

Minutes
Customer Service, Operations and Safety Committee
October 2, 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. Chris Zimmerman
Mr. Peter Benjamin

Mrs. Catherine Hudgins
Ms. Elizabeth Hewlett
Mr. William Euille
Mr. Jeff McKay

Approval of Agenda

The agenda was approved.

Approval of Minutes

Mr. Benjamin moved and Ms. Hewlett seconded the motion that the minutes from the September 11, 2008 meeting be approved. The Committee passed the motion with Mr. Zimmerman abstaining.

Operational Performance

Mr. Francis provided the Committee a briefing on the FY09 year-to-date operational performance indicators including Metrorail, Metrobus and MetroAccess on-time performance, bus mean distance between failures, rail car door malfunctions and vertical transportation availability.

Action Items

A. Authorize Public Hearing to Discontinue Non-Regional Metrobus Routes 2W, 12A-S and 20F-Y in Fairfax County

Mr. Hughes sought to obtain the concurrence of the Committee and the Board of Directors approval to authorize a public hearing to discontinue non-regional Metrobus routes 2W, 12A-S and 20F-Y effective the end of March 2009 for transfer to Fairfax County. Ms. Hudgins moved and Mr. Zimmerman seconded authorization of the public hearing. Motion passed.

Information Items

A. Metro Transit Police Crime Statistics and Significant Facts

Chief Taborn briefed the Committee on types of Part 1 crimes and quantity per calendar year 2003 through August 2008 and the top ten stations by jurisdiction experiencing crime in 2008. Also provided per Board request was the number of positions that have authority to make arrests and the number of arrests made during 2008. Board members requested that the following data be provided at the November Committee meeting:

- On top ten stations for Part 1 crimes – identify the number in parking lots and the number against a person
- Identify the number of Officers that speak a foreign language

B. Safety Performance Indicators

Mr. Keele provided an update on the safety performance data that occurred during July and August 2009 in the areas of derailment, fires, rail/bus passenger injuries, employee injuries and construction injuries as compared to the same time period in FY08. Mr. Graham requested that year-to-date numbers be added to the next report.

C. Impact of the Transfer of DC Medicaid Transportation Services to MetroAccess

Mr. Kent briefed the Committee on the potential cost and operational impact to the MetroAccess service as a result of recent reductions in the District's Medicaid transportation budget and the subsequent shift of Medicaid recipients onto MetroAccess. Mr. Graham stated that this was a problem with the Medicaid contractor distributing incorrect instructions and the District is upset that this occurred. A working group has been established between the District and WMATA to resolve this issue. Mr. Graham stated that there are four transit agencies in the United States that obtain reimbursement for Medicaid services provided and requested that staff investigate this possibility.

D. Eliminating Paper Transfers

Ms. Wilson provided the Committee an update on actions taken by staff to implement the policy directive of eliminating paper transfers. Board members were concerned about a balance transfer, number of individuals affected, number of customer locations and media notification campaign. Staff was requested to address these questions and provide a detailed briefing at the November Committee meeting.

Meeting adjourned at 11:36 a.m.