



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

Wednesday, December 8, 2010

12:00 PM

Capital Metro Board Room

I. Action Items:

1. Resolution (ID # 1730) MetroAccess Policy Implementation update
ADA PLAN PROCESS

Director of MetroAccess Inez Evans, provided updates on MetroAccess policy plan.

Chair Martinez commented on the service quality slide of the presentation and asked what are the national bench marks that set a standard for us to to achieve?

Evans Stated that FTA has always set a bench mark of trying to respond to customers on the phone system to at least two minutes or less.

Chair Martinez asked how are we doing compared with other transit agencies.

Evans stated we are doing very well, better than a lot of agencies.

Public Comment:

1. Krisha Hagler commented that she likes the three day in advance reservation, has an issue with the 3/4 of a mile and she thinks Capital Metro needs to go every where in the service area. She also stated the functionality test is not fair and needs to be kept under consideration.

2. Robert Frank stated he needs to go everywhere in service area.

3. Michael Zitz-Evancih stated he hopes the fare increase is fair and the mission should be to help all Capital Metro riders and the adjustments on the tickets should be fair as well.

4. Kathy Rutledge has issues with Capital Metro's service areas, hours of operation, open returns and riding fixed route. Also, Capital Metro needs to cut their loss on the rail because it is not working.

5. Bobby Kemp stated Capital Metro is not listening to what the riders are saying. He has issues regarding fare increase and changing the name of special transit. Why was it renamed? Also, he mentioned he wrote the new CEO and gave her some background information.

6. Bill Johnson has concerns with raising fares; this is his only means of transportation. He also has concerns regarding fixed route being an option, drivers being impatient with people with disabilities, ramp on fixed-route too steep, should not raise fares. We appreciate MetroAccess but we are on fixed incomes and need the service.

6. Ailana Larson commented that she is feeling very discouraged regarding fare increase and bus service. She represents Lakeside apartments which are mostly disabled. She also has issues with the bus driver screaming and complaining, not

getting compensation for two day pass, no Dillo's. , forced to ride STS, buses not stopping and paying for STS and bus fare.

7. Robin Orlewsky rides STS and has issues regarding denial letter she received. She suffers from epilepsy and seizures and can't function on fixed-route service.

8. Carlos Aleman stated we have been hearing real pain in our community. We don't have attorneys or presentations; we are getting our services cut. Why were fare free riders considered in the first place? There had to be a reason. Where are our priorities? We are here to provide a service to a community in need. He also has issues with the 30 minute window and policy changes. Think about what you are doing.

Bennie Lopez commented that he is new in town and uses the service. He does not like the policy changes, pick-up window. I don't think it's fair.

10. Sandra Seekamp commented that you don't have to change the fare policy immediately, give more time to be reconsidered.

John Langmore commented on what the transitional services are and how do we help people transition regarding the 3/4 of mile service area?

Evans stated the planning department will assist them with that. We work with HEB, McDonald's and other places to pick-up our customers.

Langmore - What about the new Cedar Park route?

Evans - That is a flex route.

II. Adjournment

The meeting was adjourned at 12:43 p.m.

ADA Compliance

Reasonable modifications and equal access to communications are provided upon request. Please call 512-389-7458 or email gina.estrada@capmetro.org if you need more information.

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 (512)389-7458, email gina.estrada@capmetro.org if you need more information.

The Board of Directors may go into closed session under the Texas Open Meetings Act. In accordance with Texas Government Code, Section 551.071, consultation with attorney for any legal issues, under Section 551.072 for real property issues; under Section 551.074 for personnel matters, or under Section 551.076, for deliberation regarding the deployment or implementation of security personnel or devices; arising regarding any item listed on this agenda.

Date: December 8, 2010

Yvonne Allen
Legal/Board Support Specialist II

Capital Metropolitan Transportation Authority
Board of Directors

MEETING DATE: 12/08/2010
(ID # 1730)

MetroAccess Policy Implementation update

SUBJECT: ADA PLAN PROCESS

FISCAL IMPACT: This action has no fiscal impact.

COMMITTEE RECOMMENDATION: This agenda item will be presented for approval by the _____ committee on _____, 2011.

ROUTE 2025 STRATEGIC ALIGNMENT: Customer Driven Service Excellence.

DBE PARTICIPATION: Does not apply.

