

Minutes
Customer Service, Operations and Safety Committee
April 23, 2009

The meeting was called to order at 9:14 a.m. by Committee Chair, Mr. Zimmerman.
Present were:

Committee Members

Mr. Christopher Zimmerman, Chair
Mr. Michael Brown, Vice Chair
Mr. Peter Benjamin
Mrs. Catherine Hudgins

Mr. Neil Albert
Ms. Elizabeth Hewlett
Mr. Gordon Linton
Mr. Jeff McKay

Approval of Agenda

Mr. Zimmerman moved and Mr. Benjamin seconded that the agenda be approved.
Motion passed unanimously.

Approval of Minutes

Mr. Zimmerman requested the March 23, 2009 meeting minutes be amended to include the missing Committee members that were present and moved the minutes be approved as amended with Mr. Benjamin seconding the motion. 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. Mr. Zimmerman requested the Operational Performance presentation expand on the bus on-time performance and a focus on customer service. Mr. Francis informed the Board that an update on the bus reorganization and how it interacts with the Bus System Integration will be presented to the Committee in May.

Action Items

A. Approval of the Dulles Artwork

Mr. McBride provided a presentation on the five artwork proposals recommended by the Art Review Panel for the Dulles Project. Ms. Hudgins moved and Mr. McKay seconded the acceptance of the review panel's recommendation on the five artwork proposals and authorization for the General Manager to enter into contracts with the selected artists, after each proposal has been reviewed by the Virginia Department of General Services, Art & Architecture Review Board. The motion was unanimously approved.

B. Approval of Farragut North Artwork Proposal

Mr. McBride provided a presentation on the artwork donated by the DC Commission on the Arts and Humanities and the Golden Triangle BID for the Farragut North Metrorail Station. Mr. Neil Albert moved and Mr. Zimmerman seconded the approval of the artwork by Jefre Manual for installation at the south entrance of the Farragut North Metrorail Station and authorization for the General Manager to enter into an agreement between Metro, the D.C. Commission of Arts and Humanities and the Golden Triangle BID, to accept and maintain the donated artwork, providing it meets the installation standards of the Metro Art in Transit. The motion was unanimously approved.

Information Items

A. Safety Performance Indicators

Ms. Dupigny-Samuels provided an update on the safety performance data for February FY09 and a comparison of safety performance data for FY08 and FY09 year to date 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. Mr. Zimmerman noted that this was an excellent reduction in safety incidents which should be highlighted in the presentation. He also requested that FY07 data be added to show a three-year trend.

Meeting adjourned at 10:25 a.m.