues through before going to the full committee. Meanwhile, issues can be referred back to ad hoc from the full CAT for additional review, analysis, research, etc. The E-Scooter Ad Hoc was a great example of the process working and it was very well attended. Meanwhile, that same E-Scooter Ad Hoc will reconvene in January. Adam confirmed his interest in revisiting the E-Scooter item.

Transit Police Report – Lt. Rachel Andrew

Lt. Andrew noted the arrival of holiday season, which means the start of saturation patrols and additional law enforcement presence on airport travel corridors (e.g. Red Line to Airport) and malls. Meanwhile, the tree lighting night is an all hands on deck day for patrol and facilitating the navigation of trains through the crowds. The system gets shut down temporarily during the actual lighting due to crowd overcrowding at Pioneer Courthouse Square.

In terms of crime activity, things are pretty stable. Assaults are down, which is always great to hear. There are a few groups of “cantankerous” juveniles that are being engaged. Meanwhile, the Board of Directors updated the fare enforcement language in the charter so that there’s additional clarification on law enforcement and fare enforcement’s ability to check fare. So that all has been ironed out and recalibrated to a degree. So, law enforcement is out on the system assisting with fare enforcement missions.

Adam asked about the stance on fare enforcement with fare enforcement per a lot of the issues between the courts and TriMet. Lt. Andrew clarified that the recalibration of the writing in the code for TriMet is to more clearly designate the authority held by the agency, law enforcement and fare enforcement to enforce fare payment. The “change” was more of an administrative function, so the court ruling isn’t going to impact TriMet or fare enforcement’s ability to check fares on the system. Lt. Andrew added that saturation patrols are conducted all over the system, but that they are done at random times and locations.

There were questions about providing copy of the code pertaining to fare enforcement. It can be sent to Max who can forward it to the CAT Committee (see attachment in CAT Packets for January). Patrick mentioned that Erik Van Hagen, Director of Legal Services, could be invited to a meeting to review the specifics (related documents and explanatory information are included in January CAT Packets).

Trish asked about increased fare evasion during the holidays due to travelers or other reasons. Lt. Andrew noted that this is actually not the case and that fare evasion stays fairly flat-lined.

Dr. Skelton asked about injury numbers caused by protestor activity. Lt. Andrew noted that there are none she is aware of and that the protest groups, especially the two diametrically opposed to one another, have associated injuries sustained to each other rather than bystanders.

Anna noted the frustration some riders experience when there are Wi-Fi connection issues with enforcement equipment causing unnecessary questions and delays due to the inability of officers to confirm appropriate fare payment.

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

Bella noted that operator training is as busy as ever. At the time of the meeting there were 44 students in class. The class that started on 10-22-18 is set to graduate the following week and another class started on 11-12-18 and is looking at the Commercial Driving License (CDL) test the following week. Training is also ramping up on recertification. This is scheduled to begin in February 2019 and be completed by June 2019. Meanwhile, training is incorporating winter weather preparedness to ensure operators how to drive in snow and ice and provide appropriate customer service in those conditions.

Anna mentioned how frustrating it is when operators speed up or slow down too quickly when she is using her mobility device. She noted that it is necessary to brace herself with her feet to keep from being thrown forward or backward. Bella confirmed that there was an observed increase in hard stops. There should be a module in recertification that reemphasizes the importance of smooth starts and feathering the brake for a more gradual stop.

Trish mentioned the “6 inch from the front and 12 inch from the back rule.” Bella noted that this is a general rule of thumb and that drivers should use their own safety assessment to determine how best to position the bus at the stop.

Adam mentioned the button under the seat to alert drivers that a passenger with a mobility device is ready to alight. Jesse Stemmler confirmed that this was the case and it is different depending on the vehicle type (e.g. a button on New Flyers and a bar on Gilligs). Pressing this sends a special signal to the operator, so they get an audible and visual indication that the person with a mobility challenge is

going to be getting off at the next stop, so that the ramp can be deployed and to potentially expect the need to take a little bit more time.

Dr. Skelton noted that the combination of his wheelchair and service dog is going to result part of the latter being “out into the aisle” especially if it’s a smaller bus. He understands of a clear aisle, but is mentioned that drivers often question the service dog’s encroachment into the aisle when there is no way of avoiding it. This may mean there is a need for more training and overall awareness of the realities of mobility device / service animal combinations on vehicles. Bella noted that Training is constantly reviewing ways to update curriculum and stay ahead of issues. There was conversation about including more CAT members in the training process.

