

## ATTACHMENT A

### MINUTES OF THE COMMITTEE ON ACCESSIBLE TRANSPORTATION January 21, 2015 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, Jan Campbell, Leon Chavarria, Jim Jackson, Adam Kriss, Arnold Panitch, Zoe Presson, Claudia Robertson, Chris Walker

Staff: Corrinna Griffis, Kathy Miller, Allen Morgan, Bob Nelson, David Trimble

Guests: Michael Bozarth (First Transit), John Joseph (First Transit), Margo Moore (First Transit), Alexa Ryder, Kathryn Woods

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

Jan Campbell, Chair, asked for approval of the December 17 meeting minutes. Claudia Robertson noted two corrections on Page 9 and said that "accompany" should be accommodate and "Terry" should be Teresa.

**Claudia Robertson made a motion to approve the December 17 meeting minutes with the noted corrections. The motion was seconded and passed.**

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

There were no announcements from the chair.

#### **WRITTEN COMMUNICATIONS**

Jan said that an email had been received from Adam Kriss regarding the recent meeting schedule change.

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Adam commented on the decision to move to meetings every other month. He feels the monthly meetings are very valuable to TriMet staff, Broadway Cab staff and the general public. As a new member, he says it's difficult to have two months between meetings. Though field activities are important, he feels regular meetings are important. He asked if the change was permitted without having to change the CAT bylaws.

Jan said that the new meeting schedule was for a trial period. There are times when there are fewer agenda items for consideration and also fewer members of the public in attendance. The goal was also to give staff sufficient time to prepare presentations and respond to CAT's issues. If there are any time-sensitive issues, an additional meeting would be scheduled.

Kathy Miller added that the CAT Executive Committee will continue to meet on a monthly basis to review potential agenda items and determine the need for additional meetings. She added that the CAT has been successful in previously addressing many of the major accessibility issues and had provided valuable input on many of TriMet's current practices. Staff felt meeting every other month might also increase CAT member participation in more field activities moving forward.

Adam commented that one way to increase participation might be to use more social media opportunities such as Facebook. Jan responded that the CAT members also have a responsibility for helping to get people involved and increase public participation. She added that she hopes more staff will also be involved with the new schedule.

Adam asked if the TriMet website would be updated with the new schedule and Kathy will follow-up.

### **STAFF COMMENTS**

Kathy said that the CAT packet included a calendar of the CAT meetings and field activities scheduled through June 2015.

### **PUBLIC COMMENT**

There was no public comment made.

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### **CAT REPORTS**

The CAT Executive Committee did not meeting December.

### **CAT Member Comments**

Chris Walker commented that there is no grab bar by the front facing seats on the LIFT buses. He's concerned there's nothing for the customer to hold onto should the operator stop suddenly. On a recent ride, he said he nearly fell off the seat on a sudden stop.

John Joseph said falls should be prevented if customers are wearing their seat belts. He added that the former partitions in front of the seats were removed several years ago and the use of a stanchion limits the flexibility to move around the seats.

There was discussion about the use of the shoulder-belt restraint and John said it is available for customers using mobility devices. Jan said that there are also bars along the sides of the vehicle and those might be useful to hold onto for customers sitting by the windows.

Jan asked about the use of the shoulder belts with Broadway Cab. Susan said that LIFT does not require the use of the shoulder belt in either the bus or cab. She added that Broadway Cab staff would be at the March CAT meeting for any further questions on cab use.

Trish Baker commented that she prefers to sit in the second row so that there is a seat in front of her to hold onto if needed.

Claudia Robertson commented that customers with vision have the advantage of being able to see traffic and anticipate when there may be the need to brace themselves.

Claudia said that she's on the transportation committee for Elders in Action and there has been considerable discussion about space management, particularly on MAX. She was asked to request that TriMet consider developing some better strategies to address the issues since previous methods have not been successful.

