

Access Advisory Committee
Wednesday, Aug 7, 2019
2910 E. 5th Street, Austin, Texas 78702
5:30 p.m. – 6:35 p.m.

Call to Order:

Chair Chris Prentice, Access Advisory Committee

Chairman Prentice called the meeting to order at 5:35 p.m.

Introductions:

Committee members present were Chair Chris Prentice, Glenda Born, Estrella Barrera, John McNabb, Molly Birrell, Audrea Diaz, and Mike Gorse.

Capital Metro staff and contractors present were Ricardo Boulware, Kevin Conlan, Julie Lampkin, Raul Vela, Chris Westbrook, Chad Ballentine, Caitlin D’Alton, Rafael Villareal, Martin Kareithi, Nathaniel DeGrandefield Chris Mojica, and Yannis Banks.

Citizens’ Communication

Members of the public

Glenda – Would like to compliment the person who takes care of open returns. Sunday was great. Rides were on times. They were very smooth.

Audrey – Wanted to ask about Sunday ride. When you say that buses are parallel does that also include UT buses? Chad – The UT buses are now considered regular route. Audrea – Can she get a later route on Sunday? Julie – It shouldn’t be a problem.

Statistics / Tech and Pilot Projects Update

Julie Lampkin, Manager of Demand Response

OTP overall goal was met. Productivity was met, which is 1.5 passengers per hours. North base had 0 accidents; South base had 2.94 accidents per 100,000 miles. Access – What are the requirements for subscription rides? Julie – We are looking for passengers who go to same place, same time on same day. Same goes for returning home. We look for a pattern. We look to see if you have been doing this for at least 2 weeks. The subscription process is on a 2-day turnaround. Call center met abandonment rate of less than 5% with 4.2%. South & North Base were below goals with complaints. Had a total of 57 compliments. For the control center we are updating our booking system Aug 24th & 25th. The system will be down. Agents will be handwriting all the trips. When the system is back up, we will have extra people coming in to help book trips. We will allow customers starting Aug 18th seven-day advance booking. Access – Will this be a new Trapeze or another system. Julie – We will be updating to version 18 from 13. Chad – this is also tied to fixed route so it will take up to 18 hours. Julie – Drivers will be working off paper manifest. Access – Will this be on the website? Julie – It will be on the website, hold messages, etc. Access – Make sure the drivers tell blind passengers. Have Braille copies of documents. Julie – We have added 15 additional service hours at peak times on Sunday & 15 additional service hours on Saturday on top of what we have. Access – What is happening with driver retention? Julie – Our service providers are still recruiting. Kevin - We have expanded our

recruitment efforts with a full court press. We will be at multiple community events this weekend as well as running radio ads. Access – One of the things I hear is drivers get into training & they don't stay. What's being done to encourage them to stay. Kevin – All new drivers go thru 120 hours of training. After that process they're on their own. We check in 30/60/90 days check in with them. Our drivers are committed to this service. We offer incentives for great driving & referral incentives for getting new drivers. Chad - Just passed over 6000 registered passengers

Pickup Update / Innovation Zones Update

Chad Ballentine, Vice President, Demand Response and Innovative Mobility

Rolling out 4 new Pickup zones in Aug. August 20th is Northeast ATX in this area. Aug 21st is Walnut Creek (formerly St. David's) Aug 27th Northeast ATX (Rogge area), and 28th is Exposition neighborhood. Vehicles are getting wraps and there will be bike racks as well as head signs. It is \$1.25 to use it unless you have bus pass, you will use the pass. Operated by North Base facility. On Aug 16 we will have the soft launch. Will use Metro staff to test it. We have had a great response in Manor. It replaced route 470. We will have 5 zones at the end of Aug. We will be rolling out more zones in the next 6 months or so. Access – Thought you were going to do the Hornsby Bend area. Chad – We are working with Travis County on it. We are looking at Pickup but it is looking like it might not be the best fit. Something is going to happen out there; we just aren't sure what it will be yet. Access – Are the zones listed on website & integrated with trip planner on App? Chad – Yes, they are on the Cap Metro website. Since it is a separate app we are working on integrating it with the app but it won't happen on launch date. You will be able to see it as an option when you trip plan on cap metro app. We are doing an upgrade on Cap Metro App in Sept. We will give you more info soon. I'm a Beta user and it has been working pretty well.

Fiscal Year 2020 Proposed Operating and Capital Budget

Kevin Conlan, Director of Budget and Financial Planning

Kevin - The budget is sound & balanced & meets operating reserve requirements. Access – Do you see any difference based on the various National Administrations (Obama to Trump to next, etc.). Kevin – I've only been here for 2.5 years. The total amount of grant funds available have gone up year after year. We have applied for every grant possible. Martin – Funding from Feds comes from Congress & the administration turns the faucet on to let it flow. Access – How much does an electric bus cost? Kevin – On average \$1 million dollars. Access – 57% of the budget is for operations, is that for the single contract for fixed route buses? Kevin – It's for all services not just fixed routes. Access – We don't have a firm number cause the contract hasn't been approved yet? Kevin - That's correct.

Contract Update

Rafael Villarreal, Director of Contract Oversight and Service Monitoring

Access – Cap Metro has dealt with MV for while right? Rafael – They started with us in 2015. They had been around for a while doing more paratransit but now they are doing more fixed route. The board will review the contract again on Aug 12 at the special called meeting.

August Service Change

Caitlin D'Alton, Senior Planner, Short Range

Basically, there are just minor changes & adding of the 217 due to construction on 183. Also, there will be the opening of the Contraflow lane. We are working with MetroAccess on training operators so they can benefit from this as well. During construction we are breaking route 17 into 2 routes. Access – Will people be able to connect to each route? Caitlin – They will meet at 5th & Shady to transfer. Access – Are there signs at those stops? Caitlin – We aren't missing any stops it's just that once you're on the bus you may have a different way to get where you are going. Access – They have been messing around with Slaughter, is that the city or Cap Metro or both? Caitlin – That is a mobility bond project at S 1st & Slaughter. It's a vision zero plan. In coordination with the changes we asked the city to relocate one of our bus stops. Access - Ask planning to bring bus stop changes to come to Access. Would be great if we know about stop closures/relocation before it happens.

Approval of June 2019 Minutes

Access Committee

Moved by John & second by Mike. Adourned 7:10