

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY

TOWN HALL MEETING

WASHINGTON, D.C.

WEDNESDAY, SEPTEMBER 27, 2006

1 PARTICIPANTS:

2 GLADYS W. MACK
Chairperson
3 Washington Metropolitan Area Transit Authority,
Board of Directors

4 CHARLES DEEGAN
5 Vice Chairman
Washington Metropolitan Area Transit Authority,
6 Board of Directors

7 CHRISTOPHER ZIMMERMAN
Second Vice Chairman
8 Washington Metropolitan Area Transit Authority,
Board of Directors

9 DAN TANGHERLINI
10 Interim General Manager
Washington Metropolitan Area Transit Authority

11 DENNIS JAFFE
12 Chairman
Metro Riders Advisory Council

13

14 WMATA STAFF:

15 Lisa Morgan

16 PUBLIC PARTICIPANTS:

17 Carol Webbington

18 Roberto Calderon

19 Paul Derby

20 Calvin Braithwaite

21 Terry Williams

22 Elaine Heiligh

1 PUBLIC PARTICIPANTS (CONT'D):

2 Franklin Samuel
3 Dave Nelson
4 Deborah Daniels
5 Victoria Hamilton
6 Tiawanna Phillips
7 Iris Gomes
8 Renée Holiday
9 Juanita Connelly
10 Mary D. Jackson
11 Rodney Elin
12 Thomas Bennett
13 Andre Randall
14 Gladys Mack
15 Elise DeLeon
16 Mr. Jones

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1 P R O C E E D I N G S

2 (7:17 P.M.)

3 MR. DEEGAN: All right, good
4 evening everybody. Good evening and welcome
5 to WMATA's Town Hall meeting. I am Charlie
6 Deegan. I'm first Vice Chairman of the Metro
7 Board of Directors and I represent the State
8 of Maryland on the Board. And it's a
9 pleasure to be here tonight and I want to
10 thank all of you for taking time out of your
11 busy schedules to attend this meeting as
12 well.

13 Tonight we are opening our doors so
14 that we can hear your comments, questions and
15 concerns about our bus, rail and paratransit
16 system. In the past couple of years, we have
17 established new ways to communicate with you,
18 our customers. We have opened our doors
19 wider by hosting Town Hall meetings such as
20 this one, public comment periods at our Board
21 meetings, posting Board meeting materials on
22 the WMATA website and the creation of the

1 Riders Advisory Council, who are co-
2 sponsoring this meeting tonight.

3 Let me take just a minute to tell
4 you what our plan is for tonight. Customers
5 wishing to comment will be provided a
6 numbered ticket. We're going to start with
7 number 2 tonight, I understand. If you
8 haven't already obtained a number, please
9 raise your hand and a staff member will
10 provide you with one.

11 You will be called by number in
12 groups of five, and will be asked to queue up
13 at the microphone and state your name, city
14 of residence, and when it's your turn to
15 speak you will be limited to two minutes to
16 speak.

17 A traffic signal will be used to
18 note the time. That is over there with Ms.
19 Leanda se Chambliss. When the yellow light
20 appears, you'll have thirty seconds
21 remaining. When the red light appears your
22 time has expired.

1 Board members, RAC, and our staff
2 will respond to your questions. Time
3 constraints may limit the number of questions
4 that we're able to answer here tonight.

5 We will need to adhere to a time
6 limit to ensure we hear from as many people
7 as possible. For those attendees whose
8 numbers are not called -- and I'm sure we're
9 going to get to all of them -- they may
10 contact us through other outlets including
11 online chats, public comment period during
12 Board meetings, or via e-mail at
13 boardofdirectors@wmata.com.

14 Now, for the real important stuff.
15 The rest rooms are located in the lobby area.
16 Please turn off all cell phones and pagers
17 during the meeting. I'll say that again.
18 Please turn off your cell phones and pagers
19 during the meeting. And before we delve into
20 the meeting, I want to just take a couple of
21 minutes to share some recent news with you.

22 This past Sunday, September 24th,

1 some bus changes went into effect. Among
2 them, Metro bus routes, U5 and U6 that
3 service this area. These routes used to run
4 every 24 minutes during off-peak hours. Now
5 they'll run every 18 minutes. This new
6 frequency will definitely improve service.
7 Last week, Metro unveiled the new state-
8 of-the-art elevator and escalator training
9 facility. This facility will give our
10 elevator and escalator mechanics hands-on
11 training experience to respond to elevator
12 entrapments and the necessary training needed
13 to repair the nearly 900 units system-wide.

14 On the rail side, we expect to
15 deploy 50 new rail cars by December. The new
16 rail cars will be used to relieve
17 overcrowding in all our rail lines during
18 rush hour periods.

19 With these new rail cars, Blue Line
20 riders, such as many of you are tonight, will
21 see two four-car trains converted to six-car
22 trains. Soon you will begin to see a

1 difference. As you can see, these are just a
2 few examples of Metro's hard work.

3 With that said, let me begin with
4 introductions. And tonight we have with us
5 members of the Metro Board of Directors. To
6 my right, we have the Second Vice Chairman,
7 Mr. Chris Zimmerman. Chris is also the
8 Chairman of the Board of Supervisors for
9 Arlington County, Virginia. And he
10 represents Virginia on the Board.

11 To my left, we will skip all the
12 way down to our Interim General Manager, Mr.
13 Dan Tangherlini, who I am sure most of you
14 know. And Dan, thank you for being here
15 tonight.

16 Dan has had a rough day. He
17 started out in Huntington. He ended up
18 touring a lot of sites in Maryland today with
19 the Lieutenant Governor and Congressman Wynn
20 and Congressman Hoyer's staff and myself, and
21 winding up here tonight. So I don't know
22 when you get to be actual Interim General

1 Manager, WMATA. But thank you for coming.

2 And now, I would like to introduce
3 to you the Chair of the Metro Riders Advisory
4 Council, Dennis Jaffe. Dennis will provide a
5 brief welcome introduction for the RAC
6 members who are here tonight. And he has two
7 minutes. I am reading this, Dennis. I
8 really didn't limit you to two minutes.

9 After Dennis speaks, we'll start
10 the meeting. Dennis has a tendency to talk
11 almost like the politicians that serve on the
12 Board. But we're glad Dennis is here and
13 Dennis, you've two minutes, buddy.

14 MR. JAFFE: Well, I guess I'll take
15 them, thank you very much. Thank you.

16 Welcome to the Town Hall Meeting
17 tonight. We're glad to see you here. It's
18 so important that we have the opportunity for
19 dialogue between the folks who use Metrobus,
20 Metro Rail and MetroAccess and the decision
21 makers and the Board of Directors, Mr.
22 Tangherlini, as Interim General Manager.

1 The Riders Advisory Council is a
2 new body that started in January of this
3 year. There are 21 members. There are
4 applications for new appointments, which we
5 will begin in January. The applications are
6 outside this room if you're interested.

7 We've gotten started this year with
8 the opportunity to establish relations with
9 the members of the Board of Directors, with
10 Mr. Tangherlini. There have been
11 constructive relations of openness.

12 And we've been very happy to see
13 some beginnings of change in the culture here
14 at the agency. As one who is a very, very
15 strong supporter of mass transit and of
16 improving it, who also has been very critical
17 of the agency.

18 And we're glad to see that we have
19 the opportunity to at least sit together and
20 try to identify the issues for making
21 improvements. With that, I'll simply close
22 out. I hope it's close to about the two

1 minutes or so, and give it over to Mr. Deegan
2 for questions.

3 MR. DEEGAN: Thank you, Dennis. I
4 think you did very well tonight. You didn't
5 come close to that two minutes, but thank
6 you. And we're really appreciative of the
7 Riders Advisory Council and you as chairman
8 of that.

9 Before we go any further, I want to
10 let you know that Gladys Mack, Chairman of
11 the Board, who represents the District of
12 Columbia, is on her way. She was detained
13 briefly tonight. And we didn't want to keep
14 you waiting any longer, and that's why we
15 kind of figured we'd kick it off. So without
16 any further ado we're going to start with
17 number two, right? That means the person got
18 here very early, number two. You got number
19 two sir? Do people have tickets with the
20 numbers on them?

21 Okay. Why don't we start with
22 number three? All right, who is handing out.

1 MS. WILLIAMS: These numbers?

2 Number four? Okay, anybody have four?

3 MS. WEBBINGTON: I got it.

4 MR. DEEGAN: Four, way to go.

5 State your name and where you're from. Come
6 on down.

7 MS. WEBBINGTON: Okay. Hi, my name
8 is Carol Webbington, Northwest Washington.
9 I've ridden Metrobus off and on for about 25
10 years. I've talked to a few people coming
11 in, I must admit. So they -- they put to
12 rest some of the questions that I have. But
13 I am left with two. And I'll read the first.
14 The first is bus bunching schedules.

15 I know there are a lot of reasons
16 that buses bunch, but for me, and I think for
17 a lot of the public, it might be better if
18 the time between buses is expanded, you know,
19 more than, say, four to seven minutes. I
20 don't know, I wouldn't mind if they -- if it
21 was 20 minutes, if I knew that a bus was
22 coming and I wouldn't have to wait, you know,

1 so long for the next bus.

2 So my first question is, is buses
3 adhering to a schedule, and would you please
4 maybe increase the time between buses on
5 these routes or at least on several routes.
6 Primarily the routes that I take are the 90
7 routes, the 42, the 30 routes and the 70, and
8 I know these are long routes, so.

9 MR. DEEGAN: Right.

10 MS. WEBBINGTON: And my next
11 question is bus cleaning. Over the last, I
12 think, 10 years, it seems as so the buses
13 seem to be a lot dirtier, dirt that's
14 embedded or embellished in and around where
15 the driver sits. And it just seems to me
16 that either they're not being cleaned or they
17 are being cleaned haphazardly and sent on
18 their way. So that's it.

19 MR. DEEGAN: Thank you very much.
20 First I'll ask Mr. Tangherlini if he could
21 address the bus bunching and the cleaning. I
22 know you've taken actions on both of those.

1 And then Mr. Zimmerman would like to talk
2 about what we have planned for the future on
3 buses.

4 MR. TANGHERLINI: Sure. Let me
5 just talk to you a little bit about some of
6 the problems that we face in operating the
7 service, and then some of the support we're
8 getting from the Board and I'll let the Board
9 talk a little bit about some of the exciting
10 projects that we have coming forward.

11 You have to recognize that the
12 buses ride on the same streets that we all do
13 and we confront the same congestion that
14 everyone else confronts. And on routes like
15 the 90s, the 40s, the 30s, the 70s, we've
16 also seen a tremendous amount of increase in
17 ridership. Our rail ridership is growing at
18 about three percent this year. Our bus
19 ridership is growing at five percent this
20 year. More and more people are turning to
21 the bus.

22 That means more and more people are

1 getting on and off the bus, which means it's
2 getting harder and harder for us to get the
3 buses in and out of the stations at the
4 scheduled time.

5 One of the things we need to do is
6 increase the percentage of Smart Trip use on
7 the bus from the current 17 percent to a
8 higher ratio because the transaction time of
9 just slipping that dollar and dollar-
10 and-a-quarter into the bus is eating up some
11 of the time, which is creating the bus
12 bunching.

13 Actually if you made the schedules
14 wider, if you made what we call the headways
15 wider, you would actually get worse because
16 then when each bus pulls up, there would be
17 even more people queued up at the station and
18 it will take even longer to get through the
19 station. What we need to do is what we've
20 been doing, is that adding more capacity to
21 the lines, adding more buses to those routes,
22 but also we need to up the Smart Trip use

1 rate.

2 As far as the bus cleaning, I think
3 that's also a reflection of the fact that
4 more and more people are riding the bus. We
5 have to work on maintaining a culture of
6 cleanliness in the bus, and in our system in
7 general. But we also need to work on just
8 doing a better job of cleaning and recognize
9 that more people are riding it.

10 One of the things we're doing is
11 just getting more new buses. And what you'll
12 see is newer, cleaner buses and some of those
13 buses are designed to be easier to clean. I
14 don't want to take all the good stuff away
15 from the Board members because they've done a
16 lot of excellent work, a lot of hard work in
17 improving the bus fleet, and I think that
18 they should have a chance to talk about that
19 some.

20 MR. DEEGAN: Mr. Zimmerman, and
21 before you speak --

22 MR. ZIMMERMAN: Sure.

1 MR. DEEGAN: I want to relinquish
2 the chair for the short time I had it to our
3 Chairman, Gladys Mack, who represents the
4 city, but we kind of said that Chris would be
5 talking first.

6 MS. MACK: Thank you, Mr. Deegan.
7 And I apologize for being late. I had car
8 trouble. So I did make it here. And with
9 that, Chris go right ahead.

10 MR. ZIMMERMAN: Thank you, Madam
11 Chair. The question that we got, the first
12 part of it especially, is one of my favorite
13 issues or least favorite issues, I guess.
14 You know, we do have that problem.

15 It's of course, you know, common to
16 bus service everywhere for the reason to
17 start with that Mr. Tangherlini said, that,
18 you know, they're riding on the same streets.
19 My wife some years ago gave me a book, the
20 title of which was, "Why do buses move in
21 threes?"

22 And that's because it's, you know,

1 kind of become little bit of a joke, but it
2 is something that we've been struggling with
3 and that there are new methods to deal with,
4 one of which of course is doing one thing
5 that Dan was saying, which is having enough
6 capacity there, so you don't get bogged down.

7 But there are several other things
8 that you can do as well. One is that the
9 schedule has to be rational. And sometimes
10 the bus routes and the schedules have evolved
11 over many, many years, decades of time.

12 Generations even have gone by,
13 because it's so difficult to deal with
14 restructuring bus routes that people don't
15 want to do it. So they put it off and put it
16 off, and put it off.

