

Minutes of the REGULAR MEETING OF THE TAAC COMMITTEE

Wednesday, November 6, 2019

Committee Members Present: Chair David Fenley, Christopher Bates, Patsy Murphy, Jeffrey Dains, Vice Chair Darrell Paulsen, Kari Sheldon, Heidi Myhre, Claudia Fuglie, Patty Thorsen, Diane Graham-Raff, Kody Olson, Erik Henriksen and Richard Rowan.

Committee Members Absent: None.

Committee Members Excused: Sam Jasmine, Ken Rodgers and John Clark.

Council Staff Present: Doug Cook, Cody Olson, Shawn Walding and Shahin Khazrajafari from Metro Transit. Heidi Schallberg, Christine Kuennen, Andy Streasick, Sara Maaske, Richard Koop and Alison Coleman.

Public Present:

CALL TO ORDER

A quorum being present, Committee Chair Fenley called the regular meeting of the Council's TAAC Committee to order at 12:31 p.m. on Wednesday, November 6, 2019.

APPROVAL OF AGENDA AND MINUTES

Andy Streasick added **Seeking Reappointment to the TAAC** at the end of the **Data Breach** talk.

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

It was moved by Sheldon, seconded by Bates to approve the minutes of the October 2, 2019 regular meeting of the TAAC Committee. **Motion carried.**

BUSINESS & INFORMATION

1. D-Line

Cody Olson, Community Outreach Coordinator at Metro Transit, spoke to the TAAC committee. I also have two team members from Metro Transit with me. Shahin Khazrajafari, who is the Project Manager for the D-Line and Shawn Walding, who is the Project Lead Engineer.

For this D-Line update today, the intention is to give you an informational update on where we currently are in the status of the Metro D-Line project. To share information on what we have done previously and to provide some more information on what we are going to be doing in the future. Particularly as we are now in the engineering phase of the project. Where we are in designing the station locations and focusing less on the route and the service.

So this presentation is going to be very focused on what the station areas will look like as part of this project. If you have questions on either the service or the stations, this is intended to be an update as we are entering into the engineering phase. The very beginning of it. On what these stations might look like as they are out in the community.

On the first page, you can see the route. The Metro D-Line. It is close to what the Route 5 is today. I will get into what the Metro D-Line is. On this page there is an image of two of our 60 foot arterial BRT buses. It is very similar to what you will see on the Metro C-Line buses, which serves North Minneapolis today. The Metro D-Line is significant upgrades and substantial replacement of the Route 5. It is projected to be 20 to 25 percent faster than the Route 5. With 40 stations spaced a quarter mile to a half mile apart.

It is an 18 mile long corridor from Brooklyn Center Transit Center to the Mall of America Transit Center. Going through Brooklyn Center, Minneapolis, Richfield and Bloomington. When it launches, the Metro D-Line will be the primary service in the corridor. Running every 10 minutes during peak time. With increased service on nights and weekends. Due to significant feedback, the Route 5 is not disappearing as part of the Metro D-Line. It will continue to run every half-hour underneath the D-Line, still stopping at all of its regular stops as well as the D-Line stops.

The D-Line will build 40 new platforms, which is the set of two stations. There will be 77 new stations with increased amenities as part of this project.

I wanted to go into the schedule just to give you a bit of background on where we are right now. We are currently in the design phase. We completed our 30 percent design, which is the initial design, in September. We are currently working toward a little bit greater specifics as part of our 60 percent design. That will be ready in January. It will be 90 percent in May. And design fully complete by July 2020. The stations will be constructed, pending full project funding. There is currently a funding gap of about \$20 million in the project. Pending full funding, construction on the project will start in Spring 2021 and will run in two seasons from 2021 to 2022.

The D-Line is working with Hennepin County on many areas of the project. Coordination on several stations will be happening with Hennepin County. Some of those projects will be starting in 2020. The hope is to have the D-Line in service, if it follows the schedule, by 2022. I wanted to specifically show the things you will see with platforms on the D-Line because that is the current state that we are at. It is something we are out sharing with communities right now.

This first slide around the platform shows the typical amenities you will see in the platform. This is an image of a station that is on the Metro A-Line, which is currently in service. You will see stations that are pretty similar in terms of their style and their amenities on the D-Line. These stations feature a pylon marker, real time next trip display, heat, lighting, security cameras, and a number of other really important things that people have asked Metro Transit to have at these stops. It signifies a pretty significant upgrade to a lot of the stations you will see on Freemont, Emerson and Chicago today. Additionally, these stations contain a real time next trip display on the station pylon that has an enunciator as well. That tells you when the next bus is coming, real time. It also has a textured warning strip to let folks know where the edge of the station is and to signify the boarding area where the bus is.

The buses do have three doors. Customers can enter and exit through either of those three doors. The first door is the door that has the ramp for mobility devices. That is located at the front of the pylon. There is a pretty significant space at the area for the deployment of the ramp.

