

MINUTES
BOARD CUSTOMER SERVICE, OPERATIONS, AND SAFETY COMMITTEE
September 22, 2005
9:00 AM

The meeting was called to order at 9:25 AM. Present were:

Committee Members

Mr. Robert J. Smith
Ms. Catherine Hudgins
Mr. Gordon Linton
Mr. Dan Tangherlini

Mr. Charles Deegan
Ms. Gladys Mack
Mr. Dana Kauffman
Mr. Jim Graham

Approval of Agenda:

The Agenda was approved.

Approval of Minutes:

The Minutes of July 21, 2005 were approved as submitted.

Action Items:

Ms. Pamela Wilkins, Acting Assistant General Manager for Customer Contract Service, presented to the Committee the information for the award of the New Paratransit Services Contract. After a lengthy question and answer session, regarding the fuel escalation charge, incentives, frequency of reviews, responding to complaints, and the collection of data and the resulting reports, the Committee voted to award the \$210,042,817 contract to MV Transportation, Inc. The Committee requested regular reports be included with the Performance Reports given quarterly.

Information Items:

A. Status and Tracking System for Implementing Internal and External Improvement Recommendations

Mr. James Hughes, Acting Assistant General Manager for Operations, introduced the presentation on the Status and Tracking system for Implementing Internal and External Improvement Recommendations. The information provided the status of the recommendations that have been implemented in both Rail and Bus based on the peer reviews and internal audits.

Mr. Steve Feil, Chief Operating Officer for Rail, discussed the Rail improvements accomplished: established two of the three "line managers", reorganized Track and Structures to improve inspection cycles, rail retrofits, lubrication procedures; developed testing procedures for operators and station managers; established reliability and tech services group which report directly to the COO-Rail; as well as a re-certification program for track walkers and increased track inspections. Mr. Feil also outlined the next quarter activities: outlined the plan to improve flow of customers and dwell times; implement the 8-car train in conjunction with precision station stopping (both of these items will be presented to the Committee at the October meeting) and continue with the track upgrade program.

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Mr. Jack Requa, Chief Operating Officer for Bus Service, reviewed the actions that have taken place or are on-going: emphasis on reporting of defective destination signs, shelters, and bus stop poles; increases in personnel are in development and have been implemented; the bus lanes have been established on 7th Street and 9th Street, NW; and, technology improvements for ridership information and real-time information are in the planning stages. Improvements to the bus fleet and facilities, as well as recruitment of new employees and adjustments to training programs are a continuing process. Technology for customer information improvements and delivery of the CNG buses will continue until March 2006. Hybrid buses will be delivered during the December '05 and January '06 time frame. The Safety Awards have been ordered and the recognition ceremonies will be held in the Fall of '05.

B. WMATA Response Emergency Preparedness

Mr. Robert Smith requested a brief statement on our preparedness for an emergency situation in conjunction with the police and governmental organizations in the region. Mr. White replied that for the last few years we have been involved with the various entities in the area in developing a multi-level plan. In light of the recent events, we are re-examining our plans to determine if any corrective actions are needed and we will continue to be active in this process. Two issues that are being looked at closely are communication and transportation. Our own Continuity of Operation Plan (COOP), which is a department-by-department layout of how we act/re-act in certain situations and the responsibility of the employees, is being reviewed. Mr. Kauffman inquired if we coordinate with area schools districts to utilize their buses. Mr. White indicated the county and charter buses in the area would be coordinated per the procedures in the regional plan.

C. Passenger Flow and Platform Dwell Times

Tabled until a later time.

Meeting adjourned at 11:05 AM