

Minutes
Customer Service, Operations and Safety Committee
June 25, 2009

The meeting was called to order at 9:20 a.m. by Committee Chair, Mr. Zimmerman.

Present were:

Committee Members

Mr. Christopher Zimmerman, Chair
Mr. Jim Graham
Mr. Jim Graham
Mr. Peter Benjamin
Mrs. Catherine Hudgins
Mr. Neil Albert

Ms. Elizabeth Hewlett
Mr. Gordon Linton
Mr. Jeff McKay
Mr. Anthony Giancola
Mr. William Euille

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 May 28, 2009 meeting minutes be approved as amended with Mr. Benjamin seconding the motion. Motion passed unanimously.

Action Items

A. Approval of Retail Service Demonstration Program

Mr. Bottigheimer requested the Board's approval to issue a Request for Proposals (RFP) for a three-year retail demonstration program with five one-year options at a minimum of 12 Metrorail Stations. Mr. Graham made a motion to modify the RFP to prevent anyone entity from monopolizing the locations/areas.

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

Information Items

A. Safety and Security Report

Ms. Dupigny-Samuels provided an overview of the accident investigation process and the current status of the investigation. Chief Taborn provided an overview of the Metro crime trends and steps that Metro Transit Police are taking to proactively address robberies occurring within the Metro System.

B. NextBus

Mr. Victoria and Ms. Peck provided an overview of how NextBus works including a live web demonstration of how a customer would use it. NextBus will provide customers with real-time predictions when the next bus will arrive at a particular bus stop.

C. Operational Performance

There was insufficient time to cover this report in the meeting.

Meeting adjourned at 11:15 a.m.