

**MINUTES**  
**BOARD CUSTOMER SERVICE, OPERATIONS, AND SAFETY COMMITTEE**  
**February 16, 2006**  
**9:00 A.M.**

The meeting was called to order at 9:20 AM. Present were:

**Committee Members**

Mr. Robert J. Smith  
Mr. Jim Graham  
Ms. Gladys Mack  
Mr. Charles Deegan  
Ms. Catherine Hudgins  
Mr. Dana Kauffman

**Other Board Members**

Mr. Marion Barry

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.

**III. Reports**

**A. Quarterly Safety and Security Report**

Mr. Fred Goodine, Assistant General Manager for System Safety and Risk Protection, discussed the Quarterly Safety and Security Report. Overall information is good; Rail: injuries per million remained unchanged. Escalator injuries increased slightly but they were due to human error and not due to mechanical reasons. More than 99.9% of the Metrorail customers arrive safely at their destinations. Our focus will be on door related injuries and on escalators.

Mr. Takis Salpeas, Deputy General Manager for Planning, Development, Engineering and Construction, gave an overview of the Precision Station Stopping. The pilot program on the Red Line has been completed. Work will begin on the remaining rail lines with expected completion by December 2006. Several questions were raised regarding the wayside sensor coils and the procedures for stopping the trains. Mr. Steven Feil, Chief Operating Officer for Rail Service, explained how the sensors work in conjunction with the operator being able to stop the train at anytime.

Mr. Goodine continued with the information pertaining to Bus Service for the quarter. Overall, the numbers are stable. Our focus is toward pedestrian safety with the random installation of cameras to observe the bus operators to see if refresher training is necessary. Several programs/studies, as well as a mentoring program, will be utilized to make everyone more safety conscious. The bus operator safety recognition program will also be re-instituted.

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#### **III. Reports (continued)**

MetroAccess figures indicated an unacceptable performance; Metro staff is working with MV Transportation's street supervisors to re-train their staff.

Pertaining to industrial accidents, our average (11.4) is lower than the national average (12.8). We are enforcing all of the track access rules and regulations. There will be no deviation from these guidelines. We have focused on reducing back and knee injuries; however, stress claims are increasing. Costs per case are coming down.

Ms. Polly Hanson, Chief of Metro Transit Police (MTP), reviewed the crime statistics presented in the new format which separated crimes on Metrorail/Metrobus reported by other police agencies, MTP reports and the combined total. The MTP website has been enhanced to reflect crime information for your neighborhood. Overall crime on the system is down.

#### **B. Metro Performance Report - Customer Indicators and Customer Satisfaction**

Mr. James Hughes, Acting Assistant General Manager for Operations, reviewed the Performance Indicators for Rail and Bus. Rail service continues to improve. Mean Distance Between Delays is also continuing to increase. Customer satisfaction is at 88% which is above our goal. Bus Service Mean Distance Between Failures is also increasing. Lost trips are down and with the new buses this will continue to improve. This quarter we received the new CNG buses, which were put into service at Four Mile Run. Customer satisfaction is down slightly due to the weather and what has been written in the papers. However, the complaints are down and our ridership is continuing to grow. To date, we have received 155 CNG buses, of which 115 are in service, 113 at Four Mile Run. We have taken delivery of 38 hybrid buses: 12 are in service at Landover; 10 at Montgomery; the remaining are in the acceptance process. Improvement is realized by removing the old buses from service and putting the new ones on the street.

Escalator availability has improved; elevator availability has dropped slightly due to renovation work being performed on several units. Customer satisfaction is not where we would like it to be but our performance is improving. A discussion was held as to why the repair work on escalators takes so long and what could be causing the breakdowns. Mr. Hughes will look into the possible causes and what can be done to reduce the numbers.

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IV. Action Items:

A. **Request for Public Hearing for Elimination of Regional Metrobus Routes 9B and 10P in Virginia**

This action was approved as submitted.

B. **Dupont Circle Art Project**

This action was approved as submitted.

Mr. Smith requested and received approval of the Minutes from the December 15, 2005 Customer Service, Operations and Safety Committee Meeting.

The meeting was adjourned on 10:25 AM.