

**MINUTES OF THE  
COMMITTEE ON ACCESSIBLE TRANSPORTATION  
World Trade Center, 25 SW Salmon  
January 16, 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:** Trish Baker, Lori Bauman, Jan Campbell, Leon Chavarria, Annadiana Johnson, Diana Keever, Adam Kriss, Rebecca Miller, Arnold Panitch, Zoe Presson, Claudia Robertson, and Dr. Ryan Skelton

**TriMet Staff Present:** David Aulwes, Max Calder, Charlie Clark, Eileen Collins, Cindi Deibert, Jason Grohs, Kate Lyman, Grant O'Connell, Patrick Preusser, Jesse Stemmler, Susanna Taylor, Libby Winter

**First Transit Staff:** Damon Blocker, Byron Bolton, John Joseph, Karen Preston

**Broadway Cab Staff:** Steve Hext

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

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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 noted that there was a lot of information in the meeting packet. She asked for a motion to approve the minutes.

**Approval of the Minutes:** Adam Kriss made a motion to approve the minutes as written. Annadiana Johnson provided a second. Jan Campbell inquired about discussion and requested a vote. Claudia Robertson noted a typo edit on page 7 where "CSMI" needs to be replaced by "OMSI." Max Calder confirmed the error and noted the needed change. With that change, the minutes were unanimously approved.

**Announcements from the Chair**

- Jan thanked everyone who is participating in the ad hoc meetings. She added that this meeting format is really working well where issues can be focused on and a lot of discussion is generated. There isn't time at full CAT meetings to get as deep into each issue, but by discussing issues thoroughly in an ad hoc setting, those matters can then be efficiently summarized in the full CAT setting.
- Jan noted that the Special Transportation Fund Advisory Committee (STFAC) will be meeting Friday January 18, 2019. Claudia and Jan met with STFAC staff liaison Vanessa Vassar and there have been fund reductions from the state by approximately 40%. She added that they hope to get a LIFT vehicle to transport a group on transit day to advocate for sustained funding levels. Jan added that Vanessa may be at the next March CAT meeting to update the group on the funding. Rebecca Miller clarified that the reduced funding levels are part of a proposed budget yet to be finalized and approved. Jan confirmed that. Jan confirmed the STFAC January 18<sup>th</sup> meeting details for the group.
- Trish mentioned that First Transit General Manager, Ricardo Boulware left the LIFT project for another position and wanted to acknowledge him. Margo confirmed that and added that Karen Preston who has been working with LIFT for four years is serving as interim GM while a permanent replacement is sought.

### **Staff Comments – Max Calder**

Max noted that he is working with Senior Deputy Counsel Greg Skillman on finalization of the updated CAT Bylaws. The Bylaws will be brought to Executive Committee and the full CAT for review. If needed, an ad hoc can be formed for detailed review.

Jan mentioned the ad hoc updates / reports and did not go over them in detail due to each being agenda items for this CAT meeting. Claudia noted what should be a paragraph / subject break on the Executive Committee meetings between LIFT Strategic Planning and STFAC infrastructure investment. Max noted these separate subjects and will make the changes in the Executive Committee minutes from December 11, 2018.

### **Public Comment**

Chris Billman, Forest Grove, stated that it is time to make change in direction on regional public transportation. He noted issues with the comparative lack of accessibility seating and space for mobility devices compared to general public / open capacity. He mentioned that veterans and others are using different modes

of mobility such as bicycles or hand-cycles rather than power chairs and that the transit system doesn't have enough capacity for them. With accessibility seating being designed with the "standard wheelchair" in mind, he noted the need for space for "other types of vehicles" (i.e. mobility aids/devices). He also noted the inability to change trip destinations on dial-a-ride in route and that the system is far more restrictive for people with disabilities than others.

Jan thanked Mr. Billman for his comments and noted that he sounded like a good advocate.

### **Transit Police Report – Lt. Rachel Andrew**

Lt. Andrew mentioned the proactive approach taken to address cantankerous juveniles that have been quite disruptive. There have recently been a number of custodies for some serious felony charges. Additionally, there is a new district attorney that is assigned to the transit division and he has been working with the juvenile system to investigate redirecting these kids to a different environment other than raising havoc on the system. This is good for our ridership who had previously had negative experience with these juveniles.

There have also been undercover missions in Hollywood, Lloyd Center and Gateway areas. These are focus areas due to the number of minor crimes that are happening. Additionally, they are continuing to help with campsite clean-ups due to the proximity of those to operator break areas. Some of the individuals dwelling at the campsites harass the operators, so this is being addressed as well. And, they are conducting fare missions with supporting staff.

