Access Advisory Committees

April 2023
Self-Evaluation and ADA Compliance

Martin Kareithi, Director of Systemwide Accessibility
Matt Pool, Kimley Horn’s Project Lead
Agenda

• Introductions
• Goals and Objectives
• ADA Background
• CapMetro ADA Self-Evaluation and Transition Plan
• Next Steps
Introductions

CapMetro Staff

Access Advisory Committee

Consultant Team
  • Brian Shambarger (Kimley-Horn), Matt Pool (Kimley-Horn)
  • Kristi Avalos, RAS (Accessology)
  • Ken Nakata (Converge Accessibility)
Goals and Objectives

• Improve accessibility for all citizens
• Encourage participation from the public and disabled community
• Educate CapMetro staff and the public on the requirements of the ADA
• Develop a comprehensive list of barriers
• Provide a detailed outline of methods to remove barriers
• Provide a realistic schedule with cost projections for the removal of barriers
• Identify funding sources and opportunities to implement a barrier-removal program
ADA Background – Legal

- Architectural Barriers Act (ABA – originated 1968)
- Rehabilitation Act (1973) – Section 504 (49 CFR Part 27)
- Civil Rights Restoration Act (1987)
- Americans with Disabilities Act (ADA) (1990)
  - DOJ Implementing Regulations (28 CFR 35)

- Texas Accessibility Standards (TAS) and TDLR rules – These are State statutes that carry no authority regarding ADA Title II compliance
ADA Background – Five Titles of ADA

• Title I  Employment
• Title II  State & Local Governments (28 CFR Part 35)
• Title III  Public Accommodations (retail, commercial, sports complexes, movie theaters, et al) (28 CFR Part 36)
• Title IV  Telecommunications
• Title V  Misc., including requirements for the U.S. Access Board to develop design guidelines
Title II – State and Local Governments

Basic Requirement – Must ensure that individuals with disabilities are not excluded from programs, services, and activities (pedestrian facilities are an example of a program)
Title II – State and Local Governments

Basic requirements for government entities with 50 or more employees:

- Designate an ADA Coordinator
- Development and postings of an ADA Policy Statement
- Development and postings of Grievance Procedures/Complaint Procedures
- Complete a Self-Evaluation of current services, policies, and practices
- Development of a Transition Plan
ADA Coordinator

• Person must be familiar with agency operations
• Person must be trained or knowledgeable in ADA and other nondiscrimination laws (Title VI, Title VII)
• Person must have sufficient authority, time, and resources to accomplish the duties
• Possible needs for others to have ADA responsibilities, but ONE PERSON IN CHARGE
• Must have authority to impact programs
ADA Coordinator

Martin Kareithi
Director of Systemwide Accessibility
(512) 389-7583
CCR-accessibility@capmetro.org
ADA Liaison Committee

• Internal: CapMetro Staff only
• Meet throughout the process of completing the Self-Evaluation and developing the Transition Plan
• Provide feedback on the project
• Continue to meet and actively participate after the completion of this project
Public Notice Requirements

• CapMetro must make information available to the public indicating that the ADA applies to CapMetro programs, services, and activities

• CapMetro must post this information in public areas or make it available in other ways deemed necessary

• CapMetro must make ADA Notice available in alternate formats (i.e., large print, Braille, audio, etc.)

• ADA Notice must include name and contact information of the ADA Coordinator
Grievance Procedure Requirements

- Description of how and where a complaint under Title II may be filed with CapMetro
- If a written complaint is required, a statement notifying potential complainants that alternative means of filing will be available to people with disabilities who require such an alternative
- Description of the time frames and processes to be followed by the complainant and CapMetro
- Information on how to appeal an adverse decision
- Statement of how long complaint files will be retained
Transition Plan Elements

