



Finance and Capital Committee

Action Item III-B

March 14, 2019

**Approval of Public Hearing Staff Report and
adoption of FY2020 Operating Budget and
FY2020-2025 CIP**

Washington Metropolitan Area Transit Authority
Board Action/Information Summary

Action Information

MEAD Number:
202068

Resolution:
 Yes No

TITLE:

Adopt FY2020 Operating Budget and FY2020-2025 CIP

PRESENTATION SUMMARY:

Staff will review feedback received from the public and equity analysis on the FY2020 Proposed Budget and request approval of the Public Outreach and Input Report, FY2020 Operating Budget and FY2020-2025 Capital Improvement Program (CIP).

PURPOSE:

The purpose of this item is to seek Board acceptance and approval of the Public Outreach and Input Report and Title VI equity analysis, and the FY2020 Operating Budget and FY2020-2025 CIP.

DESCRIPTION:

Budget Priorities: Keeping Metro Safe, Reliable and Affordable

The budget is built upon the General Manager/CEO's Keeping Metro Safe, Reliable and Affordable (KMSRA) strategic plan. Metro is making major progress to achieve the goals of this plan by ramping up to average capital investment of \$1.5 billion annually, establishing a dedicated capital trust fund exclusive to capital investment, and limiting jurisdictional annual capital funding growth to three percent. Metro continues to encourage the U.S. Congress to reauthorize the Passenger Rail Investment and Improvement Act (PRIIA) beyond FY2020, which provides \$150 million in annual federal funds matched by \$150 million from the District of Columbia, State of Maryland, and Commonwealth of Virginia. In order to establish a sustainable operating model, Metro is limiting jurisdictional operating subsidy growth to three percent and deploying innovative competitive contracting. The items on the KMSRA agenda that remain to be completed include restructuring retirement benefits and creating a Rainy Day Fund.

Key Highlights:

The FY2020 Budget totals \$3.5 billion, including \$2.0 billion of operating expenses and \$1.5 billion in capital program spending in FY2020. In the interest of demonstrating compliance with new restrictions in Maryland and Virginia dedicated revenue legislation, the FY2020 Budget is broken down as follows: a base budget which reflects a 3 percent subsidy growth cap including customer/ridership initiatives, and items legislatively excluded from the subsidy cap. The total operating subsidy, including capped subsidy and legislative exclusions, is \$1.1 billion.

The budget is designed to attract new customers and deliver better service for current riders, by increasing service, making passes more affordable without raising fares or cutting existing services.

Outreach Results:

Service and fare proposals included in the FY2020 Budget received favorable support from customers during public outreach, particularly those proposals that would improve rail service.

Among the most popular proposals were extending the Red and Yellow lines. For the low-income customers surveyed, support for these proposals was nearly twice the level of support for extending rush hour service levels. Customers also expressed support for unlimited ride Metrorail passes; four in 10 were "highly interested" in having this product.

Initiatives Included in Budget:

Consistent with comments from the Finance and Capital Committee and public feedback received during outreach efforts, the final budget proposal before the Board for approval includes extending the Yellow Line to Greenbelt to double rush-hour service at nine stations, running all Red Line trains to Glenmont to double service at an additional three stations and enhancing the value of Metro unlimited bus and rail passes.

These customer service improvements are in addition to the General Manager's original FY2020 budget proposal that included the enhancement of Metro's industry-first "Rush Hour Promise" for unscheduled delays of 10 minutes or more and other initiatives like automatic train operation to give customers a smoother and more reliable ride.

Title VI Analysis:

In accordance with Federal Transit Administration (FTA) regulations, any major service change or any change in fares must undergo a Title VI equity analysis to evaluate the impacts of the proposed changes on minority and low-income populations. The FY2020 Budget does not have a Disparate Impact on minority populations nor cause a Disproportionate Burden on low-income populations. The complete FY2020 Budget Title VI Equity Analysis is included as an attachment to the resolution for this item.

Background and History:

FY2020 Budget Priorities are the following:

FY2020-2025 Capital Improvement Program

- Fully fund system safety and compliance
- Improve the customer experience
- Continue focus on system preservation and State of Good Repair

- Meet program budget and schedule
- Ramp up to \$1.5 billion average annual program
- Develop capital investment pipeline (D&E)

Operating Budget

- Increase ridership
- Improve the customer experience
- Maximize operating efficiency
- Increase non-fare revenues
- Enhance employee engagement and development
- Comply with Dedicated Revenue restrictions

Discussion:

The FY2020 Operating Budget totals \$2.0 billion in FY2020. The FY2020 Base Budget has no fare increases and includes new initiatives to grow ridership and revenue with extensions of Yellow and Red Lines as well as pass product changes. Management actions of \$47 million are required to reduce subsidy growth to within the 3 percent cap in the Base Budget. The budget includes \$14 million for mandates legislatively excluded from the cap, including litigation, ADA paratransit, occupational safety and health and jurisdiction-requested bus service.

The recommended FY2020 Capital Budget of \$1.5 billion and six-year capital plan of \$9.2 billion include investment in ongoing projects, prioritized system preservation and renewal needs from the Capital Needs Inventory. The six-year plan includes \$450 million of reimbursable projects such as the Silver Line, the Potomac Yard infill station, and the Purple Line.

PRIIA funding ends in Federal FY2019; without reauthorization from Congress, capital contributions from jurisdictions could increase by nearly \$750 million over five years. With PRIIA, Jurisdictional Match and System Performance requirements will total \$2.6 billion over six years. Without PRIIA, Jurisdictional Match and System Performance will increase to \$3.3 billion over that time frame.

New Initiatives:

Pass adjustments to encourage ridership included in the FY2020 Budget:

- Reduce 7-Day Bus Pass (\$17.50 to \$15)
- Reduce 1-Day Visitor Pass Price (\$14.75 to \$13)
- Reduce 7-Day Visitor Pass Price (\$38.50 to \$38 on short-trip (up to \$3.85 per trip) and \$60 to \$58 on full system pass)
- Add a 3-Day Weekday Pass (\$28)
- Add unlimited bus in all Visitor and SelectPasses

New service initiatives to drive ridership growth include:

Extend Yellow Line service to Greenbelt. Today, Yellow Line trains turn back at Mt. Vernon Square during rush hours and at Fort Totten at all other times. The GM's budget recommendation would extend every Yellow Line train to Greenbelt, which would double service during rush hours and address current crowding conditions at the nine stations north of Mt Vernon Square (Shaw-Howard, U Street, Columbia Heights, Georgia Ave-Petworth, Fort Totten, West Hyattsville, Prince George's Plaza, College Park, and Greenbelt). During off-peak times, the four stations north of Fort Totten would see an increase in service. Many current Green Line customers traveling to Yellow Line stations in Virginia (e.g. Reagan National Airport) would be able to make the trip without changing trains.

Extend Red Line service to Glenmont. Currently, some Red Line trains turn back at Silver Spring, while others operate to the end of the line at Glenmont. To simplify Metro's service pattern for customers while increasing service at three Red Line stations, the FY2020 Budget includes funding to run all Red Line trains to Glenmont. As a result, service levels will double at three stations: Forest Glen, Wheaton and Glenmont.

Budget Risks:

Metro receives \$150 million in dedicated federal grant funding authorized by the Passenger Rail Investment and Improvement Act (PRIIA) each year, matched by \$50 million each from the District of Columbia, State of Maryland and Commonwealth of Virginia, for a total of \$300 million annually that funds critical safety and state of good repair improvements. Federal FY2019 is the last year of authorization for these funds and with approval of the budget, staff will submit applications for these grants beginning next month, for use in FY2020. Federal legislation is needed to authorize funding for use in FY2021 and beyond.

With the creation of the dedicated funding stream to support capital investments, Metro needs an operating contingency reserve fund to better position the Authority to deal with unpredictable financial shocks. This fund will insulate jurisdictions from the added costs of major disruptions to Metro's operating budget, including weather and other major events in the D.C. region.

The FY2020 Budget assumes ridership will stabilize from FY2019 budget levels. Ridership declines would create revenue shortfalls in the budget. Bus revenues also continue to decline, due in part to fare evasion. Recent legislation to decriminalize fare evasion may further erode revenues. For MetroAccess, the paratransit service required by the Americans with Disabilities Act, the FY2020 Budget assumes no increase in ridership. As the FY2020 subsidy per passenger for MetroAccess is more than \$65, even a modest increase in ridership could require additional subsidy contributions.

Retirement Benefits: In FY2018, Metro set aside \$3 million generated from savings from absenteeism and overtime controls to establish a dedicated Other Post-Employment Benefits (OPEB) fund as part of a long-term strategy to address the obligation. However, Metro's unfunded OPEB liability is approximately \$2 billion. While Metro has eliminated post-retirement healthcare for new employees, this obligation is likely to grow until fully addressed by Metro and the region. The FY2020 Budget does not include any additional contributions to the dedicated OPEB fund. Additionally, Metro currently has

an unfunded pension liability of \$1 billion.

FUNDING IMPACT:

Board action will approve the FY2020 operating and capital budgets.

TIMELINE:

Previous Actions	November 2018 - GM/CEO FY2020 budget proposal November-February 2018 - Board budget work sessions December 2018 - Board authorization for budget public hearing January-February 2019 - Public comment period, including public hearings
Anticipated actions after presentation	April 2019 - Transmit FTA grant applications for review and approval July 1, 2019 - FY2020 Begins

RECOMMENDATION:

Management recommends Finance and Capital Committee and Board approval of a resolution approving the Public Outreach and Input Report and adopting the FY2020 Operating and Capital Budget and FY2020-2025 CIP. Budget adoption in March 2019 will (1) allow for the timely application and award of FTA grants, and (2) ensure critical safety, reliability, and state of good repair capital projects are not interrupted.

