



AAC

Accessibility Advisory Committee

600 Fifth Street NW
Washington, DC 20001
202-962-6060

**Bus/Rail Subcommittee Meeting
Monday, January 14, 2013
4:00 p.m. to 6:00 p.m.**

Agenda

- 4:00 p.m. Call to Order and Introductions
Susan Holland, Chair
- 4:05 p.m. Public Comment Period
- 4:15 p.m. Review and Approval of Agenda and Prior Meeting
Minutes
- 4:25 p.m. Customer Guide Rollout Plan and Formats
Christiaan Blake, Acting Director, ADA Policy and
Planning
- 5:00 p.m. Customer Service Process for Staff Recognition
Brett Tyler, Director, Customer Support Services
- 5:35 p.m. Work Plan
- 6:00 p.m. Adjournment