

**Minutes  
Customer Service, Operations and Security Committee  
June 8, 2017**

Committee Chair Hudgins called the meeting to order at 10:11 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  
Mr. Jim Corcoran  
Mr. Corbett Price  
Mr. Michael Goldman  
Ms. Carol Carmody  
Mr. Leif Dormsjo  
Ms. Kathy Porter  
Mr. Paul Smedberg

**Approval of Agenda**

The agenda was approved as presented.

**Approval of Minutes**

The May 11, 2017 minutes were approved as submitted.

**Information Item**

**A. Fair Share Pilot**

Staff provided an overview of the Fair Share initiative and findings from the pilot to the Customer Service, Operations and Security Committee. The pilot and other efforts to reduce fare evasion are designed to improve the safety of employees and customers, increase revenue collection, and provide more accurate farebox ridership counts.

**B. Rail Operations Control Center (ROCC) Improvements**

Staff briefed the Customer Service, Operations and Security Committee on the program already underway to improve the Rail Operations Control Center. The program focuses on strengthening the ROCC's safety culture, management, work flow, and making critical process changes. The plan is based on various visits to other agency control centers and responds to multiple reviews and corrective actions by the National Transportation Safety Board, Federal Transit Administration and Tri-State Oversight Committee.

**C. SafeTrack and FY18 Preventive Maintenance and Major Capital Projects**

The Customer Service, Operations and Security Committee received an update about the SafeTrack program surges and accomplishments. Staff expressed appreciation to the region, to include customers, employees and stakeholders, for their patience during the year-long intensive maintenance program. At the conclusion on the program on June 25, 2017, cyclical preventive maintenance and capital programs will commence.

The meeting was adjourned at 11:29 a.m.