

**Capital Metropolitan Transportation Authority
CSAC Advisory Committee Meeting Minutes
Wednesday, August 11, 2021
Virtual Meeting 6:00 p.m. – 7:30 p.m.**

Committee Members: Chair Ephraim Taylor, Betsy Greenberg, David Shapiro, David Foster, Fangda Lu, B.J. Taylor,

Capital Metro Staff: Yannis Banks, Brian Carter, Kevin Conlan, Paul King, Danniella Madubuike, Brian Carter, Jo Anne Ortiz, Edna Parra

General Public: Ruven Brooks

Welcome / Introductions / Call to Order

Public Communications: No Public Comment

Reduced Fare ID – Report back from July’s meeting: Transit Store staff is automating the online application. This way, the customer can upload their photo and supporting documentation online, and fully complete the process without having to visit the Transit Store. Customers would also have their ID mailed to them after being processed and approved. The tentative completion date is the end of year 2021.

Agenda:

Project Connect Update

Yannis Banks, Community Engagement Manager

Mr. Banks had high-level overviews of the blue and orange lines, and went over the public meetings that are happening in the next few months. Also, he asked committee members to please participate in the upcoming meetings and workgroups for their thoughts and feedback.

Project Connect, self-guided, design presentations – English and Spanish -
<https://publicinput.com/library>

The Redline will have a virtual option on August 25, and in September there will be an update as well. There are working groups for these groups. Blue and Orange line All updates and meetings can be found on the [Get Involved Webpage](#)

People are encouraged to join a working group: <https://www.capmetro.org/project-connect/groups>

MetroRapid – community meetings are also being scheduled to talk about sound walls, upgrades, and other updates to the MetroRapid services.

Also, if anyone is interested in touring the future plans for the whole system, that can be found on the Project Connect website.

Questions from committee:

There have been talk about a longer tunnel and more cost –

Mr. Banks: Not sure if it will be a long tunnel, initially there was talk about having a bridge; we do not have any other information on the cost. Initially, they were to build a bridge; some more research was done to make a bridge; and currently, it looks like the best way would be to create an underground tunnel and then have it come up. Right now, we are at 15% design and the conversations will go until January or February, so we want people to be involved for questions like this.

FY2022 Budget Proposal

Kevin Conlan, Deputy CFO

Mr. Conlan went over the fiscal year 2022 with highlights on budget overview, operating and next steps. Fiscal year starts in October 2021 and ends in September 2022.

FY2022 Budget Development Calendar:

FY2022 Budget Development Calendar

- Feb 4 Operating and Capital Budget kick-off meeting with departments
- Apr 16 Capital and Operating Budget requests received from departments
- May 12 Board Committees review proposed budget calendar
- Jun 2 Initial review with Access Advisory Committee
- Jun 9 Initial review with Customer Satisfaction Advisory Committee
- Jun 28 Board of Directors initial review and discussion
- Jul 19 Budget proposal presented to Board of Directors



He also did a budget overview and spoke about the balance, and that it currently meets the operating reserve requirements. The projected sales tax growth of 4.8% for fiscal year 2022 is in line with the City of Austin budget assumption, and service funding is at pre-Covid-19 levels and is based on August Service Plan.

In addition, Mr. Conlan spoke about the operating revenue (projected 495.7 million), which includes fare revenue, federal grants, and freight railroad revenue, operating cost drivers, customer experience technology and bus enhancements, and the proposed 5-year capital plan.

Mr. Conlan went over the operating cost drivers. That includes service levels based on August Service Plan changes, Pickup mobility zones, fuel prices, 3% pay increase for employees, new and contractor converted positions for fiscal year 2022, and strategic plan initiatives being considered.

Other future budget plans include electric buses, Broadmoor Rail Development, and Customer Experience Technology Enhancements, and Bus Stop Enhancements.

Next steps for budget items include budget outreach and board approval at the end of August. Items to come include Fare Structure discussions, Broadmoor and Mckalla Rail developments, and purchase of electric buses.

Questions: N/A

August Service Changes

Danniella Madubuike; Transportation Planner

August 2021 Service Changes

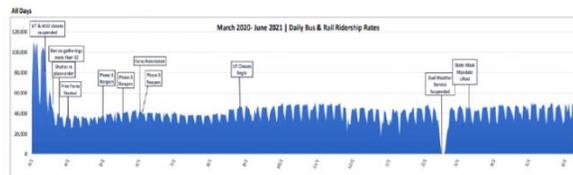
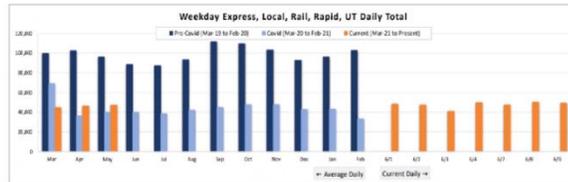
Current conditions influencing service include Covid-19, employment (state, private, downtown workers) UT Austin (returning in the fall), resources and workforce. We are making sure that we meet expected demand

Below is a list of current ridership for commuter rail, local, and UT & Late Night services.

