

ATTACHMENT A

MINUTES OF THE COMMITTEE ON ACCESSIBLE TRANSPORTATION

December 18, 2013
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: Jan Campbell, Chair; Trish Baker, Dr. T. Allen Bethel, John Betts, Leon Chavarria, Harold Cheeks, Jim Jackson, Diana Keever, Beth Nagy-Cochran, Arnold Panitch, Zoe Presson, Claudia Robertson, Terry Watson, Chris Walker

Staff: Michael Bedlion, Drew Blevins, Kathy Daniels, Corrinna Griffis, Kathy Miller, Tom Mills, Allen Morgan, Tom Strader, David Trimble

Guests: Jess Fass (Ride Connection), Kathryn Woods

APPROVAL OF THE AGENDA AND MEETING

Jan Campbell, Chair, asked for approval of the November 20 meeting minutes.

Arnold Panitch made a motion to approve the November 20 meeting minutes. The motion was seconded and passed with one abstention (Trish Baker).

ANNOUNCEMENTS FROM THE CHAIR

Jan commented on the City of Portland's proposed changes to the use of disabled parking permits. She said that the change would be proposed as a resolution at the City Council meeting on Thursday, December 19, at 2 p.m. Additional information may be available online through the City's Bureau of Transportation and/or Portland Commission on Disabilities.

WRITTEN COMMUNICATIONS

No written communications had been received.

STAFF COMMENTS

Allen Morgan provided an update on the the service stop at SW 4th and Hall and reported that the shelter will be moved to the stop to the head of the bus zone.

Claudia asked about any steps underway to address operator safety. Allen responded that staff will be working with the ATU to implement procedures to enhance operator safety, particularly regarding the fare payment process.

PUBLIC COMMENT

Kathryn Woods commented on behalf of another person about numerous LIFT rides where the individual arrived at her destination very early. She says she was told by LIFT reservations that these were the only pick-up times available for her. Kathryn commented that she feels it has become more difficult to negotiate pick-up times through the reservation process.

Jan asked if it would be counted as an ADA turndown if the customer had refused the ride times. David Trimble said that it would be depend on the circumstances and asked that Kathryn provide the name of the customer to staff for follow-up.

Chris Walker said he had also been offered early pick-up times and was informed there weren't any other options.

Arnold Panitch commented on the importance of customers reporting the specific of the trips for follow-up.

Jan suggested that the CAT address the topic with LIFT Operations staff at the next quarterly report presentation.

CAT Business Meeting Minutes

December 18, 2013

Page 3

LIFT FARE INCREASE – Drew Blevins, Director, Marketing and Customer Service; Tom Strader, Coordinator, Senior Fare Program

Tom Strader reported on the upcoming five-cent LIFT fare increase beginning April 1, 2014. In April 2011, the Board passed a resolution that the LIFT fare would increase in 30-cent increments until it reached the level of the adult fixed route fare. The fares would then increase at the same levels moving forward.

In April 2012, the LIFT fare increased from \$1.85 to \$2.15 and then in April 2013, from \$2.15 to \$2.45. The increase for April 2014 will increase the fare from \$2.45 to \$2.50 which will equal the fixed route fare.

Beginning April 1, 2014, the LIFT fares will be:

- Ticket fare - \$2.50
- Book of 10 Tickets - \$25
- 14-day Pass - \$37.50
- 20-trip Punch Card - \$48
- Monthly Pass - \$74

Discussion

Chris asked if there was any cap for future LIFT fares. Tom responded that there is no cap. Allen added that the ADA states that the paratransit fare can't exceed twice the commensurate fixed route fare.

Trish asked about the passes that were available for half-price after the 15th of the month. Tom said that they were no longer offered.

Arnold asked about the current cost of a LIFT ride and David responded that the current cost is \$31.50. Arnold asked how the difference between the LIFT fare and trip cost is funded. Kathy said that the remaining costs are funded through the TriMet general fund.

Terry Watson said that in the future, it seemed there wouldn't be any separate presentations on LIFT fare increases since the fares will increase at the same rate as fixed route. He also asked if there would be a general fare increase in September.

CAT Business Meeting Minutes

December 18, 2013

Page 4

Tom said that he would expect that there wouldn't be a need for any further presentations. He added that a fare proposal for September 2014 has not yet been developed and the topic would most likely be discussed during the budget process.

Jim Jackson commented on the mobile app for fixed route passes and asked if there were plans to develop a similar app for the LIFT pass. Tom said that there are no plans at this time but as experience is gained, it might be an option to consider for the future.

Arnold asked about the state of the payroll tax receipts, the amount that the payroll tax contributes, and any future work to increase those resources.

