



CAT Ad Hoc Meeting: Wayfinding for Riders with Visual Impairments

September 30, 2022

3 PM-4 PM

Attendees

**CAT**

Jan Campbell

Annadiana Johnson

Kris Meagher

Patricia Kepler

David Daley

**STAFF**

David Bouchard- Administrative Assistant, Mobility Planning and Policy

Margo Moore-Director, TriMet LIFT

Eileen Collins- Service Delivery Mgr, TriMet LIFT

Charlie Clark-Senior Analyst Service Delivery, TriMet LIFT

Joseph Camper-ADA Compliance Coordinator

Tracy Burrige

**GUESTS**

Amy Parker-PSU, College of Education

Lisa Strader- PBOT ADA Coordinator

Brad Gram-Regional Manager for Engineered plastics (manufacturer of tactile products)

Malinda Carlson

Janine

Meeting Began at 3 PM

Eileen presented a chart with six columns (Chart was attached to the agenda):

- 1) Requested amenity by type;
- 2) Project size;
- 3) Project Cost;
- 4) Implementation Priority;
- 5) Status;
- 6) Notes.



Joseph went over highlights from the previous day's CAT Meeting (Sept 29<sup>th</sup>). It appears TriMet's current policies on stop announcements not fully compliant with the relevant regulations of the Department of Transportation. Seemed to be a consensus among CAT members that every stop be announced. Moving forward Joseph will reach out to IT experts in TriMet to investigate what is possible.

The Department of Transportation's regulations follow ADA requirements.

Margo spoke with Nate Smith, Director of Customer Experience and shared what was discussed in yesterday's CAT meeting. He said it's been quite a few years since the stop announcements on the system have been inspected, so he will meet with the appropriate individuals to make that happen. Voice used for announcements will be standardized across the system. Right now there are over 16 voices in use. If a rider notices an error with the audio announcements they can text that information with time of day and stop to 238RIDE and they will address the issue.

Brad Graham offered to help TriMet get an estimated budget number for the cost of implementing tactile wayfinding.

David Bouchard said he really appreciates the work that Joe is doing to push for these changes on the system.

Annadiana said one of the documents shared after yesterday's meeting specified the voice frequencies and timber of the announcements that should be used. She suggested that those voice requirements be looked over to see if anything needs to be revised. She also brought up that external announcements, which announce which bus is pulling up to the stop, are also missing/inconsistent.

David Bouchard said the external announcements are often obscured by the very loud hydraulic sound the bus makes when it kneels (is lowered).



The external announcement is not repeated enough and the sound quality is not always good.

Amy Parker said these audio announcements benefit more communities than just those who are visually impaired (like English Language Learners). A lot of people track when they are supposed to get off using their PDX bus app or another app. She wonders if the PDX bus app is well aligned with the bus announcements.

David Bouchard said that navigation apps uses up a lot of your phone's battery.

Joseph Camper said he will see if TriMet's IT can attend next month's Wayfinding meeting to explain what limitations are there if any.

Margo reminded everyone that the purpose of this CAT meeting is to create recommendations to take to TriMet.

Eileen asked that the members of CAT take time to look over the list of options that have been developed from meetings so far and maybe individually rate them and submit those ratings to TriMet staff. It would help the group identify priority items, which is necessary in order to start making progress. Jan and Patricia agreed that this was a good idea and said they would coordinate getting those ratings from members and sending them to Margo.

Amy Parker said her students would be willing to help gather more data about the items on the list/chart that Eileen made. Eileen thought this was a great idea.

Meeting adjourned at 4:00 PM.