



600 Fifth Street NW
Washington, DC 20001
202-962-2891

February 28, 2014

PROPOSED COMMITTEE STRUCTURE/WORKPLAN FOR 2014 RIDERS' ADVISORY COUNCIL

Thank you to: Ben Ball (DC); Lorraine Silva (VA); Katherine Kortum (MD); and Mary Ann Zimmerman (MD) for their input via e-mail and to Deborah Titus (VA) for her input in person. Based on that input, a review of our Bylaws a brief discussion about past work plan topics and committees and brainstorming, the RAC Leadership Team is proposing the following 2014 Committee Structure and Workplan Topics for the RAC's consideration:

Establish two committees to reflect a broad range of riders concerns, interests and perspectives to the WMATA Board by:

Customer Service Committee

- Promoting Safety and Security of METRO riders;
- Encouraging attendance at RAC Meetings;
- Attending community forums, transportation meetings, listening sessions and using social media to hear from a range of riders;
- Providing feedback to the WMATA Board on non fare-related Public Hearings issues;
- Contributing to WMATA Customer Care Rollout which includes the WMATA "Pledge To Customers;" and
- Assessing WMATA Public Participation Plan.¹

Program and Projects Committee

- Providing input on development of new WMATA Website, including RAC portion;
- Providing feedback on New Electronic Payments System
- Assessing Bus Priority Corridor Network implementation

Governance Committee

- Reviewing Bylaws
- Reviewing other RAC Procedures
- Establishing Meeting Protocols

Footnotes

1. WMATA's response to the requirement under Title VI of the Civil Rights Act of 1964 that prohibits discrimination on the basis of race, color, and national origin in programs and activities receiving federal financial assistance; and Executive Order 13166, "Improving Access to Services for Persons with Limited English Proficiency, " which requires Federal agencies work to ensure that recipients of Federal financial assistance provide meaningful access to Limited English Proficiency (LEP) applicants and beneficiaries.
2. The Governance Committee will be comprised of the RAC Leadership Team and *ad hoc* RAC members on specific projects/initiatives.