

Minutes
Customer Service and Operations Committee
November 4, 2010

The meeting was called to order at 11:20 a.m. by Committee Chair, Mr. Zimmerman.

Present were:

Committee Members

Mr. Christopher Zimmerman, Chair

Mr. Anthony Giancola, Vice Chair

Mr. Peter Benjamin

Other Members Present

Mr. Jim Graham

Mrs. Catherine Hudgins

Ms. Elizabeth Hewlett

Mr. Jeff McKay

Mr. Mortimer Downey

Approval of Agenda

Mr. Zimmerman noted the agenda would be modified to include an information item on the L'Enfant Plaza escalator incident. The agenda was accepted as modified by unanimous consent.

Approval of Minutes

Mr. Benjamin moved, seconded by Mr. Giancola approval of both the September 16 and October 14 meeting minutes. The motion passed by unanimous consent.

Information Items

A. L'Enfant Plaza Escalator Incident

Staff provided an update on Safety's preliminary investigation of the escalator incident at L'Enfant Plaza.

B. Vital Signs Report

Staff presented the monthly report on Metro's performance with an in-depth review of Metrobus operations. The report focused on what was working well, what was not working and what actions are being taken to improve performance. The Board requested staff provide:

- How much of the on-time performance delay is attributable to controllable and non-controllable factors.
- The on-time performance of other transit properties

C. Rail Mileage-Based Asset Management

Staff provided the Committee an overview of the Rail Mileage-Based Asset Management Project. This project will enable Metro to transition to a new maintenance approach that focuses on actual railcar mileage instead of time intervals. This standard approach of mileage-based maintenance is being utilized at five other transit properties in the United States.

D. Customer Input for 7000-Series

Staff briefed the Committee on the plan to incorporate customer input in the design of the 7000-series railcars. Guided by Metro's Design advocate, Metro will use an industrial design approach to test and validate concepts with customer groups from Concept Design through mock-ups.

The meeting adjourned at 12:50 p.m.