• Self-Evaluation of all programs, policies, and procedures
• Identify/list physical obstacles and their location
  • Buildings and parking lots
  • Transit Centers and Parking Lots
  • Bus Stops
  • Rail Stations
• Describe in detail the methods the entity will use to make the facilities accessible
• Provide a schedule for making the access modifications
• Provide a yearly schedule if the Transition Plan is more than one year long
• Name/position of the official who is responsible for implementing the Transition Plan
Scope of Services

• Establish ADA Liaison Committee

• Public Outreach
  • On-line survey and mapping tools
    • 15 questions covering all aspects of program access
    • Help in establishing priorities and implementation schedule
    • Administered by CapMetro
  • Advisory Committee Meetings (up to 3)
  • Public Meetings (up to 2)
Scope of Services

• Self-Evaluation: Programs, Practices, and Services Review
  • Administering program questionnaires and conducting in-person interviews
  • Policies, procedures, and guidance review
  • Public input and engagement review
  • Information resources and digital accessibility review
    • Public website (20 CapMetro web pages)
    • Customer fares
      • Android, iOS, and four (4) different kiosk fare machines
Scope of Services

• Self-Evaluation: Programs, Practices, and Services Review
  • Accessibility operations
  • Vehicle accessibility
  • Staff training (12 hours)
  • Grievance policy and procedure
  • Effective communication policy and procedure
  • Employment practice review
  • Emergency management document review
Scope of Services

• Facilities Review
  • Buildings and Parking Lots (6)
  • Transit Centers and Parking Lots (22)
  • Rail Stations (4)
  • Bus Stops (2,130)
# Buildings and Parking Lots

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<thead>
<tr>
<th>Name</th>
<th>Address</th>
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<tr>
<td>CapMetro Metro Headquarters</td>
<td>2910 East 5&lt;sup&gt;th&lt;/sup&gt; Street</td>
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<tr>
<td>CapMetro Administrative Annex / Child Care Facility</td>
<td>624 North Pleasant Valley Road</td>
</tr>
<tr>
<td>North Operations Facility</td>
<td>9315 McNiel Road</td>
</tr>
<tr>
<td>MetroAccess Services Facility</td>
<td>509 Thompson Lane</td>
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<tr>
<td>CapMetro Administrative offices within Travis County Commissioner’s Court Building</td>
<td>700 Lavaca Street</td>
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<tr>
<td>CapMetro Overflow Administrative Offices</td>
<td>507 Calles Street</td>
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<tr>
<td>CapMetro Transit Store and Eligibility and Mobility Training Center</td>
<td>209 West 9&lt;sup&gt;th&lt;/sup&gt; St</td>
</tr>
<tr>
<td>Name</td>
<td>Address</td>
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<tr>
<td>-------------------------------------</td>
<td>----------------------------------------</td>
</tr>
<tr>
<td>Eastside Bus Plaza</td>
<td>363 Shady Lane</td>
</tr>
<tr>
<td>Lakeline Station Park and Ride</td>
<td>13701 Lyndhurst Street</td>
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<tr>
<td>Leander Park and Ride</td>
<td>800 U.S. 183 North</td>
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<td>Manor Park and Ride</td>
<td>Carrie Manor and Lexington</td>
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<tr>
<td>North Lamar Transit Center</td>
<td>7911 Research Boulevard</td>
</tr>
<tr>
<td>Norwood Transit Center</td>
<td>1030 Norwood Park Boulevard</td>
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<tr>
<td>Pavilion Park and Ride</td>
<td>1193 Jollyville Road</td>
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<tr>
<td>South Congress Transit Center</td>
<td>301 W. Ben White Boulevard</td>
</tr>
<tr>
<td>Tech Ridge Park and Ride</td>
<td>900 Center Ridge Drive</td>
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<tr>
<td>Westgate Transit Center</td>
<td>2027 W. Ben White Boulevard</td>
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<tr>
<td>Howard Station Park and Ride</td>
<td>3710 Howard Lane</td>
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<tr>
<td>Kramer Station</td>
<td>2427 ½ Kramer Lane</td>
</tr>
<tr>
<td>Crestview Station</td>
<td>6920 North Lamar Boulevard</td>
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<tr>
<td>Highland Station</td>
<td>6420 ½ Airport Boulevard</td>
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<tr>
<td>MLK Station</td>
<td>1719 Alexander Avenue</td>
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<tr>
<td>Plaza Saltillo Station</td>
<td>412 Comal Street</td>
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<tr>
<td>Downtown Station</td>
<td>401 E. 4th Street</td>
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<tr>
<td>Triangle Station Park &amp; Ride</td>
<td>4600 Guadalupe Street</td>
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<tr>
<td>Great Hills Park &amp; Ride</td>
<td>10500 Jollyville Road</td>
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<tr>
<td>Southpark Meadows Park &amp; Ride</td>
<td>9300 S. IH 35 Frontage Road</td>
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<tr>
<td>Lago Vista Park &amp; Ride</td>
<td>Dawn Drive and Thunderbird</td>
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<tr>
<td>Jonestown Park &amp; Ride</td>
<td>Park Drive and Crestview</td>
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Scope of Services