This next slide is a rendering of the northbound station at Portland and 70th Street. We included this one because it shows a more flat surface. It is an easier station to maneuver in design than some of our other ones. But this is a rendering done by our consultants on the D-Line project. That gives an idea of what these stations might look like in the future when D-Line stations are built. It shows a lot of the different dimensions of the station, including the shelter, the benches, the bike rack, the pylon. We also included an image of the stations at night to show the amount of increased lighting that exists on the station. We chose Emerson and 26th because it is a bit of a unique situation. We had to deal with a street that is askew. The sidewalk is behind the station. As opposed to Portland and 70th where the sidewalk is in front of the station.

I also wanted to include an overhead view of a station that is very similar to the image of a few slides ago. This image shows an image of an overhead view from left to right showing the pylon, the station in the light of the other amenities all the way over to the bike racks.

He showed what your stations are going to look like at eye level. This is a station that exists today at Snelling and Grand at the Metro A-Line. This is intended to show you what the spaces might be used for. You can very clearly see that the tactile edge right against the street that has raised bumps that informs people on where the loading area is. We have a four-foot boarding area. That is where folks are traveling through to get on to the bus. Then we have a six-foot furnishing zone, which is where all of the shelter, the garbage cans, ticket vending machines, everything like that is located in that six-foot zone. Behind it you will see that the sidewalk is an unobstructed walking space. We do try if at all possible, to keep the sidewalk as unobstructed as possible. And keep it at the existing width that it is today.

I want to close out by giving it a little bit of history on what we have done so far on the project. The engagement is my specialty in it. Since 2017, when this project started the planning, D-Line staff have attended or hosted 85 community focused events on or near the D-Line corridor. On this page there is a map that maps out the locations where those were held. We have also done a number of other project activities to gather feedback from a variety of different folks including surveying, door knocking, hanging flyers, ride alongs on Route 5 buses, popping up at Route 5 stops, advertising in both Metro Transit communications, Council communications, community newsletters and doing physical and online participation objects.

Our major project materials are translated into Spanish, Somali and Hmong. In the future, in 2019 and 2020, our focus is particularly on continued design focus communications both with the community at broad, but very specifically with what we are calling station neighbors, which are the property owners, renters, businesses. Everyone that is adjacent to a future D-Line stop. And who would see some change with the construction of this project. To make sure we are building our stations in a way that is being a great community partner.

Paulsen said how many of those stops are level boarding? If there is level boarding, it would minimize the ramp deployment. In the stops where we were at in Richmond Virginia, we very seldom had to deploy the ramp because of that 14-inch curb. Are we looking at those similar amenities? How often does the C-Line deploy the ramp?

Olson said to the question about the level boarding. The curbs on this project will not be level boarding. Just due to the nature of the street. It is a pretty narrow urban street. Getting up to that level curb would be quite a challenge logistically. We are planning nine-inch curbs as part of this project. So as opposed to the typical six-inch curb. It is a little bit less of a bump. So folks that can make that three-inch gap without the ramp deployment would be able to do that. But for a level boarding experience, we would still have to deploy the ramp. Our stations will be designed to nine-inch curbs. If it is a six-inch curb, which is the standard you see today. There would be about that five-inch gap. We are planning on designing as many of these stations as possible with that nine-inch curb.

Bates said in this area of snow and rain, why would we have no cover on the benches?

Olson said the image we are showing are A-Line stations. I believe that with the C-Line stations there are benches that are now moved into the shelter.

Khazrajafari said there will be amenities that include both a bench that is outside of the shelter. But at the majority of the sites we will also have an in-shelter bench as well. We have noted that on our smaller shelters, just because of the space constraints there, we typically replace that in-shelter bench with a lean rail to allow for more capacity within that shelter. There are some balancing acts that need to happen to determine whether or not we would have a bench within every shelter. But for all of the medium and larger shelters, we would aim to have at least one bench within the shelter.

When we look at these sites, we try in every case to maximize the amount of shelter that is there. I think that also includes a balancing act of the amount of vertical structures that are within our furnishing zone. The more structures that you introduce, the more difficult it is to navigate around the site. As you saw in that illustration, there are delineated clear zones. Every time you put a new vertical element in that creates another risk for tighter spaces and less capacity. It has been a tradeoff. I will say particularly at our transit center location like Brooklyn Center Transit Center, Seventh Street Transit Center, down at the Mall of America, we do have some extra shelter that is available in some of those areas. So we try to take advantage as much as possible. But in more of those constrained sites, we haven't been able to try to do that yet.

Dains said you said there is a funding gap. Where is the funding coming from and why is there a gap?

Khazrajafari said that is correct. There is a \$20 million funding gap on this project. The funding thus far has come from a mix of sources both federal, state, local and Council. We are at about \$55 million of the \$75 million needed to fund this project. We are continuing to look at different revenue sources. In the past we have looked for state bonds. We have done regional solicitation through the Metropolitan Council. But that gap does exist. We are currently working to close that as much as we can.

Dains said what happens if it doesn't close?

Khazrajafari said we are fully funded to complete the design of the stations and of the service. But we would not start construction until the project was fully funded.

Chair Fenley said is this unique for this particular project? For this type of funding structure? Or is this common in Metro Transit projects?

Khazrajafari said his is a pretty common way of funding these projects. It is how the Metro A-Line and Metro C-Line were funded as well.

