



Committee on Accessible Transportation
Ad Hoc – Wayfinding for Riders with Visual Impairments
January 27, 2023

Attendees:

Duggan Foster, Public – Portland Community College
Kris Meagher, CAT
Patricia Kepler, CAT (Ad Hoc Chair)
Eric Morris, Public – Oregon Commission for the Blind
Amy Parker, Public – Portland State University, Orientation & Mobility Program
Dave Whipple, TriMet
Malinda Carlson, Public – Oregon Commission for the Blind
Janene Delaunay, Public
Annadiana Johnson, CAT
David Bouchard, TriMet
Lisa Strader, Public - Portland Bureau of Transportation, ADA Coordinator
Joe Tobias, TriMet
Nate Smith, TriMet
Charlie Clark, TriMet
Eileen Collins, TriMet

Minutes:

Updates from Nate Smith, TriMet Director of Customer Experience and his team on Automated Service Announcements (ASAs)

- Got through the first three phases of the data entry side for automated stop announcements on Max Trains, will have data entry done by next week, with TriMet engineers and hopefully will be loaded and ready to deploy by early April.
- For MAX trains only
 - **Annadiana Johnson:** Bus announcements are needed, also. Are operators in control of the train?
 - Answer: They are not, they input the route on the (Mobile Data Terminal) (MDT) that automatically triggers the announcement.
- Adding in directional verbiage (this is a northbound train, etc)

- Bus lines make announcements at connecting locations
- Reader boards and audio are not connected
- **David Bouchard:** why are we having issues on the bus side for announcing all stops?
 - Nate Smith will look into this and see what the limitation is for our system related to stop spacing. David asked to have Nate come back with precise data related to stop spacing etc, because there are other cities of similar size that do not have this problem.
- **Nate Smith:** If there are any issues with operators related to stop announcements, please make sure to report those to TriMet Rider Support so we can follow up and coach operators. Same thing with automated announcements, if there are any issues please report them so maintenance can follow up with them and make sure things are working properly
- **Nate Smith:** we are going to have live chat with customer service within the next few months
- **Amy Parker:** Hard to hear stop announcements sometimes. Do smartsheets interface with SMS? That would allow someone to follow along their trip.
 - Answer: Dave Whipple referenced this is hopefully in the long-term plan to allow turn-by-turn navigation on board vehicles to stop locations.
- Audible announcements-- Nate will review if we can standardize automated stop announcement the speaker level on buses.
- Connectpoint-- Text to speech device that will be installed throughout the system for low vision riders giving eta and stop updates that reflect transit tracker displays
- **Kris Meagher:** really enjoyed the screens and the large print
- **Janene Delaunay:** The text to speech device sounds great, but I will need to know where it is to see it.
 - Nate-- Yes once we deploy we will work on standardizing locations for all.
- Coordinate a field trip out with Nate and his team with CAT in the next few months.

Notes from Webex Chat:

from Lisa Strader/PBOT ADA Coordinator to everyone: 3:07 PM

Sorry I am a little late.

from Eric Morris - OCB to everyone: 3:20 PM

I was on the 64 last week, auto announcements wasn't working, so the driver did them

from Eric Morris - OCB to everyone: 3:21 PM

last week

from Eric Morris - OCB to everyone: 3:26 PM

is the text info on the web?

from Patricia Kepler to everyone: 3:30 PM

That is an awesome thought

from Eric Morris - OCB to everyone: 3:34 PM

Please turn it down on the WES, so loud...

from Eric Morris - OCB to everyone: 3:35 PM

Will do. I talk with them daily

from Eileen Collins mastel to everyone: 3:38 PM

<https://www.connectpointdigital.com/product/text-to-speech/>

from Eric Morris - OCB to everyone: 3:45 PM

Put it by the hop. then only one place to find

from Amy Parker to everyone: 3:47 PM

Nice thinking, Eric

from Amy Parker to everyone: 3:51 PM

Thanks for your advocacy, CAT and thanks for being so responsive, TriMet.

from Eric Morris - OCB to everyone: 3:51 PM

simple, not easy

