



(Board Copy)
Washington Metropolitan Area Transit Authority
**METRO ELECTRONIC ACTION
DOCUMENT**

IDENTIFICATION			
MEAD ID:	98559	ACTION:	Initiate
AWARD VALUE:	(Not yet awarded)	CONTRACT: (Proposed)	
FUND SOURCES: (View)		CONTRACTOR:	
LAST MODIFIED:	09/09/2005		

DESCRIPTION	
SUBJECT:	Creation of Riders` Advisory Council and approval of governing By-laws and Standards of Conduct
PURPOSE:	To seek Board approval for the creation of a Riders` Advisory Council and adopt the governing By-laws and Standards of Conduct

ORIGINATION					
INITIATOR			DEPARTMENTAL APPROVAL		
DEBRA JOHNSON on 09/02/2005			Approved by AGOURIDIS , LEONA 09/08/2005		
PHONE:	202-962-1388	OFFICE:	GOVR	DEPT:	Communications

COORDINATION (ROUTING)		
OFFICE	NAME	ACTION/DATE
AGMC (6100)	AGOURIDIS, LEONA	Approved 09/08/2005
OPAS (3161)	HUGHES, JAMES	Approved 09/08/2005
MREL (6310)	FELDMANN, RAYMOND	Approved 09/09/2005

FINAL APPROVALS	
OFFICE	NAME/ACTION
OPER_CMTE	Approved for OPAS by JAMES HUGHES on 09/08/2005
BEMR	Approved for SCOS by HAROLD BARTLETT on 09/09/2005
GM	GMGR CEO (Not Yet Approved)
BOARD	BOARD WMATA (Not Yet Approved)



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NARRATIVE

DISCUSSION

In late 2004, the Authority committed to opening new channels of communication with customers. During the past several months, the Authority has begun to hold quarterly Town Hall Meetings throughout the region, host on-line chats, provide advance copies of Board presentations, and communicate via a new "Board of Directors" email address at metroopendoors.com. Board meetings now include a period for public comment and are audiocast on metroopendoors.com, making Board information accessible to more people. The Office of Rail Transportation is currently being reorganized to bring resources directly to rail line managers and add customer service representatives in the field.

Within this context, the Authority has also committed to adding a Riders` Advisory Council to give customers a meaningful voice in helping to improve rail, bus and MetroAccess service. In developing a proposal, WMATA staff has reviewed the By-laws for the WMATA Elderly and Disabled Transportation Advisory Committee, reviewed the By-laws of transit properties with riders` groups, had discussions with community activists and drafted By-laws which were available for public review and comment for a 30-day period. The By-laws before the Board reflect input from the public comment period.

This action, if approved by the Board, would create a Riders` Advisory Council and adopt governing By-laws and Standards of Conduct.

IMPACT ON FUNDING

There is no impact on funding.

Budget: Operating Budget

Remarks: The position that would be dedicated to support the Riders` Advisory Council would be absorbed through staff requested in the FY`06 budget. It is expected that the resources and capabilities can be re-engineered within the Office of Project Communications in the Department of Customer Communications, Marketing & Sales to implement and administer to the special needs of the Riders` Advisory Council. As a result, the Authority would not incur any additional costs for staff as a result of creating the Riders` Advisory Council. Ongoing expenses would be handled through existing resources.

ALTERNATIVE

The alternative is to not create a Riders` Advisory Council and not adopt governing By-laws and Standards of Conduct and continue seeking customer input from existing outlets.

The alternative is not recommended. It is contrary to the other communication efforts established by the Board of Directors.

RECOMMENDATION

Staff recommends the Board of Directors approve the creation of a Riders` Advisory Council and adopt the governing By-Laws and Standards of Conduct.

**PROPOSED AND ADOPTED:
SUBJECT: APPROVAL OF CREATION OF RIDERS' ADVISORY COUNCIL**

**PROPOSED
RESOLUTION
OF THE
BOARD OF DIRECTORS
OF THE
WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY**

WHEREAS, during the last few months the Authority has added several new modes of customer communication, including town hall meetings, online chats, a new Board of Directors email address, public comment period during Board meetings and advance posting of Board presentations on the WMATA website; and

WHEREAS, The Authority believes that increased interaction with riders will result in increased rider satisfaction; and

WHEREAS, The Authority previously has had no formal advisory body consisting of riders; and

WHEREAS, The Board desires to provide as many outlets as feasible for rider input; now, therefore be it

RESOLVED, That the Authority establishes a Riders' Advisory Council; and be it further

RESOLVED, That this council will serve in an advisory role and recommend possible solutions to the Board and staff, based on public input, so that WMATA can effectively address the diverse concerns of the riding public; and be it further

RESOLVED, That the Riders' Advisory Council will consist of 21 members, six residing within each jurisdiction and reflecting the varied groups of riders from all services and representing the diversity of the system ridership and an additional three members appointed without regard to ridership pattern or demographics (one of whom shall always be the Chair of the WMATA Elderly and Disabled Transportation Advisory Committee); and be it further

RESOLVED, That members will agree to devote sufficient time to the Council, will not be WMATA employees or elected officials and will sign a Standards of Conduct agreement with the Authority; and be it further

RESOLVED, That the Board of Directors will appoint the council members from each jurisdiction and the three additional at-large members for a term of three years with terms staggered; and be it further

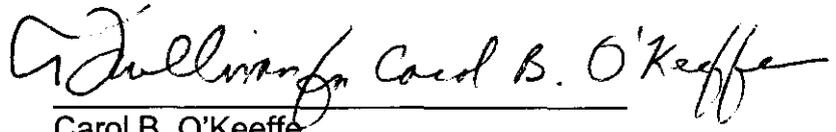
RESOLVED, That the Chair and two Vice Chairs of the Council will be chosen annually by the membership of the Council; and be if further

RESOLVED, That the Board adopts the By-Laws as shown on Attachment A to this Resolution, and be it further

RESOLVED, That all members of the Council shall comply with the Standards of Conduct as shown in Attachment B, and be it finally

RESOLVED, That this resolution shall take effect immediately.

Reviewed as to form and legal sufficiency:

A handwritten signature in black ink, appearing to read "Carol B. O'Keeffe", written over a horizontal line.

Carol B. O'Keeffe
General Counsel

Washington Metropolitan Area Transit Authority Riders Advisory Council

BY-LAWS

ARTICLE I

NAME

The name of the advisory group shall be the Washington Metropolitan Area Transit Authority (WMATA) Riders Advisory Council, and may be referred to as "the RAC."

ARTICLE II

MISSION

A. MISSION STATEMENT

The mission of the RAC is to actively seek input from a broad range of riders on operational and budgetary issues that affect Metrorail, Metrobus, and MetroAccess riders and organizations with an expressed interest in public transit; advise the WMATA Board, on ways to resolve such issues in order to improve the Metrorail/bus system and MetroAccess; promote WMATA responsiveness to riders; and recommend possible solutions to the WMATA Board of Directors and staff, based on public input, so that WMATA can effectively address the diverse concerns of the riding public.

This mission is consistent with WMATA's goal to encourage public input in order to provide the best service to all of its customers.

B. GOALS OF THE RAC

The goals of the RAC are to:

- Advise the Board of Directors on operating and budgetary issues that have a direct impact on Metrorail, Metrobus, and MetroAccess riders;
- Encourage rider awareness of the RAC and of the opportunities that the RAC provides for riders to make their voices heard;
- Advise the Board of Directors on operating and budgetary issues that have a direct impact on Metrorail, Metrobus, and MetroAccess riders;
- Encourage open decision-making process by WMATA that clearly reflects riders' needs and concerns;
- Support improvements in service;
- Aim for a high level of rider satisfaction with WMATA; and

- Strive for a high level of public confidence in WMATA.

C. RESPONSIBILITIES

The RAC shall serve in an advisory capacity to the WMATA Board and may work with staff to:

- Educate themselves about the Metrorail/bus system, the budget process, and the administrative process as they relate to providing transportation by bus, rail, and paratransit;
- Review, analyze, and prepare recommendations on issues that relate to the provision of Metrorail/bus and MetroAccess service;
- Hold public forums with special focus on an issue, geographical location, or targeted group as necessary to respond to riders' concerns and apprise WMATA of the date and time of such public forums for its information and use;
- Attend, listen, and speak at community meetings to better learn and represent riders' perspectives;
- Develop recommendations which take into consideration the needs of people throughout the Metrorail/bus system service area and which consider the financial impacts of different solutions on both customers and WMATA;
- Execute and adhere to a RAC Standards of Conduct Policy;
- Establish annual goals for the RAC;
- Interact with the WMATA Elderly and Disabled Committee (E&D Committee), which advises the WMATA Board on WMATA's programs and transportation facilities insofar as they affect customers with disabilities and those who are elderly; and
- Interact with other advisory groups established by WMATA.

D. COMMUNICATION WITH BOARD AND STAFF

The RAC may communicate with the WMATA Board of Directors and appropriate staff on a regular schedule as established by the WMATA Board, and may send additional reports or recommendations as needed by the WMATA Board. A brief report may be made at the beginning of each WMATA Board or Board Committee meeting that is open to the public on items that are within the mission and goals of the RAC. The RAC may also provide advice in other areas not within the stated goals or mission of the RAC after prior consultation of the WMATA Board.

ARTICLE III

MEMBERSHIP PRIVILEGES

A. COMPOSITION

The RAC shall be composed of up to twenty-one (21) members, eighteen (18) of which shall consist of six (6) members from each of the jurisdictions who live in the WMATA service area. Membership will be selected, generally, from people who live in the WMATA service area. It is important that the membership reflect a broad representation of people from different geographic locations of the WMATA service area and not any particular advocacy group. Therefore, membership on the RAC shall reflect a broad array of ages, genders, races, and disabilities so as to capture the concerns of the riders in the WMATA service area. To that end, each set of six jurisdictional members shall be spread among two (2) bus riders; two (2) rail riders; and two (2) paratransit, combination rail and bus riders, or other rider trip patterns. An additional three (3) members shall be appointed by the WMATA Board without regard to trip pattern or demographic composition; provided, however, that one of the three additional members shall be the Chair of the WMATA Elderly and Disabled Transportation Advisory Committee (or any successor committee thereto). WMATA employees or elected officials are not eligible for membership on the RAC.

B. SELECTION PROCESS FOR MEMBERS

Applications will be available on the WMATA website, in the take-one boxes throughout the Metrorail/bus system and MetroAccess vehicles and through the Office of Customer Service. A selection committee for each of the District of Columbia, Maryland, and Virginia will convene annually to review applications and select a slate of prospective RAC members who reside within the boundaries of the Compact signatory whose selection committee is supporting their nomination to present to the WMATA Board of Directors for approval. The Selection Panel will be comprised of one or more members of the WMATA Board of Directors from the given Compact signatory. The original Selection Panel will be comprised of one or more members of the WMATA Board of Directors from the affected Compact signatory. WMATA staff shall provide support as necessary. The WMATA Board will review and appoint the members using the following process: Each selection committee shall present its report at the December meeting of the Board of Directors and the Board of Directors shall vote on that report at the January meeting. Should the report of the initial Selection Committees be presented to the Board of Directors at any meeting other than the December meeting, then the Board shall vote on the report at the meeting following the meeting at which the report was presented. Mid-term vacancies shall be governed by Article III section F of these Bylaws.

C. TERM OF OFFICE

1. Members

- a. The term for each member of the RAC shall be for three (3) years or until replaced by the appointment of a new member of the RAC, appointed by the Board. In order to stagger membership, one-third of the first RAC members shall serve for a one-year term, one-third of the first RAC members shall serve for a two-year term, and one-third of the first RAC members shall serve for a three-year term, all of which shall be selected by lots. The term of a member of the RAC does not include time serving on the RAC before the first January meeting of the WMATA Board after the formation of the RAC.
- b. Terms shall follow the calendar year and normally commence in January after action by the Board. Terms shall expire on the later of December 31 or when the Board makes new appointments to the RAC.
- c. Optimally, one-third of the membership terms would begin or expire each year. The seat held by the Chair of the WMATA Elderly and Disabled Transportation Advisory Committee shall, for the purposes of this subsection, be deemed to have expired at the close of every third year.

2. Members may be considered for reappointment at the end of their term through the established selection process. The selection process shall consider the value of retaining some historical memory as well as the value of new ideas. However, no person shall serve on the RAC for more than 4 complete terms, with the exception of the Chair of the WMATA Elderly and Disabled Transportation Advisory Committee, who shall not be so limited.

D. VOTING RIGHTS

The RAC shall at its first meeting determine the methods by which the RAC shall take positions.

E. RESIGNATION

Members may resign by filing a written resignation with the RAC Chair who then will inform the staff and WMATA Board of Directors.

F. MID-TERM VACANCY

If membership vacancies arise during the year, the WMATA Board of Directors' Chair, with input from the WMATA Board of Directors, will fill the vacancy for the unexpired term. Such time serving an unexpired term shall not count against the 4 complete term limitation on RAC membership.

ARTICLE IV

TERMINATION OF MEMBERSHIP

A. A member's appointment to the RAC shall be terminated upon an affirmative determination by the RAC made at a regular meeting with two-thirds of the members present and voting and which constitutes a majority of all members holding appointments to the RAC that a member:

1. Has had three consecutive unexcused absences or missed five regular meetings without an approved excuse in a calendar year.
2. At the time of appointment, materially misrepresented use of the Metrorail/bus system or MetroAccess or affiliation with a community organization upon which his/her appointment was based. The omission of information substantially relevant to the basis for the appointment shall be considered to be a material misrepresentation, thereby subjecting the RAC member to removal as provided in this Article.
3. Engaged in a consistent pattern of disruptive behavior in RAC or other WMATA-related meetings which includes use of slurs, derogatory comments, or any other conduct, whether physical, verbal or written directed at another person or based upon another person's race, color, origin, sex, religion, sexual orientation, disability, or age.
4. Refuses to execute or adhere to the RAC Standards of Conduct Policy.

B. The Chair will notify the member and the WMATA Board when membership has been terminated. The WMATA Board Chair, with input from the Board of Directors, shall appoint a new member to serve the unexpired term of the terminated member.

ARTICLE V

OFFICERS

A. CHAIR

The membership of the RAC will annually elect the Chair of the RAC from the RAC membership. The RAC Chair will develop an agenda, lead meetings and keep order, appoint members to subcommittees, present reports to the WMATA Board of Directors, prepare and sign all letters, reports and other communications of the RAC. Additionally, the RAC Chair may discuss matters of interest directly with the Chair of the WMATA Board of Directors.

B. VICE-CHAIR

The membership of the RAC shall annually elect a First Vice-Chair and a Second Vice-Chair from the RAC membership. In the absence or inability of the Chair to serve, the First Vice-Chair shall have all of the powers and shall perform all of the duties of the Chair. In the absence of both the Chair and the First Vice-Chair, the Second Vice-Chair shall have all of the powers and shall perform all of the duties of the Chair. The Vice-Chairs shall perform such other duties from time to time as may be requested by the Chair.

C. CHAIR AND VICE-CHAIRS

1. Term of Office

The officers of the RAC shall serve for one (1) year. The positions of Chair and Vice Chair shall be split among Members from the District of Columbia, Maryland, and Virginia and rotated annually. No person shall serve as Chair for more than three years.

2. Vacancy

A vacancy in any office shall be filled by a special election held by the RAC at the meeting next following the announcement of the vacancy and shall be for the unexpired term.

3. Temporary or Permanent Vacancies

If the Chair and both Vice-Chairs are absent from any meeting and/or are unable to act, the meeting shall be called to order by staff. The staff shall immediately call for the election of a Temporary Presiding Officer.

4. Failure to Elect

If the RAC fails to elect a Chair or Vice-Chair, the existing Chair or Vice-Chair shall continue to serve until successors are appointed.

D. STAFF SUPPORT

The GM/CEO or his designee shall designate a person to serve as RAC staff to prepare meeting notices, agendas, and minutes as required and to serve as liaison between the RAC and the WMATA Board of Directors. Such staff member shall be a WMATA employee hired by the Hiring Committee composed of four members of the RAC and one appointee of the GM/CEO. A hiring decision shall be made by a majority vote of the Hiring Committee with such majority containing at least one affirmative vote from the RAC appointees and one affirmative vote from the GM/CEO appointee. A representative of the WMATA Office of Human Resources and Management Services shall sit on the Hiring Committee and participate in its discussions but shall not have a vote in the hiring decision. The RAC shall have input into the development of the job description for the position, the annual performance plan for the employee, and the annual evaluation of the employee's performance. These documents shall be prepared by WMATA in cooperation with the RAC and in compliance with all WMATA policies and procedures.

WMATA shall provide a specific amount of space on its external website for the general public for use by the RAC and shall take all necessary steps within a reasonable time to post RAC provided information on that website. The sole review of the RAC content shall be to ensure that the posted information is in a form conducive to use on the website and not defamatory, false, misleading or deceptive.

ARTICLE VI

MEETINGS

A. REGULAR MEETINGS

All regular meetings of the RAC shall be held once a month, generally in the evening, and conducted in accordance with Robert's Rules of Order and these by laws. Meeting agendas shall be posted on WMATA's

website in the same manner as agendas posted for meetings of the WMATA Board of Directors. Meetings will be open to the public, held in a location accessible to people with disabilities, and within the geographical boundaries of WMATA's service area.

At least 72 hours prior to a regular meeting, an agenda must be posted which contains a brief general description of each item to be transacted or discussed at the meeting. Members of the public have the right and should be solicited by the RAC to attend and directly address the RAC on any item on the agenda that is within the subject matter of the RAC before or during the consideration of the item.

B. SPECIAL MEETINGS

Special meetings may be called by the Chair when in the opinion of the Chair the business of the RAC requires it or by the request of a majority of the RAC membership. Notice for special meetings will conform to the requirements of notice for regular meetings. No other business shall be considered at such meeting.

C. QUORUM

A majority of the appointed members of the RAC (50 percent of the membership, plus one) must be present in order to constitute a quorum necessary for the transaction of the business of the RAC. No decision of the RAC shall be valid unless a majority of members present and voting concur by their vote.

D. DECISIONS AND ADVICE OF THE RAC

All decisions of the RAC, which require a formal vote, shall be made only after an affirmative vote of a majority of its members in attendance unless otherwise expressly stated in these By-Laws, provided a quorum is present. Staff shall forward minutes of meetings, as well as any special reports or communication desired by the RAC, to the WMATA Board of Directors. In addition, the Chair or a designee may present reports to the WMATA Board of Directors or an appropriate committee in person.

Dissenters to a decision made by a formal vote may forward to the WMATA Board of Directors their minority or dissenting report by recording them in the minutes of the meeting or in the form of a prepared minority report.

The RAC may also provide advice to the WMATA Board that represents a variety of opinions and for which no formal action is taken or necessary.

ARTICLE VII

AGENDA, MINUTES, AND RULES OF CONDUCT

A. AGENDAS

1. The Chair, with the support of WMATA staff, will prepare an agenda for regular meetings. Members approve the agenda by vote as part of the meeting proceedings. Members may contact the Chair to have items put on the agenda. Also, each meeting agenda calls for members to put items on future agendas.
2. The RAC liaison shall be responsible for distributing the final agenda and preparing or compiling the associated agenda materials for each meeting. Agenda materials shall normally be mailed to members one week prior to each meeting.

B. MINUTES

Minutes of each RAC meeting shall be prepared by the RAC liaison and distributed to RAC members together with the agenda for the next meeting.

C. RULES OF CONDUCT

All regular and special meetings of the committee shall be conducted in accordance with these by-laws and with the most current edition of Robert's Rules of Order. In case of conflict, these by-laws shall take precedence over Robert's Rules of Order.

The following rules will be followed:

1. Chair Responsibility: The Chair is responsible for the orderly conduct of the meeting. Every member desiring to speak shall address the Chair, and upon recognition by the Chair, shall talk only to the question under debate.
2. Representation: Representation of positions on issues shall conform to the following principles:
 - No member of the RAC shall misrepresent the position of the RAC on any issue, including the absence of any formal position on an issue, in any communication with the general public, including the media.
 - No member of the RAC shall be seen as representing any position of WMATA to the general public, including the media, without first having been so authorized by the WMATA Board of Directors.

- Every member is free to express individual opinions, after making a good faith effort to label his/her comments as such, to the general public including the media on any topic that the member chooses to address.

ARTICLE VIII

SUBCOMMITTEES

The Chair has authority with concurrence by the RAC to appoint subcommittees and/or ad hoc committees to address issues. Subcommittees will operate according to the requirements of these by-laws and Robert's Rules of Order.

ARTICLE IX

BY-LAWS AMENDMENTS

The by-laws may be proposed for amendment or repeal by a motion that is made, seconded and passed by a two-thirds (2/3) vote of regular members at any regular meeting. The 2/3 vote shall be based on the number of persons currently holding appointments to the RAC whether present at the meeting or not. Written and oral notice of the proposed amendment must be given at the prior regular monthly meeting to all members. The notice must contain both the original language and the proposed amending language to the by-laws. The proposed by-laws change will be made final upon approval by the WMATA Board of Directors or their designee. Any by-law may be altered or amended or annulled at any time by a majority vote of the WMATA Board of Directors.

ARTICLE X

TERM OF RAC

The Board will periodically review the operation of the RAC and may modify its composition, structure or by-laws. Such review shall occur no less frequently than every five (5) years but may occur more frequently on an as-needed basis.

**STANDARDS OF CONDUCT FOR
MEMBERS OF THE WMATA RIDERS ADVISORY COUNCIL**

Article I. Introduction.

- A. Purpose. These Rules and Procedures are intended to implement a set of ethical standards for members of the WMATA Riders Advisory Council.
- B. Scope and Applicability. These Rules and Procedures shall govern the conduct of all members of the WMATA Riders Advisory Council in all their activities relating to their positions as members of the WMATA Riders Advisory Council of the Washington Metropolitan Area Transit Authority.
- C. Authority. These Rules and Procedures are adopted by the WMATA Board of Directors pursuant to the authority granted under the WMATA Compact.
- D. Relations to Other Laws. These Rules and Procedures do not supersede or abrogate any laws, rules or regulations of the United States or of the applicable state and local governing body.

Article II. Definitions.

- A. "Actual or Prospective Business Relationships with the Authority" shall mean any actual or prospective arrangement whereby an individual, corporation or other entity has entered into or has offered or proposed to enter into or has decided to offer or propose to enter into a financial transaction with the Authority wherein the Authority is obligated to purchase, sell, lease, transfer, receive or convey any interest in real or personal property or to construct or obtain construction, reconstruction or improvement of any facility or to furnish or obtain services including personal and/or consulting services.
- B. "Member" shall mean a person holding a valid appointment to the WMATA Riders Advisory Council of the Washington Metropolitan Area Transit Authority.
- C. "Employ or is to employ" shall mean actual present employment and any contact regarding future employment whether initiated by a Member or a potential employer and includes without limitation exchange of letters or resumes and telephone or personal conversations conveying or intended to imply conveyance of an offer of or request for employment together with any negotiations related thereto.
- D. "Employment" shall mean full-time, part-time, regular or temporary work for compensation and includes work as an independent contractor, but

does not include government employment. Employment shall be deemed to exist if there is a regular relationship with a business, even if there is no relationship at the time a matter is before the Riders Advisory Council.

