

# LIFT Program - Overview



**Presentation to The Board of Directors  
October 28, 2015**

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# LIFT Program Organization

**The TriMet LIFT Program resides in:**

- The Accessible Transportation Programs (ATP) Department
- TriMet's Transportation Division

**TriMet Transportation has four modes of service**

- Bus
- Rail
- LIFT
- Westside Express (WES)

# LIFT Service Characteristics

- The TriMet LIFT Program provides legally mandated, complementary paratransit service to individuals unable to use regular bus, MAX, or WES service because of a disability.
- The Americans with Disabilities Act of 1990 (ADA) requires complementary paratransit service for all public transit agencies that provide fixed-route service.
- Paratransit is an "origin-to-destination" service, provided with vans, minibuses, taxis, or a combination of such vehicles.



# LIFT Service Characteristics

- Federal regulations require that complementary paratransit service be "comparable" with fixed-route transit service in terms of the basic level and quality of service.
- TriMet LIFT paratransit service meets or exceeds all legal requirements of the ADA.
- Transit agencies must comply with six major requirements for complementary paratransit service.

# Requirements for Paratransit Service

- **Service Area** – must be at least  $\frac{3}{4}$  mile beyond fixed routes
- **Fares** – cannot be more than twice the undiscounted fixed route fare
- **Hours and Days of Service** – must be at least the same as fixed route, but agency may determine on a route-by-route basis

# Requirements for Paratransit Service

- **Response Time** – must have next-day service available
- **No Trip Purpose Restrictions** – cannot prioritize or deny trips based on purpose or destination
- **No Capacity Constraints** – including untimely pickups, trip denials, excessively long trips, untimely drop offs, excessive phone hold times

# LIFT Eligibility

- Under the ADA a person may be eligible for LIFT service if they have a disability or disabling health condition which prevents them from independently using TriMet fixed-route bus, or MAX service.
- Presence of the disability or disabling health condition by itself does not make someone eligible. Also, eligibility is not based solely on someone's age, inability to drive, or lack of availability or inconvenience of fixed-route bus, or MAX service.

# Types of Eligibility

- **Unconditional** – Applicant is eligible for all trips on LIFT.
- **Conditional** – Applicant is able to take some trips on fixed route, and requires LIFT service when certain conditions apply.
- **Temporary** – Due to a temporary disability that will be resolved in a specific period of time, an applicant may be eligible to use LIFT service either unconditionally or conditionally during this time.
- **Visitor** – May be granted 21 days of eligibility per year.



# LIFT Service Design

- TriMet provides LIFT service through partnerships with private sector contractors.
- TriMet provides buildings, vehicles, office equipment, and program management; and handles the eligibility process.
- Service providers have full administrative responsibility for dispatch, reservations, scheduling, customer service, transportation, and maintenance employees.

# LIFT Service Design

Many public transit agencies have chosen to use contractors to provide paratransit service.

Studies show that a majority of transit agencies contract all or a portion of their service.

## Primary reasons are:

**Cost** – Public agencies are responsible for spending wisely, and competition among private companies tends to lower costs.

