

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