



Finance and Capital Committee

Action Item III-A

June 10, 2021

Service and Fare Recommendations

Washington Metropolitan Area Transit Authority
Board Action/Information Summary

Action Information

MEAD Number:
202279

Resolution:
 Yes No

TITLE:

Service and Fare Recommendations

PRESENTATION SUMMARY:

In support of the region's pandemic recovery, staff will present recommendations for Board consideration for changes in Metrobus and Metrorail service levels that adapt to current and future customer needs and fare policy changes to advance equity and ridership.

PURPOSE:

To recommend for Board approval of potential service and fare changes designed to support pandemic recovery in the region.

DESCRIPTION:

This presentation provides information for the Board's consideration regarding potential service and fare concepts to support pandemic recovery in the region, and outlines the anticipated benefits of these service and fare concepts.

Key Highlights:

- The Washington area is rapidly reopening and Metro remains committed to supporting recovery in the region.
- Management has developed service and fare proposals that better meet the needs of existing riders, reflect new travel patterns and lifestyle changes, as well as attract returning and new customers.
- Staff recommends frequent all day service, offering 12 minutes or better service on six rail and 20 bus lines, and additional improvements to base service levels on other bus lines.
- Staff recommends extending rail service to midnight seven days a week, beginning this summer and until 1 am on Friday and Saturday by Fall.
- Proposed changes would serve customers for all trip purposes as the region reopens and especially benefit low-income and minority riders in the region.
- Recommended opportunities to simplify fares and support emerging travel patterns in the near-term include free rail-bus transfers, lower 7-day regional bus pass prices, \$2 rail flat fares on weekends, and improved passes.
- The FY2022 Operating Budget increases from \$2.07 billion to \$2.08 billion excluding reimbursables, with the implementation of bus routes 16Y, 3Y, 8W, 1B, and overall rail and bus service improvements. Growth in expense and revenue reductions, from fare changes, are offset by additional federal relief funding utilization .

Background and History:

Pandemic Recovery Plan

Metro's pandemic recovery plan seeks to support the region's recovery, earn public trust that bus and rail travel is safe, and effectively communicate changing service and fare plans. The service restoration strategy is to (1) protect employees, (2) protect customers, and (3) stay ahead of demand. With the widespread availability of Covid-19 vaccines and increasing vaccination rates, Metro is entering the early stages of its recovery phase. This phase includes monitoring conditions and looking for opportunities to adapt service to meet evolving customer needs.

In April 2021, the Board approved the FY2022 budget which includes Metrorail service operating at 80% of pre-pandemic service and Metrobus at 85%. This includes the following approved service changes:

o June bus service improvements

- o 2 am service on 34 lines, seven days
- o Peak, full day, and weekend service restorations

o September bus service enhancements and modifications

- o Changes as part of new DASH network in Alexandria, increasing service frequency all day
- o Restructuring of downtown routes to improve corridor reliability by shortening some routes, realigning others, and reinvesting in the primary portions of the corridors

Discussion:

The Washington area is rapidly reopening with pandemic-related capacity restrictions lifted by June and school systems fully reopening by Fall 2021. Federal relief enabled Metro to avoid severe service cuts and layoffs and is projected to support the base operating budget through FY2023 and contribute to closing an anticipated FY2024 funding gap.

This item recommends service and fare changes for Board adoption:

Proposed Service Changes

Metrobus:

- Launch 12 minutes or better service on 20 lines from 7 am to 9 pm, 7 days a week.
- Offer consistent 20 minutes or better service on 16 lines between 7 am to 9 pm,

7 days a week.

- Restore or improve service on an additional 46 bus routes.

Metrorail:

- All 6 rail lines with improved all day and peak frequencies
 - 10 minutes or better peak
 - 12 minutes or better all day
 - 15 minutes or better late night
- Rail System Open Longer
 - Summer 2021: Extend hours to midnight, 7 days a week
 - Fall 2021: Extend hours to 1 am on Friday and Saturday; Sunday opening to match Saturday

If implemented, these changes would address a top customer priority and improve service for existing riders, increase rail and bus ridership above the levels expected if no service adjustments are made, especially benefit low-income and minority riders who are more likely to ride during off-peak periods and weekends, and support regional recovery as more riders return to school, work, and other activities in Fall 2021.

Proposed Fare Changes

- Implement the following Bus Transformation Project recommendations and deferred fare changes from approved FY2021 budget: Free rail-bus transfers (\$2 transfer discount), Lower Seven-Day Regional Bus Pass Price (\$12 from \$15), Regional providers in Metro passes, Rail weekend \$2 flat fares.
- Offer promotional pass pricing beginning in the Fall, including 50% off short-term combination rail-bus passes and reducing the price of monthly passes approximately 40% (reducing the multiplier from 36 trips to 22 trips).

Metro will monitor ridership and regional trends and develop additional service and fare concepts for Board consideration and the FY2023 budget development process.

Total subsidy required to support the proposed amended budget is unchanged from the FY2022 operating budget adopted by the Board on April 22, 2022. Base subsidy state-level requirements are also unchanged, while individual locality shares have been adjusted to reflect the proposed bus service plan with the addition of Routes 16Y, 3Y, 8W, and the 1B. The allocation of legislative exclusions has been revised to reflect the updated service plan.

FUNDING IMPACT:

Increases to the operating expenses and reductions to revenue, due to increased bus and rail

service, as well as fare changes, are offset by additional federal relief funding utilization in the proposed amended FY2022 Budget.

TIMELINE:

Previous Actions	May 2020 – Covid Recovery Planning Update June 2020 – Covid-19 Pandemic Recovery Plan & Budget update July 2020 – Covid-19 Pandemic Recovery Plan & Budget update September 2020 – Covid-19 Pandemic Recovery Plan & Budget Update April 2021 – FY2022 Budget Adoption
Anticipated actions after presentation	Fall 2021 – Implementation of near-term service and fare opportunities FY2022 – Development and consideration of further fare policy changes

RECOMMENDATION:

Staff recommends approving the service and fare changes for Fall implementation.

Service and Fare Recommendations

Finance and Capital Committee
June 10, 2021



Purpose

Recommend Board approval of service improvements and fare changes to support pandemic recovery in the region to be implemented in Fall 2021.

Why is this combination of service and fare changes recommended for Metro's pandemic recovery phase?

- Support regional economic and social recovery
- Encourage ridership and trip-making
- Promote system connectivity – *One Metro* – and a more integrated regional transit system
- Assist low-income riders and advance equity
- Induce non-work travel on the system and support work trips made at non-peak times

Service | Recommendations

Bus Service Improvements

- Launch 20 line all day, frequent network at rail frequencies
 - 20 bus lines with 12 minutes or better service, 7am to 9pm, 7 days a week
- Additional improvements
 - 16 bus lines with 20 minutes or better service, 7am to 9pm, 7 days a week
 - Service restored or improved on an additional 46 bus routes

Rail Service Improvements

- All 6 rail lines with improved all day and peak frequencies
 - 10 minutes or better peak
 - 12 minutes or better all day
 - 15 minutes or better late night
- Rail system open longer
 - Summer 2021: Extend hours to midnight, 7 days a week
 - Fall 2021: Extend hours to 1 am on Friday and Saturday; Sunday opening to match Saturday

Improves service for existing and new riders

- Delivers a top customer priority and supports regional recovery
- Provides ridership growth opportunity to offset slowness in returning peak commute trips
- Especially benefits low-income and minority riders

Fares | Recommendations

- Implement Bus Transformation Project recommendations and deferred fare changes from approved FY2021 budget:
 - Free rail-bus transfers (\$2 transfer discount)
 - Lower 7-Day Regional Bus Pass Price (\$12 from \$15)
 - Regional providers in Metro passes
 - Rail weekend \$2 flat fares
- Launch a Fall win riders promotion:
 - Discount short-term combination rail-bus passes by 50%
 - Discount the price of monthly passes approximately 40% (reducing the multiplier from 36 trips to 22 trips)

Promotes ridership, equity, and seamless experience

- Improved integration between rail and bus and across operators
- Improved affordability for riders
- Especially benefits low-income and minority riders

When Customers Would See Improvements

Summer 2021

Approved: June bus service improvements

- 2 am service on 34 lines, 7 days
- Peak, full day, and weekend service restorations

Recommended:

- Rail open until midnight, 7 days

Labor Day / Fall 2021

Approved: September bus service enhancements and modifications

Recommended:

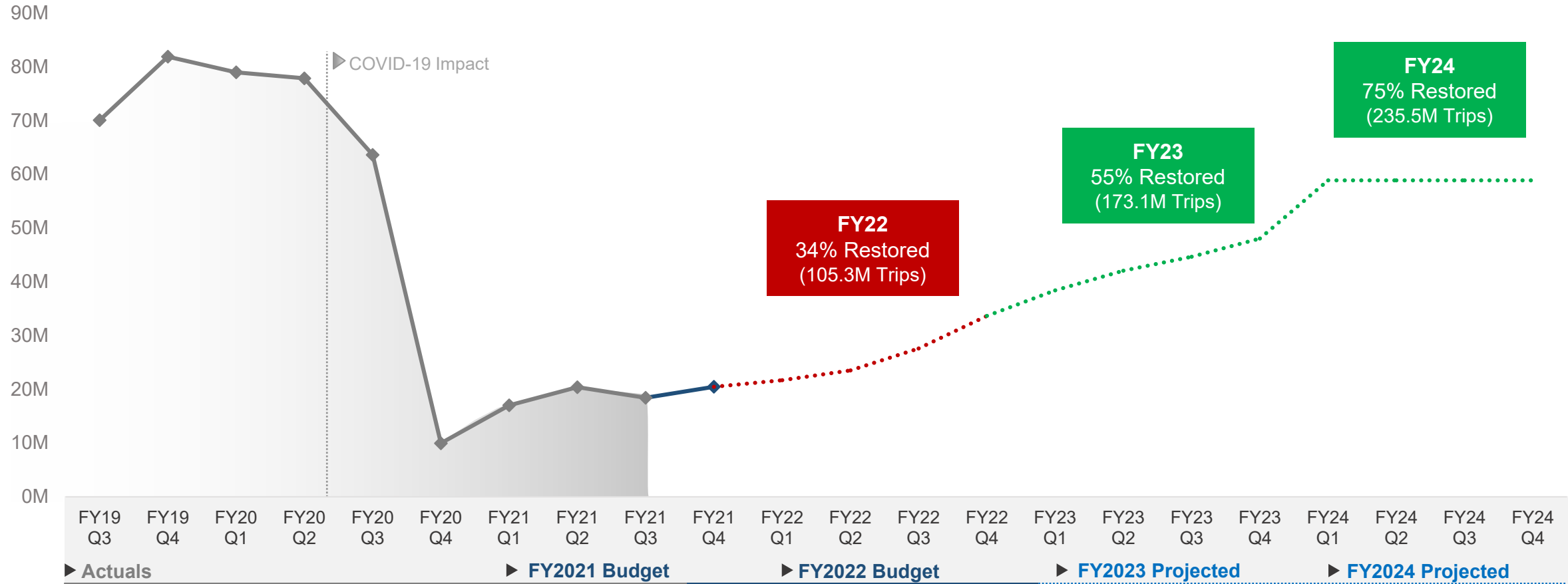
- 26 lines: All day 12 minutes or better rail-bus network
- Additional bus service improvements
 - 16 lines at 20 minutes or better
 - 46 additional routes with service restored or improved
- Additional rail service improvements*
 - 5 to 10 minute peak rail service
 - Rail open until 1 am Friday and Saturday and improved late night frequency and weekend service
- Fare initiatives
 - Free rail-bus transfers, \$12 weekly bus pass; passes with local bus, \$2 weekend flat fares; promotional pass pricing

2022

Planned: 7 new rail stations open

- Reston Town Center
- Herndon
- Innovation Center
- Dulles Airport
- Loudoun Gateway
- Ashburn
- Potomac Yard

Preliminary High-Level Ridership Outlook



Ridership percentages are based on preliminary high-level estimates
 Note: Amounts are rounded for presentation purposes and may not sum

Ridership	FY2021 Budget				FY2022 Budget				FY2023 Projected				FY2024 Projected			
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
	21.1M	23.0M	27.6M	33.7M	38.4M	42.1M	44.6M	48.0M	58.9M	58.9M	58.9M	58.9M	58.9M	58.9M	58.9M	58.9M



Estimated Operating Budget Impact

	FY2022		
	Revenue	Expense ³	Net
<i>\$ in Millions</i>			
Service			
Total Service from June 2 nd Proposal	-	\$2.0	(\$2.0)
Rail Service Span Add (Service until 1 am) ¹	\$0.5	\$2.0	(\$1.5)
Bus Restoration Adds (16Y, 3Y, 1B, 8W) ²	\$0.1	\$1.8	(\$1.6)
Total Service	\$0.6	\$5.8	(\$5.1)
Fares¹			
Free Rail-Bus Transfers (\$2 transfer discount)	(\$4.9)	-	(\$4.9)
7-Day Regional Bus Pass	(\$0.7)	-	(\$0.7)
Rail weekend \$2 flat fares	(\$2.1)	-	(\$2.1)
50% discount on all bus and rail passes	(\$12.2)	-	(\$12.2)
Total Fares	(\$20.1)	-	(\$20.1)
Total Impact	(\$19.5)	\$5.8	(\$25.2)
ARPA Increase			\$25.2

