

Minutes
Customer Service, Operations and Safety Committee
March 13, 2008

The meeting was called to order at 10:45 a.m. by Committee Chair, Mr. Graham.
Present were:

Committee Members

Mr. Jim Graham, Chair

Mrs. Catherine Hudgins, Vice Chair

Ms. Elizabeth Hewlett

Mr. Chris Zimmerman

Mr. Peter Benjamin

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 February 14, 2008 meeting were not approved, pending modification.

Information Items

A. Communication and Service Plans

Ms. Wilson provided the Committee a briefing on two upcoming events in the District that will impact Metro ridership – the Nationals' opening night and the visit of Pope Benedict XVI. Metro has been working closely with both organizations to ensure effective communication and service plans are in place. This includes providing extra trains, converting Navy Yard Station entrance to "one-way" traffic and fare media advertising.

Mr. Benjamin inquired if the Nationals' were paying for the image on smart cards, if not, what criteria has been established by the Board to allow free advertising. Staff responded Nationals' were not paying for the image on the smart cards since it was a mutual promotion between Metro and the Nationals'. The General Manager stated that it has been the practice of Metro to advertise on fare media in the past, so staff was not aware of any issue.

B. 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. Mr. Graham requested that the "Dirty Dozen" top 12 elevators and escalators with non-scheduled outages be provided as part of this presentation starting in April.

C. Bus Procurement Update

Mr. Wallace briefed the Committee on the status of the bus replacement contract. The 22 articulated compressed natural gas (CNG) buses from NABI will be delivered by June 2008. Delivery of the New Flyer Hybrid Electric buses will commence in August 2008 with delivery of all 203 by June 2009.

D. Briefing on Metro Matters Projects

Item deferred until March 27.

E. Briefing on Urgent Unfunded Capital Needs

Item deferred until March 27.

Meeting adjourned at 11:45a.m.