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October 22, 2026

Chair McAndrew and Members of the Board:

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

wmata.com and MetroPulse Updates
Staff attended the October Riders' Advisory Council meeting to provide an information on planned updates to the MetroPulse app and to the Metro website. We appreciate staff's proactive outreach to solicit feedback and identify potential issues directly from riders ahead of these planned transitions. Members had questions about the criteria for generating service alerts as well as whether there are opportunities to incorporate other operators' real-time information into the app. As trip planning and information become increasingly app-based, we encourage Metro to continue to enhance its capabilities in this area.

MWCOG Citizen Advisory Council
We were also pleased to welcome the Vice Chair and staff coordinator for the Metropolitan Washington Council of Governments' Transportation Planning Board's Citizen Advisory Council to learn a little about the group and its role in regional transportation planning. The RAC will be working to enhance coordination with this and other citizen groups to more effectively advocate for riders' interests.

MTPD Chief Recruitment
Finally, we heard comments from a member that posed questions about the level of cooperation between the Metro Transit Police Department and federal agencies, specifically around immigration enforcement. As Metro continues its recruitment for a permanent Chief of the Transit Police Department, we'd ask that these concerns be taken into consideration, and would also appreciate an update on the recruitment process and timeline.

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

William Way
William Way, Chair
Riders' Advisory Council