

CapMetro

**Joint Access & Customer
Satisfaction Advisory
Committee**

January 2024



Staff Updates

Edna Parra, Manager of Community Engagement and Involvement

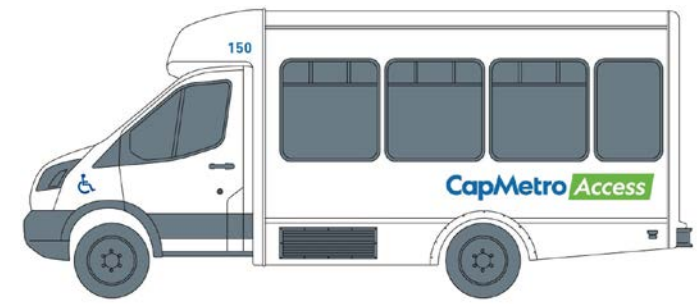
2023 Demand Response Metrics

Chris Mojica, Director of Demand Response Operations & Contract Oversight

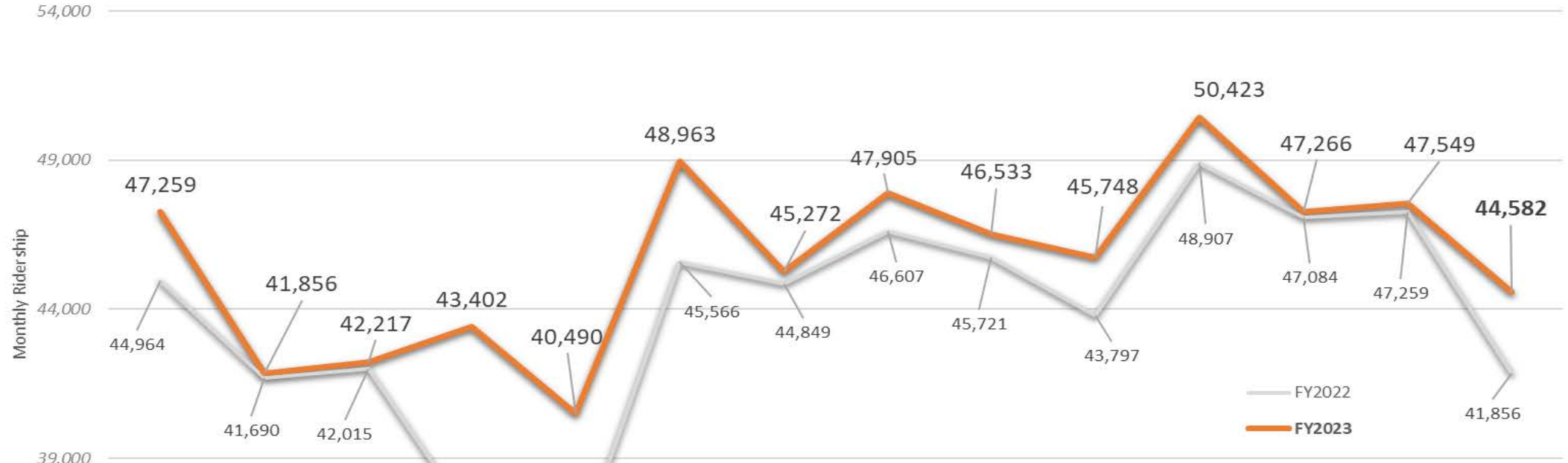


Access Metrics

CapMetro Access Ridership