Arnie noted three concerns: 1) Some operators kneel the bus upon approach for him, which is much appreciated; 2) Operators should use the seat belt, which is state law; and 3) Operators often depart stops before he is seated. Patrick confirmed that these were all great points and equally important. Meanwhile, TriMet recently established a peer-based safety comprised of operators, controllers, dispatchers and really the full spectrum when it comes to a team. This is a noteworthy effort that will focus on safety issues with seat belts being one of those. Claudia mentioned the dual role of the seat belt, which both keeps an individual safe in an accident and “in place” so one can potentially maintain control of the vehicle.

Patrick added that there is a huge effort underway to meet current and future planned service demands. There is a plan to add anywhere from 9 – 12,000 weekly vehicle hours. Having adequate drivers and eliminating potential gaps between desired service and employment rate is a focal point. Meanwhile, the agency and service is growing at a very rapid pace. Therefore, the plan is to hire 300-400 operators over the next 3-5 years, which accounts attrition, promotion, etc. Arnie mentioned the stress of the driver position and the balance between safety, customer service, and service delivery. Patrick confirmed that there are supervisors and managers who are out on the system on a regular basis and assessing at risk behaviors, operating speed, etc.

Trish asked about Drug and Alcohol Testing. Patrick noted that beyond being heavily tested historically and regulated by the FTA, the new January standards will double testing rates. Patrick added that supervisors and managers also receive signs and symptoms training, which can lead to Reasonable Suspicion testing as warranted.

Division Transit Project, Jesse Stemmler, DTP Urban Design Lead

Jesse provided a summary of the Division Transit Project (DTP). Many members of CAT have participated in the Ad Hoc Committee that has helped guide this project. Recently, Oregon Commission for the Blind has become involved in vetting station environments. It has been close to two years that this Ad Hoc Committee has been meeting regularly to vet and review different aspects of the DTP. The initial role was to help determine the specification for the new proposed 60-foot articulated buses. From there, work transitioned to station environments. Work included visiting C-Tran in Vancouver and their Bus Rapid Transit (BRT) system.

Five key Priorities coming out of the work in looking at station environments are universal accessibility, safety, circulation, ease of use and ongoing education and training. Jesse wanted to emphasize that while CAT is being asked to adopt the report, this is by no means the end of this work as there will be continuous engagement and review through the various aspects of the DTP project through design. The current 60 percent design for this project is wrapping up in January and the DTP team will be moving toward 90%. Jesse will provide an update on the project as a whole in January.

Anna asked whether the bus that was used in the mock-up sessions (C-Tran) is the same as what will be used by TriMet. Jesse noted that it will be similar, but the procurement process will determine the selected manufacturer. Anna wanted to make sure that she could provide input on concerns with the buses. Jesse confirmed that this would be possible.

Adam asked about the station environments in outer Division, to which Jesse confirmed is a shared bike/pedestrian platform, and so there is a bike lane that travels through the station environment. There will be a presentation on this at the January CAT. Jesse noted the challenges of the project that include restricted right-of-way leading to the need to integrate the bike lanes from 82nd to 175th with the station environments in a safe way. Adam asked about looking at putting the bike lane on the other side, to which Jesse confirmed had been reviewed through the stakeholder process. However, with large impacts to properties and utilities, the only option was to keep the bike lane either in the street with a bus passing over it, or looking at how that bike lane moves through the station environment. Claudia noted the educational component and that bikes should not be present when the ramp deploys or is deployed.

Patricia mentioned that this reminds her of issues experienced at Portland State University (PSU) where LIFT Vehicles shared space with bike lanes. She noted

that bicycles collided with vehicles causing dangerous interactions with pedestrians and bicyclists. She noted that it became a choice between pedestrian and bicycle safety. Jan noted that this review has taken place over months and been the subject of long discussions. It drills down to compromise on each side.

The DTP motion was approved as follows after being moved by Claudia and seconded by Trish: “The DTP Accessibility Recommendations & Considerations for Stations report is hereby recommended for approval and adoption by the TriMet Committee on Accessible Transportation (CAT). As reviewed through the CAT Ad Hoc Group, presented to the full CAT and vetted with other agency partners such as Oregon Commission for the Blind, this report is understood as a living document that will continue to inform and help guide the DTP. The current September 2018 DTP report, and all included considerations with ongoing CAT inclusion, is recommended by the TriMet CAT for adoption.”

