

**WMATA Rider's Advisory Council – Customer Service Committee**

**AGENDA – April 13, 2017, 6:00PM**

**Call-in #: 1-855-235-1265**

**Passcode: 270578**

- 1.** Review work plan ideas and priorities
- 2.** Discuss immediate informational requests and action steps for priorities
- 3.** Review and finalize summary of customer call center visit and outstanding questions
- 4.** Discuss and finalize questions for Lynn Bowersox for May RAC meeting
- 5.** New business