

CAT Ad Hoc Priority Seating Meeting Minutes 2/6/26

Recording:

<https://us02web.zoom.us/rec/share/ULI5cuO1uL8nUbWZmCqT0DoJfxeYj3wiWUnuHjL1tpXZ1tNnnUBkyr7Jv01ZzQMd.FqjR-kNzpkVLdK2g?startTime=1770398678000>

Attendance:

Jan Campbell, Annadiana Johnson, Justin Rossman, Alex Anderson, Stephen Mobley, Christopher Sneed, Donnie Vercher, Jason Jablow, Patricia Kepler, Nate Smith, Joe Camper, Richard Hunter, David Bouchard, TJ Anderson, Franklin Ouchida, Eileen Collins Turvey, Jae Warr

Notes:

Anna –

- Suggestion – operator training – I keep meeting operators who are unaware of the red strap under the back seat that releases the back securement straps – they don't seem to be super familiar.
- Operators need to use the microphone, not just their spoken voice to announce priority seating move needs.
- Personally owned scooters (Lime, like) people are bringing those on-board. There are people who use those as their mobility aid. Need to make sure those are included and defined.
- Explore partnership models with social service agencies for storage solutions for riders' belongings so people can travel on bus & MAX without needing to carry it all around and take up unnecessary space? And identify high-need locations for such services.

Nate –

- Customer Experience heart has so many ideas. (Human behavior problem) convenience vs. behavior

- How are buses leaving the yard? Seats down or up?
- Color of seats – denoting these are saved spaces
- Flooring color – designate
- Announcements – a pre-programmed announcement that operators can trigger to announce the need to move. (not sure if we have that capability – but it would be great if it could) IT and Maintenance (Topher says yes – much like the ADA button)
- Transit app – shared information on number of priority seats available in the moment.

Richard –

- Security/SRT who watch people board with non-allowed items, but don't say anything. Training needed.
- A family boarded MAX – dad has a wagon with a child in it. Parks it in the mobility device securement area. Has an older daughter, mom boards on the end with another wagon, and they are all eating. When the doors open, dad threw bread out on the platform – then daughter repeated.

Jan –

- Asked that a copy of the slides be sent out to the committee
- Policy/SOP – clarify differences between ADA Mobility Devices and Mobility Aids
- Training – will CAT be involved? Yes – figure out how.
- Fold-up Seats. How would that impact/help riders with mobility aids
- Some people who use carts also have disabilities and may need to use the priority seating area

Other –

- Engage with social service partners to communicate allowed devices, provide resource sheets/visual guides, and explore partnership opportunities for securing storage for riders' belongings.