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September 25, 2025

Chair Santos and Members of the Board:

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

Bladensburg Bus Garage Tour

Like the Board, the RAC doesn't hold a meeting in August. We took advantage of the break by taking a group tour of Metro's new Bladensburg Bus Garage to learn about the facility and the work that goes into putting hundreds of buses out on the street every day to safely and reliably serve the region. I've included some photos from the tour, which covered both the operations and maintenance portions of the garage. I'd like to thank staff for their hospitality and willingness to explain Metro's processes and procedures clearly and in detail. The pride that the employees have in the work that they do was evident throughout the tour. Again, we'd like to thank Assistant Chief Transportation Officer Jewel Bell and her staff for the warm welcome and the comprehensive tour.

Better Bus Follow-up

At our September meeting, members reported out on their experience with the new Better Bus Network since its launch in July. Similar to the presentation the Board received earlier today, members reported that bus service has stabilized since the new network launch in June and that most remaining issues involve signage at specific locations and with the accuracy of real-time predictions. Members would like to know how Metro is collecting feedback on the new network and whether there are plans for any public feedback sessions to get riders' input on the new routes.

September RAC Meeting

The Council used much of the September meeting to discuss issues that the group would like to focus on during FY2026, including operational performance metrics, customer safety and outreach and plans for capital projects. We welcome suggestions from the Board for any topics that it would like the RAC to address.

RAC Liaison Farewell

Finally, I'd like to take this opportunity on behalf of the Council to thank Dr. Bryna Helfer, whose term on the Metro Board concluded earlier this month, for her service as the Board's liaison to the RAC. The RAC benefited greatly from her extensive experience in community engagement, her ability to frame issues to connect them to the rider experience, and most of all from her unbridled enthusiasm. We're grateful for all her guidance in making the RAC a more responsive organization, focused on developing and using our networks to strengthen two-way communication with the riders we serve.

I'm happy to answer any questions the Board may have.

Cole Staudt

Cole Staudt, Chair

Riders' Advisory Council