

Capital Metropolitan Transportation Authority

Customer Satisfaction Advisory Committee (CSAC)

Wednesday, November 13, 2024

6:00 PM

Hybrid Presentation

CapMetro Employees: Peter Breton, Kelsey Lammy, Ariel Marlowe, Marcella Wood.

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

Guests: Scott Johnson.

Meeting Quorum Not Met; Standing items were tabled, and the meeting started at 6:05 PM.

Public Communications

Scott Johnson shares his concerns with gambling advertising wraps on CapMetro buses. **Peter Breton** shares the information he provided to Mr. Johnson previously, and **Committee Members** request additional information regarding CapMetro's advertising policies and gambling ads.

Arlo Brandt asks about the vacant CSAC member slots, and **Peter Breton** outlines the CSAC member recruitment process.

Work Planning Session

Facilitated by Staff Liaison

The Committee Members and CapMetro Staff discuss ways to improve committee experience as well as topics to include in 2025 agenda items.

Meeting ended at 7:20 PM