Approval of FY2020 Budget and FY2020-2025 Capital Improvement Program

Finance and Capital Committee

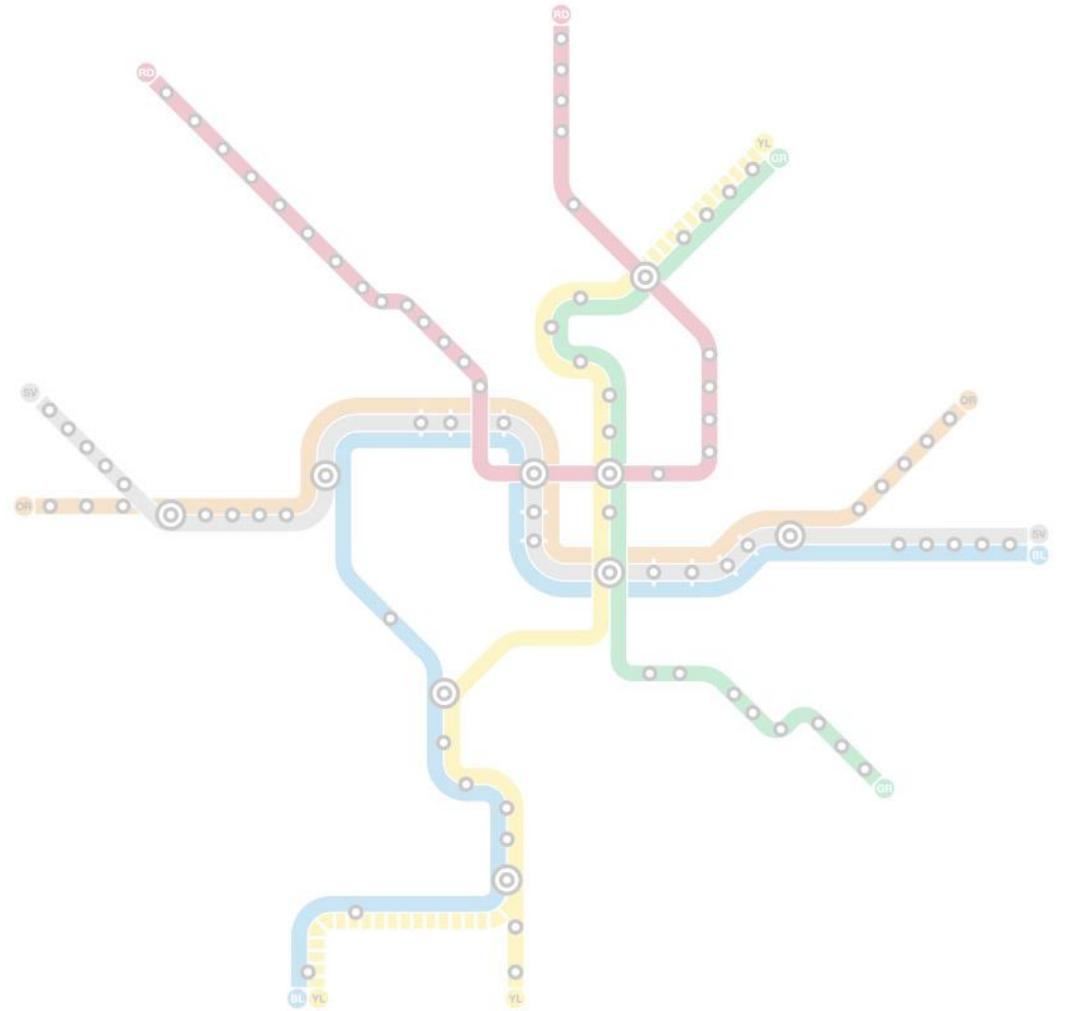
March 14, 2019



Purpose

- Review of public participation results
- Recap of proposed FY2020 budget
- Recommend
 - ✓ Acceptance of the public communication and outreach report
 - ✓ Approval of FY2020 budget and FY2020-2025 CIP

Public Outreach



Public Outreach

- Compact Public Hearings held:
 - January 30, 2019 in Virginia
 - January 31, 2019 in Maryland
 - February 5, 2019 in the District of Columbia
- 33 individuals testified and more than 5,800 comments were submitted through paper and online surveys



Public Outreach

- Service Proposals
 - 4 in 10 respondents would ride Metrorail more often if all Yellow Line trains ran to Greenbelt
 - 4 in 10 would ride Metrorail more often if all trains were eight-cars long
 - 1 in 3 would ride more often if all Red Line trains ran to Glenmont
- Fare Proposals
 - Over half of respondents would ride Metrorail more often with a \$2 flat weekend fare
 - 4 in 10 highly interested in an unlimited ride Metrorail pass
 - 1 in 6 bus riders interested in a \$15 7-Day Regional Bus Pass



Equity Analysis

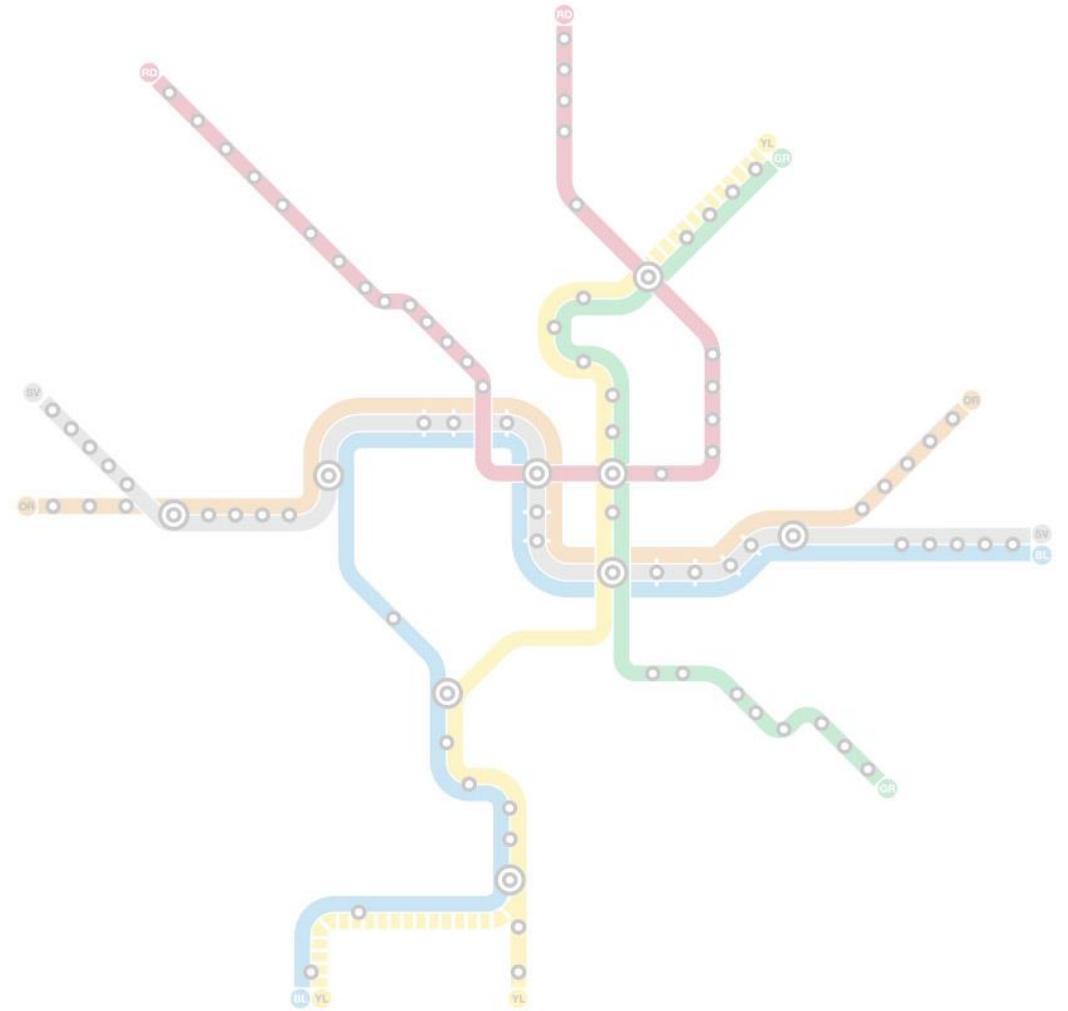
- The FY2020 Budget does not have a Disparate Impact on minority populations nor cause a Disproportionate Burden on low-income populations

Budget is built upon KMSRA strategic plan

- KMSRA initiatives implemented to date
 - *SafeTrack, Back2Good, Rush Hour Promise*
- Begin full implementation of Dedicated Capital Funding
 - \$15.5 billion in capital needs over 10 years
 - \$1.5 billion average annual investment needed
 - FY2020 capital program commits Metro to deliver \$1.5 billion in improvements to:
 - Ensure system safety
 - Increase service reliability
 - Reduce long-term operating costs
- Cap subsidy growth at 3 percent
- Continue cost reduction through innovation and competitive contracting



Capital Improvement Program



FY2020 Capital Program Changes from Proposed Budget

- **Major Drivers**
 - Changes in project schedules
 - Project plans and scopes developed
 - Examples
 - 7000 Series Railcar Delivery schedule shifted into FY2020
 - Platform Reconstruction Program fully scoped
 - Traction Power and Automatic Train Control work accelerated
 - Potomac Yard construction activities to begin in FY2020
 - Acceleration of Office Consolidation Program
- **Dedicated Funding**
 - Will enable Metro to use debt to manage program cash flow needs
 - Keeps jurisdictional contributions consistent with FY2020-2025 expectations

FY2020-2025 Proposed Capital Improvement Program

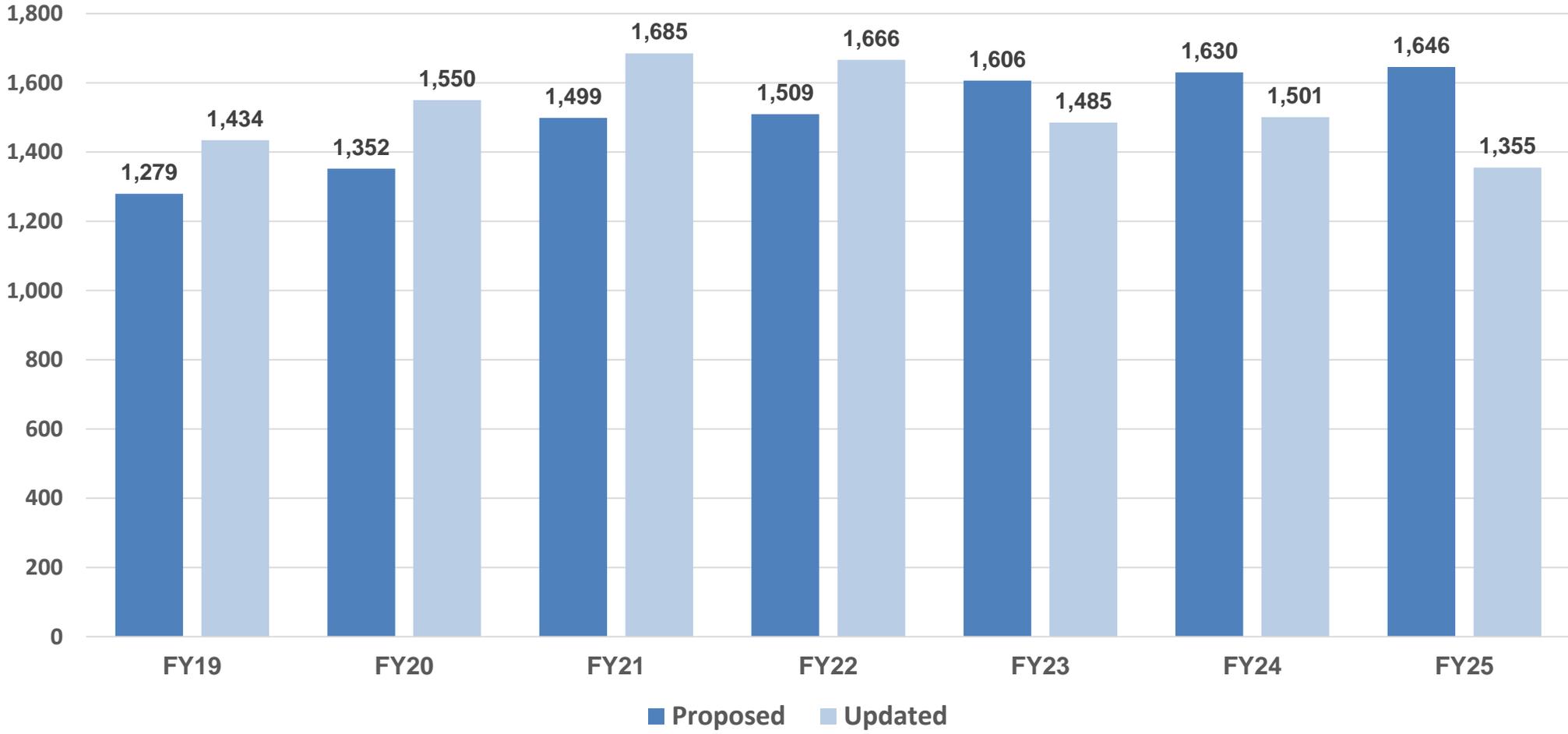
FY2020 Forecast and Six-Year Total

(\$ in mils)

