



**Committee on Accessible Transportation (CAT)**

**LIFT Sub-Committee Meeting Minutes**

Wednesday, March 8th, 2023

9:30 AM – 11:00 AM

WebEx/Virtual Meeting

**CAT Members Present:**

Jan Campbell

AJ Earl

Annadiana Johnson

Kris Meagher

Claudia Robertson

**Public:** Kathryn Woods

**TriMet Staff & Contractors:**

Charlie Clark

Eileen Collins

Lexi Field

Marilyn Cole – TMC Temp  
Manager

CAT Chair Jan Campbell called the meeting to order at 9:32 AM.

**A. 9:30 - Call to Order and Introductions**

All attendees were introduced in the following order:

- i. Eileen Collins
- ii. Lexi Field
- iii. AJ Earl
- iv. Annadiana Johnson
- v. Charlie Clark
- vi. Kathryn Woods – Public community
- vii. Kris Meagher
- viii. Jan Campbell

**B. 9:40 - Sub-Committee Governance**

**Leadership**

Kris Meagher volunteered as co-chair.

Jan Campbell volunteered as co-chair.

Committee unanimously agreed on appointments and Jan will step down if another CAT member wishes to step up into the position.

### **Timing of meetings**

Committee unanimously agreed on the time and day of future meetings set as:

Second Wednesday of Every Other Month - 9:30 AM to 11:00 AM

### **Content of meetings**

Eileen Collins asked if the committee would like to focus on two issues per meeting or deep dive into one issue in line with committee desires. Annadiana Johnson agreed on starting off with one issue and acknowledges more topics will come up as it goes on and might need to shift focus to multiple topics at a time.

Jan Campbell wants community involvement for these sub-committee meetings, and also said committee members can vote for things taken on to the full CAT committee.

Suggested topic ideas were added for future discussion labelled in section D. of these minutes. Jan Campbell suggested the committee can touch base with Eileen Collins on a list of things they would like to see to plan for next meetings and have a two-week deadline for members to submit those topic ideas. Kris Meagher agreed.

### **C. 10:00 - Topic: LIFT Eligibility overview**

Eileen Collins began with explaining the transition to the new eligibility setup with TransDev over at the Transit Mobility Center (TMC). The goal is to bring forth greater standards for professionalism and be a good model for equity and consistency for the future to set customers up for success from start to finish.

Marilyn Cole was introduced for the presentation on eligibility. She's the temporary manager with extensive background in the industry and has

worked in many states to help build their paratransit programs. Marilyn went over the staff currently working at TMC and their background.

Eligibility Coordinators:

- i. Lark Smith
- ii. Ashley Allen
- iii. Mo Wayne
- iv. Cassandra Williams

Admin Assistants:

- i. Shi Sneed
- ii. Caroline Avila

Every staff member is trained to be able to answer all questions/concerns of customers and have access to their information through one software system. In-person interviews and Travel Training will be implemented soon at the center. All backlog of applications has been caught up and the center is running efficiently, with official goal to keep application-to-interview timing within 10 business days.

Marilyn Cole said the team is currently at a point where a customer applying online today can receive a call same-day to get scheduled for an interview, and the interview can be as early as next business day.

**Questions from attendees was taken after the presentation:**

Annadiana Johnson – asked if there is a plan for the LIFT HOP card process for photographs. Eileen Collins answered that customers can send in their photographs to Customer Service, or they can be taken when they come for their in-person assessments at the TMC.

Claudia Robertson – asked if the four eligibility coordinators are also doing the physical assessments. Marilyn Cole answered that yes, the way the process works is a customer has a relationship with one person throughout to create a better and more consistent experience.

Claudia Robertson – asked who is doing the Travel Training and what is involved. Marilyn Cole answered that they haven't hired yet for that position and were working first on getting the center fully operational and compliant with ADA guidelines. Travel Training will involve the orientation of how the transit system works for new conditionally eligible customers or new seniors transitioning from driving. There are group trainings designed to go to senior centers, or can they help set up travel clubs. There's one-to-one training for cognitively disabilities or otherwise so that the customer can learn to ride the route. Different levels of Travel Training are offered.

Claudia Robertson – asked in regards to one-to-one are the customers brought back in destination changes. Marilyn Cole answered yes, and when there's route changes they'll contact customers affected and retrain if necessary whether it's that they moved to a new origination point or that the destination changed.

Claudia Robertson – addressed concerns regarding duplicating services already provided, and customers' ability to self-advocate on individual decisions for riding. Eileen Collins responded that this is geared toward LIFT riders who are primarily conditionally eligible. There's no intention to take away any demand or funding outside of this service. They go by ADA standards and make the most accurate assessment of ability. The goal is to make sure riders have the ability to ride fixed route confidently and to empower them in their routes.

AJ Earl – stated that he would like to explore having eligibility coordinators join these meetings from time to time to get a good understanding of the kind of social environment they encourage.

Kris Meagher – asked using a personal example: what's the protocol for declining conditions? Marilyn Cole answered that the letter they send out says if conditions/needs change the customer is encouraged to reach back out to TMC for a reevaluation. They always touch base during recertification, but if changes occur between then they are encouraged to call in.

**Public Comment:** Katheryn Woods – stated her reaction to this is positive from previous experience with such services.

Jan Campbell – suggested the possibility of creating a volunteer based buddy system, or peer-to-peer, to pair committee members with customers to go on trips with them to share knowledge and experience as people who have been personally using the system for a while.

**D. 10:30 - Brainstorming: LIFT-Related topics for future discussion**

Topics for future discussion were suggested by various attendees and will be looked into for other meetings. Those suggestions were as follows:

1. Physical Infrastructure and Rolling Stock
  - a. Stop-related Interactions (Pickup and Drop Points; Barriers at Key Locations)
  - b. Vehicle Shortages
2. Differences in Service Level between CBD and Outer edge of service district
3. Driver Fatigue from Long Working Hours
4. Communication: from point of requesting trip to delivery of service and clarifying when/where miscommunication occurs
5. Fieldtrip to TMC: meet and greet with employees, tour of facility, and then meeting held in conference room.

**E. 11:00 - Meeting Adjourned**

The meeting was adjourned at 11:05 AM.

**F. END - Comments From Chat**

From: Annadiana Johnson to everyone: 10:51 AM  
fyi forest grove had 20 min service

From: Annadiana Johnson to everyone: 10:51 AM  
has. not had

From: Claudia Robertson to everyone: 10:56 AM  
The pandemic really must have messed with the recertification process,  
just as it did with the whole eligibility process.

From: Claudia Robertson to everyone: 10:57 AM  
Peer to peer, Jan!

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