

BEFORE THE COUNCIL OF THE
METROPOLITAN SERVICE DISTRICT

FOR THE PURPOSE OF ENDORSING) RESOLUTION NO. 80-162
THE 504 TRANSITION PLAN)
) Introduced by the Joint
) Policy Advisory Committee
) on Transportation

WHEREAS, Section 504 of the Rehabilitation Act of 1973 prohibits discrimination on the basis of handicap in any program receiving federal assistance; and

WHEREAS, The United States Department of Transportation regulations have established standards of accessibility to public mass transportation facilities and services by the handicapped; and

WHEREAS, These regulations require a 504 Transition Plan which will identify transportation improvements and policies needed to achieve program accessibility and to provide interim accessible transportation prior to its achievement; and

WHEREAS, Tri-Met has prepared such a 504 Transition Plan as an outgrowth of its ongoing activities in planning public mass transportation facilities and services; and

WHEREAS, This 504 Transition Plan sets forth a recommended strategy (Exhibit B) to achieve program accessibility by FY 1986 subject to its further development and periodic reappraisal and refinement; and

WHEREAS, Metro staff review has found that the Plan incorporates suitable courses of action to fulfill requirements of the United States Department of Transportation regulations; now, therefore,

BE IT RESOLVED,

1. That the 504 Transition Plan is consistent with local and regional transportation objectives and plans.

2. That the Metro Council endorses the 504 Transition Plan subject to its further development and periodic reappraisal and refinement.

3. That the Metro Council finds the 504 Transition Plan in accordance with the region's continuing, cooperative, comprehensive planning process and hereby gives affirmative A-95 Review approval.

ADOPTED by the Council of the Metropolitan Service District this 26th day of June, 1980.


Presiding Officer

BP:ss
8236/118

A G E N D A M A N A G E M E N T S U M M A R Y

TO: Metro Council
 FROM: Executive Officer
 SUBJECT: Endorsing the 504 Transition Plan

Res 80-162

APPROVED BY THE METRO COUNCIL

THIS 26th DAY OF June 1980

Cynthia M. Wickman
 CLERK OF THE COUNCIL

I. RECOMMENDATIONS:

- A. ACTION REQUESTED: Council adoption of the attached Resolution endorsing a transit accessibility plan in accordance with United States Department of Transportation (USDOT) requirements and Section 504 of the Rehabilitation Act of 1973.
- B. POLICY IMPACT: This action will enable submittal of the 504 Transition Plan to the Urban Mass Transportation Administration (UMTA) for its approval, thus allowing continuing flow of funds for transit operations and improvements. It will support regional policies to develop public mass transportation facilities and services which can effectively be utilized by elderly and handicapped persons. TPAC and JPACT have reviewed and approved this plan.
- C. BUDGET IMPACT: The approved Metro budget funds staff planning activities involved in establishing priorities and monitoring project implementation.

II. ANALYSIS:

- A. BACKGROUND: Section 504 of the Rehabilitation Act of 1973 prohibits discrimination on the basis of handicap in any program receiving federal assistance. USDOT regulations require that accessibility of mass transportation facilities, equipment and services be provided to handicapped individuals in compliance with Section 504 (see Exhibit A) .

Rules and regulations to carry out transportation accessibility have been developed and call for the preparation of a Transition Plan which defines a staged, multi-year program for ensuring accessibility for the handicapped. The purpose of the plan is to (1) identify transportation improvements and policies needed to achieve program accessibility, and (2) to provide interim accessible transportation prior to achievement of program accessibility.

Tri-Met has developed a 504 Transition Plan, summarized in Exhibit B, for meeting requirements of Section 504. This plan incorporates elements of Tri-Met's recently adopted Transit Development Program which, among others, sets

forth an objective to improve mobility for the disadvantaged:

"Develop required "Transition Plan" for meeting requirements of Section 504 of the Rehabilitation Act of 1973; procure wheelchair accessible equipment on all new transit buses and light rail vehicles purchased so that at least 35 percent of the fleet is accessible by 1985; ensure that all new facilities constructed by or for Tri-Met are wheelchair accessible; provide interim accessible transportation, as direct provider and/or service contractor, to maximum extent possible within existing resources and to a minimum of two percent of Tri-Met's Section 5 funds."

