

**Customer Satisfaction Advisory Committee**  
**Wednesday, April 10, 2019**  
**607 Congress Ave, Austin, Texas 78701**  
**6:00 p.m. – 7:10 p.m.**

**Call to Order:**

*Chairman David Foster, Customer Satisfaction Advisory Committee*

Chairman Foster called the meeting to order at 6:05 p.m.

**Introductions:**

Committee members present were Elizabeth Stehl, Ephraim Taylor, Michael French, Betsy Greenberg, David Foster and BJ Taylor, Jeffery Lewis.

Capital Metro staff present were Dottie Watkins, Dave Couch, Nadia Barrera-Ramirez, Ken Cartwright, and Yannis Banks.

Others present were Ruven Brooks.

**Citizens' Communication**

*Members of the public*

None

**Project Connect Update**

*David Couch, Program Officer, Project Connect*

CSAC – Does selecting locally preferred define what will get done first? Dave – No it doesn't. What goes on the ballot is what the local share will be. If the total cost is X the decision on what goes on the ballot will be what we want to have paid for. The BRT lite lines, because they are on the existing streets would be quick to go ahead to build.

Ruven – At what point of the process do we do ridership modeling? David C – We're going to do it over the next few months. Ruven – In the stops modeling is there a place for speed? David C – Yes there is. Dedicated pathways are a must. CSAC – Has the decision been made about dedicated pathways for Orange & Blue lines? David C – It's a part of the vote tomorrow with City Council. CSAC – Has a decision been made with TXDOT on the dotted lines? David C – We've been meeting with TXDOT and are still in conversations with them. CSAC – If you do down the center lanes you don't have to do anything with ROW. David C – Correct. CSAC – There was modeling that showed it would work to remove thru lanes. Seems like it's off the table. David C – We haven't decided on anything yet. Our approach is to maintain the thru lanes. In order to do that at some places we'll have to look at the grade. Modeling that has been done will factor in into what's there now. This is a process & we have to follow thru with the Federal process if we want to get money from them. CSAC – Agenda item for future meeting is to have a conversation about CSAC's role & weighing in on P.C.

## **Westgate Transit Center**

*Ken Cartwright, Vice President Capital Projects*

CSAC – Will each station be for a sing bus? Ken - Yes. CSAC – Who should we call if there are people lingering at the station? Ken – 911 if it is an emergency or our customer service number. Our security staff will be there 24hrs a day when the fences first go down. CSAC – When is it opening? Ken – It is opening for the June 2<sup>nd</sup> service change.

## **Guadalupe Contra-Flow**

*Nadia Barrera-Ramirez, Project Manager, Transit Speed and Reliability*

CSAC – Will there be a dedicated light for bikes? Nadia – No there will not be. CSAC – Left lane cars can turn left. What about accidents that could happen? There needs to be a no turn on red sign. CSAC – One slide shows a left turn bike lane, the other slide doesn't have it. Which one will it be? Nadia – She will verify which way it will be set up.

## **May Meeting**

- **Possible May Meeting topics**
  - **Update on 5<sup>th</sup> street Bus/bike shared lane.**
  - **Autonomous vehicles. – Ask Dave Couch who is good for this.**
  - **When are the survey results going to come in from Orange Line**
  - **Field trip to OCC in May???**

## **Approval of March 2019 Minutes**

**Elizabeth moved,**

**Betsy 2<sup>nd</sup>**

**Unanimous approval**

Adjourned 7:00 pm