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November 17, 2022

Chair Smedberg and Members of the Board:

Thank you for the opportunity to present the Riders' Advisory Council's report for November 2022.

Service and Fare Optimization Concepts

The RAC would like to thank Mark Irvine and Alex Block from Metro's Office of Strategy and Policy who came to discuss concepts for fare and Metrorail service optimization at the November Riders' Advisory Council meeting. We appreciate their willingness to engage with us on the complex and nuanced concepts that were developed by Metro staff.

As the General Manager and the Board refine the fare and service elements that will be put forward as part of the proposed FY2024 Operating Budget, the RAC recommends that any proposals be evaluated on the criteria of making riding Metro simpler, more convenient and more equitable, recognizing regional financial constraints. Specifically, in terms of the concepts evaluated, we recommend the Board move forward with the following:

- Elimination of the differential between peak and off-peak fares, given both the changes in ridership patterns and the reduced differential between peak and off-peak service levels compared with historical operating patterns.
- Further exploration of a system-wide flat Metrorail fare concept or refinements to the current distance-based fare structure that would reduce the current number of fare increments.
- Implementation of reduced fares for low-income riders that would build on Metro's current reduced fares for senior citizens and individuals with disabilities.
- An increase in overall Metrorail system operating hours, with a priority on providing expanded service hours on weekends where demand warrants it.
- Gathering further data and feedback on the three potential rail service changes (increased Green/Yellow and Orange line service and the reallocation of Red line service to the inner portion of the line).

Better Bus Event

Prior to our November meeting, several RAC members took place in the Better Bus "Meet the Project Team" event at Metro HQ. We appreciated the opportunity to talk with Metro staff as they seek input on how to improve Metrobus and applaud the project for the varied methods it's using to reach out to members of the community.

Outreach and Information-Gathering

The RAC's Annual Report Committee has been working to expand on RAC members' outreach to our fellow riders. We're looking to enhance the RAC's presence on Metro's website as well as to get more customer insights in partnership with Metro's customer research staff. I look forward to providing you further updates as this project advances.

Thank you, and I remain available for any questions you may have.

Sincerely,

Brian Meyer

Brian Meyer, Chair
Riders' Advisory Council