



600 Fifth Street NW
Washington, DC 20001
(202) 962-2891

October 16, 2014

Chairman Downs & WMATA Board Members:

This report includes highlights from the Riders' Advisory Council's (RAC) September monthly meeting, Committee meetings and other significant actions to date.

RAC October Meeting

Most of the October 1 monthly meeting was used for a presentation, *Business Meetings: Achieving Efficiency and Productivity*, conducted by Sarah Merkle, an associate at Bradley Arant Boult Cummings, LLC, and a professional parliamentarian. Members of the Accessibility Advisory Committee and WMATA staff were invited and attended. The presentation focused on a better understanding of the use of motions in improving meeting outcomes. It was offered as part of a series of orientation activities focused on increasing our effectiveness.

Quarterly Meeting Between WMATA Executive Committee and RAC Leadership Team

The major issue discussed at this September 24 meeting was the interest that RAC members had in obtaining Silver Line ridership, service and operational data. A press release providing some data was released on September 24, providing some information. WMATA staff explained that since the Line was in its early days, they planned to issue detailed data at the end of the first quarter of operations.

Meeting With Blue Line Riders

On September 24, Lynn Bowersox, Assistant General Manager for Customer Service, Communications, and Marketing and Rob Troup, Deputy General Manager, Operations, WMATA; and Lorraine Silva, Chair, Customer Service Committee and Barbara Hermanson, Vice Chair, Virginia, RAC; met with a group of riders who had attended the August RAC Meeting to communicate their ongoing concerns about the Blue Line issues—concerns heightened by the impact of the opening of the Silver Line. A follow up letter from WMATA staff and the RAC was sent to the riders.

Metrobus Public Hearings

RAC members attended the most recent round of Metrobus public hearings that ended October 2. We will be discussing our impressions and any next steps at upcoming Committee meetings during the month.

Sincerely,

Carol Carter Walker, Chair
Riders' Advisory Council

cc: RAC Members