



AGENDA
November 1, 2017

- I. Call to Order – Roll Call and Approval of Agenda**
- II. Approval of Past Meeting Minutes**
October 4, 2017
- III. Public Comment Period**
- IV. Chair's Report**
- V. RAC Committee Updates –**
 - Budget and Finance
 - Customer Service
 - Leadership & Governance
 - Programs, Projects and Planning
 - Safety and Security
- VI. RAC General Discussion**
- VII. Announcements**
- VIII. Adjournment**

Upcoming Meetings

- RAC Leadership & Governance (Executive Session) (12:00 p.m.) – **Monday, November 6, 2017**
- Accessibility Advisory Committee (AAC) (5:30 p.m.) – **Monday, November 6, 2017**
- RAC Customer Service Committee (6:00 p.m.) – **Thursday, November 9, 2017**
- RAC Program, Projects, and Planning Committee (PPP) (6:00 p.m.) – **Wednesday, November 15, 2017**
- RAC Safety and Security Committee (6:30 p.m.) – **Wednesday, November 15, 2017**
- RAC Budget and Finance Committee (6:30 p.m.) – **Thursday, November 16, 2017**
- Riders' Advisory Council Meeting (RAC) (6:30 p.m.) – **Wednesday, December 6, 2017**



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WMATA Riders' Advisory
Council

Wednesday October 4, 2017
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
Katherine Kortum, District of Columbia, Chair
Valerie Cook, District of Columbia
Sietse Goffard, District of Columbia
Joseph Suh, District of Columbia
J. Clarence Flanders, District of Columbia, At-Large
Bob Fogel, Maryland, Montgomery County, Vice Chair
Rebekah Mason, Maryland, Montgomery County
Pat Sheehan, Maryland, Montgomery County,
At-Large/AAC, Immediate Past Chair
Wil White, Maryland, Prince George's County
Yvette Washington, Maryland, Prince George's County
Lorraine Silva, Virginia, Arlington County, Vice Chair
Debra MacKenzie, Virginia, Arlington County
Sawyer Baker, Virginia, Arlington County
Paul Meissner, Virginia, City of Alexandria

Other Attendees

Joi Moorer, WMATA Staff Coordinator
Malcolm Augustine, WMATA Board Member (Prince George's County)
Lynn Bowersox, WMATA Staff

Absent: Members
Colin Reusch, District of Columbia, At-Large
Nick Bertoni, Virginia, Fairfax County

Presider: Katherine Kortum, RAC Chair, District of Columbia

I. Call to Order/ Approve Agenda

Ms. Kortum called the October 2017 meeting of the Metro Riders' Advisory Council (RAC) to order at 6:30pm. The agenda was approved unanimously.

II. Conversation with Board Member Malcolm Augustine (Prince George's County)

Board Member Malcolm Augustine spoke to the RAC about various topics. Below are highlights from the conversation:

- Mr. Augustine expressed his appreciation for the public hearing process which allows riders and stakeholders an opportunity to communicate the value of Metro service to communities across the region
- RAC was encouraged to solicit feedback from a broader cross-section of ridership by extending its outreach beyond the downtown area
- Jurisdictions agree they should help sustain Metro system and differ on how that should be accomplished; Maryland is on board
- Public hearings should be held at different localities
- Jurisdictions must pay according to the compact; budget negotiations regarding jurisdictional subsidies will continue
- Members were asked to continue to obtain rider input through outreach diversification as a way to provide value to the board
- Abilities Ride program is being well received by the community it serves in spite of some existing operational hiccups
- Mr. Malcolm stated it's best to reach him by cell and offered his cell number for direct contact

III. Conversation with Lynn Bowersox, WMATA Staff

Lynn initiated the discussion by clarifying information regarding WMATA funding and the Public Participation Plan which is an extensive outreach program to solicit stakeholder input. Moreover, she praised RAC members for their contributions such as Grace Period Policy and Quarterly Emergency Drill feedback. Additionally, she informed the RAC that they could hold meetings offsite at other Metro facilities. The group then discussed 8000 Series train design, followed by Q&A.

