



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

April 25, 2013

Chairman Downs and Members of the Board:

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

Momentum Endorsement: The RAC welcomed Tom Harrington, Metro's Director of Long Range Planning, for a presentation on the Momentum plan. RAC members encouraged Metro to think big about its strategic planning efforts and prioritize near-term, tangible results for riders who are increasingly impacted by the system's capacity issues. The RAC formally endorsed Metro's strategy to meet the Board-defined goals, but noted that those strategies will require a greater focus on the customer and a finer degree of detail moving forward. The need for a reliable, long-term mechanism to pay for the Momentum proposals was also a recurrent theme of discussion.

Customer Safety: The RAC offered feedback to Assistant General Manager Lynn Bowersox on two issues of customer safety – reducing injuries and preparations for future emergencies. RAC members suggested (among other measures) a customer charter on emergency standards, wallet-sized instruction cards, pre-recorded emergency announcements for deployment in an emergency, targeted communications for tourists, and suggestions for outreach campaigns to engage frequent riders. Several RAC members noted the link between behavior in an emergency and customer confidence in Metro's ability to respond effectively. The RAC's Safety and Security Committee is set to engage further with Metro staff over the coming months as these safety proposals are developed into policies and materials.

Virginia Listening Session: The RAC approved the date and concept for the first of its three jurisdictional listening sessions. The Virginia listening session will occur on April 24 in Alexandria. I encourage members of the Board to attend.

Action Items from Quarterly Meeting with the Board: The RAC leadership team greatly appreciated its opportunity to meet with members of the Board. RAC committees and the full council are in the process of addressing several action items from that meeting, including development of Metro's new fare system, effectiveness of "courtesy communications", the Title VI process, and evaluation of Metro's new online tools.

I look forward to answering any questions that you may have.

Sincerely,

Ben Ball
Chair, Metro Riders' Advisory Council