

## Capital Metropolitan Transportation Authority

### Customer Satisfaction Advisory Committee (CSAC)

Wednesday, September 14<sup>th</sup>, 2022

6:00 PM

#### Virtual Presentation

Microsoft Teams meeting

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**CapMetro Employees:** Sam Alexander, Peter Breton, Ken Cartwright, Edna Parra, Donna Simmons.

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

**Public:** Arlo Brandt, Ruven Brooks, Scott Johnson.

**Meeting called to order at 6:05 PM**

#### Welcome / Introductions / Call to Order

*Chair Taylor*

#### Public Communications

**Scott Johnson** outlines an issue at 2222 & Koenig, where trains continue to blare their horns, even after CapMetro assured the community that quad stops would reduce the noise. He also asks CapMetro to also keep in mind sustainability and air quality as they build out new services.

**Edna Parra** responds and says that she will bring the horn issue back to operations and coordinate with the committee and Mr. Johnson on the issue.

**Ken Cartwright** mentions that sustainability is a focus of Project Connect, and that CapMetro has a sustainability officer that is evaluating Project Connect. **Ken Cartwright** and **Scott Johnson** have a conversation on sustainability certifications and air quality levels.

#### Introduction & Thank You

*Sam Alexander; EVP, Engagement & Experience*

**Sam Alexander** gives thanks to the committee & **Edna Parra** and explains her background.

#### President & CEO Job Profile Draft

*Donna Simmons; EVP, Administration and Diversity & Inclusion*

**Diana Wheeler** asks how many staff the CEO would oversee. **Donna Simmons** answers 500+ for just CapMetro, and several thousand if you count contractors.

**David Foster** asks about possible input opportunities for the advisory committees during the hiring process, and **Donna Simmons** responds that the public input process hasn't been finalized, but there may be a public presentation and Q&A.

#### Capital Projects

*Ken Cartwright; VP of Capital Projects*

**Ken Cartwright** overviews the future MetroRapid routes and the objectives for each of those lines. Service will be consistent with current MetroRapid routes and will include new and existing amenities. He also outlines future Red Line improvements, including double tracking at McKalla Station and in-between the Lakeline and Leander Stations, and the new Boardmoor station. A new Demand Response base is also being developed.

**David Foster** asks about transit signal priority (TSP) and explains that he was under the impression that CapMetro was promised TSP on the rapid routes and never got it.

**Ken Cartwright** responds that CapMetro did get TSP, but that it's not active in downtown as CapMetro has dedicated bus lanes, and also that priority is not preemption – which is extended to Fire and EMS – as it only extends green lights instead of changing them from red to green.

**Arlo Brandt** asks about how TSP may affect the timing of buses, and **Ken Cartwright** responds that TSP can be adjusted to help alleviate timing concerns.

**David Foster** asks what CapMetro's plans are to integrate bike lanes beside the rail. **Ken Cartwright** explains that CapMetro is working with the City of Austin to identify places where there's enough right-of-way to incorporate bike lanes.

**Arlo Brandt** asks what crowd control and utility relocation entails at the Broadmoor Station. **Ken Cartwright** explains that utility relocation is moving utilities such as electric, gas, or water lines out from the rail right-of-way so that they may be more accessible and easily maintained. He also explains that crowd control encompasses a variety of physical infrastructure methods to keep riders safe and orderly.

### **Fares Pilot & Recruitment**

*Edna Parra; Manager, Community Engagement and Outreach*

**Edna Parra** outlines the AMP system, fare capping, and the piloting process for the new fares programs.

**Betsy Greenberg** shares that Equifare being 20% discount seems counterintuitive compared to Reduced Fare at a 50% discount, as the people most in need should get a bigger discount. **Edna Parra** responds that there are multiple programs that assist low-income riders.

**Ephraim Taylor** asks about how commuter and local fare capping interact. Discussion ensues, and the understanding is that if you use commuter and local services, the total that you would pay per day is \$7.

**Approval of the minutes** - Motion to approve by David Foster / 2nd by Diana Wheeler. Passed with unanimous consent.

**Meeting adjourned at 7:16 PM**