



Minutes

1314th Meeting of the Board of Directors January 25, 2007

Mrs. Mack called the meeting to order at 11:12 a.m. Present were:

Directors

Mrs. Gladys Mack
Mr. Charles Deegan
Mr. Jim Graham
Mr. Ray Briscuso
Mr. Dana Kauffman

Alternate Directors

Mr. Marcell Solomon
Mr. William Euille
Mr. Gordon Linton
Mrs. Catherine Hudgins

Staff

Mr. John Catoe, Jr.
Mr. Steven Feil
Mr. Raymond Feldmann
Mr. Fred Goodine
Mr. James Haggins
Ms. Polly Hanson
Mr. Adrian Hendricks

Mr. James Hughes
Ms. Debra Johnson
Ms. Carol O'Keeffe
Mr. Jack Requa
Mr. Edward Thomas
Ms. Sara Wilson
Mr. Charles Woodruff

Approval of Agenda:

Mr. Deegan moved, seconded by Mr. Kauffman, that the agenda be approved. The agenda was approved as submitted.

Approval of Minutes:

The minutes of the December 21, 2006 meeting were approved as submitted.

Report by Riders' Advisory Council (RAC):

Mr. Snyder introduced himself as the new RAC Chair from Montgomery County, Maryland and summarized the RAC's 2006 accomplishments which included, 1) participating in the process of guiding improvements to MetroAccess; 2) providing

**Washington
Metropolitan Area
Transit Authority**

600 Fifth Street, NW
Washington, D.C. 20001
202/962-1234

*By Metrorail:
Judiciary Square-Red Line
Gallery Place-Chinatown
Red, Green and
Yellow Lines*

*A District of Columbia,
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input into the direction for the 7000-series Railcars; 3) encouraging improved signage, lighting, sound, and accountability in rail stations; 4) advocating for the continued operation of lines that were not properly studied prior to recommended cuts; 5) providing input into the selection criteria for the next General Manager; and 6) passing a number of resolutions and recommendations that have been cited at both Board and Board committee meetings.

Mr. Snyder then presented the 2007 RAC goals for bus service to include: 1) providing input into line changes and service improvements, from requests made at Town Hall meetings; 2) enforcing consistency in operator announcements on buses that do not have the capability of enunciating next stop information; 3) encouraging bus operators to take pride of ownership in their buses and pride in their customers; 4) supporting and encouraging aggressive implementation of NextBus service; 5) encouraging the use of a community-based process for sensible consolidation to improved bus flow; 6) improving information dissemination of RAC and Board meetings, and other open forums on buses, trains and paratransit.

The RAC additionally recommends for rail service: 1) evaluation and improved audibility of train operator announcements; 2) improved reliability and functionality of Metro's web-based Trip Planner; 3) RAC participation in train length and rail car deployment planning; 4) improved newspaper-recycling program in stations and throughout the system; 5) expanded use of SmarTrip[®] throughout the transit system and the Washington Metropolitan Region through improved marketing and ease of use; 6) improved pedestrian and bicycle access to rail stations; 7) availability of information in stations for customers who do not have access to the Internet; and 8) development of consistent signage for stations, in the form of A-frame signs, with the ability to temporarily insert pre-printed signage.

With respect to the proposed FY08 budget, the RAC believes that the last resort for balancing the FY08 budget is service cuts, and the second-to-last option is a fare increase. The RAC will extend the public comment period at the February 7, 2007 meeting beginning at 5:30 p.m. to solicit comments that will generate creative ideas and proposals from Metro customers to address the \$51M shortfall in the proposed FY08 budget. These comments will then be used during RAC-sponsored budget workshops to be held in February and March.

Further, the RAC suggests that Metro make safety and security the highest priority. RAC members agreed to volunteer to participate in safety reviews and workshops as a means of providing customer input into Metro's Safety Policy. The RAC questioned if Metro is taking proactive and conservative steps to limit train speeds while waiting on reports and recommendations from the NTSB on 5000-series rail cars in single tracking scenarios. Therefore, the RAC is seeking to better understand Metro's decision processes for tradeoffs between safety and schedule, as well as policies on disaster and incident planning at rail stations.

