

**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***