¹ Denotes fare and service initiatives for 9-months in FY2022

² Service restored to approximately 30 percent of pre-pandemic levels

³ Estimates also impact FY2023 and FY2024











Operating Budget Preliminary Outlook Through FY2024

	FY2021 Budget	FY2022 Budget	FY2022 Adjusted	FY2023 Projection 55% Restored	FY2024 Projection 75% Restored
<i>\$ in Millions</i>					
Revenue ¹	\$180.6	\$237.3	\$217.9	\$428.1	\$563.7
Expense	\$1,934.1	\$2,069.9	\$2,075.6	\$2,211.0	\$2,265.0
Operating Deficit	(\$1,753.5)	(\$1,832.5)	(\$1,857.7)	(\$1,782.9)	(\$1,701.3)
Subsidy ²	\$1,111.6	\$1,109.7	\$1,109.7	\$1,190.4	\$1,226.1
Funding Gap	(\$642.0)	(\$722.9)	(\$748.1)	(\$592.4)	(\$475.2)
Relief Funding	\$642.0	\$722.9	\$748.1	\$592.4	\$247.4
Remaining Gap	\$0.0	\$0.0	\$0.0	\$0.0	(\$227.8)

¹ FY2023 and FY2024 revenue do not include fare initiatives proposed for FY2022

² FY2023 subsidy assumes 3 percent growth as well as legislative exclusions for SVL2 Add-Back and full year of Potomac Yard station

Service | Long Term Options for Fall Consideration

- Continue to monitor ridership and regional trends and consider additional service changes
- With additional resources, Metro could:
 - Offer more frequent, all day service  
 - Expand high frequency bus segments to the branch line level 
 - For one-third of lines included, the highest frequency applies only to the trunk segments
 - Add additional lines to the all day high frequency network 
 - Offer high frequency for more hours of the day – e.g., starting earlier at 6 am or extending later until 10 pm  
 - Increase the frequency standard – e.g., 10 minutes  
 - Restore more pre-pandemic service  

Note: The proposal fully utilizes available operators and additional hiring would be required for further improvements

Fares | Long Term Options for Fall Consideration

Advance Fare Strategy and Consider Larger Changes

- Consider broader changes to fare structure and levels
- Seek customer input on priorities and options
- Staff to support Board in development and consideration of options

Rail	Bus
Off-Peak All Day (\$2 to \$3.85)	\$1 Bus Fare
Zone Fares (e.g., DC, Inside Beltway, Outside Beltway)	
Lower Min (\$2) or Max (\$6) Fare	
Free or Cheaper Parking	
Group/Family Passes	
	Discounted Low Income Fare
	Cheaper Passes and More Regional Pass Options
	Fare Capping (Daily, Weekly, Monthly)
	MetroAccess Fare Simplification

Recommendation and Next Steps

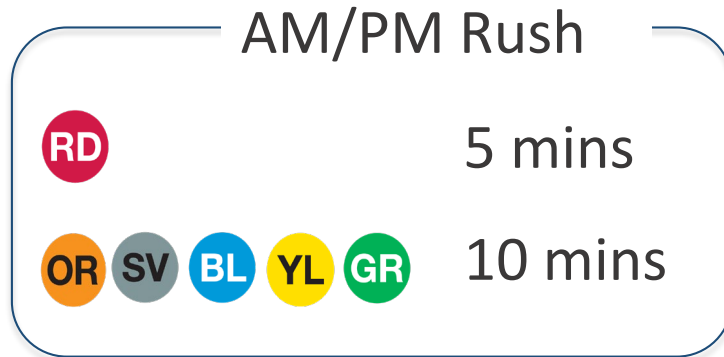
- Approve service and fare improvements
- Staff will review impacts of service and fare changes and return to the Board with:
 - Title VI analysis of those changes proposed for permanent adoption
 - Refined analysis of financial and budget implications
- Continued development of service and fare concepts for Board consideration and FY2023 budget process
 - Staff to return in July to begin review of fare policy



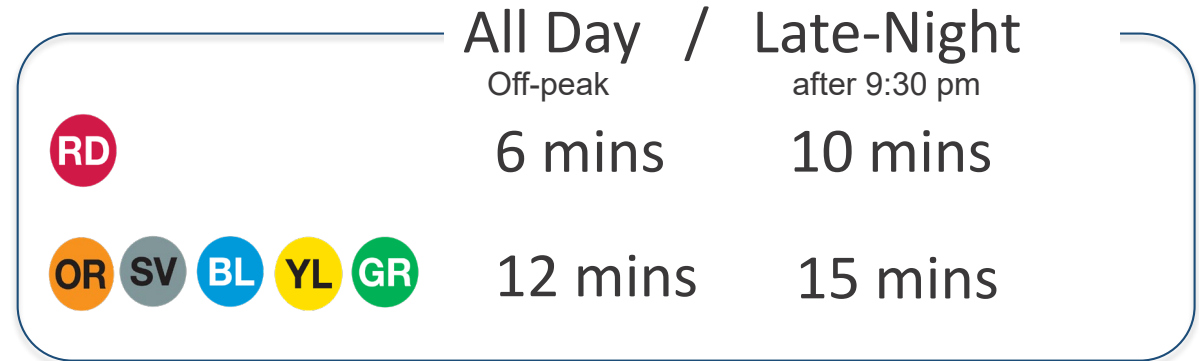
Appendix



Service Concept | Rail



AM/PM Rush: 6:30a-9:30a and 3p-7p



Operating Hours: Opening 5a M-F, 7a Sa-Su; Closing 12a Su-Th, 1a Fr-Sa

- Higher all day frequencies
 - Improved 6 to 12 minute weekday evening and weekend service
 - Improved later evening service with no less than 15 minute service (instead of 20 minute) on all lines at all times
- Better peak service
 - 5 to 10 minute weekday peak service to accommodate return to work and school
- 100% eight-car trains



- Expected to increase ridership ~7% systemwide above ridership recovery levels without improvements
- Especially benefits low-income and minority riders who are more likely to ride off-peak and weekends

Service Concept Summary | Bus



Lines

12-min Network & Other Improvements

36

20 at 12-min and 16 at 20-min
"frequent" "consistent"

Span

7 am – 9 pm
14 hours, 7 days

Riders Benefitting

% of total bus riders, weekday

60%

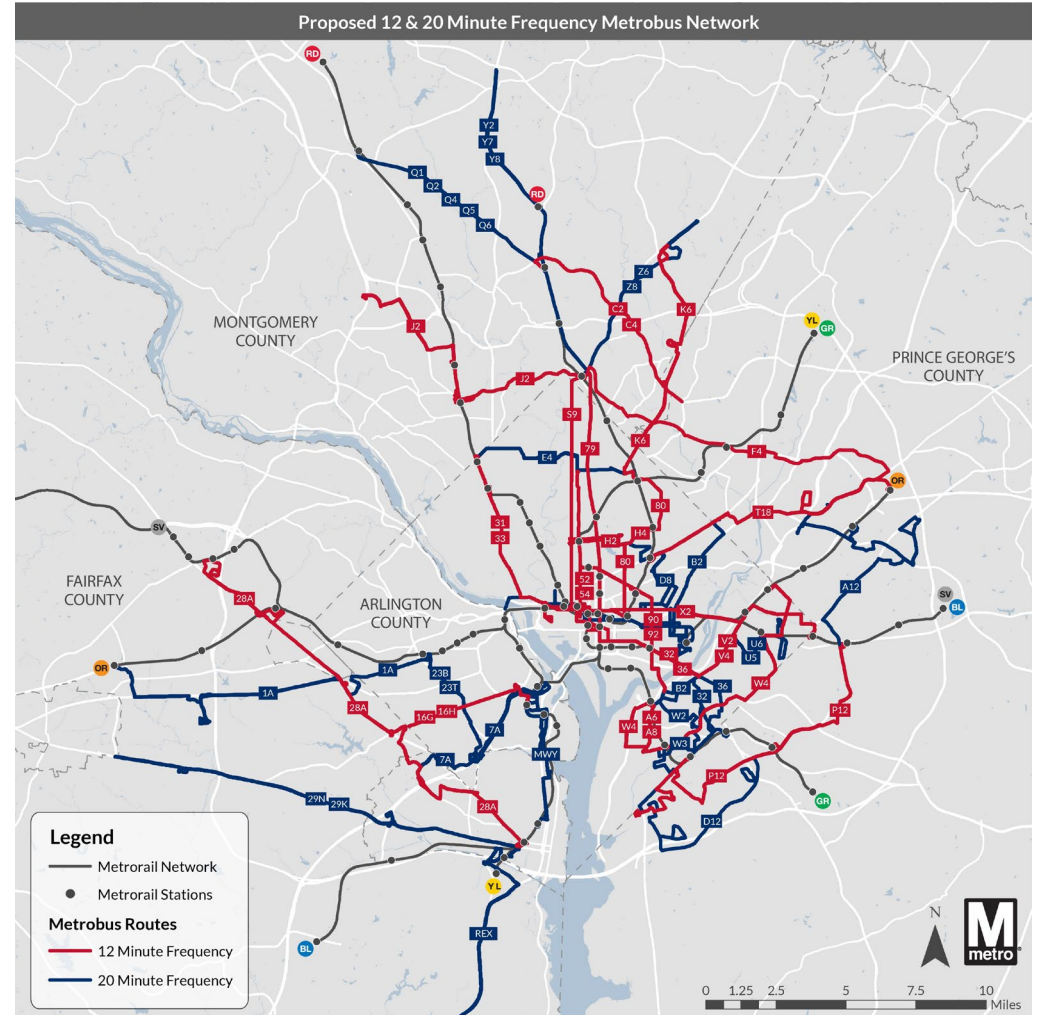
Ridership

estimated % growth in daily riders

✓ Benefits equity riders

+~8%

on upgraded lines (~4% systemwide)
above expected recovery level without improvements



Frequent, All Day Service Lines

District of Columbia	12 / 20 Minute Network	Maryland	12 / 20 Minute Network	Virginia	12 / 20 Minute Network
31,33	12	C2,C4	12	16G,16H	12
32,36	12	F4	12	28A	12
52,54	12	J2	12	1A	20
79	12	K6	12	7A	20
80	12	P12	12	23A,23B,23T	20
90,92	12	T18	12	29K,29N	20
A6,A8	12	A12	20	MWY	20
H2,H4	12	D12	20	REX	20
S9	12	Q's	20		
V2,V4	12	Y2,Y7,Y8	20		
W4	12	Z6,Z8	20		
X2	12				
B2	20				
D8	20				
E4	20				
U5,U6	20				
W2,W3	20				

Metrobus September 2021 Service Restoration and Changes

Recommended Service Restoration	District of Columbia	Maryland	Virginia
<ul style="list-style-type: none"> - Resume Service - Add Peak Frequency - Add Off-Peak Frequency and Coverage 	64,D6,E2,G8,H6,L2, M6,N2,N6,U4,W6, W8,X8	83,86,89M,C8,C12, C14,F6,F8,F12,F13, G12,G14,H12,K9,K12, P18,R2,R4,R12	1B,1C,2B,3Y,7M, 8W,10A,11C, 16Y,17K,18J,21C, 22F,28F
Route adjustments <small>*Routes also receiving additional service/frequency</small>	42*,43*,62, 63*,D4*,N4*	D13,D14	18G,18H
Previously Approved Service Changes	District of Columbia	Maryland	Virginia
Alexandria Transit Vision Plan Route Modifications			7A,7F,7W,25B,28A
Shortened Route / Route Realignment	42,43,63,80		
Route Eliminations	30N,30S		7Y
Routes with additional service to replace eliminated routes	31,32,33,36		7A

Proposed Metrobus Service September 2021 – Remaining Service Status

Service Restoration Deferred	District of Columbia	Maryland	Virginia
Routes Remaining Suspended	37,39,A9,B8,B9,D1, D5,G9,H1,L1,S1,V1, X1,X3	87,B30,J4,P19	4A,7C,7P,8S,10E, 10N,16L,17L,21D
Routes with Segments Remaining Unserved	34,97,D4,E6,N4	B29,C28,H11, H13	7Y,8Z,11Y,16C, 17H,18G,18H,28G
Routes remaining at June 2021 peak-period frequencies – below pre-pandemic levels	74,D2,G2,U7	C11,C13,L8,T2,Z2	2A,4B,5A,16C, 22A/C

Title VI Compliance

- Required for major service changes by mode (individually) and fare changes
 - Is there a disparate impact (DI) on minority populations?
 - Is there a disproportionate burden (DB) on low-income populations?

