



600 Fifth Street NW
Washington, DC 20001
202-962-2891

July 26, 2012

Chair Hudgins and Members of the Board:

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

Youth Town Hall:

On Monday, July 30th, the Council will be co-sponsoring a Youth Transit Town Hall meeting with the District of Columbia Mayor's Youth Leadership Institute. The meeting will take place from 1 -3 p.m. at the Blackburn Conference Center at Howard University. The objective of this meeting is to offer the opportunity for youth to self-identify issues of concern with transit service in the region as well as to discuss possible solutions and ways that youth can advocate for those solutions to be implemented. The Council is excited for this opportunity to listen to the concerns and ideas of this important group of Metro riders.

Emergency Response/Communication Meeting (Fall 2012):

At its July meeting, the Council also discussed the objectives for an upcoming public meeting, to be conducted jointly with members of the Board, on Metro's response to incidents and communications with riders during these incidents. The meeting is tentatively planned for early fall (September/October) and would include staff from Rail Operations, Bus Operations, Communications and Metro Transit Police.

The discussion would allow for an overview from Metro staff on the following topics, along with discussion and Q & A from members of the Board, the Riders' Advisory Council and members of the public present:

- Response – planned response and response time goals;
- Communications – how information is communicated to directly/indirectly affected riders during and after incidents;
- Roles/Responsibilities – what the roles and responsibilities of passenger and various Metro staff members are in responding to incidents;
- Recovery/Alternate Transportation – what should customers' expectations be for alternate service to be provided and for regular service to resume;
- Customer Education – what information are customers provided so that they can be prepared to react appropriately if an incident occurs.

We look forward to partnering with the Board to hold this meeting and for a broader discussion with Metro riders about this critical issue.

Meeting with Board Leadership:

Lastly, on behalf of the Council's leadership, I appreciated the opportunity to meet with the Board's leadership after the June Board meeting to discuss ways for the Board and the Council to coordinate more closely. Along with other members of the Council's leadership, I wanted to thank you for your continued support of the Council's work.

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