



AGENDA
May 4, 2016

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| I. | Call to Order | (6:30 – 6:35 p.m.) |
| II. | Approval of Agenda | (6:35 – 6:40 p.m.) |
| III. | <i>Staff Initiatives Related to RAC Work Plan</i>
Lynn Bowersox, CSCM | (6:40 – 7:30 p.m.) |
| IV. | Public Comment Period | (7:30 – 7:40 p.m.) |
| V. | Approval of Past Meeting Minutes
March 2, 2016
April 6, 2016 | (7:40 – 7:50 p.m.) |
| VI. | Chair's Report for April <ul style="list-style-type: none">• Monthly Update• Board Committee Highlights• Executive Committee Meeting Highlights | (7:50 – 8:00 p.m.) |
| VII. | RAC Committee Reports <ul style="list-style-type: none">• Budget and Finance Committee• Customer Service Committee• Programs, Projects and Planning Committee• Leadership and Governance | (8:00 – 8:15 p.m.) |
| VIII. | Announcements & Round Table | (8:15 – 8:30 p.m.) |
| IX. | Adjournment | (8:30 p.m.) |

Upcoming Meetings

- RAC Leadership and Governance (Executive Session) – **May 9, 2016**
- RAC Budget and Finance Committee (5:30 p.m.) – **May 12, 2016**
- RAC Customer Service Committee (6:30 p.m.) – **May 12, 2016**
- RAC Program, Projects, and Planning Committee (6:30 p.m.) – **May 18, 2016**
- Riders' Advisory Council Meeting (RAC) (6:30 p.m.) – **June 1, 2016**
- Accessibility Advisory Committee (AAC) (5:30 p.m.) – **June 6, 2016**

Work Plan for 2016 Riders' Advisory Council

Preliminary draft of May updates

The following is a consolidated list of the RAC Committees' 2016 Work Plan items, as well as planned May 2016 updates.

RAC Committee	Work Plan Items	May updates (partial)
Budget & Finance	Obtain feedback on 2015 recommendations on fiscal 2017 fare policies. (Will there be a policy on what situations or issues would warrant a full or partial refund, whether automatic or after a call to customer service?)	Grace period approved by Board for fiscal 2017 (July 2016). No response yet on refund policy.
	Provide feedback to Board and via formal public feedback channels on fare-related options proposed in fiscal 2017 budget. <ul style="list-style-type: none"> No charge for exit within 15 minutes of entry at same station Name your own fare pass, including participation in pilot Moving fare reload off buses, including adequate offsite options Provide rider feedback to Board and CFO after any of the above are implemented.	Budget proposal recommendations provided to Board at Executive Committee and via written testimony process in February. Pilot feedback still to come.
	Provide input on fare changes for fiscal 2018.	Very preliminary discussions only.
	Recommend fare reductions for blue line riders most impacted by change to 12-minute headways. (See also Blue Line item under Customer Service.)	Recommendation made to Board Executive Committee on 2/25/2016, as alternative to service improvement. (See below.)
	Communicate with MD & VA elected officials on need for additional funding from jurisdictions. (Added by Executive Committee 2/25.)	
Customer Service: Safety Security	Make recommendations on options to reduce crowding on Blue Line.	Recommendation on options made to Board Executive Committee on 2/25/2016
	Identify ways to improve crowd control during emergencies and heavy travel periods.	
	Participate in emergency drills and provide input on safety communications to riders.	Participated in March drill at Eisenhower Station and provided feedback. Received presentation from OEM team at April RAC meeting, and provided feedback and suggestions. Named RAC liaison to OEM for future planning.

