

Minutes
Customer Service and Operations Committee
April 11, 2013

Chair Hudgins called the meeting to order at 12:53 p.m. Present were:

Committee Members

Mrs. Catherine Hudgins, Chair
Mr. Tom Bulger, Vice Chair
Mr. Marcel Acosta
Ms. Kathryn Porter

Other Members

Mr. Tom Downs
Mr. Mortimer Downey
Mr. James Dyke
Mr. Michael Barnes
Mrs. Artis Hampshire-Cowan
Mrs. Mary Hynes
Mr. Terry Bellamy
Ms. Muriel Bowser

Approval of Agenda

The agenda was approved as presented.

Approval of Minutes

The January 10, 2013 minutes were approved as presented.

Action Item

A. Comprehensive Silver Line Service Plan & Title VI

Mr. Bulger moved, seconded by Mr. Acosta approval of the following:

- Comprehensive Silver Line rail and bus service plan
- Title VI Staff Report dated April 1, 2013, including the results of the required Service Equity Analysis, which show that the proposed changes do not have a disparate impact on either minority or low-income populations.

The motion passed unanimously.

The meeting was adjourned at 1:08 p.m.