

**Customer Satisfaction Advisory Committee**  
**Wednesday, June 10, 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, Elizabeth Stehl, BJ Taylor

Capital Metro staff present were: Yannis Banks, Gardner Tabon, Mark Herrera, Kevin Conlan, Tangee Mobley, Jo Anne Ortiz

General Public: Ruven Brooks,

**Community Communications:**

David Foster – Asked if anyone from the committee is using the bus currently. No one from the CSAC is currently using the system.

**Project Connect Update**

*Yannis Banks, Community Engagement Coordinator*

Recapped the joint board meeting today. Let them know that the system plan was approved by CapMetro's board as well as laid out the next steps. Betsy – The plan is fine. She feels like leadership is tone deaf to the community's concerns about people's finances & currently reluctant to use transit. She believes those kinds of issues should be considered and not going forward like the world hasn't changed. Yannis – That was brought up today. That is what will be decided in August. What will be on the ballot in Nov. We want to hear from the community and their thoughts. It's possible that it may not be as big as what was envisioned in March. The reluctance of using transit was brought up during the meeting. We are seeing that ridership bounce back in places where they are recovering, Europe, Japan, etc. We are recognizing that there are some issues people will have. We are looking at what is the appetite from people, we cannot ignore it. We will continue to look at what to do for safety. We will be doing as much as possible to keep our riders and employees safe. We will have another joint meeting in August where the funding decision will be decided. Feedback from the community is still being taken. Nobody wants to see this fail.

**Initial Review 2021 Budget**

*Kevin Conlan, Director of Budget & Financial Planning*

Kevin – We received budget request in February. We have gone thru intensive review. We will have initial review with board in June. In August I will be back to give the budget proposal we give to the board in July. We will publish our budget document online by Aug 24<sup>th</sup>. Last year we

went out in the public to our busiest stations. We are debating whether we will do that this year or do it online. David F – Where are we on adding double tracking on the redline & lengthening platforms. Kevin – The section that’s done is between I-35 to Plaza, that project is wrapping up. As far as doubletracking and platform lengthening it has been moved to the Project Connect Plan budget. I would have to research the exact details.

### **System Safety Update**

*Gardner Tabon, Vice President Risk Management and Safety*

Gardner – Everyone plays a role in safety from CapMetro employees to our customers. We have started a temperature screening program for all employees that enter our facilities. For PPE we provided masks, respirators, gloves, and hand sanitizers to employees. We had to look everywhere to get them, but it was well worth it. We are now well stocked and able to protect our contractors & employees as a result. We are still doing enhanced cleaning of our vehicles. We hired an industrial hygienist to make sure we had the safest/healthiest workplace as possible. CSAC – When I take the bus to South Congress Transit Center you can see the people hopping on the bus to wipe down the bus & I appreciate that. Gardner – We are currently installing plexiglass compartment barrier. It provides safety for riders & operators. Bus operators are now allowed to use face shields when securing someone in our vehicles. CSAC – Have you done research to show face shields are just as effective as masks? Gardner – It’s an added layer of protection, it’s not an either or. When they wear the shield, they aren’t to take off the mask. Access – The total number of CM employees who tested positive can be counted on both hands, is that correct? Gardner – I don’t have the data in front of me, but we have had low numbers, relatively speaking. We are not taking the cases likely that have happened, but we have had low numbers. Access - What are the numbers of other Texas cities? Gardner – They have challenges for sure, but when meeting with my counterparts we would discuss what we could do to combat the illness. I can’t speak to their data, I’ve been focused on us.

### **ACC Riverside Update**

*Mark Herrera, Technical Program Project Manger III*

ACC approached CapMetro to ask if we can do what we can to get our services on the street & off their campus. It will be located on the North end of the driveway. We anticipate it will start at the end of June. ACC will construct a sidewalk that will connect our bus stop improvement to their property. There will be 4 shelters, solar lighting, solar security poles (3) similar to what’s at Norwood Transit Center.

### **July Meeting**

- **Project Connect Update**
- What is going on with the Red Line in more detail

### **Approval of March 2020 Minutes**

- **Minutes approved unanimously – BJ abstained.**
- **David F moved, David S second Adjourn 7:21**