Trish Baker asked for a clarification of what was intended by the use of "cantankerous" and Lt. Andrew added it was euphemistic for a number assaults, strong arm robbery and that sort of violent crime. The folks committing these crimes are juvenile and their targets are predominately homeless individuals.

Diana inquired about officer service animal vs. "pet" interaction and training for officers. Lt. Andrew noted how well versed officers are in what is allowed with a non-service animal vs. what a service animal should be doing. And, officers are well versed in dealing with a service animal that is not well behaved, aggressive on the leash, aggressive to passengers. There are appropriate actions to take for both that misbehaving service animal and its owner. Lt. Andrew mentioned how important it is to report misbehavior, so that there is awareness of what happened and officers can potentially address the situation. In cases where it is a service animal that is misbehaving, the goal is to work with the owner. Often times training and education are the solutions.

Trish asked what number is appropriate to call for a witness to a misbehaving service or non-service animal (911 or nonemergency). Lt. Andrew noted that if the animal is highly aggressive and there is a threat to call 911, while if it's more of an annoyance to contact nonemergency. Zoe followed-up with a question about enforcement on Streetcar, to which Lt. Andrew mentioned Transit Police are not part of their safety and security accouterment at this time due probably to a financial decision. Portland PD would be the responding organization on Streetcar.

Jan and Max clarified the two questions that can be asked to the owner of a "service animal:" Those are "Is that a service animal" and "what tasks is that service animal trained to perform." Adam followed-up with a question about a violent attack on MAX to a person who simply asked people to turn down their music. Lt. Andrew noted the importance of being aware of surroundings and that engaging larger groups of juveniles is not going to be the prudent move in cases. If there seems to be the possibility of danger, it is best to report what occurred but not to directly engage the "offending party" yourself. Often times it is best to be a witness and report what happened. Meanwhile, it is possible to text 911, but not nonemergency.

Jan Campbell followed up Lt. Andrew's report and dialogue with the note that Hollywood Transit Center elevator would be closed beginning Friday, January 18<sup>th</sup> for up to 3 months. She added that the elevators are old and it is time to do this work so that they are reliable going forward. Dr. Skelton noted that with the 82<sup>nd</sup> street elevator closures, bus drivers were not announcing the repairs. Jan mentioned that she had witnessed bus operators make the announcements and that it happening is dependent upon the operator choosing to do it.

## **Transportation – Fixed Route Operator Training** **Cindy Deibert, Manager, Transportation Training**

Cindi opened with a comment about awareness of the previously discussed elevator closure at Hollywood Station. She mentioned that she would investigate whether dispatch is aware and how effectively it is being communicated to operators. Cindi transitioned into a training update and added that it is a busy year coming up, training a lot of operators and every three weeks 22 new students begin. Additionally there are probation classes, which Susanna Taylor, Training Supervisor teaches. She introduced Susanna.

Susanna began by mentioning that everyone on CAT was contacted to be invited to a probationary class for observation. The response rate back to her was low with only one member responding to the inquiry. Trish mentioned that she has

been willing to help out for a couple years. Susanna responded that due to class size (22 students) there is only room for two guests at a time. Cindi clarified that probationary students are out of new hire training and on probation for 6 months. Jan noted that the memo received indicated the role of the CAT observers would be to conduct a presentation of sorts, which Cindi confirmed. Jan added that it used to be the role of CAT members to staff a panel and speak to the trainees about their disabilities and how they use transit. Cindi clarified that the original invitation is to just come out and see the classes to get an understanding of what is done. She added that a panel can be discussed.

Claudia asked about training before drivers “get onto the road” pertaining to attitude and awareness with respect to people with disabilities. She added whether there was material about eye-rolling (absence of) and heavy-sighing (absence of). She noted that this sort of behavior has been brought up by people over time. Two additional questions were “do they ever do experiential?” and “do they ever use a wheelchair?” Cindi affirmed that they do in fact have such training. Groups of students get out to the bus and everybody gets to manipulate the mobility devices on and off the bus. Additionally, they simulate visual and hearing impairments with new operators.

