

**Metro Riders' Advisory Council
April 2, 2014 Minutes**

I. Call to Order:

Ms. Walker called the April 2014 meeting of the Metro Riders' Advisory Council to order at 6:36 p.m.

Members present:

Carol Carter Walker, Chair, At-Large
Barbara Hermanson, Virginia Vice Chair, City of Alexandria* (via telephone)
Karen Lynch, Maryland Vice Chair, Prince George's County
Ben Ball, District of Columbia
Frank DeBernardo, Prince George's County
Thomas Draths, At-Large
Bob Fogel, Montgomery County
Katherine Kortum, Montgomery County
Robert Pappas, Fairfax County
Pat Sheehan, At-Large/Accessibility Advisory Committee Chair
Lorraine Silva, Arlington County
Daniel Turk, District of Columbia
Fred Walker, Fairfax County
Mary Ann Zimmerman, Montgomery County

Members not present:

Aldea Meary-Miller, Arlington County
José Morales, District of Columbia
Deborah Titus, Fairfax County
Candice Walsh, District of Columbia Vice Chair
Dexter Williams, District of Columbia
James Wright, Prince George's County

II. Public Comment Period:

Ms. Walker opened the floor for comments from members of the public. There were no public comments.

III. Approval of Agenda:

Without objection, the agenda was approved as presented. Ms. Walker then asked Bob Fogel, a new member from Montgomery County to introduce himself to the group.

IV. Approval of Past Meeting Minutes:

Mr. Ball moved approval of the March 5, 2014 meeting minutes. This motion was seconded by Ms. Zimmerman. One correction was made to page eight of the minutes, regarding proposed SmarTrip® and cash fares. Without objection, the minutes were approved as corrected.

Mr. Ball moved approval of the March 19, 2014 meeting minutes as presented. This motion was seconded by Mr. DeBernardo. Without objection, these meeting minutes were approved.

V. 2014 Workplan Approval and Committee Formation:

Ms. Walker turned the floor over to the conveners of the Council's various committees for them to discuss their proposed workplans for the coming year.

Program, Projects and Planning Committee:

Mr. Turk provided an overview of the issues that the Program, Projects and Planning committee wanted to work on in the coming year. He said that its two highest-priority items would be making recommendations on how to mitigate the impact of the Silver Line on Metro riders and improvements to the 16th Street bus corridor. He said that the committee would also, as time permits, provide comments on the New Electronic Payments Program, Metro's use of social media and proposed upgrades to the Metro website.

Mr. Ball moved approval of the creation of the Program, Projects and Planning Committee with Mr. Turk as the convener and a workplan in accordance with what was laid out on page 17 of the meeting packet. This motion was seconded by Mr. Turk. Without objection, this motion was approved.

Customer Service Committee:

Mr. Draths directed members to page 18 of their meeting packet to review the proposed workplan items for the committee. These included:

- Enhancing public participation, both with Metro and the RAC's outreach to the public;
- Reviewing bus stops for accessibility;
- Reviewing customer service-oriented Key Performance Indicators (KPIs);
- Contributing to the rollout of Metro's "Customer Care" program.

Mr. Draths added that there were also safety and security-related issues on the committee's workplan, and that these would likely need to be split off into a separate committee. The issues this committee would consider included:

- Metro's sexual harassment awareness campaign;
- Crime on Metrobus and Metrorail;
- The "Respect Your Ride" youth outreach campaign; and
- Improving in-station announcements and messaging.

In addition to the items listed as part of the meeting handout, Mr. Ball suggested that the Committee also consider making recommendations on ways riders can report "hot cars" or other service issues to Metro and Mr. Sheehan suggested the Committee look into the issue of cell phone access in Metrorail tunnels.

After discussion, Ms. Kortum moved to establish a separate Safety and Security Committee to address the safety and security issues mentioned by Mr. Draths. This motion was seconded by Ms. Silva. This motion was approved, with all in favor except for Mr. Ball, who was opposed.

Mr. Draths then moved to establish a Customer Service Committee of the Council and for the committee to prioritize the items on its workplan and develop deliverables for those items. This motion was seconded by Mr. Walker. Without objection, this motion was approved.

Ms. Kortum recommended that the Program, Projects and Planning Committee look into the proposed closure of a segment of the Red Line

Budget Committee:

The Council agreed that the Budget Committee should continue to meet and focus its attention on Metro's fare policies, specifically the possibility of simplifying Metro fares.

Governance Committee:

Ms. Lynch gave an overview of the proposed work of the Governance Committee, and explained that it will consist of the Council's leadership team and any other members who are interested in service. She said that would be reviewing the Council's bylaws, including its media policy.

Ms. Walker asked members to serve on at least one committee, though they are welcome to attend and participate in any and all committee meetings.

Mr. Ball moved to reorder the agenda to move the "Orientation Session" to the end of the meeting. This motion was seconded by Mr. Walker. Without objection, this motion was approved.

VI. Proposed RAC Ground Rules:

Ms. Walker asked members to review the proposed ground rules that were included in their meeting packets and asked that members email her with any comments.

VII. Topics for Upcoming RAC Leadership/Board Executive Committee Meeting:

Ms. Walker noted that the RAC's leadership would be meeting with the Board's Executive Committee on April 10th and asked members for suggestions on topics to discuss with the Executive Committee, and noted that the Council's workplan was already on the agenda.

Members suggested the following additional items:

- Status of the Silver Line opening;
- Ensuring adequate follow-up to the Council's questions and requests for information;
- How the Council can be most effective in terms of providing recommendations to the Board.

VIII. Upcoming Community Meetings, Reports, Etc.

Ms. Walker told members that copies of her most recent monthly report to the Board and the Council's recommendation on Metro's proposed FY2015 fare increase were included in their packets for their information.

Ms. Walker then told Council members that she had made a small contribution to the campaign of one of the mayoral candidates who sits on the WMATA Board of Directors and, under the advice of Metro's Office of General Counsel, she was disclosing this information publicly to avoid a conflict of interest or the appearance of a conflict of interest. She added that she would refrain from any further campaign donations to this candidate or campaign work on behalf of the candidate.

Ms. Walker also advised that there were two Council members who were below the attendance requirements to continue serving, and that they have been advised of their status.

IX. Council Orientation, Part B

Mr. Pasek provided an overview of the Riders' Advisory Council, the Metro Board of Directors and the Accessibility Advisory Committee for new members. He also provided information on resources that are available to members on Metro's website, explained that requests for information from staff should be routed through the staff coordinator, and that the Office of the Board Secretary would be working to arrange meetings between Council members and their respective Board members.

X. Adjournment:

Without objection, the meeting was adjourned at 8:28 p.m.