

**Minutes  
Customer Service and Operations Committee  
October 10, 2013**

Chair Hudgins called the meeting to order at 3:19 p.m. Present were:

**Committee Members**

Mrs. Catherine Hudgins, Chair  
Mr. Tom Bulger, Vice Chair  
Mrs. Kathryn Porter  
\*Mr. Mortimer Downey

**Other Members**

Mr. Tom Downs  
Mr. James Dyke  
Mr. Michael Goldman

\*Designated jurisdictional representative

**Approval of Agenda**

The agenda was approved as presented.

**Approval of Minutes**

The September 12, 2013 Minutes were approved as presented.

**Action Item**

**A. Title VI Approval of Major Service Change, Disparate Impact and Disproportionate Burden**

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

- Proposed definitions for major service change, disparate impact and disproportionate burden.

The motion passed unanimously.

**Information Item**

**A. 7000 Series Railcar Update**

Staff provided the Customer Service and Operations Committee a status update on the 7000 Series Railcars and its production/delivery plan.

The meeting was adjourned at 3:51 p.m.