



**CAT LIFT Sub-Committee Minutes**

**Wednesday, May 8<sup>th</sup>, 2024**

**9:30 a.m. – 11:00 a.m.**

**Webex**

**CAT Members**

**Jan Campbell**

**Patricia Keever**

**Claudia Robertson**

**Annadiana Johnson**

**TriMet**

**Justin Rossman, Community Engagement**

**Charlie Clark, Mgr. LIFT Service Delivery ATP**

**Mary Hicks, Sr. Admin. Asst. ATP**

**Patricia Tezer, Transdev Mgr.**

**Andrew Wilson, Analyst ATP**

**David Sheppard, Big Star**

**John Lewis, Gen. Mgr. Transdev**

**Public**

**Kathryn Woods**

**Franklin Ouchida**

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**MINUTES**

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**A. 9:30 - Call to Order and Introductions** – Committee Chair, Jan Campbell

**B. 9:45 - Common locations & Communication for pickup and drop off locations:**

- **Jonathan Lewis General Manager, Transdev** - presented information regarding common locations in our system which are implemented by the software program Trapeze Pass. This system defines frequent or group trips by giving specific address information about large facilities with multiple entrances such as a college campus with several buildings, a large shopping mall or a large park that have several points of entry. This provides the driver with more information other than north entrance or east entrance. The system is designed, when you type in an address, it provides a common entrance location, it is referred to as “Address Matching” and a new system is currently in test and will be put into production soon. Software upgrades will allow the flow of information

- between systems in real-time. This allows the dispatchers to have better visibility and to coordinate with the supplemental providers.
- There is new mapping software which will provide improved accuracy using geocoding (longitude/latitude) to provide more detailed information. This will provide Dispatchers with more real time information to communicate with the driver. With regards to common areas, we do routes using cross streets and automatically populate addresses for certain parks and areas that might have changed and need updating.
  - Mapping is challenging. It needs to be updated regularly as the city grows. Google maps is the gold standard of mapping programs and is already established and updated continually. How do we integrate with google maps data? The proprietary Trapeze map is not as accurate.
  - For common stops and pickups, if you are dropped at the west entrance – you will be picked up at the west entrance. You can change your drop/pickup but the next driver may not know that you weren't dropped at the "common" address where you arrived so there needs to be notes, as part of the reservation and confirmation process.
  - TriMet will not leave LIFT riders stranded. If the ride is missed (no show returns) it will likely be dedicated LIFT fleet sent out for the pickup, not usually a supplemental provider.
  - Need descriptive routes that make it understandable to the customer.

## **10:00 - Questions & Public Comment**

Franklin Ouchida asked if there is a mechanism that allows LIFT operators to see the exact location while the ride is happening or where the person being picked up is located.

John Lewis - Dispatch is unable to see the driver or where the rider is waiting for pick up. Some parks don't have just one physical address. There are several places that don't have addresses in the system.

Kathryn Woods addressed the types of vehicles (dedicated vs supplemental) being dispatched for pickups and the 15 minute window vs 30 minutes and in some cases waiting over an hour to be picked up. How does this impact the eminent arrival notification?

John Lewis: More interactive conversations with BCAB regarding on-time problems. However, on-time performance has been better due to the addition of the new providers. For problematic common stops – Check with

Customer service to verify location information so the driver has the exact information needed to do a pickup. Reach out with specifics of common stops that may not be serving our customers to the best of our ability.

Annadiana Johnson asked if one provider isn't able to pick up and it's passed to another provider, there is a lot of time that is wasted while someone is waiting for a pickup. Can we put these rides into a pool of operators and let one of the providers decide that they have availability to pick up and be able to send out the eminent arrival notification. She also referenced that a supplemental provider not picking someone up if there is a service animals is a Federal violation.

Charlie Clark: Pooling provider's sounds like a good suggestion, we will work to see if something like that is possible.

**C. 10:45 – Evolution of the Transit Mobility Center (moving locations, rider training, community resources, eligibility renewal update)**

**Justin:** Moving TMC over to 7<sup>th</sup> and Holladay St. by Lloyd Center with Accessible Transportation Programs.

- CAT members are unhappy with the new WebEx update, causing visual and voice issues. It was asked of Justin to look into these issues before Wednesdays Business meeting.

**D. 10:55 - Committee Member Feedback & Discussion – this will be moved to the July meeting.**

- New LIFT bus wish list
- Deeper dive into LIFT reporting and time for questions
- Any other topics

**E. 11:00 - Adjourn**

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