

ATTACHMENT A

MINUTES OF THE COMMITTEE ON ACCESSIBLE TRANSPORTATION September 21, 2011 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 802-8058, 8:00 am to 5:00 pm weekdays

Attendees: Jan Campbell, Chair; Trish Baker, John Betts, Leon Chavarria, Harold Cheeks, Jim Jackson, Diana Kever, Patricia Kepler, Beth Nagy-Cochran, Claudia Robertson, Terry Watson, Ed Wolf

Staff: Drew Blevins, Jeb Doran, Jeremy Ferguson, Jennifer Koozer, Kathy Miller, Allen Morgan, Paige Schlupp, Claudia Steinberg

Guests: Commander Michael Krebs, Bobbi Adams-Lloyd, Dr. T. Allen Bethel, Harvey Koons, Adam Kris, Michael Levine, Stan Lewis, Lieutenant Jeff Miller, Debra Schmidt, Chris Walker

APPROVAL OF THE AGENDA AND MEETING MINUTES

Jan Campbell, Chair, called the meeting to order and asked for approval of the minutes.

Trish Baker made a motion to approve the September 21 minutes. The motion was seconded and passed.

ANNOUNCEMENTS FROM THE CHAIR

Jan announced that she and Harold Cheeks would be serving as the CAT representatives to the Oregon Transit Conference in Seaside on October 23-26.

She also reported that the City of Portland would be establishing a commission on equity and human rights and that the City's disabilities commission would be a part of that office.

WRITTEN CORRESPONDENCE

Kathy Miller said that all of the written correspondence was included in the packet with the exception of one letter from Michael Levine to Neil McFarlane which was distributed at the meeting.

STAFF COMMENTS

Allen Morgan introduced Commander Michael Krebs and Lieutenant Jeff Miller of the Transit Police. Commander Krebs and Lieutenant Miller emphasized their commitment to address accessibility issues on the transit system. Transit police staff will continue to work with TriMet staff and will attend the CAT meetings as available to get the CAT's input on specific issues.

Allen added that staff would be working with the Transit Police to provide education on the ADA regulations

PUBLIC COMMENT

Chris Walker made the following comments:

- He asked about operator assistance for customers traveling with luggage on the LIFT service.

Kathy responded that it is LIFT policy that operators do not provide assistance with luggage and the information is included in the *LIFT Rider's Guide*. She added that LIFT Operations staff would be at the October 19 CAT meeting and would be able to comment further as appropriate. Allen added that the policy is the same on fixed route.

Trish suggested that Chris might use luggage with a shoulder strap or board the bus using the lift when travelling with luggage.

CAT Business Meeting Minutes

September 21, 2011

Page 3

Michael Levine made the following comments:

- Portland Disability Advocates has distributed a letter backing TriMet Board member Steve Clark's recommendation that there be no LIFT fare increase until there are increases in Social Security (SS) monies.
- Asked that the CAT share their opinion on the contents of any future fares proposal with TriMet staff and support the view that there should be no increases until SS increases.

Stan Lewis made the following comments:

- Asked that the CAT give serious consideration to the design and construction of the Type 5 light rail vehicle. He feels the Type 4 vehicle is completed inadequate and the design of vehicles is suitable for addressing the problems of accessibility.
- Discussed the varying uses of the priority seating area and that there is a continual need for staff to provide customer assistance on the vehicles.

Deborah Schmidt made the following comments:

- Lives in the Gateway area of Portland and said that the distance between bus stops is too long for the elderly and people with disabilities. She suggested the distance be reduced to two to two and a half blocks.
- Asked when Line 33 service would be restored to the Gateway area and Oregon City and said that the Line 24 service is inadequate.
- Suggested reducing fares for people with disabilities and seniors to approximately \$8 for monthly passes, cash fares to 15 cents and 40 cents for all-zone fares which would be more affordable.
- Asked for the return of fixed route service on 92nd Avenue.

