



**Committee on Accessible Transportation
Business Meeting
Wednesday, May 21, 2025
9:00 a.m. – 11:30 a.m.
Webex**

Recording:

<https://tmshare.webex.com/recordingsevice/sites/tmshare/recording/playback/ee365344188a103ebff796fb3fd8e81b>

Password: 4Pvq83nc

CAT Members

Jan Campbell
Annadiana Johnson
Claudia Robertson
Dave Daley
T J Anderson
Patricia Kepler
Jason Jablow
Sky McLeod
Franklin Ouchida
Stella Moore
T J Anderson
Tre Madden
Richard Hunter

Absent

Kathryn Woods

TriMet

Justin Rossman, Sr. Community Engagement
Samuel Hartman, LIFT Service Quality Administrator
Pat Williams, Dir. Security & Emergency Mgmt.
Charlie Clark, Mgr. LIFT Service Delivery
Kaylee Knowles, Web Accessibility
Mary Hicks, Sr. Admin Asst. ATP
Kittie Kong, Sr. Community Engagement
Nate Smith, Dir. Customer Experience
Joseph Camper, Sr. Analyst ADA – Legal Services
Leticia Kleinberg, Mgr. Creative Services
Nikki Sato, Software Developer
Erin Graham, Board of Directors, CAT Liaison
Joe Tobias, Sr. Project Mgr. Customer Experience
Jonathan Lewis, Gen. Mgr. Transdev
Dave Motorca, Proj. Coordinator
Bruce Smith, Proj. Mgr. Public Access & Innovation

Guests/Public

Adam Kriss
Abby Griffith

Minutes

09:00 - **A. Opening Remarks** – Jan Campbell

1. Round Table Introductions
Approval of Agenda, Motion to pass agenda by TJ Anderson, second by Dave Daley. Annadiana Johnson brought up that the alpha description is off on the agenda.
2. Approval of April Business Minutes, Motion to approve by Patricia Kepler, second by TJ Anderson, no discussion, all in favor, none opposed.
3. Street Trust – OATS Conference, (Oregon Active Transportation Summit) Several CAT members were in attendance and reported that the conference was great and the presentations were well received. The CAT members who presented did a great job at sharing their lived experience and knowledge.

09:15 - **B. Bus Catcher Information Display (BCID) Improvements**— Nate Smith, Director of Customer Experience. The Bus Catcher insert is a poster size information display that includes route information and a QR code with GPS tracking information about each stop in real time. Some Improvements needed were to increase the size of the fonts on signs and make the content cleaner, another was to enlarge the maps. This sign also allows us to include bi-lingual translation and it makes contacting security quick and easy. In addition, new stop blade signs are 3 times more reflective, so hoping it helps with less pass ups.

Cat members talked about including peak hours, mid-day, off hours which needed a definition of what those hours mean. There was a suggestion regarding posting these signs in a consistent area at each location. There were also concerns about stops without poles/signs and how would the new blade signs help. There is currently an audit to check all sign poles and put in all new inserts at all bus stops.

09:30 - **C. General Public Comment**

Adam Kriss – How are you testing the reflectiveness of the signs?

Nate Smith responded, we moved to a new vendor with better sign material that is more reflective, making it easier for our drivers to see the signs better.

Adam Kriss suggested to bring the information to the fixed route committee regarding the downtown Safeway stop being removed and needs to be re-evaluated.

Annadiana Johnson – brought up that the stop was changed during the construction by the museum where the bus drivers take their layovers and TriMet shifted several things around but implied they would move it back when all was done.

Dave Daley also commented that if they no longer need the layover space we should discuss the issue in the fixed route committee and get something accomplished.

09:35 - **D. Fixed Route subcommittee update** – Fixed Route Chair- Dave Daley.
Two points of discussion, a) which bikes are going to be allowed on TriMet and b) where will they store them. He also questioned how much cargo should a person be able to bring on the bus – whether it's a big electric bike, bags of cans or large carts.
Another point of discussion was regarding the outer Powell corridor construction which is in collaboration with PBOT and ODOT. TriMet staff needs to reach out to those involved and invite them to a CAT fixed route meeting.

09:40 - **E. Wayfinding ad hoc update** – Wayfinding Co-Chairs Patricia Kepler and Sky McLeod discussed the new Falcon devices with the concern that blind people don't know they exist yet. We need to discuss ways that we can make them more accessible.
There is a wayfinding transit center study being done by Amy Parker at PSU, with a follow up session on Friday June 13th.

- Nate commented that TriMet is exploring the Falcon device's audible alert capabilities. The vendor has shared that it is a possibility and is currently in development.
- Joe Tobias noted that when they add more detail to the Falcon for voice announcements and braille as well, they will let CAT know next steps.
- Franklin Ouchida enjoyed volunteering for the wayfinding session at Beaverton Transit Center He feels that the beacon idea with the voice announcements would be a huge improvement for the Falcons. He also mentioned that he witnessed a pass-up by Uber, for Patricia Kepler which was believed to be due to her service dog.
- Jan Campbell would like to follow up the service dog pass-up with this information in the executive committee.

