

# CAN Board of Directors Meeting Minutes, 08/12/16

Austin City Hall, 301 W 2<sup>nd</sup> Street, Room 1101, 1-3 p.m.

**Present:** **Tamara Atkinson**, Deputy Executive Director, Workforce Solutions; **Royce Avery**, Superintendent, Manor ISD; **Marina Bhargava**, Executive Director, Greater Austin Asian Chamber of Commerce; **Eric Bustos**, Diversity Specialist, Capital Metro; **Kelly Crook**, Superintendent, Del Valle ISD; **Ashton Cumberbatch**, VP, Advocacy & Community Relations, Seton Healthcare Family; **Jerry Davis**, President & CEO, Goodwill Industries; **David Escamilla**, Travis County Attorney, Community Justice Council; **David Evans**, C.E.O. Austin Travis County Integral Care; **Sherri Fleming**, (for Margaret Gomez, Commissioner, Travis County Precinct Four); **Trey Fletcher**, (For Mike Heath, City Council Member, Place 5, City of Pflugerville); **Christie Garbe**, VP & Chief Strategy Officer, Central Health; **Dr. Stephanie Hawley**, Associate V.P. for Equity, Diversity and Community Engagement, Austin Community College; **Stephanie Hayden**, (for Ora Houston, City Council Member, District 1, City of Austin); **Patricia Hayes**, Chairman of the Board, Greater Austin Black Chamber of Commerce; **Jeremy Martin**, Senior VP for Strategy, Greater Austin Chamber of Commerce; **Ara Merjanian**, Chair Elect, CAN Community Council; **Erica Saenz**, Associate VP, Community & External Relations, UT Division of Diversity and Community Engagement; **Eileen Schrandt**, Chair, CAN Community Council; **Brigid Shea**, Precinct 2 Commissioner, Travis County; **David Smith**, President, United Way for Greater Austin; **Nick Solorzano** (for Sabino Renteria, City Council Member, District 3, City of Austin)

**Partners not represented:** Austin ISD, Greater Austin Hispanic Chamber of Commerce, Huston-Tillotson University, Interfaith Action of Central Texas, One Voice Central Texas, St. David's Foundation, St. Edwards University

**CAN staff in attendance:** Raul Alvarez, Mary Dodd and Carlos Soto.

**Call to order and introductions:** Board Chair Jeremy Martin called the meeting to order at 1:08 p.m. Members introduced themselves and shared announcements.

**Approval of minutes:** The 6/10/16 meeting minutes were approved unanimously, on a motion by Erica Saenz seconded by Dr. Stephanie Hawley.

**Executive Director's Report:** Language Access Work Group will meet on Thursday August 16 to look at discuss language access plan and policy for Capital Metro. Kettering community dialogues were conducted in June, with one online forum to take place in September or October. Cultural competency, diversity, & inclusion training sessions in partnership with the Texas Center for the Elimination of Disproportionality and Disparities are scheduled for October. Target audience is staff of CAN partners and community council members. Upcoming Board Discussion topics: September: Health, October: Social Services.

**Proposed revision to 2016 CAN Work Plan:** Proposed an Equity Training, in partnership with the Center of Elimination of Disproportionality and Disparity, in the form of one or more day-long workshops on institutional changes that are required in order to achieve outcomes that are more equitable, to be offered fall 2016. Commissioner Shea motioned to approve amendment to CAN work plan, seconded by Erica Saenz. Comments were supportive since this aligns with our mission. Motion was approved unanimously,

**Community Council Update:** Eileen Schrandt, Chair. Continuing trajectory of building a person centered community. Next meeting (on Monday, August 15), Community Council will discuss a draft framework to be shared with the board and other organizations with whom we work. CAN Community Council is recruiting new members, deadline is a month from now.

## **CAN Board Dialogue: How does transportation affect your delivery of services to your clients?**

Jerry Davis, Goodwill Industries: We try to locate where transportation is available. However, the hours that transportation is available can be an issue. On a limited basis, we have provided transportation in cases where transportation is a serious issue. We have really good success working with Capital Metro on transit access (i.e., suggestions for location of bus stops).

Tamara Atkinson, Workforce Solutions: We have provided transportation assistance to over 9,500 people since October 1st. After subsidized childcare, it is the top requested support service. The average amount of assistance per person per occasion is \$64.63. In total, in the fiscal year to date we have spent over \$616,000 on transportation assistance, mainly in the form of bus passes and gas cards. It is clearly an issue to those trying to avail themselves of job training as well as work.

Eileen Schrandt, Housing Authority of the City of Austin: At the Housing Authority we are trying to innovate with low cost options. One example is placing B-Cycle stations near our properties, or discounted rates for Car2Go. We are also trying to educate our clients on the different apps available to make using alternative transportation options more accessible.

Sherri Fleming, Travis County: Appointments may require a ½ day to full day off from work due to difficulty of transportation. Many times employers don't provide robust policies for time off, potentially putting client's job in jeopardy. This can result in difficulties in securing housing, food, or other costs. Bus passes are provided to clients. Schedules have had to be modified because availability of bus passes creates lines. Technology solutions could help but sometimes they can also slow down the process. One strategy being pursued is that of decreasing the number of people that come into community centers, only to find out that they are not eligible.

Brigid Shea, Travis County: Sheriff has expressed need for more patrol due to traffic and congestion increasing response times. We should also consider emergency evacuations for potential wildfires, flooding, or other natural disasters, that will require transportation. We are also looking at telecommuting for our staff as a way of reducing travel time.

