

**Access Advisory Committee**  
**Wednesday, June 5, 2019**  
**2910 E. 5<sup>th</sup> 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 5:26 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 Suzie Edrington, Elaine Timbes, Ricardo Boulware, Kevin Conlan, Julie Lampkin, Raul Vela, Chris Westbrook and Martin Kareithi.

**Citizens' Communication**

*Members of the public*

Mike Gorse heard from a NFB member about taking MetroRail. The train stopped at a stop and the doors opened for just a short period and then it closed. Should the doors stay open longer? ARIA at the MBTA are familiar with it. Could we consider this here?

Elaine comments that we have a 30 second boarding period. Suzie, discussing travel training brainstorming, bringing up working with ESPA National and more.

Chris Prentice says that after service change on Sunday he had an operator take a wrong turn that needed to be redirect by dispatch. Elaine explained what happened and how it was addressed.

Audrea wanted to ask about late night rides. There is only one MetroAccess vehicle during Night Owl service and she has questions. She had a ride scheduled late into the evening. The operator had to drop off someone else. There were road blockages because of the late evening, and she was waiting and call and was told that she had to wait until the end of the window. She felt unsafe waiting for the ride. Julie said there were new mark ups starting June 9<sup>th</sup>. They noticed they had some regular night trips and that they were regular flex routes that they extend. We did add permanent runs so that there will be more than one driver out at the time.

Glenda said she waits before the window opens to get into the vehicle even if they arrive early and operators are okay with this. Sometimes she even gets dropped off early. Neither are a problem for her.

**Contract Update**

*Elaine Timbes, Deputy CEO/COO*

Elaine Timbes said we are in the process of going through a solicitation of contracting our bus service. The plan is to award it at the July board meeting. There have been several briefings on process with the Board. We have not revealed who the contractors are and will not do so until July. We held a pre-proposal meeting. It was an opportunity for the bidders to ask questions and

for us to provide answers. The more information we give them the better it is for them to develop a proposal and price the proposal. There was a technical team and a pricing team. The technical team is to review the proposed team for the service provider and how they intend to provide service. The Pricing team analyzes the pricing information.

Chris Prentice asked who are the current service providers?

Elaine said it is RATPDev at 2910, MV Bus, at North Ops. This new contract begins January 2020.

### **Initial Review and Discussion of Fiscal Year 2020 Budget**

*Kevin Conlan, Director of Budget and Financial Planning*

Kevin presented an outline of the FY 2020 budget. He also reviewed the budget process. He will come to the advisory committees twice and then present to the board. He will present a proposal in July, publish a budget book in July and then go for approval in September. There aren't any plans to increase the fares. We have seen an increase in demand for MetroAccess and Rideshare. We are looking to upgrade bus stop amenities to include seating and shading. The budget is somewhat in a holding position pending the budget for contracted bus services.

### **Statistics / Tech Update**

*Suzie Edrington, Director of Demand Response*

We are seeing more demand, with a slight struggle with weekend service but seeing some improvement. We are working with the service provider to improve. Ride Right South is looking to bring on 20 more operators in the coming weeks and months.

We are seeing more trips suggesting population growth. Also seeing that existing customers are taking more passenger trips. We came slightly under on OTP. We were at the goal for reservations. Where's My Ride calls are more than meeting goal. No shows and late cancellations are down. Subscriptions trip track about 34% of trips. Complaint goals were met as well as our accident goal.

### **Pilot Projects Update / Innovation Zones Update**

*Suzie Edrington, Director of Demand Response*

Manor Pick Up Started in June and is operated by CARTS. On Monday 41 people downloaded the app. The response time on average is 4 minutes. Manor is a joint project with Travis County so we can cover the entire city. We are using CARTS vehicles and CARTS operators. The four areas in the service area will be operated by Ride Right and will be using an accessible vehicle.

### **Approval of March 2019 Minutes**

*Access Committee*

Molly Motion and John McNabb seconded the motion. The motion carried unanimously. Julie's name needs to be corrected in May 2019 minutes. The committee adjourned at 6:40 pm.