Planned Investment	FY2020 Proposed	FY2020 Budget	FY2020-2025
Railcars	\$255	\$272	\$1,815
Rail Systems	\$187	\$200	\$1,001
Track and Structures	\$171	\$166	\$1,232
Stations and Passenger Facilities	\$360	\$491	\$2,562
Bus and Paratransit	\$205	\$195	\$1,371
Business Support	\$174	\$225	\$1,260
Total	\$1,352	\$1,550	\$9,241

Notes: Totals exclude \$23M for service disruptions associated with major capital projects.

Six-year planned capital investment remains at \$9.2B



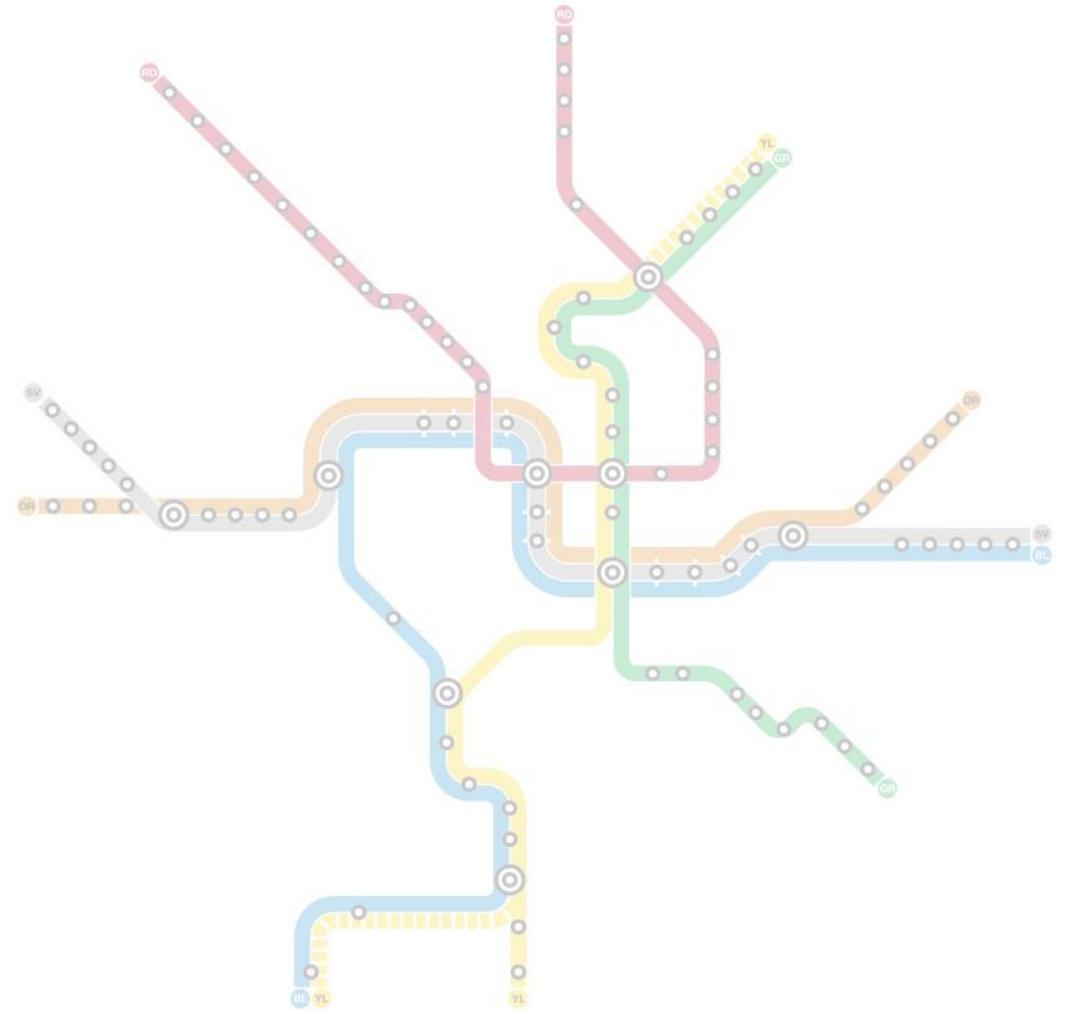
Note: FY20-25 CIP total is unchanged, however first three program years increase by \$541m, while second three years of program decrease by \$541m due primarily to Platform Rehabilitation and Office Consolidation initiatives. The 7-Year Program (including FY19) increases by \$154m, which does not require additional jurisdictional contribution.



A safe system makes service reliable and drives revenues

- Safety Priority Investments
 - ✓ Roadway electrical fire incidents down 50 percent since FY2017
 - ✓ Track defect incidents down 50 percent since FY2017
 - ✓ Crime rate in 2018 lowest in nearly two decades
- 89 percent of weekday rail customer trips on-time in FY2018, exceeding target
- Delivery of critical capital improvements increasing
 - ✓ Capital program delivery set to double
 - ✓ Growth from \$714 million in FY2015 to \$1.43 billion in FY2019
- **FY2020 budget continues focus on safety that yields reliability for riders and builds a sustainable cost structure**

Operating Budget



Base Operating Subsidy



Allowable Above Base Operating Subsidy



Ridership Growth Proposals within 3% Subsidy Cap

- Service and Fares
 - ✓ No Fare Increase
 - ✓ No Service Cut
 - ✓ Late Night Service Partnerships
 - ✓ Automatic Train Operations
 - ✓ Better Rush Hour Promise
- Includes
 - ✓ Yellow Line to Greenbelt extension
 - ✓ Red Line to Glenmont extension
 - ✓ Pass product changes to grow ridership and revenue
- Maintains 3 percent cap on jurisdictional base operating subsidy

Extend Yellow Line Service to Greenbelt – Included within 3 percent subsidy cap

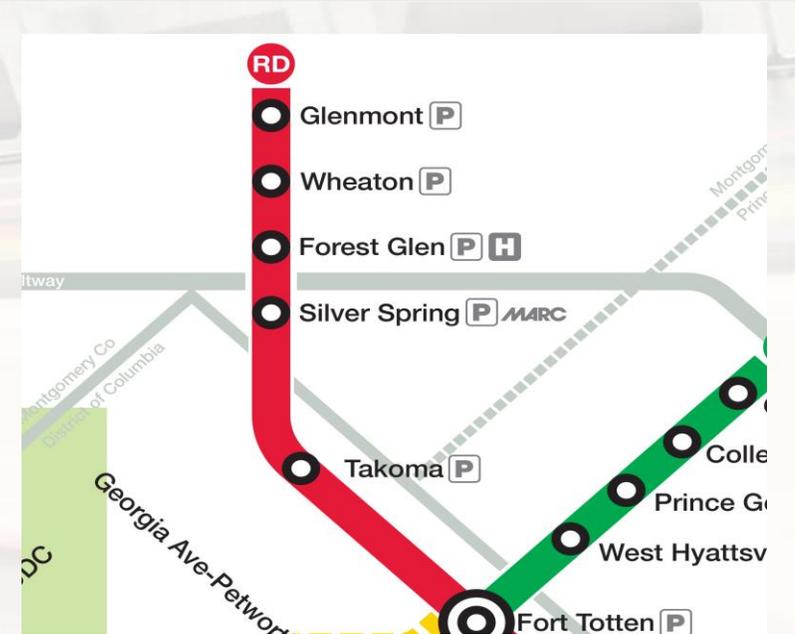
- Peak - From Mt. Vernon Sq. to Greenbelt
 - Helps stations north of Mt. Vernon Sq.
- Off Peak – From Fort Totten to Greenbelt
 - Helps stations north of Fort Totten
- Mitigates 50% peak service cut from FY18
- Creates new one-seat ride to/from Virginia



	Operating Cost	Trips Benefitting	New Trips	New Fare Revenue	Subsidy Impact
Extend Yellow Line to Greenbelt	\$8.2 m	12.4 m	1.7 m	\$5.0 m	\$3.2 m

Extend all Red Line Trains to Glenmont – Included within 3 percent subsidy cap

- ✓ Stops turning Red Line trains at Silver Spring
- ✓ Doubles frequency for three Red Line stations



	Operating Cost	Trips Benefitting	New Trips	New Fare Revenue	Subsidy Impact
Extend Red Line to Glenmont	\$3.1 m	3.4 m	0.6 m	\$2.0 m	\$1.1 m

