

**Minutes  
Customer Service, Operations and Safety Committee  
October 12, 2006  
9 a.m.**

Mr. Raymond Briscuso called the meeting to order at 9:25 a.m. Present were:

**Committee Members**

**Other Board Members Present**

Mr. Raymond Briscuso, Chair  
Mrs. Gladys Mack  
Mr. Charles Deegan  
Mr. Dana Kauffman  
Mr. Gordon Linton  
Mrs. Catherine Hudgins

Mr. Marcell Soloman

**Approval of Agenda**

The agenda was approved as submitted.

**Approval of Minutes**

The minutes from the September 7, 2006 Customer Service, Operations and Safety committee meeting were accepted and approved as submitted.

**Action Item**

**A. Amendment to the WMATA System Safety Policy Statement**

Fred Goodine, Assistant General Manager for System Safety and Risk Protection, sought to obtain Committee concurrence and forward to the Board for approval the third amendment to the WMATA Board System Safety Policy Statement. This amendment included the addition of MetroAccess as part of the Metro System, as well as various FTA required updates, incorporating federal rule and regulation revisions to the State Safety Oversight and Tri-State Oversight committee standards. The amendment acknowledged the renaming of the safety oversight activities by the Board through the "Customer Service, Operations and Safety Committee".

The recommendation was approved as presented.

## **Information Items**

### **A. Safety Annual Report-Out FY06**

Mr. Goodine gave a presentation on the Annual FY06 safety and risk performance indicators for Rail, Bus, MetroAccess and other risk management areas.

Overall, RAIL safety performance indicators were favorable. There was considerable discussion surrounding elevator/escalator injuries. It was noted that many of the escalator injuries were the result of passengers rushing down the escalators to the trains. Mr. Goodine noted that the escalators are equipped with a number of new safety devices that a lot of other transit properties do not have on their escalators. Bus performance indicators remained stable in FY06. Mr. Goodine reviewed the performance indicators for MetroAccess noting there was an apparent increase in the number of accidents as compared to last year due to more extensive reporting beyond that required by the FTA and improved on-board recording devices utilized to capture more accurate information. It was noted that WMATA wanted to capture all accidents and has begun collecting data and reporting beyond the FTA standard. Two new risk indicators added to the annual report pertaining to occupational and construction safety fell below the national average for such indicators.

Mr. Deegan stated he and Committee Chair Briscuso were fortunate to visit the WMATA Bus Rodeo and the safety re-certification program conducted at the Carmen Turner Facility. He commended Mr. Goodine and his staff for their good work. Mr. Goodine stated that it was a joint effort with Chief Hanson and her staff.

### **B. Metro Transit Police Year-to-Date Crime Report**

Ms. Polly Hanson, Chief of Metro Transit Police Department (MTPD), reviewed the most recent September 2006 crime statistics. Chief Hanson pointed out that October was Crime Prevention month and reviewed a number of activities planned during this period.

There were discussions surrounding greater surveillance and reporting of lighting on station platforms and in Metro parking lots, thefts from autos and current vacancy rates of MTPD officers.

Mr. Linton requested that future reporting of Part II crimes be broken out between enforcement and "reported crimes". Mr. Deegan requested that the crime statistics by station location for stolen vehicles be provided on an annual basis. Mr. Kauffman requested that the crime report presented to the full Board be augmented to include the other local jurisdictional police department results. Chief Hanson noted that this information was incorporated in her report with data through August 2006. It was further noted that the WMATA crime statistic trends were in line with the other local jurisdictional police trends in the neighborhoods that we serve.

### **C. Escalator Update – Analysis of Conversion to Stairs**

James Hughes, Chief Operating Officer for Operations Support, introduced Mr. David Lacosse, Director of Elevator/Escalator Service, who presented a financial analysis of converting a select number of escalators to stairs to garner feedback on the direction of this future effort.

Mr. Hughes re-emphasized the criteria used to select the escalator candidates identified for conversion and the potential benefits from this conversion effort.

The Committee members posed several questions regarding the financial analysis presented. The Committee did not collectively embrace this proposal; however staff was requested to look at escalators shorter in height than was proposed, consideration of safety related issues and their impact on escalators versus stairs, demographics of our riding population, identification of the specific areas that would benefit from adding stairs and accessibility, as well as other cost-saving ideas.

### **D. Elevator and Escalator Signage**

Mr. Hughes provided opening comments on the purpose of this information item. He reminded the Committee that at last month's committee meeting, an update on the current policies and practices pertaining to customer notification of elevator and escalator outages was requested.

Mr. Lacosse provided an update to the Committee. There was considerable discussion surrounding the standard operating procedures for signage indicating elevator and escalator outages and repairs. Committee members also posed questions regarding the monitoring of projected end dates for repair of units out of service and changes in projections when projected times had expired, technology mechanisms in place for monitoring outages and notifications, and training requirements for staff. Staff will continue to enhance signage.

Mr. Briscuso adjourned the meeting at 10:53 a.m.