



## CAT LIFT Sub-Committee Action Items

Wednesday, September 10<sup>th</sup> 2025

9:30 a.m. – 11:00 a.m.

Zoom

### Recording:

<https://us02web.zoom.us/rec/share/hHEuCulGhTv35lIGx-2evHsbEJ-rqLS6CF4xaRyxA6JKFcXiO0jSelqksVByWNC.xQ9Lv8Qo4qvARcrf>

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### Agenda

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#### **A. 9:30 - Call to Order and Introductions – Committee Co-chair**

#### **B. TriMet staff updates**

- Meet the TriMet Board of Directors in their September meeting 9/24 9:00am – 10:00am

- Field trips:

- Nike's Adaptive Biketown

- PBOT's pedestrian wayfinding pilot project

##### ➤ **Action Items:**

- Justin to look into exact address of Biketown and to make sure it lines up with the internal LIFT booking system

#### **C. Web-booking tool – Matthew Kintz, LIFT Operations Analyst**

##### ➤ **Action Items:**

- Riders can often forget what their customer ID is. Is there an alternative method of signing in such as using their name?

- When adding a phone number on your destination, look into that it carries over for the return ride.

- Is there a way to prevent riders from being able to book rides if they do not have funds loaded on their card

- Continue to look into that if a rider is trying to book outside of the service district it lets them know that exactly instead of just displaying there are no times available

#### **D. FY26 subcommittee priorities**

1. Same Day Service / TriMet NEXT
2. Vehicle and technology upgrades
3. Translated documents into more safe harbor languages
4. Service reductions strategies / mitigations
5. Eligibility Improvements statewide database

➤ **Action Items:**

None to report

**E. Standing agenda item(s)**

- Eligibility stats

**F. Feedback & Open Discussion**

- On-board safety
- Call hold times
- Phone static issue
- Budget impacts to paratransit

➤ **Action Items:**

None to report

**G. 11:00 - Adjourn**