Fares Update

Danny Souraphath, Manager of Technical Product Management
Edna Parra, Manager of Community Engagement and Outreach
Agenda

• AMP
  • Soft Launch
  • AMP & Access
  • AMP & Pickup
  • Next Steps

• Discount Programs
  • Programs for Everyone
  • CapMetro HMIS Pass
  • HMIS Pass Timeline
AMP – Soft Launch on August 1

• What does this mean?
  • Allows our pilot testers to continue using Amp
  • Amp technology became available to the public
  • Marketing to early adopters, riders who would benefit from fare capping, and eligible for Equifare
  • Begins a 3-month transition period
AMP & Access – Current Status

• Customers can purchase digital Access passes. Currently, there is no Access fare capping integration with AMP.
• Access operators would visually verify presence of Access pass being present on the AMP card.
AMP & Pickup – Current Status

• Customers can purchase digital Local passes or load stored value to their AMP cards.

• Pickup operators would visually verify presence of Local pass or sufficient value being present on the AMP card.
Next Steps

• AMP & Access
  • Customer adoption
  • Access customers who use the mobile app to transition to the new mobile app. CapMetro has a migration date of by November 1st to do this.

• AMP & Pickup
  • Onboard Validator Expansion project underway to install a validation system onboard Pickup vehicles.
  • Targeting early 2024 for installs to begin.
## Discount Programs - Programs for Everyone

<table>
<thead>
<tr>
<th>Transit Empowerment Fund</th>
<th>CapMetro Discount Pass Program</th>
<th>HMIS Pass</th>
<th>Equifare</th>
</tr>
</thead>
<tbody>
<tr>
<td>TEF will continue to complete an application-based pass distribution for organizations serving low-income clients.</td>
<td>CapMetro distributes passes to non-profit and government agencies.</td>
<td>CapMetro will distribute a pass to people experiencing homelessness who are receiving services in HMIS.</td>
<td>Eligible low-income customers are able to directly purchase a discounted fare through CapMetro.</td>
</tr>
<tr>
<td>• Must be a 501(c)(3) to participate</td>
<td>• Must be a 501(c)(3) to participate</td>
<td>• Must be receiving services through HMIS to participate</td>
<td>• Participation in other safety net programs = automatic eligibility</td>
</tr>
<tr>
<td>• Participants must serve clients who are at or below 150% FPL</td>
<td>• Participants must serve clients who are at or below 125% FPL</td>
<td>• Includes direct distribution and participation from service providers.</td>
<td>• Participants must be at or below 200% FPL</td>
</tr>
</tbody>
</table>
Discount Programs - CapMetro HMIS Pass

Smart Card Technology
The HMIS Pass is a durable smart card that enables easy and efficient travel for customers and easy day-to-day management of cards.

No Cost
The transit pass has no cost to eligible unhoused individuals and authorized service providers.

CapMetro is pursuing grants and partnerships to subsidize pass.

Pick-up Locations:
Unhoused clients can obtain their pass from participating service providers or the Transit Store

Usage Flexibility:
The HMIS Pass can be used as needed on local service and can be linked to CapMetro Access services for eligible customers.
Transit Pass Features

- Local Services
- Integration with Access service
- Integration with Pickup
- Two-year pass; same as RFID
Discount Programs - HMIS Pass Timeline

- **June - August**: Pilot Program
  - Focus groups with THRA, Trinity, and Safe Haven
- **September**: Release Provider Interest Form
- **October**: Enroll clients and providers into program and distribute cards
- **October - December**: Title VI Analysis & continue enrollment
- **2024**: Continue enrolling & begin semi-annual utilization updates
North Base Demand Response Facility & Centralized Warehouse

Marcus Guerrero, Director of New Facility Development
Taylor Scott, Technical Project Manager III
Location

Vicinity Map – Northeast Austin

Cameron Road & Blue Goose Road
(Near Springdale Rd)
Proposed Site Plan (15% Design)

Maintenance & Operations Functions:
- 220 vehicles
- Vehicle maintenance bays
- Fueling & service islands
- OPS & admin staff
- Dispatch
- Customer call center
- Central Warehouse & storage
- Bus course training area
- Training & conference rooms
- Visitor & staff parking
- Provisions for future ZEB fleet
- New off-site utility connections

Preliminary rendering; not final design.
Highlights

- Thoughtfully designed facility that accommodates the growing MetroAccess and Pickup fleets and generates workforce opportunities
- No displacement of residences or businesses.
- Project includes a $20M Bus & Bus Facilities grant from FTA
- Public art component will be included
- A multi-use, community space will also be included
- New centralized warehouse will accommodate agency-wide storage of parts and materials
- Sustainable design features (LEED Silver or greater)
National Environmental Policy Act (NEPA) - Clearance with FTA recently completed under a Categorical Exclusion

