

Capital Metropolitan Transportation Authority

Customer Satisfaction Advisory Committee

Wednesday, December 8th, 2021

6:00PM – 7:30 PM

Attendees

Committee Members: David Foster, Diana Wheeler, Alexander Cupid, Tony Lynch, Ephraim Taylor , Fangda Lu

CapMetro Staff: Edna Parra, Anna Lan, Tevin Lionel, Chad Ballentine

General Public: Ruven Brooks

6:00 PM

Welcome / Introductions / Call to Order

Co-Chair Paul Hunt

Public Communications

Ruven Brooks: Is there an issue with uploading Agendas to the website?

Edna Parra: We've had technical difficulties uploading the agendas, but Tevin and I are working on it.

Fangda Lu: Bus 661 has had a lot of service disruptions. Is there anything specific that's happening with this service line

Edna Parra: Will get with operations for an update on service in the UT Shuttle 661

An answer to the question about the 661 UT Shuttle: [12.8. 2021 Service Impacts to Shuttle Bus 661.docx](#)

David Foster: I attended the CapMetro workshop this afternoon. They were focused on the stops adjacent to UT. There will be a meeting next month, where they will be discussing the potentially demolished properties. Many people who are being affected say that they didn't know that their properties and business would be potentially demolished. I wish CapMetro would do a more robust job in communicating with the property owners and business owners.

Ephraim Taylor: A lot of the communication that has been done, has been relayed to the landlords of the properties. Not the inhabitants who physically occupy the space.

Follow-up: Edna provided a draft outreach plan from Austin Transit Partnership and working with Chair Taylor on improving the feedback process

Approval of the minutes

Equitable Transit-Oriented Development

Anna Lan; Principal Planner

ETOD Corridor Study Area

- 13 stations included in \$900K FTA grant to Capital Metro
- Study area subject to change to include more Project Connect stations

Shift Towards Transit Investment

Population Forecast:

- 2019 – 2 million inhabitants
- 2040 – 4 million inhabitants

How Do We Define ETOD | Challenges of Traditional ETOD

While Project Connect and TOD investments will generate significant benefits for Austin, they may exacerbate current displacement trends without concurrent efforts to ensure equitable growth.

Traditional TOD Returns

- Transit investments connect residents & business to jobs and housing.
- TOD attracts private investment in walkable mixed-use development.

Traditional TOD Externalities

- Rent growth displaces residents that would benefit most from transit.
- Rising rent & declining customer bases drive out local businesses.

ETOD Study Elements

- Continuous community engagement
- Case study research of other ETOD policies & projects
- Analysis of existing conditions and trends in the study area

- Policy recommendations that address community priorities
- Station area vision plans for six key stations
- Update the Capital Metro TOD Priority Tool to include ETOD recommendations

Community Connectors

- 10 paid positions from historically underserved neighborhoods
- Training and support provided
- Mobilize to raise project awareness, obtain feedback

David Foster: There are various focus groups that could be consulted on ETOD. Communities of Color United, People United for Mobility Action (PUMA), Building & Strengthening Tenant Action (BASTA), Go Austin / Vamos Austin! (GAVA)

Anna Lan: Those are definitely groups we can contact to better serve the community. We might already be working with them, we are working with a consultant, Sebastian Quinn Day, who's very experienced locally with community engagement

Pickup Update

Chad Ballentine, VP, Demand Response & Innovative Mobility

We are implementing a dashboard so that the public can see how well the Pick-Up service is doing so they can visualize what it does for the community.

Chad then explains the metrics being measured in the dashboard and its data. People can look at all zones or just their zones and all the data points that can be explored.

Zones are scored based on Community Characteristics, Service Quality Characteristics and Sustainability Characteristics. With a total possible score of 90.

- 90-60: Good Performance
- 41-59: Improvement Needed
- < 40: Service is slated for cancellation

Ephraim Taylor: When will [the dashboard] go live?

Tony Lynch: We ran into some data security issues that'll have to be resolved before moving forward. If all goes well, we're pushing for a week or two release date.

Fangda Lu: Can we have one more indicated for the number of vehicles put on the survey, so we can calculate customer per vehicle, to get an idea of the utilization rate?

Chad Ballentine: Customers/hr is calculated by dividing the number of vehicles and resources on the grid. But overall, we don't really use that metric

2022 Final Access Committee Work Plan

Edna Parra; Community Engagement & Outreach Manager

Edna Parra displays the 2022 Access Committee Work Plan and will post on the website.

Officer Elections

Co-Chair Ephraim Taylor

Postponed for next month in hopes of meeting a quorum.

Next Meeting on January 12th, 2022