Capital Metropolitan Transportation Authority
Customer Satisfaction Advisory Committee (CSAC)
Wednesday, December 10, 2025
6:00PM
Virtual Presentation

CapMetro Employees: Art Boulanger, Peter Breton, Licelda Briones, Timothy Hinds, Rhys Rea-Tucker, Pablo Sandoval, Jonathan Tanzer, Marcella Wood

Committee Members: Arlo Brandt, David Foster, Betsy Greenberg, Nelson Lin, Benjamin Lombardo, B.J. Taylor, Diana Wheeler

Guests: Ruven Brooks, Pedro Hernandez Jr., Emil J Ottis

Meeting called to order at 6:02 PM

Welcome / Introductions / Call to Order
Chair Foster

Approval of the November 2025 minutes - Diana Wheeler / 2nd by Betsy Greenberg - passes unanimously.

Officer Elections
Committee Discussion

Betsy Greenberg nominates **David Foster** for the position of Chair, and he accepts.
David Foster is elected as Chair unanimously.
Betsy Greenberg nominates **Arlo Brandt** for the position of Vice-Chair, and he accepts.
Arlo Brandt is elected as Vice-Chair unanimously.

Public Communications
Peter Breton, Ruven Brooks, David Foster, Betsy Greenberg and Jonathan Tanzer provided public communications.

Staff Updates
Community Engagement

Farebox Replacement Project
Peter Breton, Sr. Community Engagement Coordinator
Jonathan Tanzer, Director of Technology Product Management
Pablo Sandoval, Interim Director of Fares and Revenue
Art Boulanger, Interim Manager of Technology Product Management

Participated in Discussion / Q&A:
David Foster, Betsy Greenberg, and B.J. Taylor.

Transit Speed and Reliability Update
Rhys Rea-Tucker, Transit Speed and Reliability Planner

Participated in Discussion / Q&A:
David Foster, Emil J Ottis, and B.J. Taylor.

Meeting adjourned at 7:33 PM