- E. "Financial interest" shall mean an actual or potential expectancy of receiving a benefit in the form of money or any other thing of value.
- F. "Financial Transaction" shall mean any arrangement whereby there is an expectancy that a party will receive or transfer a benefit in the form of money or any other thing of value including, but not limited to, arrangements for purchase, sale, lease or other transfer or conveyance of any interest in real or personal property; construction, reconstruction, or improvement of any facility or property; and procurement of services, both personal and consulting.
- G. "Gratuities" shall mean any gift, favor, entertainment, hospitality, transportation, loan or other tangible item or any intangible benefits (i.e., discounts, passes or similar consideration) for which the recipient did not pay fair market value and which is not offered to the public generally.
- H. "Member's Business Associates" shall mean a person(s) who is engaged with a Member in a venture expected to result in a benefit to the Member or a resident of the Member's household in the form of money or other thing of value.
- I. "Party" shall mean an individual, corporation, partnership or other legal entity.
- J. "Residents of a Member's Household" shall mean a spouse or minor child and any other dependent who reside in the Member's household on other than a temporary basis.

Article III. Policy.

- A. General. In all matters, Members must conduct themselves according to the highest ethical standards. To that end it is imperative that Members of the WMATA Riders Advisory Council in their private financial relationships and in their conduct as a member of the Riders Advisory Council strictly avoid engaging in actions which create conflicts of interest or the appearance of a conflict of interest. It is likewise imperative that Members act and appear to act impartially in their conduct as Members of the Riders Advisory Council by avoiding any actions which might result in favored treatment or appearances thereof toward any individual, private organization, consultant, contractor or potential consultant or contractor.

- B. Affiliations and Financial Interest. Neither a Member nor the residents of a Member's household singly or in combination, shall be a party nor shall any or all of them own, control or have the legal or equitable right to control more than a three percent (3%) ownership interest of a party with an actual or prospective business relationship with the Authority nor participate on behalf of the party in an actual or prospective business relationship.
- C. Financial Transactions. A Member shall neither vote on nor participate in any transaction with the Riders Advisory Council or the Authority if (1) the Member, (2) the residents of the Member's household, (3) the Member's business associates, (4) a party in which a Member, the residents of the Member's household or the Member's business associates have an ownership interest, or (5) an individual or organization that employs, or is to employ, any of the above, has a financial or other interest in the transaction in excess of \$1,000.00.
- D. Gratuities and other valuable benefits. No Member or resident of a Member's household shall solicit anything of value from an Authority contractor or prospective Authority contractor, or from the Authority itself. Members must avoid accepting an unsolicited gratuity under circumstances in which it could reasonably be inferred that the gratuity was intended to influence, or could reasonably be expected to influence, the performance of the Member's duties on the Riders Advisory Council or was intended as a reward for any action on the Member's part. Otherwise, Members may accept unsolicited gratuities having a nominal intrinsic value of seventy-five dollars (\$75) or less with the following conditions:
1. The restriction shall not apply to solicitation or acceptance of bono fide religious or charitable donations, or political contributions by a Member or a resident of the Member's household, provided, with respect to political contributions to or for the benefit of a Member or a resident of the Member's household, the contribution has been reported in accordance with the law of the Member's jurisdiction.
 2. Members shall submit a report, on the form set forth as Attachment A, to the Secretary of the Authority and to the RAC for receipt of articles, food, beverages and entertainment from any single source having an aggregate value in excess of \$200.00 in any calendar year. Such reports shall be read into the minutes of the RAC.
 3. The restriction shall not apply to solicitation or acceptance of expenses paid to the Member by the Authority or expenses paid by the jurisdiction represented by the Member in connection with

service performed within the scope of the Member's duties for the Riders Advisory Council. Expenses so paid shall be reported to the RAC and read into the minutes of the RAC.

- E. Use of Position on Riders Advisory Council. Members shall not use, nor give the appearance that they are using, their position with the Riders Advisory Council in a manner inconsistent with their responsibilities to the Riders Advisory Council. Members will not:
 - 1. Use or permit others to use information obtained from the Authority by the Member by reason of the Member's position with the Riders Advisory Council to further the Member's own financial interest or the financial interest of any resident of the Member's household, the Member's business associates, or any party to any actual or prospective financial transaction with the Riders Advisory Council or the Authority.
 - 2. Disclose or permit others to disclose to anyone outside the Authority or the Riders Advisory Council information obtained through their position with the Authority and not generally available to the public except to the extent necessary to fulfill the Member's public responsibility.
- F. Members shall not offer money or anything of value for or in consideration of obtaining an appointment, promotion or privilege in the Member's official position with the Riders Advisory Council.
- G. No party shall have, nor seek to have, actual or prospective business relationships with the Riders Advisory Council or the Authority if to do so would create a violation by a Member of the provisions of Paragraphs B or C of this article.

Article IV. Disclosure of Financial Interests, Affiliations and Outside Employment.

Members shall file disclosure forms with the Authority and with the RAC which shall be publicly available, in accordance with the Public Access to Records Policy of the Authority.

Prospective Members shall disclose on their application for appointment to the Riders Advisory Council any positions they hold or have held, and whether they are or are to be employed, by any group that advocates positions on any transportation issue. Members of the Riders Advisory Council shall file a new disclosure form within fifteen (15) days of any event which differs from that previously disclosed on their application for appointment to the Riders Advisory Council.

Article V. Disqualification.

In any situation where a Member is precluded by these Rules and Procedures or by other applicable laws or regulations from performing the duties of the Member's position with the Riders Advisory Council, the Member shall so notify the Chairman of the WMATA Riders Advisory Council and request that the Riders Advisory Council's official records reflect that the Member will abstain from any participation in the matter to which the prohibition applies.

Article VI. Sanctions.

Any Member who shall willfully violate any provision of this Standards of Conduct Code shall be subject to removal from the Riders Advisory Council in accordance with Section IV.A. of the WMATA Riders Advisory council By-Laws.

Article VII. Amendment.

These Rules and Procedures may be amended at any meeting of the WMATA Board of Directors. The RAC shall receive notice of the proposed changes thirty (30) days prior to the WMATA Board meeting addressing the changes.

Article VIII. Severability.

The provisions of these Rules and Procedures shall be severable and if any phrase, clause, sentence or provision is declared invalid, the validity of the remainder shall not be affected thereby.

Article IX. Effective Date; Duration; Responsibility.

These Rules and Procedures shall become effective when adapted by the WMATA Board of Directors and shall continue and remain in effect unless and until revoked by the WMATA Board. The WMATA Board is responsible for interpreting and enforcing these rules, and, when necessary, shall seek appropriate legal counsel for assistance.

FOOD, BEVERAGE OR PROMOTIONAL ITEM ACCEPTANCE REPORT
BY MEMBERS OF THE WMATA RIDERS ADVISORY COUNCIL

Name

Item(s) accepted

Approximate Value
Date(s) Accepted

Received from Individual or Firm
Signature



September 2, 2005

MEMORANDUM FOR: Members of the Board
SUBJECT: Riders' Advisory Committee Bylaws
Public Comments Update

As you are aware, our 30-day public review and comment period for the Riders' Advisory Council (RAC) Bylaws opened on July 18, 2005 and closed at 5:00 p.m. on August 16, 2005. We received comments from 157 individuals and/or organizations, which included the Washington, D.C. Chapter of the Sierra Club, Metroriders.Org, and Fairfax Citizens for Responsible Growth.

A large number of the comments received were generated by an advocacy campaign conducted by the Sierra Club and addressed the staffing issue. Metroriders.Org comments dealt with broadening the composition of the RAC to include at-large seats and expanding its powers. Fairfax Citizens for Responsible Growth's comments focused on the notion that the RAC is not a substitute for full representation of riders on the WMATA Board and their other comments echoed that of the Sierra Club.

The remaining comments were requests to be a RAC member, membership criteria suggestions, and other generalized comments on the Bylaws.

Staff has prepared a matrix compiling all the comments we have received using the same basic format developed for our "FOIA" policy discussion. After reviewing these comments with staff, I am proposing a number of changes in the proposed RAC bylaws to be responsive to requests for greater representation, flexibility, and an increased sense of independence. These changes are summarized on page 3. I will highlight the major proposed modifications.

Our compact, as it now exists, does not allow us to create a completely independent RAC. However, we can take some positive steps toward ensuring the viability of the RAC within this constraint and WMATA personnel requirements.

First, when it comes to selecting/hiring RAC staff support, Dick and I are proposing that a "hiring committee" be created that gives equal weight to RAC and Metro staff to ensure that – through careful review and negotiation – we get the best qualified candidate.

Second, once the individual is hired, the RAC would have the lead role in overseeing his/her efforts through the RAC's creation of yearly performance goals and the RAC's involvement in the staff member's annual review. Frankly, by instituting this procedural change, the RAC can ensure the staff member's responsiveness to and focus on its priorities.

**Washington
Metropolitan Area
Transit Authority**

600 Fifth Street, NW
Washington, DC 20001
202/962-1234

By Metrorail:
Judiciary Square—Red Line
Gallery Place-Chinatown—
Red, Green and
Yellow Lines
By Metrobus:
Routes D1, D3, D6, P6,
70, 71, 80, X2

MEMORANDUM FOR: Members of the Board
SUBJECT: Riders' Advisory Committee Bylaws Public Comments Update
Page 2

You will note on page 3, under "Communication with the Board," I also propose some changes that would improve the RAC's ability to work with us in responding to riders' interests and concerns. As an example, the proposed Bylaws (as advertised) would prohibit us from getting the RAC's feedback on rail car seat configurations. That's plain silly.

One change that I am not proposing is to have some group other than the Metro Board appoint the RAC members. While concerns were expressed over how this would limit the independence of RAC members, it just doesn't pass muster to me as something that would stifle the group's ability to bring us reality as our riders know it – however ugly that might prove to be. The concept of having the entities who appoint us being charged with separately appointing RAC members is subject to the same perceived constraints as direct appointment by the Board. Also, I would submit the success of scores of local and state appointed advisory groups that have shown no impunity in telling the Emperor that he has no clothes! As most of us know from personal experience, it's usually the person who complains the most who stands the greatest chance of being appointed to an advisory committee.

That being said, I recommend that we favorably respond to the request to add three at-large seats to ensure greater representation. This brings the total membership count in-line with other RACs and gives the opportunity for a broader representation of interests.

Attached for your more detailed review over the next two weeks are the following:

- RAC Comment Period Overview (categorical breakdown);
- Detailed summary; and
- Staff recommendations.

Additionally, for reference purposes, the following are included in the packet:

- Bylaws (a red-lined copy),
- Comments submitted by Metroriders.Org, the Sierra Club, and Fairfax Citizens for Responsible Growth; and
- Comment matrix (Staff-Recommended Responses to Comments).

The discussion and, hopefully, committee approval of the RAC Bylaws has been scheduled for the September 15 Policy and Legislative Committee. I will be touching base with you on this issue. Feel free to contact me if you have questions or comments. Thanks.



Dana Kauffman
Chairman

Attachment



Riders' Advisory Council By-laws Public Comments Update

Washington Metropolitan Area Transit Authority
Policy and Legislative Committee

September 15, 2005

*Office of Project Communications
Department of Customer Communications, Marketing & Sales*



PURPOSE

- ◆ To provide the Policy & Legislative Committee an overview of the comments received during the Riders' Advisory By-laws public comment period which commenced July 18, 2005 and concluded August 16, 2005;
- ◆ To recommend Board approval of staff recommendations to public comments received and incorporation of recommendations into existing By-laws; and
- ◆ To request that the Policy & Legislative Committee recommend Board approval of the Riders' Advisory Council, its modified By-laws, and Standards of Conduct.

PUBLIC COMMENT

- ◆ The RAC By-laws public comment period opened on July 18, 2005, and closed on August 16, 2005
- ◆ The By-laws were available to the public via the:
 - WMATA Website
 - WMATA's Headquarters (DC)
 - Lost & Found (MD)
 - Pentagon Sales Outlet (VA)
- ◆ Comments were submitted via:
 - Standard U.S. mail
 - E-mail at RACcomments@wmata.com

COMMENTS RECEIVED

Comments were received from 157 individuals
and/or organizations *

TOPIC	BY-LAWS	E-MAIL	LETTER
Criteria Suggestions	N/A	1	0
General Comments	N/A	79	2
Mission/Goals	Article II	3	1
Composition	Article III	41	3
Termination	Article IV	3	1
Officers/Staff Support	Article V	120	3
Meetings	Article VI	2	0
Agenda/Minutes/Rules of Conduct	Article VII	5	1

* Some correspondence included comments in multiple categories; therefore the grand total of comments exceeds 157 (See appendix for complete comments).

BY-LAW RECOMMENDATIONS BASED ON PUBLIC COMMENTS

◆ **Mission**

(Article II- Mission, Section A)

Amend language by adding “and organizations with an expressed interest in public transit”.

◆ **Communication with Board**

(Article II-Mission, Section D)

Amend By-laws to state that the RAC, consistent with the mission and goals of the RAC, may make a brief report at any Board or Board committee meeting open to the public. Also, amend language by adding “ the RAC may also provide advice in other areas not within the stated goals or mission after prior consultation with the WMATA Board”.

BY-LAW RECOMMENDATIONS PUBLIC BASED ON COMMENTS

◆ **Composition**

(Article III-Membership Privileges, Sections A & C)

Modify By-laws by incorporating language that will add three (3) at-large seats (increasing composition from 18 to 21) for regional representation with one of three seats being designated for the Chair of the Elderly and Disabled Transportation Advisory Committee.

◆ **Voting Rights**

(Article III- Membership Privileges, Section D)

Modify By-laws by incorporating language that states the RAC shall determine the method by which the RAC should take positions.

◆ **Termination of Membership**

(Article IV)

Modify the language so it states the absences have to be “unexcused”.

BYLAW RECOMMENDATIONS BASED ON PUBLIC COMMENTS

◆ Termination of Membership

(Article IV)

Modify the language so it states the absences have to be “unexcused”.

◆ Chair

(Article V)

Amend by adding “additionally, the RAC Chair may discuss matters of interest directly with the Chair of the WMATA Board of Directors”.

BYLAW RECOMMENDATIONS BASED ON PUBLIC COMMENTS

◆ **Staff Support**

(Article V, Section D)

Amend By-laws by adding "...by the Hiring Committee composed of four members of the RAC and one appointee of the GM/CEO. A hiring decision shall be made by a majority vote of the Hiring Committee with such majority containing at least one affirmative vote from the RAC appointees and one affirmative vote from the GM/CEO appointee. A representative of the WMATA Office of Human Resources and Management Services shall sit on the Hiring Committee and participate in its discussion but shall not have a vote in the hiring decision" .

Also, amend By-laws to state that WMATA will work cooperatively with the RAC in the development of the staff support job description, the annual performance plan and the annual evaluation pursuant to WMATA policies and procedures.

◆ **Meeting Principles**

(Article VII – Agenda, Minutes, and Rules of Conduct, Section C2)

Amend by deleting entire subsection regarding meeting principles.

STANDARDS OF CONDUCT

Summary

- ◆ A set of ethical standards governing the conduct of members while engaged in activities relating to their positions as members of the RAC

Policy

- ◆ Members must strictly avoid engaging in actions which create conflicts of interest or the perception of; act impartially and avoid any actions which might result in favored treatment of any individual, private organization or consultant

RECOMMENDATION

- ◆ Approve staff recommendations to public comments received and incorporate recommendations into existing By-laws
- ◆ Recommend Board approval of the Riders' Advisory Council, its modified By-laws, and Standards of Conduct

Next Steps

- ◆ Board Approval for Public Comment Staff Report 09/22/2005
- ◆ Applications Available 09/26/2005
- ◆ Applications Due 10/17/2005
- ◆ Staff Review Complete and Applications Sent to Board 10/31/2005
- ◆ Board Appointments Made 12/15/2005

STAFF-RECOMMENDED RESPONSES TO RIDER’S ADVISORY COUNCIL COMMENTS - DRAFT

No.	COMMENT	PROVIDER	RAC BYLAWS	STAFF RECOMMENDATION
1.	<p>MetroRiders.Org believes that the draft RAC Bylaws should be amended by the WMATA Board before adoption:</p> <p>(1) to broaden the composition of the RAC so that it will not appear to be but a clone of the Board members appointing their own constituents and sharing the same views;</p> <p>(2) to expand the powers of the RAC to obtain information from WMATA staff with which to suggest changes, if needed, in annual WMATA budgets and to undertake projects on the RAC’s own initiative;</p> <p>(3) to improve the language in the draft bylaws in many technical ways (e.g., by adding a conflict of interest provision, determining when formal votes of the RAC are required, and clarifying the roles of the new RAC and WMATA’s existing Elderly and Disabled Committee</p> <p>Thus we suggest the WMATA Board should review the draft RAC Bylaws in detail to assure that the new entity is realistically structured to achieve the Board’s objectives, whatever they may be. For our part, MetroRiders.org favors a stronger, more independent RAC with adequate powers to generate needed information from WMATA officials and to self-initiate recommendations to the Board and its committees.</p> <p>- The Composition of the RAC should be expanded beyond the eighteen jurisdictional appointed to also include three independent “At-Large” members.</p> <p>- The missions, goals, and responsibilities of the RAC should be expanded so that the RAC can be effective in influencing WMATA on passenger-related issues.</p> <p>- WMATA staff support for the RAC is less important than adequate powers for RAC members.</p> <p>- Termination of a RAC member’s appointment should be based on unexcused absences.</p> <p>-Draft bylaw provision on RAC member behavior during meetings is demeaning and should be deleted.</p>	MetroRiders.org	<p>Membership Privileges (Article III)</p> <p>Mission (Article II)</p> <p>Staff Support (Article V, Sec. D)</p> <p>Termination (Article IV)</p>	<p>Modify Article III, Sections A and C</p> <p>Modify Article II, Sec. A</p> <p>Modify WMATA accepts so much of the comment as is consistent with the WMATA Compact. The Compact does not allow for the creation of independent entities</p> <p>Accept</p>
2.	<p>A Riders Council is an excellent idea. Please do everything possible to make sure it is <i>independent</i>. Otherwise, it will not be very effective and will not have much credibility</p>	Individual/ No stated affiliation	General Comment	Modify WMATA accepts so

STAFF-RECOMMENDED RESPONSES TO RIDER’S ADVISORY COUNCIL COMMENTS - DRAFT

No.	COMMENT	PROVIDER	RAC BYLAWS	STAFF RECOMMENDATION
	with your most valuable asset: your Riders. I look forward to learning more about the Council.			much of the comment as is consistent with the WMATA Compact. The Compact does not allow for the creation of independent entities
3.	As an avid Metro rider my way, Metro is a good system I say Only problem is one hour Sundays I see And hope Metro and Fairfax County can correct this by thee	Individual/ No stated affiliation	General Comment	No action required
4.	As usual, WMATA staff wants to try to control any input from outside sources, e.g. Board comment period. Much too complicated and will have little impact as such.	Individual/ No stated affiliation	General Comment	No action required
5.	Establishing a Board to advise Metro is a good first step. However, it would be far more effective to mandate that Metro executives ride to and from work exclusively on Metro. Only then will they have a personal stake in making Metro work well.	Individual/ No stated affiliation	General Comment	No action required
6.	First of all, I must thank Metro for deciding NOT to institute random searches. When I board Metro with a bike and a strapped down pack, to dismount it for a search would mean 5-10 minutes of delay and a probable missed train. I would probably choose not to use Metro under this circumstance. Second of all, the worst service problems are: : 1. Very long, seemingly random intervals off-peak between trains-the only reason Metrorail cannot beat a car for time off peak. Published, reliable schedules would allow timing arrival to meet trains and end much time wastage. In fact, trains at 1/2 hour intervals at exact, known times would mean less waiting than 15 minute random, unpublished intervals. 2. Constant outages and single tracking for repairs-rarely announced OUTSIDE the stations. 3. FARE HIKES two years in a row, thankfully not this year. I suggest strongly	Individual/ No stated affiliation	General Comment	No action required

STAFF-RECOMMENDED RESPONSES TO RIDER’S ADVISORY COUNCIL COMMENTS - DRAFT

No.	COMMENT	PROVIDER	RAC BYLAWS	STAFF RECOMMENDATION
	pressuring local governments for funds to deal with this and that maintenance backlog that causes the outage. End any cosmetic projects, perks for senior execs, etc until then.			
7.	<p>I am e-mailing you in support of establishing a strong Riders Advisory Council. It is my belief that a public service transportation system as vital as Metro needs a public advisory board or council made up of riders, the users of that system. These individuals can provide a strong voice in appreciating what Metro is doing well, and can work with Metro to address and improve those things that Metro can do better.</p> <p>I see this advisory council of riders as vocal spokespersons to help secure funding, as well as, hold Metro accountable to provide the very best service possible for our community. Our goal is a safe, efficient, Metro system that accommodates the needs of its riders. I feel a strong Riders Advisory Council can help WMATA achieve that goal.</p>	Individual/ No stated affiliation	General Comment	No action required
8.	<p>I am writing to offer comment on the proposed By-laws for the Riders Advisory Council (RAC). I write as a private individual and daily Metrorail rider (Orange and Red Lines), not on behalf of any organization. It should be noted that the proposed By-laws are nearly impossible to find on the WMATA website and require a search, rather than following a prominent link on the home page.</p> <p>First, I am glad that WMATA is finally recognizing the value of continual and formalized input from regular Metro riders. All of the statistics and charts in the world can not take the place of actual experiences riding the system. But as the RAC is only advisory, its creation does not absolve members of the Metro Board of the responsibility for being regular (i.e., daily) riders of the system. I hope the creation of the RAC is only one step in increasing the voice of regular riders in the WMATA decision-making process. My concern is amplified by the recent 50% reduction in the frequency of online chats, as well as the apparent "outsourcing" of public input functions to the RAC (does the RAC responsibility for holding public forums and engaging the public at meetings mean the Board will reduce its commitment to speak directly with the public?).</p> <p>For the RAC to represent the interests of Metro riders, its composition must accurately reflect the ridership (Article III, Section A). Metrobus ridership is more than 100 times that of MetroAccess and Metrorail is nearly 200 times as much as MetroAccess, yet all three services are given equal representation on the RAC. While all three services are</p>	Individual/ No stated affiliation	General Comment Membership Privileges (Article III, Sec. A) Staff Support (Article V, Sec. D)	Accept with modifications Modify WMATA accepts so much of the comment as is consistent with the WMATA Compact. The Compact does not allow for the creation of independent entities.

