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Chairman Downs and Members of the Board:

It is my pleasure to present you with the Riders' Advisory Council's (RAC) Report for September 2013.

**Customer Pledge Discussion:** The RAC spent most of its September meeting discussing the language of a Metro pledge to customers. Following initial work at the committee level to identify the broad categories of rider interest and a brainstorming session which addressed specific operational issues, the RAC now has a working draft which it hopes to refine further at its October meeting. The RAC looks forward to collaborating with WMATA staff on a final document for Board consideration.

**Proposed Metrobus Changes:** The RAC was pleased to welcome Metro's own Jim Hamre to discuss the realignment of bus service on a variety of routes in all jurisdictions. RAC members expressed concerns that many of the proposed changes will result in a net loss of service for key areas. They derived some comfort from Mr. Hamre's explanation that quite a few of the proposed service changes on the docket were more aspirational in nature and would benefit from strong feedback from the public. RAC members plan to attend all of the upcoming hearings on bus service changes.

**Maryland Listening Session:** Following a successful listening session in Virginia earlier in the year, the RAC is starting to plan a similar event in Maryland. The listening session will likely be held in early October, with the exact date and location to be determined. The RAC will notify members of the Board once the details are confirmed, in the hopes that members will participate.

**Possible Red Line Closure:** The RAC is closely following the public discussion about a possible maintenance-related hiatus of Red Line service. Throughout the process of deciding what will be done to address these concerns, the RAC hopes to engage further with the Board about impacts on riders of a potential extended break in service.

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

Sincerely,

Ben Ball, Chair