One of the major barriers to accessibility is that most urban transit vehicles cannot accommodate persons in wheelchairs. To overcome this barrier, all new buses purchased by Tri-Met will include a lift feature that will allow persons in wheelchairs to utilize fixed-route bus service. Since Tri-Met does not at this time have any wheelchair accessible fixed-route buses, the rate that the Tri-Met fleet becomes accessible depends upon the schedule of acquisition of new buses.

The 504 Program accessibility requirements must be met by 1989. The recommended option, the Major Services Improvement Plan, would meet this requirement. In this option, emphasis would be placed on fleet expansion with Tri-Met purchasing 742 accessible buses between 1981 and 1990. Program Accessibility would be reached in FY 1986, at which time 50 percent of the peak hour fleet would have wheelchair lifts. By FY 1989, 73 percent of the peak hour buses would be accessible. To assist those who cannot use the fixed-route bus system, Tri-Met would continue to support demand-responsive service by coordinating and partially funding these services provided by various other agencies.

- B. **ALTERNATIVES CONSIDERED:** In addition to the Major Services Improvement Plan, a fallback option is proposed. This option, the Existing Service Commitments Plan, would also place emphasis on fleet replacement. In this option, Program Accessibility would be achieved in FY 1988 with 552 accessible buses purchased between 1981 and 1990. The Ridesharing and Special Needs Transportation programs would continue at about the same level as today, except that Tri-Met would maintain a coordinating role for special needs door-to-door service and provide no direct funding support.

C. CONCLUSION: Metro staff recommends adoption of the Resolution endorsing the 504 Transition Plan by which program accessibility can be achieved.

BP:ss
8215/118
6/26/80

EXHIBIT A

DEFINITION OF PROGRAM ACCESSIBILITY

- Fixed Route Bus System - The system must be accessible to handicapped persons who can use steps; and the system, when viewed in its entirety, must be accessible to wheelchair users. With respect to vehicles, these requirements mean that at least one-half of the peak-hour bus service must be accessible and accessible buses must be used before inaccessible buses during off-peak service.
- Light Rail Systems - The system when viewed in its entirety must be accessible to handicapped persons including wheelchair users. All stations must be accessible to handicapped person who can use steps, and key stations must be accessible to wheelchair users. Key stations include transfer points, interchange points with other modes, end stations, stations serving major activity centers (colleges, hospitals, etc.), or stations which generate sizable amounts of handicapped trips.

Each vehicle must be accessible to handicapped persons who can use steps; at least one-half of the peak-hour light rail service must be accessible to wheelchair users and accessible vehicles must be used before inaccessible vehicles during off-peak service.

BP:ss
8215/118

SUMMARY

TRANSITION PLAN
OF
THE TRI-COUNTY METROPOLITAN TRANSPORTATION
DISTRICT OF OREGON

IN

COMPLIANCE WITH THE DEPARTMENT OF
TRANSPORTATION REGULATIONS IMPLEMENTING
SECTION 504 OF THE REHABILITATION
ACT OF 1973

Prepared by:

Tri-Met
June 9, 1980

I. Highlights of the 504 Regulations as They Refer to Mass Transportation

In May, 1979, the United States Department of Transportation issued regulations for implementation of Section 504 of the Rehabilitation Act of 1973. These regulations stated that "...no otherwise qualified handicapped individual...shall, solely by reason of his or her handicap, be excluded from the participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance."

Mass transportation was specifically addressed in the 504 Regulations in a statement requiring "...access for elderly and handicapped persons to public mass transportation facilities, equipment and services."

Section 504 also requires that recipients of federal dollars prepare a transition plan that describes how program accessibility will be achieved. This plan must be reviewed by a citizen's committee, presented at a public hearing, endorsed by the Metropolitan Planning Organization, and submitted to the Urban Mass Transportation Administration by July 1, 1980.

The following is a brief description of the 504 requirements with respect to mass transportation and a summary of Tri-Met's Transition Plan. Final approval of this Plan by the Metropolitan Service District (Metro) is expected in June, 1980.

