

**MINUTES OF THE
COMMITTEE ON ACCESSIBLE
May 20, 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, Bill Brown, Teresa Christopherson, Tom Ciesielski, Stan Lewis, Zoe Presson, Claudia Robertson, Albert Rouse, Marie Sowers, Terry Watson, Robert Williams

Staff: Drew Blevins, Josh Collins, Kathy Miller, Allen Morgan, Claudia Steinberg

Guests: Leon Chavarria-Aguilar, Arnold Panitch

Jan Campbell, Chair, called the meeting to order.

APPROVAL OF THE AGENDA AND 4-15-09 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 April 15th meeting minutes.

Trish Baker made a motion to approve the minutes.

Albert Rouse made a correction to the minutes indicating that his request for embossed signs placed lower on bus stop signs applied to signage at transit centers.

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Trish revised her motion to include the correction. The motion was seconded and passed unanimously.

ANNOUNCEMENTS FROM THE CHAIR

Jan informed CAT members that the Oregon Megaconference for people with disabilities would be held June 25-27 at the Sheraton at the airport. The Sheraton will provide a shuttle between the airport and the hotel.

The Oregon Disabilities Commission will hold their meeting at the Conference on Thursday, June 25, from 2-5 p.m.

WRITTEN COMMUNICATIONS

Jan read a letter to the CAT from Scott Gates, Ride Connection, who is the RTCC Acting Chair regarding the role of the RTCC. CAT members may contact Scott for additional information as needed.

STAFF COMMENTS

Kathy Miller said that the Annual CAT Luncheon would be held in the Oregon Room at the World Trade Center immediately following the June 17 CAT Business meeting. Invitations will be sent.

PUBLIC COMMENT

Leon Chavarria-Aguilar suggested that downtown hotels be notified of the changes to the bus mall and that they be provided with mall maps for their guests. Leon had participated in Ride Guide duty and said that the staff at The Nines hotel was not aware of the changes.

Action Item:

- 1. Allen said that he would follow-up with Customer Service to add the hotel to their outreach efforts.**

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

Jan the reviewed the report and questioned if a recommendation should be included regarding a letter sent to the Board regarding the September 2009 Service Cuts Proposal.

Action item:

- 1. Kathy will verify if a formal recommendation was made regarding the letter and if so, add the recommendation to the report.**

CAT REPORTS – Jan Campbell, Facilitator

Jan reported on highlights of the CAT meetings including:

CAT Executive Committee (EC) Meeting – April 23, 2009

- Staff provided an update on suggestions that had been made by Bill Brown, Vice Chair, regarding LIFT service standards
- The EC also discussed CAT membership recruitment.

CAT Public Work Session – May 5, 2009

- Staff provided on update on the policy on the use of bikes on WES and MAX.
- Staff presented the final proposal for the September 2009 Service Cuts.
- Staff reviewed the plans for customer outreach for moving bus service back to 5th and 6th Avenues.
- Staff provided an update on fixed route operator training for the new mall.
- ATP staff reviewed the LIFT Quarterly Report for January-March 2009.

CAT Nominating Committee

- The Nominating Committee reviewed CAT applicants and will be conducting group interviews with five applicants.

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CAT BYLAWS – PROPOSED REVISIONS – Kathy Miller, Manager, Administrative Services

Kathy reported that the CAT had made three additional primary revisions to the CAT bylaws at the April 15 CAT meeting. Kathy reviewed the proposed revisions with Liz Goebel, Deputy General Counsel Senior in TriMet's legal department and presented the following additional revisions:

1. Suggestion: Add a section to the bylaws to reference the CAT's membership slots on the Regional Transportation Coordinating Council (RTCC).

Decision: A separate section regarding RTCC membership will not be added to the bylaws since the RTCC is not a TriMet-sponsored body. There was discussion with the CAT that the committee might develop a "letter of understanding" with the RTCC to address the CAT membership slots.

2. Suggestion: Excused absences should not be included as part of the 75 percent attendance requirement for each meeting.

Revised Text for Article II, Section 10 to read:

The Executive Committee may excuse the absence of a member for good cause which shall not count against the member's attendance requirements.

3. Suggestion: Add, "as needed" to the statement requiring an annual election of officers.

Revision Text for Article II, Section 9 to read:

During the regular Business meeting in July of 2009, and thereafter during the regular Business meeting in June of any year in which the term of a Chair or Vice Chair expires, and at any time when there is a vacancy in the office of Chair or Vice Chair, the Committee shall elect a Chair and Vice Chair from its membership, excepting the Committee member who is also a member of the TriMet Board.

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Recommendation

Trish Baker made a motion to approve the bylaws as presented with the additional revisions. The motion was seconded and passed unanimously.

TRANSIT MALL OPERATIONS UPDATE – Allen Morgan, Manager, Transportation Operations Training

Allen provided an update on the move of bus service to the new transit mall. Highlights included:

- There are fewer traffic violations being issued on the mall.
- 1,729 bus operators, employees, supervisors have completed training on mall operations.
- Rail operations training is underway and beginning August 30, a full slate of rail vehicles will be in operations on the mall.
- There will be a bus parade on Friday, May 22, at 10:30 a.m. on 5th Avenue from Pioneer Place to Portland State University.
- The Green Line Grand Opening will be held on September 12.

MAX SAFETY – Stan Lewis, CAT Member

Stan Lewis, CAT member, had asked for agenda time to address MAX safety and the use of the priority seating area. Stan believes that MAX is no longer safe for people who are frail and/or use mobility aids to travel and require a seat on the vehicle.

Highlights of his comments included:

- The priority seating area is no longer an option that can be offered people with assurance so that it needs to be recommended to people that they use LIFT.

