

Capital Metropolitan Transportation Authority

Customer Satisfaction Advisory Committee (CSAC)

Wednesday, August 14, 2024

6:00 PM

Virtual Presentation

CapMetro Employees: Brian Alejandro, Peter Breton, Kelsey Lammy, Emmanuel Toutin, Marcella Wood.

Committee Members: Arlo Brandt, David Foster, Fangda Lu, Ephraim Taylor.

Guests: Ruven Brooks.

Meeting Quorum Not Met; Approval of the Minutes was tabled, but Staff presentations continued. Meeting started at 6:05 PM

Welcome / Introductions / Call to Order

Chair Taylor

Public Communications

David Foster explains that the bike racks provided on the front of buses are not able to carry all types of bikes due to tire width. **Ephraim Taylor** also asks if the bike racks can carry e-bikes due to their increased weight. **Peter Breton** says that he will get back to the committee with more information related to the issues discussed.

Fangda Lu explains that the CapMetro webpage dedicated to the NaviLens Accessible Wayfinding demo incorrectly links out to the App Store, rather than the Play Store, for Android users.

Ephraim Taylor overviews his concerns about CapMetro Rapid implementation as a part of the Proposed Spring 2025 Service Changes. **Kelsey Lammy** and **Peter Breton** explain the implementation plan in more detail and say they will follow up.

Proposed FY2025 Budget

Emmanuel Toutin, Director of Budget and Financial Planning

Emmanuel Toutin overviews the proposed FY2025 budget, including the budget development calendar, an operating budget summary, capital budget highlights, and next steps for approval.

H1 2024 Complaint Statistics

Brian Alejandro, Director of Customer Care

Brian Alejandro updates the committee on Customer Care staffing levels, performance, and customer complaint statistics.

David Foster asks how CapMetro's customer complaint statistics compare to similar transit agencies. **Brian Alejandro** says that there isn't easily accessible data to compare to, but he can reach out to other agencies to investigate.

Meeting ended at 6:52 PM