17 And things change, new developments
18 grow up, new intersections, you know, there
19 is new traffic lights, new traffic patterns
20 -- and after a while, they don't work
21 anymore. And so we found that you have to
22 revisit that. And simply revisiting and

1 restructuring the lines sometimes can have a
2 big effect.

3 If they're long, which you alluded
4 to, that almost always is going to be a
5 problem. And in some cases when we study a
6 route, what we found is, you know, there is a
7 whole lot of movements between certain points
8 and not as much between others, and sometimes
9 breaking them up even if you're serving the
10 same places, is a better idea. It means
11 somebody on the route has to transfer. But
12 at some points, you know, few people may be
13 affected. But you can make more a reliable
14 service for everybody.

15 But then there also the new things
16 I was referring to. In Los Angeles, for
17 instance, they have a bus service they call
18 the Metro Rapid Bus. It's basically running
19 on downtown streets. But they're able to
20 track the location of buses because there are
21 these transponders on the buses. They can
22 see in a control room where every bus is and

1 they control them on a headway basis, so that
2 they have to maintain spacing. If they're
3 running every five minutes, they keep them so
4 they stay five minutes apart. They
5 communicate directly with the bus operators.

6 And we're sort of part way to being
7 able to do that. We do have transponders
8 available on buses now. They actually can
9 know where buses are and have been. But we
10 don't yet have that sort of dynamic ability
11 to manage the system as we go. But that's
12 one of the things we're trying to move
13 towards.

14 And we have upcoming a bus
15 conference, a regional bus conference, in
16 which Metro is trying to bring together all
17 the providers, not only Metrobus, but all the
18 other providers in the region and talk about
19 ways we can make it, you know, a better
20 service to work for the whole region.

21 It also means the people that run
22 the roads, because that's the other

1 disadvantage. Unlike the rail system where
2 we own the road, on the buses, other people
3 own all the roads and we have to work with
4 them. If we want to deal with traffic
5 signalization, we have to talk to all the
6 various state and local governments that are
7 involved. So there's a lot of work to make
8 it really work out.

9 But the way it should work is, if
10 your bus is on a seven-minute headway, you
11 ought to be able to have a bus every seven
12 minutes apart.

13 And it drives me crazy when I come
14 up and I see three of them going. And now, I
15 know, I got a much longer wait on the other
16 end if I miss those three.

17 So we got a ways to go. But I do
18 think we are starting to focus in on the
19 problem. And I'm hopeful that before too
20 long, we'll have buses that are properly
21 spaced and won't travel in groups.

22 MS. MACK: Thank you. I think

1 we're up to number five. That's number five,
2 thanks.

3 MR. CALDERON: Good evening,
4 everybody.

5 MS. MACK: Good evening.

6 MR. CALDERON: Praise this
7 afternoon for this meeting, because to me it
8 was very important to come on and put my two
9 cents in there --

10 MS. MACK: Excuse me. Would you
11 introduce yourself before you go ahead?

12 MR. CALDERON: Yes. My name is
13 Roberto Calderon. And I live on Southeast in
14 C Street over on Minnesota Avenue. And I've
15 been commuting quite a bit on Metro transit
16 and MetroAccess. And I've been learning on
17 quite a bit at places that elevators are in
18 very terrible condition and very horrible
19 order. It seems like people have been using
20 that for rest room, and I've seen that it's
21 very unhealthy for everybody.

22 So I'm not too sure how you will

1 handle that. But it seems like it needs
2 someone to put more attention to that,
3 because it's very unhealthy for everybody
4 that using it. Also I find that a lot of
5 elevators is kind of far distance from the
6 station. And I'm not sure what is the
7 reason. I understand -- I traveled this
8 morning to Stadium-Armory and I found out
9 that they're -- you know, this elevator has
10 been, of course, I understand probably 40
11 years -- maybe 50 years -- established on the
12 end and I wish there would be some changes to
13 get those stations with the elevator close by
14 or near to, make it more accommodate the
15 handicapped and the disabled.

16 MS. MACK: Thank you. Dan, you
17 want to --

18 MR. TANGHERLINI: Yes, I'll take
19 the last one first. Our new standards for
20 station development have redundant elevators,
21 so they have elevators at every entrance.
22 And we are looking long-term of ways we can

1 get elevators and redundant elevators
2 particularly at the intersecting stations.
3 Obviously the cost -- the difficulty of
4 retrofitting a Stadium-Armory with a new
5 elevator would be almost prohibitive. But it
6 would be very helpful to hear from you the
7 specific locations, I'll ask someone to come
8 and get the specific locations where you're
9 experiencing that kind of issue of that kind
10 of abuse of the elevator and maybe we could
11 do an intensive enforcement effort there.

12 These are the challenges we face in
13 trying to run a public and open system, that
14 some people take advantage of it and make it
15 worse for everyone who comes behind them. So
16 I'd love to know specifically what you're
17 facing, where you're facing it and maybe we
18 can target some enforcement there and see if
19 we can catch the folks who are doing it.

20 MR. CALDERON: Well, at the time, a
21 couple of days last month -- you know, I'm
22 not working right now and I took the time,

1 the opportunity to go and survey certain
2 sites and Wheaton station is one of them. It
3 was a couple of them right here in Anacostia.

4 MR. TANGHERLINI: Okay.

5 MR. CALDERON: And everywhere else
6 in Southeast, just about in every area that I
7 had been, I noticed that it has been, for
8 some reason, certain elevators because they
9 smell horrible, you've got to squeeze your
10 nose and you can hardly breathe for the time
11 that you're there because this is very
12 horrible -- just horrible and terrible order.

13 MR. TANGHERLINI: Right. Again,
14 I'll have someone come and maybe sit with you
15 and we can get some specific locations. So,
16 thank you very much.

17 MS. MACK: Thank you. Would anyone
18 else have to comment on that? Thank you.

19 Next, number six? Would you
20 introduce yourself, please?

21 MR. DERBY: Yes, my name is Paul
22 Derby. I'm a board member of the North

1 Rosslyn Civic Association. I live in
2 Arlington County, in particular the Rosslyn
3 neighborhood. And we're very proud to have
4 the Rosslyn Metro station right in the center
5 of our Civic Association.

6 And I would like to briefly commend
7 Mr. Paul Bumprey and his management staff for
8 working with us very closely over the last
9 couple of years. Things have turned around
10 immensely in our Metro station in improving
11 and being able to communicate with Metro. We
12 used to call the e-mail address "the black
13 hole." And that has all improved immensely
14 and this new program has gone a long way with
15 us.

16 Rosslyn, as you know, is extremely
17 high density. It's becoming even more high
18 density. We have a number of high-rise
19 projects going on right in the center of
20 Rosslyn and it includes both day workers and
21 night workers, and so the density is going to
22 grow even more at night than it is. And it's

1 already, you know, about the same as
2 Manhattan during the day.

3 We have a lot of people that,
4 because of the traffic gridlock, would like
5 to bicycle to the Metro station. And we've
6 had a number of times when the bike racks
7 were completely full. There is no place to
8 park a bicycle because the bicycle racks have
9 not been monitored and cleaned out for up to
10 months at a time.

11 And we've had some difficulty in
12 trying to figure out who is responsible for
13 managing bicycle parking. How do you report
14 bicycle racks that are full, how do the
15 bicycle racks get tagged, and we can't even
16 find the policies on bicycles.

17 We discovered that one of our
18 residents was actually storing their bicycles
19 on the bicycle rack, because they didn't have
20 room in their apartment. And they had been
21 there for months. And so we hope that you
22 will develop policies, or if you do have

1 policies to let us know what they are and get
2 them published.

3 And we hope the policy is such that
4 you can't do overnight parking there. And we
5 hope that you put in policies and procedures
6 and manage the things so that if there are
7 bikes left there overnight, that they maybe
8 disappear and get claimed someplace over a
9 certain period of time, and then maybe they
10 get sold at auction later. Right now there
11 are bicycles in our station that are just
12 spare parts bikes. Thank you.

13 MS. MACK: Dan?

14 MR. TANGHERLINI: Absolutely. I
15 think one of the first steps we are taking is
16 increasing the number of bicycle racks at the
17 stations. Obviously, we're very interested
18 in people taking a multimodal approach to
19 getting to Metro. But I've heard your issues
20 and I'd like to go back and work with my
21 staff to focus on policies.

22 I was just in a Metro parking

1 garage today and I noticed we have a very
2 clearly stated policy about not leaving your
3 car there for more than 24 hours. We could
4 probably make the same clear statement about
5 not leaving your bicycle there for more than
6 24 hours.

7 I think it's very creative of your
8 neighbors to use our bike racks as a parking
9 storage facility, but probably not in the
10 best interests of the riding public. So
11 thank you very much for those suggestions.
12 That's why we have these meetings to get
13 ideas like that. Thanks.

14 MS. MACK: Right, and thank you
15 also for your feedback on the changes that
16 we've made on the e-mail. As Dan says, we
17 want to hear from you and we promise that
18 once you identify issues then we will look
19 into them.

20 And you've already heard the
21 commitment to look into the bicycle parking.
22 And I'm sure we can make some changes,

1 because the situation you described is
2 certainly not one that we would support.

3 MR. ZIMMERMAN: Madam Chair?

4 MS. MACK: Chris?

5 MR. ZIMMERMAN: Yeah, you know,
6 bicycle parking in general is something that
7 it seems to me demand has really grown for.
8 Every time we've made more of it available,
9 it gets used.

10 I remember a few years ago in the
11 East Falls Church Metro station, we had a
12 whole area in front that was completely
13 covered by vending boxes. And bicyclists
14 said that, you know, this is where we really
15 want to have our bikes, because it's safer,
16 it's, you know, under cover, you can see them
17 when you come out.

18 And it took a lot of negotiation to
19 get the vending boxes moved. Once we did,
20 the place was completely covered with
21 bicycles. There are over a hundred bikes
22 parked there on a typical day.

1 We found that in other places as
2 well. And we're trying to make -- in
3 Arlington especially -- we're trying to make
4 more bike friendly. We've got over 20 miles
5 of on-street bike lanes that didn't exist
6 before.

7 Rosslyn is, you know, one of those
8 areas in the corridor that we're trying to
9 make more accessible. And I'll say that very
10 soon we're going to have a kiosk opening up
11 down the street from the station, in which we
12 will be able to rent bikes. So if you get
13 there and you don't have one, you will be
14 able to rent a bike.

15 But it is something that, you know,
16 with all the improvements we've made there,
17 we want to make sure that it's accessible to
18 bikes as well.

19 So I appreciate that the General
20 Manager is going to take a look into it.
21 Thanks for the comment.

22 MS. MACK: Great. Thank you. Next

1 is number seven.

2 MR. BRAITHWAITE: Good evening.

3 MS. MACK: Good evening.

4 MR. BRAITHWAITE: My name is Calvin
5 Braithwaite. And I live in the Woodridge
6 area, Northeast Washington. And I have a
7 concern about the inequities in the bus
8 service for Maryland and the District.

9 I am concerned with the
10 disproportionate number of buses that are
11 labeled "limited" and "express" that go to
12 Maryland all the time, while we who live in
13 the District have to wait for a few that are
14 labeled -- which is an 82 or an 86
15 Calverton -- that are labeled to take us to
16 our destination, that will stop in the
17 district.

18 Most of these buses, only the first
19 stop will be in Mount Rainier. And we have
20 to wait and wait and wait for these buses.
21 And it's so unfair because we pay the same
22 fare. But we wait too long for a bus to

1 come. And these buses are there and we can't
2 go on them because they won't stop in the
3 district. And the same thing going up and
4 down, so it makes it look like we're not in a
5 hurry to get to where we have to go.

6 And so -- but we're -- you know,
7 they're using the roads and everything in the
8 District, they are using things in the
9 District and we're not getting any benefit.

10 And also, I'm concerned with the
11 new shopping center that is in Brentwood
12 right opposite the mall. You literally have
13 to run across that street there, because
14 there is no stop. There is no bus stops, no
15 service there, any one bus that will take
16 anything.

17 It's a new shopping center that is
18 expanding services. And I want to know what
19 you have in mind to do something with that.

20 And on Sunday, you have services
21 which -- I know it's limited service because
22 it's on the weekend. But if you miss one bus

1 at 11:05, you have to wait way after service,
2 almost. You're waiting at the bus, you might
3 as well forget if you've going to the church
4 because the time is -- when the next one
5 comes, by the time you get to the subway,
6 it's all over.

7 So I would like to know what kind
8 of things you can do. We do really need an
9 improved service here, and more equity with
10 it. Thank you.

11 MS. MACK: Dan, you want to try --
12 Dan, you want to take that one?

13 MR. TANGHERLINI: Well, I think I
14 will answer it at a more general level. And
15 on a more specific level, we will look into
16 the issues.

17 But I think what you're saying here
18 is that we really need just more bus service.
19 What we need to do is to continue to invest
20 in providing the service that people are
21 demanding.

22 And I would like to say that the

1 Metro Board, particularly in the FY '07
2 budget, has invested more in increasing bus
3 service, increasing capacity, but that
4 doesn't mean that there is any reason to
5 stop. I see RoseMary Covington here. She's
6 the Mass Transit Administrator from
7 Washington, D.C. We work in very close
8 partnership with them to try to figure out
9 where the market demand is.

10 I guess, you're talking about
11 Brentwood Parkway and whether there is any
12 bus service on Brentwood Parkway by that
13 shopping mall. And that's something we'll
14 look into seeing how we could maybe service
15 that area better because obviously that is an
16 emerging market.

17 I think what it gets to is there's
18 probably a need for us to start looking at
19 all our service, looking at all the places we
20 stop, and looking at all the economic
21 development that has taken place in this
22 region, and asking if it still matches up.