CAT REPORTS – Jan Campbell, CAT Chair

Jan said that the CAT Executive Committee had met on August 25 and discussed the development of the CAT Work Plan and the September meeting agenda.

FY12 CAT WORK PLAN – Kathy Miller, Manager, LIFT Eligibility and Community Relations

Kathy reviewed a draft of the FY12 CAT Work Plan. The Work Plan included the following sections:

- Section 1 – Fixed Route Services
- Section 2 - Capital Projects
- Section 3 – LIFT Program
- Section 4 – Services and Financial Plans
- Section 5 – Coordinated Human Services Transportation Plan

Jan asked CAT members for their comments and input on any edits to the proposed plan.

Discussion

Jim Jackson said that while the Plan includes Braille ID signage, there is no mention of tactile maps at MAX stations. He asked how the committee might better emphasize the need for these tools so that they would become part of the system signage in the future.

Trish commented on the need for printed schedules at stops. She added that Transit Tracker doesn't work at all stops and then customers have no access to a schedule.

Claudia Robertson suggested that the fare proposal and the points on signage be included in the Plan. Kathy responded that the fares were included in Section 4. She suggested that the committee might want to change the reference to the "LIFT and Honored Citizen Fare Policy" to read "LIFT and Honored Citizen Fares."

Claudia asked that CAT members make an effort to keep the items included in the Work Plan in the forefront for discussion.

Public Comment

Michael Levine commented that some of the items have been on the CAT's Work Plan for several years and he asked that the CAT follow through to address the items.

CAT Business Meeting Minutes
September 21, 2011
Page 5

He also commented that activity to reduce fare evasion needs to be increased.

Action: A final draft of the FY12 CAT Work Plan will be provided at the October 19 meeting for adoption.

SIGNAGE – Drew Blevins, Director, Marketing; Jeremy Ferguson, Manager, Customer Information

Jeremy Ferguson, Manager, Customer Information, provided an update on signage and brought a sample of the blue bus stop pole for the CAT's review.

Drew Blevins, Director, Marketing, said that the Marketing department is responsible for providing customer information for access for a broad and diverse ridership. The challenge in doing so is to accommodate needs and interests of a broad audience with limited resources.

Drew discussed the estimated costs for adding Braille signage to the bus stop poles. He added that the Commission for the Blind has indicated that less than ten percent of the low vision community in Portland is familiar with Braille.

Drew said that he would like to have a better understanding of the objective of adding Braille signage to all stops and where the request would fall on the priority list. He asked if there was an expectation for both raised letter and Braille signage.

Discussion

Jim Jackson said that the primary objective of having additional Braille signage would be to provide equal access to information. He feels having Braille only would be the priority.

He added that there are more people who may not know the entire Braille system but are able to read the alphabet and numbers necessary to utilize the signage. He believes that this should be a top priority and that all items in print should also be provided in Braille.

CAT Business Meeting Minutes

September 21, 2011

Page 6

Drew said that while staff agrees with the proposal, the challenge would be to identify the resources required. The cost to apply Braille stop ID information at all of the bus stops and MAX stations would be about \$800,000 and about \$62,000 for about 300 locations with heavy ridership. This would require redistributing budgeted funds to accommodate the costs.

Trish commented that she felt that raised lettering would be helpful and also requested that schedules be printed in a larger font. She added that the auditory features for light rail information and ticket machines may not always work. She said the stop on Multnomah at Grand doesn't work and that there are no schedules at the shelter on West Burnside at 20th Place next to Fred Meyer.

Trish also commented on the need for information for visitors to encourage the use of the city for conferences, etc.

Harold Cheeks asked about the costs of the signage and lighting on the bus stop pole. Jeremy said the costs would be for a custom piece of artwork for each stop in both Braille and raised lettering. It would be made of zinc rather than plastic to increase durability.

Jeremy stated that staff is experimenting with using a solar collector panel for the lighting and can provide an update on the project at a future meeting.

