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November 15, 2012

Chair Hudgins and Members of the Board:

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

Bus Livability Grant:

Staff from Metro's Office of Bus Planning spoke to the Council at its November meeting about Metro's efforts to upgrade bus stops in the region, enabled by federal grants under the New Freedom and Bus Livability programs. Council members appreciated that Metro is developing a plan to reach out to riders to solicit their feedback on bus stop improvements and will be working with the Council to evaluate and prioritize locations for upgrades.

Council members suggested Metro use various strategies to engage riders about their opportunities to participate in identifying candidate bus stops, including Twitter, Metro's customer comment form and information such as take one cards or flyers on Metrobuses themselves. Members also suggested that any public meetings Metro holds regarding bus stop improvements should also include information on other topics to draw out as many members of the public as possible.

The Council appreciates the opportunity to work collaboratively with Metro staff to identify and prioritize bus stop improvements and looks forward to engaging further with both staff and riders as this process moves forward.

Public Participation at Council Meetings:

Also at its November meeting, the Council reviewed and reaffirmed the procedures it approved in August to allow for greater participation by members of the public in Council meetings. We are hopeful that increased participation by members of the public will help broaden the discussion at Council meetings and allow the Council to better serve the riders it represents. During the discussion on this topic, several members of the Council pressed for clarification of Metro's policy with regard to staff presentations during RAC meetings. The RAC Leadership Team committed to discussing this matter at its upcoming quarterly meeting with the Metro Board Leadership.

To that end, the Council has also formed a working group to look for opportunities to streamline its meetings. We look forward to keeping the Board apprised of our progress in this effort.

Incident Communication Panel Follow-up:

Now that the video of the October 11th Incident Communication Panel has been posted on Metro's website, we look forward to working with Board leadership to determine ways to move the discussion with riders on this topic forward.

Communications Suggestions:

Lastly, the Council would like to request a response from the Board concerning the suggestions on rider communication it submitted earlier this year.

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

Sincerely,

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

Kelsi Bracmort, Chair