

**Riders' Advisory Council**  
**January 7, 2009**

I. Call to Order/Roll Call:

Ms. Iacomini called the January 2009 meeting of the Metro Riders' Advisory Council to order at 6:31 p.m. She asked Mr. Pasek, the staff coordinator, to call the roll:

The following members were present:

Nancy Iacomini, Chairman, Arlington County

Kelsi Bracmort, District of Columbia\*

Denise Brown, Prince George's County\*

Steve Cerny, Fairfax County

Sharon Conn, Prince George's County\*

Patricia Daniels, District of Columbia

Kenneth DeGraff, District of Columbia

Mary Kay Dranzo, Montgomery County

Penny Everline, Arlington County

Christopher Farrell, Montgomery County

Patrick Sheehan, At-Large/Elderly and Disabled Committee Representative

Evelyn Tomaszewski, Fairfax County\*

Carol Carter Walker, District of Columbia

Diana Zinkl, District of Columbia

\* Arrival times for members who arrived during the meeting are noted in the meeting minutes.

The following members were not present for any portion of the meeting:

Susan Holland, Prince George's County

Lillian White, City of Alexandria

Robin White, Fairfax County

II. Public Comment Period:

Ms. Iacomini opened the floor to any members of the public who wished to make comments. There were no comments from members of the public.

III. Remarks by Metro Board Chairman, Chris Zimmerman:

Ms. Iacomini then introduced Metro Board of Directors Chairman Chris Zimmerman to give remarks.

Mr. DeGraff arrived at 6:38 p.m.

Mr. Zimmerman thanked Ms. Iacomini and the Council for the opportunity to come and address them. He said that he has noticed that the role of the Council has become more

institutionalized at Metro during its existence and that, while members may not see it directly, it has had an effect on the way Metro thinks and acts as an organization.

Ms. Tomaszewski arrived at 6:39 p.m.

Mr. Zimmerman said that the RAC's relationship with Metro needs to continue to be cultivated. He explained that Metro has an interesting organizational culture, and because of the way that Metro was founded, several people were hired all at the same time. He noted that many of those people have now moved on and that there are new staff members joining Metro's ranks.

Mr. Zimmerman told members that the most important thing that they can do is to establish a relationship with the people on the Board who represent their jurisdictions. He said that it is helpful for members of the Council to be able to give members of the Board of Directors advance knowledge of items or issues that are before them. He added that one of the ways that members of the Board are able to get information is from citizens such as members of advisory groups like the RAC. Mr. Zimmerman remarked that he thought all of the members of Metro's Board of Directors would find such information helpful for their decision-making.

Mr. Zimmerman said that there are two key things that need to happen in order for a body such as the Riders' Advisory Council to be effective over the long term:

- Staff at the agency has to know that the Council's input matters to decision-makers;
- Members of the Board understand that the Council is an asset to them and their decision-making. He said that this second point has become clearer during the past year and he hopes to further strengthen the relationship between the Board and the Council in the coming year.

Mr. Zimmerman told the Council that Metro will face two big issues in the coming year:

1. FY2010 Budget: He noted that the development of this budget, which will be released at the next day's Finance Committee meeting, will be very difficult because of the financial issues facing local governments in the region. He said, however, that there will be an extensive process to develop the Authority's final budget and the Council will be part of that process. Mr. Zimmerman added that it is important to remember that the General Manager's proposed budget is only a starting point, and much work will be done by the Board before the budget is finalized.

Dr. Conn arrived at 6:46 p.m.

Mr. Zimmerman explained to members of the Council that some hard choices will need to be made as the FY2010 budget is finalized and that, in giving counsel to the Board, it won't be helpful for the Council to simply wish that the challenges Metro is facing will just disappear. He explained that at some point, layoffs and

reductions in positions would begin to affect the quality of the service that Metro can provide. He said that the Board will have unattractive choices before it as budget discussions progress – Metro will have to either provide less service or find additional revenue, which will be very difficult given the current economic climate.

