



**Finance Committee**

**Action Item II-B**

**March 10, 2016**

## **Approval of FY2017 Operating Budget**

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

Action  Information

MEAD Number:  
201725

Resolution:  
 Yes  No

**TITLE:**

Approval of FY2017 Operating Budget

**PRESENTATION SUMMARY:**

Staff will present the updated FY2017 Operating Budget for Board approval. The operating budget maintains current fares and service levels while requiring no increase in overall jurisdictional operating subsidy.

**PURPOSE:**

Staff is seeking Board approval of the updated FY2017 operating budget.

**DESCRIPTION:**

**Key Highlights:**

- Metro's key initiatives for FY2017 include funding critical safety and security initiatives for customers and employees; improving service reliability to regain customers' trust and boost ridership; and reducing costs and improving operating efficiencies.
- The FY2017 proposed operating budget keeps fares at their current levels, maintains existing Metrobus, Metrorail, and MetroAccess service levels system-wide, and requires a total jurisdictional operating subsidy of \$845 million, the same contribution level as FY2016.

**Background and History:**

The FY2017 budget development process was kicked off in September 2015 with a preview of the structural challenges facing Metro – namely, expense growth (particularly wage and fringe benefit growth for personnel) that is outpacing revenue growth, leading to significant year-over-year increases in required jurisdictional operating subsidy. Closing this structural gap will be critical to ensuring the long-term financial stability of Metro.

In October, the Board was provided with additional information on current trends in ridership, with a particular focus on the challenges facing Metrorail ridership. Compared to its peak in FY2009, Metrorail average weekday ridership in FY2015 had declined by approximately five percent due to a number of external challenges, including growth in telecommuting, and new competitors in the transportation market. However, through the first half of FY2016, ridership has dropped further, and this drop appears to be linked to

customer service issues, including declining service reliability.

In November, four high-level options were presented for the FY2017 operating budget. These included a zero-subsidy growth scenario, which required a change in WMATA's policy on funding of preventive maintenance activities; a 'business as usual' scenario which required a 10 percent increase in jurisdictional contribution, but kept fares and service at their current levels; and two scenarios with subsidy growth of 3 percent which required fare increases and/or service cuts.

Based on the feedback from the November presentation of budget options, a FY2017 operating budget was proposed to the Board in December. The proposed FY2017 operating budget included no fare increases or service reductions and maintained the FY2016 level of jurisdictional operating subsidy (not including contributions for debt service) of \$845 million per year by increasing the amount of eligible preventative maintenance activities (PM) funded through FTA grants. This one-time increase in grant funding of PM activities, which is supported by FTA, will be used to support safety-related maintenance requirements. The proposed budget also assumed savings from the Board efficiency workplan, lower baseline ridership and revenue performance on bus and rail continuing the trends seen in FY2016, and no budgeted departmental wage increases.

In January and February, discussions on specific items contained within the proposed budget occurred during budget work sessions. The Board also authorized a public hearing on the budget and associated public outreach activities.

## **Discussion:**

### **Budget Outreach**

The final budget proposal that was presented to the public for feedback included, in addition to the proposed FY2017 CIP, the following customer service and fare initiatives:

- Eliminating the ability to add value to a SmarTrip® card on Metrobus
- Adding a free bus pass to existing rail passes
- Creating a discounted student pass for participating universities
- Providing a “grace period” to credit back any fare paid after entering and exiting the same station within 15 minutes

In order to encourage customers to provide feedback on the proposals, as well as to fulfill the Board-approved Public Participation Plan, Metro tailored a communications and outreach plan that focused on customers that might be impacted by these proposals. All communications and outreach efforts were conducted during the public comment period of Saturday, February 6 through Monday, February 29. In addition to the public hearing, the outreach plan included:

- *"Pop-up" events at Metrorail stations:* Three rail station pop-up events (at Rosslyn, Fort Totten, and Anacostia) were held during February 16-18. Over 370 surveys were completed at these events, and over 2,300 postcards were distributed.
- *Direct email:* Direct emails were sent to a sample of registered SmarTrip® card customers who had used their SmarTrip® card within the last month at one of the

outreach event locations or made a bus-to-rail transfer. The emails invited customers to complete an online survey as well as alerted them to days and times when staff would be present to take in-person feedback or answer questions. A total of 5,988 emails were sent.

- *Outreach to Community Based Organizations (CBOs)*: Emails were sent to over 300 CBOs to inform them about the upcoming comment period and to provide web links and a copy of the bilingual flier once the public comment period opened. Individual emails were also sent to select CBOs with a copy of the postcard and paper surveys to share with their constituents as appropriate. Metro staff also conducted in-person visits with five large CBOs to encourage participation.
- *Targeted marketing & media*: Metro used targeted marketing and media strategies to increase awareness and encourage feedback on the proposal, including a legal notice in the *Washington Post*; advertisements in newspapers across the region (including in four languages other than English); information on [wmata.com](http://wmata.com); English and Spanish signage in rail stations, bus information centers, and MetroAccess vehicles; and various online and social media accounts.

The public hearing on February 22 included an information session (where attendees could speak with Metro staff members about the proposal), a review of the proposed budget by Metro's CFO, and public testimony by 15 speakers.

A total of 2,375 surveys were collected through multiple sources. Most of the budget proposal items were well received by survey respondents, with the exception of the SmarTrip® loading proposal. The majority of respondents were neutral or against this proposal, with 32 percent strongly against it, 16 percent somewhat against it, 27 percent neutral, 11 percent in favor, and 15% strongly in favor.

Metro also received a total of 172 comments about the budget proposal from 97 individuals, including the 15 comments provided at the hearing. As with the survey, the majority of the negative comments received were in response to the SmarTrip® loading proposal, while the comments on the other specific budget proposals were generally positive.

A complete copy of the staff report on public outreach activities and the input that was received, including information on the demographics of the customers surveyed, is included with the budget adoption resolution.

### **GM/CEO Recommendations on Customer Initiatives**

The GM/CEO is recommending that the proposals for the 15-minute “grace period” (for entry/exit at the same rail station) and the pilot program for a discounted University Pass product be adopted as part of the FY2017 budget. The grace period addresses a persistent complaint raised by rail passengers, while the University Pass has the potential to boost off-peak ridership and encourage a new generation of transit riders.

The GM/CEO also recommends that combination bus/rail passes be approved, subject to staff recommendations on a broader rail pass restructuring plan. Metro staff will be reporting back to the Board this summer on the initial results of the Metro Select Pass pilot, and this report will include staff recommendations on improving and simplifying the set of Metrorail pass products.

Based on the public feedback, the GM/CEO has withdrawn the proposal to eliminate SmarTrip® loading on Metrobus. Metro will continue to pursue other options to improve bus speeds, as well as efforts to expand off-board loading options for customers.

### **Other Changes Since December**

The December operating budget proposal included a \$22 million credit against expenses in anticipation of the findings of the Board efficiency workplan. The updated budget now includes a combination of revenue forecast increases (\$10 million) and specific, identified expense savings (\$12 million) to replace the credit and maintain the overall jurisdictional operating subsidy at \$845 million.

The revenue forecast increase of \$10 million is a result of the change to the federal transit benefit that was approved in December 2015 (after the proposed budget was formulated) and an update to the forecast for the DC school subsidy program:

- *Transit benefit:* Based on estimates by Metro's Office of Planning, the reduction in the transit benefit in 2014 caused an estimated two percent loss in ridership, translating to a revenue loss of up to \$15 million annually. However, given the other challenges Metro has been facing over this same period, particularly related to service reliability, it is not expected that the higher subsidy will immediately lead to a rebound in revenue of that same amount. The updated revenue budget has been increased by \$7.5 million relative to the December proposal. The impact of the transit benefit reduction fell most heavily on Metro's longest-distance rail commuters, many of whom drive and park to access the rail system. Therefore, rail fare revenues have been increased by \$6 million (approximately 1 percent), parking fee revenue by \$1 million (approximately 2 percent), and bus fare revenues by \$0.5 million.
- *DC school subsidy program:* The 'Kids Ride Free' programs on both rail and bus continue to grow. Based on student utilization through January 2016, additional revenue in this program of \$2.5 million has been included in the updated FY2017 budget.

The identified expense savings of \$12 million fall into three primary categories:

- *MetroAccess:* One finding from the Board efficiency study that is now included in the budget for implementation in FY2017 is MetroAccess Ride service partnerships. In this Metro-led model, Metro administers all aspects of a partnership with ride service companies. The estimated cost savings is \$6 million. There are potential risks, including low demand by MetroAccess customers to use ride service companies, and the quality of available providers in the Metro area.
- *Diesel fuel:* The FY2017 proposed budget in December projected diesel costs using a blended rate of \$2.62/gallon. After evaluating current trends, WMATA is reducing the proposed fuel budget based on an updated blended rate of \$2.17. The total reduction in the diesel fuel budget resulting from this update is \$4.5 million. Management expects to hedge approximately 75 percent of the projected total volume (10.2 million gallons) depending on the market conditions and other factors.
- *Administrative reductions:* Additional administrative reductions since December total \$1.5 million.

