

BEFORE THE METRO COUNCIL

FOR THE PURPOSE OF CERTIFYING ) RESOLUTION NO. 94-1884  
THAT TRI-MET'S JOINT COMPLE- )  
MENTARY PARATRANSIT PLAN UPDATE) Introduced by  
FOR 1994 CONFORMS TO METRO'S ) Councilor Van Bergen  
REGIONAL TRANSPORTATION PLAN )

WHEREAS, The U.S. Department of Transportation issued a final rule implementing the transportation provisions of the Americans with Disabilities Act (ADA) on September 6, 1991; and

WHEREAS, The final rule as applied to the Portland metropolitan area requires Tri-Met to develop an annual paratransit plan update which conforms to the Regional Transportation Plan (RTP); and

WHEREAS, The final rule requires that the Metropolitan Planning Organization (MPO) review the paratransit plan update and certify that it conforms to the RTP; and

WHEREAS, The Joint Policy Advisory Committee on Transportation (JPACT) certifies that it has reviewed the ADA Paratransit Plan Update for 1994 prepared by Tri-Met as required under 49 CFR part 37.139(h) and finds it to be in conformance with the RTP (the transportation plan developed under 49 CFR part 613 and 23 CFR part 450); and

WHEREAS, JPACT recommends certification by the Metro Council; now, therefore,

BE IT RESOLVED,

That the Metro Council hereby certifies that it has reviewed the ADA Paratransit Plan prepared by Tri-Met (included as Exhibit A) as required under 49 CFR part 37.139(h) and finds it to be in

conformance with the RTP, the transportation plan developed under 49 CFR part 613 and 23 CFR part 450 (the FTA/FHWA joint planning regulation), for a period of one year.

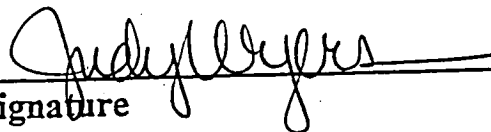
ADOPTED by the Metro Council this 27th day of January,  
1994.

  
\_\_\_\_\_  
Judy Wyers, Presiding Officer

RBL:lmk  
94-1884.RES  
12-23-93

**MPO CERTIFICATION OF PARATRANSIT PLAN**

The Metro  
hereby certifies that it has reviewed the ADA paratransit plan update  
prepared by Tri-Met and the Molalla Transportation District  
as required under 49 CFR 37.139(j) and finds it to be in conformance with the  
transportation plan developed under 49 CFR part 613 and 23 CFR part 450  
(the FTA/FHWA joint planning regulation). This certification is valid for one  
year.

  
signature

Judy Wyers  
name of authorized official

Presiding Officer  
title

January 27, 1994  
date

**1994 ADA (Americans with Disabilities Act)**

**Joint Paratransit Plan Update**

**of the**

**Tri-County Metropolitan Transportation District of Oregon**

**(Tri-Met)**

**and the**

**Molalla Transportation District**

**January 26, 1994**

# PARATRANSIT PLAN UPDATE FOR 1994

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**1994 PARATRANSIT PLAN UPDATE**

**SECTION I**

**IDENTIFICATION OF SUBMITTING ENTITIES**

**AND**

**MPO CERTIFICATION**

## IDENTIFICATION OF SUBMITTING ENTITIES

Tri-Met  
4012 SE 17th Ave.  
Portland, Oregon 97202  
(503) 238-4915

Authorized Person: Tom Walsh, General Manager  
(503) 238-4915

Contact Person: Park Woodworth, Director  
Accessible Program Development  
(503) 238-4879, TDD/TT (503) 238-5811

Molalla Transportation District  
P.O. Box 517  
Molalla, OR 97038  
(503) 632-7000

Authorized Person: Earl F. Berthold, Board Chairman  
(503) 632-7000

Contact Person: Shirley Lyons, Administrative Assistant  
(503) 632-7000

Metropolitan Service District (Metro)  
600 NE Grand Ave.  
Portland, OR 97232-1797  
(503) 797-1700

Authorized Person: Judy Wyers, Presiding Officer  
(503) 797-1700

Contact Person: Rich Ledbetter, Senior Transportation Planner  
(503) 797-1761



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The Metro  
hereby certifies that it has reviewed the ADA paratransit plan update  
prepared by Tri-Met and the Molalla Transportation District  
as required under 49 CFR 37.139(j) and finds it to be in conformance with the  
transportation plan developed under 49 CFR part 613 and 23 CFR part 450  
(the FTA/FHWA joint planning regulation). This certification is valid for one  
year.

\_\_\_\_\_  
signature

Judy Wyers

\_\_\_\_\_  
name of authorized official

Presiding Officer

\_\_\_\_\_  
title

January 27, 1994

\_\_\_\_\_  
date

**1994 PARATRANSIT PLAN UPDATE**

**SECTION II**

**TIMETABLES, PROGRESS REPORT ON MILESTONES**

**AND**

**SIX SERVICE CRITERIA**

SYSTEM NAME: Tri-Met/Molalla

CITY: Portland

Table 1  
STATE: Oregon

### ADA PARATRANSIT PLAN TIMETABLE - PROGRESS REPORT \*

1993      1993  
UPDATE MILE-  
TARGET STONE  
DATE      MET ?  
(MM/YY) (Y/N)

MILESTONE PROGRESS REPORT -- Jan. 1994  
(period January 26, 1993 - January 25, 1994)

1994  
NEW  
DATE ?  
(MM/YY)

-----  
09/93      Y      Put additional vehicles into service  
07/93      Y      Increase or decrease budget as necessary to meet demand  
01/94      Y      Update Complementary Paratransit Plan

Note: Using Form 2, provide detailed written explanation on milestone slippage greater than one full year (12 months).

\* (Indicate Progress On Milestones That Were To Be Achieved Prior to 1/26/94 And Additional Accomplishments)

SYSTEM NAME: Tri-Met/Molalla

CITY: Portland

Table 2

STATE: Oregon

## REVISED ADA PARATRANSIT PLAN TIMETABLE

1994 - 1996

TARGET DATE

(MM/YY)

MILESTONES -- JANUARY 1994 UPDATE

---

09/94

Full Compliance with ADA including:

- a. Request accepted during normal business hour on "next day" basis
- b. Trips scheduled within one hour of requested pickup time
- c. No substantial numbers of significantly untimely pickups for initial or return trips
- d. No substantial number of trip denials or missed trips
- e. No substantial number of trips with excessive trip lengths

Jan. 1994

SYSTEM NAME: Tri-Met/Molalla

Table 3  
CITY: Portland

Page 1

STATE: Oregon

### ELIGIBILITY, SIX SERVICE CRITERIA, AND FULL COMPLIANCE DATE

COMPLIANCE ITEM	IN FULL COMPLIANCE NOW (Y/N)	IF NO, EXPECTED DATE OF FULL COMPLIANCE (MM/YY)
<b>ELIGIBILITY PROCESS</b>		
1. Requests for certification being accepted and all aspects of policy (appeals, documentation, etc.) established; no later than 1/26/94	Y	
2. Compliance with companion and personal care attendant requirements	Y	
3. Compliance with visitor requirements	Y	
<b>SIX SERVICE CRITERIA</b>		
<b>SERVICE AREA</b>		
4. Service to all origins and destinations within the defined area	Y	
5. Coordination with contiguous/overlapping service areas, if applicable	Y	
<b>RESPONSE TIME</b>		
6. Requests accepted during normal business hours on "next day" basis	N	9/94
7. Requests accepted on all days prior to days of service (e.g., weekends/holidays)	Y	
8. Requests accepted at least 14 days in advance	Y	
9. Trips scheduled within one hour of requested pickup time	N	9/94
<b>FARES</b>		
10. No more than twice the base fixed route fare for eligible individuals	Y	
11. Compliance with companion fare requirement	Y	

SYSTEM NAME: Tri-Met/Molalla

Table 3 Page 2  
CITY: Portland STATE: Oregon

COMPLIANCE ITEM	IN FULL COMPLIANCE NOW (Y/N)	IF NO, EXPECTED DATE OF FULL COMPLIANCE (MM/YY)
12. Compliance with personal care attendant fare requirement DAYS AND HOURS OF SERVICE	Y	
13. Paratransit provided during all days and hours when fixed route service is in operation TRIP PURPOSES	Y	
14. No restriction on types of trip purposes	Y	
15. No prioritization by trip purpose in scheduling CAPACITY CONSTRAINTS	N	09/94
16. No restrictions on the number of trips an individual will be provided	Y	
17. No waiting lists for access to the service	Y	
18. No substantial numbers of significantly untimely pickups for initial or return trips	N	09/94
19. No substantial numbers of trip denials or missed trips	N	09/94
20. No substantial numbers of trips with excessive trip lengths	N	09/94
21. When capacity is unavailable, subscription trips are less than 50 percent	N	09/94
DATE TARGETED IN PLAN FOR FULL COMPLIANCE WITH ALL ADA PARATRANSIT REQUIREMENTS		
In 1993 Update Submission		09/94
In 1994 Update Submission		09/94

**1994 PARATRANSIT PLAN UPDATE**

**SECTION III**

**DEMAND ESTIMATES**

Jan. 1994

SYSTEM NAME:

Tri-Met/Molalla

CITY: Portland

Table 4

STATE: Oregon

### ADA PARATRANSIT DEMAND ESTIMATE

## DEMAND

	Actual 1991	Actual 1992	Actual 1993	Est. 1994	Proj. 1995	Proj. 1996	Proj. 1997
<b>ADA ELIGIBILITY</b>							
1. Number of Persons Certified for ADA Paratransit		<u>7172</u>	<u>8672</u>	<u>10672</u>	<u>12672</u>	<u>13672</u>	<u>14672</u>
<b>NUMBER OF TRIPS/YEAR</b> (thousands of one-way passenger trips/hours)							
2. ADA Paratransit Trips Provided/Year		<u>375</u>	<u>441</u>	<u>479</u>	<u>529</u>	<u>555</u>	<u>580</u>
3. Total Paratransit Trips Provided/Year (Total ADA and non-ADA)	<u>513</u>	<u>558</u>	<u>639</u>	<u>719</u>	<u>817</u>	<u>885</u>	<u>952</u>
4. Total Paratransit Revenue Hours/Year (Total ADA and non-ADA) [Sec. 15 definition]		<u>216</u>	<u>276</u>	<u>309</u>	<u>340</u>	<u>357</u>	<u>375</u>

5. For 1993, estimate the number of trips on line 2 that were provided by contracted taxi service: 18,300
6. For 1993, estimate the number of trips on line 2 that our system purchased (contracted out) rather than provide in-house: 441  
(include contracted taxi service from line 4 and other service owned or operated by the contractors)
7. Using 1990 Census or planning figures, estimate the total number of all persons (disabled and non-disabled combined) in the ADA paratransit service area 958,900



**1994 PARATRANSIT PLAN UPDATE**

**SECTION IV**

**BUDGET, COST AND VEHICLE ESTIMATES**

Jan. 1994

SYSTEM NAME: Tri-Met/Molalla

CITY: Portland

Table 5

STATE: Oregon

**ADA PARATRANSIT CAPITAL & OPERATING BUDGET SUMMARY**

(projections in thousands of 1993 dollars)

	Actual	Actual	Est.	Proj.	Proj.	Proj.	6 Year Total
	1992	1993	1994	1995	1996	1997	92-97
<b>ADA PARATRANSIT EXPENSES *</b>							
1. Capital Expenses	<u>1482</u>	<u>1453</u>	<u>1411</u>	<u>1150</u>	<u>1703</u>	<u>743</u>	<u>7941</u>
2. Operating Expenses	<u>4522</u>	<u>5461</u>	<u>5944</u>	<u>6293</u>	<u>6499</u>	<u>6705</u>	<u>35424</u>
3. Subtotal ADA Paratransit Expenses (lines 1 + 2)	<u>6004</u>	<u>6914</u>	<u>7355</u>	<u>7443</u>	<u>8202</u>	<u>7448</u>	<u>43365</u>
<b>TOTAL PARATRANSIT EXPENSES ** (ADA &amp; Non-ADA combined)</b>							
4. Capital Expenses	<u>1625</u>	<u>1760</u>	<u>1795</u>	<u>1550</u>	<u>2315</u>	<u>1115</u>	<u>10160</u>
5. Operating Expenses	<u>5958</u>	<u>7260</u>	<u>8064</u>	<u>8645</u>	<u>9046</u>	<u>9449</u>	<u>48862</u>
6. TOTAL PARATRANSIT EXPENSES (sum of lines 4 and 5)	<u>7583</u>	<u>9020</u>	<u>9859</u>	<u>10195</u>	<u>11361</u>	<u>10564</u>	<u>58582</u>

IN 1991, TOTAL PARATRANSIT COSTS FOR OUR TRANSIT SYSTEM WERE \$ 5,972

\* Using a ratio to break out ADA from total paratransit expenses is acceptable.

\*\* If non-ADA paratransit service is provided, add ADA to non-ADA costs to obtain Total Paratransit Expenses.

Jan. 1994  
SYSTEM NAME:

Tri-Met/Molalla

CITY: Portland

Table 6  
STATE: Oregon

**TOTAL TRANSIT SYSTEM COST ESTIMATES  
CAPITAL & OPERATING BUDGET SUMMARY  
(projections in thousands of 1993 dollars)**

	Actual 1992	Actual 1993	Est. 1994	Proj. 1995	Proj. 1996	Proj. 1997	6 Year Total 92-97
<b>TOTAL TRANSIT SYSTEM COSTS *</b>							
1. Capital Expenses	18414	23499	42073	57497	30233	17093	188809
2. Operating Expenses	105295	115734	127477	133659	136162	140509	758836
3. TOTAL SYSTEM COSTS (lines 1 + 2)	123709	139233	169550	191156	166395	157602	947645
4. ADA PARATRANSIT EXPENSES (line 3, Table 5)	6004	6914	7355	7443	8202	7448	43365
5. ADA PARATRANSIT AS PERCENT OF TOTAL COSTS (line 4 divided by line 3)	4.9 %	5.0 %	4.3 %	3.9 %	4.9 %	4.7 %	4.6 %

IN 1991, TOTAL SYSTEM COSTS FOR OUR TRANSIT SYSTEM WERE \$ 122,168

\* Total transit system costs encompass all system costs, not just ADA-related costs. These transit system costs must include:  
(1) all fixed-route costs (bus, rail, etc.), plus (2) all paratransit expenses (ADA and non-ADA).

**ADA ACCESSIBILITY: FIXED-ROUTE BUSES**

14

	Actual 1990	Actual 1991	Actual 1992	Actual 1993	Est. 1994	Proj. 1995	Proj. 1996	Proj. 1997
<b>BUSES IN ACTIVE FLEET</b>								
1. Total Number of Buses	523	526	579	580	614	639	664	614
2. Buses Without Lifts/Ramps	204	166	140	96	50	50	50	0
3. Buses With Pre-ADA Lifts/Ramps	319	319	321	321	321	321	321	321
4. Buses With ADA Lifts/Ramps (meets Part 38 lift specifications)	0	41	118	163	243	268	293	293
(Note: The sum of lines 2, 3, and 4 should equal line 1.)								
5. Percent With Lifts/Ramps (sum of lines 3 and 4, divided by line 1)	61%	68%	76%	84%	92%	92%	92%	100%

For 1993, provide an approximate estimate of the number of boardings where lifts/ramps were deployed on the fixed-route system: 102,209 85,726 (Bus), 16,483 (Rail)

**PARATRANSIT VEHICLES (OWNED/LEASED BY YOUR SYSTEM) \***

	Actual 1991	Actual 1992	Actual 1993	Est. 1994	Proj. 1995	Proj. 1996	Proj. 1997
<b>TOTAL NUMBER IN ACTIVE FLEET.</b> (owned/leased by your system)							
1. Paratransit - Vans and Minivans	0	0	0	0	0	0	0
2. Paratransit - Buses	89	103	122	143	159	170	181
3. Paratransit - Sedans/Wagons (other than taxis)	0	0	0	0	0	0	0
<b>LIFT-EQUIPPED PARATRANSIT VEHICLES</b>							
4. Paratransit - Buses, Vans and Minivans (with lifts/ramps from lines 1 and 2)	89	103	122	143	159	170	181

\* Please include all your dedicated paratransit vehicles (ADA or non-ADA service combined) that your system owns/leases, even if a contractor operates the service. Do not include accessible vehicles used on the fixed-route.

5. For 1993, provide an approximate estimate of the number of buses, vans, and minivans, etc., excluding taxis, owned by your contractors that routinely provide paratransit (ADA and non-ADA) for your system: 30  
 (vehicles)

6. Prior to ADA paratransit (in 1991 and earlier), our transit system : P \*  
 \* [(N) Did not offer paratransit; (I) Offered paratransit which was provided In-house; (P) Offered paratransit which was primarily Purchased demand responsive service; or (O) Other, please explain

**1994 PARATRANSIT PLAN UPDATE**

**SECTION V**

**PUBLIC PARTICIPATION**

The public participation for the Paratransit Plan Update was focused on Tri-Met's Committee on Accessible Transportation (CAT) and its subcommittees. CAT was given an update of the plan development process at its regular meeting on October 20 and this appeared on the agenda and in minutes that are mailed to over 225 interested individuals and organizations on the CAT mailing list. CAT members and subcommittee members were sent the November 22, 1993 draft Paratransit Plan Update on November 23rd (regular copy) and/or on November 26th (four track tape).

A Public Notice regarding the plan and Tri-Met public hearings was published in four newspapers between November 24 and December 1, 1993 and was also included in a newsletter distributed to over 8500 LIFT General Passengers. Oregon Public Broadcasting's Golden Hours provided the notice daily from November 23rd to December 15th, 1993. A Public Notice for the Molalla public hearing was published in the Molalla Pioneer on December 8, 1993.

Discussions regarding the Plan Update took place at the LIFT Paratransit Subcommittee on December 8th, 1993. Preceding the public hearings Tri-Met responded to twelve separate requests for copies of the November 22, 1993 draft plan including one request for large print (there were no requests for 4-track tape). Three written documents were submitted and one oral comment was submitted outside the public hearings. Tri-Met held a public hearing in the evening on December 13th and another at the regular CAT meeting on December 15, 1993. The Molalla Transportation District held a public hearing in the evening on December 14, 1993. Testimony at the hearings was received from ten people, one of whom spoke at two hearings. Following is a description of the comments made and responses to those comments.

#### PUBLIC HEARING ORAL TESTIMONY

**DECEMBER 13, 1993** - Three public, five staff and CAT members, and a sign language interpreter; 3 people testified.

**PUBLIC TESTIMONY:** Two individuals representing the Multnomah County Educational Service District reported that in meetings they have held, the parents of graduates of the special education job training program indicate that the lack of timeliness of the LIFT service is a major impediment to their children retaining jobs. Trips that vary by an hour or two, as happens now, result in the person who is disabled losing his/her job. It is unfortunate if the work done over many years preparing these students for jobs and finding jobs for them is lost due to transportation difficulties. Additionally, they have had problems with the reliability of lifts on the fixed route buses and felt that the securement devices for wheelchairs were inadequate. This was compounded by a lack of operator sensitivity toward the persons with disabilities and escorts.

**TRI-MET RESPONSE:** The timeliness of the LIFT program should be addressed in the next year as we meet the milestones of "No substantial numbers of significantly untimely pickups for initial or return trips" and "No substantial number of trips with excessive trip lengths". We were surprised to hear of the lift reliability problems although the buses

serving their school are the oldest accessible buses in the fleet. Tri-Met will review the lift breakdown records to determine if this fleet of buses is posing a particular problem. A committee at Tri-Met is working on the securement problems and has a January 10, 1994 meeting scheduled to demonstrate staff's recommended design to CAT members and subcommittee members. The need for sensitivity training for Tri-Met staff was discussed at the December 1993 (Internal) ADA Task Force meeting and a recommendation for expanding the new operator training to all staff is being developed for inclusion in the budget process for next year. LIFT program staff will attend one or more meetings of the Educational Service District in order to open communication regarding problems they are experiencing with the LIFT service.

**PUBLIC TESTIMONY:** A LIFT user indicated that the 3/4 mile (from fixed-route) ADA Service Area cuts out a large number of people who are disabled and live outside that area.

**TRI-MET RESPONSE:** We recognize that this is a problem although some LIFT service is being provided outside the 3/4 mile limit when space and time are available. Additionally, Tri-Met funded volunteer programs provide a substantial amount of service outside the 3/4 mile line. Our first priority, however, is to meet the federal requirements and this will be our focus for now. We think the discussion of expanding the guaranteed service area should wait until Tri-Met has demonstrated the ability to meet service standards within the existing ADA mandated service area.

**DECEMBER 14, 1993** - No public attended, 7 Tri-Met and Molalla staff and Board members.

**DECEMBER 15, 1993** - 17 public, 18 Tri-Met staff and CAT members, and a court reporter and sign language interpreter; 8 people testified.

**PUBLIC TESTIMONY** - The LIFT budget should not be reduced. Evening and weekend trips are being provided but some are late causing people to miss appointments and to give up trying to use evening and weekend service.

**TRI-MET RESPONSE** - The actual spending level of the LIFT will go up. Our projections from last year will go down because demand has been less than anticipated, particularly on weekends and evenings. Ride timeliness is addressed in the milestones for 1994.

**PUBLIC TESTIMONY** - There was a complaint that the driver of a LIFT failed to find a customer who was waiting for his return trip. When the customer called again it took a long time for another LIFT vehicle to arrive. The radio was played too loud on one LIFT trip making it uncomfortable for the passengers. Some of the trips are an hour or an hour and a half long which is too long.

**TRI-MET RESPONSE** - The pickup times and length of trip are addressed in the milestones for 1994. Complaints like the loud radio should be made immediately by calling the regular LIFT number. The LIFT Customer Contact Report documents calls



received and outcomes of the contact.

**PUBLIC TESTIMONY** - There is a need for more awareness regarding the customer comment cards on the LIFT vehicles.

**TRI-MET RESPONSE** - Staff is presently working to find an appropriate holder and mounting location to more prominently display the customer comment cards on the LIFT vehicles.

**PUBLIC TESTIMONY** - The Director of the Social Services Division of Clackamas County submitted written testimony and read portions into the record. He indicated that the 3/4 mile corridor was a major concern in Clackamas Co. because there was such a large area that is not served by the fixed-route system. He also suggested that Tri-Met meet with Molalla to discuss the issue of Molalla's requirements for paratransit service.

**TRI-MET RESPONSE** - Tri-Met recognizes that a large area of Clackamas County will not have guaranteed complementary paratransit service under the present Plan and 1994 Update. Our first priority, however, is to meet the federal requirements and this will be our focus for now. We think the discussion of expanding the guaranteed service area should wait until Tri-Met has demonstrated the ability to meet service standards within the existing ADA mandated service area.

Tri-Met believes that the question of the Molalla Transportation District's requirement to provide paratransit service rests entirely on their Board and it is inappropriate for Tri-Met to take any position on this issue. Customers who are interested in this issue should contact the Molalla Transportation District directly.

**PUBLIC TESTIMONY** - The LIFT was complimented for rides for which the vehicle arrived on-time and delivered fast trips.

**TRI-MET RESPONSE** - Thanks

**PUBLIC TESTIMONY** - The presenter, Laurie Sitton, indicated that the budget projection for the LIFT should be raised to meet the demand and that there needs to be more clarity on the definition of "substantial" with respect to the number of trip denials and trips of "excessive" length. There is a problem with the 3/4 mile limit and it should be made larger. There needs to be a better tracking system for the LIFT service so it can be monitored. The testifier wanted to know how the projection of the number of persons certified for ADA paratransit was developed. She also wanted to encourage Molalla to provide paratransit service.

**TRI-MET RESPONSE** - Tri-Met acknowledges the concern for the limits of the LIFT budget. The LIFT Paratransit Subcommittee of CAT will be working with Tri-Met to define more precisely what "substantial" means. Please refer to our earlier response to the 3/4 miles issue. New software has been purchased by the LIFT program which should allow better tracking of ride information. The ADA registered customers for the

LIFT program increased by 1500 people in 1993 and we estimate that it will increase by 2000 additional customers for the next two years as we meet the ADA requirements. We then expect the increase to taper off to 1000 additional customers per year in 1996 and 1997 as the service becomes more stabilized. These estimates are, admittedly, guesswork as we are not sure of the ramifications of reaching "no substantial number of trip denials". Please refer to our earlier response to the Molalla issue.

**PUBLIC TESTIMONY** - Tri-Met should look at doing additional marketing for the LIFT program.

**TRI-MET RESPONSE** - Tri-Met will review a LIFT marketing plan as part of our FY 95 budget process.

**PUBLIC TESTIMONY** - The letters from Susan Johnson and Donna Crawford were read into the record. This is summarized and responded to under Written Public Comment.

#### ORAL TESTIMONY BY PHONE

One comment was received by phone. The commenter indicated that she and her husband were both 69 years old, are disabled, and need the LIFT to go to the doctor and the Veterans Hospital. They are unable to come to the meeting but wish to thank Tri-Met for the job it is doing.

#### WRITTEN PUBLIC COMMENT

Four written documents were submitted commenting on the plan and a fifth letter is included since it arrived in the same timeframe and relates to the plan. These letters are contained in Attachment E and are summarized and commented on below.

#### **LETTER FROM SUSAN JOHNSON OF DECEMBER 8, 1993**

Ms. Johnson is the Program Manager of Adult Services for the Clackamas County Community Mental Health Center of the Clackamas County Department of Human Services. She indicated that a significant number of adults with psychiatric disabilities live farther than 3/4 mile from a bus line and will be effectively banned from paratransit access by this rule. Since many of these people cannot afford cars, denying them access to paratransit services appears cruel and to violate both the intent and the content of the ADA.

**TRI-MET RESPONSE** - We recognize the difficulty for people needing transportation outside the 3/4 mile limit but we are constrained by financial capabilities in the same way that the Mental Health Program is constrained. It is incorrect, however, to say that we are denying access to individuals outside the 3/4 mile limit. We do provide a substantial amount of service outside the 3/4 mile line by the LIFT program and through the various

volunteer programs Tri-Met supports. Tri-Met is currently financially incapable of committing to the ADA required level of service outside the 3/4 mile line. The regulations implementing the ADA make it quite clear that complementary paratransit service is not require more than 3/4 of a mile from fixed-route service.

Tri-Met will, however, review our level of commitment to service outside the 3/4 mile line and develop, with the assistance of the CAT, a description of what services are available and how they can be best accessed. We hope that raising the level of information will be of some assistance until Tri-Met meets the required level of ADA service and can then consider the issue of expanding service commitments.

#### LETTER FROM THOMAS BRADY OF DECEMBER 8, 1993

Mr. Brady is the Director of the Community Programs Division of Metropolitan Family Services and sent a letter to Tri-Met with a copy of testimony regarding our paratransit service he had delivered at a Metro public hearing. Metropolitan Family Services operates a volunteer transportation program which delivers approximately 1,300 rides per month to people who are elderly and/or have disabilities. Mr. Brady indicates that the need is large and growing, that volunteer programs can provide cost effective and safe service, that they can be sophisticated in operation and integrate with transportation, social and health care systems, and asks that resources be allocated for evaluation, planning and expansion of volunteer programs.

#### TRI-MET RESPONSE

Tri-Met is aware of the high quality and cost effective work that volunteer programs are doing in the tri-county area and supports volunteer programs with a substantial portion of the paratransit budget. Tri-Met's volunteer program has recently undergone a review with the goal being to increase the communication and cost effectiveness of the program. Additionally, Tri-Met just completed a survey which demonstrated that there are a large number of volunteer programs which would like to increase their coordination with Tri-Met and expand their services. Staff intend to make a report on volunteer programs at the next CAT meeting in January, 1994.

#### WRITTEN TESTIMONY OF DONNA CRAWFORD OF DECEMBER 15, 1993

Ms. Crawford is the Chair of Disability Advocates Coalition of Clackamas County. The Disability Advocates Coalition encourages efforts to obtain more fixed-route bus service in Clackamas County, including weekends and evenings. The Coalition also seriously questions whether the 3/4 mile corridor for paratransit is the best way to deliver service to Clackamas County and advocates for the most equitable use of transportation funds.

#### TRI-MET RESPONSE

The recently adopted Strategic Plan includes major service expansions and consultations with local jurisdictions, neighborhoods and community groups to determine where that

expansion should take place. The Neighborhood Service component of the Strategic Plan is being successfully demonstrated in Clackamas County and may be a resource for those areas not sufficiently dense in population to warrant fixed-route service. Tri-Met will need an additional revenue source, however, to implement the full Strategic Plan.

Comments on the 3/4 mile corridor were discussed earlier.

**WRITTEN TESTIMONY OF LAURIE SITTON AT THE PUBLIC HEARING OF  
DECEMBER 15, 1993**

The written material was summarized and Tri-Met's response conveyed with her oral comments. The written document appears in Attachment E

**WRITTEN TESTIMONY OF JOHN MULLEN AT THE PUBLIC HEARING OF  
DECEMBER 15, 1993**

The summary of testimony submitted and Tri-Met response appear above under public testimony. The written document appears in Attachment E.

**ACTION BY THE CITIZEN'S COMMITTEE ON ACCESSIBLE TRANSPORTATION (CAT)**

Following the Public Hearing on December 15, 1993 the CAT unanimously approved the following motion.

It is moved that CAT accept the 1994 ADA Joint Paratransit Plan Update of the Tri-County Metropolitan Transportation District of Oregon and the Molalla Transportation District with the following provisions:

- \* discuss the 3/4 mile corridor concerns.
- \* discuss decreases in projected dollars for the LIFT budget.
- \* discuss how ADA eligibility is defined and how the numbers are acquired.
- \* discuss the Molalla Service District as it relates to paratransit service.
- \* define "substantial" and "excessive" with specific numbers so measurement can take place.

## TRI-MET RESPONSE

Tri-Met feels that the CAT's motion accurately reflects the comments made during the public hearings and we do intend, over the next few months, to address with CAT each of the areas mentioned. The input can then be used in the development of Tri-Met's Fiscal Year 1995 budget and the 1995 Paratransit Plan Update.

## 1994 PARATRANSIT PLAN UPDATE

### SECTION VI

#### UNRESOLVED ISSUES

The following letter documents that FTA found no unresolved issues in the 1993 paratransit plan update.



U.S. Department  
of Transportation  
**Federal Transit  
Administration**

REGION X  
Alaska, Idaho, Oregon,  
Washington

APR 30 1993

915 Second Avenue  
Federal Building  
Suite 3142  
Seattle, Washington 98174

Mr. Tom Walsh  
General Manager  
Tri-Met  
4012 S.E. 17th Ave  
Portland, OR 97202

Re: 1993 ADA Paratransit Plan  
Update

Dear Mr. Walsh:

The Federal Transit Administration (FTA) has completed its review of the paratransit plan update submitted in accordance with the Americans with Disabilities Act of 1990 (ADA) and the Department of Transportation (DOT) implementing regulation, 49 CFR Part 37. We have determined that your plan update is in compliance with the requirements of DOT's regulation.

We look forward to receiving your next annual update on or before January 26, 1994.

Sincerely,

*Patricia Levine*

for Terry L. Ebersole  
Regional Administrator

cc: Shirley Lyons, Molalla  
Transportation District

MEL

**1994 PARATRANSIT PLAN UPDATE**

**SECTION VII**

**OTHER ISSUES**



1. Tri-Met initiated new service on the fixed-route system in September 1993. Although service levels were increased, only one piece of the service was initiated outside the area and time that the 1992 Paratransit Plan committed to provide paratransit service. The ADA paratransit service area was increased to cover the expanded area created by this new Sunnyside Shuttle service.
2. The LIFT service capacity was increased in the last quarter of the year with fifteen additional vehicles in service providing approximately fifty nine additional hours of service daily.
3. The application form for ADA paratransit eligibility was revised in order to clarify the instructions and to more clearly identify those who could use the fixed-route system if they could get to a stop. A copy of the new application form is included as Attachment A. Tri-Met is also working on a major change in application certification procedures for paratransit which will be reviewed by the Committee on Accessible Transportation in the early part of 1994.
4. The visitor use policy for ADA paratransit service is modified to indicate that visitors may ride for up to 30 days from the date of the first request for service.
5. Due to time and/or safety constraints, some ADA rides may be provided on a curb-to-curb basis, rather than a door-to-door basis.
6. Tri-Met has provided the complementary paratransit service in the Molalla Transportation District since January 26, 1992. If the Molalla Transportation District determines that it is not required under the ADA to provide such service, complementary paratransit service in the Molalla District may be limited or discontinued.
7. Tri-Met releases Draft Paratransit Plan Updates, has a public hearing and adopts the plan prior to the end of 1993. The numbers for 1993 are, therefore, estimates on the draft plan. Those "estimates" will be updated to "actual" prior to the submission of the plan to FTA on or before January 26, 1994. Some numbers for 1992 in last year's plan have been changed because the numbers used last year were estimates. Tri-Met suggests that the tables should list the numbers for the year just ended as "estimates" since it is impossible to have a public process with "actual" numbers before the year is up.
8. The LIFT presently provides 45% of the rides to agency clients under contracts with Tri-Met and considers 45% of the costs attributable to those rides. Future years assume the agency rides remain at the present level and would therefore be a smaller percentage. Tri-Met is presently considering additional contracts with the Oregon Office of Medical Assistance Programs (OMAP) and the Clackamas County Consortium but these were not included in the reported numbers as formal commitments have not yet been made.

9. Tri-Met expects to receive approximately \$160,000. per year from State funding sources for capital (vehicles) for the volunteer program. These dollars were not included in the reported numbers because there is not presently a contractual commitment from the State and Tri-Met will not fund these vehicles if the State funds are not available.
  
