



Agenda
Customer Service, Operations and Safety Committee
May 28, 2009
9:00 a.m.

- I. Approval of Agenda**
- II. Approval of Minutes of April 23, 2009**
- III. Operational Performance (G. Francis)**
- IV. Action Items**
 - A. Approval of Retail Services Demonstration Program (N. Bottigheimer)
- V. Information Items**
 - A. Status of Bus Reorganization (M. Victoria)
 - B. Safety Performance Indicators (A. Dupigny-Samuels)
 - C. Update on Mystery Rider Program 3rd Quarter (D. Murray)
- VI. Subsequent Agenda**

Committee Members

Mr. Christopher Zimmerman, Chair
Mr. Michael Brown, Vice Chair
Mr. Jim Graham
Mr. Peter Benjamin
Mrs. Catherine Hudgins
Mr. Neil Albert
Ms. Elizabeth Hewlett
Mr. Gordon Linton
Mr. Jeff McKay
Mr. Anthony Giancola
Mr. Marcell Solomon
Mr. William Euille