AGENDA
February 1, 2017

I.	**Call to Order – Roll Call**	**(6:30 – 6:35 p.m.)**
II.	**Approval of Agenda**	**(6:35 – 6:40 p.m.)**
III.	**Introduction of New and Returning Members**	**(6:40 – 6:45 p.m.)**
IV.	***Conversation with Board Members*** **Mr. Corcoran (VA) and Mr. Lauby (Fed.)**	**(6:45 – 7:15 p.m.)**
V.	**Public Comment Period**	**(7:15 – 7:20 p.m.)**
VI.	**Approval of Past Meeting Minutes** January 4, 2016	**(7:20 – 7:25 p.m.)**
VII.	**Chair's Report**	**(7:25 – 7:35 p.m.)**
VIII.	**Nomination of Officers – Chair and VA Vice-Chair**	**(7:35 – 7:50 p.m.)**
IX.	**RAC Committee Updates –** **New meeting schedule and Committee Chair Selections** • Leadership • Budget and Finance • Customer Service • Programs, Projects and Planning • Safety • Governance	**(7:50 – 8:25 p.m.)**
X.	**Announcements**	**(8:25 – 8:30 p.m.)**
XI.	**Adjournment**	**(8:30 p.m.)**

Upcoming Meetings (Committee Dates TBD)

- RAC Leadership (Executive Session) (12:00 p.m.) – **Monday, February 6, 2017**
- RAC Budget and Finance Committee
- RAC Customer Service Committee
- RAC Governance Committee
- RAC Program, Projects, and Planning Committee
- RAC Safety & Security Committee
- Riders' Advisory Council Meeting (RAC) (6:30 p.m.) – **Wednesday, March 1, 2017**

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WMATA Riders' Advisory Council

Wednesday January 4, 2016
6:30 P.M. Regular Meeting

MINUTES

Place: Lower Level Meeting Room, Washington Metropolitan Area Transit Authority Headquarters (Jackson Graham Building), 600 Fifth Street NW, Washington, DC

Present: *Members*
Colin Reusch, At-Large
Debra MacKenzie, VA, Arlington County
Sietse Goffard, District of Columbia
J. Clarence Flanders, At-Large
Bob Fogel, Maryland Vice Chair, Montgomery County
Valerie Cook, District of Columbia
Denise Clarke, MD, Prince George's County
Wil White, MD, Prince George's County
Katherine Kortum, District of Columbia
Joseph Suh, District of Columbia
Pat Sheehan, At-Large/Accessibility Advisory Committee, Chair
Lorraine Silva, VA, Arlington County
Yvette Washington, MD, Prince George's County
Dexter Williams, District of Columbia

Other Attendees
Joi Moorer, WMATA Staff Coordinator
Paul J. Wiedefeld, WMATA General Manager
Paul C. Smedberg, WMATA Board of Director (VA)
Barbara Hermanson, Former RAC Chair (VA)

Absent: *Members*
James Zepp, MD, Montgomery County
Jamie Woodside, District of Columbia
Christine Madden, VA, Arlington County
Sareana Kimia, MD, Montgomery County

Presider: Bob Fogel, RAC Interim Chair, Montgomery County

DRAFT

I. Call to Order/Opening Remarks

Mr. Fogel called the January 2017 meeting of the Metro Riders' Advisory Council (RAC) to order at 6:30pm.

II. Approval of Agenda

Without objection, the agenda was approved.

III. *Conversation with GM/CEO Paul Wiedefeld*

Mr. Wiedefeld opened his speech by thanking the Riders' Advisory Council members for their service. Specifically he acknowledged their contributions to the budget and dedication to attending the quarterly emergency drills. He then opened the floor to members for questions.

Members Q&A (paraphrased):

- What happens if Metro doesn't get the increased funding from jurisdictions?

  Response: Metro can consider cutting service; increasing fares; and seeking more federal dollars.
- What is Metro doing to increase the quality of customer service?

  Response: Taking "softer" approaches to tackling the cultural issue around customer service delivery; one tactic is Metro has improved its new employee orientation to focus more on customer service topics.
- Is Metro exploring any public/private partnerships?

  Response: Yes. For example, Metro is exploring relationships in the technology sector. It would be good to get the "My Trip Time" data in real time; in addition to exploring apps. that would enhance the customer experience.
- How confident is Metro that jurisdictions will increase funding?

  Response: Outside of unexpected budgetary factors, the Board's position is that Metro's request for an increase in funding is reasonable relative to jurisdiction's capability to pay.
- What can the RAC do to help Metro?