**Summary of FY2017 Updated Operating Budget**

|             | <b>FY2016<br/>Approved</b> | <b>FY2017<br/>Updated</b> | <b>Change</b> |
|-------------|----------------------------|---------------------------|---------------|
| Revenues    | \$938                      | \$900                     | -4%           |
| Expenses    | \$1,783                    | \$1,745                   | -2%           |
| Net Subsidy | \$845                      | \$845                     | 0%            |

**FUNDING IMPACT:**

No impact on current fiscal year funding - adoption sets the expense, revenue, and subsidy levels for upcoming fiscal year

|                            |                   |
|----------------------------|-------------------|
| Project Manager:           | Thomas J. Webster |
| Project Department/Office: | CFO/OMBS          |

**TIMELINE:**

|   |  |
|---|--|
| <b>Previous Actions</b>                       | September 2015 - FY2017 Budget Review<br>October 2015 - Review of Ridership and Revenue<br>November 2015 - FY2017 Budget Options<br>December 2015 - FY2017 Proposed Budget<br>January and February 2016 - Budget discussions and public/stakeholder outreach |
| <b>Anticipated actions after presentation</b> | April 2016 - Adoption of FY2017-2022 Capital Improvement Program (CIP)   |

**RECOMMENDATION:**

Recommend approval of the updated FY2017 operating budget.



Washington Metropolitan Area Transit Authority

# Approval of the FY2017 Operating Budget

Finance Committee  
March 10, 2016



# Focusing on the Customer

- Safety
- Service reliability
- Financial responsibility
- No fare increases
- No service reductions
- No subsidy increase





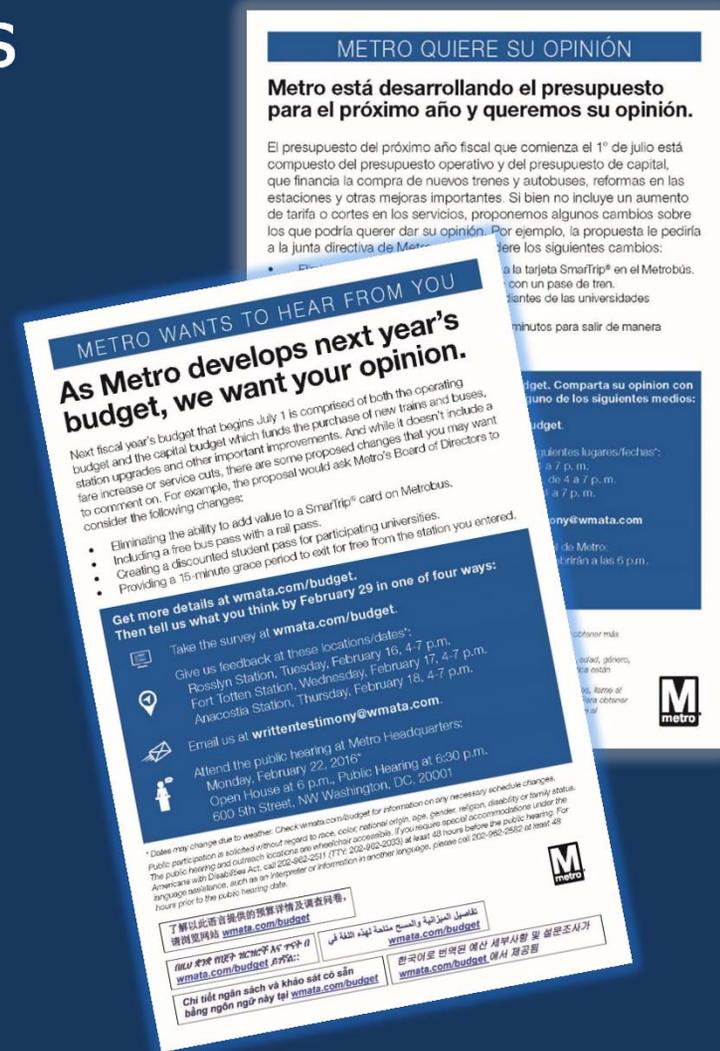
# Budget Initiatives Highlighted for Public Comment

- 15-minute Metrorail grace period
- Metrobus pass added to existing rail passes at no charge
- Creation of University Pass program
- Elimination of SmarTrip<sup>®</sup> loading on Metrobus
- Six-year Capital Improvement Program (FY2017-2022)



# Public Communications & Outreach

- “Pop-up” events at stations
- Direct email to 5,988 customers
- Outreach to community-based organizations
- Targeted marketing & media throughout the region
- Public hearing





# Pop-Up Events

Over 370 surveys completed  
Over 2,300 postcards distributed



Rosslyn Station: February 16, 4-7 p.m.  
Fort Totten Station: February 17, 4-7 p.m.  
Anacostia Station: February 18, 4-7 p.m.



# Public Hearing

WMATA Headquarters: Monday, February 22

- Public information session, budget presentation and public comment period
- 37 attendees
- 15 speakers





# FY2017 Budget Public Input

Feedback collected through:

- Paper surveys in English and Spanish at events
- Online survey available in seven languages
- Written testimony submitted via email
- Comments made at public hearing





# FY2017 Budget Public Input (cont.)

## Input Totals

- 172 total comments received
- 2,375 surveys completed  
*(Feb. 6-29)*

## Feedback “Hot Topics”



- High marks for CIP
- New/improved pass products
- Metrorail grace period
- Improved safety



- Elimination of SmarTrip<sup>®</sup> loading on Metrobus



- Other ideas not on docket:
  - ✓ Lower fares
  - ✓ Increase service



# GM/CEO Recommendation on Customer Initiatives

- Proceed with rail “grace period” and pilot program for University Pass
- Proceed with combination bus/rail passes as part of broader rail pass restructuring plan in summer, following completion of Metro Select Pass pilot
- Withdraw SmarTrip® loading proposal, Metro to continue to expand off-board loading options



## Other Changes Since December

- Revenue forecast increase of \$10 million:
  - Transit benefit: \$7.5 million
  - DC school subsidy program: \$2.5 million
- Identified expense savings of \$12 million:
  - MetroAccess service delivery: \$6 million (proj.)
  - Diesel fuel reduction: \$4.5 million
  - Administrative reductions: \$1.5 million
- Headcount reduced by 22 positions



# FY2017 Updated Operating Budget

| (millions)  | FY2016<br>Approved | FY2017<br>Proposed | FY2017<br>Updated | Change<br>(‘16 to ‘17) |
|-------------|--------------------|--------------------|-------------------|------------------------|
| Revenues    | \$938              | \$890              | \$900             | -4%                    |
| Expenses    | \$1,783            | \$1,735            | \$1,745           | -2%                    |
| Net Subsidy | \$845              | \$845              | \$845             | 0%                     |

- No fare increase or service reduction
- Net subsidy unchanged from December:
  - \$10 million additional revenue
  - \$12 million in cost efficiencies
- \$95 million of eligible Preventive Maintenance (PM) expenses funded by FTA grants



