

## Capital Metropolitan Transportation Authority

### Customer Satisfaction Advisory Committee (CSAC)

Wednesday, June 8<sup>th</sup>, 2022

6:00 PM

*Meeting called to order at 6:03 PM*

#### Attendees:

**CapMetro Employees:** Dottie Watkins, Peter Breton, Kevin Conlan, Roberto Gonzalez, Andrew Murphy, Emmanuel Toutin, Edna Parra,

**Committee Members:** Betsy Greenberg, David Foster, David Shapiro, Ephraim Taylor

**Guests:** Ruven Brooks

#### Welcome / Introductions / Call to Order

*Chair Ephraim Taylor*

#### CapMetro Update & Moving Forward

*Dottie Watkins, Interim CEO*

**Dottie Watkins** thanks the committee for the work being done, and reaffirms the importance of providing reliable service and connecting with customers to move towards providing better service.

#### Public Communications

#### CMTA Fiscal Year 2023 Proposed Budget

*Emmanuel Toutin; Manager, Budget and Financial Planning*

**Emmanuel Toutin** outlines the calendar and explains that the sales tax growth and job growth of the Austin-Round Rock MSA is encouraging. Revenues from fares will have fare capping and Equifare built in. Federal grants and freight railroad revenues are also taken into account. Expenses for the budget are based on August service plan changes, include the average annualized pay increase for employees, new position requests by the senior management team, and the strategic plan initiatives considered in the budget preparation. The cost of fuel remains stable over the next fiscal year estimated at \$2.40/gal.

**David Foster** asks about current ridership projections, and **CapMetro Staff** explain that the planning department is actively working on ridership projections, and that detailed numbers should be available around August.

**David Foster** requests that - when the detailed numbers are available - there is a presentation to the committee on how CapMetro's ridership compares to other transit agencies post-COVID.

#### E-Fleet Buses

*Andrew Murphy; Director, Vehicle Maintenance*

**Andrew Murphy** outlines the new electric buses on order. There are 66 total, which will be delivered around December of 2022 to July of 2023. All buses are 40ft, with a seating capacity of 32, and with many new features and additions. There are 26 New Flyer and 40 Proterra buses, which range in capacity from 466kWh to 675kWh, equating to a range of approximately 174mi to 252mi. He also outlines the many new features of the buses.

**Betsy Greenberg** asks how long a bus takes to charge, and **Andrew Murphy** explains the various situations and factors that may affect the time that a bus takes to charge.

**David Foster** inquires into how CapMetro solicits input from the bus operators in order to adjust the features of the bus, and **Andrew Murphy** outlines the various vectors in which CapMetro collects feedback, such as safety departments, joint health and safety committees, surveys, and others.

**David Foster** asks about how CapMetro takes into account other transit agencies' choices when going through the procurement process, as well as how well the operator barriers work and how safe they are for the operators. **Andrew Murphy** explains what they look at specifically.

**Ephraim Taylor** raises the issue of the life of the batteries on the bus. **Andrew Murphy** outlines the warranty that CapMetro has bought for the buses as well as the possible options to take when the batteries degrade to the point that they will need to be replaced.

**Ruven Brooks** asks if there are any plans to obtain 60ft electric buses, and also asks if CapMetro is working with the design team for the interior seating for Project Connect's light rail. **Andrew Murphy** explains that 60ft buses are in the contract, but they are coming later and are not paid for yet. He also explains that at this point in time, CapMetro is not helping design the interior seating for light rail, but that they will help in the future if needed.

## **August 2022 Service Changes**

*Roberto Gonzalez; Director, Service Planning*

**Roberto Gonzalez** outlines the process of changing service and the level of service compared to pre-COVID. The main proposed service changes adjust some route schedules in minor ways, adjust UT and other school routes to reflect the needs increasing for the Fall semester, streamline some routes that go through downtown, and maintain service levels. The Board is scheduled to make a decision as a part of the June Board meeting and the changes are expected to be implemented on August 14<sup>th</sup>.

**Betsy Greenberg** asks if there are any plans to bring back the E-Bus services, and **Roberto Gonzalez** explains that there is no target date, and that the e-bus service may have outlived their usefulness in comparison to Night Owls or late-night MetroRapid services, as the demand to restart the service is low.

**Ephraim Taylor** inquires about increasing frequency to existing routes that got cut during pandemic. **Roberto Gonzalez** outlines why some route's frequencies were cut and the challenges of increasing the frequency of those routes.

**Ruven Brooks** expresses their appreciation for the proposed replacements of the 233 and 237 with a Pickup service to increase frequency.

**Betsy Greenberg** raises the issue of the buses bunching up, especially with the MetroRapid lines, and suggests maybe reallocating some. **Roberto Gonzalez** explains that sometimes CapMetro has to adjust service to meet demand, including taking some resources out of MetroRapid to cover infrequent routes. However, due to the structure of UT and downtown, it is difficult to prevent bunching at all times.

**Approval of the minutes** - Quorum not met – approval via email expected.

**Meeting adjourned at 7:37 PM.**