2. Inauguration: Mr. Zimmerman noted that this is expected to be one of the biggest events in recent history and the highest-ridership day by far for Metro. He told the Council that there is a great deal of anxiety both at Metro and among local governments about preparing for this event. He said that John Catoe, Metro's General Manager, will be coming down shortly to give the Council a briefing on Metro's plans for the Inauguration and ask for members' opinions on some issues. Mr. Zimmerman added that Metro's planning is a work-in-progress because it is reliant on decisions made by other agencies, namely the Secret Service, about street closures and other security measures. He said that he is hoping for clear weather on Inauguration Day.

Mr. Zimmerman said that he is looking forward to making progress over the coming year with the Council on the issues confronting Metro. He said that he would be happy to take questions from members.

Mr. Sheehan said that he wanted to thank Mr. Zimmerman for all of the support that he has given to Metro's Accessibility Advisory Committee as it seeks to advise Metro on issues for customers with disabilities. He said that he also wanted to thank the Riders' Advisory Council for working with him to integrate accessibility into the projects that the Council comments on and discusses.

Mr. Farrell said that he is new to the Council and asked if Mr. Zimmerman would be able to provide a thumbnail sketch of the members of Metro's Board of Directors, especially any information about the Board members that represent Montgomery County. Mr. Zimmerman said that the current members of Metro's Board of Directors are a very diverse group, representing the diversity of the communities that they serve. He explained that Peter Benjamin, the principal member of the Board of Directors representing Montgomery County used to be Metro's Chief Financial Officer, and so has a very good grasp of the budget issues that the Authority faces. He noted that as a former Metro employee, Mr. Benjamin is able to provide some institutional memory which many members of the current Metro staff do not have because they are relatively new to their positions. Mr. Zimmerman added that the alternate member from Montgomery County, Gordon Linton, was the Federal Transit Administrator during the Clinton Administration, and so has a great deal of knowledge about transit systems across the country.

Mr. Zimmerman explained that in Virginia, local governments are responsible for funding transit, so the representatives on the Metro Board are appointed by local governments, while in Maryland, the state pays for transit, so the state appoints the voting members of the Metro Board, and the County Executives of Montgomery and Prince George's Counties appoint the alternate members. He added that for the District of

Columbia, Board appointments are split between mayoral appointees and members of the City Council.

Mr. DeGraff asked how information on the Council's activities or about concerns that they have raised filtered up to Mr. Zimmerman and other members of the Board. Mr. Zimmerman said that he has relied very heavily on his relationship with Ms. Iacomini and that in addition to the monthly reports and other formal correspondence from the Council, he and Ms. Iacomini talk on occasion when there is an item that she feels he needs to be made aware of. He said that she does a good job of letting him know about upcoming issues along with a good job of presenting the Council's reports to the full Board. He said that he would like to see more conversations between Council members and members of the Board.

Ms. Zinkl asked whether there were any other system-specific items coming up in the next year in addition to the budget and presidential inaugural that were mentioned earlier. Mr. Zimmerman said that Metro will also face challenges with its capital budget in the coming year and added that Mr. Catoe may be able to provide additional information about the challenges that Metro will face.

Dr. Bracmort arrived at 6:59 p.m.

Ms. Everline asked for Mr. Zimmerman's opinion on the best way for Riders' Advisory Council members to reach out to their Board members. Mr. Zimmerman suggested an introductory phone call and possibly requesting a meeting. He said that it would be useful to have regular contact with Board members and that in his conversations with Board members, they felt the same way. Ms. Iacomini suggested that members go through the Board Secretary's office at Metro to get members' appropriate contact information. Mr. Zimmerman also suggested that if members are unsure of how to contact their Board representative, they should go through the Board Secretary's office at Metro.

Ms. Daniels said that she had questions about SmarTrip and whether those would better be addressed by Mr. Catoe. Mr. Zimmerman said that Mr. Catoe or other Metro staff member would be able to answer her question.

