



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

October 11, 2017

Chairman Evans, WMATA Board members, and WMATA staff:

The RAC's activities and priorities this month are described below.

FULL RIDERS ADVISORY COUNCIL

On Tuesday, October 3, several members of the RAC met with residents of Victory Square Apartments, located near Minnesota Avenue. The residents were concerned about upcoming bus route changes that might eliminate their access to a convenient bus stop and appreciated the chance to speak with RAC members in person.

During the monthly full RAC meeting on Wednesday, October 4, Malcolm Augustine met with the group. He took a number of questions from RAC members, including several about the future of funding, especially from Maryland. Malcolm made clear that he wanted to have feedback from a broad cross-section of riders as to how people are responding to the post-Safe Track "new normal."

Lynn Bowersox also spoke to the RAC. She provided more information about both PRIAA and WMATA's public outreach plan that deemphasized public hearings and put increased importance on online surveys and outreach at community events. She also asked for feedback from riders about the 7000 series trains. We suggested the following:

- Add more info on the video screens, including the time, as help for all but especially for the deaf.
- Move rail car numbers higher so they are more easily seen in a crowded car for emergencies.
- Consider making announcements in multiple languages.
- Add armrests on the front priority seats.
- Make the emergency buttons consistent regarding push-and-release or push-and-hold to talk.
- Shorten the verbal announcements so the entire announcement can be heard while the doors are open.

RAC COMMITTEES

The **Budget** committee held another conversation with Nina Albert, Director of Real Estate and Station Planning, about retail opportunities on WMATA properties. The committee is developing a survey about rider retail preferences that will be distributed across the region. The **Customer Service** committee is still waiting for feedback from WMATA on their current communications policies and procedures. They plan to work with their counterparts on the WMATA board to compare priorities. The **Programs, Projects, and Planning** committee continues to publicize the RAC's activities through a variety of channels and wants to coordinate with WMATA staff on outreach events. The **Safety** committee met with their counterparts on the WMATA board and had a productive discussion. The committee plans to dig into the statistics on crime and safety issues.

UPCOMING ACTIONS

- The RAC will help to distribute a survey on retail options in the Metro system in coming weeks.

Sincerely,

Katherine Kortum

Chair, Riders' Advisory Council