

Capital Metropolitan Transportation Authority

Access Advisory Committee

Wednesday, December 7th, 2022

5:30 PM

Virtual Presentation

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CapMetro Employees: Chad Ballentine, Peter Breton, Louise Friedlander, Roberto Gonzalez, Brandon Guidry, Martin Kareithi, Julie Lampkin, Anna Lan, Rose Lisska, Jordan McGee, Edna Parra, Sara Sanford, Danny Souraphath, Raul Vela, Christopher Westbrook.

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

Guests: Rebecca Allbritton.

Meeting called to order at 5:36 PM

Welcome / Introductions / Call to Order

Chair Hunt

Public Communications

Andrew Bernet mentions that the route-planning ability of the phone operators on the GO LINE has substantially decreased, which has posed an issue for multiple members of the community who require assistance to plan trips.

Martin Kareithi says that next time Mr. Bernet hears of the issue, he should contact him so they can get more detailed information on what phone operator was unable to help and what barriers that operator may face in assisting with route planning.

Equitable Transit-Oriented Development (ETOD)

Jordan McGee, Rose Lisska, and Edna Parra outline the ETOD project, including the community outreach strategy, planning studies, and policy plan.

Paul Hunt asks what criteria the 98 stations studied are based on, and **Rose Lisska** responds that any Project Connect light rail (Orange and Blue), Project Connect MetroRail (Red and Green) and upcoming Project Connect MetroRapid stops are included.

Mike Gorse asks how far the studied station areas plans extend, and **Rose Lisska** explains that while they typically extend about a half mile, the parameters may be changed when the plans get more detailed, depending on the station area.

January 2023 Service Changes

Roberto Gonzalez overviews the August 2022 Service Changes, challenges to meeting service standards, and the upcoming January 2023 service changes.

Glenda Born asks what incentives are offered to bring on new staff. **Chad Ballentine** mentions that a wage increase is in the works as well as additional efforts.

Glenda Born asks about requirements for obtaining bonuses, and **Chad Ballentine** explains that working for 6 months is required to get the full bonus.

Paul Hunt asks how the Dessau pickup zone is performing, and **Roberto Gonzalez** shows that July 2022 data has it performing relatively average.

CapMetro Account-Based Mobile App Accessibility

Danny Souraphath overviews the new customer payment systems project and the efforts they are making to make the CapMetro app more accessible and functional.

Glenda Born asks how the new payment structure would work with MetroAccess, and **Danny Souraphath** explains that currently, the payment structure will not be changing for MetroAccess until some more work is done.

Paul Hunt asks for a clarification of how MetroAccess would work with fare capping, and **Danny Souraphath** says that it should work similarly to fixed-route fare capping, but that he would need to investigate and work out any details before he confirms that to be the case.

Andrew Bernet asks where a customer could obtain the physical AMP cards, and **Brandon Guidry** says that the Transit Store will be the main location, but that there is a plan to have street teams when the program is rolled out, and CapMetro is looking at getting the cards available at retail outlets.

Andrew Bernet asks how the AMP cards would be distinguished to hold value, and **Brandon Guidry** says that the cards will have unique card numbers.

Andrew Bernet asks if there are any common themes that may be hindering accessibility during testing, and **Danny Souraphath** explains says that setting up a payment method and linking a physical card to the app were the steps most users had issues with.

Andrew Bernet asks if when AMP is launched, will operators be required to prevent multiple riders from using a single card multiple times, and **Danny Souraphath** and **Brandon Guidry** explain that, while there is a cooldown on how often you can scan a card, operators will need to prevent multiple uses across stops.

Andrew Bernet asks if there will be different designs for reduced and regular fares with the physical AMP cards, and **Brandon Guidry** says no.

Mike Gorse asks if you can use both a physical and virtual card, and **Brandon Guidry** says yes, except you need to create a virtual card separate from the physical card in the app.

CapMetro Website Accessibility Testing

Brandon Guidry explains that CapMetro is looking for accessibility testers for the CapMetro website and invites members of the committee to join in on the efforts to make the website more accessible.

Glenda Born mentions that people who may not be power users of assistive devices or CapMetro services be included in the accessibility testing, and **Martin Kareithi** responds that CapMetro will be reaching out to a range of users to get their feedback.

Officer Elections (Committee Members)

Edna Parra outlines the Chair, Vice-Chair, and Secretary positions.

Estrella Barrerra nominates **Paul Hunt** for the position of Chair, and he accepts.

Paul Hunt is elected as Chair unanimously.

Estrella Barrerra nominates **Glenda Born** for the position of Vice-Chair, and she accepts.

Glenda Born is elected as Vice-Chair unanimously.

Glenda Born nominates **Mike Gorse** for the position of Secretary, and he accepts.

Mike Gorse is elected as Secretary unanimously.

Approval of the minutes - Motion to approve by Mike Gorse / 2nd by John McNabb. Passes unanimously.

Meeting adjourned at 7:45 PM