

**Access Advisory Committee**  
**Wednesday, March 6<sup>th</sup>, 2021**  
**TEAMS**  
**5:30 p.m. – 7:03 p.m.**

**Call to Order:**

*Chair Paul Hunt, Access Advisory Committee*

Chairman Prentice called the meeting to order at 5:36 p.m.

**Introductions:**

Committee members present were Paul Hunt, John McNabb, Chris Prentice, Audrea Diaz, Glenda Borne, Mike Gorse, Otmar Foehner, Estrella Barrera

Capital Metro staff and contractors present were: Martin Kareithi, Chris Westbrook, Jo Anne Ortiz, Ricardo Boulware, Chad Ballentine, Raul Vela, Gloria Barnes, Nadia Barrera-Ramirez, Shawn Brown, Suzie Edrington, Marcus Guerrero, Mark Herrera, Ora Chisom,

**Citizens' Communication**

*Members of the public*

Audrea – MetroAccess vehicle wasn't used in the valentine day Instagram post. Plays into stereotype that disability community doesn't engage in romantic or social events. Commented on post and was told we would update it, but it hasn't been done yet. Chad – We will check into that.

Paul Hunt – We discussed extending the Dessau Pickup zone to I-35 highway. I think that's good because it includes the neighborhood.

**Project Connect/ATP Update**

*Yannis Banks Community Engagement Coordinator*

Yannis gave an update about the past ATP board meeting and gave a breakdown of the various committee that will help the ATP make decisions. Otmar Foehner will represent Access on the CAC.

**Zicla Project & Riverside Transit Lanes**

*Nadia Barrera-Ramirez, Project Manager, Transit Speed and Reliability*

There was a bump/slope with the Zicla product that makes it hard for wheelchairs to use. We have reached out to Zicla about this. This is a pilot, so at the end of the term this may be a product we use going forward. Nadia – We have been looking at purchasing this product for 2 years. NACTO had promoted the product as something that is great to use & accessible. We are working on trying to find a solution if we decided to move forward, but if there isn't a solution we will not move forward with it. Martin recommended a yellow stripe to give notice in a change of grade. We are working with the designers to build a piece to help. Gloria – Is this similar to what you were doing at ACC Riverside? Nadia – No this different than that. Paul – Is the Zicla product something that is permanent? Nadia – It is temporary in nature & we want to study it

until June. Then put in a more permanent product out of concrete if we find it accessible. Nadia – It is meant to make the sidewalk wider. It makes the bus stop in the traffic lane to keep accidents from happening. **Riverside Dr** – We will make improvements from Grove to Summit (2 miles) creating transit priority lanes. They will be painted with white strips & bus lane only markings. People will be able to turn right in those lanes.

### **Vehicle Mobility Grant Program**

*Martin K, Technical Project Manager III*

CapMetro partnered with nonprofits in 2014 & 2017 to grant out MetroAccess vehicles to nonprofits that scored highly on the applications. We have had great success in the past with this program. We have another allocation of vehicles that we will be retiring/replacing. These are the MV 1s. We will partner with nonprofit organizations with the goal of providing community services or filling in some lack of transit need.

### **Pickup Update**

*Chad Ballentine, VP Demand Response and Innovative Mobility*

We will do a update to the board on Pickup in March for the February board meeting. We are looking to roll out service standards & guidelines at the upcoming board meeting. We will present at the Feb board meeting and ask for approval at the April board meeting. We have 3 pickup qualities: Community Characteristic, Sustainable use of Public funds, and Quality. There are 3 purposes: Flexible alternative to fixed route buses, transit option for communities with service gap, and connecting customers to larger transit network. \*Bat flew into Chad's office and disrupted the meeting\*. Out of a total of 90 points, above 50 is a keeper, 36-50 we will do adjustments, and less than 35 we will do away with it following our normal system change process. Pickup zones do not mature until the 12<sup>th</sup> month point. That is when we will get a good feel on how the zone is doing. Pflugerville is being launched on March 23<sup>rd</sup>. Due to covid-19, evaluation of zones will begin in 2022. We have a purposed Pickup Zone Scoring. Due to covid-19, evaluation of zones will begin in 2022. Paul – What are the boundaries of the Pflugerville zone.

### **Winter Storm Uri Update**

*Julie Lampkin, Manager, Demand Response Operations*

Gave an update of how Demand Response handled the storm. We started preparing on Sunday night. We transported 109 unhoused individuals to Palmer shelter. We transported over 400 people total throughout the event. We had staff & maintenance vehicles staying overnight servicing & starting the vehicles. We worked with Emergency Operations Center to get a Bobcat to de-ice the roads & driveways. We worked to deliver meals to our first responders. We also worked with the City of Austin to distribute water to our MetroAccess customers. We started doing phone blasts to our customers to see who needed water. The first week we delivered 484 cases of water, the second week we delivered 832 cases of water. Between the first 2 weeks, we answered over 11,000 calls. Friday before the storm, MTM booked hotels for staff to be close to

facilities, for those who wanted to do it. They were originally snowed in at the hotels. Chad drove around town to 7-11s to buy food for the staff, dispatchers, operators to have to eat. By Tuesday we were able to find more food for all of our locations. Ricardo found bbq for the operators. Our North Base was without electricity until Thursday. North Base was able to help us with food deliveries once they got some power & the roads cleared.

### **Approval of January 2021 Minutes**

*Access Committee*

Minutes approved.

### **April Meeting Topics**

Ethics training 6 pm

**Meeting adjourned at 7:54**