

Access Advisory Committee
Wednesday, March 4th, 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

Chairman Prentice 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 Katherine Rutledge, Martin K, Julie Lampkin, Suzie Edrington, Andrew Burnett, Sandra Norton, Tony Lynch Cap, Chris Westbrook, Chris Mojica, Ricardo Boulware, Raul Vela,

Public: Katherine Rutledge, Freddie Gonzalez, Gene Crawford, Otmar Foehner

Citizens' Communication

Members of the public

Katherine – Issue with automated system after hours. Correct info is being given when call in. Julie will do a test trip & see if she can recreate it. Julie – Checking emails, out IT dept sent an email about a patch for the mobile readability issue. It might be a known issue & will check with IT to see if it is.

Sandra Norton – Issue with bus drivers. Operator was rude & hostile to people at her place. She lives in a head injury facility. It happened at Westgate transit center on route 315 on Feb 20th around 4:08 bus 2810. Chad mentioned that part of MV contract is for more customer service training for operators as well as ADA training. Mike – Could the committee look at the ADA training or review it? Martin – Fixed route ADA training is spread out over a full classroom training. Up until this contract at 2910, he went into every training class to do the training for an hour. Sandra – Do you have a driver appreciation day kind of thing to give them a morale boost? A lot of them are very good & do a great job. Chad – We have really focused on the past year to give the vehicle operators praises. We have started recognizing operators that have been serving many years.

Otmar Foehner – Daughter is deaf & has a sign that says please don't push my wheelchair. She is now asking us to remove handlebars from her wheelchair, so people don't push it. We know they mean well but it really upsets her. Chad – We are emphasizing that as a part of our training & we will add it to our safety meeting. Chris – We need to know those kinds of things so that we can do some retraining. We know the operator usually mean well but if you have the details, we can reach out to them & do some retraining.

Pickup Work Session

CapMetro & Access Committee

Chad – We have increased the cleaning of our vehicles due to the spread of the Corona Virus. We have decided to cancel the request to update our operation software. We will roll it back out in 12 months. We currently did not see anything out there that could do what we want & didn't want to experiment with something new that could impact our service. We will be working with Trapeze to see if we can improve what we have. Chris – Are we at the most current version? Chad – We are at the current version, but they roll out a new version every year. See Something Say Something app, we will do testing for Access committee on the 13th of this month so you can try it out. We will be updating our rider guide this year. It hasn't been updated since 2014. Look at your rider guide & give us feedback on it. We will do a photoshoot on March 20th for the rider guide. Looking for a wide diversity of people. Let us know if you want to be in it.

We are looking at a Pickup in upper Northeast Austin. Chris is asking Chad to talk about the area in upper Northeast since some of the area in interest is in Pflugerville. Mike – What is happening with providing service to Pflugerville? Chad – We are trying to work thru something with them. They have a limited amount of money & we are trying to work thru the options that they have. Chad – We do a lot of outreach. We send out surveys, mailers, online mailers, social media targeted surveys, public meetings, etc. when trying to figure out a zone. We also talk to public figures like city council members to get feedback. Otmar – Does the vehicle ride in the zone only? Chad – Yes it stays in that zone. Otmar – Does it track when the vehicle is going to be there? Chad – Yes, you can see the vehicle coming to you & track it. You can give feedback when it's done. Otmar – Can we use this for MetroAccess, like see where the vehicle is? Chad – Unfortunately we can't. It's a very different algorithm on the back end. Martin – I ride it a lot & it does exactly what it was intended to do. It works well. Chad – There's a lot to process. Even after we have identified the zone & talked to everyone it takes 4 months to roll it out. There's outreach, app development, get the vehicles, train drivers, etc. Maybe in the future we may be able to get more efficient in that (when Project Connect passes). Chris – What would be the next step for the committee to work on developing the zone up there? Chad – Help identify major trip generators, major complexes that we may need to serve. Tech Ridge will be on our map but the trip generators are very important. Paul – What about places of employment. There's a place called Center Lake. They have a lot of employment places, south

Approval of Minutes

Moved by John, second by Mike pass 4-0