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- The low-floor car is intended for accessibility use and the problem is exclusive to MAX. It does not exist to the same degree on bus or the Portland Streetcar systems.
- He would like the CAT to send a letter to the Board and develop a list of ideas for consideration as possible solutions to a new policy on the low-floor MAX.
- The basis of discussion for the letter to the Board would be how to restore the rules for people with disabilities.

Recommendation

Stan Lewis made a motion to authorize the CAT Executive Committee (EC) to send a letter to the Board indicating that the CAT asks the Board to begin to address solutions to the problem of safety in providing service to the elderly and/or people with disabilities.

Stan added that CAT members could include a list of ideas for the Board's consideration. He said that motion has nothing to do with the issue of enforcement and that would be a separate factor to address with the Board as it is their responsibility.

Lina Bensel suggested adding a phrase regarding the need for access to the priority seating area. It was agreed the motion should be as specific as possible.

The motion was revised to include that the Board address the need for access to the priority seating area. The motion was seconded passed with one abstention (Robert Williams).

Action Item:

- 1. The CAT will develop a list of ideas for consideration to include in the letter at their June 2 Public Work Session.**

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TRANSIT SECURITY AND GREEN LINE UPDATE – Shelly Lomax, Director, Operations Support; Vince Jarmer, Commander Transit Police

Highlights of the presentation included:

- TriMet has taken additional steps over the past eighteen months to reduce crime and the fear of crime on the transit system.
- The policing model used by TriMet is unique. The costs for the officers are fully paid for by TriMet and they are under the control of the Transit Police Commander. The officers are very familiar with the issues within the community and how the TriMet code can assist them in addressing those issues.
- In addition to the central precinct, the main location for the Transit Police Division, an east precinct and a west precinct have been established.
- With the opening of the Green Line in September 2009, a south precinct will also be created at Clackamas Town Center.
- All platforms have been reviewed to ensure they are in good repair and additional cameras have been installed.
- Transit police positions have increased from 29 to 53 over the past eighteen months and an additional five positions will be in place by July 1, 2009.
- Transit police are on the system both in uniform and in an undercover capacity.
- There has been a 17 percent decrease in reported crimes on the system from 2007 to 2008.
- Customer complaints have also declined.
- In 2009, Operations assumed responsibility for oversight of the ticket vending machines. New resources have been assigned to replace faulty machines and performance indicators have been established to maintain acceptable performance.

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CAT Comments:

- CAT thanked staff for their efforts in the area of security.
- CAT members should continue to support community programs through their interactions with county and city organizations in an effort to improve community behavior.
- Some programs in the community are actively instructing participants on the appropriate behavior on the transit system.
- There is still a perception amongst the elderly and people with disabilities that personal safety is a concern when using the system.

SPACE MANAGEMENT AND VEHICLE DESIGN – Josh Collins, Manager, Operations Communications; Drew Blevins, Director, Marketing

Josh Collins said that there had been discussion at a prior CAT meeting regarding the bike policy on WES and published materials indicating that people with bicycles and strollers are allowed to use the priority seating area when it is not needed by the elderly and/or people with disabilities.

Other highlights of the presentation included:

- Staff is working with the Type IV vehicle contractor to develop a modification that will address the slope and the entrance to the vehicle to make the vehicle more similar to the current vehicles.
- The Type IV vehicle design is different from the Type II and III vehicles. The Type II vehicle was a custom design, the first low-floor vehicle in the United States. The Type IV vehicle is more of an off-the-shelf design and is in use in at least two other properties.
- Additional vehicles with the same design as the Type II and III vehicles would have resulted in a significant increase in costs.
- The Type IV vehicles will be much quieter and easier to operate.
- In response to CAT members' comments about the committee's past involvement in the vehicle procurement process, staff ensured the CAT that it will be involved in future procurements.

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Drew Blevins, Director, Marketing, reviewed the use of the priority seating area on MAX and the steps taken to inform customers.

Highlights of the presentation included:

- Priority seating decals are on all the trains and buses.
- The number of audio announcements about the appropriate use of the priority seating area have been increased and are provided in both English and Spanish.'
- The "Respect the Ride" campaign includes information about priority seating as well as moving to the back of the vehicles to avoid crowding in the aisles and doorways.
- Information regarding vehicle use is also prominently displayed at all of the shelters and MAX platforms downtown on the customer information pylon. Similar information is included in the quarterly *Rider Insider*, in TriMet TV episodes, and on the website.
- Staff has also met with other groups, including the Urban Mamas, to educate people on the rules for stroller use on the system.
- Staff continues to review capacity issues on the system and remains invested in working with committee on making future improvements.

CAT Comments:

- It has been observed that customers on the Portland Streetcar are more aware of the needs of the elderly and people with disabilities and which may be mostly likely based on the demographics of who rides the system.
- At some point, it may be necessary to have a person on the platforms to ensure that people with disabilities are able to board and access the priority seating area.

TRIMET RIDEWISE PROGRAM – Drew Blevins, Director, Marketing

Drew addressed upcoming changes in the administration of the TriMet portion of the RideWise program. Highlights included:

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- The TriMet portion of the RideWise program is funded through the STFAC grant funding, which ends effective June 30.
- All of the functional responsibility of the partnership between Ride Connection and TriMet in support of the program will continue. Staff is in the process of determining how the work will be split.
- Staff will provide an update at the June Business meeting to address the details.

UPDATE ON TRANSIT MALL SHELTERS – Claudia Steinberg, Manager, Community Affairs

Claudia Steinberg provided an update on the status of the bus shelters on the new transit mall. The update included:

- Bus shelters will be arriving this summer but will not be installed in time for bus service returning to the transit mall.
- Temporary benches will be installed on 5th and 6th Avenues to provide seating.
- Ride Guides will be on the mall providing umbrellas in the event of rain.

ADJOURNMENT

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