

**Customer Satisfaction Advisory Committee**  
**Wednesday, May 8, 2019**  
**North Ops 9315 McNeil Rd, Austin, Texas 78758**  
**6:00 p.m. – 7:10 p.m.**

**Call to Order:**

*Chairman David Foster, Customer Satisfaction Advisory Committee*

Chairman Foster called the meeting to order at 6:05 p.m.

**Introductions:**

Committee members present were Elizabeth Stehl, Ephraim Taylor, David Foster, BJ Taylor, David Shapiro.

Capital Metro staff present were Dottie Watkins, Yannis Banks.

Others present were Ruven Brooks, Allen Demling, Stuart Spates.

**Citizens' Communication**

*Members of the public*

Allen Demling – CapMetro Bike shelters use an RFID card. Would like to see a two week notification about membership expiring. Has been coming for the past 4 years about it but nothing has happened or has been done. Dottie – We will find out who to contact about this.

**OCC Tour**

*Dottie Watkins, VP Operations and Maintenance Oversight*

See Attached Powerpoint

**Project Connect Update**

*Yannis Banks Community Engagement Coordinator*

- Blue Line Open House May 20<sup>th</sup> from 3-7 pm

**May Meeting**

- **Possible June Meeting topics**
  - **Fleet Purchases**
  - **2019 Fiscal Budget**
  - **Autonomous vehicles. – Ask Dave Couch who is good for this.**
    - **Presentation on how they theoretically work**

**Approval of May 2019 Minutes**

- **Fix the Date, Wrong Address. Clarify Dave Couch**

**BJ move minutes accepted**

**Ephriam 2<sup>nd</sup>**

**David abstain from voting**

**Adjourn 7:37**