



**Finance and Capital Committee**

**Information Item III-A**

**March 27, 2025**

**FY2026 Budget Public Engagement Report**



# Board Document

OVERVIEW			
<b>PRESENTATION NAME</b>	FY2026 Budget Public Engagement Report	<b>DOCUMENT NO.</b>	300021
<b>ACTION OR INFORMATION</b>	Information		
<b>STP GOAL</b>	Service excellence		
<b>RESOLUTION</b>	NO		
EXECUTIVE OWNER			
<b>EXECUTIVE TEAM OWNER</b>	Meyer, Sarah		
<b>DEPARTMENT</b>	Customer Experience and Engagement		
<b>DOCUMENT INITIATOR</b>	Cunningham, Erica W.		
OTHER INFORMATION			
<b>COMMITTEE</b>	FCC	<b>COMMITTEE DATE</b>	3/13/2025
<b>PURPOSE/KEY HIGHLIGHTS</b>	<p>Metro’s Public Participation Plan advances its goals of service excellence and regional opportunity and partnership. In this presentation, staff will summarize the results from the FY2026 Budget Public Engagement Report. Through multiple formats, staff solicited and received public feedback regarding the FY2026 proposed budget, FY2026 capital budget an associated potential fare and service changes. The FY2026 budget 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 (PPP), which meets or exceeds all Federal Transit Administration (FTA) requirements. Efforts included outreach across the system and in the community, multilanguage advertisements, and Spanish-language digital ads.</p>		
<b>DISCUSSION</b>	As part of the FY2026 budget process, Metro engaged in a targeted public communication and outreach effort to increase awareness,		



## Board Document

answer questions and solicit feedback on the proposed budget and associated service and fare change (open payment) proposals. The FY2026 budget communication and outreach effort was designed to encourage public feedback from customers, stakeholders, and community members across Metro's service area. Communications were guided by Metro's Board-approved Public Participation Plan, which meets or exceeds all Federal Transit Administration requirements. Pursuant to the Public Participation Plan, the Board of Directors held four public hearings on February 3, 4, and 5, 2025. The public hearings included one virtual and three in-person opportunities, with one in-person public hearing held in an area served by the Northern Virginia Transportation Commission pursuant to VA Acts of Assembly Ch. 854 Enact. Cl. 8. All hearings were broadcasted online at [youtube.com/metroforward](https://www.youtube.com/metroforward). Prior to each hearing, the public could attend a 30-minute open house staffed by Metro's subject matter experts to answer questions. Those who wished to submit virtual testimony could pre-register to participate by video or call in during the hearing to submit audio-only testimony. American Sign Language (ASL) interpretation was provided at each of the Public Hearings. In addition to the public hearings, Metro used targeted marketing and media strategies to increase awareness and encourage feedback on the proposed budget.

The primary method for collecting feedback was the online survey tool. Available in English and Spanish, this survey allowed the public to provide feedback by answering the survey questions, submitting open-ended comments or uploading documents. In total, Metro received 2,568 public comments and responses on the proposed budget. More than 99 percent of the feedback was received via the online survey tool. In total, nearly 7 percent of the engagement was received as written comments submitted through the survey tool or sent to the Board Secretary's office.

Public engagement included:

- 2,375 survey responses
- 161 comments uploaded through the survey or sent to the Board Secretary's Office
- 19 testimonies delivered at the public hearings

Survey Responses Out of the more than 2,375 survey responses, 44% of respondents do not have access to a car with 43% living in DC, 33% in Maryland, and 24% in Virginia. The team worked to gather a variety of voices, with 13% Latino, 16% African American, 13% Asian, and 14% low income.



## Board Document

	<ul style="list-style-type: none"><li>o 90% approval of Tap-&amp;-Go/Open Payment</li><li>o 95% extend half of Yellow Line trains to Greenbelt</li><li>o 93% Super Peak Service on the Silver Line</li><li>o 95% Super Peak Service on the Red Line</li><li>o 96% extend Weekend Morning Hours</li><li>o 95% extend Weekend Late-night Hours</li><li>o 79% reduce Silver Line service to Downtown Largo along the Blue Line</li><li>o 86% extend Silver Line service to New Carrollton along the Orange Line</li><li>o 82% splitting the Silver Line at Stadium- Armory Trade-Off</li></ul> <p>Overall, the survey respondents did express approval of the above proposals but expressed consistent concern on the complexity of the service changes on the customer. For example, distinguishing the correct Silver Line train heading east, when going to Morgan Boulevard.</p>
<b>INTERESTED PARTIES</b>	No interested parties identified.
<b>RECOMMENDATION/NEXT STEPS</b>	Staff will distribute the FY2026 Budget Public Engagement Report with the FY2026 Budget presentation for adoption by the Board of Directors.
<b>FUNDING IMPACT</b>	No funding impact from this presentation

# FY2026 Budget Public Engagement Report

Finance and Capital Committee



# Purpose

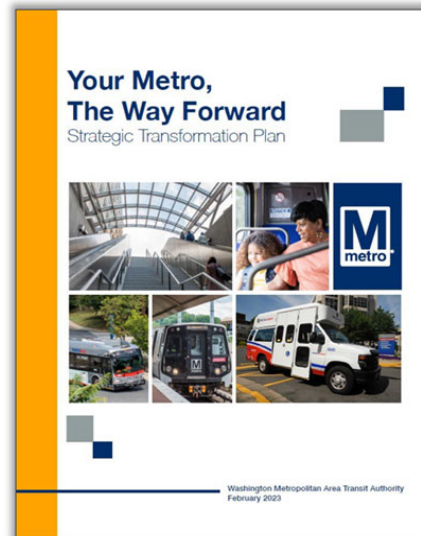
Describe the methods of public engagement used to solicit feedback

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Summarize the results from the FY2026 Budget Public Engagement Report

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# Strategic Transformation Plan: Guides long term strategy and day-to-day decision making of Metro over the next five + years



Guiding



## Day-to-day decisions

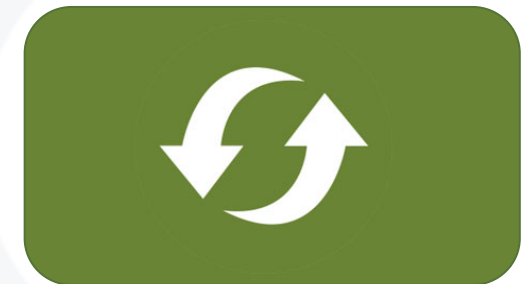
- Customer interactions
- Service schedules
- Communications



## Long-term strategy

- Budget allocation
- Capital improvements
- Priority projects

## Goals — Our priorities to achieve the vision



**Customer Comments**

**2,568**



**99%**  
completed the Spanish survey through the Transit App



**99%**  
of comments came from online survey

**19**

Public Hearing Testimonies



**Community Outreach**

**224,650**



**56,950**  
brochures distributed



**189**  
hours at rail stations



**2,700**  
community leaders notified

**6**

printed publications in varying languages



**Digital Engagements**

**103,919**

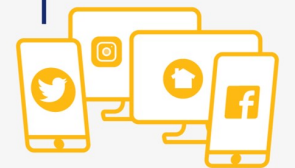
**7,219**  
website views

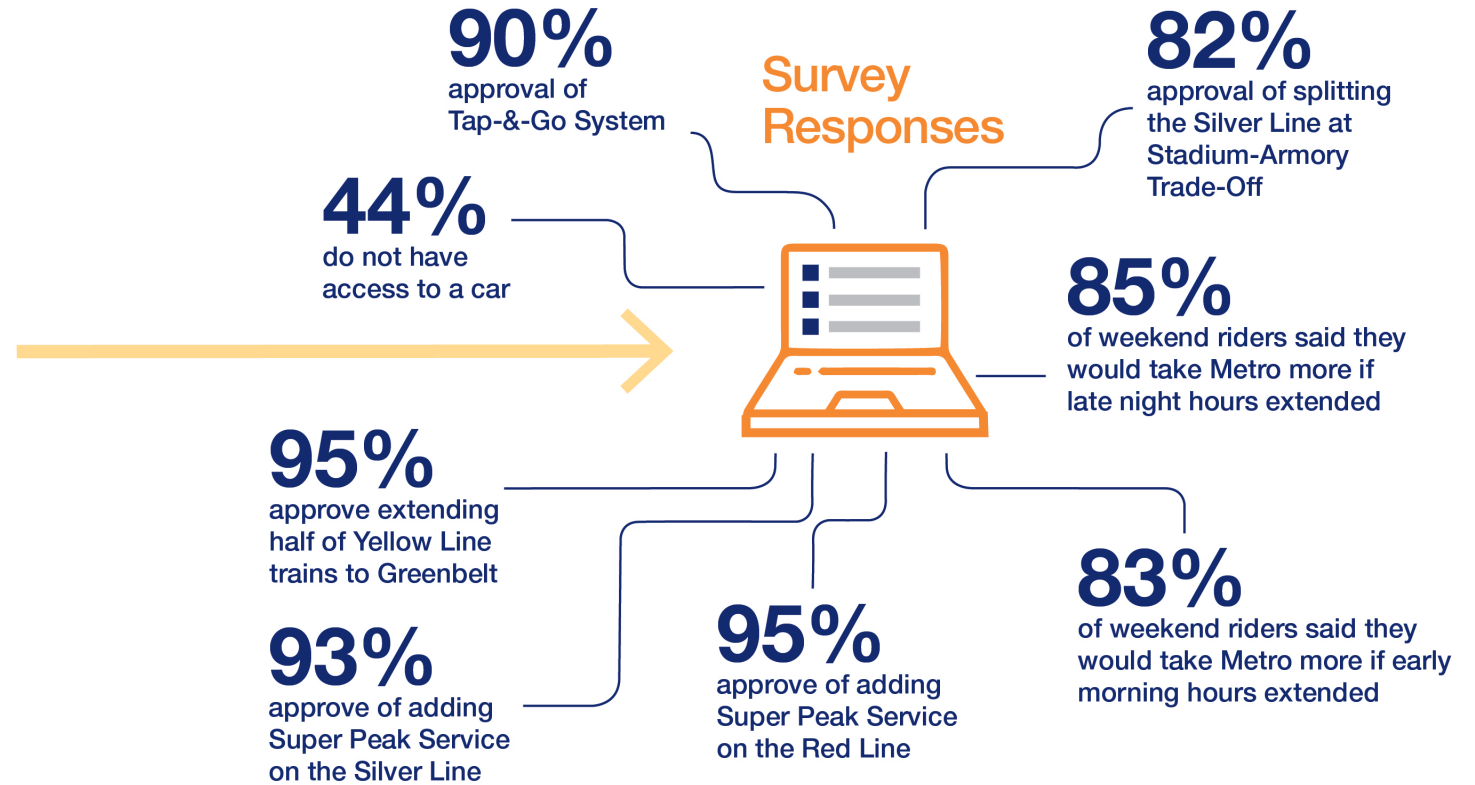
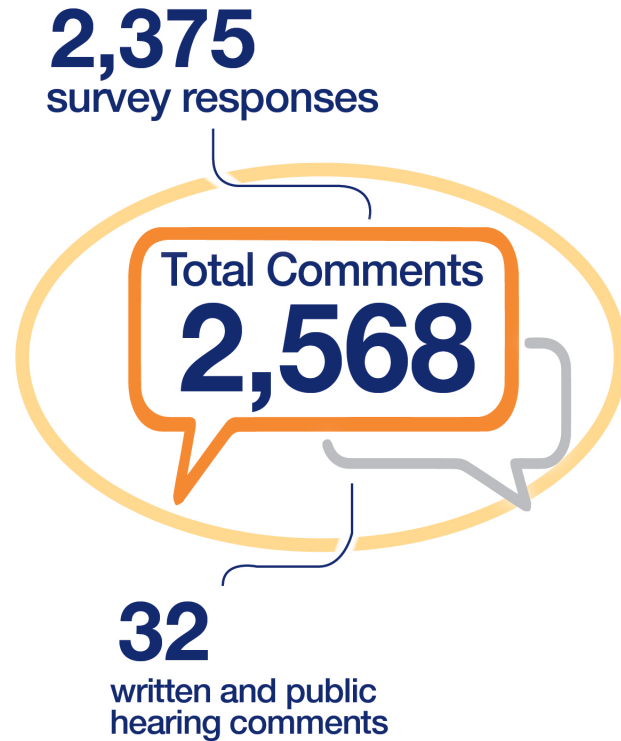


**700+**  
video views



**96,000+**  
views and impressions on social media







# What We Heard

**"I think it is great idea to have people just use their debit or credit card directly to get on a train. That way they won't be denied entry or exit because of lack of funds."**

**"I strongly support the increases to rail service proposed in the FY26 budget, including super peak red and silver service and the extension of half of yellow line trains to Greenbelt; these changes will alleviate congestion at busy downtown transfer stations and make travel across the region smoother than ever by adding more one seat rides between MD and VA destinations."**

**"I fully support the increased frequency for the Red line during rush hour. It is the one I use daily for my commute, and the only one I will comment on. The increased number of hours will also be of help, although I use the service a lot less frequently."**

**"I applaud WMATA for responding to our community's requests they alter their Better Bus plan to better serve this area. We will now have service from Hawthorne to Friendship Heights, a partial restoration of the E6."**

# Thank you!

Washington Metropolitan  
Area Transit Authority

Washington Metropolitan Area Transit Authority

# FY26 BUDGET

## PUBLIC ENGAGEMENT REPORT



# Contents

- Executive Summary ..... 2
- Engagement at a Glance ..... 2
- Public Engagement Results ..... 3
- Communications and Outreach Overview..... 5
- Partner Engagement..... 6
- Targeted Marketing and Media ..... 7
- In-Person Outreach ..... 14
- Public Hearings..... 15

Appendix A: Written Comments, Letters, and Public Hearing Testimonies  
Appendix B: Analysis of Customer Feedback on Proposals



## Executive Summary

WMATA is committed to maintaining the safety, reliability, and affordability of its system by substantially improving its assets — from rail stations, tracks and traction power infrastructure to the vehicles, maintenance facilities and cooling systems — and providing a better transit experience for hundreds of thousands of customers each day.

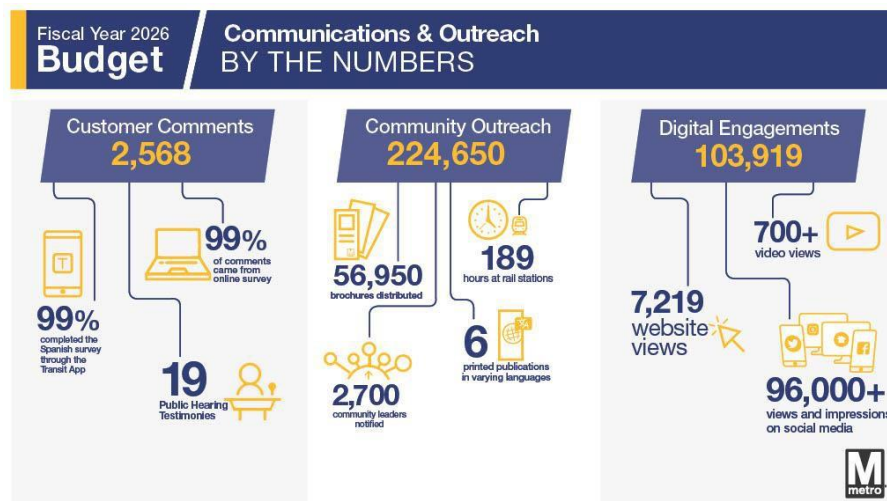
The proposed FY2026 Capital Budget of \$2.4 billion and six-year Capital Improvement Program of \$12.5 billion (both including revenue loss and debt service) include investment in ongoing projects, prioritized system preservation and renewal needs and investments to provide safe and efficient service delivery informed by asset management and reliability plans. This report includes an overview of the public engagement received, as well as detailed summary of the communications and outreach efforts taken to engage the public on the FY26 budget.

WMATA’s FY2026 Proposed Operating Budget (excluding reimbursables and debt service) of \$2.5 billion is 7 percent higher than the FY2025 Operating Budget. At \$444.5 million, passenger revenue is projected to be 14.7 percent higher than FY2025, while non-passenger revenue of \$100.8 million is projected to slightly increase from the FY2025 Budget. WMATA will exhaust its remaining federal relief funding during FY2025 and thus return to its traditional model with jurisdictional subsidies and operating revenue as the primary funding sources for its operating budget. Jurisdictional subsidies of \$1,924 million fund 77 percent of Metro’s Operating Budget. To avoid service cuts in FY2025, the jurisdictions provided funding above the legislatively mandated three percent subsidy growth cap for FY2025 and FY2026. The FY2026 Proposed Budget includes an additional \$95 million above the three percent subsidy growth cap.

Additional public engagement analysis and a complete transcript of written comments can be found in two appendices:

- *Appendix A: Written Comments and Letters*
- *Appendix B: Analysis of Customer Feedback on Proposals*

## Engagement at a Glance





## Public Engagement Results

**In total, Metro received over 2,568 public comments on the proposed budget.** More than 99% of the feedback was received via the online survey tool. Nearly 7% of the engagement was received as written comments submitted through the survey tool or sent to the Board Secretary's office.

- 2,375 survey responses
- 161 written comments and 13 letters were submitted through the survey or sent to the Board Secretary's Office
- 19 testimonies delivered at the public hearings

### Written Comments

Approximately 193 comments were collected through written responses or testimony delivered at the public hearings. Written comments focused on the following themes:

- 25% service frequency and reliability
- 21% fare pricing and affordability
- 11% fare evasion and enforcement
- 9% cleanliness and safety
- 11% other

*See Appendix A: Written Comments and Letters*

### Survey Responses

Out of the more than 2,375 survey responses, 44% of respondents do not have access to a car with 43% living in DC, 33% in Maryland and 24% in Virginia. The team worked to gather a variety of voices, with 13% Latino, 16% African American 13% Asian, and 14% low income.

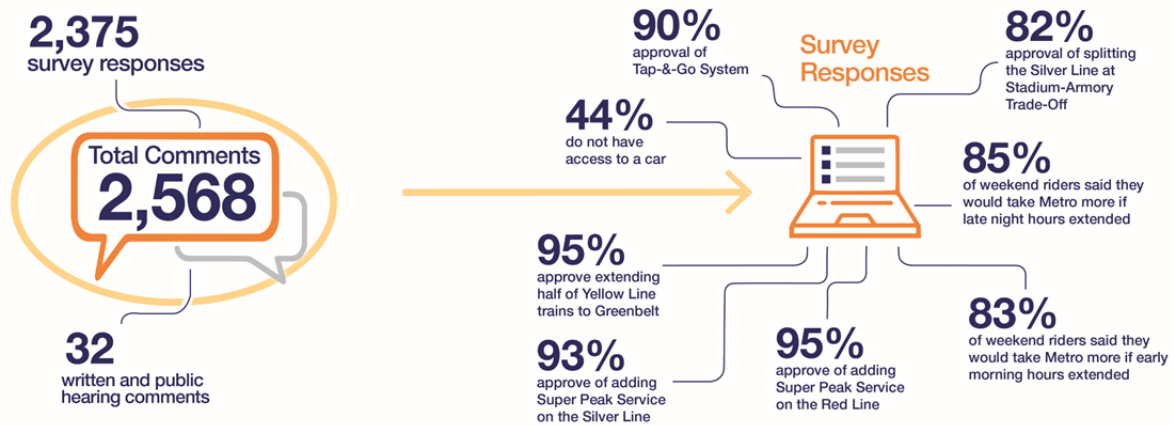
Survey respondents expressed high approval for the following fare & service optimization proposals:

- 90% approval of Tap. Ride. Go.
- 95% extend half of Yellow Line trains to Greenbelt
- 93% Super Peak Service on the Silver Line
- 95% Super Peak Service on the Red Line
- 96% extend weekend morning hours
- 95% extend weekend late-night hours
- 79% reduce Silver Line service to Downtown Largo along the Blue Line
- 86% extend Silver Line service to New Carrollton along the Orange Line
- 82% splitting the Silver Line at Stadium- Armory Trade-Off

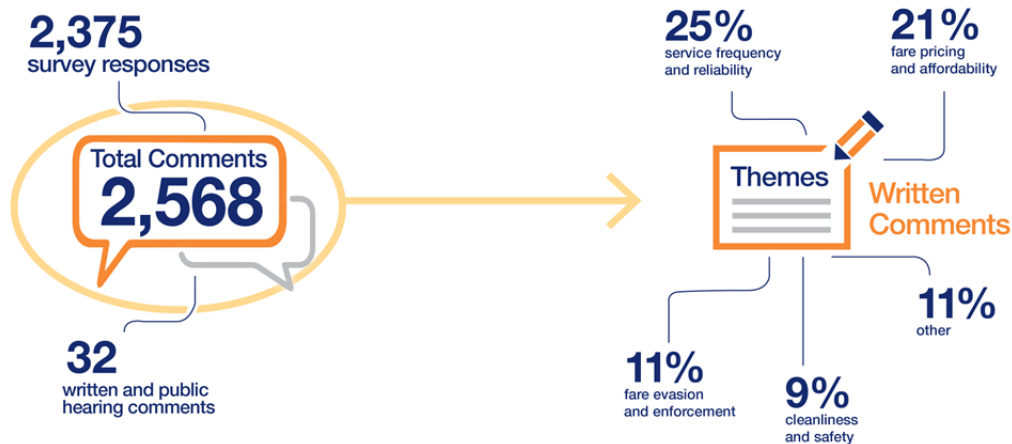
Overall, the survey respondents did express approval of the above proposals but expressed consistent concern on the complexity of the service changes on the customer. For example, distinguishing the correct Silver Line train heading east, when going to Morgan Boulevard.

See Appendix B: Analysis of Customer Feedback on Proposals

Fiscal Year 2026 **Budget** | **Communications & Outreach**  
**CUSTOMER FEEDBACK**



Fiscal Year 2026 **Budget** | **Communications & Outreach**  
**CUSTOMER FEEDBACK**



## Communications and Outreach Overview

As part of Metro's commitment to transparency and customer service excellence, public engagement is vital in helping Metro's Board of Directors and management make decisions for the upcoming fiscal year. The feedback loop signals to customers that we are listening to their concerns and taking bold action.

The FY26 communications and outreach effort was designed to solicit public feedback from a broad spectrum of 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, social media and digital ads. A demographic overview of the impacted customers can be viewed in the Title VI equity analysis report.

The communications and outreach tactics occurred during the official public comment period from January 11 to February 10, 2025.

The communications and outreach plan included the following efforts:

- Partner engagement
- Targeted marketing and media
- In-person outreach
- Open Houses and 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 161 open-ended comments received can be found in the Public Engagement Results section of this document.



## Partner Engagement

To reach customers and community members across Metro’s service area, we engaged a broad range of government, business and community partners to help amplify the FY26 budget messaging and collect feedback 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).

### Elected Official and Partner Emails

Metro sent FY26 budget email communications to over 2,700 partners representing CBOs, local BID/Civic Associations, businesses, event venues, government facility/agencies, hospitals/medical services, hotels, places of worship, residences (apartments, condos), schools, shopping centers, and transportation partners.

Email communications were sent the week of January 19 to remind customers of the public comment period and how the public could provide feedback and encourage them to share the information via their communications channels with the community resources, which was available in English and Spanish.

Reminder emails were sent the week of February 2 to remind partners that the public comment period was closing. Additionally, Metro staff followed up by answering emails and phone calls from community contacts.

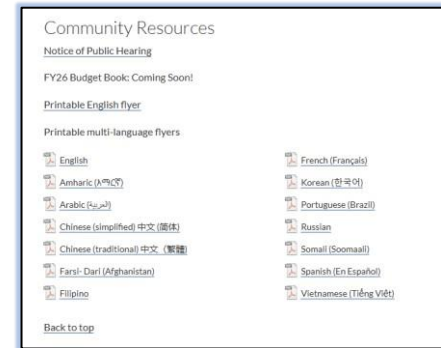
### Committee Briefings and Meetings

On January 8th, Customers Advisory Council (CAC) received a briefing from the Community Relations and Outreach team on the planned FY2026 Budget outreach activities in preparation for the open comment period beginning on January 11, 2025.

### Community Resources

The FY26 Budget Community Resources included the Notice of Public Hearing and customer information flyers in 14 languages.

Metro also provided translated social media posts encouraging the Spanish-speaking 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., X and Facebook) to encourage people to share their thoughts on the proposals.



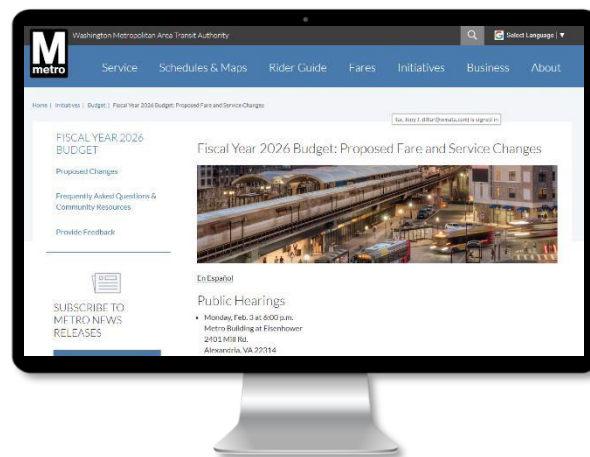


## Targeted Marketing and Media

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 included the budget overview, proposal specifics, docket materials, printer-friendly flyers, and maps. The page was fully translated into Spanish, and customer information notices were posted in 12 additional languages: Amharic, Arabic, Chinese (Simplified and Traditional), Farsi-Dari (Afghanistan), Filipino, French, Korean, Portuguese (Brazil), Russian, Somali and Vietnamese.



A variety of content was available for the public to review, including Metro's FY26 Budget Book, providing information on rail service changes, fare optimizations proposals like "Open Payment/Tap and Go", and the Public Hearing notice.

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

The webpage also housed the online survey, which the primary channel for collecting feedback in English and Spanish and submit written comments and upload letters.

The Public Hearings were streamed live on the FY26 Budget webpage and Metro's YouTube page.

**The FY26 budget webpage received over 7,219 views with 136 unique visitors visiting the Spanish translated webpage.** The average time on the page was one and a half minutes. A significant number of users — just under 46% — accessed the site on their mobile device. A little over 50% viewed the site from their desktop computers, and the remainder accessed it via tablets.

### 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, 2,375 respondents took the survey, with 8% taking it in Spanish.** A full report on the comments received through the survey tool is available in Appendices A and B.

## Digital and Print Communications

A mix of paid advertising, owned 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 Metro’s X and Facebook accounts to promote public comment opportunities.

### Social Media

Metro leveraged its social media channels to amplify budget messaging and reach customers across the region. In total, social media posts resulted in more than 959 engagements (likes, comments, shares, saves) across all platforms from a total of 96,366 views and impressions from X and Facebook.

#### 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
Facebook (6 posts)	<a href="#">1/14</a>	<ul style="list-style-type: none"> <li>2,060 impressions</li> <li>109 engagements</li> </ul>
	<a href="#">2/1</a>	<ul style="list-style-type: none"> <li>2,848 impressions</li> <li>126 engagements</li> </ul>
	<a href="#">2/2</a>	<ul style="list-style-type: none"> <li>1,431 impressions</li> <li>43 engagements</li> </ul>
	<a href="#">2/3</a>	<ul style="list-style-type: none"> <li>1,327 impressions</li> <li>18 engagements</li> </ul>
	<a href="#">2/5</a>	<ul style="list-style-type: none"> <li>1,433 impressions</li> <li>29 engagements</li> </ul>
	<a href="#">2/10</a>	<ul style="list-style-type: none"> <li>2,110 impressions</li> <li>86 engagements</li> </ul>
X (11 posts)	<a href="#">1/14</a>	<ul style="list-style-type: none"> <li>7,411 views</li> <li>34 engagements (1 comment, 9 reposts, 20 likes, 4 saves)</li> </ul>
	<a href="#">2/1</a>	In English <ul style="list-style-type: none"> <li>6,410 views</li> <li>39 engagements (1 comment, 7 reposts, 16 likes, 2 saves)</li> </ul>
	<a href="#">2/1</a> (Spanish)	In Spanish <ul style="list-style-type: none"> <li>3,907 views</li> <li>3 engagements (0 comments, 1 repost, 1 like, 1 save)</li> </ul>
	<a href="#">2/3</a>	In English <ul style="list-style-type: none"> <li>5,298 views</li> <li>39 engagements (1 comment, 15 reposts, 22 likes, 1 save)</li> </ul>
	<a href="#">2/3</a> (Spanish)	In Spanish <ul style="list-style-type: none"> <li>3,308 views</li> <li>6 engagements (0 comments, 3 reposts, 3 likes, 0 saves)</li> </ul>
	<a href="#">2/3</a>	In English <ul style="list-style-type: none"> <li>5,134 views</li> <li>26 engagements (1 comment, 7 reposts, 18 likes, 0 saves)</li> </ul>
	<a href="#">2/3</a> (Spanish)	In Spanish <ul style="list-style-type: none"> <li>3,646 views</li> <li>6 engagements (0 comments, 2 reposts, 4 likes, 0 saves)</li> </ul>
	<a href="#">2/5</a>	In English <ul style="list-style-type: none"> <li>5,298 views</li> <li>39 engagements (1 comment, 15 reposts, 22 likes, 1 save)</li> </ul>
	<a href="#">2/5</a> (Spanish)	In Spanish <ul style="list-style-type: none"> <li>3,308 views</li> </ul>

Channel	Date	Details
YouTube		<ul style="list-style-type: none"> <li>6 engagements (0 comments, 3 reposts, 3 likes, 0 saves)</li> </ul>
	<a href="#">2/5</a>	<ul style="list-style-type: none"> <li>35,100 views</li> <li>312 engagements (3 comments, 18 reposts, 280 likes, 11 saves, 0 replies)</li> </ul>
	<a href="#">2/10</a>	<ul style="list-style-type: none"> <li>6,337 views</li> <li>38 engagements (0 comments, 13 reposts, 22 likes, 3 saves)</li> </ul>
	2/3 <a href="#">Metro Public Hearing   FY2026 Budget Public Hearing - VA   February 3, 2025</a>	<ul style="list-style-type: none"> <li>182 total views</li> <li>1.4K reach</li> <li>9.1 hours watched total</li> <li>8 Likes</li> <li>0 Comments</li> </ul>
	2/4 <a href="#">Metro Public Hearing   FY2026 Budget Public Hearing - VIRTUAL ONLY   February 4, 2025</a>	<ul style="list-style-type: none"> <li>131 total views</li> <li>2.2K reach</li> <li>16.3 hours watched total</li> <li>3 Likes</li> <li>0 Comments</li> </ul>
	2/4 <a href="#">Metro Public Hearing   FY2026 Budget Public Hearing - DC   February 4, 2025</a>	<ul style="list-style-type: none"> <li>225 total views</li> <li>1.4K reach</li> <li>4.4 hours watched total</li> <li>10 Likes</li> <li>1 Comment</li> </ul>
	2/5 <a href="#">Metro Public Hearing   FY2026 Budget Public Hearing - MD   February 5, 2025</a>	<ul style="list-style-type: none"> <li>160 total views</li> <li>2.6K reach</li> <li>6.6 hours watched total</li> <li>2 Likes</li> <li>0 Comments</li> </ul>

### Social Media Examples



X



YouTube



Facebook

## Digital Advertising

Metro ran targeted English and Spanish-language advertisements between January 14 - February 10, 2025. The ads, which directed people to the online survey, appeared in apps as well as mobile and desktop devices.

Additionally, Push Notifications and Banner Ads were sent via the Transit app, which resulted in 99% of Spanish survey takers. Data shows that 63% of all low-income responses and nearly 50% of minority responses came from the Transit app.

*Spanish banner ads ran on apps, resulting in 109,999 impressions. Our Transit app push notification and banner was viewed over 185,000 times.*



## Digital Advertising Stats

Media	Language	Run Dates	Details
MIQ High Impact Mobile Banners	Spanish	1/27-2/9	<ul style="list-style-type: none"> <li>Total impressions: 109,999</li> <li>The campaign delivered 1,814 hits to the website with a 1.65% click through rate (Industry average is .21%).</li> </ul>
Banner and Push Notifications (Transit App)	English, Spanish	1/14-2/10	<ul style="list-style-type: none"> <li>Total views: 185,907                             <ul style="list-style-type: none"> <li>103,714 from the banner</li> <li>82,193 from push notifications</li> </ul> </li> <li>11,704 survey link clicks</li> <li>Completed surveys: 570; Spanish: 171 (30%)</li> </ul>

## Print Advertising

Paid advertisements were placed in publications covering multiple languages: Atref, El Tiempo Latino, Korea Times, Washington China News, Washington Informer, and The Washington Post.

Publication	Language	Run Dates	Total Est. Impressions
Atref	Amharic	1/27-2/16	8,000
El Tiempo Latino	Spanish	1/31	45,000
Korea Times	Korean	1/29	17,000
Washington China News	Chinese	1/30	45,000
Washington Informer	English	1/30	50,000
The Washington Post	English	1/11 & 1/18	153,276



## 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 98 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.
- Signs were posted onboard all MetroAccess vehicles.



