

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

Mr. Gordon Linton called the meeting to order at 9:25 a.m. Present were:

Committee Members

Mrs. Gladys Mack
Mr. Charles Deegan
Mr. Christopher Zimmerman
Mr. Dana Kauffman
Mr. Gordon Linton

Other Board Members Present

Mr. Marcell Solomon

Approval of Agenda

The agenda was approved as submitted.

Approval of Minutes

The minutes from the October 12, 2006 Customer Service, Operations and Safety committee meeting were accepted and approved as submitted.

Action Items

A. Rail Fleet Management Plan

Mr. James Hughes, Chief Operating Officer for Operations Support, sought Committee concurrence and requested the committee to forward to the Board for approval to update WMATA's Metrorail Fleet Management Plan, which was last updated in 2004. This plan provides for rail cars and facilities to support future growth of the existing system, and the extension of the rail system to Dulles Airport and Loudun County.

Mr. Hughes gave a presentation summarizing the improvements included in the plan. He reviewed the highlights for railcar growth, railcar storage and maintenance facility. He reiterated that the adoption of Metrorail Fleet Plan is for planning purposes only and does not obligate the Authority or its Board of Directors to the plan's projected requirements.

A discussion ensued regarding the time frame for delivery of trains by service line, the car consist and schedule for deployment of railcars to the various service lines and the completion of the planned maintenance bays. It was reiterated that the actual schedules, acquisition and deployment of railcars and the maintenance bay delivery schedules will come before the Board as this information becomes available.

The recommendation was approved as presented.

B. Elevator and Escalator Signage

Mr. James Hughes, Chief Operating Officer for Operations Support sought Committee concurrence and requested the committee forward to the Board for approval the adoption of a resolution pertaining to elevator and escalator signage during outages.

Mr. Hughes reviewed the details of the resolution.

A discussion ensued regarding how this proposed action fits the strategic plan, as well as the metrics used to track customer communications' tactics. It was further discussed that WMATA will be able to re-examine some of the strategic plans and the metrics used to evaluate performance so that we may better measure how effective we are in getting information to our customers in a timely manner as we move through the governing process.

The recommendation was approved as presented.

The meeting was adjourned at 9:46 a.m.