

**Capital Metropolitan Transportation Authority**

**Customer Satisfaction Advisory Committee (CSAC)**

**Wednesday, November 8, 2023**

**6:00 PM**

***Virtual Presentation***

**CapMetro Employees:** Brian Alejandro, Peter Breton, Edna Parra.

**Committee Members:** Arlo Brandt, David Foster, Betsy Greenberg, Ryan Johnson, David Shapiro, Ephraim Taylor, Diana Wheeler.

***Meeting called to order at 6:06 PM***

**Welcome / Introductions / Call to Order**

*Chair Taylor*

**Approval of the minutes** – Diana Wheeler / 2nd Arlo Brandt – 4 yeas, 1 abstention, passes with majority.

**Public Communications**

**Betsy Greenberg** shares comments from a community member regarding ATP's upcoming User Experience Workshops. **Peter Breton** says he will follow up with the community member and connect them with the appropriate ATP staff.

**David Foster** shares his concerns regarding outdated route information at a CapMetro facility, Project Connect information on a bus, and his observations around the lighting for the original 2014 CapMetro Rapid stations. CapMetro Staff say they will follow up on his concerns with the appropriate individuals.

**2024 Work Plan**

*Committee Discussion*

The Committee and CapMetro Staff discuss upcoming initiatives and topics to include in 2024 agenda items.

***Meeting adjourned at 7:28 PM***