

Capital Metropolitan Transportation Authority

Access Advisory Committee

Wednesday, August 2, 2023

5:30 PM

Virtual Presentation

CapMetro Employees: Celso Baez, Chad Ballentine, Peter Breton, Erika Foster, Louise Friedlander, Matin Kareithi, Julie Lampkin, Edna Parra, Sara Sanford, Randy Slaughter, Emmanuel Toutin.

Supporting Staff Attendees: Christopher Westbrook, Raul Vela.

Committee Members: Estrella Barrera, Glenda Born, Audrea Diaz, Paul Hunt, Mike Gorse, John McNabb.

Guests: Rebecca Allbritton, Stacy Landry.

Meeting called to order at 5:34 PM

Welcome / Introductions / Call to Order

Chair Hunt

Approval of the minutes - Motion to approve by Glenda Born / 2nd by John McNabb. Passes unanimously.

Public Communications

Glenda Born asks if CapMetro does cross-city transportation, such as charter buses, for special events. **Chad Ballentine** explains that federal funding prohibits competition against private companies, including charter buses.

Paul Hunt explains that a certain community member is having issues with wheelchair lifts and securements on paratransit vehicles. **Sara Sanford** says that staff will follow up with the community member.

Glenda Born mentions that she's having difficulties with drivers not checking addresses that are posted on houses, rather than checking the GPS. **Julie Lampkin** says she will follow up offline.

MetroAccess Staff Sensitivity Training

Sara Sanford, Director of Eligibility, Training, and Customer Management

Sara Sanford overviews initiatives to strengthen equity and safety through an ongoing initiative to start training all paratransit operators and staff, with the help of a local non-profit that is an expert in the space.

Glenda Born asks if the training will include dog guides / service animals. **Sara Sanford** says that CapMetro has trainings that cover that topic and doesn't want to water down this specific training. **Glenda Born** says she can connect CapMetro staff with service animal users if they need feedback for future initiatives.

Audrea Diaz asks if a driver that is reported for an incident must sign forms around harassment policies. **Chad Ballentine** explains that operators sign those types of forms during the hiring process, not after an incident.

Committee members and CapMetro Staff discuss concerns around negative operator behavior and how to prevent it through training and disciplining operators and staff.

FY2024 Budget Proposal

Emmanuel Toutin, Manager of Budget and Financial Planning

Emmanuel Toutin overviews the FY2024 Budget Proposal, including the community engagement timeline, operating budget, and capital budget.

Glenda Born asks about estimated fuel costs, and **Emmanuel Toutin** explains that for the FY23 budget, fuel was \$2.40/gal, and for the FY24 budget, the estimated cost is \$2.60/gal.

Paul Hunt asks what 5307 funds are. **Emmanuel Toutin** explains that 5307 funds are federal fund that all transit agencies receive, which are distributed through a formula based on density of the city the agency operates in and the number of miles they operate.

Paul Hunt asks what restrictions there are on the usage of the funds. **Emmanuel Toutin** says that the uses are broad and CapMetro uses them mainly for operations.

Glenda Born asks where the money for expanding services is coming from. **Emmanuel Toutin** explains that it comes mainly from sales tax and also from grants that CapMetro has received.

Glenda Born asks where MetroAccess falls into the budget, and **Emmanuel Toutin** says it falls under purchased transportation.

John McNabb asks for more information about the surplus between operating revenue and operating expenses. **Emmanuel Toutin** explains that it usually goes into reserves, capital improvements, or into future expansions of service.

Legislative Update

Celso Baez, Director of Government Affairs

Celso Baez gives an update from the Government Affairs department, introducing the Government Affairs staff, explaining some of the staff's internal objectives, as well the possible political unknowns and upcoming opportunities for CapMetro.

Glenda Born asks what legislation the Government Affairs team was tracking during the legislative session, and **Celso Baez** explains that they were tracking any bills that may affect customer experience or impede the ability to deliver on Project Connect, among other factors.

Paul Hunt asks if any bills passed the legislature that negatively impacted CapMetro, and **Celso Baez** explains that while there were some bills passed that will impact the agency, they are currently being assessed by the legal department to determine their impact.

Accessible Wayfinding Technology

Martin Kareithi, Director of Systemwide Accessibility

Martin Kareithi explains that CapMetro is looking to pilot some wayfinding technologies in the near future – specifically for fixed-route services – and overviews potential technologies from NaviLens, Aira, and Waymap. He also explains that he wants to put together a participatory advisory group to help test the technologies and receive feedback in the next few months.

Self-Evaluation and ADA Transition Plan

Martin Kareithi, Director of Systemwide Accessibility

Martin Kareithi gives an update on the Self-Evaluation and ADA Transition Plan, including that while all CapMetro facilities have been assessed, the consultant missed the E-Paper signs at the high-traffic stops, and will be returning to gather data. The consultant will be putting together all the gathered data into GIS and other formats and, when crafting the transition plan, they will prioritize high travel corridors.

He also explains that the consultant is also assessing CapMetro's digital presence, and that the consultant is scheduled to present at the September Access meeting, as well as being required to hold a public session.

Advisory Committee Updates

Peter Breton, Community Engagement Coordinator

Peter Breton gives an overview of updates to the committee's systems and procedures, including changes to Public Communications and agenda order, as well as next steps for future changes.

CapMetro Staff and Committee Members discuss possible changes to the committee's norms, systems, and procedures.

Meeting adjourned at 7:40 PM