

**Minutes**  
**Customer Service and Operations Committee**  
**March 13, 2014**

Chair Hudgins called the meeting to order at 11:04 a.m. Present were:

**Committee Members**

Mrs. Catherine Hudgins, Chair  
Mr. Tom Bulger, Vice Chair  
Mr. Thomas Downs  
Mr. Mortimer Downy  
Mr. Alvin Nichols  
Mr. James Dyke  
Mr. Anthony Giancola  
Ms. Kathryn Porter

**Other Members**

Mr. Michael Goldman  
Mrs. Mary Hynes

**Approval of Agenda**

The agenda was approved as presented.

**Approval of Minutes**

The March 13, 2014 minutes were approved as presented.

**Information Item**

**A. Improving Accessibility of Regional Bus Stops and Pathways**

Staff provided the Customer Service and Operations Committee a briefing on the approach Metro intends to pursue to improve inaccessible bus stops on a priority basis, recognizing that accessible bus stops decrease the dependence of customers with disabilities on MetroAccess service. Mrs. Hudgins requested that the staff-proposed bus stop accessibility standard be brought back for adoption at a future Customer Service and Operations Committee.

The meeting was adjourned at 11:55 a.m.