STAFF-RECOMMENDED RESPONSES TO RIDER’S ADVISORY COUNCIL COMMENTS - DRAFT

No.	COMMENT	PROVIDER	RAC BYLAWS	STAFF RECOMMENDATION
	<p>important, the relative contribution must be rebalanced on the RAC.</p> <p>For the RAC to attract qualified members, it's membership should mirror that of the Metro Board, namely by the designation of alternates (Article III). This is especially important given the strict guidelines about meeting attendance and termination of RAC membership (Article IV). One might ask why Metro Board members, who are often compensated or public officials operating in their official capacity, are held to more lax standards of attendance than private citizen volunteers.</p> <p>For the RAC to best reflect the wishes of its membership, the RAC should have the opportunity to allow voting by electronic or absentee means, if it so chooses (Article III, Section D). The particular voting procedures should be a discussion item for the RAC and not simply determined by the external WMATA Board.</p> <p>For the RAC to have a real role in decision-making, members of the RAC must have the opportunity to participate in committee meetings (not only the full Board meeting) and have the opportunity to speak outside of single presentation at the beginning of the meeting. The By-laws (Article II, Section D) say that brief reports can only be made at committee meetings "at the request of the WMATA Board" and "additional reports or recommendations as needed by the WMATA Board" -- the RAC must have the opportunity to participate in discussions even when not requested. This "speak only when asked" is insulting and compromises the independence of the RAC and its opportunity to speak on behalf of riders.</p> <p>For the RAC to be a true independent voice of riders, it must have the opportunity to select its own staff that would be responsive to the RAC and not to the General Manager (Article V, Section D). While the proposed By-laws do suggests that the RAC shall have input into the job description and evaluation, the employee still reports to the General Manager, comprising her/her commitment to the independence of the RAC.</p> <p>For the RAC to be able to gain access to information, it should not have to direct all requests through the WMATA Board or General Manager. The RAC should have the opportunity to speak with any relevant Metro staff and request any information or documents, including all of those available to members of the WMATA Board.</p> <p>Finally, some consideration should be given to members of the RAC whose initial</p>			

STAFF-RECOMMENDED RESPONSES TO RIDER’S ADVISORY COUNCIL COMMENTS - DRAFT

No.	COMMENT	PROVIDER	RAC BYLAWS	STAFF RECOMMENDATION
	<p>qualifications change during their service. What about a member who stops being a regular rider of the system during their service or whose commuting patterns change from Metrorail to Metrobus (or vice versa) or who moves from one jurisdiction to another?</p> <p>Thank you for the opportunity for input. I hope this is part of an increasing engagement of the WMATA Board with Metro ridership and the general public.</p>			
9.	<p>I applaud the creation of a riders’ advisory group. Because Metro is a dynamic force in our community and its strengths and weaknesses are on display every day of the year, I suggest incorporating a method whereby riders can submit comments, participate in online chats periodically, and access logs of others’ comments as well as actions taken in response, if any. As loyal riders, we want to see “our” system at its best. I think you’ll be surprised and pleased with what we have to say, even if some of our remarks are harsh on occasion. You will have many opportunities to do better, and everyone benefits when that happens.</p>	<p>Individual/ No stated affiliation</p>	<p>General Comment</p>	<p>No action required, as Metro already has on-line chat sessions on the first Friday of every month.</p>
10.	<p>I concur with the Sierra Club-initiated petition that WMATA agree to the creation of a Riders' Council. I have ridden Metro rail since its inception. I recall that, at the time it began, the system had only a limited Red Line service. At the time, I worked at the Dept. of Labor and my office was located in the GAO Bldg, Judiciary Square. Even though Metro Rail has expanded, the locations are not as wide spread as they should be. Even though, for example, NYC's subway is old, dirty, and often unsafe, I recall that when I spent a summer with my (now, deceased) Aunt Eleanor, I was impressed that I could commute easily from Lexington Ave. all the way to Ft. Tryon Park--a beautiful area that I loved to visit to get away from the hectic pace of the city. 30+ years after DC's Metro's inception, we still do not have the accessibility that characterizes NYC's line. I wonder why not! A Riders' Council could help Metro attain some of the goals its ridership wants realized. It certainly will not hurt and may result in additional pressure for government subsidies for public transportation.</p> <p>Though I do not take the bus as much, on occasion I do need to use that mode of transportation as well. For many marginalized people within DC's inner city neighborhoods, this is the primary transportation mode. This segment of the population seems to have its needs and considerations among the last addressed. Perhaps, a Riders' Council might reverse this fact.</p>	<p>Individual/ No stated affiliation</p>	<p>General Comment</p>	<p>No action required</p>

STAFF-RECOMMENDED RESPONSES TO RIDER'S ADVISORY COUNCIL COMMENTS - DRAFT

No.	COMMENT	PROVIDER	RAC BYLAWS	STAFF RECOMMENDATION
	I urge WMATA to agree to the creation of the Riders' Council and, if it is instituted, work in partnership with it in order to effect change that will benefit the Metro ridership--including all of the communities' needs for improved service, accessibility, and system expansion.			
11.	<p>I have recently heard of the proposed advisory council and am absolutely in favor of it. I ride Metro EVERY day. Sometimes, I have no complaints about the ride. Sometimes, I complain about the ride all day long. However, I do have suggestions for the times when I do complain. I'm not the only one either.</p> <p>Aside from helping the riders, I think that a Metro advisory council can help Metro get some more maintenance money. If I were a member of the Metro advisory council, I'd gladly do it for free because a) I'd know that I would be helped and b) I know that others would be helped as well. Additionally, if Metro was improved, there would be thousands more who would choose Metro as their mode of transportation, helping increase the amount of money put into the Metro system as well as helping the DC Metro environment.</p> <p>I definitely believe that a Metro riders' advisory council would assist Metro in ways we cannot even imagine. Thank you for taking the time to read and consider my comments. I do hope that this council is put into place.</p>	Individual/ No stated affiliation	General Comment	No action required
12.	I support the creation of a Rider's Advisory Council for Metro. By and large, I think Metro does a fine job and is one of Washington's most important institutions. But a Rider's Council would make the organization even more successful, I believe.	Individual/ No stated affiliation	General Comment	No action required
13.	I think a strong Riders' Advisory Council is a good idea. I ride Metrorail and Metrobus often. When I lived in Massachusetts, I served on an MBTA riders' group and on a governor's task force on public transportation.	Individual/ No stated affiliation	General Comment	No action required
14.	I think having an advisory panel made up of riders is a good first step for getting more customer input at Metro. I also think Metro Board members should be required to ride Metro and the ones that don't should quit.	Individual/ No stated affiliation	General Comment	No action required
15.	I understand that you are the appropriate person to hear my concerns about Metro's quality and what can be done to improve services. As a non-car-owner of 3 children, I use Metrobus and Metro trains almost daily. I have been sorry to have seen a decline in many aspects of service over the years. As a public servant myself, I see first-hand, every working day, how important it is for service agencies to hear from our customers. Indeed, many agencies now use the same quality assurance tests, such as	Individual/ No stated affiliation	General Comment	No action required

STAFF-RECOMMENDED RESPONSES TO RIDER’S ADVISORY COUNCIL COMMENTS - DRAFT

No.	COMMENT	PROVIDER	RAC BYLAWS	STAFF RECOMMENDATION
	secret shoppers, as the private sector. But there can be no substitute for independent review, comment, and suggestions from users. For instance, I do not believe that you have heard how frightening it has become for parents with strollers to try to navigate Metro -- and it was bad enough when my teenagers were little. Nor do I think you have a grasp of how dangerous and rude is the service to handicapped riders trying to board and exit trains and buses: I got a real clue when I fell into that group most of last year. WMATA can certainly add to the success of this effort, if its board members begin using the services they are responsible for providing. But you also need to hear from those of us who vote with our feet every day and who are devoted to making Metro better. And you need a broader-based group to support you when you seek funding, including taxes, from government entities. If riders think that their views count, they will be more willing to work harder toward that end.			
16.	I would like to comment about the suggestions made to create a riders panel. I think it is a good idea. I ride metro every day and the thought of having a panel that speaks for the riders is a great incentive. We need a voice. I hear a lot of people who always say how frustrating it is to ride the system and I must agree because we don't have anyone to listen to what we have to say and to actually do something about it. The panel would serve the WMATA greatly and make passengers want to keep riding the metro.	Individual/ No stated affiliation	General Comment	No action required
17.	I'm glad Metro's board of directors plans to create a volunteer Riders Advisory Council. A respected council would make excellent suggestions on how to improve service.	Individual/ No stated affiliation	General Comment	No action required
18.	It will take metro 5 months plus to come up with this committee? I wonder how much money this will cost to be able to be implemented, money that metro does not have to spend. I agree with Mr. Zimmerman that Metro is making this harder than what it needs to be. What it needs on its board is to ask everyday riders like myself what we think. How about some type of circulation system where you collect names from frequent riders and ask them to be part of the council on a temporary basis? I think Metro has lost all relevance to customer satisfaction. I think Metro may need to change it's motto to "METRO CLOSES DOORS - on its own customers!"	Individual/ No stated affiliation	General Comment	No action required
19.	Regarding WMATA's proposal for a Riders Advisory Council I applaud WMATA's decision to create a Riders Advisory Council and give riders a direct voice at the agency. If implemented correctly, this greater degree of rider involvement would highlight service problems before they become news-worthy and	Individual/ No stated affiliation	General Comment Staff Support (Article V: Sec. D)	Modify WMATA accepts so much of the

STAFF-RECOMMENDED RESPONSES TO RIDER’S ADVISORY COUNCIL COMMENTS - DRAFT

No.	COMMENT	PROVIDER	RAC BYLAWS	STAFF RECOMMENDATION
	<p>would bring innovative ideas to further improve service. The current proposal, prepared by WMATA staff and presented to the WMATA board of directors on July 14, 2005 has much that is good. It is thorough and represents a substantial effort to make sure that the RAC's promise can be realized. There are, however a few substantial problems with the current proposal.* The stronger and more independent the RAC, the better</p> <p>The more independent the RAC is, the more the riding public will feel they have a genuine voice at the agency, and the more credibility the RAC will have. A RAC which will not, on appropriate occasion, take a position in opposition to the current direction of the agency will likely be seen as window dressing. The ongoing work of a credible RAC will raise the public opinion of WMATA and will build public support for WMATA and WMATA funding.</p> <p>* The RAC must lead in staff selection</p> <p>There will be times when the decisions of the RAC are at odds with the decisions of the WMATA board or the WMATA General Manager. The RAC staff, whose job it is to make sure the RAC's decisions are known and the RAC's voice is heard, must know they are free to act without interference or repercussions. The loyalty of the RAC staff must lie with the RAC. There are thousands of ways, subtle and overt, that the RAC staff could be pressured not to work in the interests of the RAC. To eliminate as many of these as possible, it is critical to eliminate the clear conflict-of-interest that would arise if the RAC staff are selected by the WMATA GM. To the greatest extent allowed by the WMATA compact, the RAC itself must take the lead in RAC staff hiring.</p> <p>* No mode-based quotas</p> <p>The mode-based quotas for the RAC membership from each jurisdiction--2 rail, 2 bus, and 2 "other"--should be dropped. It is critical that the RAC membership be familiar with all aspects of the Metro system. Since, in the local vernacular, "Metro" often means "Metrorail," this means in practice that the RAC member selection process needs to ensure that a significant fraction of the RAC--I would suggest at least half--does ride Metrobus. But I find the classification into "rail," "bus," and "other" riders to be a poorly- defined oversimplification. Is someone who rides the rail system every day but the bus only once a week a rail rider or a combination rider? Is someone who takes a RideOn bus to Metrorail a rail rider or combination rider?</p>		<p>Membership (Article III, Sec. A)</p> <p>Agendas, Minutes, and Rules of Conduct (Article VII, Sec. C)</p>	<p>comment as is consistent with the WMATA Compact. The Compact does not allow for the creation of independent entities.</p> <p>Accept with modifications</p>

STAFF-RECOMMENDED RESPONSES TO RIDER’S ADVISORY COUNCIL COMMENTS - DRAFT

No.	COMMENT	PROVIDER	RAC BYLAWS	STAFF RECOMMENDATION
	<p>I suspect that most Metrobus riders also ride Metrorail, at least occasionally, and so the pool of exclusively bus-riding applicants is likely to be shallow, especially in the suburban jurisdictions where much of the bus service is not provided by WMATA. By no means should such riders be excluded from the RAC, but it does not make sense to reserve one-third of the spots on the RAC for bus-exclusive riders. Allotting two-thirds of the RAC seats to riders who are strictly rail or strictly bus will have the effect of excluding many riders who take fuller advantage of the system and in effect makes the multi-modal riders compete with MetroAccess users for the remaining third of the RAC seats.</p> <p>Furthermore, I believe that having individual council members identify themselves strongly with only one mode would lead to unproductive divisiveness in the council on topics such as cost effectiveness, fare increases, service cuts, or service expansion. The best way to avoid "bus versus rail" sentiment on the council would be to have most council members use both. It would be better for the council if all riders were on an equal footing and if multi-modal riders counted towards both bus and rail representation as the council looks to achieve inclusiveness.</p> <p>* Parallel MetroAccess council</p> <p>Compounding the matter is the question of how to best ensure that the concerns of MetroAccess users are met. The separation into 2 rail, 2 bus, and 2 "other" looks like a compromise after an earlier proposal for "2 rail, 2 bus, 2 paratransit" division. MetroAccess represents one half of one percent of the passenger miles provided by WMATA. Allotting one third of the RAC membership to MetroAccess users would be a tremendous over-representation of MetroAccess and subsequent under-representation of fixed-route users. If the number of MetroAccess RAC members was in proportion (setting aside the fact that the council would need 100 members for even 1 MetroAccess representative to be proportional) to the number of MetroAccess passengers, MetroAccess would get only token representation on the RAC.</p> <p>MetroAccess is not mass transit, for it carries very few passengers. MetroAccess is not public transit, because most of the public is not eligible to use it. There is no way in which much of the institutional knowledge of WMATA can be applied to MetroAccess. There is no way in which MetroAccess can be better coordinated with other WMATA services, because its patrons, by definition, cannot use the other</p>			

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	<p>WMATA services. Because the operation of MetroAccess is handled by contractors, and not WMATA employees, there is little use in getting access to decision-making WMATA staff.</p> <p>The fixed-route services that WMATA provides and the MetroAccess service that contractors run are two completely different systems with nearly completely separate rider populations and completely different sets of problems. But if the comments at WMATA town hall meetings and fare hearings are any guide, then although MetroAccess is only one half of one percent of the passenger miles, it has well more than that fraction of the grievances.</p> <p>The best way to make sure that the concerns of MetroAccess are addressed would be to establish a parallel committee of MetroAccess users, which would share staff with the (fixed-route) RAC.</p> <p>* Minimize restrictions on RAC's ability to communicate</p> <p>In the course of working with WMATA staff on issues that concern the riding public, the RAC will no doubt gain access to WMATA documents that are not generally or easily been available to the public. The RAC standards of conduct should be written to minimize any restrictions on the ability of RAC members to subsequently communicate this information to the general public. The list of prohibitions should be specific and I suggest modeling it after the exceptions to Freedom of Information Acts.</p> <p>RAC members should only be prohibited from releasing previously unreleased material in the following circumstances: the information is of a personal nature and its release would be an unwarranted invasion of personal privacy; WMATA received the information under a non-disclosure agreement for which the release would violate this agreement; release of the information would compromise the competitiveness of bids for which WMATA has pending requests; the information concerns details of security or emergency procedures which would compromise system security if released; questions and answers for any upcoming test administered by WMATA; release information would interfere with in-progress legal proceedings. Any further additions to this list need to be equivalently specific.</p>			
20.	<p>The passengers deserve a responsive, meaningful Riders Council. We should be able to write to specific individuals and hear back from them. No email dumps. I hope this will be more than lip service. I hope that passengers will be taken seriously and that</p>	<p>Individual/ No stated affiliation</p>	<p>General Comment</p>	<p>No action required as it does pertain to the RAC by-laws.</p>

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	<p>the Metro Board, Mr. White, etc. will demonstrate by their actions (not their words) that they take us seriously. These days, words coming from politicians are really cheap.</p> <p>If every Metro Board member rode the system once a week the system might get better a lot quicker. It is amazing to me that this is not part of the job description. Every board member and every senior WMATA official should ride the system they're involved in running/managing.</p>			
21.	<p>Regarding the Riders’ Advisory Panel, I am a frequent Metrobus and Ride-On user, who not only is interested in being on such a panel, but who also believes that such a panel will probably be a waste of time and money.</p> <p>Mass transit being a not profit service that is, has become too much business in many parts of the country as opposed to a true public service. The Board of Directors at WMATA is (in my opinion) politicians acting as businessmen only interested in the monetary side of the agency and nothing else. Those below the CEO seem to know the true M&O side of WMATA and are making staff recommendations for Thursday meetings in DC.</p> <p>Getting back to the advisory panel, those who will serve on it will probably not really know what is going on or what is going wrong with WMATA from the frequent riders’ point of view. Another way to put it is, much of the useless chatter will be coming from special interest groups instead of die hard transit users like myself.</p> <p>My own experience with public input is, if someone like me states what an obvious problem is and offers a sensible solution, the solution will not be implemented unless a large group of people offer the same solution. To further elaborate, there is a “who cares” attitude among transit users because they use public transit service seldomly and/or they know someone who can give them a ride to where they want to go. As for 689 and 922 A.T.V. (locals) where same attitude exists because management is going to do what it wants to and said union workers will still get their paychecks.</p> <p>For what it’s worth, WMATA is putting too much PR and media spin on safety and security since 9-11 which has sent America into a state of homeland paranoia (I hope this statement doesn’t offend anybody)</p> <p>We need to make the public focus on safety behind closed doors and publicly focus on maintenance and bad scheduling, etc. My opinion of the federal government’s FTA is</p>	Individual/ No stated affiliation	General Comment/ RAC Membership Request (Article III, Sec. A,B,C)	Will provide membership application

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No.	COMMENT	PROVIDER	RAC BYLAWS	STAFF RECOMMENDATION
	<p>that said agency has become nothing more than a regulatory-mandated agency as opposed to a government funding source.</p> <p>So in conclusion, let me say that what transit users as a whole (minus special-interest groups) need to not just speak about what is wrong with transit, but to agree on what is wrong with it and come to a consensus on a solution to the problem.</p> <p>I just have the opinion right now, that WMATA’s Thursday meetings are nothing more than providing fodder for this area’s news and media. 20 and even 50 years from now, the Post will be printing whatever dirt (based on negative input) on WMATA board decisions coming out of board and committee meetings.</p> <p>PS: I am in no way against safety & security measures being adopted, I just feel they should not put security so far above WMATA’s other problems.</p>			
22.	<p>I am a regular Metro rider and am encouraged by the creation of a RAC. It is past time for WMATA to have an official voice from regular riders. I am concerned that the primary goals of the Council seem to be only advisory and promotional. I think that WMATA should consider whether it is possible for the riders to be reviewers of the proposed metro plans and perhaps have one vote on the Metro Board. I do understand that the Council is designed to be advisory, but as they say "advice is cheap."</p>	Individual/ No stated affiliation	Goals of the RAC (Article II, Sec. B)	<p>Reject. The goal of the RAC is to advise the Board of Directors on operation and budgetary issues that have a direct impact on Metrorail, Metrobus, and MetroAccess riders</p> <p>Voting rights are controlled by the WMATA compact which would have to be changed.</p>
23.	<p>I am pleased to see that the Metro Board is considering an advisory panel of its ridership. I support such a plan in principle. Here are some of my concerns:</p> <p>1. Metro Line representation, It is important that each line of Metro rail have the same number of representatives on the advisory panel. This is because some of the proposals to change the way trains are run on the system would negatively impact the riders on other lines. For example, there is a proposal for Blue Line trains to alternate</p>	Individual/ No stated affiliation	Membership (Article III, Sec. A)	Accept with modification

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	<p>on the Yellow Line tracks to L'Enfant Plaza. While that might help run more trains on the Orange Line, it would mean fewer trains on the Yellow and Green Lines.</p> <p>2. Parking garage users should have representation. The parking garages charge high rates, but are never cleaned.</p> <p>3. Both end-of-line and mid-distance commuters need representation. It is unfair that commuters starting their commutes from stations like Dunn Loring and King Street should face trains that are nearly always already filled when they board to leave for downtown. Those are long commutes to have to stand the whole way.</p>			
24.	<p>I am retired, but I have become a somewhat regular Metro rider, so as to avoid the stress of driving to the District. I think we have pretty good service, but there are occasions where there is room for improvement. In that regard, I really like the idea of a Riders Advisory Council (RAC). I would like to have an independent place to go to raise issues about Metro service.</p> <p>I think we need to have a fairly open recruiting process for seats on the RAC. Could define a process whereby people can nominate themselves, providing some basic information and their reason for wanting to serve? The Board can make the selection, but they should choose from these applicants, rather than their own rolodexes. That will give a better makeup, I think.</p> <p>I see that there is some debate about the staffing of the RAC and I would encourage you to give the bulk of the hiring authority to the RAC itself. That will assure they will receive objective information and service. The very nature of a RAC assures that there will be times when they are at odds with the Board and therefore Metro staff, presumably. That person needs to know they can act fairly independently of senior staff. That seems rather obvious.</p> <p>Thank you again for considering a RAC and for this opportunity to comment.</p>	Individual/ No stated affiliation	<p>Membership (Article III, Sec. B)</p> <p>Staff Support (Article V: Sec. D)</p>	<p>Accept</p> <p>Modify WMATA accepts so much of the comment as is consistent with the WMATA Compact. The Compact does not allow for the creation of independent entities.</p>
25.	<p>I fully support the idea of an advisory council for Metro. In a way, it’s incredible that there hasn't been one up to now. I would suggest that your applications ask for</p> <ul style="list-style-type: none"> - current, frequent riders (no dilatants) - experience working with organizations, getting things done in groups, and representing others (Washington should have lots of people with transferable experience) 	Individual/ No stated affiliation	Membership (Article III, Sec. A)	Accept with modification

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	<p>- time commitment (whatever you think it will take -- 10 hours per week? More?)</p> <p>- a sample of goals the applicant would like to accomplish; statement of purpose.</p> <p>I would also suggest you look for diversity among city / inner suburbs / outer suburbs in the people you select.</p> <p>Also, I would suggest being completely transparent on your web site about your selection process.</p>			
26.	<p>I think it's very important that this panel be composed of people from "all walks of life" who use the Metro system on a daily basis. Without this type of representation, how will the panel be able to represent rider needs and concerns? Metro is aging and there are lots of concerns that are arising out of that. Hopefully, the panel will be able to propose things that will alleviate the burdens that riders may or may not be experiencing. Let's be frank, Metro has to watch the "bottom line", but also needs to hear the concerns of its ridership or risk adversely affecting that "bottom line".</p>	<p>Individual/ No stated affiliation</p>	<p>Membership (Article III, Sec. A)</p>	<p>Reject. Specific criteria are being established for participation requirements.</p>
27.	<p>Most important to the advisory panel:</p> <ul style="list-style-type: none"> - All members should be daily riders; if they stop, they should be off the panel. - Riders should be represented roughly in proportion to their ridership: 3 rail, 2 bus, 1 paratransit - There should be at least one daily rider on each rail line. - The Metro Board should embrace their active participation as the best way to improve the system; and not feel put out when they make the system’s failures clear. Frankly, this advisory panel is a second-best alternative to having Metro riders on the Board itself; but the sooner this gets going the better. 	<p>Individual/ No stated affiliation</p>	<p>Membership (Article III, Sec. A)</p>	<p>Reject.</p>
28.	<p>The composition makes no sense. You shouldn't have more exclusive-bus and exclusive-rail riders than bus-rail riders. First, you have a definitional problem--how often can a person ride the bus and still call himself an exclusive rail rider? How are you going to monitor this? If an exclusive-rail member starts riding the bus, is he or she kicked out? Second, it gives exclusive-bus and exclusive-rail riders more disproportionate representation compared to their numbers. And if the 2 paratransit/other slots go to paratransit, then there will be no voice regarding bus-rail and rail-bus connection issues. Instead, the composition should be one (1) bus rider; one (1) rail rider; one (1) paratransit rider; and three (3) riders falling into one or more</p>	<p>Individual/ No stated affiliation</p>	<p>Membership (Article III, Sec. A)</p>	<p>Accept with modification</p>