# FY2017 Jurisdictional Operating Investment

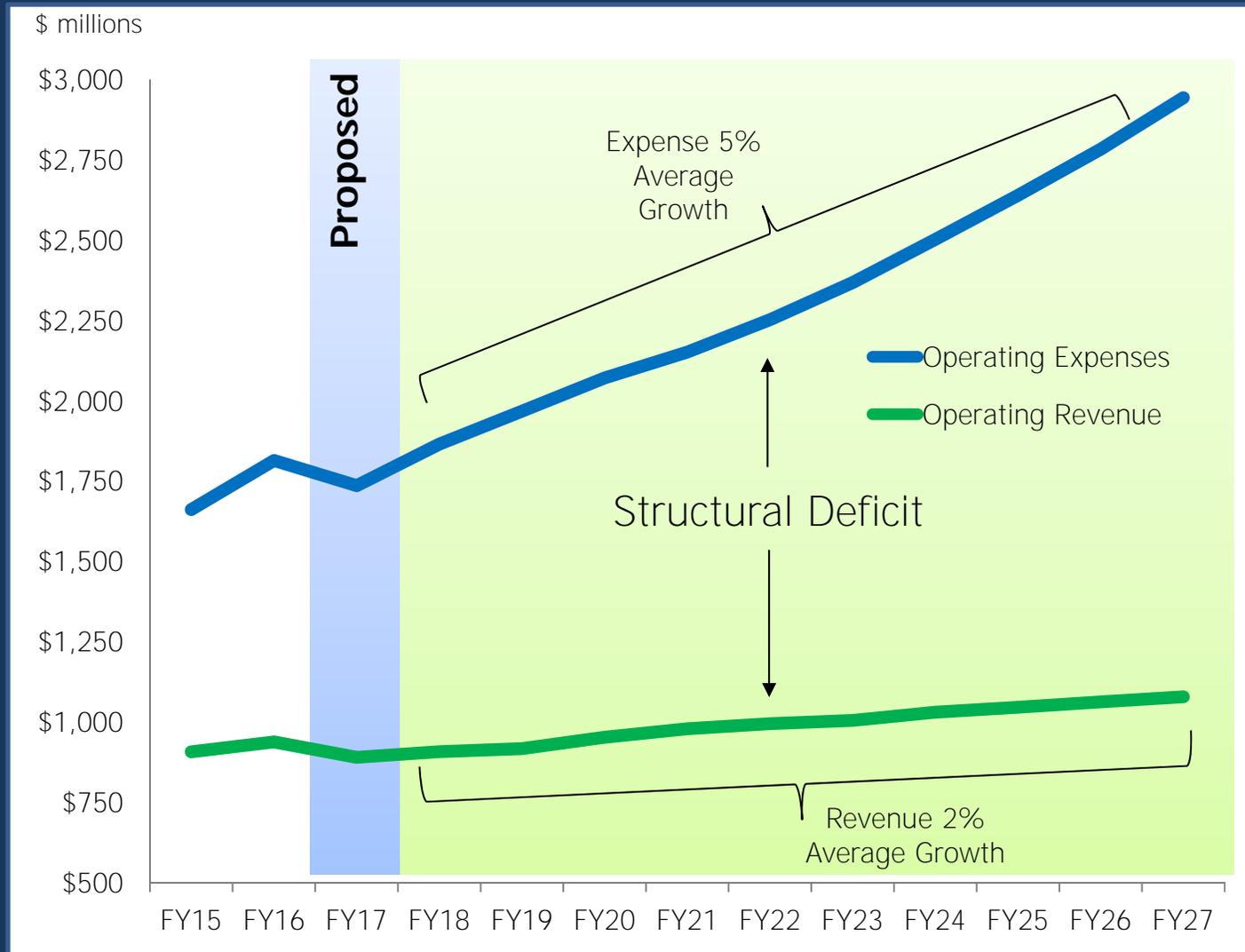
| <i>(\$ millions)</i>        | FY 2016<br>Subsidy | FY 2017<br>Subsidy | Metrorail      | Metrobus       | Regional       | Non-<br>Regional | Metro<br>Access | Debt<br>Service |
|-----------------------------|--------------------|--------------------|----------------|----------------|----------------|------------------|-----------------|-----------------|
| <b>District of Columbia</b> | \$322.9            | \$323.1            | \$87.5         | \$199.3        | \$176.7        | \$22.6           | \$25.7          | \$10.7          |
| Montgomery County           | \$144.1            | \$145.0            | \$50.3         | \$67.9         | \$59.7         | \$8.3            | \$21.8          | \$4.9           |
| Prince George's County      | \$185.2            | \$185.9            | \$43.1         | \$90.5         | \$69.9         | \$20.6           | \$46.8          | \$5.5           |
| <b>Maryland Subtotal</b>    | <b>\$329.2</b>     | <b>\$330.9</b>     | <b>\$93.4</b>  | <b>\$158.5</b> | <b>\$129.6</b> | <b>\$28.9</b>    | <b>\$68.6</b>   | <b>\$10.5</b>   |
| City of Alexandria          | \$33.8             | \$33.0             | \$12.3         | \$19.8         | \$18.2         | \$1.7            | \$0.8           | \$0.0           |
| Arlington County            | \$58.2             | \$56.6             | \$25.1         | \$30.7         | \$29.7         | \$0.9            | \$0.8           | \$0.0           |
| City of Fairfax             | \$1.8              | \$1.8              | \$0.9          | \$0.6          | \$0.6          | \$0.0            | \$0.3           | \$0.0           |
| Fairfax County              | \$118.1            | \$118.7            | \$42.2         | \$63.2         | \$57.5         | \$5.7            | \$13.3          | \$0.0           |
| City of Falls Church        | \$2.3              | \$2.4              | \$0.8          | \$1.5          | \$1.5          | \$0.0            | \$0.1           | \$0.1           |
| <b>Virginia Subtotal</b>    | <b>\$214.4</b>     | <b>\$212.5</b>     | <b>\$81.3</b>  | <b>\$115.8</b> | <b>\$107.5</b> | <b>\$8.3</b>     | <b>\$15.3</b>   | <b>\$0.1</b>    |
| <b>Total Subsidy</b>        | <b>\$866.5</b>     | <b>\$866.5</b>     | <b>\$262.2</b> | <b>\$473.6</b> | <b>\$413.8</b> | <b>\$59.8</b>    | <b>\$109.6</b>  | <b>\$21.2</b>   |

Note: Metrorail column includes both Base and Maximum Fare subsidies. Total Maximum Fare subsidy is \$7.2 million.



# Long-Term Trends Remain Unchanged

- Preventive Maintenance reversion in FY2018
- Silver Line Phase 2 in FY2020
- Biennial fare adjustments
- Expense growth based on historic trends





# Recommendation

- Approve the public hearing staff report and FY2017 updated operating budget



## Next Steps

- **April 2016:** Adoption of FY2017-FY2022 Capital Improvement Program (CIP)
- **July 2016:** Preliminary staff report/recommendations on Metro Select and other rail passes

SUBJECT: APPROVAL OF FISCAL YEAR (FY) 2017 OPERATING BUDGET AND PUBLIC HEARING STAFF REPORT

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

WHEREAS, The Board of Directors received and considered the General Manager/Chief Executive Officer's (GM/CEO) proposed FY2017 operating budget, and approved a docket of proposed customer service initiatives and fare policy changes for FY2017 for consideration at a public hearing; and

WHEREAS, The Board of Directors conducted a public hearing on February 22, 2016, preceded by an open forum on the proposed operating budget, the results of which are summarized in the Staff Report (Attachment A); and

WHEREAS, The Board of Directors also sought comment at the public hearing on Metro's proposed FY2017 Capital Improvement Program (CIP) and Federal FY2016 Grant Applications, as required for recipients of Federal Transit Administration (FTA) grant funding, and those comments are also included in the Staff Report; and

WHEREAS, As required in Metro's Board-approved Public Participation Plan (PPP), Metro staff conducted additional public outreach to riders regarding the proposed customer service initiatives and fare policy changes at key locations throughout the WMATA transit system, and through community-based organizations, and conducted an online survey, with the results of these outreach efforts summarized in the Staff Report; and

WHEREAS, Metro is currently piloting a new 'Metro Select' monthly pass product, as authorized in Resolution 2015-67, and staff will report back to the Board with a recommendation on whether to continue and expand this product; and

WHEREAS, It is anticipated that the Montgomery County Council will approve continued funding for the "Kids Ride Free" program to provide free Metrobus rides for Montgomery County students between 2:00 p.m. and 7:00 p.m. for the FY2017 budget; and

WHEREAS, It is anticipated that the District of Columbia will approve continued funding for the School Transit Subsidy Program (including the "Kids Ride Free" program for students on Metrobus and Metrorail), as well as continued funding for transfer discounts at Anacostia and Congress Heights stations; now, therefore be it

*RESOLVED*, That the Board of Directors approves the Staff Report on the public hearing and outreach concerning the proposed CIP, customer service initiatives and fare policy changes; and be it further

*RESOLVED*, That the Board of Directors approves the GM/CEO proposal for a "grace period," under which customers who enter and exit the same Metrorail station within a 15 minute period will be credited for any fare paid; and be it further

*RESOLVED*, That the Board of Directors authorizes the development of the proposed "University Pass" product, so long as that product is implemented within the following terms and conditions: The fare charged shall be \$1 per day per eligible student; the pilot shall include Metrorail and Metrobus services, and may include Express Bus services and airport shuttles; and the pilot shall exclude MetroAccess services; and be it further

*RESOLVED*, That the Board of Directors directs staff to negotiate and implement a pilot program agreement with interested universities and undertake the University Pass pilot, and to report to the Board after the completion of the first school term in which one or more universities have participated in the program with a recommendation on whether to continue the program; and be it further

*RESOLVED*, That the Board of Directors directs staff to evaluate the viability and scalability of the University Pass Program to include regional bus partners, and include recommendations regarding this evaluation in the report to the Board; and be it further

*RESOLVED*, The Board of Directors approves the GM/CEO proposal to add bus passes to existing rail passes at no additional charge, subject to staff recommendations for improving and simplifying the set of Metrorail pass products as part of the forthcoming staff report on the Metro Select pass pilot; and be it further

*RESOLVED*, That the Board of Directors approves and adopts the FY2017 operating budget of \$1.745 billion, with revenues, expenses and subsidies detailed in Attachments B and C, which includes no fare increases, no service reductions, and no increase in total jurisdictional operating subsidy; and be it further

*RESOLVED*, That the FY2017 operating budget includes an increase of eligible preventative maintenance activities funded by FTA grants through the capital budget from \$31 million to \$95 million; and be it further

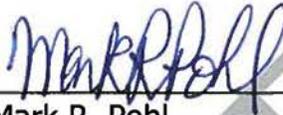
*RESOLVED*, That \$21.2 million of debt service expenditures resulting from the issuance of Metro Matters bonds are subsumed within the FY2017 budget and allocated to the jurisdictions as detailed in Attachment C; and be it further

*RESOLVED*, That the total budget for FY2017 Operating Reimbursable Program projects shall be \$34.2 million, as detailed in Attachment D; and be it further

*RESOLVED*, That the budget for Operating Reimbursable Safety & Security grants for FY2016 shall be \$4.7 million or such lesser amount of federal safety and security grants awarded to WMATA as shown in Attachment D; and be it finally

*RESOLVED*, That this Resolution shall be effective 30 days after adoption in accordance with § 8(b) of the WMATA Compact.

