

**Access Advisory Committee**  
**Wednesday, November 6, 2020**  
**TEAMS**  
**5:30 p.m. – 7:03 p.m.**

**Call to Order:**

*Chair Paul Hunt, Access Advisory Committee*

Chairman Prentice called the meeting to order at 5:36 p.m.

**Introductions:**

Committee members present were Paul Hunt, Andrew Bernet, John McNabb, Chris Prentice, Audrea Diaz, Glenda Borne, a Mike Gorse, Otmar Foehner, Estrella Barrera

Capital Metro staff and contractors present were: Martin Kareithi, Chris Westbrook, Jo Anne Ortiz, Ricardo Boulware, Chad Ballentine, Raul Vela, Gloria Barnes, Lawrence Deeter

**Citizens' Communication**

*Members of the public*

**Project Connect Update**

*Yannis Banks Community Engagement Coordinator*

Updated on the formation of ATP, Metrorapid routes & Pickup rollouts. Chad let them know we are looking at March for Pickup rollout due to covid. Otmar asked about Pflugerville Pickup & wanted more info about it. Chad – We are still working on Pflugerville, but we can update you probably next month on that. We are still getting things finalized with Pflugerville City Council. Andrew – Does the area in the Pflugerville Pickup zone extend MetroAccess coverage to out there? Chad – No. Estrella – How is CapMetro weathering the storm with the financial status? Chad – Financially we are ok. We have been working very hard to build up our reserves for Project Connect and also were putting money aside to have in reserves. We also were awarded some money from the federal government. Our sales tax dollars didn't dip as bad as we thought they would, but we are doing ok. We didn't have to lay off any staff or furlough any employees. Estrella - I was wondering how it impacted service? Chad – We did cut back on routes from the beginning. For Access we dipped down to below half of our rides. Last week we hit 750 thousand meals delivered. Also provided wi-fi hotspots to those who needed it.

**January Service Change Update**

*Lawrence Deeter, Principal Planner, Short Range*

Changes are minor. We are staying at the same operating service level. With the fall service change we brought our service levels back. On weekdays we are doing weekday service & weekends we are doing weekend service. Rail & Express has seen extreme ridership declines. UT students are finishing up the semester online, so we are no longer operating UT shuttles this semester. There will be running time adjustments for ridership and congestion. Spring changes go into effect January 10<sup>th</sup>. ACC Riverside buses will now stop at the new stop in front of the campus. We are doing upgrades to the stop. Chad – The bike lane at ACC Riverside is

awesome, I love how it goes behind the bus stop and the red for the bike lane. Is this a part of our guidelines or the city? Lawrence – The city designed this for us. We are really trying to focus on the safety of all users, and you will see this in more places where we can. Chris – The concrete you have in the picture, is that a cut in like you have up Grove? Lawrence – Yes. The Route 350 will have a slight modification where it will go by the Eastside Bus Plaza, but not in. This was a part of Cap Remap but we had to wait until the traffic light was put in at Shady. Capital Metro will have the bays along the northside of it & CARTS will be on the southside. Route 4 will pull into it, but it will not layover. We will evaluate in early March which special events are happening and will prepare accordingly.

### **MetroAccess Annual Metrics Update**

*Suzie Edrington, Director of Demand Response*

At the beginning of the year we were on pace to have 4% increase in ridership than the previous year. The pandemic hit and we dropped from 2300 trips to 700 trips, a 70% drop in passengers. Every month we would see a little increase in passenger trips. We ended the year about 57% down from what we were doing at the early part of the year. Since September our highest ridership day was on election day. We are averaging around 1100 & 1200 passenger trips currently. We ended the year with 440,000 thousand service hours where last year we had 471,000 service hours. Glenda – You're talking about passenger transport; you aren't figuring in food delivery correct? Suzie – You are correct, I did pull them out of this data, but I have it in another slide. For OTP we increased throughout the year. At the beginning we were struggling with OTP with the Trapeze update. We are now well exceeding our goal of 92% of OTP. Glenda – How are you defining a passenger accident? Suzie – There is a whole range of classifications for that. I can go over all of them if you would like at some point. As of November, we hit 750,000 meals delivered. We spent 7,800 service hours on meals delivery. We spent 3,500+ staff hours on it. We had 10 wi-fi sites with 5,300+ service hours. Estrella – I just want to commend y'all for what you did to deliver food to people who needed it. Glenda – Y'all started it early in the covid cycle. Suzie – MTM has been a great partner and the operators have been fantastic with loading the vehicles.

### **Complimentary ADA Paratransit Service and Fixed Route**

*Martin Kareithi, Program Manager, Accessible Service*

Metro Access is complementary to our fixed route system. Fixed route are services that operate on a schedule along a fixed route. Paratransit is a safety net for those with a disability who may not be able to use fixed route some or all of the time. We are at 98/99% ADA compliant. That last 1% is kind of difficult due to the topographical location of those stops. Our fixed routes are our local & Metrorapid routes, not our express or rail. We are not able to provide service in places that aren't in our service area, like Pflugerville. Glenda – MetroAccess doesn't take cash, it's either ticket or pass. Paul – In order to ride you have to go thru the eligibility process & meet the requirements/ratings to qualify. Andrew – How is the conditional eligibility set up? Martin – In order to be in the MetroAccess service you have to go thru our eligibility process. It's a paper application plus an in-person component. You can get a determination of unconditional, conditional or denial. Conditional eligibility recognizes that an individual functional ability may

be that there are times when they can use fixed route & times when they can't. Those could be based on environment, architectural, etc. Andrew – How specific would CapMetro want those MetroAccess applications filled out? Martin – We don't really ask open ended questions on the application, most of that is saved for the in person. Paul – A lot of people don't understand the conditions. Eligibility is also pretty good about knowing what a person with a disability can & can not do. Glenda – If there are multiple medical issues, honest documentation with the application will help with giving them a picture of what you are going thru. For our new members, I'm happy to discuss with you offline on any of the other components. Chad – If anyone would like to do a tour our facilities, during normal times, we are glad to do it. Mike – Does Round Rock has its own paratransit service that's different from MetroAccess? Chad – Yes, they have their own.

## **Elections**

### *Metro Access Committee*

Nominations for Chair – Chris Prentice and Paul Hunt.

- Chris I I I I I
- Paul I I I

Chris is elected Chair

Paul is nominated for Vice Chair. Paul is elected

Mike is nominated for Secretary. Mike is elected.

## **Approval of November and October 2020 Minutes**

### *Access Committee*

October minutes mentions denied, needs to be fixed. Minutes are approved pending correction

**Meeting adjourned at 7:17**