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February 9, 2017

Chairman Evans, WMATA Board members, and WMATA staff:

The RAC's activities and priorities this month are described in the following letter.

MetroNow!

The RAC met on Wednesday, February 7, and Aimee Custis, representing the MetroNow! Coalition, came to speak to us. She described the coalition and its aims of reform and dedicated funding, though explained that they are keeping the discussions at a high level and not specifying what either the reform or funding source(s) should be. The group has a number of suggestions in the reform category, and explained their reasoning behind encouraging reform in tandem with dedicated funding. ("Dedicated funding and reform go together like peanut butter and jelly" was the phrasing.)

As you likely know, MetroNow! sees reform as necessary to give both the public and local governments the confidence that WMATA is not conducting business as usual but with a bit more money. They encourage elimination of the jurisdictional veto and the alternates on the Board. MetroNow! also supports technical expertise requirements for Board members and changes to keep a Board member from possibly having two "masters" in WMATA plus their elected jurisdiction. They are also open to the idea of having rider representation on the Board, an idea the RAC also supports.

RAC Operational Review

The operational review of the RAC that is currently underway is of particular importance to RAC members and the second half of the meeting included a discussion with John Pasek, staff support for the RAC, about this review.

On January 24, Jack Evans (via John Pasek) asked the RAC members to complete a SWOT analysis of our RAC experiences. John reported that he received nine responses by the February 5 due date, and the responses contained three main themes:

- Questions from RAC members about level of staff support
- Concerns about the level of interaction between the Board and the RAC
- Questions about the flow of information, both to and from the RAC from staff and Board members

Audio recorded at the meeting can be found at

<https://www.wmata.com/about/riders-advisory-council/meetings-reports.cfm>, beginning at approximately one hour into the two-hour meeting. If you listen to the conversation, you will hear the passion of RAC members for their role as an advisory group to WMATA.

While the RAC was surprised and concerned about the suddenness of and lack of background for this operational review, we are hopeful that we will remain a valued part of WMATA. Christian Dorsey has indicated that he will be talking with me about the results of the SWOT analyses and determining how the RAC can be most useful to WMATA in the future. I am looking forward to this and other conversations to help WMATA staff and the Board continue their efforts in improving riders' experience on the system and retaining

Sincerely,

Katherine Kortum
Chair, Riders' Advisory Council