**Tell Us What Matters to You**



We want your feedback on our Fiscal Year 2026 budget proposals.



**Provide comments through our online survey now through 5:00 p.m. on Monday, Feb 10.**



[wmata.com/budget](http://wmata.com/budget)



**Cuéntenos qué es importante para usted**



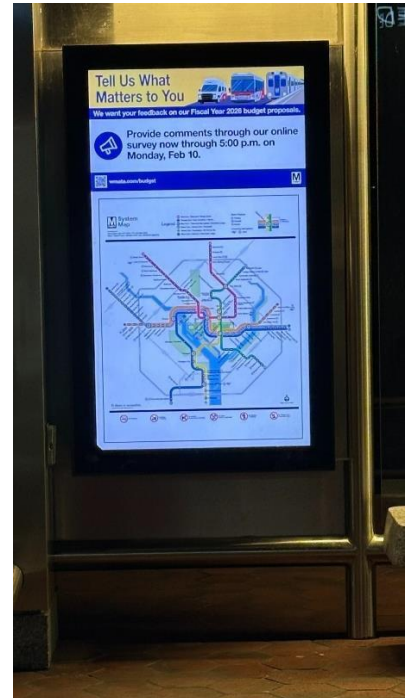
Queremos saber su opinión sobre nuestras propuestas de presupuesto para el año fiscal 2026.



**Proporcione comentarios a través de nuestra encuesta en línea desde ahora las 5:00 p.m., el lunes 10 de febrero.**



[wmata.com/budget](http://wmata.com/budget)



## 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
12/12/2024	<a href="#">Metro budget proposal includes targeted rail service increases, adopts Bus Network redesign, no fare increase   WMATA</a>	Metro has released its proposed budget for the next fiscal year that optimizes service to meet growing ridership demand without any major funding increases.
1/14/2025	<a href="#">Metro asks community for input on proposed FY26 budget   WMATA</a>	The public comment period on Metro's proposed Fiscal Year 2026 (FY26) has begun and the community is encouraged to take <a href="#">our survey</a> and provide written comments at <a href="http://wmata.com/budget">wmata.com/budget</a> by 5 p.m. Monday, Feb. 10, 2025.

## Earned Media Examples

**wtop news** News Traffic Weather  
Listen Live

### Metro is getting its budget process underway for the next fiscal year

WTOP Staff  
December 14, 2024, 4:08 AM

Metro unveiled its initial budget proposal for the next fiscal year on Thursday – and it includes additional bus and rail service.

Changes include more peak-capacity service on Metrorail with longer operating hours on weekends. The rail map would also see some slight changes with half of northbound Yellow Line trains going to Greenbelt instead of turning around at Mount Vernon Square. Additionally, half of eastbound Silver Line trains would end at New Carrollton instead of Downtown Largo. It will also implement its redesigned bus network, which is set to go into effect in June.

A year ago, Metro was [facing a \\$750 million deficit](#) and was looking at having to make drastic cuts. D.C., Maryland

WTOP News – 12/14

LOCAL NEWS

### Proposed WMATA budget includes increased service, extended rail system operating hours

Lilias Glavinis · February 4, 2025

An entrance to the College Park Metro Station on Feb. 3, 2025. (Ryan Bowser/The Diamondback)

The Washington Metropolitan Area Transit Authority's proposed fiscal year 2026 budget includes extending half of Yellow Line trains to Greenbelt, increasing weekend operating hours and expanding payment options.

Students and community members say the budget proposal, which WMATA released in December, would make Metro more accessible and convenient.

The Diamondback – 2/4

ON THE MOVE

### WMATA PROPOSED BUDGET

- PROVIDING MORE SERVICE
- NO FINANCIAL INCREASE
- PUBLIC HEARINGS:
  - TODAY AT 6PM: SOUTHWEST DC
  - TOMORROW AT 6PM: HYATTSVILLE, MD

VIENNA 36° 7:10 DC NEWS NOW

DC News Now – 2/4

**Metro Presents Proposed Budget; Achieved \$500 Million in Savings The Last Two Years**

By MCS Staff  
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Courtesy WMATA

Metro recently presented a [proposed balanced budget](#) for fiscal year 2026 which WMATA states "reflects the commitment leadership has made to financial sustainability, identifying cost savings, and building on financial accomplishments in recent years."

The MoCo Show – 2/10



## In-Person Outreach

Between Sunday, January 26 - Wednesday, February 5, 2025, Metro had Rail Ambassadors at specific locations in our rail system to engage with community members along the rail branches between Stadium-Armory to New Carrollton and Stadium-Armory to Downtown Largo.



23 Rail Ambassador staff in their distinctly recognizable yellow Metro-branded jackets distributed brochures answered questions and helped customers take the online survey on a customer's mobile device.

Rail Ambassadors were stationed at the following stations between Wednesday, January 28 – January 31, 2025, between 7 a.m. – 10 a.m. and 3 p.m. – 6 p.m.: Cheverly, Stadium Armory, Landover, New Carrollton, Benning Rd, Morgan Blvd, Capitol Heights, Addison Rd, Downtown Largo, Minnesota Ave and Deanwood.

Rail Ambassadors also assisted to direct customers to in-person Public Hearings February 3 – February 5 from 4 p.m. – 7 p.m. at Eisenhower Ave, L'Enfant Plaza and New Carrollton stations.



## Public Hearings

As part of the FY26 Budget process, Metro hosted four Public Hearings in February: three in-person and one virtual only. The public had the opportunity to participate in person, on the phone, or by video.

American Sign Language (ASL) interpretation were provided at each of the Public Hearings. Metro continued to host Open Houses where subject matter experts were available to answer any questions from those attending in person 30 minutes before the start of each Public Hearing.

Metro’s virtual platform was used to ensure accessibility and Public Hearings were broadcasted live on Metro’s YouTube page. Those who wished to submit testimony could pre-register to participate by video or call in during the hearing to submit audio-only testimony.

**In total, 19 individuals provided testimony (13 in-person and 6 virtually).** The hearings had 696 online viewers (DC - 224, MD - 160, VA - 181, 131 - virtual only).



*VA Public Hearing - Metro Building at Eisenhower, February 3, 2025*



*Open House - Metro Building at New Carrollton, February 5, 2025*

## Public Hearing Details

Metro held four Public Hearings, with three in-person hearings (one taking place each in DC, VA and MD). The fourth hearing was offered as an online-only meeting. An Open House began at 5:30 p.m. before each in-person Public Hearing, allowing the public to interact with subject matter experts on the following topics: Capital & Operating Budget, Open Payment, Rail Proposals, Better Bus Network and Customer Service.

Event Details	Public Hearing Speakers	Metro Board Member Representatives	Metro Executive Representative
Public Hearing #666 Monday, February 3, 2025, 6 p.m. Metro Building at Eisenhower <a href="#">View archive of meeting here.</a>	<b>3 speakers</b> 16 Open House Attendees	Paul Smedberg	Jennifer Ellison Robert Tuccillo
Public Hearing #667 Tuesday, February 4, 2025, 12 p.m. Virtual Only <a href="#">View archive of meeting here.</a>	<b>6 speakers</b> Not Applicable Open House Attendees	Kamilah Martin-Proctor	Jennifer Ellison Yetunde Olumide
Public Hearing #668 Tuesday, February 4, 2025, 6 p.m. Metro Headquarters L'Enfant Washington, DC <a href="#">View archive of meeting here.</a>	<b>9 speakers</b> 26 Open House Attendees	Spring Worth	Jennifer Ellison Yetunde Olumide
Public Hearing #669 Wednesday, February 5, 2025, 6 p.m. Metro New Carrollton Offices New Carrollton, MD <a href="#">View archive of meeting here.</a>	<b>1 speaker</b> 4 Open House Attendees	Don Drummer	Jennifer Ellison Yetunde Olumide

## **Appendix A: Written Comments, Letters, and Public Hearing Testimonies**

Written Comments	Jurisdiction
Please make the green line go to Greenbelt again.	
The bus need to stop be late each day like the R4 to Brookland you can consider time change to 10:45 Am each days sometimes the buses not even show up	
Please don't increase the bus fare because already hard enough with the rising cost of food, rent and etc. Keeping the fare at \$2 is the most affordable option, for those whose main means of transportation is the bus	
Hello In Ashburn the bus 351 could we get added stops in the morning. close to the Walmart? Or is it possible to ask to get let off early.	
For after a pandemic the \$2.25 you charging is to high right now. So many lost their jobs and homes. Have you notice homelessness is high.	
La ruta 2a de bus pasa cada 45 minutos y es la hora de rechague pasa cada 30 siendo muy lenta y la línea azul también de resto me parece un servicio muy eficiente	
Please don't increase the fare because of the already increased prices on food and on rent. Besides being a working class individual who whose affordable option is Metrobus.	Prince George's County
I would like a bus shelter on New Hampshire Ave NW and Buchanan ST NW	
The fate needs to be decreased! Also these bus drivers need to work on their attitude! You greet them or say thank you all they do is have a mean looking expression and do not respond back at all. Costumer services sucks on some of these buses!!	
I want to address about the P-12 Eastover bus how it's a inconvenience to the public and don't make since how it goes to wheeler Rd and no bus stops for this bus.	
MORE BUSES	
Allow SmartTrip benefits provided by employers to purchase monthly passes - this guarantees money to metro. Saves employers money, increases ridership, and helps save the environment. Open metro system at 4am so individuals can be at work at 5am. (Should be 24/7). Driving and parking is only going to get more difficult in DC.	DC
Please close the red line into a loop!	
I am so happy to see the proposal to extend Yellow Line service to Greenbelt! My wife commutes from Georgia Ave to Crystal City every day for her work at Amazon and having Yellow Line service the whole way would significantly improve her commute.	
Please extend the yellow line north!! It would Make it so much easier to get to Alexandria.	DC
I would like to see WMATA move towards a fare free system in the future	
I real don't have anything. I wanna know why the [REDACTED] W14 only has a 12hr regime and it's only 12 buses.... Like people don't leave out the area after 4... then it stops running at 7:30pm like people don't get off work. Yall already coming from the bus plant in the first place. And atp if yall buses gone always be down, stop charging all together for it. When it snowed, we were given no notice that the bus wasn't even gone run that week. Do better	
Yes please extend yellow line service to greenbelt!!! Thank you	

<p>Fantastic presentation as usual. All Yellow Line trains to Greenbelt instead of only half while also making sure the southern Green from Waterfront-Branch Ave can still be frequent as well. Of course doing half is better than not at all but doing all would make operations much easier when it comes to maintaining switches and so the Mt Vernon pocket track can be used for other purpose like gap train storage or work equipment storage. that particular pocket track has had its fair share of difficulties in usage as well compared to others. I get that Greenbelt can only handle so much which is why i recommend slightly increasing headways from 6 to 8 mins so the impact would be very minimal. 8 mins all day until 9 pm then 12 mins from opening to 9pm on weekends and 20 from 9pm to closing 7 days a week when ridership is the lowest. Stations like Shaw Howard and College park (where the purple line will also be as well) would benefit this a lot cause of the students that attend Howard and UMD and Columbia Heights is a major shopping area and Fort Totten is a major transfer point and Greenbelt is where the new FBI headquarter will be and is also the most direct station to/from BWI airport via shuttle and also gives one seat transfer free rides to all 3 jurisdictions of MD, VA and DC not just 2 of them and customers have to play leap frog unnecessarily at Mt. Vernon Square. From August 2020 to October 2021 that was the headways and it worked out perfectly. The two red line turnbacks too are an interesting subject. For me personally, I was never fond of the Grosvenor turnback because some stations past Grosvenor are quite dense and highly populated I mean Shady Grove is the 2nd busiest station in all of Montgomery County and Rockville is also a focal transfer point to Amtrak or Marc those stops should be getting as many trains as possible to serve those riders. The Silver Spring turnback I honestly don't mind because very few people use the 3 stops past Silver Spring making the impact very minimal and that particular pocket track is the most efficient out of all in the system which should make that particular process not too shabby. Not that I want it to return and not that those rare customers that live past SS don't deserve the same service as the rest of the Red from Silver Spring to Shady Grove, I just wouldn't mind if it did since I know the impact would be no where near as impactful as those on the Shady Grove end of the system or Greenbelt end. If the Red runs 4 mins at rush hours too from Shady Grove-Silver Spring, the Forest Glen, Wheaton and Glenmont stations would still have trains every 8 mins which is quite good for stations that see very little usage. So doing half the full route from Shady Grove-Glenmont and doing every other between Shady Grove-Silver Spring shouldn't see much change in service. Then during middays and all day weekends do 6 from Shady Grove-Silver Spring then 12 mins at Forest Glen, Wheaton and Glenmont and 10 mins from Shady Grove-Silver Spring then 20 at Forest Glen, Wheaton and Glenmont 7 days a week. 1:12:48 The Silver Line too, I don't really like the idea of doing half to New Carrollton and prefer they keep doing all to Largo only. This is because New Carrollton already has many different backup transportation options like Amtrak, MARC and the upcoming Purple Line while Largo doesn't have any of those things its either metro or nothing there so it feels unnecessary to alternate. Maybe slightly increasing service on the Orange Line would be a better option like maybe doing 6 mins at rush, keep 12 at all other times and daytime on weekends and 15 from 9pm-closing. then for Blue and Silver do 8 mins at rush then 12 mins at all other times and during the day on weekends then 20 mins from 9pm to closing 7 days a week. Sorry for lengthy comment lol I am an Alexandria lifer (i used to live there and while I don't anymore, I still go back very often like every 5 months or so so its almost like i never left and lifelong wmata enthusiast so there is a lot for me to dissect.</p>	
<p>The ending of the Yellow Line at Mt Vernon is a failed policy that disadvantages the predominantly Black residents of Shaw, U Street, Columbia Heights, and Petworth by cutting them off from high paying jobs at businesses like Amazon. Restore the Yellow Line.</p>	DC
<p>QUE EN LAS ESTACIONES DEL METRO Y LOS OPERADORES DE BUSES CHEQUEN QUE TODOS PAGUEN SU TARIFA ! YA LA MAYORÍA DE AFROAMERICANOS Y LATINOS NO PAGAN !! EN EL METRO HACE FALTA UN MEJOR MÉTODO PARA EVITAR QUE SALTEN LAS ENTRADAS Y NO PAGUEN SU TARIFA !! QUE LOS POLICÍAS QUE HAB CONTRATADO DE VERDAD HAFMGAN SU TRABAJO SIN DISTINCIÓN NI RAZISMO !! VERIFICAR YA QUE HAY OCACIONES QUE EN LAS CASETAS DEL METRO HAY MÁS DE 5 PERSONAS PLATICANDO PERDIENDO EL TIEMPO Y ESO ES GASTOS EXTRAS !! ESPERO EN VERDAD TOMEN EN CUENTA MI COMENTARIO Y RECIBEN PARA MEJORAR EL SERVICIO SIN AUMENTAR LA TARIFA A QUIENES SI PAGAMOS NUETRO SERVICIO !!</p>	
<p>Regarding the so-called Circulator replacements...What bus route replaces the Woodley Park - Columbia Heights - U Street - McPhearson Square run? If it requires a transfer then it is not a replacement. Particularly, I'm interested in the Columbia Heights - Woodley Park leg of the journey.</p>	DC

<p>Que los buses esperes al otro bus que va llegando para hacer el transbordo porque va llegando y el otro va saliendo y uno tiene que esperar otra media hora o 15 minutos</p>	
<p>The 7:40 am green line train...IS SOME ██████ .... You spend 5 mins at every stop ██████ near..... doors hesitate to open but quick to close.... THIS LINE THIS TIME OF MORNING IS LONGWINDED WITH EVERYTHING.... EXACTLY WHY NO ONE BARELY RIDES THIS TIME OF MORNING...I'M STARTING TO SEE WHY...you better off getting to destination or job early ██████ around with them at 7:40 am green line</p>	
<p>Reduce fare</p>	
<p>I don't think metro should be doing any price changes unless the service is going to be better because metro has been raising prices, but the service on the trains and buses is getting worse. There's always delays with the trains and a need for drivers for the buses</p>	
<p>Metro should not increase fares at a time like this</p>	
<p>Sometime when I'm on Lamont and Donahue the 16 bus going towards greenbelt says it's coming but never show up which I work at the hospital depending on the 16 bus and it does what it want to do that's totally wrong</p>	
<p>Some buses don't come when the app &amp; tablets at the stop says they are , buses don't run at reasonable times for certain routes for those who work to get home from work at night such as the G14 (10:30ish or 11pm makes more sense for after stores and places people need to get to and from have closed) , drivers don't provide information to costumers questions or concerns for those who are unsure or new to taking metro they respond with just "yeah" or "I don't know" when asked about the route their driving , Metro drivers have deliberately passed a bench full of customers at station or have not pick people up, I have to wait 2 hours at night in the cold for a bus, I get off at 10pm at night and don't make it back home at latest 1:00am when riding the T18, the times that are displayed are not accurate or live time like it says , not enough staff drivers for customer demand , need a wider range of platforms to receive accurate and live notice of bus delays, when the bus is not running, when the bus will arrive, the transit app could be more accurate with provided routes to get to your distention (instead of providing the common list of buses to get to where you're trying to go providing the most sensible routes to get you there in a timely manner and be able to catch the next bus no long after getting of the previous to take you the same direction the transit app has told you to take) , system needs to be updated for some stops where bus stop locations has been changed or routes to be sure people are aware what bus needs to be taken or which stop they need to get off at, Some drivers do not change their bus signs to a different number and route while also not making customers aware it is now a new route not the one first listed on the bus if they choose to ride that bus</p>	
<p>Can you look and see why the 79 going to silver spring does not stop at 7th and m across from Metro station but it stops at 7:00 in l. Could you please check into since COVID-19 the trains have been very clean but now the trains are not as clean as they used to be. My main trains are the yellow line in red line</p>	
<p>I hope yall are gonna lower some of these prices.. on top of that if the rail road is under construction or doing maintenance we need to be able to switch station for free if we have to catch the shuttle to another station. We pay to leave the station 2x doing that. That's unfair &amp; yall are getting double from each customer that has to do that. Which is by far greedy on yall part.</p>	<p>Prince George's County</p>

Please include street parking for Station Managers at stations where WMATA does not control parking.	Other Virginia
It is unfair to raise the price when there are people who don't pay. I live pay check to pay check and it's a struggle! I pay my fair every time. My job has it set up to deposit the money on to my Smart trip card. If you raise prices the only people who will be effected are paying customers like myself! Every morning at Hyattsville Crossing there are people running behind paying customers to get in. I had it done several times.	
Increasing fare is crazy when you don't even have enough drivers or drivers who even care to make it on time	DC
One thing I didn't see in the proposals, which should be a priority, is updating the disability accessibility signage in and around stations. Some station accessible entrances have signage, many do not (I'm not sure if they ever did or if the signs were vandalized/stolen). Those that do have signage often only have a pole that lists the street where the accessible entrance is but do not mark the entrance itself. There is similarly a shocking lack of braille signage both outside and inside stations. Some stations have confusing internal signage as well (for instance it is difficult to figure out how to switch lines in a wheelchair at L'Enfant Plaza, it takes four elevators and there is no signage) and at least one station (I can't remember which) has elevator stickers pointing both directions on the platform despite there only being one elevator. I would also like to highlight that the shuttle buses which replace closed stations are not very accessible. While they have a wheelchair lift the stairs on the buses are difficult for those who struggle with stairs but are not wheelchair bound. Likewise there is no room for service animals or mobility assistance devices on the buses.	DC
I see teenagers (generally) jumping the fare gate right in front of the managers and they (managers) do absolutely nothing. This seems to hit the budget and should be addressed. These station managers should be doing something, in my opinion. It is EVERY time I go on the subways - not an occasional situation.	
Letter from Ed Gitterman re: proposed rail service changes. Advocates making changes that are simple for riders to understand (i.e. not having multiple terminals for rail lines).	
La atención de algunos conductores es pésima y además que la máquina no cobra las tarifas que son me hizo un cobro de \$4.80 cuando la tarifa es de \$2.25	
PLEASE ADD A STOP ON THE D14 BETWEEN CLAUDIA AND KIRBY HILL RD ( on the top of the hill ) it's difficult to travel to the bus stop for elders and others. Especially with the ice on the ground they will see you running for the bus stop and speed up to keep going.	
The bus driver passed the bus stop after i requested a stop	
There is a less visible presence of metro security on trains throughout the day and weekend. Weekend metro continues to be less safe than weekday, especially when there's few riders on the car. Metro is not meeting the amount of traffic going through the trains. Every car is packed to capacity, especially on the green and yellow lines	DC
Fare evasion on buses is out of control and frankly makes me nervous for my safety. I believe this new "initiative" to combat fare evasion is most performative. I've yet to see a cop anywhere near a bus despite reporting instances of fare evasion on multiple bus routes. It's unfair to those of us who do pay and we shouldn't be asked to shoulder the burden of those who don't. It makes our city appear lawless - please fix this urgent problem!	
MAKE THE METRO AND BUSES FREE YOU COWARDS	DC

<p>Metro's, proposed budget, fare, &amp; service changes are only successful if it caters to all riders, &amp; routes connected for a safe journey all the way to a riders destination, particularly</p>	
<p>Metro's proposed budget, fare, &amp; service changes are only successful if a riders journey is completed safely to ones final destination, particularly Seniors that may have health issues as far as walking. If the service &amp; routes connect properly, allowing a rider to arrive to their destination before buses ETA are cut off, before the trip is completed</p>	
<p>\$1,50</p>	
<p>I would like the 16A Annandale to come more often like the 16M every 7mn</p>	
<p>I strongly support WMATA's proposal to return Yellow Line service north of Mt. Vernon Square by running half of Yellow trains to Greenbelt. The Yellow Line stations in DC north of Mt. Vernon Square -- Fort Totten, Georgia Ave-Petworth, Columbia Heights, U St., and Shaw -- are heavily-used stations that should be served by the Yellow Line. To further increase Yellow Line service to those stations, WMATA should add a pocket track after Fort Totten to its Capital Improvement Program &amp; 10-Year Plan, as WMATA CEO Randy Clarke stated in 2023: <a href="https://dcist.com/story/23/03/23/metro-yellow-line-turnback-at-mt-vernon-staying-after-hot-debate-metroaccess-fares-capped-at-4/">https://dcist.com/story/23/03/23/metro-yellow-line-turnback-at-mt-vernon-staying-after-hot-debate-metroaccess-fares-capped-at-4/</a> . A pocket track at Fort Totten also would improve reliability on the Yellow and Green Lines by allowing trains to more quickly turn around when there is trackwork or disruptions to rail service. In addition, I support WMATA's proposal to add super-peak service on the Red Line. WMATA also should add more platform shelters on the Red Line platform at Fort Totten, and extend the platform canopy to cover all of the platform. Finally, WMATA should implement pedestrian and bicycle access improvements to Fort Totten, on its own property and in coordination with the District Department of Transportation and National Park Service on adjacent property, including by:</p> <ul style="list-style-type: none"> <li>• Constructing the Federal Highway Administration's planned shared-use path on the south side of Galloway St. NE from the station entrance to South Dakota Ave.;</li> <li>• Constructing the National Park Service's shared-use path between Galloway and Gallatin Sts. NE;</li> <li>• Improving sidewalks and curb ramps on the east side of 1st Pl. NE from the station entrance to Riggs Rd.;</li> <li>• Reconfiguring pedestrian routes to improve access through the intersection of Galloway St., Hamilton St., and 3rd St. NE;</li> <li>• Improving the appearance and pedestrian experience near the station entrance, such as by installing public art;</li> <li>• Studying potential reconfiguration of vehicle routes to and through the station area, including seeking to reduce the number of traffic lanes that pedestrians have to cross;</li> <li>• Examining potential reallocation of some of the current short-term (kiss-and-ride) spaces for other uses, in line with observed and forecasted utilization and trends at nearby stations including Brookland and Takoma;</li> <li>• Improving bicycle connections between the Metropolitan Branch Trail's current trailhead and the station entrance; and</li> <li>• Providing more secure bike parking and bicycling amenities near the station entrance, such as the Bike &amp; Ride facilities recently installed at several other Metro stations.</li> </ul>	
<p>I'm still going to use my Smartrip card. I prefer having my phone PUT AWAY. However, there seems to be an issue of No Bus Stops for Seniors in Ward 5. So, the Story of More Destinations is a BIG LIE = Fake News. Because if Some are Losing Service it isn't Better Bus, it's Badder Bus! Destinations? West Hyattsville Station?? So Thrilling! Metro Center?? Where is that exactly?? Underground?? Where Woodie's used to be??? Don't Remember Woodie's?? It was a cool Department Store Downtown, pre-Metrorail Construction! It didn't Survive. None those stores did.</p>	

<p>The New Added ways of paying fares only help Well off people. They Do Not help those who don't have access to a bank account. Many lower income People cannot qualify for food stamps so they can't get that discount either. Also, Most people don't qualify for MetroAccess because it's Only for those with Medical Issues who aren't able to Ride Regular Fixed Route buses.</p>	
<p>I am 84 years old resident of Ingleside@Rock Creek. I need to take the E4 bus to Friendship Heights to get to three of my doctors who work at 5454 Wisconsin (Barlow Bldg). The loss of E4 and of direct access to Friendship Heights means I'd have to walk several blocks to Nebraska and Military, wait for a bus to take me up Nevada and over to Friendship. Alternatively I could take the new Military Rd bus that will turn onto Nebraska and let me off at Albemarle, with a need to walk to the Tenley bus stop or Metro Stop and take another trip up to Friendship. This would be grossly inconvenient particularly when the weather is bad. There are many other residents at Ingleside who depend on the E4 bus and will be sorely disrupted by the proposed changes,</p>	
<p>No me gusta el comportamiento de unos conductores, aveces te ven corriendo y no se paran, el otro día vi que a una señora la conductora no le abrió la puerta solo porque ya se había pasado de la parada unos metros</p>	
<p>If we are paying for the buses they need to be cleaned at this once a day. The seats are so disgusting and often covered in human piss or whatever other bio safety hazard.</p>	DC
<p>Please provide the option for a reduced fare day/week/month pass. Please also provide the option to add a disabled smartrip card to Apple Pay.</p>	
<p>Ticket don't have enough</p>	
<p>Oh wow</p>	
<p>How do metro expects us to pay when they are not reliable not on time bus drivers are rude buses are dirty trash and homeless people sleeping and smelling up the bus</p>	
<p>You need to</p>	Prince George's County
<p>\$2.00</p>	
<p>J</p>	
<p>i think the train fares should be changed to \$1 a lot of people are struggling to make ends meet &amp; \$3.80 every day is a lot of money per week</p>	
<p>I loved because is really cheap</p>	
<p>Before Metro think about a fare increase they need to make sure the people that is going pay this increases can get the service they are to be paying for . I pay up \$150 every 2 weeks and Metro but the service is so God dam poor bus cuts in the morning when we try to get to the job that is going to pay for this fare increase, if I lose my job you lose a paying customer,the R2 bus keeps getting cuts in the morning the 6 AM bus please put a stop that that first and make it more safer to ride with Metro have a good day</p>	Other Virginia
<p>The fares are already extremely high and should consider other options than raising the fare. I dont understand that in VA I can go 3 stops and 4.35 when it's only \$2 more to go all the way to DC. Also why do we have Sunday service on holidays but still have to pay the full fare. Understanding there are more riders in bigger cities like NY and chicago, but there should be a way to balance out the cost of rides and provide better service without having to raise fares</p>	

First of all, if metro, we provide better service and the green belts area, I would mind paying a higher fare but until that happens and they respect the time that people comes home and get more services and the green belt in the new Carrolton area Because the bus services in those area sucks	
2\$	
Yes	
Each time is worse with people talking on the phone without with the speaker loudly. Nobody cares. People eating. Few drivers call their attention..My respect for drivers that do it. First, educate people better in English and Spanish. And then think in dates.. Thank you	
Espero no suban el pasaje además quiero decir algo porque los buses no pasan por mi vecindario cuando cae un poquito de nieve y los domingos cuando están jugando en el estadio de los Red Reskin no pasa n tampoco estoy hablando de la ruta L12 A12 en cuanto los servicio está bien y gracias	
The time exactly on bus and metro (train) Metro is very expensive 6 \$ to much before go back same thing. Bus + fifty minutes no bus all the time week	
Public transit should be public. wmata had a 4.4 billion dollar budget this past year but only makes an average of 400-500 million on fare revenue. The fare is never going to cover the budget, and honestly it shouldn't. If wmata wants to pull in more revenue they should stop wasting money on new gates and higher security while raising the fare, and instead focus on more enriching ways to pull in money. Busking permits, renovating space to rent out to businesses, etc.	
If there is a fare increase I would like to tell metro to find means and ways of collecting from person riding both bus and rail inorder to see increase. Leave the people who are paying each time there is a fare increase. Too many free riders on bus routes like 79,70, C4, C2. Why stressing the loyal.	
I am greatly concerned about the proposed changes in express (commuter) bus services. Many public sector employees, myself included, rely on them to get to work. My bus, the W5, will be eliminated in favor of a local (non express) route that will likely take twice as long or more. If these changes are made, I may have no choice but to buy a car and commute that way - a shame, because WMATA's excellent prior service was a major reason I chose to live and work in DC	DC
Está muy caro debería estar 2s	
It's needed for the upgrades in service transportation and employees	
Buenos días , con todo respeto soy una persona que todos los días usa el metro de la línea silver para ir a trabajar , creo que sería bueno que la línea silver pase de manera más constante quizá cada 6 min o 7 minutos sería mejor que cada 10 o 12 o en las noches hasta cada 15 min al salir o llegar me perjudica esperar tanto tiempo , muchas gracias , también creo que se debería implementar un pago único universal a todas las estaciones por mes ejemplo como la tarjeta del mes de Nueva York , digamos un ejemplo pagas 120 dólares mensuales por esa tarjeta y puedes transitar de forma ilimitada , es un ejemplo el costo ya lo pueden determinar ustedes , pero sería de gran ayuda para persona como yo que usamos el metro todos los días para ir a trabajar, muchas gracias por su atención Atte:José de dios vecino de Maryland	

El f13 no se paro me isolated seña como que atras viene el otro si pasa pero dentro de una hora eso no esta bien porque yo estube esperando 30 minutos era una mujer pero esta bien solo queria que supieran y que llebava mucha prisa gracias	
Don't waste your money on the design of the 8000 series cars. That silver and Black bs isn't ours. I hate the 7000's and it's only getting worse with the next gen. It's NYC's. Go back to the original livery for WASHINGTON DC. Advance the tech, and keep what so many people through the region have known for about 50 Years. Thank you.	
Transportation for patients after being admitted is an important need, METROACCESS is being requested to consider adding HOSPITAL PATIENTS who are discharged from the hospital to METROACCESS Authorized customers for a cost of approximately \$10 to \$5 one way from the Hospital they are discharged from to their home, or to a location authorized by the hospital and the patient. WMATA CUSTOMER, CHRYSTAL WALDROP:	
Can you please bring back routes 8Z please	City of Alexandria
What good is a fare increase when I pay when getting on the bus and subway and many don't so with increase I will still be paying more and others won't be paying. NOT FAIR.PENALIZE THOSE WHO ARE PAYING!!!!	Prince George's County
Me and the rest of the federal service want to use our smart benefits for parking it is a hassle to have to load money in order to pay for parking	Other Maryland
I think it's important to have keep express buses. I am especially concerned about bus 15X from The Bus which is discontinued and replace by P20. Is there going to be an express version of this bus? A lot of buses in DC have an express version, like 79 for70, S9 for S2, etc. Is there going to be a P29?	
Many people are getting deeply affected by the removal of 15x bus from Greenbelt metro station. Please considering including a P20 express/fast version to help people's concerns.	
Hello will Rochell Avenue and Elmhurst Street in District Heights still be served by a bus stop? Have a great day.	Prince George's County
I think it is great idea to have people just use their debit or credit card directly to get on a train. That way they won't be denied entry or exit because of lack of funds. I hope you still keep Smart Trip cards for those who don't use or can obtain credit cards. I like adding money to y smart trip but it will be a great relief to know if I run out of funds , all i have to do is use my credit card. Begining earlier and staying open later is a great idea. Hopefully you can reach more riders. And adding more trains go new Carrollton is ideal.	City of Alexandria
Everything seems fine, especially regarding the metro rail changes. I just, truly and deeply, wish you all would restore the bus service to BWI. It just makes such a difference in keeping things affordable around here. That needs to be a priority in serving the residents of the DMV.	Prince George's County
I don't see how y'all wanna make changes with the metro system but the busses never arrive or depart on time y'all need to worry about that first!!	
budget and fare is okay	Other Maryland
Service needs to start at 5am on weekends.people have to be at work at 7am .bus service is spotty in some areas.sometimes don't show up as scheduled people need to get to work	
I'm very excited to have the silver line split service between Downtown Largo and New Carrollton stations, and I would love the convenience of using my mobile wallet to pay for fare.	DC
El 35 no.pasa ala ora kisas los conductores se ponen.mas.en.el.telefomo achatiar son.in.responsable.del.35.allimconia	