II. Program Accessibility Requirements

A. Fixed Facilities for the public:

1. Existing fixed facility accessibility shall be achieved by a staged sequence of...modifications, replacements, and new construction...changes not involving extraordinarily expensive structural changes...shall be implemented no later than three years after the effective date of this regulation." (June 1, 1982)
2. New facilities and alterations. "New transit fixed facilities for the public shall incorporate such other features as are necessary to make the fixed facilities accessible to handicapped persons." Design or alteration of new facilities shall be "accessible to and usable by handicapped persons."

- ### B. Fixed Route Bus System: Program accessibility is achieved when 50% of the peak hour fleet is accessible to handicapped persons and "the system when viewed in its entirety, is accessible to wheelchair users." This must be achieved no later than 1989. With respect to vehicles, all new vehicles purchased "...shall be accessible to handicapped persons, including wheelchair users..."

- C. Program Policies and Practices: "Program policies and practices that prevent a system...from achieving program accessibility shall be modified...no later than three years after the effective date of this regulation." (June 1, 1982)
- D. Interim Accessible Transportation: "No later than three years after the effective date of this part (June 1, 1982), each recipient whose system has not achieved program accessibility shall provide or assure the provision of interim accessible transportation for handicapped persons who could otherwise use the system if it had been made accessible. Such transportation shall be provided until program accessibility has been achieved."

"Interim accessible transportation shall be developed in cooperation with an advisory group of representatives of local handicapped persons and groups... During the period for interim accessible transportation, the recipient shall be obligated to spend annually an amount equal to two percent of the financial assistance it receives under Section 5 of the Urban Mass Transportation Act of 1964... The recipient is not obligated to spend more on interim accessible transportation than the amount specified... Subject to the expenditure limitation interim accessible transportation shall be available within the recipient's normal service area and during normal service hours... The recipient... shall use its best efforts to coordinate and use effectively all available special services and programs in the community..."

- E. Transition Plan: "The purpose of the plan is to identify the transportation improvements and policies needed to achieve program accessibility and to provide interim accessible transportation prior to the achievement of program accessibility..."

The plan shall include:

1. "Identification of public transportation vehicles, fixed facilities, services, policies and procedures that do not meet (the) program accessibility..."
2. "Identification...of the improvements and policies required for bringing them into conformance..."
3. "Establishment of priorities among the improvements, reasonable implementation schedules and system accessibility benchmarks..."
4. "Assignment of responsibility among public transportation service providers for the implementation of improvements and policies."
5. "Identification of coordination activities..."
6. "Estimation of total costs and identification of sources of funding..."
7. "Description of community participation..."

8. "Identification of responses to substantive concerns raised during public hearings on the plan."

III. Summary of Tri-Met's 504 Transition Plan

A. Assessment of Current Transit System Accessibility

1. Vehicles: None of Tri-Met's 559 standard size buses on fixed-route service have wheelchair lifts or kneeling features.
2. Services: The major barrier to service accessibility is the lack of accessible vehicles. Additional service barriers include:
 - *areas currently not served in Tri-Met's service district,
 - *areas currently being served with no sidewalks and inadequate loading areas,
 - *greater demand for special door-to-door services than current capacity.
3. Policies and Practices: Since Tri-Met has no accessible buses on mainline service, no programs exist in the training of drivers to assist wheelchair users. However, a number of policies currently exist for elderly and disabled passengers. These include:
 - *reserved seating in the front of buses for elderly and disabled passengers,
 - *training drivers to assist elderly and disabled passengers when necessary,
 - *seeing-eye dogs to accompany visually impaired passengers,
 - *coordination of special transportation services in the tri-counties,
 - *free travel training for the mentally retarded,
 - *reduced senior citizen fare during specified hours.
4. Fixed-Facilities: Tri-Met fixed facilities which fall under program accessibility requirements include the following:
 - *Main Administration Building, 4012 S.E. 17th Avenue
 - *Customer Assistance Office, 522 S.W. Yamhill
 - *Beaverton Transit Station

- *Cedar Hills Transit Station
- *Barbur Boulevard Transit Station
- *71 Park and Ride Lots
- *615 Bus Shelters

All of the above-listed facilities meet or exceed the existing facilities requirements except bus shelters, there are no new facilities or alterations as defined in the regulations. New bus shelters meet new facilities requirements.

