

**MINUTES OF THE
COMMITTEE ON ACCESSIBLE
April 15, 2009
9:30 a.m.-12:00 p.m.
WORLD TRADE CENTER
BUILDING 2, MEZZANINE ROOM 5
25 SW SALMON, PORTLAND, OR**

CAT minutes may be obtained in alternate formats by calling TriMet's Accessible Transportation Program Administrative Offices: (503) 802-8200/TTY 802-8058, 8:00 am to 5:00 pm weekdays

Attendees: Jan Campbell, Chair; Trish Baker, Lina Bensel, John Betts, Teresa Christopherson, Stan Lewis, Zoe Presson, Claudia Robertson, Albert Rouse, Marie Sowers, Terry Watson, Robert Williams

Staff: Dan Blair, Josh Collins, Peggy Hanson, Jon Joseph, Kathy Miller, Allen Morgan, Ted Newton, Claudia Steinberg

Guests: Leon Chavarria, Arnold Panitch

Jan Campbell, Chair, called the meeting to order.

APPROVAL OF THE AGENDA AND 03-18-09 MINUTES

Jan asked for approval of the agenda.

Bob Williams made a motion to approve the agenda. The motion was seconded and passed unanimously.

Jan asked for approval of the March 18th meeting minutes.

Trish Baker made a motion to approve the minutes.

Stan Lewis commented that he had stated the wrong date on page 8. The study was done in 1992.

Trish revised her motion to correct the date on page 8. The motion was seconded and passed unanimously.

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ANNOUNCEMENTS FROM THE CHAIR

Jan reminded CAT members of Transit Day on April 21st in Salem. Ride Connection would provide rides for those wishing to attend.

WRITTEN COMMUNICATIONS

Jan commented that she received a draft letter from Diane Goodwin, Manager, Project Communications and a request for CAT's support for a high priority project for 48 fixed route buses for TriMet bus replacement. The letter is addressed to the Oregon congressional body and indicates that each bus requested be equipped with air-conditioning, ramps that lower for easier boarding for seniors and persons in mobility devices, ASA technology, closed-circuit television cameras to record crime, and a reader board for stops.

Jan asked if the CAT would like to make a recommendation in support of the request.

Lina Bensel made a motion to send a recommendation in support of the request. The motion was seconded and passed unanimously.

Kathy Miller said that she would follow up with Diane so that staff would present any future requests for review with the CAT in advance.

Jan stated that she received an e-mail update stating that TriMet is currently testing overflow bike storage on WES to accommodate two standard-size bicycles per car. If the vertical racks are full, a person could use the straps to secure the bicycle in the priority seating area, unless it is occupied or needed by a rider using a mobility device.

She expressed concern about letting bicycles use the priority seating area on MAX. She asked if the CAT could review the policy before the testing phase. Allen replied that he received the e-mail, and had been aware of some discussion, but was unaware that the project was going forward. It is still in preliminary stages.

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Josh Collins commented that the current policy on low-floor MAX trains allows bicycles into the priority seating area if it is not occupied. The proposed change would make the policy consistent with both MAX and WES. Conductors on WES would help individuals with their bicycles during the testing period.

Jan asked how the information has been publicized. Josh replied that it is available in TriMet's bicycle information materials that are posted on the Web and distributed to cyclists. It has also been a part of communication with parent communities who use strollers. There is a family section on the website which indicates how to ride as a family, and it indicates that if the priority seating area is not in use, it can be used by riders with strollers and bicycles. TriMet's policy is clear that if someone boards who needs priority seating area, it should be vacated and made available.

Jan asked that the issue be discussed at a future CAT Work Session.

Stan stated that he would like to have a discussion about the low-floor vehicle interior design, the accessibility features and how they relate to customer safety on MAX. Kathy replied that transit security and safety is on the proposed agenda for May. Josh commented that the accessibility features of the low-floor would be a separate discussion.

STAFF COMMENTS

Josh reported on the final recommendations for the September Service Cuts Proposal to be presented at the TriMet Board of Directors at their April 22nd meeting at 9:00 a.m. at the Portland Building in Room C. There would be an opportunity for people to make public comment at the meeting and this would be the first of two readings on the proposed service changes for September.

Amongst the revisions is a consideration to revise the proposal and to continue service on Line 157. Staff will be providing information in the final recommendation to the Board that addresses the impacts on the LIFT service area. These impacts will also be discussed at the May 5th Work Session.

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Bob asked about ridership for Line 153 to understand how the boundaries may be affected. Josh stated that he would provide the information, but the proposal is likely to include Line 153 for discontinuation. The proposal is going to address the LIFT service boundary change, and how TriMet is going to ensure affected clients have options.

