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May 9, 2024

Chair Smedberg and Members of the Board:

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

Our meeting last week touched on several topics, and on behalf of the Council, I'd like to express our appreciation for Metro staff who attended to provide information and solicit the RAC's input.

Red Line Travel Alternatives and Outreach

Sarah Meyer, Metro's Chief Customer Experience and Engagement Officer, alongside with Jewel Bell, Assistant Chief Transportation Officer for Bus, and Jameshia Peterson, Planning Manager, briefed the RAC on plans for this summer's Red Line shutdown, along with the shuttle bus alternatives for customers. Given the extensive on-street changes planned to accommodate shuttle bus traffic, including new and expanded "Bus Only" lanes and "No Parking" restrictions, RAC members are interested to get a report back from Metro on their effectiveness during and after the project. Members also had questions about the planned enforcement of these roadway changes and wanted to ensure that information on the shutdown is broadly communicated to customers – not only by Metro, but also through third party-apps and other platforms that customers increasingly rely on for trip planning and service information.

Inclusivity Framework:

Mira Patel, a Performance Analyst from Metro's Performance and Benchmarking office, provided an overview on Metro's plans to pilot and evaluate designated stroller areas on Metrobuses as part of an overall plan to make Metrobus more responsive to the needs of caregivers. RAC members are supportive of this pilot and are looking forward to the opportunity to see and evaluate it once it's out in the system. More broadly, the Council is extremely supportive of this kind of cross-functional approach to addressing specific issues and concerns.

Customer Safety

Lastly, Ms. Meyer, accompanied by her team from Customer Research, facilitated an in-depth discussion with Council members about customer perceptions of safety. Members had the opportunity to provide specific examples of safety concerns and contextualize those concerns in the discussion with staff. As customer safety was identified as a top concern by both the RAC, through its Annual Report, and by staff, we value the opportunity to delve deeper into this topic to help identify the most effective solutions.

FY2025 Budget

Finally, on behalf of the RAC, I'd like to congratulate the Board along with the General Manager and his staff on approving Metro's Fiscal Year 2025 budget. As a follow-up to its earlier budget outreach efforts, the RAC will be following up with legislators from across the region to thank them for their historic investment in Metro and the vital services it delivers to its riders and the region.

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

Sincerely,

Cole Staudt

Cole Staudt, Chair
Riders' Advisory Council