



CAT Wayfinding Ad Hoc Minutes
Tuesday November 26th, 2024
9:30 a.m. – 11:00 a.m.

Recording:

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CAT Members

Patricia Kepler
Sky McLeod
Annadiana Johnson
Katherine Woods

TriMet

Justin Rossman, Sr. Coord. Community Engagement
Eileen Turvey, Dir. Transportation Ops - ATP
Joseph Camper, ADA Analyst, Legal Services
Joe Tobias, Sr. Project Mgr. Customer Experience
Nate Smith, Dir. Customer Experience
Michael Corrente, Sr. Proj Manager

Guests

Elianna Gnoffo PCC
Kerrie Franey ODOT
Janine Delaunay
Amy Parker, PSU

MINUTES

- **9:30am Call to Order and Introductions** – Committee Co-Chairs Patricia Kepler and Sky McLeod. Patricia Kepler offers a thank you to all the partners who are with us today.
 - **Patricia Kepler** shared about the new Jan Campbell Mobility Center. She asked Justin if this is the location where the travel trainers are located. The new location is centrally located in the Lloyd Center area, at 7th and Holladay.

- **Justin responded yes, Travel Trainers are working out of the Mobility Center.**
- Michael Corrente talked about creating braille and tactile maps. They will be doing a study with Amy Parker and others regarding the maps being created by a 3D printer for the community.
- **TriMet staff updates**
 - Automatic Stop Announcements at all stops pilot update:
As of December 1st 2024, 11.5% of TriMet’s bus routes will announce all stops. Those lines include: 16, 59, 155, 287, 288, 291, 292, 293, 81 and FX2. Lines 15, 70, are commonly used by the blind community. Also lines 19 & all FX, 12, 20, 72, 4. Looking to have on all routes by the end of 2025.
 - Amy Parker – Discussion regarding the Deaf Blind community and how they communicate with bus drivers. Sound Transit in Seattle has a large Deaf Blind community that communicates through tactile sign language, Language cards and videos. TriMet is working within their Language Access Program (LAP). She has an idea of someone who would be a good candidate for coming to the meetings or becoming part of the CAT committee.
- **Falcon deployment update.**
As of 11/1/24, 9 new devices have been installed at:
 - E Burnside & NE 82nd
 - Gresham Central Transit Center
 - SE Baseline St. & 2nd
 - Jantzen Beach Main Stop
 - Clackamas Town Center Mall (X2)
 - SE 82nd & King
 - SE 82nd & Boyer Drive
 - SE Foster & 82nd
 - Eileen Turvey asked for 7th and Holladay location to be prioritized as well as one inside the mobility center for training.
 - Joe Tobias will touch base regarding the power networks needed for setup at the JCMC and will need to reach out to

the property manager.

16 more Falcons are available to be installed and 100 on ordered to arrive no later than the end of March. The location of the 11th and 12th Stark St. have been prioritized as they are adjacent to the Commission for the blind.

Joe Tobias gave a quick lesson on what the Falcons are used for, he described them as an ADA Button very similar to a crosswalk button with a cellular card that provides the arrival information for the buses coming to a particular stop. The devices are mounted below the HOP validators and it will have an intermittent tone so people can find them.

- **Tactile and braille maps project**

In the future, 3D printers will be located at TMC and CSC for printing braille maps and we will also have files available for download for those who have a 3D printer available to them.

- Eileen Turvey mentioned PCC's tactile 3d printed maps and showed the map with buildings and content for areas such as the PCC campus. The buildings are named in braille, it shows different things like where the shuttle stops. It's a 6" x 7" plastic card and opens to show the whole campus. But you could do so many different places like PSU etc. Michael Cantino was the creator of these maps.
 - Annadiana Johnson brought up keeping the ones out on the system clean and sanitized, however if they are a smaller individual map then it's up to the person to keep them clean.
 - Eileen Turvey – Trying to find a solution to put in everyone's pocket.
 - Amy Parker brought up that field testing these models to see what works is never a one size fits all. None of us relies on just one tool to do wayfinding. We have multiple tools. What's notable is that people can print them at different locations, but also have them printed at TriMet to be picked up and used as a part of how they do transit.
 - Sky McLeod brought up how helpful seeing the entire alignment can be, hard to produce but helpful.

