

Washington Metropolitan Area Transit Authority  
**Board Action/Information Summary**

Action  Information

MEAD Number:  
202343

Resolution:  
 Yes  No

**TITLE:**

Adopt FY2023 Budget and FY2023-2028 CIP

**PRESENTATION SUMMARY:**

Recommended FY2023 Budget and FY2023-2028 Capital Improvement Program (CIP)

**PURPOSE:**

Seek Board acceptance and approval of the Public Outreach and Input Report, Title VI equity analysis, the FY2023 Budget and FY2023-2028 CIP

**DESCRIPTION:**

Identification of Parties with an interest in Metro's budget:

The following list includes Metro's top non-personnel multi-year contractors through FY2021 and to date (\$500 million) as well as the Metropolitan Washington Airports Authority. Some vendors have contracts spanning through FY2022 as well.

- Kiewit Infrastructure Company Kawasaki Rail Car Inc.
- PNC Bank National Association SunTrust Bank
- C3M Power Systems, LLC Transdev Services, Inc.
- Gannett Fleming-Parsons Joint Venture II Mott MacDonald I&E, LLC
- New Flyer of America, Inc. Bank of America NA
- Wells Fargo Commercial Services
- Clerk, U.S. Court Motorola Solutions Inc.
- M.C. Dean, Inc. Mythics, Inc.
- Potomac Yard Constructors First Transit, Inc.
- Diamond Transportation Service, Inc. Dell Marketing LP
- HNTB Corporation
- Metropolitan Washington Airports Authority (MWAA)

A full list of Procurement Awards is available at:

<https://www.wmata.com/business/procurement/solicitations/index.cfm#main-content>

Furthermore, Metro has labor agreements with the following collective bargaining units:

- Fraternal Order of Police/Metro Transit Police Labor Committee, Inc. (FOP)
- Office and Professional Employees International Union Local No.2, AFL-CIO (Local 2)
- Local 639, International Brotherhood of Teamsters Law Enforcement Division (Local 639)
- Local Union 689 of the Amalgamated Transit Union, AFL-CIO (Local 689)
- Local 922, International Brotherhood of Teamsters (Local 922)

### **Key Highlights:**

- Metro received more than 3,000 public comments on the proposed budget. A detailed public input summary can be found in the Public Outreach and Input Report
- The recommended FY2023 Operating Budget totals \$2.2 billion and is funded by \$374.6 million in revenue, \$1,191.9 million in jurisdictional contributions, and \$680.8 million in federal relief to fill the budget gap
- New proposed fare changes would take effect in FY2023 and temporary fare changes implemented in September FY2022 are recommended for permanent adoption; Silver Line Phase 2 and Potomac Yard-VT operations will be funded
- Metro's CIP continues Metro and the region's focus on investing in safety, state of good repair and reliability programs and projects
- Over the past 10 years, Metro's capital program has increased from investing approximately \$700 million per year to investing over \$1.8 billion in FY2022
- The Proposed FY2023-2028 Six-Year CIP planned investment totals \$12.4 billion and the FY2023 Capital Budget investment forecast is \$2.3 billion
- Metro made progress in addressing previously unmet capital needs and projects over the past two years
- If executed as planned, the Six-Year CIP will continue to reduce the backlog of unmet capital programs and projects

### **Background and History:**

On November 4, 2021, the GM/CEO presented the Proposed FY2023 Budget and FY2023-2028 Capital Improvement Program (CIP) to the Board. The Proposed FY2023 Operating Budget included investments in all-day service seven days a week and prioritized safe, reliable, and affordable transit service in support of a gradual recovery from the pandemic. The Six-Year CIP anticipates continued Jurisdictional funding, including up to three percent increases in Jurisdictional Capital Allocated Contributions, and continuation of state and Federal PRIIA funding through the planning period. In addition to these baseline assumptions, Metro anticipates leveraging Dedicated-Funding backed debt to address additional funding needs and continue to address previously unfunded needs in the CIP.

On December 9, 2021, the Board authorized Metro to conduct public hearings and other outreach efforts to solicit public input regarding the proposed budget and service changes. As part of the public hearings, held in February 2022, staff conducted extensive outreach on the proposed operating and capital budgets.

## **Discussion:**

### **Public Outreach**

On December 9, 2021, the Board authorized Metro to conduct public hearings and other outreach efforts to solicit public input regarding the proposed budget and service changes. In addition to the three public hearings that were held in February 2022, staff conducted extensive outreach to inform the public and collect feedback on the budget proposals.

Metro received more than 3,000 responses, of which:

- 85% were from current Metrorail or Metrobus riders
- 15% were from lapsed Metrorail or Metrobus riders
- 40% were minority respondents
- 12% were low-income respondents

The proposed service and fare changes were well received and the majority of survey respondents supported the proposals. The fare changes most likely to boost Metrorail ridership, according to the survey:

- Add \$25 to SmarTrip Card and Get a \$5 Bonus – 80% of respondents said would increase their likelihood of riding Metro
- \$2 Weekend Metrorail Fares – 79%
- Late Night \$2 Metrorail Fares – 73%
- Free Bus Transfer to/from Rail – 72%

Notably, the ratio of customers who prefer the SmarTrip Card Bonus to those who prefer the 7-Day Unlimited Ride Pass Offer is more than 3 to 1. Among minority and low-income residents, this ratio is more than 2 to 1.

With respect to rail service changes, large majorities favor all five proposals. The two most appealing were:

- Increase rail service on Saturdays – 84% said this would increase their likelihood of riding
- Increase rail service on Sundays – 80%

Survey respondents indicated that the bus service changes most likely to increase ridership (among those riding affected routes) were:

- 12-Minute Frequent Service Network – 74% said this would increase their likelihood of riding Metrobus
- Service Increases to Address Crowding – 70%

- Adoption of Temporary Changes to the 83, 86 College Park Line – 62%
- 20-Minute Frequent Service Network – 60%

For all the bus proposals except for proposal 4C (Adoption of Temporary Changes to the 18G, 18H Orange Hunt Line), a majority of respondents indicated that the proposed change would increase their likelihood of riding Metrobus.

Full details of the communications and outreach effort are included in the attached draft Public Outreach and Input Report.

### **Title VI Equity Analysis**

In accordance with Federal Transit Administration regulations, the proposed FY2023 Budget does not trigger a disparate impact (DI) on minority populations nor a disproportionate burden (DB) on low-income populations based on the Title VI equity analysis conducted by staff on the final Metro operating budget proposal.

### **Operating Budget**

The recommended FY2023 Operating Budget improves Metrobus and Metrorail service and continues discounted fare options that will make it easier and more convenient for customers to use Metro. In addition, management actions of \$5 million reduce costs that otherwise would have been incurred. Covid-19's impact on ridership and revenue will continue to be faced in FY2023, with total ridership projected to recover to 167 million trips (53 percent of pre-pandemic levels).

The recommended FY2023 Budget is \$2.2 billion and is \$35 million less than the Proposed FY2023 Budget driven by:

- \$20 million in equity initiative changes
- \$10 million in Voluntary Separation Plan (VSP) position restoration savings
- \$5 million for PRIIA OIG match

The recommended FY2023 Budget is funded by:

- Passenger Revenue of \$293.1 million and Non-Passenger Revenue of \$81.5 million for total Operating Revenue of \$374.6 million
- Jurisdictional Subsidy of \$1,191.9 million (excluding debt service)
- Federal Relief Funding of \$680.8 million to fill budget gap

### **Proposed Fare Changes**

#### **FY2023 New Fare Discount Proposals**

The following proposed fare changes are to take effect in FY2023 and are expected to benefit 24.2 million trips and have a revenue impact of (\$10.9) million in FY2023:

- \$2 Late Night Rail Fare
- Metrorail fares would be a flat \$2 for one-way trips from 9:30 pm until close.

### **Discount Monthly Passes**

Monthly pass products would be discounted from the price range of \$72-\$216 currently, to \$64-\$192 depending on travel distance selections.

### **Discount 7-Day Unlimited Passes (six-month promotion)**

The 7-Day unlimited pass would be discounted 50 percent from \$58 to \$29 to make its pricing attractive to workers who may not be traveling on consecutive days.

**Add Value Bonus (six-month promotion)** *Note: This proposal was not approved by the Board.*



### **FY2022 Temporary Changes Proposed for Permanent Adoption**

The following temporary fare changes implemented in September 2021 are recommended for permanent adoption and are expected to benefit 25.6 million trips and have a revenue impact of (\$12.3 million in FY2023):

- free rail-bus transfers (\$2 transfer discount)
- lower 7-Day Regional Bus Pass price (\$12 from \$15)
- rail weekend \$2 flat fares

### **Proposed Service Changes**

#### **Metrorail**

The Metrorail service changes listed below were temporarily adopted by the Board on June 10, 2021; the FY2023 budget assumes making these changes permanent:

#### **Improve Late Evening Frequency**

Improve Blue, Orange, Green, Yellow and Silver Line headways to 15 minutes from 20 minutes and improve Red Line headways to 10 minutes from 15 minutes. Late evening frequencies start at 9:30 p.m. and operate seven days per week.

#### **Improve Weekend Frequency**

Improve Blue, Orange, Green, Yellow and Silver Line headways to 12 minutes from 15 minutes and improve Red Line headways to 6 minutes from 12 minutes on Saturday and Sunday. The weekend frequency would operate from start of service to 9:30 p.m.

#### **Standardize Weekday Off-peak Frequency**

Improve Blue, Orange, Green, Yellow and Silver Line headways to 12 minutes from 12-20 minutes and improve Red line headways to 6 minutes from 8-12 minutes from 5:00 a.m. to 6:30 a.m. and from 7:00 p.m. to 9:30 p.m. to be consistent with midday weekday service.

#### **Improve Weekday Peak Frequency**

Improve Blue, Orange, Green, Yellow and Silver line headways to 10 minutes from 12 minutes (implemented September 5, 2021). Improve Red line headways to 5 minutes from 6 minutes (proposed for spring 2022). The weekday peak service improvements would operate Monday through Friday from 6:30 a.m. to 9:30 a.m. and from 3:00 p.m. to 7:00 p.m.

### **Close Rail Later Sunday Through Thursday**

The Metrorail system would operate one additional hour to midnight Sunday through Thursday.

### **Close Rail Later Friday and Saturday**

The Metrorail system would operate two additional hours on Friday and Saturday (to 1:00 a.m.).

### **Start Sunday Service Earlier**

The Metrorail system would start one hour earlier at 7:00 a.m. instead of 8:00 a.m. on Sunday.

**Operate Metrorail revenue service to Silver Line Phase 2 stations** Operate Metrorail revenue service to six Silver Line Phase 2 stations for full fiscal year.

### **Operate Metrorail revenue service to Potomac Yard-VT station**

Operate revenue service to the new Potomac Yard-VT station in late 2022. The station will be located at 2401 and 3251 Potomac Avenue, Alexandria, Virginia 22305.

### **Close and Relocate Metro Center Sales Office**

Permanently close the Metro Center Sales Office and relocate the sales office to the new L'Enfant Plaza Metro Headquarters building.

### **Metrobus**

Bus service improvements include 20 bus lines with 12 minutes or better service (7 am to 9 pm seven days-a-week), improvements on 16 bus lines with 20 minutes or better service (7 am to 9 pm seven days-a-week), and service restored or improved on an additional 46 bus routes.

The proposed FY2023 Metrobus service changes also include the following:

- A new Metrobus Route, 3F will be created by converting the previously “out of service” reverse-direction trips of Route 3Y into service trips
- The terminal of Route 3Y and therefore, the starting point of Route 3F will be extended to the East Falls Church Metrorail Station

### **Capital Budget**

The proposed six-year \$12.4 billion CIP focuses investment in ongoing safety and state of good repair programs and projects, and prioritized system preservation and renewal projects identified in Metro’s Capital Needs Forecast and asset management and reliability plans. Capital delivery has improved in the recent past, with Metro delivering the single largest annual capital investment - \$1.84 billion – in FY2021.

The Capital Improvement Program is implemented across six investment categories:

- Railcars and Railcar Facilities
- Rail Systems
- Track and Structure Rehabilitation
- Bus, Bus Facilities, and Paratransit
- Stations and Passenger Facilities
- Operations and Business Support

During the on-going pandemic low ridership period, significant progress was made on capital improvements in FY2021.

In addition to Metro-identified priorities, several Jurisdictional projects are included in the reimbursable projects program, including the Potomac Yard-VT infill station and support for the Silver Line Metrorail extension.

### **State of Good Repair**

Work continues to reduce overdue and ongoing state of good repair needs. When measured in FY2016 the backlog was estimated at \$7.1 billion: that total was reduced to about \$5.0 billion by FY2018. Further reductions to the state of good repair backlog are projected through the continued federal and regional investment in the CIP. Planned capital investments will reduce the state of good repair backlog to about \$3.2 billion by FY2028 and to about \$1.2 billion by FY2032. These projections assume continued investments in projects and programs that prevent adding items to the backlog.

Metro is improving the planning in its CIP by progressing from reactive to proactive capital planning. As efforts progress, it is anticipated that the program will advance to predicting capital needs. The capital program is anticipated to improve from addressing a backlog, to repairing immediate needs, to addressing needs before infrastructure fails.

### **Capital Program Risks and Considerations**

The Capital program faces traditional funding and execution risks in addition to those related to the pandemic. The risks include additional labor costs associated with Covid compliance for personal health and safety as well as supply chain interruptions, inflation and market escalations.

Risks to capital funding sources include uncertainty of the federal funding and the long-term dedicated funding debt capacity. Continuation of state of good repair projects to sustain state of good repair and reliability and prevent future backlogs, require on-going funding at an order of magnitude of \$1.5 billion on average per year. Additional unfunded or underfund needs include, but are not limited to, Zero Emission bus implementation; the Next Generation Signal System; Blue/Orange/Silver Line capacity and reliability improvements; and

Railcar fleet and facility improvements for future rail system capacity and frequency improvements.

**Overall Risks and Opportunities**

The Covid-19 pandemic continues to pose significant risks to the operating and capital budgets by impacting ridership and revenue, creating additional health and safety compliance costs, and disrupting supply chain and manufacturing. Additional capital funding uncertainty exists around the federal reauthorization of Passenger Rail Investment and Improvement Act funding and operating uncertainty remains around the timing of regional economic recovery and Silver Line Phase 2 ridership and revenue.

While additional federal relief funding removes much of the immediate risks to Metro’s operating budget; uncertainty exists around rider sentiment, telework, commuter preferences amongst a changing transportation landscape, and the durability or lack thereof for funding transit operations in a way that is less dependent on the farebox.

While the pandemic has created many challenges, there is also an opportunity to see greater recovery across the region, driving additional ridership and revenue to enable future customer-focused enhancements.

**Jurisdictional Subsidy and Federal Relief**

The FY2023 operating subsidy adheres to the legislatively mandated three percent annual growth gap with a FY2023 capped subsidy of \$1,142.9 million. Proposed legislative exclusions total \$49.0 million and include \$3.2 million for Juneteenth Holiday, \$3.4 million for safety mandates from the Washington Metrorail Safety Commission (WMSC), \$40.8 million for Silver Line Phase 2, and \$1.5 million for Potomac Yard-VT for a total subsidy of \$1,191.9 million (excluding debt service). This subsidy leaves a funding gap of \$680.8 million which will be covered by federal relief to balance the FY2023 budget.

**FUNDING IMPACT:**

Board action is required to approve the FY2023 Budget and the FY2023-2028 CIP.

**TIMELINE:**

<p><b>Previous Actions</b></p>	<p>October 2021 – Revenue and Ridership Outlook</p> <p>November 2021 – GM/CEO Proposed FY2023 Budget and FY2023-2028 CIP</p> <p>December 2021 - Authorization for Public Hearings on FY2023 Budget and FY2023-2028 CIP</p> <p>January-February 2022 – Budget deliberations, public outreach and public comment period</p>
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**Anticipated actions  
after presentation**

March 2022 – Board adoption of the FY2023 Budget and  
FY2023-2028 Capital Program

April 2022 – Submit Federal grant applications

July 2022 – Fiscal Year 2023 begins

**RECOMMENDATION:**

Acceptance and approval of the Public Outreach and Input Report, Title VI equity analysis, FY2023 Budget and FY2023-2028 CIP. Budget adoption enables timely submission of FTA grant applications and awards, which help to ensure state of good repair capital projects proceed as scheduled and operations continue to serve Metro customers.

**PRESENTED AND ADOPTED: March 24, 2022**

**SUBJECT: ADOPTION OF FISCAL YEAR 2023 OPERATING AND CAPITAL BUDGETS, FARE AND SERVICE CHANGES, AND FISCAL YEAR 2023-2028 CAPITAL IMPROVEMENT PROGRAM, AND APPROVAL OF TITLE VI EQUITY ANALYSIS AND PUBLIC PARTICIPATION REPORT**

**2022-06**

RESOLUTION  
OF THE  
BOARD OF DIRECTORS  
OF THE  
WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY

WHEREAS, Compact Sections 23 and 24 require the Board of Directors to adopt a balanced capital budget and a balanced operating budget each year; and

WHEREAS, WMATA continues to provide transit service at increasing service levels in response to ridership demands during the pandemic; and

WHEREAS, The Board has reviewed and considered the General Manager and Chief Executive Officer's proposed fiscal year (FY) 2023 operating budget and FY 2023-2028 Capital Improvement Program (CIP); and

WHEREAS, Pursuant to the Public Participation Plan, the Board held three public hearings on February 7, 8, and 9, 2022 (of which one was held in an area served by the Northern Virginia Transportation Commission pursuant to VA Acts of Assembly Ch. 854 Enact. Cl. 8), on the proposed FY 2023 operating budget, including the proposed closure of the Metro Center Sales Office, fare and service changes, and the FY 2023-2028 CIP; and

WHEREAS, Following Board authorization on December 9, 2021 (Res. 2021-42), staff prepared a Public Hearing Staff Report (Attachment A) and Title VI Equity Analysis (Attachment B) on the proposals presented at the public hearings, which showed that the proposed changes do not result in a disparate impact on minority populations or a disproportionate burden on low-income populations; and

WHEREAS, Sections 30019(b) and (c) of the Infrastructure Investment and Jobs Act of 2021 requires the Secretary of Transportation to use \$5 million of the Passenger Rail Investment and Improvement Act grants to WMATA for use exclusively by WMATA's Office of Inspector General (OIG) for each fiscal year in which WMATA makes available \$5 million in non-federal funds for use exclusively by the OIG; and

WHEREAS, The WMATA Dedicated Funding Grant Agreement with the District of Columbia requires the Board to consider whether the most recent approved Federal Transit Administration (FTA) indirect cost rates described in Attachment H are appropriate to apply to jurisdictional capital contributions; and

**Motioned by Mr. Letourneau, seconded by Ms. Babers**

**Ayes: 8- Mr. Smedberg, Ms. Babers, Mr. Ports, Dr. Helfer, Mr. Letourneau, Dr. Hadden Loh, Mr. Drummer and Ms. Martin-Proctor**

WHEREAS, The WMATA Dedicated Capital Funding Agreement with the State of Maryland requires the Board to review and approve WMATA's Debt Management Policy annually; and

WHEREAS, In June 2010, the Board adopted a ¾ mile zone from fixed route service for the provision of MetroAccess Service (Res. 2010-31);

NOW, THEREFORE, be it

*RESOLVED*, That the Board of Directors approves the Public Participation Report on the proposed fiscal year 2023 operating budget and fiscal year 2023-2028 Capital Improvement Program, set forth in Attachment A; and be it further

*RESOLVED*, That the Board of Directors approves the Title VI equity analysis set forth in Attachment B; and be it further

*RESOLVED*, That the Board of Directors adopts the fiscal year 2023 operating budget of \$2.25 billion set forth in Attachments C and D; and be it further

*RESOLVED*, That the Board of Directors authorizes the closure of the Metro Center Sales Office set forth in Attachment E; and be it further

*RESOLVED*, That the Board of Directors adopts the fare and service changes set forth in Attachment F; and be it further

*RESOLVED*, That the ¾ mile zone for the provision of MetroAccess service in Resolution 2010-31 is suspended until June 30, 2023, to freeze the existing paratransit service area as it exists and allow staff to evaluate the impact of Metrobus service changes on paratransit service; and be it further

*RESOLVED*, That the Board of Directors adopts the fiscal year 2023 capital budget of \$2.4 billion and the fiscal year 2023-2028 Capital Improvement Program of \$13.9 billion as set forth in Attachment G; and be it further

*RESOLVED*, That as required by Section 30019(c) of the Infrastructure Investment and Jobs Act of 2021, \$5 million of non-federal funds shall be provided from the operating budget for use exclusively by the Office of Inspector General; and

*RESOLVED*, That the Board of Directors approves one or more transfers in an aggregate amount not to exceed \$60 million of operating expenses from the fiscal year 2023 operating budget to the fiscal year 2023 capital budget and the use of Federal Transit Administration grant and local funds for the payment of eligible preventive maintenance expenditures so transferred; and be it further

*RESOLVED*, That the Board of Directors has considered the use of the most recent Federal Transit Administration-approved indirect cost rate and directs staff to apply an indirect cost rate that does not exceed the most recent Federal Transit Administration-approved composite rate as described in

Attachment H to projects funded by jurisdictional capital contributions in the fiscal year 2023 capital budget; and be it further

*RESOLVED*, That the Board of Directors authorizes the General Manager and Chief Executive Officer to reprogram up to \$12 million in capital funding to support operating revenue losses caused by service disruptions associated with major capital projects with any unused capital funds reprogrammed into the fiscal year 2023 capital budget; and be it further

*RESOLVED*, That the Board of Directors approves the WMATA Debt Management Policy set forth in Attachment I for fiscal year 2023; and be it further

*RESOLVED*, That \$72.2 million of debt service payments resulting from the issuance of Series 2017A, 2017B, and 2018 bonds are due from and allocated to the participating jurisdictions as set forth in Attachment D; and be it further

*RESOLVED*, That in order to implement the fiscal year 2023 capital budget and the fiscal year 2023 operating budget, the General Manager and Chief Executive Officer, the Executive Vice President and Chief Financial Officer, or their designees are authorized to: (1) file and execute grant applications and accept grants on behalf of WMATA for funds from the federal government and any other public or private entity regardless of whether a local match is required without further Board action, so long as the acceptance of such grant does not result in the increase in expenditures above the approved fiscal year 2023-2028 Capital Improvement Program or the approved fiscal year 2023 operating budget; (2) conduct public hearings at any time during fiscal year 2023 in furtherance of the implementation of the fiscal year 2023-2028 Capital Improvement Program; and (3) execute and file the annual Federal Transit Administration Certifications and Assurances as a prerequisite to the submission of federal grant applications; and be it finally

*RESOLVED*, That to allow staff to timely apply for fiscal year 2023 grants, this Resolution shall be effective immediately.

Reviewed as to form and legal sufficiency,



Patricia Y. Lee  
Executive Vice President and General Counsel

WMATA File Structure Nos.:  
4.2.2 Fiscal Year Budgets  
9.12.9 Tariff/WMATA Fare Structure

7365

DOCKETS B22-01 & B22-02

FISCAL YEAR 2023 BUDGET



FY2023

# Public Outreach & Input Report



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Appendix A: Written Comments, Letters, and Documents

Appendix B: Customer Feedback on Proposals

Appendix C: Additional In-Person Outreach Details



## Overview

Metro's Fiscal Year 2023 (FY23) budget focuses on providing safe, reliable, and affordable transit service to the region. The \$4.8 billion budget, split evenly between operating and capital budgets, includes plans to launch Metrorail service to six new Silver Line stations and Potomac Yard Station, expanding Metro access to Dulles Airport and beyond.

The FY23 budget proposals maintain improvements that started in 2021 and add more service and discounts throughout 2022. Because of this, fare and service proposals fall into two categories: proposals to make changes implemented in 2021 permanent and proposals for new changes throughout 2022.

Details about the proposed service changes can be found in the FY23 Budget Staff Report and in WMATA Docket B22-01 & B22-02, which is posted online at [wmata.com/budget](https://www.wmata.com/budget).

The following report includes an overview of the communications and outreach efforts and a summary of the public input received.



## Communications and Outreach Overview

Metro is an integral part of the region's pandemic recovery. Public input is vital in helping Metro's Board of Directors and management make decisions for the next fiscal year to support the region's pandemic recovery.

The FY23 communications and outreach effort was designed to encourage public feedback from customers, stakeholders, and community members across Metro's 1,500-square-mile service area. Communications were guided by Metro's Board-approved Public Participation Plan, which meets or exceeds all Federal Transit Administration (FTA) requirements. Metro paid particular attention to ensuring that customers and community members from equity populations received high-quality information, communication, and feedback opportunities. Efforts included multilingual outreach teams across the system and in the community, multilanguage advertisements, and Spanish-language radio, social media, and digital ads. A demographic overview of the impacted customers can be viewed in the Title VI equity analysis report.

Many of the communications and outreach tactics occurred during the official public comment period timeframe, Saturday, January 22-Tuesday, February 15, 2022.

The communications and outreach plan included the following efforts:

- Stakeholder engagement
- Targeted marketing and media
- In-person outreach
- Public Hearings

Metro established communications and outreach goals to ensure that communications were open and transparent and led to public understanding of:

- What the proposed changes were
- Why changes were proposed
- How the public could comment on the proposed changes
- When the changes could go into effect

Feedback was collected through the following sources during the public comment period:

- Online surveys
- Comments received at the Public Hearings through in-person or virtual testimony
- Written comments received online and by the Board Secretary's Office

A summary of the more than 3,000 comments received can be found in the Public Input Results section at the end of this document.





## Stakeholder Engagement

To reach customers and community members across Metro’s service area, Metro staff engaged stakeholders to help amplify the FY23 budget messaging and collect feedback from a wide variety of individuals across the region.

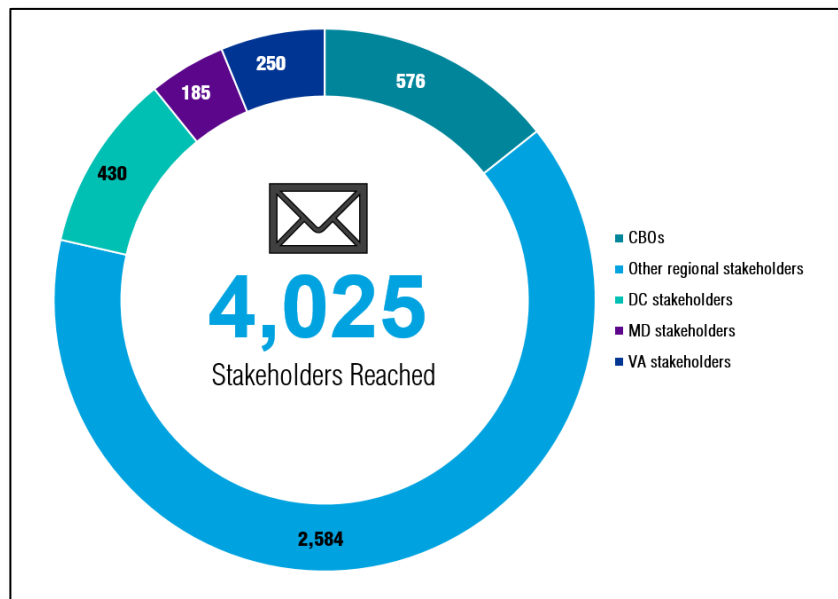
A comprehensive outreach effort was made to inform and connect with elected officials, jurisdictional partner staff, business leaders, transit advocates, and community-based organizations (CBOs). Building on the success of a tactic first used with the FY22 budget, Metro once again provided stakeholders with a “communications toolkit” to help amplify the FY23 budget messaging.

### Elected Official and Stakeholder Emails

Metro sent FY23 budget email communications to more than 4,000 individuals – including over 350 CBOs, as well as state and local elected officials, jurisdictional staff, community partners, places of worship, event venues, business improvement districts, apartment and residences, schools, shopping areas, social service organizations and more.

The first round of email communications was sent the week of January 10 to inform stakeholders of the overall budget situation and provide a look-ahead timeline of key milestones, including when and how the public could provide feedback.

Follow-up emails were sent the week of January 24 to remind stakeholders that the public comment period had opened and encourage them to share the information via their communications channels. Additionally, Metro staff followed up by answering emails and phone calls from stakeholders.



### Committee Briefings and Meetings

The **Riders Advisory Council (RAC)** received briefings on the budget proposal and public comment period at its December 2021 and February 2022 meetings. The **Accessibility Advisory Committee (AAC)** received regular updates throughout the budget process, including briefings at its December 2021 and January and February 2022 meetings. Additionally, the **Joint Coordinating Committee (JCC)**, comprised of staff from regional jurisdictions, participated in multiple sessions to discuss the budget proposals with Metro staff.

## Employee Communications

Several communications to employees were made to ensure they had the opportunity to learn about FY23 budget proposals.

An email was sent to all employees via the Metro Employee News newsletter on January 21 and February 18. Information about the proposed budget was also posted on the Metro intranet and included in Metrorail, Metrobus, and Grounds Maintenance & Custodial Services “hot sheet” newsletters.



## Communications Toolkit

The second round of stakeholder emails contained links to “communications toolkits” with information that stakeholders could share. The toolkit included messaging, graphics, printable brochures, and customer information flyers in multiple languages.

Metro also provided sample social media posts encouraging the public to comment on the budget. These posts were designed as cut-and-paste solutions in English and Spanish that stakeholders could easily share through their social media channels (i.e., Twitter, Facebook, and Instagram) to encourage people to share their thoughts on the proposals.

**Fiscal Year 2023 Budget**

- [Printer-friendly brochure](#) 📄
- [Graphics \(zip file\) - English and Spanish](#)
- [Sample social media posts](#) 📱

Sample Social Media Post Options	
<b>Option 1</b>	
Metro wants your feedback on its FY23 budget, which includes: <ul style="list-style-type: none"> <li>🗣️ Service improvements</li> <li>👛 Discounts &amp; promotions</li> <li>💰 Capital investments</li> </ul> Learn more: <a href="http://wmata.com/budget">wmata.com/budget</a>	Metro quiere recibir sus comentarios sobre el presupuesto para el Año Fiscal 2023, que incluye: <ul style="list-style-type: none"> <li>🗣️ Mejoras en el servicio</li> <li>👛 Descuentos y promociones</li> <li>💰 Inversiones en infraestructura</li> </ul> Obtenga más información en <a href="http://wmata.com/budget">wmata.com/budget</a>
<b>Option 2</b>	
Metro wants your feedback on proposed fare and service changes! Learn more at <a href="http://wmata.com/budget">wmata.com/budget</a> .	¡Metro quiere sus comentarios sobre los cambios propuestos en las tarifas y los servicios! Obtenga más información en <a href="http://wmata.com/budget">wmata.com/budget</a> .
<b>Option 3</b>	
🗣️ Share your feedback! Metro’s annual budget process is underway, and they want to hear from you on proposed fare and service changes. Learn more at <a href="http://wmata.com/budget">wmata.com/budget</a> .	🗣️ ¡Envíe sus comentarios! El proceso presupuestario anual de Metro está en marcha y quieren escuchar sus opiniones sobre los cambios propuestos en las tarifas y los servicios. Obtenga más información en <a href="http://wmata.com/budget">wmata.com/budget</a> .
<b>Option 4</b>	
Reminder: You have until Tuesday, February 15 at 5 p.m. to provide feedback on Metro’s FY23 budget, which includes possible fare and service changes.  Here’s a link to take a survey and share your feedback: <a href="https://bit.ly/3r0XEDv">https://bit.ly/3r0XEDv</a>	Recordatorio: Tiene hasta el martes, 15 de febrero a las 5 p.m. para enviar comentarios sobre el presupuesto de Metro para el Año Fiscal 2023, que incluye posibles cambios en las tarifas y los servicios.  Aquí tiene un enlace para realizar una encuesta y compartir tus comentarios: <a href="https://bit.ly/3r0XEDv">https://bit.ly/3r0XEDv</a>



## Targeted Marketing and Media

Metro used targeted marketing and media strategies to increase awareness and encourage feedback on the proposed budget.

### Website

The budget webpage ([wmata.com/budget](http://wmata.com/budget)) served as the central clearinghouse for information on the budget proposal and opportunities for submitting comments. The site a budget overview video that outlined the various budget proposals, docket materials, and pages that detailed each budget proposal. The page was fully translated into Spanish, and customer information notices were posted in eight additional languages: Amharic, Arabic, Chinese (Simplified and Traditional), French, Korean, Somali, and Vietnamese.

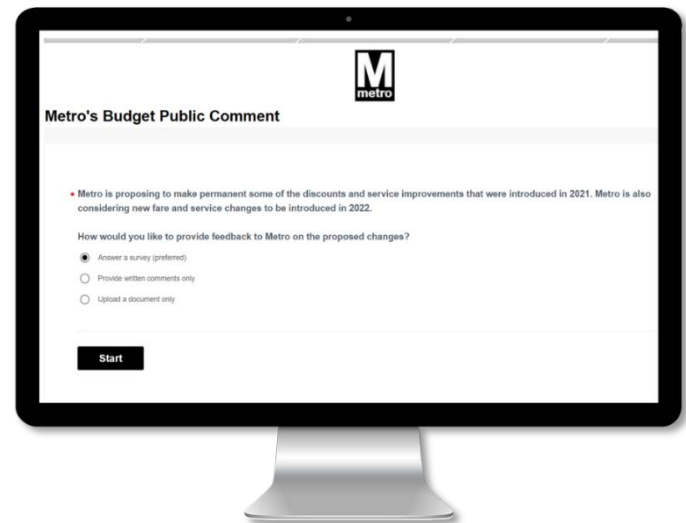
A variety of content was available for the public to review, including Metro's FY23 Budget Book, detailed maps of proposed bus and rail service changes, and the Public Hearing notice. The web page was also the primary channel for collecting feedback since customers could access the online survey in English and Spanish and submit written comments and upload letters. The Public Hearings were streamed live on the FY23 budget web page and Metro's YouTube page.

**The FY23 budget page received over 19,700 views and 14,900 individual visitors during the public comment period.** The average time on the page was just under two minutes. Half of the users accessed the site from their desktop computers, and the other half accessed it from their mobile devices.

### Survey Tool

Metro's primary method for collecting feedback was the online survey tool. The survey tool, available in English and Spanish via [wmata.com/budget](http://wmata.com/budget), provided the public a way to provide feedback by answering the survey questions, submitting open-ended comments, or uploading documents. Individuals who required additional language assistance were encouraged to call Metro's Customer Relations Department so a representative could assist them with taking the survey with the help of an interpreter.

**In total, 2,800 respondents took the survey, with 228 in Spanish.** A full report on the comments received through the survey tool is available in Appendices A and B.



*The budget webpage featured a survey tool that offered respondents several ways to submit feedback*

## Digital and Print Communications

A mix of paid advertising, owned and earned social media, and earned media was used to promote the budget proposals and encourage public feedback. Paid advertising focused on getting the message out in languages other than English. Metro distributed press releases marking the start of the public comment period and Public Hearings and used agency Twitter, Instagram, Facebook, and Nextdoor accounts to promote public comment opportunities.

### Social Media

Metro leveraged its social media channels to amplify budget messaging and reach customers across the region. Owned social media posts were supplemented by paid Facebook and Instagram ads in English and Spanish. In total, social media posts resulted in more than 1,600 engagements (likes, comments, shares, saves) across all platforms.

#### *Social Media Metrics Notes:*

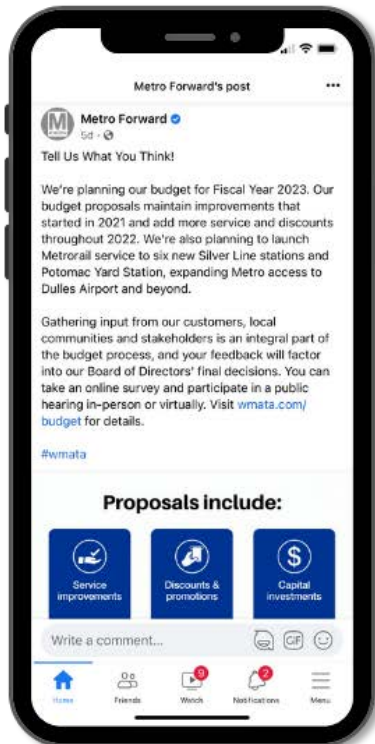
*Reach = the total number of individuals who saw the content (people are only counted once, even if they view the content more than once)*

*Impressions = the number of times the content was displayed in a user's feed, no matter if it was clicked or engaged with or not*

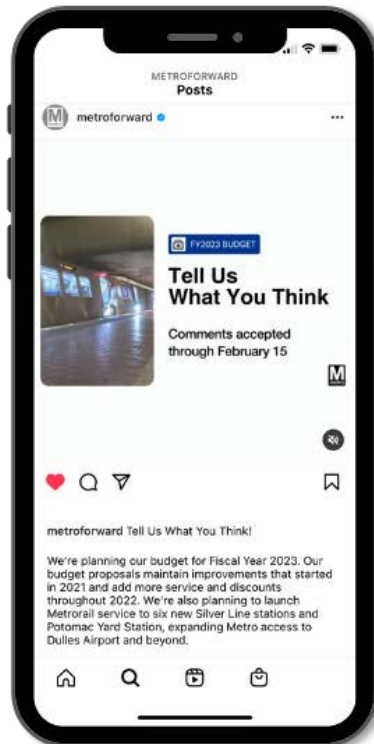
Channel	Date	Details
Nextdoor	<a href="#">1/31/22</a>	<ul style="list-style-type: none"> <li>47,591 impressions</li> <li>27 engagements (including 24 likes, 3 comments)</li> </ul>
Facebook (posts)	<a href="#">1/22/22</a>	<ul style="list-style-type: none"> <li>4,086 people reached</li> <li>420 engagements</li> <li>1,200 video views</li> </ul>
	<a href="#">2/4/22</a>	<ul style="list-style-type: none"> <li>2,058 people reached</li> <li>42 engagements</li> </ul>
	<a href="#">2/15/22</a>	<ul style="list-style-type: none"> <li>1,200 video views</li> <li>15 engagements</li> </ul>
Facebook (events)	2/7/22	<ul style="list-style-type: none"> <li>6 posts (3 English, 3 Spanish)</li> <li>More than 607,900 people reached</li> <li>Paid campaign</li> <li>Each event focused on a corresponding public hearing</li> </ul> <p><a href="#">February 7 event</a></p> <ul style="list-style-type: none"> <li>105,663 people reached, 258 responses (English)</li> <li>77,909 people reached, 83 responses (Spanish)</li> </ul> <p><a href="#">February 8 event</a></p> <ul style="list-style-type: none"> <li>131,180 people reached, 276 responses (English)</li> <li>77,378 people reached, 91 responses (Spanish)</li> </ul> <p><a href="#">February 9 event</a></p> <ul style="list-style-type: none"> <li>129,775 people reached, 216 responses (English)</li> <li>86,011 people reached, 125 responses (Spanish)</li> </ul>

Channel	Date	Details
Twitter	<a href="#">1/24/22</a>	<ul style="list-style-type: none"> <li>21,656 impressions</li> <li>738 engagements (including 210 link clicks, 16 retweets, 15 quote tweets, and 24 likes)</li> </ul>
	<a href="#">2/4/22</a>	<ul style="list-style-type: none"> <li>14,085 impressions</li> <li>162 engagements (including 44 link clicks, 8 retweets, 6 quote tweets, and 4 likes)</li> </ul>
	<a href="#">2/15/22</a>	<ul style="list-style-type: none"> <li>5,425 impressions</li> <li>58 engagements</li> </ul>
Instagram	<a href="#">1/22/22</a>	<ul style="list-style-type: none"> <li>3,769 impressions</li> <li>218 engagements (includes likes, shares, comments, and saves)</li> <li>1,623 total video views</li> <li>57 link in bio clicks</li> </ul>
YouTube	<a href="#">2/2/22</a>	<ul style="list-style-type: none"> <li>368 total views (English)</li> <li>8 total views (Spanish)</li> <li>2,300 impressions</li> <li>3:12 average watch duration</li> </ul>

### Social Media Examples



Facebook



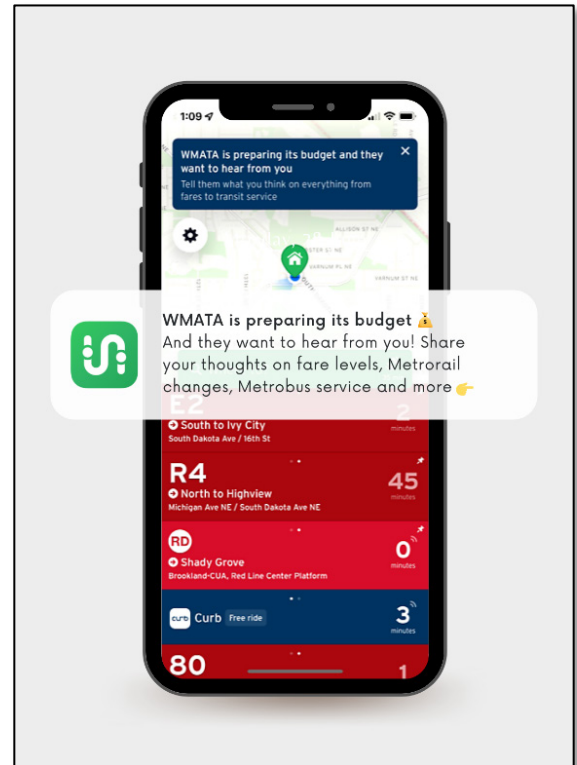
Instagram



Twitter

## Digital Advertising

Metro ran targeted English and Spanish-language advertisements between January 22-February 7, 2022. The ads, which directed people to the online survey, appeared in apps and mobile and desktop devices. Additionally, ads aired on Spanish-language digital radio. Push notifications were sent via the Transit app, which is known to have a high percentage of Spanish language use.



Spanish banner ads ran on apps and as companion pieces to digital radio advertisements (above). More than 2,745 respondents accessed the budget survey because of the Transit app notifications (top right).

## Digital Advertising Stats

Media	Language	Run Dates	Details
Digital Radio Ads and Companion Banner Ads (Extravision)	Spanish	1/22-2/7/22	<ul style="list-style-type: none"> <li>Total impressions: 326,530</li> <li>Audience included those who are bilingual or fluent in Spanish and are past/current Metro riders</li> <li>Audio platform encompasses Spanish-language radio stations, direct publishers, affiliate partners and podcasting</li> </ul>
Digital Banner Ads (Adobe)	English, Spanish	1/22-2/7/22	<ul style="list-style-type: none"> <li>Total impressions: 2,272,727</li> </ul>
Banner and Push Notifications (Transit App)	English, Spanish	1/22-2/7/22	<ul style="list-style-type: none"> <li>Total impressions: push notifications 11,619</li> <li>Total impressions: banner on app's home screen 19,609</li> <li>2,745 survey link clicks</li> </ul>

**Print Advertising**

Paid advertisements were placed in publications covering multiple languages: The Washington Post, The AFRO, El Tiempo Latino, Washington Hispanic, Atref, Doi Nay, Epoch Times, and Korean Times.

Publication	Language	Run Dates	Total Est. Impressions
The AFRO	English	1/22/22	12,500
Atref	Amharic	2/4/22	8,000
Doi Nay	Vietnamese	2/4/22	11,000
El Tiempo Latino	Spanish	1/28/22	49,200
Epoch Times	Chinese	1/28/22	13,000
Korean Times	Korean	2/26/21	30,000
Washington Hispanic	Spanish	2/4/22	55,000
The Washington Post	English	1/22 & 1/29/22	98,400

## 예산 제안에 관한 피드백 요청

2021년부터 시작된 개선 사항을 유지하고 2022년부터 새로운 서비스 및 혁신 혜택을 제공하고자 하는 새로운 예산 제안에 대해 여러분의 피드백을 받고 싶습니다.

**2021년 요금 및 서비스 개선사항의 지속**

- 기정금 지원(지방정부의 재정적 어려움 해소) 지속
- 7월 1일 - 2021년 1월 1일 기준

**새로운 요금 및 서비스 개선사항**

- 요금, 요금지급 방법 개선(카드, 현금, 계좌이체)
- 요금지급 방법 개선(카드, 현금, 계좌이체)

**피드백 반영 방식**

2022년 2월 15일 오전 9시부터 2022년 2월 15일 오후 5시까지

**2022년 2월 15일 화요일 오후 5시까지 여러분의 의견을 말씀해주세요.**

**wmata.com/budget**에서 설문조사 참여 및 서면 의견 제출

**대면 또는 비대면 공청회에 참석**

2022년 2월 15일 오후 4시	2022년 2월 15일 오후 4시	2022년 2월 15일 오후 4시
1st Mt. Vernon Government Center County Board Room 2100 Clarendon Blvd Arlington, VA	2000 Jefferson Building 9500 9th St Washington, DC	City College Park 7402 Baltimore Ave College Park, MD

- 문의: 855-925-2801 (평일 오전 9시부터 오후 5시까지)
- 문의: 855-925-2801 (평일 오전 9시부터 오후 5시까지)
- 문의: 855-925-2801 (평일 오전 9시부터 오후 5시까지)

**라이브 시청 및 청취**

**wmata.com/budget** 또는 **YouTube.com/MetroForward**에서 시청 가능

원하시는 언어로 정보를 이용하시려면 202-637-1328로 전화하세요.  
우거주 주소가 필요하시면 지원될 예정입니다.

문의: 855-925-2801 (평일 오전 9시부터 오후 5시까지) 또는 202-637-1328로 전화하세요.  
우거주 주소가 필요하시면 지원될 예정입니다.

wmata.com/budget

Information about Metro's budget was placed in various newspapers, including the Korean Times (left) and Atref.

## በደንበኞች ላይ የግብርና ምን እንደሚያሰቡ ይገነዘቡ

በ2021 የግብርና ምን ላይ የግብርና ምን እንደሚያሰቡ ይገነዘቡ

**የ2021 ታሪክ እና የአገልግሎት ማገዛያዎችን ይገነዘቡ**

- የግብርና ምን ላይ የግብርና ምን እንደሚያሰቡ ይገነዘቡ
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**አገልግሎት ማገዛያዎች**

- የግብርና ምን ላይ የግብርና ምን እንደሚያሰቡ ይገነዘቡ
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**የግብርና ምን ላይ የግብርና ምን እንደሚያሰቡ ይገነዘቡ**

እርስዎ የግብርና ምን ላይ የግብርና ምን እንደሚያሰቡ ይገነዘቡ

**ከስተዋናዎች ስኬት 5 p.m. ግንኙነት ፈቃድ 15: 2022 ሰዓት ጊዜ ያስጡ**

**ጥናት ይዘት እና wmata.com/budget** ላይ ለግብርና ምን ላይ የግብርና ምን እንደሚያሰቡ ይገነዘቡ

**በአካል ወይንም በስርዓት ለህዝብ ጥራት ዕለት ይገኙ**

ፌብሩዌ 7 2022 (6 p.m.)	ፌብሩዌ 9 2022 (6 p.m.)	ፌብሩዌ 9 2022 (6 p.m.)
1st Mt. Vernon Government Center County Board Room 2100 Clarendon Blvd #607 Arlington, VA	WAMATA Headquarters Jackson Graham Building 600 6th St NW Washington, DC	City of College Park 7402 Baltimore Ave Suite 201 College Park, MD

- በአካል ወይንም በስርዓት ለህዝብ ጥራት ዕለት ይገኙ
- በአካል ወይንም በስርዓት ለህዝብ ጥራት ዕለት ይገኙ

**በትንተኛ ይዘት ወይንም ይገኙ**

በ **wmata.com/budget** ወይንም **YouTube.com/MetroForward** ወይንም በ 855-925-2801 ለግብርና ምን ላይ የግብርና ምን እንደሚያሰቡ ይገነዘቡ

በደንበኞች ላይ የግብርና ምን ላይ የግብርና ምን እንደሚያሰቡ ይገነዘቡ

202-637-1328 ወይንም 202-637-1328 ወይንም 202-637-1328

wmata.com/budget

## Print and Digital Signage

Information was posted in English and Spanish throughout the system to communicate the budget proposal and encourage feedback from customers regionwide.

- Signs were posted in the mezzanines at all 91 Metrorail stations.
- Digital screens throughout the Metrorail system displayed information about the budget, including information display screens at all station manager kiosks and digital passenger information screens in mezzanines at selected stations with digital screen upgrades.
- Signs and brochures were posted in the bus information centers onboard all Metrobuses.
- Approximately 200 signs were posted at selected bus stops across the region. The stops that were identified for signage were on routes that were part of the budget proposal, had high ridership levels and high equity population ridership.
- Signs were posted onboard all MetroAccess vehicles.

**Tell Us What You Think**

We want your feedback on budget proposals that maintain improvements that started in 2021 and add more service and discounts throughout 2022.

**Make 2021 Fare and Service Improvements Permanent**

- Cheaper weekend trips and bus passes and free bus transfers to/from rail.
- More trains and buses and extended Metrorail operating hours.

**New Fare and Service Improvements**

- Cheaper monthly passes and late-night Metrorail trips and limited-time promotions.
- More rush hour and weekend trains and service to 7 new stations.

**Provide your comments by 5 p.m. on Tuesday, February 15, 2022**

**Take the Survey and Provide Written Comments at [wmata.com/budget](http://wmata.com/budget)**

**Participate in a Public Hearing in Person or Virtually**

February 7, 2022 (6 p.m.)	February 8, 2022 (6 p.m.)	February 9, 2022 (6 p.m.)
Ellen M. Bozman Government Center County Board Room 2100 Clarendon Blvd #307 Arlington, VA	WMATA Headquarters (Jackson Graham Building) 600 5th St NW Washington, DC	City of College Park 7401 Baltimore Ave Suite 201 College Park, MD

- To participate by phone, call 855-925-2801 and enter meeting code 8563.
- To participate via video, preregister by emailing [speak@wmata.com](mailto:speak@wmata.com) by 5 p.m. the day before the Public Hearing.
- To participate in person, preregister by emailing [speak@wmata.com](mailto:speak@wmata.com) or calling 202-962-2511 by 5 p.m. the day before the Public Hearing. You can also register on-site.


wmata.com/budget' and includes the Metro logo."/>

**Cuéntenos lo que piensa sobre nuestras propuestas de presupuesto**

MEJORAS EN EL SERVICIO

DESCUENTOS Y PROMOCIONES

INVERSIONES DE CAPITAL

**Se reciben comentarios hasta el 15 de febrero en [wmata.com/budget](http://wmata.com/budget)**

**M metro**



## Media Relations

To complement advertising and social media promotion, Metro relied on traditional media relations tactics, such as press releases, to generate earned media coverage to reach a region-wide audience.

### Press Releases

Date	Title	Details
1/24/22	<a href="#">Metro seeks public input on FY23 budget proposal that would improve service and fares</a>	The public comment period for Metro's Fiscal Year 2023 (FY23) budget is officially open, and Metro's Board of Directors wants the public's input.
2/4/22	<a href="#">Metro to hold first public hearings starting Monday on proposed FY23 budget, improvements</a>	Beginning Monday, February 7, Metro will hold the first of three public hearings for people to weigh in on Metro's Fiscal Year 2023 (FY23) budget. Hearings will be held next week and will provide for both virtual and in person public participation options.

## Earned Media Examples

BUS, METRO

### “Metro seeks public input on FY23 budget proposal that would improve service and fares”

Prince Of Petworth January 24, 2022 at 12:05pm



PoPville – 1/24/22

Rail News Home » Passenger Rail

Rail News: Passenger Rail

### WMATA solicits public input on proposed FY2023 budget

10 Shares [Share](#) [Tweet](#) [in Share](#) [Email](#) [Share](#)



The proposed budget involves a \$2.3 billion capital fund to continue construction projects.  
Photo - wmata.com

Progressive Railroading – 1/25/22

**Metro Kicks Off Budget Talks** — Metro is seeking comments on its budget for fiscal year 2023. The budget takes into account the launch of six new Silver Line Stations.

[\[Washington Metropolitan Area Transit Authority\]](#)

Reston Now – 1/25/22

WUSA9 News Weather Near Me VERIFY Watch Live

← CORONAVIRUS CAPITOL RIOTS GET UP DC OPEN MIC GREAT DAY WASHINGTON

**BREAKING NEWS** Watch Live: Montgomery County Board announces new superintendent [Read More >](#)

DC

### Metro holds first public hearings for Fiscal Year 2023 budget

Public feedback will be provided to Metro's Board of Directors as part of the final decision-making process.

Metro CEO to retire in 6 months



WUSA (CBS 9) – 2/7/22



## In-Person Outreach

Metro conducted an extensive in-person outreach campaign to reach customers rather than expecting them to “come to us” to provide feedback. In addition to in-person outreach at stations and bus stops, street teams were at selected community locations near the new Silver Line and Potomac Yard stations.

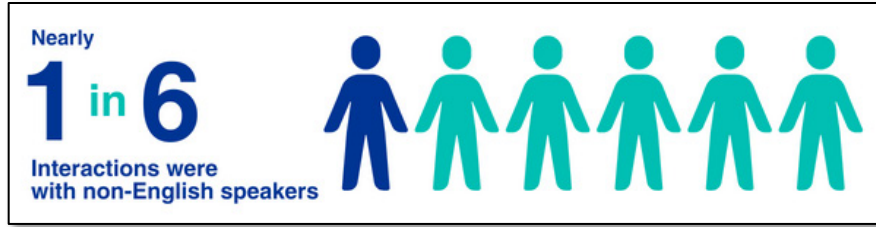


Multilingual street teams conducted outreach across the region between Tuesday, January 25-Saturday, February 12, 2022. Street teams were at all 91 Metrorail stations and selected bus loops. The street teams worked 5-hour shifts covering either the morning or evening rush hours and 8-hour shifts covering the late-night shifts. The shift times and locations were based on the proposals and promotions covering weekdays, late nights, and weekends. Additionally, street teams were stationed at bus stops on routes impacted by the proposals, high bus-to-rail transfer stations, high bus-to-rail transfer bus routes, and bus routes that serve low-income customers.

Street teams were also deployed, in communities near the future Silver Line and Potomac Yard stations to reach Title VI populations in those communities. Silver Line Phase 2 locations included Reston Town Center Transit Station, Ashburn Library, Claude Moore Recreation Center, and Cathy Hudgins Community Center at Southgate Mobile Market. Potomac Yard locations included Casa Chirilagua Community Center, Potomac Yard Center, Forest 24 Hour Laundromat, and Leonard Armstrong Recreation Center.

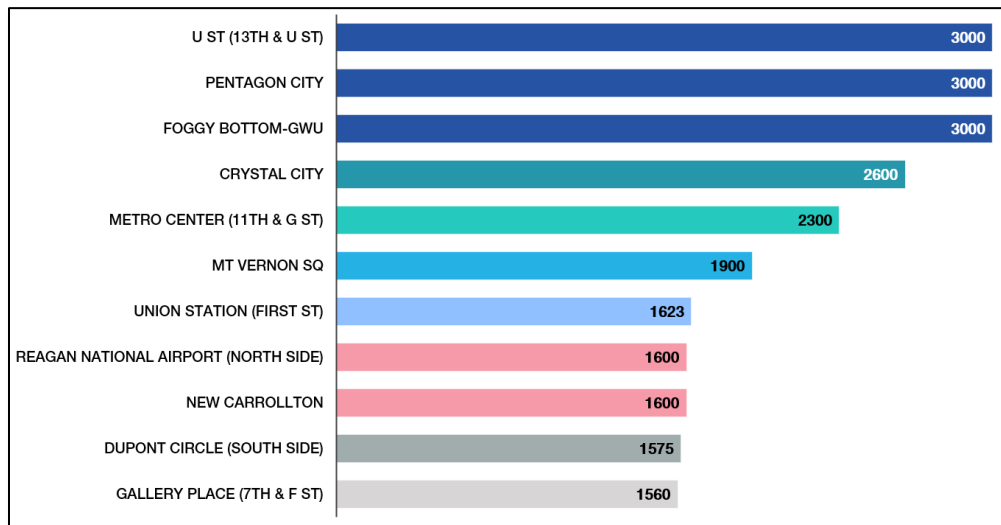
Street team staff, identified by their recognizable yellow Metro-branded aprons, distributed brochures, answered questions, and helped customers take the online survey via a tablet or on a customer’s mobile device. Bilingual staff wore large buttons that identified the languages they spoke; half of all street teams featured fluent Spanish speakers. Some teams featured staff members fluent in American Sign Language, Amharic, Chinese, Korean and Vietnamese. Bilingual staffing requirements were based on the current demographics of the stations and bus routes.

