

**Riders' Advisory Council  
Meeting Minutes  
June 6, 2007**

I. Call to Order:

Mr. Snyder called the June Riders' Advisory Council meeting to order at 6:36 p.m.

II. Roll Call:

Mr. Snyder then took the roll. The following RAC members were in attendance:

Michael Snyder, Chair (Montgomery County)  
Kelsi Bracmort (District of Columbia)  
Steve Cerny (Fairfax County)  
Sharon Conn (Prince George's County)  
Armando Cortinez (At-Large/District of Columbia)  
Patricia Daniels (District of Columbia)  
Nancy Iacomini (Arlington County)  
Dennis Jaffe (District of Columbia)  
Cesar Maxit (District of Columbia)  
Kevin Moore (At-Large/District of Columbia; arrived at 7:33 p.m.)  
Patrick Sheehan (At-Large/Elderly and Disabled Committee)  
Aline Stone (Fairfax County)  
Lillian White (City of Alexandria)

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

Mary Blyther (Arlington County)  
Denise Brown (Prince George's County)  
Justin Chittams (District of Columbia)  
Susan Holland (Prince George's County)  
Nardra Johnson (Montgomery County)  
Kaiya Pontinen Sandler (Montgomery County)

II. Public Comment:

Mr. Snyder noted that there was a member of the public who wished to make comments. Mr. Tommy W. Lee, from Alexandria, Virginia told the RAC that he usually rides the Blue Line from Braddock Road to Rosslyn. On May 21, he noticed a letter to the editor in the Examiner newspaper which said that Metro riders who receive transit benefits from their employers would lose money as a result of a move to make benefits available only through SmarTrip cards. He said that he looked into the issue further and learned that, because SmarTrip cards do not allow passes to be loaded onto them, transit benefits recipients would be required to pay per trip.

Mr. Lee said that he is a transit benefits recipient and currently receives Metrocheks, which he trades in for weekly passes. He said that these passes allow him to run errands or make stops as part of his commute without being charged extra.

Mr. Lee said that he thinks that this would have a negative impact on transit ridership and that Metro should be doing everything it can to encourage people to abandon their automobiles. He also said that he thinks that this is a hidden way for Metro to raise funds.

Mr. Lee suggested that Metro make passes available through SmarTrip cards and urged the RAC to communicate this to Metro's Board of Directors. He said that many riders are not aware of this impending change, but that those that are aware of it are not happy about it.

Mr. Snyder told Mr. Lee that the RAC had taken a position encouraging Metro that, if it required SmarTrip usage or if it increased fares, to make passes available through SmarTrip cards.

Mr. Jaffe thanked Mr. Lee for coming and for his comments. He said that he would encourage him to contact the RAC Chair, the RAC Staff Coordinator or one of the Subcommittee Chairs with his issues, because sustained and aggressive engagement by the riding public is necessary to see changes at the Authority.

Mr. Snyder asked Mr. Lee to leave his contact information with the RAC Staff Coordinator so that the RAC can keep him informed of any progress on this issue.

Ms. White asked Mr. Lee if he used either the DASH or Metrobus systems in Alexandria. Mr. Lee said that he didn't use the bus and that he walked to the Metro station.

III. Approval of May 2, 2007 Meeting Minutes:

Mr. Snyder then moved on to the next agenda item, which was the approval of the May 2, 2007 RAC Meeting Minutes. Ms. Stone moved to accept the minutes as presented. The motion was seconded by Steve Cerny. There was no discussion.

*Favor:* Mr. Cerny, Dr. Conn, Mr. Cortinez, Ms. Daniels, Mr. Jaffe, Mr. Sheehan, Mr. Snyder, Ms. Stone, Ms. White

*Opposed:* None

*Abstentions:* Dr. Bracmort, Ms. Iacomini

This motion passed (9-0-2).

IV. Approval of Meeting Agenda:

Mr. Snyder then asked for the Council's approval of the evening's meeting agenda. Dr. Conn moved to accept the agenda as presented. Ms. Daniels seconded this motion. All members in attendance voted to approve the agenda as presented. (11-0-0)

V. Metro Reorganization:

Mr. Snyder introduced Raphael Alfred, from the General Manager's office, to give a presentation on Metro's recent corporate reorganization.

