

BEFORE THE COUNCIL OF THE  
METROPOLITAN SERVICE DISTRICT

FOR THE PURPOSE OF CERTIFYING THAT)	RESOLUTION NO. 95-1995
TRI-MET'S JOINT COMPLEMENTARY )	
PARATRANSIT PLAN UPDATE FOR 1995 )	Introduced by
CONFORMS TO METRO'S REGIONAL )	Rod Monroe, Chair
TRANSPORTATION PLAN )	JPACT

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 certifies that it has reviewed the ADA Paratransit Plan Update for 1995 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

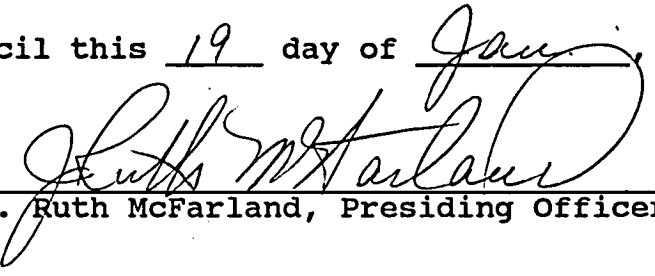
WHEREAS, The Joint Policy Advisory Committee on Transportation recommends certification by the Metro Council; and

WHEREAS, The Committee on Accessible Transportation has reviewed and approved this Paratransit Plan update; 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 UMTA/FHWA joint planning regulation), for a period of one year.

ADOPTED by the Metro Council this 19 day of January,  
1995.

  
J. Ruth McFarland, Presiding Officer

RBL:lmk  
95-1995.RES  
12-22-94



RECEIVED

**1995 ADA (Americans with Disabilities Act)**  
**Paratransit Plan Update**  
**of the**  
**Tri-County Metropolitan Transportation District of Oregon**  
**(Tri-Met)**

*Final*  
**DRAFT**  
*12-7-94*

**January 26, 1995**

## PARATRANSIT PLAN UPDATE FOR 1995

### TABLE OF CONTENTS

I.	Identification of Submitting Entity and Metropolitan Planning Organization (MPO) Certification	1
	Identification of Submitting Entities	2
	Form 1: MPO Certification	3
II.	Timetables, Progress Report on Milestones, and Six (6) Service Criteria Compliance	4
	Table 1: 1994-1996 Milestone Timetable And Milestone Progress Report On 1994 Accomplishments	5
	Form 2: Significant Milestone Slippage Explanation	6
	Table 2: Revised Timetable (1995-1996)	7
	Table 3: Eligibility, 6 Service Criteria, and Full Compliance Date	8
III.	Demand And Service Estimates	10
	Table 4: Demand And Service Estimates	11
IV.	Budget, Cost and Vehicle Estimates	13
	Table 5: ADA Paratransit Costs	14
	Table 6: Total System Costs	15
	Table 7: Accessible Fixed Route Buses	16
	Table 8: Paratransit Vehicles Used On The System	17
	Table 9: ADA Paratransit Customers	18

<b>V.</b>	<b>Public Participation</b>	<b>19</b>
	<b>Description of Public Participation</b>	<b>20</b>
<b>VI.</b>	<b>Unresolved Issues</b>	<b>28</b>
	<b>Letter from FTA with No Unresolved Issues</b>	<b>29</b>
<b>VII.</b>	<b>Other Issues</b>	<b>30</b>
	<b>Description of Other Issues</b>	<b>31</b>
<b>VIII.</b>	<b>Attachments</b>	<b>32</b>

**1995 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, TTY (503) 238-5811

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

Authorized Person: \_\_\_\_\_, Presiding Officer  
(503) 797-1700

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



**1995 PARATRANSIT PLAN UPDATE**

**SECTION II**

**TIMETABLES, PROGRESS REPORT ON MILESTONES**

**AND**

**SIX SERVICE CRITERIA**

SYSTEM NAME: Tri-Met.

CITY: Portland

STATE: Oregon

# 1994-1996 ADA PARATRANSIT PLAN TIMETABLE AND PROGRESS REPORT \* (Table 1)

1994      1994  
 UPDATE MILE-  
 TARGET STONE  
 DATE MET ?  
 (MM/YY) (Y/N)

1994 MILESTONE PROGRESS REPORT - as of Jan. 1995  
 ( Y/N - period January 26, 1994 - January 25, 1995)

1995  
 NEW  
 DATE ?  
 (MM/YY)

09/94

Full Compliance with ADA including

N  
 N  
 N  
 Y  
 N

- 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

4/95  
 4/95  
 6/95  
 NA  
 6/95

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

\* List all 1994-1996 ADA Paratransit Milestones; Then Indicate Progress (Y/N) On Milestones Targeted To Be Achieved Prior To 1/26/95; Include Additional Accomplishments.

**FORM 2**

SYSTEM NAME: Tri-Met

JAN. 95

**EXCEPTION REPORT: MILESTONE SLIPPAGE EXPLANATION\***

<u>MILESTONE or FULL COMPLIANCE DELAYS:</u>	<u>Target Date</u> <u>'94 Update</u>	<u>New Target Date</u> <u>'95 Update</u>
1. Requests accepted on next day basis	9/94	4/95
2. Trips scheduled within one hour of requested pickup time	9/94	4/95
3. No substantial number of significantly untimely pickups	9/94	6/95
4. No substantial number of trips with excessive trip lengths	9/94	6/95

**Explanation for 1 through 4**

In the Tri-Met planning process, compliance with the four items above is contingent on the operation of a new paratransit scheduling program. Tri-Met has purchased and installed a new program but it is not yet operational. The schedule now is for the program to become operational in 1994. When the inevitable first months' bugs are worked out, the paratransit program will start accepting next day rides, and schedule and monitor to ensure timely pickups and reasonable length trips.

