

Access Advisory Committee
Wednesday, October 2nd, 2019
2910 E. 5th Street, Austin, Texas 78702
5:30 p.m. – 6:35 p.m.

Call to Order:

Vice Chair Paul Hunt, Access Advisory Committee

Vice Chairman Hunt called the meeting to order at 5:34 p.m.

Introductions:

Committee members present were Vice Chair – Paul Hunt, Estrella Barrera, John McNabb, Molly Birrell, Audrea Diaz, and Mike Gorse.

Capital Metro staff and contractors present were Ricardo Boulware, Kevin Conlan, Julie Lampkin, Suzie Lampkin, Raul Vela, Chris Westbrook, Chad Ballentine, Daniella Madubiike, Martin Kareithi, Nathaniel DeGrandefield, Chris Mojica, Dave Couch, Yannis Banks, and Dottie Watkins (announcing her new position). She wanted them to know who she is & that customers are the reason we exist and that the title changed to chief customer officer.

Public: Katherine Rutledge, Freddie Gonzalez, Gene Crawford

Citizens' Communication

Members of the public

Katherine – Drivers are not waiting the 5 mins when the window opens. Drivers are leaving early still. Another ride was able to be arranged for her. Also, another driver on a separate trip told her he doesn't like to wait and did not want to wait. She also has had a problem with making reservations. Access – Did you call the complaints in when it happened. Katherine – She called about the leaving early but not about the reservation issues.

Freddie Gonzalez – A shelter is needed on Westbound – 5700 block of Cameron Road.

Jean Crawford – Uses fix & MetroAccess. This afternoon she & Freddie was bypassed by the 300 near Berkman. She had a MetroAccess operator not properly latch her in. Happened Aug 27th at 7200 N Mopac on the Westside at Clear Choice Dental. The operator picked up the phone like she was calling dispatch. She then grabbed her cell, walked across the street to smoke a cigarette & talked on the phone. She came back & gave her a card to fill out but didn't want to give her name to Jean. When Jean got home the operator acknowledged that she did hurt Jean earlier. She didn't get a call back until 13th of Sept. Played phone tag and eventually talked with the agent on September 23rd but by then the tape was gone. She did end up with a bruise. Wants to make sure that this doesn't happen to someone who can't communicate. She is afraid of retaliation from the driver. Access – If you're ever passed by do call those in. If you have someone sitting in ADA area do you ask those people to move? Martin – Yes, we train all operators about that. The priority seating section extends past the ADA seats to the forward-facing seats.

Audrea – Has anyone considered having drivers wear mics on their vest? Chad – We do have cameras on the vehicles that record the audio. Audrea – If a driver had a mic on their vest wouldn't you be able to record what's happening? Julie – Even if with mic it would be stored but for so long. Our cameras do still record audio. Audrea – Feels like operators will say some things because they know they aren't being recorded when out of the vehicle. Chad – Hasn't heard of anything anywhere with mics on paratransit operators, it's something they could look in. Even without mics we have been able to verify claims people make about incidents that have occurred. All of the management just did a 5 and half hour sensitivity training that will go out to everyone in the division. Audrea – Booked her first late night ride on Sunday from 11:14 to 11:44. Feels like if an abled bodied person can get a ride at 11:44 than she should have that same right.

Project Connect Update

Dave Couch, Program Officer, Project Connect

Started off talking about work done on Orange & Blue line and the need to have dedicated pathways from ASMP that will give us the ability to do high capacity transit. Mode is still being decided but most important thing is having the dedicated space. We will be looking to expand our rapid service to 7 other corridors. Access – Are these routes still fluid or dedicated spaces done? Dave – The dedicated spaces will be installed/built. If you're talking about the fixed location of the routes, it's something we are still working thru. It will come out in October after joint meeting with our Board and City Council. Then it will be up for public comment until January. Access – We need an accessible presentation of the map in written form. Audrea – Saw you at the PUMA meeting are you involved with them? Dave – I was there to show support on behalf of Cap Metro. Audrea could you relay to them the need to have accessible seating at their meetings.

January Service Change

Daniella Madubuike, Transportation Planner

Freddie – For the 20 are you changing the routing on the 20? Danni – No, we will be plugging extra buses to help with the crowding. The 20 will now permanently serve LBJ/LASA. The 337 will go back to its original Cap Remap route to work Loyola. It is currently on detour due to 183 construction. Some school trippers will be ran to still serve the students. Two school trips during peak bell times. Access – Regarding ADA seating is it required for a person to make room even if the bus is full. Martin – The priority seating, if a person in a wheelchair seeks to board, they have priority seating in the wheelchair area. If a person with a disability wants to board, they get priority seating in the priority the priority area. If it's standing room only it's at capacity & we don't have people get off the bus to get people on the bus. If there is room for them to move, we would ask the operators to facilitate. Access – You was talking about removing Saturday service on 980, when possible it's good to not remove a service because everyone doesn't work on the weekend. Danni – You are right some people only use the service on weekend & we will take that into consideration on what we plan to do.

Draft 2020 Workplan

Access Committee

Will send out a previous draft for the committee to review & use it to help make decisions on topics for meetings in November.

Statistics / Tech and Pilot Projects Update

Suzie & Julie

Chad sent out a memo to staff about complaints & response time to customers. Ridership has grown 4% year to year. Our service provider is hiring additional operators. Carrying 62,000 in a month now. In August we worked radio & paper while we upgraded our system. OTP was lower than goal due to system upgrade. Call abandonment rates increased in August due to the system upgrade. Wait times are just now coming down and we hired new employees to help reservations wait times come down. Julie – We met with ABIA about airport drop-offs. MetroAccess will now be able to pull up to each ticket area for drop off. The pickup location remains the same at column L. The location file has been updated & it has been messaged to the floor. Access – Have the operators been trained? Julie – It's in their comments & we are doing things to encourage operators to read their comments. Julie – Wanted to let Jean know that the wait time to hear back from Metro was unacceptable & that is not how we want to operate. We do a monthly customer survey and 97% operators are friendly 98% say customer service is professional, but 74% of customers say they are satisfied with response rate. Chad has put in a new process at call center. Respond to customer within 24 hours of complaint & close in 4 days. Access – Was this a personnel issue? Julie – It can be. We only had 2 or 3 people working them & service providers may have had 1. Not an excuse though. Chad – The standard we were having was 10 days to tracking them. It's an agency thing. We are piloting them in Demand Response to do 4 days. If it goes well it will look to be pushed into the rest of the agency. Julie – We are still dealing with some issues in Trapeze and are working with IT for a patch to fix issues with really early pickup windows. Access – In terms of upgrades do they happen every few years? Chad – We were supposed to upgrade every year but since we're tied to fix route and other reasons, we leaped from version 13 to 18.

Pickup Update / Innovation Zones Update

Chad Ballentine, Vice President, Demand Response and Innovative Mobility

“**Suzie & Julie are pretty awesome.**” The RFP to replace/upgrade the current system has hit the streets. We hope to go to the board in Feb or March to award the contract. We are not going to rush it to make sure we get it right. Pickup 5 zones are up & running. Slowly increasing in ridership. Leander will roll out Nov 19th. Access – The App doesn't let you buy a fare at reduce fare correct? Chad – It does we just have to activate it.

Approval of Minutes

- **Estrella not here last month & Katherine not contractor**

Moved by Mike & second. Adjourned 6:56