



300 7th Street SW
Washington, DC 20024
(202) 962-2511

September 10, 2026

Chair McAndrew and Members of the Board:

It's my pleasure to present the Riders' Advisory Council's report for September 2026.

Action Committee for Transit (Montgomery County)

Members of Montgomery County's Action Committee for Transit organization attended the September Riders' Advisory Council meeting to share information about their organization's priorities and advocacy work. Throughout the coming year, we plan to invite other groups to attend meetings and collaborate on issues of importance to transit riders across the region, whether related to Metro specifically or to transit service more broadly.

Metro Bus Update

The Council also received an update on Metro Bus service at its September meeting. This update provided information on service and ridership trends since last year's launch of the new bus network. The report presented encouraging information about improvements in frequency and connections brought about by the network redesign. However, members raised concerns about continued lack of schedule adherence and missed trips that negatively impact the customer experience. As Metro continues build out the new bus network, the RAC recommends continued commitment to these key elements of service delivery.

Safety and Readiness

Metro's Chief Safety Office Jayme Johnson also attended the Council's September meeting to provide an overview of his department and engage with the group. We appreciate his willingness to share information and make himself and his department's resources available to educate Council members about the critical functions he oversees.

MTPD Chief Recruitment

Several members participated in a call last month to provide input into the recruitment process for the next Metro Transit Police Department chief. Riders consistently rank public safety on the transit system as one of their top priorities. We're grateful to the Board and management for proactively soliciting our feedback on this important recruitment.

Follow-up/Bus Operators Quoting Fare

Finally, I wanted to take the opportunity to follow up on a request from Director Loh at the Board's June meeting. She asked the RAC to weigh in on whether bus operators should be required to quote the bus fare to individuals who do not initially pay upon boarding. Given its potential to contribute to operator assaults or other incidents that may delay the bus, combined with the fact that there are both audio announcements and signage on the destination sign and the farebox advising riders of the fare, the majority of members did not support requiring operators to do this. Members

understand the need for Metro increase its fare collection rates, especially on Metro Bus, but would like to see evidence of this policy's effectiveness before endorsing its implementation, especially given its potential for disruption.

Thank you, as always, for your time and attention. I welcome any questions.

William Way

William Way, Chair

Riders' Advisory Council