Customer Satisfaction Advisory Committee
February 14th, 2018
209 W. 9th Street, Austin, Texas 78701
6:00 p.m. – 7:30 p.m.

Call to Order:

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

Introductions:

Committee members present were Chairman David Foster, B.J. Taylor, Jeffrey Lewis, Elizabeth Stehl, Betsy Greenberg, and Lin Rui Li. The newest committee member, Ms. Li, introduced herself.

Capital Metro staff members present Jacob Calhoun, Marc Guerrero, Ken Cartwright, and Kendall Jackson.

Citizen Communication:

There were no citizens present to provide public comment.

New Business

Downtown Station Update
Marcus Guerrero, Project Manager, Capital Metro

Mr. Guerrero presented an update on the Downtown Station project. He provided an overview of the project, as well as next steps for the planning team, the timeline and scope of work, and the public involvement plan for the project. The committee asked about the security enforcement that will be in place during construction, especially related the sidewalk and bikeway. The committee was particularly concerned that cyclists will not heed the detour to the Lance Armstrong Bikeway. They suggested that Marc connect with Nathan Wilkes at Austin Transportation to find out if other bike routes can be tied into this detour. Marc invited the committee to the Open House which will be held on February 21st.

Project Connect Update
Jacob Calhoun, Long Range Transportation Planner

Mr. Calhoun presented an update on Project Connect. He provided an overview of the plan, as well as next steps for the planning team and in the public involvement plan for the project. He noted the date change for the Traffic Jam but urged the committee to attend. Other public involvement opportunities include Mini Jams and the Engagement Bus. Lin Rui asked if corridors such as South Lamar, North Lamar, and Riverside have been affected by the bond.
Does the city bond proposal align with the Project Connect plan? The city’s timeline is much shorter, so we want to avoid undoing work that they do. This may be problematic when dealing with constructed elements like landscaping and medians and with traffic planning like deciding in which lane to place transit. Mr. Calhoun added that the next steps include a ridership analysis to determine if a certain mode is justified.

Officer Elections

Betsy Greenberg nominated David Foster to continue as Committee Chairman. Lin Rui Li seconded, and the committee approved the motion 6-0. David Foster nominated Betsy Greenberg to take over as Vice Chair due to her good attendance record, and B.J. Taylor seconded. The motion was approved 6-0.

Action Items

Approval of January 2018 Minutes

Betsy Greenberg motioned to approve the January 2018 minutes. Ms. Taylor seconded the motion. The motion carried 6-0.

Adjournment

The committee adjourned at 7:30 p.m.