1. Call to Order
   a. Welcome / Introductions

   Chairman Chris Prentice, Access Advisory Committee called meeting to order at 5:30p.
   Committee members present were Chairman Chris Prentice, 
   Vice Chairman Paul Hunt, Molly Birrell, Glenda Born, John McNabb, Pat Thomas, Mike Gorse, 
   Linda G, and Estrella B.
   Capital Metro staff members present were Chad Ballentine, Martin Kareithi, Jessica McHarg, 
   Lawrence Deeter, Cassandra E., and Jeff Dennin.
   Capital Metro contractor staff present was Nate Peterson (RideRight).
   There were no members of public present.

2. Citizens’ Communication

   There were no members of the public present to provide comment.

3. Monthly Updates
   a. Statistics / Tech Update

   Chad presented the March MetroAccess statistics. Of note is that the application process hit a record last month.

   b. Pickup Pilot update

   Pickup pilot ridership continues to increase, but ends June 2 right as Cap Remap adds service in the pilot area. Communicating pilot end with on vehicle notices, App notices and a survey.
   Survey request going out soon; asking how much customers would be willing to pay for similar service. Chair Prentice noted that there might be protests when service ends; Chad answered that there be more pilots in the near future to address gaps.

   c. Future Innovation Zones Update

   The is a TNC Pilot with RideAustin in the works, on Exposition where 21/22 service eliminated; buffer area around where service is needed. Free for customers but paid for by CapMetro. $5/ride; started at urging of new President/CEO Randy Clarke; looking at projects that are innovative, fast and repeatable; RideAustin a good partner – a non-profit that believes in transit.
Small, but hopefully scalable pilot. Access via app. Working on fare policy. Hours limited to 7a to 7p. Ridership in area is low.

Chair Prentice: Can O’Henry kids use? Begs question if kids under 16 can summon a rideshare?
Chad: Partnerships have different rules, but he will check on that.

Chair Prentice: what is area of pilot?
Chad: 10/12 blocks – Enfield to Westover ~1 mile, then 8 block west and 6 blocks east (MoPac)
Molly Birrell: Question about the removal of a stop under MoPac and the impact on Austin High.
Chad: Cap Remap has a new stop with school trips to drop closer. Pickup has worked and now we are looking at this innovation option, maybe with lower costs. Another innovation is the free fares for k-12; for AISD but any kid with school ID or RDID card; similar to Haul Pass from several years ago, but free. Lots of advertising planned. Chair Prentice already heard about it on KLBJ! MetroAccess 18 and under will also ride free during summer. Each potential client will be called and Chad says there is only a handful. No charge for companions.

Chair Prentice: Special education kids might be as old as 22. If older than 18 and still in HS, is this an opportunity? Chad will look into it.

d. Beacon Pilot Update

Martin: We started doing a beacon pilot around SXSW; 15 stops with next bus info and general wayfinding but not much more. Partners have now made enhancements to blindsquare incorporating on-the-ground, turn-by turn instructions but MK hasn’t tested yet. We have until May 18 to test. Need blind, low vision, testers with iPhone who can go downtown. Any and all feedback by May 18. More wayfinding to come.

e. Additional Updates:

Customer satisfaction survey: Martin running the show, doing a test run which will be rolling out in the month or two. Will start hearing about folks getting called. We are benchmarking and hoping for progress. Have made 40 attempts with an 86% response rate. Survey is 20 minutes long and we let people know how long it will take up front.

Chair Prentice: How is it administered?
Martin: Phone survey. Considered online, but hard to follow-up on the responses about ‘feelings’ this way so not doing it.

South base procurement: awarded to Ride Right who currently operate north. Contract is a 4-year base with 2 3-year options. All drivers(dispatchers will be retained, but senior management and technology will change starting Oct. 1. Training and transition until then. Should be seamless. Rodney Rucker will be president. Chad will bring him to access meeting once he’s on board.

Chair Prentice: Will he work for Ride Right or Capital Metro?
Chad: He will be employed by Ride Right. We will have two contracts with two diff managers, the same as we do with MV for bus service.

Chair Prentice: What are the cost implications? Hourly rates different?
Chad: Higher rate built in due to 24/7/365 service with accessible vehicles at south location. North is less due to less responsibility. Price difference between 6.5 million over 10 years between two responses.

Paul Hamilton has moved on to RTD in Denver. Airport discussion will slow down but we’ll get back to it as soon as we have the resources.

4. New Business

a. June 2018 Service Change Implementation Update

Lawrence: we have 4 weeks, 3 days, 7 hours by our nifty countdown timer on website. We are on schedule – we will be ready on June 3. Trip planner live to get trips post-June 3. Martin notes that it’s best to use the Apple version of the app; web version is tricky with readers. Better experience with mobile app. Google also has data. Transit app too. Everything is changing therefore all printed materials being updated and on-street collateral and street signage. Outreach surge May 10 to June 10. Staff will be on the street and at stops; brand ambassadors as well who are transit users and bilingual. We are covering 91 shifts/week to inform existing customers to make sure they know what changes are and trip plan. Educate on App use and provide system maps.

Chair Prentice: Will staff be wearing uniforms?

Lawrence: Yes, shirts and hats and safety vests to help identify. Also doing bicycle outreach – along 17 where route shifts south on 2nd. Sag and sweep: After launch, we will searching for customers who may be stranded and offer them a ride to the nearest stop. Free rides week of the change. 67 new bus stops already built with 8 to go; [showed picture of new stop ADA accessible stop at Robert Martinez; checking for curb cuts and accessibility during construction phase. May start installing amenities before June 3, ahead of schedule. Partnering with city to do intersection work to allow new service; we are paying for work they will do for us.

b. Stop Signage Update:

Cynthia: temporary coroplast in different colors [sample passed out]. Sturdy and durable. 4 types/4 colors depending on what’s happening at stop. Green—change coming. Red means stop going away. Then new neighborhood style sign goes in – good time to install new signage but we can’t do it all at once – started install last week blue with grey and a yellow tag for timepoint – timepoint means a driver can’t leave early. 2 versions orange/blue and yellow. Current v. coming or coming June 3. Also installing new poles – pole location may change so if you are used to location, be aware of possible changes. Should be in better place, closer to amenities and all will have new braille. [CB handed around braille samples.] 400 installed, 1200 more to go.

QUESTION: Are they still peel and stick? Marketing folks are experimenting with diff adhesives and corners have been rounding so it’s harder to pull off to prevent vandalism. How will pole locations change? Any consistency? Lawrence will check.

QUESTION: What about contrast on new signs for low vision? Grey and white doesn’t seem good.
Martin: we got feedback from this group and travel trainers and this color was OK. Reflective components to help evening travel and pole has a reflective stripe.

QUESTION: Can an app help with this in the future?

Martin: Yes! That is the goal. The website has a lot of information. You can always contact Lawrence directly. If you can’t read these signs, encourage others and adb/nfb colleagues to trip plan in advance.

QUESTION: QR code not identifiable by touch.

Martin will take that back to marketing.

**Action Items**

c. Approval of April 2018 Minutes

The minutes were approved with changes noted: ‘diver’ corrected and month of report corrected.