

Minutes
Customer Service and Operations Committee
May 9, 2013

Vice Chair Bulger called the meeting to order at 1:57 p.m. Present were:

Committee Members

Mr. Tom Bulger, Vice Chair
Mr. Marcel Acosta
Ms. Kathryn Porter
Mrs. Mary Hynes*

Other Members

Mr. Tom Downs
Mr. Mortimer Downey
Mr. Anthony Giancola

*Designated Jurisdictional Representative

Approval of Agenda

The agenda was approved as presented.

Approval of Minutes

The April 11, 2013 minutes were approved as presented.

Information Items

A. Crystal City Potomac Yard Transitway Service Plan

Staff briefed the Committee on the Crystal City Potomac Yard (CCPY) Transitway project and Metro's role in assisting Alexandria and Arlington with implementation of the new premium transit service.

B. Vital Signs Quarterly Report

Staff presented the Vital Signs Quarterly Report on Metro's performance in key areas of safety, security and service reliability. The briefing summarizes recent quarterly results as compared to last year and highlights actions taken to improve performance.

The meeting was adjourned at 2:40 p.m.