



AGENDA

January 4, 2017

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| I. | Call to Order – Roll Call | (6:30 – 6:35 p.m.) |
| II. | Approval of Agenda | (6:35 – 6:40 p.m.) |
| III. | <i>Conversation with GM/CEO Paul Wiedefeld</i> | (6:40 – 7:00 p.m.) |
| IV. | Public Comment Period | (7:00 – 7:05 p.m.) |
| V. | Introduction of New and Returning Members | (7:05 – 7:15 p.m.) |
| VI. | Approval of Past Meeting Minutes
December 7, 2016 | (7:15 – 7:20 p.m.) |
| VII. | Chair's Report | (7:20 – 7:20 p.m.) |
| VIII. | Nomination of Officers – RAC Chair, DC & Maryland Vice Chairs | (7:20 -- 7:35 p.m.) |
| IX. | RAC Committee Participation (topics, sign-up) | (7:35 – 7:50 p.m.) |
| | <ul style="list-style-type: none">• Leadership• Budget and Finance• Customer Service• Programs, Projects and Planning• Safety & Security• Governance | |
| X. | Announcements | (7:50 – 8:00 p.m.) |
| XI. | Orientation | (8:00 – 8:30 p.m.) |
| XII. | Adjournment | (8:30 p.m.) |

Upcoming Meetings (Committee Dates TBD)

- RAC Leadership (Executive Session)
- 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, February 1, 2017**

**WMATA Riders' Advisory
Council**

Wednesday December 7, 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*
Barbara Hermanson, RAC Chair, City of Alexandria
Colin Reusch, At-Large
Debra MacKenzie, VA, Arlington County
Sietse Goffard, District of Columbia
J. Clarence Flanders, At-Large
Jamie Woodside, District of Columbia
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
Lorraine Silva, VA, Arlington County

Other Attendees
Joi Moorer, WMATA Staff Coordinator

Absent: *Members*
Jeffrey Ekoma, VA, Fairfax County
James Zepp, MD, Montgomery County
Pat Sheehan, At-Large/Accessibility Advisory Committee, Chair
Christine Madden, VA, Arlington County

Presider: Barbara Hermanson, RAC Chair, City of Alexandria

I. Call to Order/Opening Remarks

Ms. Hermanson called the December 2016 meeting of the Metro Riders' Advisory Council (RAC) to order at 6:30pm.

II. Approval of Agenda

Without objection, the agenda was approved.

III. *Back2Good Presentation and Conversation with Lynn Bowersox*

Ms. Bowersox opened her presentation by informing the Council of the Back2Good plan for 2017 which focuses on safety improvements, delay reductions, and a balanced budget. This will happen through programs that:

- Institute aggressive, new preventive maintenance efforts with the goal of cutting in half delays to trains caused by track problems
- Convert ALL 8-car trains to new 7000 Series cars
- Operate trains on schedule with fewer offloads by retiring the oldest and least reliable cars (1000 and 4000 Series cars) that are responsible for a third of all train delays; and conduct focused maintenance campaigns on the legacy fleet for the most problematic issues
- Visibly improve station cleaning and lighting
- Prevent "near misses" on Metrorail tracks that endanger workers and inspectors

Ms. Bowersox asked for the Council's input on which stations should Metro focus its station maintenance efforts. Several members advised that Metro should focus on high-traffic stations. Another member commented that many customers are more concerned with service reliability when compared to station maintenance as a priority. Other members advised Metro to simultaneously focus on ensuring Station Managers are more knowledgeable and can provide excellent customer service. One member specifically stated the Blue Line stations would be a great place to start as a demonstration of goodwill since those customers have had to deal with an increasing number of service disruptions. A few members also remarked that bus cleanliness and station lighting should be a priority under the Back2Good plan.

Ms. Bowersox also presented the MyTrip Time feature to the Council to demonstrate the measure by which customers will be able to determine service performance. Council members agreed that the tool has been helpful in recording their trip times and reporting out accurately. A member of the public commented that the tool was flawed because it buffers in extra time that doesn't necessarily reflect the realities of a customer's experience. Ms. Bowersox noted the information to pass along to the Performance Office.

Additionally, Ms. Bowersox presented new customer survey categories which will be part of a new survey tool that will be used to gather more feedback regarding a customer's experience. The categories are: (1) Service Reliability, (2) Personal Safety and Security, and (3) Customer Service. Council members responded positively to the new tool and offered comments.

Lastly, Ms. Bowersox addressed the following questions from the Council:

- Will Metro publish its survey questions? Answer: Metro doesn't reveal its survey questionnaire to prevent tainting future surveys which is an industry practice.
- Are there new plans or processes being developed to address customer service related issues facing front line employees? Answer: GM is now attending all New Employee Orientations and holding employee town halls. Additionally, Metro will be improving its technology to be able to deliver information more timely to customers and front line employees.

- Is there a way to include customer feedback into the training materials? Answer: As the new training materials are prepared, Ms. Bowersox will revisit the idea.
- How will employees be evaluated on their customer service delivery? **Answer:** New Performance Evaluation standards have been set. In the past, not all employees were evaluated. Moving forward, Metro will evaluate all staff and hold them accountable to metrics based on their job roles.