**\*Note:** A narrative explanation, using Form 2, must accompany Table 1, when there is significant milestone slippage. During the 1994-1996 period, "significant milestone slippage" exists (1) when the target date for Plan full compliance is delayed or (2) when individual milestones slip by a year (a full 12 months). This Form 2 provides a brief example of such a slippage explanation. If there are no milestone or full compliance delays, no explanation is required, and Form 2 can be omitted. [Attach as many additional sheets to this form as needed; you may put this form on your own wordprocessor.]

SYSTEM NAME: Tri-Met

CITY: Portland

STATE: OR

**REVISED 1995 - 1996 ADA PARATRANSIT PLAN TIMETABLE (Table 2)**

1995 - 1996

TARGET DATE  
(MM/YY)

**ANY REMAINING MILESTONES -- JANUARY 1995 UPDATE**

---

4/95

Requests accepted during normal business hours on "next day" basis

4/95

Trips scheduled within one hour of requested pickup time

6/95

No substantial number of significantly untimely pickups

6/95

No substantial number of trips with excessive trip length

SYSTEM NAME: Tri-Met

CITY: Portland

STATE: Oregon

## ELIGIBILITY, SIX SERVICE CRITERIA, AND FULL COMPLIANCE DATE (Table 3, Page 1)

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	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	4/95
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	4/95
<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

CITY: Portland STATE: Oregon

(Table 3, Page 2)

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

DAYS AND HOURS OF SERVICE

13. Paratransit provided during all days and hours when fixed route service is in operation

Y

TRIP PURPOSES

14. No restriction on types of trip purposes

Y

15. No prioritization by trip purpose in scheduling

Y

CAPACITY CONSTRAINTS

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

6/95

19. No substantial numbers of trip denials or missed trips

Y

20. No substantial numbers of trips with excessive trip lengths

N

6/95

21. When capacity is unavailable, subscription trips are less than 50 percent

Y

DATE TARGETED FOR "FULL COMPLIANCE" WITH ALL "ADA PARATRANSIT" REQUIREMENTS

In 1994 Update Submission

9/94

In 1995 Update Submission

6/95

**- 1995 PARATRANSIT PLAN UPDATE**

**SECTION III**

**DEMAND AND SERVICE ESTIMATES**

SYSTEM NAME: Tri-Met

CITY: Portland

STATE: Oregon

## ADA PARATRANSIT DEMAND AND SERVICE ESTIMATES (Table 4, Page 1)

	Actual 1992	Actual 1993	Actual 1994	Est. 1995	Proj. 1996	Proj. 1997
<b>DEMAND</b> (No. Trips/Year) (Thousands of One-Way Trips)						
1. ADA Paratransit Trips Provided/Year (000)	375	484	575	594	609	633
2. Total Paratransit Trips Provided/Year (000) (Total ADA and non-ADA)	558	647	747	806	829	849
3. Total Paratransit Revenue Hours/Year (000) (Total ADA and non-ADA) [Sec. 15 definition]	216	274	299	329	345	363

In 1991, total paratransit trips (line 2) were: 513

### ADA PARATRANSIT SERVICE: Purchased Transportation.

4. For 1994, estimate the number of trips on line 1 that were provided by contracted taxi service: 22,500
5. For 1994, estimate the number of trips on line 1 that our system purchased (contracted out) rather than provide in-house: 626,000  
(include contracted taxi service from line 4 and other service owned or operated by the contractors)



SYSTEM NAME: Tri-Met

CITY: Portland

STATE: Oregon

### ADA PARATRANSIT SERVICE (Table 4, Page 2)

Actual	Proj.
1994	1997
-----	-----

6. **SSA Clients.** In 1994, estimate the number of trips on line 1, that you provided to clients of local social service agencies (SSA), who prior to the ADA, provided SSA paratransit service for their clients. Provide an estimate for 1997. (Optional)

_____	_____
-------	-------

7. **Trip Denials.** In 1994, estimate the number of requested ADA paratransit trips that were "denied" because of capacity limitations. (Please do not include trips missed because of traffic or vehicle breakdowns, trips negotiated outside the 1 hour window, "no-shows," etc.) How many by 1997? (Required)

743	716
-----	-----

8. **Destinations.** Clearly, it is discrimination under the ADA to prioritize trip requests based on trip purpose. However, for 1994, please estimate the percent of trips on line 1 that were for the following purposes: (Optional)

Work Trips	42 %	Food/Shopping	21 %
Dialysis	9 %	Medical Trips (Other Than Dialysis)	14 %
Educational	2 %	Other Trips	12 %

Note: Percentages above should total 100%.

