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November 14, 2013

Chairman Downs and Members of the Board:

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

Metrobus Service Change Results: The RAC was pleased to welcome Metro's own Jim Hamre to discuss results of hearings on realignment of bus service. He also gave a detailed analysis of the Title VI compliance procedures that Metro used to determine the impact of its proposed service changes. RAC members complimented Metro on its broader process for receiving input, including "pop-up" feedback sessions on impacted routes. The RAC indicated ongoing interest in service to the National Harbor area, and voiced support for additional bus routes which might create a link to Virginia in the future.

Respect Your Ride: The RAC also welcomed Elizabeth Quintana from the "Respect Your Ride" campaign for an update on efforts to reach area youth. The RAC was pleased to hear that Metro is addressing delinquency and vandalism by youth in the system, even if crime committed by youth remains a relatively small portion of the overall crime rate on Metro. Members of the RAC encouraged Metro to deepen its relationships with schools, and expand the program's purview to include areas such as transfer stations where youth tend to congregate after school.

Metro Website: Seeing that Metro is starting the process of upgrading its web site, the RAC conducted a brainstorming session designed to identify issues of interest and potential suggestions that would increase the site's utility to riders. The various RAC committees will start to discuss this issue in the coming months, with a view towards recommending concrete actions which Metro and the Board can consider.

Maryland Listening Session: Following a successful listening session in Virginia earlier in the year, the RAC will hold its second listening session at the Largo-Kettering Public Library, 9601 Capital Lane in Largo, Maryland. The session will start at 6:30pm on Monday, November 25. The RAC encourages members of the Board (particularly those who represent Maryland) to attend.

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

Sincerely,

/s/

Ben Ball
Chair
WMATA Riders' Advisory Council