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February 28, 2013

Chairman Downs and Members of the Board:

It is my pleasure to present you with the Riders' Advisory Council's report for February 2013.

Track Work Feedback:

The RAC hosted Dave Kubicek, WMATA's Deputy General Manager for Operations, at its February meeting to discuss the impact of ongoing track work on riders. Members of the RAC expressed their understanding of the need for ongoing track work to bring Metro into compliance with NTSB recommendations, maintain safety standards and improve reliability. RAC members raised concerns, however, about how track work is communicated to the public, offering several concrete suggestions for action. The RAC asked that WMATA provide more detailed information on travel times, train locations and alternate fixed-route service during periods of track work so riders can more accurately assess their travel options. RAC members also encouraged WMATA to provide more information about the results being achieved by weekend track work and tangibly demonstrating why such work is necessary.

Green Line Incident:

Several RAC members inquired about the January 30 incident on the Green Line, but no information was provided due to the ongoing internal investigation. Now that Metro has completed its investigation of this incident, the Council looks forward to working with Metro as it implements the recommendations contained in the report, especially those that involve improving communication with riders during incidents. The incident once again demonstrates the utility of the RAC's ongoing incident management discussion with the Board – a discussion the RAC hopes will take on further urgency in the coming months.

Airport Advisory Group Report:

The RAC adopted the report of its Airport Advisory Group, which offers suggestions as to how WMATA can improve services for transit users who travel to the region's airports. The final report is attached to this letter for the Board's review and action.

Committee Structure:

The RAC approved the creation of five standing committees, which are listed below. It is the Council's hope that this new structure will expand the RAC's substantive engagement on the wide variety of issues which matter to riders.

- Safety and Security
- Fares, Budget, Finance, Capital Improvements and Long Range Planning
- Operations, Communications, Customer Service and Public Participation

- Governance*
- Liaison to Accessibility Advisory Committee*

The Governance and Accessibility Advisory Committee liaison functions will be handled by the Council's leadership team.

I look forward to answering any questions that you may have.

Sincerely,

/s/

Ben Ball, Chair
WMATA Riders' Advisory Council