Anna mentioned inappropriate behavior witnessed when she is using a walker such as eye-rolling or comments like “can’t you pick that thing up...” Patrick mentioned that he speaks to all operator classes, both on day one and graduation, and shares feedback from CAT, which goes to the safety and customer experience objectives. He added that the production of a video that emphasizes some the experiences that CAT members have encountered and use it for training and annual recertification. Jan mentioned that CAT had been involved in making a video like that some time ago. Furthermore, a section of the video with Questions and Answers (Q&A) would be useful (panel style and segment of video).

Arnie mentioned the 6” from the curb protocol for buses to kneel. This can present challenges and appear like “the grand canyon” to get on the bus. Susanna noted that protocol is 6” or 6’ with the latter providing the discretion for the operator to create an opportunity for the customer to walk to the bus more easily than the “grand canyon” scenario.

**Red Line Extension, David Aulwes, Senior Designer and Kate Lyman, Senior Planner**

Kate reference a presentation that was conducted at the November CAT regarding the Red Line extension and reliability improvements project. The current presentation is much shorter and pertains to the design of a future platform at Gateway Transit Center. The ADA regulations specify that the platforms should be no more than two percent slope. TriMet is looking at needing to build a platform that's more along the lines of three percent slope. Several CAT members and friends of CAT met on December 18 to review this matter in an ad hoc format. Several platforms with slopes over 2 percent were reviewed including Pioneer Square North on Morrison (3.8%), Pioneer Square South on Yamhill (4.5 %), Pioneer Courthouse on Sixth (2.5%) and Pioneer Place on Fifth (3.3%). So, for perspective, the Gateway Transit Center platform slope would be about in between all of these.

Dave went on to add that at Gateway, with the new platform, TriMet is trying to provide an accessible route into Gateway Green Park. This needs to have a ramping system that is less than 8 percent, which leads to the need to have a little bit of a slope on the Gateway platform. Kate and Dave summarized the need for a compromise and request for a motion of support. The requested motion is:

“It is the consensus of the TriMet Committee on Accessible Transportation (CAT) to support a three percent or a one to 33 longitudinal slope on the proposed light rail station platform for inbound Red Line trains at Gateway Transit Center. This is understood to constitute an FTA structural impracticability exception as it exceeds the ADA specified less than two percent requirement in the longitudinal direction of the platform. We understand that the side-to-side slope of the platform will be less than two percent complying with ADA requirements. We understand that three percent or one to 33 on the proposed platform is the best that can be achieved for this project and still allow for an ADA connection to the park. This approach has CAT's full support. TriMet's staff for this project will continue to include and work with CAT to ensure that project accessibility and utility is maximized.”

After some conversation about slopes and the likelihood of FTA approval, Jan asked for a motion. Dr. Skelton moved that the resolution as written be adopted. Trish seconded the motion. The motion was approved unanimously.

Just after break concluded Jan recognized Arnie's service on the SW Corridor Project.

## **Bridge Plate Design Type VI Vehicles, Jason Grohs and Libby Winters, Engineering and Construction**

Jason began by noting that TriMet is replacing Type I Light Rail Vehicles (LRVs) and is working on a project to procure Type 6 LRVs for that purpose. As part of that process, there is a specific topic for CAT. This is something that went before Executive Committee and has come up before. The premise of the topic is that there is an ADA regulation that requires the ramps on the bridge plates to have two-inch-tall side barriers. On the screen, on the presentation, there was a depiction of what it would look like to use those side barriers. TriMet has not used those side barriers on any other LRVs. Originally, when the Type 2's came onboard, TriMet applied to the FTA for a finding of equivalent facilitation to not use side barriers. The justification is due to the operational considerations of the TriMet system. The side barriers hinder more than help. This is due to the roughly two-inch vertical transition between the bridge plates and the platforms, whereby the opportunity for a wheel to slip off of a bridge plate generally doesn't cause much of an issue.

This is a practice that has been used in the past and the Type 6 specification is no exception. TriMet would like to continue the same model and submit to the FTA another request for equivalent facilitation. Jason asked CAT to provide a letter of support to supplement the application to the FTA. Dr. Skelton asked in the history of the requested type ramp has there been any history of mobility devices slipping off of the edge. Jason stated that he is unaware of any single documented case of it ever having been an issue.

Jan Campbell recognized public comment request by Chris Billman who noted that mobility device definitions center on wheelchairs and scooters and don't take into account the diversity of alternative types that have capacity problems on the transit system. Jason and Chris proceeded to have a dialogue in regards to the challenges and balancing act that device accommodation presents.

Jan opened this item up to a motion. Claudia moved that CAT issue a letter of support similar to the one that was drafted in 2011 for the Type 5 LRVs and have Jan sign it. Trish seconded the motion. The motion passed unanimously.