Patricia Kepler commented she feels that it is extremely important to include the Braille signage for the stop ID number. If she has the stop number, she is able to text TriMet to get the information on the next arrival.

Drew said the blue pole was designed to create a unique, two-sided sign that would stand out in a complex environment. To decrease vandalism, the stop ID numbers, along with other information, were installed inside holders attached to the poles. He encouraged CAT members to report any issues with equipment to staff and Customer Service for follow-up.

Drew emphasized that staff's goal is to be progressive with the amount of information provided but due to limited resources, priorities have to be considered.

CAT Business Meeting Minutes

September 21, 2011

Page 7

Jim commented that the estimated costs seem astronomical and he would like to work with staff to identify other sources. Drew responded that staff is open to alternatives to identify a product that will weather the elements, vandalism, etc.

Jeremy reviewed a breakdown of the estimated cost which included the cost of the sign included Braille proofreading, the cost of installation and the cost of the installation hardware. He said that each sign's information is unique and the costs are attributed to the fact that the project would require about 7,000 unique signs. The cost for the current information provided on the bus stop is about \$40-50 per sign.

Leon Chavarria asked if it would be possible to use a less expensive sign and cover it in plastic. Jeremy said that the use of plastic increases the opportunity for vandalism. He added that about 350 of 500 shelter displays covered with Plexiglas are replaced on an annual basis due to vandalism.

Terry Watson asked about the size of the signage. Jeremy said that the cost estimate was based on a sign large enough to accommodate raised lettering and Braille.

Drew asked if there was a threshold to use as a starting point that would be acceptable to everyone.

Public Comment

Michael commented on the location of the buttons to use the audible feature of Transit Tracker. He said that they are placed in at least seven different locations and different heights making them very difficult for people with visual disabilities and blindness to locate. He believes the audible feature should be on at all times and that without access to audio, people who have low vision or blindness do not have equal access to information.

He added that the screens at Center Street and the Jeld-Wen Field stations do not have audio.

CAT Business Meeting Minutes

September 21, 2011

Page 8

Adam Kris commented on Jim's suggestion at a past meeting to engage the community in the design of some type for the signage. He feels that engaging others may help to reduce the vandalism.

Adam reported that the lights on the pole at the Hawthorne Bridge do not work. He stressed the importance of consistency in access to information. He added that there also has to be recognition of the current economic situation, the variety of customers' needs to be met, and that everyone may not have access to Transit Tracker. He would like to see consistency in providing more information.

Drew asked if providing the stop ID number in Braille and raised letters would be adequate. Jim and Patricia both indicated that the bus number should also be in Braille.

Jim suggested that the stop ID number be provided in Braille at all the stops and then as resources allow, add raised letters or large print at later date.

Action: It was agreed that the signage discussion would continue at a future meeting.

CAPITAL PROJECTS UPDATE – Jeb Doran, Engineer III; Jennifer Koozer, Community Affairs Representative; Paige Schlupp, Engineer III; Claudia Steinberg, Manager, Community Affairs

Claudia Steinberg, Manager, Community Affairs, said that today's presentation would be about pedestrian access on the Portland to Milwaukie Light Rail stations.

Jeb Doran, Engineer III, reviewed the: 1) Park Avenue Station at the intersection of McLoughlin Avenue and Park; 2) the Main Street station at the intersection Lake Road and 21st; and 3) the Tacoma Station near the Tacoma overpass on McLoughlin Boulevard.

Highlights of the presentations are listed below.

CAT Business Meeting Minutes

September 21, 2011

Page 9

Park Avenue Station includes:

- a 355-space park and ride structure;
- pedestrian access at McLoughlin and Park and at the intersection of 27th and Park with designated crosswalks at both locations;
- two station platforms with three track ways (one platform will be primarily for passenger boarding and the other mainly for train layovers);
- level boarding access to the platform;
- standard ticket vending machines with shelters, ticket validators, system signage, and station signage;
- a designated fare zone will include all the usual station amenities;
- a restoration and community plaza area on the west end of the station;
- a North Clackamas County Parks & Recreation District trolley trail project that runs for seven miles beginning on the west end of the plaza; and
- fixed route bus and LIFT bus stop area.

