

Access Advisory Committee
Wednesday, Aug 7, 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 5:34 p.m.

Introductions:

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

Capital Metro staff and contractors present were Ricardo Boulware, Kevin Conlan, Julie Lampkin, Suzie Lampkin, Raul Vela, Chris Westbrook, Chad Ballentine, Ken Cartwright, Mark Herrera, Martin Kareithi, Nathaniel DeGrandefield, Chris Mojica, Yannis Banks, and Katherine Rutledge

Public: Katherine Rutledge

Citizens' Communication

Members of the public

Paul – Would like to see a fix to an airport issue. Currently they are not dropped off at their airline but a location at the airport. He would like to meet with the airport for next month meeting. Wants to talk about the agenda, make sure they are given 72 hours before the meeting. Access members should take the open meeting training. It is only an hour & certificates should be turned in to Yannis.

Katherine – Drivers need to be taught not to grab their cane to show where to go. Issue with tablets need to be addressed. On 23rd of Aug driver showed up & left before her window was open. They corrected today that it was the drivers fault not hers. For tours for groups out of town there needs to be a protocol on how to handle them.

Shelters & Amenities Update

Mark Herrera

Presentation attached. Access - Where will the solar lights go? Mark – They will be on top of the shelter. Access – They aren't all going to have the e-paper correct? Mark – We will have an initial 15 locations. Access – Where will they be located? Mark they will be on the back panel. Access – Will they all have the same message or are they customizable? Mark – They will vary based on the stop. Access – Where is the text-to-speak button? Mark – Below and to the right. Martin – Below & 40 inches above the ground so very accessible. Access – Is it similar to the button on the rapid stop? Mark – About the same size. Ken – We're currently talking about where they will be located. The initial 15 are pilots & we picked the 15 bus stops that has the highest number of routes. There are some at the 4 temporary MetroRapid locations. Access – Are you reevaluating the Rapid shelters on how they provide or don't provide shelter from rain, sun,

etc. Mark – We have evaluated some other designs. It's tricky with that structure design. Ken – As part of PC & the additional Rapid lines we want to provide more protection from weather. Access – Some concern with the paneling that people can hide in there. Ken – We had those additional concerns but with them being perforated you can see in there well even at night. Access – In Lubbock where it gets cold some of the shelters have plexiglass. Ken – You would need ventilation here for air flow because they can get hot. Access – With the bench configuration make sure wheelchairs can get in. Those who need shelter the most are on fixed route. They can get passed by due to capacity. Dogs as well.

Statistics / Tech and Pilot Projects Update

Chris Mojica, Manager of Demand Response

Ridership has grown 4%. System wide OTP overall goal was slightly higher than goal. Chargeable no shows remain consistent at 3%. Call center abandonment goals are being met. Eligible passengers total is 6016.

Pickup Update / Innovation Zones Update

Chad Ballentine, Vice President, Demand Response and Innovative Mobility

August report may not be as good as July due to Trapeze system upgrade. 90% of the upgrade went well but 10% didn't go to well. Hold & wait times are increasing. We are actively working on fixing those issues. Notice was sent out about technical difficulties with software upgrade to MetroAccess users. Access – Was it an automated phone call? Chad – Yes. Should be the last upgrade before we replace the system. All 5 Pickup zones are live now. Old Pickup app isn't valid. Must download the new one. Looking to start another Pickup Zone in Leander in November. Still working on future zones. South of the river is something we will be working on.

Approval of Minutes

Moved by Mike & second. Adourned 7:06