

Capital Metropolitan Transportation Authority

Customer Satisfaction Advisory Committee (CSAC)

Wednesday, January 12th, 2022

6:00 PM – 7:30 PM

Attendees

CapMetro Employees: Tevin Lionel, Edna Parra, Darrell Freeman, Johnathan Tanzer, Rose Lisska

Committee Members: , David Foster, Ephraim Taylor, Betsy Greenberg, Fangda Lu, Diana Wheeler

Members of the Public: Ruven Brooks, Tom Wald, Nefertitti Jackmon, Cupid Alexander

Welcome / Introductions / Call to Order

Chair Taylor

Public Communications

What Is The Red Line Parkway?

The Red Line Parkway is a proposed linear park and public space along the Metro Red Line, extending 32+ miles from Downtown Austin to Leander. Our vision is a thriving, inclusive, multi-functional parkway that provides convenient, enjoyable, car-free access to transit, parks, public art and other urban, suburban and rural destinations.

Beginning at Lady Bird Lake in Downtown Austin and ending at South Fork San Gabriel River in Leander, the Red Line Parkway will create a functional, legible and consistent trail between the urban center and northern suburbs of the Austin Metroplex.

It will serve an estimated 15,000 to 25,000 residents per day with increased access to parks and green space, the existing MetroRail Red Line commuter rail and opportunities for bike transport.

The Vision for The Parkway is:

- A paved path for walking, running & wheelchair access and a paved path for bicycling and scooting
- Separated from cars the entire way
- Gentle grades, lots of shade, public art
- Dozens of new parks with creeks & ponds, playgrounds & connecting trails
- Trail-oriented development

Over 150,000 residents and almost 200,000 jobs are currently within one mile of the 12-mile urban portion of the Red Line Parkway corridor.

There is also rapid residential, employment and student population growth along the corridor. Five Austin Community College (ACC) campuses are within one mile of the full trail corridor.

Mobility

- Trails provide additional mobility options, including walking, bicycling and access to transit, offsetting the demand to expand roadway capacity and automobile parking.

- The Red Line Parkway will provide additional commuter traffic capacity within Austin’s more congested areas – including Downtown Austin through the Domain area.
- It will provide significant shortcuts for bicycling and pedestrian connections to the MetroRail Red Line commuter rail, increasing use of existing transit resources.

Health

- Trails create healthy and low-cost recreation and transportation options in proximity to where people already live and commute, accessible to residents of every socioeconomic background.
- Physical and mental health is improved via regular exercise, contact with nature and social activity opportunities, reducing public health care costs.
- Trails improve air quality both by creating a zero-emission route and by replacing automobile trips that are the leading cause of Austin’s poor outdoor air quality.

Affordability

- Improving accommodations for walking, bicycling and transit in Austin are far-and-away more cost effective than increasing roadway capacity and parking for automobiles. The savings are reflected for individuals, government jurisdictions and the private sector.
- Increasing access to multiple transportation modes in proximity to Downtown Austin and other high opportunity areas increases the viability of living a more affordable car-free or car-light lifestyle, especially for those with strained household budgets.

Public Space & Art

- Trails create opportunities for social interaction in public space and for people to reimagine the city they live in. Trail corridors serve as a flexible canvas for creative design and installation of public art.
- Trails and public spaces are also desirable places to live and work next to, they invite tourist spending, and they enhance the value of real property and other nearby assets.