Drew Blevins said that for the last nine years, TriMet has received one-tenth of one percent of the payroll tax each year as an incremental revenue opportunity that ends in another year. This resource has provided about 50 to 55 percent of the required funding for some time. It will require legislative action to address any further funding.

Jan said that she is a member of TriMet's budget committee which will begin meeting in January.

Public Comment

Kathryn inquired about the 14-day pass. Tom stated that the pass is offered as a convenience and provides an alternative to the monthly pass. The fourteen days begin on the date of purchase which is printed on the pass.

She also commented that it seems that the goal is to maintain the LIFT fare and fare instruments even with the fixed fare. She hopes the fares remain at a reasonable level and she supports keeping the LIFT pass.

Jan said she is a member of TriMet's Transit Equity and Environmental Justice committee and that agency takes the needs of the low-income population seriously. It is also important to have sufficient funding to run the system and to be conscious of the needs of the total transit system. She feels that agency is partnering with others to work on these issues.

CAT Business Meeting Minutes

December 18, 2013

Page 5

WEST AND SOUTHWEST SERVICE ENHANCEMENT PLANS – Tom Mills, Senior Planner

Tom Mills provided an update on the Westside Service Enhancement Plan and an overview on the Southwest Service Enhancement Plan.

Tom said that the service plan concept was a result of requests for more service in the suburban areas including from suburb to suburb. The suburbs have grown and the region is no longer dominated by the downtown core. The purpose of the service plan concept is to help design and improve future service.

Westside Plan

Some changes to Westside service were implemented last fall and have achieved positive results. Lines 47 and 48 used to provide duplicate service along a portion of Cornell Road. The Line 47 route was changed and rerouted through the Bethany area to PCC – Rock Creek. There has been a huge increase in residential growth in that area and the enrollment at PCC has also increased by about 10,000 students over the past 10 years.

The frequency on Line 48 was increased to make up for the change and there has been a 66 percent increase in ridership. Ridership on Line 47 has held steady with a slight gain.

Southwest Plan

Metro's Southwest Corridor Plan is a plan to consider bringing high-capacity service to the southwest portion of the region. The Plan included a report entitled the "Shared Service Enhancement Plan" which recommended that TriMet conduct the Southwest Service Enhancement Plan process.

This area includes access to service in Southwest Portland, Tigard, Tualatin, King City, Sherwood, Durham, Lake Oswego and West Linn.

The process includes the following steps:

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

CAT Business Meeting Minutes

December 18, 2013

Page 6

- Refine and finalize transit service vision.

The first community meeting was held on November 6 in Tigard and over 50 people attended. Meetings will continue in January and February and are scheduled for Lake Oswego, West Linn, Southwest Portland, Tualatin and Sherwood.

Targeted outreach will also take place to minority groups, non-English speaking groups and include customers in the honored citizen community.

In April, all of the data and comments will be reviewed for themes. Much of the service in the Southwest area is peak service so it is expected that frequency of service will be a concern.

A vision for new service should be completed in the spring and hopefully by midsummer, outreach will begin to review the plan with the communities. By the end of 2014, a final report document should be available and implementation may move forward. As the Southwest and Eastside Plans are completed, all of the recommendations would be considered for implementation dependent on the amount of funding available.

Discussion

Claudia asked about the route for Line 47. Tom responded that the route goes from Evergreen to 185th to Bronson to 174th, through the heart of Bethany. It then proceeds on Laidlaw through Bethany Village to Kaiser to Springville Road to PCC.

There was discussion about the amount of growth in that area and the desire to capture new ridership.

Claudia asked about if the same type of outreach would be conducted for the development of the Eastside Plan. Tom said that it would and Steve Kautz would be conducting those meetings.

Zoe Presson asked about schedule changes so that people working variable shifts, such as those in the medical profession, would have more access to transit. Tom said that many lines do provide late night service but it may be on an hourly basis. The goal is to provide the service to meet the demand and oftentimes there isn't demand for late night service in the suburbs.

CAT Business Meeting Minutes

December 18, 2013

Page 7

Terry Watson asked about service in the Tualatin-Sherwood area including the service gap between I-5 and Hwy. 99. Tom said that gap has not been bridged yet but he expects there may be a recommendation to address the area in the service enhancement plan. The challenge will be determining the appropriate route due to the increased traffic in the area.

Leon Chavarria asked the plans would include extending MAX service. Tom said that his work is mostly focused bus service but Metro is going through a process to determine if MAX should be extended to Tigard and Tualatin through Southwest Portland. Another option might be bus rapid transit (BRT) which is very similar to light rail service but provided by bus.

There was discussion and comparison of the costs vs. benefits of BRT as compared to light rail. Tom said that different corridors are suited for different types of service.

