

**WMATA Riders' Advisory
Council**

Wednesday November 1, 2017
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*
Katherine Kortum, District of Columbia, Chair
Valerie Cook, District of Columbia
Sietse Goffard, District of Columbia
Joseph Suh, District of Columbia
Colin Reusch, District of Columbia, At-Large
J. Clarence Flanders, District of Columbia, At-Large
Bob Fogel, Maryland, Montgomery County, Vice Chair
Rebekah Mason, Maryland, Montgomery County
Pat Sheehan, Maryland, Montgomery County,
At-Large/AAC, Immediate Past Chair
Wil White, Maryland, Prince George's County
Lorraine Silva, Virginia, Arlington County, Vice Chair
Debra MacKenzie, Virginia, Arlington County
Sawyer Baker, Virginia, Arlington County
Paul Meissner, Virginia, City of Alexandria

Other Attendees
Joi Moorer, WMATA Staff Coordinator

Absent: *Members*
Yvette Washington, Maryland, Prince George's County

Presider: Katherine Kortum, RAC Chair, District of Columbia

I. Call to Order/ Approve Agenda

Ms. Kortum called the November 2017 meeting of the Metro Riders' Advisory Council (RAC) to order at 6:30pm. The agenda was approved unanimously.

II. Approval of Past Meeting Minutes

Minutes were approved with a friendly amendment to correct spacing.

III. Public Comment

No public comments

IV. Chair's Report

Mr. Fogel delivered the report. Members discussed Board meeting highlights and the Union elections that were under scrutiny.

V. RAC Committee Updates

Safety & Security – Ms. Sawyer reminded members about Quarterly Exercise at Van Dorn. She also stated that she is advancing members' concerns regarding transportation options to the exercise. At the previous committee meeting, members brainstormed and drafted answers to questions posed by Board members. Committee is expecting to meet with Board again in March. During the next meeting, members will discuss the Station Manager report and work on a proposition to visit to the ROCC.

Budget and Finance – Mr. Goffard informed members that the committee is making progress on Retail Survey. Members shared other ideas about retail operations on WMATA property and offered thoughtful suggestions for the committee to consider. Additionally, members held a general discussion about an upcoming meeting with Former United States Secretary of Transportation Ray LaHood. Lastly, members were invited to send their budget related input to the committee to be included in the Board recommendations.

Customer Service – Mr. Reusch reported that the committee continues to work on the in-service communications recommendations that will be submitted to the Board in the next couple of weeks. Members have noted policy discrepancies which will be addressed in the recommendations document. Members also discussed recent examples of inadequate in-service communications.

PPP – Mr. Suh's updates included a plan to launch a Twitter account; engagement with developers regarding changes to the Developers License Agreement (DLA); plans to communicate concerns about DLA changes to WMATA staff; Victory Apartment advocacy; and, RActivity Request form to submit outreach ideas.

IX. Announcements

No announcements

X. Adjournment

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

Respectfully Submitted,
Joi Moorer