Reviewed as to form and legal sufficiency,



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Mark R. Pohl  
Acting General Counsel

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

PROPOSED

## Attachment A



### **Washington Metropolitan Area Transit Authority *Public Outreach & Input Report***

**Docket B16-01: Proposed FY2017 Operating Budget**

**Docket B16-02: Proposed FY2017 Capital Improvement  
Program & Federal FY2016 Grant Applications**

**March 4, 2016**

PROPOSED

## Introduction

Each year, the Washington Metropolitan Area Transit Authority (Metro) provides the public with an opportunity to comment on the proposed budget for the following year. Metro's proposed FY2017 operating budget includes no fare increases, no service reductions and maintains the jurisdictional operating subsidy from the previous year. The proposed FY2017-2022 Capital Improvement Program (CIP) includes a proposed \$1.1 billion capital investment plan for FY2017 that focuses on safety and state of good repair investments and advances the rehabilitation and replacement of Metro's critical infrastructure, including facilities, equipment, railcars, and buses.

The following report is a summary of the public outreach and resulting comments on the proposed FY2017 budget. This report includes an overview of the Public Participation Plan that was undertaken, as well as a summary of the feedback received from the public from various forums.

## FY2017 Budget Proposal Package

The final proposal package that went to the public for feedback included:

### *Proposed Operating Budget Items*

- Eliminating the ability to add value to a SmarTrip® card on Metrobus
- Adding a free bus pass to existing rail passes
- Creating a discounted student pass for participating universities
- Providing a "grace period" to credit back any fare paid after entering and exiting the same station within 15 minutes
- Hiring new safety personnel in order to comply with FTA Safety Management Inspection requirements

### *Proposed Capital Budget Items*

- Purchasing new railcars, buses, MetroAccess vehicles and replacement parts
- Repairing and/or replacing existing rail tracks and structures
- Improving technology systems that supply power to Metrorail
- Renovating maintenance facilities (bus garages and rail yards) for Metrobus and Metrorail
- Repairing and/or replacing elevators and escalators
- Upgrading Metro stations through maintenance and space improvements
- Developing dedicated bus lanes
- Improving bicycle and pedestrian facilities

## Communications & Outreach to the Public

In order to encourage customers to provide feedback on the proposals, as well as to fulfill the Board-approved Public Participation Plan, Metro tailored a communications and outreach plan that focused on customers that may be impacted by these proposals.

For the proposal to eliminate SmarTrip® value-add ability on Metrobus, this feedback process may be the beginning of a more robust public participation effort. If WMATA management wishes to pursue this change as part of the final FY2017 budget, additional outreach that is directly targeted at Title VI populations and at bus customers who currently load value on Metrobus must be completed, along with a Title VI equity analysis for Board approval. Preliminary analysis that

has been presented to the Board in budget work sessions does indicate that minority populations in particular could be negatively impacted by this proposal.

All communications and outreach efforts were conducted during the public comment period of Saturday, February 6 through Monday, February 29 at 9:00 a.m. The final plan included the following efforts:

- Pop-up events at three Metrorail stations
- Direct email
- Outreach to Community Based Organizations (CBOs)
- Targeted marketing & media
- Public hearing

Feedback was collected through the following sources:

- Paper and tablet surveys in English and Spanish at pop-up events, CBO meetings and public hearing
- Online survey in English, Spanish, Amharic, Arabic, Chinese, Korean, and Vietnamese
- [WrittenTestimony@wmata.com](mailto:WrittenTestimony@wmata.com) emails
- Verbal public comments during the public hearing

### Pop-up Events

Metro staff traveled to three high ridership/high rail-to-bus transfer Metrorail stations to collect feedback from riders. Metro staff who speak Spanish were present at all events, and dates and times were chosen to correspond with high ridership periods. Outreach staff wore Metro aprons or safety vests, and those who were bilingual wore large pins that identified them as speaking another language. English/Spanish postcards were distributed, and English/Spanish paper and tablet surveys in English and Spanish were collected. A Board Member participated at two of the pop-up events, and Metro's CFO participated at one of the pop-up events.

| Pop-up Event Location         | Date                   | Time           | # of postcards distributed* | # of surveys completed |
|-------------------------------|------------------------|----------------|-----------------------------|------------------------|
| Rosslyn Metrorail Station     | Tuesday, February 16   | 4:00-7:00 p.m. | 600                         | 130                    |
| Foft Totten Metrorail Station | Wednesday, February 17 | 4:00-7:00 p.m. | 600                         | 108                    |
| Anacostia Metrorail Station   | Thursday, February 18  | 4:00-7:00 p.m. | 1,100                       | 133                    |

*\*Note that this only captures surveys completed in-person and not those who chose to complete the survey online or sent in written comments.*



**METRO WANTS TO HEAR FROM YOU**

### As Metro develops next year's budget, we want your opinion.

Next fiscal year's budget that begins July 1 is comprised of both the operating budget and the capital budget which funds the purchase of new trains and buses, station upgrades and other important improvements. And while it doesn't include a fare increase or service cuts, there are some proposed changes that you may want to comment on. For example, the proposal would ask Metro's Board of Directors to consider the following changes:

- Limiting the ability to add value to a SmarTrip® card on Metrolink.
- Including a free bus pass with a rail pass.
- Creating a discounted student pass for participating universities.
- Providing a 15-minute grace period to exit for free from the station you entered.

Get more details at [wmata.com/budget](http://wmata.com/budget). Then tell us what you think by February 29 in one of four ways:

- **Visit the website:** [wmata.com/budget](http://wmata.com/budget)
- **Give us feedback:** Call 1-800-452-4524, Monday through Friday, 9:00 a.m. to 5:00 p.m. or visit our website, [www.wmata.com](http://www.wmata.com).
- **Send us an email:** [feedback@wmata.com](mailto:feedback@wmata.com)
- **Send us a postcard:** [www.wmata.com/budget/postcard](http://www.wmata.com/budget/postcard)

\*Please see changes to website. Check [wmata.com/budget](http://wmata.com/budget) for information on any necessary contact information. Metro's website is available in Spanish. For more information, please contact Metro's Spanish Language Center at 1-800-452-4524, Monday through Friday, 9:00 a.m. to 5:00 p.m. or visit our website, [www.wmata.com](http://www.wmata.com). Metro's website is available in Spanish. For more information, please contact Metro's Spanish Language Center at 1-800-452-4524, Monday through Friday, 9:00 a.m. to 5:00 p.m. or visit our website, [www.wmata.com](http://www.wmata.com).

了解更多信息請訪問我們的網站及調查問卷。  
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**METRO QUIERE SU OPINION**

### Metro está desarrollando el presupuesto del próximo año y queremos su opinión.

El próximo año fiscal que comienza el 1° de julio está compuesto del presupuesto operativo y del presupuesto de capital, que incluye la compra de nuevos trenes y autobuses, reformas en las estaciones y otras mejoras importantes. Si bien no incluye un aumento de tarifas o recortes de servicios, proponemos algunos cambios sobre los que queremos que usted dé su opinión. Por ejemplo, la propuesta le pediría a Metro que considere los siguientes cambios:

- Limitar la capacidad de agregar saldo a la tarjeta SmarTrip® en el Metrolink.
- Incluir un boleto de autobús gratuito junto con un pase de tren.
- Proporcionar un período de gracia de 15 minutos para salir de manera gratuita de la estación a la que ingresó.

