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February 26, 2009

Chairman Graham and Members of the Board of Directors:

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

New Members/Elections:

The Council was pleased to welcome several new members and welcomed back several returning members who were appointed by the Board on January 29th. The Council is now up to its full strength with twenty-one appointed members. We also held elections for 2009 Council officers; the new officers are as follows:

- Chair, Diana Zinkl, District of Columbia
- 1st Vice Chair, Patrick Sheehan, At-Large/AAC Representative (Maryland resident)
- 2nd Vice Chair, Penny Everline, Arlington County

FY2010 Budget:

At its January meeting, the Council received a presentation from Metro's Chief Financial Officer Carol Kissal and Budget Director Rick Harcum outlining some of the challenges that Metro is facing in developing next year's budget.

As rider representatives, members of the Council are most concerned about the potential for cuts to service that might be implemented to balance Metro's operating budget. While, as riders, we would certainly prefer for any needed budget reductions to come from areas other than funding for service, we also recognize that some service reductions may be necessary.

The Council has formed a working group to offer suggestions to the Board on policies and considerations it should keep in mind when making decisions about adjusting service to meet budget limitations. We look forward to working with you and the Authority to ensure that riders' perspectives and concerns remain at the forefront of the discussions on next year's budget.

Customer Delivery Standards:

Also at our February meeting, Deputy General Manager Gerald Francis and Assistant General Manager Christian Kent came back to discuss Metro's draft customer service standards. We are looking forward to working with staff over the next several months to refine these standards. It is important that the standards outline clear customer service expectations for both Metro's employees and customers and that they also provide direction on how to remediate shortcomings once they are identified.

Please feel free to contact me if you have any questions.