

## **Capital Metropolitan Transportation Authority**

### **Access Advisory Committee**

**Wednesday, November 6, 2024**

**5:30 PM**

**Hybrid Presentation**

**CapMetro Employees:** Peter Breton, Louise Friedlander, Art Jackson, Martin Kareithi, Kelsey Lammy, Julie Lampkin, Ariel Marlowe, Kathleen Reale, Sara Sanford, Randy Slaughter, Kris Turner.

**Supporting Staff:** Josh Andrews, Emma Fricker, Nick Milum, Christopher Westbrook, Belinda Wilson.

**Committee Members:** Glenda Born, Audrea Diaz, Otmar Foehner, Mike Gorse, Paul Hunt.

**Meeting called to order at 5:32 PM**

### **Welcome / Introductions / Call to Order**

*Chair Hunt*

**Approval of the minutes** – Mike Gorse / 2nd by Otmar Foehner – passes unanimously.

### **Public Communications**

**Glenda Born** compliments CapMetro staff for helping reschedule a recent trip.

**Audrea Diaz** asks why the Spare app no longer shares a minute-by-minute estimated time of arrival. **Sara Sanford** explains that Spare staff are working to reimplement the feature, and that it was removed to make sure that riders received information about their pickup window.

**Audrea Diaz** shares that she reported disruptive and abusive behavior during two recent rides and asked about what action was taken. **Julie Lampkin** reassures her that CapMetro has warned that rider about their behavior, and **Art Jackson** shares that CapMetro will be revamping the Code of Conduct to help reduce these and other incidents in the future.

### **Spare Update**

*Josh Andrews, Chief Operating Officer at Spare Labs*

**Josh Andrews** overviews action items and priorities that Spare Labs are working on to mitigate issues and improve service.

**Paul Hunt** asks for a feature to be added to the app related to data input. **Nick Milum** assures him that they will make sure the feature is added.

**Audrea Diaz** explains she has experienced wide ranging variability for pickup times when booking CapMetro Access trips and asks if that is related to the Spare scheduling system anticipating demand. **Nick Milum** confirms that the scheduling system anticipates demand, so pickup times may be earlier than normal during high demand periods.

### **Work Planning Session**

*Facilitated by Staff Liaison*

The Committee Members and CapMetro Staff discuss ways to improve committee experience as well as topics to include in 2025 agenda items.

***Meeting adjourned at 7:03 PM***