



Finance and Capital Committee

Information Item III-A

March 23, 2023

Budget Work Session

Washington Metropolitan Area Transit Authority

Board Action/Information Summary

<input checked="" type="radio"/> Action <input type="radio"/> Information	MEAD Number: 203442	Resolution: <input type="radio"/> Yes <input checked="" type="radio"/> No
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TITLE:

FY2024 Budget Work Session

PRESENTATION SUMMARY:

Staff will review the FY2024 Proposed Budget, including initiatives, service and fare changes, proposed Capital Budget, and preliminary overview of the public engagement process and the Title VI Equity Analysis.

PURPOSE:

To review and discuss the FY2024 Proposed Operating and Capital Budgets, including service and fare initiatives, a preliminary overview of the public engagement process and the Title VI Equity Analysis.

DESCRIPTION:

Key Highlights:

- The Proposed Operating Budget increases bus and rail service, simplifies fares, launches the Better Bus Network Redesign and funds crisis management ambassadors and intervention specialists
- The Proposed Capital Budget funds zero-emission buses and electrification of the Northern and Bladensburg bus garages, modernizes customer wayfinding, and funds the creation of the Metro Integrated Communications Center (MICC)
- FY2024 Proposed Operating Budget includes revenue of \$509 million, expenses of \$2,322 million, total subsidy of \$1,252 million, and \$561 million of American Rescue Plan Act (ARPA) relief funding
- The FY2024 Operating Budget gap of \$185 million will be closed by a combination of revenue increases, expense reductions and federal funding assistance, including both ARPA funding and increased Infrastructure Investment and Jobs Act (IIJA) Federal Formula Funding for preventive maintenance
- The Proposed FY2024-2029 Six-Year CIP totals \$14 billion and the FY2024 Capital Budget is \$2.4 billion, including debt service, revenue loss from capital projects, and reimbursable projects

Background and History:

On December 8, 2022, the GM/CEO presented the Proposed FY2024 Operating Budget and FY2024-2029 Capital Improvement Program to the Board of Directors.

On January 12, 2023, the Board authorized Metro to conduct outreach efforts to solicit public input on the proposed budget and fare and service changes.

Discussion:

Operating Budget

The Proposed FY2024 Operating Budget increases Metrobus and Metrorail service, simplifies fares, and launches the Better Bus Network Redesign. In addition, management actions of \$10 million reduce costs that otherwise would have been incurred. Gradual recovery from the impacts of Covid-19 on ridership and revenue will continue in FY2024, with total ridership projected to recover to 223 million trips (70 percent of pre-pandemic levels).

The Proposed FY2024 Budget is funded by:

- Passenger revenue of \$406 million, a 35 percent increase over the FY2023 budget;
- Non-passenger revenue of \$103 million, a 27 percent increase over the FY2023 budget;
- Total revenue of \$509 million, excluding ARPA relief, which is a 33 percent increase over the FY2023 budget;
- Total jurisdictional subsidy (base plus exclusions) of \$1,252 million, excluding debt service and the projected \$561 million of ARPA relief funding.

Proposed Fare Changes

FY2024 Fare Optimization Proposals

The FY2024 fare optimization proposal simplifies the Metrorail fare structure for customers, grows ridership and revenue, and makes transit more affordable for Metro's most price sensitive customers. The proposed rail fare structure ranges from \$2 to \$6.50 for weekdays and maintains the \$2 late night and weekend fare.

- Weekday peak and off-peak fare structure would be consolidated
- The mileage rate would be standardized at \$0.40 per mile (after 3 miles) The rail base fare would match the bus base fare of \$2 all week

- Metro would expand reduced fares to low-income customers

This fare simplification offers advantages over a general across-the-board fare increase by growing ridership while maintaining a positive budget impact.

The proposed low-income fare program would provide customers enrolled in the Supplemental Nutrition Assistance Program (SNAP) a 50 percent discount on trips, similar to the senior and disabled reduced fares.

Service Optimization Proposal

The FY2024 service optimization proposal aims to strengthen Metro's transit network by increasing frequency within the central portion of the system to serve fast growing areas with high ridership potential, provide efficient and predictable transfers, and increase job accessibility.

Metrorail

The proposal increases Metrorail service frequency with trains every three to six minutes at stations in the core and trains every eight to 12 minutes (or better) systemwide, benefiting customers across the entire network.

- Green and Yellow Line trains would arrive every six minutes all day, with all Yellow Line trains turning around at Mt. Vernon Square Station
- Orange line trains would operate every 7.5 minutes on average during peak service, and every 10 minutes during off-peak service

Metrobus

Building on the all-day service improvements introduced in Fall 2021, which upgraded 20 bus lines to every 12-minute frequency all day and 16 bus lines to every 20-minute frequency all day, the proposal includes improvements to three bus lines to increase frequency and expand access.

- The B2 line would increase to service every 12 minutes all day
- The A12 line would be restructured and extended into two routes connecting to the Downtown Largo and New Carrollton Stations, both operating every 20 minutes
- The 16M service would be a restructuring of the existing 16G service, connecting Skyline to Crystal City every 12 minutes all day
- Route 11C would be replaced by a reinstated Route 11Y, charging Express fare, with service every 30 minutes during peak periods.

Capital Budget

Metro's CIP invests in capital projects and programs necessary to the safe and efficient operations of the Metrorail, Metrobus, and MetroAccess services. The Proposed FY2024 Capital Budget of \$2.4 billion, and six-year \$14.4 billion CIP, focus investment in ongoing safety and state of good repair programs and

projects, and prioritized system preservation and renewal projects identified in Metro's Capital Needs Forecast and asset management and reliability plans.

The Capital Improvement Program is implemented across six investment categories:

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

The CIP includes ongoing Capital Projects to address previously unmet or unfunded needs - these projects include:

- Acquisition of 8000-series railcars to replace aging 2000- and 3000-series cars
- Heavy Repair and Overhaul Facility
- Bladensburg Bus Garage Facility
- Northern Bus Garage Facility
- Replacement of escalators systemwide
- Tunnel Ventilation Pilot
- Yellow Line Tunnel and Bridge Rehabilitation project

Capital Program Risks and Considerations

The Capital program faces continuing funding and execution risks in addition to those related to the pandemic. The risks include additional material and labor costs associated with inflation and market escalations.

Risks to capital funding sources include uncertainty of the federal funding and the constrained long-term dedicated funding debt capacity. Continuation of state of good repair projects to sustain and maintain reliability and prevent future backlogs, require on-going funding creating a base beyond which additional unfunded or underfunded needs can be addressed.

These needs include, but are not limited to, Zero Emission bus implementation; the Next Generation Signal System; Blue/Orange/Silver Line capacity and reliability improvements; and Railcar fleet and facility improvements for future rail system capacity and frequency improvements.

Public Engagement

Staff conducted extensive outreach on the proposed operating and capital budgets. The public comment period spanned from February 18 through 9:00 a.m. March 16, 2023. Comments were collected through a survey and at public hearings: the first three were a hybrid of both in-person and virtual participation, one in each jurisdiction; the fourth and final hearing was virtual only. The hearings were fully accessible and included American Sign

Language (ASL) interpreters. Forty-three individuals provided public testimony.

Signage publicizing the hearings was posted at all 97 Metrorail stations, numerous high-ridership bus stops (including those impacted by proposed service changes), and onboard all Metrobus and MetroAccess vehicles. Digital signage was present across the system.

Additionally, in-person outreach efforts included bilingual street teams at all 97 Metrorail stations, bus stops, community centers (including 18 SNAP centers), youth engagement at DCPS charter schools, and ride-alongs on impacted bus routes.

Advertising and social media efforts included:

- Paid advertising focused on reaching limited English proficient and equity audiences
- Push and banner notifications on “Transit” app
- Digital banner ads in English/Spanish
- Spanish language radio ads
- Multilanguage print ads appeared in:
 - The AFRO
 - Atref
 - Doi Nay
 - El Tiempo Latino
 - Epoch Times
 - Korean Times
 - Washington Hispanic
 - The Washington Post
 - Content on Metro’s Facebook, Twitter, Instagram, Nextdoor, and YouTube channels

Stakeholder engagement initiatives included:

- Emails to several thousand stakeholders, including Community-Based Organizations
- Communications “toolkit” with social media graphics, messaging, brochures, and customer information flyers in multiple languages
- Presentations to MTPD Youth Council, RAC and AAC

- WMATA.com budget webpage
 - Full webpage, survey, rail fare calculator in English/Spanish
 - Videos: budget overview and five explainers on the various budget proposals
 - Customer information in top eight languages

Full details of the communications and outreach efforts, and public feedback received will be included in the Public Outreach and Input Report presented to the Board in April.

