

ATTACHMENT A

MINUTES OF THE COMMITTEE ON ACCESSIBLE TRANSPORTATION July 15, 2015 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, Leon Chavarria, Deidre Hall, Diana Keever, Adam Kriss, Eileen Collins-Mastel, Paul Pappas, Zoe Presson, Claudia Robertson, Chris Walker

Staff: Ann Becklund, Miles Crumley, Susan Florentino, Corrinna Griffis, Bob Hastings, Jennifer Koozer, Kathy Miller, Allen Morgan, Bob Nelson, David Trimble, Kurt Wilkinson

Guests: Michael Bozarth (First Transit), John Joseph (First Transit), Margo Moore (First Transit) Laura Rigney (First Transit),

APPROVAL OF THE AGENDA AND MEETING MINUTES

Claudia Robertson, Vice Chair, chaired the meeting in Jan's absence. She asked for approval of the May 20 meeting minutes.

A recommendation was passed to approve the minutes.

ANNOUNCEMENTS FROM THE CHAIR

Claudia said that the City of Portland would be holding a celebration for the anniversary of the Americans with Disabilities Act on Sunday, July 26, at IRCO at NE 103rd and NE Glisan from 1-5 p.m.

She added that TriMet would be holding a "Transit on Tap" event on Monday, July 20, at 6 p.m. at the new Hassalo on 8th facility near Lloyd Center. The event will be held on the public plaza with the entrance on NE 7th.

CAT Business Meeting Minutes

July 15, 2015

Page 2

STAFF COMMENTS

Allen Morgan reported that the service animal policy has been changed and companion animals are no longer recognized as service animals. They may still travel with a customer but the animal must be in a container. It was suggested that Legal staff may make a follow-up presentation at a future meeting.

Allen reviewed the transportation plans for the August 9th event when Tilikum Crossing will be open for seniors and/or people with disabilities from 12:00 – 1:30 p.m. following the Bridge Pedal event. The bridge will also be open to the general public from 1:30 – 4:30 p.m.

WRITTEN COMMUNICATIONS

There were no written communications received.

PUBLIC COMMENT

There was no public comment.

CAT REPORT

CAT Election of Chair – Claudia Robertson, Facilitator

Claudia said that the CAT Nominating Committee recommended Jan Campbell for the position of chair. The CAT passed a motion to accept the recommendation.

Jan will serve as chair for the duration of her current term which ends June 2017.

CAT Meeting Schedule

Kathy Miller reported that the CAT had completed the six-month trial period of meeting every other month. She said that the revised schedule had provided the CAT with more opportunities for fieldwork but still allotted sufficient time to address agenda items. She added that from staff's perspective, the adjustment

CAT Business Meeting Minutes

July 15, 2015

Page 3

to the meeting schedule had been successful and staff would like to continue with it.

Discussion

Adam Kriss asked about the potential for future field activities and expressed concern about public participation if there are fewer meetings.

Claudia commented that she feels that meeting every other month breaks the continuity and impacts the group dynamic. If a member misses a meeting, it could be four months before there is another opportunity to meet with the committee.

Eileen Collins-Mastel commented that it would be helpful to know what kind of additional activities might be used to complement the agenda.

Chris Walker suggested that the CAT might consider alternating meeting locations on a monthly basis to reach more of the community.

Claudia suggested that the meeting schedule decision be tabled until the September CAT meeting. She said that the Executive Committee would have further discussion on the members' suggestions.

LIFT OPERATIONS REPORT – FY15 – Susan Florentino, Manager, LIFT Service Delivery

Susan Florentino reported on LIFT performance for the fourth quarter and fiscal year. Highlights of the report included:

- Fiscal year ridership averages for weekdays and Sunday/holidays increased 0.6 percent and 1.5 percent respectively; Saturday ridership declined 0.6 percent. Total monthly ridership and average weekly ridership both increased 0.6 percent over the prior year.
- On-time arrival performance for the fiscal year was 92.7 percent for pickups and 93.5 percent for appointments, a decrease of 0.5 percent and 0.6 percent respectively.
- On-time performance for LIFT cabs was 93.3 percent, an increase of 0.6 percent over the prior year. Cab on-time for the fiscal year increased 0.3 percent compared to FY14.

CAT Business Meeting Minutes

July 15, 2015

Page 4

- For the year, a total of 17.3 percent of trips scheduled resulted in a no show or cancellation which is a 1.8 percent decrease compared to the previous fiscal year.
- Total Complaint and Issue rates increased in both number and rate compared to the previous fourth quarter. The total Complaint rate for the fiscal year increased 11.6 percent from 2.50 to 2.79.
- The Commendation rate decreased by 8.8 percent compared to the same quarter last year and increased 12.0 percent for the fiscal year.

Discussion

Claudia indicated that the numbers and graphics on the Service Quality section of the report did not match. Susan agreed and said that the numbers were correct.

