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April 24, 2025

Chair Santos and Members of the Board:

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

Better Bus Implementation Update

Staff presented an update on the implementation new Better Bus Network which will go live at the end of June, including information on the timeline of implementation and outreach activities and the different ways that Metro will inform riders of the significant changes taking place. RAC members look forward to working with Metro and our networks to spread the word about the new network and participate in outreach activities.

As part of Metro's outreach, RAC members urged Metro to make timetables for new routes available so that riders will be able to see the full breadth of service available to them, in addition to Trip Planner tools to help riders figure out specific point-to-point journeys. Members also appreciate Metro's focus on in-person outreach given the scope of the changes and the likelihood that, despite the already-extensive communications around the service changes, many riders aren't focused on the upcoming changes. The RAC looks forward to continuing to work with the Better Bus team in the weeks leading up to July 29th implementation.

FY2026 Budget

The RAC also reviewed Metro's Proposed FY2026 budget at its April meeting, and staff present were able to address questions around proposed rail service changes and the implementation of contactless payments. The RAC commends the Board on adopting a budget that includes targeted service improvements while improving efficiencies.

Annual Report

Finally, the RAC is pleased to submit to the Board our FY2025 Annual Report. It represents interactions and conversations between RAC members and almost 200 Metro riders and, while not a statistical sampling, provides a good overview of riders' thoughts and concerns. Riders give Metro high marks overall and many of the issues identified in the report are issues that Metro is tackling; their focus on ensuring that Metro is able to meet expanding demand and remain that it remains sustainable into the future.

The top issues reported by riders interviewed for this report are:

1. Increasing frequencies and reducing delays on Metrobus
2. Increasing frequencies and reducing crowding on Metrorail
3. Improving safety on Metro

4. Ensuring Consistent and Effective Bus Tracking
5. Tackling Rail and Bus Fare Evasion
6. Streamlining Maintenance and Technical Issue Responses
7. Maintaining Metro's Cleanliness

More details and proposed solutions are detailed in the report, which is attached for your review.

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