

MINUTES OF MEETING
ACCESSIBLE TRANSPORTATION COMMITTEE

Tuesday, October 27, 2015
10 a.m. - Noon
Next Stop Center - Eugene Station
1099 Olive Street, Eugene, Oregon

MEMBERS PRESENT:

Pete Barron, Chair	Annie Saville, Vice Chair
Bill Morganti	Stefan Kwiatkowski
Aline Goddard	Scott Whetham
Paul Blaylock	Eleanor Mulder
Ed Necker (<i>ex officio</i>)	

COMMUNITY REPRESENTATIVES:

Hoover Chambliss	Fred Stoeffler
David Braunschweiger	

STAFF:

Susan Hekimoglu	Cosette Rees
Scott McFarland	Kris Lyon
Ellen Currier	Janice Friend, captioner
Lynn Taylor, minutes recorder	

I. Call to Order

Mr. Barron called the meeting of the Accessible Transportation Committee (ATC) to order.

II. Introductions, Announcements, Agenda Review

Those present introduced themselves. There were no changes to the agenda.

Mr. Blaylock announced there was now a 9:00 a.m. Amtrak train, but only on weekends and holidays. He said a roundtrip ticket from Eugene to Seattle was \$90.

III. Audience Participation

There was no one wishing to speak.

IV. Minutes Approval: June 16, 2015

The approval of minutes was postponed to the November meeting due to lack of a quorum.

V. LTD Website and Mobile App

Mr. McFarland demonstrated new design features and additional content of the Lane Transit District (LTD) website and mobile application. He said Google analytics were used to capture data about website activity such as the number of active users, type of user activity, bounce rate and type of device used for access. He said use was high with 10,000 active users in the past seven days and 35,000 during the past 30 days.

Mr. Chambliss observed that it appeared mobile access was beginning to surpass use of printed text. Mr. Kwiatkowski added that LTD should not reduce its printed materials as there were many "dead zones" where mobile access was not possible.

Mr. McFarland demonstrated the new and upgraded features, including:

- Unified design that allowed easy access to all LTD services
- Easier to use top navigation bar
- Mobile site that was an abbreviated version of the full site
- Central location for news and events
- Route finder
- Trip planner
- System map color coded by zone to be consistent with the *Riders Digest*
- Search functions
- Language converter (80 different languages)
- Social media links
- Establishing user accounts
- Readability and accessibility tools
- Communication with LTD staff
- Real time route information and service alerts

Ms. Rees commented that upgrading the website was a two-three year project and commended Mr. McFarland for his work. She said there were still opportunities to improve the website and invited feedback and suggestions from users. She said LTD was working towards consistency in communications with the public.

VI. *MovingAhead* Initiative Update

Ms. Currier distributed a document dated September 29, 2015, that summarized the Level 1 screening process. She said the Eugene City Council and LTD Board had both approved the recommendation to advance four corridors to Level 2 for further analysis of EmX, Enhanced Corridor, and No Build options. Those corridors were Highway 99, River Road, Coburg Road, and 30th Avenue-Lane Community College. In addition a recommendation to advance Martin Luther King, Jr. Boulevard for No Build and Enhanced Corridor only consideration was also approved.

Ms. Currier said Level 2 screening would include a more in depth analysis, including environmental impact, to determine which corridors were most feasible to move forward. She said public outreach would use the same approach as in Level 1, with the addition of some more focused activities in specific neighborhoods along corridors, and include interactive design workshops. She said the Better Eugene-Springfield Transit (BEST) organization was helpful in promoting public engagement activities.

Ms. Rees said the City of Eugene and LTD partnership on the project had resulted in positive feedback and supported a more extensive outreach and engagement campaign than with other projects.

In response to a question from Mr. Kwiatkowski, Ms. Currier explained that initially the Springfield section of Martin Luther King, Jr. Boulevard was part of the project, but the City of Springfield had determined it did not have the resources to dedicate to that section at this time so it was not included in the *MovingAhead* screening process.

Ms. Rees announced that Ms. Currier had accepted a job with Lane Council of Governments and would be leaving LTD.

VII. 2016 Advance Grant Programs Notice

Ms. Hekimoglu announced that the Oregon Department of Transportation (ODOT) had issued notification of 2016 grant programs in the following categories:

- Special Transportation Fund (STF) - Discretionary Grant Program
- Capital Investment Program
 - 5339 Bus Replacement (rural and small urban)
 - 5310 Enhanced Mobility of Seniors and Individuals with Disabilities
 - Mass Transit Vehicle Replacement (urban transit)
- Transit Network - Discretionary Grant Program

Mr. Necker asked if the Mass Transit Vehicle Replacement funds were for fixed route vehicles. Ms. Hekimoglu said they were, but noted that funds were also available for rural vehicles. She said application were due during February and March 2016. She said Transit Network funds could be used to fill gaps in public transit, such as the one between Yachats and Florence.

In response to a question from Mr. Blaylock, Ms. Hekimoglu said she had not received a reply to the letter to the Florence City Council, but could review minutes from the meeting during which it was presented and report back to the committee.

Ms. Hekimoglu said each region would receive a formula allotment of STF funds and then solicit projects to submit for the discretionary grant funding. She said a grant review subcommittee would need to be appointed by Mr. Barron to consider project applications. Interested committee members should let Ms. Hekimoglu or Mr. Barron know they would like to serve.

