

## Capital Metropolitan Transportation Authority

### Customer Satisfaction Advisory Committee (CSAC)

Wednesday, June 14, 2023

6:00 PM

**CapMetro Employees:** Peter Breton, Kevin Conlan, Emma Martinez, Edna Parra, Emmanuel Toutin.

**Committee Members:** Arlo Brandt, David Foster, Betsy Greenberg, Ryan Johnson, Fangda Lu, David Shapiro, Diana Wheeler.

**Guests:** Ruven Brooks.

*Meeting called to order at 6:05 PM*

### Welcome / Introductions / Call to Order

*Vice-Chair Foster*

### Public Communications

**Ryan Johnson** mentions a consistent unreliability of the Red Line train around the Crestview station, specifically the 8:13 Southbound train.

**Betsy Greenberg** mentions that she's heard people asking for Night Owl service to Rainey Street. **Emma Martinez** says that Night Owl service isn't changing currently, but they're aware of the need for transit in the area and are looking at many ways to address it.

### Initial FY2024 Budget Review

*Emmanuel Toutin, Manager of Budget and Financial Planning*

**Emmanuel Toutin** overviews the initial budget for FY2024, including investments in a Demand Response operations and maintenance facility, electric bus purchases, and bus stop enhancements.

**Betsy Greenberg** asks why the revenue from fares isn't forecasted. **Emmanuel Toutin** explains that they're still forecasting the expected ridership, which affects the expected fare revenue. **Kevin Conlan** adds that most of CapMetro's revenue comes from sales tax.

Conversation is had over CapMetro's fares and the revenue that comes from them.

**David Foster** asks if there's any reserve funds. **Kevin Conlan** explains that CapMetro has a sustainability reserve that's board mandated for the cost of operation for one month, a statutory reserve for the cost of operations for two months, and a sixty-million-dollar facility master plan reserve.

**David Foster** asks if the City of Austin will contribute funds towards Project Connect projects. **Kevin Conlan** says that it's unlikely, but that they're contributing to the anti-displacement projects that are a part of Project Connect and will likely contribute in-kind in the coming years.

**David Foster** asks if CapMetro's monetary contribution, as well as the City of Austin's in-kind contributions, will count towards an FTA match. **Kevin Conlan** says that it's undetermined, and that some fine details are not yet decided.

### Service Standards and Guidelines

*Emma Martinez, Transportation Planner I*

**Emma Martinez** outlines the Service Standards and Guidelines update, including key changes, engagement done to date, and next steps.

### **August Service Changes**

*Emma Martinez, Transportation Planner I*

**Emma Martinez** outlines the June and August service changes.

**Fangda Lu** asks if transfer times are taken into account when making minor changes to service. **Emma Martinez** explains that CapMetro's scheduling team keeps an eye on that.

**David Foster** asks about the loss of connection to St. David's Medical Center in Round Rock through CapMetro routes. **Emma Martinez** says that she'll follow up with more information, as CapMetro coordinates with Round Rock city staff to plan services in Round Rock.

### **Advisory Committee Updates**

*Peter Breton, Community Engagement Coordinator*

**Peter Breton** outlines the work CapMetro staff will take to support the advisory committees and formalize procedures within the committees during the July recess. That includes public communications, time-keeping, and other systems.

**Betsy Greenberg** shares that she misses in-person meetings.

CapMetro staff and committee members discuss potential times and locations for future in-person meetings.

**Approval of the April minutes** - Motion to approve by Betsy Greenberg / 2nd by David Shapiro. Passes unanimously.

**Approval of the May minutes** - Motion to approve by Fangda Lu / 2nd by David Foster. Passes unanimously.

**Meeting adjourned at 6:53 PM**