

CapMetro

**Customer Satisfaction
Advisory Committee**

December 2024

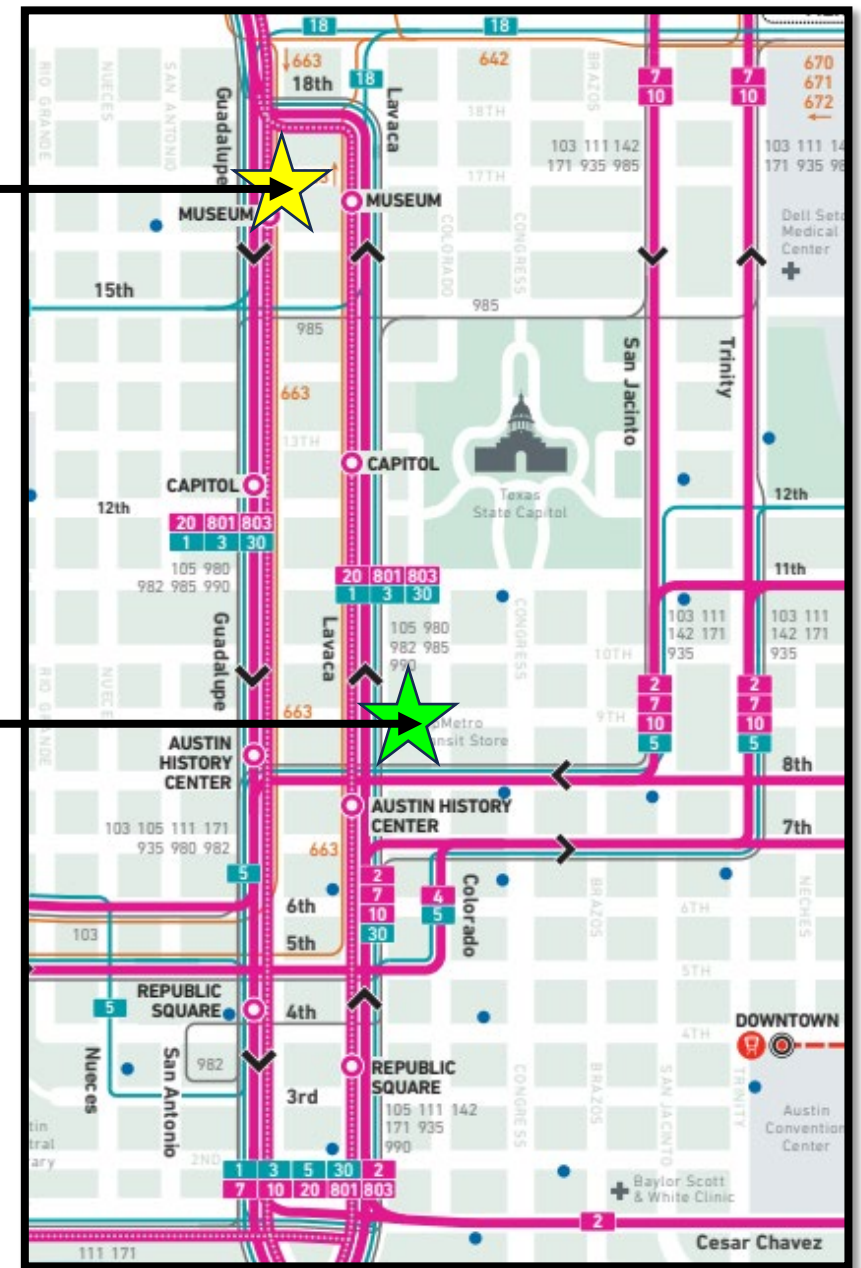


Transit Store Relocation

Brandi Mohler, Director of Revenue and Fares

Where?

- The new location is on 17th & Guad (1705 Guadalupe St)
 - Accessible via local Routes 801/1, 803/3, 18, 20, and 30.
- The current location is on 9th & Lavaca (209 W 9th St)
 - Accessible via local Routes 801/1, 803/3, 2, 4, 5, 7, 10, 20, and 30.
- Roughly 10 mins away though the new location may require a transfer for some customers.



Why and When?

Why move the Transit Store?

- Permanent location with more space to accommodate the growing needs of CapMetro.
- The space is roughly 3.5 times our current Transit store size.
- Easier to access for UT students and for those with cars, while still being centrally located.

When is it moving?

- The final date depends on when construction is complete.
- Lost and Found will move in at the start of the year.
- Transit Store will move in later in January.
 - Opening date may be pushed to February 1

Customer Impacts

Lost & Found

Starting in the New Year, we expect minor delays when retrieving items.