Service	Recommend additional police patrols in high crime stations and trains.	Provided suggestions and feedback to MTPD via conversation at February RAC meeting.
Communication	Research customer service in these areas and make recommendations as appropriate: <ul style="list-style-type: none"> - Demand for expanded Customer Call Center hours. - Staff initiatives in support of RAC's Commitment to Customers proposed in 2013. - Update or replacement of online Customer Comment Form to be more user-friendly. 	
	Partner with AAC to identify ideas for restoring access to bus stops more quickly after snow storms.	
	Work with Bus Information team on options for improving information at bus stops.	
Programs, Projects and Planning (PPP)	Establish RAC presence on Social Media (with Board approval of 2015 proposal).	Resent recommendation to 2016 Board members after 2/25 Exec Committee meeting.
	Follow up on 2015 recommendation for mobile application partnership with developers.	
	Research data integrity for public applications and reports and make recommendations for resolving data issues.	
	Partner with the AAC to collect rider feedback on the 7000 series rail cars and make recommendations for 8000 series.	
	Research status of the New Electronic Payments Program (NEPP) and the replacement of current fare gates, and provide feedback as necessary.	NEPP cancelled April 2016.
Leadership	Review GM's priority action plan and provide feedback to Board. (Added by Executive Committee 2/25.)	

WMATA Riders' Advisory Council

Wednesday March 2, 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

Other Individuals
Joi Moorer, Staff Coordinator
John Pasek, Asst. Board Secretary

Absent: *Members*
John Nelson, Virginia Vice Chair, Fairfax County
Jeremiah Bush, VA, Fairfax County
Denise Clarke, MD, Prince George's County
Donald Hughes, MD, Montgomery County
Thaddeus Johnson, District of Columbia Vice Chair, DC
Pat Sheehan, At-Large/Accessibility Advisory Committee, Chair

Presider: Barbara Hermanson, RAC Chair, City of Alexandria

I. Call to Order/Opening Remarks

Ms. Hermanson called the March 2016 meeting of the Metro Riders' Advisory Council (RAC) to order at 6:38 p.m. Ms. Hermanson informed the Council and audience of member changes.

II. Public Comment Period:

3 people signed up for public comment.

Jeff L. provided comments regarding the Blue line. Thanked WMATA and Council for working on issues surrounding the Blue line. He also invited all to check out the upcoming ridership related vital signs published for the fall season.

Mr. Leroy M. spoke about the holiday operating schedule and he also recapped on the "See Something, Say Something" campaign regarding the messaging and publishing of two different telephone numbers to report suspicious activity, and emergency situations.

Mr. Bill O. commented on his concern about the lack of invitation to the public to attend the Council of Government meeting where the topic is to discuss the future of Metro. He referenced that only 100 people were invited, and he urged the Council to draft a letter to COG Board Chair to request the meeting be open to the public, or at least allow the public to listen in.

III. Approval of Agenda

Without objection, the agenda was approved as presented.

IV. Approval of Past Meeting Minutes

The minutes of the February 3, 2016 meeting were approved with amendments.

V. Chair's Report and Board Highlights (February 2016)

Ms. Hermanson stated that the Chair's Report for the month of February was included in the agenda package for review. She briefly articulated highlights resulting from Board committee meetings.

Council Member Colin Reusch inquired about RAC and board interactions.

VI. RAC Committee Reports

Each chair presented information from the latest committee meeting:

- Budget and Finance Committee – Chris Barnes
- Customer Service Committee – Wil White
- Programs, Projects and Planning – Colin Reusch

Chris described the features of the new SelectPass and answered questions. More information will be available after a presentation from Staff at the next Budget Committee meeting.

VII. Announcements

The following announcements were made:

- WMATA Emergency Drill held on March 13th
- Schedule change for the next RAC Governance meeting
- Amplify Member of the Month

VIII. Adjournment

Without objection, Ms. Hermanson adjourned the regular session meeting at 8:27 p.m.

Respectfully Submitted,

Joi Moorer
Riders' Advisory Council Coordinator

WMATA Riders' Advisory Council

Wednesday April 6, 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
Denise Clarke, MD, Prince George's 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
Christine Madden, VA, Arlington County

Other Individuals
Joi Moorer, Staff Coordinator
Jason Minser, Staff Coordinator

Absent: *Members*
Donald Hughes, MD, Montgomery County

Presider: Barbara Hermanson, RAC Chair, VA

I. Call to Order/Opening Remarks

Ms. Hermanson called the April 2016 meeting of the Metro Riders' Advisory Council (RAC) to order at 6:30 p.m. She also allowed for new members to introduce themselves by name only.

