

**MINUTES OF THE
COMMITTEE ON ACCESSIBLE TRANSPORTATION
December 17, 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: John Betts, Dr. T. Allen Bethel, Jan Campbell, Leon Chavarria, Diana Keever, Arnold Panitch, Paul Pappas, Zoe Presson, Claudia Robertson, Chris Walker

Staff: Kerry Ayers-Palanuk, Corrinna Griffis, Jennifer Koozer, Kathy Miller, Allen Morgan, David Trimble

Guests: Teresa Christopherson (Clackamas County), John Joseph (First Transit), Lt. Eric Schober (Transit Police),

APPROVAL OF THE AGENDA AND MEETING

Jan Campbell, Chair, asked for approval of the October meeting minutes. Claudia Robertson noted one correction on Page 5 and said that Line 72 should be changed to Line 71.

John Betts made a motion to approve the October 15 meeting minutes with the noted correction. The motion was seconded and passed.

ANNOUNCEMENTS FROM THE CHAIR

Jan reported that she had met with Dan Bower, Executive Director, Portland Streetcar, and that he will be attending a CAT meeting in the near future to discuss Streetcar topics. She said that Dan also praised Zoe Presson for her work as the CAT representative on the Streetcar's advisory committee.

Kathy added that she had also heard from Dan and he would most likely make a presentation at the January meeting.

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WRITTEN COMMUNICATIONS

Kathy Miller said that an email had been received from Adam Kriss regarding several topics including Portland Streetcar issues, transit station elevators, and CAT outreach.

STAFF COMMENTS

David Trimble, Director, Transportation Programs, provided an update on the change in the Medical Transportation Program effective December 31, 2014. Approximately two years ago the State decided to transfer responsibility for Medicaid transportation to the coordinated care organizations including Health Share and Family Care in the Portland area.

The nonemergency medical transportation contract was awarded to Access to Care through the RFP process. They will have employees in the Portland area but their call center is located in Boise, Idaho.

Ride Connection will provide the waived non-medical rides and First Transit has contracted to provide the remaining fee for service rides.

Discussion

Diana Keverer asked how customers would be notified of the upcoming change. David said that the organizations have sent notifications to customers by mail with contact information included.

Arnold Panitch asked who would be providing the service. David said that he wasn't sure but some current MTP providers have been hired by Access to Care.

PUBLIC COMMENT

Jan made public comment on behalf of Kathryn Woods who was unable to attend the meeting. She reported on several issues with recent rides and general comments on the service regard including:

- more rides are being provided by Broadway Cab;

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- some customers seem to be spending more time on the vehicle due to the routing of the trips;
- arriving at the destination more than one hour in advance can be problematic; and
- concerns about the LIFT reservations process including negotiating pick-up times and confirming trip information.

TRANSIT POLICE REPORT – Lt. Eric Schober, Transit Police

Lt. Eric Schober provided an update on Transit Police activities. Highlights of the report included:

- Holiday missions are underway and include an increase in both uniform and undercover officers. They will continue through the holiday season.
- Staff is preparing for the opening of the PMLR Orange Line and developing access plans for patrols.
- Early indications show that crime stats are staying at about the same level and may have declined somewhat for crimes against person and property on the system. There is an expectation that crimes against vehicles and theft from and of vehicles may increase. There will be a report on year-end results at the January meeting.

Lt. Schober reported on several recent crimes on the system. The Transit Police will be producing an educational video for TriMet employees to provide refresher training on the unit's functions and capabilities. He added that customers may see the video being filmed at some of the transit stations.

Lt. Schober said that the video will be for internal use only but might be interesting to preview. Jan asked that staff arrange for a future presentation.

Discussion

Claudia asked about the new police commander. Lt. Schober responded that Commander Mike Leloff from North Precinct is scheduled to arrive January 28. He said that he expects he will attend a future CAT meeting for introductions.

Arnold Panitch commented on the number of people with packages getting on and off and MAX. He asked if they are more apt to be targeted by thieves. Lt.

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Schober said that hasn't been the experience in recent years but the Transit Police does increase patrols during the holiday season.

CAT REPORTS

Jan reported on the Executive Committee (EC) meeting held on December 19. There was discussion with staff about the meeting schedule and it was agreed that the CAT would begin meeting every other month for a trial period of one year. Staff and the EC feel that this will allow for preparation of meeting agendas with more substance and also allow opportunities for field activities as appropriate.

Discussion

Leon Chavarria commented that he feels the agendas are already full. Jan responded that if there were more items to consider, additional meetings could be scheduled. She added that the EC will continue to meet on a monthly basis.

Chris Walker asked about the possibility of having the CAT meet at other locations to increase the opportunity for public participation. He also feels that it is easier to track information on a monthly basis. Paul Pappas commented he supported the idea of having the meetings at other locations to increase interest in the committee's work.

