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September 19, 2014

Chairman Tom Downs & WMATA Board Members

This report includes highlights from the Riders' Advisory Council's (RAC) August monthly meeting, Committee meetings and other significant actions in September.

Maryland WMATA Board Directors and RAC Members Met

Karen Lynch, Vice Chair (MD) and other Maryland RAC members met with Maryland's WMATA Board members at a meeting hosted by Michael Goldman on September 9th. A summary report pertaining to that meeting is attached.

RAC Membership Update

We welcomed new appointees Pablo Destefanis (DC) and Deborah MacKenzie (At-Large) to our September meeting. We decided to make it easier to get to know each other and with the public by informal meet and greet for 30 minutes before the meeting. We have developed a template to facilitate collection and dissemination of short bios of all members.

Meeting With Public on Impact of Silver Line Opening On Blue Line Riders Update

Lynn Bowersox, Assistant General Manager, Department of Customer Service, Communications and Marketing, will be meeting with the group, *Save the Blue Line* and Virginia members of the RAC on September 24th to have further discussion about their concerns. (This group presented their concerns at the August and September RAC meetings and had been in touch with WMATA staff.)

RAC Resolution of Mid-City North/South Corridors

The RAC unanimously approved a resolution that was researched and drafted by its PPP Committee, urging action to work with the DC Department of Transportation and other stakeholders to take short and mid-range steps to further improve bus service in three corridors: Georgia Avenue, 14th Street and 16th Street, NW. A special thank you is given to Matt Brown, WMATA Alternate Director, DC, for facilitating the access to DDOT and to Jim Hamre, Director, Office of Bus Planning, WMATA, for facilitating our work.

A copy of the resolution was forwarded to you on September 12, 2014.

RAC Comments on WMATA Proposed Signage Concept

The RAC unanimously approved a formal summary of its position on the proposed signage concept being developed by WMATA. The position paper was researched and drafted by the RAC Customer Service Committee.

A copy of the position paper was sent to you on September 12, 2014.

Maturation of Committee Work Concepts

We seem to be settling into the concept of doing work in Committees and presenting the work to the full RAC for approval. The Bus Resolution and the Signage Concept join the work by the Budget and

Finance Committee on the Fiscal Year 2014 Fare Changes and the work by the Governance Committee as tangible deliverables.

WMATA Presentation on New Electronic Payment Project

Mr. Tom Randall, Director, New Electronic Payments Project, met with the RAC and discussed and received feedback on the New Electronic Payment Project (NEPP). RAC members were most impressed by the phased in rollout and by the ability to pay for rides on Metrobus and Metrorail via a variety of media. There was some concern about privacy issues. The RAC Programs, Projects and Planning (PPP) Committee plans to meet to do further study on this initiative.

WMATA Presentation on Customer Care

Lynn Bowersox, Assistant General Manager, Department of Customer Service, Communications and Marketing met with the RAC and discussed and received feedback on WMATA's Customer Care Plan. She acknowledged the role of the RAC's Customer Pledge as an important impetus for this initiative. RAC members were enthusiastic about the involvement of employees, the concept of "Metro University," the holistic approach to station and bus stop effectiveness and the involvement of the public in the rollout. We look forward to hearing about the successes of this new initiative as it progresses.

Other RAC Highlights

RAC members are attending the bus hearings scheduled from September 15th through October 2nd. The RAC Customer Service and PPP Committees, as well as the Leadership Team met since the August meeting. We look forward to a session on Leadership and Parliamentary Procedure at our October 1st RAC meeting. [Sarah Merkle](#), JD, is one of only 30 people to be both a certified Professional Parliamentarian and Professional Registered Parliamentarian. Some RAC members have participated in her webinars hosted by the American Public Transportation Association. She makes the topic interesting—for novices and those who already know a lot--or think they do! You/your staffs are invited.

Sincerely,

Carol Carter Walker, Chair
Riders' Advisory Council

Enclosures

cc: RAC Members

RAC Maryland Jurisdiction Meeting with WMATA Board

Tuesday, September 9, 2014

6:00 pm

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On Tuesday, September 9, at 6:00 pm, the Maryland members of the RAC met with its companion member on the WMATA Board of Directors.

The following individuals participated in the meeting:

Riders Advisory Council

Frank DeBernardo, Prince George's County

Bob Fogel, Montgomery County

Karen Lynch, Prince George's County

James Wright, Prince George's County

Maryann Zimmerman, Montgomery County

WMATA Board of Directors

Michael Goldman, Maryland

Artis Hampshire-Cowan, Maryland

Alvin Nichols, Maryland

WMATA Staff

James Jackson, RAC Staff Coordinator

Summary

The RAC members and WMATA Board members had an open dialogue on issues that impact the riding public, specifically related in most instances to the transit zone in the state of Maryland. For example, the WMATA Board members discussed the most significant transit issues facing Maryland and differences as it relates to transit between Montgomery County and Prince George's County. The WMATA Board members shared their thoughts on WMATA's fare structure and asked the RAC for their input. Other issues that the WMATA Board members weighed on were their vision for the Metro system of the future and the top challenges facing WMATA as a whole.

The RAC members and WMATA Board members also discussed the Silver Line and its impact on the Blue Line riders, the Silver Spring Transit Center, the temporary closure of the Red Line, the new electronic payment system, signage, and the proposed Purple Line. The RAC members also queried the WMATA Board members on WMATA's plan for the purchase of additional rail cars and WMATA's major capital improvement projects.

The WMATA Board members were open and receptive to feedback and asked the RAC members their thoughts on WMATA's funding of buses versus rail. They also discussed the importance of MetroAccess and the service that it provides to the community, which goes beyond costs. In closing, the WMATA Board suggested that it may be useful to participate in a future RAC meeting to get a better understanding of the role of the RAC and the perspectives of the public.