



AGENDA NOVEMBER 5, 2014

- 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. Approval of Past Meeting Minutes (6:40 p.m.)**
October 1, 2014
- V. Committee Reports (6:40-7:00 p.m.)**
- Chair's Report to WMATA Board of Directors (October 2014)
 - Metrobus Public Hearing Reports
 - Committee Chair Reports
- VI. Metrorail Red Line Construction Update (7:00-7:45 p.m.)**
Mr. A. Robert Troup, Deputy General Manager of Operations
Mr. Hitendra Patel, Director, Capital Improvement Program
Ms. Chen Zhou, Civil Construction Engineer
WMATA
- VII. RAC Orientation and Membership Mentoring Discussion (7:45-8:05 p.m.)**
Ms. Carol Carter Walker, Chair
Riders' Advisory Council
- VIII. Announcements (8:05-8:15 p.m.)**
- IX. Adjournment (8:15 p.m.)**

Upcoming Meetings

All Meetings Begin at 6:30 p.m. Unless Otherwise Noted

- 11/7/2014 – RAC Membership Application Period Closes **(5:00 p.m.)**
- 11/10/2014 – RAC Leadership Team Meeting (Teleconference) **(12 Noon)**
- 11/10/2014 – RAC Program, Projects and Planning Committee Meeting
- 11/18/2014 – RAC Customer Service Committee Meeting **(7:00 p.m.)**
- 11/20/2014 – WMATA Board of Directors Monthly Meeting **(11:00 a.m.)**
- 11/24/2014 – RAC Governance Committee
- 12/03/2014 – RAC Monthly Meeting

PAGE INTENTIONALLY LEFT BLANK

WMATA Riders' Advisory Council

Wednesday, October 1, 2014
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*
Carol Carter Walker, Chair, At-Large
Barbara Hermanson, Vice-Chair, VA, City of Alexandria
Karen Lynch, Maryland, Vice-Chair, MD, Prince George's County
Candice Walsh, Vice-Chair, District of Columbia
Ben Ball, District of Columbia
Bob Fogel, MD, Montgomery County
Caroline Kim, District of Columbia
Katherine Kortum, MD, Montgomery County
Pat Sheehan, At-Large/Accessibility Advisory Committee, Chair
Lorraine Silva, VA, Arlington County
Deborah Titus, VA, Fairfax County
Daniel Turk, District of Columbia
Frederick Walker, VA, Fairfax County
James Wright, Jr., MD, Prince George's County
Mary Ann Zimmerman, MD, Montgomery County

Other Individuals
Heidi Case, District of Columbia, Accessibility Advisory Committee
Sarah Merkle, Esq., CPP, PRP; Brandley Arant Boulton Cummings, LLP
Brian Miller, VA, City of Alexandria, Accessibility Advisory Committee
Loyda Sequeira, Board Secretary, WMATA
James N. Jackson, RAC Staff Coordinator

Absent: *Members*
Francis DeBernardo, MD, Prince George's County
Pablo Destefanis, District of Columbia
Deborah MacKenzie, At-Large
Aldea Meary-Miller, VA, Arlington County

Presider: Carol Carter Walker, Chair, At-Large

I. Call to Order:

Ms. Walker called the October 2014 meeting of the Metro Riders' Advisory Council (RAC) to order at 6:43 p.m.

II. Public Comment Period:

Ms. Walker recognized members of the public who were signed up to speak.

As there were no members of the public who were signed up to speak, Ms. Walker closed the public comment period.

III. Approval of Agenda:

Without objection, the agenda was approved.

IV. Approval of Past Meeting Minutes:

Ms. Titus moved, seconded by Mr. Ball, to approve as submitted the September 3, 2014 minutes of the Riders' Advisory Council.

The motion was unanimously approved.

V. Committee Reports

▪ Chair's Report to WMATA Board of Directors (September 2014) – Ms. Walker

Ms. Walker briefly reviewed the Chair's Report to the WMATA Board of Directors for September 2014. She highlighted that the RAC Resolution of Mid-City North/South Corridors and the RAC Comments on WMATA Proposed Signage Concept were transmitted to the Board of Directors on September 12, 2014. Ms. Walker also noted that the revised version of the RAC bylaws were currently under review by the WMATA Office of the General Counsel. The revised date for transmittal of the document to the Board is at November 20, 2014 monthly meeting.

▪ Joint Meeting of the MD RAC/Board of Directors Report – Ms. Lynch

Ms. Lynch referred to the meeting notes that were included in the agenda package. She stated that the meeting was held on September 9, 2014 and noted the attendees. Ms. Lynch reviewed several of the issues discussed at the meeting, which included: proposed Metro signage changes, the New Electronic Payment Project, and the proposed Metrorail Purple Line. She concluded by saying that members of the Board of Directors were invited to attend future RAC meetings and that the attendees agreed to hold an annual joint meeting going forward.

- Metrorail Blue Line Meeting Report – Ms. Hermanson

Ms. Hermanson discussed the Metrorail Blue Line meeting which was held on September 24, 2014. She noted that there were several staff members present including Lynn Bowersox, Assistant General Manager, Department of Customer Service, Communications and Marketing, WMATA. Ms. Hermanson stated that the meeting was open to the public; however customers who expressed concerns regarding the Metrorail Blue Line originating in Northern Virginia were specifically invited. She reviewed several of the issues discussed at the meeting, which included: wait times, train irregularity, customer crowding and customer service-related refunds. Ms. Hermanson said that WMATA staff would evaluate Blue Line conditions in the coming months and provide a timely response to the attendees.

Mr. Ball asked if staff in attendance also discussed adjusting service to the Metrorail Silver Line. Ms. Hermanson responded in the negative stating that the Silver Line was not specifically discussed. However, she said that the Silver Line service was addressed indirectly, as customers and staff discussed if the Blue Line received its “fair share” of trains given the implementation of Silver Line service.

- Quarterly Meeting with the WMATA Board of Directors Report – Ms. Walker

Ms. Walker stated that the RAC motion for WMATA to provide ridership, operational and service-related statistics for the Orange, Silver and Blue Metrorail lines from July 26, 2014 to August 26, 2014 was discussed at the quarterly meeting. She indicated that staff released limited data regarding Metrorail Silver Line ridership, but committed releasing data at the end of the first quarter of full Silver Line operation.

