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October 25, 2012

Chair Hudgins and Members of the Board:

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

Incident Communications Panel:

On behalf of the Council, I would like to thank the members of the Board and Metro staff who participated in the Incident Communications panel at the October 11th Safety and Security Committee meeting along with Council Vice Chair Carl Seip. The panel provided a good overview of the steps that Metro and jurisdictional responders must take to respond to an incident and to keep riders informed throughout the incident response and recovery. The Council appreciates the Board's willingness to work cooperatively to host this initial discussion as a follow-up to a suggestion made by the Council earlier in the year. We especially appreciated Board members' engaged participation in the discussion following panelists' presentation and in the subsequent question-and-answer period, and believes that it reflects the significance of this issue.

The Council views the October 11th panel as an important first step in a larger public dialogue with Metro riders about communications during incidents and how they can be improved. We look forward to working with the Board and Metro staff to identify areas where the Council, working with Metro riders, can provide input on opportunities for improvements.

Rush+ Overview:

At the Council's October meeting, Metro staff provided an overview of Metro's Rush+ service changes and what the Authority has observed in terms of passenger crowding and ridership under the new service pattern. Staff also outlined the steps that Metro has taken to address customer concerns since Rush+ service launched in June.

Members said they would like to see more staff on platforms to assist customers and manage crowds. They also suggested increased signage that could provide riders with better information about where to board trains and which train they should take if they have the option to use multiple lines. Council members also noted that some of the factors that lead to crowding will not be able to be fixed easily, such as the location of escalators/entrances that make it less likely that riders will walk up to the front (less crowded) cars on a train. Overall, Council members felt that there is still room for improvement with Rush+ service.

The Council also requested that Metro share the results of passenger surveys it conducted both before and after the implementation of Rush+ service – not only with the Council but also with the public at large. Members felt that sharing this information would provide riders

with a better understanding of what Rush+ has or hasn't accomplished and demonstrate to riders Metro is aware of issues such as crowding and is actively working to address them.

Role of Unions at Metro:

Also at the Council's October meeting, staff from Metro's Office of Labor Relations provided a brief overview of the unions at Metro – how many employees they represent, which unions represent which employees and how the grievance and arbitration process works. Members had questions about the grievance process and how customer reports are used as part of this process. Because the majority of employees at Metro, especially front-line employees, are union members, learning about how the union and Metro interact helped give Council members a clearer picture of Metro's operations.

7000 Series Mock-Up Viewing:

On October 24th, several Council members, along with several members of the Accessibility Advisory Committee, took part in a viewing of the 7000 Series "hard mock-up" that serves as a model for Metro's new railcars. The Council is encouraged by the continued progress of the 7000 Series railcar program, which should not only result in more comfortable and reliable railcars for customers, but will also help Metro close the National Transportation Safety Board's recommendation that it replace the 1000 Series railcars as soon as possible.

Metrobus Hearings:

Council members are also attending the Metrobus public hearings that are taking place this week and next week to listen to what riders have to say about proposed service changes.

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