Henricksen said I would be curious if it is possible to receive at 60 percent a plan set. Just for us to be able to give some insightful comments to the designs. One of my questions is with so many different funding sources, who is conducting the review and where are you getting your detailed specs and what are you adhering to in your designs?

Khazrajafari said we have developed throughout the development of the BRT lines, particularly the A-Line and C-Line, and now the D-Line. As we develop those, I would say that we are in our early stages of developing a standard design guide for arterial BRT. It is really starting to come together. A lot of the excerpts you are seeing here are starting to come from our documentation on that. And even as we get down into specifications, those are becoming more standardized. When we started on the A-Line, a lot of what we had to go off of was our other transit projects such as LRT. Of course, we know that this is a type of project that exists on a different type of roadway. So we have to bring in both city and county road design guides to also conform to doing it a certain way. We came to a middle ground between what we need for our services verses what is needed for the general roadway. It is a combination of all those pieces coming together. I would say that we are getting closer to having our own real set of design guides as well as specifications. We would definitely be happy to share those 60 percent. I will have to check in and see what status we have for specifications at this point. But we definitely have a plan that we can share.

Henricksen said so you are using city specs in some instances and county specs in some instances and then also at the same time developing some standard that you can adhere to as well. Are you utilizing PROWAG or federal standards as well?

Khazrajafari said that is correct. PROWAG (Proposed Right-of-Way Accessibility Guidelines) standards are what is being used for our design. Those are the standards that are applied within specifications as well. Yes, we are designing to those standards. Along with the other requirements that come with a standard county state aid road has particular requirements that they have. Within the specifications of PROWAG standards are the ones we would adhere to.

Henricksen said one of our goals of this committee is we appreciate when PROWAG is used. But that is the minimum. So when using PROWAG or looking at city guidelines and specifications you are usually looking at the minimum. Any chance you could get to go beyond the minimum, it promotes accessibility. That is a comment the committee would like to see.

Cook said when I was looking at the design, there are three doors on the buses, correct? Is there going to be any kind of door indicator tactiles to indicate where that first door is going to be for the blind or anything like that? Any change in tactile along that strip or anything like that? That would be something that would be easy to do to go beyond.

Olson said we have done some along the lines of communications efforts in our launches of both our A-Line and C-Line. You may have seen vinyl decals on our platforms to indicate where people would most ideally line up to meet the doors of the bus. It is an introductory look at those sorts of things. There have been some pilot tests that have been done. In other areas I know that there have been some that have been applied to a few LRT platforms where that delineation in terms of the truncated domes. There has been a different application towards the door. Because of the variability of arterial BRT operating on a roadway that has lots of things happening on it. Snow, ice and other obstructions. Potentially a vehicle that is in a place where a bus would need to be. Because of the variability of that, I think at this point, we haven't seen the consistency in our boarding to apply a different application right at the door. Because often times they come in at a different location. It is something we will continue to look at and monitor. If there is a different opportunity that we could do that, we would be open to look at those.

Bates said this committee impacted how those light rail cars were designed by being proactive. For the Southwest Light Rail. We made a difference. But I think that instead of you saying this is how it is done, ask

us how we can make it better for the people that we represent. I don't think the departments are proactive with this committee. It is always an afterthought.

2. Public Transit & Human Services Transportation Plan

Heidi Schallberg, Senior Planner in MTS, spoke to the TAAC committee. I am here to update you on where we are at with the Public Transit and Human Services Transportation Coordinated Plan. This plan is designed to help us identify where we need to improve transportation services for older adults and people with disabilities in the region. And to encourage coordination among all the different services that are provided from fixed route transit, paratransit, taxi's and ride hailing and volunteer driver programs and different shuttles. A wide range of services, as you all know. It is a federally required plan. This is the third time that we are updating the plan. One of the primary applications for it is to guide federal funding and investments and projects. Improve mobility for older adults and people with disabilities. This is usually referred to as Section 5310 funds. MnDOT runs that funding application process.

When I was here last month, we talked about maybe you were able to attend a workshop that we had in August. For those of you who weren't able to attend, we walked through what we identified as primary needs, or the barriers and challenges that both riders and service providers face. What needs to be addressed in the work. I wanted to circle back to what I heard from that meeting and how we made changes in that. We had a conversation about two specific ones that I had questions of the group. One was about vehicle comfort, if that was still a concern.

I heard at that meeting that Metro Mobility has made some improvements. But that should still remain in as an identified need that would range across services. So that remains in the plan. I may need to change the wording a little bit to acknowledge that Metro Mobility service had done some changes to address that. That this would still be a need across the range of services.

We also talked about transfer facilities. We changed the wording a little bit. I think part of the discussion here is helpful in clarifying that. It is not just taking a dial-a-ride service to connect to fixed route. But it could just simply be transferring between rail and bus services. That was one that remained in because we clarified that it is a broader concern.

One of the other things that was really helpful to hear from this group. One of the needs that we identified and talked about was language support services. Initially this was just framed more as if you spoke a language other than English. The discussion here helped us to broaden that discussion. So the understanding that it is not just using a language other than English, but you may have different information processing needs.

