

**Customer Satisfaction Advisory Committee**  
**Wednesday, January 9, 2019**  
**209 W 9<sup>th</sup> St., Austin, Texas 78702**  
**6:00 p.m. – 7:10 p.m.**

**Call to Order:**

*Vice Chairman Michael French, Customer Satisfaction Advisory Committee*

Vice Chairman French called the meeting to order at 6:03 p.m.

**Introductions:**

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

Capital Metro staff present were Dottie Watkins, Michelle Meaux, Lawrence Deeter, Eric Bustos, Nadia Barrera-Ramirez and Yannis Banks.

Others present were Ruven Brooks and David Shapiro.

**Citizens' Communication**

*Members of the public*

Ruven – Go to January Service Change – Remix: You get to a different kind of map for bus systems with much more information.

**Transit Speed and Mobility Program**

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

Elizabeth - Some improvements were supposed to be paid by mobility bond. Nadia – Mobility bond didn't cover everything so we are covering what wasn't.

West 5<sup>th</sup> St – Hoping to decrease the travel time. Currently takes more time to get to Campbell & Lamar than it takes to get from New Life to 5<sup>th</sup> street. Ephraim asked what kind of Red paint is being used. Nadia – we don't know yet. The city is interviewing other cities for best material to use. Elizabeth – what's the purpose of using a bus/bike lane. Nadia – It was a protected bike lane so we are taking what was a traditional bike lane away of them. We aren't expecting there to be a ton of right turning traffic so it shouldn't be a big problem. 10-20 bikes an hour so low bike riding corridor & 30 buses an hour. Not high use. There will be room for 2 bikes to ride beside each other. Ephraim – many bikes are moving faster than traffic. Buses and bikes will get preference at signal to go towards Lamar 1<sup>st</sup>.

Guadalupe Contraflow Lane: There will be red pavement marketing to show where Contraflow Lane will go. It's still under design. Elizabeth – try it out with paint first. Nadia – we did try that at the bus yard in North Ops to see if it works. Contraflow lane is from MLK to 18<sup>th</sup> St

South 1<sup>st</sup> Bridge Improvements: Cesar Chavez to Riverside. Looking at partnering with the city to get improvements on the bridge. Could be some Contraflow

Downtown Multi-Modal Plan: Where transit should be in Downtown area. Confirm best east/west corridors. 1<sup>st</sup> public meeting will be in February

William Cannon & Brush Country: Looking for a place to pull in & layover our buses.

Ephraim – any concern about traction of the paint being used. Previous paint was slippery. Nadia – talked about doing a narrow strip of paint. Not sure where they are going to land on what it will look like. But it will be cheap & safe. David – These small fixes can add up to something big. Glad to see Austin doing something to be more efficient etc. Nadia – City has hired someone specific to transit. Jordan Swain. Elizabeth – Who decides on what places could benefit? Nadia – We have been working with SeeIt team. They look for bottlenecks, high ridership/low performing routes, etc. We narrow it down & look to where it needs to be fixed. We then work with the city to come up with solutions. Next time we will do more formalized outreach because these projects happen fast. See Attached PowerPoint for more info.

### **January Service Change**

*Lawrence Deeter, Senior Planner, Planning*

- Eliminated & added some express routes
- Adjustments to improve on-time performance
- Express Routes: Moved low ridership on 987, 980, 935 to add more routes to 985. 985 has become more popular. Additional morning and afternoon trip on 980 to go to Round Rock
- We regularly evaluate schedules to understand performance. We didn't make any route changes but we did do schedule adjustments. Route 10, 17, 20 received more time. Route 20 has become one of our more popular routes. Northeast Austin got later service, about 2 hours of additional service. 322 is now interlined 345. Our 600 routes got more time to improve reliability there.
- Downtown route adjustments (on Hold)
  - Redevelopment of lot south of Republic Square will require rerouting service that lays over on San Antonio at 4<sup>th</sup> or on 4<sup>th</sup> on Guadalupe
    - Need to move 6 buses. 5 & 982 will layover on 5<sup>th</sup> St. It's not a detour, it is a service change. We got everything ready but the city wants to do a little more work before removes parking on 5<sup>th</sup> St to do more outreach. Not a big change.
- Route 315 & 333
  - No longer serve ACC Pinnacle. Was confirmed to us too late for June service change. They are interlined.
- Betsey – any plans for an Airport shuttle that runs later. Also, no place for people suitcases. Lawrence – I have been lobbying for it but data shows that we don't need it yet. He has experienced late flight with no bus. Betsey - #5 bus. Use to have 338 but no

longer. Can #5 go across the bridge & turn across Barton Spring Rd so people won't have to go into downtown. The 4 is there for every 15 mins.

