

**Customer Satisfaction Advisory Committee**  
**Wednesday, November 18<sup>th</sup>, 2020**  
**Virtual Meeting**  
**6:00 p.m. – 7:30 p.m.**

**Call to Order:**

Chairman Taylor called the meeting to order at 6:10 p.m.

**Introductions:**

Committee members present were: Ephraim Taylor, David Foster, BJ Taylor, David Shapiro, Betsy Greenberg,

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

General Public: Ruven Brooks, Elizabeth Stehl

**Community Communications:**

Ruven – What’s the status of the origin & destination study? David Couch - They started it at the beginning of the year in Feb & then covid struck so it is currently on pause due to the decrease in ridership. Ruven says it might show data for those who transit is most essential if the study is done now. Ruven – Could the office of an affordable housing area be used for a Metro Rideshare start area? Yannis – In theory I think that could be possible. David F – He has been riding the bus again & noticed that people are sitting in seats where they ask people not to sit. Could there be something placed on the seats? Tangee – We use to have things on the seats but they became hard to maintain. We many need to do more marketing so that people know that aren’t seats for them to be sitting in.

**Project Connect Update**

*David Couch, Program Officer, Project Connect*

Dave Couch - Thanks the community & CSAC for their effort & support. During the month of December there will be a 10<sup>th</sup> joint meeting of CapMetro Board & City of Austin City Council to pass an ILA to allow the formation of the ATP. On Metrorapid we have gone to the FTA and received their approval to enter into the project development phase. We also included ratings for Expo & Pleasant Valley and are currently working on South Lamar phase. We are in constant communication with regional FTA as well as Washington. It is something we have been preparing for and once again big thanks to CSAC and the community on their support for transit. Dave S – How involved will the stakeholders be in the decision with the look of the downtown tunnel? Dave F – Our next step will be coming back to the community for comments on street configurations. There will be a continuation of the virtual open houses that we started doing in May. They were very successful and had over 17,000 people participated. Dave S – Will it be possible to have the tunnel connect to the convention center? Dave F – That is the intent. We are looking into seeing if that will be possible and we are meeting with the convention center on that.

## **Dashboard Update**

*Patricia Vidaurri, Manager Performance & Strategic Initiatives*

Pat – We have recently added a Covid Dashboard and a Strategic Plan Dashboard. The board approved the Strategic plan at the beginning of 2020. We used the 20 plus measures to put in the dashboard to see how we are performing compared to the measures. Ruven – I use the dashboard all the time and I am impressed and truly appreciate it.

## **CSAC 2021 Workplan**

CSAC

The committee worked on topics that they would like to see covered in 2021. They decided on like the Transit Empowerment Fund, Facilities updates, Service Change, Project Connect updates, Safety, Security, etc.

## **December Meeting**

- **Project Connect Update**
- **Elections**

**Meeting Adjourned at 7:20**