

**Minutes**  
**Customer Service, Operations and Security Committee**  
**November 3, 2016**

Committee Chair Mrs. Hudgins called the meeting to order at 9:05 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  
Mrs. Kathy Porter  
Mr. Michael Goldman  
Mr. Leif Dormsjo  
Mr. Paul Smedberg  
Mrs. Carol Carmody  
Mr. Christian Dorsey  
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 third 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. Overnight Maintenance Window**

Staff briefed the Customer Service, Operations and Security Committee on Metro's new aggressive Preventative Maintenance (PM) plan that requires a change to hours of operation in rail service. Rebalancing non-passenger service and maintenance windows will drive sustained improvements in reliability of train service.

Meeting was adjourned at 10:24 AM.