<p>78 yrs old, I earn 10k and limited income of SS \$888.00. I use Metro (3 buses) to help a 83 yr old with no other personal contacts. Her brother is ill and living in CA. Without a bus, I would be unable to assist her as she is wheelchair bound. Because of you she is able to leave her apartment. MetroAccess takes her to Doctors and to pick up groceries. She cannot pay for MetroAccess for most rides. Without city buses she would be placed in a nursing home killing her spirit, and, costing the state economy much more money. Most importantly, your system helps to maintain hope and motivation to survive for those who are low earners. The buses improve the morale of its citizens. If desired the get to talk with others who often have different opinions. That is fun and enlightening. Your staff is well trained not only in driving but in customer assistance. I ride from Greenbelt to past Addison Rd Sta., and, further up the road for shopping (but not much when it is cold). I have seen drivers male or female calm teenagers, verbally get exhausted and or drunk? A awake and moving without shaming them or agitating them. E.g., your staff from the unseen cleaners and mechanical and phone staff and back office to the visible - guards, drivers, area cleaners, managers, are patient and skilled. Your services are highly valued and essential. City transportation is an essential component of a healthy community whether rural or urban.</p>	
<p>The M4 route is the main means of transportation for middle and high school students in our neighborhood traveling to Alice Deal and Jackson Reed - decreasing the frequency of buses on this route would have a huge impact on the students' ability to get to school safely and on time. This is not the right decision - put your riders before the bottom line.</p>	DC
<p>El autobús 322 que tiene que salir de bandor hacia franconia no recorrió su ruta de transporte y no hizo ninguna parada se tiró directo de estación en estación</p>	
<p>Please keep the M4- kids depend on this while parents are working</p>	
<p>Please reconsider Metro expansion down Columbia Pike. This area of Arlington/DC is the most under-represented in terms of coverage with no existing lines. I have read this was considered in the past but cannot understand why it was not pursued.</p>	Arlington County
<p>None</p>	
<p>We should find a way to keep the free bus fare program for most residents. I pay but I know a lot of folks can't.</p>	DC
<p>The M4 must run more than every 30 minutes. It is how hundreds of DCP students get to school. Running the bus every 30 minutes will lead to significant challenges and students getting to school, with missed buses meeting, no alternative to get to school on time and overcrowded buses. Please support DCPS students by not gutting needed bus routes.</p>	DC
<p>Lower prices for weekdays</p>	
<p>L incremento a las tarifas no sería viable , lo correcto es que todos los pasajeros pagáramos por el uso de autobuses y trenes , pero no todos podemos pagar más de la tarifa ya establecida</p>	
<p>As you're aware, the Red Line was the first line. Why hasn't there been discussion after all of these years to extend it past Shady Grove? It would certainly cut down on traffic and I'm quite sure that it would bring in revenue between riders using it to go to work and others maybe being able to shop further up towards Damascus, the outlet, etc. I REALLY wish that this is something that could be possible. The purple has been a mess and has costs an exuberant amount of money and remains delayed.</p>	
<p>Dina</p>	

<p>I take the 38 and it frequently misses the turn at the church so I can't get home and sometimes am late</p>	
<p>This isn't really about the proposed budget but rather the 'Metro Access' branding. Change it to 'ParaMetro', it fits in line with the Metro branding with 'Para' representing Paratransit. 'Metro Access Para Transit' is just too many words.</p>	<p>Arlington County</p>
<p>The new C85 bus will operate only during the morning and afternoon rush periods. Afternoons, the route will end at 6pm. Is that realistic, especially for those who work downtown and will connect via the Red Line? People will need to leave work early in order to catch the last bus. I can't imagine being able to leave work before 5:30, and even that would cutting it close. I need to get home. But I can't risk losing my job for leaving early. With the Return to Work order, more people will want to count on the C85 to get home. But sadly, the 6pm end time does not reflect normal office work hours. Passenger traffic will be low. Please reconsider the 6pm end time. Make the C85 relevant to the hours downtown commuters keep.</p>	
<p>The 'final' Better Bus proposal included a re-routing of the C83 bus so it now travels on Nevada Ave between McKinley and Nebraska. This added traffic is an unreasonable burden on Nevada Ave residents. We are already seeing a tremendous increase in traffic due to Beach Drive closure at Broad Branch which forces traffic onto Broad Branch and Nevada Ave. This traffic will increase again by an even larger amount due to the federal return to the office initiative. It is not reasonable to increase traffic even more with the bus route which should remain on McKinley and provide closer access to Lafayette School.</p>	

<p>1) There should be a new, frequent bus route that covers most of Eastern Avenue, just like how the K6 and K9 (soon to be the M60 and M6X respectively) cover most of New Hampshire Avenue and how the 52 and 54 (soon to both be the D50) cover most of 14th Street. Many people and I live on Eastern Avenue, and there are destinations on Eastern Avenue that I visit regularly, and riding to and from said destinations with little to no trouble would save me much time. The local F1 (soon to be the P42), which runs only once or twice an hour, is not the most reliable in this aspect. Speaking of which, if implementing an Eastern Avenue line is not possible, an alternative would be to increase the service of the F1; to make the F1 run more often, since I often rely thereon. Otherwise, the Eastern Avenue line's northern terminus would likely be Silver Spring Station, its southern terminus would likely be Capitol Heights Station, and the two transit hubs in the middle would likely be Takoma and Deanwood Stations. The Eastern Avenue line would also likely share stops with Metrobus routes B2, E4, F1, G8, K2, R14, S2, U4, U7, and W4, and Ride On routes 14, 18, and 24, all on, not near, Eastern Avenue. 2) The K6 and K9 have stops they do not share (i.e., Eastern Avenue NE + Rittenhouse Street NE and Riggs Road NE + Chillum Place NE). A non-express route that 1) runs frequently and all day, 2) shares the same stops as the K9 does, and 3) has stops between the aforementioned bus stops, likely but not limited to sharing stops with the E4, R1, and R2, would be convenient. That hypothetical bus stop may be the K6. This suggestion is for when the K9, which runs only during peak hours, is out of service. That idea may already be in the Better Bus Network plan, but I do not know what the bus stops are in the M60 route. 3) I not only rely on but also enjoy listening to the voice in the bus that reads the streets, intersections, stations, and the bus's route and destination while moving, but some buses do not have that feature. Regarding streets, intersections, and stations, the absence of the voice forces me to rely on looking at the window, which may not always be available. Regarding the bus's route and destination, the absence of the voice makes the blind hesitate on whether to board or not because they do not know if the bus is right for them. Giving each and every bus this important feature would save many people the trouble of guessing when to board or pull the string.</p>	
<p>Recommendation: do not approve 8000 series design as is. The current design proposal reduces seating on trains, whereas most people I observe who ride the train prefer to sit facing forward or backward versus stand or sit facing the center.</p>	
<p>Please extend the yellow line back to Greenbelt, cutting service in half to people living north of mt. Vernon square was the worst decision WMATA has EVER made and it has made the train experience much worse. I shouldn't have to transfer on what used to be a 1 line trip...</p>	
<p>I live in Bethesda. The fatmre to Farragut North (7 stops) is USD 3.80. It gives me less than 20 rides to and from work, i.e. less than two weeks. Kindly consider, when we who live outside DC, a higher monthly metrochek, to those who provides a lease agreement showing residence outside DC area. Thanks.</p>	
<p>If your'e going to increase fares, then do more for safety and cleanliness with the stations.</p>	<p>Prince George's County</p>
<p>Dear Sir/Madam, I would request you to take into account the following comments: 1. Please ensure continuity of the Metrochek program. It is a huge help to federal employees commuting to their physical offices. 2. Please ensure the continuity of the current 42 and 42 routes as they are the most reliable and excellent connectors from many neighborhoods to the downtown area. The proposed new routes are discriminatory as they cut out huge parts of neighborhoods with economically disadvantaged hispanic communities. This would be a big disservice to them. Thank you. Arunima Dhar</p>	<p>DC</p>

It would be very helpful if you can reduce the metro rail and the parking fares. Today, it costs around 19 USD per day (including parking) from Vienna to Foggy Bottom :(	Fairfax County
I would like to petition to maintain bus stop on Pennsylvania and L Street for bus 31 and 33. This bus stop enables riders to catch either bus going north.	DC
It's not a line anymore if Silver Line service is split. This is a proposal to create two different lines. Make it respectful towards the intelligence of visitors and those who are not frequent metro riders: call it two different names ONE NAME from Ashburn to Downtown Largo and a DIFFERENT NAME for Ashburn and New Carrollton. Otherwise WMATA is disrespecting its riders. Additionally, I would like to note that WMATA is misrepresenting the current level of service, where the service from 'Stadium Armory to Downtown Largo' is presented with 'Average Train Frequency (Current)' to be 'Every 5 minutes' during 'Weekday Rush Hour'. The actual period is routinely closer to 8-9 minutes. Such misrepresentation of fact undermines trust in the agency leadership.	Prince George's County
As the ridership increases after the Executive Orders to bring people to work from office 5 days a week, the assumption would be change and revenues would rise. Therefore, metro fares should not be increased for FY26 and more frequent services should be provided in line with the rising needs to take metro rail and bus, particularly during the rush hours. Also, silver line needs to accommodate early morning and late night passengers to and from the IAD airport, and should be considered to run 24h, even one per an hour during the late night/early morning periods.	Arlington County
I fully support the increased frequency for the Red line during rush hour. It is the one I use daily for my commute, and the only one I will comment on. The increased number of hours will also be of help, although I use the service a lot less frequently. The second item which will be immensely helpful is the introduction of Open Payment. This will be extremely helpful and should reduce the amount of time taken by people to tap in/out of stations. Farragut North struggles with the number of turnstiles at peak hours.	DC
can you make Herndon metro parking as free for those can use as park and ride.	
Please consider not raising the fare especially on RedLine since it is already high and now you removed the off peak fare for the 9:30am - 3:00pm period. If possible, please bring back this offpeak hour from 9:30am - 3:00pm to encourage people travel time difference to reduce travel load and crowd. Thank you!	Montgomery
Fairfax County Board of Supervisors comments on the proposed FY 2026 Operating Budget and FY 2026 - FY 2031 Capital Improvement Program	
Metro should not increase the fare	Montgomery
The proposed services does nothing to ease transportation from the upper part of Georgetown to destinations northeast, such as Columbia Heights and Mount Pleasant. There's far too many overlapping lines on Massachusetts and Connecticut, but nothing on the western side of Florida through Dupont. The G2 replacement will increase bus traffic on Q St, but does nothing to connect riders to metro stations on lines other than the Red Line stop. The ends of that route, Howard U and Georgetown U, seem symbolic if not entirely arbitrary. There's decreased access to hospitals, with no clear route to Sibley, and WHC is still inaccessible from this area on all routes. Most importantly, a direct line to Union Station was the one transportation advantage in this area, and the new routes split the D6 making transportation to union station either a two bus trip or a bus/metro trip.	
Please find attached comments from the Sierra Club DC Chapter.	

<p>I fully advocate for the extension of MetroRail until 2:00 AM on Friday and Saturday nights. As DC's nightlife continues to rebound, it's important to have the support of rail service. I also am a proponent of the Yellow Line extension. I commute to Mt. Vernon Square station from Columbia Heights, and I regularly experience train traffic and delays on the Green Line in both directions at Mt. Vernon Sq.</p>	
<p>I think the work Metro/Wmata is doing is OK, but I think external needs to be put into roadway infrastructure, as several roads are in dire need of repair. As Wmata knows, not all areas in the DMV are accessible via public transit. It would be great to include MDOT, DDOT, and VDOT in the funds you all are being given. The Purple Line, especially, is causing terrible delays &amp; potholes in the roads. Please reach out if needed: @dmvnewslive on Instagram and @dcnewslive on Twitter. Thanks! -VK</p>	
<p>Metrobus changes were put in place before the federal government put in the return to office policy. I know the W5 bus that I ride to US Naval Research Laboratory will definitely see an increase in ridership. This bus is under the bus in the better bus plan and the replacement C27 will discourage ridership for employees.</p>	
<p>ANC 3/4G is submitted its resolution and testimony regarding Wmata's FY26 proposed budget. Please see the attached and feel free to reach out to me with any questions at 3G01@anc.dc.gov.</p>	
<p>I, and many others require the paratransit busses to run more often. They start running around 4am and go to 9:30am. Then there is a huge gap and they start back up at 3:15pm. I am asking for you to close that gap and add some weekend service. I personally take the 374. During the virtual hearing, I was made aware that there are issues in Chevy Chase DC. The Better Bus Network is going to get rid of direct pickup at Noel Wood Retirement Community. This will hurt seniors who cannot walk for long periods of time. Please keep direct pickup. You are also getting rid of certain stops near Ingleside at Rock Creek which will also cause seniors to walk longer. Please keep these stops. The Better Bus Network is also getting rid of bus service at Lafayette Elementary School. This will cause students to come in late. Students and teachers need their bus service and having it come every 30 minutes is not enough. I was also made aware that Ward 8 needs W2 and W3 busses. The busses they currently have are deteriorating. Finally, I was made aware that the Better Bus Network is getting rid of some of the stops in Fairfax and the Northern VA service area in order to expand networks. This is going to make it harder for people to get from their houses to their destinations. Please do not get rid of any stops.</p>	Other Virginia
<p>M4 replacement service (C85 I believe) cuts the frequency to every 30 minutes, which is not equitable for the scores of school students who commute each morning and afternoon. With school arrivals having a narrow window, we are asking all students in the Deal Middle School and Jackson-Reed High School vicinity to load up into a single bus or two, with no reasonable fallback option if they miss a bus for any reason. We need more frequent service during the school arrival and dismissal times.</p>	
<p>Northern Virginia Transportation Commission comments on the FY 2026 Wmata budget</p>	
<p>Consider express routes that run every 30 or 45 min from further out locations on weekends into DC as a way to shorten trips for users and incentivize weekend travel into the city.</p>	Other Virginia
<p>Arlington County Transit Bureau's comments</p>	
<p>Comment letter from the Georgetown BID on Wmata's FY26 budget</p>	
<p>Thank you.</p>	City of Falls Church

<p>Metro rail must increase frequency and reliability to be sustainable. While security is important, having tons of special police/private security officers standing around, not enforcing fare-evaders, is bleeding your bottom line. Run more frequently, be reliable, and ridership will continue to increase. Re-extend the Yellow Line all the way back to Greenbelt! Turning around trains at Mt. Vernon Station is causing unnecessary delays downtown to the Green Line. I don't even understand how that saves you any money, but even if it does, it creates chaos and turns off riders. The population and hip restaurants and nightlife is moving north to Colombia Heights, Petworth, and Adams Morgan. Make it easier to get there by returning the yellow line to its original status!</p>	DC
<p>In my view, Metro should strike a deal with ride healing services that will allow people who have mobility issues that do not require the use of metro access to use those right healing services at a noticeable discount. Those services do have price tiers for subscription services and it would be quite easy to authenticate the need and allow such users to have an account for which they pay, but for which the discount would be applied. That would be an upside to the ride hailing SERVICES of course but it also would take stress off of metro access while giving users, such as myself who can't really use the bus or the metro anymore, mobility around the area served by metro. This seems like an easy solution, not costing a lot of money with a lot of affect for people with mobility or vision issues i'm actually surprised it hasn't come up before.</p>	
<p>I live in Chevy Chase, DC, ANC 3/4G. I am only commenting on metrobus, because we have no metro in my neighborhood. I applaud WMATA for responding to our community's requests they alter their Better Bus plan to better serve this area. We will now have service from Hawthorne to Friendship Heights, a partial restoration of the E6. I also applaud WMATA for attempting to keep buses on McKinley Street and I am writing to urge them to work with DDOT to remove parking on one side of that street so that buses will continue to run on McKinley Street NW. This street is at the heart of our community, and we need to keep buses running on it. I also urge WMATA to obtain dedicated funding, to reduce reliance on the uncertainty of city and state budgets. Why not use all the uncollected money for traffic violation fines? Also, I as a motorist would be happy to pay a gas tax to support Metro. This will help address climate change, and it is only fair motorists support public transit, as they are polluting by driving. Also, public transit reduces traffic, so it is in their interest. Please, raise my gas taxes!</p>	DC
<p>I live at Knollwood Life Plan Community for Seniors. We were pleased that the E6 bus which is a lifeline for us but was discontinued because of Covid, will return under the Better Bus Plan. However, the plan is for the bus (C83) to no longer come to Knollwood's entrance which is where it and the M4 have always come. It will be nearly impossible for Knollwood residents, most of whom has some mobility issues to go to Oregon Avenue to catch the bus. WMATA has never given an explanation why it made this change.</p>	
<p>I have uploaded a PDF of my letter to WMATA about increasing paratransit bus service.</p>	Other Virginia

<p>I am the newly-elected ANC Commissioner for ANC3/4G-03, and, during the one month I have been in office, have learned about WMATA's so-called Better Bus Network Redesign and how it will affect senior citizens living in my district. I am appalled that the nearly 300 senior residents and approximately 100 staff at the senior living residence, Ingleside at Rock Creek, will not be provided with adequate bus service under the new WMATA bus redesign that is to take effect on June 29. 'Better Bus Redesign' is a misnomer; indeed, for my older constituents and their employees, it is the "Bad Bus Redesign." The stated goals of the Plan are to "promote equity, inclusiveness, and access to opportunity." It would have been prudent, therefore, for WMATA to identify groups of people, such as seniors living in a senior center, and design bus service around their location and their needs. It would have been prudent to identify large groups of employees, such as those who work at senior residences, and study what their transportation needs are. As things now stand, the new plan forces Ingleside seniors and their employees to accommodate themselves to a difficult and inconvenient bus route re-design. Shouldn't WMATA be bending over backwards to accommodate seniors — especially those grouped together in communal housing — to bring excellent bus service right to their doorstep — rather than make them walk for blocks in cold, hot, or inclement weather, or force them to make inconvenient transfers, or to force them to wait long periods between buses? WMATA's "Better Bus" plan will restructure bus service near Ingleside. As one of my Ingleside constituents explained: The E4 bus, which Ingleside residents and their employees catch at Military Road and 30th Place will be gone. In its place two lines have been declared, the C81 and C87 which will travel West along Military Road to Nebraska, then go to Tenley Circle. There is another line, C83, which will approach Nebraska Avenue from the North along Oregon; it is shown to stop at the Knollwood Senior Residence, but then will avoid Military Road completely, take Nebraska to Nevada, and then up over to McKinley to reach Friendship Heights. This means that anybody at Ingleside who needs to get to the Chevy Chase Commons or Friendship Heights will either have to walk up to Nebraska Avenue from Military Road; or they could get on the C81 or C87 bus, go to Tenley and then transfer by Red Line up to Friendship. Either of those is quite awkward, and pose a great inconvenience, indeed burden, for everyone at Ingleside who relies on public transportation. In addition, it is currently unclear where the bus stops will be located for the new C81 and C87 buses. They should be located immediately adjacent to Ingleside to reduce the need for seniors to do extensive walking on narrow and uneven sidewalks. It is my understanding that it is WMATA's Fiscal Year 2026 budget that will fund the service changes that have been approved as part of the 2025 Better Bus Network Redesign. I implore WMATA to make some last-minute, emergency changes in the bus routes to make the lives of seniors easier, not harder. And although the residents of the Knollwood senior residence live outside my immediate area -- in the neighboring ANC3/4G district 02 -- I urge WMATA also to restore the door-to-door Metrobus service the seniors who reside at Knollwood have relied upon for some time. More and more seniors wish to continue living in Chevy Chase. Public services, such as bus service, are lifelines for seniors. Without such service, seniors cannot function never mind flourish. Thank you, Carol Grunewald Advisory Neighborhood Commissioner ANC 3/4G, Single Member District 03 3G03@anc.dc.gov</p>	
Cars	

<p>Cars Parked on Both Sides of McKinley Street Between 32nd and Broad Branch Roads, NW, Purported to Be the Main Reason Why WMATA Can No Longer Run Buses The Entire Six-Block Length of McKinley Street Between Connecticut Avenue, NW and Nebraska Avenue, NW My name is Lee Schoenecker. In the very early months Or 1991, at the request of transportation staff in the then DC Department of Public Works, I recommended that cars in this two-block area remain on both sides of McKinley Street, as a TRAFFIC CALMING MEASURE. The DC DPW did so and 33-34 years later cars are parked on both sides of this two block area (Cars had been parked on both sides of this two-block area long before 1991. It was the pending passage of the Federal Intermodal Surface Transportation Efficiency Act, or ISTEA, which generated this request to me.) In my opinion and it is not a legal one, cars on one side of this two block area could be removed from this two-block area. As an experienced urban planner I think this would result in the six block MdKinley Street from Connecticut Avenue, NW to Nebraska Aveneu, NW turning from what might be cosidered a collector street to, in essence, an arterrial street. This would cause a potential serious safety problem. One block from the heart of this stretch of McKinley Street is Lafayette Elementary School with 900-1,000 preK through fifth graders. 'So yes' though not a legal answer, I think the parking on both sides of this two block area of McKinley Street could be converted into a two block area of parking on just one side of the street and WMATA buses could travel unimpeded without any traffic calming. But before this happens ANC 3G should be fully consulted. Lee Schoencecker, AICP ANC Chair, 1983-87, Member, 1981-1991 P.S. I fully understand that people in this two-block area do not want parking removed as they would have to give up on-street parking. Back in 1991, I wanted the cars to stay this two-block area as a traffic calming measure and, in my opinion, it has worked. Also, I have never lived on any part of McKinley Street, though I did live two blocks away. I know live in Independent Living at Ingleside Rock Creek with underground parking</p>	
<p>I would ask WMATA to reconsi der its proposed C83 service and include a stop at the entrance of the Knollwood Continuous Care Retirement facility at 6200 Oregon Avenue NW, as is done with the current M4 service, and had been done in the past with the E6 service. Employees and residents would be hampered by having to walk down Knollwood's driveway to reach any proposed stop on Oregon Avenue. Thank you. .</p>	
<p>I would like to request an extension of lines F81 and F83 beyond the current proposed times (early morning, morning rush and afternoon rush during weekdays). Unlike other lines which operate throughout the day or for a longer time period, F81 and F83 only operate during a very limited time window. And this highly impacts frequent metrobus users like me who use these lines beyond the rush hours. Hence, it would be great if these two lines could run throughout the day and during evenings. Thanks.</p>	

<p>Comments on FY 2026 Budget and Associated Service Changes, Feb 10, 2025 My name is Michaela Platzer and I live in ANC 3/4G, which covers the Upper NW DC neighborhoods of Hawthorne, Barnaby Woods, and Chevy Chase DC. I have a few brief comments for WMATA about the Better Bus Network Redesign (BBNR) service changes. (1) I was pleased to see that WMATA engaged with residents of Chevy Chase DC and listened to many of our concerns and included the partial restoration of some of the bus service we lost in recent years. (2) Thus, under the coming BBNR residents in my neighborhoods will once again be able to access Metro, retail establishments, and medical services in Friendship Heights directly. (3) Still, as detailed in a resolution unanimously approved by ANC 3/4G, our community has a few concerns about the BBNR, which directly affect us, namely those: 1. Living in retirement communities such as Knollwood and Ingleside, 2. Local area students who need to use the bus to get to nearby schools such as Lafayette, Deal, and Jackson-Reed High School and 3. Many of my neighbors who will shift from working at home to a return to in-person work. Our concerns include frequency of service, every 30 minutes makes the bus a less desirable transit option, and location of bus stops. I'm also here to support even better, robust bus service this year and beyond for the thousands of bus riders in upper NW DC who depend on bus transit to travel from their homes every year. We all love the Better Bus idea but let's make it truly better. We all realize that funding is a challenge. My neighbors are eager to work with WMATA to identify other funding sources for public transit, including bus service. In fact, ANC 3/4G passed a resolution on November 25, suggesting that other potential revenue sources be explored, including the collection of unpaid traffic citations. According to a recent article in Axios, drivers owed the District nearly \$1.3 billion in traffic fines and penalties. Couldn't some of this revenue from traffic enforcement be directed at funding public transit services? Finally, I want to underscore that the preservation and expansion of bus service are vital to our community. Bus riders in my neighborhood are eager to work with you to encourage more people to use the bus. Thank you. Michaela Platzer Barnaby Woods Resident Washington, DC</p>	<p>DC</p>
<p>I am an 83 year-old resident of Ingleside@Rock Creek. I have medical appointments (GYN, Orthopedic, Eye) at 5454 Wisconsin Ave, right across the street from the Friendship Heights Bus/Metro Station. I don't drive, so I use the E4 bus several times each week to access my appointments as well as to shop for groceries. The proposed changes to bus service in our area will make it very difficult for me to get to Friendship Heights as it will require getting a bus that ends up near Tenley Circle and then walking a block to wait for another bus to get me up to Friendship, and then reversing the process to get back home. This is a considerable hardship for me, so I hope you can revise your plan to find a more convenient way to get to Friendship Heights. Thank You, Ann M. Coulston</p>	

<p>I would like to start by thanking all WMATA staff and the board for their dedication in restoring service and improving the rider experience, as evidenced by the recent high customer satisfaction figures. WMATA is truly an essential part of the district that enables the entire region to serve as a growing economic powerhouse. I strongly support the increases to rail service proposed in the FY26 budget, including super peak red and silver service and the extension of half of yellow line trains to greenbelt; these changes will alleviate congestion at busy downtown transfer stations and make travel across the region smoother than ever by adding more one seat rides between MD and VA destinations. I would also like to strongly support metro's implementation of the better bus network; delivering improved service along key corridors throughout the region and enabling smoother regional movement. I would also like to support the implementation of open payment across the system. With this, I would like to make two recommendations to the board. First, as a rider, I would implore the board to consider implementing a weekly fare-capping system in-line with open payment, bringing the value of WMATA's weekly and monthly passes to all users, not just SmarTrip riders. This is a sentiment I have heard echoed by many at the in-person board meetings I have recently attended and I encourage the board to evaluate this proposal. Second, as a student at a DC area university that participates in the U-Pass program, I would encourage WMATA to encourage regional SmarTrip partners to adopt U-Pass as they make the necessary upgrades to support open payments. This will make the entire region, beyond that just served by metrorail and metrobus more accessible to DMV area students. Again thank you to the entire WMATA staff and the board for keeping America's Metro running smoothly and I thank you for your time.</p>	
<p>It currently takes a long time to reach Gaithersburg/Shady Grove Road via Wheaton. It's doable, but can take up to 90 minutes. It would be great if this timing could be shortened to at most 60 minutes.</p>	
<p>Pls increase size and raise height of signage in metro stations. Pls hire more bus drivers that are white, so riders get less 'I h8 white people' attitudes. Pls pay drivers for the actual time they work, like the way the rest of us get paid. Pls check to see if states are cleaning and repairing bus shelters. Some are always dirty and smell of urine. Pls tequire no smoking signs at bus shelters. Pls enforce no paying customers don't get free rides endlessly. Thank you, Debra</p>	

1) Metro needs to emphasize the day-to-day metrorail operations in lieu of spending managerial time in forecasting and predicting future trends of financial outlays and metro's rail routes and structure. As stated on your website, during the 2018-19 period, Metro management spent countless hours, days and probably weeks attempting to predict the future of metrorail operations in future years. Passengers requests for Metro to prioritize oversight of the daily rail operations were either rejected or consigned to some lesser component of Metro. As former WMATA General Manager Richard White told metrorail customers, the day-to-day operations do not deserve management intervention as management's mission is to forecast operations in future years. As the 2020 Covid Pandemic shown, all those hours and resources used in 2018-19 predictions were for naught. Metro management does not have a crystal ball; therefore Metro's worktime should be shifted to address the problems associated with schedule delays, railcar breakdowns, yard repairs and technical support, 'residual delays' (your words), summer AC units in the cars failing, and life-threatening derailments (such as at East Falls Church Metro Station several years ago. This may require a substantial change in Metro Management thinking, but it seems to be a costly and time-consuming endeavor to try and predict the future. 2) For years prior to 2018, Metrorail suffered decreased ridership due to poor service. Survey after survey, conducted by local entities such as the Washington Post, customers abandoned Metro due to unsatisfactory service and opted to commute by POV or use Lyft or Uber. Passengers formed a ridership committee and we had a meeting with the previous General Manager at the Martin Luther King Library. During the meeting, we proposed several recommendations to the Manager concerning employee accountability and station manager responsibilities. In the ensuing years, none of our proposals have been adopted by Metro management. Instead, Metro put WiFi in the cars and opened a store; those were nice ideas but that did not address the problems of extremely substandard service by railcar operators and the metrorail system. Kevin Callahan 703-851-8982 Falls Church, VA 22044

City of Falls Church Fiscal Year 2026 WMATA Budget Comments

3) Metro management insists on a 'dedicated' revenue source from local jurisdictions to fund Metrorail and bus. I propose negotiations should be opened with the District of Columbia (DC) city counsel concerning a Commuter Tax to fund Metro. Councilmember Phil Mendelson has been an outspoken advocate for such a tax for decades and the council unanimously passed a DC Commuter Tax back in 2012. Councilman Mendelson has advised that the City of Chicago has such a tax and it was workable. The council stated that DC with such a tax would have brought in an extra \$2 billion dollars in revenue in fiscal 2009. That certainly would help Metro funding with today's dollars. 4) Restructure the farecard system to reflect the actual cost of rail travel. Metrorail has one of the highest cost per mile of any commuter rail system in the United States. To alleviate these costs, Metro should change the fare charges imposed on commuters. Fofr instance, commuters travelling in from Ashburn, Virginia should be charged about \$10-12 per one-way trip due to the costs of the train running the Silver line to Washington DC. This fare increase would certainly be palatable to DC residents whose average income is much less than Ashburn (nicknamed 'Cashburn') residents and DC residents use Green Line's lower cost per mile rail. 5) On a Orange Line trip, an Asian tourist from Taiwan told me that all the rail operators in that Chinese Island have college degrees. Moreover, those opertators have degrees in Engineering. I think Metro should consider hiring operators with engineering backgrounds, instead of simply promoting bus drivers in the current system. Operators with that expertise could more easily identify train problems and report them to the rail repair yards. Those operators would also observe defects in the tracks, including the Third Rail, which would decrease the numbers of railcars becoming disabled. 6) One major positive for Metro since the Pandemic has been the improvement in bus sevice, especially in the Virginia suburbs. According to Metro's website, Metro received over \$700 million congressional subsidy post-pandemic. So Kudos for the improved bus service and routes/schedules! In fact, I propose that Metro Management consider shifting budget needs from the rail system to bus service, as that would be a viable alternative to the business acumen currently. In addition, an express bus service should be established between East Falls Church Station to Metro Center, bypassing the inadequate Orange Line rail route. Kevin Callahan 703-851-8982 Falls Church, VA 22044

