

Minutes
Customer Service, Operations and Safety Committee
June 26, 2008

The meeting was called to order at 10:35 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

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

Mr. Benjamin moved and Mr. Moneme seconded that the minutes from the May 8, 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 as they compare to the established goals. Analysis was completed of the elevator/escalator failures and conclusions were provided to the Committee as requested at the May meeting. The majority of unscheduled outages for elevators/escalators is the reset of safety switches or adjustments. Mr. Graham requested that staff identify the time associated with the maintenance calls to correct these failures at the July meeting. Staff committed to the Committee to present the Bus on time performance at the September 2008 meeting.

B. Communication Initiative

Mr. Francis provided the Committee a status update on the WMATA communication initiatives being pursued as a result of feedback from customers, Riders Advisory Council (RAC), Board members and communication matrix team.

Mr. McKay requested a status report of Channel M that will provide devices outside of the stations to inform customers of problems before they enter the station. Mr. Giancola requested a report on the lessons learned from the June 13th power outage.

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

Chief Taborn provided the monthly report on crime statistics in the Metro system from calendar years 2003 to 2008. As requested at the May meeting, Chief Taborn recommended ten Metrorail stations in the District of Columbia where outside cameras should be installed. Mr. Graham requested that the Chief and he review the top ten stations with the District of Columbia. Based upon the high incidents of parking lot crimes at the Franconia-Springfield Station, Mr. McKay requested the Chief inform Fairfax County if cameras are needed. Mr. Linton stated crime statistics should be provided for each station so that Board members are aware of what is occurring in their individual jurisdictions.

D. Safety Performance Indicators (FY08)

Mr. Keele provided the monthly report on the FY08 safety performance indicators for rail and bus including passenger injuries, collisions, fires and injury rates as compared to FY087.

Meeting adjourned at 11:00 a.m.