

Customer Satisfaction Advisory Committee
Wednesday, August 12, 2020
Virtual Meeting
6:00 p.m. – 7:30 p.m.

Call to Order:

Chairman Taylor called the meeting to order at 6:05 p.m.

Introductions:

Committee members present were: Ephraim Taylor, David Foster, Betsy Greenberg, David Shapiro, BJ Taylor, Elizabeth Stehl, Lin Rei

Capital Metro staff present were: Yannis Banks, Jacob Calhoun, Troy Officer, Tangee Mobley, Jo Anne Ortiz, Kerri Butcher, Kevin Conlan, Gloria Barnes, Asif Esbhani, Roberto Gonzalez, Gloria Barnes, Jonathan Tanzer, Dottie Watkins

General Public: Ruven Brooks,

Community Communications:

N/A

Project Connect Update

Jacob Calhoun,

David Foster – Has questions about the commercial CapMetro is running to make sure it's informational only. Kerri – It has been thoroughly vetted to make sure that it is strictly educational. Jacob's presentation was also very factual and what you will see moving forward. Once the election is called you will see material that we used in the past no longer being used. David Foster – The map shows a rapid running along a track of Manchaca that the current 803 doesn't currently run on. Will the 803 now cover a stretch of Manchaca? Jacob – That is correct, the plan is to now go from Slaughter all the way up. Ephraim – On the red line improvements there will be 2 new station, one at the soccer stadium & Broadmoor. Concerned that there may be confusion since the Kramer is moving. Jacob – Correct, the Kramer will be moving forward north after the Soccer station comes in. We have another station at the Broadmoor development closer to the domain. Once the soccer station comes in we will take the Kramer station out of service.

Project Connect Do's and Don'ts

Kerri Butcher, Chief of Staff/General Council

Kerri – CM has an obligation to inform the public about the service. You are private citizens & have a 1st amendment right to speak on PC or any other issue that is on a ballot. We know you take the role very seriously. My only real caution to you is that if you are speaking on/for/against PC that you are very clear that you are speaking as a private citizen not as someone representing

Capital Metro. David F – There is nothing stopping CSAC from taking a position as a committee? Kerri – That is correct. That is your role as CSAC to take positions and make recommendations to the board.

August System Change

Roberto Gonzalez, Director Service Planning

We have been planning & looking at scenarios since March. Fortunately, since CapRemap when we went to Sunday service we still had a good level of service on the street. We reduced bus service on the street by 20%. Within a week of that we suspended Express service. We have been working with & monitoring what the City of Austin, AISD & UT were doing. UT was our trigger point. They are a major influence with what they will be doing for classes. Class schedules will be spread out from 8 am to 8 pm. When they go into session, students won't return back to the University after Thanksgiving break. That is something we are taking in consideration as well. We will be doing a partial reinstatement of Fall service. There are some routes we will be doing additional frequency to help with social distancing. Our Weekday will be 5 am to midnight, our Saturday service will be 6 am to midnight. Sunday will stay the same. Routes around UT will be 15 mins or better. Metrorail service will remain the same, M-F, no late nights and no Saturday Service. MetroRapid will resume 10 min service. Currently it is modified Sunday so it's about every 15 mins. Route 1 will increase to every 20, from every 30 mins. We are not returning all Express routes right now. The 980, 981 and 987 and Night Owls will still be on hold.

Budget Update

Kevin Conlan, Director, Budget Financial Planning

Budget process kicked off in February. Our goal for next years budget is to stay flat to present year budget. We have projected gradual sales tax recovery for this year & remainder of next year. We will meet all of our operational goals. We are projecting \$321 million in Revenue and \$275.1 million for operating expenses. The majority of our budget on operating side is for contracts to run our services. There will be no fare increase for next year. We have drawn 75% down of CARES Act funding so far and will draw down the rest in August. It has been a huge help for the agency. We are planning to launch 1 new Pickup Zone next year, TBD. There will be a salary freeze for next year & flat staffing levels with no new hires. For Electric buses we are projecting an additional 71 buses over the next 5 years. We have already achieved our service enhancements that we can for bus stop enhancements. We are on track to meet our PTC deadline for December 2020. For 2021 we are planning just over 95 million for capital projects. For 2021 we have over 9 million in capital projects that we have put on hold until we start to see economy recovery. We will publish draft budget online by Aug 24th. Last week of August we will hold online webinars on the budget.

