

Minutes of the REGULAR MEETING OF THE TAAC COMMITTEE

Wednesday, December 6, 2017

Committee Members Present: Chair Kjensmo Walker, Vice Chair Patty Thorsen, Sam Jasmine, Christopher Bates, Ken Rodgers, Kari Sheldon, John Clark, Heidi Myhre, Lukus Zuker, Bre Royer and Margot Imdieke Cross.

Committee Members Absent: Lisa Childs and Dona Harris

Committee Members Excused: Robert Platz and David Fenley

Council Staff Present: Doug Cook and Pam Steffen from Metro Transit; Dana Rude, Heidi Schallberg, Katie White, Lucinda Plaisance, Christine Kuennen, Shawn Jacobson, Joe Barbeau and Alison Coleman.

Public Present: Claudia Fuglie and Rick Cardenas.

CALL TO ORDER

A quorum being present, Committee Chair Walker called the regular meeting of the Council's TAAC Committee to order at 12:33 p.m. on Wednesday, December 6, 2017.

APPROVAL OF AGENDA AND MINUTES

It was moved by Bates, seconded by Thorsen to approve the agenda. **Motion carried.**

It was moved by Bates, seconded by Jasmine to approve the minutes of the November 1, 2017 regular meeting of the TAAC Committee. **Motion carried.**

BUSINESS & INFORMATION

1. Introduction to Doug Cook

Pam Steffen introduced Doug Cook. Starting in January of 2018, we will be transitioning my role at the committee to a staff person, Doug Cook. He will be the new TAAC liaison for Metro Transit. Doug has been with Metro Transit for quite a while. He has been an operator. He is a customer advocate. He is a teacher by trade. Formerly in the Army. He brings a lot of experience to this committee. He is out and about in the community teaching people with disabilities on how to ride the bus and train. He is absolutely a good fit to take over my role at this committee.

I will still be with Metro Transit. However, I have the task of watching a newer department with Metro Transit while I am with Customer Relations. So I will be working hard to do that. With issues you can call Doug or our main Customer Service number 612-373-3333.

Doug Cook spoke to the TAAC committee. I just wanted to thank you for this opportunity that Pam has given me. I have a long history of working with people with disabilities, seniors, ELL, members of the community in St. Paul and Minneapolis. I will be starting in January. Any kind of Metro Transit issues that come up that you have during the month between meetings you can send my way. I know some of you from the past. I am looking forward to working with the rest of you. My office phone number is 612-349-7478.

2. ADA Transition Plans

Heidi Schallberg, Senior Planner in the Long Range Planning Office, spoke to the TAAC committee. Today I just wanted to give you a brief overview on some of the work that is being done in the region to promote the requirement of the local governments to have ADA transition plans. I am sure you are familiar with Title 2 the ADA local government to do self-evaluations at their facilities, services and programs to identify their

accessibility and work to bring those elements to compliance with the ADA. The Federal Highway Administration of the US Department of Transportation has a current initiative right now emphasizing public agency ADA compliance. The transition plans are self-evaluations. As part of this initiative, MnDOT is one of the local partners in providing information to local agencies about their responsibilities. They are also partnering on a series of trainings that are being offered throughout the state. The training is being done in three parts. Each section will be recorded and be available online at a later date. It will reach people who may not be able to attend the training sessions.

The first training begins this month. It includes a focus on transition plans. Next spring and fall they will add following sessions that focus on design and construction.

At the Council our role is as a metropolitan community organization for the region. We work with the Federal Highway Administration's office in Minnesota to identify what might be appropriate to help us with this initiative. This gives us information for our committees for our transition plans. That would include our Technical Advisory Committee and the Transportation Advisory Board. We are also reinforcing this information. The update we are doing to our Transportation Policy Plan. We will be doing some form of survey to local communities. We are interested in identifying communities that have transition plans or self-evaluations and the current status of those. That is something I will be working on.

