

**Minutes
Customer Service and Operations Committee
November 3, 2011**

The meeting was called to order at 1:16p.m. by Committee Chair, Mr. Downs. Present were:

Committee Members

Mr. Tom Downs, Chair	Mr. Marcel Acosta
Mr. Anthony Giancola, Vice Chair	Mr. Michael Barnes
Mrs. Catherine Hudgins	Mr. Jeffrey McKay
Mr. Mortimer Downey	Mrs. Artis Hampshire-Cowan
Mr. Alvin Nichols	Mr. Tom Bulger
Mrs. Mary Hynes	Mrs. Kathryn Porter
Ms. Muriel Bowser	

Approval of Agenda

Mr. Downs noted the agenda was accepted as presented by unanimous consent.

Action Item

A. Approval of Public Hearing Staff Report for Metrobus Service Considerations

Mrs. Hudgins moved, seconded by Mrs. Hynes approval of the public hearing staff report to realign bus service that will improve service effectiveness and customer satisfaction. The motion passed unanimously.

Information Item

A. Vital Signs Scorecard of Operational Performance

Due to time constraints this item was deferred to the December 1, 2011 Customer Service and Operations Committee.

The meeting was adjourned at 1:19p.m.