

2012 Access Advisory Committee Resolutions			
Approved Resolution	Last Action	Status	Notes
Missing Service Area Study resolution language.	Jan-12	Complete	A survey was conducted of impacted Metro Access customers. A draft report of the analysis was provided to the Access Advisory
The Access Committee requests that the Capital Metro Board of Directors directs staff to implement a public review of the existing Access-a-ride program including solicitation of public input on an alternative modeled after Denver's cab program. The review process should be completed and recommendations should be made to the Capital Metro Board by the end of July 2012. The review process should be coordinated with existing public input processes and may include surveys.	Jan-12	Complete	John-Michael Cortez presented a draft of the Access-a-Ride Report to the Access Committee in June 2013.
The Access Advisory Committee requests that the Capital Metro Board of Directors continue Access-a-Ride funding levels and that an ad hoc committee consisting of Capital Metro staff and Access Advisory Committee members be formed and charged with working on ideas on how to best utilize existing and future funds.	Sep-12	Complete	Funding levels for Access-a-Ride were approved in fiscal year 2013 budget.
The Access Advisory Committee supports the staff's recommendation concerning the accessible improvement funding for FY 2013 and that the committee will review this on a monthly basis to evaluate effectiveness.	Sep-12	Complete	Access improvement funding levels were approved in the fiscal year 2013 budget.
The Access Advisory Committee supports the staff's and the Capital Metro Board of Directors' decision to include more funding for the Basic Transportation Needs Fund.	Sep-12	Complete	The Basic Transportation Needs Fund funding levels were approved in the fiscal year 2013 budget. Mr. Meinkowsky and Ms. Touza-Medina abstained from vote.

2013 Access Advisory Committee Resolutions			
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The Access Advisory Committee recommends the Capital Metro Board of Directors support the proposed action to reduce the application process time from beginning to end, to a 21 day period as Capital Metro has planned and that the committee proposes to essentially conduct initial applications until Capital Metro can demonstrate that the initial wait time to schedule an interview has decreased to two weeks (14 days) from the time an applicant calls, with the exception of instances where a passenger has an urgent need for an increased level of service through recertification.	Jan-13	Complete	Mr. Balletine presented an update to the Access Advisory Committee in May 2013 that reflected Capital Metro successfully decreased lead time.
The Access Committee recommends a Goal of 100% accurate performance of stop enunciators on fixed route buses, to be achieved within 2 years. This may require several activities: <ul style="list-style-type: none"> • Develop a process to document the performance of call stop enunciators, which may include tracking performance during ride checks and other quality control measures; • A process to record performance month-to-month; • Authorization of expenditures for this purpose; • Seeking solutions during vehicle purchase. 	Feb-13	In process/Update due	Mr. Chad Ballentine in August 2013 provided committee update on current status of enunciator issue and presented staff's action plan. Plan implemented, continuing to monitor. Ms. Dottie Watkins will update committee in June 2014
The Access Advisory Committee supports a change to the Metro Access no-show policy. This policy will ensure added flexibility for customers who are frequent users of Metro Access ADA paratransit service. All passengers who reach four (4) or more no-show occurrences & exceed the allowable no show percentage rate within one calendar month shall be suspended under this policy. The allowable no show percentage rate is adjusted annually on January 1st by calculating three times the regular no show rate for the previous Capital Metro fiscal year (Example: In Fiscal Year 2012 the No Show rate was 3.66% x 3 = 11%). This method will set the allowable rate for each following calendar year (beginning January 1st). No passenger shall be suspended under this policy for having 3 or less no show occurrences in one month. Passengers must request a no show suspension appeal hearing within fifteen (15) calendar days after receipt of the No Show Policy violation suspension letter. The passenger may call (512) 389-7480 to request a suspension appeal hearing over the phone or in writing by contacting MetroAccess at the following address Capital Metro, Attn: MetroAccess, 2910 E. 5th Street, Austin, TX 78702.	Mar-13	Complete	Mr. McNabb moved to pass the resolution and Ms. Price seconded. The Motion passes unanimously with an amendment per the memorandum language. A Public process was initiated accompanied by Board approval of the new no show policy.
The Access Advisory Committee recommends that the Capital Metro Board of Directors direct CMTA staff to work with the City of Austin to assess the impact of the event and seek to establish, maintain, and preserve transit service along dedicated downtown corridors during special events and minimize detours in said corridors prior to issuing permits.	May-13	Complete	Capital Metro senior officials are working closely with City officials and advocacy groups to realize a version of the transit impact fee.
The Access Advisory Committee recommends that the Capital Metro Board of Directors approve appropriations for a MetroAccess Customer Satisfaction Survey to be conducted by a third party in their FY 2014 Budget. The committee further recommends a MetroAccess Survey be conducted every other year, staggered against the fixed-route customer satisfaction survey.	May-13	Complete	CMTA executive staff has recommended appropriating funds for MetroAccess Customer Satisfaction Survey and awaits approval at September CMTA Board of Directors meeting. Implemented, CMTA budgeted appropriate funds.

<p>The Access Advisory Committee recommends and authorizes Chairman Boone Blocker to submit a letter to Austin City Council and Capital Metro endorsing a transit impact fee and details to be determined later throughout the process.</p>	<p>Jul-13</p>	<p>In Process</p>	<p>Confirm with Chairman Blocker if letter was drafted and submitted</p>
<p>The Access Advisory Committee approved the Eligibility Appeals Notification Process procedure.</p>	<p>Jul-13</p>	<p>Completed</p>	
<p>As there are funds dedicated in the Capital Metro Fiscal Year 2014 Budget for a comprehensive survey of MetroAccess Customers,</p> <p>As the Capital Metro Fiscal Year 2014 Budget is balanced without fare restructuring,</p> <p>And as the proposed fare restructuring is unequally targeted towards MetroAccess and fixed-route Reduced Fare Customers,</p> <p>The Access Advisory Committee recommends that the Capital Metro Board of Directors issue a system-wide 2-year fare restructuring freeze while the comprehensive MetroAccess customer survey is conducted to adequately assess the impact on these customers however without barring Capital Metro from implementing proposed fare categories.</p>	<p>Sep-13</p>	<p>Partially implemented</p>	<p>Revised initial fare increase proposal and postponed increase to MetroAccess.</p>
<p>As the Access-A-Ride program provides vital connecting trips that fall in between paratransit and fixed-route service,</p> <p>As a higher monthly amount would allow for more trips and a higher number of participating taxi drivers would provide better service,</p> <p>And as there is a current effort underway between Capital Metro and CARTS to hire a Mobility Manager,</p> <p>The Access Advisory Committee recommends that the monthly amount for the Access-A-Ride program be raised from \$80 to \$100,</p> <p>The Access Advisory Committee recommends that Capital Metro and the Mobility Manager work to abolish the administrative hurdles that prevent all taxi drivers from participating in the Access-A-Ride program,</p> <p>The Access Advisory Committee also recommends that Capital Metro and the Mobility Manager work to abolish the administrative costs borne by Capital Metro to run the Access-A-Ride program.</p>	<p>Sep-13</p>	<p>Partially implemented/in process</p>	<p>Contingent on yellow-cab driver participation. CMTA has increased cap on monthly contribution.</p>

2014 Access Advisory Committee Resolutions

The Access Advisory Committee supports the proposed Fall 2014 service changes, while recommending that CMTA continue to evaluate and improve connectivity between the Guadalupe and Lavaca corridor and Congress Avenue.	Apr-14	Implemented	Chairmain Blocker will inform CMTA BOD of committee's resolution at 4/23 meeting.