M E M O R A N D U M



SUBJECT: Staff Announcement DATE: May 17, 2012

FROM: GM/CEO - CEO-Richard Sarles -

TO: Executive Leadership Team and Office Directors

Over the last 18 months, we have made a good start in changing the safety culture and substantial progress in rebuilding Metro, including making key investments in our infrastructure that will bring our system to a state of good repair. While we have a long way to go, we have laid a strong foundation to continue our rebuilding work that is important in improving and maintaining good customer service.

At the same time, we must get ready for the many challenges ahead. Rush+ and bus enhancements are just weeks away, we are beginning to prepare for the opening of the first phase of the Silver Line and we are undertaking multiyear budgeting and planning for the first time, as well as supporting the Board's strategic and business planning work. In view of these priorities and initiatives, I am announcing the following organizational changes.

Shiva Pant has expressed his intent to retire from the Authority. However, with his knowledge and extensive policy level experience at Metro, in Virginia and the region, I have asked Shiva to defer this action in order to lead the policy level discussions necessary to bring Phase I service on line and undertake the discussions needed to arrive at mutually acceptable agreements for implementation of Phase II of the Silver Line. He has agreed to stay on as Chief Policy Officer—Dulles Metrorail Extension, and will be responsible for managing emerging issues related to development proposals along the Dulles extension in the context of Metro and appropriate coordination with governmental agencies. He will also continue to provide an independent role on the Whistleblower Appeals Panel, and represent me on COG's Chief Administrative Officer's Committee. Shiva will continue to be a direct report to me as a member of the Executive Leadership Team (ELT) in the position of Chief Policy Officer—Dulles Metrorail Extension effective June 1, 2012.

Washington Metropolitan Area Transit Authority

I am appointing Barbara Richardson as Chief of Staff effective June 1, 2012. In this role, she will oversee the short and long-term strategic planning process in coordination with the Board of Directors and Executive Leadership Team. Barbara will also coordinate management's work on the strategic plan, oversee and monitor our progress to meet immediate priorities related to our annual goals and objectives, and facilitate interdepartmental projects and priorities. She will have the lead responsibility for building and maintaining external stakeholder

relationships that are critically needed to continue our rebuilding work and to chart Metro's future direction. Finally, she will oversee management's communications with the Board of Directors on various matters including incident reports, Board memoranda, presentations and Board requests.

To leverage all of our work with civic groups, public officials, customers, interest groups and related planning work, the Chief of Staff's organization will include the Office of Government Relations, the Office of Performance, and a reorganized Office of Planning to include Regional and Strategic Planning, Corridor Planning, Capital and Systems Planning, Policy Analysis and Sustainability.

Additionally, Nat Bottigheimer, Assistant General Manager for Planning and Joint Development has announced his resignation effective June 15, 2012, in order to relocate with his family to Princeton, NJ, where his wife has accepted a Princeton University faculty position. Upon his return from a vacation and to assist with the organizational transition, Nat will serve as a part-time advisor into the Fall on the Regional Transit System Plan and Metro's real estate program. The Real Estate and Parking functions will continue to report to Deputy General Manager of Administration Carol Kissal.

Another important part of continuing our rebuilding program and preparing for the Silver Line Service is expanding our workforce and supporting our existing employees. Under the leadership of Gary Baldwin, the Department of Human Resources is being restructured and has launched major initiatives to achieve the hiring goals needed for all our programs. In this regard, Gary and his team will report directly to me.

Finally, I am appointing Lynn Bowersox to the position of Assistant General Manager of Customer Service, Communications and Marketing effective June 1, 2012. In addition to maintaining her current Public Relations responsibilities, Lynn will also now oversee Marketing and Promotion, Customer Research and the Customer Service Center. She will become a direct report to me and join the ELT.

I am confident that these changes will further support and continue our progress on rebuilding Metro and successfully manage various upcoming challenges and initiatives. Please provide your full cooperation and assistance as this reorganization takes effect.

Richard Sarles General Manager and Chief Executive Officer