

Minutes
Customer Service and Operations Committee
December 6, 2012

The meeting was called to order at 1:35 p.m. by Committee Chair, Mr. Downs. Present were:

Committee Members

Mr. Tom Downs, Chair
Mr. Anthony Giancola
Ms. Kathryn Porter
Mrs. Mary Hynes

Other Members

Mrs. Catherine Hudgins
Mr. James Dyke
Ms. Muriel Bowser
Mr. William Euille
Mr. Mortimer Downey

Approval of Agenda

The agenda was approved as presented.

Approval of Minutes

The October 11, 2012 minutes were approved as presented.

Action Item

A. Approval of Bus Service Adjustments Public Hearing Staff Report

Mrs. Hynes moved as amended, seconded by Mrs. Porter approval of

- The staff report of public comments from Docket B12-03
- Service adjustments in Maryland and Virginia to improve effectiveness, performance and customer satisfaction as detailed in the resolution.

The motion passed unanimously.

Information Items

A. Silver Line Operating Plan

Staff presented a review of the original and revised service plans with a detailed briefing on acceptance conditions and testing milestones that are the critical path to the start of revenue service.

B. Inaugural Service Update

Staff provided a summary of the planning efforts and operating plans for Metrobus, Metrorail and MetroAccess during the Inauguration activities taking place January 19-21, 2013 for as many as 800,000 visitors, as well as, outline Metro's cooperative work with multiple external partners to prepare for the weekend's activities.

C. Customer Satisfaction Survey Results

Staff presented the first quarter results of the new "Voice of the Customer" (VOC) report that Metro has undertaken for bus and rail services. A separate survey was conducted for MetroAccess with the results provided as part of the presentation. A total of 770 rail and bus customers responded to the survey covering customer satisfaction, reliability, safety, cleanliness and customer service.

The meeting was adjourned at 3:20 p.m.