

**MINUTES OF THE  
COMMITTEE ON ACCESSIBLE TRANSPORTATION  
World Trade Center, 25 SW Salmon  
November 15, 2017  
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, Deidre Hall, Patricia Kepler, Diana Keever, Adam Kriss, Arnold Panitch, Jerry Pattee, Zoe Presson, Claudia Robertson, Monica Sandgren, Chris Walker

**TriMet Staff Present:** Lt. Rachel Andrew, Eileen Collins, Dion Graham, Tracy Hamer, Doug Kelsey, Jennifer Koozer, Kathy Miller, Margo Moore, Marylin Pamblad, Patrick Preusser, Jesse Stemmler

**First Transit Staff:** Damon Blocker, Ricardo Boulware, Ples Bruce, John Joseph, Ben Sawyer, Paul Silva, Blake Vaughan

**Visitors:** Joanne Johnson, Chris Maher, Carolyn Patrick, Bill Womack

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Jan Campbell, CAT Chair, called the meeting to order at 9:00 am.

**Approval of the Minutes.** The CAT passed a motion to approve the meeting minutes for September 20, 2017 with the following corrections: 1) add Kathryn Woods to the list of attendees; and 2) in the first two sentences in the third paragraph on Page 4, change the references from Jan to Claudia.

**Announcements from Chair**

- Dion Graham, ADA Compliance Administrator, has accepted a similar position at King County, Seattle and will be leaving TriMet November 22.
- Neil McFarlane, General Manager, will be retiring from TriMet in February 2018.

Jan asked how the CAT would be involved in the hiring process for the new general manager. Lori Bauman, TriMet Board Representative, said she will follow-up with Jan and forward the request to the appropriate staff.

## **Public Comment**

Billy Womack commented on his experiences using the fixed route bus service when the priority seating area is occupied and the bus operator indicates the customer will have to wait for the next bus. Mr. Womack indicated this has happened to him several times and makes it difficult for him to get to his appointments on time. He asked why operators can't enforce the appropriate use of the priority seating area.

Dion Graham reviewed the policy that instructs the operator should make an announcement that asks people to move from the priority seating area if they are able to do so. If there is still not room, the operator will notify Dispatch that there is a customer who uses a mobility device waiting for the next bus.

Mr. Womack also commented on catching the Line 4 at a MAX station and again trying to access the priority seating area when the bus is full. He said that as the operator is telling him to get on the next bus, other customers are going to the bus in the second position so it usually becomes full too.

**Follow-up Item:** Jan thanked Mr. Womack for his comments and said that would discuss the issue further with staff at the next CAT Executive Committee meeting.

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

Lt. Andrew provided an update on Transit Police activities including upcoming community events. She also reviewed safety practices for transit users.

## **Division Transit Project – Jesse Stemmler, Project Manager, Capital Project Construction**

Jesse Stemmler reviewed the features of the Division Transit Project which connects downtown Portland to Gresham through a 14-mile corridor with enhanced service. The service will include 83 platforms spaced at 1/3 mile and include raised platforms for the bus access. The draft project is at a 30 percent design completion.

Jesse reviewed the activities of Division Transit Project CAT Ad Hoc Committee and their recommendations for the bus design. The bus is a 60-foot articulated bus with three doors. The priority seating area for riders who use mobility devices at the front of the bus at the middle door and bike racks towards the back of the bus. There will be ramps at the front and middle doors for use on the transit mall and a bridgeplate at the middle for use at the platforms. Hop Card readers will be at all three doors.

He reviewed the Ad Hoc's priorities for the bus design. They included the review of six priorities including:

1. Circulation. Ensuring that mobility devices of all types have accessibility.
2. Mobility device seating and securement options. Ad Hoc recommended including two rear-facing mobility device seats with pull-down bars and one front-facing. The pull-down bars eliminate the need for additional securement. Front-facing seat requires additional restraint and operator assistance. Staff will also review the use of stadium seats to ensure they are easy to maneuver and an appropriate size.
3. Ramps. Improvements to the ramp surface, durability, and lighting on the sides of the ramp.
4. Lighting and signage. Review how to include signage and lighting that will be visible to those in rear-facing seats.
5. Stop announcements. Ensure stop announcements are in alignment with locations and address safe behavior reminders.
6. Research and review by others to ensure buses will be as safe and accessible as possible.

