

**Minutes**  
**Customer Service, Operations and Security Committee**  
**January 12, 2017**

Committee Chair Mrs. Hudgins called the meeting to order at 9:30 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. Paul Smedberg  
Mrs. Carol Carmody  
Mr. Christian Dorsey

**Approval of Agenda**

The agenda was approved as presented.

**Information Item**

**A. Train Reliability Program**

Staff briefed the Customer Service, Operations and Security Committee on Metro's multi-pronged approach to improving train reliability. This includes changing the overall composition of the fleet to introduce 7000 series railcars and retire the oldest and least reliable railcars, maintenance campaigns to catch up on needed repairs and improvements to the quality of railcar maintenance in order to sustain railcar reliability improvements.

Meeting was adjourned at 10:08 AM.