Jan asked if it would be possible to schedule CAT public comment at the beginning of the comment period. Josh will follow-up and report back to Jan.

PUBLIC COMMENT

Arnold Panitch suggested continuing the use of the colored symbols for transit stops on the mall. He expressed concern that the new mall bus stops will not use the same identifying system and groupings and that the distance is further between stops. He said that his trip would now require a transfer.

He asked CAT to help TriMet's Board to understand that it will be difficult for the elderly and disabled to not have the stops that they are accustomed to using.

Jan requested Allen to speak about the issue at an upcoming work session.

REVIEW OF CAT ACTIONS AND RECOMMENDATIONS STATUS REPORT – Jan Campbell, Chair

Jan asked if there were any questions on the report.

Robert Williams asked about the status of the recommendations and what happens after they have been forwarded to the Board and staff.

Kathy said that the purpose of the list is to track any recommendations made. She added that if there were any action taken on the recommendation, the report would be updated.

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CAT REPORTS – Jan Campbell, Facilitator

Jan asked for any comments on the other CAT meetings and there were no questions.

CAT BYLAWS – PROPOSED REVISIONS – Jan Campbell, Chair, CAT

Kathy reported that the Executive Committee had completed a review of the CAT bylaws. Liz Goebel, Deputy General Counsel Senior in TriMet's legal department, had reviewed the proposed revisions. Kathy said that many of the changes were changes to terminology.

The following are additions to the bylaws:

Article II – Members, Officers and Vacancies

Section 3. Terms of Office

- Committee membership shall have an initial staggered, two-year term determined as follows:
 - Eight members at large: four two-year terms ending June 30, 2011, and four one-year terms ending June 30, 2010, determined by alphabetical order of members.
 - Six member representatives: three two-year terms ending June 30, 2011 and three one-year terms ending June 30, 2010, determined by alphabetical order of members.
- The TriMet Board representative is excepted from the foregoing, and shall serve at the pleasure of the TriMet Board President.

Section 9. Selection and Terms of Chair and Vice Chair

- The Chair and Vice-Chair shall assume their duties beginning July 1st and shall serve in that capacity for the term of their CAT membership appointment.

Section 10. Participation and Vacancies

- Members are expected to attend at least 75 percent of each the Public Work Session and Business Meetings in any year. A member shall notify the Chair or District staff at least 24 hours in advance of a meeting if the member is unable to attend. In an emergency, the

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member shall contact the Chair or District staff as soon as reasonably possible. Failure to notify shall be deemed to be an absence.

- Upon prior request of a member, the Executive Committee may approve a leave of absence of up to 90 consecutive days for good cause.
- In the event a member fails to attend at least 75 percent of each of the meetings, the Executive Committee will review the circumstances and make a recommendation on whether the member's position should be considered as vacant.

Article III - Meetings

Section 5. Regular Meetings

- Public Work Sessions meetings of the Committee shall be held on the first Tuesday of each month at 9 :00 a.m., unless changed by action of the Committee. The Chair may cancel a Public Work Session, with the concurrence of the Executive Committee. The Committee's annual cycle of meetings will begin with the July meeting and conclude with the June meeting the following year.

Section 8. Conflict of Interest

- Committee members shall declare any actual or potential conflicts of interest for any issue to be discussed. Member conduct shall be consistent with ORS Chapter 244 and the Oregon Government Ethics Commission rules. In case of actual conflict, the member shall withdraw from all discussion and voting. In case of potential conflict, the member may participate in discussion and voting following disclosure of the potential conflict.

Discussion

Claudia asked why the language was changed to district instead of TriMet in some instances. Kathy replied that was a suggestion from Legal.

Albert suggested picking names out of a hat to determine which member has a one or two-year term for fairness. Kathy stated the lottery idea had been discussed, but Liz felt the alphabetical sorting would be a more defined process.

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Claudia asked if officers would still be elected every year. Kathy responded that there would be an election every year for the open positions.

Terry requested clarification on the terminology of how long the officer positions would serve because it could be possible that there would not be an election every June. Kathy agreed that if all officers had two-year terms left on their membership term, a yearly election would not be necessary. She suggested adding "as-needed" in regards to elections of officers.

Stan questioned the renaming of the work sessions to public work sessions. All CAT meetings are open to the public. He stated concern that the public may misconstrue the wording. He suggested changing the name to the day of the week and month that the meeting takes place. He stated that when two members of CAT get together, and start talking about the next CAT meeting that is not proper because it becomes a public meeting that is occurring in secret.