Title VI Equity Analysis

The Federal Transit Administration’s Title VI Circular requires Metro to prepare and submit service and fare equity analyses for permanent major service changes and all fare changes. The analyses determine whether the planned changes will have a disparate impact on the basis of race, color, or national origin, or a disproportionate burden on low-income riders. The analyses are conducted for any major service change, including service increases, as well as for any change in fare, including decreases. Staff is currently conducting the analyses for the service and fare changes associated with the FY2024 budget.

Service equity analyses are conducted separately for service reductions and service additions. The analysis is conducted at the mode level (Metrorail or Metrobus). The proposed changes are first evaluated to determine the combined number of riders likely to be affected by the change. Then the ratios of impacted riders who are minority or low-income are calculated, using demographic data collected from passenger surveys. If the share of minority or low-income customers impacted exceeds their representative share for that mode by a certain threshold, there may be a disparate impact or disproportionate burden.

Approximately 83 percent of Metrobus riders are minority while 50 percent have a household income of \$30,000 or less. On Metrorail, approximately 46 percent of riders are minority and 13 percent have a household income of \$30,000 or less.

FUNDING IMPACT:

Information item only - no funding impact.

TIMELINE:

Previous Actions	<p>December 2022 – GM/CEO Proposed FY2024 Budget and FY2024-2029 CIP</p> <p>January 2023 - Authorization of Public Hearings on FY2024 Budget and FY2024-2029 CIP</p>
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	February-March 2023 – Budget deliberations, public outreach and public comment period
Anticipated actions after presentation	<p>April 2023 – Board adoption of the FY2024 Budget and FY2024-2029 Capital Program</p> <p>April-May 2023 – Submit Federal grant applications</p> <p>July 2023 – Fiscal Year 2024 begins</p>

RECOMMENDATION:

Information item only.

FY2024 Budget Work Session

Finance and Capital Committee

March 23, 2023



Purpose

Review FY2024 Proposed Budget Background and Initiatives

Review FY2024 Proposed Operating Budget Service and Fares

Review FY2024 Proposed Capital Budget

Preliminary Overview of Public Engagement Process

Preliminary Overview of Title VI Equity Analysis

Budget Background

Historically, passenger revenue funded 36% of operating budget, of which 80% was Metrorail revenue

Ridership and revenue are gradually improving but remain below pre-Covid levels with federal relief funding balancing FY24 Operating Budget

Operating cost linked to service levels – 70% of expenses are for personnel to operate and maintain bus, rail and paratransit services

Proposed FY2024-2029 Six-Year CIP planned investment totals \$14.4 billion and FY2024 Capital Budget investment budget is \$2.4 billion

Progress made in addressing capital needs and Six-Year CIP will continue to reduce the backlog of unmet capital programs and projects

Board approved the docket for public comment in January 2023; with public hearings held in VA, DC and MD in March 2023

FY2024 Proposed Budget Initiatives

Service Excellence

Deliver safe, reliable, convenient, accessible & enjoyable service for all customers

Regional Opportunity & Partnership

Design transit service to move more people & connect a growing region

Sustainability

Manage resources responsibly to achieve a sustainable operating, capital & environmental model

Talented Teams

Attract, develop & retain top talent where individuals feel valued, supported & proud of their contribution



Enhance Safety

- Safety Management System (SMS) implementation
- Metro Transit Police Officers
- Crisis Intervention Specialists
- Enhance technical training and staff development



More Frequent & Reliable Service

- Increased Bus and Rail Service Frequency
- Better Bus Network Redesign



Capital Improvements for a Better Metro

- Bus and Rail System State of Good Repair
- New Buses, Railcars, MetroAccess Vehicles
- Modernize Customer Information and Wayfinding
- Open Potomac Yard Station
- Rehab employee and customer restrooms



More Simplified & Equitable Fares

- Low-income Fare program
- Fare Simplification, eliminate peak fare, standardize mileage rates



Improved Customer Service & Communications

- Metro Integrated Comms Center (MICC)
- One stop shopping through consolidated call centers
- Enhanced Passenger Information Displays



Sustainability

- Northern and Bladensburg Bus Garage Electrification
- Zero Emission Buses
- LEED Certified Maintenance Facilities and Offices

FY2024 Proposed Operating Budget



FY2024 Budget Gap Closed, Including New and Additional Services

\$ in millions	
Funding Gap	(\$184.7)
Improving Fare Revenue	\$11.4
Non-Passenger Revenue Growth	\$17.1
Expense Reductions	\$10.0
FY2024 Base Funding Gap	(\$146.2)
Fare Optimization (New Fare Structure)	\$7.1
New Base Gap	(\$139.1)
IIJA Federal Formula Funding for Maintenance	\$139.1
FY2024 Base Gap Closed	\$0.0

\$ in millions	
FY2024 Above Base New & Increased Services	
Orange Line Investment	(\$6.0)
Green/Yellow Line Investment	(\$13.0)
Improve Frequent Bus Service*	(\$5.4)
Potomac Yard	(\$0.3)
Total Above Base New & Increased Services	(\$24.6)
Additional Above Base Jurisdictional Contribution	\$24.6
Jurisdictional Contribution Closes Above Base Gap	\$0.0

*11Y– Mount Vernon Express, 16M–Columbia Pike–Crystal City, A12–Martin Luther King Jr. Highway, and B2–Bladensburg Road–Anacostia

Chart and table totals may not sum due to independent rounding.

FY2024 Operating Budget Summary

(\$ in millions)	FY2023 Budget	FY2024 Recommended	Variance	
			\$	%
Passenger Revenue	\$301.0	\$406.2	\$105.1	34.9%
Non-Passenger Revenue	\$81.5	\$103.2	\$21.7	26.7%
Total Revenue	\$382.5	\$509.3	\$126.9	33.2%
Personnel	\$1,518.4	\$1,568.4	\$50.1	3.3%
Non-Personnel	\$728.8	\$754.2	\$25.4	3.5%
Total Expenses	\$2,247.2	\$2,322.6	\$75.4	3.4%
Operating Deficit	(\$1,864.7)	(\$1,813.3)	\$51.4	2.8%
Subsidy	\$1,191.9	\$1,227.7	\$35.8	3.0%
Above Base Subsidy	\$0.0	\$24.6	\$24.6	0.0%
Total Subsidy	\$1,191.9	\$1,252.3	\$60.4	5.1%
Federal Relief	\$672.8	\$561.0	(\$111.8)	-16.6%
Funding Gap	\$0.0	\$0.0		

Chart and table totals may not sum due to independent rounding.

Simpler and More Affordable Fares

- Lower rail base fare
- Consolidation of peak and off-peak fare structure
- First region-wide low-income fare program that is expected to add 1.6M trips annually

Increase Service

- More frequent service on GR, YL, and OR lines
- Efficient and predictable transfers
- Expanded frequent bus service in DC, MD and VA

Improved Safety & Customer Service

- Crisis Ambassadors and Intervention Specialists and Police deployed on Bus, Rail, and Rail Stations
- Providing Access customers with improvements to the “Where’s My Ride” – use of real-time traffic estimates

Service and Fare Optimization Proposal

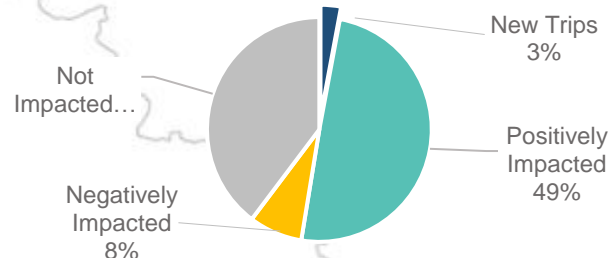


Strengthening the Network with Frequency and Efficient Transfers

- Increase core frequency on Green, Yellow, and Orange Lines
- Focuses service where the network is carrying the most customers and areas with high ridership potential
- Offers benefits for customers across the entire network, enabling efficient and predictable transfers and providing access to more destinations

Estimated Ridership Change (Annual)	Incremental Net Operating Budget Impact (\$, Millions, Annual)
3.4 million	\$ 19.0

