

Capital Metropolitan Transportation Authority

Customer Satisfaction Advisory Committee (CSAC)

Wednesday, May 11, 2022

6:00 PM – 7:30 PM

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Attendees:

Committee Members: David Foster, Ephraim Taylor, Ruven Brooks, Betsy Greenberg, Diana Wheeler

CapMetro Employees: Anna Lan, Chad Ballentine, Melissa Ortiz, Tevin Lionel, Edna Parra

Welcome / Introductions / Call to Order

Ephraim Taylor

Public Communications

Ephraim Taylor: Thanked CapMetro and the marketing and communications team for the flyers on QR codes that advocate joining public forum groups. Expressed how great it was seeing a push to continue involving the public on more committees.

Edna Parra: Will pass along the message to the communications department

Betsy Greenberg: Let the committee know that there was a new display that I that gave headway information and that was nice and useful.

Also, let the committee know about using transit with a group of friends she had encouraged to use the system with, but they could not find the bus stop. Do not all stations have stops in the opposite direction of one another?

Chad Ballentine: Sometimes stops might not be directly across the street, but maybe a block or two away. Using various apps, could help locate the exact location. Will look into the stops and get back to the committee.

MetroArt Program Updates

Melissa Ortiz; Manager, Sponsorships and Programming

Update on MetroMusic, DEI bus Wraps, Art on the Bus across Central Texas, and other art initiatives at CapMetro

Betsy Greenberg: How long does a bus stay wrapped, how long does it last?

Melissa Ortiz: We've have a bus wrapped since 2019, and it's still wrapped and looks very nice. So, if we clean and maintain the bus the wrap lasts if the bus is healthy! The goal is to make it last at least a year.

Ephraim Taylor: The wrapping of the bus makes it a highlight in the city, seeing them zip by with different art works, makes it function as public art and a transportation system. Whenever I see a wrapped bus, it makes me wish I was on that one instead of just the normal bus! So, it's definitely an bright shine in the city.

Equitable Transit Oriented Development

Jordan McGee, Transit Oriented Planner

ETOD Corridor Study Area

What Are Components of ETOD?

- Walking, rolling and bike facilities that feel safe
- High frequency transit options
- Walking and biking connections to transit
- Affordable housing options for a diversity of families and individuals
- Small business representative of the communities they serve
- Active public spaces that are useful to everyone in the community
- Workforce development
- Support for prospective & current homeowners
- Access to essential needs
- Support of legacy businesses

ETOD Survey

- Survey online available to general public: <https://www.surveymonkey.com/r/ETODgoals>
- Centered around ETOD Goals
- 102 Responses to-date

ETOD Policy Summary Deliverable

- ETOD Goals
 - To enable all residents to thrive in their neighborhoods and communities
- Strategies
 - Covering urban design & land use, real estate, mobility, housing affordability, and small business & workforce
- Policy Tools
 - Detailing policy recommendations with potential partners, precedents, and feasibility considerations
- Action Plan
 - With immediate, intermediate, and ongoing next steps to implement policy recommendations

Next Steps for the Policy Summary

- Mid-to-Late May: Focus groups and individual interviews with additional stakeholders (e.g., developers, small business owners) to explore policy tool feasibility and user responsiveness
- May-June: Small group discussions with implementation leads (CapMetro, ATP, and City of Austin staff) to confirm details of proposed policy tools
- July-August: Community engagement to explore prioritization of policy tools through conversations highlighting tradeoffs in resource allocation
- Late August: Consultant team finalizes toolkit and action plan

Deliverables – Policy Toolkit & TOD Priority Tool Update

- August 26, 2022: Task 5 and Task 6 completed (CapMetro + Consultants)
- September 21, 2022: Codes and Ordinances Joint Committee review of code amendment ordinance (CAO)* (or whole ETOD Policy Plan package)
- September 2022: City team prepares ETOD Policy Plan (PP) and CAO, start the 60-day notification period for public hearing.
- 9/13/22: launch set Request for Council Action (RCA) for set date of 10/13/22 Council meeting
- 10/13/22: Council sets public hearing for 11/17/22
- October 11/25, 2022: Planning Commission review and recommendation of PP
- November 8, 2022: Election Day
- November 17, 2022: goal for public hearing and 1st reading (out of 3 total readings required) for PP and CAO

- December 1, 2022: goal for 2nd reading for PP and CAO
- January 2023: goal for 3rd readings and approval of PP and CAO

Deliverables – Station Area Plans

- Early February 2023: Task 7 draft completed (CapMetro + Consultants), City place the plans on the Council and Planning Commission agendas
- March 2023: goal for Planning Commission hearing
- April 2023: goal for Council public hearing and 1st reading
- End of April 2023: FTA New Starts Rating internal deadline, pencils down
- May 2023 onwards: schedule depending on comments and council member feedback of the station plans. Typically, there is a month or two between each reading. A total of 3 readings are needed for approval.

Community-Led Input Process

- Community Connectors
 - 12 individuals recruited
 - Fully onboarded and deployed
 - Individual engagement roadmaps with activities in April, May, and June
 - Rundberg Youth Equity Summit
 - ACC Clean-Up & Film Screening (ASL)
 - Each connector to reach 30-50 people
- Project Connect Community Advisory Comm.
 - Two upcoming workshop sessions on May 10th with the CAC and Community Connectors
 - Goal brainstorming and review of ETOD policies:
 - Housing
 - Mobility
 - Small business strategies

Focus Groups

- Grassroots
- Grasstops
- Small Business
- Real Estate and Housing Practitioners

Anna Lan, Principal Planner

Glenda: what are you expecting to pass Jan 2023?

Anna: For Jan we are trying to pass the priority tool and the policy framework, which is the policy recommendations for the COA; when the council directed the team to plan the ETOD were hoping for August deadline

Glenda: Those tools are new zoning cats?

Anna: These are not new zoning rules, we are passing recs on how to approach land use and design. These are different categories, and they are on a system

Anna: Station re a vision plan, as a transit agency, we are not allowed to make zoning recs.

Glenda: Are there going to be 6 stations under case study?

Anna: There are 4 of them and an update plan for Riverside Corridor are under case study, but 4 of them are high on the displacement list, those are getting the station study vision plan, North Lamar Transit Center

MetroBike

Chad Ballentine, VP, Demand Response & Innovative Mobility

How it Started Timeline

How it's going

Year, Stations, Bikes

2013, 11, 100

2014, 43, 350

2016, 54, 435

2018, 63, 520

2022, 79, 847

In 2021, 50 modular (3.0) docks were piloted into the MetroBike system to provide more flexibility for station placements as these docks:

Where Do We Go From Here

- Transition to a 100% e-assist electric fleet*
- Coordinate with transit for direct first/last mile integration*
- Promote MetroBike to new and existing users*
- Install modular (3.0) docks for improved flexibility*
- Integrate with the All Ages & Abilities Bicycle Network infrastructure expansion*
- Continuous improvement of high-quality daily operations*

Diana: I rented a B-cycle before, but what I am not clear on, does Cap Metro have motorized bikes and scooters?

Chad: Yes, we have a a mix of both traditional and e-bikes.

Community Advisory Committee (CAC) – CSAC Member

Approval of the minutes