10. The fare structure for the LIFT program is presently under review by staff and the citizen's Committee on Accessible Transportation. If changes are recommended, they would likely come before the Tri-Met Board in April and go into effect in September of 1994.

**1994 PARATRANSIT PLAN UPDATE**

**SECTION VIII**

**ATTACHMENTS**

**ATTACHMENT A**  
**LIFT APPLICATION FORM**



**TRI-MET**

4012 S.E. 17TH AVENUE  
PORTLAND, OREGON 97202



Enclosed is your LIFT application. Passengers who can use regular lift-equipped bus or MAX service are encouraged to do so, but under certain circumstances may qualify for door-to-door service. You may qualify for the LIFT program if:

- 1) as the result of your disability, you cannot board, ride, or disembark from a Tri-Met bus or MAX; and/or
- 2) you have a specific impairment-related condition which prevents you from getting to or from a bus stop or MAX station.

Discomfort or difficulty getting to and from bus stops or stations, physical barriers in the environment (lack of curb cuts, hills, distance from a stop), and adverse weather conditions (snow, etc.) do not, by themselves, confer eligibility. Lack of regular public transit service in an area is NOT a qualification for eligibility.

A signed statement from a physician or other health or social service professional familiar with your medical condition is required to complete your application. Please have this person complete the enclosed yellow form, giving a detailed explanation of the disability which prohibits your use of regular bus or MAX service; be sure the completed form is signed by your physician or designated professional staff. Return the completed forms to Tri-Met in the enclosed envelope; be sure to stamp the envelope.

If you have questions, please contact Tri-Met's Senior and Disabled Citizen Information Department at 238-4952 (TDD 238-5811), 7:30am - 5:30pm, weekdays.

Thank you.

Naomia Johnson, Coordinator  
Senior & Disabled Services



# General Passenger LIFT Registration Application

1. Name LAST NAME FIRST NAME

--	--

2. Address (include apt. #)  
(name of apartment complex)

--

3. City State

--	--

4. Zip Code

	-	
--	---	--

5. Nearest Cross-Street

--

6. Home Phone

	-	
--	---	--

7. Work Phone

	-	
--	---	--

8. Emergency Phone Contact Person \_\_\_\_\_

	-	
--	---	--

9. Do you use any of the following—to be provided by the passenger

<input type="checkbox"/> an escort or attendant	<input type="checkbox"/> oxygen	<input type="checkbox"/> cane	<input type="checkbox"/> scooter
<input type="checkbox"/> crutches	<input type="checkbox"/> walker	Does wheelchair fold? <input type="checkbox"/> Yes <input type="checkbox"/> No	
<input type="checkbox"/> motorized wheelchair	<input type="checkbox"/> manual wheelchair		

(Note: If you are unable to get to your destination from the door of the building, you must make arrangements for someone to escort you. The LIFT driver will only escort you between the door of a building and the door of the LIFT vehicle.)

10. Can/will you transfer to a seat?  Yes  No

11. Can you transfer to a non-lift equipped vehicle?  Yes  No

12. If you use a scooter or a motorized wheelchair, please provide dimensions:  
\_\_\_\_\_ inches wide; \_\_\_\_\_ inches long

13. Do you have a medical condition the driver should be aware of (please explain)? \_\_\_\_\_  
\_\_\_\_\_

13. Would you accept a ride with a volunteer driver?  Yes  No

Are you 55 or older?  Yes  No

14. Can applicant be left alone at residence?  Yes  No

If no, will caregiver always be at home to receive applicant?  Yes  No

If no is the answer to both questions above, caregiver must make arrangements for an alternate caregiver within one mile of applicant's home who would be available to receive the applicant in an emergency.

\_\_\_\_\_  
(name of alternate caregiver) (phone)

\_\_\_\_\_  
(address)

15. I can use fixed-route transit if the vehicle has a lift, BUT my bus stop is not accessible.

Yes  No

(If the answer to this question is yes, please provide location of the inaccessible stop and reason why you are unable to use it.)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

16. Are you an active or a retired Tri-Met employee or dependent?  Yes  No

*I certify that the above statements are true.*

Signature: \_\_\_\_\_ Date: \_\_\_\_\_  
*(applicant or guardian)*

**NOTE:** The Tri-Met LIFT has a no-show policy. A person who is not available for a scheduled ride, or who decides not to take the ride after the bus arrives, is counted as a no-show. Three no-shows in a 30-day period, other than for circumstances beyond the person's control, will result in a 30-day suspension of service.

**A Health Care or Other Certifying Professional  
Must Complete the Accompanying Professional Certification.**

-----  
(For office use only.)

Registration Acceptance mailed

By: \_\_\_\_\_ Date: \_\_\_\_\_

The following information is for reporting purposes only and will not be considered in determining your eligibility for the LIFT program. Please return this form with your application.

1. Social Security No.

2. Male  Female

3. Birth Date (month-day-year)

4. Do you speak English? Yes  No  If no, what language? \_\_\_\_\_

5. Ethnic origin (please check ONE)

- Black (not of Hispanic origin)
- White (not of Hispanic origin)
- Asian or Pacific Islander
- Hispanic
- American Indian or Alaskan Native
- Tribal Association

Thank you.





# Professional Certification for Paratransit (LIFT) Eligibility

(Name of Applicant) \_\_\_\_\_ is applying to the Tri-Met LIFT program for door-to-door transportation services. To qualify for the LIFT, a person must be unable to use regular public transit (buses or MAX) because of loss of function due to a physical or mental disability. The purpose of this form is not to verify the applicant's medical condition, but to verify the effect of the medical condition on his/her ability to get around on his/her own. Please answer only applicable sections.

**1. If the applicant has a disability affecting mobility, answer the following:**

a. Assuming the length of a city block is 500 feet, how many blocks can applicant walk without assistance?

- 0 blocks       1-5 blocks       6-10 blocks

b. Does applicant use any mobility aids?  Yes  No

If yes, please list: \_\_\_\_\_

c. If applicant uses a mobility aid(s), how many blocks can he/she walk/travel?

- 0 blocks       1-5 blocks       6-10 blocks

d. How many 7-inch steps (average step height) can applicant climb without assistance?

- 0 steps       1-5 steps       5-10 steps

e. How many 10-inch steps can applicant climb without assistance?

- 0 steps       1-5 steps       5-10 steps

f. How long can applicant wait for a bus at a bus stop?

- 0 minutes       10-15 minutes       15-30 minutes       longer

g. Does applicant require a Personal Care Attendant when traveling on public transit?

- Yes       No

**2. If the applicant has a visual impairment, answer the following:**

a. Can applicant read informational signs?  Yes  No

b. Can applicant navigate independently?  Yes  No

If no, please explain: \_\_\_\_\_

**3. If the applicant has a cognitive or emotional disability, answer the following. Is the applicant able to:**

a. Give his/her address and telephone number upon request?  Yes  No

b. Recognize landmarks?  Yes  No

c. Deal with unexpected situations or unexpected changes in routine?  Yes  No

d. Ask for, understand and follow directions?  Yes  No

e. Safely and effectively travel through crowded and/or complex facilities?  Yes  No

f. Navigate independently?  Yes  No

g. Other: \_\_\_\_\_

4. Do changes in weather (extreme heat, cold, wind, rain, snow or ice) prevent the applicant from getting around on his/her own?  Yes  No

If yes, please explain: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

5. Please type a detailed description of the applicant's physical/mental functional limitations which prevent him/her from using regular buses/MAX. If applicant's ability to get around on his/her own varies in degree at different times, explain the worst case scenario. Please be specific (e.g., "arthritis" is not an adequate description; you must include the percentage of limitation in the affected joint and why that makes the person unable use public transit).

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

6. Condition described above is (check one):

- Permanent (life-long)
- Temporary Estimated duration: \_\_\_\_\_
- Episodic Please describe: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

7. I certify the above information is true and correct for this applicant.

Name of Certifying Professional (print) \_\_\_\_\_

Signature \_\_\_\_\_

Title \_\_\_\_\_ License ID # \_\_\_\_\_

Address \_\_\_\_\_

Telephone \_\_\_\_\_ Date \_\_\_\_\_

Thank you for your cooperation.



**ATTACHMENT B**  
**PUBLIC HEARING NOTICES**

**PUBLIC NOTICE  
TRI-COUNTY METROPOLITAN TRANSPORTATION  
DISTRICT OF OREGON (TRI-MET)**

Notice is hereby given that Tri-Met will hold two public hearings before its Committee on Accessible Transportation (CAT) to solicit testimony on the Americans with Disabilities Act (ADA) Joint Complementary Paratransit Plan Update for 1994 of the Tri-County Metropolitan Transportation District of Oregon (Tri-Met) and the Molalla Transportation District which affects the LIFT door-to-door service.

**First Public Hearing:**

**DATE:** Monday, December 13, 1993

**TIME:** 7:00pm to 8:00pm

**PLACE:** Portland Building  
1120 SW 5th Avenue  
Room C, 2nd Floor

**Second Public Hearing:**

**DATE:** Wednesday, December 15, 1993

**TIME:** 9:40am to 10:40am

**PLACE:** Portland Building  
1120 SW 5th Avenue  
Room C, 2nd Floor

Testimony at the public hearings will be limited depending on time availability. The meeting room is accessible and a sign language interpreter will be provided at each hearing.

Tri-Met is required (by federal regulations issued September 6, 1991) to update the Complementary Paratransit Plan yearly and must submit the updated plan to the Federal Transit Administration (FTA) in order to be in compliance with the provisions of the Americans with Disabilities Act (ADA).

The Committee on Accessible Transportation (CAT) is an on-going citizens' advisory committee to the Tri-Met Board, and, as such, reviews and evaluates all current and future transportation service for people who are disabled. The

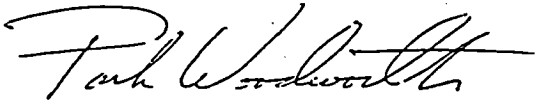
majority of CAT members have disabilities or represent persons with disabilities.

A draft of the Americans with Disabilities Act (ADA) Joint Complementary Paratransit Plan Update for 1994 of the Tri-County Metropolitan Transportation District of Oregon (Tri-Met) and the Molalla Transportation District is available for public review and comment. To receive a copy (also available in large print or on tape upon request) please call 239-3058 (TDD 238-5811) and provide your name, address and request.

Written comment may be submitted to: CAT Public Comment, c/o Michelle Yung, 4012 SE 17th Avenue, Portland, Oregon 97202 on or before December 13, 1993.

To make comment by phone, please call 239-3058 (TDD 238-5811) and provide your name, address and message on or before December 13, 1993.

Tri-County Metropolitan  
Transportation District  
of Oregon



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Park Woodworth  
Director, Accessible Program Development

AFFIDAVIT OF PUBLICATION

I, J.M.McINTEER BEING FIRST DULY SWORN DEPOSE AND SAY THAT I AM THE PRINCIPAL CLERK OF THE PUBLISHER OF THE OREGONIAN, A NEWSPAPER OF GENERAL CIRCULATION, AS DEFINED BY ORS 193.010 AND 193.020, PUBLISHED IN THE CITY OF PORTLAND, IN MULTNOMAH COUNTY, OREGON: THAT THE ADVERTISEMENT, THE PRINTED TEXT OF WHICH IS SHOWN BELOW, WAS PUBLISHED IN THE ENTIRE AND REGULAR ISSUES OF THE OREGONIAN FOR 1 DAYS STARTING 11/24/93, ENDING 11/24/93

*J.M. McInteer*  
.....  
PRINCIPAL CLERK OF THE PUBLISHER

SUSCRIBED AND SWORN TO BEFORE ME THIS 7th DAY OF DEC 1993

*Shirley Kalhar*  
OFFICIAL SEAL  
SHIRLEY KALHAR  
NOTARY PUBLIC-OREGON  
COMMISSION NO. 000534  
MY COMMISSION EXPIRES JULY 23, 1994

MY COMMISSION EXPIRES: .....

AD TEXT:

969173

PUBLIC NOTICE  
TRI-COUNTY METROPOLITAN  
TRANSPORTATION DISTRICT  
OF OREGON (TRI-MET)  
NOTICE IS HEREBY GIVEN THAT TRI-  
MET WILL HOLD TWO PUBLIC HEARINGS  
BEFORE ITS COMMITTEE ON ACCESS-  
IBLE TRANSPORTATION (CAT) TO SO-  
LICIT TESTIMONY ON THE AMERICANS  
WITH DISABILITIES ACT (ADA) JOINT  
COMPLEMENTARY PARATRANSIT PLAN  
UPDATE FOR 1994 OF THE TRI-COUNTY  
METROPOLITAN TRANSPORTATION DIS-  
TRICT OF OREGON (TRI-MET) AND THE  
MOLALLA TRANSPORTATION DISTRICT  
WHICH AFFECTS THE LIFT DOOR-TO-  
DOOR SERVICE.  
FIRST PUBLIC HEARING:  
DATE: MONDAY, DECEMBER 13,  
1993  
TIME: 7:00PM TO 8:00PM  
PLACE: PORTLAND BUILDING  
1120 SW 5TH AVENUE  
ROOM C, 2ND FLOOR  
SECOND PUBLIC HEARING:  
DATE: WEDNESDAY, DECEMBER 15,  
1993

TIME 9:40AM TO 10:40AM  
PLACE: PORTLAND BUILDING  
1120 SW 5TH AVENUE  
ROOM C, 2ND FLOOR

TESTIMONY AT THE PUBLIC HEARINGS  
WILL BE LIMITED DEPENDING ON TIME  
AVAILABILITY. THE MEETING ROOM  
IS ACCESSIBLE AND A SIGN LAN-  
GUAGE INTERPRETER WILL BE PROVID-  
ED AT EACH HEARING.

TRI-MET IS REQUIRED (BY FEDERAL  
REGULATIONS ISSUED SEPTEMBER 6,  
1991) TO UPDATE THE COMPLEMEN-  
TARY PARATRANSIT PLAN YEARLY AND  
MUST SUBMIT THE UPDATED PLAN TO  
THE FEDERAL TRANSIT ADMINISTRA-  
TION (FTA) IN ORDER TO BE IN COM-  
PLIANCE WITH THE PROVISIONS OF THE  
AMERICANS WITH DISABILITIES ACT  
(ADA).

THE COMMITTEE ON ACCESSIBLE  
TRANSPORTATION (CAT) IS AN ON-  
GOING CITIZENS' ADVISORY COMMIT-  
TEE TO THE TRI-MET BOARD, AND, AS  
SUCH, REVIEWS AND EVALUATES ALL  
CURRENT AND FUTURE TRANSPORTATION  
SERVICE FOR PEOPLE WHO ARE DISA-  
BLED. THE MAJORITY OF CAT MEM-  
BERS HAVE DISABILITIES OR REPRE-  
SENT PERSONS WITH DISABILITIES.  
A DRAFT OF THE AMERICANS WITH DIS-  
ABILITIES ACT (ADA) JOINT COM-  
PLEMENTARY PARATRANSIT PLAN UP-  
DATE FOR 1994 OF THE TRI-COUNTY  
METROPOLITAN TRANSPORTATION DIS-  
TRICT OF OREGON (TRI-MET) AND THE  
HOLALLA TRANSPORTATION DISTRICT IS  
AVAILABLE FOR PUBLIC REVIEW AND  
COMMENT. TO RECEIVE A COPY  
(ALSO AVAILABLE IN LARGE PRINT OR  
ON TAPE UPON REQUEST) PLEASE CALL  
239-3058 (TDD 238-5811) AND  
PROVIDE YOUR NAME, ADDRESS AND  
REQUEST.

WRITTEN COMMENT MAY BE SUBMIT-  
TED TO: CAT PUBLIC COMMENT, C/O  
MICHELLE YUNG, 4012 SE 17TH  
AVENUE, PORTLAND, OREGON 97202  
ON OR BEFORE DECEMBER 13, 1993.  
TO MAKE COMMENT BY PHONE,  
PLEASE CALL 239-3058 (TDD  
238-5811) AND PROVIDE YOUR  
NAME, ADDRESS AND MESSAGE ON  
OR BEFORE DECEMBER 13, 1993.

TRI-COUNTY METROPOLITAN  
TRANSPORTATION DISTRICT  
OF OREGON  
PARK WOODWORTH  
DIRECTOR,

ACCESSIBLE PROGRAM DEVELOPMENT

# Affidavit of Publication

STATE OF OREGON  
County of Multnomah

ss Tri Met

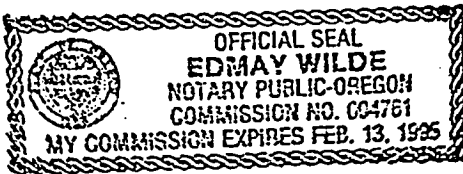
I, JoAnn Toler, being first duly sworn, depose and say that I am the Bookkeeper of the Gresham Outlook, a bi-weekly newspaper of general circulation and published at Gresham, in the aforesaid county and state, as defined by ORS 193.010 and 193.020 that OL 1193-15 Public Notice Com Paratransit Plan printed copy of which is hereto attached was published in regular issues of said newspaper for 1 successive and consecutive weeks in the following issues: 11/24/93

Subscribed and sworn to before me this 24th day of November, 19 93

*Edmay Wilde*

Notary Public for Oregon

My commission expires 2/13/95



## PUBLIC NOTICE TRI-COUNTY METROPOLITAN TRANSPORTATION DISTRICT OF OREGON (TRI-MET)

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Tri-County Metropolitan  
Transportation District  
of Oregon

Park Woodworth  
Director, Accessible Program Development

OL 1193.15  
11-24-93



# Affidavit of Publication

STATE OF OREGON  
County of Clackamas

ss Tri-Met

I, JoAnn Toler, being first duly sworn, depose and say that I am the Bookkeeper of the Sandy Post, a weekly newspaper of general circulation, published at Sandy, in the aforesaid county and state, as defined in ORS 193.010 and 193.020 that SP1193-09 Public Notice Complementary Paratransit Plan a printed copy of which is hereto attached, was published in regular issues of said newspaper for 1 successive and consecutive weeks in the following issues: 11-24-93

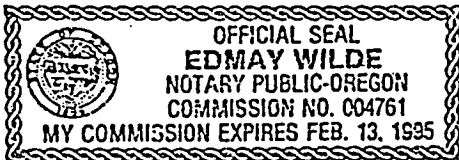
*JoAnn Toler*

Subscribed and sworn to before me this 24th day of November, 1993

*Edmay Wilde*

Notary Public for Oregon

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The Committee on Accessible Transportation (CAT) is an on-going citizen's advisory committee to the Tri-Met Board, as such, reviews and evaluates all current and future transportation service for people who are disabled. The majority of CAT members have disabilities or represent persons with disabilities.

A draft of the Americans with Disabilities Act (ADA) Joint Complementary Paratransit Plan Update for 1994 of the Tri-County Metropolitan Transportation District of Oregon (Tri-Met) and the Molalla Transportation District is available for public review and comment. To receive a copy (also available in large print or on tape upon request) please call 239-3058 (TDD 238-5811) and provide your name, address and request.

Written comment may be submitted to: CAT Public Comment, c/o Michelle Yung, 4012 SE 17th Avenue, Portland, Oregon 97202 on or before December 13, 1993.

To make comment by phone, please call 239-3058 (TDD 238-5811) and provide your name, address and message on or before December 13, 1993.

Tri-County Metropolitan  
Transportation District  
of Oregon

Park Woodworth  
Director, Accessible Program Development

SP 1193.09  
11-24-93

Legal Notice Advertising

- Tri-Met  
4012 SE 17th Ave.  
Portland, Oregon 97202

- Tearsheet Notice
- Duplicate Affidavit

AFFIDAVIT OF PUBLICATION

STATE OF OREGON, )  
COUNTY OF WASHINGTON, )ss.

I, Kathy Snyder  
being first duly sworn, depose and say that I am the Advertising Director, or his principal clerk, of the News Times, a newspaper of general circulation as defined in ORS 193.010 and 193.020; published at Forest Grove in the aforesaid county and state; that the Public Notice

a printed copy of which is hereto annexed, was published in the entire issue of said newspaper for ONE successive and consecutive in the following issues:

December 1, 1993

Kathy Snyder

Subscribed and sworn to before me this 1th day of December

Robin A. Burgess

Notary Public for Oregon

My Commission Expires:

AFFIDAVIT

tation District of Oregon (Tri-Met) and the Molalla Transportation District is available for public review and comment. To receive a copy (also available in large print or on tape upon request) please call 239-3058 (TDD 238-5811) and provide your name, address and request.

Written comment may be submitted to: CAT Public Comment c/o Michelle Yung, 4012 S.E. 17th Avenue, Portland, Oregon 97202 on or before December 12 1993.

To make comment by phone please call 239-3058 (TDD 238 5811) and provide your name address and message on c before December 13, 1993.

Tri-County Metropolitan Transportation District of Oregon  
Park Woodworth, Director  
Accessible Program Development  
NT 5418 - Publish December 1993

PUBLIC NOTICE  
TRI-COUNTY METROPOLITAN  
TRANSPORTATION DISTRICT  
OF OREGON (TRI-MET)

Notice is hereby given that Tri-Met will hold two public hearings before its Committee on Accessible Transportation (CAT) to solicit testimony on the Americans with Disabilities Act (ADA) Joint Complementary Paratransit Plan Update for 1994 of the Tri-County Metropolitan Transportation District of Oregon (Tri-Met) and the Molalla Transportation District which affects the LIFT door-to-door service.

-- First Public Hearing:  
DATE: Monday, December 13, 1993

TIME: 7:00 pm to 8:00 pm  
PLACE: Portland Building, 1120 S.W. 5th Avenue, Room C, 2nd Floor

Second Public Hearing:  
DATE: Wednesday, December 15, 1993

TIME: 9:40 am to 10:40 am  
PLACE: Portland Building, 1120 S.W. 5th Avenue, Room C, 2nd Floor

Testimony at the public hearings will be limited depending on time availability. The meeting room is accessible and a sign language interpreter will be provided at each hearing.

Tri-Met is required (by federal regulations issued September 6, 1991) to update the Complementary Paratransit Plan yearly and must submit the updated plan to the Federal Transit Administration (FTA) in order to be in compliance with the provisions of the Americans with Disabilities Act (ADA).

The Committee on Accessible Transportation (CAT) is an ongoing citizens' advisory committee to the Tri-Met Board, and, as such, reviews and evaluates all current and future transportation service for people who are disabled. The majority of CAT members have disabilities or represent persons with disabilities.

A draft of the Americans with Disabilities Act (ADA) Joint Complementary Paratransit Plan Update for 1994 of the Tri-County Metropolitan Transport-

**PUBLIC NOTICE  
MOLALLA  
TRANSPORTATION  
DISTRICT**

Notice is hereby given that the Molalla Transportation District will hold a public hearing to solicit testimony on the Americans with Disabilities act (ADA) Joint Complementary Paratransit Plan Update for 1994 which affects the Complementary Paratransit service in the Molalla Transportation District service area.

The public hearing will be held Tuesday, December 14, 1993, 7 p.m. at the Molalla Senior Center, 305 Kennel Ave., Molalla, OR.

Molalla Transportation District is required (by federal regulations issued Sept. 6, 1991) to update the Complementary Paratransit Plan yearly and must submit the updated plan to the Federal Transit Administration (FTA) in order to be in compliance with the provisions of the Americans with Disabilities Act (ADA).

A draft of the Americans with Disabilities Act (ADA) Joint Complimentary Paratransit Update for 1994 of the Molalla Transportation District is available for public review and comment. To receive a copy (also available in large print or on tape upon request) please call 239-3058 (TDD 238-5811) and provide your name, address and request.

Written comment may be submitted to Molalla Transportation District, P.O. Box 517, Molalla, OR on or before December 13, 1993.

To make comment by phone, please call 239-3058 (TDD 238-5811) and provide your name, address and message on or before December 13, 1993.

Molalla Transportation District  
Shirley Lyons, Clerk

(Published Dec. 8, 1993)

ATTACHMENT C

LIFT NEWS

# LIFT News

A quarterly newsletter for LIFT General Passengers and friends February, 1993

## RIDER'S GUIDE

If you're having trouble remembering all the LIFT rules and policies, or you'd like LIFT telephone numbers all in one handy place, call 238-4952 and request the LIFT Rider's Guide. We'll be happy to mail you a copy.

**BARRIER-FREE EXPO**, the first show of its kind in the Northwest, is held at the Oregon Convention Center March 30 & 31. State-of-the-art technology in mobility equipment, telecommunication and signaling devices, adaptive technology, home-health care, recreational services and home adaptive products will be displayed. Special highlights will include demonstrations by assistance animals from the Delta Society, and a rock climbing wall and portable ski ramp presented by SOAR. Admission to the Expo is \$5.

Professional workshops and seminars are provided during show hours, 10 a.m. to 8:30 p.m. each day, with Continuing Education Units (CEUs) available. The fee for the two-day professional series is \$95.

The show is produced by Employers Rehabilitation Services, Inc. Please call them at 292-1088 for further information.

## OPERATORS MUST CONCENTRATE ON DRIVING

A LIFT operator's prime responsibility is to drive the bus and provide you a safe and comfortable ride. Please don't ask your operator questions about schedules, rules and policies while s/he is driving. It's distracting and can be dangerous.

If you have a comment or complaint, ask your driver for a Customer Comment Card to fill out. You can mail it directly to Tri-Met or hand it back to the driver. If you have a change of address, need to cancel or change a scheduled ride, or wish to discuss a comment or complaint, please call 233-LIFT. Then your driver can do what s/he's been trained to do—drive the bus and deliver you to your destination in a safe and timely manner.

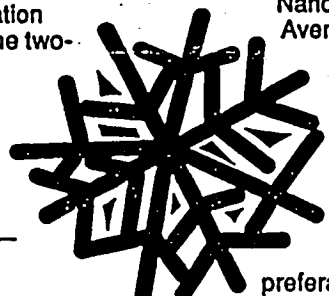
Thanks for your cooperation!

## SUSPENSION PERIOD CHANGED TO 30 DAYS

We're pleased to tell you that the Committee on Accessible Transportation (CAT) has reduced the suspension period resulting from three no-shows to 30 days instead of the original 90 days. They were especially concerned about people not having rides to work or for medical appointments for 90 days.

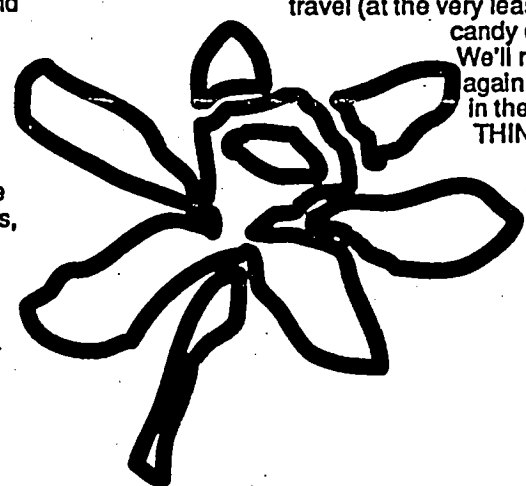
## CAT MEETINGS

There is time set aside at each Committee on Accessible Transportation monthly meeting for concerns from the public, and your comments are welcome. CAT meetings are the third Wednesday of every month, 9:30 a.m., 2nd floor conference room of the Portland Building, 1120 SW 5th. If you can't attend a meeting, you're encouraged to write the committee c/o Nancy Meyer, Tri-Met, 4012 SE 17th Avenue OPS2, Portland, OR 97202.



## WINTER WEATHER

We all hope winter weather is over for the year, but we want to remind you to prepare for emergencies. If you're traveling in cold weather, dress warmly, preferably in layers; if you're dependent on an oxygen tank, consider the possibility of long delays before traveling; and if you have an incontinence problem, you'll want to be prepared in case of long delays. If you have diabetes, regardless of the weather, you should carry some kind of snack when you travel (at the very least some hard candy or Life Savers). We'll remind you again next winter, so in the meantime **THINK SPRING!**



## 5-MINUTE POLICY

This is a reminder that drivers can wait only five minutes past the scheduled pickup time. Drivers are instructed to call dispatch after five minutes, report the ride as a no-show, and hang a no-show hanger on the door. Customers should be ready an hour before the scheduled pickup time just in case the bus is running early. We can tell customers their scheduled pickup time if they call after 1 p.m. the day preceding the ride.

## QUESTIONNAIRE

We promised in the last newsletter to report the results of the questionnaire which many of you answered. We learned that many can't get to regular bus routes, some buses and stops aren't accessible, and some mobility devices don't work on regular buses. Some were unfamiliar with routes and available service on regular buses, which tells us that training on regular buses could be helpful for customers. We also learned that some customers could use regular buses if they were transported to the stop. There will be further analysis, and the information we gathered will be very helpful in our planning process. We appreciate the time you took to give us your answers.

## VOLUNTEER NEWS -- COMMUNITY TEAMWORK REALLY WORKS!

Here's more good news from Volunteer Transportation, Inc:

- Funds for a 14-passenger vehicle to serve Northeast Portland residents who are elderly or have disabilities were made possible by a grant from the State of Oregon, the Hollywood Boosters, Metro's Composter Community Enhancement Fund, and individual donors. Two School Bus Services LIFT drivers who live in the community were the first to respond as volunteer drivers.

- In January Volunteer Transportation, Inc. received a \$500 grant from School Bus Services' Community Support Program for a shared vehicle between Tualatin Valley Mental Health Center and two other agencies in western Washington County.
- Volunteer Week is April 19-26, but don't wait to extend your thanks to your volunteer drivers. We all appreciate the outstanding commitment they've made.

## TODAY'S CHUCKLE

Claire E. Howes, one of our LIFT customers, wrote a delightful article in 1978 for the *Senior Profile*. She gave us permission to share her stories about bus riding adventures, and the following is one we can all relate to after this winter.

"When Portland was having a 'silver thaw' and freezing rain coated everything with a treacherous film, our driver saw that cars were stalled on Broadway as far ahead as he could see. 'I'm not going to try that street,' he said. 'If I can get up to Sandy Boulevard, we can make it to town from there.' He turned off at N.E. 39th after a fifteen-minute struggle to go one block. The slight hill made the wheels spin and slide, but after much stopping and starting, the bus finally was within a few feet of the top. The passengers were leaning forward, mentally struggling to push the bus ahead. 'OK,' the driver called out, 'Everybody grunt.' This broke the tension, and amid laughter the bus reached the sanded boulevard and clear going. After the warmth and cheer on this bus, the passengers faced the day with smiles."

We hope your days are warmed with smiles.

The Tri-Met LIFT is a door-to-door transportation service for people with physical or mental disabilities which prevent them from using regular fixed route buses or MAX. If you have comments or ideas for news articles, please call 233-5719 (TDD 233-5411).

Tri-Met LIFT  
1630 SE 8th Avenue  
Portland OR 97214

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# LIFT News

A quarterly newsletter for LIFT general passengers and friends

Summer 1993

## SAVING TRANSPORTATION DOLLARS

A no-show policy was initiated late last summer for the purpose of making our customers aware of the need to cancel the rides they don't need. Figuring in the cost of fuel, vehicle maintenance and depreciation, driver salary and administrative costs, it costs Tri-Met \$11.87 to provide the average LIFT ride (long rides cost more, short rides cost less).

In July of 1992 the LIFT program had 1,012 no-shows. That means that it cost the program \$12,000 for rides that were never taken; or looked at another way, we could have provided 1,012 additional rides in one month for the same amount of money. (There will always be a certain percentage of no-shows, for reasons beyond a person's control.) We're happy to tell you that by February 1993, no-shows were reduced to 449. That represents a significant savings to the program, fewer turn-downs and enhances our ability to provide more rides.

Working on this together helps everybody.

**THANK YOU VERY MUCH FOR YOUR CONTINUED COOPERATION.**

## AMERICANS WITH DISABILITIES ACT (ADA) -- HOW IT MAY AFFECT YOU

Under ADA rules, Tri-Met LIFT is required to provide transportation to ADA-eligible persons (those who cannot ride regular buses or MAX because of a disability) if the requested trip BEGINS and ENDS at a location no more than three-quarters of a mile from a regular bus or MAX route.

The Tri-Met Board determined that the implementation of ADA rules should not take away service from customers already using the LIFT. If you live outside the three-quarter mile corridor (you live further than three-quarters of a mile from a Tri-Met bus stop or MAX station)--but you were receiving LIFT service ON A STANDING ORDER as of Jan. 26, 1992, and you are still receiving that ride--your service will not be affected, unless you request a change in time, origin or destination of your rides. If you move to a new address, your ride request will be considered a new request even if it's for the same time and destination. People who live outside the three-quarter mile corridor who are affected by the ruling will be notified by letter prior to Oct. 1, 1993.

Tri-Met must concentrate resources on providing all requested, ADA-eligible rides inside the

three-quarter mile corridor. Therefore, we are now turning down requests which begin or end outside the corridor. If you're affected by this change, there are two options available:

1. You can travel independently to or from a point INSIDE the service area, and request a LIFT bus at that point.
2. You can request a ride to or from a point OUTSIDE the area, and we MAY provide it IF (a) it occurs at a time when an eligible trip is being provided along the same path of travel, (b) it doesn't inconvenience other passengers, (c) it doesn't prevent us from providing a required ADA-eligible ride.

If you have questions about the service area or ADA rules, please call 233-5438 TDD 233-5411.

## IT'S ZIPPIER TO KNOW YOUR ZIP

You can shorten the time you spend on the phone if you tell the call taker the zip code of your destination. If you don't know it, the call taker has to look it up because the computer has to know the zip code to accept the ride request. Please give the zip code whenever you know it.

