

**Customer Satisfaction Advisory Committee**  
**Wednesday, July 8, 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

Capital Metro staff present were: Yannis Banks, David Couch, David Dech, Tangee Mobley, Jo Anne Ortiz, Sam Sargent

General Public: Ruven Brooks, Amanda Fay, Zenobia Joseph

**Community Communications:**

Ruven Brooks – Working on looking into equity impact of Project Connect. Says he believes it treats people of color & low-income people very well. Wants to see if it can be shown that Project Connect benefits those populations. Betsy says it is a little concerning that he has drawn a conclusion that it is beneficial. May lead to a confirmation bias to his report. Ruven says he will play close attention to his bias, but it will be based on all fact/stats. David F – When looking at the presentation given to the board & city council, there was a percentage of minorities within a short distance from the proposed stations locations for the light rail lines. I'm assuming there is an accepted method of determining that percentage? Dave Couch – What you look at with each one of the lines is what is there within a half mile of the particular proposed alignment. You look at the demographics that are there & that is put into the equation on how you are graded by the FTA. Dave F – Those numbers looked pretty good to me. I think the bigger question, which is something Cap Metro can't solve on it's on, when you put a rail station in generally the property values increase the property value which could lead to displacement without proactive steps to mitigate it. It's not just the job of CapMetro to mitigate that but I think we need to acknowledge that as a community. PUMA submitted a position paper to CapMetro and City Council a few days ago to prod more action along these lines. I don't see it as a reason to oppose Project Connect ever. Amanda Fay – Feels like the gentrification/equity issue is greater than something CapMetro can control. It's a housing issue and affordability issue.

Zenobia Joseph – PC will segregate the City Of Austin for Centuries. Says the more frequent, more reliable & better connect service. Her comments are in context of Title VI of the 1964 Civil Rights Act. Route 339 Tuscany is 60 mins for Black Riders. Would like CSAC to do an opportunity cost resolution that goes to council when they consider the ballot language. Says there was a reduction of service on almost every route north of 183/North Lamar Transit Center. Where there are 45/60 mins routes, would like to see zoning language that would exempt the homeowners that are north of North Lamar Transit Center. In the area of 183/969 isn't live/work/play. There are 28,000 vehicles per day. There is no continuous sidewalk and she has a

picture of a white man in a wheelchair in the road with the cars Says it is disingenuous to say that it's more frequent, more reliable and better connected and talk about safety. She says the public service announcement on KAZI equates to propaganda. It's 24-30 years before the area north of North Lamar Transit Center will be considered. Also says that CAMPO has voted to reduce & defer some of the roadway projects and that includes Project Connect. Says it is disingenuous to get on Black radio station & promote that these buses and rail lines are coming their way when it isn't. She wants an apology issued on the radio and to remove the information. She says that because it is underwritten KAZI closes their eyes. She calls it propaganda because she listens to KUT too & says that it doesn't air on KUT. The KAZI spot plays from 5 am to 11 pm every 4 hours. She says that the spot on KUT runs for 15 seconds. KUT says when buses are delayed, someone dies from Covid-19 and gave information in June when the fare was free. Says 801 S. Bound Chinatown stop ID 5857, Dottie Watkins has heard her ask for this many times. There is no reason why we need to cross a 5-lane highway mid-block. A 2009 study says mid-block crossings is where people get killed. Stop needs to be at CVS Pharmacy. Wants the 392 to move back to Arboretum. Dave C – Says there is one section with CAMPO about grade separation at North Lamar/Airport and the Red Line. There was funding that was supposed to be available to do environmental work & preliminary engineering. It was taken and brought over to be associated for the I-35 project. It was approximately for \$6 million dollars. As we go thru Orange line to do the preliminary engineering & environmental it will be a part of the Orange Line contract. We will look to in the future with CAMPO to get some of that funding back. Zenobia – Asks for clarity of on the timeline for north of 183. Dave – There's a whole series of issues that goes with that. First is the ability to go ahead and build out a system starting from the center out. You also can't build out the entire system at one time. That takes us to starting in the center of the city and working out for what will be the light rail lines. The logical place at the north and south end of the Orange line are our existing transit centers. You are correct we have to work thru issues with TxDot to go up North Lamar from 183 to Tech Ridge. Even if it was resolved today we are still at a point where we have to go thru a sequential manner that is also tied to the availability of the funding is. The work on the northern portion depends upon the issues of funding, availability of funding, being able to get the work done and coming to a conclusion with TxDot. Those are the pieces that surround it. When you have a program that has the potential to be a \$10 Billion program it has to be done sequentially and that is the way it is laid out right now. BJ – If there is a need to modify the information that is going over the airwaves, what is the possibility for that? Dave – What we can do is take it back to Marketing & Communication groups. Asks Yannis to take it back to Brian's group to look at it as well as Tangee.? Zenobia – Route 18 is a frequent route & asking to move the terminus to the retail center. Tangee took notes on Route 18 & will have staff & planning look at changes to by the retail center.

