



CAT LIFT SUB-COMMITTEE MEETING

Minutes

Wednesday, Sept 13, 2023

9:30 a.m. – 11:00 a.m.

Webex

CAT Members Present:

Keith Edwards
Jan Campbell
Annadiana Johnson
Kris Meagher
Claudia Robertson
Patricia Kepler
Tre Madden

TriMet Staff & Contractors:

Charlie Clark
Justin Rossman
Mary Hicks
Nick Anderson

Public:

Kathryn Woods

Claudia Robertson called the meeting to order at 9:35 AM.

Opening Remarks, Updates and Issues from:

Welcome to TriMet Lift team, Mary Hicks the new Sr. Administrative Assistant.
9/15 workshop on Accessibility (not intended for everyone) please watch for your invite.
Claudia asked that we go thru the agenda items and have time at the end for questions.

Updates from TriMet Accessible Transportation Program Staff

- Justin mentioned that in January 2024 there will be a LIFT fare increase from \$2.50 to \$2.80 as a mitigation strategy – there has been a full approval.
- Justin also brought up the LIFT grocery delivery, much like Insta-Cart who charges \$99/year. Charlie updated this information as currently a pilot plan, checking on the customer interest for this service and then it will go to approval.

- Justin brought up Free Fixed route for paratransit customers/HOP monthly CAP membership. Using/loading in order to get monthly rate. Charlie included that this should work with Fixed to LIFT seamlessly.
- Charlie also remarked they will be sun setting the pink transit tickets. Trade-ins will be issued in the form of a Hop Card with loading by the end of June 2024, due to low usage. There will be community outreach letters especially to the community organizations.

Q & A Session

- Patricia asked for clarification of grocery delivery as part of LIFT. Charlie responded, this is a need based service that grocery stores are not offering at this level. This tends to be affiliated with certain organizations, could it be done directly? Charlie responded that TriMet is exploring subsidies/distribution ideas. Lift may limit how many deliveries per month but not the amount of bags, which now you are limited to 2 bags per shopping trip on LIFT. Jan responded that there are several seniors who are not associated with any programs, but should qualify. Claudia shared her concerns that this will deprive certain people of their main form of socialization/getting out.
- Annadiana had questions regarding the LIFT HOP card and summerfares for youth. Claudia questioned why couldn't they provided LIFT service for Portland Public Schools, for free during the school year. Director Keith asked about Honored Citizen fare as a tiered fare reduction. Such as 3 tiers, please explore. We need ridership data to explain who would best fit within these communities.
- Claudia mentioned the fare hike and the change in TriMet policy. CAT was tasked with information regarding raising the fare. Jan said CAT should look at the existing policy and be involved in that conversation.
- Kathryn mentioned the free LIFT fare for people without organizations as well as free fare on Fixed routes for low income people. Many are receiving

poor LIFT service because they are on the outskirts of town. A cut of ½ price would help due to inflation and over all higher prices.

Brainstorming – Topics for further exploration (including topics mentioned at CAT business meeting and last sub-committee meeting)

Customer education sessions/newsletter

- Charlie brought up Trans Step Technology – My Transit Mgr which emails and texts 1-15 minute advanced notification if LIFT is late. Also, tracking that shows a vehicle on a map feature. This dashboard for LIFT would provide staff efficiency especially for picking up multiple customers.
- Travel training with LIFT for those deemed conditionally eligible – to help navigate trips on fixed routes.
- Riders guide last updated 3/22 easy to read and understand. Heavy text listed on website and what needs to be included. Timeline – updates thru end of September and provide to creative services by October. The FAQ section is intuitively useful.
- Internal technology – Trapeze, very helpful modules (3rd party) Trip Broker to supplement rider trips, provides drivers with a tablet based program that show onboard screen – efficiency. Currently being piloted at Merlo Office.

Comments/Concerns:

Claudia Robertson – Presenting Well class – font, color, font size, contrast for those who are colorblind in our community.

Incorporate corporate-wide Travel Trainer’s – looks like Lift has a gap in this area.

Annadiana – Title 6 – accessibility. Exchange of information with community.

Jan – Goals?

Big Star – new 3rd party drivers- have them come to meeting to provide training information. Vehicles are small and tight for multiple chairs.

Next Steps:

Justin - Field Trips – PBOT and Justin in conversation to organize public safety meeting. Justin will be adding to calendars.

Adjourn

The meeting was adjourned at 11:02 AM.

Comments from Chat

from Charlie Clark to everyone: 9:43 AM

I'm having connection issues-- I'm going to log off and back on

from claudia Robertson to everyone: 9:52 AM

Terrific! One hardly ever hears bloviate used in a sentence.

from Patricia Kepler to everyone: 10:06 AM

Sorry I'm late. I didn't have access to my calendar and thought this a started at 10

from Patricia Kepler to everyone: 10:44 AM

OTAP issues smart phones and tablets to people wtih disabilities