

Capital Metropolitan Transportation Authority
Joint Access & Customer Satisfaction Advisory Committees
Wednesday, January 8, 2025
6:00 PM
Virtual Presentation

CapMetro Employees: Brian Alejandro, Peter Breton, Linda English, Louise Friedlander, Art Jackson, Martin Kareithi, Ariel Marlowe, Brandi Mohler, Jorge Ortega, Sara Sanford, Andy Skabowski, Kris Turner, Roberto Valazquez, Marcella Wood.

Supporting Staff: William Donovan.

Access Committee Members: Glenda Born, Audrea Diaz, Otmar Fohner, Mike Gorse, Paul Hunt.

CSAC Members: Arlo Brandt, David Foster, Fangda Lu, Ephraim Taylor, Betsy Greenberg, B.J. Taylor, Diana Wheeler.

Guests: Ruven Brooks, Emil Ottis.

Meeting called to order at 6:24 PM

Welcome / Introductions / Call to Order

Chair Hunt and Chair Foster

Public Communications

Fangda Lu shares that the real time information screen at Lakeline Station is flipped upside down. **Marcella Wood** says she'll submit a service request.

Glenda Born would like a presentation about the CapMetro Transit Police Department to the Access Committee. **Peter Breton** says that he'll work with staff to schedule a presentation.

Glenda Born requests that Access operators be reminded to drop users at curbside and not street side, and to continue to assist customers on and off the vehicle.

Arlo Brandt shares that he has recently been having some issues with the CapMetro app. **Marcella Wood** shares the go line number and asks him to call for help the next time issues appear.

Battery Electric Bus & Zero Emissions Fleet Update

Andrew Skabowski, EVP & Chief Operating Officer

Andrew Skabowski gives an update on CapMetro's battery electric buses and the plans for a zero emissions fleet.

Ephraim Taylor shares his feelings on the setbacks that have delayed the process of rolling out the fleet, and asks what lessons CapMetro staff learned and will use as they roll out service. **Andrew Skabowski** shares that they are taking calculated steps, including the placement of end of line (EOL) chargers and the testing and conditioning of parts. He specifically emphasizes the need for EOL charging for many routes, which will take time, and reiterates that the commitment to providing service outweighs the commitment to using cutting-edge technology.

David Foster shares a concern with the American bus industry and related supply chain, and inquires if CapMetro could purchase buses from European manufacturers. **Andrew Skabowski** shares that despite industry-wide concerns, there are still several strong bus manufacturers in the country, and that CapMetro is required to comply with the Buy American Act for capital projects that rely on federal grant money, such as the Expo and Pleasant Valley BRT projects.

David Foster shares his concern that the 803 expansions to Oak Hill and Tanglewood have not been completed yet.

Mike Gorse asks if CapMetro will be flexible in adopting emerging technologies that improve service. **Andrew Skabowski** shares that CapMetro is looking into hydrogen-fueled buses and plans to purchase some of them in the future.

Glenda Born enquires about the usage of diesel-electric hybrid buses. **Andrew Skabowski** shares that CapMetro will likely be purchasing hybrid buses to assist in the transition to a zero emissions fleet.

B.J. Taylor asks about differences in diesel and natural gas buses, and **Andrew Skabowski** gives insight on and compares the two.

Fare Payment System Changes

Brandi Mohler, Director of Revenue and Fares

Brandi Mohler gives an update on the implementation of the new fare payment system changes.

Fangda Lu asks if validators will be installed on Pickup vehicles. **Brandi Mohler** explains that Pickup vehicles are not included in this initial phase of implementation.

Fangda Lu asks how tap to pay will impact fare capping while using Pickup. **Brandi Mohler** explains that with the current system, tap to pay on transit services will not transfer over if purchasing a pass for Pickup

Ephraim Taylor asks for clarification on current fare capping and how the changes will be communicated to the public. **CapMetro Staff** give clarifying information on the process and how these changes are being communicated.

Mike Gorse asks if fare capping will apply if users use tap to pay with multiple payment options. **CapMetro Staff** provide information about how using multiple payments may impact fare capping.

Arlo Brandt asks if NFC scanning can be used via tapping, and **Brandi Mohler** confirms.

Arlo Brandt shares that the changes to the Pass for the Unhoused Community program from a 2-year to a 1-year pass might cause concerns. **Peter Breton** explains the work that CapMetro staff have been doing to mitigate that concern.

Arlo Brandt shares a concern that recent changes to the CapMetro app and payment systems may be confusing for users. **Brandi Mohler** expresses that while things are changing, CapMetro's long-term goal is to use a single app for all services, and to provide as many options as possible for riders to pay.

Paul Hunt explains that as a multi-modal rider, he is hoping that validators be installed on Access vehicles so he can use one single app and pass. **Brandi Mohler** explains that CapMetro's goal is just that, but unfortunately more work needs to be done before that is a reality.

Meeting adjourned at 7:49 PM