Mr. Snyder stated this his ultimate goal is to develop the RAC into an organization that is respected, representative of riders, and serves as a "sounding board" for Metro management, Metro staff, and the Metro Board of Directors.

Lastly, Mr. Snyder welcomed Mr. John Catoe, Jr. as Metro's new General Manager and stated that he looks forward to working with him, the Metro Board and staff to develop a culture of transparency, openness, and timely communication.

Mrs. Mack concurred with the signage recommendations. Mr. Kauffman commented that the recommendations made by the RAC are what the Board was seeking in the RAC's establishment.

Public Comment Period:

Two persons registered to speak during the public comment period conducted at this meeting:

1. Mr. Ed Johannemann addressed the Board regarding the need to increase the temperature in the rail cars.

Mrs. Mack requested that Mr. Catoe ensure that staff address the comments of Mr. Johannemann.

2. Mr. Dennis Jaffe addressed the Board regarding inappropriate behavior in the form of a derogatory comment from a bus operator toward a customer. Mr. Jaffe was contacted by the customer in his capacity as RAC Chair. After contacting the Acting General Manager, Mr. Jaffe was informed that an investigation was underway and that sensitivity training was forthcoming. Mr. Jaffe later requested an update on the incident, and was informed that the operator was reinstructed on Metro's standards of customer service. After requesting a personal apology from the offending operator, Mr. Jaffe stated his understanding from management that an employee cannot be forced to apologize because of protests by the union. Therefore, Mr. Jaffe suggests: 1) management reexamine the incident for violation of tolerance policy, 2) initiate discussions with the unions and nonunion employees to mandate apologizes for inappropriate behaviors, and 3) encourage all employees to deliver top service to employees.

Mrs. Mack commented that the Board does not tolerate slurs or discrimination of any sort by employees and instructed staff to contact Mr. Jaffe and the RAC regarding the action taken in this matter.

Mr. Deegan stated his willingness to meet with Mr. Jaffe and the customer to offer an apology on behalf of the Authority and reiterated the Board's intolerance of the

aforementioned behavior. Mr. Deegan also stated that the upcoming year will emphasize customer service. Mrs. Mack commented that despite union restrictions, there are tools for employee discipline that can be exercised.

Mr. Euille reiterated that the Board will not tolerate inappropriate behavior and requested a response also be provided to the Board on this issue as soon as possible.

Mrs. Hudgins stated that staff should further examine Mr. Jaffe's suggestions for possible remedies to this incident.

Mr. Graham noted his recent success with Mr. Requa in remedying staff behavior. However, the Board cannot understate the particular slur used in this incident and suggested this incident be treated as more than an "inconvenience".

Mr. Requa commented that an investigation has been conducted regarding this incident. Sensitivity training has been completed and staff is open to any further review of the considerations Mr. Jaffe has recommended.

Mr. Catoe stated that he will further review this incident. He assured the Board, Mr. Jaffe and the public that WMATA has no level of tolerance for comments of negativity. He stated that he will provide the Board with an updated response.

Report by Chair:

A. Swearing-In of General Manager

Mrs. Mack administered the Oath of Office to Mr. John B. Catoe, Jr., General Manager.

B. Approval of Resolution Recognizing the Services of Jack Requa as Acting General Manager

Mrs. Mack asked Mr. Catoe to make a statement.

Mr. Catoe thanked the Board for the opportunity to lead the Authority. He also thanked Mr. Jack Requa for his outstanding leadership as the Acting General Manager during the transition period.

Mr. Catoe stated that he will focus on Board priorities, those from customers, and others which he observes. Customer, financial, safety issues all require his focus. However, the first issue that will be addressed is the safety of customers and employees. Referencing a newspaper article, Mr. Catoe stated that a good safety

record in comparison to other transit agencies is not good enough. He will strive to make the Authority's safety record the best among transit agencies.

Another area of focus will be the quality of bus, rail and paratransit service. Mr. Catoe stated that he welcomes RAC input to further improve services. He will also ask for the Board's leadership and guidance on changes required to be made in the system. A few of the areas of consideration are clean vehicles, on-time performance and security.

