



Committee on Accessible Transportation 2025 Annual Report

Building World-Class Accessible Transportation Systems at TriMet

At TriMet, accessibility is not just a feature of our transit system, it's a fundamental promise to the people we serve. As the transit backbone of the Portland metropolitan region, we're proud to lead the nation in creating public transportation that works for everyone, regardless of age, ability, or circumstance.

At the forefront of equitable mobility, TriMet continues to set the national standard for accessible public transportation. As we strive to be the best transit agency in the country, our commitment to inclusivity extends far beyond compliance, it is a core value that shapes every route, policy, and innovation we implement. From cutting-edge vehicle design to thoughtfully crafted digital tools, from multilingual rider support to universally accessible stations, we strive to ensure that every individual, regardless of ability, age, or background, can navigate with confidence and ease.

This annual report highlights the many dimensions of accessibility that define TriMet's approach, from thoughtfully and inclusively designed bus stops and MAX stations, to real-time digital tools, operator training, and community partnerships. We believe that a truly inclusive transit network is one where a rider using a mobility device, a parent with a stroller, or a person with low vision can expect the same ease, dignity, safety and reliability as anyone else.

In fiscal year 2025, TriMet expanded and enhanced our accessibility initiatives across the region. These included continued investments in low-floor vehicle fleets, upgraded tactile and audible wayfinding systems, and deeper engagement with riders through our Committee on Accessible Transportation (CAT).

These efforts reflect our belief that transit equity is essential to a thriving, connected, and sustainable region. Over the past year, we've increased our investments in access through bold initiatives, continuous engagement with disability advocates, and the deployment of adaptive technologies.

[\(Continued on page 2\)](#)

Transportation = Independence = Freedom



Building a World Class System, (Continued from Page 1)

These efforts not only enhance the daily experiences of our riders but also reinforce our mission to make public transit a truly public benefit — one that leaves no one behind.

This report serves as a reflection on our progress, a celebration of the partnerships that fuel it, and a reaffirmation of our commitment to a future where public transit is truly public: welcoming, accessible, and empowering for all. As we contemplate our progress and outline future goals, this report stands as both a record of achievement and a reaffirmation of our belief: that accessibility is not an add-on, but a foundation for excellence in public transportation.

CAT Members in TriMet LIFT New Operator training.
Pictured from left to right (not in safety vests) Franklin Ouchida and Kathryn Woods.



CAT Members Lead Disability Sensitivity Training for New Operators

Bus, Rail and LIFT operators receive powerful information from riders with lived experience

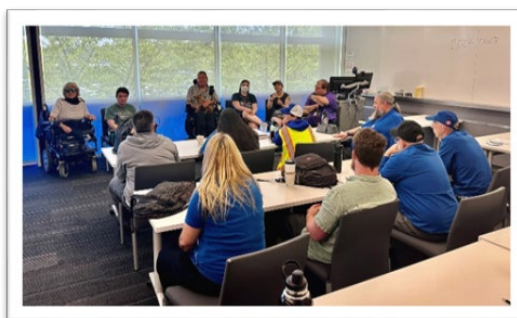
For the past two years, after a COVID-induced hiatus, CAT returned to new operator training for bus, rail and LIFT operators to share insights and experiences that can help TriMet operators provide equitable service to all riders.

Including people with lived experience with disability in TriMet new bus operator training is essential for fostering empathy, improving accessibility, and ensuring inclusive service. Their firsthand insights help operators understand real-world challenges faced by riders with disabilities, leading to more respectful, responsive, and effective support.

Mary Hill, TriMet's Senior Director of OCC and Rail Operations, noted: "I am going through the first seven weeks of Initial Operator Training for Light Rail. On Monday, we welcomed Justin, Annadiana, and Leon. I wanted to reach out to tell you how moved I was by that presentation. I know that we had stopped doing these visits for a while and recently brought them back—and that was an amazing decision. Having them there to tell their stories with kindness and humor was a really great experience. I got to hear the students afterwards and I feel certain that they took something real away from the group. A PowerPoint could never have the impact that they had. I heard students saying how they would have never thought about some of the troubles that people with disabilities faced and how riding the train could be so difficult. There was a lot of recognizing privilege and committing to helping. How encouraging is that?"

This collaboration not only enhances safety and customer service but also strengthens TriMet's commitment to equity and inclusion across its transit system.

Operators have responded resoundingly that this effort has increased their understanding of the challenges faced by riders with myriad disabilities, and empowers them to better serve older adults and people with disabilities.



CAT Members in TriMet New Bus Operator training. Pictured from left to right: CAT Members Jan Campbell, former member Adam Kriss, Franklin Ouchida, Stella Moore, Sky McLeod and former member Mike Sandell speak to new TriMet Bus Operators.

Committee Champions Tech Upgrades for Accessible Transit Stop Information

New Digital Displays and Falcon devices provide more accessible service information for riders



Photo above: two riders in a bus shelter, looking at a digital display with a Falcon device located underneath.

In 2020, TriMet began installing Connectpoint's solar-powered digital bus stops at the busiest bus stops and transit centers. To date, 450 of these digital displays have been installed, keeping riders up-to-date with important and ever-changing service information.

The Connectpoint Digital Bus Stop® was the first solar-powered signage available to transit agencies in the U.S., providing 24/7 information to passengers for the first time at the bus stop level — mounted on poles in a matter of minutes with no electrical infrastructure required.

In 2024-25, TriMet added ConnectPoint's Falcon®, a Text-to-Speech device to assist riders who may be sight-impaired to access the same content on the digital displays. A beacon or automated announcement will alert the rider to the presence of the text-to-speech device. With a simple press of a large button, the printed information on the digital display is converted to an auditory announcement, enabling riders who are sight-impaired to have access to the information. CAT was pivotal in reviewing each of these devices and providing critical guidance on the placement and functionality of both.

CAT Accessibility Leaders Contribute to TriMet's Title VI Civil Rights Strategy

Including TriMet's Committee on Accessible Transportation (CAT) in the agency's Title VI plan is essential to advancing equity and ensuring meaningful access for individuals with disabilities. CAT's input helps identify and address potential barriers in transit services and policies that could disproportionately impact riders with disabilities, many of whom are also part of other protected populations.