**1995 PARATRANSIT PLAN UPDATE**

**SECTION IV**

**BUDGET, COST AND VEHICLE ESTIMATES**

SYSTEM NAME: Tri-Met

CITY: Portland

STATE: Oregon

**ADA PARATRANSIT CAPITAL & OPERATING BUDGET SUMMARY (Table 5)**  
 (projections in thousands of 1994 dollars)

	Actual 1992	Actual 1993	Actual 1994	Est. 1995	Proj. 1996	Proj. 1997	6 Year Total 92-97
<b>ADA PARATRANSIT EXPENSES *</b>							
1. Capital Expenses	<u>1482</u>	<u>1265</u>	<u>1458</u>	<u>2941</u>	<u>1765</u>	<u>685</u>	<u>9596</u>
2. Operating Expenses	<u>4522</u>	<u>5182</u>	<u>7190</u>	<u>8345</u>	<u>8469</u>	<u>8579</u>	<u>42,287</u>
3. Subtotal ADA Paratransit Expenses (sum of lines 1 + 2)	<u>6004</u>	<u>6447</u>	<u>8648</u>	<u>11,286</u>	<u>10,234</u>	<u>9264</u>	<u>51,883</u>
<b>TOTAL PARATRANSIT EXPENSES (ADA &amp; Non-ADA combined)</b>							
4. Capital Expenses	<u>1625</u>	<u>1760</u>	<u>1712</u>	<u>3680</u>	<u>2055</u>	<u>855</u>	<u>11,687</u>
5. Operating Expenses	<u>5958</u>	<u>6937</u>	<u>9697</u>	<u>12079</u>	<u>12293</u>	<u>12451</u>	<u>59,415</u>
6. TOTAL PARATRANSIT EXPENSES (sum of lines 4 and 5)	<u>7583</u>	<u>8697</u>	<u>11409</u>	<u>15759</u>	<u>14348</u>	<u>13306</u>	<u>71,102</u>

IN 1991, TOTAL PARATRANSIT COSTS (Line 6) FOR OUR TRANSIT SYSTEM WERE \$ 5,972

\* Using a ratio to break out ADA from total paratransit expenses is acceptable. Do not include any ADA fixed-route costs.

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

SYSTEM NAME: Tri-Met

CITY: Portland

STATE: Oregon

**TOTAL TRANSIT SYSTEM COST ESTIMATES (Table 6)**  
 (projections in thousands of 1994 dollars)

	Actual 1992	Actual 1993	Actual 1994	Est. 1995	Proj. 1996	Proj. 1997	6 Year Total 92-97
<b>TOTAL TRANSIT SYSTEM COSTS *</b>							
1. Capital Expenses	<u>18,414</u>	<u>23,499</u>	<u>29,460</u>	<u>48,613</u>	<u>56,549</u>	<u>25,032</u>	<u>201,567</u>
2. Operating Expenses	<u>105,087</u>	<u>115,501</u>	<u>125,558</u>	<u>141,189</u>	<u>142,091</u>	<u>145,688</u>	<u>775,114</u>
3. TOTAL SYSTEM COSTS (lines 1 + 2)	<u>123,501</u>	<u>139,000</u>	<u>155,018</u>	<u>189,802</u>	<u>198,640</u>	<u>170,720</u>	<u>976,681</u>
4. ADA PARATRANSIT EXPENSES (line 3, Table 5)	<u>6,004</u>	<u>6,447</u>	<u>8,648</u>	<u>11,286</u>	<u>10,234</u>	<u>9,264</u>	<u>51,883</u>
5. ADA PARATRANSIT AS PERCENT OF TOTAL COSTS (line 4 divided by line 3)	<u>4.9%</u>	<u>4.6%</u>	<u>5.6%</u>	<u>5.9%</u>	<u>5.2%</u>	<u>5.4%</u>	<u>5.3%</u>

IN 1991, TOTAL SYSTEM COSTS (line 3) 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).

SYSTEM NAME: Tri-Met

CITY: Portland

STATE: Oregon

**ADA ACCESSIBILITY: FIXED-ROUTE BUSES (Table 7)**

	Actual 1990	Actual 1991	Actual 1992	Actual 1993	Actual 1994	Est. 1995	Proj. 1996	Proj. 1997
<b>BUSES IN ACTIVE FLEET</b>								
1. Total Number of Buses	<u>523</u>	<u>526</u>	<u>579</u>	<u>580</u>	<u>592</u>	<u>592</u>	<u>621</u>	<u>608</u>
2. Buses Without Lifts/Ramps	<u>204</u>	<u>166</u>	<u>140</u>	<u>96</u>	<u>108</u>	<u>108</u>	<u>51</u>	<u>7</u>
3. Buses With Pre-ADA Lifts/Ramps	<u>319</u>	<u>319</u>	<u>321</u>	<u>321</u>	<u>321</u>	<u>321</u>	<u>321</u>	<u>246</u>
4. Buses With ADA Lifts/Ramps (meets Part 38 lift specifications)	<u>0</u>	<u>41</u>	<u>118</u>	<u>163</u>	<u>163</u>	<u>163</u>	<u>249</u>	<u>355</u>
(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)	<u>61</u> %	<u>68</u> %	<u>76</u> %	<u>84</u> %	<u>82</u> %	<u>82</u> %	<u>92</u> %	<u>99</u> %

For 1994, provide an approximate estimate of the number of boardings where lifts/ramps were deployed on the fixed-route system: 93,532

For an average day, can you estimate the total number of persons with any disabilities that use your fixed-route service? (Do not include customers who normally use ADA paratransit service.) (Optional): \_\_\_\_\_

