

Customer Satisfaction Advisory Committee
Wednesday, December 9th, 2020
Virtual Meeting
6:00 p.m. – 7:30 p.m.

Call to Order:

Chairman Taylor called the meeting to order at 6:15 p.m.

Introductions:

Committee members present were: Ephraim Taylor, David Foster, BJ Taylor, Lin Rui Li, David Shapiro

Capital Metro staff present were: Yannis Banks, Tangee Mobley, Jo Anne Ortiz, Lawrence Deeter, Gloria Barnes

General Public: Ruven Brooks

Community Communications:

Ruven – What could be done to help people in affordable housing that aren't near transit lines? I'm curious about the van pool program. Tangee – It is possible to have a van pool parked at low income housing. The destination has to be either ending or starting in Austin. Ruven wants to know could a trip to HEB be considered not as discretionary but as part of the vanpool miles. Tangee will put Ruven in contact with Tammy Quinn.

Project Connect Update

Yannis Banks, Community Engagement Coordinator

Ephraim – Have you started to post about the virtual open houses on social media? Yannis – Not yet but I will make sure that you get that information on the dates when we do.

January Service Change

Lawrence Deeter, Principal Planner, Short Range, Capital Metro

We have suspended all late-night service due to service demands. We have seen a 68% decline in ridership. It varies by mode. Rail & express has lost most of its ridership. They are very dependent on commuters. We are doing our best to understand the current situation. We talk to a lot of people about trends, we also talk to UT, AISD, and the State of Texas (which is more word of mouth). Compared to other transit agencies we aren't facing the higher levels of service cuts. We have a balanced budget for 2021. MetroExpress & Flyers will keep at their reduced service. The best way we felt to encourage & provide for social distancing is to bump service all day long instead of looking for specific times on certain routes. Route 1 had it's frequency bumped to every 20 mins. Service change will go into effect January 10th. We pushed it back from January 2nd to push it away from the holidays & to give our garages some more time for training. We will be opening a new transit facility outside of ACC Riverside. We will no longer

be going on campus. It will have new security cameras, shelters, bike paths, etc. We will also be opening the Richard A Moya Eastside Bus Plaza in conjunction with CARTS. There will be 3 Capital Metro routes that go into the facility. The route 350 will go by the facility, but not in it. Capital Metro will be on the Northside. Our late-night service is still suspended, as well as 3 MetroRapid routes.

CSAC 2021 Elections

CSAC

Ephraim Taylor nominated by David F & Seconded by BJ Taylor. Passes Unanimously.

BJ Taylor nominated by David F and Seconded by Ephraim Taylor. Passes Unanimously.

Approval of Minutes

Passed Unanimously August through November minutes.

January Meeting

- **Project Connect Update**
- **Facilities update**

Meeting Adjourned at 7:20