

ATTACHMENT A

MINUTES OF THE COMMITTEE ON ACCESSIBLE TRANSPORTATION

July 16, 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: Trish Baker, Dr. T. Allen Bethel, John Betts, Jan Campbell, Leon Chavarria, Diana Keever, Arnold Panitch, Paul Pappas, Zoe Presson, Claudia Robertson, Chris Walker

Staff: Corrinna Griffis, Allen Morgan, David Trimble, Kim Zurcher

Guests: Mike Bedlion (First Transit), Lt. Eric Schober (Transit Police)

APPROVAL OF THE AGENDA AND MEETING

Jan Campbell asked for approval of the June meeting minutes.

Claudia Robertson made a motion to approve the June 18 meeting minutes. The motion was seconded and passed.

ANNOUNCEMENTS FROM THE CHAIR

Jan Campbell thanked Terry Watson for his service on the CAT and introduced Paul Pappas as a new member. Mr. Pappas is active as a community volunteer, particularly with veterans with disabilities.

Jan also introduced Jason Tait, Tom Hopkins and Joseph Landeene from Portland Community Media as the new sound providers for the CAT meetings.

Jan announced that the Oregon Transit Association Annual Conference would be held in Seaside on October 19-22. She said that two CAT members would be able to attend. Trish Baker, John Betts, Diana Keever, and Chris Walker expressed interest. The Executive Committee will select the attendees.

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The next Executive Committee meeting will be on Tuesday, July 22, 1:30-2:30 p.m. at the Transit Mobility Center at 515 NW Davis Street.

WRITTEN COMMUNICATIONS

No written communications were received.

STAFF COMMENTS

There were no staff comments.

PUBLIC COMMENT

There was no public comment.

FY15 OPERATOR RECERTIFICATION PROGRAM – Allen Morgan, Manager, Operations Training

Allen Morgan, Manager, Operations Training, reviewed the ADA-related topics for Operator Recertification Programs for the past three years. Past programs have included:

2011 Topics (Completed by 1,058 operators/service supervisors)

- Providing service at shared bus stops
- Making stop announcements
- Providing customer assistance as needed (i.e., with fares, securement)
- Reviewed service animal policies
- Kneeling the bus and providing mobility device securement

2012-13 Topics (Completed by 1,025 operators/service supervisors)

- Using the appropriate terminology in serving customers
- Kneeling the bus (distance from front step to curb)
- Allowing customers to be seated or stabilized before moving the bus
- Assisting the elderly and/or people with disabilities in accessing the priority seating area
- Importance of offering securement

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- Need for some people with disabilities to deboard through the front door
- Making stop announcements

2013-14 Topics (To date: 1,012 operators/service supervisors)

- Providing good customer service to people with disabilities
- Reviewed service animal policies

Allen asked for input on topics for the FY15 recertification program.

Suggestions included:

- Instructing operators to ask boarding customers to wait for deboarding customers with disabilities
- Remind operators to be consistent in kneeling the bus and in waiting for customers to be seated before leaving the stop

Leon Chavarria suggested that there be some type of audible signal when the operator opens the door to indicate to waiting customers whether or not there are customers deboarding.

Claudia commented that she has observed operators on 60th and 82nd Avenues not using their turn signals and flashing lights correctly and that the use of the yield signal is also down.

Allen responded that an operator is required to use the appropriate signal when pulling out of the travel lane. If the travel lane is blocked or partially blocked, the four-way flashing lights should be used. He said that staff may develop some videos to remind operators of the correct procedures.

Arnold Panitch commented that TriMet needs to ensure that operators are more familiar with the routes when they are providing service on holiday schedules. He has personally had to give operators directions on several occasions.

Trish Baker expressed concern that the Line 77 operators often leave the stop at NW 21st and Lovejoy considerably earlier than the schedule indicates making it difficult for customers to make connections. Allen said that this issue is being addressed and he would also include reminders in the next recertification program.

Jan commented that the bus operators providing service on South Waterfront have difficulty extending the ramps due to the Portland Streetcar platforms.

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Customers who require the ramp access have to be deboarded further down the platform.

Jan added that she is seeing more and more people with disabilities bringing carts on the buses and taking the space in the priority seating area. Allen said that this practice shouldn't deter a customer who uses a mobility device from having access to the priority seating area. He will include a reminder in the training.

Jan said that operators need to be reminded that all customers should be welcomed on the bus and that they need to demonstrate the appropriate attitudes to all. Trish added the importance of operators acknowledging each customer and how it makes a difference for all riders.

Allen agreed and said that providing good customer service, its relationship with personal security, and how to deal with challenging customers will all be addressed in this year's training program.