To ensure safety for street team staff and customers, street team members wore masks and frequently sanitized tablets for customer surveys. Customers who didn’t want to use the Metro tablets to take the survey had the option of scanning large QR codes on hand-held signs or receiving a text with a link to the survey on their devices.

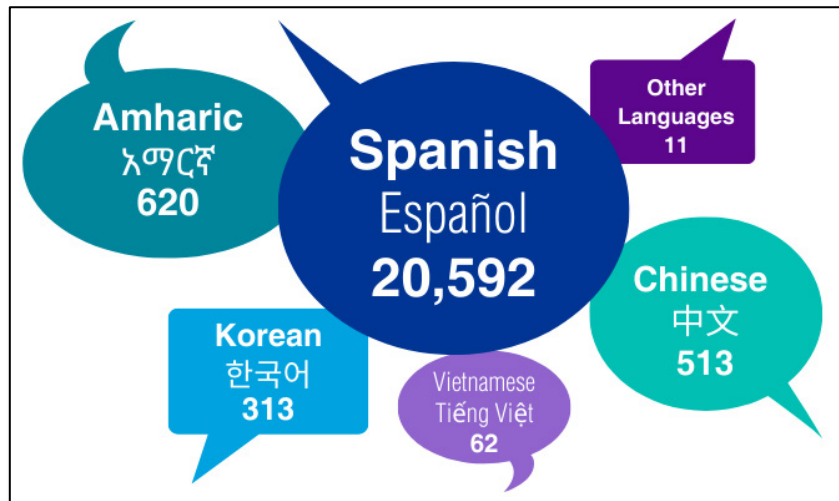


In total, street teams spoke with over 135,000 customers and handed out more than 77,000 brochures. Over 16% of customer interactions were in languages other than English, with 20,592 15% of interactions in Spanish. Additional customer interactions in languages other than English included Amharic (620 interactions – 0.45%), Korean (313 interactions – 0.23%), Mandarin (513 interactions – 0.38%), Vietnamese (62 interactions – 0.05%) and ASL (21 interactions – 0.02%). Find more information in Appendix C.

**Top 10 Street Team Customer Engagements Locations (by shift)**



**Street Team Language Non-English Language Engagements (1/25-2/7/22)**





## Public Hearings

As part of the FY23 budget process, Metro hosted its first-ever hybrid Public Hearings. The public had the opportunity to participate in person or virtually at three Public Hearings in February.

Because of the ongoing pandemic, Metro limited the number of staff on-site at the hearings. In-person attendees adhered to Covid-19 social distancing protocols and exited the room after providing testimony. American Sign Language (ASL) interpretation was provided at each of the Public Hearings. Instead of a typical in-person open house, Metro subject matter experts were available virtually to answer any questions from those attending in person 30 minutes before the start of each Public Hearing.



The hearings were hosted on Metro's virtual platform to ensure accessibility and were broadcasted live on Metro's budget and YouTube pages. Those who wished to submit virtual testimony could preregister to participate by video or call in during the hearing to submit audio-only testimony.

**In total, the hearings had 44 public speakers (19 in-person, 16 audio, and nine video comments).** The hearings had 785 online viewers (DC 259, MD 178, VA 352) and 50 audio-only listeners.



## Overview Video

A prerecorded overview video was created in English and Spanish and available on the budget webpage before the Public Hearings. This provided an interactive way for viewers to learn about the budget proposals before providing comments at the hearings.



## Public Hearing Details

Metro held three hybrid Public Hearings, with the in-person portion of the hearing taking place in each jurisdiction. The hybrid format provided expanded options for members of the public to connect with Board members and share their thoughts.

Event Details	Public Hearing Speakers	Metro Board Member Representatives	Metro Executive Representative
Public Hearing #639 Monday, February 7, 2022, 6 p.m. Ellen M. Bozman Government Center County Board Room 2100 Clarendon Blvd #307 Arlington, VA 22201 <a href="#">View archive of meeting here.</a>	<b>7 speakers</b> 4 in person 3 via phone	Paul Smedberg Dr. Bryna Helfer	Jennifer Ellison
Public Hearing #640 Tuesday, February 8, 2022, 6 p.m. WMATA Headquarters 600 Fifth Street, NW Washington, DC 20001 <a href="#">View archive of meeting here.</a>	<b>19 speakers</b> 7 in person 6 via phone 6 via video	Paul Smedberg Dr. Tracy Hadden Loh	Jennifer Ellison
Public Hearing #641 Wednesday, February 9, 2022, 6 p.m. City of College Park 7401 Baltimore Ave. Ste. 201 College Park, MD 20740 <a href="#">View archive of meeting here.</a>	<b>18 speakers</b> 8 in person 7 via phone 3 via video	Don Drummer	Jennifer Ellison



## Public Input Results

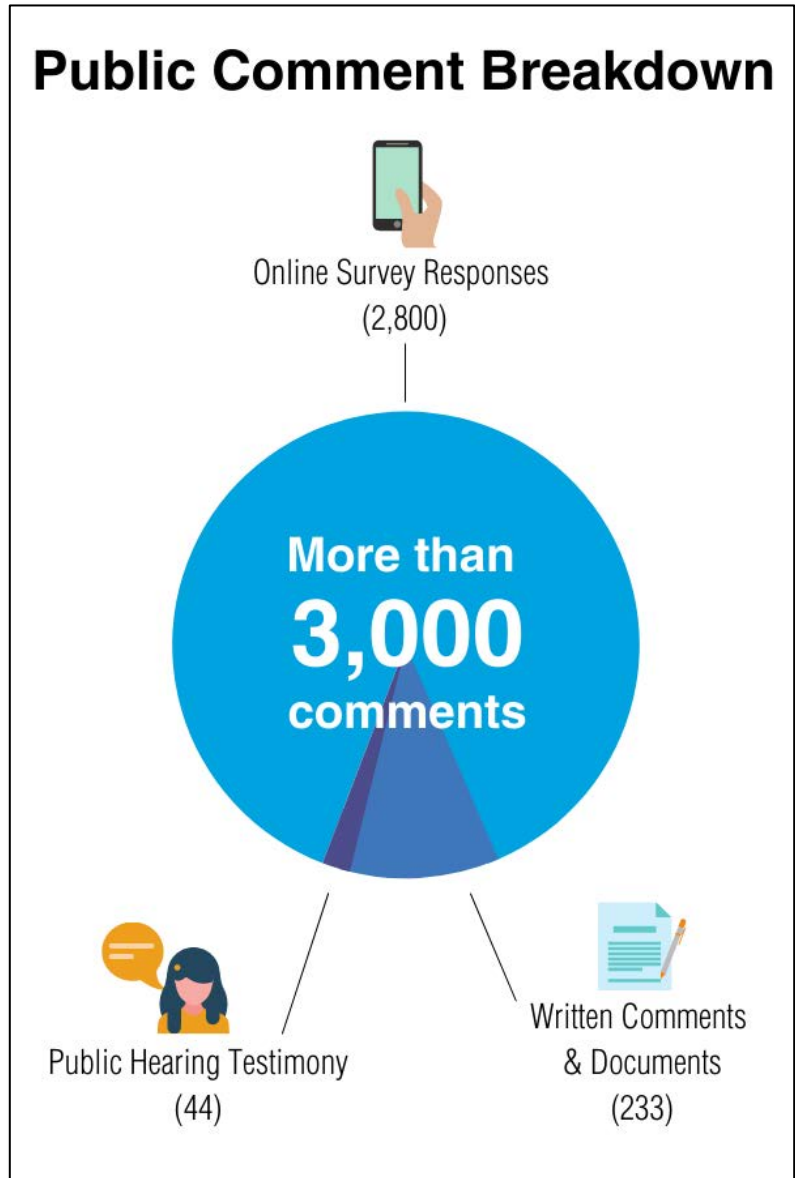
Metro collected public input during the public comment period through online surveys, written comments (uploaded through the survey tool or letters sent to the Board Secretary’s Office), and testimony at the Public Hearings.

The public comment period was open for more than three weeks, from Saturday, January 22 through 5 p.m. Tuesday, February 22, 2022.

In total, Metro received over 3,000 public comments on the proposed budget. More than 91% of the feedback was received via the online survey tool. Another 8% of the input received was written comment, with the majority provided through the survey tool via the upload or “provide written comment only” choice.

Written comments can be found in Appendix A: Written Comments, Letters, and Documents.

Analysis of public input collected through survey responses can be found in Appendix B: Customer Feedback on Proposals.



# **Appendix A: Written Comments, Letters, and Documents**



## General Comments

Comment	Notes
<p>The parking and rail fare revenue projections seem wildly optimistic. Since you all have yet to identify the root cause of the 7000 series wheel / axle issue, a more realistic projection would assume that it will not be resolved in fy2023, and that capacity and ridership (and thus related revenue) will not increase much above the average for the past three months.</p>	7000-series
<p>Is it possible to have the Drivers put what route they are driving up??? Im disabled and walk with a Cane and Everytime Im at a stop with more than one bus coming to that stop I have to walk up and ask what route is this,instead of knowing which one it is when they pull up.</p>	Accessibility
<p>Living near barracks row, I always observe many cars parked in Metro Bus zones, causing traffic jams and making it difficult for people with disabilities to board. One solution would be to put traffic cameras in each bus, and issue tickets for being in a bus zone. Not only would this enforcement help keep traffic moving, it would bring insignificant revenue.. rather than using traffic jams as revenue raising speed traps, this system would actually benefit the public</p>	Accessibility
<p>Had bad experience with metro employees,Ä¶ not helpful</p>	Customer experience
<p>I received the information flyer this morning from Metro staff at Bethesda station. Thank you.I support all the proposed changes.Please include into your plans improved cleaning of both stations and cars. I commute to work on the red line and find that stations and cars clearly have not been cleaned overnight. Floors need to be washed, stations need to be cleaned. The key driver to increase ridership is a clean and efficient service, the proposed service frequency increase will go a long way to improve the quality of service, but please focus on cleanliness as much.Thank you for providing an opportunity to voice our opinions.</p>	Customer experience
<p>The metro buses never stop for customers and also drive by and even if it's raining it doesn't give us an option to attempt to get on the bus. They should also not allow people to sleep at bus stops. It is comfortable for passengers. Thought should also make bus bags for every bus stop.</p>	Customer experience

## General Comments

First and foremost, thank you for asking us the public on feedback. I would like some changes to be considered. I've been asking for these for years. 1. Add more station names to the walls of trains. As a passenger I don't know which station I am at when looking out the window from popping my head out of a book. 2. Add bus number to the display inside the bus. Sometimes we board a bus without knowing which bus it is. This will help us from not getting lost. 3. Run buses in Maryland more frequently. An hour wait is no suitable now and are cause people their jobs. 4. Run buses later in MD.

Customer experience, service levels

Dear Metro Business, my name is Brandon Currie I spoke over the phone at the budge live hearing, What I really wanted to propose in the upcoming year, is more bathrooms at stations, some people like myself have medical issues where we may need to go to the toilet area often. More discounts should be available for people who work farther from where they live and may not make as much money to support their public transportation personal budget.I would also like to propose an later extended bus time on the route of the V12 Suitland-Addison Road station line over the weekends possibly to 1230 am. Lastly to decrease wait times for metro buses and trains on the weekends, just because it is the weekend does not mean people dont work, I work on the weekends frequently. Thank you.

Customer experience, service levels, fares

The Deanwood metro parking lot was approved for joint development by the WMATA board but has not been announced for public bidding. Please engage the Deanwood Citizens Association ([info@deanwoodcitizens.org](mailto:info@deanwoodcitizens.org)) to provide an update on when it will be up for bids. The community has a vision and funding lined up for a library and a grocery store at the site. Both will dramatically increase the revenue and ridership of the station and be a widely celebrated example of transit oriented development.

Development

Good Evening,My name is Frances Whalen and I am a Ward 7 -Deanwood resident. I am requesting WMATA(Metro) to finalize an idea that has been discussed for years, clearing the Deanwood Metro parking lot that is rarely used and making it into accommodations for a grocery store.Deanwood is an area of a lot of long-term residents i.e. seniors. It is hard for them to get to the stores. Even when the markets and food accommodations visit the area from other organizations, it still is not meeting the needs of the residents.It would be a dynamic presence in the area and create jobs especially jobs for our youth directly in their neighborhood. I am urgently asking you to consider relieving Ward 7 of their food desert by providing the area for a grocery store. Thank you,Frances Whalen

Development

## General Comments

Ive been living in Deanwood for the past three years. At the time, Metro approved development at the Deanwood metro parking area with the goal to build a grocery store in the neighborhood. Ward 7 is a food desert. Currently, Deanwood residents need to drive multiple miles out of their neighborhood to have access to healthy food. A grocery so close to the Metro station will not only fill that void but will also allow the community to thrive, bringing jobs and better opportunities for everyone.

Development

Four years ago WMATA approved development at the Deanwood metro parking lot, and as a new resident, I feel that its time to follow through with those plans. Please put the parking lot up for bids for development so we as Deanwood residents can get a grocery store. Our neighborhood deserves it and can make use of a parking lot thats barely used.

Development

Its been four years since you all approved development at the Deanwood metro parking lot, and its time for WMATA to follow through and put the parking lot up for bids for development so we can get a grocery store.

Development

WMATA needs to finally develop the parking lot at the Deanwood metro so that this community can build a grocery store. Its been far too long since WMATA has made any progress on this and living so far from a grocery store is a real burden on many of our residents. Having access to fresh foods is essential to improving health outcomes and quality of life for neighborhoods like Deanwood and WMATA has the ability help make this a reality. Thank you for your consideration.

Development

Please develop the parking lot at Deanwood Metro and focus on improving bus service east of the river too

Development

Please consider restarting WMATAs efforts to promote joint development on its property at Fort Totten station. In 2018, WMATA and Donatelli Development canceled previous plans for joint development at this location. Now it is timely to begin a new effort for joint development at Fort Totten. DCs updated Comprehensive Plan, completed last year, calls for redevelopment of this property (see Policy UNE-2.7.1). Other mixed-use projects in the vicinity have recently broken ground, including EYA's Riggs Park Place and the Cafritz Foundation's Art Place at Fort Totten, demonstrating the opportunities for development at this location.

Development

## General Comments

It is unfair to raise fare rates while not enforcing enforcing rules / laws related to anyone who does not pay fares, ie: jumping fare gates. In addition, start enforcing fines for eating and drinking on platforms. Theres been a huge mess on platforms / tracks. Everyday Im less inclined to take metro as a transportation means due to the hassle, inconvenient schedules, fares, and unequal treatment of people who actually the fares to subsidize unlawful actions.

Fare evasion & enforcement

More enforcement is needed to address fare evasion. I support the proposed fare changes but when fare evasion is so rampant, I don't understand why more focus isn't put on addressing it. When I board the 70 bus at Chinatown, it's not uncommon for 80% of riders not paying the fare.

Fare evasion & enforcement

I wish you could find a way to deal with Metrorail fare evasion while addressing the issues the led to its decriminalization. Lets face it. Paying to ride Metrorail is optional. Just ask those who -- often loudly -- bang through the turnstile while station managers barely notice. Yes, WMATA has plenty of things to worry about now, such as getting more trains back on the tracks. But I wonder why I continue to pay to ride. Thank you for listening.

Fare evasion & enforcement

I am getting sick and tired of watching people steal their fate on the Metro. Metro is not a charity, and all you station managers and Metro Transit cops sitting there doing nothing might as well be watching your pensions get flushed down the toilet as you let these tens of thousands of people steal from you every day. You don't even value your product if you don't do something about this. Every one at WMATA should be ashamed of this. I'm tired of seeing this system go to crap every single day. Start giving a damn, and stop the fare evasion. I'm sick of these criminals and the crooks you are for letting them do it.

Fare evasion & enforcement

## General Comments

Good morning, My name is Melisa Casalla and I send this written comment in order to address the issue of many riders not paying for their fare. I ride the metro 3-4 days a weeks to go to work at 6am and 4pm, and every day I see at least 10-15 riders who either jump over the fare gate or piggyback other riders who are scanning their MetroCard. Considering that I spend about \$200 every month to take the metro, I find really unfair and frustrating that so many people avoid paying for the service, especially when no Metro staff care to stop these riders or even lift their eyes from their phones. I have noticed some effort from Metro to improve their fare gates: the ones at the Shaw Howard University station open and close much quicker, making piggybacking a little more uncomfortable (yet, doable), but still this doesnt address the issue. I would propose offering a student pass or a low fare (most of these people are middle/high school students), and definitely change the fare gate so no one can jump over them. In anyways, a little bit is better than nothing, and more respectful for those who actually spend money on getting to work, school, etc. As a responsible and loyal rider of Metro Im frustrated and disappointed. Not only the frequency of the cars has significantly decreased for a great amount of time (since September 2021, its February 2022 now), but also I have to see how many people do not pay for their fare or just use someone elses money to get in/out of the stations. I have personally decided to wait for all the riders to leave the station and then let my self out, that way I dont have to deal with piggybacking I hope this issue is address in a timely manner. Thank you, Melisa Casalla

Fare evasion & enforcement

My partner provided this feedback and I concur: Good morning, My name is Melisa Casalla and I send this written comment in order to address the issue of many riders not paying for their fare. I ride the metro 3-4 days a weeks to go to work at 6am and 4pm, and every day I see at least 10-15 riders who either jump over the fare gate or piggyback other riders who are scanning their MetroCard. Considering that I spend about \$200 every month to take the metro, I find really unfair and frustrating that so many people avoid paying for the service, especially when no Metro staff care to stop these riders or even lift their eyes from their phones. I have noticed some effort from Metro to improve their fare gates: the ones at the Shaw Howard University station open and close much quicker, making piggybacking a little more uncomfortable (yet, doable), but still this doesnt address the issue. I would propose offering a student pass or a low fare (most of these people are middle/high school students), and definitely change the fare gate so no one can jump over them. In anyways, a little bit is better than nothing, and more respectful for those who actually spend money on getting to work, school, etc. As a responsible and loyal rider of Metro Im frustrated and disappointed. Not only the frequency of the cars has significantly decreased for a great amount of time (since September 2021, its February 2022 now), but also I have to see how many people do not pay for their fare or just use someone elses money to get in/out of the stations. I have personally decided to wait for all the riders to leave the station and then let myself out, that way I dont have to deal with piggybacking I hope this issue is address in a timely manner. Thank you, Melisa Casalla

Fare evasion & enforcement

## General Comments

How do you stop all the gate jumping at the metro stations? I use the Shaw Metro, and EVERY TIME use the Metro (2-6 times a week), I see one (and often more) people jumping the pay gates. This must be a huge income loss to the system.

Fare evasion & enforcement

Does Metro plan to address in any way the fast growing problem of fare gate jumping (non-payment of fares) that I have observed in recent months and weeks becoming more and more prevalent throughout the Metro Rail system? As almost a daily user of the system, I have watched this problem mushroom. I was told by one Station Manager that the DC Government, i.e. the taxpayers, pays Metro for every instance that the alarm signals an unauthorized passage through the gate. Many jumpers are now climbing over the side fences or simply opening the pass gates and strolling in and out. Last week, I was one of 8 passengers exiting a station. I was the only one who bothered to pay. I must admit that I felt a bit foolish paying my fare. Are we headed to a free for use system totally funded by the region's tax payers? Obviously, this situation will have very serious budgetary consequences if it persists and continues to escalate at the rate that I have observed in recent weeks. Thank you for your attention.

Fare evasion & enforcement

Metro rail and Metro bus service are a national embarrassment. The buses never come on time, if they come at all. Fare evasion is never enforced on either service. Riders are disruptive, harassing, or messy with consistent impunity. Even New Delhi has better public transportation. The elevators are always broken. I can count on one hand the number of times in the past six years I've been able to get to work with ALL of the elevators operational. Whomever you're paying to repair the elevators is clearly ripping you (i.e. all of us) off so they can continue to get business. We deserve a public transit system worthy of the capital of the wealthiest nation in human history. Ours resembles that of a developing country.

Fare evasion & enforcement, maintenance

## General Comments

I am very very troubled by the way the survey asked no questions about Metro security. In the past year, the number of passengers jumping the turnstile and fare-beating has skyrocketed. When I get on and off at Brookland and at Van Ness, there have been times that far more people jumped the turnstile than paid the fare. If such a substantial percentage of riders are not paying, I resent fare hikes for those of us who are law-abiding and spend, for me, thousands of dollars a year in transit costs. In addition, I have been harassed by teenagers aggressively demanding money and aggressive mentally ill riders who are in great need of help. If a substantial number of people are committing fare theft to get on the train, crimes on the train are far less surprising. A greater police presence and fare enforcement are needed. It is patently unfair for so many to steal their rides, resulting in fare increases for all of us and budget shortfalls for Metro. I also, for the first time in 30 years of DC living, do not feel safe on Metro. If I had other options, I would take them. If a strong police presence and enhanced public safety is not a priority, those who do have other options will not return to Metro.

Fare evasion & enforcement, safety & security

Metro needs to invest in fare gates that prevent fare skipping and can be locked to trap the criminals that are assaulting passengers. As a crime victim who was assaulted by teens in December I demand you increase funding dramatically for transit police and start arresting these criminals. You aren't doing nearly enough to protect the public. My federal agency may reopen but I have no faith that Metro can give me a safe ride from my home to my federal agency without being victimized again.

Fare evasion & enforcement, safety & security

## General Comments

I also completed the survey, but here is the bottom line: I am ok with paying increased fares and would ride more frequently if Metro increases police/security presence, stops rampant fare evasion, and cleans trains more frequently. On every trip, without exaggeration, I see riders (mostly young men and older juveniles) passing through Metro gates without paying or walking past the bus driver without paying and I rarely if ever see any action by the station manager or supervisor. Whats more, on most rides I rarely see a police officers in stations these days and almost never see them on trains. Contrast that to European or East Asian train systems, which are well-managed and have a friendly but always-present police force to deter crime and fare evasion; they do not excuse fare evasion or non-enforcement as equity but instead see it as what it is: theft that emboldens criminals, angers fare-paying riders, and turns off the public to the Metro. A recent WaPo article estimated based on Metro statistics that 33% of all Metro riders do not pay a fare! How can WMATA expect to run a workable transportation system with public support when a full third of riders are stealing from the system and expecting the law-abiding public to subsidize their theft? Likewise, the trains are dirtier than in years past because neither Metro employees nor police are enforcing regulations against litter and eating on the trains, and I rarely see cleaning personnel on trains these days. Again, contrast this with how train systems are managed and how regulations are enforced in Germany, the UK, the Netherlands, Japan, Singapore, Dubai, or Taiwan, and you will get a good indication of why the Metro customer experience lags far behind. The answer is simple: WMATA needs to enforce fare payment and compliance with the rules, and assign police and other staff accordingly, and not tolerate fare evasion and brazen disregard for published and posted Metro rules. Thanks!

Fare evasion & enforcement, safety & security

I appreciate the communication from Metro. It is remarkable to see the staff out in stations alerting us to changes in service or proposals. There are a lot of proposals on the table to add additional services, reduce fees, or other options. However, after riding the metro daily for several years I would like to see the following addressed: 1. There is a significant number of people who dont pay every day. When I walk into the metro there isnt a day that someone around me just walks right through the gates. Why should I continue paying when you dont seem to care about getting paid?2. The initiatives to improve timeliness of trains is insulting. Due to the rail car derailment we have been operating on >20 min stops all day every day. Why should I care about the red line going from 8 to 6 minutes when I cant get a green line in less than 20 minutes? Fix your trains and provide reliable service. 3. Metro bus stop postings at bus stops are misleading. The bus may be up to 5 min early or not be running at that moment. Please address the bus inconsistency. 4. The lighting in the metro stations makes every station feel like you are in a dark basement. Add some additional lighting. 5. Actually stop people from eating, drinking, peeing, sleeping, playing music loudly, and selling oils.6. Fix the train speakers so a rider can actually hear the announcer. In general you are missing the mark on improvements to the DC metro. Stop discounting the fare and actually use the revenue to address the issues.

Fare evasion & enforcement, safety & security, service levels, 7000-series



## General Comments

Why do I see, on an almost daily basis, riders jumping the gates without paying their fare, in plain view of Metro staff, and nothing is done about it? I pay for my ride, so why are others not expected to pay for theirs? If you have budget problems, this lack of enforcement of payment for ridership is surely a cause. Also, when will the endless investigation that has decreased frequency of train service going to end? Its been five months.	Fare evasion & enforcement, service levels, 7000-series
As a DC resident, I am in favor of the Metro For DC Amendment Act of 2021. Specifically - the \$100 stipend for all DC residents to promote the use of Metro services.	Fares
I think it's ridiculous that since November, despite the services being limited, Metro had no problem charging everyone full prices for services when clearly we were not getting what we paid for. You greedy bastards really couldn't have bumped prices down a little bit? Ridiculous all around.	Fares
Senior fares	Fares
way too expensive for y'all to be as unreliable as you are	Fares
I'm from DC but now recently commute between Baltimore and DC and have found that the payment system, i.e., charm pass is totally superior and makes smartrip look, function and feel decades old.	Fares
The prices are too high. Bring back the old pricing.	Fares
Talked to a customer. She expressed that she takes the bus and the train to get to work. She pays \$4.50 one way for metro bus and \$2.50 for the train which comes up yo\$14.00 a day. She told me that it's too expensive paying that much every day. Also would highly appreciate is the frequency could be increased. She uses a monthly metro pass.	Fares
I would extremely appreciate it if you could make the monthly passes even cheaper and offer discounts to college students even if their university is not a part of the U Pass program.	Fares
Don't raise prices.	Fares

## General Comments

Metro should lower the fee for metro smart cards. And give a reward for people who take the survey.

Fares

Sandra Faulk [REDACTED] Subject: Comments to METRO FY2023 BudgetMetroAccessNo logic to Fare Structure. Reduced the fare. Establish a Flat fare for clients. DMV paratransit Fares compare to New York: \$6.50 maximum fare for DMV. \$2.75 Flat fare New York Paratransit/Access-A-Ride. Eliminate The Grandfather/Grandfathering Provision.MetrorailReliable sound system on trains. Improve sound system in Train car. Sound system do not work properly in some train cars. MetrobusImprove audio on buses. When bus arrive at stop, NO audio to announce Bus and designation.This will be very helpful to the Blind Community.Sincerely [REDACTED]  
[REDACTED]

Fares,  
accessibility

I support zero proposed budget until the 7000 Series issue is properly communicated. Regarding fares, commuters are currently getting rush hour pricing with limited train availability, and fare jumpers continue to abuse the system. Regarding safety, violent crime continues to happen and employees sleep in the service booth

Fares, fare  
evasion &  
enforcement,  
service levels

Metro fares are too expensive. The metrorail is unreliable and more trains are needed. The number of individuals that I see not paying every day is staggering. The metro might be able to afford to maintain and service their trains appropriately if t&ey enforced and monitored the turnstiles.

Fares, fare  
evasion &  
enforcement,  
service levels

I think that you on the right path, and at least thinking of the people. You never mention anything about the seniors/disability individuals. I think we need a lower fee, the fee for us parking at the metro station should be lowered for Seniors/disability individuals. The green line is so poor and packed that its ridiculous, people sitting one to a chair and not allowing others to sit down. The school children are so rude, scary, just dont care and have not respect for the alders. During the school let off time, metro for sure needs more train cars and buses, especially the 96 this bus is a nightmare and need more buses on this route. Please help us on this green line for its like to dangerous.

Fares, safety &  
security

## General Comments

Everything should be FREE until these trains are back to a normal pre covid schedule, the tracks are fixed, the new train cars are fixed, you hire more people and all other inconveniences. Nobody should have to pay for a service this delayed. Everywhere you go something's not coming for another 30 minutes, or just says „DLY“ with no update for 15 minutes just to say You have to wait another 20. Fares, service levels

New Carrollton station manager should be fired. Poor service and lack of professionalism. Metro scheduled time on mobile application is different from actual departure time. The train schedule are not appearing on the metro mobile application since mid January. No fare should be increased at this time, as the services provided are already below standard. 24-30 minutes waiting time between rides are ridiculous and should be fixed. Fares, service levels

Metro fare has increased over the years, including parking at the metro stations. Where is the proposal to help alleviate these costs? More specifically, alleviating the cost of parking and metro rail fare during rush hour/high time use, not late night and after hours. What good is low cost fare after rush hour for the majority who use metro during rush hour?? These costs have risen much higher, while the Fed government throws millions at WMATA every year. Its amazing WMATA cannot keep fares low, and cannot seem to maintain their cars (debacle of fall of 2021, with the cars derailling and your new cars needing to be pulled back.. and all the track issues...). I use metro daily to commute to work, and each way to get to my office in DC, it was taking me two hours (prev. 40 mins MAX) because of how many cars were out of alignment and had to be pulled out and have to use the same tracks for two different directions causing delays. What is WMATA doing with all this money every year?? You have maintenance crews that should be working and being paid to work routinely all year around to ensure all cars and tracks are always well-maintained. WMATA needs to re-assess how they are using their money, and if needed, also assess and do something about the way you operate and maintain the system. Its no excuse. If WMATA was privately run, many people would have been fired and a whole re-assessment would have been made to fix the issue. I have been using metro rail for over 20 years, and every year it just gets worse, while more and more money is thrown at you. Fares, service levels, 7000-series, maintenance

Noticed that there was a customer throwing wrappers on the floor with our care in the worl to others around her. This is reason you will loose riders bd not because of the stupid \$2 weekend fare. General

You need to privatize this service. This cannot be managed appropriately by your current management setup. General

Add a McDonalds General

## General Comments

Better employees without an attitude	General
The only thing I have aComment on is the accuracy of the web app. It's consistently wrong.	General
Very good	General
Outlets	General
We have had some very serious challenges over the past two years.	General
Metro needs more evening hours for nightlife. A lot of commuters are forced to commute early in the morning and they're exhausted in the afternoon. Metro is providing too much waiting around. That's why people are angry at Metro. Metro needs to do better.	Hours of operation
To whom it may concern,The residents of DC rely on the Metro for regular service. Making the shortened weekend hours permanent is a disservice to everyone who lives in DC, particularly as ride share apps continue to unfairly raise their prices due to the surge use of their platforms after Metro hours. Please consider returning the weekend hours to their pre pandemic schedule, it would help everyone in this city, particularly those who cannot afford to use ride sharing services. Thank you.	Hours of operation
I would appreciate 24 hour services on several metro lines - or even very late night services (5 am opening and 2 am closures). While I understand it is a logistical challenge and a high cost to cover full 24 hour services on the entire network, I think ensuring once ever 15 minute services between the following stations (about 2/3 of the network) could be useful for many customers. It also covers both D.C. airports, where current opening hours will not work for travelers, and most regional universities where students may be out late.Red Line: Bethesda to Silver SpringYellow: Mt Vernon Square to National AirportGreen: College Park (or Columbia Heights) to AnacostiaSilver: Dulles Airport (or some type of express service) to Eastern MarketOrange: None or Vienna to Ballston Shuttle ServiceBlue: NoneThank you for your consideration!	Hours of operation

## General Comments

As a former employee and a former business owner I was stunned at the waste of man hours daily in the Elevator Escalator unit where I worked. The beginning of the shift began with sitting around or going to breakfast, 2 hours wasted and that bothered me daily. Heres a quote from one of my supervisors if you came here to work then you came to the wrong place so when I see in the media the lack of maintenance and repair I know thats a result of the culture ingrained in the employees for years.

Maintenance

The escalators should not be making noises that is a malfunction. It needs to be checked.

Maintenance

Metro needs more money and maintenance. Only form of transportation so looking for changes.

Maintenance

As a Washingtonian and advocate of the Metro, my primary complaint is about the broken condition of the escalators at Metro stations. Why cant the escalators be in good working condition? Cap. South is my most frequented station and those escalators are in constant disrepair. It doesnt matter to me about the fares, but I do value regular train service and escalators that work.

Maintenance

I have not ridden Metro in a few years. I did regularly for eight years but being retired no longer need the use the system for commuting. My concerns are: 1) Condition of the rail cars: poor maintenance of the rail car trucks resulting in the pulling of a majority of the cars from service. Someone was asleep at the wheel. Ignoring a required maintenance item is inexcusable. 2)System safety: increase in crime, lack of police - Metro or regular police - coverage is wrong and has degraded even more due to the absurd [political fever against police and thus OUR SAFETY! Why subject myself by riding the system to harm by people who are out to impact our lives by criminal activity? 3) A third-party management review of the entire METRO management, operations, and financial organization is needed ASAP! It is disheartening to me, as one would ride more if corrected, to read and hear REGULARLY of the problems with the system and the continued responding with poor excuses for the issues. The system is completely UNPROFESSIONAL and needs to remake itself. GOOD LUCK. I do not see this happening. Remember you are a vital service, for commuters, residents, and visitors. Arent you embarrassed about the negative condition of YOUR business?

Maintenance, safety & security

Hello, When will metro expand it's metro rails to Southern Maryland? It's been in the talks for over a decade and the population keeps increasing.Regards

Metro expansion

## General Comments

I would like the metro to extend further than Vienna. The metro doesn't run on time and I always have to wait. No metro bus runs towards my home. 28A never runs on time and prices are just too high.

Metro expansion, fares

Metro's proposed budget needs to take a portion of their budget and use it for Metro Access. Metro Access paratransit operators need pay increases, better health insurance, and a real 401K plan. Honestly, Metro, I need to bring all Metro Access Operators under Metro instead of leaving us to these companies that don't care about us, just the money they receive from WMATA & the Government.

Metro Access

Metro Access Conditional Eligibility Freeride ID nullification should be taken into consideration. Most of the people who call or come to the office for Metro Access, they generally ask for the Freeride card. This card allows a Metro Access and a companion to ride bus/rail at no charge. With low ridership and fare theft, it just doesn't seem feasible for Metro, the jurisdictions, or paying customers to take the blunt of covering the cost for this program. If that is not the case and the tri-state area can afford to invest additional funds in free ridership, then allow it to run; if not, consider at least having the customer pay the reduced fare rate.

Metro Access

Metro should allow reverse-park-and-ride where people ride the metro to a distant station where their cars were parked overnight and drive the final few miles to work. Metro can allow this either by restoring the open parking gates in the mornings or providing a parking discount to those who take metro to their cars parked overnight at a distant station. This encourages green reverse commutes. Many of the silver line stations are not within public transport to big office centers.

Parking

I can appreciate what you are doing to improve service and fares. However, the issue of security on Metrorail cannot go ignored. I ride on the Orange Line and coming home in the afternoon, there are large amounts of unruly teenagers boarding the trains at Potomac Avenue and Stadium/Armory. Metro Security needs to be in the stations and on the trains M-F from approx. 3-5 p.m. while these kids are going home from school. Also, something needs to be done about the large amounts of people who jump over the fare gates to avoid paying. If I were in charge of Metro, I would call the head of one of the European train systems (Germany, France) and see how they are able to run their railroad on time and efficiently because the leadership of Metro seems to have no idea.

Safety & security

## General Comments

Metal detection for dangerous weapons (guns, knives, bombs, etc)

Safety &  
security

I ride Metro about 5 days per week and with the reduced number of trains on the Orange line, I think it should be mandatory and enforced for all riders to properly wear masks. There should be a fine put into place for those who do not do so i.e. \$500 if the mask does not cover the nose, but does cover the mouth and \$1000 if no mask is worn. This would all but guarantee riders would wear their masks and thereby protect those of us who use Metro regularly. The funds collected by the fines could be used to pay for the Security Officers who enforce the mandate and any extra funds could be used to assist Metro with its overall budget.

Safety &  
security

Last year (2021), I started riding Metro again for work. While on the Metro (and in Metro facilities), I always wear a face mask, completely covering both my mouth and nose (as per CDC guidelines and federal requirements for transit). Unfortunately, many Metro passengers are not as considerate - they wear their masks improperly, or don't wear them at all. This is potentially dangerous given the ongoing pandemic (especially since some of these people may not be vaccinated), and is illegal, too. I would like to see more enforcement of the mask mandate. Additionally, I do not listen to music on the Metro (and I would use headphones if I did). I also refrain from loud conversations (if I converse at all). Time and again, however, Metro patrons listen to loud music (sometimes on very loud external speakers) and talk loudly (sometimes to themselves, but usually to a friend or on the phone). Both of these go against Metro policies. These problems are not even new - they've been an issue for years. I would like to finally see more enforcement of Metro rules, so as to ensure a pleasant experience for all Metro patrons. I'm fine with the budget proposal, and the fare and service changes (although I wish that operating hours would be extended on Friday and Saturday nights, perhaps to 2:00 a.m.). Lower fares in general would also be nice (although I doubt that WMATA will ever charge a flat fee like the NYC subway).

Safety &  
security, fares

## General Comments

The biggest problem right now is the rising crime on the Metro. Ill admit that most infractions are soft crimes; nonetheless your failure to enforce them has led to increases. No face masks, smoking on the train, trash at the stations, listening to music without headphones are all common now. Even as I write this, a pair of street performers entered the train, played music, danced, and walked through the train with a collection bin. EVERY day, I encounter this. Most often it is within 3 or 4 station stops of Metro Center and between 4 pm and 7 pm. I have completed numerous customer comment forms over the past month with absolutely no evidence that you care about this issue. If your revenue cutting and increased service does not include more police presence and enforcement of rules, then you will not entice anyone to return. The other issue is the reduced service due to 7000 series. You have provided return of service dates that have come and gone multiple times, and yet I still have to wait an average of 15-20 minutes to catch the silver line. How can we trust your increased service promises if you cant get the 7000 series running?

Safety &  
security,  
service levels

I think you should use budget for keeping good environment to protect from COVID more than increasing number of trains. There are still many passengers who don't use mask and speak loud. Metro should manage this issue to let them follow the rule by hiring more staff.

Safety &  
security,  
service levels

I took the survey but it didn't ask anything about safety, which is the #1 reason I'm not riding the metro more often (along with the service delays which are hopefully only temporary). Can police regularly ride the trains to cut down on harassment, threats and fights? I've anecdotally talked to others and they have told me to avoid metro rail, so I can't be alone in feeling uncomfortable sometimes.

Safety &  
security,  
service levels

BRING BACK WEEKDAY SERVICES you are causing some riders who are elderly to have to pay High prices for Lyft rides during a pandemic and this is not fair to us

Service levels



## General Comments

I want to advocate for services for the residents of the district, and specifically highlight the needs of low income folks and shift workers. 1) Most hospital shifts start at 7 ( weekdays and weekends) metro access to most of the districts hospitals are limited at best. Weekend services that starts at 7 am do not allow the workforce of all hospital systems to use metro on Saturday, Sunday or holidays. 2) i am appauled by the preferial service provided to the red line. I am sure the argument is that it is the most used line. My counter agument is lines that every 20 minutes shouldnt run at all. This set preferentially service the wealthy, full stop. 3) Recent service disruptions related to rail car issues have all but made riding the metro to work or school impossible. You have failed to understand the importance of public transportation for middle and low income workers and students. Communications and accommodations during this time have been inadequate and poorly executed. I am profoundly disappointed.

Service levels

Frequency is most important factor to increase ridership and usefulness of Metro

Service levels

Please for the love of god just make an operable transportation system. I don't think anyone cares if fares are reduced (especially since half of the people riding jump the gates anyways). We want accountability and reliability - the last adjectives I would use to describe WMATA in its current state.

Service levels

You'll should focus on making sure buses and trains are coming at reasonable times and not putting those robot gates at stations that only allow people two seconds to get through. Y'all are very considerate for the majority and not the minority.

Service levels

The metro buses are always late. They come late everyday and start late. They are never on time. The metro is running every 20 minutes. This is unacceptable.

Service levels

I know COVID is todays problem but that shouldnt be why metro buses be running late or leaving to early. This is the only problem that I have with metro

Service levels

## General Comments

Metro has faced many challenges during the pandemic and thankful for the continued operation even with reduced revenues. I am concerned that the new budget proposal is providing more frequency of service improvements and hours of operation but with much lower revenues. If it saves money to slightly reduce service and reduce Friday and Saturday by an hour, this should be considered. The budget and service proposals look ideal in a normal year but we have operating with fewer riders for 2 years and future is unclear. If the proposed budget is adopted, would congress and states have to contribute more because ridership remains down.

Service levels

The current metro service and lack of accountability since the train derailment is unacceptable. Leadership needs to face consequences and salary cuts. Train frequencies and reliability need to be increased at peak times on all lines to win back riders.

Service levels,  
7000-series

First of all, I have to give Metro credit for doing an amazing job of getting a lot of work done during the pandemic and for trains running largely on time and efficiently through Fall 2021. But y'all have got to get this rail car situation figured out, it's brutal riding a packed car during rush our and having to wait 12 minutes for a train on a day when I'm running late for work (or not running late honestly) and knowing that half the people around you probably have Covid. And what's crazier - It's wild that trains are running every 12 minutes on the red line and I still have to pay rush hour pricing. It's insulting actually. If you're going to make my commute hell and make me probably get Covid, can I at least pay \$2.40 instead of \$3.60? Is that too much to ask?? Also, I would like to know if Mr. Wiedefeld and the members of the board actually ride Metro and have first hand experience of how hellish it has been since Fall 2021. Thanks.

Service levels,  
7000-series

I think they should bring back the 7000 series. You guys are making us wait too long. Another option would be just making the third lane into a walk way so we customers can make it to work on time since you can't seem to fix the trains.

Service levels,  
7000-series

Reduce fares from their peak until yall can actually get your ducks in a row and fix your cars. The wait times are ridiculous and it seems silly to have these ~grand~ ideas about how much better youll make service when you cant get the fundamental aspect of your service correct. I have a tape measure you can borrow if youre still struggling to measure the distance between the wheels. An absolute joke of an agency, I apologize to the poor entry level worker that has to comb through these, you should find a job more worthy of you with more competent bosses.

Service levels,  
7000-series

## General Comments

I plan to move out of DC because of the inability to rely on Metro to provide reliable transportation. Chief problems are the long delays between trains, mostly caused by the loss of the 7000 trains and the lack of information as to when or if they will come back. The long delays especially on weekends makes life without a car a depressing trap. My office is trying to decide whether to re-open and all staff that relies on metro is in favor of staying remote because no one wants to deal with the long waits, breakdowns and random closures of stations. It is never clear if it will be possible to get to work, or get home. The long waits also make metro feel dangerous. It is not uncommon to be on the platform with, or ride trains with, people who are mentally unstable and are screaming and behaving erratically. And there are also people who engage in aggressive, threatening behavior, or unpleasant behavior such as smoking pot on trains, and vandalism. The spate of shootings in some stations adds to the feeling that metro is unsafe. The huge number of people who do not pay-- often the same people engaging in the threatening behavior is also a problem--it leads to resentment from paying customers that there is no point in paying a fare--especially when you never know if the train will actually arrive or get to the station you want to. I used to take about 70 trips a month on metro, now I am down to one trip in the last month. I tried to go out this weekend, but in an example of metros failure there are essentially no trains on the Green Yellow line, so I am trapped. It is a disgrace to see such an utter failure of public transportation on every measure in the nations capital. Pretty fare gates do not make up for the lack of service, lack of reliability, and lack of safety that is part of every attempt to use the metro for transportation. Maybe this death spiral could be reversed if people at least felt safe, if the breakdowns and station closures would cease and there was a reliable spacing between trains, and they didnt feel like a fool for being one of the few that actually pays.

Service levels,  
7000-series

Most important is getting the 7000 cars back on line--service without them has been anemic. I would also note an increase in difficult passengers--playing loud music, confronting other passengers, screaming. Reflective of the tough times were in, but more staff supervision and enforcement seems in order. Thank you for years of excellence, Metro--I ride daily to work--Im rooting for you to pull through the current difficulties.

Service levels,  
7000-series

This is the worst metro system in the world. The delays caused by the sere ailment that happened in October 2021 are unacceptable. Metro prices are too high for service to be so unreliable. I am always late despite planking ahead for my trips. Everyone who runs metro needs to be replaced because this is not how you run a company,.. a huge disappointment and a disgrace to to capital city.

Service levels,  
7000-series

Run more trains, or remove peak service charges. Being forced to pay for peak service when it isn't being offered is ridiculous. When the 7k series disaster is finally worked out, compensate riders by removing peak fares for a comparable number of month (now 4 and counting).

Service levels,  
7000-series

## General Comments

Been a regular Metro rail rider and supporter for decades and recognize the pandemic has been hard on the system (kudos for keeping it running throughout). However the system is increasingly an embarrassment,Â huge percentages of the rail car fleet out of service for months on end, rampant and outrageous fare evasion (with zero enforcement), and a lack of littering, eating or other endemic behaviors that seems to be getting worse and make the stations a mess and feel less safe. You've let expectations for the system fall so low.

Service levels,  
7000-series,  
safety &  
security

Please listen: the trains need to have much shorter headways than 20+ minutes each time. Ive given up on riding on them and drive everywhere since it takes forever to get anywhere. Also, do not complain about losing fares when NOTHING NOTHING! is there to stop fare gate evaders. Metro just bought new gates-- why didnt you get the shield style ones that are two meters/six feet high so that people cant jump them? iFinally, take care of things. Ive had people smoke, shoot up, throw garbage, jump, scream and fight on the trains. Im very tired of this and wondering where enforcement is.

Service levels,  
7000-series,  
safety &  
security, fare  
evasion &  
enforcement

## General Comments

I have taken the survey, but I also wish to provide additional feedback. I answered No when asked whether I favor the proposed span of service for the FY 2023 budget because I strongly favor increasing the span of Metrorail service to 5:00 AM to 3:00 AM Fridays, 5:00 AM to 3:00 AM Saturdays, and 6:00 AM to midnight Sundays. As nightlife has returned to the region, it is important for both employees and patrons of establishments that are open late on Friday and Saturday nights to be able to get home safely on Metrorail rather than having to drive (possibly while intoxicated) or add to road congestion by taking taxis or ride-hailing services. Metrorail used to close at 3 AM on Friday and Saturday nights, and should return to that schedule as soon as possible. I think that making transfers between Metrorail and Metrobus free with SmarTrip is one of the most important things WMATA has done recently in the interest of streamlining regional transit mobility. Going forward, Metrobus routes should be realigned as much as possible to provide seamless connections with Metrorail, particularly in the District, so that the two systems are more interconnected. In the long term, I would favor Metrorail moving to a simpler three or four-zone fare structure, with a flat fare of \$2.00 systemwide at all times except weekday peak periods, and fares of \$2.00 for trips within one zone, \$3.00 for two-zone trips, \$4.00 for three-zone trips and \$5.00 for four-zone trips during weekday peak periods. Hopefully new fare collection technology will make this more feasible. Finally, even though I do not personally qualify for a Senior SmarTrip, I oppose closing the customer service counters at Metro Center station. It is helpful to be able to have a central place to go to talk to a live person about any issue one may have with WMATA services and to resolve any SmarTrip or fare payment issues. Particularly if the proposed L'Enfant Plaza Senior SmarTrip service center is outside of the Metrorail station, it would seem to be less convenient to many than the Metro Center location. I would also hate to lose the M Shop transit-themed gift shop at Metro Center, which I assume would also be closed if the customer service counters there are closed. Thank you for your attention and consideration.

Service levels,  
fares

I would like to contribute written testimony for the meeting regarding the FY23 budget for Metro. I am a candidate for the House of Delegates in central Prince Georges County and I want to discuss the following in my testimony: 1. Additional revenue for purchasing new trains, to prevent the current shutdown circumstances from occurring again 2. Requesting no increase in fares for bus or train riders 3. Extending the Blue Line to both National Harbor AND Greenbelt Thank you for this opportunity.

Service levels,  
fares, Metro  
expansion

## General Comments

The capital of the richest and most powerful country in the world ought to be able to provide adequate and dignified metro service. Make a concerted effort to up ridership through increased service, maintenance, security and reduced fares. Any cuts in service should be reflected in fares. It is particularly frustrating to purchase a monthly pass at full price only to have service reduced. The disrespect of the paying passenger doesn't end there as a good percentage of riders jump the turnstiles with impunity. Filthy trains and stations, high fares and unreliable service do little to incentivize Metro patronage.

Service levels,  
fares, safety &  
security,  
maintenance

The service is very poor and people don't have any money because of this virus. They are getting worse and you have some people who don't wear masks at all and the buses are the same way and that means no one is safe and no one knows what they have and you talk about safety and it's not safety it's about money and nothing is funny.

Service levels,  
safety &  
security

The allocation process of smart benefits should be transformed into an easier process with clear steps

SmartBenefits

Please see my comments on the proposed FY23 budget below:--Consider starting Metrorail late-night service levels at 10 pm. Align \$2 flat fare with this new time.--End peak fare structure and instead offer a consistent distance-based fare on weekdays between opening and 10 pm.--Better balance interlined rail route timetables to create consistent headways. With current service, trains are scheduled close to each other, so a theoretical 6 minute headway on a line with two routes operating at 12 minutes would see an actual headway of ~10 minutes, then ~2 minutes, etc. This happens consistently on the Blue/Yellow, and on Yellow/Green.--Consider eliminating proposal to offer a fare bonus. It is overly confusing to new riders and does not benefit riders who need low fares the most (and who often can't afford to add \$25 or more at a time). This proposal, piloted in other cities, has failed to stimulate ridership.--Instead of fare bonuses, consider making permanent price cuts of 50% to all fare passes, including day, three-day, and weekly passes. Eliminate fare gimmicks and instead offer customers dependable and logical fare structures that don't change often.--Offer an unlimited weekend pass for \$12, equal to 6 one-way weekend trips, valid from open on Saturday to close on Sunday.--Continue to make it free to enter and exit the Metrorail system at the same station within 15 minutes to allow customers to seek other bus options in the event of a rail service delay.--Reinstate the 11Y express service between downtown D.C., Old Town Alexandria, and Ft. Hunt neighborhood 7 days per week to provide a secondary option for Yellow Line riders during planned spring 2022 shutdown. Consider reinstating other cross-Potomac routes that do not rely on transferring to Metrorail at Pentagon or Rosslyn to provide redundancy to customers heading to downtown. Thank you.

Various FY23  
proposals

## General Comments

Metro must be closed. It doesnt work. It is useless. Time to cut the losses and bit the bullet. The tunnels can be reused for many things, and profitably. The rail yards occupy valuable land.I wish it worked. I am a lifelong metro rider, and have bought a condo close to a station. Alas, the metro is no longer working, means it does not exist. Better save all those millions. And the employees will find jobs no problem as there is severe shortage of all kinds of labor now.At the same time, the buses work well. With all the savings from closing the rail services, the bus network can be expnaded.

I have ridden metro rail sporadically. Please disregard this submission.

They should add a third rail to make the trains go by faster and they can bypass the stations that have less foot traffic.

Metro sucks

I want write in Arabic تحية طيبة للجميع يمر افراد المجتمع بمرحلة واوقات عصيبة جدا بسبب جائحة كورونا... مما تسبب في فقدان وظائفهم ، وتزايد الضغوط على  
كاهلهم بسبب مطالبات الحياة، من وجوب دفع الاجار، وتسديد القروض البنكية بكافة اشكالها ، كما تفيد الاحصاءات السابقة ان البنوك تقوم باعادة وسحب سيارات العملاء  
لبيعها في المزادات من اجل تحصيل جزء من ديونهم بعد عدم تمكن افراد المجتمع من تسديد الاقساط المطلوبة الشهرية.. الا ان التخفيضات التي تمت العام الماضي غير  
كافية .. فلا يوجد هناك ايام مجانية لاستخدام الباصات لتتنقل داخل المدن ، مثل " عطلة نهاية الاسبوع" ثانيا: ان اعظم التخفيضات تتم وارتبطت مع استخدام المترو من اجل  
الحصول على تخفيضات استخدام الباص ثالثا: لم تقدموا اي اعفاءات من الرسوم لأي افراد من المجتمع مؤهلين لركوب الباص مجانا رابعا: التخفيضات لم تصل الى افراد  
المجتمع ولم يعلموا بها .. مما يدل انكم لم تقوموا بالحد الادني من المطلوب لاىصال المعلومات بشأن التخفيضات في الرسوم الى افراد المجتمع خامسا: لا يوجد اعلانات  
منشورة في الباصات تفيد وتخبر افراد المجتمع بهذه التخفيضات سادسا: ان باصات "فيرفكس كونكتر" لم تشملهم تخفيضات في الرسوم سابعا : ان باصات مدينة فيرفكس  
سيتي " سي يو اي " مجانية لكامل اليوم، وكامل الاسبوع، وكامل الشهر .. منذ العام 2020م ثامنا : ان بطاقات المترو اذا تم استخدامها يحصل افراد المجتمع على  
تخفيضات للرسوم اثناء ركوبهم باصات المترو ولكن بشأن باصات فيرفكس كونكتر لم يشملهم اي تخفيضات تاسعا : هناك العديد من افراد المجتمع يستخدمون باصات  
فيرفكس كونكتر دون حاجتهم لاستخدام قطار المترو .. وهؤلاء لم يحصلوا على تخفيضات في الرسوم بما يكفي في ظل اوضاع الجائحة التي لم تنتهي عاشرًا: لماذا لا يوجد  
افراد من المجتمع مؤهلين للحصول على اعفاء من الرسوم في ظل اوضاع الجائحة وفقدان الكثير من المجتمع للدخل الاسبوعي والشهري الحادي عشر :قبل الجائحة الذين  
يملكون سيارات يحصلون على مواقف سيارات مجانية في عطلة نهاية الاسبوع .. اما اليوم وفي اثناء الجائحة فان ركاب الباصات لا يحصلون على اي رسوم مجانية في  
عطلة نهاية الاسبوع مع انهم لا يملكون سيارات

## General Comments

I want to write in Arabic.

Greetings to all,

Members of society are going through a very difficult stage and time due to the Corona pandemic. The pandemic has caused the loss of their jobs, and there are increasing pressures on them due to the demands of life, such as having to pay rent, and repaying bank loans in all its forms, as previous statistics indicated. Banks are returning and taking customers' cars to sell at auctions to collect part of their debts after community members were unable to pay the required monthly installments. However, the reductions that took place last year are not enough. First, there are no free days to use buses to move within cities, such as "on the weekend." Second, the greatest discounts are made and associated with the use of the metro in order to obtain discounts for using the bus. Third, you did not provide any exemptions from fees to any members of the community qualified to ride the bus for free. Fourth, the discounts did not reach the members of the community, and they were not aware of them. This indicates that you did not do the minimum requirement to communicate information about fee reductions to community members. Fifth, there are no advertisements published on buses informing and raising awareness for community members about these reductions. Sixth, "Fairfax Connector" buses were not included in fee reductions. Seventh, the busses of Fairfax City "CUI" are for free for the whole day, the whole week, and the whole month, since 2020. Eighth, if metro cards are used, community members get discounts on fees while riding Metro buses, but regarding Fairfax Connector buses, they were not covered by any discounts. Ninth, there are many members of society who use Fairfax Connector busses, and they don't need to use the metro train. These did not get enough fee reductions considering the conditions of the pandemic that did not end. Tenth, the members of the community are not eligible for exemption from fees in light of the pandemic conditions as a lot of them had lost their weekly and monthly income. Eleventh, before the pandemic, those who owned cars got free parking on the weekends. Today, during the pandemic, bus passengers do not get any free fees on the weekend, even though they do not have cars.

Yo uso el servicio del metro todos los días, realmente para mi es caro, pero no tengo otra opción para ir a mi trabajo. Fares

I use the metro service every day. It's really expensive for me, but I don't have any other way to get to work.

Ai personas de bajos recursos y no tienen para sus pasajes y trabajan día a día y no les pagan su sueldo mínimo Fares

People with low income who don't have money to pay the fares and work day to day and don't get paid minimum wage.