Claudia S. said that staff is also working with Rose Villa and Willamette View Manor to share a location for their shuttle bus services to use for their residents.

Lake Road Station includes:

- two access points with primary access to the north with a ramp and standard Z-crossing configuration to address track crossings;
- access to the north is closest to the bus stop locations at 21st and Washington;
- a designated fare zone;
- standard ticket vending machines with shelters, ticket validators, system signage and station signage;
- a 16-foot wide pedestrian path (with a 12-foot wide path and a four-foot-side amenities strip) on the side on the west side of 21st;
- a second pedestrian path with stair access to the platform at the location of 21st and Lake;
- a short ramp to the platform and bicycle amenities; and
- a potential bus stop (working with the City of Milwaukie to move the current bus stop location to nearer the platform)

CAT Business Meeting Minutes
September 21, 2011
Page 10

Tacoma Station includes:

- a park and ride on a surface lot off McLoughlin with 320 spaces;
- ADA parking spaces immediately adjacent to the station area;
- a bus shelter with bike lockers at the northeast quadrant of the park and ride;
- two ramps and access areas to create a level boarding area to the platform;
- fixed route bus and LIFT stop area close to platform;
- standard ticket vending machines with shelters, ticket validators, system signage, and station signage;
- a bike connection that leads to the Springwater Corridor and the park and ride itself
- pedestrian connections to the Tacoma overpass; and
- a viewpoint for the Johnson Creek restoration project.

Paige Schlupp, Engineer III, presented information on the Bybee station which includes:

- located between the Tacoma and Holgate stations;
- grade separated with a connection at the top of the Bybee bridge;
- one enclosed glass elevator tower and two sets of stairs;
- fixed route bus and LIFT bus stop area;
- standard ticket vending machines with shelters, ticket validators, system signage, and station signage; and
- a 20-foot wide pedestrian path.

Discussion

Patricia asked about the use of the fare zone by people who may be waiting to assist a customer with limited mobility on and off the vehicle. They may not have a fare instrument because they are not riding on the train but instead there to assist with access only.

Jeb responded that there would be some flexibility when someone is providing assistance only. Allen said that this need hasn't been an issue when providing service with the current fare zones.

Diana Keever asked if that pedestrian path would be paved. Jeb responded that it would be an asphalt path and 12-feet wide, with two-foot shoulders on each side.

CAT Business Meeting Minutes

September 21, 2011

Page 11

Jan asked if there would be benches at the stations and Jeb responded that the stations would include all the standard amenities such as benches, leaning rails, and trash receptacles. Benches will also be on the ramps.

Allen added that staff is working with the City of Milwaukie to also have a LIFT bus zone permit as close as possible to the platform.

Claudia S. reported that all of the stations were completing a safety and security review.

Jim asked about tactile signage and suggested that the tactile maps might be considered for part of the public art displays.

Trish asked about the color of the tactile pavers and said that the CAT had recommended yellow for the color. Paige said that the pavers were white for consistency with the system. She said that the concrete would be more of a charcoal gray color and would provide more contrast than regular concrete.

Claudia S. suggested that Bob Hastings attend one of the next meetings to discuss color issue. Jan agreed and said that the CAT would then have the option of making a recommendation on the issue.

Claudia R. asked if there would be any issues with motorists using the pull-out area at the Bybee station as a drop-off point. Claudia S. responded that they may but that it shouldn't present too much of a problem.

Leon suggested that staff create more 3-D images of the stations to allow for a better visual understanding of the layouts. Claudia S. said that there would be open houses in early December that would include artistic sketches of the stations for a more realistic view.