So people with different types of disabilities, this is also a consideration communicating with Customer Service, with drivers. It is clear information on how to use services. That was one of the changes that we made based on what we heard from you. We also heard the recommendation that people with different types of disabilities be involved in the creation and delivery of training. So that was added to the strategy that makes recommendations about training. We also heard reinforcement for what we heard from the workshop about the importance of having more awareness about elected officials. About these issues so they can help prioritize these to get these addressed.

Another one I wanted to talk about is a strategy that talked about if there were a transit ambassador program. We added an example that if you had transit ambassadors actually on vehicles. One role that position could be able to play is to help reinforce that ongoing issue that we hear from you at this committee of which seats are reserved for people with disabilities. It could be something that could reinforce that culture element.

I did want to report back to you on what we heard from you and how we made changes in the DRAFT and what we are working on now.

The main part of the plan really is trying to identify the strategies or the work that needs to be done to address these different barriers and challenges that you might face as riders and the service provider space as well.

At the last meeting we worked with the steering committee to help us prioritize what these strategies are. We have a lot of them. In the current draft plan, we have 33. I can't remember offhand how much. It is an increase from the previous one. Not a lot. But there are a few more. We have prioritized them as high

priority, medium priority or lower priority. Just to try to give some indication. Where the draft is right now, it is subject to change when I hear steering committee comments. We have 17 of those strategies identified as high priorities, nine are identified as medium priorities, and seven are lower priorities. The three categories of what those are designed to address are coordinating and consolidating transportation services and mobility strategies to provide mobility services. And then community training and organization support. So the way they are currently arranged in the draft plan the steering committee has been reviewing is more the high priority and medium priority and low priorities. You can go to those to see which ones are the higher priority. It is a little bit different from the previous one.

We have 33 strategies. I was not planning on going through all of them today. I will talk a little bit about the schedule after this. We are planning on having a draft for the public review next week. And so when we have that ready for release and the information goes out, I will inform Alison to make sure that all of you on this committee are aware of that and can get that same information.

I did want to walk through some of what we have initially identified as some of the high priority strategies. Again, this is not all of them. There are some medium and low strategies too. There is a lot more included in the draft. I wanted to give you an indication of what you might see in that.

The first one is increasing off peak service options. This is something we continue to hear as a need. Make technology enhancements for riders. One example is real time information for all types of services. Right now, you might be able to get real time information for fixed route. If you are able to use fixed route. Not necessarily Metro Mobility or other services like shuttles or volunteer drivers. Include the ability for same day scheduling. To make that easier for riders.

Another one that we have definitely heard as far as the need to ensure that accessible vehicles are available for ride hailing services. So this is like if you were using service such as Uber or Lyft. You are not able to reliably get accessible through those at this time. So either by having existing service providing accessible vehicles or looking to create other methods and other ways to provide similar types of service with the existing accessible vehicles. So it may look a little different. Making sure to call that out. Ongoing work that needs to happen.

Increasing dial-a-ride capacity. This is one thing we have heard throughout the plans. Providing language support services. This is one of the areas that we made some changes to that based on our discussion at your last meeting. So it is not just people with a limited proficiency in English. But that people with different types of disabilities might need different communication support when using these transportation services. And the need to have information presented in a simple straight forward manner for people who process information in different ways.

And then as we discussed a little bit last month, calling out elevating the visibility and understanding these issues for elected officials. That was something we had a little bit of discussion about last month. With different experiences testifying at the legislature. Different levels of government. And so there is a strategy that calls out providing proactive education awareness for this group to increase the understanding of the systems and the challenges people face using them in their daily lives. Some examples that might be done would be media stories or ride alongs could be tools to help put human faces on stories to these issues. This is definitely an example of one where this is a strategy that we require where we cross a lot of partners. it is not a strategy where there is one clear owner of it. It is just one agency working on this. That is the work that would be done. Definitely across the region.

Myhre asked if the Uber and Lyft drivers receive special training to handle people with disabilities. For instance, tie downs.

We have a strategy right now that is a broader strategy as far as providing consistent training for different types of transportation providers. Ensuring that drivers of different kinds of services. So that could include Uber and Lyft receive consistent information and understanding. This training doesn't get into a specific kind of detail. Everything that may get included in the training. What I am hearing too is maybe an important point. It is not just ensuring that accessible vehicles are available for this service. But that broader understanding behind it too for the drivers. Of how they interact with people. So we can make sure that that information is put in both locations. To emphasize it is not just the vehicles.

Bates said STS drivers have six criteria's they have to get before they can get their license. I remember three of them. The medical, the criminal background check and emergency first aid. Would those standards

be something that you should be exploring when you are trying to implement this? Those are state standards.

Chair Fenley said technically they are different services. You are on your own with Uber and Lyft.

Paulsen said Uber and Lyft are independent contractors. If they don't have accessible vehicles it is up to us to encourage them to do that. There are companies that are close to doing that. If you look at Open Doors. Or in Chicago you can get an accessible Uber or Lyft within seven minutes. So it does happen. We are close. There have to be some incentives in order to do that.

Kody Olson said ride hailing services is something that I have been working on for over a year now. Related to making or creating a more accessible supply of vehicles. I am wondering what specific actions the Metro Council is looking at in doing public and private partnerships with Uber and Lyft or are you looking at providing financial incentives or sharing software or anything like that? I am curious how you get to actually having more accessible vehicles available.

