

**Minutes
Customer Service, Operations and Security Committee
March 9, 2017**

Committee Chair Hudgins called the meeting to order at 9:30 a.m. Present were:

Committee Members

Mrs. Catherine Hudgins, Chair
Mr. Malcolm Augustine, Vice Chair
Mr. Robert Lauby
Mr. Tom Bulger

Other Members

Ms. Keturah Harley
Mr. Jim Corcoran
Mr. Corbett Price (via telephone)
Mr. Michael Goldman
Ms. Kathy Porter
Ms. Carol Carmody
Mr. Christian Dorsey
Mr. Leif Dormsjo
Mr. Paul Smedberg

Approval of Agenda

The agenda was approved as presented.

Approval of Minutes

The February 9, 2017 minutes were approved as submitted.

Information Item

A. Vital Signs 2016 Annual Report

Staff briefed the Customer Service, Operations and Security Committee on the 2016 Annual Vital Signs Report which provides analysis of a focused set of Key Performance Indicators (KPIs) that monitor long-term progress in delivering quality performance. In addition to the quarterly measures, the annual report presented ridership compared to budget forecast and the disadvantaged business enterprise federal fiscal year 2016 submission. Lastly, the annual report provides the Board progress reports on three measures to improve bus stop accessibility, growth near transit and station walk score (pedestrian access).

Meeting was adjourned at 10:23 a.m.