



PLANNING & EXTERNAL RELATIONS COMMITTEE MEETING

Metropolitan Atlanta Rapid Transit Authority

December 4, 2014

10:30 a.m.



Consent Agenda

1. Approval of the November 6, 2014 Planning & External Relations Committee Meeting Minutes

Individual Agenda

1. Briefing – 2014 Review of Customer Complaints – **Ed Bishop, Supervisor, Customer Service**
2. Briefing – FY15 Quality of Service Survey – 1st Quarter Report – **Robin Salter, Sr. Performance Analyst**
3. Briefing – The Office of Architecture and Design – **Connie Krisak, Director, Architectural Design**
4. Other Matters