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November 20, 2025

Chair Santos and Members of the Board:

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

The focus of the November RAC meeting was on providing feedback to Metro staff on a couple of ongoing customer information and wayfinding projects. The RAC appreciates staff's willingness not only to solicit the RAC's input and suggestions on these and other projects, but to keeping us informed as decisions and refinements are made throughout project development.

### **Metrorail Service Discs**

The first topic of discussion was the display order of the colored discs used to represent rail lines in customer wayfinding signage. Council members were in alignment to standardize the display of these discs to match how rail lines are laid out in downtown DC, from shallowest to deepest. While a small touch, standardizing this signage will help customers more quickly find the information they're looking for and confirms that Metro is looking at every part of the customer journey for potential wayfinding improvements.

### **Bus Stop Flags**

The Council also received an update on Metro's project to update and rethink regional bus stop flags to replace the temporary flags installed as part of the Better Bus Network Redesign. Members felt that it's important to clearly identify the operator of each route (Metrobus, RideOn, etc.) at stops served by multiple operators and also think that information highlighting 24-hour/Frequent Service Network routes would be helpful to include on bus stop signage. As a group, we're looking forward to seeing the prototypes in-person at an upcoming meeting, and, as noted before, appreciate staff's soliciting feedback and comments throughout the different phases of this project.

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

*Cole Staudt*

Cole Staudt, Chair  
Riders' Advisory Council