



600 Fifth Street NW
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April 18, 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.

Establishment of 2014 Committees:

As I have mentioned in previous reports, the RAC hopes to increase its productivity by conducting more of its business in committee, in a fashion similar to the Board. At our April meeting, we formally approved the creation of four committees:

- Customer Service
- Programs, Planning and Projects
- Safety and Security
- Governance Committee

I have attached the Committees' proposed 2014 Workplans for your information. In addition, we intend for the Budget and Finance Committee to remain active throughout the year to examine issues related to fares and upcoming budgets.

RAC Members:

One member representing the District of Columbia has resigned. One member representing Maryland (Prince George's County) has been notified of falling below the attendance requirements as spelled out in the Bylaws. Attendance at meetings and active participation by other RAC members remains strong.

Meeting with Board Executive Committee:

The Council's Leadership Team held its first quarterly meeting with the Board of Directors' Executive Committee on April 10th. It was the first public meeting. We discussed the Council's proposed 2014 Workplans and opportunities for the Council to partner with the Board and Staff to advance Metro's strategic goals. My colleagues in the RAC leadership and I were appreciative of the constructive suggestions from both Board members and Metro staff present, especially the offer to partner with Metro staff as it conducts outreach activities as well as to brief us early on on topics related to the RAC's Workplans.

We appreciate the Committee's acknowledgement of the dedication of RAC volunteers. We look forward to continuing this strong relationship with the Board and its leadership throughout the year for the benefit of riders.

Sincerely,
/s/

Carol Carter Walker, 2014 Chair
Riders' Advisory Council

Attachments

WMATA
RIDERS' ADVISORY COUNCIL
PROGRAMS, PLANNING & PROJECTS (PPP) COMMITTEE WORKPLAN
April 2, 2014

CONVENER: Dan Turk

Recommendations for Deliverables for Program, Planning and Projects (PPP) Committee from Initial Working Group: We see two levels of priorities with respect to deliverables.

High-Level Priority: Focus on rush-hour issues, beginning specifically with the effect implementation of the Silver line will have on the Orange and Blue lines (possible deliverable could be a resolution highlighting potential solutions to study), and the 16th St. bus corridor (possible deliverable could be a list of ideas/potential solutions resulting from organizing a feedback/brainstorming session with the public, local politicians, and key Metro employees).

Medium Level Priority: electronic payment system, improving use of social media, Metro website (possible deliverables have not been specified).

In general, we feel that it would be better to focus on one or two specific and timely deliverables in the near term.

WMATA
RIDERS' ADVISORY COUNCIL
CUSTOMER SERVICE WORKPLAN ITEMS
April 02, 2014

Convener: Tom Draths

Committee Focus

The RAC Customer Service Committee will focus on enhancing the public's participation in delivering feedback on WMATA service and on providing focus areas for WMATA staff to make basic, but impactful improvements to their services. The Committee will also examine WMATA performance metrics and analyze their impact on customer satisfaction.

N.B. The RAC voted to make Security & Safety a separate Committee at its April 2 Meeting.

Enhancing Public Participation

- The Committee will establish recommendations for improving RAC outreach with the general public, in an effort to consolidate positive and negative feedback as it relates to WMATA service.
- The Committee will encourage public attendance at RAC meetings utilizing both WMATA & RAC messaging.
- The Committee will partner with WMATA Board, staff and community groups to hold Listening Sessions throughout the area either as stand-alone meetings or in conjunction with other WMATA goings-on.

WMATA Customer Service Accountability

- The Committee will partner with WMATA staff and the AAC to conduct a full review of Metro Bus stops, specifically to identify areas of improvement using current funding.
- The Committee will review the customer service-oriented Metro Vital Signs and Key Performance Indicators, specifically focusing on enhancing the user experience. This should include recommendations for providing service updates.
- The Committee will contribute to the WMATA Customer Care rollout that includes the “WMATA Pledge to Customers” that was developed using feedback from the RAC. The contributions should be focused on improvements to service resulting from the Customer Care rollout.

WMATA
RIDERS' ADVISORY COUNCIL
SAFETY & SECURITY COMMITTEE WORKPLAN
April 2, 2014

Convener: Lorraine Silva

Safety & Security Committee Proposed Focus Areas

- Promote the safety and security of Metro riders by reviewing:
 - Sexual Harassment Awareness campaign
 - Metrobus Crime
 - Metrorail Crime
 - Respect Your Ride takeaways and next steps
- Develop recommendations for improving in-station and on-board announcements and messaging.

WMATA
RIDERS' ADVISORY COUNCIL
GOVERNANCE COMMITTEE WORKPLAN
April 2, 2014

Convener: Karen Lynch
Governance Committee

- Review Bylaws to make recommendations to WMATA Board
- Review other RAC Procedures
- Establish Meeting Protocols

N.B. The RAC Leadership Team is the Governance Committee. Meetings will be open to all RAC members.

WMATA
RIDERS' ADVISORY COUNCIL
BUDGET & FINANCE COMMITTEE WORKPLAN
April 2, 2014

Chair: Fred Walker

Budget & Finance Committee Proposed Focus Areas

- Develop recommendations from RAC to WMATA Board on 2014-2015 Fare Increases. (Completed)
- Develop proposal on fare simplification.
- Work with WMATA Staff on capital budget formulation.
- Track progress on 2014 FTA Audit Findings (proposed by RAC Chair)