

WMATA Riders Advisory Council Resolution on Service Adjustments

Whereas, the Riders Advisory Council recognizes the need for WMATA to achieve a balanced budget,

Whereas, the Authority, the Board and the member jurisdictions should search for additional cost savings and sources of revenue, work to improve efficiency, develop a better understanding of the quantitative and qualitative benefits of the system, strongly consider additional, targeted subsidy increases, and aggressively pursue alternative funding before reducing service;

Whereas, the Advisory Council acknowledges that a balanced budget may require WMATA to achieve cost savings through service adjustments as well as non-service associated cost savings and additional jurisdictional subsidy;

Whereas, the Advisory Council believes WMATA should preserve the quality of the rider experience and not sacrifice the goal of maintaining the best ride in the nation and a high level of civility and cleanliness; now, therefore be it

Resolved, the Advisory Council adopts the following principles for service adjustments should guide any decisions made by the Board or the Authority:

- maintaining basic transportation—recognition that Metro provides a critical service, 24 hours a day, seven days per week, enabling residents of the region to travel to work, school, personal appointments, entertainment and recreation at all hours of the day and all days of the week.
- customer, employee and public safety—service adjustments should take into account direct effects on safety, such as operator training and work hours, and indirect effects on safety, such as availability, frequency and security of evening and late night service.
- interjurisdictional and intermodal equity—service adjustments should be adopted in a manner that distributes service, adjustments and the burden of those adjustments throughout the region and among modes and types of services provided by the Authority, acknowledging that existing service in some areas may already be limited under current scheduling.
- valuing social equity—providing service based on community need as well as efficiency and demand. Recognize that for transit dependent individuals, even limited service provides opportunities to participate in basic community functions that might be out of reach otherwise.

- maintaining alternatives within transit—seemingly overlapping services may provide needed options, prevent overcrowding and bottlenecks, minimize the impact of service disruptions and are not necessarily “duplicative.”
- sensitivity to “day of week” and “time of day” changes in demand—Metro should consider broader use of targeted service adjustments that reflect time of day and day of week variation in demand and minimize the impact of service adjustments on customers (for example the weekend closure of the 17th street entrance to the Farragut West Metro is one example of a “targeted service adjustment”).
- strong communication to the public on service adjustments—
 - transparency at all stages in the development of any and all service adjustments, including detailed information available to the public and open, public, noticed meetings for all discussions of service adjustments, except where directed to do so by the Board.
 - opportunity for public input into service adjustments through public hearings in affected areas for all service reductions.
 - any service adjustments need to be widely and unambiguously communicated to the public to prevent confusion, delay, and maintain strong relationships with the riding public, taking into account regular users, occasional users, tourists and special needs riders.

Approved by the Riders’ Advisory Council – March 4, 2009