

Minutes
Customer Service and Operations Committee
September 10, 2015

Vice Chair Porter called the meeting to order at 10:30 AM. Present were:

Committee Members

Mrs. Catherine Hudgins, Chair
Ms. Kathryn Porter, Vice Chair
Mr. Leif Dormsjo
Mr. Tom Bulger
Ms. Harriet Tregoning
Mrs. Mary Hynes
Mr. Anthony Costa
Mr. Malcolm Augustine

Other Members

Mr. Mortimer Downey
Mr. Corbett Price
Mr. Tony Costa
Mr. William Euille
Mr. Michael Goldman
Mr. Jack Evans

Approval of Agenda

The agenda was approved as presented.

Approval of Minutes

The July 9, 2015 minutes were approved as presented.

Action Item

A. Approval Public Hearing Staff Report and Adoption of Takoma Langley Transit Center into Adopted Regional System

Staff requested approval of the Customer Service and Operations Committee for the following actions related to the Takoma Langley Transit Center:

- Approval of the Takoma Langley Transit Center (Transit Center) Public Hearing Staff Report and amendment of the Adopted Regional Transit System Plan to include the Transit Center.
- Amendment of the FY2016 Operating Reimbursable Budget for the reimbursement of Transit Center start-up and operations costs in FY2016 and in subsequent years' budget.
- Authorization for the GM/CEO to negotiate and execute a lease and operating agreement and an accompanying funding agreement with the State of Maryland to fund operations and maintenance at the Transit Center.

The motion was moved by Ms. Porter moved and seconded by Ms. Hynes. The motion passed unanimously.

Information Items

A. Customer Service Update

Staff provided the Customer Service and Operations Committee with an update on the 2015 second quarter progress of the Customer Care Program. This quarter the project has been focused on working with Human Resources to advance customer service job descriptions, employee training, and performance evaluations, as well as to develop a tool for station managers to improve customer communications.

B. Vital Signs Quarterly Report

Staff provided the Customer Service and Operations Committee with the CY2015 Q2 Vital Signs Report which compares the actual results of CY2015 Q2 with the same quarter in CY2014. This report provides analysis of a focused set of Key Performance Indicators (KPIs) that monitor long-term progress in delivering quality service.

C. Bus Service Recalibration

Staff provided the Customer Service and Operations Committee with a discussion on Metrobus' operational criteria and proposed updates that better reflect the role of Metrobus. The presentation proposed Board considerations that could better align the portfolio of regional bus service with an updated set of definitions for regional and non-regional Metrobus service.

D. MetroAccess Long-Term Sustainability Study

Due to the time constraints this item was postponed until the November Customer Service and Operations Committee.

Meeting was adjourned at 12:29 PM.