**Customer Satisfaction Advisory Committee**  
**Wednesday, November 10th, 2018**  
**209 W 9th St., Austin, Texas 78702**  
**6:00 p.m. – 7:10 p.m.**

**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, BJ Taylor, Betsy Greenberg, and Jeffrey Lewis.

Capital Metro staff present were Elaine Timbes and Yannis Banks.

Others present were Ruben Brooks and David Shapiro

**Citizens’ Communication**  
*Members of the public*

Ruben Brooks – Ideas on how Cap Metro improve it Citizen Action Committees. City of Austin has 60 committees. Their committees have lots of expertise. Has ideas to reforming the CAC to be similar like the city. David Foster Recommends to look over & discuss them next month.

**Draft Strategic Plan**  
*Elaine Timbes, Deputy Chief Executive Officer*

Wants feedback from CSAC. Board laid out why Randy was hired & what expectations were. A creation of scorecard will lead to how Randy & organization will be held accountable. Shortly after Randy arrived he met with staff to understand strengths & weaknesses. Did reorganization of organization.

**Organizational Alignment:**

Held 1 on 1s with individuals of Sr. Leadership team & 1 on 1s with the board members. CSAC will get electronic copy of scorecard & vision. Some minor changes were made to scorecard today after meeting with board. Net promoter score definition: take a survey & asked if you will recommend our services/product. Will people recommend your business? It is a very common gauge in the private sector. For Capital Projects, it will be measured off if we launch them not completed. Many of our projects are multi-years. Jeffery asked if surveys Cap Metro employees take are confidential. Elaine explained that they do not know which employees answered what but can get an understanding down to department level. David asked if the results available to a committee like CSAC. Elaine said yes. State of Good repair will be very important. David asked if purchase of new buses is staggered. Elaine said they are but aren’t as staggered as they would like them to be due to how Cap Metro was created. In a perfect world we would buy 1/12th of fleet every year. We are currently doing 15 years on our buses but we are in good shape. David asked if 15 years is industry standard. Elaine said no. We are doing better than a lot of other agencies.
• All Transit Performance Score:
  o How your transit agency performs as it relates to the community.
  o How do you invest in the community?
  o How close is service when compared to majority of community?

Jeffery Lewis – Community stake holder satisfaction will it be incorporated with customer satisfaction. Elaine – No, we will survey the riders, for stakeholders we will be going out in the community to see what they think of us. Betsy – when it comes to customers is there concern about who customers are? Some are transit dependent others are choice riders. Elaine says “We don’t segregate. We don’t do choice riders one day & dependent on the other. Ideally there will be people on the bus & bus stops. We may ask if you have other modes of transportation.” Ephriam asked “how often will we do the surveys.” Elaine says “Randy wants it done every quarter. Community Stakeholder will be annual.” B.J. Taylor asked “how will we get Neighborhood Associations & community groups surveyed for Community Stakeholder satisfaction.” David asked how many injuries happen based on collision compared to on the bus (falling). Elaine told him we keep the data but she doesn’t know off hand. Slips/trips/falls majority on Metro Access than fixed out except on rainy days due to people bringing on water. We don’t have high passenger injury rate. Ruben Brooks – Can safety/crime rates be included as measurement. Jeffery asked about why Capital Projects mentioned complete projects. Elaine explained that’s where we want to get to but to start of this process we have to look at projects that we have started. We coming back on Dec 5th for executive session review. Dec 17th strategic plan adopted by board. Elaine will send out actual plan & complete organizational scorecard & Randy’s scorecard. Wants feedback that they have by before Dec 5th to be shared with the board in the event they decide to make changes to plan. Jefferey wants to know if they can get copies of development tools. Ephraim asks if there is an action plan for when Cap Metro isn’t meeting goals. Elaine says we will be evaluating the goals quarterly to make changes. Betsy asks if there is goal to have more environmentally friendly buses. Elaine explained about the plans to electrify the fleet & be housed at North Ops.

Metrolink

Yannis Banks, Community Involvement Specialist,

Yannis explained that the 3 new pilot areas that are a part of Metrolink – St David’s North, Springdale/Rogge and Springdale/Johnston Terrace. These were areas we heard the most complaints from. The service runs from 6 am – 9 pm Monday thru Friday. You must be at least 14 years old to ride by yourself. Riders will use the Ride Austin App to get the a ride. If they don’t have a smartphone or need a wheelchair accessible vehicle they can call 512-369-6200 to have a ride summoned. A MetroAccess vehicle will be used for those in wheelchairs. The goal is to have a car show up no more than 15 mins after a request is made. It is a free service. They will pick up people from anywhere in the service zone and drop them off at the designated bus stops. We want people to use this service. It’s a pilot program so we need to get feedback, good, bad or indifferent, from the users. It is cheaper for Cap Metro than running a bus because we pay per trip. David – This is something the agency said it will do. Ruben says real cost is that Metro Access must keep a vehicle close. It applies to people in wheel chair. David – Will there be other areas next? Also, where the #5 use to go (Bolden & S 5th St) doesn’t have weekend service. Is it possible to do weekend service? They also lost midday because the 105 is running that area. Betsy says if it used a lot maybe a bus route.
Mobile App Update

Yannis Banks, Community Involvement Specialist,

Jonathan Tanzer sent me an email with the following: The CapMetro App 4.0 is still going through development work by our vendor and is not be ready for beta testing. He will be available for both committee meetings in December and can give them a CapMetro App 4.0 update.

Committee Visibility Brainstorm

Customer Satisfaction Advisory Committee

David – Rich mentioned describing CSAC as ombudsman (take problems to next level. Help escalate). Need to have more discussion on how we want to advertise CSAC. Possible Facebook video showing how we get info out to the community. Ephraim asks what happens after they file a complaint. How many riders get resolutions or are contacted. (Customer Service). Could CSAC be advertised at the lcd screen on buses?

Approval of October 2018 Minutes

Customer Satisfaction Advisory Committee

B.J. Taylor moved to approve the minutes, and Betsy Greenberg seconded the motion. The motion carried unanimously. The committee adjourned at 7:10 pm.