

## **Minutes of the REGULAR MEETING OF THE TAAC COMMITTEE**

Wednesday, March 01, 2017

**Committee Members Present:** Sam Jasmine, Lisa Childs, Ken Rodgers, Kari Sheldon, John Clark, Heidi Myhre, Bre Royer, Margot Imdieke Cross, David Fenley and Vice Chair Patty Thorsen.

**Committee Members Absent:** none.

**Committee Members Excused:** Chair Kjensmo Walker, Christopher Bates, Dona Harris, Robert Platz and Pamela Zimmerman.

**Council Staff Present:** Sam O'Connell, Nick Ollrich, Natalie Westberg, Max Holdhusen, Jan Dietrick and Pam Steffen from Metro Transit; Dana Rude, Andy Streasick, Mai Thor and Alison Coleman

**Public Present:** Jeff Baillon and Tyler Ryan from Fox 9 News; Joel Fox, Marlon Carter and Jeffrey Bailey,

### **CALL TO ORDER**

A quorum being present, Committee Vice Chair Patty Thorsen called the regular meeting of the Council's TAAC Committee to order at 12:36 p.m. on Wednesday, March 01, 2017.

### **APPROVAL OF AGENDA AND MINUTES**

It was moved by Fenley, seconded by Jasmine to approve the agenda. **Motion carried.**

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

### **BUSINESS & INFORMATION**

#### **1. Legislative Update**

Leslie Kandaras spoke to the TAAC committee. She is a Senior Project Coordinator in the Government Affairs Department of the Metropolitan Council. March will be a very busy month at the Legislature. The Legislature sets deadlines for its policy bills and its finance bills to ensure that business is moving through the House and Senate in an orderly manner. The first deadline is March 10. That means that every policy bill, in order to keep it alive, has to be on the floor in either the House or Senate. In March 17 that bill has to pass through to the floor of the other chamber. Those are important deadlines because during this time there are a lot of hearings and a lot of meetings that are happening. After those deadlines, there are far fewer bills that are still viable to move forward. At the end of March, March 31 is the finance deadline. Meaning that the big budget bills need to be ready for action in their chambers as well.

As we are looking at what March looks at from our perspective, the Minnesota Management and Budget Office released the February forecast. It did show that tax revenue is growing faster than had been anticipated in November. That means that the state has a larger budget surplus and pertaining to transportation, the Motor Vehicle Sales Tax revenue is increasing as well. The Council's finance folks are taking a look at what that means in terms of our transportation budget. We are starting to track various bills from a budget perspective. The Metropolitan Council has been invited to the Senate to give an overview of the Governor's transportation recommendation to the Senate Transportation Committee. That happened last month. They haven't done that in the House yet but they anticipate that that will happen sometime in the next few weeks. It is an opportunity for the members to hear what the Governor's position is.

There was an overview to the House Transportation Committee on Metro Mobility. Nick Thompson, the Director of the Metropolitan Transportation Services, presented. February was this month where various

directors and managers from across the Council were presenting about the various functions of what they do here.

There are a lot of new members this year in both the House and Senate. Council staff spent some time going in front of committees just to let them know what the Metropolitan Council is. There was a portion of that dedicated to Metro Mobility weeks back.

Council staff are also tracking a few different bills as they are nearing the deadlines. She recently mentioned the Regional Capital Bonding Authority the Metropolitan Council seeks. That is bonding authority they need from the state to raise funds for transit capital which ranges from replacing buses, Metro Mobility vehicles, some smaller capital projects. In both the House and Senate now those bills have been introduced. It was actually part of last year's tax bill that ended up failing due to a veto by the Governor. They are seeking three years of bonding authorization this year.

