

Access Advisory Committee
Wednesday, August 5th, 2020
Virtual
5:30 p.m. – 6:35 p.m.

Call to Order:

Chair Chris Prentice, Access Advisory Committee

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

Introductions:

Committee members present were Paul Hunt, Andrew Bernet, Otmar Fohener, John McNabb, Chris Prentice, Audrea Diaz, Glenda Born, and Mike Gorse.

Capital Metro staff and contractors present were: Martin Kareithi, Suzie Edrington, Chris Westbrook, Yannis Banks, Darryl Jamail, Jo Anne Ortiz, Sam Sargent, Ricardo Boulware, Lawrence Deeter, Jonathan Tanzer, Asif Esbani, Patricia Vidaurri, Dave Couch, Kevin Conlan, Troy Officer, Ben Lyons, Rick Medina, Chad Ballentine, Chris Mojica, Raul Vela, Susan Renshaw,

Citizens' Communication

Members of the public

Glenda Borne – Is there an issue with purchasing tickets & passes? She had to call the store & kept getting an error. They did send her the tickets she wanted but never charged her for it. Rick – There was a one-time issue with our payment provider. Ben Lyons – We switched processor on July 6th. We think we have fixed it. Glenda – Tried to purchase on 18th, 19th or 20th. Was the switch around then? Ben – No it wasn't. It should be fine now. Glenda – It wasn't fine and not sure what happened. Ben – Send me the information & I can look at it and see what was happening. Rick tells Glenda she can also email him if she needs help as well. Mike – Are the links to the Teams meeting being posted to the website? Yannis – The Teams invitation can't be posted but we do have a phone number.

Project Connect Update

Dave Couch, Program Director, Project Connect

On Friday there will be 4 different resolutions provided. Two are common subject between COA & CapMetro. An ILA for creation for Austin Transit Partnership which will be used for everything that is PC. There is a resolution for City Council to take action on which will be a contract with voters. The other resolution will be from Capital Metro to commit funding that CapMetro is accumulating for expansion. The other piece that Capital Metro will do is go thru the process to receive Federal funding which we are expecting to be 45%. When looking at the concepts of the initial investment package.

Chris – Considering with what's going on with City Council my concern is what is going to happen with officers who provide security on the system? Dave – There is some initial internal conversations going on but your point is well made. We need to make sure our existing system

stay safe as well as these new portions of our system. Yannis – Darryl Jamail will be presenting on that later on in the meeting. Dave – The total cost of initial investment would be \$7.1 billion. Cap Metro would bring a portion, the Feds would bring 45% and the objective of the city is to go forward with the tax rate election. City Council is looking at tax rate increase of 8.5%. What that would mean for individual homeowners, if you have a home value of \$325,000 it would mean there would be an annual increase of \$270, monthly broken down to \$23.70. To do all of this it takes partnerships. The plan is to take Austin Transit Partnership which will be a LGC. A separate legal entity that will be charged with delivery of what is in the initial investment scenario. Chris P – One of the things the advisor committee told the facilitators of meetings when this first started is that it wasn't a good idea to use the name of the project that was killed years ago by the voters. Let people know this isn't a rehash of it. Dave – I understand. I've been here for about 2 years. From what I understand the previous was individual lines, that didn't provide benefits of what a system can do. This truly is a regional system. If people have that understanding & it's looked at that way, they will understand what a benefit it is. Paul – If you do not live in City of Austin will you get to vote on it? Dave – This is a City of Austin tax initiative.

Project Connect Do's & Don'ts

Sam Sargent, Deputy Chief of Staff

Once council votes to place the tax rate election on the November ballot advocacy versus election state laws goes into effect for our staff. In the law it dictates how public funds can and can't be used to advocate for or against a ballot measure. Cap Metro employees & Board members will not be allowed to be advocates for the measure once it is called. It does not apply to CapMetro Advisory Committee members but there can be a fine line and perception is everything. The law does not cover our volunteer committees. Staff cannot misstate or misrepresent facts about the ballot measure. Always rely what is on the Project Connect website for up to date, correct information. Feel free to reach out to me, Yannis, Jacob on the rules of the road. Chris – Have the studies been completed on if the tunnel idea is viable, safely done without having issues with flooding & collapsing roads? Sam – Yes, it is deemed to be technically sound & feasible.