• Transition Plan Development
  • Define ADA Coordinator’s roles and responsibilities
  • Develop grievance policy, procedure, and complaint form
  • Develop ADA public notice
  • Document CapMetro efforts to date regarding ADA compliance and ongoing ADA/accessibility program
  • Develop a prioritized plan for barrier removal
  • Establish a budget for the implementation of barrier removal for completed facility reviews
Public Outreach

An online survey and a Wikimap will be used to gather public input for the Transition Plan. This input will help guide the prioritization of barrier removal and facility improvements as the CapMetro works to implement the Transition Plan.

Survey (example link): https://www.surveymonkey.com/r/ADA_CapMetro
Map (example link): https://wikimapping.com/CapMetro-ADA-Transition-Plan.html
ArcGIS / GPS based Data Collection

- Integrated data collection field form
- Fully customizable field forms
- Integrated digital camera
- Field data and photos syncs with ArcGIS
Data Collection Process

Field

Features & photos are uploaded to the cloud

Photos are attached to GIS features as attributes

Cloud Server

Export features & photos to a GIS database

Accurate GIS layer with photos and field evaluation data
Performance Dashboard
Upgrades

Patricia Vidaurri, Director of Performance and Strategic Initiatives
The Enterprise Data Analytics Platform is CapMetro's strategic initiative to enhance the transparency and accessibility of data while also making the information easier to understand using modern tools and capabilities for the communities we serve.
The Project Phases & Timeline

Multiple Phases

Phase A = Platform Foundation + Ridership, Reliability
Phase B = Safety, Finance Core
Phase C = Finance Enhancements, Operational
Phase D = Advanced Analytics, Virtualization

Multiple Implementations

Phase A = April 2023
Phase B = 2023
Phase C = 2023
Phase D = 2024
Key Capabilities Enabled for Public Site Performance Dashboards

**ENTERPRISE DATA ANALYTICS PLATFORM**

- **Digital accessibility to better serve the needs for users with disabilities**
- **Enhanced transparency and improved data accuracy**
- **Improved performance dashboards with one interface (look and feel) and navigation**
- **Dynamic and interactive data views with visualization**

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**Overview**
Total Ridership and On-Time Performance (OTP) for MetroBus Services, MetroRail, and MetroAccess.

**Ridership**
Total passenger boardings for all CapMetro bus services, MetroRail, and MetroAccess by month.

- **Overall Ridership in the Past 12 Months**
  - 20.1M

**Reliability**
The percentage of trips completed for all CapMetro bus services, MetroRail, and MetroAccess that were serviced on-time each month.

- **Overall OTP in the Past 12 Months**
  - 77.6%

**Monthly Boardings**

- **Year: 2021, 2022**

**Monthly On-Time Performance (OTP)**

- **Year: 2021, 2022**
Accessing & Navigating the Performance Public Dashboards

01 Continue to access performance dashboards through CapMetro's public site

02 New and improved layout with an easy access left-hand navigational menu to quickly access any performance dashboard
Closing Comments
Appendix
Partnership / Project Kickoff
CapMetro chooses a partner to develop roadmap, and assist with implementer selection, guide and oversee the project.