Another bill you might be aware of, a couple of days ago, Representative Koznick introduced HF1745, which would create a task force on Metro Mobility. Metro Mobility staff have been in contact with him. They are reviewing that bill. It is called the Metro Mobility Enhancement Task Force. It has a few different areas of study they would look at and also stipulates who would be part of that task force. The task force itself wouldn't specifically address educational needs. If the bill is scheduled for a hearing it does provide an opportunity for them to learn more about Metro Mobility. You would hope that through the process of discussing this they would learn more but this specific task force would not be focused on that. It is a bill that is coming from a representative and Council staff are still reviewing that.

Council staff hasn't been asked by legislators for more information about the recent Fox 9 report on injuries at Metro Mobility. They have not been asked to attend a hearing on the subject.

Member Royer asked about volunteer drivers. There has not been any information on this. Kandaras will look into it.

There was one governance bill by Representative Hornstein that talks specifically about the Equity Advisory Committee. There is a bill that would create the Metro Mobility Task Force.

The House Transportation Policy Committee has looked at several bills that would change the relationship between the state's role in transit corridor planning and operations and capital investment from what it is today. None of those bills have been passed out of committee yet. There have been a few hearings in the last few weeks. There are a few different ideas out there on the table in terms of how they would accomplish that. Council staff will know in the next couple of weeks if they actually get wrapped up into a bill that is moving forward.

## **2. Orange Line Workshop Recap and Next Steps**

Natalie Westberg, Associate Planner, and Max Holdhusen, Community Outreach Coordinator, spoke to the TAAC committee. Today's focus is on the January 25, workshop that they held at the Metropolitan Council at the Robert Street offices. They talked about accessibility issues. They will give an update on what they heard there and the outcomes from the comments. There was a good turnout from the TAC and the Accessibility Advisory Committee. They focused on planning issues around the operations of the existing stations and some of the planned stations. Not every station had a major planning issue so they just focused on stations with some unanswered questions still. They also focused on the typical platform layout of stations in the southern part of the line. In Richfield, Bloomington and Burnsville they will have various typical station layouts. So they went over that as well.

He will go through each station and what they heard about these stations. The five major themes that they heard from the workshop were the need for audible wayfinding, the consistency among the platforms and the stations both in terms of signage and the layout of those stations. They also heard about making sure that the platform width was adequate for people with mobility devices to pass through. They also heard to the pedestrian crossings around those stations as well. They also heard the Metro Mobility connections are important at these stations as well.

The first slide is about existing facilities at Marquette Avenue and Second Avenue in downtown Minneapolis. Then the 46<sup>th</sup> Street and I-35W transit station on the highway there. They heard five main themes from those. That issue on Marquette and Second Avenue in downtown Minneapolis of the buses and not knowing within the gate where the buses are going to pull up to and the inconsistency around that. Internally they discussed

that with their service planning and service operations departments. They said it is mainly an issue in the peak hours. There is a bus about every minute or 30 seconds rolling into those gates. They feel that it is not plausible to designate each bus to roll up to the side.

Another comment they heard was the gate names at the 46<sup>th</sup> Street Station are confusing. They don't match with the rest of the corridor right now. They will continue with the discussions with the marketing department to discuss signage at 46<sup>th</sup> and the rest of the stations.

They heard that the stations at 46<sup>th</sup> and I-35W are very noisy right now. The audible wayfinding would help that. Outside it might not help that often but inside there are interior waiting areas where that might be an opportunity to provide that audible wayfinding or enunciators. One concern with the audibles at all stations was adjusting the sound level for the peak, busy times when the exterior environment is very loud. If that was at the same noise level at a 2:00 a.m. trip, it might be able to be reduced. They have not done that before. They have to figure that out internally.

On the Lake Street station, which would be a brand new station at Lake Street and I-35W, the same issue of how Marquette and Second operates in downtown Minneapolis right now. The same issue would come up at Lake Street station on the freeway. There are no gates currently planned. The station was designed not to have gates. In that issue of Marquette and Second would continue on to Lake Street. It is not plausible right now to adjust that. Because the station is such a large area they heard it would be hard to navigate both for new users and people with visual impairments. They are looking into adding rail and audible enunciators on the plaza level and street level and the station level on the second floor.

