

# **WMATA RIDERS' ADVISORY COUNCIL**

## **MEETING AGENDA**

**Wednesday, December 6, 2006**

**6:30 ~ 8:30 p.m.**

**JACKSON GRAHAM BUILDING  
LOBBY LEVEL MEETING ROOM  
600 FIFTH STREET, N.W.  
WASHINGTON, DC 20001**

**NOTES:** These meetings are open to the public. Sign language interpretation for the hearing impaired is available and should be requested at least two (2) business days in advance by contacting the Office of Project Communications at (202) 962-2891 or via e-mail at [jpasek@wmata.com](mailto:jpasek@wmata.com).

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Wednesday, December 6, 2006  
6:30 ~ 8:30 p.m.

- I. **Roll Call**
- II. **Public Comment Period** (6:35 - 6:45 p.m.)
- III. **Review of November 1, 2006 Meeting Minutes** (6:45 - 6:50 p.m.)
- IV. **Bus Service Change Brochures** (6:50 – 7:15 p.m.)  
Murray Bond, Carmen Mack, Office of Marketing, WMATA
- V. **Rail Subcommittee Items** (7:15 – 7:30 p.m.)  
Resolution on “Metro Performs” Program  
Steve Cerny, Rail Subcommittee Chair
- VI. **Resolutions on Metro Policies and Practices** (7:30 - 8:15 p.m.)  
Dennis Jaffe, Riders’ Advisory Council Chair
  - A. Institutionalizing input from RAC and other riders’ groups
  - B. Electronic notification of meetings
  - C. Transportation reimbursement for Metro-sponsored events
  - D. Disabled access symbols at bus stops
  - E. Customer follow-up and satisfaction measurement
  - F. “Bumpy Domes” at train stations
  - G. Train operators’ audibility evaluation
  - H. Appointment of Inspector General

*The full text of these resolutions can be found on the following page.*
- VIII. **Rules and Administrative Subcommittee Items** (8:15 – 8:25 p.m.)  
Michael Snyder, RAC Rules and Administrative Subcommittee Chair
- XI. **New Business** (8:25– 8:30 p.m.)
- XII. **Adjournment**

## **Full Text of Resolutions - Item VI – Resolutions on Metro Policies and Practices:**

1. The Riders' Advisory Council recommends that Metro consciously institutionalize seeking and seriously considering input by the RAC, the Elderly and Disabled Committee and other rider advocates and riders as changes are considered in operational, policy and budget issues.
2. The Riders' Advisory Council recommends that Metro provide options for members of the public to sign up for electronic notification of Metro meetings and events of special interest to them.
3. The Riders' Advisory Council recommends that Metro's policy concerning Metro-sponsored events reflect its mission of providing safe, reliable, cost-effective and responsive transit services by siting events at Metro-accessible locations and by ensuring that any travel reimbursements provided to attendees are balanced and equitable.
4. The Riders' Advisory Council recommends that to make bus riders who use wheelchairs more visible to bus drivers:
  - a) Metro expeditiously and deliberately examine the idea by painting a three foot square International Symbol for Access approximately 20" from the curb at all bus stops where feasible;
  - b) Metro seek feedback to this idea by disability advocates and bus riders who use wheelchairs;
  - c) Metro present to the Riders' Advisory Council the results of the agency's consideration of the idea;
  - d) If evaluation of idea is favorable, Metro begin implementing the idea at bus stations located at Metrorail stations, followed by implementation at bus shelters owned by Metro where feasible, and seeking cooperation of WMATA jurisdictional partners to implement this idea
5. The Riders' Advisory Council recommends that Metro initiate the widely-adopted practice of following up with customers to ask them how satisfied they were with the staff reply to complaints submitted to the agency and with the subsequent results.
6. The Riders' Advisory Council recommends that Metro proceed with adding the "bumpy domes" to platforms at all train stations at which they are not in place.
7. The Riders' Advisory Council recommends that Metro aggressively seek evaluation by the riding public of the audibility of train operators.
8. The Riders' Advisory Council recommends that the Metro Board of Directors make it a priority to recruit and appoint an independent Inspector General to increase accountability at the agency.