

**Customer Satisfaction Advisory Committee**  
**Wednesday, May 13, 2020**  
**Virtual Meeting**  
**6:00 p.m. – 7:30 p.m.**

**Call to Order:**

Chairman Taylor called the meeting to order at 6:094 p.m.

**Introductions:**

Committee members present were: Elizabeth Stehl, Ephraim Taylor, David Foster, Betsy Greenberg, David Shapiro, Lin Rui Li

Capital Metro staff present were: Yannis Banks, Dottie Watkins, Dave Couch, Chad Ballentine, Kevin Conlan, Tangee Mobley, Jo Anne Ortiz,

**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.

**Operating Procedures Update/ V.P. Of Operations Introduction**

*Dottie Watkins, Chief Customer Officer/Chief Operating Officer*

Our response came over weeks, they did not roll out all at the same time. We adjusted our service level on March 18<sup>th</sup> to a modified Sunday service level. Starting on Monday the 985 & 935 will start running again. Fares are currently free. We will be installing plastic barriers between operators & customers. CSAC – How are you protecting your employees in the shop? Dottie – All of our employees coming into the building are required to wear a mask & have their temperature checked. We also have been buying hand sanitizer buy the drums. We have a 3<sup>rd</sup> party that does disinfecting cleaning (fogging) every 2 weeks during the middle of the night. We have had a total of 13 positive Covid-19 with unfortunately 1 loss. The rest are or have been recovering. We have implemented a supplemental Covid-19 sick leave program. Ridership has been hovering at 37,000 per day. It jumps to like 39k at the beginning of the month & we believe that is due to benefits coming at the 1<sup>st</sup> of the month. Yannis – Will there be hand sanitizer dispensers on buses? Dottie – We are looking at dispensers that will be accessible for everybody. They are hard to find but we have people looking for them. I would expect to have some installed later on this month. Dottie introduced Tangee Mobley to CSAC

**CapMetro Financial Update**

*Kevin Conlan, Director of Budget & Financial Planning*

We are anticipating a significant reduction in sales tax. We had a 30% reduction in March from fare revenue. We could see up to a \$600,000 reduction in ad revenue this year. We are losing \$1.9 million in fare revenue each month we do not collect fares. We could be facing \$8.7 to \$12 million in revenue each month. We have \$61.5 million of reserves & another \$40 million in

Capital reserves that we could use. We were awarded \$101 million from the CARES act. The funds are for response to the COVID-19 crises.

### **Grocery/Pickup Update**

*Chad Ballentine, V.P. Demand Response*

We have delivered over 200,000 meals since we have started this program. You can go to [www.capmetro.org/home-delivery](http://www.capmetro.org/home-delivery) for eligibility for the program. CSAC – Has the word been getting out? Chad – We have gotten a lot of great media about it. Our Access customers have also been aware. We have also partnered with SNAP & WIC to let their recipients know as well. Our operators have been excited about this program.

### **Project Connect Update**

*Yannis Banks, Community Engagement Coordinator*

There is an update from the March presentation that the Gold line should be LRT, no longer BRT in the endgame. It may start off as a rapid service but as the ridership grows it will move to LRT. Dave – The next thing to look at is how the Covid-19 effected funding. At the June meeting will be more about the plans. The funding will be looked at a later meeting. CSAC – Is there any concern about what the new reality is due to Covid-19? Dave – It's why we are doing this in a sequence of steps. The first is to approve what the LPA will be. At the August/September timeframe we will be able to look & see what the financing step could look like. I fully understand & agree that the number one focus we have right now is covid-19. The June action will set the table for when things improve & the time is right, we can move forward. CSAC – When does a decision has to be made about elections? Dave – That's a city process. I know that there is something that City Council will have to direct the City Manager to have something on the ballot. CSAC – Randy mentioned about Federal money, could you go into more detail about that? Dave – Part of that is when we 1<sup>st</sup> looked at it there was talk about 40% funding from the Feds but we are currently looking at possibly getting 50% share from talks going on in Washington.

### **CSAC LPA Statement**

CSAC

How could Gold line be extended if it's rail? Dave – The 1<sup>st</sup> step would be Metrorapid as we have it now. It would not be a dedicated bus way. At a later time, to be determine, would be building of light rail service. In essence it is the Trinity street corridor up to the University, then over 45<sup>th</sup> Street to ACC highland. CSAC – Would we ever think about extending the terminus north? Dave – We have not looked at that. CSAC – Doing rail on the Gold line does not move the needle on a maintenance yard? Would there be somewhere by Highland for a rail maintenance yard? Dave – No, we have looked in the area but there isn't a location on the Gold line for a rail maintenance facility. CSAC – How do we let people know we passed a resolution? We can send a release to Austin Chronicle, The Monitor, etc. CSAC – Is this going to the public or just to the board? Ephraim – It is a public document. David S. – Should we put it in a more digestible form for the public? Ephraim will work on press release to go along with the resolution

David F – Motions for approval of resolution. Elizabeth 2<sup>nd</sup>. Passes unanimously 5-0

**June Meeting**

- **Project Connect Update**
  - Outreach
  - Messaging
- Initial 2021 Fiscal Budget

**Approval of March 2020 Minutes**

- **Minutes approved unanimously**
- **Elizabeth moved, David F second**

**Adjourn 7:21**