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April 26, 2012

Chair Hudgins and Members of the Board:

It is my pleasure to present you with the Riders' Advisory Council's report for April 2012.

Metro Proposed FY2013 Budget and Fare Increase:

The Council sent you a letter earlier in the month with its comments regarding proposed fare increases. Since the Council provided its comments, Metro's FY2013 budget projections have improved by approximately \$16 million. The Council urges the Board to use this additional revenue to reduce the impacts of the proposed fare increase as much as possible.

Additionally, the proposed fare increase, as currently structured, will impose significant additional costs on rail riders using paper farecards. If the currently-proposed fare increases are approved, Metro must redouble its efforts to ensure that SmarTrip® cards are readily available for purchase and can be easily and conveniently reloaded with a variety of fare products.

The Council was encouraged by the Board's discussion of rail passes at its most recent Finance and Administration Committee meeting. Metrorail has one of the nation's highest farebox recovery rates for heavy rail systems, meaning that its riders pay a significantly higher proportion of its costs than in other cities. Providing a discount for regular riders who take additional off-peak trips, as is common on other transit systems, would provide Metro's most loyal customers with additional value for their money. While we understand that a wider range of passes may not be able to be implemented as part of this budget cycle, the Council encourages the Board to continue its discussion of Metro's fare structure in advance of its discussions on the FY2014 budget.

Sexual Harassment Prevention Outreach Campaign:

Staff from Metro's Office of Public Relations attended the April Council meeting to discuss Metro's outreach campaign to address incidents of sexual harassment on Metro. The Council is encouraged by Metro's timely and coordinated response to this issue. Members urged Metro, as part of this program, to ensure that riders are given clear instructions on how to report incidents of harassment and that front-line employees are given thorough training on how to address such situations when they arise.

Airport Access Working Group:

The Council's Airport Access Working Group held its first meeting earlier this month with Jim Hamre, the director of Metro's Office of Bus Planning. He provided an informative overview of

Metro's current bus service to the region's airports, including the routes' histories, operating characteristics and findings from a recent service evaluation of these routes. This group hopes to meet with other stakeholders, including staff from the Metropolitan Washington Airports Authority and the Maryland Department of Transportation, to gather additional information about travel options to and from the region's airports and to discuss opportunities to improve the current services.

Thank you, as always, for your attention. I look forward to answering any questions you may have.

Sincerely,

A handwritten signature in black ink that reads "Kelsi Bracmort". The signature is written in a cursive, flowing style.

Kelsi Bracmort, Chair