

## ATTACHMENT A

### MINUTES OF THE COMMITTEE ON ACCESSIBLE TRANSPORTATION January 15, 2014 9:00 – 10:40 a.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: Jan Campbell, Chair; Trish Baker, Dr. T. Allen Bethel, John Betts, Leon Chavarria, Harold Cheeks, Patricia Kepler, Arnold Panitch, Zoe Presson, Claudia Robertson, Terry Watson, Chris Walker

Staff: Kathy Daniels, Michael Dohn, Corrinna Griffis, Kathy Miller, Allen Morgan, Harry Saporta, David Trimble

Guests: John Joseph (First Transit), Lt. Eric Schober (Transit Police), Sgt. Jim Simms (Transit Police), Kathryn Woods

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

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

**Trish Baker made a motion to approve the December 17 meeting minutes. The motion was seconded and passed.**

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

Jan announced that Connecting Communities would be having a meeting on January 22, 5:30-7 p.m. at ILR, 1839 NE Couch Street, to discuss the changes to the City of Portland parking regulations for people with disabilities. The changes take place July 1, 2014.

Jan thanked Allen Morgan for recent assistance he had provided to an organization she had referred to him about the use of Segways on the system.

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### **WRITTEN COMMUNICATIONS**

No written communications had been received.

### **STAFF COMMENTS**

Kathy Miller said that the LIFT Operating Report for December was distributed at the meeting.

Kathy reported that she had followed up on the CAT's request to take another tour of the PMLR alignment. Staff agreed and suggested it might be better to do so in the April-May timeframe. Kathy will schedule and report back.

Jan asked about follow-up on the LIFT's use of the new bridge. Corrinna Griffis, LIFT Service Quality Administrator, said that it was her understanding that LIFT buses would not be using the bridge due to a number of issues.

Patricia Kepler commented that it would seem that LIFT being able to use the bridge would improve LIFT on-time performance in Southeast Portland.

Jan suggested that an agenda item be scheduled to discuss the plans further. Staff will follow-up.

Allen Morgan informed the committee about a project to update the Sunset Transit Center platforms beginning in September 2014. The project will replace the pavers and tactile warning strips on both sides of the platform. Staff will review the plan at a future meeting.

### **PUBLIC COMMENT**

Kathryn Woods commented on the process to submit commendations for LIFT staff. Customer Service staff ask for comments on the exceptional tasks of a staff member when the commendation may be for providing good service without providing anything beyond the requirements. Corrinna responded that staff should be accepting any commendations and positive feedback so that it can be shared with the operators. She will follow-up with Customer Service.

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Paul Pappas expressed appreciation for the new mobile app for smart phones. He said it's free and useful for all riders, particularly those who may find it difficult to wait at stops for long periods or for those who are looking for the nearest stop.

Paul commented that he believes the number of people with disabilities who use TriMet will increase in the coming months with the new parking policies for those with disabled parking permits.

### **TRANSIT POLICE UPDATE – Lt. Eric Schober and Sgt. Jim Simms**

Lt. Eric Schober reported on the success of missions conducted on the transit system during the recent holiday season. He said that the results were comparable to past years.

Lt. Schober also commented on the continued use of plainclothes officers on MAX and on buses.

Sgt. Jim Simms introduced Max, a two-year-old Lab mix, who is the newest member of the canine patrol. He explained the process of canine training through to certification. Max will be trained for explosive detection.

Lt. Schober said the TSA provides the dogs and pays for the primary portion of the upkeep with TriMet contributing about twenty percent. The dogs are usually in service from five to seven years. There are four dogs in the unit and Portland has one of the best canine units in the county. The TSA sends other dogs and trainers from other areas here for training.

CAT members discussed the recent incidents with operators. Allen said that most of the incidents occur over fare disputes. Staff is working with the ATU and Transit Police to develop some type of training for next year's operator recertification program.