Every two years, about 290 hours, a Federal Transportation funding is awarded in a competitive process that is run by the Transportation Advisory Board or TAB. Applications for this funding have to meet basic qualifying considerations to be evaluated and compete for funding. As part of this ongoing process, we are first adding the qualifying requirement to this application process for federal transportation funding.

The full language of the proposed qualification says the applicant must have or be working towards completing the current ADA transition plans or self-evaluation. We are asking them to indicate the status basically if they are subject to the transition plan if they have 50 or more employees or if they have a self-evaluation requirement. Or if they have less than 50 employees. And indicates dates for whether the plan has been adopted. Or if they are working on it or when it started and when they anticipate when they are finished.

There is currently a public comment period that is open on the application package. Everything that goes into the applications have qualifications for that funding. The deadline for public comment is this Friday, December 08, 2017 by 5:00 p.m. You can submit comments by email, regular mail or phone.

Part of the conversation started from what MnDOT was doing was a state-wide survey. It is not something we can separate from the Metro. They did do a state-wide survey asking the status. From the indications from that there are likely other agencies that do not have transition plans in place. That was part of the conversation with the timeline involved with this. They will open for application this summer. In light of the realistic understanding communities may be doing the work. The intent of this was to basically use it as a carrot to be doing the work. On the timeline considered was why we considered this proposal. That they could be undertaking the current transition plan and that is what was most important. The work is being done.

The language that we currently have now, one of the options is if they already have a plan adopted. We are asking them to list the date the plan was adopted by whatever your governing body is. Whatever that may be for your agency. If it is something that is currently in process, we ask for two dates. We ask for the date the process started, and the date of the anticipated plan is completed or adopted. This is a benchmark of when it was started and how long they expect it to continue.

Rodgers said the transition plans were do 27 years ago. To not have them, they should be severely penalized for their lack of action. To be able to make them ineligible to apply for Met Council funds is the least we could be doing to help them. We need to help them to do what they need to do. Where is the Met Council's transition plan?

Schallberg said someone from the Office of Equal Opportunity would be able to answer that question. They were at the TAAC meeting last month. That is being managed out of their office.

Bates asked for a notice of when the ADA plan is done. A listing of them.

Schallberg said the Federal Highway Administration is interested in that as part of this initiative. When we have that complete we would have something we could provide to you.

Rodgers said basically what Heidi is explaining to us is that the Transportation Advisory Board handles funding for transit projects that people apply for. The counties or cities apply for. They are now going to make it an

eligibility requirement that if they don't have an active ADA plan in progress, they are not going to be eligible for these funds.

Schallberg said as part of the conversation with this initiative the Federal Highway Administration has not indicated that they are at the point of using right now. But they do have the ability to withhold federal funds from any government agency that is not meeting ADA requirements. Transportation projects have to comply with the ADA. This is to that broader Title 2 requirements of public agencies. They have indicated that if they don't see progress within the region on this issue that there might be something that will come into play. That is also a rule that the Federal Highway Administration reserves the possibility to do this in the future.

Imdieke Cross said how do you define substantially working towards? Is that "I picked up a paper, I just sent you an email that we have launched the project. We are 50 percent through the project of the self-evaluation transition plan." Do you have any criteria that you define substantially working towards?

Schallberg said at this time of the draft information we don't have that. That is useful feedback to hear. We are in a public comment period right now in this process anyway. We will be taking these comments back to the staff working on this process. That is something we can discuss as far as providing more information. I am sure that question will come up again from applicants as well.

3. Transportation Policy Plan Update

Katie White, Senior Planner in the Long Range Planning Office, spoke to the TAAC committee. I was here earlier this spring to provide an introduction for the Transportation Policy Plan, which is currently under an update. We are now at the point where we are working on creating the draft for public release next spring in 2018. I wanted to take this opportunity to provide you with an update with where we are so far in the planning process for our next long-range plan. A brief overview of the Transportation Policy Plan. It is a long-range plan for the region. We look out currently to the year 2040, where we look at the state of all of our transportation's systems by that year. We are looking at highways, transit, pedestrian, bike, aviation and freight modes of transportation. We have to give the state and federal government an idea of what those systems will look like in the year 2040.