Ms. Walker also stated that several RAC members attended the Metrobus Public Hearings regarding Docket B14-03: Proposed Metrobus Service Changes. She said that RAC member Deborah MacKenzie was absent due to her attendance at WMATA Metrobus Public Hearing No. 600, held in Annandale, Virginia.

- Committee Chair Reports

Budget and Finance Committee – Mr. Walker reported that he conducted a two week survey of the mass transit rail system in Switzerland. He stated that the trains rode smoothly and that customers paid a discounted fare.

Ms. Walker commented that WMATA recently announced that Metrorail would begin phasing in full automatic train control beginning with the Red Line on February 28, 2015.

Customer Service Committee – No report per Ms. Silva.

Governance Committee – No report per Ms. Lynch. She announced that the next meeting would be held via teleconference on October 27, 2014.

Program, Projects and Planning Committee – Mr. Turk reported that the Committee met briefly on September 29, 2014. He stated that the Committee was exploring future projects and invited partnership with another RAC committee.

Ms. Walker announced that there were several members of the WMATA Accessibility Advisory Committee (AAC) in attendance, to benefit from the presentation on parliamentary procedure. She invited those members to introduce themselves for the record. They were: Dr. Brian Miller, Ms. Heidi Care and Mr. Patrick Sheehan.

VI. Toolbox for Leadership: Parliamentary Procedure

Sarah Merkle, Esq., CPP, PRP; Brandley Arant Boult Cummings, LLP was present to facilitate a workshop entitled *Business Meetings: Achieving Efficiency and Productivity*, which focused on parliamentary procedure.

The Council and Ms. Merkle discussed various aspects of parliamentary procedure and meeting management.

Ms. Walker thanked Ms. Merkle for her presentation and presented her with a small token of appreciation on behalf of the RAC.

VII. Announcements

Ms. Loyda Sequiera, Board Secretary, announced that she accepted the position of Manager of Administrative Services for the Metro Transit Police Department effective October 20, 2014. She announced that Jennifer Green would serve as Acting Board Secretary.

VIII. Adjournment

Without objection, Ms. Walker adjourned the regular session meeting at 8:39 p.m.

Respectfully Submitted,

James N. Jackson
Riders' Advisory Council Coordinator

PAGE INTENTIONALLY LEFT BLANK



600 Fifth Street NW
Washington, DC 20001
(202) 962-2891

October 16, 2014

Chairman Downs & WMATA Board Members:

This report includes highlights from the Riders' Advisory Council's (RAC) September monthly meeting, Committee meetings and other significant actions to date.

RAC October Meeting

Most of the October 1 monthly meeting was used for a presentation, *Business Meetings: Achieving Efficiency and Productivity*, conducted by Sarah Merkle, an associate at Bradley Arant Boult Cummings, LLC, and a professional parliamentarian. Members of the Accessibility Advisory Committee and WMATA staff were invited and attended. The presentation focused on a better understanding of the use of motions in improving meeting outcomes. It was offered as part of a series of orientation activities focused on increasing our effectiveness.

Quarterly Meeting Between WMATA Executive Committee and RAC Leadership Team

The major issue discussed at this September 24 meeting was the interest that RAC members had in obtaining Silver Line ridership, service and operational data. A press release providing some data was released on September 24, providing some information. WMATA staff explained that since the Line was in its early days, they planned to issue detailed data at the end of the first quarter of operations.

Meeting With Blue Line Riders

On September 24, Lynn Bowersox, Assistant General Manager for Customer Service, Communications, and Marketing and Rob Troup, Deputy General Manager, Operations, WMATA; and Lorraine Silva, Chair, Customer Service Committee and Barbara Hermanson, Vice Chair, Virginia, RAC; met with a group of riders who had attended the August RAC Meeting to communicate their ongoing concerns about the Blue Line issues—concerns heightened by the impact of the opening of the Silver Line. A follow up letter from WMATA staff and the RAC was sent to the riders.

Metrobus Public Hearings

RAC members attended the most recent round of Metrobus public hearings that ended October 2. We will be discussing our impressions and any next steps at upcoming Committee meetings during the month.

Sincerely,

Carol Carter Walker, Chair
Riders' Advisory Council

cc: RAC Members

PAGE INTENTIONALLY LEFT BLANK



600 Fifth Street NW
Washington, DC 20001
(202) 962-2891

WMATA Public Hearings Docket B14-03: Proposed Metrobus Service Changes Summaries

Barbara Hermanson, Vice Chair, VA, City of Alexandria

Meeting Attended: Tuesday, September 16, 2014

Metro Headquarters Building
600 5th Street, NW
Washington, DC 20001

In Attendance:

WMATA Board of Directors: Tom Downs, Chair (DC), Mortimer Downey, First Vice Chair (Federal Government)

WMATA Staff: Representatives from Bus Operations Scheduling Department, Metro Transit Police Department, Office of Media Relations, and the Office of the Board Secretary

Riders' Advisory Council: Carol Carter, Chair (DC) and Barbara Hermanson, Vice Chair (VA)

Public: Approximately 15-20 individuals

Presider: Tom Downs, Chair (DC)

Chair Downs opened the public hearing and provided information about the public hearing and the feedback process.

Mr. Jim Hamre, Director, Bus Operations Scheduling, provided a brief overview of the proposed Metrobus service changes including the following background information:

- Recent route adjustments had yielded over 9 percent more ridership
- Proposed changes came from many sources, including AAC and RAC
- Objectives include added capacity, increased hours of service, and meeting demand

Chair Downs recognized members of the public who were signed up to speak. 13 members of the public were provided with an opportunity to speak. Several customers commented about proposed MetroAccess cuts. Mr. Downs and Mr. Hamre clarified that the proposals in question included no service changes to MetroAccess. Other suggestions and complaints were related to specific bus stops, routes, frequency and crowding. One customer suggested that the digital signs inside buses eliminate month, day and year time information, when riders simply want to know the next street and possibly the current time. As there were no other members of the public who were signed up to speak, Chair Downs adjourned the public hearing.

