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March 23, 2023

Chair Smedberg and Members of the Board:

Thank you for the opportunity to present the Riders' Advisory Council's report for March 2023. Our March meeting was a busy one, and we appreciate staff's increased engagement with the RAC on a variety of topics.

Metro Performance Report and Dashboard

Jordan Holt, Metro's Director of Performance, provided the RAC with an update on Metro's performance for the second quarter of FY2023. Ms. Holt also previewed Metro's Customer Dashboard, which will provide more rider-focused reporting on Metro's operations and performance. We're excited and supportive of this effort to increase transparency and give Metro riders a data-driven overview of their experiences on the system. The RAC also encourages Metro to include public safety information as part of the customer dashboard to give riders the information about system safety in an accessible and relevant manner.

The RAC continues to appreciate our recurring updates from Metro's Office of Performance staff and their willingness to engage with us on Metro's performance metrics and the actions Metro is taking to improve them, along with their efforts to make Metro's performance reporting more customer-focused.

Public Safety Update

As I mentioned in my report last month, Metro Transit Police Chief Anzallo and Assistant Chief Nader provided an update on Metro's various public safety initiatives. With safety and the perception of safety consistently being mentioned by riders as a concern, RAC members are strongly supportive of the various strategies being employed by the Metro Transit Police Department to enhance security within the Metro system. Specifically, the RAC supports the implementation of body-worn cameras by the MTPD, which is scheduled to occur this spring, along with the increased presence of Transit Police and jurisdictional police officers within the system.

The RAC also supports increased communications around public safety – both in terms of providing riders convenient and responsive ways to contact Metro to report issues or concerns as well as increased reporting of public safety statistics to give riders an accurate view of safety on the system.

8000 Series Update

Finally, Lynn Bowersox, Metro's Director of Rail Transformation, came to the March RAC meeting to discuss proposed interior layouts for Metro's 8000 Series railcars, including the possibility of open gangway connections between railcars.

We want to ensure that any changes to railcar design maintain adequate seating for riders, especially those traveling longer distances. As a whole, the RAC is encouraged that Metro is willing to consider different layouts that have the potential to address customer concerns about crowding and public safety, and we're also glad that Ms. Bowersox and her team will be engaging directly with customers to get their feedback. Along with the AAC, we look forward to remaining involved in discussions around railcar design as Metro moves forward with this order.

FY2024 Budget

RAC members attended the public hearings on Metro's Proposed FY2024 Budget, both to listen to testimony and have one-on-one discussions with riders. We'll look forward to providing our comments and recommendations on the FY2024 budget after our April meeting in advance of the Board's final deliberations on the budget.

As always, thank you for your time and attention, and I remain available for any questions you may have.

Sincerely,

Brian Meyer

Brian Meyer, Chair
Riders' Advisory Council