1 And I would like to say that we are
2 going through that process, jurisdiction by
3 jurisdiction, taking a look at the bus
4 routes. We've made some changes just
5 recently that reflect changes in demand
6 that's both increases in service, as well as
7 the elimination of some service. But in net,
8 we are adding to the bus service and I think
9 the Board should be commended for that.

10 MS. MACK: Right, and we appreciate
11 the fact that the buses are overcrowded and
12 customers often have to wait because they
13 can't get on the buses or they don't come as
14 frequently as you'd like them. And we are
15 taking action to put more service on. We
16 have a policy now at the Board that each
17 year, when we approve the budget, if
18 additional vehicles are needed to keep our
19 crowding on the buses at a certain level, we
20 have a commitment to do that.

21 So there are many changes and
22 improvements we need in our bus service, but

1 during the year that I have been chairman, I
2 have named this The Year of the Bus, and all
3 that means is that we are simply looking more
4 closely at areas in our bus service that need
5 some attention and we are attempting to give
6 it that attention.

7 We'd like to -- the gentleman who
8 spoke -- we would like to get more details
9 about the issue you've raised so that we can
10 at another time specifically address some of
11 your issues. Mr. Deegan and then Dennis
12 wants to comment.

13 MR. DEEGAN: Yeah, I was interested
14 that you mentioned bus route 86. That's one
15 I have ridden. And that is one reason that
16 I'm glad that we came up with the idea -- our
17 Board member Gordon Litton from Montgomery
18 County, of the regional bus study that Mr.
19 Zimmerman referred to earlier, because we
20 have to look at these routes in terms of the
21 whole region.

22 That 86 route, it takes you all

1 over Prince George's County before it gets
2 into the city. And, you know, I know it
3 stops at several rail stations, but it just
4 seems that there's a better way to do it, and
5 that's one thing we'll be looking into.

6 MR. JAFFE: If I may, I just wanted
7 to pose a question for those who are up here
8 at the table. One thing that I hear often
9 from bus riders is that there is a need for
10 clear and consistent announcements of the bus
11 stops that the bus is about to come to.

12 If I could just ask for a show of
13 hands first, how many times are you on the
14 bus where you're feeling that there is not
15 clear and consistent announcement of the
16 upcoming stops? Is that or is that not a
17 problem? If you could just raise your hands.
18 Is that a problem, people not hearing, what
19 is the bus stop that's coming up next?

20 (Five or six hands are raised)

21 So people are not experiencing this
22 as a problem? A few people -- a few more,

1 okay. How many people are experiencing the
2 problem of not hearing consistent, clear
3 announcements of upcoming bus stops?

4 Okay, thank you. And if I could
5 just pose that for the Board and for Mr.
6 Tangherlini, I have often heard that it seems
7 that there is not consistent delivery of that
8 to the riders.

9 MR. TANGHERLINI: Well, let me
10 answer that really quickly, question asker
11 number seven-and-a-half.

12 The issue is this -- the
13 announcements are -- actually, the new buses
14 that we have actually have an automated
15 announcement system. We are rolling in those
16 new buses. We have over 400 new buses coming
17 in to the fleet. So that's a third of the
18 fleet.

19 And so what I think you're dealing
20 with -- and I think that's why you saw the
21 spotty pockets of it -- it really deals with
22 the age of the bus that most people are

1 riding on.

2 And as we roll in the new buses, as
3 we roll in the new equipment, the equipment
4 that has the ability -- and this gentleman
5 pointed out, whether they have turned it on
6 or not, and that's something we're monitoring
7 with our bus drivers so they don't really
8 have too much of an option to turn things
9 like that on or off.

10 SPEAKER: I boarded a new bus
11 tonight. It didn't work, they had it turned
12 off.

13 MR. TANGHERLINI: Okay, they had it
14 turned off. And that's the key, not only
15 just having the new bus and having the
16 equipment and making sure it's on.

17 And that's one of the issues that
18 we're working on, actually having a system
19 when the bus driver logs onto the bus, all
20 the systems that we need go on. But that's
21 something obviously we can continue to work
22 on, even if there are only a few people in

1 the room, we need to make sure that we
2 address that problem.

3 MR. JAFFE: Also, I just wanted to
4 introduce two folks who are here tonight.
5 Rodney Elin -- if you could just raise your
6 hand, Rodney -- who's a member of the Riders
7 Advisory Council from Maryland and uses Metro
8 Access, Metro Rail and Metrobus as I recall.
9 And John, if I could ask you also, John
10 Paysick will be starting shortly as the staff
11 coordinator for the Riders Advisory Council.
12 Thank you.

13 MS. MACK: Thank you, Dennis.
14 Number eight.

15 MS. WILLIAMS: Good evening
16 everyone. My name is Terry Williams and I
17 live in Northeast D.C. I'm a Ward 7 resident
18 and I catch the U6. It's coming -- it's
19 marked Marshall Heights and I catch it right
20 here on 51st and Fitch on towards Minnesota
21 Avenue. And I wanted to know one question
22 was why is that we have to pay a \$1.25, when

1 the residents that live in Anacostia, Ward
2 8 -- if we're just going to Minnesota Avenue,
3 or to the subway station which is like four
4 blocks away, why is it that we pay \$1.25,
5 when the residents over in Anacostia area
6 might pay 75 or 60 cents if you do not want a
7 transfer?

8 And also, I would like to know who
9 would I contact when the U6, which comes very
10 irregular, because I just called on one U6
11 today, which was 13 minutes late and it does
12 make the kids late for school, it makes
13 people late for work. Going towards
14 Minnesota Avenue, two or three buses might
15 come right behind it.

16 Who would I call on weekends,
17 because I do not see no one in the booth at
18 the subway station on Minnesota Avenue, and
19 I'm a regular rider.

20 There are many elderly people that
21 live in the neighborhood, a lot of school
22 kids that live in the neighborhood catch this

1 bus.

2 And also I would like to know from
3 Minnesota Avenue to X2, that's going towards
4 Lafayette Square and coming back from
5 Lafayette Square towards Minnesota Avenue,
6 why is it there's a small bus mostly on the
7 weekends -- and the bus will be packed.

8 And a lot of the buses just go past
9 people constantly. This has been consistent
10 for quite a bit. And I have contacted Metro
11 about this. And I did get a response once
12 about the U6.

13 And the supervisor, she did contact
14 me back and things have gotten better, but
15 now it's not happening again. So whom do you
16 contact on weekends, and why is that we're
17 paying this fee, because I don't think it's
18 fair for us to have to pay \$1.25 just to go
19 to Benning Road.

20 MS. MACK: Well, let me speak to
21 the fare difference and then I will throw the
22 bus service question to Dan.

1 Several years ago -- and I believe
2 this situation describes what could be what
3 you're talking about -- several years ago,
4 the District made a decision to have a fare
5 reduction policy for Ward 8 residents. And
6 it was in recognition of the very high level
7 of bus-dependent citizens in Ward 8. That
8 policy has been in place for, I'd say, 15
9 years or more.

10 And I suspect that that is the
11 reason that you're seeing the differential in
12 the cost of your trip versus the cost of the
13 trip for someone from Ward 8. It is a policy
14 approved by the District of Columbia, the
15 Mayor and the council of the district. It's
16 not a Metro policy.

17 MR. TANGHERLINI: But I would like
18 to comment on the next level of that, and
19 that is this issue were there is this issue
20 of inequity of -- you have to pay to get on
21 the bus and then you get off, then you have
22 paid to get on the train. When you get off

1 the train though, you can bring a transfer
2 and you don't have to pay as much to get on
3 the bus. And what we're working on is
4 through Smart Trip, having a balanced
5 transfer system so that you get to pay a
6 little less in each case by taking a Smart
7 Trip when going from bus to rail and rail to
8 bus.

9 And that's probably about a year or
10 two away, but that's something we're working
11 on to get rid of that basic inequity. If you
12 start your trip on a bus, you have to pay
13 twice.

14 Who do you call if you have any
15 problem with the system, any problem with the
16 bus in the weekends or any problem, period?
17 673-7000 is the Metro One number. And that's
18 staffed by customer service people and we can
19 help you with your issues. We can at least
20 track them down.

21 And in terms of the X2 bus being
22 too small, again, this is why we have these

1 meetings so we can hear this kind of
2 feedback.

3 I want to find out why we are using
4 equipment, check the load factors on the bus
5 and if we can put a bigger bus on that line,
6 we'll do it.

7 SPEAKER: (Off mike and inaudible)

8 MR. TANGHERLINI: Okay, so on the
9 70 routes as well.

10 SPEAKER: (off mike and inaudible)

11 MR. TANGHERLINI: There's no one
12 there.

13 MS. MACK: Can you address that or
14 you are going to have someone look into that,
15 Dan?

16 MR. TANGHERLINI: We've got Lisa
17 Morgan, our customer service person here.
18 And she will -- if you want to -- do you want
19 to come up to a microphone, Lisa?

20 MS. MORGAN: Thank you. Your point
21 is well taken about the complaints not being
22 taken on the weekends. And what we're trying

1 to do is to expand the comment and complaint
2 portion of our operation into the center that
3 answers your bus questions so that they have
4 the same seven-day-a-week hours. Right now,
5 we have two separate operations and that's
6 not working for the customers. So I
7 understand your point and we're working to
8 change that right away. Thank you for your
9 input.

10 MS. MACK: Thank you.

11 Number nine.

12 MS. HEILIGH: They'll be back
13 shortly.

14 MS. MACK: Okay. Number ten.

15 MS. HEILIGH: Hi. Good evening.
16 I'm Elaine Heiligh. Thank you for coming
17 out. I could write a book on Metro. I'm a
18 Washingtonian. I've been in Ward 7 for three
19 years. But the subway makes me cry. It's
20 like we'll be real smart in daytime, but we
21 get dumb at night. You know, when I read 15
22 minutes to wait for train, it only took five

1 minutes when I was going the opposite
2 direction. It's scary.

3 Then I also have a problem with the
4 96 and 97 bus. Okay, in the daytime when the
5 kids are going to school, it's a 97. When I
6 have a doctor's appointment it's a 97. The
7 doc's appointment is at D.C. General. It
8 does not stop there. When it turns back 96,
9 it goes to -- what's that -- Union Station.
10 So now, and you got the High School that's
11 for Duke Ellington, have to get off at Union
12 Station to transfer to a 96. When the 96 bus
13 starts here in Capitol Heights, it does -- I
14 come out at that time in the morning, I'm
15 like, "Where is this bus going, not to the
16 school."

17 Then I have the problem about the
18 money with the 5-cent change. I pay \$1.35.
19 If I want to trade in my nickels, thank you
20 guys for that. You tell me, I can take it to
21 Metro and get me a new card, okay. Only when
22 I got there they say, you have to turn into

1 an even number.

2 So that means that if I have to --
3 \$9.95 I got to pull a nickel out, to make it
4 \$10. You know, and I am thinking, well, wait
5 a minute, we're adding up five cents every
6 day. We throw the cards in the trash a lot
7 of times.

8 So when you came up with the idea
9 to bring them back in for us, we thought that
10 was a great deal. And now, even a Smart Trip
11 card, they're saying \$5. Even money. The
12 computer is not reading that nickel. It's
13 sending it back out.

14 It starts with \$1.35, most times we
15 do put \$1.40 in there, but always even if I
16 put \$1.55, I am going to get change and the
17 ink on the computer is not going to show me
18 how much it is. So a lot of time, I have
19 nickels in the house that I don't know I
20 have, on cards that I forget that I even had.
21 So I do thank you for that one.

22 And I think the last thing that I

1 had was a handicap issue. I met a young lady
2 at the subway, who asked me to write
3 something for her, who was traveling on the
4 back of the -- she was traveling with a, I am
5 sorry, crutch, and she was asking me, do
6 anybody have any ideas on how they can maybe
7 hand a handicap what -- which she can hang
8 this backpack or something else while she
9 travels. She says there is no place to hang
10 anything, but a handicap, which I am quite
11 sure, all of us one day maybe have bags or so
12 forth, we find ourselves setting them on the
13 floor. To me that could be real dirty.

14 And the only other thing I had
15 like, like with the U6 -- I'm sorry, to turn
16 it right, the U6 bus and the X2, they are
17 buses that come together. I live -- my dad
18 lives in Chinatown. I can get from Chinatown
19 to Benning Road, 10 minutes. It takes me an
20 hour to get in the house. So my dad, he is
21 calling, "Where are you?" I am waiting on
22 this U6 bus transfer. You know, so it's just

1 like the connecting buses is not meeting the
2 other buses. If I am two minutes late and
3 miss that U6, that means I'm waiting half an
4 hour for the next one. So that means I'm
5 outside alone, in the dark probably, trying
6 to get home. Most time, I end up walking
7 because it's not that far away. You'd rather
8 walk than to sit there and wait for a bus
9 that's going to take forever and it does go
10 around in the different neighborhoods. So
11 thank you.

12 MS. MACK: Thank you. Mr.
13 Tangherlini, I think you should have someone
14 sit down with this customer, because she
15 certainly has a lot of experience and a lot
16 of concerns. And we certainly appreciate
17 your coming and bringing them and we will
18 have someone talk to you and see if we can
19 address them.

20 MR. TANGHERLINI: Great.

21 MS. MACK: Anyone else want to
22 comment?

1 MR. TANGHERLINI: I just want to
2 say there are a lot of good ideas in there as
3 well.

4 MS. MACK: Right.

5 MR. TANGHERLINI: So we will look
6 forward to hearing some more about how we can
7 address them specifically.

8 MS. MACK: Right.

9 SPEAKER: I'm sorry. For the
10 benefit of our citizens, could you answer the
11 question about the Metrorail and the 15
12 minutes wait in the evening?