Barbara Hermanson, Vice Chair, VA, City of Alexandria
Meeting Attended: Monday, September 22, 2014

Fairlington Community Center
 3308 South Stafford Street
 Arlington, VA 22206

In Attendance:

WMATA Board of Directors: Mortimer Downey, First Vice Chair (Federal Government), Mary Hynes (VA)
 WMATA Staff: Representatives from Bus Operations Scheduling Department and the Office of the Board Secretary

Riders' Advisory Council: Barbara Hermanson, Vice Chair (VA) and Lorraine Silva (VA)

Public: Approximately 10-15 individuals

Presider: Mary Hynes (VA)

Ms. Hynes opened the public hearing and provided information about the public hearing and the feedback process.

Mr. Jim Hamre, Director, Bus Operations Scheduling, provided a brief overview of the proposed Metrobus service changes including the following background information:

- Previous proposed Metrobus service changes increased ridership 9 percent and reliability 5 percent
- The final proposals will be presented to the WMATA Board of Directors on November 20, 2014

Ms. Hynes recognized members of the public who were signed up to speak. Five members of the public were provided with an opportunity to speak. Three individuals discussed Park Place access, one individual about Park Fairfax, and one individual encouraged more bus service going downtown. As there were no other members of the public who were signed up to speak, Ms. Hynes adjourned the public hearing.

Debra MacKenzie, At-Large, Arlington, VA
Meeting Attended: Monday, September 22, 2014

Westwood College – Annandale Campus
 7619 Little River Turnpike
 Annandale, VA

In Attendance:

WMATA Board of Directors: Catherine Hudgins (VA)

WMATA Staff: Representatives from the Bus Operations Scheduling Department, the Office of the Board Secretary and the Office of Equal Employment Opportunity

Riders' Advisory Council: Debra MacKenzie (VA)

Fairfax County Government: Randall White, Comprehensive Transit Plan Project Manager

Public: Approximately 7-10 individuals

Presider: Catherine Hudgins (VA)

Ms. Hudgins opened the public hearing at approximately 7:15 p.m. and provided information about the public hearing and the feedback process.

Ms. Hudgins recognized members of the public who were signed up to speak. Five members of the public were provided with an opportunity to speak.

Several customers commented about the changes to the Metrobus route 29. One member from the public made several inquiries of staff including maps, routes and proposed changes at all stops, the presence of Metro Transit Police and the use of cash to purchase fares.

Another customer commented that he and other riders would experience great difficulty getting to work if service changes were made to Metrobus route 29. He stated that this particular route was his only source of transportation. Several other customers noted that there was frequent overcrowding on route 29 and that the service changes would only create bigger problems. It was also suggested to change the Metrobus route slightly at Edsall Road to avoid routine backups and the coordination of routes 29 & 17.

A customer who identified himself as a representative of the Ravensworth Neighborhood stated that the proposed 16L would take much longer than the 29H. He commented that the commute times would worsen and that customers in the neighborhood really needed this route. A customer also stated that WMATA was attempting to fix something that was not broken and that the reduced number of buses would increase wait times, therefore make commuting by Metro not as feasible.

Several customers also commented that the proposed Metrobus service changes were presented with a "positive spin" to sneak a reduction of service to the public. The majority of those who provided feedback requested that WMATA not to make the proposed service changes.

As there were no other members of the public who were signed up to speak, Ms. Hudgins adjourned the public hearing at 7:30pm.

Carol Carter Walker, Chair, District of Columbia
Meetings Attended: Tuesday, September 16, 2014

Metro Headquarters Building
 600 5th Street, NW
 Washington, DC 20001

Thursday, October 2, 2014

Dorothy I. Height/Benning Neighborhood Library
 3935 Benning Road, NE
 Washington, DC 20019

I attended two of the six public hearings held this fall and read the transcript of a third, regarding the proposed, revenue-neutral changes to bus service in METRO's service area.

These hearings are wonderful opportunities for the public to interact and make their views, concerns known. I applaud WMATA for going to the public through geographically dispersed hearings. Here are my takeaways:

- Increase pre-publicity even more by outreach to both transit-oriented and community-based neighborhood organizations; circulate the final report to those same organizations
- Use the detailed knowledge of bus routes and related issues relating to specific Metro Stations expressed by the public to follow up and engage them in planning for the next round of bus changes
- Refer to speakers by their honorific; i.e., use Ms., Mr., etc., instead of by first name. Use full name when called and honorific thereafter
- Have a sign posted at the meeting space when the meeting ends, letting those who arrive after the hearing ends know how they may submit testimony; at least one person arrived after the WMATA Headquarters meeting ended

PAGE INTENTIONALLY LEFT BLANK



Major Red Line Construction

Customer Service and Operations Committee

October 9, 2014

Purpose

To brief the Board on upcoming Purple Line interfaces, Medical Center water infiltration, and other needed Red Line upgrades