SYSTEM NAME: Tri-Met

CITY: Portland

STATE: Oregon

**TOTAL "PARATRANSIT" VEHICLES USED BY YOUR SYSTEM \* (Table 8)**

	Actual 1991	Actual 1992	Actual 1993	Actual 1994	Est. 1995	Proj. 1996	Proj. 1997
<b>TOTAL NUMBER IN ACTIVE FLEET</b>							
1. All Paratransit - Vans and Minivans *	<u>10</u>	<u>10</u>	<u>10</u>	<u>10</u>	<u>11</u>	<u>12</u>	<u>12</u>
2. All Paratransit - Buses *	<u>104</u>	<u>118</u>	<u>140</u>	<u>154</u>	<u>173</u>	<u>192</u>	<u>203</u>
3. Paratransit - Sedans/Wagons * (other than taxis)	<u>2</u>	<u>2</u>	<u>2</u>	<u>2</u>	<u>2</u>	<u>2</u>	<u>2</u>
<b>LIFT-EQUIPPED PARATRANSIT VEHICLES</b>							
4. Paratransit - Buses, Vans and Minivans * (with lifts/ramps from lines 1 and 2)	<u>111</u>	<u>125</u>	<u>147</u>	<u>161</u>	<u>186</u>	<u>206</u>	<u>217</u>

**CONTRACTOR VEHICLES**

5. For 1994, from lines 1 and 2, estimate the number of buses, vans, and minivans, etc., "OWNED" by your contractors that routinely provide paratransit (ADA and non-ADA) for your system. 36

Please estimate 1997 41

\* Please include all dedicated paratransit vehicles (ADA or non-ADA service combined) used on your system. Include all paratransit vehicles your system owns or leases, as well as vehicles used from your contractors' fleet. Do not include any accessible vehicles used on the fixed-route.

SYSTEM NAME: Tri-Met

CITY: Portland

STATE: Oregon

**YOUR ADA "PARATRANSIT" CUSTOMERS (Table 9)**  
(Please Make An Estimate Based On Actual Eligibility Determinations)

1. By 1994, how many persons had been certified as ADA paratransit eligible by your system?

12,000

By 1997, please project how many people will be certified?

17,000

2. Using the 1990 Census, what is the total population of your service area?

\_\_\_\_\_

3. Of those certified, can you estimate the percent who are ages... (Optional)

0 to 16 years old \_\_\_\_\_%      17 to 61 \_\_\_\_\_%      62 to 70 \_\_\_\_\_%      Over 70 \_\_\_\_\_%

4. Of those eligible for ADA paratransit, how many are employed? (Optional)

\_\_\_\_\_

5. Of those ADA paratransit eligible, what percent have as their most limiting or qualifying impairment... (Optional, should total 100%)

Sensory Impairments (Visual, Hearing) \_\_\_\_\_ %

Mobility Impairments Requiring Adaptive Devices (Devices: Wheelchairs, Walkers, etc.) \_\_\_\_\_ %

Mental, Cognitive or Developmental Impairments (including Alzheimers) \_\_\_\_\_ %

Health Impairments (Heart Disease, MS, CP, Arthritis, Kidney Dysfunction, etc.) \_\_\_\_\_ %

**1995 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. The CAT LIFT/Paratransit Subcommittee was given an update of the plan development process at its regular meeting on October 12 and this was reported at the regular CAT meeting on October 19, 1994. CAT members and subcommittee members were sent the November 1, 1994 draft Paratransit Plan Update (printed or 4 track tape) in the first week of November.

A Public Notice regarding the plan and Tri-Met public hearings was published in four newspapers between October 26 and November 2, 1994 and was also included in a newsletter distributed to over 12,000 LIFT General Passengers, agencies, and friends. Oregon Public Broadcasting's Golden Hours was provided with the Public Notice and indicated that they would air the information. Rider alerts were placed on LIFT vehicles.

Discussions regarding the Plan Update took place at the LIFT Paratransit Subcommittee on November 9th, 1994. Tri-Met responded to nineteen separate requests for copies of the 1994 draft plan including two requests for large print and one request for 4-track tape. Seven written documents were submitted and oral testimony by phone outside the public hearings was submitted by seven people. Tri-Met held a public hearing at the regular CAT meeting on November 16, 1994 and another in the evening on the same date. Testimony at the hearings was received from fourteen people. Following is a description of the comments made and responses to those comments:

#### **PUBLIC HEARING ORAL OR SIGNED TESTIMONY**

**NOVEMBER 16, 1994 (DAY)** - 9 public, 17 staff and CAT members, and a sign language interpreter and court reporter, 9 people testified.

**PUBLIC TESTIMONY 1** - The customer had received paratransit service in New Orleans and Washington D.C. Tri-Met is way ahead of Washington and way behind New Orleans.

**TRI-MET RESPONSE** - No comment.

**PUBLIC TESTIMONY 2** - LIFT scheduling should be monitored closely because it is not doing an adequate job.

**TRI-MET RESPONSE** - We believe that both service and monitoring capability will be improved with the new scheduling software that is becoming operational soon.

**PUBLIC TESTIMONY 3** - Georgianne Obinger read the testimony of Donna Crawford which was submitted in written form.

**TRI-MET RESPONSE** - The response is covered under written testimony.

**PUBLIC TESTIMONY 4** - The next person presented written testimony that is discussed later, asked about the budget and computer software, and suggested that the 3/4 mile does not serve all of those needing service.

**TRI-MET RESPONSE** - A breakdown of the budget information was provided to the CAT committee at this meeting. The new computer program will provide more reports to assess the quality of service. Tri-Met does not want to expand the ADA boundary for guaranteed rides until after it has met the legal requirements within the 3/4 mile boundary and requests for service have stabilized. We are, however, reevaluating what the level of service should be outside the 3/4 mile and will bring recommendations back to the Committee on Accessible Transportation.

