

**Minutes
Customer Service, Operations and Safety Committee
January 8, 2009**

The meeting was called to order at 9:24 a.m. by Committee Chair, Mr. Graham. Present were:

Committee Members

Mr. Jim Graham, Chair

Mr. Gordon Linton

Mr. Chris Zimmerman

Mr. Peter Benjamin

Mrs. Catherine Hudgins

Mr. Neil Albert

Ms. Elizabeth Hewlett

Mr. William Euille

Mr. Jeff McKay

Mr. Anthony Giancola

Mr. Michael Brown was a guest

Approval of Agenda

Mr. Graham removed action item "Authorization For Public Hearing to Discontinue Route N22." The agenda was approved with this change.

Approval of Minutes

Mr. Benjamin moved and Mr. Giancola seconded the motion that the minutes from the January 8, 2009 meeting be approved. Motion passed unanimously.

Operational Performance

Mr. Francis provided the Committee a briefing on the FY09 year-to-date operational performance indicators including Metrorail, Metrobus and MetroAccess on-time performance, bus mean distance between failures, rail car door malfunctions and vertical transportation availability. Per the Board's request, staff provided bus on-time performance for the 16 line and the Rex Express line.

Action Items

A. Authorization For Public Hearing to Discontinue Route N22

This item was removed from the agenda.

B. Inauguration of the 44th President of the United States

Mr. Catoe provided the Committee a status of the Inauguration planning and requested authorization to create an all-day pass for bus users and to indemnify non-employee volunteers. Briefing included details of what to expect from Metrobus, Metrorail, MetroAccess and security from January 17-20, 2009. Mr. Benjamin moved and Mr. Giancola seconded the motion to authorize an all-day bus pass. The Committee passed the motion unanimously. Mr. Benjamin moved and Ms. Hudgins seconded the motion to authorize Metro will treat volunteers as Metro's agents for the purposes of liability and indemnification. The Committee passed the motion unanimously.

Information Items

A. Metro Transit Police Crime Statistics and Significant Facts

Chief Taborn briefed the Committee on types of Part 1 crimes and quantity per calendar year 2003 through November 2008. The top ten stations by jurisdiction experiencing crime in 2008 were identified along with the number of crimes that occurred in parking lots or against a person. The report showed elevated parking lot crime and theft of electronic devices. In response, Metro has increased the presence of Transit police.

B. Safety Performance Indicators

Ms. Dupigny-Samuels provided an update on the safety performance data that occurred during the first five months of FY09 in the areas of derailment, fires, escalator injuries, rail, bus and MetroAccess passenger injuries, preventable and non-preventable bus collision rates and MetroAccess collision rate. The report showed continued reduction in passenger injuries in FY09 as compared to FY08 across Rail, Bus and MetroAccess.

Meeting adjourned at 10:56 a.m.