



**BUSINESS MANAGEMENT COMMITTEE MEETING**

Metropolitan Atlanta Rapid Transit Authority

Thursday, July 28, 2011

10:00 a.m.



**AGENDA:**

1. Approval of the June 27, 2011 Business Management Committee Meeting Minutes
2. Briefing – Financial Highlights/KPIs (May YTD) – **Davis Allen, Assistant General Manager, Finance**
3. Briefing – Customer Service KPI's – **Donna DeJesus, Manager, Customer Care Center**
4. Briefing - All other KPI's
5. Other Matters
  - a) List of Future Resolutions & Presentations
  - b) Ridership Update (May YTD) (Informational only)