Mr. Alfred told RAC members that, for the last thirty years, Metro has been a construction agency, with its focus on completion of the rail system. He said that the Authority's focus is now on customer service and the reorganization supports that.

Mr. Alfred went over the old structure of the organization. He noted that comments or complaints previously would be routed through multiple departments. He added that, with the reorganization, these functions would be centralized. He then reviewed with RAC members the new organizational structure and the responsibilities with each Department. He also provided information on the staff members who will head these new Departments.

Mr. Alfred noted that Customer Service is now in Operations Unit, where it had previously been in the Communications Department. He also noted that, relating to operations, there will be one person to address the various concerns/complaints within each operating unit. He also mentioned that the operations divisions will handle all customer interaction.

Mr. Alfred said that there will continue to be changes made to the structure he presented to the RAC and that Department managers are looking at their departments to ensure that they have the right people in them. He added General Manager will be meeting over the next few weeks with Department heads to finalize the structure. He said that a final structure should be developed and presented to the Board of Directors the middle of June. He said that Mr. Catoe has committed to make further changes to the organizational structure, if necessary, to improve the service for customers.

Mr. Snyder said that, when this was presented to the Board, they specifically asked him if he had run this by the RAC. He said that this is an opportunity for the RAC to give its feedback on the reorganization to the General Manager.

Ms. Daniels said that she wanted to know if Mr. Victoria will deal with the issue of priority seating on buses. She said that she is concerned that, when she gets on the bus, there are kids, families, etc. using priority seating, when this is supposed to be reserved for the elderly and disabled.

Mr. Sheehan asked what Mr. Victoria's position was in relation to Mr. Requa's. Mr. Alfred said that Mr. Victoria would be heading up Metrobus, taking Mr. Requa's former position. Mr. Sheehan said that, based on his experience with Mr. Requa, Mr. Requa, "got it" and understood the needs of the elderly and disabled community. He said that, to be fair to the new person, the RAC should give him the opportunity to come and address the RAC and the E&D Committee.

Mr. Alfred said that Mr. Victoria has been in public transportation for a long time and understands these concerns. He said that Mr. Victoria will be starting next week and he will bring up this concern to him once he starts.

Ms. White asked a clarification on Mr. Victoria's position. Mr. Alfred explained that Mr. Victoria is running Metrobus, and Mr. Requa will be running Operations Services.

Mr. Cerny said he was going to ask when Mr. Victoria would be starting with WMATA. Mr. Alfred said that he would start June 11<sup>th</sup>, and Andrea Burnside, Assistant General Manager for Human Capital, will start June 18<sup>th</sup>.

Dr. Bracmort asked about the "Administration" section is under Bus – its function and why Rail doesn't have the same "Administration" function. Mr. Alfred said that the functions under the new headings reflect old divisions and it is likely that this heading will go away as departments are realigned under the new structure, which is expected to happen by July 1<sup>st</sup>. He said that, when Mr. Victoria comes on board, he'll need to review his department to ensure that all functions within it are appropriate. Dr. Bracmort said that she didn't want to see anything placed under Bus that could drain resources from improving service.

Dr. Conn said that she was bothered by the term "construction agency" on the first page of the presentation. Mr. Alfred said that, in the past, the power rested with individuals who were responsible for building and expanding the system. He said that this meant that the appropriate amount of attention wasn't given to providing service. He said that now, the priority of the Authority is to focus on Customer Service, which is reflected in the Authority's new organization.

Dr. Conn noted that "Customer Service" is placed under Operations Services and "Customer Communication" is under the Corporate Strategy division. She said that she is concerned about this disconnect because of past unresponsiveness by Metro to customer complaints and inquiries. Mr. Alfred said that, previously, Customer Service had been aligned with the Communications department. He said that, as a result of Customer Service being in the Communications department, when these complaints were then sent on to various operating departments, the departments were not always as responsive as they should have been to them. Mr. Alfred said that, by placing Customer Service with Operations, more attention can be paid to this issue, since it's all under Deputy General Manager Gerald Francis.

Dr. Bracmort said that she is concerned because, even with the reorganization, there is still a layer between Mr. Francis and Customer Service and said that she thinks that Metro may want to create a separate division for Customer Service. Mr. Alfred said that, during the discussion of Metro's reorganization, there was discussion of putting customer service within the Bus and Rail divisions, however that would complicate customer contact with the Authority.