Analytics Vision & Strategy Alignment
Roadmap created with four phases (phases A - D) are defined as main elements of the project.

Implementation Partner Selection (CCS)
CapMetro selects an implementation partner for the project.

Phase A Kickoff
Project Team begins detailed architecture, data analysis and requirements for Phase A.

Development
Necessary structure is set up, coding to move data from source to warehouse in progress.

Prototype
Prototype dashboards available for business approval.

Testing
Project Team unit and end-to-end integration testing occurs.

Soft Launch & Power User Training
Project team successfully deploys a soft launch, Power Users receive training and mentorship.

Go-Live
Phase A goes-live and agency-wide communication and information sessions are implemented.
Includes public performance dashboards and foundation availability for internal report creation.

Phase A includes performance metrics such as Ridership, On-Time Performance (OTP) and Mean Distance Between Failure (MDBF).

Phase B
Project Team implements the next phase (Safety, Finance Core).

Phase C
Project Team implements the next phase (Finance Enhancements, Operational).

Phase D
Project Team implements the next phase (Advanced Analytics, Virtualization).
Project Connect Update

Lonny Stern, ATP’s Public Involvement Manager.
AGENDA

1. What is Light Rail?
2. Purpose & Need
3. Timeline
4. Planning & Financial Considerations
5. Light Rail Options
6. Q&A
**WHAT IS LIGHT RAIL**

- Light rail is an electric train system used in metropolitan areas.
- The "light" in light rail refers to its smaller size, compared to larger trains such as the Red Line.
- Light rail is part of the overall transit network, connecting people to key destinations where they live, work and play.

**ARTIST REPRESENTATIONS**

- Light Rail Vehicle
- Light Rail Vehicle Interior
- Guadalupe Street at UT Austin, ‘The Drag’
- Multi-Modal Connectivity
- Station View at Pleasant Valley

**PRECEDEINTS**

- Paris, France
- Portland, Oregon
- Sydney, Australia
- Seattle, Washington
- Ontario, Canada
THE PURPOSE AND NEED

Sustainably support Austin's population and economic growth

Increase transportation network capacity to meet increasing travel demand

Improve transit access between affordable housing and jobs

Support growth of and connectivity to regional activity centers
AUSTIN'S PATH TO LIGHT RAIL

**Light Rail Implementation Plan Update**
- 2016: Austin Strategic Mobility Plan (ASMP)
- 2019: ASMP approved
- 2020: Austin overwhelmingly votes to invest in Project Connect
- 2021-2023: Light Rail Implementation Plan development
- June 2023: Joint partners approve updated Light Rail Implementation Plan

**Community Dialogue**
- Advance Austin’s light rail program

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Project Connect | Initial Phase Options
MEASURES AND VALUES

- Financial Viability
- Technical Feasibility

- Federal Transit Administration (FTA) Criteria for Federal Funding
- Planning Data
- Community Values
- Connects with Austin’s Current and Future Transit System
PLANNING DATA

COMMUNITY VALUES

1. Mobility and Customer Experience
   - Austin, TX
   - Phoenix, AZ

2. Access to Opportunities
   - Ascension Seton, Austin, TX
   - Baty Elementary School, Austin, TX

3. Environmental Benefits
   - Traffic on I-35, Austin, TX
   - Republic Square, Austin, TX

4. Land Use and Housing
   - HACA Lakeside, Austin, TX
   - Austin, TX
POPULATION DENSITY

Census 2020

LEGEND
• Station
○ 0.5 mi radius from station
—— Study Area

People per square mile:
- 0 - 3,800
- 3,801 - 8,800
- 8,801 - 18,000
- 18,001 - 41,000
- 41,001 +
BIPOC SHARE OF POPULATION

