

**Minutes
Customer Service, Operations and Safety Committee
September 24, 2009**

The meeting was called to order at 9:14 a.m. by Committee Chair, Mr. Zimmerman.

Present were:

Committee Members

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

Ms. Elizabeth Hewlett
Mr. Gordon Linton
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. Benjamin moved that the July 16, 2009 meeting minutes be approved with Ms. Hewlett seconding the motion. Motion passed unanimously.

Action Items

A. Leesburg Pike Metrobus Improvements Request to Conduct a Public Hearing

Staff requested approval to conduct a public hearing on the proposed restructuring of regional Metrobus Routes 28A and 28B that comprise the Leesburg Pike Line as part of the Bus Priority Corridor Network. Ms. Hudgins moved approval and Mr. Benjamin seconded the motion. Motion passed unanimously.

B. Veirs Mill Road Metrobus Improvements Request to Conduct a Public Hearing

Staff requested approval to conduct a public hearing on the proposed restructuring of regional Metrobus Route Q2 Veirs Mill Road Line as part of the Bus Priority Corridor Network. Mr. Benjamin moved approval and Ms. Hudgins seconded the motion. Motion passed unanimously.

Information Items

A. Safety Report

Mr. Francis provided an overview of the National Transportation Safety Board's (NTSB) latest findings on the accident investigation process and Metro's implementation of the NTSB's recommendations. Ms. Dupigny-Samuels provided highlights of Metro's safety initiatives and current statistics. Mr. Benjamin requested that pedestrian injury numbers be added to the report.

B. Metro Police Crime Statistics and Significant Facts

Chief Taborn provided highlights of Metro's security initiatives and current crime statistics. Mr. Benjamin requested that jurisdictional crime statistics (per capita) be added to the report to show the comparison to the Metro crime statistics.

C. Metro Rehabilitation

Mr. Francis provided a 90-day plan of the upcoming work in the Metrorail system that may adversely impact customers. Primary projects highlighted were the trackwork during Columbus Day and the Franconia Springfield Parking Garage rehabilitation.

D. Update on NextBus

Mr. Victoria provided a status update on the NextBus program. He discussed customer usage to date and post-launch activities.

E. Elevator and Escalator Maintenance Program

Mr. Lacosse provided a historical overview of the elevator/escalator program explaining the technical training, system maintenance, rehabilitation and customer communication. He also unveiled proposed new escalator/elevator signage that will identify whether a project is rehabilitation, preventative maintenance or major repair. Mr. Graham inquired how many students Metro has hired from the Cardozo High School program during the history of the technical program.

F. City Year Secret Shopper

Mr. Franco, Executive Director for the City Year Program provided an overview of the secret shopper program and how City Year partnered with Metro during the past year to provide feedback. He explained that students ride the system daily and complete surveys that identify a range of items from mechanical failures to discourteous Metro employees. Mr. Zimmerman and Ms. Hewlett requested a copy of the full report from City Year.

Meeting adjourned at 11:02 a.m.