

**Committee on Accessible Transportation  
Wayfinding Ad-Hoc –  
Updates to the TriMet.org website  
07/28/2023 3-4 pm**

**Attendees:**

Eileen Collins, Jan Campbell, Janine Delany, Kathryn Woods, Dave Whipple, Kris Maher, Luis Ochoa, Annadiana Johnson, Malinda Carlson, David Bouchard, Joe Tobias, Shanon Moret

**Opening introduction**

**3:04**—Eileen introduced all meeting participants

Luis: We met three months ago to evaluate what was accessible on the website, but determined it was not accessible. In the new release we have addressed the two most critical issues.

Dave B: We assisted in testing phase, and it worked! Improvements in the future, to be able to book trips.

What are the next high value steps to improve experience? Haven't received any major complaints but we would like to keep going to get to the 'sweet spot'.

Eileen: what are we doing to communicate to the public that these improvements have been put in place?

Dave B: We outline what the improvements are in a list on a webpage [Trimet.org/releasenotes](https://trimet.org/releasenotes). Technical stuff in plain language that announces to the public we are being responsive to their needs. Internal announcements we release, direct line of communication, being able to influence future releases. Open to opportunities to reach out.

Question for group: How would you be most likely to learn about this – channel through OBC, BCC, the information best given to you?

A: Disability site anyone can post information to. Can send it to Patricia –Disability group created it

Melinda: someone send the verbage or direct me to website, can copy and share with instructions, can get it onto webpage.

**Dave W. I can send the link, and a blurb to add**

Q: What site is it Melinda?

Oregon Commission for the Blind website, we don't push emails out to clients, but it can pull off the website.

Eileen: Trying to rebuild friends of CAT weblist, 7-8 years ago, we are going to restart that list – have a way to push out to friends to give updates  
Jan- put it on CAT's website, more people are pulling update website  
'Announcements page', 'Accomplishments'

Eileen: Send the list to Justin Rossman, Senior Community Engagement Coordinator; he is starting Aug 14<sup>th</sup> He will have updates to add to the CAT page.

Kathryn: Improvemnts to the Trimet page, booking trips, are we talking about fixed route, which page is yours going to?

Annadiana: There is a problem with the trip planner for fixed route; problem with site, scroll down to get the time and it doesn't let me scroll down past a certain place, has been frustrating to use.

Dave W. Should not be happening, Luis and I can follow up with you to fix the issue. We will look into that, put a ticket in to address this. Are you using a screen reader? No, attempting to do this visually. We will follow up directly offline.

Q: Ask for staff ID or address on website, how to find the Farmington Rd bus, what is the bus ID?

Eileen: Another Ad Hoc work session scheduled – did it work for people to meet at TMC, in the next couple of weeks I will look at schedules. Do you want to join us virtually Patricia? Toward the end, 3 weeks. We also do this remotely with screen share, the engineers just need to be able to replicate it. Usability issue. Just need to be able to reproduce it to send to engineers.

Accessibility News and email list – we are managing those lists, we can help if there is a desire to add a new list or modify an exisiting one. Setting up new distribution. We have the current CAT Meetings list. Can that be modified or repurposed. We need to find a better way to disseminate the information.

Meeting with Tom Williams and Justin Rossman and what that might look like.

Janine: Just tried to access the website via phone, it took a while but it accepted the address. It works but not as friendly as it could be.

Luis: We are not aiming for perfect, goal for this iteration is to make it possible. We want to meet again and evaluation. We have JAWS users and Voice over users to observe and replicate it and create. What is the next major blocker or improvement to make it easier – constant evolution.

Sharing progress with the ACB, is that something we have done?

A update is given every month to ACB – president is invited to this meetings. NFB National Federation of the Blind. Current area president? Tracy?

Put contact into the chats, Eileen will build a list of community partners. Two chapters in the Portland area, Portland Central Chapter, Rose City chapter, Brian McFee.

Dave: Comment announced related to trimet.org improvements, wait until a few rounds of collaborative work between the development team and CAT members in improving the user experience for screen readers. That will get us where we should be. Next round of work that we have all been talking (guided navigation). Be making big strides that is most definitely worthy of announcing. Cautious of what we are announcing. Lets build strong foundation, not just enough to get by. Continue working with this group. If there are others that need to be involved in the conversation.

