

RAC Customer Service Subcommittee Agenda

Discussion Items for Thursday, March 10, 2016, 6:30pm

#	Agenda Item	Details	Action/Comments
1	Administrative	Attendance	
2	Agenda Review		
3	Next Committee Meeting	Thursday, April 14, 2016	
4	Safety & Security	Update on letter to MTPD Chief Gaddis	Barbara Hermanson
		Open: Recommendations on displaying of MTPD info in the system	Where and how should this info be displayed?
		Eisenhower Station Emergency drill	Committee members attending: Wil White Chris Barnes
		E-mail rcv'd from citizen re safety policy info to share and wanting Prince Georges County RAC members e-mail addresses	What's our policy before contacting him?
5	Blue Line Overcrowding	Discussion on Exec Committee's addressing of this issue	Can Silver Line be set for rerouting and additional cars added to Blue Line?
7	Service	GM Paul Wiedefeld's National Press Club announcement on his plan for WMATA on 3/7/16 may resolve some existing RAC concerns.	Suggest tabling until we hear the rollout of his plan. We can continue to work prior to April's mtg if our concerns aren't addressed.
8	Other Business	Twitter promo by WMATA and/or RAC members	
		Additional commentary from the public after presenters speak, and/or after completion of RAC agenda.	