

Capital Metropolitan Transportation Authority

Customer Satisfaction Advisory Committee (CSAC)

Wednesday, January 11, 2023

6:00 PM

Virtual Presentation

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CapMetro Employees: Peter Breton, Courtney Chavez, Edna Parra.

Committee Members: Arlo Brandt, David Foster, Fangda Lu, B.J. Taylor, Ephraim Taylor, Diana Wheeler.

Guests: Ruven Brooks.

Meeting called to order at 6:05 PM

Welcome / Introductions / Call to Order

Chair Taylor

Public Communications

Fangda Lu inquires into the status of CapMetro's potential fare programs. Edna Parra responds that the internal pilot for fare capping is still ongoing and that an external pilot is being tentatively set for the spring.

Ephraim Taylor reads **Betsy Greenberg's** comments submitted over email, which outlines her disappointment with the New Year's Eve service ending at 11:30pm. **Edna Parra** responds that she'll bring it to Planning's attention and will have an update soon.

Project Connect Update

Courtney Chavez outlines the current status of Project Connect, the evaluation process for an updated light rail implementation plan, and the community engagement process.

Fangda Lu asks about the Blue and Orange lines possibly sharing a river crossing and the future expandability of that option. **Courtney Chavez** says it's possible, and that they're exploring the technical details in more depth and will have better information to answer exact questions in a few months.

Ruven Brooks mentions that Austin's Strategic Mobility Plan says transit ridership should increase fourfold by 2039, and says that future Project Connect services need to attract choice riders. **Courtney Chavez** agrees and mentions that is one of the team's many considerations.

David Foster asks what the public process looks like for engaging stakeholders that had major requirements for the original implementation plan. **Courtney Chavez** says they're in the process of re-engaging stakeholders and preparing for more engagement through the year.

Follow-up on Service Changes

Ephraim Taylor updated the committee on his meeting and presentation with Senior Director **Roberto Gonzalez**. Specifically, he outlined the Title VI and equity analysis processes and the data that is used for analyses to make

decisions on services, amenities, and more. **Edna Parra** also overviewed the Service Standard Guidelines update and the Planning team's strategy for engagement for spring of this year.

Courtney Chavez mentions that the FTA is working on updating Title VI to be more rigorous, and that may affect conversations about this topic in the future.

Ruven Brooks mentions that the data that a Title VI analysis works on has been generally lower quality due to pandemic data collection issues and suggests that CapMetro collects data more frequently than federally required.

Approval of the minutes - Ephraim Taylor / 2nd by Diana Wheeler – Passes unanimously

Meeting adjourned at 6:47 PM