

**Capital Metropolitan Transportation Authority**

**Customer Satisfaction Advisory Committee (CSAC)**

**Wednesday, May 13, 2026**

**6:00 PM**

***Virtual Presentation***

**CapMetro Employees:** Peter Breton, Licelda Briones, Sylvia Butanda, Cynthia Lucas, Patricia Williams.

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

**Guests:** Ruven Brooks, Lisa “Lanai” Cordero, Pedro Hernandez Jr.

***Meeting called to order at 6:00 PM***

**Welcome / Introductions / Call to Order**

*Chair Foster*

**Approval of the April 2026 minutes - Betsy Greenberg / 2<sup>nd</sup> by Arlo Brandt – passes unanimously.**

**Public Communications**

**Peter Breton, Ruven Brooks, David Foster, Betsy Greenberg, and Fangda Lu** provided public communications.

**Customer Experience Plan**

*Cynthia Lucas, Director of Marketing*

Participated in Discussion / Q&A:

**Peter Breton, Ruven Brooks, Dominic DeNiro, David Foster, Betsy Greenberg, and B.J. Taylor.**

***Meeting adjourned at 7:01 PM***