

Minutes
Customer Service, Operations and Safety Committee
September 11, 2008

The meeting was called to order at 9:20 a.m. by Committee Chair, Mr. Graham.

Present were:

Committee Members

Mr. Jim Graham, Chair

Mr. Gordon Linton, Vice Chair

Mr. Jeff McKay

Mr. Anthony Giancola

Mrs. Catherine Hudgins

Ms. Elizabeth Hewlett

Recognition of September 11 Events

Mr. Catoe gave tribute to employees who played a vital role in evacuating the region on September 11, 2001.

Approval of Agenda

The agenda was approved.

Approval of Minutes

Mr. Linton moved and Mr. Giancola seconded that the minutes from the July 10, 2008 meeting be approved. The Committee voted unanimously in favor of the motion.

Operational Performance

Mr. Francis provided the Committee a brief review of the significant FY08 accomplishments and the final FY08 report on performance indicators as compared to FY07. For the first time, bus on-time performance was presented showing how WMATA compares to the industry averages. Mr. Graham requested the following be provided at the October Committee meeting:

- How other agencies encourage paratranist customers to use rail and bus
- Percentage of safety switch resets that could be performed by the Station Manager
- analysis of elevators/escalators that are top repeaters
- evaluation of escalator canopy program

Information Items

A. Metro Transit Police Crime Statistics and Event Information

Deputy Chief Jeff Delinski briefed the Committee on the types of crimes and quantity per calendar year from 2003 through 2008, ratio of parking-lot related crime per vehicles parked at top ten highest crime stations and comparison of crime in service area to Metro property. Per the Board request recommendations were provided for the placement of outdoor cameras at the top ten stations experiencing high crime in the District of Columbia, Maryland and Virginia.

Mr. Graham requested that staff include the following information in the next report:

- breakdown of MTPD staff identifying how many make arrests
- how much time the officers spend in court and the associated costs.

B. Safety Performance Indicators (FY08)

Mr. Edwards provided an update on the FY08 safety performance data in the areas of derailments, fires, rail/bus passenger injuries, employee injuries and construction injuries as compared to FY07.

Mr. Graham requested that staff provide the severity of the injuries at the October Committee meeting.

C. Successful Implementation of MetroAccess Door-to-Door Service

Ms. Dalton-Kumins briefed the Committee on the implementation of MetroAccess Door-to-Door service and its success to date.

Mr. Kent provided a brief overview on the anticipated cost and service impacts of transitioning Medicaid recipients to the Metrobus and Metrorail systems.

Mr. Graham requested this item be discussed at the October Committee meeting.

Meeting adjourned at 11:20 a.m.