Why It's Critical to Involve People with Disabilities in Title VI Planning

1. Equity & Civil Rights

Title VI protects against discrimination— inclusive planning helps ensure that no community is left behind, including people with disabilities who often face systemic barriers.

2. Lived Experience = Better Insight

People with disabilities know what works and what doesn't. Their real-world input helps shape policies that are practical, accessible, and relevant.

3. Intersectionality Matters

Disability often intersects with race, language, and income. Ignoring disability in Title VI planning means ignoring complex, layered inequities.

4. Smarter Transit Design

Inclusive input leads to more accessible routes, better infrastructure, and improved service for all riders—not just those with disabilities.

5. Builds Trust & Accountability

Authentic engagement shows commitment. It strengthens community trust and improves agency transparency.

Building for All: Accessibility Committee Contributes to TOD Plans

Looking to the future with Sites on 122nd & 181st

TriMet is committed to making our region an inclusive, sustainable and vibrant place to live and work. Transit-Oriented Development (TOD) can help achieve this by delivering high density housing and commercial buildings close to transit. TOD projects help communities manage new growth while minimizing negative environmental and social impacts.

Including TriMet's Committee on Accessible Transportation (CAT) at the planning level of Transit Oriented Development, TriMet's team is ensuring that accessibility is integrated into the foundation of project design.

Engaging CAT early has allowed planners to incorporate the lived experiences and expertise of people with disabilities, leading to more inclusive, functional, and ADA-compliant environments.

Their input has supported proactive solutions, reducing costly retrofits, and aligning TOD projects with equity and universal design principles from the outset. CAT offers critical insights into how infrastructure and services can best serve all users. Their involvement has helped prevent barriers to access and promotes equitable, ADA-compliant developments that enhance transit use for everyone in the community.



TriMet Partners with the Hidden Disabilities Sunflower Program

Making the Invisible Visible

In a move aimed at fostering greater understanding and accessibility across its transit system, TriMet has partnered with the Hidden Disabilities Sunflower program—a globally recognized initiative that helps people with non-visible disabilities discreetly signal their need for extra support or patience.

The partnership enables TriMet riders with invisible disabilities to wear the sunflower lanyard or symbol, indicating they may need additional time, assistance, or space without having to explain their condition. The initiative is rooted in the idea that not all disabilities are immediately apparent—and that small acts of recognition can make a big difference.

“This program is about empathy and dignity,” said Eileen Turvey, TriMet’s Director of Accessible Transportation Programs. “By joining the Sunflower network, we’re training our staff and educating the public to respond with respect and understanding to those who may be navigating challenges that aren’t visible.”

TriMet joins a growing list of transit agencies, airports, and public institutions around the world that recognize the Sunflower as a subtle, voluntary tool for inclusion. Staff across the system are being trained to recognize the symbol and respond appropriately—offering support without assumptions or questions.



Image of Hidden Disabilities Sunflower lanyard

The Hidden Disabilities Sunflower lanyard is a simple tool for individuals to voluntarily wear and share that they have a disability or condition that may not be immediately apparent – and that they may need a helping hand, understanding, or more time in shops, at work, on transit, or in public spaces. This tool helps operators, on-street customer support or safety response teams recognize that a person may need assistance. Our Customer support teams wear sunflower supporter lanyards, which are white with sunflowers, so they can be easily recognized in the field of service.

Individuals can opt to wear the Sunflower to discreetly be seen in shops, at work, on transit, or in public spaces. It is also a sign that someone may need additional assistance.

CAT has been advocating in fixed route operator trainings for awareness and understanding of non-apparent disabilities, and providing a tool for individuals to be seen and helped, is at the core of CAT’s advocacy.



The initiative was bolstered with the addition of a beautiful and bold sunflower bus wrap designed by a neurodivergent artist from North Pole Studios, Dan Tran, which features Dan’s bright yellow and green sunflowers, along with messaging about the sunflower lanyard program. Learn more about the Hidden Disabilities Sunflower Lanyard here:

<https://hdsunflower.com/us/insights/post/for-people-with-non-visible-disabilities>

TriMet Highlights the Importance of Safety and Security in Building a Truly Accessible Transit System

At TriMet, accessibility means more than ramps and elevators—it means creating a system where every rider feels safe, supported, and confident in their journey. As part of its ongoing commitment to equitable and inclusive transit, TriMet continues to invest in safety and security measures that specifically consider the needs of riders with disabilities and other marginalized groups.

“Accessibility doesn’t exist without safety,” said Pat Williams, TriMet’s Director of Security & Emergency Management. “If a person doesn’t feel secure using transit—whether because of unclear signage, poor lighting, harassment, or lack of staff support—then the system is not truly accessible to them.”

TriMet has taken steps to ensure a safer experience for all riders, and CAT has been a part of the planning, review and implementation for each of these initiatives, including:

TriMet Installs Blue Light Safety Phones on MAX Platforms to Enhance Rider Security

A new resource for connecting to TriMet’s 24/7 security hotline has started to appear at MAX stations. To seek it out, just look for the blue light. In a first for TriMet, “blue-light security phones” are being installed at most MAX platforms, starting at the Rose Quarter Transit Center and the Convention Center Station. It’s the latest in a series of ongoing efforts to comprehensively address riders’ safety concerns and deter crime.

The devices themselves are bright red towers with the word “Security” written down the side. They will also be easy to spot, day or night, due to the blue lights at the top. The phones let people connect immediately with TriMet security staff at the press of a button. The blue lights serve two purposes: they signal the location of the phones to those who need to use them in the dark, and they act as a crime deterrent. The phones also come equipped with cameras, giving TriMet’s security team more views of our station areas and show the person calling.



Photo: Images of TriMet Customer Safety and Security staff

TriMet will continue installing the phones in the coming weeks at our MAX stations along Interstate 84 between the Rose Quarter area and the Gateway Transit Center. TriMet’s long-term goal is to have the phones at most MAX stations and transit centers across our transit system.



Photo Left: CAT members evaluating a blue light phone with TriMet Staff: from left to right: Shawna Huffman, TJ Anderson, Richard Hunter, Pat Williams, Franklin Ouchida, and Chad Knowles.

CAT Marches on the State Capitol

Members Advocate for Increased STIF Funding

Accessibility advocates from CAT played a critical role in pushing for increased allocations to the Statewide Transportation Improvement Fund at Transit Day at the Capitol in April and June of 2025.