They also heard that there is nowhere to sit on the Lake Street highway level station for the Orange Line. So they will be adding benches to them. That has already been included in the next round of design. For consistency of color they will add a yellow warning strip to the Lake Street station just like the Blue and Green Line stations. The yellow means warning away from the curb. They also heard on the plaza level that the bike racks seem to be in an area where they could cause confusion with pedestrian paths. They are looking into moving those against the station back wall.

She will talk about the stations at 66<sup>th</sup> Street in Richfield and south. They call these the more suburban contact stations. The shelters look like a light rail platform but scaled down to something that can fit on the side of the street. They are not center running stations like some light rail stations. At 66<sup>th</sup> Street one of the main issues that they discussed is that the two platforms are on freeway on and off ramps. They have to figure out how to make them safe environments for people even though there will be cars going through rather quickly. Some of the issues they discussed is that there are a number of crossings to make in order to connect from bus stops along 66<sup>th</sup> Street to get from some bus stops to the Orange Line platform. If you are trying to catch your bus this could be a very difficult maneuver to make. They discussed this issue with the City of Richfield and they agreed to move the center bus stop to be bus stops on either side of the bridge to minimize the crossing distance. Although they are still working out if they will be near side or far side bus stops.

Another issue that came up is protection from the roadway from the traffic exiting the freeway there. They are having their design team and consultant look into different options to provide some sort of barriers and protection between the platform in the roadway there. So this might be some sort of design or obstruction so there is more of a physical barrier between people who are waiting there at the platform and where cars are exiting.

Another issue that came up was the idea that you have a southbound platform on the west side of the freeway and then a northbound platform on the east side of the freeway. It is confusing to know which one is going north and which one is going south when you are standing on 66<sup>th</sup> Street. They will begin to collaborate with Marketing and Transit Information to see if there can be some accessible signage in Braille and audible options and very clear signage for those who have difficulty processing directional information quickly to make that connection very clear.

So, the 76<sup>th</sup> Street station is also located in Richfield. The station platforms are a little bit further down the road from what is shown in the handout. What you see here is the entrance to the Knox Avenue Transitway underpass, which will be a new underpass that goes below I-494. They focused on this in the design workshop as a design issue for accessing the bike/ped trail that goes below I-494. From the platforms you walk down and there is a cul-de-sac that you would cross before entering below the transitway. This is a long and unsafe crossing distance for someone who is visually impaired. There could be cars turning to the right and if you

don't have a way to make yourself known to cars it is a dangerous maneuver. The design team is looking into options to improve that pedestrian crossing across the cul-de-sac.

Another issue that was discussed was for people with visual impairments is not knowing if there is going to be a bus coming when you are entering or exiting the tunnel. To pursue some sort of flashing light and audible notification of the approaching bus. That is something else the design team will be looking at.

The 98<sup>th</sup> Street station is another freeway off-ramp station. So the focus of this conversation was also about creating barriers between the stations in the roadway for people to be able to navigate through. This is also a challenge for the design because it connects to the South Bloomington Transit Center. There are two platforms northbound and southbound located adjacent to each other. Some of the things they heard at that workshop was that there needed to be a clear wayfinding method for people who are visually impaired. As a result they are going to be looking into guide tiles with the maintenance department and see how that might work in this climate. Guide tiles are tactile or raised surfaces that provide a trackable path across a station platform. That is not something they have pursued in the Twin Cities and it is something that has not been done in a city that has a lot of snow. They are hoping to pursue a pilot project over the summer with the maintenance department to see how that works in this system.

