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February 27, 2014

Chairman Downs and WMATA Board Members:

I am pleased to present the highlights of the Riders' Advisory Council's (RAC's) activities since our last report to you.

Hearings on WMATA Budget:

RAC members were present at each of the six hearings. Members reported out individually or as a group on each of the hearings.

Establishment of RAC Budget Committee:

The RAC established a six-member Budget Committee to analyze the budget and develop recommendations that will be presented to the WMATA Board before its March 27th Meeting. The Committee held its first meeting February 19. Members are: Ben Ball and Dexter Williams, District of Columbia; Katherine Kortum and Karen Lynch, MD; and Aldea Meary-Miller and Fred Walker, VA. Mr. Walker will serve as the Committee's chair.

Appointment of RAC Members To Staff Coordinator Hiring Committee:

The RAC concurred on the appointment of three members of its Leadership Team, Barbara Hermanson, VA; Karen Lynch, MD; and me, Carol Carter Walker, DC, to be part of the Hiring Team for the Staff Coordinator Position. John Pasek is now the Assistant Board Secretary, but is also acting as Staff Coordinator for the RAC until that position is filled.

Establishment of 2014 Workplan/Committees/Orientation:

The RAC decided that its highest priority—after comment on the budget—was to establish a deliverables-focused rather than issue-focused workplan. Members felt that they couldn't develop a credible workplan or decide on a committee structure without having an orientation. Members charged the Leadership Team with presenting a draft committee structure and workplan by the March meeting. RAC members—both new and old—have volunteered to work with WMATA Staff to develop a meaningful orientation.

Such is the enthusiasm and passion of the 2014 RAC that a straw vote to consider eliminating the August meeting was defeated!

I also wanted to thank the Board for the opportunity to provide comments on Incident Communications at its Safety and Security Committee meeting last week. I have attached my remarks for your information.

Sincerely,

Carol Carter Walker, Chair
Riders' Advisory Council

WMATA
Riders' Advisory Council
Statement Before WMATA Board Safety & Security Committee
WMATA Staff Presentation On Incident Management and Communications Panel Update
February 20, 2014

REMARKS

Good Morning. I am Carol Carter Walker, member-at-large, and 2014 Chair, Rider's Advisory Council.

The Council commends the WAMTA staff for moving forward to improve incident management and communications. Since the events of 2012 that gave urgency to this issue, to our knowledge, there have been no further incidents of self-evacuation; there have been increased station public address announcements by the Metro Transit Police Chief and Metro Safety Officer; and better communications via MetroAlerts and social media platforms.

The RAC plans to review this issue as part of its establishment of its 2014 Workplan and may have more specific recommendations later. For now, we would like to see:

- A definition of 'major incidents;'
- Performance metrics to measure progress in responding to incidents;
- Fast tracking of improvements to existing PA systems, particularly those in trains; and
- Outreach in the form of listening sessions to hear first-hand, what riders want in the case of emergencies. These sessions need to be at a time and place where riders are most likely to attend.

Thank you for the opportunity to comment.