



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

December 19, 2013

Chair Downs and Members of the Board:

It is my pleasure to present you with the Riders' Advisory Council's report for December 2013.

2013 Overview/2014 Workplan: The RAC discussed its accomplishments for 2013, which include release of a report on transit to the region's airports, greater use of committees to expand the policy reach of the RAC, the use of "listening sessions" to interact directly with the riding public, and the creation of a customer commitment. Looking ahead to 2014, RAC members proposed to look at the Station of the Future project, funding of Momentum, and other longer term policy goals. Several members felt that the RAC's relationship with the Board could be further clarified through a scheduled bylaw review, along with a more regular form of interaction between the two bodies.

RAC Media Relations Protocol: The RAC discussed the media relations protocol which was presented to the RAC leadership team during its November 21 meeting with the Board. RAC members raised concerns about the consistency, intent, and implementation of the protocol. The RAC decided to address the issue in the context of the annual bylaw review which will take place in the coming months. Formal consideration of the protocol was tabled until the January RAC meeting, at which point the RAC would like to start a dialogue with the Board and Metro staff about the protocol's context and a way forward.

New Members and 2014 RAC Leadership Elections: Following Board approval of the slate of candidates nominated by WMATA staff, the RAC will welcome a significant number of new members in 2014. The leadership team is planning orientation sessions which will smooth the entry of these new members onto the RAC, and looks forward to the infusion of new ideas and perspectives. The RAC will also hold its annual elections in January per its bylaws.

It has been my pleasure to serve as the Chair of the RAC for 2013. On behalf of the outgoing leadership team and the RAC as a whole, I appreciate the Board's support and dedication to the interest of Metro riders during the past year. My hope and expectation is that the new Chair and leadership team will build on the successes of this year in support of a transit network that is safe, reliable, and customer-focused in 2014 and beyond.

Sincerely,

Ben Ball, Chair
WMATA Riders' Advisory Council



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It is my pleasure to present you with the annual report of Riders' Advisory Council for 2013.

Airport Access Report: In January, the RAC presented the report of its ad hoc Airport Access Working Group to the Board for consideration. The report detailed operational changes which could increase the ability of area residents to reach the region's airports on public transit, as well as ways to enhance the rider experience on the various modes of airport transportation.

Committees: The RAC re-introduced a committee system in 2013 as a way of expanding the scope of issues to discuss as well as the chances for WMATA staff to gather focused feedback from members of the Council on specific issues and policy goals. RAC committees played an integral role in the creation of the Commitment to Customers and the Council's response to the Board on incident communications.

Incident Communications: In May, the RAC provided its feedback to the Board on proposed improvements in communications with customers in the event of a safety-related incident. Along with specific recommendations on actions to be taken before and after an emergency, the RAC proposed a series of public meetings to open a direct dialogue with riders about how WMATA handles emergency situations. The RAC still hopes to hold these meetings in the future, if the Board is amenable.

Rider Feedback: The RAC instituted several measures to improve its interaction with the riding public during the past year. A new public comment policy was created for RAC meetings which give members of the public the ability to comment during the course of debate on specific agenda items. The RAC also conducted a series of "listening sessions" as a way to garner direct feedback from riders on its priorities and actions.

Commitment to Customers: In October, the RAC presented its version of a "Commitment to Customers" to the Board for its consideration. This document, which was born from direct interaction with riders, was the product of several months of research, debate, and compromise. In creating the commitment, the RAC attempted to narrow the distance between customer expectations of Metro and the agency's capacity to deliver on those expectations given its resource and operational constraints. The RAC is looking forward to seeing the Board's final version, and will stay engaged with the Board and WMATA staff as the commitment is operationalized throughout the Metro system.

Sincerely,

Ben Ball, Chair
WMATA Riders' Advisory Council