

Capital Metropolitan Transportation Authority

Access Advisory Committee

Wednesday, April 3, 2024

6:00 PM

Virtual Presentation

CapMetro Employees: Tawaun Cole, Lawrence Deeter, Louise Friedlander, Martin Kareithi, Julie Lampkin, Chris Mojica, Sara Sanford, Randy Slaughter, Edna Parra.

Supporting Staff: Emma, Nick Milum, Raul Vela, Christopher Westbrook.

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

Guests: CBS Austin, Sheryl Hunt.

Meeting called to order at 5:33 PM

Welcome / Introductions / Call to Order

Chair Hunt

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

Public Communications

Otmar Foehner expresses concerns about the safety of Tech Ridge Park and Ride in the early hours of the morning, and **Louise Friedlander** says that she'll follow up with him about the issue.

Glenda Born shares that operators of Access vehicles are not always providing the appropriate service level for riders, and **Julie Lampkin** and **Sara Sanford** explain training opportunities with operators.

Paul Hunt submits a comment on Sheryl Hunt's behalf, explaining issues that she's having with lift services on Access vehicles.

Proposed August 2024 Service Change

Lawrence Deeter, Manager of Systems Development

Lawrence Deeter overviews the Proposed August 2024 Service Change, which includes combining Routes 640 and 641 and adjusting certain Pickup zones.

John McNabb asks if other large cities have services similar to Pickup, and **Lawrence Deeter** explains that there are dozens of other cities that provide similar "microtransit" services.

Audrea Diaz asks about the possibilities of the E-Bus service returning, and Lawrence Deeter explains that the Night Owl Service has generally taken the place of the E-Bus service.

Paul Hunt asks if the Silver Springs Apartments near Tech Ridge Blvd and I-35 will be included in the Pickup zone changes, and what the policy is for Pickup vehicles entering apartment complexes.

Julie Lampkin explains that Pickup vehicles should not be entering apartment complexes unless the trip is booked as a trip where the rider would require assistance.

Mike Gorse asks about how Pickup operators would be able to enter apartment complexes, and **Julie Lampkin** explains that a customer would have to provide that information in the notes when booking a trip.

Lawrence Deeter confirms that Silver Springs Apartments will be included in the expansion of the Dessau Pickup zone.

Spare Progress Update

Julie Lampkin, Director of Demand Response

Julie Lampkin gives an update on Spare implementation, overviewing the platform, reviewing key performance indicators since launch, and acknowledging current challenges that staff are working on resolving.

Otmar Foehner asks about requirements for individual phone numbers for registering separate Spare accounts, and **Nick Milum** explains that phone numbers are unique identifiers for Spare accounts, of which the system is built upon, and would be difficult to change. **Sara Sanford** explains that CapMetro staff can add a secondary phone number that can be reached out to when needed.

Audrea Diaz explains that the Spare app sees significant user interface lag during peak times of service. **Nick Milum** explains that the Spare team is working to improve user experience and fix bugs consistently.

Paul Hunt suggests that CapMetro look at allowing a rider to split the payment of a ride for a companion.

Paul Hunt shares some difficulties operators are facing with starting trips with Spare, and **Julie Lampkin** explains that the issue is being worked on by Spare staff and an interim fix is being put in place by Dispatch Supervisors.

Committee members share various problems they've encountered with scheduling trips, receiving notifications, and more.

Accessible Wayfinding Technology Update

Martin Kareithi, Director of Systemwide Accessibility

Martin Kareithi gives an update on the Accessible Wayfinding Technology pilot, including the plan to create a participatory advisory committee.

Meeting adjourned at 7:09 PM