

Minutes
Customer Service, Operations and Safety Committee
May 28, 2009

The meeting was called to order at 9:15 a.m. by Committee Chair, Mr. Zimmerman.
Present were:

Committee Members

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

Mr. Neil Albert
Mr. Jeff McKay
Mr. Anthony Giancola
Mr. Marcell Solomon

Approval of Agenda

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

Approval of Minutes

Mr. Zimmerman moved that the April 23, 2009 meeting 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, and vertical transportation availability. As requested by the Board Bus on-time performance was expanded to include a breakdown by the six measured time periods. Mr. Zimmerman requested that staff review traffic studies to determine their impact on Metro not meeting the on-time performance goals and ensure the mean distance between failures represents the entire fleet type not separated by the newer buses received after 2004. The Board requested an analysis of Metro's bus fleet and engine type including how they are performing in comparison to other transit properties.

Action Items

A. Approval of Retail Service Demonstration Program

Mr. Bottigheimer requested the Board's approval to issue a Request for Proposals for a three-year retail demonstration program with five one-year options at a minimum of 12 Metrorail Stations. Mr. Graham moved to postpone the item until staff could incorporate the following into the RFP:

- Advantages/opportunities Metro can offer to customers and small business community
- Focus on small business community
- Open up the entire system and ask vendors what they can provide at any of the 86 stations
- Work with jurisdictions on the potential station locations in their respective areas
- Provide concept of the basic acceptable criteria for kiosk

Mr. Solomon seconded the motion. The motion was unanimously approved.

Information Items

A. Status of Bus Reorganization

Mr. Zimmerman postponed to the June meeting.

B. Safety Performance Indicators

Mr. Zimmerman postponed to the June meeting.

C. Update on Mystery Rider Program 3rd Quarter

Ms. Murray presented the committee with a status update of the Mystery Rider Program for both 2nd and 3rd quarters. Six Metro service "systems" were evaluated: rail routes, rail mezzanines, rail platforms, bus routes, bus stops, and sales clerks. Mr. Zimmerman stated that this program was eliminated from the FY10 budget and he would like to know what can be done about reinstating it for FY10. Mr. Graham requested that the City Year students do a presentation on their Secret Shopper Program that also surveys the Metro system at the next committee meeting.

Meeting adjourned at 11:10 a.m.