



CAPITAL METROPOLITAN TRANSPORTATION AUTHORITY
BOARD OF DIRECTORS PUBLIC HEARING
2910 East Fifth Street Austin, TX 78702

~ MINUTES ~

Executive Assistant/Board Liaison Gina Estrada
512-389-7458

Thursday, September 16, 2010

4:00 PM

Capital Metro Board Room

I. Presentations:

MetroAccess Policy Changes.

Elaine Timbes, EVP, Interim Chief Operating Officer, gave presentation along with MMWG representative, Ben Blocker and Chad Ballentine. (see attachment). They gave a joint presentation regarding the consensus and non-consensus issues with MetroAccess and discussed new customers and present customers eligibility issues, agreement to revamp the eligibility process and the recertification process.

Frank Fernandez asked staff to walk through the analysis process.

Inez Evans explained the process, she spoke on number of trips and cost avoidance.

Chad Ballentine - Discussed appeals decisions, taxi vouchers, subscription vouchers and possible elimination of vouchers on request.

Ben Blocker - We would like these to stay the same. Then he discussed overflow vouchers, call center hours and rider notification system that need further discussion.

Executive summary will be provided to Ms. Watson, policies are adopted on September 24th.

Norm Chafetz - The 3/4 service issue, after we adopt as policy?

Evans - Yes.

Chafetz - Are we going to adopt on each issue separately or all?

Timbes - For all unless Board wants to amend and do separately.

John Langmore - What would be the process if we wanted to modify the program?

Would we have to do this process all over again?

Timbes - The Board would provide us with a policy and direction and then a timeline plan.

Fernandez - The financial impact on policy changes, on a net basis and what would be the impact on the community?

Timbes - That information was delivered yesterday, we will have to you tomorrow.

Fernandez - Also, the number anticipated in the budget?

Timbes - Already done, I will get you that information too.

Chairman Martinez - Read all the names of the people that were thanked.

Diane Bomar-Aleman gave a presentation. She stated that only the people that use fixed route or MetroAccess understand the system. Concerns regarding violations being ignored, the recommendations from MMWG, service area reductions are illegal, no public input process was held, public not being properly informed, taxi voucher issues, call center hours and issues regarding Capital Metro's application vs. the one she developed which is more objective.

Public Comments:

1. Maurice Hickey – Spoke on STS - issues regarding functionality test. I Would like Capital Metro to reject this option. If not, I will file a complaint and civil litigation against Capital Metro Board and staff. I am offering my service for free to help fix the system.
2. Michael Zitz-Evancih - Listen and consider what everyone is saying, discussed 504

of the Rehab Act and taxi vouchers. In the 90's Capital Metro was a model agency. If you reduce service some people will be losing service.

3. Robert Frank - Regarding not doing away with taxi cabs. We all need to work together.

4. Emiliano Nolasem – Spoke on blind people being off MetroAccess, we have rights too.

5. Diane Bomar Aleman - Regarding Taxi Vouchers on request, Braille handouts and slides.

6. Jessica Michallick - Regarding route reduction and would like to see the route expanded to the Pflugerville and Round Rock area.

7. Ginger Abebe – Spoke on the 3/4 of a mile radius issue, taxi vouchers are very well needed and these things need to be reconsidered.

8. Ann Nelson - Recertification needs to be extended, other issues are call center hours, change advance reservation - difficult for handicap to access.

9. Ernesto Herrera – Spoke on policies of CMTA - dangerous trend, people are scared of losing their quality of life, and a lot of blind people come to Austin for the paratransit system. He also addressed concerns with the 3/4 mile issue.

10. Cheryl Sestak - Frustrated regarding the 3/4 of a mile issue that was never discussed, worked late nights, made reservations every week then I could not be picked up on Sunday because of the 3/4 of a mile rule. Regarding the certification process - how are you going to determine eligibility when things change day to day? You can not tell me all these changes are not connected to Rail.

11. Ken Salsburg – Commented on cutting off the routes, this particular route has about 6 apartment complexes along the route, if it is cut off we will have to walk about 3 miles to the next bus stop.

12. Carlos Aleman - I appreciate the changes in the presentation and for the people coming out today. I challenge you to think about what it would be like in our shoes. Take the training and see what it is like to be blind. Don't destroy the taxi voucher program and sustain the MetroAccess program.

