

# WMATA Riders' Advisory Council

Wednesday December 2, 2015  
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, VA, City of Alexandria  
Jeremiah Bush, VA, Fairfax County  
Sherry Doster, MD, Prince George's County  
Bob Fogel, Vice-Chair, MD, Montgomery County  
Avani Gala, VA, Arlington County  
Thaddeus Johnson, District of Columbia  
Deborah MacKenzie, VA, Arlington County  
Ryan Nalty, District of Columbia  
Pat Sheehan, At-Large/Accessibility Advisory Committee, Chair  
Daniel Turk, Vice-Chair, District of Columbia  
Fred Walker, VA, Fairfax County  
Wil White, MD, Prince George's County  
Mary Ann Zimmerman, MD, Montgomery County  
James Zepp, MD, Montgomery County  
Lorraine Silva, VA, Arlington County

*Other Individuals*  
Jason Minser, Staff Coordinator  
Joi Moorer, Staff Coordinator

Absent: *Members*  
Stephanie Beechem, District of Columbia  
Pablo Destefanis, District of Columbia  
Caroline Kim, District of Columbia  
Deborah Titus, VA, Fairfax County  
J. Clarence Flanders, At-Large  
Theresa Wells, MD, Prince George's County

Presider: Barbara Hermanson, VA, Chair

## **I. Call to Order/Roll Call**

Ms. Hermanson called the December 2015 meeting of the Metro Riders' Advisory Council (RAC) to order at 6:30 p.m.

## **II. Public Comment Period:**

3 people signed up for public comment.

Mr. Chris Barnes raised an issue for the Council to consider regarding rail station fine revenue. It's his understanding any rail station fines issued are paid to the jurisdictions and not WMATA. He proposed letting the jurisdictions benefitting from the fine revenue, police the rail stations. This frees up MTPD resources to expand bus and rail policing.

Jeff Larrimore spoke about Blue Line concerns. A major concern is around Blue Line riders paying peak fares for off-peak service.

Ms. Debra MacKenzie spoke about buses leaving early, and wanted to know why. She also correlated early bus departure to people running to catch the bus. She also spoke about orange covers over fare machines on buses and wanted to know why bus drivers don't know what they're for. She also stated that station managers have expressed their frustration with the inability to receive responses from Metro supervisors regarding customer complaints. Ms. MacKenzie also mentioned her concern about Blue Line riders paying peak fares for off-peak service.

## **III. Approval of Agenda**

Without objection, the agenda was approved with one abstention.

## **IV. All Things Customer Service Presentation**

Mr. Jeremy Franklin presented on the WMATA customer service model which includes the following key components: 1.) Customer Information office handles general information inquiries; 2.) Customer Relations office handles customer complaints and concerns which fall outside of general information; 3.) Lost & Found office is a face-to-face operation that manages customer requests regarding lost items. Additionally, he covered the customer resolution process, key performance measures, and next year's performance forecast. He also responded to questions around multi-telephone line use, level of internal cooperation from other departments in complaint resolution, how complaints are closed, the process of lost item recovery, and why lost and found are located in Prince George's County.

## **Customer Travel Time Presentation**

Ms. Holt presented information about a new performance measure of rail customer travel time. Ms. Holt explained the measure is being explored to better reflect customer experience, capturing both frequency and duration of delays. Currently there is a disconnect between current rail “on-time performance” measure and the customer experience. The current measure looks at train spacing and is very useful for internal operations staff (ROCC controllers), but doesn’t capture other aspects of the customer journey (i.e. slow train ride, crowded platforms). The new measure would use customers’ SmarTrip® data to track how often a customers’ travel time exceeds the maximum expected travel time. To inform the design of this measure, CSCM worked with CPO to survey customers on how they think about travel time. Survey results suggest that the new measure should report the percentage of customers on-time with a delay being defined as anything above the maximum expected time (train travel time+ wait time + station travel time). Ms. Holt invited the Council to provide feedback on the concept.

## **V. Approval of Past Meeting Minutes**

Without objection, the minutes of the November 4, 2015 meeting were approved as presented with 1 abstention.

## **VI. Committee Reports**

- Chair’s Report to WMATA Board of Directors (November 2015) – Ms. Hermanson  
Ms. Hermanson stated that the Chair’s Report for the month of November 2015 was included in the agenda package for review. She briefly articulated highlights resulting from board and committee meetings.
- Budget and Finance Committee Meeting – Mr. Bush  
Mr. Bush presented information from the latest committee meeting.
- Customer Service Committee Meeting – Ms. Hermanson  
Ms. Hermanson provided highlights from the latest committee meeting.
- Programs, Projects and Planning Committee – Mr. Turk  
Nothing to report
- RAC Leadership Quarterly Meeting with WMATA Board of Directors – Ms. Hermanson  
Nothing to report

## **VII. Announcements**

Ms. Hermanson advertised the GM's attendance at the January meeting, and invited Council members to add agenda items for the leadership to consider. Additionally, she covered recruitment and upcoming election information. She also encouraged members to sign up for the WMATA evacuation drill. Other announcements were around logistics of onboarding new Council members. There was a brief ceremony to thank Council members whose term is ending.

## **VIII. Adjournment**

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

Respectfully Submitted,

Joi Moorer  
Riders' Advisory Council Coordinator