

Customer Satisfaction Advisory Committee
Wednesday, August 14, 2019
607 Congress Ave, Austin, Texas 78701
6:00 p.m. – 7:30 p.m.

Call to Order:

Chairman David Foster, Customer Satisfaction Advisory Committee

Chairman Foster called the meeting to order at 6:35 p.m.

Introductions:

Committee members present were Elizabeth Stehl, Ephraim Taylor, David Foster, David Shapiro, BJ Taylor

Capital Metro staff present were Yannis Banks, Lawrence Deeter, Dottie Watkins, Jackie Nirenberg, Jesse Marroquin, Kevin Conlan, and Daryl Weinberg

Others present were Sarafina Fabris-Green, Jean Crawford

Public Communication

Members of the public

Jean - Coming from South getting off 803 to go to the library, there aren't any curb cuts & it is not accessible to wheelchairs. Lawrence – Our Capital Projects group has plans for it and is currently working with the city. It takes lots of coordination. He has asked for updates and will follow up on it. Jean – I made complaint about it 8 months ago but nothing has happened. Lawrence is texting Capital Project. The permit is working thru right of way projects right now. It's not a fast process, but hopefully in 2 months.

Ephraim – Blue Line survey – Has a question about ranking time implementation question.

Jackie – It was wonkily worded. We will monitor that question. We heard a lot from that.

Project Connect Engagement Tracker

Jackie Nirenberg, Manager, Community Engagement

Sarafina – How many respondents are from online. Jackie – A total of just over 500 comments. We need to get so much more. Over 1000 surveys have been done. The awareness is going well but the feedback is what we need more of. CSAC – Have you thought about door to door canvassing. Jackie – We will be doing that in the future. It is included in the scope of the engagement work. CSAC – You can hire someone from the community to do the work. Jackie – Great idea, we are looking to do that. Sarafina – ASMP did work time engagement, like with employees. Have ya'll looked into that? Jackie – That's is something we are looking at. CSAC – Can you tell how many are transit users? Jackie – There is a question on the survey. CSAC – Any plans to do social event outside of downtown area? Jackie – If you have a space where we

can we are open to coming out there to do a social event. CSAC – Equity office of Austin has monthly meetings. Do you participate? Jackie – Yannis goes to them.

August Service Change

Lawrence Deeter, Principal Planner, Short Range

CSAC – Why have a stop sign and not a yield sign at the corner of 14th and Guadalupe?
Lawrence – For pedestrian safety. CSAC – When did the Contra-Flow lane open? Lawrence – It wasn't supposed to start yet so maybe you were on a testing bus. CSAC – If you live in Tarrytown could you Pickup to take you to Deep Eddy? Lawrence – Yes. CSAC – Does it take care of the kids from Route 21/22. Lawrence – Yes for the most part. Jean – How much time will it take to get from Kramer to St. David's. Lawrence – The goal is to have vehicles pick you up in 15 mins. Travel time could vary depending on the number of people that would need to be picked up or dropped off. CSAC – What's the charge for kids to ride? Lawrence - It's the same fare structure as our buses. CSAC – Will there be a map on each Pickup vehicle? Lawrence – We aren't sure if there will be brochures on Pickup vehicles about the other services

Fiscal 2020 Proposed Operating and Capital Budget Update

Kevin Conlan, Director of Budget and Financial Planning

CSAC – Is the 3% raise for the 17% part only? Kevin – The scale is TBD, but in the long-range plan to have scale to cover operators we because they are important to us. Dottie – Under the new contract MV has agreed to have 1 collectively bargained contract for both locations. They have agreed that no employee will go backwards. CSAC – Are there any considerations for drivers keeping routes? Dottie – In a nutshell, drivers pick routes based on seniority, this is an overly simplified explanation. CSAC – Only 7% revenue comes from fares, how does that compare to other cities. Kevin – Other agencies have higher fare recovery but that is in part to our low fares. CSAC – You get your energy from Austin Energy, are you a green choice customer? Dottie – We are. We are working with Austin Energy to have them contemplate to establish a separate rate class for electric fleets. Also talking to them about the infrastructure we will need for North Ops. We will have to pay for the infrastructure at our site. We think about 200 buses is what we can have there. CSAC – Have you looked at solar panel. Dottie – We have but you can't get enough energy to properly charge. We have looked towards the future though. When we get enough buses & have to do overhead charging, we are thinking that solar panels would be possible. By 2035ish we may be all electric bus fleet. CSAC – How long do they drive until you need to charge them? Dottie – About 120-150 hours depending on a few variables.

Metro Service Alerts

Daryl Weinberg, Transit Systems Architect

Capmetro will be rolling out an alert system via SMS that customers will be able to sign up for to alert them of bus delays or changes via bus stop numbers.

September Meeting

- **Mancha road stop beacon – is it possible to get stop beacons & bus stops to see where they may not match up**
- **PC Update**
 - **Autonomous vehicles. – Ask Dave Couch who is good for this.**
 - **Presentation on how they theoretically work**

Approval of July 2019 Minutes

- **Change date to July 10th 2019**
- **Ephraim motion to accept**
- **BJ second.**

Adjourn 7:27