CORVALLIS CITIZEN'S ADVISORY COMMISSION ON TRANSIT
AGENDA

Wednesday, July 13, 2005, 8:00 a.m.
City Hall Conference Room D
501 S.W. Madison Avenue

I. INTRODUCTIONS

II. APPROVAL OF MINUTES - Meeting June 8, 2005

III. CACOT/VISITOR'S COMMENTS - Items not already on agenda

IV. STONEYBROOK RESIDENTS' REQUEST FOR DIRECT SERVICE - Staff report to be distributed via e-mail prior to meeting

V. CORVALLIS TRANSIT SYSTEM POLICIES - Discussion regarding potential revisions to the policies

VI. INFORMATION SHARING - Written report to be distributed during meeting

VII. ADJOURNMENT

Future Meetings:

Wednesday, Aug. 10, 2005 8:00 a.m., City Hall Conference Rm. D
Wednesday, Sep. 14, 2005 8:00 a.m., City Hall Conference Rm. D
Wednesday, Oct. 12, 2005 8:00 a.m., City Hall Conference Rm. D

The Corvallis City Hall is accessible to the public.
Please contact Michelle Rhoads at (541) 766-6916
if you will need special accommodations to attend the meeting.

CORVALLIS CITIZENS ADVISORY COMMISSION ON TRANSIT
MINUTES
June 8, 2005

Members Present
Bob Lowry, Chair
Brandon Trelstad
Lita Verts, Vice-Chair
Bjorn Warloe
Robert E. Wilson

Staff
Jon Katin, Public Works
Michelle Rhoads, Public Works

Visitors
Paul Morgan

Absent
Scott Carroll
Emily Hagen, City Councilor
Robert Straus, ASOSU

SUMMARY OF DISCUSSION

Agenda Item	Infor-mation Only	Held for Further Review	Recommendations/Action
I. Introductions	X		
II. Approval of Minutes- May 11, 2005			Approved.
III. CACOT/Visitor's Comments		X	
IV. Draft Policy on Parameters for Restricting Services to Passengers		X	
V. Information Sharing	X		
VI. Adjournment	X		

CONTENT OF DISCUSSION

I. Introductions

Introductions of Commission members, staff and visitors were made.

II. Approval of Minutes- May 11, 2005

Commissioners Verts and Warloe, respectively, moved and seconded that the Commission approve the May 11, 2005 minutes. The motion passed unanimously.

III. CACOT/Visitor's Comments

Michelle Rhoads reported she received eight phone calls from residents of Stoneybrook Assisted Living requesting transportation services. Rhoads explained to callers CTS

welcomes requests from riders but in order to accommodate Stoneybrook with on-site pickups and drop-offs, service would need to be cut from present routes to stay on schedule. Bob Wilson suggested staff prepare a draft of a reply for the callers which outlines the configurations of current routes. The Commission would then discuss the draft. Lita Verts said in lieu of buses stopping at Stoneybrook's front entrance, buses could stop at the end of the driveway on County Club Drive. Another option could be creating a bus stop on the west side of Stoneybrook. These two options would eliminate the need for buses to enter Stoneybrook's grounds.

Paul Morgan said the flyers posted at the Intermodal Mall stating the ordinance prohibiting smoking has had a positive effect. He suggested posting the ordinance on both sides of the bus shelter windows for more visibility.

Bob Lowry asked for suggestions on better informing OSU students in the fall that they are eligible to ride CTS under the pre-payment plan. Michelle Rhoads said CTS advertises in the OSU mail-out newsletter *Connections*. In that same mail-out issue, there will also be an article about the ASOSU group-pass program including excerpts from an interview with Jon Katin. CTS will also advertise in the annual calendar provided to OSU students. CTS plans to advertise in OSU's student newspaper *The Barometer* the beginning of each term. Flyers will be provided to OSU staff to include in orientation packets given to each new student. Brandon Trelstad said he may be writing a regular column in *The Barometer* regarding sustainability, and he may be able to include information about transit.