  Response (GM): Continue to raise awareness around how valuable Metro is to the region and communities

  Response (B.O.D.): Pleased to see how supportive the general public is regarding SafeTrack and the fiscal challenges facing the organization – which is very helpful.
- Should a customer expect a response to a complaint when submitted via phone to Metro?

  Response: Absolutely. Customer service is monitored closely. While there may be some issues to be worked out, customers should expect a response in a timely fashion.
- Is Metro monitoring whether or not station managers are standing outside of kiosk during rush hour?

  Response: Yes. Station supervisors monitor station mangers' activities during rush hour.
- What are some other interesting activities that Metro is pursuing?

  Response: Metro piloted playing holiday music at Gallery Place station, and looking at expanding.
- Any updates on 7K train cars?

  Response: Cars were being produced, but Metro was not accepting them due to various reasons. Metro currently has roughly 250 cars currently, and working to get more in the system as quickly as possible.
- Any thoughts about new ideas or opportunities for Metro?

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Response: Sure – exploring different transit models (e.g. looking at agencies who view its transportation system as more of a concession; some Asian and European systems have similar models)

- Regarding the MetroGreater contest winning idea, how is the Compass Rose project coming along?

  Response: The project is moving forward and on schedule.
- Is Metro doing anything to curb the frequent escalator outage issue?

  Response: Numerically, Metro is improving with elevator and escalator operation throughout stations (i.e. escalator 93%; elevator 97%); sometimes there are issues that are unavoidable due their exposure to various weather conditions, etc.
- What is Metro doing about the intercom system on older train cars?

  Response: The older cars do have some intercom issues and as Metro phases out its use of the older cars there will be less of that problem. Also, some operators must speak clearer – something that Metro is constantly working to improve.
- Any information on which stations will be closed for Inauguration?

  Council members were directed to the Riders Guide for detailed information.

Conversation with Board Member Paul C. Smedberg

Mr. Smedberg represents Alexandria, VA and joined the board fairly recently. He reiterated his support for the GM's work. Additionally, he spoke about the challenges Metro faces. There is a significant financial gap that must be closed. He exhorted the Council to continue to be an advocate for the riders and to advance ideas. He remains hopeful Metro will come out of this victoriously. Moreover, he spoke about the upcoming budget hearing and encourage members to participate (e.g. post survey to FB, etc.). Moreover, he spoke about his thoughts on the need for Metro to have a secure funding source. Lastly, Mr. Smedberg "liked" the RAC Facebook page.

IV. Public Comment

Kenneth Mitchell suggested Metro explore a "secret shopper" model to help provide staff-observed feedback to management regarding field activities. He also suggested Metro consider having a channel that customer can use to report various concerns around station maintenance and other matters that may go overlooked unless they're brought to someone's attention.

V. Introduction of New and Returning Members

Yvette Washington (MD-PG) and Dexter Williams (DC) both gave a quick introduction as new members.

VI. Approval of Past Meeting Minutes

The minutes of the November 2016 meeting were approved unanimously.

VII. Nomination of Officers

The Council nominated officers for Maryland and District of Columbia. Virginia nominations will occur next month.

Chair Nominations

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Colin Reusch nominated by Mr. Goffard (Mr. Reusch declined)
Bob Fogel agreed to serve as interim Chair until the next meeting (February 1st)

DC Vice Chair Nominations
Clarence Flanders nominated by Mr. Goffard; seconded by Ms. Cook; the vote passed unanimously

MD Vice Chair Nominations
Bob Fogel nominated by Mr. White; seconded by Ms. Washington; the vote passed unanimously

VIII. RAC Committee Participation

Members were asked to join committees. A convener will lead the first meeting until a Committee Chair person could be elected. The previous Committee Chairs provided background about their respective groups to inform new members.

Member Interest:

Governance

Denise Clarke
Joseph Suh
Dexter Williams
Katherine Kortum*

Leadership

Chair and Vice-Chairs

Budget and Finance

Patrick Sheehan
J. Clarence Flanders
Dexter Williams
Joseph Suh
Sietse Goffard*

Customer Service

Yvette Washington
Lorraine Silva
Joseph Suh
Bob Fogel
Wil White*
Colin Reusch
Debra Mackenzie
Katherine Kortum
Sietse Goffard

Program, Projects, and Planning Committee

Joseph Suh
Valerie Cook
Dexter Williams
Colin Reusch*

Safety

Lorraine Silva
Sietse Goffard
Christine Madden*

* Convener

IX. Orientation

An in-person orientation was delivered by Ms. Hermanson (former RAC Chair). She briefed the members on by-laws; media protocols; committee structure; officer and committee chair roles; parliamentary procedures; and, work plan.