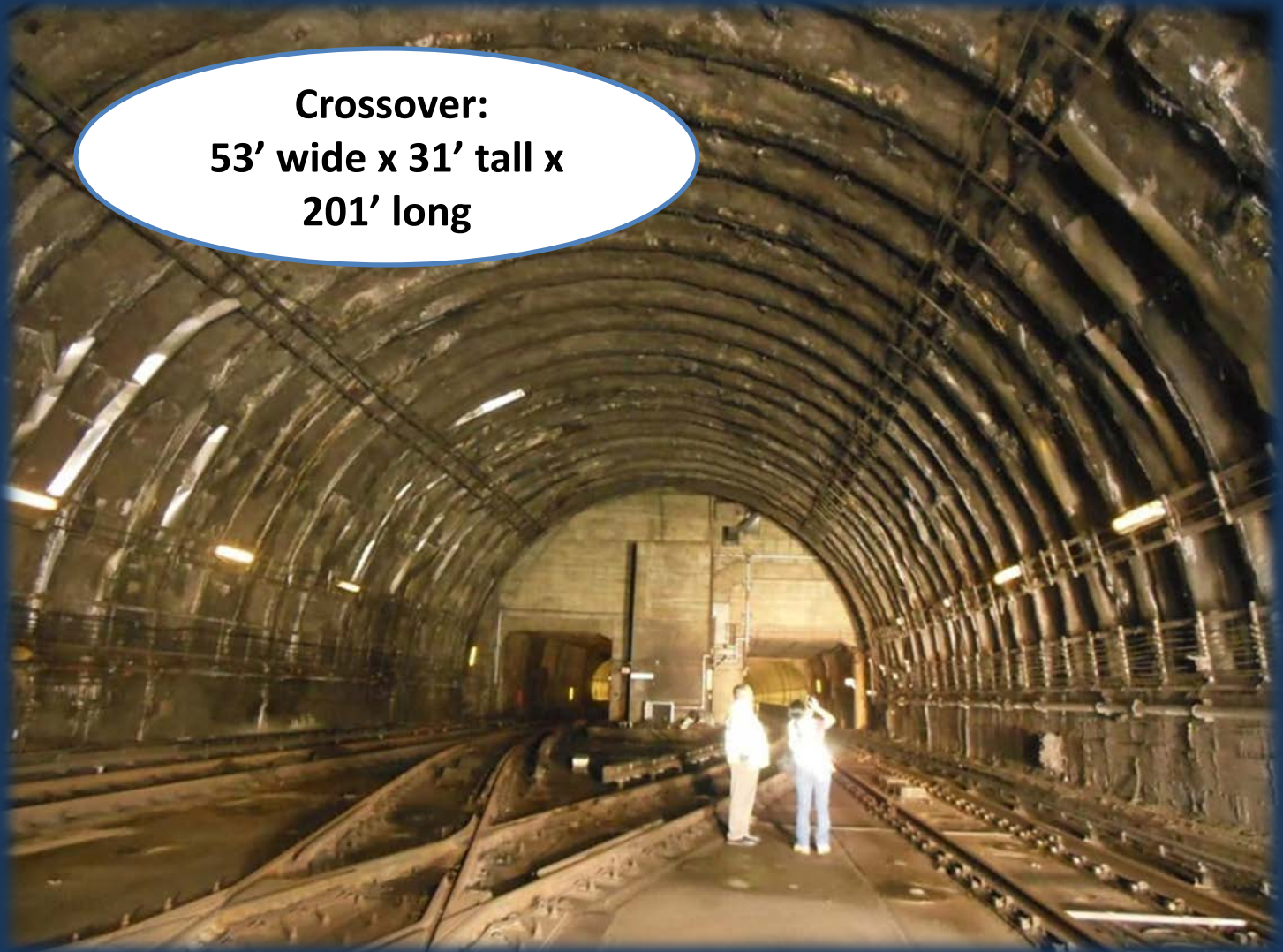


Medical Center Crossover

Existing Conditions and Water Intrusion Reasons

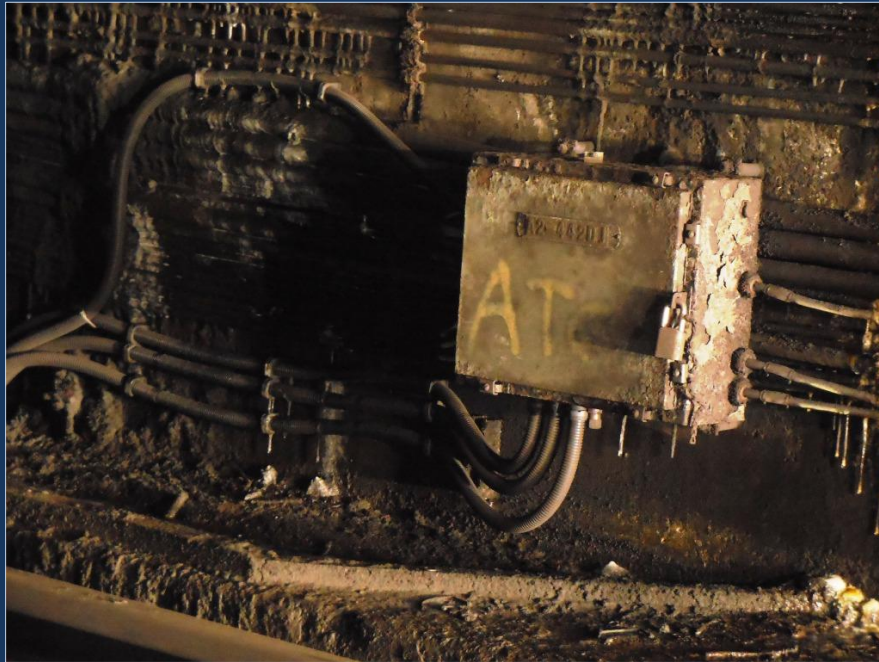
17

Crossover:
53' wide x 31' tall x
201' long



Medical Center Crossover

Existing Conditions and Water Intrusion Reasons



Rusted ATC Equipment

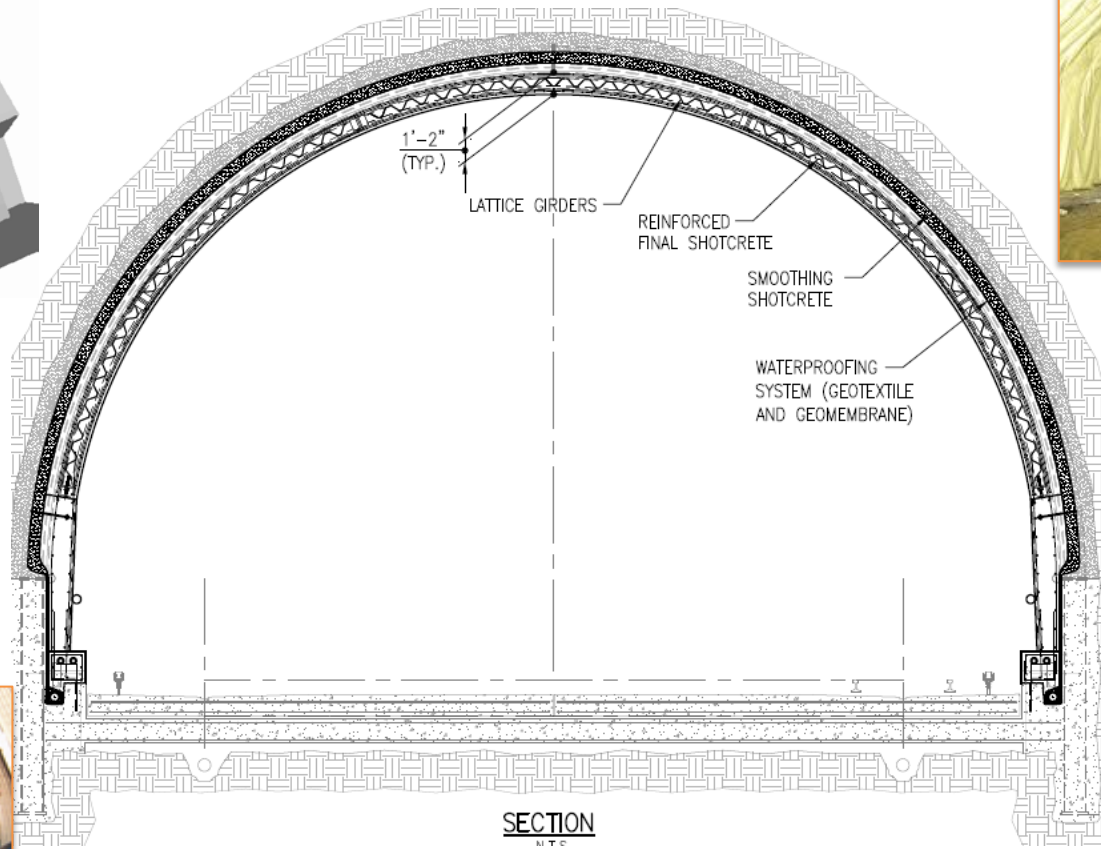
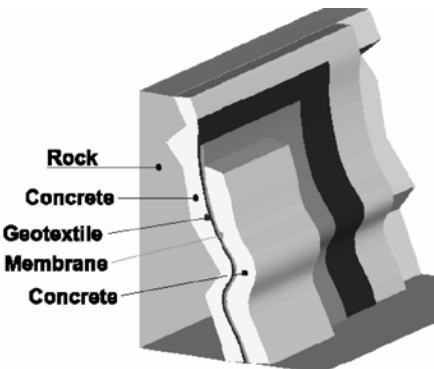


Corroded Running Rail

Crossover Waterproofing Options

Option 1 - Geomembrane System

19



Geomembrane System

Option 1

Option 1 - Geomembrane System

A grey rectangular button with rounded corners and a metallic ring on the left side, attached to a vertical silver pole.

