

## **Capital Metropolitan Transportation Authority**

### **Customer Satisfaction Advisory Committee (CSAC)**

**Wednesday, April 10, 2024**

**6:00 PM**

***Virtual Presentation***

**CapMetro Employees:** Lawrence Deeter, Edna Parra, Paul Phalen, Marcella Wood.

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

**Guests:** Ruven Brooks.

***Meeting called to order at 6:05 PM***

### **Welcome / Introductions / Call to Order**

*Chair Taylor*

**Approval of the minutes** – Motion to approve by Diana Wheeler / 2<sup>nd</sup> by Betsy Greenberg – passes unanimously.

### **Public Communications**

**David Shapiro** shares concerns over certain bus stop designs regarding pedestrian and bicyclist interaction. Lawrence Deeter explains how right-of-way constraints can affect pedestrian and bicyclist interaction at bus stops.

**Fangda Lu** shares that there is a mis-ordered stop on Route 315.

### **Rail Safety Update**

*Paul Phalen, Manager of Rail Safety and Compliance*

**Paul Phalen** overviews CapMetro's rail network, safety management systems, and CapMetro's relationship with the FRA in terms of safety compliance.

**David Foster** asks about FTA and/or FRA regulations surrounding rollingstock collisions, and **Paul Phalen** explains how CapMetro strives for compliance with the FRA.

**David Foster** asks about possible designs for grade separation of the crossing at North Lamar Boulevard, and **Paul Phalen** explains certain constraints when it comes to rail operations.

**Ephraim Taylor** asks what considerations the rail safety team is making for future light rail, and **Paul Phalen** explains that there are different regulations for light rail, and that there learning lessons from other agencies in the state that have already implemented light rail.

**Fangda Lu** asks if departing trains from the Downtown Station platforms can be marked as such online. Paul Phalen explains the naming structure for tracks and platforms.

### **Proposed August 2024 Service Change**

*Lawrence Deeter, Manager of Systems Development*

**Lawrence Deeter** overviews the Proposed August 2024 Service Change, which includes combining Routes 640 and 641 and adjusting certain Pickup zones.

**Ephraim Taylor** asks if the proposed Route 640 runs only in one direction, and **Lawrence Deeter** confirms that it is planned to run clockwise.

**Ephraim Taylor** asks if CapMetro plans to keep the route operational through future Summers, as the route will serve a higher proportion of graduate students, and **Lawrence Deeter** says that staff is evaluating that possibility.

**David Foster** says he likes the proposed Route 640 due to its simplicity, and **Lawrence Deeter** explains that was a main selling-point of the specific proposed configuration.

***Meeting adjourned at 7:11 PM***