

Customer Satisfaction Advisory Committee
Wednesday, June 12, 2019
North Ops 9315 McNeil Rd, Austin, Texas 78758
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 6:10 p.m.

Introductions:

Committee members present were Elizabeth Stehl, Ephraim Taylor, David Foster, Jeffery Lewis, David Shapiro.

Capital Metro staff present were Dottie Watkins, Yannis Banks.

Others present were Ruven Brooks, Stuart Spates.

Citizens' Communication

Members of the public

Jeff – He got the mailer for Manor Pick Up a couple days after it started. He went to talk to the drivers, and they are excited about it.

David F – Brought back Allen's question from last CSAC about MetroBike lockers & having notifications brought up about when your subscription expires. Yannis let him know that there is a plan in the works that will fix his situation but couldn't go into details about it yet.

Initial Review and Discussion of The Fiscal Year 2020 Budget

Kevin Conlan, Director of Budget and Financial Planning

CSAC – How will electric bus help with fuel cost? Kevin – It should help. Studies have shown that the cost of charging buses will be lower than fuel cost.

CSAC – Will there be grant funding for electric buses? Kevin – We have applied for 3 grants. We have gotten 1 so far. CSAC – Are they matching grants? Kevin – Yes they are. CSAC – What is the difference in cost of diesel vs electric buses? Kevin – A diesel bus can cost \$500,000 and an electric bus can cost between \$900,000 - \$950,000. CSAC – What happens to a bus when you retire it? Kevin – They can go on the auction website, but if we are using money to replace it from the Volkswagen grant they must be destroyed.

Contracted Bus Ops Procurement

Rafael Villarreal, Director of Contract Oversight

CSAC - When doing negotiations does CapMetro commit to OTP goals? Rafael – Yes, there are different goals that the contractors have to meet. CSAC – If an operator leaves one contractor and goes to work at the other one does CapMetro know? Rafael – Yes, we are given a list every Monday. CSAC – If an operator has a lot of complaints do you hear about it? Rafael – Yes we get that info. CSAC – You have enough data to compile complaint charts. Can you do it along routes. I suspect that some complaints to OTP? Rafael – We can pull; it by type of complaint filed.

CapMetro App Update

Jonathan Tanzer, Tech Project Manager

Goal is to launch the app in mid-July. CSAC – Any major improvements? Jonathan – The look of tickets, how tickets can be purchased (Apple Pay, Paypal, etc.), and directional finding. CSAC – Will it show the direction the bus is going? Jonathan – Not at this moment. CSAC – Does it still have the option to see buses in real time? Jonathan – Yes it will. CSAC – Have you fixed that when you set a time and date and go back to look at routes it goes back to today's date? Jonathan – He will look into it.

Project Connect Update

Yannis Banks Community Engagement Coordinator

- CSAC – Can CSAC endorse P.C. via a resolution? They understand as private citizens they can but want to make sure they are able as a committee.

June Meeting

- **Possible July Meeting topics**
 - **Fleet Purchases**
 - **Nadia – 5th St shared lane update & Contraflow update**
 - **Autonomous vehicles. – Ask Dave Couch who is good for this.**
 - **Presentation on how they theoretically work**

Approval of May 2019 Minutes

- **Fix spelling of Allen Demling and Stuart Spates. Jeff wasn't at the May meeting.**

Liz move minutes accepted

David S 2nd

Jeffery abstain from voting

Adjourn 7:37