

Capital Metropolitan Transportation Authority

Access Advisory Committee

Wednesday, June 5, 2024

5:30 PM

Virtual Presentation

CapMetro Employees: Carlos Balderas, Peter Breton, Katheryn Cromwell, Louise Friedlander, Roberto Gonzalez, Art Jackson, Martin Kareithi, Kelsey Lammy, Julie Lampkin, Chris Mojica, Edna Parra, Sara Sanford, Randy Slaughter, Emmanuel Toutin.

Supporting Staff: Nick Milum, Raul Vela, Christopher Westbrook.

Committee Members: Andrew Bernet, Glenda Born, Audrea Diaz, Mike Gorse, Paul Hunt.

Guests: Tracey Moody.

Meeting called to order at 5:39 PM; Quorum at 6:08 PM

Welcome / Introductions / Call to Order

Chair Hunt

Approval of the minutes – Glenda Born / 2nd by Andrew Bernet – passes unanimously

Public Communications

Tracey Moody explains her difficulties with the new Spare system. **Art Jackson** says he'll follow up with her.

Mike Gorse shares that he is hearing of issues with operators showing up early and not following the scheduled windows. **Julie Lampkin** shares that they're aware of the issue and are working with Spare to make it more obvious to the operators when the window has opened and when it is still closed.

Glenda Born shares that operators are sometimes dropping-off riders streetside, rather than curbside, and asks staff to remind operators to drop-off curbside when possible.

Paul Hunt explains that he was recently denied the ability to book a ride. **Julie Lampkin** shares that there were some technical issues, and CapMetro staff are working with Spare to fix it.

Tracey Moody says that she has been denied the ability to book a ride on multiple occasions, and **Julie Lampkin** says she'll follow up.

Martin Kareithi shares an update on the NaviLens wayfinding pilot.

Spare Update

Julie Lampkin, Director of Demand Response Operations

Julie Lampkin provides an update on the implementation of Spare, highlighting key performance indicators, challenges and enhancements, and next steps.

Audrea Diaz says she is having issues with booking a ride scheduled after 10pm, and **Julie Lampkin** says that she'll work with the CapMetro IT department and Spare to resolve the issue.

Tracey Moody shares that she is having issues with booking trips with reservationists after 3pm due to computational delays in the system. **Julie Lampkin** shares that they are aware of the issue and are working to improve the wait times.

Paul Hunt shares his support for the option to go through the eligibility application process online and suggests that there be an option for an applicant's physician to upload medical documents, rather than to require the applicant to do so. He also shares that there are issues with pin locations regarding pick-up and drop-off in Spare. **Julie Lampkin** says she will investigate possible changes and solutions.

Title VI Program Update

Carlos Balderas, Manager of Supplier Diversity & Civil Rights Compliance

Carlos Balderas shares the Title VI Program Update, including an overview of Title VI and work done on the Language Assistance Plan.

Initial FY2025 Budget Review

Emmanuel Toutin, Director of Budget and Financial Planning

Emmanuel Toutin overviews the proposed FY2025 budget process, including the budget development calendar, forecasted operating revenue and expenses, and capital budget highlights.

Paul Hunt asks if installing validators on CapMetro Access vehicles is included or planned. **Art Jackson** says he's working on it and will follow up.

Amendment to the Previously Approved August Service Changes

Katheryn Cromwell, Regional Transit and Mobility Planner

Katheryn Cromwell overviews a proposed amendment to the August 2024 service change, which expands the Leander Pickup zone to service a 0.64sqmi addition to the south-southwest corner of the existing zone.

Paul Hunt suggests extending Red Line service to the late morning and early afternoon.

Meeting adjourned at 7:12 PM