Jan said that there has been past discussion about having meetings at other locations and that the EC could review with staff again.

Kathy commented that it is staff's goal to continue utilizing the CAT's input but to develop more robust agendas that will enable the meetings to optimize productivity for both staff and the CAT members. She added that the EC had also discussed continuing to have the option to create ad hoc committees as needed to address specific issues.

Jan said that the EC would continue to work with staff to ensure there was enough time to consider the issues in full.

Zoe Presson suggested that the trial period for the new schedule be reduced from twelve months to six months. There was agreement that the trial period would be reduced to six months.

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Claudia commented that one concern about moving the meeting to every other month would be the loss of venue should another meeting need to be requested. Kathy responded the Transit Mobility Center would be an option for any extra meetings. If it is decided to go back to the original schedule, staff will find a suitable location should the Portland Building not be available.

Arnold commented that he is not a proponent of more meetings and the new schedule will work for him. He is particularly interested in more opportunities for field work and the new schedule would provide six times to schedule another event.

Jan said that meeting schedule would also give members the opportunity to participate in other activities on their own. She complimented Arnold on his reports on rides on the system, learning new routes, observing operator behavior, etc. She added that Paul has accompanied Arnold on a couple of trips and others might want to participate in similar activities.

Arnold commented on a number of the trips and his observations on operator performance. He complimented Allen on the training program.

Zoe Presson made a motion that the CAT would meet every other month beginning in January 2015 for a trial period of six months. The motion was seconded and passed.

Jan reported that the CAT has been invited to participate in activities for the opening of PMLR and the Tilikum Crossing Bridge of the People and staff will discuss the opportunities at a future CAT meeting.

PMLR Service Plan – Kerry Ayers-Palanuk, Manager, Service Planning; Jennifer Koozer, Coordinator, Operating Projects

Kerry Ayers-Palanuk, Manager, Service Planning, reviewed the final proposal for bus service changes with the opening of the MAX Orange Line. Highlights of the presentation included:

- There will be ten new light rail stations.
- The Orange Line will stop on every stop on the transit mall and will run about every 15 minutes during most of the day with 10-minute frequency during peak hours.

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- The trip from downtown Milwaukie to Pioneer Square will take approximately 27 minutes.

Kerry said that staff began developing the plan last winter, took public comment, and the final proposal includes the following:

- Lines 31, 32, 33, and 99 will not travel north of downtown Milwaukie.
- Lines 9 and 17 will use Tilikum Crossing.
- Line 19 will remain on the Ross Island Bridge and weekend service will begin at 8 a.m. rather than the current 10 a.m.
- Line 99 will continue into downtown Portland using the Sellwood Bridge and serve Macadam Avenue.
- Earlier weekend trips will be added on the Line 19.
- Lines 31 and 33 will offer increased frequency and expanded hours of operation along King Road and travel from Milwaukie to Oregon City and then further to Clackamas Community College. Both Lines 31 and 33 will offer frequent service.
- Line 28 will be rerouted and travel on Lynwood up to Johnson Creek Boulevard and serve the Tacoma Park and Ride and light rail station. It will continue into downtown Milwaukie and then combine with Line 34-River Road to Gladstone and into Oregon City. Frequency will change from every 70 minutes to every 35 minutes.

Kerry reviewed the stops at each of the new MAX stations. The following routes will serve the stations:

Park Avenue Station – Lines 33, 99

Milwaukie/Main St. Station – Lines 28, 29, 31, 32, 33, 34, 99

Tacoma Street/Johnson Creek Station – Lines 28, 99

OMSE/SE Water Avenue Station – Lines 9, 17, Portland Streetcar

The public comment period for the proposed final plan closed this week. Staff will review the feedback and the plan will be finalized by the end of the year or early next year. A final transit equity analysis will be completed with the final analysis probably completed by April 2015.

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Discussion

Leon Chavarria suggested using enlarged signage to mark the route changes at bus stops. Kerry said that she would forward the suggestion to the appropriate staff.

Arnold asked about the purpose of the transit equity analysis. Kerry responded that it is a study to determine if there are any disparate impacts of the changes for communities of color and low income from any of the transit changes. Allen added the study is also to evaluate if service is provided not only to the areas with high ridership but also where it is needed the most.

Jan said that she is a member of the advisory committee for this effort and they would be reviewing the service plans.

Zoe asked about the accessibility of the stops on Orange Line, particularly those where one would have to cross a regular train track to reach the stop. Kerry said that there has been considerable effort to ensure accessibility. Allen added that all of the rail crossings that are immediately adjacent to the light rail crossings have been rebuilt. Jennifer Koozer commented that they have been rebuilt with concrete panels as opposed to asphalt.

