

Access Advisory Committee
Wednesday, December 4, 2019
2910 E. 5th Street, Austin, Texas 78702
5:30 p.m. – 6:35 p.m.

Call to Order:

Chair Chris Prentice, Access Advisory Committee

Chairman Prentice called the meeting to order at 5:32 p.m.

Introductions:

Committee members present were Chair Chris Prentice, Estrella Barrera, John McNabb, Molly Birrell, Audrea Diaz and Mike Gorse.

Capital Metro staff and contractors present were Ricardo Boulware, Julie Lampkin, Raul Vela, Rafael Villareal, Martin Kareithi, Nathaniel DeGrandefield, Yannis Banks, Leanne Tribe Trapeeze, Mike Valero, Suzie Edrington, Otmar Foehner (Community Member)

Citizens' Communication

Members of the public

Otmar Foehner – I'm representing 3 riders who are deaf. He wants to talk about bus notifications when it arrives. Sometimes the access vehicle stops at different location then where they were waiting. Austin Public Library was one location. The bus didn't show. When he called Access, he was told the kids weren't at the designated stop. He can track them on their phone and was able to see that they were. The girls were approached by strangers that started to mess with them (touching hair, playing with wheelchair). Wants to know if they get a text notification for when the vehicle arrives. It was a scary situation for him & his girlfriend. Situations like this have happened many times. The girls are deaf & are not strong communicators. Julie – Currently we do not have a SMS feature, but it is something we can look at as we upgrade our software. He would like to give suggestions. Access – Can you let the drivers know the disability of the rider before they pick them up? Suzie – We cannot currently. Access – For designated Metro Access pickups, signs should be placed so passengers & operators know where the location is to limit confusion. Waiting a year for the procurement process would be too long to wait for something to change. Suzie – We do have a site evaluation process that we can go thru that we can include in the comments. Access – Have a follow up on the agenda to make sure this is addressed.

Possible TVM Special Meeting

Martin Kareithi, Program Manager, Accessible Services

We are working on purchasing new ticket vending machines. The new TVMs are a little different from what we currently have. He wants a unit to come to Access meeting so they can get a hands-on feeling. They will be on site Dec 16th – 19th. They will be installed in early Feb/March. Will you be open to having a special called meeting so you can try them out? Access – How is Dec 18th? Two members will be out of town. Martin will contact Shawn Brown to see what's possible.

Access Advisory Committee Work Session

Access Committee

Pedestrian Signals – Martin – We work with the city on some signals. At the end of the day it is the COA decision on where they go.

Improvements to Cap Metro App – Access – I have used the new App & it is much better than the old one. Mike – Does Bytemark update the website or just the mobile app. Martin – Bytemark just does the ticketing. I think the issue was that we had have some issues with the toggling of the buttons between the different browsers. That issue should have been fixed about it not being in compliance. Access – What about additional Pickup service? Julie – We will be launching additional service in Leander on Dec 17th.

Review 2020 Access Committee Workplan

Access Committee

Work plan approved unanimously.

Elections

Access Committee

Chair – Nominations: Chris nominated by John,
Paul nominated by John,
Chris wins 5 votes, 1 abstained

Vice Chair – Paul Nominated by John
Paul elected by acclimation 6-0

Secretary – Estrella nominates Mike
Mike elected 6-0

Approval of November 2019 Minutes

Access Committee

John motion approved, Estella second. Carries 6-0

Metro Access Performance

Suzie Edrington,

Attached PowerPoint

The Federal Transportation Administration looks at three things: OTP, answering calls promptly and reasonable hold times. Access – What does abandon call mean? Suzie – How many people hang up while on hold. Our November OTP was 89%. It's coming back up. Abandonment rate for Nov was 5%. We hit our goal. Ave hold time was 1 min 50 seconds.

Motion to accept Molly Resignation. Approved unanimously

Adjourned 6:44