Communication at the Authority is an additional area for improvement. The Authority will be an open organization to reviewing successes as well as failures. Plans are in the works to meet with the Executive Leadership Team, other employees, union officials, Board members, external stakeholders, other regional officials, the press and customers. Together, WMATA will make major improvements to make Metro the mode of choice for the transportation needs of the region. This team will also make Metro a rewarding place to work. Mr. Catoe also will work with the Board, on funding issues and establishing and maintaining relationships with other regional transportation providers.

Mr. Catoe announced that his first appointment as General Manager is Sara Wilson, as the Chief of Staff.

Mrs. Mack thanked the Board for their assistance in the selection process of the General Manager. Additionally, Mrs. Mack thanked Debra Johnson, Board Secretary, for her efforts in the recruitment and selection process.

B. Approval of Resolution Recognizing the Services of Jack Requa as Acting General Manager

Mrs. Mack referred the Board to the approval of a resolution recognizing the services of Jack Requa, as Acting General Manager. Mr. Requa has been the Chief Operating Officer for Metrobus since 1998. Before coming to Washington, Mr. Requa was the Director of Bus Service for the Massachusetts Bay Transportation Authority in Boston. He has held senior management positions with transit authorities in Houston; St. Louis; Everett, WA and Saudi Arabia.

Mrs. Mack moved, seconded by Mr. Kauffman, that the Board approve the resolution to recognize the services of Jack Requa as the Acting General Manager. This motion was unanimously approved.

A copy of the approved Resolution (2007-01) has been made a part of the official file.

Ayes: 6 – Mrs. Mack, Mr. Deegan, Mr. Euille, Mr. Graham, Mr. Briscuso, and Mr. Kauffman

Mr. Kauffman thanked Mr. Requa and all the staff who supported Mr. Requa during this time of transition.

Mr. Requa thanked the Board for the opportunity to serve as Acting General Manager. He also expressed appreciation to staff, particularly Phil Wallace, who served as Chief Operating Officer of Metrobus, during the transition period. Additionally Mr. Requa thanked the jurisdictional partners and customers for their dedication and devotion to Metro.

C. Acknowledgment of Riders' Advisory Council Immediate Past Chair

Mrs. Mack presented a certificate to the immediate past chair of the Riders' Advisory Council, Mr. Dennis Jaffe.

Report by General Manager:

Mr. Catoe, deferred to Mr. Requa to provide the report. Mr. Requa briefed the Board on the activities of the first snowfall of the season, where Metro maintained full service levels.

Mr. Requa, Jim Davis, and Mark Pohl delivered a check for \$100,000 to the Community Foundation for the National Capital Region to establish the Metro Memorial Scholarship Fund on Monday, January 22, 2007. Contributions to the fund are tax deductible and information on how to make a donation is available at metroopensdoors.com.

In partnership with the DC Department of Transportation (DDOT), Metro is installing a warning strobe light atop an expected 100 Metrobuses operating in the District of Columbia as part of a pilot program to improve pedestrian safety. Metro is the first transit agency in the United States to test warning strobe lights atop its buses. Mr. Requa further thanked Emeka Moneme, Acting Director of DDOT, for his efforts in bringing this important project to fruition.

Mr. Graham commended staff for installing crime cameras on the exterior of stations, the first of which is installed and operational at U Street/African-American Civil War Memorial/Cardozo as part of a pilot project. Station managers are monitoring these cameras.

Report by Budget Committee

A. Amend Fiscal 2007 System Access/Capacity Program for Glenmont Parking

Mr. Graham referred the Board to the request to approve a resolution to amend the FY07 System Access/Capacity Program by \$22,300,000 from \$42,537,000 to \$64,837,000 to award a design/build contract for the Glenmont parking structure. Montgomery County will fund the project.

Mr. Graham moved, seconded by Mr. Deegan that the Board approve the resolution to amend the FY07 System Access/Capacity Program for the Glenmont parking structure. This motion was unanimously approved.

