

## **Metro Riders' Advisory Council**

### **July 9, 2014 Minutes**

#### **I. Call to Order:**

Ms. Walker called the July 2014 meeting of the Metro Riders' Advisory Council to order at 6:36 p.m.

*Members present:*

Carol Carter Walker, Chair, At-Large  
Barbara Hermanson, Virginia Vice Chair, City of Alexandria  
Karen Lynch, Maryland Vice Chair, Prince George's County  
Ben Ball, District of Columbia  
Frank DeBernardo, MD, Prince George's County  
Bob Fogel, MD, Montgomery County  
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  
Fred Walker, VA, Fairfax County  
James Wright, MD, Prince George's County  
Mary Ann Zimmerman, MD, Montgomery County

*Members not present:*

Aldea Meary-Miller, VA Arlington County  
Candice Walsh, District of Columbia Vice Chair  
Dexter Williams, District of Columbia

*Other individuals present:*

Michel McBride, Manager, of Public Art and Environmental Graphic Design, Metro  
John Pasek, Assistant Board Secretary, Metro  
Loyda Sequeira, Board Secretary, Metro

#### **II. Public Comment Period:**

There were no comments from members of the public.

**III. Approval of Agenda:**

Ms. Walker asked to move the discussion of bylaws revisions until Ms. Lynch arrived at the meeting. Without objection, the agenda was approved as amended.

**IV. Approval of Past Meeting Minutes:**

Ms. Zimmerman corrected the date in the first line of the June 4, 2014 meeting minutes. Ms. Zimmerman then moved approval of the minutes, as corrected. This motion was seconded by Mr. Ball. Without objection, the June 4, 2014 meeting minutes were approved as corrected.

**V. Silver Line Tour, Staff Coordinator Update, and Outreach:**

Loyda Sequeira, Board Secretary, provided an update on the recruitment and hiring of a new staff coordinator for the Council. She told members that James Jackson would start on July 21<sup>st</sup> and, following three days of orientation, his first day in the office would be July 24<sup>th</sup> and will be present for the Council's August meeting.

Ms. Sequeira also noted that the Board will be prepared to fill vacancies on the Council at its July 24<sup>th</sup> meeting.

Council members then viewed photographs from their recent tour of Silver Line stations in conjunction with members of the Accessibility Advisory Committee (AAC). Members noted that they provided comments about the stations' design and discussed certain elements of the stations, including the placement of elevators, escalators and stairs. Mr. Sheehan noted that the stations were large, area-wise, meaning that individuals with visual disabilities would likely need mobility training in order to familiarize themselves with the new stations. He added that AAC members would still need to re-visit the stations after dark to assess lighting levels.

**VI. System Signage Presentation:**

Michael McBride, Manager of Public Art and Environmental Graphic Design for Metro provided the Council with an overview of concepts for revised station signage. He explained that Metro was trying to increase standardization of its signage as well as to prioritize the information presented to riders. Mr. McBride showed examples of existing signage and proposed concepts for new station signs.

Ms. Walker asked Council members to provide their comments on the proposed comments, first indicating what they liked about the proposals and then indicating what they didn't like about the proposals.

*Elements people liked:*

Many members noted that they liked the simplification of the language and the standardization of signage and symbols and improved color contrast on the signs, as well as the use of larger print

size to show more important information. Members also liked the larger “Emergency” signage and the fact that the new signs provided clearer information on where a rider was on the system by showing stations before and after, rather than just listing upcoming stations. Some members said that they liked the use of cardinal directions (“northbound,” “eastbound”) to indicate where a train was headed.

*Elements people didn’t like:*

Several members said that they didn’t like the cardinal directions in place of showing terminal stations. Members also had questions about how cardinal direction would be used with lines that change direction mid-route (such as the Blue Line, which travels both north/south and east/west, and the Red Line, which is U-shaped). Members also noted that the directional signage doesn’t call out stations where trains turn back before the end of the line, such as Mt. Vernon Square (Yellow Line) or Silver Spring (Red Line).

Members also had concerns about the graphics of the “Station Ahead List” (SAL) signs, noting that these signs don’t lay out the stations geographically and could therefore be confusing to riders.

*Questions:*

Members also had questions concerning:

- The cost of the signage upgrade and whether this money could be spent on other, more pressing projects;
- Whether there was an opportunity for more bilingual signs as part of the signage overhaul;
- How the directional-based station signage would be coordinated with the destination-based signage on the trains; and
- Whether there would be opportunities for increased signage to help riders on the train more easily determine where they are in the system.

Ms. Walker asked that Council members send any additional comments to Mr. Pasek by Wednesday, July 16<sup>th</sup> so that they could be compiled and passed along to Metro staff.

## **VII. Committee Reports:**

*Planning, Programs, and Projects:*

Mr. Turk told the Council that the committee had drafted the resolution included in their meeting packets, asking Metro and the District Department of Transportation to look at several options to improve bus service along heavily-traveled north/south corridors in D.C. – not just along 16<sup>th</sup> Street. He explained that the version presented this evening was a draft and that the committee would take comments, with the intention of bringing a final version back to the RAC’s August meeting for approval.

Mr. Walker said that the resolution needs to be clearer on what it is asking the Metro Board of Directors to do. He added that the RAC's role is to advise the Board, and that it isn't empowered to create inter-agency groups, as the resolution calls for. He noted that there are other agencies, such as the Council of Governments, that are tasked with fostering inter-agency cooperation and suggested that the RAC may want to get more information from these organizations.

Ms. Walker asked that any members who have comments on the proposed resolution provide those to Mr. Pasek or Ms. Sequeira by Wednesday, July 16<sup>th</sup>.

*Governance Committee – Bylaws Review:*

Ms. Walker then turned the floor over to Karen Lynch, to discuss proposed revisions to the RAC's bylaws.

Ms. Lynch told the Council that the Governance Committee, consisting of the RAC's Leadership Team, met on May 28<sup>th</sup> and reviewed the bylaws, and that comments were also received via email from other members of the Council. She explained that following the committee's review of members' comments, the bylaws would be sent to staff in Metro's Office of General Counsel for review and then come back to the RAC on August 6<sup>th</sup> for final review and approval.

The discussion covered the following sections of the bylaws:

- *Mission Statement* – Members were provided two options to review.
- *New member recruitment* – There was discussion around Council members having a greater role in the selection of new members. Ms. Walker asked that Mr. Ball, who proposed this change, provide draft language for the Council to review. She also recommended that the bylaws revisions include a clarification of the RAC member selection process.

Ms. Sequeira noted that Board members are involved throughout the selection process, even if they do not participate directly in candidate interviews.

- *Timing of appointments and officer elections* – Ms. Walker noted that the AAC AAC makes appointments in July after the Board has made appointments in April. The appointees then have opportunities to attend meetings until the AAC makes its appointments. She said that this helps the AAC members have more information when electing members to leadership positions. Ms. Walker suggested that the RAC appoint new members in July and hold elections for new officers in December.
- *Election of jurisdictional vice chairs* – There was discussion as to whether voting for jurisdictional vice chair should be limited to members of those respective jurisdictions and whether there is a need for language in the bylaws explicitly stating that the Council has vice chairs from all jurisdictions.

## **VIII. Adjournment:**

The meeting was adjourned at 8:41 p.m.