Paul Pappas said he thought it would be difficult to get to the Tacoma MAX station without riding a bus.

Jennifer said that Lines 28, 34 and 99 will serve the station and that there will also be parking for LIFT buses near the platform. There are sidewalks on the Tacoma overpass down to the station site. Jennifer added that there will also be a new connection from the Springwater Corridor bike/pedestrian pathway to the station.

Arnold asked about the number of stops on Line 99 which now offers limited express service. He said the additional service was missed and there aren't many options in that area providing transportation from east to west. Kerry responded that she sees the Line 99 changing from express service to more of a limited stop. Staff is considering having stops on Tacoma. This is a first step to increasing service in Sellwood and to the Tacoma Station and downtown without having to travel on McLoughlin.

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Jennifer added that the rebuild of the Sellwood bridge is underway but the bridge probably won't be ready to handle bus traffic until after September. Staff is working on an interim route for Line 99 until that time.

Allen said that the area is difficult to serve due to having to turn the buses without being able to use the Tacoma Street bridge.

Claudia said that September 1st is usually the date for the implementation of any service changes. She asked if all the changes would instead take place on September 12 when PMLR opens. Allen said the fall service changes would be delayed to begin on September 13.

Public Comment

Teresa Christopherson, Clackamas County, commented that the overall reaction to the new service plan has been very positive. There will be increased service to additional areas including Clackamas Heights and medical clinics. She said there are some concerns for rural riders coming into Oregon City, and the loss of Line 99 as an express service into downtown Portland. There may be additional transfers now which may make it more difficult for some.

MOUNTAIN EXPRESS UPDATE – Teresa Christopherson, Administrative Services Manager, Clackamas County Social Services

Teresa provided an update on Mt. Hood Express service. The service began ten years ago as a small community-based shuttle and operated in the communities between the cities of Sandy and Rhododendron along Highway 26. Clackamas County became involved in the program about eight years ago. The service was well used and was always one of the fastest growing services in the state.

About two years ago, concerns developed about how to maintain the long-term sustainability of the service. A transit demand study was completed and also a multi-modal plan for the Mt. Hood area. Both identified public transit on Mt. Hood as a key link for the area which provided an opportunity to move forward.

A partnership was created with the City of Sandy, Mt. Hood National Forest, and several other organizations including private partners who contributed cash to match project funds to purchase new vehicles and provide funds for expansion.

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On October 1, 2014, the Mountain Express was renamed to Mt. Hood Express Service and service has been expanded to seven days a week from 5:30 a.m. to 9:30-10:30 at night. The City of Sandy service has also been expanded to include Sunday service.

Teresa reported that about 45 percent of the trips are used for recreational purposes and the remaining trips are general purpose and serve customers who live in the smaller communities on the way to Timberline.

Teresa showed an informational video about the service. All of the vehicles are fully accessible and each has two wheelchair stations. The City of Sandy and Clackamas County have created a day pass for \$5 for use on both SAM and Mt. Hood Express.

Arnold asked about the travel times and number of departures from the Gresham Transit Center. Teresa said that the service between Sandy and Gresham Transit Center runs every half hour and trip length is about 12-15 minutes on SAM, then a 40-minute to Timberline on the Express.

Teresa responded that there is fairly frequent service between Sandy and Gresham. There are seven runs a day between Sandy and Timberline about every two and one-half hours.

Jan asked if there had been any issues with being unable to accompany the number of customers with mobility devices and the location of the drop-off point. Teresa said that there has been an increased use but to date, no one has had to wait for the next bus. The stop at Timberline is at the front entrance of the Wyeast Building.

Teresa said that Timberline has been very supportive of the project and has suggested that customers can contact them directly with any questions about accessibility issues.

Teresa said that there is a long term goal to develop some type of tram system to connect all the businesses in Government Camp to allow people to travel safely.

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Discussion

Diana Keever asked about finding more information about the service. Teresa said that schedules are available at www.mthoodexpress.com. Information is also available at www.clackamas.us/socialservices/mountainexpress.html

Terry said that staff has worked to coordinate the schedules to tie into the TriMet service to the Gresham Transit Center and with Sandy's SAM service.

CAT members discussed that they would like to take a field trip to use the service. Teresa said she would be willing to make the trip with them.

FY15 CAT WORK PLAN—Kathy Miller, Manager LIFT Eligibility and Community Relations

Kathy reviewed the proposed FY15 CAT Work Plan.

Dr. T. Allen Bethel commented that Adam Kriss had commented on Portland Streetcar issues and the maintenance of elevators at transit stations. He said that these topics are included in the Section 2.

Chris asked if considering training for customer service and dispatch staff was included. Kathy said that the monitoring of LIFT service quality and staff training was included in Section 3.

