

**Revised Minutes
Customer Service, Operations and Safety Committee
September 16, 2010**

The meeting was called to order at 11:06 a.m. by Committee Chair, Mr. Zimmerman.

Present were:

Committee Members

Mr. Christopher Zimmerman, Chair
Mr. Peter Benjamin
Mr. Gordon Linton
Mr. Michael Brown

Other Members Present

Mr. Jim Graham
Ms. Catherine Hudgins
Ms. Betty Hewlett
Mr. Jeff McKay
Mr. Mortimer Downey
Mr. William Euille
Mr. Marcel Acosta

Approval of Agenda

Mr. Zimmerman noted the agenda was accepted as presented by unanimous consent.

Approval of Minutes

Mr. Zimmerman noted that the minutes were accepted as presented by unanimous consent.

Action Items

A. Revision of 2010 Procedures for the WMATA Board of Directors and the Mission Statement

Mr. Benjamin moved, seconded by Mr. Zimmerman approval to:

- Adopt the amended 2010 Procedures for WMATA Board of Directors that emphasizes its commitment to safety by creating a committee of the Board to provide safety oversight and develop safety policy proposals.
- Adopt Metro's modified Mission Statement that clarifies safety is a top priority of the agency.
- Adopt the modified Committee membership for 2010.

The motion passed unanimously.

B. Bus Service Adjustments

Mr. Linton moved, seconded by Mr. Brown approval to:

- Implement various Metrobus service changes to all three jurisdictions that will enhance ridership, meet current demands for service, and implement new services, and implement new services consistent with regional planning efforts.

The motion passed unanimously.

C. Suicide Prevention Program

Mr. Zimmerman moved, seconded by Mr. Benjamin approval to:

- Initiate and award a competitive contract to provide a suicide prevention program for a one-year base period and two one-year options that will develop suicide prevention skills for designated operations managers and staff by:
 - Increasing knowledge of suicidal behaviors and enhance recognition of distressed at-risk staff and customers.
 - Increasing confidence and competence to intervene.

The motion passed unanimously.

Information Items

A. Safety Report

Mr. Dougherty provided an update on safety actions, open corrective action plans (CAP) since 2007, National Transportation Safety Board's (NTSB) ongoing investigations and Tri-State Oversight Committee's (TOC) Triennial Safety and Security Review.

B. Review Status of Tri-State Oversight Audit (TOC)

Mr. Bassett, Chair of the Tri-State Oversight Committee, provided a briefing on the major investigations underway regarding Metro incidents and the work being accomplished to strengthen safety oversight and communication. He conveyed that the relationship and communication between Metro and the Tri-State Oversight Committee was moving in the right direction.

Mr. Zimmerman stated the last two items on the agenda would not be presented due to the length of the meeting.

The meeting adjourned at 1:27 p.m.