Key activities currently underway:
- Traffic Impact Study with Travis County
- Title VI Equity Analysis
- Utility coordination with Austin Water Utility and Austin Energy
- Community engagement late Summer 2023

Preliminary Schedule:
- 15% Design recently completed
- 30% Design will begin late Summer 2023
- Final design and permitting during 2024
- Construction will begin 2025
- Facility operational in 2027
Accessibility and ADA Compliance

- The building will be designed and constructed in compliance with the Texas Accessibility Standards (TAS), which is the construction law counterpart of the 1990 ADA civil law.
  - TAS ensures that physical items of a building and site, such as parking, ramps, elevators, corridors, restrooms, signage, etc. are accessible
- Per State Law (Chapter 469 Elimination of Architectural Barriers) and Administrative Code (Chapter 68):
  - The project will be registered with the Texas Department of Licensing and Regulation (TDLR)
  - Design plans and specifications will be reviewed by a Registered Accessibility Specialist (RAS)
  - The constructed building will be inspected by a RAS
- Community Engagement materials include translations into Spanish and Vietnamese, with additional translation options available upon request, plus screen-reader friendly online materials for persons visually impaired.
Self-Evaluation and ADA Transition Plan

Kimley-Horn Supporting Staff
Agenda

• Introductions
• Scope of Services Review
• Self-Evaluation and Transition Plan
• Public Input Summary
• Project Schedule
• Questions/Comments
Introductions

CapMetro Staff

Access Advisory Committee

Consultant Team
  • Brian Shamburger (Kimley-Horn)
  • Matt Pool (Kimley-Horn)
  • Kristi Avalos, RAS (Accessology)
Scope of Services Review

Self-Evaluation

• Evaluated existing CapMetro facilities
  • Boarding and alighting areas and amenities at all bus stops and train pickup locations
  • Path of travel from the accessible parking locations to the transit boarding areas
    • Includes sidewalk, curb ramps, and railroad crossings
  • Push buttons
  • Buildings
  • Accessible parking (presence and condition/compliance)
  • Signage presence and condition/compliance

• Preparing facility reports and GIS database that identify barriers to access
Scope of Services Review

Transition Plan Update

• Develop a prioritized plan for barrier removal
• Establish facility improvement schedules
• Integrate feedback from CapMetro, the Access Committee, and members of the public
## Facilities Review Status

<table>
<thead>
<tr>
<th>Facility Type</th>
<th># in Project</th>
<th># Completed</th>
<th>% Complete</th>
</tr>
</thead>
<tbody>
<tr>
<td>Buildings Facilities</td>
<td>7</td>
<td>7</td>
<td>100%</td>
</tr>
<tr>
<td>Transit Centers</td>
<td>5</td>
<td>5</td>
<td>100%</td>
</tr>
<tr>
<td>Park and Rides*</td>
<td>11</td>
<td>11</td>
<td>100%</td>
</tr>
<tr>
<td>Rail Stations</td>
<td>6</td>
<td>6</td>
<td>100%</td>
</tr>
<tr>
<td>Transit Stops**</td>
<td>2,247</td>
<td>2,247</td>
<td>100%</td>
</tr>
</tbody>
</table>

* 3 park and ride locations offer connections to rail lines
** Transit stops include both individual transit stops as well as stops located within transit centers, park and rides, and rail stations
## Evaluated Building Facilities

<table>
<thead>
<tr>
<th>ID</th>
<th>Facility Name</th>
<th>Address</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>CapMetro Headquarters</td>
<td>2910 East 5th Street</td>
</tr>
<tr>
<td>2</td>
<td>CapMetro Administrative Annex/Child Care Facility</td>
<td>624 North Pleasant Valley Road</td>
</tr>
<tr>
<td>3</td>
<td>North Operations Facility</td>
<td>9315 McNeil Road</td>
</tr>
<tr>
<td>4</td>
<td>MetroAccess Services Facility</td>
<td>509 Thompson Lane</td>
</tr>
<tr>
<td>5</td>
<td>CapMetro Administrative offices within travis County</td>
<td>700 Lavaca Street</td>
</tr>
<tr>
<td>6</td>
<td>Commissioner's Court Building</td>
<td>507 Calles Street</td>
</tr>
<tr>
<td>7</td>
<td>CapMetro Overflow Administrative Offices</td>
<td>208 West 9th Street</td>
</tr>
<tr>
<td></td>
<td>CapMetro Transit Store and Eligibility and Mobility Training</td>
<td></td>
</tr>
</tbody>
</table>
Self-Evaluation Findings – Building Facilities

