

Minutes
Customer Service, Operations and Safety Committee
July 16, 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. Jim Graham
Mr. Peter Benjamin
Mrs. Catherine Hudgins

Ms. Elizabeth Hewlett
Mr. Jeff McKay
Mr. Jeff McKay
Mr. Anthony Giancola

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 June 25, 2009 meeting minutes be approved with Mr. Benjamin seconding the motion. Motion passed unanimously.

Information Items

A. Safety Report

Ms. Dupigny-Samuels provided an overview of the accident investigation process and the current status of the investigation. Mr. Graham requested a report be provided in September on the status of the National Transportation Safety Board's mandate to Metro. Mr. Giancola requested that the Security Report be brought back as a monthly report to the Committee.

B. The New and Improved Metrobus Reorganization

Mr. Victoria provided a briefing on the reorganization within Bus Transportation to introduce new responsibilities focused on making Bus Services the "Best Ride in The Nation" while improving safety, customer service, service reliability and organizational efficiency.

C. Station Enhancement Program

Mr. Gillum provided an overview of the Station Enhancement Program detailing the history of the program and the annual goals.

Meeting adjourned at 10:55 a.m.