



2013 & 2014  
CSAC Resolutions & Status

Approved Resolution/Recommendations	Date of	Status	Notes
The Customer Satisfaction Advisory Committee recommends that the CMTA host "civic hacking" events that brings together Austin citizens, software developers, and entrepreneurs to collaboratively create, build, and invent new solutions to CapMetro's problems.	Feb-6	Pending	Recommended that this be pursued after Real Time Data is implemented on all fleet.
The Customer Satisfaction Advisory Committee recommends that CMTA work with the City of Austin to establish, maintain & preserve transit service along dedicated downtown corridors during special events.	Feb-6	In Process	CSAC will support a Transit Impact Fee.
Request: CSAC would like to be kept up to date on the status of CMTA's legislative agenda so that CSAC can weigh in and provide input.	Mar-20	Implemented	CMTA will include report on legislative updates in a monthly e-mail to the committee.
CSAC approves a motion to have CMTA staff conduct a feasibility study for additional RedLine Stop at the intersection of I-35 and the tracks (Approx. 43rd street), and report to CSAC at the nearest possible opportunity	Mar-20	In Process	Hancock station and urban rail connection currently part of Central Corridor recommended LPA.



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<p>The CSAC committee calls upon the Capital Metro Board to direct staff, in moving forward on the Fare Restructure process, to provide an analysis and explanation of the low FRR in relation to other peer agencies. The Committee would like this information presented both to the public and at a future CSAC Committee Meeting.</p>	<p>May-08</p>	<p>Complete</p>	<p>Nancy Edmonson presentation at (Sept. 11 2013) meeting.</p>
<p>CSAC calls upon the Capital Metro Board to consider develop a 6-month pilot that tests a pet-friendly policy and report back to the Committee. The policy is intended to be modeled after peer cities (i.e. Boston, Seattle, Toronto, and Portland) leaving the permission of the pet to ride up to the operator to ensure the comfort and security of the riders.</p>	<p>May-08</p>	<p>Pending</p>	<p>Staff currently reviewing options.</p>
<p>Future fare studies and public input processes relating to proposed fare changes provide the following information:</p> <ol style="list-style-type: none"> <li>1. Formula for calculating fare recovery that includes cost components</li> <li>2. Effect of various fare amounts on fare recovery and ridership</li> <li>3. Communicate the rules, guidelines, and rationale governing the relationships among different types of fares and services</li> </ol>	<p>Aug- 14</p>	<p>Complete</p>	<p>Nancy Edmonson presentation at (Sept. 11 2013) meeting.</p>



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<p>Council should direct city staff to work with Capital Metro to amend the fee structure for special events to compensate for the transit impacts of lane closures, and to direct all or a portion of these fees to fund transit improvements.</p>	<p>Aug- 14</p>	<p>Complete</p>	<p>CSAC Chair to send a letter of support to City Council. Dottie Watkins keeping CSAC committee up to date on advancement of the Transit Impact Fee.</p>
<p>Downtown Pedestrian Improvements</p> <p>CapMetro Board to work with the City of Austin to improve the pedestrian environment along Guadalupe &amp; Lavaca to ensure that MetroRapid and MetroBus riders have safe and inviting access to transit service.</p>	<p>Aug- 14</p>	<p>In process</p>	<p>New shelters and other improvements are in process.</p>
<p>CSAC urges Capital Metro to:</p> <ul style="list-style-type: none"> <li>● Restore frequency for route 1 riders.</li> <li>● Publish timetables for route 801, with a warning that meeting the headways (not the scheduled times) is the goal, and that real-time estimates are available from various sources.</li> <li>● Consider adjusting stops or other measures to address northbound 801 delays in and around the North Lamar Transit Center.</li> </ul>	<p>February 12</p>	<p>In process</p>	<p>Increased number of buses due to additional running time.</p>



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<ul style="list-style-type: none"> <li>● Applaud city and Capital Metro collaboration on the establishment of transit priority lanes through the downtown core.</li> <li>● Explore extending transit priority lanes to improve transit reliability and ensure adherence to scheduled headways.</li> <li>● Explore ways of better accommodating transfers between route 1 and route 801.</li> </ul>			
<p>“While CSAC is disappointed by the elimination or reduction of Congress Avenue service in the proposed 2014 summer service changes, CSAC 1.Supports the goals behind the proposed summer service changes. 2. Urges Capital Metro to examine pros and cons of having the Airport Flyer stop at Republic Square. 3. Urges Capital Metro to study ways to ensure passenger safety at stops along the new corridor. 4. Urges Capital Metro to explore ways of accommodating passengers with destinations on or near Congress Ave., including using existing or new routes to provide that service.”</p>	<p style="text-align: center;">March 12, 2014</p>	<p style="text-align: center;">Pending</p>	<p style="text-align: center;">Resolution presented to Board at March Board Meeting</p>