

**Minutes**  
**Customer Service, Operations and Security Committee**  
**June 9, 2016**

Committee Chair Hudgins called the meeting to order at 11:04 AM. Present were:

**Committee Members**

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

**Other Members**

Mr. Jack Evans  
Ms. Kathryn Porter  
Mr. Michael Goldman  
Mr. Corbett Price  
Mr. Robert Lauby  
Ms. Carol Carmody  
Mr. Christen Dorsey

**Approval of Agenda**

The agenda was approved as presented.

**Information Item**

**A. Safe Track Communications and Outreach**

Staff briefed the Customer Service and Operations Committee on communications and outreach underway to inform riders, jurisdictional partners and other stakeholders about the SafeTrack Program. WMATA is using a mix of earned media, paid media, social media, customer outreach and system signage to communicate the plan to riders and focus attention on the major impacts to service.

Meeting was adjourned at 11:36 AM.