

Minutes
Customer Service, Operations and Safety Committee
May 8, 2008

The meeting was called to order at 9:17 a.m. by Committee Chair, Mr. Graham.

Present were:

Committee Members

Mr. Jim Graham, Chair

Mr. Gordon Linton, Vice Chair

Mr. Chris Zimmerman

Mr. Peter Benjamin

Mr. Emeka Moneme

Ms. Elizabeth Hewlett

Mr. William Euille

Mr. Jeff McKay

Approval of Agenda

The agenda was approved.

Approval of Minutes

Mr. Zimmerman moved, Mr. Benjamin seconded that the minutes from the April 10, 2008 meeting be approved. The Committee voted unanimously in favor of the motion.

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 staff analyze the elevator/escalator failures and provide conclusions at the next meeting. Board members also requested the following be provided at the June meeting: number of MetroAccess customers using MetroRail/MetroBus; average time attributed to sick customers on Metrorail; bus schedule adherence and fuel cost comparison. Staff was directed by Mr. Benjamin to conduct a research analysis on the performance of the Hybrid, Clean Diesel and Compressed Natural Gas (CNG) buses to reveal why the Hybrids are performing at a lower standard than the other two.

B. MTPD Jurisdiction, Deployment, Crime Statistics and Camera Information

Chief Taborn provided an overview on MTPD including how it was established, number of sworn members, patrol strategies used by the department to combat

crime and terrorism and the five-year strategic planning process. He provided the Committee the following crime statistics: 2003 to 2008 type of crime and quantity comparison, top ten Metrorail stations experiencing crime vs. station ridership, and seven bus routes with the highest crime rate. Also provided was an overview of the camera systems installed in the Metro system. Mr. Graham requested that Chief Taborn recommend ten Metrorail stations in the District of Columbia where outside cameras should be placed.

C. Safety Performance Indicators (FY08)

Mr. Keele provided the safety performance data in the areas of derailments, fires, rail/bus passenger injuries, and construction injuries that occurred in the first nine months of FY08 as compared to the same time period in FY07.

Meeting adjourned at 10:15 a.m.