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July 7, 2017

Chairman Evans, WMATA Board members, and WMATA staff:

This month's RAC activities and priorities are described below.

#### **FULL RIDERS ADVISORY COUNCIL:**

During the monthly full RAC meeting on Wednesday, July 5, Board Member Cathy Hudgins spoke to the group. She answered a series of questions from members about customer service and rider expectations of transparency.

The RAC also discussed the Metropolitan Washington Council of Governments' long range plan efforts. Visualize 2045 is an ongoing effort to survey the community and understand the region's transportation needs, to perform statistical modeling of possible transportation investments, and to create a comprehensive regional strategy to address the most urgent transportation needs. Because WMATA is such a key part of the region's present and future transportation network, the RAC was very interested in the planning process and how they could be engaged.

With the assistance of WMATA staff, the RAC has implemented a transit benefit for its members. Obtaining a representative cross-section of area riders is key to the RAC's effectiveness, and we wanted to be sure that the cost of travel to attend the meetings was not a deterrent. To that end, WMATA is offering a \$25 monthly transit benefit to RAC members.

We also look forward to receiving Board approval of our updated bylaws.

#### **RAC COMMITTEES:**

The **Budget** committee held a conversation with Nina Albert, Director of Real Estate and Station Planning, about retail opportunities on WMATA properties and will provide feedback about potential retail options. The **Customer Service** committee is communicating with Lynn Bowersox about a series of written questions and developing a series of recommendations for in-service communications. The **Programs, Projects, and Planning** committee is publicizing the RAC's activities through a variety of channels and planning a series of in-person rider outreach events. The **Safety** committee will develop a quarterly report to the Board committee counterparts about questions, events, and rider feedback.

#### **ACCOMPLISHMENTS**

- On Thursday, June 8, Maryland members of the Board and the RAC held an informal lunch together at WMATA headquarters.
- On Friday, June 30, RAC members held a conference call with Nina Albert about retail possibilities throughout the system.

#### **UPCOMING ACTIONS**

- The RAC will provide recommendations on retail opportunities to Nina Albert, GM Wiedefeld, and the WMATA Board in coming weeks.
- While technically a non-action, the RAC has decided to take a summer recess along with the WMATA Board and the Accessibility Advisory Committee. Our next meeting will be on Wednesday, September 6.

Sincerely,

*Katherine Kortum*

Chair, Riders' Advisory Council