

## **Capital Metropolitan Transportation Authority**

### **Joint Access & Customer Satisfaction Advisory Committee (CSAC) Meeting**

**Wednesday, January 10, 2024**

**6:00 PM**

#### ***Virtual Presentation***

Microsoft Teams meeting

**Join on your computer or mobile app**

[Click here to join the meeting](#)

**Or call in (audio only)**

[+1 512-910-8291,,813624718#](#) United States, Austin

Phone Conference ID: 813 624 718#

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#### **Welcome / Introductions / Call to Order**

*Chairs Paul Hunt (Access) & Ephraim Taylor (Customer Satisfaction)*

#### **Public Communications**

##### **Staff Updates**

*Edna Parra, Manager of Community Engagement and Involvement*

##### **2023 Demand Response Metrics**

*Chris Mojica, Director of Demand Response Operations & Contract Oversight*

##### **2023 Complaint Statistics**

*Brian Alejandro, Director of Customer Care*

##### **2024 Public Safety Engagement**

*Edna Parra, Manager of Community Engagement and Involvement*

##### **CSAC Officer Elections**

*Facilitated by Staff Liaison*