



AGENDA June 1, 2016

Agenda Item II

- | | | |
|--------------|---|---------------------------|
| I. | Call to Order | (6:30 – 6:35 p.m.) |
| II. | Approval of Agenda | (6:35 – 6:40 p.m.) |
| III. | <i>Conversation with Board Chair Jack Evans</i> | (6:40 – 7:30 p.m.) |
| IV. | Public Comment Period | (7:30 – 7:40 p.m.) |
| V. | Approval of Past Meeting Minutes
May 4, 2016 | (7:40 – 7:45 p.m.) |
| VI. | Chair's Report for May <ul style="list-style-type: none">• Monthly Update• Board Committee Highlights | (7:45 – 7:50 p.m.) |
| VII. | RAC Committee Reports <ul style="list-style-type: none">• Leadership and Governance• Safety Committee• Programs, Projects and Planning Committee• Customer Service Committee• Budget and Finance Committee | (7:50 – 8:15 p.m.) |
| VIII. | Announcements & Round Table | (8:15 – 8:30 p.m.) |
| IX. | Adjournment | (8:30 p.m.) |

Upcoming Meetings

- Accessibility Advisory Committee (AAC) (5:30 p.m.) – **June 6, 2016**
- RAC Leadership and Governance (Executive Session) – **June 6, 2016**
- AAC/RAC Leadership Quarterly meeting with Board Executive Committee – **June 9, 2016**
- RAC Budget and Finance Committee (5:30 p.m.) – **June 9, 2016**
- RAC Customer Service Committee (6:30 p.m.) – **June 9, 2016**
- RAC Program, Projects, and Planning Committee (6:30 p.m.) – **June 15, 2016**
- RAC Leadership and Governance (Executive Session) – **June 20, 2016**
- Riders' Advisory Council Meeting (RAC) (6:30 p.m.) – **July 6, 2016**

WMATA Riders' Advisory Council

Wednesday May 4, 2016
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*
Barbara Hermanson, RAC Chair, City of Alexandria
Bob Fogel, Maryland Vice Chair, Montgomery County
J. Clarence Flanders, At-Large
Colin Reusch, At-Large
Sherry Doster, MD, Prince George's County
Debra MacKenzie, VA, Arlington County
Wil White, MD, Prince George's County
Lorraine Silva, VA, Arlington County
Christopher (Chris) Barnes, District of Columbia
Valerie Cook, District of Columbia
James Zepp, MD, Montgomery County
John Nelson, Virginia Vice Chair, Fairfax County
Thaddeus Johnson, District of Columbia Vice Chair, DC
Pat Sheehan, At-Large/Accessibility Advisory Committee, Chair
Joseph Suh, District of Columbia
Jamie Woodside, District of Columbia
Sietse Goffard, District of Columbia
Jeffrey Ekoma, VA, Fairfax County

Other Individuals
Joi Moorer, Staff Coordinator

Absent: *Members*
Donald Hughes, MD, Montgomery County
Denise Clarke, MD, Prince George's County
Christine Madden, VA, Arlington County

Presider: Thaddeus Johnson, District of Columbia Vice Chair, DC

I. Call to Order/Opening Remarks

Mr. Johnson called the May 2016 meeting of the Metro Riders' Advisory Council (RAC) to order at 6:30 p.m.

II. Staff Initiatives Related to RAC Work Plan Presentation, Lynn Bowersox:

Lynn provided opening remarks and presented on the RAC Work Plan. The following work plan topics were covered: (1) Leadership; (2) Budget & Finance; (3) Customer Service; (4) Programs, Projects, and Planning; and, (5) Governance. She highlighted all of the RAC related contributions and discussed the status of each. Also, there was a "Suggestions" slide presented. Council was encouraged to consider the Board Chair's request to communicate funding needs to congressional delegation to improve the Metro system on behalf of riders, provide feedback on the track plan, and consider what other agencies provide regarding fare structure simplification. Council members inquired about the communications plan for the track work plan, and Ms. Bowersox responded that there will be various types of outreach: social media/online communications, newspaper advertisements, and press releases, to name a few. A Council member recommended that the station managers receive timely communication to be able to respond to riders' inquiries.

