



Systemwide Accessibility Department Reporting and Initiatives

June 12, 2024

Fixed Route Wheelchair Boardings

Total Wheelchair Boardings- Q1 CY 2024

Category	Jan-2023	Feb-2023	Mar-2023	YTD 2023	Jan-2024	Feb-2024	Mar-2024	YTD 2024	YTD Change	Jan 23 to Jan 24	Feb 23 to Feb 24	Mar 23 to Mar 24
Wheelchair Boardings	5,107	4,447	5,544	15,098	5,532	5,551	5,505	16,588	9.87%	8.32%	24.83%	-0.70%

Wheelchair Boardings – Top Ten Routes – Q1 CY 2024

Route	300	20	801	10	2	803	325	333	337	3
Wheelchair Boardings	2,083	1,260	1,204	1,198	1,104	799	692	656	261	246

Customer Comment Reports (CCRs) and ADA FIX

Q1 Calendar Year 2024

Category	Subcategory	Mini Category	Number	Substantiated
Rider Experience	Vehicle Operation	Boarding Not Allowed - Wheelchair	7	7
Rider Experience	Vehicle Operation	Boarding Not Allowed	1	0
Rider Experience	Vehicle Operation	Stop Passbys	1	1
Rider Experience	Vehicle Operation	Stop Passed By – Wheelchair	1	1
Rider Experience	Vehicle Operation	Stop Request Missed	1	0
Policies & Procedures	Securement	Equipment Mis-use	1	1
Totals			12	10

Mystery Rider Program ADA

CapMetro uses a Mystery Rider Program to monitor service quality for fixed route.

Provided by a contractor- A customer Point of View.

ADA Compliance Mystery Rider Results Q1 2024	Percentages
Did you hear the announcement of the route number outside of the bus at your departure stop?	99%
Did you hear the automated system make announcements each stop time?	98%
Were the automated announcements loud and clear?	98%
*If the automated announcements were not made or were not clear, did the bus operator announce any stops, transfer points, or major intersections?	15%
Upon request, did the driver deploy the ramp/kneel?	99%
Was there a mobility device user on board?	23%
If yes, was the mobility device properly secured? (Driver must properly secure all four constraints to the wheelchair/mobile device) Answer NA if you are not or did not witness	98%
Did the driver offer the mobile device user (those in chairs) a shoulder belt?	72%
Did the driver allow passengers with service animals to board the bus?	100%

*Of the 13 instances that the announcements were not loud and clear, operators made manual announcements twice (2).

Systemwide Accessibility Department Initiatives

- Accessible Wayfinding Pilot
 - NaviLens - code based, includes customer information, wayfinding and real time.
 - 82 transit stops and a rail station.
 - Participatory Advisory Committee of community stakeholders to field test, provide feedback and share recommendations.
- Stop Annunciator Audit
 - Annual goal of conducting 10 independent audits per month to determine if announcements are made inside and outside vehicles.

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Facilities Maintenance

June 12, 2024

Team Responsibilities

- The maintenance and repair of all operations facilities
 - Bus stops
 - Transit Centers
 - Mechanical and electrical infrastructure
 - Maintenance centers and buildings
- Provide emergency coverage for repairs and incidents
- Provide project oversight on system repairs and replacement of major components

