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June 9, 2017

Chairman Evans, WMATA Board members, and WMATA staff:

This month's RAC activities and priorities are described below.

FULL RIDERS ADVISORY COUNCIL:

During the monthly full RAC meeting on Wednesday, June 7, General Manager Paul Wiedefeld and WMATA Rail Transportation Training Instructor Clifton Hawkins visited us. Mr. Wiedefeld summarized events since his last visit to the RAC, including the coming end of Safetrack, increased reliability, and a shift from triage mode to a proactive mode of maintenance and operations. RAC members then engaged him in a question-and-answer session about bus operators, weight of the 7000 series trains, customer service issues, security concerns, sexual harassment on trains, staffing for the Silver Line extension, fare evasion, and contract negotiations.

Mr. Hawkins spoke with the RAC about station manager training procedures and expectations. He explained the five-module training course, the challenges that the station managers face, and the process for handling emergency situations within stations. RAC members were very impressed with Mr. Hawkins's enthusiasm and professionalism. Members would also like to sit in on some of the training or refresher courses and/or to see the training curriculum and standards.

The RAC also approved changes to their bylaws and hopes for approval from the WMATA board at its June 22 meeting. In summary, the bylaws changes included the following:

- Moved the officer election date to April instead of January. Because new members begin their terms in January, the current schedule requires brand new members to vote on leadership without knowing either the people who are candidates or what the leadership positions entail.
- Changed the attendance policy to recommend a member for dismissal after missing two-thirds of meetings within six months instead of within twelve months. This allows us faster assessment of those who are unable to commit appropriate time to the RAC and to replace them with a more engaged representative of their jurisdiction.
- Streamlined wording and addressed typographic issues.

RAC COMMITTEES:

The **Budget** committee is in conversations with Nina Albert about retail opportunities on WMATA properties. The **Customer Service** committee completed its report on the RAC's visit to the customer service center and will provide that to WMATA Board members and staff. The **Programs, Projects, and Planning** committee has edited its first article about the RAC for publication on the Greater Greater Washington blog. The **Safety** committee will follow up with appropriate staff on a series of questions stemming from the quarterly safety drill and previous conversations with safety/security staff.

ACCOMPLISHMENTS

- Approved edited bylaws to make the RAC's operating procedures more effective.

UPCOMING ACTIONS

- Maryland members of the RAC will meet with Maryland Board representatives over lunch on Thursday, June 8.
- RAC members would like to visit a station manager training/refresher and/or view the curriculum.

Sincerely,

Katherine Kortum

Chair, Riders' Advisory Council