## General Comments

Preferiría como estaba anteriormente que los metros corrieran más seguido y que el precio lo pondrían estable ya que nosotros solo los que usamos mucho el metro tanto con los buses para moverlos de un lado a otro que es muy importante y que los precios serían más bajos

Fares, service levels

I would prefer the way it was before, when the metros ran more often and the price was fixed, since we are the ones who use the metro a lot, as well as the buses to get from one place to another, which is very important, and for the prices to be lower.

Soy hispano y mi opinión es que al menos deberían de cobrar la mitad de la tarifa en autobuses y metro ya que no están prestando buen servicio en tanto a los horarios

Fares, service levels

Comment translation:

QUEREMOS más servicio porque muy tardos los buses  
We want more service because the buses are really late.

Service levels

Cuando es el último día que podemos enviar nuestros comentarios.  
When is the last day we can send our comments?

Information muy útil  
Very useful information.

Gracias por el transporte gracias de Corazón  
Thank you for the transportation, thank you from the bottom of my heart.

Comento que en Pasadena en los buses debería ser gratis por el Covid porque los buses vienen con mucho atraso

The fares on the buses should be free because of COVID because the buses come really late.

Fares, service levels

Muy alto  
Very high

## Fare Proposals

While the fare changes are a step in the right direction, Metro continues to ignore future generations (and future customer potential). Around the globe, minors ride public transport for free or at a significant discount (50%). This is particularly beneficial for families. Right now, the fare structure of Metro makes a ride for a family of four prohibitively expensive (not at all competitive to other transport modes). If Metro wants to operate future oriented, inclusive, and socially responsible, it must implement reduced fares for minors.

I am disabled and u don't agree with the price changes. My bus is no longer active.

The Department of Defense proposed a budget for the Presidents Fiscal Year 2022. The Main website mission statement states: The budget provides us the mix of capabilities we need most and stays true to our focus on the pacing challenge from the Peoples Republic of China, combating the damaging effects of climate change on our military installations and modernizing our capabilities to meet the advancement threats of tomorrow. The fee for limited-time promotions support the rush-hour inclusion rate with the \$5 added bonus. The fee proposal has been question since 2019. These are the issues from the General public: 1). The cost monthly is not the concern, the issue is when they have not used all of there non-registered smart pass funds they experience complications with receiving SmartBenefits with there employers and shelter/residences why? 2.)Public nationals and citizens have been arrested and there SmartBenefits have been moved to programs for Public Service members why arent there any smart trip applications and lost cards registered and replaced when the insured cannot access metro SmartTrip benefits (CharmCards)? 3.)The District has completed metro cards for Registered children attending the school system how is the Defense budget and its defense policies protecting child-trafficking when there isnt any state and local funds added to track them? -Anonymous

With all of the changes and inconveniences to the public, I hope the fare changes are not increased. The service provided has not been up to par for years. Hopefully, the changes are beneficial to the people that have to continue to use your service although it has not been great for us.

As a Senior, I would like to Metro offer Seniors and the Disables Metrorail Day Passes. I would be willing to accept a 3.00 Day Metrorail Pass. Seniors like me like to take trains often too. I am usually overwhelmed when I get on the buses and it takes forever to get to my destinations. Sometimes it seems like Metro doesnt care about it Seniors. I do a lot of traveling during week and I know many other seniors who do too. We all complain about how expensive it is for us to take the trains and wish Metro would offer US some cost-saving during the week. Yes, I have a senior smartrip card but it is still very expensive for me to travel on the trains during the week. Please give us Seniors a break too. Thanks.

Metro should change the pricing regarding the passes and also add an incentive for customers to add passes.

## Fare Proposals

Implement different color farecards to eliminate the students/adults walking through the gates. Senior Citizens card is yellow - reduce from 65 to 60, maintain the green card in place, create a Red card for students only. Do you keep count when the customers tag their card to review your day to day cost. Im not sure if this has been implemented but it could help you keep track of your revenue loss for people boldly walking through the gates without paying?

The plan to provide \$5 bonus fares for each \$25 spent is a move in the right direction toward reduced-fares or a fare-free system. However the plan does not help those who most need it: those who cannot afford to load \$25 at one time.

There is always something going on when will it be done. Yes keep the wends 2\$ and yes we need more discounts.

Some of the faster service times and proposed fare changes are great but completely irrelevant until trains can run more regularly. \$2 fares on weekends is great, but I don't use the metro on weekends because trains are so unreliable and my trips are taking twice as long. The fact that metro has continue to charge rush hour prices while trains have been running on slower than normal weekend schedules is outrageous. My commute can now take 20 more minutes than normal and I'm still being charged the same amount for worse service. Metro has proved unable to competently manage resources evident by the current schedule of both trains and busses. In October when the the 7000 series trains were pulled from service we were told to look at metro bus for alternative service. And while trains continue to operate at significantly reduced levels, when bus service got cut because of vaccine mandates we were told to look at rail for alternative routes. It's a catch 22 and I there is nothing in this survey or budget to address the current unreliability of the whole system.

Please consider having consistent fares all day during weekdays. The current system of peak and off-peak fares makes less and less sense over time, as more people will be teleworking and peak commuter traffic will be less. Public transit nationwide should be moving toward quality service during any time of day, 7 days a week, rather than prioritizing weekday 9-5 commuters. Peak fares are also harder to justify now because the proposed levels of service are only marginally better during peak hours vs. midday or weekend, and do not justify being two or three(!) times more expensive than off-peak and weekend fares. Also - the proposals to continue \$2 weekend fares and add \$2 late-night/weeknight fares would only make the system more complex and confusing, especially for visitors and for those with limited financial means, since this would mean four different fare structures based on the time of day and day of week that someone is riding Metro. Thank you.

Reduce fares for peak hours. It should not be \$6 max one way. It should be reduced if you want more riders to come back to using the metro frequently. Metro riders incomes have changed due to the pandemic and therefore shouldn't be charged at a pre pandemic price.

## Fare Proposals

Metro needs first and foremost to focus on its operations and operating budget. While Silver Line phase 2 is already budgeted, capital programs are only so helpful if they receive inadequate service levels. In his book 'Trains, Buses, People,' Christopher Spieler highlights an example from Pittsburgh, in which a capital project that extended a light rail line coincided with a systemwide drop in service levels. Such an outcome would be unacceptable in DC. Metro needs to ensure it can provide reliable service with headways that reflect international standards. DC may not be New York, but we should not accept service levels where trains come any longer than every 10 minutes, and in the core where several lines interline, DC residents should be able to walk to a station without needing to check a schedule first, as trains every few minutes or less make trips efficient and transfers painless. The 7000 series debacle is a scar on metro rail, and it is potentially devastating for the public's perceptions of the system and their proclivity to ride it. Transit systems rely on habit to function, if we break rider habits, they may never return.

## Rail Proposals

### Comment

### Line

The only thing I wish to comment on that is specific, is that I would suggest having the improved red line times at six(6) minutes instead of five(5), do agree with shortening the wait time at rush hours to something less than eight(8). It just seems more tenable to me, and would still offer a noticeable increase in service.

RD

Metro should strive to be more than just a commuter rail, and should focus on becoming a true urban transportation system that provides convince and consistency. That means bringing back late night service one weekends 1am is not good enough compared to other subway systems around the world. Metro should stay open till at least 3am. Having availability this late would encourage people to go out and be safe about it. Ive encountered drunk drivers coming home from light life since they could not afford to Uber or Lyft home

The silver line should go back to at least 8 min intervals. The reduction in service on this line to 10 minutes when it was still advertising 8 minutes was dishonest. The reduction in service on this line due to the investigation is disproportionate. Still paying peak fare for less that off peak service is unacceptable. Please remember that since the silver line will service Dulles international airport it will be front and center and be the line that gives visitors from all over the world their first impression of metro service and Washington DC.

SV

I a daily weekday Metro commuter, during rush hour periods. I am in favor of these proposals. I am very pleased Metro is proposing to make weekday rush hour service on the Red Line every 5 minutes, and increase weekend service. Also satisfied with Metro's fare proposals, including late one-night fare reductions and reductions in monthly unlimited passes. The latter reduction will make the monthly unlimited pass much more financially appealing to me, and it will increase my chances of using Metro to get to places besides work (I have a car and use Metro mostly for weekday commuting service). Also support the bus proposals. Will increase the chances that I opt to take the bus rather than drive, for short to medium distances. Very supportive of these proposals. Hope they are adopted!

RD

Put more information out regarding the new metro station. No one knows it's coming.

I'm a realtor in the Ashburn area and I am thrilled to hear that the station is opening soon. I have been waiting for this day by constantly checking mails and by following up online on wmata.com

SV

The frequency should increase for the silver lane.

SV

## Rail Proposals

I am in favor of all the budget proposals, but I have a comment about the Metrorail service. Can the Friday and Saturday evening services be extended from 1AM to 2AM? Thank you!

Metro should have more frequent Silver line trains since the line is so long. 8 minutes or less.

SV

I'd like to promote increasing hours and include more flat rates for metro train service. I also support flat or free Metro Access rates given the populations who rely on these services are often on fixed personal budgets. I like the idea of more passes as listed in the proposal. I am in support of the FSN 12 minute Metrobus service for T18 as this is critical for access to two popular metro rail stations.

I would like to see decreased wait times between trains across all service lines, not just the red line. Infrequent trains is the #1 reason I do not take metro rail anymore.

Cuando abriran la estacion para el aeropuerto  
When will the station for the airport open?

Donde sera la parada de la Nuevo estacion.  
Comment translation:

Donde sera la Nuevo estacion  
Where will the new station be?

Cuando abriran la estacion entre la Braddock y la Ronald Reagan  
When will the station between Braddock and Ronald Reagan open?

## Bus Proposals

Comment	Route(s)
The 18 used to run more often and now if I miss it I'm screwed. Stop cutting bus routes we need and bring them back.	18
Please increase service on the 59, not the 52 or 54. People only ride the 52 and 54 because the 59 never comes.	52, 54, 59
Buses don't come as often as they should. 17M needs to come more frequent and the information needs to be update at the bus bay L4 at pentagon.	17M
Please bring back the 21a express bus from west end of Alexandria to the pentagon metro. Also, I don't mind you increasing service on the red line, but you really need to increase service on the blue line. Every 5 minutes for the red line, but every 12-15 minutes for the blue line? Hey we pay taxes and fares too and want good service. Especially if you are cancelling bus routes in my neighborhood. Thank you	21A
22F service is essential for South Fairlingtonians and Bradlee area residents to commute in a timely manner using the Shirley busway, now the 395 Express lanes. Theres many high-density communities built along this side of the highway with the expectation of commuter service on that bus way to the Pentagon. The service reduction quietly imposed in December 2021 that took the 22F down to 30 minute rush hour headways headways is tragic for commuting viability in these high density communities. Park Place Condominium, Braddock Lee, and Fairlington Towne had 20 minute headways with the 22F. In South Fairlington, the combined 22 headway was as good as 10 minutes. Replacing this all with two runs of the 22F and one run of the 22A is going to be a nightmare for commuting from these communities. I am more than fine with combining all the headways back into the 22f, but its going to need to have a dynamic plan to restore service levels as offices reopen	22F
Please do not limit service on the 22F route in Fairlington. This neighborhood has many commuters who rely on this route to get to the Pentagon metro, as we are nowhere near a subway stop. As more workers return to the office, this route will be essential for them to get to work.	22F

## Bus Proposals

I took the survey but none of the metrobus questions addressed restoring the 22F service back to pre pandemic levels. The 22F is the only metrobus that serves N. Van Dorn St in Alexandria For a rush hour commute to Pentagon station. Current service continues to be unpredictable or non existent. Please restore it. 22F

The fact that 28A in VA now stops at East Falls Church Metro Station is an amazing improvement to the lives of Falls Church commuters. The regularity of the service and the commitment of the metro drivers to provide superb service to our community under any weather conditions is commendable. 28A

More 402 Springfield during late hours and more 401 to Tysons less 28A 28A, 401, 402

Its pie in the sky for the foreseeable future. The 2A used to be a frequent, reliable service. Now it is a bad joke. I have begun walking to East Falls Church Metro. I was blindsided by the change to Saturday service. Even before that, service had become terrible. That bus used to run every 15 minutes at rush hour. Meanwhile on Metro I have to listen to the drivel about the ongoing investigation, which was supposed to end months ago. Im just lucky that two lines serve East Falls Church. 2A

If it's something fair for the metro users that okay. But there are a lot of things that metro needs to improve . Like the bus schedule 2a to Dunn Loring - Ballston is Coming every 40 minutes. The stations are very disgusting. So dirty . 2A

Route 2A (Virginia) is a key link serving communities in Arlington, Falls Church and Fairfax County. It served a mix of areas, but it notably serves a number of apartment complexes which tend to have people without cars and who are dependent on public transit, notably in the Westover area of Arlington and along Route 29 west of Falls Church city. This route has never been restored to any semblance of pre pandemic levels, operating every 45 minutes except at peak time when the frequency is every 30 minutes. Prior to the pandemic the frequency was every 30 minutes at most times except late evening and Sundays (every 45 minutes) while the peak frequency was every 15 minutes. Given the high level of transit dependency on parts of the route it would be reasonable for this route to operate every 20 minutes at peak times, every 30 minutes at most other times and every 45 minutes only at late evenings Sundays - this would give us a level of service similar to other areas, where the peak service has been reduced but the off peak service has been restored to pre pandemic levels. 2A



## Bus Proposals

The 30s and 30N being out of service is inconvenient for me because I have to pay for Ubers.

30N, 30S

I have lived on the Wisconsin corridor for over 5 years. I chose it because of the excellent access to Metrobus routes. At the time I had access for my work commute to four lines (37, 33, 30N, 30S). I now have access to one line (33, oddly not listed as an option on either of the bus route questions). The 37 was far and away the best option for me. It was also the first of the four routes to be eliminated. Now the Wisconsin corridor has only the 33. Even with the lower ridership because of pandemic teleworking, the 33 alone is insufficient for this route. In the last week alone, I have been on a bus that was overcrowded (especially for pandemic conditions) and have seen buses go by my stop with bus full lit. I recognize that the promised once/12 minutes schedule has been difficult to maintain during the omicron surge but, since Labor Day, it has not been reliably met. I would encourage Metro to consider, perhaps after the pandemic crisis is lessened, to consider restoration of at least one of the other routes during the morning and evening commutes. I am also concerned that the information about bus arrival times on the mobile app, the website, and in the bus stop kiosks is increasingly unreliable. It is very common for buses to arrive anywhere from 5 minutes early to 10 minutes late based on what the app is reporting. I understand that it can be hard to keep buses on schedule (especially when they have to stop at almost every stop--which also causes buses to bunch up), but I don't understand why the app is not more responsive to the actual location and travel time of the buses. In the morning, I catch the bus at the fifth stop on the route; in the evening I catch it at the second. I do not understand how the bus can lose 10 or more minutes in two stops. If this is a software problem, I would encourage some of the upcoming budget be used to update this system. None of this should be seen as a complaint about the drivers. Metrobus drivers have done an outstanding job especially during the pandemic. They are truly frontline essential workers and I know that many of them have paid a price with their own health and wellbeing. They are unfailingly helpful and polite and I know are doing their best.

30N, 30S, 33, 37

Bus route 4s no longer runs and now it takes me longer to get to work. I think the hours should go back to closing at 2 am because we that work count on public transportation.

4S

I use the yellow line to get to work and back from work. I used to use the 7A to get to work but now I use the dash 35 and it comes on time and I am so thankful for it. The pricing does need to go down for metro but other than that it is good.

7A

## Bus Proposals

Regarding rail service, WMATA needs to increase rush hour service to every eight minutes on most lines as if was in March 2020. More frequent headways during rush hour are needed if you want to see ridership return to anywhere near pre pandemic levels. My view is that the budget proposal is not recognizing that employees who have been teleworking have other options. Many own cars or might take Uber or Lyft. And commuters with other options are going to want a return to March 2020 services before they take Metro. Also, what does Metro do if there is a sudden surge in demand and the trains become overcrowded at rush hour? To lock in these levels of service until 2023 is risky. Regarding the bus routes in Virginia, when is 21A in Alexandria going to return? You restore the 8W and 21C routes, but 21C is inconvenient for people south of Duke street because the bus winds around on local streets and then goes up Van Dorn. And the people along Van Dorn get more bus service while people south of Duke get an inefficient route. 21A had high ridership through March 2020 and should be brought back to speed up trips for those south of Duke headed to connect at the Pentagon.

8W, 21A, 21C

Hello. Thank you for operating Metro. I would like you to focus on increasing bus service particularly on the 90 and 92 lines. Sometimes I have waited over 45 minutes for one of these buses to arrive. This is not acceptable. I got into biking because I was sick of waiting so long for the bus. Sometimes though I dont want to bike, I just want to take the bus. Also it seems that there is never any bus tracking in Ward 8. Why can I track buses when I am downtown but mysteriously by my house at Good Hope and MLK it seems nothing is trackable. Please increase bus tracking. I would like to be able to plan a trip instead of standing out in the heat, cold, etc w no bus shelter for 45 minutes+ waiting for the bus. Also Id just like to thank all the bus drivers and metro staff. Thank you. Please add more staff, more tracking, more frequency of buses and metrorails to make it easier for all in the DMV. Thank you.

90, 92

I would like to ask if there are any plans on bringing the C11 metrobus back to Clinton, MD? It is really hard getting to Branch Avenue without that bus. Thanks!

C11

H12 never comes on time and I have to walk 25 minutes. Please add more buses for this route and c14

C14, H12

## Bus Proposals

Please increase service and reliability of Metrobus lines from Glover Park (D1, D2). I and many others in the neighborhood would take these buses more often if they departed at the scheduled times and left more frequently (they ran pretty regularly, maybe every ten minutes, before the pandemic). Now it's just the D2 bus. I commonly see people waiting for the D2 bus for 10 or 15 minutes before getting frustrated and deciding to walk to Wisconsin avenue hoping to catch the 33 bus, which seems to run more regularly. Also, in the morning the Transit app shows the D2 buses heading to Glover Park (via the GPS feature), but then many of these buses won't take people back to DuPont Circle (apparently these buses are just taking kids from the Dupont Circle Metrorail station and dropping them off at schools along the route). It's extremely frustrating to wait in the cold and/or rain for 30 minutes just to watch 3 different buses tell you that they're not picking up customers in the direction toward Dupont Circle. I'm certain that ridership would be higher without these reliability and infrequency problems.

D1, D2

Of all the Bus routes that are proposed to move every 20 minutes, the D14 needs to be under this category. This route is the most neglected one near my home and less recognized one. This route needs to operate more often and have more buses on route. With such a limitation, the bus drivers decide on their own to sometimes not show up on stops or show up at times that are much earlier than they're supposed to. On top of this, the bus routes seem to never have trackers on this. I complained about this for 3 months during the Fall into the Winter for 2021 and I feel my complaints were ignored and not taken seriously. There should also be a route that passes through Suitland and Randolph Road that heads toward Branch Avenue station so riders aren't forced to walk almost 20 minutes to AAFB to catch a K12 route to make a connection. On top of this, the D14 that heads to Southern Avenue station should have better timing to allow commuters to link up with the K12 in case commuters like to go Branch Avenue station or take the K12 to other routes they desire to go.

D14

Can you please make times available for the M4 bus. And bring back the E6

E6, M4

Please restore the M4/E6, as well as the S1 bus.

E6, M4, S1

Why is the f6 not running

F6

the k12 bus stop across the street from suitland high school should be like the p12 with the buses back to back because it's a lot of people and the bus ride right passes you !!

K12

## Bus Proposals

I support the reinstatement of the L1 Bus Line, as proposed in the ANC3C Resolution adopted on January 19, 2022, available online at the link below:<https://anc3c.org/wp-content/uploads/2022/01/ANC3C-Resolution-2022-CONSENT-Regarding-ANC-3C-Support-of-Reinstating-the-L1-Bus-Line-by-Including-Funds-in-the-Washington-Metropolitan-Area-Transit-Authority-Budget-for-Fiscal-Year-2023.pdf>

L1

I support the reinstatement of the L1 Bus Line, as proposed in the ANC3C Resolution adopted on January 19, 2022. I have lived in Cleveland Park for 25 years, and have been a regular user of the L1 bus in traveling to and from my workplace over the years. It is used by students and faculty at GWU and School Without Walls, by patients at GW Hospital and nearby medical offices, and by government and private sector employees in Foggy Bottom and the West End. The route has been served by streetcars and buses since the founding of the neighborhoods along the Connecticut Avenue Corridor for over 115 years. Or had been until the suspension of service in 2020. The buses were almost always crowded and well patronized before the suspension. With the upcoming Connecticut Avenue reconstruction, the L1 would provide an important public transportation alternative to those not well served by Metrorail or the L2 bus. I urge you to consider reinstating funding for the L1 in the next WMATA budget. This request has the support of ANC-3C and a petition signed by many of our neighbors. Thank you. Eric Rubin, Newark St. NW

L1

Please reinstate the L1 bus - it is a vital line for many of us who live in NW DC, and as more of us return to work and Metro is operating at reduced levels, the L1 is more important than ever.

L1

Please restore the L1 route

L1

Please keep the M6 running full schedule, its the only bus that we have that's close. The 36 bus stop is 9 blocks away almost a mile and sometimes it's hard to get to that stop because of the weather.

M6

The R12 no longer runs as early as it used to. I now need to get a taxi that costs me \$20-\$16 per ride. I would like to see more buses.

R12

The R12 bus doesn't come frequently enough and it always comes late. The customer has to end up taking Ubers I order to make it to places on time. She is wondering when the frequency and increased operations for that line and buses in general will be put into affect.

R12

## Bus Proposals

- Increase service! Reliable, frequent service is essential. Please restore buses that were cancelled during the pandemic, such as the S1. S1
- Hi, I would like to see more frequent and consistent service on metrorail and on metrobus route T2 T2
- bring the w14 back yall turned it off now i cant get home in cold weather W14
- THE X8 BARELY RUNS!!! THE DRIVERS TAKE FOREVER!! X8
- I would like to recommend that the X9 bus run all day long, not just during rush hour. It provides a very valuable service and there is much more housing coming in Deanwood along the route that would benefit from riding this during the day. thank you X9

Many Ward 5 members use the bus to get to work, school, medical appointments, and errands. The modified Saturday schedule has extended commuting times considerably and made living and working in Ward 5 extremely difficult. As the COVID-19 numbers within DC decrease from their Omicron peaks, I expect WMATA staffing to rise to normal levels and the typical weekday service to return. My concern is that WMATA has not committed to restoring full service to the bus lines as soon as practicable. Instead, WMATA apparently plans to „respond to customer demand.„ This plan does not recognize the fact that, for my family and others in the neighborhood, our demand has dropped with the service change. Because bus commutes now take significantly longer, residents are forced to rely on rideshares, taxis, and favors from friends for convenient and reliable transportation. Although it is necessary until regular service resumes, it is unsustainable. Regular service must precede, not follow, increased demand. WMATA cannot use the Omicron surge to reduce service indefinitely and should commit to a fixed date to return to normal.

## Bus Proposals

A few comments: 1./ Please consider adding bus routes that run NE-SE or NE-SW. The map right now is skewed toward routes that run in/out of NW [SE to/from NW; SW to/from NW; NE to/from NW and a few that are within SE and a few that are NE-SE/Anacostia]. With all the development in SW and Navy Yard, it is extremely challenging to travel from NE to either area without having to take a multiple bus route. Transferring bus to bus is extremely difficult - or involves a very long wait. I currently commute from Kingman Park/Rosedale to Navy Yard -- and it takes an hour (to go less than 4 miles). I currently walk to Eastern Market and take the Circulator. One option would be to split the B2 line and create two terminus for the B2 -- (1) when the southbound B2 reaches Pennsylvania & 15th St, it could go either over the bridge to Anacostia as it currently does OR take Potomac Ave to Navy Yard and on to SW OR (2) when the southbound B2 reaches East Capitol St, it could alternatively go around Lincoln Park, through Eastern Market -- intersecting with the 30s & 90s -- and south to Navy Yard and on to SW. Generally speaking, bus service across Capitol Hill (NE/SE - esp to Eastern Market) is scant. 2./ The addition of free transfers to/from bus to metro is fantastic and helps those of us who use the bus AND rail to get to work. 3./Increasing frequency to such an extent on the red line -- and not other lines -- is understandable IF you only look at those areas of other lines that overlap with another rail line. However, many peoples commute may start where multiple lines overlap (e.g. Stadium Armory) but end where only one line runs (e.g. Navy Yard). A lower increase in the frequency of rail service on the green line (or other non-red lines) compared to the red line isnt ideal.

put a bus line that goes from spring valley to tenleytown!!!! the students of american university are literally begging you

Por favor los buses los 1a y los 1b necesitamos m<sup>o</sup>s por favor  
Please, we need more buses 1a and 1b please.

1A, 1B

Los buses 22A y 23T,B no pasan ala hora que tendr<sup>an</sup> que pasar algunas veces pasan y otras no arreglen eso...porque hay muchas personas que aguantamos fr<sup>o</sup> por esperar el bus y al final no pasan no es justo

22A, 23B, 23T

Buses 22A and 23T, B don't come at the time they're supposed to come; sometimes they come and others they don't. Fix that... because there are a lot of us who are putting up with the cold waiting for the bus and in the end it doesn't come. It's not fair.

Dese<sup>o</sup> saber porque ya el z6 no est<sup>o</sup> viejando a Burtonsville

Z6

## Bus Proposals

I want to know why the z6 isn't traveling to Burtonsville anymore.

Queremos que el G14 pasa en menos tiempo  
We want the G14 to come quicker.

G14

## Proposal to Close Sales Office

I am disabled and I have to pay too much and I don't get any discounts. My bus is no longer active and why is that? I don't think the office in metro center should close.



## Proposed Capital Budget

As is often the case, there are vital details omitted from the proposal. Example 1: The capital budget indicates that Metro will spend some money to get new buses. How many buses? How much will they cost? How was it determined that this is the appropriate number of buses to purchase at this time? Example 2: The proposed route 3F - what differentiates it from the 3Y (except backwards)? What's the span of service? etc.

While fare improvements are nice, I am flabbergasted that the WMATA Board is still operating with a cognitive disconnect in terms of ridership...fare improvements will not bring riders back alone. Riders want service improvements that are consistent. Nothing is more frustrating than showing up at a station and seeing that the next train is 15 minutes away, and having to exit the station to get a ride share to allow myself to get to my destination quicker. The proposed service improvements are nice...but I highly doubt they will be able to be maintained with Metro's current state of repair and the continued refusal of Metro to make progress towards the resumption of automated train operation (ATO).

I am generally in favor of the proposals for FY 2023 as outlined in the brochure. I would like to suggest that Metro additionally allocate significant resources to escalator repair, maintenance and/or replacement. I believe in public transportation and I use Metrorail and Metrobus services daily. I have not owned an automobile for ten years. In the past year, however, I have considered buying a car because I am so frustrated by the nearly continuous escalator outages. Thank you for considering this input. Kathy Conroy

## Proposed Capital Budget

Good Evening Distinguished Members of WMATA's Board: (These are my written comments offered Tuesday, March 08, 2022; additional comments not offered at that time, have been added. My apologies to Board member Tracey Loh for resisting the 3-minute rule; I meant no offense or disrespect). My name is Taalib-Din Uqdah: I'm the President of Northern Bus Barn Neighbors, a non-profit, formed to improve the quality of life around the Northern Division Bus Garage. We are also one of 26-members of the Metro Electric Bus Coalition, made-up of environmentalist and scientist. Our collaboration with them is the best and first opportunity we have to get the electrification of Northern's bus fleet up and running long before 2045. The Authority's claim that Northern will be the first, full service, 100% all-electric garage, is not reflected in the proposed \$400M budget; and of that \$400M, we estimate \$40M, 10%, will be spent on equipment, materials, placement and mounds of human capital in monitoring all the aspects of a functioning diesel bus garage and not an electrified one. We've attended every WMATA community engagement meeting, testified before this Board, HPRB, the Council, the Mayor's Agent and served as a Consulting Party under NEPA's Section 106, we've seen the plans and I can assure this Board, that approving this portion of the budget, without further scrutiny, would be a misstep. The Northern Bus Garage Replacement Project, sits on a 5.5 acre site, roughly 270 football fields, that by all accounts, presents with a good face. However, first to be ALL ELECTRIC, while it sounds good, in reality they're doing no more than putting lipstick on a pig. At the end of the day, unless something dramatic occurs, like pushing up the year for all electric buses be made a part of the fleet, especially at Northern when it reopens in 2028, after spending millions of unaccounted for dollars on underground fluid tanks and a mid-level air filtration system that extracts diesel particulate matter from the inside before it travels outside, is not our idea of being 100% electric. Northern officials know the shelf-life of this diesel facility is, at best, 8-10-years before those millions invested will become obsolete; and the air filtration system will be no more than a glorified rooftop ornament. Northern's rehab, as an ALL ELECTRIC garage, is an experiment in learning what not to do; they will hopefully learn from their mistakes, but none of those mistakes, going in, should be how to spend, waste or blow money needlessly. We're urging you to scrutinize the NBG rehab more closely; ask the hard questions, as we have; see for yourselves how uncertain they are in making this facility ALL ELECTRIC, safe for our community, their own drivers and staff. Our aim is to protect not just our own health, but that of the world, we're just starting on 14th St., between Buchanan and Decatur. Thank you for this opportunity to testify before you today. ADDITIONAL COMMENTS: The bulk of Capital Improvements were literally just completed -- last week of January 2022 -- at the bus turn-a-round at 14th & Colorado that serves Northern's 14th St. bus line; that should bode well for Northern being the first to receive ALL ELECTRIC buses, as the construction included a vast array of electrical infrastructure, including all necessary electrical junctions, transformers and markings awaiting PEPCO electrical lines. PEPCO inspected the project mid-January and approved the project for closure, as far as its requirements and needs; I was there when it happened. However, in another sign of waste and inefficiency, the same cannot be said for the just completed capital improvement at the Chevy Chase bus turn-a-round that serves the busy Connecticut Ave. corridor. While it, too, was recently modernized -- just before 14th & Colorado -- maintaining its historical architecture, much of the turn-a-rounds interior roadways and landscaped grounds will have to be torn-up and reconfigured to allow for electric buses, if it is to be used as a charging station during layovers. In closing, I would respectfully

I support the reinstatement of the L1 Bus Line, as proposed in the ANC3C Resolution adopted on January 19, 2022, attached below for your reference, also available online at the link below:

<https://anc3c.org/wp-content/uploads/2022/01/ANC3C-Resolution-2022-CONSENT-Regarding-ANC-3C-Support-of-Reinstating-the-L1-Bus-Line-by-Including-Funds-in-the-Washington-Metropolitan-Area-Transit-Authority-Budget-for-Fiscal-Year-2023.pdf>



**ADVISORY NEIGHBORHOOD COMMISSION 3C**  
**GOVERNMENT OF THE DISTRICT OF COLUMBIA**

*CATHEDRAL HEIGHTS • CLEVELAND PARK*  
*MASSACHUSETTS AVENUE HEIGHTS*  
*McLEAN GARDENS • WOODLEY PARK*

*Single Member District Commissioners*

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04-Beau Finley; 05-Sauleh Siddiqui; 06-Adam Hoyt  
07- Maureen Kinlan Boucher; 08-Vicki Gersten; 09-Nancy MacWood

P.O. Box 4966  
Washington, DC 20008  
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ANC3C Resolution 2022-CONSENT

Regarding ANC 3C Support of Reinstating the L1 Bus Line by Including Funds in the Washington Metropolitan Area Transit Authority Budget for Fiscal Year 2023

WHEREAS, the L1 Bus Line provides two-way peak-direction rush hour service on weekdays, which is already a reduction from its previous service;

WHEREAS, the L1 Bus Line begins at the Potomac Park apartments at 18th and C Streets, jogs to Constitution Avenue via 18th and 20th Streets, turns right on 23rd Street, proceeds through Foggy Bottom and the campus of the George Washington University until Washington Circle, switches to New Hampshire Avenue, turns north onto 20th Street to avoid Dupont Circle, reaches Connecticut Avenue by way of Massachusetts Avenue and Florida Avenue, and terminates at Chevy Chase Circle, just south of Western Avenue and the Maryland state line;

WHEREAS, while there is some shared routing between portions of the L1 and L2 bus lines, without the L1 there is no direct bus service from upper Northwest neighborhoods to Foggy Bottom, where a number of government and non-governmental organizations have offices, and between the Connecticut Ave corridor and George Washington University, Hospital, and Medical Offices, which is important for ANC 3C residents to access work, school, and medical care;

WHEREAS a large number of School without Walls HS students need and utilize the L1 bus as it is a direct and quick route from most Ward 3 neighborhoods to School without Walls HS;

WHEREAS, soon after the start of the first COVID-19 stay-at-home orders, the suspension of route L1 was announced by WMATA with no consultation period effective immediately, beginning on March 16, 2020;

WHEREAS, in the confusion and uncertainty surrounding the unprecedented COVID-19 related stay-at-home orders in March 2020, commuters who had previously relied on the L1 bus were not told whether the L1 route suspension was permanent or if it would resume once the city returned to the workplace;

WHEREAS, many commuters assumed L1 service would resume post-lockdown as was the plan for several other temporarily suspended commuter bus lines in the city, and this lack of information resulted in a lack of organized outcry to retain the L1 while the pandemic has ground on and many Federal workers remain on maximum telework;

WHEREAS, WMATA has still not clarified whether it intends to bring back the L1 commuter bus line when the majority of workplaces resume in-person operations;

WHEREAS, permanent suspension of the L1 bus forces reduced public transit use by residents and significant inconvenience, particularly in light of ongoing construction on the Red Line metro, as well as safety and environmental dangers resulting from additional cars on the street enabling commuters to get to work absent the L1 bus;

WHEREAS, the impending redesign of Connecticut Avenue NW will add protected bicycle lanes and eliminate peak-hour travel lanes, and thus increase the need for bus capacity.

WHEREAS, the Washington District of Columbia Department of Transportation (DDOT) has set an objective to **reach zero fatalities and serious injuries to travelers using the city's transportation infrastructure by the year 2024** through more effective use of data, education, enforcement, and engineering in its Vision Zero initiative;

WHEREAS, Connecticut Avenue is identified as a Vision Zero high crash corridor<sup>1</sup>;

WHEREAS, scientific researchers have quantified that car trips result in four times as many pedestrian injuries, five-times more cyclist injuries, and five-times as many fatal and severe injuries compared to buses<sup>2</sup>;

WHEREAS, Mayor Muriel Bowser committed the District of Columbia to become carbon-neutral by 2050 at the Inaugural North American Climate Summit in 2017, by reducing emissions from transportation and making our streets safer and more accessible;

WHEREAS, approximately 28% of United States Greenhouse Gas Emissions come from the Transportation Sector, 59% of which are from light-duty vehicles<sup>3</sup>;

WHEREAS, shifting away from passenger vehicle use to alternative modes of transportation such as walking, biking, and public transit, will reduce GHG emissions by more than 1 million MTCO<sub>2</sub>e per year by 2050<sup>4</sup>;

WHEREAS, the Sustainable DC 2.0 plan targets reducing commuter trips made by car to 25% by the year 2032;

THEREFORE BE IT RESOLVED, ANC 3C urges the Washington Metropolitan Area Transit Authority to reinstate the L1 Bus Line by Including Funds in the Budget for Fiscal Year 2023;

BE IT FURTHER RESOLVED, ANC 3C authorizes the Chair and the Commissioner from 3C05 to represent the Commission on this matter.

Attested by

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<sup>1</sup> DC Vision Zero Plan. Available at:

[https://ddot.dc.gov/sites/default/files/dc/sites/ddot/page\\_content/attachments/VZActionPlan\\_forWebsite\\_FINAL-UPDATED\\_Part1.pdf](https://ddot.dc.gov/sites/default/files/dc/sites/ddot/page_content/attachments/VZActionPlan_forWebsite_FINAL-UPDATED_Part1.pdf)

<sup>2</sup> Morency, P., Strauss, J., Pépin, F., Tessier, F., & Grondines, J. (2018). Traveling by bus instead of car on urban major roads: safety benefits for vehicle occupants, pedestrians, and cyclists. *Journal of urban health*, 95(2), 196-207.

<sup>3</sup> Data from 2018 from the EPA: <https://www.epa.gov/greenvehicles/fast-facts-transportation-greenhouse-gas-emissions>

<sup>4</sup> Retrieved from: <https://storymaps.arcgis.com/stories/034104405ef9462f8e02a49f2bd84fd9>

Beau Finley

Beau Finley  
Chair, on January 19, 2022

*This resolution was approved by voice vote on January 19, 2022, at a scheduled and noticed public meeting of ANC 3C at which a quorum (a minimum of 5 of 9 commissioners) was present.*

I support the new Fare principles: Customer focused; simple; convenient; and equitable as well as seamless and sustainable. This would include a sustainable flat fare for MAC. This could be achieved by extending the proposed weekend \$2 flat fare on Bus/Rail plus the \$2 Flat Fare after 9PM to a 24/7 Flat Fare for MAC.

I also support all the GM's Budget Proposals and beginning implementation of the BTP report and upgrading bus service to underserved communities.



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## WMATA Tip Proposal

1 message

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David D Edwards [REDACTED]

Sat, Jan 29, 2022 at 6:23 PM

To: David D Edwards [REDACTED]

WMATA

Improvement tip:

Only one suggestion with an additional strong hint of cleanliness!!!

GPS Global Position System Bus, and train schedules can be improved for accuracy.

Big idea concept TBA contact David Edwards [REDACTED]

A conceptualized massive advertisement scheme to cover all the surfaces of train tunnel stations and boarding areas. A system that would keep all surfaces clean and be attractive. Upgrade future appeal for patrons and public safety.

This system would pay for itself or be an attractive ROI for socially conscientious ad campaigns.

This upgrade refreshes itself semi-robotically and maintains video surveillance technology with safety features typical to today's and future specifications.

Thus, bringing WMATA Metro Train Services to global iconic status.

Messaging uploaded to WMATA suggestions of tips to suffice as an unsolicited proposal first step.

From a laymen's point of view, entry-level local businesses can have a stake in the regional quasi-government super firm entity like WMATA...

David Edwards

[REDACTED]  
Washington, DC 20024-2804



# ALEXANDRIA TRANSIT COMPANY

January 12, 2022

Board of Directors  
Washington Metropolitan Area Transit Authority  
600 5<sup>th</sup> St., NW  
Washington, DC 20001

Re: FY 2023 Budget and 11Y Service

Dear WMATA Board Members,

I am writing on behalf of the Alexandria Transit Company Board of Directors, which oversees DASH bus service in Alexandria, Virginia. Thank you for accepting our comments on the FY 2023 Budget.

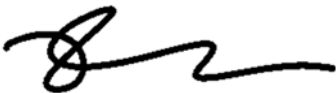
As the board of a local transit operator, we are intimately aware of the challenges that this pandemic era has brought to the region and transit systems nationwide. We recognize that tradeoffs need to be made and that it is difficult to make changes and appease all customers. While generally we appreciate the focus on all-day, frequent service, we do think some exceptions are warranted.

Our main ask is that the 11Y be fully restored in FY23, particularly in light of the Yellow Line shutdown for several months and the WMATA-caused delay of Potomac Yard Metrorail Station opening. This service, if it provides a convenient one seat ride, has the ability to take hundreds of riders off the roads. Ridership is currently low on the 11C because it does not provide that one seat ride, rail service is sub-optimal due to the 7000 series issues, and the delay of return to work with the Omicron variant. We are confident that with the appropriate notification, riders will return to the 11Y by the summer/fall of 2022.

The funding for this service could partially come from the Yellow Line Bridge project budget. The DASH board is also not convinced that the Value-Add Bonus will have a significant impact on ridership and thus could be eliminated from the budget in order to provide some additional bus service in FY23 and savings to fill the budget gap in FY24.

We thank you again for the opportunity to provide input on the WMATA Budget.

Sincerely,



David Kaplan  
Chair, Alexandria Transit Company

Cc: Mr. James Parajon, Alexandria City Manager  
Mr. Josh Baker, DASH General Manager

703.746.3274



dashbus.com



3000 Business Center Drive  
Alexandria, VA 22314





Alexandria Transportation Commission  
301 King Street  
Alexandria, VA 22314

[www.alexandriava.gov](http://www.alexandriava.gov)

Phone: 703.746.4025

Washington Metropolitan Area Transit Authority  
600 5th Street, NW  
Washington, DC 20001

February 1, 2022

Re: WMATA FY23 Budget Comments

Dear WMATA Board of Directors:

I am writing on behalf of the Alexandria Transportation Commission, which oversees the development and implementation of the goals of the City's transportation master plan, the Alexandria Mobility Plan, which seeks to foster multimodal choices in the City. Thank you for accepting our comments on the FY23 budget.

We understand this is a challenging time for transit agencies nationwide and that the budget situation requires many tough decisions. We generally support the current budget but would like to highlight a few items of interest to the Transportation Commission.

First, we are concerned about the looming fiscal cliff in FY24 and believe that WMATA should seek to try to limit unnecessary spending in FY23. To that end, fare discounts, such as the value-add bonus, which are expensive and likely not the most effective way to encourage new ridership, should be reconsidered.

In terms of service, we do not believe that during the midst of the Covid crisis, that there was sufficient time to weigh in the future of our bus routes in a comprehensive manner. We generally appreciate the focus on all-day frequent service, and particularly the increased level of service on the 28A and 29K/N; however, we believe that it would still be beneficial to return the 11Y and 7Y service to downtown.

These routes provide alternatives to transferring to a troubled rail service and can attract riders out of their cars. The 11Y service would be a convenient alternative for transit commuters during the Yellow Line shutdown planned for FY23. The 7Y offered more direct service than

Metrorail from Alexandria to destinations and employment centers along Constitution Avenue and had high ridership pre-Covid, demand that could return as riders go back into the office. We have been told that the Bus Network Redesign may be an appropriate venue to consider the reintroduction of these and similar services long-term and hope that the jurisdictions are fully incorporated into that process.

With regards to the current state of rail service, we would like to see more accountability overall, but also specifically when it comes to the issues with the 7000 series cars. We believe the lack of accountability is leading to less reliable service, which in turn leads to decreased ridership and further budget issues. We hope things start to turn around quickly. We thank you again for the opportunity to provide input on the WMATA Budget.

Sincerely,

Oscar Gonzalez  
Chair, Alexandria Transportation Commission

cc: Alexandria Transportation Commission  
Alexandria City Council  
City Manager James F. Parajon  
Yon Lambert, Director, T&ES  
Hillary Orr, Deputy Director, T&ES



COUNCIL OF THE DISTRICT OF COLUMBIA  
1350 PENNSYLVANIA AVENUE, N.W.  
WASHINGTON, D.C. 20004

MARY M. CHEH  
COUNCILMEMBER, WARD 3  
CHAIR, COMMITTEE ON TRANSPORTATION & THE ENVIRONMENT

OFFICE: (202) 724-8062  
FAX: (202) 724-8118  
MCHEH@DCCOUNCIL.US  
WWW.MARYCHEH.COM

February 7, 2022

Office of the Board Secretary  
Washington Metropolitan Area Transit Authority  
600 5th Street NW  
Washington, DC 20001

Dear Chairman and Members of the Board:

I am writing to you to comment on WMATA's FY 2023 budget proposal.

First, I would like to express my strong support for a number of proposed changes, including:

- Making free bus transfers to/from rail permanent;
- Making the \$2 one-way weekend Metrorail fare permanent;
- Reducing the cost of unlimited passes;
- Increased frequency on a number bus routes;
- Increased frequency on rail routes including more frequent Red Line rush hour and weekend service;
- Restoring the N2 and N4 Metrobus weekday service schedules.

These changes are a positive step in restoring ridership to the Metro system, while providing more affordable, frequent and reliable service for all District residents, including my constituents in Ward 3. I urge you to finalize these proposals.

Unfortunately, the proposal does not restore service on the L1 MetroBus line. I urge you to reconsider and bring back this important route for many Ward 3 residents, workers, and students.

The L1 route was suspended soon after the start of the first COVID-19 stay-at-home orders, beginning on March 16, 2020, and unfortunately this suspension has continued for the last two years now. I have heard from a number of residents a sense of uncertainty and confusion around the future of this route, as many rely on the L1 to get to their jobs, school and other vital destinations. As we work to reduce auto dependency and greenhouse gas emissions, while promoting traffic safety, reliable and frequent bus service on routes like the L1 are critical.

Without the L1 there is no direct bus service from upper Northwest neighborhoods to Foggy Bottom, where many government and non-governmental organizations have offices, and between the Connecticut Ave corridor and George Washington University, Hospital, and Medical Offices. Additionally, many School without Walls High School students rely on the L1 bus as it is a direct and quick route from most Ward 3 neighborhoods to the high school campus in Foggy Bottom. The lack of direct bus service here will encourage more driving, leading to more pollution, congestion, and crashes. For those without cars, including many students, the lack of L1 service will mean not being able to easily and efficiently get to school or education, hurting educational attainment and economic opportunities.

Restoring the L1 line has strong community support, particularly from those who rely on it. Advisory Neighborhood Commission (ANC) 3C unanimously passed a resolution calling for L1 service restoration in January 2022. Additionally, I am aware of a petition with more than 200 residents (mostly directly affected Ward 3 residents) calling for this as well.

The proposed FY 2023 budget does not reference the L1 line – either to restore it or make the cut permanent. I assume this means that WMATA has not decided the ultimate fate of this route. I strongly urge full restoration of service on this line as soon as possible and full funding for it in the FY 2023 budget.

Thank you for the opportunity to provide these comments.

Regards,

A handwritten signature in black ink, appearing to read 'Mary M. Cheh', written in a cursive style.

Councilmember Mary M. Cheh

February 08, 2022

**To: Metro Board of Directors**

Re: WMATA proposed bus changes for 2023 specifically the deletion of the 30N and 30S bus routes

Dear Board Members,

I am again reaching out to you as one of the many DC Metro bus riders. I am looking for your support in challenging WMATA's plans to slowly but surely eliminate critical bus routes serving the Glover Park neighborhood where I lived since 1997. Prior to the pandemic I was a daily bus rider, and while now I ride less, I strongly believe that public transportation has an essential environmental role in reducing greenhouse gas emissions, improving air quality, saving energy, reducing traffic congestions, facilitating compact development, conserving land and decreasing travel demand. After the infusion of federal and local funds WMATA's board still implemented in 2021 some of the drastic bus cuts they planned, including the deletion of the 30S and 30N buses, and the indefinite elimination of the D1, a bus serving the Glover park community along with the D2 bus.

- The D2 has a poor schedule adherence, with 29% of buses arriving too early, 30% arriving too late, with headways between 23 and 32 minutes against the scheduled 20 minutes, which is already an inadequately slow spaced timing for an urban bus serving a neighborhood without Metrorail access.

Please refer to <https://aries.dcmetrohero.com/systems/Metrobus/routes> for monthly analysis of Metrobuses headway and schedule adherence.

Glover Park depends on Metrobus for public transit service because we do not have Metrorail within close walking distance. The closest stations are about 2.5 miles walking distance (Dupont Circle, Tenleytown/AU od Foggy Bottom). We had thousands of riders using Metrobus service day after day, to and from our neighborhood. We fought really hard to keep these buses for the past years.

The 30S and 30N buses were full before the pandemic at all hours of the day, and even during the pandemic. These buses were full with workers, people going to medical appointments like myself, and people on errands. When the schools re-opened, students who used these buses regularly to and from several private and public schools (Duke Ellington High School, Hardy Middle School, the British School, Wilson High School) were left with only the D2 and the 33 buses as public transportation options, and these buses, with the current schedules they have, were completely inadequate to service the number of people waiting to board the buses.

Currently the buses going on Wisconsin Avenue were cut, from the 30S, 30N, to the 31 and 33 only, with

only the 33 bus running on weekends. The 30N and 30S were the only cross-city buses available for riders between upper northwest/west of Rock Creek Park and areas east of the National Archives/south of the National Mall along Pennsylvania Avenue and across the Anacostia River.

The cost in time and transfers to Metrorail for using alternatives to the 30N and 30S could be a serious burden, particularly for low-income riders who work and commute to NW. Making a transfer can add to trips significant time and the risk of missed connections. The full trip is already 90 minutes, when the bus is on schedule. There are no plans from WMATA to increase frequency and volume for the buses supposed to compensate for the deletion of the 30S and 30N buses. The transfer buses 32 and 36 from Washington Circle going NE and SE are notoriously unreliable, with the 32 having a lot of “ghost” buses that show up on schedule on the WMATA BusETA app, but never arrive.

- The 33 also has a mediocre schedule and headway adherence, with 30% of buses arriving too early, 22% arriving too late, with headways at 15 minutes against the scheduled 12 minutes.
- The 32 has a poor schedule adherence, with 37% of buses arriving too early, 27% arriving too late, with headways at 27 minutes against the weekday scheduled 20 minutes, which is already an inadequately slow spaced timing and uncoordinated connection to other routes going NW, for an urban bus supposed to compensate for the elimination of the 30N and 30S buses.
- The 36 has a poor schedule adherence, with 36% of buses arriving too early, 25% arriving too late, with headways at 26 to 28 minutes against the weekday scheduled 20 minutes, which is already an inadequately slow spaced timing and uncoordinated connection to other routes going NW, for an urban bus supposed to compensate for the elimination of the 30N and 30S buses.

Please refer to <https://aries.dcmetrohero.com/systems/Metrobus/routes> for monthly analysis of Metrobuses headway and schedule adherence.

I learned from one of our ANC commissioners that since the early 1970s the District of Columbia has been committed to keep up the 30-series Metrobus as links between distant and disparate neighborhoods, not solely for mobility but for the connections between people and communities. Eliminating the 30N and 30S represents not only a loss of a transit service but also a loss of social and economic ties.

I am very much afraid that as these bus cuts were implemented the buses will never come back again.

My level of trust in WMATA is very low and I do not believe their current priority is moving people efficiently, timely and safely from one place to another. There have been way too many scandals related to WMATA's use of public finances, and WMATA's safety and working environment are been investigated. But with the Board's help and a new competent WMATA GM there is hope that WMATA could become a trusted and deservedly praised model of public transportation in the region and the country.

A WMATA study called “The Washington Area Bus Transformation Project”, readopted in 2022, warns of grim consequences if bus-only lanes, improved bus routes, reliability and service are not implemented: “Without transforming the bus system, the region's competitiveness and livability are at risk.”





Paul C. Smedberg, Chairman  
Lucinda Babers, Representative, District of Columbia  
WMATA Board of Directors

5 February, 2022

Dear Chairman Smedberg and Ms. Babers,

On behalf of the Cleveland Park Citizens Association, I'm writing to urge WMATA to reinstate funding for the L1 MetroBus route, and to restore this service when the pandemic emergency begins to lift.

The L1 provides a vital peak-hour link between Northwest D.C., Dupont Circle, and Foggy Bottom, and connects Cleveland Park residents to their workplaces, educational institutions, and essential services including George Washington University Hospital. The L1 is an important complement to the L2 service between Northwest D.C. and downtown, and runs a markedly different route. In 2019, before the pandemic, the L1 showed strong 8 percent year-on-year ridership growth.

The L1 also provided an important alternative and backstop to MetroRail's Red Line service which, as you know, is the busiest line in the system. Particularly in a post-COVID future, we believe that WMATA should be seeking to increase service on this corridor, to prevent a return to the over-crowded conditions that preceded the pandemic.

Looking forward, the planned redesign of Connecticut Avenue NW is to add protected bicycle lanes, and peak-hour travel lanes will be further reduced. D.C.'s recently-amended Comprehensive Plan also envisions increased residential development along the Connecticut Avenue corridor, with the expressed goal of increasing public transit utilization. Eliminating the L1 conflicts with these objectives.

Public transportation is a vital tool to meet our sustainability goals. But to be effective, it must get people where they need to go. Northwest D.C. residents have a wide variety of mobility needs, and MetroBus should enable them to efficiently get *around town*, and not just downtown. The L1 is a crucial part of Northwest D.C.'s public transportation network. We urge WMATA to restore L1 bus service once public health conditions allow.

Thank you for your consideration,



Barr Weiner  
President





## DC SUSTAINABLE TRANSPORTATION

Adams Morgan Partnership BID ★ Capitol Hill BID ★ Capitol Riverfront BID ★ Coalition for Smarter Growth  
Destination DC ★ Downtown DC BID ★ Dupont Circle BID ★ Events DC ★ Federal City Council ★ Georgetown BID  
Golden Triangle BID ★ Greater Greater Washington ★ Greater Washington Partnership ★ Mt. Vernon Triangle CID  
NoMa BID ★ Rosslyn BID ★ Sierra Club DC Chapter ★ Southwest BID ★ Washington Area Bicyclist Association  
80 M St SE ★ Washington, DC 20003 ★ 202-578-5075 ★ [info@dcstcoalition.org](mailto:info@dcstcoalition.org)

### Testimony by Caitlin Rogger, Executive Director

WMATA

FY2023 Budget Hearing

February 8, 2022

Good evening WMATA Board of Directors,

DC Sustainable Transportation (DCST) is a nonprofit organization that brings together business, advocacy, and government entities to make DC a global leader with frequent, rapid, safe, affordable, and reliable transportation to, from, and around DC job centers.

Our members include ten of DC's Business Improvement Districts, the Federal City Council, Events DC, the Coalition for Smarter Growth, the Sierra Club DC chapter, the Greater Washington Partnership, Greater Greater Washington, the Transportation Equity Network, and the Washington Area Bicyclist Association.

DCST supports several elements of the FY2023 budget. By maintaining bus services, improving frequency on some lines, and restoring some of the lines cut during the pandemic, WMATA is ensuring that the essential workers that have held up our economy and services during the pandemic can count on getting where they're going, which is vital to our regional economic and social recovery.

Making bus/rail transfers free for riders is sensible from both an equity and a ridership retention perspective, and we are pleased to see this change made permanent in the 2023 budget.

It's notable that the revenue projections rely on an increase of 135% of rail riders in 2023 (on 2022 ridership), still significantly lower than pre-pandemic levels. While the return of rail riders at this level would bring some comfort financially, not just to WMATA, the uncertainty of the pandemic draws this projection into question and highlights the need for more systemic, regional thinking around how to restore transit ridership. Incentives are nice, but it can't be up to WMATA alone to try and lure riders back.

Having noted these positive features of the 2023 budget, DCST would turn our attention to efforts, which hopefully have started and will ramp up publicly throughout the 2023 budget cycle, to uphold WMATA's financial sustainability in the less immediate but still short term. As for many transit agencies, federal aid has propped up WMATA during this unprecedented period of lost revenue. But as that begins to dry up in 2024, there must be a plan not just in place but fully operational by 2024 to ensure WMATA can survive and, we hope, thrive.

We need not remind those present of the fundamental value of a strong transit system to our economy and society; simply put, the DMV doesn't function as a region without it. But the lack of public dialogue and policymaker attention as to how to deal with this looming issue is of great concern.

Some options include: adjusting the 3% cap on how much DC, Maryland and Virginia's contributions to WMATA's budget can grow (this just makes horse sense given the costs of almost everything rise by more than that). A regional road pricing system that recognizes the great cost that car-based mobility has imposed on the region, from congestion, equity, environmental and health standpoints. Congressional contributions to WMATA's operational budget, as the MetroNow coalition has called for historically. A revitalized plan for raising revenue through WMATA's considerable land ownership. What if each jurisdiction adopted bills similar to the Metro4DC bill currently under consideration in DC, which allocates funding to underwrite residents' transit trips each month?

Most of those options take time to put into place, though adjusting the 3% cap and obtaining Congressional funding for operations might be managed in a year. Shorter-term options that could keep us on a balanced footing while a longer term plan is operationalized could include temporary bailouts from the jurisdictions, or for WMATA to run a pilot or other program that USDOT would fund. These shorter-term ideas are not sustainable approaches. But just last year, WMATA was forced to create a dire "already-off-the-fiscal cliff" budget that took up untold staff hours and created an atmosphere of instability that's no good in a delicate recovery period, only to be called off late in the game by the federal bailout that many expected. Let us show that we can plan more responsibly for the future by not leaving the real plans to the last minute.

