

Capital Metropolitan Transportation Authority

Customer Satisfaction Advisory Committee (CSAC)

Wednesday, March 13, 2024

6:00 PM

Virtual Presentation

CapMetro Employees: Brian Alejandro, Peter Breton, Emma Martinez, JD Simpson.

Supporting Staff: Marla Torrado.

Committee Members: Arlo Brandt, David Foster, Betsy Greenberg, Fangda Lu, Diana Wheeler.

Guests: Ruven Brooks.

Meeting called to order at 6:04 PM

Welcome / Introductions / Call to Order

Vice-Chair Foster

Approval of the minutes – Motion to approve by Diana Wheeler / 2nd by Betsy Greenberg – passes unanimously.

Public Communications

Anti-Displacement Funding

Marla Torrado, Housing Division Manager; City of Austin's Housing Department

Marla Torrado gives an update on Project Connect Anti-Displacement funding, including how the City of Austin is incorporating data into their strategy, what real estate acquisitions and community-initiated solutions they've invested in, and the next steps for the program.

Betsy Greenberg asks if the funding is allocated by the measured total displacement, or displacement due to new transit. **Marla Torrado** explains that the research they use to measure displacement does not include research on how to break down those effects.

Betsy Greenberg asks how funding is allocated geographically, and **Marla Torrado** explains that all funds – whether as a part of the community-initiated solutions or real estate acquisitions – must be used for households within the 1-mile radius of Project Connect projects.

David Foster asks if there is any specific preference to spending dollars near the light rail portions of Project Connect, and **Marla Torrado** says that light rail is treated equally to the other projects.

David Foster asks how the project is being financed through the approved property tax increase, and **Marla Torrado** says she'll get back to him with that information.

David Foster asks if upcoming changes to housing and land development codes affects the decision-making process for the City of Austin's acquisition of real estate. **Marla Torrado** says that she is not sure and will get back to him.

Title VI Policy Update

Emma Martinez, Transportation Planner I

Emma Martinez explains CapMetro's current Title VI policy, proposed updates to the policy, and how community members can leave feedback.

David Foster asks if the current thresholds for Disparate Impact and Disproportionate Burden are comparable to other transit agencies, and **Emma Martinez** explains that CapMetro's threshold is much more stringent than a number of other agencies.

David Foster asks what data was used for CapRemap and how equity analyses would have looked for that project if this update had been in place. **Emma Martinez** says that she's not sure how the outcomes would differ, but that there would be changes to the types of analyses used for frequency changes or elimination of routes.

David Foster asks why CapMetro would want to use origin and destination (O&D) data only and not Census data. **Emma Martinez** clarifies that the update does not prevent CapMetro from using Census data, but instead just adds the ability to use O&D data.

Fangda Lu asks how the update might affect analyses for conversions from fixed route services to Pickup services. **Emma Martinez** explains that there is not clear federal guidance on Title VI analyses for microservices such as Pickup, and that while there are not currently requirements to complete a Title VI analysis when adjusting microservices, CapMetro does go through their own equity analysis.

Fangda Lu asks if data from previous Title VI analyses are publicly available, and **Emma Martinez** confirms that Title VI analyses are posted publicly in board packets.

MetroBike Strategic Expansion Plan II

Peter Breton, Community Engagement Coordinator

Peter Breton overviews the MetroBike Strategic Expansion Plan II and outlines the goals of the project and ways that the public can engage.

Betsy Greenberg asks what the price is for a typical ride, and **JD Simpson** explains the fare structure. **Peter Breton** adds that (per mile) the price is cheaper than any other micromobility option in Austin.

David Foster asks how the price of the annual membership (\$86) stacks up to other cities, and **JD Simpson** explains that the price is cheaper than most other cities

David Foster asks about the ability to track bikes via check-ins and check-outs, and how that impacts the need to ask certain questions on the survey. **JD Simpson** and **Peter Breton** explain the reasoning behind the survey questions.

Diana Wheeler asks about the marketing and operational considerations during South by Southwest (SXSW), and **JD Simpson** explains that most usage during SXSW is by locals.

Fangda Lu asks about the operational costs of expanding, and if e-bike charging at docks has been considered. **JD Simpson** explains that MetroBike will be transitioning to a new vendor during the summer, and that in-dock charging is being considered.

Fangda Lu asks about the MetroBike pilot program in the Domain area, and **JD Simpson** explains that due to the different equipment and lack of interconnection with the existing system, the pilot was ended before the Bike Share of Austin nonprofit was rolled into CapMetro.

David Foster asks about integration of fares between other CapMetro services and MetroBike. **JD Simpson** explains that fare integration is a goal that CapMetro is moving towards.

Meeting adjourned at 7:29 PM