



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

September 12, 2014

Chairman Tom Downs & WMATA Board Members:

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

Maryland WMATA Board Maryland Members and RAC Members to Meet

Karen Lynch, Vice Chair (MD), is working with WMATA Staff to arrange a meeting with most of the WMATA Board of Directors from Maryland on September 9.

Recognition of John Pasek, Assistant Board Secretary

A letter of appreciation and recognition from the RAC for the work of John Pasek, who served as the first RAC Staff Coordinator from October, 2006 to December 2013 and who acted in both his former and current positions until July, 2014 when the new RAC Staff Coordinator reported. A copy of that letter is enclosed.

RAC Membership

During the August meeting, we welcomed Caroline Kim, new appointee from the District of Columbia. We expect to welcome the two other new appointees during our September meeting. We lost yet another member, Dexter Williams, appointee from the District of Columbia, to school and work pressures. We look forward to a replacement appointment.

Public Commenters Focus on the Impact of Silver Line Opening on Blue Line Riders

Five members of the public, mostly from the group Save Our Blue Line, spoke during the public comment period at the beginning of the meeting. I also ceded RAC members' time to this group for more comments on their concerns during the period when Lynn Bowersox was present. The RAC has requested operating data on the first month of the Silver Line in order to better inform ourselves in order to respond to riders' concerns.

Presentation on 16th Street Bus Line & Other Planned Bus Improvements

Sam Zimbabwe, Associate Director, Policy, Planning & Sustainability Administration, District of Columbia Department of Transportation (DDOT), discussed and received comments on DDOT's short- and medium-range plans to improve bus service in the 16th Street Corridor and elsewhere in the District. We thank Matt Brown, Acting DDOT Director and WMATA Board of Directors Alternate for DC, for arranging this presentation. We plan to discuss and act on a bus resolution drafted by the RAC Planning, Program and Projects Committee at our September meeting.

Presentation on Draft Public Participation Plan

Lynn Bowersox, Assistant General Manager, Department of Customer Service, Communications and Marketing, WMATA, discussed and received comments from RAC members on WMATA's Public Participation Plan. She also received comments regarding the opening of the Silver Line from members of the public. She agreed to set up a meeting with members of the public who were present and concerned about the Blue Line. Virginia RAC and WMATA Board members will also be invited.

Submission of RAC Proposed Bylaws Revisions

The major RAC deliverable discussed and approved at this meeting was the proposed revision of the RAC's bylaws drafted by the Governance Committee. The revisions package and a cover letter detailing our rationale for the recommended changes are under review at the Office of General Counsel. WMATA Staff anticipates that the bylaws will be an action item at your October meeting.

Other RAC Work

Barbara Hermanson, Vice Chair (VA), represented the RAC at the opening of the Alexandria Metroway. In addition to the August meeting, the Planning, Program and Projects; Customer Service and Communications Committees and RAC Leadership Team met. I attended the July WMATA Board and Committee meetings.

Sincerely,

/s/

Carol Carter Walker, Chair
Riders' Advisory Council

Enclosure

cc: Riders' Advisory Council



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August 6, 2014

The members of the Riders' Advisory Council would like to express our appreciation to Mr. John Pasek for providing the highest levels of service to the Riders' Advisory Council during his tenure as Riders' Advisory Council Coordinator.

The Council was created with the belief that increased interaction with riders would result in increased rider satisfaction. Prior to the Council's inception in 2005, Metro had no formal advisory body. Mr. Pasek transitioned from Fairfax County Government to serve as Metro's first Riders' Advisory Council Coordinator from October 2005 to July 2014.

During his time with the Council, he has worked tirelessly to support the recruitment of new Council members and has demonstrated integrity, professionalism, and dedication to the idea that the Washington Metropolitan Area Transit Authority is a regional asset to the area and the individuals who ride it, and that the riders who use the system can help to make it better.

Mr. Pasek has served as a vital link between the Council, Metro's Board of Directors, and Metro staff, as well as the Jurisdictional Coordinating Committee, and Metro's riders. He has supported the Council while also working on other assignments in the Office of the Board Secretary. He has worked many additional hours to accomplish our goals and to help make Metro a better system, and he has done so while demonstrating patience, professionalism, humor and humility.

We offer our deep gratitude to John Pasek for his dedicated service as Metro's first Riders' Advisory Council Coordinator.

Sincerely,

/s/

Carol Carter Walker, Chair
Riders' Advisory Council