Call to Order:
Vice Chair Betsy Greenberg, Access Advisory Committee

Vice Chair Greenberg called the meeting to order at 6:05 p.m.

Introductions:

Committee members present were Chairman David Foster, Vice Chair Betsy Greenberg, Lin Rui Li, Elizabeth Stehl, Betsy Greenberg, and BJ Thompson.

Capital Metro staff members present were Kendall Jackson, Roberto Gonzalez, Randy Clarke, Cynthia Lucas, and Jackie Nirenberg.

Members of the public present were Raquel Dadomo, Jean ______, and Liz Morris.

CEO / Citizen’s Communication:

President / CEO Clarke introduced himself to the committee. He talked about his background and his vision for the agency, then opened the floor for questions.

Chair Foster wondered about the practice of using contractors as bus operators instead of Cap Metro employees. Many times there are quick stops and quick starts – are they in a hurry? CEO Clarke called this running hot. He said that he has presented Dottie with a challenge to track on time performance as a measurable program. The goal is to manage the flow of the route, not just the end. Pull data from GPS to get verifiable reports. Operators need real places to do recovery breaks. If operators are more comfortable, service is better.

Lin Rui Li said that one thing she’s noted about the city of Austin is the lack of prioritization of public transportation when the city plans projects. How do we change that priority? CEO Clarke responded that the partnership between the city and CM is strong. There is lots of staff coordination. But as a region, there are lots of organizations all doing their own thing. Political, not technical. Partnership means more than just saying we’re partners.

Raquel Dudomo, Brand Manager for Wheatsville Co-op, said that four years ago, transportation was great for customers of her store. Now, there are Rapid stops way before and way after, and the local routes are diminished frequency. CM has said they will put a Rapid stop there. But no action or updates. Roberto Gonzalez responded that construction at that stop will be starting this summer. Raquel: Communication needs to be a priority. She is glad, but hadn’t heard this until now. CEO Clarke: We should be telling people what is going on, not waiting for them to ask. Jackie will update her.
Liz Morris: She has been car-free for 25 years. She works for a state agency at 3rd & Guadalupe and is glad for the changed routing on Guadalupe / Lavaca. She is concerned about the elimination of Route 5 south of the river.

Roberto: This is changing into a flyer route, a few runs in the morning and a few in the afternoon. She will have options, but there are people deeper on route (just north of Ben White) in apartment complexes.

Chair Foster: it would be great if the agency demonstrated flexibility if something doesn’t work.

Roberto: The new route 315 will connect those folks to the new Westgate Transit Center.

CEO Clarke: We have to admit when things aren’t right…we’ll use standards to see when things don’t work. If it does work, that’s good to know, too. The solution might not be a 40’ bus. We’re going to get into partnerships with people like Via and Chariot. We have to be willing to not fight change.

Jean: She rides all levels of service: MetroRail, MetroBus, MetroAccess. In the last 48 hours she has encountered two drivers who didn’t know how to tie down wheelchair. She had to redo it. In training, they need to make sure drivers know how to secure a wheelchair. Drivers are representing Capital Metro. She went before Board about service to Round Rock. Cap Metro staff called her to tell her that her idea caused an improvement.

CEO Clarke: Roberto will take her info. Accuracy of information is key for correcting training errors.

BJ: There needs to be a conversation regarding June changes. Lots of people have ignored the signage. How do you get the bigger systems to work with the local system?

CEO Clarke: There’s an inter-agency coordination group where technical staff works together.

**June 2018 Service Change Implementation Update**

*Roberto Gonzalez, Short-Range Planning Manager*

Roberto gave a presentation which overviewed the June 2018 Service Change. He highlighted the marketing efforts, signage, staffing, and amenities associated with Cap Remap. He added that they picked June so that we can quickly evaluate, then make changes if needed in August. There is 86% on-time performance. Used to have people evaluating at certain stops, but now GPS ensures that all points are evaluated.

**June 2018 Stop Signage Briefing**

*Cynthia Lucas, Director of Marketing*

Cynthia presented the new signage. We have polymer Braille now, but people pick them off. Using metal Braille now. How do blind people now that they’re at a bus stop? 2x2 pole is the only one of that type that is on the street in Austin.

Chair Foster: What about the new ones? It might look like a bus stop.

Roberto: Yellows are only 75 stops. Also, re-doing Braille, and moving poles to the pavement. Yellow strip means timepoint. Tells customers why it’s sitting there.

Liz Morris: What will her neighborhood get?

Cynthia: Green sign.

Liz: But it’s not actually an increase in service.
Betsy: Why not put maps at stops?
Cynthia: Maps going into brochure, and going on all vehicles in 2.5 weeks.
Elizabeth: In Seattle, could get the schedule for the whole day.
Roberto: Can do something similar with stop ID.

Community Involvement Invitation
Jackie Nirenberg, Community Involvement Manager

Jackie: People can hear from staff, but it doesn’t have as much legitimacy. More feeling when it’s people who are in the community. Put a human face on the change. Two buses so that we can go to them! …to reach people who won’t come to us. Even if people don’t use transit, it’s healthy for a community to have good transit. Invite you all to do a few things. Neighborhood, office, talk about Cap Remap, Project Connect, Transit Adventure.

Approval of March Minutes

Postponed until May meeting.

Adjournment
The committee adjourned at 8:06 p.m.