Most solutions require a regional lens, and that shows up most clearly for WMATA. We've used this time mainly to focus on 2024 and beyond, because how WMATA uses FY2023 has tremendous implications for its future viability. To plan for that we'll need the region cooperating to its fullest and best ability.

Thank you. I am happy to answer any questions you may have.

*Caitlin Rogger*

Caitlin Rogger  
Executive Director  
DC Sustainable Transportation

1.

Docket B22-02-Hearing 640-Tues. Feb. 8, 2022-  
6 P.M. - Metro Headquarters - 600 5TH St. N.W.  
Washington, D.C. 20001

Ed Gitterman (Representing Myself)

Bethesda, MD. 20814 Tel. [REDACTED]

First things first. I do not support staff's FY/23 recommendation on A. Metrorail service hours & B. Metrorail's proposed fares.

No. 1 is that your Metrorail, future Purple Line, local bus carriers inside & right near D.C., should run 24/7 service 365 days a year. To provide an essential service except for bad weather or transit strike, Mass transit should A. Be out there for everybody & B. For all trip purposes in this area.

As for No. 2 I still believe that a D.M.V. switch to an intermodal flat fare structure plus fare media like the Big Apple should occur in this area. As I have said in the past, your Metrorail fare structure, can nickel & dime a low income ~~and~~ person to death & is the leading reason that low income

(Page 2)

(2.)

people take a bus instead of your Metrail.

So with that said, I will try to wind up my 3 minutes as best as I can.

In 1980, I lived in New York when the T.A. and M.A.B. S.T.O.A. (M.T.A.), took its Grumman Flexible 870 buses out of service & temporarily/partially replaced them with old mothballed vehicles plus old used vehicles from Metrobus.

Now here I am 20 years in the D.C. area with another fiasco caused by your 7K rail cars.

The bottom line here, is that management should just fix these high tech lemons & return them to service P.D.Q.!

So in closing, let me first say seriously again, that if it was totally possible, I would move back to the Big Apple to live out my life.

But aside from that, please hold all replies to my testimony for, and make them in editorial form to: Your Washington Post. Thank you!



JEFFREY C. MCKAY  
CHAIRMAN

COMMONWEALTH OF VIRGINIA  
**COUNTY OF FAIRFAX**  
BOARD OF SUPERVISORS  
FAIRFAX, VIRGINIA 22035

Suite 530  
12000 GOVERNMENT CENTER PARKWAY  
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TELEPHONE 703- 324-3151  
FAX 703- 324-3955

[chairman@fairfaxcounty.gov](mailto:chairman@fairfaxcounty.gov)

February 9, 2022

Mr. Paul J. Wiedefeld  
General Manager and Chief Executive Officer  
Washington Metropolitan Area Transit Authority  
600 5th Street, N.W.  
Washington, DC 20001

Reference: Washington Metropolitan Area Transit Authority (WMATA's) FY 2023  
Operating Budget and FY 2023-2028 Capital Improvement Program

Dear Mr. Wiedefeld:

On behalf of the Fairfax County Board of Supervisors, I am writing to share our comments and concerns regarding WMATA's FY 2023 Operating Budget and FY 2023-2028 Capital Improvement Program.

We remain concerned that the ongoing COVID-19 pandemic and the more recent issues with the 7000 series railcars continue to negatively impact WMATA's operations and the quality of service for those who live, work and travel in Fairfax County. We understand that you and your staff are working diligently to address these issues, and we encourage you to continue an open dialogue with County staff and our partners in the region as efforts to address these issues proceed. We urge you to develop a safe way to reintroduce the 7000 Series railcars as soon as possible, so that WMATA is prepared to accommodate increased ridership as the pandemic subsides, and WMATA is ready to open Phase 2 of the Silver Line when testing is complete.

While dealing with these major issues, the Board appreciates your efforts to maintain a viable bus and rail network that works to expand access to the transit dependent and economically challenged riders. This budget clearly reflects WMATA's efforts to attract new ridership through new pass products and other incentives. Simultaneously, the Board applauds WMATA's embrace of cleaner mobility options and the need to transform the Metrobus fleet to zero emissions. Investments in the renovation of the North Garage and all-electric vehicles for the purpose of a demonstration project are important investments for the future.

Conversely, the Board is deeply concerned about the impact the FY 2023 budget will have on FY 2024. Assuming a total jurisdictional subsidy of \$1.23 billion for FY 2024, which would be within the 3 percent cap mandate, and using the remaining \$151.3 million in federal COVID-19 funding would result in an anticipated shortfall of \$519.3 million. The Board encourages the

WMATA Board to work closely with jurisdictional partners about how best to address this looming challenge.

The Board also remains concerned about the \$20 million in Title VI service enhancements that were originally budgeted in FY 2022, but not expended. WMATA should provide more transparency about the proposed Title VI adjustments and which services will be augmented, and why. These should be system-wide benefits and not location-specific.

The Board again recommends that WMATA continue to promote the safety measures it is taking to ensure passenger well-being, especially during the pandemic. WMATA should also continue on-going dialogue with large employers in the region to determine when, and to what degree, they plan to encourage employees to return to work sites and to promote transit options for workers and customers.

In closing, the Fairfax County Board of Supervisors acknowledges that WMATA continues to confront a very challenging operating environment – from the on-going pandemic to the 7000 series railcars, to planning for a zero-emissions future, all while trying to expand the ridership base. Yet, while the FY 2023 budget does present significant challenges, FY 2024 presents an even greater challenge. We encourage the WMATA Board to focus a significant amount of their effort during the FY 2023 budget process to prepare for FY 2024. It is imperative that WMATA adopt a more proactive culture of communication during this upcoming critical period. Your jurisdictional partners stand ready to work with and for WMATA, but only if we have the knowledge and understanding that WMATA is on the path to success in tackling issues I have described. We are confident that the region can work together to produce operating and capital budgets that benefit our communities in FY 2023 and beyond.

Thank you again for your consideration. We request a formal response to this letter and assurance that you and your staff will make every effort to maintain robust lines of communication through the adoption of the FY 2024 budget. If you have any questions, please call Brent Riddle at (571) 393-0183 (cell phone) or me at (703) 324-2321.

Sincerely,



Jeffrey C. McKay  
Chairman

cc: Members, Fairfax County Board of Supervisors  
The Honorable Tim Kaine, Senator, United States Senate  
The Honorable Mark Warner, Senator, United States Senate  
The Honorable Donald Beyer, Congressman, United States House of Representatives  
The Honorable Gerry Connolly, Congressman, United States House of Representatives

Mr. Paul J. Wiedefeld

February 9, 2022

Page 3 of 3

The Honorable Jennifer Wexton, Congresswoman, United States House of  
Representatives

Members, Fairfax County Delegation to the Virginia General Assembly

Bryan J. Hill, County Executive


Rachel Flynn, Deputy County Executive

Tom Biesiadny, Director, Department of Transportation

Todd Wigglesworth, Chief, Coordination and Funding Division, Department of  
Transportation

Brent Riddle, Transportation Planner IV, Department of Transportation



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Office of the Board Secretary  
Washington Metropolitan Area Transit Authority  
600 5th Street NW  
Washington, DC 20001

Dear Chairman and Members of the Board,

I write to you as Chair of the ANC 3C Safe, Sustainable, and Equitable Transportation Committee representing the views of ANC 3C per the unanimous resolution attached to urge you to reinstate the L1 Bus Line by including funds in the budget for fiscal year 2023. I am also attaching a petition signed by 235 DC Residents in support of reinstating the L1 bus line as well.

During the COVID-19 pandemic, route L1 was suspended beginning on March 16, 2020. The L1 Bus Line provides two-way peak-direction rush hour service on Connecticut Avenue from Chevy Chase Circle to Dupont Circle and then continues further south to George Washington University and ends at Potomac Park apartments at 18th and C Streets. While there is some shared routing between portions of the L1 and L2 bus lines, without the L1 there is no direct bus service from upper Northwest neighborhoods to Foggy Bottom, where a number of government and non-governmental organizations have offices, and between the Connecticut Ave corridor and George Washington University, Hospital, and Medical Offices, which is important for ANC 3C residents to access work, school, and medical care. In addition, a large number of School without Walls high school students need and utilize the L1 bus as a direct and quick route from most Ward 3 to their school. For anyone living on Connecticut Avenue NW, it's also a good alternative to the Red line on the Metro. Further, the L1 bus ridership was rising between 2017-2019. In fact, from 2018-2019, ridership increased by over 8%. In a similar timeframe, the L2 ridership decreased slightly.



Sauleh Siddiqui

Commissioner and Chair ANC 3C Safe, Sustainable, and Equitable Transportation Committee



**ADVISORY NEIGHBORHOOD COMMISSION 3C**  
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ANC3C Resolution 2022-CONSENT

Regarding ANC 3C Support of Reinstating the L1 Bus Line by Including Funds in the Washington Metropolitan Area Transit Authority Budget for Fiscal Year 2023

WHEREAS, the L1 Bus Line provides two-way peak-direction rush hour service on weekdays, which is already a reduction from its previous service;

WHEREAS, the L1 Bus Line begins at the Potomac Park apartments at 18th and C Streets, jogs to Constitution Avenue via 18th and 20th Streets, turns right on 23rd Street, proceeds through Foggy Bottom and the campus of the George Washington University until Washington Circle, switches to New Hampshire Avenue, turns north onto 20th Street to avoid Dupont Circle, reaches Connecticut Avenue by way of Massachusetts Avenue and Florida Avenue, and terminates at Chevy Chase Circle, just south of Western Avenue and the Maryland state line;

WHEREAS, while there is some shared routing between portions of the L1 and L2 bus lines, without the L1 there is no direct bus service from upper Northwest neighborhoods to Foggy Bottom, where a number of government and non-governmental organizations have offices, and between the Connecticut Ave corridor and George Washington University, Hospital, and Medical Offices, which is important for ANC 3C residents to access work, school, and medical care;

WHEREAS a large number of School without Walls HS students need and utilize the L1 bus as it is a direct and quick route from most Ward 3 neighborhoods to School without Walls HS;

WHEREAS, soon after the start of the first COVID-19 stay-at-home orders, the suspension of route L1 was announced by WMATA with no consultation period effective immediately, beginning on March 16, 2020;

WHEREAS, in the confusion and uncertainty surrounding the unprecedented COVID-19 related stay-at-home orders in March 2020, commuters who had previously relied on the L1 bus were not told whether the L1 route suspension was permanent or if it would resume once the city returned to the workplace;

WHEREAS, many commuters assumed L1 service would resume post-lockdown as was the plan for several other temporarily suspended commuter bus lines in the city, and this lack of information resulted in a lack of organized outcry to retain the L1 while the pandemic has ground on and many Federal workers remain on maximum telework;

WHEREAS, WMATA has still not clarified whether it intends to bring back the L1 commuter bus line when the majority of workplaces resume in-person operations;

WHEREAS, permanent suspension of the L1 bus forces reduced public transit use by residents and significant inconvenience, particularly in light of ongoing construction on the Red Line metro, as well as safety and environmental dangers resulting from additional cars on the street enabling commuters to get to work absent the L1 bus;

WHEREAS, the impending redesign of Connecticut Avenue NW will add protected bicycle lanes and eliminate peak-hour travel lanes, and thus increase the need for bus capacity.

WHEREAS, the Washington District of Columbia Department of Transportation (DDOT) has set an objective to **reach zero fatalities and serious injuries to travelers using the city's transportation infrastructure by the year 2024** through more effective use of data, education, enforcement, and engineering in its Vision Zero initiative;

WHEREAS, Connecticut Avenue is identified as a Vision Zero high crash corridor<sup>1</sup>;

WHEREAS, scientific researchers have quantified that car trips result in four times as many pedestrian injuries, five-times more cyclist injuries, and five-times as many fatal and severe injuries compared to buses<sup>2</sup>;

WHEREAS, Mayor Muriel Bowser committed the District of Columbia to become carbon-neutral by 2050 at the Inaugural North American Climate Summit in 2017, by reducing emissions from transportation and making our streets safer and more accessible;

WHEREAS, approximately 28% of United States Greenhouse Gas Emissions come from the Transportation Sector, 59% of which are from light-duty vehicles<sup>3</sup>;

WHEREAS, shifting away from passenger vehicle use to alternative modes of transportation such as walking, biking, and public transit, will reduce GHG emissions by more than 1 million MTCO<sub>2</sub>e per year by 2050<sup>4</sup>;

WHEREAS, the Sustainable DC 2.0 plan targets reducing commuter trips made by car to 25% by the year 2032;

THEREFORE BE IT RESOLVED, ANC 3C urges the Washington Metropolitan Area Transit Authority to reinstate the L1 Bus Line by Including Funds in the Budget for Fiscal Year 2023;

BE IT FURTHER RESOLVED, ANC 3C authorizes the Chair and the Commissioner from 3C05 to represent the Commission on this matter.

Attested by

---

<sup>1</sup> DC Vision Zero Plan. Available at:

[https://ddot.dc.gov/sites/default/files/dc/sites/ddot/page\\_content/attachments/VZActionPlan\\_forWebsite\\_FINAL-UPDATED\\_Part1.pdf](https://ddot.dc.gov/sites/default/files/dc/sites/ddot/page_content/attachments/VZActionPlan_forWebsite_FINAL-UPDATED_Part1.pdf)

<sup>2</sup> Morency, P., Strauss, J., Pépin, F., Tessier, F., & Grondines, J. (2018). Traveling by bus instead of car on urban major roads: safety benefits for vehicle occupants, pedestrians, and cyclists. *Journal of urban health*, 95(2), 196-207.


<sup>3</sup> Data from 2018 from the EPA: <https://www.epa.gov/greenvehicles/fast-facts-transportation-greenhouse-gas-emissions>

<sup>4</sup> Retrieved from: <https://storymaps.arcgis.com/stories/034104405ef9462f8e02a49f2bd84fd9>

Beau Finley

Beau Finley  
Chair, on January 19, 2022

*This resolution was approved by voice vote on January 19, 2022, at a scheduled and noticed public meeting of ANC 3C at which a quorum (a minimum of 5 of 9 commissioners) was present.*

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## Petition to Reinstate the L1 Bus Line

The L1 Bus used to provide essential transportation for many people living along the Connecticut Avenue Corridor. Its suspension in March 2020 posed a major inconvenience to those who used to rely on it for commuting to work at various agencies and organizations, and those who relied on it for medical care at George Washington Hospital and medical offices. Promoting bus transit helps reduce traffic congestion, improve pedestrian and road safety, improve equitable transportation options, and help our region reduce its carbon emissions. In addition, the L1 bus would have provided a critical alternative while Metro has been undergoing renovation which has resulted in unpredictability and delays. We the undersigned hereby urge the Washington Metropolitan Area Transit Authority (WMATA) to reinstate the L1 Bus line by including funding for it in the budget for FY23.

- Naihua Duan, Ward 3, [REDACTED]
- Peggy Robin, Ward 3, [REDACTED]
- Jennifer Duffy, Ward 3, [REDACTED]
- Charlotte Baer, Ward 3, [REDACTED]
- Meghan Rutherford, Ward 3, [REDACTED]
- Hope LeGro, Ward 3, [REDACTED]
- Suzanne Demarest, Ward 3, [REDACTED]
- Sarah Brown, Ward 3, [REDACTED]
- Susan E Hirshberg, Ward 3, [REDACTED]
- Ann Marie Plubell, Ward 3, [REDACTED]
- Ariel Kennedy, Ward 3, [REDACTED]
- Warren Gorlick, Ward 3, [REDACTED]
- Mary Rogers, Ward 3, [REDACTED]
- Susan Stephens, Ward 3, [REDACTED]
- Andrea Blackburn, Ward 3, [REDACTED]
- Jane Mandelbaum, Ward 3, [REDACTED]



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Rachel Peck, Ward 3, [REDACTED]  
Diane Hartley, Ward 3,  
Ann Mah, Ward 3, [REDACTED]  
Carol Knoll, Ward 3, [REDACTED]  
Mary Peckiconis, Ward 3, [REDACTED]  
Ned Read, Ward 3, [REDACTED]  
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Janet Simmons , Ward 3, [REDACTED]  
Dilys Ellen Lande, Ward 3, [REDACTED]  
madeleine , Ward 3, [REDACTED] Washington D.C., 20016-3117  
Eric Rubin, Ward 3, [REDACTED]  
Nadine Granoff, Ward 3, [REDACTED]  
Linda L Ayres, Ward 3, [REDACTED]  
Jennie Taylor, Ward 3, [REDACTED]  
Sepideh Tukei, Ward 3, [REDACTED]  
Mary Lynne Martin, Ward 3,  
Hadley Allen, Ward 3, [REDACTED]  
Audrey Crane-Hirsch, Ward 3, [REDACTED]  
Janet Novotny, Ward 3, [REDACTED] Washington DC  
Mary Lee Stein, Ward 3, [REDACTED]  
Mark Rosenman, Ward 3, [REDACTED]  
David Gerard, Ward 3, [REDACTED] [REDACTED]  
Naomi Feigenbaum, Ward 3, [REDACTED]



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- Clara Kim, Ward 3, [REDACTED]
- Martin Kleinbard , Ward 3, [REDACTED]
- Evelyn Idelson, Ward 4, [REDACTED]
- Luke Lanciano, Ward 1, [REDACTED] Washington, DC 20008
- Eileen Arens, Ward 3, [REDACTED]
- Pamela Lee, Ward 3, [REDACTED]
- Kathleen Cohen, Ward 3, [REDACTED]
- Jennifer Keaton, Ward 3, [REDACTED]
- Claudia M. Conlon, Ward 3, [REDACTED]
- Drew Bailey, Ward 1, [REDACTED]
- Pamela Ehrenberg, Ward 3, [REDACTED]
- Elizabeth Loizeaux, Ward 3, [REDACTED]
- Patric Carman, Ward 3, [REDACTED]
- Raina Regan, Ward 3,
- Emily Imhoff , Ward 3, [REDACTED]
- Sara Polon, Ward 3, [REDACTED]
- Michele Wolin, Ward 3, [REDACTED]
- Joseph Bosco, Ward 3, [REDACTED]
- Manik Hinchey, Ward 3,
- Kathy A Ruffing, Ward 3,
- Esther Kronstadt, Ward 3, [REDACTED] ,
- Catherine Green, Ward 3, [REDACTED] , Washington, DC
- Amy Saltzman, Ward 3, [REDACTED]
- Eileen Davis, Ward 3, [REDACTED]



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- Allison Bernstein, Ward 3, [REDACTED]
- Maureen Carroll, Ward 3, [REDACTED]
- Maida La Farge, Ward 3, [REDACTED]
- John M Goodman, Ward 3, [REDACTED]
- Shibani Malhotra, Ward 3, [REDACTED]
- Karen Emmerson, Ward 3, [REDACTED]
- Sarah Spencer, Ward 3, [REDACTED]
- Tammy Gordon, Ward 3, [REDACTED]
- Louise Milkman, Ward 3, [REDACTED]
- Janie Sitton, Ward 3, [REDACTED]
- Megan Wong, Ward 3, [REDACTED]
- Megan Wong, Ward 3, [REDACTED]
- Rachael Bishop, Ward 3, [REDACTED]
- Robin Tasker, Ward 3, [REDACTED]
- Susan Cohen, Ward 3, [REDACTED]
- Sandra Barkan, Ward 3, [REDACTED]
- Barbara zia, Ward 3,
- Judith Torrence, Ward 3,
- Charles Wellander, Ward 3,
- Margaret Luke, Ward 3, [REDACTED]
- Susana Rivas, Ward 3, [REDACTED]
- Kathleen McNerney, Ward 3, [REDACTED]
- Bonnie Gallagher , Ward 3, [REDACTED] Washington DC
- Ruth Tiger, Ward 3, [REDACTED]
- Sandra Mills, Ward 3, [REDACTED]





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- Sarah Kolinovsky, Ward 3, [REDACTED]
- Frank Bartnik, Ward 3, [REDACTED]
- Vicki L Robinson, Ward 3, [REDACTED]
- Nancy Beck, Ward 3, [REDACTED]
- Myy Nguyen, Ward 3, [REDACTED]
- Linda Baron, Ward 3, [REDACTED]
- Diana Chung, Ward 3, [REDACTED]
- Nancy H. Simpson, Ward 3, [REDACTED]
- Philip Calabro, Ward 3, [REDACTED]
- Margot Aronson, Ward 3, [REDACTED]
- John, Ward 2,
- Kelly Ort, Ward 3, [REDACTED]
- Josh Saltzman, Ward 3,
- Adrian Salsgiver, Ward 3, [REDACTED]
- Dale Kaufman, Ward 3, [REDACTED]
- Liezl Perez Schewe, Ward 3, [REDACTED]
- Leila Smith, Ward 3, [REDACTED]
- Maura Duffy, Ward 1, [REDACTED]
- Isha Weerasinghe, Ward 3, [REDACTED] F
- Steven Teiler, Ward 3, [REDACTED]
- Madelaine Katz, Ward 3, [REDACTED]
- Jeffrey Todd Cain, Ward 3, [REDACTED]
- Joseph Theissen, Ward 3, [REDACTED]
- Benjamin Netto DeYoung, Ward 3, [REDACTED]



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- Alice Kelley, Ward 3, [REDACTED]
- Mary Panetta, Ward 3, [REDACTED]
- Harriet ISACK, Ward 3, [REDACTED]
- Emily Myers, Ward 3,
- Sabina, Ward 1, [REDACTED]
- Kristin M. Leary, Ward 3, [REDACTED]
- Michael Szymanski, Ward 3, [REDACTED]
- Mark E. Hoelter, Ward 8, [REDACTED]
- Joanna Spear, Ward 3, [REDACTED]
- Sandra McDermin, Ward 3, [REDACTED]
- Susan Bandler, Ward 3, [REDACTED]
- Kay Marshall, Ward 3, [REDACTED]
- margaret siegel, Ward 3, [REDACTED]
- Nathalie Panayiotakis, Ward 3, [REDACTED]
- Jane Davenport, Ward 3, [REDACTED]
- Georgia Gempler, Ward 3,
- Morgan Cole, Ward 3, [REDACTED]
- Linnea Warren, Ward 3, [REDACTED]
- Dana Warren, Ward 3, [REDACTED]
- Roberta Boam, Ward 3, [REDACTED]
- Tracy Wise, Ward 3,
- Rhona C. Hartman, Ward 3, [REDACTED]
- Robin Berrington, Ward 3, [REDACTED]
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- Susan Nathan, Ward 3, [REDACTED]
- Jonathan Buechner , Ward 3, [REDACTED]
- Michael Church, Ward 3, [REDACTED]
- Anne Compton, Ward 3, [REDACTED]
- Lydia Cunha, Ward 3, [REDACTED]
- Doris Ross, Ward Not a DC Resident,
- Sarah Cohen, Ward 3, [REDACTED]
- Jan R. Fogel, Ward 2, [REDACTED]
- Claire McGuire, Ward 3, [REDACTED]
- Nicholas Sadoski, Ward 3,
- Lacey Johnson, Ward 3, [REDACTED]
- Karen L Davis, Ward 3, [REDACTED]
- chris powell, Ward 3, [REDACTED]
- Roxane D.V. Sismanidis, Ward 3, [REDACTED]
- Stephen Burant, Ward 3, [REDACTED]
- Stacy Fischer, Ward 3, [REDACTED]
- Nicola Wolfe, Ward 3, [REDACTED]
- Marie Lovenheim , Ward 3, [REDACTED]
- Julian Kabawat, Ward 3, [REDACTED]
- Barbara Ioanes , Ward 3,
- Andrea Pedolsky, Ward 3,
- Liliya Bulgakova, Ward 3, [REDACTED]



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- Kathryn Horlick, Ward 3, [REDACTED]
- Layne Amerikaner, Ward 3, [REDACTED]
- Jules Montgomery, Ward 3, [REDACTED]
- Lee Talbot, Ward 3, 2701 [REDACTED]
- Laurie Hembree, Ward 3, [REDACTED]
- Sandra Hoexter, Ward 3, [REDACTED]
- Laura Grace Donoghue, Ward 3, [REDACTED]
- Ronald F Tucker, Ward 3, [REDACTED]
- John Welsh, Ward 3, [REDACTED]
- John L. Williamson, Ward 3, [REDACTED]
- Pascaline Sangosse, Ward 4,
- Nancy House, Ward 3, [REDACTED]
- Janice Manganello, Ward 3, [REDACTED]
- Richard Park, Ward 3, [REDACTED]
- Elizabeth Diaz, Ward 3, [REDACTED]
- Terese D Taffer, Ward 3, [REDACTED]
- LINDA POTRAFKE, Ward 3, [REDACTED]
- Barbara Zadina, Ward 3, [REDACTED]
- Ryan Nuanes, Ward 3, [REDACTED]
- Mary Rogers, Ward 3, [REDACTED]
- Jenny Dieterle, Ward 3, [REDACTED]
- Esther Yoo, Ward 3, [REDACTED]
- Sally Fasman, Ward 3, [REDACTED]
- Stavros Kontos, Ward 3, [REDACTED]
- Susan Hoffman, Ward 3, [REDACTED]



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- Joan Owings, Ward 3, [REDACTED]
- Laura Kaufman, Ward 3, [REDACTED]
- Ann H Belenky, Ward 3, [REDACTED]
- Robert Korn, Ward 3, [REDACTED]
- Mihail S, Ward 3, [REDACTED]
- Helene Toiv, Ward 3, [REDACTED]
- Cate Cowan, Ward 3, [REDACTED]
- Maura Leary, Ward 3, [REDACTED]
- Barbara Jones, Ward 3, [REDACTED]
- Leslie Weiss, Ward 3, [REDACTED]
- Esther Cohen, Ward 3, [REDACTED]
- Leyla Mocan, Ward 3, [REDACTED]
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- Nancy R Daugherty, Ward 3, [REDACTED]
- Janice F. Goldblum, Ward 3, [REDACTED]
- Leslie Allen, Ward 3, [REDACTED]
- Mary O'Neill, Ward 3, [REDACTED]
- Janet Cyphers, Ward 3, [REDACTED]
- Elizabeth Franklin, Ward 3, [REDACTED]
- James Huckenpahler, Ward 3, [REDACTED]
- Martha C. Weiss, Ward 3, [REDACTED]
- Guisou Zarbalian, Ward 3, [REDACTED]
- Ceridwen Cherry, Ward 3, [REDACTED]
- Courtney Anne Cafritz Wilkes, [REDACTED]
- Cara Alsterberg, Ward 3, [REDACTED]



**ADVISORY NEIGHBORHOOD COMMISSION 3C**  
GOVERNMENT OF THE DISTRICT OF COLUMBIA

*CATHEDRAL HEIGHTS • CLEVELAND PARK  
MASSACHUSETTS AVENUE HEIGHTS  
MCLEAN GARDENS • WOODLEY PARK*

Single Member District Commissioners  
01-Lee Brian Reba; 02-Jason Fink; 03-Janell Pagats;  
04-Beau Finley; 05-Sauleh Siddiqui; 06-Adam Hoyt;  
07-Maureen Boucher; 08-Vicki Gersten; 09-Nancy MacWood

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- Martha Craver, Ward 3, [REDACTED]
- Carmini Luther Michelitsch, Ward 3, [REDACTED]
- Susan L. Miller, Ward 3, 2939 [REDACTED]
- Danna McCormick, Ward 3, [REDACTED]
- Dennis Romano, Ward 3, [REDACTED]
- Steven Seelig, Ward 3, [REDACTED]
- Susan Lockwood, Ward 3, [REDACTED]
- Stefan Grossman, Ward 3, [REDACTED]
- Ellese White, Ward 3, [REDACTED]
- Cindy Montanez, Ward 3, [REDACTED]
- Donald Malnati, Ward 3, [REDACTED]
- Catherine Schwartzstein, Ward 3, [REDACTED]

**GOVERNMENT OF THE DISTRICT OF COLUMBIA**  
**ADVISORY NEIGHBORHOOD COMMISSION 3B**  
**GLOVER PARK AND CATHEDRAL HEIGHTS**



February 10, 2022

Mr. Paul J. Wiedefeld, General Manager and CEO,  
and other members of the WMATA Board  
Washington Metropolitan Area Transit Authority  
600 5th Street, NW  
Washington, DC 20001

RE: ANC3B Requests for WMATA Consideration in FY2023 Budget

Dear Mr. Wiedefeld and the WMATA Board members:

Our area of Washington, DC, has no Metrorail station or convenient access to Metrorail service and is therefore highly dependent on Metrobus for public transportation services. During the past two years spanning the COVID-19 emergency, several key Metrobus services to our area have been discontinued (including the important 30N/30S cross-town buses and the D1 weekday peak hour route), others have been suspended, and all have been reduced or otherwise adjusted in ways that have left residents and visitors without expected service.

People in our area depend heavily on effective Metrobus service to travel between local residences and their places of work; to get to and from school; visit shops, restaurants, other commercial businesses; go to essential medical appointments and access other health care; get from residences outside the area to travel to and from work places on and around the Wisconsin Avenue corridor; use recreational facilities; and visit friends and family. ANC3B has submitted comments at each opportunity to preserve and maintain the local Metrobus services, which are so important to the accessibility of our community and the quality of life.

In the proposed FY2023 capital and operating budget, WMATA intends to:

- make some improvements (Metrobus routes 31 and 33 would be part of the bus network operating with 12-minute frequency)
- make other changes “permanent” (elimination of the 30S/30N)
- continue operating some routes and services as they are today (D2, N2/4/6)
- and not restore or improve services as we have urged (D1 and 37)

From that foundation, we want to share our comments on behalf of residents and businesses in our area:

1. We appreciate the inclusion of the 31 and 33 Metrobus routes in a high-frequency category. Headways of 12 minutes on each route would provide service every 6 minutes on Wisconsin Avenue, which means longer headways than WMATA had been offering on that Priority Corridor during peak hours prior to March 2020, and is also less frequent during non-peak hours and weekends, especially when only the 33 route is operating. Particularly as activities resume and demand rises, we would like to see increased bus service on Wisconsin.
2. We strongly support full restoration of the N2 and N4 services; the N6 which normally operates during evenings and weekends is not an adequate substitute for weekday travelers and leaves many residents without the services they need and have been relying on.

3. Maintaining the current D2 schedule without any changes is totally inadequate for riders during the morning peak hours, who need to travel eastbound from Glover Park to get to work, school, or other destinations. Between 7:30 am and 9:00 am, the D2 is scheduled to run at close to 45-minute intervals. Westbound service on the D2 calls for buses every and even during the day and weekends, buses are running close to every 20 to 25 minutes. Those are prime times for commuters and for students trying to get to Hardy Middle School, at 34<sup>th</sup> Street and Whitehaven at the south end of Glover Park. It is unimaginable that planners would find it adequate to have buses operate that infrequently at peak hours. The westbound D2 buses operate every 18 minutes during peak hours. No other part of the day has service that poor, in either direction. The Glover Park-Dupont Circle run formerly had buses running an average of every 6 or 7 minutes on the combined D1/D2 schedules. We recognize that the volumes of commuter travel is far lower than it was before the COVID-19 emergency, but many riders are still hoping to resume their travel to work and WMATA cannot possibly expect to serve that need with buses only every 45 minutes at the peak of the peak hour.

4. Residents across the District, from Wards 7 and 8, Ward 6, and Wards 1, 2 and 3 all relied on the cross-town 30N/30S bus service, and in the FY2021 budget season, that route received the strongest support of any route in the District. We participated in testifying and filing comments with the 1,500 other citizens to maintain the 30N/30S in that budget cycle, and later joined in a petition to continue the 30N/30S which drew 450 signatures. In spite of the support for preserving that service, WMATA persisted in cutting that route in September 2021.

Even during COVID-19, the volume of riders on that route was higher than on the parallel bus routes that do not run all the way across town. Many workers and students living and working in our community depend on that service for one-bus ride to their destinations, from very early morning to late at night. Dozens of employees make the daily journey to work at shops and businesses along the Wisconsin Avenue using WMATA services, and they have been forced to make transfers, add to the length of their commuter, turn to other modes of travel, or suffer long delays, late arrivals, and loss of paid time because they can no longer count on unreliable Metrobus service to our area. That is hurting workers and businesses along the entire route.

To discontinue the 30N/30S and other services essential to residents without efficient options is unacceptable when you have emphasized that equitable bus service for essential workers must be a priority, even if the routes do not meet WMATA's usual efficiency and revenue standards. This is a matter of equity that has guided the WMATA bus system from the beginning, when local leaders joined transit officials in committing to continue the cross-town buses for the long term, even after Metrorail stations opened to Southeast Washington. We urge WMATA to reinstitute the 30N/30S, especially in early morning, midday and late night when congestion is low.

We are grateful to have Metrobus services to our neighborhood. The 30-line and the D-line have been essential transportation links for our area for all the decades that WMATA has existed. We are glad to work with WMATA and DDOT to share the needs and interests of our residents, businesses and visitors. Many people in ANC3B are not located close to a Priority Transit Network and face difficult walks, up and down hills in all weather and conditions, even to use to existing bus services. With cuts or missed buses and unreliable service, our constituents are not meeting the accessibility standards that WMATA has said it is aiming to achieve.

We would hope to see adjustments in bus operations and expenditures in the FY2023 budget to address these requests. We look forward to continuing to work with WMATA to discuss continuing improvements in Metrobus services, and we will be pleased to meet with WMATA and DDOT planners on these matters, as we have requested in a separate resolution. Thank you for your consideration.

Sincerely,



Brian Turmail  
Chairman

This letter was approved by a vote of 4 - 0 at a duly noticed public meeting of the Commission at which a quorum was present. (Three of the five Commissioners make a quorum.) By the same vote, the Commission designated the Chairman or his designee to represent the Commission on this matter.



## **Weekday and Saturday timetables for D2 Metrobus service (Glover Park-Dupont Circle) February 2022**

### **I. Regular D2 weekday operating timetable resumed on Monday, February 7:**

#### **A. Morning peak hours**

- 5 buses eastbound between the starting time (7:07 am) and 9:36 am, with only 13 minutes between the first two buses, but much lower frequency after that, ending with 30 minutes between the last two buses before 9:30 am (at 8:58 am and 9:28 am).
- 9 buses westbound between the starting time (7:07 am) and 9:36 am, averaging 19 minutes apart

#### **B. Morning peak of the peak hours**

- Headways for eastbound buses of 43 minutes and 45 minutes between 7:30 and 9 am. As noted above, the last two buses before 9:30 operate 30 minutes apart, at 8:58 and 9:28 am. That is far worse than the 18-minute headways called for in the Saturday schedule which was operating on weekdays from January 10 through February 6 (see below). It is also worse than the regular weekday schedule after the morning peak (24-minute headways for the rest of the morning, starting at 9:49 am and continuing for most of the day, through 8:37 pm).
- After opening service with headways for westbound buses of 20 to 25 minutes between 7:07 am and 7:50 am, the time between westbound buses then drops to much shorter headways after 7:50 am (four buses in 20 minutes, spaced 2 minutes, 10 minutes, and 8 minutes apart, for an average of 6.3 minutes apart). After 8:10 am, westbound buses are scheduled 25, 32, and 24 minutes apart through 9:31 am. Those buses are less frequent than through the rest of the morning, but still more frequent than the eastbound buses during those times.

### **II. D2 Saturday schedule and also the weekday operating timetable during COVID-19 service “reduction” due to staffing shortages (when weekday service followed “Saturday schedule”) from Monday, January 10 through Sunday, February 6, 2022:**

#### **A. Morning peak hours**

- 11 buses eastbound between the starting time (6:33 am) and 9:36 am  
(9 buses eastbound between 7:07 am and 9:36 am)
- 10 buses westbound between the starting time (6:54 am) and 9:36 am  
(9 buses westbound between 7:07 am and 9:36 am)

#### **B. Morning peak of the peak hours**

- Headways for eastbound and westbound buses are a fairly consistently 18 minutes between 7:30 and 9:30 am, with occasional deviations of 2 or 3 minutes at most.



## **MetroNow Commends FY2023 Budget; Requests Strategy for FY2024**

FOR IMMEDIATE RELEASE

February 14, 2022

Washington, D.C. -- The MetroNow coalition submitted comments on the Washington Metropolitan Area Transit Authority's (WMATA) Fiscal Year 2022 Budget.

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The MetroNow Coalition commends WMATA General Manager/CEO's Proposed FY2023 Budget as a strong, stable budget that includes several priorities the Coalition supports, including:

- Planned Metrobus, Metrorail, and Metroaccess service levels at those implemented in September 2021, which included more frequent service approaching pre-pandemic levels
- A \$2 late night and weekend rail fare
- Discounted monthly and 7-day passes
- Permanently eliminating the bus-rail transfer penalty

The fare changes will be of particular benefit to lower-income riders and our essential workforce, and will also help attract riders back to the system.

WMATA faces a range of challenges including the evolving COVID pandemic and disruption to transit operations and health of transit workers caused by the Omicron-variant wave, the sidelining of the 7000-series railcars, and the shifting timeline for a widespread return to offices. Amid these challenges, this budget provides a stable footing that this region's elected officials, business leaders, and residents can use to help plan for the year ahead.

However, the proposed FY2023 budget makes clear that the following year, Fiscal Year 2024, WMATA will face a projected \$519.3 million operating funding gap.

Without a quick return to pre-pandemic transportation ridership, especially on revenue-generating rail trips, or additional operating funding from the federal government, the region will need to come together to close that funding gap or face severe cuts to WMATA service, personnel, and/or capital projects. Such cuts, especially to bus service, would harm our economic competitiveness and the well-being of our most vulnerable residents, and therefore must be avoided.

The MetroNow Coalition is confident that this region will come together to find a solution to the FY2024 funding gap and will do what it takes to put transit first in its transportation funding



priorities. We encourage WMATA, MWCOG, NVTC, and WSTC to develop a 3-year strategy that allows our transit network to weather this transition period and make necessary changes to enhance the transit system to better serve the region's needs, including a regional bus network redesign and dedicated bus lanes.

MetroNow is committed to working with the region's public leaders to ensure the transit systems we rely on emerge from the pandemic and into a new, stronger normal.

###

### **About the MetroNow Coalition**

The MetroNow Coalition is a group of regional leaders from organizations representing businesses and non-profit advocates who came together to ensure that action was taken to put Metro—the backbone of Greater Washington's transportation infrastructure—on a safe, smart and sustainable path forward. We are dedicated to securing comprehensive improvement of Metro's governance, funding and operational structures. Since our successful 2018 campaign for dedicated capital funding for Metrorail from each jurisdiction, we doubled-down on our commitment to regional mobility by expanding our focus to include making the region's bus systems more frequent, reliable, faster, and affordable.

Visit [www.MetroNow.com](http://www.MetroNow.com) for more information, and get the monthly roundup of the region's top transit news straight to your inbox by [subscribing to the MetroNow Dispatch](#) today.

Feb. 14, 2022

To the WMATA board:

I am submitting written testimony regarding WMATA's FY23 budget to supplement my verbal testimony on Feb. 8, 2022, on behalf of Greater Greater Washington, where I serve as D.C. policy director.

GGWash supports the passage and implementation of the FY23 budget. We like that it eliminates the transfer penalty from bus to rail, and modestly restores some lines and service cut during the pandemic. We hope that WMATA will not renege on the frequency and headway commitments made last year prior to the 7000-series failure. However, we are largely looking beyond the upcoming fiscal year to FY24, with the assumption that federal funding will be lacking then, leaving WMATA with around a \$500,000 budget deficit.

Accepting this as an inevitable outcome due to factors outside of WMATA's control—coronavirus, rider preferences, the feds turning off the money printer, whatever—is one option, which I believe will lead to a good deal of handwringing, finger-pointing, and futzing around the edges to make things less bad. None of that will work, and will instead result in a region in which there is functionally no Metrobus or Metrorail. That is a future I'm not particularly interested in living in.

It was foolish to hope that ridership would simply resume as it was before the pandemic, and I am, quite honestly, resentful of those in leadership roles who imagined that was plausible. It wasted time that WMATA and its riders do not have, and recent comments from outgoing general manager Paul Wiedefeld, whose work I have generally respected, make it clear that there was no strategy for a post-covid WMATA—just some wishing and hoping that affluent, white-collar workers will do the same things that they used to, and the assertion that service will have to be cut if they do not.

This thinking runs counter to what we know about increasing ridership: It only comes with increased service. [Recent research](#) has found that in the dropoff in American transit ridership from 2002 to 2017, “the only factor that has been mitigating further decline was an increase in transit services.” This doesn't need to be litigated, or reexamined in the wake of the effects of coronavirus on commuting patterns. Just because people aren't commuting doesn't mean that they aren't still making trips. Let's figure out what they are, and make transit the primary choice for taking them.

My colleague, Caitlin Rogger, suggested in her testimony, on behalf of the D.C. Sustainable Transportation Coalition, a number of sound ideas for closing WMATA's forthcoming budget gap, which include:

- Adjusting the 3 percent cap on how much D.C., Maryland, and Virginia's contributions to the WMATA budget can grow

- A regional road pricing system, which charges drivers for the externalities—congestion, slowdowns for transit riders, poor air quality and other health and environmental damages—that they impose on others
- Congressional contributions to WMATA's operating budget
- Developing—but not selling off—WMATA's land, so that people live, densely, near transit
- That Maryland and Virginia consider, as the D.C. Council will in the forthcoming Metro4All bill, underwriting the cost of their riders' trips, to provide a stable stream of fare revenue to WMATA

GGWash supports all of the above, with a particular interest in the development and continued public ownership of WMATA's land and a regional road pricing system. We are also interested in paradigm-shifting approaches that have heretofore been considered politically impossible or undesirable, such as regional revenue-sharing and a compact similar to MetroNow requiring each jurisdiction to fund operations, preferably at the expense of building new roads. Reevaluating the funding formula to better reflect the needs of riders based on where they live would also be a worthwhile endeavor.

We do not want bus service to be sacrificed at the expense of rail service when WMATA does hit the inevitable scarcity mindset (it, I believe, is already there). It's been obvious to me that WMATA would love to cut loose responsibility for providing bus service in the suburbs, and leave it to local jurisdictions. GGWash is fully supportive of system redesigns, and we understand the tradeoffs demanded by balancing frequency, reliability, service coverage, and available funding. What we don't support is dismissing bus riders as a burden, and bemoaning the lack of white-collar, affluent riders. Solutions to a massive budget deficit will not be found with this mindset.

During the pandemic, WMATA's truest riders have shown up—on the bus. I am familiar with the never-ending tension between the District and its suburban neighbors, and the preference each holds for what type of service. I find it tiresome. Either the region supports WMATA, or it doesn't. I look forward to the board, and those who appoint you, clarifying whether you believe in public transit, or not.

Thank you,  
Alex

Alex Baca  
D.C. Policy Director  
Greater Greater Washington





February 15, 2022

**Chair**  
Hon. Canek Aguirre

**Vice Chair**  
Hon. Dalia Palchik

**Secretary-Treasurer**  
Hon. Matt de Ferranti

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Hon. Canek Aguirre  
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**Senate**  
Hon. John J. Bell  
Hon. Adam Ebbin

**House of Delegates**  
vacant  
vacant  
vacant  
vacant

**Executive Director**  
Katherine A. Mattice

Ms. Jennifer Ellison  
Board Corporate Secretary  
Washington Metropolitan Area Transit Authority (WMATA)  
600 Fifth Street, NW  
Washington, D.C. 20001

Re: Comments on Proposed Fiscal Year 2023 WMATA Budget (Docket B22-01 and B22-02)

Dear Ms. Ellison:

On behalf of the Northern Virginia Transportation Commission's (NVTC) WMATA Committee, I write to convey our comments regarding the Washington Metropolitan Area Transit Authority's (WMATA's) proposed fiscal year (FY) 2023 Operating Budget and FY 2023-2028 Capital Improvement Program as part of its public comment period. The NVTC WMATA committee represents the Northern Virginia funding jurisdictions that have financial obligations to WMATA and share responsibility for paying WMATA's annual operating and capital subsidies. As such, we have a vested interest in the financial and operational health of WMATA now and into the future.

For WMATA's FY 2023 Operating Budget and FY 2023-2028 Capital Improvement Program, the NVTC WMATA Committee's priorities are as follows:

- Identify opportunities, where possible, to right-size bus and rail service to match demand and seek opportunities for savings in FY 2023 that will reduce the projected operating funding gap in FY 2024
- Implement fare policy changes to balance ridership and revenue while recognizing the change in ridership behaviors from telework
- Encourage a swift but safe opening of the Silver Line Phase 2 and Potomac Yard Stations
- Urge the safe and timely return of the 7000-series railcars to service, improvements in safety culture, improved collaboration with safety oversight bodies and efforts to rebuild customer confidence.
- Accelerate WMATA's Capital Improvement Program to advance goals of safety, reliability and state of good repair

## FY 2023 Operating Budget

NVTC's WMATA Committee is grateful to the U.S. Congress and the leadership of our regional delegation for the operating funding relief made possible by the Coronavirus Aid, Relief and Economic Security (CARES) Act, the Coronavirus Response and Relief Supplemental Appropriations Act (CRRSAA) and the American Rescue Plan Act (ARPA). These relief funds have enabled WMATA to close operating budget gaps, sustain operations and prevent layoffs across multiple fiscal years. However, while federal funding relief will sustain operations in FY 2023, the NVTC WMATA Committee is deeply concerned about the projected FY 2024 operating budget gap and, as a result, must consider the FY 2023 operating budget within the context of this looming fiscal shortfall.

We encourage WMATA to **right-size service to demand where possible - without closing stations - and find savings in FY 2023 to reduce the projected operating funding gap in FY 2024**. In addition, the WMATA Committee is generally supportive of proposed permanent and temporary fare changes that balance ridership and revenue, accommodate increased telework and don't lose significant amounts of revenue. Considering the recently updated fare policy principles, **we look forward to the WMATA Board's continued discussion on fare policy and structure** and WMATA's continued partnership with sponsoring jurisdictions on the best ways to provide low-income fare discounts in their localities.

The opening of the Silver Line Phase 2 and Potomac Yard Stations are vital to both economic development and the transportation network in Northern Virginia. They are strategically located in fast-growing corridors and key to Northern Virginia's mobility, accessibility and connectivity to the overall Washington metropolitan region. We are excited to see the Silver Line Phase 2 nearing completion and encourage a swift but safe **opening of the Silver Line Phase 2 and Potomac Yard stations** with full service in FY 2023. As WMATA finalizes the Title VI analysis for the Silver Line Phase 2, we support the selection and funding of equity initiatives and Title VI mitigation efforts that provide system-wide benefits to customers.

The October 2021 derailment of a 7000-series Blue Line train and subsequent removal of the 7000-series fleet continues to inhibit WMATA's ability to maintain a reliable and sufficient level of rail service as budgeted. With the decision to halt the reintroduction of the 7000-series for at least 90 days, the region will see at least six months of greatly reduced Metrorail service. This prolonged crisis of service threatens to undermine WMATA's recovery, lose riders, undermine the faith of funding jurisdictions and widen the projected FY 2024 operating gap. We **urge the safe and timely return of the 7000-series railcars to service, improvements in safety culture, improved collaboration with safety oversight bodies and efforts to rebuild customer confidence**.

## FY 2023 Capital Budget and FY 2023-2028 Capital Improvement Program

The NVTC WMATA Committee supports the continuing acceleration of the capital program and the priorities of the FY 2023 Capital Budget and FY 2023 - 2028 Capital Improvement Program to **advance the goals of safety, reliability and a state of good repair**. While WMATA has made great strides in reducing the state of good repair backlog and maintaining and modernizing system assets, much more work remains. We encourage WMATA to closely monitor the structural integrity of elevated infrastructure throughout the system and use the results from the 7000-series investigation to make strategic investments in the capital improvement program moving forward.

With the passing of the Infrastructure Investment and Jobs Act, we are elated to see the inclusion of both the reauthorization of federal dedicated capital funding for WMATA, as well as increased federal formula funds for transit. Both of these provisions are vital to advancing the capital program and

addressing WMATA's state of good repair backlog. As additional information becomes available, we look forward to an analysis by WMATA on what this funding means for the Capital Improvement Program in terms of the projected state of good repair backlog, the impact on regional dedicated capital funding, as well as underfunded needs like Blue/Orange/Silver Line capacity and reliability improvements, zero-emission bus implementation and a next generation signal system.

Given the multiple challenges facing WMATA and the region this year, we encourage WMATA to adopt a more proactive culture of communication. NVTC and our partner jurisdictions are committed to WMATA's success and stand ready to work with WMATA, but better communications about the path ahead will be critical for maintaining broad public support for the system while addressing looming challenges. After the FY 2023 budget is approved, we look forward to working with WMATA as the agency continues to recover from the effects of the pandemic, adapts to a new paradigm of commuting and travel and begins discussions around the future of WMATA after federal aid is exhausted.

Sincerely,

A handwritten signature in black ink, appearing to read "Walter Alcorn", with a long horizontal flourish extending to the right.

Walter Alcorn  
NVTC WMATA Committee Chair





Written Comments  
of  
Mike Litt, Sierra Club DC Chapter  
Regarding the FY2023 Proposed Budget  
for the Washington Metropolitan Area Transit Authority (WMATA)

15 February 2022

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Thank you for the opportunity to comment on [Metro's FY2023 Proposed Budget](#). My name is Mike Litt, and I am submitting this feedback on behalf of the Sierra Club DC Chapter. I'm a member of the DC Chapter's Energy Committee. The Sierra Club is the nation's oldest and largest environmental advocacy group. We have 3,000 dues-paying members in DC, and our top priority is combating climate change.

Metro faces numerous challenges in the new fiscal year, including increasing concerns about safety, decreased ridership due to the COVID-19 pandemic, and its responsibilities in helping DC, Virginia, and Maryland meet their long-term climate commitments. Moving forward into a clean energy future, the Sierra Club wants to help Metro continue to serve as the arteries of the Washington metropolitan area. In submitting these comments, the Sierra Club seeks to help Metro improve its services so that public transportation in the district can take on a greater share of the trips that people make every day in the metropolitan area.

Please find our recommendations for

- increasing service frequency,
- improving transparency of spending on safety in your budget, and
- jumpstarting electrification of your bus fleet and other sustainability goals.

## Increasing service frequency

We commend the development of the "Bus Priority Program" in the proposed budget to improve bus service and equity (on page 164 in Appendix D). As the program develops, we would like to see specific goals for reductions in travel time and increases in the number of bus lanes.

We support Metro's continuation of changes made during FY2022, including fare discounts, increases to service, and equity improvements. We also recognize the fiscal challenges that Metro faces, including a budget shortfall and the end of significant sources of federal funding beyond FY2023.

As Metro noted in its [Bus Transformation Project Update](#) in November 2021, more frequent service was the top priority for current and potential customers.

We encourage Metro to consider what it would take to increase service frequency in the future to at least every 10 minutes for all rail lines and bus routes. An increase of this kind would make riding Metro a more convenient and appealing option for more people, increasing ridership and revenue and reducing global warming pollution.

People would be more likely to choose Metro if there was an easy to remember, across-the-board schedule that truly felt frequent. This would help with marketing as well.

## **Improving transparency of spending on safety**

We have a number of recommendations to make Metro's safety spending easier to understand and assess.

In light of the [removal](#) of the 7000-series trains from service following last October's [derailment](#), and other known safety incidents at Metro, we would like to see a specific section in the proposed budget about the different types of safety risks being addressed by Metro, such as collisions, COVID-19, crimes, derailments, fires, and injuries.

We recognize that many items throughout the proposed budget are related to safety, including information in Appendixes D and I, but consolidating all information related to safety spending and targets in one place within the document will improve transparency and public confidence in Metro's safety efforts.

### Safety spending in the operating budget by department and division

There currently does not appear to be any information about how much of the operating budget is related to safety.

The "Human Capital by Department" chart in Appendix C of the proposed budget does show an increase in FY2023 staff of 30 people for the Department of Safety & Environmental Management, bringing the department's total to 115 employees. However, this department still only makes up less than one percent of Metro's total workforce. Given the department's stated goal of zero accidents, injuries, and fatalities, the Sierra Club recommends increasing the number of staff dedicated to safety.

### Safety spending in the capital budget

We appreciate the one page summaries in Appendix D of the proposed budget for each of the programs and projects that make up the capital budget, in particular the budgeted amounts for each program and project and the icons showing whether each item is related to safety, security, or reliability. However, that information is currently spread out over 144 individual pages for each capital program or project. Including that information in one chart would make it easier to understand how much is budgeted toward safety and in what ways. A simple solution would be to include that information in the list of Capital Improvement Program (CIP) investments on pages 101 - 104 of the proposed budget.

### Crimes and injuries

According to the "Safety & Security Performance Data" in Appendix I of the proposed budget, the total number of crimes reported during FY2021 was less than Metro's target of  $\leq 840$  in a year. However, the number of crimes per million passengers was more than it was in FY2020 and was twice as high as FY2019 numbers. Similarly, the total number of customer injuries in FY2021 was less than Metro's target of  $\leq 366$  in a year, but the number of injuries per million passengers was more than in FY2020 or FY2019. The trends are concerning, and Sierra Club would like to see more specificity in the FY2023 budget about Metro's plans to bring crime and injury rates down.

We would also like to know what types of customer injuries occur and what examples there are of "preventable" and "non-preventable" injuries.

## COVID-19 safety

Sierra Club would also like to see more specificity in the proposed budget with regard to changes to Metro's COVID-19 safety protocols and spending. For example, have there been changes to cleaning and air filtration in response to [our improved understanding](#) about how the virus is transmitted?

Metro's [Enhanced Cleaning and Air Filtration Improvements for Covid-19](#) web page indicates that Metro is working to move to MERV-10 filters on its buses and is piloting MERV-15 filters in its stations and MERV-13 filters and UVC systems on its trains. The proposed budget should detail the planned expansion of these systems.

## **Jumpstarting bus electrification and other sustainability goals**

We urge Metro to frontload its electrification and sustainability goals. Metro's proposed FY2023 budget allocates \$12.2 million for an electric bus pilot project, which will acquire approximately 12 electric buses in the nearterm. Meanwhile, more than twice that amount of money has been allocated for fossil fuel costs, with that amount increased by \$1.8 million from FY2022. Metro's investment in electric buses also pales in comparison to funding allocated for the purchase of an additional 100 diesel and gas burning buses in FY2023 alone.

Sierra Club supports [DC Council Resolution R24-0373](#), passed earlier this month, which calls on WMATA to only buy electric buses moving forward. The resolution cites improved public health and increased cost savings detailed in [a 2020 Sierra Club report](#) as reasons for the commitment. Metro should heed the council's call and formally commit to buying electric buses only.

We also support Metro's current goals to reach 100% zero-emission bus purchases by 2030 and a 100% zero-emission bus fleet by 2045. With that said, the Sierra Club would enthusiastically approve any attempt by Metro to hasten its timeline. The sooner that Metro can transition to an all electric bus fleet, the better.

According to the [TPB Climate Change Mitigation Study of 2021](#), released last month, the scenario that gets us the closest to meeting the Metropolitan Washington Council of Governments' goals for greenhouse gas (GHG) emissions includes having 100% electric buses on the road by 2030.

According to the District of Columbia's [Multimodal Long-Range Transportation Plan](#), released in December 2021, transportation is the District's second leading source of GHGs, accounting for 21 percent of such emissions. The District Department of Transportation (DDOT) has proposed electrifying the District-owned bus fleet by 2027 as part of its goal of moving to 75 percent non-auto commuter trips by District residents by 2032.

MetroNow, a coalition representing regional business interests, has also called for accelerated zero-emissions in its [Bus Transformation Project progress report](#), released in January.

We would also like to call attention to Metro's sustainability data in Appendix I of the proposed budget. It appears to show Metro falling short of its targets for water use, energy use, and GHG emissions for the past three fiscal years. Without significant changes to the proposed budget, we worry that these shortfalls will continue.

# Conclusion

We make these recommendations with enormous gratitude to WMATA's entire workforce for keeping Metro running despite significant challenges over the past few years. Metro is a part of what makes the DMV a special place to live. Our region's ability to fully emerge from the pandemic, reverse global warming, and ensure a liveable community for all depends on Metro's continued success. Please consider us willing partners to help Metro define and achieve that success. Thank you.