Schallberg said this plan doesn't get into real specific. I will refer to Christine for that.

Kuennen said in late July the Council issued an RFP for on demand services. We are in the process of reviewing proposals for that service. The proposers were provided options of how they wanted to propose. It is a non STS on demand service option that is being solicited. As far as the technology or provision of accessible vehicles, the proposers were asked to provide their proposal strategies under two options. One that they would install technology in third party Council contracted fleet or that they would bring the accessible fleet themselves. Their own fleet or subcontracted. We are reviewing those options right now.

Schallberg said I just have one more slide of some of the draft high priority strategies that we have identified right now. I am going to discuss the need to expand paratransit door-through-door service for Metro Mobility beyond current service hours and area. That would take identifying additional funding to be able to do that by calling that out as a need. One that is also continued from the previous plan is the need to create and maintain accessible pathways at transit stops, especially in winter. That is an ongoing challenge here. And then travel training. Both expanding available services where there is need for that and then improving awareness of what those travel training options are too. In trying to work in coordination with accessible services.

Paulsen said given today's current budget, how are you going to implement all three of them? The priority strategies are great. They sound good. There is a cost to that. Where does that come from?

Schallberg said this is a plan for all of the partners that we work with. Within the region as well. To help identify what these needs are. So we haven't identified specific costs.

Paulsen said we can't even decide who is responsible for shoveling and maintaining certain walkways and certain pathways right in front of an existing bus stop. Whether it is brand new or older. How do you expect to get all these partners together and say: "O.K. this is what we are going to do in wintertime?" What are we going to do in case of expanded service hours? It is nice to tell me that those things may happen, but if we never really put it in place or have the dollars to make it happen, those are strategies that I am going to hear about five years from now or 10 years from now.

Schallberg said that is a fair point. We typically update this plan every five to six years. It is a recognition to a lot of these most of what is in this plan. This long-term work as well. We are not likely to solve a lot of these issues by the next time. We will have another plan update within another five to six years. Having it somewhere in one place, elevates what these needs are within the region. Different partners need to work on reinforcing the different strategies that need to be addressed. It is not a promise that this plan alone will solve these problems today.

Chair Fenley said this has been an ongoing issue. Whose job is it to clear these? So I know counties and I think some cities as well are in the room. On the steering committee for this. Is it possible to have something like that? Either in the plan or in the room when it comes to determining who is going to clear these shelters and these sidewalks leading up to these shelters. I don't know if it can be in this plan.

Schallberg said the level this plan is at the higher level. I don't think this plan will help us with this. This plan won't include content as specified whose responsibility it is. That is more of a follow up. It does vary across the region. Where some cities do clear their own sidewalks. For example, where we are in St. Paul,

it is generally the responsibility of the property owner. That is where you get the gaps with the bus stops. But then there are some of the suburban communities in the region who take responsibility. They also have many fewer sidewalks typically than St. Paul or Minneapolis. So it does vary to some degree. So when the application I can see this would be as far as providing what are the different practices, what are the different approaches? I know our partners at Minnesota Department of Health have done some research to see what other cities do in other parts of the country. Some get more snow than we do as well. Part of our role might be to help provide that information and look for venues to have that discussion. Because we have to be able to make progress. It is not going away. If anything else, it will increase with climate change and changes with storms that we see.

Paulsen said we have 144 or so shelters that are being maintained that are operated by Metro Transit. If they would do their job, and setting a high standard of removing and doing those things during snow removal or in construction time. They would set the bar for everyone else to step up. The cities and counties should step up too. Whoever else maintains the other shelters. If we did our part, there would be no excuse for them to not do their part.

Chair Fenley said so would it be possible to maybe expand the second bullet point and inject into the plan that it has been an identified issue that jurisdictional snow removal and maintenance has been identified and it is something that we could do this from a high level?

Henricksen said who actually uses or enforces this plan? For the transit team that is working on the D-Line are they going through the already existing plan and looking at all the priorities and ensuring that the boxes are checked? Or are they submitting plans to you or to somebody to ensure that priorities are being met? If priorities are not being met, does that validate declining of a plan or an idea or something like that? I don't understand who is looking at the plan, taking into account all the priorities then ensuring that those priorities are being met. That echoes what everyone here is questioning here. To get an understanding of the process would help.

Schallberg said for the projects that use this plan like when they apply for funding to do something specific. Like maybe some of the examples we had recently are counties applying to do the mobility management work and coordinating their services. They are applying to MnDOT for those funds and then when they receive federal funding, they have certain types of recording requirements to MnDOT. So that is just for those that might receive funding that would be tied to something in this plan. This plan is broader than that one funding source.

In some ways this committee's role is there is not one clear body that oversees just this plan specifically or our Transportation Policy Plan is the way we work in partnership with this committee and our other committees thus far as continuing to hold us responsible for as a region for these issues. It may not sound satisfying. This group has a role in helping to elevate these issues. But they still need to be addressed.

Paulsen said was this when we were in the room and they talked about some larger ideas like reduced fares and even free fares for the disabled and seniors? Then we looked at some other places around the country that were possibly doing it. We tried to identify what funds they would come from.