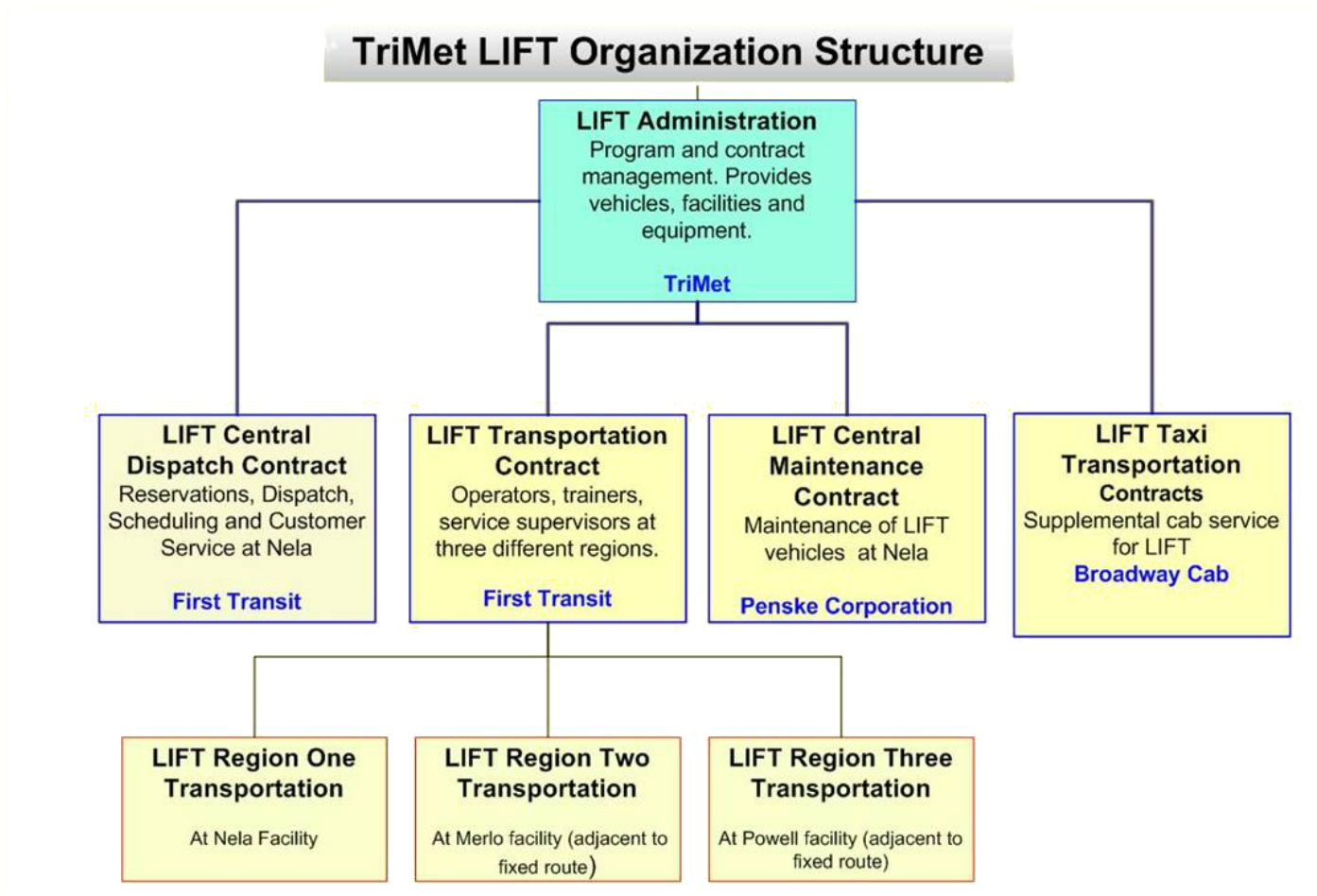
**Flexibility** – Agencies require contractors to be creative in dealing with changing demand levels and circumstances.

**Expertise** – Contractors have specialized experience with multiple paratransit programs through the nation.

# Cost Analysis

- In 2012, TriMet staff conducted an analysis to determine the cost of bringing LIFT Services in-house. The following determinations were made:
  - There would be approximately \$24 million annual cost increase with TriMet wages and benefits.
  - There would be approximately \$16 million annual cost increase with TriMet benefits and existing wages.

# Program Functional Areas



# LIFT Central Dispatch

The LIFT Central Dispatch contract includes the following areas:

- Reservations
- Scheduling
- Dispatch
- Customer Service



LIFT Central Dispatch works closely with:

- LIFT Transportation
- LIFT Maintenance
- TriMet



# LIFT Transportation

**LIFT Transportation is provided by:**

Taxi Providers – with *non*-TriMet owned vehicles  
Regions 1, 2, & 3 – with TriMet owned vehicles



Regions employ:

- Operators
- Trainers
- Service Supervisors
- Window Dispatchers



# LIFT Transportation – Taxi Provider

The contract with **Broadway Cab** helps LIFT to:

- Meet peak hour service demand
- Avoid denying ride requests due to capacity constraints
- Save expense of purchasing and maintaining vehicles that would only be used during peak hours
- Improve customer service and on-time performance when rides have to be rescheduled on short notice
- Serve locations that LIFT vehicles cannot access

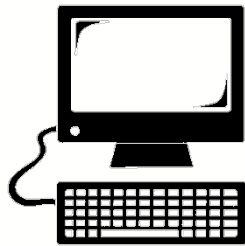
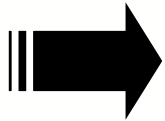


# LIFT Ride Process Flow

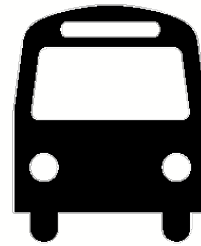
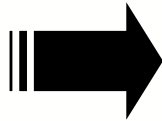
LIFT rides begin in reservations and move through several steps to produce service on the street.



