

Minutes
Customer Service, Operations and Security Committee
October 13, 2016

Committee Chair Mrs. Hudgins called the meeting to order at 9:00 AM. Present were:

Committee Members

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

Other Members

Mr. Jack Evans
Mrs. Kathy Porter
Mrs. Kathy Porter
Mr. Leif Dormsjo
Mr. Paul Smedberg
Mrs. Carol Carmody

Approval of Agenda

The agenda was approved as presented.

Action Item

A. Approval of 2017 Inauguration Special Service, Fares and Security

Staff requested the Customer Service, Operations and Security Committee approve:

- One-hour early Metrorail opening; peak fares from 4a.m. to 9p.m.
- Regular "rider" rate charged at all Metro parking facilities
- Commemorative SmarTrip® with special pass product, sold in advance for \$10
- Option to "hand-sell" remaining commemorative cards on Inauguration Day for \$14.50
- Waiver of \$2 new card fee for one-day rail passes sold via "hand-sales" on Inauguration Day
- Recognition of external law enforcement volunteers as agents of WMATA

The motion was moved by Mr. Lauby and seconded by Mr. Augustine. The motion passed.

Information Items

A. Youth Activities and Impacts

Staff briefed the Customer Service, Operations and Security Committee on the new efforts launched to educate and engage youth riders. Throughout 2016 Metro has worked to develop strong communication channels with Metro youth rider communities from the District, Maryland and Virginia regions that resulted in strategies for improving youth behavior in the transit system.

B. SafeTrack: Midway Progress Reports

Staff briefed the Customer Service, Operations and Security Committee on the work completed under the SafeTrack Program since the project began June 3, 2016. The project is a comprehensive maintenance effort that accelerates three years' worth of work into approximately one year.

Meeting was adjourned at 9:57 AM.