



CAT Wayfinding Ad Hoc

3/24/2023

Attendees: Jan Campbell, Annadiana Johnson, Patricia Kepler

TriMet: David Bouchard, Dave Whipple, Nate Smith, Joe Tobias, Elmer Bancud, Joseph Camper,

Public: Lisa Strader (PBOT), Nathan McNeill (PSU-TREC), Janine Deluanay (Public), Amy Parker (PSU)

Nate Smith updated that within 2 weeks, all displays for bus routes (52 done currently) will be updated and completed.

Also, the ASA announcements on MAX, 8 highest frequency routes updated with directional notation (westbound blue line train, northbound yellow line train) will be completed.

David Bouchard – last time you (Nate) were before us, ii asked if there was a possibility of having all bus stops announced. And you said there were technical challenges. Do you have any updates on that?

Nate Smith – (if there are riders with viausl impairments, they can request to have specific stops announced). The proximity of some stops, creates a delay that precludes the system from announcing the stop as it approaches. So, announcing every stop is not feasible. Guided navigation is really the better answer to that solution, so everyone gets what they need, when they need it. At future meetings, Dave Whipple will update the group on the progress of guided navigation.

David Bouchard– there is an equity issue to consider with guided navigation requiring smart phones and data plans. I have seen other systems that announce every stop.

Nate Smith - Every stop on every new street, time points, gap where there is a mile or more, they will split that and never go one mile without an announcement.

Annadiana – in lieu of announcing all stops, can a person request that the operator announce the specific stop, on the speaker?

Nate – great point and something they CAN do, will check with Mary Hill on elements of implementation, training, etc.

David – yes, need training and accountability measures.

Eileen – balance the needs

Joe Camper – I brought this issue to the attention of CAT in October, after there was a complaint from a visually impaired rider. The current bus stop announcement criteria are not compliant with FTA guidelines; the criteria don't mention major intersections or destination points, some are compliant. The criteria (TriMet's) need to be updated to be compliant with FTA requirements. I am waiting for a recommendation from CAT.

Nate – my understanding is that we are ADA compliant, that not every agency announces every stop. I'd like some documentation on that. The FTA circular is the guiding law on this and does not address neurodiversity on announcing requirements.

Mike Gilligan and Myleen Richardson had exchanged some email on this topic. The criteria haven't been updated in 15-20 years.

Patricia – If we are not compliant. We need to be.

Jan – get the criteria in advanced from Joe and discuss next time.

Joe – if we are going to update the criteria, hashing some of this out with CAT was where this was left.

Presentation from Nathan McNeill – PSU TREC program, doing research on FX2 platofrms at the request of TriMet. (Also worked with Amy Parker from PSU)

(Shared presentation) will be

Platform design tries to accommodate for a bike lane on Division so bikes don't have to go into the street to go around a bus when parked at the platform.

The differences are the bar separating the platform from the bike lane are not consistent, bike lane is a different color (Asphalt black vs. green). Color of bike lane is desired, width of TWSI

Assess conflicts of users on foot wheelchair mobility devices waiting for boarding or alighting a gbus, and bike lane users. Are transit riders waiting in the correct location? How often do cyclists stop whent hey are directed to? What path do the cyclists take through the platform, are thye yielding? How oftern are there conflicts, collisions between bikes and peds?

Your input is key: we will be collecting video at 8 different locatations for 12 hors a day for 2-3 days to document the behaviors I was discussing. We will code the data regarding those behaviors.

Targeted outreach to targeted users: seniors, wheelchair or mobility deivce users, older adults, visually or hearing impaired riders.

Starting in May, additional outreach over the summer

Fall into Winter 2024 – analysis and data presentation.

How can we best reach people in our target group who are FX2 riders?

Any particular concerns or issues that you think we should look into

Willing to help get the word out about study outreach when we get data to collection time (surveys, focus groups, ride alongs, etc.)

Nathan McNeill – nmcneil@pdx.edu, 503-725-8581

Patricia Kepler– many of us are involved in other organizations and can get the word out.

Annadiana Johnson – the Tactile area on the business side/street/track side of the platform...CAT had determined that yellow was a better color than white. A little more consistency around tactile surface coloring would be great.