IV. Public Comment

Jeff Larrimore commented on the Blue Line and budget service adjustments. Additionally he commented on the On-Time-Performance KPI for rail service; and that the most recent Vital Signs crowding data was lined up incorrectly. He will submit details on the issue to Ms. Hermanson, to forward to the proper staff.

V. Approval of Past Meeting Minutes

The minutes of the November 2016 meeting were approved unanimously.

VI. Chair's Report and Board Highlights (November 2016)

Ms. Hermanson referred to the report in the packet.

VII. RAC Committee Reports

- **Leadership and Governance:** Ms. Hermanson led the discussion on several topics
 - **Bylaws:** Revisions will be deferred to the 2017 Governance team
 - **Attendance:** Ms. MacKenzie and Mr. Reusch were recognized for their perfect attendance at 2016 meetings of the full RAC. Mr. Goffard was also commended for perfect attendance since he joined the RAC in the spring.
 - **Leadership for 2017:** Ms. Hermanson distributed a document explaining the election process and roles for RAC Officers and Committee Chairs. She also encouraged any candidates for Chair or Vice Chair to express their interest before the January meeting. The following members announced they are considering positions:
 - Chair: Mr. Reusch
 - DC Vice Chair: Mr. Flanders
 - MD Vice Chair: Mr. Fogel
 - VA Vice Chair: Ms. Silva
 - **Orientation:** The Leadership team will address the implementation of the Orientation work group's recommendations at their December 12 meeting. The materials will include member photos and email addresses, but they will not be mandatory.
 - **Appreciation:** Ms. Hermanson expressed appreciation to the RAC for giving her the honor of serving as its Chair for 2015 and 2016. Mr. Fogel presented her with a Certificate of Appreciation for her service.
- **Budget and Finance:** Mr. Flanders reported that the committee received answers for their 2018 budget questions and will be bringing information to the January meeting.
- **Customer Service:** Mr. White mentioned the committee will begin to focus on snow removal and other weather related concerns that typically arise during the winter season.
- **Programs, Projects and Planning:** Mr. Reusch announced that the PPP committee will not have a formal meeting in December.
- **Safety:** The team plans to meet on their regularly scheduled date (December 21)

VII. Announcements and Round Table

- The group decided to take a farewell photo with the Chair.

VIII. Adjournment

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

Respectfully Submitted,
Joi Moorer

DRAFT



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December 7, 2016

To Chairman Evans & WMATA Board Members:

Here is the RAC report for December, which includes activities since our last report in mid-November.

2016 Work Plan

The RAC has focused much of its attention in the past month on objectives we outlined in our 2016 Work Plan.

Budget: Our Budget Committee has reviewed the proposed Operational Budget for fiscal 2018, and the Finance staff has answered several questions we had. Digesting the wealth of information provided to the Board over the past few weeks has improved our understanding of the proposed budget. We are now looking at the key budget components impacting riders, so we can provide our perspective before the important decisions are made. The committee will be formulating its proposal for the full RAC to consider in the coming weeks, with our final recommendations going to the Board and staff during the public input period.

Programs, Projects and Planning (PPP): Committee members have continued to load content to our new Facebook page.

Safety: As a follow-up to the Southern Avenue emergency exercise in early November, we provided a consolidated report of RAC feedback to the Office of Emergency Management. The staff has welcomed the RAC's involvement in all the quarterly exercises from the beginning, and the RAC remains committed to participating in them.

Monthly RAC meeting

Lynn Bowersox attended our December 7 meeting of the full RAC, where she presented a great deal of information on the plan for Getting Metro Back2Good. RAC members expressed their support for this new phase of initiatives to restore public confidence in safety, service reliability and financial matters. Lynn also responded to our questions on customer service initiatives, especially involving front-line employees.

Yearend Transition

Several activities are underway toward the RAC's usual yearend transitions:

Recruitment: As usual, several of our RAC members' terms expire at yearend. Most of those members have applied for reappointment to another term. Our staff support members (Joi Moorer and John Pasek) are finishing the annual recruitment process, to fill positions for members not seeking reappointment and for vacancies that surfaced in the past few months.

New Member Orientation: In preparation for the new RAC members to be appointed by the Board for 2017, we are updating our orientation materials. Several of our 2016 recruits have reviewed our existing orientation packet and provided feedback for enhancements to be made in the next few weeks.

RAC Leadership: As with every new year, the RAC will have elections in January for its 2017 leadership team. We have a very strong freshman class for 2016, and several have already expressed interest in taking on more responsibility going forward.

Yearend recap: In early January, we will be providing a recap of our key activities for 2016.

Thank you

It has been a tremendous honor to serve as the RAC's Chair for the past two years. The support and partnership with the Board and staff have made it a great pleasure as well. Thanks to all of you who have contributed to my education and helped the RAC to succeed.

Sincerely,

Barbara Hermanson

Barbara M. Hermanson
Chair, Riders' Advisory Council

cc: Lynn Bowersox
RAC Members