They also discussed how they could provide a clear barrier between the pedestrian access path to reach the two platforms and the edge of the roadway. One of the outcomes of the conversation at the design workshop was to have a clear landscape barrier that would be a sufficient indication to know when the walkway is ending and when to turn right or left at the platforms. Along the same lines of that issue since the northbound and southbound platforms are next to each other. One thing they discussed at the workshop was that transit riders need to know whether to turn to the right for a northbound station or a left for the southbound station. They are also going to pursue some sort of audible wayfinding options at that intersection where you could ideally press and hear "This way northbound, that way southbound." Along with potentially a guide tile complement.

Additionally, they heard the need for clear messaging on what the final destination is. It would say "downtown Minneapolis into Burnsville" instead of "southbound".

The Nicollet Avenue station in Burnsville. This station also has a more open layout like the 98<sup>th</sup> Street station. Very similar themes came out of this design discussion about difficulty navigating this area and knowing where exactly the platform is. So this is an area where if guide tiles work in this climate they would then pursue guide tiles as a solution along with some sort of creative accessible wayfinding options. They also discussed the need to have clear wayfinding directions to those connections both with Metro Mobility and MVTA. Local service which connects to the station. That would be another use of accessible wayfinding signage. Finally, this is in a suburban area, the need for high quality sidewalk connections is also something they heard to prioritize. The City of Burnsville is very committed to making sure the station is fully connected to their sidewalk network, filling in any gaps with fully accessible sidewalks as needed.

Going forward they have all the design feedback that they received in the workshop. They have worked through some of these issues with the design team. Some of them are pending but they are going to keep tabs on them with the next steps on the accessibility world. They are going to pursue this project with guide tiles hopefully this summer. One of the first questions they have for this group is "are there any transit centers or transit stations that come to mind as helpful areas to start pursuing guide tiles?" An area that might be a helpful demonstration for them to see how that works in this system. They are also available for visits to some of the stations.

Some of the TAAC members had questions about the station on Marquette and Second Avenue. A comment was received at the workshop about if a tactile strip could be added to the curb there. Internally at Metro Transit it was shown to reduce the pedestrian pathway. There has to be a certain width of clear zone and the truncated domes would not account for that clear zone space. It would limit in the downtown area how much is in the clear zone area. Truncated domes could not count as a clear zone.

### **3. Blue Line Extension Workshop Recap and Next Steps**

Sam O'Connell, the Blue Line Manager of Public Involvement, and Nick Ollrich, Associate Engineer at Metro Transit spoke to the TAAC committee. Their purpose today is to share with the whole committee the experience that they had on February 8, where they invited the TAAC in to talk about station design on the Blue Line. They had two particular situations that they wanted to discuss with TAAC members and receive their input for the Penn Avenue station in Minneapolis and Golden Valley Road station as well. The reason why they

picked these two stations was where the Penn Avenue station sits on Olson Memorial Highway. They have a couple of unique design elements there and needed feedback from the TAAC in terms of some things that would help them make sure they have a safe environment for all folks. The reason why they picked the Golden Valley Road station from all of the light rail lines and all of the light rail stations is this is going to be a very unique station. They wanted to share that experience with TAAC members to understand how folks will navigate through the station area. Whether it is drop off or parking. Whether it is access through other ways to understand that if there are some challenges or some barriers and receive that feedback. The reason why they held the workshop in February is they are at about 60 percent design. So they do have a significant amount of design and engineering done but they still have a ways to go. This feedback now allows them to take that into the design and engineering process and still address issues while there still are opportunities to do that.

They are going to talk about the alignment in general. On the southern end of the alignment they call segment one is Olson Memorial Highway. Along that segment they are center running. The LRT facility is down the middle of the roadway. On that segment there is segment two they are running adjacent to the existing BNSF railroad line. They are side running and have different treatments in that area. That is where the Golden Valley Road station is located in that railroad corridor. Then on the far northern end of the project they have the West Broadway alignment. There again there is the center running configuration with LRT down the middle of the roadway.