Dave Daily mentioned the mobility challenges on Division now due to construction and the lack of accessible sidewalks. There needs to be coordination between TriMet and the City’s approval of building permits to make sure that there are continually maintained accessible sidewalks so that people can get to stops.

Red Line Improvements Project, David Aulwes, Senior Designer & Kate Lyman, Planner III

The Red Line Improvement Project includes several different elements. One is an extension of the Red Line on the west side of the region, from its current terminus at Beaverton Transit Center to a new terminal at the Fair Complex, Hillsboro Airport Station. So, the Red Line would be expanded into an area that is currently only served by the Blue Line. That is a total of 10 new stations that would be served by the Red Line, which amounts to almost double the service in that area of the system. Another component of the project includes substantial work at Gateway Transit Center to create new track for the Red Line. Gateway Transit Center is one of two places in our system where the Red Line operates on a single track thereby causing the need for trains to wait for one another as they are going different directions. So, part of this project includes constructing another track at Gateway Transit Center so there is double-track operation in that area. The third component of the project is at Portland Airport Station. This also is an area where the project includes building a second track for double-track operations. In doing both of these, a substantial source of delay on the Red Line should be removed and it is anticipated to improve on time performance as well. The final component of this project is the purchase of eight new light-rail vehicles, along with some work at Ruby Junction rail yard for adequate space to store those vehicles.

There are two main goals of this project, which are to improve the reliability of the entire system by reducing the delays that occur from these single track sections and add service in Beaverton and Hillsboro by expanding the Red Line. Meanwhile, this project is at 15 percent design and there are design questions for CAT consideration.

Currently, at Gateway Transit Center, boarding occurs on the outer west platform. Meanwhile, boarding to get to City Center or Beaverton is on the center platform. With the new design, boarding to City Center or Beaverton will be on a new platform, which is about 500 feet north of existing platforms. One of the deliverables of this project is some additional width on that structure that goes to Gateway Green Park, and that space could be used for pedestrian, bicyclist, and emergency vehicle access. Kate provided clarification as to the location of the park, which was recently created by the City of Portland and north of I-84 and east of I-205. The new platform would connect to a bridge that accesses the park.

Areas for CAT attention include the slope of the new platform for the Red Line inbound, the ADA Treatment on the bridge that would connect from the new platform to Gateway Green Park and a conceptual understanding of the pedestrian and bicyclist circulation through Gateway Transit Center with the new platform. Dave Aulwes transitioned into these subjects and described the spatial challenge of “slipping underneath the Halsey Bridge, which puts the slope at about 6.5 percent. That is pretty steep. It can meet accessibility requirements with handrails, and landings every 30 feet. Meanwhile, the platform will be tipped at 3.0 percent rather than the ADA specified 2.0 percent. Staff is looking for a structural and feasibility exception. Longitudinally, it is impossible to be at less than 2.0 percent and still get under Halsey.

David described some of the slopes at stations that members are familiar with including Pioneer Square framed by four stations that include slopes of 4.5 percent (Yamhill), 3.8 percent (Morrison), 2.5 percent (Pioneer Courthouse on 6th) and 3.3 percent (Pioneer Place on 5th). It is generally felt that these stations are manageable and do not present any slope related safety issues. There was dialogue pertaining to the challenges that slope can cause and what the metric means in practical terms.

David discussed the ramp treatment, which is shooting for a 7.1 percent slope and 1.5 percent landing, which in combination is about 6.3 percent. Meanwhile, in terms of pedestrian / bicyclist interaction, the designers have suggested similar to what was done in the South Waterfront area near OMSI, as well as the Moody area where it is made clear that this is kind of a mixing area. This is an intentional

approach acknowledging that there will be cyclists passing through the transit center. The team believes that the best option is to acknowledge that cyclists are going to come through the transit center and to do the best job possible to organize those movements.

Claudia noted the origins of the Tilikum Crossing, with bikes coming across, and there were a couple incidents with bikes and pedestrians. David mentioned that users are fairly used to it, while acknowledging that people will continue to commit actions that are unexpected and can cause conflicts/incidents. However, for the most part people have developed habits that are generally respectful of each other.

