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

Chairman Foster called the meeting to order at 6:00 p.m.

Introductions:

Committee members present were Chairman David Foster, Elizabeth Stehl, Ephraim Taylor, Michael French, BJ Taylor, Betsy Greenberg, and Jeffrey Lewis.

Capital Metro staff present were Tony Lynch, Dottie Watkins, Jon Tanzer, and Yannis Banks.

Others present were Ruven Brooks and Rich MacKinnon.

Citizens’ Communication
Members of the public

Elizabeth – 335 pulled up just in time to avoid the rain on Friday
Jean Crawford -

Metrolink
Tony Lynch, Demand Response Planning Supervisor

Flyers will be mailed to addresses in the service zones. Exposition ended last Friday. Oct 15th was the last time it was used. Asked how were people reached out to about new Metrolink areas. Answer: We went to 3 public meetings (Neighborhood Associations and public meeting at Eastside Memorial High School). Exposition was a 6 month pilot. With the 3 new since Oct 22nd Johnston Terrace – 12 trips taken 3 individuals, Rogge and Springdale – 87 trips by 14 individuals & St. David - 39 trips by 9 individuals. Still looking for what the successful threshold will be. David asked what is the experience in other agencies. Tony – Tampa has 24 stops they partnered with Lyft. Averaging 4 riders an hour. They pay 1st $5 & the customer pays for the rest of the trip. Problem is that they can’t measure if they are using them to get to transit. People could just be going to stores. Our stops were chosen to get people to transit. The buses come every 15 mins. David Foster asked – “Does Cap Metro have experience working polling places? Great opportunity to get info to people. Minnesota is proactive to reaching out to meetings that are already happening.” Tony mentions it’s one of the things we talked to the Neighborhood Associations about. Question asked if something like Pick Up will be done in Mueller again. Tony said that something with Autonomous vehicles is looking to start in February but it isn’t definite. Question asked what other neighborhoods are being looked at for Metrolink. Tony said we are looking at other locations. Question was asked what is the level for service to be restored
in Metrolink areas. Tony said that is being considered by different levels: Is it Metrolink worthy, a Pickup type program worthy or regular service worthy. We are in the process of trying to establish those numbers. David Foster asks about the St. David’s service area & there being no residential streets in that service area. Tony explains that’s goal of the service is for the Hospital and shops over there.

Farebox Technology Update

**Dottie Watkins, Vice President Bus Operations**

On October 22nd, this presentation was presented to the board. If more info is needed they can look online at the board meeting. Our goal is fast, easy & equitable payment options, state of the art collection systems & to expand our retail network. We want to minimize cash. It slows down bus boarding and counting is expensive. We will however always take cash. We want to make the system an account base system. This is of strategic importance: Mobile App & Account based Back end system: smart cards, onboard validators – faster boarding, data about trips and travel patterns, fare capping (riders would be able to build up to a month pass & not have to pay all at once), reduce cash, regional (transfer from CARTs to Cap Metro & vice versa). Largest amount of our fares from interlocal agreements. Farebox is 2nd, app is 3rd. How much is the ridership of UT out of the interlocal agreements? Dottie says it is a good chunk. Today we use magnetic stripe cards & some stored value cards (1995). The future is reloadable smart cards. Fareboxes: Out of life cycle with limited functionality. Future: Smart doohickey to use the smart cards. It will sit beside the farebox. Onboard validator – currently on Metrorapid. Be on all buses in the future. Mobile Ticketing App Future: Purchase of mobile pass at retail, apple & android pay. Online future: Online B2B website rollout: can send passes to your phone or kid phone. Employers can push out passes to employees, can be sent to jurors for jury duty. Ticket Vending Machines: out of life cycle, only cash sales. Future – at rail stations & at major bus hubs. Will accept cash, credit & smart cards. This is going to be a big thing. Cost probably around $50 million. Applied for grant but didn’t get it. We are looking for the best parts to work on first. Working on getting a Fare Systems Consultant to help guide the way. Working on mobile app upgrade. Questions – Any systems that let you get on w/o cash & just tap. Dottie – Not in U.S. but in Europe it is more common. They’re coming but not here yet. B.J – For students that go to St. Edwards or other universities do they get a discount? Answer – Metroworks can allow that.

Mobile App 4.0 Update

**Jonathan Tanzer, Technical Project Manager**

Looking to add CSAC members for trial run in January. Wants to get feedback from them on what may need to be changed & made clearer. DF asked if ever thought about renaming day pass to 24-hour ticket. Asked about if there will be feature to show expired tickets. Tanzer said that there will be a way to show order history. Asked if there is a way to show the direction of the buses from the list of buses. Tanzer – we are working with a vendor to be able to do that. In trip planner, you can save destinations in the icons in the middle. Also in trip planner, it shows different mods – bus solely, bus to car, bike to bus. Asked if there is a fee for parking at park & rides. Tanzer – No. We are looking to add google & apple pay. It will be released after this upcoming update. Question asked about reduced fare discount. Tanzer explained that when you
sign up for the program it will be automatically applied to the email you used when signing up. Beta testers will get the app to their phone hopefully in January. It was mentioned that when deciding on the ticket to buy it would be great for the colors to match. Tanzer said they are working on that. Also we are working on making the phone numbers in “contact us” links so that it’s automatic when people call. Question – When wanting to plan trips in the future will it keep that setting when you log back in. Tanzer said we can work on that.

**Project Connect Update**
*Yannis Banks, Community Involvement Specialist*

Questions was asked about buses in designated lanes. Which buses would be allowed in the lanes. There is concern about local routes that could be eliminated or not allowed in the lanes. Would like to have Project Connect be a standing update at every CSAC meeting.

**2019 CSAC Work Plan**

Project Connect on Agenda for every month. Maybe 15 mins. Update meeting minutes & other information on the website page, keeping up to date. Better define CSAC. Meet with board members.

**Officer Elections**

- Chair – David Foster voted unanimous Betsy nominated & Ephraim seconded
- Vice Chair Michael French unanimous – B.J. nominated 2nd by Elizabeth

**January Meeting Discussion**

- Update website for CSAC with minutes & Agenda

**Approval of November 2018 Minutes**
*Customer Satisfaction Advisory Committee*

Betsy Greenberg moved to approve the minutes, and JG seconded the motion. The motion carried unanimously. The committee adjourned at 7:35 pm.