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June 3, 2011

Chair Hynes and Members of the Board's Governance Committee:

On behalf of the Riders' Advisory Council, I would like to thank the Board and, specifically the Board's Governance Committee for its diligent and thoughtful work at strengthening Metro's governance. By developing bylaws and revising the Board's Procedures to reflect comments from the various reports on Metro's governance, including the RAC's, as well as comments from other stakeholder groups and members of the public, the Board has developed a strong framework to lead Metro in both its policy-development and oversight roles.

The Council appreciated the opportunity to discuss the Board's draft Bylaws and Procedures with Governance Committee Chair Mary Hynes and Board Member Kathy Porter at its May meeting. It is our hope that the discussion at that meeting, which focused on the relationship between the Board and the RAC and on how to involve the public in the Board's decision-making process was helpful to the Board as it revises its draft governance documents.

In addition to the comments provided to Mrs. Hynes and Ms. Porter at its May meeting, the Riders' Council would also like to suggest language for the Board's Bylaws and Procedures to more clearly define the Council's role, as well as its relationships with the Metro Board and Metro staff.

**Bylaws:**

The Council would ask that the Board consider adding the underlined text below to the Board's Bylaws, as part of Article XIV B (Board-Established Advisory Groups). This language is modeled on the language used in the bylaws to define the role and responsibilities of the Jurisdictional Coordinating Council. The RAC is finalizing its own procedures related to requests from Metro staff (see third paragraph below) and looks forward to sharing those with the Board shortly.

"The Riders' Advisory Council (RAC) was established to actively seek input from a broad range of riders on operational and budgetary issues that affect Metrorail, Metrobus and MetroAccess riders and organizations with an expressed interest in public transit; advise the Board on ways to resolve such issues in order to improve Metrorail, Metrobus and MetroAccess; promote WMATA responsiveness to riders; and recommend possible solutions to the Board and staff, based on public input, so that WMATA can effectively address the diverse concerns of the riding public.

For matters coming before the Board that are of significant rider interest, the Board shall, to the extent reasonably possible, provide time for RAC consideration or evaluation before the Board takes action on such matters.

To fulfill its responsibilities as provided in the RAC bylaws, the RAC may make requests for information from WMATA staff, pursuant to procedures adopted by the RAC for such requests. The Board recognizes the value of the RAC having access to WMATA information, and expects WMATA staff to promptly assist the RAC by providing such information, unless to do so would impose an undue burden, or the information involves a matter which would be considered by the Board in executive session as listed in Article X of the Board bylaws.

The RAC provides monthly reports to the Board concerning its activities and recommendations, and may send additional reports or recommendations."

### **Board Procedures:**

The current draft of the Board's Procedures does not include any language regarding the RAC. The Council would like to suggest adding the language below; this section can be placed wherever the Board deems appropriate. This language would help clarify the Council's roles and responsibilities as well as establish processes for the Council to work with the Board and Metro staff to carry out its duties.

### **"A. Goals of the RAC**

The goals of the RAC are to:

1. Advise the Board of Directors on operating and budgetary issues that have a direct impact on Metrorail, Metrobus and MetroAccess riders.
2. Encourage rider awareness of the Riders' Council and of the opportunities that the Council provides for riders to make their voices heard;
3. Seek input from a broad range of Metro riders;
4. Promote meaningful public participation in WMATA decision-making processes;
5. Encourage open decision-making process by WMATA that clearly reflects riders' needs and concerns;
6. Support improvements in service;
7. Aim for a high level of rider satisfaction with WMATA; and
8. Strive for a high level of public confidence in WMATA.

### **B. Responsibilities:**

The Riders' Council shall serve in an advisory capacity to the WMATA Board and may work with staff to:

1. Educate themselves about the Metrorail/bus system, the budget process, and the administrative process as they relate to providing transportation by bus, rail and paratransit;
2. Review, analyze, and prepare recommendations on issues that relate to the provision of Metrorail, Metrobus and MetroAccess service
3. Hold public forums with special focus on an issue, geographical location, or targeted group as necessary to respond to riders' concerns and apprise WMATA of the date and time of such public forums;
4. Attend, listen, and speak at community meetings to better learn and represent riders' perspectives;

5. Develop recommendations which take into consideration the needs of people throughout the Transit Zone and which consider the financial impacts of different solutions on both customers and WMATA;
6. Execute and adhere to the Riders' Council Standards of Conduct Policy;
7. Establish annual goals for the Riders' Council;
8. Interact with the Metro Accessibility Advisory Committee (A.A.C.), which advises the Board on Metro's programs and transportation facilities insofar as they affect customers with disabilities and those who are elderly; and
9. Interact with other advisory groups established by WMATA.

### **C. Requests for presentations or information**

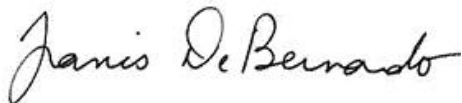
RAC requests for WMATA staff information shall be made through the Office of the Secretary. WMATA staff attend RAC meetings and make presentations on requested issues and promptly provide any requested information, unless the staff concludes the information falls under the exemption(s) provided in the bylaws.

If WMATA staff declines a RAC request for information, staff shall 1) promptly prepare written documentation providing the basis for the denial, and 2) provide prompt notification of its denial, together with its written documentation, to the Board and the RAC chair."

We appreciate this opportunity to offer our comments on the Board's Bylaws and Procedures and thank the Board for its work in strengthening Metro's governance.

Please don't hesitate to contact me or the RAC's Governance Committee Chair, David Alpert, should you have any questions or comments regarding the suggestions put forward in this letter.

Sincerely,

A handwritten signature in cursive script that reads "Frank DeBernardo".

Frank DeBernardo, Chairman