

**Access Advisory Committee**  
**Wednesday, September 2<sup>nd</sup>, 2020**  
**Virtual**  
**5:30 p.m. – 6:35 p.m.**

**Call to Order:**

*Chair Chris Prentice, Access Advisory Committee*

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

**Introductions:**

Committee members present were Paul Hunt, Andrew Bernet, Estella Barrera, John McNabb, Chris Prentice, Audrea Diaz, Glenda Borne, and Mike Gorse.

Capital Metro staff and contractors present were: Martin Kareithi, Chris Westbrook, Jo Anne Ortiz, Sam Sargent, Ricardo Boulware, Chad Ballentine, Shawn Brown, Raul Vela, and Julie Lampkin

**Citizens' Communication**

*Members of the public*

Glenda Borne – Why can't CapMetro Access drop off in the domain closer to the place they need to go? She had to walk when the vehicle had to go by where she needed to go to turn around. Chad responded in the Domain is designed to have limited car passage, so Cap Metro agreed to specific points for drop offs. Julie Lampkin will take another look to evaluate.

Audrea Diaz – Coming back to Austin, Ms. Diaz needs assistance obtaining an access pass and how to get it on the app. Jo Anne Ortiz will connect with John Reina to complete the request. Ms. Borne thanked Yannis Banks for his assistance on her pass.

UPDATE: Mr. Reina and team were able to connect with Ms. Diaz and load the pass on her app in time for her return.

**TVM Update/Demo**

*Shawn Brown, Technical Project Manager, Capital Metro*

New machines are currently being tested at the Rail Stations and Republic Square. They are cheaper and have a sleeker look. Flowbird began last April and all machines will be installed by the end of September. Full function will be in November. Chair Prentice asked if it will be accessible for those not able to use the touchscreen. Martin Kareithi responded with Yes, it will be accessible with both voice and raised buttons that have braille. There is also a plug for earpieces/headphones. There is a text to speech for those with low vision. Ms. Borne asked about the color contrast for those with low vision as well as how tactile are the perimeters of the screen. Mr. Kareithi did confirm that the screen is designed to ADA compliance and that the borders can be utilized to navigate.

Mr. Brown then began the demo.

Chair Prentice asked if text-to-speech remains on? Mr. Brown – no, the text-to-speech does not stay on. Working on the future, adding a voice activate-voice start. Mr. Brown then proceeded to walk through a transaction from start to finish. Due to the volume around high traffic areas like Republic Square, sound decibels will need to be reviewed. Chair Prentice recommended adding plexiglass barriers to help with the sound. Mr. Gorse stated if it would be possible to minimize the “options” note on each screen. Ms. Borne noted that the white on blue is not a strong enough contrast and to add more contrast. Mr. Brown did address that there are 2 different shades of blue to help distinguish and has also received this in previous feedback so he will follow-up. Mr. Gorse added, “is there any option for those with tremors or motor issues?” The larger squares will help with that [motor issues]. The dimensions are 5.3” H x 1.5” W with the insert 3.8” H. Ms. Barrera asked if the letters A-E are static. Yes, but they are not all utilized at the same time so the space in between is easy to read. Ms. Borne asked if the machines are wheelchair accessible. Mr. Kareithi answered with yes, 40” up to 60”.

Mr. Brown ended by thanking everyone for the feedback and will take with him.

### **Accessibility Training**

*Martin Kareithi, Program Manager Accessible Services*

In August, Capital Metro held training for staff on accessible documents. The hope is to continue in the future. Mr. Hunt mentioned that styling a document in Braille and how to make spreadsheets accessible would be helpful. Chair Prentice noted to remind people to send a pdf by saving and sending rather than scanning. Mr. Kareithi stated it was driven home in training.

### **Access Enrollment Update**

*Chad Ballentine, VP, Demand Response and Innovative Mobility*

In-person certification has been suspended since mid-March. Staff are rotating on-site to reduce the number of people exposed at a time. Currently, only emergency eligibility (temporary and unconditional) is being approved. This temporary ID is valid between 3 to 12 months. Demand response is providing people advanced notice that they do not need additional information for a recertification to be completed at this time.

Renovations to the offices are now complete. There are two doors, an employee entrance and a customer entrance. Barriers have been added to keep people separate and good air flow. Sanitizing and doing a phased approach are incorporated into regular practice. Appointments will be staggered to limit contact to other people.

Chair Prentice asked if Capital Metro is also following CDC guidelines. Per Mr. Ballentine, Cap Metro is following the CDC safeguards. The CDC has interviewed Cap Metro regarding what we have been and are doing for safety. Mr. Hunt asked about appeals and if they will be remote. Mr. Ballentine stated that no one is being denied currently. This sparked a lot of concern regarding recertification for permanent issues and if the process could be simplified.

## **Approval of Minutes**

Paul – Approve August minutes. Glenda – Second passed unanimously.

## **For October Agenda**

Discuss the recertification process

Possible additional pick-up zones (maybe upcoming zones).