**PUBLIC TESTIMONY 5** - The individual has great concern about the 3/4 mile line and customers losing service after using the LIFT for a long time. She was happy to hear that the Deputy General Manager believes that the LIFT has to become a true part of the family of services we provide. Tri-Met increased the length of rides in order to make the no turn down goal.

**TRI-MET RESPONSE** - The 3/4 mile boundary was addressed previously. Service quality must be measured as well as turndowns.

**PUBLIC TESTIMONY 6** - The commenter expressed concern about Tri-Met disqualifying current clients and suggested that CAT ask Tri-Met to cease disqualifying current clients.

**TRI-MET RESPONSE** - After some discussion it was determined that the issue was over customers outside the 3/4 mile boundary. This was discussed previously.

**PUBLIC TESTIMONY 7** - This commenter agreed with expanding the 3/4 mile boundary because there is not much bus service outside the city limits and no sidewalks for people using chairs. There should be some provision for people who are eligible for ADA service but have not registered.

**TRI-MET RESPONSE** - The 3/4 mile boundary was discussed previously. There is a way people can get registered immediately if there are mitigating circumstances. Also, an eligible person can take a friend.

**PUBLIC TESTIMONY 8 - (Signed by the sign language interpreter)** The customer complimented Tri-Met on having a TTY machine but was concerned by the lack of response at times from the Senior and Disabled Citizen Information Department.

**TRI-MET RESPONSE -** Three people in the department are trained to use the TTY but the office is only open from 7:30 am to 5:30 pm on weekdays. We will look at the possibility of expanding hours as part of next fiscal year's budget.

**PUBLIC TESTIMONY 9 -** The customer related problems with Broadway Cab doing LIFT rides and particularly drivers attitude. There was a recommendation for further sensitivity training and more consumer response to CAT, Tri-Met and the LIFT program.

**TRI-MET RESPONSE -** Broadway Cab and the City of Portland require some sensitivity training for all operators of accessible cabs. We will work with Broadway to improve the sensitivity of their drivers.

**NOVEMBER 16, 1994 (EVENING) -** 6 public attended, 7 Tri-Met staff and CAT members, and a sign language interpreter, 5 people testified (one twice).

**PUBLIC TESTIMONY 1 -** A college student related an incident where a LIFT Program ride did not arrive on time causing her to miss a class at a loss of \$250 . Many LIFT problems are related to cab rides ordered by the LIFT Program. She does not want to give up school and wants the LIFT to get her there in a timely manner.

**TRI-MET RESPONSE -** Tri-Met recognizes that there have been timeliness problems that need to be addressed. We are in the process of defining "significantly untimely pickups and dropoffs" and the new scheduling program should both assist in meeting the definition selected and monitor for variances.

**PUBLIC TESTIMONY 2 -** A woman testified on behalf of her sister who has been turned down for rides. The sister lives outside the 3/4 mile ADA service area but received rides from the LIFT for the last 8 years. LIFT operators say there is a "grandfather" grant that should allow the customer to ride.

**TRI-MET RESPONSE -** The "grandfather" grant refers to customers of the LIFT that were receiving ongoing (subscription) service as of 1/26/92. This customer received regular, but not subscription, service as of that date. Nevertheless, a majority of this customer's requests have been honored.

**PUBLIC TESTIMONY 3** - John Mullin, Director of Clackamas County Social Services testified and provided written testimony. He indicated that the Plan adversely affects Clackamas County because so much of the population is outside the 3/4 mile line. He stressed that the Clackamas County land area is larger than Washington and Multnomah Counties combined. Clackamas County must also work with three transit districts, Wilsonville and Molalla in addition to Tri-Met. He felt it was important that Tri-Met work together with the County to ensure that transportation needs are met in all areas of the County.

**TRI-MET RESPONSE** - The 3/4 mile boundary was discussed previously. Tri-Met will continue to work with local governments to provide the best transportation services possible within limited budgets.

**PUBLIC TESTIMONY 4** - It was suggested that Tri-Met expand the 3/4 mile ADA boundary.

**TRI-MET RESPONSE** - This was discussed above.

**PUBLIC TESTIMONY 5** - A friend of a LIFT customer indicated that the customer, who is sensitive to cigarette smoke and contaminants in the air, cannot depend on the LIFT to provides rides. The customer's father had to fly here from Pasadena to take him to the doctor. There is a problem with the accessible taxi minivans because they cannot load a standard electric wheelchair with the foot rests in place.

**TRI-MET RESPONSE** - We are working to improve the reliability of the LIFT program so people can depend on it for important appointments. Park Woodworth is the Tri-Met representative on the Portland Taxicab Board of Review and he will follow up on the taxicab problem. We are somewhat surprised because the minivans meet ADA specifications. Additionally, the Portland taxis have accessible full sized vans which could be assigned when the minivans won't work.

**PUBLIC TESTIMONY 6** - It was stressed that a large population of former transit riders no longer support Tri-Met and refuse to take LIFT rides because they don't want to order two days in advance only to be turned down or to be driven around for 2 hours before reaching their destination. It is high time for Tri-Met and LIFT to stop the litany of excuses.

**TRI-MET RESPONSE** - We hear the frustration and hope to resolve some of the problems soon. Next day rides will be available in April of 1995. The turndowns for ADA eligible rides should remain at a low level and we are working on a definition of "excessive trip length".