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Adam Kriss said that there is now a blue sign in the bike area now that also includes a stroller and luggage. He questioned if the intent was for the customer to leave the stroller there and sit elsewhere with the child. He'd like to review the signage with the CAT and see if the visibility could be improved.

Allen Morgan responded that access to the priority seating area has long been a concern of the committee and others in the community. He said the signage was modified several years ago at the request of the CAT. Zoe Presson added that she thought the change had been made following meetings with the Bike Alliance and TriMet staff.

Arnold Panitch commented on the importance of self-advocacy for seniors and/or people with disabilities in asking customers to move from the priority seating area.

Arnold said that there are not enough stanchions on the 3000 series buses versus the 2000 series. He feels it is important to have a few in the mid-section of the bus for standing customers. Allen said that the component compartment on the Gillig buses has increased in size and it has affected the configuration of the bus.

There was discussion about the operators waiting to depart until the customers are seated and the differences between bus and MAX. Allen said that bus operators are trained to wait until customers are seated to depart from the stop. He added that there isn't any way for the MAX operator to see who has been seated, particularly on a full train and it can also be difficult for the bus operator on a full bus.

### **Public Comment**

Kathryn Woods commented that the 9800 series LIFT buses seem to stop more suddenly than any of the other buses.

John said that staff can address the customer concerns with operators and emphasize the benefits of stopping the vehicle smoothly and correctly.

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### **POWELL-DIVISION BRT PROJECT – Alan Lehto, Director, Policy and Planning**

Alan Lehto, Director, Policy and Planning, provided an update on the Powell-Division Bus Rapid Transit Project (BRT). Highlights of the updated included:

- The goal is to provide safer, faster, and more reliable transportation for the riders on Lines 4 and 9.
- The alignment will be on inner Powell Boulevard and outer Division Street between downtown Portland and Gresham.
- The project will be developed through a partnership among the cities of Portland and Gresham, Multnomah County, ODOT, TriMet and Metro.

Alan said that there is a lot of excitement and interest in this project. There are over 18,000 boardings a day in the corridor and many are traveling to work and/or educational institutions including Mt. Hood Community College's new Southeast Campus and OHSU on the South Waterfront.

There are pedestrian and safety needs and street crossing needs that can be addressed by this project. These improvements would increase station access but also the pedestrian access in the communities that BRT would serve. The improvements can be tailored to the needs at each individual location which would result in benefits sooner.

Alan reviewed a map of the proposed alignment and pointed out the options that may be promising and those that are no longer under consideration. The proposed route would be from stops in the downtown and PSU area and proceed across Tilikum Crossing onto Powell Boulevard to the west of SE 82<sup>nd</sup> Avenue and then on Division to Mt. Hood Community College where the line would end. This route would tie together a number of key destinations, affordable housing and other neighborhoods along the line.

The goals of the project are to provide service that is faster with fewer delays, predictable with limited stops and convenient with good frequency seven days/week at the highest use locations. The service will have a distinctive design and use a unique vehicle with enhanced interiors and include large shelters.

Alan said that the BRT concept allows for many options and tools to use to improve bus service, stations, and stop amenities. There are a number of

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options on how to run the service and Alan reviewed options used by other transit agencies.

The Powell/Division line would use part of the Mall and take advantage of the investment already there. The PMLR service or Orange Line also provides a “jumpstart” for BRT for use of Tillicum Crossing and the transit way to the east. The use of a Business Access and Transit Lane (BAT), similar to the one north of Clackamas town Center on SE 82<sup>nd</sup> is also an option.

Alan said staff is kicking off the conceptual design process and will be developing a design over the next six months. Staff will provide updates as progress is made. Steering committee meetings are being held on a quarterly basis and open to the public. Committee members can also follow the work at [trimet.org/future](http://trimet.org/future).

### **Discussion**

Trish Baker asked if the new service would be similar to the one in Seattle. Alan said it may have similar features as Seattle’s system but that it’s too early in the process to know the final design. It would depend on the impacts of traffic, and opportunities for design and costs.