TRANSIT POLICE REPORT

Lt. Eric Schober reported that crime stats were reduced for the period March-May which is typical for that time of year. There is usually an increase in crimes reported through the summer months when there are more people using the transit system. He will report on the summer stats in September.

Crimes against passengers on the system have remained low and represent a reduction over last year. Other crimes against the system such as vandalism have experienced a slight increase and efforts continue to address the issues.

The Transit Police have been exchanging information and ideas with other transit agencies in the Northwest including King County and Pierce Transit in the Seattle area. He has found the opportunity to discuss how other systems' experiences invaluable.

The Transit Police continue to conduct missions using plainclothes officers. He reminded the committee to be mindful of their surroundings, particularly if they are using electronic devices on the system to avoid theft.

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Lt. Schober stated that the Transit Police having been working with TriMet to consider development of a longer exclusion period for riders who commit serious crimes on the system. The police would like to see a period of perhaps up to a year or even a lifetime ban depending on the criminal act. He asked the committee to consider lending its support to their efforts.

Discussion

Trish suggested that there be an announcement at the transit centers about the need to be cautious when using electronic equipment on the system. Claudia added that there could also be a channel card developed on the topic.

Claudia commented on the number of school-age students who use transit and suggested that there be more work with the school systems to educate students on appropriate transit behavior, safety on the system, etc. Lt. Schober agreed and said that the police work with the school systems and make presentations at assemblies at the beginning of the year.

Zoe Presson expressed concern about past reports of attacks on service animals on the system and asked for an update on the use non-service animals. Lt. Schober responded that the police continue to work with Animal Control and complete random checks to address licensing and vaccination issues because it does allow for a method of enforcement.

Paul Pappas commented that he feels this topic needs to be discussed with federal congressional representatives to encourage amendment of the Americans with Disabilities Act (ADA) since there is little that can be done on either the local or state level. Lt. Schober agreed that it is an issue nationwide and that King County and Pierce Transit have the same experiences.

WILLOW CREEK STATION – PEDESTRIAN PATH - Harry Saporta, Executive Director, Safety and Security

Harry Saporta, Executive Director, Safety and Security, provided an update on the discussed closure of the pathway along Baseline Road to the Willow Creek Transit Station off SW 185th Avenue. Over the last several years there has been some criminal activity along the pathway and to the station. As a result, staff is considering options on how to address the issue.

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Staff completed outreach to the neighbors within about a quarter mile radius of the station and the vast majority had no desire to close the pathway. If it were to be closed, it would also require users to be redirected about a quarter of a mile out of direction in order to reach the pathway from the Baseline Road area.

It has been decided not to close the pathway but staff is exploring other options with the county to make upgrades to the path itself. The goal is to: 1) increase the signage in the area to indicate that loitering is not permitted; 2) improve the lighting along the pathway including possibly removing some trees; and 3) install additional CCTV cameras to provide more monitoring of activities on the pathway.

Harry added that there is some vacant land hear the Kinder Care facility that might provide an opportunity if the decision was to re-create a new path. But at this time, the focus is on keeping the current pathway and making the improvements.

Discussion

Arnold commented on the closure of the Kings Hill Station at SW 19th and Salmon for the sporting events. Harry responded that the station is closed for safety reasons and to try to focus the crowd to use the Providence Park Station itself. Allen added that it was also a decision based on customer service needs and crowd control following the events because the trains departing from Providence Park Station are full by the Kings Hill Station so customers end up waiting.

Arnold said he's observed that the Kings Hill Station remains closed throughout the event when everyone is at the event and that could present difficulties for customers, particularly people with disabilities, who may want to travel during this three-four time period.

Harry said that there is signage and barricades at the station and there are also announcements made about the station closure.

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SOUTHWEST SERVICE ENHANCEMENT PLAN (SEP) UPDATE – Tom Mills, Senior Planner

Tom Mills, Senior Planner, provided an overview of the Southwest Service Enhancement Plan. There will be a total of five service plans covering the entire region which also includes the Westside, Northeast, Southeast, and North Central Plans.

The steps of the process include:

- Public outreach and research existing plans
- Collect and map data
- Determine and share common themes
- Draft transit service vision and partnership opportunities
- Gather feedback
- Refine and finalize transit service vision

Outreach included six community meetings and four meetings with key population groups. Over 200 participated in community meetings and there were 55 stakeholder meetings with neighborhoods associations, employers, chambers of commerce, social service groups, etc. Outreach also included an online and hard copy survey available in three languages and also available through social media such as Facebook. Over 1800 individuals responded to the survey.

Once the plan is created, it is shared with the community and feedback will be solicited in September. The plan will be refined in the October/November timeframe and be released for another comment period with the goal of completing the plan in early 2015.