Emphasizing the urgent need for equitable, inclusive mobility solutions, they highlighted how current transportation systems often fall short in adequately serving the needs of older adults and individuals with disabilities, leaving many without safe, reliable options.

By advocating for additional funding alongside TriMet leadership, staff and Oregon Transit Association leadership, CAT members aim to expand paratransit services, improve infrastructure like curb ramps and audible signals, preserve fixed route service, and ensure that transit planning reflects the diverse needs of all Oregonians. Their efforts are essential to creating a more just and universally accessible transportation network across the state.

CAT members shared their lived experience, and painted a vivid picture of what their lives would be like without accessible, frequent, and reliable public transit. They received many questions about the unique challenges they experience in accessing vital community services including life sustaining medical services, social services, shopping, and the critical recreational opportunities that keep them connected to their communities.



Image: CAT Members at the Oregon State Capitol Building. From left to right, Franklin Ouchida (with service dog Cutie), Annadiana Johnson, LIFT Operator Scott Oja, Kathryn Woods, Patricia Kepler and Jan Campbell.

Including individuals with vision impairments in wayfinding improvements at TriMet's Beaverton Transit Center is crucial for creating an equitable and accessible transit environment.

As TriMet's busiest transit hub, serving over 9,700 daily boardings, Beaverton Transit Center (BTC) must accommodate a diverse ridership, including those with visual disabilities.



Image of visually impaired high school students at BTC participating in wayfinding testing.

Wayfinding refers to the tools and systems that help people navigate spaces—such as tactile ground surface indicators, Braille and raised-letter signage, high-contrast visual maps, and directional audio cues. Guided navigation can also include beacon-enabled smartphone apps that provide turn-by-turn audio instructions and information about transit services. By involving riders with vision impairments in testing and providing feedback on these features, TriMet ensures that the Transit Center is not only compliant with accessibility standards, but also genuinely usable and intuitive for all riders.

This inclusive approach not only enhances the independence and safety of visually impaired riders but also aligns with TriMet's commitment to accessibility, as outlined in its Pedestrian Plan and other accessibility initiatives.

(Continued on page 8)

Wayfinding and Guided Navigation

(Cont'd from previous page)

By incorporating direct input from CAT and the community, TriMet can implement solutions that genuinely meet the needs of all passengers, fostering a more inclusive public transportation system.

For improvements at the Beaverton Transit Center and Oregon City Transit Center, TriMet has partnered with Portland State University's Orientation and Mobility (O&M) program to enhance accessibility at the Beaverton Transit Center, focusing on the needs of visually impaired riders. This collaboration leverages the expertise of O&M specialists and trainees to identify key challenges and develop practical solutions for safer and more intuitive navigation within the transit hub. Together, they are working on improvements such as tactile

wayfinding aids, clearer signage, and enhanced audio cues to help visually impaired passengers travel independently and confidently.

This partnership exemplifies TriMet's commitment to creating an inclusive environment that meets the diverse needs of all riders.

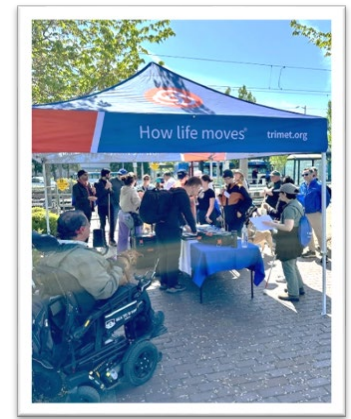


Image: CAT Members at the Beaverton Transit Center, conducting wayfinding research with Portland State University and members of the public.

Expanding Access: CAT urges expanded capacity for same-day rides

Partnerships with Transportation Network Companies in the Mix

In response to CAT's request to expand paratransit services to eligible riders on-demand, the LIFT team is working to expand capacity in supplemental service providers.

In an effort to expand options and improve rider experience, TriMet's LIFT paratransit program has partnered with Transportation Network Companies (TNCs) Uber and UZURV, offering more spontaneous, flexible service for eligible riders with disabilities.

The partnerships aim to supplement LIFT's traditional scheduling model, which historically requires advance booking. By integrating on-demand ride-share options into the service model, TriMet is expanding its network of available vehicles, ensuring timely service and preparing for same day service, making it easier for riders to access last-minute trips, shorten wait times, and enjoy greater independence.

"This is about expanding access and giving LIFT riders more control over how and when they travel," said TriMet LIFT Service Delivery Manager, Charlie Clark. "For many people with disabilities, spontaneity in daily life is a luxury. With these partnerships, we're working to change that."

The TNC program will be available to LIFT-eligible riders as an option for certain trip types, with drivers trained to assist people with disabilities and accessible vehicles available when needed. TriMet continues to work with community partners to ensure the new offering meets riders' needs while maintaining safety, equity, and ADA compliance. Partnerships with TNCs also allow TriMet to limit its carbon footprint with more environmentally friendly electric and hybrid vehicles.

The program is currently in its pilot phase, with plans to expand based on rider feedback and system performance.

New Fare Vending Machines Boost Accessibility Across TriMet's Transit System

TriMet's Committee on Accessible Transportation (CAT) has been instrumental in advising the fare revenue team on the accessibility of new fare vending machines.

As part of TriMet's initiative to replace outdated ticket vending machines with modern touchscreen Hop card machines, CAT's input ensures that these new machines meet the diverse needs of all riders. The new machines feature accessibility enhancements such as audio instructions, Braille and raised lettering on buttons, and multilingual support, including Spanish, Korean, Vietnamese, Russian, and Simplified Chinese. These features are designed to assist riders with visual impairments and those who speak languages other than English. CAT's ongoing collaboration with TriMet helps to create a more inclusive and user-friendly transit experience for the Portland metro area.



Members of CAT testing new Fare Vending Machines. Pictured from left to right, Jan Campbell, Annadiana Johnson, Sky McLeod, Franklin Ouchida, TriMet Director of Fare Revenue Greg LaRowe

TriMet Enhances Digital Accessibility Ahead of Compliance Deadline

CAT input has been pivotal in accessibility improvements

TriMet is collaborating with partners to gather feedback and ensure that the digital experience is inclusive for all riders. This is where CAT, and friends of CAT have been pivotal.

On a monthly basis, TriMet developers and user experience designers meet with the CAT Wayfinding sub-committee members to review updates, affirm improvements and seek additional feedback. By addressing both digital and physical accessibility, TriMet aims to provide a seamless and equitable transit experience for all passengers.

