

## ATTACHMENT A

### MINUTES OF THE COMMITTEE ON ACCESSIBLE TRANSPORTATION October 15, 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: John Betts, Trish Baker, Jan Campbell, Leon Chavarria, Diana Keever, Patricia Kepler, Adam Kriss, Beth Nagy-Cochran, Arnold Panitch, Paul Pappas, Zoe Presson, Claudia Robertson, Chris Walker

Staff: Ben Baldwin, Susan Florentino, Corrinna Griffis, Kathy Miller, Allen Morgan

Guests: Mike Bedlion (First Transit), Michael Bozarth (First Transit), John Joseph (First Transit), Margo Moore (First Transit), Lt. Eric Schober (Transit Police), Kathryn Woods

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

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

**John Betts made a motion to approve the September 16 meeting minutes. The motion was seconded and passed.**

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

Jan informed the committee that Harold Cheeks had resigned from his position as he has changed employers. Adam Kriss has been appointed to serve the remainder of Harold's term through June 2015.

Adam introduced himself and said that he also is member of the City of Portland's Commission on Disability. He added that he is looking forward to serving on the CAT to address transit issues.

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Jan said that OHSU was holding a networking event on Wednesday, October 22, at the Life Sciences Building on the waterfront beginning at 6:30 p.m.

Patricia commented that today was National White Cane Safety Day and there is an event at Panera Cares Center at 42<sup>nd</sup> and Halsey from 2-4:30 p.m. Organizations will be in attendance to educate people about pedestrian and driver safety.

Arnold Panitch added that Elders in Action would be at the Portland Nursery at 5050 SE Stark for an apple celebration this afternoon from 1-3:30 p.m.

### **WRITTEN COMMUNICATIONS**

None were received.

### **STAFF COMMENTS**

Kathy Miller said that the CAT would not have a formal meeting in November but would instead take a tour of the newly remodeled TriMet Operations facility at 4012 SE 17<sup>th</sup>. CAT members will also have an opportunity to view some of the new 3300 buses following the tour. More information will be sent in advance of the tour.

Allen Morgan reported that the first four of the 3300 series buses went into service on Tuesday. The buses are very similar to the 3200 series except for two changes including a new cooling system and two of the four batteries have been replaced with a super capacitor to hold the charge in the event the batteries run down.

Allen added that the first Type 5 rail vehicle has arrived for testing and final touches. CAT will have an opportunity to preview the vehicle at a future date.

Jan asked about any plans for the CAT members to tour the new bridge. Kathy responded that there were plans to arrange for a tour at a future date. Allen added that a tour would most likely occur in the spring.

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### **PUBLIC COMMENT**

Kathryn Woods commented on a recent paratransit trip provided by King County in Seattle. She said that it is their practice that the operator remains with the customer at transfer points from King County to Pierce Transit until the other bus arrives. She was pleased with that level of service and that she felt safe as she traveled.

### **TRANSIT POLICE REPORT – Lt. Eric Schober**

Lt. Eric Schober provided an update on recent Transit Police activities including:

- reports on the investigation into a recent fatality at a MAX station
- additional patrols that will be added during the holiday season which will begin on the Friday after Thanksgiving,
- increased patrols in areas with gang activity, and
- efforts to address improving plans for service during visits of elected officials such as the recent visit of the Vice President.

### **Discussion**

Patricia asked if operators are trained in defusing angry customers. She and Jan commented on their recent observances of interactions between operators and customer.

Allen said that the operators are trained and also have the ability to contact Dispatch immediately if assistance is required.

Claudia commented on the importance of emphasizing this training for operators to assist them with these issues. She added that she was aware that LIFT had provided assistance to a customer and his wife who were on the MAX and impacted by the service interruption due to the fatality. One of the customer's was having a medical emergency and LIFT was able to provide transportation to enable the customer to get to appropriate treatment. The family was very grateful.

Adam Kriss asked if some type of exterior announcement indicating the train was leaving the station might help to alert customers to avoid accidents. Lt.

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Schober said that based on the daily ridership, TriMet has a good record regarding customer safety. He said that the current system seems to provide both adequate visual and audible cues if customers pay attention.

### **CAT REPORTS**

Jan indicated the minutes for the CAT Executive Committee meeting for September were included in the packet.

