

Customer Satisfaction Advisory Committee
Wednesday, March 11, 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 were: Elizabeth Stehl, Ephraim Taylor, David Foster, Betsy Greenberg, David Shapiro, BJ Taylor

Capital Metro staff present were: Yannis Banks, Lawrence Deeter, Julia, Randy Clark

Community Members: Kristen Mishler

Community Communications:

Ephraim signed up for MetroAlerts. Getting daily email every day about traffic always slowing down traffic is annoying. Is there a way to make it more granular? Can you uncheck if it is a traffic reason for impact?

David F – The union approved the contract correct? Randy – Yes they did. David F – What was the percentage of ratification? Randy – 94%

Project Connect Update

Randy Clark, President/CEO

A tunnel give you travel time savings. You also get placemaking opportunities along with other great amenities. The longest train you can ever run is based on block length. The longest we can handle is 3 car length without downtown tunnel. It helps for futureproofing. David S – Are the blocks the same N, S, E, W? Can you put 4 car trains E & W. Randy – No, the grid here wasn't designed for it. Betsy – Where will the 60 ft bus electric go? Randy - Almost everywhere. 801, 803, possibly the 20 because we know that one gets crowded. In the downtown tunnel there will be public restrooms, CapMetro store, wayfinding, etc. To make it very Austin, we would have a fairground underground with a stage. Best & most transparent option is the tax rate election. It meets the Federal requirement to get Federal funding for Project Connect. We have to bring pieces to FTA over a period a time to get approval. Can't present the whole thing at once. Option C is the most reasonable. BJ – You have the city entity & you have a board with regional component. Where does the County come in? Randy – The County isn't involved at all. They are aware, the Judge is aware. The County doesn't have the legal ability to put in the money so they aren't apart of the governance, but they are aware. Betsey – If the vote fails can we do BRT that we can convert to LRT. Randy – We would have to go to the drawing board & figure out what CapMetro can do with its limited funds. We would need a new bus garage. David F – PUMA & others have been talking about transportation equity, in particular making sure these

alignments don't displace people. Julie – Correct, CapMetro cannot control that but we are working with the city to help mitigate it. David S – You mentioned San Antonio to Lavaca, so you are building where the streets are? Julie – They will be down deep so you can build it where you want. David F – There will be a tunnel from Cesar Chavez to 4th street? Julie – Yes, we are working on that. We are looking at what the cost will be. David F – If the convention center gets expanded why would you need a tunnel? Julie – We are working with the convention center on what they do. But if you want to connect to the orange line, underground in the tunnel would be the best solution. Ephraim – Does the price tag include Gold line as BRT or LRT? Julie – BRT. Ephraim – How much would it be to change it to LRT? Julie – We are not sure about that yet. David S – So you are looking to get 40% from the Feds. Julie – It would be from the New Start Grant Program, so statutorily 40% is what has been happening. They are able to give up to 50% of the funding but looking at what they have been doing, it's been 40%. David S – Is it rare for a city to get low farebox recovery? Julie – It's the norm.

June Service Change

Lawrence Deeter, Short Range Service

Betsy – If UT closes campus after spring break what will you do? We are talking to them to see what they would want.

April Meeting

- **Project Connect Update**
 - Outreach
 - Messaging
- FY 2019 Customer Complaints
- Statement on LPA
 - At least areas we want to talk about.

Approval of January 2020 Minutes

Adjourn 7:44