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	of the above categories.			
29.	<p>Additional comment, Paragraph III.F. should address whether an initial term of one or two years (as chosen by lot pursuant to paragraph III.C.1.a) counts toward the 4 complete terms limit in paragraph III.C.2.</p> <p>The composition makes no sense. You shouldn't have more exclusive-bus and exclusive-rail riders than bus-rail riders. First, you have a definitional problem--how often can a person ride the bus and still call himself an exclusive rail rider? How are you going to monitor this? If an exclusive-rail member starts riding the bus, is he or she kicked out? Second, it gives exclusive-bus and exclusive-rail riders more disproportionate representation compared to their numbers. And if the 2 paratransit/other slots go to paratransit, then there will be no voice regarding bus-rail and rail-bus connection issues. Instead, the composition should be one (1) bus rider; one (1) rail rider; one (1) paratransit rider; and three (3) riders falling into one or more of the above categories.</p>	Individual/ No stated affiliation	Membership Privileges (Article III, Sec. A)	Accept with modifications
30.	<p>I absolutely believe that a Rider Advisory Panel would be worthwhile to Metro. I'm sure the hope would be that it would be an exchange of information and ideas -- not just a complaining session for irritated riders. (Unfortunately, I'm sure you will get a little of that, at least in the beginning.) I certainly hope that Metro will follow through on this, and most of all, ACT on the board's recommendations. It's one thing to have a consumer board; it is quite another to actually put at least some of its recommendations into action.</p> <p>I will be curious to see how Metro chooses its panel members.</p>	Individual/ No stated affiliation	Membership Privileges (Article III, Sec. A)	No action required
31.	<p>I would like to commend Metro for creating a Riders Advisory Council.</p> <p>My comments on the proposed RAC proposal :</p> <p>First, I believe the stated criteria for membership are unnecessarily restrictive. The proposal states that of the 6 members from each jurisdiction, 2 will be rail riders, 2 bus riders, and 2 paratransit / combination / other. Given the many problems with Metro's paratransit services, at least one slot should be reserved for paratransit riders alone. The unique needs of paratransit users must be taken into account, and I believe that those of us who do not use paratransit cannot truly appreciate or represent their concerns.</p> <p>Related to this topic, I believe that reserving slots for "rail only" or "bus only" riders is</p>	Individual/ No stated affiliation	<p>Membership Privileges (Article III, Sec A)</p> <p>Staff Support (Article V, Sec. D)</p>	<p>Accept with modifications</p> <p>Modify WMATA accepts so much of the comment as is consistent with the WMATA Compact. The Compact does</p>

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	<p>counterproductive and only reinforces the unspoken idea that the rail and bus systems are separate, and to be blunt, segregated systems, both economically and racially. This is of course untrue; but I know many rail riders who have never taken a bus because of assumptions about the bus system, and vice versa. Metro needs to market Metrorail and Metrobus as an integrated system for getting <u>all</u> riders anywhere they need to go within the area. While I certainly agree that rail riders and bus riders should have their respective concerns represented on the RAC, combination bus/rail riders have insights into both systems, and should be considered for all membership slots, as opposed to being limited to the 2 "other" membership slots.</p> <p>Second, I understand that the Sierra Club has raised a concern that the RAC staff would be appointed by Metro's CEO. While I do not feel that staff appointed by a CEO would automatically be beholden to Metro's status quo, I think that it is critical for the RAC to be seen as the true voice of the riders. I would hope that even if Metro appointed the RAC staff, that Metro management would respect the independence of the RAC in all ways. If Metro did not, it would undoubtedly result in even worse publicity than the recent Washington Post series, and further loss of public confidence, which Metro cannot afford right now. I therefore think that Metro should consider allowing the RAC to appoint its own staff.</p>			<p>not allow for the creation of independent entities.</p>
32.	<p>Article III, Section A, "Composition," of the by-laws for the Riders Advisory Council discusses the characteristics that will be considered when selecting the council’s membership. It omits one characteristic that I recommend be considered and included in the application for membership to be distributed this fall. This characteristic is whether or not the applicant for membership or anyone in his household owns a car. Not having access to a car should be a plus factor in selecting members.</p> <p>My point is that the Riders Advisory Council should consist of people with broad insight into how riders need or want to use the entire Metro system, during rush hour and non-rush times, rail and bus. People with access to cars for transportation view Metro very differently from those who do not own cars and are entirely dependent on Metro for themselves and their household members during all times. Not owning or having access to a car is a simple way to identify people with this broad experience of the entire Metro system.</p>	<p>Individual/ No stated affiliation</p>	<p>Membership Suggestion (Article III, Sec. A)</p>	<p>Accept.</p>
33.	<p>As described in the Washington Post yesterday, the proposed Rider Advisory Council</p>	<p>Individual/</p>	<p>RAC Member</p>	<p>Reject.</p>

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	<p>is needed quickly.</p> <p>The new council should have one designated position for an individual whose sole means of travel to and from Metrorail is by walking. We need help reducing impediments by automobiles, taxis, and buses to the flow of vulnerable pedestrian traffic.</p> <p>Thank you for your service.</p>	No stated affiliation	Criteria Suggestion (Article III, Sec. A)	
34.	Can you tell me how people would be appointed to the new rider advisory panel? I am interested.	Individual/ No stated affiliation	RAC Membership Request (Article III, Sec. A,B,C)	Will provide membership application
35.	<p>Having been a lifelong rider of public transportation, I would dearly love to be on Metro’s advisory board. First, I have had extensive experience with public transportation systems, in cities both large and small on both the East and West Coasts, that are actually public transportation systems. (METRO, despite its best efforts, isn't a public transportation system; it is a commuter system.) Second, although it tries hard to improve, METRO will be unable to change its direction until it changes its corporate culture -- and that will entail it listening more to its customers and less to its suits-and-ties. METRO desperately needs advice outside of its bureaucracy before it institutes changes because METRO bureaucrats tend to be protective of their own and go more for cosmetic fixes than real improvements to the system. Third, METRO bureaucrats who drive to METRO headquarters can't have a grasp of what the realities of day-to-day commuting are in the system. How else can you explain the bus schedules that consistently run 20-30 minutes behind their posted times? Someone needs to help METRO adjust schedules to the real world of commuting in the Washington metropolitan area. Fourth, METRO needs to come down harder on its supervisors, rather than on its operators, so that the supervisors do their jobs to make sure that overnight repairs of buses and trains are done correctly. A broken fare box is a revenue loss to the system. Why let the bus out of the garage if the fare box doesn't work? In all the cities I've lived and used public transportation in, METRO is the only system that consistently runs buses with non-working fare boxes. I don't appreciate a free ride when it means that the system is dysfunctional.</p> <p>I appreciate what METRO is trying to do. You need our help doing it, though.</p>	Individual/ No stated affiliation	RAC Membership Request (Article III, Sec. A,B,C)	Will provide membership application

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36.	I am a frequent Metro rider who lives here in the District of Columbia. I spend upwards of \$120.00 to \$150.00 monthly utilizing both your bus and rail services to commute around town. About a month ago I saw a mention in the Express; I believe it was about a Metro Rider Panel. I am sure that is was stated that there would be delegated from Virginia, Maryland, and the District of Columbia, to discuss issues of Metro both good and areas of opportunity. I have not seen anything else about it and I would like to find out what I need to do to be considered for this panel. I choose to use METRO out of convenience vs. necessity and would like to be a part of the continual upward growth of this system. Please respond so that I know this correspondence was received and read.	Individual/ No stated affiliation	RAC Membership Request (Article III, Sec. A,B,C)	Will provide membership application
37.	I am a resident of Cheverly. I use the METRO from Cheverly to METRO Center everyday. I have been a loyal rider of METRO since its beginning in the 70's when I lived in Arlington and used the Rosslyn Station as my home base. I feel that I have a good amount of experience as a rider and will contribute to the Advisory Board.	Individual/ No stated affiliation	RAC Membership Request (Article III, Sec. A,B,C)	Will provide membership application
38.	I am interested in participating in the Riders Advisory Council that is being considered.	Individual/ No stated affiliation	RAC Membership Request (Article III, Sec. A,B,C)	Will provide membership application
39.	I am interested in your Riders' Panel that you plan on creating. I would like to be kept informed about it, if possible.	Individual/ No stated affiliation	RAC Membership Request (Article III, Sec. A,B,C)	Will provide membership application
40.	I am very much interested in membership on WMATA's Riders Advisory Council. I have used Metrobus and Metrorail extensively in all jurisdictions of the transit zone for many years and use it on a regular basis in the City of Alexandria. Most would probably consider me a "perfect candidate" for such a position, but there's one catch, I am employed by the City of Alexandria's DASH bus system as a customer service representative. While there are several good things an employee of another transit system could bring to the table, I don't know if this would disqualify me for membership. Would you be open to selecting members who work for other transit agencies?	Individual/ No stated affiliation	RAC Membership Request (Article III, Sec. A,B,C)	Will provide membership application
41.	I have read your advertisement in today's Washington Post Express Paper regarding the Metro Riders Advisory Council Forming in the Fall of this year and I would like to sign up to be on the R.A.C. representing for the Metrobus/Metrorail here in D.C./Anacostia Area, I also would like to make an complaint against your	Individual/ No stated affiliation	RAC Membership Request (Article III, Sec. A,B,C)	Will provide membership application

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	MetroAccess program on behalf of my co-worker Cynthia Washington who is currently on your MetroAccess program, her complaint is that the driver(s) have been late coming to pick her up at her apartment complex in Alexandria, VA to take her to work at 1441 L Street, N.W. and late picking her up from work to bring her home, my co-worker Ms. Cynthia Washington is currently in the system and have a schedule frame from 8:00am until 6:00pm Monday Thru Friday. Ms. Washington has been complaining to the MetroAccess Supervisor Mr. Omar Brown about the drivers ever since last week and earlier this week. Ms. Washington feels that MetroAccess services has neglected her and other MetroAccess customers in some ways shape or form and that MetroAccess needed to make some improvements in their services. I feel that the Metro Board Of Directors needed to address this issue as well as other issues that other customers have currently addressed to you. Thank you very much.		General Comment	
42.	I read about this group in today's Dispatch. As a daily commuter, I would be interested in serving on it.	Individual/ No stated affiliation	RAC Membership Request (Article III, Sec. A,B,C)	Will provide membership application
43.	I recently read in the Washington Post that Metro plans to create a "Riders Advisory Council". I'm very interested in being a part of this council. Could you please give me information as to how one may join, or who one should contact for this information? Any help that you could give would be greatly appreciated.	Individual/ No stated affiliation	RAC Membership Request (Article III, Sec. A,B,C)	Will provide membership application
44.	I would like to be considered for appointment to the Riders Advisory Council. I ride the Metro between Shady Grove Road and L'Enfant Plaza roundtrip 5 days a week	Individual/ No stated affiliation	RAC Membership Request (Article III, Sec. A,B,C)	Will provide membership application
45.	I would like to find out how to participate in the advisory board. Any information you may be able to provide would be most helpful.	Individual/ No stated affiliation	RAC Membership Request (Article III Sec. A,B,C)	Will provide membership application
46.	I would like to know how you can become apart of the new panel?	Individual/ No stated affiliation	RAC Membership Request (Article III, Sec. A,B,C)	Will provide membership application
47.	I'm very interested in the Riders Advisory Council process. Would you please tell me how I must go about requesting an application? Can I be put on a list for distribution once they are ready later this fall? Is there any other information you can send me?	Individual/ No stated affiliation	RAC Membership Request (Article III,	Will provide membership application

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No.	COMMENT	PROVIDER	RAC BYLAWS	STAFF RECOMMENDATION
			Sec. A,B,C)	
48.	My husband's a daily commuter and we're both supporters of public transit. However, instead of wasting time with a Rider's Panel -- why not just set up a blog where the public can post comments -- if you really want the public's input that's the way to do it. Not this phony-baloney panel. Once again, this just shows WMATA's inability to serve the public and perform anything resembling customer service.	Individual/ No stated affiliation	RAC Membership Request (Article III, Sec. A,B,C)	No action required, as there are existing outlets in place where the public can post comments
49.	<p>My name is Matthew Cunningham, and I moved to Washington DC from San Francisco two months ago.</p> <p>I am working full time M-F in Bethesda, and commute from my NE DC home via Metro.</p> <p>While living in San Francisco for the past 6 years I would commute via a combination of SF Muni and the regional BART system.</p> <p>I would like to put my name in the hat for serving on the Riders Advisory Council.</p> <p>Please let me know if you have any questions.</p>	Individual/ No stated affiliation	RAC Membership Request (Article III, Sec. A,B,C)	Will provide membership application
50.	Please forward to me the procedures you will need to follow for considerations as a citizen representative on this advisory board once it is established. I currently am a Ward 7 resident who interfaces with the ground and rail as my source of transportation in the city. My interest goes further than transit and into concerns about appearance, quality and safety. As an ANC commissioner I hear from constituents regarding the service and problems that arise when contacting Metro. A personal interest of mine is the modernization of service through out the Benning Road/H Street corridor by looking at some alternatives. I feel I would be a good candidate for such a role and will work to achieve a nomination once those guidelines have been established.	Individual/ DC Ward 7 ANC Commissioner	RAC Membership Request (Article III, Sec. A,B,C)	Will provide membership application
51.	The advisory counsel is a good first step but in the perspective of WMATA's problems it's a baby step. A classic example is the requirement of a Metro Pass card for parking because WMATA could not control or more appropriately properly audit its parking facilities contractor(s). This one step directly insults the general public since the Metro Pass was not provided for free, therefore if when WMATA makes mistakes the general public pays for them and that's not fair.	Individual/ No stated affiliation	RAC Membership Request (Article III, Sec. A,B,C)	Will provide membership application

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No.	COMMENT	PROVIDER	RAC BYLAWS	STAFF RECOMMENDATION
	<p>All the general public asks from WMATA is for fair service at a fair cost. The first and major step for WMATA should be to replace all of its upper management with more competent and energetic folks that utilize the system everyday and are frustrated by the local traffic situation that they really want to provide some solutions.</p> <p>I believe I'm one such person, with the technical knowledge needed to understand the problems of mass transportation and the willingness to solve them.</p>			
52.	<p>There must be a provision for the Metroriders group to be involved with this panel. The process should have been initiated back in the '70s and with a burgeoning population and new problems that were never in the picture, we need all possible involved.</p> <p>One subject for consideration: please outline in a report where the millions of parking dollars go in terms of preserving the system we have. Evidence of the charges: \$3.75 up from \$2.25 before the SmarTrip card requirement seems to be a great boost to the budget but are we seeing any results?</p> <p>Volunteer me for any position on the panel and I will be there.</p>	Individual/ No stated affiliation	RAC Membership Request (Article III, Sec. A,B,C)	Will provide membership application
53.	<p>I have read the Riders' Advisory Council Proposal and the Bylaws.</p> <p>I want to offer my comments with regard to <u>Article IV - Termination of Membership</u> - what are the exceptions? For example, if a member is hospitalized for minor surgery, or say maternity leave - are you willing to incorporate those exceptions into the Bylaws? Also, if a member is unavailable to attend a meeting, will you offer "teleconferencing"?</p> <p>With regard to <u>Article VI - Meetings</u> - you make no mention of Proxy Vote. Will members who are unable to attend a meeting have the opportunity to vote by proxy?</p>	Individual/ No stated affiliation	RAC Termination (Article IV, Sec A) RAC Voting Rights (Article III, Sec D) RAC Meetings (Article VI, Sec. A)	Accept with modifications. Teleconferencing and/or proxy voting is not available as referenced in Article III, Sec D.
54.	<p>As a long-time DC resident and rider of Metrorail, I am writing to express my pleasure that the Metro's board of directors has finally proposed creating a Riders Advisory Council. I see this as an important component of making Metro more user-friendly, convenient, accessible, safe and efficient.</p>	Individual/ No stated affiliation	Staff Support (Article V: Sec. D)	Modify WMATA accepts so much of the comment as is consistent with the

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No.	COMMENT	PROVIDER	RAC BYLAWS	STAFF RECOMMENDATION
	<p>A truly INDEPENDENT voice from an advisory council will be valuable asset in Metro's efforts to improve service. But for that voice to be clear and helpful, the panel must be independent of the General Manager or senior management. The Metro board should make it clear in the by-laws that the advisory council will lead the staff selection process. It is important that the staff for the council not have its work and loyalty compromised by being a fully, general management-controlled function.</p> <p>Without a strong riders council -- giving unfettered and unfiltered input and advice to the board -- Metro will continue to see a decay in the public confidence it needs to be an important asset for the DC Metro area and be deserving of continued external funding.</p>			<p>WMATA Compact. The Compact does not allow for the creation of independent entities</p>
55.	<p>As a member of a household without a car, I rely on Metrobus and Metrorail to get to work, to visit friends and to meet most of my daily needs. As a strong supporter of transit in general and of better Metrobus and Metrorail service in Washington in particular, I am glad that Metro's Board of Directors plans to create a volunteer Riders Advisory Council. A respected council would give riders a voice as Metro shapes policy and makes service decisions, helping to increase Metro accountability to riders and to build public support for greater investment in our region's transit system.</p> <p>The Riders Council will be most valuable when it challenges Metro to improve. The Council may disagree at times with Metro management. At those times, it will be crucial that staff who carry out the Council's work be able to do so without conflicting loyalties. Metro should make it clear that the Council – not Metro's CEO – will lead a staff selection process, to ensure that the Council staff works loyally on behalf of the Council and riders.</p> <p>The Permanent Citizens Advisory Committee in New York illustrates the value of staff independence for a citizens advisory body. The Committee's independent staff plays a major role in making it an effective voice for New York transit riders and ensuring that MTA management make decisions with rider needs and viewpoints in mind. Indeed, the staff at the Permanent Citizens Advisory Committee produces high-quality and widely respected research that has led to major transit service improvements. It is probably no coincidence that since the Permanent Citizens Advisory Committee was created, transit ridership in New York has skyrocketed from its nadir in the early 1980's despite many fare increases. Contrast that history with</p>	<p>Individual/ No stated affiliation</p>	<p>Staff Support (Article V: Sec. D)</p>	<p>Modify WMATA accepts so much of the comment as is consistent with the WMATA Compact. The Compact does not allow for the creation of independent entities</p>

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No.	COMMENT	PROVIDER	RAC BYLAWS	STAFF RECOMMENDATION
	<p>Boston, where the MBTA is reporting sagging ridership despite strong population growth and redevelopment in the urban core of its service area. The MBTA has a weak Riders Advisory Committee run by management that many observers regard as ineffective. I urge Metro to create a Riders Advisory Council that is more like the New York model than the Boston model.</p> <p>I applaud the Board of Directors for proposing a Riders Advisory Council. Metro is crucial to our region's mobility, economy and environment. However, Metro faces a turning point. Increased and reliable investment is needed to help maintain the existing system and meet future needs. Given the clean air and mobility needs our region faces, it would be tragic if Metro goes the route that the New York Subway took in the 1970's. A key to obtaining public support for the investment Metro needs will be ensuring the public that Metro management is responsive and accountable to riders and the public. A strong and independent Riders Advisory Council with a strong and independent staff will help ensure a bright future for Metro and those who depend on it. Thank you for the opportunity to comment on this important proposal.</p>			
56.	<p>As a regular Metro user for the past 9+ years, I'm glad to hear of your plans to create a volunteer Riders Advisory Council. This would allow a representative group of real users of the system to help improve service for the rest of us.</p> <p>One item of concern I have is that there may be times when the ideas of the Council are at odds with Metro's agenda. In order to allow these ideas to be generated in an unbiased atmosphere, I think it's important that the staff that carries out the Council's work not be selected by Metro's CEO. If the Council is staffed by people who are employed by Metro, I think a conflict of interest could arise.</p> <p>Therefore, Metro should allow the Council to be in charge of the staff selection process and not Metro's CEO. This will help ensure that the Council staff works loyally on behalf of riders.</p> <p>I believe that a strong, independent Riders Advisory Council will help Metro improve not only its service, but also raise confidence in public transportation and ultimately provide more funding.</p> <p>Thank you for drafting this proposal and asking for public comment.</p>	Individual/ No stated affiliation	Staff Support (Article V: Sec. D)	Modify WMATA accepts so much of the comment as is consistent with the WMATA Compact. The Compact does not allow for the creation of independent entities

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No.	COMMENT	PROVIDER	RAC BYLAWS	STAFF RECOMMENDATION
57.	<p>As a rider I think the R.A.C. is a great idea. No one knows better what Metro needs to improve and optimize its service, than its loyal customers.</p> <p>I served as a volunteer as Chairman of the Environmental Advisory Committee to the Washington Suburban Sanitary Commission (WSSC) and my committee and its counterpart at WSSC, the all volunteer Customer Advisory Board, were both instrumental at influencing policy and practices for the better at that agency.</p> <p>In order for this Committee to be an effective voice for the ridership, it must be truly independent: have no fear of retributory backlash in the wake of its recommendations, and through its Chair and its Staffer(s), have direct access to the Board of Directors and the CEO of the system. The Riders Council will be most valuable when it challenges Metro to improve. The Riders Council will disagree at times with the WMATA staff and Board. So it's crucial that staff who carry out the Council's work, be able to do so without risk to their position and future career.</p> <p>An independent, informed Riders Advisory Council could help WMATA better fulfill its regional responsibilities and role. If it succeeds, it could raise public confidence in Metro and build public support for more funding.</p>	Individual/ No stated affiliation	Staff Support (Article V: Sec. D)	Modify WMATA accepts so much of the comment as is consistent with the WMATA Compact. The Compact does not allow for the creation of independent entities
58.	<p>As a voting resident of 1629 Columbia Rd NW, I am glad that Metro plans to create a volunteer Riders Advisory Council, but I believe the staff that carry's out the Council's work should be chosen by the Council, not Metro's CEO, to ensure the staff works loyally on behalf of riders. A strong, independent RAC will best help Metro improve its treatment of riders.</p>	Individual/ No stated affiliation	Staff Support (Article V: Sec. D)	Modify WMATA accepts so much of the comment as is consistent with the WMATA Compact. The Compact does not allow for the creation of independent entities
59.	<p>As one of the hundreds of thousands of Metro riders I'm glad Metro's board of directors has proposed a Riders Advisory Council. An INDEPENDENT Council would be empowered to make excellent, practical suggestions on how to improve service.</p> <p>The Advisory Council will be valuable ONLY if it challenges Metro to improve. It's</p>	Individual/ No stated affiliation	Staff Support (Article V: Sec. D)	Modify WMATA accepts so much of the comment as is consistent with the WMATA Compact.

