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February 23, 2012

Chair Hudgins and Members of the Board:

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

**2012 Priorities and Goal-Setting:**

As I mentioned in my report to you last month, the Council is working to develop a prioritized list of topics and concerns to address with Metro in 2012. The Council's priorities for the year will be guided by input from Council members themselves, from Metro staff, and from the Board of Directors.

As part of the Council's February meeting, we solicited suggestions from RAC members about specific aspects of Metro service that they would like the group to focus on over the coming year. Based on responses from Council members, we will be focusing on ways to improve communications between Metro and its riders, as this was the most-cited area in need of improvement and where members felt that the group could provide the most constructive input. In addition, Council members also expressed their desire to work with Metro on improving aspects of customer service.

I am also planning on meeting with General Manager Sarles in the near future to get his and his staff's recommendations on areas where the Council can best provide input. I would also reiterate the Council's request for information from the General Manager on any programs or changes in policy that are anticipated during this coming year on which he and his staff would like the Council's input. We would appreciate having this information to allow the Council to provide timely guidance to Metro staff and to the Board.

Lastly, the Council requests suggestions from you as Board members of topics that you would like us to address or to work on with Metro over the course of this year. We strive to be a resource in your decision-making processes. In order to be effective and to provide you with relevant and thoughtful input, we as a Council need both your guidance on the issues, policies or programs on which you would like us to comment, and sufficient time to evaluate and analyze these issues in a deliberative and comprehensive way.

**Community Events:**

The Council is hoping to increase its presence in the community during the coming year by having members attend more neighborhood meetings to listen to the concerns that riders have about Metro service.

Members will be at the public hearings on Metro's FY2013 capital improvement program and proposed fare increases next month. Members also attended a meeting on Metrobus service in the Edgewood Terrace neighborhood of Northeast Washington on February 22<sup>nd</sup> and I will be attending the second annual Ward 7 Transportation Summit this coming Saturday, February 25<sup>th</sup>.

**Rail Service Criteria:**

At its February meeting, the Council spoke with staff members from the Office of Performance about rail service criteria, which will be taken up by the Board's Customer Service and Operations Committee in March.

Thank you for your time and attention. I look forward to working with you over the coming year.

Sincerely,

Kelsi Bracmort, Chair