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October 24, 2013

Chair Downs and Members of the Board:

It is my pleasure to present you with the Riders' Advisory Council's report for October 2013.

**Metro's Commitment to Customers:**

The Council passed its version of a "Metro Commitment to Customers" document, which was transmitted to you previously, and is attached for your reference. As the Board discusses the concept of a formal commitment to customers, the Council looks forward to further conversations with the Board on this topic and, ultimately, to the Board's approval of a document that will formalize Metro's commitment to meeting riders' expectations.

**Silver Line Marketing Plan:**

Ms. Bowersox also discussed Metro's marketing plan for the Silver Line at the October meeting. Members encouraged Metro in its marketing to communicate that the Silver Line will result in changes throughout the Metro system, not just around the five new stations that will be added.

**Metro FY2015 Budget and Fares:**

Lastly, Mark Schofield, from Metro's Office of Management and Budget provided a brief overview of the FY2015 budget development process and how Board policy guides Metro's decision-making on fare increases as part of that process. As more specific proposals for both the overall budget and for specific fare changes are developed, the Council looks forward to providing more targeted feedback on these issues.

Thank you, as always, for your attention. I look forward to answering any questions you may have.

Sincerely,

/s/

Ben Ball, Chair

## Metro's Commitment to Customers

Metro provides a safe, reliable, accessible, and courteous transit experience to all customers.

**Safety is Metro's number one concern.** Metro is accountable to customers for the safety of its equipment, property, and service, working to deliver a system that is in a state of good repair and free of incidents. Metro establishes clear, responsive communication with customers throughout emergency situations.

**Metro provides the highest level of customer service.** Metro provides clear, timely, and accurate information to its customers, interacting with them using a variety of media. Metro makes it easy for customers to ask a question or report a concern. For any issue that cannot be immediately resolved, Metro will provide an acknowledgement within one business day and keep customers updated until the issue is addressed.

**Metro meets customers' expectations for reliable, frequent service.** Metro continually works to improve on-time performance and dependability.

**Metro provides timely and useful information during both scheduled and unscheduled service disruptions.** When service is delayed, Metro provides immediate information to the public and to customers both before entering and within the system. In the event of significant delays, Metro provides frequent updates and information about alternate transit options until normal operations resume.

**Metro offers an accessible environment for all.** Metro service is accessible to and easily navigated by the diverse communities it serves. Metro actively engages communities and responds to their needs.

**Metro is committed to customer security.** Metro Transit Police work with law enforcement officials across jurisdictions to prevent crime throughout the Metro system. If you are a victim of crime on Metro property or within the Metro system, Metro Transit Police will work to provide timely and effective resolution.

**Metro is committed to transparent and responsible use of public resources.** Metro regularly and proactively discloses information on its operations, finances, and administration.