

**Customer Satisfaction Advisory Committee**  
**Wednesday, February 12, 2020**  
**607 Congress Ave, Austin, Texas 78701**  
**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: Elizabeth Stehl, Ephraim Taylor, David Foster, David Shapiro

Capital Metro staff present were: Yannis Banks, Jeff Downey, Israel Herevia, Allen Walker, Ralph Villareal, Daryl Weinberg, Ron Barnes, Shawn Brown

Others present: Mark Phillips

Community Communications

David F – The digital display doesn't link up with the App. Daryl – At the moment the app is more accurate. There was a glitch with the data. We expect to have it fixed by next week.

Ron Barnes introduced himself & stated MV's objectives.

**MetroAlerts**

*Daryl Weinberg, Transit Systems Architect*

Came out previously to talk to them about it but wanted to update them because we changed vendors since he came last. Power point presentation is attached. David F- Do we have to do a separate text for each route? Daryl – If you want it by text, yes.

**Onboard Digital Displays**

*Shawn Brown, Tech Project Manager*

Power point attached. Install 110 displays on MetroRapid & Electric Vehicles. It will have real-time data & marcomm campaigns. Also, there will be visual wheelchair stop request. David F – What does that mean? Shawn – It will be a digital sign showing that it is a wheelchair stop request. One of the reasons we picked them was the content management software from this company is super user friendly, which was something we liked. Looking to install in July & be finished by the end of the fiscal year. Displays on rail could be coming soon. David F – You mentioned transfer information, what would that look like? Shawn – We haven't gone through the design phase yet. David F – Have you had conversations about PSAs? Shawn – It's possible. We are working closely with Brian Carter to make sure he is staffed well enough to manage the content. We don't want stale content. Ron – Will you be selling advertising? Shawn – It's possible but after research not many places are doing that. There is some geofencing capabilities. It is something we will look into though.

## **FY 2019 Customer Complaints**

*Allen Walker, Manager, Customer Service*

During fiscal year 2019, we answered 156,000 calls. We received a total of 163,000 calls. We have 14 reps on the floor throughout a 7-day week. Our call abandonment rate was 4%, the goal is to be under 5%. We answered 89% of our calls within 60 seconds with our goal of 80%. Our average answer delay is about 23 seconds. We received a little over 13,000 emails. We answered over 17,000 customer comments reports. Not all were complaints, some were compliments. When it comes to complaints 40% were about our service, 17% was courtesy & behavior, 13% hazardous operation, 13% rules & procedures and 17% was other. For vehicle service 35% complaints were about late routes, 29% were about being passed by, 14% were other, 6% was about bus being early & 16% was other. Allen -We run about 25 complaints per 100k riders. David F – How does CapMetro compare to industry partners? Allen – Goals vary from company to company. Ron – When it comes to industry we would have to benchmark against our peers. We would have to see what we benchmark them against when it comes to size, ridership etc. David F – Are these numbers reported to a federal agency? Allen – We will find out. Ralph – We are stacking up pretty much similar with our peers. Ron – We have a data analytics group. One of our goals is to increase OTP. We want to increase OTP by running early. We’re going to have to look at best times of day to make those kinds of improvements. Ephraim – Do you do any modeling around CCRs that may occur? You’re dependent on riders saying something but not everyone impacted is riding the bus. I ride my bike so it’s not always convenient for me to report/say something. Allen – That isn’t something that we have thought about. Ralph – The operators do have to record near misses. There is a button that they have to push that records that & our safety committees do review that information. Also, on CCRs we have a Monday call where we talk about complaints from the previous week. We have a playbook at OCC that the managers can use to help solve various issues that pop up.

## **Project Connect Update**

*Yannis Banks, Community Engagement Coordinator*

Randy is scheduled to come update them in March since it will be after the joint board and COA council meeting.

## **Contract Service Update**

*Ralpheal Villareal*

Wanted to brief them on what’s happened since we’ve merged. There have been some issues since we merged. Our Express busses moved from 2910 to North Ops. There have been a lot of new operators on the Express Routes and there were some hiccups. There has been a shortage on staffing, around 40-70 people. MV is working hard to fill in the positions. Across the industry there has been a staffing issue. Not sure what the cause has been, but we are working hard with MV. Randy and Dottie have been on calls with the VP of MV to resolve these issues. I know they are working hard. I have been working with them since this contract was awarded. We wanted to be transparent. Ron – There are 2 areas from staffing perspective, operations & mechanics. Service on the street called for 109 operators. We were anticipating on bringing on 600 but ended up with 525 when the transition happened. We are trying to recruit 77 new

operators. We currently have 36 new operators training at very stages. We are revamping our training so now we have 3 dedicated training vehicles so we can train 24/7. We want to create an ongoing recruiting process. If you know someone looking for a job with a good driving record, we want them. From mechanic side we are looking to restock. We have 2 recruiters in Houston at UTI for their graduation. We feel our rate is competitive starting at \$27 hr. Mechanics from there are coming with their CDLs so that cuts back on training we must do. We have some big recruiting events coming up March 13<sup>th</sup> & 14<sup>th</sup> and we are getting ready for that. David F – Does ACC have training program for mechanics. Ron – I think they do. David F – Where do your operators live? Ron – Union head was very clear that operators cannot afford to live in Austin. I'm not sure where they all live. Ralph – I think they are pretty spread out. Ron – Wants to attend future meetings even if he isn't on the agenda.

**Adjourn 7:13**