

## Capital Metropolitan Transportation Authority

### Customer Satisfaction Advisory Committee (CSAC)

Wednesday, February 8, 2023

6:00 PM

#### Virtual Presentation

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**CapMetro Employees:** Peter Breton, Rose Lisska, Emma Martinez, Edna Parra.

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

**Guests:** Ruven Brooks, Mike Gorse, Meghan Healy, Nefertitti Jackmon.

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

## Welcome / Introductions / Call to Order

*Chair Taylor*

## Public Communications

### Anti-Displacement Funds

*Nefertitti Jackmon, Community Displacement Prevention Officer with the City of Austin*

**Nefertitti Jackmon** overviews the framework and tools that are guiding the investment of the Project Connect anti-displacement funds, the initial investments that have been made, as well as the next steps.

**Diana Wheeler** asks if Project Connect owns the land that has been acquired, or if other nonprofits own the land.

**Nefertitti Jackmon** explains that the City of Austin owns most of the land, but \$8 million out of the \$23 million set aside for land acquisition is set aside for partnerships with nonprofit affordable housing developers.

**Betsy Greenberg** asks where the current affordable housing is located, and **Nefertitti Jackmon** responds that it must be within one mile of a Project Connect station or line, and that she will share the specific locations after the meeting.

**David Foster** asks how real estate values along with inflation has affected the \$300 million in funding. **Nefertitti Jackmon** responds that the City of Austin often can't compete with developers in the current market, and so they are looking to invest in acquiring land due to the likelihood of real estate prices continuing to go up.

## Service Standards & Guidelines

*Rose Lisska; Senior Principal Planner*

*Emma Martinez, Transportation Planner I*

**Rose Lisska and Emma Martinez** overview the Service Standards and Guidelines update and the planned public engagement. They also explain the components of the Service Standards & Guidelines as well as the Transit Design Guide & Technical Specs documents.

**Ephraim Taylor** asks how the Service Standards and Guidelines considers the network design and how that may affect trip times. **Rose Lisska** explains that they will dive deeper with consultants on that topic.

**Fangda Lu** asks if the place and frequency of courtesy stops may impact or influence where future stops are placed. **Rose Lisska** responds that currently, she is unsure if that data is being collected, and will investigate to see if that data can be collected, and if so, they will integrate it into their analysis process.

**David Foster** asks if there are areas where CapMetro may be ahead or behind other transit agencies when it comes to their service guidelines. **Rose Lisska and Emma Martinez** explain that metrics don't exactly match from agency to agency, but that while they haven't seen anything egregious, there were improvements identified. **Emma Martinez** adds that not many agencies are looking at equity analysis in the way that CapMetro is, and that they met with SEPTA regarding that topic and CapMetro may be more ahead of the curve in that area.

**Ephraim Taylor** asks if there is a plan to monitor whether a service change is effective. **Rose Lisska** says the service evaluation process is still being fleshed out, and that the scale and frequency of changes impact how and what CapMetro measures.

**Ruven Brooks** says the Austin Strategic Mobility Plan has set ridership goals for CapMetro. Assuming CapMetro agrees with those goals, CapMetro will need to attract choice riders. He suggests gathering input from people who don't ride transit now but might with improvements. **Rose Lisska** explains that during the next system-wide planning process, wider community input, separate from transit-dependent riders, is particularly important. Currently, the Service Standards and Guidelines are being revised so that there is a template of how to plan service, not what service to plan.

**Approval of the minutes** - Motion to approve by David Foster / 2nd Diana Wheeler - passes unanimously.

***Meeting adjourned at 7:18 PM***