

## Capital Metropolitan Transportation Authority

### Customer Satisfaction Advisory Committee (CSAC)

Wednesday, May 8, 2024

6:00 PM

*Virtual Presentation*

**CapMetro Employees:** Brian Alejandro, Penelope Ackling, Peter Breton, Kevin Manley, Edna Parra, Holly Winge, Marcella Wood.

**Committee Members:** Arlo Brandt, David Foster, Fangda Lu, David Shapiro, BJ Taylor, Ephraim Taylor, Diana Wheeler.

**Guests:** Ruven Brooks, Zenobia Joseph.

*Meeting called to order at 6:05 PM*

### Welcome / Introductions / Call to Order

*Chair Taylor*

**Approval of the minutes** – Motion to approve by Diana Wheeler / 2<sup>nd</sup> by BJ Taylor – passes unanimously.

### Public Communications

**Arlo Brandt** outlines issues he encountered during Kite Festival, specifically where a stop was not listed as closed on the app. **Marcella Wood** responds that CapMetro is continuously working to resolve app issues, and additional information would be helpful to pinpoint the issue. **Peter Breton** says he'll follow up.

**BJ Taylor** shares that she's had similar experiences surrounding detoured routes.

**Tom Wald** shares his concerns about the currently proposed Crestview Grade Separation project and recommends possible alternatives for different aspects of the project. **Peter Breton** explains that the project is on hold as CapMetro looks for sources of funding to continue the design process, and that he'll follow up to schedule a meeting.

**David Foster** shares his thoughts on how CapMetro should move forward with the project and encourages staff to engage in a robust public engagement process.

**Zenobia Joseph** shares an incident that they had with an operator, as well as their concerns and ideas around fares, CapMetro Board Packet documentation, wait times for Routes 237/339, documentation about Route 466, density at Braker Ln for Route 392, public awareness of GO Line hours during Austin FC games, and paratransit/accessible transportation for Austin FC games.

**Marcella Wood** says she'll follow up on GO Line information, options to reduce wait times for riders in wheelchairs, documentation about Route 466, and the incident with the operator.

**BJ Taylor** requests more info about a postcard sent by CapMetro to her place of residence. **Peter Breton** says he'll follow up.

**Zenobia Joseph** asks if the CapMetro board will vote on Title VI Policy changes at the May 20, 2024, Board Meeting, and **Edna Parra** confirms.

### Transit Plan 2035

*Penelope Ackling, Community Engagement Coordinator*

**Penelope Ackling** overviews the upcoming Transit Plan 2035 initiative, overviewing recent planning efforts, previous transit plans, and the timeline for the initiative, and asks for input on how to engage the committee.

**Ephraim Talyor** asks how CapMetro is building a plan that takes future changes to the system (like completed light rail) into account. **Penelope Ackling** explains that there is a 10-year plan that focuses on the best possible changes to the system without taking into account the constraints such as financing, as well as a 5-year plan which does take those constraints into account.

**Fangda Lu** asks if other transit plans from other agencies could be shared with the committee in the next presentation, and **Penelope Ackling** says yes.

Committee Members discuss ways to share their feedback and make requests on how to engage the committee.

### **Public Safety Engagement Update**

*Peter Breton, Community Engagement Coordinator*

**Peter Breton** highlights recent engagement activities for the Public Safety Program, including Public Safety Advisory Committee (PSAC) subcommittees, major feedback themes over the past year, and ways to engage in the future.

**Ephraim Taylor** shares his concerns about overlap between PSAC subcommittees, advisory committees, and other customer service avenues for customers trying to remediate issues surrounding their safety when using CapMetro's services. **Peter Breton** explains the options customers have at their disposal to remediate issues and what the role of the subcommittees and other advisory committees is.

### **Community Intervention Specialist Program Update**

*Holly Winge, Community Intervention Specialist II*

**Holly Winge** overviews key points and highlights of year two of the Community Intervention Specialist program, including key performance indicators, new and continued partnerships in the community, and success stories.

**David Foster** asks if the team is doing proactive visits or is more reactive to incidents. **Holly Winge** explains that they used to be more proactive but have not had as much time to do so recently.

### **Public Safety Ambassador Program Update**

*Kevin Manley, Public Safety Supervisor*

**Kevin Manley** updates the committee on the Public Safety Ambassador program, including the current staffing levels and newly hired ambassadors, special assignments and trainings, and events.

**Meeting adjourned at 7:49 PM**