New members:

- Joseph Suh
- Christine Madden
- Jeffrey Ekoma
- Sietse Goffard
- Jamie Woodside

II. Conversation with GM/CEO Paul Wiedefeld:

Mr. Wiedefeld provided opening remarks, and invited partners to assist in restoring pride in Metro. Council members offered support of the Council, and inquired about GM vision regarding the RAC's participation in executing the GM plan. GM welcomed the Council's assistance, and urged them to continue to serve as advisors to the Board. He also informed them of the new volunteer group being explored who will assist riders during peak hours. Additionally, he provided a recap of the decision making process regarding the emergency shutdown that occurred in March. Moreover, while the shutdown in March was an emergency with very little lead time to execute an extensive communications plan, the GM communicated his desire to be transparent and to provide customers with timely information. Lastly, he acknowledged the copious opportunities ahead to enhance the system, and looks forward to prioritizing the issues – starting with safety.

Topics presented to GM by Council:

- More notification to Council and customers regarding shutdowns in the future; managing impact
- Disconnect between Metro and planning communities in the region relative to rail line additions and the stress put on the rail infrastructure/surrounding communities; and public transportation coordination with other local transit agencies to streamline commute for riders
- Improve evacuation processes for customers to be knowledgeable of what to do in an emergency
- Pain-points for customers - Blue Line headways (extended wait time)
- Plans for internal culture change around customer service

III. Emergency Response Drill Debrief, MTPD

Mr. Ron Bodmer presented Council with overview of WMATA emergency preparedness operation, including drills, and the coordinating partners involved (e.g. jurisdictional police, Fire departments, WMATA staff, and EMT). The Council offered feedback on the drill and areas of improvement (e.g., use of social media to raise awareness, rail car signage/other identifiers, and customer service during emergencies). Communicating with customers was a key portion of the feedback provided by Council members. Council also inquired about evacuation drills specifically for bus evacuations. Lastly, Mr. Bodmer invited Council representation at some of the exercise planning meetings for drill evacuations.

IV. Approval of Agenda

Without objection, the agenda was approved as presented.

V. Public Comment Period

3 people signed up for public comment. One potential commenter departed prior to the public comment period, and another's comments were tabled.

Jeff L. provided comments regarding the Blue Line, and advised the Council to review the latest Vital Signs Reports as the report reflects Metro falls way below its standard of passengers per car for the Blue Line. Also, he referenced Chairman Evans comments on shutdowns related to Blue Line, and hopes the decision makers are considering ridership retention when making shutdown decisions.

VI. Approval of Past Meeting Minutes

The minutes of the March 2, 2016 meeting were not approved, and an amended version will be revisited next month. The minutes of the February 3, 2016 meeting were approved unanimously.

VII. Introduction of New Members

Ms. Hermanson opened up the floor to continue new member introductions, and brief statement about RAC related interest.

New members:

- Joseph Suh (DC)
- Christine Madden (VA)
- Jeffrey Ekoma (VA)
- Sietse Goffard (DC)
- Jamie Woodside (DC)

VIII. Chair's Report and Board Highlights (March 2016)

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

Board meeting highlights presented:

- Vital Signs Report value
- Board approved FY17 budget without the proposed BUS fares removal
- Board Safety Committee discussion of McPherson Fire Incident

IX. RAC Committee Reports

Each chair presented information from the latest committee meeting:

- Budget and Finance Committee – Chris Barnes
 - FY17 budget approved – effective in July
 - Select Pass being piloted
 - New Grace Period Fare Program allowing customers to not be charged a new fare as long as they re-enter the same station within 15 minutes of the exit

- Budget Meeting schedule change to begin at 5:30pm, one hour prior to the Customer Service Committee which takes place every second Thursday of each month
- Going forward the Budget Committee will be looking at the FY18 budget – GM referenced the idea of “throwing out the FY18 budget” during an AAC meeting
- Customer Service Committee – Wil White
 - Placement of MTPD contact information on trains – more visibility and larger print would be helpful
 - System for managing customer feedback to RAC members via email – a system is in place to manage emails and have Chair respond
 - More public participation and feedback
- Programs, Projects and Planning – Colin Reusch
 - Presentation on potential safety applications and electronic solutions
 - Safety and emergency response
 - Bus discussions with third party developer community on data issues
 - Metro Hack Night – true mechanism for tracking data issues; online forum to discuss issues and resolve them
 - Council on Governments Future of Metro meeting invited RAC members to attend
- Leadership and Governance – Ms. Hermanson
 - Ms. Hermanson referenced an email circulated to Council members which contained the work plan of the Leadership and Governance committee, and invited members to assist with tackling items
 - Asked Council members for feedback on:
 - BusETA (members participating: Colin, Chris, Jamie, Christine, Valerie, Denise, Clarence and Lorraine)
 - Select Pass Pilot
 - Customers who receive employer subsidies will have to work with their employer to understand eligibility – employers need a bit more education about the product

