

**Customer Satisfaction Advisory Committee**  
**Wednesday, May 12<sup>th</sup>, 2021**  
**Virtual Meeting**  
**6:00 p.m. – 7:30 p.m.**

**Call to Order:**

Chairman Taylor called the meeting to order at 6:12 p.m.

**Introductions:**

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

Capital Metro staff present were: Yannis Banks, Gloria Barnes, James Bush, Lawrence Deeter, Darryl Jamail

General Public: Ruven Brooks

**Community Communications**

N/A

**Project Connect Update/Pickup Update**

*Yannis Banks, Community Engagement Coordinator and James Bush Program Manager, Pickup Service*

Yannis - Virtual Open Houses are still happening. **Pickup:** James – We use the criteria of Community characteristics, Sustainability and Service Quality when looking to see how well a zone is performing. Each zone has at least an HEB, medical facility, schools, etc in it. Due to covid, we aren't currently rating any of our zones. We will look to start it back up for fiscal year 23. Ephraim – How long will you run the KPIs for? James – We will run them every 6 months. David F – What were the criteria for creating the KPIs? Yannis – Texas A&M Transportation Institute helped with creating the criteria. Ephraim – Will there be a performance dashboard as well for Pickup? Yannis – Yes there will be one.

**Security Update**

*Darryl Jamail, Director, Security & Emergency Management*

Emergency management – During the winter storm we were able to focus on life saving trips, warming, water distribution, etc. Also prepared us to be able to start the system back up. During 2021 we will do a full-scale batter electric bus exercise to be ready for another emergency event. Public Safety – We will be starting a public safety ambassador program. They will have a public safety role for incidents that do not require a police officer. We are making a transition from sworn to non-sworn officers in areas that we can. This will allow us to be more efficient & flexible to the needs of the community. Three prong approach with police officers, community intervention specialist & public safety ambassadors.

**Austin FC & Title VI Update**

*Lawrence Deeter, Principal Planner, Short Range*

**Q2 Plan** - First home match of Austin FC is June 19<sup>th</sup> at 8 pm. We are looking at about 1500 fans on 803, 500 on 3 and 383 and 1,000 fans on MetroRail. MetroAccess has a dedicated drop off & pickup location at the Southwest entrance to Q2 stadium. On gameday the north bound 803 will be on detour about 4 hours before kickoff. We will have a temporary NB MetroRapid stop by Bright Verde Way. On gameday we will have a minimum of 10 min frequency on 803. We will have a new SB Temp 803 station at the Northwest corner of Braker & Burnett. Route 383 will go from every 30 mins to every 15 mins between NLTC and Pavilion park and ride. Route 392 will increase to every 20 mins on gameday. The city has been frantically building sidewalks in the area. Regular MetroRail service prior to the game. Additional trains 30 minutes after the event ends. We will have some wayfinding out there as well as staff to help people find their way to and from the stadium. David F – If they only have 850 parking spots & you're expecting only 1500 people to ride there, how will the other 16,000 thousand will arrive? Lawrence – You will have to check with Austin FC. They hired the consultant that did these figures. They are a respected firm & I trust their math. Ephraim – With the double tracking are their plans to accommodate multiple trains? Lawrence – Yes there is. **Title VI** – We must submit a Title VI policy every 3 years. Ruven – What about new payment methods, will that trigger a Title VI analysis? Lawrence – Yes, anything that has to do with fares will trigger an analysis. *Slides attached*

## **Approval of April minutes**

## **June Meeting**

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- **Conclusions of Ziccla project**
- **Update of how the electric buses are doing**

**Meeting Adjourned at 7:27**