13 MR. TANGHERLINI: Yeah, it really
14 has to do with the level of service that's
15 provided throughout the system and the cost
16 of providing that service. So you do have
17 much smaller headways during the peak periods
18 of time because you have much higher amounts
19 of crowds. You have longer headways in the
20 evening because you have less crowds. And
21 it's one of the ways the service is
22 affordable to maintain. Now, the Board has

1 extended the hours into late hours on
2 Thursday and Friday, and Saturday nights.

3 The Board has approved in this
4 fiscal year adding additional service,
5 particularly on some of the on -- how do I
6 put it -- the less-observed holidays and some
7 of the holidays where people still, you know,
8 work.

9 And so we're still providing
10 peak-period service for that and improving,
11 eliminating some of the turn backs on the Red
12 Line, extending the Yellow Line in off-peak
13 period all the way up to Fort Totten. So as
14 the Board has been adding more and more
15 services, demand has gone up. But we're not
16 quite at the levels of demand, or frankly the
17 levels of financial ability, to afford
18 five-minute headways all through the service
19 period.

20 MS. MACK: Right.

21 MS. HEILIGH: Excuse me, could you
22 also address the fare card issue, because if

1 you take a fare card with \$10.60 on it they
2 don't want to give you the change on it?

3 MR. TANGHERLINI: Yeah, I'm going
4 to have to look into that one because that's
5 actually new to me. I'm not sure why we
6 wouldn't give you the change back. And it
7 sounded like there was also a printing issue
8 on the fare cards too. Obviously, our
9 preference frankly is to move toward Smart
10 Trip and to make it easier for people to move
11 on to Smart Trip platforms, so we don't have
12 to spend so much time with all those paper,
13 and all these difficulties and all of these
14 change. One of the things we're trying to do
15 is actually make the Smart Trip connect to
16 either your bank account or to a Visa or
17 MasterCard or something much like E-Z Pass
18 does to pay tolls. In that way, you could
19 get it transferred right back to you without
20 having this paper, this cash or any of those
21 details.

22 MR. JONES: First of all, I would

1 like to thank you all for bringing this forum
2 to this community, okay. That's first of
3 all.

4 Second of all, I don't see any
5 community representative in this community,
6 representing this particular ward. I
7 understand that it is politics when you're
8 dealing with a lot of things to get the ball
9 rolling and get things changed.

10 My thing is this. With the Smart
11 Trip pass, it's a great idea but it has a lot
12 of flaws. One of the biggest flaws is this.
13 Your ridership is made up a lot of --
14 especially the subway ridership -- is made up
15 of a lot of African-American riders. Most
16 African-American riders who ride your train
17 system, sir, put all their money on a Smart
18 Trip pass. And that's how they do their
19 budgeting for transportation.

20 Now, what happened is, if they get
21 demagnetized such as the Fair Card -- he was
22 talking about going from the Fair Card to the

1 Smart Trip -- in lieu of that, having that
2 problem with the Fair Card, but you have that
3 problem also with the Smart Trip.

4 Now if a person has, say, \$80 on
5 there, that's the budget to get back and
6 forth to work, okay. Now, they have no
7 money. They got to wait the whole entire
8 week for that entire money to be refunded to
9 them. Is there a system this could be
10 implemented, that -- where as though that
11 half of that money can be replaced, or even a
12 third of that money can be replaced
13 immediately instead of a person has to go and
14 buy a card, and then in turn put money on
15 their card as well, and then having that
16 money refunded to him later on. That's very
17 important.

18 MR. TANGHERLINI: Yeah, I know,
19 it's a very important -- as I said --

20 MR. JONES: I mean, I know we done
21 it with economics with you guys.

22 MR. TANGHERLINI: Right.

1 MR. JONES: And you know, according
2 to your numbers, you know, according to your
3 numbers 80 percent of your riders uses Smart
4 Trip card, okay. So these are according to
5 you numbers, okay, these numbers that you
6 passed out.

7 And based upon those numbers, you
8 want to institute a pilot program having
9 these stores inside of the subways, in lieu
10 of what New York has done, in lieu of what
11 other major Metropolitan areas has done.
12 Based upon those numbers, why? Because it's
13 an economic thing.

14 And as far as the ridership, it
15 pertains to the buses, sir -- I know I'm
16 rambling on a little bit -- but as it
17 pertains to the buses, let's be real.
18 Eighty-five percent of your riders, according
19 to your numbers, all right, are African-
20 American riders.

21 MS. MACK: Excuse me, sir. I'm
22 going to -- I am going to have to stop you --

1 MR. JONES: Eighty five percent of
2 your numbers are African-American riders.

3 MR. TANGHERLINI: All right.

4 MS. MACK: Sir --

5 MR. JONES: And that's why the bus
6 service is not getting the moderate attention
7 that it needs to get, and the care it has to
8 get. I thought this forum was supposed to be
9 about the discontinuation of a lot of bus
10 service east of the river. Okay.

11 MS. MACK: Sir, I am going to ask
12 you if you will --

13 MR. JONES: There is no -- there is
14 no true representation here. There is no
15 true representation here, you know.

16 MS. MACK: Sir --

17 MR. JONES: Yes, ma'am.

18 MS. MACK: -- I am going to ask
19 you, if you -- do you have a number?

20 MR. JONES: Ma'am, I came late. I
21 just struggled over here from Anacostia --

22 MS. MACK: Okay, then --

1 MR. JONES: -- to get over here
2 from work. So I can lend my voice here.

3 MS. MACK: Excuse me, we have a
4 number system.

5 MR. JONES: I understand that.

6 MS. MACK: And I thought that you
7 were going to piggyback on the lady's
8 questions. But since you do have your own
9 question, I am going to have to ask the
10 people, that the people who came earlier, who
11 signed up, that they speak, and we'd be happy
12 to give you a number. That will be fine.

13 MR. JONES: See that's my problem,
14 that's my case. You see, we want to speak up
15 or we can shut down, especially when you
16 speak up about the economics. -----
17 in the black community, in the Hispanic
18 communities. All right. When the Hispanic
19 ridership and the Latin -- and the
20 African-American ridership, just as a point.

21 MS. MACK: Thank you, sir. I am
22 going to have to call the next number.

1 Number 11. Number 12. Oh, is
2 number 9 back yet? Okay, number 12, go
3 ahead.

4 MR. SAMUEL: Yes, good afternoon.
5 Welcome to our community. Ms. Chairman,
6 staff, Board of Directors and associated
7 people, my name is Franklin Samuel, and I had
8 about 10 or 12 questions. But I am going to
9 reduce them to about five.

10 (Laughter)

11 MR. SAMUEL: And I prioritize them
12 and one of the major things is safety. Out
13 here we are at the U6 line, in between 53rd
14 and Central Avenue, and 51st, Central Avenue
15 in Fitch Street. We have every other day
16 rock throwing, or bullets going through
17 buses, and things of this nature.

18 And I've called down and tried to
19 get people to come down here and -- we all
20 creatures of habit. And it look like nothing
21 ever gets done. No plainclothesman, no
22 transit authority, or anybody even comes down

1 there. Very seldom do I see them. So that's
2 one of my concerns.

3 And also the cleanliness of the bus
4 stops. Right here at the East Capitol and
5 Benning Road, I've seen dumps that are
6 cleaner than that particular bus stop. It
7 smells of urine, and trash and garbage, and
8 no one ever cleans it. So I'm concerned
9 about that as far as health is concerned too.

10 And accountability for these
11 things. There should be like in the
12 District, when you call and request
13 something, maybe they give you a number, so
14 you can track it, and find out the, you know,
15 the status of your complaint or question,
16 because I really don't think it's being done.
17 And I think it should be done.

18 And one more thing I am going to
19 say. I am getting ready to cut off. I'm
20 going to try to adhere to these red signal.
21 About the buses disappearing, I mean, leaving
22 as soon as another bus comes up like the

1 96-97 that transferred to D6 at the Stadium
2 Armory, it takes off as soon as it sees the
3 bus stop there. But pedestrians don't get a
4 chance to catch it. So that's about all I
5 have to say right now. But thank you for
6 your time.

7 MS. MACK: Thank you. Mr. Deegan
8 is going to respond to that, and then we'll
9 ask Dan if he has some response.

10 MR. DEEGAN: Well, yeah, one thing
11 you mentioned about the bus stops and trash
12 around the bus stops, that's a concern
13 system-wide. And I have just recently asked
14 our head of bus, Mr. Requa, to maybe look
15 into -- you know, we don't allow you to have
16 food or drink on the buses or our trains. So
17 you are standing at a bus stop, it's 95
18 degrees, and you are, you know, you got your
19 soda or whatever. When the bus comes, what
20 you do? You drop it at the bus stop.

21 Well, in the jurisdiction I
22 represent, you know, that's a big complaint

1 out there with our citizens. And then their
2 answer is we'll put a trash can there.

3 But the property owner has to clean
4 the trash up. And it just kind of goes
5 around and around. But one thing I ask him
6 to look into is maybe we can put like a
7 litter bag or a trash bag on the bus itself
8 so that people can put, actually deposit the
9 trash on the bus. And when the bus stops, we
10 can empty it ourselves.

11 And, you know, it's things like
12 that we had to start looking into, because
13 when we go to put bus stops in areas, nobody
14 wants it because of the litter problems. So
15 I'm glad you brought that up tonight. Thank
16 you.

17 MS. MACK: Yeah.

18 MR. SAMUEL: Yeah, if you get a
19 chance just go ahead and --

20 MR. DEEGAN: Oh, I've tried.
21 Believe me, I know.

22 MS. MACK: Dan.

1 MR. TANGHERLINI: Thank you. And I
2 think Charlie's idea is a good one. I think
3 another idea we could add to that is since
4 the jurisdictions -- the local jurisdictions
5 -- are responsible for cleaning each of the
6 bus stops, maybe we should take a little bit
7 of responsibility of letting them know, since
8 we are visiting them over and over and over
9 each day when they are getting a little bad,
10 and then actually going ahead and getting
11 that call into the jurisdictions, letting
12 them know that they should take a look at it.

13 I like the idea of an
14 accountability tracking number. And that's
15 why Lisa Morgan has joined our staff at Metro
16 to build that kind of system at Metro, to get
17 the complaints, to have a single number like
18 727-1000, to get the complaints, to track the
19 complaints and to follow up on them.

20 We don't have that at Metro and we
21 need it at Metro. I also think your point
22 about the U6 line, and the safety on our bus

1 service is one that we've heard. And we
2 recognize it. In fact, the Board added 20
3 positions to our police department in this
4 fiscal year. We are out recruiting and
5 training people for a bus protection unit,
6 specifically focused on bus-related crimes,
7 and these issues of people attacking the
8 buses.

9 I think though we have to work in
10 the community, and remind people that when
11 they are attacking the bus, they are
12 attacking the community. They are attacking
13 people's ability to get to church, to get to
14 their health care, to get to school.

15 And, you know, the worst thing that
16 could happen is that we could stop that bus
17 line, because it's just too unsafe. And what
18 we need to do is work together to make sure
19 that we as a community fight against people
20 who are attacking our buses, because they are
21 attacking the community when they do that.

22 MS. MACK: Dan, I just want to

1 piggyback on what you said about notifying
2 the jurisdictions and making sure that they
3 follow through with the cleaning of the
4 streets at the bus stops.

5 Because we people do think that
6 it's our responsibility, and they blame us if
7 the bus stop has litter, and you know, it
8 just seems not clean. But we can initiate a
9 regular way to talk to the jurisdictions,
10 particularly if there are bus stops that tend
11 to be dirty on a frequent basis. So that is
12 something that we can do.

13 MR. JONES: Excuse me.

14 MS. MACK: Sir, do you have a
15 number?

16 MR. JONES: You said I could
17 piggyback.

18 MS. MACK: No, no, no more
19 piggybacking. No, we can't piggyback on
20 that. You've to have a number. I am going
21 to call the -- I apologize for that. We have
22 a system. We have a system, and we must

1 maintain the system. Number 12.

2 MR. JONES: (Off mike) -- taking
3 the position that you're taking --

4 MS. MACK: I'm sorry. Was that 12?
5 Number 13.

6 MR. NELSON: Hi, I'm Dave Nelson.
7 And I have moved to D.C. Well, really, D.C.
8 is my first home after I graduated from
9 college. And I've never wanted to live in
10 Maryland or Virginia for good reasons. My
11 family thinks I'd rather live in D.C. instead
12 of Maryland or Virginia, and that's fine with
13 me. So anyways, I would like to raise a
14 question about the announcement system. Now,
15 for me -- I have two questions really.

16 Many times the lights aren't
17 working on the buses for the announcing
18 systems. And the subway lights for the
19 announcement systems aren't working either.
20 And even in the new cars.

21 Now, I have heard the rumor that --
22 you know, I've been in touch with Metro in

1 D.C. and you know, I know that was ordered to
2 be solved. And I want to thank you very much
3 for that, Mr. Tangherlini. And general
4 management -- in my eyes he is the general
5 management, not the acting general manager.
6 He is the actual general manager.

7 And I know that politics is in play
8 with the Board, and that has many reasons as
9 well. Now, my next question is most of all a
10 general comment. For many years, I've
11 noticed that Metro tends to operate on, you
12 know, very closed, narrow spaces.

13 And I know that Dan tried to change
14 that. And tried to open up the tunnels and
15 make them wider. Now, I've paid the heavy
16 price. For example, I've felt like I've been
17 choked in the Metros. And we can't add more
18 cars, and we can't add more rails, and we
19 can't have more trains.

20 I don't understand why we don't
21 have a second tunnel as a backup system or
22 have an express lane as a backup system. I

1 also see why we can't add a tunnel today to
2 the current tunnels. I think that that needs
3 to be refreshed again, retouched again to see
4 if we can set that up in the future as an
5 expansion.

6 I know that D.C. government has a
7 plan for a light rail and for rapid bus. But
8 I would like to see that put on the website
9 as well. Maybe more of an animation of what
10 it would look like, because many users who go
11 on, they don't know what it looks like. And
12 I would like to know what it looks like,
13 because you know, I am not really familiar
14 with how that rail-bus system would work.

