

Capital Metropolitan Transportation Authority

Customer Satisfaction Advisory Committee (CSAC)

Wednesday, April 13th, 2022

6:00 pm

Virtual Presentation

Microsoft Teams meeting

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6:00 PM

Welcome / Introductions / Call to Order

Ephraim Taylor, CSAC Chair

Public Communications

Stroller Policy – Overview

Martin Kareithi, Systemwide Accessibility

Transit Speed and Reliability Program Update

Nadia Barrera-Ramirez, Cross Agency Programs Transit + Mobility

Red Line – Name Background + History

Cynthia Lucas, Director of Marketing

Sam Sargent, Director of Government Affairs

Potential Fare Programs

Edna Parra, Community Engagement Manager

Catherine Walker, EVP, Chief Finance and Risk Officer

Approval of the minutes