Ms. Dranzo asked if Metro's budget meetings would be open to the public. Mr. Zimmerman responded that all of the Metro Board's meetings are open to the public, except for when they go into closed session to discuss sensitive issues. Mr. Catoe said that the next day's Board meetings would start with a Customer Service Committee meeting at 9 a.m. and then be immediately followed by the Finance committee. Ms. Iacomini suggested that members check the calendar page on Metro's website for meeting information and provided information about the Board's meeting schedule.

Ms. Brown arrived at 7:04 p.m.

IV. Remarks by General Manager:

Ms. Iacomini introduced Metro General Manager John Catoe and explained how his position as the Authority's General Manager related to the Board of Directors, noting that he was the main point of contact between the Board of Directors and Metro staff. Mr. Catoe explained that the Board Secretary and Metro's Inspector General report to the Board and that other Metro employees report to him. Ms. Iacomini said that while this arrangement is good from a management perspective it can result in issues with the free flow of information to the Board.

Mr. Catoe said that he wanted to come down to thank the Council for the support and information they provided to Metro over previous year. He said that he also wanted to let them know that he was aware of the Council's vote on Metro's bag inspection policy and will discuss that shortly.

Mr. Catoe told members of the Council that it had just been announced that the Full Funding Grant Agreement for the construction of the Dulles Corridor Metrorail extension had been sent to Congress for its 60-day review period. He said that he doesn't expect any issues with Congress, and at the end of the 60-day period, the new Secretary of Transportation will sign the grant agreement.

Mr. Catoe said that, in regards to SmarTrip, Metro made the transition to eliminate paper transfers on Sunday, January 4<sup>th</sup>. He noted that many people waited until January 5<sup>th</sup> to purchase their cards and that there were long lines at many sales outlets. He also noted that Metro ran out of cards at some locations and had to restock the cards at station vending machines many times over the past few days. He said that Metro had a sufficient supply of cards on hand to meet demand. Mr. Catoe told members that he had been authorized by the Board of Directors to give out up to 100,000 free SmarTrip cards to low-income individuals and that these cards would be distributed through jurisdictions' social service agencies. He said that Metro is working with these agencies to ensure that they have a sufficient supply of these cards. Sara Wilson, Metro's Assistant General Manager for Corporate Strategy and Communications said that only one of the jurisdictions' social service agencies – Arlington County – had so far exhausted its supply of cards and that it had requested more.

Mr. Catoe added that the FY2010 budget that he will present to the Board will be difficult. He said that he wasn't yet able to go into details about the budget before it was presented to the Board of Directors, but that it will be a difficult budget because Metro's subsidies come from local governments and they are also having budgetary difficulties. He said, if there are any service reductions, Metro will decide that in concert with the jurisdictions that it serves. He added that the RAC and Metro's Jurisdictional Coordinating Council (JCC) will be part of the process in the development of Metro's final FY2010 budget. He said that he may request the RAC to hold additional meetings to provide him with input on the Authority's budget before changes to the budget are taken to the Board of Directors.

Ms. Iacomini then turned the floor over to Sara Wilson for a presentation and discussion about Metro's plans for the Inauguration.

V. Inauguration Planning:

Ms. Wilson said that she was passing out several items to the members – a commemorative farecard holder, a brochure for the inaugural service and a draft presentation that will be given to the Board the next day about Metro's service for the Inauguration.

Ms. Wilson said that one of the items that on which Metro would like the Council's input is related to its plan for bus service on January 20<sup>th</sup>. She said that to alleviate congestion on the rail system for people who live close to downtown, Metro is planning on running special bus service. She said that there is also a concern about how to move attendees off the Mall as quickly as possible following the event. She said that if people could board buses through all doors, that would make boarding quicker – however, riders still need to have some way to pay their fare. She said that Metro is trying to address this issue by selling a one-day bus pass that would be for sale on the bus and could be used for bus rides all day. Ms. Wilson said that Metro wanted to get the Council's recommendation on the proposed cost of this pass – either \$3 or \$5.

