

**Customer Satisfaction Advisory Committee**  
**Wednesday, January 8, 2020**  
**607 Congress Ave, Austin, Texas 78701**  
**6:00 p.m. – 7:30 p.m.**

**Call to Order:**

Chairman Foster called the meeting to order at 6:06 p.m.

**Introductions:**

Committee members present were: Elizabeth Stehl, Ephraim Taylor, David Foster, Betsy Greenberg, Jeffery Lewis, BJ Taylor

Capital Metro staff present were: Yannis Banks, Jeff Downey, Israel Herevia

Others present were Ruven Brooks

**See Something, Say Something App**

*Israel Herevia,*

App is called: See, Say, Now. It is used by other agencies currently. Would like CSAC Beta test it at end of March. Customers can report security concerns & a call the police by pushing a button. They will be able to report via text, picture, video. It can be done anonymously. CSAC – Does it use Geo tag to find where a person is? Jeff – If it's anonymous it doesn't but if it isn't it will. CSAC – Will it track where you are as the bus moves? Israel – That's something we have to look into. Right now if someone wants to send a photo or video to us someone will have to get our email address & get it to us. This way they can have direct contact with us. Jeff – It is an security related app but it could morph into more in the future. CSAC – If you choose police it goes external to the police? Jeff – That is our understanding. We want you to still dial 911 also.

**Project Connect Update**

*Yannis Banks, Community Engagement*

Informed them about the joint CapMetro Board and City of Austin City Council joint meeting. We will know more about funding options after the meeting and can get them a better update next month.

**Statement on LPA**

*CSAC*

David Foster – I ran into Randy the other day & talked to him about what we have been working on & that we are thinking to do a statement on LPA. He asked that we wait until a later date. In Feb, he and/or Dave Couch can come to brief us with more information. Ephraim has created some info for CSAC members to look over. Each member should have a conversation with the board member who appointed them to see how they are feeling. Write down questions you would like answered to the Feb meeting.

## **Elections**

*CSAC*

Ephraim Taylor -is new Chair

BJ Taylor – Vice Chair

## **February Meeting**

- **Project Connect Update**
  - Outreach
    - Messaging
- FY 2019 Customer Complaints
- Statement on LPA
  - At least areas we want to talk about.

## **Approval of November 2019 Minutes**

- **Change curves to curb on 2<sup>nd</sup> page, date**
- **Where the money come from**
- **Jeffery Abstained.**

**Adjourn 7:13**