## **Division Transit Project, Jesse Stemmler, Urban Design Lead**

Jesse introduced the material being presented as related to the shared bicycle and pedestrian station platform. He also thanked members of the DTP Ad Hoc Committee including Anna, Jan, Claudia, Ryan and Chris. The work on DTP was described as being coordinated with the efforts by the City of Portland to focus on

the Division corridor as part of their vision zero plan. One of the things that relates closely with DTP is the buffered bike lane. It was noted that Division has a history of too many accidents and deaths (e.g. 50 deaths in 2017).

The Small Starts federal funding was mentioned and the hard cap of \$175 million. This is a very tight budget and does not afford getting into costly property and utility impacts. The goal of the shared bike-pedestrian platforms is to work within the right of way. There was feedback obtained from the Bicycle Committee, Pedestrian Committee, CAT and other accessibility experts. Jesse described the full scale 70 foot platform that was create to replicate the DTP station design. For this design there is precedent and examples in Europe, Toronto and Seattle is starting to implement it as well. Goals for this project include safety, accessibility, consistency and replicability. It was confirmed that most of the stations would be far side of the intersection. Safe queuing space is a key consideration.

Rebecca noted the need for signage and marking to have a nice, accessible, covered area that helps communicate without words. The intuitive nature will encourage safe behavior and facilitate awareness for individuals with cognitive disabilities. Rebecca also inquired about education and awareness. Jesse confirmed that Community Affairs are preparing a robust campaign to educate citizens and customers.

There was dialogue with CAT members and Jesse about the challenges of BRT models achieving time savings. Jesse pointed to the extensive work with the mock-up and efforts to understand behaviors and interactions at the stations. Consistency was echoed several times as vital to the success of DTP.

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

Eileen began with the two policies up for revision and in need of CAT action. On December 20, 2018 a CAT Ad Hoc was convened to review both the no-show and unattended passenger policies. The resolution / motion that was drafted to reflect consensus of the group is as follows: "It is understood that the no-show and unattended passenger policies were reviewed and considered by both the TriMet Committee on Accessible Transportation Executive Committee and the LIFT Policy Ad Hoc Committee on December 11<sup>th</sup> and 20<sup>th</sup>, 2018 respectively. These draft policies are approved as presented to the full CAT on January 16<sup>th</sup>, 2019, as presented, or with exceptions to be determined, stated and included in the motion. Staff will report back to CAT with an update on the outreach process for LIFT customers, and with respect to the success of policy implementation. Staff will



continue to engage CAT in the evolution of LIFT policy development and commits to reporting on the effectiveness, efficacy, and success of implementation.”

Questions were asked about the significant numbers of unattended passengers with hand-to-hand needs being Department of Human Services (DHS) agency clients. Eileen confirmed that of the 30 percent overall rate of “hand-to-hand” passengers, 50 percent of those are DHS clients. Eileen noted all of the outreach and meetings that were part of revision development.

Claudia asked for a motion. Trish moved to approve both policies. Anna seconded that motion. Both were unanimously approved.

Eileen followed with the note that an ad hoc will be formed to address how LIFT will be implementing the Hop Program. She added that a soft launch is scheduled for March, 2019 and noted the different challenges LIFT is facing compared to the previous fixed route launch. There was dialogue about the convening of a LIFT Hop Card Ad Hoc meeting in February. Rebecca mentioned a comprehensive database that Aging, Disability and Veterans Resources has put together that could be very useful with LIFT crossover.

Eileen described the goal of improving the LIFT Webpage, Riders Guide and adding a Frequently Asked Questions brochure all of which are needed. She went on to review the LIFT statistics from November and December. She explained the major reason for ridership reduction being a closure of many workshops for individuals with intellectual and developmental disabilities with the goal of transitioning them to job opportunities with real wages. Unfortunately, while the sheltered worksites have been closing, there has not been a commensurate increase in these other job opportunities.

Steve joined Eileen and Eileen mentioned the downward trend in complaints. Steve described the challenges and efforts to improve service and eliminate preventable mistakes. Steve mentioned the goal of automating as much process as possible, which eliminates the human error factor (i.e. primary cause of issues that lead to complaints).

As the meeting began to wrap-up there was conversation about the upcoming E-Scooter Ad Hoc on January 24<sup>th</sup>.

## **Adjournment**

Claudia moved to adjourn, to which Anna seconded and Jan officially adjourned at 12:00 p.m.