

**Minutes  
Safety and Service Delivery Committee  
January 11, 2018**

Committee Chair Lauby called the meeting to order at 10:08 a.m. Present were:

**Committee Members**

Mr. Robert Lauby, Chair  
Ms. Keturah Harley, Vice Chair  
Mr. Jeff Marootian  
Mr. Christian Dorsey\*

**Other Members**

Mr. Jack Evans  
Mr. Jim Corcoran  
Mr. Steve McMillin  
Mr. Corbett Price  
Mr. Michael Goldman  
Mr. Tom Bulger  
Mr. Malcolm Augustine  
Ms. Kathy Porter  
Mr. Paul Smedberg  
Mr. Anthony Costa

\*Designated jurisdictional representative

**Approval of Agenda**

The agenda was approved as presented.

**Approval of Minutes**

The December 14, 2017 minutes were approved as submitted.

**Action Item**

**A. 2018 Customer Confidence Program**

Mr. Marootian moved, seconded by Ms. Harley, to forward to the Board the adoption of the 2018 Customer Confidence Program, a one-year commitment to customers designed to retain and win back riders to the system. The program will reimburse registered SmarTrip® users who are delayed 15 minutes or more during the weekday rush hour travel periods as a demonstration of management's confidence to deliver reliable service. Certain limitations, exclusions and blackout dates will apply as per the terms set by the program.

**Information Items**

**A. Bus Safety Initiatives Update**

Staff briefed the committee on recent initiatives designed to improve safety using a holistic hazard management approach. Initiatives are focused on bus hazard management, technology improvements and strategies that specifically focus on reductions in bus operator assaults, installations of bus shields, deceleration and pedestrian lights and reinstatement of the 8000-series bus.

**B. APTA Peer Review – Bus Operator Assaults**

A representative of the American Public Transportation Association (APTA) and a member of the APTA Peer Review panel on bus operator assaults presented peer review findings regarding the strengthening of the safety of the system for employees and public. The review found that Metro has already incorporated many best practices. Recommendations from the APTA Peer Review will be counted and tracked as part of the ongoing Corrective Action Plan list maintained by the Office of System Safety and Environmental Management.

Meeting was adjourned at 11:37 a.m.