- Preliminary scan completed for service and fare changes
 - No disparate impact (DI) for minority populations for either mode
 - No disproportionate burden (DB) for low-income populations for either mode
 - No disparate impact (DI) or disproportionate burden (DB) for fare changes

- Title VI requires public outreach before adopting service or fares permanently (and approving equity analysis), which has not yet occurred.
 - Following the completion of the public outreach process, staff will prepare equity analysis that incorporates any significant changes to the proposals

Adjusted Subsidy Allocation by Jurisdiction

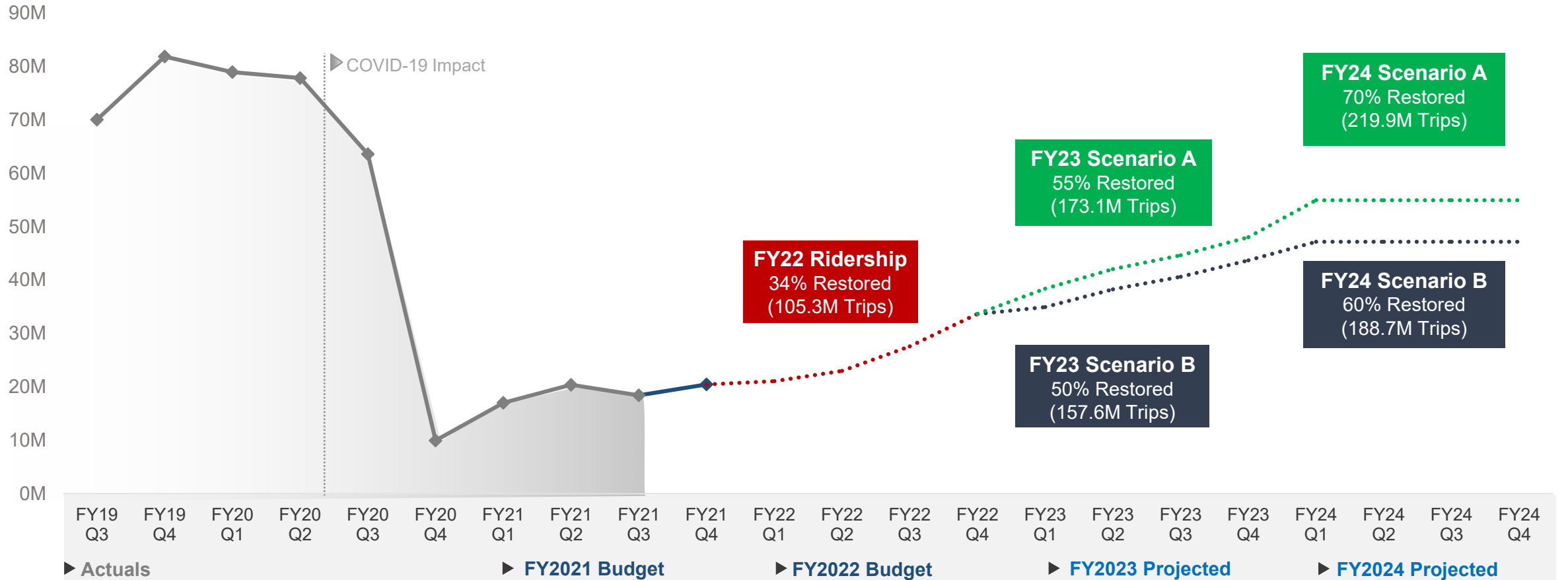
	FY2021 Subsidy	FY2022 Base Subsidy ¹	Change %	Legislative Exclusions	Potomac Yard	FY2022 Total Subsidy	Total Change %	Debt Service	Jurisdictional Contribution
District of Columbia	\$399,159,420	\$396,500,188	(0.7%)	\$1,933,648	\$156,344	\$398,590,180	(0.1%)	\$33,273,091	\$431,863,271
Montgomery County	\$183,607,050	\$178,258,041	(2.9%)	\$798,617	\$83,017	\$179,139,675	(2.4%)	\$15,409,645	\$194,549,321
Prince George's County	\$240,588,518	\$243,111,502	1.0%	\$839,897	\$74,515	\$244,025,914	1.4%	\$15,809,086	\$259,834,999
Maryland Subtotal	\$424,195,568	\$421,369,543	(0.7%)	\$1,638,514	\$157,532	\$423,165,589	(0.2%)	\$31,218,731	\$454,384,320
City of Alexandria	\$46,090,591	\$45,849,431	(0.5%)	\$231,920	\$22,083	\$46,103,434	0.0%	\$1,775,511	\$47,878,945
Arlington County	\$77,313,237	\$77,284,041	(0.0%)	\$412,707	\$44,210	\$77,740,958	0.6%	\$0	\$77,740,958
City of Fairfax	\$2,676,330	\$2,733,848	2.1%	\$11,074	\$1,439	\$2,746,361	2.6%	\$111,494	\$2,857,855
Fairfax County	\$153,872,850	\$151,338,149	(1.6%)	\$695,961	\$76,881	\$152,110,992	(1.1%)	\$5,615,212	\$157,726,204
City of Falls Church	\$3,137,603	\$3,056,453	(2.6%)	\$16,589	\$1,188	\$3,074,231	(2.0%)	\$176,211	\$3,250,442
Loudoun County	\$5,138,519	\$6,047,001	17.7%	\$59,586	\$13,989	\$6,120,577	19.1%	\$0	\$6,120,577
Virginia Subtotal	\$288,229,129	\$286,308,924	(0.7%)	\$1,427,837	\$159,791	\$287,896,552	(0.1%)	\$7,678,428	\$295,574,980
Total Contribution	\$1,111,584,118	\$1,104,178,655	(0.7%)	\$5,000,000	\$473,666	\$1,109,652,321	(0.2%)	\$72,170,250	\$1,181,822,571

1. In addition to deferred subsidy, FY2022 Base subsidy reduced by \$6.6M for delay of Silver Line Phase 2 and \$0.8M for Bus Route 3A to be operated by Fairfax County effective July 2021, allocation updated to reflect the addition of Routes 16Y, 3Y, 8W, 1B

Subsidy Variance from FY2022 Approved Budget

	FY2021 Subsidy	FY2022 Base Subsidy	Change %	Legislative Exclusions	Potomac Yard	FY2022 Total Subsidy	Total Change %	Debt Service	Jurisdictional Contribution
District of Columbia	\$0	\$0	0.0%	(\$4,639)	\$0	(\$4,639)	(0.0%)	\$0	(\$4,639)
Montgomery County	\$0	\$3,840	0.0%	(\$1,247)	\$0	\$2,593	0.0%	\$0	\$2,593
Prince George's County	\$0	(\$3,840)	(0.0%)	(\$1,761)	\$0	(\$5,601)	(0.0%)	\$0	(\$5,601)
Maryland Subtotal	\$0	\$0	0.0%	(\$3,008)	\$0	(\$3,008)	(0.0%)	\$0	(\$3,008)
City of Alexandria	\$0	(\$150,332)	(0.3%)	\$272	\$0	(\$150,060)	(0.3%)	\$0	(\$150,060)
Arlington County	\$0	\$881,092	1.2%	\$7,650	\$0	\$888,742	1.2%	\$0	\$888,742
City of Fairfax	\$0	(\$11,521)	(0.4%)	\$0	\$0	(\$11,521)	(0.4%)	\$0	(\$11,521)
Fairfax County	\$0	(\$675,497)	(0.4%)	(\$239)	\$0	(\$675,737)	(0.4%)	\$0	(\$675,737)
City of Falls Church	\$0	(\$18,452)	(0.6%)	(\$35)	\$0	(\$18,487)	(0.6%)	\$0	(\$18,487)
Loudoun County	\$0	(\$25,290)	(0.4%)	\$0	\$0	(\$25,290)	(0.4%)	\$0	(\$25,290)
Virginia Subtotal	\$0	\$0	0.0%	\$7,647	\$0	\$7,647	0.0%	\$0	\$7,647
Total Contribution	\$0	\$0	0.0%	\$0	\$0	\$0	0.0%	\$0	\$0

Ridership Scenarios Capped in FY2024



Ridership percentages are based on preliminary high-level estimates
 Note: Amounts are rounded for presentation purposes and may not sum

Ridership	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Scenario A	21.1M	23.0M	27.6M	33.7M	38.4M	42.1M	44.6M	48.0M	55.0M	55.0M	55.0M	55.0M
Scenario B	21.1M	23.0M	27.6M	33.7M	34.9M	38.3M	40.6M	43.7M	47.2M	47.2M	47.2M	47.2M



Operating Budget Preliminary Outlook Through FY2024

	FY2021 Budget	FY2022 Budget	FY2022 Adjusted	FY2023 Projection A - 55% Restored	FY2024 Projection A - 70% Restored
<i>\$ in Millions</i>					
Revenue ¹	\$180.6	\$237.3	\$217.9	\$428.1	\$530.3
Expense	\$1,934.1	\$2,069.9	\$2,075.6	\$2,211.0	\$2,265.0
Operating Deficit	(\$1,753.5)	(\$1,832.5)	(\$1,857.7)	(\$1,782.9)	(\$1,734.7)
Subsidy ²	\$1,111.6	\$1,109.7	\$1,109.7	\$1,190.4	\$1,226.1
Funding Gap	(\$642.0)	(\$722.9)	(\$748.1)	(\$592.4)	(\$508.6)
Relief Funding	\$642.0	\$722.9	\$748.1	\$592.4	\$247.4
Remaining Gap	\$0.0	\$0.0	\$0.0	\$0.0	(\$261.2)

Note: Amounts are rounded for presentation purposes and may not sum

¹ FY2023 and FY2024 revenue do not include fare initiatives proposed for FY2022

² FY2023 subsidy assumes 3 percent growth as well as legislative exclusions for SVL2 Add-Back and full year of Potomac Yard station

Operating Budget Preliminary Outlook Through FY2024

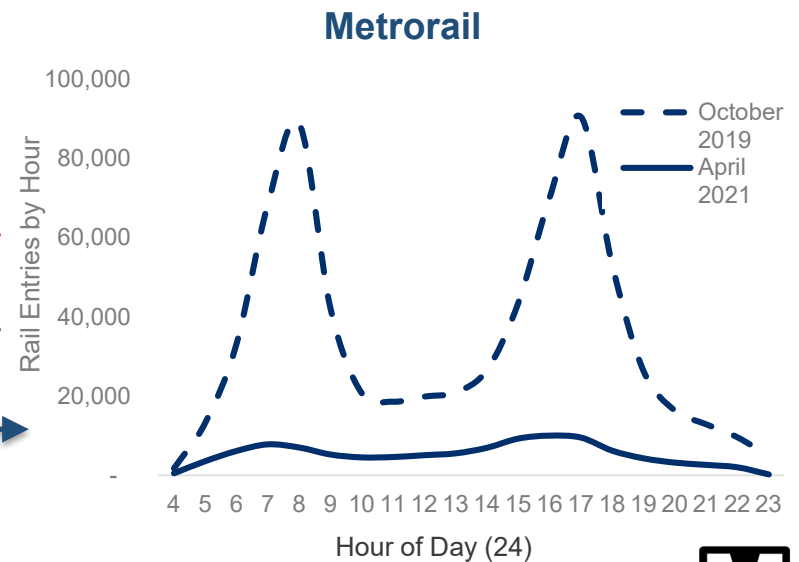
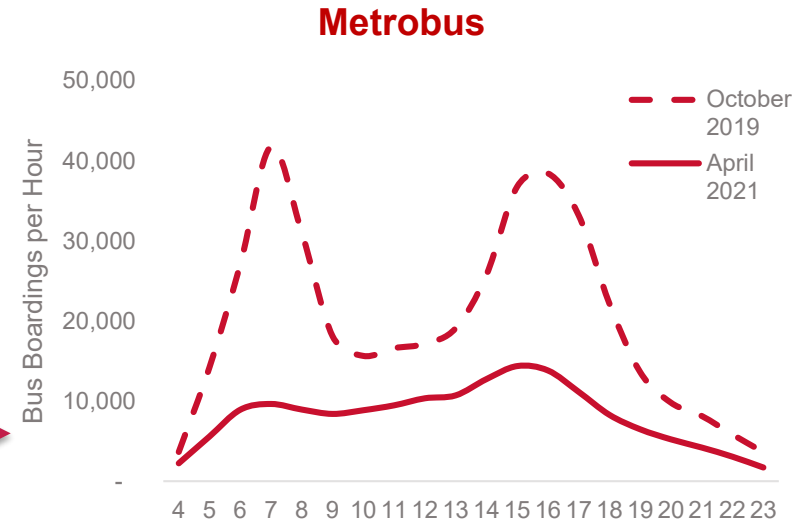
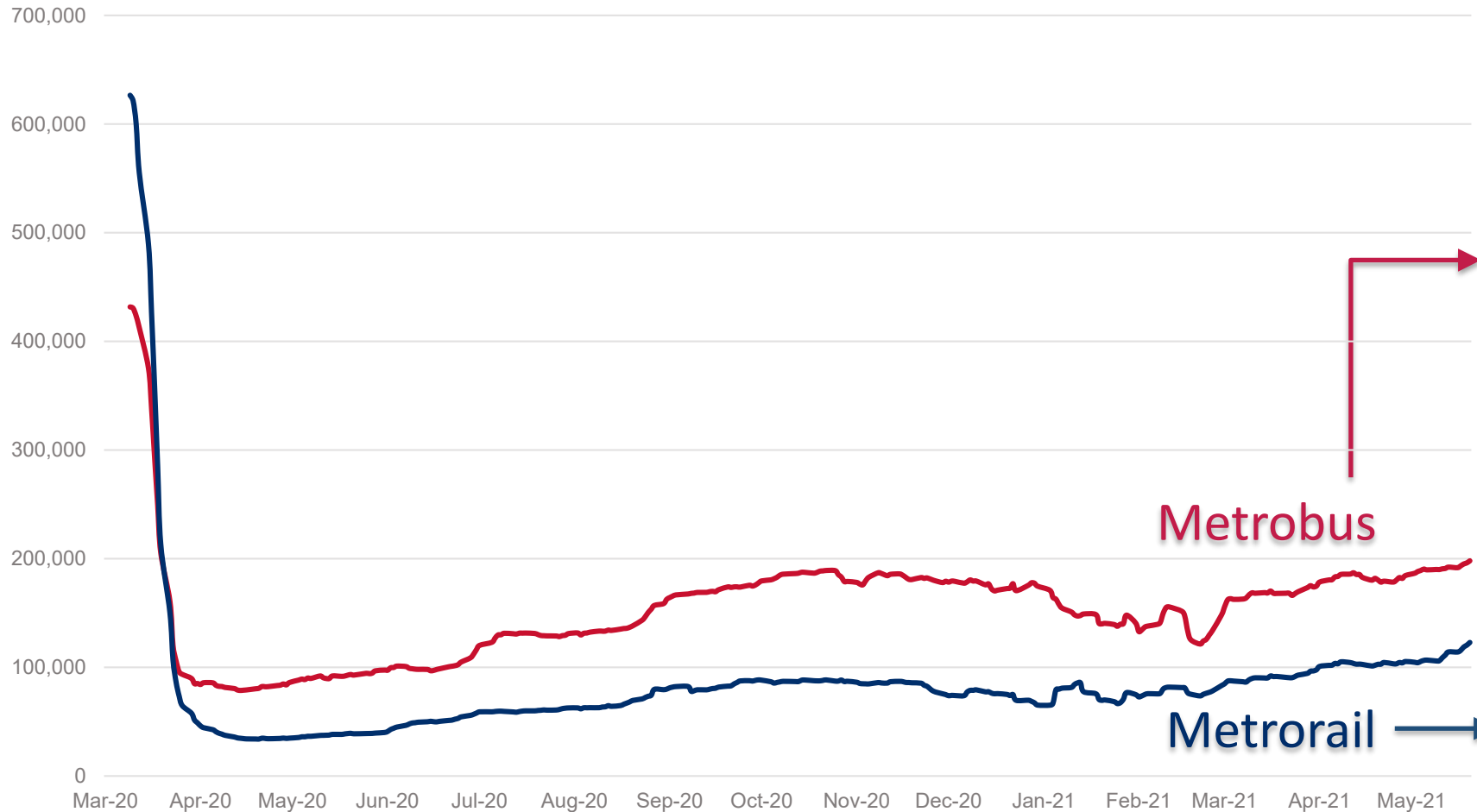
	FY2021 Budget	FY2022 Budget	FY2022 Adjusted	FY2023 Projection B - 50% Restored	FY2024 Projection B - 60% Restored
<i>\$ in Millions</i>					
Revenue ¹	\$180.6	\$237.3	\$217.9	\$394.7	\$463.4
Expense	\$1,934.1	\$2,069.9	\$2,075.6	\$2,211.0	\$2,265.0
Operating Deficit	(\$1,753.5)	(\$1,832.5)	(\$1,857.7)	(\$1,816.3)	(\$1,801.6)
Subsidy ²	\$1,111.6	\$1,109.7	\$1,109.7	\$1,190.4	\$1,226.1
Funding Gap	(\$642.0)	(\$722.9)	(\$748.1)	(\$625.9)	(\$575.5)
Relief Funding	\$642.0	\$722.9	\$748.1	\$625.9	\$213.9
Remaining Gap	\$0.0	\$0.0	\$0.0	\$0.0	(\$361.6)