TriMet is proactively improving the digital accessibility of its website and service information to meet the upcoming Department of Justice (DOJ) compliance deadline for Web Content Accessibility Guidelines (WCAG) 2.1 Level AA.

This initiative aligns with the DOJ's final rule, effective June 24, 2024, which mandated that state and local government entities, including transit agencies,

ensure their digital content is accessible to individuals with disabilities.

WCAG 2.1 Level AA guidelines provide a framework for making web content accessible to individuals with disabilities, including those with visual, auditory, physical, speech, cognitive,

and learning disabilities. It focuses on making websites more usable, perceivable, understandable, and robust, ensuring a positive experience for all users.



Photo above: CAT Member Patricia Kepler works with TriMet developers to improve screen reader accessibility with TriMet.org

TriMet's Committee on Accessible Transportation Urges Outreach to Underserved Communities for LIFT Paratransit Eligibility

LIFT Eligibility Responds with Mobility on the Go Program

TriMet's CAT LIFT Sub-Committee called for expanded outreach efforts to ensure underserved communities are fully informed about their eligibility for LIFT paratransit services. The committee emphasized that many individuals who qualify for the federally mandated paratransit service—particularly in immigrant, low-income, and non-English-speaking communities—may be unaware of how to apply or access the support they need. CAT has encouraged TriMet to work with local organizations, improve multilingual communication, and simplify the eligibility process to promote equitable access across the region.

The LIFT team responded with their contracted eligibility partners in Transdev, and developed a program that launched at Virginia Garcia Memorial Health Center earlier this year in Washington County.

Virginia Garcia Memorial Health Center delivers essential whole care to underserved populations, particularly those facing financial barriers, significantly reducing costs for the broader health system through patient-centered care and innovation. Believing in being part of the communities they serve, they actively engage in advocacy, provide vital outreach and mobile health services, offer comprehensive primary and preventive care focused on wellness, and provide a dedicated team of providers for every patient.

Their holistic approach helps avert costly emergency room visits and hospitalizations, generating substantial savings for both the state and federal governments annually. Virginia Garcia was a natural partner for TriMet, with both agencies seeking innovative solutions to connect the community to vital health care needs.



Image: TriMet LIFT bus parked at Virginia Garcia Memorial Clinic.

On the first Thursday of every month, the LIFT outreach team, in partnership with bi-lingual Mobility coordinators, are on-site at the clinic providing outreach on TriMet fare programs, helping applicants complete LIFT eligibility applications and doing on-site eligibility assessments. In the first month, there were a dozen applicants, and the following month the word had spread and the demand tripled.

In FY26, TriMet LIFT will be repurposing a retired LIFT vehicle, that is beyond its useful life as a revenue vehicle, and transforming it into a mobility training center on the go. It will be used for travel training, paratransit eligibility, paratransit application assistance, and accessible transportation outreach activities. With this resource, LIFT staff can continue to build connections with trusted community partners and meet our future customers at the places they currently go to receive services and lower the barriers to accessing paratransit services.

“This initiative is core to who TriMet is,” said Eileen Turvey, TriMet’s Director of Accessible Transportation Programs. “At TriMet, our goal is to connect people to better lives, and in many cases, lack of accessible and affordable transportation is the barrier. We have seen that we can directly remove those barriers with this program, and that is exciting!”

Voices for Accessibility: CAT Shares Budget Recommendations

Priorities include services that increase accessibility for Older Adults & People with Disabilities

Each fall, as TriMet prepares the agency's draft budget, the Committee on Accessible Transportation curates a list of budgetary priorities related to transit accessibility for TriMet Leadership to consider. This year's priorities for CAT included:

- **LIFT operations budget** including vehicles and technology to preserve State-of-Good-Repair, enhance current service standards, and provide same day service options for LIFT-eligible riders.
- **Implement the expanded CAT-proposed Fare Increase Mitigation Strategies:**
 - Expanded Pilot - Grocery Delivery Program for 1000 LIFT-Eligible Riders (increased from 200)
 - Expanded Pilot - Fully Subsidized fare for 1500 LIFT-eligible riders utilizing Fixed Route (increase from 500)
- **Improved communication** between TriMet and customers during service disruptions, elevator outages, and inclement weather.
- **Increased Safety & Access:**
 - ◇ Octagonal poles at each TriMet bus stop, including identification numbers in both Braille and raised lettering at Tier One stops identified in Service Planning's Stop Accessibility Project;
 - ◇ Tactile maps located at all transit centers or available for all transit centers; Wayfinding and Guided Navigation supported as a function of the TriMet Trip Planner;
 - ◇ TriMet.org Website Accessibility enhanced to work with screen readers consistently;
 - ◇ Elevator Access Controls to ensure riders with disabilities can reliably access transit platforms with working elevators;
 - ◇ Tactile Walking Surface indicators systematically changed from white to yellow.
 - ◇ Increased security on the system, with additional Safety Response Team members throughout the system.
 - ◇ Improve the cleanliness of TriMet bus and MAX vehicles.

Accessibility in Focus: Committee Weighs In on TriMet Business Plan

Moving the Needle on Mobility Options

The TriMet Committee on Accessible Transportation (CAT) recently reviewed the agency's Business Plan to ensure that accessibility and equity remain central to TriMet's strategic goals. During the review, CAT members provided feedback on how proposed initiatives and service changes could better serve riders with disabilities. Their insights are aimed at strengthening the plan's focus on inclusive transit design, paratransit improvements, and communication accessibility. This collaborative process helps TriMet align its planning with the needs of all community members.



Image: TriMet's 2025 Approved Business Plan

TriMet's Committee on Accessible Transportation Urges Fare Increase Mitigations to Support Riders with Disabilities

Two successful pilot projects increase access, lower costs, and improve quality of life for riders

TriMet's Committee on Accessible Transportation (CAT) has advocated for measures to alleviate the impact of the 2024 fare increase, out of concern for the impacts on older adults and riders with disabilities. Following the January 2024 fare adjustments, CAT recommended implementing additional strategies for paratransit services, expanding eligibility for reduced fares, and enhancing outreach to ensure that individuals who rely on public transit for essential services are not disproportionately affected.

Those recommendations were all implemented and now CAT is encouraging an expansion in two of them.

