



CUSTOMER DEVELOPMENT COMMITTEE MEETING

Metropolitan Atlanta Rapid Transit Authority

Monday, January 31, 2011

10:00 a.m.



Agenda

1. Approval of the November 22, 2010 Customer Development Committee Meeting Minutes
2. Briefing – Public Hearing Results for the April 23, 2011 Mark-Up – **Rhonda Briggins-Ridley, Sr. Director, External Affairs**
3. Briefing – Legislative, HB277 and Referendum Campaign Update – **Rhonda Briggins-Ridley, Sr. Director, External Affairs**
4. Briefing – Customer Service KPIs Update – **Donna DeJesus, Manager, Customer Care Center**
5. Other Matters
 - a. Special Events Calendar – **Ryland N. McClendon, AGM, Communications and External Affairs**
 - b. Customer Development Committee – 12 Month Look-Ahead