



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

October 27, 2011

Chair Hudgins and Members of the Board:

It is my pleasure to present you with the Riders' Advisory Council's report for October 2011.

Blue/Yellow Service Realignment and Rail System Map:

At its October meeting, the Council received a presentation from Communications and Planning staff regarding Metro's plan to realign some rush hour rail service on the Blue, Yellow and Orange lines to offer additional capacity. The planned service change will also require changes to the rail system map and to signage in stations and on trains.

Council members wanted to make sure that the new signage will be installed as clearly as possible and that communications strategies take into account riders with visual or auditory disabilities. In addition, members asked that Metro staff monitor the effects of the service change on transfers at busy stations such as Gallery Place and Fort Totten.

Public Hearings on Proposed Bus Service Changes:

Council members also attended the hearings that Metro held earlier this month regarding proposed bus service changes. We look forward to providing the Board with additional comments following our November meeting.

Thank you for your time and attention. I look forward to answering any questions you may have.

Sincerely,

A handwritten signature in black ink that reads 'Frank DeBernardo'.

Frank DeBernardo, Chairman