Schallberg said we talked about a couple of different things at the workshop including funding sources. Free fares most directly. Metro Transit has a program. Then there was also talk about other funding. Metro Transit created the funding assistance program. Then there was also talk about creating other funding.

Murphy said when the D-Line is in the process of being put together. Are they looking at what your priorities are, whether it is accessibility or whatever? You have all these priorities. Or is the D-Line going to come in and we see problems after the fact?

Chair Fenley said this plan is a federally mandated way/attempt for information from the aging and disability community to have input beforehand. Because when people look for funding, they have to address issues that have been brought by this plan before they can get funding. Is that correct?

Schallberg said, yes. For the one specific type. So it is not all federal funding.

Henricksen said it is something in our toolbox that we can use when we are viewing plans or when presented information. If this committee has an intimate understanding of this plan, and looking at the priorities. It is something that we can use to comment and address. I think comments that come up before us as well.

Dains said as far as snow removal goes, being on a City Council. There needs to be recommended model ordinances that start happening between cities and counties. There is a state building code that everyone has to follow. There needs to be some model ordinances that should come from the Met Council recommending to the cities, "This is a uniform way to do this in terms of snow removal." You have all these agencies with different people doing things. Quite often they don't have anything to look at. It would be helpful to have those kinds of ordinances for cities and counties to look at. That people have reviewed and said that this is something we can reach an agreement on. That hasn't happened. Local entities have different ways. The enforcement is different. That should be something that is part of the plan.

Paulsen said is this plan part of 5310? Is this why you are listing this as a high priority?

Schallberg said that was partially input from what we did at the workshop and then input from the steering committee. It will be part of the input when we have a draft. So if you take a look at it and you think it is wrong, then we need to adjust them. I think the current version of the application. They could have their own separate process. I think it is overall very general. Because there are so many priorities. We need some indication of which ones might need fewer done first. It has an effect on the application is my understanding.

Myhre asked who is making sure things are going the way they are supposed to?

Chair Fenley said by expanding paratransit door-through-door service, do you mean anything except Metro Mobility in those five words?

Schallberg said it took a little bit different forms in just the steering committee meeting where it started veering away from Metro Mobility.

Chair Fenley said because there is no other paratransit door-through-door service besides Metro Mobility.

Schallberg said just for the next steps. The schedule we are looking at. We are planning on having this posted online for review and comments on Tuesday, November 12. We typically do a 45-day comment period. And at the Council we are doing a day or two additionally. We will end it on December 27. We will have a time period after that. We are taking it through some of our initial transportation committees here at the Council and their recommendations pending on what we hear from public comment. Before it goes to the Council's Transportation Committee. That is where we will be reviewing all the public comments. Making any needed changes to the plan based on what we hear from that. And then when we go to the Council's Transportation Committee for their recommendation. I will be reporting on what we heard from the public comment period and what changes were made in response to that. So we are expecting to have a vote from the Council by the end of January 2020.

The real work is ongoing. This is just the actual plan. But there is a lot of work behind that. When we do have the draft out for comment and you have the time, and interest in reviewing that and if you have any questions at all I will give you my contact information.

3. Data Breach

Andy Streasick, Customer Service Manager at Metro Mobility, spoke to the TAAC committee. I will address what happened and where we are at now and what to expect going forward.

On August 14, we discovered that an unauthorized entity gained access to a worker's email account at the Metro Mobility Service Center. One of the things that was in that person's email that got accessed were trip manifests going back about two months. Full ride histories between June 13 and August 14 were included in those emails. We don't know necessarily whether or not anybody looked at those manifests. But because they were in that email system that was accessed, they could have looked at them.

So that is private data under the Minnesota Data Practices Act. We sent out a public notice to let customers know that that information could have possibly been accessed.

What we are talking about in terms of what could have been accessed is just simply a list of rides over that two-month period. So it would include like a customer's name, a customer's pick up and drop off, locational information, the date and the time of their ride, those things for sure for everybody. And then depending on the customer and what they had added to their file, there may have been a phone number associated with the pickup and drop off address. They could have been accessed. There could have been in some cases,

some brief information about a person's disability. If the customer themselves requested that that be put on their file for a driver to see.

Probably the biggest example of that we get is if a customer is blind, they will sometimes request that we put that on a manifest so that the driver knows ahead of time that they are blind and can be extra vigilant about announcing when they are there for a pickup. Also, if a person uses a mobility device, that would be on the manifest because we need to know whether or not somebody is using a wheelchair or scooter when we are sending a bus. That information would have been on there as well.

No financial information of any kind. No social security numbers or anything like that. We tried to make that as clear as possible on the communication that we sent out. Anytime under the Data Practices Act, when there is private data that is jeopardized this way, we need to send out some information that includes a couple of different things. The credit reporting information to contact the credit bureaus or get a credit report and the Federal Trade Commission contact information.

So we did put that in the letter we sent to customers. We were legally required to do so. No financial information was jeopardized in any way, shape or form. None of that stuff was included with that breach. This is true regardless of how you pay. If you have your Metro Mobility funds put on a GoTo card through a county, a waiver, or through anything else. The GoTo card funding is a totally separate deal. None of that was included in the breach. No GoTo card numbers. None of that.