There was discussion about complaints and commendation rates and fare payment and how the implementation of the e-fare system will impact LIFT customers. David Trimble commented that the e-fare system is in development and the CAT will be involved as progress is made.

LIFT ELIGIBILITY REPORT FOR FY15 – Kathy Miller, Manager, LIFT Eligibility and Community Relations

Kathy Miller reported on the LIFT eligibility results for FY15. Highlights of the report included:

- There were a total of 2,690 new applicants for FY15 which is a reduction of approximately 150 applicants from the previous year.
- Determinations for new applicants included:
 - Unconditional – 35.1 percent;
 - Conditional – 20.3 percent;
 - Temporary - 14.8 percent
 - Denials - 3.5 percent
 - Withdrawals - 2.5 percent
 - Unable to Process – 23.8 percent
- There were a total of 4,424 active LIFT customers notified for recertification.
- Results for recertifications included:
 - Unconditional – 28.0 percent

CAT Business Meeting Minutes

July 15, 2015

Page 5

- Conditional – 12.0 percent
- Temporary – 1.2 percent
- Denials - .3 percent
- Unable to Process – 1.3 percent
- In Process at time of Report – 14.8 percent
- Did not apply for recertification – 42.4 percent
- Eligibility category changes through recertification:
 - No change in eligibility – 30.0 percent
 - Unconditional to Conditional – 3.01 percent
 - Conditional to Unconditional – 4.50 percent
 - Change to Temporary – 2.5 percent
- There were a total of 32 appeals including 14 administrative reviews and 18 appeals that were heard by the Appeals Panel.

Discussion

Adam asked for clarification on changes in eligibility determinations and if those who are unconditionally eligible can still use fixed route. Kathy said that some people may have changes in their health conditions that would warrant a change in eligibility and the eligibility determination is based on one's functional ability to use fixed route independently. There is nothing in place to prevent someone from using fixed route if they feel they are able.

Eileen Collins-Mastel asked about conditional eligibility and if the determination was based on specific trips. Kathy responded that the determination is based on one's ability to use the entire transit system including all stops and stations. It is the customer's responsibility to apply the conditions to the trip to determine if they should use LIFT or fixed route. Staff uses the in-person process to educate both applicants and advocates about the eligibility process, particularly conditional eligibility, and the benefits of using fixed route if appropriate.

Trish Baker commented that many people are still under the impression that the use of a mobility device, lack of a driver's license or being a certain age qualifies them for LIFT. She also provides education on the service when she has the opportunity.

Claudia said that the number of active customers seems to remain consistent. Kathy agreed and said that there are currently about 9,500 active riders. An active rider is defined as someone who has ridden within the last calendar year.

CAT Business Meeting Minutes

July 15, 2015

Page 6

There was discussion about having a future meeting at the Transit Mobility Center which may benefit the newer members in learning more about the eligibility process.

PEDESTRIAN SAFETY IMPROVEMENTS ON ORANGE LINE CROSSINGS – Amy Fandrich, Engineer IV; Jennifer Koozer, Manager, Community Affairs; Kurt Wilkinson, Manager, Construction Safety and Risk Assessment

Jennifer Koozer said that today's presentation would be about some pedestrian improvements planned for several locations on the Orange Line including in downtown Milwaukie, Southeast Portland, and the South Waterfront area.

The Orange Line will open on September 12 and operator training and testing has been taking place since spring. Staff has observed some safety concerns related to public behavior at some of the crossings during the training period. As a result, some changes will be made to the design of the crossings.

Downtown Milwaukie: SE Harrison, Monroe, and Washington

Jennifer shared photos of the locations and said that some of the concerns in downtown Milwaukie include:

- Limited sight lines due to retaining walls
- People may be rolling or biking downhill too fast without stopping to look for trains
- Shared corridor between MAX and heavy rail

Quiet zones have been established in downtown Milwaukie and Southeast Portland and the crossings that are shared with heavy rail and light rail have been built to a specific safety standard. This means no train operators are required to sound their horns. There are bells at the crossing oriented at both the pedestrians and motorists. There are also flashing lights and gates over the travel lane for motorists.

Swing gates have been installed at Harrison, Monroe and Washington Streets. These crossings are not directly at the stations.

Kurt Wilkinson said that CAT members had recently toured the crossings and the CAT and others have made some good suggestions about improvements for the swing gate design including:

CAT Business Meeting Minutes

July 15, 2015

Page 7

- Install a handle on top of the gate to identify on which side the gate opens
- Add a handle the entire length of the gate and include a plate with the direction for opening the gate also in Braille
- Add steel kick plates to the gate for use by customers with mobility devices

The gates are to be pulled open to cross the MAX track way and pushed to exit the track way quickly. They are lightweight and will self-close after use.

Kurt said that the gates would be retrofitted with these changes and that the changes would also be incorporated on all future gate designs.

