Call to Order:
Chairman David Foster, Customer Satisfaction Advisory Committee

Chairman Foster called the meeting to order at 6:04 p.m.

Introductions:

Committee members present were Chairman David Foster, Rich MacKinnon, B.J. Taylor, Betsy Greenberg, and Oscar Gaytan.

Capital Metro staff members present were Sam Sargent and John Andoh.

Citizen Communication:

There were no citizens present to provide public comment.

New Business

August 2017 Service Change Proposal
Mr. Sam Sargent, Community Involvement Coordinator, Capital Metro

Mr. Sargent presented on the proposed August 2017 Service Changes, which includes frequency and span of service increases on MetroRapid Routes 801 and 803. Other changes include the annual return to academic year schedules on all U.T. Shuttle routes, including the e-Bus, and school related trips on certain local routes.

Mr. Sargent also explained that, following a year of service, Capital Metro’s service planners are reevaluating Route 470 (Manor Flex) but there are no changes to that service at this time.

MetroRail Improvement Projects
Mr. Sam Sargent, Community Involvement Coordinator, Capital Metro

Mr. Sargent provided an update on TIGER V rail improvement projects and other MetroRail-related capital projects. He explained the need to increase the number of passing points on the Red Line, which is why the agency is adding double tracking at Lakeline Station, Howard Station, and north of Crestview Station.

Mr. Sargent also showed photos from the delivery of Capital Metro’s two new Stadler trains, funded through the same TxDOT grant as the Downtown Station expansion project.
Action Items

Approval of January and March 2017 Meeting Minutes

The committee unanimously approved the January and March 2017 meeting minutes.

Route 5 (Connections 2025) Proposed Resolution

Mr. Gaytan proposed a Connections 2025 resolution related to the southern portion of the existing Route 5, between Ben White and the river. The committee discussed the best ways to present route-specific resolutions in the future, especially when implementation of the Connections 2025 plan accelerates in the coming years.

Mr. MacKinnon asked that the resolution be delayed until next month, so that Capital Metro service planners can confirm previously presented stop-by-stop ridership number. Mr. Gaytan questioned the earlier ridership numbers and asked that they be presented on at the May meeting of the committee.

The committee will also plan a “field trip” for the southern portion of Route 5 to better understand the walk that will be required from the Bannister area to Route 10 stops on South 1st Street. Connections 2025 proposed the removal of the southern portion of Route 5 (other than during peak times when proposed Route 105 will operate) because of duplicative service between the existing route and Route 10.

Adjournment

The committee unanimously voted to adjourn the meeting at 7:41 p.m.