Tino Calabria Feb. 10, 2025 Testimony Regarding FY26 Budget I'm Tino Calabria, Chair of the Bus/Rail Subcommittee of WMATA's Accessibility Advisory Committee. Thanks for circulating surveys and encouraging riders and the general public to respond to them. And special thanks and compliments to Board Chair Valerie Santos, her Board colleagues, GM/CEO Randy Clarke, and all WMATA's staff for excelling in your work so well that WMATA recently won stellar positive reviews. As Mass Transit magazine reported just this past Tuesday: "In the last quarter, Metrorail customer satisfaction reached 89 percent while the customer satisfaction rate for Metrobus was 75 percent." Compliments, too, on nearly four years of month-to-month ridership growth that "positions WMATA as the national leader in ridership recovery." [Fn. 1] Not long ago, the Covid-pandemic laid a trail of transit devastation across the U.S. The recent positive changes have come as a welcome relief. But wait. Right as public transit services seem to be on the up-and-up, dark clouds loom on the horizon in two February 7th headlines: The New York Times just forecasted that "Transportation Funds [will] Prioritize Birthrates" [Fn. 2] And, as the Associated Press reported, "Trump official's directive tying transportation grants to birth rates could hinder blue states." The AP explains that "With hundreds of billions of dollars in transportation money still unspent from the 2021 bipartisan infrastructure law, such changes could be a boon for projects in Republican-majority states, which on average have higher fertility rates than those leaning Democratic." [Fn. 3] Though the outline of WMATA's service area is not exactly congruent with Washington DC's boundary, Washington shows up on a list naming "10 Major U.S. Cities With the Lowest Birth Rates." [Fn. 4] The very same week, Transportation for America reported that the new U.S. Department of Transportation Deputy Secretary: "... has made clear his dislike of public transportation, clean energy reform, and pedestrian safety efforts." [Fn. 5] But just think. Less than a year earlier, on July 1, 2024, it seemed that the fiscal cliff that WMATA had stared over for months now became avoidable. And WMATA did survive. A month earlier, three groups of coalitions organized and began meeting as DMVMoves. Its members examined scenarios showing how a history of complexities had previously prevented the region's competing interests from adopting a unified vision with practical and sustainable funding possibilities. Most recently, at its December 2, 2024 meeting, DMVMoves members reviewed choices ranging "from WMATA needs versus local needs; building options for future consideration; codifying benefits versus value; maximizing growth around Metro stations versus investment in Bus Rapid Transit systems; and the best model for new funding — either a uniform, regional revenue source or transit funding needs allocated to each jurisdiction." During that December meeting, no definitive recommendation was settled upon, but the group vowed to continue budget planning and arrive at "policy recommendations and a final plan by May 2025." [Fn. 6] Somewhat shorter, here are excerpts from a more recent Greater Greater Washington article, "Securing WMATA's future: The role of the DMVMoves Task Force," published on January 30, 2025. [Fn. 7] "WMATA was set to enter FY2025 with a \$750 million budget gap before approving a \$4.8 billion budget in April 2024, with local and state governments in the Washington region making up the remaining amount needed to postpone WMATA's next financial crisis to FY2028. The transit authority's successful bid to stay afloat has also been due in part to a strong post-pandemic ridership recovery and cost-effective operational management under fresh leadership." That GGWashington article of 11 days ago gives details about DMV Moves, its membership, goals, funding options, and recent actions. The article also states: "To create a positive and sustainable funding cycle for WMATA, it makes sense to tie funding mechanisms to activities directed toward increasing ridership. Transportation-related funding not only creates a logical connection between the revenue source and its purpose, but it also is an opportunity to generate greater support for public transit, now and in the future. Several potential funding sources that could fill WMATA's long-term funding gap, some of which are purportedly being discussed by the Task Force: Motor vehicle sales tax and vehicle registration fees: Tying these to transit funding could incentivize fewer car purchases and encourage public transit use Motor fuel tax: A higher tax on fuel could discourage driving and generate revenue, though it's sensitive to economic conditions and fluctuating gas prices Parking lot fees: Increased fees for parking could push more commuters to use public transit Road pricing and tolls: Charging for road use during peak times could reduce congestion and raise funds for transit. GGWash has published extensively about the potential impacts of road pricing on the region, most recently a study on how it could impact equity here. DC even has a publicly-funded study on it that Mayor Bowser has refused to release publicly. Hotel and vehicle rental taxes: Visitors to the region also benefit from a robust transit system, so these taxes could help spread the cost" To those listed in the GGWashington article, here's what I'd add: Introducing or increasing taxes on vehicle-miles-traveled Taxing electric-powered cars and putting a surcharge on hybrids Escalating fines for various stages of over the speed-limit driving Boosting fines by the degrees of injuries caused to victims and for any resulting deaths imposing or increasing so-called "sin taxes" such as on the legal sale of marijuana Imposing sports betting, or at least such betting located too close to a fixed distance near schools New or increases in such taxes may eventually help fund WMATA. In addition, adopted years ago in cities as different as London, Milan, Singapore, and Stockholm, what's called "congestion pricing" was introduced last month in central Manhattan. Initially opposed by most residents of the tri-state region, with each passing week, congestion pricing gradually seems to becoming accepted there. [Fn. 8] Its earnings are intended to help fund New York City's MTA. It might not be right in the near future for WMATA's multi-jurisdictional region

<p>— or maybe never right for our region at all. However, if congestion pricing proves acceptable in Manhattan and a plus for New York City’s transit system, the concept may warrant some thought for here. In any case, articles published within the last two weeks — some cited above — forecast a gloomy few years for public transit. Yesterday’s [February 9, 2025] Washington Post headlined a report: “Maryland lawmaker warns of deeper state budget cuts” with the State Senate President stating that Maryland faces “. . . several hundred million dollars in additional cuts beyond the \$2 billion already proposed by” the Governor as “the Trump administration eliminates federal jobs and weighs cutting Medicaid funding.” [Fn. 9] I live in Montgomery County, but residents of Prince George’s County, counties and other jurisdictions in Northern Virginia, and those who live, work, or visit Washington, DC and around our region — all have good reason to wonder: How will WMATA and other public transit systems make it through the next few years? Very recent history offers an answer here. You WMATA Board members, executives, and all WMATA’s staff helped us back to safety from that awful 2024 fiscal cliff. So stay the course and steer us safely through the next few years ahead into a safer future, Fn. 1 <a href="https://www.masstransitmag.com/safety-security/press-release/55265595/wmata-washington-metropolitan-area-transit-authority-crime-and-fare-evasion-rates-went-down-in-2024-for-wmata">https://www.masstransitmag.com/safety-security/press-release/55265595/wmata-washington-metropolitan-area-transit-authority-crime-and-fare-evasion-rates-went-down-in-2024-for-wmata</a> Fn. 2 <a href="https://www.nytimes.com/2025/02/06/us/politics/trump-transportation-birth-rates.html">https://www.nytimes.com/2025/02/06/us/politics/trump-transportation-birth-rates.html</a> Fn. 3 <a href="https://apnews.com/article/duffy-transportation-memo-birth-marriage-rates-trump-8de1f95efc97e8b585bb0c93857ec951">https://apnews.com/article/duffy-transportation-memo-birth-marriage-rates-trump-8de1f95efc97e8b585bb0c93857ec951</a> Fn. 4 <a href="https://www.newsnationnow.com/health/which-cities-highest-and-lowest-birth-rates/">https://www.newsnationnow.com/health/which-cities-highest-and-lowest-birth-rates/</a> Fn. 5 <a href="https://t4america.org/2025/02/05/steven-g-bradbury-transit-and-vision-zero-opponent-named-deputy-dot-secretary-nominee/">https://t4america.org/2025/02/05/steven-g-bradbury-transit-and-vision-zero-opponent-named-deputy-dot-secretary-nominee/</a> Fn. 6 <a href="https://www.mwcog.org/newsroom/2024/12/02/dmvmoves-task-force-considers-transit-funding-scenarios/">https://www.mwcog.org/newsroom/2024/12/02/dmvmoves-task-force-considers-transit-funding-scenarios/</a> Fn. 7 <a href="https://ggwash.org/view/98230/securing-wmatas-future-the-role-of-the-dmvmoves-task-force">https://ggwash.org/view/98230/securing-wmatas-future-the-role-of-the-dmvmoves-task-force</a> Fn. 8 <a href="https://www.nbcnewyork.com/manhattan/million-fewer-cars-nyc-opinion-congestion-pricing/6138487/">https://www.nbcnewyork.com/manhattan/million-fewer-cars-nyc-opinion-congestion-pricing/6138487/</a> Fn. 9 <a href="https://www.washingtonpost.com/dc-md-va/2025/02/07/maryland-budget-medicaid-cuts/">https://www.washingtonpost.com/dc-md-va/2025/02/07/maryland-budget-medicaid-cuts/</a> [ NOTE: The Greater Greater Wawhington article (above) on DMVMoves is impressive and reflects well on its author, high school intern Cynthia Wang. Take a bow, GGW, for publishing it. A few years from now, upon graduation from college (and maybe after completion of any graduate work), Ms. Wang might well benefit the field of transportation, were she to enter the field. Disclosure: I neither know Ms. Wang personally nor professionally, but her knowledge and reporting skills show how strong an addition she’d become for the field of transportation. ]</p>	
<p>Tino Calabria's Testimony Regarding WMATA's FY25 Budget</p>	
<p>In addition to extra peak SV service in peak directions, please consider extra service in the reverse direction as well (towards Tysons/Reston in AM, towards DC in PM). Trains leaving Arlington in the AM headed westbound are frequently full and extra capacity would be appreciated. Thank you.</p>	

7) The Bay Area Rapid Transit (San Francisco's BART) has initiated a program to fully automated their rail system. I would propose transferring current train operators and place AI in the cabs to open/close doors, communicate with central control, and operate the computer panel to set speed, etc. Metro has stated that 90% of the current rail system is automated; why not increase that percentage with automation in operating the rail trains. As well as a cost-cutting measure, it would release train operators from the redundancy of opening/closing doors, making repeated announcements, by shifting those people to more challenging tasks, such as rail inspection. Metro badly needs rail inspectors (to stop derailments) and who would be better at that exacting job than train operators, who are already familiar with the tracks from constantly driving over them in their daily routes. The former railcar operators could also be assigned to the repair yards, to provide needed expertise in getting the unused rails cars back in operating status on the Green, Orange, Red, Blue, Yellow, Silver Lines. 8) I cannot emphasize the importance of increasing bus service with more funds and slowly decrease funding rail systems. Expanded bus service could use Hot Lanes to bypass commuter traffic and provide door-to-door service. Currently, the West Falls Church rail parking is 3/4 empty every day (pictures provided upon request) so why not decrease rail service in lieu of buses. Kevin Callahan 703-851-8982 Falls Church, VA 22044



**Government of the District of Columbia  
ADVISORY NEIGHBORHOOD COMMISSION 3/4G**

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**COMMISSIONERS**

3/4G-01 - Lisa R. Gore, Chair 3/4G-02 - Bruce Sherman, Vice Chair 3/4G-03 - Carol Grunewald  
3/4G-04 - Laura Phinzy 3/4G-05 - Karrenthya Simmons, Treasurer  
3/4G-06 - Peter Gosselin 3/4G-07 - Elizabeth Nagy, Secretary

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**ANC 3/4G Resolution and Testimony on  
WMATA's Proposed FY 2026 Budget  
January 27, 2025**

**BACKGROUND AND RATIONALE:**

1. On January 14, 2025, the Washington Area Transit Authority (WMATA) board authorized a public hearing on its proposed FY 2026 budget, with in-person and virtual public hearings beginning on February 3, 2025, and written comments due on February 10, 2025. WMATA's proposed budget of \$4.9 billion encompasses a wide array of initiatives, such as additional peak service on Red and Silver line trains, extended weekend hours, introducing an open payment fare-system, various capital program investments, and implementing the Better Bus Network Redesign (BBNR). Among these, ANC 3/4G has identified a specific provision that will particularly affect our constituents: WMATA's implementation of the Better Bus Network Redesign.
2. While ANC 3/4G appreciates WMATA's responsiveness to community feedback during the final redesign of the BBNR, we must express our serious concerns regarding its full implementation. In recent years, our community has experienced considerable reductions in bus service,

exemplified by the elimination of the E6 and L1 routes, alongside proposals for additional cuts. These issues have been formally addressed through ANC 3/4G's resolutions<sup>1234</sup> directed at WMATA, emphasizing our unwavering commitment to advocating for reliable and efficient bus service for our residents. The partial restoration of bus service cuts, particularly the reinstatement of the former E6 route through the new C83 line, has been transformative. This restoration allows residents in Hawthorne, Barnaby Woods, and Chevy Chase to regain direct access to MetroRail and essential medical services in Friendship Heights.

3. We believe our recommendations will assist WMATA in meeting its goal of providing "better bus" service for all Chevy Chase residents who rely on these vital transportation options. Tens of thousands of riders depend on these services to travel from their homes. In 2024, for example, Metrobus ridership for the E4 and M4 lines exceeded 40,000 and 11,000 passengers, respectively, according to WMATA's Metrobus ridership data portal<sup>5</sup>.

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<sup>1</sup> ANC 3/4G Resolution Regarding WMATA's Proposed 2025 Better Bus Network on Proposed Changes to the E4, M4, L2 Routes and Reinstating the E6 Route (2024) ANC 3/4G. Available at: [https://anc3g.org/wp-content/uploads/2024/07/ANC-34G-Better-Bus-Resolution-SIGNED-6\\_24\\_24.pdf](https://anc3g.org/wp-content/uploads/2024/07/ANC-34G-Better-Bus-Resolution-SIGNED-6_24_24.pdf) (Accessed: 25 January 2025).

<sup>2</sup> ANC 3/4G Resolution To Urge WMATA to Preserve Critical Bus Service for Chevy Chase (2024) ANC 3/4G. Available at: <https://anc3g.org/wp-content/uploads/2024/03/2024-03-11-v.final-ANC-3-4G-Resolution-on-WMATA-FY25-Budget-Revised5.pdf> (Accessed: 25 January 2025).

<sup>3</sup> ANC 3/4G WMATA FY24 Budget Comments (2023) ANC 3/4G . Available at: <https://anc3g.org/wp-content/uploads/2023/03/2023-03-15-WMATA-FY24-Budget-Comments.pdf> (Accessed: 24 January 2025).

<sup>4</sup> ANC 3/4G Resolution Regarding WMATA's Draft Visionary Better Bus Network - Proposed Changes to the M4 and E4 Routes and Reinstating the E6 Route (2023) ANC 3/4G. Available at: <https://anc3g.org/wp-content/uploads/2023/06/2023-05-25-v.final-WMATA-BBN-Resolution.pdf> (Accessed: 25 January 2025).

<sup>5</sup> *Metrobus Ridership Summary* (no date) WMATA. Available at: <https://www.wmata.com/initiatives/ridership-portal/Metrobus-Ridership-Summary.cfm> (Accessed: 23 January 2025).

## **Better Bus Network Redesign**

3. ANC 3/4G has identified several critical shortcomings in the BBNR plan that affect riders in Chevy Chase, DC, which we urge WMATA to fully consider and address prior to the full rollout of new service routes in the latter half of 2025.

A. Knollwood Retirement Community (Knollwood). Located at 6200 Oregon Avenue, NW, Knollwood is a Continuous Care facility for seniors of all levels of mobility and currently houses 225 residents and 150 employees, many of whom do not drive and rely on public transportation. The BBNR has proposed the elimination of direct pick-up and drop-off service at Knollwood's main entrance, shifting instead to a stop on Oregon Avenue. This change is particularly concerning due to the steep grade of the property, which poses safety issues for elderly residents and staff who may have mobility challenges. Walking up and down the hill to reach the bus stop on Oregon Avenue is not only impractical but unsafe. Moreover, there is no proposed bus shelter at this new location, increasing exposure to the elements for vulnerable individuals. Knollwood management is committed to resolving any congestion issues to facilitate safe bus access, and we urge WMATA to reconsider this essential service change.

B. Ingleside at Rock Creek (IRC) Retirement Community. Ingleside, located at 3050 Military Road NW, faces similar challenges with the proposed termination of direct Metrobus service to Friendship Heights. This change would require residents to walk three blocks, largely uphill, to the nearest Line C83 stop, which only operates every 30 minutes. Along with the removal of certain nearby bus stops, these changes will adversely affect older residents who would find it too onerous to use public transportation. Over 300 independent living residents, along with staff, contractors and private-duty aides, would also be adversely affected. Residents like Evvajeane Mintz, 91, and Robert Marcus, 84, and Mark Eisner, 86, who voiced their concerns at ANC 3/4G's December 9, 2024,

regular public meeting<sup>6</sup> about the hardships these changes impose, particularly regarding access to medical care and public transportation options that were previously available.

- C. Impact on Students, Schools, and Our Local Communities. The proposed changes also impact students and staff at Lafayette Elementary School, who will lose direct bus access to their neighborhood school located at 5701 Broad Branch Road, NW. Furthermore, the decision to limit service on Line C85 (rush hour only) and Line C83 to every 30 minutes, will adversely affect hundreds of students traveling to nearby schools, including Alice Deal Middle School and Jackson-Reed High School located at 3815 Fort Drive, NW, and 3950 Chesapeake St. NW, respectively, and scores of working adults who ride the M4 line to the Tenleytown-AU Metro stop, and from there, travel to and from downtown DC and throughout the metropolitan Washington, DC area. Timely access to transportation is crucial for students, and these proposed cutbacks raise significant concerns about their ability to arrive at school punctually.
- D. Requirement for In-person Office Work; Rush-hour Frequency Cutbacks and Route Elimination. On January 20, 2025, President Trump issued a memorandum<sup>7</sup> "Return to In-Person Work," mandating "heads of all departments and agencies in the executive branch of Government" to "take all necessary steps to terminate remote work arrangements and require employees to return to work in-person...on a full-time basis..." This transition marks a significant shift as many employees who previously commuted via Metrobus to Friendship Heights or along Connecticut Avenue from Chevy Chase now face new challenges. Prior to the COVID-19 pandemic, employees took Metrobus to the Friendship Heights metro station, or rode down Connecticut Avenue from Chevy Chase to points

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<sup>6</sup> ANC 3/4G December 9, 2024 Regular Public Meeting (2024) YouTube. Available at: [https://www.youtube.com/watch?v=Eu3Ae\\_X0dlQ&t=473s](https://www.youtube.com/watch?v=Eu3Ae_X0dlQ&t=473s) (Accessed: 24 January 2025). Time stamps 9:34 and 14:47.

<sup>7</sup> *Return to in-person work* (2025) The White House. Available at: <https://www.whitehouse.gov/presidential-actions/2025/01/return-to-in-person-work/> (Accessed: 27 January 2025).

downtown and Potomac Park. The demand destruction for bus ridership resulting from the pandemic has left such employees with a paucity of rush-hour bus service to Friendship Heights and along Connecticut Avenue, at a time when many who have been working at home will shortly be required to commute to work. WMATA intends to eliminate or has already eliminated essential rush-hour frequencies on Line C83, crucial for students and professionals traveling down Connecticut Avenue; direct service to Potomac Park via Line L1 will require multiple transfers; and express services on Connecticut Avenue, skipping all stops between N Street and Porter Street, previously provided by the former Lines L1, L3, L5, L7, and L9. This situation presents WMATA with an opportunity to adapt to the evolving work environment. By enhancing transit options and reinstating critical services, WMATA can support the return to in-person work mandate, making the transition smoother for countless workers in our community and ensuring that the region can thrive in this new era.

### **Funding Challenges**

4. ANC 3/4G understands addressing these service deficiencies will likely require additional funding. We are encouraged that WMATA is not proposing any additional Metrobus service changes beyond those already approved by WMATA's Board of Directors as part of the 2025 Better Bus Network Redesign (BBNR) process. However, we remain concerned about future funding challenges for bus service in the District of Columbia, especially considering WMATA's ongoing structural operating deficit<sup>8</sup>, which has been reduced but not eliminated. Factors such as inflation or funding constraints from the District of Columbia, Maryland, and Virginia could lead to service cuts in the future.
5. We support WMATA's decision to maintain current fare levels and its ongoing efforts to achieve cost savings. Additionally, ANC 3/4G is eager to collaborate with WMATA to ensure a budget for FY26 and beyond

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<sup>8</sup> *FY2026 operating budget discussion*. Available at: <https://www.wmata.com/about/news/upload/FY2026-Operating-Budget-Discussion.pdf> (Accessed: 24 January 2025).

that provides robust Metrobus service for all. Our resolution<sup>9</sup> passed on November 25, 2024, suggests exploring potential revenue sources, including the collection of unpaid traffic citations, which totals approximately \$1.3 billion<sup>10</sup>. We urge WMATA to consider this recommendation as a means to fund necessary service improvements without diverting resources from essential public services like education, housing, or public safety.

6. ANC 3/4G again expresses deep gratitude to WMATA for considering community feedback in this redesign process. The preservation and restoration of bus service are vital to our community, and your actions have fostered greater public trust in WMATA's engagement with residents.

**THEREFORE BE IT RESOLVED:**

7. ANC 3/4G urges WMATA to adjust its FY26 budget to correct the above-mentioned deficiencies prior to implementing its BBNR as proposed in 2025;
8. ANC 3/4G is including in its resolution community comments as submitted in its Public Comments Form (Personally Identifiable Information will be redacted); and
9. The Commission authorizes Commission Chair, Lisa R. Gore to submit this resolution as ANC 3/4G's written testimony on WMATA's FY26 proposed budget and use the same as verbal testimony.

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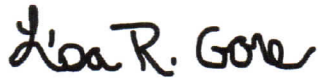
<sup>9</sup> 2024 11 25 Resolution Recommending DC Council Increase WMATA Funding Through New Revenue for Improved Bus Service (no date) ANC 3/4G Documents and Resolutions Portal. Available at: <https://anc3g.org/wp-content/uploads/2025/01/3G-Resolution-Funding-Bus-Service-Increases-final54.pdf> (Accessed: 24 January 2025).

<sup>10</sup> Dil, C. (2023) *Unpaid traffic tickets in D.C. stack up to nearly \$1.3 billion* - *axios Washington D.C.* Available at: <https://www.axios.com/local/washington-dc/2023/05/18/unpaid-dc-traffic-tickets> (Accessed: 24 January 2025).

**BE IT FURTHER RESOLVED:**

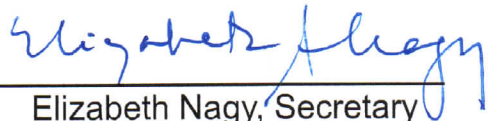
10. The Commission designates Commissioners Lisa R. Gore, ANC 3/4G-01, Bruce Sherman, 3/4G-02, and Carol Grunewald, ANC 3/4G-03 to represent the Commission in all matters relating to this resolution.

**APPROVED** at a regular public meeting notice of which was properly given, and at which a quorum of four (4) of seven (7) members was present on January 27, 2025, by a vote of 7 yes, 0 no, 0 abstentions.



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Lisa R. Gore, Chair



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Elizabeth Nagy, Secretary



JEFFREY C. MCKAY  
CHAIRMAN

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February 4, 2025

Valerie Santos, Chair  
Washington Metropolitan Area Transit Authority Board of Directors  
300 7th Street SW  
Washington, DC 20024

Reference: Washington Metropolitan Area Transit Authority FY 2026 Operating Budget and FY 2026-2031 Capital Improvement Program

Dear Ms. Santos:

On behalf of the Fairfax County Board of Supervisors (the Board), I am writing to provide the County's perspective regarding the Washington Metropolitan Area Transit Authority's (WMATA) proposed FY 2026 Operating Budget and the FY 2026-2031 Capital Improvement Program (CIP). While the operating budget for FY 2026 offers slightly improved or static levels of service across modes – Metrorail, Metrobus, and MetroAccess – and the CIP focuses heavily on State of Good Repair projects, it is still essential to address the long-term viability of WMATA's operating and capital budgets.

As noted last year, WMATA's current financial path remains unsustainable. Despite attempts in recent years by the Commonwealth, the Northern Virginia jurisdictions, and the other funding partners in the WMATA Compact to address long-term capital and current fiscal year operating needs, underlying problems persist. One must only look at the continued overuse of Preventative Maintenance funds to support operating expenses to see a manifestation of the problem. Efforts to complete long deferred capital maintenance, make critical infrastructure improvements, and to convert bus fleet operations to zero-emissions remain at risk unless solutions are found.

The Board is therefore appreciative of the DMVMoves initiative spearheaded by the WMATA Board and the Metropolitan Washington Council of Governments (COG). County leaders are playing an integral role in both the Task Force and the Government Partners Advisory Group. The Board is also supportive of and participates in the Commonwealth of Virginia General Assembly's SJ 28 Joint Subcommittee. The County is committed to establishing a dedicated funding stream that supports transportation services in Northern Virginia and the national capital region.

In addition to securing long-term, sustainable, and dedicated funding, cost-containment controls and strategies to ensure WMATA, the Virginia Railway Express (VRE), and other public transit systems in the region meet ever-growing public transit needs are critically important. The Board recognizes that WMATA has implemented a number of cost-containment measures within its own programs over the past couple of years and encourages WMATA to continue this practice for FY 2026 and beyond. The County is similarly committed to exploring opportunities for greater regional collaboration in the provision of transit services. The County has long been in sync with WMATA on fare policy, but there are other areas of potential collaboration that hold significant promise. We look forward to continuing to work to identify and coordinate on some of these opportunities.

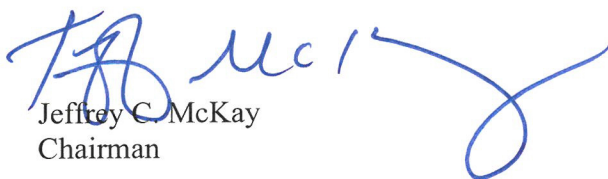
As noted above, the proposed FY 2026 Operating Budget does not propose any service cuts. Proposed Metrorail services, for example, are only expanded or enhanced. The proposed Super Peak service on the Silver and Red Lines, as well as the rail automation initiatives are good examples. The proposed budget also implements the first year of the Better Bus Network, which streamlines the provision of bus service but does not reduce the overall budget in any way. Proposed MetroAccess service is unchanged. This budget trajectory cannot be maintained.

The proposed FY 2026 - FY 2031 CIP rightly focuses on WMATA's State of Good Repair backlog and continues to pursue capital programs that were already underway, like the purchase of the 8000 Series railcars and the conversion of facilities to support zero-emission bus fleets. Nevertheless, the outlook for the CIP beginning in FY 2028 and beyond is alarming. As I know you will agree, a robust transit system that meets the needs of our communities is paramount, but so also is being good stewards of public funds. The Board reiterates the need for WMATA to continuously review the services it provides and the way it operates with an eye toward controlling costs. Such efforts will also go a long way toward galvanizing support for identifying and securing a dedicated funding stream.

In closing, the Fairfax County Board of Supervisors acknowledges that WMATA has weathered significant fiscal and operating challenges over the last several years and has been rebuilding ridership and restoring confidence in the system. However, much work needs to be done to instill confidence in elected officials at the state and local levels that WMATA is fully responsive to the fiscal realities it confronts. We encourage you and your colleagues to continue this dialogue beyond the budget season. Together, we have formidable challenges, namely securing a dedicated funding stream and collaborating where possible. We can only overcome those challenges by working in partnership.

Thank you for your consideration of the Fairfax County Board's comments. 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 throughout the adoption of the FY 2025 budget and beyond. If you have any questions, please call Brent Riddle at (571) 393-0183 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 Gerald E. Connolly, Congressman, United States House of Representatives  
The Honorable Suhas Subramanyam, Congressman, United States House of Representatives  
Members, Fairfax County Delegation to the Virginia General Assembly  
Bryan J. Hill, County Executive  
Gregg Steverson, Director, Fairfax County Department of Transportation (FCDOT)  
Noelle Dominguez, Chief, Coordination and Funding Division, FCDOT  
Brent Riddle, Chief, Coordination Section, FCDOT

## Comments on FY 2026 Budget and Associated Service Changes, Feb 10, 2025

My name is Michaela Platzer and I live in ANC 3/4G, which covers the Upper NW DC neighborhoods of Hawthorne, Barnaby Woods, and Chevy Chase DC.

I have a few brief comments for WMATA about the Better Bus Network Redesign (BBNR) service changes.

- (1) I was pleased to see that WMATA engaged with residents of Chevy Chase DC and listened to many of our concerns and included the partial restoration of some of the bus service we lost in recent years.
- (2) Thus, under the coming BBNR residents in my neighborhoods will once again be able to access Metro, retail establishments, and medical services in Friendship Heights directly.
- (3) Still, as detailed in a [resolution](#) unanimously approved by ANC 3/4G, our community has a few concerns about the BBNR, which directly affect us, namely those:
  1. Living in retirement communities such as Knollwood and Ingleside,
  2. Local area students who need to use the bus to get to nearby schools such as Lafayette, Deal, and Jackson-Reed High School and
  3. Many of my neighbors who will shift from working at home to a return to in-person work.

Our concerns include frequency of service, every 30 minutes makes the bus a less desirable transit option, and location of bus stops.

I'm also here to support even better, robust bus service this year and beyond for the thousands of bus riders in upper NW DC who depend on bus transit to travel from their homes every year. We all love the Better Bus idea but let's make it truly better.

We all realize that funding is a challenge. My neighbors are eager to work with WMATA to identify other funding sources for public transit, including bus service.

In fact, ANC 3/4G passed a [resolution](#) on November 25, suggesting that other potential revenue sources be explored, including the collection of unpaid traffic citations. According to a [recent](#) article in Axios, drivers owed the District nearly \$1.3 billion in traffic fines and penalties. Couldn't some of this revenue from traffic enforcement be directed at funding public transit services?

Finally, I want to underscore that the preservation and expansion of bus service are vital to our community. Bus riders in my neighborhood are eager to work with you to encourage more people to use the bus.

Thank you.

Michaela Platzer

Barnaby Woods Resident

Washington, DC

Board of Directors

Washington Metropolitan Area Transit Authority

300 7th St SW 10th Floor

Washington, DC 20024

RE: Georgetown BID Comments WMATA FY26 Budget

To Board Chair Paul C. Smedberg and Members of the Board,

We want to thank and acknowledge all of the hard work and planning WMATA staff and board members undertook this past year on the Better Bus Network. We recognize reevaluating the entire system, while dealing with budgetary constraints was challenging and appreciate WMATA's dedication to providing adequate transit service.

We also want to thank WMATA staff for reevaluating the Better Bus Network after DDOT announced cutting Circulator service. We appreciate the new and updated routes that were the result of additional planning and coordination.

That said, Georgetown remains isolated from the region's transit system. Georgetown is the largest employment and activity center in the District of Columbia without a Metro station. The neighborhood's carless employees, residents, students, and visitors – of which there were over 13 million in 2024 – are completely dependent on fast, reliable, and understandable bus service.

We ask that bus frequency is increased and routes that support connections to Georgetown as the neighborhood serves as an important job and economic hub; residential community; medical and educational provider; and tourist destination.

Importantly, we ask that headways on the A58, C85, and D94 are more frequent during peak, off-peak, and weekend hours. Georgetown is an employment hub 18-hours a day, 7-days a week. Georgetown employs professionals in retail and food and beverage, which demands access to Georgetown during off-peak hours and on the weekends. Without access to Metrorail, Metrobus is an invaluable alternative to employees in these sectors.

The Better Bus Network also leaves Georgetown underserved in regard to critical regional connections. There is only one bus line that connects the commercial district to Northern Virginia, which is the A58. Headways on the A58 are inadequate for weekend commuters.

The D94 is also a critical route for Georgetown as this is the only bus line that connects Georgetown to the Green Line. Unfortunately, this route does not adequately service the commercial district and does not run frequently enough to support our employees.

We ask that routes and headways to important regional connections including Northern Virginia, Green Line Metro Rail Stops, and Union Station are more frequent. The D80, connecting Georgetown to Union Station is an important and frequent bus service and we applaud WMATA's effort to make this regional connection frequent at all hours of the day.

Metrobus is now Georgetown's only form of transit, and we ask that WMATA ensures service to Georgetown is preserved and expanded. Without reliable transit service to and through Georgetown, we are cutting off important job opportunities and services that the entire region depends on.

Thank you for the opportunity to provide our comments on WMATA's FY26 Budget. We look forward to working together.

Sincerely,

*Faith Broderick*

Faith Broderick, VP of Planning

Dear WMATA,

Thank you for giving members of the community an opportunity to speak at the public hearing.

It has come to my attention that you are trying to increase ridership on the paratransit buses. Eliminating the fare is a great start. However, I think you could get way more riders if you expanded your operating hours.

I, personally, take the 374. Currently it only operates on Monday through Friday during rush hour. It begins service at 4:38 am and runs until 9:23 am. Then there is a gap of about 5 hours. Service continues at 2:58 pm and runs until 11:13 pm. I am under the impression that the other paratransit buses have similar operating hours.

I am asking you to close this large gap and add weekend service.

I, and many Loudoun County residents, need the paratransit buses to run more frequently. Lots of us rely on those buses to get to work, and not everyone works a 9-5. Many people work odd hours and on weekends. I have spoken with people in my area and we rely on these buses to run errands, too.

I understand that it may be a challenge to close the entire gap. But even something like 3 extra trips at 12, 1, and 2 would do so much good.

Thank you for your time.

Sincerely,

Madeleine de Illy



February 6, 2025

Valerie Santos, Chair  
WMATA Board of Directors  
300 7th Street SW  
Washington, DC 20024

RE: Arlington County's Comments on the Proposed Fiscal Year 2026 WMATA Budget

Dear Ms. Santos,

Arlington County would like to offer comments on the FY 2026 WMATA Proposed Budget.

We are pleased to see that the proposed budget aligns with Metro's strategic transformation plan, emphasizing service excellence, skilled teams, regional collaboration, partnerships, and a commitment to sustainability.

We commend Metro's dedication to financial stability and service reliability, highlighting the importance of continuity in operations.

We recognize the significant economic and environmental benefits that Metro brings to our region.

We appreciate Metro's focus on operational efficiencies, service enhancements, and long-term planning. The planned introduction of a new and improved bus network, alongside advancements in Metrorail automation, while maintaining the FY 2025 fare levels, is particularly commendable.

Recent data indicates that ridership has surpassed budget expectations, with a 21% increase compared to previous periods, leading to the proposed budget anticipating 268 million trips. However, we seek clarification in the Washington Metropolitan Area Transit Authority (WMATA) Proposed Budget book regarding whether ridership projections take into account the Executive Orders from the new administration, which require federal workers to return to the office. If the budget does not adequately prepare for this potential increase in ridership, we may face overcrowding challenges that could necessitate additional buses and trains outside of the current budget, creating significant operational hurdles.



We express concern that the adjustments to the bus lines that previously catered to federal workers' commutes, as part of the Better Bus Network Redesign (BBNR), may lead to increased traffic congestion due to the absence of a convenient bus service offering a direct, single-seat ride. While we understand that ridership on those lines was relatively low at the time the BBNR was finalized, this assessment was made prior to the confirmation of the federal mandate for workers to return to office.

