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June 27, 2024

Chair Smedberg and Members of the Board:

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

Better Bus Network Redesign:

Staff briefed the RAC about Metro's Better Bus Network Redesign and the 2025 Better Bus Network. The RAC is encouraged by the robust outreach Metro is conducting to solicit feedback from riders and the many options available to provide comments. RAC members are attending the ongoing outreach events and look forward to providing more detailed comments following the outreach period.

Red Line Shutdown

With this summer's Red Line shutdown underway, several RAC members went out to test out the shuttle alternatives and review the customer experience. Members were impressed by the shuttles' frequency and the availability of both on-site staff and clear, consistent signage to direct customers. In addition to the on-site wayfinding signage, the RAC appreciates Metro's efforts to ensure that shuttle options are clearly shown in both its own and third-party (i.e. Google Maps) trip planning services that customers rely on.

However, members noted that shuttles experienced significant delays due to private vehicles disregarding the designated bus lanes and "No Parking" zones set up in advance of this project. While we understand that driver behavior is not within Metro's control, we're encouraged by reports from Metro staff that enforcement has increased since the start of shuttle operations, and urge Metro to continue working with local jurisdictions to prioritize shuttle service during the shutdown.

RAC Outreach:

Lastly, over the next few months, the RAC will be working to enhance our rider outreach and make the Council more accessible to the riders that we represent. We look forward to sharing our efforts with the Board at a subsequent meeting.

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