

**Capital Metropolitan Transportation Authority**  
**Customer Satisfaction Advisory Committee (CSAC) Bylaws**

**I. RESPONSIBILITIES**

The Customer Satisfaction Advisory Committee (CSAC) shall serve as an advisory body to the Capital Metropolitan Transportation Authority Board of Directors, as outlined in the Transportation Code, Subtitle K. “Mass Transportation”, Section § 451.109 “Advisory Committee.” The Committee shall review, study, and make recommendations to the Capital Metro Board of Directors. The Committee shall receive and study member and citizen comments and suggestions in all areas of Capital Metro operations, including but not limited to route planning, facility design and operation, customer service, marketing, budgeting, purchasing, and special projects.

**II. SUPREMACY**

CSAC shall be governed first by any CMTA board policies and then by these Bylaws and thereafter by any other CSAC rules, regulations, and procedures. Whenever a procedure is not in conflict with any of these, the latest edition of Robert's Rules of Order, Newly Revised, may be used.

**III. MEMBERSHIP**

- A. Membership of CSAC shall be twelve (12) to eighteen (18) individuals who are primarily transit users and who are appointed by the CMTA board of directors. Vacancies shall be filled as they occur.
- B. Each member shall be appointed to serve for a two-year term and may be re-appointed to serve for two consecutive terms. A member may thereafter be re-appointed to CSAC after an absence of one year.

**IV. OFFICERS**

The officers of the Committee shall consist of a Chairperson, a Vice-Chairperson, and a Secretary, and such officers as the Committee may deem necessary to elect from time-to-time.

A. Elections

- 1. Officers must be voting members of the Committee. Officers shall be elected at the first meeting in October, following appointments by the Board of Directors, and shall take office immediately following the election.
- 2. For the election of all officers, a majority vote of the Committee members is required. Any officer may be re-elected so long as term limits will not be violated. In the event a vacancy occurs, for any reason in the office of Chairperson, the Vice-Chairperson shall assume the office of Chairperson, and the members shall, at the next regular meeting, conduct an election to fill the unexpired portion of the Vice-Chairperson’s term. In the event a vacancy occurs, for any reason in the office of Secretary, the members shall, at the next regular meeting, conduct an election to fill the unexpired term of the Secretary’s term.

3. Any officer may be removed from their office with a 2/3 majority vote from the quorum. A termination vote may be placed on the agenda by any voting member of the Committee with at least seven (7) days notice to the members of the Committee prior to a Committee session. The notice must include the preface that the vote will be conducted as a VOTE OF REMOVAL. If submitted the VOTE OF REMOVAL will be placed as an addendum to the initial published agenda and will be considered as the first item on the agenda. No VOTE OF REMOVAL is required for voluntary resignations or if membership is terminated, as outlined in Section III. B.

**B. Duties of the Chairperson and Vice-Chairperson**

1. The Chairperson shall preside at all meetings and arrange the agenda. In his/her absence, the Vice-Chairperson shall preside and shall assume all other duties as required.
2. The Chairperson, or designee, shall represent the Committee as required by ordinance. Any “designee” must be another voting Committee Member.

**C. Representatives of the Committee**

As appropriate, the Chairperson shall appoint a member(s) to provide liaison between the Customer Satisfaction Advisory Committee and other City or Community Boards, Commissions, Committees or special committees.

Minutes of the meetings must be submitted to the Chairperson for posting to the entire Committee at least three (3) days before the next regular session, or along with the regular session items, whichever comes first.

**D. Committees**

1. As appropriate, the Chairperson shall appoint standing committees or special subcommittees or task forces to address specific issues and make a report to the full Committee.
2. Notice and agenda of special subcommittees must be submitted to the entire Committee within three (3) days of said meeting and no protest is filed by four members within two (2) days of said meeting. If four members protest, the chairman will conduct reasonable measures to satisfy the parties involved. The chairman will have ultimate authority to proceed with a special committee.
3. Minutes of said meeting must be submitted to the entire Committee within thirty (30) days of the meeting, or along with the regular session items.

**V. MEETINGS**

**A. Scheduling of Meetings**

The Committee shall meet on the first Tuesday of each month, unless otherwise directed by the Chairperson. In addition, special meetings shall be held in response to a call by the Chairperson or in response to written requests by a simple majority of the Committee. Dates, times, and places shall be scheduled by the Chairperson, who

must take reasonable action if meeting is to be held in protest and by request of the simple majority. All meetings, except those sessions exempted by the Open Meetings Act, shall be open to the public.

B. Attendance

1. Any member who misses three (3) consecutive regular meetings or misses one-third (1/3) of all regular meetings in a twelve (12) month period, except for health reasons or military obligations, in both instances, shall be ineligible to continue serving on the Committee and his/her vacancy shall be filled by the Capital Metro Board of Directors.
2. Attendance records shall be kept by the Chairperson, or his/her said designate, and shall report to the Board of Directors whenever the need for a new appointment occurs.