Dr. Conn said that Customer Service is placed in Operations Services with too many other functions – such as Plant Maintenance and Facilities Engineering to be effective.

Mr. Jaffe said that there was a definite problem with having customer service under the Communications Department, not integrated with operations. Mr. Jaffe said that, in his experience, that there has been improvement when rail customer service staff reported to Rail and asked if they had been moved out of Rail. Mr. Alfred said that customer service staff is now in Operations Services. Mr. Jaffe said that the only way that he can see Customer Service staff be effective is by having them in the each operating division (bus, rail, MetroAccess) along with having a centralized office to handle issues such as SmarTrip.

Mr. Jaffe also asked if the “One Number” system had been implemented, which would channel all customer communication through one number. Mr. Alfred said that he believed that this was implemented in March. Mr. Alfred said that, while the old numbers still work, all numbers can be accessed through the main number. Mr. Alfred said that he would look into the “one number” issue.

Mr. Jaffe said that he has concerns about customer service and its relationship to operations. Mr. Jaffe said that there is a disconnect between what is said to the RAC and what happens out in the field. He said he wants to know what is being said to staff in terms of training on policies and training. Mr. Alfred said that he would bring up the issues of customer service and priority seating with Mr. Victoria and Mr. Francis.

Mr. Snyder asked what Mr. Jaffe is asking for. Mr. Jaffe responded that he wanted to know the specifics of the training operations staff receives. He said that he knows that there are policies and procedures that should be covered in training, but that these aren’t being followed. Mr. Snyder said that he knows that Metro is retraining all of its bus drivers and that it would be nice for the RAC to see what some of the issues being covered in this training are.

Ms. White asked if Mr. Alfred could give an overview some strategies that were employed when arranging the reorganization plan.

Mr. Alfred discussed Mr. Catoe’s philosophy of “A” (direct customer service), “B” (operational support) and “C” (other functions) employees and gave examples of which employees would fall into each category. He said that the reorganization was a “common sense” look at the organization to align functions within the Authority. Mr. Alfred gave the example that, previously, the Rail Department was responsible for Metro’s internal telephone system, and noted that this function now falls under the Information Technology Department. Ms. White commented that communication with departments was important in large bureaucracies.

Ms. White asked about the responsibilities under the “Maintenance” function. Mr. Alfred said that Mr. Kubicek has only been in place about a week. He continued that Mr.

Kubicek would be responsible for vehicle maintenance as well as to ensure that future vehicles will be able to face the increased demands that Metro will be placing on them.

Ms. White said that she would strongly recommend that a Customer Service department be established separately, encompassing rail, bus and MetroAccess. She said that she would be making a motion on this later in the meeting.

Dr. Conn asked whether “Advertising” was eliminated. Mr. Alfred said that Advertising exists as a function of the Marketing department.

Mr. Sheehan said that the Elderly and Disabled (E&D) Committee has looked at the newly-created “Access” Department. He noted that Selene Faer Dalton-Kumins has been promoted to head MetroAccess and said that he thinks that it would be good for Ms. Dalton-Kumins to present to the RAC on what MetroAccess is up to. He said that Ms. Dalton-Kumins will be quite capable to manage this department but that her new position will require a learning curve. Mr. Sheehan said that he’d like to find out more about the functions of the “Access” department. He added that the E&D Committee has confidence that the staff of this department will be able to do a good job. He also said that it would be worthwhile for the RAC to have Mr. Kent come and discuss all of the things that “Access” encompasses.

Mr. Sheehan added that, many of the initiatives put forward by the RAC are also applicable to members of the E&D Committee.

Mr. Snyder said that he’d encourage the Chairs of the appropriate Subcommittees to ask the appropriate AGMs to discuss their roles. He said that Metro is bringing in a lot of new people and, if the RAC can meet with them when they start, it may be easier to get its initiatives implemented.

Dr. Bracmort said that she assumed that the RAC was located in the Corporate Strategy and Communications Department and asked if, since the RAC is a creation of the Board, that it didn’t report to the Board of Directors and whether this move would make sense while Metro is undergoing its reorganization.

