



## Accessibility Advisory Committee

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

### AGENDA Bus/Rail Subcommittee

**Monday, September 12, 2011  
4:00 p.m. to 6:00 p.m.**

- 4:00 p.m. Call to Order – Debbie Brown, Vice-Chair
- 4:05 p.m. Public Comment Period
- 4:10 p.m. Review of Agenda, Minutes  
Approval of June 28, 2011 minutes  
Approval of August 8, 2011 minutes
- 4:15 p.m. Status of Action Items from Aug 8, 2011 Meeting
- 4:20 p.m. RAIL Report on PIDS information provided on  
service interruptions  
Hercules Ballard, Managing Director Metrorail  
Transportation
- 4:40 p.m. RAIL Report on Skip Stop announcements,  
Hercules Ballard, Managing Director Metrorail  
Transportation
- 5:00 p.m. Customer Services Report on Metro's Customer  
Complaint Process,  
Brett Tyler, Director of Customer Service
- 5:50 p.m. New Business
- 6:00 p.m. Adjourn

*Date of Next Subcommittee Meeting:*  
**Tuesday, October 11, 2011**