Trish also asked about the benefits of the system. Alan said that BRT allows for faster service, uses higher capacity vehicles, and may result in fewer traffic delays.

Arnold asked if seniors and/or people with disabilities were represented on the advisory committee and suggested that there ought to be CAT representation. Alan said that the group meets quarterly and has probably met three times. He will forward the request to Metro.

He asked if the proposed service would address the issues presented for customers who use mobility devices given that there would be fewer stop locations.

Alan said that the project would result in improvements to pedestrian networks by repairing sidewalks and crossings. Stations should be located based on consideration of the location of the majority of customers including reviewing ramp deployments.

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Arnold also asked if the service would travel one way on Powell and one way on Division or both directions on the same street with middle of the road boarding. Alan replied that it would travel two ways on the same street.

He added that staff has no preconceptions about whether or not middle street boarding would be utilized. Staff will have to consider how that option would work with the rest of the alignment.

Allen said that there are some operational advantages to operating in the middle as there are some increased risks with traveling so close to the curb.

Adam Kriss asked if the downtown mall would have to be reconfigured and about the buses pictured in the handout that included rear entry. Alan said that no significant changes are expected to the mall. The mall was designed with the potential to handle larger buses and the stations and shelters are high quality.

Alan added that buses are available with the option for rear boarding. Each design has pros and cons which would have to be evaluated before a decision is made.

Trish commented that on the transit system in Toronto where customers have to cross a lane of traffic to board on an inside lane. Alan said that are additional ways to create a safe place for riders to board.

Claudia said that she had attended the forums and many people are concerned that there is still no north to service in that area and it is a great distance between stops. This creates a problem for everyone, particularly seniors and people with disabilities.

Alan commented that staff is working with the communities to identify the future vision for transit and the issue of improving north-south travel has been identified. While the BRT will be an improvement for better service in a strong transit corridor, staff is also looking at how to improve the entire network. The goal would be to strengthen connections and mobility within the neighborhoods.

Claudia asked staff to provide an overlay of new routes in comparison to the BRT corridor and if staff has considered the relationship to the seniors and disabled transportation plan. Alan said that staff is still gathering input and it would probably be a couple of months before a plan would be available. All the

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work will be done within the same department within TriMet so that will be helpful in considering all factors in the service development.

### **Public Comment**

Kathryn Woods commented on the access to Division and Powell and that it would be difficult for seniors and/or people with disabilities to access the BRT. Alan clarified that both Powell and Division Streets have almost frequent service between the downtown areas of Portland and Gresham. The level of service that exists today will continue to be provided. If the two services were to overlap, a decision would have to be made on how to handle the existing lines.

Claudia said that the convenience of the service is important and if stops are removed and further apart, it will reduce access. Alan agreed and said that some systems have left the existing service and created greater spacing between stations. Others have reduced existing lines and increased the number of stations.

Jan said that the CAT EC could discuss representation on the advisory committee and she would suggest that Claudia might be a good candidate. Any other CAT members who are interested should let Kathy know. Alan said he would forward the meeting information to Kathy for distribution.

### **FY16 BUDGET PROCESS -- Dee Brookshire, Executive Director, Finance and Administration**

Dee Brookshire, Executive Director, Finance and Administration, reviewed the FY16 Budget Calendar and the activity regarding CAT's budget priorities for FY15. The preliminary budget work took place in October through December and the baseline budget and budget manual have been completed.

### **FY16 Budget Process Calendar**

In January staff began to review the FY16 capital budget requests. Agency budget coordinators met to talk about requirements. All operating budget requests are due to the Financial Analysis Department by this Friday, January 23. The goal is to complete the capital improvement and operating budgets to present to the Board of Directors on March 11.



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A formal budget committee public hearing and budget approval is scheduled for March 25 and then the process will move forward for the Board's adoption of the budget on May 27. The budget implementation date is July 1, 2015.