Tom commented on the advantages technology provides for the planning process. Staff is able to identify housing areas and job locations throughout the region to help in determining travel patterns.

Portland has traditionally been the largest job center in the region. Over the last 20-30 years, however, new job centers have emerged in the Tualatin industrial area, along SW 72nd Avenue, on Kruse Way and in Beaverton and Hillsboro. This has contributed the emergence of new travel patterns which aren't currently served by TriMet.

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Tom reviewed the assumptions about that plan that include:

1. The plan is for long-term improvements. The recommendations cannot be funded within the next year and they can't all be funded within the next five years.
2. The plan does not include high capacity transit at this time but could be adapted to include a line in the future.
3. The plan attempts to be bold but realistic.

Tom reviewed maps showing existing routes and the draft vision for the areas of Sherwood and Tualatin, King City and Tigard, Lake Oswego and West Linn and Southwest Portland. The plans included commuter bus service, standard bus service, frequent bus service, and community connector service.

Recommendations of the plan include:

Sherwood and Tualatin

1. A new frequent service line, Line 76, between Beaverton and Tualatin with service on Tualatin-Sherwood Road, service on Pacific Highway and down 124th to the proposed Basalt Creek area.
2. Add service on 72nd Avenue to connect with the bus line that travels along Tualatin-Sherwood Road to Tigard.
3. Provide service on Boones Ferry Road that would go to PCC.
4. Form new partnerships with other organizations to provide proposed transportation to West Linn and Oregon City.

King City and Tigard

1. Upgrade Line 76 to frequent service.
2. Provide service from Murray/Scholls/Progress Ridge area to downtown Tigard.
3. Commuter bus service from Progress Ridge to Kruse Way area.

Lake Oswego and West Linn

1. Upgrade Line 35 on Highway 43 to frequent service.
2. Create community connector service to run from Tualatin to West Linn to Oregon City.
3. Line 154 would then provide service to Lake Oswego rather than Oregon City.
4. Reroute Line 37 to between Lake Oswego and Kruse Way and ending at Tigard Transit Center.

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Southwest Portland

1. Add frequent service lines including along Beaverton-Hillsdale Highway.
2. Add frequent service using Line 44 on Capitol Highway between downtown Portland and PCC.
3. Line 12/Barbur would continue as frequent service.
4. Extend Line 1 out to Vermont and down Shattuck to Washington Square.
5. Reroute Line 92 to travel along Multnomah.
6. Upgrade Line 54 to provide frequent service.
7. Increase Line 65 service to all day.
8. Extend Line 56 further on Scholls Ferry Road to end at the Oregon Zoo.
9. Extend Line 43 over the Sellwood Bridge to Sellwood.
10. Expand use of the community connector services.

Discussion

Jan asked about service in the Lake Grove area. Tom said that community input suggested the need for more transit to PCC Sylvania from both Tualatin and downtown Portland. The recommendation is to make Line 44 a frequent service line between Portland and PCC and extend some trips through Mountain Park down Boones Ferry Road through Lake Grove and into Tualatin.

Jan also commented on any area between Beaverton-Hillsdale Highway on Olson in the Garden home area that is not served. Tom responded that the area is not currently addressed in the plan but he noted the comments.

There was discussion about Ride Connection's Grove Link service in Forest Grove and the need for expanding that model for other municipalities including possibly the Marylhurst area.

Terry Watson commented that beginning in August, Ride Connection would be providing a Saturday shopping shuttle service for two facilities on Boones Ferry Road using Marylhurst vehicles. He added that there is a commuter service from Oregon City and the Lake Oswego Transit Center, Monday-Friday, to the Marylhurst campus which includes the Mary's Woods senior living facility.

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PMLR STATIONS - CONNECTIVITY FEATURES – Bob Hastings, Agency Architect

Bob Hastings, Agency Architect, reported on the CAT's past involvement on PMLR light rail station design and said that the input had been very helpful. He added that John Betts had recently toured the Lincoln Station with him and provided some suggestions.

Bob asked that the CAT consider forming another ad hoc committee to again visit the station areas to review the areas surrounding the stations. The ad hoc would probably meet twice to complete the review.

Bob also commented on the CAT's past suggestions on installing tactile maps at stations to assist with wayfinding. Tactile maps have been in the past but have had to be removed due to damage and vandalism. Bob said he would like to discuss other options including the development of apps for mobile devices.

Discussion

Jan suggested that staff might consider meeting with CAT members Patricia Kepler and Jim Jackson and representatives from the Commission for the Blind and Independent Living Resources to discuss wayfinding options.

She added that the CAT Executive Committee would discuss forming another ad hoc committee and report back to staff.

