

CapMetro

**Joint Access & Customer
Satisfaction Advisory
Committee**

January 2025



Zero Emission Fleet Update

Andy Skabowski, Executive Vice President & Chief Operating Officer

CapMetro's Sustainability Commitment

The best thing we can do for our environment is get people out of cars and onto public transit.

- The next best thing we can do is make transit as clean as possible.



Fifty people taking transit and compared to fifty cars on the road.

CapMetro Zero Emission Fleet Commitments

- CapMetro's Sustainability Vision Plan includes reaching net-zero carbon emissions by 2040.
- CapMetro will achieve its sustainability goals through various initiatives in different areas of action.
- Leader in the inclusion of zero-emission vehicles in its fleet.
 - In 2021, CapMetro initiated two contracts to allow us to purchase battery electric purchases in 2021 (the largest BEB purchase in the country at the time)
 - Leveraged two manufacturers to utilize differing technologies (Proterra & New Flyer).

Battery Electric Performance & Availability

Factors impacting BEB performance:



Workforce



Topography



Weather



Size of Service Area
& Distance of Routes



Range



Charging
Equipment



Reliability



Vehicle
Availability

State of the Industry

- As of now, CapMetro has 104 battery electric buses
 - 46 Proterra (Phoenix) buses / 58 New Flyer buses
- Fall 2023, Proterra declared Chapter 11 bankruptcy (Bus division sold to Phoenix Motor Cars)
- Uncertainty with warranty, service, and parts as Phoenix Motor Cars stabilizes their operation
- New Flyer Industry (NFI) is the largest remaining bus manufacturer in North America but has some financial struggles

Fleet Status

- Due to delays in infrastructure, specifically construction of new Park & Rides and end-of-line charging, we can only support the daily use of around 60 electric buses.
- New Flyer provides a dependable service and support program, including parts supply, and to ensure minimal service interruptions. We are prioritizing these vehicles for service.
- As reported in the November Operations Committee meeting, we are temporarily parking 46 Phoenix(Proterra) buses.
 - We negotiated a one-year warranty delay on the stored buses

What This Means

- CapMetro is committed to providing an all-electric fleet for the new Pleasant Valley and Expo Center Rapid Lines. This is required as part of the FTA grant.
- Both end-of-line and depot charging will be necessary to support the all-electric service.
 - We have the infrastructure to operate about 60 battery-electric buses with the completion of additional depot charging infrastructure at South Ops.
 - End-of-Line charging at Goodnight Ranch (*final design/permitting*) and Expo Center (*under construction*) Park & Rides will be operational after initial Rapid service begins.
- CapMetro is prioritizing providing service reliability and will start the initial Rapid service utilizing clean diesel buses.
- To utilize clean diesel buses for PV/Expo, CapMetro will have to utilize Battery Electric buses to backfill them.



Fare Technology System Updates

Brandi Mohler, Director of Revenue and Fares

What's Changing: Technology

Hardware

- New validators on buses
- New handheld validators on trains

Fare Payment

- New CapMetro Reloadable Fare card
- Tap to Pay on Validators with:
 - Apple Pay
 - Google Pay
 - Credit and Debit

CapMetro App

- The CapMetro app will be retired in March, and customers will need to download the Umo app.

What's Changing: Passes and Cards

Going Away:

- 7-day Pass
 - Digital: Removed from app in late February
 - Physical: Selling until we run out
- 31-day Pass
 - Digital: Removed from app on Jan 31
 - Physical: Selling until we run out

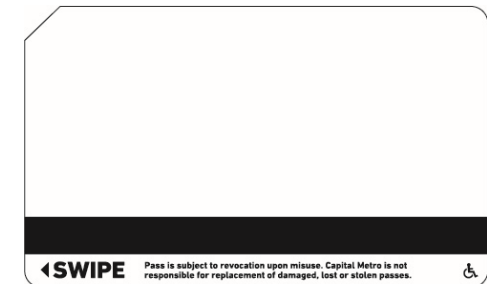
Needs Action:

- We'll help customers transfer balances to the new system starting in February.
- Plastic cards, including AMP cards and passes registered in the HMIS.



Stays the Same:

- Reduced Fare and MetroAccess ID cards can still be tapped on the farebox or show their ID to the operator for a cash fare discount.
- Paper cards with a black stripe on the back.



Benefits of the New Technology System

Tap-to-Pay

- Tap on the validator to pay with:
 - Apple Pay
 - Google Pay
 - Credit and Debit
- You can take advantage of daily fare capping, which ensures you'll never pay more than the cost of a day pass in a calendar day.

Faster Boarding

- Upgraded validators enable faster scanning of the app and tap-to-pay, keeping the line moving as you board.

Sustainability

- Reducing single-use passes.
- More usage of app and tap-to-pay will reduce the number of passes printed.

