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April 12, 2017

Chairman Evans & WMATA Board Members:

The RAC continues to provide feedback to the WMATA Board and staff. This month's activities and priorities are described below.

FULL RIDERS ADVISORY COUNCIL:

During the monthly full RAC meeting on Wednesday, April 5, Board members Jim Corcoran and Robert Lauby visited us. They participated in a discussion about safety and security issues, and RAC members followed this with a question and answer session. We appreciate their presence and engagement with the committee.

The RAC was also approached by MWCOG's Transportation Planning Board Citizen Advisory Committee, a group analogous to the RAC for the DC-area Metropolitan Planning Organization. Coordination between the two groups is only beginning but will be explored further in coming weeks.

RAC COMMITTEES:

The **Budget** committee thanks the WMATA board for listening and taking steps to retain as much service as possible for riders in light of the agency's overall budget challenges. In future months, now that the fare increases and service cuts are complete, the committee will look at alternative funding options.

The **Customer Service** committee led the visit to WMATA's customer call center last month. At the visit, council members made a number of suggestions, including providing a series of frequently asked questions.

The **Programs, Projects, and Planning** committee discussed multiple ideas to make the RAC better known to metro residents. Two ideas that came up were (1) live-streaming or otherwise making the full RAC meetings available to the public who cannot attend and (2) coordinating with the blog Greater Greater Washington to author articles, followed by coordination with other regional groups. Committee members will explore these ideas further and report back at the next full RAC meeting.

The **Safety** committee led the creation of a series of questions for WMATA board and staff members. After the discussion with Board members Corcoran and Lauby at the April 5 meeting, the committee will draft a letter with its recommendations on these topics.

ACCOMPLISHMENTS

- The RAC visited the customer service center and discussed many customer service issues with staff.

UPCOMING ACTIONS

- RAC members will participate in WMATA's quarterly security drill on Sunday, April 23.
- RAC's three jurisdictional vice presidents will provide proposed agendas to the WMATA board for a joint event between RAC members and their jurisdictional representatives on the board.
- The safety committee will draft a letter with its recommendations on safety and security issues.

CHANGES IN MEMBERSHIP

No changes to report this month.

Sincerely,

Katherine Kortum

Chair, Riders' Advisory Council