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No.	COMMENT	PROVIDER	RAC BYLAWS	STAFF RECOMMENDATION
	<p>helpful that Metro will provide staff to assist the council. But staff that is hired by Metro's General Manager may fear that if they carry out the Council's work, they may be putting their job in jeopardy. The board of directors should make it clear in the by-laws that the Advisory Council will lead the staff selection process. It is important that the staff for the Council work loyally on behalf of riders.</p> <p>A strong Riders Council can help improve Metro, and hopefully result in more support for Metro funding. Thank you for drafting this proposal and asking for public comment.</p>			<p>The Compact does not allow for the creation of independent entities</p>
60.	<p>Comments Of FAIRFAX CITIZENS FOR RESPONSIBLE GROWTH, INC.</p> <p>On the Proposed Bylaws for the RIDERS* ADVISORY COUNCIL</p> <p>I. INTRODUCTION AND SUMMARY</p> <p>Fairfax Citizens for Responsible Growth, Inc. (FairGrowth) is a non-profit, non-partisan, countywide citizens group concerned with development and land-use decisions and their impacts on traffic, transportation, schools, the environment, and other infrastructure and public services. FairGrowth supports the concepts of true Transit-Oriented Development, which includes the fundamental principle of community involvement and approval.</p> <p>FairGrowth appreciates this opportunity to comment on the bylaws for the proposed Riders* Advisory Council (RAC). Along with other measures, notably the institution of a period for public comment at Washington Metropolitan Area Transit Authority (WMATA) Board meetings, the establishment of the RAC represents an encouraging, albeit overdue, movement towards recognition of the needs of riders in WMATA*s deliberations. This recognition is to be applauded.</p> <p>FairGrowth*s comments may be summarized as follows, First, the formation of the RAC is no substitute for full representation of riders on the WMATA Board. Further, the RAC, not WMATA or its staff, should choose and control RAC staff. RAC members and RAC staff should have direct, unrestricted access to WMATA staff. The RAC, like the WMATA Board, should include alternates. Finally, the RAC should be</p>	Fairfax Citizens for Responsible Growth, Inc.	<p>Staff Support (Article V, Sec. D)</p> <p>Membership Privileges (Article III, Sec. A)</p> <p>General Comment</p>	<p>Modify WMATA accepts so much of the comment as is consistent with the WMATA Compact. The Compact does not allow for the creation of independent entities</p> <p>Accept with modifications. The RAC will agree upon its own voting procedures</p>

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	<p>able to determine its own voting procedures, notably whether and under what circumstances proxy and other voting methods might be permitted.</p> <p>II. THE ESTABLISHMENT OF THE RAC IS NO SUBSTITUTE FOR BOARD REPRESENTATION FOR RIDERS</p> <p>Although overdue, the establishment of the RAC is an encouraging step towards recognition of the obvious role riders play as stakeholders in WMATA. However, the RAC cannot substitute for the full representation of riders on the WMATA Board. The establishment of the RAC should not used to dilute efforts to give riders direct Board representation. If Board representation is not immediately pursued, WMATA should explicitly state that the establishment of the RAC is a transitory process, with the ultimate goal of having the RAC act in support of rider Board members.</p> <p>The need for full rider representation on the Board is underscored by the fact that WMATA Board members, however dedicated, knowledgeable, and empathic, frankly cannot duplicate the experiences of daily riders. This is simply because Board members are not among our ranks. Board members, and many staff, may be very familiar with figures and statistics illustrating overcrowded cars, fare gates and passenger platforms; escalator breakdowns; other delays due to mechanical failure or sick passengers; inconsistent customer service (which runs the gamut from exemplary to terrible); signage problems; enforcement issues; and all the other factors which comprise the Metro experience. However, it is very different to know about these things, and perhaps experiencing them once in a while, as opposed to living these experiences day in and day out.</p> <p>The RAC can help bridge the gap, but it can only go so far. Essentially, the RAC can help the WMATA Board understand somewhat better the problems of which the Board is already aware. An advisory council is a good thing, but it should evolve into actual authority, sooner rather than later.</p> <p>III. RAC STAFF SHOULD BE CHOSEN BY AND REPORT DIRECTLY TO THE RAC, NOT WMATA OR ITS STAFF</p> <p>As proposed in Article V, Section D - *Staff Support,* the bylaws would place RAC</p>			

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	<p>staff under the authority of WMATA*s General Manager, instead of directly under the RAC. This creates, at the very least, the appearance of a conflict of interest. If RAC staff members are chosen by, and responsible to, WMATA staff, the RAC*s ability to function efficiently is undermined from the outset.</p> <p>The RAC is being established, in part, to increase the amount of riders* perspective than is currently extant in WMATA*s operations and decision-making. If RAC staff will be, or will even simply appear to be, responsible or beholden to WMATA staff, RAC staff*s mission to represent the interests of riders as expressed by the RAC would be immediately compromised. In the event of divergent opinions among the RAC and WMATA Board and/or staff, RAC staff could be forced between the proverbial rock and a hard place. Any action of RAC staff could be misinterpreted as favoring one party*s views over another*s.</p> <p>The loyalties, actual or perceived, of RAC staff should not be divided. Instead of subjecting the RAC staff*s motives to speculative second-guessing from the start, the bylaws should make clear that RAC staff will be chosen by, and report directly to, the RAC, not to the WMATA Board or WMATA staff.</p> <p>IV. RAC MEMBERS AND RAC STAFF SHOULD HAVE UNRESTRICTED ACCESS TO AND WORK DIRECTLY WITH WMATA STAFF</p> <p>FairGrowth concurs with the sentiments expressed by the Sierra Club regarding the working relationship between the RAC and WMATA staff. The bylaws should explicitly permit the RAC to interact with WMATA staff. FairGrowth agrees with the Sierra Club that the following language additions, shown in [brackets], should be made to the bylaws:</p> <p>Article II - C. RESPONSIBILITIES The RAC shall serve in an advisory capacity to the WMATA Board, [and may work with staff to]*</p> <p>D. COMMUNICATION WITH THE STAFF AND BOARD The RAC shall routinely communicate and make recommendation [to appropriate WMATA staff] through the staff members designated to support the RAC.</p>			

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	<p>Article V - D. STAFF SUPPORT The GM/CEO or his designee shall designate a person to serve as RAC staff to prepare meeting notices, agendas, and minutes as required and to serve as liaison between the RAC [and other WMATA staff] and the WMATA Board of Directors.</p> <p>Article VI - D. DECISIONS AND ADVICE OF THE RAC The RAC may also provide advice to the WMATA Board [or staff] that represents a variety of opinions and for which no formal action is taken or necessary.</p> <p>Article VII - A. AGENDAS 1. The Chair, with the support of WMATA staff,] will prepare an agenda for regular meetings.</p> <p>It seems self-evident that in order to operate with maximum efficiency, RAC members and RAC staff should have the explicit option of working directly with WMATA staff. Therefore, FairGrowth concurs with the recommendations of the Sierra Club in this regard.</p> <p>V. THE RAC SHOULD INCLUDE ALTERNATES</p> <p>There is no provision in the proposed bylaws for alternates. As proposed, the RAC reflects, in part, the geographic distribution of the Board members. The Board includes alternates, so the RAC*s structure should mirror the Board*s in this aspect, and include alternates as well. Just as it may not be possible for Board members to attend meetings they deem important, some RAC members will inevitably face similar conflicts. Those they represent should not be excluded due to a lack of any provision for alternates in the bylaws.</p> <p>VI. THE RAC SHOULD BE ABLE TO DETERMINE ITS OWN VOTING PROCEDURES</p> <p>The proposed bylaws, at Article III, Section D, *Voting Rights,* explicitly states: *Proxy, telephonic, electronic, or absentee ballots shall not be permitted.* These stark restrictions of the RAC*s voting procedures should not be ensconced in the bylaws.</p>			

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	<p>The RAC should be permitted to determine when or if voting methods such as proxy or absentee ballots, or even telephonic or electronic voting, may be appropriate. At the very least, the RAC should be permitted to allow such alternative voting methods in special circumstances, as determined by the RAC, provided the RAC provides notice of the decision to the WMATA Board.</p> <p>VII. CONCLUSION</p> <p>FairGrowth is encouraged by WMATA*s efforts to seek public comment and increase its accountability to riders through the formation of the RAC. For the reasons stated above, the RAC should be viewed as part of a process to obtain representation for riders on the WMATA Board. RAC staff should be chosen by and report to the RAC. The bylaws should explicitly state that RAC members and staff will have unrestricted access to WMATA staff. The RAC bylaws should include provisions for alternates. Finally, the RAC should not be restricted in its voting procedures by its bylaws, but rather should have the option of determining whether and in what circumstances proxy and other forms of voting might be appropriate.</p>			
61.	<p>First off, I would like to say I am very pleased Metro's board of directors plans to create the Riders Advisory Council. A council could come up with excellent ideas to improve service in the metro. As a middle school student, I use the Metro to go shopping. I strongly believe with the RAC I would be able to make an easier trip to and from the places I am going. Their suggestions could really help improve the metro, but they should be able to make the suggestions without having to risk their jobs. Remember, the Riders council will be most valuable when it challenges Metro to improve. Metro should also make it clear that the council (and not Metro's CEO) will lead a staff selection process to ensure that all council staff will work loyally on the riders’ behalf. If the RAC succeeds, it could help raise public confidence. It could also build public support for more funding.</p>	Individual/ No stated affiliation	Staff Support (Article V: Sec. D)	Modify WMATA accepts so much of the comment as is consistent with the WMATA Compact. The Compact does not allow for the creation of independent entities
62.	<p>I am a frequent and steadfast user of Metro bus and Metro rail. I believe that s strong, independent Riders Advisory Council could help improve Metro. In order for this Council to be strong, I feel it is important for the staff to be selected by the Council, not Metro's CEO. Thanks for taking my opinion into account.</p>	Individual/ No stated affiliation	Staff Support (Article V: Sec. D)	Modify WMATA accepts so much of the comment as is consistent with the WMATA Compact.

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				The Compact does not allow for the creation of independent entities
63.	<p>I am a regular rider of Metro, commuting from East Falls Church Metro to Foggy Bottom or Farragut West twice a week, and am mostly satisfied with the service and am sometimes amused and relaxed by the friendly talk from the train announcer. I am familiar, however, with the overcrowding on the Orange line, and the occasional back ups caused by breakdowns and medical emergencies. I am also an alert rider, particularly in these post-9/11 days, and wonder about things like why there are no numbers on the cars that would help a rider like me direct someone for help in case of an emergency.</p> <p>I support the creation of a Riders Advisory Council and urge you to make it a strong and viable component of your improvement efforts. I am encouraged that Metro has agreed to provide staff to support the Council, but it is essential that the staff be accountable to the Council, and not the Metro General Manager or another Metro official. Hired staff tend to put their mouths where the money is, and unless they understand that their paychecks are controlled by the Council – that they are hired, evaluated, and, if necessary, terminated by the Council – then their ability to support the Council will be compromised, and the Council will be weakened. This is not in Metro’s best interests.</p> <p>Please take whatever steps necessary – in the by-laws and elsewhere – to ensure that the Council is as strong an advocate for improvement as it can be.</p>	Individual/ No stated affiliation	Staff Support (Article V: Sec. D)	Modify WMATA accepts so much of the comment as is consistent with the WMATA Compact. The Compact does not allow for the creation of independent entities
64.	I am glad Metro will institute a Riders' Advisory Council and fund its staff. But, please make sure the bylaws of the RAC require that the RAC staff be selected by the other members of the RAC, not by Metro's management.	Individual/ No stated affiliation	Staff Support (Article V: Sec. D)	Modify WMATA accepts so much of the comment as is consistent with the WMATA Compact. The Compact does not allow for the creation of independent entities

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65.	<p>I am pleased that WMATA has proceeded with plans to form a Riders Advisory Council. Such a group will play an important role in keeping Metro in touch with its customers.</p> <p>However, to do so, the Council should be able to report on Metro service, good or bad, without fear. To have them do otherwise would severely undermine the purpose of the RAC.</p> <p>Metro is too important a feature of many people's lives to risk not having them represented fairly and independently. If WMATA can be seen to be genuinely interested in its riders' issues, it can do nothing but good for WMATA.</p> <p>Thank you for allowing the public to comment.</p>	Individual/ No stated affiliation	Staff Support (Article V: Sec. D)	Modify WMATA accepts so much of the comment as is consistent with the WMATA Compact. The Compact does not allow for the creation of independent entities
66.	<p>I am pleased that you are making efforts to increase citizen participation and independent oversight of the Metro system. However, I do not think the Metro system should appoint any members to this board. The members should all be independent, and appointed through an independent process.</p>	Individual/ No stated affiliation	Staff Support	Modify WMATA accepts so much of the comment as is consistent with the WMATA Compact. The Compact does not allow for the creation of independent entities
67.	<p>I am sending this e-mail in order to voice my opinion about the Riders Advisory Council. Metro should revise its proposal so that members of the Riders Advisory Council -- not Metro's CEO -- will lead the process to select a staff person to serve the Council.</p>	Individual/ No stated affiliation	Staff Support (Article V: Sec. D)	Modify WMATA accepts so much of the comment as is consistent with the WMATA Compact. The Compact does not allow for the creation of independent entities
68.	<p>I am writing to comment on WMATA's proposal for a Riders Advisory Council. Setting up such a council is long overdue. While I generally consider Metro</p>	Individual/ No stated affiliation	Staff Support (Article V:	Modify WMATA accepts so

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	<p>service to be highly reliable and staff to be first-rate, WMATA's management has long been too insulated from the everyday experiences of its customers. Friends have told me of highly frustrating experiences trying to get responses from customer service. I appreciate WMATA's efforts to improve service and rider morale through setting up a Riders Advisory Council.</p> <p>I have one serious concern about the proposal. The Riders Advisory Council would not be independent, because its staff would report to the CEO. The highly effective rider’s council in New York has staffing independent of MTA management, which enables it to be accountable to customers, not MTA staff. Without this independence the RAC may very well lack the authority to press WMATA for needed improvements.</p> <p>This lack of independence will not reassure constituents or elected officials as they consider local dedicated funding for Metro. Unless the RAC can truly speak for riders, doubts about WMATA's accountability to the public will persist and it will remain extremely difficult for local governments to justify more regular funding for Metro.</p>		Sec. D)	much of the comment as is consistent with the WMATA Compact. The Compact does not allow for the creation of independent entities
69.	<p>I am writing to express my support for the creation of the proposed Riders Advisory Council and to urge that it be create to operate as a truly independent body to ensure the integrity of the input it provides to management of WMATA. I ride Metrorail daily and am delighted to see this major step forward.</p> <p>I am, however, concerned about the process of those who are to sit on the RAC and of support staff. I urge you to establish a completely fair and open. The new Advisory Council should also have the last word in the selection of their support staff, so there are no perceptions of management interference.</p> <p>This is in the interest of management and riders alike.</p> <p>My congratulations to you for taking this big step to enhance communications between WMATA management and its customers.</p>	Individual/ No stated affiliation	Staff Support (Article V: Sec. D)	Modify WMATA accepts so much of the comment as is consistent with the WMATA Compact. The Compact does not allow for the creation of independent entities
70.	<p>I am writing to let you know that I enthusiastically support a volunteer Riders Advisory Council. Metro is so very important to our sustainability as our population is so large and our air quality is so poor. Transportation would be impossible without</p>	Individual/ No stated affiliation	Staff Support (Article V: Sec. D)	Modify WMATA accepts so much of the

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	<p>our metro system and we obviously need some improvements. We simply cannot live in the DC area without a healthy Metro system.</p> <p>I believe the Riders Council will be most valuable when it challenges Metro to improve. Volunteers can provide invaluable insights that will help improve Metro and keep it running efficiently, smoothly, and profitably. Without the volunteer based Council there is a certainty that another impotent bureaucracy will lumber into existence. The Council may disagree at times with Metro. So it's crucial that staff who carry out the Council's work be able to do so without risking their jobs. Metro should make it clear that the Council -- not Metro's CEO -- will lead a staff selection process, to ensure that the Council staff works loyally on behalf of riders.</p> <p>A strong, independent Riders Advisory Council could help improve Metro. If it succeeds, it could raise public confidence in Metro -- and build public support for more funding. Thank you for drafting this proposal and asking for public comment.</p>			<p>comment as is consistent with the WMATA Compact. The Compact does not allow for the creation of independent entities</p>
71.	<p>I am writing to submit my comments on the Riders Advisory Council.</p> <p>I am a frequent Metro-rider. I find that the service is good most of the time, but there are some things that could be improved. Therefore, I am glad that the WMATA Board of Directors has proposed creating a Riders Advisory Council. I think that a council that represented the views of riders would be capable of making excellent suggestions for ways to improve service. I would also like to note that I think that the WMATA should make it clear in the by-laws that the Advisory Council be responsible for leading the staff selection process. Staff needs to feel that they are working on behalf of riders to improve Metro.</p> <p>Thank you for asking for public comment on this draft proposal.</p>	Individual/ No stated affiliation	Staff Support (Article V: Sec. D)	Modify WMATA accepts so much of the comment as is consistent with the WMATA Compact. The Compact does not allow for the creation of independent entities
72.	<p>I am writing to support a strong Metro Riders Advisory Council. It is essential that the By Laws for the Advisory Council state that the Advisory Council has the ability to lead the process of staff selection for the Council, this is necessary to insure that the staff for the council will work loyally on behalf of the riders. This is a critical point because a staff person who is hired by Metro's General Council will have a difficult time being objective when a situation arises that may be perceived as a conflict between the Metro Board and the Riders Advisory Council. Addressing these possible perceived conflicts will be one of the great advantages and benefits of having</p>	Individual/ No stated affiliation	Staff Support (Article V: Sec. D)	Modify WMATA accepts so much of the comment as is consistent with the WMATA Compact. The Compact does not allow for the

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No.	COMMENT	PROVIDER	RAC BYLAWS	STAFF RECOMMENDATION
	<p>a Riders Advisory Council, there fore setting up the process so that the staff person reports to the riders council is essential. Having this addressed by the By Laws from the beginning will avoid a lot of difficulties in the future and will be a clear sign that we are all working toward the same goals.</p> <p>I am an enthusiastic supporter of the Metro system. I look forward to its continued success and expansion, the Riders Advisory Council is an excellent step toward strengthening the system.</p>			<p>creation of independent entities</p>
73.	<p>I am writing to support the establishment of a Riders Advisory Council in order to assure that the consumers have a true voice in this vital transportation service. Such a council will improve the quality of service of Metro.</p> <p>I believe that it is important that this Riders Advisory Council be truly independent for it to be an effective means of consumer independent. Therefore, I am opposed to Metro's CEO appointing the staff that would serve the Council. That would limit the Council's independence, and thereby its effectiveness would be impaired. I think that the Council itself should appoint its own staff member in order to assure independence.</p>	<p>Individual/ No stated affiliation</p>	<p>Staff Support</p>	<p>Modify WMATA accepts so much of the comment as is consistent with the WMATA Compact. The Compact does not allow for the creation of independent entities</p>
74.	<p>I applaud Metro taking the next step to address rider concerns by creating the RAC. However, the council can reach its full potential ONLY if the staff is not selected by, and not owing their jobs to, the Metro CEO. The RAC must be able to independently challenge the ideas and decisions of the CEO. It is therefore critical that the CEO does not lead the effort to staff RAC.</p> <p>Please consider this option as you move forward.</p>	<p>Individual/ No stated affiliation</p>	<p>Staff Support (Article V: Sec. D)</p>	<p>Modify WMATA accepts so much of the comment as is consistent with the WMATA Compact. The Compact does not allow for the creation of independent entities</p>
75.	<p>I applaud Metro's proposal to create a Riders Advisory Council. I ride Metro and find that service is variable. A Riders Council could go a long way toward improving service.</p> <p>But only a strong Riders Council can improve Metro. To be strong, the Council must be independent. The Council must be able to challenge Metro to make improvements - - some of which may be unpopular with Metro's board.</p>	<p>Individual/ No stated affiliation</p>	<p>Staff Support (Article V: Sec. D)</p>	<p>Modify WMATA accepts so much of the comment as is consistent with the WMATA Compact. The Compact does</p>

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No.	COMMENT	PROVIDER	RAC BYLAWS	STAFF RECOMMENDATION
	<p>Members of the Council must feel protected from repercussions for their recommendations. The General Manager must not control the Riders Council staff. The Metro board must make it clear in the by-laws that the Riders Council will lead the staff selection process. It is important that the staff for the council work loyally on behalf of riders.</p>			<p>not allow for the creation of independent entities</p>
76.	<p>I appreciate your providing the opportunity for public comment on the RAC proposal. I am a metro rider who appreciates metro service, but believes it would be better--and that I and others would ride more often--if there were rider input. An independent Riders Advisory Council could provide the needed information. Independent is a key word, as employees of metro may be biased for a number of reasons including internal politics and fear of jeopardizing their job.</p> <p>Please help metro be the best it can be and grow to be as full service and as widely used as possible. I would respect your choice to provide for an independent council of rider advisors.</p>	<p>Individual/ No stated affiliation</p>	<p>Staff Support (Article V: Sec. D)</p>	<p>Modify WMATA accepts so much of the comment as is consistent with the WMATA Compact. The Compact does not allow for the creation of independent entities</p>
77.	<p>I don't ride Metro because the routes seem confusing to me. I'm glad Metro's board of directors has proposed creating a Riders Advisory Council. I think a respected council would make excellent suggestions on how to improve service. Posting clear maps would help prospective new riders like me to figure out which bus goes where and at what time.</p> <p>The Advisory Council will be valuable if it challenges Metro to improve. It's helpful that Metro will provide staff to assist the council. But staff that is hired by Metro's General Manager will sometimes fear that if they carry out the council's work, they may be putting their job in jeopardy. The board of directors should make it clear in the by-laws that the Advisory Council will lead the staff selection process. It is important that the staff for the council work loyally on behalf of riders.</p> <p>A strong riders council can help improve Metro, and hopefully result in more support for Metro funding. Thank you for drafting this proposal and asking for public comment.</p>	<p>Individual/ No stated affiliation</p>	<p>Staff Support (Article V: Sec. D)</p>	<p>Modify WMATA accepts so much of the comment as is consistent with the WMATA Compact. The Compact does not allow for the creation of independent entities</p>
78.	<p>I have been riding Metro (Red Line) for nearly fifteen years but with growing dissatisfaction over delays, service (lack of announcements etc) and increasing cost (incl. associated parking costs). But so far we riders never had a voice - the only way</p>	<p>Individual/ No stated affiliation</p>	<p>Staff Support (Article V: Sec. D)</p>	<p>Modify WMATA accepts so much of the</p>