## TIP YOUR HAT TO . . .

Ken Walburn, Clackamas County driver. When Ken arrived at his passenger's home and she didn't respond, he decided to check. He discovered her lying on the floor. Ken informed dispatch and called 911. His quick thinking and positive actions may have been responsible for saving her life. We're very proud of our drivers and the concern they show for their passengers.

## DAY AND DATE

We're very anxious to eliminate errors, and one way you can help is to give both the day and the date when you request a ride. If the call taker doesn't ask for both, please say "I want a ride on Tuesday, July 27." Another way you can help is to have a calendar handy when you call to confirm your ride, so you can jot down the time you expect the bus and have it to refer to later. And remember, the bus may arrive early so you need to be ready an hour before the expected time. (We try not to be late, but sometimes there are unexpected delays such as traffic, weather conditions, or mechanical failures.)

## RECOGNITION

On April 15, the Challenge Center held its 10th annual Recognition Night. Central Dispatch, Tri-Met, and two driver providers were recognized with certificates "for support of services to People with Disabilities." The comment was made that without transportation, participation would not be possible for many people. Wesley Mitchell, a LIFT customer, was honored with an award for Employee of the Year. Congratulations, Wesley.

LIFT held the Second Annual LIFT Roadeo on April 18. Buses are driven around a course with many opportunities for drivers to demonstrate their driving skills. First Place winner was Roxie Kippes, Second Place went to Chuck Anderson, Third Place to Stan Kreutzer and Fourth Place to Ed Hortsch. Because Roxie is a part-time driver, Chuck represented LIFT at the national Roadeo held in San Antonio where he placed "in the middle of the pack."

Honored at the June meeting of the Committee on Accessible Transportation as Drivers of the Year were Eldon Flaig (Washington County), Orville "Bud" Leach (Clackamas County) and Ed Hortsch (Multnomah County). Each was presented with a certificate of recognition as well as a gift certificate. Please let these outstanding people know that you appreciate them.

## SCHEDULING APPOINTMENTS

As you're aware, sometimes you're dropped off 10-20 minutes early at your destination. If the appointment is a "first of the day," the building may not yet be open. If you schedule an early appointment, you may want to ask if the building will be open up to one-half hour earlier than the appointment; if not, you might want to schedule your appointment a little later. The same could be true for later appointments. Will the building still be open when it's time for you to leave, or does the office close at lunch time? If it does, is there someplace for you to wait? If you can determine these things beforehand, it could save you inconvenience and discomfort the day of your appointment.

Tri-Met LIFT  
1630 SE 8th Avenue  
Portland OR 97214

## COMPLAINTS

We don't mind receiving complaints--they help us to do a better job. However, to correct problems we need specifics. When you call or write us please have specific dates, times, locations and names, if possible. We try to research each complaint to arrive at a solution for giving you better service.

## LONG WAIT VS. NO RIDE

This writer used the LIFT for two months recently following knee surgery, so I know first-hand how frustrating and tiring it can be to wait for a return ride. I thought it might be helpful for you to know why this sometimes happens. We never like to turn down a ride request. Because we know there will always be a certain number of cancellations, rather than turn down a request we may try to work a ride into the existing schedule. When you're told that you'll be picked up or dropped off "as close as possible" to the time you request, it's often because we're working your ride into an existing schedule to avoid turning you down. Unfortunately, we still have to turn down some rides, but be assured we'll do all we can to give you the ride. Sometimes, though, that means riding or waiting longer than you like.

**WE HOPE THE SUN IS SHINING  
ON YOU TODAY!**

## ATTENTION! ATTENTION!

Effective September 5, 1993 Tri-Met has a **NEW Disabled Citizen "A" card** for people who, because of permanent disabilities that substantially limit their ability to use buses and MAX, may need an attendant in order to ride Tri-Met.

An attendant, in the company of a fare paying customer who shows a valid Disabled Citizen "A" card, rides **FREE**.

For more information about Tri-Met's new Disabled Citizen "A" card application process contact Tri-Met's Senior and Disabled Citizen Information department: 238-4952/ TDD 238-5811/FAX 239-3092 7:30am to 5:30pm weekdays.

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# LIFT News

A quarterly newsletter for LIFT general passengers and friends

Fall 1993

## WE BELIEVE IN BIG FOOT!

Imagine our surprise and delight late last summer when a "Big Foot" pizza arrived for central dispatch staff to enjoy. One of our special customers sent this tasty treat, and we thank her!

## DO YOU NEED ASSISTANCE ON THE BUS?

If you need an attendant to assist you out of your residence or into a building, that person is designated as a personal care attendant (PCA)—previously referred to as an escort. The Americans with Disabilities Act (ADA) defines a PCA as a mobility aid—necessary to a customer's mobility.

You must tell us when you request your ride that you will be accompanied by a PCA. Otherwise, we don't know to leave a space for that person. Your PCA rides free, but is expected to assist you.

If you request a ride for a companion—a person who doesn't assist you to be mobile but accompanies you on your trip—the companion pays the regular LIFT fare. You must tell us when you request your ride that you will have a companion.

## COLD WEATHER AHEAD

We all know that winter weather in Oregon is unpredictable, and a storm can develop very quickly. Some suggestions for traveling during the winter months:

- ◆ Dress warmly and in layers,
- ◆ If you have diabetes carry a sandwich, piece of fruit, or roll of hard candy with you,
- ◆ If you have an incontinence problem—travel prepared,

- ◆ If you're on oxygen you may not want to schedule long trips.
- ◆ Have a one to two weeks supply of food and medications at home in case shopping trips are canceled.

When a sudden storm occurs, traffic can be held up for long periods of time, and vehicles break down more frequently in cold weather. It's always wise to be prepared beforehand. Please be aware that decisions regarding service are made with your safety and well-being in mind.

Local radio and TV stations will carry Tri-Met information. LIFT will operate rides on three levels during ice and snow conditions: 1) Normal - full service. 2) Limited - service limited to workshops, nutrition, and all medical. 3) Life-sustaining - service limited to life-sustaining medical only.

Some of our customers have expressed concern about waiting outside for the bus. It isn't possible for us to identify waiting areas at every site, but in our ongoing commitment to improved service, we will attempt to identify safe, dry waiting areas at our most frequently served locations, such as college campuses, shopping malls, and medical sites. Currently, we have three designated sites at the Lloyd Center. At Fred Meyer stores, pickups/dropoffs are at the door serving the grocery section. When you call to verify your pickup time, please ask for your return pickup time as well to help you determine when you need to be at the return pickup location.

The Tri-Met LIFT is a door-to-door transportation service for people with physical or mental disabilities which prevent them from using regular fixed route buses or MAX. If you have comments or ideas for news articles, please call 233-5719 (TDD 233-5411).

## CHANGE IN PROCEDURES

Our Customer Service Representatives are now entering your ride information directly into the computer while you are on the phone. They ask you for trip information as it appears on the computer screen, so please have your information available in this order:

- ◆ Date of ride
- ◆ Appointment time
- ◆ Return time
- ◆ Appointment address with town and zip code
- ◆ Appointment phone number
- ◆ Mobility aid
- ◆ Ride purpose
- ◆ Doctor's name and suite number
- ◆ Any special directions for pickup or drop-off
- ◆ PCA

If you're requesting a ride to a complex of buildings (such as a college campus or shopping center), or if a building has multiple doors, please be specific about the drop-off and pickup locations. Some of our customers have had to wait for long periods because the drivers couldn't locate them.

## RECYCLING MOBILITY DEVICES

One of our wonderful drivers suggested that we run an "ad" in each newsletter telling of mobility devices for sale. We think this is a great idea, so if you have a device that you no longer need and would like to sell (or donate), call 233-5719 and we'll run that information, along with your phone number, in the next newsletter.

If you have a hearing aid that is no longer being used, the speech and hearing clinic at Portland State University would appreciate having it donated to them. The mailing address is 724 SW Harrison, Portland, OR 97201.

## BARRIER-FREE EXPO

Last year's Barrier-Free Expo introduced attendees to a vast array of equipment and services for persons with disabilities. The organizers announce that the 1994 Expo, at the Oregon Convention Center on March 30 and 31, will double in size and feature a wheelchair basketball tournament, inspirational speeches, fashion show, accessible housing, as well as equipment, services, and entertainment for children with disabilities. Be sure to mark these dates on your 1994 calendar.

## PUBLIC HEARING

Two public hearings will be held before the Committee on Accessible Transportation to review the draft 1994 Update of Tri-Met's Complementary Paratransit Plan.

- ◆ Date: Monday, December 13, 1993  
Time: 7 p.m. to 8 p.m.  
Place: Portland Building, Room C, 2nd floor  
1120 SW 5th Avenue
- ◆ Date: Wednesday, December 15, 1993  
Time: 9:40 a.m. to 10:40 a.m.  
Place: Portland Building, Room C, 2nd floor  
1120 SW 5th Avenue

You may receive a draft copy of the 1994 Update (also available in large print or on tape) by calling 239-3058 (TDD 238-5811). You may submit written comments to CAT Public Comments, c/o Michelle Yung, 4012 SE 17th Avenue, Portland, OR 97202 on or before December 13, 1993. You may comment by phone by calling 239-3058 (TDD 238-5811) on or before December 13, 1993.

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Tri-Met LIFT  
1630 SE 8th Avenue  
Portland OR 97214

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**ATTACHMENT D**  
**HONORED CITIZEN UPDATE**

# Honored Citizen Update



September 5, 1993

## **ATTENTION! ATTENTION!**

Tri-Met has a NEW Disabled Citizen "A" card for people who, because of permanent disabilities that substantially limit their ability to use Tri-Met buses and MAX, may need an attendant in order to ride Tri-Met. The "A" on the card means the cardholder may be riding with an attendant.

Effective September 5, 1993, an attendant, in the company of a fare paying customer who shows a valid Disabled Citizen "A" card, rides free.

**Bus:** A customer with a valid Disabled Citizen "A" card must, as he/she boards, show the driver his/her "A" card, pay a fare (cash or ticket) or show a monthly pass AND indicate his/her attendant.

**MAX:** A customer with a valid Disabled Citizen

"A" card must be prepared to show Tri-Met fare inspectors or other personnel his/her "A" card and monthly pass or fare receipt AND indicate his/her attendant.

A Disabled Citizen "A" card application is available only through Tri-Met's Senior and Disabled Citizen Information Department: 238-4952/TDD 238-5811/FAX 239-3092, 7:30am to 5:30pm, weekdays.

**Please Note:** Previous Tri-Met policy allowed an attendant to a person using a wheelchair or scooter to ride free. This policy ENDS September 5, 1993.

**HOWEVER,** Tri-Met is providing customers using wheelchairs/scooters a moratorium until January 1, 1994 to allow adequate time to apply for a Disabled Citizen "A" card.

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## *Honored Citizen Fares*

- Honored Citizen fares are good all hours, all zones
- Honored Citizen fares are the same for MAX and the buses
  - Cash fare: 45¢
  - Discount tickets: \$3.50 for 10 unvalidated tickets
  - Honored Citizen Monthly Pass: \$9.00. Good for unlimited rides during the month of issue.
- Fare receipt: a transfer or validated MAX ticket; keep your fare receipt until you complete your trip.

**Bus:** Your driver will give you a transfer when you pay cash or with a ticket; this transfer will be good for boarding any buses or MAX until the time torn at the top.

**MAX:** A MAX validated ticket is your fare receipt and will have the expiration time stamped on it.
- Be sure to board the bus or MAX before the expiration time. Your fare receipt is valid even if it expires during your ride.

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### **Valid identification for Tri-Met's Honored Citizens:**

- A valid Medicare card
- Any valid identification that proves a Senior Citizen is 65 or older
- A Tri-Met Senior Citizen Card for people 65 and older
- A Tri-Met Disabled Citizen Card for people under 65 and disabled
- A Tri-Met Disabled Citizen STAR card (available to mentally retarded citizens and certain chronically mentally ill citizens only through Clackamas, Multnomah or Washington County Associations for Retarded Citizens and Mental Health Associations)
- A Tri-Met Disabled Citizen "A" card (available only through Tri-Met's Senior and Disabled Citizen Information Department)

## How to Pay

### MAX:

- You must pay your fare before boarding MAX; there are no fareboxes on MAX, and drivers don't take or check fares.
- Purchase a validated ticket from the ticket machine at any MAX station.

### OR

- Validate a ticket from a 10-ticket discount book or strip in the validator by the ticket machine before boarding.
- Board MAX at any door.

### Bus:

- Always board the bus at the front door. Show the driver your Senior or Disabled Citizen, STAR, "A" or Medicare card *and* your Monthly Pass.

### OR

- Show your card and
- pay 45¢ cash
- or place a ticket in the farebox

### MAX & Bus:

- Keep your fare receipt until you complete your trip.
- Be prepared to show Tri-Met fare inspectors or other personnel your card and your Monthly Pass or *fare receipt*.

## Riding Tips

- Near the front of each bus are signs for priority seating for Senior and Disabled Citizens.
- If you are transferring, show the bus driver your card and your Monthly Pass or fare receipt.
- Failure to pay proper fare may result in a citation to appear in District Court and/or a fine.
- When you want to get off the bus pull the bell cord next to the window about two blocks before your stop.
- On MAX, sit near a door if possible. Before your station, pull the bell cord above the window. When the train stops, go quickly to the nearest doors; to open the doors, push the lighted button on the vertical pole next to the doors.
- If you are sight-impaired or blind, tell your bus driver where you want to get off.

- After exiting the bus or MAX, wait until it pulls away before crossing the street. Never cross in front of the bus or MAX.
- Ride FREE in Fareless Square; a 300-block area of downtown Portland bounded by Hoyt Street on the north, I-405 (Stadium Freeway) on the west and south, and the Willamette River on the east.
- For a recorded 24-hour message regarding current zones and fares, call 231-3198/TDD 231-3298.
- You can buy an Honored Citizen Monthly Pass or 10-ticket discount book at the Tri-Met Office in Pioneer Courthouse Square; most Safeway and Albertsons stores; other neighborhood locations; and by mail.

## Other Tri-Met Services for Senior and Disabled Citizens

- Accessible Service provides lifts for riders unable to climb the steps of the bus or MAX.

**MAX:** All MAX service is accessible. Two wheelchair spaces are available on each train.

**Bus:** Each lift-equipped bus has two wheelchair securement spaces. Look for the ♿ symbol on buses, schedules and bus stop signs. All Tri-Met service is accessible on weekends.

- Tri-Met's Tri-County LIFT and Volunteer Transportation Programs provide door-to-door rides within Tri-Met's ADA (Americans with Disabilities Act) Service Area to ADA eligible people who are unable to use Tri-Met's regular service because of physical or mental disabilities. The LIFT uses lift-equipped small buses and vans. Through the Volunteer Transportation Program, many neighborhood volunteers drive their own vehicles to provide rides.

Although over 500,000 door-to-door rides were provided last year, demand for service exceeds the funds available; not all rides requested can be provided.

### Need More Information?

For a brochure on Accessible Bus Service, an application for a Tri-Met Disabled Citizen "A" card, a LIFT application or answers to other questions, call Tri-Met's Senior and Disabled Citizen Information, 238-4952/TDD 238-5811/FAX 239-3092, 7:30am to 5:30pm, weekdays.

**ATTACHMENT E**

**CAT AGENDAS**

**AGENDA**  
**WEDNESDAY, JANUARY 20, 1993**  
**COMMITTEE ON ACCESSIBLE TRANSPORTATION (CAT)**  
**9:30AM TO 11:45 AM - PORTLAND BUILDING, ROOM C**  
**1120 SW 5TH, PORTLAND, OREGON**

<u>Time Allotted</u>	
9:30-9:40	I. Approval of December Minutes
	II. Written Communication to Committee Members and Staff
	III. Approval of the Agenda
<b>Tentative Agenda Items</b>	
9:40-9:50	Public Comment <sup>1</sup> on Non-agenda Items.
9:50-10:00	Format for the Fiscal and Operating Reports from staff requested by CAT -- Jan Campbell, Chair and Kathe Coleman, Vice Chair (information/action).
10:00-10:15	Finance/Americans with Disabilities Act Compliance (F/ADA) Subcommittee Report -- Roger Buchanan, Chair (Information).
10:15-10:30	LIFT/Paratransit (L/P) Subcommittee Report -- Kathe Coleman, Chair (Information).
10:30-10:45	Fixed Route Accessibility Subcommittee (FRAS) Report -- Sam Learn, Chair (Information/action).
10:45-10:55	Break
10:55-11:05	LIFT Manager's Overview -- Gary Boley, Manager LIFT Program.
11:05-11:45	Staff Reports: Tri-County LIFT Program -- Rita McNeil Fixed Route Accessibility -- Patricia Nielsen Senior and Disabled Citizen Information (SDCI) and Honored Citizen Program Reports -- Nancy Meyer Volunteer Transportation Program -- Sheila Driscoll

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<sup>1</sup> Public comment will be limited depending on time availability. Public comment on agenda item will be taken during discussion of that item.

## STAFF NOTES:

Persons requiring a sign language interpreter at a CAT meeting should contact Tri-Met's Senior and Disabled Citizen Information department at 238-4952 or TDD 238-5811 (7:30am to 5:30pm, weekdays) at least two workdays prior to the meeting so arrangements can be made.

In addition, there is a loop system in room C of the Portland Building for people who are hearing impaired. The person who is hearing impaired turns his/her hearing aid to the "T" position which allows speech signals to be enhanced and background noise to be eliminated.

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To reach someone attending a CAT meeting in an emergency situation, call The Portland Building, 823-5239/TDD 823-6868.

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<sup>2</sup> Meeting tapes prior to January, 1991 are reused; however, minutes are available.



**AGENDA**  
**WEDNESDAY, FEBRUARY 17, 1993**  
**COMMITTEE ON ACCESSIBLE TRANSPORTATION (CAT)**  
**9:30AM TO 11:45AM - PORTLAND BUILDING, ROOM C**  
**1120 SW 5TH, PORTLAND, OREGON**

Time Allotted	
9:30-9:40	I. Approval of January Minutes
	II. Written Communication to Committee Members and Staff
	III. Approval of the Agenda
<b>Tentative Agenda Items</b>	
9:40-9:50	Public Comment <sup>1</sup> on Non-agenda Items.
9:50-10:00	Update of the Citizens Advisory Committee's Willamette River Bridges Accessibility Project – Patric Harkins (information).
10:00-10:15	Finance/Americans with Disabilities Act Compliance (F/ADA) Subcommittee Report – Jan Campbell (information).
10:15-10:30	LIFT/Paratransit (L/P) Subcommittee Report – Kathe Coleman, Chair (information).
10:30-10:45	Fixed Route Accessibility Subcommittee (FRAS) Report – Sam Learn, Chair (information/action).
10:45-10:55	Break
10:55-11:05	LIFT Manager's Overview and CAT's Fiscal/Operating Monthly Report – Gary Boley, Manager LIFT Program
11:05-11:45	Staff Reports: Tri-County LIFT Program – Rita McNeil Fixed Route Accessibility – Patricia Nielsen Senior and Disabled Citizen Information (SDCI) Department Report – Nancy Meyer Volunteer Transportation Program – Sheila Driscoll

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<sup>1</sup> Public comment will be limited depending on time availability. Public comment on agenda item will be taken during discussion of that item.

**STAFF NOTES:**

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**AGENDA**  
**WEDNESDAY, MARCH 17, 1993**  
**COMMITTEE ON ACCESSIBLE TRANSPORTATION (CAT)**  
**9:30AM TO 11:45AM - PORTLAND BUILDING, ROOM C**  
**1120 SW 5TH, PORTLAND, OREGON**

Time  
Allotted

- |           |  |
|-----------|--|
| 9:30-9:40 | I. Approval of February Minutes                          |
|           | II. Written Communication to Committee Members and Staff |
|           | III. Approval of the Agenda                              |

**Tentative Agenda Items**

9:40-9:50 Public Comment<sup>1</sup> on Non-agenda Items.

9:50-11:00 Convene Special Transportation Fund Advisory Committee (STFAC) -- Roger Buchanan, Chair

9:50-10:00 Overview of the draft Community Transportation Program (CTP) Grant Application recommendations which include discretionary Special Transportation Funds -- Tina Frost, Grant Specialist (information)

10:00-10:50 Public Comment<sup>1</sup> on the draft CTP Grant Application recommendations.

10:50-11:00 Review, prioritize and vote on CTP Grant Applications -- STFAC (action).

Please Note: The meeting room is accessible and a sign language interpreter will be provided.

11:00-11:05 Break

11:05-11:45 Westside Light Rail Update -- Jan Schaeffer, Director, Community Affairs and Bob Pike, Environmental Access Consultant

Please Note: Subcommittee reports and staff reports will be provided if time allows.

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<sup>1</sup> Public comment will be limited depending on time availability. Public comment on agenda item will be taken during discussion of that item.

## STAFF NOTES:

Persons requiring a sign language interpreter at a CAT meeting should contact Tri-Met's Senior and Disabled Citizen Information department at 238-4952 or TDD 238-5811 (7:30am to 5:30pm, weekdays) at least two workdays prior to the meeting so arrangements can be made.

In addition, there is a loop system in room C of the Portland Building for people who are hearing impaired. The person who is hearing impaired turns his/her hearing aid to the "T" position which allows speech signals to be enhanced and background noise to be eliminated.

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<sup>2</sup> Meeting tapes prior to July, 1990 are reused; however, minutes are available.

**AGENDA**  
**WEDNESDAY, APRIL 21, 1993**  
**COMMITTEE ON ACCESSIBLE TRANSPORTATION (CAT)**  
**9:30AM TO 11:45AM - PORTLAND BUILDING, ROOM C**  
**1120 SW 5TH, PORTLAND, OREGON**

Time Allotted	
9:30-9:40	I. Approval of March Minutes II. Written Communication to Committee Members and Staff (including the CAT-Requested Fiscal/Operating Monthly Report for Special Needs Transportation (SNT)) III. Approval of the Agenda

**Tentative Agenda Items**

9:40-9:50 Public Comment<sup>1</sup> on Non-agenda Items.

9:50-11:00	Proposal changes to Tri-Met's Fare Ordinance relating to the Attendant policy 9:50-10:00 Overview of the proposed changes to the Tri-Met Fare Ordinance and Attendant policy – Nancy Meyer, Coordinator, Honored Citizen Program (Information) 10:00-10:50 Public Hearing <sup>1</sup> on the proposed Attendant policy 10:50-11:00 CAT discussion and vote on the proposed Attendant policy (action) Please Note: The meeting room is accessible and a sign language interpreter will be provided.
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11:00-11:05	Break
11:05-11:20	Finance/Americans with Disabilities Act Compliance (F/ADA) Subcommittee Report -- Roger Buchanan, Chair (Information)
11:20-11:30	LIFT/Paratransit (L/P) Subcommittee Report – Kathe Coleman, Chair (Information)
11:30-11:45	Fixed Route Accessibility Subcommittee (FRAS) Report -- Sam Learn, Chair (Information) Please Note: Staff reports will be provided if time allows.

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<sup>1</sup> Public comment/hearing will be limited depending on time availability. Public comment on an agenda item will be taken during discussion of that item.

## STAFF NOTES:

Persons requiring a sign language interpreter at a CAT meeting should contact Tri-Met's Senior and Disabled Citizen Information department at 238-4952 or TDD 238-5811 (7:30am to 5:30pm, weekdays) at least two workdays prior to the meeting so arrangements can be made.

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REVISED AGENDA  
WEDNESDAY, APRIL 21, 1993  
COMMITTEE ON ACCESSIBLE TRANSPORTATION (CAT)  
9:30AM TO 11:45AM - PORTLAND BUILDING, ROOM C  
1120 SW 5TH, PORTLAND, OREGON

<u>Time Allotted</u>	
9:30-9:40	I. Approval of March Minutes II. Written Communication to Committee Members and Staff (including the CAT-Requested Fiscal/Operating Monthly Report for Special Needs Transportation (SNT) III. Approval of the Agenda

**Tentative Agenda Items**

9:40-9:50 Public Comment<sup>1</sup> on Non-agenda Items.

9:50-11:00 Proposal changes to Tri-Met's Fare Ordinance relating to the Attendant policy

9:50-10:00 Overview of the proposed changes to the Tri-Met Fare Ordinance and Attendant policy -- Nancy Meyer, Coordinator, Honored Citizen Program (information)

10:00-10:50 Public Hearing<sup>1</sup> on the proposed Attendant policy

10:50-11:00 CAT discussion and vote on the proposed Attendant policy (action)

Please Note: The meeting room is accessible and a sign language interpreter will be provided.

11:00-11:05 Break

11:05-11:20 Low-Floor Light Rail Car Update -- Nita Brueggeman, Tri-Met Board, and Denny Porter, Director, Systems Engineering (information)

11:20-11:45 Subcommittee Reports:

Finance/Americans with Disabilities Act Compliance (F/ADA) Subcommittee Report -- Roger Buchanan, Chair (information)

LIFT/Paratransit (L/P) Subcommittee Report -- Kathe Coleman, Chair (information)

Fixed Route Accessibility Subcommittee (FRAS) Report -- Sam Learn, Chair (information)

Please Note: Staff reports will be provided if time allows.

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<sup>1</sup> Public comment/hearing will be limited depending on time availability. Public comment on an agenda item will be taken during discussion of that item.

STAFF NOTES:

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AGENDA  
WEDNESDAY, MAY 19, 1993  
COMMITTEE ON ACCESSIBLE TRANSPORTATION (CAT)  
9:30AM TO 11:45AM - PORTLAND BUILDING, ROOM C  
1120 SW 5TH, PORTLAND, OREGON

Time  
Allotted

- 9:30-9:40 I. Approval of April Minutes  
II. Written Communication to Committee Members and Staff (including the CAT-Requested Fiscal/Operating Monthly Report for Special Needs Transportation (SNT)  
III. Approval of the Agenda

**Tentative Agenda Items**

9:40-9:50 Public Comment<sup>1</sup> on Non-agenda Items.

9:50-10:15	Convene Special Transportation Fund Advisory Committee (STFAC) -- Roger Buchanan, Chair
9:50-10:00	Overview of the draft application for the Special Transportation Fund (STF) formula allocation grant for Fiscal Year 1993-1994 (FY 94) -- Tina Frost, Grant Specialist (information)
10:00-10:50	STFAC discussion and vote

10:15-10:30 Nominating Task Force Report -- Patric Harkins (information/action)

10:30-10:45 Break

10:50-11:00 Report on LIFT Program fares -- Park Woodworth, Director, Accessible Program Development and Kathryn Coffel, Manager Market Analysis

11:00-11:30 Subcommittee Reports:

Finance/Americans with Disabilities Act Compliance (F/ADA) Subcommittee Report -- Roger Buchanan, Chair (information)

LIFT/Paratransit (L/P) Subcommittee Report -- Kathe Coleman, Chair (information)

Fixed Route Accessibility Subcommittee (FRAS) Report -- Sam Learn, Chair (information)

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<sup>1</sup> Public comment will be limited depending on time availability. Public comment on an agenda item will be taken during discussion of that item.

11:30-11:45 Staff Reports:

Fixed Route Accessibility -- Patricia Nielsen  
Senior and Disabled Citizen Information (SDCI)  
Department Report -- Nancy Meyer  
Volunteer Transportation Program -- Sheila Driscoll

STAFF NOTES:

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REVISED AGENDA  
WEDNESDAY, MAY 19, 1993  
COMMITTEE ON ACCESSIBLE TRANSPORTATION (CAT)  
9:30AM TO 11:45AM - PORTLAND BUILDING, ROOM C  
1120 SW 5TH, PORTLAND, OREGON

Time  
Allotted

- 9:30-9:40      I.    Approval of April Minutes  
                 II.    Written Communication to Committee Members  
                        and Staff (including the CAT-Requested  
                        Fiscal/Operating Monthly Report for Special  
                        Needs Transportation (SNT)  
                 III.    Approval of the Agenda

**Tentative Agenda Items**

9:40-9:50      Public Comment<sup>1</sup> on Non-agenda Items.

9:50-10:15	Convene Special Transportation Fund Advisory Committee (STFAC) -- Roger Buchanan, Chair
9:50-10:00	Overview of the draft application for the Special Transportation Fund (STF) formula allocation grant for Fiscal Year 1993-1994 (FY 94) -- Tina Frost, Grant Specialist (information)
10:00-10:15	STFAC discussion and vote

- 10:15-10:30    Nominating Task Force Report -- Patric Harkins (information/action)
- 10:30-10:45    Revised changes to Tri-Met's Fare Ordinance relating to the Attendant policy -- Nancy Meyer, Coordinator, Honored Citizen Program (information/action)
- 10:45-10:50    Break
- 10:50-11:00    Report on LIFT Program fares -- Park Woodworth, Director, Accessible Program Development and Kathryn Coffel, Manager Market Analysis
- 11:00-11:30    Subcommittee Reports:  
  
Finance/Americans with Disabilities Act Compliance (F/ADA) Subcommittee Report -- Roger Buchanan, Chair (information)

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<sup>1</sup> Public comment will be limited depending on time availability. Public comment on an agenda item will be taken during discussion of that item.

LIFT/Paratransit (L/P) Subcommittee Report --  
Kathe Coleman, Chair (information)

Fixed Route Accessibility Subcommittee (FRAS)  
Report -- Sam Learn, Chair (information)

11:30-11:45 Staff Reports:

Fixed Route Accessibility -- Patricia Nielsen  
Senior and Disabled Citizen Information (SDCI)  
Department Report -- Nancy Meyer  
Volunteer Transportation Program -- Sheila  
Driscoll

STAFF NOTES:

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AGENDA  
WEDNESDAY, JUNE 16, 1993  
COMMITTEE ON ACCESSIBLE TRANSPORTATION (CAT)  
9:30AM TO 11:45AM - PORTLAND BUILDING, ROOM C  
1120 SW 5TH, PORTLAND, OREGON

Time  
Allotted

9:30-9:50	Presentation of Awards to the LIFT Drivers of the Year by the LIFT Service Providers -- (information)
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- 9:50-10:00
- I. Approval of May Minutes
  - II. Written Communication to Committee Members and Staff (including the CAT-Requested Fiscal/Operating Monthly Report for Special Needs Transportation (SNT)
  - III. Approval of the Agenda

**Tentative Agenda Items**

- 10:00-10:10 Public Comment<sup>1</sup> on the Non-Agenda Items
- 10:10-10:25 CAT Action on Detectable Warning Strip Issue Relating to Tri-Met's Key Station Plan -- Park Woodworth, Director, Accessible Program Development (information/action)
- 10:25-10:30 Break
- 10:30-10:45 Report on LIFT Program Fare Review -- Kathryn Coffel, Manager Market Analysis (information)
- 10:45-11:45 Westside Light Rail Update -- Jan Schaeffer, Director, Community Affairs and Bob Pike, Environmental Access Consultant (information)

Subcommittee and staff reports will be provided if time allows.

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<sup>1</sup> Public comment will be limited depending on time availability. Public comment on an agenda item will be taken during discussion of that item.

STAFF NOTES:

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**AGENDA**  
**WEDNESDAY, JULY 21, 1993**  
**COMMITTEE ON ACCESSIBLE TRANSPORTATION (CAT)**  
**9:30AM TO 11:45AM - PORTLAND BUILDING, ROOM C**  
**1120 SW 5TH, PORTLAND, OREGON**

Time  
Allotted

- 9:30-9:50      I.    Approval of June Minutes  
                 II.    Written Communication to Committee Members  
                            and Staff (including the CAT-Requested  
                            Fiscal/Operating Monthly Report for Special  
                            Needs Transportation (SNT)  
                 III.    Approval of the Agenda

**Tentative Agenda Items**

- 9:50-10:00      Public Comment<sup>1</sup> on the Non-Agenda Items
- 10:00-10:20      Key Station Plan:  
                 • Motion of Support -- Park Woodworth,  
                            Director, Accessible Program Development  
                            (information/action)  
                 • Signage Update -- Lana Nelson, Director  
                            Consumer Programs (information)
- 10:20-10:40      Amendment to Bikes on Transit Program -- Patricia  
                 Nielsen, Accessible Programs Coordinator  
                 (information/action)
- 10:40-10:55      Nominating Task Force (part 2) Report -- Judah  
                 Bierman (information/action)
- 10:55-11:00      Break
- 11:00-11:15      Appreciation of CAT Members and Welcome to New CAT  
                 Member -- Bill Allen, Executive Director,  
                 Operations (information)
- 11:15-11:30      Revised CAT "Charge" -- Park Woodworth  
                 (information/action)
- 11:30-11:45      Video Presentations featuring CAT members and  
                 Subcommittee members -- Patricia Nielsen  
                 (information)

Subcommittee and staff reports will be provided if time allows.

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<sup>1</sup> Public comment will be limited depending on time availability. Public comment on an agenda item will be taken during discussion of that item.

Regarding the inclusion of the Molalla Transportation District in this plan, I would only note that it may be productive to have a meeting in Molalla to discuss ADA needs and services.

Finally, I would like to take this opportunity to acknowledge Tri-Met's support of the CCSS volunteer transportation program (Transportation Reaching People - TRP) and the Clackamas Senior Transportation Consortium. We will continue to work collaboratively in our efforts to meet the special needs transportation concerns of Clackamas County.





## ***DISABILITY ADVOCATES COALITION***

**P. O. Box 68369, Oak Grove, Oregon 97268  
(503) 655-8640  
(503) 650-8941 fax**

December 3, 1993

Dear John Mullin:

The Disability Advocates Coalition of Clackamas County would like to comment regarding the County Plan.

People with disabilities are more likely to need public transportation because of lower income or inability to drive. The Disability Advocates Coalition encourages all efforts of Clackamas County to obtain more fixed-route bus service, evenings and weekends included. Also, we recommend that resources be allocated to advertise and encourage general passengers to ride in order to have the numbers to justify continuing the service.

