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July 28, 2022

Chair Smedberg and Members of the Board:

It is my pleasure to present you with the Riders' Advisory Council's report for July 2022.

July 2022 RAC Meeting:

Our July meeting focused on two topics of interest to Metro riders – one near-term and one long-term: the impending extended closure of the Blue and Yellow lines and Metro's transition to a zero-emission bus fleet.

Blue/Yellow Line Shutdown:

Metro staff provided information about the upcoming shutdown of the Blue and Yellow lines for Potomac Yard tie-in work and for repair and rehabilitation of the Potomac River tunnel and bridge on the Yellow Line. Staff also gave a detailed description of alternate transportation options that will be provided and the communications strategy to keep riders informed. RAC members ask that Metro continue push out information via all available channels as this project approaches, including its online Trip Planner and its travel training program for customers with disabilities. In addition, RAC members encourage Metro to give riders realistic information about additional travel time required when using alternate transportation options. Lastly, as the Yellow Line portion of the project is expected to last several months, the Council expects that Metro staff will closely monitor and make changes to alternate transportation as needed.

Zero-Emission Bus Transition:

Members of Metro's Zero-Emission Bus Transition team gave an overview of Metro's plan to fully convert its bus fleet to zero-emission vehicles by 2045 and discussed the opportunities and risks associated with this transition. We're encouraged that Metro is taking a methodical approach to this significant transition in its operations and look forward to receiving the transition team's final report.

Public Participation/Outreach:

RAC members have committed increasing their direct engagement with riders and other community groups; members' goal is to foster a two-way dialogue between RAC members and riders that includes both receiving feedback and helping Metro disseminate information about upcoming projects. I'd like to thank staff from Metro's Department of Customer Service, Communications and Marketing for sharing stakeholder toolkits to help RAC members inform their networks about the upcoming Blue and Yellow line work. We look forward to similar partnerships on projects in the future.

Welcome to General Manager Clarke:

Lastly, I'd like to add to the chorus of welcomes to Metro's new General Manager/CEO Randy Clarke. We appreciate your focus on riders and their concerns and are excited to learn more about your plans to provide "the great service riders deserve." We're looking forward to your attending our October meeting and would welcome any opportunities in the interim to be of service.

Thank you, and I remain available for any questions you may have.

Sincerely,

Brian Meyer

Brian Meyer, Chair
Riders' Advisory Council