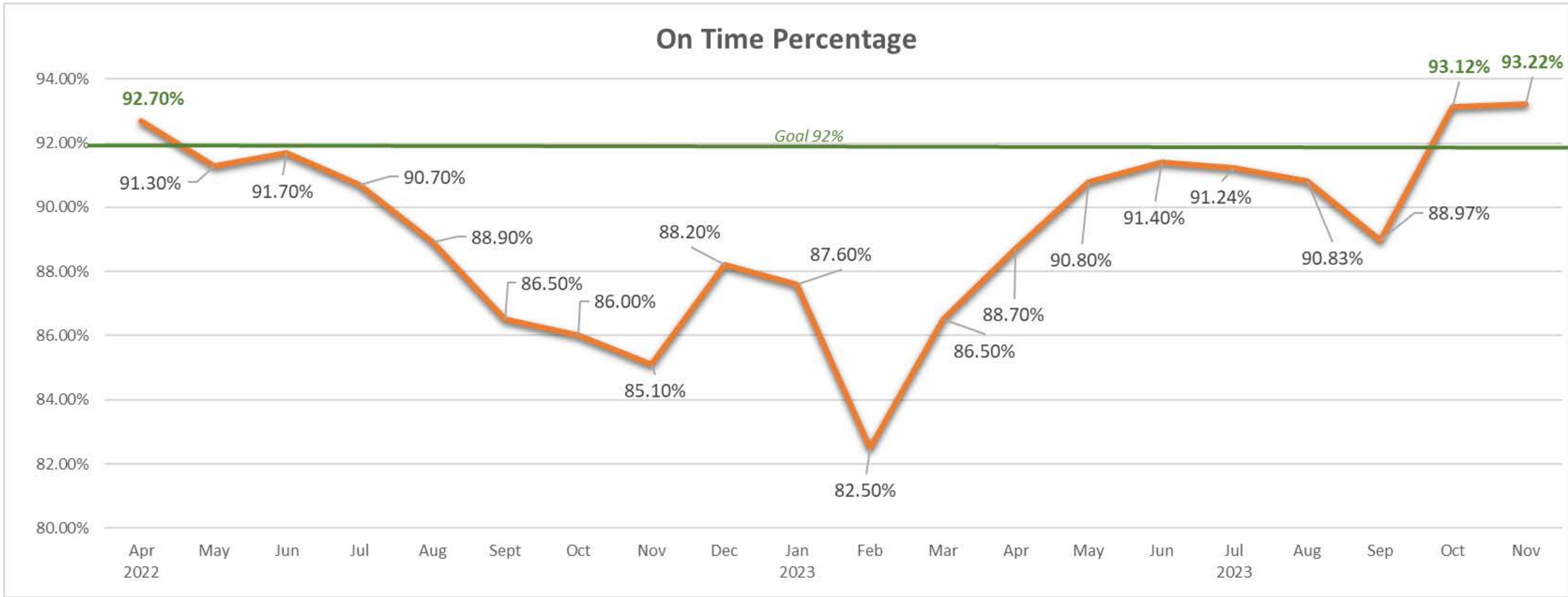


ACCESS RIDERSHIP COMPARISON - 2022 to 2023



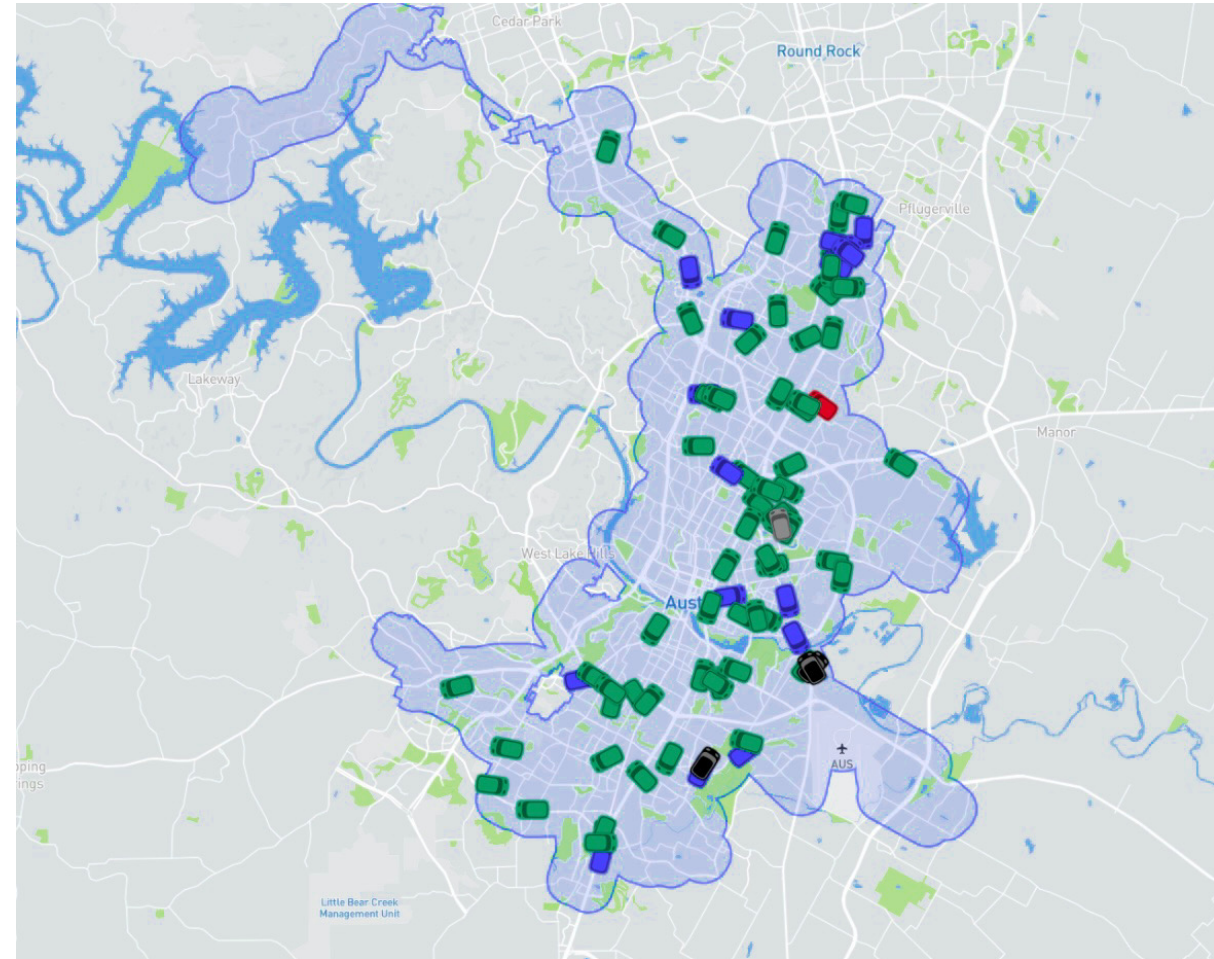
	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov
— FY2022	44,964	41,690	42,015	36,916	35,707	45,566	44,849	46,607	45,721	43,797	48,907	47,084	47,259	41,856
— FY2023	47,259	41,856	42,217	43,402	40,490	48,963	45,272	47,905	46,533	45,748	50,423	47,266	47,549	44,582

CapMetro Access On Time Percentage (OTP)



CapMetro Access Insights

- **Spare Rider Tools Launch**
 - November 1 - Spare Pay
 - December 1 - Spare App Pilot
- **OTP: Highest in over 18 months**
- **Replacing 47 Paratransit Vehicles into the new year starting with 10 vehicles week of 12/25/23.**

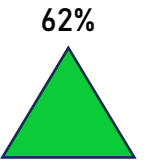




Pickup Metrics

Ridership: Pickup

Ridership Change Over Prev. Year
(FY22 vs. FY23)

