

**Customer Satisfaction Advisory Committee**  
**Wednesday, July 10, 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 6:06 p.m.

**Introductions:**

Committee members present were Betsy Greenberg, Ephraim Taylor, David Foster, BJ Taylor, David Shapiro, Michael French, Jeffery Lewis

Capital Metro staff present were Keri Butcher, Yannis Banks.

Others present were Ruven Brooks, Sarafina Fabris-Green

**Public Communication**

*Members of the public*

Sarafina – She is working on a Senior Thesis about Project Connect.

**CSAC & Project Connect Outreach**

*Keri Butcher, Executive VP, Chief of Staff, Chief Counsel and External Affairs, Cap Metro*

CSAC – A previous member opposed the 2014 bond. It caused some tension among CSAC members. We want to find out what are the legal parameters are. Keri – The law is really clear. Cap Metro (employees & officers) are prohibited from spending public money for or against something once it goes on the ballot. From the point of view of the law, we can't spend any public funds. CSAC – Even if the ballot has been called it doesn't apply to us? Keri – Correct. It can get muddy when you are talking about it as CSAC as a private citizen. The public views you as a representative of the agency. CSAC – Are board members allowed to take a position? Keri – They can't spend taxpayer money, but they can stump for it. Cap Metro takes a conservative position on it. Once the measure gets on the ballot, we make sure that we just focus on education. CSAC – As a committee we can pass a resolution in support or against? Keri – Yes, that is something that we expect. CSAC – Let's say we as a committee endorse it, can I go on NextDoor and say that we as CSAC endorse it. Keri – Yes. Keri – If you have questions, you're not my client and I can't give you legal advice, but if you have questions feel free to ask me. CSAC – So staff has been come to meetings to educate but they also advocate. How do you draw the line between the educating or advocating? Keri – Until the ballot measure is called, we are able to talk about pros & cons. Once the ballot language is drawn (Summer 2020) we will

pull back & be very clear in what we say. You can give factual information once it is on the ballot (mode, what it will pay for, etc.)

### **Transit Speed and Reliability Updates**

*Caitlin D'Alton, Senior Planner*

See attached power point.

#### **West 5<sup>th</sup> St shared bus/bike lane**

- CSAC – How many minutes have been saved? Caitlin – In the a.m. 1 minute, in the p.m. 2 mins. It may not sound like a lot but those few minutes mean a lot to our riders & helps with them being on time to work. CSAC – What kind of variance has there been? Caitlin – A.M. 33% which is .44 mins, P.M. 84%, which is 3.8 mins. CSAC – Students, who don't pay, are they counted in ridership total? Caitlin – They are counted. There's a beam that counts people as they board. CSAC – Are there other areas in the city you are looking to do shared bus/bike lane? Caitlin – Not currently but it is a tool in our toolbox that we can use. CSAC – What is the lane width? Caitlin – 12ft wide with a 2ft buffer. CSAC – Where does the bike go when the bus is in the lane? Caitlin – The bus stays behind the bike unless there is a safe space to pass the bike.

#### **Contra-Flow Lane**

- CSAC – Do they give tickets for blocking the block currently? Caitlin – Yes they do. CSAC – A potential conflict is left turning vehicles south on to Guadalupe at MLK. Caitlin – There will be a blink out sign and other signs to help drivers to know the bus is turning. CSAC – Will the jump signal at Lavaca & MLK stay? Caitlin – No it will not. 18<sup>th</sup> and Lavaca will be a protected bike intersection. Cyclist will be diverted. CSAC – What do you mean when you say test before it opens? Caitlin – There are people who will test it to make sure it operates safely. CSAC – Does the bus size matter? Caitlin – No, all of our buses can use it.

#### **Metro Bike Cage Update**

*Yannis Banks, Community Engagement Coordinator*

We will be removing the fee for using MetroBike cages. CSAC – Can we get a MetroBike cage at Westgate? Yannis – I will pass that info along. CSAC - What happens when someone moves away & doesn't notify you. What happens with the card? Yannis – They will have the card but I think it should deactivate after a while. We will pass this thought concern along. CSAC – Is there any concern about people getting a card just to store the bike w/o ever using the service. Kerri – We have space currently so it's not anything we have thought about, but it is something that we will monitor. CSAC – What was being done with the funds from the Bike cage? Kerri - It was a nominal amount.

## **Project Connect Update**

*Yannis Banks Community Engagement Coordinator*

- CSAC – People feel like when they are giving feedback at the open houses they are going into a black hole. Kerri- All feedback will be going into the feedback dashboard that is on the website.
- CSAC – is it possible for people to go online, like to Google to type in address & find out where your house is along the route. Yannis – Not right now currently since we are still in the feedback portion of the plan. It is still a vision map at the moment. Hopefully people can look at where the lines are currently and get an understanding of where their house is.

## **August Meeting**

- **Possible August Meeting topics**
  - **Fleet Purchases (August)**
  - **Remix demonstration (Planning)**
  - **August service change –**
  - **PC – Jackie or someone to demonstrate the feedback tool & discuss the feedback**
  - **Autonomous vehicles. – Ask Dave Couch who is good for this.**
    - **Presentation on how they theoretically work**

## **Approval of May 2019 Minutes**

- **Jeffery motion to accept**
- **Ephraim second.**

**Michael abstain from voting**

**Adjourn 7:37**