



COMMITTEE ON ACCESSIBLE TRANSPORTATION (CAT)

Services Subcommittee Meeting Report

February 3, 2021 – *Zoom* Virtual Online Meeting

11:00 a.m. – 1:00 p.m.

Members in Attendance:

Allison Smith, Chair

Jamie Cheek

Chris Wycoff

Trista Lawrence

Karolyn Campbell

Ambur Davis

Absent: Ron Nelson

Other UTA Staff in Attendance:

Cherissa Alldredge, UTA ADA Compliance Officer

Jeff Acerson, UTA Board of Directors

Marci Warren, UTA Planning Researcher II

EiLeen Billings, Senior Office Specialist

Call to Order – Chair Allison Smith called the meeting to order at 11:02 a.m.

Safety Minute: “Getting Rid of Stigma of Mental Illness” – Cherissa Alldredge

- UTA’s Safety and Security Department talk a lot about things like climbing a ladder, slips trips, falls, weather-related issues or driving into work safely and so on. This message is no different. We believe the theme for this month’s theme absolutely applies to safety and security. This month’s theme is “Getting Rid of the Stigma of mental illness”. Some people view mental illness as a character weakness or defect and that if you suffer from depression or even major depressive disorder (MDD), anxiety, eating disorders, PTSD, psychotic disorders, like schizophrenia or bipolar disorder, you are somehow ‘less-than.’ This concept is 100% untrue. This is a very small list of only a few mental illnesses. In the most recent version of Diagnostic and Statistical Manual (DSM-5), put out by the American Psychiatric Association, they have recently updated the list of mental illnesses to include autism, ADHD, sleep/wake issues, even substance abuse and addictive issues, among others.
- I would bet that many of us know some people at UTA, even ourselves, who might suffer with one or more of these disorders. Our main reason for approaching this very sensitive and delicate issue is that there is help. For those who struggle with

substance abuse, eating disorders, depression or anxiety, or many other mental illnesses, there are resources. There is HOPE!

- Let us be clear, we are not saying that everyone who has a clinically defined mental illness is a safety or security hazard and should not be allowed to work. Though we do encourage you to seek help from a professional so that there is no question as to whether or not you are a risk at work and might need some assistance. The purpose is to continue to talk about these issues without judgment or negatively labeling someone we know in our community or at work.
- We all need to be united in eradicating the stigma of mental illness. We all struggle with something, whether it is considered a mental illness or not. This is a serious topic for the month but one that needs to be addressed, and one we should not be afraid to talk about. Let us adopt a non-judgmental attitude towards anyone who struggles with mental illness. We need to embrace acceptance and kindness and not judging anyone for any of these various issues, instead, let us show encouragement, kindness and compassion.

Approval of Minutes from December 2nd, 2020, 2020 Meeting – Allison Smith

- Chris Wycoff moved to approve the December 2nd, 2020 minutes as written.
- Jamie Cheek seconded the motion, motion passed unanimously.

Public Comment – Cherissa Alldredge: No public comments were made.

TRAX External Announcement Data - Cherissa Alldredge

- November 2020:
 1. Total Observations: 99
 2. Total Pass: 97
 3. Total Fail: 2
 4. Total Observations seen by Operator: 19
 5. Total Observations not seen by Operator: 80
 6. Total Observations (seen/unseen) failed and coached: 2
- December 2020:
 1. Total Observations: 107
 2. Total Pass: 105
 3. Total Fail: 2
 4. Total Observations seen by Operator: 13
 5. Total Observations not seen by Operator: 94
 6. Total Observations (seen/unseen) failed and coached: 2
- This report indicates ongoing improvement regarding external announcement.

- Action Item: Cherissa will ask Patrick if they are also collecting time stamp information regarding this report.

FY 2020 ADA Bus Stop Improvement Dashboard – Cherissa Alldredge & Marci Warren

- Cherissa Alldredge displayed a visual pie chart entitled “ADA Accessible Bus Stops across the System”.
 1. During 2020, 31.1% of all bus stops were ADA Accessible and 68.9 % were not. This is an improvement, pre 2020, accessible bus stops were below 25%.
- Next pie chart shows ADA accessible bus stops by county. It represents the percentage of bus stops in that county that are ADA accessible.

