

**Minutes  
Customer Service and Operations Committee  
October 13, 2011**

The meeting was called to order at 10:39 a.m. by Committee Chair, Mr. Downs. Present were:

**Committee Members**

Mr. Tom Downs, Chair	Mr. Michael Barnes
Mr. Anthony Giancola, Vice Chair	Mr. Jeffrey McKay
Mrs. Catherine Hudgins	Mrs. Artis Hampshire-Cowan
Mr. Mortimer Downey	Mr. William Euille
Mr. Alvin Nichols	Mr. Tom Bulger
Mrs. Mary Hynes	Mrs. Kathryn Porter
Ms. Muriel Bowser	

**Approval of Agenda**

Mr. Downs moved, seconded by Mr. Downey, approval of agenda as presented. The motion passed by unanimous consent.

**Approval of Minutes**

Mr. Downs moved, seconded by Mr. Bulger, approval of the September 8, 2011 minutes. The motion passed by unanimous consent.

**Action Items**

**A. Blue/Yellow Line Service Realignment**

Mr. Downey moved, seconded by Mrs. Hudgins approval of the Blue/Yellow Line Service realignment that will:

- Address peak period crowding
- Increase peak period service crossing the Potomac River
- Prepare for the transition to rail operations for the Dulles extension
- Affect peak period service only
- Shift one-third of the existing Blue Line trains to operate as the Yellow Line service between Franconia-Springfield and Greenbelt, and add new Orange Line service between West Falls Church and Largo Town Center
- Commence operation June 2012

The motion passed unanimously.

## B. Station Name Changes

Staff presented recommended station name changes to be incorporated with the June 2012 system map. Each of the six station name change proposals received were compared to policy compliance and customer research results with recommended approval of the fully-compliant station name changes.

The meeting was recessed at 11:36 a.m. and reconvened at 12:40 p.m.

The committee recessed the meeting to October 27, 2011 and adjourned the committee at 12:45 p.m. On October 27, 2011 the meeting was convened at 10:06 a.m. The committee discussed the previously submitted station name changes and alternative station name changes not formally submitted. The meeting was recessed at 11:06 a.m.

The meeting was reconvened on November 3 at 9:01 a.m. The committee heard public comment. Mrs. Hudgins moved, seconded by Ms. Bowser approval of:

Current	Recommend Approval of
Waterfront-SEU	Waterfront
King Street	King St-Old Town
Forest Glen	Forest Glen <b>H</b>
Navy Yard	Navy Yard-Ballpark
New York Ave	NoMa-Gallaudet U New York Ave

The Committee requested that the resolution be modified to include:

- o Georgia Ave-Petworth, Franconia-Springfield and Grosvenor-Strathmore as grandfathered primary names and that the jurisdictional funding guarantee for name changes beyond those required for the Blue/Yellow realignment be stated.
- o Future recommendation from staff on a commercial and academic institution naming policy

The motion passed unanimously.

The meeting was adjourned at 11:14a.m.