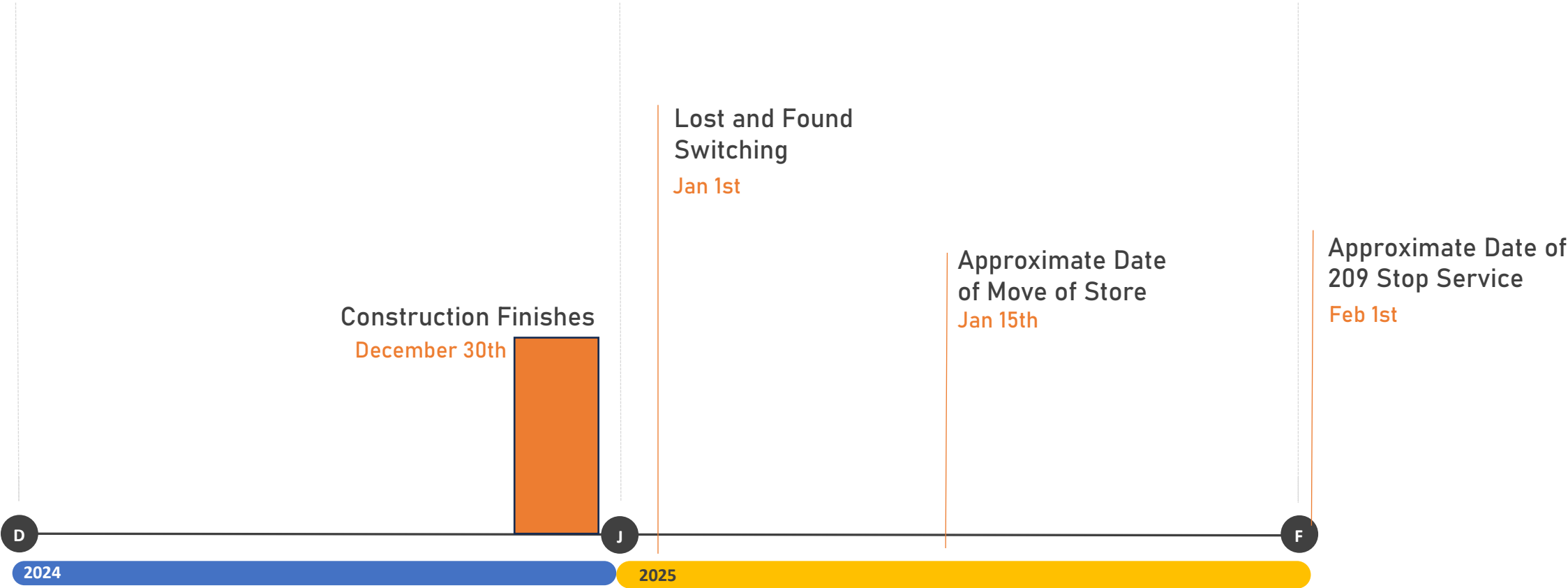
Eligibility

Eligibility appointments will continue to be held at the current location
(209 W 9th St)

Pass Sales

We plan to stop selling passes at the current location around February 1, pending the opening of the new Transit Store.

Timeline





Advisory Committee Format & Staff Support Roles

Peter Breton, Community Engagement Coordinator

Housekeeping Items

Recruitment Efforts

- Ongoing through social media and email blasts.
- More to come in 2025, including reaching out directly to CBOs.
- Committee Members: Please encourage people to apply!

Yearly Document Review

- Yearly review of supporting documents in December.
- Bringing minutes and agenda more in line with Board practices.

Committee Improvements

- Brainstorming new and exciting ways to engage committees.
 - Some things already in motion.
 - Please share your ideas with us!
- Expect periodic emails with updates.

Virtual Meeting Platform

- The value of the status quo?
 - Members want to keep virtual meetings for accessibility.
 - Meetings are also easier to record and post.
 - More accessible for community members to attend.
- The importance of platform choice?
 - Platform should not be a barrier for members or community.
 - Administrative effort is an additional consideration.

Virtual Meeting Platform

- Why have we used Teams?
 - In short, not to rock the boat.
- Why consider a change? What are the benefits of Zoom?
 - Zoom has become easier to use for meetings like these.
 - More widely used among the community.
 - Additional features, especially accessibility-focused.
 - Much easier to manage from a staff perspective.

Staff Roles for Advisory Committees

Staff Liaison

- Accountable for all committee work and ensures work is completed in a timely manner.
- Provides monthly updates to the CapMetro Board of Directors.
- Interfaces with internal departments to understand and plan for how committees are included in public involvement.

Committee Support

- Responsible for much of the week-to-week work, mostly creating supporting documents.
- Works with the Staff Liaison to schedule presentations and interfaces with presenters.
- Supports communications with members.



Committee Officer Elections

Facilitated by Staff Liaison

CapMetro

Thank you!