X. Announcement

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Mr. Suh apprised the group of the FB growth to date. Members are interested in having the link placed on the agenda and on the website.

XI. Adjournment

Without objection, Ms. Hermanson adjourned the regular session meeting at 8:00 p.m.

Respectfully Submitted,
Joi Moorer

DRAFT

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

January 18, 2017

Chairman Evans & WMATA Board Members:

The RAC met for the first time in 2017 on January 4. The following business was conducted:

- GM/CEO Paul Wiedefeld was introduced to the new members of RAC and he updated the members on progress made and future plans for improving Metro. He spent considerable time answering members' questions.

- Paul Smedberg, Virginia Alternate Board Member from Alexandria, introduced himself and made a presentation to RAC members, outlining his concerns for the Metro system.

- New RAC members Dexter Williams representing the District of Columbia and Yvette Washington representing Price George's County introduced themselves.

- Nominations of Officers-No one was nominated for chair and election of chair was postponed until February meeting. Three RAC members indicated interest in the position. Robert Fogel, current Maryland Vice Chair, was approved as interim chair. Clarence Flanders and Robert Fogel were elected Vice Chairs of the District of Columbia and Maryland respectively. With four openings for RAC members from Virginia, election for the Vice Chair was postponed until the WMATA Board approves additional Virginia RAC members.

- RAC Committee organization-a convener was appointed for the five RAC standing committees. This person has the responsibility for organizing a meeting or e-mail communication among those RAC members who want to serve on these committees. This process will determine who will serve as the committee chairs for 2017, when the meetings will occur and what a work plan will begin to look like.

- Barbara Hermanson, former RAC chair, presented an orientation for current and new RAC members.

- For our February meeting, we plan to have a draft of our initiatives for the year, which we will review with the WMATA Executive Committee at a date to be determined.

Sincerely,

Robert Fogel

Robert Fogel
Interim Chair, Riders' Advisory Council

cc: Lynn Bowersox
RAC Members

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

January 18, 2017

Chairman Evans & WMATA Board Members:

The following is a recap of Riders' Advisory Council activities for 2016. These supported our primary function of providing our perspective to the WMATA Board and staff on matters that most impacted Metrorail and Metrobus riders. These activities include our interactions with many stakeholders and the translation of those into formal and informal recommendations.

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1. Interactions with Riders:

Interactions with Metrorail and Metrobus riders are obviously essential for us to be able to reflect their interests. During the year, the RAC took advantage of many opportunities to interact with or hear from riders, beyond our exposure to them throughout our daily commutes:

- Region-wide public hearings, including those for WMATA's 2017 operating budget and proposed rail schedule options for fiscal 2018
- Community-centric events, such as Alexandria hearings on the new Potomac Yard station
- Community organization meetings specific to our individual members' local jurisdictions
- WMATA's Youth Summit
- Emergency drills, where we interacted with other rider volunteers
- Public input given to the RAC at our monthly meetings and via email directed to our *raccomments* mailbox
- Public input given to the Board at their monthly meetings
- Interactions in Metrorail stations during our *Metro Volunteer Person* shifts
- Recaps of results from Amplify surveys and other surveys or outreach conducted throughout the year

2. Interactions with WMATA Board and Staff:

Understanding WMATA's environment is also critical to the RAC's ability to make any reasonable suggestions on behalf of riders. Our relationship with the WMATA Board and access to WMATA staff members are critical to that understanding. Many of the events and activities listed above, where the RAC interacted with riders, also brought us in contact with WMATA leaders. During 2016, we also had many other opportunities for interaction with those leaders:

- Guest speakers at our monthly RAC meetings provided their perspectives and answered our questions. This year, we were fortunate to have many, including:
    - Board Chair Jack Evans, who provided insight on the financial environment
    - Board members Ms. Carol Carmody and Mr. Malcolm Augustine, who came to hear more about the RAC and respond to questions
    - General Manager and CEO Paul Wiedefeld, who attended three of our meetings to present his priorities, plans and updates
    - Assistant General Manager Lynn Bowersox, who spoke on how the RAC has contributed to many policies and processes, and gave us an overview of Back2Good
    - OEM Director Ron Bodmer, who spoke about the emergency exercises and agreed to have a RAC member participate in their planning process
    - Chief Safety Officer Patrick Lavin, who presented his perspective on developing a safety culture
    - Bus Planning Director Jim Hamre, who presented proposals for bus coverage of reduced rail operating hours
    - MTPD Deputy Chief Kevin Gaddis, who spoke on crime prevention and response
    - Many other staff from these and other departments, on a variety of topics

- Our RAC Committee meetings also had some of these same leaders attend, as well as many other staff members who came to discuss topics of interest to the RAC. These provided an in-depth understanding of many issues to our committees, which was essential to our ability to make recommendations or provide other feedback.