1. Box Elder = 16%	3. Salt Lake = 31%	5. Utah = 36%
2. Davis – 26%	4. Tooele = 34%	6. Weber = 35%
- The largest percentage of improvement was in Weber/Davis Counties due to Prop I funding. There was a state-wide ballot initiative to increase funding for transportation that was adopted by the Davis/Weber County area.
- Display bar graph shows ADA bus stop improvements by year. The average number of stops that UTA is improving and making accessible compliant is 81.3%.

1. FY 2014 = 23	5. FY 2018 = 160
2. FY 2015 = 62	6. FY 2019 = 70
3. FY 2016 = 76	7. FY 2020 = 83
4. FY 2017 = 95	
- UTA has 6,045 stops. The improvements made during 2020 for signs, poles and/or timetables represent 4.4% of all bus stops.
- Marcy Warren stated that the target for 2021 is to improve approximately 100 bus stops. Due to mild weather, UTA has continued building through the winter and concrete pads are being poured. Many of the 2021 construction projects are currently out for procurement. Also, UTA has a goal to install approximately 700 new poles and signs. Marci shared some examples of the 2021 improvements:
 1. ADA improvements have been completed for 22 bus stops, mostly in Utah and Salt Lake Counties.
 2. Currently working on new data points regarding new sign and pole installation. The target for 2021 includes installation of approximately 700 new poles.
- As further data becomes available for G.J. LaBonty and the Customer Experience Department, Cherissa will share it with the CAT Subcommittee.

Route 2 Virtual Tour and Discussion – Cherissa Alldredge and Marci Warren

- Route 2 was selected as the first route to receive end-to-end improvements regarding the new 8 sided poles and signage.

- Cherissa shared a PowerPoint presentation showing different bus stops along bus Route 2. These bus stops varied in many aspects regarding shelters, pads, benches, garbage cans, etc. It was noted that 37 or the 39 bus stops along Route 2 are in compliance with ADA requirements.
- Route 2 runs from the Salt Lake Central Station along 200 South to University Street, turns left to 100 south, then takes a windy road to the University Hospital. Bus then returns along the same route in reverse order back to Salt Lake Central Station.
- Route 2 has 39 stops and all stops have updated signage.
- Thirty-seven (37) stops are ADA compliant
 1. 5" x 8' cement pads with no more than a 2% slope. This is a requirement by the Department of Transportation's ADA guidelines. UTA uses cement for the pads because brick pavers are not stable enough.
 2. Connected to an accessible route (sidewalk)
- Thirty-five (35) of these stops have the new bright blue heavier eight-sided poles installed. These are the only eight-sided poles you will find along the Wasatch Front. This shape quickly communicates to people who are visually impaired that they are in the right spot to catch the bus.
- New and Improved Bus Stop Signage Characteristics – Marci Warren:
 1. These new signs were selected after a year-long process consisting of working with a consultant, creating the design, sourcing the production and working with UTA facilities to get them installed.
 2. The new signs are larger with a prominent "UTA" label. This increases visibility for both bus operators and riders alike. They are more intuitive, provide you with key information and work well with UTA's preferred trip planning app. The new signs still include ride time and information so that you can quickly test to and find out when the next bus is arriving
 3. The sign displays the bus stop location so the customers know when they are in the right place to catch the bus they want. The location on the signs tells you the direction the bus is heading so that you know you are on the correct side of the street.
 4. The colors in the squares tell you the frequency and type of route. They also have a stop ID at the bottom, the six-digit ID number and font size are now larger.
 5. The signs also display information regarding bus route numbers and what streets they run along.

- Braille information will be added/embedded on the top portion of timetable cases at major stops in the near future. These cases will also be attached to the new blue 8-sides poles.
- Action Item: Once the Covid-19 pandemic is over, Cherissa will schedule an actual tour on Route 2 for all CAT Services Subcommittee members.

Feedback on “Secure Here” Stickers – Allison Smith and Cherissa Alldredge

- UTA requires securement on all fixed bus routes for individuals who use a mobility device. It is often challenging for operators to know where to secure the customer’s mobility device.
- A recommendation has moved forward to provide stickers to be placed on each mobility device showing the operator where to attach the securement. These stickers would say in bold black lettering “SECURE HERE”. They would then be placed on the mobility device to show operators exactly where attach the securement.
- These stickers will be available at customer service locations and also on the buses. Operators will be provided an ample supply of these stickers with their Block Sheets. They can then be given to customers with mobility devices.
- The members of the Services Subcommittee recommended moving forward with a trial run/test period to provide “SECURE HERE” stickers to customers using mobility devices. This will provide information and feedback regarding what type of sticker would work best and if customers prefer having them on their mobility devices.