Ms. Iacomini asked how the pass would work, logistically. Ms. Wilson responded that riders would insert their money into the farebox and the bus driver would tear off a pass for them to use for the remainder of the day. She said that riders would also be able to pay with SmarTrip or regular flash passes.

Dr. Conn said that she heard that there would be a special all-day pass on sale for seven dollars that would work on both bus and rail. Mr. Catoe replied that this was just the regular rail daypass, which costs \$7.80, though will cost \$10 if purchased on January 20<sup>th</sup>. Dr. Conn said that she had concerns about passengers purchasing the passes on the bus.

Ms. Iacomini asked Ms. Wilson to clarify how the one-day rail pass work on Inauguration Day, since it usually cannot be used until after 9:30 a.m. Ms. Wilson said that it will work beginning when the system opens at 4 a.m. and that staff have tested this to ensure that passes will work.

Dr. Conn asked if it would be possible to have a one-day pass that would work on both Metrobus and Metrorail. Ms. Iacomini noted that SmarTrip cards would work on both bus and rail. Mr. Catoe said that it would not be possible to produce the kind of pass that Dr. Conn suggested because of the long lead-time required in making such fare media.

In response to questions from Dr. Conn about bus service for the Inauguration, Ms. Wilson directed members to look at their maps to show where the 22 special Metrobus routes would drop off passengers from the Inauguration. She said that buses would be coming in along major corridors and have terminals as close to the Mall as possible.

In response to a question from Ms. Iacomini, Jim Hamre, Metro's Manager of Bus Projects and Corridor Planning said that there will be supervisors stationed at these buses' terminal stops, along with poster-sized signs giving information about the routes. He said that the buses would use regular Metrobus stops along their routes outside of the Mall area. He added that each route will go to a specific terminal on the Mall, and that buses will not serve multiple stops up and down the Mall.

Mr. Hamre explained that information about this bus service would be made available on the internet, as well as at bus stops and from bus drivers. He noted that, since these buses would largely run along existing bus routes, many people would already be familiar with their routing. Ms. Iacomini noted her concern about getting information to riders and stressed the need for extensive signage, especially since ticketholders will need to go to specific locations in order to get into the secure area. Ms. Wilson said that Metro will try and provide signage, but that there are issues related to timing, since information about the Inauguration and service plans is just being finalized.

Ms. Wilson said that the primary purpose of this bus service is to alleviate crowding on rail. Dr. Conn said that she heard that streets are going to be closed and that authorities are suggesting that people walk to the event due to crowding on transportation modes.

Ms. Walker asked if there would be two tiers of bus service – service for Inauguration attendees and regular bus service. Mr. Catoe responded that Metro is proposing the day pass so that passengers can board buses quickly following the swearing-in and parade. Ms. Wilson explained that the inaugural service would be operated over and above the regular service operated by Metro on January 20<sup>th</sup>. Mr. Hamre added that the \$3 (or \$5) for the bus daypass wasn't intended to be a premium fare, but rather a convenient way of paying for a round-trip.

Mr. Catoe said that the primary purpose of this bus service is to allow for riders at closer-in locations to get down to the Mall, since trains will likely be full by the time they reach closer-in stations.

Ms. Iacomini asked if there would be bus service from closer-in stations, like Ballston, to alleviate crowding at those locations. Mr. Hamre responded that there would be enhanced service on the 38B line which runs from Ballston station into the District, and would have a terminal at 23<sup>rd</sup> Street and Constitution Avenue. In response to Ms. Iacomini's concern about the need for sufficient capacity on these bus routes, Mr. Hamre explained that Metro will schedule enough buses to run at very close headways, and using the example of the 38B said that 30 buses will be assigned to the route so that service can operate as often as every two minutes. He said that Metro will operate buses on these routes at a minimum of every ten minutes.

