

**Minutes  
Customer Service and Operations Committee  
November 6, 2014**

Chair Hudgins called the meeting to order at 10:06 AM. Present were:

**Committee Members**

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

**Other Members**

Mr. Michael Goldman  
Mr. Matthew Brown  
Mr. William Euille  
Mr. Tony Costa

**Approval of Agenda**

The agenda was approved as presented.

**Approval of Minutes**

The October 6, 2014 minutes were approved as presented.

**Information Item**

**A. Vital Signs Quarterly Update**

Staff presented the Vital Signs Quarterly Report. As a regional transportation system, Metro's system-wide performance is captured in the Vital Signs Report. The Vital Signs Report provides analysis of a small number of Key Performance Indicators (KPI's) that monitor long term progress in the strategic areas of safety, security, service reliability and customer satisfaction. The briefing summarizes recent quarterly results as compared to last year and highlights actions taken to improve performance.

Meeting was adjourned at 10:40 AM.