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July 23, 2026

Chair McAndrew and Members of the Board:

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

Wayfinding Project Update:

At the RAC's July meeting, Metro's EVP and Chief Customer Officer Sarah Meyer and Wayfinding Project Manager Sam Serebin attended and provided an update on the rail station wayfinding project. Metro has made updates to its proposed wayfinding signage and framework in response to customer feedback, as well as to more closely align with international standards and to reduce maintenance costs.

Council members continue to appreciate the thoughtful and deliberate approach Metro is taking with this project and are looking forward to viewing and evaluating the pilot signage at L'Enfant Plaza this fall. The Council encourages Metro to broadly solicit additional rider feedback as part of the pilot signage installation, and to keep the public and stakeholders updated on how their feedback is being used to refine the product.

Work Plan and Outreach to Regional Transit Groups

I've taken the opportunity as chair to reach out to several regional transit advisory groups to seek input from a broad range of riders and organizations with an expressed interest in public transit on operational and budgetary issues that affect Metro Rail, Metro Bus, and Metro Access. The RAC will maintain its focus on providing input and feedback to the Metro Board and Metro staff, and this outreach will enrich our advice to the Board and inform our advocacy for riders.

I've also been talking one-on-one with current RAC members to identify areas of interest and concern to develop and refine a work plan for the coming year. My colleagues on the RAC and I would welcome input from the Board on any other topics you'd like the Council to engage with over the coming months. I'll look forward to providing the Board with a draft RAC work plan for its review and concurrence in September.

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

William Way

William Way, Chair
Riders' Advisory Council