Guided navigation: working behind the scenes, navigating the processes to get that formalized as an IT project. We are working on those details, if that moves forward we want to engage this group to get feedback. To remove all the question marks, assessing what data is available vs what is not available.

Eileen: Special Transportation Advisory committee – using probably 80% of the money, thank you to those who voted to approve the funding, these are the kinds of projects we are looking to support. Thank you for the collaboration and we are looking to keep doing this.

Any other topics that have emerged?

Dave: Internally at TriMet, how the names of the bus stops are written in Trip Planning, data feed that all trip planning applications are being use, concerns what corner of the intersection is the bus stop on? Recommending looking into renaming the stops to include information relative to the cross streets. Names of the stops / direction of travel, nearside/farside. Example: NW 5<sup>th</sup> before Davis Southbound

TriMet, who would we engage for that conversation?

Data team, including Myleen Richardson. Has come up a number of times, if we could formalize this request into a ticket for data improvement?

Luis; Yes, it would be a PMO ticket. One for Viviana's team. When we put this request in, advice is to somehow quantify how many people does this affect? What is the priority of things? What percentage does this affect? So when ITG group meets, they can give it the priority it needs.

Eileen: Tier 1 stops most frequently used, maybe we build off that, we look and see the routes, are the OCB traveling in that area? Looking at bus routes that go in that direction, are they connecting? What are the key locations? Communities that they represent, route listings? Fantastic idea!

Do the entire system so that we include the stops that people don't frequent. Goal would be to get them all done. Setting the priority to how we roll that out. Highly used by riders that experience disabilities, get approved by IT governance group.

Luis: Small projects with high value is a way to get prioritized in IT approval.

Drivers on the bus don't always know what nearside or farside and what that means.

Eileen: Kris will be presenting to our new operator training class. Can she include that in the next training meeting? I would rather say left or right, not north or south. Areas you don't know, what do you do? Will have to come up with a solution to this.

Annadiana- No longer an arrow to indicate which train leaves next in the Hatfield/Gov center stop. Went on a full run on FX bus line, almost a dozen of the Wayfinding signs have been removed. TriMet when through a lot of efforts to put

those signs up, and 6-8 have been removed. Inside the shelter area were the majority that were missing.

Have the SIT team take a look at it. First time hearing about this. Elevator outages at that location. **Annadiana to send email to Joe– include the issue with the FX stops/wayfinding, please copy Eileen.**

Monitor customer comments, have been a few that have come in from riders. Issue is when they are at the track, not knowing which train leaves first, some documentation. May have to reassess the signage.

Jan: At Hatfield stations there are reader boards and it tells about elevator outages and what the time the train will be leaving. There used to be an arrow that indicated which track would be leaving next. Said Trimet employees and other travelers have reported the problem. People have gotten on the wrong train. Great if you could put the information back about which train leaves next. **Will send the rest of the info + photos.**

Patricia: 3d printing of maps

Eileen: Jennifer Lucas, Media Specialist – set up a meeting, Eligibility manager. Just hired a travel training, 3 more travel trainers on board. Most complicated Rose Quarter, sample maps, PCC maps- braille 3d campus maps. Would like to get a 3D printer for the TMC.

Executive Committee next week. Orientation and Presenting 9<sup>th</sup> Fixed Route

Have a happy Friday!

Action Items:

**Eileen to send out meeting invites for upcoming CAT meetings**

**4:04 pm—Meeting is adjourned**

Comments from Chat – 7/28/23

from Patricia Kepler to everyone: 3:14 PM

<https://groups.google.com/a/pcc.edu/g/disability-group?hl=en>

from Patricia Kepler to everyone: 3:16 PM

I think anyone can join the disability group with that link. We created it for folks to share disability related information. Let me know if you need me to add you directly

from Malinda Carlson to everyone: 3:31 PM

NFB contact:

from Malinda Carlson to everyone: 3:31 PM

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from Malinda Carlson to everyone: 3:33 PM

NFB Portland Chapter contact is Sean Carlson, [smcarlsonpdx@gmail.com](mailto:smcarlsonpdx@gmail.com)

from Malinda Carlson to everyone: 3:34 PM

NFB Rose City Chapter contact is Kirk Wagner, [kwagner8197@gmario.com](mailto:kwagner8197@gmario.com)

from Malinda Carlson to everyone: 3:43 PM

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