09:45 - **F. 82nd Ave. Community Advisory Committee update** – Franklin Ouchida
Talked about the conversion of outer lanes to BAT Lanes (Business Access and Transit). This may include road widening at certain busy intersections.
Claudia Robertson – Requesting we move this information into the Fixed Route meeting. Justin Rossman will put it on the agenda.

09:50 - **G. FY26 Recruiting Update** – Annadiana Johnson shared that several people responded this year. Re-elected to the committee this year are Jan Campbell, Dave Daley, and Patricia Kepler

The new members are Ulysses Garcia and Osman Abdelrahman.

Madeline Temple will be an alternate, in the event that someone has to leave the committee.

- Claudia asked for a bio for each of the new members. Justin will provide that information.

09:55 - **H. FY26 Executive Committee Nominations and Voting** – Claudia Robertson

- Committee Chair – Jan Campbell
- Member at large – Patricia Kepler
- Nominations – No nominations came from the floor.

10:05 - **I. TriMet Staff Updates** –

- Thanks to Jan Campbell, Annadiana Johnson and Jason Jablow for volunteering at the Center Street tabling event for operators.
- Luncheon replaces next month's business meeting on 6/18/25.
- TriMet celebrates the 35th anniversary of the ADA signing at the Jan Campbell Transit Mobility Center on 7/25/25 (time is TBD)
- Two new Accessible Transportation fliers for community engagement.
 - LIFT service information and the Eligibility Process
 - Fixed Route Accessibility Features and Travel Training
- FY26 Calendar invites coming soon. Reminder switching to Zoom as the new meeting platform on July 1st. New information, CAT will have only one link to access for all meetings.

10:10 - **J. Committee Member Feedback & Discussion**

- Patricia Kepler brought up the new letter going out regarding "No Pays" on LIFT and avoiding service suspension. The wording seems harsh. Will bring up the letter in the executive committee.
- Jason Jablow regarding the feedback he is seeking from Pat Williams regarding vehicle numbers in the case of an emergency. Justin said Pat will be joining us in July's meeting.

10:20 - **K. TriMet Board of Directors Update** – Director Erin Graham

Director Graham, attended a board meeting/retreat in April. They spent time forecasting ridership as well as Federal issues creating unknown impact on timelines for work to be done. There are a lot of unknowns that the board is actively discussing. Erin asked Dave Daley if any information on the TV Highway project had come to the committee recently as the ODOT rep seemed interested in staying connected.

10:30 - **L. Break**

10:45 - **M. Accessible Transportation Program Updates** – Charlie Clark, Lift Service Delivery Manager

- Instacart Pilot – 200 riders initially enrolled, currently 130 enrolled, leadership approved another 870 riders for a total of 1000.
 - Cat members questioned the cost for the agency to be involved with Instacart. They were also concerned with the percentage of blind people involved and asked how the specific demographics were chosen. Are there ways blind people can get notifications, such as phone notifications?
- Honored Citizen Free Fixed Route Pilot- originally 470 riders, leadership approved an additional 1000 riders. Data showed increase use of fixed route and reduced LIFT service.
 - Cat members asked how long they will restrict this to a pilot. Also talked about the extensive survey process with the outside vendor. They had questioned riders, if they had the ability to ride fixed route for free would that entice them and the answer was no. Glad they were wrong. There were also questions regarding the conditional vs non-conditional rider as well as the date used from May to October, which is during summer weather and would normally spike fixed route rides.
- Aira wayfinding technology service is a verbal navigation tool for those with low/no sight challenges and the pilot for this program is 50 LIFT riders. CAT watched a short video presentation that helped explain the new program for results on demand 24/7 with assistance from a trained visual interpreter, ready to provide visual information.
 - Jan Campbell asked if there is a cost for the user. TriMet is absorbing the cost at this time. Technology grant funds are being used for this pilot.

- NEXT on-Demand Service in the Gresham area. Combining same day paratransit service and general public riders that are older adults and those with disabilities that are not LIFT eligible.
 - A few CAT members said that when they tried the app it said that no ride was available, but the app needs to keep looking for another ride, similar to how Uber and LYFT operate.
 - trimet.org/next

11:15 - N. Comments and questions

- Annadiana Johnson – noticed a bus the other day where the signage and advertisement wrap on the bus obstructed the windows. This needs to be brought back to the fixed route subcommittee for further discussion.

11:29 - O. Upcoming meetings

- Wayfinding Ad Hoc May 27th at 9:30am
- Executive Committee Planning June 3rd at 9:30am
- Fixed Route Subcommittee June 11th at 9:30am
- Annual CAT Accessibility Luncheon June 18th 11:30am – 2:00pm.) This replaces the June Business Meeting).

Upcoming CAT new operator trainings:

- Bus New Operator Training – May 22nd 11:45am
- LIFT New Operator Training – June 5th 1:00pm
- MAX new operator training – June 16th 12:15pm

11:30 - P. Adjourn Business Meeting – Moved to adjourn by TJ