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**December 7, 2016**

**To Chairman Evans & WMATA Board Members:**

Here is the RAC report for December, which includes activities since our last report in mid-November.

**2016 Work Plan**

The RAC has focused much of its attention in the past month on objectives we outlined in our 2016 Work Plan.

**Budget:** Our Budget Committee has reviewed the proposed Operational Budget for fiscal 2018, and the Finance staff has answered several questions we had. Digesting the wealth of information provided to the Board over the past few weeks has improved our understanding of the proposed budget. We are now looking at the key budget components impacting riders, so we can provide our perspective before the important decisions are made. The committee will be formulating its proposal for the full RAC to consider in the coming weeks, with our final recommendations going to the Board and staff during the public input period.

**Programs, Projects and Planning (PPP):** Committee members have continued to load content to our new Facebook page.

**Safety:** As a follow-up to the Southern Avenue emergency exercise in early November, we provided a consolidated report of RAC feedback to the Office of Emergency Management. The staff has welcomed the RAC's involvement in all the quarterly exercises from the beginning, and the RAC remains committed to participating in them.

**Monthly RAC meeting**

Lynn Bowersox attended our December 7 meeting of the full RAC, where she presented a great deal of information on the plan for Getting Metro Back2Good. RAC members expressed their support for this new phase of initiatives to restore public confidence in safety, service reliability and financial matters. Lynn also responded to our questions on customer service initiatives, especially involving front-line employees.

## **Yearend Transition**

Several activities are underway toward the RAC's usual yearend transitions:

**Recruitment:** As usual, several of our RAC members' terms expire at yearend. Most of those members have applied for reappointment to another term. Our staff support members (Joi Moorer and John Pasek) are finishing the annual recruitment process, to fill positions for members not seeking reappointment and for vacancies that surfaced in the past few months.

**New Member Orientation:** In preparation for the new RAC members to be appointed by the Board for 2017, we are updating our orientation materials. Several of our 2016 recruits have reviewed our existing orientation packet and provided feedback for enhancements to be made in the next few weeks.

**RAC Leadership:** As with every new year, the RAC will have elections in January for its 2017 leadership team. We have a very strong freshman class for 2016, and several have already expressed interest in taking on more responsibility going forward.

**Yearend recap:** In early January, we will be providing a recap of our key activities for 2016.

## **Thank you**

It has been a tremendous honor to serve as the RAC's Chair for the past two years. The support and partnership with the Board and staff have made it a great pleasure as well. Thanks to all of you who have contributed to my education and helped the RAC to succeed.

Sincerely,

*Barbara Hermanson*

Barbara M. Hermanson  
Chair, Riders' Advisory Council

cc: Lynn Bowersox  
RAC Members