

Minutes
Customer Service and Operations Committee
January 9, 2014

Chair Hudgins called the meeting to order at 10:57 a.m. Present were:

Committee Members

Mrs. Catherine Hudgins, Chair
Mr. Tom Bulger, Vice Chair
Mr. Marcel Acosta
Mrs. Kathryn Porter

Other Members

Mr. Thomas Downs
Ms. Mary Hynes
Mr. Michael Goldman
Mr. Anthony Giancola
Mr. William Euille
Mr. Mortimer Downey
Mrs. Artis Hampshire-Cowan

Approval of Agenda

The agenda was approved as presented.

Approval of Minutes

The December 5, 2013 minutes were approved as presented.

Information Item

A. FY2015 Planned Customer Improvements

Staff provided the Customer Service and Operations Committee a briefing on the customer-facing capital program improvements planned for FY2015, subject to funding.

The meeting was adjourned at 11:27 a.m.