

Capital Metropolitan Transportation Authority

Customer Satisfaction Advisory Committee (CSAC)

Wednesday, Maay 8, 2024

6:00 PM

Virtual Presentation

Microsoft Teams meeting

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

Phone Conference ID: 813 624 718#

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Welcome / Introductions / Call to Order

Chair Taylor

Approval of the minutes

Public Communications

Transit Plan 2035

Penelope Ackling, Community Engagement Coordinator

Public Safety Engagement Update

Edna Parra, Community Engagement and Involvement Manager

Peter Breton, Community Engagement Coordinator

Community Intervention Specialist Program Update

Holly Winge, Community Intervention Specialist II

Public Safety Ambassador Program Update

Kevin Manley, Public Safety Supervisor