We acknowledge the critical need for dedicated operating funding for WMATA and are committed to working collaboratively with the DMVMoves and VA SJ-28 task forces to help secure that funding effectively.

Sincerely,

A handwritten signature in blue ink, appearing to read "Kirk Dand".

Kirk Dand  
WMATA Service Coordinator  
Department of Environmental Services,  
Division of Transportation,  
Transit Bureau  
Arlington County



# CITY OF FALLS CHURCH

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February 10, 2025

Valerie Santos, Chair  
Washington Metropolitan Area Transit Authority (WMATA) Board of Directors  
300 7<sup>th</sup> Street SW  
Washington, D.C. 20024

**Re: Proposed FY2026 Budget/City of Falls Church Public Comment**

Dear Chair Santos:

The City of Falls Church has long supported transit and the vital benefits it provides to our region. The City appreciates the year-over-year decrease in total Virginia subsidy and jurisdictional contribution for FY2026, as well as the updated Metrorail and Metrobus subsidy allocation formulas that better connect subsidy to service. The City supports WMATA's continued review of internal efficiency and detailed cost analysis for the near-term mitigation as well as work towards a long-term dedicated funding solution, particularly active participation in the DMV Moves Taskforce and working groups as well as Virginia SJ28. As WMATA works to reduce budget shortfalls the City notes:

- 1) Long Term Funding Solution
  - a. Request for continued improvements to maximize rail and bus service efficiencies
  - b. Request for clear communication regarding long-term operating and capital needs, both through the DMVMoves initiative and by engaging with the Northern Virginia Growing Needs of Public Transit Joint Subcommittee (SJ 28) over the next year
  
- 2) 2025 Better Bus Network
  - a. Excitement regarding implementation of Better Bus Network 2025 this summer
  - b. Request to coordinate closely with local jurisdictions regarding bus stop alignment and communications to the public given the scope of the Metrobus system overhaul
  - c. Encouragement regarding continued efforts toward mitigating bus fare evasion
  
- 3) Advancing Rail Service Optimization through Cost Savings Initiatives
  - a. Support for WMATA's proposal to implement a series of rail service optimization concepts with cost savings from automated operations and targeted use of six-car train
  - b. Support for additional peak-service on the Silver Line between Wiehle-Reston East and Stadium-Armory eastbound in the morning and westbound in the evening

- c. Support for increased weekend hours of operation
- 4) Open Payment Introduction
- a. Support for WMATA’s plan to introduce open payment options including mobile wallets, credit cards, and smartwatches across all modes
  - b. Support for integration of open payment amongst all regional transit providers
  - c. Open payment will enable an easier fare payment option for visitors, tourists and those newer to the system, such as those using major regional transportation hubs including Dulles International Airport on the silver line, and Reagan National Airport on the blue and yellow lines
- 5) Short- and Long-Term Capital Program Needs
- a. Request for WMATA to focus its FY 2026-2031 CIP on state of good repair and necessary enhancements to ensure safe, reliable operations
  - b. Support for WMATA’s FY 2026 focus on critical programs such as fire systems, power infrastructure, shaft rehabilitation and escalator reliability
  - c. Recommendation that WMATA continue its focus on capital program investments that generate operational efficiencies, thereby lowering costs in the long run

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 FY2026 budget process as well as long term dedicated funding solution.

Sincerely,



Letty Hardi  
Mayor



David Snyder  
Councilor

Cc: City of Falls Church Council Members  
 F. Wyatt Shields, City Manager  
 Cindy L. Mester, Community Relations and Legislative Affairs Director  
 Kiran Bawa, Director of Finance  
 Melissa Ryman, Deputy Director of Finance  
 Kerri Oddenino, Principal Planner  
 Caitlin Sobsey, Capital Improvements Program Coordinator

(1.)

January 16, 2025

Docket B24-02 - Proposed FY/26 Operating Budget - Metrorail (Mail in Comments)

Ed Gitterman - 4710 Bethesda Ave - Apt. 313  
Bethesda, MD. 20814 - Home Phone: 240-316-3104

On item No. 1, I am suggesting that either all yellow line trips run to & from Greenbelt or all service continue to & from Mt. Vernon Square to keep service simple.

This is ~~simple~~ similar to an N.Y.C. transit script for the no. 6 train weekdays with service A. To or from Parkchester & B. To & from Pelham Bay Park even though there is peak direction express service in the Bronx. Let's not short change riders between Mt. Vernon Square & Greenbelt with your proposal.

On item No. 2, I am suggesting that A. All trips on the silver line go to and from New Carrollton since there is a maintenance barn & train yard there or B. Continue all service to & from Downtown Largo to keep things simple.

This is an N.Y.C. transit script since there A train during the day has service A. To & from Lefferts BLVD & B. To & from Rockaway Beach. (Page 2)

2.

On No. 3 additional Silver Line Peak Service, I suggest that if you do a split service as in No. 2, all Silver Line trips operate to New Carrollton A.M. & From New Carrollton P.M., so there are no delays from short trip trains at Stadium Armory.

In closing, I would like to see all trips with 8 car trains & to keep this in mind with the purchase & delivery of the 8000 series cars, please! Let's try to go for maximum capacity & not shortchange the riding public. Translation: Stop playing an annual numbers game with the public!

Thank you!



February 7, 2025

**Chair**  
Hon. David F. Snyder

**Vice-Chair**  
Hon. Sarah Bagley

**Secretary-Treasurer**  
Hon. Matthew F. Letourneau

**City of Alexandria**  
Hon. Canek Aguirre  
Hon. Sarah Bagley

**Arlington County**  
Hon. Maureen Coffey  
Hon. Matt de Ferranti  
Hon. Takis Karantonis

**Fairfax County**  
Hon. Walter L. Alcorn  
Hon. James N. Bierman, Jr.  
Hon. Dalia A. Palchik  
Hon. Daniel G. Storck  
Hon. James R. Walkinshaw

**City of Fairfax**  
Hon. Catherine S. Read

**City of Falls Church**  
Hon. David F. Snyder

**Loudoun County**  
Hon. Juli E. Briskman  
Hon. Matthew F. Letourneau

**Commonwealth of Virginia**  
Hon. Paul C. Smedberg

**Virginia General Assembly**

**Senate**  
Hon. Adam Ebbin  
Hon. Saddam A. Salim

**House of Delegates**  
Hon. Paul Krizek  
Hon. Alfonso Lopez  
Hon. David Reid  
Hon. Mark Sickles

**Executive Director**  
Katherine A. Mattice

Valerie Santos, Chair  
WMATA Board of Directors  
300 7<sup>th</sup> Street SW  
Washington, DC 20024

Re: Comments on Proposed Fiscal Year 2026 WMATA Budget  
(Docket B25-01 and B25-02)

Dear Chair Santos:

On behalf of the Northern Virginia Transportation Commission (NVTC) and its WMATA Committee, I write to convey our comments regarding WMATA’s proposed FY 2026 Operating Budget and FY 2026-2031 Capital Improvement Program. Last year, the region’s funding jurisdictions secured additional investments to close WMATA’s operating budget gap in FY 2025 and FY 2026. Those efforts, along with additional preventive maintenance transfers, fare increases, targeted service adjustments and a strategic two-year financial plan from WMATA, provided a path forward for a streamlined FY 2026 budget process as Northern Virginia jurisdictions and the Commonwealth of Virginia work toward a long-term, sustainable funding solution for WMATA. In this FY 2026 proposed budget, NVTC appreciates WMATA’s commitment, as previewed in February 2024, to a 3% year-over-year total jurisdictional subsidy increase (in addition to replacing \$95 million in one-time savings) and adopting new Metrorail and Metrobus subsidy allocation formulas that better connect subsidy to service.

**Continued Focus on a Long-Term Funding Solution**

As Virginia approaches this second and final year of a two-year funding plan for WMATA’s operating budget gap, with additional, temporary funding provided by the Virginia General Assembly and Northern Virginia jurisdictions, we must remain focused on a long-term, sustainable funding solution. NVTC applauds WMATA in identifying \$532 million in cost savings between FY 2023 and FY 2025 by freezing salaries for Local 689 and non-represented employees in FY 2025 and implementing improvements to maximize rail and bus service efficiencies. As Virginia, Maryland and the District of Columbia continue to identify potential revenues to support WMATA, it is vitally important for WMATA to continue look for opportunities

for one-time and recurring cost savings and to clearly communicate long-term operating and capital needs, both through the DMVMoves initiative and by engaging with the Northern Virginia Growing Needs of Public Transit Joint Subcommittee (SJ 28) over the next year. NVTC and its partner jurisdictions remain committed to WMATA’s success and its role as a transit leader in the region.

### **2025 Better Bus Network**

After years of planning and extensive public engagement, NVTC is eager to see the 2025 Better Bus Network implemented this summer. This strategic reimagining of the Metrobus system could attract up to 13,000 more daily weekday trips, provide more frequent, consistent service and better connect residents with key regional destinations such as grocery stores, hospitals and entertainment at all times of the day. The resource-neutral 2025 Network presents a great opportunity for WMATA to enhance access and mobility across the region. As implementation moves forward, NVTC encourages WMATA to continue to work closely with local jurisdictions on bus stop alignment and communications to the public given the scope of the Metrobus system overhaul.

NVTC further encourages WMATA to continue its efforts toward mitigating bus fare evasion, building on initiatives that began in November 2024 including checking more buses, issuing citations when warranted and maintaining high police visibility in places with disproportionate shares of riders who do not pay to use Metrobus. These continued efforts will further enhance public safety across the system and generate more fare revenue.

### **Advancing Rail Service Optimization through Cost Savings Initiatives**

NVTC supports WMATA’s proposal to implement a series of rail service optimization concepts with cost savings from automated operations and targeted use of six-car trains. Funding the approximately \$11 million suite of optimization concepts, including additional peak-service on the Silver Line between Wiehle-Reston East and Stadium-Armory eastbound in the morning and westbound in the evening, with savings from Automatic Door Operations, Automatic Train Operations (ATO) and Return to Design Speeds creates a safer, faster and more reliable operating environment without impacting jurisdictional subsidies. NVTC encourages WMATA to closely monitor and report on ATO implementation as the program is rolled out systemwide in 2025.

### **Open Payment Introduction**

NVTC also supports WMATA’s plan to introduce open payment across all modes, enabling an easier fare payment option for visitors, tourists and those newer to the system. This enhancement will be particularly important at the region’s major transportation hubs, including Washington Dulles International Airport on the Silver Line and Ronald Reagan Washington National Airport on the Blue and Yellow Lines where record numbers of travelers are looking for easy access to transit as they begin their trips in the region. NVTC recommends that WMATA work closely with jurisdictional partners across the region as open payment is planned and deployed this year. As

most bus riders in Northern Virginia use systems that charge fares and participate in SmarTrip, it is important that WMATA's implementation of open payment consider the overall rider experience across bus systems.

**Short- and Long-Term Capital Program Needs**

Both through its FY 2026 budget process and the DMVMoves initiative, WMATA has outlined its anticipated capital program needs and resulting capital fiscal cliff as revenues are unable to keep pace with increasing costs. Two of these revenue sources – \$500 million in dedicated capital funding from the jurisdictions and \$300 million in Passenger Rail Investment and Improvement Act (PRIIA) funding – were never indexed to inflation and their value has eroded over time. NVTC urges WMATA to focus its FY 2026-2031 CIP on state of good repair and necessary enhancements to ensure safe, reliable operations. NVTC supports WMATA's FY 2026 focus on critical programs such as fire systems, power infrastructure, shaft rehabilitation and escalator reliability. As longer-term needs are refined, including advanced signaling system upgrades and associated opportunities such as platform screen doors, NVTC recommends WMATA continue its focus on capital program investments that generate operational efficiencies, thereby lowering costs in the long run. In doing so, WMATA should communicate how its future capital needs contribute to savings in the operating budget.

We look forward to a successful FY 2026 for WMATA and all public transportation providers in the region as we collectively work toward a long-term, sustainable funding solution. Please do not hesitate to contact me or NVTC's Executive Director Kate Mattice should you have any questions or concerns.

Sincerely,



Walter Alcorn  
Chair, NVTC WMATA Committee

## **Tino Calabia**

**Feb. 10, 2025 Testimony Regarding FY26 Budget**

**I'm Tino Calabia, Chair of the Bus/Rail Subcommittee of WMATA's Accessibility Advisory Committee. Thanks for circulating surveys and encouraging riders and the general public to respond them.**

**And special thanks and compliments to Board Chair Valerie Santos, her Board colleagues, GM/CEO Randy Clarke, and all WMATA's staff for excelling in your work so well that WMATA recently won stellar positive reviews.**

**As Mass Transit magazine reported just this past Tuesday: "In the last quarter, Metrorail customer satisfaction reached 89 percent while the customer satisfaction rate for Metrobus was 75 percent."**

**Compliments, too, on nearly four years of month-to-month ridership growth that "positions WMATA as the national leader in ridership recovery." [Fn. 1]**

**Not long ago, the Covid-pandemic laid a trail of transit devastation across the U.S. The recent positive changes have come as a welcome relief.**

**But wait. Right as public transit services seem to be on the up-and-up, dark clouds loom on the horizon in two February 7th headlines:**

**The New York Times just forecasted that "Transportation Funds [will] Prioritize Birthrates" [Fn. 2] And, as the Associated Press reported, "Trump official's directive tying transportation grants to birth rates could hinder blue states." The AP explains that "With hundreds of billions of dollars in transportation money still unspent from the 2021 bipartisan infrastructure law, such changes could be a boon for projects in Republican-majority states, which on average have higher fertility rates than those leaning Democratic." [Fn. 3]**

**Though the outline of WMATA’s service area is not exactly congruent with Washington DC’s boundary, Washington shows up on a list naming “10 Major U.S. Cities With the Lowest Birth Rates.” [Fn. 4]**

**The very same week, Transportation for America reported that the new U.S. Department of Transportation Deputy Secretary: “. . . has made clear his dislike of public transportation, clean energy reform, and pedestrian safety efforts.” [Fn. 5]**

**But just think. Less than a year earlier, on July 1, 2024, it seemed that the fiscal cliff that WMATA had stared over for months now became avoidable. And WMATA did survive. A month earlier, three groups of coalitions organized and began meeting as DMVMoves. Its members examined scenarios showing how a history of complexities had previously prevented the region’s competing interests from adopting a unified vision with practical and sustainable funding possibilities.**

**Most recently, at its December 2, 2024 meeting, DMVMoves members reviewed choices ranging “from WMATA needs versus local needs; building options for future consideration; codifying benefits versus value; maximizing growth around Metro stations versus investment in Bus Rapid Transit systems; and the best model for new funding — either a uniform, regional revenue source or transit funding needs allocated to each jurisdiction.” During that December meeting, no definitive recommendation was settled upon, but the group vowed to continue budget planning and arrive at “policy recommendations and a final plan by May 2025.” [Fn. 6]**

**Somewhat shorter, here are excerpts from a more recent Greater Greater Washington article, “Securing WMATA’s future: The role of the DMVMoves Task Force,” published on January 30, 2025. [Fn. 7]**

**“WMATA was set to enter FY2025 with a \$750 million budget gap before approving a \$4.8 billion budget in April 2024, with local and state governments in the Washington region making up the remaining amount needed to postpone WMATA’s next financial crisis to FY2028. The transit authority’s successful bid to stay afloat has also been due in part to a strong post-pandemic ridership recovery and cost-effective operational management under fresh leadership.”**

**That GGWashington article of 11 days ago gives details about DMV Moves, its membership, goals, funding options, and recent actions. The article also states:**

**“To create a positive and sustainable funding cycle for WMATA, it makes sense to tie funding mechanisms to activities directed toward increasing ridership. Transportation-related funding not only creates a logical connection between the revenue source and its purpose, but it also is an opportunity to generate greater support for public transit, now and in the future. Several potential funding sources that could fill WMATA’s long-term funding gap, some of which are purportedly being discussed by the Task Force:**

- Motor vehicle sales tax and vehicle registration fees: Tying these to transit funding could incentivize fewer car purchases and encourage public transit use**
- Motor fuel tax: A higher tax on fuel could discourage driving and generate revenue, though it’s sensitive to economic conditions and fluctuating gas prices**
- Parking lot fees: Increased fees for parking could push more commuters to use public transit**
- Road pricing and tolls: Charging for road use during peak times could reduce congestion and raise funds for transit. GGWash has published extensively about the potential impacts of road pricing on the region, most recently a study on how it could impact equity here. DC even has a publicly-funded study on it that Mayor Bowser has refused to release publicly.**
- Hotel and vehicle rental taxes: Visitors to the region also benefit from a robust transit system, so these taxes could help spread the cost”**

**To those listed in the GGWashington article, here’s what I’d add:**

- Introducing or increasing taxes on vehicle-miles-traveled**
- Taxing electric-powered cars and putting a surcharge on hybrids**
- Escalating fines for various stages of over the speed-limit driving**

- Boosting fines by the degrees of injuries caused to victims and for any resulting deaths
- imposing or increasing so-called “sin taxes” such as on the legal sale of marijuana
- Imposing sports betting, or at least such betting located too close to a fixed distance near schools

New or increases in such taxes may eventually help fund WMATA.

In addition, adopted years ago in cities as different as London, Milan, Singapore, and Stockholm, what’s called “congestion pricing” was introduced last month in central Manhattan. Initially opposed by most residents of the tri-state region, with each passing week, congestion pricing gradually seems to becoming accepted there. **[Fn. 8]** Its earnings are intended to help fund New York City’s MTA.

It might not be right in the near future for WMATA’s multi-jurisdictional region — or maybe never right for our region at all. However, if congestion pricing proves acceptable in Manhattan and a plus for New York City’s transit system, the concept may warrant some thought for here.

In any case, articles published within the last two weeks — some cited above — forecast a gloomy few years for public transit.

Yesterday’s [February 9, 2025] Washington Post headlined a report: “Maryland lawmaker warns of deeper state budget cuts” with the State Senate President stating that Maryland faces “. . . several hundred million dollars in additional cuts beyond the \$2 billion already proposed by” the Governor as “the Trump administration eliminates federal jobs and weighs cutting Medicaid funding.” **[Fn. 9]**

I live in Montgomery County, but residents of Prince George’s County, counties and other jurisdictions in Northern Virginia, and those who live, work, or visit Washington, DC and around our region — all have good reason to wonder: How will WMATA and other public transit systems make it through the next few years?

Very recent history offers an answer here. You WMATA Board members, executives, and all WMATA’s staff helped us back to safety

from that awful 2024 fiscal cliff. So stay the course and steer us safely through the next few years ahead into a safer future,

**Fn. 1** <https://www.masstransitmag.com/safety-security/press-release/55265595/wmata-washington-metropolitan-area-transit-authority-crime-and-fare-evasion-rates-went-down-in-2024-for-wmata>

**Fn. 2** <https://www.nytimes.com/2025/02/06/us/politics/trump-transportation-birth-rates.html>

**Fn. 3** <https://apnews.com/article/duffy-transportation-memo-birth-marriage-rates-trump-8de1f95efc97e8b585bb0c93857ec951>

**Fn. 4** <https://www.newsnationnow.com/health/which-cities-highest-and-lowest-birth-rates/>

**Fn. 5** <https://t4america.org/2025/02/05/steven-g-bradbury-transit-and-vision-zero-opponent-named-deputy-dot-secretary-nominee/>

**Fn. 6** <https://www.mwcog.org/newsroom/2024/12/02/dmvmoves-task-force-considers-transit-funding-scenarios/>

**Fn. 7** <https://ggwash.org/view/98230/securing-wmatas-future-the-role-of-the-dmvmoves-task-force>

**Fn. 8** <https://www.nbcnewyork.com/manhattan/million-fewer-cars-nyc-opinion-congestion-pricing/6138487/>

**Fn. 9** <https://www.washingtonpost.com/dc-md-va/2025/02/07/maryland-budget-medicare-cuts/>

[ **NOTE:** The Greater Greater Washington article (above) on DMVMoves is impressive and reflects well on its author, high school intern Cynthia Wang. Take a bow, GGW, for publishing it. A few years from now, upon graduation from college (and maybe after completion of any graduate work), Ms. Wang might well benefit the field of transportation, were she to enter the field.

*Disclosure: I neither know Ms. Wang personally nor professionally, but her knowledge and reporting skills show how strong an addition she'd become for the field of transportation. ]*



Written Comments  
of  
Mike Litt, Sierra Club District of Columbia Chapter

For the Washington Metropolitan Area Transit Authority (WMATA)  
FY26 Proposed Budget

5 February 2025

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My name is Mike Litt. I am a car-free renter in Ward 6 and Chair of the Sierra Club DC Chapter, as well as Chair of our Sustainable Transportation Committee. The Sierra Club is America's largest grassroots environmental organization, with millions of members and supporters. In DC, we have about 2,100 dues-paying members and many thousands of additional supporters. As a top 12% Metro rider (according to [Metro Rewind](#)), thank you for the opportunity to share our views on Metro's [FY2026 proposed budget](#).

According to the District of Columbia's *Multimodal Long-Range Transportation Plan*, also known as [moveDC](#), transportation is the District's second highest source of GHG emissions, accounting for 21% of such emissions. WMATA, which operates public transit facilities that help move around 700,000 people in the DC metro area [every day](#), therefore, plays a critical role in meeting the District's goals for a 60% reduction in GHG emissions by 2030 and carbon neutrality by 2045, as required by the [DC Climate Commitment Amendment Act](#). Meeting our national and local carbon reduction goals and improving air quality and health will require both shifting more trips away from vehicles and making sure that vehicle trips—including those on transit vehicles—are powered by clean energy.

As Metro's [2024 Benefits of Transit Report](#) found, transit not only improves health and reduces greenhouse gases but also saves riders money on car costs, provides an affordable and equitable transportation option for those who can't afford cars, and saves lives.

## Funding

Metro is the lifeblood of DC's economy and an essential service for DC residents and workers, suburban commuters, and the Federal government. It is a part of what makes the DMV area a special place to live and is critical to having a climate smart transportation system, where people can get around the District as sustainably and affordable as possible. It should be treated as such and fully funded as the priority it should be.

We commend the agreement from DC, Maryland, and Virginia to fill a \$95 million funding gap in the FY26 budget, and urge the three jurisdictions to follow through with those subsidies. Although we appear to be avoiding another potential short-term cliff like last year, the long-term consequences of Metro not having a dedicated source of funding for its operations budget must finally be addressed. **Metro's financial stability is not just a fiscal issue—it is a climate, health and safety, and equity imperative for the entire region.**

Federal Relief funding has completely dried up, and Metro’s proposed budget continues to increase transfers of preventive maintenance expenses from the operations budget to the capital budget. Such annual transfers will cut into capital budget funding for critical infrastructure projects to ensure Metro’s safety, reliability, and sustainability, such as those to rehabilitate facilities, infrastructure and systems; electrify bus garages; and deploy zero-emission buses. In fact, Metro’s six year Capital Improvement Program (CIP) postpones ~\$5 billion worth of state of good repair investments, due to a shift from a proactive asset replacement program to a reactive maintenance strategy, which Metro alarmingly notes, “will lead to decreases in reliability and increases in incidents.”

**Ultimately, Metro needs dedicated funding like other transit authorities.** As a member of the [DMV Moves Community Partners Advisory Group](#), we will continue advocating for dedicated funding so Metro can operate more frequent, reliable service. We urge the DMV Moves Task Force to explore “land value return” and congestion relief pricing as funding options that have not been raised yet or thoroughly examined at the DMVMoves meetings so far; we will follow up with more information about those funding ideas soon.

## Service Improvements

### Increased Frequency

We applaud Metro’s [more than 12% increase](#) in ridership in 2024 and [leadership](#) in increased ridership among large transit systems across the country. To increase ridership even more, we support the proposed increases in frequency for some peak rail service and increases in weekend hours of rail operation.

The Year One [2025 Better Bus Network](#), which uses existing resources, is a good step in the right direction toward more frequent, well-connected, and faster bus service. Ultimately, dedicated funding will be needed to implement the full Visionary Network, which includes [plans](#) to eventually provide at least 30-minute frequency throughout the day for most bus routes after Year One, and to expand past the Visionary Network to fully meet the needs of our region.

As [moveDC](#) explains, transit’s usefulness and attractiveness to the public is determined by high-frequency service, defined as no more than a five minute wait for rail and no more than ten minutes for buses. This tracks with WMATA’s Better Bus Network project [survey](#), which found that “[s]horter wait times and on-time arrivals are among the most important factors for current and potential customers.”

**Sierra Club, therefore, encourages Metro to work toward system-wide high-frequency service.**

Frequency is also a matter of equity. According to moveDC, the areas in the District with the greatest transportation needs are defined by factors such as residents’ proximity to frequent transit service and their commute times. People of color, low-income residents, and people with disabilities make up a larger percentage of the population in areas with greater transportation needs than in other neighborhoods in DC.

According to the D.C. Department of Energy and Environment’s (DOEE) [Keep Cool DC Story Map](#), “Some populations, like people of color and households with limited English proficiency, suffer more impacts of heat than others.” Higher frequency bus service is an important way to mitigate heat exposure and those impacts, as DC continues to experience dangerous heat waves.

## Clear Lanes

We support the continued rollout of the [Clear Lanes Project](#) with the District Department of Transportation (DDOT). We would like an update and analysis on how effectively enforcement is decreasing obstructive activity and improving bus travel times and bus stop safety, as more data becomes available.

## Bike and Pedestrian Facilities

We support continued funding for Bicycle and Pedestrian Facility Rehabilitation in the proposed capital budget, which would improve pedestrian access and replace bicycle facilities at Metrorail stations, expanding on the [new bike parking upgrades](#) that were scheduled to start last year. We would like to see a timeline for such planned improvements. Also, when our region experiences snowstorms, like the one earlier this year, DDOT and WMATA should work together to ensure that pedestrian access to bus stops is cleared of snow and ice, beyond just the area immediately surrounding the stop.

## **Safety**

We are concerned by the [Safety Audit of the Washington Metropolitan Area Transit Authority](#), published just last week. Troubling findings from the report include that:

- Metrorail does not have a reliable communication system for operations or emergencies.
- Metrorail fire and life safety inspections do not identify and resolve deficiencies with fire life safety equipment and assets within stations.
- Metrorail is not contacting jurisdictional emergency services immediately upon identification of fire and smoke on the Metrorail system.

We would like to know how Metro is fixing the identified problems and which projects in the proposed budget address them.

We are encouraged to see in the [FY25 Q1 Service Excellence Report](#) that serious crime across the Metro system was down 40% compared to FY24 Q1. However, we urge Metro to also prioritize meeting its other targets for employee assault and injury rates, and on-time performance.

## **Electrification**

Improved service and safety lead to more ridership, which in turn reduces vehicle miles traveled (VMT). **In addition to reducing VMT, it is crucial that improved service on the Better Bus Network is delivered by zero-emission electric buses** to comply with the DC Climate Commitment Amendment Act, meet WMATA's sustainability goals, and improve air quality for District residents.

We urge WMATA to prioritize meeting its 2027 target for only purchasing [zero-emission buses](#) and its timelines for converting bus garages to support electric vehicles. This will ensure timely progress toward WMATA's goal of a 100% zero-emission bus fleet by 2042.

Following Metro's roll out of two more electric buses last year, doubling your total to four, we await the expected delivery of the remaining eight Battery Electric Buses (BEB) from your pilot program by mid-2025. We also look forward to a procurement update from you to determine whether WMATA is on track with its [Zero-Emission Bus Transition Plan](#).

On a related note, we appreciate that the scorecard in the [FY2024 Environmental Sustainability Report](#) includes progress to goal and comparisons to prior years.

## Conclusion

WMATA is an essential part of what makes the DMV area a special place to live. We make these recommendations with enormous gratitude to WMATA's entire workforce for keeping Metro running despite significant challenges over the past few years. We look forward to continuing to work with WMATA so that Metro can keep serving as the arteries of the Washington metropolitan area, with sustainable public transportation, including BEBs, in the District taking on a greater share of the trips that people make every day. With sustained investment and bold action, we can ensure that Metro becomes an even more sustainable, reliable, and equitable system for all residents and workers in our region. I can be reached at [chair@dc.sierraclub.org](mailto:chair@dc.sierraclub.org). Thank you for taking the time to consider these comments.

Metro Hearing #666

Docket B25-01: Proposed FY2026 Capital Improvement Program and  
Federal FY2026 Grant Applications and

Docket B25-02: Proposed FY2026 Operating Budget and Associated  
Service Proposals

Virginia

February 03, 2025

**Rodney Cunningham**

Hi, my name is Rodney Cunningham, I'm not representing anyone but myself. I wanted to begin first by commending Metro for the job that you do you do a fantastic job and I really want to highlight the work that you did during the pandemic which was 5 years ago now that was extraordinary so I want to tip my hat off to you for that so thank you very much thank you.

I'm actually not going to talk about the budget so I apologize I did do the survey, so you have my comments on that. So actually the reason why I came tonight is because this is one of the few opportunities that the public has to address Metro directly as opposed to email, so I want to take advantage of that.

What I ask that you do, the reason why I'm here tonight, is I'm asking Metro to do a little bit more focus on encouraging riders and passengers to understand what it means to be in a shared space which is public transportation. So, in other words we have a lot of people, quite frankly who don't seem to understand that Metro, meaning the bus or the trains, are a shared space that we all have to take care of. And so you know when I take the train and I see people you know either, you know playing music loudly without using earphones, or trash in the stations, or any other sort of disruptive behavior, all of that has an impact on the quality of life that all of us share. And so, I came tonight specifically to ask Metro to do more uh to address that.

It's not Metro's fault that people don't know how to act right, but Metro does have the opportunity to actually challenge us, or even educate us to do better, and so that's why I came tonight. Thank you very much.

## **Sandy Neuzil**

Good evening, I'm Sandy Neuzil a resident of Fairfax County, although I'm a member of the Accessibility Advisory Committee to Metro, I'm speaking on my own behalf tonight. I will mention that I'm legally blind and therefore I depend on family, friends, public transportation, and Metro Access to go the places that I would like to go, when I would like to go.

I also commend Metro for the tremendous job that they do in planning their budget, in repairs in safety, keeping riders as safe as possible. But tonight I want to address bus service and Metro Access, indirectly because of Metro Bus service.

So, this afternoon, I depend on public transportation to go places when I want to. And this afternoon I ran a test case; how long would it take to go from my house to the Fairfax County Government Center. If I could hop in a car, it would take me 23 minutes, but I can't drive so that's out. So what are my options? Well, I could take ride service like a taxi or Uber, and that would take me about 45 minutes, and cost me a chunk of money. At 2:50 in the afternoon, I could probably get to the Government Center before they closed and actually speak to people, or I could take public transportation. And when I looked it up, it was going to be a three bus rides, with three walking segments, the walking was going to be a total of 22 minutes. But three bus seat, and that was going to take me about an hour and 20 minutes, at which point Fairfax County Government Center would be close to closing.

So, you can see why I really like the third option, Metro Access or Abilities Ride. Metro Access is a one-seat ride that would take me door-to-door, Abilities Ride would take me in a one seat ride curb-to-curb, but I have to plan ahead a day to a week, and I don't always plan ahead that well, but that service depends on the bus route service.

So, my goal here tonight is to encourage Metro to continue to work with the jurisdictions, Fairfax County, Prince George's County, Montgomery County to maintain public bus service so that people like me and can get where we want to go when we want to go thank you very much. I do commend Metro for doing such an excellent job. Thank you.

## Alex Mendelsohn

Hello, my name is Alex Mendelsohn, and I am a commissioner on Arlington County's Transportation Commission, but I'm here representing myself. I'm a high school student in Arlington County and met Metro Rail Metro Bus are vital in helping me and my peers move around our community I'd like to take the time to appreciate the progress WMATA has made since the start of fiscal year 2025 this includes the adoption of the Better Bus Network improved rail service and other improvements that help modernize and improve the customer experience a thriving transit system is a major asset to our region that being said I'd like to take some time to reflect on the budget proposals for fiscal year 2026.

As for rail service and operations, I'm excited to see a variety of positive changes proposed. I strongly support the supplemental peak service on the red and Silver Lines and the partial Yellow Line extension to Greenbelt. I also support splitting the Eastern portion of the Silver Line, as service levels would better be matched with ridership and demand. Lastly the increase in weekend operating hours is the most exciting change to see as it will increase access to opportunity airports and social events at the at time not well served by transit in our region today.

Regarding fares, I'm enthusiastic to see the introduction of open payment which further increases the accessibility of transit. I look forward to the roll out of this new system across all of Metro Rail and Metro Bus. I also want to encourage WMATA to work quickly and diligently with other regional transit providers to ensure open payment is made universal across the DMV.

Next, I want to discuss the capital side of the budget. I'm happy to see WMATAs focus on maintaining existing services and a state of good repair, over the costly expansion of electric buses. The best way for WMATA to meet its environmental goals is to provide more service and take more cars off of our roads. Furthermore, it may be worth avoiding future bus electrification related grants until dedicated capital and operating funding is established, as these buses are more logistically difficult and expensive to operate and store due to the range and charging requirements. I also want to encourage WMATA to work as hard as possible to

Leverage existing properties for revenue parking lots with low usage should be looked at for long-term redevelopment.