Annual Customer Trips
Baseline: 112.3m
Proposal: 115.7m



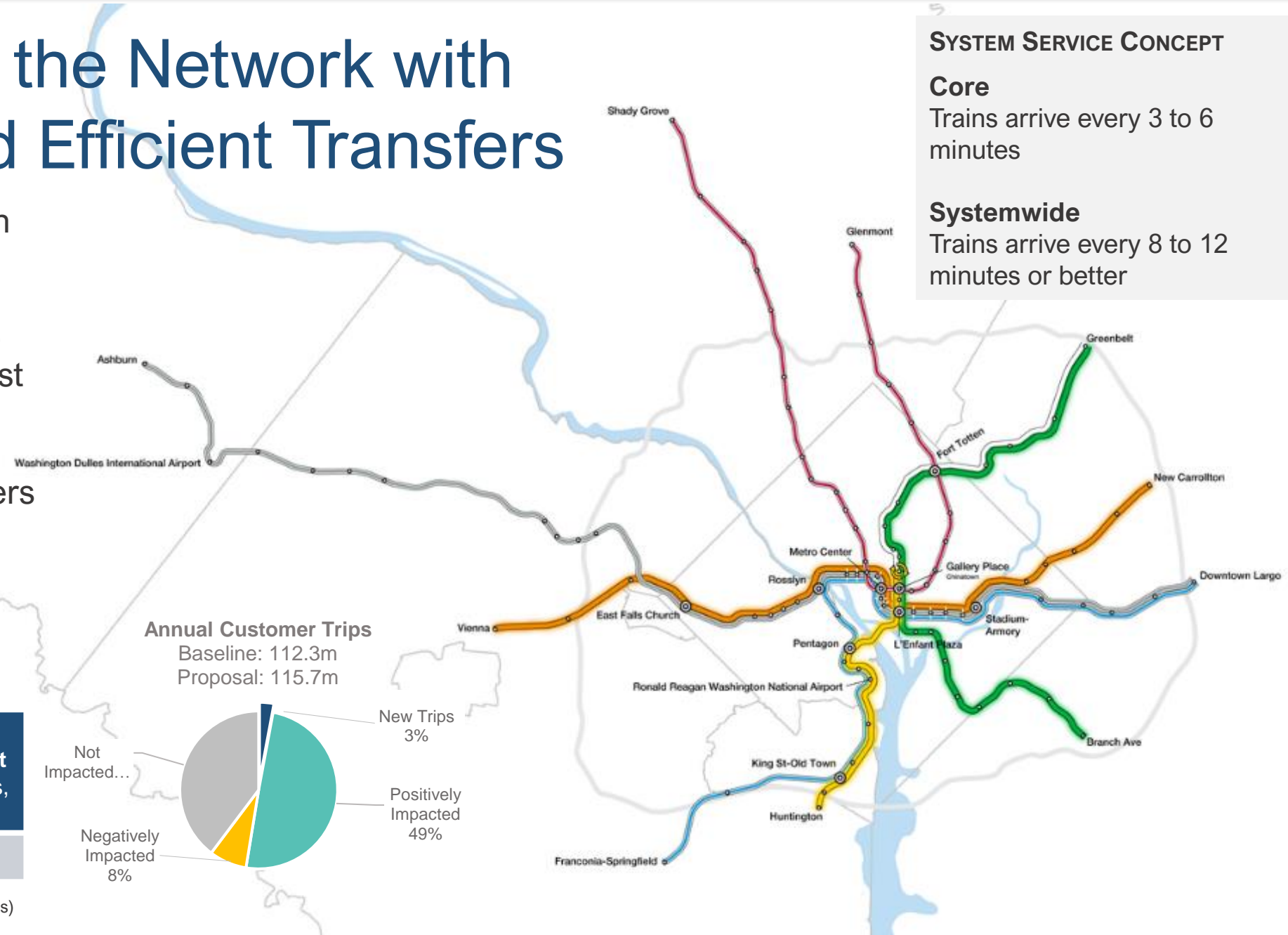
SYSTEM SERVICE CONCEPT

Core

Trains arrive every 3 to 6 minutes

Systemwide

Trains arrive every 8 to 12 minutes or better



Green/Yellow Line Proposal

Increased Green and Yellow Service with Yellow Line Short Turns

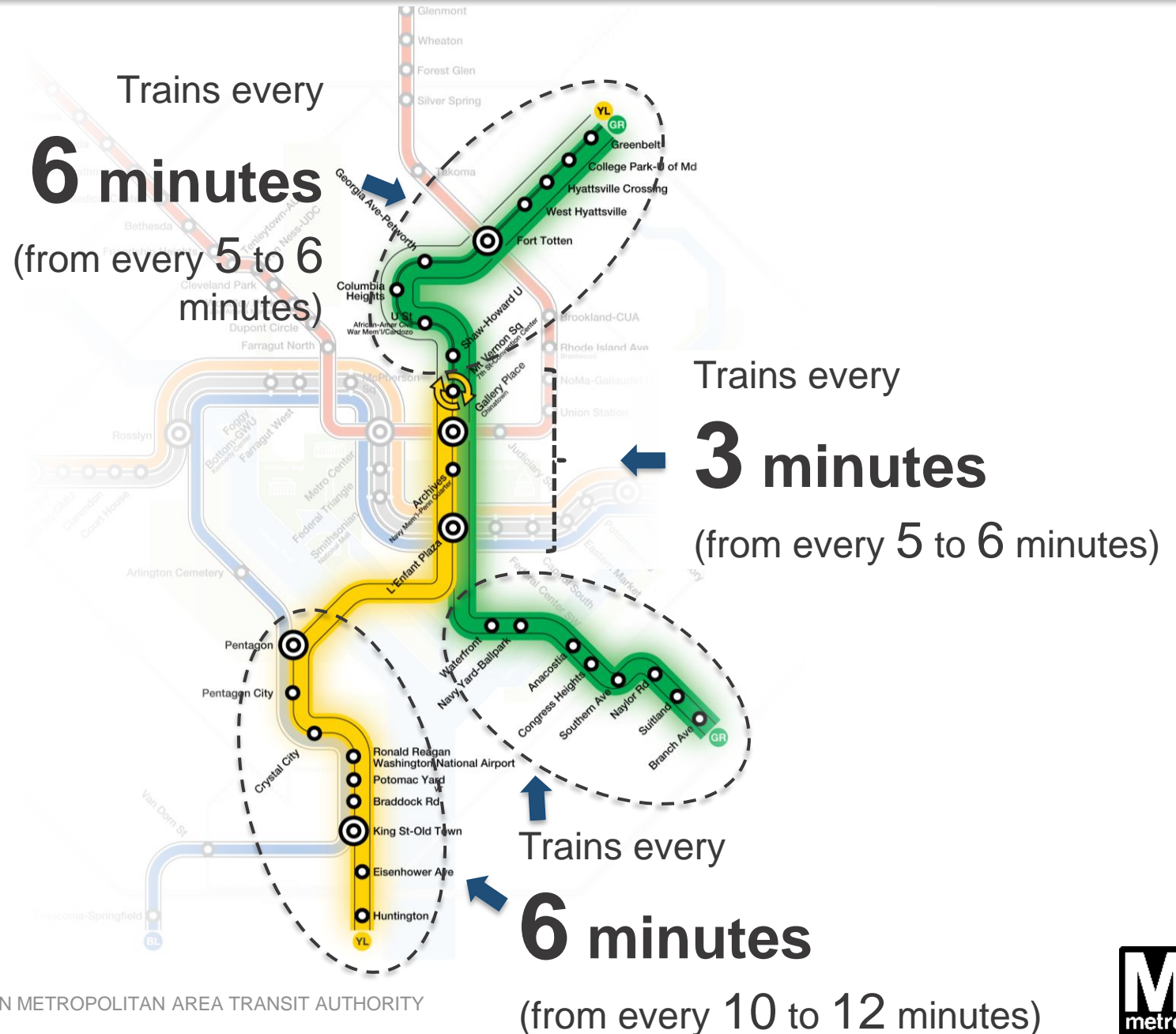
By running more trains, the entire Green and Yellow Lines will receive **6 minute service all day**, instead of only the combined parts

Balancing service requires turning Yellow Line trains at the Mt. Vernon Square pocket track

34% more service for Green and Yellow Line customers

3 out of 4 Green and Yellow line customers see more frequent service – **reducing wait times 33 to 50%**

Yellow Line service to resume in May with service between Huntington and Mt. Vernon Square, following reopening of Yellow Line bridge and tunnel