In addition to the public hearings, Tri-Met solicited oral and written testimony from the release of the draft document on November 1 through November 30, 1994.

#### ORAL OR TTY TESTIMONY BY PHONE

Seven comments were received by phone.

**TESTIMONY 1** - The first commenter indicated that she had been requested to see a Tri-Met doctor as part of the registration process and then the LIFT didn't show up for the ride. She feels that she is being treated very poorly, and degraded and she is very angry.

**TRI-MET RESPONSE** - We are sorry for the confusion over the ride. Tri-Met asks people to see a Tri-Met doctor when determining eligibility is very difficult.

**TESTIMONY 2** - Caller complimented Tri-Met for being so good and so thoughtful and helpful.

**TRI-MET RESPONSE** - Thank you.

**TESTIMONY 3** - The caller believes that the boundary line should be enlarged by either running buses in rural areas or enlarging the line to one or one and one-half miles. Service is particularly needed in the Oregon City / Beavercreek area.

**TRI-MET RESPONSE** - The 3/4 mile issue was discussed previously.

**TESTIMONY 4** - This person wants to know why her service was cut off since she pays her taxes like everyone else. How come the bus goes by her house to pick up other people?

**TRI-MET RESPONSE** - This customer lives outside the 3/4 mile boundary. Tri-Met still provides service to "grandfathered" customers outside the 3/4 mile and to others on a space available basis.

**TESTIMONY 5** - This caller does not like requesting a nutrition ride for 12 noon and having the pickup scheduled for 8:00 or 9:00 am.

**TRI-MET RESPONSE** - The quality of service should be better after the new program is operating and the quality goals are more precisely defined.

**TESTIMONY 6** - This LIFT customer feels that the calltakers do not allow for negotiations; they offer only a "take it or leave it" option; and no other resources are suggested. The LIFT is getting more difficult to use as it is taking two or more hours to get to and from her work site, a trip that would take 10-15 minutes by car. She holds Tri-Met responsible for improving service quality.

**TRI-MET RESPONSE** - There is some discussion nationally on what "negotiation" means with respect to ride requests. Our new service quality definitions should assist in clarifying this for the LIFT Program. The definition for "unreasonably long trips" should help in resolving the length of trip issue. We will be working on these definitions with the CAT over the next few months.

**TESTIMONY 7** - The caller recommends that Tri-Met look at options for service outside the 3/4 mile boundary once Tri-Met has met ADA compliance because there are a lot of people who can really use the service. She suggests that people outside the 3/4 mile line could pay more and/or the rides be prioritized. It would be interesting to know how many people there would be outside the 3/4 mile limit. Perhaps Tri-Met could use volunteer programs. Another idea would be to have a LIFT block home program where LIFT passengers could stay until the LIFT picked them up. Also, the LIFT could limit the number of rides provided each month.

**TRI-MET RESPONSE** - Thank you for some good ideas. Tri-Met understands there is a need outside the 3/4 mile boundary and intends to review the service to this area. Ideas like priorities and higher fares may make it reasonable to provide some service. These issues will be brought to the CAT over the next few months.

### WRITTEN PUBLIC COMMENT

Seven written documents were submitted commenting on the plan. These letters are contained in Attachment F and are summarized and commented on below.

**LETTER 1 FROM LAURIE SITTON** - The letter noted some errors in the November 7th draft and asked some pertinent questions. When will the scheduling program be fully functional? What are the definitions of "substantial" and "excessive" in the quality measures. The writer wants clarification of services provided outside of the 3/4 mile boundary.

**TRI-MET RESPONSE** - Thank you for pointing out errors in the draft. The scheduling program will be operational in 1994 but it takes a few months to get the bugs out and to tune the program properly. This is why Tri-Met is postponing full compliance until June of 1995. The scheduling program will be operating efficiently at that time. We will work to

define substantial and excessive over the next few months so we can be monitoring by June. Service levels outside the 3/4 mile boundary will also be clarified over the next few months.

**LETTER 2 FROM DONNA CRAWFORD** - Donna Crawford, representing the Disability Advocates Coalition of Clackamas County, urged reconsideration of the 3/4 mile limit for ADA service because the County is a large geographical area served by few fixed routes. They also believe that persons should be grandfathered in and not just the original standing order. There should be a more equitable distribution of transportation service between the three counties so it would more closely match the payroll taxes received. Finally, Tri-Met should limit ride time for paratransit customers and we should monitor that immediately and not wait for the more sophisticated software.

**TRI-MET RESPONSE** - The 3/4 mile limit was discussed previously. The intent of the original Plan (1/26/92) to continue "grandfathered" rides outside the 3/4 mile boundary was to not disrupt subscription trips to work, school and ongoing medical appointments. Other than those "grandfathered" standing order trips of 1/26/92, the service needs of all customers eligible for the LIFT and residing outside the ADA service area should be evaluated equally.

Tri-Met service planning is district wide and does not allocate service based on the region from which payroll taxes are received. Finally, we are constantly monitoring service quality but it will be more accountable when there are specific definitions for our goals and we have software that can assist in recordkeeping.

**LETTER 3 FROM JOHN MULLIN** - This was summarized under oral testimony. It also contained letters from the Clackamas County Senior Transportation Consortium, the Clackamas County Area Agency on Aging and the Disability Advocates Coalition as attachments.

