



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

Recording Link:

<https://tmshare.webex.com/webappng/sites/tmshare/recording/689050682108103dbaf78e653a66c77f/playback>

Password:

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CAT Members

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

TriMet

Justin Rossman, Sr. Community Engagement
Joe Tobias, Sr. Proj. Mgr Customer Experience
Nate Smith, Dir. Customer Experience
Charlie Clark, Mgr Service Delivery LIFT
Andrew Wilson, Sr. Analyst Service Delivery LIFT
Maritza Collazo, Communications team
Dave Latorka, Intern_Customer Experience
John Lewis, General Mgr. Transdev
Kittie Kong, Sr. Community Engagement Programs
Mary Hicks, Sr. Admin. Assist for ATP

A. 9:30 - Call to Order and Introductions – Committee Chair –
Round Table introductions.

B. 9:45 - Falcon Text to Speech Button -

Joe Tobias - Senior Project Manager, Customer Experience & Information
Nate Smith - Director, Customer Experience, Customer Information Services
Launching the Falcon text to speech button currently located at our Center St. location. There was a video provided of the Falcon device – 3” silver button on a small, black 7” rectangle box. There is a volume that can be adjusted on these devices. They are currently set at factory settings.

C. 10:00 – Questions and comments

- Annadiana Johnson: Is this accessed by an app on your phone or is it attached to something?
 - Joe Tobias: 32” from the ground. Mounting to the back side of the HOP reader. We will need approval to mount to the reader boards and would like to partner with CAT members for a standardized location for where they should be mounted. There are sound adjustments that can be quite loud which would include MTA beeping tones, how often it beeps and the tone quality. They can also be shut down at night so they don’t bother the neighbors.
 - David Latorka: We are looking to mount 40 machines at different locations. Need to adjust the volume to an accessible situation.
- Annadiana Johnson and Jan Campbell believe this should be within the Fixed Route meeting, more so than with the LIFT committee.
- TJ Anderson: How do we keep these clean and sanitary?
 - Nate Smith: Very similar to the cross walk buttons. They will be cleaned by the shelter cleaners on a regular basis. They can always call it in to the cleaning team as well.
- Jan Campbell: Would like to put it into the Fixed Route committee meeting and then do a site visit to see one that is installed and working for everyone to see how they work.
- Justin Rossman: Would like to include this with an ADA training. Will coordinate the site visit for CAT members.

D. 10:15 - New LIFT bus wish list

Justin: New LIFT bus purchases.

- Bus numbers will now also be inside of the LIFT buses.
 - Charlie Clark: Numbers are now being added inside with the new 8100 buses. Would like CAT feedback so we can align and improve customer experience.

- Jan Campbell: How large are the numbers? They are small on the outside.
 - Charlie Clark: They are ADA compliant.
- TJ Anderson: 1. Better shock absorption or seat padding 2. Buckles fall under the seat and a difficult to retrieve. 3. Someplace to hang and secure Walkers or Canes. 4. Operators need more space with space for water bottles etc.
 - Charlie Clark addressed many of these concerns. Mostly with regards to the new 8100 series buses. Checking with our vendor regarding the next series of buses.
- Annadiana Johnson: 1. requesting a battery charger plug on the LIFT. 2. The operators are supposed to turn the music down? OR could the rider be able to suggest the music?
 - Charlie shared that there is not currently any prospect of a plug in charger onboard the LIFT.
 - Charlie Clark also remarked that our drivers should not be listening to the radio while their driving our new vehicles.
- Patricia Kepler: Love the new buses but there is no space for our service animal. The second seat behind the driver is larger, however some of the drivers will not drop the second seat which would create more room.
 - Charlie Clark share that this was a reasonable request. Only problem would be if the following stops had a wheelchair pickup.
- Tre Madden: Has not ridden in but a couple of the new buses. Sensitivity training is needed regarding name calling and blatant disrespect.
 - Jonathan Lewis: Disciplinary action is taken and investigations on violations. Camera footage may be used. Progressive discipline would start with either a verbal or written warning. Repeat offenses can end in dismissal. There should be a follow-up call to the customer for the offenses. CAT members will be involved in sensitivity training.

Justin Rossman: LIFT operator trainings begin next Friday, July 1, 2024. We would love for anyone else on CAT to participate in the LIFT Operator trainings.

Jan Campbell: The first one is the step up can be difficult for people with short legs. The second one is the drivers site line to the occupants is not good. The final one is the driver's seat doesn't allow for much leg room and is unable to recline.

Annadiana Johnson: The drivers don't check that the mobility device is off before they start to move you. If they bump the joystick with the strap it could be a problem.

E. 10:30 – LIFT reporting

Justin Rossman: Every month there are reports included with the CAT information for LIFT and Fixed Route. This reporting is very comprehensive.

Claudia Robertson: Need a report on how many applications there were, how many completed assessments, Travel Training, conditional eligibility, how many applied, how many were denied etc.,

Charlie Clark: We have that information Claudia and we can include it in the monthly report going forward.

Annadiana Johnson: when she reapplied for eligibility was given 3 year conditional eligibility. She thought it was disrespectful of the assessment.

Charlie Clark: There is a 3 year renewal cycle for our eligibility, whether they are conditional or unconditional. So most of them have an extended hop card because of the time involved in getting new cards.

F. 10:45 - Committee Member Feedback & Discussion

Tre Madden: Validate the person's experience with disciplinary action. Get back to the customer initiating the disciplinary call.

Jan Campbell: Design of the new buses will CAT as well as the operators be involved, before the purchase.

G. 11:00 - Adjourn

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