5. Special Transportation System: Tri-Met currently operates six LIFT buses and acts as the major planner and coordinator of special transportation services through subcontracts with other providers, in the tri-counties. In FY 80, the Tri-Met Board allocated \$660,000 for operation of SNT program, twice the amount of the previous year. The ride goal for FY 80 is 244,000 one way rides. In September, 1979 a citizen's advisory committee was appointed by the Board to help the staff "determine the best ways to provide the most service, identify the financial resources to support it and define the appropriate role for Tri-Met" in the short and long term. In February, the Committee presented a series of recommendations to the Tri-Met Board that included the phase out of Tri-Met's operations of the LIFT, the increase of special transportation services through subcontracts, and a 25% increase (to \$825,000) in the Tri-Met budget for special transportation.

B. Program Accessibility Plan

1. Vehicles: In accordance with state and Federal law, all new buses purchased by Tri-Met will be wheelchair accessible. Depending on Tri-Met's service expansion program over the next five years, 50% of Tri-Met's peak hour fleet could be accessible as early as 1986 and no later than 1989.
2. Service Accessibility: Tri-Met's Transit Development Program (TDP) is designed to improve the level of service provided by Tri-Met over the next five years. These improvements in service will become available to transportation-handicapped persons as Tri-Met acquires buses with wheelchair lifts. But since accessible buses will be acquired over a period of six to nine years, that is, the system will not be immediately accessible, a strategy for deployment is needed. As accessible buses become available, they should be placed on bus lines that maximize the opportunity of transportation-handicapped persons to use the fixed-route bus system.

One strategy for deployment of accessible buses is to give priority first to those lines that (1) service concentrations of elderly and handicapped persons, (2) serve destinations of

particular interest to handicapped persons, and (3) are a major link in the Tri-Met route structure. Evaluation of all current Tri-Met lines with these criteria, resulted in a grouping of lines according to priority of greatest utility of service for handicapped persons. This grouping is summarized on the following table.

Priority Grouping of Tri-Met Lines
According to Priority For Accessibility

Group #1

Lines: #6 - Sellwood/Union, #8 - Irvington/Jackson Park,
#12 - Beaumont/Foster, #14 - Sandy/52nd Avenue,
#15 - Lincoln, #53 - 23rd Avenue

Group #2

Lines: #2 - St. Johns, #3 - Fessenden, #19 - East Glisan/Division,
#20 - East Burnside/21st Avenue, #21 - Mt. Tabor,
#26 - Holgate/33rd Avenue

Group #3

Lines: #28 - Mississippi/Woodstock, #29 - Crystal Springs/Vancouver,
#72 - 82nd Avenue, #77 - Beltline

Group #4

Lines: #5 - Vancouver, #9 - Broadway/Powell, #34 - River Road
#37 - Tualatin/North Shore, #40 - Capitol Hill/Halsey

Group #5

Lines: #18 - Troutdale, #27 - Harold, #30 - Ardenwald, #33 - Oregon City,
#41 - Portland Community College, #54 - Beaverton-Hillsdale Hwy,
#56 - Washington Square, #57 - Forest Grove, #59 - Cedar Hills,
#67 - Beaverton/Cedar Hills, #71 - Killingsworth, #75 - 39th Ave.

The proposed phasing of accessible buses into the Tri-Met system would be as follows:

Fiscal Year 1982. Tri-Met will receive 87 60-foot articulated buses in mid-1981. These buses will be put into service in Fall, 1981. Approximately 77 of these buses will actually be scheduled for service, while 10 will be used as maintenance reserve. Because these buses are the first high-capacity vehicles

to be used by Tri-Met, consideration must be given to passenger loading characteristics and overload situations that exist on many Tri-Met lines today, as well as to the criteria for accessible buses described above.