**TRI-MET RESPONSE** - See response to oral testimony.

**TWO LETTERS (4 and 5) FROM HAROLD BAUGH** - The first letter discusses the problems with the accessible minivan taxis. The second letter referred to the "extremely poor level of service" that a particular customer has been subjected to. A particular problem is the long wait times and "seemingly cavalier attitude toward honoring even their very broad time commitments". This is particularly a problem at night and in bad weather. Mr. Baugh suggests that reducing the ready and wait time to 15 minutes on either side of the appointment time would reduce stress and exposure.

**TRI-MET RESPONSE** - We appreciate the minivan issue being brought to our attention.

The minivans are an experiment for the taxi industry in Portland. It is clear that regular accessible vans are needed for some customers.

Tri-Met recognizes that it is important to improve the quality as well as the quantity of service. We will be working to define and measure quality issues such as on time performance. The LIFT presently uses plus or minus 15 minutes from the scheduled pickup time as the acceptable standard. However, many times the customer does not know what the scheduled pickup time is. The new software will usually provide that information for the customer when the request is being made. This will provide an immediate increase in service quality.

**LETTER 6 FROM BONNIE MATSLER** - The letter makes similar comments about the problems with accessible minivan taxis.

**TRI-MET RESPONSE** - We appreciate this being brought to our attention. The minivans are an experiment for the taxi industry in Portland. It is clear that regular accessible vans are needed for some customers.

**LETTER 7 FROM KAREN MEANEA** - The letter is a followup to a phoned in comment and indicated that she had been requested to see a Tri-Met doctor as part of the registration process and then the LIFT didn't show up for the ride. She feels that she is being treated very poorly, and degraded and she is very angry.

**TRI-MET RESPONSE** - We are sorry for the confusion over the ride. Tri-Met asks people to see a Tri-Met doctor when determining eligibility is very difficult.

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

At the regular Committee on Accessible Transportation (CAT) meeting on December 21, 1994, the CAT reviewed the 1995 Paratransit Plan Update. CAT's action is included as Attachment G.



## **1995 PARATRANSIT PLAN UPDATE**

### **SECTION VI**

#### **UNRESOLVED ISSUES**

The following letter documents that FTA found no unresolved issues in the 1994 Paratransit Plan Update.



U.S. Department  
of Transportation  
Federal Transit  
Administration

REGION X  
Alaska, Idaho, Oregon,  
Washington

915 Second Avenue  
Federal Building, Suite 3142  
Seattle, WA 98174-1002  
206-220-7954  
206-220-7959 (fax)

MAY 10 1994

State - ...  
ADA

1.1.4  
C: B Post  
R. Manley

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

Re: 1994 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 Department of Transportation's (DOT) regulation implementing the Americans with Disabilities Act of 1990 (ADA) (49 CFR Parts 27, 37, and 38). We have determined that your plan update is in compliance with the requirements of DOT's regulation.

We look forward to receiving your annual update on or before January 26, 1995.

Sincerely,

*Terry L. Ebersole*

*TL* Terry L. Ebersole  
Regional Administrator

**1995 PARATRANSIT PLAN UPDATE**

**SECTION VII**

**OTHER ISSUES**

1. Tri-Met has provided the complementary paratransit service in the Molalla Transportation District since January 26, 1992 and will continue to provide that service for grandfathered rides through June 30, 1995. The Molalla Transportation District is in the process of determining its ADA responsibility to provide complementary paratransit service in the Molalla District. The Molalla Transportation District is also developing its own Paratransit Plan Update and is no longer jointly submitting a plan with Tri-Met. Consequently this submittal is solely a Tri-Met document.
2. Paratransit service to customers further than 3/4 mile from the Tri-Met fixed-routes will be evaluated over the next year. ~~Following this evaluation and discussion with the CAT, the service may be reduced or eliminated.~~ This will have no effect on ADA mandated service provided by Tri-Met.
3. Tri-Met releases Draft Paratransit Plan Updates, has public hearings and adopts the plan prior to the end of 1994. The numbers for 1994 are, therefore, estimates on the draft plan. When possible, those "estimates" will be updated to "actual" prior to the submission of the plan to FTA on or before January 26, 1995. Some numbers for 1993 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.
4. The fare for the LIFT program was raised from \$ .50 to \$ .75 in September of 1994. The LIFT fare continues to meet the ADA requirements.
5. In 1994 Tri-Met started operation of a brokerage for Title 19 (Medicaid) rides in the Tri-County area. This substantially increased the total projections for paratransit service and ADA service since it is presently estimated that 33% of the Medicaid rides would qualify as ADA paratransit service.
6. A new registration form using self certification was put in place in 1994. The new registration is included in attachments.

**FURTHER DOCUMENTATION CONTAINING WRITTEN COMMENTS  
ARE AVAILABLE UPON REQUEST**

## STAFF REPORT

### CONSIDERATION OF RESOLUTION NO. 95-1995 FOR THE PURPOSE OF CERTIFYING THAT TRI-MET'S JOINT COMPLEMENTARY PARATRANSIT PLAN UPDATE FOR 1995 CONFORMS TO METRO'S REGIONAL TRANSPORTATION PLAN

Date: November 30, 1994

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 1995 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 of 1990.

TPAC has reviewed this update and recommended approval pending formal action and approval by the Committee on Accessible Transportation (CAT) and the Tri-Met Board of Directors. Subsequent action by CAT and the Tri-Met Board was taken on December 21, 1994 in support of the resolution.

TPAC also requested that Tri-Met staff be available at a future meeting to discuss the following:

1. Paratransit definitions and policy issues associated with achievement of selected milestones; and
2. What policies and procedures should be included in the upcoming RTP Update.

