

Riders' Advisory Council
February 1, 2012

I. Call to Order:

Dr. Bracmort called the February 2012 meeting of the Riders' Advisory Council to order at 6:38 p.m.

The following members were present:

Kelsi Bracmort, Chair (District of Columbia)
Joseph Kitchen, Maryland Vice Chair (Prince George's County)
Carl Seip, District of Columbia Vice Chair
Lorraine Silva, Virginia Vice Chair (Arlington County)
Ben Ball (District of Columbia)
Nicole Lawrence Brown (District of Columbia)
Stephen Clermont (Fairfax County)
Frank DeBernardo (Prince George's County)
Chris Farrell (Montgomery County)
Deborah Titus (Fairfax County)
Carol Carter Walker (District of Columbia)
Ron Whiting (Montgomery County)
James Wright, Jr. (Prince George's County)

II. Public Comment Period:

There were no comments from members of the public.

III. Approval of Agenda:

Mr. Seip moved approval of the agenda as presented. Without objection, the agenda was approved as presented.

IV. Approval of Past Meeting Minutes:

Dr. Bracmort suggested that the Council defer the approval of the January 4, 2012 meeting minutes, as they had not been circulated prior to the meeting.

V. Update on Proposed Metro Fare Increase:

Mr. Pasek provided members with an overview of the proposed fare increases that the Board had approved to take to public hearings later in February and in early March. He noted that once the dates for the hearings were finalized, he would email them to members.

Mr. Seip moved that the Council create a working group to provide recommendations to the Council and to the Board on Metro's proposed FY2013 budget, including proposed fare increases. This motion was seconded by Ms. Brown.

Without objection, the motion was approved.

VI. Riders' Council 2012 Workplan:

Andrea Burnside, Metro's Chief Performance Officer, and Rick Harcum, also from Metro's Office of Performance spoke with the Council regarding developing a work plan for the coming year and setting priorities. Ms. Burnside noted that the Metro Board is developing its own Strategic Plan to set priorities for the Authority and that Metro has signed on to the Council of Governments' "Region Forward" campaign, which is a long-term plan to guide the region's growth and development. She noted that these frameworks can be used to define goals and set targets and discussed how the Council could do this in terms the items that it would like to address in the coming year.

Mr. Harcum asked Council members to help the agency define the elements of quality rail service. He provided some examples of elements that might be included in defining rail service quality such as:

- Loading criteria
- Lighting standards
- Cleanliness standards
- Quality of announcements
- Customer service standards.

Mr. Harcum also gave an example of how to develop a framework to prioritize projects that the Council would want to work on. He suggested that the group use the following process:

1. List all possible policy options to address a particular issue;
2. Prioritize those options;
3. Formalize the policy recommendation to the Board.

To provide an example of how this process would work, Mr. Harcum asked each of the members about his or her thoughts on what constitutes quality rail service.

There was discussion among members about whether this exercise would help in the Council in setting priorities. Mr. Ball asked whether it was part of the Council's role to discuss operational issues such as those that determine rail service quality or whether the Council should be discussing broader issues. Mr. Harcum responded that staff needs to be able to take comments and turn them into actionable items that can be measured as part of Metro's evaluation of its

performance. He provided the example of communication and asked members how they might rank and prioritize elements of communication as well as how they might make those elements actionable items.

Dr. Bracmort thanked Mr. Harcum and Ms. Burnside for coming to the meeting and told Council members that there would be further discussion on the group's goals and priorities for the coming year.

VII. Federal Transit Benefits Extension Letter:

Dr. Bracmort explained that the Council had been contacted by the Long Island Railroad Commuter Council (LIRRCC) and asked to sign on to a letter to Congress asking that federal transit benefits, which were recently reduced, be restored to previous levels. There was discussion among members about whether the Council should sign on to the LIRRCC's letter or if it should instead send a letter of its own.

Ms. Silva moved to send a letter from the Riders' Advisory Council asking that Congress restore the federal transit benefit to its previous, higher level. Mr. Kitchen seconded this motion.

After discussion, Ms. Silva agreed to amend her motion to move that the Council both sign on to the LIRRCC's letter as well as to send a letter of its own calling for restoration of the higher federal transit benefit level. Mr. Kitchen seconded this motion. This motion was approved without objection, with Mr. Seip abstaining.

VIII. Airport Bus Service Working Group:

Mr. Ball noted that he had concerns about the bus service that Metro provides to BWI and Dulles airports. He said that these buses are not reliable nor sufficiently frequent, which makes getting to these airports by public transportation difficult. He suggested that the Council form a working group to examine the issue of airport bus service more thoroughly – to see what kind of service is being provided currently by Metro or other entities such as the Airports Authority and to discuss possible recommendations to improve service.

In response to a comment from Mr. Kitchen that airport employees need regular and reliable transportation to the airport, Mr. Ball noted that these riders are a piece of the puzzle in terms of making recommendations.

Mr. Clermont arrived at 8:18 p.m.

Mr. Ball moved formation of a working group to study this topic further and to report back to the Council. This motion was seconded by Ms. Silva. Without objection, this motion was approved, with Ms. Titus abstaining.

IX. Questions/Comments on RAC and AAC Chair Reports:

Mr. Ball asked whether Council members would divide up attendance at the upcoming budget public hearings. Dr. Bracmort said that she would send out information to members about attending the upcoming hearings once the schedule was finalized.

There was also discussion about rescheduling the March Riders' Advisory Council meeting so that it would not conflict with the budget public hearings, which are planned for the weeks of February 27th and March 5th.

X. Adjournment:

Without objection, the meeting was adjourned at 8:34 p.m.