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**Congress of the United States**  
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May 10, 2024

The Honorable Tom Cole  
Chairman  
Committee on Appropriations,  
U.S. House of Representatives  
Washington, D.C. 20515

The Honorable Rosa DeLauro  
Ranking Member  
Committee on Appropriations,  
U.S. House of Representatives  
Washington, D.C. 20515

Dear Chairman Cole and Ranking Member DeLauro:

I am requesting funding for the VIA Customer Contact Center project in fiscal year 2025. The entity to receive funding for this project is VIA Metropolitan Transit Authority, located at 123 N. Medina St., San Antonio, Texas 78207. The proposed project is located at 800 W. Myrtle Street San Antonio Texas 78212 and 4902 Fredericksburg Rd San Antonio Texas 78229.

The funding would be used to acquire and integrate two call center systems into one and provide centralized training and workflow for a more seamless service delivery with the goal of increased customer satisfaction and improved operational cost efficiencies. The project is an appropriate use of taxpayer funds because a majority of VIA's ridership are transit-dependent, low-income and either reside or work in the Texas 20<sup>th</sup> Congressional district and need safe, reliable transportation. The introduction of optimal contact center technology will allow VIA to introduce a transformative solution for integrating and enhancing both contact center operations, ensuring seamless service delivery, heightened customer satisfaction, and improved operational cost efficiencies.

The project has a Federal nexus because the funding provided is for purposes authorized by chapter 53 of title 49 of the United States Code.

I certify that I have no financial interest in this project, and neither does anyone in my immediate family.

Sincerely,



Joaquin Castro  
Member of Congress