

Access Advisory Committee

April 30, 2020

Zoom Virtual Meeting

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Meeting ID: 215 296 240

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11:00AM

People in attendance: Jerry Francis, Charles D. Gossett, Bounds, Angenitta, Stephanie Southwell, Arlene Prince, Robbie Kopp, Steve Cook, Cali Sandel, and Derrick Strict

1. Progress of 1/30/2020 proposed solutions

- 1) **Construct a monitoring survey connected to a QR code link and website with a monthly award for completion (bus pass, gift card, etc.).**
 - **Survey questions were included in the new online customer service survey-A hard copy format was suggested for those who would need it.**
- 2) **Find out who controls annunciators and how to fix them.**
 - **Review annunciator Survey data to see progress on announcements on buses. The COMET will have to monitor the functionality of the annunciators and data for the announcements.**
- 3) **Disability Identification Card**
 - **Vote on ID card format from Samples-The idea of an ID was tabled in favor of disability sensitivity training for the operators. The Mobility Management Specialist was tasked with finding out how often Sensitivity Training was given for sister transit agencies.**
- 4) **Modification Request is hard to find.**
 - **New website-date of launch has changed**

- **Review Flyer and Press Release**-Did not review this, needs to be reviewed next meeting.
- 5) **Boarding and alighting passengers with mobility devices can be difficult.**
- **Discuss work Lexy has been doing to bus stops accessible**
 - **Other solutions?** Charles further explained that the issue is vehicles blocking the bus areas for boarding and alighting.

2. **New Accessibility issues**

1) **Accessible schedules**-The Mobility Management Specialist created a version of the schedule that uses the turn-by-turns, route time spans and instructions to call for more detailed times. The request to be able to better locate stops was made. MMS will send out two versions of the turn-by-turns to the committee to review via screen reader.

2) **Accessible pedestrian environment**

3. **Agency Updates**

The next meeting will be held on July 23, 2020. Notes to pertaining to the last meeting are in blue.