



**Subsequent Agenda
Customer Service and Operations Committee**

December 05, 2013

- I. Action Item**
 - A. Customer Service Value Statement (L. Bowersox)

- II. Information Items**
 - A. Vital Signs Quarterly Report (A. Burnside)
 - B. Customer Service – New Initiatives (L. Bowersox)

January 09, 2014

- I. Information Item**
 - A. Metro Forward Update (R. Troup)

February 13, 2014

- I. Action Item**
 - A. Bus New Service – Part of Priority Network Implementation (J. Requa)

March 13, 2014

- I. Action Item**
 - A. Title VI Required Standards and Policies and Monitoring Approval (J.Wynne/D. Coram)

April 10, 2014

- I. Information Items**
 - A. NEPP Rollout (R. Troup/C. Kissal)



**Subsequent Agenda
Customer Service and Operations Committee**

May 08, 2014

- I. Action Items**
 - A. Bus Service Adjustments Request for Public Hearing (J. Requa)
 - B. Title VI Required Public Participation Plan Approval (J. Wynne/D. Coram)
- 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)