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	<p>to "vote" was to ride or not to ride. But this frustrating situation could change dramatically with the planned Riders Advisory Council. I really applaud this initiative!</p> <p>However, the way it is planned now, does not inspire hope that RAC will be a true representative of the Metro riders. If WMATA appoints the staff on the council, that would basically be an inbuilt conflict of interest and affect its credibility from the start. To guarantee RAC's independence, staff should be elected by a committee of RAC members.</p> <p>Again, I am expressing my full support for the establishment of the RAC with the hope it be allowed to be truly independent in the best interest of both the riders and of Metro's BOD.</p>			<p>comment as is consistent with the WMATA Compact. The Compact does not allow for the creation of independent entities</p>
79.	<p>I have ridden Metro commuting to work from Vienna to DC M-F since 1991. I've witnessed quite a decline. At first, service was very good. Cars were on time, clean and well maintained. As you know it isn't any longer and at the same time ridership is greatly increased as population or ridership has exploded.</p> <p>I'm glad Metro's board of directors has proposed creating a Riders Advisory Council. I think a respected council would make excellent suggestions on how to improve service.</p> <p>The Advisory Council will be valuable if it challenges Metro to improve. It's helpful that Metro will provide staff to assist the council. But staff who are hired by Metro's General Manager will sometimes fear that if they carry out the council's work, they may be putting their job in jeopardy. The board of directors should make it clear in the by-laws that the Advisory Council will lead the staff selection process. It is important that the staff for the council work loyally on behalf of riders. A strong riders council can help improve Metro, and hopefully result in more support for Metro funding. Thank you for drafting this proposal and asking for public comment.</p>	<p>Individual/ No stated affiliation</p>	<p>Staff Support (Article V: Sec. D)</p>	<p>Modify WMATA accepts so much of the comment as is consistent with the WMATA Compact. The Compact does not allow for the creation of independent entities</p>
80.	<p>I have ridden Metrorail regularly from the beginning; my wife and I moved years ago to live near a Metro station. So, I was happy to hear the WMATA board of directors plans to create a volunteer Riders Advisory Council (RAC). The regular riders of the bus and rail WMATA services are in the best place to challenge Metro to improve. For example, I believe a Riders Advisory Council could have warned WMATA about the</p>	<p>Individual/ No stated affiliation</p>	<p>Staff Support (Article V: Sec. D)</p>	<p>Modify WMATA accepts so much of the comment as is consistent with the</p>

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No.	COMMENT	PROVIDER	RAC BYLAWS	STAFF RECOMMENDATION
	<p>absurdity of reducing Metrorail trains to two cars in the evening. Because we ride Metro day and night we know have well ridden night trains are and we know the frustration of long waits followed by having to stand on a crowded train. WMATA decision-makers probably understand peak hour overcrowding issues but there are many other problems that only a regular rider can identify.</p> <p>The RAC may disagree at times with Metro; so, I agree with the suggestion that it is important that staff for the Council be able to do so without risking their jobs. The Riders Advisory Council must be at least be an equal partner with WMATA in the staff selection process, to ensure that the Council staff works loyally on behalf of riders.</p> <p>Finally, I feel a strong, independent Riders Advisory Council would help improve Metro services. And at the same time build public support for more funding.</p> <p>Thank you for efforts in this regard.</p>			<p>WMATA Compact. The Compact does not allow for the creation of independent entities</p>
81.	<p>I rely on Metro for most of my transportation needs and am very grateful for the service. I want to see Metro grow and improve in the future, so as to draw more DC area residents away from their polluting cars and onto mass transit.</p> <p>An important part of this future is more public input into Metro's management. This requires an independent and effective Riders Advisory Board that can hire its own staff. It also requires more opportunities for the public to communicate with Metro's Board, through the provision of email addresses, etc.</p> <p>When the public is confident that it is being represented, Metro will find it easier to get the public support it needs.</p>	Individual/ No stated affiliation	Staff Support (Article V: Sec. D)	<p>Modify WMATA accepts so much of the comment as is consistent with the WMATA Compact. The Compact does not allow for the creation of independent entities</p>
82.	<p>I ride Metro daily from Clarendon to my job at Foggy Bottom. While I believe that Metro, overall, runs a fine subway system, there are areas that need improvement. Because of this, I support the proposal by Metro's board of directors to create a Riders Advisory Council. I believe that such a council would help Metro to improve service. The Advisory Council will be most valuable if it is independent enough to challenge Metro to improve. A strong riders council can help improve Metro and result in more support for Metro funding. Thank you for drafting this proposal and asking for public comment.</p>	Individual/ No stated affiliation	Staff Support (Article V: Sec. D)	<p>Modify WMATA accepts so much of the comment as is consistent with the WMATA Compact. The Compact does not allow for the creation of independent entities</p>

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No.	COMMENT	PROVIDER	RAC BYLAWS	STAFF RECOMMENDATION
83.	<p>I ride Metro every day to work and weekends to town or to run errands. Sometimes, service is good. Unfortunately, mostly it isn't. I'm glad Metro's board of directors has proposed creating a Riders' Advisory Council. I think that a good council would make excellent suggestions on how to improve service.</p> <p>The Advisory Council will be valuable when it challenges Metro to improve. It's helpful that Metro will provide staff to assist the council. But staff who are hired by Metro's General Manager will sometimes fear that if they carry out the council's work, they may be putting their job in jeopardy. The Metro board should, therefore, make it clear in the by-laws that the Advisory Council will lead the staff selection process. It is important that the staff for the council work loyally on behalf of riders.</p> <p>A Strong riders council can help improve Metro, and hopefully result in more support for Metro funding. Thank you for drafting this proposal and asking for public comment.</p>	Individual/ No stated affiliation	Staff Support (Article V: Sec. D)	Modify WMATA accepts so much of the comment as is consistent with the WMATA Compact. The Compact does not allow for the creation of independent entities
84.	<p>I ride Metro every day to work and weekends to town or to run errands. Sometimes, service is good. Unfortunately mostly it isn't. I'm glad Metro's board of directors has proposed creating a Riders Advisory Council. I think that a good council would make excellent suggestions on how to improve service.</p> <p>The Advisory Council will be valuable when it challenges Metro to improve. It's helpful that Metro will provide staff to assist the council. But staff that are hired by Metro's General Manager will sometimes fear that if they carry out the council's work, they may be putting their job in jeopardy. The Metro board should, therefore, make it clear in the by-laws that the Advisory Council will lead the staff selection process. It is important that the staff for the council work loyally on behalf of riders.</p> <p>A strong riders council can help improve Metro, and hopefully result in more support for Metro funding. Thank you for drafting this proposal and asking for public comment.</p>	Individual/ No stated affiliation	Staff Support (Article V: Sec. D)	Modify WMATA accepts so much of the comment as is consistent with the WMATA Compact. The Compact does not allow for the creation of independent entities
85.	<p>I ride Metro every day twice a day (or more). Most of the time, service is good. Sometimes, it isn't. I'm glad Metro's board of directors has proposed creating a Riders Advisory Council. I think a respected council would be able to make excellent suggestions on how to improve service, and/or set future priorities.</p> <p>The Advisory Council will be valuable if it is independent enough to challenge Metro to improve. General Manager will sometimes fear that if they carry out the council's work, they may be putting their job in jeopardy. The Metro board should make it clear in the by-laws that the Advisory Council will lead the staff selection</p>	Individual/ No stated affiliation	Staff Support (Article V: Sec. D)	Modify WMATA accepts so much of the comment as is consistent with the WMATA Compact. The Compact does not allow for the

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	<p>process. It is important that the staff for the council work loyally on behalf of riders. One thing we don't need is a council that is a puppet for metro management or a rubber stamp.</p> <p>A strong riders council can help improve Metro, and hopefully result in more support for Metro funding. Thank you for drafting this proposal and asking for public comment.</p>			<p>creation of independent entities</p>
86.	<p>I ride Metro every day. I'm thrilled that the Metro board of directors plans to create a volunteer Riders Advisory Council, RAC. However, I strongly think that the staff for RAC be selected by the Council, rather than Metro's CEO.</p> <p>A strong RAC with a staff they have selected will be more effective than if the staff is selected by Metro's CEO. There will be times RAC will differ with Metro and likewise Metro differ with RAC. For RAC to be credible, its staff must loyally serve riders. That means not owing their jobs to Metro's CEO.</p> <p>Again, thank you for offering the proposal to create RAC. Thank you for this comment period.</p>	<p>Individual/ No stated affiliation</p>	<p>Staff Support (Article V: Sec. D)</p>	<p>Modify WMATA accepts so much of the comment as is consistent with the WMATA Compact. The Compact does not allow for the creation of independent entities</p>
87.	<p>I ride Metro on an irregular basis. So far, service is good. I'm glad Metro's board of directors has proposed creating a Riders Advisory Council. I think a respected council would make excellent suggestions on how to improve service.</p> <p>The Advisory Council will be valuable if it challenges Metro to improve. It's helpful that Metro will provide staff to assist the council. The board of directors should make it clear in the by-laws that the Advisory Council will lead the staff selection process. It is important that the staff for the council work loyally on behalf of riders.</p> <p>I believe this Council will improve Metro. Thank you for drafting this proposal and asking for public comment.</p>	<p>Individual/ No stated affiliation</p>	<p>Staff Support (Article V: Sec. D)</p>	<p>Modify WMATA accepts so much of the comment as is consistent with the WMATA Compact. The Compact does not allow for the creation of independent entities</p>
88.	<p>I ride Metro. Even though I don't live in DC, I have many friends who do, and I ride Metro several times a month.</p> <p>I'm writing to applaud the Metro's board of directors’ proposal for creating a Riders advisory Council. I think a respected council would make excellent suggestions on how to improve service.</p> <p>The Advisory Council will be valuable if it challenges Metro to improve. It's helpful</p>	<p>Individual/ No stated affiliation</p>	<p>Staff Support (Article V: Sec. D)</p>	<p>Modify WMATA accepts so much of the comment as is consistent with the WMATA Compact. The Compact does</p>

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	<p>that Metro will provide staff to assist the council. But staff that are hired by Metro's General Manager will sometimes fear that if they carry out the council's work, they may be putting their job in jeopardy. The board of directors should make it clear in the by-laws that the Advisory Council will lead the staff selection process. It is important that the staff for the council work loyally on behalf of riders.</p> <p>A strong riders council can help improve Metro, and hopefully result in more support for Metro funding. Thank you for drafting this proposal and asking for public comment.</p>			<p>not allow for the creation of independent entities</p>
89.	<p>I ride Metro. Sometimes, service is good. Increasingly, it isn't. I'm glad Metro's board of directors has proposed creating a Riders Advisory Council. I think a respected council would make excellent suggestions on how to improve service.</p> <p>The Advisory Council will be valuable if it challenges Metro to improve. It's helpful that Metro will provide staff to assist the council. But staff who are hired by Metro's General Manager will sometimes fear that if they carry out the council's work, they may be putting their job in jeopardy. The board of directors should make it clear in the by-laws that the Advisory Council will lead the staff selection process. It is critical that the staff for the council work loyally and accountably on behalf of riders.</p> <p>A strong riders council can help improve Metro, and hopefully result in more support for Metro funding. Thank you for drafting this proposal and asking for public comment.</p>	<p>Individual/ No stated affiliation</p>	<p>Staff Support (Article V: Sec. D)</p>	<p>Modify WMATA accepts so much of the comment as is consistent with the WMATA Compact. The Compact does not allow for the creation of independent entities</p>
90.	<p>I ride Metro. Sometimes, service is good. Sometimes, it is not. I am glad Metro's board of directors has proposed creating a Riders Advisory Council. I think a respected council would make excellent suggestions on how to improve service.</p> <p>The Advisory Council will be valuable if it challenges Metro to improve. It's helpful that Metro will provide staff to assist the council. But staff that are hired by Metro's General Manager will sometimes fear that if they carry out the council's work, they may be putting their job in jeopardy. The board of directors should make it clear in the by-laws that the Advisory Council will lead the staff selection process. It is important that the staff for the council work loyally on behalf of riders.</p> <p>A strong riders council can help improve Metro, and hopefully result in more support for Metro funding. Thank you for drafting this proposal and asking for public comment.</p>	<p>Individual/ No stated affiliation</p>	<p>Staff Support (Article V: Sec. D)</p>	<p>Modify WMATA accepts so much of the comment as is consistent with the WMATA Compact. The Compact does not allow for the creation of independent entities</p>

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91.	<p>I ride Metro. Sometimes, service is good. Sometimes, it isn't. I'm glad Metro's board of directors has proposed creating a Riders Advisory Council. I think a respected council would make excellent suggestions on how to improve service.</p> <p>The Advisory Council will be valuable if it challenges Metro to improve. It's helpful that Metro will provide staff to assist the council. But staff that is hired by Metro's General Manager will sometimes fear that if they carry out the council's work, they may be putting their job in jeopardy. The board of directors should make it clear in the by-laws that the Advisory Council will lead the staff selection process. It is important that the staff for the council work loyally on behalf of riders.</p> <p>A strong riders council can help improve Metro, and hopefully result in more support for Metro funding. Thank you for drafting this proposal and asking for public comment.</p> <p>P.S. With the rising cost of the proposed Tysons/Dulles line Metro will need all the public support it can muster. It will never be cheaper to make this expansion so let's do it NOW!</p>	Individual/ No stated affiliation	Staff Support (Article V: Sec. D)	Modify WMATA accepts so much of the comment as is consistent with the WMATA Compact. The Compact does not allow for the creation of independent entities
92.	<p>I ride Metro. Sometimes, service is good. Sometimes, it isn't. I'm glad Metro's board of directors has proposed creating a Riders Advisory Council. I think a respected council would make excellent suggestions on how to improve service.</p> <p>The Advisory Council will be valuable if it challenges Metro to improve. It's helpful that Metro will provide staff to assist the council. But staff that is hired by Metro's General Manager will sometimes fear that if they carry out the council's work, they may be putting their job in jeopardy. The board of directors should make it clear in the by-laws that the Advisory Council will lead the staff selection process. It is important that the staff for the council work loyally on behalf of riders.</p> <p>A strong riders council can help improve Metro, and hopefully result in more support for Metro funding. Thank you for drafting this proposal and asking for public comment.</p>	Individual/ No stated affiliation	Staff Support (Article V: Sec. D)	Modify WMATA accepts so much of the comment as is consistent with the WMATA Compact. The Compact does not allow for the creation of independent entities
93.	<p>I ride Metro. Sometimes, service is good. Sometimes, it isn't. I'm glad Metro's board of directors has proposed creating a Riders Advisory Council. I think a respected council would make excellent suggestions on how to improve service.</p>	Individual/ No stated affiliation	Staff Support (Article V: Sec. D)	Modify WMATA accepts so much of the

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94.	<p>I ride Metro. Sometimes, service is good. Sometimes, it isn't. I'm glad Metro's board of directors has proposed creating a Riders Advisory Council. I think a respected council would make excellent suggestions on how to improve service.</p> <p>The Advisory Council will be valuable if it is independent enough to challenge Metro to improve. General Manager will sometimes fear that if they carry out the council's work, they may be putting their job in jeopardy. The Metro board should make it clear in the by-laws that the Advisory Council will lead the staff selection process. It is important that the staff for the council work loyally on behalf of riders. A strong riders council can help improve Metro, and hopefully result in more support for Metro funding. Thank you for drafting this proposal and asking for public comment.</p> <p>"Fascism should more properly be called corporatism because it is the merger of state and corporate power." -- Benito Mussolini</p>	<p>Individual/ No stated affiliation</p>	<p>Staff Support (Article V: Sec. D)</p>	<p>Modify WMATA accepts so much of the comment as is consistent with the WMATA Compact. The Compact does not allow for the creation of independent entities</p>
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100.	<p>I ride Metro. Sometimes, service is good. Sometimes, it isn't. I'm glad Metro's board of directors has proposed creating a Riders Advisory Council. I think a respected council would make excellent suggestions on how to improve service.</p> <p>The Advisory Council will be valuable if it challenges Metro to improve. It's helpful that Metro will provide staff to assist the council. But staff that are hired by Metro's General Manager will sometimes fear that if they carry out the council's work, they may be putting their job in jeopardy. The board of directors should make it clear in the by-laws that the Advisory Council will lead the staff selection process. It is important that the staff for the council work loyally on behalf of riders.</p>	<p>Individual/ No stated affiliation</p>	<p>Staff Support (Article V: Sec. D)</p>	<p>Modify WMATA accepts so much of the comment as is consistent with the WMATA Compact. The Compact does not allow for the creation of independent entities</p>

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	<p>A strong riders council can help improve Metro, and hopefully result in more support for Metro funding. Thank you for drafting this proposal and asking for public comment.</p>			
101.	<p>I ride Metro. Sometimes, service is good. Sometimes, it isn't. I'm glad Metro's board of directors has proposed creating a Riders Advisory Council. I think a respected council would make excellent suggestions on how to improve service.</p> <p>The Advisory Council will be valuable if it challenges Metro to improve. It's helpful that Metro will provide staff to assist the council. But staff that are hired by Metro's General Manager will sometimes fear that if they carry out the council's work, they may be putting their job in jeopardy. The board of directors should make it clear in the by-laws that the Advisory Council will lead the staff selection process. It is important that the staff for the council work loyally on behalf of riders.</p> <p>A strong riders council can help improve Metro, and hopefully result in more support for Metro funding. Thank you for drafting this proposal and asking for public comment.</p>	Individual/ No stated affiliation	Staff Support (Article V: Sec. D)	Modify WMATA accepts so much of the comment as is consistent with the WMATA Compact. The Compact does not allow for the creation of independent entities
102.	<p>I ride Metro. Sometimes, service is good. Sometimes, it isn't. I'm glad Metro's board of directors has proposed creating a Riders Advisory Council. I think a respected council would make excellent suggestions on how to improve service.</p> <p>The Advisory Council will be valuable if it challenges Metro to improve. It's helpful that Metro will provide staff to assist the council. But staff that are hired by Metro's General Manager will sometimes fear that if they carry out the council's work, they may be putting their job in jeopardy. The board of directors should make it clear in the by-laws that the Advisory Council will lead the staff selection process. It is important that the staff for the council work loyally on behalf of riders.</p> <p>A strong riders council can help improve Metro, and hopefully result in more support for Metro funding. Thank you for drafting this proposal and asking for public comment.</p>	Individual/ No stated affiliation	Staff Support (Article V: Sec. D)	Modify WMATA accepts so much of the comment as is consistent with the WMATA Compact. The Compact does not allow for the creation of independent entities
103.	<p>I ride Metro. Sometimes, service is good. Sometimes, it isn't. I'm glad Metro's board of directors has proposed creating a Riders Advisory Council. I think a respected council</p>	Individual/ No stated affiliation	Staff Support (Article V:	Modify WMATA accepts so

STAFF-RECOMMENDED RESPONSES TO RIDER’S ADVISORY COUNCIL COMMENTS - DRAFT

No.	COMMENT	PROVIDER	RAC BYLAWS	STAFF RECOMMENDATION
	<p>would make excellent suggestions on how to improve service.</p> <p>The Advisory Council will be valuable if it challenges Metro to improve. It's helpful that Metro will provide staff to assist the council. But staff that are hired by Metro's General Manager will sometimes fear that if they carry out the council's work, they may be putting their job in jeopardy. The board of directors should make it clear in the by-laws that the Advisory Council will lead the staff selection process. It is important that the staff for the council work loyally on behalf of riders.</p> <p>A strong riders council can help improve Metro, and hopefully result in more support for Metro funding. Thank you for drafting this proposal and asking for public comment.</p>		Sec. D)	<p>much of the comment as is consistent with the WMATA Compact. The Compact does not allow for the creation of independent entities</p>
104.	<p>I ride Metro. Sometimes, service is good. Sometimes, it isn't. I'm glad Metro's board of directors has proposed creating a Riders Advisory Council. I think a respected council would make excellent suggestions on how to improve service.</p> <p>The Advisory Council will be valuable if it challenges Metro to improve. It's helpful that Metro will provide staff to assist the council. But staff that are hired by Metro's General Manager will sometimes fear that if they carry out the council's work, they may be putting their job in jeopardy. The board of directors should make it clear in the by-laws that the Advisory Council will lead the staff selection process. It is important that the staff for the council work loyally on behalf of riders.</p> <p>A strong riders council can help improve Metro, and hopefully result in more support for Metro funding. Thank you for drafting this proposal and asking for public comment.</p>	Individual/ No stated affiliation	Staff Support (Article V: Sec. D)	<p>Modify WMATA accepts so much of the comment as is consistent with the WMATA Compact. The Compact does not allow for the creation of independent entities</p>
105.	<p>I ride Metro. Sometimes, service is good. Sometimes, it isn't. I'm glad Metro's board of directors has proposed creating a Riders Advisory Council. I think a respected council would make excellent suggestions on how to improve service.</p> <p>The Advisory Council will be valuable if it challenges Metro to improve. It's helpful that Metro will provide staff to assist the council. But staff that are hired by Metro's General Manager will sometimes fear that if they carry out the council's work, they may be putting their job in jeopardy. The board of directors should make it clear in the by-laws that</p>	Individual/ No stated affiliation	Staff Support (Article V: Sec. D)	<p>Modify WMATA accepts so much of the comment as is consistent with the WMATA Compact. The Compact does not allow for the creation of</p>

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	<p>the Advisory Council will lead the staff selection process. It is important that the staff for the council work loyally on behalf of riders.</p> <p>A strong riders council can help improve Metro, and hopefully result in more support for Metro funding. Thank you for drafting this proposal and asking for public comment.</p>			independent entities
106.	<p>I ride Metro. Sometimes, service is good. Sometimes, it isn't. I'm glad Metro's board of directors has proposed creating a Riders Advisory Council. I think a respected council would make excellent suggestions on how to improve service.</p> <p>The Advisory Council will be valuable if it challenges Metro to improve. It's helpful that Metro will provide staff to assist the council. But staff that are hired by Metro's General Manager will sometimes fear that if they carry out the council's work, they may be putting their job in jeopardy. The board of directors should make it clear in the by-laws that the Advisory Council will lead the staff selection process. It is important that the staff for the council work loyally on behalf of riders.</p> <p>A strong riders council can help improve Metro, and hopefully result in more support for Metro funding. Thank you for drafting this proposal and asking for public comment.</p>	Individual/ No stated affiliation	Staff Support (Article V: Sec. D)	Modify WMATA accepts so much of the comment as is consistent with the WMATA Compact. The Compact does not allow for the creation of independent entities
107.	<p>I ride Metro. Sometimes, service is good. Sometimes, it isn't. I'm glad Metro's board of directors has proposed creating a Riders Advisory Council. I think a respected council would make excellent suggestions on how to improve service.</p> <p>The Advisory Council will be valuable if it challenges Metro to improve. It's helpful that Metro will provide staff to assist the council. But staff that are hired by Metro's General Manager will sometimes fear that if they carry out the council's work, they may be putting their job in jeopardy. The board of directors should make it clear in the by-laws that the Advisory Council will lead the staff selection process. It is important that the staff for the council work loyally on behalf of riders.</p> <p>A strong riders council can help improve Metro, and hopefully result in more support for Metro funding. Thank you for drafting this proposal and asking for public comment.</p>	Individual/ No stated affiliation	Staff Support (Article V: Sec. D)	Modify WMATA accepts so much of the comment as is consistent with the WMATA Compact. The Compact does not allow for the creation of independent entities
108.	I ride Metro. Sometimes, service is good. Sometimes, it isn't. I'm glad Metro's board of	Individual/	Staff Support	Modify