A copy of the approved Resolution (2007-02) has been made a part of the official file.

Ayes: 6 – Mrs. Mack, Mr. Deegan, Mr. Euille, Mr. Graham, Mr. Briscuso, and Mr. Kauffman

B. Amend Fiscal 2007 System Access/Capacity Program for Replacement of Southeastern Bus Garage

Mr. Graham referred the Board to the request to approve a resolution to amend the amend the FY07 System Access/Capacity Program by \$500,000 from \$64,837,000 to \$65,337,000 to establish a project for the Southeastern Bus Garage. The \$500,000 will fund a feasibility study and design of Phase 1. Funding comes from the net proceeds of the sale of the WMATA employee parking lot at the garage. Mr. Graham added that this project is associated with the baseball stadium.

Mr. Graham moved, seconded by Mr. Briscuso that the Board approve the resolution to amend the FY07 System Access/Capacity Program for the replacement of Southeastern Bus Garage. This motion was unanimously approved.

Ayes: 6 – Mrs. Mack, Mr. Deegan, Mr. Euille, Mr. Graham, Mr. Briscuso, and Mr. Kauffman

A copy of the approved Resolution (2007-03) has been made a part of the official file.

C. Approval of Resolution Affirming WMATA Role in Dulles Planning

Mr. Graham referred the Board to the request to approve a resolution to affirming WMATA's role in the planning of the Dulles extension. In Committee, staff presented the status of the Dulles extension Phase 1 operating costs. Mr. Kauffman introduced into the Committee discussion a Fairfax County resolution addressing Fairfax County and WMATA issues. The Committee voted unanimously to accept Provisions 3, 4

and 5 of the Fairfax County resolution.

Mr. Graham moved, seconded by Mr. Kauffman that the Board approve the resolution affirming WMATA's role in Dulles planning. This motion was unanimously approved.

Ayes: 6 – Mrs. Mack, Mr. Deegan, Mr. Euille, Mr. Graham, Mr. Briscuso, and Mr. Kauffman

A copy of the approved Resolution (2007-04) has been made a part of the official file.

Mr. Graham reported the staff also presented the monthly Operating Financial Report for November 2006, as well as the FY08 budget review items of 1) deferred revenue; 2) contingency reserves; and 3) inflation.

Report by the Audit and Performance Committee

A. Approval to Accept FY06 External Audit Deliverables

Mr. Kauffman referred the Board to the request for approval of acceptance of the External Audit Deliverables from KPMG, LLP, and F.S. Taylor. Both the Financial Audit and the OMB Circular A-133 Single Audit provided an Unqualified Opinion.

Mr. Kauffman moved, seconded by Mr. Deegan, that the Board approve to accept the FY06 External Audit Deliverables. This motion was unanimously approved.

Ayes: 6 – Mrs. Mack, Mr. Deegan, Mr. Euille, Mr. Graham, Mr. Briscuso, and Mr. Kauffman

Administrative Actions

Other Items

Mr. Deegan moved, seconded by Mr. Euille, that the Board approve, en bloc, Administrative Items X.A numbered 1 through 4.

Mr. Kauffman asked if the \$1M per year for 5 years beginning in FY07 stated in Administrative Item X.A.1 is already in the FY07 budget and FY08 proposed budget. Staff responded in the affirmative.

Mr. Kauffman then asked if the use of the facility listed in Administrative Item X.A.3 will be in accordance with the local zoning and land use regulations and that the proposal has been approved by the Fairfax County Mason District Supervisor,

Penelope Gross. Staff replied that the use of the facility will be in accordance with the local zoning and land use regulations. Staff will also ensure that Supervisor Gross concurs with the project.

The motion was unanimously approved.

1. Approval to Initiate and Award a Contract for Oracle and PeopleSoft Products

Approval to initiate and award a base plus four-option years contract through competitive procurement for the maintenance and licensing of Oracle and PeopleSoft products through Oracle or an authorized Oracle reseller.

