



CUSTOMER DEVELOPMENT COMMITTEE MEETING

Metropolitan Atlanta Rapid Transit Authority

Monday, May 16, 2011

11:00 a.m.



Agenda

1. Approval of the April 18, 2011 Customer Development Committee Meeting Minutes
2. Briefing – 2010 Quality of Service Report – **Carol Smith, Director, Research & Analysis**
3. Briefing – 2010 Transportation Investment Act (TIA) and Referendum Campaign Update – **Scott Haggard, Director, Government and Constituent Relations**
4. Briefing – Safety Campaign – **Jennifer Jinadu-Wright, Director, Marketing and Sales AND Roosevelt Stripling, Manager, Customer Services**
5. Briefing – Customer Service KPIs Update – **Donna DeJesus, Manager, Customer Care Center**
6. Other Matters
 - a. Special Events Calendar – **Ryland N. McClendon, AGM, Communications and External Affairs**
 - b. Customer Development Committee – Look-Ahead