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 Chris Prentice, Vice Chairman Paul Hunt, Estrella Barrera, Molly Birrell, John McNabb, Pat Thomas, and Mike Gorse.

Capital Metro staff members present were Chad Ballentine, Martin Kareithi, Kendall Jackson, and Eric Bustos.

Capital Metro contractor staff present were Paul Hamilton, Brenda ____, Regina Marshall, and Jeff Dennin.

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

Mr. Ballentine presented the November MetroAccess statistics to the committee. Ridership decreased from October, but on time performance increased slightly. Abandonment rates for reservations increased above the goal. Eligibility shows an increase in registered passengers with a slight decrease in active passengers.

There was a discussion about the complaint process: Martin Kareithi reported that the complaint form on the website has been fixed. Ms. Barrera asked about the feedback loop that exists when a complaint is filed. Chad responded that they are working with Mr. Hamilton to evaluate the best way to do this, but the policy will not be to report specific action such as if disciplinary action was taken against a specific driver. Mr. Hamilton added that the turnaround for response to a complaint is three days from when the complaint is received. Mr. Kareithi added that they look for the root cause in complaints.

Mr. Ballentine gave an overview of the Pickup service for new committee members, and reported that Pickup continues its success with an increase of riders. There were 1,984 trips in November.

New Business

Transit Empowerment Fund Update
Mr. Eric Bustos, Government Relations Coordinator, Capital Metro
Mr. Bustos gave an overview of the Transit Empowerment Fund program. The program awards free or deeply discounted transit passes to nonprofit social service organizations and government entities in Central Texas to help meet the transportation needs of low income clients. The goal of the program is to promote self-sufficiency by providing transportation for employment, healthcare, education, and social services. Mr. Bustos will circulate the 2018 application when it is live.

2018 Committee Work Plan Review

Committee Members

The committee reviewed the 2018 work plan. The committee requested that the Budget Development presentation be moved from August to June, that a presentation on the Proposed FY19 Budget be added in August or September, that an Innovation Zone Update be on the agenda every month, and that they have more involvement with relevant procurements (i.e. reviewing Scopes of Work) and other Board Meeting agenda items. Ms. Jackson will update the work plan where possible and deliver it to the board in February.

Action Items

Approval of December 2017 Minutes

Ms. Birrell motioned to approve the December Minutes. Mr. McNabb seconded the motion. The motion to approve the minutes was approved 7-0.

Election of 2018 Committee Officers

Mr. McNabb motioned to re-elect the current officers. Ms. Barrera seconded the motion. The motion to approve the minutes was approved 7-0.

Adjournment

The committee adjourned at 6:30 p.m.