Call to Order:
Vice Chair Paul Hunt, Access Advisory Committee
Vice Chairman Hunt called the meeting to order at 5:31 p.m.

Introductions:
Committee members present were Chair Chris Prentice, Vice Chair Paul Hunt, Glenda Born, Estrella Barrera, John McNabb, Molly Birrell, Audrea Diaz, Pat Thomas and Mike Gorse.

Capital Metro staff and contractors present were Suzie Edrington, Chad Ballentine, Lonny Stern, Robert Matos, Andy Olivares, Ricardo Boulware (Ride Right) Julie Lampkis, Raoul Vela and Martin Kareithi.

Other participants include: John McNabb

Citizens' Communication
Members of the public

Glenda Born: Why have there been scheduling/service delay issues with Metro Access? Would like to compliment the Capital Metro scheduler, who worked with her to slightly change her schedule.

Julie Lampkis: Past few Sundays, there was a shortage of MetroAccess operators. Sunday was a high-demand day. Capital Metro is adding more weekend service hours in the June service change. Appreciate the positive feedback about the scheduler.

Vice Chair Paul Hunt: 1) CCRs about an "on-board violation." Service dog is considered a passenger; passenger brought an extra dog and operator had to accommodate. 2) Capital Metro has been opening MetroRapid stops before the work is complete (e.g., temporary stop before permanent one). Temporary stops aren't always accessible. Believe stops shouldn't be opened before annunciators are activated and stop is truly accessible. Seek feedback from Operations.

Chad Ballentine: Recommend bringing MetroRapid Station concerns to Operations at next Access meeting, before elevating to the Capital Metro Board.

Statistics / Tech Update
Suzie Edrington, Director of Demand Response

Ridership is up by 5% over previous year. Registered customers have grown by 8% to 5,830 people as of March 2019. Active customers have only grown by 2%. On-time performance was 91% in March (slightly below Access goal of 92%). Capital Metro is averaging a 6-day turnaround on subscription trips (federal guidelines allow up to 21 days). Vehicle accident rate is currently 2/1,000 passenger trips, which is better than program goal.

Pilot Projects Update / Innovation Zones Update
Chad Ballentine, VP of Demand Response and Innovative Mobility

New progress with Pickup. Pickup is an on-demand service – originally piloted in Mueller/ Windsor Park area – using Capital Metro vehicles with special ad wrap. Customer can call or use a mobile app to request an on-demand trip within 15 minutes. Four zones will be launched in the August service change. Could be used as point-to-point service or to expo customers to the nearest fixed route service. Program will replace the MetroLink pilot currently in operation. Pickup service has a striking bus wrap, versus MetroLink vehicles which did not advertise their presence to the community. Neighborhoods will have an opportunity to create a name for their Pickup service, prior to launch. Trips will cost $1.25/trip. Procuring a third-party mobile app for the on-demand service (separate from the CapMetro app). There will be a survey to determine highest need operating hours. Ridership will be monitored in first six months to determine if the program needs to be changed.

Pickup Zones include:

1. **St. David's North** | Mopac (W), Lamar (E), Braker (S), Scofield Ridge (N)
2. **Rogge Lane** | Berkman (W), Springdale (E), 51st St (S), Briarcliff (N)
3. **Johnston Terrace** | Springdale (W), 183 (E), 7th Street (S), Lott/Hudson (N)
4. **Exposition** | Lake Austin (W), Mopac (E), Lake Austin Blvd (S), W 35th (N)

Audra Diaz: Will MetroAccess pass work on Pickup?

Chad Ballentine: Yes.

Estrella Barrera: Will survey feedback be sent to existing users? Why were these areas chosen?

Chad Ballentine: We are sending paper mailers to all those who live in the service areas. Also hosting in-person outreach events. These service areas were identified during the Cap Remap process, with an emphasis on areas that lost fixed route service in June 2018.

John McNabb: Will this be coming to south Austin?