## Metro backhands disabled Riders in the FY2023 Budget

(WMATA FY 2023 Budget Comments)

By: Ancil Torres

Date: February 15, 2022

“Don’t tell me what you value, show me your budget, and I’ll tell you what you value”  
(President Joe Biden).

WMATA has put out its fiscal year 2023 budget for public review and the disabled are left out in the cold again. It reveals that For Yet another year, Paul Wiedefeld, Metro GM/CEO has demonstrated his utter contempt, disregard and disrespect of disabled riders.

The budget clearly shows that regardless of what Mr. Wiedefeld might say to the contrary, disabled paratransit riders are being treated like second class customers. Let’s take a very revealing look at some of the budget details that drive that home.

### Pain and Suffering of Disabled Passengers can be Ignored

MetroAccess is not mentioned in Mr. Paul J. Wiedefeld’s 475-word budget opening message. In the very first sentence of the remarks, Mr. Wiedefeld shows who he values when he says, “...Metro is working hard to restore and improve service on Metrobus and Metrorail...” Did he forget that he is also responsible for improving MetroAccess? Maybe he believes MetroAccess that still uses vans that strangle disabled customers and give them back pains do not need improvements.

**Show me your budget and I will tell you your values.**

### “We was Robbed”

MetroAccess, was stripped of its advertising budget for FY2023. WMATA has a 4.4-million advertising budget proposal. Metrorail gets 63%. Metrobus gets 34% and MetroAccess gets hammered with a 36% cut and slapped down to a measly 1%: \$56,000.

Are disabled paratransit customers not worthy of being encouraged, cajoled, or wooed to come back to Metro? How about advertising that the service exists, because MetroAccess is not even advertised on the homepage of Metro’s own website: [wmata.com](http://wmata.com).

**Show me your budget and I will tell you your values.**

### Billions of Federal Charity Funding for my Metro Partners, but not one Penny for you

In 2021, in the middle of the pandemic crisis, when many of us were struggling to survive and were distracted, Metro gave the paratransit companies a 40-million-dollar 32% increase in their FY2022 budget when ridership was exceptionally low. What happened to the 3% increase Metro cap? MetroAccess disabled customers were forced to fork out twice the fare to pay this enormous paratransit bountiful booty for a service that is sometimes painful and injurious to use. Also, Metro was granting free rides to Metro customers during the pandemic. Other big cities gave their disabled paratransit customers free rides as well during the crisis, but disabled MetroAccess paratransit riders were not

given a free fare holiday. Where is the disabled customers' share of the billion-dollar federal bonanza? This is what happens when the disabled does not have a representative around the table when the spoils are being carved up. This only goes to show you that if you're not sitting at the table you're on the menu.

Am I to surmise that Mr. Wiedefeld and his "compassionate" WAMATA Lords and Ladies of the purse did not seem to think that disabled MetroAccess riders needed financial relief like Metro itself and other Metro customers? The disabled who are generally among the most economically vulnerable, got no free "safety net" ADA paratransit rides. However, that did not stop Mr. Wiedefeld from going cap in hand to the federal government begging for billions in a financial bale out.

So, let me see if I understand this, Metro can find 40-million dollars to put on top of 124 million to give paratransit companies a 32% increase to provide many fewer trips, but they could not find a fraction of that amount to give disabled people free rides? Is this not a special kind of wicked or evil? If this is not a crime, then it should be.

**Show me your budget and I will tell you your values.**

[Fear not my Disabled Brethren, the AAC "Advocates" will come to our Rescue](#)

So, pray tell, where are our wise and fearless disability advocates Knights of the Loquacious Order (KLO) yes, the vaunted Accessibility Advisory Committee (? Surely, they have thoroughly and carefully spent many long hours analyzing the budget and all of its egregious inequalities, indignities, and harmful neglect of disabled riders. I am "confident" that they are hopping mad and spitting fire over all of this and they are ready to be the tip of the spear and lead the troops into battle. No! Some of this? No! One of these? No! Have any of the AAC even read and analyze the budget and found fault with any of these and alerted the disabled community? Well...

Ok, so maybe they were not able to find time out of their busy schedules to review the budget. I am sure that they were achieving big on other things that were much more important that would redound to the benefit of the disabled paratransit rider.

Let's see...

- Created new rules to prevent one disabled member of the public from asking probing questions to speakers at AAC meetings by blocking all public members from asking questions. You see only they have the wisdom knowledge and understanding to ask kid glove featherbed questions of Metro representatives that results in extraordinarily little. I agree, that does take a high degree of sycophantic talent.
- After years and years of lobbying they were able to get Mr. Wiedefeld's Metro to put a few words first and a few words last on automated Metrorail messages. Oh yes! I felt the earth move when that happened.
- On two occasions the AAC Chair asked Mr. Wiedefeld not to respond to questions posed by a disabled member of the public who had concerns about Mr. Wiedefeld's unwillingness to reverse the 180% increase of paratransit fares and a question about sedan procurement. Yes, the big boss must be protected from the great unwashed. How could anyone possibly disagree with that?

- Passed a motion to insure that paratransit riders pay double on the new flat Metro fare. God forbid that disabled people pay the same as everyone else to use public transit like they do in New York City.
- Establish a new award for Metro staff for all of their good works. This was such an awful idea that even Metro management recommended that they not award current staff. How about granting an award to disabled riders for their endurance of painful and injurious Metro service? You see, not everyone can do this type of AAC disability “advocacy.” It takes a special kind of “genius.”

The list is so long I am running out of space for all of these milestone achievements in disabled transportation advocacy. Sorry, I will have to take up the remainders in another post.

People of the disabled community of Washington DC, this occasion warrants the coining of a new word of infamy. We have been “metroed.” Mr. Wiedefeld needs to go now and the AAC needs new blood that is in tune with the transportation needs of the disabled community. It is time for reform and reboot of WMATA and MetroAccess.

“Don’t tell me that you are a disabled advocate, show me your results and I will tell you if you are a disabled advocate” (Ancil Torres).

## A Blind guy's Vision and Proposal for MetroAccess Free-Fares (WMATA Public FY2023 Budget Hearing)

By:Ancil Torres

Date: February 9, 2022

"The test of a civilization is the way that it cares for its..." most vulnerable "...members." (Pearl Buck, author of the Good Earth, and winner of the Nobel Prize for literature)

### Vision Zero: This is how I see it

The Vision Zero strategy is a European model that has been adopted in the DC Metro area that is intended to bring Safe, healthy, equitable mobility, for all, but like many innovations the disabled were not catered for in its original construct. I have yet to find one disabled person who supports it. The concern is that Vision Zero ironically endangers the safety and mobility of the disabled. Floating bus stops are more difficult for blind folks to locate; Bikers and scooter folks complain about the dangers from cars, but they are not so concerned about the fear and stress that they cause disabled people and other pedestrians when they recklessly ride on the sidewalk and run the traffic lights. I can go on and on. We in the disabled community need to have our own Vision Zero plan. I have developed such a plan.

The plan that I have developed has a vision to pay zero on WMATA ADA paratransit. I call it Vision Zero for Metro Access.

The plan is extremely fiscally responsible, sustainable, FTA compliant and I can predict that it will be popular with the tri-state funders of paratransit and disabled commuters.

### Why Free-Fares for Paratransit Riders?

1. MetroAccess paratransit revenue at 5 million dollars is 0.00% of the Metro operating budget and 1% of net operating revenues. Paratransit fares are a mere rounding error in the Metro budget. Our fares do not even register at Metro. However, economically disadvantaged disabled MetroAccess customers on fixed incomes are asked by Metro to pay among the highest paratransit fares in the United States. I guarantee you that the punitive paratransit fares are registering very vigorously in the pockets of the disabled. The city of Olympia Washington went free-fares in 2020 when their net operating transit revenues dropped below 2%. MetroAccess is at 1% and dropping.
2. The city of Alexandria, the home of Paul Smedberg, the Chairman of the Metro Board of Directors, went fare-free in September of last year. So, Mr. Smedberg has a free fare public transit benefit himself. Economic justice requires that financially vulnerable disabled people should be granted that benefit as well.
3. If the compassionate decision makers at Metro can find it in their hearts to give 40-million dollars, a 32% increase to paratransit contractors in FY2022 for serving fewer passengers, then they must be able to find 5 million to pay for free-fares for disabled riders. That 40 million could have paid for 8 years of free-fares for MetroAccess disabled paratransit riders.
4. MetroAccess passengers deserve a break because we were hit with a 180% increase in paratransit fares in February of 2011 and most of those fares are still hanging over our heads today.
5. Disabled MetroAccess riders deserve compensation for years of overcharges. Last year Metro admitted that they have been overcharging disabled MetroAccess customers on top of the Metro high double the regular fare model. They claim that it has occurred only 1% of the time. I do not believe that because of the many years that I have been paying the incorrect high fares.



6. Try as it might, Metro is unable to explain the multitude of different fares that are charged by MetroAccess in a way that matches up with documented Metro policy. Members on the Accessibility Advisory Committee (AAC) readily admit that they cannot explain the fares either. Everyone is entitled to be given a clear consistent explanation of their bill. MetroAccess passengers do not currently enjoy that. Free-fares will fix that problem immediately.
7. The ugly unspoken truth about Metro's extremely high paratransit fares for disabled riders is that they are punitive. Yes, Essentially people who are disabled are being financially punished for using ADA paratransit. This punishment is being used to drive down demand for the service. The years of Metro's punishment of the disabled must end.

### How do you pay for it?

My Vision Zero ADA paratransit free-fares plan can be easily paid for with the millions of dollars in windfall savings that Metro is currently experiencing because of the Abilities ride program. The math is quite simple. The cost of each Abilities ride is \$20.00 on average. The average cost of each regular ADA paratransit sedan/van ride is \$119.00. Passengers accompanying disabled riders are included in that average so, the actual ADA paratransit number is higher. Each time that MetroAccess uses the Abilities ride service to fulfill its paratransit obligations, Metro saves 83% on the dollar: \$99.00. Metro Access plans to provide 240,000 Abilities rides in FY2023. This gives us a projected savings of \$23,760,000. Savings from one year alone will pay for my Vision Zero free-fare plan for at least 5 years out. The slush fund that is created by Abilities ride is so large that even if my math is off by a mile the financial soundness of my plan will still hold.

There was so much money generated by the Abilities ride in FY2021 that Metro started charging MetroAccess an extra 5 million dollars for something call multi-modal costs. Everyone at the table is getting their cut of the pie and the disabled lunch is being eaten because we are not at the Metro table where the spoils are carved up.

### Is my Plan FTA Approved?

Free-fares for ADA paratransit falls within FTA regulations. The FTA has only a ceiling for paratransit fares, it does not set a floor.

### Summary

Given these facts and numbers it is amoral, cruel, and inhumane for WMATA to continue to charge disabled riders double the regular Metro fare to use MetroAccess. There is no justification for it. For those who are concerned about sustainability, it is not just sustainable the Abilities ride program is a cash cow standing on top of a gold mine as my Metro FY2023 budget derived numbers show. What is so remarkable about this is that we are getting those savings from just 4 million of Abilities ride service, the more money that Metro allocates to Abilities ride the more money they save. Also, it is the preferred mode of MetroAccess service by all the disabled MetroAccess riders I know. It is a gift that keeps on giving. MetroAccess riders must not continue to be burdened with crippling fares by Metro when we are the most economically vulnerable of WMATA's customers while contractors and the big wigs at Metro eat our lunch. The disabled do not deserve this because we are not second-class customers or the children of a lesser God, like we are sometimes treated by Metro.



# CITY OF FALLS CHURCH

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February 15, 2021

Ms. Jennifer Ellison  
Board Corporate Secretary  
Washington Metropolitan Area Transit Authority (WMATA)  
600 Fifth Street, NW  
Washington, D.C. 20001

**Re: Proposed FY2023 Budget/City of Falls Church Public Comment**

Dear Ms. Ellison:

The City of Falls Church has long supported transit and the vital benefits it provides to our region. We understand the budgetary challenges posed by the COVID-19 pandemic. Substantial fare revenue has been lost due to lower ridership during the pandemic. To address the shortfall projected to begin next summer, the City supports reducing costs and right sizing services for FY2023. In rightsizing service and consistent with our comments on the budget, we do not support full closures of rail stations as was proposed earlier, or eliminating popular bus lines. Where possible, the City supports finding savings for the FY2024 gap.

If WMATA must reduce service to respond to budget shortfalls, the City supports the following:

**1) Areas of Support**

- a. Right size rail and bus service levels to demand to address the projected operating gap in FY2024
  - a. Continue operating the East Falls Church and West Falls Church Metrorail Stations throughout FY2023
- b. Open and implement full revenue service for Silver Line Phase 2 and Potomac Yard Station
- c. Implement temporary and permanent fare changes that balance ridership and revenue, accommodate increased telework, and don't lose significant revenues.
- d. Select and fund equity initiatives and Title VI mitigation that provide system-wide benefits
- e. Preserve reliable bus service (longer service hours and higher frequency service), since bus service generally supports the most vulnerable and/or transit dependent riders, especially for job access

- f. Continue the acceleration of the capital program and CIP to advance goals of safety, reliability, and state of good repair

2) **Additional Comments**

- a. Urge the safe and timely return of the 7000-series railcars to service, improve safety culture, and rebuild customer confidence
- b. Look forward to additional analysis from WMATA on the impacts of the Infrastructure Investment and Jobs Act on the CIP, dedicated funding longevity, and other agency objectives like Zero Emission Bus.
- c. Low-income fare discounts should be jurisdictionally sponsored and funded
- d. Concern over exhaustion of federal aid and projected FY 2024 operating gap

3) **Budget and Subsidy**

- a. The City continues to support local revenues for the capital program remaining unchanged from the previous fiscal year
- b. The City does not support the 16.7% increase in the City's operating budget subsidy for the proposed FY23 budget
- c. The City notes that any increases or changes to the proposed FY23 operating budget cannot result in the City's operating budget increase being greater than 3%. The City cannot afford an operating subsidy allocation increase given local economic impacts due to the pandemic.

The City looks forward to working with WMATA and the other funding jurisdictions to balance needs with a sustainable level of jurisdictional support as part of the FY2023 budget process.

Sincerely,



F. Wyatt Shields,  
City Manager

Cc: Mayor P. David Tarter  
Council Member David Snyder  
Members of Falls Church City Council  
Cindy L. Mester, Deputy City Manager  
Kiran Bawa, Finance Director  
Kerri Oddenino, Senior Planner

The Voice of the People is Critical and Sacred: Can Metro at Least Act Like it is?  
(WMATA FY2023 Budget Public Comments)

By: Ancil Torres  
Date: February 15, 2022

**"Your most unhappy customers are your greatest source of learning." (Bill Gates)**

This year I took advantage of the opportunities that Metro provided for me to submit my two cents, however, I had to be stubbornly determined to get my message through.

The most vexing challenge I had was with the participate-by-phone option where you call in to any of the three live hearings in Virginia, Washington, or Maryland to submit your budget comments. The experience that I had using that system could be charitably summed up in one word: flawed.

So, you call in to a conference line and you are asked to press "\*" 3 to get into a queue and wait for your turn to speak. I was sixth in the queue when I signed in and after waiting for about 25 minutes the system said that I was first in the queue. I am a little nervous but feeling good and in high spirits in anticipation of performing my civic duty to my community by publicly reporting to Metro on how disabled riders are being neglected in their FY2023 budget.

However, something went wrong and kept going wrong. the automated conference call system suddenly told me that if I wanted to speak, I could punch 3 and get in the queue just after I was told that I was first IN THE QUEUE. This meant that I was kicked out of the queue just as I was about to get my chance to speak. So, I punched 3 and got into the queue again, but this time I was thrown to the back of the line. The same thing happened again. My turn to speak came and I was thrown out again. I finally got my chance to speak after about 10 cycles of being kicked out, but I had to summon up all of my dogged determination energies to make it happen. Metro used the same broken system last year, and I was put through the same grind, but I gave up in frustration that time. Is that what Metro wanted me to do again?

So, here we have a 5-billion-dollar entity asking me, the taxpayer, for billions more of my tax dollars, but cannot grant me the basic accommodation of providing a conference call system that works. Does Metro genuinely want to hear what the public thinks about the FY2023 budget? Is this how you treat people who are paying your compensation? Is the attitude, just give me the money but I don't care to make it easy for your community to tell me what you think?

This phone problem hits the disabled community the hardest because it is the preferred mode for many of us to participate at the hearing. How many do you think just gave up like I did last year? A large majority are not attending in person because of the virus emergency. Many do not have the technology prowess with Zoom, and the wmata.com website is marginally 508 accessible and not disabled user friendly at best.

You folks at Metro had this same conference call problem last year. You had 12 months to fix it but did not.

I have attended several conference call meetings like this since covid: everything from formal business meetings to my local community group meetings organized by the blind community and I have never

suffered through this substantial number of frustrating phone system blunders ever. Not even close. Is managing 6 to 10 people in a phone queue that difficult? Maybe next year you folks should use the same conference calling system used by my local blindness group and my wife Sonia's book club: Free Conference Call. There are usually more than 10 people on some of those calls. That system definitely has the capacity to handle your six to 10 simultaneous callers at the hearing.

Well, maybe the GM did not hear about the conference call problem, just like apparently no one told him about the 7000-wheel safety issue with Metrorail as I read in the Washington Post a few days ago. So, I am taking the opportunity to tell him now. Mr. Paul Wiedefeld, your conference call system for the public to participate at the hearings is broken. Can you kindly have it fixed before the next hearing please? I do not believe that I am asking for too much, after all you are asking me and my fellow taxpayers for billions yet again. I believe that we are entitled to at least that small measure of service and respect as we hand over our hard-earned dollars to you to run Metro.

The voice of the people is sacred. Metro should go to great lengths to insure that their voices are heard and heard loud and clear without undo frustration. Can the top brass in charge at Metro at least pretend that they understand this? Maybe you don't believe this, but you can learn a lot from us customers.

You can contact me if you need some help from the blind guy. I don't charge much.

(10)

Jan. 29, 2022

To The Board of Directors:

The following  
comments are for :

Docket B22-02 - Hear-  
ing 640 - Tuesday Feb. 8 at 6 P.M. - W.M.A.T.A  
Headquarters - 600 5TH St. N.W. -  
Washington, D.C. 20001 - For The Record:  
Ed Gitterman (Representing Myself)

[REDACTED]  
Bethesda, MD. 20814 - Tel. [REDACTED]

(By the way, as of Jan. 28, I did not  
receive Docket B22-02 by mail & prob-  
ably should have phoned John Pasek for  
said Docket.

1. Under FSNC (Frequent Service  
Network) I prefer the printed trip by trip  
bus schedules that mostly disappeared  
from display racks & not computers  
(which somebody prints off). My observat-  
has been that bus operators have leaving  
start out points late with bus trips bun-  
ching 2 or more enroute (example: Route  
J2 of Montgomery Division)

(Page 2)

2.

The point being: some lines or routes are operating like in New York with no responsibility accepted by management & the unions.

2. Under new fare discounts: I don't support the \$5.00 bonus for each \$25.00 on the Smarttrip card. This will be a perk for ~~the~~ infrequent riders & I don't even support the fare cap proposal for N.Y.'s M.T.A. subsidiaries (\$33.00 dollars) on the pay per ride loading).

I prefer W.M.A., T.A. & local bus system continue offering 7 day or even monthly passes for frequent riders & all bus systems in the compact region participate in the discount transfer program (between Metrorail & the local bus routes (currently it is does Fairfax Connector.) I'll save the rest of my comments in person on Feb. 8 if you find my ~~the~~ earlier letter & the hearing is not cancelled.

Sincerely yours,  
Ed Gitterman

(Page 3)

3

P.S. I have enclosed the most recent copy of The Georgia Ave - Maryland Line (Y2 - ~~Y8~~ Y8) that was put out for September) ~~and~~ ~~did~~ Ride-On did not do it again for January even though they did it for October  
Thank you!



# **WMATA Must Stop Investing in CNG Fueling Infrastructure**

**From: Steve Banashek**

**Email:** [REDACTED]

**Residence: Alexandria, VA**

**Phone:** [REDACTED]

Why is WMATA spending scarce capital and taxpayer dollars to construct new compressed natural gas (CNG) fueling infrastructure at the Shepherd Parkway bus facility and reconstructing and expanding existing CNG fueling infrastructure at the Bladensburg bus facility?

**Continued on following pages...**

## WMATA Must Stop Investing in CNG Fueling Infrastructure

Why is WMATA spending scarce capital and taxpayer dollars to construct new compressed natural gas (CNG) fueling infrastructure at the Shepherd Parkway bus facility and reconstructing and expanding existing CNG fueling infrastructure at the Bladensburg bus facility?

The Shepherd Parkway CNG fueling facility was originally part of the [FY 2021 budget](#) (\$5.3M for CIP0086) but is not shown separately in the current budget. The cost of CNG infrastructure at Bladensburg is not known because WMATA has not itemized the Bladensburg reconstruction costs but it's likely more than the \$5.3M previously shown for Shepherd Parkway due to its larger capacity. WMATA has stated Shepherd Parkway work will be included as part of the Bladensburg reconstruction but the total cost for both is not known. The irony is that Metrobus will run its twelve vehicle electric bus pilot out of the Shepherd Parkway facility as stated in the [proposed FY 2023 budget](#) and the [December 2021 Metrobus Fleet Plan](#) (Fleet Plan).

The Fleet Plan shows current CNG fueling capacity is 481 buses, growing to 704 buses in FY 2023 when the new infrastructure at Shepherd Parkway is completed, and then to 741 buses when the Bladensburg expansion is completed in FY 2027. Metrobus intends to expand the number of CNG buses in the fleet to nearly 50% in combination with the expanded CNG fueling infrastructure. But the Fleet Plan also shows the number of CNG buses will peak at 764 in FY 2027 and then increasingly decline shortly after the completion of both CNG fueling facilities. Thus, WMATA is putting scarce capital dollars into CNG fueling infrastructure that will be increasingly under-utilized and then not needed at all no later than FY 2045 before the end of its useful life. That is a poor use of taxpayer dollars.

**CNG bus** environmental benefits are not as great as Metrobus would have you believe, particularly with climate emissions, as shown in the local bus emissions table below. A CNG bus locally reduces Volatile Organic Compounds by around 37%, NOx by 95%, and greenhouse gas (GHG) emissions by around 28% compared to a diesel bus (recent research demonstrates that under certain conditions [the GHG reduction is only around 12%](#)). The table also shows that CNG buses offer **no local reduction in PM 10 and PM 2.5** pollutants and an increase of **more than eleven times in carbon monoxide** emissions.

Bus Type	Diesel	CNG	CNG vs. Diesel	RNG vs. Diesel	Battery Electric	BEB vs. Diesel
<b>Vehicle Operation (Local) Pollutants</b>						
GHG (short tons)	122.2	87.8	71.8%	71.8%	25.0	20.5%
CO (pounds)	154.7	1779.6	1150.4%	1150.4%	0.0	0.0%
NOx (pounds)	239.0	12.0	5.0%	5.0%	0.0	0.0%
PM 10 (pounds)	12.1	12.1	100.0%	100.0%	11.7	96.7%
PM 2.5 (pounds)	1.9	1.9	100.0%	100.0%	1.5	78.9%
VOC (pounds)	9.7	6.1	62.9%	62.9%	0	0.0%

## WMATA Must Stop Investing in CNG Fueling Infrastructure

**Electric buses** do not have a tailpipe so there's no local emission of CO, NOx, VOC, or GHG pollutants. There are upstream GHG emissions from electricity generation but that will lessen as more renewables are added to the power grid which makes electric buses an even more environmentally friendly (Metrobus GHG data above includes upstream emissions).

**Renewable natural gas (RNG)**, also known as biogas, **does not reduce local emissions** and the Metrobus local emissions data clearly shows it. Biogas is not renewable because it's gone once it's burned and it increases costs to fuel CNG buses because it's [expensive and scarce](#).

**Methane leakage** offsets much of any climate gains from CNG over diesel with one estimate of [3.3 to 4.7% of natural gas from well pad to urban consumers](#). Leakage is so common from CNG engines that the Department of Energy [recently awarded almost \\$14M in grants](#) to find ways to reduce it. Methane is a [health hazard](#) and has a climate impact eighty times that of carbon dioxide over twenty years.

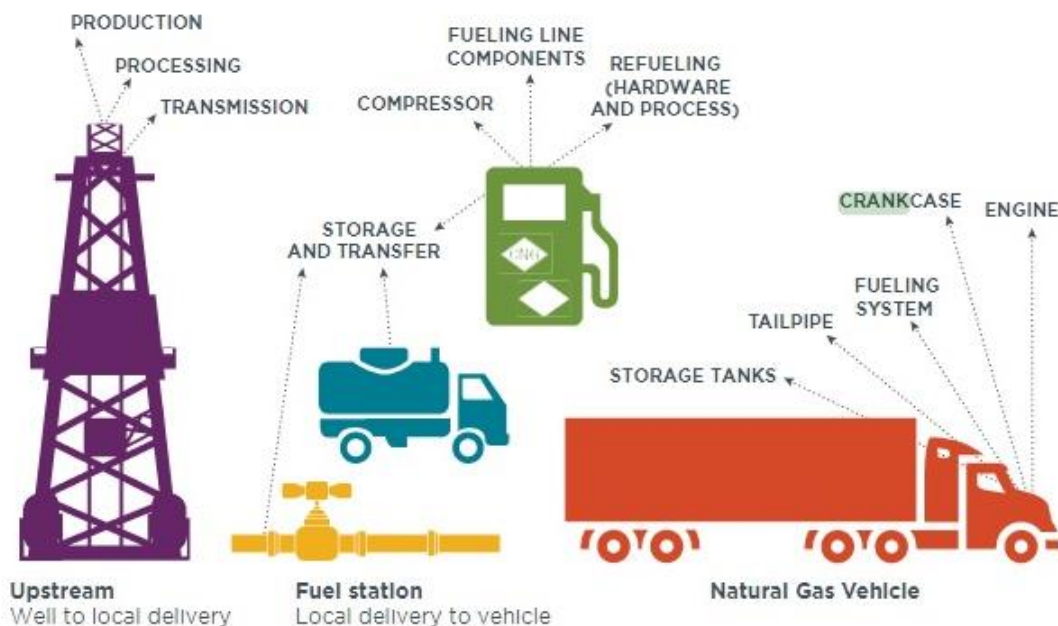


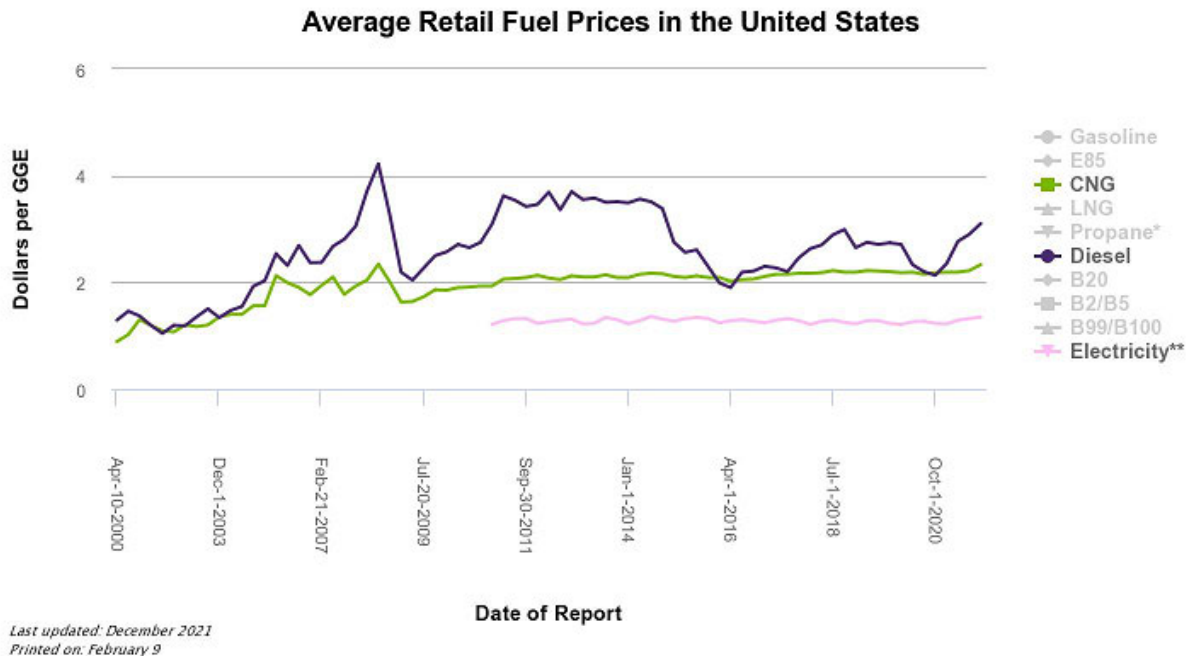
Figure 1. Methane emissions across the natural gas value chain

**Bus idling** is a significant source of emissions from both diesel and CNG buses that would be eliminated by the adoption of electric buses. According to [NREL's Fleet Data study](#), transit buses [idle an average of 3.7 hours](#) (41% of a nine hour weekday).

**Calculating annualized costs** of purchasing electric buses should be like-for-like comparisons. The Fleet Plan shows "new facility costs" (i.e., charging infrastructure) in the cost of an electric bus but new CNG fueling infrastructure is not included in the cost of a CNG bus (not to mention there is a long term future for charging infrastructure in contrast to the planned end for CNG fueling infrastructure).

# WMATA Must Stop Investing in CNG Fueling Infrastructure

**Fuel price** comparisons need to account for recent price hikes and volatility. The 2020 prices of diesel and CNG shown in the Fleet Plan have increased since then due to supply constraints and geopolitics abroad. As shown below, electricity is less expensive than diesel and CNG and the price is much less volatile compared to fossil fuels. An electric motor is at least three times as efficient as a fossil fuel engine so charging an electric bus costs less than a fueling a fossil fuel bus (See the [AFDC image below showing gasoline gallon equivalents \(GGE\)](#)).



## Conclusion

The Fleet Plan states “**the majority of Metrobus operative blocks assessed are within the current range of a 500-kWh electric bus**”. Instead of wasting scarce capital and taxpayer dollars on new CNG fueling infrastructure, facility upgrades, and CNG fleet expansion Metrobus should do the following:

- Maintain and use the existing CNG fueling infrastructure rather than building it new at Shepherd Parkway and expanding it at Bladensburg.
- Set a more ambitious goal of FY 2040 for running an all-electric fleet.
- Purchase at least an additional 100 electric buses in total through FY 2029.
- Purchase only electric buses starting no later than FY 2029 but preferably earlier.

The Fleet Plan targets 1,593 buses with a spare ratio of 19.5% leaving roughly 1,300 buses when spares are excluded. The Fleet Plan already shows that 1,275 electric buses will be purchased through FY 2040. Setting a more ambitious goal to electrify the bus fleet and not wasting scarce capital and taxpayer dollars on CNG fueling infrastructure that will be under-utilized and obsolete before the end of its useful life will improve local air quality and save WMATA money on fuel and maintenance in the long run.



Marc Elrich  
*County Executive*

Christopher R. Conklin  
*Director*

DEPARTMENT OF TRANSPORTATION

February 15, 2022

Mr. Paul C. Smedberg, Chair  
Washington Metropolitan Area Transit Authority  
600 Fifth Street, N.W.  
Washington, D.C. 20001

RE: FY 2023 Proposed Budget

Dear Mr. Smedberg:

Montgomery County Department of Transportation is pleased to offer comments on the Proposed FY 2023 Budget. We continue to support the Washington Metropolitan Area Transit Authority (WMATA) efforts to respond to the COVID 19 pandemic while advancing State of Good Repair efforts and responding to operating challenges related to the rail car fleet and workforce availability. The draft FY 2023 budget reflects these challenges.

We appreciate WMATA's implementation and coordination efforts to rehabilitate the Rockville pedestrian bridge over MD 355, the canopy replacement at Rockville Metrorail station, and other recent station improvements. I also want to acknowledge the extra effort expended in the canopy replacement project to reopen the tracks to permit legacy rail cars to exit the Shady Grove railyard during the loss of use of the 7000 series cars.


MCDOT recognizes the budgeting difficulties associated with uncertainty around ridership recovery. Based on available information, we support WMATA's approach to prepare the draft FY 2023 budget anticipating a gradual return of ridership over the next few years. While WMATA and the local bus operators have benefited from the recent influx of federal transportation funding during COVID, these funds run out in the FY24 budget, and the forecast is for a significant funding gap. We are concerned that the draft FY23 budget proposes initiatives that may further the operating budget gap, and we encourage WMATA to more carefully consider the tradeoff between increasing ridership with the need for increasing revenue.

Many residents are experiencing financial difficulties and may benefit from a regional effort to reduce transit fares. The proposed budget includes a line item for \$20 million to address Title VI impacts from the opening of the Silver Line Phase 2. The Board should consider using all or a portion of this \$20 million to develop a regionwide discount program to benefit low-income

Office of the Director

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101 Monroe Street, 10<sup>th</sup> Floor, Rockville, MD 20850 · 240-777-7170 · 240-777-7178 Fax  
[www.montgomerycountymd.gov/mcdot](http://www.montgomerycountymd.gov/mcdot)

  
montgomerycountymd.gov/311 301-251-4850 TTY

residents. This low-income discount fare program may prove to be more effective in rebuilding ridership than some of the other fare reduction programs included in the draft FY 2023 budget. Montgomery County recently performed a fare equity study that resulted in findings that low-income riders would benefit from a coordinated regional approach to fare reduction, and MCDOT would appreciate the opportunity to work in partnership with WMATA to develop options for a regional income-based fare program.

Montgomery County supports the bus preferential treatment engineering currently underway and encourages continued funding for both queue jump and tactical bus lanes. WMATA should consider adding funding support for implementation. WMATA does not own or maintain roads, but financial support could assist in implementation efforts around the region.

Montgomery County supports the comprehensive Metrobus bus network study and we are engaged in our own MCDOT-operated bus network redesign. MCDOT is coordinating closely with WMATA to ensure that the studies are coordinated and comprehensive to meet bus needs across Montgomery County. Ride On will be the primary agency for bus service planning in Montgomery County, and WMATA will be the primary agency for bus service planning that extends beyond the county.

Montgomery County's Climate Action Plan has aggressive greenhouse gas reduction goals to reduce 100% greenhouse gas emissions by 2035 and to convert our entire Ride On bus fleet to zero emission buses by 2035. Under the Metrobus plan, the target date to complete a zero emission bus fleet is 2045. We encourage WMATA to reconsider this target date to accelerate the conversion to zero emission buses. To make the zero emission bus network operate, we will have to work closely together to establish regional zero emission bus standards for charging at terminals and identify joint charging opportunities at bus terminals and on route. The draft FY 2023 budget should fund a feasibility study of shared EV bus charging opportunities at Metrorail stations and bus terminals.

We support the Metrobus study to examine the feasibility of relocating the Metrobus Montgomery Division depot to eastern Montgomery County and exploring possible depot coordination options with Ride On. Metrobus planning is exploring opportunity to reduce significant deadhead time and operating cost, and Ride On is exploring additional bus maintenance facility capacity to accommodate our ongoing BRT implementation and service improvements. The ongoing feasibility study should provide the potential for both Metrobus and Ride On to advance our goals for depot capacity and operational efficiency. The capital program should include continued funding to advance Montgomery Division relocation.

Montgomery County is working with the Maryland Department of Transportation and WMATA on planning for the expansion of the Shady Grove Metrorail station bus bays and infrastructure to accommodate new BRT service and new service from the express toll lane Op Lanes project. Shady Grove is a primary focal interface location with regional and local bus operations and Metrorail. The station offers an excellent joint development opportunity as well. Close

coordination is needed to plan for the new transit service, parking requirements and location, and joint development potential.

We look forward to continuing to work together on COVID recovery planning and on the coordination of planning facilities and service. Please contact me if you have questions.

Sincerely,

A handwritten signature in black ink, appearing to read 'Christopher Conklin', written in a cursive style.

Christopher Conklin, Director  
Department of Transportation

Cc: Paul Wiedefeld, General Manager and CEO  
James Ports, Secretary, MDOT  
Christopher Zappi, WMATA Board Member  
Marc Elrich, County Executive



*City of Alexandria, Virginia*  
*301 King Street, Suite 2300*  
*Alexandria, Virginia 22314*



Justin M. Wilson  
Mayor

Office: 703.746.4500  
Fax: 703.838.6433  
justin.wilson@alexandriava.gov

Washington Metropolitan Area Transit Authority  
600 5th Street, NW  
Washington, DC 20001  
February 14, 2022

Re: WMATA FY23 Budget Comments

Dear WMATA Board of Directors:

Thank you for the opportunity to provide feedback on the FY23 budget proposal on behalf of the City of Alexandria. I understand this is a challenging time for transit agencies nationwide and that the budget situation requires many tough decisions. I appreciate the multi-pronged approach to try to adapt to changing needs; however, the City feels strongly that the 11Y should return in FY23 and that jurisdictions play a central role in a comprehensive review of the future of Metrobus routes.

In terms of the proposed service, we do not believe that during the midst of the Covid crisis, that there was sufficient time to consider the future of our bus routes in a comprehensive manner. We generally appreciate the focus on all-day frequent service, and particularly the increased level of service on the 28A and 29K/N that came out of the pandemic route changes. However, we are not ready to completely drop the routes that did not return in full.

We believe that some routes that have been suspended should be reconsidered, but recognize that other routes may need to evolve to better align with ridership needs. We hope that the coming months will be a more accurate preview of the demands on our transportation network as the number and severity of COVID cases continue to decline and employers begin to feel comfortable instating more permanent work policies. It is vital that WMATA can be there to attract ridership during this pivotal time.

While we understand it will be a time-consuming process, we look forward to beginning the planned comprehensive bus network redesign process and want to make sure that jurisdictions have a seat at the table as decisions are being made, instead of reacting after the fact.



I understand that service plans for FY23 cannot await this process, so the City asks that the 11Y return in its original form in FY23 to help mitigate the impact of the Yellow Line Bridge closure. It played a key role during the Platform Improvement Project and can play a similar role again – potentially helping to kickstart ridership longer term.

The approach to eliminate direct bus routes to downtown by requiring transfers to Metrorail can only be successful with a dependable rail system. The City – and the region – is very concerned with the lack of accountability and apparent systemic issues that resulted in the October derailment. We believe the lack of accountability is leading to less reliable service, which in turn leads to decreased ridership and further budget issues. We hope things start to turn around quickly.

We thank you again for the opportunity to provide input on the WMATA Budget.

Sincerely,

A handwritten signature in black ink, appearing to read 'Justin M. Wilson', with a stylized flourish at the end.

Justin M. Wilson  
Mayor

cc: James F. Parajon, City Manager  
Emily A. Baker, Deputy City Manager  
Yon Lambert, Director, T&ES  
Hillary Orr, Deputy Director, T&ES  
Christopher Ziemann, Division Chief, T&ES



# DC TRANSPORTATION EQUITY NETWORK

DC Transportation Equity Network  
c/o Greater Greater Washington  
80 M Street SE, Suite 100  
Washington, DC 20003

February 15, 2022

Washington Metropolitan Area Transit Authority  
600 5th Street, NW  
Washington, DC 20001

Dear Members of the Board of Directors:

In the approximately two years since the COVID-19 pandemic began, the Washington Metropolitan Area Transit Authority (WMATA) has not only been combating a public health emergency. Like other transit systems across the country, the Authority has also faced a dueling crisis of drastically reduced ridership, but unlike other systems the authority has had to pull a significant share of its rail fleet from service.

WMATA in many ways has been a leader in its preparation and response to the pandemic. The authority's actions on fare reduction and service normalization should also be applauded as necessary steps to keep and grow ridership post-pandemic. The proposed Fiscal Year 2023 (FY23) budget is continued evidence that the Authority understands that the agency is much more than a commuter service; it is a comprehensive transportation system.

The **DC Transportation Equity Network (DC TEN)** is a cross-sector coalition of organizations committed to the vision of a complete transportation system that ensures vulnerable travelers are accounted for in the District of Columbia. We advocate for transportation policies that rectify historic disparities in access to jobs, schools, health care, recreation, and other destinations, and expand opportunity for those pushed to the margins in a thriving city.

On behalf of the constituencies that make up our network, we call upon the board to approve a FY23 budget that improves reliability, reduces barriers to access, and increases service. To that end, **we wish to express our support for the following proposals:**

- Increasing frequency of service on 36 of the most widely used bus lines
- Restoring service on 8 lines across the region to pre-pandemic levels
- Increasing service on 22 bus lines across the region to reduce crowding
- Making permanent the \$2 bus to/from rail transfer discount

- Making permanent the \$2 weekend, one-way Metrorail fare
- Making permanent price reductions for 7-day regional bus passes
- Introducing a \$2 late-night, one-way Metrorail fare
- Discounting monthly unlimited Metrobus and Metrorail passes

We are heartened to see that the General Manager's proposed FY23 budget builds upon the foundation laid down in the current budget. We are pleased to see, for the first time since the Network came together, the region's **bus service is left fully intact**.

We also call upon the Board to approve a budget that allows the Authority, in cooperation with WMATA's unions, to make investments in the growth and retention of a **resilient, world-class workforce**.

We urge board members to question authority staff on their plan to **communicate fare and service changes** to the riding public. The authority should be considering innovative campaigns that make new riders aware of the low-cost options provided by WMATA, while also informing current riders of the expanded opportunities now available to them.

Similarly, we call upon board members to ensure that the **proposed closure of the Metro Sales Office** does not impede direct service providers' ability to provide transportation assistance to their clients, particularly those direct service organizations participating in the authority's bus token program.

On behalf of our members, we thank you for the opportunity to share thoughts on the authority's proposed FY23 budget. We look forward to working with the board and authority to continue expanding access to affordable, accessible, frequent, and reliable transit service to marginalized communities and the entire rider public.

Respectfully,

Ron Thompson, Jr.  
Policy Officer  
DC Transportation Equity Network

Steve Kaffen

Washington, DC 20008

Comments for WMATA Budget Hearing, February 2022

I am a member of WMATA's Accessibility Advisory Committee, Bus/Rail Subcommittee, and Bus Transformation Project.

I ride numerous bus routes during the week, and so my comments focus mostly on bus services and their relation to the budget. Please feel free to contact me if you would like further information on any of them.

1. FARE PROPOSALS:

I have no problem with the fare proposals, except: (1) with the \$2 flat weekend Metrorail fare, we lose a lot of revenue from weekend tourists who stay outside D.C. and use the metro, (2) the \$5 MetroCard bonus proposal is too complex for people to feel any benefit.

2. BUS PROPOSALS:

I strongly disagree with the 42/43 bus detouring to Kennedy Center. No one asked for this change, there was no customer survey, and every rider on the route shares that disagreement, bordering on frustration and anger. "The Kennedy Center at 8am in the morning?" For decades the 42 continued from Farragut into downtown, and it was a popular route often packed with riders. Detouring to Kennedy Center is not only disliked but it wastes bus resources as very few people use it. One reason, having to deal with riding through the tedious, headache-inducing maze of Potomac Park streets, which is why Kennedy Center-goers never used the old 80 bus.

I strongly disagree that Bus No. 42, the only bus serving Dupont Circle along Connecticut Avenue, will not run every 12 minutes daytime and every 20 minutes nights and weekends. With its stops at Dupont Circle, it is a critical bus for the staffs of the embassies, the large number of seniors who live off Connecticut and Massachusetts Avenues, riders who connect at Dupont Circle North Metrorail, and persons with disabilities who use the excellent elevator at Dupont Circle North adjacent to the bus stop. Unfortunately, riders who are dissatisfied with reduction in frequency of 42 service are switching to Uber and MetroAccess, which has budgetary impact.

I disagree that you are not bringing back the L1 bus that serves Connecticut Avenue, the Zoo, Dupont Circle, and Foggy Bottom metro. It should be 7-day service. The alternative is the out-of-the-way connection via Metro Center.

Other related comments:

1. Pursue the Board's fare parity.

Move forward with the Board's overall fare policy objectives and fare parity, including flat MetroAccess fares for the AAC's constituents and customers. The actions and support by WMATA's Board and Management are greatly appreciated.

### 2. Implement the recommendations of the Bus Transformation Project.

The report and recommendations are a blueprint for bus service excellence. Among recommendations are a review/redesign as needed of local and coordinated regional services.

### 3. Establish a bus "Ombudsman" in the Office of the COO.

Riders need a place where they can have a dialogue, a give-and-take interaction, about specific bus issues and comments and suggestions that they have and obtain specific responses and follow-up. The present Customer Service function is not set up to provide that. Accordingly, I recommend establishing in the Office of the Chief Operating Officer a bus customer support group, or "Ombudsman." This person or group would be customers' go-to point and advocate and would field and follow-up customers' bus comments, concerns, and suggestions, and would ride bus routes to verify service and riders' satisfaction.

### 4. Consider making the weekly bus pass cumulative in cost up to the weekly pass cost.

Expand ridership and facilitate boarding by changing the weekly bus pass cost to be pay-as-you-ride up to the weekly pass cost, to encourage all residents to sign-up for a weekly bus pass. Thus, if a rider uses his/her MetroCard for one bus trip during the week, the pass cost for the week would be \$2. In addition, WMATA should move toward free bus service, subsidized in part by local businesses, which would benefit tremendously by riders' hop-on, hop-off freedom and would speed up boarding, at both doors.

### 5. Increase frequency of bus service at Dupont Circle on Connecticut Avenue and return route to downtown vs Kennedy Center.

One-quarter of the route's users board and descend at Dupont Circle or transfer to/from its metro. Yet, frequency of bus service of No. 42 was reduced to every 25-45 minutes. This is costing WMATA money, as riders are increasingly using Uber and MetroAccess because of Bus 42's long and unreliable waiting times at Dupont Circle. The riders using Dupont Circle include the embassies' staffs, seniors who reside there, Northwest area commuters who transfer between rail and bus, and persons with disabilities who rely on the adjacent elevator at Dupont Circle North. One solution: return the 43 bus, which bypasses Dupont Circle, to rush hours only, as there is no longer congestion at Dupont Circle.

In addition, the 42/43's route was changed in late 2021 to start/end at the Kennedy Center. It runs largely empty between Farragut and Kennedy Center. It should revert to its historic route downtown, which riders liked and which feeds connecting routes heading east and south. An alternative bus to serve Kennedy Center might be the L1 (see below) or L2.

6. Bring back the L1 or establish a Circulator connecting Connecticut Avenue, the Zoo, Dupont Circle, Foggy Bottom metro, and possibly Kennedy Center.

There is currently no bus service between Dupont Circle and Foggy Bottom. Bring back the L1 route, both weekday and weekends as a MetroBus or a new Circulator, along Connecticut Avenue and connecting the Zoo, Dupont Circle north, Foggy Bottom metro, and possibly Kennedy Center (and please not include Potomac Park with its tedious maze of streets).

7. Have the Dupont Circle-Rosslyn Circulator terminate or have a stop at Dupont Circle. Currently, it never reaches Dupont Circle, limiting its serving as a connection between Dupont Circle and Georgetown and its usage. Suggestion: use 22<sup>nd</sup> Street and right onto P St.

8. Redesign and continue to install “Next Bus” digital viewers.

The “Next Bus” digital viewers are inadequate to users vs those of most other bus systems. They should have be at least three lines and change every 2-3 seconds (not every seven), the norms.

9. Institute express bus services on major routes.

Institute express bus services. Consider running them in the middle of streets. (Just ensure safe crossing to/from the bus islands, particularly for children, seniors, and persons with disabilities.) And consider using small Dash buses to supplement regular express service along major routes.

10. Establish a tram line along K Street.

Establish a feeder line along K Street, ideally a 2-3 car tram running with high frequency between Wisconsin Avenue & Union Station. It would, among advantages, connect users from one intersecting bus to another along the tram route.

11. Make bus route changes after adequate consultation and interaction with a representative cross-section of the routes’ riders.

With bus operations moving towards normal, make substantive changes to routes only after adequate customer input, including representative surveys of all key user groups along the route including seniors, persons with disabilities, minority and non-English speaking riders, and customers who find it difficult to read notifications on moving buses. Further, before instituting a significant route change, bus planning personnel should ride the bus route and interview users.



September 21, 2021

Ms. Jennifer Ellison  
Board Corporate Secretary  
Washington Metropolitan Area Transit Authority (WMATA)  
600 Fifth Street, NW  
Washington, DC 20001

RE: Arlington Staff Comments on the Proposed Fiscal Year 2023 WMATA Budget

Dear Ms. Ellison:

Arlington wishes to convey our staff comments on the FY 2023 proposed budget. We remain concerned with the effects of the pandemic resulting in the lost ridership and greatly reduced revenues. This, paired with the issues of the 7000 series railcars is negatively affecting the quality of service for the riding public and subsequently negatively impacting the WMATA budget. We are also very concerned with the anticipated deficit in the FY 2024 budget. We recommend that WMATA immediately initiates steps to right-size the system to reduce the forecasted significant funding gap for next year.

Please do not take the easy path by simply cutting Metrobus routes, Metrobus riders have stayed with the service throughout the pandemic, while rail ridership plummeted. The Metrobus system has proven itself to be critical for the region's many essential workers, and the pandemic ridership numbers on Metrobus reflect the validity of this statement. The Metrobus customers in many cases, have no other option than the bus for a means of transportation. When considering the service plans for FY 2024, please take a balanced approach to right-size the entire Metro system rather than simply cutting Metrobus routes and schedules.

Regarding the fare incentives, it appears that the Value Add incentive as written, is not equitable. Many Metrobus customers cannot afford to load a SmarTrip card with \$25 on a single load. If the incentive was to be written as, after a total of \$25 had been loaded incrementally that a bonus of \$5 would be added to the balance, that would be a more budget-friendly and equitable solution for the many Metrobus riders who use the bus daily as their sole means of transport to and from their service-related jobs. In Fiscal Year 2023, Metro should be reducing spending to prepare for the forecasted deficit in Fiscal Year 2024. To introduce a \$7.9 million incentive that appears to be inequitable would not be fiscally responsible.

Arlington would like to see more transparency regarding the \$20 million Title VI service enhancements budgeted for FY 2022 that has yet to be expended. What are the plans for this money and what was the outcome of the analysis? Where and when can we expect to see the service enhancements that this \$20 million is intended to fund and is \$20 million the correct amount of funding based on the analysis?

Arlington relies on WMATA to provide essential regional transit services for our many residents, workers, visitors and businesses. We continue to champion the importance of Metro for the health and sustainability of our region. A reliable and sustainable Metro is in Arlington's and the region's best interest and a fiscal failure at WMATA is not an option.

Please begin work to identify short and long term steps that are needed to address the budget challenges that are looming for the FY24 budget year and beyond.

Thank you for your consideration on these comments.

Sincerely,

*Dennis M. Leach*

Dennis M. Leach  
Director of Transportation



## COMMENTS OF TINO CALABIA

I'm Tino Calabia, an Asian American born in Washington, DC. My first experience taking Washington's streetcars and buses was as a high schooler in the late 1940's. My comments don't necessarily reflect the views of your Accessibility Advisory Committee, but I am an AAC Member and chair its Bus/Rail Subcommittee. At the close of this, my second term on the AAC, I'll be age-90. Even now, I'm brave (or naive) enough to advocate for free public transit. I start by touching on these topics:

### ESSENTIAL WORKERS

Covid made going out risky the past two years. Consequently, many of us hunkered down at home. Safely self-quarantined, we came to realize this: Tens of thousands of low wage grocery store shelf-stockers, home health aides and hospital attendants, maintenance workers, and others are "essential workers." Most of them must take a bus, their lifeline to a job. A few have to take more buses to their second or even a third job.

### WHO MAKE UP THE MAJORITY OF BUS RIDERS?

Unlike white-collar professionals at their home computers, "essential workers" couldn't stay sheltered at home. Many of us came to learn that these transit-dependent, low-wage members of communities of color have always made up the silent majority of WMATA's bus passengers.

So I urge the Board to preserve bus lines like the P-12, Q-1, and T-18 that carry low-income people of color. The "Bus Transformation Project" has probably already identified other areas lacking adequate service for that population. If so, I trust that those areas will soon be considered for deploying sufficient bus service. I'd even suggest boosting the frequency of service on such lines.

Moreover, let's think about this: Boston officials just announced that three bus lines serving neighborhoods where low-income people of color predominate are now fare-free on a two-year pilot basis. Now consider that WMATA serves the residents living around this, our Nation's Capital. Shouldn't WMATA help lead the nation and test something similar, possibly even more ambitious?

### PROVIDING FULLY FREE BUS SERVICE

In that regard, I note here that through this spring all buses are still fare-free in Tucson, AZ, while much closer by, Montgomery County's RideOn buses are fare-free until July. Free service first resulted from the Covid pandemic, and is still only temporary in those jurisdictions. Nonetheless, officials there have already been thinking seriously about how to make the policy permanent.

Such can be done. Daily free service is already available elsewhere. Pre-pandemic, in December 2019, Kansas City, MO launched "ZeroFare KC," enabling everyone to ride its buses free. Nearby, Alexandria's DASH buses became free last September.

### MASS TRANSIT, A PUBLIC GOOD

In cities in several foreign countries, mass transit is considered a necessary public good. It's provided to everyone just as over here police and fire protection and public education are available at no cost. It's time for more of us to begin to view mass transit -- or at least bus mass transit -- as a public good and to find ways to transport bus riders free.

Your AAC Bus/Rail Subcommittee focuses on rail, buses, and paratransit. But here, for the most part, I've been personally focusing on buses. You might ask: Why? Well, because I realize that those who disproportionately use public transportation are people of color and low-income, and they, more than others, must rely on buses. Their transit-dependent needs should be addressed as a matter of equity and social justice.

### PANDEMIC RELIEF FUNDS FOR OPERATIONS

WMATA's Board members are now standing at a fiscal precipice, anxious to fix and get the 7000-Series railcars rolling again to bring back fare-paying, white-collar workers, specialized professionals, and others living in the District and our suburbs, both near and far.

But step back a moment and note that MetroBus and MetroRail riders and riders of other transit systems elsewhere in the U.S. appreciate how our Federal government recently helped keep local transit operations going through earlier Federal pandemic relief funds.

### FEDERAL "FREEDOM TO MOVE ACT"

Note, too, that already in the Senate, Sen. Edward Markey of Massachusetts, and his House counterpart, Rep. Ayanna Pressley of Massachusetts, have introduced the Freedom to Move Act ". . . to fully fund fare-free public transit." If approved, that would presumably fund both bus and railcar services. Of course, proposed bills and their accompanying budgets seldom become law overnight. But articulating the cause for free fares for all riders needs to be advocated now and more widely.

### FLAT-FARE, PASSES FOR METRO ACCESS USERS

Meanwhile, let me close by urging this. AAC Vice Chair Denise Rush and other AAC Members recommend that flat-fares and passes be granted to MetroAccess riders insofar as they are already granted to users of other WMATA services. Again, a matter of fairness and equity. Thank you.

## WMATA Budget for 2023

Hello, my name is Joanne Hatfield, and I am addressing the needs I want to see included in the budget.

If safety is your number one goal, then where is that addressed in the budget? I recommend the following for customer safety:

- 1) Increase Police Presence – Metro is not a safe place. I would like you to add a police officer to each station, several, including police dogs, to the larger stations, like Metro Center, to walk the platforms, the entrance, the turnstiles, mezzanines, checking under escalators, around pilons, elevators, walkways, and basically walking the beat, checking cameras, occasionally stepping into trains, just being visible. I think this would deter crime and threats to your customers. Metro needs a rapid response to everyday threats and crime to its customers and property. I know, I was a victim of a crime on your property, and I have witnessed threatening situations where there was no recourse for safety enforcement. Washington is not only a go-to place for your customer to be confronted by criminals, protestors, and rioters, but also potential geo-political threats as we are an easy target for someone wanting to make their mark against America on a world stage.
- 2) Create Visible Police Posts. Turn Station Manager boxes into the police officer's office. The station managers presently are useless. Maybe they are supposed to be watching the camera video coverage, but they don't offer any real time safety reaction to do any good. I know from experience. Replace the station manager position with customer service positions that walk outside the box to engage/greet customers, answer questions from customers/visitors at the ticket purchase kiosks, filter unacceptable items from coming on the train like food containers not in a bag, beverages without screw-on lids, and other spillable, dangerous, or unacceptable items, and to assist handicap individuals.
- 3) Install Visible Safety Communication. Recommend large metal, permanent banners across all entrances and inside signage throughout your properties including parking lots and vehicles, with words to the effect of "By Entering WMATA property, you agree to being monitored, videotaped, and photographed for your safety and that of others."
- 4) Diversify your Workforce for Quality Assurance of Safety Inspections. Hire a greater mix of cultures by hiring former military personnel. This trained workforce would contribute reliable employees who can follow management orders and safety instructions and get things done correctly and on time.