Obtenga más detalles en [wmata.com/budget](http://wmata.com/budget). Comparta su opinión con nosotros el 29 de febrero de una de las siguientes maneras:

- **Visite el sitio web:** [wmata.com/budget](http://wmata.com/budget)
- **Déjenos sus comentarios:** Llame al 1-800-452-4524, de lunes a viernes, de las 9:00 a.m. a las 5:00 p.m. o visite nuestro sitio web, [www.wmata.com](http://www.wmata.com).
- **Envíenos un correo electrónico:** [feedback@wmata.com](mailto:feedback@wmata.com)
- **Envíenos una postal:** [www.wmata.com/budget/postcard](http://www.wmata.com/budget/postcard)

\*Por favor, consulte los cambios en el sitio web. Verifique [wmata.com/budget](http://wmata.com/budget) para obtener información sobre cualquier información de contacto necesaria. El sitio web de Metro está disponible en español. Para obtener más información, comuníquese con el Centro de Idioma Español de Metro al 1-800-452-4524, de lunes a viernes, de las 9:00 a.m. a las 5:00 p.m. o visite nuestro sitio web, [www.wmata.com](http://www.wmata.com). El sitio web de Metro está disponible en español. Para obtener más información, comuníquese con el Centro de Idioma Español de Metro al 1-800-452-4524, de lunes a viernes, de las 9:00 a.m. a las 5:00 p.m. o visite nuestro sitio web, [www.wmata.com](http://www.wmata.com).

了解更多信息請訪問我們的網站及調查問卷。  
 請到 [www.wmata.com/budget](http://www.wmata.com/budget)

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FY2017 Budget Postcard (English/Spanish)

**METRO WANTS TO HEAR FROM YOU**

### Next fiscal year's budget that begins July 1 is comprised of both the operating budget and the capital budget which funds the purchase of new trains and buses, station upgrades and other important improvements. And while it doesn't include a fare increase or service cuts, there are some proposed changes that we want your opinion on. The proposal would ask Metro's Board of Directors to consider the changes below. Please tell us how you feel about them.

**PROPOSED OPERATING BUDGET ITEMS**

Limit the ability to add money to your SmarTrip® card on Metrolink.

Include a free bus pass for rail users who purchase a rail pass.

Create a student pass to reduce fares for participating universities.

Reduce fare to zero when a rider enters and exits the same station within 15 minutes.

Use new safety personnel in order to comply with FTA Safety Management Inspection requirements.

**PROPOSED CAPITAL BUDGET ITEMS**

Purchase new trains, buses, Metrolink's vehicles, and replacement parts.

Repair and/or upgrade existing rail tracks and equipment.

Improve technology systems that supply power to Metrolink.

Rebuild maintenance facilities that support the Metrolink and Metrobus.

Repair and/or replace elevators and escalators.

Upgrade Metro stations through maintenance and special improvements.

Develop additional bus lanes.

Improve transit and pedestrian facilities.

Do you consider yourself to be Hispanic or Latino?

Yes  
 No  
 Prefer not to answer

Which one of the following best describes your race? Please select all that apply.

White/Caucasian  
 Black/African American  
 Asian  
 Hawaiian or other Pacific Islander  
 American Indian or Alaska Native  
 Prefer not to answer  
 Other Specify

Which of the following ranges contains your annual household income (before taxes)?

Less than \$100,000  
 \$100,000 or more  
 Prefer not to answer

Thank you for taking the time to provide feedback. This information will be used to inform the budget process. To learn more about next year's budget, visit [wmata.com/budget](http://wmata.com/budget).

**METRO DESEA CONOCER SU OPINION**

### El presupuesto del próximo año fiscal que comienza el 1° de julio está compuesto del presupuesto operativo y del presupuesto de capital, que incluye la compra de nuevos trenes y autobuses, reformas en las estaciones y otras mejoras importantes. Si bien no incluye un aumento de tarifas o recortes de servicios, proponemos algunos cambios sobre los que queremos que usted dé su opinión. La propuesta le pediría a la Junta Directiva de Metro que considere los siguientes cambios. Por favor, díganos cómo se siente acerca de ellos.

**PUNTOS DE INTERÉS DEL PRESUPUESTO OPERATIVO**

Limitar la capacidad de agregar dinero a su tarjeta SmarTrip® en el Metrolink.

Incluir un boleto de autobús gratuito para usuarios que compren un boleto de tren.

Crear un boleto estudiantil para reducir las tarifas de las universidades participantes.

Reducir la tarifa a cero cuando un viajero entra y sale de la misma estación dentro de 15 minutos.

Usar nuevo personal de seguridad para cumplir con los requisitos de inspección de FTA.

**PUNTOS DE INTERÉS DEL PRESUPUESTO DE CAPITAL**

Comprar nuevos trenes, autobuses, vehículos de Metrolink y repuestos.

Reparar y/o actualizar las vías de ferrocarril y el equipo.

Mejorar los sistemas tecnológicos que suministran energía a Metrolink.

Reconstruir las instalaciones de mantenimiento que apoyan a Metrolink y Metrobus.

Reparar y/o reemplazar ascensores y escaleras.

Actualizar las estaciones de Metro a través de mantenimiento y mejoras especiales.

Desarrollar carriles adicionales para autobuses.

Mejorar las instalaciones para peatones y tránsito.

¿Se considera usted hispano o latino?

Si  
 No  
 Prefiero no responder

¿Cuál de las siguientes opciones describe mejor su raza? Seleccione todas las que apliquen.

Blanco/Caucasiano  
 Negro/Africano Americano  
 Asiático  
 Hawaiano u otro del Pacífico  
 Indio Americano o Nativo de Alaska  
 Prefiero no responder  
 Otro Especificar

¿Cuál de los siguientes rangos contiene su ingreso anual del hogar (antes de impuestos)?

Menos de \$100,000  
 \$100,000 o más  
 Prefiero no responder

Gracias por tomar el tiempo de proporcionar retroalimentación. Esta información se utilizará para informar el proceso de presupuesto. Para obtener más información sobre el presupuesto del próximo año, visite [wmata.com/budget](http://wmata.com/budget).

FY2017 Budget Paper Survey (English/Spanish)

Full-scale paper survey can be viewed in Appendix A.



### Direct Email

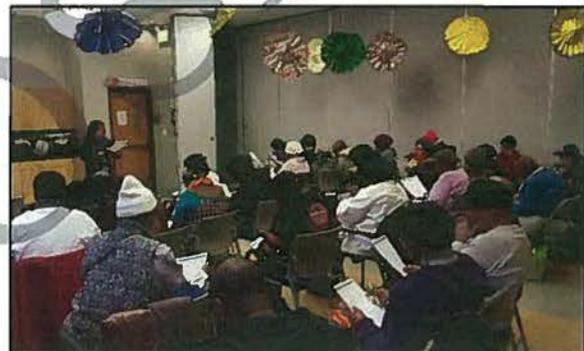
Direct emails were sent to a sample of registered SmarTrip® card customers who had used their SmarTrip® card within the last month at one of the outreach event locations or made a bus-to-rail transfer. The emails invited customers to complete an online survey as well as alerted them to days and times when staff would be present to take in-person feedback or answer questions. A total of 5,988 emails were sent.

Metro staff also sent email notifications to their stakeholder lists. The Office of External Relations notified their 2,900+ stakeholder list, which includes places of worship, event venues, residences and apartments, schools, shopping areas and more. The Office of Government Relations notified local Advisory Neighborhood Commissions, local jurisdictions and legislative staff in DC, Maryland and Virginia. The Office of ADA Policy and Planning shared with the Accessibility Advisory Committee and encouraged them to share with other constituents.



### Community Based Organization Outreach

Local Community Based Organizations (CBOs) helped spread the word and encouraged feedback from their constituents about the proposed changes.



Emails were sent to over 300 CBOs three times, once to inform them about the upcoming comment period and information about the proposals, a follow-up email with web links and a copy of the bilingual flier once the public comment period went live, and a final reminder email. Individual emails were also sent to select CBOs with a copy of the postcard and paper surveys to share with their constituents as deemed appropriate.