2022 Goals: Plan & Fund The Parkway

The Initiative’s four program areas are:

- Plan the Parkway
- Fund the Parkway
- Implement the Parkway
- Activate the Parkway

Timeline to complete the Red Line Parkway

2004 – Voters approved the Capital Metro plan for general provision of trails along the Red Line

Today – 10% of the Red Line Trail is completed

2022 – Create the initial Parkway Plan

By 2024 – Secure all funding for implementation of an initial end-to-end trail for the Parkway

By 2030 – Complete implementation of an end-to-end trail for the Parkway

Why A Parkway Plan Is Needed

In 2022, Red Line Parkway Initiative is committed to engaging Parkway stakeholders and the public in the creation of a Parkway Plan to outline the following:

- **Feasibility:**
 - Identify and preserve the right of way for the Parkway
 - Create viable timeline for completion
 - Establish a corridor away from vehicle noise and air pollution
- **Collaboration**
 - Build community support for & ownership of the Parkway vision
 - Encapsulate community vision for Parkway
 - Coordination between local agencies
 - Provide mutually agreed upon plan-of-action that everyone adopts
- **Increase Value**
 - Increase overall return on investment – economic & community benefits
 - Induce private investment along corridor
 - Ensure anti-displacement measures
 - Identify what supplemental plans are needed: parkland, land use, art, cultural etc.
- **Connectivity**
 - Create a functional, legible, and consistent trail
 - Create an interim route that connects complemented portions
 - Identify sections in need of upgrade
 - Coordinate with other plans
- **Funding**
 - Qualify for additional public funding – local, state or federal
 - Qualify for completion by private developments
 - Inspire private funders to contribute to realizing the Parkway vision

David Foster: Is the plan to look at overcoming sequencing of construction to get the parkway connected?

Tom Wald: We'd be working in sections, where the Parkway is already most connected and working our way through there. It's a gradual process but proves cost effective to connect the trail in a timely manner over time.

Rose Lisska: This project would also look at what other developments are going on, to best determine where would be the most effective spots to get the trail connected the quickest.

Taylor Ephraim: How does the Red Line Parkway Initiative amplify the best use of the Parkway for everybody?

Rose Lisska: We've worked closely with the City of Austin to best understand how to align a trail within the city. And will continue working with the City to assure that Parkway is best being utilized.

Anti-Displacement

Nefertitti Jackmon, Community Displacement Prevention Officer, City of Austin - Housing and Planning Department

- **December 2021** – Draft report shared with CAC
- **January 2022** – Public release
- **2022** – Socializing the Tool: City staff will host learning sessions for the community to learn how to use the Tool.
- **Spring 2022** – Notice to Funds Available released for the first round applying the criteria in the Equity Tool.

Tentative Anti-Displacement Fund Budget -Years 1&2

- \$735,000 – Staffing
- \$23,000,000 – AHFC Land Acquisition
- \$21,000,000 – Land Development (RHDA/OHDA)
- \$20,000,000 – Community Development
- \$265,000 – Community Engagement & Outreach

Funds allocated to AHFC for the use including loans to eligible 501c3 non-profits for the purpose of:

- 1) Preserving and developing affordable housing on small sites, as well as rental and ownership on larger sites
- 2) Land acquisition and banking for development of large sites, both rental and ownership, as well as expansion of city owned community land trust.

...Within one mile of PC in areas active and most vulnerable to displacement.

Land Development

To assist private and non-profits developers acquire state tax incentives and bonds for Rental Housing Development Assistance (RHDA) and Ownership Housing Development Assistance (OHDA) for:

- Acquisition
- Rehabilitation
- New construction of affordable housing for low to moderate income homebuyers.

...Within one mile of PC in areas active and most vulnerable to displacement.

Community Development

A competitive grant process for the community-initiated solutions that prevent the displacement of:

- Tenants
- Homeowners
- As well as create economic mobility opportunities

...Within one mile of PC in areas active and most vulnerable to displacement.

Expected Launch: Spring 2022

• Renters/Tenants Stabilizations

These investments may include a range of tenant investments and stabilization service to include but not limited to:

- Tenant legal services and representation
- Emergency rental assistance
- Education on Fair Housing Laws & Tenant Rights
- New program services and investments to help stabilize tenants.

