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July 10, 2025

Chair Santos and Members of the Board:

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

Conversation with General Manager Clarke

General Manager Randy Clarke joined the RAC's July meeting to update the group on Metro's recent accomplishments, including 50 months of ridership increases, a seven-year low in Metro's crime rate and Metro's crime rate, and Metro's being named "Transit Agency of the Year" by the American Public Transportation Association.

Members are excited about the progress that Metro has made over the past several years and appreciate all that the General Manager and his team have done to make the system more customer-focused, safer and more efficient. Members still have concerns about Metro's long-term financial sustainability, especially around its capital budget, which is a concern that I know the Board shares. The RAC will continue to advocate for a sustainable, regional solution through its involvement in the *DMVMoves* initiative.

Public Safety Update

Metro Transit Police Chief Anzallo also attended our July meeting to give an update on Metro's progress in improving safety on Metro, including the reduction in crime rate and Metro's new policy of banning individuals who commit certain violent crimes. We appreciate the Chief's willingness to come and discuss issues around crime and public safety with the Council in a frank and straightforward manner. As Metro continues to successfully lower the crime rate, the RAC urges the Authority to continue to work with local jurisdictions and other community organizations to find non-punitive ways to address riders with mental health challenges and other community needs.

Better Bus Launch and Bus Stop Flag Redesign

Lastly, staff from Metro's Office of Customer Experience and Engagement came to last week's meeting to get feedback on bus stop flags. The recent updates to the signage at Metrobus stops as part of the Better Bus launch that more clearly include information about a bus's destination are a big improvement, and we encourage Metro to try and include more information on these signs, like calling out buses that only run certain times of the day. We look forward to working with staff as they develop prototypes for permanent bus stop signs over the next several months.

On a related note, RAC members are keeping track of any issues arising from last month's systemwide bus service changes. Riders' experience with the new network has been largely positive, with some minor issues around bus stops and outdated maps being reported. A concern was also raised about Metro's new timetable format, which requires a user to print six different

files – two each for weekday, Saturday and Sunday service – to see the full extent of their bus service. Metro needs to make route timetables available to riders in a more convenient format.

We'll continue to report out issues with the new network and would like to commend Metro for its successful launch of such a large project.

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