The Customer Satisfaction Advisory Committee (CSAC) met on Wednesday, January 13, 2016 at the Capital Metro Transit Store. Committee Members in attendance included Chairman William Shamburg, Oscar Gaytan, Michael French, Betsy Greenberg, and David Foster.

Capital Metro staff included Ken Cartwright, Sam Sargent, Tony Lynch, Sara Sanford, and John Andoh. Mr. John Woodley attended the meeting as a citizen.

**Call to Order**  
*Chairman William Shamburg, Customer Satisfaction Advisory Committee*  
The meeting was called to order by Chairman Shamburg at 6:00 p.m.

**Citizens Communications**  
*M. John Woodley, Disability Advocate*  
Mr. Woodley requested that “CART” closed-captioning service be available at all Capital Metro Board of Directors and advisory committee meetings. If CART service can only be available with 72 hour notice, Mr. Woodley suggested finding a wider variety of services to have on call.

Mr. Woodley also recommended that a trail system follow the entirety of the Red Line. He also suggested that Capital Metro work more with TxDOT to ensure that accessible sidewalks are built along their right of ways within the service area, especially along Burnet Road and MLK.

Finally, Mr. Woodley asked that Capital Metro staff work closely with City of Austin Public Works on the sidewalk master plan. Mr. Lynch said, in anticipation of his presentation on Pathway Assessment that Capital Metro was indeed working closely with the city on the issue.

**Committee Action Update**  
*M. Sam Sargent, Community Involvement, Capital Metro*  
Mr. Sargent said that there were no committee action updates since the last meeting. It was recommended that the committee consider a resolution on the Downtown Station project between now and the February meeting.

Additionally, the committee will consider a resolution or staff directive related to digital signage on Capital Metro buses with messages not related to route information. In a previous meeting, Mr. Derek Webster provided citizens communication on getting rid of digital messages on the front of buses that say things like “DON’T TEXT AND DRIVE”. He said that this was confusing to some and the only information on the front of the bus should be route numbering and terminal destination. The committee agreed and will study the issue leading up to February.
New Business:

**Capital Projects Pipeline**

*Mr. Ken Cartwright, Vice President of Capital Projects and Engineering, Capital Metro*

Mr. Cartwright provided a beginning-of-year update on near future capital projects.

The committee previously received a detailed report on the Downtown Station expansion, but Mr. Cartwright updated them on the preferred concept, December public events, and the rationale behind the additional train positions at the station. With the new Stadler DMUs arriving, the expanded Downtown Station and TIGER V-funded double tracking will allow for increased frequency and capacity on the Red Line. The additional track will give rail operations flexibility for turnbacks at Howard, Crestview, and Lakeline Stations.

Mr. Gaytan asked how many grade crossings existed along the Red Line, while Mr. Foster asked about the cost of lengthening platforms at every Red Line station to allow for double consists. Mr. Sargent will get this information from staff and report back to the committee.

Mr. Cartwright updated the committee on new stop improvements at Riverside & Pleasant Valley as a result of an AIA competition. The proposed concept for the plain but highly used stop is titled “Mi Jardin” and incorporates practical canopies with artistic elements. Mr. Cartwright also showed the committee images of the proposed guitar structure and technology improvements at the ABIA stop.

Finally, Mr. Cartwright updated the committee on park and ride expansions at Howard and Lakeline Stations and the proposed under-highway park and ride at Westgate. Mr. Sargent will work with Mr. Foster and agency staff to schedule a presentation on the new Westgate Park & Ride with neighborhood associations from around the project area.

**MetroAccess Pathway Assessment**

*Mr. Tony Lynch, Lead Mobility Specialist, Capital Metro*

Mr. Lynch presented on MetroAccess’ Pathway Assessment program. The agency is working with the City of Austin to map out areas where curb ramps, curb cuts, and sidewalk connectivity is lacking or inaccessible to make these places a priority for repairs and construction. Mr. Lynch and his staff are looking at MetroAccess passengers with conditional eligibility to gauge the accessibility of their path from their home to the nearest bus stop and grade the pathway accordingly.

Mr. Lynch explained that pathways will be identified and photographed using tablets and GIS technology, then graded based on the individual’s functional ability and pathway features including: width, running slope, cross slope, faults, cracks, vertical clearance, obstructions, curb landing depth, curb dimensions, bus stop covers and seating, and accessible bus stop pads.

Capital Metro is trying to provide route options that best suit the rider’s needs and allow conditionally eligible MetroAccess passengers to make more use of the fixed-route bus service.
Free travel training will be offered by staff and riders will be given 30 days to transition from MetroAccess service to the newly planned fixed route trip.

Mr. Lynch explained that the benefits of the Pathway Assessment program include improved infrastructure for all pedestrians, increased independence for people with disabilities, flexibility to travel at convenient times, and an inexpensive way to travel throughout the city.

Mr. Shamburg asked if there was an ability to crowd source data on pathways and submit it to the City of Austin and Capital Metro to put more eyes on the project. Mr. Lynch said that is the hope for the future of the program. Mr. Shamburg also asked for Mr. Lynch’s overall observations of the city’s pathways. Mr. Lynch replied that there is still a lot of work to do with old sidewalks but the accessibility of Capital Metro is something to be proud of.

Mr. Foster suggested using the findings of the assessment and tying it into the November city bond package. By using the pathway data, projects and costs can be readily identified. Mr. Lynch agreed that this would be a good strategy but that is in the hands of city staff and the Council.

Mr. French suggested creating a Pathway Assessment option on the Capital Metro route similar to the Austin 311 app. This could allow people to make suggestions for sidewalk improvements, as well as service, stop, and station improvements also.

Adjournment

Chairman William Shamburg, Customer Satisfaction Advisory Committee

The committee adjourned at 7:34 p.m.