

Minutes
Customer Service, Operations and Safety Committee
January 10, 2008
9 a.m.

The meeting was called to order at 9:22 a.m. by Committee Chair, Mr. Benjamin.
Present were:

Committee Members

Mr. Peter Benjamin, Chair
Mrs. Catherine Hudgins, Vice Chair
Ms. Elizabeth Hewlett
Mr. Chris Zimmerman
Mr. Jim Graham
Mr. Jeff McKay was also in attendance

Mr. Emeka Moneme
Mr. William Euille
Mr. Anthony Giancola

Approval of Agenda

The agenda was approved.

Approval of Minutes

The minutes from the October 11, 2007 meeting were approved as submitted.

Information Items

A. Operational Performance

Mr. Francis briefed the committee on the FY08 year to date operational performance indicators including Rail and MetroAccess on-time performance, vertical transportation and bus system reliability and customer satisfaction. Mr. Benjamin stated that what the indicators are showing is what many of the Board members have already experienced or heard from the customers during the fare hearings. Since we are measuring the Rail on-time performance by the distance between headways, he inquired if there is something that can be done in the Operations Control Center (OCC) that can adjust the headways so they are more evenly spaced. Mr. Francis conveyed that when a controller identifies a problem on the alignment they adjust accordingly in an effort to maintain the headway. However, WMATA is currently working with the controllers and pertinent personnel to further address this issue.

Mr. Linton stated that he would like the Board to set some goals and priorities as an organization. He would like the Board to determine how the resources can be

shifted so that reliability can be achieved. The General Manager assured the Board members that as part of the budget process WMATA is working on a performance plan as well as a customer expectation plan modeled after the London Underground.

Mr. Moneme stated that the mean distance between disruptions does not make a lot of sense after spending a substantial amount of money on new vehicles, etc. Mr. Francis responded that mean distance between service disruptions includes anything that interferes with the bus' ability to complete the route – e.g. accident, mechanical failure, sick customer. The mean distance between failures is on an upward turn and averages 6400 to 6600 miles.

Mr. Zimmerman stated schedule adherence is important and requested that staff provide bus on-time performance as they do for Rail and MetroAccess.

Board members requested that the performance indicators be provided monthly and with specific details to the cause of the goal not being met.

B. August 2007 Blue Line Power Issues

Mr. Kubicek and Mr. Couch provided the Committee with an overview of the August 2007 Blue Line power issues. The root cause, corrective actions and work-in-progress was discussed for each of the five separate issues – track fires, loss of Potomac Yard substation, Ronald Regan Washington National Airport fire, Pentagon City operational issues and loss of power to multiple trains.

Mr. Zimmerman stated it was a good thorough analysis of the August event, but the Board needs to be aware of all of the details so that they will understand how it relates to the capital funding needs. He requested that the same type of detailed analysis be provided to the Board regarding the communication failures.

Mr. Benjamin adjourned the meeting at 10:45 a.m.