Legislatively Excluded Operating Subsidy Growth Above the 3% Cap is \$14 million

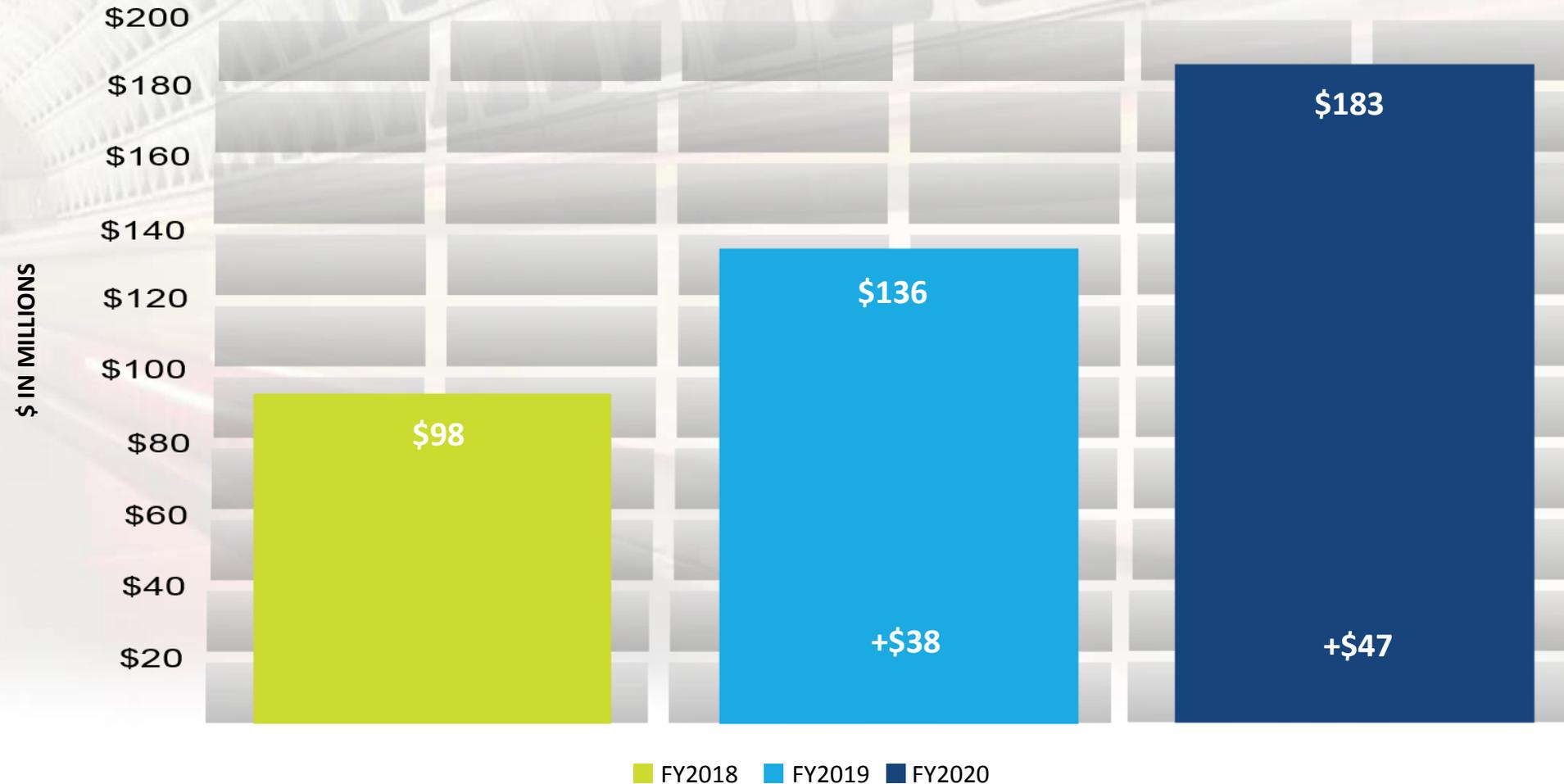
Exclusion Category	Description	Operating Subsidy
Capital Project	Silver Line Phase 2	TBD*
Litigation	Legal Disputes	\$5.0
Federal Mandate	Occupational Safety & Health	\$4.1
Federal Mandate	ADA Paratransit	\$4.7
Jurisdiction-Requested Services	City of Falls Church Bus	\$0.2
FY2020 Total Legislative Exclusions		\$14.0

*Silver Line Phase 2 ramp-up costs, as applicable, will be an amendment to the FY2020 Budget as impacts of quality issues on schedule are finalized.

FY2020 Capped Subsidy with Legislative Exclusions

(\$ in Millions)	Expense	Revenue	Subsidy
FY2019 Base Subsidy	\$1,879	\$798	\$1,081
+ 3% Subsidy Growth Cap	\$39	\$7	\$32
+ Legislatively Excluded Subsidy	\$14	\$0	\$14
+ Select New Initiatives and Management Actions	\$10	\$10	\$0
FY2020 Total	\$1,942	\$815	\$1,127

Management actions cumulatively reduce FY2020 Operating Subsidy by \$183 million



FY2020 Budget Risks

- Federal uncertainty – PRIIA reauthorization
- No Rainy Day Fund for emergencies and weather events
- Further ridership declines
- Growth in paratransit costs and ridership continue to increase
- Unfunded Pension and OPEB liabilities - \$3 billion

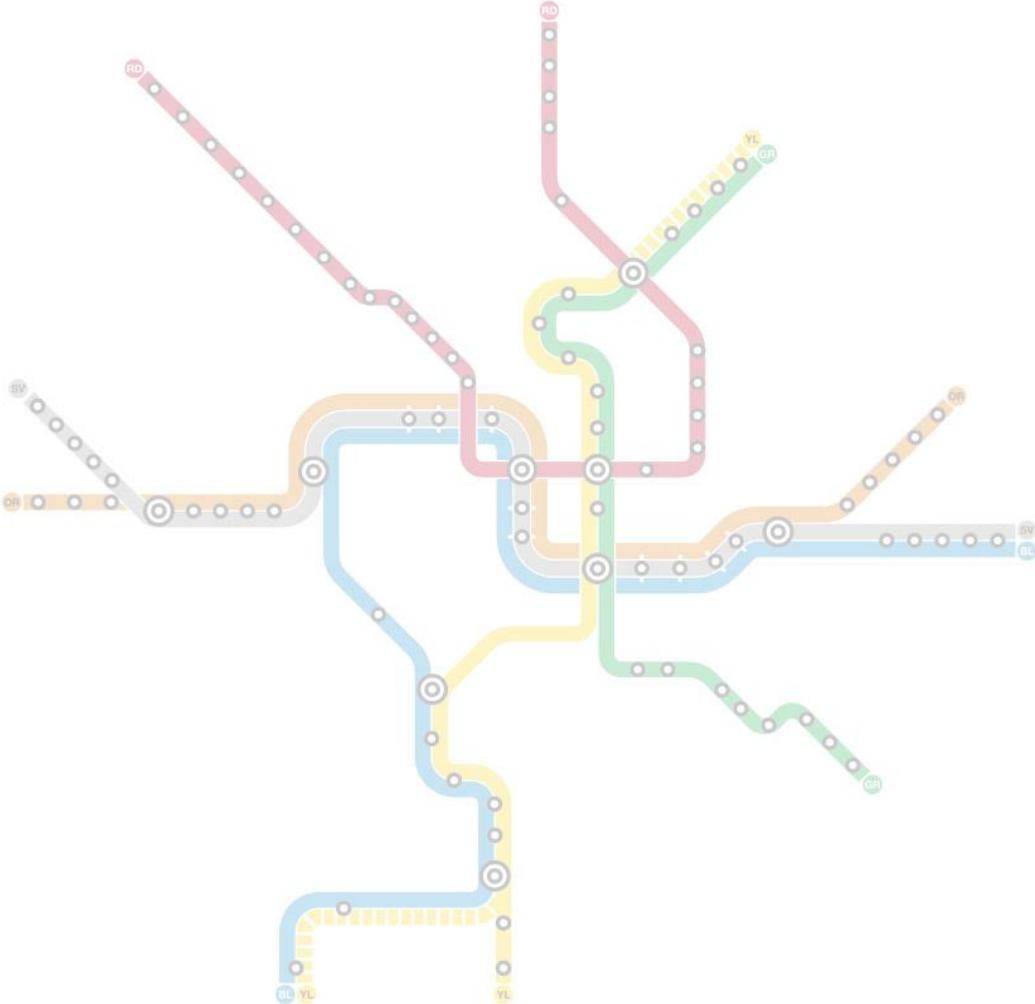
Recommendations

- Accept staff report summarizing public participation and equity analysis
- Approve FY2020 operating and capital budgets and FY2020-2025 CIP

Next Steps

- April 2019: Submit federal grant applications
- July 2019: FY2020 Fiscal Year begins

Appendix



FY2020 Work Plan Highlights - Systemwide

- **Fleet Renewal**
 - Complete delivery of final 7000 Series Railcars
 - Award contract for 8000 Series Railcars
 - Replace 100 standard 40' buses and 22 60' articulated buses
 - Purchase 275 MetroAccess vans
- **Underground Tunnel Cell Service**
 - **Green Line**
 - Suitland to Branch Ave
 - Gallery Place to Southern Ave
 - **Red Line**
 - Dupont Circle to Medical Center
 - Grosvenor-Strathmore to White Flint
- **Fare Collection**
 - Mobile Payment App
 - Faregate power and communications
- **Underground Station Lighting improvements at more than 20 stations**



FY2020 Work Plan Highlights – Station Improvements

■ New Stations

- Testing and begin commissioning six new stations for Silver Line Phase 2
- Begin construction at Potomac Yard

■ Station Platforms

- King Street
- Braddock Road
- Van Dorn
- Franconia-Springfield
- Eisenhower
- Huntington

■ Parking Garage Rehabilitation

- Shady Grove
- Franconia-Springfield
- College Park
- New Carrollton
- Largo Town Center
- Vienna
- White Flint
- West Falls Church



■ Vertical Transportation

- Elevator Rehabilitations
 - Forest Glen (6)
 - Friendship Heights
 - Huntington
 - 7 additional locations in development
- Escalator Replacements
 - Courthouse (2)
 - Congress Heights (2)
 - Archives
 - 13 additional locations in development

SUBJECT: APPROVAL OF FISCAL YEAR 2020 OPERATING BUDGET AND CAPITAL BUDGET AND PUBLIC PARTICIPATION REPORT

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

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

WHEREAS, The Board has received and considered the General Manager/Chief Executive Officer's (GM/CEO) proposed fiscal year (FY) 2020 Operating Budget and FY 2020-2025 Capital Improvement Program (CIP); and

WHEREAS, Pursuant to the Public Participation Plan, the Board held three public hearings on January 30, January 31 and February 5, 2019, on the proposed FY 2020 Operating Budget, related service and fare proposals, the CIP, and WMATA's strategic plan known as Keeping Metro Safe, Reliable and Affordable (KMSRA), including one of the public hearings in an area served by the Northern Virginia Transportation Commission; and

WHEREAS, The results of the public hearing and public participation are summarized in the Public Participation Report (Attachments A, A1, A2, and A3); and

WHEREAS, As required by the Federal Transit Administration (FTA) and under Board guidelines, staff conducted an equity analysis of the proposed fare and service changes (Attachment A4) and determined that the proposed changes will not impose a disparate impact on minority riders or a disproportionate burden on low-income riders; and

WHEREAS, KMSRA is the strategic plan the Board continues to endorse and is the basis for the FY 2020 Operating Budget and CIP contained in this resolution; and

WHEREAS, The proposed CIP assumes that Passenger Rail Investment and Improvement Act grants (PRIIA) will be reauthorized; and

