

## Legislation Details (With Text)

**File #:** AI-2021-177

**Type:** Resolution **Status:** Passed

**File created:** 8/17/2021 **In control:** Board of Directors

**On agenda:** 8/30/2021 **Final action:** 8/30/2021

**Title:** Approval of a resolution appointing Michael Mena to the Customer Satisfaction Advisory Committee.

**Sponsors:**

**Indexes:**

**Code sections:**

**Attachments:**

Date	Ver.	Action By	Action	Result
8/30/2021	1	Board of Directors	adopted	Pass

**SUBJECT:**

Approval of a resolution appointing Michael Mena to the Customer Satisfaction Advisory Committee.

**FISCAL IMPACT:**

This action has no fiscal impact.

**STRATEGIC PLAN:****Strategic Goal Alignment:**

- ☐ 1. Internal/External Customer Service Excellence ☒ 2. Stakeholder Engagement ☐ 5. Agency  
☐ 3. Financial and Environmental Sustainability ☒ 4. Staff Development  
Growth Management

**Strategic Objectives:**

- ☐ 1.1 Safety & Risk ☐ 1.2 Continuous improvement ☐ 1.3 Dynamic Change  
☐ 1.4 Culture of Innovation ☐ 2.1 Be an Employer of Choice ☒ 2.2 Organization Development  
☐ 2.3 Organization Culture ☐ 3.1 Resource optimization ☐ 3.2 Safety Culture  
☐ 3.3 Environmental Leadership ☐ 4.1 Educate & Call to Action ☒ 4.2 Build Partnerships  
☐ 4.3 Value of Transit ☐ 4.4 Project Connect

**EXPLANATION OF STRATEGIC ALIGNMENT:** The Customer Satisfaction Advisory Committee (CSAC) provides valuable insight and recommendations to the Board of Directors to assist in making riding Capital Metro services safe, reliable, and accessible.

**BUSINESS CASE:** Does not apply.

**COMMITTEE RECOMMENDATION:** This item will be presented to the full board on August 30, 2021.

**EXECUTIVE SUMMARY:** Pursuant to Section 451.107, Texas Transportation Code, and the Capital Metro Board of Directors Bylaws, the Board of Directors established the Customer Satisfaction Advisory Committee as part of a comprehensive community involvement strategy to provide input to the Board of Directors on decisions that affect the Authority.

Based on a recommendation from the Capital Metro President/CEO each member of the Board of Directors appoints one member of the committee with the exception of the Chair who appoints two members. At this time, Board Member Mitchell recommends Michael Mena as his appointee to fill a vacant position on CSAC.

**DBE/SBE PARTICIPATION:** Does not apply.

**PROCUREMENT:** Does not apply.

**RESPONSIBLE DEPARTMENT:** Community Engagement

**RESOLUTION  
OF THE  
CAPITAL METROPOLITAN TRANSPORTATION AUTHORITY  
BOARD OF DIRECTORS**

**STATE OF TEXAS  
COUNTY OF TRAVIS**

**AI-2021-177**

WHEREAS, the Capital Metropolitan Transportation Authority Board of Directors and Capital Metro are committed to successful and meaningful public involvement; and

WHEREAS, the Capital Metropolitan Transportation Authority board of directors and Capital Metro seek informed consent from the public by providing equitable access to decision making and offering opportunities to provide input from a representative set of the population that reflects the interests of the community when transportation decisions are made; and

WHEREAS, there exists a need to fill a vacant position on the Customer Satisfaction Advisory Committee (CSAC).

NOW, THEREFORE, BE IT RESOLVED by the Capital Metropolitan Transportation Authority Board of Directors that Michael Mena is named to CSAC to serve a term concurrent with the term of Board Member Terry Mitchell.

**Date:** \_\_\_\_\_

\_\_\_\_\_  
**Secretary of the Board  
Eric Stratton**