Mr. Catoe said that while regular bus service will be operating, there will be some changes due to blocked-off roads around the Mall. Dr. Conn said that she is already experiencing these kinds of changes due to road closures around the hotel where the Obama family is staying. She said that it may be better for riders to use these special

routes, depending on where their destination is, and that Metro needs to ensure that information about these bus routes is made widely available to riders can make decisions about which buses they should use. She added that she was also concerned about how riders will be able to identify their specific bus.

Mr. Catoe responded that Metro will do the best that it can to make bus information visible, but that may also depend on the size of the crowd. He added that Metro is also working with local law enforcement to ensure that streets are kept clear of pedestrians so that buses will be able to operate. He noted that crowds of pedestrians swarmed the streets following the Statue of Liberty anniversary celebration in New York several years ago, making it impossible for buses to move.

Ms. Iacomini asked Mr. Catoe about the specific items on which that he and other Metro staff wanted the Council to provide feedback.

Mr. Catoe responded that he wanted the Council's opinion on whether to pay \$3 or \$5 for the all day bus pass. Ms. Dranzo asked whether the special pass would be valid on regular bus routes operating that day, and Mr. Catoe responded that it would. Ms. Zinkl asked whether riders could pay for multiple passes with large bills, and Mr. Catoe replied that riders would be able to do that. After getting a show of hands from members, it was decided that Metro should charge \$5 for the special all-day bus pass.

Ms. Walker raised concerns that many bus riders would not be traveling to inaugural activities, but would rather just be trying to get to work or other destinations and had concerns about charging five dollars for the pass. After it was explained that riders would also be able to pay with flash passes, \$1.35 cash or SmarTrip cards on both special and regular buses, she said that she could support charging \$5 for the daypass.

Ms. Tomaszewski said that since buses will be operating on a Saturday schedule on January 20<sup>th</sup>, that means there will be buses serving the Pentagon, and that it seems like a convenient location to have shuttles from there to the Mall. Mr. Hamre said that the 16B bus will be extended from the Pentagon to 14<sup>th</sup> and C Streets SW for riders. Ms. Tomaszewski said that she would suggest a special shuttle from the Pentagon across the river to help riders avoid the crowds at downtown stations. Mr. Catoe said that many jurisdictions are operating shuttle services. Mr. Hamre said that Metro will be running service on the 7 and 16 lines to downtown and riders can transfer to these buses at the Pentagon.

Ms. Dranzo said that she has concerns about the potential for fraud with the paper day passes. She also suggested that Metro provide information about the special bus routes to riders at Metrorail stations before they go through the faregates so that they would have the option of taking the bus rather than Metrorail. She also asked about what kind of outreach Metro is doing to media outlets so that they can help disseminate information on Metro service for the Inauguration. Lisa Farbstein, Metro's Director of Media Relations said that Metro is working with various media outlets, and while it can't control what

they print or air, they are very eager to share information about Metro's service with their readers or listeners.

Ms. Zinkl asked if Metro had any projections as to at which points along the rail lines heading into downtown will be too crowded to accommodate any more riders. Mr. Catoe responded that no one has an accurate estimate of how many people will attend the events, and without that information, it is impossible to make predictions about crowding. He said that Metro will have all of its railcars in service and will operate gap trains to alleviate crowding.

Ms. Zinkl raised questions about the proposed 97 bus that would operate to Federal Center and also suggested Metro include information about the special fares, such as the one-day rail pass and the one-day rail pass in any information it sends out prior to the inauguration. Ms. Iacomini agreed that this was a good idea since for many transit agencies a "one-day pass" works on both bus and rail. Ms. Zinkl noted that many attendees may not be regular transit riders and will not be familiar with riding transit.

Ms. Everline suggested that Metro provide some kind of text document at Metro stations that explains the routing of these special buses to riders.