Mr. Sheehan said that the E&D had looked at changing its reporting structure. He said that he had expected for the Committee to report to the Board but, in the end, it decided to remain reporting through the General Manager. He said that the E&D Committee has good relations with Metro staff, though he was surprised that the E&D didn’t want the same profile as the RAC in terms of reporting to the Board. He said that he appreciates the RAC’s position in supporting E&D issues to the Board of Directors.

Mr. Jaffe said that he thought Dr. Bracmort’s suggestion was a good idea and asked if she wanted to make this as a motion.

Dr. Bracmort moved that, the new organizational structure include a direct linkage between the Riders' Advisory Council and the Board of Directors and that the organizational chart clearly identify the RAC. This motion was seconded by Mr. Jaffe.

Mr. Jaffe said that he wanted to clarify the motion in the interest of making sure that the staff coordinator was clear with the intent of the motion. He said that his interpretation of Dr. Bracmort's motion is that the RAC wants to be placed on the organization chart and be directly linked to the Board of Directors. Dr. Bracmort said that she agreed with this interpretation.

Mr. Snyder asked if there was any further discussion.

Mr. Cerny suggested that there be link from the RAC to the General Manager as well. Dr. Bracmort said that she would accept that change. Dr Conn said that there can't be a direct line between the General Manager and the RAC because it isn't a reporting relationship, but that a broken line would be appropriate.

Doris Ray, a member of the audience, asked where, in the structure, Americans with Disabilities Act complaints would fall and where the MetroAccess advisory board would go under the new organization.

Mr. Sheehan replied that the current MetroAccess Advisory Committee is reporting to the Board of Directors and so would probably have equivalent position as the RAC. Mr. Sheehan said that this Committee is reporting through the Department of Access but does report to the Board of Directors.

Mr. Moore arrived at 7:33 p.m.

In response to another question from Ms. Ray, Mr. Alfred said that, if someone had an ADA complaint, it would come in through Customer Service, as it does currently and then be forwarded to the Office ADA Programs. Ms. Ray said that this would allow ADAP to maintain a certain independence.

There was additional discussion by Mr. Sheehan and a request from him for additional clarification on the location of the E&D and MetroAccess Advisory committees.

Mr. Snyder then called for a vote on Dr. Bracmort's motion.

*In favor:* Dr. Bracmort, Mr. Cerny, Dr. Conn, Mr. Cortinez, Ms. Daniels, Mr. Jaffe, Mr. Maxit, Mr. Sheehan, Mr. Snyder, Ms. Stone, Ms. White

*Opposed:* none

*Abstentions:* Mr. Moore

(11-0-1)

Mr. Cerny asked Mr. Alfred which Assistant General Managers were new to Metro and where these individuals came from. Mr. Alfred said that John Catoe, Gerald Francis,

Milo Victoria and Dave Kubicek are new, having come from Los Angeles. He also noted that Suzanne Peck is new to Metro, coming from the D.C. Government, and Andrea Burnside is also new to Metro, though he isn't sure if she's from L.A. or from Utah Transit.

Mr. Jaffe said that he'd like to make a motion to recommend that Metro establish one centralized Customer Service unit in Operations Services to establish standardized customer service protocols and to respond to systemwide customer service issues and also to establish customer service units within each operational division, which will report directly to those divisions' directors and operate consistently with the protocols established by the centralized customer service unit.

Ms. Iacomini seconded this motion.

Ms. White said that she felt that Mr. Jaffe's motion was too particular and would recommend establishing a Department of Customer Service, with desks for Rail, Bus and MetroAccess which should maintain open communications with the various operating divisions. Mr. Jaffe said that he would not accept this as a substitute for his motion.

Mr. Jaffe said that the reason he moved to have customer service staff within the operations of rail and bus is because of the improvements he's seen with rail service since customer service has been moved into rail operations. He mentioned his experience with the Red Line customer service team. He said that if customer service's scope was broader, under Operations Services, the customer service employees would no longer be working alongside operations staff. Mr. Jaffe said that this integration was what had improved customer service and responsiveness. Mr. Alfred said that rail line managers and line customer service will remain within the rail division. He said that this is classified as "Transportation" under Metrorail in Metro's organizational chart, and apologized that this wasn't more clearly broken out in the organization chart presented.

