

Capital Metropolitan Transportation Authority

Customer Satisfaction Advisory Committee (CSAC)

Wednesday, April 12, 2023

6:00 PM

CapMetro Employees: Penelope Ackling, Peter Breton, Johnathan Hartman, Nina Loehr, Edna Parra, Andy Skabowski.

Supporting Staff Attendees: Alvin Livingstone, Deron Lozano, John Rhone, Vikram Sinha.

Committee Members: David Foster, Betsy Greenberg, Ryan Johnson, Fangda Lu, David Shapiro, B.J. Taylor, Ephraim Taylor, Diana Wheeler.

Guests: Ruven Brooks.

Meeting called to order at 6:04 PM

Welcome / Introductions / Call to Order

Chair Taylor

Public Communications

Ephraim Taylor mentions an issue with MetroAlerts not notifying customers about midday buses not showing up, as well as there being no notice of stop closures for subscribed routes. **Andy Skabowski** says he'll get back to Ephraim after investigating the issue further.

Project Connect Update

Vikram Sinha, Public Involvement Manager at ATP

Alvin Livingstone, Senior Vice President of Engineering at ATP

Vikram Sinha overviews the phase 1 light rail options, the planning and financial considerations for those options, and the timeline of the larger light rail project.

B.J. Taylor inquires as to the construction coordination between TxDOT, CapMetro, the City of Austin (CoA), and Austin Transit Partnership (ATP), and **Alvin Livingstone** explains that there is regular communication and planning between all parties involved.

Ryan Johnson asks what the operating frequency and total travel-time differences would be between single-line and multiple-line options. **Vikram Sinha** explains that multi-line options would be 10-minute headways south of the river, and 5 minutes north of the river when they interline. **Deron Lozano** says that ATP is still in the process of modeling the total travel time differences between at-grade and grade separated options, as well as the option that “fork” at South Congress.

Ryan Johnson asks if ATP is studying street closures or pedestrianizing roads. **Andy Skabowski** says that the City of Austin is looking at adjusting lane directions and closing roads, depending on the option that is picked. **Alvin Livingstone** says that possible closures would occur around 7th St and 8th St due to train sizes and downtown city block sizes.

David Foster asks if the sole factor for the train going as far out to Yellow Jacket is to reach a maintenance facility, or if there is a ridership component in that choice. **John Rhone** explains that without a maintenance facility, CapMetro would be unable to operate the system, so even if there was a ridership component, the choice would be the same.

David Foster says that for the options that go to the southeast (Yellow Jacket), he is concerned about needing to buy land for a maintenance facility. **John Rhone** clarifies that even with the option that starts at North Lamar Transit Center, they would have to buy land to create the rail maintenance facility.

David Foster expresses his concerns with having to work with TxDOT, and **John Rhone** says that there has been continual support from TxDOT.

David Shapiro asks what feedback ATP has received regarding reaching the airport, and **Vikram Sinha** outlines some example feedback saying that the system should go further north.

David Shapiro asks for clarification on the expected ridership numbers and FTA funding capability, and **Deron Lozano** explains that ridership is not the FTA's only consideration, and that all 5 options are considered feasible to receive funding.

Fangda Lu mentions that the East Riverside area has long been under-served, and that the airport option should be considered as an option for that reason as well.

Fangda Lu asks if other street alignment options have been explored instead of Guadalupe St (e.g., Colorado St). **Alvin Livingstone** mentions that he's not sure if it was looked at before the passage of Project Connect, but assumes it was.

Ephraim Taylor asks if elevated options would help with building the stations, due to the train cars possibly being longer than the downtown city block length. **Alvin Livingstone** explains that, while elevated options would resolve that issue for the most part, the low-traffic streets downtown can be closed to accommodate train length.

Ephraim Taylor asks if elevated options would run afoul of Capitol View Corridors, and **Alvin Livingstone** says no.

Ruven Brooks says that he's disappointed that there's no option to flex north to Rundberg and Lamar, and **B.J. Taylor** agrees. **Alvin Livingstone** explains that ATP is staying within the original investment map, but an extension north is an option down the line.

Andy Skabowski adds that when the rail option is chosen, CapMetro will lean into using the bus system to support.

David Foster mentions that all options run from at least 29th St and asks if the options still include traffic mitigation (extending Nueces north to 29th St and making it a 2-way street, extending Dean Keeton St west to San Antonio St, etc.), as well as realigning the Guadalupe and 29th St intersection, which would impact some businesses in the area. **Vikram Sinha** says that the adjustments to Nueces and Dean Keeton are parts of traffic mitigation plans, but additional data collection may reveal that that is not needed; however, until any new data arrives, they expect old plans to hold true.

Alvin Livingstone adds that they're looking at ways to minimize impacts along the corridor, and once the option is chosen, they can work on deep diving to see how they can minimize impacts as much as possible.

Strategic Planning

Nina Loehr; Program Manager, Executive Staff

Nina Loehr overviews the FY23 Strategic Plan and the planned updates to be implemented in the FY24 Strategic Plan, as well as progress on goals and objectives during FY23.

Ephraim Taylor asks how CapMetro will measure success on those high-level goals, and **Nina Loehr** says CapMetro has Key Performance Indicators (KPIs) attached for each goal, and that they'll update the board of the progress towards the goals on a quarterly basis.

Performance Dashboard Upgrades

Prasad Gudlavalleti, Manager of Technology Systems

Johnathan Hartman, BI Tech Analyst

Johnathan Hartman overviews the enterprise data analytics platform, which will implement greater accessibility and transparency of CapMetro's data, and outlines the phases of implementation and timelines for each phase.

Ruven Brooks, Johnathan Hartman, and **Prasad Gudlavalleti** discuss when more granular data may be available to the public, outside of specific requests having to be made each month for those that may be interested.

Ephraim Taylor asks about the availability of data by route regarding bus assignments, blocks, etc. **Andrew Skabowski** says that the dashboard can grow, but getting the foundation right is the first step.

Approval of the minutes - Motion to approve by Ephraim Taylor / 2nd by David Foster. Passes unanimously.

Meeting adjourned at 7:48 PM