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March 6, 2017

Chairman Evans & WMATA Board Members:

The RAC continues to provide feedback to the WMATA Board and staff. Our activities and priorities are described below.

FULL RAC COMMITTEE:

During the monthly full RAC meeting on Wednesday, March 1, Board members Michael Goldman and Christian Dorsey visited us. They led a discussion about financial issues, which was followed by a very lively question and answer session. We appreciate their presence and engagement with the committee.

The RAC was also approached by the Rail Users Network (www.railusers.net), an organization intending to represent rail user perspectives nationwide, about joining. While the RAC doesn't intend to formally join the group at this time, we will stay in touch.

RAC SUBCOMMITTEES:

To date, the **Budget** subcommittee has focused on making its voice heard during the budgeting process. After submitting a letter to WMATA board and staff with feedback and questions about the proposed budget, Mark Schofield met with the subcommittee for a discussion and to provide some answers. The immediate goals of the subcommittee are to work with WMATA staff to deliver final budget recommendations before the vote expected at the end of March. After March, the subcommittee will continue to develop a plan of action that includes advocating for dedicated funding and providing ideas for additional revenue.

The **Customer Service** subcommittee has drafted ideas for its annual work plan and is finalizing which items will take priority. The final work plan will be complete next month. Each subcommittee member will be championing one or more ideas.

The **Programs, Projects, and Planning** subcommittee has also drafted a long list of ideas to champion over the next year. They will finalize their list of actionable items and provide that list to the full RAC for its April meeting.

The **Safety** subcommittee has created a list of items and an approximate timeline for their attention over the next year. These include door mechanisms, visibility of officers, crime at parking garages, the recently reported increase in violent crime, the process for riders reporting incidences, bus stop safety, station lighting, and safety messaging. The safety subcommittee will also be working to help with the quarterly WMATA safety drill scheduled for Sunday, April 23.

ACTION ITEMS

- Customer service visit to call center will be held on Friday, March 10.
- RAC's letter with budget feedback and questions was posted to the WMATA website. The letter and response from Jack Evans will be posted to the RAC Facebook page.

CHANGES IN MEMBERSHIP

Jamie Woodside, a member representing DC, has resigned from the Board due to increased work responsibilities.

Sincerely,

Katherine Kortum

Chair, Riders' Advisory Council