## WMATA Budget for 2023

Hello, my name is Joanne Hatfield, and I am addressing the needs I want to see included in the budget.

If safety is your number one goal, then where is that addressed in the budget? I recommend the following for customer safety:

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- 2) Create Visible Police Posts. Turn Station Manager boxes into the police officer's office. The station managers presently are useless. Maybe they are supposed to be watching the camera video coverage, but they don't offer any real time safety reaction to do any good. I know from experience. Replace the station manager position with customer service positions that walk outside the box to engage/greet customers, answer questions from customers/visitors at the ticket purchase kiosks, filter unacceptable items from coming on the train like food containers not in a bag, beverages without screw-on lids, and other spillable, dangerous, or unacceptable items, and to assist handicap individuals.
- 3) Install Visible Safety Communication. Recommend large metal, permanent banners across all entrances and inside signage throughout your properties including parking lots and vehicles, with words to the effect of "By Entering WMATA property, you agree to being monitored, videotaped, and photographed for your safety and that of others."
- 4) Diversify your Workforce for Quality Assurance of Safety Inspections. Hire a greater mix of cultures by hiring former military personnel. This trained workforce would contribute reliable employees who can follow management orders and safety instructions and get things done correctly and on time.

Summary: Safety ideas should be part of the budget. Hire more police so I'd feel safe enough to ride Metro again. Hire former military as quality assurance and equipment maintenance employees so can trust Metro equipment again. Communicate public surveillance for safety so riders will behave themselves and not be a threat to other riders.

Joanne Hatfield

Washington, DC 20003

# **Appendix B: Customer Feedback on Proposals**

# Appendix B: FY 2023 Budget – Customer Feedback on Proposals

Summary Results of Survey Responses  
Collected from Metrorail and Metrobus Riders  
through Public Outreach Efforts

Office of Customer Research  
Document Date: 2/23/2022



## Public Feedback on Changes Implemented in 2021 and FY2023 Proposals

WMATA's Office of Customer Research, in collaboration with the Budget Project Team and the External Relations team, gathered feedback from Metrorail and Metrobus customers – via an online survey – on fare and service changes contained in the FY2023 Budget Proposal.

The survey was in field from January 22, 2022 to February 15, 2022. Over 2,800 respondents provided feedback to at least one proposal—this included 228 responses to the Spanish language version of the survey. 1,977 respondents completed the survey; 84 of the completed surveys were in Spanish. The survey collected feedback on the following:

### **A. Fare Changes and Promotions**

- Changes Implemented in 2021:
  - Free bus transfers to/from rail.
  - \$2 weekend Metrorail fare.
  - \$12 7-day regional bus passes.
- Proposed Changes:
  - \$2 Metrorail fare after 9:30 p.m. on weekdays.
  - Reducing the price of Metrorail and Metrobus unlimited passes (\$64-\$192 instead of \$72-\$216)
- Proposed Fare Promotions:
  - \$29 7-day Metrorail and Metrobus unlimited pass
  - Add \$25 in stored value to a SmarTrip card, get \$5 free, for a total of \$30 to ride.

### **B. Metrorail**

- Changes Implemented in 2021:
  - Weekday service frequencies
  - Current operating hours
- Proposed Changes:
  - Increase weekday rush hour service on the Red Line
  - Increase weekend Metrorail service

### **C. Metrobus**

- Changes Implemented in 2021:
  - Frequent Service Network
  - Increased service to address crowding
  - Restoration of some Metrobus service to pre-pandemic levels
  - Other temporary changes, proposed for permanent adoption
- Proposed changes to Route 3Y/3F

## I. Fare Proposals and Promotions (Slides 5-10)

- i. 2021 Fare Changes: Awareness Among Respondents
- ii. 2021 Fare Changes: Would Increase Respondent's Likelihood of Choosing Metro
- iii. 2022 Fare Changes: Would Increase Respondent's Likelihood of Choosing Metro
- iv. 2022 Fare Promotion: Which Promotion Would Respondents Prefer If Only One Were Offered
- v. 2022 Fare Promotion: Would Increase Respondent's Likelihood of Choosing Metro

## II. Metrorail Proposals (Slides 11-15)

- i. Metrorail Proposal 1: Make Weekday Service Frequencies Permanent (Implemented in 2021)
- ii. Metrorail Proposal 2: Make Current Operating Hours Permanent (Implemented in 2021)
- iii. Metrorail Proposal 3: Increase Weekday Rush Hour Service on the Red Line
- iv. Metrorail Proposal 4: Increase Metrorail Weekend Metrorail Service

## III. Metrobus Proposals (Slides 16-27)

- i. Metrobus Proposal 1A: 12-Minute Frequent Service Network (Implemented in 2021)
- ii. Metrobus Proposal 1B: 20-Minute Frequent Service Network (Implemented in 2021)
- iii. Metrobus Proposal 2: Service Increases to Address Crowding (Implemented in 2021)
- iv. Metrobus Proposal 3A: Restoration of Some Weekday Service to Pre-Pandemic Levels (Implemented in 2021)



## IV. Metrobus Proposals (Slides 16-27) (Cont.)

- v. Metrobus Proposal 3B: Restoration of Weekend Service on Route 62 to Pre-Pandemic Levels (Implemented in 2021)
- vi. Metrobus Proposal 3C: Restoration of Saturday Service on Route K12 to Pre-Pandemic Levels (Implemented in 2021)
- vii. Metrobus Proposal 4A: Adoption of Temporary Changes to the 42, 43 Mount Pleasant Line (Implemented in 2021)
- viii. Metrobus Proposal 4B: Adoption of Temporary Changes to Route 63 (Implemented in 2021)
- ix. Metrobus Proposal 4C: Adoption of Temporary Changes to the 18G, 18H Orange Hunt Line (Implemented in 2021)
- x. Metrobus Proposal 4D: Adoption of Temporary Changes to the 83, 86 College Park Line (Implemented in 2021)
- xi. Metrobus Proposal 5: Extend Route 3Y to East Falls Church Station & Operate Route 3F During Rush Hour

## VII. Overall Survey Demographics (Slide 28)

## VIII. Weighting Information (Slide 29)

# I. Fare Proposals and Promotions

# 2021 Fare Changes: Awareness Among Respondents

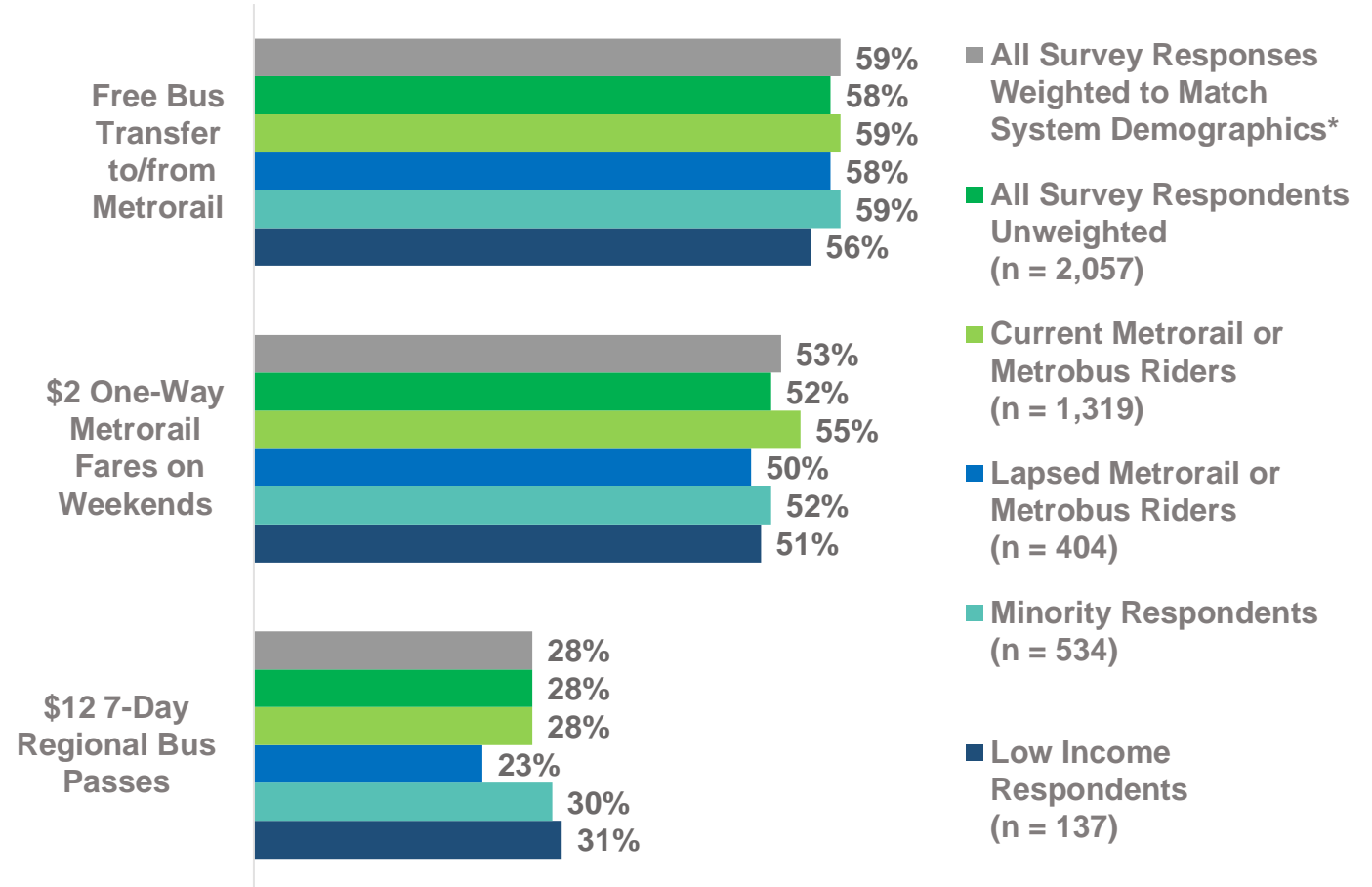
## Question

Metro implemented the following fare changes in September 2021 to make riding Metrorail and Metrobus more attractive:

- Free bus transfers to/from rail. Ride Metrobus free when transferring to/from Metrorail. Receive a \$2 transfer discount that covers the fare for most Metrobus routes, except Express routes, when using a SmarTrip card.
- Discounted weekend Metrorail fares. Ride Metrorail for just \$2 for any one-way trip all weekend.
- 20% off 7-day regional bus passes. Get a 7-day regional bus pass for just \$12 and a senior/ disabled pass for only \$6.

**Were you aware that Metro had made these fare changes?**

## Awareness of 2021 Fare Changes



*\*Note: These percentages would obtain if the survey responses were properly adjusted to match the demographics from the 2016 Metrorail Passenger Survey and/or the 2018 Metrobus Passenger Survey. For more information, see Slide 36.*

# 2021 Fare Changes: Would Increase Respondent's Likelihood of Choosing Metro

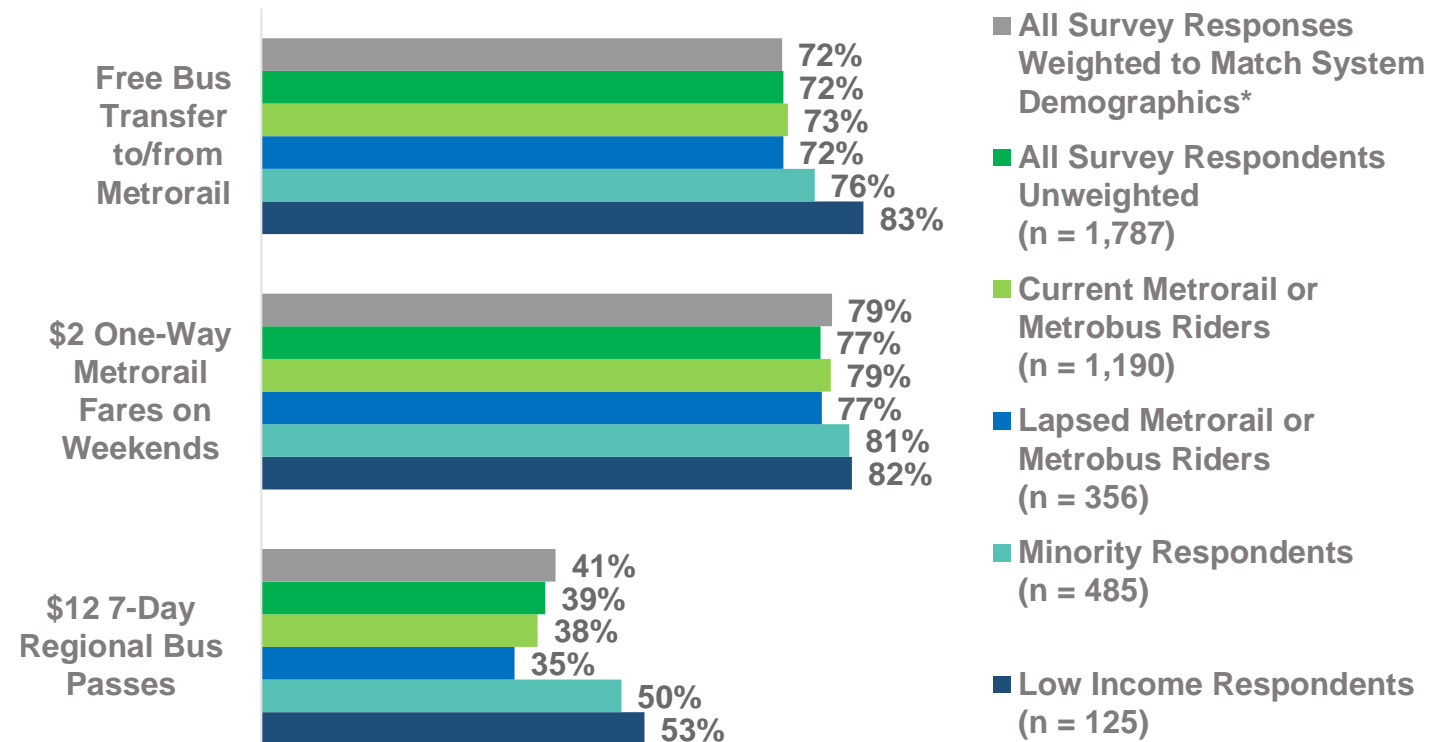
## Question

Metro implemented the following fare changes in September 2021 to make riding Metrorail and Metrobus more attractive:

- Free bus transfers to/from rail. Ride Metrobus free when transferring to/from Metrorail. Receive a \$2 transfer discount that covers the fare for most Metrobus routes, except Express routes, when using a SmarTrip card.
- Discounted weekend Metrorail fares. Ride Metrorail for just \$2 for any one-way trip all weekend.
- 20% off 7-day regional bus passes. Get a 7-day regional bus pass for just \$12 and a senior/ disabled pass for only \$6.

**Would each of these fare changes increase or decrease your likelihood of choosing Metrorail or Metrobus over other travel options in the future?**

## Fare Change Would Increase Respondent's Likelihood of Choosing Metro



*\*Note: These percentages would obtain if the survey responses were properly adjusted to match the demographics from the 2016 Metrorail Passenger Survey and/or the 2018 Metrobus Passenger Survey. For more information, see Slide 36.*

# 2022 Fare Changes: Would Increase Respondent's Likelihood of Choosing Metro

## Question

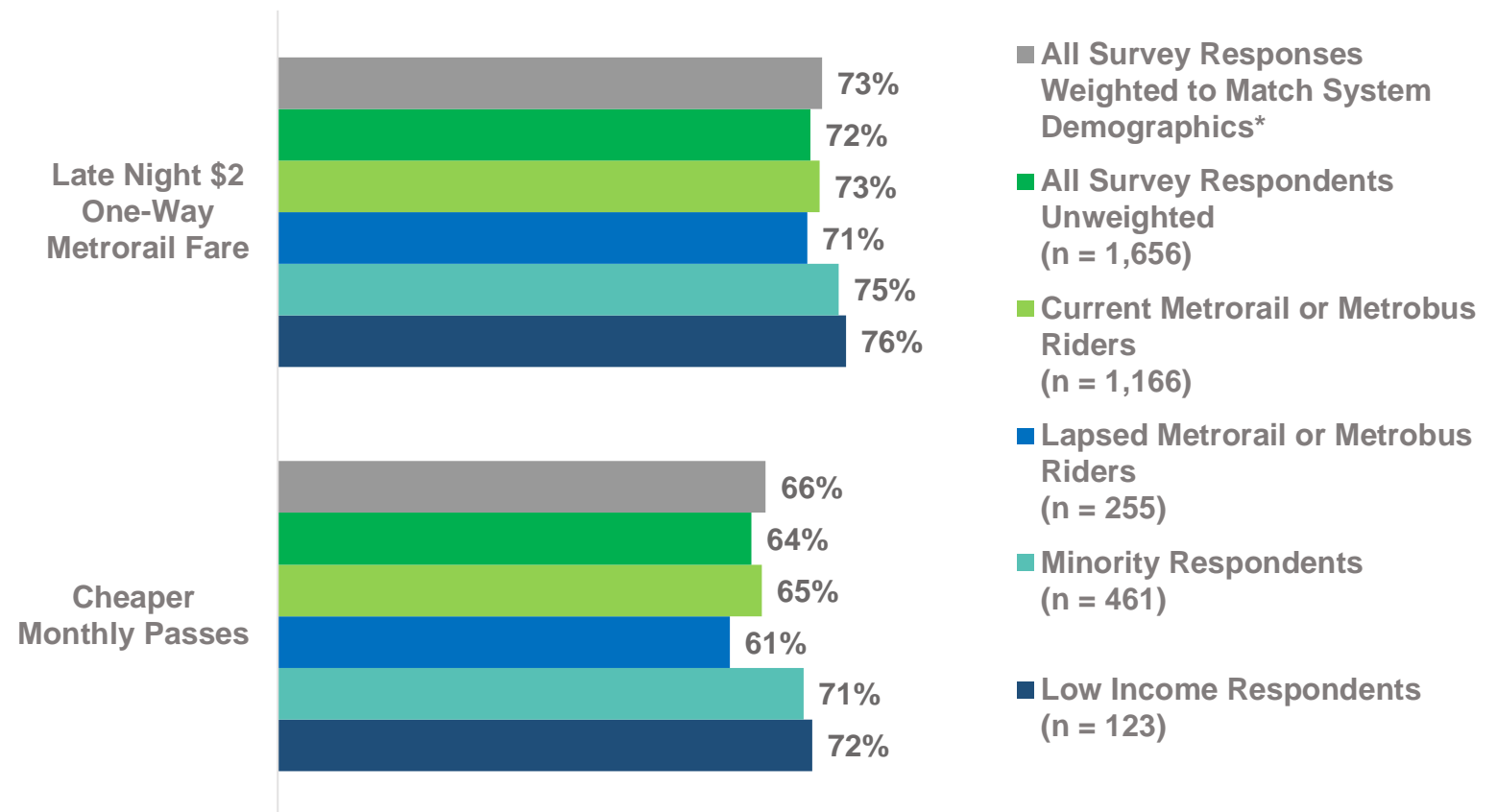
Now we'd like your feedback on new fare and service changes that Metro is proposing to introduce in 2022.

To begin, Metro is considering the following fare changes:

- More affordable late-night one-way Metrorail fares. Ride Metrorail for only \$2 for any one-way trip after 9:30 p.m. on weekdays.
- More affordable monthly unlimited passes. Metrorail and Metrobus Unlimited Passes would cost \$64-\$192 instead of \$72-\$216, depending on trip distance selected.

**Would each of these fare changes increase or decrease your likelihood of choosing Metrorail or Metrobus over other travel options in the future?**

## Fare Change Would Increase Respondent's Likelihood of Choosing Metro



*\*Note: These percentages would obtain if the survey responses were properly adjusted to match the demographics from the 2016 Metrorail Passenger Survey and/or the 2018 Metrobus Passenger Survey. For more information, see Slide 36.*

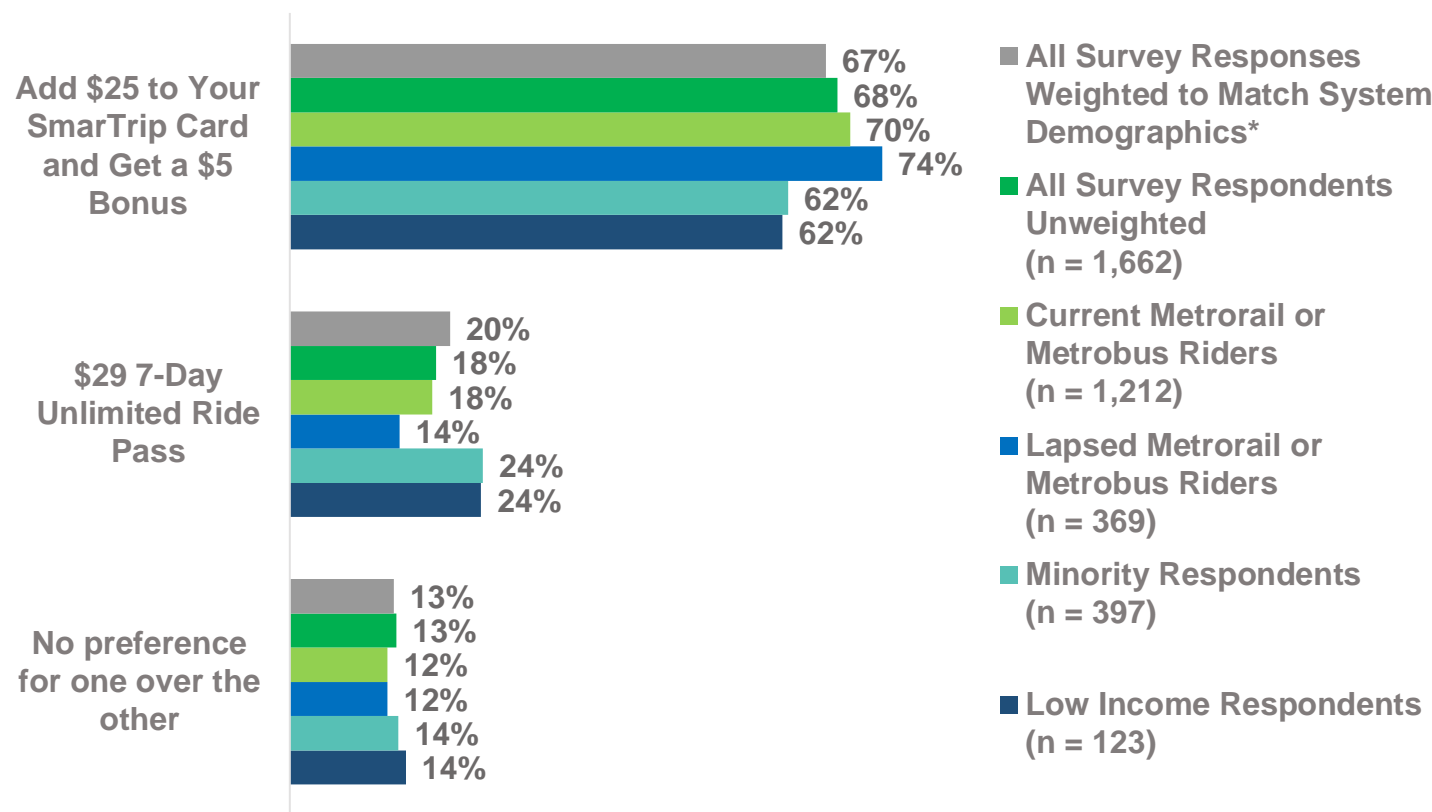
## Question

Metro is also considering two limited-time promotional offers (for no longer than 6 months):

- 50% off the 7-Day Unlimited Pass. Ride unlimited Metrorail and Metrobus for a week for only \$29.
- Get a \$5 bonus in stored value for every \$25 added to your SmarTrip card. That gives you \$30 to ride Metrorail and Metrobus. Not applicable with pass purchases or SmartBenefits.

**If Metro can offer only one of these discounts, which one would you prefer?**

## If Metro Could Offer Only One Promotion, Which Promotion Would Respondents Prefer



*\*Note: These percentages would obtain if the survey responses were properly adjusted to match the demographics from the 2016 Metrorail Passenger Survey and/or the 2018 Metrobus Passenger Survey. For more information, see Slide 36.*

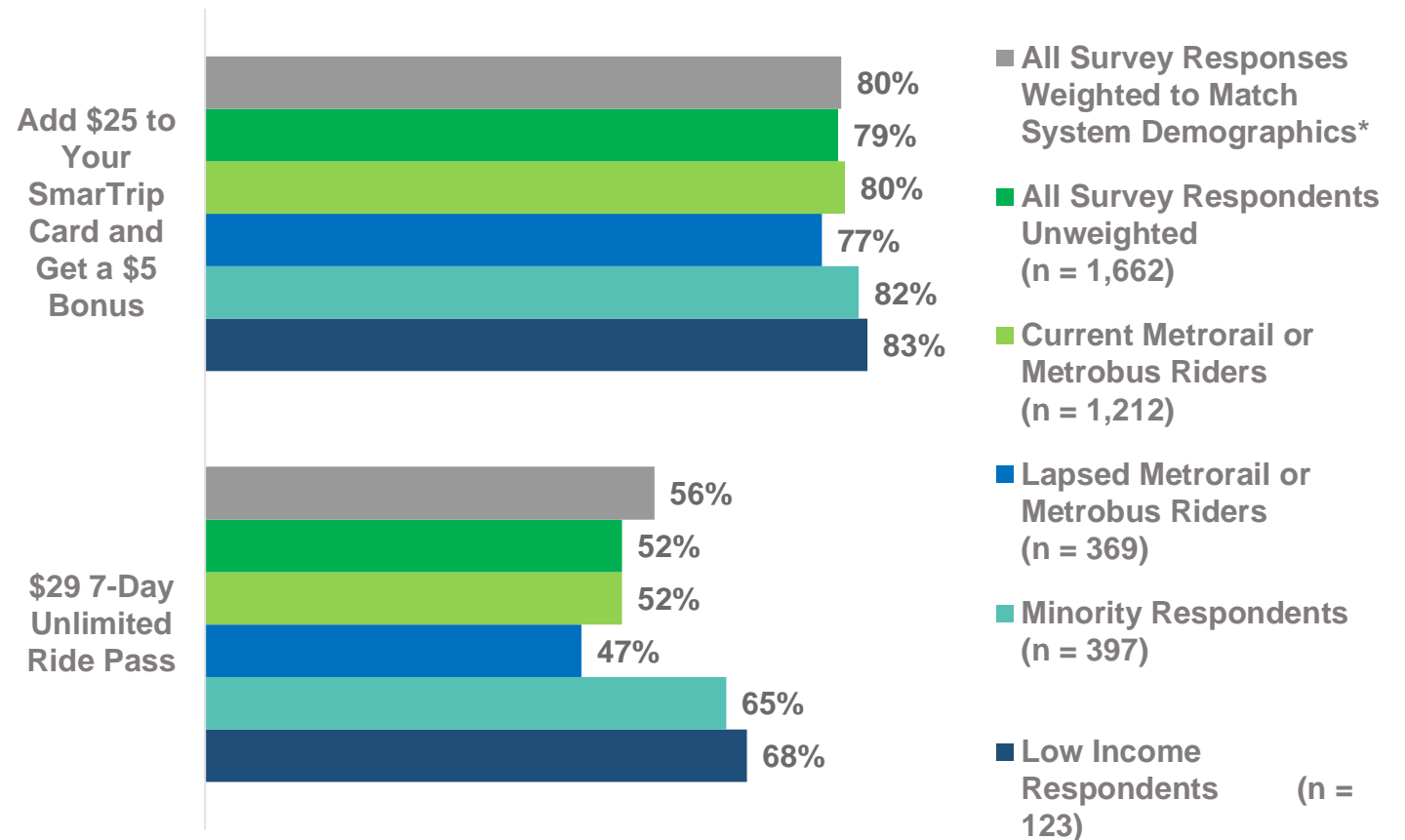
## Question

Metro is also considering two limited-time promotional offers (for no longer than 6 months):

- 50% off the 7-Day Unlimited Pass. Ride unlimited Metrorail and Metrobus for a week for only \$29.
- Get a \$5 bonus in stored value for every \$25 added to your SmarTrip card. That gives you \$30 to ride Metrorail and Metrobus. Not applicable with pass purchases or SmartBenefits.

**How would these fare promotions increase or decrease your likelihood of choosing Metrorail or Metrobus over other travel options in the future?**

## Limited-Time Promotion Would Increase Respondent's Likelihood of Choosing Metro



*\*Note: These percentages would obtain if the survey responses were properly adjusted to match the demographics from the 2016 Metrorail Passenger Survey and/or the 2018 Metrobus Passenger Survey. For more information, see Slide 36.*

# II. Metrorail Proposals



**Question**

On the service side, Metro is proposing to adopt the following Metrorail service levels going forward:

- On the Blue, Orange, Silver, Green and Yellow Lines – Trains arrive every 10 minutes during rush hour periods, every 12 minutes during weekday midday and evening periods, and every 15 minutes after 9:30 pm.
- On the Red Line – Trains arrive every 6 minutes during weekday midday and evening periods, and every 10 minutes after 9:30 p.m.

*Note: This service was initially implemented in September 2021. It would go back into place once the 7000-series railcars return to service.*

**Would these service levels increase or decrease your likelihood of choosing Metrorail over other travel options in the future?**

**Response: Metrorail Service Frequencies**

	Response Count	Increase Likelihood of Choosing Metro	Decrease Likelihood of Choosing Metro	No Impact on My Travel Choices
<b>All Survey Responses Weighted to Match System Demographics*</b>	–	<b>69%</b>	<b>13%</b>	18%
<b>All Survey Respondents Unweighted</b>	1,781	<b>71%</b>	<b>12%</b>	17%
<i>Notable Subsets:</i>				
<b>Current Metrorail Riders</b>	1,258	<b>73%</b>	<b>11%</b>	16%
<b>Lapsed Metrorail Riders (Pre-Pandemic Riders Not Currently Riding)</b>	226	<b>66%</b>	<b>17%</b>	17%
<i>Protected Populations:</i>				
<b>Minority Respondents</b>	504	<b>74%</b>	<b>10%</b>	16%
<b>Low Income Respondents</b>	119	<b>80%</b>	<b>6%</b>	14%

*\*Note: These percentages would obtain if the survey responses were properly adjusted to match the demographics from the 2016 Metrorail Passenger Survey and/or the 2018 Metrobus Passenger Survey. For more information, see Slide 36.*



## Response: Current Operating Hours

### Question

Metro is proposing to adopt the following Metrorail operating hours going forward:

Monday-Thursday: 5:00 AM – midnight  
 Friday: 5:00 AM – 1:00 AM  
 Saturday: 7:00 AM – 1:00 AM  
 Sunday: 7:00 AM – midnight

Note: These operating hours were initially implemented in July 2021.

**Would these operating hours increase or decrease your likelihood of choosing Metrorail over other travel options in the future?**

*\*Note: These percentages would obtain if the survey responses were properly adjusted to match the demographics from the 2016 Metrorail Passenger Survey and/or the 2018 Metrobus Passenger Survey. For more information, see Slide 36.*

	Response Count	Increase Likelihood of Choosing Metro	Decrease Likelihood of Choosing Metro	No Impact on My Travel Choices
<b>All Survey Responses Weighted to Match System Demographics*</b>	–	<b>59%</b>	<b>9%</b>	32%
<b>All Survey Respondents Unweighted</b>	1,698	<b>61%</b>	<b>9%</b>	30%
<i>Notable Subsets:</i>				
<b>Current Metrorail Riders</b>	1,212	<b>63%</b>	<b>8%</b>	29%
<b>Lapsed Metrorail Riders (Pre-Pandemic Riders Not Currently Riding)</b>	218	<b>51%</b>	<b>11%</b>	38%
<i>Protected Populations:</i>				
<b>Minority Respondents</b>	502	<b>65%</b>	<b>9%</b>	26%
<b>Low Income Respondents</b>	118	<b>70%</b>	<b>9%</b>	21%

# Metrorail Proposal 3: Increase Weekday Rush Hour Service on the Red Line

## Response: Increase Weekday Rush Hour Service

**Question**

Metro is also considering a proposal to increase weekday rush hour service on the Red Line. Under this new proposal, trains would arrive every 5 minutes during rush hour periods instead of every 8 minutes.

**Would increasing rush hour service on the Red Line increase or decrease your likelihood of choosing Metrorail over other travel options in the future?**

	Response Count	Increase Likelihood of Choosing Metro	Decrease Likelihood of Choosing Metro	No Impact on My Travel Choices
<b>All Survey Responses Weighted to Match System Demographics*</b>	–	<b>69%</b>	<b>2%</b>	29%
<b>All Survey Respondents Unweighted</b>	1,531	<b>68%</b>	<b>2%</b>	30%
<i>Notable Subsets:</i>				
<b>Current Metrorail Riders</b>	1,097	<b>68%</b>	<b>2%</b>	30%
<b>Current Red Line Riders</b>	976	<b>71%</b>	<b>1%</b>	28%
<b>Lapsed Metrorail Riders (Pre-Pandemic Riders Not Currently Riding)</b>	200	<b>61%</b>	<b>2%</b>	37%
<i>Protected Populations:</i>				
<b>Minority Respondents</b>	446	<b>74%</b>	<b>2%</b>	24%
<b>Low Income Respondents</b>	117	<b>69%</b>	<b>3%</b>	28%

\*Note: These percentages would obtain if the survey responses were properly adjusted to match the demographics from the 2016 Metrorail Passenger Survey and/or the 2018 Metrobus Passenger Survey. For more information, see Slide 36.



## Question

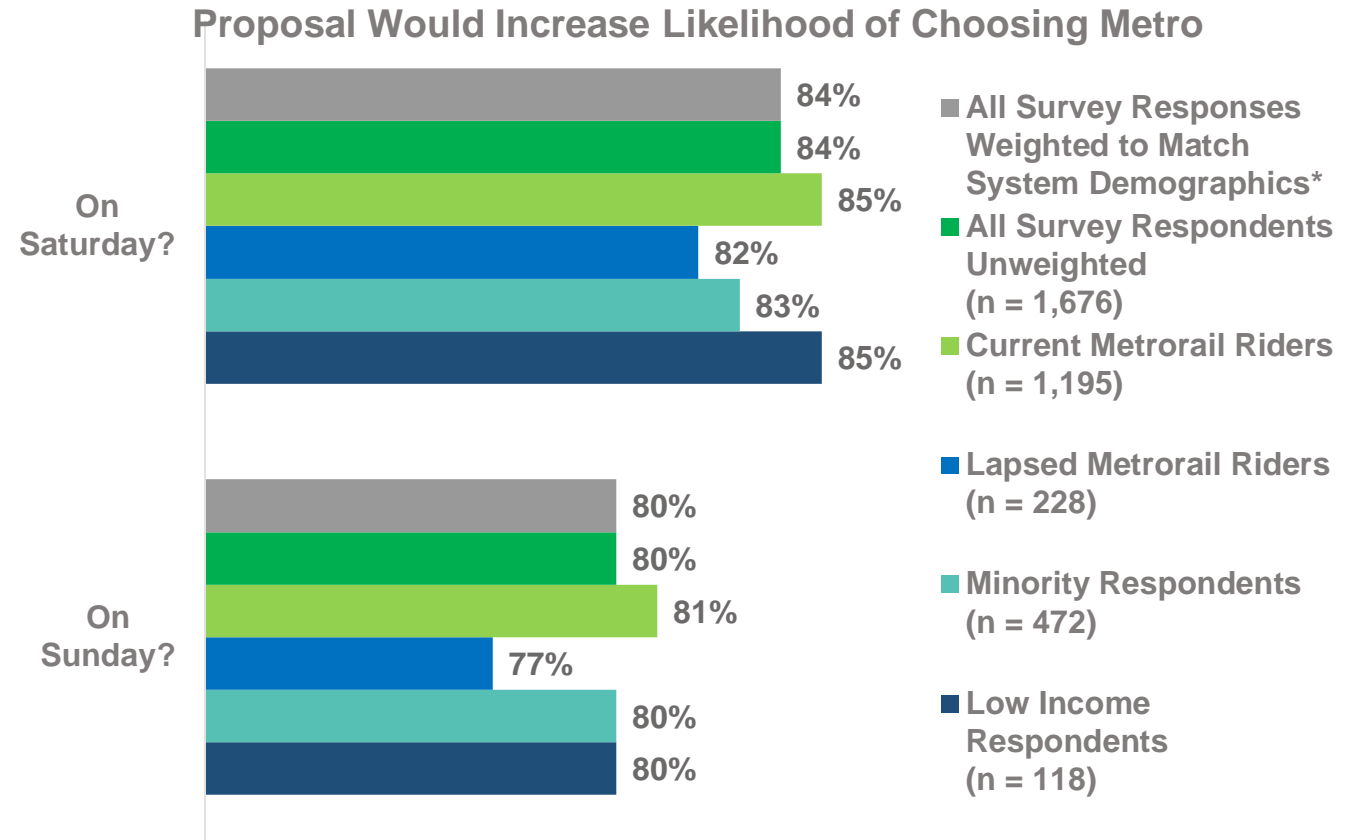
Another service proposal is to increase the frequency of trains on Saturday and Sunday:

- On the Blue, Orange, Silver, Green and Yellow Lines – trains would arrive every 12 minutes instead of every 15 minutes.
- On the Red Line – trains would arrive every 6 minutes instead of every 8 minutes.

*Note: These service improvements would go into effect when the Silver Line Phase 2 extension opens.*

**Would the above proposal for increasing Metrorail service on Saturday and/or Sunday increase or decrease your likelihood of choosing Metrorail over other travel options in the future?**

## More Frequent Weekend Metrorail Service



*\*Note: These percentages would obtain if the survey responses were properly adjusted to match the demographics from the 2016 Metrorail Passenger Survey and/or the 2018 Metrobus Passenger Survey. For more information, see Slide 36.*

# III. Metrobus Proposals

## Response: 12-Minute Frequent Service Network

### Question

Metro is proposing to adopt the service level of buses arriving every 12 minutes on the following 20 bus lines (which encompass 34 bus routes):

[Table with Metrobus routes included here]

*Note: This service was original implemented in September 2021. Due to operational and staffing issues, Metrobus is currently operating reduced service. Service will return once these issues are addressed.*

**Would this service level increase or decrease your likelihood of choosing Metrobus over other travel options in the future?**

	Response Count	Increase Likelihood of Choosing Metro	Decrease Likelihood of Choosing Metro	No Impact on My Travel Choices
<b>All Survey Responses Weighted to Match System Demographics*</b>	–	<b>74%</b>	<b>9%</b>	17%
<b>All Survey Respondents Unweighted</b>	1,098	<b>70%</b>	<b>5%</b>	25%
<i>Notable Subsets:</i>				
<b>Current Metrobus Riders</b>	655	<b>76%</b>	<b>5%</b>	19%
<b>Lapsed Metrobus Riders (Pre-Pandemic Riders Not Currently Riding)</b>	179	<b>65%</b>	<b>5%</b>	30%
<i>Protected Populations:</i>				
<b>Minority Respondents</b>	361	<b>75%</b>	<b>5%</b>	20%
<b>Low Income Respondents</b>	107	<b>74%</b>	<b>5%</b>	21%

\*Note: These percentages would obtain if the survey responses were properly adjusted to match the demographics from the 2016 Metrorail Passenger Survey and/or the 2018 Metrobus Passenger Survey. For more information, see Slide 36.

## Response: 20-Minute Frequent Service Network

### Question

Also, Metro is proposing to adopt the service level of buses arriving every 20 minutes on the following 16 bus lines (which encompass 28 bus routes):

[Table with Metrobus routes included here]

*Note: This service was original implemented in September 2021. Due to operational and staffing issues, Metrobus is currently operating reduced service. Service will return once these issues are addressed.*

**Would the above service level increase or decrease your likelihood of choosing Metrobus over other travel options in the future?**

	Response Count	Increase Likelihood of Choosing Metro	Decrease Likelihood of Choosing Metro	No Impact on My Travel Choices
<b>All Survey Responses Weighted to Match System Demographics*</b>	–	<b>60%</b>	<b>16%</b>	24%
<b>All Survey Respondents Unweighted</b>	915	<b>53%</b>	<b>11%</b>	36%
<i>Notable Subsets:</i>				
<b>Current Metrobus Riders</b>	565	<b>58%</b>	<b>11%</b>	31%
<b>Lapsed Metrobus Riders (Pre-Pandemic Riders Not Currently Riding)</b>	136	<b>42%</b>	<b>11%</b>	47%
<i>Protected Populations:</i>				
<b>Minority Respondents</b>	325	<b>56%</b>	<b>13%</b>	31%
<b>Low Income Respondents</b>	97	<b>68%</b>	<b>10%</b>	22%

\*Note: These percentages would obtain if the survey responses were properly adjusted to match the demographics from the 2016 Metrorail Passenger Survey and/or the 2018 Metrobus Passenger Survey. For more information, see Slide 36.

## Response: Service Increases to Address Crowding

### Question

Metro is proposing to adopt increased service levels on the following bus routes to address crowding:

[Table with Metrobus routes included here]

*Note: This service was original implemented in September 2021. Due to operational and staffing issues, Metrobus is currently operating reduced service. Service will return once these issues are addressed.*

**Would Metro's adoption of the above increased service increase or decrease your likelihood of choosing Metrobus over other travel options in the future?**

	Response Count	Increase Likelihood of Choosing Metro	Decrease Likelihood of Choosing Metro	No Impact on My Travel Choices
<b>All Survey Responses Weighted to Match System Demographics*</b>	–	<b>70%</b>	<b>4%</b>	26%
<b>All Survey Respondents Unweighted</b>	950	<b>65%</b>	<b>2%</b>	33%
<i>Notable Subsets:</i>				
<b>Current Metrobus Riders</b>	574	<b>71%</b>	<b>2%</b>	27%
<b>Lapsed Metrobus Riders (Pre-Pandemic Riders Not Currently Riding)</b>	155	<b>59%</b>	<b>1%</b>	40%
<i>Protected Populations:</i>				
<b>Minority Respondents</b>	337	<b>70%</b>	<b>3%</b>	27%
<b>Low Income Respondents</b>	108	<b>72%</b>	<b>2%</b>	26%

\*Note: These percentages would obtain if the survey responses were properly adjusted to match the demographics from the 2016 Metrorail Passenger Survey and/or the 2018 Metrobus Passenger Survey. For more information, see Slide 36.



## Response: Restoration of Some Weekday Service

### Question

As a result of COVID-19, Metrobus service levels were adjusted temporarily. Metro is proposing to restore weekday service on the following bus routes to pre-pandemic levels:

[Table with Metrobus routes included here]

*Note: This service was original implemented in September 2021. Due to operational and staffing issues, Metrobus is currently operating reduced service. Service will return once these issues are addressed.*

**Would Metro's restoration of weekday service on the above routes increase or decrease your likelihood of choosing Metrobus over other travel options in the future?**

	Response Count	Increase Likelihood of Choosing Metro	Decrease Likelihood of Choosing Metro	No Impact on My Travel Choices
<b>All Survey Responses Weighted to Match System Demographics*</b>	—	<b>57%</b>	<b>3%</b>	40%
<b>All Survey Respondents Unweighted</b>	842	<b>57%</b>	<b>2%</b>	41%
<i>Notable Subsets:</i>				
<b>Current Metrobus Riders</b>	515	<b>60%</b>	<b>2%</b>	38%
<b>Lapsed Metrobus Riders (Pre-Pandemic Riders Not Currently Riding)</b>	138	<b>54%</b>	<b>0%</b>	46%
<i>Protected Populations:</i>				
<b>Minority Respondents</b>	292	<b>58%</b>	<b>2%</b>	40%
<b>Low Income Respondents</b>	91	<b>61%</b>	<b>3%</b>	36%

\*Note: These percentages would obtain if the survey responses were properly adjusted to match the demographics from the 2016 Metrorail Passenger Survey and/or the 2018 Metrobus Passenger Survey. For more information, see Slide 36.



## Response: Restoration of Route 62 Weekend Service

Question

Additionally, Metro is proposing to adopt the restoration of weekend service on Route 62 to pre-pandemic levels.

*Note: This service was original implemented in September 2021. Due to operational and staffing issues, Metrobus is currently operating reduced service. Service will return once these issues are addressed.*

**Would the above restoration of service increase or decrease your likelihood of choosing Metrobus over other travel options in the future?**

	Response Count	Increase Likelihood of Choosing Metro	Decrease Likelihood of Choosing Metro	No Impact on My Travel Choices
<b>All Survey Responses Weighted to Match System Demographics*</b>	–	<b>59%</b>	<b>4%</b>	37%
<b>All Survey Respondents Unweighted</b>	748	<b>52%</b>	<b>2%</b>	46%
<i>Notable Subsets:</i>				
<b>Current Metrobus Riders</b>	451	<b>57%</b>	<b>2%</b>	41%
<b>Lapsed Metrobus Riders (Pre-Pandemic Riders Not Currently Riding)</b>	117	<b>41%</b>	<b>0%</b>	59%
<i>Protected Populations:</i>				
<b>Minority Respondents</b>	292	<b>57%</b>	<b>3%</b>	40%
<b>Low Income Respondents</b>	77	<b>68%</b>	<b>4%</b>	28%

\*Note: These percentages would obtain if the survey responses were properly adjusted to match the demographics from the 2016 Metrorail Passenger Survey and/or the 2018 Metrobus Passenger Survey. For more information, see Slide 36.



## Response: Restoration of Route K12 Saturday Service

### Question

Additionally, Metro is proposing to adopt the restoration of Saturday service on Route K12 to pre-pandemic levels.

*Note: This service was implemented in September 2021. View a timetable here for details. Due to operational and staffing issues, Metrobus is currently operating reduced service. Service will return once these issues are addressed.*

**Would the above restoration of service increase or decrease your likelihood of choosing Metrobus over other travel options in the future?**

	Response Count	Increase Likelihood of Choosing Metro	Decrease Likelihood of Choosing Metro	No Impact on My Travel Choices
<b>All Survey Responses Weighted to Match System Demographics*</b>	–	<b>55%</b>	<b>4%</b>	41%
<b>All Survey Respondents Unweighted</b>	691	<b>46%</b>	<b>1%</b>	53%
<i>Notable Subsets:</i>				
<b>Current Metrobus Riders</b>	415	<b>52%</b>	<b>2%</b>	46%
<b>Lapsed Metrobus Riders (Pre-Pandemic Riders Not Currently Riding)</b>	108	<b>33%</b>	<b>1%</b>	66%
<i>Protected Populations:</i>				
<b>Minority Respondents</b>	268	<b>53%</b>	<b>2%</b>	45%
<b>Low Income Respondents</b>	77	<b>64%</b>	<b>5%</b>	31%

\*Note: These percentages would obtain if the survey responses were properly adjusted to match the demographics from the 2016 Metrorail Passenger Survey and/or the 2018 Metrobus Passenger Survey. For more information, see Slide 36.



**Response: Adopt Changes to 42, 43 Mount Pleasant Line**

**Question**

Additionally, Metro is proposing to adopt following changes to the 42, 43 Mount Pleasant Line:

- Extend service to Potomac Park and the Kennedy Center. Between Farragut Square and the Kennedy Center, buses operate along 18th Street, 19th Street, and Virginia Avenue NW. Service no longer operates between Farragut Square and Gallery Place.
- Additional weekday rush hour trips are added to the schedule.

*Note: This service was implemented in September 2021. View a map here for details. Due to operational and staffing issues, Metrobus is currently operating reduced service. Service will return once these issues are addressed.*

**Would the above changes increase or decrease your likelihood of choosing Metrobus over other travel options in the future?**

	Response Count	Increase Likelihood of Choosing Metro	Decrease Likelihood of Choosing Metro	No Impact on My Travel Choices
<b>All Survey Responses Weighted to Match System Demographics*</b>	–	<b>58%</b>	<b>7%</b>	35%
<b>All Survey Respondents Unweighted</b>	780	<b>57%</b>	<b>5%</b>	38%
<i>Notable Subsets:</i>				
<b>Current Metrobus Riders</b>	484	<b>60%</b>	<b>6%</b>	34%
<b>Lapsed Metrobus Riders (Pre-Pandemic Riders Not Currently Riding)</b>	134	<b>58%</b>	<b>2%</b>	40%
<i>Protected Populations:</i>				
<b>Minority Respondents</b>	283	<b>56%</b>	<b>6%</b>	38%
<b>Low Income Respondents</b>	83	<b>62%</b>	<b>7%</b>	31%

*\*Note: These percentages would obtain if the survey responses were properly adjusted to match the demographics from the 2016 Metrorail Passenger Survey and/or the 2018 Metrobus Passenger Survey. For more information, see Slide 36.*



# Metrobus Proposal 4B: Adoption of Temporary Changes to Route 63 (Implemented in 2021)

## Response: Adopt Changes to Route 63

**Question**

Metro is proposing to adopt following changes to Metrobus Route 63:

- Route 63 operates along New Hampshire Avenue, 11th Street, Florida Avenue, and Vermont Avenue NW between Georgia Avenue-Petworth Station and Federal Triangle. Service no longer operates along portions of Sherman Avenue and 13th, H, and I (Eye) streets NW.
- Along 11th Street NW, trips alternate with Route 64 to provide improved combined frequency for customers who can use either route.
- Additional weekday trips is added to the schedule and Route 63 is restored during rush hours.

*Note: This service was implemented in September 2021. View a map here for details. Due to operational and staffing issues, Metrobus is currently operating reduced service. Service will return once these issues are addressed.*

**Would the above changes increase or decrease your likelihood of choosing Metrobus over other travel options in the future?**

	Response Count	Increase Likelihood of Choosing Metro	Decrease Likelihood of Choosing Metro	No Impact on My Travel Choices
<b>All Survey Responses Weighted to Match System Demographics*</b>	—	<b>56%</b>	<b>5%</b>	39%
<b>All Survey Respondents Unweighted</b>	655	<b>50%</b>	<b>2%</b>	48%
<i>Notable Subsets:</i>				
<b>Current Metrobus Riders</b>	406	<b>55%</b>	<b>2%</b>	43%
<b>Lapsed Metrobus Riders (Pre-Pandemic Riders Not Currently Riding)</b>	112	<b>44%</b>	<b>3%</b>	53%
<i>Protected Populations:</i>				
<b>Minority Respondents</b>	250	<b>53%</b>	<b>3%</b>	44%
<b>Low Income Respondents</b>	73	<b>56%</b>	<b>4%</b>	40%

*\*Note: These percentages would obtain if the survey responses were properly adjusted to match the demographics from the 2016 Metrorail Passenger Survey and/or the 2018 Metrobus Passenger Survey. For more information, see Slide 36.*



**Question**

Metro is proposing to adopt following changes to the 18G, 18H Orange Hunt Line:

- Combine routes 18G and 18H into a new Route 18G.
- Service operates between Huntsman Boulevard & Fairfax County Parkway and the Pentagon via Huntsman Boulevard, Old Keene Mill Road, Hillside Road, Forrester Boulevard, Carrleigh Parkway, Greeley Boulevard, Old Keene Mill Road, and the Pentagon. Service no longer operates along Huntsman Boulevard between Cork County Court & Blarney Stone Drive, Blarney Stone Drive, Field Master Drive, Conservation Drive, Cottontail Court, Game Lord Drive, Reservation Drive, Rockefeller Lane, Arley Drive, Sydenstricker Road, Rolling Road, and Greeley Boulevard between Rolling and Old Keene Mill roads.

*Note: This service was implemented in September 2021. View a timetable here for details. Due to operational and staffing issues, Metrobus is currently operating reduced service. Service will return once these issues are addressed.*

**Would the above changes increase or decrease your likelihood of choosing Metrobus over other travel options in the future?**

**Response: Adopt Changes to the 18G, 18H Orange Hunt Line**

	Response Count	Increase Likelihood of Choosing Metro	Decrease Likelihood of Choosing Metro	No Impact on My Travel Choices
<b>All Survey Responses Weighted to Match System Demographics*</b>	—	<b>41%</b>	<b>7%</b>	52%
<b>All Survey Respondents Unweighted</b>	501	<b>32%</b>	<b>3%</b>	65%
<i>Notable Subsets:</i>				
<b>Current Metrobus Riders</b>	315	<b>38%</b>	<b>3%</b>	59%
<b>Lapsed Metrobus Riders (Pre-Pandemic Riders Not Currently Riding)</b>	85	<b>15%</b>	<b>5%</b>	80%
<i>Protected Populations:</i>				
<b>Minority Respondents</b>	205	<b>38%</b>	<b>3%</b>	59%
<b>Low Income Respondents</b>	68	<b>46%</b>	<b>6%</b>	48%

*\*Note: These percentages would obtain if the survey responses were properly adjusted to match the demographics from the 2016 Metrorail Passenger Survey and/or the 2018 Metrobus Passenger Survey. For more information, see Slide 36.*



## Response: Adopt Changes to the 83, 86 College Park Line

### Question

Metro is proposing to adopt following changes to the 83, 86 College Park Line:

- Restore Sunday service.
- Add trips on weekdays to address crowding.

*Note: This service was implemented in December 2021. View a timetable here for details. Due to operational and staffing issues, Metrobus is currently operating reduced service. Service will return once these issues are addressed.*

**Would the above changes increase or decrease your likelihood of choosing Metrobus over other travel options in the future?**

	Response Count	Increase Likelihood of Choosing Metro	Decrease Likelihood of Choosing Metro	No Impact on My Travel Choices
<b>All Survey Responses Weighted to Match System Demographics*</b>	—	<b>62%</b>	<b>0%</b>	38%
<b>All Survey Respondents Unweighted</b>	651	<b>51%</b>	<b>1%</b>	48%
<i>Notable Subsets:</i>				
<b>Current Metrobus Riders</b>	412	<b>55%</b>	<b>1%</b>	44%
<b>Lapsed Metrobus Riders (Pre-Pandemic Riders Not Currently Riding)</b>	109	<b>43%</b>	<b>0%</b>	57%
<i>Protected Populations:</i>				
<b>Minority Respondents</b>	264	<b>56%</b>	<b>1%</b>	43%
<b>Low Income Respondents</b>	68	<b>65%</b>	<b>1%</b>	34%

*\*Note: These percentages would obtain if the survey responses were properly adjusted to match the demographics from the 2016 Metrorail Passenger Survey and/or the 2018 Metrobus Passenger Survey. For more information, see Slide 36.*



**Response: Extend Route 3Y & Operate 3F**  
**During Rush Hour**

**Question**

Additionally, Metrobus is proposing to extend Route 3Y to East Falls Church Station and to operate Route 3F between Farragut Sq and East Falls Church during rush hour periods.

**Would this service change increase or decrease your likelihood of choosing Metrobus over other travel options in the future?**

	Response Count	Increase Likelihood of Choosing Metro	Decrease Likelihood of Choosing Metro	No Impact on My Travel Choices
<b>All Survey Responses Weighted to Match System Demographics*</b>	–	<b>55%</b>	<b>4%</b>	41%
<b>All Survey Respondents Unweighted</b>	606	<b>51%</b>	<b>1%</b>	48%
<i>Notable Subsets:</i>				
<b>Current Metrobus Riders</b>	367	<b>55%</b>	<b>1%</b>	44%
<b>Lapsed Metrobus Riders (Pre-Pandemic Riders Not Currently Riding)</b>	103	<b>43%</b>	<b>0%</b>	57%
<i>Protected Populations:</i>				
<b>Minority Respondents</b>	236	<b>53%</b>	<b>1%</b>	46%
<b>Low Income Respondents</b>	77	<b>57%</b>	<b>5%</b>	38%

\*Note: These percentages would obtain if the survey responses were properly adjusted to match the demographics from the 2016 Metrorail Passenger Survey and/or the 2018 Metrobus Passenger Survey. For more information, see Slide 36.





