

Capital Metropolitan Transportation Authority

Customer Satisfaction Advisory Committee (CSAC)

Wednesday, September 11, 2024

6:00 PM

Virtual Presentation

CapMetro Employees: Nadia Barrera-Ramirez, Peter Breton, Lawrence Deeter, Roberto Gonzalez, Kelsey Lammy, Rose Lisska, Emma Martinez, Marcella Wood.

Supporting Staff: Max Schwartz.

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

Guests: Ruven Brooks.

Meeting called to order at 6:01 PM

Welcome / Introductions / Call to Order

Chair Taylor

Approval of the June 2024 minutes – Motion to approve by Diana Wheeler / 2nd by David Foster – passes unanimously.

Approval of the August 2024 minutes – Motion to approve by Arlo Brandt / 2nd by Ephraim Taylor – passes unanimously.

Public Communications

Betsy Greenberg points out that the the bus-only lane on Lavaca Street between MLK Boulevard and 18th Street is no longer used by any of CapMetro's routes, and asks if CapMetro and the City of Austin have any plans to reconfigure the area. **Nadia Barrera-Ramirez** and **Max Schwartz** share that the City of Austin is working with CapMetro to finalize a new design for the area.

Transit Speed and Reliability Update

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

Nadia Barrera-Ramirez gives an update on the progress of various Transit Speed and Reliability projects.

Ruven Brooks asks if project planning has been done in anticipation of possible bond money becoming available. **Nadia Barrera-Ramirez** explains that there has not been any specific planning for additional projects based on bond funding, but the reporting and planning done to date would inform potential projects. **Max Schwartz** explains that there are several yet-to-be-funded projects identified as part of the Transit Enhancement Infrastructure Report, which would also be candidates for funding from potential bond funds.

Transit Plan 2035

Rose Lisska, Principal Planner

Rose Lisska overviews the timeline and goals for Transit Plan 2035, including upcoming community engagement opportunities.

Betsy Greenberg asks if the plan will look at how to integrate buses with the Project Connect Light Rail, and **Rose Lisska** responds that it will be evaluated.

Proposed Spring 2025 Service Change

Jordan McGee, Senior Transportation Planner

Jordan McGee overviews the proposed Spring 2025 Service Change, including the new Decker Pickup zone and the launch of CapMetro Rapid routes 800 and 837.

Ruven Brooks expresses his support for the Decker Pickup zone.

Fangda Lu asks if there are transit priority signals on the new Rapid routes, and **Nadia Barrera-Ramirez** explains that CapMetro is working with the City of Austin to implement them.

Fangda Lu asks if there are travel time comparisons between the current underlying services, whether it's end-to-end or popular origin and destination pairs. **Jordan McGee** says she will follow up with more information, and **Roberto Gonzalez** shares that, in the case of Routes 801 and 803, there was a roughly 15-20% speed increase end-to-end, with similar results expected on Routes 800 and 837.

Fangda Lu asks if there are plans for an additional station at Airport Boulevard and MLK Boulevard to facilitate transfers to Route 18 and potentially Route 550's MLK Jr. station. **Roberto Gonzalez** explains that the addition of new stations will be continually evaluated.

Betsy Greenberg asks if frequencies for local routes that run parallel to the 800 and 837 will be adjusted, and **Jordan McGee** explains that no changes to underlying routes are planned as a part of the service change.

Fangda Lu suggests that if the Decker Pickup zone performs better than the current fixed routes, CapMetro should consider reallocating resources to improve the zone. **Jordan McGee** explains that there are a considerable number of tradeoffs when removing fixed-route services and replacing them with microtransit services, but that CapMetro will continue to evaluate the performance of the zone and other routes in the area so that they can serve the community as best as possible.

Ephraim Taylor asks how many additional blocks and operators are needed for initial service on Routes 800 and 837, as well as those numbers for the full vision, considering that CapMetro currently is not able to consistently fulfill all services. **Jordan McGee** and **Roberto Gonzalez** explain that CapMetro staff are aware that the system is not as reliable as would be desired to implement new, additional services, which is why CapMetro is being cautious in moving forward with implementation and specifying that the new routes will only be implemented contingent on resource availability.

Meeting adjourned at 7:07 PM