



CAT LIFT Sub-Committee Minutes
Wednesday, November 13th 2024
9:30 a.m. – 11:00 a.m.
Webex

Recording Link:

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CAT Members

Claudia Robertson
Franklin Ouchida
Kathryn Woods
TJ Anderson
Tre Madden
Jan Campbell
Annadiana Johnson
Patricia Kepler

TriMet

Charlie Clark, Mgr. Service Delivery for LIFT
Patricia Tezer, Gen. Mgr. Call Center - Transdev
Justin Rossman, Community Engagement
Kittie Kong, Community Engagement
Roger Stelmach, BCAB General Mgr.
Noel Torres, Marketing - Developer

Guest

Rick Hammond

MINUTES

- A. Call to Order and Introductions** – Committee Co-Chair, TJ Anderson did roundtable introductions.
- B. TransPro survey follow-up** Justin Rossman provided information regarding the Transpro Survey. A couple of CAT members thought we could ask more questions to make sure we are asking our riders all the right questions. The survey team felt that there were plenty of questions and if we added any questions we might have to leave out others. TriMet would like to know if CAT members think there are any other survey questions or suggestions. Justin

Rossman pulled up the survey and went over some of the questions from the survey.

- Annadiana Johnson asked for the full list of the TransPro survey questions to be sent to the committee members.
- Jan Campbell asked that the presentation slide about LIFT riders using other TriMet services be brought for discussion at a future LIFT agenda.
- Claudia Robertson brought up language being a barrier and nonnative English speakers being nervous to ride fixed route.
 - Justin Rossman talked about the work he is doing within TriMet's language access program and working with community based organizations to provide LIFT education in a culturally and language responsive way.
- Claudia Robertson suggested that a question in the survey should more specifically ask why LIFT riders don't want to ride fixed route and said she thinks it's because people are too scared to ride, even with the increased safety and security presence.
- Annadiana Johnson said the safety and security teams do not travel all the way out to forest grove and they told her it takes too long to ride the entire system from end to end. She also asked that the language barrier and safety on the fixed route system be a topic for an upcoming fixed-route meeting.
- Franklin Ouchida suggested we inquire about statistics of people with disabilities in communities of culture within the metro area.
- Jan Campbell asked for an update on same day service to be provided in next subcommittee meeting.

C. LIFT+

- Patricia Kepler explained her consistent issues with Uber rides being cancelled due to her service animal. This is not just a local issue but a national issue.
 - Jan Campbell is wondering why Uber is not following ADA requirements and that it can put TriMet at legal risk.
 - Charlie Clark explained these ride denials are unacceptable and that staff will follow up with Uber. He said our team can have any driver removed from the program if we are aware of a violation. LIFT+ is an opt-in program and while they need to follow the ADA it's not technically an ADA paratransit service.

- Patricia Kepler questioned if LIFT customer service should be taking Uber complaints and said she was told to go directly to Uber.
- Annadiana Johnson said that with ADA violations there should be a liaison from the start of complaint to resolution.
- Tre Madden asked what our contract says with Uber and what the training is like for drivers to operate in the LIFT+ program. This shouldn't be solely on TriMet and Uber should be taking more responsibility. TriMet should reevaluate the contract with Uber.
- Charlie Clark explained the Uber contract includes all Uber drivers and that it's not a subset of ADA drivers for LIFT+. He is also going to ask their leadership team what their process is for new operators coming on to drive and how they investigate and follow through with service animal denials.
- Franklin Ouchida said drivers are getting around the ADA issue by saying they just couldn't find the rider.
- Patricia Kepler mentioned there are online articles of drivers saying how to get around service animals getting in Ubers and not getting in trouble.

D. TriMet staff updates

Airport drop off and Pick ups

- Justin Rossman shared that he and some CAT members were at the airport checking out the new wayfinding tools and they realized that where the LIFT bus picks up and drops off was not always consistent. Also that UZURV and Uber drivers were not pulling into the front where people get dropped off and instead using the new TNC area in the parking garage.
- Charlie Clark spoke about where the LIFT pickup and drop off location is on the lower level door #4 and that the airport will be under construction in this area soon so a new location will be coming in the future.
- Franklin Ouchida said the old LIFT location was next to the smoking area and not a good space to wait.
- Charlie Clark said we will work with Airport staff and TSA to work on parking and procedures for pickup and drop offs.

- Franklin Ouchida suggested a LIFT meeting location inside of the airport next to customer service to wait, where an operator can come in and pick someone up and escort them to the vehicle.
- Annadiana Johnson suggested adding TriMet safety and security teams to support LIFT riders getting to and from LIFT vehicles
- Patricia Kepler talked about the noise at the airport, which can be disorienting for visually impaired riders.
- Claudia Robertson mentioned working with the Port of Portland Police to help keep an eye out in support of people with disabilities traveling.
- Jan Campbell suggested that there should be an inside waiting area for LIFT riders with a phone to use, where the LIFT drivers would know where the rider would be waiting.
- Franklin Ouchida suggested that working with the two airport customer service people at the Max station as well as having a sign posted as TriMet, those two people could assist LIFT riders getting to and from LIFT vehicles as well as helping with Max, this would be best.
- How's the additions to the new monthly LIFT reporting working?
-This was tabled for the next subcommittee meeting

E. Committee Member Feedback & Discussion

- Curb Management – Dave Daley
This was mostly tabled for the next subcommittee
- Cadence of LIFT subcommittee
Committee majority decided to keep the meetings bi-monthly.
- Open topics
 - Jan Campbell asked about an update on Instacart. Charlie Clark said the pilot was for one year and will be completed at the end of February, however we are looking to expand that program.
 - Jan Campbell asked where we are with Same Day Service and Charlie Clark said there were some issues with the union and we are looking at a January start date.
 - Jan Campbell asked about subsidized fare for LIFT low income riders and Charlie Clark said the work was sitting within TriMet fare and programs.

- Jan Campbell asked to bring STIF to the committee especially if we are going to have a hard time meeting service needs if funding is being spread out.
- Franklin Ouchida asked if we have a full staff of LIFT operators. Charlie Clark said we are doing better than the national average.
- Claudia Robertson asked if our rider subscription services have dropped based on some job site and day center closures. Charlie Clark said yes those have dropped off since covid and our team is doing what they can to connect riders to subscriptions if they meet the qualifications.

F. 11:00 - Adjourn

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