



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

April 19, 2007

Metro Board Members,

I am pleased to have this opportunity to present the April 2007 Riders' Advisory Council (RAC) report to the Board. This written report discusses the progress from our RAC subcommittees; outlines the RAC's initiatives surrounding the fiscal year 2008 budget; and safety and security issues.

At this month's meeting of the RAC, we discussed the provisions in House of Representatives (HR) Bill 1475 to amend the Internal Revenue Code of 1986 to increase and equalize the exclusion from gross income for parking and transportation fringe benefits and to provide for a common cost-of-living adjustment, and for other purposes. The RAC recognizes that this bill may take alternative forms and therefore has made and approved the following motion:

The RAC supports the goal of increasing the level of federal pre-tax transit benefits offered from employers to employees from the current approximately \$100 up to \$200 with an allowance for inflation adjustments in subsequent years.

Additionally, the RAC would like to encourage the Board to take a strong position in favor of Public Transportation over subsidized parking for Government Employees and therefore has made and approved the following motion:

The RAC recommends the Board of Directors take a position opposing all federal parking subsidies, excepting those for carpools and disabled employees, in federal parking facilities, and that the federal government should charge market rates for parking.

Personnel, Rules and Administration Subcommittee – The Personnel, Rules and Administration Subcommittee is dedicated to assisting the RAC and the other Subcommittees in establishing and supporting processes, procedures, resources, and general housekeeping.

This month, we held an as-needed meeting of our Personnel, Rules and Administration Subcommittee. We are in the process of formalizing our recommendations to including non-RAC members as non-voting members of subcommittees. I plan to present our recommendation next month.

Budget Subcommittee – The Budget Subcommittee is dedicated to exploring opportunities for Metro to increase non-fare revenue, identify cost saving measures, and to vet management recommendations for changes in fares and services, with the goal of maximizing customer value in transit services consumed.

The Budget Subcommittee held three (3) workshops over the last few months. We explored Fare Policy, Non-Fare Revenue, Service Changes and Administrative Changes that could positively

impact the Fiscal Year 2008 budget and beyond. We are putting the finishing touches on our policy recommendations and will present them to you at the May 10th Board's Finance, Administration and Oversight Committee Meeting.

Communication and Customer Service Subcommittee – The Communication and Customer Service Subcommittee is dedicated to exploring improvements to customer communication regarding transit services and better outreach to riders that rely on these services via the vast array of media used by Metro, including signs, announcements, the web site, advertising, event publicity, system outage alerts, and disaster/emergency planning.

At last month's Communication and Customer Service Subcommittee we formalized our recommendations on Advertising Policy. We will be presenting our Advertising Policy recommendations as part of our Budget policy presentation on May 10th.

Bus Subcommittee – The Bus Subcommittee is dedicated to MetroBus service issues including operations, scheduling, safety, and improvements to services for the communities served by this mode of transportation.

Last month, the Bus Subcommittee had presentations on the Adopt-A-Bus program, the (Route 79) Metro ExtraBus Service, and the Next Bus program Expansion.

On the NextBus service roll-out, we encouraged staff to prioritize implementation of the program on bus lines with lower service reliability. The real-time information provided by NextBus would provide a more dramatic benefit to customers on these lines as opposed to lines with more frequent service. An example of such a bus line would be the 38B route between Farragut Square and Ballston, which runs on 30- or 60-minute headways and has trouble meeting its schedule due to traffic congestion. This line was identified as extremely unreliable by a rider at a recent RAC meeting -- a fact which was confirmed by Metro staff in attendance.

Rail Subcommittee – The Rail Subcommittee is dedicated to MetroRail, MetroRail Stations, elevator/escalator, and parking-related services, including safety, cleanliness, recycling, lighting, bicycle/pedestrian/special needs accessibility, infrastructure, expansion, and improvement to services for the communities served by this mode of transportation.

Last month, the Rail Subcommittee had presentations on revisions to the Passenger Information Display System (PIDS). We are pleased with the expanded use of the PIDS display on the mezzanine level by the Fare Gates that were reserved for Elevator/Escalator outages to be expanded to alternate with the display next train information. These signs give riders an opportunity to make informed decisions before entering the station. In addition, Elevator/Escalator outages have been added to rotational displays on the platform as a service to our E&D community. The RAC was also able to have its Rail Workshop, which was held last week, advertised on the PIDS. Although turnout by the public was light, this type of outreach represents an additional way for Metro to reach out to its riders. The Rail Workshop focused on our Rail initiatives and has allowed us to begin the process of prioritizing our recommendations.

