

MINUTES
BOARD CUSTOMER SERVICE, OPERATIONS, AND SAFETY COMMITTEE
October 20, 2005
9:00 AM

The meeting was called to order at 9:20AM. Present were:

Committee Members

Mr. Robert J. Smith
Mr. Jim Graham
Ms. Catherine Hudgins
Mr. Dana Kauffman
Mr. Dan Tangherlini

Mr. Charles Deegan
Mr. Christopher Zimmerman
Ms. Gladys Mack
Mr. Marcell Solomon

Approval of Agenda:

The Agenda was approved.

Approval of Minutes:

The Minutes of September 22, 2005 were approved as submitted.

Information Items:

A. Enhanced Performance Report: Performance Indicators and Customer Input

Mr. Richard White, Chief Executive Officer and General Manager, introduced the items on the agenda: the new look of the Quarterly Reports that has also incorporated the Customer Satisfaction Measurement Survey; the results of how we have done during the first year of our "back to basics" philosophy; several new communications initiatives which will aid in sharing the quarterly "report card" with customers, stakeholders, and the general public; the semi-annual update on the 5000, 2000/3000 and 6000 series railcars.

Mr. James Hughes, Acting Deputy General Manager for Operations, introduced Ms. Donna Murray who explained the Customer Satisfaction Measurement Survey: how it was conducted, who was contacted, and the items they focused on to determine our customers satisfaction. A discussion was held on how the data is compiled and possible comparison to other transit properties.

Mr. Hughes discussed the Performance Indicators for the First Quarter FY-06 for Rail, Bus, MetroAccess, and Elevator/Escalators. Ms. Murray outlined the survey results for each Department. Committee members asked to have the term "goal" changed and add a graph to indicate our progress.

Mr. Hughes requested comments on the "Report Card" that would be used to report our customer satisfaction to the riding public.

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Information Items (continued)

B. Semi-Annual Status Report on Railcar Programs

Mr. P. Takis Salpeas, Deputy General Manager, introduced Mr. Donald Hanlon, Chief Vehicle Engineer, who turned the update on the Rail car programs over to Mr. Jeff Pringle. Mr. Pringle reviewed the status of the 5000 series cars which are 93% completed. The rehabilitation of the 2000 series cars is 100% complete and the 3000 series is 23% completed. We hope to have the program completed by Spring 2007. Two of the 6000 series cars are currently being tested with good results. A 8-car consist should be in testing phase by the end of December. A discussion was held regarding the testing of the new cars and the fact we do not have an established test track.

Mr. Zimmerman stated that the 6k is a much improved car but questioned the testing phase and how long it would take to get into production. Mr. Pringle stated a 5-month testing period should be sufficient.

Mr. Zimmerman asked if other systems have test tracks. Mr. Salpeas stated WMATA is the only large transit system that does not have a test track to properly test the cars. Mr. Zimmerman stopped Mr. Salpeas and requested that his colleagues on the Board listen carefully. Mr. Salpeas went on to provide a listing of several of the transportation authorities with test tracks such as New York City (with two test tracks and a third planned) as well as Chicago, BART and Atlanta. All have test tracks. In addition, Mr. Salpeas explained the difficulties of testing in off hours and on weekends, the only time appropriate track locations are available for testing. Mr. Salpeas also stated that the test track could be used by the maintenance department for validating the functionality of railcars after significant repairs have been performed.

C. Preparation for the 2005/2006 Winter Season

Mr. James Hughes reviewed our readiness for the winter weather.

IV. Action Item:

A. Metro Accessibility Programs and MetroAccess Free Ride Program.

Mr. Glenn Millis, Director of ADA Programs, reviewed our compliance with federal regulations and items for which we have gone beyond the requirements. Metrorail is fully accessible and Metrobus will be fully accessible by the end of winter 2005-2006. We continue to work with many organizations to train our disabled patrons how to use the Metrorail and Metrobus systems.

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IV. Action Item: (continued)

Mr. Millis continued his presentation discussing the MetroAccess Free Ride Program and outlined how we are working with the agencies getting the information to those who require the free ride program.

Mr. Graham made a recommendation that the resolution be amended to reflect a statement that we support an active marketing effort, in line with the suggestions of the Advisory Committee and the Task force, to encourage the use of the free ride program. This motion was formalized with Ms. Hudgins' second and the resolution was moved.

V. Subsequent Customer Service, operations, and Safety Committee Agenda

The agenda for the November 17, 2005 meeting was approved.

The meeting was adjourned at 10:55 AM.