

Capital Metropolitan Transportation Authority

Customer Satisfaction Advisory Committee (CSAC)

Wednesday, February 14, 2024

6:00 PM

Virtual Presentation

CapMetro Employees: Roberto Gonzalez, Kelsey Lammy, Edna Parra.

Supporting Staff: Yannis Banks, Alvin Livingstone, Deron Lozano, Lisa Storer.

Committee Members: Arlo Brandt, David Foster, Betsy Greenberg, Fangda Lu, Ephraim Taylor, Diana Wheeler.

Guests: Ruven Brooks.

Meeting called to order at 6:05 PM

Welcome / Introductions / Call to Order

Chair Taylor

Approval of the December 2023 minutes - Motion to approve by Betsy Greenberg / 2nd by Diana Wheeler – passes unanimously.

Approval of the January 2024 minutes - Motion to approve by David Foster / 2nd by Diana Wheeler – passes unanimously.

Public Communications

Betsy Greenberg mentions that she's recently encountered issues where buses will drive past when she is at a bus stop. **Roberto Gonzalez** explains the policy drivers must follow and reiterates that if another bus passes her or anyone else, she should report it via the GO LINE (512-474-1200).

Transit Pass for the Unhoused Community Program

Kelsey Lammy, Sr. Community Engagement Coordinator

Kelsey Lammy overviews the Transit Pass for the Unhoused Community program, including the key benefits, eligibility requirements and timeline of the program, and the ridership driven from it.

David Foster asks how the ridership driven from the program compares to the number of passes given out, and **Kelsey Lammy** says that she doesn't have that data off-hand but will find out and share it with the committee.

ATP Light Rail Update

Alvin Livingstone, Senior Vice President of Engineering and Construction at ATP

Deron Lozano, Director of Environment & Project Development at ATP

Lisa Storer, Program Manager for Sustainable Design at ATP

Yannis Banks, Public Involvement Manager at ATP

Lisa Storer, Alvin Livingstone, Deron Lozano and **Yannis Banks** share updates regarding ATP's Light Rail project, including possible changes to stop locations and types and upcoming public engagement dates.

Betsy Greenberg asks if the relocation of bus and bike lanes from 29th to 27th Streets is an option that ATP will be engaging with the community on, or if it is a decision already made. **Alvin Livingstone** explains that that choice was

made to reduce property impacts in that area, and that work was done with many city departments and CapMetro to make sure that emergency access and proper vehicle circulation can be maintained.

Betsy Greenberg suggests that ATP looks at moving bike facilities further to the west along the portions of the alignment south of 29th and north of MLK, as the current plans for bike facilities along the Drag either have bikes sharing the right-of-way with buses, or buses sharing right-of-way with the light rail.

Betsy Greenberg asks about the Environmental Impact Statement (EIS) and how diesel versus electric buses is factored into the no-action alternative calculation. **Deron Lozano** states that specific bus technology is not something that they have considered adding into the EIS but will look into with the help of CapMetro.

David Foster asks what the process will look like to build the priority extensions, as they will not be a part of the EIS. **Deron Lozano** explains that ATP is advancing only the funded portions of the project through environmental review due to multiple reasons: First, time is saved in terms of community engagement, design, and environmental work. Second, the priority extensions already have some design and environmental work done due to being a part of the original plan, and so they can be mobilized quickly. Third, since the priority extensions are extensions and not new systems, the environmental process is much quicker than the process for the funded system.

David Foster asks about restrictions on private vehicles along the corridor south of MLK and north of Cesar Chavez, and **Alvin Livingstone** responds that they are looking to minimize through traffic while still allowing for buses to use the corridor.

David Foster asks if ATP has looked at having garages or businesses move their entrances for vehicles to alleyways or another street to create a transit mall along the corridor, and **Alvin Livingstone** explains that they currently are only planning for the existing conditions, but relocating entrances may be an option in the future.

David Foster asks if Lavaca St will be converted to a 2-way street, and **Alvin Livingstone** says that yes, though bike facilities may be along parts of Lavaca St as well.

Proposed 2024 Summer Service Change

Roberto Gonzalez, Sr. Director of Service Planning

Roberto Gonzalez overviews the proposed Summer Service Change – which includes the elimination of some “school trippers” (routes which detour a few times per day to service a public school), upcoming Project Connect services, and the upcoming Transit Plan.

Betsy Greenberg asks if CapMetro is using the same consultants for the upcoming Transit Plan as they did for the past Transit Plan, and **Roberto Gonzalez** says that they are not.

Fangda Lu asks how school trippers are advertised to the community, and **Roberto Gonzalez** explains that they are noted on schedules and are advertised on bus’s destination signs, but that this proposal will help bring more notoriety to the services.

Fangda Lu asks if the McKalla Station is accessible from the east (non-Q2 Stadium facing) side of the station, and **Roberto Gonzalez** says yes.

Fangda Lu and **Roberto Gonzalez** discuss possibilities of event service for Q2 Stadium using Routes 325 and 392.

Ephraim Taylor asks what options there are for those who are using school-trippers if those services will no longer be available, such as the Safe Routes to School program, and **Roberto Gonzalez** explains that the proposal to eliminate these routes is just what the data is showing, and that conversations with AISD, the City of Austin, and the CapMetro Board of Directors will guide the choice, and that that choice is not final.

CapMetro Staff and Committee members have a conversation about striking the right balance between providing the services needed to the community while being efficient with limited resources.

Meeting adjourned at 7:38 PM