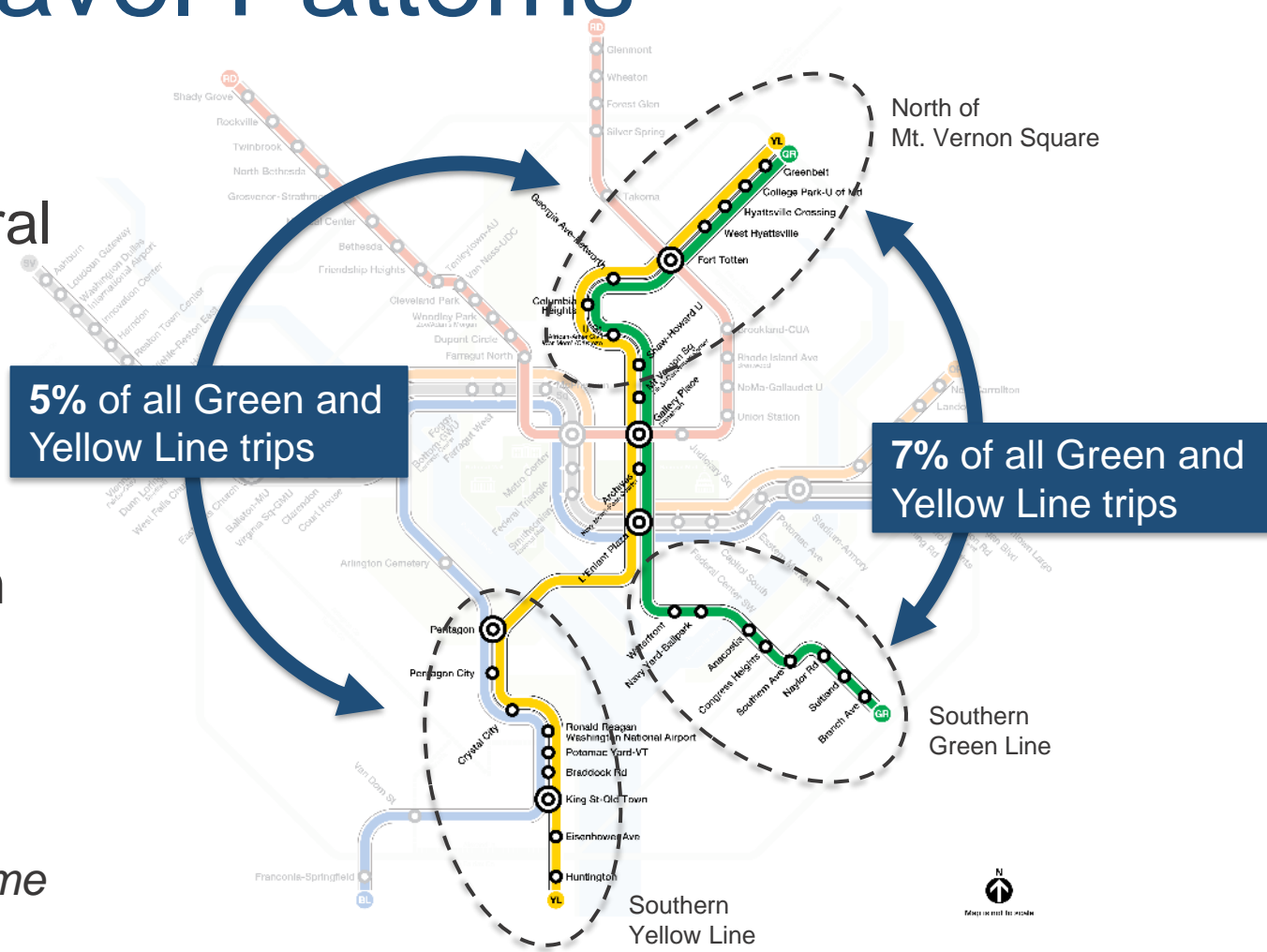


Green and Yellow Travel Patterns

Most customer trips are to and from the core

GREEN AND YELLOW LINE TRIPS

- 88% of trips are to or from the central segment or within one branch
 - 65% are to or from the central part of the system
 - 23% are within the same end of a line
- 12% are from one end of the Green or Yellow line to the other
 - 7% are between northern and southern Green Line
 - 5% are between northern and southern Yellow Line – *would require a 3-minute same platform transfer under proposal, partially offset by 2 to 3 minute reduced average wait for initial train*



Based on customer feedback, updating service plan to run Late Night Green and Yellow Line trains every 7.5 minutes

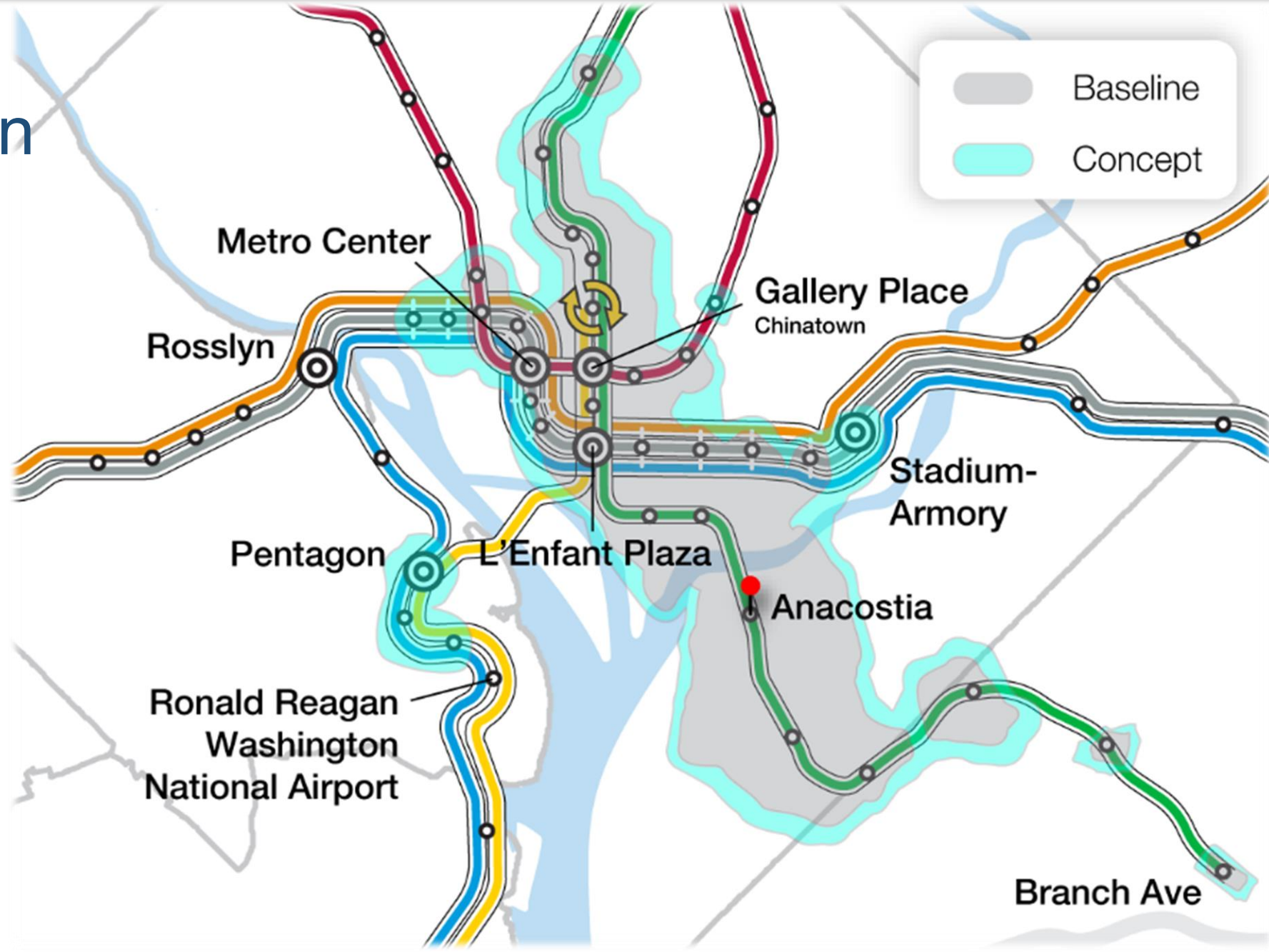
Destination Access Example

Anacostia Station

For a customer starting a short walk from Anacostia Metro Station...

By reducing average **wait times for Green Line trains** and enabling further time savings with quicker **transfers to Yellow or Orange Lines**:

