

Capital Metropolitan Transportation Authority

Customer Satisfaction Advisory Committee (CSAC)

Wednesday, June 11, 2026

6:00 PM

Virtual Presentation

CapMetro Employees: Laurelle Bednar, Elisabeth Berman, Peter Breton, Licelda Briones, Sylvia Butanda, Olivia Jones, Brandi White, Patricia Williams.

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

Guests: Ruven Brooks, Alex Fairbanks, Pedro Hernandez Jr.

Meeting called to order at 6:01 PM

Welcome / Introductions / Call to Order

Chair Foster

Approval of the June 2026 minutes - Arlo Brandt / 2nd by Diana Wheeler – passes unanimously.

Public Communications

Dominic DeNiro, Peter Breton, Ruven Brooks, David Foster, Betsy Greenberg, Olivia Jones, Benjamin Lombardo, Fangda, Lu, B.J. Taylor provided public communication.

Staff Updates

Community Engagement

Participated in Discussion / Q&A:

Accessibility Trainings for Operators

Laurelle Bednar, Demand Response Instructor Louise Friedlander, Accessible Transportation Specialist Olivia Jones, Director of Operations Control Center and Training

Participated in Discussion / Q&A:

Peter Breton, David Foster, Pedro Hernandez Jr, Benjamin Lombardo, and B.J. Taylor.

Meeting adjourned at 7:24 PM