Nathan – I will ask about that. I don't have an answer right now. More importantly, we are interested in the IMPACT on users.

Patricia – as a blind pedestrian, leaving the safety of a sidewalk to a platform, going closer to traffic, losing structure, that is pretty intimidating. Also, it seems like in the development of streets, it used to be very typical to have sidewalks and curbs, but those seem to be removed in new development.

Nathan – do you mean the cutaways and medians?

Patricia – yes, like refuge islands in right turn lanes.

Nathan – I know in the design of Division, there has been an effort to narrow traffic lanes from 13' to 11' – with the intent to slow down driving. But there are few medians.

Patricia – I am talking about islands, not medians.

Nathan – that is a good point to make sure to distinguish. There are bus stop islands that are popping up around town and a few on Division. This research is not focused on that, more on the condensed platform design.

Jan – Lisa are these the floating islands that Patricia is talking about?

Lisa – yes, these may be the islands (Zicla platforms) that PBOT has worked with TriMet on and talked to CAT about.

David Bouchard – I have not been to every Division stop yet, but I have not experienced one of these islands. But it is hard to know where the "Waiting area" is, because there is not a visual or tactile indication at the stop.

Janine – it might be worth doing a field trip to check some out.

Nathan – it's looking like that is a likely part of the evaluation process. As part of the planning process, we did some trips with the Oregon Commission for the Blind. It was really informative and would be great to do additional field trips as part of the data collection phase.

Janine – Re; FX buses – the seating is different, and the drivers are good at communicating where the seats are, but they are propped up for wheelchair users, I think it's a training issue to communicate where the seat is.

Annadiana – Please let me go back to bus driver training classes!

David – in the observation of the FX line – it would good to note if all three doors open, which the SOP requires, but in my experience the middle door was not open or opening. That could be a problem. Every door is supposed to be available.

Nathan – we will be looking at boarding behavior, not specific operations.

Patricia – We need to get a tech meeting lined up to review screen reader review of TriMet.org

Eileen – can we aim for 3:00 on the 14th of April for that meeting at the TriMet Transit Mobility Center?

Dave Whipple – Luis Ochoa is eager to get this information along with the TriMet IT team. We had also talked about getting more folks from Oregon Commission for the Blind. Melinda gave me information on OCB staffers who could help, in the context of folks who might want to weigh in.

from Lisa Strader/PBOT ADA Coordinator to everyone: 3:16 PM

I will rejoin in a few.

from David Bouchard to everyone: 3:18 PM

Definitely training and accountability measures.

from Annadiana Johnson to everyone: 3:18 PM

Training is the key!

from David Bouchard to everyone: 3:21 PM

I wonder if ADA addresses neurodivergent needs in regards to the cadence of announcements.

from David Bouchard to everyone: 3:22 PM

If it does not address those needs, I feel that announcing all stops should be prioritized.

from Annadiana Johnson to everyone: 3:22 PM

I also point out to drivers if the verbal announcements ARE being made, but the reader board is turned off

from Annadiana Johnson to everyone: 3:24 PM

if the reader board is turned off deaf people might not know their stop is coming up

from Amy Parker to everyone: 3:25 PM

i'm sorry to be a bit distracted today. car needs. One really interesting video was developed with input from the DeafBlind community with King County Metro for training drivers. I'll share it with Eileen. Going to pay my bill now. have a good weekend.

from Annadiana Johnson to everyone: 3:33 PM

I thought those areas with the tactile surface is suppose to be yellow

from Annadiana Johnson to everyone: 3:34 PM

I am talking about the tactile areas on the STREET side of the area

from Annadiana Johnson to everyone: 3:38 PM

Trimet Riders Club

from Annadiana Johnson to everyone: 3:39 PM

Reach out to the TEAC for other organizations too

from Lisa Strader/PBOT ADA Coordinator to everyone: 3:42 PM

I have consistently heard from blind and low vision pedestrians that yellow is the best color and consistency is very important. Knowing what to expect when they experience tactile domes.

from Annadiana Johnson to everyone: 3:46 PM

with the islands such as on Weidler and 110th area, are dangerous for people who live with disabilities

from David Bouchard to everyone: 3:58 PM

I met with Noel Torres and Jonathan Hendryx on Tuesday, and we have identified some preliminary issues with it.