August Service Change Update

Lawrence Deeter, Principal Planner, Short Range

Since Remap, going to a Sunday Service isn't as drastic as other agencies. A lot are running service once an hour, some once every 2 hours. places. We are still at every 15 mins for our heavy routes and every 30 for most remaining routes and a couple routs every 60 minutes. What it shortened was the span of service for our MetroRapid. They went to 15 min frequency. We are currently at about 40% of what we were a year ago. Our biggest partner is UT. When they reopen campus it's going to cause a big influx. AISD can impact our service as well. We will restore to regular weekday span of service & back to regular Saturday service. UT shuttle & school trippers will be open when the campuses reopen. We will also adjust our running time. Metrorail, flyers & Express will continue at reduced service. Rail and Flyers will stay as they are

and we will include a few more Express routes. Our goal is 50% compacity of our buses. We get reports every morning on how many trips are overloading. Metrorapid will go back to 10 minute frequency. Route 1 is going to be every 20 mins to meet the 50% compacity. Route 7 and 300 will go to every 10 mins. The 300 will do it 7 days a week. It has been one of our busiest routes during the pandemic. The 10 & 20 will go to every 12 mins. UT will spread classes throughout the day to about 8 pm & we will spread frequency throughout the entire day & extend service to about midnight. There will not be on campus finals, so the campus will close again for Thanksgiving so that'll be the last time UT shuttles run. Routes 980, 981, 987 will be suspended still. Our Nightowls are still suspended. Glenda – What about ACC? Lawrence – For ACC we don't run any specific service to the campuses. We serve most of the campuses, so they will have service. I don't believe they made an official announcement yet. Audrea – Want to ask about UT Shuttle. What is the frequency level? Lawrence – They will run pretty much the same frequency all day long. The 670 every 10 & 671 & 672 every 15 minutes. We're not going to combine the 672 & 671 together in the evening like we use to. Between 8 & midnight the frequency will decrease. Audrea – There won't be any E-Buses? Lawrence – The E bus is suspended still. Audrea – I know the UT buses get pretty crowded, what is the precaution when it comes to that. Lawrence – Once UT comes in we can't guarantee the 50% capacity on UT Shuttles. UT is spreading out it's classes so we will be monitoring the loads. We don't have enough buses to hit that 50% capacity goal. We are hoping that with the spread-out schedule that it won't be a problem. Mike – Will ya'll be placing signs to discourage talking? Lawrence – I don't think we have no talking signs but that is something that we can look into. We are putting signs up at every bus stop stating that face coverings are required.

Budget Update – 2021 Budget Proposal

Kevin Conlan, Director, Budget Financial Planning

The budget is sound & balanced. Budget goal is to stay flat in expenses to 2020. We're meeting all of our operating reserve requirements. For next fiscal year we are projecting \$321 million in operating revenues next year. For operating expenses, it is \$275 million. We are not going to propose a fare increase for 2021. We are expecting fares to remain flat. Freight revenue is remaining strong. Project Connect operating expenses will be moving to ATP in fiscal year 2021. We have budgeted for the continuation of Pickup with the increase of one new zone to be determined. We will publish a draft budget document online by August 24th. We will also hold virtual meetings at the end of August. We will seek final approval from the board on the budget on Sept 28th. Paul – There is work to get a new system for MetroAccess, has that been delayed? Kevin – That is apart of our 5 year plan and it has not been delayed. Chad – In January we will be revisiting that starting that program back up.