### **BUS SHELTER PROGRAM UPDATE – Ben Baldwin, Coordinator, Operating Projects**

Ben Baldwin, Coordinator, Operating Projects, provided an update on the bus shelter program. He reported:

- TriMet has 6,681 bus stops in the service district
- 1,100 shelters are located at 1,050 of the stops.
- Benches or seating is available at 30 percent of the stops
- Bus shelters are located at stops that cover about 68 percent of the boarding rides. With stops that include awnings or other coverage, the number increases to 74 percent of stops.

Stops for consideration for shelters are ones that:

- average 50 daily boardings or more,
- average 35 daily boardings on routes with infrequent service,
- average 15 daily boardings with four percent lift usage,
- average 20 or more daily boardings and are adjacent to senior housing developments.

The plan is to place 15 new shelters per year, place up to 30 benches a year, and complete up to 40 bus stop and pedestrian access projects a year which includes ADA landings, curb ramps, sidewalk infill and crossing improvements in partnership with jurisdictions.

Staff develops a list of sites for shelter placement based on ridership and public input.

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TriMet also partners with other public agencies on streetscape improvement projects and with private development projects in creating transit plazas and shelters.

### **Discussion**

Trish Baker commented on shelters that are removed during construction projects and then never replaced. She said shelters have been removed at the Stadium Fred Meyer on West Burnside, NW 23<sup>rd</sup> and Lovejoy near Good Samaritan Hospital and that there is a shelter without a bench near Elders in Action on SW 14<sup>th</sup> and Morrison.

Ben responded that temporary shelters are installed where possible during construction projects. Due to the location of the Fred Meyer, the stop was located at a temporary site about a half-block away next to a business with an overhang. A permanent shelter will be installed in front of Fred Meyer once the project is complete. Trish said she wasn't aware of any overhang at the temporary location.

Ben added that shelter installments include benches but some benches have been removed because they become a nuisance issue. He said he would review the other two locations mentioned.

Claudia asked if bus shelter improvements would be included in the Eastside Enhancement Project. She said there are few benches, landings, or crossings in East County. The closest stop for her for Line 72 is located at 122<sup>nd</sup> and Russell and there is no way to cross the five lanes of traffic to get to other side to travel south. She believes the stop would see increased usage if people could deboard the bus and cross the street safely.

Ben said that staff would partner with the project staff on improvements but there are usually requirements for existing infrastructure to be able to complete the work.

Claudia commented on other issues along 122<sup>nd</sup> and emphasized that the enhancement plans should also address access to the bus stop.

Diana Kever commented that Washington and Clackamas counties seem to be underrepresented with the statistics about shelter placement. She asked if there would be more emphasis on improvement in those areas.

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Ben responded that TriMet continues to partner with those counties as well as on their roadway projects. Areas that seem underserved also probably have a lower ridership. He added that there are future corridor projects planned that will also include TriMet involvement.

Arnold commented on the lack of lighting at some stops including the outbound stop at Sheridan and Naito. Due to limited lighting and surrounding trees, it is nearly impossible for the operator to see waiting passengers.

The second stop is outbound on SW 2<sup>nd</sup> and Harrison on the south side of the street which serves lines 54, 56 and 35. There is a shelter but the stop is exceptionally dark. The third stop is at 4900 SW Barbur Blvd. outbound. There is a light in the shelter but it doesn't seem to work and the shelter is dark and filthy.

Arnold suggested that staff might consider evaluating the shelters at night-time to see the issues firsthand. Ben said that, in addition to public input, staff receives comments on lighting issues from operators and employees.

Adam Kriss commented that installing shelters based primarily on ridership can be demeaning to people with disabilities, the elderly, and any who may live in the area and discourage them from using transit. If people don't feel safe about using the bus, they are going to find other means of transportation. He suggested that even serving fewer numbers of customers may have a large impact and on ridership.

Ben agreed and said that safety is the first consideration, then accessibility and comfort. Safety considerations include from an operational, pedestrian and customer aspect. The goal is to locate the stop in a safe environment regardless of the ridership level.

Arnold commended staff and said that he has never been in a city where bus stop signs are maintained as well as by TriMet. Jan agreed and said she had observed the same in her travels.

