

Metro Riders' Advisory Council
Special Meeting – March 19, 2014

I. Call to Order:

Ms. Walker called the special meeting of the Riders' Advisory Council to order at 6:38 p.m.

The following members were present:

Carol Carter Walker, Chair, At-Large

Barbara Hermanson, Virginia Vice Chair, City of Alexandria (via phone)

Karen Lynch, Maryland Vice Chair, Prince George's County

Ben Ball, District of Columbia

Frank DeBernardo, Prince George's County

Thomas Draths, At-Large

Aldea-Meary Miller, Arlington County

Patrick Sheehan, At-Large/Chair, Accessibility Advisory Committee

Lorraine Silva, Arlington County

Dan Turk, District of Columbia

Dexter Williams, District of Columbia

Other individuals present:

John Pasek, Assistant Board Secretary, Metro

II. Public Comment:

There were no public comments.

III. Discussion of 2014 Workplan and Committees:

Ms. Walker told the members present that the purpose of the meeting was to develop and approve a proposal that can be presented and approved by the full Riders' Advisory Council at its next meeting.

Ms. Walker explained that the basis for the discussion was the listing of topics, grouped into committees by the RAC's Leadership Team (attached).

Mr. Ball suggested that the Council's workplan should be oriented towards producing deliverables. He also noted that, in 2013, issues of governance were handled by the Council's Leadership Team and suggested that the Council continue this practice. Ms.

Walker said that she agreed with the Leadership Team comprising the Governance Committee, with the provision that all other members of the Council were also welcome to participate. Attendees agreed to this practice.

Mr. DeBernardo said that he would like some clarification on the ability of members to participate in committees, as there were questions about this issue last year. After discussion, it was decided that any Council member could attend and fully participate (both in the discussion and any votes) at any committee meeting.

Attendees then prioritized the proposed topics and grouped them by committee. Attendees also volunteered to be part of the part of steering committees (listed below); the steering committees would bring proposals for each of the committees to the full RAC at its April meeting.

The steering groups for the proposed committees are:

Customer Service:

Frank DeBernardo
Thomas Draths
Barbara Hermanson
Aldea Meary-Miller
Lorraine Silva
Dexter Williams

Program/Planning/Projects:

Ben Ball
Patrick Sheehan
Dan Turk
Carol Carter Walker.

Without objection, the meeting was adjourned at 7:50 p.m.

Customer Service Committee:

- **Promoting Safety and Security of Metro Riders**
 - **Sexual Harassment Campaign**
- **Encouraging attendance at RAC meetings**
- **Attending community forum, transportation meetings, listening sessions and using social media to hear from a range of riders**
- **Providing feedback to the WMATA Board on non fare-related public hearing issues**
- **Contributing to WMATA Customer Care rollout which includes the “WMATA Pledge to Customers”**
- **Bus stops**
- **Metro performance metrics (Vital Signs/Key Performance Indicators)**
- **Improvement of in-station and on-board announcements during incidents (Safety)**
- **System user-friendliness (for first-time riders)**
 - **Schedule communications**

Program, Planning and Projects Committee:

- **New Electronic Payments Program (NEPP)**
- **Input on WMATA website**
 - **And social media**
- **Orange and Blue Line service post-Silver Line**
- **8-Car train placement (under current constraints)**
- **Rush hour service**
- **Assessing Bus Priority Corridor Network implementation**
 - **16th Street bus lanes**
- **Metro’s Strategic plan/vision**