

Customer Satisfaction Advisory Committee
Wednesday, October 9, 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 6:10 p.m.

Introductions:

Committee members present: Elizabeth Stehl, Ephraim Taylor, David Foster, BJ Taylor, David Shapiro

Capital Metro staff present: Yannis Banks, Lawrence Deeter, Dottie Watkins, Ora Chisom, Daniella Madubuike

Others present: Jean Crawford, Ruven Brooks

Public Communication

Members of the public

Jean told the committee today about the 10 bypassing 4 stops. Dottie is having them pull video on it. She also mentioned about the passes fading.

Ephraim – What's the bike passing rule for buses? Has had incidents of 3 ft passing. Seen busses pull back in close. Dottie – Explained the distant that buses are supposed to have when passing. We want to hear about these incidents, please report so we can pull the video & retrain operator

Chief Customer Officer

Dottie Watkins, Chief Customer Officer,

Changed the title to be Chief Customer Officer to make sure that we have great customer experience. Want to have CSAC help us find ways to hear the different voices that ride our service. All the different kinds of riders: all the time riders, once in a while riders, commuter riders. Biggest headache currently is PM peak traffic. We know that it is a problem and we are working to fix that. The other is an overcrowded bus. It's a good thing for Metro that people want to ride but we are working on ways to alleviate that. CSAC – Is there feedback you're getting from the employee population? Currently we have a process, but it's not used as often as it should be. We are looking to improve it. CSAC – Is your new title common in transit world? Dottie – It is not. It's more common in tech world. CSAC – You mentioned appealing to the occasional rider, I saw that last weekend and the operator did an exceptional job of handling the riders I saw. Have you thought about doing a communique over the radio? The bus was on route 3 at 11 pm by the Schlotzsky. Dottie - That is a good idea. Events are a good opportunity for us to reach out to people who may not normally think about using transit

January Service Change

Lawrence Deeter, Principal Planner, Short Term

Service changes for January is minor. Metrorail will resume Saturday service. We will also do service from Leander on Saturday starting January. Route 980 will permanently serve Howard Station. We are making adjustments to reduce overcrowding on 985. On high frequency routes additional trips to reduce overcrowding & Route 20 will permanently serve LBJ/LASA. CSAC – Are you adding extra buses? Lawrence – I’m not saying that yet. Buses are scarce right now we may have to look at other tools. It may be like one single trip/short trip. Example, a route may get crowded in downtown & not after so we wouldn’t run the extra bus the full route trip just the congested part. You wouldn’t notice a frequency change. Details are still being worked out. Route 337 will resume the original Remap route. It has been on detour due to construction on 183. Probably do 6 school trips on the 337. 3 in the morning & 3 in the afternoon. CSAC - #20 has no layover point except at area behind Winn Elem. Two buses normally arrive & one sits there while the other one leaves. When you add a 337 you cause a safety issue. Lawrence – We never intended to lay the 20 over but it was a part of the detour. What we can do is look to move the end of line timepoint. Ruven – How long does the #20 take to get from LASA to downtown? Lawrence – Roughly 30 mins. This week started our Hornsby Bend service in partnership with Travis County & Carts. CSAC – How does one change #5 to get to Townlake YMCA? Lawrence – Caesar Chavez is a parking lot after 3 pm. To introduce another bus into that will probably cost another peak route bus. We are tight on buses so we would have to look where to do that. CSAC – The 335 could be an option to take one, there isn’t high ridership on that one. CSAC – Looking at land development code, Redd St along route 105 is being densified from Manchaca to Bannister. 105 should have as much frequency as what the 5 use to do. Should have an all-day service. Will mention to council member Kitchen. Similar to the neighborhood on route 333 on Brodie where it splits.

Pickup Update

Ora Chisom, Innovative Mobility Project Manager

Ridership has been increasing. We will launch Leander service on Nov 19th. We are currently considering the hours of operation for Leander and are looking at syncing up with train schedule as much as possible. CSAC – Are you looking to expand to other parts of Austin? Ora – There is possibility for other parts of Austin. We have been getting request for other areas. We haven’t committed to any other zones as of yet. It’s a minimum 4-month timetable to roll out new zones. CSAC – How many vehicles do you have now? Ora – 12 with 3 being backup in case one breaks down. CSAC – Flexibility to move them around? Ora – Yes. CSAC – Is VIA the contractor? Ora – MTM North base handles Pickup.

Project Connect Update

Yannis Banks, Community Engagement Coordinator

Let them know about the upcoming joint meeting with the City Council & Cap Metro Board. Also, about the Rapid open houses.

2020 Workplan Update

- Have someone present on ASMP and Sidewalk Masterplan – From the city.
- Conversation on Bikes & Buses – First & last mile in April.
- Presentation in Dec on Final Project Connect Map.
- Want to hear from staff on a presentation of mode before presented to the board in March.
- Like to see Complaint process & stats update in Dec.

Invitation to Southwood Neighborhood Association Nov 20th like a PC presentation.

November Meeting

Approval of September 2019 Minutes

- **Remove David Shapiro. Had him twice. Change Temp bust stop on 2nd page.**
- **David Shapiro motion to accept with changes, BJ second.**
 - **Approved 5 - 0**

Adjourn 7:23