

**MINUTES**  
**BOARD CUSTOMER SERVICE, OPERATIONS, AND SAFETY COMMITTEE**  
**December 15, 2005**  
**9:00 AM**

The meeting was called to order at 9:27AM. Present were:

**Committee Members**

Mr. Robert J. Smith	Ms. Gladys Mack
Mr. Charles Deegan	Mr. Christopher Zimmerman
Ms. Catherine Hudgins	Mr. Gordon Linton
Mr. Dana Kauffman	Mr. Dan Tangherlini
Mr. Marcell Solomon	

When the meeting was called to order, a quorum was not present, Mr. Robert J. Smith, Chairman, deferred the approval of the agenda and minutes until a quorum was present.

**Information Items:**

A. Re-Engineering Call Handling and Customer Complaint Processing

Ms. Leona Agouridis, Assistant General Manager for Customer Communications, Marketing and Sales, gave an overview of the new Call Handling and Customer Complaint process. She outlined how the new system is web-based, customer complaints will be centralized, with better investigations and quicker response to the patrons, as well as on-line reports to show trends and where changes are necessary. Additionally, fully functional trip planning in Spanish will be available on a 24/7 basis. A new incoming telephone routing system also will be installed to facilitate improved call direction. All phases should be in place by May 2006.

B. Rail Service Performance Update

Mr. James J. Hughes, Acting Assistant General Manager for Operations, reviewed the Rail Car performance. The mean distance between delays (MDBD) has increased by 23% over the same period last year. All of the 5000 series cars modifications have been designed and 85% installed. The manufacturer was here recently to address the door-control unit problem and the final modification has been determined.

The 2000-3000 series modifications have been engineered and installed and as they are completed we anticipate a continued increase in performance. When all the modifications are complete, a continued increase in performance is expected.

Mr. Hughes continued with the customer satisfaction and ridership information. Customer satisfaction is at an all time high with ridership continuing to grow. Our "Back-to-Basics" program is delivering impressive results.

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#### **C. Status and Tracking System for Implementing APTA Peer Review Recommendations (Quarterly Update).**

Mr. Hughes discussed the Audit Tracking System/Status of Recommendations which included the hiring and training of operations personnel, train throughput (fewer trains and long trains), passenger flow and platform dwell times.

In conjunction with the hiring procedures and training of the operators, Mr. Deeghan asked about the procedures that are in place that require an employee to be a bus operator before becoming a train operator and then a station manager. Mr. Smith also commented he would like to see an editorial in the "paper of record" regarding this issue and the "chokehold" on this organization by the Union regarding this situation.

Mr. Jack Requa, Chief Operating Officer for Bus Service, discussed the APTA Peer Review items under the heading of Service Performance and Service Planning, which included increases in management staff, improved ridership information, and traffic improvements to improve the speed of bus traffic. Under Maintenance of the Bus Fleet and Facilities, the General Manager's forums, held at each facility, addressed the employees concerns which resulted in infrastructure improvement proposals. These will be detailed in the FY-07 budget process in coming months. Destination signs on 270 buses have been completed and the contract for the maintenance of the signs was approved in November.

Continuing, Mr. Requa discussed how the expanded recruiting efforts and the increase in bus operator class size helped to reduce vacancies. Pre-trip inspections is now at 95% compliance. CDL checks can be more effectively performed via a contractor service. A brief discussion was held on the obtaining of driver license info from the jurisdictions. Mr Hughes will get more information on this process.

With a quorum present, Mr. Smith reverted back to the beginning of the Agenda for the day's meeting.

#### **Approval of Agenda:**

The Agenda was approved.

#### **Approval of Minutes:**

The Minutes of September 22, 2005 were approved as submitted.

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#### **III. Action Items**

##### **A. Car Deployment Strategy Update - Improving Throughput with Fewer But Longer Trains**

Mr. James Hughes outlined the 6-month demonstration program that will be used on the Orange Line beginning in January to eliminate 2 tripper trains in order to convert six 6-car trains to 8-car consists. A communication plan to inform customers of this demonstration program will be developed and implemented. He outlined the way schedules would be adjusted, performance would be evaluated, platform observations and counts would be performed, and feedback obtained from customers.

A short question and answer period concerning this program followed and then a motion was made to agree to the recommendation, it was seconded and passed.

The Committee meeting was adjourned at 11:05 AM.