## IV. Overall Survey Demographics

	Responses	%
<b>Household income</b>		
Less than \$30,000	202	12%
More than \$30,000	1,488	88%
<b>Latino or Hispanic Origin</b>		
Yes	258	13%
No	1,689	87%
<b>Race</b>		
African American or Black	337	17%
American Indian or Alaska Native	189	1%
Asian	168	9%
Middle Eastern	32	2%
Native Hawaiian or other Pacific Islander	13	1%
White	1,303	66%
Other	93	5%

Note: Our approach was to include the count of responses excluding nonresponses.

### V. All Survey Responses Weighted to Match System Demographics\*

The rows marked *All Survey Responses Weighted to Match System Demographics\** reflect Washington Metropolitan Area Metrorail ridership population.

The design of the weighting plan was based on onboard survey data collected by the 2016 Rail passenger survey and 2018 Bus passenger survey.

Weights were applied to the dataset to help balance the individual demographics of the survey, including **matching the income, race, and jurisdiction to the actual Metrorail and Metrobus ridership population.**

# **Appendix C: Additional In-Person Outreach Details**

Appendix C: Additional In-Person Outreach Details

Outreach Location <i>(outreach at stations and selected bus loops)</i>	Date	Time	Brochures Distributed	Surveys Completed Via Tablets (English)	Surveys Completed Via Tablets (Spanish)	All Language Interactions	Spanish Language Interactions	Amharic Language Interactions	Korean Language Interactions	Chinese Language Interactions	Vietnamese Language Interactions	ASL Interactions	Other Non-English Language Interactions
Franconia-Springfield	1/25/22	6:00 am - 11:00 am	525	0	0	1200	100	5	0	0	0	0	1
Van Dorn St	1/25/22	6:00 am - 11:00 am	280	1	1	320	35	6	0	0	0	0	0
Van Dorn St Buses	1/25/22	6:00 am - 11:00 am	58	3	1	77	25	3	0	0	0	0	0
Ballston-MU	1/25/22	6:00 am - 11:00 am	800	2	6	1400	300	0	0	0	0	0	0
Ballston-MU Buses	1/25/22	6:00 am - 11:00 am	120	0	1	250	125	0	0	0	0	0	3
East Falls Church	1/25/22	6:00 am - 11:00 am	310	0	0	540	150	0	0	0	0	0	0
East Falls Church Buses	1/25/22	6:00 am - 11:00 am	150	0	0	250	70	0	0	0	0	0	0
Dunn Loring	1/25/22	6:00 am - 11:00 am	848	None	None	950	70	0	12	50	0	0	0
Branch Ave	1/25/22	2:00 pm - 7:00 pm	459	9	1	502	47	0	1	0	0	0	0
Branch Ave Buses	1/25/22	2:00 pm - 7:00 pm	100	0	0	250	55	0	0	0	0	0	0
Suitland	1/25/22	2:00 pm - 7:00 pm	668	0	0	1400	70	0	0	0	0	0	0
Suitland Buses	1/25/22	2:00 pm - 7:00 pm	197	1	0	330	9	0	0	0	0	0	0
Naylor Rd	1/25/22	2:00 pm - 7:00 pm	407	0	1	720	20	0	0	0	0	0	0
Naylor Rd Buses	1/25/22	2:00 pm - 7:00 pm	78	15	0	275	18	0	0	0	0	0	0
Southern Ave	1/25/22	2:00 pm - 7:00 pm	600	1	0	879	100	0	0	0	0	0	0
Southern Ave Buses	1/25/22	2:00 pm - 7:00 pm	220	1	1	245	87	0	0	0	0	0	0
Congress Heights	1/25/22	2:00 pm - 7:00 pm	315	0	0	500	25	0	0	2	0	0	0
Congress Heights Buses	1/25/22	2:00 pm - 7:00 pm	525	0	0	130	5	0	0	0	3	0	0
Huntington 1   Huntington Ave	1/26/22	6:00 am - 11:00 am	300	0	0	925	100	0	0	0	0	0	0
Huntington 2   North Kings Hwy	1/26/22	6:00 am - 11:00 am	350	0	0	425	50	0	0	0	0	0	0
Eisenhower Ave	1/26/22	6:00 am - 11:00 am	160	0	0	200	20	0	0	0	0	0	0
Arlington Cemetery	1/26/22	6:00 am - 11:00 am	15	0	0	20	2	0	0	0	0	0	0
Court House	1/26/22	6:00 am - 11:00 am	523	13	2	627	167	0	0	0	0	0	0
Clarendon	1/26/22	6:00 am - 11:00 am	300	0	1	350	30	0	0	0	0	0	0
Virginia Sq	1/26/22	6:00 am - 11:00 am	295	1	1	485	112	0	0	0	0	0	0
New Carrollton	1/26/22	2:00 pm - 7:00 pm	1400	8	15	1600	200	3	1	0	1	0	4
New Carrollton Buses   Eastside	1/26/22	2:00 pm - 7:00 pm	150	0	0	322	87	11	0	0	0	0	0
New Carrollton Buses   Westside	1/26/22	2:00 pm - 7:00 pm	466	0	0	440	45	0	0	0	0	0	0
Landover	1/26/22	2:00 pm - 7:00 pm	213	2	0	357	4	0	0	0	0	0	0
Landover Buses	1/26/22	2:00 pm - 7:00 pm	125	2	0	150	20	0	0	0	0	0	0
Cheverly	1/26/22	2:00 pm - 7:00 pm	203	0	0	352	0	0	0	0	0	0	0
Cheverly Buses	1/26/22	2:00 pm - 7:00 pm	40	0	0	70	8	0	0	0	0	0	0
Deanwood	1/26/22	2:00 pm - 7:00 pm	450	2	6	600	24	0	0	0	0	0	0
Deanwood Buses	1/26/22	2:00 pm - 7:00 pm	22	1	1	67	10	0	0	0	0	0	0
Minnesota Ave	1/26/22	2:00 pm - 7:00 pm	255	0	0	987	95	0	0	0	0	0	0
Minnesota Ave Buses	1/26/22	2:00 pm - 7:00 pm	235	1	1	335	45	0	0	4	0	0	0
Shady Grove	1/27/22	6:00 am - 11:00 am	240	0	0	505	60	0	0	0	0	0	0
Shady Grove Buses	1/27/22	6:00 am - 11:00 am	150	0	0	250	50	0	0	0	0	0	0
Rockville	1/27/22	6:00 am - 11:00 am	300	N/A	N/A	380	40	0	0	0	0	0	0
Rockville Buses	1/27/22	6:00 am - 11:00 am	126	4	0	336	61	1	0	0	0	0	0
Twinbrook	1/27/22	6:00 am - 11:00 am	425	0	0	647	154	0	0	11	0	0	0
Twinbrook Buses	1/27/22	6:00 am - 11:00 am	1301	2	0	260	90	0	0	0	0	0	0
White Flint	1/27/22	6:00 am - 11:00 am	330	0	0	365	65	0	0	5	0	0	0
Grosvenor-Strathmore	1/27/22	6:00 am - 11:00 am	278	0	0	320	5	0	0	0	0	0	0
Medical Center	1/27/22	6:00 am - 11:00 am	1200	0	0	1500	21	0	0	0	0	0	0
Medical Center Buses	1/27/22	6:00 am - 11:00 am	225	0	0	425	120	0	2	0	0	0	0
Greenbelt	1/27/22	2:00 pm - 7:00 pm	350	2	1	567	23	0	2	3	0	0	0
College Park-U of Md	1/27/22	2:00 pm - 7:00 pm	521	0	0	765	186	0	0	0	0	0	0
College Park-U of Md Buses	1/27/22	2:00 pm - 7:00 pm	203	0	0	225	54	0	0	0	0	0	0
Prince George's Plaza	1/27/22	2:00 pm - 7:00 pm	900	0	0	1100	200	0	0	0	5	0	0
Prince George's Plaza Buses	1/27/22	2:00 pm - 7:00 pm	219	1	0	739	281	0	0	0	0	0	0
West Hyattsville	1/27/22	2:00 pm - 7:00 pm	510	0	0	950	460	0	0	0	0	0	0
West Hyattsville Buses	1/27/22	2:00 pm - 7:00 pm	234	0	1	543	213	0	0	4	0	0	0
Dupont Circle 1   North side	1/28/22	2:30 pm - 11:30 pm	775	0	0	1330	110	20	0	0	0	0	0
Dupont Circle 2   South side	1/28/22	2:30 pm - 11:30 pm	721	2	1	1575	457	34	0	0	0	0	0
Farragut North Connecticut Ave & K St.	1/28/22	2:30 pm - 11:30 pm	200	0	0	950	57	0	0	0	0	0	0
Farragut North 2 Connecticut Ave & L St NE corner	1/28/22	2:30 pm - 11:30 pm	385	0	0	475	30	0	0	0	0	0	0
Farragut North 3 Connecticut Ave & L St SW corner	1/28/22	2:30 pm - 11:30 pm	510	1	0	760	110	0	2	0	0	0	0
Metro Center 1   13th & G Sts	1/28/22	2:30 pm - 11:30 pm	625	4	0	967	134	0	0	7	0	0	0
Metro Center 2   11th & G Sts	1/28/22	2:30 pm - 11:30 pm	715	0	0	2300	170	0	12	47	0	0	0
Metro Center 3   12th & G Sts	1/28/22	2:30 pm - 11:30 pm	400	0	0	870	164	0	0	0	0	3	0
Metro Center 4   12th & F Sts	1/28/22	2:30 pm - 11:30 pm	550	0	0	650	100	0	0	0	0	0	0
Silver Spring 1   South side (main)	1/29/22	10:00 am - 3:00 pm	487	0	0	950	130	27	0	0	0	0	0

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Outreach Location <i>(outreach at stations and selected bus loops)</i>	Date	Time	Brochures Distributed	Surveys Completed Via Tablets (English)	Surveys Completed Via Tablets (Spanish)	All Language Interactions	Spanish Language Interactions	Amharic Language Interactions	Korean Language Interactions	Chinese Language Interactions	Vietnamese Language Interactions	ASL Interactions	Other Non-English Language Interactions
Silver Spring 1   South side (main) Buses	1/29/22	10:00 am - 3:00 pm	227	0	0	545	70	10	0	0	0	0	0
Silver Spring 2   North side	1/29/22	10:00 am - 3:00 pm	180	0	0	250	25	0	0	2	0	0	0
Columbia Heights	1/29/22	10:00 am - 3:00 pm	640	0	0	1120	550	0	0	0	0	0	0
Columbia Heights Buses	1/29/22	10:00 am - 3:00 pm	403	0	0	741	155	0	2	0	0	0	0
Dupont Circle 1   North side	1/29/22	2:30 pm - 11:30 pm	775	0	0	1330	110	20	0	0	0	0	0
Dupont Circle 2   South side	1/29/22	10:00 am - 3:00 pm	355	0	0	500	15	5	0	0	0	0	0
Dupont Circle 2   South side Buses	1/29/22	10:00 am - 3:00 pm	52	0	2	123	46	0	0	0	0	0	0
Foggy Bottom-GWU	1/29/22	10:00 am - 3:00 pm	1200	2	2	1500	300	40	0	0	0	0	0
Foggy Bottom-GWU Buses	1/29/22	10:00 am - 3:00 pm	158	0	0	478	40	0	0	0	0	0	0
King St-Old Town 1   Diagonal Rd	1/30/22	7:00 am - 11:00 am	100	0	0	125	20	4	0	0	0	0	0
King St-Old Town 2   Commonwealth Ave	1/30/22	7:00 am - 11:00 am	45	0	0	102	8	2	0	0	0	0	0
Crystal City	1/30/22	7:00 am - 11:00 am	150	0	0	59	12	0	0	0	0	0	0
Pentagon City	1/30/22	7:00 am - 11:00 am	235	0	0	465	90	0	0	0	0	0	0
Vienna	1/30/22	7:00 am - 11:00 am	65	0	0	200	20	0	10	0	0	0	0
Ballston-MU	1/30/22	7:00 am - 11:00 am	175	0	0	235	26	5	0	0	0	0	0
Rosslyn 1   N Moore St	1/30/22	7:00 am - 11:00 am	50	1	0	60	10	0	0	0	0	0	0
Rosslyn 2   Elevator	1/30/22	7:00 am - 11:00 am	115	0	0	220	35	0	0	0	0	0	0
Foggy Bottom-GWU	1/30/22	7:00 am - 11:00 am	225	2	0	425	65	3	0	0	0	0	0
Smithsonian 1   Jefferson Dr	1/30/22	7:00 am - 11:00 am	130	0	0	195	14	0	0	4	0	0	0
Smithsonian 2   Independence Ave	1/30/22	7:00 am - 11:00 am	62	0	0	96	5	0	0	2	0	0	0
Largo Town Center	1/31/22	6:00 am - 11:00 am	295	0	0	580	39	0	0	0	0	0	0
Morgan Blvd	1/31/22	6:00 am - 11:00 am	250	0	0	325	50	0	0	0	0	0	0
Addison Rd	1/31/22	6:00 am - 11:00 am	365	1	1	600	71	0	0	0	0	0	0
Addison Rd Buses	1/31/22	6:00 am - 11:00 am	180	0	0	425	75	0	0	0	0	0	0
Capitol Heights	1/31/22	6:00 am - 11:00 am	239	0	0	261	0	0	0	0	0	0	0
Capitol Heights Buses	1/31/22	6:00 am - 11:00 am	200	0	0	225	20	2	0	0	0	0	0
Benning Rd	1/31/22	6:00 am - 11:00 am	400	2	0	632	87	0	0	0	0	0	0
Benning Rd Buses	1/31/22	6:00 am - 11:00 am	460	1	0	515	130	0	0	0	0	0	0
Potomac Ave	1/31/22	6:00 am - 11:00 am	430	3	0	500	15	0	0	0	0	0	0
Potomac Ave Buses	1/31/22	6:00 am - 11:00 am	230	0	0	800	65	0	0	0	0	0	0
McLean	1/31/22	2:00 pm - 7:00 pm	275	1	1	300	20	0	1	0	0	0	0
Tysons Corner	1/31/22	2:00 pm - 7:00 pm	475	1	0	600	75	0	0	15	0	0	0
Tysons Corner Buses	1/31/22	2:00 pm - 7:00 pm	240	14	7	595	120	0	40	0	0	0	0
Greensboro	1/31/22	2:00 pm - 7:00 pm	110	0	0	221	67	0	22	13	0	0	0
Spring Hill	1/31/22	2:00 pm - 7:00 pm	109	0	0	400	25	0	3	0	0	0	0
Wiehle-Reston East	1/31/22	2:00 pm - 7:00 pm	421	1	1	643	183	0	28	0	0	0	0
Vienna	1/31/22	2:00 pm - 7:00 pm	300	0	0	521	80	0	20	0	0	0	0
Vienna Buses	1/31/22	2:00 pm - 7:00 pm	185	0	0	200	40	2	0	0	0	0	0
West Falls Church	1/31/22	2:00 pm - 7:00 pm	400	1	1	600	55	10	0	0	0	0	0
West Falls Church Buses	1/31/22	2:00 pm - 7:00 pm	75	0	0	115	15	0	0	0	0	0	0
Glenmont	2/1/22	6:00 am - 11:00 am	500	2	0	650	75	0	0	0	0	0	0
Glenmont Buses	2/1/22	6:00 am - 11:00 am	303	0	0	437	70	0	0	0	0	0	0
Wheaton	2/1/22	6:00 am - 11:00 am	410	0	2	1040	640	0	0	0	0	0	0
Wheaton Buses	2/1/22	6:00 am - 11:00 am	300	0	0	425	220	0	0	0	0	0	0
Forest Glen 1   Elkton Ave	2/1/22	6:00 am - 11:00 am	275	0	0	325	45	0	0	0	0	0	0
Forest Glen 2   Georgia Ave	2/1/22	6:00 am - 11:00 am	109	0	0	267	25	0	0	0	0	0	0
Takoma	2/1/22	6:00 am - 11:00 am	200	0	0	415	25	20	0	0	0	0	0
Takoma Buses	2/1/22	6:00 am - 11:00 am	312	0	0	540	70	0	0	0	0	1	0
Mt Vernon Sq	2/1/22	6:00 am - 11:00 am	535	0	0	1900	100	0	0	0	0	0	0
Metro Center 4   12th & F Sets-Sales Office	2/1/22	8:00 am - 12:00 pm	525	1	0	800	115	0	0	7	0	0	0
Navy Yard-Ballpark 1   USDOT	2/1/22	3:30 pm - 11:30 pm	145	0	0	500	20	0	5	15	0	0	0
Navy Yard-Ballpark 2   Ballpark	2/1/22	3:30 pm - 11:30 pm	750	1	0	900	150	0	30	0	9	0	0
Waterfront	2/1/22	2:00 pm - 7:00 pm	392	0	0	802	200	0	0	0	0	0	0
Anacostia 1   Howard Rd	2/1/22	2:00 pm - 7:00 pm	632	0	0	1324	37	6	0	0	0	0	0
Anacostia 1   Howard Rd Buses	2/1/22	2:00 pm - 7:00 pm	27	0	0	1000	50	0	0	0	0	0	0
Anacostia 2   Howard Rd & Parking Garage	2/1/22	2:00 pm - 7:00 pm	64	1	0	95	0	0	0	0	0	0	0
Stadium-Armory 1   19th & Burke	2/1/22	2:00 pm - 7:00 pm	162	0	0	425	84	0	0	0	0	0	0
Stadium-Armory 2   19th & Independence	2/1/22	2:00 pm - 7:00 pm	127	3	0	324	43	0	0	0	0	0	0
Eastern Market	2/1/22	2:00 pm - 7:00 pm	700	0	2	1100	200	0	0	5	0	0	0
Bethesda	2/2/22	6:00 am - 11:00 am	460	0	0	650	100	0	0	0	0	0	0
Friendship Heights 1   Wisconsin Circle	2/2/22	6:00 am - 11:00 am	400	1	2	550	25	0	0	0	0	0	0

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Friendship Heights 1   Wisconsin Circle Buses	2/2/22	6:00 am - 11:00 am	366	0	0	461	166	0	0	0	0	0	0
Friendship Heights 2   Jennifer St	2/2/22	6:00 am - 11:00 am	60	0	0	80	6	0	0	0	0	0	0
Tenleytown-AU	2/2/22	6:00 am - 11:00 am	375	0	0	530	86	0	0	0	0	1	0
Tenleytown-AU Buses	2/2/22	6:00 am - 11:00 am	150	0	0	300	60	0	0	0	0	0	0
Van Ness-UDC	2/2/22	6:00 am - 11:00 am	300	2	0	617	215	0	0	0	0	0	0
Cleveland Park	2/2/22	6:00 am - 11:00 am	433	0	0	634	43	19	0	0	0	0	0
Woodley Park	2/2/22	6:00 am - 11:00 am	335	0	0	1000	120	0	0	0	0	0	0
Federal Triangle	2/2/22	6:00 am - 11:00 am	600	2	2	800	50	0	13	40	0	0	0
Rosslyn 1   N Moore St	2/2/22	2:00 pm - 7:00 pm	700	0	0	875	150	0	0	0	0	0	0
Rosslyn 2   Elevator	2/2/22	2:00 pm - 7:00 pm	175	0	0	390	20	0	7	0	0	0	0
King St-Old Town 1   Diagonal Rd	2/2/22	2:00 pm - 7:00 pm	420	0	0	650	35	50	0	0	0	0	0
King St-Old Town 1   Diagonal Rd Buses	2/2/22	2:00 pm - 7:00 pm	375	0	0	795	120	5	0	0	0	0	3
King St-Old Town 2   Commonwealth Ave	2/2/22	2:00 pm - 7:00 pm	150	0	0	155	25	15	0	0	0	0	0
Braddock Rd	2/2/22	2:00 pm - 7:00 pm	333	0	0	750	78	0	0	0	0	0	0
Crystal City	2/2/22	2:00 pm - 7:00 pm	2000	3	2	2600	100	0	0	48	0	0	0
Pentagon	2/2/22	2:00 pm - 7:00 pm	610	0	1	934	47	21	16	0	0	0	0
Pentagon Transit Center	2/2/22	2:00 pm - 7:00 pm	175	9	1	435	82	3	0	0	0	0	0
Pentagon City	2/2/22	2:00 pm - 7:00 pm	785	1	0	3000	400	0	0	0	0	0	0
Pentagon City Buses	2/2/22	2:00 pm - 7:00 pm	300	7	3	400	60	0	0	0	0	0	0
Brookland-CUA	2/3/22	6:00 am - 11:00 am	675	0	0	812	80	10	0	0	0	0	0
Brookland-CUA Buses	2/3/22	6:00 am - 11:00 am	150	1	1	243	65	0	0	0	0	0	0
Rhode Island Ave	2/3/22	6:00 am - 11:00 am	673	1	1	879	335	0	0	0	0	0	0
NoMa-Gallaudet U 1   Florida Ave	2/3/22	6:00 am - 11:00 am	930	0	0	1200	180	0	0	0	0	0	0
NoMa-Gallaudet U 2   M & 2nd	2/3/22	6:00 am - 11:00 am	225	1	0	0	34	0	0	0	0	3	0
Judiciary Sq 1   south side F St	2/3/22	6:00 am - 11:00 am	225	0	0	531	43	0	0	0	0	0	0
Judiciary Sq 2   east side 4th St	2/3/22	6:00 am - 11:00 am	325	0	0	450	25	0	0	0	0	0	0
Smithsonian 1   Jefferson Dr	2/3/22	6:00 am - 11:00 am	100	0	0	150	20	0	10	20	0	0	0
Smithsonian 2   Independence Ave	2/3/22	6:00 am - 11:00 am	270	0	0	340	15	0	0	0	0	0	0
Archives	2/3/22	6:00 am - 11:00 am	505	3	2	700	54	0	0	0	0	0	0
Shaw Howard-U 1   R St	2/3/22	6:00 am - 11:00 am	240	0	0	1000	85	0	0	0	0	0	0
Shaw Howard-U 2   7th & S Sts	2/3/22	6:00 am - 11:00 am	355	0	0	554	18	0	0	0	0	0	0
Fort Totten Buses	2/3/22	2:00 pm - 7:00 pm	600	4	3	900	120	0	0	0	0	0	0
Fort Totten	2/3/22	3:30 pm - 11:30 pm	645	0	0	1343	260	0	0	0	0	0	0
U St 1   10th St	2/3/22	3:30 pm - 11:30 pm	307	1	0	615	16	7	3	1	0	1	0
U St 2   13th & U Sets	2/3/22	3:30 pm - 11:30 pm	746	0	0	3000	147	0	12	0	0	0	0
Foggy Bottom-GWU	2/3/22	3:30 pm - 11:30 pm	1575	0	0	3000	300	0	0	0	0	0	0
Gallery Place 1   7th & H Sets	2/3/22	3:30 pm - 11:30 pm	675	7	0	1342	352	0	0	24	0	0	0
Gallery Place 2   7th & F Sets	2/3/22	3:30 pm - 11:30 pm	510	0	0	1560	210	0	0	40	0	0	0
Gallery Place 3   9th & G Sets	2/3/22	3:30 pm - 11:30 pm	624	0	0	624	275	0	0	15	0	1	0
L'Enfant Plaza 1   9th & D Sets	2/3/22	3:30 pm - 11:30 pm	438	0	0	1256	196	0	0	0	0	0	0
L'Enfant Plaza 2   D St/ 6th-7th	2/3/22	3:30 pm - 11:30 pm	225	2	0	526	243	0	0	0	0	0	0
L'Enfant Plaza 3   Maryland Ave	2/3/22	3:30 pm - 11:30 pm	300	3	4	500	69	0	11	0	2	0	0
Capitol South	2/4/22	2:00 pm - 7:00 pm	488	0	0	536	80	0	0	0	0	0	0
Federal Center SW	2/4/22	2:00 pm - 7:00 pm	300	2	2	550	65	5	0	0	0	0	0
McPherson Sq 1   14th & I Sts	2/4/22	2:00 pm - 7:00 pm	350	0	0	750	100	0	0	0	0	0	0
McPherson Sq 1   14th & I Sts Buses	2/4/22	2:00 pm - 7:00 pm	150	0	0	289	89	0	0	0	0	0	0
McPherson Sq 2   Vermont Ave	2/4/22	2:00 pm - 7:00 pm	350	0	0	450	90	0	0	0	0	0	0
Farragut West 1   17th & I Sts	2/4/22	2:00 pm - 7:00 pm	450	4	0	723	132	4	0	0	0	0	0
Farragut West 1   17th & I Sts Buses	2/4/22	2:00 pm - 7:00 pm	105	0	0	690	88	0	11	0	0	0	0
Farragut West 2   18th & I Sts	2/4/22	2:00 pm - 7:00 pm	450	0	0	600	15	0	0	0	0	0	0
Union Station 1   First St	2/4/22	2:00 pm - 7:00 pm	637	0	0	1623	130	0	0	0	0	4	0
Union Station 2   Mass Ave	2/4/22	2:00 pm - 7:00 pm	480	0	0	1120	110	0	0	25	0	1	0
Gallery Place 1   7th & H Sts	2/5/22	10:00 am - 3:00 pm	400	3	0	500	50	35	0	25	0	0	0
Gallery Place 1   7th & H Sts Buses	2/5/22	10:00 am - 3:00 pm	500	0	0	1255	15	45	0	30	0	0	0
Gallery Place 2   7th & F Sts	2/5/22	10:00 am - 3:00 pm	263	0	0	571	35	0	0	0	0	0	0
Gallery Place 3   9th & G Sts	2/5/22	10:00 am - 3:00 pm	300	0	0	400	47	0	0	0	7	0	0
Metro Center 1   13th & G Sts	2/5/22	10:00 am - 3:00 pm	180	0	0	610	40	0	0	7	0	0	0
Metro Center 2   11th & G Sts	2/5/22	10:00 am - 3:00 pm	500	6	4	800	68	0	8	3	0	0	0
Metro Center 3   12th & G Sts	2/5/22	10:00 am - 3:00 pm	463	1	0	878	169	0	0	0	0	2	0
Metro Center 4   12th & F Sts	2/5/22	10:00 am - 3:00 pm	350	0	0	1000	120	0	0	0	0	0	0

Appendix C: Additional In-Person Outreach Details

Outreach Location <i>(outreach at stations and selected bus loops)</i>	Date	Time	Brochures Distributed	Surveys Completed Via Tablets (English)	Surveys Completed Via Tablets (Spanish)	All Language Interactions	Spanish Language Interactions	Amharic Language Interactions	Korean Language Interactions	Chinese Language Interactions	Vietnamese Language Interactions	ASL Interactions	Other Non-English Language Interactions
Takoma Langley Crossroads Transit Center 7900 New Hampshire Ave, Hyattsville, MD, 20783	2/5/22	10:00 am - 3:00 pm	225	5	20	8	650	0	0	0	0	0	0
Seven Corners Transit Center 6299 Falls Church, VA 22044	2/5/22	10:00 am - 3:00 pm	105	0	0	350	100	0	0	0	0	0	0
Navy Yard-Ballpark 1   USDOT	2/6/22	7:00 am - 11:00 am	54	0	0	120	32	0	9	1	0	1	0
Navy Yard-Ballpark 2   Ballpark	2/6/22	7:00 am - 11:00 am	115	0	0	490	60	0	0	0	0	0	0
Union Station 1   First St	2/6/22	7:00 am - 11:00 am	125	0	0	500	20	0	0	0	0	0	0
Union Station 2   Mass Ave	2/6/22	7:00 am - 11:00 am	151	1	1	352	33	0	0	0	0	0	0
Fort Totten	2/6/22	7:00 am - 11:00 am	389	0	0	603	0	0	0	0	0	0	0
Silver Spring 1   South side (main)	2/6/22	7:00 am - 11:00 am	170	0	0	380	70	30	0	0	0	0	0
Silver Spring 2   North side	2/6/22	7:00 am - 11:00 am	2	0	0	211	31	19	2	0	0	0	0
Columbia Heights	2/6/22	7:00 am - 11:00 am	525	0	0	756	323	0	0	0	0	0	0
Dupont Circle 1   North side	2/6/22	7:00 am - 11:00 am	405	0	0	460	120	10	0	0	0	0	0
Dupont Circle 2   South side	2/6/22	7:00 am - 11:00 am	277	0	0	479	60	0	0	0	0	0	0
Twinbrook	2/6/22	7:00 am - 11:00 am	150	0	0	232	47	0	0	21	0	0	0
Silver Spring 1   South side (main)	2/7/22	2:00 pm - 7:00 pm	600	0	0	1308	15	30	0	0	0	0	0
Silver Spring 1   South side (main) Buses	2/7/22	2:00 pm - 7:00 pm	563	0	0	1140	135	40	0	0	0	0	0
Silver Spring 2   North side	2/7/22	2:00 pm - 7:00 pm	456	0	0	675	110	0	11	3	0	3	0
Georgia Ave-Petworth	2/7/22	2:00 pm - 7:00 pm	650	2	0	900	0	2	0	0	0	0	0
Georgia Ave-Petworth Buses	2/7/22	2:00 pm - 7:00 pm	389	1	1	637	183	11	0	0	0	0	0
Columbia Heights	2/7/22	2:00 pm - 7:00 pm	650	0	0	1200	750	0	0	0	0	0	0
Columbia Heights Buses	2/7/22	2:00 pm - 7:00 pm	480	0	0	701	0	0	5	10	35	0	0
Reagan National Airport 1   north side	2/7/22	2:00 pm - 7:00 pm	1200	0	2	1600	298	0	2	4	0	0	0
Reagan National Airport 2   south side	2/7/22	2:00 pm - 7:00 pm	235	0	0	1000	65	20	0	0	0	0	0
			<b>77943</b>	<b>190</b>	<b>113</b>	<b>135839</b>	<b>20592</b>	<b>620</b>	<b>313</b>	<b>513</b>	<b>62</b>	<b>21</b>	<b>11</b>


M E M O R A N D U M



SUBJECT: Title VI Equity Analysis: Service and Fare Changes, FY 2023 Operating Budget

DATE: March 4, 2022

FROM: EVP/SPPM – Thomas J. Webster

TO: GM/CEO – Paul J. Wiedefeld 

This memorandum describes the methodology and findings of the Title VI equity analyses required for the fare changes, major service changes, and access to fare media change associated with the Fiscal Year 2023 Operating Budget.

Staff completed the Title VI equity analyses and determined that the proposed service changes, fare changes, and access to fare media change do not result in a potential disparate impact (DI) for minority populations or disproportionate burden (DB) for low-income populations. Staff will recommend Finance and Capital Committee and Board approval of Title VI equity analyses as part of the approval of the FY 2023 budget in March.

**Service and Fare Proposals**

The FY 2023 Budget proposal contains several rail and bus service increases, fare decreases, and the closure of the Metro Center Sales Office, all of which are subject to Title VI equity analyses.

**Table One: Major Policy Direction - Service**

<p><b>Rail Service</b></p>	<p><b><u>Improve Frequency</u></b>                  Weekends                  Weekday Late-Evening (after 9:30 PM)                  Weekday Off-Peak                  Weekday Peak Frequency  <b><u>Improve Span of Service</u></b>                  Close Later Seven Days a Week                  Start Sunday Service Earlier  <b><u>New Stations</u></b>                  Silver Line Phase II                  Potomac Yard Station</p>
<p><b>Bus Service</b></p>	<p><b><u>Frequent Service Network</u></b>                  20 Lines with 12 Min. or Better Service                  16 Lines with 20 Min. or Better Service  <b><u>Other Improvements</u></b>                  Service Improved or Restored on 46 Bus Routes                  More Service on Route 3Y/3F</p>



**Table Two: Major Policy Direction – Fares\***

<b>FY 2022 Temporary Changes Proposed for Permanent Adoption</b>	Free Bus-Rail Transfers
	Lower 7-Day Regional Bus Pass
	Weekend \$2 Flat Fares
<b>Other Proposed Changes</b>	\$2 Weekday Late-Night Flat Rail Fares Discount Monthly Passes Discount 7-Day Unlimited Pass

\*Note: The Add Value Bonus is not included in this Title VI Equity Analysis as it is considered a temporary fare change lasting six months or less.

**Title VI Analyses**

The Federal Transit Administration (FTA) requires that transit agencies conduct an equity analysis to determine whether proposed permanent major service changes, fare changes, or changes in access to fare media will result in a disparate impact (DI) to minority riders or a disproportionate burden (DB) to low-income riders (FTA Circular 4702.1B).

**Service Equity Analysis**

Service equity analyses are conducted on service reductions or service increases/additions separately. The analysis is conducted at the mode (Metrorail or Metrobus) level. To assess the impact, the proposal is first evaluated to determine the combined number of riders the service changes will affect. The ratio of minority/low-income riders affected is then calculated for this same group of riders using demographic data collected from passenger surveys.

As of fall 2021, approximately 84 percent of Metrobus riders are minority and 50 percent have a household income of \$30,000 or less. On Metrorail, 47 percent of riders are minority and 16 percent have a household income of \$30,000 or less.

In Resolution 2013-27, the Board approved the thresholds to identify potential DI and DB for service changes. There is a potential DI or DB if the percentage of minority or low-income riders impacted by the changes exceeds the mode’s average share of minority/low-income riders by more than the threshold percentage shown below. The applicable threshold is determined by the total number of daily riders impacted.

**Table Three: DI/DB Service Thresholds**

Total Daily Riders Impacted	Threshold for Significant Disparity
Up to 10,000	8%
10,001 to 20,000	7%
20,001 to 40,000	6%
Over 40,000	5%

**Rail Service Increases**

The service equity analysis for Metrorail evaluates the demographics of those who would benefit from new Silver Line service, service to/from the new Potomac Yard Station, expanded rail service hours, and increased service frequency on weekdays and weekends. The analysis evaluates the percentage of minority and low-income riders benefiting from the combined service changes relative to the average minority and low-income percentage for all Metrorail riders.

Using Metrorail passenger survey data, Metro staff calculated the percentage of minority and low-income riders benefiting from the proposal. Because the proposed service change affects rail customers, Metro then compared that percentage to the mode average for Metrorail (47.1 percent minority; 16.3 percent low-income). On any given service day, the number of benefiting riders is above 40,000; therefore, the threshold for a finding of potential DI/DB is five percent. Note, the threshold is shown as a negative number because the analysis focuses on benefiting riders. The proposal can benefit a *lower* percentage of minority or low-income riders up to the threshold before there is a finding of potential DI or DB.

**Table Four: DI/DB Test, Metrorail Service Increases**

	Minority Impacted Trips	Low-Income Impacted Trips
Impacted Ratio	46.1%	16.9%
Mode Average	47.1%	16.3%
<b>Difference</b>	<b>-1.0%</b>	<b>0.6%</b>
Threshold	-5.0%	-5.0%
<b>DI or DB</b>	<b>No</b>	<b>No</b>

As shown in Table Four, the proposal benefits a group of riders that is 46.1 percent minority. When compared to the mode average of 47.1 percent, the benefiting group is 1.0 percent less minority. However, this difference (of 1.0 percent) is

below the -5.0 percent threshold. Therefore, there is no finding of a potential DI for minority riders. The proposal benefits a higher proportion of low-income riders than the mode average. Therefore, there is no finding of a potential DB for low-income riders.

**Bus Service Increases**

Similarly, the equity analysis for Metrobus evaluates the demographics of those who would benefit from increased bus frequency and other major service changes. The analysis evaluates the percentage of minority and low-income riders benefiting from the combined service changes relative to the average minority and low-income percentage for all Metrobus riders.

Using Metrobus passenger survey data, Metro staff calculated the percentage of minority and low-income riders benefiting from the proposal. Because the proposed service change affects bus riders, Metro then compared that percentage to the mode average for Metrobus (83.8 percent minority; 50.5 percent low-income). On weekdays, the number of total benefiting riders is above 40,000; therefore, the threshold for a finding of potential DI/DB is five percent.

**Table Five: DI/DB Test, Metrobus Service Increases**

	Minority Impacted Trips	Low-Income Impacted Trips
Impacted Ratio	83.4%	51.7%
Mode Average	83.8%	50.5%
<b>Difference</b>	<b>-0.4%</b>	<b>1.2%</b>
Threshold	-5.0%	-5.0%
<b>DI or DB</b>	<b>No</b>	<b>No</b>

As shown in Table Five, the proposal benefits a group of riders that is 83.4 percent minority. When compared to the mode average of 83.8 percent, the benefiting group is 0.4 percent less minority. However, this difference (of 0.4 percent) is below the -5.0 percent threshold. Therefore, the proposal does not result in a finding of potential DI for minority riders. The proposal benefits a higher proportion of low-income riders than the mode average. Therefore, there is no finding of potential DB for low-income riders.

***Fare Equity Analysis***

To assess the impacts of fare changes, an average fare paid by bus and rail riders by demographic group on a typical service day is calculated. The data are then merged with passenger survey data for the same riders and/or fare categories to create an average fare paid by demographic group (minority vs. non-minority, low-income vs. non-low-income).

Future fares are calculated with the same approach, except that the proposed fare policy changes are used in place of the current fares. The current average fare is then compared to the new average fare to determine the percentage change in fare by demographic group.

In Resolution 2013-27, the Board approved DI/DB threshold for fares of five percent, meaning that the average fare increase or decrease for minority/low-income riders cannot exceed the average fare increase or decrease for non-minority/non-low-income riders by more than five percent.

For the fare equity analysis, the current proposal includes several fare reductions that were authorized on a temporary basis in June of 2021, including free rail-bus transfers, a lower 7-Day Bus Pass price, and flat \$2 weekend fares; and several new fare changes, including a \$2 late-night rail flat fare and discounted passes. The equity analysis evaluates whether the average fare decrease for non-minority/non-low-income riders exceeds the average fare decrease for minority/low-income riders by more than five percent.

**Table Six: DI/DB Test, Fare Proposal**

	<b>Minority</b>	<b>Non-Minority</b>	<b>Low-Income</b>	<b>Non-Low-Income</b>
Current Av. Fare	\$2.19	\$2.71	\$1.94	\$2.57
Proposed Av. Fare	\$1.92	\$2.50	\$1.67	\$2.34
<b>Average Change</b>	-12.2%	-7.6%	-13.6%	-9.1%
Difference	<b>-4.6%</b>		<b>-4.5%</b>	
Threshold	<b>+5.0%</b>		<b>+5.0%</b>	
DI/ DB	<b>No</b>		<b>No</b>	

As shown on Table Six, the fare proposal under consideration would reduce the average fare paid by minority and low-income riders more than it would reduce the average fare for their non-minority and non-low-income counterparts (by around 4.5 percent). This is due in large part to the bus/rail transfer discount. Therefore, the proposal does not result in a finding of potential DI for minority riders or potential DB for low-income riders.

**Access to Fare Media**

Finally, the closure of the Metro Center Sales Office requires an equity analysis as it is considered a change in access to fare media. The equity analysis uses demographics obtained by passenger survey data. It is conducted similar to the service change analysis outlined above. However, since the Sales Office closure impacts both rail and bus riders, the combined rail and bus average is used.

On any given service day, the number of impacted customer trips is below 10,000; therefore, the potential DI/DB threshold is eight percent. Note, since the proposal potentially reduces access to fare media, the threshold is a positive number. The proposal must not adversely impact a *higher* percentage of minority or low-income riders beyond a certain point (threshold) or else there is a potential DI/DB.

**Table Seven: DI/DB Test, Access to Fare Media**

	Minority Impacted Trips	Low-Income Impacted Trips
Impacted Ratio	62.3%	32.0%
Metro Average	67.4%	35.1%
<b>Difference</b>	<b>-5.1%</b>	<b>-3.1%</b>
Threshold	+8.0%	+8.0%
<b>DI or DB</b>	<b>No</b>	<b>No</b>

Table Seven shows the results. Of all riders who used the Sales Office, 62 percent are minority and 32 percent are low-income. The 62 percent and 32 percent are lower than the combined system average (67 percent minority and 35 percent low-income, respectively), meaning that a somewhat lower percentage of minority and lower-income riders use the Metro Center Sales Office than average. Thus, there is no finding of potential DI or DB.

Nonetheless, staff will try to minimize any impact of the proposed closure to riders. The most common function of the Metro Center Sales Office that cannot be replaced by using a fare vending machine in the station is issuing senior SmarTrip cards. This function will be replaced in-kind at Metro's new headquarters building at L'Enfant Plaza.

**Appendix**

**Major Service Changes – Rail**

**Table A1: Metrobus Major Service Change Definitions**

<b>Parameters</b>	<b>Metrorail Definitions</b>
Span	Change in span of normal operations above or below the current service levels.
Coverage / Availability	Complete and permanent scheduled station closure for one or more days in a week; opening of a new station.  Addition or abandonment of a line.
Frequency	Change in frequency of normal operations above or below the current service levels

**Table A2: Major Metrorail Service Changes**

<b>Parameters</b>	<b>Metrorail Definitions</b>
Span	Weekday Evenings, Friday and Saturday Late-Night, Sunday Morning
Coverage / Availability	New Silver Line Stations, New Potomac Yard Station
Frequency	Weekends, Weekday Late-Evening (after 9:30 PM), Weekday Off-Peak, Weekday Peak Frequency

**Major Service Changes – Bus**

**Table A3: Metrobus Major Service Change Definitions**

<b>Parameters</b>	<b>Metrobus Definitions</b>
Span	Increase or decrease in span of service on a line of more than one hour in a single fiscal year.
Frequency	Increase or decrease in revenue miles on a line of more than 20 percent in a single fiscal year.
Coverage / Availability	Increase or decrease in route miles on a line of 15 percent in a single fiscal year.  Projected increase or decrease of 10 percent of the riders on a line in a single fiscal year.

**Table A4: Major Metrobus Service Changes**

<b>Line Name</b>	<b>Routes</b>	<b>Major Service Change</b>	<b>Reason for Major</b>
Alexandria-Pentagon	10A,10E	Yes	Revenue Miles, Span
Alexandria-Fairfax	29K,N	Yes	Revenue Miles
Leesburg Pike	28A	Yes	Revenue Miles
Annapolis Road	T18	Yes	Revenue Miles
Ardwick Industrial Park Shuttle	F12	Yes	Revenue Miles
Greenbelt-Twinbrook	C2,C4	Yes	Revenue Miles
Benning Road-H Street	X2	Yes	Span
Bethesda-Silver Spring	J1,2	Yes	Revenue Miles
Maryland Avenue	X8	Yes	Revenue Miles
Connecticut Avenue	L1,2	Yes	Revenue Miles, Span
Brookland-Fort Lincoln	H6	Yes	Revenue Miles
Crosstown	H2,3,4	Yes	Revenue Miles, Span
Kenilworth Avenue	R12	Yes	Revenue Miles, Span
Eastover-Addison Road	P12	Yes	Revenue Miles
Fort Totten-Petworth	64	Yes	Revenue Miles
Hospital Center	D8	Yes	Revenue Miles
Forestville	K12	Yes	Span
14th Street	52,54	Yes	Span
Mclean-Crystal City	23A,B,T	Yes	Revenue Miles
Sibley Hospital - Stadium Armory	D6	Yes	Revenue Miles
Takoma-Petworth	62,63	Yes	Revenue Miles
Hillcrest Heights	C12,14	Yes	Revenue Miles
Marlow Heights-Temple Hills	H11,12,13	Yes	Revenue Miles, Span
College Park	83,86	Yes	Revenue Miles, Span
Massachusetts Avenue	N2,4,6	Yes	Revenue Miles
Military Road-Crosstown	E4	Yes	Revenue Miles
Sheriff Road-River Terrace	U4	Yes	Revenue Miles
Ivy City - Fort Totten	E2	Yes	Revenue Miles
New Hampshire Ave. - Maryland	K6	Yes	Revenue Miles
North Capitol Street	80	Yes	Revenue Miles, Span
Orange Hunt	18G,H,J	Yes	Revenue Miles
Oxon Hill-Fort Washington	P18,19	Yes	Revenue Miles
Martin Luther King Jr. Highway	A12	Yes	Revenue Miles, Span

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Pennsylvania Avenue	32,34,36	Yes	Revenue Miles, Span
Deanwood-Alabama Avenue	W4	Yes	Revenue Miles, Span
Langley Park -Cheverly	F8	Yes	Revenue Miles, Span
New Carrollton-Silver Spring	F4	Yes	Revenue Miles
New Carrollton-Fort Totten	F6	Yes	Revenue Miles
Wisconsin Avenue	31,33	Yes	Span
Rhode Island Avenue	G8	Yes	Span
College Park-White Flint	C8	Yes	Revenue Miles
Georgia Avenue Limited	79	Yes	Revenue Miles
16th Street	S2,4	Yes	Span
16th Street Limited	S9	Yes	Revenue Miles
Georgia Avenue-7th Street	70	Yes	Span
U Street-Garfield	90,92	Yes	Span
Capitol Heights - Minnesota Ave.	V2,4	Yes	Revenue Miles, Span
Marshall Heights	U5,6	Yes	Span
Wilson Blvd. -Vienna	1A,B	Yes	Revenue Miles, Span
Lee Highway-Farragut Square	3Y	Yes	Revenue Miles
Columbia Pike- Pentagon City	16G,H	Yes	Revenue Miles
Metroway Potomac Yard	MW1	Yes	Revenue Miles
Cheverly-Washington Business Park	F13	Yes	Revenue Miles
United Medical Center-Anacostia	W2,3	Yes	Revenue Miles, Span
Fort Totten-Petworth	60	Yes	Revenue Miles
Mount Vernon	11C	Yes	Revenue Miles
Columbia Pike-Farragut Square	16Y	Yes	Revenue Miles
Greenbelt-New Carrollton	G12	Yes	Span
Anacostia-Eckington	P6	Yes	Span
Oxon Hill-Suitland	D12	Yes	Revenue Miles
Anacostia-Congress Heights	A2	Yes	Revenue Miles
Annandale-East Falls Church	26A	Yes	Revenue Miles
Riggs Road	R1,2	Yes	Span





**FY2023 ADJUSTED BUDGET  
REVENUE, EXPENSE & FUNDING SOURCES**

MODES 1, 2, 10, 19

<i>(Dollars in Thousands)</i>	<u>Total with REIMB</u>	<u>Subsidized</u>	<u>BUS</u>	<u>RAIL</u>	<u>ACCESS</u>	<u>REIMB</u>
<b>REVENUES</b>						
Passenger	\$301,032	\$301,032	\$59,103	\$236,728	\$5,201	\$0
Parking	\$21,232	\$21,232	\$0	\$21,232	\$0	\$0
Advertising	\$14,000	\$14,000	\$3,456	\$10,544	\$0	\$0
Joint Development	\$19,320	\$9,644	\$0	\$9,644	\$0	\$9,675
Fiber Optics	\$13,892	\$13,892	\$0	\$13,892	\$0	\$0
Other	\$27,451	\$22,684	\$2,287	\$20,397	\$0	\$4,767
Federal Funding	\$672,830	\$672,830	\$115,253	\$557,138	\$439	\$0
<b>Total Revenues</b>	<b>\$1,069,756</b>	<b>\$1,055,314</b>	<b>\$180,099</b>	<b>\$869,575</b>	<b>\$5,640</b>	<b>\$14,443</b>
<b>EXPENSES</b>						
Personnel	\$1,522,505	\$1,518,362	\$555,178	\$947,580	\$15,604	\$4,142
Services	\$421,329	\$412,410	\$77,961	\$160,221	\$174,228	\$8,919
Materials & Supplies	\$125,342	\$123,960	\$52,501	\$71,168	\$291	\$1,382
Fuel (Gas/Diesel/CNG)	\$33,440	\$33,440	\$24,810	\$2,889	\$5,741	\$0
Utilities & Propulsion	\$96,035	\$96,035	\$10,929	\$84,373	\$734	\$0
Casualty & Liability	\$43,168	\$43,168	\$15,897	\$26,768	\$503	\$0
Leases & Rentals	\$10,477	\$10,477	\$2,475	\$7,063	\$939	\$0
Miscellaneous	\$9,357	\$9,357	\$4,145	\$5,096	\$116	\$0
<b>Total Expenses</b>	<b>\$2,261,652</b>	<b>\$2,247,209</b>	<b>\$743,895</b>	<b>\$1,305,158</b>	<b>\$198,156</b>	<b>\$14,443</b>
<b>NetSubsidy</b>	<b>\$1,191,896</b>	<b>\$1,191,896</b>	<b>\$563,796</b>	<b>\$435,584</b>	<b>\$192,516</b>	<b>\$0</b>
<b>Cost Recovery Ratio<sup>1</sup></b>	<b>47.3%</b>	<b>47.0%</b>	<b>24.2%</b>	<b>66.6%</b>	<b>2.8%</b>	

<sup>1</sup>Total Revenues/  
Total Expenses

## FY2023 SUMMARY OF STATE/LOCAL OPERATING REQUIREMENTS

(\$ in Millions)	FY2022 Base	FY2023 Capped	Change %	Legislative Exclusions	FY2023 Total Subsidy	Total Change %	Debt Service	Jurisdictional Operating Subsidy
<b>District of Columbia</b>	<b>\$398,594,820</b>	<b>\$410,552,664</b>	<b>3.0%</b>	<b>\$16,157,015</b>	<b>\$426,709,679</b>	<b>7.1%</b>	<b>\$33,284,167</b>	<b>\$459,993,846</b>
Montgomery County	\$179,137,083	\$174,764,926	(2.4%)	\$8,541,288	\$183,306,214	2.3%	\$15,414,850	\$198,721,064
Prince George's County	\$244,031,514	\$261,098,729	7.0%	\$7,716,791	\$268,815,520	10.2%	\$15,814,275	\$284,629,795
<b>Maryland Subtotal</b>	<b>\$423,168,597</b>	<b>\$435,863,655</b>	<b>3.0%</b>	<b>\$16,258,080</b>	<b>\$452,121,735</b>	<b>6.8%</b>	<b>\$31,229,125</b>	<b>\$483,350,860</b>
City of Alexandria	\$46,253,495	\$48,361,741	4.6%	\$2,437,634	\$50,799,376	9.8%	\$1,776,390	\$52,575,766
Arlington County	\$76,852,215	\$75,084,961	(2.3%)	\$4,526,094	\$79,611,055	3.6%	\$0	\$79,611,055
City of Fairfax	\$2,757,882	\$2,758,825	0.0%	\$147,536	\$2,906,361	5.4%	\$111,549	\$3,017,910
Fairfax County	\$152,786,728	\$155,215,960	1.6%	\$7,889,631	\$163,105,592	6.8%	\$5,617,993	\$168,723,585
City of Falls Church	\$3,092,718	\$3,486,220	12.7%	\$124,445	\$3,610,665	16.7%	\$176,276	\$3,786,941
Loudoun County	\$6,145,867	\$11,617,864	89.0%	\$1,413,232	\$13,031,096	112.0%	\$0	\$13,031,096
<b>Virginia Subtotal</b>	<b>\$287,888,905</b>	<b>\$296,525,572</b>	<b>3.0%</b>	<b>\$16,538,573</b>	<b>\$313,064,145</b>	<b>8.7%</b>	<b>\$7,682,208</b>	<b>\$320,746,353</b>
<b>Total Contribution</b>	<b>\$1,109,652,321</b>	<b>\$1,142,941,891</b>	<b>3.0%</b>	<b>\$48,953,668</b>	<b>\$1,191,895,559</b>	<b>7.4%</b>	<b>\$72,195,500</b>	<b>\$1,264,091,059</b>

1. FY2022 Base reflects April 22, 2021 Board approved subsidy
2. Metrobus Subsidy allocation based on September 2021 Schedule/GeoDistribution file
3. Legislative Exclusions include \$3.2M for Juneteenth Holiday, \$3.4M for WMSC safety mandates, \$40.8M for Silver Line Phase 2, \$1.5M for Potomac Yard-VT

**METRO CENTER SALES OFFICE AND SERVICE CHANGES**


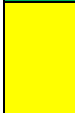


**Closure and Relocation of Metro Center Sales Office**

The proposal is to permanently close the Metro Center Sales Office and relocate the sales office to the new L'Enfant Plaza Metro Headquarters building located at 300 7<sup>th</sup> Street SW, Washington, DC.