Issues

- Intensive service disruptions
– 5 week 24x7 shutdown + weekends shutdowns
- Liner is not accessible after construction
- More weekend shutdowns needed for starter wall

Total Project Cost

\$ 9M - Construction

\$ 10M - Bus Bridge

\$ 19M - Total Cost

Risk Analysis

95% confidence
of completing work
within 5 weeks

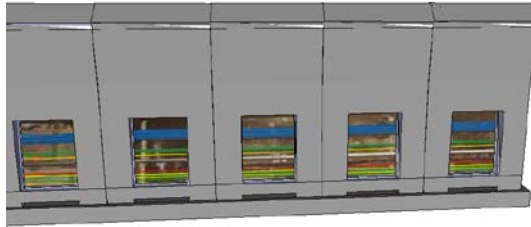
A red rectangular button with rounded corners and a metallic base.

Option 1

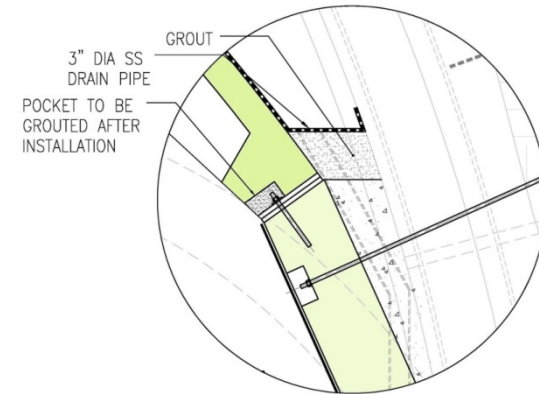
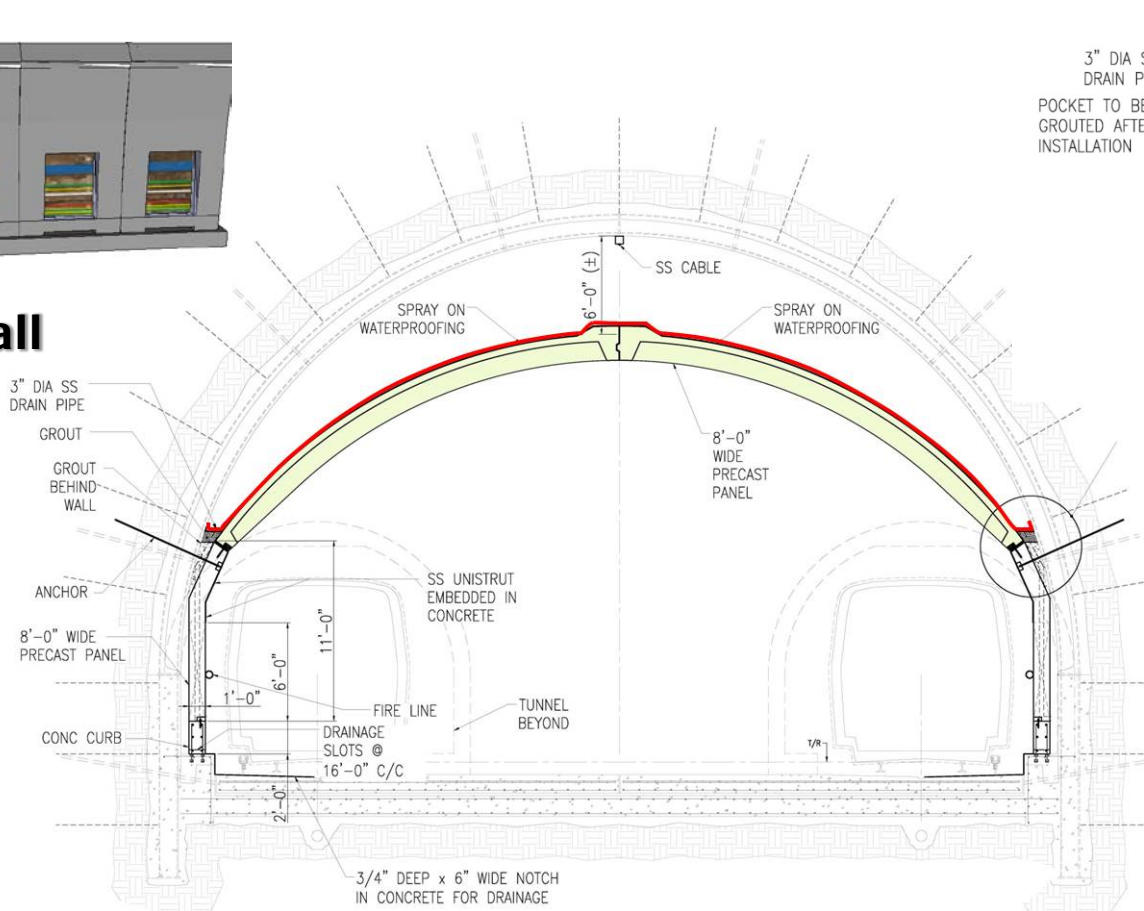
Crossover Waterproofing Options