WHEREAS, The dedicated funding legislation requires WMATA to limit base jurisdictional operating subsidy growth to three percent annually and, therefore, WMATA will explore innovative initiatives to drive ridership growth and provide additional service options;

NOW, THEREFORE, be it

RESOLVED, That the Board approves the Public Participation Report on the proposed FY 2020 Operating Budget and FY 2020-2025 CIP, as detailed in Attachments A-A3, and the Title VI equity analysis detailed in Attachment A4; and be it further

RESOLVED, That the Board approves and adopts the FY 2020 Operating Budget (inclusive of all Operating Reimbursable projects) of \$1.95 billion, with revenues, expenses, and subsidies detailed in Attachments B and C computed by: (1) taking the FY 2019 subsidy allocations and adding three percent to each Signatory's allocation; (2) allocating the Signatory amounts by calculating the jurisdiction's percentage share of the applicable Signatory's amount using the Board-approved subsidy formulae; and (3) applying the Board-approved subsidy formulae to the legislative exclusions to the three percent subsidy increase limitation; and be it further

RESOLVED, That \$72.14 million of debt service expenditures resulting from the issuance of Series 2017A, 2017B, and 2018 bonds are due from and allocated to the participating jurisdictions as detailed in Attachment C; and be it further

RESOLVED, That the Board approves and adopts the FY 2020 Capital Budget of \$1.55 billion (inclusive of all Capital Reimbursable projects) and the FY 2020-2025 CIP of \$9.24 billion as summarized in Attachments D, E and F; and be it further

RESOLVED, That the Board approves the use of FTA grant and local matching funds in the amount of \$60 million or more for eligible preventive maintenance expenditures through the FY 2020 Capital Budget; and be it further

RESOLVED, That the Board approves the capital funding contribution of \$23.40 million in capital funds to support operating revenue losses caused by service disruptions associated with major capital projects; and be it further

RESOLVED, That the Board approves and adopts the service changes and revisions to the fare schedule as detailed in Attachment G; and be it further

RESOLVED, That if: (1) any jurisdiction's paratransit expenses are less than such jurisdiction's budgeted paratransit amount due to a reduction in the number of MetroAccess trips attributable to that jurisdiction; and (2) WMATA's net expenses on Metrorail, Metrobus, and MetroAccess being favorable to WMATA's FY 2020 Operating Budget, the GM/CEO and Chief Financial Officer (CFO) are authorized to provide credits to such jurisdiction not to exceed the actual savings from such jurisdiction's budgeted paratransit amount on a schedule to be determined by the GM/CEO or CFO where credits are based on the per trip rate used by the innovative paratransit program; and be it further

RESOLVED, That, subject to a net favorable FY 2020 Operating Budget position, the Board authorizes the GM/CEO to fund the Other Post-Employment Benefits trust in an amount that the GM/CEO deems appropriate during FY 2020; and be it further

RESOLVED, That the Board authorizes the GM/CEO to continue the Rush Hour Promise program through June 30, 2020, with terms and conditions established by the GM/CEO, and be it further

RESOLVED, That the Board authorizes the GM/CEO to negotiate, implement and manage a late-night service pilot program with interested transportation service providers on such terms and conditions as the GM/CEO deems appropriate; and be it further

RESOLVED, That the Board authorizes the GM/CEO to accept grant funding, above amounts listed in the FY 2020 Operating Budget and FY 2020-2025 CIP, without further Board action so long as there is no increase in the total annual expense budget authorization; and be it further

RESOLVED, That the GM/CEO shall report to the Board all unbudgeted grant funds received on a quarterly basis; and be it further

RESOLVED, That the Board authorizes the GM/CEO and CFO or their designee to leverage the dedicated funding, including issuance of bonds, to maximize the use of the funding for approved capital projects; and be it further

RESOLVED, That, in order to implement the FY 2020 Capital Budget or the FY 2020 Operating Budget, the GM/CEO, the CFO, or their designees are authorized to: (1) file and execute grant applications and accept grants on behalf of WMATA for funds from the federal government and any other public or private entity regardless of whether a local match is required without further Board action, so long as the acceptance of such grant does not result in the increase in expenditures above the approved FY 2020-2025 CIP or the approved FY 2020 Operating Budget; (2) conduct public hearings at any time during FY 2020 in furtherance of the implementation of the FY 2020-2025 CIP; and (3) execute and file the annual FTA Certifications and Assurances as a prerequisite to the submission of federal grant applications; and be it further

RESOLVED, That the Board acknowledges that, in accordance with the terms of the Capital Funding Agreement (CFA), if any projects are started during the term of the CFA or any bonds or other financial instruments are issued pursuant to the CFA, the Contributing Jurisdictions have agreed to continue to make their Allocated Contributions for those projects or debt service until the conclusion of the projects or the final maturity of the bonds or other financial instruments; and be it finally

RESOLVED, That, to allow staff to timely apply for the coming FY's grants, this Resolution shall be effective immediately.

Reviewed as to form and legal sufficiency,



for Patricia Y. Lee
General Counsel

WMATA File Structure Nos.:
2.7 Delegation of Authority
4.2.2 Fiscal Year Budgets

PROPOSED



Washington Metropolitan Area Transit Authority
Public Outreach & Input Report

**Docket B19-01: Proposed FY2020 Operating Budget and
Related Service and Fare Proposals**

**Docket B19-02: Proposed FY2020-2025 Capital Improvement
Program and Strategic Plan**

PROPOSED

INTRODUCTION

Metro's proposed Fiscal Year 2020 budget totals \$3.4 billion and remains grounded in the General Manager's commitment to provide a better ride, better convenience and better value for the region.

The budget proposal identifies efficiencies needed to limit the amount paid by the jurisdictions, as required by law, while also reflecting anticipated ridership and revenue losses. In light of these realities, Metro's proposed budget prioritizes safety and compliance, system preservation and state of good repair, and improvements to the customer experience, along with other efforts to increase ridership.

Several key initiatives being considered include:

- Expand weekday rush hours to provide more frequent service later in the morning and evening from 5:00 a.m.-10:00 a.m. and 3:00 p.m.-8:30 p.m. with peak fares in effect.
- Extend service on the Yellow Line to Greenbelt instead of Fort Totten or Mt Vernon Sq.
- Extend all Red Line trains to Glenmont during weekday rush hours and weekends instead of ending some trains at Silver Spring.
- Run all eight-car trains.
- Implement a \$2 weekend flat fare on Metrorail, excluding special events.
- Reduce the cost of the 7-day bus pass from \$17.50 to \$15.
- Add unlimited local Metrobus trips to Metro's unlimited monthly rail pass, SelectPass, at no additional cost.
- Introduce an updated series of passes by adjusting the current 1-Day, 7-Day Short-Trip and 7-Day Fast Rail Passes and introducing a new 3-Day Pass, with all including unlimited local Metrobus trips.

Details about the proposed changes, as well as the proposed capital improvement program budget and Metro's updated strategic plan, can be found in WMATA Dockets B19-01 and B19-02 at wmata.com under About > Public Hearings & Meetings.

This report includes an overview of the public participation plan that was followed, as well as a summary of the feedback received from the public from various information channels.



COMMUNICATIONS & OUTREACH TO THE PUBLIC

In order to encourage public feedback on the proposed budget and strategic plan, as well as to fulfill the Board-approved Public Participation Plan, Metro designed a communications and outreach plan that focused on customers and local stakeholders.

The majority of the communications and outreach effort concentrated on the public comment time period - Saturday, January 12 through Monday, February 11. The final plan included the following efforts:

- Outreach events at stations & bus stops
- Stakeholder communication
- Targeted marketing & media
- Open houses & public hearings

In order to best manage resources in the allotted amount of time, the majority of outreach efforts focused on the proposed changes that would have the greatest impact on riders (high ridership, bus-rail transfers, Title VI populations). A demographic overview of the impacted customers can be viewed in the Title VI equity analysis report.

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

- Paper surveys in English and Spanish at station/bus stop outreach events and station survey collection boxes
- Paper surveys in English and Spanish from the Open Houses/Public Hearings
- Online survey in English and Spanish
- Verbal and written public testimony at the Public Hearings
- Written comments received by the Board Secretary's Office

Additional feedback about the various fare and service proposals was collected through a series of online surveys prior to the public comment period.



Outreach Events at Stations & Bus Stops

Outreach street teams traveled to various Metrorail stations and bus stops for a total of 107 shifts to collect feedback from riders on paper surveys and pass out brochures. Target stations aligned closely with jurisdictional station distribution, and locations were chosen based on high average weekday, low-income and minority ridership, high rail-to-bus transfers and locations impacted by service proposals. A complete list of outreach shifts is listed on page 6.

Team members wore Metro aprons and those who were bilingual wore large pins that identified them as speaking another language. Half of all street teams were fluent in Spanish, and some teams also had Amharic, Chinese and Korean speakers.

Team members distributed a combined brochure/survey in English and Spanish that explained the details of the proposed budget and strategic plan, information about the public hearings and ways to provide feedback. A sentence with language assistance details was placed in the brochure in Amharic, Chinese, French, Korean, and Vietnamese. Riders were asked to complete the survey and either hand it back to outreach staff or drop it off at any Metrorail Station survey collection box. Panels from the combined brochure/survey are on the following page.

Approximately 121,600 brochures were distributed during the outreach. A total of 1,555 paper surveys were collected from team members and survey collection boxes in stations, accounting for 26% of all feedback collected during the public comment period.

Station/Bus Stop Outreach By the Numbers	
# of outreach shifts	107
# of locations	59
# of brochures distributed	121,600
# paper surveys collected*	1,555

*Collected by outreach teams and in survey collection boxes in Metrorail stations



Keeping Metro Safe, Reliable and Affordable
Fiscal Year 2020 Budget

Read about Metro's proposed changes to service and fares and tell us what you think.



More at wmata.com/budget

Safe, Reliable and Affordable

Metro's proposed Fiscal Year 2020 budget totals \$3.4 billion and remains grounded in the General Manager's commitment to provide a better ride, better convenience and better value for the region.

The budget proposal identifies efficiencies needed to limit the amount paid by the jurisdictions, as required by law, while also reflecting anticipated ridership and revenue losses. In light of these realities, Metro's proposed budget prioritizes safety and compliance, system preservation and state of good repair, and improvements to the customer experience, along with other efforts to increase ridership.

Metro's Board of Directors must consider all options to move Metro beyond "Back2Good" and make the system better than good. By providing your feedback on the various options being considered, Metro's Board of Directors and General Manager will be informed about what customers like you believe will get us there.

Proposed Fare and Service Changes

Proposed Rail Service Adjustments

The following service adjustments have been proposed by Metro to deliver better service to current riders and attract new customers.

Expand Weekday Peak Service Times
 • Change the hours of peak service to 5:00-10:00 a.m. and 3:00-8:30 p.m. This schedule would add 30 minutes to peak service in the morning and 30 minutes in the evening. Peak fares would be in effect.

