



## AGENDA August 3, 2016

### AGENDA ITEM II

- |              |  |                           |
|--------------|--|---------------------------|
| <b>I.</b>    | <b>Call to Order</b>   | <b>(6:30 – 6:35 p.m.)</b> |
| <b>II.</b>   | <b>Approval of Agenda</b>  | <b>(6:35 – 6:40 p.m.)</b> |
| <b>III.</b>  | <b><i>My Trip Time Presentation</i></b><br>Jordan Holt, Office of Performance  | <b>(6:40 – 7:00 p.m.)</b> |
| <b>IV.</b>   | <b>Public Comment Period</b>   | <b>(7:00 – 7:10 p.m.)</b> |
| <b>V.</b>    | <b>Approval of Past Meeting Minutes</b><br>July 6, 2016  | <b>(7:10 – 7:15 p.m.)</b> |
| <b>VI.</b>   | <b>Chair's Report for July</b> <ul style="list-style-type: none"><li>• Monthly Update</li><li>• Board Committee Highlights</li></ul>   | <b>(7:15 – 7:20 p.m.)</b> |
| <b>VII.</b>  | <b>RAC Committee Reports</b> <ul style="list-style-type: none"><li>• Safety</li><li>• Leadership and Governance</li><li>• Programs, Projects and Planning</li><li>• Budget and Finance – Fiscal 2018 concepts</li><li>• Customer Service</li></ul> | <b>(7:20 – 8:00 p.m.)</b> |
| <b>VIII.</b> | <b>Announcements &amp; Round Table</b>   | <b>(8:00 – 8:30 p.m.)</b> |
| <b>IX.</b>   | <b>Adjournment</b>   | <b>(8:30 p.m.)</b>        |

#### Upcoming Meetings

- RAC Leadership and Governance (Executive Session) – **August 8, 2016**
- RAC Budget and Finance Committee (5:30 p.m.) – **August 11, 2016**
- RAC Customer Service Committee (6:30 p.m.) – **August 11, 2016**
- RAC Safety Committee (6:00 pm) – **August 17, 2016**
- RAC Program, Projects, and Planning Committee (6:30 p.m.) – **August 17, 2016**
- Accessibility Advisory Committee (AAC) (5:30 p.m.) – **September 6, 2016**
- Riders' Advisory Council Meeting (RAC) (6:30 p.m.) – **September 7, 2016**

**MATA Riders' Advisory Council**

Wednesday July 6, 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  
Bob Fogel, Maryland Vice Chair, Montgomery County  
Colin Reusch, At-Large  
Jamie Woodside, District of Columbia  
Debra MacKenzie, VA, Arlington County  
Lorraine Silva, VA, Arlington County  
Thaddeus Johnson, District of Columbia Vice Chair, DC  
Joseph Suh, District of Columbia  
Sietse Goffard, District of Columbia  
Jeffrey Ekoma, VA, Fairfax County  
Christine Madden, VA, Arlington County  
Pat Sheehan, At-Large/Accessibility Advisory Committee, Chair  
J. Clarence Flanders, At-Large  
Denise Clarke, MD, Prince George's County

*Other Attendees*  
Joi Moorer, WMATA Staff Coordinator  
Carol Carmody, WMATA Board Member  
Steve Blackistone, NTSB State and Local Liaison  
Pat Lavin, WMATA Chief Safety Officer

Absent: *Members*  
Sherry Doster, MD, Prince George's County  
Wil White, MD, Prince George's County  
James Zepp, MD, Montgomery County  
Valerie Cook, District of Columbia

Presider: Barbara Hermanson, RAC Chair, City of Alexandria

## **I. Call to Order/Opening Remarks**

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

## **II. Conversation with Steve Blackistone:**

Mr. Fogel introduced Steve Blackistone, State and Local Liaison, NTSB.

Steve Blackistone from NTSB presented a summary of the January 12, 2015 L'Enfant incident, including images, findings and recommendations. He also took questions from the RAC, and described oversight challenges with multiple jurisdictions and several areas of significant WMATA progress in safety since 2009.

Following Mr. Blackistone's presentation, Ms. Hermanson acknowledged a distinguished guest, Board Member Carol Carmody.

### **Conversation with Pat Lavin:**

Pat Lavin, WMATA's new Chief Safety Officer, shared his views on safety and how to be a high-achieving safety organization, which included close collaboration between the safety and operational arms of the organization. He also described the value of a dedicated accident investigation team and finding the root cause of issues, which may be behavior. When the organization is in good shape, the oversight body can be a partner rather than an entity prescribing actions required.

