



## **AGENDA**

### **July 5, 2017**

- I. Call to Order – Approval of Agenda**
- II. Approval of Past Meeting Minutes**  
June 7, 2017
- III. Public Comment Period**
- IV. Discussion of the MWCOG Long Range Plan**
- V. RAC Committee Updates –  
2017 Work plans Discussion**
  - Budget and Finance
  - Customer Service
  - Leadership & Governance
  - Programs, Projects and Planning
  - Safety and Security
- VI. Announcement**
- VII. Adjournment**

### **Upcoming Meetings**

- RAC Leadership & Governance (Executive Session) (12:00 p.m.) – **Monday, July 10, 2017**
- RAC Customer Service Committee (6:00 p.m.) – **Thursday, July 13, 2017**
- RAC Program, Projects, and Planning Committee (PPP) (6:00 p.m.) – **Wednesday, July 19, 2017**
- RAC Safety and Security Committee (6:30 p.m.) – **Wednesday, July 19, 2017**
- RAC Budget and Finance Committee (6:30 p.m.) – **Thursday, July 20, 2017**
- Riders' Advisory Council Meeting (RAC) (6:30 p.m.) – **Wednesday, August 2, 2017**
- Accessibility Advisory Committee (AAC) (5:30 p.m.) – **Monday, August 7, 2017 – No Meeting**



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**WMATA Riders' Advisory  
Council**

Wednesday June 7, 2017  
6:30 P.M. Regular Meeting

MINUTES

Place: Lower Level Meeting Room, Washington Metropolitan Area Transit Authority  
Headquarters (Jackson Graham Building), 600 Fifth Street NW, Washington, DC

Present: *Members*  
Katherine Kortum, District of Columbia, Chair  
Colin Reusch, District of Columbia, At-Large  
Valerie Cook, District of Columbia  
Joseph Suh, District of Columbia  
Bob Fogel, Maryland, Montgomery County, Vice Chair  
Pat Sheehan, Maryland, Montgomery County, At-Large/AAC, Chair  
Rebekah Mason, Maryland, Montgomery County  
Lorraine Silva, Virginia, Arlington County, Vice Chair  
Debra MacKenzie, Virginia, Arlington County  
Sawyer Baker, Virginia, Arlington County  
Nick Bertoni, Virginia, Fairfax County  
Paul Meissner, Virginia, City of Alexandria

*Other Attendees*  
Joi Moorer, WMATA Staff Coordinator  
Paul J. Wiedefeld, WMATA General Manager and CEO  
Clifton Hawkins, WMATA Rail Training Instructor

Absent: *Members*  
Yvette Washington, Maryland, Prince George's County  
Wil White, Maryland, Prince George's County  
Dexter Williams, District of Columbia  
Sietse Goffard, District of Columbia  
Richard Ezike, Virginia, Fairfax County  
J. Clarence Flanders, District of Columbia, At-Large

Presider: Katherine Kortum, RAC Chair, District of Columbia

## **I. Call to Order/Approval of Agenda**

Ms. Kortum called the June 2017 meeting of the Metro Riders' Advisory Council (RAC) to order at 6:30pm. The agenda was approved without objection.

## **II. Conversation with Mr. Paul J. Wiedefeld**

Mr. Wiedefeld began the conversation by highlighting the following recent accomplishments:

- Safety – Safe Track sun setting
  - Moving from triage to preventative maintenance mode
- Service Reliability – Increased the production of 7Ks and getting more out into the system
  - Expecting 7Ks on the Silver Line in June
- Fiscal Management – Accountability, cost reduction, and capital program delivery
- Aging system - Investments need to be made (dedicated funding)
  - Advancing message to stakeholders around the region

### **Q&A:**

- Based on the data, have there been noticeable improvements along the segments that were actually worked on during SafeTrack?
  - Yes, for example, in VA feedback has been good – riders are saying “it’s a smoother ride”; the idea is to get ahead of issues that cause delays
- Missed bus stops have been a growing problem in VA. Which department handles missed bus stops: customer service or bus operations, or both of them combined? Would there be a way we can work with staff to figure out where the problem is originating and try to solve it?
  - Bus operations; Bob Potts handles
- What is the status of the issue related to 7Ks operating near Petworth neighborhood?
  - There is an independent group working with the community to monitor issues that have been reported which will help develop next steps.
- What partnerships does WMATA have to make the best use of private sector technology to increase safety?
  - Connected to various government agencies with good intelligence on threats, etc.  
Working with TSA to remove unattended items left on platforms, etc.; can’t get into too many specifics because information is sensitive
- What are your thoughts on the current state of customer service being provided to ridership, and what maybe the RAC can do to help?
  - Some of it is technology and some of it is human
    - Technology – the intercoms and equipment that carry messages throughout the system need to be replaced.
    - Human – Work with bus drivers on dealing with their environment and enhancing customer service delivery; Rail Operators and Station Managers are generally kind and helping customers – there is always room for improvement
      - Exploring partnerships with companies like Southwest to leverage customer service training models

- What is WMATA doing systemically to curb the crime in the system (e.g. sexual assault/harassment)?
  - Working with organizations to learn more about ways WMATA can reduce the number of incidents
- How are conversations with the Union going? How will the Silver Line extension impact the system?
  - Conversations are ongoing; the conversation in May went well
  - The Silver Line extension will require more staff; FY19 budget will reflect extension-related fiscal projections
- What is Metro doing to make sure rider profiling doesn't occur under the Fare Evasion program?
  - We should avoid profiling by treating everyone equally; everyone should enter the system the same way; we'll ensure this by securing the swing gates
  - Police are trained on diversity sensitivities; current police force is very diverse

Mr. Sheehan lauded Mr. Wiedefeld's efforts in making significant improvements in key areas that needed to be addressed and were identified by the AAC.

