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May 3, 2018

Chairman Evans, WMATA Board members, and WMATA staff:

The RAC's meeting and thoughts from this month are described in the following letter.

RAC Operational Review

We have no further information on the status of RAC's operational review, but hope that discussions are moving along at the Board level so that the RAC can again be useful for WMATA Board and staff.

Fare Collection Modernization

John Pasek provided a summary of the fare collection modernization plans underway. RAC members had a handful of questions and suggestions:

- Will riders be able to use a credit card to add money to their smartrip card with the new bus fare payment machines?
- How quickly will the mobile app would load credit card payments to a smartrip card? Some riders have found that, when loading their cards from a computer browser, there is a 24-hour or longer hold on the money before it's available to use.
- Will the ratio of regular to ADA faregates stay the same? ADA faregates are popular not only with those who have mobility impairments but also those with strollers, luggage, bicycles, etc.
- Will the fare machines be available in multiple languages?
- Will the new fare vendors make the passes more visible and easily understood? Many tourists, and also many locals, are not aware that passes are an option.
- RAC members suggested that the WMATA app include real-time train information.

Fair Share Program Update

John Pasek provided updates on the Fair Share project. RAC members again had questions and comments:

- When do projects move from being pilots to being part of established policy? Are there data from the Fair Share pilot program that were used to determine that the policy should become permanent? Some RAC members were concerned that these types of projects are not cost effective and disproportionately affect people of color.
- What are the next steps after fare evasion occurs? Are policies and/or consequences evenly applied or is it context specific?
- Were there increased calls to Metro Police or increased arrests associated with the pilot stage of the Fair Share program?
- RAC members would like a copy of the written policy that station managers have been given.

U-Pass Program

John Pasek, continuing his heroic descriptions of WMATA goings-on, also described the U-Pass program to the RAC. The RAC supports the program and the attempts to encourage off-peak use of both rail and bus systems.

Sincerely,

Katherine Kortum
Chair, Riders' Advisory Council