Access Advisory Committee  
March 8th, 2017  
2910 E. 5th Street, Austin, Texas 78702  
5:30 – 6:25 p.m.

Call to Order:  
Vice Chairman Paul Hunt, Access Advisory Committee

Vice Chairman Hunt called the meeting to order at 5:30 p.m.

Introductions:

Committee members present were Chairman Chris Prentice, Vice Chairman Paul Hunt, Molly Birrell and Tom Turner.

Capital Metro staff members present were Chad Ballentine, Martin Kareithi, and Jordan Smith.

David Chappa represented RideRight.

Citizen Communication:

Vice Chairman Hunt expressed concern that LeFleur operators were using radios in their vehicles, while no other MetroAccess contractor does. Additionally, RideRight used to have a 2 service animal, 2 passenger limit, but that may have changed. He requested additional information on the policy.

Mr. Ballentine stated that he would look into the radio issue with LeFleur, as well as the service animal policy with RideRight. His understanding was that the vans should hold 2 service animals and 3 passengers.

MetroAccess Statistics & Technology Update  
Chad Ballentine, Director of Paratransit, Capital Metro

Mr. Ballentine provided his regular update on MetroAccess statistics. Ridership for January was 55,116, which is close to the 2016 monthly average. On-time performance was 93.88 percent, while chargeable no-shows were at 2.95 percent. The total number of registered passengers stood at 5,666 in January 2017, with 174 applications processed that month.

Ms. Birrell asked about additional fixed route and rail services during SXSW. Mr. Ballentine replied that there would be increased frequency and span of service on both MetroRapid and MetroRapid, but that customers should consult the special service brochures or the Capital Metro website for more details.
New Business

Upper Eastside Flex Service Update
Chad Ballentine, Director of Paratransit, Capital Metro

Mr. Ballentine explained that the Upper Eastside Flex pilot would be changing from a flexible fixed route to an on-call service that makes use of new technology. The service area will not change from the Upper Eastside Flex, but the service will operate more like a TNC using a third party application.

Mr. Ballentine explained that the vehicle will not be a sedan, like a TNC, but will look similar to a service like Chariot. Two retired paratransit cutaway would be put back into service, with new branding. Like the previous pilot, this service will be free. The goal is for the response time to be 15-minutes or less.

For those customers who cannot or do not want to download the mobile app, trips within the designated zone can be booked through the MetroAccess call center. The pilot vendor is Ride with Via and the service will begin as part of the June 2017 Service Change.

Chairman Prentice asked what the cost per passenger has been on the Upper Eastside Flex and whether the cost for the new pilot would be the same. Mr. Ballentine said he would get back to the committee with that number.

Vice Chairman Hunt asked if other areas were being considered for an on-call pilot like this, as Mueller has a good amount of fixed route service. Mr. Ballentine explained that Capital Metro wanted to be able to compare “apples to apples” between the previous pilot and the new one. Once success or failure is measured, more on-call services may be introduced in areas with less fixed route service.

Connections 2025 Update
Chad Ballentine, Director of Paratransit, Capital Metro

Mr. Ballentine updated the committee that the Connections 2025 plan had been approved at the February Board of Directors meetings. The implementation of the plan will follow the usual three time a year Service Change process, including public outreach and meetings. No cuts to service will be made until alternatives are identified.

Mr. Kareithi and Mr. Ballentine discussed the benefits of the frequency increases, especially as it relates to less waiting time at stops and faster transfers. Chairman Prentice expressed concern over the ability to keep buses operating at the proposed frequencies on account of area traffic and the minimal improvements to transit found in the 2016 transportation bond.

Mr. Ballentine explained that the proposed Innovation Zones are still being worked out and that fixed route will not be eliminated in one of these zones until a workable replacement is available.
Vice Chairman Hunt asked that there be a regular update on Connections 2025 going forward, because it is the third most important issue to the committee after fixed route and paratransit services. Chairman Prentice asked that the committee be consulted throughout the process of creating the Innovation Zones.

**Action Items**

**Approval of the February 2017 Minutes**

Approval of the minutes were postponed until next month due to quorum issues. The April meeting of the Access Advisory Committee will also be moved to the second Wednesday of the month (April 12th).

**Adjournment**

The committee adjourned at 6:25 p.m.