Update on TRAX Vehicle Entrance Seating – Cherissa Alldredge and Marci Warren

- Vehicle Entrance: The subcommittee has discussed the challenges regarding this issue. Cherissa has been in contact with Customer Experience, Customer Service and several representatives from TRAX to discuss various challenges and potential solutions regarding this issue. Discussions included the following:
 1. Who should enter the TRAX vehicle from the high block? The high block is necessary for customers using mobility devices to board the high floor trains typically used on the Blue Line.
 2. It should be noted that customers with bicycles should enter the Blue Line vehicles through a ground-floor door and not access the ramp and high-block that is authorized for people with disabilities.
 3. The current signage on the high-block ramp that relates to accessibility is placed too far back on the ramp. The subcommittee recommending signage indicating the entrance ramp is specifically for people with disabilities and it should be placed on the railing further up the ramp.

4. The subcommittee recommended the removal of all current signage and replace it with signage that clearly states, "Disability Access Only". The new signage should be attached to the railing further up the ramp.
 5. Marci Warren shared a photo of new signage with the International Symbol of Accessibility on a blue background. The signage would have a picture of the train and indicate the ramp is for accessible boarding only. It would also indicate the ramp and high-block are for the TRAX Blue Line. Additional signage for the Red and Green TRAX lines would instruct customers with disabilities to board the low-floor vehicles at ground level on the platform. Marci will incorporate various suggested from the subcommittee regarding the new signage and bring it back for further discussion during a future meeting.
- Seating (per Kyle Stockley, Project Manager)
 1. Engineers from seating company will be on site starting February 8, 2021. They will be verifying measurements, creating a production schedule, etc. Once the production schedule has been finalized, manufacturing of the new seats will begin. A more detailed timeline for installation of seats will be determined after today's subcommittee meeting. The current goal is to have the new seats installed by the end of 2021. UTA staff will be doing the installation.
 2. The new seats will have vinyl coverings.
 3. Color Scheme: Priority seating seats will be grey with the international symbol of accessibility in white/on a blue background. All non-priority seating seats will be in blue.
 4. UTA is also moving in this direction with fixed route buses; the new buses being ordered will have the new seats as indicated above. UTA will slowly be replacing seats on the existing fleet.
 5. Kyle Stockley has agreed to meet with the CAT Services Subcommittee in the near future (perhaps during March) to discuss updates on the seat covering project as well as communication system improvements.
 6. Once the new 2020 buses arrive with the correct colored International symbol of accessibility colored decal, the subcommittee will schedule an actual bus tour.
 7. When the new seats have been installed on TRAX, the subcommittee will also schedule an actual tour of these vehicles.

Seating/Signage at the North Temple Station – Cherissa Alldredge and Marci Warren

- The North Temple Station is historically very busy. It basically takes up most of the downtown commuter traffic. Therefore, the platform is often overcrowded and seating is very limited. Originally there were only 16 seats available for passengers on the entire platform. UTA has recently doubled the seating, making 32 seats on the platform. There is space authorized for mobility devices under the platform

shelter and Customer Experience is looking for a way to designate that space that would be meaningful and beneficial for the community that uses it. To ensure the area authorized for mobility devices is available, the subcommittee recommended implementing both suggestions listed below:

1. Paint two (2) international accessibility logos on the platform cement at each location that has been authorized for the 2 mobility devices. This will help ensure space for both devices.
 2. Place two international accessibility stickers mid-high on the shelter's glass, just behind both spaces authorized for mobility devices.
- The North Temple Station will be the pilot for other stations. If the logos and stickers are effective, they will be implemented at other stations.
 - Marci will come back to the subcommittee with actual images to be placed on the shelter's glass.

