

Capital Metropolitan Transportation Authority

Access Advisory Committee

Wednesday, November 1, 2023

5:30 PM

Virtual Presentation

CapMetro Employees: Peter Breton, Louise Friedlander, Martin Kareithi, Julie Lampkin, Chris Mojica, Edna Parra, Sara Sanford, Danny Souraphath, Randy Slaughter, Claire Vladyka.

Supporting Staff Attendees: Rebecca Liggins, Kristoffer Vik Hansen, Jason Miller, Raul Vela, Christopher Westbrook.

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

Meeting called to order at 5:35 PM

Welcome / Introductions / Call to Order

Vice-Chair Born

Approval of the minutes - John McNabb / Otmar Foehner 2nd – passes unanimously.

Public Communications

Otmar Foehner shares his appreciation for CapMetro Staff quickly resolving the security concern he raised at the last committee meeting.

Glenda Born shares her observations and concerns regarding the Spare transition and expresses appreciation for dispatchers' help with an open window on a recent trip.

Otmar Foehner asks if operators know of the specific disabilities of riders when picking them up, and **Sara Sanford** says that there is no specific information shared automatically, but there is an open text field option for riders to share information if there are issues with operators not knowing enough information to best serve the rider.

Audrea Diaz shares a recent issue she recently encountered regarding Access ride scheduling, and **Julie Lampkin** explains that there was a misunderstanding with dispatchers sharing incorrect ride information.

Spare Update

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

Julie Lampkin, Director of Demand Response

Sara Sanford shares an update on the Spare transition.

Otmar Foehner asks if the booking policies and procedures have changed with the transition, and **Sara Sanford** says no, but things may change depending on resource availability and new developments.

Glenda Born asks about the feedback received from the operator townhalls conducted by CapMetro Staff and Spare supporting staff, and **Sara Sanford** shares that it was overall positive, and now the feedback is overwhelmingly positive.

CapMetro Staff share positive examples of operator feedback. **Julie Lampkin** shares that any feedback they are getting from operators they are working to resolve or incorporate.

Glenda Born asks about migrating saved favorites, **Catherine Vladyka** explains the process of migrating the data.

Glenda Born shares that she's had a lot more direct rides to her destinations and asks how the system prioritizes shared rides. **Sara Sanford** explains that the Spare backend is constantly adjusting to make sure they balance OTP and Productivity.

AMP & Access Fares Update

Danny Souraphath, Manager of Technical Product Management

Danny Souraphath overviews the new payment system for Access rides through the AMP system.

Otmar Foehner asks if you can pre-buy passes virtually, and **Danny Souraphath** says no, CapMetro would need to work with app developers to create a system that allows that.

Paul Hunt asks if fare capping is possible for Access riders with the new app, and **Danny Souraphath** explains that fare capping is not available on the new CapMetro app, but will be available with Spare Pay, which will be usable when booking over the phone or when using the Spare app.

2024 Work Plan

Committee Discussion

The Committee and CapMetro Staff discuss upcoming initiatives and topics to include in 2024 agenda items.

Meeting adjourned at 7:06 PM