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### **CAT WORK PLAN – FY15 – Kathy Miller, Manager, LIFT Eligibility and Community Relations**

Kathy reviewed the draft CAT Work Plan for FY15. Jan said that the committee would review the plan at today's meeting and consider for adoption at the December CAT meeting.

Beth Nagy-Cochran noted a correction to the date for Section 1.0 on Page 4.

Claudia suggested that an item be added to review the Type 5 light rail vehicles and the new WES vehicles. She also asked about timing of the next update of the Coordinated Human Services Transportation Plan for the Tri-County Area. She added that the plan should be reviewed by all CAT members and not only STFAC members. Kathy will check and report back.

Arnold asked about presentations from the Portland Streetcar. Committee members agreed that there are topics that should be discussed.

Kathy said that Portland Streetcar staff has been invited to attend CAT meetings and that she would contact staff again. Jan asked Zoe Presson who is a member of their advisory committee to follow-up with staff too. Kathy added that CAT members could also provide comments to Portland Streetcar's customer service staff and might also consider attending their advisory committee meeting.

### **LIFT OPERATIONS QUARTERLY REPORT – 1<sup>st</sup> Qtr. FY15 – Susan Florentino, Manager, LIFT Service Delivery**

Susan introduced the following LIFT contractors:

Steve Hext, Operations Manager, Broadway Cab

Cheryl Noonan, Dispatch and Information Systems Manager, Broadway Cab

Mike Bedlion, General Manager, First Transit, Region 1

Michael Bozarth, District Manager, First Transit, Region 2

John Joseph, General Manager, First Transit, Region 3

Margo Moore, General Manager, LIFT Central Dispatch

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Susan reviewed the LIFT Operations Quarterly Report for first quarter FY15. Highlights of the report included:

- Average weekday ridership increased 0.5 percent from the same quarter last year.
- Saturday average ridership decreased 1.2 percent and Sundays increased 0.4 percent compared to the prior first quarter.
- Total average weekly ridership for the quarter increased 0.4 percent over the prior year.
- On-time performance for pickups and appointments decreased 2.2 percent and 1.7 percent respectively from the prior first quarter.
- Total complaint and issue rates increased from the same quarter last year by 11.9 percent and 12.3 percent respectively.
- Total commendations increased in number by 41.7 percent and in rate by 41.3 percent compared to the prior year.
- Number of rides provided per vehicle hour for weekdays was the same as the previous quarter. Saturdays increased by 1.8 percent and Sunday/Holiday rides per hour decreased 0.6 percent compared to last year.
- The percentage of No Shows decreased 0.2 percent and the rate of fare non-compliance decreased by 0.1 percent for the quarter to 2.4 percent.
- Average cost per ride for the current quarter is 3.9 percent higher than the first quarter of FY14. The total cost per ride is \$32.69 and the variable cost is \$23.83.

Susan said that staff is working to address the on-time performance. There are several aspects that can impact service delivery including but not limited to the scheduling and dispatch software, communications, operator performance, on-time pull-outs, fleet reliability, etc.

There were 27 new 9900 Chevy buses that began in service last week. LIFT also upgraded the scheduling software in September and is still working through that process. Service hours are being revamped and the regions will be completing the bid process in late October early November.

### **Discussion**

Trish asked about three items: 1) the difference between variable and actual costs; 2) changes to service hours; and 3) how early someone can arrive at the destination. Susan responded that the fixed costs do not include cab costs



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or service hours. The customer service hours won't change but the amounts of service provided to meet demand will be adjusted. Customers are scheduled to arrive at their destinations no earlier than 45 to 50 minutes. This may change due to cancellations on the day of service.

Arnold asked how non-payment of fare is handled on LIFT. Susan said that the non-payment program is equivalent to the no-show program. After the first couple of no-pays, there is an opportunity for customer education and problem solving. If the situation isn't resolved and the customer becomes a repeat offender, they may be subject to receiving a temporary service suspension. There is an entire array of circumstances in which customers don't have the fare. LIFT still provides the ride.

Patricia commented that her LIFT ride to work usually arrives early but September was exceptionally late. October rides have improved. Susan said that on-time performance can be impacted by an increase in ridership, increased traffic, changes in weather, etc. Once the new service hour schedules are in place, staff will be working to fine-tune schedules for subscription rides.