### **PEDESTRIAN SAFETY PROJECT – Harry Saporta, Executive Director, Safety and Security**

Harry Saporta, Executive Director, Safety and Security, provided an overview

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of the Pedestrian Collision Warning Demonstration Project. In 2012, the Federal Transit Administration (FTA) issued a request for proposals to the transit community to test a pedestrian alert warning system. The two options included were: 1) develop and demonstrate a prototype system; or, 2) purchase and demonstrate a commercially available product. The amount available for the grant was \$400,000 which could be awarded as multiple grants or one lump sum.

TriMet issued a proposal with an initial request for \$300,000. The FTA responded and asked TriMet to expand the scope. The agency was then awarded the entire \$400,000.

The project is a three-way partnership with Advanced Engineering Management and Portland State University. The goals of the project are to:

- Demonstrate the ability to provide a timely warning
- Define the environmental parameters under which the advance warning should be provided
- Evaluate the effectiveness of the systems
- Assess bus operator and agency perceptions/acceptance
- Determine cost-benefit ratios

The project length will be about one year from procurement through analysis. The original schedule has experienced a slight delay due to some challenges through the procurement process. All three commercial systems have been received and installed and are now being calibrated.

The testing is scheduled to begin in February. The initial phase will involve getting people familiar with the systems and then the demonstration period for evaluation will probably begin in March. The systems will be demonstrated for about six months until September and then the evaluation for effectiveness should begin.

There are five total systems in the project including:

1. Dinex – Intelligent LED Headlight System
2. Clever Devices Turn Warning System
3. Protran Safe Turn Alert System
4. Transit Tech Solutions – Pedestrian Warning System
5. Static Bus Warning Sign (fixed location)

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Harry reviewed the features of each of the systems. He stated that all of the systems are commercially available and in use by other transit systems. The purpose of this project will be to conduct the first comprehensive study to determine the effectiveness of the systems.

The evaluation process will include:

- Weekly surveys of bus operators using the systems
- Public surveys of individuals' experiences, particularly for pedestrians and cyclists
- Focus groups for operators and the public to discuss the pros/cons
- Interviews of Maintenance staff, station managers and field supervisors to assess their observations
- Conduct field observations by videotaping pedestrian and cyclist behavior to capture responses to system alerts
- Review data tracking close call collisions to determine any improvements

A final report will be prepared and submitted to the FTA in the October time frame.

### **Discussion**

Claudia Robertson asked if the systems would be coupled with GPS. Harry responded that they would not but it may be an option later on. There are some problems associated with using the GPS system.

Patricia Kepler asked if the audible alerts would be direction specific and would using the GPS enable that feature. Harry indicated that they would not direction specific at this time but agreed it may be a possibility with the use of the GPS as an option.

Arnold Panitch asked about how the alerts would be impact the noise levels inside the bus. Harry said that the interior announcements are optional and staff has decided not to use them for this evaluation. He added that while the operator will be able to hear announcement through the external speaker, it will not be loud enough to cause any disturbance.

Leon Chavarria asked about the color and location of the warning light and whether it would be visible to all customers. Harry responded that the light is

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yellow and located to be compliant with ADA requirements. He added that the surveys will query whether or not customers saw the warnings.

Claudia asked if the use of the turn signal would also trigger the announcements and Harry agreed that it would on the system that works with the turning signal.

Zoe Presson asked how the systems would be useful for customers with vision loss. Harry said that the audible feature is not being tested at this time. The first phase of the project is to determine if the signal triggers appropriately.

Chris expressed concern about any confusion that might occur with multiple buses at certain stops. Harry said that the routes selected for the initial testing would not experience that circumstance but it would be a part of the assessment through the course of the project.

Jan stated that whatever system is purchased should be usable for all people with disabilities including those with visual and/or audible limitations.

Harry agreed and said that one of the issues was the volume of the announcements and whether or not they will be able to be heard by those who are using ear buds. He added that while the announcements won't solve the problem entirely, they should be part of the solution.

Jan asked that the CAT have an opportunity to view the systems and staff will follow-up on the arrangement.

### **Discussion**

Kathryn Woods asked if the systems were similar to the one demonstrated a couple of years ago. Harry said that they are similar but the technology has improved significantly.

