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June 19, 2014

Chairman Downs and WMATA Board Members:

Barbara Hermanson, Vice Chair, VA, will be presenting the Riders' Advisory Council's monthly report to you this month as well as leading our quarterly meeting with you.

We have been busy.

Joint Meeting Of Accessibility Advisory Committee (AAC) and Riders Advisory Council (RAC):

Seven members of the RAC attended a joint AAC/RAC meeting on June 9. WMATA Staff made a presentation on the concept of the new Metrorail signage system that they plan to roll out when the second phase of the Silver Line is operational. The meeting provided opportunities to:

- Provide input in the very early phases of a major initiative that will have a far-reaching impact on all riders;
- Demonstrate that improvements made on behalf of the disability community can improve the system for all.

We appreciate the work of the WMATA staffs of the AAC and the RAC for making this happen. Because this is such a critical initiative, the RAC plans to have another presentation on signage at its July meeting and will be making specific recommendations to WMATA.

Meeting With Jim Hamre, Office of Bus Planning:

Members of the RAC Programs, Planning and Projects Committee met with Jim Hamre, Director of Metro's Office of Bus Service Planning and Scheduling, after the June 9 AAC/RAC Meeting. The major focus was on what the RAC could do to add value to improve the experience of riders along the 16th Street Corridor. We also discussed ridership, budget and the status of other bus-related plans. The PPP will be making specific proposals to the full RAC.

RAC Leadership Team Meeting:

The RAC Leadership Team held its first teleconferenced meetings on June 9. We plan to meet monthly via teleconferencing to plan upcoming Agendas, track our progress on deliverables, etc. Meetings are open to all RAC members.

One RAC Member has resigned. We now have three vacancies and are looking forward to the Board's new appointments.

Meeting with Accessibility Advisory Committee (AAC):

I attended the June 2, June 9 and June 16 meetings of the AAC and its subcommittees. RAC attendance helps to identify emerging areas where we can collaborate.

RAC Monthly Meeting, Wednesday, June 4:

The RAC had two WMATA staff presentations:

- Lynn Bowersox, Assistant General Manager, Customer Service, Communications and Marketing, made a presentation on the rollout of the Silver Line, with plenty of time allowed for questions.
- Mark Schofield, Director, Financial Planning and Analysis, provided information in basically a Q & A session on fare policy. This session was designed so that the RAC Budget and Finance Committee would be able to proceed with its deliverable on fare simplification.

WMATA Staff provided an update on the hiring of a RAC Staff Coordinator. We eagerly await the arrival of this new staffer. We appreciate being part of the Hiring Committee.

The RAC voted to merge safety and security issues into the Customer Service & Operations Committee.

Other WMATA Meetings:

I attended the June 12 meetings of the Audit, Customer Service and Operations, Finance and Administration and Governance Committees. Attending these meetings is very helpful in tracking emerging and longer-term issues.

During the first half of our year, we have worked hard to build relationships with WMATA Staff and establish structures to better enable us to fulfill our mission. The next half of the year will be devoted to delivering on our workplan.

/s/

Carol Carter Walker, 2014 Chair
Riders' Advisory Council