We are required under state and federal law to complete this activity. We work with all of our partner agencies to create documents. We also have a public participation and review process that is still being developed. Right now I am coming here today for feedback as we prepare the draft. The draft will be released in the spring. The spring is when we will start a formal public comment process. This is more informal today. The public's formal opportunity to participate will be in the spring.

There are some basic requirements for the Transportation Policy Plan that we need to follow as we create our draft over the next few months. It needs to be updated every four years and cover at least a 20-year period. We usually go a little bit beyond the 20-year period depending on where we are with our Thrive planning cycle, the Regional Development Framework. We use our most recent forecast for population, jobs and households, which we did at the conclusion of the last census. We created those numbers working in conjunction with our cities and counties. Our plan must be fiscally constrained. That is a very important point to convey.

The Transportation Policy Plan. We want it to be aspirational. We want to think about the great things that we do for transportation in the region. But it has to be only with the anticipated funds that we can reasonably expect to receive. Since the TPP is fiscally constrained, we can't reasonably assume that we can spend \$20 billion on highways and transit over the next five years because we can't reasonably assume that we will have \$20 billion to spend over the next five years for transportation improvements. We take the numbers we get from MnDOT and our federal partners and work with those funds to create a regional plan.

We also need to demonstrate air quality conformity for plan investments. We are actually in the process of achieving attainment for air quality, which is a federal term that recognizes that we have fairly clean air in the region. We are about two years away from formally having that designation. So our plan has to prove that we will continue to meet our air quality goals. With the planned investments for the transportation systems.

If you are involved at the local level, we have comprehensive plans which are due almost a year from now. We are just letting our local partners know that they should be using the old plan, not the new one, because of how the timelines line up. If you are involved in your local communities. This is a proposed timeline describing what I laid out earlier in the year that you will have a draft early next spring. A public comment period into early summer. We will eventually adopt a new Transportation Policy Plan late next summer in August.

Some of the expected changes overall. We need to update our fiscal projections. We use inflation when we look out to the year 2040. A dollar today is not the same as a dollar in 2040. There could be new revenues for state highways available. We anticipate, based on what has happened in the past, what we can expect for new highway revenue. We can't see into the future of course, but this is part of building a reasonable expectation for fiscal projections.

The Counties Transportation Improvement Board (CTIB) used to be a big partner in building some of our big transitway projects. The CTIB disbanded earlier this year. In its place, counties have raised a sales tax for their own transportation investments. We need to include those county sales taxes into our fiscal projections as well. There are a lot of moving pieces. We went from having MnDOT money and CTIB money to having MnDOT money and Dakota County and Washington County. It is a lot of changes from an administrative prospective.

We are also going to be incorporating the results of planning work and studies that we completed over the last few years, which I will talk about in more detail later on. I will start with some of our transit improvements that we expect to see in the draft plan.

From a financial perspective we believe we will be able to maintain existing bus systems provided under the following conditions. Regular fare increases to maintain a fare recovery ratio. This group is familiar with that concept and the conversations that we are having leading up to the October fare increase. We believe we can maintain vehicle sales tax and will continue to grow with inflation and be one of the main providers of funds to regular route transit service. Then there are also state funds and state bonding authority that are provided for transit extension and maintenance.

We have the Regional Solicitation that Heidi Schallberg spoke of in her presentation. This provides some funds for transit improvements and also roadway improvements. Then there is transitway funding that is provided through the federal government. This is their New Starts and Small Starts federal competitive grants. The replacement of CTIB and some counties have Regional Railroad funding. All those funding pieces come together to create our transit chapter in the TPP.

She showed a map of the transit market areas. What kind of transit service serves which part of the metro area. We expect to be able to manage and optimize existing bus system performance. We also expect to expand Metro Mobility as demands on Metro Mobility continue in the future. We are going to have to spend a lot of money on transit funding in the regional solicitation. There has been a lot of discussions at the TAB that was just discussed earlier about how to better fund transit through that process. We will also have a conversation in the new TPP about ridesharing apps and autonomous vehicles and the role they play in moving people around the region.

