

Customer Satisfaction Advisory Committee (CSAC)

Wednesday, July 14, 2021

Teams Virtual Meeting

6:00 p.m. – 7:30 p.m.

Call to Order: Chairman Taylor called the meeting to order at 6:07 pm

Attendees

Committee Members: Ephraim Taylor, David Foster, David Shapiro

Capital Metro Staff: Yannis Banks, Robert Gonzalez, Jennifer Govea, James Bush, Nadia Barrera-Ramirez, Brian Carter, Jo Anne Ortiz, Edna Parra

General Public: Ruven Brooks

Community Communications

Ruven Brooks – question on Reduced Fare ID process and is there a way to cross-check the database to streamline customer experience; Edna will ask appropriate CapMetro departments and will get back to the committee in August

David Foster – has gone to all Austin FC games on CapMetro, and transportation to get there is working well; consider having some service lines that do not go to the very end to improve efficiency

Project Connect Update/Pickup Update

Yannis Banks, Community Outreach Manager, MetroRapid & Green Line

Yannis Banks informed the committee about the upcoming Project Connect Open House on July 31, at the Central Library, and that there will be Blue and Orange Line Project live virtual meetings and self-guided open houses from July 27 to August 5.

Banks also provided updates on new zone opening: South Menchaca will launch in the first week of August; North Oak Hill will open on August 24; and Dessau opened on June 15. Ruven asked about if Ridership data will be placed on the dashboard. James let him know that since it is just leaving the pilot phase it's not there currently. Since we have just passed our service standards we will be looking to get them on the dashboard at some point.

Committee asked if the South Menchaca will be marketed. Banks let them know that it will be in the paper once it launches, and they will work to get mailers sent out to community members, as well as work with Council Member Kitchen to get the information sent to key organizations and community.

Record and Post CSAC and ACCESS Meetings and Committee Transition

Yannis Banks, Community Outreach Manager, MetroRapid & Green Line

Introduced Edna Parra to the committee; Edna is the new CapMetro Community Engagement and Outreach Manager and will be taking on the role of committee liaison.

Banks also informed the committee that the board is interested in pursuing changes to the current committee meetings, which includes recording all meetings and posting them on the CapMetro website, along with the agendas and minutes.

Chairman Taylor talked about the committee vacancies and expressed concern about the need to reach a quorum to have more formal meetings and start recording them. Currently they have four empty seats.

Brian Carter discussed the logistical needs such as, location, technology, etc., that need to be considered to have committee meetings align similarly to board meetings. The process would have to be defined and outlined with the support of the CapMetro Board Liaison.

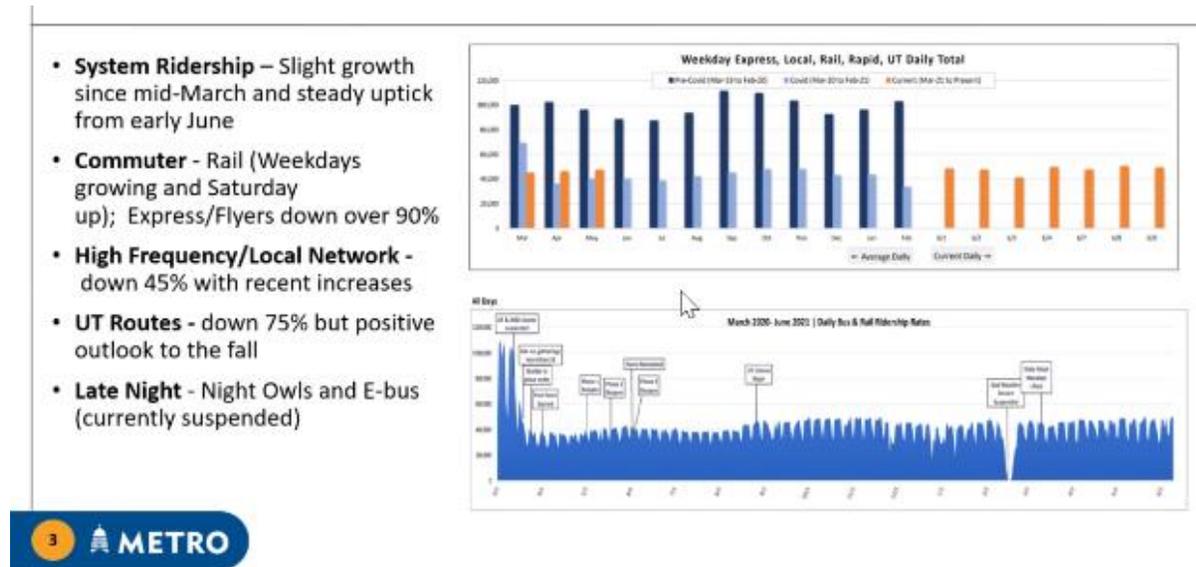
The committee will discuss it in future meetings and have a recommendation in August or September.