Black, Indigenous, & People of Color

Census 2020

LEGEND
- Station
- 0.5 mi radius from station
- Study Area

BIPOC Share
- 1 - 20%
- 21 - 40%
- 41 - 60%
- 61 - 80%
- 81 - 100%
CURRENT EMPLOYMENT DENSITY

Longitudinal Employer-Household Dynamics (LEHD) 2019

LEGEND
- Station
- 0.5 mi radius from station
- Study Area

Employment
Sparse
Dense

N
AFFORDABLE HOUSING

City of Austin
Comprehensive Affordable Housing Directory

LEGEND
- Station
- 0.5 mi radius from station
- Study Area

Affordable Housing Units
- 1 - 50
- 51 - 150
- 151 - 250
- 251 - 400
- 401 +
TRANSIT CONNECTIONS

CapMetro
TRAILS AND BIKE PATHS

City of Austin
Austin Strategic Mobility Plan (ASMP)

LEGEND
- Station
- 0.5 mi radius from station
- Study Area
- Station Bikeshed (approx 2 mi)
- Existing Bike Paths
- Future Bike Paths
- Trails
LIGHT RAIL OPTIONS
OPTIONS

ON-STREET: 38TH TO OLTORF TO YELLOW JACKET

ON-STREET: NORTH LAMAR TO PLEASANT VALLEY

PARTIAL ELEVATED: 29TH TO OLTORF TO YELLOW JACKET

PARTIAL UNDERGROUND: UT TO YELLOW JACKET

ON-STREET: 29TH TO AIRPORT
A Maintenance Facility is needed to:

- Ensure light rail vehicles are properly maintained and stored
- House operations that maintain the light rail corridors along with control and dispatch activities
ON-STREET: 38TH TO OLTORF TO YELLOW JACKET

- On-street from 38th St. on Guadalupe St. to Oltorf St. on S Congress Ave. and Yellow Jacket Ln. on E Riverside Dr.
- Potential to extend endpoints to 45th St. to the north or St. Edwards Dr. to the south
- Lady Bird Lake crossing options at S 1st St. or Trinity St.
## ON-STREET: 38TH TO OLTORF TO YELLOW JACKET

### STATS

<table>
<thead>
<tr>
<th>Miles of New Light Rail</th>
<th>9.4-9.8</th>
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<tbody>
<tr>
<td>Light Rail Stations</td>
<td>14-15</td>
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#### Average Number of Daily Riders Served

- 5,000 Riders

#### # of Affordable Housing Units*

- 1,500 Homes

### OBSERVATIONS

- Light rail runs on dedicated travel lanes and therefore provides greater reliability
- Longer option; includes north, east and south coverage
- On-street light rail interacts with drivers, bicyclists and pedestrians
- Requires significant utility relocations and mitigations for park property and floodplain impacts
- Light rail trench on Guadalupe St. between 7th and 9th St. requires closing 8th St. due to grade (hill)
- Allows for future system expansion, including platforms

### CHARACTERISTICS

- **Mobility and Customer Experience**
- **Access to Opportunities**
- **Environmental Benefits**
- **Land Use and Housing**

*Subsidized
ON-STREET: NORTH LAMAR TO PLEASANT VALLEY

- On-street from North Lamar Transit Center on N Lamar Blvd. to Pleasant Valley Rd. on E Riverside Dr.
- Lady Bird Lake crossing options at S 1st St. or Trinity St.
ON-STREET: NORTH LAMAR TO PLEASANT VALLEY

STATS

- MILES OF NEW LIGHT RAIL: 9.6-9.8
- LIGHT RAIL STATIONS: 13-14
- AVERAGE NUMBER OF DAILY RIDERS SERVED: 5,000 RIDERS
- # OF AFFORDABLE HOUSING UNITS*: 1,500 HOMES
  *Subsidized