In conjunction with fixed-route buses, consideration should be given to providing accessible walkways and safe shelters to wait. Even in major transit corridors such as Macadam and McLoughlin, there are few accessible routes to bus stops.

Many persons with disabilities who are frail or elderly require the use of para-transit. Tri-Met's response to regulations of the Americans with Disabilities Act has set parameters for para-transit service to those who only travel within 3/4's mile of a "fixed-route" bus line. This means that people with disabilities who live outside of the 3/4 mile limit, especially in rural areas, are highly restricted, or barred, from using para-transit.

The Disability Advocates Coalition seriously questions whether this is the best way to deliver service for Clackamas County residents and would like to advocate for the most equitable use of transportation funds.

We would also encourage a more aggressive approach to sensitivity training of fixed-route and shuttle drivers when serving people with disabilities and those who are elderly with safety and dignity.

Thank you for your attention to this matter.

Sincerely,

*Donna J. Crawford*

Donna J. Crawford, Chair  
Disability Advocates Coalition of Clackamas County

12/14/93

John Mullin  
Director  
Clackamas County Social  
Services Division  
P.O.Box 68369  
Oak Grove, Oregon 97268

Dear John:

The Clackamas Senior Transportation Consortium would like to comment regarding the County's Transportation Plan and the needs of the area's seniors. As you know, Clackamas County has the fourth highest population of seniors in Oregon with a total of 31,989 persons age 65 or older. A large majority of the County's elders reside in towns with less than 10,000 total population.

1990 Census data indicated that 17% older Oregonians have no access to an automobile in their household. In rural and suburban areas, such as Clackamas County, the taxi is simply not available as an alternative. While there are three public transit districts in the County, fixed route bus service is uneven and oriented primarily towards younger commuters. Large areas of the County, particularly unincorporated areas, simply are not served by any public transit service, including paratransit.

For example, in Molalla, the local transit district provides frequent shuttle service to the local community college in Oregon City where riders can transfer to a Tri-Met fixed route bus. The shuttle passes through Carus, Mulino, and Liberal on its way to Oregon City. The total ride from Molalla to Portland is almost an hour and a half one-way. In Sandy, there is one bus available along a local highway that runs through town. It runs several times in the morning and afternoon at peak commuter hours. In the area known as Hoodland, there is no bus service at all. The same is true for south county unincorporated areas including the towns of Colton, Marquam, and Wilhoit. Tri-Met's special needs paratransit service known as LIFT is available only along a 3/4 mile corridor to either side of fixed routes traveled by Tri-Met buses. People with disabilities and frail seniors who live outside of the corridor are greatly transportation-disadvantaged.

The Senior Transportation Consortium is concerned, additionally, with meeting the transportation needs of elderly persons who do not fit into the American's with Disabilities Act defined eligibility criteria and are often refused paratransit services. These may be persons who are afraid to drive after dark, unwilling to use a fixed route bus in bad weather, or unable to drive or maintain a car. As noted by Edgar Rivas in a recent publication, "transportation is more than simply an important community service for many elderly...it is the lifeline for continued independence to enable ...access to essential community-based services. Many elders fear losing their mobility and independence because there are so few transportation alternatives available to them. Many poor or isolated ...elders live their lives with the constant threat of premature institutionalization because they lack independent mobility."

In view of these concerns, the Consortium would like to offer the following recommendations:

Priority 1 Expanded accessible transportation alternatives  
Emphasize providing service to unserved/underserved elderly and disabled populations, while

maintaining service levels for current riders, by contracting with Senior Transportation Consortium and other local providers.

Explore options to promote public transportation in the Mt. Hood Corridor through partnerships with Greyhound, the VA, and other providers.

Marketing, Public Information and Customer Services  
Perform route analysis for group living settings in Clackamas County

Place highly visible information on vehicles indicating route/destination, type of service, # of route.

Priority 2 Improved fixed route bus service on existing lines serving Clackamas County

Add additional fixed route service to Sandy, and Estacada, specifically, Sunday service as well as mid morning and afternoon runs.

Add loops off fixed routes to senior centers and nutrition sites throughout the County. Develop bus waiting areas at senior centers and nutrition sites.

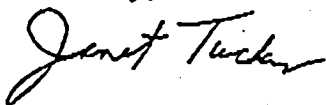
When adding a new line from Hwy 224 to Clackamas Town Center, loop off Hwy 224 into North Clackamas Park to the Senior Center and Deerfield Village

Expand the Milwaukie Shuttle route to stop directly at congregate and group living settings in the area.

In addition to these comments, we offer the work plan we have developed as a Consortium for implementation of the developmental grant the Consortium will be receiving during fiscal years 1993-1997.

Thank you for the opportunity to participate in this important planning process.

Sincerely,



Janet Tucker  
Consultant, staff to the Senior Transportation Consortium

DEC 13 1993

Oregon

DEPARTMENT OF  
HUMAN  
RESOURCES

VOCATIONAL  
REHABILITATION  
DIVISION

Clackamas Branch Office

December 9, 1993

Mr. John Mullin, Director  
Clackamas County Social Services  
P.O. Box 68369  
Oak Grove, OR 97268

Dear John,

This letter is written to provide you with information on transportation needs in our County, particularly as it relates to Lift Service for the disabled and underprivileged. I was asked to undertake this assignment on behalf of the Clackamas Inter-Agency Coordinating Council for disabled Oregonians. We have had several committees at the County and State level look into transportation needs and all have unanimously indicated a high need for special transportation services at the County level.

It is my understanding that the County Commissioners plan to meet with Tri Met officials to discuss ADA issues/compliance in our transit services to the public. This should provide for a unique opportunity to express our knowledge of need to both the Commissioners and Tri Met officials.

The ICC clearly feels that the current Lift services do not extend far enough beyond the metropolitan area and strongly recommend the service area be extended to include outlying areas such as Colton, Beavercreek, Estacada, Molalla, Sandy, and parts of Oregon City.

As you know, your agency, ours, and several other agencies have contributed piece-meal contribution to resolve this need, but is yet inadequate. Any additional effort from Tri Met will be a welcome relief to our citizens and our strained budgets.

Thank you for your assistance and that of the County Commissioners to address this need for our citizens.

Sincerely,



Clarence Persad, Branch Manager  
Vocational Rehabilitation  
Clackamas Branch



14911 SE 82nd Drive  
Clackamas, OR 97015  
(503) 657-2003  
TDD (503) 657-2164



# CLACKAMAS COUNTY

DEC 13 1993

Department of Human Services  
Community Mental Health Center

December 8, 1993

ROBERT J. KING, Ph.D.  
DIRECTOR

RONALD J. LAJOY, Ph.D.  
ASST. DIRECTOR  
CLINICAL SERVICES

IRENE FISCHER-DAVIDSON  
ASST. DIRECTOR  
ADMINISTRATIVE SERVICES

Tom Walsh, Director  
Tri-Met  
Committee for Accessible Transportation  
4012 SE 17th Avenue  
Portland, OR 97202

Re: 1994 ADA Paratransit Plan Update

Dear Sir:

A significant number of adults with psychiatric disabilities living in Clackamas County will be effectively banned from paratransit access by the 3/4-mile rule.

As we understand it, Tri-Met will not commit to LIFT services for persons living more than 3/4 mile from a fixed route bus service. This policy will not only discriminate against disabled persons living in rural areas, in many cases it will preclude them receiving the psychiatric services they need to remain safe and stable in their communities.

Most persons with chronic, severe mental illness live below the poverty level and cannot afford cars. To deny them access to public paratransit services simply because of where they live, appears cruel. It also appears to violate both the intent and the content of the ADA.

Thank you, in advance, for considering a change in this policy.

Sincerely,

CLACKAMAS COUNTY MENTAL HEALTH CENTER

A handwritten signature in cursive script that reads "Susan V. Johnson".

Susan V. Johnson  
Program Manager  
Adult Services

SVJ/amc-3299T

cc: Bob King, Director, Clackamas County Mental Health Division  
John Mullin, Director, Clackamas County Social Services Division  
Leslea Smith, Oregon Legal Services, Clackamas County Branch

## STAFF REPORT

### CONSIDERATION OF RESOLUTION NO. 94-1884 FOR THE PURPOSE OF CERTIFYING THAT TRI-MET'S JOINT COMPLEMENTARY PARATRANSIT PLAN UPDATE FOR 1994 CONFORMS TO METRO'S REGIONAL TRANSPORTATION PLAN

Date: December 13, 1993

Presented by: Andrew Cotugno

#### PROPOSED ACTION

This resolution certifies to the Federal Transit Administration (FTA) that Tri-Met's Joint Complementary Paratransit Plan Update for 1994 conforms to Metro's Regional Transportation Plan (RTP). Tri-Met is required to obtain this certification from Metro to meet the requirements of the Americans With Disabilities Act (ADA) of 1990.

TPAC has reviewed the Paratransit Plan Update and recommends approval of Resolution No. 94-1884.

#### FACTUAL BACKGROUND AND ANALYSIS

The ADA, enacted by the U.S. Congress in 1990, mandates the development of a plan to address discrimination and equal opportunity for disabled persons in employment, transportation, public accommodation, public services, and telecommunications. The original ADA transportation plan, as developed by Tri-Met and adopted by the Tri-Met Board of Directors on December 18, 1991, outlined the requirements of the Act as applied to Tri-Met's service area, the deficiencies of the existing service when compared to the requirements of the new Act, and the remedial measures necessary to bring Tri-Met and the region into compliance with the Act.

The final rule also requires that Metro, as the Metropolitan Planning Organization, review Tri-Met's paratransit plan annually and certify that the plan conforms to the RTP. This certification is one of the required components of Tri-Met's submittal to the Federal Transit Administration and, without the certification, Tri-Met cannot be found to be in compliance with the ADA.

#### Annual Plan Update Requirements

It is required under 49 CFR part 37.139(h) that the Paratransit Plan be updated and certified each year. The annual plan update must include all significant changes and revisions to the established timetable for implementation and must address how and when key milestones within the plan are being met (49 CFR part 37.139(j)). It is also required that milestone slippage greater than one year be addressed.

The 1993 Paratransit Plan Update previously submitted by Tri-Met and certified by Metro in Resolution No. 92-1547 included several milestones that were to be achieved during 1994. The status of

these milestones are addressed in Tri-Met's 1994 Annual Paratransit Plan Update.

#### Tri-Met's 1994 Annual Plan Update

Tri-Met's 1994 Annual Paratransit Plan Update identifies current activities and planned strategies for complying with the milestones previously committed to in their 1993 Plan update by September 1994. The schedule for completing all necessary activities and assigned responsibilities is included as Attachment A. It is required that the 1994 Paratransit Plan Update be approved and submitted to FTA by January 26, 1994.

#### A. Progress On Milestones To Be Achieved Prior to 1/26/94

Tri-Met has achieved the following milestones identified in the 1993 Plan Update (Table 1 in the 1994 Paratransit Plan Update).

1. Additional vehicles were put into service 9/93.
2. The FY 93 budget was adjusted to meet the increases in demand as a result of ADA.
3. The Complementary Paratransit Plan was updated (January 1994) consistent with the requirements of 49 CFR Section 37.139.

#### B. Progress on Milestones to be Achieved by 9/94

The compliance date for several milestones reflects a completion date of September 1994. These milestones (Table 2 in the 1994 Paratransit Plan Update) are:

1. Requests will be accepted during normal business hours on a "next day" basis.
2. Trips will be scheduled with one hour of requested pickup time.
3. There will be no substantial numbers of significantly untimely pickups for initial or return trips.
4. There will be no substantial number of trip denials or missed trips.
5. There will be no substantial number of trips with excessive trip lengths.

All other milestones have been completed.

#### EXECUTIVE OFFICER'S RECOMMENDATION

The Executive Officer recommends approval of Resolution No. 94-1884.

## TIMETABLE FOR 1994 COMPLEMENTARY PARATRANSIT PLAN (CPP) UPDATE

4th Edition, 11/3/93

ACTIVITY	RESPONSIBILITY	DATE
Received 1994 Paratransit Plan Requirements from the Federal Transit Administration.		10/15/93
Information Collected		10/93
Draft Plan Update distributed to internal ADA Working Group	Park Woodworth	11/4/93
Review of Plan Update and approval to distribute.	Executive Directors	11/93
Briefing to Board?	Bill Allen/Park Woodworth	11/93
Distribution of Plan to CAT and the public, and notice of Hearing published.	Park Woodworth/Legal	11/17/93
Plan Update review by internal ADA Task Force	Park Woodworth	12/7/93
Plan Update review by LIFT/Paratransit subcommittee	Park Woodworth	12/8/93
Public Hearing on Plan Update at CAT.	Park Woodworth	12/15/93
Approval of Plan.	Tri-Met and (maybe) Molalla Boards	12/22/93
Review and Approval	TPAC	12/22/93
Review and Approval	Metro	1/94
Submit to FTA	Park Woodworth	1/26/94



## PLANNING COMMITTEE REPORT

### **CONSIDERATION OF RESOLUTION NO. 94-1884, FOR THE PURPOSE OF CERTIFYING THAT TRI-MET'S JOINT COMPLEMENTARY PARATRANSIT PLAN UPDATE FOR 1994 CONFORMS TO METRO'S REGIONAL TRANSPORTATION PLAN**

Date: January 24, 1994

Presented By: Councilor Moore

**Committee Recommendation:** At the January 20 meeting, the Planning Committee voted unanimously to recommend Council adoption of Resolution No. 94-1884. Voting in favor: Councilors Kvistad, Gardner, Devlin, Gates, McLain, Monroe, and Moore. Absent: Councilor Washington.

**Committee Issues/Discussion:** Andy Cotugno, Planning Director, introduced Park Woodworth, the Director of the Accessible Program Development for Tri-Met, who gave the staff presentation. He explained that this is the second yearly update of the Paratransit Plan. The original target date of September 1994 for full compliance is retained, which is two and one half years earlier than the date required by the Americans with Disabilities Act (ADA). There were three hearings before Tri-Met's Committee for Accessible Transportation (CAT). The resolution is supported by CAT, the Tri-Met Board and the Molalla Transit District Board.

Councilor Moore raised questions about the conditional approval by CAT. The "update" was approved with the following provisions: 1) discuss the 3/4 mile corridor concerns; 2) discuss decreases in projected dollars for the LIFT budget; 3) discuss how ADA eligibility is defined and how the numbers are acquired; 4) discuss the Molalla Service District as it relates to paratransit service; and 5) define "substantial" and "excessive" with specific numbers so measurement can take place. She also raised questions regarding tracking need demand and ridership and about the marketing program. She suggested adding a second "resolve" as follows: "The concerns (listed above) raised in the motion of acceptance by CAT and concerns about the number of turn downs and marketing must be addressed and acted upon by the CAT before September, 1994."

In response to Moore's question whether these concerns were raised before TPAC or JPACT, Mr. Park answered they were not part of the discussion before either of these groups but that it is Tri-Met's intent, over the next few months, "to address with CAT each of the areas mentioned. The input can then be used in the development of Tri-Met's Fiscal Year 1995 budget and the 1995 Paratransit Plan Update." (page 23, ADA report)

Staff suggested that Tri-Met furnish a letter detailing their intent to work with CAT relative to their concerns. Councilor Moore said she was still concerned that such a letter would become buried in the back of the report and may not receive attention from the federal government. It was ultimately agreed that Metro, in its certification role, would send a letter of transmittal as a cover to the ADA report that details this discussion.

**STAFF NOTES:**

Persons requiring a sign language interpreter at a CAT meeting should contact Tri-Met's Senior and Disabled Citizen Information department at 238-4952 or TDD 238-5811 (7:30am to 5:30pm, weekdays) at least two workdays prior to the meeting so arrangements can be made.

In addition, there is a loop system in room C of the Portland Building for people who are hearing impaired. The person who is hearing impaired turns his/her hearing aid to the "T" position which allows speech signals to be enhanced and background noise to be eliminated.

Tri-Met wishes to reimburse CAT members for transportation expenses associated with CAT meetings. Please give paid parking receipts (your name included) to Nancy Meyer, and you will be reimbursed every three to four months. Tri-Met provides complimentary monthly passes to CAT members during their terms.

Each meeting is tape recorded; if you wish to listen to the tapes of any CAT meeting from January, 1991<sup>2</sup> to the present, contact Nancy Meyer to make arrangements. Nancy's phone number is 238-4948.

To reach someone attending a CAT meeting in an emergency situation, call The Portland Building, 823-5239/TDD 823-6868.

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<sup>2</sup> Meeting tapes prior to January, 1991 were reused; however, minutes are available.

**AGENDA**  
**WEDNESDAY, SEPTEMBER 15, 1993**  
**COMMITTEE ON ACCESSIBLE TRANSPORTATION (CAT)**  
**9:30AM TO 11:45AM - PORTLAND BUILDING, ROOM C**  
**1120 SW 5TH, PORTLAND, OREGON**

**Time  
Allotted**

- 9:30-9:40      I.    Approval of July Summary of Minutes  
                 II.    Written Communication to Committee Members  
                        and Staff (including the CAT-Requested  
                        Fiscal/Operating Monthly Report for Special  
                        Needs Transportation (SNT)  
                 III.    Approval of the Agenda

**Tentative Agenda Items**

- 9:40-10:40      Westside Light Rail Update -- Jan Schaeffer,  
                        Director, Community Affairs and Bob Pike,  
                        Environmental Access Consultant (information)
- 10:40-10:50      Public Comment<sup>1</sup> on Non-Agenda Items
- 10:50-11:00      Report on the Washington State Transportation  
                        Conference -- Sam Learn, Vice Chair (information)
- 11:00-11:15      Update on Bikes on Tri-Met Vehicles Exception --  
                        Patricia Nielsen, Accessible Programs Coordinator  
                        and Butch Pribbanow, Assistant General Counsel  
                        (information/action)
- 11:15-11:30      Update of Complementary Paratransit Plan  
                        Timeline -- Park Woodworth, Director, Accessible  
                        Program Development (information)
- 11:30-11:45      Revised CAT "charge" -- Park Woodworth  
                        (information/action)

Subcommittee and staff reports will be provided if time allows.

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<sup>1</sup> Public comment will be limited depending on time availability. Public comment on an agenda item will be taken during discussion of that item.

(OVER)

STAFF NOTES:

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AGENDA  
WEDNESDAY, OCTOBER 20, 1993  
COMMITTEE ON ACCESSIBLE TRANSPORTATION (CAT)  
9:30AM TO 11:45AM - PORTLAND BUILDING, ROOM C  
1120 SW 5TH, PORTLAND, OREGON

Time  
Allotted

- 9:40-9:40      I.    Approval of July and September Minutes  
                 II.    Written Communication to Committee Members  
                        and Staff (including the CAT-Requested  
                        Fiscal/Operating Monthly Report for Special  
                        Needs Transportation (SNT)  
                 III.    Approval of the Agenda

Tentative Agenda Items

- 9:40-9:50      Public Comment<sup>1</sup> on the Non-Agenda Items
- 9:50-10:05     Convene Special Transportation Fund Advisory  
                 Committee (STFAC) -- Roger Buchanan, Chair;  
                 Update on Community Transportation Program (CTP)  
                 (includes the discretionary portion of the State  
                 Special Transportation Fund which is the two cent  
                 cigarette tax dedicated to transportation for  
                 people who are disabled and/or elderly, statewide)  
                 -- Tina Frost, Grant Specialist (information)
- 10:05-10:25    Cab Update -- John Hamilton, City of Portland Taxi  
                 Coordinator; Brian Woodall, Tri-Met Contracts  
                 Administrator III, and George Van Hoomison/Tony  
                 Caspio, Broadway Cab Representatives (information)
- 10:25-10:40    Update, Low-Floor Buses -- Bill Allen, Executive  
                 Director, Operations -- (information)
- 10:40-10:50    Break
- 10:50-11:05    Proposed American With Disabilities Act (ADA)  
                 Complementary Paratransit Plan Update for 1994 --  
                 Park Woodworth, Director, Accessible Programs  
                 Development (information)
- 11:05-11:20    LIFT Quarterly Update -- Gary Boley, Manager,  
                 Demand/Response Programs (information)
- 11:20-11:35    Revised CAT "charge" - Park Woodworth  
                 (information/action)

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<sup>1</sup> Public comment will be limited depending on time availability. Public comment on an agenda item will be taken during discussion of that item.

11:35-11:45 Subcommittee Reports as time allows

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STAFF NOTES:

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**AGENDA**  
**WEDNESDAY, NOVEMBER 17, 1993**  
**COMMITTEE ON ACCESSIBLE TRANSPORTATION (CAT)**  
**9:30AM TO 11:45AM - PORTLAND BUILDING, ROOM C**  
**1120 SW 5TH, PORTLAND, OREGON**

**Time  
Allotted**

- 9:30-9:40
- I. Approval of October Minutes
  - II. Written Communication to Committee Members and Staff (including the CAT-Requested Fiscal/Operating Monthly Report for Special Needs Transportation (SNT))
  - III. Approval of the Agenda

**Tentative Agenda Items**

9:40-10:00 Westside Light Rail Review and Update – Jan Schaeffer, Director, Community Affairs and Bob Pike, Environment Access Consultant (information)

10:00-10:10	Convene Special Transportation Fund Advisory Committee (STFAC): Election of STFAC Chair and Alternative Chair
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10:10-10:20 Public Comment<sup>1</sup> on the Non-Agenda Items

10:20-10:30 Discussion of Request for Proposals (RFP's) for LIFT Service Contracts – Gary Boley, Manager, Demand/Response Programs (information)

10:30-10:40 Break

10:40-11:00 Presentation of the proposed Americans with Disabilities Act (ADA) Complementary Paratransit Plan (CPP) Update for 1994 – Park Woodworth, Director, Accessible Program Development (information)

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<sup>1</sup> Public comment will be limited depending on time-availability. Public comment on an agenda item will be taken during discussion of that item.

(OVER)



**CAT Agenda**  
**Page 2**

- 11:00-11:15 Report on the Oregon Transit Association (OTA) Fall Conference -  
- CAT members: Kathe Coleman, Jan Campbell, Judy McGuire,  
Georgianne Obinger, and staff: Park Woodworth, Gary Boley and  
Patricia Nielsen (information)
- 11:15-11:45 Subcommittee Reports and Staff Reports as time allows.

**STAFF NOTES:**

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**SPECIAL AGENDA**  
**WEDNESDAY, DECEMBER 15, 1993**  
**COMMITTEE ON ACCESSIBLE TRANSPORTATION (CAT)**  
**9:30AM TO 11:45AM - PORTLAND BUILDING, ROOM C<sup>1</sup>**  
**1120 SW 5TH, PORTLAND, OREGON**

Time  
Allotted

- 9:30-9:40
- I. Approval of November Minutes
  - II. Written Communication to Committee Members and Staff (including the CAT-Requested Fiscal/Operating Monthly Report for Special Needs Transportation (SNT)
  - III. Approval of the Agenda

**Tentative Agenda Items**

9:40-10:40	Second Tri-Met Public Hearing <sup>2</sup> on the proposed American with Disabilities Act (ADA) Joint Complementary Paratransit Plan Update for 1994 of Tri-Met and the Molalla Transportation District (Attachment 1) (information/publc comment)
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10:40-10:50 CAT Discussion/Action on the Complementary Paratransit Plan Update

10:50:11:00 Break

11:00-11:15	Convene Special Transportation Fund Advisory Committee (STFAC) -- Jan Campbell, Chair Public Transit Division/Oregon Department of Transportation (ODOT) update on the Community Transportation Program (CTP) which includes the <u>discretionary portion</u> of the State Special Transportation Fund -- one fourth of the two cent cigarette tax dedicated to transportation for people who are elderly and/or have disabilities, statewide -- Joni Reid, ODOT (information)
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<sup>1</sup> The meeting room is accessible and a sign language interpreter will be provided for the public hearing portion of the agenda.

<sup>2</sup> Public comment will be limited depending on time availability. Public comment on an agenda item will be taken during discussion of that item.

(OVER)

- 11:15-11:25 Public Comment<sup>2</sup> on Non-Agenda Items
- 11:25-11:35 Update on Proposed Banfield (Eastside) MAX Platform Modification for Low Floor Light Rail Vehicles -- Stephen Crouch, Senior Engineer and Bob Pike, Environmental Access Consultant.
- 11:35-11:45 Overview of proposed LIFT/ADA Eligibility Process -- Rita McNeil, Coordinator, LIFT Administration (information)

Please Note: Subcommittee Reports and Staff Reports as time allow.

### **STAFF NOTES:**

Persons requiring a sign language interpreter at CAT meeting should contact Tri-Met's Senior and Disabled Citizen Information department at 238-4952 or TDD 238-5811 (7:30am to 5:30pm, weekdays) at least two workdays prior to the meeting so arrangements can be made.

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**ATTACHMENT F**  
**WRITTEN COMMENTS**



# CLACKAMAS COUNTY

Department of Human Services  
Community Mental Health Center

ROBERT J. KING, Ph.D.  
DIRECTOR

RONALD J. LAJOY, Ph.D.  
ASST. DIRECTOR  
CLINICAL SERVICES

IRENE FISCHER-DAVIDSON  
ASST. DIRECTOR  
ADMINISTRATIVE SERVICES

December 8, 1993

10 1993

Tom Walsh, Director  
Tri-Met  
Committee for Accessible Transportation  
4012 SE 17th Avenue  
Portland, OR 97202

Re: 1994 ADA Paratransit Plan Update

Dear Sir:

A significant number of adults with psychiatric disabilities living in Clackamas County will be effectively banned from paratransit access by the 3/4-mile rule.

As we understand it, Tri-Met will not commit to LIFT services for persons living more than 3/4 mile from a fixed route bus service. This policy will not only discriminate against disabled persons living in rural areas, in many cases it will preclude them receiving the psychiatric services they need to remain safe and stable in their communities.

Most persons with chronic, severe mental illness live below the poverty level and cannot afford cars. To deny them access to public paratransit services simply because of where they live, appears cruel. It also appears to violate both the intent and the content of the ADA.

Thank you, in advance, for considering a change in this policy.

Sincerely,

CLACKAMAS COUNTY MENTAL HEALTH CENTER

Susan V. Johnson  
Program Manager  
Adult Services

SVJ/amc-3299T

cc: Bob King, Director, Clackamas County Mental Health Division  
John Mullin, Director, Clackamas County Social Services Division  
Leslea Smith, Oregon Legal Services, Clackamas County Branch

Intensive Case Management . . . Semi-Independent Living . . . Vocational Program

Stewart Hilltop Center • 998 Library Court • Oregon City, OR 97045-4041 • (503) 655-8419



December 8, 1993

**Metropolitan  
Family  
Service**

Tom Walsh  
General Manager.  
Tri-Met  
4012 SE 17th Ave.  
Portland, OR 97202-3993

10/5/93

**Community Programs**

2200 NE 24th Avenue  
Portland, Oregon 97212  
(503) 249-8215  
FAX (503) 249-1480

Dear Mr. Walsh:

Our agency currently provides special needs transportation through a contract with Volunteer Transportation, Inc. I spoke at the JPACT public hearing on December 7, but not until after you left. Therefore, I am sending you a copy of my comments, as it is you as much as anyone whom I would like to dialogue with.

I have an interest in working closely and in a coordinated way with Tri-Met. I believe that we are doing a good job and I want to expand our service, but in a way that makes sense for both us and Tri-Met.

In addition to the vehicles we have obtained through VTI, we have purchased a used mini-van and a (very) used lift van with agency funds and revenues obtained through services provided. These purchases reflect our commitment to building a transportation system to serve a growing population.

I hope that my comments prove to be of interest to you, and I look forward to meeting you at another time.

Sincerely,

Thomas E. Brady  
Director  
Community Programs Division

**Community Connections**

- Transportation
- Counseling Services
  - School Based
  - Outpatient Services
  - Case Management
  - Juvenile Services
  - Home Based
- Foster Grandparent Program
- Income Supplement
- Spectal Needs Children
- Annual Health Exam
- Health at Home
- Medication Management
- Personal Care
- Homemaking
- Respite Care
- Nursing Care and Management:
  - Project Linkage
  - Home Help
  - Friendly Visiting
  - Summer Yard Project
  - Transportation
  - Youth Action
  - Milieu Therapy
  - Child and Family Therapy
  - Play Therapy
  - Case Management
  - Assessment and Evaluation



**Metropolitan  
Family  
Service**

**To: George Van Bergen, Chair  
JPACT**

**From: Tom Brady  
Director  
Community Programs Division**

**RE: Regional Transportation Funding**

**Date: 12/7/93**

**Community Programs**  
2200 NE 24th Avenue  
Portland, Oregon 97212  
(503) 249-8215  
FAX (503) 249-1480

Metropolitan Family Service contracts with Volunteer Transportation Inc. to provide special needs transportation services by two of our programs. Project Linkage is in NE Portland, and Community Connections is in Hillsboro. The combined programs provide 1,200-1,400 rides per month to elderly and disabled people unable to utilize other means of transportation.

There should be no time lost in investing in volunteer transportation programs. An allocation of transportation dollars to the orderly development of this model is encouraged, as the need for special transportation will skyrocket, reflecting changing population statistics.

The population age 85 and up is the fastest growing in the State, having increased 14% in the last decade. A substantial proportion of these individuals will require special transportation services.

At the same time, the release of many mentally, emotionally and physically disabled individuals from institutions back to their community is also a trend brought about by financing and social values issues. Many of these individuals too, qualify for special transportation. We need to begin now to concentrate on the development of low cost supplemental transportation systems.

As we study these demographic trends, it is clear that the number of people relying on public and private transit will increase dramatically.

I suggest that:

\* Volunteer programs can and do provide cost effective and safe services with a very high customer satisfaction level. That in itself, makes it a service fully compatible with regional transportation goals.

\* Volunteer programs have the ability to be sophisticated in operation, stressing quality and integration into not only regional transportation goals, but social and health care system goals as well. Our Programs

**Community Connections**

Transportation

Counseling Services

School Based

Outpatient Services

Case Management

Juvenile Services

Home Based

Foster Grandparent Program

Income Supplement

Special Needs Children

Annual Health Exam

Health at Home

Medication Management

Personal Care

Homemaking

Respite Care

Nursing Care and Management

Project Linkage

Home Help

Friendly Visiting

Summer Yard Project

Transportation

Youth Action

Milieu Therapy

Child and Family Therapy

Play Therapy

Case Management

Assessment and Evaluation

are a part of our communities, and as such, we bring many other resources to bear and maximize your transit dollars. Additionally, the majority of our services benefit local businesses and service providers, as our clients are their customers.

\* I ask that you allocate resources to involve volunteer programs in transportation planning, and allow us to share technology which may help us be even more effective and efficient. We in turn, will provide service at a cost per ride far below any other type of provider for this population.

\* I recommend funding for the evaluation of our programs, so that we may build on what works best.

\* I recommend that you provide funding opportunities for programs exhibiting efficiency, safety and innovation. We currently are establishing a volunteer program transit center in Hillsboro where our rural and urban drivers link up to transfer clients and provide socialization for this largely isolated client group. This idea has been extremely well received by clients and drivers alike. Models like this should be developed if it is shown that they effectively tie into the transportation goals and needs of the future.

Cost effective services, such as volunteer transportation, which promote direct community involvement in societal problems and their solutions should be evaluated equally with traditionally funded projects.

The concept of getting from here to there in this Country is changing. Although roads, or the lack of them, present barriers to getting about, it will increasingly be social issues and changing demographics which determine barriers and opportunities in transportation. Public and volunteer transportation should blossom as society changes its expectations, and as more of us find ourselves depending upon others for transportation.

An allocation of funds to develop and fund professionally managed volunteer programs is both permissible and foresighted. Assist us in providing community based and valued transportation, and we will help you meet the growing needs of the future.





## ***DISABILITY ADVOCATES COALITION***

**P. O. Box 68369, Oak Grove, Oregon 97268**

**(503) 655-8640**

**(503) 650-8941 fax**

December 15, 1993

Dear C.A.T. members:

The Disability Advocates Coalition of Clackamas County are a citizens advisory group who advocate for the rights and needs of people with disabilities and would like to comment regarding the Tri-Met ADA Plan.

People with disabilities are more likely to need public transportation because of lower income or inability to drive. The Disability Advocates Coalition encourages all efforts to obtain more fixed-route bus service, evenings and weekends included, in Clackamas County.

Many persons with disabilities who are frail or elderly require the use of para-transit. Tri-Met's response to regulations of the Americans with Disabilities Act has set parameters for para-transit service to those who only travel within 3/4's mile of a "fixed-route" bus line. Clackamas County is a large geographical area and is served by very few fixed route lines. Because of this, people with disabilities who live outside of the 3/4 mile limit, especially in rural areas, are highly restricted, or barred, from using para-transit or fixed-route .

The Disability Advocates Coalition seriously questions whether the 3/4's mile corridor for para-transit is the best way to deliver service for Clackamas County residents and would like to advocate for the most equitable use of transportation funds.

We would also encourage a more aggressive approach to limiting riding time for passengers on the LIFT to a reasonable time.

Thank you for your attention to this matter.

Sincerely,

*Donna J. Crawford* <sup>12/10</sup>

Donna J. Crawford, Chair  
Disability Advocates Coalition of Clackamas County

December 15, 1993

Kathe Coleman, Chair  
Tri-Met Committee on Accessible Transportation (C.A.T.)  
4012 SE 17th Avenue  
Portland, OR 97202

Laurie Sitton  
3924 SE 91st Avenue  
Portland, OR 97266-2816

Re: Draft Joint Complementary Paratransit Plan 1994 Update dated November 22,  
1993

Dear Ms. Coleman and C.A.T.:

After an extensive review of the Draft Joint Complementary Paratransit Plan 1994 Update and an informal discussion with a few CAT members and Tri-Met staff, as a consumer and client of paratransit I would like to share some of my personal concerns.

