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January 4, 2018

Chairman Evans, WMATA Board members, and WMATA staff:

The RAC's activities and priorities this month are described in the following letter. One of our primary concerns is our membership. We expected to have several new members appointed during the December Board meeting, but that has been postponed until January. As a result, we currently have only 14 members out of 21, with 3 of those 14 in "honorary" mode as their terms expired at the end of 2017 and they have not officially been reappointed. We sincerely hope that the Board will both reappoint these three continuing members and also appoint new members to fill the RAC's seven vacancies during its January 25 Board meeting.

## FULL RIDERS ADVISORY COUNCIL

The RAC met on Wednesday, January 3. We did not have any Board members or staff join us.

On December 11, the RAC submitted a letter to the Board and staff with our thoughts and recommendations about the exit fare/negative balance policy. While we support the policy in general, we had suggestions on ways to ease the transition away from allowing negative balances on SmarTrip cards. We appreciate the feedback we have received from WMATA Board members and staff (particularly Greg Garback, Executive Officer of the Department of Finance) on the issue.

Virginia RAC members had lunch with their counterparts on the Board on Thursday, December 21, in Arlington's Government Center at Courthouse. A primary topic of discussion was the change in exit fare/negative balance policy.

## RAC COMMITTEES

The **Budget** committee participated in the exit fare discussions and recommendations.

The **Customer Service** led the RAC's recommendations to the Board about the updated policy on exit fare recommendations. The committee is also finishing a set of recommendations about in-service communications with riders. We have been informed that many of our recommendations exist in current policy, but because they are not consistently followed, we also suggest that WMATA enforce these existing policies.

The committee continues to seek an opportunity to attend a station manager training to learn more about how this important rider-facing position is taught and managed.

The **Programs, Projects, and Planning** committee launched a RAC twitter account shortly before the holidays. A group of RAC members will monitor the account and use it to provide the public with information about RAC activities and recommendations to the Board and staff.

The **Safety** committee has a new chair (Valerie Cook) in place until the April elections, due to Sawyer Baker stepping down from the RAC at the end of her term.

Sincerely,  
Katherine Kortum  
Chair, Riders' Advisory Council

## **2017 WMATA Riders' Advisory Council Summary**

### **New Members During 2017**

Sawyer Baker\*  
Nick Bertoni\*  
Richard Ezike\*  
Sareana Kimia\*  
Rebekah Mason  
Paul Meissner

\*resigned during the year

### **Resignations During 2017**

Sawyer Baker (effective 2018)  
Nick Bertoni  
Denise Clarke  
Richard Ezike  
Sareana Kimia  
Christine Madden  
Dexter Williams  
Jamie Woodside  
James Zepp

### **Ongoing Members**

Valerie Cook  
Clarence Flanders  
Bob Fogel  
Sietse Goffard  
Katherine Kortum (chair)  
Deb MacKenzie  
Colin Reusch  
Pat Sheehan  
Lorraine Silva  
Joseph Suh  
Yvette Washington  
Wil White

### **WMATA Board Members Attending RAC Meetings**

Malcolm Augustine, MD (October)  
Jim Corcoran, VA (April)  
Leif Dormsjo, DC (May)  
Christian Dorsey, VA (March)  
Michael Goldman, MD (March)  
Cathy Hudgins, VA (July)  
Bob Lauby, Federal (April)

### **WMATA Staff Members Attending RAC Meetings**

Lynn Bowersox, Director of Customer Service (April and October)  
Eric Christensen, Chief of Internal Compliance (December)  
Jim Hamre, Director of Bus Planning and Scheduling (September)  
Clifton Hawkins, Rail Transportation Training Instructor (June)  
Al Himes, Service Development Manager, Bus Planning and Scheduling (September)  
Paul Wiedefeld, General Manager (June and September)

### **Other Attendees**

Anthony Garland, ATU 689 (May)  
20 guests since we began keeping track in May 2017

### **Events**

March 10	RAC visits customer service center (including lost and found center) in Hyattsville, MD
April 23	RAC members participate in quarterly safety exercise at Navy Yard Metrorail station
June 8	Maryland RAC representatives have lunch with Maryland Board members and discuss issues specific to their jurisdictions
June 25	RAC members participate in quarterly safety exercise at Pentagon Metrorail station
August 27	RAC members participate in quarterly safety exercise at White Flint Metrorail station
September 20	RAC's safety and security committee holds a joint meeting with their counterparts on the WMATA Board
September 26	RAC members attend and participate in public hearing about changes to bus routes at WMATA's headquarters
October 3	RAC members meet with Victory Square Apartments residents about their concerns regarding upcoming changes to bus routes

## 2017 WMATA Riders' Advisory Council Summary

November 5	RAC members participate in quarterly safety exercise at Van Dorn Metrorail station
November 9	RAC and other citizens groups meet with Ray LaHood in advance of the release of his report suggesting changes to WMATA's governance
December 21	Virginia RAC representatives have lunch with Virginia Board members and discuss issues specific to their jurisdictions

### Actions and Recommendations

February	RAC submits recommendations on FY 2018 budget to WMATA Board and staff ( <a href="https://www.wmata.com/about/riders-advisory-council/upload/RAC-Comment-on-Budget-Proposal.pdf">https://www.wmata.com/about/riders-advisory-council/upload/RAC-Comment-on-Budget-Proposal.pdf</a> )
May	RAC provides feedback to customer service and communications staff regarding communication with riders during the red line fire/shutdown of April 27 ( <a href="http://bit.ly/RACRedFeedback">bit.ly/RACRedFeedback</a> )
June	<p>RAC approves updated bylaws, which accomplished the following:</p> <ul style="list-style-type: none"><li>• 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.</li><li>• 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.</li><li>• Streamlined wording and addressed typographic issues</li></ul>
July	Upon RAC request, WMATA implements \$25 monthly transit benefit for RAC members to ensure that the cost of travel to attend the meetings is not a deterrent to membership and participation
September	RAC's safety committee submits a memo to the WMATA Board safety committee with rider feedback on safety and security perceptions and recommendations ( <a href="http://bit.ly/RACSSCRec">bit.ly/RACSSCRec</a> )
November	RAC submits questions to staff about recent changes to WMATA's developer license agreement and transit data terms of use ( <a href="http://bit.ly/openwmata">bit.ly/openwmata</a> )
December	RAC launches its Twitter account: @wmatarac
December	RAC submits feedback and recommendations on WMATA exit fare policy change to be effective January 8, 2018 ( <a href="https://www.facebook.com/wmatarac/videos/522230704814868/">https://www.facebook.com/wmatarac/videos/522230704814868/</a> )