



CAT LIFT Sub-Committee Action Items
Wednesday, September 9th 2026
9:30 a.m. – 11:00 a.m.

Minutes Prepared by Committee Member T.J. Anderson

(Please note, minutes will be rather abrupt and based overall per subject on this one because of technical difficulties had until I was able to get a computer on meeting - TJ)

Recording:

<https://us02web.zoom.us/rec/share/P1R789JGfHifMC1FFVQukn829074m1HrTSVrMEu-bflcsBcdcVTkW5F4ZniYxCTM.jYMHMW5AEyj9zFym>

Agenda

A. 9:30am - Call to Order and Introductions – Committee Co-chair

B. TriMet Staff Updates

- Web booking now 7 days in advance
 - Ulysses-Trying to use as a blind person is somewhat difficult, blind deaf people may have issues and Charlie explained that due to technical issues being worked through with the vendor Trapeze, that call in may still be the most effective.
- I5 five-week closure
 - Charlie - Explained times may be longer and we may not have a great understanding at first with the amount of time being added. Went over the new algorithm and the capabilities of it showing that it may be able to work faster based around in field variables.
 - Jan - Working on understanding the time issues as we are already seeing an on time rate in the 90% and how bad the delays would be while. TriMet staff explained info from PBOT (Portland Bureau of Transportation) would showed it would be the worst backups in modern history
- TriMet Mobility Device ID Card
 - Justin - Went over how the first mockups are being designed and the possible needs of the card. Logistics in TriMet's systems are being thought up.
 - Tj- Asked if Devices will be set to another number separated from user id and asked what actions are being made for security.

Justin - Replied that some actions on processes are being worked on, however, current efforts dictate that it will be a separate number and there shouldn't be a major problem to think of leaks, instead using the item number as a datapoint where the first need would be returning to user through TriMet backend.

- Mobility Transformed Conference Tracks
 - Mobility Transformed event planning is underway. Due to the sponsor the location was chosen and not in a major city however, tickets are still selling, and recorders will be made of the major subjects and conversations at the event. Those that find something they do want to see from the event should get in touch with Eileen.
 - If Interested Action - Recordings from the different roundtables and events during Mobility Transformed would be made available if possible - Contact Eileen if Interested.
- UPLIFTED newsletter
 - Justin - Taking point on the newsletter and working with webinars to get people more information on the TriMet lift system Lift and Learn webinars on first Wednesday of every month. Newsletter recently sent showed highest clickthrough rate and contained information that people found useful

➤ **Action Items:**

- As more information is made about the processes around the card to update and see what can be done to further work its effective ness from a user standpoint.

C. Open Feedback & Discussion

- LIFT Service data
 - Fare mitigation projects
 - Patricia Explained the issues of Uber with her driver and the actions taken by him during a recent ride, and how the change of attitude occurred after understanding being recorded and still asked to put the service animal in the trunk. Tried calling the 3434 number to cancel a ride
- Charlie - Understood that they are on a different system and do not share complaints on rides done for TriMet Lift, only complaints in our system are going to be seen by us and with the issue of the severity of ride answered questions from Patricia in case other drivers do not constitute a safe ride and what actions would be taken

D. 11:00 - Adjourn