Access Advisory Committee  
June 6th, 2018  
2910 E. 5th Street, Austin, Texas 78702  
5:30 p.m. – 7:15 p.m.

Call to Order:  
Chairman Chris Prentice, Access Advisory Committee

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

Introductions:

Committee members present were Pat Thomas, Estrella Barerra, Mike Gorse, Glenda Born, Paul Hunt, Molly Birrell, Chair Chris Prentice, and John McNabb.

Capital Metro staff members present were Chad Ballentine, Martin Kareithi, Kendall Jackson, Joe Iannello, Jonathan Tanzer, Raoul, and Julie Lampkin.

Capital Metro contractor staff present were Regina Marshall and Nate D.

Others present were David Foster, Chair of CSAC, Katherine Rutledge, and Linda Front.

Citizens’ Communication  
Members of the public

Glenda Born: She requested ride to new Apple store. Designated dropoff points were at old Domain location. Wanted to bring this up now, but knows it’s on the agenda for later in the meeting.

Chair Prentice: On new Route 20, the stop announcements were not working. If there are no announcements, driver needs to announce.

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

Mr. Ballentine presented the April MetroAccess statistics to the committee. April had consistent ridership, and on time performance was just under goal: 91.74%. We’re trying for 93%. Total registered is passengers still increasing.
The Pickup Pilot program continued to increase in popularity, and Pickup ridership ended very strongly. We were looking to establish benchmarks, such as: Is this something the public wants? Can we operate this internally and take the calls? Over 20,000 rides in one year. Started very slow but ended strong. 1/3 passengers were ADA eligible. 100% accessible vehicles. 4.75 / 5 average rating, and we followed up with passengers who rated 1 or 2 stars. The averages cost was $10-$15 / passenger trip. This is less than the $55 / trip for MetroAccess, but more than $3-$4 for fixed route. By the end, we averaged 4 passengers / hour for Pickup. Less than fixed route, with minimum 12-15 / hour, and more than MetroAccess, with 1.5 / hour. Booking on app vs calling in: in the beginning, half and half. Then, 1/3 called in and 2/3 app. We think this kind of program is best suited for first mile / last mile as a connector. We don’t want to compete with fixed route. Pilot in Mueller, then fed in to new fixed route service. It’s suited for the growing / contracting areas of the city too. Katherine Rutledge: Wasn’t asked for rating on Pickup. Chad: If you called and we didn’t have email on file, you can still fill out a survey. Mike Gorse: Pickup to ADA isn’t apples to apples, since paratransit could be traveling much farther. And, is it a shared service? Chad: Yes, it was shared. Worked like a flexible fixed route. Sometimes it made you walk a block if that was more efficient. Did a lot of work on ride sharing back end to tweak software.

Ride Austin pilot to replace the 21/22 bus that used to go on Exposition. #18 and #335 in that area, but there is one mile that is no longer serviced. Still a concern about taking that service out. Can call Ride Austin. Molly: are those trips ADA? Chad: there is an ADA vehicle on call, you have to call in. Glenda Born: Is Ride Austin pilot only in that one area? Chad: Yes. We’d like to offer Pickup or TNC type service in many areas.

Solar DMS Pilot
Jonathan Tanzer, Tech Project Manager, Capital Metro

Dynamic Message Signs: all rail stations have these. They are hard wired for their power. Now, we have a new generation of signs. Same purpose, but solar. Easier and less costly. This is a six month demo through end of 2018. Installed at the 4 stops where we are doing shade improvements. Speakers as well. Solar and battery. On separate pole from signage. Uses cellular data. ADA text to speech and ADA compliant text. Also service alerts. Chair Prentice: is there anything that would make it not talk? Jonathan: It’s a pilot, so we will figure it out. Asking for feedback. Prentice: probably more useful where there are multiple buses. Somewhere like Republic Square, where so many buses coming through causes confusion.

CapMetro App and Traveler Tools – June 2018 Release
Jonathan Tanzer, Tech Project Manager, Capital Metro

More accurate Next Departure and Arrive By, also it’s faster, better auto-refresh. Improved accessibility. Martin has been participating in testing, also a third party tester for accessibility. Will be released in late June. Foundation for multi-modal trip planning. Park + ride, bike + ride. Allows for customer feedback.

CapMetro App and Traveler Tools – June 2018 Release
Jonathan Tanzer, Tech Project Manager, Capital Metro

Late fall 2018 release. All new interface, less clicks, streamlined activation. Multimodal trip planning and ticketing. Accessibility testing. Paul: Will schedules be accessible in new app? Also, activating ticket is enough to make him switch to paper tickets. Martin: If you’re trying to get schedules, trip planning function is giving you those times. Paul: That’s working very well. Jonathan: We’ll look at that again. When you buy a monthly pass, it’s active. Should at least be active for 1.5 hours.

Performance Dashboard
Sam Sargent, Deputy Chief of Staff

There is a lot of info on the website, but it’s static and buried. There are other transit agencies throughout the country that have dashboards like this. Things like ridership, financial goals, on-time performance, etc. Peer agencies like MTA, UTA, MBTA (show examples). Ridership, Finance, Safety, Customer Service, Sustainability. Ridership and on-time performance per route. (All categories per route). Future dashboards: Safety, capital projects, technology, paratransit. Testing and implementing summer + fall. Show board in November. Glenda: sometimes if things are too “pretty,” it’s hard for low-vision. Martin: use the gold standard.

Pickups / Dropoffs at the Domain

Raoul ____, Ride Right

Apple store site evaluation. Safety, vehicle clearance. Determined that we will create another pickup / dropoff point at the Domain. But, we will evaluate others too. Glenda: Concerned because whole area is developed. Shouldn’t we be proactive about new developments? It took people calling to complain. Chad: paratransit is different because it covers every address in the city. If people request it, we’ll go there. Domain is purposefully built to have narrow roadways. Not sure if we should look at every store there, or just blocks. Apple store important because there’s a high demand to go there because their products are very accessible.

Approval of May Minutes

Mr. Hunt motioned to approve the minutes. Ms. Born seconded the motion. The motion to approve the minutes was approved 7-0.

July Meeting

Ms. Born moved to skip the July meeting as usual. Ms. Barrera seconded the motion. The motion to was approved 7-0.

Adjournment

The committee adjourned at 7:00 p.m.