• Expanding & Preserving Homeownership Opportunities

These investments may include a range of programs and services that expand and preserve homeownership opportunities to include, but not limited to:

- Down payment and closing cost assistance programs
- Mortgage & Foreclosure Assistance
- Home rehabilitation and repair loans
- Existing community land trusts and housing cooperatives
- New program services and investments to help stabilize tenants.
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- **Other Anti-Displacement Strategies**

These will include investments that build economic mobility opportunities within the impacted area of Project Connect. This may include a variety of solutions aimed at:

- Emerging Cooperative ownership
- Community land trusts
- Use of publicly owned land for community benefit
- Worker cooperatives
- And other models which build community wealth and / or support small businesses, or workforce development
- And other innovative solutions that can lead to equitable development.

Utilizing the Tool Report

- ✓ **Priority Places:** All investments will be focused in displacement risk area within 1 mile of a Project Connect station as recommended by the Tool.
- ✓ **Priority Purposes:** Investments must advance at least one priority purpose as recommended by the Tool.
- ✓ **READ Tool Maps and Dashboard:** To understand the conditions in the respective geographies to prioritize investments.
- ✓ **Application and Scoring Criteria:** The Tool will inform the scoring criteria for the Community Development Fund's competitive process.

Utilizing the Tool Report:

The Tool allows one to view multiple data points and metrics on the populous of an area. Giving insight on the demographics of the people living there, from race, ethnicity, education, income level and more.

Community Development Fund Implementation Next Steps

1. **Anti-Displacement Grant Administration (Dec 2021 – Sept 2022):** Draft Application package, Scoring Criteria, Program Guidelines, Procurement Coordination, Online Application Form, minimum qualification review, review panel coordination, CAC review, CC approval
2. **Community Review Panel (Dec 2021 – July 2021):** Outline and structure the process, develop application, outreach plan coordination, call for applications, member selection, announcement, training, review, selections
3. **Outreach (Dec 2021 – May 2022):** Application website, preliminary planning and research for targeted outreach, outreach meeting facilitation and tracking.

4. **Training and Technical Assistance (February 2022 – May 2022):** Training for technical staff and review panelists, coordination of NOFA information sessions and webinars, office hours.

Betsy Greenburg: Is this money going to be used to only redevelop single family residences? Is there any funding allocated to redeveloping industrial, commercial and multi-family housing

Nefertitti Jackmon: We have funding allocated to affordable housing, which could be multi-family units, apartment units and single-family units. All stipulated that they are designated affordable housing.

David Foster: When is the community training going to happen and what is the best way for us to stay connected to that?

Nefertitti Jackmon: Here is a link that the public can use to keep track of these community sessions:

<https://austintexas.gov/edims/pio/document.cfm?id=374227>

Ruven Brooks: Will there be a significant population of people who would be affected positively by Project Connect? What is being done to mitigate displacement?

Nefertitti Jackmon: We use 1 mile = 20 walk time as a basis of how to plan the transit around communities, so that people a half mile to a mile away would consider using transit and the effect of more walkability is more people live in the area, increasing transit use.

Project Connect Update

Edna Parra, Community Engagement & Outreach Manager

General and [Get Involved webpage](#)

- **Orange and Blue Line – Public meetings on traffic, connectivity, environmental topics**
 - **ETA: Late march**
- **1/26 | CAC Monthly Meeting**

Blue Line:

- **1/12 | Waller Creek Boathouse Update**
- **Update:** Tonight Austin Transit Partnership will be co-hosting a meeting with the City of Austin's Parks and Rec Department to discuss how the Blue Line will impact the boathouse. PARD has completed a feasibility study and has named the (currently vacant) Youth Hostel on the South Shore as the lead alternative site to build a new boathouse.

