



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

April 28, 2011

Chair Hudgins and Members of the Board:

It is my pleasure to present you with the Riders' Advisory Council's report for April 2011.

Overview of Metrobus Service Standards at April Meeting:

Jim Hamre, the director of Bus Planning for Metro, attended the April Council meeting and provided an overview of the guidelines and standards Metro uses in planning and evaluating its bus service. This overview was particularly timely as the Metro Board considers reductions in Metrobus service to help balance the Authority's budget for the coming fiscal year. Council members had questions about how Metro collects the information it uses in evaluating its bus service as well as how that information is used in decision-making.

The Council is hopeful that Metro will expand its outreach and dialogue with riders on the subject of service performance. Giving the riding community the opportunity to understand and weigh in on Metro's priorities should not be restricted to discussions on balancing the Authority's budget. The Council also hopes that Metro will look at developing metrics to evaluate Metrorail service similar to those already approved for Metrobus service.

Correspondence on Budget Input:

The attached letter was sent to the Board in advance of its deliberations to hold public hearings on service reductions as part of the larger discussion of Metro's FY2012 budget. We hope that the hearings and associated town hall meetings provide the public with a genuine opportunity for meaningful dialogue with members of both Metro's Board of Directors and with senior staff about Metro's priorities as it budgets for the coming year as well as into the future.

Thank you for your time and attention. I look forward to answering any questions that you may have.

Sincerely,

A handwritten signature in black ink that reads "Frank DeBernardo". The signature is written in a cursive, flowing style.

Frank DeBernardo, Chair