Mr. Snyder asked about the reporting relationships which would exist under Mr. Jaffe's motion, specifically that there would be a link between "Customer Service" and customer service desks within the various operating groups – bus, rail and MetroAccess. Mr. Jaffe said that this is correct and that he believes that this has improved customer service responsiveness within the rail system, where such an arrangement is in place.

Mr. Jaffe said that another part of his motion would be for staff in Customer Service under Jack Requa to establish "standard protocols" for all customer service staff within the various operating divisions. Mr. Jaffe said that such protocols don't exist currently. He said that the customer service protocols need to be developed in cooperatively with operations staff. He said that it isn't clear to me that such protocols exist within the rail system. Mr. Jaffe said that a centralized customer service office, in concert with rail line managers, would establish these. He added that systemwide issues would be handled by Customer Service, but thinks that that the placement of customer service offices within each rail line should be formalized.

Ms. White said that she thinks that it would be more effective to have customer service consolidated in one centralized location. She said that this would allow Metro to better monitor customer feedback. Ms. White said that then this department would meet with staff from the various operating divisions to share information, which she said she doesn't think happens currently.

Mr. Jaffe said that having customer service staff within rail divisions allows customer service staff to be integrated with operations staff for those rail divisions, which is helpful in resolving complaints.

Mr. Snyder said that Metro had tried the approach Ms. White is advocating and it didn't work. He said that customer service needs to be placed within the various modal operating divisions within WMATA.

Mr. Jaffe said that his motion would provide the best of both worlds because it would centralize customer service that handles system-wide issues, as well as to establish standard protocols for customer service to then have individual departments abide by these protocols.

Ms. White asked how complaints about connections between modes would be addressed. She said that these are the most frequent types of complaints that she receives. Mr. Snyder said that this would be the responsibility of the scheduling department. Mr. Jaffe said that this could be handled in two different ways – by having staffers in the centralized office that are oriented towards both bus and rail service, or by ensuring communications between customer service staffs between divisions.

Mr. Snyder said that he'd specifically ask that someone come to the next RAC meeting to address the issue of customer service.

Mr. Sheehan said that, in looking at MetroAccess and how its complaints are handled and addressed

Ms. White said that her point is that, if Metro's focus is on customer service, it should be more visible within the organization's structure.

Ms. Iacomini said that what the RAC is trying to say and what Mr. Alfred should take back to the General Manager is that customer service is important. She provided an example of how constituent inquiries are handled in the Senate, with one staffer being responsible for tracking the inquiry's response, while actually handing off the responsibility to address the issues raised to various subject matter experts.

Dr. Conn said that she is concerned that, if customer service will be a priority for Metro, it isn't reflected in the organizational chart. She said that Customer Service sometimes requires immediate interaction, and that a centralized office would be able to address such issues.

Mr. Alfred said that, while this shows the locations of offices within the organization, Mr. Catoe has also said since he started at Metro that there needs to be a change in mindset throughout the organization to make customer service a priority. Dr. Conn said that this is not reflected in the chart that members were shown.

Mr. Snyder asked whether there was support from the RAC to amend Mr. Jaffe's motion to also recommend the creation of a separate Customer Service department within WMATA which would handle the establishment of protocols and would track customer complaints.

Mr. Jaffe reread his motion.

Mr. Snyder called for a vote on the motion.

*In favor:* Dr. Bracmort, Mr. Cerny, Dr. Conn, Mr. Cortinez, Ms. Daniels, Mr. Jaffe, Mr. Maxit, Mr. Moore Mr. Sheehan, Mr. Snyder, Ms. Stone, Ms. White

*Opposed:* None

*Abstentions:* Ms. White

This motion passed (12-0-1)

Ms. Iacomini told Mr. Alfred that citizen committees need to be shown on Metro's organizational chart. Mr. Sheehan added that the E&D and the MetroAccess Policy Advisory Committee should be reflected on the chart.

Mr. Snyder thanked Mr. Alfred for coming to the meeting.

#### VI. RAC Chair Report:

Mr. Snyder said that there were three things that he'd like to cover in his report:

##### *Pedestrian Safety Town Hall Meeting:*

Mr. Snyder discussed the Columbia Heights Town Hall Meeting. He said that one of the main concerns raised by residents was about the joint development projects that are going on near the Metro and that one of the attendees at the meeting suggested a "lessons learned" meeting to evaluate issues with the project. Mr. Snyder added that Mr. Catoe had suggested that this is something the RAC could do. He said that he thinks that the RAC would be happy to sponsor these meetings.