Note: Amounts are rounded for presentation purposes and may not sum

¹ FY2023 and FY2024 revenue do not include fare initiatives proposed for FY2022

² FY2023 subsidy assumes 3 percent growth as well as legislative exclusions for SVL2 Add-Back and full year of Potomac Yard station

Bus and Rail Ridership

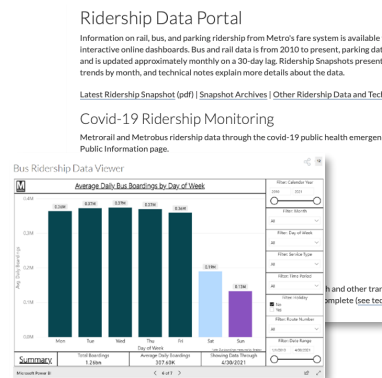


May 2021 Ridership

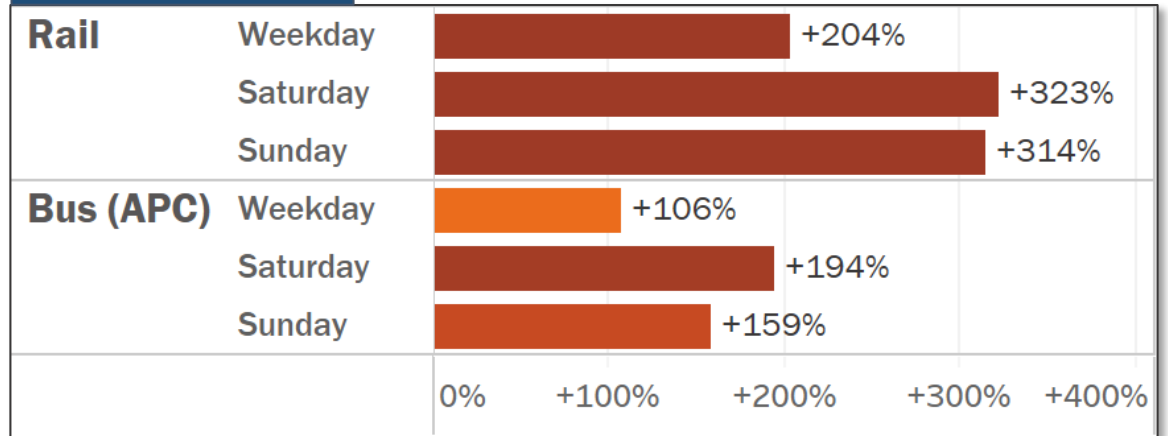
May 2021 Averages	Weekday	Saturday	Sunday
Rail	117,000	85,000	66,000
Bus (APC)	172,000	119,000	83,000
Parking	3,000		

Interact with this data on Metro's Ridership Data Portal: <https://www.wmata.com/initiatives/ridership-portal>

For technical information, see [How to Use and Interpret Metro Ridership Data](#)

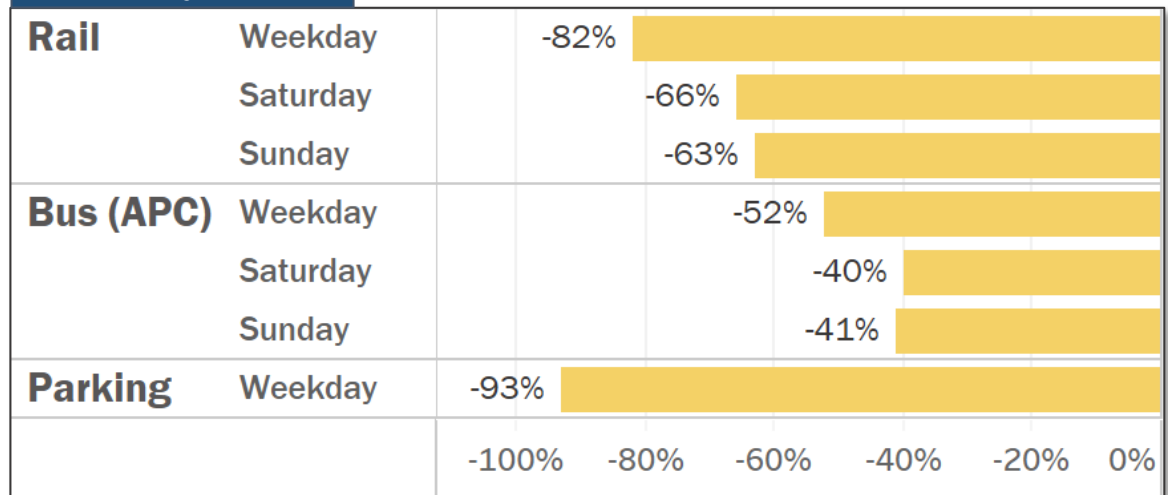


vs. May 2020



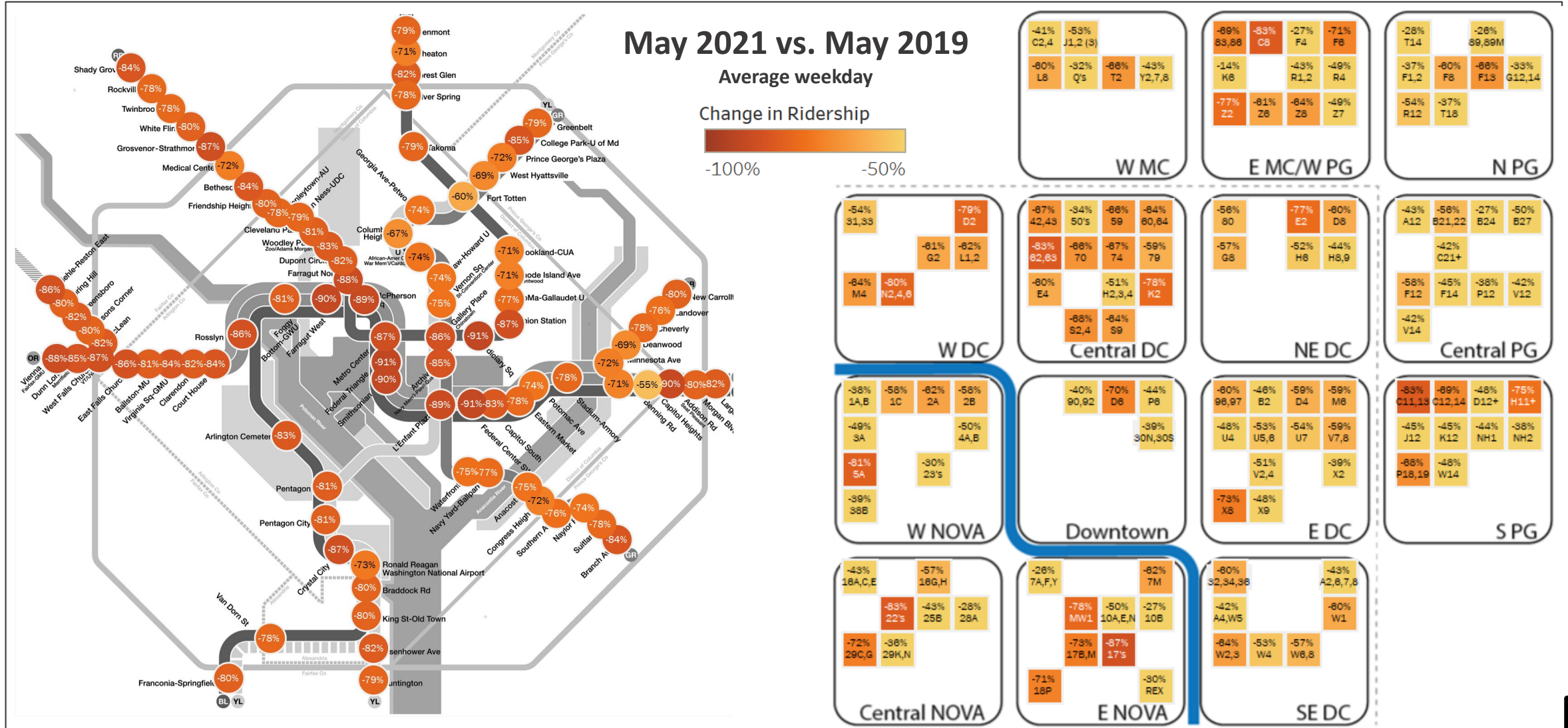
Note: Paid parking suspended in May 2020

