

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

The meeting was called to order at 10:30 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. William Euille

Mr. Jeff McKay

Mr. Anthony Giancola

Mr. Marcell Solomon

Approval of Agenda

The agenda was approved.

Approval of Minutes

Mr. Zimmerman moved and Mr. McKay seconded that the minutes from the June 26, 2008 meeting be approved. The Committee voted unanimously in favor of the motion.

Information Items

A. Operational Performance

Mr. Victoria 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 as they compare to the established goals. Mr. Graham requested that staff provide the following at the September meeting:

- Analysis of the door malfunctions include peak/non-peak occurrences, percentage of failures compared to usage and realistic expectations
- Analysis on bus bunching and what is being done about it
- Top 12 escalators and elevators as a standard part of the monthly report

B. WMATA's Emergency Management Program and Jurisdictional Camera Information

Chief Taborn provided the Committee with an overview of the emergency management project that is funded by the Federal Transit Agency (FTA) for WMATA to establish a pilot program to be used by transit systems nationwide. Per Board members request, the Chief recommended the top ten stations for camera installation in the District of Columbia, Maryland and Virginia. Mr. Graham requested staff provide the number of cameras per station, cost and the timeline for installation.

C. 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 FY07.

Meeting adjourned at 11:00 a.m.