



CAT LIFT Sub-Committee Minutes
Wednesday, January 10th, 2024
9:30 a.m. – 11:00 a.m.
Webex

Join by video:

<https://tmshare.webex.com/tmshare/j.php?MTID=m6117591881ebf9a2a6093ef786>

Join by phone:

1-415-655-0001

Join by meeting number:

Meeting access code: 2592 508 0717

Meeting password: 4MRb3JHDu6C

CAT Members

Jan Campbell
Kris Meagher
Claudia Robertson
AJ Earl
Tre Madden
Patricia Kepler

TriMet employees

Christal Clark – Account Manager, UZURV
Eileen Collins – Dir. Accessible Transp.
Patricia Tezer – General Mgr Transdev
Charlie Clark – Mgr. LIFT Service Delivery
Justin Rossman – Sr. Comm. Engagement
Jonathan Lewis – General Mgr LIFT Transdev
Ron Brooks, Stakeholder Engagement, UZURV
Christina Barboza – Mgr. Comm. Engagement
Mary Hicks – Sr. Admin Asst. ATP

Public:

Katheryn Woods
Chris Walker

Minutes

09:30 A. Call to Order and Introductions – Committee Chair: Kris Meagher - Round Table Introductions

09:40 B. TriMet Accessible Transportation Staff Updates

- New LIFT vehicle purchases. Are there additions to or things that need to be added, changed, or removed?

Remarks:

- Jan Campbell - Concern with new buses and mobility devices in the back – the ride is a little rough. When Operator goes into the back of the bus and leaves the front of the bus, this is a concern. Drivers cannot adjust driver's seat. Need Shoulder straps available for passengers. Tighter space to maneuver around the walker, wheelchairs etc.
- Kathryn - request to not order anymore LIFT buses with mobility access in the back of the bus.
- Chris Walker – fully secured with seat belt on, but road construction still jostles to the extent that he hit his head. Unable to use the single seat.
- Kris Maegher – Big Star Vans, as a visually impaired person, has problem with hitting her head getting in and out of the van.
- Eileen Collins -
 - Grab bar on operator side/rear of bus needed and working to get them and install them.
 - The roughest rides will always be in the back. Mobility devices will be in the front of the bus to make the ride smoother.
 - Distance from driver to the rider – implemented safety protocols to ensure the bus is secure while the driver goes to the back of the bus to help another rider.
 - Upgraded operators seat, but driving space is more compact. Need to weigh pros and cons to make sure operators are comfortable.
 - Seatbelt requirements – State of Oregon exemption card must be shown by exempt rider for those not using seat belts. Vans all have shoulder straps and lap belts. TriMet has forms for those who want the exemption. (Legal requirement)

10:00

C. UZURV (Presentation)

Christel Clark, UZURV Account Manager

Ron Brooks, UZURV Director of Stakeholder Engagement

Driver requirements

1. Driver training –ADA requirements and HIPAA requirements.
2. Customer service – National paratransit program across the US.

3. Vehicle Inspection requirement – initial and annual 20 point inspection by a license technician. Verifying vehicle is safe and clean.
4. On board system with real-time monitoring of the drivers speed, cornering, phone usage etc.
5. WEB page
 - Kris Meagher, concerns regarding ride confirmation text, which provides description of vehicle – but she’s blind.
 - Jan Campbell - what is training for deaf and hard of hearing customers.
 - Claudia, UZURV Uses their own vehicles – Inspection only once a year – should be more often. Ride Share does an inspection every day.
 - Rob- all operators are to be credentialed and trained. Must do their own daily inspection that vehicle is working safely and cleanliness.
 - Patricia Kepler – Several written concerns regarding the visually impaired community are being addressed.
 - Chris Walker – UZURV only drives sedans – not vans.
 - Eileen Collins - contracted for ambulatory (sedan) services only.

10:55

**D. LIFT Technology Updates (Cancelled)
Charlie Clark - Manager, Lift Service Delivery, Accessible Transportation Programs**

- My Transit Manager
- My Agency Portal
- ViewPoint
- Trip Broker
- PassWeb

11:00

E. Committee Member Feedback & Discussion

Claudia Robertson, spread the word and get more people signed on to LIFT services.

11:04

F. Adjourn

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