Chad Ballentine: We are considering that for future expansions.

Paul Hunt: Want to see this kind of service at Dessau, Braker, Howard area

Chad Ballentine: We are working with Pflugerville on some service up there that might be served with Pickup. Additionally, we are launching Pickup in Manor to replace Fixed Route 470 – not as a pilot, but as a permanent service solution.

Glenda Born: Underscore the important of serving the Dessau area

Chad Ballentine: Capital Metro has been monitoring growth in that area. Dessau might be a good option for Fixed Route. We could ask the Planners to present to Access about growth and future plans in the Dessau area.

OCC Update
Robert Matos, OCC Manager

Robert Matos: OCC is the "Operations Control Center." It Streamlines bus, rail and security dispatch. Monitors, anticipates, manages, minimizes and communicates service impacts or interruptions. Capital Metro staff now consolidating communications across different service operators and security forces. We have access to TxDOT and City of Austin traffic cameras, station cameras, weather alerts. The OCC Room includes thirteen (13) workstations and eighteen (18) 55" monitors to create a video wall. Improvements in communicating traffic signal outages: used to require an operator to report to dispatch; now we get instant alerts from City of Austin data. Emergency notifications are coordinated between bus, rail, APD, security teams, MetroAccess, facilities an IT. Part of the cross-function Service Impacts team, which meets weekly to discuss: long and short-term detours (events, road closures), weekend action plans, City of Austin and TxDOT advisories. The OCC also coordinates communications by posting service alerts on social media, emergency notifications about crashes/incidents via email, and calls dispatch and customer service as needed.

John McNabb: Customer Service isn't embedded in the OCC?

Robert Matos: No. We communicate with them frequently, but there wasn't enough room and mission overlap for them to be seated in the OCC.

Chad Ballentine: MetroAccess is going to develop a mini OCC in the fall of 2019. Not in the OCC right now because of lack of mission overlap. Also, MetroAccess operators can more easily avoid service disruptions (routing around a road closure) than Fixed Route, which still must pick up customers at stations.

Robert Matos: One recent success has been finding a missing MetroAccess customer. Family called because of a report that the customer had boarded Fixed Route. OCC was able to communicate across operators and dispatch to locate the customer.

Mike Gorse: Is OCC posting directly to the @CapMetroATX twitter feed?

Robert Matos: Yes.

Chad Ballentine: Capital Metro is working to streamline notifications so customers can follow alerts for specific routes/parts of town, rather than receive ALL alerts.

Mike Gorse: Lamar/North Loop stop was added but there was no notification.

Robert Matos: Working with Communications team to alert riders about specific routes.

Safety Update
Martin Kareithi, Program Manager, Accessible Services

Martin Kareithi: Capital Metro is coordinating with City of Austin's Vision Zero program (goal to reduce pedestrian deaths due to incidents with cars to zero). Collaborated with the City of Austin on Distracted Driving Month (April) and working on Traffic Safety Month (May) with City of Austin, CTRMA, TxDOT. Launched an initiative for employees to report risk issues

through an online reporting system (e.g., near-miss incident, facility issues). Hired a coordinator for paratransit safety to identify bus stops that could present safety hazards (e.g., local route stop at Dean Keaton bench near 7-11 kept getting hit by cars, stop will be consolidated with MetroRapid). New safety committees meeting monthly (MetroAccess, Fixed Routes, Senior Team, Rail)

Glenda Born: Concern about allowing MetroAccess customers off street-side, instead of curbside

Paul Hunt: Is there a Capital Metro policy to ensure only allowing passengers off curbside?

Andy Olivares: That is our policy. We can make sure to bring this up to operators during huddles to ensure they are keeping in line with policy.

Approval of March 2019 Minutes
Access Committee

Glenda Born moved to approve the minutes, and John McNabb seconded the motion. The motion carried unanimously. The committee adjourned at 6:45 pm.