Leon commented on the need to inform customers on appropriate interactions with staff. Claudia said that CAT had worked on ensuring customers had information their responsibilities in using the service. Kathy said that the *LIFT Rider's Guide* includes information on both of these topics. She added that the use of the in-person eligibility determination process has also provided a better opportunity for staff to educate customers on the use of the service.

Jan asked how often the *Guide* is reprinted. Kathy said it depends on how often any changes are made. The latest reprint was in September 2013 and it is available on the website for review. Jan suggested that the CAT might review it and discuss at the Executive Committee meeting if any further review is required.

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Paul commented on the need for more curb cuts and asked if the City of Portland provides a map with their locations. Jan suggested that Paul contact the City staff and report back.

Claudia added that the City has a project called Accessible Portland and she attended a presentation last spring. She suggested they may also have information available on curb cuts. She added that the CAT has also had past presentations on the Eastside Enhancement Plan and the plans for other areas which also address some of these issues.

Arnold said that he is very interested in getting the appropriate lighting at bus stops and in shelters. He said there are a number of very dark bus stops and some of the shelters have poor solar light systems that do not provide adequate lighting. He has seen operators pass customers because they didn't see them.

Leon commented on his use of the flashing light he wears to alert the operator that he is at the stop. He suggested adding some type of reflectors or lights on the bus stop poles to improve visibility of the stop for both the customers and the operators. Jan suggested that this topic would be included in the signage section.

Claudia Robertson made a motion that the CAT approve the FY15 CAT Work Plan as presented. The motion was seconded and passed.

LIFT ELIGIBILITY QUARTERLY REPORT – 1st Qtr. FY15 – Kathy Miller, Manager, LIFT Eligibility and Community Relations

Kathy reviewed the LIFT Eligibility Quarter Report for first quarter (July-August) of FY15. Highlights of the report included:

- There 690 new LIFT applicants in first quarter.
- Eligibility determinations for new applicants included:
 - Unconditional – 36.0 percent
 - Conditional – 21.3 percent
 - Temporary - 15.2 percent
 - Denied – 3.2 percent
 - Withdrew – 2.0 percent
 - Unable to process – 22.3 percent

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- A total of 1,153 active LIFT customers were notified of the need to recertify.
- Eligibility determinations for recertifying applicants included:
 - Unconditional – 31.3 percent
 - Conditional – 9.7 percent
 - Temporary – 1.9 percent
 - Eligibility determinations to be determined – 17.7 percent
 - Eligibility expired (did not reapply) – 39.4 percent
- For recertifying applicants
 - 79.4 percent had no change in eligibility
 - 9.0 percent changed from unconditional to conditional
 - 10.6 percent changed from conditional to unconditional
 - 1.3 percent changed to temporary
- There were four appeals in first quarter.

Discussion

Arnold asked about the membership of the appeal panel. Kathy responded that the panel members include a member of TriMet's Legal staff, Allen Morgan as the ADA Compliance Officer, and the third position rotates between several fixed route Operations managers. All members have been trained on the eligibility process and on the skills required to use the fixed route service independently.

Leon asked about the reasons some are denied eligibility and then the decision is changed through the appeal process. Kathy said that oftentimes an original decision is overturned because more information was presented at the appeal hearing. Allen added that applicants for recertification may also have improved which might result in a denial or changes in conditional eligibility. Kathy added that others may be denied because they do not have a disability and misunderstood the requirements for the service.

Zoe asked how long it can take to have an appeal hearing. Kathy said that staff works with the individual to schedule within 30 days of the request. The goal is to schedule the appeal as soon as both the applicant and panel members are available.

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CAT MEMBER COMMENTS

Claudia asked that CAT members who attended the OTA Conference report back on their experiences. Kathy said that it would be scheduled for a future agenda.

Leon suggested that there be better signage at the MAX stops in the Lloyd Center area to direct customers to connections to the Yellow Line.

Zoe commented that she believes that the method used to secure her mobility device on LIFT wears out the bearings on the chair's wheels. She would like her chair secured by putting the seatbelt around the outside of the chair.

John Joseph, Manager, Region 3, First Transit, said that wheelchairs are secured with a direct load path with the Sherlock system used by LIFT. Operators are trained secure the chair at the main member of the frame of the chair to get a direct load path back to the anchor mounts on the floor. He added that if a chair were to be secured on the outside, many chairs would collapse if the operator were to slam on the brakes or drive in an evasive manner to avoid an accident. He said that this securement method should not have any impact on the wheel or the wheel bearings.

Diana commented on the location of the occupant belt and said that she would like it lower so that can move should she have a spasm. John suggested she report the concern to Customer Service so staff can contact the operator to ensure they are following the correct procedure.

ADJOURNMENT

The meeting adjourned at 11:46 a.m.