Lastly, I want to discuss the customer experience while riding Metro buses during planned detours. During the inauguration, WMATA created helpful detour maps for each individual bus route, that was impacted this was incredibly helpful. As it allowed me to visualize and easily understand how I would need to make my trip. I would also like to encourage WMATA to further build on this by integrating planned detours with digital tools that are available. Our neighbors at the Maryland Department of Transportation recently started a collaboration with the transit app to display detours and impacted bus stops directly on the map for customers. This has been a major improvement, and I hope to see WMATA Implement something similar.

Thank you for the opportunity to speak today, and I hope you take my ideas into consideration.

Metro Hearing #667

Docket B25-01: Proposed FY2026 Capital Improvement Program and  
Federal FY2026 Grant Applications and

Docket B25-02: Proposed FY2026 Operating Budget and Associated  
Service Proposals

Virtual

February 04, 2025

**Lisa Gore**

Good afternoon my name is Lisa Gore, and I'm chairperson of ANC 34G. My testimony today is on behalf of the ANC, as well as the Chevy Chase Community, including the neighborhoods of Hawthorne and Barnaby Woods.

I'm here to talk to you today about the implementation of the better bus Network under the FY 26 budget. While ANC 34G appreciates your responses, responsiveness to community feedback during a final redesign, we want to express three areas of concern that we have with the implementation of the Better Bus Network, particularly how it affects riders in Chevy Chase DC.

We're urging WMATA to fully consider and address prior to the full rollout of new service routes in later half of 2025 these issues: The first issue is Norwood Retirement Community; it's located at the 6200 block of Oregon Avenue. It's a continuous care facility for seniors of all levels of mobility, currently houses 225 residents and 150 employees. Many who do not drive and rely on public transit. The Better Bus Network proposes the elimination of direct pickup and drop off service at Norwood's main entrance, shifting instead to a stop on Oregon Avenue. This change is really concerning due to the poses safety issues for the elderly residents and staff there who have Mobility challenges. Walking up and down the hill to reach that stop is going to be not only impractical, but very unsafe. Norwood management is aware of the issue that WMATA has expressed previously about trying to make the turn around the circle in front of the facility and Norwood manage it management is committing to resolving that issue and the congestion issues to facilitate safe bus access at that point, so we urge WMATA to reconsider that essential service change.

In addition, Ingleside at Rock Creek Retirement Community, which is located at 3050 Military Road, faces a similar challenge with the proposed termination of direct Metro bus stop service going to Friendship Heights. The change would require residents to walk three blocks, largely uphill to the nearest line C8 every 30 minutes.

Along with the removal of certain nearby bus stops, these changes are going to adversely affect our older residents who would find it too honourous to use public transportation. Depended living residents along with staff and contractors would be adversely affected by your changes. We heard from residents, one age 91 one age 84 and one age 86, who voice these same concerns and discuss the hardship those challenges would impose.

Thirdly, impact on our students and schools in our local community. The proposed changes also impact students and staff at Lafayette Elementary School who would lose direct bus access to their neighborhood school. Furthermore, the decision to limit service online C85 Rush Hour only in C83 to every 30 minutes, will adversely affect hundreds of students traveling to nearby schools, including Alice Deal and Jackson Reed. um and respectively scores of working adults who ride the M4 line currently to Tenley Town Metro stop, and from there travel to our all parts of DC, including downtown. Timely access to transportation for students is absolutely critical, and currently on the M4 line we have students that are arriving late to school every day because of bus route issues.

And then we are also finally concerned with the requirements that for in-person office work Rush Hour frequency. On January 20th President Trump issued a memorandum entitled return to in-person work mandating heads of all departments and agencies in the executive branch of government to take all necessary steps to terminate remote work arrangements and require those persons to return to in-person work on a full-time basis. This transition marks a significant shift as many employees who previously commuted by a Metrobus to Friendship Heights or along Chevy Chase now face additional challenges. Prior to the pandemic employees took Metrobus to Friendship Heights Metro station, or rode down Connecticut Avenue from Chevy Chase to points downtown into Potomac Park. The demand destruction for bus ridership resulting

from the pandemic has left such employees with the possibility of rush hour bus service to Friendship Heights along Connecticut Avenue and at a time when many who have been working at home will shortly be required to commute to work. WMATA intends to eliminate or has already eliminated essential rush hour frequencies on line C83. Crucial for students and professionals traveling down Connecticut Avenue direct service to Potomac Park via line L1 which requires now will require multiple transfers. And express services on Connecticut Avenue skipping all stops between N Street and Porter Street previously provided by the former lines L1, L3, L5, L7, and L9; with an opportunity to adapt to the evolving work environment by enhancing transit options and reinstating critical services. Will WMATA support the return to in-person work mandate? Making the transition smoother for countless workers in our community and ensuring that the region can thrive in this new area. Thank you my testimony and I encourage you to take this into consideration. Thank you.

### **Madeleine de Illy**

Hello. I and many others need the paratransit buses to run more frequently. Lots of people rely on those buses to get to work, and not everyone works a nine to 5. A lot of people work odd hours and on weekends. I have spoken with people in my area, and we rely on these buses to run errands during Monday to Friday. The bus runs from 4: a.m. to 9:30 a.m.; then there's a huge gap and it picks up again at 3:15. I am asking for you to close that gap and add some weekend service. Thank you for your time.

### **Paul Semelfort**

Good afternoon, everyone my name is Paul Semelfort, I am speaking as a private individual. I am a resident of Prince George's County, and of course a member of the Accessibility Advisory Committee, to talk mostly about Metro Access. Y'all thank you, in the capital budget allotting more vehicles. The purchase of Metro Access Vehicles provides safe and reliable and accessible service. We hope that continue as we talk about those things in our, you know committee and subcommittee levels, to provide the best service to all customers in the Metro region.

Also, I see in our budget we are expanding the Better Bus Network, I would uh definitely want that implementation because that would mean more hopeful expanded service for Metro access customers once that is implemented. And also particularly looking for more bus service in Prince George's County, since a third of the metro access customers live in that service line in that region. Being able to have more hopefully bus service now and into the future will allow them to travel all days and times. According to the bus schedule right now, it is a limitation for some customers as you probably will be hearing on nights and weekends in that particular region.

I see you're also increasing in the budget, the Metro train hours which obviously our transit follows so hope that'll be an increasing weekend service for paratransit, that's definitely a win for us. So overall, I just you know want to come in summation, thank you for um you know not uh keeping us at a flat fare, and hopefully we remain to that and maintaining the service hours and times for this upcoming fiscal year and hopefully years to come and along with the flat fee. Thank you so much

### **Patrick Sheehan**

My name is Pat Sheehan, I am chair of the Accessibility Advisory Committee, and for most of the hearings I think over the last few years, I always follow Paul, so he usually gives a lot of what I'm going to say.

But I first want to uh say thank you to Miss Proctor, for the support that the accessibility advisory committee is receiving. As chair of that committee, I will say that we are in much better shape this year than we were last year. There are a lot of positive things that are going on, and as Paul stated, we appreciate the fact that the schedule for Metro Access. The scope of the region which is being served is remaining the same, and the cost is going to remain the same at \$4.50. A lot of people were concerned last year when we thought that might be cut. The amount of effort that is being put forward by Mr. Blake, with respect to the abilities ride is helping to curb costs and we're working very hard to and, Paul particularly, is working very hard to help us improve the

efficiency of that so we appreciate that there a lot of disabled people who depend on that

With respect to the bus system, we are seeing a in an increase in service uh in bus service. And I think between Bus and Rail, we're going to see particularly starting in February more federal workers coming into the office. I hear that by the end of February there'll be a large portion, so that uh although I feel sorry for them having to go back in, being retired federal worker. As far as what the that'll should help the budget with respect to the income. And you know I appreciate the fact that much of the increase in the income went back to enable us to pay down some or borrow less from Capital Funding to improve operational costs.

So, I'm very pleased that the Bus Network is being fully funded, the hours I think are appropriate. Along with what we're seeing in the Better Bus Network, I think that we have a robust system that is going to move forward, hoping that we can get into the Visionary Better Bus Network because of its regional nature. As Paul said, we are looking to try to increase the range and the scope of what is being done in Prince George's County so we can have a more robust network in Prince George's County.

And the other point that I would add is that the work that's being done with the DMV Moves Committee is really coordinated along with the Better Bus Network. The moves that are being made with respect to the bus system, the rail system, and paratransit. So, I think that bodes well for the region along with the cooperation that we're seeing between COG and WMATA and the other regional entities. So, I am feeling very positive about where we are moving.

And agreeing with what Paul said with respect to the increased hours in the rail system. I think that uh we're seeing uh good customer satisfaction within the rail system, the hours are appropriate, and the efficiencies that are being put forward with the automatic train operation coming forward. There are a lot of positives moving forward, we appreciate the fact yes that this is working so well. Thank you

## **Eloise McNeil**

My name is Eloise McNeil, I'm advocating uh that Ward 8 residents get a new Fleet of W2 and W3 buses, the buses are deteriorating. If we can't get a new buses, maybe we can get the buses the connected buses that were retired at the end of 2024. If you can get those buses replaced with the connected buses that would be a great help. I ride the buses all the time been riding the bus for the last six eight years and the W2 and W3 they really deteriorated.

My second request is that if we could get the W1 bus that serves Ward 8 to run on Saturdays, at least up until 8 p.m. Right now, the W1 only runs Monday through Friday.

If you can get those two proposed changes to be placed into the budget Ward 8 residents would really appreciate that. Thank you so much for your time.

Metro Hearing #668

Docket B25-01: Proposed FY2026 Capital Improvement Program and  
Federal FY2026 Grant Applications and

Docket B25-02: Proposed FY2026 Operating Budget and Associated  
Service Proposals

Washington, DC

February 04, 2025

**Steve Kaffen**

Hi, Steve Kaffen, and I live in Washington DC. I'm a resident of DC, and also a member of the Accessibility Advisory Committee, been on the committee uh almost 8 years, however the comments I'm going to make are mine.

The ridership statistics have me and in the top one tenth of 1% of bus riders, which uh which is why I've saved lots of thousands of dollars in rent, but that's another question.

Also, I served as the DC representative for the AAC, on the Better Bus Network Planning Group, I'm excited to be here.

I'm very excited about the Better Bus Network. One area that hasn't been considered, and I hope it will either in June or perhaps in the future, is a bus from the Northeast down Connecticut Avenue, and passing Dupont Circle and going to Union Station. There's a lot of traffic by Amtrak right now, in the early morning and right now, it's just not being served, and I don't see that in the proposal and I hope it is in the future.

The open payment is great, a lot of other cities are doing it particularly in Europe, and it's great that we're doing it. One thing I strongly urge that the system be made cumulative for seven days. I think that right now we pay for a weekly bus pass and I think many more people would actually sign up for the bus pass if they didn't have a weekly commitment, whether or not they're in town, or whether or not finances are what they are. Many cities are doing this, London implemented it, other cities in America implemented, it works really well from the and it's also good for it's also good for the Metro system because in effect it would

eliminate the pass, and just add a maximum to it. London would be a good example that went from what we have to the cumulative pass, and it's gone well.

I suggest that there be a test that Metro run free on weekends, and I you know I know we've got budget issues, but I think the hop on - hop off feature would the small businesses along the route and if they see that they might even be amenable to a small tax because the benefits would outweigh the cost. Thank you

### **Michaela Platzer**

My name is Michaela Platzer, I live in ANC 3-4 G which covers upper Northwest DC neighborhoods of Hawthorne, Barnaby Woods, and Chevy Chase DC. I'm also the chair of ANC 3-4 G's Bus Transit working group which closely studied WMATAs Better Bus Network Redesign and offer many comments.

This evening I'd like to make a very a few very brief comments; first ANC 3-4G was pleased to see that you engaged with us and listened to many of our concerns and included the partial restoration of some of the bus service we lost in recent years. This means that under the Better Bus Plan residents in my neighborhood will once again be able to access Metro, retail establishments, and medical services and Friendship Heights directly, something we can't currently do.

Still we have a few concerns about the Better Bus Plan which directly affect my neighbors, namely those living in retirement um communities such as Norwood and Ingleside, local area students who need to use the bus uh to get to nearby schools such as Lafayette, Deal, and Jackson Reed High School, and many of my neighbors who will shift, it seems, from working at home to a return to in-person work soon. Our concerns include frequency of service, every 30 minutes makes the bus uh a far less desirable able option, and location of bus stops also matter. I'm also here to advocate for even better robust bus service this year and beyond for the thousands of riders in Upper Northwest DC who depend on bus transit to travel from their homes every year. We all love the Better Bus idea, but let's make it truly better. We all realize that funding is a challenge my neighbors are eager to work with

WMATA to identify other funding sources for public transit, including bus service. In fact ANC 3-4 G passed a resolution in November suggesting that other credential revenue sources be explored, including the collection of unpaid traffic citations. According to re a recent article in Axios, drivers owed the district nearly 1.3 billion in traffic fines and penalties, couldn't some of this revenue from traffic enforcement be directed at funding public transit services; it's a question.

Finally, I want to underscore that the preservation and expansion of bus service are vital to our community, we are eager to work with you to encourage more people in Upper Northwest to use the bus. Thank you very much.

### **Sam Allison Jensen**

Good evening members of the board, how are you? My name is Sam Allison Jensen, but I go by Sam Jensen for short.

I want to start off by saying thank you for everything that you do for my Metro, and to share how relieved I am to know that we do not have to fight twice as hard for operating funds this year as we did the last. While we do not have to fight for funding this year, I do hope and pray that the DMV Moves initiative is successful in obtaining dedicated funding for Metro.

Metro isn't just a Transit Agency to me, but the transit nerd and future rail operator in me loves and treasures it as a safe space.

Regarding the possibility of Metro opening earlier and staying open later on weekends is great for flights or staying out late. I brought this up at an earlier board meeting, but if you think about things like bars, clubs, restaurants, night life, or simply a night out on the town. If people are willing to spend their money on those things, I'm sure they'd be willing to spend it on Metro Rail, instead of things like ride share like Lyft or Uber.

I ride Metro Railway more than Metro Bus, while I love the proposed rail changes and the chance to add additional peak service, I'm not a big fan of the silver line turn backs.

I understand I'm here presenting to you my personal testimony, but I'm looking at this specific proposed change from others perspective too. I feel like it would create more chaos and confusion, especially if we're experiencing delays or disruptions, and have to make other temporary adjustments. I would rather we add additional service to what we already have in place, and instead have Silver Line trains alternate between New Carrollton and Largo. Occasionally I disembark from Marc Train and transfer to our Orange Line at New Carrollton. I think it would not only be a breath of fresh air but an alternative to have Silver Line Trains as an option for some of us who are traveling into Virginia and don't want to transfer down the line.

I'm also asking you, the board members present, to look at that particular proposed rail service change from an a sympathetic angle. It's only right that the D-line corridor from Stadium Armory to New Carrollton to receive the same treatment in rail service levels as the G line from Stadium Armory to Largo.

Speaking of one seat rides, I'm highly in favor of every other yellow line train terminating at Mount Vernon Square - 7th Street - Convention Center, because I don't abbreviate my station stop names. I have a high demanding job that requires me to move around and travel frequently between projects in all three regions. When I live in Alexandria it's off of Eisenhower Avenue and I may occasionally need our Yellow Line traveling past our current terminus. I feel as so if we have two or more lines intersecting, they should be able to help and piggy back off of one another.

This is the end of my personal testimony, again I thank you for everything that you do for my Metro, and for providing me a safe space to share my comments today, onward.

## **Rico Dancy**

Good afternoon board, I am the President of sl union 32 airports. we have 175,000 members, we have 300 of them or more who ride Metro. And I'm concerned, most of them have a disability okay, and we are curious, when I travel why we don't have a monthly pass for people with a disability? I've been asking this for a few years, they playing deaf ears. I know I'm the one deaf, but we are people,

and we are human, treat people. I know each one of y'all have a friend, family member who have a disability some get SSDI. Why we do not have a monthly pass?

When I used to live in Cleveland they had one, when I used to live in Baltimore they got one, we're the only one in the nation do not have a monthly pass. When I went to the board, my union board, I remember ask me; president why we don't have this why we don't have a monthly pass for us? Is WMATA playing deaf ears? What I got to go back into and listen to them bring them okay. I have to answer to them because there let me as the union president, as the union president I have to fight for my members, we have in the union 175,000 members in the airport.

So we are bringing this you coming from the president, I'm going to continue the voice for the people who have no voice. Where I was taught by my grandmother, 175,000 members ask me to come and voice for them because someone. For the last few years I have asked this question why we don't have a monthly pass? What happened, people are playing deaf ears, I know I'm the only one deaf, but we are human I know someone knows somebody. please ask that question. Thank you.

## **Noah Jacobson**

Good evening, thank you so much for the opportunity to uh testify here. My name is Noah Jacobson, I am a resident of Washington DC.

First and foremost, I want to commend Metro on several of their initiatives from the past year; the wayfinding improvements, particularly in Metro stations, especially the cardinal directions as well as um the split Metro routes, and the digital displays have been phenomenal and very helpful for navigating. And I can only imagine they're even more helpful for people who are not regularly riding the Metro and could be confused otherwise. And I encourage Metro to continue those wayfinding graphic efforts uh not only in high volume transfer stations, but in every station eventually uh in the coming years.

I would also like to commend Metro on the beta for Metro Pulse, I am excited for when that finally releases in app form. I am sure

that it will get uh a whole bunch of use, and the public will really appreciate having a resource like that. And I encourage Metro to engage in a lot of ad campaigning once that launches in app form to the public. The more people who know about it, the more people will use it, and the more people who use it will be happy that resource is there for them.

I'm also uh very happy with the transparency of the open Data Hub on Metro's website, and I encourage Metro to continue research initiatives and uh data transparency on that site. I am grateful for all of the research that's being done to inform future planning decisions, especially with the ped shed and bike shed Atlas 2.0, and I encourage Metro to continue using the data from those initiatives and future research initiatives to inform future planning.

I'd would also encourage Metro to work with local education programs doing Transit Oriented Research and to capitalize on opportunities to work with other people from other agencies and from around the world at events like the Transportation Research Board hosted here in DC, which do great research very similar to, for example the bike shed and ped shed Atlas 2.0. So, there are great opportunities to learn from our partners in other areas and to inform our own decisions.

I also encourage Metro to follow up the fall 2027 full system Bike Locker installation plan, with a reevaluation of parking lots at stations that could have major mode shift once those bike lockers are implemented for financial and environmental reasons, as that land can be redeveloped or better used by Metro.

I'm very excited about the zero-emission bus fleet schedule, I encourage Metro to continue on pace with that as a 100% zero-emission Fleet will be a huge boom to this area. And I encourage Metro to consider engaging in training and coordination with local fire departments and First Responders for lithium battery safety with the buses. Thank you so much.

## Jacob Vassolatti

Good evening, I'm Jacob Vassolatti, I'm a resident of DC and I wanted to start off by wishing everybody a Happy Rosa Parks Day and Transit Equity Day. Metro's efforts to honor and commemorate the events that make today's celebration part and were great I saw a couple of them on trains here.

It's also fitting that Metro has put forth the most equitable and robust budget that I have seen to date. I have no concerns with the operational budget, and I'm in full support of the proposed changes to both Bus and Rail that seek to optimize extend and improve service without hiking fares.

I attended the hearing two years ago about this time to oppose the yellow line turnback, so I'm glad to have the opportunity to support the reversal of that today. The friendly and helpful Metro Staff led by the GM and Board need to be commended for their efforts to trim cost, be more efficient, and improve customer experiences.

When Metro promotes open payment after it is launched, I would also encourage the board and staff to improve advertising and visibility of their monthly pass options we just heard about that from the gentleman too before me so perhaps his suggestion could be incorporated into this. Many of my friends who ride Metro all the time have never heard of the passes and didn't realize that after 16 days of commuting the rest of the month is essentially free. So a \$72 pass for unlimited Metro bus rides and metro rail trips up to three miles is a truly remarkable value in comparison to similar agencies, and would likely increase ridership.

In terms of the capital budget, great stuff in there, I similarly agree with all the proposals. One program that has had generally good intentions but I've seen some confusion is the way finding signage. All the digital signage is super great, it's super easy to see, and I always know when my trains and buses are coming. The pilot projects with the goal of improving the static signage at some transfer stations are a bit confusing, I've heard some people confused about that. L'Enfant Plazas was done very well, with the labeled exit and directional signage super helpful in getting here tonight. But I've seen some confused riders, including myself,

when I was at Roslyn where the sign now says toward Virginia even though the station is already in Virginia, Gallery Place some of the stations further down to Red Line like Cleveland Park and North Bethesda are completely omitted, and Woodley Park Zoo Adams Morgan is formatted improperly because they don't fit with the new layout. So I think if Metro wants to reduce confusion they can just refine these so that all station names are featured on the signage again so that Riders including visitors, like my friend Justin, can find their destination and be assured that they are getting on the correct train. I look forward to the continued improvements to the Metro system, and thanks so much for your time.

### **James Nash**

Good evening everyone, thank you for letting me talk. My name is James Nash and I am a member of ANC 34 G's Transportation Committee, and the Bus Transit Working Group, and I'm also unofficially representing the Chevy Chase Community Association. Later this month I'm going to be confirmed, I expect to their board in their transportation department. And I'm here only to speak about buses because that's all we have where I live in Chevy Chase unfortunately.

I want to thank and praise WMATA for listening to us. We did a lot of engagement with them during the Better Bus proposals, and there is a good deal of cynicism where we live about WMATA's ability, willingness to listen. But they proved the cynics wrong, and you know that's a really big deal not only because we got some changes, some restoration of the Lost D6, but also it helped build public trust, and so you know I want to recognize that and really praise you, that was really well done and it means a lot to us.

That said, there still are some problems with the Better Bus proposal, or decision for our neighborhood, my colleague Michaela has already mentioned some. And to summarize it older and the older and younger people of our community, I'm afraid are going to be hurt by the new proposals. These are people who usually cannot drive, and so it's critical that their needs be addressed. And I'm speaking of especially students who attend Lafayette School, there will be no bus stop near there, as well as some of

the other local schools, and the residents of the older communities there at Norwood and Engleside are also going to have difficulty. I won't go into the details we will because this is a budget hearing, but the uh we're going to be pushing for some tweaks on these matters and those tweaks are going to cost money. And so since this is about money I thought I'd uh touch on that and I wanted to repeat and reaffirm what my colleague said our ANC did pass a resolution, there is all this uncollected fine money that we think could be used to supplement Metro Service and I think that's going to be necessary.

But I have a second proposal to make and that is, I am a motorist as well as a public transit user, and I would be happy to pay a gas tax. Metro needs dedicated funding support like every other major transit system in the country, and they don't have it right now and they need it. I hope you can get it, and I would be happy to pay, it it's better for climate change too, you're driving so it seems like a rough kind of Justice all right. I guess I'm out of time. Thank you

### **Patrick Host**

Hello, my name is Patrick Host, I live in the District at 14th and Spring Northwest, and I'm here today to urge you to keep the bus 59 route. The 59 route has been an awesome addition to the neighborhood, not only does it allow you to get up and down the street in a timely fashion, but most importantly it allows you to get downtown and to the west side of the city like Foggy Bottom Roslyn, Courthouse, those types of neighborhoods in no time flat. It usually takes me to go door to door from my home to Foggy Bottom about 45 to 50 minutes normally, if I take the 59 bus I can cut that to as short as 25 or 30 minutes which is absolutely amazing. It would be a real shame if Metro got rid of the 59, it's been such a great addition to the neighborhood.

In fact, if anything, you should expand its service to be all day. Now that doesn't mean you should run it every five or 10 minutes, even three times an hour would be a huge addition, and would allow uh the local service buses to kind of balance ridership with the people who are headed long distance. Thank you so much for your

time, and please remember to keep the bus 59 service when you make your hard decisions coming up here. Thank you.

Metro Hearing #669

Docket B25-01: Proposed FY2026 Capital Improvement Program and  
Federal FY2026 Grant Applications and

Docket B25-02: Proposed FY2026 Operating Budget and Associated  
Service Proposals

Marland

February 05, 2025

**Bill Orleans**

Evening, Bill Orleans. Mr. Drummer, let me stipulate that you're a nice person, and all senior and junior Metro Staff here are nice folks as well, but you cannot persuade me that you're really here to listen to me, nor to listen to any of the folks who spoke last night, or on Monday night. What the Board has deemed appropriate will proceed regardless of what I or others will say. That said I was listening last night as I left the Metro Building to the testimonies, and I don't share any of the laudatory comments made of Metro Board and Management last night.

I do associate myself somewhat, with the comments of Ray specifically with regard to uh the  $\frac{3}{4}$  of a mile requirement that Metro Federal requirement that Metro provide Paratransit service. That's a requirement that you must meet, there's no requirement that if Metro wanted to it could not exceed that requirement, and this is a point that been that's been made for years. Metro traditionally just chooses not to exceed the required level, we're of service where there is no fixed route service you're not going to be providing Paratransit service and that I believe is a mistake.

This is equity focused, one of the elements of this proposal is equity focused, I'd like to suggest, and Mr. Drummer well knows this, I've been whining for years and since the Metro meetings have been publicly accessible again specifically I've been wiring to Metro board, that there are no up to date trifolds or fourfolds Metro Bus timetables, schedules, and there should be. Not everybody who rides Metro is digitally inclined some of us are still analog folks, and require a up to date, accurate trifold or fourfold Metro bus timetable. I'm going to continue to whine about

that, although I may never see it again but it's a mistake that's being made.

The Better Bus initiative is, as I understand it, only going to be implemented as much as resources allow, and I don't know in this budget and you're not going to answer the question, if this budget is adopted uh by Metro board next month or in April when March. That uh resources are going to be allowed for any so-called improvements in the Better Bus initiative that's something that should be known before you actually adopt the budget, whether you're going to have the resources to do it.

Lastly in my uh remaining time, I believe that nothing ultimately will be done to make Metro the system it should be until such time as the compact is amended. I would like to see the board directly elected since I don't respect the appointing authorities, some of the folks appointed to them what the three State legislatures will provide Metro in crucial budget times in the future. Thank you.

# FY2026 Budget – Customer Feedback on Proposals

Summary Results of Survey Responses  
Collected from Metrorail and Metrobus Riders  
through Public Outreach Efforts



# Executive Summary of Public Feedback from Customer Survey

The survey received 2,375 responses. For each budget proposal, respondents answered three questions: 1) "Are you in favor of the proposal?" 2) "Would this proposal affect your likelihood of using Metro?" and 3) "Please explain your answer." Below is a summary of the "Yes" versus "No" responses on support for the proposal, impact on usage, and key benefits and concerns summarized from open-ended replies.

## Capital Budget Proposal

98% of respondents were in favor of allocating \$2.4 billion for FY2026 to fund capital investments across six key areas: rail-cars and facilities, rail systems, track and structure rehabilitation, buses and related facilities, stations and passenger amenities, and operational support.

Across all ridership groups and demographics, most respondents prioritize funding Metrorail projects—such as track infrastructure, new railcars, and station improvements—while allocating the least to new paratransit vehicles. However, MetroAccess riders are the one cohort who support a significant investment in new vehicles. (See slide 51)

## MetroAccess Service Proposals

- **MetroAccess will adjust service to align with expanded Metrorail hours and BetterBus changes:** Yes- 95%, No- 5%.
  - Support was also strong among current MetroAccess Riders (88%)

## Fare Proposals

- **Tap & Go:** Yes- 90%, No – 10%.
  - Support was lower among low-income respondents (84%).
  - Impact of Ridership
    - 61% said it wouldn't affect their Metro usage.
    - 67% of infrequent riders and 65% of non-commuters agreed.
    - While ~30% said it would increase their likelihood of choosing Metro, respondents often provide *overly optimistic estimates*. In reality, actual ridership increases are typically much smaller.
  - Key Benefits:
    - Ease & Convenience – Simple and user-friendly
    - More welcoming for visitors.
  - Concerns:
    - Transit Benefits and discounts – Uncertainty about employer subsidies, commuter programs, discounted passes. Will SmarTrip cards go away?
    - Costs & Fees – Worries about credit card fees and fare increases.

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## Metrorail Service Proposals

- **Extend half of Yellow Line trains to Greenbelt:** Yes- 95%, No- 5%
  - 77% of riders from affected stations said this would increase their Metro use.
- **Super Peak Service on the Silver Line:** Yes- 93%, No- 7%.
  - Key Benefits: Shorter wait times and more core capacity
  - Concerns: Small reduction in wait time doesn't justify the changes and reverse commute is not served.
- **Super Peak Service on the Red Line:** Yes- 95%, No- 5%.
  - 75% of Red Line riders said this would increase their Metro use.
- **Extend Weekend Morning Hours:** Yes-96%, No-4%.
  - 83% of weekend riders said this would increase their Metro use.
  - Key Benefits: Early Service for Airport travelers and Weekend Commuters
  - Concerns: Uncertainty about early weekend demand and cost justification
- **Extend Weekend Late-Night Hours :** Yes-95%, No-5%.
  - 85% of weekend riders said this would increase their Metro use.
  - Key Benefits: Helps reduce drunk driving and supports late night workers
  - Concerns: Safety during these hours and uncertainty about late-night weekend demand and cost justification

# Executive Summary of Public Feedback from Customer Survey

The survey received 2,375 responses. For each budget proposal, respondents answered three questions: 1) "Are you in favor of the proposal?" 2) "Would this proposal affect your likelihood of using Metro?" and 3) "Please explain your answer." Below is a summary of the "Yes" versus "No" responses on support for the proposal, impact on usage, and key benefits and concerns summarized from open-ended replies.

## Metrorail Service Proposals

- **Reduce Silver Line service to Downtown Largo along the Blue Line** : Yes- 79%, No- 21%.
  - Riders from affected stations showed similar support (75%)
- **Extend Silver Line service to New Carrollton along the Orange Line** : Yes- 86%, No- 14%.
  - Riders from affected stations showed stronger support (93%)
- **Splitting the Silver Line at Stadium-Armory**: Support- 82%, Against- 18%.
  - Riders from Downtown Largo to Stadium-Armory stations showed less support (70%)
  - **Key Benefits:**
    - Improves equity between the two branches.
    - Enhances service to New Carrollton as a major transit hub.
    - New Carrollton is a large, growing mixed-mode area
    - Reduced Orange Line congestion
  - **Concerns:**
    - Silver Line split could confuse tourists and those unfamiliar with the system.
    - More confusing map.
    - Current Silver and Orange Line service is fine as is, why change it?
    - Could increase congestion and disrupt bus connections on Blue Line
    - Longer wait times for Commanders games.

# Background / Public Feedback on FY2026 Fare and Service Proposals

WMATA's Office of Customer Research, in collaboration with the Budget Project Team and the Customer Experience & Engagement team, gathered feedback from Metrorail and Metrobus customers – via an online survey – on fare and service changes contained in the FY2026 Budget Proposal.

The survey was in field from January 11, 2025 to February 10, 2025. 2,375 respondents provided feedback to at least one proposal—this included 194 responses to the Spanish language version of the survey. The survey collected feedback on the following:

## **A. Fare Changes**

- Proposed Changes:
  - Implement Tap & Go Payment System

## **B. MetroAccess**

- Proposed Changes:
  - Adjust service to align with expanded Metrorail hours and BetterBus changes:

## **C. Metrorail**

- Proposed Changes:
  - Extend half of Yellow Line trains to Greenbelt
  - Reduce Silver Line service to Downtown Largo along the Blue Line
  - Extend Silver Line service to New Carrollton along the Orange Line
  - Splitting the Silver Line at Stadium-Armory
  - Super Peak Service on the Silver Line
  - Super Peak Service on the Red Line
  - Extend Weekend Morning Hours
  - Extend Weekend Late-Night Hours

## **D. Capital Budget Proposal**

# Contents

- I. Fare Proposals (Slides 7- 11)
  - i. Fare Proposal 1: Implementing the Tap-&-Go System (Slide 8-11)
- II. MetroAccess Proposals (Slides 12-14)
  - i. MetroAccess Proposal 1: Adjust service to align with expanded Metrorail hours and BetterBus changes: (Slides 13-14)
- III. Metrorail Proposals (Slides 15-37)
  - i. Metrorail Proposal 1: Extend half of Yellow Line trains to Greenbelt (Slides 16-17)
  - ii. Metrorail Proposal 2: Reduce Silver Line service to Downtown Largo along the Blue Line (Slides 18-19)
  - iii. Metrorail Proposal 3: Extend Silver Line service to New Carrollton along the Orange Line (Slides 20-21)
  - iv. Splitting the Silver Line at Stadium-Armory (Slides 22-24)
  - v. Metrorail Proposal 4: Super Peak Service on the Silver Line (Slides 25-28)
  - vi. Metrorail Proposal 5: Super Peak Service on the Red Line (Slides 29-30)
  - vii. Metrorail Proposal 6: Extend Weekend Morning Hours (Slides 31-33)
  - viii. Metrorail Proposal 7: Extend Weekend Late-Night Hours (Slides 34-37)
- IV. Capital Budget (Slides 38-40)
- VII. Overall Survey Demographics (Slides 41-42)
- VIII. Weighting of Responses (Slide 43)

# I. Fare Proposals

# Fare Proposal 1: Implementing the Tap-&-Go System

## Question

To enhance payment flexibility, Metro is preparing to introduce a Tap-&-Go fare system in 2025. The plan is to roll out the system gradually, starting with Metrorail in May 2025, followed by Metrobus in summer 2025 and Metro parking facilities in late fall 2025.