Current Ridership:

Current Ridership

- **System Ridership** – Slight growth since mid-March and steady uptick from early June
- **Commuter - Rail** (Weekdays growing and Saturday up); Express/Flyers down over 90%
- **High Frequency/Local Network** - down 45% with recent increases
- **UT Routes** - down 75% but positive outlook to the fall
- **Late Night** - Night Owls and E-bus (currently suspended)



Future Service Changes:

CapMetro will review and evaluate ridership and service after August changes implemented, and there will be continued evaluation of system network and considerations in preparation for new Expo and Pleasant Valley MetroRapids in 2023

August Service Levels		
	Current	August
Frequent		
High Frequency Network	• PreCOVID levels in place + Enhanced	• Route 337 daily (currently Weekday peak only)
MetroRapid	• PreCOVID levels (except Late Night)	• Resume Late Night / Improve Weekday Evenings (8pm to 10pm) to 15 min
Regular		
Local	• PreCOVID levels	• Route 392 daily (improves to 30-35 min)
Commuter		
Express	• Select Routes and Trips Only	• Partial Route 980 (1 AM & 1 PM trip)
Flyers	• Select Trips Only	• No Change
MetroRail (Red Line)	• PreCOVID levels (except Late Night)	• Resume Late Night Friday / Saturday (regular & special events) remain
Special		
University (UT)	• Summer levels	• Adjusted for Fall semester
PickUp	• PreCOVID levels (except Saturdays)	• Resume Saturday (NE ATX & East) / New Saturday (Walnut Creek, Leander, Dessau)
Night Owls / EBus	• Suspended	• Resume Late Night Owl / EBus

New Dessau Pickup Zone opened with its Grand Opening and Ribbon Cutting on June 15. This will have Saturday Service. 4.5 Miles and will be the first Project Connect Service Expansion.

Question/Inquiry: Won't North Oakhill will also open? Yes, and that will August 24 – planned launch date/

Public Safety Update

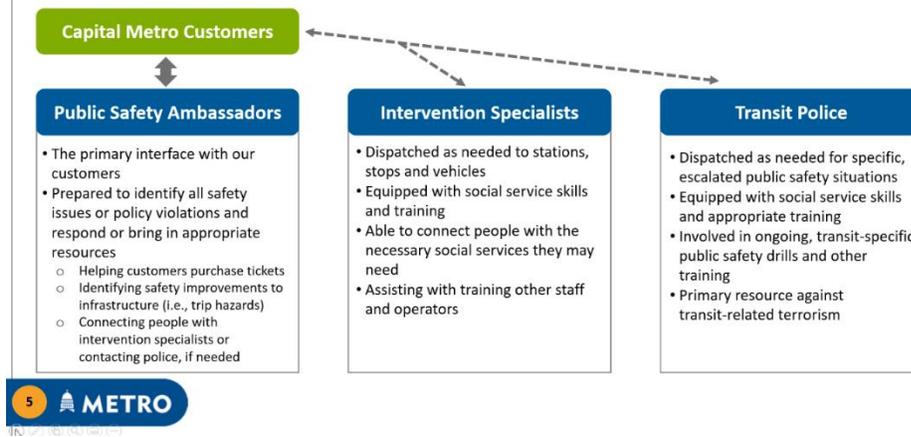
Darryl Jamail, Director of Security and Emergency Management

Mr. Jamail, discussed Capital Metro's public safety approach, stakeholder feedback, and review the requested board action. Have been running from the same plan since the 80s, and since Project Connect, they have taken a hard look at the policies and program in place. CapMetro is bringing this to the board in August and would like to hear from the customer advisory committees.

The public safety plan is a three-pronged approach to the Public Safety plan. This includes creating three distinct roles - Public Safety Ambassadors, Intervention Specialists, and Transit Police. They would handle public safety challenges that CapMetro sees during daily operations and special events, plus challenges like potential threats to transit infrastructure.

Public Safety Approach

DRAFT



Recent challenges: daily operations, special events, and critical transit infrastructure.

Currently, this year's public safety activities will include an APTA Peer Review, operator and customer survey, stakeholder conversations, in addition to hiring 2 Community Intervention Specialists, a Public Safety Ambassador Supervisor, and 15 Public Safety Ambassadors.

Currently, have a great partnership with APD and plan to continue that but want to make sure that we always have a response team that is dedicated to our operators and customers.

The customer and staff survey included: 570 total surveys - 164 coming from CapMetro Operators & Frontline Staff and 406 with CapMetro Customers.

Summary of Board Resolution

DRAFT

- ✓ Engage a consultant to guide development and implementation
- ✓ Engage the CapMetro DE&I Council, and Board Committees
- ✓ Develop a Transit Safety Advisory Committee charter and appointment process for Board consideration
- ✓ Develop a staff training program and professional standards based on input from industry standards and the Transit Safety Advisory Committee
- ✓ Create a process by which police auditing and oversight is addressed
- ✓ Include funding in the FY 2022 Operating Budget to continue this work

Future community engagement opportunities are committed to including stakeholders in this work and want to inform customers and staff about the public safety approach and provide opportunities to influence direction. That includes multiple check-ins with DE&I Council, Transit Safety Advisory Committee, communications to the broader public about opportunities to learn more and participate in the process and engage partners and provide opportunities to bolster relationship and guide program development.