Patricia said that regarding no-pays, some customers on fixed incomes are unable to purchase a new monthly pass until they receive their checks on the 3<sup>rd</sup>. She asked if staff is tracking to see if there is an increase on non-payments at the beginning of the month. Susan said that staff does not. The primary concern is with repeat offenders.

Adam asked about the definition of the category on procedures for complaints and commendations. Susan said that procedures relates to whether or not the LIFT employee followed the correct instructions, process, etc.

Adam also asked about staff's opinion on accompanying LIFT customers throughout the transfer process. Susan said that LIFT doesn't have any transfers within the service district itself and customers are provided origin to destination service.

Adam asked about service and early arrivals. Susan responded that LIFT customers are asked about the time facilities open and each situation would be reviewed on a case by case basis. Jan asked if the service level that Kathryn reported on was something that could be considered here.

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Susan said that LIFT is a shared ride system so the trade-off would be that customers' service would be impacted by have to provide that level of service.

Arnold asked about the individual who made public comment last month and lived outside the ADA boundary. Susan said that staff had reviewed his request and observed that although he lives outside the boundary, LIFT buses pass his residence in the provision of service on weekdays. In order to pick him up at the neighbor's home within the boundary, the buses had to pass his home to make the loop in the neighborhood. His request for a boundary exception was granted for weekdays. On the weekends, his home is further out of the ADA boundary so no change was made.

Arnold asked that responses to customers making public comment be reported back to the CAT.

Beth asked about the use of service animals on Broadway Cab and if there any changes in operator training. Susan said that it is unacceptable for any operator to refuse a service animal. Steve Hext, Operations Manager, Broadway Cab, agreed with Susan and said that if in fact there has been a refusal of service to a customer with a service animal, the cab operator is not allowed to bill TriMet so the operator receives no revenue.

This program was implemented about six months ago and also includes any failure to provide the appropriate service. Steve said the next step is to not allow the operator to provide LIFT service and the final step is the operator's employment may actually be terminated.

Patricia said she has still had several instances on morning trips where the operator does not announce arrival and escort to the vehicle. She added that overall, cab service has improved and this issue is not happening as often as in the past.

Chris Walker commented on a LIFT ride on September 25 from Beaverton to Forest Grove that was to be provided by Broadway. When the cab arrived the first time, they had an incorrect name and left the facility. Chris added there have been other instances where cab operators have had the wrong destination location and he has had to provide the correct information.

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Cheryl Noonan, Dispatch and Information Systems Manager, Broadway Cab, apologized for the issues and said that those are the result of Dispatch data entry errors.

Patricia commented on a similar instance with the cab operator having the incorrect name for a pick-up at Independent Living Resources. She suggested TriMet work with Broadway to improve accuracy on ride requests.

### **Public Comment**

Kathryn commented that early arrivals often happen when the service is provided by Broadway. She said it was mentioned that there may not be a LIFT pass in the future and asked for clarification.

Susan said that TriMet is working on implementing an electronic fare system and the LIFT fare payment process would change in the future.

### **CAT MEMBER COMMENTS**

Arnold informed the CAT that Patricia Kepler had been given an award from Mayor Charlie Hale at the recent Connecting Communities event for the work with Blind Ambition dragon boat team.

Paul Pappas suggested that there be both an audible and visual cue for customers waiting to board when the bus ramp is being deployed. Allen responded that each bus should have audible and visual warning on the exterior. There should be two flashing lights and a third light has been added to the interior on the new buses. There is also a beeper when the ramp extends.

Adam asked about the procedure for storing the ramp once the person using a mobility device has boarded the vehicle. He said that operators make ambulatory customers wait until the ramp has been stored before they can board the bus.

Allen said that studies have shown that the longer the ramp is extended, the more likely it is that someone may trip and have an injury. Operators have been trained to store the ramp before allowing ambulatory customers to board. If someone requests the use of the ramp or lift, then the operator would accommodate that request.

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Chris commented that others have expressed concern to him about increasing fares. Jan said that the CAT would be involved in any future discussions about fare proposals.

### **ADJOURNMENT**

The meeting adjourned at 11:46 a.m.