

Capital Metropolitan Transportation Authority
Customer Satisfaction Advisory Committee (CSAC)
Wednesday, November 12, 2025
6:00PM
IN-PERSON/HYBRID

CapMetro Employees: Brian Alejandro, Peter Breton, Licelda Briones, Patricia Williams, Marcella Wood.

Committee Members: Arlo Brandt, Dominic DeNiro, David Foster, Benjamin Lombardo, Fanda Lu, Bettye Taylor, Diane Wheeler.

Guests: Ruven Brooks, Pedro Hernandez Jr.

Meeting called to order at 6:00 PM

Welcome / Introductions / Call to Order
Chair Foster

Approval of the October 2025 minutes - Fangda Lu / 2nd by Diana Wheeler – passes unanimously.

Public Communications

Arlo Brandt, Peter Breton, Licelda Briones, Ruven Brooks, David Foster, Benjamin Lombardo, Fangda Lu, and Marcella Wood provided public communications.

Staff Updates
Community Engagement

Work Planning Session
Facilitated by Staff Liaison

The Committee Members and CapMetro Staff discuss ways to improve committee experience as well as topics to include in 2026 agenda items.

Meeting adjourned at 7:31 PM