

Minutes
Customer Service, Operations and Safety Committee
February 14, 2008
9 a.m.

The meeting was called to order at 9:15 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

Mr. Emeka Moneme
Mr. Marcell Solomon
Mr. Anthony Giancola

Approval of Agenda

The agenda was approved.

Approval of Minutes

The minutes from the January 10, 2008 meeting were approved as submitted with noted correction to the spelling of "Reagan".

Approved as submitted

Action Items

A. The Metro Channel (TMC)

The Committee was updated on refinements to the plan now known as "The Metro Channel." Staff requested approval to initiate a Request For Proposal (RFP) for an exclusive advertising partner, to include deployment and operation of The Metro Channel, for WMATA.

Board members were reassured the contractor would cover the entire cost to build, install and operate this system with no cost to WMATA other than the electricity. WMATA anticipates receiving revenue from this venture, but the amount is unknown until we receive proposals.

Mr. Graham was dismayed at the violence shown on the pilot display at the meeting, stating he could not support providing this type of information on a large video screen in the WMATA system.

Mr. Zimmerman with the consent of the committee modified the request from initiation and award to initiation only, providing the Board the opportunity to approve the proposed contractor prior to award.

Mr. Zimmerman moved the motion, Ms. Hudgins seconded. All voted yes, except Mr. Graham. Amended motion passed.

B. Rail Geometry Vehicle

Staff requested Committee approval to authorize, initiate and award a competitive contract for the procurement of a rail geometry vehicle, if within Board-approved budget. This vehicle would provide WMATA the ability to perform all of the necessary rail inspections in-house including rail profiles, gauge, elevation, curvature, surface profile, lateral alignment, thermal imaging and wayside measurement.

Mr. Moneme moved the motion, Mr. Zimmerman seconded. All voted yes, the motion passed.

C. Metrobus 30s Line Enhancement

Staff requested Committee approval to conduct public hearings on the proposed restructuring of regional Metrobus Routes 30, 32, 34, 35, 36, which comprise the Pennsylvania Avenue Line, also known as the 30s Line.

Proposed service plan is estimated to increase the annual Metrobus regional operating subsidy by up to \$400,000. This additional funding, which is available for new limited-stop services, to achieve regional subsidy neutrality, will be provided by District Department of Transportation (DDOT).

Mr. Moneme moved the motion, Mr. Zimmerman seconded. All voted yes, motion passed.

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. He

informed the Committee that the on-time performance was the highest it has been since July 2007.

B. Blue Line Realignment

Mr. Hughes briefed the Committee on the proposed Blue Line realignment prior to initiating a public input process. A review of the station boarding over the last five years reveals the most significant growth has been in the eastern parts of downtown. The change has resulted in more people from south of the Pentagon taking the Yellow Line across downtown.

The proposed Blue Line realignment improves rail reliability at the Rosslyn portal, which is currently at the maximum throughput capacity of a train every 135 seconds during the AM peak hour.

Mr. Benjamin conveyed his concern that riders could become confused, since this is the first time customers will get on a Blue Line train and it can end up on a different line. Staff will discuss with customers the best method for communicating this change.

C. Briefing on Bus Operator Assaults

Mr. Victoria and Officer Olson briefed the Committee on the bus operator assaults from 2002 through 2007, including the total number of assaults by jurisdiction, map of assaults, type of incidents and current/future initiatives.

Board members inquired how many plain clothes officers are assigned to Metrobus and how many to Metrorail. Officer Olson responded 12 on Metrobus and eight on Metrorail. Mr. Graham inquired what constitutes an assault. Officer Olson stated any unlawful touching according to the law is an assault. Mr. Graham requested staff provide the percentage of individuals involved with the 2007 physical contact incidents who were arrested.

Meeting adjourned at 11 a.m.