- Annadiana Johnson asked about the cost associated with making maps for the community.
 - Amy Parker informed the group that the heavy part of the cost is setup which is around \$2000 for the 3D printer and then plastic prints themselves are about .10 cents in materials for each map. Amy Parker agreed with Sky on showing the entire alignment and then being able to focus in on one specific area.
 - Amy Parker also talked about a product being developed called Monarch which is a device that creates tactile pictures and maps. Justin Rossman will look into this technology.
 - Sky McLeod asked for a timeline on this 3D printer work. Eileen and Amy said work should start within the next month.
- Justin Rossman brought up that the next wayfinding meeting would be on Christmas Eve and everyone was in agreement that we should cancel December's meeting.

Wayfinding apps discussion (Aira, Be My Eyes, Lazarillo NaviLens, etc.)

Justin Rossman brought up that several of these have been on the work plan for some time, and we really want to take a good look at the possibility of a few. Such as how Patricia's new Meta glasses are working.

- Eileen Turvey said she wants to know how well Aira is working for people and what companies are involved in using it as we at TriMet want to help grow what the regional best practice is so when customers go from one place to the next they have a consistent experience.
- Sky McLeod mentioned OMSI using Aira within a special program.
- Patricia Kepler shared how we can use the Aira application and when you open it there's a whole list of organizations that have contracted with Aira that you can access for free.
- Janine Delaunay said yes to Aira in helping find HOP readers.
- Eileen Turvey asked if a pilot with Aira would be good while we also look into NaviLens long term.
- Patricia Kepler said having a live operator through Aira is very helpful.
- Sky McLeod asked if we can reach out to other transit agencies with this technology.
 - Eileen Turvey will coordinate with Justin to do a deeper dive on what we find out from other agencies.

- Amy Parker said the airport would possibly be a good local partner that can give some insight on their work with Aira. And Sound Transit –can provide feedback on the Good Maps pilot. It would be good to hear what the feedback is in the community.
 - Patricia Kepler said Good Maps was not on our list
 - Eileen Turvey asked Amy Parker if Good Maps has been updated from working in exterior areas compared to just interior areas as it behaves differently due to the way the environment is scanned.
 - Amy Parker said we should research and invest in apps that we feel will be here for a while. She will connect this committee with Sound transit folks for any information they have regarding their partnership with good maps.
 - Patricia Kepler found out that the Good Maps app will no longer be doing the outdoor maps. That APH was taking over the outside maps.
 - Kathryn Woods mentioned an issue with public/private that the user can't hear from the app.
- **Committee Member Feedback and Discussion**
 - Elianna Gnoffo asked about plans for TriMet's future seating and covered shelters. She also brought up a biohazard incident on the MAX line and asked if there were plans for public restrooms near the MAX lines.
 - Elianna Gnoffo mentioned her bike tires were too wide to fit on the front racks of the bus and wanted to know if they were talking about increasing bike capacity, but including that there are a lot of different sizes and shapes of bikes/tires.
 - Justin Rossman mentioned that the bus shelter redesign project is happening in fixed route subcommittee. He also talked about public restrooms which have been brought up a few times but the CAT committee has yet to have a large conversation around it.
 - Justin mentioned TriMet Community Engagement Team takes bike racks with them to their events and that we are planning to have one installed at JCMC.

- Eileen said we are equipping some LIFT buses with bike racks as people are using e-bikes with large tires for mobility reasons to get on LIFT

- **11:00 - Meeting Adjourned**

Next wayfinding meeting is scheduled for Tuesday 1/28 at 9:30am