This system will allow customers to use their contactless credit/debit cards (e.g., Visa, Mastercard, American Express, Discover), mobile wallets, or linked smartwatches for fare payment, eliminating the need for a SmarTrip card.

### Key Features:

- **No Fee:** The ability to pay with a credit/debit card, mobile wallet, or linked smartwatch -- would be without the \$2.00 fee required for a SmarTrip card. This method will be an alternative to the SmarTrip card, providing customers with more convenient options for fare payment.
- **Seamless Experience:** Just like in cities such as New York, this option allows for quick and easy fare payment. Customers will simply tap their contactless card, mobile wallet, or smartwatch at the fare gates.

**Are you in favor of this proposal?**

## Response: Implementing the Tap-&-Go System

	Response Count	Yes	No
<b>All Survey Respondents (Weighted)</b>	--	<b>90%</b>	<b>10%</b>
<b>All Survey Respondents (Unweighted)</b>	1473	<b>92%</b>	<b>12%</b>
<i>Notable Subsets:</i>			
<b>All Minority Respondents</b>	533	<b>87%</b>	<b>13%</b>
<b>All Low Income Respondents</b>	276	<b>84%</b>	<b>16%</b>
<b>All Protected Populations Respondents</b>	589	<b>88%</b>	<b>12%</b>
<b>All Current Metrorail Riders</b>	1036	<b>91%</b>	<b>9%</b>
<b>All Current Metrobus Riders</b>	693	<b>89%</b>	<b>11%</b>
<b>Infrequent Metrorail/Metrobus Riders</b>	61	<b>90%</b>	<b>10%</b>
<b>Non-Commuters who ride Metrorail/Metrobus</b>	99	<b>94%</b>	<b>12%</b>

# Fare Proposal 1: Implementing the Tap-&-Go System

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- **Seamless Experience:** Just like in cities such as New York, this option allows for quick and easy fare payment. Customers will simply tap their contactless card, mobile wallet, or smartwatch at the fare gates.

**If the proposal above were adopted, would that increase or decrease your likelihood of choosing Metro over other travel options in the future?**

## Response: Implementing the Tap-&-Go System

	Response Count	Increase Likelihood of Choosing Metro	Decrease Likelihood of Choosing Metro	No Impact on My Travel Choices
<b>All Survey Respondents (Weighted)</b>	--	<b>33%</b>	<b>6%</b>	61%
<b>All Survey Respondents (Unweighted)</b>	1579	<b>33%</b>	<b>4%</b>	63%
<i>Notable Subsets:</i>				
<b>All Minority Respondents</b>	588	<b>36%</b>	<b>10%</b>	54%
<b>All Low Income Respondents</b>	312	<b>40%</b>	<b>15%</b>	44%
<b>All Protected Populations Respondents</b>	647	<b>36%</b>	<b>9%</b>	55%
<b>All Current Metrorail Riders</b>	1130	<b>34%</b>	<b>6%</b>	61%
<b>All Current Metrobus Riders</b>	747	<b>36%</b>	<b>8%</b>	56%
<b>Infrequent Metrorail/Metrobus Riders</b>	60	<b>30%</b>	<b>3%</b>	67%
<b>Non-Commuters who ride Metrorail/Metrobus</b>	107	<b>34%</b>	<b>2%</b>	65%

# Supportive Comments on Implementing Tap-&-Go

Category	# Mentions	Sample Verbatim Comments
Ease of Use & Convenience	142	<ul style="list-style-type: none"> <li>"This is so much easier and quicker to do than pulling up the SmartTrip card or ensuring you have enough funds available on the card."</li> <li>"Easier for our guests who come to visit and trying to explain what a smartrip card is."</li> </ul>
Benefits for Tourists & Occasional Riders	101	<ul style="list-style-type: none"> <li>"Easier to introduce visitors to Metro without having to set them up with a SmarTrip card."</li> <li>"I love bringing guests on the metro when they visit, but right now I have to keep a whole set of 'guest' metro cards for family and friends to use. Then being able to just tap in with their credit card would be really helpful and make me more likely to use the metro with out of town friends."</li> </ul>
No Need to Manage or Reload a Card	48	<ul style="list-style-type: none"> <li>"It's much more convenient than keeping track of a Metro card, managing the funds and auto top up on the Metro card, and troubleshooting the card when it isn't working or runs out of money."</li> </ul>
Boosts Ridership & Reduces Fare Evasion	37	<ul style="list-style-type: none"> <li>"More payment options diminishes the urgency that leads some to fare evasion in order to 'catch' an arriving train."</li> </ul>
Metro Should Modernize & Align with Other Cities	35	<ul style="list-style-type: none"> <li>"This is a no-brainer that other places adopted years ago."</li> </ul>
Good alternative to SmarTrip, but keep that card an option.	28	<ul style="list-style-type: none"> <li>"I would probably still want to use a SmarTrip card myself since I have SmartBenefits, but the new system would be easier for tourists."</li> <li>"I am in favor as long as I can still use my SmarTrip card to pay"</li> </ul>
Experience with Similar Systems Abroad	26	<ul style="list-style-type: none"> <li>"I've used this in other cities and it works well - especially convenient for getting tourists and other out of town visitors to use metro."</li> </ul>
Equity & Accessibility	20	<ul style="list-style-type: none"> <li>"Increased accessibility."</li> </ul>
Faster Entry, Exit & Less Fare Gate Congestion	17	<ul style="list-style-type: none"> <li>"Hopefully this will help reduce the human traffic jams at fare gates."</li> </ul>
Flexibility & Backup Option	14	<ul style="list-style-type: none"> <li>"I approve of this because I have past experiences where I lost or forgot my SmarTrip and only had my credit card with me."</li> </ul>
Removal of the \$2 Fee	13	<ul style="list-style-type: none"> <li>"The \$2 fee for a SmartTrip card is criminal. Tap-to-pay is just simpler for visitors."</li> </ul>
Environmental Benefits & Reduced Plastic Waste	11	<ul style="list-style-type: none"> <li>"It would cut down on plastic waste created when out-of-town visitors purchase a SmartTrip card."</li> </ul>



# Opposing Comments on Implementing Tap-&-Go

Category	# Mentions	Sample Verbatim Comments
Uncertainty About Transit and Commuter Benefits	39	<ul style="list-style-type: none"> <li>"I have SmartTrip benefits through work and would NOT want to lose the ability to use a SmartTrip to pay."</li> <li>"I like the flexibility of this plan, but I have reservations about how this would work for work- sponsored transit benefit plans"</li> </ul>
Concerns About Credit Card Fees and Fare Increases	38	<ul style="list-style-type: none"> <li>"Concerned that credit card fees will be passed to travelers as rate increases"</li> <li>"If this credit card proposal is taken forward, I believe the fare for credit card users should be HIGHER than that for SmarTrip card users, in order to cover the credit card fees."</li> </ul>
Equity Concerns: Unbanked, Low-Income, Elderly, and Accessibility	38	<ul style="list-style-type: none"> <li>"While for myself I think the option would be nice, I am very concerned about the elderly or folks who do not have debit cards or know how to use tap to pay technology. I do think a physical card option needs to remain in place"</li> <li>"For cash-only patrons, or those who are unbanked, how are they to pay their fare?"</li> </ul>
Preference for SmarTrip Card and System	33	<ul style="list-style-type: none"> <li>"I think the system works as it is now. I love my SmarTrip card and want to continue using it."</li> </ul>
Security and Fraud Concerns	28	<ul style="list-style-type: none"> <li>"I'm wondering how Metro will ensure that the system will be safe for tap to pay user. How will metro insure that sensitive car info will not be stolen."</li> <li>"The concern of safety for sensitive information To just tap the debit/credit card. As a mode of payment without jeopardizing my banking information. I strongly prefer to purchase \$2 smart trip card."</li> <li>"Having your card out on the metro/bus risks getting it stolen."</li> </ul>
Impact on Seniors, Disabled Riders, and Discount Programs	20	<ul style="list-style-type: none"> <li>"The full fare of \$2.25 would be the charge for everyone, to include disability &amp; senior riders?"</li> </ul>
Technical Issues and Reliability	15	<ul style="list-style-type: none"> <li>"I've used this system in some cities where transfers that should have been free or discounted weren't credited with tap-to-pay. I frequently transfer from rail to bus and want to ensure this works properly in the new system. Additionally, transactions sometimes fail due to card company delays, and more data is needed for transfers and Metro fare. It's a cool idea, but currently, it's very costly."</li> </ul>
Metro Should Focus on Bigger Issues	9	<ul style="list-style-type: none"> <li>"Seems like a waste of money when service can be expanded."</li> <li>"Metro already has too many issues with electronics. Fix current problems before doing anything else."</li> </ul>
Concerns for Children and Families	7	<ul style="list-style-type: none"> <li>"Unclear how payment for children and families would work. Will a second tap be needed when exiting? How can one credit/debit card cover multiple riders, and how will Metro prevent accidental multiple charges?"</li> </ul>
Concerns about Overcrowding and Congestion	3	<ul style="list-style-type: none"> <li>"People that try to pull out their Apple Pay for their metrocard severely slow down the gates during rush hour. I imagine this would only increase."</li> </ul>

# II. MetroAccess Proposals



# MetroAccess Proposal 1: Proposed MetroAccess Changes

## Question

The FY2026 Proposed Budget includes expanded Metrorail service hours and a revised Metrobus network, as approved in the 2025 Better Bus Network Redesign.

If these changes increase service hours or coverage, MetroAccess will adjust to meet federal requirements. Otherwise, service hours and coverage will remain unchanged, following current Board policy.

**Are you in favor of this proposal?**

## Response: Proposed MetroAccess Changes

	Response Count	Yes	No
All Survey Respondents (Weighted)	--	95%	5%
All Survey Respondents (Unweighted)	266	96%	4%
<i>Notable Subsets:</i>			
All Minority Respondents	66	100%	0%
All Low Income Respondents	77	88%	12%
All Protected Populations Respondents	135	93%	7%
All Current Metrorail Riders	197	95%	5%
All Current Metrobus Riders	157	94%	6%
All Current MetroAccess Riders	49	88%	12%

# MetroAccess Proposal 1: Proposed MetroAccess Changes

## Question

The FY2026 Proposed Budget includes expanded Metrorail service hours and a revised Metrobus network, as approved in the 2025 Better Bus Network Redesign.

If these changes increase service hours or coverage, MetroAccess will adjust to meet federal requirements. Otherwise, service hours and coverage will remain unchanged, following current Board policy.

**If the proposal above were adopted, would that increase or decrease your likelihood of choosing Metro over other travel options in the future?**

## Response: Proposed MetroAccess Changes

	Response Count	Increase Likelihood of Choosing Metro	Decrease Likelihood of Choosing Metro	No Impact on My Travel Choices
<b>All Survey Respondents (Weighted)</b>	--	<b>57%</b>	<b>5%</b>	38%
<b>All Survey Respondents (Unweighted)</b>	233	<b>56%</b>	<b>4%</b>	40%
<i>Notable Subsets:</i>				
<b>All Minority Respondents</b>	108	<b>56%</b>	<b>7%</b>	38%
<b>All Low Income Respondents</b>	71	<b>63%</b>	<b>9%</b>	28%
<b>All Protected Populations Respondents</b>	120	<b>58%</b>	<b>6%</b>	37%
<b>All Current Metrorail Riders</b>	168	<b>57%</b>	<b>2%</b>	41%
<b>All Current Metrobus Riders</b>	140	<b>61%</b>	<b>3%</b>	36%
<b>All Current MetroAccess Riders</b>	51	<b>57%</b>	<b>4%</b>	39%

# III. Metrorail Proposals

# Rail Proposal 1: Extend half of Yellow Line trains to Greenbelt

## Question

Currently, all Yellow Line trains run from Huntington and terminate at Mt. Vernon Square.

Metro is considering extending half of these trains to Greenbelt, with the rest continuing to end at Mt.

Vernon Square. Trains would alternate, with every other Yellow Line train running to Greenbelt.

Below is how service would change from Mt. Vernon Square to Greenbelt if this proposal were to be implemented:

Time Period	Average Train Frequency (Current)	Average Train Frequency (Proposed)
Weekday Rush Hour	Every 6 minutes	Every 4 minutes
Weekday Non-Rush Hour	Every 6 minutes	Every 4 minutes
Weekday Late Night	Every 7.5 minutes	Every 5 minutes
Weekend All Day	Every 8 minutes	Every 5.5 minutes

**Are you in favor of this proposal?**

## Response: Extend half of Yellow Line trains to Greenbelt

	Response Count	Yes	No
<b>All Survey Respondents (Weighted)</b>	--	<b>95%</b>	<b>5%</b>
<b>All Survey Respondents (Unweighted)</b>	1462	<b>95%</b>	<b>5%</b>
<i>Notable Subsets:</i>			
<b>All Minority Respondents</b>	454	<b>96%</b>	<b>4%</b>
<b>All Low Income Respondents</b>	287	<b>95%</b>	<b>5%</b>
<b>All Protected Populations Respondents</b>	586	<b>96%</b>	<b>4%</b>
<b>All Current Metrorail Riders</b>	1074	<b>95%</b>	<b>5%</b>
<b>All Current Metrobus Riders</b>	722	<b>96%</b>	<b>4%</b>
<b>Riders traveling between Mt. Vernon Sq. and Greenbelt</b>	357	<b>96%</b>	<b>4%</b>
<b>Riders who are apart of the protected population between Mt. Vernon Sq. and Greenbelt</b>	175	<b>94%</b>	<b>6%</b>

# Rail Proposal 1: Extend half of Yellow Line trains to Greenbelt

## Question

Currently, all Yellow Line trains run from Huntington and terminate at Mt. Vernon Square.

Metro is considering extending half of these trains to Greenbelt, with the rest continuing to end at Mt.

Vernon Square. Trains would alternate, with every other Yellow Line train running to Greenbelt.

Below is how service would change from Mt. Vernon Square to Greenbelt if this proposal were to be implemented:

Time Period	Average Train Frequency (Current)	Average Train Frequency (Proposed)
Weekday Rush Hour	Every 6 minutes	Every 4 minutes
Weekday Non-Rush Hour	Every 6 minutes	Every 4 minutes
Weekday Late Night	Every 7.5 minutes	Every 5 minutes
Weekend All Day	Every 8 minutes	Every 5.5 minutes

**If the proposal above were adopted, would that increase or decrease your likelihood of choosing Metro over other travel options in the future?**

## Response: Extend half of Yellow Line trains to Greenbelt

	Response Count	Increase Likelihood of Choosing Metro	Decrease Likelihood of Choosing Metro	No Impact on My Travel Choices
<b>All Survey Respondents (Unweighted)</b>	--	<b>62%</b>	<b>2%</b>	37%
<b>All Survey Respondents (Unweighted)</b>	1435	<b>61%</b>	<b>1%</b>	38%
<i>Notable Subsets:</i>				
<b>All Minority Respondents</b>	420	<b>65%</b>	<b>1%</b>	35%
<b>All Low Income Respondents</b>	268	<b>73%</b>	<b>3%</b>	24%
<b>All Protected Populations Respondents</b>	550	<b>67%</b>	<b>2%</b>	32%
<b>All Current Metrorail Riders</b>	1035	<b>63%</b>	<b>1%</b>	36%
<b>All Current Metrobus Riders</b>	697	<b>69%</b>	<b>1%</b>	30%
<b>Riders traveling between Mt. Vernon Sq. and Greenbelt</b>	356	<b>77%</b>	<b>1%</b>	22%
<b>Riders who are apart of the protected population between Mt. Vernon Sq. and Greenbelt</b>	168	<b>72%</b>	<b>2%</b>	26%

# Rail Proposal 2: Reduce Silver Line service to Downtown Largo along the Blue Line

## Question

Currently, all Silver Line trains run from Ashburn to Downtown Largo.

Metro is considering splitting the Silver Line at Stadium-Armory Station: half the trains would continue to Downtown Largo, while the other half would head to New Carrollton along the current Orange Line.

This change would balance Silver Line service between the Blue and Orange Line branches.

Here is the proposed service from Stadium Armory to Downtown Largo.

Time Period	Average Train Frequency (Current)	Average Train Frequency (Proposed)
Weekday Rush Hour	Every 5 minutes	Every 7 minutes
Weekday Non-Rush Hour	Every 6 minutes	Every 8 minutes
Weekday Late Night	Every 7.5 minutes	Every 10 minutes
Weekend Before 9:30 p.m.	Every 6 minutes	Every 8 minutes
Weekend After 9:30 p.m.	Every 7.5 minutes	Every 10 minutes

**Are you in favor of this proposal?**

## Response: Reduce Silver Line service to Downtown Largo along the Blue Line

	Response Count	Yes	No
<b>All Survey Respondents (Weighted)</b>	--	<b>79%</b>	<b>21%</b>
<b>All Survey Respondents (Unweighted)</b>	1015	<b>80%</b>	<b>20%</b>
<i>Notable Subsets:</i>			
<b>All Minority Respondents</b>	338	<b>82%</b>	<b>18%</b>
<b>All Low Income Respondents</b>	240	<b>84%</b>	<b>16%</b>
<b>All Protected Populations Respondents</b>	574	<b>77%</b>	<b>23%</b>
<b>All Current Metrorail Riders</b>	771	<b>80%</b>	<b>20%</b>
<b>All Current Metrobus Riders</b>	526	<b>82%</b>	<b>18%</b>
<b>Riders traveling between Stadium-Armory and Downtown Largo</b>	101	<b>75%</b>	<b>25%</b>
<b>Riders who are part of the protected population between Stadium-Armory to Downtown Largo.</b>	85	<b>79%</b>	<b>21%</b>

# Rail Proposal 2: Reduce Silver Line service to Downtown Largo along the Blue Line

## Question

Currently, all Silver Line trains run from Ashburn to Downtown Largo.

Metro is considering splitting the Silver Line at Stadium-Armory Station: half the trains would continue to Downtown Largo, while the other half would head to New Carrollton along the current Orange Line.

This change would balance Silver Line service between the Blue and Orange Line branches.

Here is the proposed service from Stadium Armory to Downtown Largo.

Time Period	Average Train Frequency (Current)	Average Train Frequency (Proposed)
Weekday Rush Hour	Every 5 minutes	Every 7 minutes
Weekday Non-Rush Hour	Every 6 minutes	Every 8 minutes
Weekday Late Night	Every 7.5 minutes	Every 10 minutes
Weekend Before 9:30 p.m.	Every 6 minutes	Every 8 minutes
Weekend After 9:30 p.m.	Every 7.5 minutes	Every 10 minutes

**If the proposal above were adopted, would that increase or decrease your likelihood of choosing Metro over other travel options in the future?**

## Response: Reduce Silver Line service to Downtown Largo along the Blue Line

	Response Count	Increase Likelihood of Choosing Metro	Decrease Likelihood of Choosing Metro	No Impact on My Travel Choices
<b>All Survey Respondents (Weighted)</b>	--	<b>32%</b>	<b>9%</b>	59%
<b>All Survey Respondents (Unweighted)</b>	1110	<b>27%</b>	<b>9%</b>	64%
<i>Notable Subsets:</i>				
<b>All Minority Respondents</b>	422	<b>40%</b>	<b>9%</b>	51%
<b>All Low Income Respondents</b>	227	<b>57%</b>	<b>8%</b>	36%
<b>All Protected Populations Respondents</b>	458	<b>40%</b>	<b>9%</b>	52%
<b>All Current Metrorail Riders</b>	829	<b>34%</b>	<b>8%</b>	58%
<b>All Current Metrobus Riders</b>	553	<b>37%</b>	<b>9%</b>	54%
<b>Riders traveling between Stadium-Armory and Downtown Largo or New Carrollton.</b>	106	<b>59%</b>	<b>18%</b>	24%
<b>Riders who are apart of the protected population between Stadium-Armory to Downtown Largo or New Carrollton.</b>	91	<b>63%</b>	<b>13%</b>	24%

# Rail Proposal 3: Extend Silver Line service to New Carrollton along the Orange Line

## Question

Currently, all Silver Line trains run from Ashburn to Downtown Largo.

Metro is considering splitting the Silver Line at Stadium-Armory Station: half the trains would continue to Downtown Largo, while the other half would head to New Carrollton along the current Orange Line.

This change would balance Silver Line service between the Blue and Orange Line branches.

Here is the proposed service from Stadium Armory to New Carrollton.

Time Period	Average Train Frequency (Current)	Average Train Frequency (Proposed)
Weekday Rush Hour	Every 10 minutes	Every 7 minutes
Weekday Non-Rush Hour	Every 12 minutes	Every 8 minutes
Weekday Late Night	Every 15 minutes	Every 10 minutes
Weekend Before 9:30 p.m.	Every 12 minutes	Every 8 minutes
Weekend After 9:30 p.m.	Every 15 minutes	Every 10 minutes

**Are you in favor of this proposal?**

## Response: Extend Silver Line service to New Carrollton along the Orange Line

	Response Count	Yes	No
<b>All Survey Respondents (Weighted)</b>	--	<b>86%</b>	<b>14%</b>
<b>All Survey Respondents (Unweighted)</b>	1054	<b>88%</b>	<b>12%</b>
<i>Notable Subsets:</i>			
<b>All Minority Respondents</b>	416	<b>85%</b>	<b>15%</b>
<b>All Low Income Respondents</b>	242	<b>85%</b>	<b>16%</b>
<b>All Protected Populations Respondents</b>	457	<b>86%</b>	<b>14%</b>
<b>All Current Metrorail Riders</b>	824	<b>86%</b>	<b>14%</b>
<b>All Current Metrobus Riders</b>	329	<b>85%</b>	<b>15%</b>
<b>Riders traveling between Stadium-Armory and New Carrollton.</b>	101	<b>93%</b>	<b>7%</b>
<b>Riders who are apart of the protected population between Stadium-Armory to Downtown Largo or New Carrollton.</b>	65	<b>91%</b>	<b>9%</b>

# Rail Proposal 3: Extend Silver Line service to New Carrollton along the Orange Line

## Question

Currently, all Silver Line trains run from Ashburn to Downtown Largo.

Metro is considering splitting the Silver Line at Stadium-Armory Station: half the trains would continue to Downtown Largo, while the other half would head to New Carrollton along the current Orange Line.

This change would balance Silver Line service between the Blue and Orange Line branches.

Here is the proposed service from Stadium Armory to New Carrollton.

Time Period	Average Train Frequency (Current)	Average Train Frequency (Proposed)
Weekday Rush Hour	Every 10 minutes	Every 7 minutes
Weekday Non-Rush Hour	Every 12 minutes	Every 8 minutes
Weekday Late Night	Every 15 minutes	Every 10 minutes
Weekend Before 9:30 p.m.	Every 12 minutes	Every 8 minutes
Weekend After 9:30 p.m.	Every 15 minutes	Every 10 minutes

If the proposal above were adopted, would that increase or decrease your likelihood of choosing Metro over other travel options in the future?

## Response: Extend Silver Line service to New Carrollton along the Orange Line

	Response Count	Increase Likelihood of Choosing Metro	Decrease Likelihood of Choosing Metro	No Impact on My Travel Choices
<b>All Survey Respondents (Weighted)</b>	--	<b>41%</b>	<b>6%</b>	53%
<b>All Survey Respondents (Unweighted)</b>	1057	<b>36%</b>	<b>5%</b>	59%
<i>Notable Subsets:</i>				
<b>All Minority Respondents</b>	429	<b>49%</b>	<b>8%</b>	44%
<b>All Low Income Respondents</b>	234	<b>63%</b>	<b>9%</b>	27%
<b>All Protected Populations Respondents</b>	464	<b>49%</b>	<b>7%</b>	43%
<b>All Current Metrorail Riders</b>	830	<b>42%</b>	<b>5%</b>	53%
<b>All Current Metrobus Riders</b>	544	<b>46%</b>	<b>6%</b>	48%
<b>Riders traveling between Stadium-Armory and Downtown Largo or New Carrollton.</b>	101	<b>73%</b>	<b>7%</b>	20%
<b>Riders who are apart of the protected population between Stadium-Armory to Downtown Largo or New Carrollton.</b>	66	<b>73%</b>	<b>9%</b>	18%

# Splitting the Silver Line at Stadium-Armory

## Question

Splitting the Silver Line at Stadium-Armory on these two branches means that some customers will have somewhat longer wait times so that both branches will now have the same level of service and wait times.

In particular, this split will result in shorter wait times for customers traveling from New Carrollton and slightly longer wait times for those traveling from Downtown Largo. This change will balance service and wait times across both branches.

**Do you support this trade-off?**

## Response: Splitting the Silver Line at Stadium-Armory

	Response Count	Yes	No
All Survey Respondents (Weighted)	--	<b>82%</b>	<b>18%</b>
All Survey Respondents (Unweighted)	981	<b>85%</b>	<b>15%</b>
<i>Notable Subsets:</i>			
All Minority Respondents	384	<b>78%</b>	<b>22%</b>
All Low Income Respondents	216	<b>77%</b>	<b>23%</b>
All Protected Populations Respondents	421	<b>79%</b>	<b>21%</b>
All Current Metrorail Riders	785	<b>82%</b>	<b>18%</b>
All Current Metrobus Riders	524	<b>81%</b>	<b>19%</b>
Riders traveling between Stadium-Armory and Downtown Largo.	104	<b>70%</b>	<b>30%</b>
Riders traveling between Stadium-Armory and New Carrollton.	93	<b>89%</b>	<b>11%</b>
Riders traveling between Stadium-Armory and Downtown Largo <u>OR</u> New Carrollton.	175	<b>80%</b>	<b>20%</b>
Riders who are apart of the protected population between Stadium-Armory to Downtown Largo or New Carrollton.	45	<b>80%</b>	<b>20%</b>

# Supportive Comments on Splitting the Silver Line at Stadium-Armory III. Metrorail Proposals

Category	Summary	# Mentions	Sample Verbatim Comments
<b>Support Balancing Service Between Branches</b>	Many respondents support the proposal because it creates a more equitable service distribution between the two branches, reducing wait times for New Carrollton riders and better reflecting ridership demand.	58	<ul style="list-style-type: none"> <li>"Provides better equity between the two branches."</li> <li>"Balancing service between both destinations seems fair, though it's hard to know without relative ridership information for each destination."</li> <li>"The level of service should be the same across all lines."</li> </ul>
<b>Reducing Wait Times for Me</b>	A significant number of responses highlight shorter wait times for New Carrollton riders and overall improved frequency for most travelers.	45	<ul style="list-style-type: none"> <li>"Tired of the current long wait for a train."</li> <li>"Shorter wait for most riders."</li> <li>"I think the majority will have more rapid service."</li> </ul>
<b>New Carrollton is a major Transit Hub and Growing Mixed-Used Area</b>	New Carrollton is seen as a key regional hub with Amtrak, MARC, Metrobus, TheBus, and the upcoming Purple Line, making increased service to the station logical.	32	<ul style="list-style-type: none"> <li>"New Carrollton is a larger mixed-mode transit hub than Largo, and will likely grow as the Purple Line finishes development."</li> <li>"New Carrollton is along MARC Penn Line train route from Baltimore allowing for one less transfer point to Dulles Airport."</li> <li>"I think New Carrollton deserves more service because of where it's located."</li> </ul>
<b>Reducing Overcrowding</b>	Some respondents believe this change could help manage congestion, optimize train usage, and improve the overall Metro experience.	28	<ul style="list-style-type: none"> <li>"Overall it can reduce congestion on the Orange Line even if it slightly slows the frequency on the Blue Line."</li> <li>"The trains are already packed—why not have enough trains going to alleviate that crowd?"</li> <li>"Passengers who live between both lines, such as residents in Bowie, won't favor one line over the other, thereby reducing overcrowding at Largo and New Carrollton."</li> </ul>
<b>General support</b>	Several respondents generally supported the proposal as a common-sense change that aligns with Metro's goal of equitable and data-driven decision-making.	22	<ul style="list-style-type: none"> <li>"Seems fair, but I don't know how much ridership each branch gets."</li> <li>"Appreciate Metro making adjustments based on ridership data and making it more equitable."</li> <li>"More fair."</li> </ul>

# Opposing Comments on Splitting the Silver Line at Stadium-Armory

Category	Summary	# Mentions	Sample Verbatim Comments
<b>Longer Wait Times</b>	Respondents express concern that the proposed changes will result in increased wait times, particularly for riders from Downtown Largo, which some feel is unfair. Others argue that Metro should instead focus on increasing service levels on both lines overall.	22	<ul style="list-style-type: none"> <li>"Longer wait times given to poorer communities that rely on the service more."</li> <li>"It seems unfair that people from Downtown Largo will have a longer wait time. Is the Blue Line changed in any way to accommodate them?"</li> <li>"I will have a longer wait time."</li> <li>"It could mean longer wait times or transfers for Commanders games"</li> </ul>
<b>Unnecessary Confusion &amp; Complexity / More Complex Map</b>	Many respondents are concerned that splitting the Silver Line into two branches will make the system harder to navigate, particularly for tourists and occasional riders. They fear it will lead to missed trains, confusion, and unnecessary complications in trip planning.	18	<ul style="list-style-type: none"> <li>"I think having alternate trains will be very confusing for riders and lead to lost time and people going the wrong way."</li> <li>"Having the same line split into two branches is confusing and unnecessarily complicates things."</li> <li>"The split of Silver Line trains going to three destinations would confuse tourists and those unfamiliar with the system. (this includes trains turning back at Stadium-Armory)"</li> </ul>
<b>Impact on Other Lines &amp; Will Create Congestion on Orange Line Instead</b>	Some worry that shifting Silver Line service will cause overcrowding on the Orange and Blue Lines. They suggest that Metro should balance service among all lines rather than making changes that could worsen congestion elsewhere.	14	<ul style="list-style-type: none"> <li>"Don't want more congestion on the Orange Line."</li> <li>"The proposed changes will cause overcrowding on neighboring subway lines. (i.e. passengers from the Blue to Orange Line)"</li> <li>"The Blue Line train availability would need to increase to help supplement the Silver Line split."</li> </ul>
<b>It affects me!</b>	Some respondents are concerned about how the change will affect their personal travel, including increased travel time, missed bus connections, and difficulty commuting to work or important destinations.	12	<ul style="list-style-type: none"> <li>"It would affect my daily commute."</li> <li>"I commute from Downtown Largo."</li> <li>"No, this will add to congestion, missing connections to the bus, etc."</li> </ul>
<b>Preference for the Status Quo/ Why Change Anything If Service Is Great Now?</b>	Several respondents believe the current system works well and see no need for changes. They argue that Metro should focus on reliability and frequency rather than modifying service patterns.	10	<ul style="list-style-type: none"> <li>"If it's working fine now, it's not necessary to change it."</li> <li>"The way things are for the Silver and Orange Lines are fine just the way they are. No changes needed to be made."</li> <li>"Metro is going to confuse people with this change. Stick with the original."</li> </ul>



# Rail Proposal 4: Super Peak Service on the Silver Line

## Question

Metro is considering adding "super peak" service to a section of the Silver Line between Wiehle-Reston East and Stadium-Armory to improve capacity and speed during the busiest times of weekday rush periods.

The proposed "super peak" service would provide approximately 40 minutes of more frequent service during both the morning and evening rush periods. During these times, two additional Silver Line trains would operate in one direction only:

- **Morning rush (eastbound):** Extra trains would depart Wiehle-Reston East and travel to Stadium-Armory.
  - During these periods, average wait times between trains would be reduced from every 10 minutes to every 8-9 minutes from Wiehle-Reston East to Stadium Armory.
- **Evening rush (westbound):** Extra trains would depart Stadium-Armory and travel to Wiehle-Reston East.
  - During these periods, average wait times between trains would be reduced from every 10 minutes to every 8-9 minutes from Stadium Armory to Wiehle-Reston East.

Key highlights of the proposal:

- **Targeted timing:** The additional service is designed to match peak demand at key times and location/stations along the Silver Line. For example, during the morning rush, the extra eastbound trains are intended to arrive at the busiest stations between Wiehle-Reston East and Rosslyn at their peak busy times.
- **Regular peak service remains:** Outside the 40-minute "super peak" periods, regular peak service levels will continue to operate on the Silver Line.

Are you in favor of this proposal?