2. Approval to Modify Contracts for the Installation of Bus Lifts

Approval to modify two contracts (FN3038 W.M. Schlosser Company, Inc. and FO5131 Potomac) for the installation of bus lifts. The two contracts will add/delete items in accordance with BUSV operations and work flow demands. The changes are dictated by unforeseen conditions, and the resulting opportunities to make needed improvements to the bus and vehicle lift capabilities.

3. Approval to Modify a Contract for Fiber Optic Systems

Approval to execute a three-year lease with Verizon for use of WMATA property for the parking of vehicles, machinery, and equipment and material storage.

4. Approval to Initiate & Award or a Contract for Maintenance of Bus Camera Systems

Approval to execute a lease with InterPark for the use of 100 parking spaces at Mazza Gallerie for Western Bus Garage employees.

Ayes: 6 – Mrs. Mack, Mr. Deegan, Mr. Euille, Mr. Graham, Mr. Briscuso, and Mr. Kauffman

Remarks by Outgoing Chair

Mrs. Mack stated that it had been a pleasure and honor to serve as Chair of the Washington Metropolitan Area Transit Authority's Board of Directors. Mrs. Mack stated that 2006 was filled with transition and challenges, such as the first change in leadership in nearly 10 years, the deaths of three track workers and derailments.

Despite the difficulties and challenges, 2006 was also a year of achievement for Metro. Some of these achievements include: the inaugural year of the Riders' Advisory Council and significant investments in MetroAccess.

Mrs. Mack additionally pointed out that for the “Year of the Bus,” tangible improvements were seen such as 1) placing 417 new buses into service, bringing the average age of the fleet to less than 7 years; 2) achieving 100% handicapped accessibility; 3) hosting the first regional bus conference; and 4) beginning testing of the NextBus program. With respect to rail service, Mrs. Mack acknowledged the introduction of regular eight-car rail service and the introduction of the 6,000-series cars. Of the tasks to be completed, Mrs. Mack stressed the continued pursuit of dedicated funding.

Finally, Mrs. Mack announced that she would ending her tenure as a Board member as soon as a replacement is approved by the Council of the District of Columbia. Mrs. Mack expressed her gratitude to everyone who helped make her 23-year tenure on the Board representing the District of Columbia a successful and rewarding experience.

Each board member present expressed personal appreciation of Mrs. Mack’s service and leadership on the Board of Directors.

Election of Officers

Mrs. Mack called for nominations for the Officers of the Board for 2007.

Mr. Briscuso nominated Mr. Deegan as Chair of the Board for 2007. Mr. Kauffman seconded the motion, and it was unanimously approved.

Ayes: 6 – Mrs. Mack, Mr. Deegan, Mr. Euille, Mr. Graham, Mr. Briscuso, and Mr. Kauffman

Mr. Kauffman nominated Mr. Zimmerman as Vice Chair of the Board for 2007. Mr. Graham seconded the motion, and it was unanimously approved.

Ayes: 6 – Mrs. Mack, Mr. Deegan, Mr. Euille, Mr. Graham, Mr. Briscuso, and Mr. Kauffman

Mrs. Mack nominated Mr. Graham as Second Vice Chair of the Board for 2007. Mr. Deegan seconded the motion, and it was unanimously approved.

Ayes: 6 – Mrs. Mack, Mr. Deegan, Mr. Euille, Mr. Graham, Mr. Briscuso, and Mr. Kauffman

Presentation of Memento to Outgoing Chair

Mr. Deegan paid tribute to Mrs. Mack for her leadership as Chair and presented an engraved gavel plaque to Mrs. Mack in recognition of her contributions as Chair of the Board in 2006.

REPORT BY WSTC: There was no report.

REPORT BY NVTC: There was no report.


REPORT BY D.C.: There was no report.

ADJOURNMENT:

Mr. Deegan moved, seconded by Mrs. Mack, that the Board meet in Executive Session immediately following the meeting to discuss personnel matters. This motion was unanimously approved.

Ayes: 6 – Mrs. Mack, Mr. Deegan, Mr. Euille, Mr. Graham, Mr. Briscuso, and Mr. Kauffman

The meeting was adjourned at 12:33 p.m.


Debra A. Johnson, Board Secretary