Call to Order:
*Vice Chairman Paul Hunt, Access Advisory Committee*

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

Introductions:

Committee members present were Chairman Chris Prentice, Vice Chairman Paul Hunt, Cheryl Hunt, Molly Birrell, John McNabb, and Tom Turner.

Capital Metro staff members present were Chad Ballentine, Kendall Jackson, Martin Kareithi,

Capital Metro contractor staff present were .

Citizen and Committee Communication:

Members of the public present included Cheryl Hunt and Paul Hunt.

*Mrs. Cheryl Hunt*

Mrs. Hunt complimented Raoul, who helped her set up a profile and subscription for a new Sunday trip. She also had comments about the new Ride Right vans. They are not accessible to people with balance issues, and only one service dogs fits per van. Also, she had an issue where another passenger was playing music on their phone too loud. She wishes that paratransit could follow the same guidelines as fixed route so that playing music would not be allowed.

Chad: The passenger was contacted and now knows the rules. The rules state that passengers must “ride quietly” – as some people are not able to use headphones.

Also, Mrs. Hunt has noticed that when there are “add-ons” to trips, they are often not noticed by the drivers. Some drivers use the print manifesto, which could be an older version.
Brenda Hernandez: They will retrain drivers so that they know to look at the electronic manifesto.

Mr. Paul Hunt

Mr. Hunt said that there are still issues at St. Paul, even though there was a site visit. He filed a complaint yesterday about how drivers do handoffs and where Howard Station is. He pointed out a possible problem with how complaints are handled: Cap Metro receives them and then passes them to the contractor, but there is seemingly no follow-up back to Cap Metro and then to the customer. He wishes the Committee would advise more actively – like in the issue with the Ride Right vans that Cheryl discussed. The Committee could have advised on the procurement.

MetroAccess Statistics & Technology Update
Chad Ballentine, Director of Paratransit, Capital Metro

There is no statistics update because it is the 1st of the month. The annual Trapeze upgrade is about to happen. Chair Prentice asked if the procurement for the new software is up yet. It is not, but Chad believes it will be in Spring 2018.

Pickup Pilot Update
Chad Ballentine, Director of Paratransit, Capital Metro

Pickup has begun service six days a week, and now serves MLK Station. It will continue through May at the latest. The hours are Monday through Friday 7:00 a.m. – 7:00 p.m., and Saturday 10:00 a.m. – 6:00 p.m.

New Business

Proposed June 2018 Service Change
Caitlin D’Alton, Senior Planner

Caitlin D’Alton presented on the most recent version of the June 2018 service changes. Upon comment from the committee, the team will look at the sidewalk at Burnet & Braker to confirm whether or not the South side of the street has sidewalks. Paul Hunt asked how to get to St. David’s North campus, and Caitlin responded that there is not transit option, but the destination is still MetroAccess eligible because of Route 325 on Metric.

Chair Prentice: I was under the impression that if people were going to lose MetroAccess service, Cap Metro would make sure there would be something in its place. This is based on the resolution from the Access Advisory Committee that the
Board adopted. Now, the recommendation from the Committee would be to grandfather the 36 affected people into MetroAccess.

Chad: There is barely any precedent for grandfathering people into service. But from his read on the Board, they seem like they will exempt MetroAccess from being affected by the November vote.

Chair Prentice: Motioned to recommend that the Board grandfather MetroAccess customers that do not have a reasonable transportation alternative. This motion carried unanimously. Chair Prentice or Vice Chair Hunt will present this motion to the Board.

Action Items

Future Agenda Items

Paul and Glenda visited the MetroAccess dispatch center and would like to bring a report back to the Committee next month.

Approval of Minutes

The minutes from the September AAC meeting were approved unanimously.

Adjournment

The committee adjourned at 6:54 p.m.