Staff also conducted the following visits with the CBOs to encourage participation:

| Dates(s) | Organization                                       | Type of Event           | Location/Address  | Target Audience             |
|----------|--|-------------------------|---|-----------------------------|
| 1/29/16  | Montgomery County Office of Community Partnerships | Presentation            | Rockville Memorial Library<br>21 Maryland Ave<br>Rockville, MD  | Ethnic minority communities |
| 2/11/16  | Washington English Center                          | Community Services Fair | 2200 California St NW<br>Washington, DC                         | Adult immigrant students    |
| 2/19/16  | Bernice Fonteneau Senior Wellness Center           | Presentation            | 3531 Georgia Ave NW<br>Washington, DC                           | African American seniors    |
| 2/22/16  | CBO Outreach Committee attended by 14 CBO reps     | CBO Meeting             | Arlington Central Library<br>1015 N. Quincy St<br>Arlington, VA | Title VI constituents       |
| 2/24/16  | Carlos Rosario International Public Charter School | Metro Information Table | 1100 Harvard St NW<br>Washington, DC                            | Adult immigrant students    |



## Targeted Marketing & Media

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

- A legal notice was printed in the *Washington Post* on Saturday, February 6 and Saturday, February 13 notifying the public of the multiple opportunities to provide public comment.
- Advertisements were placed in papers throughout the region, including ethnic media in four different languages:
  - *The Express* (English)
  - *The Afro* (English)
  - *El Tiempo Latino* (Spanish)
  - *Washington Hispanic* (Spanish)
  - *Korean Times* (Korean)
  - *Epoch Times* (Chinese)
  - *Doi Nay* (Vietnamese)
- A news release was published on Friday, February 12.
- The webpage [wmata.com/budget](http://wmata.com/budget) was updated to inform customers about the proposals and contained the official notice in Amharic, Arabic, Chinese, French, Korean, Spanish and Vietnamese. The page also linked to the survey and listed the pop-up events and public hearing information.
- English and Spanish signs were posted in all Metrorail stations, Information Centers on Metrobus, and in MetroAccess vehicles.
- Various publications, including the *Washington Post* and *Progressive Railroading*, covered the proposals and public hearing online and in print. There was also radio coverage on WTOP and TV coverage on ABC7.
- Local blogs such as GreaterGreaterWashington and PoPville posted about the proposed changes, as well as Metro's own planning blog, PlanIt Metro.
- Metro's social media accounts (Facebook, Twitter) were used to post information about the proposals and an advisory was pushed out to riders.
- Copies of the proposed changes were sent to all jurisdictional libraries.



## Public Hearing

Metro hosted a public hearing on Monday, February 22 at Metro Headquarters, Jackson Graham Building, 600 5<sup>th</sup> St NW, Washington DC. This location is accessible by Metrorail and Metrobus and is ADA-compliant.

An information session began at 6:00 p.m. and provided the opportunity for attendees to speak with staff members about the proposals. The public hearing began at 6:30 p.m. and followed WMATA's standard public hearing procedures. At the beginning of the hearing, the Vice Chair of Metro's Board, Keturah Harley, read a prepared statement outlining the public hearing process, and WMATA CFO Dennis Anosike presented an overview of the proposals. Pre-registered speakers were then called to the podium to offer testimony followed by speakers who had registered at the hearing. Board members Mortimer Downey, Michael Goldman and Catherine Hudgins were also in attendance.

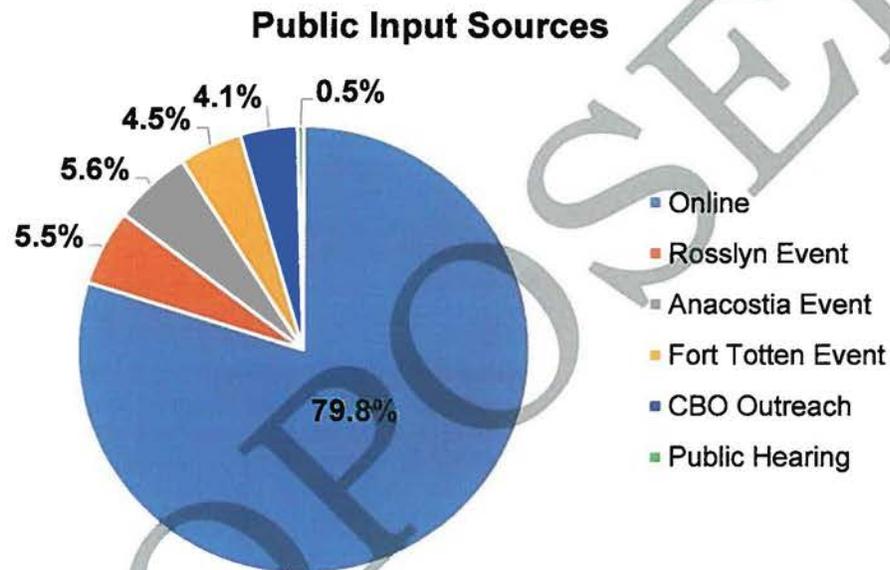
| Number of Attendees | Number of people who provided verbal testimony |
|---------------------|--|
| 37                  | 15   |



## Public Input Results

Metro gathered public reaction and feedback to the proposed budget through in-person surveys completed at station events and Community Based Organizations, an online survey tool, and at the public hearing.

The overwhelming majority of feedback came by online survey completion. The public could also complete the survey at any of our outreach events - this accounted for nearly 20% of all feedback received. Open-ended comments were solicited via [writtentestimony@wmata.com](mailto:writtentestimony@wmata.com). These comments, 172 in total, were submitted by 112 individuals. The following describes each of these sources separately.



### Input from the Online and Paper Surveys

The strategy across all surveys was to understand how customers felt about the proposed public docket. 2,375 surveys were collected through multiple sources:

- Online survey
- Paper & tablet surveys collected at outreach pop-up events
- Paper surveys collected from local Community Based Organizations
- Paper surveys collected at the Public Hearing

To gauge customers' feelings, a five point scale of emoticon faces was used to identify emotion.



Customers were asked to communicate how they felt about each docket item. Table 1 summarizes customer responses. An average rating below 3 indicates a more positive response, above 3 is more negative.

As may have been expected, most budget docket items were generally well received by our customers. The one exception to this is the proposal to eliminate the ability to add money to your SmarTrip® card on Metrobus. The majority of customers were neutral or against this proposal, with 32% of customers strongly against it, 16% somewhat against it, 27% neutral, 11% in favor, and 15% in strong favor.

The most positive operating budget docket item was the proposal to refund fare to customers who enter and exit from the same station within 15 minutes.

**TABLE 1 - Budget Items**

| <b>Operating Items (in order of popularity)</b>  | <b>Average Rating</b> |
|--|-----------------------|
| Refund fare to customers if they enter and exit from the same station within 15 minutes          | 1.25                  |
| Hire new safety personnel, in order to comply with FTA Safety Management Inspection requirements | 1.47                  |
| Provide a free bus pass to customers who purchase a rail pass                                    | 1.75                  |
| Give a discount on student passes to college students from participating universities            | 1.84                  |
| Eliminate the ability to add money to your SmarTrip® card on Metrobus                            | 3.38                  |
| <b>Capital Items (in order of popularity)</b>  | <b>Average Rating</b> |
| Repair and/or replace existing rail tracks and structures  | 1.38                  |
| Improve technology systems that supply power to Metrorail  | 1.41                  |
| Purchase new railcars, buses, MetroAccess vehicles, and replacement parts for each               | 1.51                  |
| Repair and/or replace elevators and escalators   | 1.57                  |
| Upgrade Metro stations, through maintenance and space improvements                               | 1.76                  |
| Improve bicycle and pedestrian facilities  | 1.82                  |
| Develop dedicated bus lanes  | 1.9                   |
| Renovate maintenance facilities (bus garages and rail yards) for Metrobus and Metrorail          | 2                     |

| <b>Scale</b> |                   |
|--------------|-------------------|
|              | 1 Positive        |
|              | Somewhat Positive |
|              | 3 Neutral         |
|              | Somewhat Negative |
|              | 5 Negative        |

## Survey Demographics

The online survey was available for all customers to participate. The survey format complied with ADA standards for the visually impaired and was offered in seven languages - English, Spanish, Chinese, Amharic, Korean, Vietnamese, and Arabic. Including both online surveys and paper surveys completed at outreach events, a total of 77 surveys were completed in Spanish, five in Chinese, three in Amharic, two in Arabic, two in Korean, and one in Vietnamese. The remainder were completed in English.

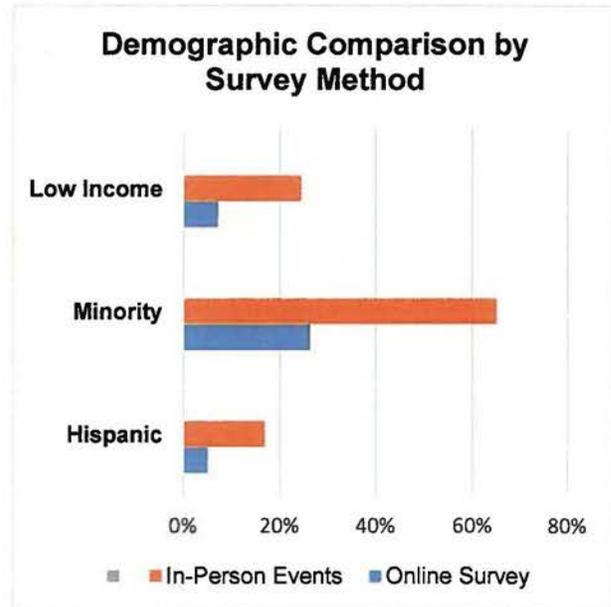
To guarantee equitable feedback gathering, staff conducted outreach at stations with high Title VI usage (both bus and rail), as well as partnered with CBOs for improved participation by these groups.