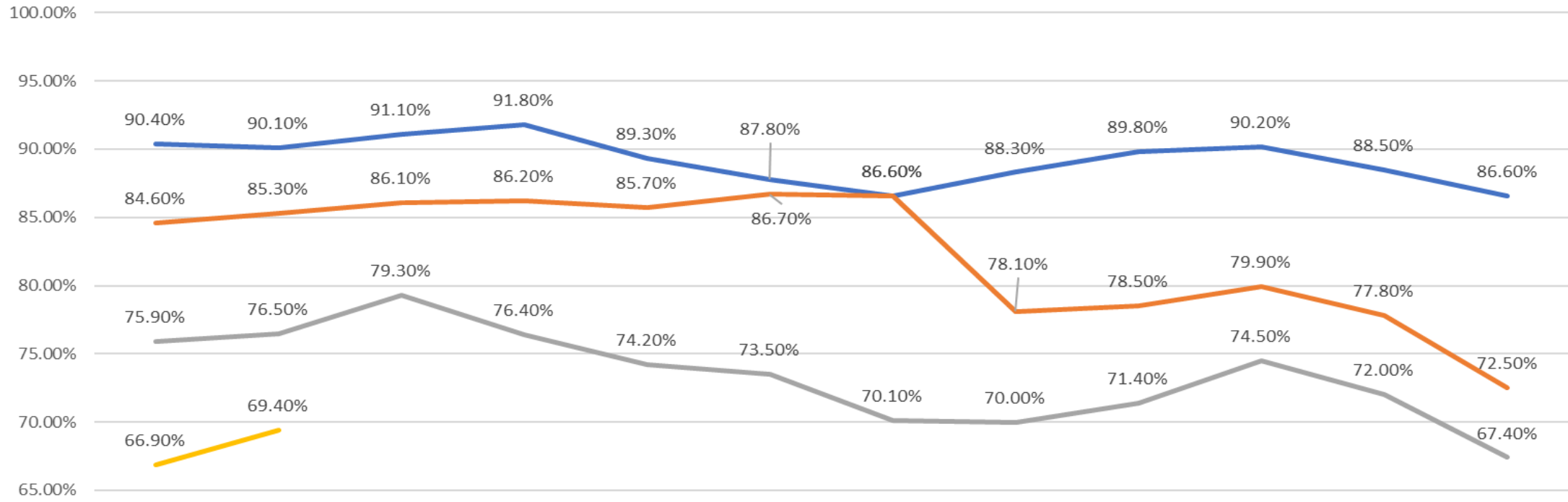


PICKUP RIDERSHIP GROWTH - Previous 24 months



Reliability: Pickup On Time Percentage (OTP)

PICKUP OTP



	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
FY 2021	90.40%	90.10%	91.10%	91.80%	89.30%	87.80%	86.60%	88.30%	89.80%	90.20%	88.50%	86.60%
FY 2022	84.60%	85.30%	86.10%	86.20%	85.70%	86.70%	86.60%	78.10%	78.50%	79.90%	77.80%	72.50%
FY 2023	75.90%	76.50%	79.30%	76.40%	74.20%	73.50%	70.10%	70.00%	71.40%	74.50%	72.00%	67.40%
FY 2024	66.90%	69.40%										

Pickup Performance Insights - November

- Served an average of 1613 riders per weekday
- Customer Rating (1-5): 4.84
- Served 36,734 passengers. That's 10,648 more passengers than November 2022.
- Averaging 4.6 customers per hour





MetroBike Metrics

Ridership: MetroBike



METROBIKE RIDERSHIP



MetroBike Insights

- Moved to a new facility.
 - Operations is up and running, but more work is still needed to make the facility a fully functional bikeshare facility.
- RFP is in the final stages of decision making for 10-year contract to modernize the system.





