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March 17, 2016

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

**Board Executive Committee meeting:**

The RAC and AAC leadership teams met jointly with the Board Executive Committee for our quarterly meeting on February 25<sup>th</sup>. The RAC members reviewed and approved our proposed work plan for 2016, which includes the following topics that our members want to address:

1. Budget
  - Fiscal 2017 fare recommendations and feedback
  - Fiscal 2018 fare planning
  
2. Customer Service and Safety
  - Blue Line crowding
  - Rail platform crowd control
  - Emergency drills
  - Police patrols
  - Customer Call Center hours
  - Commitment to Customers
  - Customer Comment form
  - Bus Stop storm recovery
  - Bus Stop information
  
3. Programs, Projects and Planning
  - Social Media presence
  - Mobile app partnership with developers
  - Public data integrity
  - 7000 series feedback
  - NEPP and fare gate changes
  
4. Leadership & Governance (internal initiatives)

RAC committee chairs presented recommendations on two of the above topics:

- Support and concerns for proposed fare-related changes for fiscal 2017
- Options to reduce unsafe crowding on Blue Line trains

The Board Executive Committee requested 3 additions to our list:

- Approach MD and VA elected officials on the need for additional funding.
- Provide suggestions for cost savings.
- Understand and provide feedback on new priority actions to improve Metro.

With the approval of the RAC's 2016 work plan, our committees have begun to research the topics, which will often include requests for information from Staff members.

### **New Select Pass**

At our March 2<sup>nd</sup> meeting of the full RAC, we discussed the new Select Pass. We support trying new options that can save money for frequent riders. Several RAC members are planning to participate in the pilot and provide feedback on it.

### **National Press Club**

Two of us were able to attend Mr. Wiedefeld's interview at the National Press Club on March 7<sup>th</sup>. We appreciated the invitation to hear his perspective and plans based on his first 100 days.

### **2017 Budget**

The RAC wants to reiterate its support for the approval of the fiscal 2017 budget without a fare increase and the addition of the 15-minute grace period. We know that riders are happy about the changes that will benefit them, and many bus riders are very grateful that public feedback was heard and that they may continue to reload SmarTrip cards on buses.

### **Emergency Exercise**

We had several RAC members participate in the Emergency Exercise at Eisenhower on Sunday March 13<sup>th</sup>. It's good to get more First Responders familiar with the process, as well as more WMATA Staff and more RAC members. We appreciate the opportunity to play a role that helps others learn, as well as the opportunity to provide feedback based on our observations.

The RAC looks forward to a year of progress on all fronts, and we always appreciate the partnership and support of the Board and Staff.

Sincerely,

Barbara Hermanson  
Chair, Riders' Advisory Council

cc: RAC Members