Dr. Bracmort said that she had questions about planned bus service to neighborhoods in Northeast D.C. and east of the Anacostia River. Mr. Hamre responded that Metro will be operating special service on the X2 line on H Street/Benning Road, the B2 and along Rhode Island Avenue, and normal (Saturday) service on the P6, the U8 and the D-series buses to bring people downtown and to Union Station. Mr. Hamre said that because the bus system is so complicated, it is difficult to display on a map and so there will also need to be supplemental information provided about the routes these buses will take.

Dr. Bracmort said that she was concerned that buses would be operating on a modified Saturday schedule on January 20<sup>th</sup> and asked why buses can't run on a rush hour schedule like the rail system will be running. Mr. Hamre responded that Dr. Bracmort would have frequent service available to her on the 36 bus to reach downtown. She noted that she would need to transfer to reach the 36 bus, which would be made more difficult if other buses were running on Saturday schedules.

Ms. Zinkl asked how the 97 bus would be operating on January 20<sup>th</sup>, since it's normally a weekday-only bus and Metro is running Saturday bus service. Mr. Hamre responded that the bus is being designated as a 97 to differentiate it from 96 service which will be operating on January 20<sup>th</sup>.

In response to Dr. Bracmort's question about why buses can't operate on a rush hour schedule, Mr. Catoe said that Metro doesn't have enough vehicles to operate both the special shuttles as well as its regular rush hour service. Dr. Bracmort said that she didn't think Metro necessarily needed to operate the special service and that it could accommodate riders by providing information about regular Metrobus routes. Ms.

Iacomini said that her understanding of the special service was that it was designed to also help supplement rail service and spread out passenger loads.

Dr. Bracmort asked why trains couldn't run later on Sunday and Monday evenings. Mr. Catoe responded that he has received this question from the Presidential Inauguration Committee as well, but that Metro needs time to do maintenance and prepare for Tuesday. Dr. Bracmort suggested that Metro stay open late on Sunday evening. Mr. Catoe added that Metro only has a certain number of train operators and these operators need time to rest and also have to apply with rules that limit how many hours they are able to work. He said that he wants to ensure that Metro is ready to provide service on Tuesday.

Dr. Conn asked whether Metro had considered having volunteers to work on the Mall to help riders find their buses. She also asked if Metro has any contingency plans for inclement weather and whether Metro will have special shuttle buses designated for individuals with disabilities or who use wheelchairs.

Ms. Brown raised a question about the proposed special service along Rhode Island Avenue and about the P6 service. She also asked about fares for children. Ms. Wilson said that fares for children would be the same as regular bus fares – two free children under five can accompany each paying rider. Mr. Catoe explained that these fares are still just a proposal – he will be asking the Board for its approval the next day and will provide them with the Council's input.

Mr. Cerny said that he was concerned about trains breaking down on inauguration day and having to go out of service and wanted to know what Metro would be doing to address this issue. Mr. Catoe responded that all of Metro's Transit Police officers would be on duty on January 20<sup>th</sup>, along with several retired police officers and police officers from transit agencies throughout the country. Ms. Farbstein noted that police officers from the jurisdictions would also assist with crowd control. Mr. Catoe added that Metro will have mechanics deployed throughout the system to try to address any mechanical problems as quickly as possible.

Mr. Sheehan stressed that Metro needs to ensure that announcements are made on trains and buses. He noted that the Accessibility Advisory Committee received a briefing on this issue at its last meeting.

Ms. Walker suggested that Metro do some quick repairs at some of the Metro stations to prior to January 20<sup>th</sup> – repairing broken glass, power-washing stations, removing equipment. Ms. Iacomini suggested that Metro staff inspect stations to ensure that any impediments to passenger flow are removed.

Mr. DeGraff said that he hoped that buses would have signage to clearly explain to riders about their respective destinations along with information about fares posted near the doors to possibly decrease the number of questions that riders would need to ask bus operators.

Ms. Dranzo noted that she had concerns about Metro charging \$4 cash for parking, especially since riders have been trained to use their SmarTrip cards to pay for parking. She also encouraged Metro to double-check to ensure that one-day passes would work at the system's opening, since they usually are not valid until after 9:30 a.m.

