

BOARD/BUSINESS PROCESS REVIEW

“AN ONGOING DIALOGUE WITH OUR CUSTOMERS”

BOARD POLICY AND LEGISLATIVE COMMITTEE

THURSDAY, MARCH 3, 2005

“We must thank our customers and give our riders an active role in shaping the future of Metro service”

RIDERS ADVISORY COMMITTEE (RAC)

- RAC
 - 12 Members, four from each of the signatories
 - Two-year term
 - Signatories appointed, in the same manner as WMATA Board members
 - At least one member should be a regular MetroAccess customer

(cont.)

(cont.)

- RAC Meetings:
 - One evening per month
 - Meeting dates posted on WMATA website
 - Open to the public
 - Public comment period
- Budget and Operations Committee Meetings:
 - 5 - 10 Minute RAC comment period

(cont.)

- Board Meetings:
 - 5 - 10 Minute report
 - Board and/or staff may request RAC review and recommendation
- Staffing:
 - Two new positions will be absorbed into the Department of Customer Communications through staff already requested in FY2006 budget
- Timing:
 - In place and functioning by July 2005

“We can begin to recapture and accentuate for our customers the regional linkage and shared understanding that first gave life to Metro”

TOWN HALL MEETINGS

- Three Meetings – calendar year 2005
- 1st Meeting – April – Northern Virginia
- 2nd Meeting – August – Maryland
- 3rd Meeting – November – District of Columbia
- Similar format to November, 2004 Town Hall Meeting

“This will be the start of an ongoing dialogue with our customers”

Public Comment Period at Board Meetings
(Currently envisioned at the start of each
meeting)

Approved within 2005 Board Procedures

Start date - April 21, 2005 Meeting

“This will be the start of an ongoing dialogue with our customers”

Electronic Posting of Board/Committee Agenda Materials

(Noon of Tuesday before Thursday meeting)

Start date - March 5, 2005 (Board meeting
materials)

“This will be the start of an ongoing dialogue with our customers”

Simulcasting of Board and Committee Meetings on WMATA Internet Website

Start date - June 16, 2005 Board Meeting

Seeking Service Provider

Upgrading transmission/recording equipment

“This will be the start of an ongoing dialogue with our customers”

Establishing contact point for customers to reach Board members via WMATA Internet Web site at [“boardofdirectors@wmata.com”](mailto:boardofdirectors@wmata.com)

Currently in test phase

Start date - April, 2005

“We must make certain the region’s policymakers don’t just congratulate the Blue Ribbon Panel and go back to the status quo of funding Metro based on the lowest common denominator of member contributions and erratic fare increases”

SUMMER SUMMIT

- Joint effort of Federal City Council, Greater Washington Board of Trade, Downtown Business Improvement District, WMATA, and other stakeholders
- Currently considering July 2005 at a central location
- Invitation to be extended to region’s top elected officials, civic leaders, community organizations, stakeholders, and customers to develop regional consensus on a funding proposal to ensure Metro’s viability – now and into the future