

Access Advisory Committee
Wednesday, April 7th, 2021
TEAMS
5:30 p.m. – 7:03 p.m.

Call to Order:

Chair Paul Hunt, Access Advisory Committee

Chairman Prentice called the meeting to order at 5:36 p.m.

Introductions:

Committee members present were Paul Hunt, John McNabb, Chris Prentice, Audrea Diaz, Glenda Borne, Mike Gorse, Otmar Fohner,

Capital Metro staff and contractors present were: Martin Kareithi, Chris Westbrook, Jo Anne Ortiz, Ricardo Boulware, Chad Ballentine, Raul Vela, Gloria Barnes, Nadia Barrera-Ramirez, Shawn Brown, Suzie Edrington, Marcus Guerrero, Mark Herrera, Ora Chisom, King Kaul, Cynthia Lucas, Jonathan Tanzer, Daniella Madibuke, David Chapa, Chris Prentice

Citizens' Communication

Members of the public

Mike – Is there an update on MetroAccess vehicle going to COTA for Vaccine? Julie – Yes, we work with COTA to get a priority lane. Even if it isn't their appointment time, they will still get them their vaccine. It has been taking about 45 minutes to go through the process. We are also doing the drivethru at the Burger Center. Julie did call & let Audrea know about the COTA drivethru. Jo Anne – If you have an appointment for anywhere else in the city you can call to make a reservation.

Audrea – Recently there was an issue with a connecting ride going to somewhere else. She asked to get picked up from home instead of established location. She had to take the fix route bus, but it was exhausting on her. She wants to know how Pickup service to be citywide. Julie – Currently Pickup is only servicing areas where we have transit deserts. Pickup is here to connect to routes but not replace. She would like for MetroAccess to have more flexibility. Booking a day in advance isn't feasible. Julie – We just don't have that capability right now. Martin – Your desire for on-demand solution for people who needs one is warranted but the shear cost of it makes it difficult to do. It doesn't mean that some day the resources & technology will not be there.

Project Connect/ATP Update

Yannis Banks Community Engagement Coordinator

I let them know about the upcoming virtual public meetings April 27th – April 29th. The virtual open house will last from April 26th – May 21st.

June Service Change

Daniella Madubuike, Transportation Planner I

A lot of routes will continue to reduce service. We will make adjustments to help reduce crowding and OTP. There will continue to not be weekend service on the Metrorail. Our MetroExpress service will stay how it currently is. We will continue to monitor service levels & the covid situation to make adjustments as needed. Our ridership is still down about 50% system wide. Chris – Over the past few weeks since the Governor opened the state up, has you seen an increase in ridership? Danni – Nothing significant, we have seen some occasional spikes but nothing major. Paul – Other than the amount of ridership, what other triggers are there to get out of the covid mode? Danni – For us, ridership is a main driver. We look for AISD, UT, State workers, etc.

NLTC & Capital Projects Update

King Kaul, Director Capital Construction Management

North Lamar Transit Center: For NLTS we will be making improvements to the large canopy there. We will install the 2 E-Paper signs & TVMs. The improvements are being done for customer safety. There will be 2 additional canopies when we are done. The roof will be repaired. We expect construction to start in May and be finished by August 2021. **Eastside Bus Plaza** – Plaza will be open daily for CARTS staff. There will be seating & restrooms inside the building during business hours. Amenities include e-paper, ticket vending machines, trash cans and benches. The grand opening will occur sometime in May 2021.

IT Update

Cynthia Lucas, Marketing Director & Jonathan Tanzer, Technology Systems Program Manager

Will give updates to our Customer Payments Systems. In a recent update from January, we launched a customer web portal. It fully accessible and uses modern web technology. Soon we will be launching Smart Cards for customers to use. Smart cards can be reloaded & also will have a tap to pay function. It will also allow customers to use a fare capping process to increase equity in the system. If customers choose to not register the card there aren't any protections to the card, ie if they lose the card customer service can't help them recover the amount. John – Is this going to replace the part of the app that sales tickets & where can customers get smart cards? Jonathan – It will complement the app. With the app you will be able to link your card to the app. I will answer the question about where to get them in the next part of the presentation. Glenda – Will this replace the monthly pass? Jonathan – The monthly pass will still be out there. Paul – Will the smart cards be included in MetroAccess vehicles as well. Jonathan – Not yet, we will be doing an update to the MetroAccess system and the payment system would be apart of that. Jonathan – We plan to use a street team to deliver the cards to people who would want to get them & explain the benefits. You can also order them at capmetro.org or from the transit store. Cynthia Lucas – Once we roll out the cards, we will develop a campaign with a new branded name for this function. There is currently a chip shortage that is holding us up. We will work with street teams & CE to get the cards out to people. Once you get the cards you keep them to reload them with funds. There will be a lot of education via print & and digital ways. We are also open to hearing some of your ideas in ways we can reach our customers. Glenda – Maybe you can work with the schools for the pilot roll out & have them get credit for using the cards.

We will be looking work with the gift card network & have smart cards in the same places you find gift cards at retail centers in 2023 (it's a long & complicated process)

Approval of March 2021 Minutes

Access Committee

Correct the date on the Minutes. Minutes approved unanimously with the correction noted

May Meeting Topics

Meeting adjourned at 6:50