

# The COMET Access Advisory Committee

October 22, 2020

Meeting Minutes

11:00AM

Meeting Attendees: Arlene Prince, Steve Cook, Derrick Strick, David Bundy, Cali Sandel and Charles Gossett

The host, The COMET's Mobility Management Specialist, welcomed everyone, informed everyone the meeting was going to be recorded after recording had started. She went over the existing issues using previous meeting meetings. She also highlighted the agency updates section.

## 1. Disability Sensitivity Training

The MMS explained that the Disability Sensitivity Training would have to take place during the driver safety meetings. She proposed training be provided twice a year and put it for a vote. Dr. Arlene Prince, a colleague with The COMET, posed the question of who would be providing the training. Able SC was sighted as the partner that would provide the training. Another attendee, Cali Sandel, with Able SC, spoke for the group when she mentioned that on-board training should be included along with the twice a year training. That same attendee mentioned a need to have personnel oversee driver behavior to see if the driver implements behavior learned through a "Secret Shopper" program. The MMS shared what she knew of the "Secret Shopper" with the previous operations vendor and how The COMET Traffic Checker could help monitor behavior. The MMS asked Dr. Prince if the current operations vendor would be doing a "Secret Shopper" program. Dr. Prince mentioned that the firm with the current operator is preparing a "Secret Shopper" plan. Ms. Sandel brought up two different models for "Secret Shopper" concept. One was Able SC working with a partnering state agency to help set up their "Secret Shopper" program. Service animal access denial survey with Uber or Lyft monitored whether service animals were excepted by the service via survey. Mr. Steve Cook, with the Commission for the Blind, noted that the National Federation for the Blind provided the survey link for general feedback with the Uber and Lyft



experience that was meant to capture whether service animals were allowed. The MMS alluded to the survey the Transit Development Personnel developed and asked Dr. Prince if she knew where that survey could be accessed. Tasks for the MMS to follow up on are as follows:

- 1) Ask about access to the existing survey.
- 2) Collaborate with Able SC colleagues to find current Disability Sensitivity Training and formulate questions to add to the current survey.
- 3) Collaborate with operations to determine the dates and timespans for a disability sensitivity training.
- 4) Coordinate with the Able SC colleague who would conduct the training.
- 5) Schedule the training.

## **2. Finding the Modification Request**

This item was tabled until the new website is up and running.

## **3. Boarding and alighting passengers with mobility devices**

The MMS mentioned moving this item to a subsection under accessible pedestrian environment.

## **4. Accessible schedules**

The MMS spoke about the plan for the screen reader accessible schedules being posted on the website being diverted. The MMS was tasked with creating a Request for Quote for a vendor to produce the schedules upon request. The RFQ was received by vendors with more questions than quotes. The MMS



explained that she was told that it may be necessary to survey for demand, but she cited the Americans with Disabilities Act and her colleagues informed her that a demand by request format was more feasible. When the MMS explained that the work involved with making the schedules read left to right was extremely taxing especially when system updates appeared, the committee recognized that finding a universally designed scheduled would be the best option. The MMS mentioned that she had not seen schedules formatted that way for the general public. Ms. Sandel mentioned her friend in New Jersey with a visual disability who rides fixed route and said she would ask what she uses. Mr. Strict mentioned being able to use the schedules in San Francisco. The MMS is tasked with taking the two examples provided by Ms. Sandel and Mr. Strict and approaching her The COMET colleagues with a proposed solution or solutions.

Time did not allow us to cover the other issues on the agenda.

## **5. Accessible pedestrian environment**

New issues

### **1) Pop ups on the mobile app**

Agency Updates

There are upcoming Mobility Programs known as V-TRIP and PUP. The next meeting will be held on January 28, 2021.