## **Red Line Update**

*David Dech, VP Rail Operations*

Over the last 2 years have been working hard to have better frequency as well as a safe, reliable system. Over the past 2 years we have built 5 passing sidings. We have built doubletracking between Plaza Saltillo & I-35 that will tie into our new downtown station. The station is finally starting to look like station. There will be a nice public area on the eastside of it that will be able to have food trucks. We are in real good position on Positive Train Control. PTC will prevent train to train collisions, overspeed derailment, train from going over an improperly aligned

switch and keep a training from speeding thru construction zones. We are in revenue service demonstration on the entire line now. We have submitted our safety plan to the Federal Government. We are hoping to be certified by August 10<sup>th</sup>, even though the Federal deadline 31<sup>st</sup>. We are finalizing a design for Broadmoor station, near the Domain. We are designing a dual platform, double track station there. It will be a year or two before it's done but will give us 2 really good locations for people to go on the Red Line. Dave F – I noticed plans to upgrade the Red Line were scaled back going into the March joint meeting & was wondering what caused that. Dave C – When we started to look at everything as a system instead as individual lines, what was happening because of the good connection at Crestview there are individuals who will switch out at Crestview due to the Orange going into a direct stop & destination into the heart of downtown. Also with the portions that we will be doing, when looking at what the potential is it satisfied the need into the future so there wasn't a need to do that second part into the Red Line. Dave F – One of the things I look at is Leander. May day job was working to keep them in the system, I just wanted to make sure that community will continue to be served by Project Connect. Dave C – We have no intention on changing the Red Line operation at all in that area. Sam – We have continued to have a lot of conversations with all our small cities. We went up about a year ago to brief City Council & reassure them of our commitment. We started an on demand Pick Up zone there. We have our rail service going there. I think our Pickup service has gone a long way of reestablishing trust there. I think Dave & others have done a great job of explaining the benefits to Leander. Dave D – A couple months ago, I attended a groundbreaking for a new shopping area just north of our train station there. They are excited about the potential for people to come up to Leander for shopping instead of the reverse.

### **Good Hands Update**

*Sam Sargent, Deputy Chief of Staff*

Started as part of our Covid-19 response in early March. We knew we would have many administrative staff who would be teleworking due to their job & that their functions wouldn't be 100% anymore. We wanted to do all we can to help those who were not able to telework. The scope started in expand in early April. We have midday bus stop cleaning and concentrating cleaning crews at Tech Ridge, North Lamar Transit Center, Westgate, and South Congress Transit center from 10 am to 4 pm. Overnight are vehicles are getting their heavy duty cleaning you've seen on the news. Amanda Fay – Have any thoughts about adding UV lighting cleaning solutions on your buses to do deep clean? Sam – I have heard of it with MTA but I will defer to Tangee if she is familiar. Tangee – We are in the process of trying to get 4 buses outfitted to clean with UV light to clean the air as attached to the HVAC system as a pilot program. Amanda – Would love to be able to talk to you about the all the various products. There are different wave lengths, some safe to be under, others not. Dave F – I have been taking the buses, started a couple of months back. I appreciate the measures that CapMetro has been doing to clean the buses. Have any thoughts been given to if the pandemic worsens? Will there be rear door boarding and free rides again? Sam – The rear door boarding was because we were trying to limit operator/customer interaction. Now that we have gotten our fleet installed with barriers there should not be a need to return to rear door boarding only. But if things continue to tick up any options will be on the table. President has been clear about that and we want to make sure people are safe. Tangee – We currently have 324 outfitted out of 426 with the polycarbonate

shield. It will depend on the situation & advice we get from the CDC and Austin Health. We are doing all that we can to keep operators as safe as we can.

### **Project Connect Update**

*Dave Couch,*

Dave C – On July 22<sup>nd</sup> we will have another virtual community meeting similar to what we had previously. That notice will come out soon. We will have another joint meeting with City Council. In August they will come out with what will be on the ballot. Dave F – I imagine the deciders will take into account different levels of property tax increases, are you involved in those conversations? Dave C – We have been working to keep a fine split between what I do on the technical side evaluation side vs what it is that gets put together on the funding envelope. Dave F – You don't think they will come to you and ask what you can build for half or 2/3rds of the money? Dave C – Anything is possible. Ephraim – I have similar concerns to what Dave F laid out.

### **Aug Meeting**

- **Remote Meeting still**
- Cap Metro & APD usage
- Budget Update
- August Service Change
- 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**