

Customer Satisfaction Advisory Committee
Wednesday, June 9th, 2021
Virtual Meeting
6:00 p.m. – 7:30 p.m.

Call to Order:

Chairman Taylor called the meeting to order at 6:12 p.m.

Introductions:

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

Capital Metro staff present were: Yannis Banks, Gloria Barnes, Tangee Mobley, Kevin Conlan, Jo Anne Ortiz, Brian Carter

General Public: Ruven Brooks

Community Communications

BJ Taylor – Received a call from Jean Crawford of a person in a wheelchair falling. Tangee will look into it and see what she can find out.

Project Connect Update/Pickup Update

Yannis Banks, Community Engagement

Yannis – Working groups are still happening. Please sign up for the working group and encourage others to sign up for the working groups.

Branding Update

Brian Carter, EVP Chief Engagement and Experience Officer

He is informing the committee about the brand refresh. We will look at the words & elements that we use to define our mission statements. What it is not is an effort to do a rebranding. We feel like it's a good time to rebrand. The last time we did anything of this nature was in the mid-90s. We will also take into consideration about the changing organization we have become over the past few years. We will be doing a lot of procurement, we want to make sure we are doing it so the assets will have a long shelf life. We are doing a procurement of uniform pieces at the end of the year.

Fiscal Year 2022 Budget Development Update

Kevin Conlan, Deputy CFO

The budget kicked off meetings started on February 4th. August 24th is when the proposed budget document will be online. Pending covid restrictions we will do public outreach at our transit centers or online. We are up half a percentage point compared to March 2020. We will not have a fare increase for fiscal year 2022. Freight rail is on track for what was budgeted.

Operating service will go back to pre 2019. Route 1,7,10, 20, 300 will have additional frequency. There will also be additional frequency on MetroRapid between 8 pm and 10 pm.

Update on Electric Buses

Andrew Murphy, Director Vehicle Maintenance

We currently have 12 electric buses in our fleet. We've logged 175,000 miles with the fleet without any serious incident. We are gradually ramping up to full service. We are learning about the differences between electric and diesel buses. We have trained 10 mechanics and over 200 operators how to drive the buses. We have met with Austin First Responders, so they are familiar with the buses as well if needed. The buses come with real time monitoring so we can see how the buses are performing. Currently we are figuring out how to put the buses out on the weekend since they tend to stay out longer. We have had some challenges, but we have been able to charge different buses on different chargers. We were one of the first companies in the country to do this. We have had 1 out of 50 battery packs fail. We have a 12-year warranty on the batteries so they were replaced with no problem. We have been exceeding our expected 150 miles range with the buses. We are looking into the network & studies due to the power outage from a few months ago. We are looking to use overhead chargers when it comes to the newer buses we are ordering. It will allow us to do on route charging at the end of line, which will help with keeping them running. The next delivery of electric buses will be at the end of 2022.

David F – What kind of storage are you looking at since you mentioned the winter storm.

Andrew – We are looking at working with Austin Energy to be considered an essential service so that we could be treated the same as communication network, hospitals, etc. We are looking for our charging to have dual feeds. We are also looking at storage, like battery pack storage but they can't store as much power that we will consume. David F – Are you crunching numbers to show the savings/difference in electric and diesel. Andrew – Yes. Ruven – What's customer reaction has been to the electric buses? Andrew – I have heard only good things. In our current RFP we are asking for a noise maker to be included to help with those who are visually impaired. We are asking the bus manufacturers to see what their solutions are to help find the balance of noticeable & not disruptive.

Approval of April minutes

July Meeting

- **Ridership update**
- **Conclusions of Ziccla project**
- **Leander Update – Level of service, politics**
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Meeting Adjourned 7:27