As a follow-up to the verbal testimony presented at the 12/15 meeting during the public hearing time slot, and referring directly to the document:

- It was indicated that in table 1, page 5 -- the "...Timetable Progress Report" the budget was *decreased* as necessary to meet demand." I would argue that perhaps the numbers and methodology used to arrive at such a conclusion are not an accurate reflection of the true demand and need in the community. Many people simply avoid or stop making ride requests after repeated turn-downs or denials. I would also encourage aggressive measures in developing tracking methods of rider requests, turn-downs, pick-up, delivery and waiting times, etc.

- Table 2, page 6 -- "Revised ... Timetable" items c, d and e contain two very ambiguous terms, "*substantial number*" and "*excessive trip lengths*", which need to be more clearly defined in terms of percentages, ratios, minutes, or miles for example.

- Table 3 on page 7 -- "Six Service Criteria: Service Area" number 4 mentions *defined area* which is currently the Federal Transit Administration minimum requirement of *a .75 mile corridor paralleling each side of a fixed route*. I am not alone in my strong sense that this minimum 3/4 mile requirement clearly places persons at a tremendous disadvantage who, for whatever reason, do not live within these boundaries and/or in areas well served by fixed route bus lines. Quite frankly, I was surprised to find it was not listed as an

December 15 C.A.T. Meeting Testimony  
Draft Joint Complementary Paratransit Plan 1994 Update

unresolved issue in the 1993 Plan.

- Table 4 on page 10 -- "...Demand Estimate", ADA Eligibility 1., *number of persons certified for ADA Paratransit, projected figures* begs the question of where these figures came from and how they were derived. For example, we in the disabled community feel that because only 1 in 10 of the 1990 Census questionnaires asked information regarding disabilities, we missed yet another opportunity to have good numbers regarding the disabled population. In addition, a footnote explaining the percentage breakdown in the underlying assumptions regarding the Total Paratransit Trips Provided per Year would be helpful to the reader.

- And lastly, page 21, number 6 -- I am concerned over Molalla Transit District "... checking with the FTA to determine..." whether or not they are required to provide a complementary paratransit service. Surely they *must* provide such a service, required or not. I would encourage CAT to carefully pursue this issue in order to address the needs of those unable to access fixed route services.

Thank you for your time and consideration of these issues.

Sincerely,



Laurie P. Sitton

CC: Tri-Met Board of Directors  
Tom Walsh, Tri-Met General Manager  
Access Oregon Board of Directors  
City/County Advisory Committee on the Disabled



# CLACKAMAS COUNTY

Department of Human Services

Social Services Division

Community Action Agency  
Area Agency on Aging

TRI-MET COMMITTEE ON ACCESSIBLE TRANSPORTATION  
TESTIMONY OF JOHN MULLIN  
PUBLIC HEARING, DECEMBER 15, 1993

JOHN MULLIN  
DIRECTOR

Members of the CAT Committee, my name is John Mullin, and I am the Director of Clackamas County Social Services (CCSS). I have also been designated as Special Needs Transportation Facilitator for Clackamas County. Thank you for the opportunity to testify today.

Clackamas County's 1992 Comprehensive Plan states under its transit goals, the following policy:

Emphasize service to people who cannot use or do not have adequate transportation: Coordinate and cooperate with Tri-Met and other agencies to provide transportation to the elderly and handicapped in an efficient manner; transportation systems for the elderly and handicapped shall provide access to help people lead full lives.

The County has followed up in these and other areas through a document of transit service requests, adopted by the Clackamas Transportation Coordinating Committee, a group representing the interests of the County and cities in Clackamas County. Basically, this document notes the needs in unserved and underserved areas, and adds specific priorities for "specialized transportation services."

It should be noted that the current ADA option chosen by Tri-Met, i.e., the 3/4 mile corridor, is a major concern since the fixed route system is seen as inadequate in many areas. It is also our understanding that the 3/4 mile corridor does not apply to shuttle services. Thus Clackamas County's ADA corridors have the potential of excluding large numbers of disabled residents. These concerns are echoed in the attached correspondence. Serious consideration should be given to other options for meeting ADA requirements.

With respect to the milestones in the November 22 draft Complementary Paratransit Plan, I am pleased to see the proposed progress on additional vehicles, the eligibility process, and service criteria.

Council  
1/27/94  
4.2

**1994 ADA (Americans with Disabilities Act)**  
**Joint Paratransit Plan Update**  
**of the**  
**Tri-County Metropolitan Transportation District of Oregon**  
**(Tri-Met)**  
**and the**  
**Molalla Transportation District**

**January 26, 1994**

# PARATRANSIT PLAN UPDATE FOR 1994

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**1994 PARATRANSIT PLAN UPDATE**

**SECTION I**

**IDENTIFICATION OF SUBMITTING ENTITIES**

**AND**

**MPO CERTIFICATION**



## IDENTIFICATION OF SUBMITTING ENTITIES

Tri-Met  
4012 SE 17th Ave.  
Portland, Oregon 97202  
(503) 238-4915

Authorized Person: Tom Walsh, General Manager  
(503) 238-4915

Contact Person: Park Woodworth, Director  
Accessible Program Development  
(503) 238-4879, TDD/TT (503) 238-5811

Molalla Transportation District  
P.O. Box 517  
Molalla, OR 97038  
(503) 632-7000

Authorized Person: Earl F. Berthold, Board Chairman  
(503) 632-7000

Contact Person: Shirley Lyons, Administrative Assistant  
(503) 632-7000

Metropolitan Service District (Metro)  
600 NE Grand Ave.  
Portland, OR 97232-1797  
(503) 797-1700

Authorized Person: Judy Wyers, Presiding Officer  
(503) 797-1700

Contact Person: Rich Ledbetter, Senior Transportation Planner  
(503) 797-1761

## MPO CERTIFICATION OF PARATRANSIT PLAN

The Metro  
hereby certifies that it has reviewed the ADA paratransit plan update  
prepared by Tri-Met and the Molalla Transportation District  
as required under 49 CFR 37.139(j) and finds it to be in conformance with the  
transportation plan developed under 49 CFR part 613 and 23 CFR part 450  
(the FTA/FHWA joint planning regulation). This certification is valid for one  
year.

\_\_\_\_\_  
signature

Judy Wyers

\_\_\_\_\_  
name of authorized official

Presiding Officer

\_\_\_\_\_  
title

January 27, 1994

\_\_\_\_\_  
date

**1994 PARATRANSIT PLAN UPDATE**

**SECTION II**

**TIMETABLES, PROGRESS REPORT ON MILESTONES**

**AND**

**SIX SERVICE CRITERIA**

SYSTEM NAME: Tri-Met/Molalla

CITY: Portland

Table 1  
STATE: Oregon

### ADA PARATRANSIT PLAN TIMETABLE - PROGRESS REPORT \*

1993      1993  
UPDATE MILE-  
TARGET STONE  
DATE      MET ?  
(MM/YY) (Y/N)

MILESTONE PROGRESS REPORT - Jan. 1994  
( period January 26, 1993 - January 25, 1994)

1994  
NEW  
DATE ?  
(MM/YY)

-----  
09/93      Y      Put additional vehicles into service  
07/93      Y      Increase or decrease budget as necessary to meet demand  
01/94      Y      Update Complementary Paratransit Plan

Note: Using Form 2, provide detailed written explanation on milestone slippage greater than one full year (12 months).

\* (Indicate Progress On Milestones That Were To Be Achieved Prior to 1/26/94 And Additional Accomplishments)

SYSTEM NAME: Tri-Met/Molalla

CITY: Portland

Table 2

STATE: Oregon

## REVISED ADA PARATRANSIT PLAN TIMETABLE

1994 - 1996

TARGET DATE

(MM/YY)

MILESTONES - JANUARY 1994 UPDATE

---

09/94

Full Compliance with ADA including:

- a. Request accepted during normal business hour on "next day" basis
- b. Trips scheduled within one hour of requested pickup time
- c. No substantial numbers of significantly untimely pickups for initial or return trips
- d. No substantial number of trip denials or missed trips
- e. No substantial number of trips with excessive trip lengths

Jan. 1994

SYSTEM NAME:

Tri-Met/Molalla

Table 3  
CITY: Portland

Page 1

STATE: Oregon

### ELIGIBILITY, SIX SERVICE CRITERIA, AND FULL COMPLIANCE DATE

COMPLIANCE ITEM	IN FULL COMPLIANCE NOW (Y/N)	IF NO, EXPECTED DATE OF FULL COMPLIANCE (MM/YY)
<b>ELIGIBILITY PROCESS</b>		
1. Requests for certification being accepted and all aspects of policy (appeals, documentation, etc.) established; no later than 1/26/94	Y	
2. Compliance with companion and personal care attendant requirements	Y	
3. Compliance with visitor requirements	Y	
<b>SIX SERVICE CRITERIA</b>		
<b>SERVICE AREA</b>		
4. Service to all origins and destinations within the defined area	Y	
5. Coordination with contiguous/overlapping service areas, if applicable	Y	
<b>RESPONSE TIME</b>		
6. Requests accepted during normal business hours on "next day" basis	N	9/94
7. Requests accepted on all days prior to days of service (e.g., weekends/holidays)	Y	
8. Requests accepted at least 14 days in advance	Y	
9. Trips scheduled within one hour of requested pickup time	N	9/94
<b>FARES</b>		
10. No more than twice the base fixed route fare for eligible individuals	Y	
11. Compliance with companion fare requirement	Y	

7

SYSTEM NAME: Tri-Met/Molalla

Table 3 Page 2

CITY: Portland

STATE: Oregon

COMPLIANCE ITEM	IN FULL COMPLIANCE NOW (Y/N)	IF NO, EXPECTED DATE OF FULL COMPLIANCE (MM/YY)
12. Compliance with personal care attendant fare requirement	Y	
<b>DAYS AND HOURS OF SERVICE</b>		
13. Paratransit provided during all days and hours when fixed route service is in operation	Y	
<b>TRIP PURPOSES</b>		
14. No restriction on types of trip purposes	Y	
15. No prioritization by trip purpose in scheduling	N	09/94
<b>CAPACITY CONSTRAINTS</b>		
16. No restrictions on the number of trips an individual will be provided	Y	
17. No waiting lists for access to the service	Y	
18. No substantial numbers of significantly untimely pickups for initial or return trips	N	09/94
19. No substantial numbers of trip denials or missed trips	N	09/94
20. No substantial numbers of trips with excessive trip lengths	N	09/94
21. When capacity is unavailable, subscription trips are less than 50 percent	N	09/94
<b>DATE TARGETED IN PLAN FOR FULL COMPLIANCE WITH ALL ADA PARATRANSIT REQUIREMENTS</b>		
<b>In 1993 Update Submission</b>		09/94
<b>In 1994 Update Submission</b>		09/94

# 1994 PARATRANSIT PLAN UPDATE

## SECTION III

### DEMAND ESTIMATES



Jan. 1994  
SYSTEM NAME:

Tri-Met/Molalla

CITY: Portland

Table 4  
STATE: Oregon

**ADA PARATRANSIT DEMAND ESTIMATE**

<b>DEMAND</b>	<b>Actual 1991</b>	<b>Actual 1992</b>	<b>Actual 1993</b>	<b>Est. 1994</b>	<b>Proj. 1995</b>	<b>Proj. 1996</b>	<b>Proj. 1997</b>
<b>ADA ELIGIBILITY</b>							
<b>1. Number of Persons Certified for ADA Paratransit</b>		<u>7172</u>	<u>8672</u>	<u>10672</u>	<u>12672</u>	<u>13672</u>	<u>14672</u>
<b>NUMBER OF TRIPS/YEAR</b> (thousands of one-way passenger trips/hours)							
<b>2. ADA Paratransit Trips Provided/Year</b>		<u>375</u>	<u>441</u>	<u>479</u>	<u>529</u>	<u>555</u>	<u>580</u>
<b>3. Total Paratransit Trips Provided/Year (Total ADA and non-ADA)</b>	<u>513</u>	<u>558</u>	<u>639</u>	<u>719</u>	<u>817</u>	<u>885</u>	<u>952</u>
<b>4. Total Paratransit Revenue Hours/Year (Total ADA and non-ADA) [Sec. 15 definition]</b>		<u>216</u>	<u>276</u>	<u>309</u>	<u>340</u>	<u>357</u>	<u>375</u>

- 5. For 1993, estimate the number of trips on line 2 that were provided by contracted taxi service:** 18,300
- 6. For 1993, estimate the number of trips on line 2 that our system purchased (contracted out) rather than provide in-house:** 441  
(include contracted taxi service from line 4 and other service owned or operated by the contractors)
- 7. Using 1990 Census or planning figures, estimate the total number of all persons (disabled and non-disabled combined) in the ADA paratransit service area** 958,900

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**1994 PARATRANSIT PLAN UPDATE**

**SECTION IV**

**BUDGET, COST AND VEHICLE ESTIMATES**

Jan. 1994

SYSTEM NAME: Tri-Met/Molalla

CITY: Portland

Table 5

STATE: Oregon

### ADA PARATRANSIT CAPITAL & OPERATING BUDGET SUMMARY

(projections in thousands of 1993 dollars)

	Actual 1992	Actual 1993	Est. 1994	Proj. 1995	Proj. 1996	Proj. 1997	6 Year Total 92-97
<b>ADA PARATRANSIT EXPENSES *</b>							
1. Capital Expenses	<u>1482</u>	<u>1453</u>	<u>1411</u>	<u>1150</u>	<u>1703</u>	<u>743</u>	<u>7941</u>
2. Operating Expenses	<u>4522</u>	<u>5461</u>	<u>5944</u>	<u>6293</u>	<u>6499</u>	<u>6705</u>	<u>35424</u>
3. Subtotal ADA Paratransit Expenses (lines 1 + 2)	<u>6004</u>	<u>6914</u>	<u>7355</u>	<u>7443</u>	<u>8202</u>	<u>7448</u>	<u>43365</u>
<b>TOTAL PARATRANSIT EXPENSES ** (ADA &amp; Non-ADA combined)</b>							
4. Capital Expenses	<u>1625</u>	<u>1760</u>	<u>1795</u>	<u>1550</u>	<u>2315</u>	<u>1115</u>	<u>10160</u>
5. Operating Expenses	<u>5958</u>	<u>7260</u>	<u>8064</u>	<u>8645</u>	<u>9046</u>	<u>9449</u>	<u>48862</u>
6. TOTAL PARATRANSIT EXPENSES (sum of lines 4 and 5)	<u>7583</u>	<u>9020</u>	<u>9859</u>	<u>10195</u>	<u>11361</u>	<u>10564</u>	<u>58582</u>

IN 1991, TOTAL PARATRANSIT COSTS FOR OUR TRANSIT SYSTEM WERE \$ 5,972

\* Using a ratio to break out ADA from total paratransit expenses is acceptable.

\*\* If non-ADA paratransit service is provided, add ADA to non-ADA costs to obtain Total Paratransit Expenses.

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**TOTAL TRANSIT SYSTEM COST ESTIMATES  
CAPITAL & OPERATING BUDGET SUMMARY**  
(projections in thousands of 1993 dollars)

	Actual 1992	Actual 1993	Est. 1994	Proj. 1995	Proj. 1996	Proj. 1997	6 Year Total 92-97
<b>TOTAL TRANSIT SYSTEM COSTS *</b>							
1. Capital Expenses	18414	23499	42073	57497	30233	17093	188809
2. Operating Expenses	105295	115734	127477	133659	136162	140509	758836
3. TOTAL SYSTEM COSTS (lines 1 + 2)	123709	139233	169550	191156	166395	157602	947645
4. ADA PARATRANSIT EXPENSES (line 3, Table 5)	6004	6914	7355	7443	8202	7448	43365
5. ADA PARATRANSIT AS PERCENT OF TOTAL COSTS (line 4 divided by line 3)	4.9 %	5.0 %	4.3 %	3.9 %	4.9 %	4.7 %	4.6 %

IN 1991, TOTAL SYSTEM COSTS FOR OUR TRANSIT SYSTEM WERE \$ 122,168

\* Total transit system costs encompass all system costs, not just ADA-related costs. These transit system costs must include: (1) all fixed-route costs (bus, rail, etc.), plus (2) all paratransit expenses (ADA and non-ADA).

Jan. 1994

SYSTEM NAME: Tri-Met/Molalla

CITY: Portland

Table 7  
STATE: Oregon

**ADA ACCESSIBILITY: FIXED-ROUTE BUSES**

	Actual 1990	Actual 1991	Actual 1992	Actual 1993	Est. 1994	Proj. 1995	Proj. 1996	Proj. 1997
<b>BUSES IN ACTIVE FLEET</b>								
1. Total Number of Buses	523	526	579	580	614	639	664	614
2. Buses Without Lifts/Ramps	204	166	140	96	50	50	50	0
3. Buses With Pre-ADA Lifts/Ramps	319	319	321	321	321	321	321	321
4. Buses With ADA Lifts/Ramps (meets Part 38 lift specifications)	0	41	118	163	243	268	293	293
(Note: The sum of lines 2, 3, and 4 should equal line 1.)								
5. Percent With Lifts/Ramps (sum of lines 3 and 4, divided by line 1)	61 %	68 %	76 %	84 %	92 %	92 %	92 %	100 %

14



For 1993, provide an approximate estimate of the number of boardings where lifts/ramps were deployed on the fixed-route system: 102,209 85,726 (Bus), 16,483 (Rail)

**PARATRANSIT VEHICLES (OWNED/LEASED BY YOUR SYSTEM) \***

TOTAL NUMBER IN ACTIVE FLEET. (owned/leased by your system)	Actual 1991	Actual 1992	Actual 1993	Est. 1994	Proj. 1995	Proj. 1996	Proj. 1997
1. Paratransit - Vans and Minivans	0	0	0	0	0	0	0
2. Paratransit - Buses	89	103	122	143	159	170	181
3. Paratransit - Sedans/Wagons (other than taxis)	0	0	0	0	0	0	0
<b>LIFT-EQUIPPED PARATRANSIT VEHICLES</b>							
4. Paratransit - Buses, Vans and Minivans (with lifts/ramps from lines 1 and 2)	89	103	122	143	159	170	181

\* Please include all your dedicated paratransit vehicles (ADA or non-ADA service combined) that your system owns/leases, even if a contractor operates the service. Do not include accessible vehicles used on the fixed-route.

5. For 1993, provide an approximate estimate of the number of buses, vans, and minivans, etc., excluding taxis, owned by your contractors that routinely provide paratransit (ADA and non-ADA) for your system: 30  
 (vehicles)

6. Prior to ADA paratransit (in 1991 and earlier), our transit system : P \*

\* [(N) Did not offer paratransit; (I) Offered paratransit which was provided In-house; (P) Offered paratransit which was primarily Purchased demand responsive service; or (O) Other, please explain

**1994 PARATRANSIT PLAN UPDATE**

**SECTION V**

**PUBLIC PARTICIPATION**

The public participation for the Paratransit Plan Update was focused on Tri-Met's Committee on Accessible Transportation (CAT) and its subcommittees. CAT was given an update of the plan development process at its regular meeting on October 20 and this appeared on the agenda and in minutes that are mailed to over 225 interested individuals and organizations on the CAT mailing list. CAT members and subcommittee members were sent the November 22, 1993 draft Paratransit Plan Update on November 23rd (regular copy) and/or on November 26th (four track tape).

A Public Notice regarding the plan and Tri-Met public hearings was published in four newspapers between November 24 and December 1, 1993 and was also included in a newsletter distributed to over 8500 LIFT General Passengers. Oregon Public Broadcasting's Golden Hours provided the notice daily from November 23rd to December 15th, 1993. A Public Notice for the Molalla public hearing was published in the Molalla Pioneer on December 8, 1993.

Discussions regarding the Plan Update took place at the LIFT Paratransit Subcommittee on December 8th, 1993. Preceding the public hearings Tri-Met responded to twelve separate requests for copies of the November 22, 1993 draft plan including one request for large print (there were no requests for 4-track tape). Three written documents were submitted and one oral comment was submitted outside the public hearings. Tri-Met held a public hearing in the evening on December 13th and another at the regular CAT meeting on December 15, 1993. The Molalla Transportation District held a public hearing in the evening on December 14, 1993. Testimony at the hearings was received from ten people, one of whom spoke at two hearings. Following is a description of the comments made and responses to those comments.

#### PUBLIC HEARING ORAL TESTIMONY

**DECEMBER 13, 1993** - Three public, five staff and CAT members, and a sign language interpreter; 3 people testified.

**PUBLIC TESTIMONY:** Two individuals representing the Multnomah County Educational Service District reported that in meetings they have held, the parents of graduates of the special education job training program indicate that the lack of timeliness of the LIFT service is a major impediment to their children retaining jobs. Trips that vary by an hour or two, as happens now, result in the person who is disabled losing his/her job. It is unfortunate if the work done over many years preparing these students for jobs and finding jobs for them is lost due to transportation difficulties. Additionally, they have had problems with the reliability of lifts on the fixed route buses and felt that the securement devices for wheelchairs were inadequate. This was compounded by a lack of operator sensitivity toward the persons with disabilities and escorts.

**TRI-MET RESPONSE:** The timeliness of the LIFT program should be addressed in the next year as we meet the milestones of "No substantial numbers of significantly untimely pickups for initial or return trips" and "No substantial number of trips with excessive trip lengths". We were surprised to hear of the lift reliability problems although the buses



serving their school are the oldest accessible buses in the fleet. Tri-Met will review the lift breakdown records to determine if this fleet of buses is posing a particular problem. A committee at Tri-Met is working on the securement problems and has a January 10, 1994 meeting scheduled to demonstrate staff's recommended design to CAT members and subcommittee members. The need for sensitivity training for Tri-Met staff was discussed at the December 1993 (Internal) ADA Task Force meeting and a recommendation for expanding the new operator training to all staff is being developed for inclusion in the budget process for next year. LIFT program staff will attend one or more meetings of the Educational Service District in order to open communication regarding problems they are experiencing with the LIFT service.

**PUBLIC TESTIMONY:** A LIFT user indicated that the 3/4 mile (from fixed-route) ADA Service Area cuts out a large number of people who are disabled and live outside that area.

**TRI-MET RESPONSE:** We recognize that this is a problem although some LIFT service is being provided outside the 3/4 mile limit when space and time are available. Additionally, Tri-Met funded volunteer programs provide a substantial amount of service outside the 3/4 mile line. Our first priority, however, is to meet the federal requirements and this will be our focus for now. We think the discussion of expanding the guaranteed service area should wait until Tri-Met has demonstrated the ability to meet service standards within the existing ADA mandated service area.

**DECEMBER 14, 1993** - No public attended; 7 Tri-Met and Molalla staff and Board members.

**DECEMBER 15, 1993** - 17 public, 18 Tri-Met staff and CAT members, and a court reporter and sign language interpreter; 8 people testified.

**PUBLIC TESTIMONY** - The LIFT budget should not be reduced. Evening and weekend trips are being provided but some are late causing people to miss appointments and to give up trying to use evening and weekend service.

**TRI-MET RESPONSE** - The actual spending level of the LIFT will go up. Our projections from last year will go down because demand has been less than anticipated, particularly on weekends and evenings. Ride timeliness is addressed in the milestones for 1994.

**PUBLIC TESTIMONY** - There was a complaint that the driver of a LIFT failed to find a customer who was waiting for his return trip. When the customer called again it took a long time for another LIFT vehicle to arrive. The radio was played too loud on one LIFT trip making it uncomfortable for the passengers. Some of the trips are an hour or an hour and a half long which is too long.

**TRI-MET RESPONSE** - The pickup times and length of trip are addressed in the milestones for 1994. Complaints like the loud radio should be made immediately by calling the regular LIFT number. The LIFT Customer Contact Report documents calls

received and outcomes of the contact.

**PUBLIC TESTIMONY** - There is a need for more awareness regarding the customer comment cards on the LIFT vehicles.

**TRI-MET RESPONSE** - Staff is presently working to find an appropriate holder and mounting location to more prominently display the customer comment cards on the LIFT vehicles.

**PUBLIC TESTIMONY** - The Director of the Social Services Division of Clackamas County submitted written testimony and read portions into the record. He indicated that the 3/4 mile corridor was a major concern in Clackamas Co. because there was such a large area that is not served by the fixed-route system. He also suggested that Tri-Met meet with Molalla to discuss the issue of Molalla's requirements for paratransit service.

**TRI-MET RESPONSE** - Tri-Met recognizes that a large area of Clackamas County will not have guaranteed complementary paratransit service under the present Plan and 1994 Update. Our first priority, however, is to meet the federal requirements and this will be our focus for now. We think the discussion of expanding the guaranteed service area should wait until Tri-Met has demonstrated the ability to meet service standards within the existing ADA mandated service area.

Tri-Met believes that the question of the Molalla Transportation District's requirement to provide paratransit service rests entirely on their Board and it is inappropriate for Tri-Met to take any position on this issue. Customers who are interested in this issue should contact the Molalla Transportation District directly.

**PUBLIC TESTIMONY** - The LIFT was complimented for rides for which the vehicle arrived on-time and delivered fast trips.

**TRI-MET RESPONSE** - Thanks

**PUBLIC TESTIMONY** - The presenter, Laurie Sitton, indicated that the budget projection for the LIFT should be raised to meet the demand and that there needs to be more clarity on the definition of "substantial" with respect to the number of trip denials and trips of "excessive" length. There is a problem with the 3/4 mile limit and it should be made larger. There needs to be a better tracking system for the LIFT service so it can be monitored. The testifier wanted to know how the projection of the number of persons certified for ADA paratransit was developed. She also wanted to encourage Molalla to provide paratransit service.

**TRI-MET RESPONSE** - Tri-Met acknowledges the concern for the limits of the LIFT budget. The LIFT\Paratransit Subcommittee of CAT will be working with Tri-Met to define more precisely what "substantial" means. Please refer to our earlier response to the 3/4 miles issue. New software has been purchased by the LIFT program which should allow better tracking of ride information. The ADA registered customers for the

LIFT program increased by 1500 people in 1993 and we estimate that it will increase by 2000 additional customers for the next two years as we meet the ADA requirements. We then expect the increase to taper off to 1000 additional customers per year in 1996 and 1997 as the service becomes more stabilized. These estimates are, admittedly, guesswork as we are not sure of the ramifications of reaching "no substantial number of trip denials". Please refer to our earlier response to the Molalla issue.

**PUBLIC TESTIMONY** - Tri-Met should look at doing additional marketing for the LIFT program.

**TRI-MET RESPONSE** - Tri-Met will review a LIFT marketing plan as part of our FY 95 budget process.

**PUBLIC TESTIMONY** - The letters from Susan Johnson and Donna Crawford were read into the record. This is summarized and responded to under Written Public Comment.

#### ORAL TESTIMONY BY PHONE

One comment was received by phone. The commenter indicated that she and her husband were both 69 years old, are disabled, and need the LIFT to go to the doctor and the Veterans Hospital. They are unable to come to the meeting but wish to thank Tri-Met for the job it is doing.

#### WRITTEN PUBLIC COMMENT

Four written documents were submitted commenting on the plan and a fifth letter is included since it arrived in the same timeframe and relates to the plan. These letters are contained in Attachment E and are summarized and commented on below.

#### **LETTER FROM SUSAN JOHNSON OF DECEMBER 8, 1993**

Ms. Johnson is the Program Manager of Adult Services for the Clackamas County Community Mental Health Center of the Clackamas County Department of Human Services. She indicated that a significant number of adults with psychiatric disabilities live farther than 3/4 mile from a bus line and will be effectively banned from paratransit access by this rule. Since many of these people cannot afford cars, denying them access to paratransit services appears cruel and to violate both the intent and the content of the ADA.

**TRI-MET RESPONSE** - We recognize the difficulty for people needing transportation outside the 3/4 mile limit but we are constrained by financial capabilities in the same way that the Mental Health Program is constrained. It is incorrect, however, to say that we are denying access to individuals outside the 3/4 mile limit. We do provide a substantial amount of service outside the 3/4 mile line by the LIFT program and through the various

volunteer programs Tri-Met supports. Tri-Met is currently financially incapable of committing to the ADA required level of service outside the 3/4 mile line. The regulations implementing the ADA make it quite clear that complementary paratransit service is not require more than 3/4 of a mile from fixed-route service.

Tri-Met will, however, review our level of commitment to service outside the 3/4 mile line and develop, with the assistance of the CAT, a description of what services are available and how they can be best accessed. We hope that raising the level of information will be of some assistance until Tri-Met meets the required level of ADA service and can then consider the issue of expanding service commitments.

#### LETTER FROM THOMAS BRADY OF DECEMBER 8, 1993

Mr. Brady is the Director of the Community Programs Division of Metropolitan Family Services and sent a letter to Tri-Met with a copy of testimony regarding our paratransit service he had delivered at a Metro public hearing. Metropolitan Family Services operates a volunteer transportation program which delivers approximately 1,300 rides per month to people who are elderly and/or have disabilities. Mr. Brady indicates that the need is large and growing, that volunteer programs can provide cost effective and safe service, that they can be sophisticated in operation and integrate with transportation, social and health care systems, and asks that resources be allocated for evaluation, planning and expansion of volunteer programs.

#### TRI-MET RESPONSE

Tri-Met is aware of the high quality and cost effective work that volunteer programs are doing in the tri-county area and supports volunteer programs with a substantial portion of the paratransit budget. Tri-Met's volunteer program has recently undergone a review with the goal being to increase the communication and cost effectiveness of the program. Additionally, Tri-Met just completed a survey which demonstrated that there are a large number of volunteer programs which would like to increase their coordination with Tri-Met and expand their services. Staff intend to make a report on volunteer programs at the next CAT meeting in January, 1994.

#### WRITTEN TESTIMONY OF DONNA CRAWFORD OF DECEMBER 15, 1993

Ms. Crawford is the Chair of Disability Advocates Coalition of Clackamas County. The Disability Advocates Coalition encourages efforts to obtain more fixed-route bus service in Clackamas County, including weekends and evenings. The Coalition also seriously questions whether the 3/4 mile corridor for paratransit is the best way to deliver service to Clackamas County and advocates for the most equitable use of transportation funds.

#### TRI-MET RESPONSE

The recently adopted Strategic Plan includes major service expansions and consultations with local jurisdictions, neighborhoods and community groups to determine where that

expansion should take place. The Neighborhood Service component of the Strategic Plan is being successfully demonstrated in Clackamas County and may be a resource for those areas not sufficiently dense in population to warrant fixed-route service. Tri-Met will need an additional revenue source, however, to implement the full Strategic Plan.

Comments on the 3/4 mile corridor were discussed earlier.

**WRITTEN TESTIMONY OF LAURIE SITTON AT THE PUBLIC HEARING OF  
DECEMBER 15, 1993**

The written material was summarized and Tri-Met's response conveyed with her oral comments. The written document appears in Attachment E

**WRITTEN TESTIMONY OF JOHN MULLEN AT THE PUBLIC HEARING OF  
DECEMBER 15, 1993**

The summary of testimony submitted and Tri-Met response appear above under public testimony. The written document appears in Attachment E.

**ACTION BY THE CITIZEN'S COMMITTEE ON ACCESSIBLE TRANSPORTATION (CAT)**

Following the Public Hearing on December 15, 1993 the CAT unanimously approved the following motion.

It is moved that CAT accept the 1994 ADA Joint Paratransit Plan Update of the Tri-County Metropolitan Transportation District of Oregon and the Molalla Transportation District with the following provisions:

- \* discuss the 3/4 mile corridor concerns.
- \* discuss decreases in projected dollars for the LIFT budget.
- \* discuss how ADA eligibility is defined and how the numbers are acquired.
- \* discuss the Molalla Service District as it relates to paratransit service.
- \* define "substantial" and "excessive" with specific numbers so measurement can take place.

## TRI-MET RESPONSE

Tri-Met feels that the CAT's motion accurately reflects the comments made during the public hearings and we do intend, over the next few months, to address with CAT each of the areas mentioned. The input can then be used in the development of Tri-Met's Fiscal Year 1995 budget and the 1995 Paratransit Plan Update.

## **1994 PARATRANSIT PLAN UPDATE**

### **SECTION VI**

#### **UNRESOLVED ISSUES**

The following letter documents that FTA found no unresolved issues in the 1993 paratransit plan update.



U.S. Department  
of Transportation  
**Federal Transit  
Administration**

REGION X  
Alaska, Idaho, Oregon,  
Washington

APR 30 1993

915 Second Avenue  
Federal Building  
Suite 3142  
Seattle, Washington 98174

Mr. Tom Walsh  
General Manager  
Tri-Met  
4012 S.E. 17th Ave  
Portland, OR 97202

Re: 1993 ADA Paratransit Plan  
Update

Dear Mr. Walsh:

The Federal Transit Administration (FTA) has completed its review of the paratransit plan update submitted in accordance with the Americans with Disabilities Act of 1990 (ADA) and the Department of Transportation (DOT) implementing regulation, 49 CFR Part 37. We have determined that your plan update is in compliance with the requirements of DOT's regulation.

We look forward to receiving your next annual update on or before January 26, 1994.