IV. Draft Policy on Parameters for Restricting Services to Passengers

The need to revisit current CTS policy came about as a result of verbal complaints directed against a particular passenger who seems to be using CTS as a social opportunity to meet young women. There has been no written or formal complaints levied against this passenger. Several young women have reported the passenger's unwanted advances to CTS drivers; the drivers in turn reported the incidents to Michelle Rhoads.

Rhoads requested information from Lane Transit District and Salem Area Mass Transit District on their policies for restricting services to passengers. CTS has a policy titled "Corvallis Transit System Code of Conduct and Implementing Procedures", last revised August, 1996, which was distributed to Commission members. Rhoads compared Salem and Lane's policies to the policies of CTS and found consistency among the three policies regarding expectations for passenger

behavior. The policies state that action is taken when physical contact occurs or a complaint is filed. CTS policy states if drivers observe any imminent harm to themselves or passengers, the drivers are to notify dispatch who in turn notify 911.

Rhoads contacted Corvallis Police Department and offered to contact the young man's family but was referred to the City Attorney's office. The following are excerpts from the City Attorney's response:

> "...What we need is a strategy to persuade someone to change behavior that we probably cannot prohibit, rather than a policy that tries to regulate it....I'm not sure that there is a way to force this passenger to behave differently that won't run afoul of either constitutional or ADA protections... As described, the behavior doesn't seem like stalking or any other crime. I don't want to seem to be insensitive to people's concerns about bad behavior. And I wouldn't like being on the receiving end of this person acting out, but on its face I'm not sure what a policy would be regulating, other than behavior which is probably protected in one form or another..."

Rhoads reiterated that unless passengers are willing to file a formal complaint, there is nothing Rhoads can do. Without physical contact or imminent danger, CTS drivers cannot call dispatch. The City's policy is uniform throughout the City, this is not just the policy of CTS. Drivers have taken the lead in trying to modify the offending passenger's behavior by engaging the passenger in conversation in the hopes of distracting him.

Paul Morgan said the young man in question is known to contact young women unsolicited throughout the City. Mr. Morgan has had previous experience dealing with the young man at the City Library and said he thinks the young man could be a danger to the community.

Bob Lowry said that Human Services should be notified about this young man in an effort to get him some help. Rhoads said if the City Attorney's Office agrees, she will call an agency which may be of help. Rhoads said she will review current CTS policies with the CTS drivers at their next meeting.

Commission members were asked to review current CTS policies and contact Rhoads with any comments. Bob Lowry asked Rhoads to have the City Attorney's Office review the policies. It was agreed to put this item on the agenda for the July CACOT

meeting.

V. Information Sharing

Rhoads reported that Laidlaw is moving its facilities to a site east of the Willamette River on Highway 34 due to the end of their property lease on NW 9th St. The site is nearly three miles from the Van Buren Bridge. Jon Katin said there will be a slight increase in fuel costs to CTS due to the additional travel distances.

Rhoads said there was a new ridership record for the month of May. Assuming the ridership pattern continues through June 30, there will be a new annual ridership record.

Drivers reported that the change in transfer wait time to three minutes has helped on-time performance, especially in the afternoon when schedules are more difficult to keep. Two complaints about the reduction in wait time have been recorded. One of the complaints happened before the change went into effect.

On-time performance was 94% for May. Paul Morgan said Route 2 is consistently not on-time in the afternoons. Rhoads said construction at several points along 9th Street and Highway 99 probably contributed to the lateness during the past month.

Bob Lowry suggested posting signs in the bus shelters at the Intermodal Mall warning of possible delays due to construction along particular routes. Rhoads said some construction projects are undertaken without advance notice to CTS. If there are delays in traffic due to road work being done by Benton County or the City, flaggers have been instructed to waive through CTS buses as quickly as possible. The wayside signs at the Intermodal Mall, as part of the upcoming auto announce system, will instruct passengers about arrival and departure times.

Rhoads said any changes to the current route schedule should be ready before the fall, in time for the printing of the new schedules.

VI. Adjournment

The meeting was adjourned.