Extend Service
 • Run all Yellow Line trains to Greenbelt instead of Fort Totten or Mt Vernon Sq.
 • Run Red Line trains to Glenmont during weekday peak hours and weekends instead of ending some trains at Silver Spring.

Run All Eight-Car Trains
 • Increase all trains to their maximum length of eight cars.

Proposed Fare Adjustments

The following fare adjustments have been proposed by Metro to provide a better value to customers and encourage additional ridership.

Implement a \$2 Weekend Flat Fare on Metrorail
 • Any Metrorail trip on Saturday or Sunday would cost \$2, regardless of distance.* For eligible senior citizens and people with disabilities, the cost would be \$1.

Enhance Pass Products

- Reduce the cost of the 7-Day Bus Pass from \$17.50 to \$15.
- Add unlimited local Metrobus trips to Metro's unlimited monthly rail pass, SelectPass, at no additional cost.
- Introduce an updated series of passes by adjusting the current 1-Day, 7-Day Short-Trip and 7-Day Fast Rail Passes and introducing a new 3-Day Pass. Each proposed pass includes unlimited local Metrobus trips.

Current Passes	Cost
1-Day Rail Pass	\$14.75
7-Day Short-Trip Rail Pass	\$38.50
7-Day Fast Rail Pass	\$50
Proposed Passes	Cost
1-Day Rail + Bus Pass	\$13.00
3-Day Rail + Bus Pass	\$28.00
7-Day Short-Trip Rail + Bus Pass	\$58.00
7-Day Fast Rail Pass + Bus Pass	\$58.00

*Subject to change based on the General Manager's discretion to change peak rail fares during peak service for regional events.

Capital Improvement Program and Strategic Plan

As part of the budget, Metro's Capital Improvement Program invests \$1.4 billion into safety and reliability improvements, rebuilding the Metro system, and improving the effectiveness of the current rail and bus network. The vast majority of the planned investments advance the safety, rehabilitation and replacement of Metro's infrastructure, facilities, equipment, systems, railcars, buses, and paratransit vehicles. This includes modernization of the fare collection equipment; station renovations like brighter lights, new platforms and escalator replacements; parking garage rehabilitations; and other customer improvements.

Metro's budget is built upon its strategic plan, Keeping Metro Safe, Reliable and Affordable. This plan, originally presented to the Board of Directors in 2017, has been updated to specifically address recommendations from former U.S. Department of Transportation Secretary Ray LaHood. It focuses on Metro's safety, reliability and fiscal accountability, as well as efforts to move Metro toward a sustainable operating model.

More details about the projects planned under the Capital Improvement Program and Metro's strategic plan can be found at wmata.com/budget.

Tell us what you think!

Take the survey! You can complete the survey online at wmata.com/budget, or fill out the survey on the next page and drop it in a survey collection bin located near the faregates at your nearest Metrorail station.

Attend an open house and public hearing at one of the following three locations:
Tuesday, January 29, 2019
 Metro Headquarters Building
 600 5th Street, NW
 Washington, DC 20001
 Open House 5:30 p.m.
 Public Hearing 6:00 p.m.

Wednesday, January 30, 2019
 The Durant Arts Center
 1605 Cameron Street
 Alexandria, VA 22314
 Open House 6:00 p.m.
 Public Hearing 6:30 p.m.

Thursday, January 31, 2019
 Greenbelt Library
 11 Crescent Road
 Greenbelt, MD 20770
 Open House 6:00 p.m.
 Public Hearing 6:30 p.m.

Please provide your feedback by 5:00 p.m. on Tuesday, February 5, 2019.

Public feedback will be provided to Metro's Board of Directors in March 2019 as part of the final decision making process. Any Board-approved fare or service changes will begin on or about July 1, 2019.

Public participation is voluntary and open to all, with no national origin, age, gender, religion, disability or family status. If you require special accommodations under the Americans with Disabilities Act or translation services (free of charge), contact the project team at 202-637-7000 (TTY: 202-637-7000) as soon as possible prior to the public hearing date.

Mantener a Metro Seguro, Confiable y Económico
Presupuesto para el año fiscal 2020

Lea sobre los cambios propuestos de Metro para el servicio y las tarifas y díganos lo que piensa.



Para más información en wmata.com/budget

Brochure with perforated survey

(Brochure contained same English content in Spanish)

Language info in Amharic, Chinese, French, Korean, and Vietnamese

AA 2020 0103 1-28 11:30 AM (GMT-05:00) Metro 2020 Budget Survey

有关预算的首选语言获取 Metro 2020 财年预算调查的更多信息，请致电 202-637-7000。

Pour obtenir de plus amples informations sur la proposition budgétaire de Metro concernant l'année fiscale 2020 dans la langue de votre choix, veuillez appeler le 202-637-7000.

Metro 회계연도 2020년 예산안(Fiscal Year 2020 Budget Proposal)에 대한 추가 정보 및 설문 조사를 받으시려면 202-637-7000 번호로 문의하십시오.

Để biết thêm thông tin về Dự Toán Ngân Sách Năm Tài Chính 2020 của Metro bằng ngôn ngữ của bạn, hãy gọi 202-637-7000.

1. On average, on which days of the week do you ride Metrobus and Metrorail? Please check all days that apply or never if you don't currently use either the Metro bus or rail system.

Never	1	2	3	4	5	6	7	8
<input type="checkbox"/>								

2. Which Metrorail lines do you use? Please select all that apply.

Red Orange Blue
 Green Yellow Silver
 I don't use Metrorail

3. What level of interest might you have in a 7-day, unlimited-ride, bus pass? Please select all that apply.

High interest Moderate interest Low interest No interest

4. Would you consider buying a 7-day, unlimited-ride, bus pass for \$15? Please select all that apply.

Certainly yes Probably yes Maybe Probably no Certainly no

5. Metro currently offers a 7-day Regional Bus Pass. The pass is available only on SmarTrip® cards for seven consecutive days of unlimited bus travel on Metrobus as well as regional bus partners including DASH, ART, Fairfax Connector, DC Circulator, Ride On, TheBus. On express Metrobuses, the pass reduces the express bus fare by the price of a regular bus fare. (For example, if you are required to pay full fare, the express bus fare was \$4.25, and a regular bus fare was \$2.00, then your SmarTrip® card would be charged \$2.25.)

Would you consider buying this 7-Day Regional Bus pass for \$15? Please select all that apply.

Certainly yes Probably yes Maybe Probably no Certainly no

6. What level of interest might you have in unlimited ride Metrorail passes (e.g. for a day, for multiple consecutive days, for a week, for a month)? Please select all that apply.

High interest Moderate interest Low interest No interest

7. Would you consider buying the following unlimited ride Metrorail passes? Please select all that apply.

1 Day - \$15	1 Day - \$28	1 Day - \$58
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

8. Would you consider buying the following unlimited ride Metrorail passes if they also included unlimited Metrobus rides? Please select all that apply.

1 Day - \$15	1 Day - \$28	1 Day - \$58
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Now we'd like to get your feedback on how to focus efforts to improve Metrorail service.

9. Based on your personal experiences and perceptions, to what extent have the factors below held you back from riding Metro more often? Please rate the influence of each on a scale where 1 = no impact and 7 = very strong impact.

No impact at all	1	2	3	4	5	6	7	Very strong impact
Trains are too crowded	<input type="checkbox"/>							
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Outreach Event Schedule

Date	Station
Thursday, January 17, 2019 6:00-10:00 a.m.	New Carrollton
	Landover
	Deanwood
	Minnesota Ave
	Potomac Ave
Thursday, January 17, 2019 4:30-8:30 p.m.	Largo Town Center
	Addison Rd
	Capitol Heights
	Benning Rd
Friday, January 18, 2019 6:00-10:00 a.m.	Stadium-Armory
	Wiehle-Reston East
	Tysons Corner
	Vienna
Friday, January 18, 2019 4:30-8:30 p.m.	East Falls Church
	Ballston-MU
	Smithsonian
	McPherson Sq
	Farragut West
	Foggy Bottom-GWU
Tuesday, January 22, 2019 6:00-10:00 a.m.	Rosslyn
	Court House
	Shady Grove
	Rockville
	Glenmont
Tuesday, January 22, 2019 4:30-8:30 p.m.	Wheaton
	Silver Spring
	Brookland-CUA
	Rhode Island Ave
	Union Station
Wednesday, January 23, 2019 6:00-10:00 a.m.	Gallery Place
	Metro Center
	Greenbelt
	College Park
	Prince George's Plaza
Thursday, February 5, 2019*	West Hyattsville
	Fort Totten
	Friendship Heights
	Farragut North

Date	Station
Friday, January 25, 2019 6:00-10:00 a.m.	Anacostia
	Congress Heights
	Southern Ave
	Naylor Rd
	Suitland
	Branch Ave
Friday, January 25, 2019 4:30-8:30 p.m.	New Carrollton
	Landover
	Deanwood
	Minnesota Ave
	Potomac Ave
	Gallery Place
Saturday, January 26, 2019 9:00 a.m.-1:00 p.m.	Union Station
	Columbia Heights
	Pentagon
	Foggy Bottom
Sunday, January 27, 2019 9:00 a.m.-1:00 p.m.	Anacostia
	Fort Totten
	Pentagon City
	Rosslyn
Monday, January 28, 2019 6:00-10:00 a.m.	Silver Spring
	Georgia Ave-Petworth
	Columbia Heights
	Shaw-Howard U
	L'Enfant Plaza
	Archives
Monday, January 28, 2019 4:30-8:30 p.m.	Pentagon City
	Shady Grove
	Rockville
	Glenmont
	Wheaton
Tuesday, January 29, 2019 6:00-10:00 a.m.	Silver Spring
	Brookland-CUA
	Rhode Island Ave
	Union Station
	Gallery Place
Tuesday, January 29, 2019 6:00-10:00 a.m.	Metro Center

Date	Station
Tuesday, January 29, 2019 4:30-8:30 p.m.	Franconia-Springfield
	Huntington
	King St-Old Town
	Reagan National Airport
	Crystal City
Wednesday, January 30, 2019 6:00-10:00 a.m.	Pentagon
	Smithsonian
	McPherson Sq
	Farragut West
	Foggy Bottom-GWU
Wednesday, January 30, 2019 4:30-8:30 p.m.	Rosslyn
	Court House
	Greenbelt
	College Park
Wednesday, February 4, 2019*	Prince George's Plaza
	West Hyattsville
	Fort Totten
	Georgia Ave-Petworth
Wednesday, February 4, 2019*	Columbia Heights
	Shaw-Howard U
	L'Enfant Plaza
	Archives
	Pentagon City
Thursday, February 5, 2019*	Franconia-Springfield
	Huntington
	King St-Old Town
	Reagan National Airport
Thursday, February 5, 2019*	Crystal City
	Pentagon
	Bethesda
Thursday, February 5, 2019*	Friendship Heights
	Tenleytown-AU
	Dupont Circle
	Farragut North

