

Minutes
Customer Service, Operations and Safety Committee
September 13, 2007
9 a.m.

The meeting was called to order at 9:12 a.m. by Committee Chair, Mr. Benjamin.
Present were:

Committee Members

Mr. Peter Benjamin, Chair
Mrs. Catherine Hudgins, Vice Chair
Ms. Elizabeth Hewlett
Mr. Chris Zimmerman
Mr. Jim Graham
Mr. Dana Kauffman

Mr. Emeka Moneme
Mr. Marcell Solomon
Mr. Gordon Linton
Mr. Anthony Giancola

Approval of Agenda

The agenda was approved.

Approval of Minutes

The minutes from the July 12, 2007 meeting were approved as submitted.

Action Item

A. Multi-Year Bus Procurement Program

Mr. Golden briefed the Committee on the request to award a one-year base with four one-year options competitive procurement of hybrid electric buses and a procurement of 22 articulated Compressed Natural Gas (CNG) buses utilizing piggy-back options available from Los Angeles County Metropolitan Transportation Authority. Currently, WMATA is only replacing articulated buses at Bladensburg that have CNG technology.

Mr. Moneme inquired how the procurement affects the availability of the existing fleet. Staff responded it increases the mean distance between failures and allows WMATA to maintain the average age of 7.4 for the fleet.

Mr. Benjamin requested that staff provide funding information showing how this procurement relates to Metro Matters before the September 27th Board meeting.

Ms. Hewlett requested to see the reports reflecting the coordination between WMATA and Montgomery County public works on this procurement.

A motion was made by Mr. Benjamin to forward to the Board for approval the award of the bus procurement, subject to receiving the budget information. Mr. Zimmerman seconded the motion.

Information Items

A. Recent Events

Mr. Francis provided the Committee an overview of the incidents and their locations that disrupted Metrorail revenue service on the August 26th and 27th including the nature of the problems and the immediate solutions implemented to date.

B. Operational Performance

Mr. Francis provided the Committee a comparison of FY06 and FY07 operational performance measures and an overview of the railcar program. Staff is working with the Committee Chair to develop and present performance indicators that are meaningful.

C. Update on Ad Hoc Committee Recommendations for MetroAccess

As a follow-up to the June 14, 2007 Committee meeting, Mr. Kent provided the Committee a full report and assessment on all 11 Ad Hoc Committee recommendations including their status, effectiveness, impact on the region, and impact of costs.

D. Customer Satisfaction and Public Perceptions

Ms. Murray provided the Committee the key findings of two comprehensive research efforts conducted during FY07: Customer Satisfaction Measurement and Public Perceptions of Transit Tracking Study. This resulted in an overview of Metro's public image as derived from the customer research findings.

Mr. Benjamin adjourned the meeting at 9:28 a.m.