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January 20, 2016

**Chairman Downey & WMATA Board Members:**

This is our January Riders' Advisory Council report and a recap of our work in 2015.

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**January activity:**

Our January 6<sup>th</sup> meeting was our kickoff for 2016. Paul Weidefeld stopped by to introduce himself to our group and share his initial priorities for WMATA. We also welcomed our 7 new RAC members, elected a Chair and Vice Chairs, and began our committee work for the year. Dennis Anosike met with our Budget Committee the following week, and our remaining committees will be meeting by the end of the month. For our February meeting, we should have a draft of our initiatives for the year, which we will review with the Executive Committee in late February.

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**2015 recap:**

The following is our recap of Riders' Advisory Council activities for 2015. As usual, this includes work requested by the Board or Staff, RAC-initiated research, and participation in public outreach:

**1. Board requests for action:**

Some of the RAC's work in 2015 was in response to specific requests from the Executive Committee or individual Board members:

- Participated in drills at Greenbelt, Stadium-Armory and Forest Glen stations and provided feedback.
- Individual RAC members participated in the Payment Pilot, and our PPP Committee met with Tom Randall on the pilot approach and the eventual system's operation.
- Collaborated with the AAC to develop recommendations to the Executive Committee on bus priority seating.
- Gathered feedback on a mobile application available to report safety tips.

**2. Staff presentations:**

WMATA Staff were frequent presenters at RAC meetings, to obtain feedback on proposals impacting riders and/or inform us of initiatives to be implemented. Topics in 2015 included:

- Emergency management scenarios and procedures
- New safety video and methods to increase viewership of it
- Customer Community/Amplify implementation
- Proposed "System Optimization" rail schedule changes

- Silver line ridership and impact on other lines
- Paper fare card elimination approach and timetable
- Better Bus presentation for annual schedule adjustment proposals
- Public Participation Plan research and implementation planned
- Customer Service department overview
- New rail travel time performance measure
- Passenger Information Display (PID) research
- Public Input methods in place

### **3. RAC initiatives:**

In March, the RAC presented the Executive Committee with its 2015 work plan, which included many items initiated by the RAC. The following work was a direct result of that plan:

- Provided recommendations on fiscal 2016 fare options.
- Presented fare policy recommendations for fiscal 2017.
- Researched options for fare simplification, but tabled recommendations for later year.
- To address Blue Line service level and crowding, met with Strategic Planning team on rail ridership.
- To understand rail station manager roles, met with Rail Station Operations and attended a Station Manager training session. Presented recommendations on Station Manager availability, visibility and communications.
- Researched WMATA approach to mobile application technology, and presented recommendations on Staff involvement and partnership with developers.
- Researched options to elicit feedback from a wider group of riders through Internet technology, and submitted recommendations on RAC social media presence.
- Communicated internal guidelines and templates for RAC committee use and reporting.

### **4. Public Events:**

In support of the RAC's role of representing the rider perspective, its members attended many public events throughout the year. Some of those were local gatherings on a range of subjects, but others were Metro-specific, such as:

- Public hearings on proposed fare changes, bus service adjustments, or new development (e.g., Potomac Yard)
- Riders' Union meetings
- Meet the Board visits

### **Looking ahead to 2016:**

The RAC appreciates the support of the Board and Staff throughout 2015. We look forward to continuing our contribution to those partnerships in the coming year.

Sincerely,

Barbara Hermanson  
Chair, Riders' Advisory Council