



MONTGOMERY COUNTY COUNCIL
ROCKVILLE, MARYLAND

ROGER BERLINER
COUNCILMEMBER
DISTRICT 1

CHAIRMAN
TRANSPORTATION, INFRASTRUCTURE
ENERGY & ENVIRONMENT COMMITTEE

October 18, 2018

Mr. Jack Evans
Chair, Metro Board of Directors
Washington Metropolitan Area Transit Authority
600 5th Street, NW
Washington, DC 20001

Dear Chairman Evans and members of the Metro Board of Directors,

We urge you not to amend the Board's Bylaws to eliminate the Riders' Advisory Council (RAC) at your Board meeting on October 25, 2018. The RAC has provided vital opportunities for our constituents to learn about Metro issues and suggest improvements and changes directly to their representatives on the Board. The fact that the RAC is established under the Board's Bylaws is a recognition of its important role.

Eliminating the RAC at the same time Metro's top priority is attracting riders back to the system with a greater focus on the customer experience is both counterproductive and counterintuitive. It would decrease transparency at a time when riders are being asked to deal with continued service changes and delays because of needed but disruptive maintenance. We do not believe that new methods for collecting rider feedback and social media are adequate substitutes for the type of direct dialogue the RAC provides. There are no adequate substitutes for face-to-face interaction with actual riders.

Furthermore, we are concerned that recent changes to the Board's structure appear to have allowed some members of the Board to move toward dissolving the RAC despite promises that it would remain and be reformed. We appreciate the efforts of those who have worked on an operational review of the RAC. We believe the Board should seek to reform the RAC based on that feedback in order to make it as efficient and productive as possible rather than eliminating it.

Ending the RAC altogether is ill-advised and we ask the Board not to move forward with this proposal to amend its Bylaws to eliminate the RAC.

Sincerely,

Handwritten signature of Hans Riemer in black ink.

Hans Riemer
Council President
At-Large

Handwritten signature of Nancy Navarro in black ink.

Nancy Navarro
Council Vice President
District 4



Roger Berliner
District 1



Craig Rice
District 2



Sidney Katz
District 3



Tom Hucker
District 5



George Leventhal
At-Large



Marc Elrich
At-Large



Nancy Floreen
At-Large