



AAC

Accessibility Advisory Committee

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

AGENDA
MetroAccess Subcommittee

Monday, April 15, 2019, 4:00 - 6:00 p.m.

Please silence your mobile devices.

The audio of this meeting is being recorded and is made part of the public record.

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| 4:00 p.m. | Call to Order |
| 4:05 p.m. | Review of Agenda & Minutes from Prior Meeting |
| 4:10 p.m. | Customer Service & Outreach Reports |
| 4:15 p.m. | Michael Wilson Award and Rush Award |
| 4:20 p.m. | MetroAccess Customer Guide Update
Allison Anderson |
| 4:55 p.m. | MetroAccess Refunds: Taxi/Alternate Rides
Committee Discussion |
| 5:15 p.m. | MetroAccess Trip Time: Customer Education Process
Committee Discussion |
| 5:30 p.m. | Public Comment Period |
| 6:00 p.m. | Adjourn |

Date of Next Subcommittee Meeting:
May 20, 2019