Below are highlight from the discussion:

Train Design

- More hand rails for riders who have to stand
- New seating style is too aggressive
- Love the space (good for luggage)
- Height of partitions is good
- Add local time to video screens along with more promotional content
- Ability to update railcar announcements and other messages
- More visible priority seating signage
- ADA compliant video screens
- Priority seating need arm rest; wheelchair placement should be revisited
- Intercom button signage should be clearer
- Shorten message so more of the train information can be heard; currently important information is cutoff

Q&A/

- How can stakeholders be part of the Public Participation Plan (PPP)? Currently, diverse organizations participate. Groups can be added by sending an email to the Staff Coordinator.
- What is the policy on exiting parking gates if you don't have the ability to pay due to extenuating circumstances? The parking attendant (accessed by pressing button on parking fare box) has discretion to let a person out of the gate; will forward official policy.

IV. Public Comment

Mr. Kenneth Mitchell offered the following train design feedback: recorded voice is easier to comprehend; reliability is improving; more work to be done regarding partitions.

V. Approval of Past Meeting Minutes

Minutes were approved with a friendly amendment to correct spacing.

VI. RAC Committee Updates

Customer Service – No report issued

PPP – working on outreach plan; interested in going out in the community to raise awareness about RAC's role and to hear from riders. Members discussed possible ways to strategically execute an outreach plan and communicate results to the board.

Budget and Finance – drafted retail survey after meeting with Nina Albert, Director of Real Estate. The Committee will circulate the survey to RAC members in the next week or two, and hope to have the survey presented to a broad audience. The survey would be opened for a couple of weeks.

Safety & Security – Recapped on last meeting. Board members and WMATA staff who attended: Mr. Lauby, Mr. Goldman, and Mr. Dorsey. Committee plan on meeting with the Board bi-annually, and will look to offer rider feedback on how well WMATA is improving. Next Quarterly Emergency Drill is November 5th. Referenced QICO report that focused on station manager safety concerns.

Mr. Fogel encouraged members to continue to engage the Board at the committee level.

IX. Announcements

- Bill Poser is the new AAC Chair, and Patrick Sheehan will serve as Immediate Past Chair and continue to sit on Riders' Advisory Council
- By-laws were approved
- Mr. Augustine wrote a post on RAC's Facebook page

X. Adjournment

Without objection, Ms. Kortum adjourned the regular session meeting at 8:30 p.m.

Respectfully Submitted,
Joi Moorer



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

October 11, 2017

Chairman Evans, WMATA Board members, and WMATA staff:

The RAC's activities and priorities this month are described below.

FULL RIDERS ADVISORY COUNCIL

On Tuesday, October 3, several members of the RAC met with residents of Victory Square Apartments, located near Minnesota Avenue. The residents were concerned about upcoming bus route changes that might eliminate their access to a convenient bus stop and appreciated the chance to speak with RAC members in person.

During the monthly full RAC meeting on Wednesday, October 4, Malcolm Augustine met with the group. He took a number of questions from RAC members, including several about the future of funding, especially from Maryland. Malcolm made clear that he wanted to have feedback from a broad cross-section of riders as to how people are responding to the post-Safe Track "new normal."

Lynn Bowersox also spoke to the RAC. She provided more information about both PRIAA and WMATA's public outreach plan that deemphasized public hearings and put increased importance on online surveys and outreach at community events. She also asked for feedback from riders about the 7000 series trains. We suggested the following:

- Add more info on the video screens, including the time, as help for all but especially for the deaf.
- Move rail car numbers higher so they are more easily seen in a crowded car for emergencies.
- Consider making announcements in multiple languages.
- Add armrests on the front priority seats.
- Make the emergency buttons consistent regarding push-and-release or push-and-hold to talk.
- Shorten the verbal announcements so the entire announcement can be heard while the doors are open.

RAC COMMITTEES

The **Budget** committee held another conversation with Nina Albert, Director of Real Estate and Station Planning, about retail opportunities on WMATA properties. The committee is developing a survey about rider retail preferences that will be distributed across the region. The **Customer Service** committee is still waiting for feedback from WMATA on their current communications policies and procedures. They plan to work with their counterparts on the WMATA board to compare priorities. The **Programs, Projects, and Planning** committee continues to publicize the RAC's activities through a variety of channels and wants to coordinate with WMATA staff on outreach events. The **Safety** committee met with their counterparts on the WMATA board and had a productive discussion. The committee plans to dig into the statistics on crime and safety issues.

UPCOMING ACTIONS

- The RAC will help to distribute a survey on retail options in the Metro system in coming weeks.

Sincerely,

Katherine Kortum

Chair, Riders' Advisory Council