The Ad Hoc's recommendations were distributed to the full CAT and members were asked to provide any comments to staff within one week of the meeting.

Jan commented that not all members had been able to review the full report on the recommendations in advance of the meeting. She said that the committee would not make a formal recommendation on the report but instead suggested that staff could indicate to the Board that the recommendations were presented to the CAT and there was agreement.

The Ad Hoc will meet next in January to consider station platform design.

Claudia Robertson encouraged CAT members to attend the public open houses being held or participate in the opportunity to provide comments online until November 27. She said that the members' comments would be heard and considered.

**Follow-up Items:** Jesse will provide a complete review of the entire project at one of the next CAT meetings and will provide the link to the open house information. Jan asked that staff provide information on the length of each of the three ramps.

## **Capital Project Updates - Jennifer Koozer, Manager Community Affairs; Kate Lyman, Planner III**

### **MAX Red Line Improvement Project**

One of the goals for the Red Line improvements is to improve reliability throughout the entire system by addressing the Gateway area and the approach to the airport which includes two single line tracks. The plan is to add a second track at both locations. At Gateway, there are two options under consideration and both would require a new bridge over the freeway for the inbound Red Line and the outbound Red Line would use the same tracks it does today. One option would put the new track in NE 99<sup>th</sup> Avenue, turn on NE Pacific Street, and serve the existing platform.

The second option is more promising from an operations standpoint but would have the track run adjacent to the parking lot for the Providence Gateway Medical Clinic and create a new platform for the inbound Red Line. This would create a longer walk to transfer from the inbound Red Line. If this option proceeds, staff will be working with the CAT to ensure the design of an accessible, safe walk. This design would allow for a faster travel time, does not create any new conflicts with streets and allows for a simpler operation for the train.

The second goal is extend Red Line service to Hillsboro to allow for one-seat service to the airport and help to relieve overcrowding on the Blue Line, particularly in the evening peak hours. The bulk of the work would take place at the Fair Complex/Hillsboro Airport Station and would require a new terminus for the Red Line including some switch and signal work and adding a new operator facility.

#### **Estimated Project Schedule:**

Design Completion – 2019

Begin Construction – 2020

New Service Begins – 2022

### **Discussion**

Arnold Panitch asked why the Red Line extension would not go all the way to downtown Hillsboro since it seems to make sense to provide a one-seat ride from

Hillsboro to the airport. Kate Lyman responded that one reason is that it would be difficult to find space for additional track in the downtown area. She added that the second reason is that the demand is not warranted for additional service past the Fair Complex. There is already a pocket track in place at that location and the space needed to add an operator break facility. The current plan will help to relieve overcrowding on the Blue Line without over investing in an area that does not require additional service.

### **Type I Light Rail Vehicle Replacement Program**

The procurement process for the replacement of the 26 Type I light rail vehicles will begin in early 2018. The replacement vehicle design is based on the Type 5 layout. The CAT was involved in the review of the Type 5 vehicle design.

Adam Kriss suggested using fold-down seats in the priority seating area. CAT members asked that staff consider how to improve vehicle design to allow for luggage for service to the airport. Jennifer responded that all vehicles are used throughout the entire system and there is need for standardization. She said there might be an opportunity for improved signage.

### **Review of MAX Operator Training – Marylin Palmblad, Rail Training Supervisor & Keary Varcoe, Rail Training Supervisor**

Marylin reviewed the ADA compliance portion of the rail operator training program. Operators are trained on the use of the public address system, the operation of the vehicle doors, the use of the mirrors and procedures for providing service at the platforms.

Operators are trained to watch for riders boarding and deboarding and to wait for a certain length of time before they close the doors. Operators do not have visibility inside the train itself. If the ramp has been requested, operators are trained to extend the length of time before the doors are closed. If the platform is overcrowded and the vehicle is unable to accommodate all of the riders, operators are trained to inform Rail Control.

Operators complete recertification training annually and it includes a segment on customer service. In addition, any other retraining required for operator performance issues may also include additional training on customer service in general.