Update on “How to Ride” Videos – Allison Smith and Cherissa Alldredge

- Include closed captions when recording all videos, for both bus and rail.
- Current videos need revamping and brought up to date. The information in the videos must match the various services currently provided.
- Cherissa stated that she has been talking to Katie Matisohn and the Marketing Department regarding how to best move forward with this project. Various staff in PR/Marketing have started to work on some things. Katie is working with staff to ensure the videos include an accessibility component.
- A timeline to complete the videos has not been determined. However, it is realistic to complete one of these during 2021. The goal is to have all the videos completed before the end of 2022.
- The subcommittee will provide feedback regarding what the accessibility component should look like at a future meeting.

Other Items – Cherissa Alldredge

- My BeUTAHful Community Art Competition – Cherissa Alldredge
 1. This competition is for students from kindergarten age through twelfth grade.
 2. UTA is currently reaching out to the community. Even though this is not disability specific, Cherissa thought it needed a disability voice to it. It would be great if we had some art from members of the disability community included.
 3. The artwork must follow the theme “Meet Your Neighbor” displayed creatively. Artwork should reflect this theme and can feature public transportation.

4. Three winners will be selected from each age category. Each winner will receive a \$50 gift card. A “Best in Show” winner will be selected from the overall pool of artwork. This winner will receive a \$100 gift card.
 5. All winning artwork will be featured inside UTA buses and trains, as well as on a mural bus wrap on the outside of a bus in the state’s capitol city.
 6. All participants will also be entered to win a drawing for a one-day UTA family pass.
 7. Entries will be accepted from February 1st through March 16th.
 8. Cherissa stated she will sent out information to the full CAT Committee to share with students from the disability community that may be interested in participating in this event.
- Elevator Health & Safety Issues at North Temple Station – Cherissa Alldredge
 1. Currently the elevator is in operations 24 hours a day – 6 days a week (every day except Sundays). UTA is having some safety issues with leaving the elevator open all hours, especially during hours when FrontRunner and TRAX are not in operation. During those hours, UTA is unable to monitor the elevator’s use.
 2. With the Covid-19 pandemic, UTA is responsible for having the elevator cleaned and sanitized each night for individuals to use the next day. This is particularly important for seniors and individuals with disabilities, especially those with mobility devices, who are unable to take the stairs.
 3. Cherissa had received feedback from the Federal Transit Administration regarding this issue. They indicated that not having elevators in operation during non-service hours is not a problem under ADA requirements. However, it is important to get feedback from the disability community regard how to communicate that change in policy and practice. For example, if UTA has a train that is running late, how do we make sure that the elevator remains open?
 4. A recommendation was made to close the elevator 30 minutes to an hour after the last train and then re-open it 30 minutes to one hours before the first train the following morning. This would mean the elevator would be closed during 1:00 a.m. until 4:00 a.m.
 5. If the elevators hours of operation are changed. Signage could be placed on the FrontRunner/TRAX vehicles and outside the elevator. Also, this information could be sent out through website/social media and printed in the weekly UTA *Talking Transit* publication.
 6. Cherissa has also scheduled a meeting with Fred Ross, Chief of Police; Bruce Cardon, Commuter Rail General Manager; Cheryl Beveridge, Light Rail General Manager; and representatives from the Facilities Department to r discuss this issue and develop a final plan.

- Annual ADA Celebration and CAT Recruitment – Cherissa Alldredge
 1. ADA Celebration
 - Due to Covid-19 we are currently planning a virtual event.
 - Event is tentatively scheduled for Monday, July 26th, 2021.
 2. CAT Recruitment
 - Four to five CAT member positions need to be filled.
 - Recruitment timelines are being finalized.
 - All recruitment interviews will be virtually conducted.
 - One-on-one contacts are important. If you know someone who is interested on serving on the CAT, please contact them. Send them a flyer and any additional CAT membership recruitment information that you have available.
 - Email Cherissa regarding the person’s name, organization and contact information if they are interested in serving.

Meeting Adjourn – Allison Smith

Jamie Cheek moved to adjourn. Ambur Davis seconded the motion and meeting adjourned at 12:56 p.m.

Next Meeting:

The next online meeting of the CAT Services Subcommittee has been scheduled for Wednesday, March 3rd, 2021, starting at 11:00 a.m. via Zoom

Meeting Report Transcribed by:

EiLeen Billings, Senior Office Specialist

Utah Transit Authority

Tel: 801-287-3209

Cell: 801-230-3428

Email: ebillings@rideuta.com