These graphics are showing what we can expect for the transitway system in the metro area under the current revenue scenario. We don't get a big influx of money, which is a pretty reasonable expectation. What we expect are what major transitway investments look like. This is excluding regular route bus service. This is just the big high-profile light rails and Bus Rapid Transit that we can expect.

The next map is slightly different. It shows increased revenues. This is like a dreamer map. If we had more money, what could we do with it? these maps have been created in conjunction with the counties primarily. They have a large sales tax revenue to build this system out. They have provided the content of what they say their priorities are and what they would like to see happen for the Twin Cities metro area. Light Rail and Bus Rapid Transit, Met Council doesn't come up with these concepts. Counties come up with what they would like to see happen and pass it off to us to build. This is what the counties are hoping to see.

On the highway side the fiscal outlook is fairly similar. It is mainly driven on maintenance for preserving the existing system. This is a lot of pavement repair, bridge repair. Not a lot of major reconstructions. There are one or two high profile ones that you will occasionally see like I-35W South is just getting underway this year. It will last the next four or five years. Those kinds of work are what you will expect to see through the length of this plan near 2040. Mostly maintenance with some major projects. In fact, the funding for those major projects is extremely limited. MnDOT has told us that they don't expect to see any available funds for expanding the roadway for adding lanes. They don't see any additional funds until after the year 2023. That is a number that they gave us and we put into the long-range plan. To plan for the future.

There are some programs such as this new state program of Corridors of Commerce. This is just getting underway right now. They will pick some big expansion projects for roadways over the next few months. But otherwise it is pretty restrictive on what we can accomplish with the money that we have available.

Smaller roadways, called the Minor Arterial Highways. It is mostly to maintain and preserve asset condition. There is also fewer opportunities for expansion of those roads as well.

She showed some results of studies they have completed over the last three years or so. They showed potential for investment. They showed some locations on major roadways across the Twin Cities Metro where they show where there might be interchange improvement. Right now, there is a four-way stoplight where they may want to change it into an interchange instead.

The second map shows our MnPASS III Study. The MnPASS system is where we see the most opportunity to squeeze the most of our roadways. It is really hard to add lanes. So MnDOT's main focus is using all the lanes we currently have to the most efficient means possible. MnPASS is MnDOT's strategy for doing that. This shows the potential future of MnPASS lanes. The most likely ones are next in the que would be Highway 36, Highway 252 and I-494 are along the way. But the most immediate one is going to be I-35W north of downtown Minneapolis. Also, I-94 between the downtowns of St. Paul and Minneapolis. Those are the corridors that are probably the highest priority right now.

They also showed the truck highway usage. It shows the importance of truck travel on the highways.

The Corridors of Commerce Plan is about \$400 million total. There is currently discussion underway of how much of that will go to the metro district for roadway improvements verses the rest of Greater Minnesota.

For bicycle and pedestrian improvements. We have been working to create a regional bicycle transportation network over the last several years. We have updated the information where working with our counties and local partners to make sure that the map is reflective of where people use bicycle and pedestrian facilities for transportation purposes opposed to recreation purposes. A big part of that right now is a study that is wrapping up on the nature of barrier crossings, railroad crossings, highway crossings, where it is difficult for people who aren't in cars to overcome the barrier. That project will wrap up in the next couple of months as well.

For bicycle and pedestrian chapter of this document. We are also going to include a lot of language about best practices for complete streets design and planning guides and support for local governments to actually build these facilities and make impacts to their communities. We will also put a focus on bicycle and pedestrian data collection as well. We are looking to create a regional system with the bicycle data we hopefully are going to be collecting.

As Heidi was mentioning, reinforcement of the need for ADA compliance in local jurisdictions. We will incorporate other relevant works such as Minnesota Walks (joint MnDOT/Minnesota Department of Health) and MnDOT Safe Routes to School.

