Access Advisory Committee  
February 1\textsuperscript{st}, 2017  
2910 E. 5\textsuperscript{th} Street, Austin, Texas 78702  
5:30– 7:01 p.m.

Call to Order:  
Chairman Chris Prentice, Access Advisory Committee

Chairman Prentice called the meeting to order at 5:30 p.m.

Introductions:

Committee members present were Chairman Prentice, Vice Chairman Paul Hunt, Glenda Born, Estrella Barrera, John McNabb, and Molly Birrell.

Capital Metro staff members present were Sam Sargent, Martin Kareithi, Paul Hamilton, Jeff Denning, Grover Mitchell, and Charlie Jackson.

Contract staff present were Mike Aarons and Regina Marshall.

Citizens present were Ms. Katheryn Rutledge, Ms. Cheryl Hunt, Ms. Katherine Davis, and Mr. Carlos Aleman.

Citizen Communication:

Mr. Michael Zitz-Evancih, MetroAccess Client

Mr. Zitz-Evancih stated that he didn’t realize he could fax in his certification paperwork and wasted a trip to the Transit Store in the process. He recommended that agents alert clients when they reserve trips that they are near the end of their certification period. Chairman Prentice asked if there was a regular notification sent when a client’s certification period is ending. Mr. Kareithi stated that 90 days is the standard notification time but it’s possible he may not have received it. The notification can also be sent via email, if the client chooses.

Mr. Carlos Aleman, MetroAccess Client

Mr. Aleman stated that he has had good experiences recently making appointments over the phone. He also stated that the pick-up time window appears to be longer when using the IVR as opposed to making reservations by phone.

Ms. Cheryl Hunt, MetroAccess Client

Ms. Hunt stated that she has been having problems making trips online and that trip times are being changed after the fact. Vice Chairman Hunt commented that if times are being changed it
must be a system malfunction and should be reported to MetroAccess. Ms. Hunt is also still having an issue with MetroAccess operators taking her and Vice Chairman Hunt to the wrong location for church. Both are concerned that operators are not reading their log sheets properly and may be relying too heavily on the in-vehicle GPS.

*Ms. Katherine Rutledge, MetroAccess Client*

Ms. Rutledge stated that she has an ongoing issue with getting to or from her credit union via MetroAccess. Reservation agents have told her that she is giving the wrong address, but she is certain that she is not. Additionally, Ms. Rutledge went to Walmart recently and was told, as usual, that she would be picked up and dropped off at the grocery entrance. The MetroAccess operator wound up at a different door than she was dropped off at, causing confusion. On the same trip, she was also dropped off at the wrong apartment building in her complex.

Ms. Marshall stated that drivers are specifically trained to read the manifest and not rely solely on GPS. Video was reviewed of the Walmart incident and it appears that the operator arrived early at the correct grocery store entrance and then went to the different entrance when Ms. Rutledge didn’t appear on time. Ms. Marshall apologized to both Katherine and Cheryl for their recent issues with MetroAccess.

*Mr. Paul Hunt, Vice Chairman, Access Advisory Committee*

Vice Chairman Hunt stated that he has been having an issue with operators on MetroAccess. Operators stand in the doorway of the bus and service animals see them as obstacles.

**MetroAccess Statistics & Tech Update:**
*Mr. Paul Hamilton, Paratransit Control Center Manager, Capital Metro*

Mr. Hamilton provided the monthly update on MetroAccess and Upper East Side Flex statistics and technology. He highlighted the fact that chargeable no-shows have tripled, but stated that this tends to happen at the end of each year. Overall, Mr. Hamilton stated, no-shows have been dropping dramatically each year.

**Committee Action Update:**
*Mr. Sam Sargent, Community Involvement Coordinator, Capital Metro*

Mr. Sargent informed the committee that, at their request at the January meeting, the MetroAccess link has been placed on the new Capital Metro website homepage. This will allow for easier navigation of the website.

