

**Minutes
Customer Service and Operations Committee
November 7, 2013**

Chair Hudgins called the meeting to order at 9:58 a.m. Present were:

Committee Members

Mrs. Catherine Hudgins, Chair
Mr. Tom Bulger, Vice Chair
Mr. Marcel Acosta
Mrs. Kathryn Porter

Other Members

Mr. Tom Downs
Mrs. Mary Hynes
Mr. James Dyke
Mr. William Euille
Mr. Mortimer Downey
Mr. Anthony Giancola
Mrs. Artis Hampshire-Cowan
Mr. Michael Goldman

Approval of Agenda

The agenda was approved as presented.

Approval of Minutes

The October 10, 2013 Minutes were approved as presented.

Action Item

A. Approval of Public Hearings Staff Report on Bus Service Adjustments

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

- Staff report from public hearing Docket B13-02, including approval to amend the tariff and modify Metrobus service to improve effectiveness, performance, and customer satisfaction, and approval of the Title VI equity analysis, as detailed in the resolution.

The motion was amended to remove any change in service to the Bowie-Crofton line in Maryland and Route 74 in the District of Columbia.

The motion passed as amended.

Information Item

A. Silver Line Activation Plan

Staff provided the Customer Service and Operations Committee a status update on the start-up activities of the Silver Line Phase I service with a detailed discussion of what was needed prior to the establishment of an Operational Readiness Date.

The meeting was adjourned at 10:50 a.m.