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Chair Santos and Members of the Board:

Thank you for the opportunity to present the Riders' Advisory Council's report for February 2026.

Rail Modernization

Alex Block, Metro's Director of Rail Automation, provided the Council with an overview of Metro's plans for advancing automation on the Metrorail system, including upgrades to railcars, signaling systems and stations, including the installation of platform screen doors. Overall, members were supportive of Metro moving forward with these modernization plans to increase safety and capacity. As Metro continues to develop and refine its plans for rail modernization, especially those with direct customer-facing impacts, such as platform screen doors, the RAC urges staff to solicit customer feedback throughout their decision-making process. I'd also like to extend our appreciation to Mr. Block for his thoughtful engagement with the group on this complex and nuanced topic.

Winter Weather Response

Members also took the time at the February meeting to discuss Metro's response to the late January snowstorm. Overall, members felt that Metro's response to the storm demonstrated improvement, both in terms of maintaining and restoring service as well as providing riders with information and updates about service status and detours. Given the difficulty in clearing the snow and ice left by the storm, along with below-normal temperatures that hindered snow removal efforts, Metro and its employees should be justifiably proud of their response.

Members did offer some opportunities for improvement, specifically around access to Metrobus routes running on detours and coordination with jurisdictional bus service. Members noted the need to more clearly denote individual streets on snow detour maps. Additionally, with many Metrobus routes on detour for extended periods, Metro should denote potential bus stop locations on the detoured portion of routes to maintain transit access for riders until regular service resumes. Finally, members suggested greater coordination between Metro and regional bus service regarding snow detours – certain bus stops continued to be served by Metrobus that regional providers had detoured away from. While recognizing that each operator makes its own decisions regarding service, advance coordination could allow for more consistent service for customers.

Thank you and I'm happy to answer any questions the Board may have.

Cole Staudt

Cole Staudt, Chair
Riders' Advisory Council