Public Safety Update

Troy Officer, Manager Public Safety

We will look to seek Legislative approval in 2021 to create a CapMetro Police Department. After that we will hire a Police Chief in 2022, have a small CapMetro PD and transition a lot of those officers to non-sworn personnel. They will all have security, safety, customer service and de-

escalation training. It will free up sworn staff to do things we need sworn staff to do. It will also increase our response time. For fiscal year 2021 reallocating 40% or 1.1M to non-sworn safety officer positions. We are looking at different models like San Diego, Denver, BART, and Portland. We will probably have a hybrid model. We have already started our own security dispatch. It allows us to be more efficient of our officers as well as leverage our technology. A week ago we did a soft opening on our customer safety reporting app that we monitor 24/7. Our goal for 2021 is to hire public safety personnel, supervisor and also a community intervention counselor to deal with our homeless or those dealing with mental health issues. David Foster – Have you given thought to any community engagement function beyond CSAC? Troy – This is still very early in the planning stage. Like every Metro project it will go thru the board, all our committees and it will be open. Best time for community input will be when we hire the analyst to see what the department will look like. What we laid out at this point is our desire to roadmap. David Foster – I think it would be good to check in with the community before you get to the road map so they can give some input. They can give some input on some of the qualifications on the people you want to hire. In general, I don't see anything wrong with this. The officers you have now are they getting paid the same hourly rate they get for APD or overtime rate? Troy – Neither, it is contracted off duty work at a rate that is less than the hourly rate they get from APD that is negotiated & agreed upon. David Foster – When you said it is negotiated, who negotiated it that for them? Troy Officer – In order for officers to work off duty with outside employers, a single contract holder approaches the entity and they agree upon an hourly rate. APD has requirements an employer must meet & CapMetro has requirements the officer must meet. A rate is then negotiated and agreed upon. David Foster – You said something about having your own safety dispatch person in CM now? How did that come about? Troy – All our calls are generated internally from either operator or a dispatcher. Our dispatchers are so busy doing their dispatch for the buses that officers need as much information as possible to find the bus. By having a security dispatcher that is solely focused on getting info from bus operator & relaying it to the closest officer makes it more efficient & safer. David Foster – Who's property is the bus stops? Troy – You can always call 911 for any incident & I encourage that. The bus stops is the city's property but controlled by CapMetro. If you're at the immediate bus stop at an adjacent area it's controlled by CM. The problem is that people who cause problems know that they just have to go out a certain distance and is out of CM jurisdiction. Anytime you see something like that I encourage you to call 911.

Customer Payment System Update

Jonathan Tanzer, Technology Systems Program Manager

We want to upgrade CapMetro existing system to meet the customer payment vision that have been presented at the board. We want to increase contactless options. An example is with on board validators which will enable future all door boarding. We want to go to fast, easy, and equitable payment options for customers. We worked with our fare systems and strategy consultant to determine our overall customer payment strategy. This was done thru stakeholder meetings where we created a comprehensive analysis and review looking at what peer systems are doing. We looked at two options, a system integrator with a cost of \$18-\$20 million and take 24 to 36 months to implement. The other option was to upgrade our current system with Bytemark to be and integrate full account-based fare system. The budget was 2.5 to 4 million with a timeframe of 18 to 24 months. We are in the process to integrating the Pickup App with

our CapMetro App. With the upgrades we are doing we will have new features; one is the ability to accept open payments which is contactless payments. The other new feature is the ability to offer a CapMetro virtual card. Asif- In a few months we are expecting to go live with a new feature in mobile app. Customers will be able to load cash into the mobile digital wallet from local stores where they will be able to buy passes using the app. This will provide them with a contactless payment feature. The 2nd key feature will introduce a pilot program for low income customers to do fare capping for single rides. When they hit the price for a monthly pass they will be able to ride for free for the rest of the month. For example, 33 single rides in a month will equal a 31 day pass. The mobile app will keep track of their purchases. Ephraim – With fare capping, some purchase a ticket at 7am & second at 7 pm. When is the 24 hour period kicking off? Asif – It would start at the 7 am ticket.

Sept Meeting

- **Remote Meeting still**
- Do we want to take a position on what the funding should look like/what we support

Approval of June 2020 Minutes

- **BJ Move minutes approved, Second by David S.**
- **Approved Unanimously. Adjourned at 7:32**