C. Agendas

1. The Chairperson and Capital Metro Staff, shall have prepared and submitted to each member of the Committee at least five (5) days prior to each meeting, an official agenda, outlining items which will be considered by the Committee.
2. Any Committee member or citizen may submit an item to be considered for placement on the agenda, but the Chairperson or Vice-Chairperson or his/her designate and Capital Metro Staff has the authority to place items on the agenda. Members of the Committee may overrule the Chairperson or Vice-Chairperson and place an item on the agenda by conducting an OVERRULE VOTE.
3. The Chairperson shall prioritize the agenda. The Chairperson and Capital Metro Staff may delay items on the agenda due to time constraints, preparation, or other. Any delayed items may be carried over to the agenda of future meetings.
4. The OVERRULE VOTE may be placed on the agenda by any member of the Committee with at least three (3) days notice to the members of the Committee prior to a Committee session. The notice must state the specific issue in question and provide all relevant information about the item so that the item may proceed on the agenda in case the overrule is successful. The notice must also include the preface that the vote will be conducted as an OVERRULE VOTE. If submitted the OVERRULE VOTE will be placed as an addendum to the initial published agenda and will be considered as the first item on the agenda. A simple majority affirmative vote is required from the quorum for the agenda change to pass. If the item passes then the agenda item in question will be added to the agenda for immediate consideration, or may be delayed for preparation, depending on the decision of the sponsoring member. If the item fails then the issue may not be considered again for one year, unless the Chairperson or Vice-Chairperson adds such issue to the agenda.

D. Public Notices

Notices advising the public of the date, time, location, and substance of business to be undertaken, shall be publicly posted not less than three (3) days in advance of a

meeting in order to adhere to the spirit and requirement of the Open Meetings Act or policies established by the Board of Directors. Posting can take the form of electronic mail to a quorum of members of the Committee, or mail, or posted on a website dedicated to the purposes of Capital Metro or the Committee.

E. Quorum

A majority of Committee members shall constitute a quorum.

F. Rules of Order

The Committee shall observe Robert's Rules of Order Revised, except as otherwise provided by Committee Policies and Bylaws.

G. Minutes

"Official Minutes" are those which Capital Metro Staff prepares and the Committee approves at a regular or special meeting, and are affixed with the original signatures of the Chairperson and the Secretary and a member of the Capital Metro Staff. Drafts of the minutes shall be posted for review, comments, and corrections prior to approval by the Committee. Official minutes, as well as appropriate tape recordings, shall be filed and kept in the Capital Metro offices and may be accessible by anyone with proper notice and coordination.

H. Joint Meetings

The Committee with the consent of Capital Metro Staff may consider holding joint meetings with other Community Boards, Commissions, and Committees when:

1. A common interest is expressed and is approved by the Chairman or Vice-Chairman and Capital Metro Staff; or
2. Costs involved for staff or consultant presentations are high and may be reduced by a joint meeting; or
3. Time restraints are critical; or
3. For any unusual reason the Committee and Capital Metro Staff may deem necessary; and
5. Notice and agenda is submitted to the entire Committee within five (5) days of said meeting and no protest is filed by four (4) members within three (3) days of said meeting. Final decision is made by the Chairman and Capital Metro Staff; and
5. Minutes of said meeting must be submitted to the entire Committee within thirty (30) days of the meeting, or along with the regular session items.

**VI. ADMINISTRATIVE SUPPORT**

Administrative support for the Customer Satisfaction Advisory Committee shall be provided by the Capital Metro Staff. This support shall include, but not be limited to the following:

- A. Being administratively responsible with Chairman or official designate for the establishment of meeting dates, times, and locations;

- B. Being custodian of all files, records, and materials for the Committee;
- C. Coordinating the submission of all transportation-related items from various departments for the Committee's consideration;
- D. Furnishing support data for all agenda items;
- E. Posting relevant Committee information including member listing, agendas, meeting times and places, and minutes on the Capital Metro website; and
- F. Assisting the Committee in the performance of their duties and responsibilities; and
- G. Representing the Committee as requested by the Committee.

**VII. POLICIES**

Specific policies for the Customer Satisfaction Advisory Committee may be adopted or amended under the following conditions:

- A. Each member of the Committee shall be furnished a copy of a proposed new policy or a proposed amendment in the official agenda for the meetings at which it is to be considered.
- B. An affirmative vote of a simple majority of the Committee shall be required for the adoption of a new policy or policy amendment.
- C. New or amended policies shall be effective on the date of adoption unless otherwise specified.

**VIII. REVISION OF BYLAWS**

A revision of the Bylaws may be made by approval of 2/3 majority of the full Committee.

These Bylaws become effective upon acceptance by the Committee by a 2/3 majority vote.

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