RESPONSIBLE DEPARTMENT: Operations Administration

LEGAL COUNSEL SIGNATURE: _____



**RESOLUTION
OF THE
CAPITAL METROPOLITAN TRANSPORTATION AUTHORITY
BOARD OF DIRECTORS**

**STATE OF TEXAS
COUNTY OF TRAVIS**

**RESOLUTION (ID # 1730)
MetroAccess Policy Implementation update**

information will be input later

Date: December 8, 2010

**Secretary of the Board
Beverly Silas**

Capital Metro ADA Paratransit Plan

November 2010



- Y Capital Metropolitan Transportation Authority is required by Federal Regulation, 49 CFR 37.135, to update the ADA Paratransit Plan in conjunction with Board approved changes to service
- Y Board of Directors previously passed a resolution endorsing a ADA Paratransit Plan Update on December 12, 1995
- Y Adopted policies on September 24, 2010 related to the MetroAccess paratransit program which now require an update of the ADA Paratransit Plan

Plan Contents

Y Chapter 1. Introduction

Process

Y Chapter 2. Description of Current ADA Paratransit Service

Y Chapter 3. Current and Emerging Issues

Y Chapter 4. Description of Requirement, Current Policy, New Policy ADA Paratransit Service

- Service Area
- Eligibility
- Fares
- Hours of Service
- Reservations
- No-Show Policy
- Subscription Service
- Visitors

ADA Paratransit Plan



Service Area

ADA Requirement	Adopted ADA Plan	Current Practice
Y All areas within ¾ mile of a fixed route bus line	Y Entire Service Area	Y All areas within ¾ mile of a fixed route bus line excluding express routes, limited and commuter service

Revised ADA Plan

Capital Metro hereby establishes the service area for the MetroAccess paratransit service as the area included within ¾ miles of local fixed routes. The service area does not include express routes, limited or commuter service, flex routes, or commuter rail. Those living outside of the MetroAccess service area would be transitioned to other services with the assistance of the Capital Metro eligibility staff. The transition period would be between 90 days to 12 months.

Attachment: DOCUMENT_RECORDS_MGT-#482729-v1-ADA_Paratransit_Plan_-_PRESENTATION (1730 :



Eligibility

ADA Requirement	Adopted ADA Plan	Current Practice
<ul style="list-style-type: none"> ŸUnable to independently use fixed route transit based on how one functions with said 		<ul style="list-style-type: none"> ŸApplication and 2 year recertification ŸQualified or medical professional required ŸHonor system for conditional eligibility ŸNo interviews or functional assessments
<h2 style="color: #76c73a;">Revised ADA Plan</h2>		
<ul style="list-style-type: none"> ŸParatransit service will be defined as service to persons with disabilities meeting the ADA requirements as defined in (49 CFR PART 37.123) ŸAn accessible application ŸEligibility certification for new and recertification every 4 years ŸIn person interviews and functional assessments as needed ŸThree person appeals panel 		



Fares

ADA Requirement	Adopted ADA Plan	Current Practice
<p>Y No more than twice the fixed route bus fare for a comparable trip on main line service</p> <p>Y Personal care attendants ride for free</p> <p>Y Companions pay the same fare as the eligible paratransit rider</p>		<p>Y Fares do not exceed twice the fare of the fixed route service</p>

Revised ADA Plan

All customers on the paratransit service are required to pay the exact fare to receive service regardless of age. The exact fare per trip can be a one-way fare ticket, a monthly pass, or a Capital Metro staff ID/family pass. The fare shall not exceed twice the fare that would be charged on a trip of similar length, at a similar time of day, on the authorities fixed route system.



Hours of Service

ADA Requirement	Adopted ADA Plan	Current Practice
<p>ŸThe complementary paratransit service shall be available throughout the same hours and days as the entity's fixed route service</p>		<p>ŸService hours and days are comparable to the fixed route service</p>
<p>Revised ADA Plan</p>		
<p>ADA paratransit services are provided during the same days and hours of service as the fixed route service. Paratransit will also follow any abbreviated schedule as defined by the fixed route service on holidays. Capital Metro at a minimum of three times per year re-evaluates the service hours. The hours of service for the paratransit service expands and contracts if and when the fixed route days or hours of service are affected.</p>		

Attachment: DOCUMENT_RECORDS_MGT-#482729-v1-ADA_Paratransit_Plan_-_PRESENTATION (1730 :