vs. May 2019



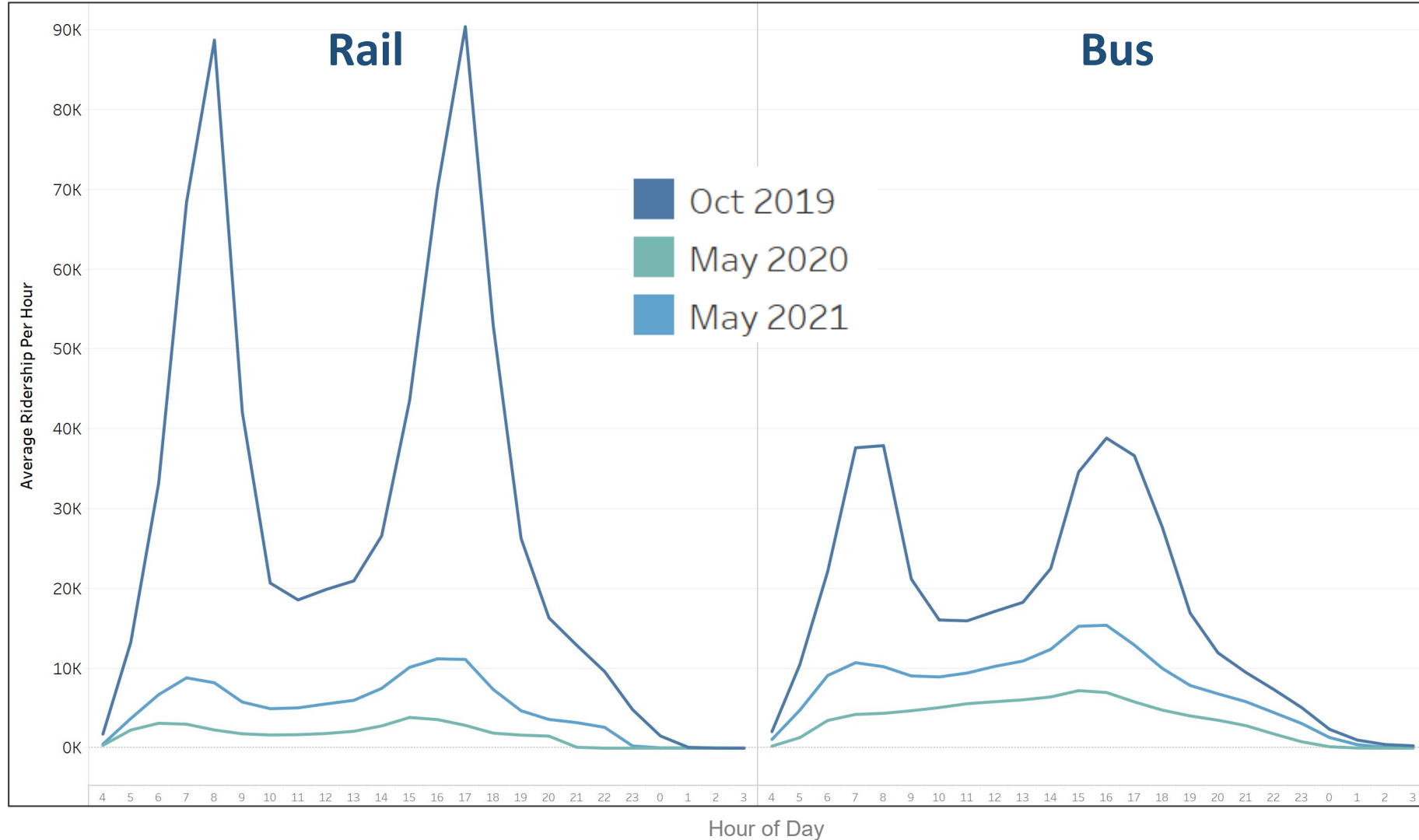
APC = Automated Passenger Counter

How Ridership Has Changed by Rail Station and Bus Line



How Ridership Has Changed by Hour of Day

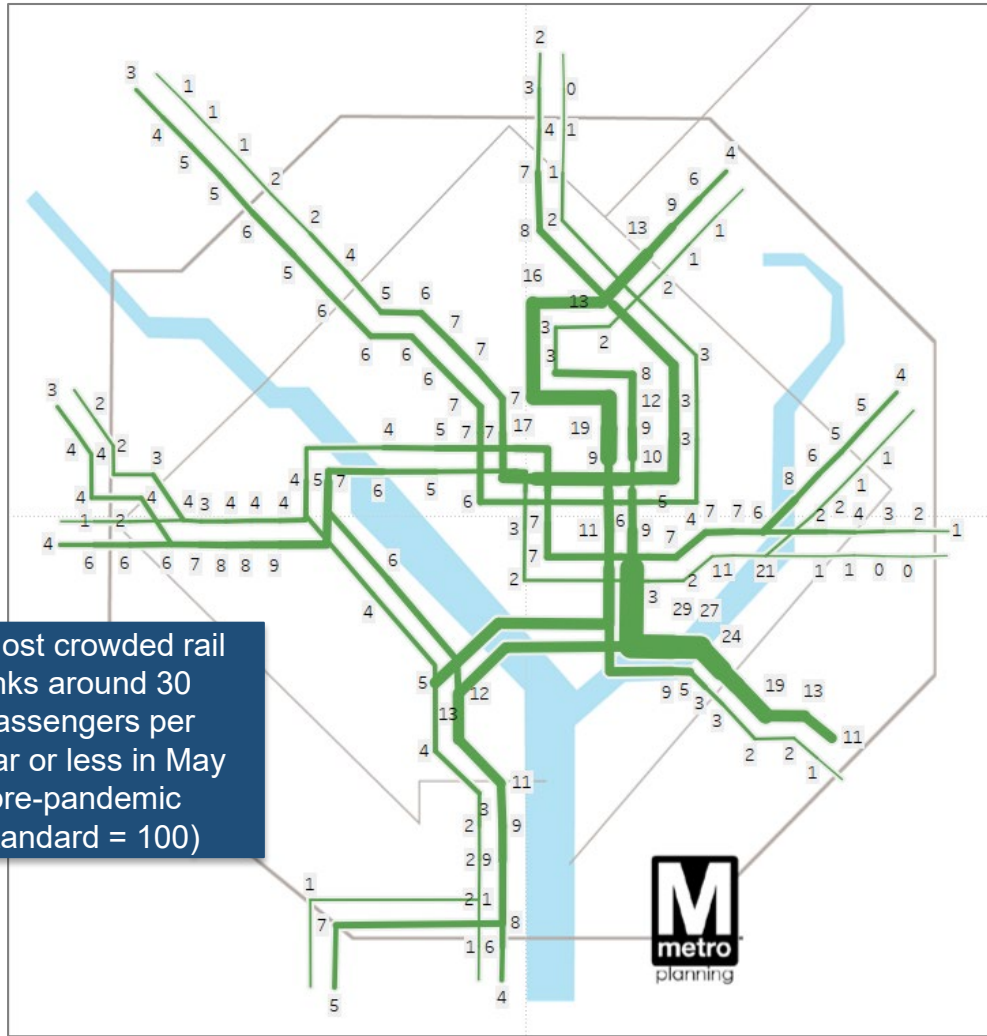
**Boardings
By Hour**
(Avg Weekday)



Rail and Bus Load Levels

Metrail Loads by Link

Passengers per car, May 26, 2021, 7:00-8:00am



Most crowded rail links around 30 passengers per car or less in May (pre-pandemic standard = 100)



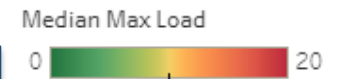
Typical Metrobus Maximum Load

Passengers per bus at highest point, by hour of day, May 24-28, 2021

Bpln S...	Routes Per...	ROUTE	0	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22
Central PGC	P12	P12	6			11	13	16	15	16	15	14	15	19	17	20	17	20	22	16	18	14	13	13
Northern P.	T18	T18				28	14	15	13	16	16	16	15	19	14	19	17	19	17	12	11	13	9	11
Eastern	F4	F4				31	19	17	16	14	14	16	17	16	16	19	17	17	17	18	14	12	13	11
MGC/Weste..	K6	K6				15	24	20	17	15	12	12	12	11	14	12	16	18	16	14	14	14	14	13
Western	C2,4	C2				3	12	12	12	13	13	15	12	15	16	17	17	14	14	13	11	8	9	6
MGC		C4	2			8	16	17	16	15	17	19	18	22	21	20	20	21	17	16	14	16	10	10
	J1,2,	J2				11	12	11	13	9	9	10	10	11	14	16	17	11	8	8	9	9	12	8
Central DC	52,54	52		0	7	14	15	16	14	12	13	14	14	14	16	19	17	12	12	9	9	10	11	
		54			5	17	20	18	14	21	19	16	21	21	21	25	21	19	18	16	13	14	16	
	70	70	12		7	12	25	16	14	19	23	23	28	34	30	32	23	26	23	19	21	15	18	14
	79	79				11	12	14	12	13	15	16	13	16	15	18	14	11	12	10				
	E4	E4				0	21	21	18	13	11	9	11	12	14	16	17	16	15	11	10	6	9	7
	S2,4	S2	3	0	11	9	15	12	9	11	12	10	11	14	16	22	19	13	12	12	9	10	8	8
	S9	S9				15	11	13	13	10	8	10	11	11	13	14	14	12	10	7	6	7	9	8
Northeaster	80	80	3			6	9	10	11	8	10	9	9	11	10	10	10	9	7	5	6	7	6	8
n DC	H8,9	H8				6	9	13	11	9	9	12	12	11	16	15	13	13	12	7	9	12	8	8
Eastern DC	96,97	96	7			9	9	10	12	11	10	17	15	17	20	20	21	20	14	15	12	12	11	12
	B2	B2				9	11	13	11	11	14	19	17	15	19	20	16	15	14	13	14	13	11	10
	V2,4	V2				14	11	10	10	15	19	15	20	22	22	14	15	16	14	13	10	9	10	
	V4	V4				7	7	9	9	10	17	15	15	19	19	15	13	13	9	13	13	12	13	12
	X2	X2	8			9	13	15	14	19	17	20	21	19	23	21	20	20	18	16	13	14	17	10
Southeaster	32,34,36	32				15	12	15	12	11	15	13	18	19	18	20	18	13	12	10	10	14	11	10
n DC	A2,6,7,8	A2	5			12	9	10	9	9	14	13	13	12	16	17	11	12	12	11	10	11	12	11
		A6	0	1		10	6	7	7	10	10	13	14	13	13	14	13	13	10	7	11	10	10	9
		A8				10	9	8	10	11	16	14	17	18	18	19	14	13	12	13	11	20	13	9
	W4	W4	13			10	9	10	12	14	17	19	20	20	25	23	12	15	12	13	16	17	14	14
Downtown	90,92	90	6			8	14	13	14	13	18	18	18	17	16	16	18	13	13	12	12	10	12	12
DC		92			0	8	14	9	13	15	17	19	22	23	20	23	15	15	13	14	16	15	14	16
	P6	P6				5	6	11	8	12	12	13	12	12	16	14	12	13	9	10	9	9	9	11
Western	1A,B	1A				25	17	15	16	11	12	14	13	17	17	15	15	15	13	8	11	11	9	
NOVA	23A,B,T	23A	5			1	22	15	12	8	7	5	8	7	8	12	12	11	9	8	6	9	12	9
Central NO..	28A	28A	4			4	20	17	16	14	13	15	14	17	18	20	21	20	14	11	9	10	14	12
Eastern NO..	REX (R99)	REX				14	7	12	10	9	12	10	12	15	13	15	14	13	10	9	9	10	10	7

Note: Only highest-ridership bus lines are shown

Most crowded buses around 20-30 passengers per bus (pre-pandemic standard = ~40+)



Pandemic Recovery Plan Phases



Stay at home orders in effect

Protect employees and advise most customers to avoid travel

Stay at home orders relaxed

Protect employees, ask customers to protect themselves, deliver trips for essential employment

Continued activity limits

Protect employees
Serve customers for work trips and other needs and enable social distancing

Vaccine widely available; return to schools and offices

Ramp up and improve service to handle influx of activity
Adapt service to meet evolving customer needs

 **Today**

Post-pandemic behavior patterns

Lingering behavioral changes unknown
Lessons from Covid-19 incorporated to make new service more resilient

FY2022 Approved Rail and Bus Service

Metrorail *80% of pre Covid-19 service*

Metrobus *85% of pre Covid-19 service*

Maintain existing service levels

Implement approved service changes in June and September 2021

Span: Close 11 pm, 7 days

Extend to 2 am on 34 lines 7 days

Frequency:

Weekdays: 12 min BL/OR/GR/YL/SV / 6 min RD

6 lines/restore weekday peak coverage

Weekends: 15 min BL/OR/GR/YL/SV / 12 min RD

4 lines with full or partial restoration of all-day service

Evenings: 20 min BL/OR/GR/YL/SV / 15 min RD

10 lines with restoration of Saturday service

No station closures, no turnbacks

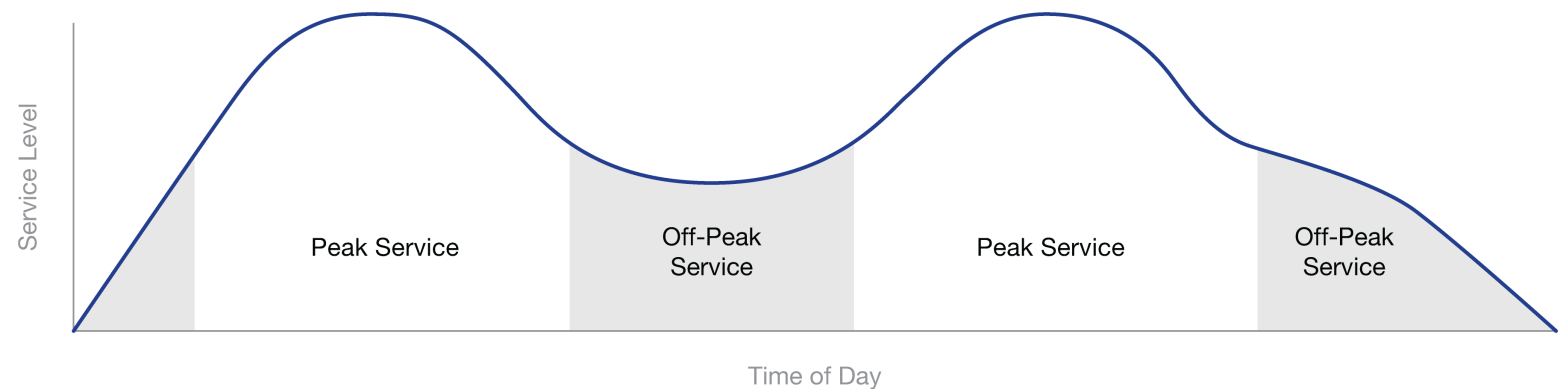
9 lines with restoration of Sunday service

Federal relief allowed Metro to avoid severe service cuts and layoffs

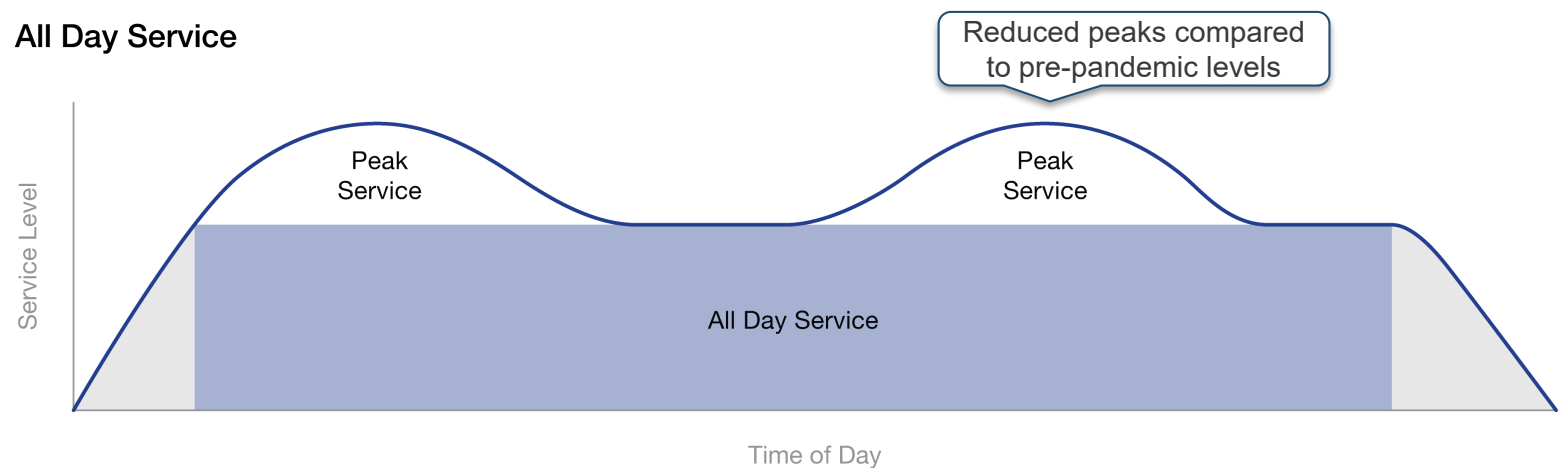
Opportunity: More all day rail and bus service

- Consistent high frequency service offered seven days a week
- Emphasis on setting a high standard for “base” all day service levels
- Compatible with running more service to meet higher peak demand

