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September 26, 2024

Chair Santos and Members of the Board:

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

### **Community Outreach and Engagement:**

We were joined at our September meeting by Erica Cunningham, Metro's Vice President of Community Relations and Outreach, who provided the Council with an overview of her plans to expand Metro's community engagement, and to shift its focus from a project-based outreach strategy to broader, more sustained outreach with the communities Metro serves. We are looking forward to opportunities to partner with Ms. Cunningham and her staff to expand the RAC's outreach and collection of feedback.

### **Red Line Shutdown**

Now that this summer's Red line shutdown has concluded, members conducted a debrief on their and other riders' experiences with the construction and replacement bus shuttle service. RAC members, and the riders they spoke with over the course of the project felt that the shuttles arrived with sufficient frequency and that on-site staff were helpful and proactive in ensuring that customers caught the correct bus.

Riders also appreciate the dedicated bus lanes – both on Georgia Avenue in Maryland and on 16<sup>th</sup> Street NW in the District – and noted that the 16<sup>th</sup> Street bus lanes and concurrent increase in parking enforcement had the spillover effect of speeding up regular Metrobus trips in the corridor. However, the lack of bus lanes south of Silver Spring for shuttles headed to Fort Totten meant that the most heavily-traveled portion of the shuttle route was also the most likely to be delayed by traffic.

Riders that RAC members spoke with also noted some security concerns related to the shuttles – since the shuttles are fare-free and the layout of the coach buses used for the shuttles is more confined than regular Metrobuses, this presents a different set of security challenges. We encourage Metro to review its security planning and staffing in advance of the next round of trackwork and shuttles to take this service's unique conditions into account.

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