Kelly Crook, Del Valle ISD: To those living out of the city within the county, access to public transportation is a serious issue. Students end up being pulled out of school to go to appointments or to babysit younger siblings so parents can make appointment. Our issue isn't with transportation (since District provides bus service), the challenge is with families accessing social services. We would like to see the deployment of more mobile units to areas such as Del Valle where the services are needed.

Patricia Hayes, Greater Austin Black Chamber of Commerce: When it comes to the Chamber, and folks involved with the Chamber, we have members and stakeholders all over the 5 county area. Maintaining relationships with those folks is difficult, so we try to host events in a number of areas to make it easy to keep everybody engaged. We are also pursuing the efficient usage of technological options to make communication easier and to reduce travel.

Ashton Cumberbach, Seton Healthcare Family: Having begun in Brackenridge and now moving on to other facilities, we carried out a survey of our employees to see what they are doing to get to and from work, in order to determine how we can help reduce congestion by decreasing the number of single occupancy vehicles making trips to and from a worksite each day. Based on that, we have tried to design options depending on employee needs. We have worked with CAP Metro, Car2Go, and others in order to improve their commute and reduce the need for parking. In terms of client impact, and the impact on our patients and

their family members, this is a question of equity and it is significant. We need a change in our culture to change the current transportation paradigm which is a result of a history where equity wasn't a consideration. This means a focus on not just regional planning, but regional implementation. The Capital Metro strategic plan will include a focus on the Eastern Crescent, whose residents have difficulty in accessing the best jobs due to transport.

David Evans, ATCIC: For the 30,000 individuals and 850 staff we have, transportation is a big deal. This idea of having multiple locations and allowing clients to choose what works best with them is something we are trying, as well as integrating behavioral health services in places like schools and clinics thus reducing the number of stops clients have to make. In one location we have legal aid, adult probation, and mental health services in the same location. We are also working with Capital Metro in providing mental health first aid and trainings where we found a high number of arrests in bus stops. In terms of disabilities, there is a need for point to point transportation, because reaching bus stop can be very difficult for some.

Trey Fletcher, Pflugerville City of Pflugerville: Several partners have mentioned decentralization to address suburbanization, whether it's through schools, or existing Goodwill facilities, or the network of Travis County community service buildings located in different quadrants of the county, which is a great direction. The Pflugerville location which was annexed needs transportation. Also, we can't forget about the land use correlation to transportation. The Safe Routes to School program retrofits circumstances of high traffic areas due to school location. With regard to transit, most jurisdictions that don't provide it is because they simply don't have the resources to provide it. More tools are needed to determine where to expand services and identify the resources needed to fund that expansion.

#### **Local and Regional Efforts to Address the Economic Divide through Transportation:**

**Rob Spillar and Katherine Gregor, City of Austin Transportation Department:** First item discussed was the City's attempt at the Smart Cities grant with the US Department of Transportation. When we consider transportation and its role in bridging the economic divide, we need to find a solution that mitigates the current situation but we need to also look at land use planning and housing. Technology brings an opportunity to increase access, whether it be to social services, jobs, or medical opportunities. Our focus during Smart Cities Challenge was to help low income people affordably travel to school, jobs, training and healthcare. To achieve that, we are trying to connect activity centers regionally. Our solution is to pair technology with transportation to create Ladders of Opportunity. To that end, we are looking for parties interested in helping us pilot these new solutions. We took a look at the CAN Dashboard, which has typically relied on VMT as a measure of connectivity. Other measures to consider: households that are transportation challenged, meaning households spending more than the average on transportation. In terms of smart city solutions of technology and transportation working together, we asked how and where do we create new Smart Stations with Park & Ride services and what can we do with them in terms of other activities that can be carried out there such as farmers markets, food delivery, etc.? Another idea we are considering is a smartphone app that might allow you to plan an entire trip over several modes. We have also discussed Smart Trips which involve sending ambassadors into the community to determine needs, and then put people in contact with resources to help. In terms of resources needed from CAN partners, tell us what information you need, consider leading Ladders of Opportunity pilot projects, help us share and track data, consider adding "Percent transportation cost burdened" and "Percent of jobs reachable within 45 minutes" indicators. Maybe CAN could host a quarterly workgroup to explore the issue further.

**Discussion:** Regarding the Smart Cities grant and why Austin was not the award winner, it seems like Austin was a strong candidate but the application might have been a bit modest in reporting the amounts of matching funds from private entities that may have been expected to support Smart City efforts.

**Roberto Gonzalez, Director of Short Range Planning, Capital Metro.** An update to Capital Metro's service plan will be unveiled to the Board next week, followed by a series of open houses to gather public feedback. From last service plan, we introduced Metro Rapid service and an increase in frequency for some of our core routes. Next service plan will look to expand on those, expand metro rapid, increase frequency, expand coverage with express networks and services, continue to work with partners on other modes that might be in their rights of way that would give us priority to under-served areas. We also collaborate with City of Austin, such as with corridor plan studies. Once the board looks at the plan, it will be unveiled and opened for public comment. Our goal is to finalize the plan by the end of this year and begin implementation starting next year. One component of that will be introduction of express service and modification of existing routes in the NW area in coordination with the opening of the Mopac Express Lanes. Discussions are also being carried out regarding fare structure reform to make it easier to transition between various modes of public transportation. We are also looking to expand hours in which we are offering express services. Next phase would include 15 new metro rapid bus vehicles to improve frequency of that service. Two new services will also be added in the NE area.

**Discussion:** Open houses to gather feedback on the plan will take place in September, before deciding to adopt that plan. Capital metro has also been working with Pflugerville on a plan including flex route options in order to expand access. During the public comment period Capital Metro heard a number of requests for East-West connections.

**Adjournment:** The Chair adjourned the meeting at 2:59 p.m.