

Capital Metropolitan Transportation Authority

Access Advisory Committee

Wednesday, December 4

5:30 PM

Virtual Presentation

CapMetro Employees: Peter Breton, Louise Friedlander, Art Jackson, Martin Kareithi, Kelsey Lammy, Julie Lampkin, Ariel Marlowe, Brandi Mohler, Sara Sanford, Randy Slaughter.

Supporting Staff: Emma Fricker.

Committee Members: Andrew Bernet, Glenda Born, Otmar Foehner, Mike Gorse, Paul Hunt, John McNabb.

Guests: Tracey Moody, Lyric Wardlow.

Meeting called to order at 5:35 PM

Welcome / Introductions / Call to Order

Chair Hunt

Approval of the minutes - Mike Gorse / 2nd by John McNabb – passes unanimously.

Public Communications

Tracey Moody shares her frustration with quality of service on her recent trips. She also inquires about the availability of drivers and asks if that impacts pickup times. **Julie Lampkin** and **Art Jackson** speak to some of her concerns, share contact information, and promise to follow up with her.

Paul Hunt asks about the impact of the Spare Labs scheduling system on providing Access services. **Art Jackson** informs him that recent increases in demand are more so the root cause of frequent service complaints, and that CapMetro staff are working to provide additional service to alleviate stress due to the increased demand.

Lyric Wardlow shares that she is interested in the feedback process for Access users, and advocates for more people with lived experience using the service to serve on the committee. **Sara Sanford** outlines multiple ways feedback is received and used to better service. **Martin Kareithi** and **Art Jackson** share their contact information.

Paul Hunt expresses concern about operators not seeing the notes that customers leave for them, and also shares a feature he would like added to the app. **Sara Sanford** and **Julie Lampkin** address his concerns and clarify some existing features.

Transit Store Relocation

Brandi Mohler, Director of Revenue and Fares

Brandi Moehler gives an update on the Transit Store Relocation to 1705 Guadalupe Street.

Mike Gorse shares that he feels the old location was more accessible by bus. **Brandi Moehler** agrees and shares that there are additional retail locations around Austin for people to purchase passes.

Advisory Committee Format & Staff Support Roles

Peter Breton, Community Engagement Coordinator

Peter Breton shares upcoming changes to the Advisory Committees, including transitioning meetings from Microsoft Teams to Zoom. **Committee Members** share their opinions about virtual meeting platforms.

January 2025 Meeting Date

Committee Discussion

John McNabb / 2nd Paul Hunt; Motion to approve CapMetro staff's recommendation to reschedule the January 2025 Access Committee meeting to January 8 at 6:00 PM. - passed unanimously.

Committee Officer Elections

Facilitated by Staff Liaison

Glenda Born nominates **Paul Hunt** for the position of Chair, and he accepts.

Paul Hunt is elected as Chair unanimously.

Paul Hunt nominates **Glenda Born** for the position of Vice-Chair, and she accepts.

Glenda Born is elected as Vice-Chair unanimously.

Meeting adjourned at 7:20 PM