Option 2 – Precast Concrete Arch

21



Starter Wall



Trough Detail

Precast Concrete Arch

Option 2



Construction Steps

STEP 1 Reroute Standpipe and Radio Cable (Track 2)

STEP 2 Move up ATC and Power Cables (Track 2)

STEP 3 Transport and Erect Starter Wall (Track 2)

STEP 4 Move down ATC and Power Cables (Track 2)

STEP 5 Repeat the above Steps for Track 1

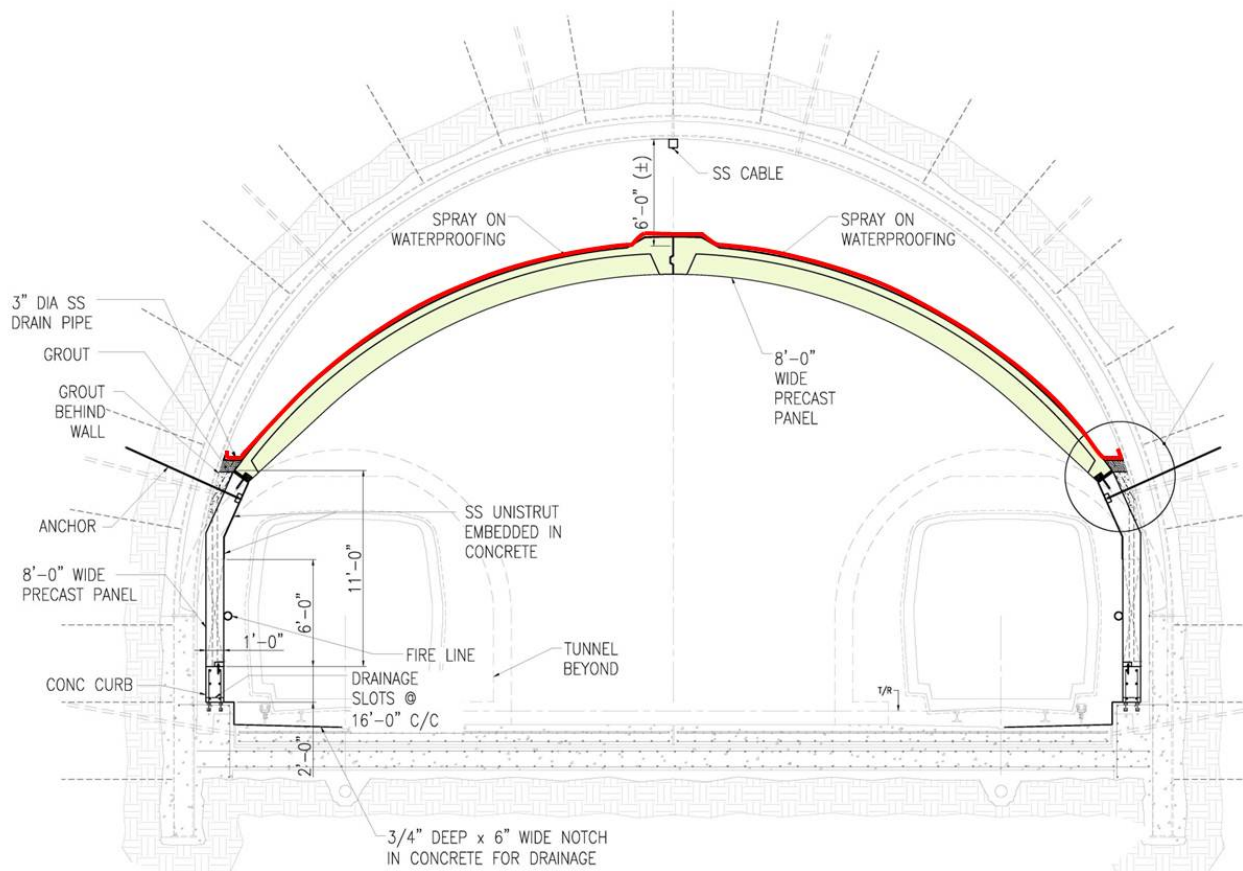


STEP 6 Install Drainage System -Top of Starter Wall

STEP 7 Install Precast Arch

STEP 8 Install Waterproofing on top of the Precast

Option 2 – Precast Concrete Arch



Total Project Cost

\$ 7.3M - Construction

\$ 4.9M - Bus Bridge

\$12.2M - Total Cost

**Starter Wall:
7 weekend
Shutdowns**

+

**Precast Arches:
7 consecutive
weekend
Shutdowns**



**Total
14 Weekend
Shutdowns**

Option 2 – Precast Concrete Arch

A grey rectangular button with rounded corners and a metallic ring on the left side, containing the word 'Advantages' in black text.

