Riders' Advisory Council

November 5, 2025

Members Present:
Cole Staudt, Chair, District of Columbia
William Way, Vice Chair, Virginia
Solomon Chen, Virginia
Eli Craveiro Frankel, At-Large/District of Columbia
Lucas Habosky, At-Large/District of Columbia
Alex Mendelsohn, At-Large/Virginia
Brian Meyer, Virginia
Patrick Sheehan, At-Large/AAC Representative
Thomas Shepard, At-Large/District of Columbia
Irene Stephens, District of Columbia
Hendeke Tafesse, Virginia

Metro Staff Present:
Jamee Ernst, Project Manager, Wayfinding and Service Information
Teddy Krolik, Project Manager, Customer Experience and Programs
John Pasek , Deputy Board Secretary
José Reyes, Board Program Manager

Call to Order:
Mr. Staudt called the meeting to order at 6:15 p.m.

Approval of Agenda:
The agenda was approved without objection, with the addition of an item, "Appointment of Annual Report Committee Chair," following the Permanent Bus Stop Flag Update item.

Public Comment
There were no comments from members of the public.

Metrorail Service Disc Order
Ms. Ernst reviewed option for displaying the various Metrorail lines and groupings (Blue/Orange/Silver, Yellow/Green) on signage throughout the Metro system in order to create a logical, predictable order for displaying information to customers. The options were to display lines either in the order that the line opened for service, to match the lines' depths relative to other lines, or to order line displays in such a way to avoid forming unsuitable acronyms.

Mr. Way asked whether there were international standards that would guide Metro's decision-making on this topic. Ms. Ernst responded that there weren't any specific standards for this type of decision-making.

Mr. Mendelsohn and Mr. Shepard both noted that they thought Option B, displaying lines relative to their depth was the most intuitive option. In response to question from Mr. Shepard, Ms. Ernst said that Metro is still finalizing its decision on this matter and that the signage would be rolled out in a phased approach.

Mr. Mendelsohn asked whether there was a rationale to the order of the individual lines within groupings – i.e. why was the Yellow line listed before the Green line. Ms. Ernst said that this order also matches the lines' opening dates, as well as avoided improper acronyms.

Mr. Staudt said that the group's clear consensus was for Option B, listing the lines in relation to how they are physically laid out underground in downtown DC.

Mr. Simone, a member of the public, asked how colorblind users would be able to make use of these displays. Ms. Ernst explained that in addition to colored discs, each rail line had a single letter inside the disc to identify its color – Y for Yellow, etc. Mr. Krolik noted that Metro had recently switched from two-letter line identifiers ("YL") to one-letter line identifiers ("Y"), which allowed the text to be larger and easier to read.

Permanent Bus Stop Flag Design Update
Mr. Krolik reviewed options for updated bus stop flag designs and Metro's research process to get feedback from customers and internal stakeholders as well as to get information from peer transit agencies. He noted that Metro wanted to make sure it addresses factors such as mirror strikes from buses, as well as unifying the Metrobus and Metrorail brands as part of th new design. He then reviewed the design aspects of the prototype bus stop flags.

Mr. Chen said that he liked that customer service phone number was displayed in all numbers rather than in numeric text. Mr. Craveiro Frankel suggested that the bus lines displayed on one side of the sign should line up with the operator flag on the other side of the sign. Mr. Mendelsohn agreed with this comment and asked whether Metro would also be including a URL or QR code on the flag to direct riders to more information. Mr. Krolik said that, based on Metro's research, people who would get information online already knew where to find it, so there wasn't much benefit to adding a QR code.

Mr. Meyer asked whether Metro found a need for different types of information to be displayed at on-street bus stops versus those at Metro stations or other high-volume transfer locations. Mr. Krolik explained that customer surveys asked about information needs at on-street bus stops, though Metro is also working to introduce a more consistent experience at rail station bus bays and transfer centers as well. He noted that transfer center bus stop may also include additional customer information features.

Mr. Habosky said that he liked the simpler format of the flags and agreed that he didn't think including a website address was necessary – that people who would use a website or app to get information already knew where to go to find it. He suggested putting a border around the customer service phone number to make it stand out and agreed with other members that the flags for individual transit operators should line up with the routes that they operate.

Mr. Staudt said that he liked the idea of calling out 24-hour service routes on the bus stop flags and suggested that Metro also note routes that are part of the Frequent Service Network. Mr. Krolik noted that this idea was under evaluation.

Mr. Simone said that he preferred the option with light typeface on a dark background and suggested different shading to identify different operators. He added that it would be helpful to call out bus lines that only operate during specific time periods (i.e. AM/PM rush) and provided comments about how to order the listing of routes on the bus stop flag.

There was further discussion with Mr. Krolik about finding time for RAC members to view the prototypes in person and provide additional comments.

New Business:

Annual Report Committee Chair:
Mr. Staudt asked for volunteers to serve as Chair of the RAC's Annual Report Committee. Mr. Habosky shared his experience serving as chair of the committee and explained that it gave him good insight into riders' thoughts and helped him learn more about Metro. Mr. Shepard volunteered to serve as the committee's Chair. Mr. Staudt nominated Mr. Shepard to serve as chair, which was approved by acclimation.

RAC Member Terms:
Mr. Pasek noted that several members' terms would be expiring at the end of December and that he had reached out to members whose terms were expiring to see if they were interested in being considered for reappointment. In response to a question from Mr. Craveiro Frankel, Mr. Pasek said that there wasn't anything that members needed to submit to be considered for reappointment, but if Board members wanted additional information, he'd let them know. Mr. Staudt noted that members needed to let the group know if there were changes to their place of residence and/or commuting patterns to ensure the RAC maintained its geographic diversity.

Adjournment:
The meeting was adjourned at 7:35 p.m.