Customer Payment System Upgrade

Jonathan Tanzer, Technology Sys Program Manager & Asif Esbani, Program Manager, Financial Systems

With Covid-19 we have updated our vision to have healthier options. We want to increase contactless options for a safer/healthier solution. It will offer fast, easy & equitable options for

our riders. We should be able to provide faster boarding with onboard validators. We met with a fare consultant to help work thru on what system we should model our system after (San Francisco, Dallas, Houston, etc.). We considered 2 options. A System integrator, which would replace our current system and using them to procure an integrated and full account-based fare system. Other option is looking at our current system, Bytemark Fare system to upgrade it to be integrate and offer a full account-based fare system. We look at the cost and time frame. System integrator is \$18 – \$20 million and take 2-3 years to complete. Bytemark can be done for \$2.5 – \$4 million and implemented at 18 -24 months plus leveraging investments already made. CapMetro App will be upgraded to include new fare media. Also have a customer web portal where customers can order passes thru a web browser. New features will be open payments. Customers who do not want to have an account will be able to use a credit card to pay on the vehicle. Another feature is smart card. You can have a physical card that will be tied to your account. We are working on an App upgrade that will combine our app with Pickup App. Asif – The mobile app fare capping & reload will be launching this calendar year. It includes two key features. It will allow cash to be uploaded in CapMetro app digital wallet so customers who don't have credit cards will be able to upload cash at retail partners. The second key aspect is a pilot program for low income customers. We will be deploying fare capping on mobile app. Customer can pay for single fare and build up cash to ride for free for that fare point. Example, 33 single rides in a month would allow a customer to ride for free for the rest of the month. Glenda – You moving away from paper tickets & doing more online & credit card payments is that correct? Jonathan – When it comes to paper passes, they will still be available.

Strategic Scorecard

Patricia Vidaurri, Director Performance and Strategic Initiatives

Strategic plan performance dashboard, our newest dashboard, will measure our performance against our strategic plan. Our objective here is to provide a tool to measure our performance and adapt our strategy. Within our dashboard we are including all our scorecard elements. Across the top you see Customer Experience, Engaged Workforce, Sustainability and Valued Community Partner. Glenda – When you were talking about staff were you talking about staff overall? Pat – Yes ma'am we were talking about staff as well as our service providers.

Public Safety Update

Darryl Jamail, Director, Security & Emergency Management

In 2017 we started looking at our plan. We now have 160 part-time APD officers. The challenge is that with the growth of the region it isn't efficient to hire more officers. What we have come up with is our approach in talking about public safety. One of the first steps is to establish our own Police Department. It would give us a scalable approach cause as we grow it can grow. We will switch from sworn to non-sworn public safety officers. That would be a lot more backend work. In FY 21 we could reallocate 1.1 million to nonsworn public safety officers. Our model will be between the San Diego & Denver models. San Diego has 1 sworn officer (chief) & they leverage technology. Denver is similar with only 13 sworn officers. In FY 20 we've already started public safety dispatch. Those dispatchers are monitoring are cameras in the system.

We've rolled out a customer suspicious activity reporting app. In fiscal year 21 we will hire public safety personnel as well as community intervention counselor. We would need to go to the Legislator to change some code to give us the same authority that VIA & Houston Metro have to have a larger jurisdiction for our officers. In 2022 hire a police chief so that he or she can start to hire public safety officers. Glenda – When you talk about hiring the Chief, would they be responsible for the non-sworn & will they all be trained in non-violent ways of dealing with issues that involves police activity. Darryl – The answer to the 1st is that's one of the things we'll do with a consultant is look at how public safety would be structured. Would the Chief be over the non-police employees or not. Currently we have an APD commander that does our scheduling. The 2nd answer is yes, all employees/officers will be trained in de-escalation techniques and managing difficult situations. If it's a violation of riding rule, police cannot enforce that. It's a policy not a law. It's more in the line of the non-police employees that will be dealing with those issues. Mike – Sounds like something that's needed but what effect will this have on the budget. Darryl – The way it is planned in the budget, it is budget neutral. Chris – Will the public safety folks be armed? Darryl – They will not be armed. They will have what the road supervisors have now. If there is a threat of violence, we will send in a police officer.

Approval of Minutes

Paul – Approve June & July minutes. Glenda Second passed unanimously.