The mitigation strategies proposed by CAT include a fully subsidized honored citizen pass for riders who can use fixed route service for some of their trips, an Instacart grocery and goods delivery pilot, and expanded LIFT eligibility outreach to traditionally underserved communities. More on each of those initiatives follow below and on the next page.

TriMet Offers Fully Subsidized Honored Citizen Pass to Paratransit Riders Who Choose Fixed Route Services for Some of Their Trips

In an effort to promote greater flexibility and independence for riders with disabilities, in an innovative pilot program TriMet is now offering a fully subsidized Honored Citizen pass to 1500 eligible LIFT paratransit riders who choose to take some of their trips on fixed-route buses and trains. This initiative encourages the use of accessible buses and trains when possible, while allowing riders to retain access to LIFT services when needed. By reducing fare costs and expanding travel options, TriMet aims to support more inclusive and cost-effective transit solutions for the disability community.

Typically, when folks think about "accessibility", they think about lifts on buses and curb cuts at sidewalks. At TriMet, accessibility includes:

- System Safety and Security – if riders with disabilities don't feel safe navigating to or from a transit stop, or while riding the bus or train, those riders will opt for paratransit in lieu of fixed route.

- The Physical accessibility of stops, stations, and vehicles.
- Accessible service information for trip planning and service changes, among other things.
- Fare access and affordability. A system that imposes barriers to purchase fare or redeem fare is inaccessible to many riders.
- And accessible technology and tools is the fifth element that we will share today.

This pilot has resulted in a 10% decrease in LIFT trips and a 99% increase in use of fixed route for the riders involved.



This demonstrates that all of the components of an accessible system, when leveraged together, can reduce dependence on paratransit services.

Photo left: Rider in a wheelchair alighting from a TriMet bus.

LIFT Expands Instacart Pilot to Deliver Innovative Solutions for Paratransit Riders, Restoring Riders' Quality of Life

When TriMet increased fares in 2024, the Committee on Accessible Transportation knew the increase would be more impactful to riders who experience disability for several key reasons:

1. Lower Average Income

Many people with disabilities live on fixed or limited incomes, such as Social Security Disability Insurance (SSDI) or Supplemental Security Income (SSI), with additional extraordinary costs of living. A fare increase, however small, takes up a larger portion of their monthly budget, making it harder to afford basic transportation.

2. Greater Dependence on Transit

Riders with disabilities often rely more heavily on public transit, especially paratransit services, because driving may not be an option due to physical, sensory, or cognitive limitations. They may need transit for everyday essentials, such as medical appointments, grocery shopping, work or vocational training, social service appointments, and community engagement opportunities. More frequent use of transit means fare hikes hit more often and more directly.

3. Limited Transportation Alternatives

Riders who experience disability often report fewer friendships, less involvement in community events, and limited access to social networks, leaving them fewer opportunities to get support in transportation needs. **They are transit dependent.** So, unlike many other riders, they cannot avoid fare increases by using alternative modes.

4. Increased Isolation Risk

When fares go up, some riders with disabilities may choose to **travel less or not at all**. This can lead to:

- **Social isolation.** According to the CDC, adults with disabilities are more than twice as likely to report feeling frequent mental distress, including loneliness and isolation.
- Difficulty accessing food, education, or employment. These effects can seriously **undermine health, well-being, and independence**.

TriMet LIFT is expanding its partnership with Instacart to offer an award-winning and innovative service aimed at improving independence and convenience for riders with disabilities. Building on a successful 200 rider pilot last year, the expanded collaboration enables 1,000 eligible LIFT riders to order groceries and essential items through Instacart, providing a flexible alternative to in-person shopping trips and reducing the need for non-medical rides.

One rider involved in the pilot reported:

“I am blind and on dialysis so am frequently very tired and weak, especially on treatment days. I live by myself so don’t have anyone to help me with grocery shopping. I don’t have the energy for large shopping trips so I have to make frequent small trips. Before COVID, stores had helpers who would shop with me, and it would only take an hour or so, but then they didn’t have helpers anymore and it took me almost four hours to find my groceries. With my travel on LIFT, it became an almost all day process and it would take me days to recover. Now I can do it in minutes on my phone. It gave me my life back. When I discovered how easy it was, I cried. I don’t know how I ever survived without this service. It has made my life so much better.

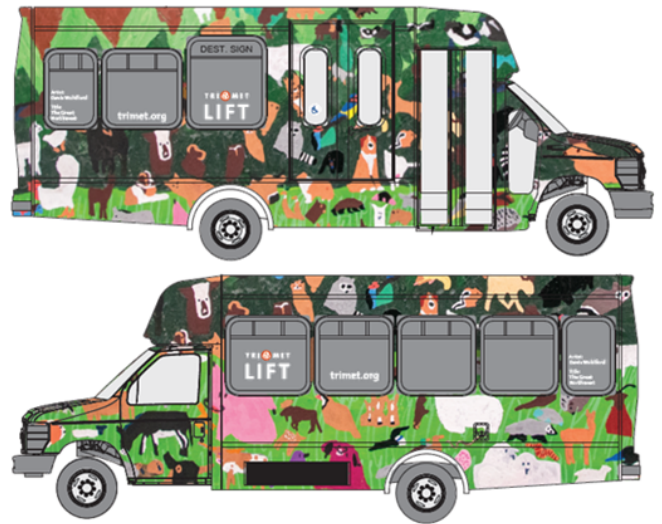
This initiative reflects TriMet’s ongoing commitment to leveraging technology to enhance accessibility and quality of life for its paratransit riders. **This pilot won the prestigious Innovation Award from the American Public Transportation Association in October 2024, and has led to over 50 agencies across the country implementing similar programs.”**

Rolling with Pride: TriMet LIFT Unveils Bus Wraps to Celebrate Diversity and Inclusion

Neurodivergent Artists Shine in Ongoing Collaboration Between TriMet and North Pole Studio

“Sunflowers” (pictured below) by Dan Tran is a celebration of color, pattern, and texture. With a light sky blue background and a sea of overlapping sunflowers of all sizes, this vibrant illustration, combined with watercolors, epitomizes a happy and sunny mood.

