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May 22, 2008

Dear Mr. Zimmerman and Members of the Board of Directors:

It is my pleasure to present you with the Riders' Advisory Council's report for May, 2008.

RAC Comments on the FY09 Budget:

The RAC has sent you more detailed comments on Metro's FY2009 Budget in a separate letter. I would like to take this opportunity to provide you with a brief highlight of our comments:

- The RAC recommends that Metro improve its annual budgeting process to make it smoother, more transparent and more open for public review.
- The RAC recommends that Metro assess its need for additional transportation planners to more quickly respond to increased ridership and provide more timely updates to routes and schedules.
- The RAC recommends that Metro work to restore NextBus service as quickly as possible.
- The RAC recommends that Metro reconsider its revenue and ridership forecasts for FY09 in light of continued high gas prices as well as proposed service improvements.

Mystery Rider Program:

Staff from Metro were in attendance at the May RAC meeting to provide an overview of the "Mystery Rider" program which the Board approved at its meeting last month. There remain some concerns among RAC members regarding Metro's ability to rectify any issues raised by the mystery riders. However, there is also the recognition that this program is a useful tool for Metro to use to make improvements in its service. It is the RAC's hope that the information gathered from the Mystery Rider program will be used in conjunction with the information on customer complaints already being compiled by Metro's Office of Customer Service. It is critical that Metro use all the data it has available to guide its improvements and policies to benefit all customers.

This program will provide Metro with a significant amount of data about aspects of its bus and rail service that need improvement and aspects which are working well. Once the data from the Mystery Riders is received and analyzed, the RAC looks forward to working with Metro staff to develop and implement ways to address the issues identified.

The RAC also urges Metro to ensure that the information gathered through the Mystery Rider program is made available to the public and to all Metro employees. Ensuring that this

information is widely disseminated would increase the public's trust that Metro is aggressively working to identify problems and develop solutions.

Blue Line Realignment:

The RAC is also interested to receive more information about the proposed realignment of Blue Line service to operate over the Potomac River bridge. The RAC is curious to know how the outreach to riders is being structured and what kind of information is being gathered by staff. The RAC understands this change of service would result in some trade-offs for passengers and continues to stand ready to be of assistance as this proposal moves forward.

30s-Line Service:

Finally, the RAC would like to extend its congratulations to Metro regarding the successful conclusion of the 30s-Line study. As you take your final vote today to implement the proposed service changes, it is our hope that you consider the study a model of public engagement and will use it as a guideline for further public outreach activities.

I thank you for your time and attention.

Sincerely,

/s/

Nancy Iacomini, Chairman