Jobs accessible within 30 minutes increase approximately 25%



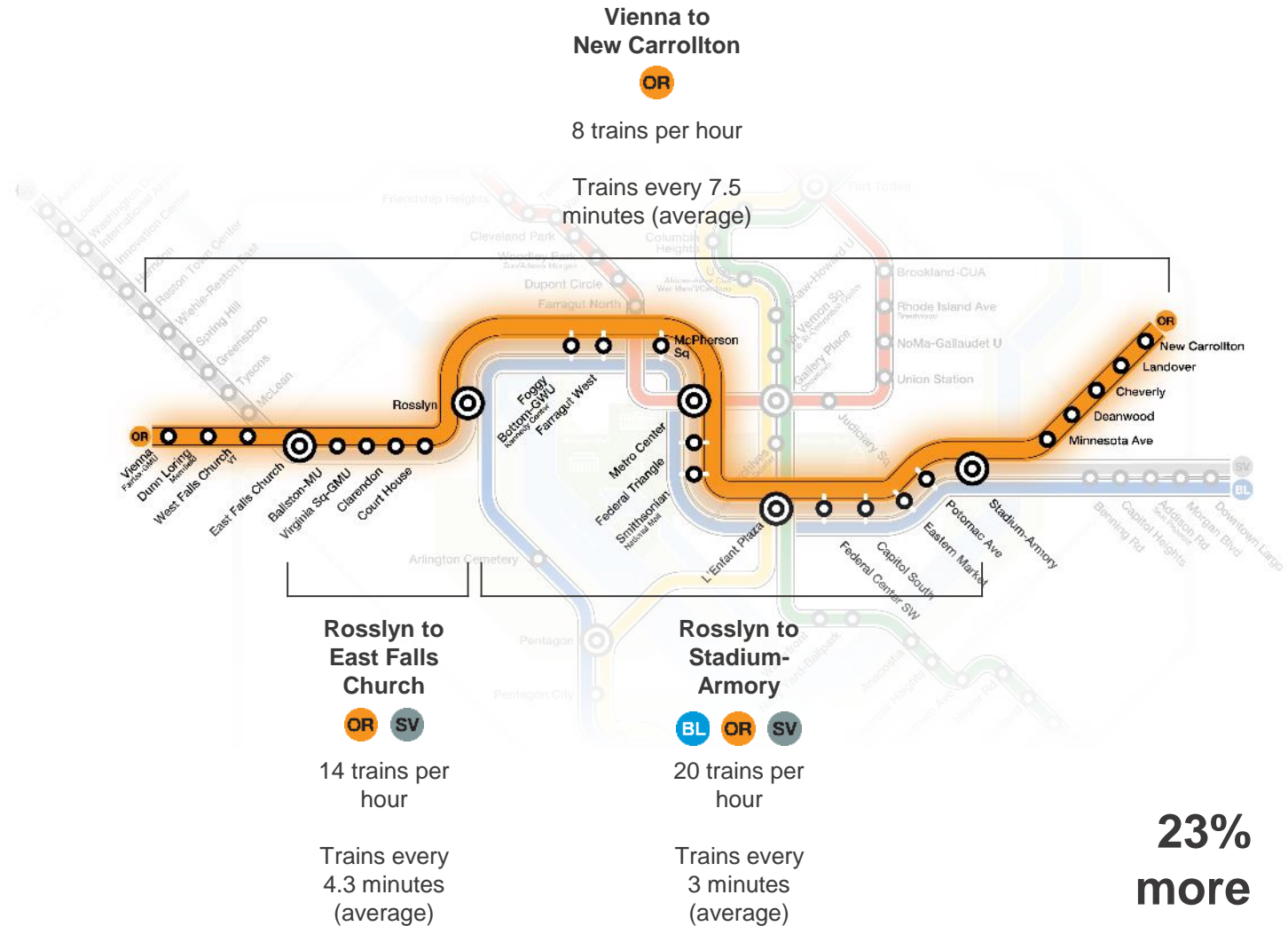
Orange Line Proposal

Improve Orange Line Service

Run more Orange Line trains to provide 7.5 minute peak frequency and 10 minute all day frequency

Improves potential connections at New Carrollton to Amtrak, MARC, and the future Purple Line and offers increased frequency in the busy Rosslyn to Ballston corridor

Current ridership on the eastern Orange and Blue/Silver branches is roughly even, and the New Carrollton branch historically had 10-25% more customers



**23%
more
service**

Delivering a Better Bus network

Metro is working to make bus service better and more frequent, addressing top customer priorities

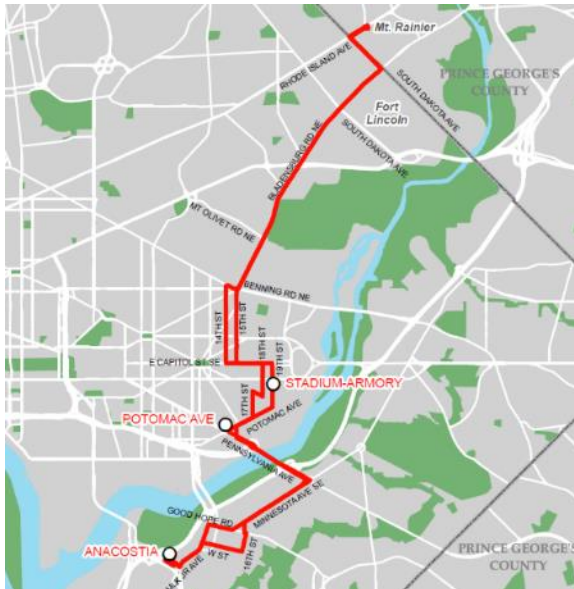
FY2022 to FY2023	FY2024	FY2024 and beyond
<p>Launched all day service improvements</p> <ul style="list-style-type: none">• 20 lines every 12 minutes• 16 lines every 20 minutes <p>Implemented free rail-bus transfers</p>	<p>Incremental changes to improve frequency and access</p>	<p>Designing a new network that is fast, frequent, reliable, and easier to understand</p> <p>Improving the customer experience with enhanced bus priority and better real-time information</p>

Improve Frequent Bus Service

Grow ridership, expand access, advance equity

B2 – District of Columbia

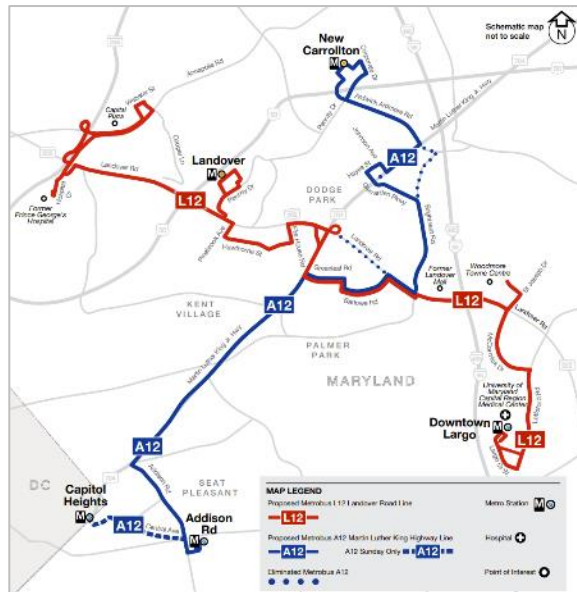
Upgrade busy **Bladensburg Road-Anacostia** line, a top 15 ridership route, to every 12 minutes all day



Frequency Improvement

A12 – Maryland

Restructure **Martin Luther King Jr. Highway** service, extending service every 20 minutes to **Downtown Largo**



Restructure/Extension

16M – Virginia

Restructure **Columbia Pike** service, connecting **Skyline** to **Crystal City** with service every 12 minutes all day



Restructure/Extension

11Y – Virginia

Reinstate the 11Y express service, connecting **Mt. Vernon** to **Potomac Park** with service every 30 minutes during peak hours only



Reinstate

Fare Proposal

Simplify the Metrorail fare structure and offer discounts for low-income customers



- Proposal advances Metro's Fare Policy Principles
 - Simplifies and standardizes fares for customers
 - Enables offering reduced fares to low-income customers and preserves \$2 bus and late night & weekend rail fares
 - Expected to generate increased revenue and grow ridership

Proposals	Ridership Impact (Millions)	Budget Impact (Millions)	Metro Fare Policy Principles					
			Customer Focused	Simple and Convenient	Equitable	Seamless	Drives Ridership	Generates revenue
Fare Structure Simplification with Low-Income Fare Program	+1.9	+\$7.1	✓	✓	✓	✓	✓	✓

Fare Simplification Proposal

Standardize peak and off-peak fares, align rail and bus base fares, and discount fares for low-income customers



Current Fare Structure

	Base Fare	Max Fare	Reduced Fare ¹
 Free Transfers ↕ 	Peak	\$2.25 After first 3 miles, 0.326 per mile After 6 miles, \$0.288 per mile	\$6.00 50% off the peak fare
	Off-Peak Weekday	\$2.00 After first 3 miles, 0.244 per mile After 6 miles, \$0.216 per mile	\$3.85
	Late Night² and Weekend		\$2.00
	Bus	\$2.00	\$1.00

MetroAccess fares are twice the fastest comparable fixed-route fare with a maximum of \$6.50 per trip.

¹ For senior and disabled customers
² Late Night fares apply after 9:30pm

Proposed Fare Structure

	Base Fare	Max Fare	Reduced Fare ¹
 Regular	\$2.00	\$6.50	\$1.00 to \$3.25
After first 3 miles, \$0.40 per mile			
 Bus	\$2.00		\$1.00
Late Night² and Weekend		\$2.00	\$1.00

MetroAccess fares are twice the fastest comparable fixed-route fare with a maximum of \$6.50 per trip.