Orange Line:

- **1/12 | Austin Voices briefing**
- **1/24 | CANPAC (Central Austin Neighborhood Planning Advisory Committee) Meeting**
- **1/25 | UAP (University Area Partners) Meeting**
- The ATP CE team is scheduling multiple information sessions on the reconfiguration of the 29th and Guadalupe intersection to neighborhood organizations and stakeholders (such as the rental community and area businesses in addition to previously noted CANPAC and UAP meetings)
- **3/1 | Crestview Station CDW**
- **Ongoing: property owner meetings to discuss impacts from orange line right of way. Multiple letters have been sent to property owners impacted by Orange Line ROW**

Red Line:

- **1/18 | Groundbreaking for Broadmoor Station**
- **TBD | Groundbreaking for McKalla Station (target April 2022)**

Green Line:

- **No upcoming events**

MetroRapid:

- **2/7 | MetroRapid Community Update**
- **2/16 | Pleasant Valley MetroRapid Groundbreaking**

MetroExpress:

- **No upcoming events**

Pickup:

- **2/1 | Pickup Community Update**

Park & Rides:

- **2/7 | MetroRapid Update (focus on amenities/connections to MetroRapid P&R)**
- **TBD | 30% Design Workshop “Connectivity” (amenities/connections to OL and BL P&R)**
- **TBD | Goodnight Ranch Groundbreaking?**
- **TBD | Expo Center Groundbreaking**

David Foster: Letters going to property owners for land acquisition, does it include properties by UT?

Edna Parra: Letters have gone out to property owners, but not all have been personally met yet. We want to meet with the individuals as well, to make sure they are aware of what’s going on.

Ephrim Taylor: CapMetro does not reach out to business owners. They can meet with the property owners, but not the tenants. Though, there have been flyers put around the neighborhood and community to alert residents of what’s happening.

Operations Software

Chad Ballentine, VP, Demand Response and Innovative Mobility

Jonathan Tanzer, Technology Systems Program Manager, PMO

Darrell Freeman, Technology Project Manager II

MetroAccess KPI’s

- **On Time Pickups:** 92% or better
- **Answering calls promptly:** 5% or fewer
- **Reasonable hold times:** 2 minutes or less

Hundreds of Other Indicators: Productivity, On Board Time, Eligibility Outcomes, etc.

System Background

- All Functions: Eligibility, Customer Accounts, Reservations, Scheduling, Dispatch, Driver Routing and more.
- Deployed in 2001
- Last upgrade – Aug 2019 (v13 to v18): Necessary for modern security protocols and longstanding bug fixes.
- Update Ops Committee Feb 2020 on Performance & Planned System Replacement
- Procurement Attempted in 2020
- Procurement Process Successful in 2021

Demand Response Transit Systems

- **Improved Customer Experience**
 - ADA- accessible iOS, Android & Web
 - Real-time customer trip booking, cancellation

- Track ride status in real-time
- Account Management
- Auto-notifications: voice, text & email
- Ride Ratings
- Account-based Fares
- **Improved Staff Experience**
 - ADA accessible staff interface via the web
 - Modern algorithms use historical data and real time traffic for improved schedule efficiency and timeliness
 - In-vehicle turn by turn navigation adjust based on street congestion
 - Automation of Workflow of Routine Tasks
- **Integrations in CapMetro Systems**
 - Phone System Rode Reminders
 - Enterprise Assess Management
 - Enterprise Customer Relationship Manage
 - CapMetro App Customer Payment Integration
- **Systems Provided by Spare Labs Inc.**
 - Privately-owned, founded in 2015
 - Headquarters: Vancouver, BC, Canada
 - Expertise: ADA Paratransit, On Demand, First Mile / Last Mile, Ride Hailing
 - Customer Base: 85+ Operations on 4 continents
- **Contract Award Total - \$4,201,206**
 - New software startup timeline – 12 months
 - Base: Through September 30th, 2023 - \$447,210
 - Options: 10 one-year licensing & support - \$3,753,996

Next Steps

Early 2022:

- Begin Kickoff and Design Activities
 - Internal and External Stakeholders

Ongoing Throughout 2022:

- Software/Hardware Integration
- Stakeholder Engagement
- Software/Hardware Testing
- Staff Training
- Community Outreach & Training
- Pilot Testing with Volunteer Customers

2023: Launch (Once 100% Tested and Ready)

Committee Elections

The committee nominates Ephraim Taylor for Chair Position for the year 2022.

Approval of the minutes

Next Meeting: February 9th, 2022