

Customer Satisfaction Advisory Committee
Wednesday, September 11, 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 6:12 p.m.

Introductions:

Committee members present were: Elizabeth Stehl, Ephraim Taylor, David Foster, David Shapiro, BJ Taylor, Lin Rui Li

Capital Metro staff present were: Yannis Banks, Mark Herrera, Jen Golech, David Couch, Ken Cartwright

Others present were Jean Crawford, Stuart Spates, Ruven Brooks

Public Communication

Members of the public

Ruven Brooks – Went to Amsterdam and rode their system. City population is similar to Austin. Trams are street running, avg speed is 5 ½ mph. Have separate system called Metro on dedicated right of ways. They also have buses and trains. GVB isn't investing into any more Tram lines.

Autonomous Vehicle Explanation & Project Connect Update

David Couch, Program Officer, Project Connect

Oct 30 is the next joint board/city council meeting at the convention center. We have over 10k people a day taking the 801. Jean – Will the Orange Line be accessible? Dave – Accessibility will totally be there. There will be ADA accessible ramps as well as ramps to get to the platform level. Depending on if it is BRT or light rail there are rules on how close you can be to the ramp. CSAC – Tunnel from Caesar Chavez to where you said is that being considered? Dave – Yes, it is. CSAC – You said preference is Guadalupe, does that mean it will be converted to a 2-way street? Dave – That is apart of the conversation that we are having with the city. CSAC – The tunnel will accommodate vehicles from Orange & Blue so that's where they can intersect? Dave – It is possible. The beauty of the tunnel is that the tunnel gives you operation characteristics as well. CSAC – Are you looking at tunneling at UT? Dave – UT has their own concerns that are we looking into. CSAC – One of the advantages of a train is that you can just put your bike on. Dave – There is a hanger system you can just roll it on board. Phoenix & Los Angeles are examples where it is done for the buses as well. Jean – Do riders have to stand with those hanging bikes? Dave – There will be some isolated areas. It depends on what we are trying to do & what we pick. CSAC – If we do rail will we have a rail system that can transfer to the Red Line? Dave – There are different things that are there. We haven't really thought about it. The

Red Line is a different kind of train & would go faster. It would be cheap to do though. We would have the super transfer center (Downtown station) where we could do something. For Autonomous vehicles, they aren't something that will be a primary mode for PC. We are looking to future proof the system and be able to retrofit in the future as technology develops. When you're looking at the vehicle side, for buses you are looking to get into the production cycle of the manufacture. For the light rail vehicle you design it yourself. You design the shell & then it is molded together etc. It takes a period of time. When you start the contract until you see the vehicle it is typically 3 years, and then you test it. Rule of thumb is for light rail you get 2 of them. CSAC – What comes 1st the possibility of the plan to present or approval of this? Dave – It's a multipart process. The biggest piece that happened so far is the action of the ASMP that gave us dedicated passageways. The key for high capacity transit is dedicated passageways.

Facilities & Amenities Update

Mark Herrera, Program/Project Manager Capital Projects Group

Attached PowerPoint

CSAC – Asked about accessibility of shelters with bench configuration. Mark – We've been working with Access Committee & determined that turning bench parallel would open up room for a wheelchair. CSAC – Is E-Paper a cost-effective solution for real-time route info? Mark – It does have real time information. CSAC – Is it connected to the internet? Mark – It is connected to the internet by software running in the background. CSAC – The temp facilities that are at Norwood Walmart, is this temporary? Mark – We have temporary bus stops at Norwood while we upgrade the stop there. Ken – Before the end of the year we plan to have it up and running. CSAC – Is the E-Paper light sensitive to the sun? Mark – We shouldn't run into that too much with putting them inside the shelter.

October Meeting

- **January Service Change Update**
- **Ken Update Downtown Station**
- **Stats on Compliments, improvements, complaints. BJ has heard drivers say they tell about concerns & not given an answer. She is concerned at Winn Elem, stop ID 1619. Stop should fit 4 buses. Always 2 20s cause one will be there 15-20 mins. It comes from the Delco where there isn't a bathroom so they layover there. BJ doesn't know where to stand to catch the bus. Jean is concerned at the Law School at Dean Keaton due to how far away. It's on the Southside of the street in front of the law school. Jenn – The Wynn elem stop is over saturated currently due to it's on detour because of 183. Jen or Dottie address next meeting.**

Approval of August 2019 Minutes

- **Change Betsy to Elizabeth**
- **Liz motion to accept, BJ second.**

Adjourn 7:33