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April 23, 2009

Chairman Graham and Members of the Board of Directors:

I am pleased to present you with the Riders' Advisory Council's report for April. As you are all aware, this has been a very busy month for Metro's riders, and the R.A.C. In addition to our regularly scheduled April meeting, we also held several working group meetings, and at least one R.A.C. member attended every public hearing on Service Cuts and the General Manager's 2010 Budget Proposal the week of April 13th-17th.

Priority Corridor Network

At our April meeting, the Council received a presentation from Jim Hamre on Metro's proposed standards and policies for a Priority Corridor Network. Members are encouraged by Metro's continued progress to improve bus service along its most heavily-traveled corridors. Members were generally supportive of what we heard of the project, particularly the aspects that aim to create more even service between bus and rail service. Members also understand that many components of the program require strong jurisdictional support.

NextBus Beta Testing

Members of the R.A.C. and the A.A.C are working with staff from Metro's Department of Information Technology to establish a beta test project of the NextBus system prior to its full launch this summer. We're excited for the opportunity to work with Metro staff to provide rider feedback and assist with the roll-out of this service which will significantly improve service for Metrobus riders.

Customer Delivery Standards

Members of the Council began work with WMATA staff, to review and provide comments on Metro's proposed Customer Delivery Standards. Members of the Council look forward to helping Metro develop a document that communicates Metro's customer service policies and practices in plain language and includes meaningful, customer-focused measurements to evaluate service. It is expected that this will be a several-month process, and I look forward to providing the Board with updates as the process moves forward.

Service Cuts and the 2010 General Manager's Budget Proposal

In the Board's March 26th Resolution authorizing public hearings on service cuts and the 2010 General Manager's budget proposal, the Board expressly requested comments from the R.A.C. The R.A.C. held discussions of this request at its regular April meeting, and at two additional working group meetings. A copy of that letter, along with the Service Adjustments resolution the R.A.C. adopted on March 4th is included with this submission.

Administrative Updates

As I announced at our last meeting, we have now established a email address on the R.A.C. So far, we have received nine emails. Four comment on the proposed service cuts; the other five are general or individual concerns with Metro service or facilities. Our staff person is working to establish a response system for this correspondence.

Comings and Goings

Recently, Nancy Iacomini, Virginia, Immediate Past Chair, and Steve Czerny, Virginia, resigned from their positions on the R.A.C. Both will be missed, and we look forward to welcoming new members.

Thank you for your attention. I would welcome the opportunity to answer any questions that you may have.

Diana Zinkl
2009 Chair
WMATA Riders' Advisory Council