



600 Fifth Street NW
Washington, DC 20001
(202) 962-2891

May 31, 2016

To Chairman Evans & WMATA Board Members: The RAC's May report follows.

Monthly RAC meeting

Lynn Bowersox joined us on May 4th at our monthly meeting of the full RAC. She walked through the RAC's 2016 Work Plan topics and elaborated on many where the RAC's input had already contributed to WMATA's work. Lynn also surfaced some additional topics for the RAC to consider, such as feedback on the SafeTrack plan. She also fielded questions and comments on educating the public and WMATA station managers on SafeTrack.

A public commenter at our May 4th meeting mentioned he was unable to obtain a SelectPass with his employer's 3rd party benefits provider. This generated considerable discussion of similar reports from other riders, with or without a 3rd party provider. We have since learned that rider response to the SelectPass product itself has been quite positive, but a significant number of employers are either unable or unwilling to accommodate them. The RAC believes in the potential of pass products, and we would like to partner with the WMATA Board and staff to encourage more employers to provide this benefit for their workers.

SafeTrack

The RAC fully supports the decision to undertake an aggressive maintenance schedule over the next year. Communications to riders, employees, employers and jurisdictions are essential – before, during and after these intervals. We have already provided some input on communication content, methods and audiences, and we will continue to do so as the maintenance progresses. We are also committed to providing feedback on the riders' experiences throughout the surges.

Committee Activity on our 2016 Work Plan

Work continues on many of the initiatives from our 2016 work plan. Our Budget Committee has resumed discussions of fare options for fiscal 2018. Our Customer Committee is assembling ideas for additional SafeTrack communications. Our Program, Projects and Planning Committee (PPP) is working on several fronts (a 7000 series survey, 3rd party developer data, etc.). The RAC Leadership team has also been looking at processes and tools to enhance its performance, as well as improvements in our governance processes.

Quarterly meeting with Board

The AAC and RAC Leadership teams will be meeting with the Board's Executive Committee on June 9th. We will be presenting the attached RAC 2016 Work Plan, updated to reflect progress through the end of May. We will also be discussing issues we're facing as we address our Work Plan.

Thank you

As always, the RAC is very appreciative of the support given to us by members of the WMATA Board and staff.

Sincerely,

Barbara Hermanson

Barbara M. Hermanson
Chair, Riders' Advisory Council

cc: RAC Members

Attachment: RAC 2016 Work Plan, updated 5/31

Work Plan for 2016 Riders' Advisory Council

May 31, 2016 updates

The following is a consolidated list of the RAC Committees' 2016 Work Plan items, as well as May 2016 updates.

RAC Committee	Work Plan Items	May 31st Updates & <i>New Recommendations</i>
Budget & Finance	Obtain feedback on 2015 recommendations on fiscal 2017 fare policies. (Will there be a policy on what situations or issues would warrant a full or partial refund, whether automatic or after a call to customer service?)	Grace period and fare freeze approved by Board for fiscal 2017 (July 2016). Automatic refunds: GM will decide on case-by-case basis.
	Provide feedback to Board and via formal public feedback channels on fare-related options proposed in fiscal 2017 budget. <ul style="list-style-type: none"> No charge for exit within 15 minutes of entry at same station Name your own fare pass, including participation in pilot Moving fare reload off buses, including adequate offsite options Provide rider feedback to Board and CFO after any of the above are implemented.	Completed Budget recommendations and provided to Board at Executive Committee and via written testimony process in February. <i>Select Pass: Recommending focus on getting more employers to support.</i> Additional pilot feedback to follow for Select Pass and for after-implementation rider response to 15-minute grace period.
	Provide input on fare changes for fiscal 2018.	Held preliminary discussions. Scheduled time with Finance and Planning.
	Recommend fare reductions for blue line riders most impacted by change to 12-minute headways. (See also Blue Line item under Customer Service.)	Recommendation made to Board Executive Committee on 2/25/2016, as alternative to service improvement. (See below.)
	Communicate with MD & VA elected officials on need for additional funding from jurisdictions. (Added by Executive Committee 2/25.)	Budget team will work with government relations staff on letters to MD & VA elected officials and Federal contacts.
Customer Service: Safety	Make recommendations on options to reduce crowding on Blue Line.	Recommendation on options made to Board Executive Committee on 2/25/2016. Board referred to Lynn Bowersox. Not under consideration at this time.
	Identify ways to improve crowd control during emergencies and heavy travel periods.	RAC members have volunteered for MVP positions. No other progress to report.
	Participate in emergency drills and provide input on safety communications to riders.	Participated in March drill at Eisenhower Station and provided feedback. Received presentation from OEM team at April RAC meeting, and provided feedback and suggestions. Named RAC liaison, who has begun working with OEM for planning. Plans underway for separate RAC Safety committee.

Security	Recommend additional police patrols in high crime stations and trains.	Provided suggestions and feedback to MTPD via conversation at February RAC meeting and emails that followed. No response to email yet.
	Research customer service in these areas and make recommendations as appropriate: <ul style="list-style-type: none"> - Demand for expanded Customer Call Center hours. - Staff initiatives in support of RAC's Commitment to Customers proposed in 2013. - Update or replacement of online Customer Comment Form to be more user-friendly. 	No plan to increase standard Call Center hours due to cost effectiveness and low demand beyond rush hours. Will consider for holidays with significant ridership. No further RAC progress.
Communication	Partner with AAC to identify ideas for restoring access to bus stops more quickly after snow storms.	Not started.
	Work with Bus Information team on options for improving information at bus stops.	Plan to schedule time with bus information team.
	Provide feedback on BusETA. (Added to Work Plan in April.)	RAC members in process of providing feedback to Committee Chair.
	Provide feedback on SafeTrack outreach. (Added to Work Plan in May.).	In process. Recommending station manager education, as well as additional rider outreach.
Programs, Projects and Planning (PPP)	Establish RAC presence on Social Media (with Board approval of 2015 proposal).	Resent recommendation to 2016 Board members after 2/25 Exec Committee meeting. To be discussed with Exec Committee on 6/9.
	Follow up on 2015 recommendation for mobile application partnership with developers.	A WMATA-branded mobile application is part of GM's plan. Recommending our involvement in planning discussions as that project develops.
	Research data integrity for public applications and reports and make recommendations for resolving data issues.	Committee members have attended meetings hosted by WMATA IT staff and have been monitoring efforts to improve communications with data users. Recommending a formal and transparent issue-tracking mechanism.
	Partner with the AAC to collect rider feedback on the 7000 series rail cars and make recommendations for 8000 series.	Drafted questions for proposed Amplify platform survey to riders. The next step is to get input on the draft questions from the AAC.
	Research status of the New Electronic Payments Program (NEPP) and the replacement of current fare gates, and provide feedback as necessary.	NEPP cancelled April 2016. Requesting plans for replacement/repair of existing standard and NEPP fare gates.