

**Minutes
Customer Service, Operations and Security Committee
May 11, 2017**

Committee Chair Hudgins called the meeting to order at 9:02 a.m. Present were:

Committee Members

Mrs. Catherine Hudgins, Chair
Mr. Malcolm Augustine, Vice Chair
Mr. Robert Lauby
Mr. Tom Bulger

Other Members

Mr. Jack Evans
Ms. Keturah Harley
Mr. David Strickland
Mr. Michael Goldman
Mr. Christian Dorsey
Ms. Kathy Porter
Mr. Paul Smedberg

Approval of Agenda

The agenda was approved as presented.

Approval of Minutes

The March 9, 2017 minutes were approved as submitted.

Action Item

A. Art in Transit – Reston Town Center

Mr. Augustine moved, seconded by Mr. Lauby, to approve the proposed artwork for Reston Town Center station and to authorize the General Manager/Chief Executive Officer to enter into a contract with the artist to further develop, fabricate and install the artwork.

The motion was unanimously approved.

Information Item

A. Vital Signs Report – Q1/2017

Staff briefed the Customer Service, Operations and Security Committee on the first quarter of 2017 Vital Signs Report which provides analysis of a focused set of Key Performance Indicators (KPIs) that monitor long-term progress in delivering quality performance. The redesigned report analyzed key performance indicators and performance drivers for the period covering January – March 2017.

Meeting was adjourned at 9:56 a.m.