Customer Satisfaction Advisory Committee  
March 14th, 2018
209 W. 9th Street, Austin, Texas 78701
6:00 p.m. – 7:15 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, and Elizabeth Stehl,
Capital Metro staff members present were Caitlin D’Alton, Jacob Calhoun, and Kendall Jackson.

Citizen Communication:
There were no citizens present to provide public comment.

New Business

June Service Change Update / Proposed August Service Changes
Caitlin D’Alton, Senior Planner, Capital Metro

Caitlin provided an update on the June Service Change. Jeff asked about the public input process. Caitlin responded that it usually lasts 5-6 months. She also gave an overview of the Proposed Changes for August. There will be a Service Change on Sunday, August 12th. This is a routine change. The August change is focused on school trippers and UT shuttles. The only thing to note is that the Red River shuttle will go away when June service change. David asked when the additional stops for the Rapid will be in place. Caitlin responded that they are in procurement now, so could be in place by the end of the year. David added that there is a stop at Stassney & Manchaca that straddles a pedestrian crossing – Caitlin will follow up on this.

Park & Ride Update
Jacob Calhoun, Long Range Transportation Planner & Caitlin D’Alton, Senior Planner, Capital Metro

Caitlin and Jacob presented an overview of the current Park & Rides that Capital Metro operates. They also spoke about the future plans for Park & Rides as related to Project Connect.

Brainstorm on CSAC Visibility
The Committee brainstormed ways to get more members of the public to attend CSAC meetings. Some possible solutions are: change of location to the Central Library or a rotating Community Center, a radio spot, social media, print materials on buses, tabling, and Committee Members giving the update to the Board instead of Capital Metro staff. They would like a summary of comments from Feedback and Customer Service. Kendall will follow up on these items where appropriate and provide an update at the next meeting.

Action Items

Approval of February 2018 Minutes

David motioned to approve the February 2018 minutes. Elizabeth seconded the motion. The motion carried 3-0, with Jeff abstaining because he was not in attendance in February.

Adjournment

The committee adjourned at 7:15 p.m.