

Access Advisory Committee
Wednesday, March 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, Molly Birrell, Mike Gorse, Glenda Born, Estrella Barrera, Audrea Diaz

Yannis Banks Cap Metro, Raul Vela Ride Right, Martin Kareithi Cap Metro, Suzie Edrington Cap Metro, Jack Hempstead Ride Right, Chris Westbrook Ride Right, Julie Lampkin Cap Metro, Ricardo Boulware Ride Right, Ken Cartwright 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.

Stops/Park and Ride Update

Ken Cartwright, Vice President Capital Projects,

Westgate Transit Center – TXDOT is allowing Cap Metro to build transit center beneath the highway. The plan is for it to open for the June Service Change. Routes 105, 30, 238, 311, 300, 315, 803 will utilize the center. There will be 8 bus bays, 2 are for metro rapids. There will be benches & other amenities as well. There will be an operator only bathroom, and plenty of lighting. We will have security cameras as well.

Chris – Will there be security on site especially at night to help keep it clean & safe. Ken – Security will be there 24/7 at the beginning to keep it safe and we will evaluate to see if it is needed to continue. We have been working with the councilmember as well as the neighborhoods in the area.

Chris – Are the buses coming in on the Southside if they are coming eastbound?

Ken – Everyone will come in from the Packsaddle Pass intersection and when they exit they will leave back further west.

Chris – What kind of pedestrian crossing safeties will be there? Ken – Each end has pedestrian crossing signals currently. Probably the safest is the Packsaddle Pass side than Manchaca side due to the u-turn that's there.

Metro Rapid Additional Stations
See attachment

Statistics/Tech Update

Suzie Edrington, Director of Demand Response, Capital Metro

For February we will meet all goals for the 2nd month in the row. Feb to Feb ridership increase 4%. Systemwide performance 92% and productivity has increased. North base met their complaint goal. South base didn't meet goal. Abandonment rate goal was met. No shows/late cancelations are low at 2.9%. Averaging 10 days processing new customers. Goal is 21 days.

Julie – Testing autobatch feature, every couple hours in the backgrounds rebatching the trips, looking for trips that can be optimized

Glenda – Are you building time in for drivers to get food or take a bathroom break. This is something she is very serious about. Suzie – There is a balance and we do schedule the breaks into the trips.

Have there been any thoughts about call center open later than 6 pm. Julie – Right now we haven't talked about that.

Future Innovation Zones Update & Pilot Projects Update

Suzie Edrington, Director of Demand Response, Capital Metro

Pick Up 2.0 – Rebooting the project. Just put out RFP for on-demand software. It will be awarded soon. Four different zones we're running & CARTS running 2 zones. We will be using our own drivers for the project. Each area will have own geofence. We will be working with the community to figure out service name, hours of operation, service areas in zone, etc. It will be designed with the community with certain parameters. Exposition, Johnston Terrace, Springdale/Rogge & St. David are the four areas we are rolling this out in. We are currently mapping the areas & seeing what's in the area. CARTS will be operating in Manor & Hornsby Bend (June). Manor service will start in June, the rest is in August. Funding is still being budgeted for each zone. There will be a dispatch office for those who can't use the App. North base will be operating the service for us. We are looking at different vehicle types & they will all be accessible.

Stop Announcements

Martin Kareithi, Program Manager, Systemwide Accessibility

If you're on the bus & you find the stop announcement system isn't on. Take notice of it & send it to Martin. There is a school of thought that we should announce all bus stops. Some of our stops are too close to each other so that the announcement wouldn't finish before we're at the

next stop. The bus does announce streets every time it makes a turn. We would like to get feedback from Access on stops/landmarks they would like to hear made. Currently routes 1,2,4,7,5,20 announce landmarks and a couple more to tackle (300). Do you have any suggestions on which routes we should consider? Route 3 is the next one we are looking at. We use a professional guy to do the recording.

Chris – Is there something to prevent operators from turning them off. Some drivers had them turned off. Martin – They are supposed to have them on. The training video that we put together touches on stop announcements like making sure they are on. Also, when they replace another operator they are to make sure they are on. Take a quick note & jot down the bus you're on if you notice that the announcements aren't on. Every new hirer on RAPTDV side is trained by Martin to turn it on.

Chris – Went to a meeting at the workforce office where the 320 use to run. The bus stop didn't have any of the numbers on the bus stop sign in raised braille letters. The bus stop sign on Cameron didn't have the braille numbers on them. Martin – Did you feel the sign & feel where there was adhesive? Chris – No, no sign of signs ever being there. Martin – We have faced a few challenges. 1 – How do we get them to stay on thru TX heat. After a period of time they haven't been able to handle TX heat. When we had the plastic kind they were getting plucked off. The steel brailles were more solid but there was an issue with the gravity, heat, & weight. We have met with some manufactures to find another material to use. The steel is good but there has been a problem with it sticking.

Food Allergies

Yannis Banks, Community Engagement Coordinator

There are vegetarians. No tomatoes for Martin.

Minutes approval

Remove Paul & Molly from February minutes

Barrera moved to accept mins

Approved Unanimously