

Minutes
Customer Service, Operations and Security Committee
May 12, 2016

Committee Chair Hudgins called the meeting to order at 12:12 PM. Present were:

Committee Members

Mrs. Catherine Hudgins, Chair
Mr. Malcolm Augustine, Vice Chair
Mr. Anthony Giancola
Mr. Tom Bulger

Other Members

Mr. Mortimer Downey
Ms. Kathryn Porter

Approval of Agenda

The agenda was approved as presented.

Information Items

A. Vital Signs Report

Staff briefed the Customer Service and Operations Committee with the CY2016 Q1 Vital Signs Report which compares the actual results of CY2016 Q1 with the same quarter in CY2015. This report provides analysis of a focused set of Key Performance Indicators (KPIs) that monitor long-term progress in delivering quality service.

B. Quarterly Security Report

Staff provided the Customer Service and Operations Committee with the Cy2016 Q1 Security Report that compares Part 1 crime data statistics with the same period in CY2015. The report provides crime information that is publicly communicated to enhance the security and protection of Metro customers and employees.

Meeting was adjourned at 12:43 PM.