

## AGENDA

### MDOT MTA Citizens Advisory Committee (CAC) Meeting

*February 20, 2024 1:00 p.m. – 2:00 p.m.*

**Call in number: 667-262-2962**

**Conference ID#: 646 524 426**

Facilitator: *Aaron Campbell*

Chair: ***Ben Groff***

Co-Chair: ***vacant***

Secretary: ***vacant***

**Meeting Protocol:**

- Chair will call roll of members to establish a quorum
- Meeting participants will identify themselves when they are speaking as well as identify anyone who is present with them during the call
- Members of the general public (non-committee members) are asked to hold their questions/comments until the Chair opens the floor for general remarks
- All meeting participants will keep phones and mics muted when not speaking

1:00 p.m.	Meeting Called to Order
1:00 p.m. – 1:05 p.m.	Welcome and Introductions
1:05 p.m. – 1:15 p.m.	<b>2024 Legislative Session Update</b> – Melissa Einhorn, <i>Director, Office of Governmental Relations</i>
1:15 p.m. – 1:30 p.m.	<b>Customer Experience Dashboard Presentation</b> – Michael Helta, <i>Chief Customer Experience Officer &amp; Roxana Beyranvand, Director of Rider Experience</i>
1:30 p.m. – 1:45 p.m.	Q&A
1:45 p.m. – 2:00 p.m.	Updates from Facilitator & Chair
2:00p.m.	Meeting Adjourned

**Next Meeting: Tuesday, March 19**