

Customer Satisfaction Advisory Committee
Wednesday, March 20, 2019
209 W 9th St., Austin, Texas 78702
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 6:01 p.m.

Introductions:

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

Capital Metro staff present were Dottie Watkins, Roberto Gonzalez, Katherine Gonzalez, Ora Chisom and Yannis Banks.

Others present were Ruven Brooks.

Citizens' Communication

Members of the public

Ruven presented post Remap map he showed at a previous board meeting about Remap Boarding data – Pre & post Remap. He focused on stops rather than routes. Prepared it at the request of Commissioner Travillion. Increase in ridership were widespread across the stops. Conclusion #1 – Remap was geographically well spread. Conclusion #2 NLTC lost a lot of ridership. Big increase in boarding at corner Runberg & N. Lamar. Cap Metro needs to develop an internal method to do origin/destination studies

Norwood Walmart Project/Cap Remap Feedback

Katherine Gonzalez, PMP Cap Metro and Roberto Gonzalez Sr Long Range Planning

- Want to hear what they think is needed at Norwood
- Operating the stop since 2003. 6 routes (4 terminate): 10, 325, 323, 339, 485, 492
- Currently not enough bus bays, difficult for buses to square up
 - The landing area is too small, customers de-board on dirt, no paved path across the island, customers standing, limited protection from sun, rain and wind. Buses are unable to layover due to fire lane so they layover in different parts of the parking lot.
- Potential Improvements: Mobility Hub (connecting people to other forms of transportation), boarding on both sides of the island, pedestrian connections, better accessibility, shelters and benches, lighting, security camera, signs – Digital Message, safety and informational, adjust fire lane and landscaping. Jeffery – Is this a phased in approach, what are priorities? Katherine – We are working with the COA to get approval but since it is private property owned by Walmart we need an agreement from them

before we can do anything. Example of what it could look like is HEB at Susquehanna & Manor, also Barton Creek Mall. BJ – Across the street from Susquehanna there are two 20s sitting there but if the 337 comes by they aren't able to see passengers waiting for the bus & goes past them. Roberto mentions Sawtooth bays as an idea for Norwood. Roberto says we will continue to work on across from Susquehanna. If there are assign bays there will be signage where they need to be. Michael French – A dynamic real time feedback would be great with the sign messaging. Roberto said when they were surveying riders at Norwood they heard that real time info like the rapids would be great. Michael said an accessible path to Rutherford Lane would be beneficial. Ephraim – With this being a terminal station for four routes, how will you coordinate that with buses going offline or going first? Roberto/Dottie – Operators should announce I'm the first one to leave. Going to try to give them two adjacent bays for routes that do more layover. Dottie – Fundamentally if you're about to leave & you're not the front bus you should check to see if anyone in the front bus wants to leave. David – When you go to redevelop put landscaping like a raingarden/curb cut to help vegetation get the water. He volunteers to help with Cap Metro & Walmart. It's what he does as day job.

- Critical Approvals – We expect the COA site plan correction approval to be (4-6 Months). We are working with Walmart to get a license agreement. It is an ongoing discussion. We are doing customer intercept surveys currently and want to do a similar survey at NLTC. Goal is to have something in place at Norwood within the next year. Roberto – Walmart has been a good partner there, they worked with us in 2003 when they did the remodeling to create that area we use now. We've just outgrown it.
- Cap Remap Feedback
 - How did we do with communicating with the community? How do you think we handled feedback, what do you want to see us do again?
 - The committee said there was a lot of publicity about more connected, better service but maybe communicate better on the negative impacts as well to people.
 - CSAC– Was there any feedback from operators? Roberto – Yes. We continue to listen & hear from operators. One of their concern was having enough running time and buses to do the 15-minute frequency as well as being able to use the bathroom. Dottie – Much of what we heard from customer feedback is what we heard from operators. The most common feedback from operators was their appreciation that we sent all Cap Metro staff in the field to talk to customers. Katherine – Also free fare week helped the operators. It was one less thing for them to worry about so they can focus on helping riders.
 - CSAC – Anything to report about recent hearing on 4 & 300?
 - Roberto – It's one of our biggest routes. Due to length & school zones it is making it hard with OTP. There will be some positive changes for the summer.
 - Katherine – We did a lot of outreach to operators but we heard we could do more

- CSAC – Here’s an example: I take bus x and now it’s going to be gone what am I going to do? The anxiety of not knowing is a stressful thing for people. Maybe have some way of showing what their trip will look like, something more interactive. Maybe something with general examples or some videos online that people can use.
- Katherine – Every single employee was out with the same blue shirt out to help customers. Dottie – We trained staff on how to use the trip planner.
- CSAC – The continual announcements saying Remap is coming was also helpful. Also, the branding was very helpful.
- Ruven – Mr. Clark gets a bravery award. He trusted his staff
- CSAC – Kudos with changes to the 5 & 105. He looks forward to numbers to see how gained/loss routes.

Innovative Mobility Project

Ora Chisom, Innovative Mobility Project Manager

Manor, Springdale/Rogge, Exposition, Hornsby Bend, Johnston Terrace, and St David’s North area will be getting a Pick Up type service. Manor service starts in June, the rest is slated for August. We will be working with Springdale/Rogge, Exposition, Johnston Terrace & St David’s communities to help with the design of the service.

Project Connect Update

Yannis Banks Community Engagement Coordinator

April Meeting

- **Try the Project Connect Office for the meeting space**
- **Commissioner Travillion has offered space in Precinct 1**
- **Possible April Meeting topics**
 - **Fleet Purchases maybe???**
 - **Park & Ride update maybe???**
 - **Update on 5th st Bus/bike shared lane.**
 - **Amenities Update**
 - **Rail trail – Dave Deck**

Approval of February 2019 Minutes

Change Betsey to Elizabeth.

Change Dottie to Dolly.

Minutes approve unanimously

Adjourned 7:32 pm