Trish indicated she would like to participate on the wayfinding ad hoc committee.

Arnold asked about the suggestions for the Lincoln Station. Bob said John's observations had been about the timing of the lights surrounding the station. The crossing on 4th Avenue is uphill which may require more time for a person traveling with a mobility device. He said there may be a way to work with PBOT to determine if timing adjustments can be made.

Arnold said he would like to see the signage indicate the location of the Lincoln Station. Bob said there is still more signage to be installed and he believes it will include more specific information about the location.

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Chris Walker asked if additional information could be provided in the audible features for the existing signage. Bob said that those may be considerations for the next generation of signage development.

Arnold asked if PMLR stations would include the same technology as used on the transit mall. Bob said those questions would be addressed in the next presentation.

INFORMATION SIGNAGE – Inessa Vitko, Manager, Customer Information

Inessa Vitko, Manager, Customer Information, provided an overview on improvements to the Transit Tracker digital information displays.

Inessa reported that the current goal is to install displays at all MAX stations. The primary purpose of the displays is to communicate service disruptions and emergencies. The displays will also be used to provide real time arrival information and to promote trip tools and safety awareness campaigns.

TriMet has received \$184,000 in federal funds and added another \$46,000 from the general fund in 2012. New installations began last March and there are now two displays at Millikan, two at the Convention Center and one at the Beaverton Transit Center westbound platform. For FY15, additional funds have been awarded to complete the build-out and the project's goal is to complete the installations by December 2016.

Currently there are 62 digital displays system-wide. There are 36 LEDs in the system and 25 LCDs including the new installs. The Yellow Line uses the LEDs which are still in good working condition. They will be replaced as the funding is available.

The LCDs are on Green Line, downtown transit mall and will be included on the PMLR Line. The Sunset Transit Center current construction will include installing LCDs both on the eastbound and westbound platforms. Rose Quarter LEDs are failing and will be replaced as well as those at PDX lobby. She added that at this time, there is no plan to add the audio feature on PMLR.

TriMet is in the process of awarding a contract for these next installs as well as the larger installations to be completed in the future. The replacements for

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102nd to Cleveland stations will be included in the Blue Line Station Rehabilitation Project.

While the funds were awarded in 2012, the work didn't begin until 2014 primarily due to the procurement process involved and identifying contractors. There have also been some challenges because some of the stations are older and weren't necessarily designed to accommodate the new signs.

Inessa said that staff may want to identify a small group including CAT members to help determine the best locations for the signs on some of the platforms.

Discussion

Zoe asked if the new Transit Trackers would have matte surfaces to eliminate the glare. Inessa said that staff is aware of the issue but she can't provide an answer at this time.

Jan asked how customers with no or low vision would be able to access Transit Tracker information on PMLR without the audio. Inessa said the information would be available by phone but staff recognizes this isn't a solution for all customers. There have been multiple problems on the transit mall with the software available and staff is working diligently to find a solution which will most likely include a new server.

Claudia commented that the audio feature works at the Civic Station and also asked if there would be an installation at Oak Street. Inessa said that it is a totally different software program at the Civic station and runs constantly. Oak Street will be updated late 2014 or early 2015.

Inessa said that the bus information has been updated to include information on bus service cancellations. Other features to come include being able to provide information on rescheduled service and messages that indicate the status of the next bus.

Leon commented that some non-English speaking customers don't understand which button to press on MAX to deploy the bridgeplate. He suggested that a small sign be installed similar to those on the bus that have an icon for the two fingers to pull the cord to request a stop. Inessa noted the suggestion and said she would review.

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Chris requested additional LIFT stop signs on the transit mall. Inessa said she would forward the information to staff for further discussion.

Arnold suggested that the signage should include the actual locations of the stops for wayfinding purposes. Inessa said many of the stops do include the locations and it is priority for staff and under discussion.

Arnold also expressed concern about the status of the audio software and that the technical issues haven't been resolved. He commented on how helpful it is for everyone but particularly people with vision loss. He would like to see the feature included on PMLR. He added that in the outlying areas, the provision of information using maps and bus stop identification numbers falls apart on the bus stop poles.

Inessa said that updating the information at bus stops has been scheduled and hopefully would be completed by the end of the year. All of the inserts are ready and staff is waiting for the hardware for the poles.

Leon asked if signage could be added to the outside of the buses to tell customers waiting to board to step back until customers have deboarded. Inessa noted his suggestion.

CAT MEMBER COMMENTS

Jan reminded CAT members that the committee would not meet in August.

Arnold complemented Zoe and Chris on their perfect meeting attendance for FY14.

ADJOURNMENT

The meeting adjourned at 11:40 p.m.