

Customer Satisfaction Advisory Committee
Wednesday, April 14th, 2021
Virtual Meeting
6:00 p.m. – 7:30 p.m.

Call to Order:

Chairman Taylor called the meeting to order at 6:07 p.m.

Introductions:

Committee members present were: Ephraim Taylor, David Foster, BJ Taylor, David Shapiro, Betsy Greenberg, Lin Rui

Capital Metro staff present were: Yannis Banks, Tangee Mobley, Gloria Barnes, Holly Winge, Dani Madubuike, James Bush, Jonathan Tanzer, King Kaul, Jesse Marroquin, Cynthia Lucas

General Public: Ruven Brooks

Community Communications

David Foster – A woman has had bad experiences with MetroAccess male drivers making inappropriate comments to her. He is concerned about the safety for the women using the service. Would like to know how many times is it that it is just one passenger & driver in the vehicle. Also, could a passenger request a same sex driver if they are more comfortable with that. Yannis explained that before covid there were normally multiple passengers in the vehicle. During covid for social distant purposes there have been only one person in the vehicles. David didn't want to give the young woman's name but we have an idea who he is talking about and MetroAccess has been working with her and investigated the incidents.

Project Connect Update

Yannis Banks, Community Engagement Coordinator

I let them know about the upcoming virtual public meetings April 27th – April 29th. The virtual open house will last from April 26th – May 21st.

June Service Change

Daniella Madubuike, Transportation Planner I

There will just be minor adjustments for OTP. There will be changes to school service with schools going on recess. We will still be running the same reduced service. Still no Saturday or late-night Metrorail Service.

Capital Project Update

King Kaul, Director Capital Construction Management

NLTC Improvements: We will strengthen the canopy, improve electrical lighting, demolish a brick wall, and install new signage. As well as installing 2 new CapMetro shelters. We will also

install 2 new TVMs. We will have to demolish a concrete median & construct it back once improvements are completed. We will have to move some bus stops to the kiss & ride area for safety purposes while the construction is going on. Bids were received on March 29th and we are expecting board approval in April. It will take 3 months to complete. David Shapiro – With this being the Northern terminus of the Orange Line, will things be done for the Orange Line. King – The current improvements are being done for customer safety. There will be more conversations about what the station for the Orange line will look like. Yannis mentioned the upcoming Virtual open Houses.

Eastside Bus Plaza – This will be a shared plaza with CARTS and CapMetro. There will be bus bays for CARTS & CapMetro vehicles. From 8-5 the facility will be open to the public. The public will be able to use the restrooms during that time. The grand opening is scheduled for May.

IT Update

Cynthia Lucas, Marketing Director & Jonathan Tanzer, Technology Systems Program Manager,

We will be going to a full account-based system. With the smart cards customers will be able to load value at the 250 retail locations throughout our service area. Customers will be able to tap the card to the onboard validator and be charged a single ride fare. With future fare structure we will be able to do fare capping to track their progress to a month pass. If it is an unregistered card there will not be any protections if they lose the card. We would need people to link to their account for their protections. If it is a registered account, customers can add a period pass to their smart card or ride with the stored value by paying for a single ride. With the future fare structure customers can use the value on the smart card towards fare capping & account can be linked to other services. The earliest we are looking to launch the smart card is this fall, based on the availability of cards. For the first phase we will use street teams to pass out the cards and let customers know about them. We will also offer the ability to order the cards on our website and at the transit store. Customers will be able to load cash or credit on their cards at the 250+ stores in the Vanilla Direct Network (CVS, Walgreens, 7-11 and more). HEB and Randall's are not currently in the Vanilla Direct network. Thirty-one and seven day passes will continue to be sold there. HEB are working on joining the Vanilla Direct system. Cynthia Lucas – As we look to the future, we have decided to brand our card. We are working on a brand name for something that could be used with different entities (Library for example). These are something we want people to hold on to. For the initial distribution we will use a street team. There will be print & digital education pieces as well. This will help speed up trips if people are prepared. This will give customers an opportunity when they go into CVS, 7-11 etc. an opportunity to add \$5 or so to their cards. It's like having app functionality in a card. The plus is that your card doesn't run on batteries. What are some of the ways we can reach our customers with this information? If you have some ideas, we are happy to hear about it & what do you think about this technology? We are considering a small group to help pilot this. Ephraim – Excited about us switching to smart cards & has been waiting for this to happen.

Approval of March minutes

Passed Unanimously.

May Meeting

- **Ethics training**
- **Lawrence – Title VI & Soccer Stadium**
- **Conclusions of Ziccla project**
- **Update of how the electric buses are doing**

Meeting Adjourned at 7:20