Most common building issues:
• Non-compliant accessible parking
• Accessible route not located on the shortest path
• Transaction counters too high
• Non-compliant public areas
• Non-compliant restrooms
Self-Evaluation Findings – Building Facilities

RUNNING SLOPE > 2%
AT THE MAIN ENTRANCE
HEADQUARTERS

EXCESSIVE CROSS SLOPE
ALONG ACCESSIBLE ROUTE
HEADQUARTERS
Self-Evaluation Findings – Building Facilities

COUNTER HEIGHT IS TOO HIGH
TRANSIT STORE

NO ACCESSIBLE STALL
ADMINISTRATIVE OFFICES WITHIN TRAVIS COUNTY COMMISSIONER’S COURT BUILDING
Transit Facility Review

Data Collection Elements:

• Accessible parking (number of spaces and condition/compliance)

• Path of travel from the accessible parking locations to the transit boarding areas
  • Includes sidewalk, curb ramps, and railroad crossings

• Boarding and alighting areas and amenities at all bus stops and train stations

• Signage (presence and condition/compliance)
Accessible Path of Travel

Curb Ramps

Curb ramp at Leander Station

<table>
<thead>
<tr>
<th>Accessible Ramp Elements</th>
<th>Compliance Summary</th>
</tr>
</thead>
<tbody>
<tr>
<td>Curb ramp does not exist and is needed</td>
<td>✓</td>
</tr>
<tr>
<td>Curb ramp does not land in crosswalk</td>
<td>✓</td>
</tr>
<tr>
<td>No 4' x 4' clear space at base of curb ramp</td>
<td>✓</td>
</tr>
<tr>
<td>Curbed side is not 90° or has traversable adjacent surface</td>
<td>✓</td>
</tr>
<tr>
<td>Curb ramp running slope is greater than 8.3%</td>
<td>X</td>
</tr>
<tr>
<td>Curb ramp cross slope is greater than 2%</td>
<td>✓</td>
</tr>
<tr>
<td>Curb ramp width is less than 48&quot;</td>
<td>X</td>
</tr>
<tr>
<td>Permanent obstruction (&gt;0.25&quot;) in curb ramp/landing/flares</td>
<td>X</td>
</tr>
<tr>
<td>Turning space does not exist and is needed</td>
<td>✓</td>
</tr>
<tr>
<td>Turning space length is less than 4’ (or 5’ when constrained)</td>
<td>✓</td>
</tr>
<tr>
<td>Turning space width is less than 4’ (or 5’ when constrained)</td>
<td>✓</td>
</tr>
<tr>
<td>Turning space running slope is greater than 2%</td>
<td>X</td>
</tr>
<tr>
<td>Turning space cross slope greater than 2%</td>
<td>X</td>
</tr>
<tr>
<td>Temporary obstruction (&gt;0.25&quot;) in curb ramp/landing/flares</td>
<td>✓</td>
</tr>
<tr>
<td>Non-compliant detectable warning surface (DWS)</td>
<td>✓</td>
</tr>
<tr>
<td>No detectable warning surface (DWS)</td>
<td>✓</td>
</tr>
<tr>
<td>Curb ramp transition onto roadway is greater than 0.25&quot;</td>
<td>✓</td>
</tr>
<tr>
<td>Counter slope of the gutter or street at the foot of the curb ramp is greater than 5%</td>
<td>✓</td>
</tr>
<tr>
<td>Ponding occurs at base of curb ramp</td>
<td>X</td>
</tr>
</tbody>
</table>
# Accessible Path of Travel

## Sidewalks

<table>
<thead>
<tr>
<th>Sidewalk Network Elements</th>
<th>Compliance Summary</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sidewalk network width is &gt;= 48&quot;</td>
<td>✓</td>
</tr>
<tr>
<td>Sidewalk network cross slope is &lt;= 2%</td>
<td>X</td>
</tr>
<tr>
<td>No heaving/sinking/cracking present in the sidewalk network</td>
<td>✓</td>
</tr>
<tr>
<td>No ponding present in the sidewalk network</td>
<td>✓</td>
</tr>
<tr>
<td>No permanent obstruction (&gt;0.25&quot;) in sidewalk network</td>
<td>X</td>
</tr>
<tr>
<td>No temporary obstruction (&gt;0.25&quot;) in sidewalk network</td>
<td>✓</td>
</tr>
</tbody>
</table>

