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July 25, 2013

Chair Downs and Members of the Board:

It is my pleasure to present you with the Riders' Advisory Council's report for July 2013

Customer Expectations:

The RAC and the Board have started a discussion about a document which lays out what riders can expect from Metro, both in terms of its operations and customer service. At the most recent meeting between the Council's leadership and the Board's Executive Committee, Mr. Downs asked Cathy Hudgins, in her role as Customer Service and Operations Committee Chair, to spearhead this discussion.

Mrs. Hudgins came to the Council's July meeting to discuss the Board's plans for producing this document. Members of the Council are encouraged that the Board recognizes the need for a forward-leaning discussion on this topic and especially appreciate Mrs. Hudgins' attendance at the Council's meeting in the face of substantial issues with Metro service that evening.

RAC members were particularly pleased to hear Ms. Hudgins speak about the urgency and necessity of a dialogue with riders about their expectations and how WMATA can begin to address them. The RAC was encouraged by the intent of Ms. Hudgins and her committee to produce a recommendation to the Board by the end of the year. Members also encouraged the Board to focus on ways to introduce measures of accountability. RAC members will be working on concrete suggestions that the Board can consider in its deliberations on this topic.

Title VI Customer Outreach:

Deborah Coram, from Metro's Office of Equal Opportunity and Employee Relations discussed Metro's plans for outreach to low-income and minority communities as part of its federally-required efforts under Title VI of the Civil Rights Act. Members urged Metro to "go to where riders are" in its outreach – it should go to community events and other organizations' meetings rather than solely relying on members of the public to attend Metro-sponsored meetings. They also suggested that Metro expand its use of "pop-up" meetings to get riders' feedback quickly and conveniently. RAC members also encouraged WMATA to release more information on its Title VI findings to promote transparency around what the Agency is doing to address Title VI concerns.

As Metro staff develop and implement the Authority's public participation plan, the Council looks forward to being involved in this process as well as to using the plan developed to improve outreach to Metro's customers and the community.

Thank you, as always, for your attention. I look forward to answering any questions you may have.

Sincerely,

/s/

Ben Ball, Chair