

Customer Satisfaction Advisory Committee

Wednesday, October 14th, 2020

Virtual Meeting

6:00 p.m. – 7:30 p.m.

Call to Order:

Chairman Taylor called the meeting to order at 6:08 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, Gloria Barnes, Asif Esbani, Jonathan Tanner, Donna Simmons

General Public: Ruven Brooks

Community Communications:

N/A

Project Connect Update

David Couch, Program Officer, Project Connect

Ruven – For North Dessau Pickup you left off some affordable housing. You left off Heights on Parmer and Harris Ridge Apartments. Yannis – I will pass that information on to Chad.
Dave S – Where is the 25% increase come from? Dave C– The increase to the overall tax bill is a little over 4 percent of the appraised value minus whatever deduction you have. Dave S – Is there any Eminent Domain that would need to be done? Dave C – That is still to be determined. We are currently looking at what would need to be done but we are hopeful that if it is, it is very, very minimum. That level of detail wouldn't happen until next year.

Fare Capping Pilot

Jonathan Tanzer Technology Systems Program Manager/ Asif Esbhani, Financial Systems Program Manager

Jonathan - Fare capping pilot looking to launch later this fall. For cash to mobile retail, customers will be able to load cash into a virtual wallet on the CapMetro app via retailers (grocery stores, corner stores, drugstores). We will be starting with over 250 retailers in the Austin area. People will be able to search for nearby locations using the app. Asif – For the Equity Fare Capping Program is a pilot program and we will be announcing the launch date in a few weeks. Low income customers will be able to get the benefits of a 31-day pass without the upfront cost. We are working with One Voice, Urban League, Austin NAACP to find people who

would be eligible for the pilot program. We will have up to 200 people that will be eligible for a period up to 6 months.

Diversity, Equity and Inclusion Council

Donna Simmons, EVP Administration/Diversity & Inclusion Officer

Equity is more about doing things to remove barriers to get people at the table & remaining at the table. Inclusion is around making sure everyone feels welcomed & belonging once at the table. We will have an internal steering committee that will have representation from all CapMetro & frontline departments. We also want some external partners to be apart of the council. BJ – Is glad to hear about the program and she is interested in it. Donna – How would you prefer to identify who you would like to be on the council & your timing to provide a representative. Ephraim – We currently have 6 active members and looking to fill the other 3 vacancies. BJ, I know you have expressed some interest & since we have quorum we might as well move forward with the nomination & appointment. Dave F – I nominate BJ if she is interested in doing it. Ephraim Taylor seconded the nomination. Donna – The first meeting with be remote & we will look at others. BJ Taylor is approved unanimously.

Project Connect Resolution

CSAC

Resolution attached. David F explained what's in the resolution he drafted. David S – Has anyone seen stats on where traffic would be if we do or don't do it. Ruven – About 120k additional boardings that would not occur. It's 120k car trips per day. Ephraim & David S are in favor of the resolution. BJ – I have a hard time getting really excited about the taxation that the proposition represents. What if not everything comes thru that's not planned for. What does CapMetro do with what's planned so far? Riding CapMetro is a stress reducer for me & in reality when people are able to ride again, I expect the ridership will go up again but where it goes matters. I like the idea of the fare capping pilot. Dave F – From conversations I heard earlier if the money doesn't come in like CapMetro anticipates they will just build it slower. They wouldn't spend money they don't have. This plan is about making it easier for everyone in the city to get around even if you don't take transit. We lost quorum. Asked Yannis to check with Legal to see if they can pass a resolution outside of meeting time via an email vote.

November Meeting

- **Project Connect Update**
- **Dashboard**

Meeting Adjourned at 7:37