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March 7, 2024

Chair Smedberg and Members of the Board:

Thank you for the opportunity to present the Riders' Advisory Council's report for March 2024.

Metrobus 24/7 Service:

Based on RAC member experiences and rider outreach, the RAC raised concerns over wait times and real-time bus tracking with respect to late-night service. Riders noted that, among other items, these issues caused safety concerns and disincentive some riders from riding buses late at night. Jeff Hiott, Senior Vice President, Bus Transformation, acknowledged the issue and informed the RAC that Metro is working on fixing the technical problems. The RAC suggested that Metro consider informing riders that Metro is developing solutions to the app tracking issues so that riders can remain in the loop as the 24/7 bus program moves forward.

Metrobus Fare Boxes:

As part of the Metrobus discussion, the RAC discussed new fare boxes. Mr. Hiott provided a candid assessment of fare box reliability and areas for improvement. The RAC remains concerned that fare boxes do continue to fail, preventing riders to pay. Mr. Hiott informed the RAC that he will provide additional responses to specific RAC questions regarding potential remote options for fixing disabled fare boxes and resourcing of qualified technicians who can potentially resolve fare box issues in an expedited manner.

The RAC also wants to thank Director Martin-Proctor for attending the March RAC meeting. The RAC certainly welcomes others from the Board to attend RAC meetings moving forward.

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

Sincerely,

Mike Lebowitz

Mike Lebowitz, Chair
Riders' Advisory Council