Chairman Taylor also discussed the role of this committee and Project Connect; they would like to provide feedback on some of the lines. Yannis let them know that they can get Austin Transit Partnership members and consultant come speak at some of these meetings.

Ridership Update

Robert Gonzalez, Service Planning Director; Jennifer Govea, Manager, Service Analysis

Jennifer Govea explained that they are currently seeing an uptick in ridership and presented on system ridership, commuter, high frequency/local network, and late-night services (see image below).



Govea brought up that as employers bring back employees back into the office might increase ridership this summer and fall. Also, UT Austin moving to in-person classes this fall will add to ridership increase.

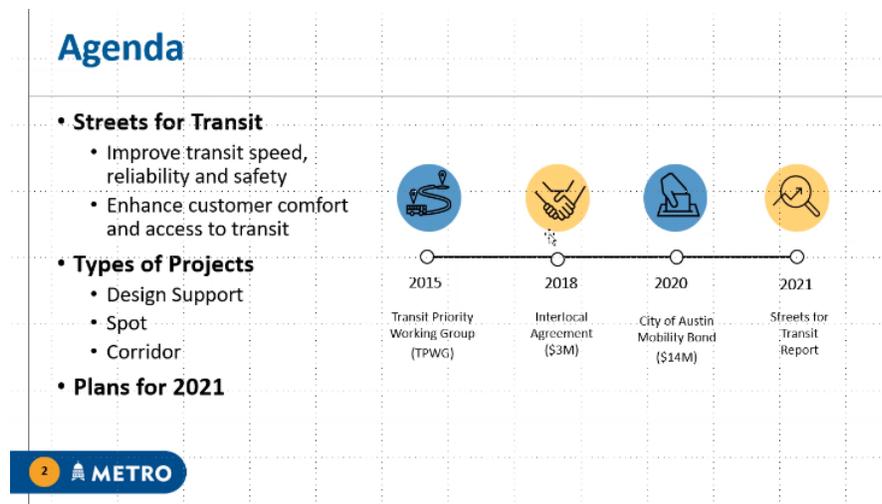
Govea also noted that the Late Night are considering bringing back the Late Night services, but they are continuing to monitor Covid-19 recommendations and guidelines from Austin Public Health.

Lastly, Govea informed the committee that Austin FC service lines have been full. The committee asked if they had exceeded capacity; she did not know if they exceeded capacity but did let them know that trains have over-flow when returning from Q2 Stadium. David Shapiro commented again on consolidating services, so that they can return to pick up passengers faster instead of going all the way to the end. Govea noted that she will look into consolidating that midtown section to turn back for efficiency.

Transit Speed and Reliability Program

Nadia Barrera-Ramirez, Manager, Cross Agency Transportation & MP

Nadia Barrera-Ramirez presented updates on the Transit Speed and Reliability Program to get feedback on current and future projects. See presentation agenda below:



The committee also discussed the Zicla Pilot Project located on Guadalupe at 26th Street and challenges associated with getting valid before/after data on its effectiveness. Current plans are to keep the pilot in place until September when traffic volumes are projected to return to normal.

Leander Update

Yannis Banks, Community Outreach Manager, MetroRapid & Green Line

The Leander Council has not yet called for an election to consider leaving the service area. The council has directed staff to gather information on the implications of leaving the service area. Capital Metro is committed to continuing to serve the residents of Leander who rely on and enjoy the benefits of our services. We recently announced the return of Saturday rail service, and we saw our Leander customers respond positively—especially as many people are making summer plans, venturing out to the Domain, and planning their very first trips to Q2 Stadium. Capital Metro leadership has met with the new Mayor and continues to have productive discussions on our partnership. Staff also continues to work with the city manager and his staff on several initiatives and opportunities

August Meeting Agenda Discussion

January – start planning for the year-long work plan

Reduced Fares – reaching out to departments to see what systems can be improved to improve Reduced Fare ID procedures

Publicizing meetings and discuss process to record meetings

Chairman Taylor discussed current members and future possible elected member; David Shapiro asked who is not coming back:

BJ Taylor will return

Betsey – still a member, but need to check in and see if she can maintain her seat according to bylaws

Cooper is appointing a new member as well

Council Member Kitchen and the new Leander Board Member each have an applicant pending

Budget update by Kevin Conlan

August Service Change

Question brought up: When will the public outreach be done?

Continuously, there shouldn't be too much change, but CapMetro is working on a plan.

For September – priority - Have a discussion in September about the Orange line, but need quorum if they want to make any recommendations or comments about those lines