Updates on Project Connect – Redline Improvements

Paul King; Austin Transit Partnership, Transit Architect & Program/Project Manager

Lakeline to Leander double track project

Currently, there is a single main track between the Lakeline and Leander Double Track Stations, and a new 3350 LF double track to establish a zone for passing trains would be added. This would provide improved service frequency and reliability and improved customer experience. Construction begins in September 2021 and the plan is to finish fall of 2022.

Broadmoor MetroRail Station

There would be a new multi-modal transit hub that would be adjacent to the Domain on North Burnet Road. It would be half a mile north of the existing Kramer rail station and one mile north of the new Austin FC stadium, and it includes direct connectivity to the 803, 240, and 466.

Two double-length covered platforms, half a mile of a new double track as part of the new station, more than 400 shared parking spaces for transit users, plus more.

Increase annual boardings, provide multi-modal transit connection in North Austin (Austin's 2nd downtown), connected to high-density stations.

Mr. Guerrero went through amenities, benefits, and provided visuals and an overview of the station updates.

McKalla/MLS MetroRail Station

The update was based on 30% designs and the project includes new passenger rail station, customer amenities, double tracking, plus other improvements, and sustainability features. This would be coming in summer of 2023.



Working with the City of Austin and the Federal Railroad Administration we will conduct a diagnostic review to determine the requirements to include four additional crossings into our quiet zones.

Design and construct the necessary protection and safety devices at Rundberg Lane, Rutland Drive, Braker Lane, and Kramer Lane.

Quiet Zones
Work with our partners in the city and the FRA to design and implement additional quiet zone crossings.

Working with the City of Austin and the Federal Railroad Administration we will conduct a diagnostic review to determine the requirements to include four additional crossing into our quiet zones.

Design and construct the necessary protection and safety devices at:

- Rundberg Lane
- Rutland Drive
- Braker Lane
- Kramer Lane



This will allow CapMetro to not sound the train horn at these crossing during normal operating conditions.



10 METRO
King

Total timeline will be about 15 months for the timeline for the quiet zones

BJ Taylor - are any south of Rundberg quiet Zones? – there are already some quiet Zones, in the downtown area and Airport – is MLK a quiet Zone, North of 183 is a train horn.

Meeting Recording Discussion

Edna Parra, Community Engagement and Outreach Manager

The committee continued the conversation from July's committee meeting about recordings and other systems. For those who were not at last month's meeting, we went over the background and changes. The Capital Metro Board had a few conversations and questions about the customer advisory committees (so CSAC and Access), and the systems in place. They have expressed that they want the meetings and committees to be as accessible and transparent as possible.

From last month's meeting and notes from the Access Committee, that includes:

Recording the meetings and posting them on the website for anyone to be able to join while in session or view any time after the meeting.

Promoting CSAC and Access meetings more publicly through social media, main website, and other forms of marketing.

Posting the agendas ahead of time, at least 72 hours (about 3 days) before any scheduled committee meeting. As well as posting meeting minutes on the website shortly after the committee meetings.

This past month Ms. Parra has worked on the list above, especially after last week's Access meeting, and a few follow-ups they had from that meeting.

Ms. Parra is working with various departments to create website changes, create a communications plan on how to promote the committees to the public, learn more about recording meetings and technology needed, and producing a timeline and process to add minutes and agendas to the committee webpage.

In addition, the board has also expressed interest in hearing the updates and report-outs at the board meetings from the committee chairs, Chair Taylor in this case. Right now, this would be a lot easier because that is a function through Teams.

Question/Comments: No problem with transparency; members want to make sure that they have quorum each month

Ms. Parra: Currently, there are two applications being reviewed, and Mr. Lu has joined as a new member of the CSAC Committee. She will follow up on the two applications out to the board, and also look into the new Board Member Becki Ross's appointment.

Question: is the group subject to open records, and if that is the case, then is there formal ethics training that they need to go through? (Follow-up needed)

Question: can voting ever happen through email, or other form of electronic voting? (Follow-up needed)

Question: Can presentations also be included in the meeting website:

Ms. Parra – that shouldn't be a problem, and will follow up with the group on that.

Action Items - Vote on Recording the meetings and posting them on the website for anyone to be able to join while in session or view any time after the meeting.

All (5) in favor with five votes to proceed with the recordings.

Ms. Parra will continue to work on the list and get back to the committee on details of how to move forward. Also, I will follow up on the members needed to fill the vacant appointments for the committee.

September Meeting Discussion on Agenda

Project Connect Update – orange line

Diversity, Equity, and Inclusion Update

SEPTEMBER 2021 - from workplan

See Say Now App Update

App Update

Farebox Technology

Adjourn