#### ***Conversation with Mr. Clifton Hawkins***

Mr. Hawkins laid out the curriculum for the Council and walked them through the key components of a training session. He then opened the floor for Q&A.

- Should the station managers be outside of the kiosk during rush hour?
  - Yes – unless kiosk access is required to resolve the issue
- Can the station manager curriculum be made public?
  - I will have to get back to you
  - Conversations around customer service have to be ongoing
- How is emergency preparedness knowledge shared with station managers?
  - Emergency preparedness training is provided to station managers as part of the curriculum and as separate refresher courses
- What alternative communication methods can station managers use to pass along information to riders who may not use technology?
  - Platform monitors assisted with the in-station communication; station managers have to assist with rider communications
- What is the procedure for shutting down an escalators when passengers are on it? What can a customer do when a bus driver passes a stop? What recognition programs are currently in place?
  - Make sure no customers are on the escalators, shut them down, and barricade
  - Response [inaudible]
  - There are a few internal programs, however, this is the job station managers signed up for when taking the job
- Can Metro explore using white boards and other tools to enhance communication with the disability community?
  - Yes – conversations currently underway

- Does station managers have a “be right back” sign?
  - No, but the sign is a good idea; it may not work for all occasions

### **III. Public Comment**

No public comments

### **IV. Approval of Past Meeting Minutes**

The May 2017 minutes were approved unanimously with a friendly amendment to add the date of the report used in Lynn Bowersox’s presentation.

### **V. Bylaws Review**

Election Date: Ms. McKenzie moved to change RAC elections to April in the bylaws. Mr. Reusch seconded the motion which was approved with a majority vote.

Ms. Cook moved to vote on the following items as an omnibus:

- PPP name change
- Attendance policy to read: members will be terminated if they fail to attend meetings for three consecutive months or missing two-thirds of regular meetings in any calendar year within any six month period
- Not including Vice-Chairs as formal committee role
- Other minor edits throughout the bylaws

The motion was seconded by Mr. Reusch and approved unanimously.

### **VI. RAC Committee Updates**

PPP – final draft of article to GGW in circulation; working on rider and station manager recognition program

Safety and Security – discussed disseminating a quarterly report to the Board subcommittees; staff questions circulated; updating committee description language for website

Customer Service – staff question circulating; next meeting will focus on recommendations for improving in-service communications

### **IX. Adjournment**

Without objection, Ms. Kortum adjourned the regular session meeting at 8:30 p.m.

Respectfully Submitted,  
Joi Moorer



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June 9, 2017

Chairman Evans, WMATA Board members, and WMATA staff:

This month's RAC activities and priorities are described below.

#### **FULL RIDERS ADVISORY COUNCIL:**

During the monthly full RAC meeting on Wednesday, June 7, General Manager Paul Wiedefeld and WMATA Rail Transportation Training Instructor Clifton Hawkins visited us. Mr. Wiedefeld summarized events since his last visit to the RAC, including the coming end of Safetrack, increased reliability, and a shift from triage mode to a proactive mode of maintenance and operations. RAC members then engaged him in a question-and-answer session about bus operators, weight of the 7000 series trains, customer service issues, security concerns, sexual harassment on trains, staffing for the Silver Line extension, fare evasion, and contract negotiations.

Mr. Hawkins spoke with the RAC about station manager training procedures and expectations. He explained the five-module training course, the challenges that the station managers face, and the process for handling emergency situations within stations. RAC members were very impressed with Mr. Hawkins's enthusiasm and professionalism. Members would also like to sit in on some of the training or refresher courses and/or to see the training curriculum and standards.

The RAC also approved changes to their bylaws and hopes for approval from the WMATA board at its June 22 meeting. In summary, the bylaws changes included the following:

- Moved the officer election date to April instead of January. Because new members begin their terms in January, the current schedule requires brand new members to vote on leadership without knowing either the people who are candidates or what the leadership positions entail.
- Changed the attendance policy to recommend a member for dismissal after missing two-thirds of meetings within six months instead of within twelve months. This allows us faster assessment of those who are unable to commit appropriate time to the RAC and to replace them with a more engaged representative of their jurisdiction.
- Streamlined wording and addressed typographic issues.

#### **RAC COMMITTEES:**

The **Budget** committee is in conversations with Nina Albert about retail opportunities on WMATA properties. The **Customer Service** committee completed its report on the RAC's visit to the customer service center and will provide that to WMATA Board members and staff. The **Programs, Projects, and Planning** committee has edited its first article about the RAC for publication on the Greater Greater Washington blog. The **Safety** committee will follow up with appropriate staff on a series of questions stemming from the quarterly safety drill and previous conversations with safety/security staff.

#### **ACCOMPLISHMENTS**

- Approved edited bylaws to make the RAC's operating procedures more effective.

#### **UPCOMING ACTIONS**

- Maryland members of the RAC will meet with Maryland Board representatives over lunch on Thursday, June 8.
- RAC members would like to visit a station manager training/refresher and/or view the curriculum.

Sincerely,

*Katherine Kortum*

Chair, Riders' Advisory Council