Discussion on RAC Work Plan Updates:

- Budget and Finance – RAC work plans items where RAC recommendations were approved included FY17 fare freeze, Entry/exit 15' grace period, Metro Select Pass, and retention of on-bus cash fare loading. Recommendations that weren't implemented were Blue line fare reductions (if no service improvements) and a refund policy. Ms. Bowersox suggested that they revisit their recommendations for FY18 budget recommendation due to fiscal impact. Additionally, Council expressed interest in WMATA data on potential fiscal impact of implementing a refund policy.
- Customer Service – Ms. Bowersox elaborated on progress on RAC work plan subjects: improving crowd control during emergencies, emergency drill participation and Police patrol surges in hot spots. Ms. Bowersox indicated that Blue line conversations were not occurring beyond the Rail Optimization plan. She explained that crowd control efforts are being piloted to determine the best way to continue, but the effort is not temporary in nature. When asked about the implementation and success of any RAC recommendations, she indicated that staff does respond, but tracking would be handled at the Board level. Increasing Call Center hours was considered, but rejected due to cost effectiveness and low volume beyond rush hours. Ms. Bowersox referred the Council to Jeremy Franklin's recent presentation for customer service statistics. She agreed to consider a recommendation that a reduced call center operation be in place for holidays that the Federal government may observe, but other businesses may not. In response to Council concern around the level of responsiveness to customers across all WMATA channels, Ms. Bowersox stated that the call center upgrades will address WMATA's ability to be timelier in responding to customers across all channels. Lastly, Council inquired about the number of staff assigned to respond to social media interactions, and suggested that responding to customers be more timely/
- Programs, Projects, and Planning – Ms. Bowersox acknowledged the increased Mobile app partnership with developers and data integrity, and she elaborated on alternate plans in view of NEPP's cancellation. She indicated that there is still time for recommendations on 8000 series rail cars.

III. Approval of Agenda

Without objection, the agenda was approved as presented.

IV. Public Comment Period

1 person signed up for public comment.

Kevin Combes provided comments regarding the Select Pass, and other commuter-based pre-tax pass products WMATA offers to riders. He was concerned that the 3rd party benefits providers may not be able to handle the pass products. Ms. Hermanson offered to contact the project team about 3rd party issues, and encouraged everyone to provide her or the project team with specifics of employers where issues exist.

Ms. Hermanson also apprised the Council of the RAC comments received via the RAC email account: raccments@wmata.com. She will share the full content to anyone who wants to see it.

V. Approval of Past Meeting Minutes

The minutes of both the March 2, 2016 and April 6, 2016 meetings were approved unanimously.

VI. Chair's Report and Board Highlights (April 2016)

Ms. Hermanson stated that the Chair's Report for the month of April was included in the agenda package for review.

Board meeting highlights presented:

- The Finance meeting revealed that NEPP didn't qualify for federal funding.
- The Customer Committee advanced resolutions for additions to the names of two Metro stops (Foggy Bottom and Smithsonian).
- The Board acknowledged extraordinary staff performance by Ms. Rolena Spencer.

VII. RAC Committee Reports

Each chair presented information from the latest committee meeting:

- Budget and Finance Committee – Barbara Hermanson
 - Presentation on Select Pass was held by staff and many questions were answered
- Customer Service Committee – Wil White
 - Stated that the Committee was held, and there was nothing new to report. Additionally, the Committee will be observing how recommendations, according to customer service slide previously presented, will become realized.

Ms. Hermanson agreed to get an answer on a Council member's question about the policy around offloading trains when a single car has a door issue.

- Programs, Projects and Planning – Colin Reusch
 - Referenced the importance of Select Pass education
- Leadership and Governance – Ms. Hermanson
 - Acknowledged the usual monthly meeting schedule for the upcoming quarter, with some during holiday weeks.

VII. Announcements/Roundtable

The following announcements were made:

- Council members gained consensus around the need for a Safety Committee, and Ms. Hermanson exercised the Chair's authority to create the new committee.
- Mr. Barnes mentioned the NTSB hearing on 5/3 and also reported that the Riders' Union has disbanded.

VIII. Adjournment

Without objection, Mr. Johnson adjourned the regular session meeting at 8:30 p.m.

Respectfully Submitted,
Joi Moorer