### **Discussion**

Claudia asked about the membership of the budget committee. Dee responded that TriMet does not have a separate budget committee this year. The agency has formed a futures committee which is studying the district in a broader context.

Bob Nelson, Interim Deputy General Manager, said that the General Manager, had formed the futures committee and it was studying the financial aspects of the district in terms of expense and revenue streams. The committee is comprised of business leaders, chambers, and organizations. The budget task force isn't disbanded permanently but due to the needs of the district, it was decided to expand the committee's efforts this year.

Dee said that Oregon Budget Law requires the Tax Supervising and Conservation Commission (TSCC) to review the budgets of many jurisdictions. The requirement for a budget committee review is being filled by the TSCC this year.

Jan said she has served on the past budget task force and there has been concern from some about the need for more public input in the process.

Dee said that there will be a public hearing held by the TSCC on Wednesday, April 22<sup>nd</sup>, prior to the May Board meeting. Bob added that the public will also have an opportunity to comment at the Board meeting.

Claudia commented that there have been community presentations on past budgets and it seems that the public input has been limited. Bob replied that past presentations were aimed at getting public input on budget reductions during the recession years. This year's budget doesn't include any reductions and service will be increased again as it was last year.

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### **CAT's FY15 Budget Priorities**

Dee provided an update on the status of the CAT's budget priorities for FY15. Highlights of the report included:

1. LIFT operations have continued at current service levels.
2. Fixed route service has been maintained and in addition, frequent service restoration continued in FY15 with the final installation in June.
3. Fixed route operator certification program and ongoing performance monitoring have continued as in the past.
4. Bus schedule information is available at most stops. There's been no activity on the request for Braille bus stop signage and tactile maps.
5. PMLR will add 18 Type V MAX vehicles to the fleet all scheduled to arrive in April 2015. Next set of MAX vehicle replacements will take place in FY26.
6. Resources for uniformed staff to enforce the appropriate use of the priority seating area on MAX and increase fare collection efforts has continued at the past year's levels. The implementation of the eFare system in the second half of FY16 is likely to have a positive impact on fare evasion.
7. Eight new Transit Tracker displays have been installed in the Lloyd District in 2014. In 2015 there are plans to complete installations for between 12 to 28 locations between the Rose Quarter and west side. Additional installations on the east side will take place as part of the Blue Line Station Rehabilitation Project.
8. There is an ongoing effort and resources are included to maintain the cleanliness of MAX and bus vehicles.

### **Discussion**

Beth Nagy-Cochran expressed concern about monitoring the use of the priority seating area. Bob said the FY16 budget proposal includes adding five additional Transit Police officers and additional uniformed TriMet Field Supervisors to increase a presence on the vehicles.

There was discussion about the ongoing problem of customers with strollers or grocery carts using the space in the priority seating area. Bob said that there would be a review of the TriMet code with the opening of the Orange Line and the topic would be one of the review items.

Adam asked about the bus stop ID number and why it would change. Allen said that stops get moved when line alignments change though it occurs

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infrequently. Bob added that the stop ID number is associated with a geographic point by latitude and longitude which feed into Transit Tracker.

Adam commented that there are concerns within the general public that MAX services gets much attention and all the improvements while there is little effort on customer amenities (shelters, benches, lighting) at bus stops.

Bob said that there is an ongoing bus stop rehabilitation program which provides funding for shelter replacement, improved lighting, and safer pedestrian access to the stop. Older bus stops will eventually be retrofitted to mirror the enhanced bus stops on the Orange Line but this will take a considerable amount of time and funding.

Arnold commented that he feels that compared to other cities, TriMet's bus stop signs are very well maintained. However, while the Transit Tracker screens work appropriately, the audio buttons they do not. He attempts to use them frequently and they are not working. Bob said that he would follow-up with the appropriate staff.

Leon Chavarria suggested that there might be benefit in making the seats in the priority seating area a different color to signify that they have a designated use. Bob said he would forward the suggestion to staff for consideration.