Advantages

- Minimal number of pieces simplify erection, and
- Sections are simple and relatively lightweight
- Tunnel liner is accessible after construction
- Equipment can be used for the next crossover waterproofing
- Less service disruptions
- 14 Weekends shutdown provides the flexibility of the construction start date

A grey rectangular button with rounded corners and a metallic ring on the left side, containing the text 'Option 2' in black text.

Option 2

Option Recommended and Selected

Geomembrane System



5 Week 24x7
Shutdown

\$\$\$\$\$ 19M



Precast Concrete Arch



14 Weekend
Shutdowns

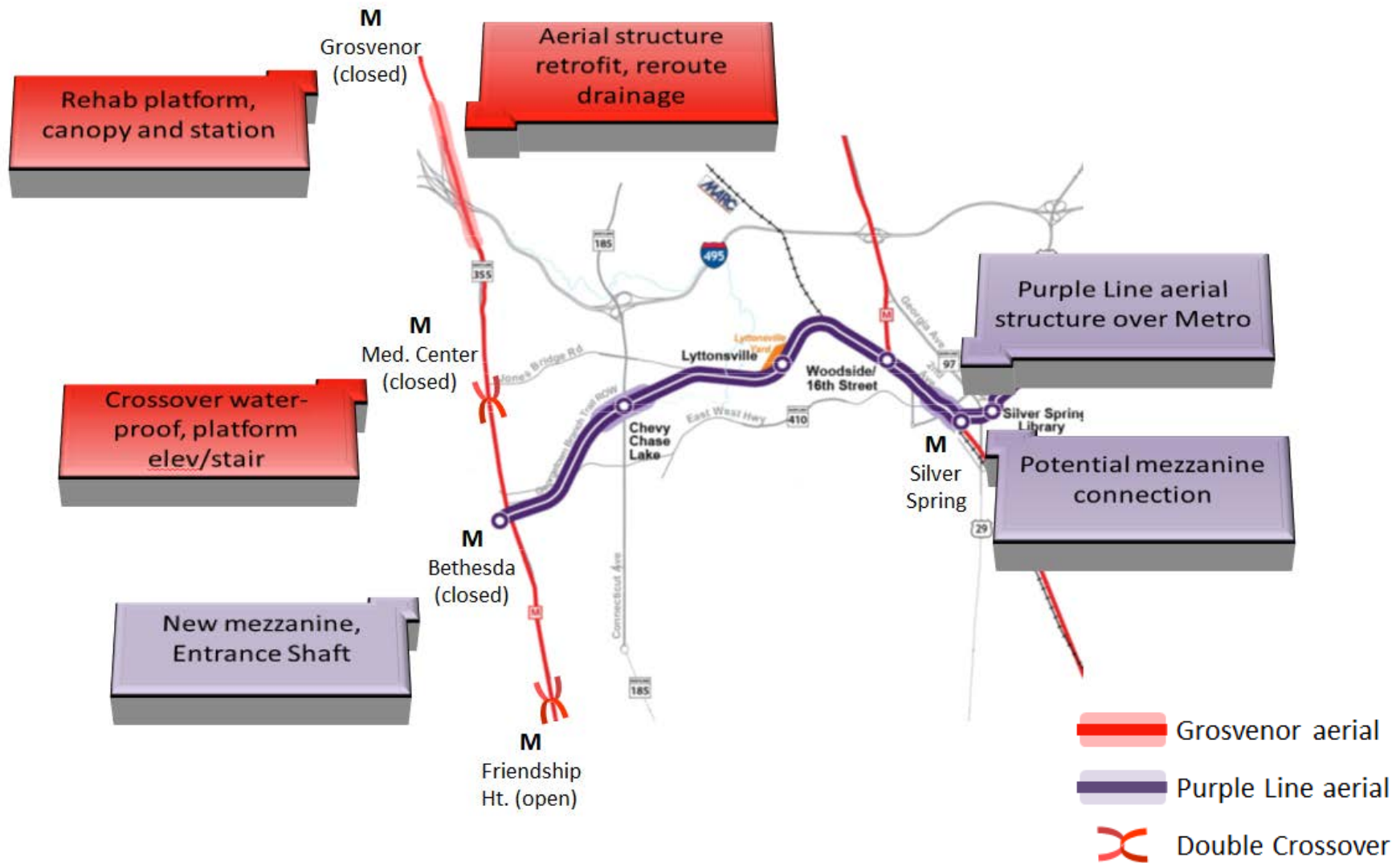
\$\$ 12.2M



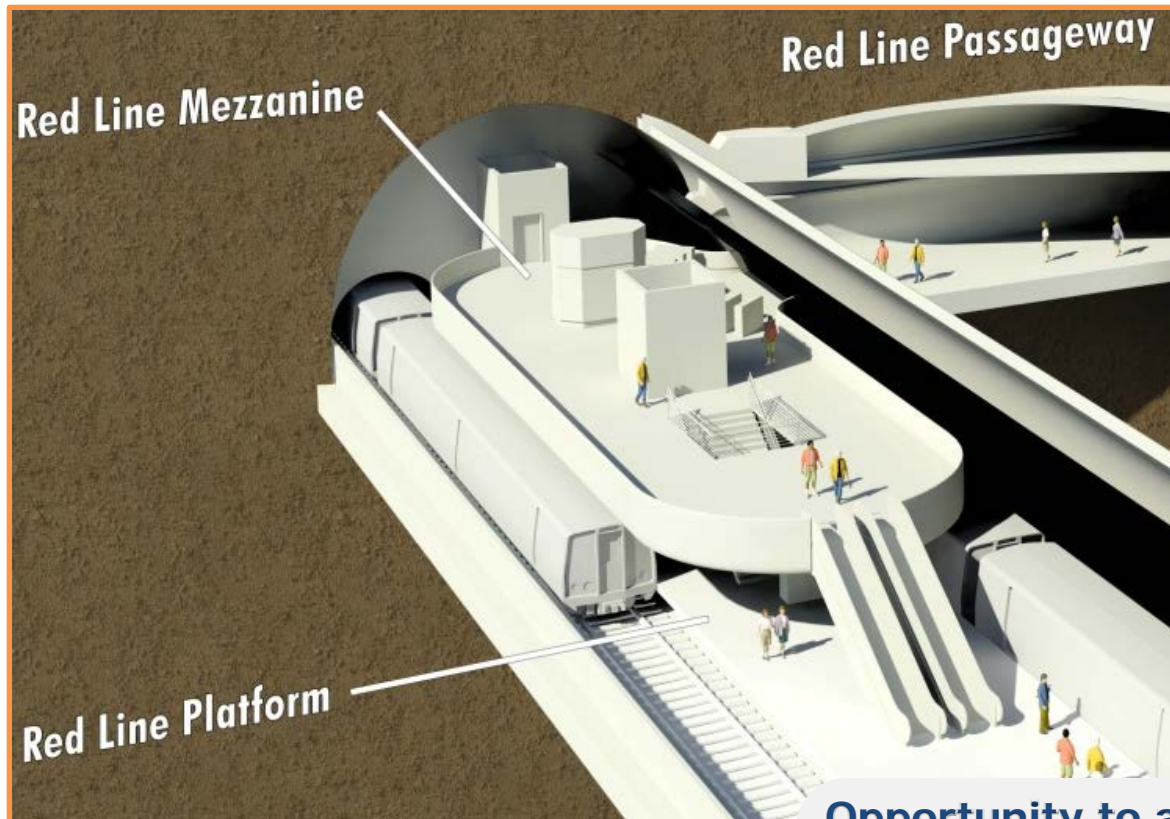
**Option
Selected**

Opportunity to Advance Additional Red Line Work

26



Purple Line – New Bethesda Mezzanine



Required work:

