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September 22, 2022

Chair Smedberg and Members of the Board:

Thank you for the opportunity to present the Riders' Advisory Council's report for September 2022.

September 2022 RAC Meeting:

Meeting with General Manager and Staff:

Metro General Manager Randy Clarke, along with several members of his senior staff, attended the RAC's September meeting, which was our first meeting with an in-person option since the beginning of the COVID-19 pandemic in March 2020.

I'd like to thank the GM and his team for a thoughtful discussion around their vision for Metro and on ways that RAC members and staff can work together more closely to address issues of concern to Metro's customers. We're looking forward to close coordination with Chief Operating Officer Brian Dwyer and his staff to learn more about the operational challenges Metro faces as well as Interim Senior Vice President for Customer Service, Communications and Marketing Barbara Moulton to get more robust insights on Metro's customer attitudes and satisfaction to assist the RAC in developing its recommendations.

RAC Leadership Update:

Also, at its September meeting, the Council held elections for its Chair and two Vice Chair positions. I'm honored that members selected me for another term as the Council's chair and excited that Majalya Fernando will serve as the RAC's Maryland Vice Chair and Cole Staudt will serve as the RAC's DC Vice Chair. Both Majalya and Cole were appointed to the RAC in May of this year and are committed to broadening the RAC's reach to different rider communities. I'd also like to thank Darryl Brewer for his service as the DC Vice Chair for the last year-and-a-half and look forward to his continued service on the Council.

Blue/Yellow Line Shutdown:

RAC members are encouraged by initial reports from the Blue/Yellow Line shutdown south of National Airport that began last week. We're happy to hear that rail replacement shuttles have been running smoothly and that Metro has had staff on hand to answer riders' questions and provide directions and other information. We urge Metro to continue to monitor service and make changes as necessary to respond to shifting travel patterns or other factors affecting alternate service.

Thank you, and I remain available for any questions you may have.

Sincerely,

Brian Meyer

Brian Meyer, Chair
Riders' Advisory Council