2023 Complaint Statistics

Brian Alejandro, Director of Customer Care

Today's Objectives

Updates on Customer Care Team

Review 2023 4th Quarter Customer Care Performance

Review 2023 Customer Comment Reporting

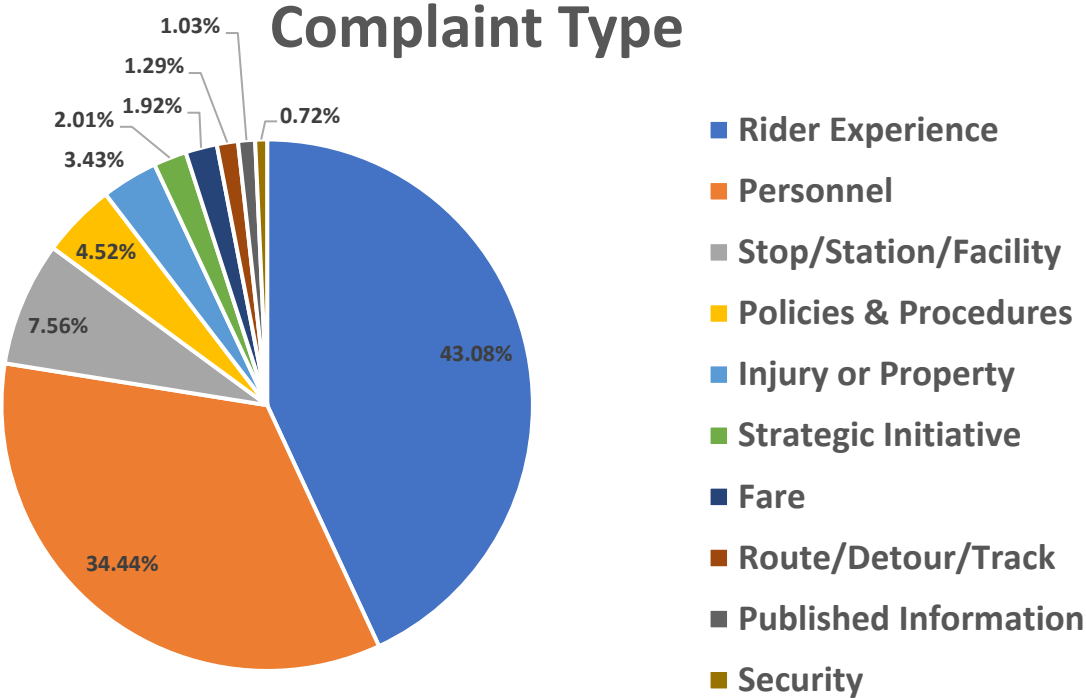
Q&A

Updates On the Customer Care (Go Line) Team

- **The Team:**
 - 11 Customer Care Representatives (currently interviewing to fill 1 open position)
 - 2 Supervisors, 1 QA Specialist (will be adding a 2nd QA in 2024)
- **Covering 7 Days A Week: Mon-Fri 7am-8pm, Weekend/Holidays 8am-5pm**
 - Over 351 Customer transactions handled per day!
 - 9.86% Result in a Customer Comment Report (CCR)

	Oct 2023	Nov 2023	Dec 2023
Calls Answered	10,375	9,381	9,085
Emails Answered	964	1,099	745
Web CCRS Responded to	117	128	93
Voicemail Responded to	27	11	25
Social Media Reviewed	674	582	662
Social Media Responded to	138	105	68
Customer Comment Reports Created	1169	1093	930