Seven of the 12 lines in priority groups 1 and 2 would receive a total of 43 accessible buses. These include lines #2, #8, #12, #14, #19, #20, and #21. In addition, the accessible buses would be scheduled on 15 other routes including #9, #18, #33, and #57. At this time, 14% of the buses scheduled during the peak period and 38% of during off-peak would be accessible.

Fiscal Year 1983. Tri-Met will receive 75 standard 40-foot buses this year, of which 64 will be placed in scheduled service. At this point in time, 23% of Tri-Met's peak service will be operated with accessible buses.

By FY 1983, all 12 priority groups 1 and 2 lines would have accessible buses, as would half of the priority group 3 lines.

Fiscal Year 1984. Tri-Met will receive 30 articulated buses and 60 standard buses, of which 79 will be placed in scheduled service. About 31 percent of Tri-Met's peak service will be accessible. All lines in priority groups 1, 2, 3, 4, and 5 would be operated with accessible buses.

Fiscal Years 1985-1986. During this period, Tri-Met will purchase 170 new buses, bringing its accessible fleet to 422 buses. Program accessibility would be reached during this period. Accessible buses would be scheduled on all Tri-Met lines, and more importantly, nearly all buses scheduled during non-peak times would have wheelchair lifts.

3. Policies and Practices

In order to reach full program accessibility, Tri-Met's policies and practices in areas other than vehicle and facility accessibility must be addressed. The following summarizes some specific policy recommendations to be implemented over the next three years.

*SAFETY AND EMERGENCY POLICIES AND PROCEDURES. Policies will be established to insure the routine transporting of persons with differing disabilities and the evacuation of passengers in emergency situations.

*PERIODIC SENSITIVITY AND SAFETY TRAINING. Tri-Met operators will have sensitivity training in the handling of disabled passengers as part of their routine training sessions. These sessions will also include training in the use of the LIFT mechanism and the securement of passengers while riding the bus.

- *ACCOMMODATIONS FOR COMPANIONS OR AIDES OF HANDICAPPED TRAVELERS. Accommodations for aides for disabled passengers may include a possible fare reduction of no-fare.
- *INTERMODAL COORDINATION. Tri-Met will coordinate services with other transportation institutions and modes as the fleet becomes accessible (e.g., Amtrak, intercity bus, and airport).
- *COORDINATION WITH AGENCIES AND INSTITUTIONS. Tri-Met will support transportation services on behalf of the disabled (e.g., interface between fixed-route service and social service transportation providers prior to and after program accessibility is reached.)
- *MARKETING CONSIDERATIONS. Tri-Met will provide information on accessible services including: periodic publications describing accessible facilities and services; identification of bus facilities with the international symbol for accessibility; signs identifying how to use the devices to hold down wheelchairs; signs explaining to passengers requirements to make seats available to handicapped passengers; designation of accessible trips on public timetables, Mall information screens; downtown Trip Planning kiosks and user information units; designation on bus stop signs of accessible bus routes; transit advertising panels in the exterior of the accessible buses to communicate to the general public that the buses are accessible; a central special transportation phone number.
- *LEASING, RENTAL AND PROCUREMENT PRACTICES. Tri-Met when negotiating service contracts and leases for passenger facilities (such as park-and-ride lots) will be consistent with program accessibility.
- *PLANNING PRACTICES. Tri-Met, when planning with public and private agencies, for demand-response services will assure maximum opportunities to provide the desired services.
- *REGULATORY CONSTRAINTS. Tri-Met will encourage reforms in regulations that currently hinder accessible services.
- *MANAGEMENT SUPERVISION. Tri-Met will provide supervision of accessible facilities and vehicles, including road supervision, dispatching practices, and schedule coordination at transfer facilities.
- *MAINTENANCE AND SECURITY. Testing and inspection of accessibility features will occur on a regular basis.

*LABOR AGREEMENTS AND WORK RULES PROVISIONS. Tri-Met will insure that operator responsibilities will include special provisions for the transporting of disabled passengers.

*INSURANCE COVERAGE. This will include special agreements with other providers for adequate insurance coverage for the transporting of disabled passengers.