15 But I am doubtful that it would
16 work, because our streets have so much
17 traffic and so much crowding, and they are
18 very narrow. And the last time that we
19 counted, we had 110 miles of Metro tunnels.
20 And so in 10 years, we want to expand that to
21 220? Thank you.

22 MS. MACK: Thank you for your

1 comments.

2 Number 14. Number 14 not present?

3 Number 15. Number 15 is not present. Number
4 16.

5 MS. DANIELS: Good evening. My
6 name is Deborah Daniels. And I live in this
7 area here. Thank you for coming. I have
8 four concerns I'm going to try to consolidate
9 really quick.

10 First of all, my first question is,
11 why are there are two Orange Lines to One
12 Blue Line? We would like to get home too.
13 Why is -- was it Friday that we waited close
14 to 20 minutes for a Blue Line? It was four
15 cars, and I don't know why that is the case.
16 And we were packed like sardines.

17 Second question is, when is Benning
18 Road going to be whitewashed? Every other
19 station had been white washed, and we are
20 very dark down there.

21 Third question, can more trains be
22 ran during baseball games because, again, we

1 on Blue line want to go home too. It is
2 packed. I have to go all the way to Foggy
3 Bottom just to come back to Benning Road.

4 And my fourth question is who is
5 responsible for the ice and snow buildup at
6 the Metro stops? Because we are out there
7 standing in the street or standing all the
8 way back by the stores.

9 MS. MACK: Let me just say on your
10 last question about the ice and the snow,
11 that's one of the issues that I've really
12 been concerned about too.

13 And again that is the situation
14 where Metro has to work very closely with the
15 city, because it is the city's responsibility
16 to make sure that the streets are passable
17 and the sidewalks. But it is a frustration
18 for us, and we have been working with the
19 city to try to address this issue.

20 Dan?

21 MR. TANGHERLINI: Right. And as
22 someone who has some experience from the city

1 side, I feel like I have to -- I get both
2 sides of that question, because those
3 sidewalks are the responsibility of the
4 adjoining property owner.

5 And sometimes the property owner
6 doesn't really see it as their responsibility
7 to take care of the bus stop. So you find
8 yourself in one of these kind of
9 demilitarized zones, where no one really
10 claims responsibility for it. And I think it
11 is something that continues to be a problem.
12 And we need to work on it. I am not exactly
13 sure how. But I hear you on that.

14 As far as the four car trains in
15 the Blue Line, actually the Board just
16 approved a car distribution policy with some
17 new rail cars we are getting in by December.
18 That will get rid of half of the four car
19 trains on the Blue Line.

20 And the first priority on the next
21 order of cars is to get rid of the rest of
22 the four car trains on the Blue Line. And

1 we're continuing to work to trying to balance
2 the number of cars and the number of trains
3 through the number of riders. And we are
4 looking very carefully at how many passengers
5 per car we have, and trying to make it fairer
6 across the lines, because I have heard it
7 over and over again that the Blue Line is
8 getting short swift, and they're getting
9 short trains.

10 MS. MACK: Thank you.

11 Next, number 17. Number 17 is not
12 present. Number 18? Number 19?

13 MS. HAMILTON: Right here.

14 MS. MACK: Thank you.

15 MS. HAMILTON: Good evening. My
16 name is Victoria Hamilton. I represent
17 Columbia Lighthouse for the Blind, which is
18 located in Washington D.C. and in Maryland.
19 And my concern is with MetroAccess.

20 We have visually impaired consumers
21 who take them on a daily basis. And it's
22 very discouraging when you have consumers who

1 will wait two to three hours for a pick up,
2 and it does not occur.

3 This happened recently. We had
4 three consumers who were waiting for Metro to
5 pick them up. The due time was approximately
6 3:00 p.m. At 5:00 no one has showed. And
7 staff had to literally take them home
8 themselves.

9 So my question is, in your review
10 of your methodology, are you also looking at
11 the sensitivity in terms of pickup? Are you
12 looking at sensitivity in terms of your
13 drivers, how do they identify themselves when
14 they are to pick up somebody, or do they just
15 sit in their car and wait for that blind
16 person to come, you know, and get in?

17 It was very unfortunate, but I've
18 heard some horror stories about MetroAccess.
19 So I am hoping at this point you are
20 reviewing it, you will be implementing some
21 type of changes where a visually impaired
22 person does not have to wait 30 minutes, one

1 hour, two hours before they are picked up.

2 Thank you.

3 MR. TANGHERLINI: Absolutely. I
4 mean, there have been some horror stories. I
5 am not going to deny that. But I think what
6 is more important is that each time someone
7 has an unacceptable experience we need to
8 learn from it.

9 I am going to ask someone to get
10 some specific details from you about those
11 specific activities. We have something
12 called the critical trip management team
13 whose job entirely is to learn from people
14 who have had bad experiences so we don't
15 repeat them.

16 I would like to know specifics of
17 which drivers maybe didn't identify
18 themselves to visually impaired customers.
19 That's very important. As part of the
20 manifest, did the information get conveyed to
21 the driver that they are dealing with a
22 visually impaired customer and needed to then

1 make that extra accommodation?

2 MetroAccess is a very delicate and
3 difficult service to provide. The only way
4 we are going to provide it well is if we have
5 that kind of feedback that you are providing.

6 And each time that we make a
7 mistake, we need to learn from it. We've
8 instituted more training for drivers. We've
9 got the critical trip management team. We're
10 looking at statistics, daily, weekly, monthly
11 to see how we're performing against some of
12 those issues that you raised.

13 I would like to say that we have
14 made some progress over the last few months
15 in reducing the number of late trips,
16 reducing the number of missed trips, reducing
17 the number of complaints.

18 But we haven't, by any means,
19 solved the problem overall and we are not
20 going to give up on it. I promise you that,
21 and I would like to learn more about your
22 specific cases.

1 MS. MACK: Thank you, Dan. Mr.
2 Jaffe wants to comment on that also.

3 MR. JAFFE: I did just want to ask
4 and, following up on Mr. Tangherlini's
5 response, I am sorry, Victoria -- I
6 apologize -- what is your last name?

7 MS. HAMILTON: Hamilton.

8 MS. JAFFE: Ms. Hamilton, I
9 apologize. Have you been able to observe
10 whether there has been a reduction in the
11 number of problems with MetroAccess? I know
12 the staff with Mr. Tangherlini have worked
13 very, very hard this year with lot of
14 leadership from the Board to address the
15 problems which were very, very acute earlier.
16 So I am just curious if there has been an
17 improvement.

18 MS. HAMILTON: Currently, what I am
19 finding is that there is not a problem in
20 pickup. There is a problem in a return trip.
21 And a lot of the consumers who come through
22 for the training, they will end up waiting

1 more than 30 minutes.

2 We'll call, and they will say, oh,
3 the driver is sitting outside. We'll go
4 outside, the driver is not there. So we are
5 talking about 30 minutes to an hour or more.
6 And that's when they come back to pick them
7 up.

8 And my other concern is, whether or
9 not a driver is supposed to identify himself
10 in terms of I'm here, my car is to the left
11 or to the right, or what have you, those kind
12 of issues.

13 MR. JAFFE: Thank you.

14 MS. MACK: Thank you. I understand
15 that number 9 is back. Oh, I am sorry,
16 before you come forward, Mr. Deegan wanted to
17 comment on that.

18 MR. DEEGAN: Victoria, I just
19 wanted to weigh in for the state of Maryland.
20 MetroAccess has probably been the most -- you
21 know, it is our most difficult service to
22 provide. And I had an opportunity, I know

1 our Secretary for Disabilities for the state
2 of Maryland visited our MetroAccess office, I
3 believe less than a month ago. And she spoke
4 to me personally, just two weeks ago. And
5 that's uppermost on her mind as well, that we
6 get that service right. Mr. Tangherlini is
7 certainly heading in the right direction. I
8 think we've made great strides from what it
9 was just a mere year ago. But we know we got
10 to do better there and we're going to.

11 MS. MACK: Great, thank you. Okay,
12 number 9.

13 MS. PHILLIPS: Okay. Can you give
14 me 30 seconds to explain what I had to do in
15 order to get to the mike tonight? I got off
16 from work at 5:00. I'm working at
17 Eastover --

18 MS. MACK: Excuse me --

19 MS. PHILLIPS: -- Travis to South
20 Dakota and blame you for it to pick up --

21 MS. MACK: Would you identify
22 yourself?

1 MS. PHILLIPS: I'm going to do
2 that -- to pick up two children from the
3 school, left there from South Dakota and
4 Bladensburg, traveled back to Mississippi and
5 Southern to drop my daughter off at dance
6 class, came here with my four-year old,
7 couldn't get to the mike, because you didn't
8 start on time, left, picked my daughter up
9 from dance class, dropped her off at home
10 with the four year-old and the big brother,
11 and then came back. I think I needed to at
12 least say that. So you understand I am here
13 because I want to be here, and get what I
14 want to say out.

15 Okay, I am Tiawanna Phillips,
16 prospective ANC Commissioner for 8P057DCAC,
17 secretary, proud mother of three.

18 There is a disparity in how Metro
19 riders are treated. Most times, it's
20 associated with the perceived socio-economic
21 composition of that particular rider. Once I
22 pay my fare, I believe nothing else matters.

1 It shouldn't matter with side of
2 town I board the bus on, whether I'm in the
3 District, in Southeast, whether I am in
4 Huntington, Virginia. It just shouldn't
5 matter. Mr. Tangherlini, you got my e-mail.
6 You know what I am talking about.

7 I have been on the bus with people
8 drinking, using drugs, and cursing. And
9 they've have never been asked to get off the
10 bus. However I was asked to get off the bus
11 by a Metropolitan police officer.

12 Boarded the bus, used my Smart
13 Trip, requested a transfer. The driver says,
14 "What are you -- what bus are you getting on
15 when you get off here" -- the bus. So I got
16 on the bus and he says, "That's all you had
17 to say. You don't have to answer me like
18 that. I just asked you a question." Still I
19 haven't gotten my transfer. "Sir, may I
20 please have my transfer?" "I'll give it you
21 when I feel like it."

22 By now, there's another passenger

1 who has put his fare on the bus. He's given
2 his transfer. The bus is moving. I still
3 don't have my transfer. Before I could get
4 to the next bus stop, the driver pulls beside
5 a D.C. police car, looks at the officer who
6 is Officer Battle and asks her to remove me
7 from the bus because I snatched my transfer
8 from him.

9 Now, this was on the 92 bus line
10 near 23rd and Alabama in Southeast. And that
11 is customarily how we're treated over there.
12 I'm trying to tell you, I revived my car from
13 the grave last week. I got it through
14 inspection, it has tags on it and it's parked
15 in the parking lot. And as God be my
16 witness, I won't even accept a job unless
17 they have parking. I will not be back on
18 Metro.

19 That's how unpleasant my experience
20 has been. I have never been so humiliated in
21 my entire life. People breaking the law,
22 drugs and drinking on the bus, are not asked

1 to get off the bus and I'm asked to get off
2 because I'm frustrated, because the driver
3 should have given me my transfer, refused to
4 give me my transfer and I snatched it. That
5 shouldn't happen to a dog.

6 MR. TANGHERLINI: Tiawanna, I did
7 get your e-mail and I -- okay, but I'd like
8 to answer her --

9 MS. MACK: Excuse me, sir. You're
10 going to have to wait your turn.

11 MR. JONES: (Off mike and
12 inaudible)

13 MR. TANGHERLINI: Right, okay. And
14 I did get your e-mail, Tiawanna. And I asked
15 our folks to look into the issue. I haven't
16 heard back what the results of the report
17 are. But if we do have a police officer, we
18 do have the time, we do have the bus, we --
19 you have witnesses who corroborated with it.

20 MS. PHILLIPS: And I have the bus
21 driver's name.

22 MR. TANGHERLINI: Excellent and I

1 appreciate that. Because I think that if
2 that in fact happened, it's that bus driver
3 who shouldn't be riding Metro, not you who
4 shouldn't be riding Metro. We'd like to keep
5 you as a customer.

6 The Board has added 20 police
7 officers to focus entirely on our bus system
8 so that we can, you know, get it back into
9 some order, get people realizing that they
10 have to have some respect for the other
11 people on the bus, that those folks are there
12 just to ride, they just want to get where
13 they're going, they shouldn't have to be
14 exposed to all kinds of other different
15 things while they're going through that.

16 And our bus driver should be our
17 initial customer service contact. That's
18 what they should be. We also, though, don't
19 want to put the bus drivers in a position
20 where they're unsafe. And so that's why we
21 have to support them with our Metro Transit
22 Police Department and they give them some

1 backup as they ride through those
2 communities, day in, day out, providing
3 transportation service to folks like you.
4 And I'm sorry you had that experience.

5 MS. PHILLIPS: Often times when the
6 drivers respond to customers the way they
7 respond to me, they bring adversary
8 treatment. They bring it on themselves.

9 I was in no way being disrespectful
10 to this gentleman. I had a time constraint.
11 I needed to be at a particular place by a
12 particular time. So I really didn't have
13 time for this delay.

14 MR. TANGHERLINI: And I said in my
15 response to you, I completely agree with you.
16 It's totally unacceptable and we're going to
17 figure out what happened here.

18 MS. PHILLIPS: But its particularly
19 on that side of town.

20 MR. TANGHERLINI: Okay.

21 MS. PHILLIPS: Now when I ride my
22 32 bus to the Northwest side, those customers

1 aren't treated that way.

2 MR. TANGHERLINI: Right.

3 MS. PHILLIPS: They really are not.

4 Twenty years I have been riding.

5 MR. TANGHERLINI: Right.

6 MS. PHILLIPS: Never have I been

7 treated that way.