Concluding Remarks:

Last Month I discussed the RAC's desire to have front line workers take personal responsibility for the vehicle or facility under their purview. An issue I raised was the debris along the rail bed being responsible for fires in the station. I recommended that the station managers scan rail bed in their stations and report concerns to Rail Operations. I shared my concern on my way home

from last month's Board meeting with a fellow rider when we were off-loaded at White Flint Station for an unrelated issue. I showed him my concern and wished I had had a camera with me at the time. So the other day, I decided to take some pictures of issues I discovered during my commute as a few pictures might do a better job of presenting some issues raised by RAC.

Following are photos of debris in the rail beds at a few stations:



Figure 1- White Flint Rail 1 of 2

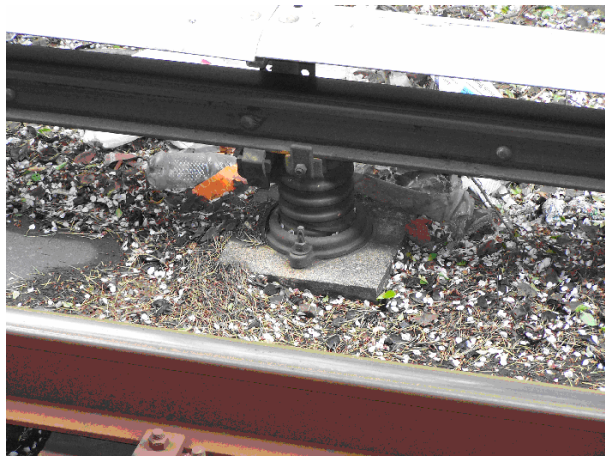


Figure 2- White Flint Rail 2 of 2



Figure 3- L'Enfant Plaza 1 of 2



Figure 4 - L'Enfant Plaza 2 of 2

A few months back, the RAC recommended that Metro move forward with the installation of bumpy domes at all remaining stations, as a safety precaution for all riders. Last week during windy conditions, Deputy General Manager, Gerald Francis encouraged passengers to take extra care while waiting for trains and buses. Following are example of how the bumpy domes encourage riders to stand back a full 3 ½ feet from the train's envelope:



Figure 5 - East Falls Church with out Bumpy Domes



Figure 6 – Students at East Falls Church 2 of 2

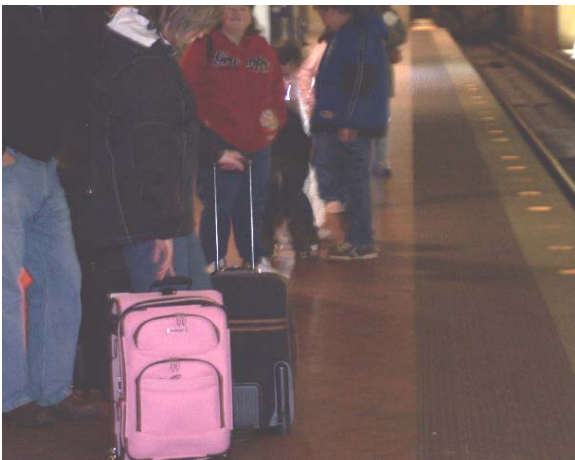


Figure 7 - Roslyn Station with Bumpy Domes



Figure 8 - Another Station with Bumpy Domes

Finally, the RAC has asked Metro staff to carefully consider the placement of recycling containers at station exits to encourage the recycling of newspapers. At L'Enfant Plaza, where I frequent, the **trash cans** are always full of newspapers. However, at Foggy Bottom, Metro got it right:



Figure 9 - L'Enfant Station



Figure 10 – Foggy Bottom Station

Again, I ask you to find opportunities for the RAC to participate in focus groups, workshops, and media events as Metro addresses the challenges of safety, security, customer communication, and other critical services. I want everyone at Metro in the pre-planning phase of a new initiative to ask:

What would Metro's customers on the RAC think of this idea?

I. Michael Snyder

Chair, Riders' Advisory Council