¹ 50% discount for senior, disabled, and low-income customers
² Late Night fares apply after 9:30pm



Expand Reduced Fares to Low-Income Customers

- Offer low-income customers a 50% discount on Metrorail and Metrobus trips, matching senior and disabled customer discount
 - Opportunity for regional transit operators to participate and accept discount
- Based on enrollment in jurisdictional Supplemental Nutrition Assistance Program (SNAP)
- Able to enroll online and discount sent directly to existing physical or virtual SmarTrip® card



Metro's Pass Products Help Customers Save

- Passes increase value and flexibility of taking transit, especially for regular customers taking longer trips
- Example: 7-Day Unlimited and Monthly Pass savings

Sample Trip:

Shady Grove



Farragut North

	Current	Proposed
Single Trip Fare	\$6	\$6.50
Weekly Cost (10 trips)	\$60	\$65
Savings with 7-Day Pass	\$2	\$7
Monthly Cost (40 trips)	\$240	\$260
Savings with Monthly Pass	\$48	\$52

- \$64 monthly pass covers unlimited \$2 trips
 - Percent of customers with \$2 Metrorail fares estimated to go from 36% to 50% under proposal
 - Customers recoup value with 4 trips per week

Metro Pass Products

Pass	Price
1-Day Unlimited	\$13
3-Day Unlimited	\$28
7-Day Unlimited	\$58
7-Day Short-Trip Unlimited ¹	\$38
7-Day Regional Bus Pass	\$12
Monthly Unlimited ²	\$64 to \$208

- Currently cover unlimited trips up to \$3.85, proposed to cover trips up to \$4.00
- Monthly unlimited pass price calculated as 32 times the price of selected fare (adjusted from 36 in July 2022)

FY2024–2029 Capital Improvement Program



Metro's Capital Program

Replacement, Rehabilitation, Maintenance & Modernization

- Transform Metro into a world class transit agency
- Demonstrate commitment to customers
- Focus on customer experience and improving service
- Accelerate projects to rehabilitate, replace, and modernize the system
- Maintain fiscal accountability and commitments to region

Metro's Capital Program Structure



10-Year Capital Plan

Identifies viable initiatives to address needs identified for next ~10 years; financially unconstrained

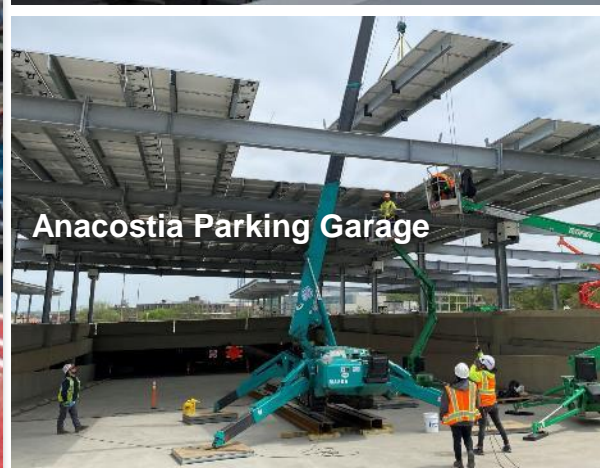
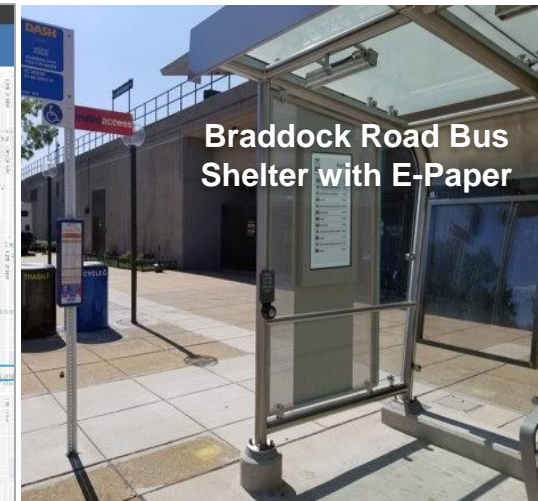
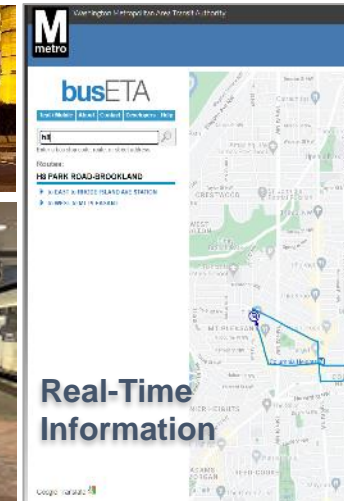
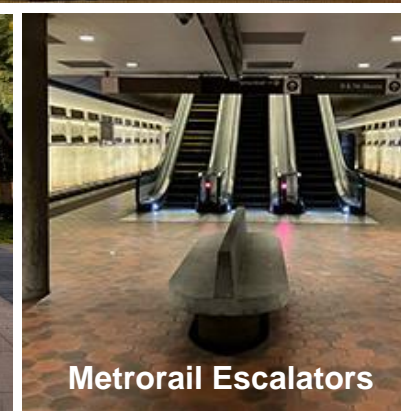
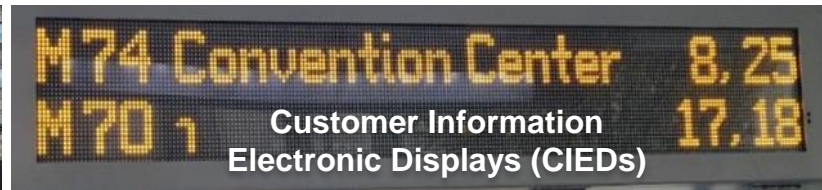
Six-Year Capital Improvement Program

Capital investments anticipated for, or continuing in, six-year capital program

One-Year Capital Budget

Expenditure forecast for capital projects and programs in current budget year

Near Term Investments for Customers



Near Term Infrastructure & Behind the Scenes Investments

Aerial Structures Rehabilitation



Bladensburg Bus Garage Rendering



Northern Bus Garage Rendering



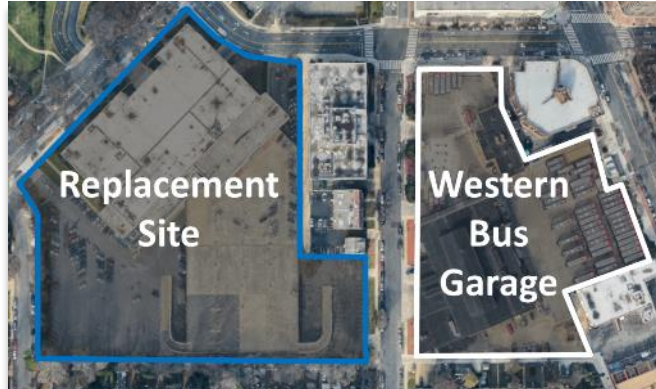
Rendering – New Heavy Repair & Overhaul Facility



Water Leak Mitigation



Replacement Site



Western Bus Garage



Zero Emission Bus

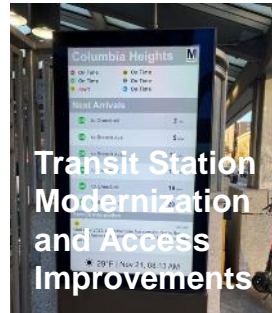


Tunnel Ventilation



Long Term Capital Outlook

- Capital funding capacity is available to advance capital program for next few years
- Metro's 10-Year needs exceed \$25B and far surpass projected available funding
- Additional funding will be needed to support long-term ***Transformation/ Modernization***



Public Engagement



Public comment period: February 18 – March 16

- Variety of tactics used to reach customers, especially equity focused communities
- Comments collected thru survey tool & public hearings

Open House & Public Hearings

- Four public hearings
 - First three were hybrid (in-person & virtual) in each jurisdiction; one was virtual only
 - Open houses offered opportunity to speak to staff
- Fully accessible
 - Virtual & phone-in options offered flexibility
 - ASL interpreters
 - Watch the hearings live or on YouTube
- 43 provided public testimony



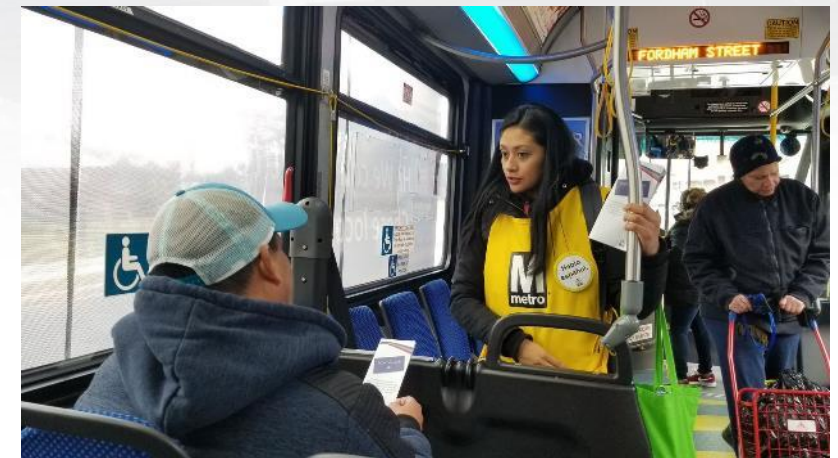
Signage

- At all 97 Metro stations, numerous high-ridership bus stops
- Onboard all Metrobuses and MetroAccess vehicles at impacted bus stops
- Digital signage across system