They are going to talk about the center running station access. The center running alignment down the middle of the roadway. They shared this exhibit during the workshop presentation. They wanted to highlight a couple of areas where they have a center running station. What they are showing in the exhibit is the Penn Avenue station. There is a primary access, which is the left side of the image. That is controlled by a traffic signal. The right side of the image is called the secondary access. The roadway is controlled by a traffic signal on Olson Memorial Highway. They have a "Z" crossing. The purpose of the "Z" crossing is to orient people after they cross the roadway. It orients them to face the train so they can be more aware of that.

They have a list of some of the feedback they received both at the presentation and during the Penn Avenue station workshop session. They got feedback that was related to APS push buttons and the message that they provide, the audible message. They got feedback that some members have concerns that the message should be providing a speech message. The METCD is currently working on a new version of the METCD. The METCD is the policy document they follow in programming those devices. There will be a comment period when the draft document comes out. That will be a great opportunity for this committee to affect that language in that document.

Specific to the Penn Avenue station access topic. For the center running. The railing and detectable edge locations seem appropriate. For the primary access location coming down the ramp they are planning to have a detectable edge so people won't walk into the intersection. They are still working out the design of what that deterrent looks like at that location. Then on the other end is the secondary access location at the "Z" crossing. The "Z" crossing turns people to orient them to face the train. It is a new element in the environment. Those seem appropriate as well. They don't want to make them too convoluted that people with sight impairments might not be able to use them.

They also had feedback on snow clearing and landscaping. In the overall site design they want to make sure that maintenance vehicles have the ability to clear in front of the stations and provide maintenance access routes. Those go hand in hand with the pedestrian access routes. They identified some potential conflicts with cycle track users and people using sidewalks. That was one of the points of emphasis with this workshop. They really wanted the feedback from the TAAC on the interactions between people using the sidewalk and using the cycle track. So they discussed what does the tactile separation between those look like? Is it different materials? is it vegetation? That is information they are digesting and continue to consider as they advance their design.

The last point relates to facility colors and textures. That goes with the cycle track. It is important to provide a contrast between that bike only facility and the pedestrian way. That is certainly important for people with visual impairments and particularly they heard that in a low light it is very important. They will make sure that those two colors are differentiated and also providing appropriate lighting along the corridor as well.

The last two are concerns that are related to the LRV train and the control devices. That would be at the "Z" crossing at the secondary access to get across the tracks they are posing LRV controlled devices and the flashing light signals you see on the Central Corridor at those secondary access locations. With rail devices, it

is on when the train is present and it is off when it is not. They heard that not having that positive guidance is something that is challenging where if they are on there may be an opportunity to cross. Someone who is sighted would be able to take advantage of that if there is a train waiting at the station and there is no second train coming you could make that crossing. But for someone who is sight impaired that would be more challenging.

Then lastly, they have the Olson Memorial segment that is median running on the south end. Then you have the West Broadway alignment on the north end. On the West Broadway alignment they are proposing currently using rectangular rapid flash beacons to provide an additional warning to get across the roadway segment to access the secondary access. That would be where they have the "Z" crossing secondary access location. What they heard from this workshop is that can be challenging as well for someone that is sight impaired. On West Broadway, they would be crossing two lanes at a time. Even if one vehicle stops in one of the two lanes the sound from that vehicle can mask what the other vehicles are choosing to do. It is challenging to differentiate there.

They have been working with Ken to set up a field visit to go to a site with the rectangular flashing beacon that would be similar to what they would have on their project. The idea is that they would try to simulate a blind users experience. Ken has already contacted some orientation mobility specialists to help them with that.

The Golden Valley Road station. This is going to be a very unique station in the LRT system in terms of shape and experience. They received very good feedback during the workshop. They wanted to understand what the experience would be like for all users. Whether they are coming by vehicle or are being dropped off or traveling to the station in some other means. This was a good experience for the project staff to hear.

