

Customer Satisfaction Advisory Committee
Wednesday, January 13th, 2021
Virtual Meeting
6:00 p.m. – 7:30 p.m.

Call to Order:

Chairman Taylor called the meeting to order at 6:10 p.m.

Introductions:

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

Capital Metro staff present were: Yannis Banks, Tangee Mobley, Marcus Guerrero, Gloria Barnes, Holly Winge, Nadia Barrera-Ramirez, Mark Herrera,

General Public: Ruven Brooks

Community Communications:

David Foster – Met the most charming bus operator. She’s a couple years from retiring but she was a very pleasant person. Glad to still see the hand sanitizer at Westgate, as well as people hopping on to sanitize the bus. He has been seeing people adhere to social distancing on the bus

Project Connect Update

Yannis Banks, Community Engagement Coordinator

The ATP is having their first board meeting on January 20th at 2 pm. At the meeting they will be electing board positions, approving a budget and passing some ILAs. He also went over who are the members of the ATP. Informed the committee on the upcoming virtual meetings and the virtual open house on the Orange, Blue and Pleasant Valley and Expo lines.

Zicla Project

Nadia Ramirez-Barrera, Project Manager, Transit Speed and Reliability

This pilot project is located just north of Dean Keaton. During peak times our buses are moving very slow. We would close the 2 stops on the corner. The 980, 980 and 20 would still turn right on Dean Keaton. The stop will have a bike ramp and a raised platform. The pilot will last for 6 months. The goal is to have safer interactions between the modes & still keep access to the University. Ephraim – It looks like there is a separate island for people to wait on. What’s to keep people out of the bike lane while waiting for the bus? Nadia – That’s a good question. We are hoping the color separation will alert people & will work with Mark on signage.

ACC Riverside Stop Update

Mark Herrera, Technical Program/Project Manager III

This was a joint project between ACC & CapMetro to remove the stop from the campus and onto the city street. Improvements stretch from North ACC riverside to Hogan. There are 4 bus shelters, containers, benches, bus stop signs, and monuments to say ACC Riverside campus. The bike lanes are protected and behind the bus so that it doesn't interact with the buses. It was all designed by COA Active Transportation Department. The stop will open this Sunday. There will be 2 E-Papers signs installed, but we are waiting on the delivery of them.

Downtown Station Update

Marcus Guerrero, Technical Program/Project Manager III

The station opened back up late last year. The project spans from I-35 down 4th street to Trinity street. It replaced the old station we had with a larger, improved station. We went from holding 1 train at a time to 4 trains. There are tactile warning strips for those who may be visually impaired. The ticket vending machines are over by Neches. There is signage out there to let people know. We still have some track work we are doing, as well as platform work on the other platforms.

Approval of December minutes

Passed Unanimously.

February Meeting

- **Joint Meeting with Access**

Meeting Adjourned at 7:20