

SUBJECT: COMMENDATION FOR GENERAL MANAGER/CHIEF EXECUTIVE OFFICER
RICHARD SARLES

COMMENDATION
OF THE
BOARD OF DIRECTORS
OF THE
WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY

WHEREAS, Richard Sarles, General Manager and Chief Executive Officer of the Washington Metropolitan Area Transit Authority (WMATA), will be retiring effective January 16, 2014; and

WHEREAS, Mr. Sarles' service to WMATA included being Interim General Manager and Chief Executive Officer from March 2010 until being permanently appointed by the Board in January 2011; and

WHEREAS, Under Mr. Sarles' leadership, WMATA was able to rebuild its safety culture with accomplishments including: closing 25 of 29 National Transportation Safety Board recommendations; replacing the 40-year 1000 series railcars with new 7000 series railcars; making necessary preparations to return to Automatic Train Control; developing the award-winning Roadway Worker Protection Program; launching the first transit agency close-call program; implementing another transit industry leading safety program, a fatigue risk management program; and reducing employee injuries over the last four years; and

WHEREAS, Mr. Sarles initiated Metro Forward, the \$5 billion, six-year capital improvement program with the first \$1 billion dedicated to improving the safety of rail infrastructure, passenger facilities and rail vehicles. Metro Forward also includes an escalator replacement program that has increased escalator availability to 93 percent – the highest it has been in five years; improved Metrorail stations including better lighting and slip-resistant tile; improvement in service reliability - the most important driver of Metro customer satisfaction; and new buses with more seats and improved service through the Better Bus initiative; and

WHEREAS, Mr. Sarles improved communications with customers and stakeholders by introducing new and expanded customer communication channels via email, alerts, and social media; enhancing media coverage of Metro through credible, accurate and timely information; improving customer call handling responsiveness and reducing telephone wait times; establishing two-way dialogue with customers through rider research and enhanced public participation; and providing customers with new service information

through award-winning marketing campaigns for map modernization and advertising;
and

WHEREAS, Mr. Sarles helped secure Metro's future by partnering with the WMATA Board on Momentum, Metro's strategic plan that, if implemented, would ensure Metro never returns to a time when the system is not maintained to today's safety and reliability standards; and

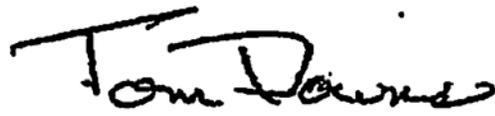
WHEREAS, As a result of Mr. Sarles tireless dedication to planning for the region's economic needs and future growth, Governors O'Malley and McAuliffe and Mayor Gray came together to commit an initial down payment of \$75 million - or \$25 million from each jurisdiction to fund the Momentum strategic plan. This investment allows Metro to continue rebuilding efforts and lay the foundation for all eight-car trains with power upgrades, Union Station and Gallery Place station expansion designs, and buses for priority corridors; and

WHEREAS, Mr. Sarles oversaw the successful opening of the Silver Line, the largest Metrorail expansion in Metro's history and the first time we've added a new color to the map since the Green Line opening in 1991. He ensured it was safe and his oversight has contributed to the great success the line is achieving today; and

WHEREAS, To keep Momentum and Metro on track, Mr. Sarles also rebuilt the inside of Metro by focusing on attracting the best employees; reinforcing critical departments; launching much needed human resources initiatives; and introducing performance measurement, business planning and risk analysis into Metro's annual budget and strategic planning process; now therefore be it

RESOLVED, That the WMATA Board of Directors offers its sincere gratitude to Richard Sarles for his years of service and leadership as the General Manager and Chief Executive Officer of WMATA; and be it finally

RESOLVED, That the WMATA Board of Directors commends Richard Sarles for his dedication to providing the best transit service for customers and for rebuilding credibility and the region's confidence in WMATA.

A handwritten signature in black ink that reads "Tom Downs". The signature is written in a cursive style with a horizontal line underneath it.

Tom Downs
Chairman of the Board