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December 12, 2014

Chairman Downs & WMATA Board Members:

This report includes highlights from the Riders' Advisory Council's (RAC) December monthly meeting, Committee meetings and other significant actions to date.

Orientation

The Orientation Workgroup, comprised of new, returning and outgoing members, with the assistance of the RAC Staff Coordinator, has developed a multi-faceted Orientation for new and returning members. Some information will be provided to members as soon as they are appointed. Some will be provided at the January 2015 meeting. This Orientation will become a formal part of the RAC operating procedures.

Revision of RAC Bylaws

Today, we hope you will be approving the revision of RAC bylaws, incorporating virtually of the changes proposed by the RAC's Governance Committee. We believe that these changes will strengthen the effectiveness of the RAC.

Closure of Metrorail Lines for Special Events

The RAC continues to be disquieted by what we hope will not become part of a standing response to handling large crowds. We have asked WMATA Staff for a report along with lessons learned covering the planning, execution and lessons learned from the 2014 Veterans Day changes.

Blue Line Riders

We believe that WMATA must find a way, within its physical and fiscal constraints to focus on improving Blue Line riders' experiences. We are concerned with the actual and potential loss of riders who have options—to ride or not ride METRO. WMATA needs a dedicated ridership and revenue stream.

Impact of Silver Line Opening

We understand that the operating data for the first quarter will be collected and analyzed by February. The RAC has already reached out to WMATA Staff for a briefing on this data at its March meeting.

2014 Annual Report

Attached is the 2014 Annual Report submitted on behalf of the RAC. We will be discussing the accomplishments, lessons learned and ongoing concerns at the Quarterly Meeting between the WMATA Board Executive Committee and the RAC Leadership Team. We hope that all WMATA Board members will read it.

Other RAC Business

This is my final report as member and Chair of the Riders' Advisory Council. I, along with five other members of the RAC, did not apply for reappointment: Ben Ball and Frank DeBernardo, from DC and MD, respectively, both former RAC Chairs; Candice Walsh, DC and James Wright, MD, both Vice Chairs; and Aldea Meary-Miller, VA. Today, you are scheduled to appoint eight RAC members.

We believe that we have advanced the work of the RAC. We know that we have left the new Council with plenty of work to do.

Acknowledgements

A special thank you to James Jackson, RAC Staff Coordinator, Loyda Sequiera, former Board Secretary; Jennifer Green-Ellison, Acting Board Secretary; John Pasek, Assistant Board Secretary; the AAC and its staff; and other WMATA Board and Staff Members. I will be thanking them separately.

Finally, thank you for this opportunity to serve my beloved hometown.

Sincerely,

/s/

Carol Carter Walker, Chair
Riders' Advisory Council

cc: RAC Members
Attachment: 2014 RAC Annual Report