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January 30, 2024

Chair Santos and Members of the Board:

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

Community Engagement

At our January meeting, Erica Cunningham, Metro's Vice President for Community Relations and Outreach joined us to discuss Metro's planned budget outreach and ways that RAC members can assist in Metro's outreach efforts around the budget and upcoming Better Bus changes. We look forward to working with Ms. Cunningham and her team to build on Metro's customer outreach and engagement.

Proposed Changes to RAC Bylaws

Later in today's agenda, the Board is being asked to approve changes to the RAC's Bylaws. Specifically, these changes will expand the RAC's membership to fifteen by adding three jurisdictionally-appointed seats and one seat reserved for a youth member. We feel this expansion will help the RAC to include a greater variety of viewpoints and maintain continuity in the event of member resignations. The proposed changes will also specifically call out RAC members' responsibility to engage with community organizations and other stakeholders as part of their service.

Other changes include updating the Bylaws to align with current practice, for example around virtual meetings. We appreciate the Board's support of these changes, and I'd welcome any questions members may have.

Lastly, I wanted to express members' appreciation for Metro's efforts to keep buses, trains and MetroAccess vehicles running during the past month that included challenges from weather – both snow and extreme cold – and national events. Based on feedback received by our members, we're looking forward to diving more deeply into Metro's snow plans and how service levels are communicated with customers at an upcoming meeting.

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