13. Abigail Saliaz – Stated you need to put yourself in our shoes and go through the blind training. Cab vouchers should not be changed, how would you feel if you were limited?

14. Yolanda Garcia - I disagree with the eligibility infringements on the policy that states I have to go to your doctor. Concerned regarding not being told about reduction of service area, Board needs to reevaluate.

15. Dolly Alexander - US government requires reasonable accommodations

16. Robert Williams - Representative from Austin Interfaith Church - stated he does not support any cuts, especially for the disabled community and the application process should be streamlined. Staff was very helpful at the 9/14 meeting, we got a better understanding of the changes. The voucher on request could be expanded.

17. Dayanara Garcia - Do not eliminate the cab vouchers, leave it the way it was in 2004.

18. Sandra Seekamp - Eligibility - issues regarding MetroAccess mediation, we cost the company too much money and we have tried to negotiate with them to use new application form. Do not pass this eligibility policy.

19. Winter Haynes - Would like to commend Carlos and Diane for informing us, agree about not giving up cab vouchers, need to change the eligibility to what it use to be. Make it fair, see what it is like when you are limited.

20. Nancy Crowther - Thank you for the huge amount of work. The civil rights,

vouchers are not equal access. Long wait for service. Fixed route is not an equitable program. Need to use public service equitably, eligibility - be careful of issues, endorses changes.

21. Ruth Ramsey Caldwell - Disability Coordinator - discussed people with disabilities and the aging workforce possibly needing to use MetroAccess. CMTA has done a great job with people getting them around. People rely on MetroAccess and many could lose their jobs if these changes are made, strongly advise Board to reconsider.

22. Krisha Hagler - Commended Diane Bomar and Pat Bartel for their work on this. Code 44.002 is against the law; I will call KXAN and file a lawsuit.

23. Jan Yenawine - Glad to see new Board members. The argument regarding eligibility will have to explain to federal government. Issues regarding shifting bus routes to Cedar Park, they should have to pay to be in the system.

24. Robert Dillon - Hope you are listening, policies affect every one of us, 3/4 issues, all this affects our lives, cutting back on disability community.

25. Marcus Manning - Thanked Diane and Pat Bartel - issues regarding subscription services, cab vouchers, no shows, not being able to find where I live and eligibility - ADA say's blindness is all that needed.

26. Pat Bartel - (see handout regarding FTA) Spoke on complaint regarding taxi vouchers. Do not approve of eligibility issues. Why would you go against expert advice?

27. Diane Bomar - I encourage everyone to come to Monday's Budget meeting. How do you excuse what you do, interviews and functional assessments are humiliating.

28. Kathryn Rutledge - Fixed routes concerns - people should be grandfathered-in, functionality test, evaluations - job is to eliminate people, don't trust the evaluations, let cab vouchers remain the same and issues with level of service. Vote one item at a time, not all at one time. How do Board members get their positions?

Chair Martinez - Appointment process through the entities.

29. John Meinkowsky - ARCIL - I am a fan of Capital Metro, these are people that love the organization. We got kicked in the face. Since 2005 people do not like the changes. Do what works for the people, people that depend on the service.

30. Neemah Mcglothlan - I was at the 7/29 meeting, the attitude is that we are lazy with nothing else to do, but that is not true, we do have things to do. We spend money at the local stores etc..., you will eliminate this. Your bus system use to work and it was the envy of other cities. The proposal is prejudiced and bias.

31. David Spanoz - STS is a service, you can't take the buses. Also concerns regarding MetroRail, waste of time.

32. Hanna Riddering - Cab Driver - Addressing Nancy Crothers's comments - she got class A service. I don't get paid for my service if no pick-up.

33. Barbara Epstein - Submitted letter to the Board.

II. Adjournment

The meeting was adjourned at 6:45 pm.

ADA Compliance

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BOARD OF DIRECTORS: Mayor Pro Tem Mike Martinez, Chairperson; John Langmore, Vice

Chair; Beverly S. Silas, Board Secretary; Council Member Chris Riley; Mayor Justine Hlista; Frank Fernandez; Ann M. Stafford and Norm Chafetz . Board Liaison: Gina Estrada 389-7458, email gina.estrada@capmetro.org if you need more information.

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Date: September 16, 2010

Yvonne Allen
Legal/Board Support Specialist II