Sidewalk at Lakeline Station Park and Ride
Accessible Path of Travel
Railroad Crossing

Rail crossing at Howard Park and Ride

<table>
<thead>
<tr>
<th>Rail Crossing Elements</th>
<th>Compliance Summary</th>
</tr>
</thead>
<tbody>
<tr>
<td>Color truncated domes at both sides of the railroad crossing</td>
<td>✓</td>
</tr>
<tr>
<td>Flush Transition (1/4”) where the sidewalk meets the rail crossing</td>
<td>✓</td>
</tr>
<tr>
<td>Flangeway gap &gt; 3 in</td>
<td>X</td>
</tr>
</tbody>
</table>
Accessible Path of Travel
Accessible Parking

Accessible Parking at Manor Park and Ride

<table>
<thead>
<tr>
<th>Accessible Parking Elements</th>
<th>Compliance Summary</th>
</tr>
</thead>
<tbody>
<tr>
<td>Required number of accessible spaces</td>
<td>✓</td>
</tr>
<tr>
<td>Required number of van accessible spaces</td>
<td>✓</td>
</tr>
<tr>
<td>Van accessible spaces indicated via signage</td>
<td>✓</td>
</tr>
</tbody>
</table>
Accessible Path of Travel

Accessible Parking

<table>
<thead>
<tr>
<th>Accessible Parking Elements</th>
<th>Compliance Summary</th>
</tr>
</thead>
<tbody>
<tr>
<td>Parking Space Width (&gt;96&quot;)</td>
<td>✓</td>
</tr>
<tr>
<td>Accessible parking running slope is &lt;=2%</td>
<td>✓</td>
</tr>
<tr>
<td>Accessible parking cross slope is &lt;=2%</td>
<td>✓</td>
</tr>
<tr>
<td>No permanent obstruction (&gt;0.25&quot;) in accessible parking spaces</td>
<td>X</td>
</tr>
<tr>
<td>No &gt;.5&quot; gaps present in the parking space</td>
<td>✓</td>
</tr>
<tr>
<td>Access aisle Present</td>
<td>✓</td>
</tr>
<tr>
<td>Access aisle Pavement Markings</td>
<td>✓</td>
</tr>
<tr>
<td>Access aisle running slope is &lt;=2%</td>
<td>✓</td>
</tr>
<tr>
<td>Access aisle cross slope is &lt;=2%</td>
<td>✓</td>
</tr>
<tr>
<td>No permanent obstruction (&gt;0.25&quot;) in access aisle</td>
<td>X</td>
</tr>
<tr>
<td>No &gt;.5&quot; gaps present in the parking space</td>
<td>✓</td>
</tr>
<tr>
<td>Adjacent to accessible route</td>
<td>✓</td>
</tr>
<tr>
<td>Connection to accessible Route (&gt;36&quot;)</td>
<td>✓</td>
</tr>
<tr>
<td>Accessible parking sign present</td>
<td>✓</td>
</tr>
<tr>
<td>Accessible parking sign height (&gt;60&quot;)</td>
<td>✓</td>
</tr>
</tbody>
</table>
Transit Stops
## Transit Stops Issues – Boarding and Alighting Area

<table>
<thead>
<tr>
<th>Boarding and Alighting Element</th>
<th>Number Evaluated</th>
<th>Number Compliant</th>
<th>% Compliant</th>
</tr>
</thead>
<tbody>
<tr>
<td>Boarding and alighting area running slope ≤ 2%</td>
<td>2,247</td>
<td>1,423</td>
<td>63%</td>
</tr>
<tr>
<td>Flush transition at connection to the curb</td>
<td>2,247</td>
<td>1,506</td>
<td>67%</td>
</tr>
<tr>
<td>Boarding and alighting area cross slope ≤ grade of adjacent street</td>
<td>2,247</td>
<td>1,800</td>
<td>80%</td>
</tr>
<tr>
<td>No ponding present in the boarding and alighting area</td>
<td>2,247</td>
<td>1,856</td>
<td>83%</td>
</tr>
<tr>
<td>No heaving/sinking/cracking present in the boarding and alighting area</td>
<td>2,247</td>
<td>1,864</td>
<td>83%</td>
</tr>
<tr>
<td>Boarding and alighting area length ≥ 96&quot;</td>
<td>2,247</td>
<td>2,018</td>
<td>90%</td>
</tr>
<tr>
<td>No permanent obstruction (&gt;0.25&quot;) in boarding and alighting area</td>
<td>2,247</td>
<td>2,047</td>
<td>91%</td>
</tr>
<tr>
<td>No temporary obstruction (&gt;0.25&quot;) in boarding and alighting area</td>
<td>2,247</td>
<td>2,056</td>
<td>91%</td>
</tr>
<tr>
<td>Boarding and alighting area width ≥ 60&quot;</td>
<td>2,247</td>
<td>2,136</td>
<td>95%</td>
</tr>
<tr>
<td>Connection exists between boarding and alighting area and street or sidewalk network</td>
<td>2,247</td>
<td>2,200</td>
<td>98%</td>
</tr>
<tr>
<td>Boarding and alighting area exists</td>
<td>2,247</td>
<td>2,222</td>
<td>99%</td>
</tr>
</tbody>
</table>
Common Issues – Boarding and Alighting Area