8 MR. TANGHERLINI: Right.

9 MS. PHILLIPS: Never. I don't

10 believe in giving my money when I receive

11 poor customer service.

12 MR. TANGHERLINI: I agree.

13 MS. MACK: Thank you, and we also

14 apologize and I'm sure that Mr. Tangherlini

15 will follow through and take whatever action

16 is appropriate. Number 20?

17 MS. GOMES: Hi, my name is Iris

18 Gomes. I live in Washington D.C. in the

19 Northeast area. My problem is with

20 MetroAccess. They've been having some

21 problems with the drivers -- or with the cars

22 and which cars they use. If it's a sedan or

1 a cab, and they never stop right in the
2 front. So what happens with -- and when they
3 do arrive, they have to run and see which one
4 they send, did they send the cab or the
5 sedan? And I go back to the front, and I'm
6 waiting and I see a cab who's driving around,
7 but who is never stopping at the location.

8 So I go back to the house and I
9 call, you know, use the TTY to gain contact
10 with someone at Metro, and that's a problem
11 right there.

12 It happened last year. I was at
13 the airport, at Dulles Washington airport,
14 and I arrived. But I couldn't see where
15 their MetroAccess car was. I didn't see
16 anything there in front. So with airport
17 assistance, I called Metro and asked, you
18 know, where is the MetroAccess car and
19 vehicle? And I was waiting about three
20 hours.

21 Then the man decides, you know, to
22 give up and had to move me to another area to

1 start looking. A man came up to me and was
2 wrote down and said, "MetroAccess?" And I
3 said, "Yes, yes." So I finally went back,
4 but I never saw the van that said
5 MetroAccess. And so I got into this van and
6 went on our way to finally arrive and he
7 asked me for \$40. I said, "No." I said, "We
8 pay \$2.50." He said, "No, no, no, no, no,
9 \$40."

10 I got onto the wrong van. Someone
11 just came back up to me and said,
12 "MetroAccess." I was with a deaf and blind
13 consumer and we went into the wrong van, the
14 wrong vehicle.

15 So we need to improve the
16 visibility of MetroAccess and the
17 communication is not happening. I really
18 would like to add e-mail service for
19 communication and keeping in contact, to find
20 out where my drivers are, or for reservations
21 so I can have direct access, I mean, instead
22 of going through a TTY.

1 I have to use someone else to help
2 me support. I would suggest that to use
3 e-mail for our clear access.

4 You know, if I can page you right
5 from my e-mail directly to someone. It's
6 really important for the deaf community. We
7 all have pagers and we can e-mail right away.
8 So it's very important.

9 And now, the TTY usage has been
10 reduced. And so sometimes call through a
11 TTY, but no one is answering on the other
12 line. Thank you.

13 MS. MACK: Thank you. Mr.
14 Tangherlini, are you familiar with that kind
15 of a situation?

16 MR. TANGHERLINI: No. I do
17 appreciate the suggestion of e-mail. I'll
18 look into that to see what we can do. That
19 makes obvious sense. I think what you've
20 seen is an evolution more towards e-mail, the
21 presence of Blackberries and text-messaging.
22 Obviously, we should adapt to that

1 technology, particularly if that would make
2 it better for our customers. So I appreciate
3 that.

4 MS. MACK: Thank you, and thank you
5 for coming out.

6 Number 21? Number 22?

7 MS. HOLIDAY: Good evening, my name
8 is Renée Holiday. I reside in Capitol
9 Heights and I have a question. I have
10 several questions and a comment. The first
11 comment is regarding the advertisement for
12 this forum. I am appreciative that you were
13 able to come out this evening and wish that I
14 could have known about it earlier and other
15 passengers as well.

16 I actually use the Morgan Boulevard
17 station but on yesterday I happened to use
18 the Capitol Heights Metro station and that's
19 how I found out about the forum, because it
20 was posted.

21 Where I ride the Metro -- the
22 train -- usually, there was no posting. I

1 had no idea about it and I'm sure that a lot
2 of people had no idea as well. So I just
3 want to say in the future, if you can please
4 advise more people or get the word out more
5 about what's going on.

6 My question is about the fares that
7 we pay. We pay a rush hour fare for the
8 trains and they're frequently delayed.
9 There's always something going on. So, we're
10 paying for rush hour prices. But we're not
11 getting the service. So I would like to see
12 someone to actually respond to that to see
13 what kind of adjustments can be made, because
14 it is not fair to pay a higher price for a
15 service that you're supposed to receive more
16 -- a more frequent service but you don't
17 receive that.

18 My next is about all of the red
19 tape that goes on get services or a service
20 request fulfilled. I made a lot of requests
21 for services at the Morgan Boulevard station
22 and thanks to Mr. Paul Bumbry who has been

1 helping me for quite a few months getting
2 through some of the issues at that station,
3 but they're still lagging behind because of
4 so much red tape that he has to go through to
5 get things done. Such as the maintenance of
6 the station. There needs to be more cleaning
7 in this -- there and the parking lot,
8 especially when they host for the Redskin
9 games, we'd have no cleaning. I'll e-mail
10 the rest of my questions, but I really want
11 to know some -- or get some kind of response
12 to the first two.

13 MS. MACK: Did you give us your
14 name?

15 MS. HOLIDAY: Renee Holiday.

16 MS. MACK: Renee Holiday. Dan, you
17 want to tackle that?

18 MR. TANGHERLINI: Sure. I mean, I
19 think we've tried very hard to get the word
20 out for this meeting and I have a list here
21 of all the places we went to and did and --
22 114 wards, 7 churches, 30 community

1 organizations, but the fact is if you feel
2 like we hadn't done enough, I'll take that
3 message back and we'll try even harder next
4 time we have one of these forums.

5 We also, though, have opened up our
6 Board meetings every month to public
7 comments. So if there is an interest in
8 getting a word to us, come down to the Board
9 meetings, third Thursday of every month at
10 11:00 at the Jackson Graham Building.

11 We have weekly chats and, you know,
12 we're just, in general, trying to hear more
13 of these comments.

14 As far as the rush hour fare, I
15 realize that it may not seem like it
16 sometimes, but we do actually provide much
17 more substantial service during the rush hour
18 and we do use the fare to try to discourage
19 people who don't have to take a trip during
20 the peak of the peak to push it off onto the
21 off-peak hours.

22 But I'll look at your particular

1 area's service and see if there's something
2 that's going on on that line in particular
3 that maybe makes you feel that way, and see
4 what we can do to make it better.

5 MS. MACK: Thank you, Dan.
6 Charlie?

7 MR. DEEGAN: Renee, I'm your
8 Maryland representative. I live in Prince
9 George's County. It's Charlesdeegan, all one
10 word, at aol.com. I'm listed in the phone
11 book if you need to call me direct.

12 And believe me, Governor Ehrlich
13 and Michael Steele put me here and they'd be
14 very upset if I didn't respond to your
15 complaints. But I too, just by being on this
16 Board, can understand your frustration with
17 red tape.

18 Our fine staff that's sitting over
19 here has been looking at me and one of them
20 just knows I'm going to put my foot in my
21 mouth. But, you know, it's the simple things
22 here that sometimes get the most difficult.

1 Moving a bus stop. I cannot believe the time
2 I've spent on a simple issue like that. But,
3 you know, knowing that you have a problem
4 with the cleanliness of the stations, that's
5 one thing we pride ourselves on.

6 And, you know, feel free to contact
7 me any time and we'll see that the stations
8 are clean.

9 One of the things we did, because
10 of football, is we put a, you know, game day
11 pricing and -- for the use of the parking
12 lot. So the stations didn't get filled up
13 with Redskins parked -- I'm a big Redskin
14 fan. But we didn't want them using our
15 parking lots to go to the football game and
16 leaving the trash there.

17 And so, if they go just for the
18 game, they can park there, because it's a
19 public lot, but they're going to have to pay
20 \$25 to park. If you ride the train there,
21 and you are one of our regular customers,
22 that parking is free on weekends.

1 So, you know, we're trying to do
2 things there but I understand, particularly
3 at Morgan Boulevard, that is a beautiful
4 station -- Largo is too. And that's one we
5 want to keep up snuff. And we got great
6 things that we expect to happen in that area,
7 development-wise, as well. So, thank you for
8 coming. If you have any problems, you just
9 e-mail me or feel free to call me at home.

10 MS. MACK: Thank you, Charlie.

11 Number 23?

12 MS. CONNELLY: Hi, my name is
13 Juanita Connelly. I'm from Southeast D.C. I
14 noticed a couple of things and I hope it
15 wasn't just for your visit here that at the
16 Benning Road station now, there are
17 additional lighting and that the trash which
18 was recently picked up.

19 The issue that I have has to do
20 with Metro policy in the enforcement. And it
21 has to do with solicitation.

22 Recently, during the political

1 primary election, I understand that policy
2 states that the candidates and their, I guess
3 the people that help them, are supposed to
4 stay at least 15 feet away from the entrance
5 to the Metro.

6 But that's not happening. And I
7 don't know who is going to enforce it.

8 The other thing I noticed recently
9 is that there was a gentleman last week who
10 was handing out free concert tickets, but he
11 was right there at the escalator. And this
12 morning, there were other people who were
13 handing out literature.

14 So, the policy, you either have a
15 policy or don't have a policy -- or have a
16 policy and actually enforce it. And that
17 also goes back to food and drinks. I noticed
18 that during the weekend, you can go into the
19 Benning Road Metro and you can see KFC, you
20 can see Popeye's wrappers and the policy is
21 that there is no food or drink.

22 I also noticed that -- I go from

1 Benning Road over to Crystal City and I
2 notice that there are a lot of people who are
3 stopping at the Dunkin' Donuts and then
4 they're buying their coffee and they're
5 taking it on Metro.

6 You see the station managers, they
7 are standing there, but they're not enforcing
8 anything. They're not getting on the
9 microphone or anything saying that, no food
10 or drinks.

11 And we have to suffer either
12 sitting in it when they're spilling it or
13 either stepping in it and slipping and I
14 think that that's not anything that we want.
15 Thank you.

16 MS. MACK: Thank you. Mr.
17 Tangherlini.

18 MR. TANGHERLINI: Absolutely, on
19 the solicitation, yeah, we do have rules.
20 And what we do is we try to enforce the rules
21 and then sometimes when you walk away, the
22 people will slide back closer to the end of

1 the subway, the end of the escalators and
2 we're continually playing a cat and mouse
3 game with that. But we're trying to, you
4 know, again, we're just trying to make that
5 environment a little better for our riders.

6 In terms of eating and drinking on
7 the subway, that's something we're constantly
8 fighting with. Just today, I had to pick up
9 a spilled orange soda cup off a seat, on a
10 Metro train I was riding on. I had some
11 napkins and I had to clean up the location.

12 Not everyone should be expected to
13 be someone else's maid behind them. And I
14 think what we've to do is continue to focus
15 on that. I like your idea about making
16 announcements and reminding people.

17 And I will tell you, I saw someone
18 today at the Union Station Metro stop when I
19 got on this morning, who was actually being
20 ticketed by an officer for drinking coffee at
21 Union Station. So they are, in fact,
22 enforcing the rules when they catch people.

1 If you just walk in with the
2 coffee, there is no rule against this. When
3 you start drinking it, that's when we have
4 the problem. You start leaving it and
5 messaging up our railcars, that's when we have
6 the problem. I like your idea about the
7 announcement. I'd like to, you know, look
8 into how we can do that.

9 MS. MACK: Thank you.

10 Before we go to the next speaker, I
11 just want to do a time check. It's five
12 minutes to nine and we had indicated we'd go
13 from seven to nine. We did start a few
14 minutes late. So we're going to go until ten
15 after nine to make up for our late time.

16 And I'll just remind the remaining
17 speakers that if you keep your comments
18 tight, we'll be able to hear more people.
19 But also to say that anyone who does not have
20 an opportunity to be heard, you have a
21 comment card, and we would ask that you fill
22 out that comment card and turn it in to us so

1 that your issues can be addressed.

2 I'm now going to call number 24.

3 MS. JACKSON: Good evening.

4 MR. TANGHERLINI: Good evening.

5 MS. MACK: Good evening.

6 MS. JACKSON: My name is Mary D.

7 Jackson. I'm a former ANC commissioner here
8 in Ward 7. And I want to talk to Mr.
9 Tangherlini about an incident that happened
10 on the subway earlier this year.

11 My grandson attends Archbishop
12 Carroll High School. When he gets to the
13 Metro station at, I think that's Brooklyn
14 station, there is this group of kids that
15 hang around in the station constantly. They
16 create problems, they pick on the kids at
17 Carroll and expect for the kids to be little
18 sissies and not fight back.

19 Well, my grandson got in a serious
20 altercation with one of the boys there. He
21 was nursing a rotator cuff injury from
22 football and it aggravated that cuff injury

1 all over again. I called, I talked with you
2 on the phone, I even caught you on the radio
3 one morning, and asked you if you could
4 please do something to get those kids out of
5 that Metro stop on time so they won't be late
6 for school.

7 Carroll starts their classes at
8 8:30 on a dime. If they're not in their
9 seats by time that bell ring, those are
10 demerits the children get. Now all they need
11 to do is just be able to have some idea to be
12 able to catch that H8 bus that take them up
13 the hill. And the kids are saying that the
14 driver makes a stop at every stop. You're
15 all going to have to work with some kind of
16 way and I'm currently serving on your little
17 panel, you know, where we're trying to solve
18 these problems with getting these kids out of
19 these stations on time.

20 MR. TANGHERLINI: Right.

21 MS. JACKSON: It's creating too
22 many problems. It's causing too many fights.

1 I don't want my grandson shot. He does not
2 carry weapons and he can't defend himself
3 against somebody with a gun.

4 Now, when this incident happened,
5 my son's a D.C. police officer. I had to get
6 up every morning to take him to school so he
7 would not have to have any further contact
8 with these boys on, you know, at the Metro
9 stop.