2023 Customer Comment Report Breakdown



- 72% complaints
- 23% compliments
- 5% suggestion, requests, and comments

- Top 3 reasons for complaints account for 85% of all complaints



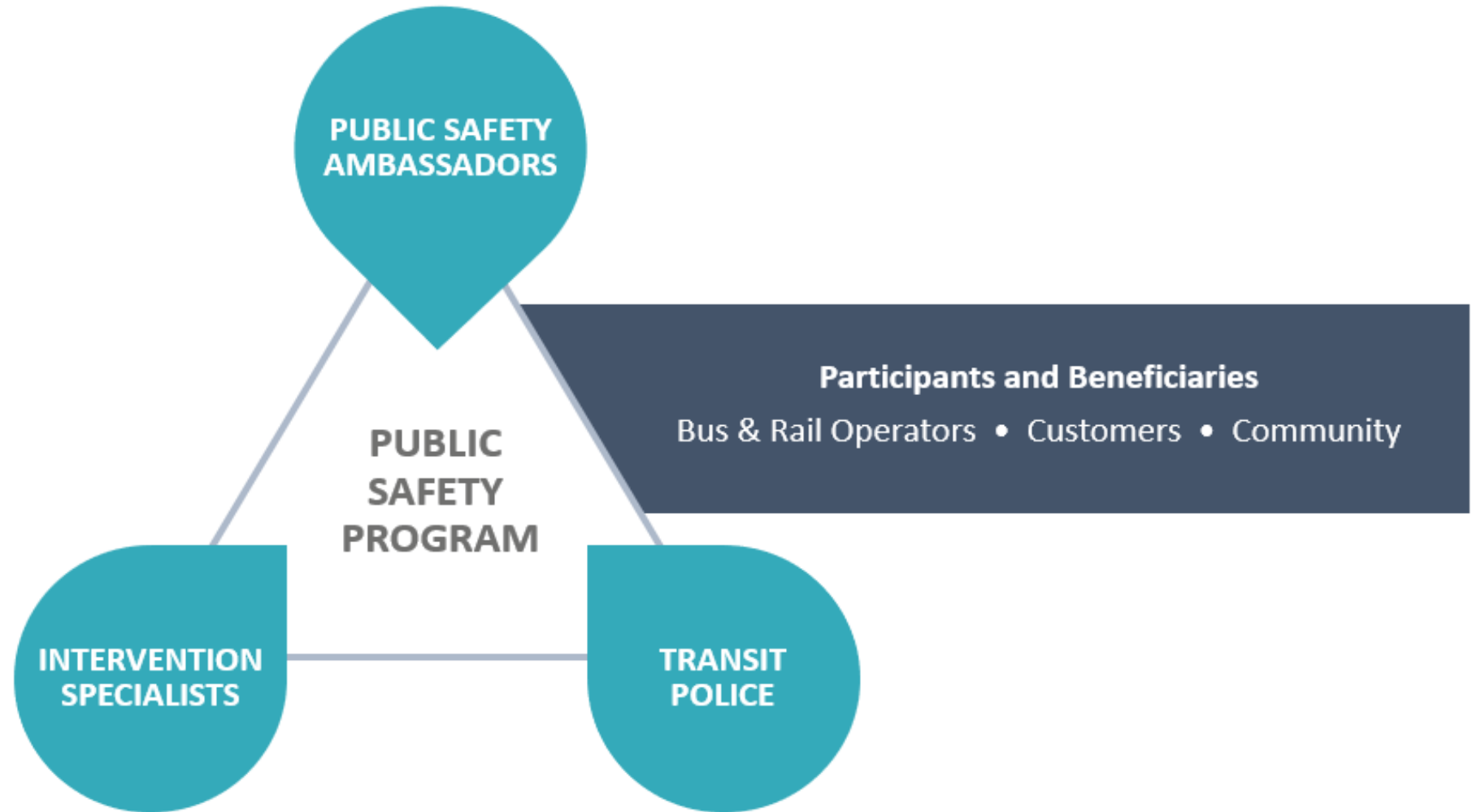
2024 Public Safety Engagement

Edna Parra, Manager of Community Engagement and Involvement

Agenda

- **Public Safety Program Update**
 - The 3-Pronged Model
 - Public Safety Ambassadors
 - Community Intervention Specialists
- **Public Safety Engagement to Date**
 - What We've Done
 - What We've Heard
- **Engagement Plan**
- **PSAC Subcommittee Overview**
- **Community Initiatives and Outreach**
- **Q&A**

Public Safety Program



Public Safety Ambassador Program

- The Public Safety Ambassador (PSA) program is complete and operational.
- The Ambassadors focus on customer and employee support and system public safety.



Community Intervention Specialist Program

- The Community Intervention Program is complete and operational.
- Outreach with vulnerable populations on the CapMetro system.
- Connect people with resources in the region and coordinate with city and regional partners in this work.



Transit Police Officers (TPO)

What it looks like now

- Responding to incidents
- Special Events
- Agreement with APD





Public Safety Engagement to Date

What We've Done

- **Public Safety Ambassador & Community Intervention Specialist Programs**
- **Public Safety engagement:**
 - Community-driven recruitment process to identify important Chief characteristics - engagement of stakeholders and local PDs
- **Recruited and Launched Public Safety Advisory Committee**
 - Meetings throughout 2022 and 2023
 - Continuous updates on all 3 components of the Public Safety Program

What We've Heard

- **External Stakeholder Communications & Engagement**
 - Transit Police Department
 - Public Safety Program – broad
- **October 12 CAC Meeting:**
 - Policy Review Process
 - Texas Open Meetings Act (TOMA)
 - Timeline
- **Public Safety Program**
 - Public Safety Ambassadors
 - Community Intervention Specialists



Engagement Plan

Engagement Plan

Phase I – Immediate

- Community Engagement Plan
- Create PSAC Subcommittees
 - Launch public-facing content
 - Finalize process
- Finalize Public Communications Plan

TRANSPARENCY

Phase II – 6 Months

- Integrate Community Feedback
 - Close feedback loop with any adjustments
- Integrate Public Safety into Community Initiatives & Outreach
- Safety Forums

INNOVATION

Phase III – Beyond

- Share finalized engagement summaries
- Regular Public Safety Updates
- Continue Community Initiatives & Outreach
- Continue Safety Forums

TRUST

Engagement Plan - Highlights

PSAC Subcommittees

A space to work on and gather community input on specific issues to enhance the development and implementation of the Public Safety Program.

