

**Capital Metropolitan Transportation Authority**  
**Customer Satisfaction Advisory Committee (CSAC)**  
**Wednesday, May 10, 2023**  
**6:00 PM**

**CapMetro Employees:** Brian Alejandro, Jeremy Benoit, Peter Breton, Edna Parra, Brian Robinson, Marcella Wood.

**Committee Members:** Arlo Brandt, David Foster, Fangda Lu, Ephraim Taylor.

**Guests:** Ruven Brooks.

**Meeting called to order at 6:10 PM**

**Welcome / Introductions / Call to Order**

*Chair Taylor*

**Public Communications**

**David Foster** invites the committee members and CapMetro Staff to “Political Pedal”, an event on Friday, May 19, 2023, at 5:00 pm, starting from City Hall. Many politicians will be invited, and since the day is Bike to Work Day, they expect good turnout.

**David Foster** explains that storing bikes when riding the Red Line is difficult due to having to lift the bikes up, and hopes to see an improvement in the storage process.

**Enda Parra** says that CapMetro will share the feedback with ATP to help inform their light rail vehicle design.

**Public Safety Ambassadors – Hiring and General Program Update**

*Brian Robinson, Public Safety Supervisor*

**Brian Robinson** overviews the public safety ambassador program, including hiring updates, data collected about their work, and the scope of their duties.

**David Foster** asks what the procedure is regarding vagrancy at bus stops. **Brian Robinson** says that the Public Safety Dispatch will assess the level of the call, and will send out the appropriate staff, whether that’s a Public Safety Ambassador, Bus Inspector, or Road Supervisor (usually in pairs).

**Transit Police Update**

*Jeremy Benoit, Captain*

**Jeremy Benoit** overviews new developments for the Transit Police Department formation, including facilities projects, policies and procedures discussions, and future hiring.

**Ephraim Taylor** asks what the vision is for the CapMetro Police Department Website, such as informational, feedback oriented, or transparency focused. **Jeremy Benoit** explains that CapMetro has obtained consulting services from Sherry Matthews, a firm which will help inform what is on the website.

**Complaint Statistics Update**

*Brian Alejandro, Director of Customer Care*

**Brian Alejandro** introduces the Customer Care Staff and overviews the customer care statistics for the year to date.

**David Foster** asks if we're looking at peer agencies regarding our processes and statistics for certain issues over others, and **Brian Alejandro** explains that he plans to reach out to other agencies to learn more from them.

**David Foster** asks about formal and informal outreach to other agencies to learn from their processes. **Marcella Wood** explains that before the COVID-19 pandemic, there was a convention that staff attended, but there was also some staff outreach to peer agencies regularly.

**Approval of the minutes** – Quorum not met, approval by email.

***Meeting adjourned at 6:58 PM***