10 So you got some serious issues at
11 these stops. And you all are going to have
12 to come to grips with this in order to do
13 something about it. Else, it's just a matter
14 -- the ordinary citizens are going to get
15 hurt, with these kids out there fighting,
16 trying to get to school.

17 MR. TANGHERLINI: Right, right.

18 MS. JACKSON: So, I hope you can
19 really help me solve this problem.

20 MR. TANGHERLINI: You know, I'm
21 very sympathetic to this issue. We're trying
22 very hard to deal with it with the limited

1 police force that we have. And what we need
2 to do is work on panels like the one you're
3 serving on to find community solutions to
4 these issues, because these kids come from
5 somewhere.

6 We have to work with the parents of
7 these kids, we have to work with the schools
8 of these kids, and we have to get some
9 responsibility incorporated into this
10 equation so that good kids like yours who are
11 just trying to get to school don't have to
12 run a gauntlet every morning to get there or
13 get back.

14 MS. JACKSON: Well, I'm working
15 with Sergeant Donald and I'm constantly in
16 contact with him.

17 MR. TANGHERLINI: Good.

18 MS. JACKSON: He's been up to the
19 school to talk to the principal.

20 MR. TANGHERLINI: Right.

21 MS. JACKSON: But all we are asking
22 that you all please put the pedal to somebody

1 to get that H8 bus so them kids can get up
2 the hill and away from that atmosphere as
3 soon as possible.

4 MR. TANGHERLINI: Okay.

5 MS. JACKSON: And also my neighbor
6 who wants to go home wants to know if you all
7 could make sure that the same driver on the
8 W4 bus is not consistently late all the time.
9 He said mainly on weekends.

10 MR. TANGHERLINI: I need the name
11 of that driver.

12 MS. JACKSON: That's what I asked
13 him, but, you know --

14 MR. TANGHERLINI: Okay. We'll
15 figure it out.

16 MS. MACK: Ms. Jackson, do you know
17 his name?

18 MR. TANGHERLINI: We'll get it from
19 you.

20 MS. JACKSON: Okay.

21 MS. MACK: All right. Thank you,
22 Ms. Jackson.

1 MS. JACKSON: Thank you.

2 MS. MACK: Number 25.

3 MR. ELIN: My name is Rodney Elin.

4 I'm from Silver Spring. And obviously I'm a
5 wheelchair user. And for five times in the
6 last three years I've experienced a situation
7 where I haven't been able to actually alert
8 the bus driver that I am waiting to board the
9 Metrobus, because I cannot see over the
10 people who are boarding, and he, the driver,
11 can't see me from his position. And this
12 happens at shelters and at sidewalks, at
13 various sidewalks.

14 And I understand that the bus stops
15 and shelters are the responsibility of the
16 various jurisdictions, but I see a wonderful
17 opportunity that the District has. I know
18 the District is replacing some 800 of their
19 shelters with these new newfangled things,
20 and I would like to suggest that the District
21 take a leadership position in taking steps
22 towards making this wheelchair access

1 visible.

2 And I'm going to recommend that the
3 District place like a 3 by 3 foot square,
4 could be a blue square with a wheelchair logo
5 on it, so that these new buses as the
6 equipment is being replaced with the
7 low-entry buses and the ramps, could open up
8 and drivers can see that a wheelchair-user
9 passenger is waiting on the blue square and
10 can pull up and deploy his ramp appropriately
11 so that I'm not stuck and left behind the
12 stack of the bunch of other people who are
13 waiting for it.

14 I've actually seen this system in
15 place in San Diego on their trolley system
16 and on their commuter rail system. They have
17 big blue squares for handicapped users to
18 wait at and to indicate to the operators that
19 they want to board. And I would like to see
20 that in place, not just in the District, but
21 throughout the whole region.

22 MR. TANGHERLINI: I think that's a

1 really super idea. And that's one of the
2 things that I'd like to see added to this bus
3 summit which we're going to have in November,
4 where we're going to talk about standards for
5 bus stops throughout the entire region.

6 We're just completing this fall an
7 assessment of every bus stop throughout the
8 entire region with the idea of trying to
9 figure out what is the quality of that stop,
10 what are the accessibility issues.

11 In some cases, you know, you can't
12 even get a wheelchair to a bus stop. And
13 what we need to do is challenge the
14 communities who make up the Metro Compact to,
15 you know, make the investment in those stops.

16 Having a bus flag behind a
17 guardrail on the side of a hill is not a bus
18 stop. And it's not a fair assumption to
19 assume that anyone should wait there, anyone
20 should get on there, anyone should get off
21 there.

22 But we have situations like that in

1 our region. So I think yours is a neat idea
2 and it figures into a bigger set of ideas
3 about how we can make the bus rider
4 experience more accessible, more friendly and
5 just overall better.

6 MS. MACK: Right. I too think
7 that's a good idea, and, you know, it's one
8 that is very low cost. So we do look for
9 improvements that we can make that don't
10 bring a fiscal impact with them.

11 I call on number 26. 27? 28? 29?
12 30? Oh, okay.

13 MR. TANGHERLINI: Bingo.

14 MR. BENNETT: Dan, you're doing a
15 good job. Thomas Bennett from Northeast D.C.
16 I have a couple of -- just come for the
17 weekend service. That's the only time I'm on
18 Metro -- the X2, the 86, and the B2. The X2
19 -- I'm going to work for Greyhound. I leave
20 my house at 8:25, walk down to Minnesota
21 Avenue, 8:30. The bus don't show up till
22 9:15 on a Saturday and a Sunday. I can

1 understand the weekends being late --

2 weekdays being late, but 8:30 at night, 8:45

3 the bus don't show up.

4 I'm -- you know, I'm on my schedule

5 at 9:30. So I got to run to the bus station

6 and get on my bus and go to Richmond.

7 There's no reason why, if that

8 doesn't work -- if the bus don't work on

9 weekends, we could do a light rail when they

10 put it down H Street. We can really be

11 screwed up with that. And the other bus from

12 hell, the 86, now U.S.A. riding bus, Metro

13 accessible, the mall, P.G. Plaza, you got to

14 take the 86. If I go from here, I can take

15 the B2, which is the other bus from hell,

16 that shows what feels like it.

17 I got to take is that Mount

18 Rainier, take 86 -- that runs every hour on

19 the weekends. Why? And that's where the

20 malls are at. If you want to make money, you

21 got to go to the mall. That's an hour up,

22 got to wait an hour to come back, can't get

1 Mount Rainier for the B2. That's another 45
2 minutes. That runs every 20 minutes on a
3 weekend and I take the X2 that might show up.

4 And the other problem I have is if
5 you are wandering by the subway -- if you
6 don't live by the subway you got to ride the
7 bus to these connections. Now, these -- and
8 these connections do not think, function,
9 even on the regular bus, the weekends, the
10 X2, the 90, 86, like that. The bus driver
11 pull up to the bus stop and I must be on the
12 other side of the street. He'll pull up for
13 the people get off the bus.

14 They don't let the people transfer
15 -- that's a half hour gap, 15 minutes. Who
16 wants to stand in a cold corner for 15
17 minutes when the bus, you see the bus up the
18 other bus stop.

19 These guys are not coordinating.
20 They know the bus is there, they see the bus
21 coming down the street.

22 MR. TANGHERLINI: Right.

1 MR. BENNETT: But they pull off
2 when the bus gets there. These drivers are
3 just being selfish. They're on schedule, but
4 so what? But you know, another bus come to
5 get connection, you know the buses on
6 weekends are 15, 20 minutes apart.

7 MR. TANGHERLINI: Right.

8 MR. BENNETT: I can understand on
9 weekdays, they run better on weekdays, but
10 weekend when they're further apart, they
11 should match up on these corners and wait for
12 each other, because you got old people out
13 here, you know, out there freezing to death
14 or roasting during the heat.

15 MR. TANGHERLINI: Yeah. And I
16 think the best answer to that is a program
17 that we're implementing right now that
18 actually puts satellite tracking on each one
19 of the buses. And we'll actually be able to
20 watch the buses and actually track them the
21 way we track the trains from a central
22 center.

1 So we're not just relying on street
2 supervisors that see the buses going by, and
3 we're not just relying on complaints --

4 MR. BENNETT: —.

5 MR. TANGHERLINI: What?

6 MR. BENNETT: ———— go by.

7 MR. TANGHERLINI: There are some.

8 So we can actually watch them from a central
9 center and then we're actually able to radio
10 the buses and ask them, you know, "Why
11 haven't you left yet?" We can actually track
12 and actually see how the buses are performing
13 against schedules, because right now that's
14 very hard for us to do. I think that using
15 that technology, that's really how we're
16 going to eventually get a handle on the kind
17 of experiences that you have with these
18 buses.

19 Now, I will take your suggestions
20 about these specific buses, and I'll find
21 some of those supervisors and I'll make sure
22 they start looking at those routes for you.

1 But that's what we'll do in the meantime.
2 The longer term, I think we're going to have
3 to use technology to just really track each
4 and everyone of our 1,400 buses.

5 MS. MACK: Thank you. And Dan,
6 didn't we put new street supervisors in the
7 budget --

8 MR. TANGHERLINI: We did --

9 MS. MACK: -- for this year because
10 we realized we --

11 MR. TANGHERLINI: How many -- okay.

12 MS. MACK: -- yeah, or seven, yeah.

13 MR. TANGHERLINI: Okay. So we've
14 added seven street supervisors for this
15 fiscal year so that you can see an increased
16 presence of them out there.

17 MS. MACK: Right, right. Thank
18 you.

19 Number 31?

20 MR. RANDALL: My name is Andre
21 Randall, and I'm also a Ward 7 resident. I
22 actually live directly behind the Benning

1 Road Metro station. And so one of my
2 concerns is when we decided to put the canopy
3 on top of the Metro station, a lot of that
4 work was done in the middle of the night.
5 And so myself and the neighbors that are most
6 immediate got to hear all the hammering and
7 the equipment that was used on it.

8 As far as the prep for this forum,
9 the cleanup was done last night in the middle
10 of the night. I know because I woke up while
11 it was being done. So that's one of our
12 concerns.

13 Another one is the trash. And I
14 heard you say something about the
15 jurisdiction. And I don't know how we're
16 going to differentiate who's responsible for
17 trash that's left by persons who come to use
18 the Benning Road Metro.

19 But that whole area on the corner
20 of -- by the Shrimp Boat where you have that
21 vacant lot -- it's always got trash there.
22 It's not by the residents. It's by people

1 who travel to Metro. And also the lawn care
2 over there, there is all kinds of grass
3 growing and trees that weren't planted, but
4 the birds dropped it. So they plant stuff
5 because that's well kept is growing out the
6 fence. So it would be nice if that was taken
7 care of.

8 I live directly behind the Metro.
9 So trash that's left on the Metro parking lot
10 always ends up in my yard. And so I would
11 appreciate if there would be better care
12 around that area.

13 As far as cleaning up, they did a
14 nice job for the meeting, they cleaned up,
15 but still inside the Metro station there are
16 places that need to be steam cleaned.

17 One of my also concerns is the cell
18 phone usage. You can only use cell phones in
19 the Metro stations if you have Verizon as
20 your provider. Well, I got my own cell phone
21 because of September 11th. I figured if
22 something happens, I'm trapped down in the

1 middle of the Metro station, I'd at least
2 like to be able to call somebody.

3 So if there's a way that you can
4 make it accessible to the rest of the people
5 who use cell phones, I'd appreciate that.

6 Trains. Being a D.C. resident, a
7 lot of our tax money goes towards subsidizing
8 Metro, because Metro is kind of a quasi-
9 government, private industry event, but it
10 seems like as much money as we put into it
11 the trains that we get on, the carpet's
12 raggedy, it's -- it hasn't been changed since
13 they built them, the trains are oftentimes
14 dirty.

15 You know, we -- I live -- I work on
16 that Blue Line so we don't often see the red,
17 white, and blue seats. We see the orange
18 ones. And so those are the things that I'm
19 very concerned about.

20 Also while the baseball is going
21 on, when we come home from work in the
22 evening it's packed with people coming in

1 from Virginia trying to get to the baseball
2 stadium. And therefore, we're now waiting
3 for two and three trains to go by so we can
4 get home. Thank you.

5 MR. TANGHERLINI: Okay.

6 MS. MACK: Well, there you go, Mr.
7 Tangherlini.

8 MR. TANGHERLINI: Oh, yeah, that's
9 -- you've got a long list.

10 Well, let me just say that, you
11 know, I've heard the comments about the
12 cleanliness of the station and I'm glad it's
13 clean, and that's the standard you should
14 have everyday. And I'm going to work with
15 our folks to make sure that this is the image
16 of the station, not just when we have town
17 hall meetings but everyday.

18 I'll also ask them to take a look
19 specifically around the Metro property, and
20 if there is something that we can clean up or
21 should clean up, we will. I will also ask
22 that if there's something that we need to get

1 the City on, we'll make a call to them and
2 work with them to get that taken care of as
3 well.

4 I'm very interested in this issue
5 of having some other phone than Verizon phone
6 be accessible on the system.

7 My wife calls me on this phone,
8 it's a Nextel, and she wants to be able to
9 get a hold of me when I'm on the train. I
10 want her to be able to do that. I want that
11 to be the case for you as well.

12 And so we have an RFP that's going
13 out at the end of this month that's actually
14 going to open up our phone system to not just
15 Verizon, but to all the providers and try to
16 get the best feel for folks on that as well.

17 As far as the Blue Line trains, you
18 know, we've heard that issue. I mentioned
19 earlier that we're bringing more new railcars
20 to the Blue Line. We're going to get rid of
21 half of the four-car trains by the end of
22 this calendar year, going to get them into

1 six-car trains, and we're going to try to get
2 rid of the rest of them early in the next
3 calendar year -- January, February timeframe.