Discussion

Diana Keever asked why the gates couldn't open in both directions and the weight of the gate. She said it will be very difficult for someone in an electric mobility device to use them. Kurt responded that having to pull the gate back to enter forces the person to face the direction of the oncoming train before proceeding through the gate. There's also concern that opening the gate in both directions would mean there was potential for the gate to be hit by the train.

Kurt said that staff is considering installing an extended handle to allow the gate to open without having to be so close to the gate. He added that the gates are very lightweight.

Leon Chavarria asked it would be possible to use a camera system to trigger the gates to remain locked until a person is within range of the gate. Kurt said there had been discussion about tying the gates to the signal system but there aren't any alternatives that are completely fail-safe with battery backup.

Leon also suggested that there also be a graphic on the push/pull signs for non-English speaking customers. Kurt said staff would investigate.

Southeast 8th and 11th Avenues

Jennifer reviewed the other locations where the gates will be installed including at the Clinton Station at Southeast 8th and 11th Avenues. These locations are along a multi-use pathway that travels from SE 12th Avenue to Tilikum Crossing which is very popular for both pedestrians and bicyclists.

CAT Business Meeting Minutes

July 15, 2015

Page 8

This pathway is close to the Brooklyn Yard where there is heavy train traffic and switching activities. Sometimes the rail activity will be close enough to the crossing to trigger the signals though no train is coming or visible. This causes confusion for the customer because there are multiple trains traveling on different tracks at varying speeds. Customers have also been observed climbing over stopped heavy freight trains.

Swing gates will be installed on both sides of the light rail tracks on both sides of the street at the two locations.

Staff is also considering improving signal predictability at 8th, 11th, and 12th Avenues by decoupling the signals and bells and having separate systems for both the MAX and heavy rail and also improving the accuracy of train arrival times.

Southwest Moody Avenue

Changes to improve pedestrian safety will also be made near the South Waterfront Station which is near the Collaborative Sciences Building. This location serves bicyclists in two directions as well as pedestrians and allows for some confusion at the light rail crossings. Construction to make the complex crossing more intuitive and easier to understand and navigate will begin next week. There will also be signal adjustments.

Railings, lane stripes and painted crosswalks will also be added around the Streetcar area to help define the appropriate crossing areas for all modes.

Discussion

John Betts asked about the length of the project. Kurt indicated the project will take about three-four weeks.

Leon suggested using speed bumps in the bicycle lanes. Bob Hastings responded that staff had considered how to slow bike travel but determined that using speed bumps may put the bicyclists in a riskier position. It was decided to use graphic tools in the form of striping, coloring, signage, symbols, etc., to make the improvements.

Adam suggested that some of the stations including the Milwaukie Station might benefit from more signage to direct people where to walk. Kurt said that the

CAT Business Meeting Minutes

July 15, 2015

Page 9

safety ambassadors and customer service staff will be in the area to help orient people once the system opens.

Adam asked if staff would provide pictures of the improvements once they're complete. Bob said that the project would either be underway or possibly completed by the date of the final CAT station tour at the end of August.

CAT members also suggested that there might be some signage between the freight rail and light rail tracks to identify safe or non-safe waiting areas.

Claudia commented on the intersection on SE 11th that has a right turn lane that doesn't require vehicles to stop. Bob agreed that some of the intersections are challenging and that some motorists do not allow sufficient time for pedestrians to cross.

Paul Pappas asked about the level of coordination between TriMet and the Bureau of Transportation. He commented on a temporary bus stop for the Line 14 on SE 50th and Lincoln. There is street parking at the temporary location which makes it difficult for the buses to access the curb.

Jennifer and Kurt added that TriMet works closely with all jurisdictions on all projects. She suggested contacting Customer Service for an issue of this type. The issue will then be routed concern to the bus stops program for review and follow-up.

Bob thanked the CAT for their participation and said that their input has been very helpful.

Tilikum Crossing Event - August 9, 2015

Ann Becklund, Director, Community Affairs, reviewed the details for the event opening Tilikum Crossing to the public on Sunday, August 9th. The Bridge Pedal event will include crossing the bridge and will end at about 11:15 a.m.

The bridge will then be open to seniors and/or people with disabilities from 12:00-1:30 p.m. From 1:30-4:30 p.m. the bridge will be open to the general public.

Ann invited all to attend.

CAT Business Meeting Minutes

July 15, 2015

Page 10

CAT MEMBER COMMENTS

Chris Walker commented on a recent ride provided by Broadway Cab where the cab operator had his son onboard with him.

Adam commented on the number of customers with bicyclists on MAX particularly during the summer months. He suggested there should be a policy that bicyclists should have to wait for another train if both the bike locations are in use rather than use the priority seating area or doorways.

Allen responded that it is TriMet policy that bicyclists are required to yield to other customers.

ADJOURNMENT

The meeting adjourned at 11:56 a.m.