

Capital Metropolitan Transportation Authority

Customer Satisfaction Advisory Committee (CSAC)

Wednesday, August 9, 2023

6:00 PM

Virtual Presentation

CapMetro Employees: Brian Alejandro, Leroy Alloway, Peter Breton, Kevin Conlan, Edna Parra, Danny Souraphath, Johnathan Tanzer, Emmanuel Toutin.

Committee Members: Arlo Brandt, David Foster, Betsy Greenberg, Ryan Johnson, BJ Taylor, Ephraim Taylor.

Guests: Ruven Brooks.

Meeting called to order at 6:03 PM

Welcome / Introductions / Call to Order

Chair Taylor

Approval of the minutes - Motion to approve by Ryan Johnson / 2nd BJ Taylor. Passes unanimously.

Public Communications

FY2024 Budget Proposal

Kevin Conlan, Deputy CFO

Kevin Conlan overviews the FY2024 budget proposal, including funding for MetroBike station expansion, the upcoming transit police department, and new pickup zones.

Betsy Greenberg asks if funding for the upcoming transit police department will mean that there will be police officers on the buses, and **Kevin Conlan** says that it's unlikely they'll patrol the system, as officers will be dispatched to handle issues, however Public Safety Ambassadors will be aided, so there will be increased safety.

Ruven Brooks asks if fuel hedging requirements will be adjusted with the procurement of electric buses, and if so, will CapMetro also have an electricity hedging program? **Kevin Conlan** explains that CapMetro (and other agencies) are still developing documentation and best practices for electric buses, and that there is not a plan to develop a hedging program for electricity.

Ephraim Taylor asks if there are plans for strategic storage of electricity, and **Kevin Conlan** explains that there are no finalized plans, but that it is something CapMetro is looking at developing.

BJ Taylor asks if end of life buses get sold, and **Kevin Conlan** explains that CapMetro does auction them off, but also participates in grant programs that pay CapMetro for destroying the bus instead.

Legislative Update

Leroy Alloway, VP of Government Affairs

Leroy Alloway overviews the Government Affairs team, the federal and state political and legislative backdrops, and the opportunities ahead for the Government Affairs team.

Ryan Johnson mentions Texas Central Partners' and Amtrak's potential high speed rail project from Houston to Dallas and asks if CapMetro could advocate for and be involved in a similar high speed rail project in Austin. **Leroy Alloway** says

yes, when a project of that nature happens, CapMetro's service network would need to connect to the rail station, and they would be involved.

David Foster references the May 2023 Texas Attorney General's opinion (KP-0444) relating to Project Connect and asks, if based upon that opinion, the partners involved in delivering Project Connect were anticipating any changes or modifications to the program to address the potential concerns raised by the opinion. **Leroy Alloway** stated he would defer to the Austin Transit Partnership to answer the specifics in that regard and pointed to public statements shared with the community after the opinion as possible indications of a potential path.

Fares Update

Danny Souraphath, Manager of Technical Product Management
Edna Parra, Manager of Community Engagement and Outreach

Danny Souraphath overviews AMP's soft launch, customer adoption, and next steps, and **Edna Parra** overviews the CapMetro HMIS Pass Program.

Betsy Greenberg asks if the Reduced Fare ID (RFID) eligibility transfers to the new app, and **Danny Souraphath** explains that once a customer creates a virtual AMP card, they need to speak with the transit store to have the card designated as RFID eligible.

Ephraim Taylor asks if there's a plan to communicate to customers using the old app that there's a transition happening to the new app, and **Danny Souraphath** explains that there are multiple ways that CapMetro is reaching out to customers to alert users of the old app of the transition.

Advisory Committee Updates

Peter Breton, Community Engagement Coordinator

Peter Breton gives an overview of updates to the committee's systems and procedures, including changes to Public Communications and agenda order, as well as next steps for future changes.

CapMetro Staff and Committee Members discuss possible changes to the committee's norms, systems, and procedures.

Meeting adjourned at 7:42 PM