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February 23, 2023

Chair Smedberg and Members of the Board:

Thank you for the opportunity to present the Riders' Advisory Council's report for January 2023.

### **Summer 2023 Trackwork and Outages**

Andy Off, Metro's Chief Infrastructure Officer provided an on planned Summer 2023 rail service outages for capital program work update at the RAC's February meeting. We appreciate that Metro is continuing to ensure that the rail system remains in a state of good repair and that it's undertaking efforts to minimize disruption to customers as it completes this work.

To provide the best customer experience during this disruptive work, the RAC encourages Metro to consider the following:

- Ensure that Metro's fare structure doesn't penalize riders who have to travel through construction zones and
- Provide consistent and intuitive alternate transportation options and make sure that accurate real-time information for alternate transportation is available to customers.

We understand that Metro is still developing specific alternate transportation plans for each of the projects and look forward to those being communicated to the public as soon as possible. The RAC appreciates the refinements Metro has made over the past several years of running shuttles, especially in terms of responding to changing rider needs and ridership patterns and to improving the level of accessibility for alternate transportation.

### **Better Bus – Network Redesign**

The RAC also received a presentation on the findings of the Better Bus project's first phase of outreach. This first phase of outreach has provided a lot of great information about what Metrobus customers want out of their bus system and will provide a solid foundation as staff develop network scenarios for further public comment in the spring. The RAC is looking forward to partnering with the study team on outreach as the study enters its next phase.

Lastly, on behalf of the Council and its members, I'd also like to offer our sincere condolences on the Metro family on the passing of power department mechanic Robert Cunningham. Any death in the workplace is a shocking and sobering event, but given the tragic and senseless circumstances surrounding Mr. Cunningham's passing, we'd like to reiterate our appreciation for the Metro employees who work day and night in service to the public. As riders and members

of the community, we're both saddened by the events of February 1<sup>st</sup> and committed to working with Metro to improve safety across the system.

In order to learn more about the actions Metro and its public safety partners are taking to keep the system safe, we've invited staff to our March meeting. I look forward to reporting back to the Board following that discussion with our feedback.

As always, thank you for your time and attention, and I remain available for any questions you may have.

Sincerely,

*Brian Meyer*

Brian Meyer, Chair  
Riders' Advisory Council