Call to Order:
Chairman Chris Prentice, Access Advisory Committee

Chairman Prentice called the meeting to order at 5:31 p.m.

Introductions:

Committee members present were Chairman Chris Prentice, Vice Chairman Paul Hunt, Estrella Barrera, Molly Birrell, John McNabb, and Glenda Born.

Capital Metro staff members present were Chad Ballentine, Martin Kareithi, Jeff Denning, Michelle Meaux, and Paul Hamilton. Service provider representatives included Regina Marshall and Nate Degrafenreid.

Citizen Communication:

Chairman Chris Prentice, Access Advisory Committee

Chairman Prentice reported to the committee that he attended the most recent Project Connect and Austin Strategic Mobility Plan advisory committee meeting. He also stated that Route 271 (Del Valle Feeder) was being taken over by McDonald from CARTS as part of the upcoming service chance and he considers this to be significant enough that it warrants inclusion in service change presentations going forward.

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

Mr. Ballentine reported that there are no new statistics since the committee received the most recent information at the last meeting. He stated that there should be new statistics in the next week or two.

Mr. Kareithi followed up, stating that the website improvements discussed at the April meeting are still in progress and an update will be provided to the committee when the new form is posted.

New Business

Round Rock TDP Update
Ms. Michelle Meaux, Regional Planner, Capital Metro
Ms. Meaux updated the committee on the Round Rock Transit Development Plan (TDP) and the start of fixed route service. She stated that Capital Metro has an ILA with the City of Round Rock where the agency will operate four routes:

- Route 50: Starts at Round Rock ACC to Round Rock Transit Center, terminating at Howard Station.
- Route 51: Circulator service operating on Louis Henna Boulevard, serving Walmart, Dell, Round Rock Transit Center, and St. David's Hospital.
- Route 52: Limited service between Tech Ridge and Round Rock Transit Center.
- Route 980: New MetroExpress service beginning at the Round Rock Transit Center, stopping at the new leased parking spaces at New Life Church before serving central Austin and the University of Texas.

Ms. Meaux continued, stating that paratransit service will be operated within ¾ miles of each fixed route service. Star Shuttle will operate paratransit services in Round Rock and the city will develop their own eligibility process. Customers will still call the same number that they would to book demand response service trips.

**Pickup Pilot Program**

*Mr. Chad Ballentine, Director of Paratransit, Capital Metro*

Mr. Ballentine updated the committee on the new Pickup pilot program in the former Upper East Side Flex service area between the Walmart on Rutherford and Mueller. The earlier pilot used Capital Metro operators and vehicles, requiring reservations for deviations off the fixed route at least two hours in advance. Mr. Ballentine continued, stating that there were many lessons learned from this service, which did not perform well, especially as it related to flex trips which were minimally.

The Pickup service will operate Tuesday, Thursday, and Saturday with real time trip data and booking through a third-party mobile app built by Ride with Via, a New York company. Customers can also book trips through the call center. Mr. Ballentine explained that the vehicles are accessible and there will be no fare during the pilot phase. Service launched on June 6th to coincide with the normal service change schedule.

Ms. Born asked that there be good contrast between the colors on the mobile app and the landing page for low vision customers.

**Stop Annunciator Update**

*Mr. Martin Kareithi, Accessibility Specialist, Capital Metro*

Mr. Kareithi stated that the external annunciators were impacted by a glitch in the technology when Capital Metro upgraded all on-board systems on fixed route buses. Repairs are in progress and the agency hopes to have the issue fully resolved soon.
Mr. Kareithi discussed this issue, which was brought up at the April meeting of the Access Advisory Committee, with the service providers who were reminded of the requirement that external announcements always be made. A service bulletin has been distributed to service providers to post while the issue is resolved on the technology side.

**Paratransit Contracts Update**  
*Mr. Jeff Denning, Paratransit Contracts Manager, Capital Metro*

Mr. Denning stated that contracts include roughly the same standards for driver qualifications, training, and customer service. MV uses a Capital Metro owned fleet of vehicles while Ride Right and Le Fleur operate their own fleets. Because Le Fleur is the agency's overflow service, vehicles are not dedicated and do not have Capital Metro branding.

Mr. Denning addressed an issue that was brought up at last month's meeting regarding radios in Le Fleur vehicles. Le Fleur operators have been reminded to not use radios during service and will have them removed if the problem persists.

Mr. John Andoh provided background on fixed route contracts, stating that they are generally all the same except for the cost-per-hour payments to providers. CARTS, as a government entity, has a different rate for the handful of routes they operate.

**Action Items**

**Approval of the April 2017 Minutes**  
The committee unanimously approved the April 2017 meeting minutes.

**Adjournment**  
The committee adjourned at 6:45 p.m.