Jim Jackson expressed his concern about TriMet's concern that it is cost-prohibitive to install Braille bus stop ID numbers and tactile maps for wayfinding. He believes it is an accessibility issue that must be addressed.

Jan asked staff to confirm whether or not the use of Braille signage is an ADA-compliance issue. Staff will investigate and report back.

Trish commented on the inconsistencies in maintaining bus stops and that the lack of appropriate lighting is an ongoing issue. She added that it is also bothersome that many shelters get removed, particularly due to construction. She commented on the shelter near the newly remodeled Fred Meyer on Burnside.

Bob said that providing electricity for lighting to each bus stop can be difficult and staff is looking at solutions that would use more solar lighting. Allen said that some shelters have been removed because they were actually in violation of the amount of sidewalk space that could be used.

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Claudia said according to the budget process calendar, it seemed that if the budget priorities weren't approved at today's meeting, the CAT would have no input. Kathy said that the majority of CAT's priorities, with the exception of No. 4, are ongoing priorities and continue to be included in the budget. She said there should be sufficient time at the March meeting to approve the final list.

It was agreed that Capital Projects staff would be asked to come to a future meeting to reopen the discussion on Braille and wayfinding signage.

### **HONORED CITIZEN FARES – Bob Nelson, Interim Deputy General Manager**

Bob reported that TriMet is proposing to raise the Honored Citizen (HC) fare from \$1 to \$1.25 and the monthly pass from \$26 to \$28 effective September 2015. At this time, there is no proposal to increase the rest of the fares.

The last HC fare increase was in 2010. The ADA guidelines allow the HC fare to be one-half of the adult one-way fare and the current HC fare has not been at that level since 2004. The goal is to create uniformity across all of the discounted fares for seniors and/or people with disabilities and the youth.

The fare mitigation program began in 2012 with a budget of \$1.3 million and approximately one-fifth of current HC customers are low-income. If the fare increase proposal is approved, TriMet will commit to increasing the funding for the low-income fare mitigation program and giving priority to expanding service, particularly in the outer regions of the system.

### **Discussion**

Leon asked if the HC fare would remain at \$1 for those who are low-income. He said that there needs to be an explanation of why the fares would be increased.

Bob said that fare assistance would be available through the fare mitigation program and outreach efforts for the program would be increased. He agreed that additional background about the increase would be provided.

Jim questioned that the proposed increase was limited to the HC fare. He asked if the funds from the increase would go towards directly to the fare

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mitigation program. He also asked if staff would add a commitment to improving the accessibility to stops with the tactile information.

Bob said that the monies from the increase would go into the general fund towards service, supplementing the fare mitigation program and operating expenses. He added that staff would move forward incrementally on stop improvements and added that there are 6,000-7,000 stops in the entire system.

Jan said that the CAT would have input into additional agencies and organizations in an effort to increase outreach.

Arnold thanked staff for increasing the transfer to 2.5 hours. He suggested that the HC all-day pass remain at \$2 and the single ride increased to \$1.25. He feels that it might generate more revenue. He asked if the fare mitigation program provides free fares or reduced fares.

Bob responded that the fare is usually reduced but it could also provide the full fare on a case-by-case basis.

Arnold said that many seniors and/or people with disabilities are on fixed incomes and an increase of size can be difficult for many. He agrees with increasing the funding of the fare mitigation program.

Adam commented that people need to have a better understanding of how the funds from the increase would be used as they may not understand the uses of the general fund.

Bob said that executive staff would meet with the CAT EC at their next meeting to discuss the fare proposal further.

### **PORTLAND STREETCAR – Dan Bauer, Executive Director, Portland Streetcar**

Dan Bauer, Executive Director, Portland Streetcar, introduced himself to the committee. He will attend the May 20 CAT meeting to provide an update on the Streetcar services and discuss any issues with the committee.

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**ADJOURNMENT**

The meeting adjourned at 12:02 p.m.