Some things that our department is looking at doing is for bicycle and pedestrians over the next four years. Analyzing pedestrian connections to our regional transit system. Updating the regional bicycle system and inventory and doing a crash data analysis as well to identify the vulnerable points in the region for bicyclists and pedestrians.

The most recent projections get pulled into this document. Looking out for 20 years is difficult from a fiscal perspective. One of the issues this has been used is to advocate for more funding.

Rodgers said there is a legal obligation to have an accessible path of travel. There is not a precedent to have a bike lane. We are seeing a lot of encroachment on the right of people with disabilities as pedestrians when they intersect with bike lanes. Recently the FHWA developed and released a guidebook on best practices for how to integrate bike paths with the legal needs of people with disabilities. Is that a part of your awareness and built into this project?

Schallberg said that is something I will take back so that when revising this draft, we will have that included.

Myhre asked about funding for the I-35W bridge falling and the sink hole on I-694.

White said for the bridge collapse in particular, there was a special legislative amount that was used to fix that bridge. That was above and beyond what we would consider to be in the bounds of this plan. If there was a major construction need. For the sink hole on I-694, this is part of an annual maintenance budget. So they will be pulling from other areas of the budget to add more to the maintenance budget to do the repair on I-694.

Myhre asked about the bicycle problem.

White said the Council does promote the idea of designating corridors that should be safer places for people to use bicycles for transportation purposes as opposed to recreation purposes. But cyclist behavior and education is an area best left to locals instead of regional government.

4. Metro Mobility Stats

Dana Rude, Project Administrator, spoke to the TAAC committee. Ridership went up in October after the fare increase. I have no idea why. It did show a big bump. The one thing that I can tell you is that I got a preliminary look at the month of November and it is back to flat for the year. So the overall ridership for this year is really going to be minimal relative to preceding years. We seem to have hit a plateau. It doesn't appear that the fare increases had that much of an impact.

What that will mean for us overall is a little bit hard to say. The current Metro Mobility fleet, the number of vehicles that we have in service is over 500. We are using almost 500 in maximum service each month. That is only Metro Mobility vehicles. That is primarily demand response and then agency service. Agency service hasn't shifted around very much. Most of this is coming in demand response for expansion. The overall performance has improved. It appears that the biggest factor in that was increasing the minimum wage that we allow for starting drivers. That seems to have a major impact on that. It seems to be ramping up.

Yesterday was not a good day to go measure performance. Everybody suffered because of the icy roads. But overall, we have been getting better. For the year, we will be looking at around ridership increase that essentially there will be minimal at most over 2016. The amount of equipment that we have on the road and the number of drivers that we have available to provide service. There has been some relaxation in the number of people that are available to operate vehicles. That doesn't mean that we are where we would like to be with that. When it comes to employment in the State of Minnesota, I doubt that anybody is. By raising that starting rate we have been able to do better.

The only things that I have added to the stats is that I threw in a comparison by year and month with last year and the year preceding. Just so you would have a reference point, it is arranged differently than the rest because it is spaced on the calendar year rather than the rolling calendar. Somebody asked about the late trip arrival times by provider. We provided some information there. Whether we will keep that or not doesn't make much difference. It is a curiosity question. Any suggestions or requests regarding statistics that we can put together rapidly will be entertained.

Rodgers asked about tracking premium same day service on a monthly basis in terms of how many rides were actually provided. The point is we would like to get some information on that program that is part of Metro Mobility. We don't yet.

The second thing is I wanted to mention about the on-time arrivals. That is critically important. We are still in the high 90's percent wise for picking people up on their scheduled time. There is a financial incentive there to pick people up. But there is no incentive to get someone to their appointment time on time. There is no financial disincentive. That number is still in the 80 percentile of getting people to their appointments on time. I would like to see that continue and continue to monitor that. What are we doing to look at incentivizing the on-time performance of getting people to their appointments on time?

Rude said there is an incentive to get them there on time. However, they don't have a way of refunding the fare to the passenger at the time that the appointment is missed. They can't reset the Bus Mobile Validator. So what has to happen is that the individual in question has to call us and we will take care of it. That money then, they have to cover. They lose that fare. It is the same end result we have with a free ride that is given because of a late trip where the provider loses that revenue. It is delayed somewhat.

