

Capital Metropolitan Transportation Authority

Access Advisory Committee

Wednesday, January 5, 2022

5:30 PM – 7:00 PM

Virtual Presentation

Attendees:

CapMetro Employees: Tevin Lionel, Edna Parra, Darrell Freeman, Johnathan Tanzer, Suzie Edrington, Martin Kareithi, Julie Lampkin

Committee Members: Paul Hunt, Mike Gorse, Andrew Bernet, John McNabb, Audrey Diaz, Glenda Born, Raul Vela, Christopher Westbrook

Members of the Public: Nefertitti Jackmon, Cupid Alexander,

5:30 PM

Welcome / Introductions / Call to Order

Chair Hunt

Public Communications

Audrey Diaz: Things like funerals are very too hard to engage with, using MetroAccess – because schedules are unpredictable.

Suzie Edrington: We suggest calling MetroAccess so they can work with the customers and time schedules. Currently open returns are only for medical trips, and we have not opened them up further yet.

Paul Hunt: I'd like to commend MetroAccess for the service they've done with the airport.

Paul Hunt: My wife and I travel with our two dogs, and sometimes we are being given on-board violations, even when we've cleared their travel with MetroAccess. This causes disturbances with other customers as they get moved to other routes.

Julie Lampkin: There have been software issues on our end, with relaying the correct reservations as they are chartered.

Paul Hunt: This bothers me on behalf of other customers, because re-routing someone means they'll be late to whatever function they plan to attend.

Anti-Displacement

Nefertitti Jackmon, Community Displacement Prevention Officer, City of Austin - Housing and Planning Department

- **December 2021** – Draft report shared with CAC
- **January 2022** – Public release
- **2022** – Socializing the Tool: City staff will host learning sessions for the community to learn how to use the Tool.
- **Spring 2022** – Notice to Funds Available released for the first round applying the criteria in the Equity Tool.

Tentative Anti-Displacement Fund Budget -Years 1&2

- \$735,000 – Staffing
- \$23,000,000 – AHFC Land Acquisition
- \$21,000,000 – Land Development (RHDA/OHDA)
- \$20,000,000 – Community Development

- \$265,000 – Community Engagement & Outreach

Funds allocated to AHFC for the use including loans to eligible 501c3 non-profits for the purpose of:

- 1) Preserving and developing affordable housing on small sites, as well as rental and ownership on larger sites
- 2) Land acquisition and banking for development of large sites, both rental and ownership, as well as expansion of city owned community land trust.

...Within one mile of PC in areas active and most vulnerable to displacement.

Land Development

To assist private and non-profits developers acquire state tax incentives and bonds for Rental Housing Development Assistance (RHDA) and Ownership Housing Development Assistance (OHDA) for:

- Acquisition
- Rehabilitation
- New construction of affordable housing for low to moderate income homebuyers.

...Within one mile of PC in areas active and most vulnerable to displacement.

Community Development

A competitive grant process for the community-initiated solutions that prevent the displacement of:

- Tenants
- Homeowners
- As well as create economic mobility opportunities

...Within one mile of PC in areas active and most vulnerable to displacement.

Expected Launch: Spring 2022

- **Renters/Tenants Stabilizations**

These investments may include a range of tenant investments and stabilization service to include but not limited to:

- Tenant legal services and representation
- Emergency rental assistance
- Education on Fair Housing Laws & Tenant Rights
- New program services and investments to help stabilize tenants.

- **Expanding & Preserving Homeownership Opportunities**

These investments may include a range of programs and services that expand and preserve homeownership opportunities to include, but not limited to:

- Down payment and closing cost assistance programs
- Mortgage & Foreclosure Assistance
- Home rehabilitation and repair loans
- Existing community land trusts and housing cooperatives
- New program services and investments to help stabilize tenants.

- **Other Anti-Displacement Strategies**

These will include investments that build economic mobility opportunities within the impacted area of Project Connect. This may include a variety of solutions aimed at:

- Emerging Cooperative ownership
- Community land trusts
- Use of publicly owned land for community benefit
- Worker cooperatives
- And other models which build community wealth and / or support small businesses, or workforce development
- And other innovative solutions that can lead to equitable development.

