

Dear RAC Colleagues,

Below is the report that was delivered to the Board at the end of February. I am submitting it with the following items as my RAC Chair Report for March.

- 1) Virginia Vice-Chair Penny Everline presented the RAC report at the February 24th Board meeting because I was traveling for my job. She did an excellent job and represented us very well.
- 2) Metro Transit Police Department Deputy Chief Pavlik met with John Pasek to see about working with the RAC to try and get better insight into riders' concerns about crime and security on the system and also to see if there are suggestions that riders have about how MTPD can improve security, communication with riders, etc. During the discussion Pavlik seemed receptive to the idea of a public forum to get feedback directly from riders and to work with the RAC to follow up and implement suggestions.

The executive committee thinks that this is a good idea and would like to move forward with this at the March RAC meeting by establishing a committee on public safety to organize such a forum or pursue other possibilities for rider input on the topic.

- 3) Virginia Vice-Chair Penny Everline organized a meeting with RAC members from Arlington, the executive committee, and new Metro Board member Mary Hynes. We had great exchange of information and perspectives during the meeting. Other RAC members might consider arranging similar "delegation" meetings with their Board members.

The report to the Board follows.

Frank DeBernardo



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

February 27, 2011

Chair Hudgins and Members of the Board:

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

FY2012 Budget:

At its February meeting, Metro's Chief Financial Officer Carol Kissal provided the Council with an overview of Metro's Proposed FY2012 budget. The Council is pleased that, as presented, the General Manager's proposed budget does not call for any increases in fares or cuts in

service. We do note that the proposed budget calls for significant increases in jurisdictional contributions to close Metro's budget gap, and have asked jurisdictions to fully fund their share of Metro's budget in order to avert cuts in service.

Should the Board propose any changes in service as part of its deliberations on the FY2012 budget, the Council asks that the Board ensure that a robust public input process is included in those deliberations. Specifically, we would request the following:

- Hearings be held in locations that are transit-accessible and proximate to services proposed for changes;
- Information about proposed changes is provided to members of the public in a timely manner and clearly outlines the proposed changes, the rationale for those changes and potential alternative service for affected riders.

WMATA Governance:

During the month of February, David Alpert, the Council's D.C. Vice Chair and chair of the Council's WMATA Governance Review Committee discussed the Council's report on WMATA Governance with the Metropolitan Washington Council of Governments, the National Capital Region Transportation Planning Board and also represented the Council in a panel discussion hosted by the League of Women Voters.

Committee Meetings:

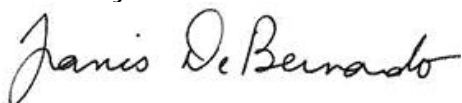
The Council's Bus and Elevator/Escalator committees met during in February. The bus committee discussed the recent changes to Metrobus fare payment options, including how to most effectively communicate those and other changes to bus riders. The committee also had discussions with staff about how to make fare purchases more convenient for customers. The elevator/escalator committee met with the new General Superintendent for Elevators and Escalators, Rodrigo Bitar, to discuss Metro's actions in response to the recently-completed audit of Metro's elevator and escalator maintenance program.

New Members:

With two new members, Joseph Kitchen from Prince George's County and Stephen Clermont from Fairfax County, joining the Council at its February meeting, I am pleased to report that all 21 seats on the Council are filled.

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

Sincerely,

A handwritten signature in cursive script that reads "Frank DeBernardo".

Frank DeBernardo, Chairman