Ms. Iacomini thanked staff for their presentation and said that she was going to skip approval of past meeting minutes due to time constraints. She then introduced Victor Grimes from Metro's Department of Information Technology to discuss Metro's new website.

VI. New Metro Website:

Mr. Grimes gave an overview of the new Metro website which was launched in December 2008. He noted that it provided easier access to rider services and used Web 2.0 design elements so that it has cleaner design than the website it replaced. He also explained that the site displayed information about incidents and service disruptions more quickly and provided better access for individuals with disabilities. He noted that the website's underlying infrastructure was enhanced to make it more reliable.

Mr. Grimes also explained that the trip planner feature on the new website had been enhanced as part of the redesign. He noted that the new website also featured redesigned pages that show riders when there are interruptions in rail and bus service that show service status as a snapshot rather than as scrolling information, and also provided a single location for riders to sign up for eAlerts about service disruptions. He added that the website includes interactive maps to allow users to access additional information about service directly from the system map. Mr. Grimes also provided an overview of the rail station information pages and how they were redesigned. He then opened the floor for questions.

Ms. Iacomini noted that Suzanne Peck, Metro's Chief Technology Officer has suggested that the Council may want to have an ad hoc to work on enhancements to the webpage.

Ms. Zinkl asked for contact information for Mr. Grimes and his colleague Ms. Evans so that she can send her comments to them.

Ms. Everline noted that she has received only positive feedback on the new website and has noticed that the website is forgiving of users' spelling errors. Mr. Grimes noted that Metro is looking at making the website more accessible for people who speak other languages, especially features like the trip planner.

Mr. Sheehan said that Mr. Grimes and his team worked with the Accessibility Advisory Committee (AAC) to ensure that the website was accessible and worked with the AAC to test the accessibility features.

Mr. DeGraff said that he wanted to congratulate Mr. Grimes on the new website and said that he has gotten feedback on three issues. He said that the first issue related to the trip planner and the fact that it didn't remember the data a user entered if they went back to

the initial screen or moved to the advanced search screen. Mr. Grimes said that he understands this concern. Mr. DeGraff said that the second issue was the fact that bus schedules are only displayed in Adobe Acrobat. Mr. Grimes responded that currently, this information is only available to him in Acrobat, but that he is working with bus staff to try and get this information in other formats.

Mr. DeGraff also noted that the basis of “Web 2.0” involves the sharing of information and principles of openness, and that he is concerned about Metro’s reluctance to share its schedule information with other parties, such as Google Transit. Mr. Grimes responded that Metro hasn’t completely discarded the idea of sharing that information but that there are other issues that need to be worked through and that staff is looking at ways to make this information available. Ms. Iacomini noted that the Board of Directors is aware of this issue and that staff has been tasked with working on this issue. Mr. Grimes noted that there is a “Frequently Asked Questions” section on Metro’s website related to this issue.

Ms. Dranzo stressed the need for Metro to develop maps that work with the iPod Touch and also for more mobile applications that don’t require a constant internet connection as well as schedules formatted for mobile devices like Palm Pilots. Staff noted that Metro does have some of its schedules available in this format. Mr. DeGraff said that one advantage of Metro sharing its schedule data would be that individuals could write applications for mobile devices such as the iPhone.

Ms. Iacomini thanked staff for their presentation. Mr. Grimes said that he looked forward to working with members of the Council to get their feedback and to possibly form an ad hoc committee to address website issues.

## VII. Capital Needs Inventory:

Ms. Iacomini then introduced Trish Hendren to give a brief overview of Metro’s Capital Needs Inventory. She said that there would be a meeting to discuss this topic in detail on Wednesday, January 14<sup>th</sup> at 6:30 p.m.

