



March 25, 2021

Dear Chair Smedberg and Members of the Board,

The Riders' Advisory Council is pleased to present you with its report for the month of March: Members of the RAC last met on March 3, and welcomed four new members to the Council. Our membership is now up to full strength, representing all three jurisdictions and coming from diverse backgrounds, with the goal of advising the Board on the interests of riders throughout the entire Metro system.

At this meeting we also welcomed the attendance of Board Vice-Chair Stephanie Gidigbi-Jenkins, who started what we hope will be an ongoing dialogue on enhanced collaboration between the RAC and the Board. We greatly appreciated this outreach and look forward to future opportunities to engage on this topic. As the RAC, we are also looking internally at ways to increase our contributions and share feedback with the Board in a constructive way. One example we have discussed is more closely aligning RAC discussions with Board discussions to generate more timely and relevant interaction. We welcome suggestions from the Board on areas where the RAC can contribute to Board discussions to ensure our efforts are well spent.

The RAC also heard from WMATA's Chief Operating Officer, Chief Safety Officer, and the Chief of the Metro Transit Police Department on safety protocols resulting from the COVID-19 pandemic. We appreciate the difficult and challenging work of ensuring safety across the entire system and recognize the additional burden this has placed on staff and budget. Riders view mask compliance as a top safety concern, and continued efforts to increase compliance while ensuring operator safety is a key element in bringing riders back into the system.

Another key element to increasing ridership is improved service levels, which we are hopeful will be possible given the recent announcement of Federal funding in the American Recovery Plan. As the region progresses in its vaccination campaign and as workplaces and businesses gradually re-open, residents will be evaluating their transportation options.

Sincerely,

Rob Cavese

Vice-Chair, District of Columbia