Rodgers said I would like to see that in the policy handbook.

Rude said we could certainly try to do that. I would have to talk to Mr. Streasick about that and find out if they made any references to it. According to him, what you have to do is if you end up with a blown appointment time, either too early or too late, you have to call Customer Service. Tell them about the situation. They will take care of refunding you the money.

Chair Walker said so the fiscal penalty for the late drop off is the same as the fiscal penalty for a late pickup.

Rude said yes. It is the same. I wasn't referring to eliminating the on-time performance for appointments. I was talking about the late trip arrivals in the very end. We won't be eliminating that. That is one of the standard references for the providers in measuring their performance. There are financial penalties for them over and above just losing the fare. Depending on the exact number that they incur in a given month.

5. Metro Mobility Website

Christine Kuennen, Metro Mobility Senior Manager; Lucinda Plaisance, Senior Web Specialist and Shawn Jacobson, Senior Multimedia Designer, spoke to the TAAC committee. They presented a demo of their test version of the new website that they will be rolling out soon. Alison sent out a link to this demo yesterday. This link is available to the TAAC committee to use and test and provide feedback. They can share it with other stakeholders to help them out. In a sort of closed test.

Kuennen said the history of this is was launched with my predecessor just about a year ago where there was substantial feedback from customers that we really needed to do something different with our website. There was a goal for the project that they needed to assure better accessibility and better usability of our website. One of the first steps in that information gathering beyond the general feedback was to conduct a user survey. We did have a survey that was sent out to about 156 respondents providing us feedback.

The main takeaways of that was that we really needed to resume our online reservation system that had been down since July of 2016. That has been a great source of frustration for users that we had to take that down. A lot of requests for personal schedule information. A lot of requests to do a better job at organizing the content on the website. Users had to hunt too much within the site to find the information they were looking for. The content needed to be rewritten into plain language. Just in general there needed to be mobile compatibility via smart phone and tablet. Since about 35 percent of users were accessing the site with a mobile device.

When we asked the question, one of the most significant question was when you use the Metro Mobility web page what information are you generally seeking? We found that 54 percent of the users were using it for eligibility guidelines, GoTo card info, service hours, ADA paratransit info, information on the service provider, service area and then scheduling information. The other 46 percent said they just wanted to use it for booking their rides. We took the 54 percent data. Redesign the website. Then the remainder was the online booking as a separate feature.

In the spring conversation there was more feedback from customers on what was needed on the site. That was a confirmation on the survey results. Development on the new site had already begun. Then there was a leadership change at Metro Mobility, which interrupted the schedule a little bit. Confirm what was needed on the site. When I got on board and Andy and I started working on it with the team. We added some new ideas, new features and so that took on a new development.

In August, the website was substantially complete with all of that updating. Then there was some usability testing of that in September. Three customers who are familiar with our system were invited to test it for usability. Then one person who is unfamiliar with our system tried to represent a new rider who might be coming to our site for the first time looking for information was also invited to help test usability. Accessibility of the site was tested with industry standard tools. User experience for the accessibility of the site has not yet been conducted. That is to come.

One thing I want to point out is what we are about to demo does not feature the online booking that we really hope to be able to launch at the same time we launch this site publicly. However, just in the last couple of days we got some bad news from Trapeze, our vendor, that there may be yet another delay. After we are done with the demo, I would like to get some committee feedback on whether or not it is really useful to wait any substantial period of time for that feature before we just launch the site. We can get to that after the demo.

Just a couple of things before we launch the demo. Shawn Jacobson will walk you through the demo. I just wanted to point out some of the things he is going to take you through the walkthrough. There is flexible layout. What you are seeing here can be shrunk for a mobile device, tablet and smart phone. It has been designed for that. You will see a better layout. Some of the tabs on the top focus in on what the user said in the survey. You will see some of the familiar topics. There are fewer pages but there is more information on each page. There are fewer words. It is better use of the language.

