

Minutes
Customer Service, Operations and Safety Committee
December 4, 2008

The meeting was called to order at 9:28 a.m. by Committee Chair, Mr. Graham. Present were:

Committee Members

Mr. Jim Graham, Chair
Mr. Chris Zimmerman
Mr. Peter Benjamin
Mrs. Catherine Hudgins
Mr. Neil Albert

Ms. Elizabeth Hewlett
Mr. William Euille
Mr. Jeff McKay
Mr. Marcell Solomon

Approval of Agenda

Mr. Benjamin moved and Mrs. Hudgins seconded the motion to approve the agenda.

Approval of Minutes

Mr. Benjamin moved approval of the minutes with two minor corrections. The corrections were:

- to adding the words "for planning purposes" to action item A - The Adoption of the MetroAccess Fleet Plan; and
- revise last sentence in information item B - Safety Performance Indicators so that it is easily understood.

Mrs. Hudgins seconded the motion that the minutes from the November 6, 2008 meeting be approved with noted corrections. 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. Board members requested the following be provided at the next meeting:

- bus on-time performance – separate out the 16 line and the Rex Express line and look at the interaction of routes on different lines.
- elevators/escalator 90 day – identify whether there is redundancy at outage locations, identify if the unit is new or old, include any future rehabilitation date and explain intermittent problems with the same units (i.e. Courthouse).

Staff will provide a comprehensive report detailing the entire process of how Metro manages the escalators/elevators program at the February Customer Service, Operations and Safety Committee.

Mr. Graham requested a summary of the Operations Plan for January 17 to January 20. Mr. Catoe stated a complete Operations Plan will be provided to the Board as soon as it is finalized.

Action Items

A. Authorization For Public Hearing to Discontinue Route N22

Mr. Hughes sought to obtain the concurrence of the Committee and the Board of Directors authorization to conduct a public hearing to discontinue Metrobus Route N22 effective March 29, 2009, for transfer to the DC Circulator. Mr. Graham inquired if the route on the DC Circulator would be the same and what would it cost to operate. Staff responded the route is the same and the District's cost is \$1.7M. Mr. Graham moved the motion with the understanding his additional questions would be answered by the December 20th Board meeting. Motion was seconded by Mr. Albert to authorize a public hearing to discontinue Metrobus Route N22 effective March 29, 2009, for transfer to the DC Circulator. 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 October 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. Mr. Euille inquired if the downturn in the economy had shown an increase in larcenies and if so what is Metro doing about it. Chief Taborn stated larcenies of electronic devices and crimes in parking lot are on the rise. Transit police presence has been increased via motorcycles, bike and patrol of parking lots.

B. Safety Performance Indicators

Ms. Dupigny-Samuels provided an update on the safety performance data that occurred during the first four months 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.

C. Introduction of Metro's New Website

Ms. Peck briefed the Committee on Metro's new enterprise web portal to be launched December 8, 2008, identifying the new features and functionality that provide a clean, contemporary look that emphasizes streamlined content and simplified navigation.

Meeting adjourned at 10:45 a.m.