

**Minutes  
Customer Service, Operations and Security Committee  
September 8, 2016**

Committee Vice Chair Augustine called the meeting to order at 9:08 AM. Present were:

**Committee Members**

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

**Other Members**

Mr. Jack Evans  
Mr. Michael Goldman  
Mrs. Kathy Porter  
Mr. Anthony Costa  
Mr. Leif Dormsjo  
Mr. Christian Dorsey  
Mr. Corbett Price  
Mr. David Strickland

**Approval of Agenda**

The agenda was approved as presented.

**Information Items**

**A. Vital Signs Quarterly Report**

Staff briefed the Customer Service, Operations and Security Committee on the second quarter CY16 Vital Signs Report that provides analysis of a focused set of Key Performance Indicators (KPIs) that monitor long term progress in delivering quality service.

**B. Abilities-Ride: New Service Initiative**

Staff briefed the Customer Service, Operations and Security Committee on the newest service alternative to MetroAccess – a subsidized program called “Abilities-Ride.” Briefing explained customer benefits, processes to manage growth, cost, anticipated cost savings and how the program will serve as a progress step in Metro’s effort to ensure the ongoing sustainability of MetroAccess.

**Action Item**

**A. Approval of Public Hearing for Proposed Changes to Metrorail Hours of Service**

Staff requested the Customer Service, Operations and Security Committee approve holding a public hearing to change the current Metrorail span of service and potential changes to Metrobus late night service. The motion was moved by Mr. Lauby and seconded by Ms. Hudgins. Mr. Bulger abstained from the vote. The motion passed.

Meeting was adjourned at 10:37 AM.