

**Minutes
Customer Service, Operations and Safety Committee
November 6, 2008**

The meeting was called to order at 9:10 a.m. by Committee Vice Chair, Mr. Linton.

Present were:

Committee Members

Mr. Jim Graham, Chair

Mrs. Catherine Hudgins

Mr. Gordon Linton, Vice Chair

Ms. Elizabeth Hewlett

Mr. Chris Zimmerman

Mr. Jeff McKay

Mr. Peter Benjamin

Mr. Anthony Giancola

Mr. Neil Albert was also present.

Approval of Agenda

Mr. Benjamin moved and Mr. Giancola seconded the motion to approve the agenda.

Approval of Minutes

Mr. Benjamin moved and Mr. Giancola seconded the motion that the minutes from the October 2, 2008 meeting be approved. The Committee passed the motion unanimously.

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. Adoption of MetroAccess Fleet Plan

Mr. Millis sought to obtain the concurrence of the Committee and the Board of Directors approval of Metro's first MetroAccess Revenue Vehicle Fleet Management Plan. The plan provides for the acquisition of accessible vehicles to update the aging MetroAccess fleet, and to support future growth of Metro's complementary ADA paratransit program. Board requested that staff provide a lifecycle cost analysis. Mr. Benjamin moved, seconded by Mr. Giancola adoption of the MetroAccess Fleet Plan. The Committee passed the motion unanimously.

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 September 2008. The top ten stations by jurisdiction experiencing crime in 2008 were identified along with the number of crimes that occurred in parking lots or against a person. The number of Officers that speak a foreign language was provided per the Board request.

B. Safety Performance Indicators

Ms. Dupigny-Samuels provided an update on the safety performance data that occurred during the first quarter of FY09 in the areas of derailment, fires, escalator injuries, rail, bus and MetroAccess passenger injuries, preventable and non-preventable bus collision rates and MetroAccess collision rate. Mr. Zimmerman requested that next year the goals in the report be tied to the agency safety goal.

C. Elimination of Paper Transfers

Ms. Wilson provided a detailed briefing on the forthcoming elimination of paper transfers and the readiness of Metro to institute this change and the fiscal impact of the action. The update included an analysis of how bus riders pay today, transfer bus boardings, estimated boarding times with SmarTrip®, media notification campaign and customer locations to purchase SmarTrip® cards. Board members inquired about the rail and bus balanced transfer and staff confirmed all technology is in place for implementation.

D. SmarTrip® Program Update

Mr. Catoe provided the Committee an overview of the reforms he has implemented aimed at prioritizing and accelerating the performance of the SmarTrip® Program. The update included recent contract actions, timing for key customer service enhancements, and contractual milestones.

Meeting adjourned at 11:20 a.m.