Reservations

ADA Requirement	Adopted ADA Plan	Current Practice
<p>Y Schedule and provide service at least one day in advance</p> <p>Y Negotiate times no more than one hours before or after the requested time</p> <p>Y Operate call center within the normal business hours or the organization</p>		<p>Y <u>Advance Reservations</u>: Customers may schedule trips as early as six days in advance, and as late as 5 p.m. the day before the trip.</p> <p>Y <u>Call Center Hours</u>: The MetroAccess reservation agents will be available Monday through Friday, 7a.m. to 7p.m., and 8 a.m. to 5 p.m. on weekends.</p>

Revised ADA Plan

The MetroAccess call center will operate from 7 a.m. to 6 p.m. on weekdays, and 8 a.m. to 5 p.m. on weekends. Customers can call up to three days in advance to reserve their rides. Next day reservations are accepted up to 5 p.m. for next day service. Capital Metro may negotiate the pickup time with the customer, but will not require the customer to schedule a trip to begin more than one hour before or after the customers' desired departure time.



No Show Policy

ADA Requirement	Adopted ADA Plan	Current Practice
<p>¶The entity may establish an administrative process to suspend, for a reasonable period of time, the provision of complementary paratransit service to ADA eligible individuals who establish a pattern or practice of missing scheduled trips.</p>		<p>¶When a vehicle arrives for a passenger inside the trip window and the passenger does not board the vehicle within 5 min.</p> <p>¶When a passenger refuses a scheduled trip at the door (also known as a Cancel at the Door).</p> <p>¶Late cancellations that occur 1 hour or less from the scheduled trip time (also known as a Late Cancel).</p>

Revised ADA Plan

MetroAccess will continue to operate under the no show policy approved by the Board of Directors November 2009. The policy includes a suspension of services after 4 no shows. The suspension period progresses throughout the calendar year.



Subscription Policy

ADA Requirement	Adopted ADA Plan	Current Practice
<p>Y Subscription service may not absorb more than 50 percent of the number of trips in any given time of a day, unless there is non-subscription</p> <p>Y The entity may establish waiting lists or other capacity constraints and trip purpose restrictions or priorities for the participation in the subscription service.</p>		<p>Y Subscription service is offered on a space and schedule availability basis for MetroAccess passengers who need to travel regularly from the same point of origin to the same destination (for example: regular trips to work, medical appointments, church or school).</p>
<h2>Revised ADA Plan</h2>		
<p>Capital Metro exercises its ability to use subscriptions to improve service quality and efficiencies. Capital Metro exercises zero denial and thus have a non-subscription capacity. Wait list are established. Capacity constraints are establishes as it relates to companions and escorts. There are no trip purpose restrictions or prioritizations considered in applying for subscription service. Capital Metro establishes which vehicle type and vendor to support the subscription service. Subscriptions are reviewed on a regular basis to maximize productivity and efficiency. Subscriptions may be cancelled on designated holidays.</p>		



Visitors

ADA Requirement	Adopted ADA Plan	Current Practice
<p>Y A visitor is one that does not reside in ones jurisdiction</p> <p>Y All visitors that present documentation shall be eligible</p> <p>Y Visitors with disabilities that do not present documentation, the entity may require the documentation of the place of residence and, if the disability is not apparent, of his or her disability.</p>		<p>Y Visitors to the Capital Metro service area may be eligible to receive services from MetroAccess. Visitors with disabilities should contact the MetroAccess office as far in advance as possible to receive service. Visitors must provide current ADA eligibility for Paratransit service from the city in which they reside.</p>
<h3>Revised ADA Plan</h3>		
<p>Y Capital Metro provides complementary paratransit service to visitors. Visitors who present documentation of their ADA paratransit eligibility from the jurisdiction in which they reside will be granted eligibility for 21 days during any 365-day period beginning with the visitor’s first use of the service during a 365-day period. Documentation may include but not limited to: a letter from the jurisdiction or paratransit ID card.</p> <p>Y Visitors with disabilities who are unable to present documentation may be required to present documentation of residence and his or her disability if not apparent.</p>		



Next Steps

- Y Review by Legal Counsel - November
- Y Presentation/Discussion with ACCESS - November
- Y Public Meetings - Nov. 29th and 30th (to be finalized)
- Y Presentation Operations Committee - December
- Y Public Hearing - December
- Y Board Adoption - December
- Y Advancement to FTA - December

Questions ?