Future Meetings:
Wednesday, July 13,2005, 8:00 a.m., City Hall Conference Rm. D
Wednesday, August 10, 2005 8:00 a.m., City Hall Conference Rm. D
Wednesday, Sept. 14, 2005 8:00 a.m., City Hall Conference Rm. D

Memorandum

DATE: July 12, 2005

TO: CACOT Members

FROM: Michelle Rhoads, Transit Manager

SUBJECT: Information Sharing Written Report

- **Update on Passenger Behavior -** As requested by CACOT, staff checked with Laidlaw on the morning of July 8, to learn if any more female passengers had complained of alleged behaviors by a specific male passenger. There happened to be one report just that morning. The prior evening a female passenger told a driver that she had to "run away" from the male passenger. Because the report is second-hand, it is not known if the behaviors happened while on the bus or after the passengers got off the bus.

  Two additional reports came in late in the afternoon that same day of Friday, July 8, regarding a second alleged incident. The first report was from a Corvallis police officer indicating that two female CARDV clients filed a police complaint regarding the behavior of the male passenger, but this incident allegedly involved physical contact. The police officer asked if the male passenger could be barred from using the bus. Staff indicated it was possible pending due process, which would include receipt of the written police report, determination that the alleged incident occurred while on or around the bus, and after consultation with the City Attorney's Office (CAO). There are other avenues and processes available to law enforcement, but CTS must operate within Federal Transit Administration and Americans with Disabilities Act rules and in consultation with CAO.

  The third report was related to the report by the police officer. It came from the Director of CARDV. To date staff has not received the police report, but the CAO and Public Works management has been notified of all of the reports. Drivers are aware that should there be any imminent threat to public safety on or around the buses, they are to radio Laidlaw dispatch and dispatch will call 911.

- **Ridership -** Ridership reports will be distributed during the meeting. Highlights are:
  - **CTS** provided 530, 287 rides during the period July 1, 2005 to June 30, 2005 (FY 04-05) - a new annual ridership record! This is 5,266 more rides than the previous record set during FY 01-02, or an approximate 1% increase;
  - **Philomath** provided 14,564 rides during FY 04-05 - also a new annual ridership record! This is 260 more rides than the previous record set during FY 01-02, or an approximate 1.8% increase;
  - **Dial-A-Bus** is maintaining a high volume of rides.

- **On-Time Performance -** CTS on-time performance for FY 04-05 averaged 93%. It was 92% for the month of June. During June, the route 8 and the route 6 trip paired with it were severely impacted by the 53rd St. road construction (both operated at 73% on-time). County PW staff is doing what is reasonably possible to expedite the route 8 through the construction zone, but it seems this is the way it will be through the construction period, through July. Impact of the 35th/36th & Harrison and 35th & Western construction projects is yet to be determined, but it is expected to impact the route 8 (and thus its route 6 pairing). City PW staff have already provided assurances that they will provide priority to the CTS buses when flagging traffic.

- **Upcoming Special Events -**
  - **da Vinci Days FREE Rides & Expanded Service Hours -** July 16 & 17, with service hours from 9:45 a.m. to 7:15 p.m.
  - **FREE Benton County Fair Shuttle -** Again this year, as the result of sponsorship by Evanite, the City and Benton County, the trolley will operate August 2 - 6 between downtown Corvallis and the Fairgrounds. Service will be provided every ½ hour only from 12 noon to 11:00 p.m. In past years service levels increased to :15 minute service at approx. 5:30 p.m. In 2004 the City had increased its sponsorship on a one-time basis in order to maintain service levels because the County Fairgrounds had to reduce its sponsorship. The County Fairgrounds was not in a position again this year to sponsor at its previous levels, and neither is the City, thus the reduction in service levels.

- **Miscellaneous Updates -**
  - **CTS Routes on Website -** The electronic copies of CTS route information are revised and will be posted to the CTS website within the next week.
  - **Laidlaw Operating Facility Move -** Laidlaw expects to move to their new site along Highway 34 by August 1.
  - **Wheelchair Straps -** They are here! Distribution will be conducted soon.
  - **Concessionaire at Intermodal Mall -** "On the Go" snack bar opened for business on June 27.
  - **Request for Bus Service within Stoneybrook -** Staff report to be distributed during the CACOT meeting July 13.
  - **Honored Citizen Bus Pass Recipients -** As of the end of June, over 150 seniors 80 years of age or older have been issued free bus passes!