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May 14, 2026

Chair Santos and Members of the Board:

It's my pleasure to present the Riders' Advisory Council's report for May 2026.

Metro Website Refresh and MetroPulse Update:

At our May meeting, the Council received an overview and sneak peek at the updates to both the Metro website and the MetroPulse app, which will launch later this month. Members had several comments and questions for the design team, and appreciated not only the ability to provide input, but also the focused nature of the redesign and the team's thoughtful responses to feedback and input. Members have been invited to participate in early testing of the updated MetroPulse app. I'd like to thank staff for the opportunity and, more broadly, for the spirit of engagement and cooperation that represents.

Metro Bus Town Hall:

RAC members also attended the Metro Bus Town Hall meeting held at Metro HQ on April 28th, which provided an in-depth look at many of the initiatives underway to improve the experience for Metro Bus riders. Members who attended the event appreciated the ability to interact one-on-one with Metro staff and to ask questions and were impressed at the number of riders who attended. However, the RAC received comments from members of the public expressing disappointment that an event billed as a "town hall" didn't feature a presentation or broader discussion with attendees. We encourage Metro to continue to involve the community in its outreach events and provide opportunities for dialogue at its events.

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

William Way

William Way, Chair
Riders' Advisory Council