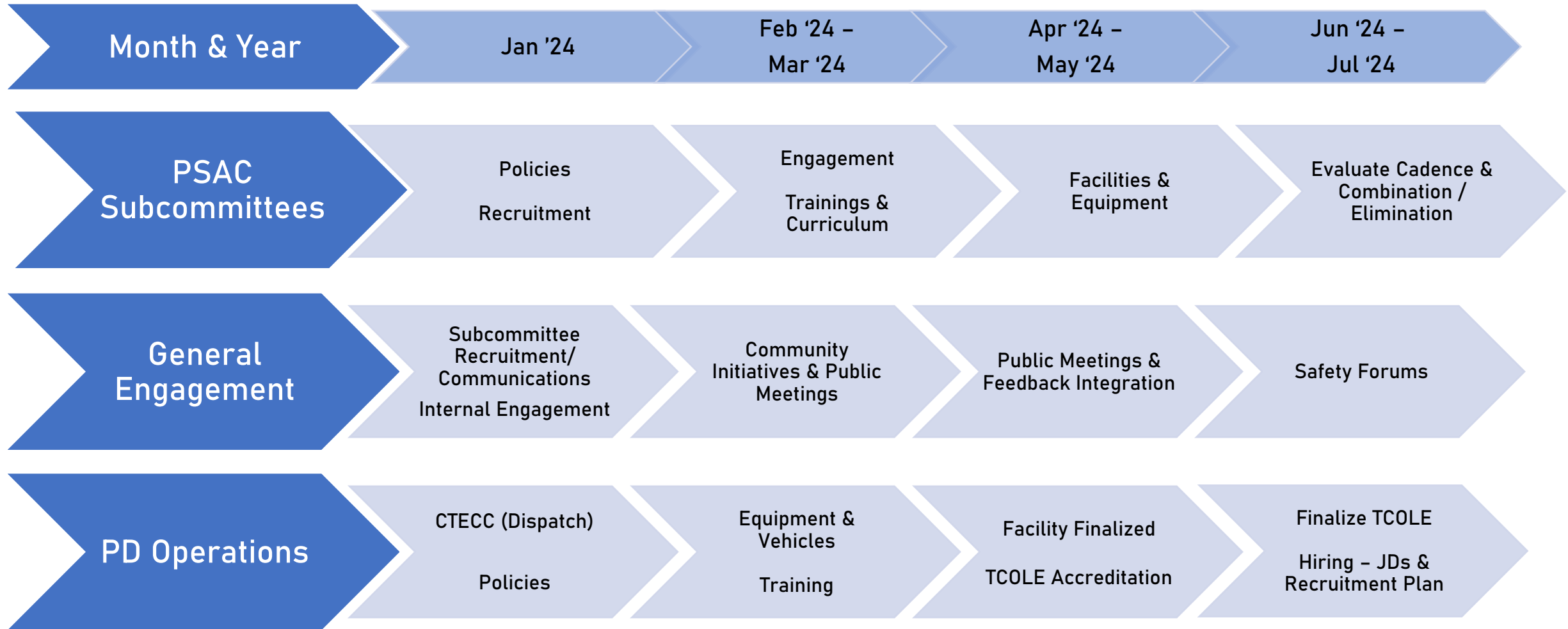
Community Initiatives

Further integrating Public Safety staff into community initiatives and events – including ones that CapMetro already participates in or spearheads.

Safety Forums

Interactive events that focus on equity for, and inclusion of, specific Austin communities – geographic or demographic.

Public Safety Engagement Timeline (Subject to Shift)





PSAC Subcommittee Overview

PSAC Subcommittees

Drafted topics:

- Facilities and Equipment
- Recruitment
- Community Outreach and Engagement
- Policies
- Trainings & Curriculum

How it might look:

- Standing or ad-hoc meetings
- Supported by CapMetro staff
- Information or input focused
- Ambassadors & Specialists attend

PSAC Subcommittees

Ideas for the larger PSAC Subcommittee structure:

- Materials posted online
- Transparency over the timeline
- Educational opportunities
- Feedback loops
- Spread-out / varying cadences
- PSAC representatives for each subcommittee

PSAC Subcommittees are still in draft form



Community Initiatives and Outreach

Community Initiatives



Public Safety Forums: Inspiration Board



The Woodlands, TX Fire Department
"Public Safety Open House"



Harris County Precinct 3 - Tom Ramsey
"Community Safety Forum"



The Mob Museum, Las Vegas, NV
"Community Safety Forum"



Q&A



CSAC Officer Elections

Facilitated by Staff Liaison

CapMetro

Thank you!