## Response: Super Peak Service on the Silver Line

	Response Count	Yes	No
<b>All Survey Respondents (Weighted)</b>	--	<b>93%</b>	<b>7%</b>
<b>All Survey Respondents (Unweighted)</b>	1154	<b>93%</b>	<b>7%</b>
<i>Notable Subsets:</i>			
<b>All Minority Respondents</b>	423	<b>92%</b>	<b>8%</b>
<b>All Low Income Respondents</b>	235	<b>91%</b>	<b>9%</b>
<b>All Protected Populations Respondents</b>	471	<b>92%</b>	<b>8%</b>
<b>All Current Metrorail Riders</b>	914	<b>93%</b>	<b>7%</b>
<b>All Current Metrobus Riders</b>	605	<b>92%</b>	<b>8%</b>
<b>Silver Line Metrorail Riders</b>	729	<b>93%</b>	<b>7%</b>
<b>Riders who are part of the protected population who are Silver Line Metrorail Riders</b>	329	<b>92%</b>	<b>8%</b>

# Rail Proposal 4: Super Peak Service on the Silver Line

## Question

Metro is considering adding "super peak" service to a section of the Silver Line between Wiehle-Reston East and Stadium-Armory to improve capacity and speed during the busiest times of weekday rush periods.

The proposed "super peak" service would provide approximately 40 minutes of more frequent service during both the morning and evening rush periods. During these times, two additional Silver Line trains would operate in one direction only:

- **Morning rush (eastbound):** Extra trains would depart Wiehle-Reston East and travel to Stadium-Armory.
  - During these periods, average wait times between trains would be reduced from every 10 minutes to every 8-9 minutes from Wiehle-Reston East to Stadium Armory.
- **Evening rush (westbound):** Extra trains would depart Stadium-Armory and travel to Wiehle-Reston East.
  - During these periods, average wait times between trains would be reduced from every 10 minutes to every 8-9 minutes from Stadium Armory to Wiehle-Reston East.

Key highlights of the proposal:

- **Targeted timing:** The additional service is designed to match peak demand at key times and location/stations along the Silver Line. For example, during the morning rush, the extra eastbound trains are intended to arrive at the busiest stations between Wiehle-Reston East and Rosslyn at their peak busy times.
- **Regular peak service remains:** Outside the 40-minute "super peak" periods, regular peak service levels will continue to operate on the Silver Line.

**If the proposal above were adopted, would that increase or decrease your likelihood of choosing Metro over other travel options in the future?**

## Response: Super Peak Service on the Silver Line

	Response Count	Increase Likelihood of Choosing Metro	Decrease Likelihood of Choosing Metro	No Impact on My Travel Choices
<b>All Survey Respondents (Weighted)</b>	--	<b>51%</b>	<b>5%</b>	45%
<b>All Survey Respondents (Unweighted)</b>	1101	<b>48%</b>	<b>3%</b>	48%
<i>Notable Subsets:</i>				
<b>All Minority Respondents</b>	454	<b>55%</b>	<b>8%</b>	37%
<b>All Low Income Respondents</b>	233	<b>47%</b>	<b>2%</b>	50%
<b>All Protected Populations Respondents</b>	488	<b>55%</b>	<b>7%</b>	38%
<b>All Current Metrorail Riders</b>	901	<b>51%</b>	<b>5%</b>	44%
<b>All Current Metrobus Riders</b>	595	<b>55%</b>	<b>7%</b>	39%
<b>Silver Line Metrorail Riders</b>	693	<b>56%</b>	<b>4%</b>	40%
<b>Riders who are apart of the protected population who are Silver Line Metrorail Riders</b>	336	<b>60%</b>	<b>7%</b>	34%

# Supportive Comments on Super Peak Service on the Silver Line

Category	# Mentions	Sample Verbatim Comments
Shorter wait times between trains	95	<ul style="list-style-type: none"> <li>"Tired of the long wait for a train during rush hour and crowded trains."</li> <li>"I ride this segment and would support more frequent service during AM and PM rush hour."</li> <li>"This will make metro significantly more attractive for the ample amount of people commuting from Virginia (especially Arlington) to DC for work, and will still benefit commuters traveling eastward within DC too."</li> </ul>
General support for more core capacity	53	<ul style="list-style-type: none"> <li>"Increasing peak service in the core is important in an era of growing ridership. If you can secure further funding, increasing service on OR/BL/SV universally during peak hours would be preferable."</li> <li>"More frequent service for the core of the system is welcome."</li> </ul>
Support for faster, more frequent service for MY commute	36	<ul style="list-style-type: none"> <li>"I commute along the silver from McPherson out to McLean and back during work days. This will make my commute faster and more convenient."</li> <li>"This would improve my commute!!"</li> </ul>
Support for additional capacity and more frequent peak-time trains.	32	<ul style="list-style-type: none"> <li>"More trains at peak times is always good!! Less crowded trains are more enjoyable, accessible, and safe"</li> <li>"It is important to add extra capacity during the most crowded times."</li> </ul>
More frequent service could increase ridership & reduce car usage.	17	<ul style="list-style-type: none"> <li>"The Silver Line should see increased service, which would lessen the number of drivers on the road."</li> <li>"Faster service might encourage more ridership."</li> <li>"Anything that can help take more cars off the road is a good thing."</li> </ul>

# Opposing Comments on Super Peak Service on the Silver Line

Category	# Mentions	Sample Verbatim Comments
Minimal Impact and Benefit	14	<ul style="list-style-type: none"> <li>“Super peak only cuts wait times by a minute or two. That’s an unnoticeable difference.”</li> <li>“This doesn’t seem like a large enough change to bother with. Does one minute less make that much of a difference? I don’t think so. Especially for only 40 minutes a day and only in one direction at a time”.</li> <li>“A 1-2 minute reduction in train frequency is not worth whatever it would cost to implement this extra service. Spend this money on something with a more impactful benefit.”</li> </ul>
Doesn’t help reverse commuters; needs two-way service.	13	<ul style="list-style-type: none"> <li>“Would it also impact the opposite direction? I travel west in the am, east in the pm.”</li> <li>“Like many riders who go to the McLean station I do a reverse commute and this plan wouldn’t help ease congestion or increase frequency for riders like me. If the plan was adapted to support riders traveling in both directions I would support it.”</li> <li>“By going only one direction during each time period, does that serve everyone based on demand? I assume people come from both directions to the downtown-ish area so personally I worry about not boosting service for people going in both directions.”</li> </ul>
Skepticism about ridership demand & necessity.	13	<ul style="list-style-type: none"> <li>“Not sure if it’s really needed. I’d have to see ridership numbers to determine.”</li> <li>“Does ridership warrant this?”</li> </ul>
Concerns about route complexity, Dulles access, and map confusion.	11	<ul style="list-style-type: none"> <li>“I like the idea of more, frequent service but these proposals of ending at certain stations along the line are confusing for riders and I don’t support adding this kind of complexity to the system.”</li> <li>“The only reason I use the silver line in Virginia is to go to Dulles, which is made more confusing by this proposal.”</li> <li>“I support increased capacity but redesigning the map for only two more trains is confusing.”</li> </ul>
Concerns about cost and resource allocation.	11	<ul style="list-style-type: none"> <li>“Resources could be used elsewhere“</li> <li>“Extra trains should serve Dulles Airport, not turn back early. The Silver Line was built for airport access, and turning trains back reduces convenience, especially for travelers.”</li> </ul>

# Rail Proposal 5: Super Peak Service on the Red Line

## Question

Metro is considering introducing a new "super peak" service on the Red Line to improve speed and capacity during the busiest times of weekday rush periods.

The proposed "super peak" service would provide approximately 40 minutes of more frequent service during both the morning and evening rush hours.

During these periods, wait times between trains would be reduced from every 5 minutes to every 4 minutes, operating in both directions along the entire Red Line (from Shady Grove to Glenmont).

Key highlights of the proposal:

- Targeted timing: The additional service is designed to align with the busiest travel times at key locations and stations, ensuring trains arrive when and where they are most needed.
- Regular peak service remains: Outside the 40-minute "super peak" periods, Red Line trains will continue to operate every 5 minutes during regular peak hours.

## Response: Super Peak Service on the Red Line

	Response Count	Yes	No
<b>All Survey Respondents (Weighted)</b>	--	<b>95%</b>	<b>5%</b>
<b>All Survey Respondents (Unweighted)</b>	1360	<b>95%</b>	<b>5%</b>
<i>Notable Subsets:</i>			
<b>All Minority Respondents</b>	522	<b>94%</b>	<b>6%</b>
<b>All Low Income Respondents</b>	276	<b>94%</b>	<b>6%</b>
<b>All Protected Populations Respondents</b>	581	<b>95%</b>	<b>5%</b>
<b>All Current Metrorail Riders</b>	1091	<b>95%</b>	<b>5%</b>
<b>All Current Metrobus Riders</b>	714	<b>95%</b>	<b>5%</b>
<b>Red Line Metrorail Riders</b>	976	<b>96%</b>	<b>4%</b>
<b>Riders who are apart of the protected population who are Red Line Metrorail Riders</b>	490	<b>96%</b>	<b>4%</b>

**Are you in favor of this proposal?**

# Rail Proposal 5: Super Peak Service on the Red Line

## Question

Metro is considering introducing a new "super peak" service on the Red Line to improve speed and capacity during the busiest times of weekday rush periods.

The proposed "super peak" service would provide approximately 40 minutes of more frequent service during both the morning and evening rush hours.

During these periods, wait times between trains would be reduced from every 5 minutes to every 4 minutes, operating in both directions along the entire Red Line (from Shady Grove to Glenmont).

Key highlights of the proposal:

- Targeted timing: The additional service is designed to align with the busiest travel times at key locations and stations, ensuring trains arrive when and where they are most needed.
- Regular peak service remains: Outside the 40-minute "super peak" periods, Red Line trains will continue to operate every 5 minutes during regular peak hours.

**If the proposal above were adopted, would that increase or decrease your likelihood of choosing Metro over other travel options in the future?**

## Response: Super Peak Service on the Red Line

	Response Count	Increase Likelihood of Choosing Metro	Decrease Likelihood of Choosing Metro	No Impact on My Travel Choices
<b>All Survey Respondents (Weighted)</b>	--	<b>68%</b>	<b>2%</b>	30%
<b>All Survey Respondents (Unweighted)</b>	1294	<b>67%</b>	<b>2%</b>	31%
<i>Notable Subsets:</i>				
<b>All Minority Respondents</b>	508	<b>74%</b>	<b>2%</b>	24%
<b>All Low Income Respondents</b>	275	<b>79%</b>	<b>3%</b>	19%
<b>All Protected Populations Respondents</b>	558	<b>73%</b>	<b>2%</b>	25%
<b>All Current Metrorail Riders</b>	1031	<b>69%</b>	<b>2%</b>	30%
<b>All Current Metrobus Riders</b>	682	<b>73%</b>	<b>2%</b>	25%
<b>Red Line Metrorail Riders</b>	912	<b>75%</b>	<b>1%</b>	24%
<b>Riders who are apart of the protected population who are Red Line Metrorail Riders</b>	466	<b>79%</b>	<b>1%</b>	20%

# Rail Proposal 6: Extend Weekend Morning Hours

## Response: Extend Weekend Morning Hours

### Question

Metro is considering opening the rail system earlier on weekends. Instead of 7 a.m., service would begin at 6 a.m. on Saturdays and Sundays.

Current vs. Proposed Opening Times:

- Weekdays (Mon–Fri): No change, remains 5 a.m.
- Weekends (Sat & Sun): Changes from 7 a.m. to 6 a.m.

**Are you in favor of this proposal?**

	Response Count	Yes	No
<b>All Survey Respondents (Weighted)</b>	--	<b>96%</b>	<b>4%</b>
<b>All Survey Respondents (Unweighted)</b>	1389	<b>95%</b>	<b>5%</b>
<i>Notable Subsets:</i>			
<b>All Minority Respondents</b>	535	<b>96%</b>	<b>4%</b>
<b>All Low Income Respondents</b>	278	<b>98%</b>	<b>2%</b>
<b>All Protected Populations Respondents</b>	597	<b>97%</b>	<b>3%</b>
<b>All Current Metrorail Riders</b>	1126	<b>95%</b>	<b>5%</b>
<b>All Current Metrobus Riders</b>	741	<b>96%</b>	<b>4%</b>
<b>Weekend Metrorail Riders</b>	795	<b>97%</b>	<b>3%</b>
<b>Riders who are part of the protected population who are Weekend Metrorail Riders</b>	421	<b>97%</b>	<b>3%</b>

# Rail Proposal 6: Extend Weekend Morning Hours

## Question

Metro is considering opening the rail system earlier on weekends. Instead of 7 a.m., service would begin at 6 a.m. on Saturdays and Sundays.

Current vs. Proposed Opening Times:

- Weekdays (Mon–Fri): No change, remains 5 a.m.
- Weekends (Sat & Sun): Changes from 7 a.m. to 6 a.m.

**If the proposal above were adopted, would that increase or decrease your likelihood of choosing Metro over other travel options in the future?**

## Response: Extend Weekend Morning Hours

	Response Count	Increase Likelihood of Choosing Metro	Decrease Likelihood of Choosing Metro	No Impact on My Travel Choices
All Survey Respondents (Weighted)	--	77%	1%	23%
All Survey Respondents (Unweighted)	1385	77%	1%	23%
<i>Notable Subsets:</i>				
All Minority Respondents	549	76%	0%	24%
All Low Income Respondents	290	75%	1%	25%
All Protected Populations Respondents	605	78%	0%	22%
All Current Metrorail Riders	1130	77%	1%	22%
All Current Metrobus Riders	744	82%	1%	17%
Weekend Metrorail Riders	804	83%	0%	17%
Riders who are apart of the protected population who are Weekend Metrorail Riders	436	81%	0%	18%

# Customer Comments on Extending Weekend Morning Hours

## In Support

Category	# Mentions	Sample Verbatim Comments
Early Metrorail Service for Airport Travelers	183	<ul style="list-style-type: none"> <li>"I could actually take early airline flights out of DCA! I would support limited service at 5am 7 days a week. It's frustrating not having an early option on the weekends." "This would help me take metro to the airport more often, which is sometimes not open early enough for me to catch my flight."</li> </ul>
Early Metrorail Service for Weekend Workers and Commuters	114	<ul style="list-style-type: none"> <li>"Many people have jobs early in the morning on weekends and they should be able to use the metro to get to them."</li> <li>"I work 7a-7p and have to walk to work or use Uber to get to work on weekends, greatly increasing my transport costs and burden."</li> </ul>
Need for earlier weekend train service for events and other activities	109	<ul style="list-style-type: none"> <li>"I am sometimes late to events taking the Saturday 7am train."</li> <li>"Would help get into DC for early morning events such as races."</li> <li>"Would make getting to the suburbs on weekends much easier, opens up early morning weekend opportunities."</li> </ul>
Support for 24/7 service and increased flexibility.	86	<ul style="list-style-type: none"> <li>"More service at more times is a game changer for all."</li> <li>"I think public transit should run 24/7"</li> </ul>

## Against

Category	# Mentions	Sample Verbatim Comments
Uncertainty about early weekend demand and cost justification.	27	<ul style="list-style-type: none"> <li>"I don't think there's that much demand for service that early. Not sure it's worth the cost."</li> <li>"I would need to see more data regarding the need for this. If there would be sufficient use of the earlier hours to offset the cost, I would be for this."</li> </ul>
Support for extended late-night service over early morning hours.	10	<ul style="list-style-type: none"> <li>"Extend night time weekend hours, not morning. Support for extended late-night service over early morning hours."</li> <li>"Service should be extended at night instead."</li> <li>"I actually think we should have a few over-night trains between midnight and 7 AM. I support this change, and would urge WMATA to go further."</li> </ul>
Concerns about worker hours, health, and overtime costs.	10	<ul style="list-style-type: none"> <li>"I understand why for customers who have work earlier but also more hours to employ workers; I would follow what the workers of WMATA wanted, if they wish for hours."</li> <li>"The increase in service would be good for people who have to work on weekends. But i would be worried about the health/working hours of operators on non-automatic lines."</li> </ul>
Concerns about impact on maintenance schedules.	7	<ul style="list-style-type: none"> <li>"As long as it doesn't make night maintenance impractical it's probably good for non-office commute trips"</li> <li>"You all said years ago that you needed more time overnight for preventative maintenance and repair work; also seems like a larger operating cost increase."</li> </ul>

# Rail Proposal 7: Extend Weekend Late-Night Hours

## Response: Extend Weekend Late-Night Hours

### Question

Metro is considering closing the rail system later on weekends. Instead of 1 a.m., service would extend to 2 a.m. on Friday and Saturday nights.

Current vs. Proposed Closing Times:

- Mon–Thu: No change, remains 12 a.m.
- Fri–Sat: Changes from 1 a.m. to 2 a.m.
- Sun: No change, remains 12 a.m.

**Are you in favor of this proposal?**

	Response Count	Yes	No
All Survey Respondents (Weighted)	--	<b>95%</b>	<b>5%</b>
All Survey Respondents (Unweighted)	1415	<b>95%</b>	<b>5%</b>
<i>Notable Subsets:</i>			
All Minority Respondents	532	<b>97%</b>	<b>3%</b>
All Low Income Respondents	268	<b>97%</b>	<b>3%</b>
All Protected Populations Respondents	592	<b>97%</b>	<b>3%</b>
All Current Metrorail Riders	1123	<b>95%</b>	<b>5%</b>
All Current Metrobus Riders	740	<b>97%</b>	<b>3%</b>
Weekend Metrorail Riders	805	<b>97%</b>	<b>3%</b>
Riders who are part of the protected population who are Weekend Metrorail Riders	423	<b>98%</b>	<b>2%</b>

# Rail Proposal 7: Extend Weekend Late-Night Hours

## Question

Metro is considering closing the rail system later on weekends. Instead of 1 a.m., service would extend to 2 a.m. on Friday and Saturday nights.

Current vs. Proposed Closing Times:

- Mon–Thu: No change, remains 12 a.m.
- Fri–Sat: Changes from 1 a.m. to 2 a.m.
- Sun: No change, remains 12 a.m.

**If the proposal above were adopted, would that increase or decrease your likelihood of choosing Metro over other travel options in the future?**

## Response: Extend Weekend Late-Night Hours

	Response Count	Increase Likelihood of Choosing Metro	Decrease Likelihood of Choosing Metro	No Impact on My Travel Choices
<b>All Survey Respondents (Weighted)</b>	--	<b>77%</b>	<b>1%</b>	22%
<b>All Survey Respondents (Unweighted)</b>	1387	<b>78%</b>	<b>1%</b>	21%
<i>Notable Subsets:</i>				
<b>All Minority Respondents</b>	536	<b>79%</b>	<b>0%</b>	21%
<b>All Low Income Respondents</b>	290	<b>82%</b>	<b>0%</b>	18%
<b>All Protected Populations Respondents</b>	599	<b>80%</b>	<b>0%</b>	20%
<b>All Current Metrorail Riders</b>	1130	<b>78%</b>	<b>1%</b>	21%
<b>All Current Metrobus Riders</b>	743	<b>83%</b>	<b>1%</b>	16%
<b>Weekend Metrorail Riders</b>	810	<b>85%</b>	<b>0%</b>	15%
<b>Riders who are apart of the protected population who are Weekend Metrorail Riders</b>	433	<b>85%</b>	<b>1%</b>	15%

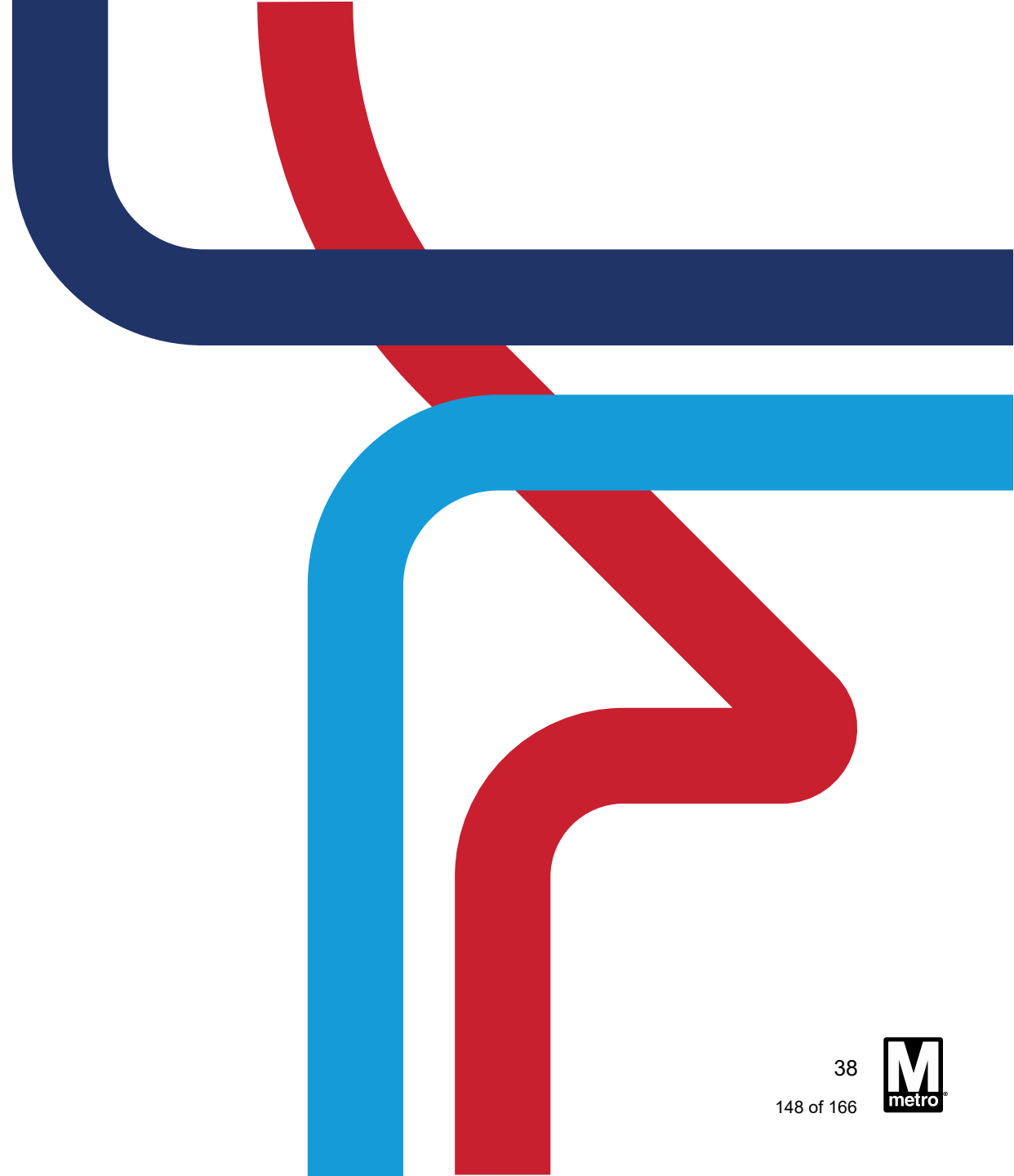
# Supportive Comments on Extending Weekend Late-Night Hours

Category	# Mentions	Sample Verbatim Comments
<b>Reduces drunk driving and improves late-night safety</b>	134	<ul style="list-style-type: none"> <li>• "This will improve overall safety for those who are out late and may choose to drive instead of taking the metro. Maybe will reduce drunk driving incidents or other late night crime incidents related to people walking home late."</li> <li>• "This would reduce drunk driving and needs for ubers! I would love to be able to stay out later on weekends and still take the train home."</li> <li>• "This would be very helpful for people to get home later on weekends. Would reduce the risk of drunk driving as well."</li> </ul>
<b>Supports late-night and weekend workers</b>	67	<ul style="list-style-type: none"> <li>• "I think it will benefit those who work on weekends."</li> <li>• "I think this is a good proposal. Extending at night would allow more late night/entertainment workers and those out at events or bars to get home safely and affordably."</li> </ul>
<b>Convenient for late-night travelers</b>	63	<ul style="list-style-type: none"> <li>• "Will definitely use this on weekends"</li> <li>• "Help people get home easier!"</li> </ul>
<b>Less stress about missing the last train</b>	56	<ul style="list-style-type: none"> <li>• "Last year I often left the bar at like 12:30 to make sure there would still be trains home for me to catch. The extra hour would be good for peace of mind on a night out"</li> <li>• "This will help me get home &amp; back into Virginia after late shows on weekends that currently end at 1-1:15 AM"</li> </ul>
<b>Boost to DC's nightlife and economy</b>	33	<ul style="list-style-type: none"> <li>• "I will be able to engage with economic development (drinking with friends) later."</li> <li>• "Would allow me to stay out late at bars and not worry about expensive Ubers. Could put that money back into the community at restaurants and clubs."</li> </ul>
<b>Aligns Metro hours with closing times</b>	21	<ul style="list-style-type: none"> <li>• "Bars are often open that late. This could decrease the need for drivers during bar closing hours."</li> <li>• "Going out at night time becomes a hassle when the metro closes at 1am considering that bars and clubs do not close till 2-3am. Taking an uber is pricey especially at this hour. "</li> </ul>

# Opposing Comments on Extending Weekend Late-Night Hours

Category	# Mentions	Sample Verbatim Comments
Concerns about crime, safety, and disruptive behavior	30	<ul style="list-style-type: none"> <li>"I am frequently on the train on Saturday evenings and the groups of intoxicated, rowdy, foul-mouthed individuals who ride the train make me uncomfortable. Extending to 2am could worsen that."</li> <li>"Concerns with late night/early morning crime on sparsely used trains at that time." "If hours are extended, security and police presence should increase for safety."</li> </ul>
Is the cost of extended hours justified?	21	<ul style="list-style-type: none"> <li>"Would help keep impaired drivers off the roads, but seems expensive relative to revenue generated at those hours. Tough call, would like to see data to make a decision."</li> <li>"This seems like a waste of resources. How many folks are going out that late and choosing Metro as opposed to Uber or Lyft? Plus, I wouldn't be choosing Metro if I was out that late - I wouldn't feel safe."</li> </ul>
Skepticism about ridership demand	13	<ul style="list-style-type: none"> <li>"Ridership is low during the proposed timeframe."</li> <li>"I don't stay out late. Unsure of the general demand."</li> <li>" I have no supporting data for this decision, this decision does not impact me personally,"</li> </ul>
More bus service as a cost-effective alternative	8	<ul style="list-style-type: none"> <li>"Who needs it - perhaps additional bus service would be cheaper."</li> <li>"Better night bus service might be a better approach."</li> </ul>
Concerns about the impact on maintenance schedules	6	<ul style="list-style-type: none"> <li>"Reduces maintenance time on the weekends. I want less single tracking and station shutdowns"</li> </ul>

# IV. Capital Budget



# Capital Budget

## Question

The proposed capital budget for FY26 is \$2.4 billion, which is part of the six-year \$12.5 billion Capital Improvement Program (CIP) budget. This budget includes funding for ongoing projects, system preservation, and renewal needs, as well as investments that will improve the efficiency and safety of service delivery, in alignment with asset management and reliability plans.

Metro’s capital investments are focused on six categories: rail-cars and rail-car facilities; rail systems; track and structure rehabilitation; bus, bus facilities and paratransit; stations and passenger facilities; and operations and business support. The six-year plan also includes reimbursable projects, such as the Purple Line.

**Are you in favor of proposed capital budget of \$2.4 billion for FY2026, to be used for the purposes described above?**

## Response: Capital Budget

	Response Count	Yes	No
<b>All Survey Respondents (Weighted)</b>	--	<b>98%</b>	<b>2%</b>
<b>All Survey Respondents (Unweighted)</b>	773	<b>98%</b>	<b>2%</b>
<i>Notable Subset:</i>			
<b>Current Metrorail Riders</b>	599	<b>98%</b>	<b>2%</b>
<b>Current Metrobus Riders</b>	387	<b>98%</b>	<b>2%</b>
<i>Protected Populations:</i>			
<b>Minority Respondents</b>	275	<b>97%</b>	<b>3%</b>
<b>Low Income Respondents</b>	154	<b>99%</b>	<b>1%</b>
<b>All Protected Populations Respondents</b>	306	<b>98%</b>	<b>2%</b>

# Capital Budget

## Response: Budget Allocation

### Question

If the decisions were up to you, how would you allocate Metro's capital budget funds across the investment(s) below? (You get a total of \$100 dollars to spend).

- Buying new railcars
- Buying new buses
- Buying new paratransit vehicles
- Administrative infrastructure (buildings and technology)
- Rail maintenance facilities
- Bus maintenance facilities
- Metrorail station improvements
- Bus loops and bus stop improvements
- Metrorail track and structure infrastructure
- Metrorail electrical systems (power, train control)

	Response Count	Buying new railcars	Buying new buses	Buying new paratransit vehicles	Administrative infrastructure (buildings and technology)	Rail maintenance facilities	Bus maintenance facilities	Metrorail station improvements	Bus loops and bus stop improvements	Metrorail track and structure infrastructure	Metrorail electrical systems (power, train control)
<b>All Survey Respondents (Weighted)</b>	--	<b>\$13.22</b>	\$9.92	<b>\$5.34</b>	<b>\$7.22</b>	\$10.77	\$7.55	\$12.79	\$9.56	<b>\$13.22</b>	\$10.40
<b>All Survey Respondents (Unweighted)</b>	740	<b>\$13.05</b>	\$9.52	<b>\$5.18</b>	<b>\$6.80</b>	\$10.82	\$7.78	\$11.82	\$10.04	<b>\$13.92</b>	\$11.09
<i>Notable Subset:</i>											
<b>Current Metrorail Riders</b>	624	<b>\$13.21</b>	\$9.89	<b>\$5.43</b>	\$7.25	\$10.90	<b>\$6.98</b>	\$12.92	\$9.50	<b>\$13.48</b>	\$10.44
<b>Current Metrobus Riders</b>	417	<b>\$12.52</b>	\$11.59	<b>\$5.30</b>	<b>\$7.22</b>	\$9.94	\$8.34	<b>\$12.62</b>	\$11.13	\$11.75	\$9.59
<b>Current MetroAccess Riders</b>	31	\$8.25	\$9.96	\$11.03	\$8.09	\$10.14	\$6.78	<b>\$21.79</b>	<b>\$11.60</b>	<b>\$6.52</b>	<b>\$5.83</b>
<i>Protected Populations:</i>											
<b>Minority Respondents</b>	299	<b>\$12.34</b>	\$11.56	<b>\$6.22</b>	\$7.79	\$10.68	<b>\$7.61</b>	<b>\$14.19</b>	\$10.01	\$11.06	\$8.55
<b>Low Income Respondents</b>	158	\$12.44	<b>\$12.59</b>	<b>\$6.74</b>	\$8.93	\$10.13	\$8.07	<b>\$14.97</b>	\$9.44	\$9.43	<b>\$7.27</b>
<b>All Protected Populations Respondents</b>	328	<b>\$12.44</b>	\$11.55	<b>\$6.25</b>	<b>\$7.49</b>	\$10.61	\$7.68	<b>\$13.54</b>	\$10.44	\$11.30	\$8.70

# V. Demographics and Weighting

# Survey Sample

## IV. Overall Survey Demographics

		% (Weighted)	% (Unweighted)
<b>Race and Ethnicity</b>	African American or Black	34%	16%
	White (not Latino)	37%	53%
	Latino	14%	13%
	Asian	11%	13%
	Native Hawaiian or other Pacific Islander	1%	1%
	Other / Mixed Race	5%	5%
<b>Income</b>	Less than \$30,000	25%	11%
	\$30,000 to \$99,999	31%	28%
	\$100,000 to \$199,999	25%	35%
	\$200,000 or more	19%	27%
<b>Low Income *</b>	Yes	34%	14%
	No	66%	86%
<b>Has access to a car</b>	Yes	56%	60%
<b>Gender</b>	Male	55%	54%
	Female	45%	46%
<b>Where they live</b>	DC	43%	43%
	MD	33%	30%
	VA	24%	27%
<b>Where they work</b>	DC	60%	62%
	MD	18%	15%
	VA	22%	22%
<b>Federal Employee</b>	Yes	15%	17%
<b>Age</b>	Under 18	4%	2%
	18-24	14%	13%
	25-34	30%	36%
	35-44	24%	24%
	45-54	14%	13%
	55-64	11%	9%
	65 OR OLDER	3%	3%

- \* Low income is now determined using the Federal Poverty Guidelines, which take into account both family/household size and household income.
- Larger households typically require higher incomes to cover basic needs like housing, food, and healthcare. As the number of dependents in a household grows, so does the financial burden.
- As of 2024, here's the threshold for low income in the DMV region.

Persons in Family/Household	200 Percent of Poverty Guidelines
1	\$30,120
2	\$40,880
3	\$51,640
4	\$62,400
5	\$73,160
6	\$83,920
7	\$94,680

# Weighting Information

## V. All Survey Responses Weighted to Match System Demographics\*

The rows labeled All Survey Respondents (Weighted) represent the Metrorail and Metrobus rider population.

Weights were applied based on the 2022-2023 Rail and 2024 Bus passenger surveys to align the survey demographics with actual ridership, adjusting for factors like poverty level, race, and jurisdiction.

This process **increases the representation of African American/Black and low-income riders**, who are underrepresented in the raw data, while **decreasing the proportion of White (non-Latino) and higher-income respondents**, who are overrepresented in the raw data.