

## Capital Metropolitan Transportation Authority

### Customer Satisfaction Advisory Committee (CSAC)

Wednesday, June 12, 2024.

6:00 PM

*Virtual Presentation*

**CapMetro Employees:** Brian Alejandro, Samia Arni, Carlos Balderas, Peter Breton, Katheryn Cromwell, Roberto Gonzalez, Kelsey Lammy, Edna Parra, Donna Simmons, Emmanuel Toutin, Marcella Wood.

**Committee Members:** Arlo Brandt, David Foster, Betsy Greenberg, Fangda Lu, David Shapiro, Diana Wheeler.

**Guests:** Ruven Brooks.

*Meeting called to order at 6:05 PM*

### Welcome / Introductions / Call to Order

*Vice-Chair Foster*

**Approval of the minutes** – Motion to approve by Diana Wheeler / 2<sup>nd</sup> by Arlo Brandt – passes unanimously as amended.

### Public Communications

**Fangda Lu** shares issues he's encountered when trying to use on-board validators. **Marcella Wood** and **Brian Alejandro** share that they are aware of the issue and say they will follow up.

**David Foster** asks that the committee be updated on and sent any communications regarding further engagement for the Crestview Grade Separation project, and **Peter Breton** explains that the project is currently on hold awaiting funding, but he will make sure the committee is updated and engaged appropriately as the project moves forward.

### Childcare Options Review

*Donna Simmons, Executive VP of Administration / DEI Officer*

**Donna Simmons** overviews the current options available to – and the next steps forward for – providing CapMetro families with childcare and the future of the CapMetro Child Care & Early Learning Center.

**David Foster** asks if there is any connection between non-CapMetro families using the current service, and **Donna Simmons** explains that non-CapMetro families are generally those close to the center.

**David Foster** asks if opening the center to community members lowers the cost of or gives another advantage to CapMetro, and **Donna Simmons** says it does lower the cost, and childcare assistance is a major advantage CapMetro has in hiring and retaining employees.

### Amendment to the Previously Approved August Service Changes

*Katheryn Cromwell, Regional Transit and Mobility Planner*

**Katheryn Cromwell** overviews a proposed amendment to the August 2024 service change, which expands the Leander Pickup zone to service a 0.64sqmi addition to the south-southwest corner of the existing zone.

**David Foster** asks if unused funds from Leander are re-invested or returned, and **Katheryn Cromwell** explains while she can't speak to the specifics, the money is reimbursed to Leander.

## **Initial FY2025 Budget Review**

*Emmanuel Toutin, Director of Budget and Financial Planning*

**Emmanuel Toutin** overviews the proposed FY2025 budget process, including the budget development calendar, forecasted operating revenue and expenses, and capital budget highlights.

## **Title VI Program Update**

*Carlos Balderas, Manager of Supplier Diversity & Civil Rights Compliance*

**Carlos Balderas** shares the Title VI Program Update, including an overview of Title VI and work done on the Language Assistance Plan.

**David Foster** asks how CapMetro translates materials into other languages. **Carlos Balderas** explains that CapMetro has various contracts with vendors that can help either translate documents or connect them with live interpretation.

**David Foster** asks how CapMetro worked through engaging the community on the changes to the program. **Carlos Balderas** overviews the engagement process for the Title VI Program Update.

**Betsy Greenberg** asks about any equity or Title VI analyses done for the first phase of the Project Connect light rail. **Peter Breton** says he'll reach out to Austin Transit Partnership for any information or a response.

***Meeting adjourned at 7:13 PM***