Arnold thanked Tom for his presentation and said that he has seen ads regarding the meetings for the Southwest in numerous publications. He believes staff is doing a good job with public outreach. Arnold also said that he was pleased to see that Line 94 now provides service all day long.

Arnold encouraged staff to consider increasing LIFT service and other service that was deleted before considering implementation of new service.

Tom said that the Board voted to restore frequent service midday weekdays throughout the majority of the day and these increases will be effective in March 2014. Some bus lines that were reduced will probably not be restored because of low ridership. The intention was to restore lines that with good performance and also identify new markets for new service.

There was discussion about how the changes in fixed route service impact LIFT customers and seniors and/or people with disabilities who are dependent on fixed route. The reductions in service may it very difficult for some to take part in activities, particularly in the evenings and on the weekends. There is a need for additional service even if it is provided on a volunteer basis.

Terry commented on the challenges that staff must face in balancing the needs of established suburbs versus new developments. Tom said that there is no shortage of the demand for new service and that is a good problem to have.

CAT Business Meeting Minutes

December 18, 2013

Page 8

Beth Nagy-Cochran asked what influence TriMet or any public transit entity has on community development. She said that the North Bethany area is lacking good roads for transit service.

Tom responded that TriMet is often invited to the planning process to provide comment. He said that there are currently four new areas that are in the planning process and TriMet has been included to determine how to best serve those areas. They include:

- South Hillsboro, off TV Highway near Cornelius Pass Road;
- South Cooper Mountain, west of Beaverton and Progress Ridge;
- River Terrace (formerly referred to as West Bull Mountain); and
- Basalt Creek, south of Tualatin, between Tualatin and Wilsonville.

Transit can't operate on residential streets so the planning needs to include arterials and collectors and enough space to turn the buses around.

Public Comment

Kathryn asked if about the potential impacts of fixed route service changes on LIFT. Tom said that changes made to Lines 47 and 48 had no impact because the change was a frequency change on the weekdays.

There was a small negative impact to the LIFT boundary in the Oak Hills area with the rerouting of Line 47 through Bethany. He said that the area north of Oak Hills experienced a slight reduction.

Kathy commented that it is important to remember that on the weekdays, LIFT is still providing a level of service beyond what is required by the ADA. The LIFT service level on weekdays is based on the peak amount of fixed route service on the road.

CAT REPORTS

PMLR Ad Hoc Summary – Zoe Presson

Zoe Presson provided a summary of the completed activities of the PMLR Ad Hoc Committee. The committee completed a review of the each of the stations.

CAT Business Meeting Minutes

December 18, 2013

Page 9

Zoe questioned how the features of the artwork at the stations will be accessible to people low-vision or who are blind. Staff will follow-up.

Beth asked if the CAT could take another tour of the alignment. Kathy will follow-up with Claudia Steinberg.

OTA Conference Report – Trish Baker

Trish Baker reported on her attendance at the OTA Conference in Bend in October. She said the sessions were wonderful and presented in layman's terms. Two of the highlights were that she participated in a neighborhood walkabout to learn about the process for designing pedestrian features and a session on the brain's impact on productivity.

Trish said overall, the conference was very interesting and the speakers were excellent. Next year's conference will be back in Seaside, October 19-22, 2014.

CAT MEMBER COMMENTS

Zoe commented on a recent LIFT ride where she was picked up after the schedule drop-up for her appointment time. She plans to make a report to Customer Service.

Beth thanked everyone for their positive support during the recent incident with her father. He has returned home and she appreciated the care concern shown by the CAT members.

Chris commented on the fact that there are no barriers or grab bars on the buses, cabs, or vans, for a rider to hold on should the vehicle come to a sudden stop. While the buses have lap belts, there's nothing else to use to brace oneself.

Jim commented that a LIFT rider had been admonished by the operator because she wore a fragrance on the bus. He asked if there was such a policy.

Leon suggested that more signage be included at transit stations to better direct customers where to board. Allen said that all of the transit stops and stations include transit maps.

CAT Business Meeting Minutes

December 18, 2013

Page 10

Trish said she was thankful for the LIFT service during the recent cold spell and was looking forward to the older LIFT buses being replaced.

Diana commented that on a recent LIFT trip, she had called Dispatch to get an estimated pick-up for her return ride. She was told her ride had been cancelled. She hadn't cancelled the ride and said that she's the only one authorized to book her trips. She said it has happened to her three times this year and she plans to report it to Customer Service.

Claudia said she is becoming more familiar with technology and loves Transit Tracker.

Kathy encouraged all customers to report any issues or concerns to LIFT Customer Service for follow-up.

ADJOURNMENT

The meeting adjourned at 11:10 a.m.