

Capital Metropolitan Transportation Authority

Customer Satisfaction Advisory Committee

Wednesday, February 12, 2025

6:00 PM

Virtual Presentation

CapMetro Employees: Brian Alejandro, Peter Breton, Louise Friedlander, Martin Kareithi, Kelsey Lammy, Anna Lan, Ariel Marlowe.

Supporting Staff: Yannis Banks, Alvin Livingstone, Deron Lozano, Alex Medina, Sophie Petkus, Ana Villareal.

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

Guests: Ruven Brooks, Pedro Hernandez Jr.

Meeting called to order at 6:24 PM

Welcome / Introductions / Call to Order

Chair Foster

Approval of the December 2024 minutes – Arlo Brandt/ 2nd by Ephraim Taylor – passes unanimously.

Approval of the January 2025 minutes – Arlo Brandt/ 2nd by Ephraim Taylor – passes unanimously.

Public Communications

Ephraim Taylor provided public communications.

Systemwide Accessibility Department – Reporting and Initiatives

Martin Kareithi, Director of Systemwide Accessibility

Martin Kareithi overviews the 2024 4th Quarter Report and Departmental Initiatives

David Foster asks if operators are aware of mystery rider program. **Martin Kareithi** provides further details on the program.

David Foster asks for more details on complaints involving wheelchair users not being able to board the vehicle.

Martin Kareithi provides insight on boarding complaints for ambulatory and non-ambulatory riders.

Wayfinding Technology

Martin Kareithi, Director of Systemwide Accessibility

Martin Kareithi overviews wayfinding technologies CapMetro is implementing, giving an update on the implementation of NaviLens and the introduction of WayMap.

ETOD Update

Anna Lan, Manager of Transit Oriented Development

Ana Villareal, Principal Planner at the City of Austin

Anna Lan and **Ana Villareal** provide updates on Equitable Transit Oriented Development projects, sharing achievements of past efforts and the goals for the upcoming year.

Betsy Greenberg requests clarity on the Phase 1 ETOD overlay and the associated conditional and prohibited uses. **Ana Villareal** says she'll follow up.

David Foster asks what engagement has been done with neighborhood associations in the South Congress Transit Center area. **Anna Lan** shares that they presented to the Jordan Acres Neighborhood Association during round one and two of engagement.

David Foster asks for clarifying information about the notification area and outreach process for the potential rezoning around South Congress Transit Center and requests a presentation for his neighborhood association. **Ana Villareal** says that is possible and that she will work to coordinate with him separately.

Light Rail Update

Alvin Livingstone, Senior Vice President of Engineering at ATP

Deron Lozano, Senior Vice President of Environment & Project Development at ATP

Alex Medina, Senior Architect & Urban Designer at ATP

Sophie Petkus, Community Engagement Coordinator

ATP Staff give an update on Phase 1 of the Project Connect Light Rail project, sharing potential station visualizations, overviewing the project timeline, and outlining the opportunities to leave feedback on the draft environmental impact statement (DEIS).

Betsy Greenberg asks about impacts on funding due to changes in federal leadership and the new presidential administration. **Alvin Livingstone** shares that ATP is working to deliver the best version of the project possible, and that concerns about funding are not preventing them from moving forward with the voter approved Project Connect light rail project.

David Foster asks, given that the Phase 1 priority extensions are not included in the environmental review process, how long it would take for the priority extensions to finish their environmental work and be completed. **Alvin Livingstone** and **Deron Lozano** explain that the timeline depends on when funding becomes available and the level of environmental work that needs to be done, and that staff are working to keep the preliminary designs current to enable a rapid start when that time comes.

David Foster asks if ATP has been discussing the opportunity to pivot to a bus rapid transit project that would be able to accommodate future light rail if funding for the project is impacted. **Alvin Livingstone** shares that while he has not had any conversations on that topic, the community would need to be part of any decision to adjust the project at that scale.

Meeting adjourned at 7:55 PM