Call to Order:

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

Introductions:

Committee Members present were David Foster, Rich MacKinnon, Jeff Lewis, Elizabeth Stehl, and BJ Thompson.
Capital Metro staff present were Kendall Jackson, Sam Sargent, and Jenn Golech.
Members of the public present were Jayda Golec.

Citizen Communication:

There were no citizens present to provide public comment.

New Business

June 2018 Service Change Implementation Update
Jenn Golech, Manager – Service, Projects, Planning, Implementation

Jenn is the Project Manager for Cap Remap. She talked about the countdown clock which is now on the website. There is work being done on the back end of website, on technology on buses, and in operator / staff training. Training every single person on Cap Remap because everyone will be in the field, which is of course the same with operators. Building 80 new bus stops before June 3rd and will continue building additional ones after June 3rd. We’re on schedule!
Jeff Lewis: What is public outreach for this process?
Jenn: More informational, but at this point, but we are keeping track of feedback. Can make changes in August. There is the outreach staffing team who will be Bilingual Cap Metro customers.
Jeff: What data points are they collecting and where do they go?
Jenn: There is the CS system for phone calls. The street team collects feedback like staff does, then can be compiled.
Sam: Added that the agency will create a heatmap. Measuring how many people engage, which languages, which routes.
Jenn: There are over 1600 signs, then we’ll work on updating amenities. The objective has been to reach existing customers. At-stop: handing out printed materials, trip planning. Bicycle
staffers on 2nd street and similar places. MetroAccess vans for this, too. 76 new bus stops constructed, 5 more coming.

David: What has the feedback been about new signs?
Jenn: Overwhelmingly positive feedback. Met with CS this morning and no confusion – which is good! 1,600 new signs, and 700 already up.

**MetroRail Schedule + PTC Update**
*Sam Sargent, Deputy Chief of Staff*

Fleet is now 10, but trains only pass at MLK and Kramer. Adding 3 more passing points, which gives more flexibility and frequency. We tried to run 7 trains, but there were too many variables and punctuality was an issue. We reevaluated and are now running 6 trains: almost 100% on-time now. MetroRail riders are creatures of habit, so we can’t lose them.

Rich: What would the frequency be when the construction for 5 passing points is done?
Sam: Not sure exactly, but I think it’s 18-20 minute frequency.
Rich: At the Domain they’re working on the Kramer st. extension. That could almost be “Domain Station.” But, he heard from Javier that it the station may be moving North? People don’t even know that you can take the train to the Domain.
Kendall: We will invite Javier to talk about Kramer Station next time.
Sam: PTC update: federally mandated safety hardware, has to be 50% done by the end of the year. If we have the extension, we’re good to go until 2020. When Congress mandated, there was no funding included. This construction has been contributing to slowdowns.

**Performance Dashboard Intro**
*Sam Sargent, Deputy Chief of Staff*

Performance Dashboard will be shown to board in June. We’re taking data points and putting them into dashboard. Things like ridership, on time performance, CS data, accidents, etc. Things that exist if people ask, but want to provide it. He’ll show this next time.

**Summer Pilots Intro**
*Sam Sargent, Deputy Chief of Staff*

K-12 Pilots: He’ll have marketing materials next time.
Jeff: do we do things with movie theaters?
Sam: will check in with Greg.
Jenn: There are opportunities like Alamo kids camp, Cinemarks.
Sam: The late night pilot service is projecting 6200 additional riders, Saturdays projecting 1500 additional riders, conventions TBD. To get the word out about the K-12 pilot, we’re getting into PTAs and newsletters. Free fares for everyone June 3rd – 8th.
Rich: Berlin has family fares: the fare is for one adult, but their accompanying kids are free.

**Action Items**

**June Meeting Discussion + Board Meeting Discussion**
*Kendall Jackson, Community Involvement*
Things for the June agenda: Javier to talk about Kramer Station, Sam to talk about Performance Dashboard and more about Summer Pilots, Equity / Title VI, Complaint Process and Stats.

Approval of March and April 2018 Minutes

BJ moved to approve the March minutes and Elizabeth Stehl seconded. This carried 4-0. Elizabeth Stehl moved to approve the March minutes and BJ seconded. This carried 4-0.

Adjournment

The committee adjourned at 7:21 p.m.