

Capital Metropolitan Transportation Authority

Customer Satisfaction Advisory Committee (CSAC)

Wednesday, August 10th, 2022

6:00 PM

Virtual Presentation

Microsoft Teams meeting

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CapMetro Employees: Peter Breton, Kevin Conlan, Edna Parra, Andrew Skabowski, Lawrence Trevino, Emmanuel Toutin.

Committee Members: David Foster, Betsy Greenberg, Fangda Lu, David Shapiro, Ephraim Taylor, Diana Wheeler

Public: Ruven Brooks, Meghan Healey

Meeting called to order at 6:03 PM

Welcome / Introductions / Call to Order

Chair Taylor

Public Communications

David Foster raised concerns about the trains passing through the Highland neighborhood sounding their horns at Koenig/2222. He asked the status of the quad gates at those intersections. **CapMetro Staff** says that they'll get back to him.

David Foster asks about the search for a new CapMetro CEO and making sure any finalists speak to the public. He is informed that there is a special board meeting on Monday August 15th to discuss specifics around hiring a new CEO. **Betsy Greenberg** inquires about ATP's CEO search, and **CapMetro Staff** note that an upcoming presentation from ATP staff could include that topic.

Operations Update

Andrew Skabowski, Chief Operating Officer

Andrew Skabowski outlines that CapMetro is currently improving bus service and operations over multiple categories and has hired 285 operators since January, and graduated 26 operators in July. CapMetro's parts availability is not the best due to supply chain issues, and while they are short on mechanics, at some point in May the mechanics turned a corner on the backlog of work, and the department is now hitting their goal for vehicle availability reliably.

Betsy Greenberg asks if staffing levels were higher pre-pandemic, and **CapMetro Staff** says they would have to get back to her.

Betsy Greenberg and **Diana Wheeler** ask if the UT and commuter services will be more reliable than the Spring, and **Andrew Skabowski** says yes, due to fixing buses and having more operators.

Ephraim Taylor mentions that during the Spring when bus cancellations were more frequent, there was a lag between the overall drop in service reliability and CapMetro's communications about that fact, and that CapMetro should be vigilant in being communicative about possible service cuts more swiftly.

David Foster asks how comparable our current ridership and staffing is to other transit agencies. **CapMetro Staff** says that ridership is comparable to most other major transit agencies, and travel patterns are changing which affects ridership.

Ephraim Taylor asks about operator retention, and **Andrew Skabowski** mentions that the total added operators added 10 to 15 operators a month, and that CapMetro is working on rebuilding the positive work culture that was lost over the past few years during the pandemic.

CMTA Fiscal Year 23 Budget Proposal

Emmanuel Toutin, Manager, Budget and Financial Planning

Emmanuel Toutin outlined the community engagement calendar for the budget, explains that CapMetro is currently sound and balanced with the budget, and breaks down the operating revenues and operating expenses.

Betsy Greenberg asks why the Project Connect line-item costs are going down year after year, and **Emmanuel Toutin** says that CapMetro is contracted to build only some parts of Project Connect, and that ATP will pick up more of the cost of Project Connect on their balance sheet year over year.

August Service Changes

Roberto Gonzalez; Director, Service Planning

Roberto Gonzalez outlines the engagement process for service changes, CapMetro's current and expected service levels for the Fall. Next year, CapMetro is expecting to make minor changes to the majority of routes, combine a few routes that end in downtown, and bring on new services.

Betsy Greenberg mentions how low frequency on some routes may impact ridership negatively, and **Roberto Gonzalez** agrees, and explains that the Service Planning department is closely monitoring the lower frequency lines in order to address increasing need.

Betsy Greenberg inquires about the future of E-Bus routes, and **Roberto Gonzalez** explains that much of the E-Bus service is well served by Night Owl, and before E-buses come back online, they may increase MetroRapid frequency during late nights.

Ephraim Taylor asks that **CapMetro Staff** keep in mind CapReMap and promise of lower transfer times, and **Roberto Gonzalez** agrees, and explains that there is an internal plan to increase frequency to routes that were cut during the pandemic.

Betsy Greenberg mentions the program that incentivized drivers to park at One Texas Center and take a shuttle to Zilker, and **Roberto Gonzalez** explains that future plans may increase ridership from UT to Zilker and reduce car usage overall.

Approval of May minutes – Motion by David Shapiro / 2nd by David Foster, passed unanimously

Approval of June minutes – Motion by David Foster / 2nd by Diana Wheeler, passed unanimously

The committee and CapMetro Staff speak on the CSAC recruitment process and possible future meetings.

Meeting adjourned at 7:32 PM.