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November 21, 2024

Chair Santos and Members of the Board:

Thank you for the opportunity to present the Riders' Advisory Council's report for November 2024.

The RAC focused this month's meeting and discussion on topics related to Metrobus service.

Better Bus 2025

Staff presented the proposed 2025 Better Bus Network and highlighted the changes that would take place with the planned implementation of the new network beginning next year. In addition to questions about specific route changes, RAC members were interested in how Metro was able to determine service levels for the new routes and how these changes would be integrated with other transit providers' networks. Members also want to ensure that Metro monitors and analyzes service following the implementation of the new network and can react quickly to make adjustments where needed.

Overall, the RAC appreciates the significant work and extensive public outreach that went into designing the new network and is excited about its implementation. We'd also like to thank staff for including the Council in all stages of this process and look forward to working together to advise and assist with outreach and education around the new network.

Bus Priority

In addition to the discussion of the bus network redesign, staff provided the Council with an overview of the various bus priority projects that Metro and its jurisdictional partners are implementing around the region. As transit riders, RAC members are supportive of projects that make bus service quicker and more reliable, and would like to see continued implementation of these projects. We encourage Metro to continue pursuing these projects in conjunction with departments of transportation from around the region.

Courtesy Stops Expansion

The RAC also received an update on the recent expansion of hours for the Metrobus "Courtesy Stop" program following the fall time change. As this was a recommendation of the Council's when the program was initially implemented, we'd like to thank staff for their follow through and responsiveness to rider suggestions and concerns.

We're also following the pilot of multi-use spaces on Metrobuses and are encouraged by the high level of positive customer feedback. We'll continue to track this project as it moves through this pilot phase.

New Members

Lastly, the Board will be asked to act to appoint three new members to the RAC at today's meeting to fill existing vacancies. We're excited about the new perspectives that these members will bring and look forward to welcoming them on board.

As always, thank you for your time and attention; I'm happy to answer any questions.

Sincerely,

Cole Staudt

Cole Staudt, Chair
Riders' Advisory Council