The artwork, coupled with messaging about the Hidden Disabilities Sunflower Lanyard Program, which makes invisible disabilities visible, is a poignant partnership between TriMet, North Pole Studios, and the Sunflower Lanyard program. People with non-apparent disabilities can wear the sunflower lanyards to signal that they may need assistance in specific circumstances. The first of its kind, this wrap makes a statement without saying a word.

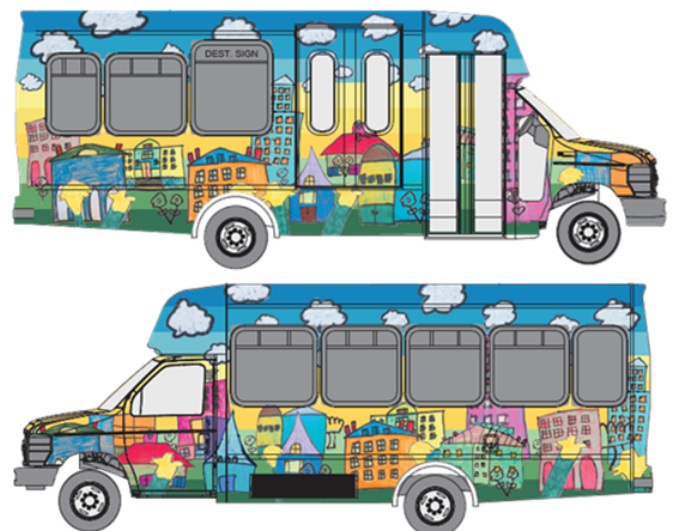


“The Great Outdoors” (Pictured above) by North Pole Studio co-founder Davis Wohford celebrates the creatures, critters, and pets of the Northwest. With a rich grass green backdrop, mountains, and sky, every animal you can imagine is pictured frolicking freely with fellow furry friends. Animal lovers will certainly appreciate the joy and playfulness of this wrap, which celebrates all the great outdoors has to offer.

Davis is a storyteller, and his work reflects his most valued characters, stories, and fables. He works across diverse mediums, which depict a vast collection of interconnected subjects who all reside in a self-constructed, multidimensional magical land called North Pole Jr.

This is the third year of TriMet LIFT’s collaboration with North Pole Studios and the talented artists that comprise their ranks. Art from North Pole artists adorn the walls of the Jan Campbell Transit Mobility Center, as well.

“City of Portland” (Pictured right) by Nathan Ueno celebrates the diverse architecture in the homes and offices of our beautiful city. Imaginative and lively, with houses and office buildings in hues of orange, green, lavender, turquoise, orchid, red and green, with a backdrop of sunny yellows and sky blue, Nathan has a line of clouds running around the top of the bus, and perfectly placed daffodils in the foreground. It’s impossible not to see a piece of your own neighborhood, small or large, urban or suburban in this vibrant rolling mural. Several of the individual building images adorn the walls of the Jan Campbell Mobility Center, as well.



Elevator Access Pilot Expansion

Improving Safety & Reliability by Limiting Access to Riders Only

TriMet, in collaboration with CAT, has worked to increase the up-time of aging elevators along our alignment, improving access to our system for people with mobility impairments.

After a month-long test in 2023, TriMet found that limiting access to the elevator at the Hollywood Transit Center MAX Station to riders only, helped discourage misuse and reduced elevator outages. The agency's goal is to keep elevators as clean and reliable as possible for riders, so they plan to gradually add card readers to elevators throughout the transit system.

As part of TriMet's ongoing efforts to improve elevator safety and reliability, TriMet has installed access-control devices on elevators at the NE 60th Ave and NE 82nd Ave MAX stations. These elevators, along with the one at the Hollywood/NE 42nd Ave, are now only accessible to riders with a valid fare. While valid fare is required, there is no cost to use the elevators. Reliability of the elevator for those who need it, including people with mobility challenges, bicycles or strollers with children, has increased as a result.

This is just one effort that will help keep riders with mobility impairments connected to service, and connected to their communities.



Photo: CAT Chair Jan Campbell tests the elevator access equipment



TriMet Redesigns Bus Shelters to Boost Accessibility for All Riders

CAT plays a vital advisory role in shaping the next generation of bus shelter designs. Comprised of riders with disabilities and mobility challenges, CAT provides critical insights to ensure shelters are safe, accessible, and user-friendly for all.



Photo: Members of CAT working with planners on proposed Bus Shelter designs. Pictured from left to right, Jan Campbell, Claudia Robertson, Kathryn Woods, and Sky McLeod.

TriMet is rolling out redesigned bus shelters across its transit network, focused on enhancing accessibility and comfort for all riders in an approach that is feasible and sustainable. The new shelters incorporate features such as improved lighting, tactile signage, wider entryways, and seating designed to accommodate people with disabilities, as well as digital displays with supporting Falcon devices to communicate service information.

By collaborating closely with TriMet's planning team, the committee helped identify key design features—such as shelter height, seating, lighting, and clear paths of travel—that meet ADA standards and enhance the overall transit experience for people of all abilities.

TriMet Opens Jan Campbell Transit Mobility Center

Honoring Her Legacy as a Heroine in the Disability Advocacy Community

TriMet officially opened the Jan Campbell Transit Mobility Center in November, naming the new facility in honor of Jan Campbell, a revered figure in the disability advocacy community often symbolized as a heroine—a powerful emblem of resilience and grace.

The center aims to enhance transit access and mobility services for people with disabilities, continuing Campbell's lifelong dedication to improving transportation equity. Located in the heart of Portland's Lloyd neighborhood, the Jan Campbell Transit Mobility Center provides a centralized location for people to interview and confirm eligibility for TriMet LIFT Paratransit Service. It opened for service on Monday, Nov. 25. TriMet dedicated the new facility in Campbell's honor, acknowledging her pioneering advocacy for greater public transit accessibility.

"This facility is a testament to the power of advocacy, resilience, and the unwavering dedication of one remarkable person, Jan Campbell," said TriMet General Manager Sam Desue Jr. "Her leadership has set a high standard for accessibility and inclusion at TriMet, shaping our services to reflect values that matter—equity, dignity, inclusion and opportunity for all."

A native Portlander and lifelong public transit user with paraplegia, Campbell helped create TriMet's Committee on Accessible Transportation (CAT) in 1985 and has served as its chair, for the better part, ever since.



Images: Technology inside the Jan Campbell Mobility Center



Image: TriMet General Manager Sam Desue, Jr. at the Jan Campbell Mobility Center dedication ceremony with Jan Campbell.