Peak-Focused Service



All Day Service



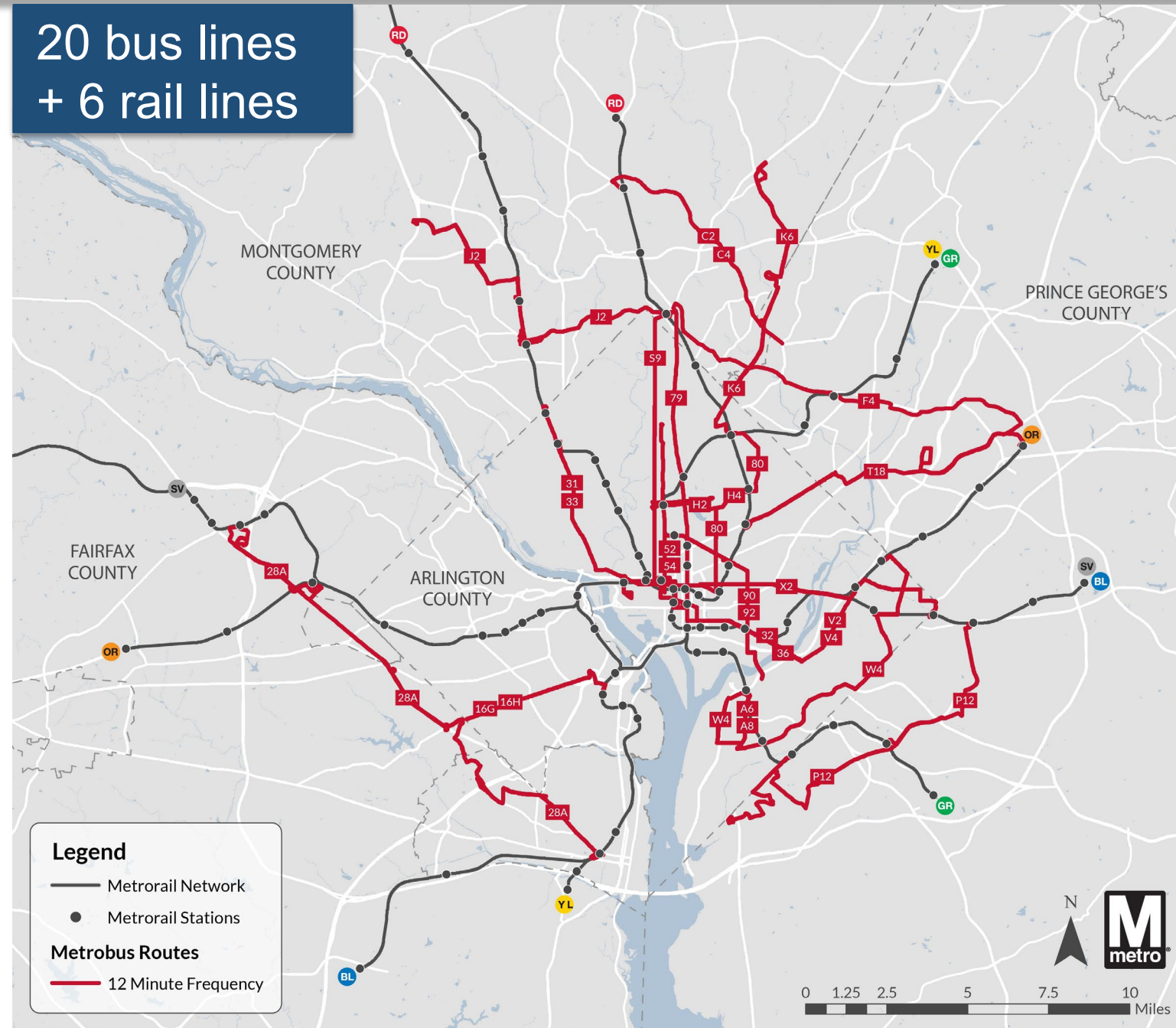
Service Concept

All Day Rail-Bus Network

Frequent Service Concept | Bus

- Launch a frequent bus network at rail frequencies on 20 lines
- 12-minute or better headway from 7a-9p, 7 days a week
- Benefits ~43% of existing bus riders

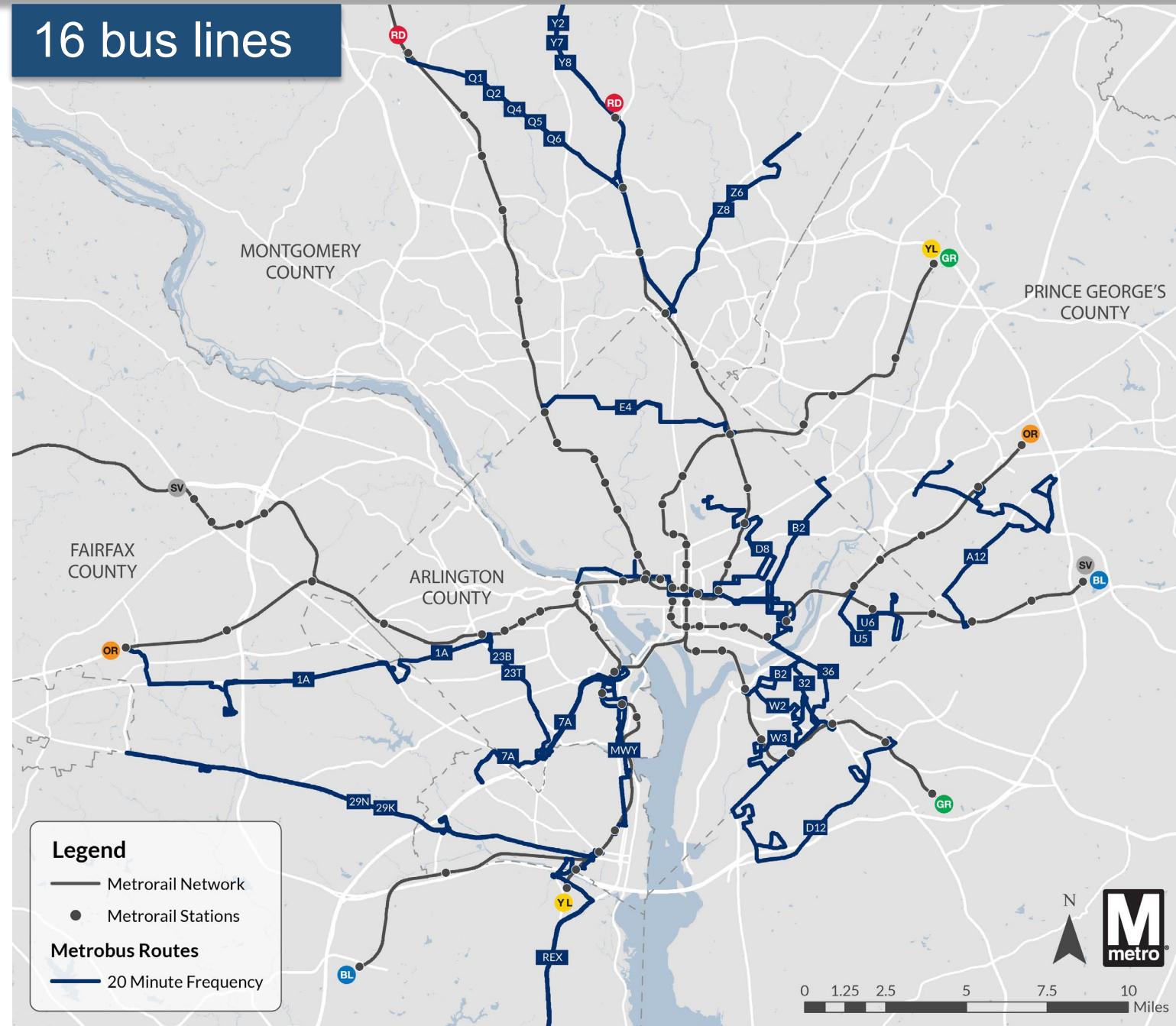
20 bus lines
+ 6 rail lines



Service Concept

Additional All Day Improvements Consistent Service Concept | Bus

- Benefit a broader number of riders by improving base service with consistent frequency on an additional 16 lines
- 20-minute or better headway from 7a-9p, 7 days a week
- Benefits ~17% of riders



28A Leesburg Pike (VA) Line - Example

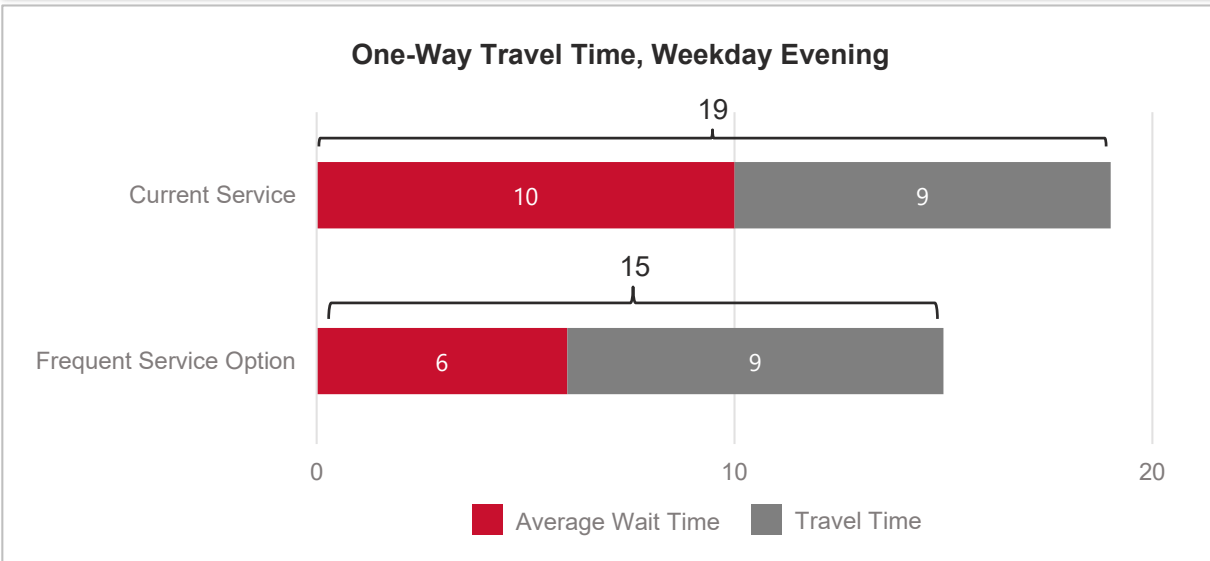
King St-Old Town to Tysons Corner; Connects to Seven Corners Transit Center and West Falls Church


**Example
28A Bus Trip**

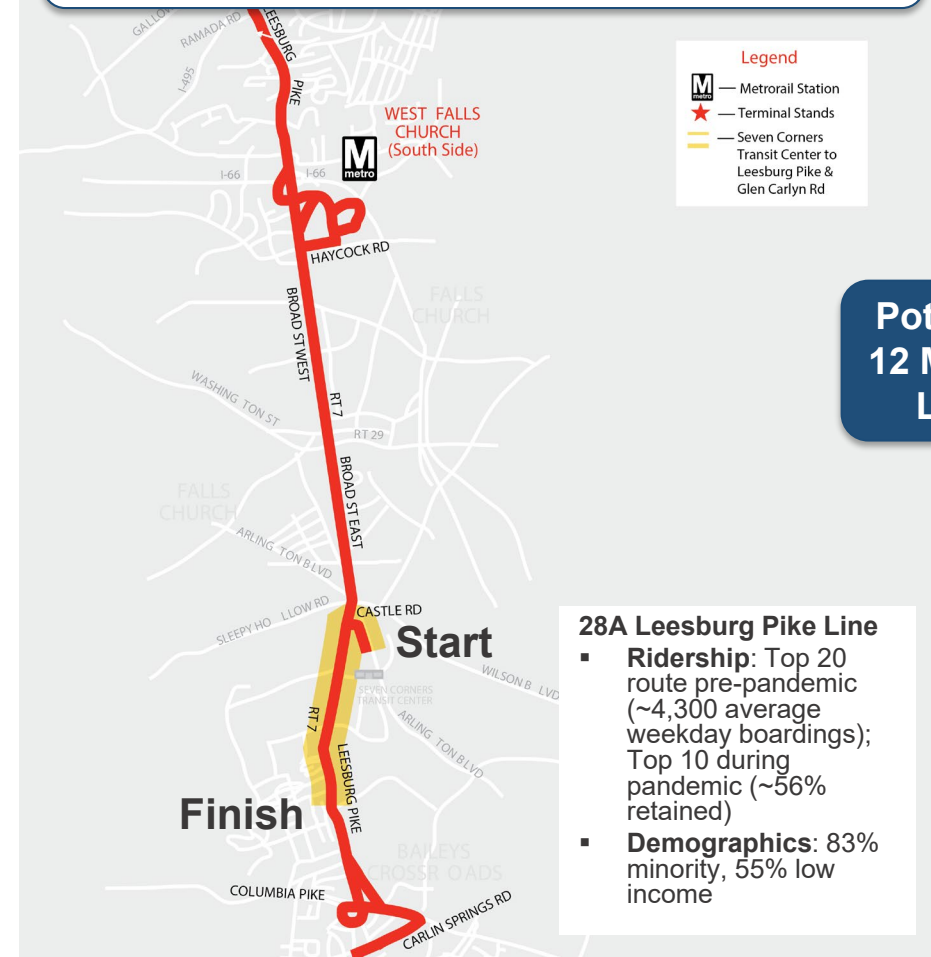
- *Origin and Destination:* Seven Corners Transit Center to Leesburg Pike & Glen Carlyn Road
- *Day and Time:* Weekday Evening

Time savings with frequency improvements

- Wait time reduced 40%
- Total trip time reduced 21%



Headways (minutes)	Weekday	Saturday	Sunday
	20	20	30



**Potential
12 Minute
Line**



K6 New Hampshire Avenue (MD) Line - Example

Fort Totten to White Oak; Connects to Takoma Langley
Crossroads Transit Center and future Purple Line