### **FY15 BUDGET – CAT PRIORITIES – Mike Dohn, Senior Finance Analyst III, Budget and Forecasting**

Mike Dohn, Senior Finance Analyst III, reviewed the timeline for the FY15 budget process. Staff is approximately midway through the budget process

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and the forecast was presented to TriMet staff at the beginning of January. The CAT should have its list of priorities submitted by February 21st.

On March 12<sup>th</sup>, the proposed budget and Budget Task Force Report will be released to the Board with the budget being approved by the Tax Supervising & Conservation Commission (TSCC) on March 26<sup>th</sup>.

Mike reviewed the CAT's budget priorities for FY14 which included the following (in no specific order):

1. LIFT operations budget including vehicles to maintain current service standards.
2. Fixed route service plans to, at a minimum, maintain current service levels.
3. Fixed route operator certification program and ongoing performance monitoring.
4. Bus stop improvement program and signage to include: 1) stop identification numbers in both Braille and raised lettering; 2) tactile maps for transit stations; and 3) bus schedules and/or service frequency information at transit locations.
5. MAX accessibility design for future vehicles including but not limited to the bridge plate and the securement area.
6. Continue increasing resources for uniformed staff to enforce the appropriate use of the priority seating area on MAX and reduce fare evasion by improving fare collection efforts.
7. Implement Transit Tracker and way finding information throughout the entire system.
8. Cleanliness of bus and MAX vehicles.

Mike reported the following updates:

1. LIFT would be replacing about 49 of the 24-ft. buses and that there would be another 51 replaced in FY16 along with 15 passenger vans.
2. Fixed route service plans to, at a minimum, maintain current and restore frequent to some routes in March 2014.
6. No resources have been added but staff continues to monitor the results from past efforts.
8. These items are included in the Operations budget on an ongoing basis.

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### **Discussion**

Trish asked about restoration of frequent service. Allen said it will take about a year and a half to restore all frequent service. He added that there are plans to hire additional trainers and operators on an incremental basis to support the service increases.

Claudia said that though the CAT's list of priorities is in random order, she would like suggest that No. 6 be higher on the list. She also asked if there had been increases in the cleaning efforts for buses and MAX. Staff will confirm and report back.

Chris asked about potential restorations of bus service on the weekends. Kathy said that staff will be providing an update on the FY15 Service Plan at the February CAT meeting. Allen added that any increases in fixed route service beyond the current hours of operation and days of the week would result in an increase in LIFT service.

Kathy suggested that CAT members review the list of priorities and take action on the recommendation at the February 19<sup>th</sup> meeting. This will still allow sufficient time for staff to submit the recommendations prior to the February 21<sup>st</sup> deadline.

The CAT agreed. Jan reported that she is serving on the Budget Task Force again this year but not as a CAT representative. She added that the STFAC meetings would also begin on February 7<sup>th</sup>.

### **CAT MEMBER COMMENTS**

Chris asked about the circumstances when LIFT operators are being trained and the trainer sits in a chair near the operator. Jan asked staff to comment on the policy for trainers while they are working with LIFT operators.

John Joseph, LIFT Region 3 Manager, First Transit, responded to the question. He said there is a final portion of the training where the instructor rides onboard to observe the driving and provide instruction to the operator. It is legal for the instructor to sit in this location as part of this process. Allen added that a similar process takes place as part of the fixed route training.



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Trish commented on her experience in making LIFT reservations. She said sometimes reservationists are not repeating her home address to her. She also commented that they make assumptions about a customer's destination when there are multiple offices located in one building.

David Trimble, Director, Business Programs, said that he would follow-up with the Central Dispatch Manager. He confirmed that staff shouldn't be making any assumptions about a customer's destination.

Leon commented on customers who carry backpacks or shoulder bags on fixed route and suggested there be signage on the vehicles to tell them to remove them when in transit. They can be a danger to other customers as the individuals move around and bump into them.

### **ADJOURNMENT**

The meeting adjourned at 10:40 a.m.