"You are the wind beneath my wings, meaning that you have given me strength and support so that I can fulfill my vision, along with others, in breaking down environmental and attitudinal barriers so our world is welcoming to everyone," Jan shared in her speech.

Relocated from Portland's Old Town neighborhood, the new mobility center at Northeast 7th Avenue and Holladay Street provides an easier-to-access location for in-person interviews and eligibility certification required to utilize the service. It is well served by transit, with MAX trains and Portland Streetcar rolling by every few minutes and buses coming and going from stops nearby, for most of the day.

The facility is equipped with new technology and features, including a specialized transit mobility course that simulates some of the challenges people with disabilities may face when they ride our fixed-route transit service. The course also supports travel training for riders of those buses and trains.

"We just want to make the system safe, welcoming and totally accessible," said Campbell. "When we achieve that, we will have the best [transit] system in the country."

Neighborhood Express Transit (NEXT) On-Demand

A New On-Demand Service for Older Adults and People with Disabilities Launches in Gresham

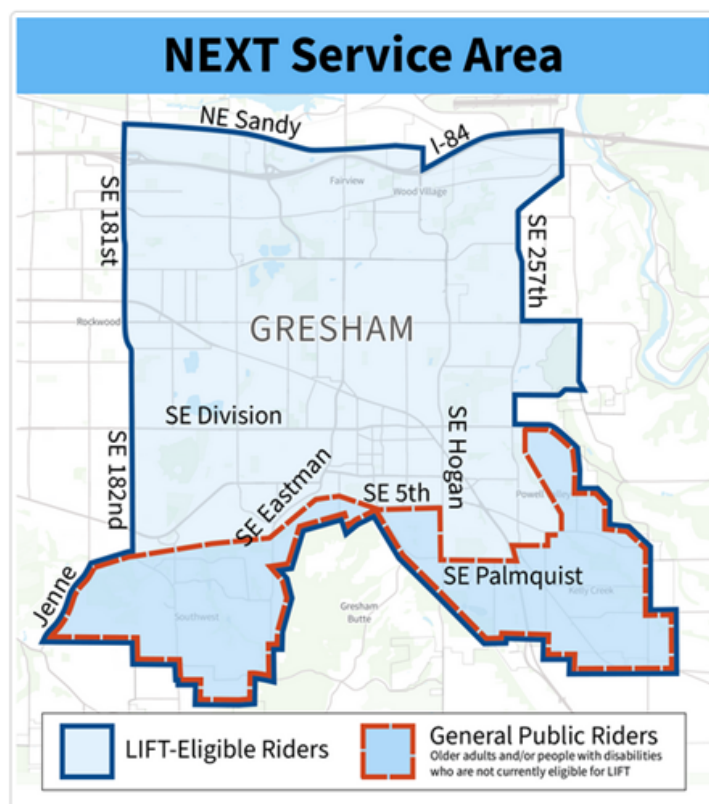
TriMet NEXT is a new on-demand transit shared ride service that TriMet is piloting for people who live, work, play and go to school in the Powell Valley and South Gresham areas. The Neighborhood Express Transit (NEXT) shuttles connect riders to the people and places in their neighborhood, including other bus and MAX lines at nearby transit centers. Riders can request a ride on NEXT using the NEXT app on their smart phone during service hours, and we'll come to you for curb-to-curb service.

Image right: CAT member Franklin Ouchida and service dog Cutie in front of TriMet NEXT bus



NEXT Service Area and Hours:

Daily 9:00 a.m.—6:00 p.m.



The NEXT service is available to riders who are older adults or people with disabilities traveling within the service zone. Riders who are eligible for LIFT paratransit service may travel in the entirety of the on-demand zone, and riders who are not eligible for LIFT may travel within the red outlined portion of the zone noted on the map below left, not served by frequent fixed route bus service.

Trips are provided on smaller TriMet buses that are wheelchair accessible with vehicle operators who will assist riders with mobility devices in securing their device once on-board. Additionally, NEXT buses come equipped with bike racks that can accommodate wider tire electric bikes. Bikes must be loaded and unloaded by the rider.

This is the first stage for CAT's longstanding desire to make same day service available to paratransit riders throughout the service district.

A successful pilot will demonstrate the productivity and efficiency of the service. It will allow TriMet LIFT staff to efficiently add trips to current routes, move trips to supplemental providers, maximizing service to more riders.

As people with disabilities and older adults continue migrating to the western and eastern edges of the TriMet service district where housing is more affordable and proximity to essential services is convenient, the availability of safe, reliable and accessible transit will grow.

For more information on TriMet NEXT, visit [Trimet.org/next](https://trimet.org/next).

Putting Riders First:

CAT Weighs In on the Development of FX Standards

CAT has been actively involved in shaping the agency's Frequent Express (FX) bus service standards to ensure inclusivity for all riders.

As part of its advisory role, CAT provided critical feedback on accessibility features such as all-door boarding, expanded and sufficient priority seating, stop placement and spacing, and real-time transit information, which are integral to FX service. The standards being developed, identify TriMet's ideal goals, as well as minimum standards.

This collaboration ensures that the FX service aligns with TriMet's commitment to accessible and equitable public transportation.

CAT continues to endorse additional space on-board buses for mobility devices, particularly along the 82nd Avenue corridor, where TriMet currently experiences a number of daily ADA pass-ups.



Photo above: Rider in a mobility device boarding a FX2 bus.

Image right: TV Highway Transit Project infographic, highlighting zero emission buses, new boarding platforms, lighting, shelters, and seating.