The Golden Valley Road station is almost like a triangle wedge. At the top of that wedge, the widest part of the wedge is a parking lot. There are about 90 car spaces in that parking lot wedge. From there transit users do need to make their way down to the Golden Valley Road station platform. There are a couple of ways that folks can do that. They could do that through an elevator, the stairs that are connected to that or they also have a switchback trail system that gets from the top of the park and ride facility down to the station as well. There is a lot going on so it was important for them to hear folks. Does this make sense? What are some of the challenges?

A lot of the feedback was about navigation and access to the station. They heard very clearly from TAAC members that they have to be cognizant about wayfinding signage for all users. Making everything clear so that all can understand.

The Golden Valley Road station is very close to the Courage Kenney facility. However, there is a gap in the sidewalk. This is an important piece of the infrastructure. They need to work with the project partners to make sure that that gap is filled so that they have easy access to the Courage Kenney facility. That switchback pathway that leads from the top of the park and ride down to the station is a little long. It does take folks to get there potentially, depending how you do that, you might get a little tired or winded. A really good feedback piece that they heard is to place a bench midway to the landing so folks can rest. When you think about slippery Minnesota winters this can be very challenging.

Develop pavements with wheelchairs in mind. Grids can be disruptive to a wheelchair user. There was interest in the design of the small plaza at the elevator/stair entrance. Make sure it is easy to get into. Where do they put landscaping? Where do they put snow removal? What that looks like in terms of folks' experience in that. Also making sure that elevator reliability is there as well and that they have redundancy in the system for access.

An issue came up about truncated domes at the parking lot. The team is looking at that. The issue is one that the TAAC had for their team is are they necessary? They are spending some time investigating that as well and making sure that they have a good answer.

Imdieke Cross said they were not needed and not necessary. It is more difficult to clear the snow in the winter.

Rodgers said that it really isn't required there. It would be more confusing than anything.

The team was very happy with the feedback they received in the workshop. They are going to continue to work through with this. They do have a field visit with Ken Rodgers. They will continue with coordination with Metro Transit for consistency in the system. They would like to come back to the TAAC when they have addressed some of these issues and share some of the outcomes.

There is a TAAC workshop on March 8. The purpose is to experience the Light Rail Vehicles and receive some input.

#### **4. TAAC Statistics**

Dana Rude, Project Administrator for Metro Mobility, spoke to the TAAC committee. These stats are quite a bit different than what they used before. It is a work in progress. They are in a format that he hopes will be useful and informative. He did try to incorporate much of what was discussed last time. In the case of viewing them electronically, the header should stay frozen for you to scroll up and down with the data.

He incorporated the rolling calendar. The thing about the rolling calendar is that it is going to start at the bottom of the page and work its way up. So January 2017 is at the bottom. There is a limited way of doing this. He also tried to incorporate using real numbers. There are percentages in there. Percentages allow them to compare apples to apples. All of these will be broken up by the zone that they represent. It will be West Zone, East Zone or South Zone. Agency is all zones or the entire region.

The style of graph, because they are comparing four different components on each of the sheets. He switched over to a line graph because that is the only real way he can do it. If he were to use columns it would be too hard to understand. Also included is the recommendation that there be a brief description of each graph and its table. He wants feedback on how it works electronically. Particularly with regard to the description. He wants to know how the formatting carried over from word to excel spreadsheet.

Throughout the rest of the tables and the graphs themselves, it should be simple columns and simple headers. On all of the forms the data field is going to be on top. The next field will be the graph and then the bottom is the explanation.

The first sheet is the Metro Mobility ridership compared. They are using real numbers. It is a rolling calendar. You are looking at January 2017 back to February 2016. The fresh year enters at the bottom of the page. Metro Mobility complaints. Again, there are real numbers that were attributed to each provider. There is a fair amount of difference in the columns and then the graphing in regards to complaints.

The next one is revenue hours. It is divided between the three zones and the agency. Metro Mobility Average Trips Per Hour compared is the productivity measure of Metro Mobility. It is the number of passengers carried per hour. It is broken apart by zone and by month on what the average number of passengers are. Agency has the highest number of productivity because it operates in variance to the other demand response services.

