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December 11, 2025

Chair Santos and Members of the Board:

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

The RAC had another full meeting this month and provided feedback on several topics to Metro staff. I'd like to extend special thanks to the Customer Experience team for their sustained engagement on customer wayfinding and signage improvements.

Metrorail Station Ahead Maps

Staff reviewed proposed updates and refinements to Metrorail's Station Ahead Maps, or SAMs, which identify upcoming stations at the platform level. Member response to the proposed changes and systemwide standardization was positive, with members commenting that the new signage was both modern-looking as well as informative. There were specific suggestions to include jurisdictional (state) boundaries and to make both the lines representing Metrorail lines as well as the colored discs indicating transfer opportunities larger to improve wayfinding, especially for customers with limited vision. Relatedly, RAC members were all in agreement that Metro should make the text as large as possible within space constraints.

The RAC looks forward to further updates and dialogue with the team as Metro continues designing and installing its planned wayfinding improvements.

December 2025 Metrobus Service Changes

The Council was also briefed on the Metrobus service changes that will take effect next Sunday. Based on the extent of the changes, it's evident that Metro has been actively collecting feedback on the new Better Bus network introduced this past summer and using that feedback to inform its decision-making. Members had questions around the outreach planned to alert customers to these changes and were encouraged that Metro is using a variety of methods to communicate information.

FY2027-2029 Service Concepts

Lastly, staff briefed the Council on proposed service improvement concepts for next fiscal year, as well as Fiscal Years 2028 and 2029. These improvements build on the Better Bus Network Redesign and bus service changes being implemented this month, and rail service improvements implemented over the past few years. Members' feedback focused on the proposed bus service improvements and was supportive that the Visionary Network proposed as part of the Better Bus Network Redesign is being used as a guide for bus service improvements.

As Metro takes each iteration of proposed service improvements out to the public for feedback and comments, the RAC urges Metro to share with the public the factors driving its recommendations, whether to respond to customer feedback, address capacity issues, provide new connections, address equity concerns or any number of other factors. Members also encouraged Metro to closely coordinate any service changes with other regional providers as well as to continue to explore opportunities for greater regionwide fare integration.

I'd like to extend best wishes for the holiday season and will look forward to our continued partnership in 20206.

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

Cole Staudt

Cole Staudt, Chair

Riders' Advisory Council