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September 15, 2016

## **Chairman Evans the WMATA Board of Directors:**

This is the September RAC Chair's report, which covers RAC activity since August 1st.

### **Monthly RAC Meetings**

At our August 3rd RAC meeting, we received an update and demo for My Trip Time from Jordan Holt. We were impressed with the data available and the plan to incorporate future functionality based on rider input. Prince George's County Board member Malcolm Augustine was also in attendance, and he contributed to our discussions of the RAC's role and our budget ideas for fiscal 2018.

Mr. Wiedefeld made a return visit to the RAC at our September 7th meeting. We appreciate the additional time he has given us and his answers to a wide range of questions.

### **Committee Work**

Our committee work in August and September has been on a range of topics, with the biggest focus on the following:

Our Budget Committee has been reviewing current fares and fare structures across many US transit systems. We have assembled a list of ideas for consideration with fiscal 2018 operational budget planning. We are including bus and rail fares and passes, as well as transfers and parking. Over the past several weeks, the RAC has received a great deal of rider input on proposed changes to late night rail service, so we are including that topic as well. The full RAC has discussed these ideas at our August and September meetings, and we are now in the final stages of refining a letter to the Board and selected staff members by the end of September.

Our Program, Projects and Planning Committee (PPP) has been refining our plan to launch a RAC Facebook page, which we reviewed with Ms. Bowersox in August.

Our new Safety Committee is expanding the Work Plan to include topics for the remainder of this year and for 2017. We had the largest RAC contingency to date at the August 28 emergency drill over the Potomac, and look forward to participating in many more.

The Customer Service Committee received a presentation on September 8th from Mr. Hamre on bus stop information, and he also answered a variety of other questions on bus operations. As always, he was very informative and receptive to the RAC's input.

### **Thank you**

Many thanks to all of you who have provided information, guidance and support to the RAC over the summer.

Sincerely,

*Barbara Hermanson*  
Chair, Riders' Advisory Council

cc: Lynn Bowersox, RAC members