Overview of Facilities

2,475

bus stops

10

rail stations

17

park & rides

~50 acres

operational &
administrative
facilities

1,762

benches

1,766

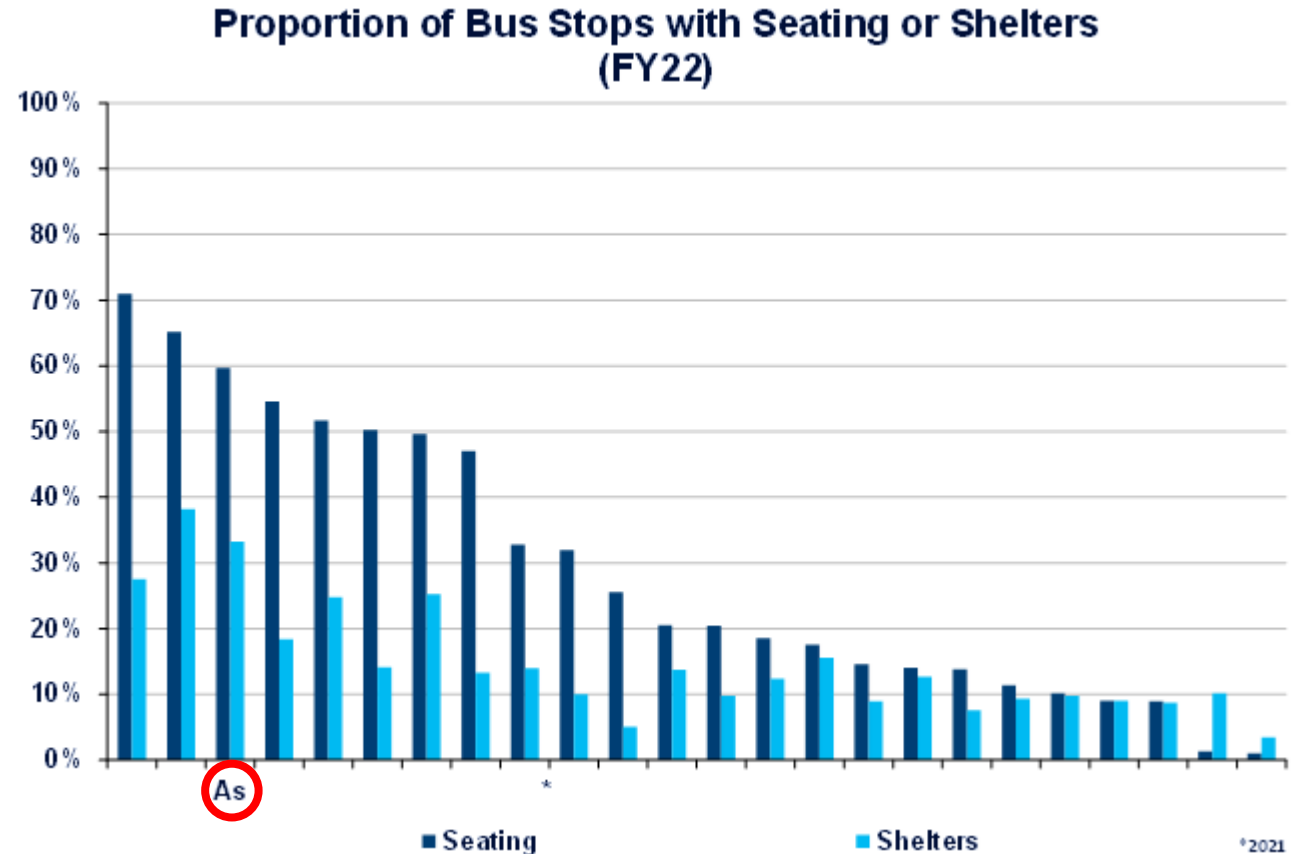
trash cans

> 3,000

signs, electronic
displays, etc.

A Snapshot of CapMetro Public Facilities Compared to Peers

CapMetro has the 3rd highest proportion of bus stops with seating (2nd highest with shelters) among ABBG Peer Group



Transition

Transition Overview:

- Transition of Public Facilities and Facilities Maintenance into one department.
- KPI tracking and identifying the metrics, and shortfalls in coverage
 - Work orders are being input into the system and being addressed
 - Emergency or urgent calls and duties are being input and tracked
- Key department goals have been identified
 - Identifying key contracts
 - Structure of maintenance best practices
 - General assessment of all facilities
 - Employee training and best work practices.

Performance Insights

Major Needs Identified:

- **Analysis:** Complete review on the types of bus stops, a complete count, and specific needs of each stop.
- **Update:** Full review of the State of Good Repair database. Identify system needs in the short term and establish long term goals.
- **Needs and Standards:** Identify the needs and standards necessary to maintain system reliability to customers and stakeholders. What are the key service standards, additional personnel and resources are needed, budgetary impacts, and a long term plan to address.

Next Steps

Tasks and Goals:

- **Spread the message:** Pass on to stakeholders, staff, and contractors the goals and objectives. Address our expectations of ourselves and how we will assist to make their mission succeed.
- **Maintain Progress Record:** Utilizing KPI's as a scorecard for department performance to track successes and failures, every day won't go well.
- **Accountability:** Maintain a level of accountability to honor obligations and commitment to succeed. Get the buy-in of the stakeholders on accountability as well.

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Questions

May 2024