Jan, Max, David and the group confirmed that convening an Ad Hoc group would be an appropriate next step. Dr. Skelton added that having a simulation or real live slope setting may be the best way to perform the review.

Broadway Cab Updates, Steve Hext, General Manager

Steve began by noting some changes at Broadway Cab. About a year ago, leadership was changes in the Operations Department, which includes driver oversight and training. It is believed that both driver and customer experience is improving with Broadway Cab. There are lower incidents of rudeness, critical behavior and other negative areas of customer / driver interaction. Meanwhile, Broadway Cab continues to focus on training. Deidre has been a big help putting together modules regarding how to work with people with different disabilities. She is only brought in for larger classes.

Jan noted that sometimes it's nice to have a training panel or get a couple people with different types of disabilities. Steve acknowledged how helpful this would be and welcomed the inclusion of different perspectives. Steve added that he has surveyed the quality of early am service and addressed some concerns that were present. Patricia mentioned that she would be willing to participate in training on service animals, which should be ongoing. Meanwhile, Diana noted being mistreated through condescension by a driver that very morning, to which Steve said he would investigate and remedy.

Zoe commended a recent trip she had on Broadway Cab to an emergency preparedness drill. Steve and Eileen coordinated that trip and it went very well. There was dialogue about vehicle preferences, the deployment of Broadway Cab and the circumstances that lead to vehicle assignment. These are all complicated subjects and each case needs to be looked at individually and in the context of the unique combination of variables that comprise it.

Patrick thanked Steve for joining the meeting and answering questions. He acknowledged the teamwork between Steve, Margo, Eileen and other partners to continue to offer the best possible service.

LIFT Updates and Policy Revisions, Eileen Collins, Manager LIFT Service Delivery

Eileen reviewed the statistical reports provided and noted the decrease in ridership. She mentioned the significance of the contract with the Oregon Department of Human Services to provide transportation to and from work for members of the community with intellectual and developmental disabilities that results in about 30 percent of the trips that LIFT performs. Meanwhile, in September Tualatin Valley Workshop closed as a result of a death at their facility. With that worksite closed, a key destination point was lost and the hope is for the participants to be redirected to a new worksite. Furthermore, the contract with Department of Human Services is being expanded to include brokerages, which could lead to an influx of those folks migrating to LIFT.

Eileen and Service Quality Administrator, Kim Keenan have been meeting with foster homes, group homes, worksites, and providers that serve the developmental disability programs to identify ways to more effectively work together. Many customers with intellectual and developmental disabilities need someone responsible to either travel with them or be present at both ends of the trip. While it is not possible to require “travel with a PCA” it is prudent and responsible to ensure that LIFT stakeholders understand their obligations to ensure the safety and care of the individuals that they are working with. LIFT is not obligated to provide service for passengers who cannot safely be left unattended as a matter of standard practice for clients with those needs.

Eileen added the upcoming December LIFT Policy Ad Hoc meeting to review the unattended passenger policy. The goal is to build accountability into the policy and enforcement, while ensuring the higher level of service of de facto “hand-to-hand” is provided for customers with those higher level needs.

Meanwhile, another policy that is being revised is No-Show Enforcement. The changes are small and conform to compliance with FTA standards. Essentially, no show suspensions need to be based on not only the number no shows, but a percentage of trips booked. Eileen and Max reminded members that an Ad Hoc is being convened in December.

Eileen mentioned an emergency preparedness drill on WES that Zoe participated in. In the future, hopefully these drills will include people with different kinds of disabilities in the planning and drill phases of these events.

On a related note, LIFT has been partnering with Multnomah County in evacuation exercises. For example, during the auto salvage fire in the Cully neighborhood last spring, Multnomah called with a request for help evacuating residents that had mobility devices and ambulatory limitations who weren't LIFT riders. The challenge is getting the specific limitations for individuals who need such assistance. Many mobility devices, service animals, durable medical goods and other supplies are difficult to account for on the fly in the frenetic atmosphere of an evacuation.

Eileen provided a brief LIFT Hop Card update and noted that an ad hoc would be convened to review this in more detail. Jan and Max added that with the number of items that need to come before CAT, it is important to use the ad hoc format to thoroughly vet items and set them up for expeditious/efficient review at full CAT meetings.

Adjournment

Claudia moved to adjourn, to which Anna seconded and Jan officially adjourned at 12:04 p.m.