As part of our investigation, we are working with the City of Saint Paul and our own internal investigators to try to figure out what happened. We are putting together a report that encompasses everything that we found out. People who are impacted by the breach could request to receive that report. We are getting pretty close. We think within two weeks we should have that in our hands. Then it will go out to everybody who requested a copy of it.

In terms of preventing this in the future, to make sure this never happens again, we had already been on the road to multifactor authentications to better protect our email accounts and systems. It became a much higher priority to fast track it once we were targeted in this fashion. The wheels were already in motion. In August, when this took place, we just went ahead and accelerated it and enacted a multi factor authentication for anybody associated with Metro Mobility. So that anybody receiving any private data and any copies of any manifests, as we speak now, has multifactor authentication to get into their emails and their accounts.

One question I received from folks calling in is why people would have manifests in their emails at all. I will just share that then I think that that is it for what I have. We share manifests mostly because Rangers can sometimes go down. When the system on the bus goes down, and we need to be in a situation where we can print paper manifests as a backup. And get drivers on the street. If we didn't do that, and folks were exclusively at the mercy of what is just on the Rangers, anytime we ever had a system outage or a server down, drivers would have no idea where to go or who to pick up. So we really do need that paper option as a fallback position. If there are ever situations where there are technological failures, we can provide the old fashion paper manifest to folks and they can get out on the road with their map books and their paper manifests and get the job done just like they used to when I started here.

Chair Fenley said what is dual factor authentication and why is it good?

Streasick said it makes it harder for people to hack into an email account. It is just what it sounds like, as a second or maybe a third hoop you have to jump through to sign into your account. They will confirm via text message on your cell phone or maybe an email to another outside email address. Something where you are logging in and you are at a different device. A lot of people have it with their banking. If you go in and try to access your credit card from someplace, you might get "All right, we are going to send you an email to the email address we have on file with a four digit code and enter that here." It is that kind of thing that makes it more difficult for people to remotely access accounts.

Rowan said when you said notifications were sent out, you meant specific individuals?

Streasick said yes, you are correct.

Myhre said you said they got our phone numbers. So how would we know if it actually does come true, do we report it back to you? If someone's cell phone or home phone is called by them?

Streasick said if you had reason to believe that your cell phone contact was accessed and was attempted to be used after the breach, you can let us know. Certainly, letting law enforcement know would be the big thing. Your local police department. We can put you in contact with your local police department and help you through that.

4. Seeking Reappointment to the TAAC

Andy Streasick, Customer Service Manager at Metro Mobility, spoke to the TAAC committee. Katie Driscoll, at the Council, contacted me yesterday that about half of you are up for reappointment to the TAAC on January 1, 2020. The Council is very pleased with how the TAAC is going. We are pleased to have a full committee. We think the dynamic is going pretty well. I would encourage all incumbents to reapply. Folks at least who are representing precincts, the lower half of the alphabet, needs to apply again, including a couple of folks who just applied last year because they were open positions. We filled them for the one year. Precincts E, F, G and H are all up for reappointment. Just in case people are hazy on where they fall in that. Jeff, Darrell, Kari and John are in precincts that are open for January 1.

You can go to the Council's website (Metrocouncil.org) to get an electronic version of the application. If you want a paper one, if that is easier for you, I brought some of those. If you want me to fill out a paper one, we can set up a time to do that. I am happy to try to make that as accessible as possible for everybody. So the application has where to remit it right on it. For people who are serving as citizens who are representing a precinct, that is the way to go.

It is also true that those of you who are serving, representing organizations. Half of you are up for reappointment. That is a little bit different. Because the Council is only recognizing your appointment rather than selecting you. We are very happy with the dynamic in what is going on. So I have taken the liberty all ready of reaching out to the executive directors and/or board chairs of your respective organizations, saying that we are pleased with the work you are doing and would recommend that you stay on the TAAC if you are still interested. And that you will stay on the TAAC unless I specifically hear otherwise. If any of your organizations do choose to appoint someone new, I have asked that they let me know by email, by December 1. If I don't hear anything by December 1, I will know for sure that anybody that is representing an organization that still wants to be on the TAAC is going to be on the TAAC. We don't have any organizational vacancies. We are full, both in terms of individual precinct representatives and disability service organization representatives.

The precinct deadline is soft. Ideally, I would like to have stuff in hand so that we can start scheduling interview meetings in December. If we could get applications back by December 1, that is awesome. You will find that if I don't have them by December 1, I will start to call you. It would be in your best interest to get those in.

SUBCOMMITTEE REPORTS

1. Blue line

This item was not presented.

2. Green Line

Bates said if you want to find out about the Green Line, go to swlrt.org because they have something on every single spot where we are setting up the line.

3. Gold Line

4. Paulsen said we have a lot of our members. We are taking applications for those members. Here are a few members that are dropping off. The environmental review document is still available for public comment. It closes the 7th. But we have been getting a lot of good comments on that. When that gets closed, then we will compile it. Then you will hear a little more on that.