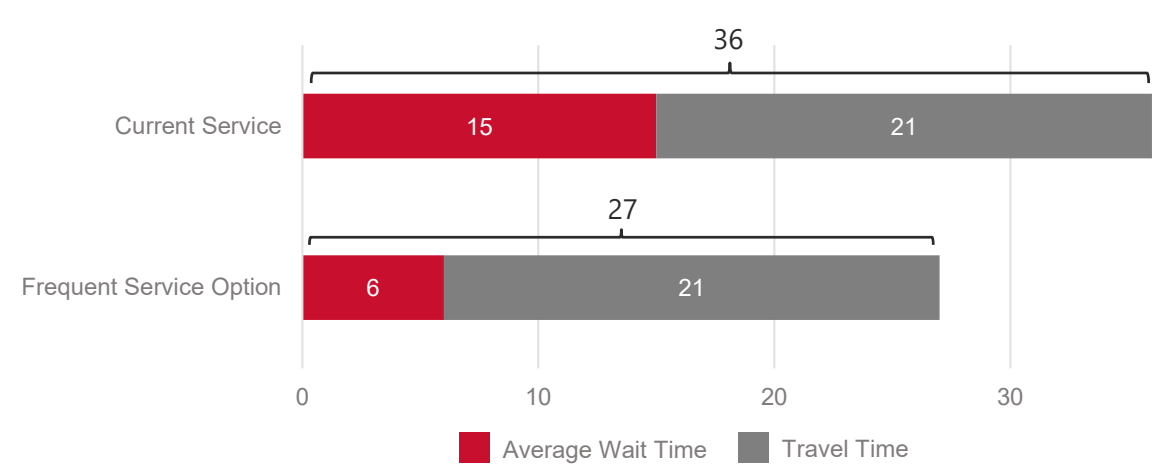
**Example
K6 Bus Trip**

- *Origin and Destination:* Takoma Langley Transit Center to Fort Totten Station
- *Day and Time:* Saturday Evening

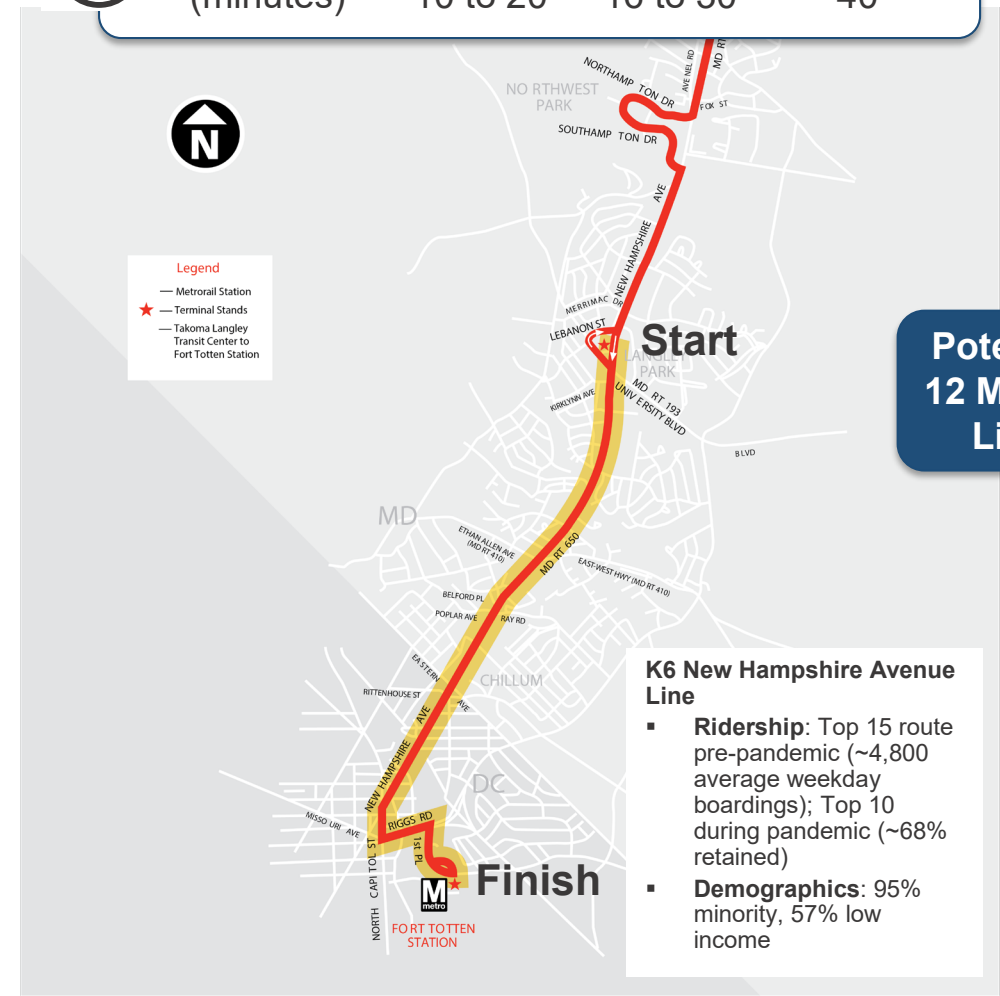
Changes to trip travel time with frequency improvements:

- Wait time reduced 60%
- Total trip time reduced 25%

One-Way Travel Time, Saturday Evening



Headways (minutes)	Weekday	Saturday	Sunday
	10 to 20	16 to 30	40



Potential
12 Minute
Line

K6 New Hampshire Avenue Line

- **Ridership:** Top 15 route pre-pandemic (~4,800 average weekday boardings); Top 10 during pandemic (~68% retained)
- **Demographics:** 95% minority, 57% low income



W4 Deanwood-Alabama Avenue (DC) Line - Example

Deanwood to Anacostia Station; Connects to Congress Heights and Benning Road

Example

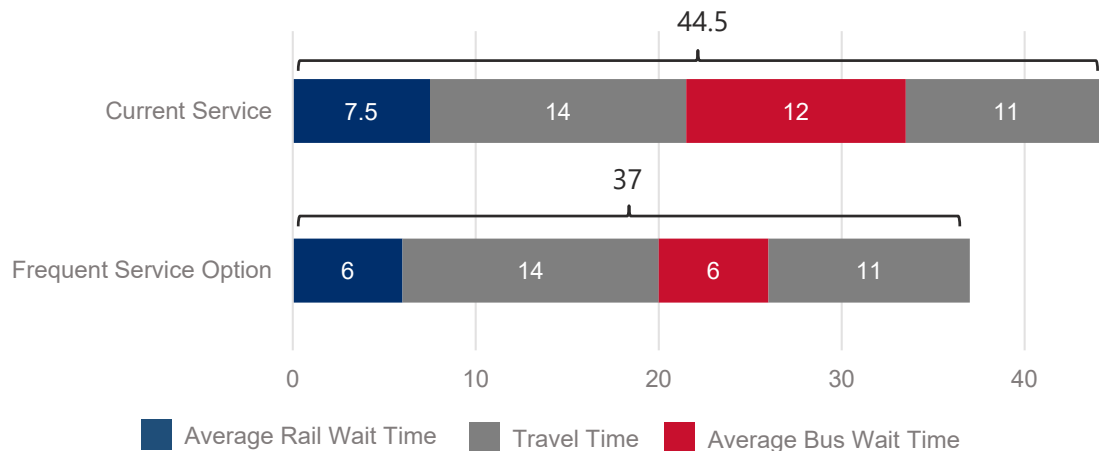
Green Line to W4 Rail to Bus Transfer

- *Origin and Destination:* Gallery Place-Chinatown to Alabama Avenue & Good Hope Road with transfer at Congress Heights
- *Day and Time:* Sunday Morning

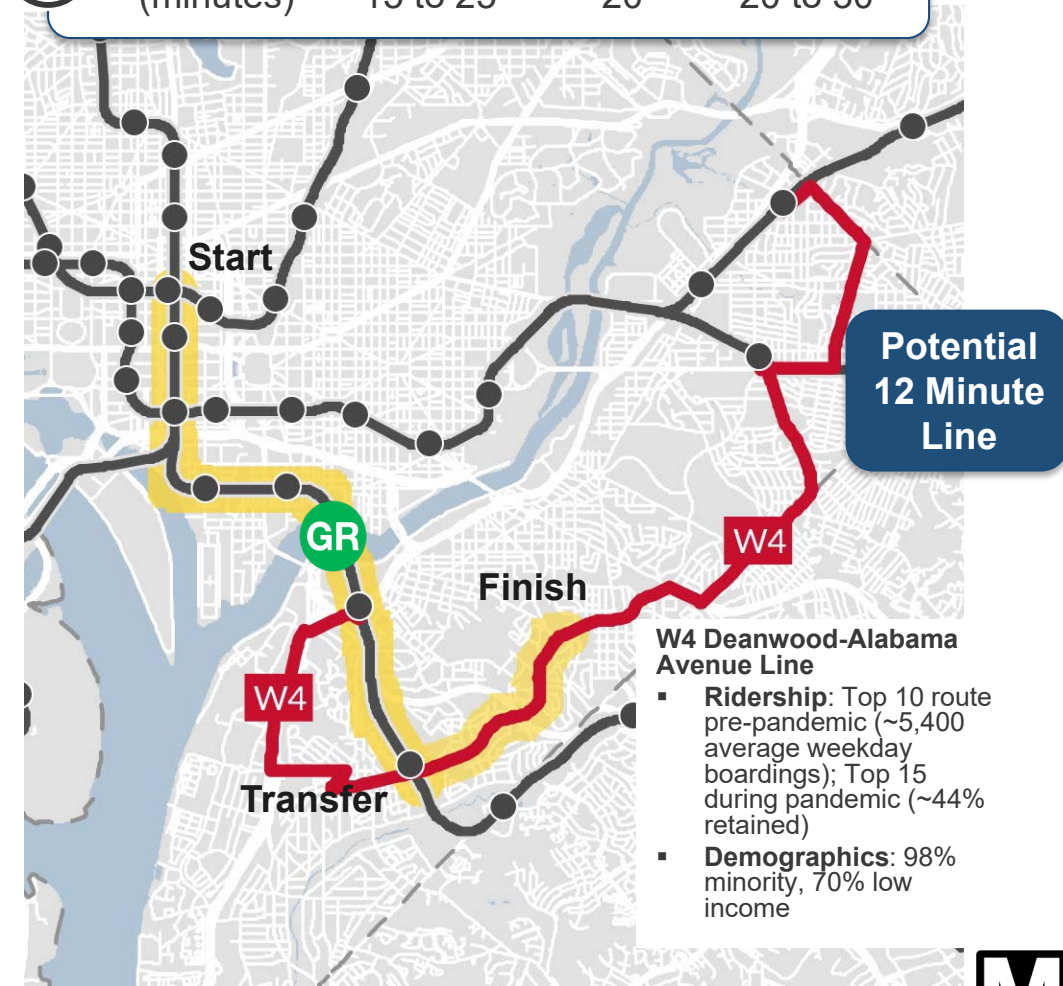
Time savings with frequency improvements