- BJ – Springdale from MLK going Northbound & turns now from 51<sup>st</sup> St heading west. A lot of buildings there & go to Rogge but now w/o transportation. Lawrence – Metrolink is now an option for people. Ridership is growing. Rogge & 51<sup>st</sup> is probably the most successful of 3 areas. BJ - 5900 Airport Boulevard is the address for Foundation Communities. A lot of people don't have cars. It's a long walk in between bus stops. Is that area being looked at for a bus stop. Lawrence – there is a Northbound bus stop but not an easy way to cross the road. BJ – She's tried it at night & it is challenging & dangerous. Lawrence – He will take it back & look at it. Will give Yannis a response to report back.
- Betsey – The #6 took her all the way over to Airport & 12<sup>th</sup>. Was 4 mins after the last Northbound 350. The schedule didn't link up so she had to walk a long way at night.
- Ruven – asked how 350 is doing? Is it a candidate for improved frequency? Lawrence – it's doing ok.
- Ruven – Where did the mailing list for Metro link come from?
- Elizabeth – is there a place to look at the long list of all the changes & information for January service change. Lawrence will get the info to them. David asked about 3 changes. Lawrence said it was just minor tweaks.
- Betsey – any tweaks to 335 to make sure to match up for transfers. Lawrence – we aren't a time transfer system due to if you make one work there is another that won't. We are a grid system instead of time connect & try to counteract that with 15 min frequency. Elizabeth – do operators let other operators know about possible connections. Dottie – Operators will blow horn if they can see the other bus.
- BJ – any comments about 323 or 339 connection. Lawrence – He believes they have been timed to work right at the connection at Wal-Mart. Also, schedulers try to make the routes come in between routes so that you will have a half wait time. Betsy – would like to help with scheduling. Lawrence – Our primary scheduler is a former bus operator.

### **Transit Empowerment Fund**

*Eric Butros, Government Relations Manager; Michelle Meaux, Regional Coordination Manager*

Eric – TEF was created around 2011. Smaller nonprofits or gov't entities can get passes for less than 50% discount due to their tight budgets. It was originally called Basic Transportation Need Fund. Cap Metro contributes some & other organizations contribute. They have done 5 million rides thru this prog. One of the things it does is demonstration projects – If these entities have an idea or program that will look at transportation gaps in community they will fund it. They also give microgrants. Once a year, you can submit an application and they will decide whether to award you partial or whole in the Summer. Sometimes immediate or different needs can arise. The microgrant process can give them \$1000 and extra passes or if they need to use it for some other transportation need. There is a website with all the info.

[www.transitempowermentfund.org](http://www.transitempowermentfund.org) Applications have just opened, and will close Feb 5<sup>th</sup> for any organizations that want to apply.

Michelle – A year and half they have done a call for Participation Grants. With the last two Participation Grants Community Care was working w/RideAustin to help folks get to appointments. Nurses would book ride thru RideAustin. Another was HOCA properties. They have established transit ambassadors. The ambassadors would become transportation experts to show others transportation options for them. Currently interviewing 2 organizations right now to see if they want to distribute funds. Before they had problems with not enough people applying but since there are all these rideshares a lot more are applying. The board meets quarterly. They do not have staff or anything. There is some admin support that tries to guide the process. Ruven – how much outreach have been done to Cap Metro board? There are 2 who don't know about this. Eric & Michelle – We go twice to the board to do presentations on this. It's a pretty successful & noncontroversial program. Ruven – what are the limits that can be done? Can a nonprofit use funds to buy cell phone to use Metrolink? Michelle & Eric – Not sure. Might be stretching it. David – Curious about research that they do. Do you do it internal or do you outsource it? Michelle – Most of the research has been thru Demonstration Grants. David –How is the relationship with affordable housing advocates? – Michelle & Eric – mostly thru bus pass purchasing program. We share a relationship with admin from One Voice Central Texas. David – We read all the time on reduce fare lunch students but not about households that are transit dependent. Eric – They do have data. There are monthly reports that they must do (nonprofits). Michelle – each pass is coded towards agency that gives them out so we know how they use them etc. David – will be valuable to correlate reduce fare lunch etc. Eric – A lot of these nonprofits have a non-disclosure that is signed. That would make it hard to track. BJ – When you have state agencies that have bus passes are they tracked to see if they give them or sell them to the employees. Eric – most agencies give them for free. Dottie – clarifies that most people who use this program wouldn't be state agencies it will be nonprofits helping those in need. State Agencies or businesses would purchase passes thru MetroWorks to get them in bulk at discount. Elizabeth – There were recently instructions for city manager to form stakeholder group about transit. Should there someone from the TEF board be a part of the group? Eric – That would be valuable but thinks it's not worded from this. More like if Austin Energy user you could get a discount bus discount.

### **New CSAC Charter**

*Yannis Banks, Community Engagement Specialist*

February 6<sup>th</sup>

They want Project Connect to be a standing item on the agenda.

### **Approval of December 2018 Minutes**

**Betsy motion to approve minutes & Ephraim 2<sup>nd</sup>**

**Adjourned 7:42 pm**