OBSERVATIONS

- Light rail runs on dedicated travel lanes and therefore provides greater reliability
- Longer option; includes north and east coverage
- On-street light rail interacts with drivers, bicyclists and pedestrians
- Greater connections to existing transit
- Requires significant utility relocations and mitigations for park property and floodplain impacts
- Light rail trench on Guadalupe St. between 7th and 9th St. requires closing 8th St. due to grade (hill)
- Provides for connection to Red Line at Crestview and would require grade separation
- Provides access to North Lamar Transit Center, but would require construction in state-owned right of way
- Allows for future system expansion, including platforms

CHARACTERISTICS

- MOBILITY AND CUSTOMER EXPERIENCE
- ACCESS TO OPPORTUNITIES
- ENVIRONMENTAL BENEFITS
- LAND USE AND HOUSING

Project Connect | Initial Phase Options
ON-STREET: 29TH TO AIRPORT

- On-street from 29th St. on Guadalupe St. to east of Yellow Jacket Ln. on E Riverside Dr.
- Mainly elevated from SH 71 to Austin-Bergstrom International Airport
- Lady Bird Lake crossing at Trinity St.

Trinity St. Crossing Option
## ON-STREET: 29TH TO AIRPORT

### STATS

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<th>10.1 MILES OF NEW LIGHT RAIL</th>
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<tr>
<td></td>
<td># OF AFFORDABLE HOUSING UNITS*</td>
</tr>
<tr>
<td></td>
<td>1,500 HOMES</td>
</tr>
</tbody>
</table>

### OBSERVATIONS

- Light rail runs on dedicated travel lanes and therefore provides greater reliability
- Longer option; Includes north and east coverage
- Provides one-seat ride connecting airport to downtown
- On-street light rail interacts with drivers, bicyclists and pedestrians
- Requires significant utility relocations and mitigations for park property and floodplain impacts
- Light rail trench on Guadalupe St. between 7th and 9th St. requires closing 8th St. due to grade (hill)
- Allows for future system expansion, including platforms

### CHARACTERISTICS

- MOBILITY AND CUSTOMER EXPERIENCE
- ACCESS TO OPPORTUNITIES
- ENVIRONMENTAL BENEFITS
- LAND USE AND HOUSING

- AVERAGE NUMBER OF DAILY RIDERS SERVED: 5,000
- # OF AFFORDABLE HOUSING UNITS*: 1,500

*Subsidized
PARTIAL ELEVATED: 29TH TO OLTORF TO YELLOW JACKET

- On-street from 29th St. on Guadalupe St. to south of 8th St.
- Elevated from south of 8th St. on Guadalupe St. to east of Auditorium Shores with elevated stations
- On-street from east of Auditorium Shores to Oltorf St. on S Congress Ave. and Yellow Jacket Ln. on E Riverside Dr.
- Lady Bird Lake crossing at S 1st St.
PARTIAL ELEVATED: 29TH TO OLTORF TO YELLOW JACKET

STATS

- **8.7** MILES OF NEW LIGHT RAIL
- **13** LIGHT RAIL STATIONS

AVERAGE NUMBER OF DAILY RIDERS SERVED

- **5,000 RIDERS**
- **1,500 HOMES**

# OF AFFORDABLE HOUSING UNITS*

- **1,500 HOMES**

*Subsidized

OBSERVATIONS

- Light rail runs on dedicated travel lanes and therefore provides greater reliability
- Includes north, east and south coverage
- Provides some separation with drivers, bicyclists and pedestrians downtown south of 8th St.
- Increases service reliability and provides shorter travel times in elevated sections
- Reduces utility, parkland, floodplain, and right of way impacts due to elevation of light rail guideway
- Elevated structure will be visible from different parts of downtown and south of Lady Bird Lake
- Elevated stations would require elevators, stairs and/or escalators for access

CHARACTERISTICS

- MOBILITY AND CUSTOMER EXPERIENCE
- ACCESS TO OPPORTUNITIES
- ENVIRONMENTAL BENEFITS
- LAND USE AND HOUSING
Thank you!