Sincerely,

*Patricia Lewine*

for Terry L. Ebersole  
Regional Administrator

cc: Shirley Lyons, Molalla  
Transportation District

M:11



**1994 PARATRANSIT PLAN UPDATE**

**SECTION VII**

**OTHER ISSUES**

1. Tri-Met initiated new service on the fixed-route system in September 1993. Although service levels were increased, only one piece of the service was initiated outside the area and time that the 1992 Paratransit Plan committed to provide paratransit service. The ADA paratransit service area was increased to cover the expanded area created by this new Sunnyside Shuttle service.
2. The LIFT service capacity was increased in the last quarter of the year with fifteen additional vehicles in service providing approximately fifty nine additional hours of service daily.
3. The application form for ADA paratransit eligibility was revised in order to clarify the instructions and to more clearly identify those who could use the fixed-route system if they could get to a stop. A copy of the new application form is included as Attachment A. Tri-Met is also working on a major change in application certification procedures for paratransit which will be reviewed by the Committee on Accessible Transportation in the early part of 1994.
4. The visitor use policy for ADA paratransit service is modified to indicate that visitors may ride for up to 30 days from the date of the first request for service.
5. Due to time and/or safety constraints, some ADA rides may be provided on a curb-to-curb basis, rather than a door-to-door basis.
6. Tri-Met has provided the complementary paratransit service in the Molalla Transportation District since January 26, 1992. If the Molalla Transportation District determines that it is not required under the ADA to provide such service, complementary paratransit service in the Molalla District may be limited or discontinued.
7. Tri-Met releases Draft Paratransit Plan Updates, has a public hearing and adopts the plan prior to the end of 1993. The numbers for 1993 are, therefore, estimates on the draft plan. Those "estimates" will be updated to "actual" prior to the submission of the plan to FTA on or before January 26, 1994. Some numbers for 1992 in last year's plan have been changed because the numbers used last year were estimates. Tri-Met suggests that the tables should list the numbers for the year just ended as "estimates" since it is impossible to have a public process with "actual" numbers before the year is up.
8. The LIFT presently provides 45% of the rides to agency clients under contracts with Tri-Met and considers 45% of the costs attributable to those rides. Future years assume the agency rides remain at the present level and would therefore be a smaller percentage. Tri-Met is presently considering additional contracts with the Oregon Office of Medical Assistance Programs (OMAP) and the Clackamas County Consortium but these were not included in the reported numbers as formal commitments have not yet been made.

9. Tri-Met expects to receive approximately \$160,000. per year from State funding sources for capital (vehicles) for the volunteer program. These dollars were not included in the reported numbers because there is not presently a contractual commitment from the State and Tri-Met will not fund these vehicles if the State funds are not available.
10. The fare structure for the LIFT program is presently under review by staff and the citizen's Committee on Accessible Transportation. If changes are recommended, they would likely come before the Tri-Met Board in April and go into effect in September of 1994.

**1994 PARATRANSIT PLAN UPDATE**

**SECTION VIII**

**ATTACHMENTS**

**ATTACHMENT A**  
**LIFT APPLICATION FORM**



**TRI-MET**

4012 S.E. 17TH AVENUE  
PORTLAND, OREGON 97202



Enclosed is your LIFT application. Passengers who can use regular lift-equipped bus or MAX service are encouraged to do so, but under certain circumstances may qualify for door-to-door service. You may qualify for the LIFT program if:

- 1) as the result of your disability, you cannot board, ride, or disembark from a Tri-Met bus or MAX; and/or
- 2) you have a specific impairment-related condition which prevents you from getting to or from a bus stop or MAX station.

Discomfort or difficulty getting to and from bus stops or stations, physical barriers in the environment (lack of curb cuts, hills, distance from a stop), and adverse weather conditions (snow, etc.) do not, by themselves, confer eligibility. Lack of regular public transit service in an area is NOT a qualification for eligibility.

A signed statement from a physician or other health or social service professional familiar with your medical condition is required to complete your application. Please have this person complete the enclosed yellow form, giving a detailed explanation of the disability which prohibits your use of regular bus or MAX service; be sure the completed form is signed by your physician or designated professional staff. Return the completed forms to Tri-Met in the enclosed envelope; be sure to stamp the envelope.

If you have questions, please contact Tri-Met's Senior and Disabled Citizen Information Department at 238-4952 (TDD 238-5811), 7:30am - 5:30pm, weekdays.

Thank you.

Naomia Johnson, Coordinator  
Senior & Disabled Services



General Passenger LIFT Registration Application

1. Name [grid with LAST NAME and FIRST NAME labels]

2. Address (include apt. #) (name of apartment complex) [grid]

3. City [grid] State [grid]

4. Zip Code [grid]

5. Nearest Cross-Street [grid]

6. Home Phone [grid]

7. Work Phone [grid]

8. Emergency Phone [grid] Contact Person \_\_\_\_\_

9. Do you use any of the following—to be provided by the passenger
[ ] an escort or attendant [ ] oxygen [ ] crutches [ ] walker [ ] cane [ ] scooter [ ] motorized wheelchair [ ] manual wheelchair Does wheelchair fold? [ ] Yes [ ] No

(Note: If you are unable to get to your destination from the door of the building, you must make arrangements for someone to escort you. The LIFT driver will only escort you between the door of a building and the door of the LIFT vehicle.)

10. Can/will you transfer to a seat? [ ] Yes [ ] No

11. Can you transfer to a non-lift equipped vehicle? [ ] Yes [ ] No

12. If you use a scooter or a motorized wheelchair, please provide dimensions:
\_\_\_\_\_ inches wide; \_\_\_\_\_ inches long

13. Do you have a medical condition the driver should be aware of (please explain)? \_\_\_\_\_

13. Would you accept a ride with a volunteer driver? [ ] Yes [ ] No

Are you 55 or older? [ ] Yes [ ] No

14. Can applicant be left alone at residence? [ ] Yes [ ] No

If no, will caregiver always be at home to receive applicant? [ ] Yes [ ] No

If no is the answer to both questions above, caregiver must make arrangements for an alternate caregiver within one mile of applicant's home who would be available to receive the applicant in an emergency.

\_\_\_\_\_ (name of alternate caregiver) \_\_\_\_\_ (phone)

\_\_\_\_\_ (address)

—Please Turn Over for Remaining Questions—

15. I can use fixed-route transit if the vehicle has a lift, BUT my bus stop is not accessible.

Yes  No

(If the answer to this question is yes, please provide location of the inaccessible stop and reason why you are unable to use it.)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

16. Are you an active or a retired Tri-Met employee or dependent?  Yes  No

*I certify that the above statements are true.*

Signature: \_\_\_\_\_ Date: \_\_\_\_\_  
*(applicant or guardian)*

**NOTE:** The Tri-Met LIFT has a no-show policy. A person who is not available for a scheduled ride, or who decides not to take the ride after the bus arrives, is counted as a no-show. Three no-shows in a 30-day period, other than for circumstances beyond the person's control, will result in a 30-day suspension of service.

**A Health Care or Other Certifying Professional  
Must Complete the Accompanying Professional Certification.**

-----  
(For office use only.)

Registration Acceptance mailed

By: \_\_\_\_\_ Date: \_\_\_\_\_



The following information is for reporting purposes only and will not be considered in determining your eligibility for the LIFT program. Please return this form with your application.

1. Social Security No.

2. Male  Female

3. Birth Date (month-day-year)

4. Do you speak English? Yes  No  If no, what language? \_\_\_\_\_

5. Ethnic origin (please check ONE)

- Black (not of Hispanic origin)
- White (not of Hispanic origin)
- Asian or Pacific Islander
- Hispanic
- American Indian or Alaskan Native
- Tribal Association

Thank you.



# Professional Certification for Paratransit (LIFT) Eligibility

(Name of Applicant) \_\_\_\_\_ is applying to the Tri-Met LIFT program for door-to-door transportation services. To qualify for the LIFT, a person must be unable to use regular public transit (buses or MAX) because of loss of function due to a physical or mental disability. The purpose of this form is not to verify the applicant's medical condition, but to verify the effect of the medical condition on his/her ability to get around on his/her own. Please answer only applicable sections.

**1. If the applicant has a disability affecting mobility, answer the following:**

a. Assuming the length of a city block is 500 feet, how many blocks can applicant walk without assistance?

- 0 blocks       1-5 blocks       6-10 blocks

b. Does applicant use any mobility aids?  Yes  No

If yes, please list: \_\_\_\_\_  
\_\_\_\_\_

c. If applicant uses a mobility aid(s), how many blocks can he/she walk/travel?

- 0 blocks       1-5 blocks       6-10 blocks

d. How many 7-inch steps (average step height) can applicant climb without assistance?

- 0 steps       1-5 steps       5-10 steps

e. How many 10-inch steps can applicant climb without assistance?

- 0 steps       1-5 steps       5-10 steps

f. How long can applicant wait for a bus at a bus stop?

- 0 minutes       10-15 minutes       15-30 minutes       longer

g. Does applicant require a Personal Care Attendant when traveling on public transit?

- Yes       No

**2. If the applicant has a visual impairment, answer the following:**

a. Can applicant read informational signs?  Yes  No

b. Can applicant navigate independently?  Yes  No

If no, please explain: \_\_\_\_\_  
\_\_\_\_\_

**3. If the applicant has a cognitive or emotional disability, answer the following. Is the applicant able to:**

a. Give his/her address and telephone number upon request?  Yes  No

b. Recognize landmarks?  Yes  No

c. Deal with unexpected situations or unexpected changes in routine?  Yes  No

d. Ask for, understand and follow directions?  Yes  No

e. Safely and effectively travel through crowded and/or complex facilities?  Yes  No

f. Navigate independently?  Yes  No

g. Other: \_\_\_\_\_  
\_\_\_\_\_

4. Do changes in weather (extreme heat, cold, wind, rain, snow or ice) prevent the applicant from getting around on his/her own?  Yes  No

If yes, please explain: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

5. Please type a detailed description of the applicant's physical/mental functional limitations which prevent him/her from using regular buses/MAX. If applicant's ability to get around on his/her own varies in degree at different times, explain the worst case scenario. Please be specific (e.g., "arthritis" is not an adequate description; you must include the percentage of limitation in the affected joint and why that makes the person unable use public transit).

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

6. Condition described above is (check one):

Permanent (life-long)

Temporary Estimated duration: \_\_\_\_\_

Episodic Please describe: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

7. I certify the above information is true and correct for this applicant.

Name of Certifying Professional (print) \_\_\_\_\_

Signature \_\_\_\_\_

Title \_\_\_\_\_ License ID # \_\_\_\_\_

Address \_\_\_\_\_

Telephone \_\_\_\_\_ Date \_\_\_\_\_

Thank you for your cooperation.



**ATTACHMENT B**  
**PUBLIC HEARING NOTICES**

**PUBLIC NOTICE  
TRI-COUNTY METROPOLITAN TRANSPORTATION  
DISTRICT OF OREGON (TRI-MET)**

**Notice is hereby given that Tri-Met will hold two public hearings before its Committee on Accessible Transportation (CAT) to solicit testimony on the Americans with Disabilities Act (ADA) Joint Complementary Paratransit Plan Update for 1994 of the Tri-County Metropolitan Transportation District of Oregon (Tri-Met) and the Molalla Transportation District which affects the LIFT door-to-door service.**

**First Public Hearing:**

**DATE: Monday, December 13, 1993**

**TIME: 7:00pm to 8:00pm**

**PLACE: Portland Building  
1120 SW 5th Avenue  
Room C, 2nd Floor**

**Second Public Hearing:**

**DATE: Wednesday, December 15, 1993**

**TIME: 9:40am to 10:40am**

**PLACE: Portland Building  
1120 SW 5th Avenue  
Room C, 2nd Floor**

**Testimony at the public hearings will be limited depending on time availability. The meeting room is accessible and a sign language interpreter will be provided at each hearing.**

**Tri-Met is required (by federal regulations issued September 6, 1991) to update the Complementary Paratransit Plan yearly and must submit the updated plan to the Federal Transit Administration (FTA) in order to be in compliance with the provisions of the Americans with Disabilities Act (ADA).**

**The Committee on Accessible Transportation (CAT) is an on-going citizens' advisory committee to the Tri-Met Board, and, as such, reviews and evaluates all current and future transportation service for people who are disabled. The**

majority of CAT members have disabilities or represent persons with disabilities.

A draft of the Americans with Disabilities Act (ADA) Joint Complementary Paratransit Plan Update for 1994 of the Tri-County Metropolitan Transportation District of Oregon (Tri-Met) and the Molalla Transportation District is available for public review and comment. To receive a copy (also available in large print or on tape upon request) please call 239-3058 (TDD 238-5811) and provide your name, address and request.

Written comment may be submitted to: CAT Public Comment, c/o Michelle Yung, 4012 SE 17th Avenue, Portland, Oregon 97202 on or before December 13, 1993.

To make comment by phone, please call 239-3058 (TDD 238-5811) and provide your name, address and message on or before December 13, 1993.

Tri-County Metropolitan  
Transportation District  
of Oregon



---

Park Woodworth  
Director, Accessible Program Development

AFFIDAVIT OF PUBLICATION

I, J.M. McINTEER ..... BEING FIRST DULY SWORN DEPOSE AND SAY THAT I AM THE PRINCIPAL CLERK OF THE PUBLISHER OF THE OREGONIAN, A NEWSPAPER OF GENERAL CIRCULATION, AS DEFINED BY ORS 193.010 AND 193.020, PUBLISHED IN THE CITY OF PORTLAND, IN MULTNOMAH COUNTY, OREGON: THAT THE ADVERTISEMENT, THE PRINTED TEXT JF WHICH IS SHOWN BELOW, WAS PUBLISHED IN THE ENTIRE AND REGULAR ISSUES OF THE OREGONIAN FOR 1 DAYS STARTING 11/24/93, ENDING 11/24/93

*J.M. McInteer*  
.....  
PRINCIPAL CLERK OF THE PUBLISHER

SUSCRIBED AND SWORN TO BEFORE ME THIS 7<sup>th</sup>... DAY OF ... DEC ..... 1993.

*Shirley Kalhar*  
OFFICIAL SEAL  
SHIRLEY KALHAR  
NOTARY PUBLIC-OREGON  
COMMISSION NO. 000534  
MY COMMISSION EXPIRES JULY 29, 1994

MY COMMISSION EXPIRES: .....

AD TEXT:

969173

PUBLIC NOTICE  
TRI-COUNTY METROPOLITAN  
TRANSPORTATION DISTRICT  
OF OREGON (TRI-MET)  
NOTICE IS HEREBY GIVEN THAT TRI-  
MET WILL HOLD TWO PUBLIC HEARINGS  
BEFORE ITS COMMITTEE ON ACCESS-  
IBLE TRANSPORTATION (CAT) TO SO-  
LICIT TESTIMONY ON THE AMERICANS  
WITH DISABILITIES ACT (ADA) JOINT  
COMPLEMENTARY PARATRANSIT PLAN  
UPDATE FOR 1994 OF THE TRI-COUNTY  
METROPOLITAN TRANSPORTATION DIS-  
TRICT OF OREGON (TRI-MET) AND THE  
MOLALLA TRANSPORTATION DISTRICT  
WHICH AFFECTS THE LIFT DOOR-TO-  
DOOR SERVICE.  
FIRST PUBLIC HEARING:  
DATE: MONDAY, DECEMBER 13,  
1993  
TIME: 7:00PM TO 8:00PM  
PLACE: PORTLAND BUILDING  
1120 SW 5TH AVENUE  
ROOM C, 2ND FLOOR  
SECOND PUBLIC HEARING:  
DATE: WEDNESDAY, DECEMBER 15,  
1993

TIME 9:40AM TO 10:40AM  
PLACE: PORTLAND BUILDING  
1120 SW 5TH AVENUE  
ROOM C, 2ND FLOOR

TESTIMONY AT THE PUBLIC HEARINGS  
WILL BE LIMITED DEPENDING ON TIME  
AVAILABILITY. THE MEETING ROOM  
IS ACCESSIBLE AND A SIGN LANGUAGE  
INTERPRETER WILL BE PROVIDED  
AT EACH HEARING.

TRI-MET IS REQUIRED (BY FEDERAL  
REGULATIONS ISSUED SEPTEMBER 6,  
1991) TO UPDATE THE COMPLEMENTARY  
PARATRANSIT PLAN YEARLY AND  
MUST SUBMIT THE UPDATED PLAN TO  
THE FEDERAL TRANSIT ADMINISTRATION  
(FTA) IN ORDER TO BE IN COMPLIANCE  
WITH THE PROVISIONS OF THE  
AMERICANS WITH DISABILITIES ACT  
(ADA).

THE COMMITTEE ON ACCESSIBLE  
TRANSPORTATION (CAT) IS AN ON-  
GOING CITIZENS' ADVISORY COMMITTEE  
TO THE TRI-MET BOARD, AND, AS  
SUCH, REVIEWS AND EVALUATES ALL  
CURRENT AND FUTURE TRANSPORTATION  
SERVICE FOR PEOPLE WHO ARE  
DISABLED. THE MAJORITY OF CAT  
MEMBERS HAVE DISABILITIES OR  
REPRESENT PERSONS WITH DISABILITIES.  
A DRAFT OF THE AMERICANS WITH  
DISABILITIES ACT (ADA) JOINT  
COMPLEMENTARY PARATRANSIT PLAN  
UPDATE FOR 1994 OF THE TRI-COUNTY  
METROPOLITAN TRANSPORTATION  
DISTRICT OF OREGON (TRI-MET) AND  
THE MGLALLA TRANSPORTATION  
DISTRICT IS AVAILABLE FOR  
PUBLIC REVIEW AND COMMENT.  
TO RECEIVE A COPY (ALSO  
AVAILABLE IN LARGE PRINT OR  
ON TAPE UPON REQUEST) PLEASE  
CALL 239-3056 (TDD 238-5811)  
AND PROVIDE YOUR NAME, ADDRESS  
AND REQUEST.

WRITTEN COMMENT MAY BE  
SUBMITTED TO: CAT PUBLIC  
COMMENT, C/O MICHELLE YUNG,  
4012 SE 17TH AVENUE,  
PORTLAND, OREGON 97202  
ON OR BEFORE DECEMBER 13,  
1993. TO MAKE COMMENT BY  
PHONE, PLEASE CALL 239-3058  
(TDD 238-5811) AND PROVIDE  
YOUR NAME, ADDRESS AND  
MESSAGE ON OR BEFORE  
DECEMBER 13, 1993.  
TRI-COUNTY METROPOLITAN  
TRANSPORTATION DISTRICT  
OF OREGON  
PARK WOODWORTH  
DIRECTOR,  
ACCESSIBLE PROGRAM DEVELOPMENT



# Affidavit of Publication

STATE OF OREGON  
County of Multnomah

ss Tri Met

I, JoAnn Toler being first duly sworn, depose and say that I am the Bookkeeper of the Gresham Outlook, a bi-weekly newspaper of general circulation and published at Gresham, in the aforesaid county and state, as defined by ORS 193.010 and 193.020 that OL 1193-15 Public Notice Com Paratransit Plan printed copy of which is hereto attached was published in regular issues of said newspaper for 1 successive and consecutive weeks in the following issues: 11/24/93

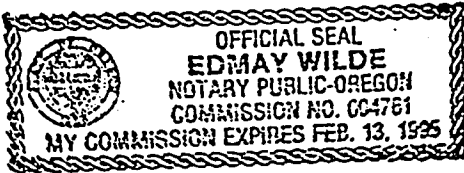
*JoAnn Toler*

Subscribed and sworn to before me this 24th day of November 19 93

*Edmay Wilde*

Notary Public for Oregon

My commission expires 2/13/95



### PUBLIC NOTICE TRI-COUNTY METROPOLITAN TRANSPORTATION DISTRICT OF OREGON (TRI-MET)

Notice is hereby given that Tri-Met will hold two public hearings before its Committee on Accessible Transportation (CAT) to solicit testimony on the Americans with Disabilities Act (ADA) Joint Complementary Paratransit Plan Update for 1994 of the Tri-County Metropolitan Transportation District of Oregon (Tri-Met) and the Molalla Transportation District which affects the LIFT door-to-door service.

**First Public Hearing:**  
DATE: Monday, December 13, 1993  
TIME: 7:00 PM TO 8:00 PM  
PLACE: Portland Building  
1120 SW 5th Avenue  
Room C, 2nd Floor

**Second Public Hearing:**  
DATE: Wednesday, December 15, 1993  
TIME: 9:40 am to 10:40 am  
PLACE: Portland Building  
1120 SW 5th Avenue  
Room C, 2nd Floor

Testimony at the public hearings will be limited depending on time availability. The meeting room is accessible and a sign language interpreter will be provided at

Tri-Met is required (by federal regulations issued September 6, 1991) to update the Complementary Paratransit Plan yearly and must submit the updated plan to the Federal Transit Administration (FTA) in order to be in compliance with the provisions of the Americans with Disabilities Act (ADA).

The Committee on Accessible Transportation (CAT) is an on-going citizen's advisory committee to the Tri-Met Board, as such, reviews and evaluates all current and future transportation service for people who are disabled. The majority of CAT members have disabilities or represent persons with disabilities.

A draft of the Americans with Disabilities Act (ADA) Joint Complementary Paratransit Plan Update for 1994 of the Tri-County Metropolitan Transportation District of Oregon (Tri-Met) and the Molalla Transportation District is available for public review and comment. To receive a copy (also available in large print or on tape upon request) please call 239-3058 (TDD 238-5811) and provide your name, address and request.

Written comment may be submitted to: CAT Public Comment, c/o Michelle Yung, 4012 SE 17th Avenue, Portland, Oregon 97202 on or before December 13, 1993.

To make comment by phone, please call 239-3058 (TDD 238-5811) and provide your name, address and message on or before December 13, 1993.

Tri-County Metropolitan  
Transportation District  
of Oregon

Park Woodworth  
Director, Accessible Program Development

OL 1193.15  
11-24-93

# Affidavit of Publication

STATE OF OREGON  
County of Clackamas

ss Tri-Met

I, JOAnn Toler, being first duly sworn, depose and say that I am the Bookkeeper of the Sandy Post, a weekly newspaper of general circulation, published at Sandy, in the aforesaid county and state, as defined in ORS 193.010 and 193.020 that SP1193-09 Public Notice Complementary Paratransit Plan a printed copy of which is hereto attached, was published in regular issues of said newspaper for 1 successive and consecutive weeks in the following issues: 11-24-93

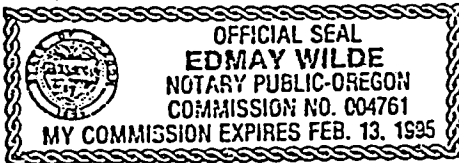
*JoAnn Toler*

Subscribed and sworn to before me this 24th day of November, 1993

*Edmay Wilde*

Notary Public for Oregon

My commission expires 2/13/95



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To make comment by phone, please call 239-3058 (TDD 238-5811) and provide your name, address and message on or before December 13, 1993.

Tri-County Metropolitan  
Transportation District  
of Oregon

Park Woodworth  
Director, Accessible Program Development

SP 1193.09  
11-24-93

Legal Notice Advertising

- Tri-Met  
4012 SE 17th Ave.  
Portland, Oregon 97202

- Tearsheet Notice
- Duplicate Affidavit

AFFIDAVIT OF PUBLICATION

STATE OF OREGON, )  
COUNTY OF WASHINGTON, )ss.

I, Kathy Snyder  
being first duly sworn, depose and say that I am the Advertising Director, or his principal clerk, of the News Times a newspaper of general circulation as defined in ORS 193.010 and 193.020; published at Forest Grove in the aforesaid county and state; that the Public Notice

a printed copy of which is hereto annexed, was published in the entire issue of said newspaper for ONE successive and consecutive in the following issues:

December 1, 1993

Kathy Snyder

Subscribed and sworn to before me this 1th day of December:

Robin A. Burgess

Notary Public for Oregon

My Commission Expires:

AFFIDAVIT

tation District of Oregon (Tri-Met) and the Molalla Transportation District is available for public review and comment. To receive a copy (also available in large print or on tape upon request) please call 239-3058 (TDD 238-5811) and provide your name, address and request.

Written comment may be submitted to: CAT Public Comment c/o Michelle Yung, 4012 S.E. 17th Avenue, Portland, Oregon 97202 on or before December 12, 1993.

To make comment by phone please call 239-3058 (TDD 238-5811) and provide your name, address and message on or before December 13, 1993.

Tri-County Metropolitan Transportation District of Oregon  
Park Woodworth, Director  
Accessible Program Development  
NT 5418 - Publish December 1993

PUBLIC NOTICE

TRI-COUNTY METROPOLITAN TRANSPORTATION DISTRICT OF OREGON (TRI-MET)

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A draft of the Americans with Disabilities Act (ADA) Joint Complementary Paratransit Plan Update for 1994 of the Tri-County Metropolitan Transport-

**PUBLIC NOTICE  
MOLALLA  
TRANSPORTATION  
DISTRICT**

Notice is hereby given that the Molalla Transportation District will hold a public hearing to solicit testimony on the Americans with Disabilities Act (ADA) Joint Complementary Paratransit Plan Update for 1994 which affects the Complementary Paratransit service in the Molalla Transportation District service area.

The public hearing will be held Tuesday, December 14, 1993, 7 p.m. at the Molalla Senior Center, 305 Kennel Ave., Molalla, OR.

Molalla Transportation District is required (by federal regulations issued Sept. 6, 1991) to update the Complementary Paratransit Plan yearly and must submit the updated plan to the Federal Transit Administration (FTA) in order to be in compliance with the provisions of the Americans with Disabilities Act (ADA).

A draft of the Americans with Disabilities Act (ADA) Joint Complementary Paratransit Update for 1994 of the Molalla Transportation District is available for public review and comment. To receive a copy (also available in large print or on tape upon request) please call 239-3058 (TDD 238-5811) and provide your name, address and request.

Written comment may be submitted to Molalla Transportation District, P.O. Box 517, Molalla, OR on or before December 13, 1993.

To make comment by phone, please call 239-3058 (TDD 238-5811) and provide your name, address and message on or before December 13, 1993.

Molalla Transportation District  
Shirley Lyons, Clerk

(Published Dec. 8, 1993)

**ATTACHMENT C**

**LIFT NEWS**

# LIFT News

A quarterly newsletter for LIFT General Passengers and friends February, 1993

## RIDER'S GUIDE

If you're having trouble remembering all the LIFT rules and policies, or you'd like LIFT telephone numbers all in one handy place, call 238-4952 and request the LIFT Rider's Guide. We'll be happy to mail you a copy.

**BARRIER-FREE EXPO**, the first show of its kind in the Northwest, is held at the Oregon Convention Center March 30 & 31. State-of-the-art technology in mobility equipment, telecommunication and signaling devices, adaptive technology, home-health care, recreational services and home adaptive products will be displayed. Special highlights will include demonstrations by assistance animals from the Delta Society, and a rock climbing wall and portable ski ramp presented by SOAR. Admission to the Expo is \$5.

Professional workshops and seminars are provided during show hours, 10 a.m. to 8:30 p.m. each day, with Continuing Education Units (CEUs) available. The fee for the two-day professional series is \$95.

The show is produced by Employers Rehabilitation Services, Inc. Please call them at 292-1088 for further information.

## OPERATORS MUST CONCENTRATE ON DRIVING

A LIFT operator's prime responsibility is to drive the bus and provide you a safe and comfortable ride. Please don't ask your operator questions about schedules, rules and policies while s/he is driving. It's distracting and can be dangerous.

If you have a comment or complaint, ask your driver for a Customer Comment Card to fill out. You can mail it directly to Tri-Met or hand it back to the driver. If you have a change of address, need to cancel or change a scheduled ride, or wish to discuss a comment or complaint, please call 233-LIFT. Then your driver can do what s/he's been trained to do—drive the bus and deliver you to your destination in a safe and timely manner.

Thanks for your cooperation!

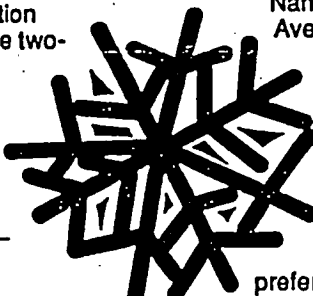
## SUSPENSION PERIOD CHANGED TO 30 DAYS

We're pleased to tell you that the Committee on Accessible Transportation (CAT) has reduced the suspension period resulting from three no-shows to 30 days instead of the original 90 days. They were especially concerned about people not having rides to work or for medical appointments for 90 days.

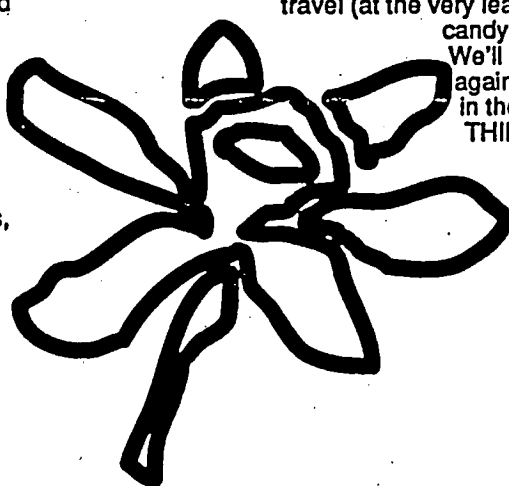
## CAT MEETINGS

There is time set aside at each Committee on Accessible Transportation monthly meeting for concerns from the public, and your comments are welcome. CAT meetings are the third Wednesday of every month, 9:30 a.m., 2nd floor conference room of the Portland Building, 1120 SW 5th. If you can't attend a meeting, you're encouraged to write the committee c/o Nancy Meyer, Tri-Met, 4012 SE 17th Avenue OPS2, Portland, OR 97202.

## WINTER WEATHER



We all hope winter weather is over for the year, but we want to remind you to prepare for emergencies. If you're traveling in cold weather, dress warmly, preferably in layers; if you're dependent on an oxygen tank, consider the possibility of long delays before traveling; and if you have an incontinence problem, you'll want to be prepared in case of long delays. If you have diabetes, regardless of the weather, you should carry some kind of snack when you travel (at the very least some hard candy or Life Savers). We'll remind you again next winter, so in the meantime **THINK SPRING!**



## 5-MINUTE POLICY

This is a reminder that drivers can wait only five minutes past the scheduled pickup time. Drivers are instructed to call dispatch after five minutes, report the ride as a no-show, and hang a no-show hanger on the door. Customers should be ready an hour before the scheduled pickup time just in case the bus is running early. We can tell customers their scheduled pickup time if they call after 1 p.m. the day preceding the ride.

## QUESTIONNAIRE

We promised in the last newsletter to report the results of the questionnaire which many of you answered. We learned that many can't get to regular bus routes, some buses and stops aren't accessible, and some mobility devices don't work on regular buses. Some were unfamiliar with routes and available service on regular buses, which tells us that training on regular buses could be helpful for customers. We also learned that some customers could use regular buses if they were transported to the stop. There will be further analysis, and the information we gathered will be very helpful in our planning process. We appreciate the time you took to give us your answers.

## VOLUNTEER NEWS -- COMMUNITY TEAMWORK REALLY WORKS!

Here's more good news from Volunteer Transportation, Inc:

- Funds for a 14-passenger vehicle to serve Northeast Portland residents who are elderly or have disabilities were made possible by a grant from the State of Oregon, the Hollywood Boosters, Metro's Composter Community Enhancement Fund, and individual donors. Two School Bus Services LIFT drivers who live in the community were the first to respond as volunteer drivers.

- In January Volunteer Transportation, Inc. received a \$500 grant from School Bus Services' Community Support Program for a shared vehicle between Tualatin Valley Mental Health Center and two other agencies in western Washington County.

- Volunteer Week is April 19-26, but don't wait to extend your thanks to your volunteer drivers. We all appreciate the outstanding commitment they've made.

## TODAY'S CHUCKLE

Claire E. Howes, one of our LIFT customers, wrote a delightful article in 1978 for the *Senior Profile*. She gave us permission to share her stories about bus riding adventures, and the following is one we can all relate to after this winter.

"When Portland was having a 'silverthaw' and freezing rain coated everything with a treacherous film, our driver saw that cars were stalled on Broadway as far ahead as he could see. 'I'm not going to try that street,' he said. 'If I can get up to Sandy Boulevard, we can make it to town from there.' He turned off at N.E. 39th after a fifteen-minute struggle to go one block. The slight hill made the wheels spin and slide, but after much stopping and starting, the bus finally was within a few feet of the top. The passengers were leaning forward, mentally struggling to push the bus ahead. 'OK,' the driver called out, 'Everybody grunt.' This broke the tension, and amid laughter the bus reached the sanded boulevard and clear going. After the warmth and cheer on this bus, the passengers faced the day with smiles."

We hope your days are warmed with smiles.

The Tri-Met LIFT is a door-to-door transportation service for people with physical or mental disabilities which prevent them from using regular fixed route buses or MAX. If you have comments or ideas for news articles, please call 233-5719 (TDD 233-5411).

Tri-Met LIFT  
1630 SE.8th Avenue  
Portland OR 97214

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# **LIFT News**

A quarterly newsletter for LIFT general passengers and friends

Summer 1993

## **SAVING TRANSPORTATION DOLLARS**

A no-show policy was initiated late last summer for the purpose of making our customers aware of the need to cancel the rides they don't need. Figuring in the cost of fuel, vehicle maintenance and depreciation, driver salary and administrative costs, it costs Tri-Met \$11.87 to provide the average LIFT ride (long rides cost more, short rides cost less).

In July of 1992 the LIFT program had 1,012 no-shows. That means that it cost the program \$12,000 for rides that were never taken; or looked at another way, we could have provided 1,012 additional rides in one month for the same amount of money. (There will always be a certain percentage of no-shows, for reasons beyond a person's control.) We're happy to tell you that by February 1993, no-shows were reduced to 449. That represents a significant savings to the program, fewer turn-downs and enhances our ability to provide more rides.

Working on this together helps everybody.  
**THANK YOU VERY MUCH FOR YOUR CONTINUED COOPERATION.**

## **AMERICANS WITH DISABILITIES ACT (ADA) -- HOW IT MAY AFFECT YOU**

Under ADA rules, Tri-Met LIFT is required to provide transportation to ADA-eligible persons (those who cannot ride regular buses or MAX because of a disability) if the requested trip **BEGINS** and **ENDS** at a location no more than three-quarters of a mile from a regular bus or MAX route.

