Riders’ Advisory Council
Metrobus Committee
Meeting Notes – July 12, 2010

The Council’s Metrobus Committee met on Monday July 14th with Julie Hershorn to discuss possible improvements in rider communication when buses are required to detour for planned community events or construction.

The Committee had the following suggestions:

1. Add information to the IVR (phone line) re: bus disruptions
2. Distribute flyers to Giant/CVS/other retail locations and to community groups in affected neighborhoods
3. Place signs on/at bus stops - could this be a part of the permit process for getting street closure? Or could a fee be built into the permit process to cover the cost of printing and distributing (and removing) the signs?
4. Establish an eAlert/Twitter feed for Metrobus disruptions
5. Post information about upcoming detours on buses
6. Improve (verbal) notice from bus operators when buses take detours
7. Change press release issued by WMATA – specifically, including detour routes as part of press release; change website layout to highlight the press release specifically ensuring that the release or detour information is in a prominent location on the homepage

Staff is evaluating these suggestions. Specific detour information (Item 7 above) has been added to Metro press releases regarding weekend detours.