



600 Fifth Street NW  
Washington, DC 20001  
(202) 962-2891

September 17, 2015

Chairman Downey & WMATA Board Members:

This is the Riders' Advisory Council report for August and September.

2015 Work Plan:

The full RAC was unable to meet in August this year, due to meeting room construction, but our committees continued to work on the initiatives in our 2015 Work Plan. At our September 16<sup>th</sup> meeting, the full RAC reviewed proposals on 3 topics:

1. Budget: Jeremiah Bush, one of our Fairfax members and our Budget and Finance Committee Chair, presented the full RAC with several fare change ideas for the 2017 fiscal year. These are the product of a good deal of interaction with Mark Schofield and his team. We plan to continue work with WMATA staff and the AAC to have something to discuss at our quarterly meeting with the Board's Executive Committee in October.
2. Mobile apps: The RAC's Planning, Programs and Projects (PPP) Committee presented a resolution for the full RAC's review on WMATA's increased involvement with mobile applications. The RAC approved the resolution and it will be presented to the WMATA Board and Staff in the near future.
3. Social Media: Avani Gala, one of our Arlington members and a member of our PPP Committee, presented a comprehensive proposal for a RAC presence on social media. The Committee will continue work on this proposal for additional RAC discussion over the next few weeks.

Other business from our September 16<sup>th</sup> meeting:

1. Membership: The RAC welcomed 2 new members -- one from DC and one from Maryland. As always, we appreciate how quickly Jennifer Ellison's team moved on finding replacements for the 2 members who relocated, and how quickly the Board moved to approve those appointments.
2. Blue Line crowding: Our public input period again included feedback on the continued crowding on the Blue Line, as substantiated by the newest Vital Signs report. The impact on Arlington Cemetery visitors is especially serious, where only the Blue Line is available, and every unboardable train means at least

another 12 minute wait for another chance, and even longer when delays surface. The RAC is committed to working with WMATA Staff to improve the Blue Line riders' experience.

3. Bus changes proposed: Jim Hamre and others from his staff presented an overview of the proposed 2015-2016 bus service adjustments. The RAC was impressed with the research and outreach that led to these proposals and appreciate Mr. Hamre's continued commitment to keeping the RAC informed throughout the year.

### Emergency Drill

Wil White, one of the RAC's members representing PG County, participated in the quarterly emergency drill held in August at the Stadium-Armory Station. Wil was also one of our participants in the April drill at Greenbelt, and he again provided feedback on the experience to the Emergency Management team. The RAC is fully committed to participation in these quarterly drills and contributing to the "lessons learned," for continuous improvement on the critical emergency response process.

### Transitions:

Over the summer we lost our Staff Coordinator, James Jackson. Jennifer Ellison and John Pasek have stepped in fill the void on a temporary basis, and we are very appreciative of their attention, as well as their work toward a transition plan for long-term support for the RAC.

As always, a very sincere thank you to all who involve us in their rider-centric work and listen to our feedback!

Sincerely,

/s/

Barbara Hermanson, Chair  
Riders' Advisory Council

cc: RAC Members