

**MINUTES**  
**BOARD CUSTOMER SERVICE, OPERATIONS, AND SAFETY COMMITTEE**  
**June 15, 2006**  
**9:00 AM**

The meeting was called to order at 9:32 AM. Present were:

**Committee Members**

Mr. Robert J. Smith  
Mr. Jim Graham  
Ms. Gladys Mack  
Mr. Gordon Linton

Mr. Charles Deegan  
Ms. Catherine Hudgins  
Mr. Dana Kauffman

**Other Board Members Present:**

Mr. Marcell Solomon

**Approval of Agenda**

The Agenda was approved.

**Approval of Minutes**

The Minutes from the April 20, 2006 were approved as submitted.

Prior to beginning the Action Items, Mr. Dan Tangherlini, Interim General Manager, briefed the Committee on his discussions with Alstom on the problems with the new 6000 Series and the rehabilitation of the 2000/3000 Series railcars. These talks occurred while he was attending the APTA Rail Conference in New York. The problem with the center pin has been resolved and we are on schedule for 50 new cars by the end of the year. The Rehabilitation Project was also discussed, Alstom outlined a "get-well plan" as to improve reliability, schedule impact, and options available to the Authority. The appropriate Committee will be briefed the first week of July with a more detailed update.

**Action Items**

**A. MetroAccess Ad-Hoc Advisory Committee Report**

Mr. Dana Kauffman, Board Member, Co-Chair of the MetroAccess Ad-Hoc Advisory Committee, discussed the report outlining long range solutions with focus on the contract, performance monitoring, and providing measures to evaluate service quality. Mr. Kauffman, along with Mr. Dennis Jaffe, Chair, Riders' Advisory Council, and Ms. Wendy Klancher, DOT, MWCOG, expressed their thanks for all who assisted in reviewing MetroAccess and putting together the recommendations being presented to the Committee today.

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Several members of the Committee praised the efforts between the Board and the RAC members in completing this project. They also mentioned the need to continue working together, to keep the funding in place for this program, and to continue to improve the quality of service.

Following this discussion, the motion was made to approve the recommendations as presented and seconded; the motion was approved by the Committee.

#### **B. Plans for Jackson Graham Building Lobby Artwork**

Mr. Michael McBride presented the plans for installation of artwork in the lobby of the Jackson Graham Building. After a brief discussion, the Committee approved the project as presented.

#### **IV. Information Item**

##### **A. Entertainment in Rail Stations**

Mr. James Hughes, Chief Operating Officer for Operations Support, requested feedback from the Committee regarding the entertainment to be allowed in the rail stations. What kind of entertainment would they like to see, do they have concerns with allowing this to happen?

Some of the issues brought up were the impact on: customer safety, passenger flow, designated areas, customer kiosks. Additional concerns were: will the musicians be allowed to collect money, will small businesses be allowed to participate, what are the legal guidelines for the different jurisdictions.

Following an extensive discussion, Mr. Hughes stated an internal working group from Operations, Marketing, Safety/Security, and Council will address all of the concerns and questions raised. The development of an entertainment program will be coordinated with the Elderly & Disabled Committee, Riders Advisory Council and the Jurisdictional Coordinating Committee will also be incorporated into the decision process. We will come back to the Board with a demonstration program.

#### **Other Business**

Mrs. Mack requested all presentations be typed in nothing less than #12 pt. size font.

Meeting adjourned at 10:25 AM.