Ms. Iacomini asked about the content of these meetings and suggested that the RAC talk with Nat Bottigheimer, Assistant General Manager for Planning and Joint Development, regarding these "lessons learned" sessions.

##### *Emergency Planning:*

Mr. Snyder said that he had a meeting with emergency planning staff about emergency evacuations for rail stations. He noted that there was an emergency situation at Pengaton City station recently and Metro came off as unprepared. He said that he suggested that the

RAC have some kind of workshop to work with staff to try and get the RAC to help participate in emergency planning. He said that he spoke with Polly Hanson at the Board meeting and she told him that she would follow through with this issue.

*Railbed Debris:*

Mr. Snyder noted that, three months in a row, he's mentioned debris in the railbed in his reports to the Board. Mr. Snyder said that Mr. Catoe has mentioned to him that Metro will be making this a higher priority. He said that Metro has bought a new device that cleans the trackbed and that it needs to use it.

Mr. Snyder told RAC members that he will let them know when the "lessons learned" session regarding joint development and the emergency preparedness workshop are scheduled and that he would appreciate their attendance and participation.

Mr. Snyder noted that the next Pedestrian Safety Town Hall Meeting is scheduled for June 12th. He said that it would be good if more RAC members attended this meeting to hear the public's concerns.

Mr. Snyder then recognized a member of the public who was in attendance.

*Michael Sindram  
6645 Georgia Ave NW  
Washington, DC*

Mr. Sindram said that he is a disabled veteran and noted that the Examiner has run several articles about Metro, specifically citing an article from April that said that the Metro system has "structural flaws."

Mr. Sindram said that, as a rider, he has a couple concerns about Metrorail:

- Platform tiles: Mr. Sindram said these tiles become slippery when wet, especially after being mopped by Metro personnel, and may cause accidents.
- Moving between cars: Mr. Sindram noted that he was on the train recently and someone was able to move between cars. He said that it was his understanding that these doors are supposed to remain locked.
- Fare adjustment procedure: He said that he had written Mr. Tangherlini about a fare adjustment issue and had not received a response. Mr. Sindram told RAC members that he had also hand-delivered a letter to John Catoe in January, which was signed for by Cassandra Barr, and that he hasn't received any response. He asked that the RAC take some kind of corrective action.
- Metro Sales Office: He said that the sales office at the Jackson Graham Building is only open from 10a – 3p and would like to see its hours extended.

Dr. Conn asked if there is a procedure that a passenger has to follow to get his or her fare adjusted. Mr. Sindram described the fare adjustment procedure. He said that, during the time that Metro is processing the fare adjustment, the customer is unable to access his or

her balance. He also said that there is no way for the customer to ensure that he will receive a response after he submits his farecards to Metro.

Dr. Conn asked what he expected the General Manager to do without specific evidence. Mr. Sindram said that he provided specific evidence in his letter. Mr. Snyder said that this is another example of the issues that Metro has with customer service.

Ms. Iacomini left the meeting at 8:12 p.m.

Mr. Cortinez said that he wanted to address Mr. Sindram's concern about people walking between cars and said that Metro leaves the doors between cars open to allow people to do this in case of emergency. Mr. Sindram said that he thinks there need to be a better way to control access between cars. Mr. Snyder said that this issue was discussed during the 7000-series railcar workshops and that Metro doesn't want the doors to be locked, in case of emergencies, but that he thinks the doors need to have alarms or some mechanism to alert the train operator when people use them.

Mr. Sheehan said that he has a contact with the Office of SmarTrip and he can provide that to Mr. Sindram after the meeting.

VII. Communications Subcommittee Report:

Ms. Stone said that the Communications Subcommittee didn't have a meeting last month because it wasn't able to make quorum. She said that the Committee was moving meeting to the Tuesday after the 2<sup>nd</sup> Wednesday of the month. (June's meeting will be held June 20<sup>th</sup>). Mr. Snyder noted that he is proposing to move the meetings all back one week because of the July 4<sup>th</sup> holiday.