Excessive running slope
(ID 5801 Convict Hill and Cannon Mount)

Connection to curb not flush
(ID 2718 Parker and Royal Hill)
## Transit Stops Issues – Amenities

<table>
<thead>
<tr>
<th>Transit Stop Amenities</th>
<th>Number Evaluated</th>
<th>Number Compliant</th>
<th>% Compliant</th>
</tr>
</thead>
<tbody>
<tr>
<td>Stand-alone bench clear space length is ≥ 48&quot;</td>
<td>2,247</td>
<td>1,868</td>
<td>83%</td>
</tr>
<tr>
<td>Shelter clear space running slope is ≤ 2%</td>
<td>2,247</td>
<td>2,027</td>
<td>90%</td>
</tr>
<tr>
<td>Shelter clear space cross slope is ≤ 2%</td>
<td>2,247</td>
<td>2,109</td>
<td>94%</td>
</tr>
<tr>
<td>Stand-alone bench clear space cross slope is ≤ 2%</td>
<td>2,247</td>
<td>2,133</td>
<td>95%</td>
</tr>
<tr>
<td>Stand-alone bench clear space width is ≥ 30&quot;</td>
<td>2,247</td>
<td>2,166</td>
<td>96%</td>
</tr>
<tr>
<td>Clear space is present adjacent to stand-alone bench</td>
<td>2,247</td>
<td>2,207</td>
<td>98%</td>
</tr>
<tr>
<td>Shelter opening clear width is ≥ 32&quot;</td>
<td>2,247</td>
<td>2,216</td>
<td>99%</td>
</tr>
<tr>
<td>Shelter clear space width is ≥ 30&quot;</td>
<td>2,247</td>
<td>2,228</td>
<td>99%</td>
</tr>
<tr>
<td>Clear space is present under shelter</td>
<td>2,247</td>
<td>2,229</td>
<td>99%</td>
</tr>
<tr>
<td>Shelter clear space length is ≥ 48&quot;</td>
<td>2,247</td>
<td>2,240</td>
<td>99%</td>
</tr>
</tbody>
</table>
Common Issues – Amenities

- Bench clear space length <48” (ID 2001 Braker and Metric)
- Shelter clear space running slope >2% (ID 2121 Oltorf and Burton)
Facility Reports

Site Accessibility Evaluation
South Congress Transit Center
301 W Ben White Blvd
South Austin, TX 78704
Accessibility Evaluation
Inspection Date: 07/05/2023
Evaluators: Ross Thomas

Prepared By
ACCESSOLOGY
(512) 454 - 0068
www.accessology.com

Site Accessibility Evaluation
North Lamar Transit Center
7911 Research Blvd
Austin, TX 78758
Accessibility Evaluation
Inspection Date: 07/06/2023
Evaluators: Ross Thomas

Prepared By
ACCESSOLOGY
(512) 454 - 0068
www.accessology.com

Site Accessibility Evaluation
Leander Park and Ride
800 North US 183
Leander, TX 78641
Accessibility Evaluation
Inspection Date: 07/06/2023
Evaluators: Ross Thomas

Prepared By
ACCESSOLOGY
(512) 454 - 0068
www.accessology.com
Public Input Summary

An online public survey and web-based mapping tool are being used to gather public input for the Transition Plan

Survey: https://www.surveymonkey.com/r/CapMetro-ADA-Transition-Plan
Public Input Summary

Online public survey results
  • 130 responses

Web-based map results
  • 17 comments

This input will help guide the prioritization of barrier removal and facility improvements as CapMetro works to implement the ADA Transition Plan.

Open through the end of September
Project Schedule

February 1, 2023
Project Kick-Off Meeting

February 2023 – August 2023
Self-Evaluation and Facility Evaluations

August 2023 – October 2023
Develop Transition Plan

November 2023
Present Draft Transition Plan to CapMetro Staff

December 2023
Present Final Transition Plan to CapMetro Staff
Discussion
Thank you!