4 And then I think you should also
5 recognize in 2008 the baseball stadium's
6 moving down to Navy Yard Station. So those
7 folks will be out of your way.

8 But we'll work on getting better
9 train service for you during baseball game
10 days, making sure we meet your needs as well.
11 The daily riders, you're our bread and
12 butter, and we should treat you like that.

13 MS. MACK: Thank you. We're going
14 to call number 32. I think this is our last
15 speaker.

16 MS. G. MACK: Good evening. My
17 name is Gladys Mack. I'm ANC in 6807.

18 MS. MACK: Oh, there she is.

19 MS. G. MACK: I also work with
20 people with disability. I have attended a
21 lot of your trainings, and I really
22 appreciate the trainings that you're giving

1 out to the people with disability. And Metro
2 is not one of the worst transportation
3 system, I have seen others. So Metro is far
4 higher than New York transportation. I would
5 like to say that.

6 But my question is I would like for
7 more information given to the ANCs, where
8 they can pass out like these town meetings,
9 because I only see 15 fliers. And I
10 represent 2,000 representatives in my
11 community. So that was my question.

12 MS. MACK: Well, thank you. I
13 think that's a wonderful suggestion. And
14 Dan, as you know, because you come from the
15 city, there is a responsibility to notify
16 ANCs of community activity.

17 MR. TANGHERLINI: Yes.

18 MS. MACK: And I think Metro can
19 add that to our list not only for the
20 District, but for all the other jurisdictions
21 that we serve. So thank you.

22 MR. TANGHERLINI: Yeah, and we did

1 notify the ANCs, but I think what we did was
2 we gave you one for each ANC commissioner or
3 something. What we should do is give you one
4 for each member of your ANC. And so we'll
5 crank up the number of --

6 MS. G. MACK: I received 15
7 fliers --

8 MR. TANGHERLINI: Right.

9 MS. G. MACK: -- and I have a
10 budget of 60 -- make 60 copies --

11 MR. TANGHERLINI: No, I hear you.
12 What we need to do is I'm glad we got it out
13 to you. We just need to get you more so
14 that --

15 MS. G. MACK: Get me more copies,
16 right.

17 MR. TANGHERLINI: -- because that
18 way we could get more comments and more
19 participation. I appreciate it.

20 MS. G. MACK: Ms. Mack, I would
21 like to take a picture with you because we
22 share the same name.

1 MS. MACK: Well, I can't tell you
2 how many years I've waited to meet you. So
3 this would indeed be worth the trip.

4 MS. G. MACK: Okay.

5 MS. MACK: Thank you.

6 MR. TANGHERLINI: Okay.

7 MR. DEEGAN: Well, Gladys, if I
8 could --

9 MS. DeLEON: Take one more or at
10 least tell me when you're going to have your
11 next --

12 MR. DEEGAN: Okay.

13 MS. DeLEON: Take one more and if
14 not, next time when you have your next town
15 meeting.

16 MS. MACK: We'll do one more. And
17 if there's nobody left -- but this gentleman
18 right here we'll do him because he's been so
19 anxious to speak, but we have to limit you to
20 two minutes. And we're asking the indulgence
21 of the audience to let him have two minutes.
22 And you may have two minutes as well.

1 MS. DeLEON: Okay. Thank you very
2 much.

3 MR. DEEGAN: But before you go let
4 me just address Gladys and thank you very
5 much for commenting on Metro being a good
6 transit system because --

7 MS. MACK: Yes.

8 MR. DEEGAN: -- I really do believe
9 we're really the best in the nation. I've
10 been to New York and traveled on their
11 subways and their buses. And although we
12 have faults, I think we're probably the best
13 in the whole country. I mean, you know, from
14 San Diego to the East Coast, wherever. And,
15 you know, we have over 10,000 employees and
16 occasionally we'll have a bad one. And my
17 colleagues on the Board know when we have
18 that bad one I want to fire the guy right
19 away.

20 But somebody has to speak up for
21 the other 10,000 and some that are doing an
22 excellent job. Today I was on a bus. That

1 bus driver has driven two million eight
2 hundred and some thousand miles without an
3 accident. You know, those things you don't
4 hear about and they're just fantastic people.
5 Dan, I believe, what do we have, over a
6 hundred? Or Jack, is it over a hundred bus
7 drivers have driven over a million miles
8 without an accident?

9 There's nobody in this room that
10 could say that with their own personal car
11 and they're taking a bus through this
12 nation's capital. You know, it's just
13 phenomenal. And we have a lot of good
14 employees. And I think that we have to
15 remember that.

16 And, you know, our police officers
17 are right there. We have a very limited
18 police force, and they're doing the best they
19 can within the system. So with that said, I
20 want to hear what you want to say.

21 MS. DeLEON: Okay. Thank you. My
22 name is Elise DeLeon and I'm a resident of

1 District Heights, Maryland. And I utilize
2 the Addison Road Station more often than,
3 say, Capital Heights, but that is sort of my
4 backup. My question has to do with the
5 escalator being out more times than not. I
6 mean, I started riding about 10 months ago
7 and the escalator was under construction for,
8 you know, some new project that was going to
9 be completed at the end of the summer.

10 And I'm back to utilizing one
11 escalator to go to the platform and then to
12 exit, and it's just perpetual. The plates
13 before you actually get on to the escalator
14 are loose. So when I step on the plate, it
15 sounds like the entire thing is going to
16 collapse under my feet.

17 For esthetics, there happens to be
18 a clock there. And I get to the station at
19 8:30 a.m., but it says 1:20. It has said
20 1:20. I mean, is that just a matter of a
21 battery? I don't understand.

22 MR. TANGHERLINI: You know, I saw

1 that clock today and I said the same thing.
2 I asked someone, "Oh, please tell me that's
3 not my clock." And it is. And so I'm going
4 to get that clock fixed.

5 MS. DeLEON: Okay.

6 MR. TANGHERLINI: I also am going
7 to look into your escalator.

8 MS. DeLEON: Yeah.

9 MR. TANGHERLINI: We are doing a
10 complete rehab of all our escalators. Our
11 escalators have needed an awful lot of
12 attention. It takes an awful lot of work to
13 fix one of those escalators, and then
14 sometimes after they've been fixed it still
15 takes a while to get them to work right.

16 MS. DeLEON: Yeah.

17 MR. TANGHERLINI: But let me go and
18 look at that particular escalator and see
19 what I can do about getting it.

20 MS. DeLEON: Yeah, but you know
21 what? Unfortunately, with all due respect,
22 Benning Road, Addison Road -- it's like ABC

1 -- Addison, Benning, Capital Heights are the
2 third world stations of Metro. And I get off
3 at Farragut West, and by the time I get to
4 Farragut West I have -- I think maybe in
5 three years the escalator has gone out, or
6 maybe -- but it just doesn't have the chronic
7 ailments that my station has.

8 And, you know, I move from third
9 world to the industrialized world by the time
10 I get to those other stations, Smithsonian,
11 Federal Triangle. And I just know that you
12 guys have to know that there's a problem.

13 Lastly, whenever it rains I know
14 that Addison Road, over these past 10 months,
15 is going to have the orange cones because
16 there is a drip that happens at Addison Road
17 every time it rains.

18 And I just wonder, you know, how
19 long will I have to have my umbrella open on
20 the platform because of the dripping. So I
21 do appreciate what's being done. However,
22 you know, Morgan Garrett and Largo, those are

1 really nice. But surely your A, B, and C
2 stations are sorely neglected.

3 MR. TANGHERLINI: All right.

4 MS. DeLEON: Thank you for
5 listening. I appreciate it.

6 MR. TANGHERLINI: I'll mind my
7 ABCs. I appreciate it.

8 MS. MACK: Okay. Last speaker, and
9 I'll ask you please take two minutes. Could
10 you give us your name?

11 MR. JONES: Mr. Jones. We come to
12 this forum, and when we come to this forum it
13 kind of dawned on me, why? Now, that is --
14 this has been the time and place for this
15 forum. This is a political year. And Mr.
16 Tangherlini, I think you'll make a great city
17 administrator. Now --

18 MR. DEEGAN: Don't you think he'll
19 make a great general manager for Metro?

20 MR. JONES: I'm not even answering
21 that question, sir. But I'm listening to all
22 the people speak, and the main consensus is

1 that Metro is disproportionately not
2 accessible when it comes down to
3 African-American or Hispanics even in lieu of
4 your hiring practices. I would like to see
5 Metro hire more Caucasians driving the bus,
6 as well as Caucasians in the train systems as
7 well as Hispanics. Why? The city of
8 Washington, D.C. is a cosmopolitan city.
9 It's made up of many facets of people.

10 Now, if you really want to get a
11 heartbeat of what's going on with your
12 system, you could sit in and have all forums
13 you want. But you can have the forums based
14 on a certain amount of people being
15 representative. But if you don't have people
16 working in the system where they can see
17 somebody that's reflecting them, you are not
18 going to have a great system.

19 Let's look at a system like New
20 York City. All races are predisposed there,
21 okay? So, this system is indiscriminately
22 and has placed more emphasis -- and I'm going

1 to be real -- placed more emphasis on their
2 subway. Why? 70 percent of your ridership
3 on the subway is non-African-American people.
4 This is a political year. I understand that.

5 You can continue to play political
6 games with African-American people. You can
7 come into the community and play political
8 games with African-American people. I heard
9 the people spoke about the San Diego system.
10 It has no comparison in this system. It's a
11 great system. New York City system, you
12 haven't been there lately.

13 That system has grown. And has
14 grown because you have a mayor that
15 understands that there is racial
16 insensitivity that he must address. And if
17 you don't address that, sir, you can have all
18 these forums, you can have all these meetings
19 you want. And Mr. Tangherlini, once again
20 you will make a great city administrator.

21 MS. MACK: Thank you, Mr. Jones.
22 Just by -- you want to --

1 MR. TANGHERLINI: If I may. And
2 Mr. Jones, I did just want to say that Ms.
3 Mack, Mr. Deegan, and Mr. Tangherlini, and
4 Mr. Zimmerman who left earlier, are new
5 officials who I have had the opportunity to
6 work with on a number of issues. And as Mr.
7 Deegan said at one point, boy it takes a
8 long, long time to try to get certain things
9 fixed. It gets really, really frustrating.

10 But these folks really do care,
11 they put in a lot of time, and there are a
12 lot of things that I wish they would do more
13 of and faster and listen more. Whether it's
14 a political year or not in the -- Ms. Mack
15 and I spoke not too long ago about scheduling
16 this forum. And I don't care whether it's
17 political year or not, but we're glad to be
18 here.

19 And I had wished that Mr. Jones
20 stayed afterwards because I really just
21 wanted to ask him to identify for me some of
22 the concerns -- very, very specifically, very

1 concretely, what are the things that concern
2 him with respect to African-Americans not
3 feeling that the service east of the river is
4 as good as west of the river in another
5 context, so that we could work together on
6 them.

7 MS. MACK: Right. Let me say one
8 thing. And I want you to make sure that we
9 are not here because it's a political year.
10 We started two years ago having these Town
11 Hall meetings in each of our jurisdictions,
12 and so this is the third year that we have
13 had them. What we do throughout the year is
14 have one town hall meeting in a community,
15 one in Maryland, one in the district, and one
16 in Virginia each year.

17 And they have been very, very
18 special to us, because much to our surprise,
19 the people who come out to these Town Hall
20 meetings are bus riders.

21 MR. TANGHERLINI: Right.

22 MS. MACK: And we get an

1 opportunity to learn things about our bus
2 service, to learn things about what our
3 riders need that we really would not have
4 another way to learn. You know, our train
5 riders tend, because the train holds, you
6 know, 80 to 90 people. And so you can sort
7 of get an idea about the behavior of those
8 people because there are so many of them.

9 But our buses hold fewer people.
10 The people seem to have a great deal of
11 problems with connections and bus stops and
12 other kinds of issues. So we are here to
13 listen to you.

14 We are very pleased that you have
15 come this evening, that you have stayed past
16 the time that we said we were going to close
17 this forum. And I'm just very pleased. We
18 will continue to come and talk to our
19 community, because we care about what we do
20 and we care about the service that we
21 provide.

22 And just finally, I want to thank

1 Charlie for recognizing the 10,000 men and
2 women, all those bus operators and train
3 operators. They do a tremendous service.

4 And the one thing that Dan said
5 when he first came to Metro that I'd like to
6 repeat, and that is that he was really
7 surprised to see what a tremendous commitment
8 our operators have to the job that they're
9 doing.

10 And that just underscores the fact
11 that we are committed to serving our
12 customers, and we want to hear from you with
13 feedback on how we're doing our jobs. Thank
14 you.

15 (Applause)

16 MS. MACK: And Dan, you want --

17 MR. TANGHERLINI: Yes. Thank you,
18 Gladys. On behalf of the 10,000 employees of
19 Metro, I want to thank everyone for coming
20 out tonight and giving us your comments,
21 teaching us a little bit about the ABCs, and
22 giving us some information and some ideas to

1 work on. We had a great dialogue tonight.

2 But I also think it's very
3 important that we give a very warm thank you,
4 a big round of applause to Mr. John Quarrels
5 who's the manager of St. Luke's Center for
6 his help in making this possible tonight.

7 (Applause)

8 MR. TANGHERLINI: Thank you so
9 much. Thank you for giving us access to this
10 wonderful facility, giving us an opportunity
11 to have the conversation we had tonight.
12 Thank you again.

13 SPEAKER: Come back.

14 MR. TANGHERLINI: Oh, we'll be
15 back. All right. Thank you.

16 MS. MACK: Thank you.

17 (Whereupon, at 9:20 p.m., the
18 PROCEEDINGS were adjourned.)

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