



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

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Chair Hudgins and Members of the Board:

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

New Members: The RAC was pleased to welcome eight new members to the Council in January. The new members hail from across the Metro service area and represent the considerable diversity to be found among WMATA's riding public. The RAC looks forward to the positive impact these new members will have on the Council's ability to advocate for the interests of riders.

Metro Customer Satisfaction Survey Results: At its January meeting, the RAC heard from Alison Simon, WMATA's Director of Customer Research, who detailed the baseline results of a Metro customer satisfaction survey. While overall satisfaction levels are high across the system, there is considerable variability in the numbers – particularly for Metrorail. RAC members urged WMATA to make sure future survey methods take in a wide enough sample size to account for the breadth of Metro services and customer groups. It was also noted that typical rider frustrations such as long headways, track work, and malfunctioning escalators/elevators were omitted from the initial survey questionnaire. Council members were also interested in how Metro measured against other transit systems and how it would use these survey results to make improvements.

RAC Structure and Organization: Following up on its December meeting, the RAC took further steps to build a committee structure which will allow for engagement on more issues of interest to riders. In the February meeting, it is expected that the RAC will solidify the list of topics to be covered by the committees. Once those committees are formed, the RAC looks forward to working with the WMATA Board and Staff to maximize the RAC's impact in the interest of Metro riders.

Leadership Team Elections: The RAC held its annual elections, with the following slate elected to a one year term:

Chair – Ben Ball (District of Columbia)
District of Columbia Vice-Chair – Carol Carter Walker (At-Large)
Maryland Vice-Chair – James Wright (Prince George's County)
Virginia Vice-Chair – Barbara Hermanson (Alexandria)

The new RAC leadership team looks forward to working with the WMATA Board and staff to continue improving Metro services over the coming year.

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

Sincerely,

/s/

Ben Ball
Chair
WMATA Riders' Advisory Council