**SERVICE AND FARE CHANGES**

Service Changes

**Proposed Metrobus Service Changes**

	<b>Green</b>	Service added on that day of week—either added to 12 or 20 minute network or additional trips to address crowding
	<b>Yellow</b>	Minor frequency reduction or route realignment. In some cases a route had both a realignment and additional trips, but to be conservative it was still marked yellow
	<b>Dark Gray</b>	No change in service
	<b>Light Gray</b>	Route doesn't currently operate or doesn't operate on that day of week. No change proposed

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# District of Columbia

Route	Line Name	FSN	WKDY	SAT	SUN	Summary of Changes
31	Wisconsin Avenue	12				9/21- Route added to 12 minute FSN Network
33						9/21- Route added to 12 minute FSN Network; 5/22- Realign late-night service to L'Enfant Plaza station
32	Pennsylvania Avenue	12				9/21- Route added to 12 minute FSN Network
36						9/21- Route added to 12 minute FSN Network
37	Wisconsin Avenue Limited					Maintain no service
39	Pennsylvania Avenue Limited					Maintain no service
42	Mount Pleasant					11/21- Weekday peak frequency reduced to every 9 minutes
43						11/21- Weekday peak frequency reduced to every 9 minutes
52	14th Street	12				9/21- Route added to 12 minute FSN Network
54						9/21- Route added to 12 minute FSN Network
59	14th Street Limited					No change
60	Fort Totten-Petworth					No change
64	Fort Totten-Federal Triangle					9/21- Trips added weekdays to reduce crowding
62	Takoma-Petworth					No change
63						9/21- Realign route to new route following the alignment of Route 64 south of Petworth Station
70	Georgia Avenue-7th Street					5/22- Realign late-night service to L'Enfant Plaza
74	Convention Center-Southwest Waterfront					5/22- Move terminal to 6th Street
79	Georgia Avenue Limited	12				9/21- Route added to 12 minute FSN Network
80	North Capitol Street	12				9/21- Route added to 12 minute FSN Network

90	U Street-Garfield	12				9/21- Route added to 12 minute FSN Network
92						9/21- Route added to 12 minute FSN Network
96	East Capitol Street-Cardozo					No change
A2	Anacostia-Washington Highlands					9/21- Route added to 12 minute FSN Network
A6	Anacostia-Livingston	12				9/21- Route added to 12 minute FSN Network
A7						9/21- Route added to 12 minute FSN Network
A8						9/21- Route added to 12 minute FSN Network
A4	Anacostia-Fort Drum					9/21- Route added to 12 minute FSN Network
A9	M. L. King Jr. Avenue Limited					Maintain no service
A31	Minnesota Ave-Anacostia					No change
A32						No change
A33						No change
B2	Bladensburg Road-Anacostia	20				9/21- Route added to 20 minute FSN Network
B8	Fort Lincoln Shuttle					Maintain no service
B9						Maintain no service
D1	Glover Park-Franklin Square					Maintain no service
D2	Glover Park-Dupont Circle					5/22- Restore weekday frequency to pre-pandemic levels
D4	Ivy City-Franklin Square					9/21- Realign route to terminate at 13th and K Steets, Trips added 7 days a week to reduce crowding
D5	MacArthur Blvd-Georgetown					Maintain no service
D6	Sibley Hospital - Stadium-Armory					9/21- Trips added 7 days a week to reduce crowding
D8	Hospital Center	20				9/21- Route added to 12 minute FSN Network; 5/22- Route restored to pre-detour routing
D31	16th St-Tenleytown					No change
D32						No change
D33						No change
D34						No change

D51	Congress Heights-Georgetown					No change
E2	Ivy City-Fort Totten					9/21- Trips added 7 days a week to reduce crowding
E4	Military Road-Crosstown	20				9/21- Route added to 20 minute FSN Network
E6	Chevy Chase					Maintain no service
G2	P Street-LeDroit Park					No change
G8	Rhode Island Avenue					9/21- Trips added 7 days a week to reduce crowding; 5/22- Route restored to pre-detour routing, late-night trips extended to Brookland Monday-Saturday
G9	Rhode Island Ave Limited					Maintain no service
H1	Brookland-Potomac Park					Maintain no service
H2	Crosstown	12				9/21- Route added to 12 minute FSN Network
H4						9/21- Route added to 12 minute FSN Network
H6	Brookland-Fort Lincoln					9/21- Trips added 7 days a week to reduce crowding; 5/22- Realign route to terminate at Fort Lincoln
H8	Park Road-Brookland					No change
H9						No change
K2	Takoma-Fort Totten					No change
L1	Connecticut Avenue					Maintain no service
L2						9/21- Trips added 7 days a week to reduce crowding, realign route to remove extension to Bethesda
M4	Nebraska Avenue					5/22- Route extended on weekdays to serve Knollwood Retirement Center
M6	Fairfax Village					9/21- Trips added 7 days a week to reduce crowding
N2	Massachusetts Avenue					9/21- Weekday service restored to pre-pandemic levels
N4						9/21- Realign route to terminate at Friendship/Farragut Square
N6						9/21- Weekday service restored to pre-pandemic levels
P6	Anacostia-Eckington					5/22- Realign route to terminate at 6th Street, realign late-night service to L'Enfant Plaza

S1	16th Street-Potomac Park					Maintain no service
S2	16th Street					5/22- Realign late-night service to L'Enfant Plaza
S9	16th Street Limited	12				9/21- Route added to 12 minute FSN Network
S35	Fort Dupont Shuttle					No change
S41	Rhode Island Ave-Carver Terrace					No change
U4	Sheriff Road-River Terrace					9/21- Trips added 7 days a week to reduce crowding
U5	Marshall Heights	20				9/21- Route added to 20 minute FSN Network
U6						9/21- Route added to 20 minute FSN Network
U7	Deanwood-Minnesota Ave					No change
V1	Benning Heights-M St					Maintain no service
V2	Capitol Heights-Minnesota Ave	12				9/21- Route added to 12 minute FSN Network, realign route to terminate at New Jersey Avenue and L Street
V4						9/21- Route added to 12 minute FSN Network, realign route to terminate at New Jersey Avenue and L Street
V7	Benning Heights-Alabama Ave					No change
V8						No change
W1	Shipley Terrace-Fort Drum					No change
W2	United Medical Center-Anacostia	20				9/21- Route added to 20 minute FSN Network
W3						9/21- Route added to 20 minute FSN Network
W4	Deanwood-Alabama Avenue	12				9/21- Route added to 12 minute FSN network
W5	Anacostia-Blue Plains					No change
W6	Garfield-Anacostia Loop					9/21- Trips added 7 days a week to reduce crowding
W8						9/21- Trips added 7 days a week to reduce crowding
W45	Mt. Pleasant-Tenleytown					No change
W47						No change
X1	Benning Road					Maintain no service
X3						No change



X2	Benning Road-H Street	12				9/21- Route added to 12 minute FSN Network
X8	Maryland Avenue					9/21- Trips added 7 days a week to reduce crowding
X9	Benning Rd-H St Limited					No change

# Maryland

Route	Line Name	FSN	WKDY	SAT	SUN	Summary of Changes
83	College Park					9/21- Weekend service restore to pre-pandemic levels, trips added weekdays to reduce crowding; 5/22- Extend Saturday AM service to begin earlier to better match weekday hours
86						9/21- Weekend service restore to pre-pandemic levels, trips added weekdays to reduce crowding; 5/22- Extend Saturday AM service to begin earlier to better match weekday hours
87	Laurel Express					Maintain no service
89M	Laurel					No change
A12	Martin Luther King Jr. Hwy	20				9/21- Route added to 20 minute FSN network
B21	Bowie State University					No change
B22						No change
B24	Bowie-Belair					No change
B27	Bowie-New Carrollton					No change
B30	Greenbelt-BWI Airport Express					Maintain no service
C2	Greenbelt-Twinbrook	12				9/21- Route added to 12 minute FSN network
C4						9/21- Route added to 12 minute FSN network
C8	College Park-White Flint					9/21- Trips added Monday-Saturday to reduce crowding
C11	Clinton					No change
C13						No change
C12	Hillcrest Heights					9/21- Trips added weekdays to reduce crowding
C14						9/21- Trips added weekdays to reduce crowding
C21	Central Avenue					No change
C22						No change
C26						No change
C29						No change
D12	Southern Ave-Suitland	20				9/21- Route added to 20 minute FSN network

D13	Oxon Hill-Suitland					9/21- Route consolidated into D14 route
D14						9/21- Trips from D13 route consolidated into service, reroute service to remove segment to Glassmanor
F1	Chillum Road					No change
F2						No change
F4	New Carrollton-Silver Spring	12				9/21- Route added to 12 minute FSN network
F6	New Carrollton-Fort Totten					9/21- Trips added weekdays to reduce crowding
F8	Langley Park - Cheverly					9/21- Trips added weekdays to reduce crowding
F12	Ardwick Industrial Park Shuttle					9/21- Trips added weekdays to reduce crowding
F13	Cheverly-Washington Business Park					9/21- Trips added weekdays to reduce crowding
F14	Sheriff Road-Capitol Heights					5/22- Extend Saturday AM and PM service to begin earlier to better match weekday hours
G12	Greenbelt-New Carrollton					9/21- Sunday service restored to pre-pandemic levels
G14	Greenbelt Rd-Good Luck Road					9/21- Sunday service restored to pre-pandemic levels
H12	Marlow Heights-Temple Hills					9/21- Trips added Monday-Saturday to reduce crowding
J1	Bethesda-Silver Spring					No change
J2	Bethesda-Silver Spring	12				9/21- Route added to 12 minute FSN network
J4	College Park-Bethesda Limited					Maintain no service
J12	Marlboro Pike					No change
K6	New Hampshire Avenue-Maryland	12				9/21- Route added to 12 minute FSN network
K9	New Hampshire Avenue-MD Limited					9/21- Weekday service restored to pre-pandemic levels
K12	Forestville					9/21- Saturday service restored to pre-pandemic levels
L8	Connecticut Avenue-Maryland					No change
NH1	National Harbor-Southern Ave					No change
NH2	National Harbor-Alexandria					No change

P12	Eastover-Addison Road	12				9/21- Route added to 12 minute FSN network
P18	Oxon Hill-Fort Washington					9/21- Trips added weekdays to reduce crowding
Q1	Veirs Mill Road	20				9/21- Route added to 20 minute FSN network
Q2						9/21- Route added to 20 minute FSN network
Q4						9/21- Route added to 20 minute FSN network
Q5						9/21- Route added to 20 minute FSN network
Q6						9/21- Route added to 20 minute FSN network
R1	Riggs Road					No change
R2						9/21- Trips added Saturdays to reduce crowding
R4	Queens Chapel Road					9/21- Trips added weekdays to reduce crowding
R12	Kenilworth Avenue					9/21- Trips added weekdays to reduce crowding; 5/22- Extend Saturday AM service to begin earlier to better match weekday hours
T2	River Road					No change
T14	Rhode Island Avenue-New Carrollton					5/22- Extend Saturday AM and PM service to begin earlier to better match weekday hours
T18	Annapolis Road	12				9/21- Route added to 12 minute FSN network
V12	District Heights-Suitland					5/22- Extend Saturday AM service to begin earlier to better match weekday hours
V14	District Heights-Seat Pleasant					5/22- Extend Saturday PM service to begin earlier to better match weekday hours
W14	Bock Road					No change
Y2	Georgia Avenue-Maryland	20				9/21- Route added to 20 minute FSN network
Y7						9/21- Route added to 20 minute FSN network
Y8						9/21- Route added to 20 minute FSN network
Z2	Colesville-Ashton					No change

Z6	Calverton-Westfarm	20				9/21- Route coordinated with Z8 and added to 20 min FSN Network
Z8	Fairland					9/21- Route coordinated with Z6 and added to 20 min FSN Network
Z7	Laurel-Old Columbia Pike Express					No change

# Virginia

Route	Line Name	FSN	WKDY	SAT	SUN	Summary of Changes
1A	Wilson Blvd-Vienna	20				9/21- Route added to 20 minute FSN network
1B						9/21- Weekday service restored to pre-pandemic levels, route added to 20 minute FSN network
1C	Fair Oaks-Fairfax Blvd					9/21- Trips added weekdays to reduce crowding
2A	Washington Blvd-Dunn Loring					No change
2B	Fair Oaks-Jermantown Rd					9/21- Trips added weekdays to reduce crowding
3F	Lee Highway-McPherson Sq					11/21- Route established by converting non-revenue reverse direction 3F trips to passenger service
3Y						9/21- Weekday service restored between Route 29/Glebe Road and downtown DC; 11/21- Realign route to terminate at East Falls Church station
4A	Pershing Dr-Arlington Blvd					Maintain no service
4B						No change
5A	DC-Dulles					5/22- Schedule prepared to facilitate route elimination once Silver Line Phase 2 opens for service
7A	Lincolnia-North Fairlington	20				9/21- Route added to 20 minute FSN network; 11/21- Weekday peak frequency increased to 12 minutes, off-peak trips extended to serve full route
7C	Park Center-Pentagon					Maintain no service
7P						Maintain no service
7M	Mark Center-Pentagon					No change
8S	Foxchase-Seminary Valley					Maintain no service
8W						9/21- Restore weekday service to pre-pandemic levels
8Z						Maintain no service
10A	Alexandria-Pentagon					9/21- Trips added Monday-Saturday to reduce crowding

10E					Maintain no service
10B	Hunting Point-Ballston				No change
11C	Mount Vernon Express				9/21- Trips added weekdays to reduce crowding
11Y					9/22- Temporary shuttle service to operate in September 22 on 11Y-like route to support the Yellow Line Bridge and Potomac Yard Metrorail Station construction projects
16A	Columbia Pike				No change
16C					No change
16E					No change
16G	Columbia Pike-Pentagon City	12			9/21- Route added to 12 minute FSN network
16H					9/21- Route added to 12 minute FSN network
16L	Annandale-Skyline City-Pentagon				Maintain no service
16Y	Columbia Pike-Farragut Square				9/21- Weekday service restored to pre-pandemic levels
17B	Kings Park-North Springfield				No change
17M					No change
17G	Kings Park Express				No change
17K					9/21- Trips added weekdays to reduce crowding
17L					Maintain no service
18G	Orange Hunt				9/21- Weekday service is restored on a modified route pattern combining segments of routes 18G and 18H.
18H					9/21- Route consolidated into 18G
18J					No change
18P	Burke Centre				No change
21A	Landmark-Bren Mar Park-Pentagon				Maintain no service
21D					Maintain no service
21C	Landmark-Holmes Run Parkway				9/21- Trips added weekdays to reduce crowding
22A	Barcroft-South Fairlington				5/22- Realign route to utilize HOT lanes in the peak direction during the peak period
22C					Maintain no service
22F					9/21- Trips added weekdays to reduce crowding

23A	McLean-Crystal City	20				9/21- Route added to 20 minute FSN network
23B						9/21- Route added to 20 minute FSN network; 11/21- Realign route to remove supplemental trips to Melwood/Linden
23T						9/21- Route added to 20 minute FSN network
25B	Landmark-Ballston					9/21- Realign route between Ballston and Southern Towers
26A	Annandale-East Falls Church					No change
28A	Leesburg Pike	12				9/21- Route added to 12 minute FSN network
28F	Skyline City					No change
28G						Maintain no service
29G	Annandale					No change
29K	Alexandria-Fairfax	20				9/21- Route added to 20 minute FSN network
29N						9/21- Route added to 20 minute FSN network
38B	Ballston-Farragut Square					No change
MW1	Metroway - Potomac Yard	20				9/21- Route added to 20 minute FSN network
NH2	National Harbor-Alexandria					No change
REX	Richmond Highway Express	20				9/21- Route added to 20 minute FSN network; 11/21- Weekday frequency reduced to 15 minutes



## Proposed Metrorail Service Changes

The following Metrorail service changes are proposed for adoption as part of the FY23 operating budget. Metrorail service changes 1 through 7 are identical to the temporary service changes adopted by the Board on June 10, 2021 (Resolution 2021-22). Metro is proposing to make these service changes permanent as part of the FY23 operating budget. Items 8 and 9 are new service proposals for the FY23 budget.

### **1. Improve Late Evening frequency**

Improve Blue, Orange, Green, Yellow and Silver Line headways to 15 minutes from 20 minutes and improve Red Line headways to 10 minutes from 15 minutes.

Late evening frequencies would start at 9:30 p.m. and operate seven days per week.

### **2. Improve Weekend Frequency**

Improve Blue, Orange, Green, Yellow and Silver Line headways to 12 minutes from 15 minutes and improve Red Line headways to 6 minutes from 12 minutes on Saturday and Sunday. The weekend frequency would operate from start of service to 9:30 p.m.

### **3. Standardize Weekday Off-peak Frequency**

Improve Blue, Orange, Green, Yellow and Silver Line headways to 12 minutes and improve Red line headways to 6 minutes from 5:00 a.m. to 6:30 a.m. and from 7:00 p.m. to 9:30 p.m. to be consistent with midday weekday service.

### **4. Improve Weekday Peak Frequency**

Improve Blue, Orange, Green, Yellow and Silver line headways to 10 minutes from 12 minutes. Improve Red line headways to 5 minutes from 6 minutes

The weekday peak service improvements would operate Monday through Friday from 6:30 a.m. to 9:30 a.m. and from 3:00 p.m. to 7:00 p.m.

### **5. Close Rail Later Sunday Through Thursday**

The Metrorail system would operate one additional hour to midnight Sunday through Thursday.

### **6. Close Rail Later Friday and Saturday**

The Metrorail system would operate two additional hours on Friday and Saturday (to 1:00 a.m.).

### **7. Start Sunday Service Earlier**

The Metrorail system would start one hour earlier at 7 a.m. instead of 8 a.m. on Sunday.

### **8. Open Silver Line Phase 2**

The Metrorail system will expand the Silver Line from Wiehle-Reston East to Ashburn with stations at Reston Town Center, Herndon, Innovation Center, Dulles International Airport, Loudoun Gateway and Ashburn. Metrorail revenue service on Silver Line Phase 2 will match the service frequency and span of service changes 1 through 7.

### **9. Open Potomac Yard-VT Station**

The Yellow and Blue lines will expand to include the Potomac Yard-VT station. Rail service frequency and span would match the Metrorail service changes 1 through 7.

## Proposed Fare Changes

<b>Metrorail Fares</b>	CURRENT Fares/Fees	Proposed Fare Changes
<b>Peak Fares<sup>1</sup></b>		
1 · Boarding charge (up to 3 miles)	\$2.25	no change
2 · Composite miles between 3 and 6 miles	\$0.326	no change
3 · Composite miles over 6 miles	\$0.288	no change
4 · Maximum peak fare	\$6.00	no change
5 · Charge for senior/disabled is one-half peak fare	\$1.10 - \$3.00	no change
<b>Off-Peak Fares<sup>2</sup></b>		
6 · Boarding charge (up to 3 miles)	\$2.00	no change
7 · Composite miles between 3 and 6 miles	\$0.244	no change
8 · Composite miles over 6 miles	\$0.216	no change
9 · Maximum off-peak fare	\$3.85	no change
10 · Weekend Flat Fare <sup>3</sup>	\$2.00 - \$3.85	<b>\$2.00</b>
· Weekend senior/disabled Flat Fare	New	<b>\$1.00</b>
11 · Late Night Flat Fare	\$2.00 - \$3.85	<b>\$2.00</b>
· Late Night senior/disabled Flat Fare	New	<b>\$1.00</b>
12 · Charge for senior/disabled is one-half the peak fare	\$1.10 - \$3.00	no change
<b>Unlimited Combo Passes<sup>4</sup></b>		
13 · Monthly unlimited passes	\$72 to \$216	<b>\$64 to \$192</b>
14 · 1-day unlimited pass	\$13.00	no change
15 · 3-day unlimited pass	\$28.00	no change
16 · 7-day short-trip unlimited pass	\$38.00	no change
17 · 7-day unlimited pass	\$58.00	no change
<b>6-Month Promotion</b>		
17P · 7-day unlimited pass	\$58.00	<b>\$29.00</b>
<b>Other Rail Fares</b>		
18 · Bus-to-rail transfer utilizing SmarTrip® card	\$0.50 discount	<b>\$2.00 discount</b>
19 · Monthly TransitLink Card on MARC and VRE <sup>5</sup>	\$114.00	no change
20 · Monthly TransitLink Card on MTA <sup>5</sup>	\$176.00	no change
21 · Surcharge on Entry/Exit for station improvements, two stations per Compact jurisdiction <sup>6</sup>	\$0.05	no change
<b>Metrobus Fares</b>		
<b>Regular Fares</b>		
22 · Cash boarding charge for local bus	\$2.00	no change
23 · Cash boarding charge for express bus	\$4.25	no change
24 · Cash boarding charge for designated airport routes	\$7.50	no change
25 · SmarTrip® boarding charge for local bus	\$2.00	no change
26 · SmarTrip® boarding charge for express bus	\$4.25	no change
27 · SmarTrip® boarding charge for designated airport routes	\$7.50	no change
<b>Senior/Disabled: One-Half Regular Fares</b>		
28 · Cash boarding charge for local bus	\$1.00	no change
29 · Cash boarding charge for express bus	\$2.10	no change

30	· Cash boarding charge for designated airport routes	\$3.75	<b>no change</b>
31	· SmarTrip® boarding charge for local bus	\$1.00	<b>no change</b>
32	· SmarTrip® boarding charge for express bus	\$2.10	<b>no change</b>
33	· SmarTrip® boarding charge for designated airport routes	\$3.75	<b>no change</b>

**Cash Upload to SmarTrip®**

34	· Surcharge for cash upload to SmarTrip® on board bus	\$0.00	<b>no change</b>
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**Bus Transfers utilizing SmarTrip® card**

35	· Local to local bus	free	<b>no change</b>
36	· Local to express bus	\$2.00 discount	<b>no change</b>
37	· Local to designated airport routes	\$2.00 discount	<b>no change</b>
38	· Rail-to-bus transfer	\$0.50 discount	<b>\$2.00 discount</b>
39	· Transfer from MARC, VRE, & MTA with weekly/monthly pass	free	<b>no change</b>
40	· Transfer from regional bus partners	varies	<b>varies</b>

**Bus Passes**

41	· 7-Day Regional Bus Pass	\$15.00	<b>\$12.00</b>
42	· 7-Day Regional Senior/Disabled Bus Pass	\$7.50	<b>\$6.00</b>

**Other Fare Media**

43	· Package of 10 tokens, available to organizations	\$20.00	<b>no change</b>
44	· DC student tokens - 10 trips per pack	\$10.00	<b>no change</b>

**MetroAccess Fares<sup>7</sup>**

45	· MetroAccess fare (within ADA 3/4 mile service corridor)	varies	<b>varies</b>
46	· Maximum fare	\$6.50	<b>no change</b>

**Parking Fees<sup>8</sup>**

47	· District of Columbia	\$4.45 - \$4.95	<b>no change</b>
48	· Montgomery County	\$4.45 - \$5.20	<b>no change</b>
49	· Prince George's County	\$3.00 - \$4.95	<b>no change</b>
50	· Virginia	\$3.00 - \$4.95	<b>no change</b>
51	· Monthly reserved parking fee	\$45.00 - \$65.00	<b>no change</b>
52	· Parking meters \$1.00/60 minutes	\$1.00	<b>no change</b>
53	· Prince George's parking garage at New Carrollton (monthly)	\$85.00	<b>no change</b>
54	· Non-Metro rider parking fees	\$7.50 - \$15.00	<b>no change</b>
55	· Special event parking fees	up to \$25.00	<b>no change</b>

**Other Fees**

56	· Bicycle locker rental	\$120.00 (annual)	<b>no change</b>
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<sup>1</sup> Peak fares are in effect from opening through 9:30 a.m. and from 3:00 p.m. to 7:00 p.m. weekdays, except on national holidays.

<sup>2</sup> Off-peak fares are in effect during all other hours on weekdays and all national holidays.

<sup>3</sup> Weekend flat fares are in effect from Saturday opening until Sunday closing.

<sup>4</sup> Unlimited Combo Passes shall be valid on Metrorail, Metrobus and Regional Bus Providers (including but not limited to ART, DC Circulator, CUE, DASH, Fairfax Connector, The Bus, and Ride On) instead of only Metrorail and Metrobus upon the implementation of and subject to WMATA entering into a revenue sharing agreement with regional providers.

<sup>5</sup> Metro's portion of the TransitLink Cards on MARC, VRE, and MTA.

<sup>6</sup> A \$0.05 surcharge on entry and exit at up to two stations in each jurisdiction in the Compact Transit Zone to fund station-specific capital improvements to Metro facilities at the station(s) where the surcharge is levied may be imposed with further Board approval.

<sup>7</sup> MetroAccess fare is twice the equivalent fixed route SmarTrip® fare based on fastest trip.

<sup>8</sup> Parking fees consist of Metro's base fee plus jurisdiction surcharge, if any.

#### Additional Fare Changes

1. The District of Columbia currently provides additional \$0.50 subsidy to increase the value of bus to rail transfers for passengers transferring from bus to rail on DC Bus Routes 94, A2, A4, A6, A7, A8, W1, W2, W3, W5, W6 and W8. To the extent that the \$2 bus to rail transfer is in place, the additional subsidy provided by the District of Columbia shall be terminated.
2. Notwithstanding the fare changes made in this Resolution the virtual bus-to-bus transfers between lines serving the Addison Road and Capitol Heights Metrorail stations via Metrorail at no charge with the use of a SmarTrip® card authorized in Resolution 2017-52 shall continue in effect.

## Financial Plan - Allocation of State &amp; Local Contributions

	FY2023	FY2024	FY2025	FY2026	FY2027	FY2028	6 Year
	Budget	Plan	Plan	Plan	Plan	Plan	Total
<b>Federal Funding</b>							
Federal Formula Programs	331,445,346.79	340,080,869.88	347,058,161.18	355,841,613.95	362,958,446.22	370,217,615.15	2,107,602,053.17
Federal RSI/PRIIA	143,500,000.00	143,500,000.00	143,500,000.00	143,500,000.00	143,500,000.00	143,500,000.00	861,000,000.00
Other Federal Grants	11,531,542.92	10,606,785.14	4,006,853.60	4,652,000.80	6,000,000.00	5,100,000.00	41,897,182.46
<b>Total - Federal Grants</b>	<b>486,476,889.70</b>	<b>494,187,655.02</b>	<b>494,565,014.78</b>	<b>503,993,614.75</b>	<b>512,458,446.22</b>	<b>518,817,615.15</b>	<b>3,010,499,235.63</b>
<b>State &amp; Local Funding Contributions</b>							
<b>District of Columbia</b>							
Formula Match & System Performance	102,157,841.89	105,878,522.87	107,595,686.20	108,908,124.42	111,856,535.17	115,524,629.76	651,921,340.31
RSI/PRIIA	49,500,000.00	49,500,000.00	49,500,000.00	49,500,000.00	49,500,000.00	49,500,000.00	297,000,000.00
Dedicated Funding	178,500,000.00	178,500,000.00	178,500,000.00	178,500,000.00	178,500,000.00	178,500,000.00	1,071,000,000.00
<b>Subtotal - District of Columbia</b>	<b>330,157,841.89</b>	<b>333,878,522.87</b>	<b>335,595,686.20</b>	<b>336,908,124.42</b>	<b>339,856,535.17</b>	<b>343,524,629.76</b>	<b>2,019,921,340.31</b>
<b>State of Maryland</b>							
Montgomery County	47,902,028.27	49,107,479.17	51,071,939.74	53,221,048.77	54,918,833.72	56,467,030.08	312,688,359.75
Prince George's County	48,572,080.71	50,431,635.94	51,352,295.10	52,467,261.88	53,989,886.11	55,663,177.59	312,476,337.33
Maryland RSI/PRIIA	49,500,000.00	49,500,000.00	49,500,000.00	49,500,000.00	49,500,000.00	49,500,000.00	297,000,000.00
Maryland Dedicated Funding	167,000,000.00	167,000,000.00	167,000,000.00	167,000,000.00	167,000,000.00	167,000,000.00	1,002,000,000.00
<b>Subtotal - Maryland</b>	<b>312,974,108.98</b>	<b>316,039,115.11</b>	<b>318,924,234.84</b>	<b>322,188,310.65</b>	<b>325,408,719.83</b>	<b>328,630,207.66</b>	<b>1,924,164,697.08</b>
<b>Commonwealth of Virginia</b>							
City of Alexandria	13,005,424.17	13,362,215.07	13,800,332.45	14,220,267.22	14,645,486.11	15,085,816.29	84,119,541.31
Arlington County	23,652,841.35	24,139,504.83	25,257,073.36	26,412,053.29	27,263,958.07	28,022,439.04	154,747,869.95
City of Fairfax	743,237.44	754,538.51	800,242.82	852,912.11	883,180.92	905,074.48	4,939,186.27
Fairfax County	42,091,820.87	43,001,905.12	44,992,537.82	47,164,384.42	48,710,761.43	50,042,393.73	276,003,803.39

City of Falls Church	795,953.86	824,475.90	837,905.22	847,069.51	869,760.20	898,509.05	5,073,673.74
Loudoun County	5,800,346.61	5,762,945.02	6,353,106.39	7,029,831.05	7,318,239.51	7,461,270.48	39,725,739.06
Virginia RSI/PRIIA	49,500,000.00	49,500,000.00	49,500,000.00	49,500,000.00	49,500,000.00	49,500,000.00	297,000,000.00
Virginia Dedicated Funding - Unrestricted	122,883,455.00	122,883,455.00	122,883,455.00	122,883,455.00	122,883,455.00	122,883,455.00	737,300,730.00
Virginia Dedicated Funding - Restricted	31,616,545.00	31,616,545.00	31,616,545.00	31,616,545.00	31,616,545.00	31,616,545.00	189,699,270.00
Congestion Mitigation and Air Quality (CMAQ)	645,768.40	626,951.40	601,713.40	763,000.20	-	-	2,637,433.40
<b>Subtotal - Virginia</b>	<b>290,735,392.70</b>	<b>292,472,535.85</b>	<b>296,642,911.46</b>	<b>301,289,517.80</b>	<b>303,691,386.25</b>	<b>306,415,503.07</b>	<b>1,791,247,247.13</b>
Jurisdiction Planning Projects	3,109,000.00	3,000,000.00	3,000,000.00	3,000,000.00	3,000,000.00	3,000,000.00	18,109,000.00
Silver Line (MWA)	9,950,000.00	-	-	-	32,025,000.00	-	41,975,000.00
Potomac Yard (Alexandria)	32,205,000.00	19,351,910.00	-	-	-	-	51,556,910.00
Purple Line (MDOT)	4,705,000.00	-	-	-	-	21,855,000.00	26,560,000.00
<b>Subtotal - Jurisdictional Reimbursable</b>	<b>49,969,000.00</b>	<b>22,351,910.00</b>	<b>3,000,000.00</b>	<b>3,000,000.00</b>	<b>35,025,000.00</b>	<b>24,855,000.00</b>	<b>138,200,910.00</b>
<b>Total - State &amp; Local</b>	<b>983,836,343.57</b>	<b>964,742,083.83</b>	<b>954,162,832.50</b>	<b>963,385,952.87</b>	<b>1,003,981,641.25</b>	<b>1,003,425,340.49</b>	<b>5,873,534,194.52</b>
<b>Debt</b>	<b>954,341,511.78</b>	<b>1,081,854,198.85</b>	<b>870,005,879.08</b>	<b>766,069,743.92</b>	<b>665,552,061.42</b>	<b>705,027,931.83</b>	<b>5,042,851,326.89</b>
<b>Grand Total Funding *</b>	<b>2,424,654,745.05</b>	<b>2,540,783,937.70</b>	<b>2,318,733,726.37</b>	<b>2,233,449,311.54</b>	<b>2,181,992,148.90</b>	<b>2,227,270,887.47</b>	<b>13,926,884,757.04</b>

\* Total funding requirement includes capital program expenditures, debt service, and estimated revenue loss from major shutdowns

### Financial Plan by Investment Category

<b>Capital Investment Categories (\$M)</b>	<b>FY2023 Budget</b>	<b>FY2024 FY2028 Plan*</b>	<b>– Six-Year Total</b>
<b>Railcars and Railcar Facilities</b>	<b>\$303</b>	<b>\$2,129</b>	<b>\$2,432</b>
<b>Rail Systems</b>	<b>\$203</b>	<b>\$1,448</b>	<b>\$1,651</b>
<b>Track and Structure Rehabilitation</b>	<b>\$459</b>	<b>\$1,299</b>	<b>\$1,758</b>
<b>Stations and Passenger Facilities</b>	<b>\$525</b>	<b>\$2,170</b>	<b>\$2,694</b>
<b>Bus, Bus Facilities, and Paratransit</b>	<b>\$441</b>	<b>\$1,819</b>	<b>\$2,260</b>
<b>Operations and Business Support</b>	<b>\$380</b>	<b>\$1,249</b>	<b>\$1,629</b>
<b>Total Capital Investments</b>	<b>\$2,311</b>	<b>\$10,113</b>	<b>\$12,425</b>
<b>Revenue Loss from Capital Projects</b>	<b>\$12</b>	<b>\$50</b>	<b>\$62</b>
<b>Debt Service - Dedicated Funding</b>	<b>\$101</b>	<b>\$1,339</b>	<b>\$1,440</b>
<b>Total Capital Program Cost</b>	<b>\$2,425</b>	<b>\$11,502</b>	<b>\$13,927</b>

**INDIRECT COST RATE PROPOSAL**  
Table of FY2023 Budgeted Indirect Cost Rates

For FY2023, Metro prepared and submitted an Indirect Cost Rate Proposal (ICRP) to the Federal Transit Administration (FTA) on December 30, 2021. The FTA is still reviewing the proposed FY2023 ICRP.

For FY2022, Metro prepared and submitted an ICRP to the FTA on December 31, 2020. As part of FTA's review of the FY2022 ICRP, FTA requested revisions from Metro in December of 2021. Metro completed those revisions and submitted a revised FY2022 ICRP on January 14, 2022. The FY2022 ICRP, if approved as submitted, will establish a set of rates shown in the table below. These rates exclude a carry-forward calculation and are based on FY2020 expenditures.

Department/Area	Indirect Cost Rate
Access Services, Mode 10 – Paratransit (ACCESS)	189.61%
Bus Services - Transportation, Mode 01 (BTRA)	36.17%
Bus Services - Vehicle Maintenance, Mode 01 (BMNT)	41.24%
Rail Transportation Administration, Mode 02 (RTRA)	50.35%
Rail Maintenance, Mode 02 (CMNT)	50.28%
Rail Infrastructure and Facilities, Mode 02 (INFR)	57.03%
Metro Transit Police Department (MTPD)	55.31%
Customer Service, Communications, and Marketing (CSCM)	65.40%
Overall Composite Indirect Cost Rate	49.15%

In preparing the FY2023 Capital Budget and Six-Year CIP, Metro shall use the department and composite rates shown above in anticipation of FTA's approval of the FY2022 ICRP. This composite rate is lower than the most recent FTA-approved ICRP composite rate as shown in the FTA approval letter dated February 28, 2022, a copy of which follows in this Attachment.





U.S. Department  
of Transportation  
**Federal Transit  
Administration**

REGION III  
Delaware, District of  
Columbia, Maryland,  
Pennsylvania, Virginia,  
West Virginia

1835 Market Street  
Suite 1910  
Philadelphia, PA 19103-2932  
215-656-7100

February 28, 2022

Mr. Paul J. Wiedefeld  
General Manager and CEO  
Washington Metropolitan Area Transit Authority  
600 5th Street, NW  
Washington, DC 20001

Re: FY 2021 Indirect Cost Rate Proposal

Dear Mr. Wiedefeld:

The Federal Transit Administration (FTA) has reviewed the Washington Metropolitan Area Transit Authority's (WMATA) FY 2021 Indirect Cost Rate Plan (ICRP). As the Cognizant Agency for Indirect Costs, FTA concurs with WMATA's use of a final average departmental rate of 64.77% for the period of July 1, 2020 to June 30, 2021. This concurrence supersedes FTA's letter of November 17, 2019 for WMATA to apply the FY2019 indirect cost rate of 43.71% provisionally for FY2021.

The approved rate should be applied to proposed departmental rates, with carryforward, as specified in FTA's Report on the review of the Indirect Cost Rate Proposal of WMATA (attached). Review of future rates is based on the policies outlined in FTA's Circular 5010.1E. Please consult Circular 5010.1E for specific thresholds and guidance, including changes in accounting systems, methodologies, and increases of 20% from the FTA approved indirect cost rate.

Please note below, recommendations highlighted in the report:

- a) WMATA should strengthen its policies and procedures to identify and exclude unallowable costs.
- b) WMATA should include its fringe rate calculations as part of future cost allocation plan submissions to FTA.

Attachment A to this agreement is the indirect cost rate plan or proposal, formally concurred and incorporated herein. FTA has completed and signed the attached agreement forms. WMATA must sign both agreement forms and return one countersigned original to our office. The countersigned document serves as your organization's indirect costs concurrence and should be provided to FTA and other federal agencies to reflect the concurred rate, terms, and effective dates.

Mr. Paul J. Wiedefeld

Page 2

If you have questions or concerns, please contact Kelly Tyler at 202-366-3267 or by email at [Kelly.Tyler@dot.gov](mailto:Kelly.Tyler@dot.gov).

Sincerely,

Terry Garcia Crews  
Regional Administrator

cc: Dennis Anosike  
Yetunde Olumide  
Lawrence Flint  
(Attachments)

**INDIRECT COST NEGOTIATION AGREEMENT  
BETWEEN THE  
WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY  
AND THE  
FEDERAL TRANSIT ADMINISTRATION**

This agreement is made and entered into between Washington Metropolitan Area Transit Authority (WMATA) and the United States Department of Transportation, Federal Transit Administration (FTA), the cognizant Federal agency for indirect costs under government-wide Uniform Administrative Requirements and Cost Principles, 2 CFR 200.

The indirect cost rates concurred and contained herein are for use and may be charged to grant awards, cooperative agreements and contracts with the Federal Government, to which 2 CFR 200 Subpart E and Appendix VII applies, subject to the limitations contained in Section II.A of this agreement, as well as the grants management guidelines included FTA's Circular 5010.1E.

The indirect cost rates were concurred by FTA in accordance with the authority contained in Appendix G of FTA Circular 5010.1E.

**Section I: Rate**

Type: Fixed Rate with Carry Forward

Effective Period: July 1, 2020 to June 30, 2021

Rates: As reflected below:

DEPARTMENT	Indirect Cost Rates with Carry-forward
Access Services, Mode 10 – Paratransit (ACCESS)	343.36%
Bus Services – Transportation, Mode 01 (BTRA)	31.82%
Bus Services – Vehicle Maintenance, Mode 01 (BMNT)	54.76%
Rail Transportation Administration, Mode 02 (RTRA)	66.34%
Railcar Maintenance, Mode 02 (CMNT)	55.56%
Rail Infrastructure and Facilities, Mode 02 (INFR)	70.26%
Metro Transit Police Department (MTPD)	77.98%
Customer Service, Communications, and Marketing (CSCM)	58.66%
<b>Total</b>	<b>64.77%</b>

Base: Approved direct cost base of salaries and wages without FICA taxes.

Applicable To: All programs not specifically exempted, or limited by law, or otherwise not applicable because special operating factors necessitate special indirect cost rates.

## **Section II: General**

### **A. Limitations**

The rates contained in this agreement may be subject to statutory or administrative limitations and are reimbursable through grant, contract, or other agreement only to the extent that funds are available. Acceptance of these rates is predicated on these conditions: (1) Only costs incurred by WMATA were included in its indirect cost pool as finally accepted and are allowable under the governing cost principles; (2) The same costs that have been treated as indirect costs are not claimed as direct costs; (3) Similar types of costs have been accorded consistent accounting treatment, and (4) The information provided by WMATA which was used to establish the rates are not later found to be materially incomplete or inaccurate by the Federal Government. In such situations, the agreement will be subject to reopening, and the rates may be adjusted and refunds made if the proposal included unallowable costs.

### **B. Accounting Changes**

This agreement is based on the accounting system to be in effect during the agreement period. Changes in the method of accounting for costs that affect the amount of reimbursement resulting from the use of these rates require prior concurrence of FTA. Such changes include, but are not limited to, changes in the charging of a particular type of cost from indirect to direct. Failure to obtain concurrence may result in cost disallowances.

### **C. Fixed Rate with Carry Forward**

This agreement and concurrence is for fixed rate with carry forward indirect cost rates and is based on an estimate of the costs for the period covered by the rates. When the actual costs for this period are determined, an adjustment will be made to the rates for the subsequent Fiscal Years to compensate for the difference between the costs used to establish the fixed rates and actual costs as required under 2 CFR 200 Appendix VII.

### **D. Use by Other Federal Agencies**

The rates in this Agreement were concurred in accordance with the authority in 2 CFR 200 Subpart E and Appendix (insert applicable Appendix from for entity type and approved plan), and should be applied to grants, contracts, and other agreements covered by this regulation, subject to any limitations in Section I or II A above. Copies of this document may be provided to other Federal Agencies as a means of notifying them of this agreement.

E. Other

If any Federal contract, grant, or other agreement is reimbursing indirect costs by means other than the concurred rates in this agreement, WMATA shall notify FTA.

Washington Metropolitan Area  
Transit Authority

U. S. Department of Transportation  
Federal Transit Administration

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Dennis Anosike  
Chief Financial Officer

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Terry Garcia Crews  
Regional Administrator

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Date

---

Date

# WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY

## Debt Management Policy Guidelines

March 2022

### I. Introduction

#### Section 101. Purpose

These Debt Management Policy Guidelines (the “Policy Guidelines”) document the Washington Metropolitan Area Transit Authority’s (“WMATA” or the “Authority”) goals for the use of debt instruments and provides guidelines for the use of debt for financing the Authority’s infrastructure and capital projects. The Authority’s overall guiding principles in issuing debt is to (a) identify transactions that utilize debt in the most efficient manner, (b) make timely debt service payments, and (c) achieve the lowest possible cost of capital and maintain high credit ratings and access to the capital markets.

#### Section 102. Authority, Scope and Review

WMATA is an interstate compact agency, and an agency and instrumentality of the District of Columbia, State of Maryland, and Commonwealth of Virginia. WMATA’s continuing power to issue revenue bonds is set forth in Article IX of the Compact. Notwithstanding any provision of these Guidelines to the contrary, all debt obligations of WMATA will comply with the requirements of the Compact as well as all other applicable laws, regulations and Board Resolutions.

These Policy Guidelines will be reviewed annually by the WMATA Board of Directors (the “Board”) and any changes to the Policy Guidelines must be presented to and approved by the Board.

#### Section 103. Administration of Policy Guidelines

Both the Executive Vice President and Chief Financial Officer and the Vice President and Treasurer will be responsible for managing, implementing and reviewing the Policy Guidelines and recommending appropriate debt offerings to the General Manager and Chief Executive Officer from time to time.

#### Section 104. General Best Interest of Authority

The General Manager and Chief Executive Officer will bring to the Board for approval prior to closing, any deviations from the Policy Guidelines that may be appropriate to address 1) changing financial goals, 2) emerging financial products/debt structures and 3) unique market opportunities.

### II. General Debt Issuance Policies

#### Section 201. Use of Debt

WMATA will issue bonds for the sole purpose of financing the Authority’s Capital Improvement Program (CIP). Bond proceeds will not be used for ongoing operating needs except as provided for in this section.

WMATA may use a mix of pay-as-you-go and debt to finance capital projects and other short and long-term financial needs of the Authority. The financing purpose will guide the type of debt WMATA uses, which may include:

**Long-Term Debt:** Long-term bonds/notes (instruments with a maturity of more than two years are preferred for financing essential capital activities including the acquisition, construction and rehabilitation of major capital assets. Long-Term Debt may not be issued with a maturity exceeding thirty (30) years. Debt will be issued for a duration matched to the overall economic life of the CIP projects financed.

**Short-Term Debt:** WMATA may use short-term bonds/notes (instruments with a maturity of two years or less) as a cash management tool to provide interim financing for capital financing activities, to bridge temporary cash flow deficits within a fiscal year, and/or to reduce interest rate costs. Short-term debt obligations may include commercial paper, grant anticipation notes, working cash notes, variable rate bonds, bond anticipation notes, lines of credit as well as any other appropriate instruments.

**Variable Rate Debt:** In addition to fixed rate debt, WMATA may issue bonds/notes with a variable interest rate to 1) diversify its debt portfolio, 2) reduce interest costs, 3) improve its match of assets to liabilities, 4) provide budgetary relief or 5) allow grant funding flexibility to accommodate changes in debt service levels. The aggregate amount of WMATA's outstanding unhedged long-term variable rate debt, however, is not authorized to exceed 20% of its outstanding long-term debt.

**Direct Borrowing:** Where direct borrowing/lending (such as TIFIA loans) would prove more economically beneficial, WMATA will consider direct loan obligations. However, WMATA will only proceed with a direct loan transaction if the transaction creates tangible benefits of greater value to WMATA than the burden of additional costs and administrative requirements of such direct borrowing.

**Bond Premium:** Bonds can be sold at par or as premium bonds or discount bonds. If bonds are sold with a premium, the premium shall be deposited to a Cost of Issuance Account to pay bond issuance costs, and, if applicable, any residual premium will be transferred to a Capitalized Interest Account to pay any capitalized debt service on the bonds; and, any further residual premium will be deposited into the Capital Projects Account specific to that bond issue.

When issuing Gross Revenue Bonds, WMATA will attempt to "right-size" the issue so as to minimize any excess premium derived after covering 1) bond issuance costs; 2) and capitalized debt service, if any. Any remaining premium will be deposited to the project fund to satisfy the CIP Project Fund requirement.

## Section 202. Financing Purposes

The Authority may issue debt for either new money or refunding purposes.

**New Money Bonds:** New money bonds may be issued to provide additional funding for essential capital activities or other activities suitable for bond financing, as detailed under Use of Debt.

**Refunding Bonds:** WMATA may issue refunding bonds to achieve debt service savings on its outstanding bonds by redeeming high interest rate debt with lower interest rate debt. WMATA may structure the savings from these bonds on a uniform, proportionate or accelerated basis depending on the Authority's financing goals. When refunding outstanding bonds, the Authority will generally seek a per bond net present value savings guideline of 3% based on market

conditions. Refundings with lower savings rate may be appropriate to maximize overall financial objectives. Notwithstanding the above, the 3% savings guideline will not apply for bonds with a call date between one and three years from their stated maturity, or for small principal maturities.

In certain instances, it may be advantageous for WMATA to issue refunding bonds that do not produce positive economic savings but serve to restructure debt or retire a bond issue in order to remove undesirable bond covenants. Prior to issuing such refunding bonds, WMATA will evaluate the benefits (both intangible and tangible) as well as the economic costs for approval by the Board.

### Section 203. Issuance Processes

There are three basic processes for the issuance of long-term bonds:

- **Jurisdictional Capital Contribution Debt.** This form of debt may be issued using the process contained in the applicable Capital Funding Agreement which may provide for an opt-in option for the funding jurisdictions and formal agreement by the opting-in jurisdictions to fund that debt service. The security for these bonds will be WMATA's Gross Revenues as defined in the applicable bond resolution.
- **Dedicated Funding Debt.** This form of debt may be issued with the approval of the Board without any jurisdictional input. The security for these bonds shall be the Dedicated Funding contributions received from the District of Columbia, the State of Maryland, and the Commonwealth of Virginia pursuant to the following legislative enactments: (a) from the District of Columbia under D.C. Official Code § 1-325.401 or any successor statute, as the same may be amended from time to time in the future; (b) from the State of Maryland under Md. Transportation Code Ann. § 10-205(g) or any successor statute, as the same may be amended from time to time; and (c) from the Commonwealth of Virginia under the Va. Code §33.2-3401.B or any successor statute, as the same may be amended from time to time. Dedicated Funding shall also include funds paid by any of the District of Columbia, the State of Maryland, the Commonwealth of Virginia or any other Participating Jurisdiction in-lieu-of such amounts.
- **Debt Secured by Other Revenue Sources.** WMATA may issue debt secured by other sources of revenue not described above. The approval of the Board is the only approval necessary unless the source of revenue is from one or more of the local funding jurisdictions; in which case, those jurisdictions will have the same rights as under Jurisdictional Capital Contribution Debt.

### Section 204. Combination of Security for Bonds

WMATA may issue bonds with one or more types of security provided that the issuance requirements and process for each type of security is met.

### Section 205. Borrowing Capacity

In addition to complying with the financial covenants for outstanding Gross Revenue Transit Bonds authorized under the 2003 Gross Revenue Bond Resolution (2003-53) and subsequent supplemental resolutions and other applicable bond resolutions, the Authority will manage its debt to ensure sufficient revenues are available to meet its obligations under its various liens. WMATA will monitor debt capacity and analyze impact of additional debt on the Authority's short- and long-term debt capacity. Any debt cap will be based on



the overall needs of the Authority and the Debt Service Coverage requirements contained in any applicable bond resolution.

Senior and Junior Liens for each revenue source will be utilized in a manner that maximizes critical constraints, including cost and capacity, thus allowing for the most beneficial use of the revenue for the most efficient security structure. Prior to each lien, the Authority's Board will approve a maximum annual debt service (MADS ratio of pledged revenue divided by annual debt service) or other debt service coverage requirement necessary to satisfy the constraints.

#### Section 206. Use of Short-Term Debt

Short-Term Debt may be issued by WMATA. Lines of Credit not used for credit enhancement may be used for interim funding of the approved capital program or to ameliorate the impact of any shortfall in the Operating budget. When used in the capital program, the costs of such usage shall be charged to the applicable capital program or project. When a Line of Credit is used to ameliorate the impact of any shortfall in the Operating budget, the costs of such usage, including interest, shall be paid solely out of the Operating budget and charged to the jurisdiction or jurisdictions causing the need to use the Line of Credit or charged pursuant to the applicable subsidy formula when the use of the Line of Credit is from a non-jurisdictional requirement but never from any capital funds.

All forms of Short-Term Debt must be approved by the Board of Directors before closing; except that Lines of Credit meeting the following parameters may be issued without further Board action:

- Aggregate amount not to exceed \$350 million unless prior Board approval is received;
- The interest rate shall not exceed the then-current 30-day Secured Overnight Financing Rate ("SOFR") (or any generally accepted substitute for SOFR) plus margin of up to 2.75% per annum (calculated on the basis of an actual 360-day year);
- Have a term which is less than one year;
- Fees and transaction costs paid by WMATA on a Line of Credit may include the fee types and transaction costs contained in the existing Line of Credit program in effect upon passage of this policy and additional fee types and transaction costs (and each in amounts) which are reasonable and customary for the industry at the time of entering into a new or renewed Line of Credit; and
- If financial institution indemnification is required as a condition of the Line of Credit, such indemnification shall have already been granted by the Board of Directors.

#### Section 207. Credit Ratings

WMATA's credit ratings goal is to achieve the best economic benefit from the Authority's debt issuances by attaining appropriate balance between minimizing borrowing cost and maximizing financial flexibility and result.

For existing bond programs, WMATA will attempt to maintain or improve current credit ratings without adversely affecting levels of debt that may be issued for any particular program. For new bond issuances, WMATA will generally seek investment grade ratings from at least two Nationally Recognized Statistical Rating Organizations. However, WMATA acknowledges that as market conditions and financing needs evolve, so should the Authority's credit ratings strategy. WMATA may accept a lower rating (and thus incur a modest financing cost

differential) in order to gain flexibility needed to effect significant policy initiatives. The Authority will periodically review its credit rating strategy to see if market or capital plan developments warrant a revision in WMATA's approach to its ratings.

WMATA will strive to communicate regularly with rating agencies. As requested, the Authority will provide information to rating agencies, arrange regular conference calls to update rating analysts on significant financial developments and communicate with rating agencies prior to each WMATA public bond offering.

#### Section 208. Subordinate Liens

WMATA may determine that for some of its revenue sources it may be advantageous to issue subordinate lien debt. However, WMATA will only proceed with subordinate lien debt if the transaction creates tangible benefits to WMATA and is approved by the Board.

#### Section 209. Tax Status

WMATA has a preference for issuing debt on a tax-exempt basis to take advantage of interest costs savings compared to issuing taxable debt. However, WMATA may issue debt on a taxable or tax-exempt basis.

#### Section 210. Credit Enhancement

WMATA may secure credit enhancement for all or a portion of each bond issue. Credit enhancement may include municipal bond insurance or a letter/line of credit (which shall not be covered by Section 206 of this Debt Policy). The Executive Vice President and Chief Financial Officer or designees shall recommend use of credit enhancement considering such factors as economic benefit of the enhancement, and future secondary market trading conditions. WMATA will not secure credit enhancement unless the premium cost is less than the present value of the projected interest savings or if such credit enhancement improves capital market access and/or facilitates liquidity in the secondary market for the securities. For municipal bond insurance, or other forms of credit enhancement which are paid for with an upfront premium, WMATA will analyze the economic benefit both to the maturity of the bonds and to the first optional redemption date.

WMATA may also fund a debt service reserve fund to enhance the marketability of its bonds.

For bond issues that require a debt service reserve fund, WMATA may purchase a surety bond policy or letter of credit to satisfy the reserve fund requirement in lieu of funding.

### **III. Sustainability and Environmental, Social and Governance (ESG) Debt**

As a mass transit system, WMATA promotes low carbon emissions and an environmentally friendly "green" platform encompassing its operations and infrastructure. The Authority's debt collateral attracts investors who want to contribute to its sustainable business model and may have mandates to invest in a socially responsible manner.

WMATA is under no obligation to certify "green" for any debt issuance or as a compliance requirement and can solely rely on its energy efficient asset base of environmentally friendly collateral as qualifying its debt as "green" and socially responsible.

As investors continue to pursue "impact" investments and WMATA fulfills that socially responsible objective with programs such as Metro Access, fares for low-income and disabled customers, subsidized student fare programs, and outreach programs to the low income and non-banked community, WMATA's investor relations when appropriate will emphasize its

positive impact in the community to broaden the Authority's investor base and highlight the Authority's federal mandate to serve lower income customers.

Debt issuances, when logical, are permitted to be marketed and labeled as “green”, “sustainable”, or “ESG” investment opportunities to potential investors. WMATA will leverage this marketing advantage to lower its cost of funds and/or to diversify investors when possible as the ESG market continues to grow worldwide.

**IV. Method of Sale and Use of Professionals**

Section 401. Method of Bond Sale

The General Manager & Chief Executive Officer or his designee may choose between the following three different bond sale methods: negotiated, competitive and private placement. A competitive sale is the preferred method of sale unless market conditions at the time of sale indicate a negotiated or private placement sale will result in lower overall cost to WMATA. In such cases, Board approval is required to proceed with a negotiated sale or private placement.

Factors which may be considered when determining the most efficient bond sale method include:

• Bond market conditions	• Bond structure	• Market timing
• Credit demand	• Credit acceptance	• Credit ratings
• Use of proceeds	• Bond size	• Financing complexity
• Desire to negotiate bond covenants	• Credit enhancement participation	• Credit Complexity

Section 402. Selection of Bond Financing Professionals

Bond Financial Advisory Professionals including firms that provide financial advisory and underwriting services to WMATA in connection with the issuance of debt shall be selected on a competitive basis to create pools of qualified vendors. The Executive Vice President and Chief Financial Officer or his designee have been delegated the authority to select Bond Financial Advisory professionals. The Authority will strive for diversity and provide opportunity for DBE firms, veteran owned, and other minority and women-owned firms as part of each underwriting team.

WMATA will select and retain at all times one or more independent registered municipal advisors (IRMAs) to review financing ideas provided to the Authority by Bond Underwriting Professionals. Further, concurrently with the planning for a debt issue, WMATA shall obtain the services of Bond Financial Advisory Professionals and, as needed, Bond Underwriting Professionals.

In addition to the above, WMATA may periodically solicit separately for specialized services, including short-term lending products, based on the financial needs of the Authority and market factors at the time of the solicitation. As the market for financial institution offering short-term lending products to governments evolve, WMATA may solicit bids for short-term borrowing programs from firms meeting the Compact requirements and whom the Authority deems viable at the time of the financing.

WMATA requires its Bond Financial Advisory Professionals to provide services in accordance with all currently applicable Municipal Securities Rulemaking Board (MSRB) rules and any subsequent MSRB rulings or requirements.

## **V. Derivatives**

### Section 501. General Policy

Interest rate swaps and options (Swaps or Derivatives) are appropriate management tools that can assist WMATA to meet important financial objectives. Properly used, these instruments can help WMATA increase its financial flexibility, provide opportunities for interest rate savings, enhanced investment yields, or reduce interest rate risk through more effective matching of assets and liabilities. Derivatives for commodities used by WMATA also provide opportunities for financial benefit. The Executive Vice President and Chief Financial Officer or his designee must determine if the use of any Swap or hedging instrument is appropriate and warranted given the potential benefit, risks, and objectives of the Authority.

- WMATA may consider the use of a derivatives if it achieves one or more of the following objectives:
  - Provides specific risk mitigation not otherwise available;
  - Produces greater than expected interest rate savings or incremental yield over other market alternatives;
  - Results in improved capital structure or better asset/liability match.
- WMATA will not use derivative products that are speculative or create extraordinary leverage or risk; lack adequate liquidity; provide insufficient price transparency; or as investments.

WMATA will only do business with A+ or higher rated counterparties or counterparties whose obligations are supported by A+ or higher rated parties.

### Section 502. Interest Rate Derivative Policy

Financial transactions using Swaps or other derivative products used in lieu of a fixed rate debt issue should generate greater projected savings than the typical structure used by WMATA for fixed rate debt.

- WMATA will limit the total notional value of interest rate derivatives to an amount not to exceed twenty percent of total outstanding fixed rate debt and 100% of variable rate debt.

### Section 503. Commodity Derivative Policy

WMATA is authorized to hedge or execute contracts for diesel fuel, electricity, CNG, carbon credits, and other commodities (excluding financial derivatives discussed above) that have a direct business relationship to WMATA's operations but not to exceed 95% of the expected use of the commodity to provide budget stability.

## **VI. Disclosure**

WMATA will periodically review the requirements of the MSRB and the recommendations of the Government Finance Officers Association ("GFOA") including the GFOA recommendation that financial statements be prepared and presented according to generally accepted accounting principles.

The Authority will also comply with Rule 15c2-12 by filing its annual financial statements and other financial and operating data on the Electronic Municipal Market Access (EMMA) repository for the benefit of its bondholders within the timeframe required under each financing. WMATA will make its financial statements, annual budget and official statements available on its investor relations website. The Vice President and Treasurer will comply with all SEC requirements for disclosure by providing annual financial information and notices of material events as outlined in the Continuing Disclosure Agreement executed for each series of bonds.

## **VII. Post Issuance Considerations**

### Section 701. General Compliance Requirements

WMATA will comply with all debt covenants and comply with all post issuance tax requirements as detailed in the individual tax compliance certificate executed in connection with each bond or note sale. Specifically, WMATA will comply with Federal tax law to establish and maintain the exclusion from gross income tax on the Authority's bonds. WMATA will particularly focus on arbitrage requirements and will evaluate and ensure compliance with all applicable tax law during the debt issuance process, and on an ongoing basis thereafter, monitoring the Authority's debt portfolio in light of regulatory changes and case law, including arbitrage rules, including the Authority's arbitrage rebate position and any attendant rebate liability, as defined in § 148 of the Tax Code.

### Section 702. Investment of Bond Proceeds

WMATA will invest the sale proceeds of its bonds in accordance with the provisions of the WMATA Compact and the Internal Revenue Code. WMATA will invest bond proceeds in a manner that allows proceeds to be available when needed.

### Section 703. Trustee Relationships and Monitoring of Trustee Activities

The Vice President and Treasurer is responsible for monitoring trustee activities made on behalf of WMATA on a quarterly basis.