Access Advisory Committee
Wednesday, November 7, 2018
624 N. Pleasant Valley, Austin, Texas 78702
5:30 p.m. – 6:35 p.m.

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

Vice-Chairman Hunt called the meeting to order at 5:32 p.m.

Introductions:

Committee members present were Chair Chris Prentice, Vice Chair Paul Hunt, Glenda Born, Estrella Barrera, John McNabb, Molly Birrell, Mike Gorse and Pat Thomas.

Capital Metro staff and contractors present were Raoul Vela, Rodney Recker, Scott Transut, Jeff Dennin, Yannis Banks, Chad Ballentine, Suzie Edrington, Elaine Timbes, and Martin Kareithi.

Others present were Cheryl Hunt and Catherine Rutledge

Citizens’ Communication
Members of the public

Glenda Born: Asked at many times they will be notified of the agenda & minutes the Monday before the Wednesday of the meeting by noon. There was no brail tonight.

Catherine Rutledge: Voted Friday, took 2.5 hours to vote. By the time she got out it was way past due time (planned for an hour). The driver finally did get to her. She was at Highland ACC to vote but it was in diff building. The driver walked her to the building. Took a long time but they did get her a ride. Special events could set up a point to be picked up & dropped off at a certain location. Chad said they didn’t charge no-shows on Friday

Paul Hunt: Accessibility issues on websites. Schedule map isn’t working properly. Toggle switches for direction and time of day are not working correctly. Have nobility look at the entire website to make repairs. Martin says they have brought nobility in. They have done 2 looks at it. Will have the website guy look at it. Paul says it is currently browser dependent. Needs to be browser independent.

Draft Strategic Plan
Elaine Timbes, Deputy Chief Exec Officer/COO

Randy was brought in for long term vision for the organization & improve engagement of the community of all levels. Also, to identify creative funding sources. Montra & focus is about quality service that we provide on all services not just fixed routes. Performance Score card created. 1-1 meetings Sept 26, 27, 28. There were 25 1-1 interviews – Success for Cap Metro. Customer Satisfaction, Employee Engagement, Community Related (value, relevance)
Innovative Growth. 4 themes of the Score Card: High quality customer experience, Engaged Workforce, Sustainability Valued Community partner.

Elaine wants feedback from Access Committee. Elaine says it is slated for board adoption in Dec. It is just 1 page long. Martin will send out to the committee. Elaine recommends the committee set a deadline to be done by set date. Comments by Nov. 27th or 28th should be given to Chris Prentice.

Pat Thomas: not hearing announcement about next stops on fixed routes. Martin informs her to let the operator know where they want to get off & they can announce it. Martin also described that announcements are not made at all stops but at major intersections and points of interest. Also, is there a procedure for the operators to let customers know if bus is full. Elaine explained that the operators can let them know the bus is full & how long the next bus is coming.

**Statistics / Tech Update**
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*Chad Ballentine, VP of Demand Response and Innovative Mobility*

September last month of MV’s south base. Ridership is down overall. On-time performance just under 90.89%. Abandonment rate goal is to be under 5%, it was 7.75%. Shorthanded at the call center. Been trying to pull in temps. Eligibility for September was 5670. Active Riders are up due to weather. 127 Applications were processed in September.

A great concern from the committee is the wait time to get someone on the phone to schedule trips or to update a pickup time. What is the possibility of updating the phone system that lets you know approximately how long is your wait? Committee members were informed that we are currently in the process of looking to update the phone systems. It would be nice if you could use text. Chad says 1st approach to fixing issues is staffing, without humans to handle calls no other updates will work.

**Pilot Projects Update / Innovation Zones Update**
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*Chad Ballentine, VP of Demand Response and Innovative Mobility*

Expanded the pilot program on 10/22. Springdale/Roggue; St David North; and Springdale/Johnston Terrace. St. David’s North border is MOPAC. Goes from St. David’s to Fry’s Electronics. The pilot will run until April 22nd. If popular it is possible it will go longer. Looking to open it up to Lift & Uber. Want it to be used to connect to fix route. The regular Ride Austin App is used to book ride. Origin or destination must be within the zone. We have advertised & market in public meeting. Emails have been sent to people who sent in comments. Looking to do doorhangers to advertise in the areas that can use Metro Access. Vice Chair Hunt says Metrolink could be a better option than the bus. Exposition pilot project ending on Dec 7th. Chairman says it’s not fair that the Exposition was advertised very well. Chad explains we are trying to keep it localized to areas that will use the service. It’s on the bus stops as well. Martin says the idea to do these is to address a specific issue and not replace with fixed route. Chad says looking at doing a pickup in Tech Ridge area also possibly in Pflugerville.

**AAV 3.0 – USDOT’S ROADMAP**
Chad Ballentine VP of Demand Response & Innovative Mobility

New guidelines have come out. Capital Metro will be commenting & encourages others to comment on it when they get a chance. Capital Metro will be focused on accessibility in our comments & want to make sure that it is baked in from the beginning with all the pilots. Department of Transportation need to hear from the community as well. Safety is a high priority but accessibility should be up there also. We have been selected to be a part of an On-Ramp program to help develop business plans from the FTA. We will help create a playbook so that other agencies can follow suit. The focus is to look at how to get an AV vehicle system up and running. 6 agencies were chosen to be a part of the On-Ramp program, we are the only one looking to do AV. It will be a one-year project. Martin says he is happy to have conversation with reps from different groups around this topic. Will help to come up with talking points to provide meaningful feedback. AV needs to be designed for accessibility from get go. Retrofitting is more expensive will discourage agencies from doing it.

Martin invited the committee to look at a new type of vehicle securement for fixed route from Q’straint. There will be an opportunity for people to see the vehicles this Friday at 2910 from 10am – 12pm. Then the vehicle is headed to ADAPT for additional customer feedback.

Update on South Base Transition
Suzie Edrington, Director of Demand Response

Just completed 1st full month of transition. South base provides about 65% of trips. Few challenges, mainly with on-time performance, which looks like it will be 88% for October (preliminary). Ride Right is responsive & looking to hire new technology & workers. They’re hiring a dispatch supervisor to help smooth out the pullout. Also, brought in specialist to provide 1-1 training with dispatch staff. Senior Management team has been in town. Regional VP & COO will be here next week. They have plan to achieve 90% or better by end of November. Looking at some possible internal fixes as well (scheduling/dispatch). The committee request to make sure drivers can read addresses/use the tools available to them to locate passengers. Raul says drivers have to call in whenever they do a no-show & have to describe 3 descriptive items before it can be logged as a check & balance. Vice Chair Hunt – Ride Right south is taking over “Where’s My Ride” at 9 pm. Committee wasn’t notified about it. Raul explained they now handle it earlier than before. Vice Chair Hunt also asked what dispatchers do what? Raul says Ride Right checks they are fit for duty, issue tablet & provide phone support if they call or via radio. Suzie said Metro Access is responsible for schedule & dispatchers can see the entire schedule, monitor late trips/cancels/no shows. Also, take care of scheduling. Looks at the slack during the day to be able to move trips in & out. Come next June service provider dispatchers will be located in the same room. Vice Chair Hunt says when contracts are issued, if everyone used the same hardware & technology it will help down the road when changes are being made.

Approval of Mins postponed until next month.

Meeting adjourned at 7:00 pm