

## **Capital Metropolitan Transportation Authority**

### **Access Advisory Committee**

**Wednesday, May 1, 2024**

**5:30 PM**

#### ***Virtual Presentation***

**CapMetro Employees:** Penelope Ackling, Peter Breton, Louise Friedlander, Darryl Jamail, Martin Kareithi, Julie Lampkin, Kevin Manley, Edna Parra, Brian Robinson, Sara Sanford.

**Supporting Staff:** Nick Milum, Raul Vela.

**Committee Members:** Estrella Barrera, Andrew Bernet, Glenda Born, Audrea Diaz, Otmar Foehner, Mike Gorse, Paul Hunt, John McNabb.

**Guests:** Tracey Moody.

***Meeting called to order at 5:34 PM***

### **Welcome / Introductions / Call to Order**

*Chair Hunt*

**Approval of the minutes** – John McNabb / 2nd by Glenda Born – passes unanimously

### **Public Communications**

**Glenda Born** compliments an operator from a recent trip, and **Julie Lampkin** says she'll make sure they receive the compliment.

**Otmar Foehner** thanks the Public Safety Ambassadors at Tech Ridge Park and Ride for supporting his family with an ongoing safety concern.

**Paul Hunt** explains that on a recent trip to the East Side Bus Plaza he was impressed with the facility, but some accessibility features are nonfunctional or missing.

**Tracey Moody** explains that she is having issues with the complaint process and CapMetro staff and not addressing her concerns. **Edna Parra** says she will follow up.

### **Transit Plan 2035**

*Penelope Ackling, Community Engagement Coordinator*

**Penelope Ackling** overviews the upcoming Transit Plan 2035 initiative, overviewing recent planning efforts, previous transit plans, and the timeline for the initiative, and asks for input on how to engage the committee.

Committee Members discuss ways to share their feedback and make requests on how to engage the committee.

### **Public Safety Ambassador Program Update**

*Brian Robinson, Public Safety Supervisor*

**Brian Robinson** updates the committee on the Public Safety Ambassador program, including the current staffing levels and newly hired ambassadors, special assignments and trainings, and events. **Martin Kareithi** adds that he has coordinated disability sensitivity training for the Ambassadors as well.

**Glenda Born** asks about identifying characteristics of the Ambassadors. **Brian Robinson** explains that they are developing a new uniform to help differentiate them from operators.

### **Community Intervention Specialist Program Update**

*Darryl Jamail, Director of Public Safety and Emergency Management*

**Darryl Jamail** overviews key points and highlights of year two of the Community Intervention Specialist program, including key performance indicators, new and continued partnerships in the community, and success stories.

Committee Members express their gratitude and appreciation for the program.

### **Public Safety Engagement Update**

*Peter Breton, Community Engagement Coordinator*

**Peter Breton** highlights recent engagement activities for the Public Safety Program, including Public Safety Advisory Committee (PSAC) subcommittees, major feedback themes over the past year, and ways to engage in the future.

**Otmar Foehner** asks if the subcommittee meetings are in-person or virtual, and **Peter Breton** explains that currently the meetings are virtual, but some may be in-person in the future.

**Tracey Moody** asks how mental health is being considered. CapMetro staff overview some ways the Public Safety Program trains frontline staff to respond to mental health incidents.

***Meeting adjourned at 7:15 PM***