

**Customer Satisfaction Advisory Committee**  
**Wednesday, September 9<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 6:05 p.m.

**Introductions:**

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

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

General Public: Ruven Brooks

**Community Communications:**

N/A

**TVM Update**

*Yannis Banks, Community Engagement Coordinator*

We have new TVMs that will be going live soon. They are smaller than the previous machines and will be able to take credit/debit cards for payment. We have CapMetro employees currently doing field testing of the machines. We will have Shawn Brown come next month to do a virtual demonstration of how they function.

**New CSAC Members**

*Yannis Banks, Community Engagement Coordinator*

We have 3 open positions on CSAC. If you know or have people in mind who would be good for CSAC have them go to the website & apply to be apart of the committee so we can fill those positions. We will be doing social media posts about people applying as well. David Foster – How many members do we have now and how many do we need for quorum? Do vacant seats count or is it about how many are filled. Yannis – I would have to look at Roberts Rules but currently have 6 members. Ephraim – The policy & procedures page on the CSAC website is a broken link. Yannis – I will let our marketing department know about it so it can be fixed. David Foster – Quorum is 5 members of the committee or a majority of the then appointed members. So we need to have 5 members.

**Project Connect Update**

*Yannis Banks, Community Engagement Coordinator*

No new update since the last month. We are still doing presentations to any & every group we can. You will start to see more info from the city about the funding & finance of Project Connect. For clarification CapMetro board members can advocate for Project Connect as long as they are not using CapMetro resources. David Foster – Do you know if John Michael-Cortez has

pulled together some equity information? Yannis – I am not sure. I haven't heard anything about it. David F – There continues to be concerns about the lack of information about the potential for displacement. I think it has been addressed with the \$300 million dollars and City Council's contract with the voters. Yannis – Donna will be here next month to talk about a committee dealing with equity. Ruven – There's an article in the Austin Monitor about an equity dashboard from the city. Yannis – As part of Project Connect there will be a community committee that will have members appointed by Capital Metro & the City of Austin. Ruven – Does anyone now if the \$300 million will be spent over the whole plan or the initial investment. Yannis – It is a part of the initial investment plan. Ruven – Now would be a good time to spend money for the rest of the plan, which could be 10 years out. Making the investment now could be cheaper than waiting until then. Yannis – The money being proposed in this vote is to be planned to use during this investment. I will pull up a slide to show. Ruven – So now would be good to spend the money now for the 2<sup>nd</sup> phase. David F – Yeah this plan isn't just about rail so I think it would be good to look past the rail stations and see where we can build out not just along the rail. Yannis – I think that is something the committee could look into in how the funding will be done. Ruven – Take Tech Ridge, that will be prime property eventually & could be looked at into investing in now before developers get to buying up the land. Yannis – I thin those conversations can be had in that committee on what/how the money will be spent.

#### **Oct Meeting**

- **Resolution supporting project Connect**
- **Donna Simmons – Committee**
- **Pat – Dashboard**
- **Will there free rides to the polls on election day?**