

Minutes
Customer Service, Operations and Safety Committee
March 26, 2009

The meeting was called to order at 9:22 a.m. by Committee Chair, Mr. Zimmerman.

Present were:

Committee Members

Mr. Christopher Zimmerman, Chair

Mr. Jim Graham

Mr. William Euille

Mr. Peter Benjamin

Ms. Elizabeth Hewlett

Mr. Jeff McKay

Mr. Anthony Giancola

Mrs. Catherine Hudgins

Approval of Agenda

Mr. Zimmerman moved and Mr. Benjamin seconded the motion that the agenda be approved. Motion passed unanimously.

Approval of Minutes

Mr. Benjamin moved and Mr. Giancola seconded the motion that the minutes from the January 8, 2009 meeting be approved. Motion passed 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. The Board requested staff provide the following:

- Analysis of bus on-time performance and the major reasons for delays
- Analysis of customer service complaints
- Status of S9 Route

Action Items

A. Creation of Technology Review Subcommittee

Mr. Zimmerman established the creation of the Technology Review Subcommittee. Mr. McKay was appointed Chairman.

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 2004 through January 2009. The top ten stations by jurisdiction experiencing crime in 2009 were identified along with the number of crimes that occurred in parking lots or against a person. The report also included bus operator assaults by type and quantity for 2007 and 2008.

B. Safety Performance Indicators

Ms. Dupigny-Samuels provided an update on the safety performance data for December/January FY09 and a comparison of safety performance data for FY08 and FY09 year to date 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. West OX Bus Facility

Mr. Victoria provided a committee an update on the West Ox Bus Facility that will open for operations on March 30, 2009. The information contained the background of how the facility was developed, a description of the facility and Metro's deployment plan for the facility.

Meeting adjourned at 10:25 a.m.