The next one is on time performance. That is the on-time performance finding. The percentage of vehicles that fall within the 30-minute window. On the all services and then a comparison between them. You will note that agency comes out on top on on-time performance. That is because it is carrying more passengers. It has a simpler scheduling than does demand response.

The next one is late pickups. There are the actual numbers of late pickups throughout the year by zone and by service. These are trips that are picked up more than 30 minutes after the scheduled negotiated pick up time. The policy bedrock thing for Metro Mobility is found in the rider's guide.

The next graph is appointment times. They are following the guidance in the rider's guide and Metro Mobility policy which is defined as a one hour window and ending at the appointment or drop off time starting one hour before. The percentages define how many of the trips fell within that window.

The last one is missed drop offs. They either arrived too early or they missed the appointment time. They got there too late. They are outside that one hour window. This time the agency is down at the bottom. That has to do with the agencies more than the providers.

Because of the discussion at the last meeting, is that the fare to the customer on a missed drop off is reimbursable. You have to call Customer Service and they will send you a free ride. The driver can't do too much about it.

#### **5. Metro Mobility Safety**

Andy Streasick, Customer Service Manager at Metro Mobility, spoke to the TAAC committee. He was asked by Chair Walker to come to the TAAC meeting and go over, in light of the latest coverage that Metro Mobility got recently, go over the Metro Mobility guide on what they do for safety and provide a background of the scope of what is being talked about here. He is going to give some generalities.

First, he will start with what is required of the providers. There are contractors due for safety. Last year Metro Mobility was excluded from Special Transportation Service (STS) designation. They decided at that point to maintain all of the formally mandatory STS training as though they were STS certified. There is a safety component to that. There is a disability sensitivity component of that. There is a first aide component of that. Since that is a resource out there, it made sense to continue to utilize that on the training front. Drivers then go out and do behind the wheel training when they are not on a real run. They are just driving around on the buses trying to get a feel for the vehicles. And then after that do cadetting where they do driving of real ADA paratransit runs. But do so accompanied with a fellow worker on the bus with them. The providers hold monthly safety driver meetings. Council staff has an input on agenda items and topics that might need refreshing based on feedback they are getting from customers. There are ongoing annual training events that all of the providers do. They all have safety programs and incentives that can go along with performance with regard to safety as well as retention programs. They are all contractually required to employ street supervisors who go out and shadow buses and do monitoring to make sure that they are not missing anything. They have a dedicated safety manager and dedicated safety staff to oversee that process. They are also required to do retraining after a complaint or incident related to safety assuming it is not proficiently severe that employment is terminated. Where they go over with an operator, "Here's what you need to do".

Financially there is the bonus advantage language in the contract. So the contractors do have a financial incentive to maintain good safety and a low accident rate. Then from the service center they do review in tracking documentation. When they get notified of any kind of an accident which is required within 24 hours in writing or within an hour for a phone call if somebody has been transported or hurt. They have the responsibility to review all of that and document that. Metro Mobility management does pop in unannounced to the safety meetings that happen monthly to make sure they are going on and also to make sure that they are taking the feedback for their agenda items. Metro Mobility management does pull many pieces of random video off of buses on a daily basis to do random pulls. They use the complaint module. That is how they know what is going on. He knows that nobody is perfect. He knows that given the size and scope of their operations that they are not perfect. So he wants to know what is going on.

They do a big provider meeting every other month at Metro Mobility where representatives from all three of the providers come and get together and make sure everybody is on the same page. Then they have monthly individual meetings with the contractors. Management knows that there might be some things that folks don't want to share publicly among their competition. They can also address that one on one in person if they want to. So that is the safety program in a nutshell in terms of what they have in place.