- Saw cut platform and invert slab
- Foundation for columns and elevators/escalator
- Mezzanine steel framing and concrete structures
- Elevators, escalator, communication systems, kiosk, fare collection

Opportunity to advance during the 14 weekend shutdowns:

- Some foundation work
- Mezzanine steel framing, mezzanine slab and parapet wall

Grosvenor Aerial Structure Retrofit



Required work:

- 21 Piers require anchor bolt repair
- Retrofit of girders at piers
- Grouting to transfer load
- Shutdown is needed to cure the grout

Opportunity to advance during the 14 weekend shutdowns:

- Grouting of the piers

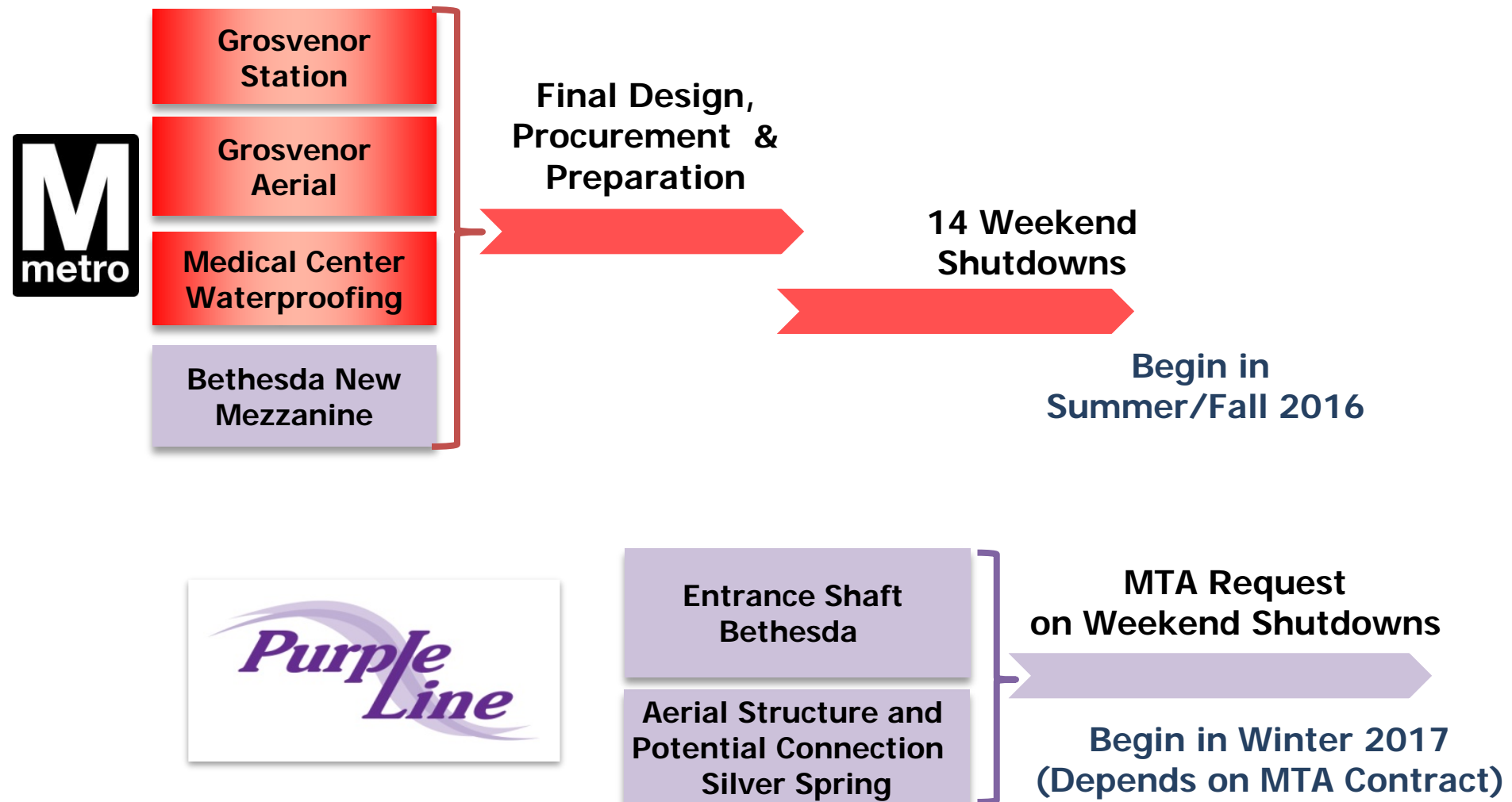
Grosvenor Platform and Canopy Rehab

Opportunity to advance during the 14 weekend shutdowns:

- Platform Structural Repairs
- Canopy Rehab



Tentative Schedule



PAGE INTENTIONALLY LEFT BLANK