

Access Advisory Committee
Wednesday, February 5, 2020
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 5:32 p.m.

Introductions:

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

Capital Metro staff and contractors present were Ricardo Boulware, Julie Lampkin, Raul Vela, Rafael Villareal, Martin Kareithi, Daryl Weinberg, Yannis Banks, Mike Valero, Chris Westbrook, Jeff Downy, Chad Ballentine, Jack Hempstead, Michelle Jones

Community Members: Cheryl Hunt, Jean Crawford, Andrew Burnett, Katherine Rutledge, Sam Norton

Community Communication

Members of the public

Katherine – Suggests that when a vehicle has an empty front seat, the rider should be able to ride in the front. She had a driver request that rider gets in the back seat even though the front was available. Seems like when front seat is vacant, they should require that the front is used first.

Paul – What is the policy? Chad – We don't have a policy against it. We will do a reminder at the next Safety Meeting

Paul – Scheduled Pickup from Metric & Cedar Bend. Used the app to have them picked up at Cedar Bend. App isn't working properly when selecting to go to bus stop. Chad – We will make sure that it is updated to fix it. You can also add comments when you star your trip at the end of the trip. We look at all comments given.

Jean Crawford – Had several experiences that has brought stress to her & riders. Multiple pickups at the same window timeframe. They have been 2 hours late to appointments. Rides were booked in similar vehicles going in the opposite direction. We are not getting the level of service that we are expected to get. We have the shallowest pockets and have to pay the most. Chad – Julie has been looking into Jean's trip. It could be a Trapeze or scheduling issue. Julie – We've had Trapeze come to us to show different features of the new system. We have changed our speeds because we found our speeds in trapeze were too fast. It looks good until it runs. Our speeds had not been updated in 10 years, so we slowed it down a little bit to better reflect current traffic. Not perfect yet but we are monitoring it to see how it goes. We are also working on the scheduling process so it's not as manual for the scheduler to input. We are also working on geocodes. Chris – Are you able to prioritize rides for necessary trips (medical, work, etc). Chad – FTA has been explicit that doing that is illegal. We are looking at replacing the operation

software. We plan to go to the board in mid-2020 with something. Glenda – Will options still be available when looking for times? Julie – It will still give 3 options, but it will give them the 3 best options. Sometimes the 3 options could be the same time. The way the system is set up, the 1st option is the best option. Paul – They're not telling you all your options. Julie – That is because they aren't supposed to do it since the 1st is the best but if you say it doesn't work, they are supposed to give you the other options.

Cheryl Hunt – What are you doing to educate the drivers about riders that are deaf/blind? I'm having some problems with it. Chad – That is something we have been working on for a while. We are working on some solutions. One of the things is a tactile card. We are working on better ways to communicate. Martin – We had a strategy of working with the County & then it went quiet from them. I am happy to pick it back up. We got halfway thru a plan. We didn't want it to be just a CapMetro imposed solution. Wanted to work with individuals that work on this as a regular. I would recommend that you be a tester to this. I want to jumpstart this conversation again with them.

Sam – Wondering about setting up reservations. Seems like there was a 3 day wait. Can CapMetro extend it to a week? Chad – We do have a website where you can book trips 6 days in advance, it's 3 days if you use a reservation agent. It is accessible if you are visually impaired. www.capmetro.org/maonline. Audrea – I've looked into booking online as well but there are only certain destinations that pop up. Chad – It is limited to only your favorites. Julie - Also common locations. You can put up to 8 favorites on your account. Chad – With new software my hope & dream is to have an app to go along with this. Sam – Is there a way to insist riders be healthy when riding? I have a weak immune system so that impacts me. Chad – We really aren't allowed to require people to be healthy when riding, they use it to go to doctor. We do enforce hygiene issues though. Sam – Had a driver take a break while I needed to get to my appointment. Chad – They should not be taking breaks while customers are onboard.

See Something, Say Something

Jeff Downey, Project Manager Technology Security Systems,

There is a text to tip number that can be used. It will be on the website for phase 2. Audrea – Will there be a sticker on the bus or something saying the number? Jeff – March 10th-24th is beta test timeframe & I'm meeting with marketing tomorrow on what will be on the bus.

Transit Priority Working Group

Nadia Barrera-Ramirez, Project Manager Transit Speed & Reliability

Paul – Describe the concrete bulb. Nadia – Imagine a parking spot on the roadway. It's the same width as a parking spot. The bus is able to come up & pick up a passenger without having to pull out of the lane. Paul – Can you work with IT department so that the app doesn't expire within 20 mins? It would be great if tickets stay active once you activate it. Daryl – We are working with our mobile app on setting a time for them expiring. Working on it for the next update of the app. Also hoping to have onboard validators on all of the doors on the buses this summer. Glenda – Is that true for paper & phone? Daryl – It will be true for phone passes. Mike – Do they have buses & bikes share lanes in other cities? Nadia – It is something included in NACTO design guides so

there are qualifications. 5th street is unique since there is a rail line to the right of it so cars are rarely turning right. It is also a very wide lane & because of the volume of buses that come thru, the frequency of buses & bikes sharing the lane is very low.

Service Provider Training

Ricardo Boulware, General Manager Austin South Base

With Wendy Dockweiler, Safety training manager. We have a curriculum that we give to our new operators with a DVD that goes over dos & don'ts when handling service animals. There is a multiple-choice quiz as well. It's about half hour to 45 minutes long. They also get hands on training during that training. Chris – Is there any live training with a blind person using that service animal? Wendy – No sir. Glenda – Have you thought about using one of us for that training? Wendy – That is something that we have looked into. Paul – It is important for us to see that DVD so that we can see what they are being told so that we can report what is being done wrong. Wendy – The DVD is copyrighted so we would have to work out on how to give it to you. The DVD is produced by Tempco. Chris – How long is the DVD? Wendy – That portion is 30 to 45 mins. Chris – At some point in the future we can have you come back & show us the DVD. Glenda – I would like to have a driver who has gone thru the training to get their thoughts. Paul – The biggest issue we have is that they'll call the dog instead of giving us direction. What they are supposed to do is tell us & we'll tell the dog. Chris – Let's tentatively set the viewing for April meeting. Estrella – I think it is invaluable to have a person with the service animal to be a part of the training. Glenda – I know someone who was a trainer who would be glad to come out & help. Ricardo – We will coordinate with Yannis to set up viewing DVD.

MetroAlerts

Daryl Weinberg, Transit Systems Architect

It is now powered by Granicus. Customers can sign up for routes or services that specifically applies to them. Glenda – Is there a checklist for the kind of service? Daryl – There is, when you sign up there is a radial button to click and check boxes will appear that you can check. Chris – Where do you sign up? Daryl – You can sign up on the web capmetro.org/metroalerts or by texting route information to 468311. Mike – You mentioned delays, if a bus is running late will it send an alert? Daryl - Probably not if it's just one but our OCC has a playbook of when to send out an alert. Sam – Is there a way to get these delays with MetroAccess? Daryl – As Chad mentioned we are looking to get new software & that's our hope with that. We hope to get that capability included with the new software.

Approval of January minutes

Access Committee

Approved with John & Estrella abstaining.

Paul – Would like next month meeting to be fully work session to talk about Pickup in Northeast. Chris says unless something important comes up he agrees.

Adjourned 6:44