



CAT Wayfinding Ad Hoc Minutes

Friday, November 1st, 2024

9:30 a.m. – 11:00 a.m.

Webex

Recording:

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Password: mCPQM92U

CAT Members

Patricia Kepler
Sky McLeod

TriMet

Justin Rossman, Sr. Coord. 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

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 Digital updates – Dave Whipple - Digital Communications Manager

Shared about how people with disabilities are using our online tools and get first hand feedback which is a milestone of benefits for his digital team. We would like folks from this group to come to a meet up and will suggest some dates for this later. Digital has a new team member Kaylie, who is a developer and works almost exclusively on accessibility and customer experience issues. It is important to change the process by identifying those types of things before they get into production. We use small group

observation meetings with a designer and developer, while observing the CAT members using the program live. He suggested to use the format that the CAT members feel is the best format. In the past we booked an hour, but we may need more time to go a little deeper. Dave Whipple asked if the CAT members here knew of others who might be interested in helping. Digital hired a new person to work specifically on keeping non-home page app's up to date.

- Skye McLeod – Would those meetings be testing live or just Q & A. Another idea is using large texts. Getting a group together with disability diversity with different access needs related to the website would be a good idea.
- Patricia Kepler – We have a CAT member, Ryan Skelton who uses dictation software because he cannot access a keyboard reliably with his disability, should we invite him and get some feedback for those who need to use voice activation. The last time we met there was a lack of basic information that screen readers need. We had android, iPhones and different levels of computer access as well as computer skills. We started recommending and your team really dug into it and went beyond what we were recommending and made a lot of improvements.

Dave Whipple continued to reference new hires and what they bring to the digital side of things. Updating the non-homepage app web content and bring it up to date. There are documents from past meetings that have been created by other departments that don't have the focus of accessibility like we do. This will be a big undertaking. We need to audit all the content and incorporate accessibility more deliberately into the process. There is a deadline to complete certain Department of Justice mandated accessibility compliance work by March of 2026.

- Skye McLeod – You are talking about things that are available right now on the website. Even at CAT meetings we will get PowerPoint presentations that are not in a screen accessible format.
- Eileen Turvey – We are working on so many accessibility initiatives to not only make service more accessible but to make digital content

more accessible. It's a priority List for today's technology. She responded to Sky about specific areas or issues that need to be addressed. It was based on two years ago, so we need to go over that and to understand what we have updated and what still needs to be looked at.

Dave Whipple - Final update – IT is interested hiring an accessibility focused Project Manager to keep all the coordinate all the parts and pieces together.

- Guided navigation - Push notification and time thresholds customization for the mobile device.
- Arrival/De-boarding the vehicle notifications – assistance in knowing WHEN to get off the vehicle. LIVE itinerary customizations or service alerts that strobe or vibrate or play an audio sound.
- Justin Rossman – Does this new program have a name? The CAT Committee members work with the new operators before they hit the street and we tell them the importance of working with people who are vision impaired and really helping them make sure they are getting off at the right stop. This is an incredible tool for everybody.
 - The Push Notifications for arrival and de-board alarms.
- Sky McLeod – Is this going to be an application on your phone that you download and then get the notifications.
 - Dave Whipple explained that it's essentially a webpage but adds a TriMet app and icon to your phones home screen.

C. Future Ad Hoc Topic Ideas

- Way finding at the Portland airport MAX platforms.

Justin Rossman - a very small arrow showing which MAX is leaving first – platform is still new let's work to improve this. Offered a field visit at the airport for sight impaired.

Joe Tobias – Green banner that's more noticeable has replaced that small arrow.

- Beaverton & Oregon City Transit Centers redesigns

- Justin Rossman – Get interested volunteers to site visits, all the contracts have gone through and should start by the first of the year.

- Patricia Kepler – will check about finding people to help especially at the Beaverton location.

- Bus Stop accessibility project and Bus shelter redesign

- Justin Rossman talked about this project and how Fixed Route is really interested. Leave it as a priority with this group, Skye is part of Fixed Route so she can represent

- Yellow tactile striping over white

- Change TriMet tactile from white to yellow. City of Portland would like TriMet to go back to yellow as well. There are internal discussions happening about this change.

- Patricia Kepler remarked that we should bring this up for the TV Hwy project.

- Wayfinding technology apps

- Justin Rossman, Lazarillo, Aira, Good Maps, Metazone, Be My eyes, Voice Vista. Eileen has been investigating so

if there are any more please reach out to Justin and he will put it in the list.

- Work with ODOT on wayfinding with TV HWY and other upcoming projects
 - Justin Rossman – Dave Daley had brought up this project and how someone from CAT should get in front of this before it's too late.
 - Patricia will reach out to the ODOT team regarding the audible signals.
- Joe Tobias – gave updates regarding the Falcon interactions. 24 more Falcon devices have been installed and next week there are 26 more being installed in priority locations. We have also purchased 100 more to be installed in small chunks = Requested the volume be at 85% vs the original installation of 70%
 - Justin Rossman - any vandalism with the Falcon devices that have been installed at this point?
 - Joe Tobias replied - no vandalism over the last few weeks.

D. Plan regular meeting cadence - 4th Tuesday of the Month – 9:30 – 11:00am or 11:00am – 12:30pm

Justin Rossman – to send out survey to determine best time to meet.

E. Committee Member Feedback and Discussion

F. 11:00 - Meeting Adjourned

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