Mr. Sargent also asked about the final language for the Access Advisory Committee resolution on the draft Connections 2025 plan and whether or not a representative from the committee would present the resolution at the February Board of Directors workshop on the plan (February 17th) or regular board meeting (February 27th).
The current language of the resolution is:

*Access Committee Resolution for the Board of Directors*

Whereas most people responded that more frequent service is preferable to more coverage; and

Whereas people who already have bus service always want more service; and

Whereas people who live in the service area but do not have bus service in their area are unfairly taxed without transportation options; and

Whereas a lack of transportation options anywhere in the service causes hardships to impacted people in general; and

Whereas people with disabilities generally have fewer transportation options and are more severely impacted; and

Be it further resolved that the Board reject the Connections 2025 plan; and

Be it further resolved that the Board instruct the consultants to develop a plan that provides full coverage of the service area; and

Be it further resolved that full coverage means that no one located in the service area will be located more than one mile from a Capital Metropolitan Transportation Authority bus stop; and

Be it further resolved that the Board instruct the staff to increase the metro Access corridor to one mile; and

Be it further resolved that the ADA service area boundary should be set at the January 1, 2017 boundary with the ability to expand based on future Service Changes to fixed route service; and

Finally, be it resolved that the Board and staff proactively raise the funds to support full coverage of the service area.

**New Business**

**Imminent Arrival Notifications Update**

*Mr. Charlie Jackson and Grover Mitchell, Information Technology, Capital Metro*

Mr. Jackson provided an update on the Imminent Arrival Notification (IVR) system, stating that the last round of testing with vendors has been completed. There will also be field testing with customers in the coming weeks. Mr. Jackson stated that if the IVR system is working correctly, a customer would be notified by text, email, or telephone as the Capital Metro vehicle gets within a mile of a customer’s location, or 5 minutes away.
Ms. Barrera asked how the one-mile distance was determined? Mr. Jackson stated that it was not too long or short of a period of time for most customers.

**Transit Empowerment Fund Update**  
*Mr. Eric Bustos, Government Relations Specialist, Capital Metro*

Mr. Bustos provided an annual update on the Transit Empowerment Fund (TEF) program, which provides passes to partner non-profits and social service entities. Since 2013, the number of rides provided on Capital Metro has doubled to 1,054,314 annually. TEF also provides microgrants to non-profits as well as emergency requests for passes.

In 2017, a number of demonstration projects are being worked on, including a $50,000 partnership between the Housing Authority of the City of Austin (HACA) and TEF to expand a Mobility Ambassadors program to assist with Smart Trips.

Another pilot project involves Community Care and RideAustin to provide medical trips to 500 to 1,000 patients. Mr. McNabb asked if these trips could operate outside the Capital Metro service area. Mr. Bustos will look into this.

**June 2017 Service Change Concepts**  
*Mr. Sam Sargent, Community Involvement Coordinator, Capital Metro*

Mr. Sargent updated the committee on the proposed June 2017 Service Changes. The changes will be relatively minor, with the usual suspension of AISD school related trips and the E-bus service. UT Shuttle service will also be transitioned to summer schedules.

On the main campus of UT, two stop pairs are slated for closure along 21st Street, where the university is building a pedestrian mall. This will affect mainline Routes 18 and 412 (E-Bus) and UT Shuttle Routes 640, 642, and 663. All have been on detour during construction and the proposed service change will make these detours permanent.

One stop pair is slated for closure on Red River between the UT School of Nursing and the Frank Erwin Center as part of a rerouting off the single lane street. Those stops are presently served by mainline Routes 10, 20, 37, and 100 (Airport Flyer) and UT Shuttle Routes 670, 671, and 672. All will be rerouted to a Trinity and San Jacinto alignment.

Mr. Sargent explained that Community Involvement staff will be taking input on the proposed changes throughout the month of February, with two webinars set for Monday, March 6th and a public meeting on the UT campus midday on Wednesday, March 8th. The Capital Metro Board of Directors is slated to vote on the proposed changes at the March 27th regular meeting.
On-Board GPS Concerns for MetroAccess  
*MetroAccess and RideRight Staff*

Mr. Aaron, Road Supervisor for RideRight, informed the committee that during training, operators are told not to rely solely on the in-vehicle GPS because it won’t always tell them exactly where it’s supposed to go. Operators are instructed, as Ms. Marshall stated during Citizen’s Communication, to use their mapbook and manifest before using GPS as a backup.

Ms. Born asked how often the in-vehicle GPS data is updated. Mr. Hamilton replied that he couldn’t speak to that but would find out.

**Action Items**

**Approval of January 4th Meeting Minutes**

The previous month’s minutes were approved unanimously on a motion from Ms. Barrera, seconded by Vice Chairman Hunt.

**Adjournment**

The committee adjourned at 6:30 p.m. and voted unanimously to move the March meeting of the Access Advisory Committee to Wednesday, March 8th at 5:30 p.m. in the Capital Metro Board Room (2910 E. 5th Street). Mr. Sargent will update the website accordingly and work with MetroAccess reservations agents to get the word out.