4. Fixed Facilities: Even though Tri-Met meets or exceeds existing facility requirements as defined in the DOT's regulations, in order to provide a higher level of accessibility, the following will be accomplished over the next three years:

*By July 30, 1980 all facilities listed (page 3) except Park-and-Ride lots and bus shelters will be resurveyed to determine what modifications would be necessary to bring them up to the "new facilities" requirements.

*By June 30, 1981, Tri-Met will, whenever reasonable, bring existing facilities, except Park-and-Ride lots, up to "new facilities" standards.

*Prior to the time accessible fixed-route service commences on a particular line, Park-and-Ride lots and bus shelters serving that line shall be, whenever possible, upgraded to "new facilities" requirements, so that Park-and-Ride lots have parking spaces designated for the disabled and that shelters be marked as accessible.

5. Special Transportation System: Interim services will be provided prior to the achievement of program accessibility. To insure that an equivalent level of service, with funding limitations, is possible, the following policies are proposed:

*Tri-Met shall make all its programs accessible to the disabled as required under Department of Transportation regulations.

*Tri-Met shall plan, coordinate, provide a funding base, and act as broker for a coordinated door to door pre-scheduled transportation program for qualified disabled people in the tri-county area. The basic goal of door to door service shall be to provide services as equivalent to the fixed route service as is possible. As fixed route buses become accessible, the door to door service shall, whenever possible, function as a feeder service to the fixed routes.

*Tri-Met shall encourage and facilitate coordination between Tri-Met funded door to door service and other public and private transportation serving special needs in the area. Other transportation includes fixed route buses, carpools, taxis, vanpools, churches, etc.

*Tri-Met shall continue the Honored Citizen Program for senior citizens.

*Tri-Met shall provide free travel training tickets for mentally retarded adults.

*Tri-Met shall become a central information point regarding transportation for the disabled throughout the tri-county area.

*An advisory committee for the transportation handicapped shall be appointed by the Tri-Met Board and meet, at least monthly, to assess and make recommendations regarding the six previously listed responsibilities. This committee shall report yearly to the Board regarding the past year's operation and make recommendations for the next year.

C. Cost of Accessibility Improvements

Tri-Met's Transit Development Program (TDP) includes a forecast of service improvements over the next five years. These cost estimates includes costs of compliance with the 504 Regulations. The chart on the next page estimates cost of accessibility.

D. Citizen Participation

1. Committees

- a. The Committee for Review of Proposed 504 Regulations was formed in July, 1978. The Committee prepared a report and presented it to the Tri-Met Board (see Appendix 2). The Committee's foremost recommendation expressed the importance of local jurisdictions authority along with the local elderly and disabled community, to determine the solutions to the transportation needs of that community.
- b. The Special Needs Transportation Policy Advisory Committee (SNTPAC) was appointed by the Tri-Met Board in May, 1979. This 18 member committee of consumers, advocates and local government representatives met for 5 months to help develop short and long-range policies for providing transportation to the elderly and disabled. In February, 1980, the Committee presented a series of recommendations to the Tri-Met Board (see Appendix 3) that called for the phase out of Tri-Met's direct operation of door-to-door services, an increase in rides through subcontracts with more cost-effective providers and a 25% increase in Tri-Met general funds to support these services. SNTPAC also recommended that door-to-door services should be integrated with the fixed-route system as it becomes accessible. In April, 1980 as an extension of the Committee's work, it met twice to review elements of Tri-Met's 504 Transition Plan.

COST ESTIMATES FOR ACCESSIBILITY

	<u>79/80</u>	<u>80/81</u>	<u>81/82</u>	<u>82/83</u>	<u>83/84</u>	<u>84/85</u>
No. of New Vehicles Purchased	--	--	87	75	90	170
Cost for Lifts	--	--	\$1,305,000	\$1,125,000	\$1,350,000	\$2,550,000
Maintenance of Lifts	--	--	\$137,334	\$129,049	\$ 168,780	\$ 347,540
Operator Training	--	\$ 25,432	\$ 2,171	\$ 3,926	\$ 5,310	\$ 6,550
Staff	\$ 58,403	\$127,733	\$139,230	\$151,763	\$ 165,424	\$ 180,314
Special Needs Transportation	\$660,000	\$825,000	\$1,031,000	\$1,289,000	\$1,482,000	\$1,704,000