Jim suggested that more specific language be used to describe the signage so that it will be clear whether or not Braille and tactile signage will be included.

Public Comment

Michael commented that the City of Portland had also adopted yellow for the color of the pavers. He also asked if the Transit Tracker would include

CAT Business Meeting Minutes
September 21, 2011
Page 12

the audible features. It was agreed that Bob Hastings would respond on both issues.

Adam asked where the Bybee elevator station would exit. Paige responded that the entrance to the elevator would be at the top terrace level and the exit would be below the platform level. He expressed concern about the safety and lighting that would be installed at the exit point and elevator maintenance.

Paige said that the elevator had been designed in a more open space to provide better visibility for both customers and operators. She agreed that elevator maintenance was important and indicated that the standard operating procedures for that process would be the same as on the rest of the system.

LIFT ELIGIBILITY UPDATE – Kathy Miller, Manager, LIFT Eligibility and Community Relations

Kathy announced that Meg Metcalf had accepted the position of senior eligibility specialist and would be transitioning to her new role over the next couple of months. Meg's role will be to complete eligibility determinations, provide administrative support for the appeals panel, and provide support to Kathy with the CAT activities.

Lauren Danahy, Program Director, Medical Transportation Management, left her position in August to accept a role with another firm. Chris Hunter would be returning to Portland in early October as Lauren's replacement for MTM. Chris was formerly employed by Ride Connection as a travel trainer and is very familiar with the TriMet system and regional transit in general.

Kathy announced that Marilyn Goode, ATP Assistant, had passed away recently after an extended medical leave. That position remains vacant at this time.

Kathy reviewed the LIFT eligibility results for FY11. LIFT received 3,182 applications for a monthly average of 265. Eligibility determinations were:

CAT Business Meeting Minutes
September 21, 2011
Page 13

| <u>Eligibility Category</u> | <u>Total No.</u> | <u>% of Total</u> |
|-----------------------------|------------------|-------------------|
| Unconditional | 1,344 | 42.3% |
| Conditional | 535 | 16.8% |
| Temporary | 252 | 7.9% |
| Denied | 140 | 4.4% |
| Withdrew | 112 | 3.5% |
| Unable to Process | <u>799</u> | <u>25.1%</u> |
| Totals | 3,182 | 100.0% |

There were 1,475 active LIFT customers notified that they would need to complete the recertification process. Determinations follow:

| <u>Eligibility Category</u> | <u>Total No.</u> | <u>% of Total</u> |
|-----------------------------|------------------|-------------------|
| Unconditional | 846 | 57.4% |
| Conditional | 372 | 25.2% |
| Temporary | 9 | 0.6% |
| Denied | 41 | 2.8% |
| Withdrew | 1 | ----% |
| Unable to Process | 62 | 4.2% |
| To be determined | 70 | 4.8% |
| Expired (did not reapply) | <u>74</u> | <u>5.0%</u> |
| Totals | 1,475 | 100.0% |

The changes in eligibility category for those completing the recertification process included:

| | <u>Total No.</u> | <u>% of Total</u> |
|------------------------------|------------------|-------------------|
| No change in eligibility | 830 | 56.3% |
| Unconditional to Conditional | 187 | 12.7% |
| Conditional to Unconditional | 165 | 11.2% |
| Change to Temporary | 9 | .3% |

Of 1,251 decisions of conditional, temporary, or denied, there were 85 appeals. Of the 85 appeals, initial decisions were upheld in 30 reviews, eligibility status changed in 40 reviews, and 12 reviews were pending decisions/hearings at the time of the report.

Kathy said that in most cases where the eligibility decision is changed through an appeal, additional information is presented during the appeals

CAT Business Meeting Minutes
September 21, 2011
Page 14

hearing that wasn't available at the time of the initial eligibility determination.

ADJOURNMENT

The meeting adjourned at 12:00 p.m.