

**Access Advisory Committee**  
**Wednesday, January 16<sup>th</sup>, 2018**  
**2910 E 5<sup>th</sup> St, Austin, Texas 78702**  
**5:30 p.m. – 6:35 p.m.**

**Call to Order:**

*Chairman Chris Prentice, Access Advisory Committee*

Chairman Prentice called the meeting to order at 5:45 p.m.

**Introductions:**

Chris Prentice, Molly Birrell, Mike Gorse, Glenda Born, Paul Hunt, Estrella Barrera

Yannis Banks, Raul Vela Ride Right, Nadia Barrera-Ramirez Cap Metro, Jeff Davis Cap Metro, Martin Kareithi Cap Metro, Suzie Edrington Cap Metro, Chad Ballentine Cap Metro, Jack Hempstead Ride Right, Chris Westbrook Ride Right, Julie Lampkin Cap Metro, Ricardo Boulware Ride Right,

Others present were Cheryl Hunt and Catherine Rutledge

**Citizens' Communication**

*Members of the public*

Glenda: Wanted to follow up on her comments about abuse towards drivers. Suzie: We talked to the contractors about the comments made & training. We have been talking more about sensitivity training. Ride Right is putting together a proposal on what will be in training. We are looking to do a comprehensive training on sensitivity & diversity.

**Statistics/Tech Update**

*Suzie Edrington, Director of Demand Response, Capital Metro*

Oct-Dec: Ridership & registered customer continue to grow. Metro Access met effectiveness and efficiency goal. Not quite there with on-time performance but we are improving. Hoping to meet 90% target in January w/overall goal at 92%. Ridership compared to a year ago has grown 3.5% for the 1<sup>st</sup> quarter of this year. We have added an addition 5% more in service hours compared to a year ago. Both North Base & South Base are meeting complaint goal & call center is fully staffed. We are meeting call abandonment & hold time goals as begin of Jan. Registered customers have grown 1.2% and active have grown 3.3%.

Glenda: Is there a need to increase fleet due to ridership & passengers increase? Suzie: Yes. We are constrained by a few things like by facilities not being able to hold enough vehicles. North Base is going into new facility to be able to hold more.

When is the move going to take place? Jack – Our projected date for full operations is in April. We are planning to do a phase in operation with new facility. Intent to do it in short order. Alleviate some operations from North base facility.

What is turnaround time for new applications? Suzie – Average is 4 or 5 days. Chad – We always tell customers 21 days due to legal rights but try 4 or 5 days

Glenda – With the government shutdown, how has that impacted ridership? Suzie – we had identified 25 potential people going to and from Federal buildings. Julie called all 25 & 21/25 were Federal employees. Some are going in & working but most are not. 1 person in particular was a contract worker for a cafeteria who had to be there but was not getting paid. We made her trips free.

Chad – We are doing it for fixed routes as well.

Julie – The people we reached out to were grateful & surprised.

### **Pilot Projects Update**

*Suzie Edrington, Director of Demand Response, Capital Metro*

Metrolink: 231 total trips across 3 areas. Largest is Springdale/Rogge – 154 trips  
Springdale/Johnston – 46 trips, St David's 62 trips  
35 total individuals use it across all 3 areas.

Looking to talk to community members about a new pilot & seeing what we can do to tailor it to make it better.

Randy popped in to greet Access Committee & thanked them for their service.

Community Engagement will be doing several public meetings in the 3 zones plus Tarrytown & will have a more in-depth conversation about what the community wants/need. You want first/last mile service? What will that look like? We will start that in a few months & see what the new pilot will look like.

Autonomous Vehicles are still on the agenda. Meeting with the city to work with city infrastructure so vehicles can talk at stoplights, etc. We really want to get something autonomous moving. We are looking at a Pickup 2.0. We are going to do an RFP for software to get it going again.

Trapeze has been giving us problems lately. Had our 3<sup>rd</sup> crash today in recent days. We are getting it resolved as we speak. We are five versions behind on our updates. It is mostly the same across the board with most transit agencies. Most agencies aren't on the current version. Asked if that is because of cost? Chad – No it's free but it takes a lot of time & staff to do the trials.

Paul – Tried an Autonomous vehicle in Vegas. Used Lyft. May want to reach out to them about how it is working. Chad – we are on committee with them and have been in contact with them. Federal regulations are also a problem.

### **Transit Speed & Reliability**

*Nadia Barrera-Ramirez, Project Manager, Transit Speed & Reliability*

1. West 5<sup>th</sup> St
  - a. Chris – Is shared bus lanes done in other cities? Nadia – designing came from NACTO. They recommend using this facility on roads with low bus & bike volumes. At peak, we have almost 20 buses an hour (a bus every 3 or so mins). The same for bikes. Should be low interaction for buses & bikes. Low speeds also. In the long term, we'd love to have our own lane & bikes have their own. That will take coordination with the city. There are examples in Chicago, Washington D.C., and New York.
  - b. Second phase should be implemented in Spring. There will be digital messaging signs to help. Martin – Are those signs permanent? Nadia - Yes
2. Guadalupe Contra Flow lane – Chris asked for clarity on what is happening with the street design. Paul – How does that help with wrong way traffic? Nadia – there will be enough of a design element to help keep people from going the wrong way. Follow up question - Is this being done in other places? Nadia – It is being done in other cities.

Her power point presentation is attached to the notes.

### **January Service Change**

*Caitlin D'Alton, Senior Planner, Planning Department*

Adjustments to Express Routes & adjustments to almost half routes on system to improve OTP. Needed to realign where they layover for their stops. 2,5,6,982 layover downtown. Until Jan did it just south of Republic Square. That property is going under development, so we now stop them on north side of Rep Square. The new development construction hasn't happened yet so we haven't made the adjustments just yet but will happen.

Made adjustments to 315 & 333 (ACC Pinnacle Closure)

Westgate Transit Center (Approved but not implemented). 803, 318, 311, 315, 30, etc.

Varying demand since using MOPAC express routes. Ridership on route 985 has skyrocketed but 935 has decreased. Eliminated trips from some routes to cover the growing demand on others.

Mike asked about time stop on route 271 at the Jail. Can timepoint be at the spot on 71 at Sheboygan. Caitlyn – Martin had forwarded that suggestion to her. It didn't make it for the January service change, but it can be looked at for June.

### **Transit Empowerment Fund**

*Eric Bustros, Government Relations Manager*

Pass distribution is done once a year. Application is open. Deadline to apply is Feb 5<sup>th</sup>, 2019. Send people to the website. [www.transitempowermentfund.org](http://www.transitempowermentfund.org). Any orgs that think should apply help spread the word. He will come back after distribution & show how it went.

## **New CSAC Charter**

Presented draft to the committee to get feedback from them. Need feedback by February 1<sup>st</sup>. The goal is to increase the effectiveness & participation from CSAC. Will get more interaction & feedback from the Access. We will start to provide food & beverages at the meetings. Will get feedback from Access to staff in early stages of projects planning and again before projects go before the board. Want them weigh in on: Whether project meets customer needs, positive and negative impacts of the project, equity concerns, mitigation strategies, customer communication and engagement strategies. Also, we would like to have a representative from the committee give the reports at the board meetings.

Minutes approval

Paul moves approval with corrections

Wasn't Paul who was hit, it was Chris.

Glenda second

Approved Unanimously

Meeting adjourned