

Access Advisory Committee
Wednesday, February 6th, 2018
2910 E 5th St, Austin, Texas 78702
5:30 p.m. – 6:35 p.m.

Call to Order:

Chairman Chris Prentice, Access Advisory Committee

Chairman Prentice called the meeting to order at 5:30 p.m.

Introductions:

Chris Prentice, Mike Gorse, Glenda Born, Estrella Barrera, Audrea Diaz

Yannis Banks Cap Metro, Raul Vela Ride Right, Jeff Davis Cap Metro, Martin Kareithi Cap Metro, Suzie Edrington Cap Metro, Chad Ballentine Cap Metro, Jack Hempstead Ride Right, Chris Westbrook Ride Right, Julie Lampkin Cap Metro, Ricardo Boulware Ride Right, Reinet Marneweck Cap Metro, Chester Soares Cap Metro

Others present were Cheryl Hunt and Catherine Rutledge

Safety Briefing

Yannis Banks, Community Engagement Specialist, Cap Metro

Citizens' Communication

Members of the public

Glenda: Wanted to follow up on her comments about abuse towards drivers. Suzie: We talked to the contractors about the comments made & training. We have been talking more about sensitivity training. Ride Right is putting together a proposal on what will be in the training. We are looking to do a comprehensive training on sensitivity & diversity.

Charter Update

Jackie Nirenberg, Community Engagement Manager, Cap Metro

Review of objectives clarify the role of members and staff and how we should work together, other objectives included.

Proposed changes include participation of agency projects, and early involvement in projects to help advise the board.

Food and beverages should be served at meetings as thanks for participation.

Estrella would like for the food to be managed to not make the meetings go longer

Pat- It is good to have 15 minutes for members to get to know each other. Eating a sandwich or drinking a cup of coffee can help with this. A lot of Seniors are hesitant to use Public Transit because they haven't used it since they were young. Praises Lonny Stern and the outreach he has

been doing. Had a group using 803 at Republic Square, group of 8 & 5. Looked at board & there wasn't any listing for the 803. Waited 45+ mins. A lot of 801s passed. There weren't any buses to take place of broken 803s. There should be a procedure to get information out to public when situations like that arise. Martin – Call in customer service is the right move. Also, get in contact with one of us & we can follow up on that.

Estrella- inquiring about how we will handle Paul's comments to the charter

Should bring in DMS/E-paper signs PM to Access for next month's meeting

Statistics/Tech Update

Suzie Edrington, Director of Demand Response, Capital Metro

Jan 2019 ridership has grown 9% carrying an additional 4.900 passenger trips compared to Jan 2018.

Productivity & OTP has increased. Still some issues on Saturday with OTP. Looking deeper there to see what we can improve. Julie implemented a task base in dispatch to monitor what people are working on. Did a heavy scrub of subscription trips. Saw a marked increase in OTP after we did that. Paul asks for clarification of scrubbing subscription trips. Julie – What we are doing is taking subscription templates & grouping them together with like areas of start & end before sending 2-3 vehicles to same general area. We are still scrubbing for better productivity. Paul – Basically optimization of the trips. Julie – Once it's cleaned up it will be someone's task to keep it going. Glenda – Is there a way to track turnaround time being implemented? Julie – Yes, we are working to bring visibility so supervisors can see what they're doing. John – Any thought of having subscriptions to automated? Chad – Our software isn't capable of doing it.

Pilot Projects Update

Chad Ballentine, Vice President, Demand Response and Innovative Mobility, Capital Metro

Going thru the current iteration of Neighborhood circulator. Going to go back out to those areas to do intense community engagement outreach to hear what they want. We are hearing the TNC isn't working. We want to hear what kind of solutions they would want. It will probably along the lines of the Pickup pilot service we use to provide. We are looking to purchase software to provide that kind of service. It will be over the next several months. We have been reaching out to the dockless companies to help with them staging at our stops. We are planning on replacing our operation software. It will be a much longer process. The plan is to kick it off in probably 3 months. Could take up to 4 years from start to finish. Ora Chisom is the project manager to help work on neighborhood circulator software procurement. We will be doing a Trapeze software update and we will be up to date. Glenda asked what neighborhoods we are looking at for neighborhood circulator. Hornsby Bend, Manor and Rogge, Johnston Terrace, St. David's north. Chad said the current boundaries will probably be expanded to pick up more riders.

Dashboard Update

Chester Soares, Director, Enterprise Application and Data Service

Financial, service and reliability, ridership & safety is what will be displayed on Dashboard. The dashboard will be used to have accessible data. Each dashboard will have tabs on what it is. Martin asked IT to bound the spreadsheet, so you know when you get to the data. You will be able to filter for the year that you want to search for. Mike – asked if it for internal or public. Chester – This will be published on our website.

ADA Safety Video

Martin Kareithi

The video will be handed over to service providers to encourage them to do refresher training. We want to build in a sense of empathy. It will be hour long training that will include this video. Some topics from the video we will ask the service providers to drill down with the operators. Then give it some time to see if it made a difference. Molly – Does the training also address different kinds of stops? Martin- This training is to drill down some of the needs we see with individuals in wheelchairs. However, operators get monthly safety trainings. We genuinely leave it up to the service providers to let us know what's on their radar.

Project Connect

Yannis Banks, Community Engagement Coordinator

Will there be courtesy passes be given to people who come by the Project Connect office who may be asking questions about the map – Pat Thomas. Yannis - Not necessarily all the time.

Minutes approval

John moves approval with corrections

Estrella second

Approved Unanimously