*Rescheduled dates from the previous week due to weather conditions



Stakeholder Communication

- The Managing Director of Office of Management and Budget Services gave a presentation about the proposed budget to Metro's Riders' Advisory Council on December 5, 2018.
- The Chief Financial Officer gave a presentation about the proposed budget to Metro's Accessibility Advisory Committee (AAC) on February 4, 2019.
- The Office of External Relations notified its 2,900+ stakeholder list through an email on Friday, January 18, 2019 which includes places of worship, event venues, business improvement districts, residences and apartments, schools, shopping areas and more. The list also includes more than 300 Community Based Organizations (CBOs).
- The Office of Equal Employment Opportunity (OEEO) informed stakeholders of the opportunity to provide comments, encouraging submission of feedback via Metro's online survey. OEEO also invited participation in the three Open Houses and Public Hearings. In total, OEEO contacted 1,945 individuals associated with 1,471 community partners such as Community Based Organizations (CBOs), Places of Worship, residences/apartments, and schools. Communication included a link to information in languages other than English (Amharic, Chinese, French, Korean, Spanish, and Vietnamese). OEEO followed up with 36 CBOs via phone to confirm information was received, and to respond to any requests for additional information.
- The Office of Government Relations provided extensive information on the FY2020 budget proposal and strategic plan to local, state jurisdictional and Congressional staff. Staff addressed follow up questions to the plan to ensure elected officials and their staff had a thorough understanding of the options.
- Employees were notified that the recommended budget was going to be discussed with the Board Finance Committee through a special message from the General Manager on October 29, 2018. Information about providing feedback on the proposals through the General Manager's weekly email newsletter on Friday, January 11, as well as Metrobus, Metrorail, and Grounds Maintenance and Custodial Services "hot sheets" that are shared with the operations divisions.
- Arlington County Transportation notified its stakeholder list through an email on January 30, 2019 which included a brief overview of the proposal and ways to provide feedback.



GM weekly email newsletter

Metrobus Hot Sheet

News You Can Use, February 1, 2019





Share Your Feedback on the Budget
Have you completed the survey on our proposed FY2020 operating and capital budgets? The proposal includes:

- Expand rush hours from 5:00-10:00 a.m. and 3:00-8:30 p.m.
- Run all Yellow Line trains to Greenbelt
- Run Red Line trains to Glenmont during rush hours and weekends
- Increase all trains to their maximum length of eight cars

Submit feedback on this at: www.wmata.com/budget now through Monday, February 11, at 9:00 a.m.

Bus Service During a Winter Storm
During inclement weather, Metrobus service may be modified as local road conditions deteriorate. Service is first reduced, detoured, then limited to snow emergency routes. If roads become unsafe, bus service will be halted until it is safe to resume service. More information on service modifications for specific bus routes during winter storms can be found on www.wmata.com > Rider Guide > Severe Weather > Bus Snow Service.

Stay Safe in Extreme Cold Weather
Be sure to recognize and properly respond to the effects of extremely cold weather. Many serious injuries and occurrences like frostbite and hypothermia can be avoided. The Department of Homeland Security offers great tips at www.ready.gov/winter-weather.

M metro Customer Care Tip: Take care outside of your education with customers. Be available, approachable and professional.
Provided by Delanae Bryant, Employee Communications Office, 202-962-5734.

Metrobus Hot Sheet



Targeted Marketing & Media

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

- The creation of the webpages wmata.com/budget and wmata.com/budget_espanol informed customers about the proposal and how customers could provide information, including the survey link and contained pdf fliers in Amharic, Chinese, French, Korean, and Vietnamese. The page wmata.com/budget_espanol was professionally translated into Spanish. A link was also posted on the wmata.com homepage. The webpages in English and Spanish generated over 6,360 page views and of those 82% were unique visitors.

- Legal notices were placed in the *Washington Post* on Saturday, January 12, 2019, and Saturday, January 19, 2019, notifying the public of the opportunities to provide public comment.

- English and Spanish signs were posted in Metrorail stations, Bus Information Centers on Metrobus, and MetroAccess vehicles. Metrorail station kiosk screens were updated, and survey collection boxes were placed in all Metrorail stations and included 5,000 copies of the brochure/survey.

- Advertisements were placed in newspapers throughout the region, including multi-lingual publications:

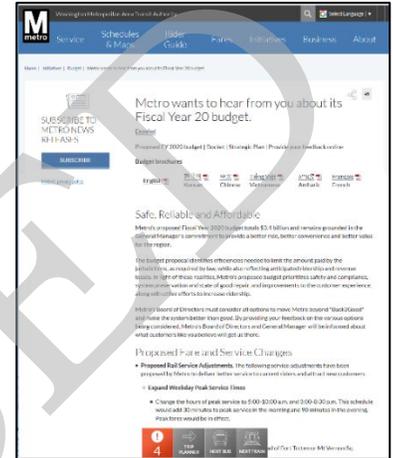
- The Express* (English)
- The Afro* (English)
- El Tiempo Latino* (Spanish)
- Washington Hispanic* (Spanish)
- Korean Times* (Korean)
- Epoch Times* (Chinese)
- Doi Nay* (Vietnamese)

- Copies of the English and Spanish notices were sent to all jurisdictional libraries.

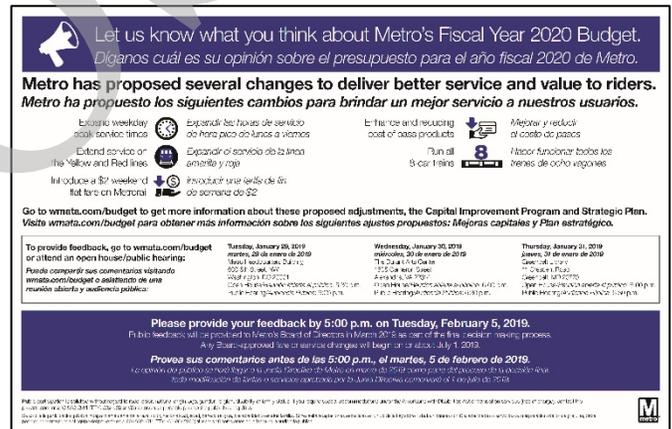
- A press release was published on Wednesday, January 16, 2019.

- Various media outlets and blogs, including WAMU, WJLA, WTOP, Falls Church News-Press, Occupational Health and Safety Magazine, the Express, Greater Greater Washington, POPville, and DCist, covered the budget proposal and public hearing.

- Social media (Facebook, Twitter) was used to post information about the proposal.
 - Facebook: over 1,885 people reached with 23 reactions and 12 link clicks across 6 posts
 - Twitter: over 88,250 impressions and over 990 engagements and 320 link clicks across 6 @wmata tweets



wmata.com/budget webpage



Bus Information Center sign



Ads for El Tiempo Latino and Epoch Times



Open House & Public Hearing

Metro hosted three joint open houses and public hearings for the proposed budget and strategic plan. The first one took place on Wednesday, January 30, 2019, at the Durant Arts Center, 1605 Cameron St, Alexandria, VA. The second one was on Thursday, January 31, 2019, at the Greenbelt Library, 11 Crescent Road, Greenbelt, MD, and the third one, which was originally scheduled for Tuesday, January 29, but was rescheduled due to weather, was on Tuesday, February 5, 2019, at WMATA Headquarters, 600 5th St NW, Washington DC. The open houses began at 6:00 p.m. and the public hearing began at 6:30 p.m. in Virginia and Maryland, and the open house began at 5:30 p.m. and the public hearing began at 6:00 p.m. in Washington DC.



Signage throughout the open house and public hearing was in English and Spanish, and Spanish-speaking staff was available at all events. Each location was ADA accessible and conveniently located next to a Metrorail station or bus line.

The open houses provided the opportunity for attendees to speak one-on-one with staff members from the Office of Management and Budget Services, and attendees were able to complete the survey on-site. In total, the open houses hosted fifty attendees.

The public hearings followed WMATA's standard public hearing procedures. At the beginning of each hearing, a WMATA Board Member read a prepared statement outlining the public hearing process, and Dennis Anosike, WMATA's Chief Financial Officer, presented an overview of the proposed budget and strategic plan. The Board Members that participated were Paul Smedberg, Michael Goldman, and Clarence Crawford.

A total of 24 people provided oral testimony at a public hearing. The oral testimony from the speakers at the public hearing can be found in *Appendix C: Public Hearing Oral Testimony* and accounted for 0.6% of all feedback collected during the public comment period.

	Open House # of Attendees	Public Hearing # of Speakers
Wednesday, January 30 Durant Arts Center Alexandria, VA	10	1
Thursday, January 31 Greenbelt Library Greenbelt, MD	19	8
Tuesday, February 5 WMATA Headquarters Washington, DC	21	24
Total	50	33

Public Input Results

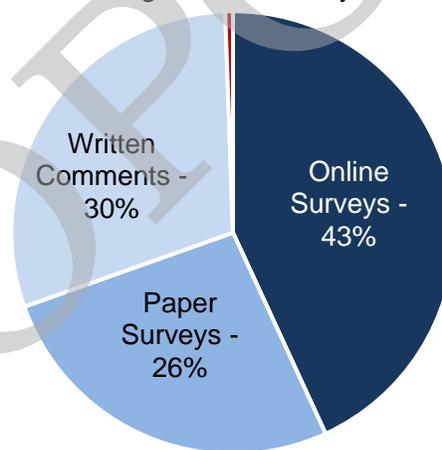
The Office of Customer Research designed a questionnaire with the Budget Project Team and External Relations to collect feedback from Metro customers and stakeholders on the eight key initiatives described on page 2 of this report.

Metro collected public input through surveys, written comments (through the survey tool or letters sent to the Board Office), and oral testimony at the public hearings during the public comment period from Saturday, January 12 through 9:00 a.m. Monday, February 11, 2019. The public comment period was originally scheduled to close on Tuesday, February 5 but was extended due to the public hearing in Washington DC being rescheduled due to weather. **Metro received over 5,800 responses to the proposed budget and strategic plan.**

More than 99 percent of the input received came in using the survey tool, either online or on paper. Analysis of public input collected through responses to survey questions can be found in *Appendix A: Customer Feedback on Proposed Service Changes and Fare Options*. Another 30% of the input received was written comment with nearly all being provided through the survey tool. Written comments can be reviewed in *Appendix B: Written Comments*. Oral testimony at the public hearing accounted about 0.6% and can be reviewed in *Appendix C: Public Hearing Oral Testimony*.

