

Minutes
Customer Service, Operations and Safety Committee
June 14, 2007
9 a.m.

The meeting was called to order at 9:21 a.m. Present were:

Committee Members

Mr. Peter Benjamin, Chair
Mrs. Catherine Hudgins, Vice Chair
Ms. Elizabeth Hewlett
Mr. Chris Zimmerman
Mr. Jim Graham
Mr. Dana Kauffman

Mr. Emeka Moneme
Mr. Marcell Solomon
Mr. Gordon Linton
Mr. Anthony Giancola

Approval of Agenda

The agenda was approved.

Approval of Minutes

The minutes from the April 12, 2007 meeting were approved as submitted.

Before the Committee moved forward with the agenda, Mr. Benjamin asked the Committee for their consent to move slightly more towards action minutes as opposed to a complete repetition of everything said.

Action Item

A. MetroAccess Contract Modification and Revision of JARC Paratransit Earmark

Mr. Kent briefed the Committee on the request to modify the existing MetroAccess paratransit operating contract with MV Transportation and revise the project list for the previously approved Job Access Reverse Commute (JARC) funds earmarked for paratransit use to meet the recommendations of the Board's Ad Hoc Advisory Committee on MetroAccess. Recommendations include purchasing vehicles, adding personnel to contract operation for more responsive customer service and using technology to improve operational efficiency.

Mr. Kauffman requested that Mr. Kent consult with the MetroAccess advisory group(s) including the Elderly and Disabled and the Riders' Advisory Council to

obtain their recommendations and concurrence on this item, prior to the June 28 Board meeting. Mr. Kent will provide a memorandum to the Board of Directors conveying their recommendations.

Several questions were raised regarding the previous Board recommendations and their implementation status. Board members requested that staff provide an accounting of all prior committee recommendations in terms of accomplishments, outstanding items, costs, effectiveness, and impact. Mr. Catoe stated that staff will provide a summary of recommendations and their implementation status at the June 28 Board meeting. Additionally he committed that staff will provide a full report and assessment on all recommendations, their impact on the region, impact of costs and their effectiveness at the September Committee meeting.

A motion was made by Mrs. Hudgins to forward to the Board for approval the modification of the MV Transportation contract and revise the project list for the JARC funds earmarked for paratransit use. Mr. Kauffman seconded the motion and it was approved by the Committee.

Mr. Catoe introduced Milo Victoria, Assistant General Manager for Bus Operations to the Committee.

B. Authorization to conduct a Public Hearing to Eliminate Routes C7 and C9 Greenbelt-Glenmont

In the interest of time, Mr. Benjamin inquired if it was necessary to have the presentation. Mr. Hughes stated all of the information was in the handout and the request was to hold a public hearing on the C7 and C9 routes, Greenbelt-Glenmont.

A motion was made by Ms. Hewlett to forward to the Board for approval the authorization to conduct a Public Hearing to eliminate routes C7 and C9 Greenbelt to Glenmont. Mr. Solomon seconded the motion and it was approved by the Committee.

Mr. Benjamin adjourned the meeting at 9:40 a.m.