One Time Costs:

Marketing: Brochures, Public Information \$31,000
 Facility Survey: \$1,000
 Building Modifications: \$10,000

2. Public Hearings

- a. SNTPAC held a hearing on December 12, 1979 to discuss options for special transportation services in the tri-counties. Over 100 people attended and 30 people testified. Comments were included in SNTPAC's final report to the Tri-Met Board in February.
- b. On May 27, 1980, Tri-Met and the Metropolitan Service District sponsored a public hearing to review Tri-Met's 504 Transition Plan. 30 people attended and 15 testified.

3. 504 Workshop

On May 13, Tri-Met sponsored a 504 Workshop to discuss major issues regarding Tri-Met's compliance with the 504 Regulations. (See Appendix 5.) The four workshops included:

- 1) Fixed-route Accessibility
- 2) Special Transportation Services
- 3) Personnel Policies and Fixed-Facility Accessibility
- 4) Policies and Practices

4. Summary of Citizen Input

Changes have occurred in Tri-Met's Transition Plan as a result of testimony and discussions received at the hearing, workshop and meetings with concerned citizens. A summary of these concerns and Tri-Met's responses are identified below.

DRIVER TRAINING - Concerns were raised regarding the type of training drivers would be receiving in the handling of disabled passengers and in the use of the lift mechanism. Current riders of door-to-door services felt, in some cases, their drivers, as well as mainline service drivers, should receive detailed training in safety and sensitivity methods to reduce schedule delays and misunderstandings. Tri-Met intends to develop a training program for mainline drivers, prior to the arrival of accessible fixed-route buses and has already begun to review driver training programs used by other transit districts. Currently, Tri-Met does not provide training to drivers of other providers of special services; however, most of these providers have their own training programs. Tri-Met does have the power, within contracts with other service providers, to ensure safe and sensitive handling of disabled passengers.

INTERIM SERVICE - Current door-to-door services are only offered on weekdays between 7:00 a.m. - 6:00 p.m. Some people felt that the lack of weekend and night service did not fulfill the intent of the regulation to provide "equivalent" interim service. Since Tri-Met is spending in excess of the 2% of the Section 5 requirement and is providing service during the hours of greatest demand and still not meeting current demand, it was felt that Tri-Met is fulfilling the requirement of interim service 27.97(2)(ii) that states, "subject to expenditure limitation...interim accessible transportation shall be available during the recipients normal service hours". With the introduction of accessible fixed-route buses in 1982 service hours for disabled passengers will increase. It may also be possible to provide extended hours of door-to-door service starting in July, 1981.

Questions arose regarding the number of special transportation rides and the commitment of financial resources to provide those rides. Tri-Met, as defined in the Transition Plan, will comply with the 504 requirement and spend a minimum of 2% of Section 5 money. Staff has projected a special transportation budget that calls for an increase in budget and rides over the next five years. (See III-43). The Tri-Met staff and Board will review these annually as part of the Tri-Met budget process.

FIXED-ROUTE ACCESSIBILITY - Overall, reaction to Tri-Met's proposed deployment of accessible fixed-route buses was favorable. Comments included; concern for schedule adjustments to allow for the boarding and deboarding of disabled passengers, the types of lifts and tie-down features being selected and bus stop access. Tri-Met intends to make schedule changes, whenever necessary, for safe transporting of disabled passengers. As recommended by SNT PAC, Tri-Met also intends to establish an ongoing citizen's advisory committee to review issues of concern regarding both interim and fixed-route services. This committee could review different types of lifts and tie-downs, as well as recommend policies for local jurisdictions to use in providing curb cuts and street improvements to ensure the accessibility of bus stops. Tri-Met staff will also continue workshops and meetings with concerned groups as other related issues emerge.

Since there is little data available as to the trip patterns of the disabled, when reregistration of special transportation clients begins in September, they will also be asked questions regarding their future use of accessible fixed-route services. This will help staff in its review of the allocation of buses.

