

**MINUTES**  
**BOARD CUSTOMER SERVICE, OPERATIONS, AND SAFETY COMMITTEE**  
**April 20, 2006**  
**9:00 AM**

The meeting was called to order at 9:30 AM. Present were:

**Committee Members**

Mr. Robert J. Smith  
Mr. Jim Graham  
Ms. Gladys Mack  
Mr. Gordon Linton

Mr. Charles Deegan  
Ms. Catherine Hudgins  
Mr. Christopher Zimmerman

**Approval of Agenda**

The Agenda was approved.

**Approval of Minutes**

The Minutes from the February 16, 2006 were approved as submitted.

**Item of Note:**

Mr. Dan Tangherlini, Interim General Manager, introduced his father, Dr. Tangherlini, who was visiting us for a second time, after completing his ninth Boston Marathon in record time. Congratulations to Dr. Tangherlini.

**Action Items**

**1. Vertical Transportation Rehabilitation and Maintenance**

Mr. James Hughes, Acting Assistant General Manager for Operations, introduced Mr. David Lacosse, Director, Office of Elevator and Escalator Maintenance, who presented the request for approval to extend the contracting authority for preventive maintenance on the elevators and escalators to the year 2010. The budget requirement for this action is \$42.0 million over a four year period.

The second item Mr. Lacosse discussed was the request for approval to initiate and award procurement actions to rehabilitate 200 interior escalators.

For future consideration, staff has begun to analyze a policy change to have one escalator operating up and stairs for the downward direction. This financial analysis will balance the cost of rehabilitating (\$240,000 per unit) and the annual maintenance cost (\$40,000 per year) against the cost to install a stairway as well as the customer impact.

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#### **Action Items (continued)**

Mr. Tangherlini and Mr. Hughes discussed the success of the rehabilitation program and based on the analysis of the data obtained, decisions will be made as to how to proceed with the balance of the escalators in the system still in need of repair, which are not scheduled under this action.

The Committee members inquired about the time frame for repairs. It takes approximately three months to rehab one unit. Mr. Deegan inquired as to the possibility of an "incentive" in the RFP to get the work done in a more timely fashion. Mr. Smith requested a "downtime" comparison as to what it takes in cost and time to install a new escalator compared to rehabilitation. The information will be forthcoming to the Committee.

A motion was made to move the item and seconded and was passed.

#### **2. FY-07 Rail Service Strategies - Off Peak Service Improvements**

Mr. Hughes outlined the improvement proposals for the extension of the Yellow Line to Fort Totten or Greenbelt and eliminating the turnbacks at Grosvenor on the Red Line during the off-peak operations. The projected expense for an 18-month demonstration is \$4.5 million for the yellow line extension. The turnback demonstration expense is \$2.25 million for the 18-month period which is reimbursable by the State of Maryland.

Mr. Zimmerman requested data on the 8-car trains to include a comparison of the same day service a year ago and how it has improved. Mr. Hughes indicated service has improved in April. Mr. Hughes will provide the information to Mr. Zimmerman once the analysis is completed.

A motion had been made to agree to both proposals and seconded. Prior to voting for approval, several Committee members offered their comments, both pro and con, regarding the service improvements.

A vote was asked for and the proposal was passed.

The meeting adjourned at 10:15 AM.