

Minutes
Customer Service, Operations and Security Committee
July 14, 2016

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

Committee Members

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

Other Members

Ms. Carol Carmody
Mr. Paul Smedberg
Mr. Christen Dorsey

Approval of Agenda

The agenda was approved as presented.

Action Item

A. Approval of Public Hearing for 2016 Bus Service State of Good Operations

Staff requested the Customer Service and Operations Committee approve holding a public hearing on Metrobus service changes to improve service effectiveness and customer satisfaction without increasing expenses or subsidy. Ms. Hudgins requested that the resolution be modified to reflect the City of Falls Church request to add back the 3T route. The motion was moved by Ms. Hudgins and seconded by Mr. Augustine. The motion passed unanimously.

Information Item

A. Review of Greensboro Emergency Drill

Staff briefed the Customer Service and Operations Committee on the emergency exercise conducted June 26, 2016 at the Greensboro Rail Station as part of the continuing actions of Metro to improve internal and external emergency preparedness of regional first responders and Metro operational personnel.

Meeting was adjourned at 9:45 AM.