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April 25, 2024

Chair Smedberg and Members of the Board:

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

Wayfinding and Customer Service Updates

At the RAC's April meeting, Brian Anderson, Metro's Director of Digital Customer Innovation, provided an update to the Council on the wayfinding pilot at the L'Enfant Plaza Metro station and the plan to roll out these wayfinding upgrades throughout the system. Members are excited about the plan to broaden the scope of these wayfinding improvements to other stations, and encourage Metro to incorporate Metrobus information, including specific bus stop locations and real-time arrivals, to the greatest extent possible in any upgrades.

Better Bus Outreach:

The RAC also heard from the Better Bus team about their plan for outreach around the draft "Year One" network that will be unveiled next month. The RAC appreciates the extensive outreach planned to talk with customers and other stakeholders about the extensive changes planned for the Metrobus network. We look forward to digging into the specifics of the plan once it's released next month.

RAC Annual Report

The RAC approved its Annual Report (attached), identifying riders' top concerns along with rider-suggested ways to address these issues. While the report goes into greater detail, the top three issues cited by riders as their top concern are:

- Metro's Fiscal and Long-Term Health
- Service Disruptions and Related Communications
- Metrobus Reliability

The report also noted riders' increased optimism around Metro, driven largely by recent increases in frequency and reliability. We look forward to working with the Board and Metro staff to address these and other issues in the coming year.

Leadership Update

Finally, the RAC held its annual elections as part of its April meeting. In addition to my election as Chair, Ali Siddiqi from Maryland was elected as the Council's Maryland Vice Chair. We'll be holding elections for a Virginia Vice Chair at a subsequent meeting.

I want to thank our immediate past Chair, Mike Lebowitz for his thoughtful, consistent and thorough approach to moving the RAC forward over the past year.

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