Overall, 32 percent of survey respondents were non-white. While below the system average (56%), the outreach events to stations and CBOs bolstered participation beyond normal levels found in other outreach mechanisms. These same outreach events also yielded higher participations rates for low income persons. Both outreach to stations and CBOs achieved or exceeded the system average of 26 percent of participation.

Table 2 provides the percentage breakdown of demographics grouped by survey mechanism (online survey vs in-person events -- station outreach, CBO outreach, and public hearing surveys). Percentages will not always add to 100 due to multiple responses on some items.

**TABLE 2 – Demographic Breakdown of Survey Results**

| Group                | Online | In-Person Events |
|----------------------|--------|------------------|
| <b>Hispanic</b>      |        |                  |
| Yes                  | 5.1%   | 16.9%            |
| No                   | 86.8%  | 73.5%            |
| Prefer not to answer | 8.1%   | 9.6%             |
| <b>Ethnicity</b>     |        |                  |
| White                | 65.3%  | 26.6%            |
| Black                | 17.4%  | 59.3%            |
| Asian                | 4.6%   | 3.3%             |
| Pacific Islander     | 0.2%   | 0.3%             |
| Native American      | 0.9%   | 1.5%             |
| Multi-race           | 1.8%   | .4%              |
| Prefer not to answer | 10.2%  | 9.0%             |
| Other                | 1.5%   | .3%              |
| <b>Income Level</b>  |        |                  |
| Below \$30,000       | 7.2%   | 24.5%            |
| Above \$30,000       | 80.2%  | 48.9%            |
| Prefer not to answer | 12.6%  | 26.6%            |

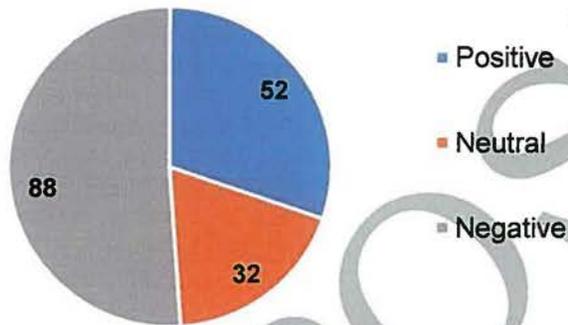




### Input from [writtentestimony@wmata.com](mailto:writtentestimony@wmata.com) email & Public Testimony

Customers had an option to email comments about the proposals to [writtentestimony@wmata.com](mailto:writtentestimony@wmata.com) as well as give verbal testimony at the public hearing. Metro received a total of 172 comments from 97 individuals who submitted comment at [writtentestimony@wmata.com](mailto:writtentestimony@wmata.com) and 15 individuals who spoke at the public hearing. The pie chart below details overall comment tone.

**Overall Comment Tone  
(n=172)**



The overall tone of public comment received from [writtentestimony@wmata.com](mailto:writtentestimony@wmata.com) and the verbal public testimony was negative. 51% of comments were negative, 30% positive, and 19% were neutral. This negative sentiment was largely driven by negative reactions to elimination of add value on buses. Table 3 below gives a detailed breakdown of comments by budget item.

**TABLE 3 – Breakdown of comment tone by budget item**

| Budget Items  |  | Total | Negative | Neutral | Positive |
|---|--|-------|----------|---------|----------|
| Operating Items   | Eliminate the ability to add money to your SmarTrip® card on Metrobus                            | 64    | 58       | 2       | 4        |
|   | Provide a free bus pass to customers who purchase a rail pass                                    | 13    | 1        | 2       | 10       |
|   | Give a discount on student passes to college students from participating universities            | 10    | 3        | 0       | 7        |
|   | Refund fare to customers if they enter and exit from the same station within 15 minutes          | 24    | 1        | 0       | 23       |
|   | Hire new safety personnel, in order to comply with FTA Safety Management Inspection requirements | 1     | 0        | 0       | 1        |
| Capital Improvement Projects                              |  | 6     | 1        | 0       | 5        |
| General comments not related to the proposed budget items |  | 54    | 24       | 28      | 2        |

PROPOSED

# METRO WANTS TO HEAR FROM YOU

Next fiscal year's budget that begins July 1 is comprised of both the operating budget and the capital budget which funds the purchase of new trains and buses, station upgrades and other important improvements. And while it doesn't include a fare increase or service cuts, there are some proposed changes that we want your opinion on. The proposal would ask Metro's Board of Directors to consider the changes below. Please tell us how you feel about them.

## PROPOSED OPERATING BUDGET ITEMS

- Eliminate the ability to add money to your SmarTrip® card on Metrobus 😊 😊 😐 😞 😡
- Provide a free bus pass to customers who purchase a rail pass 😊 😊 😐 😞 😡
- Give a discount on student passes to college students from participating universities 😊 😊 😐 😞 😡
- Refund fare to customers if they enter and exit from the same station within 15 minutes 😊 😊 😐 😞 😡
- Hire new safety personnel, in order to comply with FTA Safety Management Inspection requirements 😊 😊 😐 😞 😡

## PROPOSED CAPITAL BUDGET ITEMS

- Purchase new railcars, buses, MetroAccess vehicles, and replacement parts 😊 😊 😐 😞 😡
- Repair and/or replace existing rail tracks and structures 😊 😊 😐 😞 😡
- Improve technology systems that supply power to Metrorail 😊 😊 😐 😞 😡
- Renovate maintenance facilities (bus garages and rail yards) for Metrobus and Metrorail 😊 😊 😐 😞 😡
- Repair and/or replace elevators and escalators 😊 😊 😐 😞 😡
- Upgrade Metro stations through maintenance and space improvements 😊 😊 😐 😞 😡
- Develop dedicated bus lanes 😊 😊 😐 😞 😡
- Improve bicycle and pedestrian facilities 😊 😊 😐 😞 😡

### Do you consider yourself to be Hispanic or Latino?

- Yes
- No
- Prefer not to answer

### Which one of the following best describes your race? Please select all that apply.

- White/Caucasian
- Black/African American
- Asian
- Hawaiian or other Pacific Islander
- American Indian or Alaska Native
- Prefer not to answer
- Other (Specify: \_\_\_\_\_)

### Which of the following ranges contains your annual household income (before taxes)?

- Less than \$30,000
- \$30,000 or more
- Prefer not to answer

Thank you for taking the time to provide feedback. This information will be used to inform the budget process. To learn more about next year's budget, visit [wmata.com/budget](http://wmata.com/budget).

# METRO DESEA CONOCER SU OPINIÓN

**El presupuesto del próximo año fiscal que comienza el 1° de julio está compuesto del presupuesto operativo y del presupuesto de capital, que financia la compra de nuevos trenes y autobuses, reformas en las estaciones y otras mejoras importantes. Si bien no incluye un aumento de tarifa o cortes en los servicios, proponemos algunos cambios sobre los que podría querer dar su opinión. Por ejemplo, la propuesta le pediría a la junta directiva de Metro que considere los siguientes cambios: Por favor díganos qué piensa sobre ellos.**

## PUNTOS DEL PRESUPUESTO OPERATIVO PROPUESTO

- |   |                       |                       |                       |                       |                       |
|---|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Eliminar la posibilidad de añadir dinero a su tarjeta de SmarTrip en el Metrobus  | <input type="radio"/> |
| Proporcionar un pase de autobús gratuito a los clientes que compren un pase de tren   | <input type="radio"/> |
| Ofrecer un descuento en los pases de estudiante a los estudiantes universitarios de las universidades participantes   | <input type="radio"/> |
| El reembolso de tarifas a los clientes cuando entran y salen por la misma estación en un período de 15 minutos  | <input type="radio"/> |
| Contratar nuevo personal de seguridad, con el fin de cumplir con los requisitos de Inspección de Gestión de la Seguridad de la Administración Federal de Transporte (FTA, por sus siglas en inglés) | <input type="radio"/> |

## PUNTOS DEL PRESUPUESTO DE CAPITAL PROPUESTO

- |  |                       |                       |                       |                       |                       |
|--|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| Comprar nuevos vagones de ferrocarril, autobuses, vehículos MetroAccess y piezas de repuesto para cada uno               | <input type="radio"/> |
| Reparar y/o reemplazar las vías y estructuras ferroviarias existentes  | <input type="radio"/> |
| Mejorar los sistemas de tecnología que suministran energía a Metrorail   | <input type="radio"/> |
| Renovar las instalaciones de mantenimiento (garajes de autobuses y patios de ferrocarriles) para el Metrobus y Metrorail | <input type="radio"/> |
| Reparar y/o reemplazar ascensores y escaleras eléctricas   | <input type="radio"/> |
| Mejorar las estaciones de Metro, a través de mejoras de mantenimiento y espacio  | <input type="radio"/> |
| Desarrollar carriles exclusivos para autobuses   | <input type="radio"/> |
| Mejorar las instalaciones para bicicletas y peatones   | <input type="radio"/> |

