



AAC

Accessibility Advisory Committee

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

AGENDA
Bus/Rail Subcommittee
Tuesday, October 11, 2011
4:00 p.m. to 6:00 p.m.

- 4:00 p.m. Call to Order – Susan Holland, Chair
- 4:05 p.m. Public Comment Period
- 4:10 p.m. Review of Agenda, Minutes
Approval of September 12, 2011 minutes
- 4:15 p.m. Expectations for Response to Customer Feedback
Ann Carey, Director, District II, Metrobus
Leroy Jones, Director, District I, Metrobus
Paul Bumbry, Superintendent, Metrorail
Brett Tyler, Director, Office of Customer Service
Lendy Castillo, Manager of Customer Relations
- 5:25 p.m. Travel Training Report (G. Millis)
- 5:45 p.m. Consumer Guide to Bus and Rail (G. Millis)
- 5:55 p.m. New Business
- 6:00 p.m. Adjourn