

## Capital Metropolitan Transportation Authority

### Customer Satisfaction Advisory Committee (CSAC)

Wednesday, December 11, 2024

6:00 PM

*Virtual Presentation*

**CapMetro Employees:** Peter Breton, Kelsey Lammy, Ariel Marlowe, Brandi Mohler, Sondra Williams.

**Committee Members:** Arlo Brandt, David Foster, Fangda Lu, Ephraim Taylor, B.J. Taylor, Diana Wheeler.

***Meeting started at 6:10PM; quorum reached at 6:24PM***

### Welcome / Introductions / Call to Order

*Chair Taylor*

**Approval of the October 2024 minutes** - David Foster / 2<sup>nd</sup> by B.J. Taylor – passes unanimously.

**Approval of the November 2024 minutes** - Diana Wheeler / 2<sup>nd</sup> by David Foster – passes unanimously.

### Public Communications

**David Foster** shares that along Slaughter Ln, there is a bus stop pole and sign from a since-relocated stop that was not removed and is leaning against a private fence. **Peter Breton** says he'll work with staff to make sure it is properly removed.

**David Foster** explains that he has been hearing discontent in South Austin about the perceived slow roll out of Project Connect, such as the 803 Extension and other Park & Ride facilities. **Peter Breton** says he'll reach out to ATP to see if they have more information to share related to Project Connect projects in South Austin.

**Fangda Lu** shares questions he has received about the safety of Park & Ride facilities. **CapMetro Staff** provide insight and say they'll follow up with more information.

### Transit Store Relocation

*Brandi Mohler, Director of Revenue and Fares*

**Brandi Mohler** gives an update on the Transit Store Relocation to 1705 Guadalupe Street.

**B.J. Taylor** asks about how the move will be communicated on transit services. **Brandi Mohler** informs her that there will be a message on the on-bus ticker, and signage will be up at the current Transit Store in advance of the move.

**David Foster** asks if there will be a meeting space at the new location to use for committee meetings. **CapMetro Staff** share that while there may be space, it is unlikely it will be used for committee meetings.

**Sondra Williams** asks if the hours of service will change when the new Transit Store opens, and **Brandi Mohler** says no.

### Advisory Committee Format & Staff Support Roles

*Peter Breton, Community Engagement Coordinator*

**Peter Breton** shares upcoming changes to the Advisory Committees, including transitioning meetings from Microsoft Teams to Zoom. **Committee Members** share their opinions about virtual meeting platforms.

### Committee Officer Elections

*Facilitated by Staff Liaison*

**Ephraim Taylor** nominates **David Foster** for the position of Chair, and he accepts.

**David Foster** is elected as Chair unanimously.

**Diana Wheeler** nominates **Arlo Brandt** for the position of Vice-Chair, and he accepts.

**Arlo Brandt** is elected as Vice-Chair unanimously.

***Meeting adjourned at 7:10PM***