In-Person Outreach

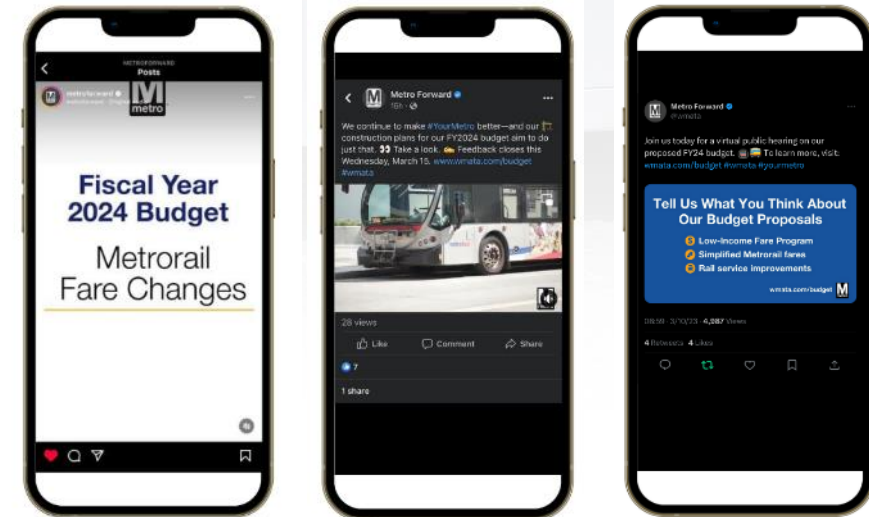
Bilingual street teams over 217 shifts focused on equity populations

- All 97 Metro stations
- Bus stops
- Community centers, including 18 SNAP centers
- Youth engagement at DCPS charter schools
- Ride-alongs on impacted bus routes



Advertising and Social Media

- Paid advertising focused on reaching limited English proficient and equity audiences
- Push and banner notifications on Transit app
- Digital banner ads in English/Spanish
- Spanish language radio ads
- Multilanguage print ads: The AFRO, Atref, Doi Nay, El Tiempo Latino, Epoch Times, Korean Times, Washington Hispanic, The Washington Post
- Content on Metro's Facebook, Twitter, Instagram, Nextdoor, YouTube channels

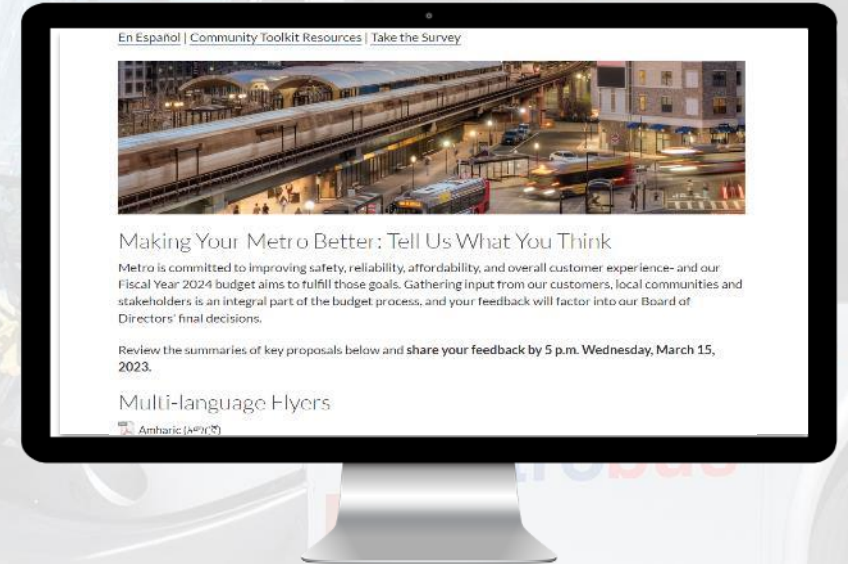


Stakeholder Engagement

- Emails to several thousand stakeholders, including Community-Based Organizations
- Communications “toolkit” with social media graphics, messaging, brochures, and customer information flyers in multiple languages
- Presented to MTPD Youth Council, RAC and AAC

Budget Webpage

- Full webpage, survey, rail fare calculator in English/Spanish
- Videos: budget overview & five explainers
- Customer information in top eight languages



Snapshot: Public Feedback from Customer Survey

The survey received **over 3,200 responses** from customers. For each budget proposal respondents were asked: “Are you in favor of the above proposal?” The percentages of “Yes” versus “No” answers are summarized below.

Metrorail Service Proposals

- **Increase Orange Line Service:** Yes-81%, No-3%.
- **Increase Green Line Service:** Yes-83% No-3%.
- **Increase Yellow Line Service:** Yes-74% No-14%.
- **Turnback Yellow Line Trains at Mt Vernon Sq to provide more Service on Green and Yellow lines:**

Yes-55%, No-19%. 26% indicated that they were “not sure” about the proposals.

Metrobus Service Proposals

Note: high percentages of customers were “not sure” about the bus proposals, most likely because they were not impacted.

- **Increase Route B2 Service:** Yes-56%, No-3%.
- **Split Route A12 into Route A12 and Route L12:** Yes-37%, No-4%.
- **Reinstate Route 11Y:** Yes-55%, No-5%.
- **Combine routes 16G and 16H into Route 16M:** Yes-43%, No-3%.

Fare Proposals

- **In favor of the fare proposals if implemented as a package:** Yes-70%, No-17%.

Individual elements of fare proposal:

- **Eliminate peak and off-peak pricing on weekdays before 9:30 p.m.:** Yes-73%, No-17%.
- **Lower the base fare to \$2:** Yes-87% No-7%.
- **Keep late-night and weekend fare \$2:** Yes-92% No-4%.
- **Increase maximum fare to \$6.50:** Yes-43%, No-43%.
Support for this plan is lower among low-income respondents (Yes-21%, No-67%).
- **Adjust 7-Day Short-Trip Pass to cover Metrorail trips costing up to \$4 (instead of current \$3.85 limit):** Yes-56%, No-8%.
- **Low-Income Fare Program:** Yes-85%, No-9%.

Capital Budget Proposal

96% of respondents were in favor of using the capital budget as described in the proposal.

More detailed information to come.

FY2024 Title VI Equity Analysis

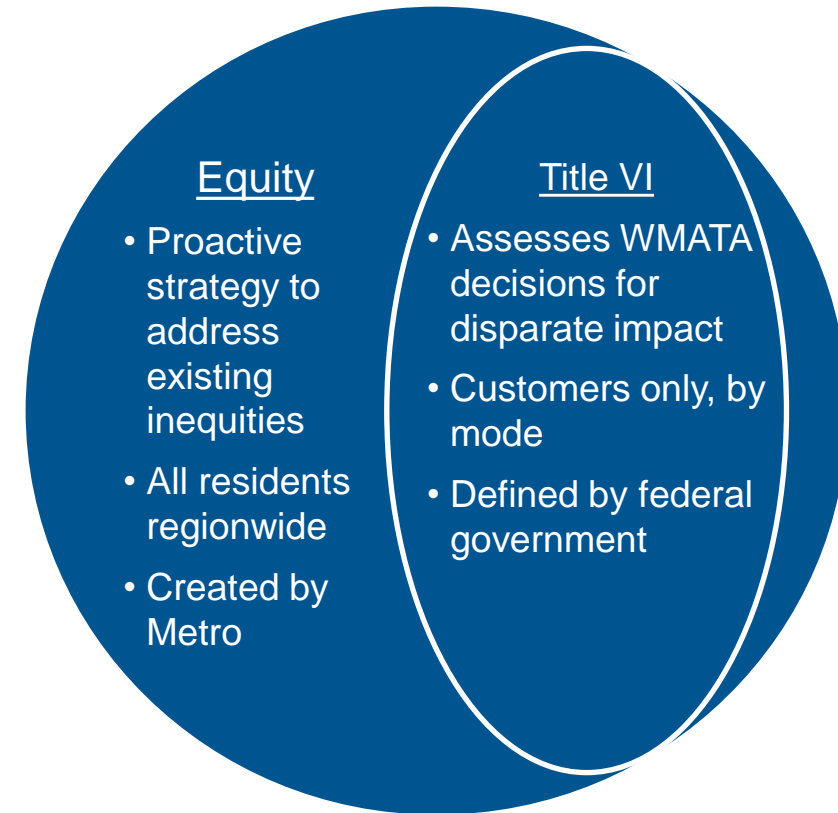


Transit Equity is Broader Than Title VI

Equity: Proactively addressing racial, social, and economic inequities caused by past decisions and systemic forces