Mr. Lavin devoted most of his time to answering questions from the RAC. He described the value of going outside the city for expertise on best practices and for peer reviews. He was encouraging on the idea of educating passengers on safety and mentioned having a customer service advocate involved in the NYC operation.

He described the challenges large agencies have with complex systems, especially with communication. When issues surface, he considers after-action reviews and a dedicated accident investigation team to be important components in place.

## **III. Approval of Agenda**

Without objection, the agenda was approved

#### **IV. Public Comment Period**

There were no public commenters in attendance. Ms. Hermanson described comments submitted via email, which have also gone to Customer Service:

- A complaint about rail station debris, broken lights and other maintenance issues
- A complaint about frequent and serious delays with 80 bus line
- A request for late night bus service to compensate for suspension of late night rail service

Ms. Hermanson also summarized the letter delivered just before the meeting that was accompanied by petition signatures, asking for Bus Operations to reconsider recent changes to the X3 bus line.

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

The minutes of the June 2016 meeting were approved with a friendly amendment to remove John Nelson's name from list of Present Members.

#### **VI. Chair's Report and Board Highlights (June 2016)**

Executive Committee Meeting topics:

- 2016 Work Plan updates and recommendations already identified
- Staff support options and the RAC's interactions with the staff, to be addressed with Lynn Bowersox
- Process for RAC recommendations to the Board (both formal and informal) and the Board's feedback
- Social Media presence for the RAC
- Board members' attendance at RAC meetings

Chair's Monthly Updates:

- June report to Board available soon
- Metro at 40 Summit, where panel of transit executives shared their insight

Board & Board committee highlights from June:

- Customer Service presentation on SafeTrack outreach
- Finance recommendation on Kids Ride Free summer program and new bus from National Harbor to Virginia
- Safety reports on recent L'Enfant and McPherson Square incidents

#### **VII. RAC Committee Reports**

- Customer Service –
  - No report available
- Programs, Projects and Planning – Colin Reusch
  - Working with AAC on 7000 series survey for Amplify; Social Media platform, goals, scope and support

- Budget & Finance – J. Clarence Flanders /Barbara Hermanson
  - Discussed ideas for conversation with staff on 7/14
- Leadership and Governance:
  - Ms. Hermanson expressed the need to elect a new Virginia Vice Chair. Barbara Hermanson moved to nominate Lorraine Silva as the Virginia Vice Chair, the nomination was seconded by Christine Madden. Lorraine Silva accepted the nomination. Without any other nominations put forward, the Council approved the vote without objection and approved.
  - Process is in place for ideas and updates to Jack Evans; a member suggested the use of Google Doc to record.
- Safety Committee – Christine Madden
  - Gave 6/26 emergency drill report; next drill over Potomac is on 8/28

## **VII. Announcements/Roundtable**

Joi Moorer discussed the status of the recruitment process for the three vacancies.

## **VIII. Adjournment**

Without objection, Ms. Hermanson adjourned the regular session meeting at 8:30 p.m.

Respectfully Submitted,  
Joi Moorer



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July 21, 2016

**To Chairman Evans & WMATA Board Members:** Here is the RAC report for July.

### **Monthly RAC meeting**

Our monthly meeting on July 6<sup>th</sup> was all about Safety. We were introduced to Pat Lavin, the new Chief Safety Officer, which provided an opportunity to hear his perspective and ask questions. We were happy to have Carol Carmody in attendance, the first Board member to accept Chairman Evans' invitation to attend a RAC meeting. We also had an opportunity to review a NTSB recap of the January 2015 smoke incident.

### **Committee Activity on our 2016 Work Plan**

Work continues on many of the initiatives from our 2016 work plan. Highlights:

- Our Budget Committee had Mark Schofield from Finance and Shyam Kannan from Planning in attendance, to give us background information and a timeline for the fiscal 2018 budget cycle. We will be gathering and evaluating various ideas through the end of August so we can make our initial recommendations to the Board in September.
- Our new Safety Committee Chair provided the RAC's feedback to WMATA's Office of Emergency Management on the June exercise at the Greensboro Station.

## **Looking Forward**

A few RAC members have completed the Metro Volunteer Person (MVP) training and are ready to help customers at the key transfer rail stations. We're excited for the chance to help riders directly and all the insight that will come from that.

We're also excited to hear about WMATA's new collaboration with WUSA9, as well as with Greater Greater Washington on the idea site. The RAC would welcome any opportunity to contribute to those partnerships.

Sincerely,

*Barbara Hermanson*

Barbara M. Hermanson  
Chair, Riders' Advisory Council

cc: RAC Members