Long-Term Vision

- Simplifying cards and passes supports plans to make fare collection a smoother and easier experience
- Progress towards one app goal

Customer Impacts: Overview

Customers Using: CapMetro App

- The CapMetro App will be retired in March. To pay digitally, customers will need to download and use the Umo app.
- We'll help customers transfer their balance to the new system starting in February.

Customers Using: Physical Passes

- Plastic passes will not work on our validators after March 1. We'll help customers exchange current cards and passes to the new system starting in February 2025.
 - Details on how to switch will be provided through CapMetro Alerts and our website soon.

Customer Impacts: High-Level Timeline

Early
2025

- Information about how to exchange cards or transfer balances

February
2025

- Begin transferring balances and swapping out old plastic cards

March 1,
2025

- Old validators and CapMetro app stop working

April 1,
2025

- Old plastic passes will no longer be accepted

Customer Impacts to RFID and MAID Cardholders

These changes do not affect the use of the Reduced Fare or MetroAccess ID Cards, or the eligibility requirements for them.

Reduced Fare ID (RFID) and MetroAccess ID (MAID) cardholders will still be able to tap their card on the farebox or show their ID to the operator for a cash fare discount. They can also buy passes at the Transit Store at the reduced price.

Customer Impacts to Access Riders

These changes do not affect the Access service.

Customers will still be able to pay over the phone, use the Spare App, buy single rides, or buy physical passes at participating retailers or at the Transit Store.

Customer Impacts to Pickup Riders

Pickup customers who use the CapMetro App to pay for their rides will need to download the Umo app. The Pickup app will continue to operate for booking trips and paying for fares.

If Pickup customers pay with the Umo app, they will need to show the operator their device to confirm their payment. For any customers that use the CapMetro App to pay, all passes and/or stored value will need to be transferred to the Umo app starting in February 2025.

Customer Impacts to Rail Riders

Rail riders will have their fares validated with handheld validators given to conductors.

For any customers that use the CapMetro App to pay, all passes and/or stored value will need to be transferred to the Umo app. For customers with plastic passes, we'll help swap cards for new CapMetro Reloadable Fare Cards in February 2025. Details on how to switch will come soon.

Customer Impacts to AMP & Equifare Users

Users of physical or digital AMP Cards - including those paying Equifare rates - will need to exchange all passes and/or stored value.

We'll help customers swap physical AMP cards for new CapMetro Reloadable Fare Cards and exchange digital cards/passes to the Umo app starting in February 2025. Details on how to switch will come soon.

Customer Impacts to Clients of Service Providers

Customers who receive a free pass through a social services provider will work directly with the provider on the process to switch cards or passes, as is needed. The process to switch these cards or passes will be managed directly with providers and the customers they serve.

We're working with staff members from these organizations to outline the impacts of the change and make your experience as smooth as possible.

Ticket Vending Machines and Retail Network

The new CapMetro Reloadable Fare Cards will be able to be reloaded at Ticket Vending Machines and at participating retailers.

Customers who have used these options to reload cards in the past will not be impacted, other than needing to exchange your pass.

Title VI Analysis

To end the sale of the 7-day and 31-day passes, CapMetro is required to complete a Title VI analysis.

For transparency, CapMetro is also using this opportunity to study the need for a Title VI analysis of the technology and media changes.

Why Title VI Applies to CapMetro

Title VI prohibits discrimination on the basis of race, color, and national origin in programs and activities receiving **federal financial assistance.**

*Subsequent Federal regulations extended this protection to discrimination on the basis of income.

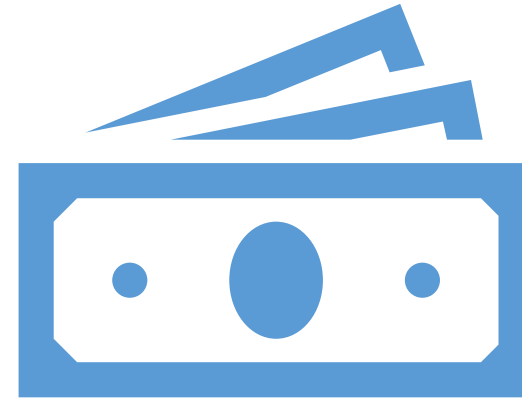
What is a Title VI Analysis?

Does this change unfairly impact:



Minority
Populations?

“Disparate
Impact”



Low Income
Populations?

“Disproportionate
Burden”

Board Timeline

July 2024

Board approval to execute the UMO contract for a Fare Backend System

October 2024

Contract Executed

November 2024 – February 2025

Installation of New Hardware

November 11th – January 15th

Title VI Analysis and Public Hearings

January 27th – CapMetro Board Meeting

This will explain the Title VI final findings

March 2nd Proposed Implementation Date of UMO

Customers who want to pay digitally will need to have downloaded the new app to ride.



