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April 21, 2016

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

Monthly RAC meeting on April 6th:

We were fortunate to have Paul Wiedefeld join us at our monthly meeting of the full RAC on April 6th. He elaborated on his action plan, the recent shutdown, and the planning underway to increase the pace of system maintenance. We offered our support for his priorities and plans, as well as our partnership wherever we could add value. He asked for our participation in the Metro Volunteer Program (MVP), and some of our members have since applied.

We also had Ron Bodmer and Denton Rourke from the Office of Emergency Management join us, to present information about the recent emergency exercise at the Huntington Station, as well as other emergency planning, past and future. A lengthy question and answer period followed, and we appreciated the time they invested in responding to all of our questions and comments. An outgrowth of this discussion was a decision to appoint a RAC member as a liaison to the Emergency Management team, to coordinate the RAC's participation in future drills. One of our newest members, Christine Madden from Arlington, has enthusiastically volunteered to be our initial liaison, and she brings a wealth of safety experience to the effort.

We also welcomed 5 new members to the RAC this month. We appreciate all that Jason Minser and Joi Moorer did to recruit them and get them started, as well as the Board members who interviewed them and passed them for approval at the March Board meeting.

Committee Activity on our 2016 Work Plan:

Work is underway on many of the initiatives from our 2016 work plan. Both our Customer Service & Safety Committee and our Program, Projects, and Planning (PPP) Committee have submitted questions to WMATA Staff as part of their research.

Our Budget Committee will be coordinating the RAC's feedback on the SelectPass pilot, both as our own initiative and on the request of Dennis Anosike. Shyam Kannan attended our April Budget Committee meeting, to provide additional information on the current and planned SelectPass features. He also answered many questions that will help the committee work with other RAC members and facilitate their participation in the pilot.

Our members have also been encouraged to try out BusETA, the new bus arrival system that will eventually replace NextBus. Our Customer Committee will consolidate all of the RAC's feedback and forward it to Staff for consideration.

Our PPP Committee is encouraged by the Staff's recent efforts to engage third party application developers and data users, which align with RAC initiatives on mobile app partnerships and public data integrity. The committee is also working to develop questions that can be used for collecting rider feedback about the 7000 series rail cars.

Metro Summit

Three RAC members were invited and able to attend the recent Metro Summit on Metrorail at 40, sponsored by the Metropolitan Washington Council of Governments (MWCOC) and the Greater Washington Board of Trade (GWBOT). It was very informative to hear perspectives on Metrorail from a region-wide gathering of elected and appointed officials, as well as many others in leadership positions from both the public and private sector.

Many thanks to all members of the WMATA Board and Staff who have provided information and other support to us as we move forward on our initiatives for 2016.

Sincerely,

Barbara Hermanson
Chair, Riders' Advisory Council

cc: Paul Wiedefeld, GM & CEO
RAC Members