Bob commented that two members talking about a CAT meeting would not be considered a public meeting. There has to be a quorum in order to have a meeting. No business could be decided if a quorum is not present, but discussions could occur. He stated that regardless of what the meetings are called, the public is notified about all CAT meetings.

Stan stated that you do not need a quorum to have a meeting. A quorum is necessary if decisions are to be made.

Kathy responded that TriMet provides public notice on every CAT meeting. She said that public participation is not required under Oregon public meeting law and that it is left to the committee to decide whether or not public participation is desired. CAT has allowed the public to be a part of the conversations at Work Session meetings, and a public comment period has been added to the Work Session agenda. Adding public to the title was an attempt to ensure people understood that it is a meeting where they can participate.

Stan commented that emphasizing one meeting as being a public meeting could encourage people to go to the Work Session over the business meeting. Jan responded that CAT had asked for suggestions for a new

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name for the work sessions, but none were received and the Executive Committee decided to change the title to Public Work Session. She reiterated that all meetings are open, and no decisions are made at Executive Committee meetings unless they come to the Work Session. Ideas are brought forth to the group at either Work Sessions or Business meetings.

Kathy clarified that the majority of the work of executive sessions as defined by the public meetings law would be to deal with personnel issues, or other issues not open to the public. She said that the CAT does not have any responsibilities to TriMet that would qualify for meeting in an executive session. The CAT's Executive Committee is a label for the group consisting of the three officers, and it is not an executive session as defined in the public meeting laws.

Albert mentioned that the meetings are listed in *The Oregonian*, and he suggested adding notice to the *Daily Journal of Commerce* because it is known for legal notices. Kathy responded that there is a distribution list that includes the Daily Journal of Commerce and other organizations that receive notices about CAT meetings.

Bob asked for clarification on the CAT meeting names. Kathy replied the meetings include the Public Work Session, Business meeting, and Executive Committee meeting. The Work Session is similar to the Board Briefing where the CAT meets as an entire committee and reviews issues in more detail. Jan commented that the Executive Committee consists of the officers, and subcommittee chairs when appointed, and the primary work is to develop the agendas for the next meetings.

Terry suggested simplifying Section 10 to include the public being welcome or encouraged to attend. He agreed with encouraging attendance, but asked if an excused absence would count towards the 75 percent. Jan replied that the Executive Committee would decide about what would account for an excused absence, and it would not account towards the 75 percent. If a person is going to be out for an extended period of time, they may take a leave of absence. CAT is trying to indicate that they want people that are going to make a commitment and be active.

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Claudia commented that any member that belongs to another organization should declare that they could be voting to give themselves money. Kathy used TriMet's association with Ride Connection as an example. If CAT were to make a recommendation that Ride Connection were to have responsibility for an activity, some might have issues that there was an appearance that some members might be promoting actions for personal gain or gain for their organization. She said that declaring a conflict would be similar to how Special Transportation Fund Advisory Committee members declare any conflicts in advance of making recommendations.

Claudia suggested adding to the bylaws that CAT does not meet in August. Kathy replied that CAT takes an action at the July meeting to agree to not meet in August. Lina added that there have been additional meetings in August that do not fall under standard business meetings.

Claudia requested to add information on the RTCC since there is information about the STFAC in the bylaws because CAT worked hard to gain membership to the RTCC.

Stan commented that he represented CAT on the RTCC for seven years, and he came to the conclusion that it was operating without any rules of order. It operates by consensus as opposed to Robert's Rules of Order. The RTCC does not encourage public participation in decision-making. He added that the RTCC does not have elderly and disabled representatives working on policies for that group.

Jan stated the RTCC is a regional transportation council, and it is important because it is part of the E&D plan. She suggested adding the purpose of the RTCC into the bylaws.

Jan asked for a motion to include the following changes to the bylaws:

- RTCC
- Excused absences not being included as part of the 75 percent attendance requirement
- Adding "as needed" to the election of officers

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Trish made a motion to approve the proposed changes to the bylaws with additions included. The motion was seconded and passed unanimously.

Jan suggested that the corrections be presented in blue type instead of red.

FIXED ROUTE OPERATIONS UPDATE – Peggy Hanson, Director, Transportation Operations

Operator Performance Report – December 2008-February 2009

Peggy Hanson reported there have been significant changes since June 2008 and that marked the beginning of a newly committed partnership with the ATU to address stop announcements. She said the current results indicate that TriMet and the ATU are supporting operators to meet the standard.

