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June 26, 2025

Chair Santos and Members of the Board:

Thank you for the opportunity to present the Riders' Advisory Council's report for June 2025.

Rail and Bus Service Change Implementation and Outreach

At the June RAC meeting, Staff reviewed Metro's communications and outreach plans for the service changes taking effect for FY2026 – the rail service changes that took effect this past Sunday, and the Better Bus Year One Network that launches on June 29th.

Members are supportive of the extensive outreach that Metro is doing, especially around the Better Bus changes, and wanted to ensure that Metro is targeting riders who don't speak English, as well as groups that may be more difficult to reach – college students who will return in the fall to new bus routes and schedules, and high school students enrolled in summer school classes, who will be affected by bus route changes prior to the focused student outreach planned for the start of the traditional school year.

RAC members also had questions about Metro's plans to communicate new rail service patterns, specifically the Silver Line split east of Stadium-Armory. Given that this will be a unique service pattern on the Metrorail system, the RAC looks forward to getting riders' feedback on the quality of announcements and Metro's communications of the changes in the coming weeks.

Automatic Train Operations Update

Staff also provided the RAC with a detailed briefing on Metro's return to Automatic Train Operations (ATO), which is now in operation systemwide. Members were encouraged that the return to ATO also includes a return to system design speeds, resulting in quicker trips.

As part of the discussion around ATO, riders also mentioned an uptick in "signal issues," especially on the Blue/Orange/Silver lines east of Stadium-Armory. As riders, we aren't knowledgeable about the root causes of these issues and what, if any, steps Metro is taking to address them, but given their potential to cause delays that ripple across the Metrorail system, we're hoping to get more information on this topic.

We're looking forward to welcoming General Manager Clarke at our July meeting to discuss this and other issues from the riders' perspective.

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