

Customer Satisfaction Advisory Committee
Wednesday, March 10th, 2021
Virtual Meeting
6:00 p.m. – 7:30 p.m.

Call to Order:

Chairman Taylor called the meeting to order at 6:07 p.m.

Introductions:

Committee members present were: Ephraim Taylor, David Foster, BJ Taylor, David Shapiro, Betsy Greenberg

Capital Metro staff present were: Yannis Banks, Tangee Mobley, Gloria Barnes, Holly Winge, Nadia Barrera-Ramirez, Ora Chisom, James Bush, Dani Madubuiké

General Public: Ruven Brooks, Zenobia Joseph

Community Communications:

N/A

Project Connect Update

Yannis Banks, Community Engagement Coordinator

Yannis gave an update about the past ATP Board meeting and explained the various committees that will be with the ATP. David Shapiro will be the CSAC representative on the CAC

Zicla Project Update/Riverside Transit Lane

Nadia Ramirez-Barrera, Project Manager, Transit Speed and Reliability

We are working with UT to see if we can push the wall back so that we can construct benches, shelters, etc if it becomes a permanent stop. We did have some ADA compliant issues. There is a bump that impacts wheelchairs accessibility. The **Riverside Transit** lane preparation has begun. The lane will be 2 miles long. There will be a solid white line with markings on the street saying bus only. Right turns will be allowed in the lane. Riverside is a high travel corridor, with 20% of our ridership traveling this corridor. This is an interim improvement in advance of the Blue Line. We will reevaluate the need for the lane during the NEPA process.

Pickup Pflugerville Update

Ora Chisom, IT Project Manager

It will be a one-year pilot that will start on March 23rd. This is the first service zone outside of our service area. It is 100% funded by Pflugerville with their local & federal money. David Foster – Did Pflugerville come to you? Ora – Yes, they reached out to us & it is something that has been in the works for years.

Approval of January minutes

Passed Unanimously.

April Meeting

- **DEI meeting update**
- **Ethics training**
- **June Service Change**

Meeting Adjourned at 7:20