**¿Se considera usted hispano o latino?**

- Sí
- No
- Prefiero no responder

**¿Cuál de las siguientes opciones describe mejor su raza? Por favor, seleccione todo lo que corresponda.**

- Blanco/Caucásico
- Negro/Afroamericano
- Asiático
- Hawaiano o de otra Isla del Pacífico
- Indígena Estadounidense o nativo de Alaska
- Prefiero no responder
- Otro (especifique: \_\_\_\_\_)

**¿Cuál de los siguientes rangos contiene su ingreso familiar anual (antes de impuestos)?**

- Menos de \$30,000
- \$30,000 o más
- Prefiero no responder

**Gracias de nuevo por tomarse el tiempo para darnos su opinión. Esta información se utilizará para informar al proceso presupuestario. Para obtener más información sobre el presupuesto del próximo año, visite [wmata.com/budget](http://wmata.com/budget).**

**Attachment B:**

**Summary of FY2017 Operating Budget:  
Revenues and Expenses**

| <i>(Dollars in Thousands)</i> | <b>APPROVED<br/>Budget<br/><u>FY2017</u></b> | <b>BUS<br/>Budget<br/><u>FY2017</u></b> | <b>RAIL<br/>Budget<br/><u>FY2017</u></b> | <b>ACCESS<br/>Budget<br/><u>FY2017</u></b> |
|-------------------------------|--|---|--|--|
| <b>REVENUES</b>               |  |   |  |  |
| Passenger                     | \$774,891                                    | \$152,120                               | \$612,800                                | \$9,972                                    |
| Other Passenger               | \$17,043                                     | \$8,825                                 | \$8,218                                  | \$0  |
| Parking                       | \$47,103                                     | \$0                                     | \$47,103                                 | \$0  |
| Advertising                   | \$23,500                                     | \$15,699                                | \$7,801                                  | \$0  |
| Joint Development             | \$7,000                                      | \$0                                     | \$7,000                                  | \$0  |
| Fiber Optics                  | \$16,500                                     | \$0                                     | \$16,500                                 | \$0  |
| Other                         | \$13,989                                     | \$3,080                                 | \$10,909                                 | \$0  |
| Interest                      | \$0  | \$0                                     | \$0                                      | \$0  |
| <b>Total Revenues</b>         | <b>\$900,026</b>                             | <b>\$179,724</b>                        | <b>\$710,330</b>                         | <b>\$9,972</b>                             |
| <b>EXPENSES</b>               |  |   |  |  |
| Personnel                     | \$1,308,762                                  | \$529,015                               | \$767,668                                | \$12,078                                   |
| Services                      | \$218,086                                    | \$44,734                                | \$75,346                                 | \$98,006                                   |
| Materials & Supplies          | \$86,723                                     | \$37,429                                | \$48,978                                 | \$315                                      |
| Fuel (Gas/Diesel/CNG)         | \$36,963                                     | \$25,927                                | \$3,449                                  | \$7,588                                    |
| Utilities & Propulsion        | \$90,924                                     | \$15,361                                | \$74,800                                 | \$763                                      |
| Casualty & Liability          | \$34,895                                     | \$13,547                                | \$20,682                                 | \$667                                      |
| Leases & Rentals              | \$6,725                                      | \$2,045                                 | \$3,838                                  | \$842                                      |
| Miscellaneous                 | (\$37,731)                                   | (\$14,777)                              | (\$22,257)                               | (\$697)                                    |
| <b>Total Expenses</b>         | <b>\$1,745,347</b>                           | <b>\$653,281</b>                        | <b>\$972,504</b>                         | <b>\$119,563</b>                           |
| <b>Net Local Subsidy</b>      | <b>\$845,321</b>                             | <b>\$473,556</b>                        | <b>\$262,173</b>                         | <b>\$109,591</b>                           |
| <b>Cost Recovery Ratio</b>    | <b>51.6%</b>                                 | <b>27.5%</b>                            | <b>73.0%</b>                             | <b>8.3%</b>                                |

**Attachment C: FY2017 Summary of State/Local Operating Requirements**

|   | <b>Total</b>  | <b>District of Columbia</b> | <b>Montgomery County</b> | <b>Prince George's County</b> | <b>City of Alexandria</b> | <b>Arlington County</b> | <b>City of Fairfax</b> | <b>Fairfax County</b> | <b>City of Falls Church</b> |
|---|---------------|-----------------------------|--------------------------|-------------------------------|---------------------------|-------------------------|------------------------|-----------------------|-----------------------------|
| <b>Metrobus Operating Subsidy</b>       |               |                             |                          |                               |                           |                         |                        |                       |                             |
| Regional Bus Subsidy                    | \$413,763,677 | \$176,670,157               | \$59,668,512             | \$69,946,030                  | \$18,161,604              | \$29,746,444            | \$626,513              | \$57,456,540          | \$1,487,877                 |
| Non-Regional Bus Subsidy                | \$59,792,785  | \$22,613,774                | \$8,269,740              | \$20,581,924                  | \$1,662,718               | \$918,044               | \$0                    | \$5,746,584           | \$0                         |
| Subtotal                                | \$473,556,461 | \$199,283,931               | \$67,938,252             | \$90,527,955                  | \$19,824,323              | \$30,664,488            | \$626,513              | \$63,203,124          | \$1,487,877                 |
| Percent of Total                        | 100%          | 42.1%                       | 14.3%                    | 19.1%                         | 4.2%                      | 6.5%                    | 0.1%                   | 13.3%                 | 0.3%                        |
| <b>Metrorail Operating Subsidy</b>      |               |                             |                          |                               |                           |                         |                        |                       |                             |
| Base Allocation                         | \$254,976,548 | \$86,769,898                | \$47,113,246             | \$41,627,970                  | \$12,030,985              | \$24,920,366            | \$823,670              | \$40,920,914          | \$769,500                   |
| Max Fare Subsidy                        | \$7,196,860   | \$688,421                   | \$3,202,953              | \$1,461,533                   | \$293,205                 | \$186,710               | \$60,408               | \$1,265,260           | \$38,368                    |
| Subtotal                                | \$262,173,408 | \$87,458,319                | \$50,316,199             | \$43,089,504                  | \$12,324,190              | \$25,107,076            | \$884,077              | \$42,186,173          | \$807,868                   |
| Percent of Total                        | 100%          | 33.4%                       | 19.2%                    | 16.4%                         | 4.7%                      | 9.6%                    | 0.3%                   | 16.1%                 | 0.3%                        |
| <b>MetroAccess Subsidy</b>              | \$109,591,179 | \$25,715,043                | \$21,767,046             | \$46,809,201                  | \$836,386                 | \$823,079               | \$300,465              | \$13,262,069          | \$77,892                    |
| Percent of Total                        | 100%          | 23.5%                       | 19.9%                    | 42.7%                         | 0.8%                      | 0.8%                    | 0.3%                   | 12.1%                 | 0.1%                        |
| <b>Net Operating Subsidy</b>            | \$845,321,049 | \$312,457,294               | \$140,021,497            | \$180,426,659                 | \$32,984,898              | \$56,594,643            | \$1,811,055            | \$118,651,366         | \$2,373,637                 |
|   | 100%          | 37.0%                       | 16.6%                    | 21.3%                         | 3.9%                      | 6.7%                    | 0.2%                   | 14.0%                 | 0.3%                        |
| Metro Matters Debt Service              | \$21,177,444  | \$10,673,432                | \$4,944,933              | \$5,506,136                   | \$0                       | \$0                     | \$0                    | \$0                   | \$52,943                    |
| <b>Total Debt Service</b>               | \$21,177,444  | \$10,673,432                | \$4,944,933              | \$5,506,136                   | \$0                       | \$0                     | \$0                    | \$0                   | \$52,943                    |
| <b>Jurisdictional Operating Funding</b> | \$866,498,493 | \$323,130,726               | \$144,966,430            | \$185,932,795                 | \$32,984,898              | \$56,594,643            | \$1,811,055            | \$118,651,366         | \$2,426,580                 |

**Attachment D:  
FY2017 Operating Reimbursable Budget**

| <b>FY2017 Reimbursable Operating Projects</b><br><i>(dollars in thousands)</i> |                                      |
|--|--------------------------------------|
|  | <b>FY2017<br/>Updated<br/>Budget</b> |
| <b>State &amp; Local Funding</b>   |                                      |
| • DC Circulator <sup>1</sup>   | \$22,791                             |
| <b>Federal Grant Funding</b>   |                                      |
| • Safety & Security grants   | 4,701                                |
| <b>Other Sources of Funding</b>  |                                      |
| • DC Circulator - Passenger fare revenue                                       | 3,316                                |
| • Joint Development & Adjacent Construction projects                           | 2,788                                |
| • Local bus maintenance (ART CNG) and Other                                    | 600                                  |
| <b>Total Expenditures</b>  | <b>\$34,196</b>                      |

<sup>1</sup> Local funding equals expenditures less passenger revenue.