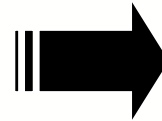
Reservations  
enters a ride



Scheduling  
assigns the ride



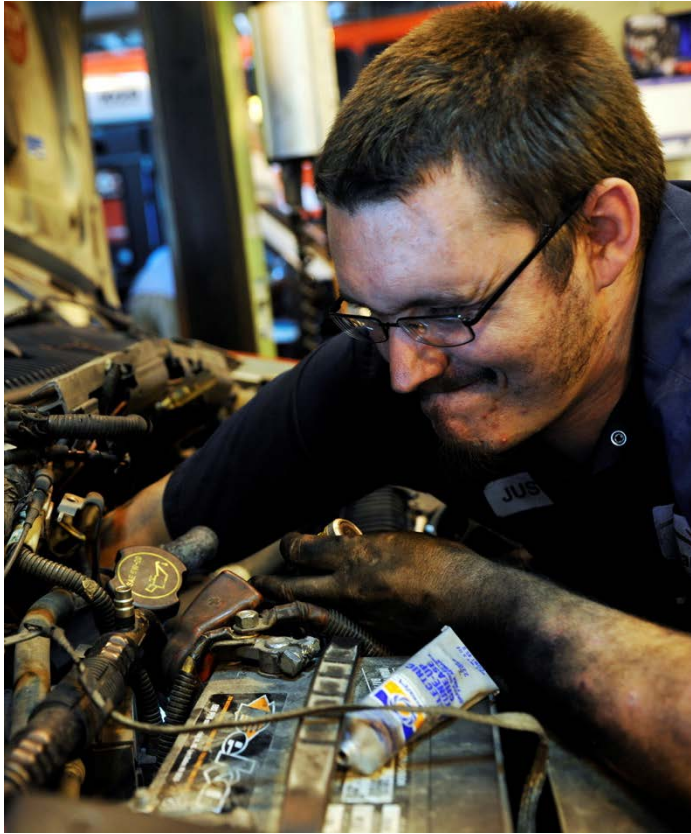
Operator  
transports customer



Dispatchers  
support Operators



# LIFT Maintenance



## LIFT Central Maintenance:

- All LIFT revenue vehicles are maintained at the LIFT Maintenance Shop, located at NW Nela.
- LIFT Maintenance is responsible for ensuring that each region has sufficient vehicles to provide scheduled service.
- Preventive maintenance is performed on a schedule and scheduled repairs are made in response to defect reports from operators.

# TriMet LIFT Administration

TriMet LIFT Administration is composed of the following areas:

- **Administrative Services** – Provide staff support to the CAT, Nela reception, phones and mail distribution, and assist staff
- **LIFT Eligibility Team** – Process applications, conduct the in-person applicant process and create/maintain customer data files
- **LIFT Operations Management** – Monitor and guide performance of contractors; ensure contract compliance; manage resources, budget and facilities; develop operating policies and procedures
- **Data Analysis & Reporting** – Provide monthly and quarterly reports. Analyze operations data to assist with decisions, document progress and identify solutions

# LIFT Service Performance Audiences

LIFT Performance reports are monitored and reviewed by:

**Daily** LIFT operations staff and management

**Monthly** Program and executive managers, Citizens Advisory Committee

**Quarterly** Citizens Advisory Committee

**Annual** Program and executive managers; Federal Transit Administration

# LIFT Service Performance Service Quality

Major indicators for LIFT service quality are:

**On Time Pick Up** – a trip is considered on-time if pickup is made within or before the 30-minute window

**On Time Drop Off** – considered on-time if customer is dropped at or before requested appointment time

**Complaints** – a complaint is a customer contact to express an issue or concern, complaint rates are calculated in relation to ridership

**Commendations** – a customer contact to compliment the service or an employee, rates are calculated in relation to ridership

**Phone Statistics** – number of calls answered, and percent answered within five minutes

# LIFT Service Performance Cost/Productivity

**Major indicators for LIFT cost and productivity are:**

**Ridership** – number of passengers, including attendants and companions; growth rate is calculated compared to prior year

**Rides Per Hour** – rate of ridership per service hour

**Cost Per Ride** – total program, or operations, cost per ride provided

**Cab Usage** – percent of total LIFT rides provided by cab

# LIFT Service Statistics FY14 to FY15

<u>Category</u>	<u>FY14</u>	<u>FY15</u>
LIFT Ridership	1.036 mil	1.042 mil
LIFT Service Miles	7.72 mil	7.54 mil
LIFT Fleet	268	268
Cost per ride	\$32.08	\$32.49
Total Budget	\$32 M	\$34 M

# Current LIFT Contracts

Contract	Incumbent	Term	Value \$ (2016)
LIFT Central Dispatch	First Transit	2010-2016	\$2,190,556
LIFT Transportation	First Transit	2010-2016	\$22,407,232
LIFT Maintenance	Penske	2010-2016	\$2,473,230

# Procurement Calendar

**RFP Issuance**

**Pre-Proposal Conference**

**RFP Due Date**

**Transition of Services**

**Early November, 2015**

**Late November, 2015**

**Mid-January, 2016**

**July 1, 2016**



# QUESTIONS?