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September 22, 2011

Chair Hudgins and Members of the Board:

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

Proposed Bus Service Changes:

At its September meeting, Jim Hamre, the Director of Metro's Office of Bus Planning reviewed Metro's plans to make changes to some of its bus routes to improve on-time performance, provide additional service to reduce crowding or improve on-time performance and to eliminate routes or route segments that serve fewer riders or are duplicative of other routes.

Members wanted to ensure that in evaluating these proposals, Metro will review their effects on riders' trips, especially if the revised service will require riders to transfer to reach their destinations. This review would include making sure that revised routes and schedules are coordinated with nearby Metrobus and jurisdictional bus routes. Members also suggested that Metro ensure that these proposed changes with its MetroAccess program to ensure that any changes don't force current fixed-route riders onto MetroAccess for their trips.

Forum on Public Safety:

The Council hosted a forum on public safety on Wednesday, September 21st with Metro Transit Police Chief Taborn to hear from riders regarding safety on Metro as well as to provide an opportunity for riders to learn what Metro is doing to address crime and keep riders safe. Following this meeting, the Council looks forward to working with the Transit Police to find ways to address any concerns raised.

Meetings with Board Members:

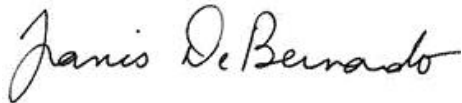
Riders' Council members from Maryland and the District of Columbia met with their respective Board members earlier this morning. With several new members on the Board, especially from the District of Columbia and Maryland, we appreciate the opportunity to meet and to discuss ways that the Council can best work with the Board to incorporate riders' perspectives into the Board's and Metro's decision-making processes.

Council of Governments – Region Forward Equity Caucus:

Joseph Kitchen, one of the Council's members from Prince George's County, has been participating on behalf of the R.A.C. in an effort by the Metropolitan Washington Council of Governments (COG) to broaden its outreach activities. Specifically, COG is trying to engage traditionally underrepresented groups in its "Region Forward" long-term regional planning process. We are excited to be a part of this effort to include more members of the public in shaping the region's future.

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

Sincerely,

A handwritten signature in black ink that reads "Frank DeBernardo". The signature is written in a cursive style with a large initial "F" and "D".

Frank DeBernardo, Chairman