



CAT LIFT Sub-Committee

Minutes

Wednesday, March 13th, 2024

9:30 a.m. – 11:00 a.m.

Webex

CAT Members

Jan Campbell
Kris Meagher
Claudia Robertson
Adam Kriss
Patricia Kepler
Annadiana Johnson
Tre Madden

TriMet

Justin Rossman,
Charlie Clark, Mgr LIFT Service Delivery, ATP
Sarah Boden, Sr. Acct Exec, Transit Partnerships
Chelsea Dyess, Prog. Mgr Uber Implementation
Mary Hicks, Sr. Admin. Assist. ATP
David Sheppard, Big Star
Kim Keenan,
Jonathan Lewis

Public

Kathryn Woods

Minutes

A. 9:30 - Call to Order and Introductions – Committee Chair, Kris Meagher
Called the meeting to order and round table introductions.

B. 9:45 - LIFT technology updates

Charlie Clark - Manager, Lift Service Delivery, Accessible Transportation Programs.

Technology products from SCAFC funds grant – which is a new funding source. Increased levels of demand post covid. Need to complete to help optimize our system. 19% increase per month in demand.

Customer facing Tech – MyTransitManager – notification system.

Customizable for customers. App allows you to look at your trips.

- My Agency portable – group homes for group trips. Allows us to run more efficiently and optimize better trip reservations.
- Meeting with Trapeze for web booking. Customer feedback sessions.
- Tablet based system using google maps. Impacts increase efficiencies.

- LIFT Trapeze – helps with Broadway Cab and UZURV. Waiting for information to be returned to us after days end. Proactively work with these providers during the day. Real time information. Accurate estimate arrival times for riders.
- VIEWPoint – real time performance indicators. Trends – Trip data. Being proactive vs. reactive. Identifying key areas of problems.
- Map upgrades – New accurate dependable data, old data creates bad estimated travel/arrival times, creates inaccurate information for our reservations people. The new Map upgrades will update dwell time as well. Optimize and more accurately predict travel times. Bringing the LIFT paratransit system into the 21st century.

C. 9:55 - Questions & Public Comment

- Jan Campbell – My agency is more for group homes? On Web booking how do we sign in instead of working with a reservationist?
Upgrading the Map
- Charlie: Initial sign in done thru Customer Service – they will be sent an account number and a password. New data source that will provide new streets into our MAP program.
- Kathryn Woods – Customer Feedback loop to be able to make the system work better. Online trip booking problems.
Charlie: will check with Matt regarding the time_ running into the system issue where the customer reservation program won't advance.
- Tre Madden is having difficulties with (Web booking) online reservations. He calls in and has great customer service.
Check recording

D. 10:15 – UBER

Sarah Boden - Senior Account Executive - Transit Partnerships
Chelsea Dyess - Implementation & Analytics Program Manager
Presentation: Uber Transit experience.

E. 10:30 - Questions & Public Comment

- Annadiana, share your ride? Information or the ride itself?
- Jan Campbell, do you take mobility devices? Only walkers not wheelchairs. Uber Transit and service animals.

- Claudia Robertson, Every Uber – general lift (independent contractors) will investigate all problems. When they Opt in outside of the ADA service. Uber is curb to curb service. (check recording) Automated call to your landline vs. automated text on cell phone/device.
- Adam Kriss, lift eligible customer service. Airport team.
- Kris Maegher, Additional notes regarding the ride.
- Jan Campbell, Sight impaired missing the Uber. Same day service?
- Kathryn Woods, Vehicle Type?
- Claudia – ETA for Uber roll out – end of March – communications out to LIFT riders to opt in.

F. 10:45 - Committee Member Feedback & Discussion

- LIFT Cares website feedback – Feedback to Justin
- New LIFT bus wish list
- Transit Driver Appreciation Day – Monday 3/18

G. 11:02 - Adjourn

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