

Capital Metropolitan Transportation Authority

Customer Satisfaction Advisory Committee (CSAC)

Wednesday, October 12th, 2022

6:00 PM

Virtual Presentation

Microsoft Teams meeting

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CapMetro Employees: Nadia Barrera-Ramirez, Rose Lisska, Edna Parra, Eric Robins, Jocelyn Vokes.

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

Public: Ruven Brooks, Meghan Healey.

Meeting called to order at 6:05

Welcome / Introductions / Call to Order

Chair Taylor

Public Communications

Ruven Brooks asks if additional service is provided for UT games, and **Edna Parra** says that she will confirm that information and relay it back.

Public Safety Program

Eric Robins; Chief Administrator – Transit Police

Eric Robins overviews the steps needed to completely form a robust transit police force, such as training requirements, as well as community engagement, input from CapMetro staff, staff, and TCOLE requirements.

Arlo Brandt asks about the phased approach to the Public Safety department, and **Eric Robins** illuminates CapMetro's multi-faceted public safety approach.

Diana Wheeler asks if any of the officers will be armed, and **Eric Robins** confirms that the transit police officers will be armed.

Betsy Greenberg asks how the Public Safety department will handle disruptive but nonviolent riders, and **Eric Robins** explains that the Public Safety Ambassador and Community Intervention Specialist roles are specifically designed to address and resolve those sorts of issues.

Ryan Johnson asks if policies regarding the operation of the transit police will be open to public input, and **Eric Robins** says that he is committed to gathering input from the community and will continue to come to the committees.

Ephraim Taylor inquires as to why the ratio of law-enforcement officers to Community Intervention Specialists and Public Safety Ambassadors is so high, if the aim of the public safety department is to respond to non-violent incidents with non-law-enforcement staff. **Eric Robins** responds that the number of law-enforcement officers is significantly

reduced from how many officers have been used in the past, and that staffing levels are based on the activity and type of the incidents reported and resolved.

Ephraim Taylor asks how many Public Safety Ambassadors and Community Intervention Specialists are expected to be on staff, and **Eric Robins** responds with 20 or more.

Arlo Brandt asks about accessibility for riders without phones to report incidents, and **Eric Robins** responds that there is a possibility that 2-way communication devices may be installed in various areas.

Red Line Trail Study

Rose Lisska; Senior Planner

Rose Lisska outlines the current Red Line Trail, the aims and benefits of the Red Line Trail Study, and the upcoming steps for the study.

Arlo Brandt asks what plans there are for shade along the trail, and **Rose Lisska** says that finding a continuous alignment is the first step, but that shade is a factor in consideration.

Betsy Greenberg asks if the Red Line Trail was part of the vote for creation of the Red Line, and **Rose Lisska** confirms, and explains that the right-of-way along the full length of the line is too constrained to create a trail for the full length directly next to the Red Line, which is why a study is needed.

Ryan Johnson asks how CapMetro is going to work with nonprofit or community groups, and when the Red Line Trail may be completed, and **Rose Lisska** explains that the community engagement will likely start around April 2023, and the study itself will probably be completed around Spring 2024, but that there is not a timeline yet for when the trail will be fully completed.

Diana Wheeler asks how much of the trail is currently completed, and **Rose Lisska** says that it's a small percentage of the total 32-mile vision.

Ryan Johnson asks if CapMetro is going to construct any parts of the trail, or whether the City of Austin would take on that responsibility. **Rose Lisska** responds that most of the construction will likely be implemented through the City of Austin, but that no decisions have been made at the moment on what entity that responsibility will ultimately fall under.

Ephraim Taylor asks how CapMetro will prioritize safety, public input, community members who are reliant on the trail, and community members who will be impacted by the construction of the trail. **Rose Lisska** explains the multiple methods of gathering community input and incorporating feedback that will be implemented during the study.

The committee discusses adequate and successful public outreach strategies, along with the history of public engagement regarding transportation issues.

Service Standards

Rose Lisska; Senior Planner

Rose Lisska explains the Service Standards & Guidelines, the plans to change them, and the public engagement schedule.

CSAC 2023 Work Plan Meeting

Committee Discussion

The committee discusses how they would prefer to have a work plan meeting and decide on an in-person meeting at either (pending availability) 700 Lavaca or 203 Colorado at 5:00 PM on November 9, 2022.

Approval of the minutes - Motion by Diana Wheeler / 2nd Ryan Johnson. Passes unanimously.