

Minutes
Customer Service, Operations and Safety Committee
April 10, 2008

The meeting was called to order at 9:02 a.m. by Committee Chair, Mr. Graham.
Present were:

Committee Members

Mr. Jim Graham, Chair
Mr. Chris Zimmerman
Mr. Peter Benjamin
Mrs. Catherine Hudgins
Mr. Emeka Moneme
Ms. Elizabeth Hewlett

Mr. Jeff McKay
Mr. Anthony Giancola

Approval of Agenda

The agenda was approved.

Approval of Minutes

The minutes from the February 14, 2008 meeting were approved as amended and the minutes from the March 13, 2008 meeting were approved. Mr. Benjamin moved, Mr. Moneme 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. Mr. Graham requested that additional information on the escalators and elevators be provided to include: explanation of failures for the top 12 and identification of units not functioning at all for several weeks. He also requested that signs with more specific information be placed on all escalators and elevators undergoing major repair or modernization within 24/48 hours of the April 10 Committee meeting and a report on the signs provided at the May committee meeting.

Mr. Giancola requested that a report on the escalator/elevator program identifying projected time to complete repair and modernizations vs. actual time elapsed be provided at a future committee meeting.

Mr. Moneme requested that staff explain how the bus mean distance between failures (MDBF) goal was derived and if WMATA's MDBF goal is the industry standard. Mr. Zimmerman stated that he would like to know why WMATA is achieving or not achieving the goal and how much of it is related to Board policy or mechanics, etc. The Board again requested bus on time performance. Mr. Benjamin requested that the entire bus fleet be shown in the mean distance between failures.

Mrs. Hudgins requested WMATA's policy on offloading sick customers be provided to the Board.

Mr. Graham requested the following information be provided at the May Committee meeting:

- Monthly report on crime in the system - July 2007 to present as compared to historical data for the previous year
- Report on span of MTPD's jurisdiction to enforce the law
- Report on security cameras
- Monthly safety report

He also requested that Chief Taborn and Ron Keele be present at all Committee meetings.

Meeting adjourned at 10a.m.