- Total rail and bus wait time reduced 38%
- Total trip time reduced 17%

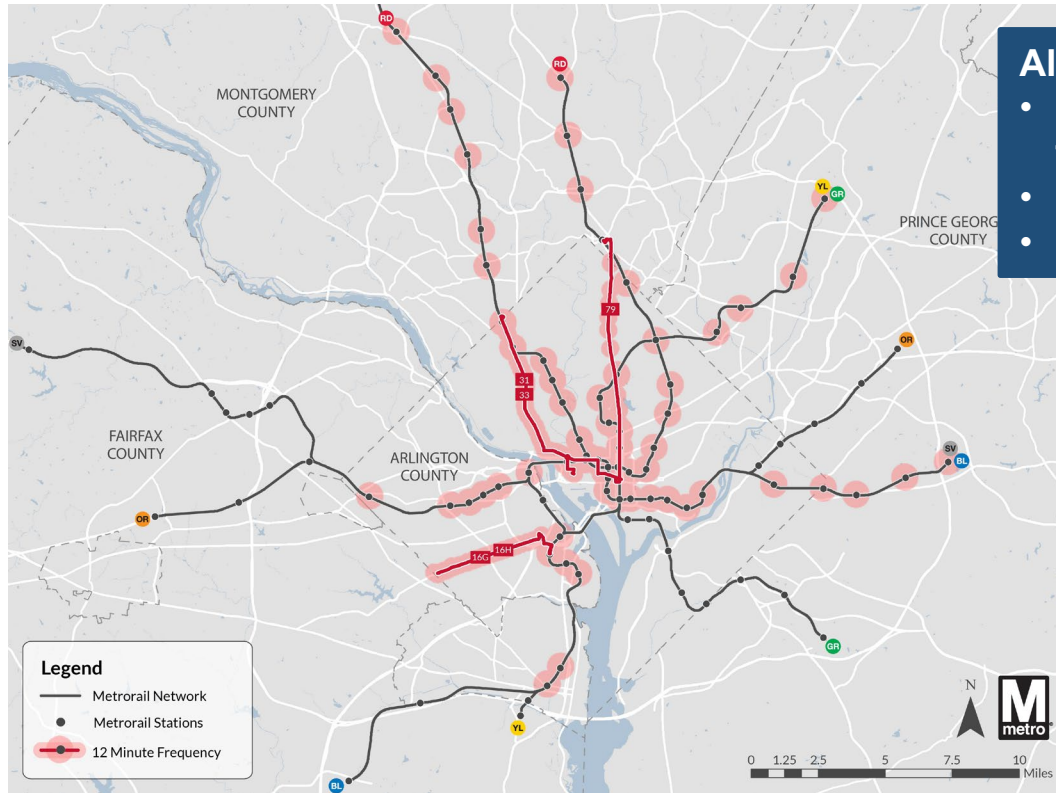
One-Way Travel Time, Sunday Morning



Headways (minutes)	Weekday	Saturday	Sunday
	15 to 25	20	20 to 30



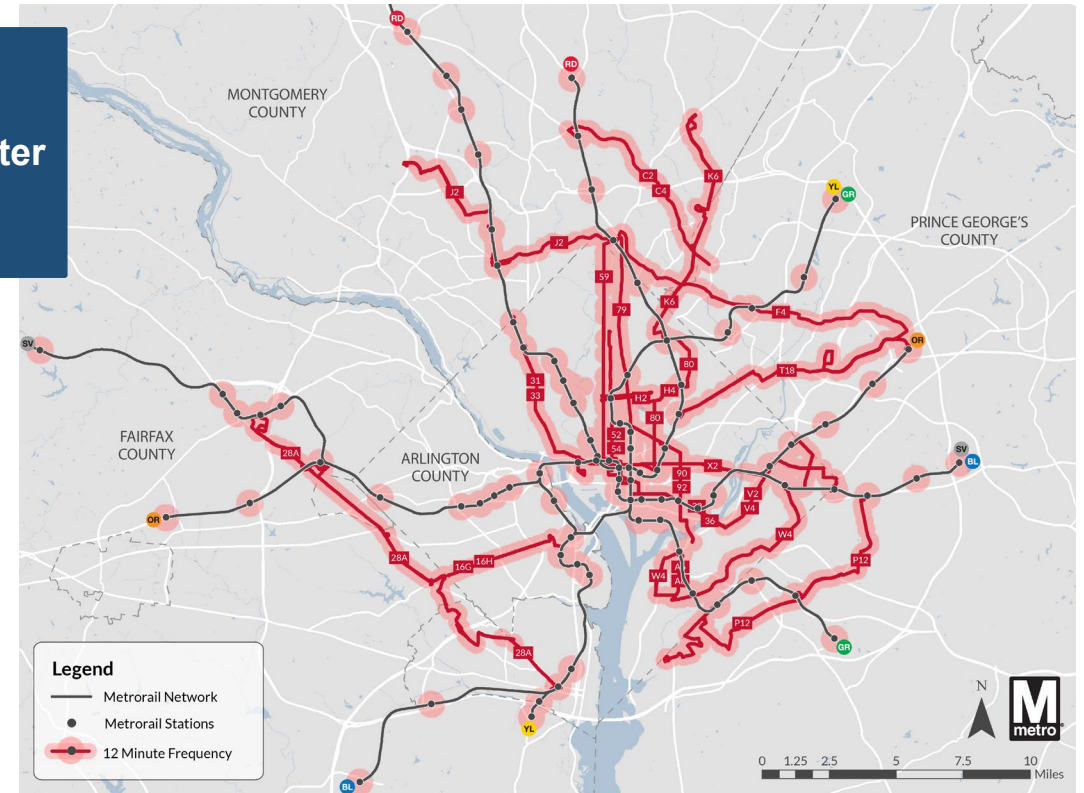
More riders would receive all day, 12 minutes or better service



Current Service (2021)

All day service =

- 12-minute frequency or better
- 7am-9pm
- 7 days a week



All Day Service Concept

Bus

- 20 bus lines, up from 3, operating at 12 minutes or better all day/week
- Increases to 33% from 16% the share of bus passenger trips receiving 12 minutes or better service

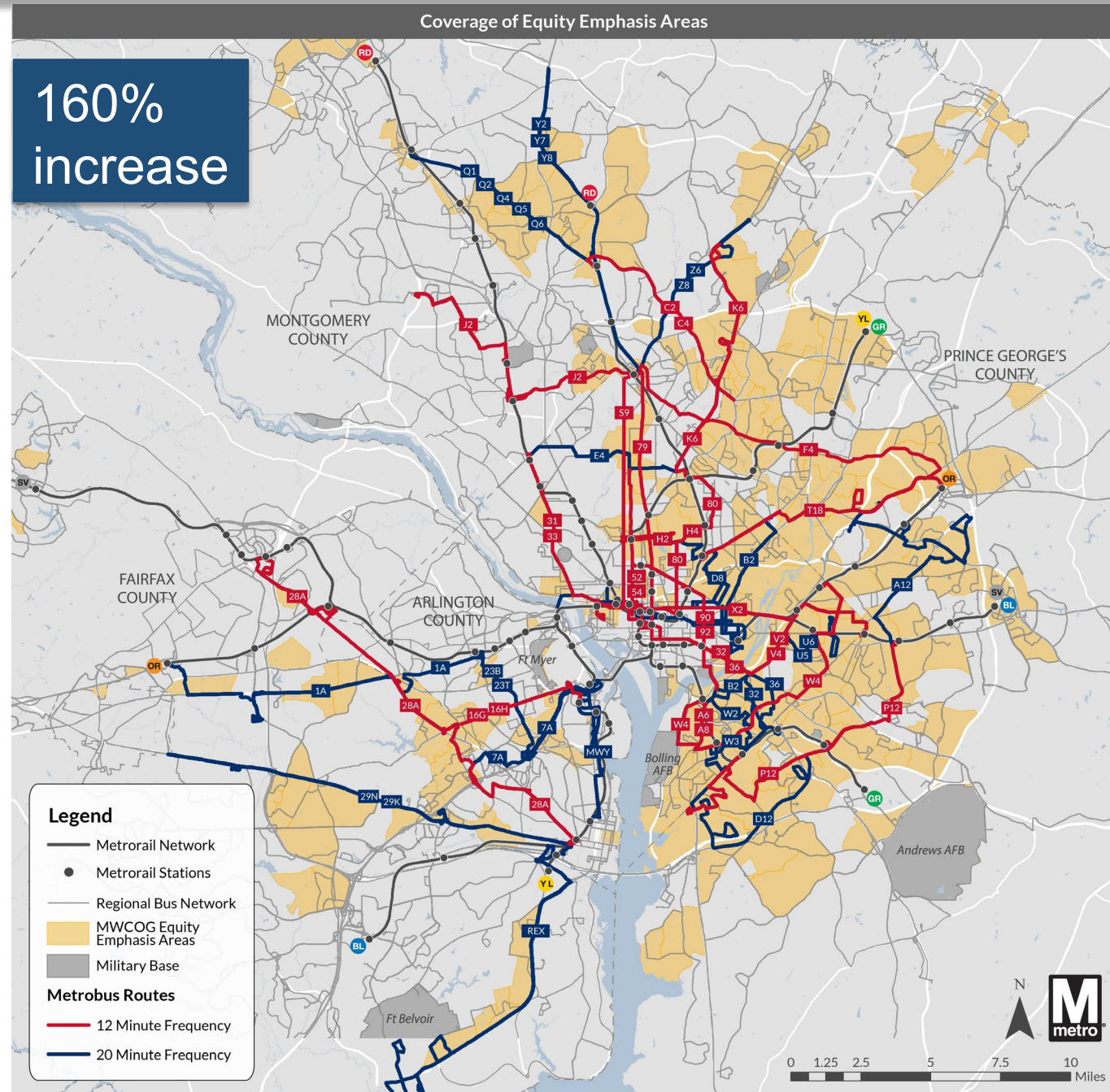
Rail

- Improves evening and weekend rail service, extending all day 12 minutes or better service to all stations
- Serves more than 95% of passenger trips at 12 minutes or better and 65% at 6 minutes or better

Improved Service to Equity Emphasis Areas

- 45% of equity emphasis areas would be within ½ mile of a transit stop with 12-minute service
 - An increase from 17% today (160% increase)
 - 61% would be served by 20-minute or better service
- Remaining areas covered by other bus service

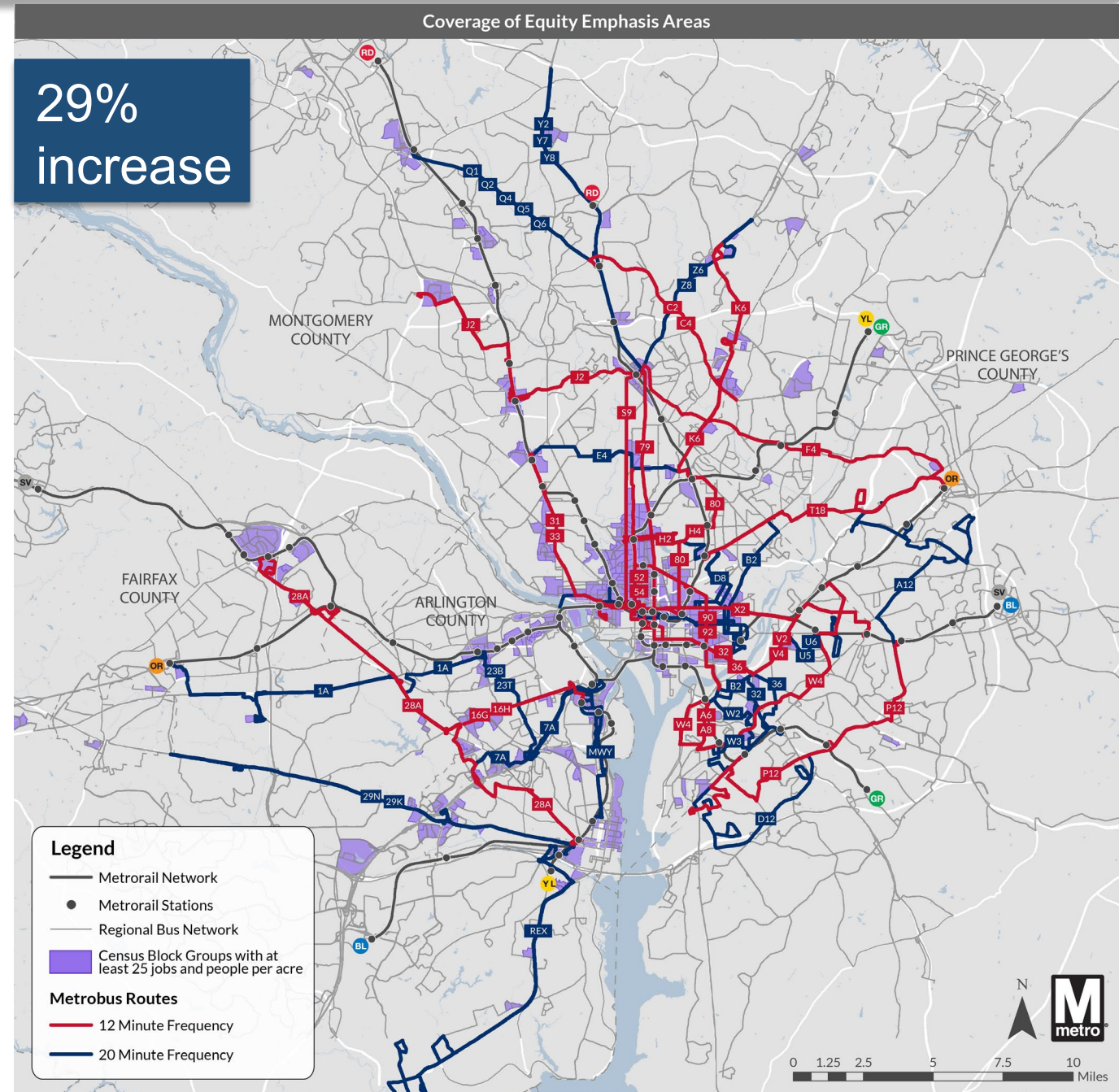
Equity emphasis areas are defined by the Metropolitan Washington Council of Governments as Census tracts with higher than average concentrations of low-income or minority populations.



Improved Service to High Density Areas

- 71% of high density areas would be within ½ mile of a transit stop with 12-minute service
 - An increase from 55% today (29% increase)
 - 80% would be served by 20-minute or better service
- Remaining areas covered by other bus service

High density areas are defined in the Metrobus Service Guidelines as Census blocks with at least 25 jobs or people per acre.



Service Concept | Discussion



Of remaining 15% of pre-pandemic service hours, 10% allocated to frequency improvements

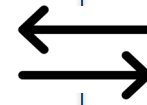
Remaining 5% reserved to restore other services



Weekdays and initial weekend improvements within pre-pandemic service levels

Additional weekend improvements aligned with Silver Line Phase 2 to avoid disparate impact (Title VI)

Bus: Annual Service Hours Considerations



12-minute frequency
All Day Service

200,000 annual hours to further upgrade to 10 minute frequencies on twenty bus lines



7a-9p span
14 hours

35,000 annual hours for each hour of added span



36 lines
1/3 trunk-only

20,000 annual hours for each additional line

Annual service hours reflect the number of hours buses are on the road inclusive of revenue, layover, and deadhead time. Pre-pandemic service totaled 4,406,097 annual hours.

Potential Fare Policy Principles for Consideration

Fare Principle	Description
Customer-Focused	Customer-focused fare policies and systems position Metro as an attractive transportation choice
Simple and Convenient	Simple, intuitive, and convenient fares are expected to improve market positioning
Equitable	Equitable fares and practices promote broad access to regional mobility
Seamless	Seamless customer experience across modes and operators promotes regional mobility
Built to Drive Ridership	Drive ridership while balancing revenue and cost-effectiveness

Implementation Timing Considerations

Varied Lead Times

3 Months

- Service Frequency** – how much service runs on an existing line
- Fare Level** – what the price is

6 to 12 months or longer

- Route Structure** – where the line goes
 - Higher level of study, public engagement, and coordination
- Fare Structure** – how the system works
 - e.g., Fare Capping, Low Income discount qualification
- Substantial Service Increases** – beyond what is readily deployable
 - Large-scale hiring or investments in new vehicles or facilities

Potential Implementation Dates

- **Labor Day 2021**
(FY2022)
- **New Year 2022**
(FY2022)
- **Silver Line Phase 2 Opening** (TBD)
- **Summer 2022**
(FY2023)

Note: Minor service hours changes or spot service improvements can be implemented more quickly.