Peggy introduced members of the transportation management team. She said these staff members build and execute the compliance monitoring missions, counsel and re-instruct operators, and implement the disciplinary process when necessary. The managers include:

Hayden Talbot	Transportation Manager, Center Street.
Evelyn Warren	Transportation Manager, Powell.
Ruth Tilson	Transportation Manager, Merlo.
Don Allison	Transportation Manager, Rail Operations and Rail Operations Command Center
Mohsen Jalalipour	Transportation Field Operations Manager
Allison Horn	Executive Administrator

Jan thanked the staff for their efforts and said it is important to work towards compliance to enable everyone to use the transit system.

Peggy reported there have been 1,825 direct observations for compliance of operators.

- 1,267 were observed to be in compliance with ADA regulations.
- 558 were observed in noncompliance with ADA regulations.

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- Of the 558, 352 employees have entered the disciplinary or corrective action stage with their transportation manager.

Schedules for the missions will be developed a month in advance. Transportation managers would welcome CAT's attendance and participation. Peggy requested CAT to notify her if there are other locations that should be monitored.

Discussion

Jan asked if noncompliance varied by garages. Peggy replied that Center Street has the largest number of operators, but tends to receive the most recently graduated operators. The smaller garages, Merlo and Powell, have more senior operators, and have a higher percentage of noncompliance.

Jan commented that it seems that the senior operators are less likely to call stops and it may be more difficult for them to make the change. Peggy responded that it could be more challenging with the senior operators.

Bob asked about any other steps taken in addition to the disciplinary practice. Peggy responded that the transportation managers have been very creative in taking advantage of the teachable moment with the operators. Operators may be asked to participate on ride-alongs with other operators who demonstrate consistency in calling stops, or they may be asked to spend a day in the customer service arena to understand the importance of calling stops. Some operators have been reintroduced into Operations' training programs that are specific to ADA regulations.

Lina stated there has been an improvement since the buses have the automatic stop announcement feature (ASA) but the only stop announcements she has observed in the downtown are those that are requested. Peggy said that the ASA's have improved the customer experience but there is still work to be done.

Lina commented that occasionally she encounters an operator with a serious attitude problem, and some become upset when one requests the lift to be deployed. Peggy asked that customers report those issues when

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they occur. Lina replied that she did file a CSI and Peggy responded that she would follow up.

Albert asked if any consideration is given to when an operator is having a bad day. He inquired if the operators are still required to make the announcement when the ASA is working appropriately. He requested that operators seek out those individuals that request specific stops because they may not hear the announcement due to ambient noise.

Allen replied that operators are not required to make the stop announcement if the ASA is working. The ASA is based on GPS, and it may be less accurate in the downtown area. Operators should be calling all stops when downtown. He stated that he would incorporate Albert's request into the training routine to operators.

Trish commented that on Line 77, operators are good about announcing stops at nights when there are less people on board the bus.

Terry asked if an operator is required to make a stop that has been requested. Allen replied that if a person has requested a stop, the operator should pull over and make the stop.

CSI Process

Peggy reported that the CSI program would transition to the Service Improvement Process (SIP) on May 4. The new process is designed to provide the customer service representatives more information so they are able to respond and resolve the issue for the customer whenever possible at the call intake.

The CSI process entailed data entry and letters being exchanged, but it was missing the actual receipt of the issue of customer reports and TriMet's response. SIP will introduce the ability to address service issues immediately in the field, and it will help managers assist employees having performance issues. Both programs utilize the same database to gather customer feedback.

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There are four categories that the SIP process will use.

- 1) Immediate Action Category. Information received from a customer that meets criteria that may be of immediate concern for the safety of customers and employees. The manager will be promptly notified, and intervention techniques will be used in most cases to remove the operator from service to begin an investigation to the issue.
- 2) Direct Access Category. An example would be if a report were made to customer service that an operator is driving off route. The information would be relayed to a district field supervisor that is on duty on the system, and he or she would make immediate contact with the operator.
- 3) Priority Incident Category. Priority incidents are any serious violation of the ADA, and will require a direct in-field contact, assessment, and a corrective action by the transportation manager.
- 4) Non-Immediate Action Category. A report by a customer that by itself would not trigger an investigation or immediate response. It would require the station manager to determine the issue, the action, and any required follow-up.

The objective in the SIP process is to help every employee reach optimal performance standards, using methods of training, coaching, information sharing, and taking appropriate, prompt and immediate action when notified by the customers.

Discussion

Jan reminded CAT members that if they have questions on the SIP process or any other issues, they could contact Allen outside of the meeting.

