

**Minutes  
Customer Service, Operations and Safety Committee  
November 19, 2009**

The meeting was called to order at 9:21 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. Jeff McKay  
Mr. Anthony Giancola  
Mr. William Euille

**Approval of Minutes**

The minutes were approved as submitted.

**Information Items**

**Review of Tri-State Oversight Committee and Access**

Mr. Zimmerman provided an overview of the Tri-State Oversight Committee (TOC), their functions and responsibilities. After providing the overview, Mr. Zimmerman introduced the Chairman of the TOC Eric Madison.

Mr. Madison provided information on the TOC functions, history, authority and organizational structure. The TOC is a six-member body with two members from each jurisdiction (Virginia, Maryland, and the District of Columbia). Mr. Madison explained that the TOC has one full time member, Matt Basset the Co-Chair, although the majority of the work is performed by consultants.

Mr. Graham inquired what safety practices and standards are utilized by the TOC. Mr. Madison explained that the TOC comments on and reviews Metro's Standards for Rail Safety and Security Practices which is revised every three years. Mr. Graham requested a copy of this document. The TOC also reviews actual working conditions to ensure Metro is complying with these safety practices.

The TOC chairman and co-chairman provided details of the efforts to obtain employee-type access to the right-of-way (ROW) during revenue hours with full power to the rails. The discussion focused on letters to Metro requesting access and the May 29<sup>th</sup> letter for Metro denying employee-type access. After discussions among TOC and Metro staff, employee-type access with an escort was granted.

Mr. Zimmerman introduced direction to establish Board policy for cooperation with the Tri-State Oversight Committee, to include implementation of escalation procedures to allow the TOC access to the General Manager and Board Members as well as notification to the Board if the TOC is denied access for any reason. The direction was approved by unanimous consent.

Mr. Zimmerman introduced direction that staff draft a letter to be sent by the Chairman to the Maryland and Virginia Secretaries of Transportation and the Director of the District of Columbia Department of Transportation urging them to strengthen the Tri-State Oversight Committee. Mr. Graham moved the direction, seconded by Mrs. Hudgins, and the motion was unanimously approved.

Mr. Zimmerman introduced a resolution to call for more federal oversight of rail transit safety. Mr. Graham moved, seconded by Mr. Albert to forward the resolution to the Board. The motion was approved unanimously.

Meeting adjourned at 11:01 a.m.