STAFF-RECOMMENDED RESPONSES TO RIDER’S ADVISORY COUNCIL COMMENTS - DRAFT

NO.	COMMENT	PROVIDER	RAC BYLAWS	STAFF RECOMMENDATION
	<p>directors has proposed creating a Riders Advisory Council. I think a respected council would make excellent suggestions on how to improve service.</p> <p>The Advisory Council will be valuable if it challenges Metro to improve. It's helpful that Metro will provide staff to assist the council. But staff that are hired by Metro's General Manager will sometimes fear that if they carry out the council's work, they may be putting their job in jeopardy. The board of directors should make it clear in the by-laws that the Advisory Council will lead the staff selection process. It is important that the staff for the council work loyally on behalf of riders.</p> <p>A strong riders council can help improve Metro, and hopefully result in more support for Metro funding. Thank you for drafting this proposal and asking for public comment.</p>	No stated affiliation	(Article V: Sec. D)	WMATA accepts so much of the comment as is consistent with the WMATA Compact. The Compact does not allow for the creation of independent entities
109.	<p>I ride Metro. Sometimes, service is good. Sometimes, it isn't. I'm glad Metro's board of directors has proposed creating a Riders Advisory Council. I think a respected council would make excellent suggestions on how to improve service.</p> <p>The Advisory Council will be valuable if it challenges Metro to improve. It's helpful that Metro will provide staff to assist the council. But staff that are hired by Metro's General Manager will sometimes fear that if they carry out the council's work, they may be putting their job in jeopardy. The board of directors should make it clear in the by-laws that the Advisory Council will lead the staff selection process. It is important that the staff for the council work loyally on behalf of riders.</p> <p>A strong riders council can help improve Metro, and hopefully result in more support for Metro funding. Thank you for drafting this proposal and asking for public comment.</p>	Individual/ No stated affiliation	Staff Support (Article V: Sec. D)	Modify WMATA accepts so much of the comment as is consistent with the WMATA Compact. The Compact does not allow for the creation of independent entities
110.	<p>I ride Metro. Sometimes, service is good. Sometimes, it isn't. I'm glad Metro's board of directors has proposed creating a Riders Advisory Council. I think a respected council would make excellent suggestions on how to improve service.</p> <p>The Advisory Council will be valuable if it challenges Metro to improve. It's helpful that Metro will provide staff to assist the council. But staff who are hired by Metro's General Manager will sometimes fear that if they carry out the council's work, they may be putting their job in jeopardy. The board of directors should make it clear in</p>	Individual/ No stated affiliation	Staff Support (Article V: Sec. D)	Reject. WMATA compact does not allow for Board of Directors' creation of independent entities

STAFF-RECOMMENDED RESPONSES TO RIDER’S ADVISORY COUNCIL COMMENTS - DRAFT

No.	COMMENT	PROVIDER	RAC BYLAWS	STAFF RECOMMENDATION
	<p>the by-laws that the Advisory Council will lead the staff selection process. It is important that the staff for the council work loyally on behalf of riders.</p> <p>A strong riders council can help improve Metro, and hopefully result in more support for Metro funding. Thank you for drafting this proposal and asking for public comment.</p>			
111.	<p>I ride Metro. Sometimes, service is good. Sometimes, it isn't. I'm glad Metro's board of directors has proposed creating a Riders Advisory Council. I think a respected council would make excellent suggestions on how to improve service.</p> <p>The Advisory Council will be valuable if it challenges Metro to improve. It's helpful that Metro will provide staff to assist the council. But staff who are hired by Metro's General Manager will sometimes fear that if they carry out the council's work, they may be putting their job in jeopardy. The board of directors should make it clear in the by-laws that the Advisory Council will lead the staff selection process. It is important that the staff for the council work loyally on behalf of riders.</p> <p>A strong riders council can help improve Metro, and hopefully result in more support for Metro funding. Thank you for drafting this proposal and asking for public comment.</p>	Individual/ No stated affiliation	Staff Support (Article V: Sec. D)	Reject. WMATA compact does not allow for Board of Directors' creation of independent entities
112.	<p>I ride Metro. Sometimes, service is good. Sometimes, it isn't. I'm glad Metro's board of directors has proposed creating a Riders Advisory Council. I think a respected council would make excellent suggestions on how to improve service.</p> <p>The Advisory Council will be valuable if it challenges Metro to improve. It's helpful that Metro will provide staff to assist the council. But staff who are hired by Metro's General Manager will sometimes fear that if they carry out the council's work, they may be putting their job in jeopardy. The board of directors should make it clear in the by-laws that the Advisory Council will lead the staff selection process. It is important that the staff for the council work loyally on behalf of riders.</p> <p>A strong riders council can help improve Metro, and hopefully result in more support for Metro funding. Thank you for drafting this proposal and asking for public comment.</p>	Individual/ No stated affiliation	Staff Support (Article V: Sec. D)	Reject. WMATA compact does not allow for Board of Directors' creation of independent entities
113.	I ride Metro. While I find overall quality very good, the system has failed me a few	Individual/	Staff Support	Reject.

STAFF-RECOMMENDED RESPONSES TO RIDER’S ADVISORY COUNCIL COMMENTS - DRAFT

No.	COMMENT	PROVIDER	RAC BYLAWS	STAFF RECOMMENDATION
	<p>times too, in ways that make me question WMATA's commitment to service. I'm glad Metro's board of directors has proposed creating a Riders Advisory Council. In fact, I'm very surprised that one does not already exist. A respected group of riders who can interface with the system's customers seems like an essential ingredient for meeting rider needs and for maintaining public support for Metro.</p> <p>The Advisory Council will be valuable if it challenges Metro to improve. It's helpful that Metro will provide staff to assist the council, but the staff needs to be free to challenge their employer on behalf of riders, somewhat like the ombudsman at a newspaper. The board of directors should make it clear in the by-laws that the Advisory Council will lead the staff selection process.</p> <p>A strong riders council can help improve Metro, and hopefully result in more support for Metro funding. Thank you for drafting this proposal and asking for public comment.</p>	No stated affiliation	(Article V: Sec. D)	WMATA compact does not allow for Board of Directors' creation of independent entities
114.	<p>I ride the Metro every day to and from work and school. I strongly support the idea of a riders council so that those of us who use and depend upon public transit have direct input into problem solving and can serve as a watch dog to help ensure greater accountability.</p> <p>Any group of consumer representatives must be truly independent of Metro management in order to be effective and win the trust and confidence of riders. Appointment on the Council needs to be based on an open and transparent process.</p> <p>The Advisory Board, additionally, needs adequate support staff, and the staff needs to be vetted by the Board members and not be hand selected by WMATA management.</p>	Individual/ No stated affiliation	Staff Support (Article V: Sec. D)	Modify WMATA accepts so much of the comment as is consistent with the WMATA Compact. The Compact does not allow for the creation of independent entities
115.	<p>I support an independent Ridership Advisory Council at WMATA. Given recent news that most of the Board of WMATA do not take Metro regularly, an independent council would assist Metro in better serving its customers.</p>	Individual/ No stated affiliation	Staff Support (Article V: Sec. D)	Modify WMATA accepts so much of the comment as is consistent with the WMATA Compact. The Compact does not allow for the creation of

STAFF-RECOMMENDED RESPONSES TO RIDER’S ADVISORY COUNCIL COMMENTS - DRAFT

No.	COMMENT	PROVIDER	RAC BYLAWS	STAFF RECOMMENDATION
				independent entities
116.	<p>I support the idea of a Riders Advisory Council. I use Metro everyday and am a huge advocate of public transportation.</p> <p>In order to make RAC an effective board, however, I think the staff selection should be independently chosen by this Council. If Metro's CEO is involved and has a voice, it could taint the process and make those who are selected feel like they owe their positions to the CEO. The people who comprise this council need to be independent and able to voice their opinions without feeling conflicted.</p> <p>Metro is a crucial part of many people's daily lives in the D.C. area. Please ensure that you have honest and transparent processes in place to support this vital structure. I urge you to remove the CEO from any staff selection for RAC.</p> <p>Thank you for drafting this proposal and asking for public comment.</p>	Individual/ No stated affiliation	Staff Support (Article V: Sec. D)	Modify WMATA accepts so much of the comment as is consistent with the WMATA Compact. The Compact does not allow for the creation of independent entities
117.	<p>I support the independent Riders Advisory Council proposed by the Sierra Club and other supporters of improving the services provided by WMATA to Washington, DC and the surrounding areas.</p> <p>I oppose the idea of allowing WMATA's CEO to appoint the staff person for the council. That person would be placed in the difficult position of answering first to WMATA and second to the Riders Advisory Council and the public, thereby undermining the functioning of the council.</p> <p>WMATA's board members and executives have demonstrated their detachment from the experiences of Metrorail and Metrobus riders by failing to ride Metro themselves. It is essential that we have a strong, independent council that can represent the needs and experiences of those of us who actually ride the buses and trains.</p> <p>Thank you for your consideration of my views</p>	Individual/ No stated affiliation	Staff Support (Article V: Sec. D)	Modify WMATA accepts so much of the comment as is consistent with the WMATA Compact. The Compact does not allow for the creation of independent entities
118.	<p>I think the Riders’ Advisory Council is a great idea so I am pasting below someone else's comments that I agree with:</p> <p>I ride Metro. Sometimes, service is good. Sometimes, it isn't. I'm glad Metro's board of directors has proposed creating a Riders Advisory Council. I think a respected council</p>	Individual/ No stated affiliation	Staff Support (Article V: Sec. D)	Modify WMATA accepts so much of the comment as is consistent with the

STAFF-RECOMMENDED RESPONSES TO RIDER’S ADVISORY COUNCIL COMMENTS - DRAFT

No.	COMMENT	PROVIDER	RAC BYLAWS	STAFF RECOMMENDATION
	<p>would make excellent suggestions on how to improve service.</p> <p>The Advisory Council will be valuable if it challenges Metro to improve. It's helpful that Metro will provide staff to assist the council. But staff who are hired by Metro's General Manager will sometimes fear that if they carry out the council's work, they may be putting their job in jeopardy. The board of directors should make it clear in the by-laws that the Advisory Council will lead the staff selection process. It is important that the staff for the council work loyally on behalf of riders.</p> <p>A strong riders council can help improve Metro, and hopefully result in more support for Metro funding. Thank you for drafting this proposal and asking for public comment.</p>			<p>WMATA Compact. The Compact does not allow for the creation of independent entities</p>
119.	<p>I think the Sierra Club position that the RAC needs to have members who are not Metro employees not only makes sense but is vital to getting the best input possible of views that represent perspectives other than just Metros bottom line concerns. At the same time the expertise of Metro is needed to avoid reinventing the wheel and drawing the experiences of other metro systems.</p> <p>I hope that the RAC, when it is constituted, will reflect both aspects.</p>	<p>Individual/ No stated affiliation</p>	<p>Staff Support (Article V: Sec. D)</p>	<p>Modify WMATA accepts so much of the comment as is consistent with the WMATA Compact. The Compact does not allow for the creation of independent entities</p>
120.	<p>I understand Metro is putting together a Riders Advisory Council. If the purpose of the council is to indeed have advice from riders on how to improve Metro ridership, safety and services, it is imperative that the council be independent and not owe its loyalty to Metro or its CEO. The voice of the council must be the voice of the ridership in order for it to have validity. Many of the problems that have arisen over the years and those that have been highlighted in recent newspaper articles show that Metro needs the public's input. Metro's plans to create RAC are a great first step. If you truly want it to be successful, it must be an independent voice made of people who ride Metro on a consistent basis and its voice must have influence in the decisions facing Metro's future.</p> <p>Thank you for taking the time to listen to a Metro rider.</p>	<p>Individual/ No stated affiliation</p>	<p>Staff Support (Article V: Sec. D)</p>	<p>Modify WMATA accepts so much of the comment as is consistent with the WMATA Compact. The Compact does not allow for the creation of independent entities</p>
121.	<p>I was very interested to hear that WMATA had plans to create a Riders Advisory</p>	<p>Individual/</p>	<p>Staff Support</p>	<p>Modify</p>

STAFF-RECOMMENDED RESPONSES TO RIDER’S ADVISORY COUNCIL COMMENTS - DRAFT

No.	COMMENT	PROVIDER	RAC BYLAWS	STAFF RECOMMENDATION
	<p>Council. I think that is an excellent idea and a means to bring regular riders back to the metro system and off the roads leading into the District of Columbia. I relocated to the metro area from the west coast in 1997 and was a regular rider of metro for over three years until the crowds, delays, insufficient parking, and lack of a clear emergency safety plan caused me to stop using metro service and start driving into the District.</p> <p>However, having spent the last 20 years working in law firm environments (both here and on the west coast), and having a certain level of expertise when it comes to committees and meeting factors, I would have to question the wisdom in having Metro's CEO lead the staff selection process for the RAC. Quite frankly, I can't imagine how the metro system could be truly challenged if in fact there are job security issues at stake. In my opinion, unless you have true Rider representation and ideas from persons who actually use and depend upon the metro system, you will be wasting your efforts.</p> <p>Please reconsider your idea of having metro's CEO lead the staff selection for this council. I, for one, would love to park the car and get back on the metro system as a regular rider.</p> <p>Thank you very much for your time and consideration in this matter.</p>	No stated affiliation	(Article V: Sec. D)	WMATA accepts so much of the comment as is consistent with the WMATA Compact. The Compact does not allow for the creation of independent entities
122.	<p>I would like to comment on Metro's plans to create a volunteer Riders Advisory Council. I think this is a wonderful idea. However, I believe that it will be very important for the staff of the Council to feel free to carry out their work without concern for retribution from Metro if they are going to be effective. Therefore I strongly urge Metro to ensure that the Council, and not Metro's CEO, will lead the staff selection process. This will ensure the necessary degree of independence from Metro's leadership to allow RAC staff to work on behalf of riders first and foremost.</p> <p>I hope that you will support the creation of a strong and effective - independent - Riders Advisory Council. I believe this will be in the best interests of the metro system and future public support for it. Thank you for considering my comments.</p>	Individual/ No stated affiliation	Staff Support (Article V: Sec. D)	Modify WMATA accepts so much of the comment as is consistent with the WMATA Compact. The Compact does not allow for the creation of independent entities
123.	I write in regard to Metro's proposal to develop a Rider's Advisory Council. I think this council will only be effective if all the members are independent of Metro. Please	Individual/ No stated affiliation	Staff Support (Article V:	Modify WMATA accepts so

STAFF-RECOMMENDED RESPONSES TO RIDER’S ADVISORY COUNCIL COMMENTS - DRAFT

NO.	COMMENT	PROVIDER	RAC BYLAWS	STAFF RECOMMENDATION
	<p>revise the proposal so that members of the Riders Advisory Council, not Metro's CEO, will lead the process to select a staff person to serve the Council.</p>		<p>Sec. D)</p>	<p>much of the comment as is consistent with the WMATA Compact. The Compact does not allow for the creation of independent entities</p>
<p>124.</p>	<p>I'm a periodic user of Metrorail and Metrobus, and I want you to create a real, strong RAC with real teeth and a true riders' voice.</p> <p>I support the Sierra Club's work on this project, and I urge you to honor their requests.</p>	<p>Individual/ No stated affiliation</p>	<p>Staff Support (Article V: Sec. D)</p>	<p>Modify WMATA accepts so much of the comment as is consistent with the WMATA Compact. The Compact does not allow for the creation of independent entities</p>
<p>125.</p>	<p>I'm a regular Metro rider, but it seems to me that service is increasingly erratic. The boards that announce incoming trains are often inaccurate. The trains arrive bunched up (one after the other) and then don't come for some time. At lunch hour, when the system is also heavily used, I have waited as long as 15-20 minutes for a train to arrive. So much for taking Metro to a lunch appointment.</p> <p>I hope Metro's board of directors will create a Riders Advisory Council. After the bad press the board has received (for not riding themselves, etc.), it's the least they could do to acknowledge the system needs input from those who actually ride and know its daily workings, commute-wise.</p> <p>However, the Advisory Council will be valuable ONLY if it is independent enough to challenge Metro to improve. The Metro board should make it clear in the by-laws that the Advisory Council will be in a position to work effectively with Metro staff, and that Metro staff will not feel hindered by the board when it comes to implementing Advisory Council suggestions. Neither board nor council should be allowed to micromanage the work of the professional staff-- that way lies madness.</p> <p>I hope that a riders' council will help improve Metro and in turn lead to better funding. Thank you for drafting this proposal and asking for public comment.</p>	<p>Individual/ No stated affiliation</p>	<p>Staff Support (Article V: Sec. D)</p>	<p>Modify WMATA accepts so much of the comment as is consistent with the WMATA Compact. The Compact does not allow for the creation of independent entities</p>

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No.	COMMENT	PROVIDER	RAC BYLAWS	STAFF RECOMMENDATION
126.	<p>I'm elated that Metro's board of directors plans to create a volunteer Riders Advisory Council. A respected Council would make excellent suggestions on how to improve service, ultimately increasing ridership on a permanent basis! The Riders Council will be most valuable when it challenges Metro to improve. The Council may disagree at times with Metro. So it is crucial that staff who carry out the Council's work be able to do so without risking their jobs. Metro should make it clear that the Council -- not Metro's CEO -- will lead a staff selection process, to ensure that the Council staff works loyally on behalf of riders.</p> <p>A strong, independent Riders Advisory Council could help improve Metro significantly. If it succeeds, it will raise public confidence in Metro -- and build public support for much-needed funding. This will add to the long-term financial stability of Metro, and contribute immensely to the overall happiness of the Metro riders!</p> <p>Thank you for drafting this proposal and asking for public comment.</p>	Individual/ No stated affiliation	Staff Support (Article V: Sec. D)	Modify WMATA accepts so much of the comment as is consistent with the WMATA Compact. The Compact does not allow for the creation of independent entities
127.	<p>I'm glad Metro's board of directors plans to create a volunteer Riders Advisory Council. A respected council would make excellent suggestions on how to improve service. The Riders Council will be most valuable when it challenges Metro to improve. The Council may disagree at times with Metro. So it's crucial that staff who carry out the Council’s work be able to do so without risking their jobs. Metro should make it clear that the Council -- not Metro's CEO -- will lead a staff selection process, to ensure that the Council staff works loyally on behalf of riders.</p> <p>A strong, independent Riders’ Advisory Council could help improve Metro. If it succeeds, it could raise public confidence in Metro -- and build public support for more funding. Thank you for drafting this proposal and asking for public comment.</p>	Individual/ No stated affiliation	Staff Support (Article V: Sec. D)	Modify WMATA accepts so much of the comment as is consistent with the WMATA Compact. The Compact does not allow for the creation of independent entities
128.	<p>I'm glad Metro's board of directors plans to create a volunteer Riders Advisory Council. A respected council would make excellent suggestions on how to improve service.</p> <p>The Riders Council will be most valuable when it challenges Metro to improve. The Council may disagree at times with Metro. So it's crucial that staff who carry out the Council's work be able to do so without risking their jobs. Metro should make it clear that the Council -- not Metro's CEO -- will lead a staff selection process, to ensure that the Council staff works loyally on behalf of riders.</p> <p>A strong, independent Riders Advisory Council could help improve Metro. If it</p>	Individual/ No stated affiliation	Staff Support (Article V: Sec. D)	Modify WMATA accepts so much of the comment as is consistent with the WMATA Compact. The Compact does not allow for the creation of

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	succeeds, it could raise public confidence in Metro -- and build public support for more funding. Thank you for drafting this proposal and asking for public comment.			independent entities
129.	<p>I'm glad Metro's board of directors plans to create a volunteer Riders Advisory Council. A respected council would make excellent suggestions on how to improve service.</p> <p>The Riders Council will be most valuable when it challenges Metro to improve. The Council may disagree at times with Metro. So it's crucial that staff who carry out the Council's work be able to do so without risking their jobs. Metro should make it clear that the Council -- not Metro's CEO -- will lead a staff selection process, to ensure that the Council staff works loyally on behalf of riders.</p> <p>A strong, independent Riders Advisory Council could help improve Metro. If it succeeds, it could raise public confidence in Metro -- and build public support for more funding. Thank you for drafting this proposal and asking for public comment.</p>	Individual/ No stated affiliation	Staff Support (Article V: Sec. D)	Modify WMATA accepts so much of the comment as is consistent with the WMATA Compact. The Compact does not allow for the creation of independent entities
130.	<p>I'm glad Metro's board of directors plans to create a volunteer Riders Advisory Council. A respected council would make excellent suggestions on how to improve service.</p> <p>The Riders Council will be most valuable when it challenges Metro to improve. The Council may disagree at times with Metro. So it's crucial that staff who carry out the Council's work be able to do so without risking their jobs. Metro should make it clear that the Council - not Metro's CEO - will lead a staff selection process, to ensure that the Council staff works loyally on behalf of riders.</p> <p>A strong, independent Riders Advisory Council could help improve Metro. If it succeeds, it could raise public confidence in Metro - and build public support for more funding. Thank you for drafting this proposal and asking for public comment.</p>	Individual/ No stated affiliation	Staff Support (Article V: Sec. D)	Modify WMATA accepts so much of the comment as is consistent with the WMATA Compact. The Compact does not allow for the creation of independent entities
131.	<p>I'm glad Metro's board of directors plans to create a volunteer Riders Advisory Council. An independent council that is respected by the Metro board, staff, and the riding public is important to making sure that riders' voices are heard and given the weight they deserve.</p> <p>The Riders Council will be most valuable when it challenges Metro to improve. The Council may disagree at times with Metro. So it's crucial that staff who carry out the Council's work be able to do so without risking their jobs. Metro should make it clear that the Council -- not Metro's CEO -- will lead a staff selection process, to ensure that the Council staff works loyally on behalf of riders.</p>	Individual/ No stated affiliation	Staff Support (Article V: Sec. D)	Modify WMATA accepts so much of the comment as is consistent with the WMATA Compact. The Compact does not allow for the creation of

STAFF-RECOMMENDED RESPONSES TO RIDER’S ADVISORY COUNCIL COMMENTS - DRAFT

No.	COMMENT	PROVIDER	RAC BYLAWS	STAFF RECOMMENDATION
	<p>A strong, independent Riders Advisory Council could help improve Metro. If it succeeds, it could raise public confidence in Metro -- and build public support for more funding. Thank you for drafting this proposal and asking for public comment.</p>			<p>independent entities</p>
132.	<p>I'm glad Metro's board of directors plans to create a volunteer Riders Advisory Council. A respected council would make excellent suggestions on how to improve service.</p> <p>The Riders Council will be most valuable when it challenges Metro to improve. The Council may disagree at times with Metro. So it's crucial that staff who carry out the Council's work be able to do so without risking their jobs. Metro should make it clear that the Council – not Metro's CEO -- will lead a staff selection process, to ensure that the Council staff works loyally on behalf of riders. We need a council to be representative to riders and create a dialogue to solve problems - we don't need additional management to be unresponsive to our suggestions.</p> <p>A strong, independent Riders Advisory Council could help improve Metro. If it succeeds, it could raise public confidence in Metro -- and build public support for more funding. Thank you for drafting this proposal and asking for public comment.</p> <p>In so many areas we have seen that strong involvement of users provide for better communication and more appreciation of challenges. Please include us!</p>	<p>Individual/ No stated affiliation</p>	<p>Staff Support (Article V: Sec. D)</p>	<p>Modify WMATA accepts so much of the comment as is consistent with the WMATA Compact. The Compact does not allow for the creation of independent entities</p>
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137.	<p>I'm glad Metro's board of directors plans to create a volunteer Riders Advisory Council. A respected council would make excellent suggestions on how to improve service.</p> <p>The Riders Council will be most valuable when it challenges Metro to improve. The Council may disagree at times with Metro. So it's crucial that staff who carry out the Council's work be able to do so without risking their jobs. Metro should make it clear that the Council – not Metro's CEO – will lead a staff selection process, to ensure that the Council staff works loyally on behalf of riders.</p> <p>A strong, independent Riders Advisory Council could help improve Metro. If it succeeds, it could raise public confidence in Metro – and build public support for more funding. Thank you for drafting this proposal and asking for public comment</p>	<p>Individual/ No stated affiliation</p>	<p>Staff Support (Article V: Sec. D)</p>	<p>Modify WMATA accepts so much of the comment as is consistent with the WMATA Compact. The Compact does not allow for the creation of independent entities</p>
138.	<p>Sierra Club has long believed that a high quality public transportation system is essential to the environmental, social, and economic health of our region. A well-run, comprehensive Metro: helps to keep our air cleaner by removing hundreds of thousands of cars from our roads; encourages prudent and efficient use of our land by reducing the need for parking spaces; and lessens the stress and danger to which our region's road traffic exposes us.</p>	<p>Sierra Club</p>		