- Our RAC and AAC Leadership meetings with the Board Executive Committee provided a focused forum to discuss critical rider-centric issues. During these, we presented our work plan for the year, gave updates on that plan, and discussed our recommendations throughout the year. We know that the Board has an extensive list of issues to face each year, and we appreciate their carving out this time for their rider advisory groups.

- Our Maryland Board members met with our Maryland RAC members to exchange ideas of special interest to their jurisdiction.

- A RAC representative spoke at each Board monthly meeting, and members were present for or able to listen in on all open Board Committee meetings.

3. Participation in other Metro-centric events and activities

There were several other events and activities in 2016 that were open to some or all RAC members. These improved our understanding of WMATA's role in the region and provided opportunities to hear from a broader range of riders and leaders:

- Attending the *Metro at 40* Summit/Forum sponsored by Metropolitan Washington Council of Governments (MWCOG) and Greater Washington Board of Trade (GWBOT)
- Attending the National Press Club introduction of our new General Manager
- Speaking to Maryland legislators within WMATA's transit area about the RAC
- Testifying at the Maryland legislative hearing on the new Metro Safety Commission
- Educating Journalism and Public Administration students from George Washington University and Virginia Tech on the RAC's role in public advocacy
- Reading news clips from regional media

4. RAC recommendations and other feedback

Formal recommendations came from the RAC throughout 2016 on several topics, which were typically in the form of letters to the Board and/or items presented at Executive Committee meetings.

Formal feedback included:

- Budget recommendations for fiscal 2017, including a grace period for riders exiting rail stations soon after arrival, support for Select Pass, and an unfavorable response to taking bus fare loading off buses
- Several options to reduce Blue Line crowding and improve safety (e.g., more 8-car trains, Silver Line turnbacks, etc.)
- Recommendation to discontinue peak fares during Safe Track
- Recommendation for a RAC social media presence, starting with Facebook
- Support for encouraging more employers to accommodate Select Pass
- Request for additional staff support for the RAC and/or direct contact with staff
- Recommendation of a rail schedule less radical than Midnight closure on weekends, for a specified (not indefinite) period of time, and for extensive bus coverage during reduced hours
- Budget options to consider for fiscal 2018, within and beyond the existing fare structure for bus, rail and parking

The RAC full expected that not all of our recommendations would be implemented, but we considered it our responsibility to present them for consideration regardless.

Informal feedback to the Board or staff members was typically provided at the time of their presentations at RAC meetings, or via emails forwarded by our RAC Coordinator.

Informal feedback included:

- Support for increasing police patrols and providing more of a presence on platforms
- Support for the decision to shut down rail service during the January storm and when a serious safety issue was identified in March
- Support for the extensive outreach conducted on critical issues, such as fares, advance Safe Track communications, and rail schedule options
- Support for the GM's initial priorities and the publicly posted reporting
- A request for RAC involvement in planning for a WMATA-branded mobile application
- Recommendations on resolving data issues for public applications and reports
- Feedback on RAC observations during all emergency exercises, for all roles assigned (injured and uninjured riders on train, riders waiting on platform, Train Operator and Station Manager)
- Suggestions for SafeTrack education for Station Managers and other SafeTrack feedback
- Support for and feedback on the WIFI pilot
- Feedback on the busETA pilot
- Feedback on the website during the beta period
- Support for the Back2Good program
- Suggested questions for survey on 7000 series rail cars
- Many other topics, in response to presentations at RAC meetings

5. Looking back on 2016

The education and progress of the RAC throughout 2016 would not have been possible without the support of its many key contacts on the Board and the WMATA staff. Many thanks to everyone who contributed to the RAC, and especially to John Pasek and our other liaisons in the Board Secretary's office.

Finally, my personal thanks to the RAC volunteers who gave me the honor of serving as their Chair over the past two years, to our RAC Coordinator Joi Moorer for her remarkable organizational skills, and to the Board and staff members who unfailingly welcomed my involvement.

Sincerely,

Barbara Hermanson

Barbara Hermanson
2015-2016 Chair, Riders' Advisory Council