Utilizing the Tool Report

- ✓ **Priority Places:** All investments will be focused in displacement risk area within 1 mile of a Project Connect station as recommended by the Tool.
- ✓ **Priority Purposes:** Investments must advance at least one priority purpose as recommended by the Tool.
- ✓ **READ Tool Maps and Dashboard:** To understand the conditions in the respective geographies to prioritize investments.
- ✓ **Application and Scoring Criteria:** The Tool will inform the scoring criteria for the Community Development Fund's competitive process.

Utilizing the Tool Report:

The Tool allows one to view multiple data points and metrics on the populous of an area. Giving insight on the demographics of the people living there, from race, ethnicity, education, income level and more.

Community Development Fund Implementation Next Steps

- 1. Anti-Displacement Grant Administration (Dec 2021 – Sept 2022):** Draft Application package, Scoring Criteria, Program Guidelines, Procurement Coordination, Online Application Form, minimum qualification review, review panel coordination, CAC review, CC approval
- 2. Community Review Panel (Dec 2021 – July 2021):** Outline and structure the process, develop application, outreach plan coordination, call for applications, member selection, announcement, training, review, selections
- 3. Outreach (Dec 2021 – May 2022):** Application website, preliminary planning and research for targeted outreach, outreach meeting facilitation and tracking.
- 4. Training and Technical Assistance (February 2022 – May 2022):** Training for technical staff and review panelists, coordination of NOFA information sessions and webinars, office hours.

Glenda Born: There are visually impaired members on this committee, and you showed maps, could you pinpoint where these areas you are talking about?

Nefertitti Jackmon: My apologies, I didn't realize there were individuals with impaired vision on this call.

Paul Hunt: What is a Project Connect station? Is it a specific place, specific lines or the whole city?

Nefertitti Jackmon: The new investments, like BRT and Light Rail are the stations we are referring to as Project Connect stations.

Glenda Born: How would this impact MetroAccess? If a person lives within three-quarters of a mile distance of fixed service how would that impact the individual? Would those people still be able to use MetroAccess?

Nefertitti Jackmon / Chad Ballentine / Martin Kareithi / Suzie Edrington: MetroAccess would run parallel to fixed route service, as means to compliment the service. Where Metro goes, MetroAccess goes with it.

Paul Hunt: How would people get help for affordable housing with the funding?

Nefertitti Jackmon: The funding would not be available to individuals, but through a non-profit organization to help individuals with anti-displacement.

Annual Metro Access Metric Update 2021 Fiscal Year

Chad Ballentine, VP, Demand Response and Innovative Mobility

Suzie Edrington, Director of Demand Response

Americans with Disabilities Act of 1990 – Civil Rights

ADA Complementary Paratransit provides a service “safety net” to people who cannot use the fixed-route because of a disability

Minimum service characteristics requirements:

- Operate during the same days & hours as local fixed routes
- Accept reservation at least a day in advance
- Operate with a ¼ mile corridor of fixed route
- Serve requests for all trip purposes
- Charge a fare no more than twice the base non-discounted adult fare for fixed route
- Operate without capacity constraints (e.g. untimely pickups, missed trips, excessive trip lengths, and excessive telephone hold times)

MetroAccess Structure

- Began in 1976
- 225 square mile – peak weekday
- Delivers over 2,000 weekday passenger trips
- ~7,200 registers customers
- 500+ employees / 330 operators
- 228 vehicles including 45 Pickup
- Operations and Maintenance largely represented by the ATU
- Control & Call Center meet and confer IUE Union
- Contractor MTM Responsibility:
 - Operations
 - Maintenance
- CapMetro Responsibility:
 - Contractor oversight
 - Eligibility
 - Customer Service
 - Reservations
 - Scheduling
 - Dispatch
 - Planning

Performance

Fiscal Year Ridership Compared to Pre-COVID

FY 2014 - 614,104

FY 2015 - 653,587

FY 2016 - 661,984

FY 2017 - 670,092

FY 2018 - 670,884

FY 2019 - 697,307

FY 2020 - 470,562

FY 2021 - 392,164

Glenda Born: Did the level of COVID in Austin have an impact on ridership?

Suzie Edrington: Yes, COVID impacted our Ridership.

