

Capital Metropolitan Transportation Authority

Customer Satisfaction Advisory Committee (CSAC)

Wednesday, October 11, 2023

6:00 PM

Virtual Presentation

CapMetro Employees: Nadia Barrera-Ramirez, Peter Breton, Lawrence Deeter, Edna Parra, Marcella Wood.

Committee Members: Betsy Greenberg, David Shapiro, BJ Taylor, Ephraim Taylor, Diana Wheeler.

Guests: Ruven Brooks.

Meeting called to order at 6:06 PM

Welcome / Introductions / Call to Order

Chair Taylor

Public Communications

HKS, UNStudio, and Gehl (HUG) Update from ATP

Peter Mullan, EVP of Architecture & Urban Design at ATP

Yannis Banks, Community Engagement Manager at ATP

Peter Mullan overviews the process for architecture and design for the light rail project being undertaken by Austin Transit Partnership.

Betsy Greenberg asks if ATP is starting over their design work, and **Peter Mullan** explains that they're not starting over, but there have been changes, and ATP is building upon current plans and working to create more detail.

FY2024 Strategic Plan

Nina Loehr; Program Manager, Executive Staff

Nina Loehr overviews the FY2024 Strategic Plan.

Ephraim Taylor asks about the recent Keolis contract, and how CapMetro aims to handle concerns around Keolis as a service provider considering certain strategic plan goals and objectives. **Nina Loehr** explains that CapMetro is working internally with senior leadership on the strategic plan priorities, which may help answer the question, and those will be shared in an update in the coming week or two.

Approval of the minutes – Betsy Greenberg / 2nd Diana Wheeler – 3 yeas, 2 abstentions, passes with majority.

Meeting adjourned at 6:44 PM