

**Minutes  
Customer Service and Operations Committee  
July 10, 2014**

Chair Hudgins called the meeting to order at 10:03 AM. Present were:

**Committee Members**

Mrs. Catherine Hudgins, Chair  
Mr. Tom Bulger  
Mr. Thomas Downs  
Mr. Mortimer Downey  
Mr. James Dyke  
Ms. Kathryn Porter

**Other Members**

Mrs. Mary Hynes  
Mr. Matthew Brown  
Mr. William Euille

**Approval of Agenda**

The agenda was approved as presented.

**Approval of Minutes**

The June 12, 2014 minutes were approved as presented.

**Action Item**

**A. Bus Service Adjustments Request For Public Hearing**

Staff requested the Customer Service and Operations Committee approve the holding of public hearings on Metrobus service changes and a fare reduction on one route. All service changes will be cost neutral. The motion was moved by Mr. Bulger and seconded by Mr. Downey.

The motion passed unanimously.

**Information Items**

**A. Rail Service Standards**

Staff provided the Customer Service and Operations Committee with an update on rail service standards following the Board's adoption of standards in 2012 and 2013, and to provide a customer perspective on the passengers-per-car crowding standard.

**B. Report on New Customer Service Initiative**

Staff provided the Customer Service and Operations Committee with an overview of the Customer Care initiative and the approach Metro is taking to improve customer satisfaction through actions that include new human capital strategies, delivering consistent customer service training authority-wide, developing clear expectations and accountability for customer service for every employee, and creating new business tools and local working groups which empower front line employees and promote ownership of service delivery solutions that match the rider experience.

Meeting was adjourned at 11:31 AM.