

Customer Satisfaction Advisory Committee
Wednesday, November 13, 2019
607 Congress Ave, Austin, Texas 78701
6:00 p.m. – 7:30 p.m.

Call to Order:

Chairman Foster called the meeting to order at 6:06 p.m.

Introductions:

Committee members present were: Elizabeth Stehl, Ephraim Taylor, David Foster, David Shapiro, Betsy Greenberg

Capital Metro staff present were: Yannis Banks, Marcus Guerrero, Dave Couch, Donna Simmons, Patricia Vidaurri

Others present were Larry Shapiro, Mike Kordell

Project Connect Update

Dave Couch, Program Officer

Dave talked about the joint City of Austin and Cap Metro Board update. CSAC – Are there discussions about ongoing operations/maintenance cost and where that money will come from? Dave – Yes there is. What we have done is layout what it will cost. What I can't do is to layout where the money comes from. It is normal on a program of this size you have multiple funding sources. CSAC – Is there someone who can tell us where the money comes from? Dave – Yes. Right now, it's being worked between COA & Cap Metro. It will be presented at the January 9th joint meeting. I think they will stream the meeting live, but not sure. Everything will be online. CSAC – We meet on January 8th, the Wed before the meeting, could we hear a sneak preview if possible? Dave – Let me check to make sure. CSAC – I attended the joint Orange/Blue Line open house. Seemed like there was a push for the BRT, it's cheaper option, etc. What is the benefit to have BRT over LRT? Dave – The way you measure ridership is something called peak of the peak. The peak of the peak in Austin is Republic Square. We have to look at what to do to accommodate the fleet. We know by 2040 we will maximize BRT. That is a decision point. What does Austin want to do for the future? It's not about something cheaper to do, it's what does Austin want to do for the future. CSAC – I feel like that's not being fully communicated to the public. Regardless of what the future is everyone is worried about rising property taxes. Dave – It's about going out to people and educating them on the different options. CSAC – Can you explain why BRT isn't as good at 2040. Dave – It's about capacity. BRT doesn't carry as many people as LRT. It goes back to peak to peak. You can provide the capacity of the horizon with BRT to 2040. With LRT you will have to make a capacity decision 12-15 years after 2040. The question goes to what the city wants to invest into and how far out. CSAC – When you say it's just a tunnel, does that mean there are no stops in the tunnel. Dave – There would be stops, including a major station at Republic Square. It's critical that the technology is the same technology. You can have flexibility of where running & how, say for special events, sporting events. Where CSAC comes in, you can be the people to help educate people about Project

Connect. If you have a group that you want us to talk to let us know & we will come talk to them.

Performance Dashboard Update

Pat Vidaurri, Manager Performance and Strategic Initiative

We want feedback from CSAC on what can be done to improve it. We did get a request to get daily ridership added, but we aren't currently able to do that yet. CSAC – What is Revenue Hour? Seems a little jargony to me. Pat – We can explain that better. It means when the vehicle is in service. CSAC – May just want to say just customer service per day

Diversity Report

Donna Simmons, EVP, Admin & Diversity & Inclusion Officer

CSAC – Do you have info on where Cap Metro employees live? Donna – We can get that info. CSAC – I was thinking more along the lines of the operators. Are they able to afford to live in the city? Donna – That is a good question. That is something we can look into. CSAC – Do ya'll do undoing racism trainings? Donna – We don't yet but we will be looking to do that.

Downtown Station Update

Marcus Guerrero, Project Manager Downtown Station

CSAC – Are the trees all surrounded by elevated curbs? Marcus – Yes, they are. Until Spring 2021 the bikeway will be shifting depending on the phase of the construction project. CSAC – Has the ridership come back? Yannis – Not yet, we expect it will at some point, but it will be gradual. A lot of people who were using the train have found the express bus service to be convenient & probably in some cases better for them. CSAC – What was the reason to expand it? Marcus – The downtown station was our smallest station in the system & it was always meant to be a temporary station.

December Meeting

- **Project Connect Update**
 - Outreach
 - Messaging
- Board Election
- Stagnant Board members.
- FY 2019 Customer Complaints
- Statement on LPA
 - At least areas we want to talk about.

Approval of October 2019 Minutes

- **Remove extra comma from committee members,**
- **Liz motion to accept, Dave S second.**

Adjourn 7:20