The Tri-Met Board determined that the implementation of ADA rules should not take away service from customers already using the LIFT. If you live outside the three-quarter mile corridor (you live further than three-quarters of a mile from a Tri-Met bus stop or MAX station)—but you were receiving LIFT service **ON A STANDING ORDER** as of Jan. 26, 1992, and you are still receiving that ride—your service will not be affected, unless you request a change in time, origin or destination of your rides. If you move to a new address, your ride request will be considered a new request even if it's for the same time and destination. People who live outside the three-quarter mile corridor who are affected by the ruling will be notified by letter prior to Oct. 1, 1993.

Tri-Met must concentrate resources on providing all requested, ADA-eligible rides inside the

three-quarter mile corridor. Therefore, we are now turning down requests which begin or end outside the corridor. If you're affected by this change, there are two options available:

1. You can travel independently to or from a point **INSIDE** the service area, and request a LIFT bus at that point.
2. You can request a ride to or from a point **OUTSIDE** the area, and we **MAY** provide it IF (a) it occurs at a time when an eligible trip is being provided along the same path of travel, (b) it doesn't inconvenience other passengers, (c) it doesn't prevent us from providing a required ADA-eligible ride.

If you have questions about the service area or ADA rules, please call 233-5438 TDD 233-5411.

## **IT'S ZIPPIER TO KNOW YOUR ZIP**

You can shorten the time you spend on the phone if you tell the call taker the zip code of your destination. If you don't know it, the call taker has to look it up because the computer has to know the zip code to accept the ride request. Please give the zip code whenever you know it.

## **TIP YOUR HAT TO . . .**

Ken Walbum, Clackamas County driver. When Ken arrived at his passenger's home and she didn't respond, he decided to check. He discovered her lying on the floor. Ken informed dispatch and called 911. His quick thinking and positive actions may have been responsible for saving her life. We're very proud of our drivers and the concern they show for their passengers.

## **DAY AND DATE**

We're very anxious to eliminate errors, and one way you can help is to give both the day and the date when you request a ride. If the call taker doesn't ask for both, please say "I want a ride on Tuesday, July 27." Another way you can help is to have a calendar handy when you call to confirm your ride, so you can jot down the time you expect the bus and have it to refer to later. And remember, the bus may arrive early so you need to be ready an hour before the expected time. (We try not to be late, but sometimes there are unexpected delays such as traffic, weather conditions, or mechanical failures.)



## RECOGNITION

On April 15, the Challenge Center held its 10th annual Recognition Night. Central Dispatch, Tri-Met, and two driver providers were recognized with certificates "for support of services to People with Disabilities." The comment was made that without transportation, participation would not be possible for many people. Wesley Mitchell, a LIFT customer, was honored with an award for Employee of the Year. Congratulations, Wesley.

LIFT held the Second Annual LIFT Roadeo on April 18. Buses are driven around a course with many opportunities for drivers to demonstrate their driving skills. First Place winner was Roxie Kippes, Second Place went to Chuck Anderson, Third Place to Stan Kreutzer and Fourth Place to Ed Hortsch. Because Roxie is a part-time driver, Chuck represented LIFT at the national Roadeo held in San Antonio where he placed "in the middle of the pack."

Honored at the June meeting of the Committee on Accessible Transportation as Drivers of the Year were Eldon Flaig (Washington County), Orville "Bud" Leach (Clackamas County) and Ed Hortsch (Multnomah County). Each was presented with a certificate of recognition as well as a gift certificate. Please let these outstanding people know that you appreciate them.

## SCHEDULING APPOINTMENTS

As you're aware, sometimes you're dropped off 10-20 minutes early at your destination. If the appointment is a "first of the day," the building may not yet be open. If you schedule an early appointment, you may want to ask if the building will be open up to one-half hour earlier than the appointment; if not, you might want to schedule your appointment a little later. The same could be true for later appointments. Will the building still be open when it's time for you to leave, or does the office close at lunch time? If it does, is there someplace for you to wait? If you can determine these things beforehand, it could save you inconvenience and discomfort the day of your appointment.

## COMPLAINTS

We don't mind receiving complaints--they help us to do a better job. However, to correct problems we need specifics. When you call or write us please have specific dates, times, locations and names, if possible. We try to research each complaint to arrive at a solution for giving you better service.

## LONG WAIT VS. NO RIDE

This writer used the LIFT for two months recently following knee surgery, so I know firsthand how frustrating and tiring it can be to wait for a return ride. I thought it might be helpful for you to know why this sometimes happens. We never like to turn down a ride request. Because we know there will always be a certain number of cancellations, rather than turn down a request we may try to work a ride into the existing schedule. When you're told that you'll be picked up or dropped off "as close as possible" to the time you request, it's often because we're working your ride into an existing schedule to avoid turning you down. Unfortunately, we still have to turn down some rides, but be assured we'll do all we can to give you the ride. Sometimes, though, that means riding or waiting longer than you like.

**WE HOPE THE SUN IS SHINING  
ON YOU TODAY!**

### ATTENTION! ATTENTION!

Effective September 5, 1993 Tri-Met has a **NEW Disabled Citizen "A" card** for people who, because of permanent disabilities that substantially limit their ability to use buses and MAX, may need an attendant in order to ride Tri-Met.

An attendant, in the company of a fare paying customer who shows a valid Disabled Citizen "A" card, rides **FREE**.

For more information about Tri-Met's new Disabled Citizen "A" card application process contact Tri-Met's Senior and Disabled Citizen Information department: 238-4952/ TDD 238-5811/FAX 239-3092 7:30am to 5:30pm weekdays.

Tri-Met LIFT  
1630 SE 8th Avenue  
Portland OR 97214

**BULK RATE  
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# LIFT News

A quarterly newsletter for LIFT general passengers and friends

Fall 1993

## WE BELIEVE IN BIG FOOT!

Imagine our surprise and delight late last summer when a "Big Foot" pizza arrived for central dispatch staff to enjoy. One of our special customers sent this tasty treat, and we thank her!

## DO YOU NEED ASSISTANCE ON THE BUS?

If you need an attendant to assist you out of your residence or into a building, that person is designated as a personal care attendant (PCA)—previously referred to as an escort. The Americans with Disabilities Act (ADA) defines a PCA as a mobility aid—necessary to a customer's mobility.

You must tell us when you request your ride that you will be accompanied by a PCA. Otherwise, we don't know to leave a space for that person. Your PCA rides free, but is expected to assist you.

If you request a ride for a companion—a person who doesn't assist you to be mobile but accompanies you on your trip—the companion pays the regular LIFT fare. You must tell us when you request your ride that you will have a companion.

## COLD WEATHER AHEAD

We all know that winter weather in Oregon is unpredictable, and a storm can develop very quickly. Some suggestions for traveling during the winter months:

- ◆ Dress warmly and in layers,
- ◆ If you have diabetes carry a sandwich, piece of fruit, or roll of hard candy with you,
- ◆ If you have an incontinence problem—travel prepared,

- ◆ If you're on oxygen you may not want to schedule long trips.
- ◆ Have a one to two weeks supply of food and medications at home in case shopping trips are canceled.

When a sudden storm occurs, traffic can be held up for long periods of time, and vehicles break down more frequently in cold weather. It's always wise to be prepared beforehand. Please be aware that decisions regarding service are made with your safety and well-being in mind.

Local radio and TV stations will carry Tri-Met information. LIFT will operate rides on three levels during ice and snow conditions: 1) Normal - full service. 2) Limited - service limited to workshops, nutrition, and all medical. 3) Life-sustaining - service limited to life-sustaining medical only.

Some of our customers have expressed concern about waiting outside for the bus. It isn't possible for us to identify waiting areas at every site, but in our ongoing commitment to improved service, we will attempt to identify safe, dry waiting areas at our most frequently served locations, such as college campuses, shopping malls, and medical sites. Currently, we have three designated sites at the Lloyd Center. At Fred Meyer stores, pickups/dropoffs are at the door serving the grocery section. When you call to verify your pickup time, please ask for your return pickup time as well to help you determine when you need to be at the return pickup location.

The Tri-Met LIFT is a door-to-door transportation service for people with physical or mental disabilities which prevent them from using regular fixed route buses or MAX. If you have comments or ideas for news articles, please call 233-5719 (TDD 233-5411).

## CHANGE IN PROCEDURES

Our Customer Service Representatives are now entering your ride information directly into the computer while you are on the phone. They ask you for trip information as it appears on the computer screen, so please have your information available in this order:

- ◆ Date of ride
- ◆ Appointment time
- ◆ Return time
- ◆ Appointment address with town and zip code
- ◆ Appointment phone number
- ◆ Mobility aid
- ◆ Ride purpose
- ◆ Doctor's name and suite number
- ◆ Any special directions for pickup or drop-off
- ◆ PCA

If you're requesting a ride to a complex of buildings (such as a college campus or shopping center), or if a building has multiple doors, please be specific about the drop-off and pickup locations. Some of our customers have had to wait for long periods because the drivers couldn't locate them.

## RECYCLING MOBILITY DEVICES

One of our wonderful drivers suggested that we run an "ad" in each newsletter telling of mobility devices for sale. We think this is a great idea, so if you have a device that you no longer need and would like to sell (or donate), call 233-5719 and we'll run that information, along with your phone number, in the next newsletter.

If you have a hearing aid that is no longer being used, the speech and hearing clinic at Portland State University would appreciate having it donated to them. The mailing address is 724 SW Harrison, Portland, OR 97201.

## BARRIER-FREE EXPO

Last year's Barrier-Free Expo introduced attendees to a vast array of equipment and services for persons with disabilities. The organizers announce that the 1994 Expo, at the Oregon Convention Center on March 30 and 31, will double in size and feature a wheelchair basketball tournament, inspirational speeches, fashion show, accessible housing, as well as equipment, services, and entertainment for children with disabilities. Be sure to mark these dates on your 1994 calendar.

## PUBLIC HEARING

Two public hearings will be held before the Committee on Accessible Transportation to review the draft 1994 Update of Tri-Met's Complementary Paratransit Plan.

- ◆ Date: Monday, December 13, 1993  
Time: 7 p.m. to 8 p.m.  
Place: Portland Building, Room C, 2nd floor  
1120 SW 5th Avenue
- ◆ Date: Wednesday, December 15, 1993  
Time: 9:40 a.m. to 10:40 a.m.  
Place: Portland Building, Room C, 2nd floor  
1120 SW 5th Avenue

You may receive a draft copy of the 1994 Update (also available in large print or on tape) by calling 239-3058 (TDD 238-5811). You may submit written comments to CAT Public Comments, c/o Michelle Yung, 4012 SE 17th Avenue, Portland, OR 97202 on or before December 13, 1993. You may comment by phone by calling 239-3058 (TDD 238-5811) on or before December 13, 1993.

Tri-Met LIFT  
1630 SE 8th Avenue  
Portland OR 97214

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**ATTACHMENT D**  
**HONORED CITIZEN UPDATE**

# Honored Citizen Update



September 5, 1993

## **ATTENTION! ATTENTION!**

Tri-Met has a NEW Disabled Citizen "A" card for people who, because of permanent disabilities that substantially limit their ability to use Tri-Met buses and MAX, may need an attendant in order to ride Tri-Met. The "A" on the card means the cardholder may be riding with an attendant.

Effective September 5, 1993, an attendant, in the company of a fare paying customer who shows a valid Disabled Citizen "A" card, rides free.

**Bus:** A customer with a valid Disabled Citizen "A" card must, as he/she boards, show the driver his/her "A" card, pay a fare (cash or ticket) or show a monthly pass AND indicate his/her attendant.

**MAX:** A customer with a valid Disabled Citizen

"A" card must be prepared to show Tri-Met fare inspectors or other personnel his/her "A" card and monthly pass or fare receipt AND indicate his/her attendant.

A Disabled Citizen "A" card application is available only through Tri-Met's Senior and Disabled Citizen Information Department: 238-4952/TDD 238-5811/FAX 239-3092, 7:30am to 5:30pm, weekdays.

**Please Note:** Previous Tri-Met policy allowed an attendant to a person using a wheelchair or scooter to ride free. This policy ENDS September 5, 1993.

**HOWEVER,** Tri-Met is providing customers using wheelchairs/scooters a moratorium until January 1, 1994 to allow adequate time to apply for a Disabled Citizen "A" card.

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## *Honored Citizen Fares*

- Honored Citizen fares are good all hours, all zones
- Honored Citizen fares are the same for MAX and the buses
  - Cash fare: 45¢
  - Discount tickets: \$3.50 for 10 unvalidated tickets
  - Honored Citizen Monthly Pass: \$9.00. Good for unlimited rides during the month of issue.
- **Fare receipt:** a transfer or validated MAX ticket; keep your fare receipt until you complete your trip.
  - Bus:** Your driver will give you a transfer when you pay cash or with a ticket; this transfer will be good for boarding any buses or MAX until the time torn at the top.
  - MAX:** A MAX validated ticket is your fare receipt and will have the expiration time stamped on it.
- Be sure to board the bus or MAX before the expiration time. Your fare receipt is valid even if it expires during your ride.

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### **Valid identification for Tri-Met's Honored Citizens:**

- A valid Medicare card
- Any valid identification that proves a Senior Citizen is 65 or older
- A Tri-Met Senior Citizen Card for people 65 and older
- A Tri-Met Disabled Citizen Card for people under 65 and disabled
- A Tri-Met Disabled Citizen STAR card (available to mentally retarded citizens and certain chronically mentally ill citizens only through Clackamas, Multnomah or Washington County Associations for Retarded Citizens and Mental Health Associations)
- A Tri-Met Disabled Citizen "A" card (available only through Tri-Met's Senior and Disabled Citizen Information Department)

## How to Pay

### MAX:

- You must pay your fare before boarding MAX; there are no fareboxes on MAX, and drivers don't take or check fares.
- Purchase a validated ticket from the ticket machine at any MAX station.

### OR

- Validate a ticket from a 10-ticket discount book or strip in the validator by the ticket machine before boarding.
- Board MAX at any door.

### Bus:

- Always board the bus at the front door. Show the driver your Senior or Disabled Citizen, STAR, "A" or Medicare card *and* your Monthly Pass.

### OR

- Show your card and
- pay 45¢ cash
- or place a ticket in the farebox

### MAX & Bus:

- Keep your fare receipt until you complete your trip.
- Be prepared to show Tri-Met fare inspectors or other personnel your card and your Monthly Pass or fare receipt.

### Riding Tips

- Near the front of each bus are signs for priority seating for Senior and Disabled Citizens.
- If you are transferring, show the bus driver your card and your Monthly Pass or fare receipt.
- Failure to pay proper fare may result in a citation to appear in District Court and/or a fine.
- When you want to get off the bus pull the bell cord next to the window about two blocks before your stop.
- On MAX, sit near a door if possible. Before your station, pull the bell cord above the window. When the train stops, go quickly to the nearest doors; to open the doors, push the lighted button on the vertical pole next to the doors.
- If you are sight-impaired or blind, tell your bus driver where you want to get off.

- After exiting the bus or MAX, wait until it pulls away before crossing the street. Never cross in front of the bus or MAX.
- Ride FREE in Fareless Square; a 300-block area of downtown Portland bounded by Hoyt Street on the north, I-405 (Stadium Freeway) on the west and south, and the Willamette River on the east.
- For a recorded 24-hour message regarding current zones and fares, call 231-3198/TDD 231-3298.
- You can buy an Honored Citizen Monthly Pass or 10-ticket discount book at the Tri-Met Office in Pioneer Courthouse Square; most Safeway and Albertsons stores; other neighborhood locations; and by mail.

### Other Tri-Met Services for Senior and Disabled Citizens

- Accessible Service provides lifts for riders unable to climb the steps of the bus or MAX.  
**MAX:** All MAX service is accessible. Two wheelchair spaces are available on each train.  
**Bus:** Each lift-equipped bus has two wheelchair securement spaces. Look for the ♿ symbol on buses, schedules and bus stop signs. All Tri-Met service is accessible on weekends.
- Tri-Met's Tri-County LIFT and Volunteer Transportation Programs provide door-to-door rides within Tri-Met's ADA (Americans with Disabilities Act) Service Area to ADA eligible people who are unable to use Tri-Met's regular service because of physical or mental disabilities. The LIFT uses lift-equipped small buses and vans. Through the Volunteer Transportation Program, many neighborhood volunteers drive their own vehicles to provide rides.

Although over 500,000 door-to-door rides were provided last year, demand for service exceeds the funds available; not all rides requested can be provided.

### Need More Information?

For a brochure on Accessible Bus Service, an application for a Tri-Met Disabled Citizen "A" card, a LIFT application or answers to other questions, call Tri-Met's Senior and Disabled Citizen Information, 238-4952/TDD 238-5811/FAX 239-3092, 7:30am to 5:30pm, weekdays.

**ATTACHMENT E**  
**CAT AGENDAS**

**WEDNESDAY, JANUARY 20, 1993**  
**COMMITTEE ON ACCESSIBLE TRANSPORTATION (CAT)**  
**9:30AM TO 11:45 AM - PORTLAND BUILDING, ROOM C**  
**1120 SW 5TH, PORTLAND, OREGON**

<u>Time Allotted</u>	
9:30-9:40	I. Approval of December Minutes
	II. Written Communication to Committee Members and Staff
	III. Approval of the Agenda
<b>Tentative Agenda Items</b>	
9:40-9:50	Public Comment <sup>1</sup> on Non-agenda Items.
9:50-10:00	Format for the Fiscal and Operating Reports from staff requested by CAT -- Jan Campbell, Chair and Kathe Coleman, Vice Chair (information/action).
10:00-10:15	Finance/Americans with Disabilities Act Compliance (F/ADA) Subcommittee Report -- Roger Buchanan, Chair (information).
10:15-10:30	LIFT/Paratransit (L/P) Subcommittee Report -- Kathe Coleman, Chair (information).
10:30-10:45	Fixed Route Accessibility Subcommittee (FRAS) Report -- Sam Learn, Chair (information/action).
10:45-10:55	Break
10:55-11:05	LIFT Manager's Overview -- Gary Boley, Manager LIFT Program.
11:05-11:45	Staff Reports: Tri-County LIFT Program -- Rita McNeil Fixed Route Accessibility -- Patricia Nielsen Senior and Disabled Citizen Information (SDCI) and Honored Citizen Program Reports -- Nancy Meyer Volunteer Transportation Program -- Sheila Driscoll

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<sup>1</sup> Public comment will be limited depending on time availability. Public comment on agenda item will be taken during discussion of that item.



Persons requiring a sign language interpreter at a CAT meeting should contact Tri-Met's Senior and Disabled Citizen Information department at 238-4952 or TDD 238-5811 (7:30am to 5:30pm, weekdays) at least two workdays prior to the meeting so arrangements can be made.

In addition, there is a loop system in room C of the Portland Building for people who are hearing impaired. The person who is hearing impaired turns his/her hearing aid to the "T" position which allows speech signals to be enhanced and background noise to be eliminated.

Tri-Met wishes to reimburse CAT members for transportation expenses associated with CAT meetings. Please give paid parking receipts (your name included) to Nancy Meyer, and you will be reimbursed every three to four months. Tri-Met provides complimentary monthly passes to CAT members during their terms.

Each meeting is tape recorded; if you wish to listen to the tapes of any CAT meeting from January, 1991<sup>2</sup> to the present, contact Nancy Meyer to make arrangements. Nancy's phone number is 238-4948.

To reach someone attending a CAT meeting in an emergency situation, call The Portland Building, 823-5239/TDD 823-6868.

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<sup>2</sup> Meeting tapes prior to January, 1991 are reused; however, minutes are available.

**AGENDA**  
**WEDNESDAY, FEBRUARY 17, 1993**  
**COMMITTEE ON ACCESSIBLE TRANSPORTATION (CAT)**  
**9:30AM TO 11:45AM - PORTLAND BUILDING, ROOM C**  
**1120 SW 5TH, PORTLAND, OREGON**

<u>Time Allotted</u>	
9:30-9:40	I. Approval of January Minutes
	II. Written Communication to Committee Members and Staff
	III. Approval of the Agenda
	<b>Tentative Agenda Items</b>
9:40-9:50	Public Comment <sup>1</sup> on Non-agenda Items.
9:50-10:00	Update of the Citizens Advisory Committee's Willamette River Bridges Accessibility Project – Patric Harkins (information).
10:00-10:15	Finance/Americans with Disabilities Act Compliance (F/ADA) Subcommittee Report – Jan Campbell (information).
10:15-10:30	LIFT/Paratransit (L/P) Subcommittee Report – Kathe Coleman, Chair (information).
10:30-10:45	Fixed Route Accessibility Subcommittee (FRAS) Report – Sam Learn, Chair (information/action).
10:45-10:55	Break
10:55-11:05	LIFT Manager's Overview and CAT's Fiscal/Operating Monthly Report – Gary Boley, Manager LIFT Program
11:05-11:45	Staff Reports: Tri-County LIFT Program – Rita McNeil Fixed Route Accessibility – Patricia Nielsen Senior and Disabled Citizen Information (SDCI) Department Report – Nancy Meyer Volunteer Transportation Program – Sheila Driscoll

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## STAFF NOTES:

Persons requiring a sign language interpreter at a CAT meeting should contact Tri-Met's Senior and Disabled Citizen Information department at 238-4952 or TDD 238-5811 (7:30am to 5:30pm, weekdays) at least two workdays prior to the meeting so arrangements can be made.

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**AGENDA**  
**WEDNESDAY, MARCH 17, 1993**  
**COMMITTEE ON ACCESSIBLE TRANSPORTATION (CAT)**  
**9:30AM TO 11:45AM - PORTLAND BUILDING, ROOM C**  
**1120 SW 5TH, PORTLAND, OREGON**

Time  
Allotted

- |           |  |
|-----------|--|
| 9:30-9:40 | I. Approval of February Minutes                          |
|           | II. Written Communication to Committee Members and Staff |
|           | III. Approval of the Agenda                              |

**Tentative Agenda Items**

9:40-9:50 Public Comment<sup>1</sup> on Non-agenda Items.

- |             |   |
|-------------|---|
| 9:50-11:00  | Convene Special Transportation Fund Advisory Committee (STFAC) -- Roger Buchanan, Chair   |
| 9:50-10:00  | Overview of the draft Community Transportation Program (CTP) Grant Application recommendations which include discretionary Special Transportation Funds -- Tina Frost, Grant Specialist (information) |
| 10:00-10:50 | Public Comment <sup>1</sup> on the draft CTP Grant Application recommendations.   |
| 10:50-11:00 | Review, prioritize and vote on CTP Grant Applications -- STFAC (action).  |

Please Note: The meeting room is accessible and a sign language interpreter will be provided.

11:00-11:05 Break

11:05-11:45 Westside Light Rail Update -- Jan Schaeffer, Director, Community Affairs and Bob Pike, Environmental Access Consultant

Please Note: Subcommittee reports and staff reports will be provided if time allows.

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<sup>1</sup> Public comment will be limited depending on time availability. Public comment on agenda item will be taken during discussion of that item.

## STAFF NOTES:

Persons requiring a sign language interpreter at a CAT meeting should contact Tri-Met's Senior and Disabled Citizen Information department at 238-4952 or TDD 238-5811 (7:30am to 5:30pm, weekdays) at least two workdays prior to the meeting so arrangements can be made.

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<sup>2</sup> Meeting tapes prior to July, 1990 are reused; however, minutes are available.

**AGENDA**  
**WEDNESDAY, APRIL 21, 1993**  
**COMMITTEE ON ACCESSIBLE TRANSPORTATION (CAT)**  
**9:30AM TO 11:45AM - PORTLAND BUILDING, ROOM C**  
**1120 SW 5TH, PORTLAND, OREGON**

Time Allotted	
9:30-9:40	I. Approval of March Minutes II. Written Communication to Committee Members and Staff (including the CAT-Requested Fiscal/Operating Monthly Report for Special Needs Transportation (SNT)) III. Approval of the Agenda

**Tentative Agenda Items**

9:40-9:50 Public Comment<sup>1</sup> on Non-agenda Items.

9:50-11:00	Proposal changes to Tri-Met's Fare Ordinance relating to the Attendant policy 9:50-10:00 Overview of the proposed changes to the Tri-Met Fare Ordinance and Attendant policy – Nancy Meyer, Coordinator, Honored Citizen Program (Information) 10:00-10:50 Public Hearing <sup>1</sup> on the proposed Attendant policy 10:50-11:00 CAT discussion and vote on the proposed Attendant policy (action)
Please Note: The meeting room is accessible and a sign language interpreter will be provided.	

11:00-11:05	Break
11:05-11:20	Finance/Americans with Disabilities Act Compliance (F/ADA) Subcommittee Report -- Roger Buchanan, Chair (Information)
11:20-11:30	LIFT/Paratransit (L/P) Subcommittee Report – Kathe Coleman, Chair (information)
11:30-11:45	Fixed Route Accessibility Subcommittee (FRAS) Report -- Sam Learn, Chair (Information) Please Note: Staff reports will be provided if time allows.

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<sup>1</sup> Public comment/hearing will be limited depending on time availability. Public comment on an agenda item will be taken during discussion of that item.

## STAFF NOTES:

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REVISED AGENDA  
WEDNESDAY, APRIL 21, 1993  
COMMITTEE ON ACCESSIBLE TRANSPORTATION (CAT)  
9:30AM TO 11:45AM - PORTLAND BUILDING, ROOM C  
1120 SW 5TH, PORTLAND, OREGON

Time  
Allotted

- 9:30-9:40 I. Approval of March Minutes  
II. Written Communication to Committee Members and Staff (including the CAT-Requeste Fiscal/Operating Monthly Report for Special Needs Transportation (SNT)  
III. Approval of the Agenda

Tentative Agenda Items

- 9:40-9:50 Public Comment<sup>1</sup> on Non-agenda Items.

- |   |  |
|---|--|
| 9:50-11:00  | Proposal changes to Tri-Met's Fare Ordinance relating to the Attendant policy  |
| 9:50-10:00  | Overview of the proposed changes to the Tri-Met Fare Ordinance and Attendant policy -- Nancy Meyer, Coordinator, Honored Citizen Program (information) |
| 10:00-10:50   | Public Hearing <sup>1</sup> on the proposed Attendant policy   |
| 10:50-11:00   | CAT discussion and vote on the proposed Attendant policy (action)  |
| Please Note: The meeting room is accessible and a sign language interpreter will be provided. |  |

11:00-11:05 Break

11:05-11:20 Low-Floor Light Rail Car Update -- Nita Brueggeman, Tri-Met Board, and Denny Porter, Director, Systems Engineering (information)

11:20-11:45 Subcommittee Reports:

Finance/Americans with Disabilities Act Compliance (F/ADA) Subcommittee Report -- Roger Buchanan, Chair (information)

LIFT/Paratransit (L/P) Subcommittee Report -- Kathe Coleman, Chair (information)

Fixed Route Accessibility Subcommittee (FRAS) Report -- Sam Learn, Chair (information)

Please Note: Staff reports will be provided if time allows.

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<sup>1</sup> Public comment/hearing will be limited depending on time availability. Public comment on an agenda item will be taken during discussion of that item.

(OVER)



STAFF NOTES:

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AGENDA  
WEDNESDAY, MAY 19, 1993  
COMMITTEE ON ACCESSIBLE TRANSPORTATION (CAT)  
9:30AM TO 11:45AM - PORTLAND BUILDING, ROOM C  
1120 SW 5TH, PORTLAND, OREGON

<u>Time Allotted</u>	
9:30-9:40	I. Approval of April Minutes II. Written Communication to Committee Members and Staff (including the CAT-Requested Fiscal/Operating Monthly Report for Special Needs Transportation (SNT)) III. Approval of the Agenda

**Tentative Agenda Items**

9:40-9:50 Public Comment<sup>1</sup> on Non-agenda Items.

9:50-10:15	Convene Special Transportation Fund Advisory Committee (STFAC) -- Roger Buchanan, Chair
9:50-10:00	Overview of the draft application for the Special Transportation Fund (STF) formula allocation grant for Fiscal Year 1993-1994 (FY 94) -- Tina Frost, Grant Specialist (information)
10:00-10:50	STFAC discussion and vote

10:15-10:30 Nominating Task Force Report -- Patric Harkins (information/action)

10:30-10:45 Break

10:50-11:00 Report on LIFT Program fares -- Park Woodworth, Director, Accessible Program Development and Kathryn Coffel, Manager Market Analysis

11:00-11:30 Subcommittee Reports:

Finance/Americans with Disabilities Act Compliance (F/ADA) Subcommittee Report -- Roger Buchanan, Chair (information)

LIFT/Paratransit (L/P) Subcommittee Report -- Kathe Coleman, Chair (information)

Fixed Route Accessibility Subcommittee (FRAS) Report -- Sam Learn, Chair (information)

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<sup>1</sup> Public comment will be limited depending on time availability. Public comment on an agenda item will be taken during discussion of that item.

11:30-11:45 Staff Reports:

Fixed Route Accessibility -- Patricia Nielsen  
Senior and Disabled Citizen Information (SDCI)  
Department Report -- Nancy Meyer  
Volunteer Transportation Program -- Sheila Driscoll

STAFF NOTES:

Persons requiring a sign language interpreter at a CAT meeting should contact Tri-Met's Senior and Disabled Citizen Information department at 238-4952 or TDD 238-5811 (7:30am to 5:30pm, weekdays) at least two workdays prior to the meeting so arrangements can be made.

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REVISED AGENDA  
WEDNESDAY, MAY 19, 1993  
COMMITTEE ON ACCESSIBLE TRANSPORTATION (CAT)  
9:30AM TO 11:45AM - PORTLAND BUILDING, ROOM C  
1120 SW 5TH, PORTLAND, OREGON

Time  
Allotted

- 9:30-9:40      I.    Approval of April Minutes  
                 II.    Written Communication to Committee Members  
                        and Staff (including the CAT-Requested  
                        Fiscal/Operating Monthly Report for Special  
                        Needs Transportation (SNT)  
                 III.    Approval of the Agenda

Tentative Agenda Items

- 9:40-9:50      Public Comment<sup>1</sup> on Non-agenda Items.

9:50-10:15	Convene Special Transportation Fund Advisory Committee (STFAC) -- Roger Buchanan, Chair
9:50-10:00	Overview of the draft application for the Special Transportation Fund (STF) formula allocation grant for Fiscal Year 1993-1994 (FY 94) -- Tina Frost, Grant Specialist (information)
10:00-10:15	STFAC discussion and vote

- 10:15-10:30    Nominating Task Force Report -- Patric Harkins  
                 (information/action)
- 10:30-10:45    Revised changes to Tri-Met's Fare Ordinance  
                 relating to the Attendant policy -- Nancy Meyer,  
                 Coordinator, Honored Citizen Program  
                 (information/action)
- 10:45-10:50    Break
- 10:50-11:00    Report on LIFT Program fares -- Park Woodworth,  
                 Director, Accessible Program Development and  
                 Kathryn Coffel, Manager Market Analysis
- 11:00-11:30    Subcommittee Reports:  
  
                 Finance/Americans with Disabilities Act Compliance  
                 (F/ADA) Subcommittee Report -- Roger Buchanan,  
                 Chair (information)

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<sup>1</sup> Public comment will be limited depending on time availability. Public comment on an agenda item will be taken during discussion of that item.

LIFT/Paratransit (L/P) Subcommittee Report --  
Kathe Coleman, Chair (information)

Fixed Route Accessibility Subcommittee (FRAS)  
Report -- Sam Learn, Chair (information)

11:30-11:45

Staff Reports:

Fixed Route Accessibility -- Patricia Nielsen  
Senior and Disabled Citizen Information (SDCI)  
Department Report -- Nancy Meyer  
Volunteer Transportation Program -- Sheila  
Driscoll

STAFF NOTES:

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AGENDA  
WEDNESDAY, JUNE 16, 1993  
COMMITTEE ON ACCESSIBLE TRANSPORTATION (CAT)  
9:30AM TO 11:45AM - PORTLAND BUILDING, ROOM C  
1120 SW 5TH, PORTLAND, OREGON

Time  
Allotted \_\_\_\_\_

9:30-9:50	Presentation of Awards to the LIFT Drivers of the Year by the LIFT Service Providers -- (information)
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- 9:50-10:00
- I. Approval of May Minutes
  - II. Written Communication to Committee Members and Staff (including the CAT-Requested Fiscal/Operating Monthly Report for Special Needs Transportation (SNT)
  - III. Approval of the Agenda

**Tentative Agenda Items**

- 10:00-10:10 Public Comment<sup>1</sup> on the Non-Agenda Items
- 10:10-10:25 CAT Action on Detectable Warning Strip Issue Relating to Tri-Met's Key Station Plan -- Park Woodworth, Director, Accessible Program Development (information/action)
- 10:25-10:30 Break
- 10:30-10:45 Report on LIFT Program Fare Review -- Kathryn Coffel, Manager Market Analysis (information)
- 10:45-11:45 Westside Light Rail Update -- Jan Schaeffer, Director, Community Affairs and Bob Pike, Environmental Access Consultant (information)

Subcommittee and staff reports will be provided if time allows.