Systemwide Accessibility Department Reporting and Initiatives

Martin Kareithi, Director of Systemwide Accessibility

Agenda

Calendar Year 2024 3rd Quarter Report Overview:

- Fixed Route Wheelchair Boardings
- Customer Comment Reporting Database
- Mystery Rider program
- Vehicle Mobility Program
- Accessibility Initiatives and Community Engagement

Fixed Route Wheelchair Boardings

Wheelchair ridership trends show gradual improvement, though still below pre-COVID levels.

Category	Jul-2023	Aug-2023	Sept-2023	YTD 2023	Jul-2024	Aug-2024	Sept-2024	YTD 2024	YTD Change	Jul 2023 to Jul 2024	Aug 2023 to Aug 2024	Sept 2023 to Sept 2024
Wheelchair Boardings	5,843	6,601	6,600	19,044	6,305	6,051	6,754	19,110	0.35%	7.91%	-8.33%	2.33%

Top 10 Routes include: Route 300, 801, 10, 2, 20, 803, 333, 1, 3, and 4

Customer Comment Report

Customer feedback is tracked to uphold service quality. We strive to respond to ADA-related complaints within four business days and typically resolve them within ten days, with some cases requiring up to thirty day

- CapMetro received 85 ADA complaints in Q3 CY 2024.
- Less than 1 in 4 ADA complaints were substantiated (75% unconfirmed).
- Over half of confirmed complaints involved customers unable to board vehicles.

Vehicle Mobility Grant Program

CapMetro's Vehicle Mobility Program repurposes retired MetroAccess vehicles for organizations providing community-based transportation services.

- Approved by CapMetro's Board in 2017.
- Third iteration launched in April 2021.
- Organizations awarded vehicles include:
 - Foundation Communities – Provided 401 trips, 401 accessible trips
 - Marbridge Foundation: Provided 1,773 trips, 180 accessible trips
 - American Youth Works: Provided 52 trips, 0 accessible trips
 - Project Transition: withdrew in March 2023–registration challenge
- Partner organizations submit quarterly reports for two years before ownership transfers.

Mystery Rider Program

CapMetro uses a third-party vendor to manage a Mystery Rider Program to evaluate fixed-route service quality and ADA compliance.

ADA Compliance Mystery Rider Results Q3	Percentages	Yes	No
Did you hear the announcement of the route number outside of the bus at your departure stop?	92%	536	46
Did you hear the automated system make announcements each stop time?	98%	585	11
Were the automated announcements loud and clear?	96%	570	22
If the automated announcements were not made or were not clear, did the bus operator announce any stops, transfer points, or major intersections?	4%	1	26
Upon request, did the driver deploy the ramp/kneel?	94%	81	5
Was there a mobility device user on board?	29%	170	422
If yes, was the mobility device properly secured? (Driver must properly secure all four constraints to the wheelchair/mobile device) Answer NA if you are not or did not witness	97%	161	5
Did the driver offer the mobile device user (those in chairs) a shoulder belt?	76%	120	37
Did the driver allow passengers with service animals to board the bus?	100%	13	0

20 rides of all mystery riders must be trips completed by a person in a wheelchair (or a similar mobility device) per month.

Systemwide Accessibility Initiatives

Self-Evaluation and ADA Transition Plan:

- Agency-wide assessment of facilities, programs, services, and technologies
- Finalization activities to resume after task order extension phase.
- Will incorporate a GIS dashboard of all transit stops and facilities for future planning

Accessible Wayfinding Technologies: (NaviLens)

- Launched in 2024 to enhance accessibility for customers with disabilities.
- 82 codes fully installed along segments of 1/801 and 300 corridors.
- Top Scan Locations: Criss Cole Rehab Center, 4801 Sunshine Blvd – 271.
- Two Focus groups conducted with the Participatory Advisory Committee (PAC)
- Bringing on a team to help with engagement, feedback, data collection and reporting and recommendations.

Systemwide Accessibility Initiatives Cont...

Accessible Technology Procurement

- New Accessible Information Communication Technology (ICT) Policy- ensures digital purchases meet federal standards (Section 508, WCAG 2.1 AA).
- Furthest extent possible and exceptions process
- Training modules coming soon, will inform and guide staff on the process

Systemwide Accessibility Initiatives Cont....

Disability and Sensitivity Awareness Training

- Topics included:
- Disability Rights: Past, Present and Future
- Definition of a Disability
- Communication Strategies
- 108 participants to date including much of the senior executive and management staff
- Additional training will be conducted in Spring 2025

Community Engagement and Outreach

Transit Plan 2035

- Bi-weekly meetings with Internal & External Affairs teams
- Focus groups at Criss Cole Rehabilitation Center and ADAPT.
- Promoted Transit 2035 Survey on Art Sparks Disability Radio and White Cane Day

ADAPT's 40th Anniversary

- Celebrated 40 years of advocacy on October 26, 2024.
- Highlighted CapMetro's collaboration with ADAPT to advance accessible transportation in Austin, TX



CapMetro

Thank you!