

**Minutes  
Customer Service, Operations and Security Committee  
November 16, 2017**

Committee Chair Mrs. Hudgins called the meeting to order at 10:18 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  
Ms. Keturah Harley  
Mr. Jim Corcoran  
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 September 14, 2017 minutes were approved as submitted.

**Information Item**

**A. Q1/FY18 Vital Signs Report**

Staff briefed the Customer Service, Operations and Security Committee on the Q1/FY2018 Vital Signs Report. The report demonstrated the connections to the General Manager's Back2Good areas of focus and performance. Nine key indicators or key drivers met or exceeded expectations; three KPIs or key drivers came close to meeting expectations; one KPI did not meet expectations.

Meeting was adjourned at 10:48 AM.