



AGENDA

July 1, 2015

- I. Call to Order/Roll Call (6:30 p.m.)**
- II. Public Comment Period (6:30-6:40 p.m.)**
- III. Approval of Agenda (6:40 p.m.)**
- IV. RAC Customer Community Initiative (6:40-7:00 p.m.)**
- Lynn Bowersox, Assistant General Manager
Department of Customer Service, Communications and Marketing, WMATA
 - Jason Minser, Director of Customer Research
Office of Customer Service, Communications and Marketing, WMATA
- V. Metrorail System Optimization (7:00-7:30 p.m.)**
- James Hughes, Managing Director of Intermodel Strategic Planning
Office of the Deputy General Manager of Operations, WMATA
- VI. Approval of Past Meeting Minutes (7:30-7:35 p.m.)**
June 3, 2015
- VII. Committee Reports (7:35-8:10 p.m.)**
- Chair's Report to WMATA Board of Directors (June 2015)
 - Chair's Report from June WMATA Committee Meetings
 - Budget and Finance Committee
 - Customer Service Committee
 - Programs, Projects and Planning Committee
 - Leadership/Governance Committee
 - RAC Leadership Quarterly Meeting with WMATA Board of Directors
- VIII. Announcements (8:10-8:20 p.m.)**
- IX. Adjournment (8:20 p.m.)**

Upcoming Meetings

▪ 07/06/2015 – RAC Leadership Team
Meeting/Teleconference (**Noon**)

▪ 07/20/2015 – RAC PPP Committee/WMATA
Headquarters/Lower Level Training Room (**6:30 p.m.**)

Continued on Other Side

<ul style="list-style-type: none"> ▪ 07/09/2015 – WMATA Board of Directors Committee Meetings/WMATA Headquarters/Lower Level Meeting Room -Planning, Program Development and Real Estate Committee (PPDRE) (10:00 a.m.) -Customer Service and Operations Committee (Immediately Following PPDRE) -RAC Leadership Quarterly Meeting with WMATA Board of Directors (Noon) 	<ul style="list-style-type: none"> ▪ 07/23/2015 – WMATA Board of Directors Monthly Meeting/WMATA Headquarters/Lower Level Board Room (11:00 a.m.) -Safety and Security Committee (9:00 a.m.)
<ul style="list-style-type: none"> ▪ 07/14/2015 – RAC Budget and Finance Committee/WMATA Headquarters/Lower Level Meeting Room (6:00 p.m.) 	<ul style="list-style-type: none"> ▪ 08/05/2015 – RAC Monthly Meeting/WMATA Headquarters/Lower Level Meeting Room (CANCELED)
<ul style="list-style-type: none"> ▪ 07/16/2015 – RAC Customer Service Committee/WMATA Headquarters/Lower level Meeting Room) 6:30 p.m. 	