

Capital Metropolitan Transportation Authority

Access Advisory Committee

Wednesday, November 6, 2024

5:30 PM

Hybrid Presentation

CapMetro Employees: Peter Breton, Louise Friedlander, Art Jackson, Martin Kareithi, Kelsey Lammy, Julie Lampkin, Ariel Marlowe, Kathleen Reale, Sara Sanford, Randy Slaughter, Kris Turner.

Supporting Staff: Josh Andrews, Emma Fricker, Nick Milum, Christopher Westbrook, Belinda Wilson.

Committee Members: Glenda Born, Audrea Diaz, Otmar Foehner, Mike Gorse, Paul Hunt.

Meeting called to order at 5:32 PM

Welcome / Introductions / Call to Order

Chair Hunt

Approval of the minutes – Mike Gorse / 2nd by Otmar Foehner – passes unanimously.

Public Communications

Glenda Born compliments CapMetro staff for helping reschedule a recent trip.

Audrea Diaz asks why the Spare app no longer shares a minute-by-minute estimated time of arrival. **Sara Sanford** explains that Spare staff are working to reimplement the feature, and that it was removed to make sure that riders received information about their pickup window.

Audrea Diaz shares that she reported disruptive and abusive behavior during two recent rides and asked about what action was taken. **Julie Lampkin** reassures her that CapMetro has warned that rider about their behavior, and **Art Jackson** shares that CapMetro will be revamping the Code of Conduct to help reduce these and other incidents in the future.

Spare Update

Josh Andrews, Chief Operating Officer at Spare Labs

Josh Andrews overviews action items and priorities that Spare Labs are working on to mitigate issues and improve service.

Paul Hunt asks for a feature to be added to the app related to data input. **Nick Milum** assures him that they will make sure the feature is added.

Audrea Diaz explains she has experienced wide ranging variability for pickup times when booking CapMetro Access trips and asks if that is related to the Spare scheduling system anticipating demand. **Nick Milum** confirms that the scheduling system anticipates demand, so pickup times may be earlier than normal during high demand periods.

Work Planning Session

Facilitated by Staff Liaison

The Committee Members and CapMetro Staff discuss ways to improve committee experience as well as topics to include in 2025 agenda items.

Meeting adjourned at 7:03 PM