Title VI: Makes sure transit agencies do not discriminate or indirectly cause harm to protected classes in services and benefits to its customers

- Focuses on avoiding disparate impacts rather than addressing broader inequities
- Focuses on current customers, not on all residents of the region
- Focuses on a limited set of measures
- Responds to Metro business decisions



Service Equity Analysis Process

Establish Baseline

- Determine ridership demographics using survey data
- Calculate mode averages for minority, low-income

Determine Impacted Riders

- Identify total annual population of impacted customers
- Use ridership demographics to calculate number of impacted riders from protected populations

DI/DB* Test

- Compare share of impacted, protected riders to their overall share for that mode
- If the share of impacted riders exceeds the mode share by a set threshold, there is a potential disparate treatment

Customer Demographics

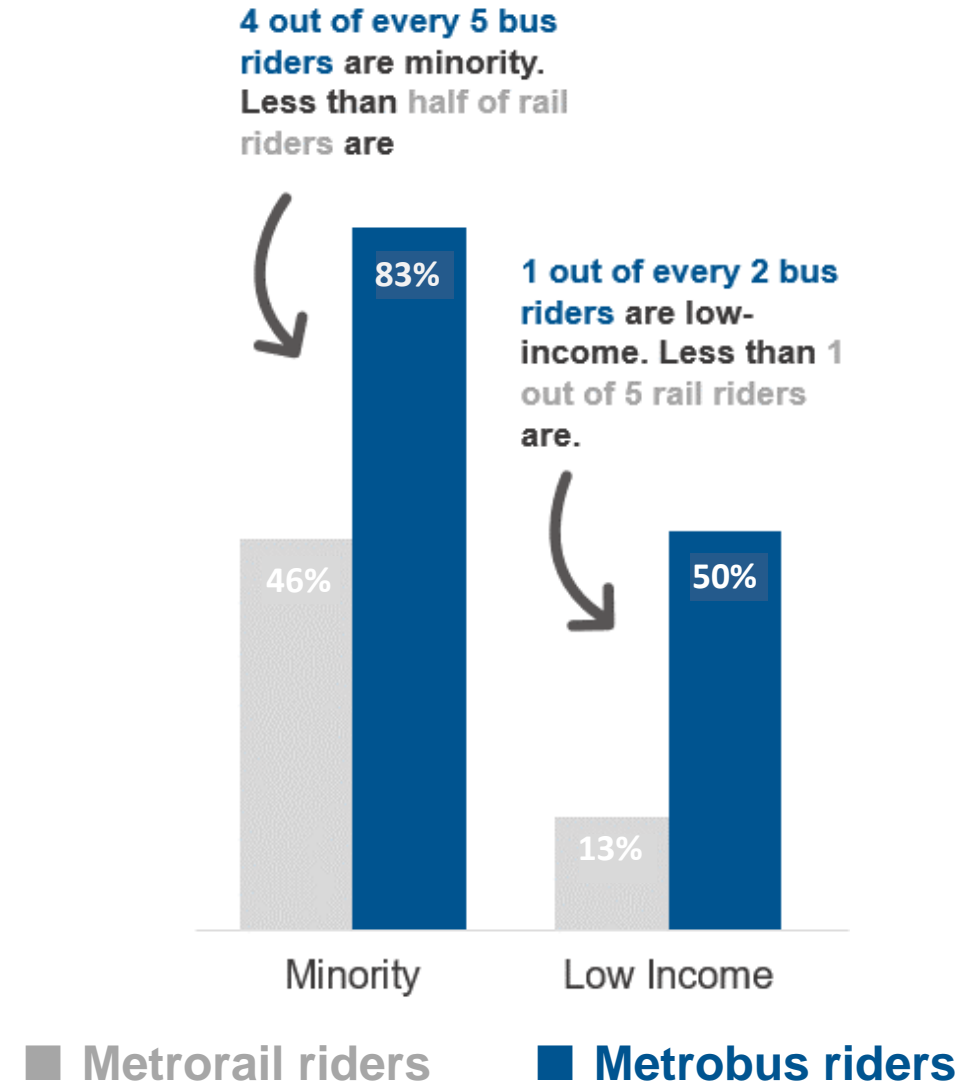
■ 2018 Metrobus Passenger Survey

- 83% Minority
- 50% Low-income*

■ 2022 Metrorail Passenger Survey

- 46% Minority
- 13% Low-Income*

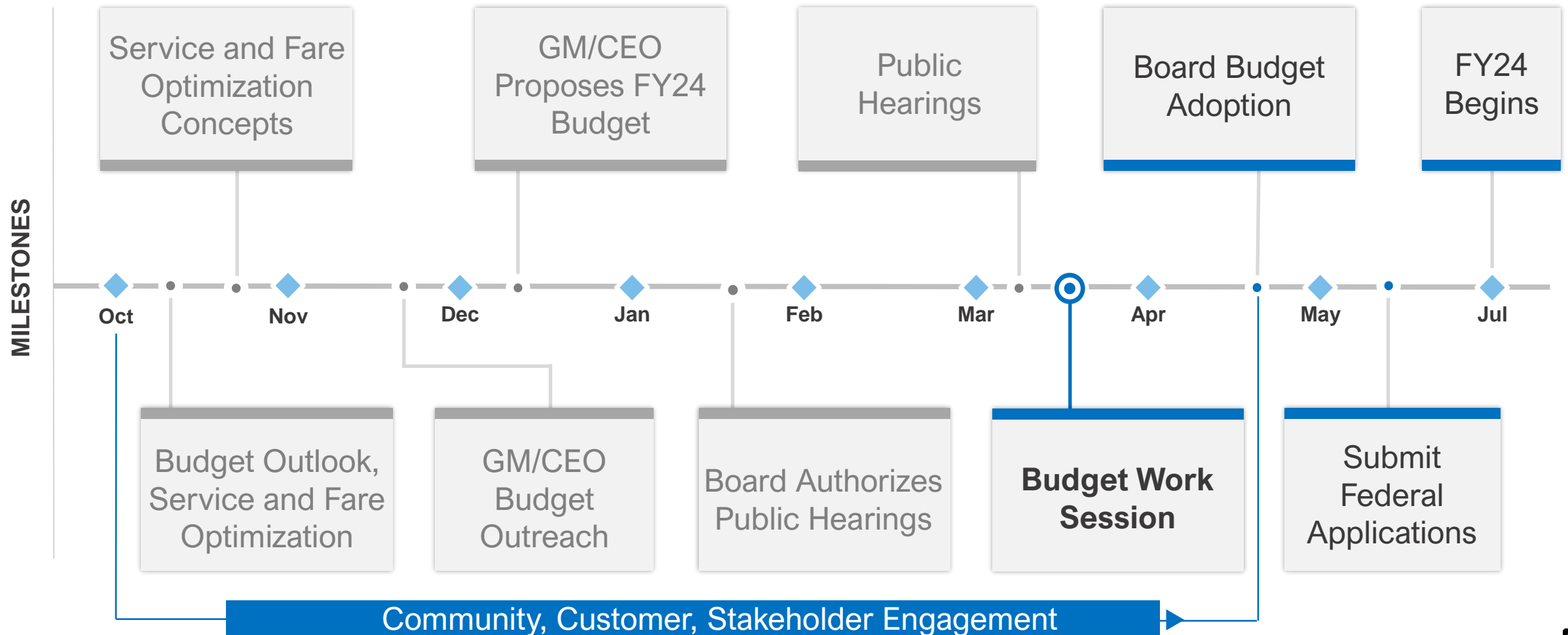
*Household income under \$30K/year



Next Steps



Next Steps to Approve FY2024 Budget



Appendix



What Service Optimization Could Accomplish



Customer Focus / Drives Ridership

- Improve customers' access to destinations and grow system ridership
 - Increase service frequency in areas with high ridership potential
 - Minimize transfer wait times



Equitable

- Increase access to opportunity
 - Focus on currently under-served areas
 - Especially benefit people of color and low-income customers



Asset Optimization

- Optimize use of assets and value delivered from system investments
 - Use available railcar fleet
 - Maximize system design capacity and train throughput

Green/Yellow Line Proposal

Increased Green and Yellow Service with Yellow Line Short Turns

By running more trains, the entire Green and Yellow Lines will receive six-minute service all day, instead of only the combined parts

Opportunity to grow ridership with enhanced service for fast growing parts of system, games and other events at four major sports venues, airport travelers (DCA), and a new station (Potomac Yard)

Reduces transfer times at Gallery Place and L'Enfant Plaza, provides equity benefits on Southern Green Line, increases utilization of key assets (e.g., Yellow Line bridge)