## Discussion

Leon Chavarria asked if the door remains open if someone touches the door edge. Marilyn said that the door has a sensor and should reopen but it can be dependent on the contact location. If someone touches the door near the bottom, it may not respond. Type 5 vehicles have “leash” protection meaning that the door edge is more sensitive and the operator is notified on the display panel that there is something in the door requiring the operator to reopen the door.

Trish Baker commented that she used to participate in bus operator training and asked if CAT members could participate in rail training. Jan suggested that the CAT Executive Committee discuss the suggestion with staff.

Marilyn confirmed that it is best for a waiting customer who needs the ramp to stand in the middle of the platform to improve visibility for the operator. She also said that there is a different volume feature on the intercom system and it is easier for the operators to hear communications though there may be a high noise level within the vehicle itself.

Jerry Pattee said that he waits in the middle of the platform but has not heard any operator announcements about the location of the low-floor car. He waves at the operator to alert them he is there but they do not always acknowledge his gesture.

Arnold suggested that the some platforms in other countries indicate where the doors will be when the train pulls into the station. Marilyn said that about 90 percent of the vehicle stop at the same location. There are some stations that vary based on the vehicle type and the length of the car.

**Public Comment.** Blake Vaughan commented that perhaps a signal light could be used to indicate the placement of the low-floor car so riders would know in advance where to locate the vehicle with the ramp.

## **LIFT Hop Card Update – Kathy Miller, Manager LIFT Eligibility & Community Relations**

Highlights of the update included:

- Staff is completing the software integration with Trapeze.
- Initial testing with a small group planned to take place in December.
- Next level of testing with a larger group would take in January.
- Public outreach tentatively scheduled for February to April.

- Launch LIFT Hop Card in May-June timeframe.

Kathy reviewed the outreach plan that will include educating all active LIFT riders, and approximately 350-400 county agencies, state brokerages and service agencies and organizations who assist people with disabilities on the use of the Hop Card on LIFT.

Other key points included:

- A video will be created explaining the process for use with the eligibility process at the Transit Mobility Center.
- An instructional guide will also be provided to all riders with the Hop Card and available in other languages.
- LIFT riders will transition to the use of the Hop Card over the first year after the launch and the Hop Card packet will be sent to them by mail.
- New applicants and those completing the recertification process will receive their cards with the eligibility determination packet.
- A new Hop Card will be issued with each recertification.

Kathy distributed the Honored Citizen Hop Card to all of the CAT members. Those who also use LIFT will continue to receive their monthly LIFT passes by mail at this time. She will provide updates as progress is made.

### **LIFT Operations Report – September and October 2017 - Eileen Collins, Manager, LIFT Service Delivery**

Highlights of the report included:

- Total monthly ridership decreased 6.2 percent in September compared to last year. Average monthly ridership (adjusted for day types) decreased 3.5 percent.
- The ridership decrease can be attributed somewhat to the reduction of rides provided through the state agency contract due to changes in the program.
- No-Shows decreased 0.2 percent and cancellations increased 0.5 percent.
- Call answer rate was 93.6 percent for September that was an increase of 7.2 percent over last year.
- The complaint rate decreased 12.6 percent for September and 20.2 percent for October.
- Commendations increased 32.1 percent in September and decreased 33.1 percent for October.

Eileen reported that LIFT has created a continuous improvement team that involves members from all roles within the program. The team will address opportunities for incremental improvements. Staff has also started publishing a newsletter for staff to enhance internal connections among staff involved in providing the service.

### **Fixed Route Seats – Tracy Hamer, System Safety Specialist**

Tracy reviewed the trends toward providing a different design for passenger seating in the fixed route buses. The new seat design is more reclined and features a cupped seating pan. It also has a non-porous surface that makes it easier to clean and increases durability.

While the seats may present some disadvantages for personal comfort, there are safety advantages that are a higher priority. It is challenging to identify seats that meet the needs of all the riders.

### **Discussion**

Adam commented that the newer seats seem lower and he asked if they could be raised. Tracy responded that the lower seats have benefits for those who are shorter. They are also safer because they allow riders to brace their legs on the floor in the event the bus has to stop quickly. She said that staff continues to review improved technologies to identify better solutions.

### **Adjournment**

The meeting adjourned at 12 pm.