Ms. Hendren said that she wanted to provide the Council with initial information before the meeting next week where members would be asked for their input on prioritizing Metro’s capital needs. Ms. Iacomini said that this project is on an accelerated timeline because some items may be included in the economic stimulus package that is being discussed currently in Congress. She said that Metro wants have riders’ input and know riders’ priorities in case it has an opportunity to start some projects.

Ms. Hendren said that Metro wants to have riders’ input on what it should prioritize with regards to projects. She then explained the five steps in the capital projects:

1. Determining Metro’s capital needs;
2. Prioritizing capital needs;
3. Budget for the prioritized needs;
4. Deliver the capital program;
5. Monitor the results of the program.

She said that the goal of Wednesday's meeting would be to identify objectives for Metro's capital plan.

Ms. Dranzo asked if Ms. Hendren could define capital needs. Ms. Hendren described capital needs as physical items – buses, trains, equipment. She said that Metro's current capital program runs through 2010 and so Metro will need to begin a new program in 2011. Ms. Iacomini noted that money for capital projects comes from the federal government and local jurisdictions, while operating money comes from fares.

Ms. Iacomini asked if members could commit to attending the meeting on Wednesday, January 14<sup>th</sup>. In response to a question from Ms. Zinkl, Ms. Iacomini explained that the meeting would be open to members of the public. Ms. Hendren said that participation by as many people as possible will be critical so that Metro can get input from a variety of voices.

Mr. Sheehan left the meeting at 8:30 p.m.

Ms. Hendren then reviewed the handout that she provided members and discussed Metro's goals and objectives. She reviewed Metro's goals and explained that to define goals, one needs to set objectives. She gave the example that if a goal was safety, an objective would be to reduce accidents.

Ms. Zinkl asked whether Metro has a pre-existing list of potential projects. Ms. Hendren said that Metro has a set list of projects and is asking members to develop a list of criteria through which Metro can evaluate projects. There was further discussion between Ms. Iacomini and Ms. Hendren about how items would be prioritized.

In response to a comment from Ms. Walker, Ms. Hendren said that staff would be asking for three things from participants at next week's meeting:

1. Prioritizing Metro's goals;
2. Helping define Metro's goals by providing objectives;
3. Figuring out which element of each goal is most important.

Mr. Cerny left the meeting at 8:36 p.m.

There was further clarification from Ms. Iacomini about the goals and desired output from the meeting to be held the following week.

Ms. Zinkl said that she had concerns that riders' input on these projects may be misinterpreted or not come through clearly. Ms. Hendren said that the purpose of the meeting is to ensure that there is clear communication and that staff accurately captures riders' comments. Ms. Iacomini said that she is also unsure about this approach and noted that she would do much better at working through a list of actual projects. She noted that staff wanted, however, to get at riders' perceptions to guide them when they choose projects later on. Ms. Hendren said that Metro wants to get this kind of input from

the Council to help it pick projects that best align with the Authority's goals, since Metro will not have enough money to complete all of the projects on its list.

Ms. Iacomini apologized that the meeting had run over its allotted time but that it needed to hold elections before adjourning for the evening.

Ms. Tomaszewski moved that the Council postpone the elections until the next meeting. Ms. Iacomini stated her preference for not postponing the elections.

Ms. Iacomini then said that the Council would postpone approval of minutes and elections with elections for new officers would be the first item on the February meeting agenda. She said that the new chairman could then decide on the agenda for the rest of that meeting.

Ms. Tomaszewski suggested that members try and plan the agenda for the February meeting so as not to have to burden Ms. Iacomini with that task, since she was planning on this being her last meeting as Council chairman.

Ms. Zinkl suggested that an orientation session would be a good item for the February meeting, and along with approval of past minutes, elections and any item that Metro staff would want to present would likely round out the agenda.

In response to a question from Ms. Dranzo, Ms. Iacomini said that Council subcommittees were suspended a few months ago had not yet resumed. She suggested that the Council may want to discuss the topic of subcommittees at its next meeting.

VII. Adjournment:

Without objection, Ms. Iacomini adjourned the meeting at 8:40 p.m.