

Capital Metropolitan Transportation Authority

Joint Access & Customer Satisfaction Advisory Committee (CSAC) Meeting

Wednesday, January 10, 2024

6:00 PM

Virtual Presentation

CapMetro Employees: Brian Alejandro, Sam Alexander, Chad Ballentine, Peter Breton, Louise Friedlander, Martin Kareithi, Julie Lampkin, Chris Mojica, Edna Parra, Sara Sanford, Randy Slaughter, Marcella Wood.

Supporting Staff: Nick Milum, Raul Vela, Christopher Westbrook.

Access Committee Members: Estrella Barrera, Glenda Born, Audrea Diaz, Otmar Foehner Mike Gorse, Paul Hunt.

CSAC Members: Arlo Brandt, David Foster, Fangda Lu, David Shapiro, Ephraim Taylor, Diana Wheeler.

Guests: Ruven Brooks, Andre Cytryn.

Meeting called to order at 6:05 PM

Welcome / Introductions / Call to Order

Chair Hunt and Chair Taylor

Public Communications

Staff Updates

Edna Parra, Manager of Community Engagement and Involvement

Edna Parra and **Martin Kareithi** share that **Chad Ballentine** will be leaving CapMetro, and **Sara Sanford** will be taking over as the Interim Vice President of Demand Response and Innovative Mobility.

Advisory Committee Members and **CapMetro Staff** share their appreciation for **Chad Ballentine's** hard work and dedication to CapMetro for over 17 years.

2023 Demand Response Metrics

Chris Mojica, Director of Demand Response Operations & Contract Oversight

Chris Mojica updates the committee on Demand Response metrics for 2023.

Paul Hunt asks if there's been an improvement in on-time performance (OTP) since the implementation of Spare, and **Chris Mojica** explains that Spare has been contributing to better OTP, but additional factors, such as higher operator staffing levels, have also contributed to the improvement.

Glenda Born asks if vans are being phased out of use, and **Chris Mojica** explains that yes, CapMetro is moving towards a shuttle model rather than a van model.

Glenda Born asks how OTP is counted for CapMetro Access, and **Sara Sanford** explains that it's based on the 30-minute window.

Glenda Born asks multiple questions related to the MetroBike system and bikeshare, and **Sara Sanford** and **Chris Mojica** explain in further detail.

David Foster asks if there are more in-depth details about how the MetroBike system is being used, and **Chris Mojica** says that he doesn't have the data on-hand, but that many metrics are tracked.

2023 Complaint Statistics

Brian Alejandro, Director of Customer Care

Brian Alejandro overviews the Customer Care staffing levels and call statistics for 2023.

Ephraim Taylor asks if there's a breakdown of customer complaints related to the roll-out of the new CapMetro app, and **Brian Alejandro** says that he hasn't prepared one, and notes that their current set-up makes it more difficult to capture complaint data to that level of detail.

Ephraim Taylor asks for more detail on the approach CapMetro is taking to separate issues that can be resolved versus complaints that will always be consistent, and **Marcella Wood** and **Brian Alejandro** explain multiple strategies the Customer Care department implements to better understand rider experience and customer complaints.

Estrella Barrera asks if Customer Care plans on disaggregating the complaint data in the future, and **Brian Alejandro** says yes.

2024 Public Safety Engagement

Edna Parra, Manager of Community Engagement and Involvement

Edna Parra overviews previous engagement efforts and feedback for the Public Safety program and outlines the drafted upcoming engagement efforts. **Peter Breton** overviews drafted subcommittee information and engagement opportunities.

CSAC Officer Elections

Facilitated by Staff Liaison

David Foster nominates himself for the position of Vice Chair.

David Foster is elected as Vice-Chair unanimously.

Meeting adjourned at 7:53 PM