

Capital Metropolitan Transportation Authority

Access Advisory Committee

Wednesday, November 2nd, 2022

4:30 PM

CapMetro Employees: Peter Breton, Lawrence Deeter, Martin Kareithi, Julie Lampkin, Edna Parra, Raul Vela, Roberto Velasquez, Dottie Watkins, Christopher Westbrook.

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

Meeting called to order at 4:52 PM

Welcome / Introductions / Call to Order

Chair Hunt

Welcome & Thank You

Dottie Watkins, Interim CEO

Dottie Watkins outlines her background and gives her thanks to the committee for its work in advising CapMetro in its efforts.

Audrea Diaz asks if the MetroAccess app is still in the works, and **Dottie Watkins** confirms.

Public Communications

Glenda Born asks CapMetro Staff to remind MetroAccess drivers to drop off curbside, not streetside.

Paul Hunt mentions an issue where MetroAccess scheduling and route creation created additional work for drivers and led to longer trip times for riders.

Service Standards & Guidelines

Lawrence Deeter; Manager of Systems Development

Lawrence Deeter outlines the project background, goals, and engagement timeline of the Service Standards and Guidelines update.

Paul Hunt asks what a standard or guideline would look like, and **Lawrence Deeter** explains that On-Time Performance or Stop Amenities would be good examples of standards, and guidelines are policies that describe what good transit looks like, such as frequency of service.

Paul Hunt suggests that restrooms at Park and Rides, Transfer Centers, and other big stops be inserted into the guidelines.

The committee and CapMetro Staff discuss the standards and guidelines around MetroAccess and Pickup.

The committee and Martin Kareithi discuss ADA policies.

2023 Work Plan

Committee Discussion

Martin Kareithi and **Edna Parra** outline the previous process the committee went through to complete the previous year's workplan, explain the draft workplan, and ask for presentation topics that the committee would like to see.

Audrea Diaz asks why MetroAccess costs more than fixed route services, and **Martin Kareithi** explains that the service costs more to run, but that the fares are generally cheaper than services in other cities.

Approval of the minutes - Quorum not met, approval by email.

Meeting adjourned at 6:42 PM