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	<p>Recognizing the benefits that a healthy Metro system brings to our region – and that an even stronger Metro could bring us – Sierra Club has made the health of our local public transit system a top priority. We have hosted public forums on Metro issues, built public support for critical Metro Matters funding and lobbied for better bus information to make navigating the bus system easier for people. We plan to soon step up our public campaign in support of establishing a dedicated funding formula for Metro.</p> <p>Last December, we wrote the first in a series of letters to WMATA's General Manager and Board of Directors, outlining a 10-point proposal that aimed to increase the agency's openness with the public and its responsiveness to riders. The genesis behind the proposal was that we realized there was an urgent need to address people's frustration with Metro, as such dissatisfaction was and is a serious hindrance to securing the public funds needed to maintain and improve the system.</p> <p>From engaging in these issues related to public accountability, we became more sensitized to the concerns that riders in general have about Metro – but many of our members have voiced their considerable frustration themselves, too. Metro is a good system, but it's decaying as a result of years of underfunding and consequentially deferred maintenance, as well as some poor management decisions. And importantly, it is widely seen as having an insular culture and being unresponsive to customers' inquiries and requests. We frequently hear “a Metro story” from our own ranks, whether it's about delays, escalators not operating, difficulty in finding a fold-up bus system map anywhere, incomprehensible train announcements, or what is often called, “the typical non-response response from Metro customer service.” There is no other way to put it: customer service responses are often the subject of ridicule, including in entries on local internet blogs. It reflects badly on the agency. And the way to fix it is not just through hiring much-needed, additional staff, which we support. A change in the culture from the top down is needed – one that values satisfying riders.</p> <p>We are asked by citizens and by the media how we resolve our support for dedicated funding with our own criticisms of the Metro system. One way we attempt to resolve this seeming contradiction is through our advocacy of a strong Riders Advisory Council (RAC).</p>			

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	<p>Metro Board Chairman Dana Kauffman has consistently made clear his commitment to creating a riders council. Members of our Transportation Committee had 10 meetings with Metro staff to flesh out details of a proposal. Those meetings took place because of Chairman Kauffman's leadership. We credit him for his dedication to this idea, for his accessibility and for his open-mindedness in considering and implementing other proposed reforms, such as Board meeting public comment periods.</p> <p>There is one point which we have made over and over and over to Metro's leadership of great fundamental importance – and which we regrettably believe the Board both “doesn't get” and has dismissed. It is a point which citizens repeatedly made during the public comment period, and with great poignance: independence. The issue of independence relates to the Board's latest proposal for a RAC in two ways.</p> <p>The first is who appoints RAC members. If the RAC members are appointed directly by the Metro Board, the public – especially the media – will see them as extensions of the Board without the independence needed to truly and freely represent riders. There is a certain comfort in this for the agency. And people are upset by this. They want a RAC with a real influential voice, not one that is muffled because of strong political ties to the agency. After all, the reason to establish the RAC should be to give the agency the advice it needs – not the advice it wants. But WMATA's proposal looks too much like window dressing, creating a superficial welcome to a room, furnished with niceties but not respect.</p> <p>If the agency were not so insular and unresponsive to riders, the issue of independence would be significantly less critical. But any open dialogue with riders reveals this perception to be widely and deeply-held. And so, independence is critical in order to establish a RAC that has respect. The agency is clearly sending a message that it is afraid of establishing a RAC with the independence that is necessary to make it influential. While “insider relationships” certainly help gain access, the truth is that the agency really needs to hear constructive advice from those who don't owe their appointments to the agency. If RAC members are appointed by Metro directly, they will be reluctant to offer the advice needed because by doing so, they would be risking their relationships with Board members. Long into our discussions with staff, we wavered on this principle because we thought it was important to get a RAC established. Frankly, the message we heard from riders during the public comment</p>		<p>Staff Support (Article V)</p>	<p>Modify WMATA accepts so much of the comment as is consistent with the WMATA Compact. The Compact does not allow for the creation of independent entities</p>

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	<p>period for this proposal convinced us to reaffirm support for our original position.</p> <p>If a RAC is set up in such a way that some unwelcome but constructive advice can emanate from it and be heard by the Board and staff, and the agency makes changes in response to what its customers are articulating through the RAC, then there will be an opportunity to build public support for a dedicated funding source for Metro. If the Board does not set up an entity respected for the opportunity and responsibility given to its members and to its staff, the RAC won't receive enough respect to make it influential, the agency won't receive the advice it needs, it won't make improvements that would otherwise come as a result of a healthier, more open dialogue with a stronger RAC, and the opportunity to build public support for dedicated funding will be seriously weakened.</p> <p>During the 30-day public comment period, riders also made clear to us that if staff for the RAC owe their jobs to Metro's management, it will undermine the RAC's effectiveness. Similarly, it is essential that the Riders Advisory Council lead the selection process for staff who will help the council get its job done. On page 4, we propose language for the Board's consideration for Article V, Section D of the By-Laws.</p> <p>We also provide on the following page excerpts from the By-Laws in which deletions were made of the RAC's role of constructively and pro-actively engaging agency staff to explore ideas on improving the agency. It is regrettable that the agency has moved to curtail such a critically important function of the RAC. We urge its reinstatement.</p> <p>We also wish to voice our disappointment, shared by other riders, on Metro's cutting back on formerly twice-a-month online chats. We repeat our request that the Board consider establishing public comment periods at meetings by board committees, which make many decisions that are truly determinative for the board's regular meetings.</p> <p>We believe it is vital to strengthen the partnership between Metro and the public, and that the single best way to do that is by ushering in greater participation by its riders. For, the more we empower riders to improve local transit, the more likely we can depend less on cars and more on Metro - reducing traffic congestion and pollution, and protecting the environment.</p>			

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	Thank you. We continue to welcome the opportunity for dialogue with Metro toward helping it fulfill its valuable mission to our region..			
139.	<p>I'm glad to hear that WMATA is planning to create a Riders Advisory Council but I would like to express my concern regarding the fact that the members will be appointed by the board. I would like to see an independent RAC which I believe it would result in fairer and better advice.</p> <p>Please consider making the RAC an independent council not dependent on the board for the appointment of members.</p>	Individual/ No stated affiliation	Staff Support (Article V: Sec. D)	Modify WMATA accepts so much of the comment as is consistent with the WMATA Compact. The Compact does not allow for the creation of independent entities
140.	<p>I'm very pleased to hear that Metro is planning to establish a Riders Advisory Council, to give the people who use the transit system every day a voice in its operation. This would add to the list of improvements Metro has made of late.</p> <p>HOWEVER, in order for the council to achieve its purpose, that is, to serve as a voice for transit riders, it is necessary to have the council staff selected by the RAC's volunteer members--NOT the CEO. We cannot have the staff of a riders advisory council beholden to Metro's CEO.</p> <p>I applaud Metro on its recent changes to improve its service. The addition of a Riders Advisory Council can be counted as yet another achievement--IF the RAC staff selection process is undertaken properly. Thank you.</p>	Individual/ No stated affiliation	Staff Support (Article V: Sec. D)	Modify WMATA accepts so much of the comment as is consistent with the WMATA Compact. The Compact does not allow for the creation of independent entities
141.	<p>In view of the decision to create a volunteer Riders Advisory Council, I wholeheartedly support that proposal. I think that the addition and voice of the appropriate ridership – and a representative of the people who will ultimately enjoy or malign the improvements of the METRO -- will serve to create a more user-friendly and safe environment for mass transportation.</p> <p>The Riders Council will be our direct input into a system that may - and does - include certain biases. As such, my concern is that the membership of the council should be administered through a process that does not owe it’s allegiance to the hiring authorities of the METRO system. If the CEO of Metro is allowed to select or otherwise influence the installment of the council membership, I would seriously question the validity of the council’s charter to represent the riders. In matters of</p>	Individual/ No stated affiliation	Staff Support (Article V: Sec. D)	Modify WMATA accepts so much of the comment as is consistent with the WMATA Compact. The Compact does not allow for the creation of independent entities

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	<p>disagreement between Metro and the council, it would impugn the integrity of the system if council members were seen as “emissaries” of the CEO and display any resemblance of a conflict of interest.</p> <p>The council is a “step-in-the-right-direction” for improvements and public confidence in a mass transit system that is experiencing growth pains. I support your proposal for such a council and thank you for allowing public comment.</p>			
142.	<p>It's wonderful to hear that WMATA plans to establish a volunteer Riders Advisory Council. I think this will result in benefits to both riders and metro through improved service that in turn builds public support for funding of metro priorities.</p> <p>I urge you to do everything possible to make sure that the RAC is independent of WMATA management so it will have the confidence and support of the public. This will mean allowing RAC to select the staff person provided to assist them with their work. If WMATA chooses the staff person he/she may very well feel beholden to WMATA for job security. I don't think that will work to assure the public of RAC's independent voice.</p> <p>Thank you for drafting this proposal and soliciting public comment.</p>	Individual/ No stated affiliation	Staff Support (Article V: Sec. D)	Modify WMATA accepts so much of the comment as is consistent with the WMATA Compact. The Compact does not allow for the creation of independent entities
143.	<p>Metro and public transit will gain crucial opportunity to improve service with the creation of an independent Riders Advisory Council.</p> <p>But the effectiveness of a Riders' Advisory Council will be significant only if the director remains independent of the CEO's authority. To establish the position otherwise will waste the opportunity for meaningful consumer participation.</p> <p>Establish the council with a member-based leadership.</p>	Individual/ Sierra Club affiliation	Staff Support (Article V: Sec. D)	Modify WMATA accepts so much of the comment as is consistent with the WMATA Compact. The Compact does not allow for the creation of independent entities
144.	<p>Metro provides an incredibly valuable service to residents throughout the greater Washington, DC area. Downtown entertainment attendance both weekdays and weekends as well as commuting to jobs on weekdays is made possible by Metro's regular service. Keeping Metro running smoothly is key. And good management is key to that. Good management based on rider feedback.</p> <p>Good management wants input and feedback for its services. Objective and</p>	Individual/ No stated affiliation	Staff Support (Article V: Sec. D)	Modify WMATA accepts so much of the comment as is consistent with the WMATA Compact. The Compact does

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	<p>unprejudiced feedback and criticism help keep people honest in their jobs, much as a free press does for those whose liberties have been restricted in certain ways.</p> <p>Please put an RAC member in the advisory capacity as quickly as possible. Delays can only allow the further lessened use of our metro system as riders find out it is both cheaper and less of a hassle. A good listener and good communicator would be ideal.</p>			<p>not allow for the creation of independent entities</p>
145.	<p>My family rides Metro. Sometimes, service is good. Sometimes, it isn't. I'm glad Metro's board of directors has proposed creating a Riders Advisory Council. I think a respected council would make excellent suggestions on how to improve service.</p> <p>The Advisory Council will be valuable if it challenges Metro to improve. It's helpful that Metro will provide staff to assist the council. But staff who are hired by Metro's General Manager will sometimes fear that if they carry out the council's work, they may be putting their job in jeopardy. The board of directors should make it clear in the by-laws that the Advisory Council will lead the staff selection process. It is important that the staff for the council work loyally on behalf of riders.</p> <p>A strong riders council can help improve Metro, and hopefully result in more support for Metro funding. Thank you for your work on this proposal and asking for public comment.</p>	<p>Individual/ No stated affiliation</p>	<p>Staff Support (Article V: Sec. D)</p>	<p>Modify WMATA accepts so much of the comment as is consistent with the WMATA Compact. The Compact does not allow for the creation of independent entities</p>
146.	<p>Please revise your Riders Advisory Council recommendations so that members of the Riders Advisory Council, and NOT Metro's CEO, will lead the process to select a staff person to serve on the Council. It is important to do this so in order to maintain an independent and effective organization.</p>	<p>Individual/ No stated affiliation</p>	<p>Staff Support</p>	<p>Modify WMATA accepts so much of the comment as is consistent with the WMATA Compact. The Compact does not allow for the creation of independent entities</p>
147.	<p>Rider feedback is critical. Metro needs to listen, assess and be able to respond based on honest reporting of riders' complaints and issues that need addressing. The RAC is</p>	<p>Individual/ No stated affiliation</p>	<p>Staff Support (Article V:</p>	<p>Modify WMATA accepts so</p>

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	<p>a great idea, if the representative who report issues to metro is a rider with objectivity, not one appointed by Metro. Unbiased commentary about the system on a regular basis is the key to Metro's ability to meet customers' needs. Please allow the RAC to compile a working staff, objectively apart from Metro. This area needs a successful system and setting commentary apart from Metro's influence is key to getting more public funding.</p> <p>Thanks for allowing the RAC to stand outside of the system and thus help it to achieve new goals to make Washington's system one to be admired in the U.S. It is key to our working in WDC and our sanity in commuting to have a voice in how Metro serves our rider needs.</p> <p>Thanks for your cooperation in this.</p>		Sec. D)	much of the comment as is consistent with the WMATA Compact. The Compact does not allow for the creation of independent entities
148.	<p>Thanks for creating a volunteer Riders Advisory Council, which will help Metro address some of the problems that riders have encountered. It is essential that the council - not Metro's CEO - lead a staff selection process to ensure that the Council works on behalf of riders. Thank you for your proposal and for requesting public input.</p>	Individual/ No stated affiliation	Staff Support (Article V: Sec. D)	Modify WMATA accepts so much of the comment as is consistent with the WMATA Compact. The Compact does not allow for the creation of independent entities
149.	<p>The Advisory Council will be valuable if it challenges Metro to improve. It's helpful that Metro will provide staff to assist the council. But staff who are hired by Metro's General Manager will sometimes fear that if they carry out the council's work, they may be putting their job in jeopardy. The board of directors should make it clear in the by-laws that the Advisory Council will lead the staff selection process. It is important that the staff for the council work loyally on behalf of riders.</p> <p>A strong riders council can help improve Metro, and hopefully result in more support for Metro funding. Thank you for drafting this proposal and asking for public comment.</p>	Individual/ No stated affiliation	Staff Support (Article V: Sec. D)	Modify WMATA accepts so much of the comment as is consistent with the WMATA Compact. The Compact does not allow for the creation of independent entities
150.	<p>The Advisory Council will be valuable if it challenges Metro to improve. It's helpful that Metro will provide staff to assist the council. But staff who are hired by Metro's General Manager will sometimes fear that if they carry out the council's work, they</p>	Individual/ No stated affiliation	Staff Support (Article V: Sec. D)	Modify WMATA accepts so much of the

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	<p>may be putting their job in jeopardy. The board of directors should make it clear in the by-laws that the Advisory Council will lead the staff selection process. It is important that the staff for the council work loyally on behalf of riders.</p> <p>A strong riders council can help improve Metro, and hopefully result in more support for Metro funding. Thank you for drafting this proposal and asking for public comment.</p>			<p>comment as is consistent with the WMATA Compact. The Compact does not allow for the creation of independent entities</p>
151.	<p>The creation of an independent Riders Advisory Council is essential to improving service on WMATA.</p> <p>Unfortunately, the current proposal does not create a truly independent Council. Instead, it would force Council staff to be beholden to the Metro CEO. That’s just unacceptable. As a frequent user of WMATA bus and rail I want an independent voice to represent me, not a Riders Advisory Council staff appointed by the CEO. Metro should make it clear that the Council – not Metro's CEO – will lead a staff selection process, to ensure that the Council staff works loyally on behalf of riders.</p> <p>Thank you for drafting this proposal. It's a step in the right direction</p>	Individual/ No stated affiliation	Staff Support (Article V: Sec. D)	<p>Modify WMATA accepts so much of the comment as is consistent with the WMATA Compact. The Compact does not allow for the creation of independent entities</p>
152.	<p>The Riders Advisory Council is a great idea. However, it will be most valuable when it challenges Metro to improve. Metro should make it clear that the Council -- not Metro's CEO -- will lead a staff selection process, to ensure that the Council staff works loyally on behalf of riders.</p> <p>I believe that in order to be helpful, an independent Advisory Council is absolutely necessary. Thanks.</p>	Individual/ No stated affiliation	Staff Support (Article V: Sec. D)	<p>Modify WMATA accepts so much of the comment as is consistent with the WMATA Compact. The Compact does not allow for the creation of independent entities</p>
153.	<p>The Sierra Club has informed me that WMATA is considering the development of a Riders Advisory Council (RAC). As a long-term beneficiary of public transportation in Washington DC, I applaud this effort to maintain and improve WMATA services for it's customers.</p> <p>However, the Sierra Club has also informed me that the RAC may be staffed by WMATA management appointment. This I do not applaud, in fact I whole-hearted disagree with this approach. Staffing any advisory council with friends/associates/</p>	Individual/ No stated affiliation	Staff Support (Article V: Sec. D)	<p>Modify WMATA accepts so much of the comment as is consistent with the WMATA Compact. The Compact does</p>

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	<p>subordinates/ appointees of management is not supportive of an advisory council at all. In my opinion, this would be nothing more than an expensive and bureaucratic foul-up for the RAC. Staff member will be able to, and will prioritize and manipulate the positions of the actual RAC. Having appointed staff who may view themselves as indebted will undoubtedly act in ways that support their appointer rather than promoting and advancing the goals of the actual RAC. Just the mere question of loyalty of the staff is enough to invalidate the RAC positions, and will create unnecessary criticism, review, and difficulties. It just plain looks BAD.</p> <p>Please re-consider the manner in which the staff for RAC is selected. I believe that WMATA needs to hear ideas (both positive and negative) from a dedicated cadre of concerned riders and citizens and I think this can only be accomplished if the RAC is allowed to appoint its own supporting staff.</p> <p>Thanks for taking time to consider the opinion of a dedicated WMATA patron and supporter.</p>			<p>not allow for the creation of independent entities</p>
154.	<p>The volunteer Riders Advisory Council is a great step toward more ridership as well as communication. This will improve public input into an area that is vital to improving air quality as well as allowing more people to get to desired locations. The council may disagree with Metro at times, This part of a group designed for this purpose. The council should lead a staff selection process, to ensure that the council staff works on behalf of the patrons. A strong independent Riders Advisory Council could help Metro improve its public image. It could raise public confidence in Metro and build more support for more funding.</p>	<p>Individual/ No stated affiliation</p>	<p>Staff Support (Article V: Sec. D)</p>	<p>Modify WMATA accepts so much of the comment as is consistent with the WMATA Compact. The Compact does not allow for the creation of independent entities</p>
155.	<p>The Washington Metropolitan Area Transit Authority needs to create a strong and independent Riders Advisory Council to improve the way it does business in this town.</p> <p>I don't have to describe in detail all the missteps incurred by the agency in recent years, but these are numerous and serious. This year's articles in The Washington Post spell these out better than I would. As a long time transit advocate in this town and member of Arlington County's Transportation Commission, my role in defending Metro has become this past year that much harder.</p>	<p>Individual/ No stated affiliation</p>	<p>Staff Support (Article V: Sec. D)</p>	<p>Modify WMATA accepts so much of the comment as is consistent with the WMATA Compact. The Compact does not allow for the creation of</p>

STAFF-RECOMMENDED RESPONSES TO RIDER’S ADVISORY COUNCIL COMMENTS - DRAFT

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	<p>A Washington Post article from a few years ago has stuck to my head. When the agency faced the possibility of budget cuts, service cuts and even fare increases to mitigate a looming budget crisis, General Manager Richard White was asking for an increase to his already high salary claiming that he made comparatively less than fellow transit execs in other major metropolitan areas. Ever since I read that article and many more revealing the agency's performance, it's become increasingly clear to me that one of the root problems affecting the agency is Mr. White's management style.</p> <p>I believe Mr. White relies too much on a filtered view of his agency. I can't help but wondering whether he would be even capable of dressing casual - say, on a weekly basis - and mingling with his agency's workers and riders to find out what is wrong at WMATA. Perhaps he is the most introverted top executive in the transportation industry, but, regardless, he can't expect to have his agency's middle management and highly paid consultants spoon-feed to him every single problem affecting his agency's performance.</p> <p>In any case, the agency needs to fully embrace the creation of a strong, independent Riders Advisory Council headed by a transit user who understands how the agency works. The chair of the Metropolitan Washington Council of Governments' Citizen Advisory Committee dealing with transportation issues, Dennis Jaffe, for instance, would be a great candidate for that position. He has the character and deep commitment to effective transit services to be an effective steward of riders' interests. He was the one who almost single-handedly fought Metro's bureaucracy for a long time to get the agency to take a huge step toward increasing its bus ridership.</p> <p>The advisory council, which would have to report DIRECTLY to Mr. White AND to the Metro Board, should have agency staff assigned to it. The board of directors should make it clear in the agency's by-laws that the advisory council itself would lead the staff selection process. It is important that these staff members work loyally on behalf of riders and not primarily on behalf of a top executive with proven poor management record.</p>			independent entities
156.	We ride Metro frequently, our son rides virtually daily. Sometimes, service is good. Sometimes, it isn't. I'm glad Metro's board of directors has proposed creating a Riders Advisory Council. We think a respected council would make excellent suggestions on how to improve service.	Individual/ No stated affiliation	Staff Support (Article V: Sec. D)	Modify WMATA accepts so much of the comment as is

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	<p>The Advisory Council will be valuable if it is independent enough to challenge Metro to improve. It's helpful that Metro will provide staff to assist the council. But staff who are hired by Metro's General Manager will sometimes fear that if they carry out the council's work, they may be putting their job in jeopardy. The Metro board should make it clear in the by-laws that the Advisory Council will lead the staff selection process. It is important that the staff for the council work loyally on behalf of riders.</p> <p>A strong riders council can help improve Metro, and hopefully result in more support for Metro funding. Thank you for drafting this proposal and asking for public comment.</p>			<p>consistent with the WMATA Compact. The Compact does not allow for the creation of independent entities</p>
157.	<p>While metro is convenient for some trips, it must increase coverage, improve reliability, and reduce overcrowding if it is to maintain ridership and reduce the difficulty for DC area residents who do not have cars. The Metro board of directors' plan to create a volunteer Riders Advisory Council is an important first step to realizing these goals. A respected council would make excellent suggestions on how to improve service.</p> <p>However, the Riders Council will only be valuable if it has the freedom to challenge Metro to improve, at times disagreeing with Metro. For this critical freedom to exist, it's crucial that staff who carry out the Council's work be able to do so without risking their jobs. Metro should make it clear that the Council -- not Metro's CEO -- will lead a staff selection process, to ensure that the Council staff works loyally on behalf of riders.</p> <p>A strong, independent Riders Advisory Council could help improve Metro. If it succeeds, it could raise public confidence in Metro -- and build public support for more funding. Thank you for drafting this proposal and asking for public comment.</p>	<p>Individual/ No stated affiliation</p>	<p>Staff Support (Article V: Sec. D)</p>	<p>Modify WMATA accepts so much of the comment as is consistent with the WMATA Compact. The Compact does not allow for the creation of independent entities</p>