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(OVER)

**STAFF NOTES:**

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**AGENDA**  
**WEDNESDAY, JULY 21, 1993**  
**COMMITTEE ON ACCESSIBLE TRANSPORTATION (CAT)**  
**9:30AM TO 11:45AM - PORTLAND BUILDING, ROOM C**  
**1120 SW 5TH, PORTLAND, OREGON**

Time  
Allotted

- 9:30-9:50      I.    Approval of June Minutes  
                 II.    Written Communication to Committee Members  
                        and Staff (including the CAT-Requested  
                        Fiscal/Operating Monthly Report for Special  
                        Needs Transportation (SNT)  
                 III.    Approval of the Agenda

**Tentative Agenda Items**

- 9:50-10:00      Public Comment<sup>1</sup> on the Non-Agenda Items
- 10:00-10:20      Key Station Plan:  
                 • Motion of Support -- Park Woodworth,  
                        Director, Accessible Program Development  
                        (information/action)  
                 • Signage Update -- Lana Nelson, Director  
                        Consumer Programs (information)
- 10:20-10:40      Amendment to Bikes on Transit Program -- Patricia  
                 Nielsen, Accessible Programs Coordinator  
                 (information/action)
- 10:40-10:55      Nominating Task Force (part 2) Report -- Judah  
                 Bierman (information/action)
- 10:55-11:00      Break
- 11:00-11:15      Appreciation of CAT Members and Welcome to New CAT  
                 Member -- Bill Allen, Executive Director,  
                 Operations (information)
- 11:15-11:30      Revised CAT "Charge" -- Park Woodworth  
                 (information/action)
- 11:30-11:45      Video Presentations featuring CAT members and  
                 Subcommittee members -- Patricia Nielsen  
                 (information)

Subcommittee and staff reports will be provided if time allows.

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**STAFF NOTES:**

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**AGENDA**  
**WEDNESDAY, SEPTEMBER 15, 1993**  
**COMMITTEE ON ACCESSIBLE TRANSPORTATION (CAT)**  
**9:30AM TO 11:45AM - PORTLAND BUILDING, ROOM C**  
**1120 SW 5TH, PORTLAND, OREGON**

Time  
Allotted

- 9:30-9:40      I.    Approval of July Summary of Minutes  
                 II.    Written Communication to Committee Members  
                        and Staff (including the CAT-Requested  
                        Fiscal/Operating Monthly Report for Special  
                        Needs Transportation (SNT)  
                 III.    Approval of the Agenda

**Tentative Agenda Items**

- 9:40-10:40      Westside Light Rail Update -- Jan Schaeffer,  
                        Director, Community Affairs and Bob Pike,  
                        Environmental Access Consultant (information)
- 10:40-10:50      Public Comment<sup>1</sup> on Non-Agenda Items
- 10:50-11:00      Report on the Washington State Transportation  
                        Conference -- Sam Learn, Vice Chair (information)
- 11:00-11:15      Update on Bikes on Tri-Met Vehicles Exception --  
                        Patricia Nielsen, Accessible Programs Coordinator  
                        and Butch Pribbanow, Assistant General Counsel  
                        (information/action)
- 11:15-11:30      Update of Complementary Paratransit Plan  
                        Timeline -- Park Woodworth, Director, Accessible  
                        Program Development (information)
- 11:30-11:45      Revised CAT "charge" -- Park Woodworth  
                        (information/action)

Subcommittee and staff reports will be provided if time allows.

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(OVER)

STAFF NOTES:

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AGENDA  
WEDNESDAY, OCTOBER 20, 1993  
COMMITTEE ON ACCESSIBLE TRANSPORTATION (CAT)  
9:30AM TO 11:45AM - PORTLAND BUILDING, ROOM C  
1120 SW 5TH, PORTLAND, OREGON

Time  
Allotted

- 9:40-9:40        I.    Approval of July and September Minutes  
                  II.    Written Communication to Committee Members  
                      and Staff (including the CAT-Requested  
                      Fiscal/Operating Monthly Report for Special  
                      Needs Transportation (SNT)  
                  III.    Approval of the Agenda

Tentative Agenda Items

- 9:40-9:50        Public Comment<sup>1</sup> on the Non-Agenda Items
- 9:50-10:05       Convene Special Transportation Fund Advisory  
                      Committee (STFAC) -- Roger Buchanan, Chair;  
                      Update on Community Transportation Program (CTP)  
                      (includes the discretionary portion of the State  
                      Special Transportation Fund which is the two cent  
                      cigarette tax dedicated to transportation for  
                      people who are disabled and/or elderly, statewide)  
                      -- Tina Frost, Grant Specialist (information)
- 10:05-10:25      Cab Update -- John Hamilton, City of Portland Taxi  
                      Coordinator; Brian Woodall, Tri-Met Contracts  
                      Administrator III, and George Van Hoomison/Tony  
                      Caspio, Broadway Cab Representatives (information)
- 10:25-10:40      Update, Low-Floor Buses -- Bill Allen, Executive  
                      Director, Operations -- (information)
- 10:40-10:50      Break
- 10:50-11:05      Proposed American With Disabilities Act (ADA)  
                      Complementary Paratransit Plan Update for 1994 --  
                      Park Woodworth, Director, Accessible Programs  
                      Development (information)
- 11:05-11:20      LIFT Quarterly Update -- Gary Boley, Manager,  
                      Demand/Response Programs (information)
- 11:20-11:35      Revised CAT "charge" - Park Woodworth  
                      (information/action)

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<sup>1</sup> Public comment will be limited depending on time availability. Public comment on an agenda item will be taken during discussion of that item.

11:35-11:45 Subcommittee Reports as time allows

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**AGENDA**  
**WEDNESDAY, NOVEMBER 17, 1993**  
**COMMITTEE ON ACCESSIBLE TRANSPORTATION (CAT)**  
**9:30AM TO 11:45AM - PORTLAND BUILDING, ROOM C**  
**1120 SW 5TH, PORTLAND, OREGON**

Time  
Allotted

- 9:30-9:40
- I. Approval of October Minutes
  - II. Written Communication to Committee Members and Staff (including the CAT-Requested Fiscal/Operating Monthly Report for Special Needs Transportation (SNT))
  - III. Approval of the Agenda

**Tentative Agenda Items**

9:40-10:00 Westside Light Rail Review and Update -- Jan Schaeffer, Director, Community Affairs and Bob Pike, Environment Access Consultant (information)

10:00-10:10	Convene Special Transportation Fund Advisory Committee (STFAC): Election of STFAC Chair and Alternative Chair
-------------	--

10:10-10:20 Public Comment<sup>1</sup> on the Non-Agenda Items

10:20-10:30 Discussion of Request for Proposals (RFP's) for LIFT Service Contracts -- Gary Boley, Manager, Demand/Response Programs (information)

10:30-10:40 Break

10:40-11:00 Presentation of the proposed Americans with Disabilities Act (ADA) Complementary Paratransit Plan (CPP) Update for 1994 -- Park Woodworth, Director, Accessible Program Development (information)

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(OVER)

**CAT Agenda**  
**Page 2**

- 11:00-11:15 Report on the Oregon Transit Association (OTA) Fall Conference -  
- CAT members: Kathe Coleman, Jan Campbell, Judy McGuire,  
Georgianne Obinger, and staff: Park Woodworth, Gary Boley and  
Patricia Nielsen (information)
- 11:15-11:45 Subcommittee Reports and Staff Reports as time allows.

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**SPECIAL AGENDA**  
**WEDNESDAY, DECEMBER 15, 1993**  
**COMMITTEE ON ACCESSIBLE TRANSPORTATION (CAT)**  
**9:30AM TO 11:45AM - PORTLAND BUILDING, ROOM C<sup>1</sup>**  
**1120 SW 5TH, PORTLAND, OREGON**

Time  
Allotted

- 9:30-9:40
- I. Approval of November Minutes
  - II. Written Communication to Committee Members and Staff (including the CAT-Requested Fiscal/Operating Monthly Report for Special Needs Transportation (SNT))
  - III. Approval of the Agenda

**Tentative Agenda Items**

9:40-10:40	Second Tri-Met Public Hearing <sup>2</sup> on the proposed American with Disabilities Act (ADA) Joint Complementary Paratransit Plan Update for 1994 of Tri-Met and the Molalla Transportation District (Attachment 1) (information/publc comment)
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10:40-10:50 CAT Discussion/Action on the Complementary Paratransit Plan Update

10:50:11:00 Break

11:00-11:15	Convene Special Transportation Fund Advisory Committee (STFAC) -- Jan Campbell, Chair Public Transit Division/Oregon Department of Transportation (ODOT) update on the Community Transportation Program (CTP) which includes the <u>discretionary portion</u> of the State Special Transportation Fund -- one fourth of the two cent cigarette tax dedicated to transportation for people who are elderly and/or have disabilities, statewide -- Joni Reid, ODOT (information)
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<sup>1</sup> The meeting room is accessible and a sign language interpreter will be provided for the public hearing portion of the agenda.

<sup>2</sup> Public comment will be limited depending on time availability. Public comment on an agenda item will be taken during discussion of that item.

(OVER)



- 11:15-11:25 Public Comment<sup>2</sup> on Non-Agenda Items
- 11:25-11:35 Update on Proposed Banfield (Eastside) MAX Platform Modification for Low Floor Light Rail Vehicles -- Stephen Crouch, Senior Engineer and Bob Pike, Environmental Access Consultant.
- 11:35-11:45 Overview of proposed LIFT/ADA Eligibility Process -- Rita McNeil, Coordinator, LIFT Administration (information)

Please Note: Subcommittee Reports and Staff Reports as time allow.

### **STAFF NOTES:**

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**ATTACHMENT F**  
**WRITTEN COMMENTS**



# CLACKAMAS COUNTY

Department of Human Services  
Community Mental Health Center

December 8, 1993

10 1993

ROBERT J. KING, Ph.D.  
DIRECTOR

RONALD J. LAJOY, Ph.D.  
ASST DIRECTOR  
CLINICAL SERVICES

IRENE FISCHER-DAVIDSON  
ASST DIRECTOR  
ADMINISTRATIVE SERVICES

Tom Walsh, Director  
Tri-Met  
Committee for Accessible Transportation  
4012 SE 17th Avenue  
Portland, OR 97202

Re: 1994 ADA Paratransit Plan Update

Dear Sir:

A significant number of adults with psychiatric disabilities living in Clackamas County will be effectively banned from paratransit access by the 3/4-mile rule.

As we understand it, Tri-Met will not commit to LIFT services for persons living more than 3/4 mile from a fixed route bus service. This policy will not only discriminate against disabled persons living in rural areas, in many cases it will preclude them receiving the psychiatric services they need to remain safe and stable in their communities.

Most persons with chronic, severe mental illness live below the poverty level and cannot afford cars. To deny them access to public paratransit services simply because of where they live, appears cruel. It also appears to violate both the intent and the content of the ADA.

Thank you, in advance, for considering a change in this policy.

Sincerely,

CLACKAMAS COUNTY MENTAL HEALTH CENTER

Susan V. Johnson  
Program Manager  
Adult Services

SVJ/amc-3299T

cc: Bob King, Director, Clackamas County Mental Health Division  
John Mullin, Director, Clackamas County Social Services Division  
Leslea Smith, Oregon Legal Services, Clackamas County Branch

Intensive Case Management . . . Semi-Independent Living . . . Vocational Program

Stewart Hilltop Center • 998 Library Court • Oregon City, OR 97045-4041 • (503) 655-8419



**Metropolitan  
Family  
Service**

December 8, 1993

10/93

Tom Walsh  
General Manager.  
Tri-Met  
4012 SE 17th Ave.  
Portland, OR 97202-3993

**Community Programs**

2200 NE 24th Avenue  
Portland, Oregon 97212  
(503) 249-8215  
FAX (503) 249-1480

Dear Mr. Walsh:

Our agency currently provides special needs transportation through a contract with Volunteer Transportation, Inc. I spoke at the JPACT public hearing on December 7, but not until after you left. Therefore, I am sending you a copy of my comments, as it is you as much as anyone whom I would like to dialogue with.

I have an interest in working closely and in a coordinated way with Tri-Met. I believe that we are doing a good job and I want to expand our service, but in a way that makes sense for both us and Tri-Met.

In addition to the vehicles we have obtained through VTI, we have purchased a used mini-van and a (very) used lift van with agency funds and revenues obtained through services provided. These purchases reflect our commitment to building a transportation system to serve a growing population.

I hope that my comments prove to be of interest to you, and I look forward to meeting you at another time.

Sincerely,

Thomas E. Brady  
Director  
Community Programs Division

**Community Connections**

- Transportation
- Counseling Services
  - School Based
  - Outpatient Services
  - Case Management
  - Juvenile Services
  - Home Based
- Foster Grandparent Program
- Income Supplement
- Special Needs Children
- Annual Health Exam
- Health at Home
- Medication Management
- Personal Care
- Homemaking
- Respite Care
- Nursing Care and Management:
  - Project Linkage
    - Home Help
    - Friendly Visiting
    - Summer Yard Project
    - Transportation
    - Youth Action
    - Milieu Therapy
  - Child and Family Therapy
    - Play Therapy
    - Case Management
  - Assessment and Evaluation



**Metropolitan  
Family  
Service**

To: George Van Bergen, Chair  
JPACT

From: Tom Brady  
Director  
Community Programs Division

RE: Regional Transportation Funding

Date: 12/7/93

Community Programs  
2200 NE 24th Avenue  
Portland, Oregon 97212  
(503) 249-8215  
FAX (503) 249-1480

Metropolitan Family Service contracts with Volunteer Transportation Inc. to provide special needs transportation services by two of our programs. Project Linkage is in NE Portland, and Community Connections is in Hillsboro. The combined programs provide 1,200-1,400 rides per month to elderly and disabled people unable to utilize other means of transportation.

There should be no time lost in investing in volunteer transportation programs. An allocation of transportation dollars to the orderly development of this model is encouraged, as the need for special transportation will skyrocket, reflecting changing population statistics.

The population age 85 and up is the fastest growing in the State, having increased 14% in the last decade. A substantial proportion of these individuals will require special transportation services.

At the same time, the release of many mentally, emotionally and physically disabled individuals from institutions back to their community is also a trend brought about by financing and social values issues. Many of these individuals too, qualify for special transportation. We need to begin now to concentrate on the development of low cost supplemental transportation systems.

As we study these demographic trends, it is clear that the number of people relying on public and private transit will increase dramatically.

I suggest that:

\* Volunteer programs can and do provide cost effective and safe services with a very high customer satisfaction level. That in itself, makes it a service fully compatible with regional transportation goals.

\* Volunteer programs have the ability to be sophisticated in operation, stressing quality and integration into not only regional transportation goals, but social and health care system goals as well. Our Programs

- Community Connections
- Transportation
- Counseling Services
- School Based
- Outpatient Services
- Case Management
- Juvenile Services
- Home Based
- Foster Grandparent Program
- Income Supplement
- Special Needs Children
- Annual Health Exam
- Health at Home
- Medication Management
- Personal Care
- Homemaking
- Respite Care
- Nursing Care and Management
- Project Linkage
- Home Help
- Friendly Visiting
- Summer Yard Project
- Transportation
- Youth Action
- Milieu Therapy
- Child and Family Therapy
- Play Therapy
- Case Management
- Assessment and Evaluation

are a part of our communities, and as such, we bring many other resources to bear and maximize your transit dollars. Additionally, the majority of our services benefit local businesses and service providers, as our clients are their customers.

\* I ask that you allocate resources to involve volunteer programs in transportation planning, and allow us to share technology which may help us be even more effective and efficient. We in turn, will provide service at a cost per ride far below any other type of provider for this population.

\* I recommend funding for the evaluation of our programs, so that we may build on what works best.

\* I recommend that you provide funding opportunities for programs exhibiting efficiency, safety and innovation. We currently are establishing a volunteer program transit center in Hillsboro where our rural and urban drivers link up to transfer clients and provide socialization for this largely isolated client group. This idea has been extremely well received by clients and drivers alike. Models like this should be developed if it is shown that they effectively tie into the transportation goals and needs of the future.

Cost effective services, such as volunteer transportation, which promote direct community involvement in societal problems and their solutions should be evaluated equally with traditionally funded projects.

The concept of getting from here to there in this Country is changing. Although roads, or the lack of them, present barriers to getting about, it will increasingly be social issues and changing demographics which determine barriers and opportunities in transportation. Public and volunteer transportation should blossom as society changes its expectations, and as more of us find ourselves depending upon others for transportation.

An allocation of funds to develop and fund professionally managed volunteer programs is both permissible and foresighted. Assist us in providing community based and valued transportation, and we will help you meet the growing needs of the future.



## **DISABILITY ADVOCATES COALITION**

**P. O. Box 68369, Oak Grove, Oregon 97268**

**(503) 655-8640**

**(503) 650-8941 fax**

December 15, 1993

Dear C.A.T. members:

The Disability Advocates Coalition of Clackamas County are a citizens advisory group who advocate for the rights and needs of people with disabilities and would like to comment regarding the Tri-Met ADA Plan.

People with disabilities are more likely to need public transportation because of lower income or inability to drive. The Disability Advocates Coalition encourages all efforts to obtain more fixed-route bus service, evenings and weekends included, in Clackamas County.

Many persons with disabilities who are frail or elderly require the use of para-transit. Tri-Met's response to regulations of the Americans with Disabilities Act has set parameters for para-transit service to those who only travel within 3/4's mile of a "fixed-route" bus line. Clackamas County is a large geographical area and is served by very few fixed route lines. Because of this, people with disabilities who live outside of the 3/4 mile limit, especially in rural areas, are highly restricted, or barred, from using para-transit or fixed-route .

The Disability Advocates Coalition seriously questions whether the 3/4's mile corridor for para-transit is the best way to deliver service for Clackamas County residents and would like to advocate for the most equitable use of transportation funds.

We would also encourage a more aggressive approach to limiting riding time for passengers on the LIFT to a reasonable time.

Thank you for your attention to this matter.

Sincerely,

*Donna J. Crawford* 12/20

Donna J. Crawford, Chair  
Disability Advocates Coalition of Clackamas County

December 15, 1993

Kathe Coleman, Chair  
Tri-Met Committee on Accessible Transportation (C.A.T.)  
4012 SE 17th Avenue  
Portland, OR 97202

Laurie Sitton  
3924 SE 91st Avenue  
Portland, OR 97266-2816

Re: **Draft Joint Complementary Paratransit Plan 1994 Update** dated November 22,  
1993

Dear Ms. Coleman and C.A.T.:

After an extensive review of the Draft Joint Complementary Paratransit Plan 1994 Update and an informal discussion with a few CAT members and Tri-Met staff, as a consumer and client of paratransit I would like to share some of my personal concerns.

As a follow-up to the verbal testimony presented at the 12/15 meeting during the public hearing time slot, and referring directly to the document:

- It was indicated that in table 1, page 5 -- the "...**Timetable Progress Report**" the budget was *decreased* as necessary to meet demand." I would argue that perhaps the numbers and methodology used to arrive at such a conclusion are not an accurate reflection of the true demand and need in the community. Many people simply avoid or stop making ride requests after repeated turn-downs or denials. I would also encourage aggressive measures in developing tracking methods of rider requests, turn-downs, pick-up, delivery and waiting times, etc.

- Table 2, page 6 -- "**Revised ... Timetable**" items c, d and e contain two very ambiguous terms, "*substantial number*" and "*excessive trip lengths*", which need to be more clearly defined in terms of percentages, ratios, minutes, or miles for example.

- Table 3 on page 7 -- "**Six Service Criteria: Service Area**" number 4 mentions *defined area* which is currently the Federal Transit Administration minimum requirement of *a .75 mile corridor paralleling each side of a fixed route*. I am not alone in my strong sense that this minimum 3/4 mile requirement clearly places persons at a tremendous disadvantage who, for whatever reason, do not live within these boundaries and/or in areas well served by fixed route bus lines. Quite frankly, I was surprised to find it was not listed as an



December 15 C.A.T. Meeting Testimony  
Draft Joint Complementary Paratransit Plan 1994 Update

unresolved issue in the 1993 Plan.

● **Table 4 on page 10 -- "...Demand Estimate", ADA Eligibility 1., number of persons certified for ADA Paratransit, projected figures** begs the question of where these figures came from and how they were derived. For example, we in the disabled community feel that because only 1 in 10 of the 1990 Census questionnaires asked information regarding disabilities, we missed yet another opportunity to have good numbers regarding the disabled population. In addition, a footnote explaining the percentage breakdown in the underlying assumptions regarding the Total Paratransit Trips Provided per Year would be helpful to the reader.

● **And lastly, page 21, number 6 -- I am concerned over Molalla Transit District "... checking with the FTA to determine..."** whether or not they are required to provide a complementary paratransit service. Surely they *must* provide such a service, required or not. I would encourage CAT to carefully pursue this issue in order to address the needs of those unable to access fixed route services.

Thank you for your time and consideration of these issues.

Sincerely,



Laurie P. Sitton

CC: Tri-Met Board of Directors  
Tom Walsh, Tri-Met General Manager  
Access Oregon Board of Directors  
City/County Advisory Committee on the Disabled



# CLACKAMAS COUNTY

Department of Human Services

Social Services Division

Community Action Agency  
Area Agency on Aging

**TRI-MET COMMITTEE ON ACCESSIBLE TRANSPORTATION  
TESTIMONY OF JOHN MULLIN  
PUBLIC HEARING, DECEMBER 15, 1993**

JOHN MULLIN  
DIRECTOR

Members of the CAT Committee, my name is John Mullin, and I am the Director of Clackamas County Social Services (CCSS). I have also been designated as Special Needs Transportation Facilitator for Clackamas County. Thank you for the opportunity to testify today.

Clackamas County's 1992 Comprehensive Plan states under its transit goals, the following policy:

Emphasize service to people who cannot use or do not have adequate transportation: Coordinate and cooperate with Tri-Met and other agencies to provide transportation to the elderly and handicapped in an efficient manner; transportation systems for the elderly and handicapped shall provide access to help people lead full lives.

The County has followed up in these and other areas through a document of transit service requests, adopted by the Clackamas Transportation Coordinating Committee, a group representing the interests of the County and cities in Clackamas County. Basically, this document notes the needs in unserved and underserved areas, and adds specific priorities for "specialized transportation services."

It should be noted that the current ADA option chosen by Tri-Met, i.e., the 3/4 mile corridor, is a major concern since the fixed route system is seen as inadequate in many areas. It is also our understanding that the 3/4 mile corridor does not apply to shuttle services. Thus Clackamas County's ADA corridors have the potential of excluding large numbers of disabled residents. These concerns are echoed in the attached correspondence. Serious consideration should be given to other options for meeting ADA requirements.

With respect to the milestones in the November 22 draft Complementary Paratransit Plan, I am pleased to see the proposed progress on additional vehicles, the eligibility process, and service criteria.

Regarding the inclusion of the Molalla Transportation District in this plan, I would only note that it may be productive to have a meeting in Molalla to discuss ADA needs and services.

Finally, I would like to take this opportunity to acknowledge Tri- Met's support of the CCSS volunteer transportation program (Transportation Reaching People - TRP) and the Clackamas Senior Transportation Consortium. We will continue to work collaboratively in our efforts to meet the special needs transportation concerns of Clackamas County.



## **DISABILITY ADVOCATES COALITION**

P. O. Box 68369, Oak Grove, Oregon 97268  
(503) 655-8640  
(503) 650-8941 fax

December 3, 1993

Dear John Mullin:

The Disability Advocates Coalition of Clackamas County would like to comment regarding the County Plan.

People with disabilities are more likely to need public transportation because of lower income or inability to drive. The Disability Advocates Coalition encourages all efforts of Clackamas County to obtain more fixed-route bus service, evenings and weekends included. Also, we recommend that resources be allocated to advertise and encourage general passengers to ride in order to have the numbers to justify continuing the service.

In conjunction with fixed-route buses, consideration should be given to providing accessible walkways and safe shelters to wait. Even in major transit corridors such as Macadam and McLoughlin, there are few accessible routes to bus stops.

Many persons with disabilities who are frail or elderly require the use of para-transit. Tri-Met's response to regulations of the Americans with Disabilities Act has set parameters for para-transit service to those who only travel within 3/4's mile of a "fixed-route" bus line. This means that people with disabilities who live outside of the 3/4 mile limit, especially in rural areas, are highly restricted, or barred, from using para-transit.

The Disability Advocates Coalition seriously questions whether this is the best way to deliver service for Clackamas County residents and would like to advocate for the most equitable use of transportation funds.

We would also encourage a more aggressive approach to sensitivity training of fixed-route and shuttle drivers when serving people with disabilities and those who are elderly with safety and dignity.

Thank you for your attention to this matter.

Sincerely,

*Donna J. Crawford* <sup>JM?</sup>

Donna J. Crawford, Chair  
Disability Advocates Coalition of Clackamas County

12/14/93

John Mullin  
Director  
Clackamas County Social  
Services Division  
P.O.Box 68369  
Oak Grove, Oregon 97268

Dear John:

The Clackamas Senior Transportation Consortium would like to comment regarding the County's Transportation Plan and the needs of the area's seniors. As you know, Clackamas County has the fourth highest population of seniors in Oregon with a total of 31,989 persons age 65 or older. A large majority of the County's elders reside in towns with less than 10,000 total population.

1990 Census data indicated that 17% older Oregonians have no access to an automobile in their household. In rural and suburban areas, such as Clackamas County, the taxi is simply not available as an alternative. While there are three public transit districts in the County, fixed route bus service is uneven and oriented primarily towards younger commuters. Large areas of the County, particularly unincorporated areas, simply are not served by any public transit service, including paratransit.

For example, in Molalla, the local transit district provides frequent shuttle service to the local community college in Oregon City where riders can transfer to a Tri-Met fixed route bus. The shuttle passes through Carus, Mulino, and Liberal on its way to Oregon City. The total ride from Molalla to Portland is almost an hour and a half one-way. In Sandy, there is one bus available along a local highway that runs through town. It runs several times in the morning and afternoon at peak commuter hours. In the area known as Hoodland, there is no bus service at all. The same is true for south county unincorporated areas including the towns of Colton, Marquam, and Wilhoit. Tri-Met's special needs paratransit service known as LIFT is available only along a 3/4 mile corridor to either side of fixed routes traveled by Tri-Met buses. People with disabilities and frail seniors who live outside of the corridor are greatly transportation-disadvantaged.

The Senior Transportation Consortium is concerned, additionally, with meeting the transportation needs of elderly persons who do not fit into the American's with Disabilities Act defined eligibility criteria and are often refused paratransit services. These may be persons who are afraid to drive after dark, unwilling to use a fixed route bus in bad weather, or unable to drive or maintain a car. As noted by Edgar Rivas in a recent publication, "transportation is more than simply an important community service for many elderly...it is the lifeline for continued independence to enable ...access to essential community-based services. Many elders fear losing their mobility and independence because there are so few transportation alternatives available to them. Many poor or isolated ...elders live their lives with the constant threat of premature institutionalization because they lack independent mobility."

In view of these concerns, the Consortium would like to offer the following recommendations:

Priority 1 Expanded accessible transportation alternatives  
Emphasize providing service to unserved/underserved elderly and disabled populations, while

maintaining service levels for current riders, by contracting with Senior Transportation Consortium and other local providers.

Explore options to promote public transportation in the Mt. Hood Corridor through partnerships with Greyhound, the VA, and other providers.

Marketing, Public Information and Customer Services  
Perform route analysis for group living settings in Clackamas County

Place highly visible information on vehicles indicating route/destination, type of service, # of route.

Priority 2 Improved fixed route bus service on existing lines serving Clackamas County

Add additional fixed route service to Sandy, and Estacada, specifically, Sunday service as well as mid morning and afternoon runs.

Add loops off fixed routes to senior centers and nutrition sites throughout the County. Develop bus waiting areas at senior centers and nutrition sites.

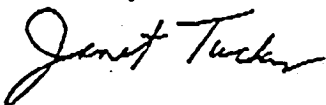
When adding a new line from Hwy 224 to Clackamas Town Center, loop off Hwy 224 into North Clackamas Park to the Senior Center and Deerfield Village

Expand the Milwaukie Shuttle route to stop directly at congregate and group living settings in the area.

In addition to these comments, we offer the work plan we have developed as a Consortium for implementation of the developmental grant the Consortium will be receiving during fiscal years 1993-1997.

Thank you for the opportunity to participate in this important planning process.

Sincerely,



Janet Tucker  
Consultant, staff to the Senior Transportation Consortium

DEC 13 1993

Oregon

DEPARTMENT OF  
HUMAN  
RESOURCES

VOCATIONAL  
REHABILITATION  
DIVISION

Clackamas Branch Office

December 9, 1993

Mr. John Mullin, Director  
Clackamas County Social Services  
P.O. Box 68369  
Oak Grove, OR 97268

Dear John,

This letter is written to provide you with information on transportation needs in our County, particularly as it relates to Lift Service for the disabled and underprivileged. I was asked to undertake this assignment on behalf of the Clackamas Inter-Agency Coordinating Council for disabled Oregonians. We have had several committees at the County and State level look into transportation needs and all have unanimously indicated a high need for special transportation services at the County level.

It is my understanding that the County Commissioners plan to meet with Tri Met officials to discuss ADA issues/compliance in our transit services to the public. This should provide for a unique opportunity to express our knowledge of need to both the Commissioners and Tri Met officials.

The ICC clearly feels that the current Lift services do not extend far enough beyond the metropolitan area and strongly recommend the service area be extended to include outlying areas such as Colton, Beavercreek, Estacada, Molalla, Sandy, and parts of Oregon City.

As you know, your agency, ours, and several other agencies have contributed piece-meal contribution to resolve this need, but is yet inadequate. Any additional effort from Tri Met will be a welcome relief to our citizens and our strained budgets.

Thank you for your assistance and that of the County Commissioners to address this need for our citizens.

Sincerely,

*Clarence B. Persad*

Clarence Persad, Branch Manager  
Vocational Rehabilitation  
Clackamas Branch



14911 SE 82nd Drive  
Clackamas, OR 97015  
(503) 657-2003  
TDD (503) 657-2164



# CLACKAMAS COUNTY

DEC 13 1993

Department of Human Services  
Community Mental Health Center

December 8, 1993

ROBERT J. KING, Ph.D.  
DIRECTOR

RONALD J. LAJOY, Ph.D.  
ASST DIRECTOR  
CLINICAL SERVICES

IRENE FISCHER-DAVIDSON  
ASST DIRECTOR  
ADMINISTRATIVE SERVICES

Tom Walsh, Director  
Tri-Met  
Committee for Accessible Transportation  
4012 SE 17th Avenue  
Portland, OR 97202

Re: 1994 ADA Paratransit Plan Update

Dear Sir:

A significant number of adults with psychiatric disabilities living in Clackamas County will be effectively banned from paratransit access by the 3/4-mile rule.

As we understand it, Tri-Met will not commit to LIFT services for persons living more than 3/4 mile from a fixed route bus service. This policy will not only discriminate against disabled persons living in rural areas, in many cases it will preclude them receiving the psychiatric services they need to remain safe and stable in their communities.

Most persons with chronic, severe mental illness live below the poverty level and cannot afford cars. To deny them access to public paratransit services simply because of where they live, appears cruel. It also appears to violate both the intent and the content of the ADA.

Thank you, in advance, for considering a change in this policy.

Sincerely,

CLACKAMAS COUNTY MENTAL HEALTH CENTER

Susan V. Johnson  
Program Manager  
Adult Services

SVJ/amc-3299T

cc: Bob King, Director, Clackamas County Mental Health Division  
John Mullin, Director, Clackamas County Social Services Division  
Leslea Smith, Oregon Legal Services, Clackamas County Branch



## PLANNING COMMITTEE REPORT

### **CONSIDERATION OF RESOLUTION NO. 94-1884, FOR THE PURPOSE OF CERTIFYING THAT TRI-MET'S JOINT COMPLEMENTARY PARATRANSIT PLAN UPDATE FOR 1994 CONFORMS TO METRO'S REGIONAL TRANSPORTATION PLAN**

Date: January 24, 1994

Presented By: Councilor Moore

**Committee Recommendation:** At the January 20 meeting, the Planning Committee voted unanimously to recommend Council adoption of Resolution No. 94-1884. Voting in favor: Councilors Kvistad, Gardner, Devlin, Gates, McLain, Monroe, and Moore. Absent: Councilor Washington.

**Committee Issues/Discussion:** Andy Cotugno, Planning Director, introduced Park Woodworth, the Director of the Accessible Program Development for Tri-Met, who gave the staff presentation. He explained that this is the second yearly update of the Paratransit Plan. The original target date of September 1994 for full compliance is retained, which is two and one half years earlier than the date required by the Americans with Disabilities Act (ADA). There were three hearings before Tri-Met's Committee for Accessible Transportation (CAT). The resolution is supported by CAT, the Tri-Met Board and the Molalla Transit District Board.

Councilor Moore raised questions about the conditional approval by CAT. The "update" was approved with the following provisions: 1) discuss the 3/4 mile corridor concerns; 2) discuss decreases in projected dollars for the LIFT budget; 3) discuss how ADA eligibility is defined and how the numbers are acquired; 4) discuss the Molalla Service District as it relates to paratransit service; and 5) define "substantial" and "excessive" with specific numbers so measurement can take place. She also raised questions regarding tracking need demand and ridership and about the marketing program. She suggested adding a second "resolve" as follows: "The concerns (listed above) raised in the motion of acceptance by CAT and concerns about the number of turn downs and marketing must be addressed and acted upon by the CAT before September, 1994."

In response to Moore's question whether these concerns were raised before TPAC or JPACT, Mr. Park answered they were not part of the discussion before either of these groups but that it is Tri-Met's intent, over the next few months, "to address with CAT each of the areas mentioned. The input can then be used in the development of Tri-Met's Fiscal Year 1995 budget and the 1995 Paratransit Plan Update." (page 23, ADA report)

Staff suggested that Tri-Met furnish a letter detailing their intent to work with CAT relative to their concerns. Councilor Moore said she was still concerned that such a letter would become buried in the back of the report and may not receive attention from the federal government. It was ultimately agreed that Metro, in its certification role, would send a letter of transmittal as a cover to the ADA report that details this discussion.