

## **Capital Metropolitan Transportation Authority**

### **Access Advisory Committee**

**Wednesday, October 4, 2023**

**5:30 PM**

### ***Virtual Presentation***

**CapMetro Employees:** Chad Ballentine, Peter Breton, Louise Friedlander, Roberto Gonzalez, Martin Kareithi, Julie Lampkin, Chris Mojica, Edna Parra, Sara Sanford, Randy Slaughter.

**Supporting Staff Attendees:** Rebecca, Quinn, Yannis Banks, Kristoffer Vik Hansen, Alex Medina, Peter Mullan, Lisa Storer, Raul Vela, Christopher Westbrook.

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

**Guests:** Josh, JW, Jason Miller, Nick Milum.

***Meeting called to order at 5:33 PM***

### **Welcome / Introductions / Call to Order**

*Chair Hunt*

**Approval of the minutes** - John McNabb / Estrella Barerra 2nd. passes unanimously.

### **Public Communications**

**Otmar Foehner** outlines safety difficulties for those with mobility impairments at Tech Ridge P&R. **CapMetro Staff** discuss staffing and options for increasing safety.

**Audrea Diaz** outlines a scheduling issue she encountered, which was complicated by the inability to see pickup windows online due to the Spare transition. **Julie Lampkin** says she'll follow up.

### **Spare Update**

*Sara Sanford, Director of Eligibility, Training, and Customer Management*

**CapMetro Staff** overview the October 1 launch of Spare for the operations side of Demand Response, including issues that staff, customers, and operators are having (mainly related to data migration) as the transition occurs. They also share that fares are being waived for Access users while any major issues with the system persist. Lastly, they remind the committee that the Spare app for customers is slated to launch on December 1.

**Audrea Diaz** asks for clarification on countdown notifications that the future Spare app will provide, and **Chad Ballentine** explains options for notifications that customers can request.

**Paul Hunt** says that the operators have access to a telephone icon with Spare and asks for clarification on what functionality that provides for the operator. **Julie Lampkin** explains that, if the operator needs more information, they can hit the icon and it will connect the operator and the customer through a screen so that the operator won't know the customer's phone number.

**Paul Hunt** asks how the scheduling and routing functions work for the operators, and **Sara Sanford** explains that the operators see only two steps ahead (such as a pickup and drop-off, or two drop-offs, etc.), which allows the Spare backend to continually optimize potential trips.

**Paul Hunt** mentions that an operator was having issues with updates to their tablet. **Julie Lampkin** says she will follow up, and that they try only to update late at night or early in the morning.

**Paul Hunt** asks if confirmation emails are being automatically sent when booking trips, and **Sara Sanford** says that they should but to check with a live agent.

**Paul Hunt** and **Glenda Born** note difficulties with operators not getting additional information from riders (such as gate codes), and **Julie Lampkin** explains that that is a part of the data migration issues.

**Glenda Born** asks if CapMetro included and trained all stakeholders related to the Spare transition. **Julie Lampkin** and **Sara Sanford** explain the engagement process they had with stakeholders, including multiple townhalls and trainings.

**Glenda Born** asks if there will be added features for people to be able to gather info about the service over the phone, rather than app-based options. **CapMetro Staff** and **Kristoffer Vik Hansen** explain the increased options for notifications both through the Spare app and through email, text, and phone call.

**Audrea Diaz** asks how the on-time performance has been since the transition, and **Chad Ballentine** says that CapMetro needs more data than the 3 days the system has been active, but staff expects better overall performance.

**Paul Hunt** requests additional notification for committee members during large departmental shifts.

### **HKS, UNStudio, and Gehl (HUG) Update from ATP**

*Peter Mullan, EVP of Architecture & Urban Design at ATP*

*Yannis Banks, Community Engagement Manager at ATP*

**Peter Mullan** overviews the process for architecture and design for the light rail project being undertaken by Austin Transit Partnership.

**Paul Hunt** asks if ATP has entered this part of the design process before, and **Peter Mullan** explains that they had, but had to recalibrate the implementation plan to bring it in line with budget.

### **January 2024 Service Change Proposal**

*Roberto Gonzalez, Director of Service Planning*

**Roberto Gonzalez** overviews the Proposed January 2024 Service Changes.

### **Demand Response Metrics Update**

*Chris Mojica, Director of Demand Response Operations & Contract Oversight*

**Chris Mojica** updates the committee on Demand Response metrics over the past year.

**Glenda Born** asks what the percentage of operators is that finish training, and **Chris Mojica** explains that while he doesn't know off the top of his head, most operators continue through training – and the majority of staff drop-off occurs in the first year after training.

**Mike Gorse** asks if Pickup and Access operators receive the same training, and **Chad Ballentine** confirms.

**Meeting adjourned at 6:54 PM**