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May 14, 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.

**Meeting with WMATA Staff:**

Two members of the RAC Leadership Team, Barbara Hermanson and I, met with Barbara Richardson, Chief Administrative Officer, Lynn Bowersox, Assistant General Manager for Customer Service, Communications & Marketing, and Jennifer Green, Director, Office of Strategic Communications & Marketing Planning. This meeting was a next step after our Quarterly Meeting with the Board Executive Committee when WMATA Staff reached out to facilitate our planned work for the year. The meeting was quite productive and will enable a more focused approach to what the RAC plans to accomplish this year.

**Meeting with Accessibility Advisory Committee (AAC):**

I attended the May 5 meeting of the AAC. During the meeting, I commended the AAC for their strategic approach to fare relief for the disability community during the 2015 Budget Hearings. I also informed the AAC that we are hoping that the AAC and the RAC can partner on at least one project this year as well as hold at least one joint meeting.

**RAC May 7 Meeting:**

This meeting was only 45 minutes and we accomplished all of our needed business. Three RAC members, Ben Ball, Katherine Khortum and Dan Turk reported on Better Buses: What does it take? This was a forum sponsored by the Coalition for Smart Growth, hosted by DC Councilwoman Mary Cheh, and representatives from WMATA (Jim Hamre); New York City Department of Transportation (Joseph Barr); and DC Department of Transportation (Sam Zimbabwe). We approved Groundrules for operating this year. We tabled the item relating to recommending the termination of a member after hearing directly from him.

The second half of the allotted meeting time provided the opportunity for Committees to meet to do further work on their Workplans. It also strongly encouraged members to select one Committee on which to focus their work contribution. Since only one person selected Safety & Security as their first choice, it was folded back into the Customer Service Committee.

The RAC Leadership Team and Committee Chairs or their designees plan to meet May 15 to develop a master schedule of deliverables which will help us plan presentations and requests for information in a way that will be more efficient for the RAC and the WMATA Staff.

**Other WMATA Meetings:**

I attended the May 8 meetings of the Customer Service & Operations, Finance & Administration and Program, Planning Development and Real Estate committees.

/s/

Carol Carter Walker, 2014 Chair  
Riders' Advisory Council