

The Regional Affordability Committee

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Capital Metro

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Capital Metro Services

- Local service routes
- Express commuter service
- MetroRapid
- MetroRail
- MetroAccess

Accessible Services

- 1st transit agency in TX to operate 100% accessible fixed route fleet
 - Low floor ramp or lift access on all buses & lowering or kneeling for ease of boarding
- Priority seating on bus and rail for
 - Seniors
 - Persons in wheelchairs
 - Other passengers with disabilities
- Stop announcements available in English and Spanish upon request

Accessible Services Continued

- One of 1st transit agencies in the country to offer braille signage at bus stops
 - Known as the Austin model
- Accessible mobile ticketing app with real time data
- Accessible online schedules, large print and reasonable accommodations upon request
- Level boarding at all MetroRail stations
- Ticket vending machines include audio and braille

ADA Bus Stop Improvement Program

- Goal is to achieve 99% ADA accessibility at all bus stops
- 5 year program started in 2012
- Currently at about 97% as of FY 2016
- Focus to shift to bus stop amenities and Connections2025

Fares and Passes

- Reduced Fares
 - Eligible riders receive half price fare
- Eligible persons include:
 - Seniors over 65
 - Medicare cardholders
 - Riders with disabilities
 - MetroAccess
- Accessible Touch Pass
 - Designed for riders with decreased manual dexterity

Travel Training and Safety Tether Program

- Travel Training:
 - Free service for seniors and persons with disabilities
 - Personalized, one-on-one training to teach riders how to safely and independently ride the accessible fixed-route system
- Safety Tether Program:
 - Free program to provide tethers or tape to assist with wheelchair securement

MetroAccess ADA Paratransit Services

- Est. 1990 w/ adoption of Americans with Disabilities Act (ADA)
- Eligibility is based on the applicant's functional ability to use the regular Capital Metro bus service.
 - Individualized
 - Not a medical decision
- Origin-to-destination public transit service for eligible individuals
 - Advanced reservation system (phone, automated phone system, and web reservations)
 - Shared-ride service
 - Service area and hours dictated by the fixed-route system

Office of Mobility Management

- Partnership between CARTS and Capital Metro
- Goal of creating a seamless transportation network.
 - Coordinate with existing transportation providers
- Focus on closing the gaps in service.
 - Trip Planning Specialist to assist customers who cannot find transportation to serve their needs

Vehicle Mobility Grant Program

- Two rounds of proposals resulted in 34 vehicles awarded to 18 non-profits
 - Goal was to build capacity for transportation of people with disabilities across the region



Transportation Gaps

- Other transportation needs beyond public transit identified:
 - Non-emergency medical
 - Medical transportation
 - Senior transportation
 - Greater need for wheelchair capacity across the region

Q & A