In 2016 Metro Mobility did 2.23 million rides and had 29 reported injuries. One injury is one too many. But they are proud of their safety record. In terms of following the news piece he was concerned for his staff in terms of call volume. They got four calls on the news article. The first one in the morning was a person concerned that it might be using Metro Mobility staff time for something not directly related to service delivery. The other three calls were people concerned that it may have impacts on whether or not they would be able to get a ride. They wanted to make sure that Metro Mobility was still operating. That was the extent of the feedback from customers.

If people want to get a call 10 minutes before the ride gets there they can sign up to get them. It is a robocall that goes out based on GPS real time location of the bus that says your bus is 10 minutes away in real time. If the bus gets there early to pick you up before your negotiated pick up time that call doesn't seem to happen until the driver departs. Sometimes the passenger will get the call when they are on the bus. For people using gmail email notifications something happened recently and in mass. People using gmail found their email notifications going into their spam folder.

Imdieke Cross said that when she viewed the news coverage it looked like tie downs were the biggest issue and the inappropriate tie down of the person in the wheelchair. She asked what is the actual hands on training that the driver gets in regards to tying down somebody in a chair so that they are not going to tip? What happened to that driver? If the lift isn't there how do you make that mistake? How do those get addressed?

Streasick said it is based on the severity of the accident. They may ask that somebody be removed from the contract. Metro Mobility managers can't fire them because they are not their employees. But they can ask that someone be removed from the contract. They may be terminated by the provider separate from what is requested. There is a mandatory drug and alcohol screening. A person may get suspended pending investigation.



There is a lot of training for drivers doing tie downs. There are a couple of different challenges there. There is human error. There is also the fact that Metro Mobility transports so many people that have scooters. The scooter manufacturers intentionally do not provide tie downs because their vehicles are not made to be ridden in transport. They feel that it would be a liability to do so. Federal law prohibits Metro Mobility from requiring that somebody be transferred. Federal law prohibits them from saying somebody can't ride because their vehicle can't be securely tied down. Given that, what staff tell folks is to do as well as you can if you get a device that doesn't have tie downs and is not compatible with the system. You have to get it as securely as you can get it. Drivers are encouraged to request that folks transfer but that is a customer's prerogative.

Jasmine asked what are the complications for a driver, what are they taught if there is a seat belt issue? What is the responsibility of the driver?

Streasick said that drivers are required to assist upon request with seat belts. There are times when drivers volunteer that assistance. They would verbally volunteer not physically. The driver should make sure the person has the seat belt latched before driving away.

Jasmine asked what happens when you don't get a robocall?

Streasick said that there are three reasons that might happen. One is when the bus gets there early. The second one is if they have a data entry error on the phone number. Sometimes there is a cell phone and it doesn't have a one before the 651 area code. They have to go in and change it. The last one is they limited the number of lines for robocalls. They are visiting expanding that. They are only doing them between 5:30 and 8:00 at night. If they have more calls than they have capacity then somebody is not going to get called. If there are uncalled numbers in the que at 8:00 they are not going to get called. That is the night before confirmations. They need to make sure they have enough lines. The imminent arrival calls that are missed are due to the first two explanations.

Clark asked if there is a central place where incidents like the scooter tipping over, are recorded so you could see trends developing and difficulties?

Streasick said he didn't know of a nationwide place but regionally here they do track and record trends for all accidents and incidents.

## **SUBCOMMITTEE REPORTS**

### **1. Blue Line – Ken Rodgers**

This item was not presented.

### **2. Green Line – Chris Bates**

This item was not presented.

### **3. Orange Line – Kari Sheldon & David Fenley**

This item was not presented.

## **PUBLIC COMMENT**

Jeffrey Bailey and Marlon Carter spoke to the TAAC committee. They had questions about Metro Mobility and its procedures. There was no one available at the meeting to answer most of their questions.

## **MEMBER COMMENT**

None.

## **ADJOURNMENT**

Business completed, the meeting adjourned at 2:38 p.m.

Alison Coleman  
Recording Secretary