

Capital Metropolitan Transportation Authority

Customer Satisfaction Advisory Committee

Wednesday, May 14, 2025

6:00 PM

Virtual Presentation

CapMetro Employees: Peter Breton, Kaity Cromwell, Ariel Marlowe, Kelsey Lammy, Pat Vidaurri, Marcella Wood.

Committee Members: Arlo Brandt, David Foster, Betsy Greenberg, Fangda Lu, Ephraim Taylor, Diana Wheeler.

Guests: Ruven Brooks, Pedro Hernandez, Jr.

Meeting called to order at 6:02 PM

Welcome / Introductions / Call to Order

Chair Foster

Approval of the April minutes – Arlo Brandt / 2nd by Betsy Greenberg – passes unanimously.

Public Communications

Betsy Greenberg and Peter Breton provided public communication.

Transit Plan 2035 Update

Kaity Cromwell, Planner, Regional Transit and Mobility

Participated in Discussion / Q&A:

Ruven Brooks, Kaity Cromwell

Strategic Plan 2030

Patricia Vidaurri, Director, Performance and Strategic Initiatives

Participated in Discussion / Q&A:

Meeting adjourned at 6:43 PM