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April 23, 2026

Chair Santos and Members of the Board:

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

All-Door Boarding:

Metro's Vice President of Bus Transportation, Jewel Bell, and her team joined our April meeting to discuss Metro's planned roll-out of all-door boarding on Metrobus this spring. As we've noted previously, the RAC is supportive of Metro's move to expand all-door boarding systemwide. We believe that this is a low-cost, customer-friendly initiative that will speed trips and increase customer satisfaction. As Metro develops its outreach campaign to educate riders about all-door boarding, we encourage the agency to also include information about reduced fare programs, including Metro Lift.

We'd also like to commend Metro for hosting its Bus Townhall meeting on April 28th. Given the significant changes implemented last summer as part of the Better Bus Network Redesign, this event will give Metro's riders an opportunity to talk with staff, ask questions and share their feedback.

Annual Report:

Attached to this month's report is the RAC's 2026 Annual Report. This represents an informal survey of over 300 Metro customers from across the region to broadly gauge their impressions of Metro's service quality and identify areas of concern for the RAC to focus on in the coming year. The report shows a small overall improvement in riders' rating of Metro service and finds that riders' most frequent concerns are around frequency and reliability of service and the condition and cleanliness of Metro's facilities.

RAC Leadership/Board Liaison:

Lastly, the RAC held its annual leadership elections at our April meeting. In addition to electing me Chair, the group selected Lucas Habosky and Matthew Clark as its Vice Chairs from the District of Columbia and Maryland, respectively. We'd like to express our thanks to the previous leadership, especially our immediate past chair Cole Staudt, for their service and for keeping the RAC focused on its role as rider representatives and advocates.

I'm also excited to announce that Alternate Director Spring Worth has agreed to serve as the Board's liaison to the RAC. We're looking forward to working with her to maintain and enhance our collaboration with the Board.

Thank you and I'm happy to answer any questions the Board may have.

William Way

William Way, Chair

Riders' Advisory Council