Capital Metropolitan Transportation Authority
Customer Satisfaction Advisory Committee (CSAC)
Wednesday, December 14th, 2022
6:00 PM
Virtual Presentation
Microsoft Teams meeting
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CapMetro Employees: Peter Breton, Warner Cook, Ron Foster, Roberto Gonzalez, Lucy Hall, Anna Lan, Edna Parra,

Committee Members: Arlo Brant, David Foster, Ryan Johnson, Fangda Lu, Ephraim Taylor.

Guests: Ruven Brooks.

Meeting called to order at 6:04 PM

Welcome / Introductions / Call to Order
Chair Taylor

Public Communications

Ephraim Taylor explains that the Title VI analysis for routes 18, 217, and 335 – which was referenced in a memorandum that was attached to the November 2022 board meeting – is unable to be accessed at the specified web address listed in the memorandum. He also expresses interest in how the study was conducted and his concerns around the data collection method that was likely used.
Roberto Gonzalez explains what a Title VI analysis is, and why it had to be performed for the aforementioned   routes.

January 2023 Service Changes

Roberto Gonzalez overviews the August 2022 Service Changes, challenges to meeting service standards, and the upcoming January 2023 service changes.

David Foster asks for insight into how Service Standard Scores are calculated for pickup metrics, and **Roberto Gonzalez** explains that it's a composite score with many factors. **Ruven Brooks** also mentions that the performance dashboard now includes pickup metrics.

David Foster asks what collaboration there is between the city and CapMetro when it comes to service planning.
Roberto Gonzalez mentions that the city council passed guidance documents asking CapMetro to emphasize grocery locations on route maps, among other coordination directives.

Ryan Johnson asks when the Pickup expansion in Manor will occur, and **Roberto Gonzalez** says that there's no known date set yet.

Fangda Lu asks if exposition's low Pickup performances may be due to lower frequency on fixed routes in the area, and **Roberto Gonzalez** explains that even before the frequency drop, that area had been underperforming.

Fangda Lu asks if the frequency of routes 5 and 6 will stay the same after they're merged, and **Roberto Gonzalez** confirms.

Fangda Lu and **Roberto Gonzalez** discuss possible future changes to multiple routes.

Equitable Transit-Oriented Development (ETOD)

Lucy Hall outlines the ETOD project, including the community outreach strategy, planning studies, and policy toolkit.

Ryan Johnson asks how the city chooses which areas to plan out first, or how they schedule the station area planning. **Warner Cook** says they are still working it out, but they have roughly prioritized which areas go first.

Ryan Johnson asks if there is a process or method for city staff to prioritize which code changes would be most effective in implementing ETOD. **Warner Cook** explains that changes to code are generally initiated by the City Council or the Planning Commission, and because there are no station plans created yet, staff are hoping that the City Council implements interim regulations.

Ephraim Taylor asks how to measure success for ETOD, and **Warner Cook** says that it's very nebulous, and it may require engagement with the respective communities to define success and multiple years to be able to illuminate the progress being made.

Officer Elections (Committee Members)

Edna Parra outlines the Chair and Vice-Chair positions.

David Foster nominates **Ephraim Taylor** for the position of Chair, and he accepts.
    Ephraim Taylor is elected as Chair unanimously.

Ryan Johnson nominates **David Foster** for the position of Vice-Chair, and he accepts.
    David Foster is elected as Vice-Chair unanimously.

Approval of the minutes - Ephraim Taylor / 2nd by David Foster – Passes unanimously.