

Capital Metropolitan Transportation Authority

Access Advisory Committee

Wednesday, October 2, 2024

5:30 PM

Virtual Presentation

CapMetro Employees: Nadia Barrera-Ramirez, Louise Friedlander, Art Jackson, Martin Kareithi, Kelsey Lammy, Julie Lampkin, Ariel Marlowe, Sara Sanford, JD Simpson, Randy Slaughter.

Supporting Staff: Nick Milum, Christopher Westbrook.

Committee Members: Glenda Born, Audrea Diaz, Otmar Foehner, Mike Gorse, John McNabb.

Guests: Rebecca Allbritton, Albert Kyi.

Meeting called to order at 5:32 PM

Welcome / Introductions / Call to Order

Vice-Chair Glenda Born

Approval of the minutes – Mike Gorse / 2nd by John McNabb – passes unanimously.

Public Communications

Rebecca Allbritton shares her thoughts on the Spare scheduling system. **Otmar Foehner** and **Art Jackson** offer their comments in reply. **Julie Lampkin** offers to contact Rebecca in order to address her specific concerns.

Mike Gorse brings up concerns about CapMetro introducing pilot testing for NaviLens, and his hesitancy to shift away from Braille based signage. **Martin Kareithi** offers insight into the pilot testing and assures him that any app approved would be done in conjunction with signage. **Glenda Born** emphasizes the belief that braille signs are more reliable than a full transition to NaviLens. **Martin Kareithi** reiterates that this test is just to learn about the user experience, especially given that signage is missing at times due to weather conditions impacting signage.

Spare Update

Julie Lampkin, Director of Demand Response Operations

Julie Lampkin shares that they are continually meeting with the Spare team to discuss improvements, such as modernizing the fleet of vehicles. To manage this expanded fleet, they will also be hiring more people for the transportation team.

Julie Lampkin discusses the team's ongoing training. External training has been focused on researching and documenting customer calls. Internal exercises have been keeping all informed and able to give feedback. **Glenda Born** expressed noticing that scheduling on the Spare App shows 15-minute variances in time. **Julie Lampkin** explains the reasoning behind them testing out pushing next day bookings back an additional 15 minutes.

CapMetro Bikeshare Expansion Plan

Nadia Barrera-Ramirez, Manager of Cross Agency Programs for Transit and Mobility

Nadia Barrera-Ramirez shares a presentation overviewing the CapMetro Bikeshare Report and Expansion Plan, a 10-year strategic framework for expansion. **Glenda Born** asks the requirements for bike usage. **Nadia Barrera-Ramirez** states that users must be 16 and older and use a credit card.

Glenda Born asks about the maintenance costs. **JD Simpson** explains that they currently do not have the operating budgetary numbers to share.

John McNabb enquires what the metrics show about the program. **JD Simpson** shares that ridership is increasing and that riders are giving good feedback.

John McNabb asks how much it costs per ride. **Sara Sanford** explains that the cost varies because of the ways a user can pay for service and places a link into the chat

Meeting adjourned at 6:22 PM