Access Advisory Committee  
March 7th, 2018  
2910 E. 5th Street, Austin, Texas 78702  
5:30 p.m. – 6:45 p.m.

Call to Order:  
Glenda Born, Access Advisory Committee

Glenda Born, filling in for Chair Chris Prentice, called the meeting to order at 5:30 p.m.

Introductions:

Committee members present were Molly Birrell, Glenda Born, Estrella Barrera, and Mike Gorse.

Capital Metro staff members present were Chad Ballentine, Martin Kareithi, Kendall Jackson, Sara Sanford, Ken Cartwright, Marc Guerrero, Sam Sargent, Paul Hamilton, and Jeff Dennin.

Capital Metro contractor staff present were

Members of the public present were Katherine Rutledge, Lisa Sutherland, and Audrey Diaz.

Citizens’ Communication  
Members of the public

Katherine Rutledge wants to know why MetroAccess will not drop off passengers at the Departures area at the airport. Other shuttles will take you to the Departures area. Chad responded that like fixed route riders, MetroAccess riders are dropped off at the baggage claim level. Chad will look more into how airport drop-offs work at the airport and if this can be changed. Glenda would like Chad to report back when he knows more.

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

February’s numbers for the MetroAccess Statistics Update were not yet ready, but Chad will send them out this week.

Pickup is still scheduled to end on June 2nd. The team will be sending out mailers to the zipcode of the Pickup service area to encourage people to ride and give feedback. They will follow up with an online survey. These steps will happen in April.
There was communication sent to MetroAccess customers that SXSW is coming up. If possible, they should try to schedule trips this week or after next week. The team is working with the city and with fixed route to find places to drop off MetroAccess clients who want to attend the festival.

The Roadeo was last weekend, and there were more paratransit drivers than fixed route drivers competing.

The team is working on award a contract to the South-based service provider. They’ll be going to the Board in May to seek approval. There is also an adjustment to the Ride Right contract to expand the number of hours, since the former overflow provider just shut down.

Today is Randy Clarke’s first day, and we’ll do our best to get him on the agenda next month.

Katherine Rutledge asked why Pickup is being discontinued. Chad responded that it’s a pilot program so they’re only authorized to operate for 12 months. If it becomes a permanent program, Capital Metro will have to bid the software providers out. Katherine said it’s a great option if you need a same-day trip.

Lisa asked if there will be Lyft-type way to see when a MetroAccess vehicle will arrive. Chad said they will seek a new system in next year or two. Glenda told Lisa that clients can call in to get an estimate of when their ride will arrive. Chad thinks that they should let more people know about that.

For the Innovation Zone Update, Chad noted that we are mostly waiting for direction from our new CEO on how Innovation Zones will look and operate. For June, there is a planning consultant working on analysis for six of the seven areas identified in Connections.

Pat asked about Pickup. She works with AARP, who is sending a letter to Randy to propose another Pickup pilot on the South side of town. There are two senior centers and a hospital along Ben White. Pat asked about statistics that show the percentage of MetroAccess rides that go to senior centers – she thinks that it would cut down on MetroAccess rides. Chad says that this has been true for the Mueller area. Glenda asked about a free vs. a paid service. This program would be expensive. But if you charge too much, people won’t ride it. Chad doesn’t have cost per ride info, since the program was a free demonstration pilot. The Dellwood bus is still popular, even though it went up to $1.25 per day. Pat added that she is familiar with a senior shuttle in Scottsdale. It runs every hour and they charge 50 cents.

**Downtown Station Update**

*Marcus Guerrero, Technical Program / Project Manager, Capital Metro*

Marc updated the committee on progress in the Downtown Station project. Glenda asked about indicators for visually impaired riders. Marc said that there is a tactile warning strip along the length of the track. Also, there will be flashing lights installed along the platform. Pat Thomas asked if there will be a bus from the Downtown Station to 2nd St & Congress. Sam answered that the 4 and 17 will go to Congress. Pat asked if the TVMs at the platform will sell bus passes as well. Sam said that the TVMs only sell commuter-level passes right now and that is not likely to change. Molly asked why there are additional tracks. Marc responded that the station is being built for a long-term vision. When station is open, they could increase frequency to 17 minutes. For things like SXSW, five trains could stage there at the end of the night. Sam added that if there is maintenance on one track, two will still be open.

**Proposed August 2018 Service Changes**

*Sam Sargent, Interim Program Manager, Capital Metro*

There will be a Service Change on Sunday, August 12th. This is a routine change. The August change is focused on school trippers and UT shuttles. The only thing to note is that the Red River shuttle will go away when June service change.
MetroAccess Pathway Assessment Program
*Sara Sanford, Paratransit Eligibility Manager, Capital Metro*

Sara shared a presentation on the MetroAccess Pathway Assessment Program. Mike asked if her team has discussed the program with TTI, since they have a wayfinding mobility grant. Martin responded that he, Sara, and the supervisor of the program have been in conversation. The work of the pathway group will be critical for the work that TTI is doing.

**Approval of February Minutes**

Molly motioned to approve the February Minutes. Pat seconded the motion. The motion to approve the minutes was approved 4-0.

**Adjournment**

The committee adjourned at 6:45 p.m.