



300 7<sup>th</sup> Street SW  
Washington, DC 20024  
(202) 962-2511

March 27, 2025

Chair Santos and Members of the Board:

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

### **Winter Weather Service**

Following this winter's severe weather and its impact on Metro services, especially Metrobus, staff attended our March meeting to provide an overview of how Metro plans for and implements its severe weather response. We appreciate staff's willingness to detail the logistics, planning and hard work involved in delivering safe, reliable service during these events.

One of the issues brought up in discussion was the need for clear guidance – for both customer and Metro operators – about Metro's service levels as weather conditions deteriorated at the onset of the storm and as roadway conditions improved afterwards. As riders, we appreciate that Metro tries to deliver as much service as much as possible, however, we encourage Metro to ensure that service reductions and, subsequently, service increases are done in an orderly, predictable manner. This will also make it easier for Metro to communicate information about service levels and detours out to customers.

### **New Member Recruitment**

Following the Board's action in January to expand the size of the Council, we launched a recruitment to fill the four newly-created seats. I'd especially like to thank Metro's communications team for their assistance in getting the word out about this recruitment – we received over 200 applications during the course of the two week application period. The individuals submitted for the Board's consideration at today's meeting bring a wide variety of experience and talent to the RAC and will help us advance our mission of ensuring that riders' voices are well represented in Metro's decision-making.

As always, thank you for your time and attention; I'm happy to answer any questions.

Sincerely,

*Cole Staudt*

Cole Staudt, Chair

Riders' Advisory Council