#### FACTUAL BACKGROUND AND ANALYSIS

The Americans With Disabilities Act (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 Regional Transportation Plan (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 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 1994 Paratransit Plan Update previously submitted by Tri-Met and certified by Metro in Resolution No. 94-1884, included several milestones that were to be achieved by January 1995. The status of these milestones are addressed in Tri-Met's 1995 Annual Paratransit Plan Update.

### Tri-Met's 1995 Annual Plan Update

Tri-Met's 1995 Annual Paratransit Plan Update identifies current activities and planned strategies for complying with the milestones previously committed to in their 1994 Plan update by September 1995. The schedule for completing all necessary activities and assigned responsibilities is included as Attachment A. It is required that the 1995 Paratransit Plan Update be approved and submitted to FTA by 1/26/95.

#### A. Progress On Milestones To Be Achieved Prior to 1/25/95

Tri-Met achieved full compliance with ADA for the following milestones identified in the 1994 Plan Update (Table 1 in the 1995 Paratransit Plan Update).

1. No substantial number of trip denials or missed trips. A substantial number is defined by Tri-Met to be less than one-tenth of 1 percent. Referring to Table 4, Page 12 of the 1995 Paratransit Plan Update (Exhibit A to Resolution No. 95-1995), 743 trips were denied due to capacity limitations. This represents less than one-tenth of 1 percent of the total ADA paratransit trips provided by Tri-Met in 1994.
2. The Complementary Paratransit Plan was updated (January 1995) consistent with the requirements of 49 CFR Section 37.139.

#### B. Revised ADA Paratransit Plan Timetable for 1995

The compliance dates for the following milestones (Table 1 and Table 2 in Exhibit A) were revised by Tri-Met during 1994. Compliance with these items was contingent on the operation of a new paratransit scheduling program at Tri-Met. Tri-Met has purchased and installed the new program but it is

not yet operational. It is expected that the system will be fully operational in early 1995.

1. Requests will be accepted during normal business hours on a "next day" basis. Originally scheduled to be completed by 9/94. *New target date is 4/95.*
2. Trips will be scheduled within one hour of requested pickup time. Original completion date 9/94. *New target date is 4/95.*
3. There will be no substantial numbers of significantly untimely pickups for initial or return trips. Original date 9/94. *New target date is 6/95.*
4. There will be no substantial number of trips with excessive trip lengths. Original date 9/94. *New target date is 6/95.*

It should be noted that Tri-Met is in the process of defining what constitutes a "substantial number" for items 3 and 4 above. Their finding that these milestones have not been achieved to date is based on complaints and inquiries from ADA paratransit riders.

C. Plan Review by Citizens for Accessible Transportation (CAT) Committee

A public hearing was held by the Committee on Accessible Transportation (CAC) on November 16, 1994 to review the proposed update. Testifiers expressed some concern with the quality measures for service provision. In addition, some recommended that the provision of ADA service be extended beyond the three-quarter mile boundary currently used. Tri-Met is opposed to extending all ADA services beyond the boundary but will consider what level of service could be provided outside the boundary.

Tri-Met is confident that the revised dates for items 1-4 above can be met. The CAT committee met on December 21, 1994 and recommended approval of the plan with the following change: Strike out the sentence "Following this evaluation and discussion with the CAT, the service may be reduced or eliminated." under item 2 on page 31 of the Paratransit Plan Update. With this change, the CAT approved the 1995 ADA Paratransit Plan Update.

D. Plan Review by Tri-Met Board of Directors

The Tri-Met Board reviewed the plan at its December 21, 1994 meeting. They were in agreement with CAT's recommendation and subsequently approved the 1995 ADA Paratransit Plan Update, as well.



With the implementation of items 1-4, Tri-Met's proposed Para-transit Plan Update will conform to the existing RTP. It should be pointed out that the RTP is undergoing a major revision to be completed by May 1995. The revised RTP will also be consistent with the ADA service requirements.

EXECUTIVE OFFICER'S RECOMMENDATION

The Executive Officer recommends approval of Resolution No. 95-1995.

RL:lmk  
95-1995.RES  
12-22-94

## Attachment A

### TIMETABLE FOR 1995 PARATRANSIT PLAN UPDATE

ACTIVITY	RESPONSIBILITY	DATE
Information Collected	Operations, Fiscal	10/94
Review of Plan Update	ADA Task Force	10/11/94
Review of Plan Update and approval to distribute	Bob Post/Executive Directors	10/94
LIFT/Paratransit Subcommittee	Park Woodworth	10/12/94
Distribution of Plan and notice of Hearing published	Park Woodworth /Legal	10/19/94
Plan Update reviewed at CAT	Park Woodworth	10/19/94
LIFT/Paratransit Subcommittee	Park Woodworth	11/9/94
Public Hearing on Plan Update at CAT	Park Woodworth	11/16/94
Modification of Plan based on public input	Park Woodworth	11/94
Review of any modifications	Bob Post	12/94
Board Resolution to Nancy Klass	Park Woodworth	12/9/94
LIFT/Paratransit Subcommittee	Park Woodworth	12/14/94
Recommendation to Support Plan	CAT	12/21/94
Approval of Plan	Tri-Met Board	12/21/94
Review and Approval	TPAC	12/21/94
Review and Approval	JPACT	1/12/95
Review and Approval	Metro Council	1/26/95
Send to FTA		1/26/95