Questions presented by Council:

- Update on MTPD and jurisdictional police force regarding dispatching 9-1-1 calls
- Update on button issue – clarity on instruction located near button pressed to contact Train Operator

VII. Announcements/Roundtable

The following announcements were made:

- MD RAC members are scheduled to meet with MD Board Members Monday, April 11, 2016
- Social media efforts – inquiry has been advanced to the Board Sect. to check in with Board on the matter
- Invitation to assist with gathering feedback on 7K Series
- Explore RAC Safety Committee – potential chairperson identified

VIII. Adjournment

Without objection, Ms. Hermanson adjourned the regular session meeting at 8:40 p.m.

Respectfully Submitted,
Joi Moorer



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

April 21, 2016

To Chairman Evans & WMATA Board Members: The RAC's April report follows.

Monthly RAC meeting on April 6th:

We were fortunate to have Paul Wiedefeld join us at our monthly meeting of the full RAC on April 6th. He elaborated on his action plan, the recent shutdown, and the planning underway to increase the pace of system maintenance. We offered our support for his priorities and plans, as well as our partnership wherever we could add value. He asked for our participation in the Metro Volunteer Program (MVP), and some of our members have since applied.

We also had Ron Bodmer and Denton Rourke from the Office of Emergency Management join us, to present information about the recent emergency exercise at the Huntington Station, as well as other emergency planning, past and future. A lengthy question and answer period followed, and we appreciated the time they invested in responding to all of our questions and comments. An outgrowth of this discussion was a decision to appoint a RAC member as a liaison to the Emergency Management team, to coordinate the RAC's participation in future drills. One of our newest members, Christine Madden from Arlington, has enthusiastically volunteered to be our initial liaison, and she brings a wealth of safety experience to the effort.

We also welcomed 5 new members to the RAC this month. We appreciate all that Jason Minser and Joi Mooror did to recruit them and get them started, as well as the Board members who interviewed them and passed them for approval at the March Board meeting.

Committee Activity on our 2016 Work Plan:

Work is underway on many of the initiatives from our 2016 work plan. Both our Customer Service & Safety Committee and our Program, Projects, and Planning (PPP) Committee have submitted questions to WMATA Staff as part of their research.

Our Budget Committee will be coordinating the RAC's feedback on the SelectPass pilot, both as our own initiative and on the request of Dennis Anosike. Shyam Kannan attended our April Budget Committee meeting, to provide additional information on the current and planned SelectPass features. He also answered many questions that will help the committee work with other RAC members and facilitate their participation in the pilot.

Our members have also been encouraged to try out BusETA, the new bus arrival system that will eventually replace NextBus. Our Customer Committee will consolidate all of the RAC's feedback and forward it to Staff for consideration.

Our PPP Committee is encouraged by the Staff's recent efforts to engage third party application developers and data users, which align with RAC initiatives on mobile app partnerships and public data integrity. The committee is also working to develop questions that can be used for collecting rider feedback about the 7000 series rail cars.

Metro Summit

Three RAC members were invited and able to attend the recent Metro Summit on Metrorail at 40, sponsored by the Metropolitan Washington Council of Governments (MWCOCG) and the Greater Washington Board of Trade (GWBOT). It was very informative to hear perspectives on Metrorail from a region-wide gathering of elected and appointed officials, as well as many others in leadership positions from both the public and private sector.

Many thanks to all members of the WMATA Board and Staff who have provided information and other support to us as we move forward on our initiatives for 2016.

Sincerely,

Barbara Hermanson
Chair, Riders' Advisory Council

cc: Paul Wiedefeld, GM & CEO
RAC Members