

Access Advisory Committee
Wednesday, November 6, 2019
2910 E. 5th Street, Austin, Texas 78702
5:30 p.m. – 7:03 p.m.

Call to Order:

Chair Chris Prentice, Access Advisory Committee

Chairman Prentice called the meeting to order at 5:35 p.m.

Introductions:

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

Capital Metro staff, contractors and community members present were Ricardo Boulware, Kevin Conlan, Julie Lampkin, Raul Vela, Chris Westbrook, Chad Ballentine, Caitlin D'Alton, Rafael Villareal, Martin Kareithi, Nathaniel DeGrandefield Chris Mojica, and Yannis Banks, Suzie, Freddy Gonzalez Citizen, Katherine Rutledge Maria, Mark Valero, Donna Simmons, Charlie Jackson, Lucy Shroff Trapeze Group

Citizens' Communication

Members of the public

Glenda – There are issues with tablets still. What is being done about the tablet issue? They seem to cause people to be dropped off at the wrong spot/location. Chad – On the little vans? Chris – The tablets are set to update automatically. As far as the outages there have been some Trapeze issues & they are working with Cap Metro on that. We will make sure they are set to automatically update.

Performance Dashboard Update

Pat Vidaurri, Manager Performance and Strategic Initiative

We want feedback from Access Committee. Access – You are specifically talking about fixed route correct? Pat – Yes, we do not currently have MetroAccess on here yet. A suggestion was made from Access to move the access link to the dropdown tab. Access – How easily does the dashboard work with a screen reader? Maria – It is similar to the current dashboard now. We are also offering an excel spreadsheet that is accessible as well. Access – Can we get this data to compare with what Cap Metro expects for performance? Pat – I think the information for the route information is very valuable. Pat let's Access know that we are currently working on getting a lot of feedback. Access – What do you want us to do now? Pat – Give any feedback, thoughts to Yannis & he can get it to us.

Paratransit Vans

Andrew Murphy, Manager Maintenance, Standards, Projects

MV 1 vehicles out of South Base have reached the end of their life. Access – Are you talking about the box ones? Andrew – Yes, they are no longer being manufactured. We are looking to buy 20 replacements for them. We are going to replace them with the cutaways that we are

using. Access – The minivans are hard to get in. Access – What is the scheduled time of replacement? Andrew – We will go to the Jan board & get them by Sept hopefully. We are looking at diff floorplans. We would like to be able to carry 3 wheelchairs at time plus riders. It's kind of hard currently and we are looking at different options. Access – Do you have a good set of best practices? Andrew – The industry is set based on how you are going to use the vans. Most of the vans are built for schools, church groups or small orgs. When they use the van people are pretty much going to one location. Access – Can you start with bare chassis and build it how you want it? Andrew – Sure, but you have limitations with width & length. At a certain point you would get into CDL license area. Access – Are you in the procurement process? Andrew – We are going to buy these via a State contract. Community member – I don't like the minivan, can't get out gracefully in a dress. Access – I would like to see Metro have a standard type of vehicle. I don't like the RideRite van. Access member – I would disagree. I like them. There is a difference of opinion. Access – For those of us with dogs. The type of floor can let the dog slide so easily. Is there a kind of floor that can minimize that? Access – What are you seeing, based on ridership, as primary issues people have based on the type of van? Part of the issue is that it is a limited market based on the type of vehicle that is available. Andrew – Historically the issue with these kinds of vans is ride quality. It can be a rough ride, but I think we have got a handle on that. Other than ride quality I haven't gotten too much feedback which is why I came here. If you're talking to someone and you hear something reach out and let me know. Access – Do you have more minivans than the bigger vans? Andrew – Currently we have 20 of the MV 1 & 80 of the bigger vans. We have 75 of the minivans. Access – What time does the minivans stop running? Chad – 8:30 pm. Andrew is also working with vehicle operators and schedulers. Everyone has a desire & want. We have heard from some passengers. Access – I would think drivers could give you a good overall picture for passengers, based on what they hear, and for themselves. Andrew – We are also talking to mechanics to get their feedback.

Diversity Report

Donna Simmons, EVP, Admin & Diversity & Inclusion Officer

Access – Is there any info that shows employees with disabilities? Donna – Currently there is not. We have been talking about ways we can ask workforce to self-identify w/o running into privacy concerns. Access – Do you mean visible & non-visible? Donna – Yes. Martin – There are people here who meet the ADA legal definition but may not be comfortable with letting people know. Donna – We recently became a partner with National Disability Council.

Committee Workplan

Access Committee

Once a Quarter work session to help the committee work on issues they want to work on. Paul – Thinks the reports needs to be pared down to issues that are relevant to them. He would like Signal Shop reporting twice a year. He believes most their time should be in work sessions. Paul would like to have more time to tell Metro what they need and not hear as many reports from Metro. Glenda – She wants to look at eligibility requirements. John – He wants to be on the front end on issues and not the back end. Chris – Thinks they should still get reports. They can be done in email in a timely manner. There is value when there is contemplation in route changes & things like that. Paul – Wants to get connected with the City of Austin Signal Shop.

They control the signals in the city. Martin – City of Austin has purview over that. We will go in with them and do signals. The city tries as much as they can to put in new crossing signals. New requirements have been put in place to put in crossing signals when they do stops. We will do the best we can to bring in planning dept on things they are working on the city with, but we may not be able to bring the COA in here. Charlie Jackson – Our planning department has a joint taskforce with the COA. We meet twice a month to have these conversations. That group would like to have that feedback. Access – If we could get a report from the planning dept on those meetings that would be helpful. Charlie – I’m on that committee so I’ll take it back to them. Access – Budget report can be cut down to just paratransit & fixed route. We don’t need to hear about state of agency. Chris thinks there is value in hearing about the total budget. Access would like bi-monthly update from joint taskforce.

Statistics / Tech and Pilot Projects Update

Julie Lampkin, Manager of Demand Response

We are up in ridership 4%. That is big for us. OTP has gone down and is currently at 90% for the year. Before we were running at 92% the previous year. There has been an issue with the software update. We have been trying to work thru issues with scheduling. Phone abandonment rates have jumped and so has average hold times (due to the upgrades). A patch was put in a week ago & it looks like we are seeing some relief. We also hired 5 representatives to handle calls. Access – What about Sunday. Had a lot of problems on Sunday with late pickups & schedules. Julie – We have had Trapeze on site to help with issues we are having.

Approval of October 2019 Minutes

Access Committee

Moved by John & second by Molly. Adjourned 7:03