

Capital Metropolitan Transportation Authority

Customer Satisfaction Advisory Committee (CSAC)

Wednesday, September 13, 2023

6:00 PM

Virtual Presentation

CapMetro Employees: Nadia Barrera-Ramirez, Peter Breton, Lawrence Deeter, Edna Parra, Marcella Wood.

Committee Members: Arlo Brandt, David Foster, Betsy Greenberg, Ryan Johnson, BJ Taylor, Ephraim Taylor, Diana Wheeler.

Guests: Ruven Brooks, Zenobia Joseph.

Meeting called to order at 6:04 PM

Welcome / Introductions / Call to Order

Chair Taylor

Approval of the minutes – David Foster / 2nd Ryan Johnson – passes unanimously.

Public Communications

Ruven Brooks explains that the process for renewing an RFID card is difficult and non-intuitive, and should be simplified so people don't have to go to the Transit Store. **Edna Parra** says that she'll follow up regarding online renewals and connecting RFID with the CapMetro App. **Marcella Wood** also explains the process for renewing an expired RFID card over email.

Zenobia Joseph mentions that the agenda for the day's meeting has not been posted online, and the policies and procedures document that is posted online may incorrectly reference state statutes. Additionally, she asks CapMetro staff to ask legal council to investigate if advisory committee members receiving a monthly commuter pass is considered payment, which would violate Texas Transportation Code. She also shares that her comments in the past to the committee were not transcribed correctly. She requests that the Southbound Chinatown station (Stop ID #5857) is moved north, next to the CVS Pharmacy, and the midblock stop next to Walnut Creek Park (Stop ID not specified) either have a pedestrian-hybrid beacon placed near it or be closed. She requests routes be put back in place which provided east-to-west connectivity in North Austin. Lastly, she asks CapMetro staff to explain how ridership is measured, as it could affect the perceived productivity of routes.

Proposed January 2024 Service Changes

Lawrence Deeter, Manager of Systems Development

Lawrence Deeter overviews the proposed January 2024 Service Changes, including how those changes fit in with the Service Standards and Guidelines process, the Public Involvement Plan, and future possibilities for CapMetro services.

Betsy Greenberg mentions low frequency could be fostering low ridership on some of the routes, and **Lawrence Deeter** agrees that may be possible, but explains that CapMetro is constrained by current resources, and will look at how to best serve all communities across the service area the upcoming Transit Service Plan.

David Foster asks what the impact on Round Rock services is, as well as future possibilities for that area. **Lawrence Deeter** says no changes are planned for the current proposed service change, and that Julie Mazur, *Manager of Regional Planning and Coordination* may be better to ask for future possibilities.

David Foster asks that considering constrained resources, how does providing Round Rock service affect CapMetro's ability to provide service to the rest of the service area? **Lawrence Deeter** says that the resources allocated to Round Rock has gone down since 2020, and **Nadia Barrera-Ramirez** clarifies that Round Rock pays for "ala-carte" services, so they choose what service they want CapMetro to provide.

Ephraim Taylor asks when CapMetro staff first decided to make permanent the frequency reductions to Routes 18, 217 & 335, considering the ridership of some routes has not changed since 2020, even when at lower frequencies. **Lawrence Deeter** says that they made the choice in August and sent a memo to the board, and also explains that CapMetro staff evaluate routes by productivity, which is a measure derived from dividing the ridership by the amount of service hours.

Ephraim Taylor asks why the weekend reductions on high frequency routes aren't being formalized, while the weekday reductions for Routes 18, 217, and 335 are, and **Lawrence Deeter** explains that CapMetro intends to restore weekend frequencies over time.

BJ Taylor and **Arlo Brandt** express that the 337 is important for their community. **Lawrence Deeter** notes the comments.

Transit Speed and Reliability Update

Nadia Barrera-Ramirez, Manager of Cross-Agency Programs for Transit and Mobility

Nadia Barrera-Ramirez overviews the Transit Speed and Reliability program and its ongoing projects, as well as upcoming MetroBike projects.

Ephraim Taylor asks about transit signal prioritization (TSP) and what impacts CapMetro is seeing on reliability for the system considering it's only on a few routes. **Nadia Barrera-Ramirez** explains that TSP is mainly implemented based on traffic volume to reduce time stuck in traffic and support reliable scheduling. She also notes that TSP is only recently implemented, and the number of routes with TSP for part or all of the trip will increase.

Ephraim Taylor asks what the long term plans are for MetroBike to spread out stations across the system and in places that are end-point destinations. **Nadia Barrera-Ramirez** says that while CapMetro decided to stay with a station-based system for MetroBike, there is the opportunity for new station designs due to the new RFP, and they expect to add many more stations in order to increase capacity and coverage.

Meeting adjourned at 7:17 PM