

## Capital Metropolitan Transportation Authority

### Customer Satisfaction Advisory Committee (CSAC)

Wednesday, November 9<sup>th</sup>, 2022

5:00 PM

**CapMetro Employees:** Peter Breton, Brian Buchanan, Edna Parra, Allen Walker, Marcella Wood.

**Committee Members:** Arlo Brandt, David Foster, Betsy Greenberg, Ryan Johnson, Fangda Lu, David Shapiro, Ephraim Taylor, Diana Wheeler.

**Guests:** Ruven Brooks

*Meeting called to order at 5:11 PM*

### Welcome / Introductions / Call to Order

*Chair Taylor*

### Project Connect Update

*Brian Buchanan, Principal Project Manager at HDR.*

**Brian Buchanan** explains the roots, design principles, and workplan for Project Connect. He also explains efforts to work with the City of Austin to help move Project Connect forward.

**David Foster** asks about the budget for Project Connect and for a quick overview of the parts of Project Connect outside of light rail. **Brian Buchanan** outlines the plans for new MetroRapid routes, the Green Line construction and Red Line improvements, as well as the technology upgrades that are a part of Project Connect.

**Diana Wheeler** asks how much PC is overbudget. **Brian Buchanan** says that the figures they have estimate the full price to be \$10.2B compared to the original \$5.8B.

**David Shapiro** asks if FTA grants are based on percentage or on dollar amounts. **Brian Buchanan** explains that it's based on dollar amounts and details the usage of FTA grants to help fund Project Connect.

**Ephraim Taylor** asks how you reconcile safety and reduction of traffic speeds with an at-grade light rail system. **Brian Buchanan** explains that ATP is looking at having dedicated guideways for light rail vehicles.

**Ryan Johnson** asks if the standard operating procedure for retrofitting at-grade rail onto roads is to expand the road's right-of-way, reduce vehicle lanes, etc. **Brian Buchanan** answers that it depends on the area and cost needs.

**David Foster** asks if the budget concerns are delaying the implementation of Project Connect. **Brian Buchanan** says that it's not clear currently whether this work is putting Project Connect behind schedule, as some of the work being done now may have needed to be done further along in the project's timeline.

**Ryan Johnson** asks if there is an estimated date for when the efforts the City of Austin may be put into effect, and **Brian Buchanan** says he doesn't know.

**David Shapiro** asks how the approval of the new budget and project scope will work. **Brian Buchanan** says that, so long as the budget for Project Connect stays within guidelines, ATP is not planning to go back to the voters to ask for more money, but that they may need to talk with city staff.

**David Foster** asks if there are talks with the Texas Legislature to resolve the issue of CVCs blocking certain light rail implementation options at South Congress, and **Brian Buchanan** confirms.

**David Shapiro** asks what % design the team is at. **Brian Buchanan** responds that they're around 20-25%

**Ryan Johnson** asks if MetroBike is being considered as a part of Project Connect, and **Brian Buchanan** says yes.

**Betsy Greenberg** asks about ATP's public input and engagement efforts, and the seeming silence in recent months. **Brian Buchanan** explains that ATP has been working to create the materials that they need to adequately engage the public around the slimming down of Project Connect.

### **Complaint Statistics Update**

*Allen Walker; Director of Customer Care*

**Allen Walker** gives an overview of the complaints and other customer care statistics over the past 90 days.

**Ryan Johnson** asks if CapMetro feels that there are adequate options for riders and community members to give feedback. **Allen Walker** says that there are more options that he did not cover in the presentation and that he feels like there are plenty of options to report feedback.

**David Foster** asks if there is data for previous years of complaints, as well as how CapMetro compares to other transit agencies. **Allen Walker** says he does have data on previous years, but it's not available for the meeting. He also explains that other agencies have varying standards for complaints and customer care, so comparisons are very difficult.

### **2023 Work Plan**

*Committee Discussion*

**Edna Parra** outlines the previous process the committee went through to complete last year's workplan, explains the draft workplan, and asks for presentation topics that the committee would like to see.

**Approval of the minutes** - Motion to approve by Diana Wheeler / 2<sup>nd</sup> Ryan Johnson – Passes with majority – 1 abstention.

**Meeting adjourned at 6:40 PM**