



CAT Wayfinding Ad Hoc Minutes
Tuesday January 28th, 2025
9:30 a.m. – 11:00 a.m.

Recording:

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CAT Members

Patricia Kepler
Sky McLeod
AnnaDiana Johnson
Franklin Ouchida
Jan Campbell

TriMet

Justin Rossman, Sr. Community Engagement
Eileen Turvey, Dir. Transportation Ops - ATP
Mary Hicks, Sr. Admin Assistant ATP
Joe Tobias, Sr. Project Mgr. Customer Experience
Dave Whipple, Digital Communications Mgr.
David Bouchard, Admin Assistant, Service Planning
Charlie Clark, Mgr. LIFT Service Delivery ATP
Raychel Schindelman, Digital Accessibility Spec.
Luis Ochoa, App Developer
Joe Camper, Legal Services ADA Coord.
Kaylee Knowles, Software Engineer
Michael Corrente, Sr. Proj. Mgr.
Nikki Sato, Software Eng.
Elmer Bancud, Customer Experience Mgr.
David Motorca – Digital Displays
Nate Smith – Dir Customer Experience

Guests

Janine Delaunay
Kerrie Franey, ODOT
Elianna Gnoffo, PCC AEDR
Madeline Temple

MINUTES

A. 9:30am - Call to Order and Introductions – Committee Co-Chair, Patricia Kepler and Sky McLeod welcomed all to the Wayfinding Ad Hoc Meeting. Round table introductions.

B. IT Updates –

Kaylee Knowles provided an overview of what the digital team has been working on in the last couple of months and what has been released. Making sure that buttons and links are accessible on the website. Also verifying the names for interactive elements are clear. Making clear visible focus indicators for sighted users. We're not completely done, the backlog is large, but getting the basic building block components in a good place. The website backlog issues need your feedback in order to help fix the most important issues first.

Luis Ochoa included that implementing changes in bi-monthly releases designed with accessibility at the forefront not as an afterthought. We would like to prioritize the backlog and make the biggest impact as soon as possible. Accessible doesn't necessarily mean usable.

- Eileen Turvey asked that we send feedback regarding website issues thru Justin Rossman to monitor what is being asked. He will send them on to Kaylee.
- Patricia Kepler included the idea of finding tough workarounds which at one point there was a focus group to test some of the updates. Especially for people who are blind, we're so used to it that we forget that we can ask and get it fixed.
- Justin Rossman shared that to Patricia's point we could get some working groups together with IT as we go through what is broken and how things could be fixed.
- Luis Ochoa feels that this type of feedback has been very valuable. The idea of setting this up for quarterly would help

Kaylee and the team would appreciate getting that hands on feedback.

C. Accessible Digital Content discussion including website, maps, etc.

Raychel Schindelman works with the digital team but tackling different sides of the accessibility goals. She is working more on alternative formats. We have a lot of Maps on our website that are not very usable. We want to focus efforts on route maps. A brief overview of the route with stops, transfers, turns, nearby landmarks etc. Looking to others for possible solutions. Would like to pose to the group, are there other map programs that you have used that you would like us to look at as we are gathering information. Not one good clear solution out there currently.

- Janine Delaunay's shared that her go-to is calling and asking for the route and each of the stops.
- Eileen Turvey asked if there was a digital equivalent that would be helpful. For some it might be more efficient to have them talk to a person where others might want a digital interface.
- Patricia Kepler likes written directions for navigation and focus on simplistic language for those with cognitive issues.
- Skye McLeod would like an interactive with the ability to navigate. Something that gives you a starting point and describes the turns as well as the stops. The kind of specificity that you can get the whole map versus smaller chunks.
- Raychel shared that the website does have Turn by turn description. The information is somewhat buried so it was good to hear you touch on that. Hopefully we can use those and build on them. Once we have a solution in mind we can conduct some testing.
- Janine Delaunay shared that she uses apps on her phone and was unaware of the websites turn by turn route description instructions.
- Eileen Turvey commented that she thought the turn by turn route description were intended for bus operators to learn the route navigation for themselves as they're driving the route. So this gives us a baseline and now we format and add elements like stop IDs or transit tracker links etc. From the user side of the experience we don't want to make it overly complex.

D. Committee Member Feedback and Discussion

- Patricia Kepler had heard on the news that grants are being cut and then she saw that the access board meeting was canceled and she is concerned.
- Eileen Turvey There is a pause on all federal grants pending and payouts. We are going to move forward the work we have in front of us until there is an affirmative decision one way or another.
- Elianna Gnoffo How will not funding our programs work with coming economic and stability where people can't afford to drive anymore and will be more reliant on TriMet for transportation. Also wanted to know if there will be any expansion of the Division St. FX line as during high transit times it is packed.
 - Michael Corrente will ask the team and report back out.
- There were several questions asked of Joe Tobias regarding the Falcon device. Do problems with the Falcon devices get reported to customer service? How can the volume get adjusted? Will there be other languages?
 - Joe Tobias responded that TriMet has various maintenance groups that respond to reports. So we can ask the street team to check all of them to see if they are working. But a customer can call or text 238-ride to report the problem. He also reported that there are 100 more additional devices that should be coming in in the next 45 days or so. Also, after the last meeting when someone suggested they should be installed near the Oregon Center for the Blind, they actually installed them the following day. He would like to prioritize the installations near people with limited visibility that are actually using that line.
- Justin Rossman shared that a Max arrival screen, an epaper, a falcon and a HOP card validator will be installed soon at the Jan Campbell

Mobility Center so that people can understand how they are used and their purpose.

- Eileen Turvey thanked Michael Corrente for being tenacious and helping to get the contract with PSU kicked off and their partnership with the orientation mobility program to evaluate the transit centers re-design work.
- Justin talked about the Sunflower lanyards arriving at the Jan Campbell Mobility Center. There is a green background with sunflowers lanyard for those with hidden disabilities and there is a white background with sunflowers lanyard for those who are supporters of the disability community.
- Eileen Turvey shared that we had a LIFT bus designed by an artist from Northbolt studio who designed a sunflower bus specifically for the Non apparent disabilities.
- Patricia Kepler thought that creating a webpage on the Accessible Transportation page regarding the sunflower promotion would be a good idea.
- Eileen Turvey – Will be with Mimi and will be Presenting Well at the APTA mobility conference in Austin TX, in early April.

11:00 - Meeting Adjourned

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