



**Subsequent Agenda
Customer Service and Operations Committee**

April 10, 2014

- I. Information Items**
 - A. NEPP Rollout (R. Troup/C. Kissal)
 - B. Public Outreach and Customer Research (L. Bowersox)

May 08, 2014

- I. Action Item**
 - A. Bus Service Adjustments Request for Public Hearing (J. Requa)

- II. Information Item**
 - A. Vital Signs Quarterly Report (A. Burnside)

June 12, 2014

- I. Action Item**
 - A. Title VI Requirements and Compliance Approval (J. Wynne/D. Coram)

- II. Information Items**
 - A. Report on New Customer Service Outreach Initiatives (L. Bowersox)
 - B. Rail Service Standards Phase II (A. Burnside/R. Troup)