

Capital Metropolitan Transportation Authority

Customer Satisfaction Advisory Committee (CSAC)

Wednesday, October 9, 2024

6:00pm

Virtual Presentation

CapMetro Employees: Brian Alejandro, Nadia Barrera, Kelsey Lammy, Ariel Marlowe, Jordan McGee, Rhys Rea-Tucker, JD Simpson.

Committee Members: Arlo Brandt, David Foster, Betsy Greenberg, Fangda Lu, B.J Taylor, Ephraim Taylor.

Guests: Ruven Brooks, Zenobia Joseph.

Meeting called to order at 6:04PM

Welcome / Introductions / Call to Order

Chair Taylor

Approval of the minutes – David Foster / 2nd by Arlo Brandt – passes unanimously.

Public Communications

Ruven Brooks reminds everyone that during the last meeting **Nadia Barrera-Ramirez** presented on the joint work between CapMetro and City of Austin on Transit Speed and Reliability. At the recent Urban Transportation Commission meeting, they passed a resolution on joint work. He expressed a desire for that collaborative relationship to continue and grow and highlighted an opportunity for them to potentially propose items for an upcoming City of Austin bond issue. **Betsy Greenberg** asks for a copy of the resolution to be sent to the committee members

Zenobia Joseph invokes Title 6 of the Civil Rights Act of 1964 and expresses concern about the COA's application for the P.R.O. Housing grant. She raises concerns about the recommendations being made for the funding. She shares her feeling that the messaging around this campaign is disingenuous. Would prefer that service be improved north of 183, instead of furthering the campaign for Project Connect. She continues to share struggles and issues for riders in the Howard Station/Merrilltown Area. She also raises concerns about safety, especially north of US 183. She asks the committee and CM staff to recognize that Vision Zero is more than words. 2009 multi-departmental study revealed that Midblock is where people are killed. Instead of closing that stop, CM added a Braker stop. She also shared some anecdotal concerns from communities who are having their late-night service cut. Additionally requested that her comments be put in full and not be abbreviated.

Arlo Brandt expresses a belief that lack of service may be due to population density and agrees that issues concerning safety must be focused upon. **Zenobia Joseph** refutes that point by bringing up the 2017 financial report that showed a unilateral decision making process that did not comply with federal regulations. Shared that CM Planners removed 240 Rutland and created the South Austin Network for half the riders at twice the cost. **Betsy Greenberg** critiques Arlo's statement and agrees with **Zenobia Joseph**, expressing that the best predictors of ridership are income instead of density. **Arlo Brandt** concedes that he might have been incorrect and will review the information shared. **Ruven Brooks** adds that income is a reverse predictor for transit, the higher the income, the lower the ridership.

CapMetro Bikeshare Expansion Plan

Nadia Barrera-Ramirez, Manager of Cross Agency Programs for Transit and Mobility

Nadia Barrera-Ramirez provides an overview of the CapMetro Bikeshare Expansion Plan, including information on the plan's market study, community engagement, operations and finance information, and performance metrics for the system.

David Foster asks for more information about the timeline for implementation. **Nadia Ramirez-Barrera** shares that in FY2025, CapMetro expects to add 12 new Bikeshare stations, and in the next 10 years, CapMetro expects to have 300 Bikeshare stations around all parts of Austin.

David Foster asks if CapMetro is having difficulty finding staff for the program, and **Nadia Ramirez-Barrera** and **JD Simpson** explain that staffing is not an acute issue, but as the system grows, staffing must also grow to accommodate state of good repair. They also share that there are metrics outlined in the plan for staffing needs as the system expands.

David Foster asks if there is a timeline for when Bikeshare service to be added to S. Lamar/Westgate area. **Nadia Ramirez-Barrera** shares that it will likely not occur in the next 10 years.

Red Line Trail Study

Rhys Rea-Tucker, Transit Speed and Reliability Planner

Rhys Rea-Tucker overviews the Red Line Trail Study, including key steps of the study, from formulating guidelines and processes, exploring alignment possibilities, studying feasibility, and potential challenges for implementation.

David Foster thanks CapMetro for their work on the project and their community outreach and shares his strong desire for the completion of the trail, including the Tier 3 sections. He asks that CapMetro's desire to create a 25ft separation not become an impediment to completion, given opportunities to implement more robust physical separation.

Rhys Rea-Tucker shares that he is aware of existing trails across the county that are closer than 25ft and explains that the standards are based on real concerns around safety for trail users, derailments, and full operational needs. He also expresses that CapMetro does work on a case-by-case basis to allow trails within 25ft of the rails.

Meeting adjourned at 7:00 PM