

Minutes
Customer Service, Operations and Safety Committee
September 7, 2006
9 a.m.

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

Committee Members

Mr. Raymond Briscuso, Chair
Mr. Jim Graham
Ms. Gladys Mack
Mr. Gordon Linton
Mr. Charles Deegan
Ms. Catherine Hudgins
Mr. Christopher Zimmerman
Mr. Dana Kauffman

Other Board Members Present

Mr. Marcell Solomon

Approval of Agenda

The Agenda was approved.

Approval of Minutes

The Minutes from the July 6, 2006 meeting were approved as submitted.

Action Items

A. Deployment Strategies of 6000 Series Rail Cars

Mr. James Hughes, Chief Operating Officer for Operations Support, gave a brief overview of the delivery of the 6000 series cars and the subsequent deployment of these cars. Six (6) will be in service in September; fifty (50) will be in service by December 2006 and the balance by December 2008. Mr. Hughes continued with an explanation of the strategy and the decisions regarding the deployment of the 184 cars. Committee members expressed their support for the strategies and deployment of the cars.

Mr. Dan Tangherlini, Interim General Manager, stated we would come back to the Board to discuss policy issues when the remaining cars are received. Staff would like to

discuss priorities, specific functions, and other initiatives, as well as ways to build capacities and improve service.

The recommendation was approved as presented.

B. WMATA Parking Service Contract for FY08

Mr. Ray Stoner, Manager, Parking, outlined the information for the initiation and award of a new contract for parking services. With the expiration of the current contract in June 2007, (one more option year still on the current contract), the proposed new contract would provide for existing services as well as request pricing for seven alternative options.

The Committee members raised several questions pertaining to the specific options: the cleaning of the facilities, the operations center, funding for the options, comparison of the current contract to the new contract, and what the consultant contract would provide. The \$42.5 million contract was discussed and whether the options were included in this amount: they are not. Any options would be presented to the Budget Committee for approval. Concerns were expressed regarding the appropriateness of awarding a ten-year contract instead of a five-year contract. It was also requested that a provision be included to provide a "living wage" for the employees and the language of the options be reviewed before the RFP is distributed to ensure all specifics are included. Additionally, information as how other parking lot managers (airports, amusement parks, etc), both locally and nationally, administer their lots was requested.

A motion was made to approve the initiation of both contracts and to proceed in awarding the consultant contract. It was seconded and approved by the Committee.

Subsequent Customer Service, Operations and Safety Committee Agenda

Mr. Jim Graham, Committee Member, requested a policy be drafted for the Committee's review and action to establish procedures for the notification of the patrons when the elevators/escalators are not in service. He has asked in the past for signs to be posted and he is not seeing these signs. He wants a policy/procedure established to require staff to post signs estimating a time line for the repair. The signs should include why the unit is down, when it will be operating again, etc.

Mr. Christopher Zimmerman would like to see changes in the way Metrorail problems are handled. He would like the customer notification process improved, i.e., specifically stating the cause of the problem; overall enhancement of crowd control for customers entering the stations; and overall management enhanced of any situation. Additionally it would be beneficial for the installation of large video screens explaining the problems and better system announcements.

Mr. Tangherlini offered that he is pleased the station managers and train operators are making announcements. We are continuing to improve all forms of communications to our patrons. This is about our technology symposium to discuss Integrated Customer Communication Systems (ICCS) and other methods for communicating to patrons on the system. Our efforts are on going and we will continue to improve and adjust all forms of communications.

Meeting was adjourned at 10:30 a.m.