Ms. Stone said that it's her understanding that the Communications Subcommittee will be discussing advertising policy at subsequent meetings.

VIII. Budget Subcommittee Report:

Mr. Moore said that there was no Budget Subcommittee meeting in May. He said that he is hopeful that the RAC will be able to send clear signals on some of the budget-related issues that have been brought up. He said that the RAC should be as specific as possible with its budget recommendations.

Mr. Moore also said that the RAC needs to make the case to Metro that its internal belt needs tightening. He listed issues such as fare increases, utilization of SmarTrip cards, and transfers that he hopes to have on the agenda in the coming months.

IX. Bus Subcommittee Report:

Dr. Conn told members that the Bus Subcommittee met on May 9<sup>th</sup> and discussed bus wraps and some concerns that members have with these wraps, specifically that there is no requirement that a wrap identify a bus as a Metrobus. Mr. Snyder said that this was brought up at the last RAC meeting and was passed along to the Board of Directors.

Dr. Conn said that Mr. Hamre spoke on the proposed 30-Line restructuring process. She said that Metro will be holding several meetings over the summer and through the fall to solicit public input on how to make changes to the route. She listed some of the issues such as bus bunching and crowding that the study is trying to address.

She also said that the Bus Subcommittee talked about its Goals and Objectives for 2007 and made a recommendation that each member take responsibility for several items on the list. She said that the Subcommittee is planning on visiting the Customer Service and Operations Center in Silver Spring. Dr. Conn said the Subcommittee also discussed the NextBus ceremony which was held in May and issues with the NextBus display equipment at bus stops.

Dr. Conn said that the Subcommittee also talked about the application process for non-members and said that she wasn't clear on what the process is. She said that she'd like to get this resolved as soon as possible.

Mr. Snyder asked Mr. Pasek to follow up on this item.

X. Rail Subcommittee Report:

Ms. White reported that Jeff Pringle and Dan Hanlon from Metro's Office of the Chief Engineer of Vehicles came and talked to the Rail Subcommittee about the deployment of the 6000-series railcars. She said the Mr. Pringle explained that the order was for 184 cars, which is intended to reduce crowding and reduce the number of 4-car trains. She said that the Subcommittee was told that the Board approved a deployment strategy for the first 50 railcars in September and will approve a strategy for the remaining 134 cars later on.

Mr. Jaffe left the meeting at 8:26 p.m.

Ms. White gave additional details of Mr. Pringle's presentation to the Subcommittee, noting that he discussed ingress and egress to the cars as well as the location of handholds so that passengers will move away from the doorways.

Dr. Bracmort left at 8:27 p.m.

Ms. White told the RAC that Mr. Pringle also touched on the comments he has received from operators and passengers on the new cars and on the status of the development and specifications of the 7000-series railcars.

Ms. Stone left the meeting at 8:30 p.m.

Ms. White said that the Rail Subcommittee also discussed the goals that were developed at its April workshop. She said that the Subcommittee had passed a motion that was

presented by Mr. Jaffe and that she wanted to put this before the RAC. Mr. Snyder said that the RAC no longer had a quorum, so this would need to wait.

XI. New Business:

Mr. Snyder moved on to new business items. He said that he would like the RAC to discuss its involvement in the Adopt-A-Stop program at its next meeting and encouraged members to participate individually in activities for Dump-the-Pump Day on June 21<sup>st</sup>.

Mr. Sheehan gave Mr. Sindram a point of contact for SmarTrip.

Dr. Conn mentioned that the RAC received a presentation on new tiles and that these tiles are on display. Mr. Snyder said that Metro will only be putting in the new tile at new stations, not necessarily replacing the old tiles. Ms. White said that she has seen maintenance people mopping station floors during peak hours and that this should be looked into.

Mr. Sindram said that the RAC needs to look at Metro's issue of its pension and overtime.

Mr. Cerny said that Metro is now taking delivery of large numbers of 6000-series cars and Metro expects to complete delivery sooner than initially planned. He said that riders will start to see longer trains and less crowding once this occurs.

XII. Adjournment:

Mr. Moore moved to adjourn the meeting; Ms. White seconded this motion. All members remaining voted in favor of adjournment, and the meeting was adjourned by Mr. Snyder at 8:32 p.m.