Customer Satisfaction Advisory Committee
Wednesday, May 13, 2020
Virtual Meeting
6:00 p.m. – 7:30 p.m.

Call to Order:
Chairman Taylor called the meeting to order at 6:094 p.m.

Introductions:
Committee members present were: Elizabeth Stehl, Ephraim Taylor, David Foster, Betsy Greenberg, David Shapiro, Lin Rui Li

Capital Metro staff present were: Yannis Banks, Dottie Watkins, Dave Couch, Chad Ballentine, Kevin Conlan, Tangee Mobley, Jo Anne Ortiz,

Community Communications:
David Foster – Asked if anyone from the committee is using the bus currently. No one from the CSAC is currently using the system.

Operating Procedures Update/ V.P. Of Operations Introduction
Dottie Watkins, Chief Customer Officer/Chief Operating Officer

Our response came over weeks, they did not roll out all at the same time. We adjusted our service level on March 18th to a modified Sunday service level. Starting on Monday the 985 & 935 will start running again. Fares are currently free. We will be installing plastic barriers between operators & customers. CSAC – How are you protecting your employees in the shop?
Dottie – All of our employees coming into the building are required to wear a mask & have their temperature checked. We also have been buying hand sanitizer buy the drums. We have a 3rd party that does disinfecting cleaning (fogging) every 2 weeks during the middle of the night. We have had a total of 13 positive Covid-19 with unfortunately 1 loss. The rest are or have been recovering. We have implemented a supplemental Covid-19 sick leave program. Ridership has been hovering at 37,000 per day. It jumps to like 39k at the beginning of the month & we believe that is due to benefits coming at the 1st of the month. Yannis – Will there be hand sanitizer dispensers on buses? Dottie – We are looking at dispensers that will be accessible for everybody. They are hard to find but we have people looking for them. I would expect to have some installed later on this month. Dottie introduced Tangee Mobley to CSAC

CapMetro Financial Update
Kevin Conlan, Director of Budget & Financial Planning

We are anticipating a significant reduction in sales tax. We had a 30% reduction in March from fare revenue. We could see up to a $600,000 reduction in ad revenue this year. We are losing $1.9 million in fare revenue each month we do not collect fares. We could be facing $8.7 to $12 million in revenue each month. We have $61.5 million of reserves & another $40 million in Capital reserves that we could use. We were awarded $101 million from the CARES act. The funds are for response to the COVID-19 crises.
**Grocery/Pickup Update**  
*Chad Ballentine, V.P. Demand Response*

We have delivered over 200,000 meals since we have started this program. You can go to [www.capmetro.org/home-delivery](http://www.capmetro.org/home-delivery) for eligibility for the program. CSAC – Has the word been getting out? Chad – We have gotten a lot of great media about it. Our Access customers have also been aware. We have also partnered with SNAP & WIC to let their recipients know as well. Our operators have been excited about this program.

**Project Connect Update**  
*Yannis Banks, Community Engagement Coordinator*

There is an update from the March presentation that the Gold line should be LRT, no longer BRT in the endgame. It may start off as a rapid service but as the ridership grows it will move to LRT. Dave – The next thing to look at is how the Covid-19 effected funding. At the June meeting will be more about the plans. The funding will be looked at a later meeting. CSAC – Is there any concern about what the new reality is due to Covid-19? Dave – It’s why we are doing this in a sequence of steps. The first is to approve what the LPA will be. At the August/September timeframe we will be able to look & see what the financing step could look like. I fully understand & agree that the number one focus we have right now is covid-19. The June action will set the table for when things improve & the time is right, we can move forward. CSAC – When does a decision has to be made about elections? Dave – That’s a city process. I know that there is something that City Council will have to direct the City Manager to have something on the ballot. CSAC – Randy mentioned about Federal money, could you go into more detail about that? Dave – Part of that is when we 1st looked at it there was talk about 40% funding from the Feds but we are currently looking at possibly getting 50% share from talks going on in Washington.

**CSAC LPA Statement**  
*CSAC*

How could Gold line be extended if it’s rail? Dave – The 1st step would be Metrorapid as we have it now. It would not be a dedicated bus way. At a later time, to be determine, would be building of light rail service. In essence it is the Trinity street corridor up to the University, then over 45th Street to ACC highland. CSAC – Would we ever think about extending the terminus north? Dave – We have not looked at that. CSAC – Doing rail on the Gold line does not move the needle on a maintenance yard? Would there be somewhere by Highland for a rail maintenance yard? Dave – No, we have looked in the area but there isn’t a location on the Gold line for a rail maintenance facility. CSAC – How do we let people know we passed a resolution? We can send a release to Austin Chronicle, The Monitor, etc. CSAC – Is this going to the public or just to the board? Ephraim – It is a public document. David S. – Should we put it in a more digestible form for the public? Ephraim will work on press release to go along with the resolution

David F – Motions for approval of resolution. Elizabeth 2nd. Passes unanimously 5-0

**June Meeting**

- **Project Connect Update**
- Outreach
  - Messaging
  - Initial 2021 Fiscal Budget

**Approval of March 2020 Minutes**

- Minutes approved unanimously
- Elizabeth moved, David F second

**Adjourn 7:21**