The Service Guide. Right now, on the site, you have to download the pdf to get a full Service Guide. Most of the content of the Service Guide has been incorporated into the information that is on our pages. It doesn't require someone to go and find the information somewhere else.

Rodgers asked if this website was accessible to all major categories of disabilities.

Kuennen said she would talk to Andy Streasick make sure they were represented. The purpose today is to demonstrate the design and the content layout of the new site.

Shawn Jacobson walked through the website for the TAAC committee. Lucinda Plaisance added some information to what Jacobson was saying.

Kuennen said this website redesign is a separate development from the development to reintroduce the online booking process. That development is the responsibility of our contracted vendor of our software system Trapeze. That functionality that has been down since July of 2016 is not yet ready for testing right now. We are still waiting on a viable test release from them in order to introduce that as the function of our main website. Today, he is simply going through the updated redesign of our main website. He has a placeholder for scheduling your trip online that would be a portal over to our functioning booking system when it is ready.

One of the questions I have, since this news we got from Trapeze about the delay is whether or not we should just go ahead and release this website without that function, which would force a quick redesign. You would have to take that off and put some message there that it wouldn't be a functioning link.

Jacobson said there are two different ways. There is schedule a trip online and then there is schedule a trip with your provider. It is a link to the all of the provider names and phone numbers.

Plaisance said for the GoTo card, we follow what Metro Transit does on the website so that we make sure we have everything up to date.

Kuennen asked the TAAC committee if she should wait for Trapeze to correct the problem of having the booking system ready or move ahead.

Many of the TAAC members said to move ahead.

Steffen said to put out there "Coming Soon". They should say why the delay.

SUBCOMMITTEE REPORTS

1. Blue Line – Ken Rodgers

Ken Rodgers said we have not had a meeting since September. Our next meeting is next week. There was a recent newsletter that gave an update of where the Blue Line Extension is. It is currently approaching 90 percent planning stage.

2. Orange Line – Kari Sheldon & David Fenley

This item was not presented.

PUBLIC COMMENT

None.

MEMBER COMMENT

Heidi Myhre spoke to the TAAC committee. She had problems with the provider regarding how late she can stay out on a weeknight.

Imdieke Cross asked about when Claudia Fuglie was left behind by a bus driver. Steffen said she was looing into it and would discuss this in January.

Christopher Bates asked about Transit Link drivers escorting people to the bus. Rude said that he would check into this but Transit Link drivers probably don't have to do that.

Bates talked about someone losing their job because of Metro Mobility being late.

Rodgers said depending on where the person works and what entity the person works for, they are entitled to ask for a reasonable accommodation in their starting time. Because they don't have control over their transportation. A flexible starting time is a reasonable accommodation for someone with a disability that uses

Metro Mobility. They should be afforded the ability to be late because it is not their doing. That just as a basic Title 1, ADA requirement. No one should be fired from their job because of Metro Mobility being late. That is discrimination. She should go to EEOC or the Human Rights Department and file a complaint.

Steffen said that she received information from an email she received from the Manager of Transit Control. He says that they will create a service performance report with the subtitle of overload-wheelchair for persons in wheelchairs and mobility devices when the spaces are occupied on the bus. Either they are occupied or overloaded and they have to pass up someone in a wheelchair. He copied some of the business systems analysts that we have at Metro Transit. Then out of the transportation department. He has asked them for a spreadsheet showing the reports of overload-WC that we have since January 1, 2016. He will share what he gets from them. So I will follow up with Chad to see where we are at in getting that report.

Imdieke Cross said bus drivers are not asking people with strollers and others to move to another seat. We need to figure out a way to track that. They need additional training. We need to review the tapes. If they are not doing what they are legally obligated to do because they are afraid to have conflict with the passengers then we need to address that.

Bates asked Chair Walker if the chair of the Metro Mobility Task Force Committee could come to TAAC and do a presentation.

Chair Walker will look into it.

ADJOURNMENT

Business completed, the meeting adjourned at 2:43 p.m.

Alison Coleman
Recording Secretary