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CUSTOMER OUTREACH FOR BUS SERVICE RETURNING TO MALL – Jon Joseph, Coordinator, Marketing Programs; Claudia Steinberg, Manager, Community Affairs

Claudia Steinberg introduced Jon Joseph, Marketing Programs Coordinator. He has worked with service planning, and in the communities with the neighborhood groups.

Claudia reported that the buses would return to the transit mall on May 24th. The week of May 18th will be a special safety week to prepare everyone for service on the mall. The Portland Business Alliance will be distributing information about the buses, stop locations, and how to be safe on the mall. There will be increased police presence in the area issuing tickets to people who are not abiding by the traffic rules. Cars need to be to the far left, and have to stay out of transit lanes.

There will be a parade of buses downtown on May 22nd. The buses will be moving from Pioneer Square on 5th to Portland State University where there will be an event with all of the students.

Signage will be posted in shelters on 3rd and 4th to let people know that the shelters will be removed and parking will be reinstated. After the Rose Festival the temporary curb extensions will be removed, and the buses will be operating on the mall. Flaggers will be located at key locations to provide assistance.

Jon emphasized that additional details and the distribution materials would be reviewed at the May 5th at the Public Work Session. Representatives from customer service will attend and discuss the activities and mall operations. Large print brochures will be available, and mall bus stop signs and displays will be in raised-letter Braille.

An extensive outreach process will begin in early May. Brochures will be available on buses and throughout the mall at the TriMet ticket office in Pioneer Courthouse Square and the PMIC (Portland Mall Information Center).

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Discussion

Albert asked if the numerals would be embossed at the stops. Jon replied that the signage will have raised lettering as well as Braille and he will confirm.

Claudia R. inquired where the brochures would be available. Jon responded that they would be distributed wherever tickets are sold.

Stan asked if marketing would have any involvement with the Rose Festival. Jon replied that TriMet is in partnership with the Rose Festival. There will be commemorative tickets for the third year in a row. The all-zone, all-day commemorative tickets will be \$4.50 for adults, \$3 for youth, and \$2 for Honored Citizens.

Jan requested more information on alternate format brochures. Jon said he would review the Work Session.

Jan suggested speaking to PSU students, particularly students with disabilities about safety issues, etc. Claudia S. agreed.

Terry suggested speaking more about security on the mall at the next meeting. Kathy stated the transit security presentation would occur at the May 20 business meeting.

CAT COMMENTS – Stan Lewis, CAT Member

Jan said that Stan had requested to make a brief comment on a specific issue.

Stan said that he would like to make a statement and read “In view of the facts that for years, number one, CAT members were active participants in the processes of being informed by staff of ongoing developments in the manufacturing of new rail and bus vehicles, and in the advisory work of study, personal examination, evaluation and recommendations before ordering took place. And that number two, the new rail bus vehicles are the result of a non-participatory process before ordering. I therefore as a point of personal privilege, as former chair of the rail bus subcommittee, and in

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recognition of the years of dedicated service done by members of that committee, declare that I believe that we can in no way be considered responsible for these vehicles.”

Stan said that the new vehicles might turn out to be excellent and provide many years of service, but CAT has not been involved in their selection. The declaration that was made has no bearing of criticism towards the board or staff. The agency has the right to make procedural changes as it wishes and the CAT understands that their role is to make recommendations to the Board.

CAT has had many people work without any recognition of their achievements. A number of years ago, Steve Kautz distributed photocopies of a plaque that was put in the interior front of one of the low-floor MAX cars as recognition for the CAT's work in fighting for a long time for light rail. Stan believes the plaque has since disappeared.

Jan is still active in the movement of accessibility, and she saw the need for a low-floor train system. Zoe was involved in the training of rail operators for years. She demonstrated how she enters from the platform, and explained the problems that she would encounter to give operators more clarity of the difficulties that the disabled community could face. The aspect of rail training is now missing.

Stan recalled a number of activities that had included the CAT's involvement and contributions on specific issues but emphasized that their level of participation has decreased.

GENERAL

Jan requested to have some volunteers to serve on the Nominating Committee. Trish Baker, Zoe Presson, and Terry Watson volunteered.

Due to time limits, Jan suggested Allen speak about the mall operations training at the May Public Work Session.

Bob commented that he has not attended the Work Sessions but he may be able to adjust his schedule to do so since CAT business is being

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conducted at those meetings. Jan replied that the meetings are the first Tuesday from 9:00 until noon at the Portland Building in Room C. She mentioned that both the Public Work Session and the business meeting would be held at the Portland Building starting in July.

ADJOURNMENT

The meeting adjourned at approximately 12:00 p.m.