PUBLIC INFORMATION - At the Workshop and Public Hearing, members of the blind community expressed concern over the reduction in hours and staff of Tri-Met's telephone information center. Although it is Tri-Met's intent to increase the amount of "on-street" information to the general public, it was agreed that this policy might create a barrier for blind riders seeking access route information. Tri-Met intends to add a central disabled persons information phone number, that will not only provide schedule information, but will answer general inquiries regarding special transportation services, provide registration information and take complaints. Meetings with the blind and other disabled groups are currently being arranged to discuss the details of this service.

APPROVED BY THE METRO COUNCIL

THIS 22nd DAY OF May 1980

A G E N D A M A N A G E M E N T S U M M A R Y

Cynthia M. Wickham
CLERK OF THE COUNCIL

TO: Metro Council
 FROM: Executive Officer
 SUBJECT: Authorizing Federal I-505 Funds for Preliminary Engineering of the Terwilliger/Barbur Blvd. Project

I. RECOMMENDATIONS:

- Res 80-162*
- A. ACTION REQUESTED: Recommend Council adoption of the attached Resolution authorizing \$750,000 of I-505 Federal Interstate Transfer funds to support preliminary engineering by the Oregon Department of Transportation (ODOT) of the Terwilliger/Barbur Blvd. project. Funds for this project are available from the I-505 City Reserve.
- B. POLICY IMPACT: The Terwilliger/Barbur project is one of 17 priority projects identified by the City of Portland for use of the I-505 City Reserve. The project addresses a set of critical problems in the Terwilliger/I-5 interchange area including structural inadequacies of the Terwilliger Bridge over I-5, congestion and geometric problems at the Terwilliger/Barbur intersection, deficient ramp connections from I-5, and excessive through traffic on Terwilliger Blvd. A number of options for correcting these problems have been suggested which need further investigation. The preliminary engineering study by ODOT, in conjunction with a Metro system planning analyses, will allow an adequate investigation of these options. Once this investigation is undertaken and the options narrowed, a request for authorizing federal funds for right-of-way acquisition and construction of the project would be submitted by Portland.
- C. BUDGET IMPACT: The approved Metro budget includes funds to monitor federal funding commitments. Using budgeted funds, Metro staff, in cooperation with the City of Portland, will continue to evaluate projects proposed to be funded with I-505 Withdrawal funds. The systems analysis to be undertaken by Metro of the options is separately budgeted in the FY 1981 Unified Work Program as a component of the Technical Assistance work element.

II. ANALYSIS:

- A. BACKGROUND: This project was identified during neighborhood meetings (beginning in late 1974) leading to the development and adoption of the Arterial Streets Classification Policy (City of Portland, 6/77). The project is part of the I-505 Withdrawal Program initiated by the Portland City Council in November, 1978. Improved traffic, bicycle and pedestrian safety at this location is

supported by the local neighborhood. Study of project alternatives has been requested by the South Burlingame Neighborhood Association. The project has been in Bureau of Streets and Structural Engineering's Capital Improvements Program since 1974.

The City of Portland planning staff has identified a number of project options. Some of these options would result in changes in the function of various highways in the area (e.g., changes in access to I-5 is proposed) and therefore requires a systems analysis. Such an analysis would be carried out by Metro with the assistance of ODOT this summer. In addition, the options interrelate with the Multnomah Blvd. Light Rail Transit (LRT) alternative being studied in the Westside Corridor Study. Based on the systems analysis, a number of project options, including adequate provisions for bikeways and pedestrian walkways, would be selected for detailing and impacts analysis to be undertaken as part of the preliminary engineering study.

- B. ALTERNATIVES CONSIDERED: A number of alternatives are to be considered including: 1) do nothing; 2) bridge reconstruction or replacement and/or realignment; 3) freeway ramp redesign and possible closure of the northbound ramp; and 4) redesign of Terwilliger/Barbur traffic circle.
- C. CONCLUSION: It is recommended that the attached Resolution funding preliminary engineering be approved to allow a full investigation of the project alternatives.

BP:bk
7827/33
5/22/80