5. Rush Line

Paulsen said I was just out in Virginia last month with about 35 other folks from Metro Transit, the county and some other partners. We saw the BRT and how it works. We saw the need for level boarding whenever possible and why there is a need for level boarding and what the benefit is. They did not have to deploy the ramp one time, which even though it took them about 30 seconds to 90

seconds to line up to the existing platform. It doesn't compare to the 1½ to 2 minutes to lower the ramp and put it back in. We also saw the need that the numbers exist. They projected the numbers that 3,500 people would be riding their system within the three-year projection. They have only been in operation for 16-months. They have over 7,000 people a day riding their system. It is only a seven-mile stretch. We plan almost a double stretch in that regard. Those lines are moving very well. They will be operational in 2024 to 2026.

PUBLIC COMMENT

None

MEMBER COMMENT

Bates said I had a couple of people in my building who had trouble with Transit Link. It is funded partially by the Met Council. There question was is this something they could address to TAAC? Or to the Transportation Committee? Where do they address it?

One year ago this board unanimously requested the Met Council to grant us an ex officio seat on the Transportation Committee. One year later, nothing has been done. I think it is time we follow up with them. TAAC has no representation on the overall Transportation Committee. They get a lot of the stuff we get afterwards. Some members of the Transportation Committee suggested that we ask for from the Met Council the ex officio position. There are already three ex officios on the Transportation Committee. We should ask for a seat so that we are at the table. We can't vote. We are at the table and we could bring information and participate in the discussion. We passed in November of 2018 a unanimous resolution requesting of the Met Council. One year later, nothing has been done.

Chair Fenley said if they grant us this and my inclination is that things are just moving slow or they forgot about it.

Bates said the other part of the resolution was that we would select our own representative from TAAC.

Chair Fenley said what this resolution would do as an ex officio is you are essentially in the room if the chair of that committee calls on you, then you can provide expertise or a perspective. It is good to be in the room to be a reminder that the disability community should be listened to. But also, to say this is what the TAAC is doing. This is what the disability community issues are. If they require that information.

Bates said sometimes our issues get lost around here. If we have somebody sitting at the table with the other members of the seven-county metro, then our issues will get addressed with a lot more seriously than they are currently.

Chair Fenley said I will follow up on this.

Fuglie said I would like to see the TAAC committee putting pressure on transit to make sure the accessible seating is there for the folks that need it. If it is through media or education or whatever. How to tell society to move when somebody needs that seat.

Paulsen said I have had a discussion with Brian Funk, from Metro Transit about the stroller policy and large carts and large wheelchairs. The bigger discussion is do we really bring back the no stroller policy or to fold up the stroller policy before you board? In what capacity do we bring that up? Do we bring that up during cold weather months? That is seven months of the year. Then we fight for five months when the weather is nice. Some people will remember to do it. Some people will say "Screw you. You have had it done this way for five months. So I am not going to fold my thing up for seven months." How can we convince the general public that there is a need for us to have that priority seating without Metro Transit being the enforcers of that? Because by law, they can ask you to move, but if you refuse to move or say they are not going to move, they can't do anything about it.

It is like a catch 22. Even though that priority seating is for those of us that need it, there is no way for the driver to be able to say: "I need those seats." There are some drivers that will go out of their way to ask for that priority seating. The older drivers may do it but the younger drivers are not trained that way. What I suggest as a member of the airport commission. We have rules and regulations when we bring luggage to the airport. We are using public planes to transport ourselves. Why don't we implement those similar policies with public transit? Do we do it all the time? Or do we do it during seasonal times? How do we handle it during special

events? Or is it a regular workday kind of thing? That is a real discussion that this committee could do something through public engagement. We could do a public service announcement.

I talked to Brian Funk about this. To be able to use one or two members of the committee to do something like that. He said that day he was going into a discussion and he was going to bring that up. Look for my involvement through David or through a couple of members of the committee in the next several weeks to see if we can get it moved forward. Because it is a perfect time. Even if nothing gets set in stone for us. It is a perfect time to remind drivers to be aware of that and also the general public to be aware that there are only two spots that we can access. We need those spots.

Rowan said I know we can't make people move, but the state could make it a ticketed offense. The failure to give up a seat. Just a threat of a ticket might cause more people to be willing to accommodate people who need those seats. We do it with parking spaces.

Chair Fenley said I can't see that happening. You run into a list of registered people with disabilities. How do you know who has a disability and who doesn't?

Bates said I am still having communication problems with drivers who have English as a second language. Has the Met Council considered doing some kind of incentive program to help those drivers improve English as their language because that is what they are dealing with?

Graham-Raff said a couple of things that I have seen is to pass on as future ideas, traveling in other places. Some places will have one of the forward-facing seats be one that can flip up a half seat. So that people with strollers or grocery carts could flip that up so they could at least have a companion seat for someone that has a stroller or a grocery cart. So that those things are not sitting in the aisle. That way they are not sitting in the side facing seats.

If there were some sort of informational boards that say "Don't leave your neighbors out in the cold. People in wheelchairs need these seats. I think some people are oblivious and someone needs to remind them.

ADJOURNMENT

Business completed, the meeting adjourned at 2:25 p.m.

Alison Coleman
Recording Secretary