Mike Gorse: I suppose the metrics for this month will be interesting, as CapMetro is understaffed, and many operators are testing positive for COVID.

Suzie Edrington: We've had a few operators out due to COVID, though it has not impacted our ability to carry out service. We still meet all the demand for the day.

Christopher Westbrook: We have seen an increase in the number of positive cases we receive, but this has not had a real immediate impact on service.

Raul Vela: This is the experience with us as well, we've had to put a couple of operators out, but we plan to just ride the wave just like everyone else.

Paul Hunt: How is overflow handled?

Suzie Edrington: We don't have overflow; we have a substantial buffer between loads to assure we are meeting demand on all routes.

Glenda Born: In the event a driver has tested positive, are there contact tracing measures for the customers as well?

Julie Lampkin: If an operator tests positive, we build a report based on the last day they worked and when they started showing symptoms. Then we look back at the last four days and see who all rode on the transit with the operator. We then contact those customers and inform them that they may have come into contact with COVID-19. The same procedure works if a customer informs us that they are positive and have been on-board a transit service.

Audrey Diaz: Does making a report on a driver also mean they get my information as well?

Julie Lampkin: MTM, the operator agency, removes names from complaints.

Audrey Diaz: A driver has confronted me on whether or not I made a complaint.

Julie Lampkin: We remove names, but please report if you have another issue

Operations Software

Chad Ballentine VP, Demand Response and Innovative Mobility

Jonathan Tanzer, Technology Systems Program Manager, PMO

Darrell Freeman, Technology Project Manager II

MetroAccess KPI's

- **On Time Pickups:** 92% or better
- **Answering calls promptly:** 5% or fewer
- **Reasonable hold times:** 2 minutes or less
- **Hundreds of Other Indicators:** Productivity, On Board Time, Eligibility Outcomes, etc.

System Background

- All Functions: Eligibility, Customer Accounts, Reservations, Scheduling, Dispatch, Driver Routing and more.
- Deployed in 2001
- Last upgrade – Aug 2019 (v13 to v18): Necessary for modern security protocols and longstanding bug fixes.
- Update Ops Committee Feb 2020 on Performance & Planned System Replacement
- Procurement Attempted in 2020
- Procurement Process Successful in 2021

Demand Response Transit Systems

- **Improved Customer Experience**
 - ADA- accessible iOS, Android & Web
 - Real-time customer trip booking, cancellation
 - Track ride status in real-time
 - Account Management

- Auto-notifications: voice, text & email
- Ride Ratings
- Account-based Fares
- **Improved Staff Experience**
 - ADA accessible staff interface via the web
 - Modern algorithms use historical data and real time traffic for improved schedule efficiency and timeliness
 - In-vehicle turn by turn navigation adjust based on street congestion
 - Automation of Workflow of Routine Tasks
- **Integrations in CapMetro Systems**
 - Phone System Rode Reminders
 - Enterprise Assess Management
 - Enterprise Customer Relationship Manage
 - CapMetro App Customer Payment Integration
- Systems Provided by Spare Labs Inc.
 - Privately-owned, founded in 2015
 - Headquarters: Vancouver, BC, Canada
 - Expertise: ADA Paratransit, On Demand, First Mile / Last Mile, Ride Hailing
 - Customer Base: 85+ Operations on 4 continents
- **Contract Award Total - \$4,201,206**
 - New software startup timeline – 12 months
 - Base: Through September 30th, 2023 - \$447,210
 - Options: 10 one-year licensing & support - \$3,753,996

Next Steps

Early 2022:

- Begin Kickoff and Design Activities
 - Internal and External Stakeholders

Ongoing Throughout 2022:

- Software/Hardware Integration
- Stakeholder Engagement
- Software/Hardware Testing
- Staff Training
- Community Outreach & Training
- Pilot Testing with Volunteer Customers

2023: Launch (Once 100% Tested and Ready)

Paul Hunt: Drivers are still doing paperwork on the road. There was an expectation that once the new system came in that paperwork would go away. Another thing, right now operators are having issues with their tablets. The tablet servers go down and that causes a whole load of issues. I was wondering, will there be improved integration on the software?

Chad Ballentine: We're looking to overhaul the system; we're hoping to make the system more reliant and dependable.

Approval of the minutes

Next Meeting: February 02, 2022