VIII. Oregon Transportation Conference Debrief

Mr. Morganti said he attended all three days of the conference. He liked the graphics displays and found the session on transportation for dialysis treatment very informative.

Ms. Hekimoglu said that a large number of members attended sessions during the conference and the committee was well represented.

Ms. Lyon said the Oregon Bus Rodeo was a success, with 28 competitors; nine were in minivans and 19 were in body-on-chassis. She said the winners of events in each category would represent Oregon at the International Bus Rodeo at the Community Transportation Association of America conference to be held in Portland in June 2016.

Ms. Rees said the dialysis session focused on a pilot program in Portland that provided a unique service to dialysis patients to facilitate their treatment. Ms. Lyon added that someone from Portland had offered to assist LTD in establishing a similar service in its area. She said there were two local dialysis clinics and enhancing transportation options for patients could help increase their quality of life.

Mr. Chambliss reported on a session entitled "Destination Downtown" presented by the City of Bend. He said the model described in the session could be helpful as Eugene continued to revitalize its downtown and look for ways to attract people to the downtown area. He said the river could be a featured destination and good public transit was an asset and partner to future development.

Mr. Barron said benefits of the conference included highlighting public/private cooperation and partnerships, exchange of information and ideas with other public transit systems, and exciting speakers.

IX. Way Finding at the Eugene Station for People with Visual Disabilities

Ms. Rees said meetings with customer groups had provided staff with information about navigating LTD's Eugene Station. She said many people oriented on a north-south and east-west basis. The diagonal design of the station made navigation challenging, even with travel training,

and GPS was not viable technology because of the number and proximity of bays. Customers preferred tactile navigation aids.

Ms. Rees demonstrated tactile devices that would be tested with customer groups. The devices were detectable with shoes or canes and could be used to create navigation trails throughout the station. She said some training would be required for users and the devices would not be the solution for all.

Mr. Whetham commended staff for continuing to explore ways to make transit accessible to everyone.

Ms. Rees said she would notify committee members when the test environment was ready to use.

Ms. Saville commented that many passengers wanted to pet and interact with service dogs and there should be a public service campaign to explain to the public that they should leave service dogs alone.

Mr. Whetham said people using professionally trained guide or service dogs received training on how to deal with that issue, but the problem was exacerbated by people who were using dogs that were not professionally trained and they were therefore unable to communicate to the public in a positive manner that the dogs should not be petted.

Several committee members agreed that a public service announcement would be helpful.

Mr. Blaylock said route No. 40 inbound trips ran late on Saturdays and suggested moving them from 30 minutes after to 20 minutes after.

Ms. Rees said Ms. Hekimoglu would facilitate a conversation between Mr. Blaylock and service planners.

X. Program Updates

a. **Lane Transit District**—No additional information was provided.

b. **RideSource Call Center Steering Committee**—The committee was scheduled to meet on November 12, 2015.

c. **RideSource Call Center**—Mr. Braunschweiger reported that the Call Center was very busy, with many people using the new phone system. He said a analysis of demand for service reports was being conducted and a hiring process was under way to fill vacancies due to retirements. He said some security changes had been made at the Call Center, including closing the gate and locking the gate during the week. He said a security audit of the facility in general would be done at some point in the future. He said capacity continued to be a challenge, particularly for ambulance rides, and new providers were being added to meet demands.

Mr. Necker asked if new providers were cooperative with the drug testing requirement. Mr. Braunschweiger replied that providers handling transportation for ADA riders were required to be tested and they had been cooperative. Testing was not required for the rest of the providers

In response to questions from Mr. Whetham regarding call times and usage under the new system, Ms. Lyon said previously Monday calls averaged around 1,200; under the new phone system Monday calls were typically about 2,000. She had received positive feedback about the

system, including the new option to request a call back instead of waiting in the phone queue. She explained how the new system worked and said there had been a significant decrease in abandoned calls (hang ups before speaking to a customer service representative) because of the new features.

d. RideSource ADA Paratransit—Mr. Braunschweiger said several drivers were being hired, both to fill vacancies and slowly grow the system and meet demand. He said the RideSource fleet included a number of vehicles with high mileage and eight new vehicles, which were going through the acceptance process, had recently been obtained. He said that would help the fleet maintenance program, as would the addition of a third position in the fleet maintenance budget.

e. South Lane Wheels—No report.

f. Florence Rhody Express—No report.

g. Oakridge/Diamond Express—Ms. Goddard reported that only the Diamond Express bus was in operation currently as the large bus had been rear ended yesterday in Pleasant Hill and would need to be repaired. She said there were no injuries and the vehicle was drivable, but the bumper would have to be replaced.

Ms. Rees commended Ms. Goddard's swift communications with operators and customers when there were problems in the system.

Mr. Blaylock what companies had wheelchair-equipped vehicles for transfers to the train station. Ms. Lyon said that Budget was the only provider at this time.

h. White Bird Clinic—No report.

i. Alternative Work Concepts—Mr. Whetham reported that travel training for the recent route changes went well. He said there was a learning curve associated with using the new phone system, but people were beginning to understand the new features. Requests for travel training fluctuated, but there was a high demand at this time, with many referrals coming through special education programs at school districts.

j. Lane Council of Governments Senior & Disability Services—No report.

k. LILA—No report.

l. Other—There was no other business.

XI. Adjourn

The next meeting was scheduled for Tuesday, November 17, 2015.

Mr. Barron adjourned the meeting at 11:55 a.m.