

To: CapMetro Board of Directors

From: Catherine Walker, EVP, CFRO

Date: April 19, 2024

Re: Access Advisory Committee update on Customer Payments for CapMetro Access and Pickup

During the February 26 and March 25, 2024, Board of Directors meetings, Access Advisory Committee Chair Paul Hunt included updates on payment acceptance for CapMetro Access and Pickup. Chair Hunt highlighted the need for onboard fare validators, like those used on CapMetro buses, for customers to earn fare capping from their rides. He also emphasized the importance of collecting comprehensive ridership data for both CapMetro Access and Pickup services.

To clarify which services offer fare capping, the CapMetro Board of Directors adopted the current fare structure on July 25, 2022. This structure introduced AMP daily and monthly fare capping for Commuter and Local services, along with the Equifare discount fare program for eligible riders. More information can be found at <https://www.capmetro.org/fares-passes/amp>. CapMetro Access had no changes to the structure of the MetroAccess fares, meaning that there is a single ride option, a 10-ride booklet, and a monthly pass option only.

CapMetro does have the onboard fare validator equipment for the vehicles that operate the Pickup service. The equipment is currently being installed on a pilot group of Pickup vehicles to review the operational and safety aspects of the fare validators. Following the pilot testing will be a campaign to install the onboard fare validators on the entire Pickup fleet. A future operations update will specify the timeframe for equipping all Pickup vehicles with these validators.

CapMetro staff from Community Engagement, Customer Experience, Demand Response, Finance, and Information Technology are working to address the Access Advisory Committee updates. CapMetro has over six months of customer feedback and usage data since launching the CapMetro Access Spare Labs system and the updated CapMetro App with AMP for fare capping. Staff will update both the Access Advisory Committee and Customer Satisfaction Advisory Committee at one of the upcoming meetings on customer feedback received and the plans to improve the customer experience.

If you have any questions regarding this update, please reach out to Ed Easton (Ed.Easton@capmetro.org) and he will coordinate a response or a briefing time.