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January 26, 2010

Chair Hudgins and Members of the Board:

It is my pleasure to present you with the Riders' Advisory Council's report for January 2012.

I'd like to first take this opportunity to introduce myself. My name is Kelsi Bracmort and I am the 2012 chair of the Riders' Advisory Council. I live in the Hillcrest neighborhood of Southeast Washington DC and have been a District of Columbia representative on the Council since 2007.

The Council also selected three new jurisdictional vice chairs for 2012:

- Carl Seip, District of Columbia Vice Chair
- Joseph Kitchen (Prince George's County), Maryland Vice Chair
- Lorraine Silva (Arlington County), Virginia Vice Chair

We look forward to continuing the previous leadership's tradition of providing thoughtful and relevant advocacy on behalf of Metro's riders and hope to build on this tradition in the year ahead.

In addition, the Council welcomed several new members who were appointed by the Board in December. I know that their enthusiasm for improving Metro service will be a tremendous asset throughout the coming year.

Discussion with Metro Board Chair:

Mrs. Hudgins came to the Council's January meeting to discuss recent Board actions including its work in developing Metro's mission and vision and changes to the Board's procedures. The Council appreciates her taking the time to come and engage with members directly and looks forward to continuing a dialogue with Mrs. Hudgins and all of the members of the Board.

Council Vision for 2012:

At its February meeting, the Council will work on putting together a vision and work plan for the coming year. We look forward to identifying issues and concerns that members would like to address and developing a schedule and outline of how to best tackle those issues.

The Council hopes to be a voice for Metro's riders as well as be a resource for both the Board of Directors and Metro staff as part of your decision-making processes. If there are specific issues that you would like the Council to explore, I would ask that you share those with me, either directly or through the Council's staff in the Board Secretary's office, so that they can be incorporated into this year's plan.

We would also like to specifically request a detailed list of items that are anticipated to come before the Board and General Manager in the coming year. Such a list will allow us to provide rider feedback to staff during the development phases of any proposed operational or policy changes or budget issues, rather than immediately prior to a final decision by the Board. The feedback of riders is best incorporated in the early stages of planning any major rider-impacting decision, rather than at the end of any lengthy decision process.

We also hope to meet with Metro management and other stakeholders to get their input on our vision for the coming year to ensure that the Council's vision for the year aligns with Metro's plans and goals.

I look forward to presenting you with the results of our planning efforts at next month's Board meeting. In the interim, please don't hesitate to contact me with any suggestions or questions.

Sincerely,

Kelsi Bracmort, Chair