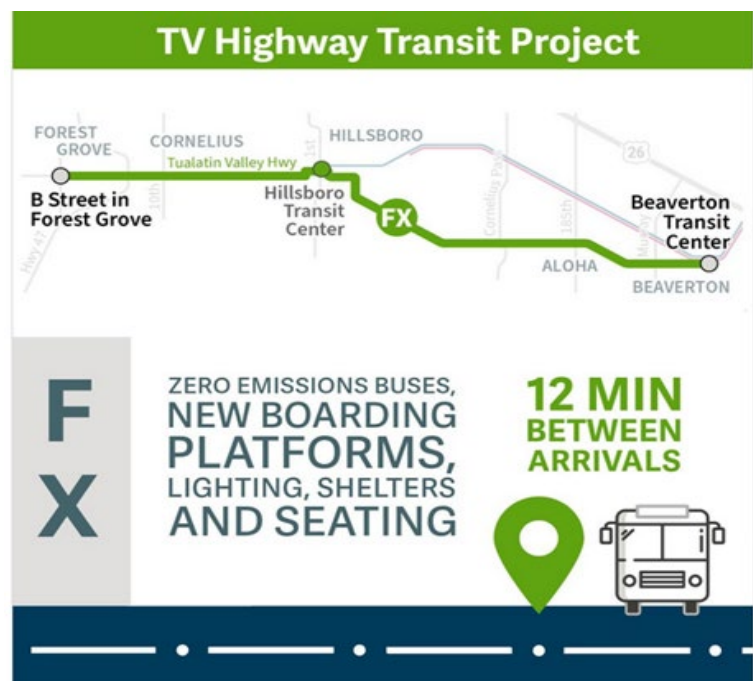
Accessibility Priorities Shape Frequent Express Service Design

CAT Chimes in on 82nd Avenue and TV Highway Frequent Express Projects

CAT is enthusiastically involved in developing accessibility standards for the agency's Frequent Express (FX) bus service, including upcoming projects along 82nd Avenue and TV Highway.

As an increasing number of older adults and people with disabilities relocate to the outer edges of the TriMet Service District in search of affordable housing, the demand for transit services that effectively meet their needs has become more urgent than ever.

CAT provides essential input on features such as accessible buses, stops and station design, boarding processes, and wayfinding tools to ensure these high-capacity corridors serve riders of all abilities. By participating early in the planning and design phases, CAT helps TriMet embed equity and accessibility into the foundation of these major transit improvements.



Interested in Being a Member of CAT and Advocating for Accessible Transportation Service?

2026 CAT Membership Drive Results in 27 Applicants

TriMet's Committee on Accessible Transportation (CAT) serves as a vital advisory body, offering insights and recommendations to enhance accessibility across the Portland metro area's transit system.

Established in 1985, CAT comprises 15 members, including individuals with disabilities, older adults, and representatives from organizations advocating for these communities. The committee's primary function is to provide ongoing input on accessibility-related topics, ensuring that TriMet's services meet the diverse needs of all riders.

Role of CAT:

CAT plays a crucial role in shaping TriMet's policies and projects by:

- **Advising on Accessibility:** Offering guidance on making transit services more accessible and inclusive.
- **Representing Diverse Communities:** Acting as a liaison between TriMet and various stakeholder groups, including persons with disabilities and seniors.
- **Influencing Projects:** Providing input on significant initiatives like the Rose Lane Project, A Better Red, and the Division Transit Project.

How to Apply:

Individuals interested in joining CAT can submit applications through January 31, 2026. The application process includes:

- **Online Application:** Completing the form available on TriMet's website.
- **Alternative Submission:** Downloading and filling out the PDF application, then sending it via email to cat@trimet.org or mailing it to the Jan Campbell Transit Mobility Center at 710 NE Holladay Street, Suite 100, Portland, OR 97232.

Eligibility Criteria

Applicants should:

- **Have Lived Experience:** Be persons with disabilities and/or older adults who use or are familiar with TriMet's public transportation services.
- **Represent Diverse Backgrounds:** Reflect a balance across various types of disabilities and come from different ethnic, economic, and geographic backgrounds.
- **Demonstrate Commitment:** Be willing to engage actively in committee activities and contribute to discussions.

Benefits of Membership:

Serving on CAT offers several advantages:

- **Influence Policy:** Directly impact decisions that affect transportation accessibility.
- **Collaborate with Stakeholders:** Work alongside advocates, transportation officials, City & County representatives, and representatives from community organizations.
- **Receive Support:** Members are provided with a monthly TriMet Transit Pass to facilitate participation and stipends are paid for meetings attended.

For more information or to apply, visit the CAT Membership page at trimet.org/cat or contact the committee at cat@trimet.org.



Image of 2023 CAT Committee

CAT Recognizes PSU's Dr. Amy Parker with the 2025 Trish Baker Award for Excellence in Accessibility Advocacy

TriMet's Committee on Accessible Transportation (CAT) has established the Trish Baker Award for Outstanding Achievement in Accessibility Advocacy in honor of long-time former CAT member, Trish Baker. The recognition celebrates advocates who have worked to break down barriers, raise awareness, and promote inclusive practices that improve the quality of life for people with disabilities.

Trish Baker was an amazing advocate for herself and the broader community. She was profoundly motivated by equity and fairness.

Trish was a long-time CAT member who embodied tenacity, empathy, compassion, and dedication in all she did. Trish was rarely limited by her disability or life circumstances.

She personified joy, light and the kindest heart. She was a collaborator and was undaunted by what many would consider "barriers". Nothing got in her way when she set her sights on a goal.

Recipients of the Trish Baker Award for Excellence in Accessibility Advocacy are individuals or organizations who embody and demonstrate those same characteristics in their daily work.

Although Trish is no longer with us, she lives on in the hearts of so many, and her spirit is demonstrated by the work and dedication of CAT, everyday, as well as their partners within TriMet and the community.



Trish Baker



Dr. Amy Parker, Ed.D.
2025 Recipient of Trish Baker

Dr. Amy Parker is an Associate Professor and Program Coordinator of the Orientation and Mobility (O&M) program in the Department of Education at Portland State University.

People who are blind or deafblind travel freely in our communities, and

through her efforts, the students she trains learn to teach people who are visually impaired to safely and independently navigate indoors and out.

Dr. Parker helps define and create effective wayfinding tools that pick up on digital information in the environment and then put that digital information into an audio or tactile format, or both, and it helps a person read the environment in real-time.

In 2018, Dr. Parker founded Mobility Matters, a summit that updates international attendees on advances in technology and new approaches for transportation systems that benefit people with disabilities.

In partnership with TriMet over the years, Dr. Parker has engaged her students, along with members of the blind and deafblind community in assessments and improvements at our transit centers and in our digital accessibility. Dr. Parker is an invaluable asset to our community, the students she teaches and advocates for and with, and TriMet services are better for her advocacy.

In the spirit and tenacity of Trish Baker, we announce Dr. Amy Parker as the 2025 recipient of the Trish Baker Award for Excellence in Accessibility Advocacy.