Public Input Sources

Public Hearing Oral Testimony - <1%



Feedback Type	Qty
Online Surveys – wmata.com/budget	2,537
Paper Surveys	1,555
Written Comments	1,757
Public Hearing Oral Testimony	33
Total	5,882

Survey Demographics

A total of 5,849 surveys were submitted. 33% of feedback was received from minority customers and 9% from Hispanics. Low-income customers, those from households earning less than \$30,000 annually, represented 5% of feedback. Additional details about the survey results can be found in *Appendix A: Customer Feedback on Proposed Service Changes and Fare Options*.

	Responses	%
Household income		
Less than \$30,000	259	5%
More than \$30,000	4,607	95%
Latino or Hispanic Origin		
Yes	467	9%
No	5,014	91%
Race		
African American or Black	1,106	21%
American Indian or Alaska Native	107	2%
Asian	488	9%
Native Hawaiian or other Pacific Islander	58	1%
White	3,568	67%
Other	258	5%

FY2020 Budget: Customer Feedback on Proposed Service Changes and Fare Options

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

Office of Customer Research
Document Date: 2/21/2019



FY2020 Budget Feedback: PPP Outreach

- WMATA's Office of Customer Research worked with the Budget Project Team and External Relations to collect feedback from Metrorail and Metrobus customers on the following proposed service and fare changes:
 - Expand weekday peak service times by 30 minutes in the morning and 90 minutes in the evening. Peak fares would be in effect.
 - Run all Yellow Line trains to Greenbelt instead of Fort Totten or Mt Vernon Sq.
 - Run all eight-car trains
 - Implement a \$2 weekend fare on Metrorail
 - Reduce the cost of the 7-Day Bus pass from \$17.50 to \$15
 - Add unlimited local Metrobus trips to Metro's unlimited monthly rail pass, SelectPass.
 - Introduce an updated series of passes by adjusting the current 1-Day, 7-Day Short-Trip and 7-Day Fast Rail Passes and introducing a new 3-Day Pass. Each pass includes unlimited local Metrobus trips.
- The survey was in field from January 12th to February 11th. During this time 2,526 paper surveys and 3,323 online surveys were completed. The paper and online surveys were designed such that responses could be analyzed together.
- Note: Regarding the proposed changes to passes, customers were asked, "would you consider buying ...", and to rate each pass option on the scale of: *Certainly yes, Probably yes, Maybe, Probably no, Certainly no*. Customers were also asked, "would you ride Metrorail more", and to rate each service change on the same scale from: *Certainly yes to Certainly no*. **We believe that "certainly yes" response are the most reliable indicator of future behavior and, for the sake of caution, our demand estimates for each proposed were based only on "certainly yes" customer responses.**

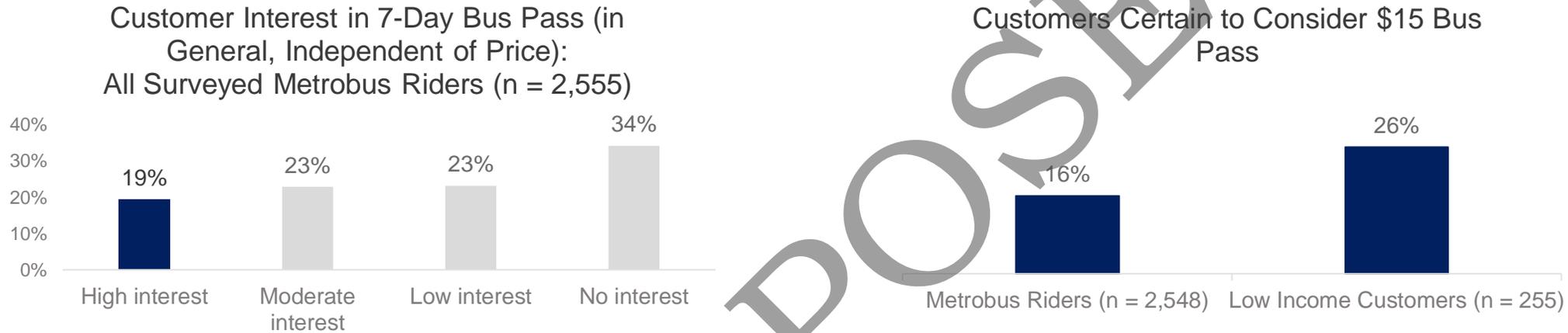
Executive Summary

Insight	Supporting Details
Approximately 1 in 5 respondents said they would ride Metrorail more often if morning rush hour service were extended to 10AM.	<ul style="list-style-type: none">21% of customers said they were <i>certain</i> to ride more if morning rush hour service were extended to 10AM. (Slide 9).
Similarly, 1 in 5 respondents said they would ride Metrorail more often if evening rush hour service were extended to 8:30PM.	<ul style="list-style-type: none">22% of customers said they were <i>certain</i> to ride more if evening rush hour service were extended to 8:30PM. (Slide 9).
A sizable percentage of bus riders are highly interested in a 7-day unlimited use pass at the price of \$15.	<ul style="list-style-type: none">19% of surveyed bus riders were <i>highly interested</i> in purchasing a 7-Day Regional Bus Pass; 84% of this group (16% of bus riders) were <i>certain</i> to consider such a pass at the price of \$15.Caveat: Only 74 of the 2,555 bus customers surveyed ride Metrobus exclusively (not also Metrorail). Within this group of 74, 32% answered that they would certainly consider buying the \$15 pass. If the representation of Metrobus-only customers were higher in our sample, the overall percentage (including bus + rail and bus-only customers) may be significantly higher than 16%. (Slide 5).
4 in 10 respondents are highly interested in a Metrorail, but they are unlikely to purchase the proposed passes.	<ul style="list-style-type: none">41% of surveyed customers were <i>highly interested</i> in an “unlimited ride Metrorail pass,” indicating significant demand for such a product. 24% of this group (10% of survey respondents) were <i>certain</i> to consider the 7-day pass at the price of \$58, which was the highest rated pass.

Executive Summary

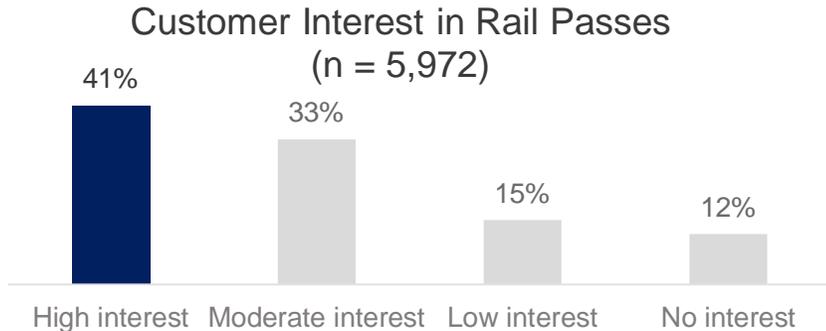
Insight	Supporting Details
Over half of respondents said they would ride Metrorail more often with a \$2 flat weekend fare.	<ul style="list-style-type: none">• 54% of customers were <i>certain</i> they would ride more often with a \$2 flat weekend fare.• Among customers not currently riding Metrorail on the weekend nearly half (47%) were <i>certain</i> they would ride Metrorail more often, lending support to the hypothesis that a flat weekend fare may increase weekend ridership. (Slide 11).
4 in 10 respondents said they would ride Metrorail more often if all Yellow Line Trains were run to Greenbelt.	<ul style="list-style-type: none">• This proposal is most popular among Customers who use both the Yellow and the Green Lines, 59% were certain they would ride more often if all Yellow Line trains ran to Greenbelt.• This proposal was also very popular among Green Line riders, 58% reported they'd ride more often. (Slide 12).
4 in 10 respondents said they would ride Metrorail more often if all trains were eight-cars long.	<ul style="list-style-type: none">• At the Line level, the percentage of customers who said they would ride more often ranged from 43% of Orange Line riders to 39% of Yellow Line riders if all trains were eight-cars long. (Slide 13).
1 in 3 respondents said they would ride more often if all Red Line trains ran to Glenmont.	<ul style="list-style-type: none">• 36% of Red Line riders said they would ride more if trains ran to Glenmont during rush hour and on weekends. (Slide 14).

A sizable percentage of bus riders are highly interested in a 7-day unlimited use pass at the price of \$15.

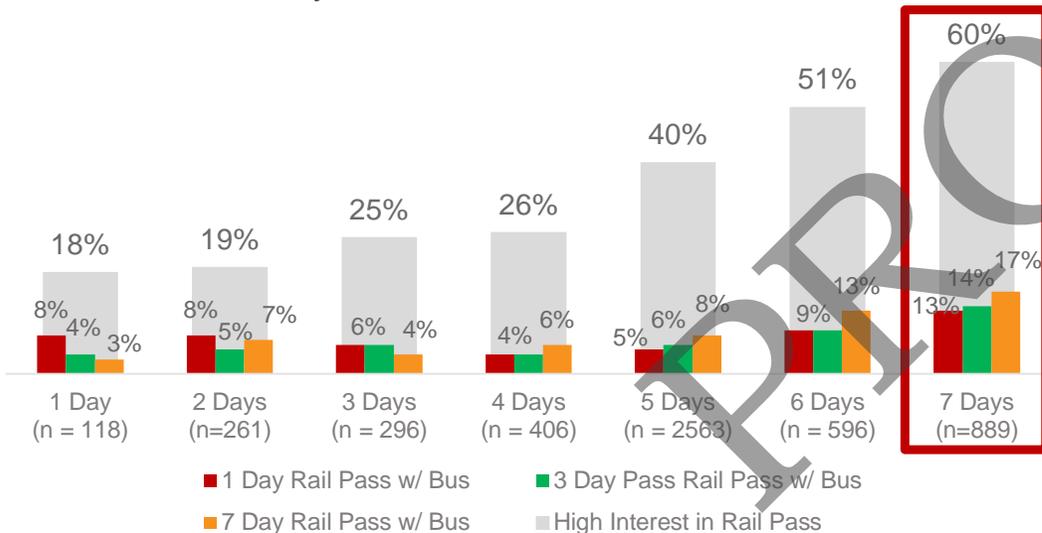


- 19% of surveyed bus riders were *highly interested* in purchasing a 7-Day Regional Bus Pass; 84% of this group (16% of bus riders) were *certain* to consider such a pass at the price of \$15.
- 30% of low income customers (n = 255) were *highly interested* in purchasing a 7-Day Regional Bus Pass, compared to 19% of the all Metrobus Riders surveyed; 84% of this group (26% of low income customers) were *certain* to consider such a pass at the price of \$15.
- Only 74 of the 2,555 bus customers surveyed ride Metrobus exclusively (not also Metrorail). Within this group of 74, 32% answered that they would certainly consider buying the \$15 pass. If the representation of Metrobus-only customers were higher in our sample, the overall percentage (including bus + rail and bus-only customers) may be significantly higher than 16%.

Surveyed customers have *high interest* in unlimited-ride Metrorail passes, but are unlikely to purchase the proposed passes.



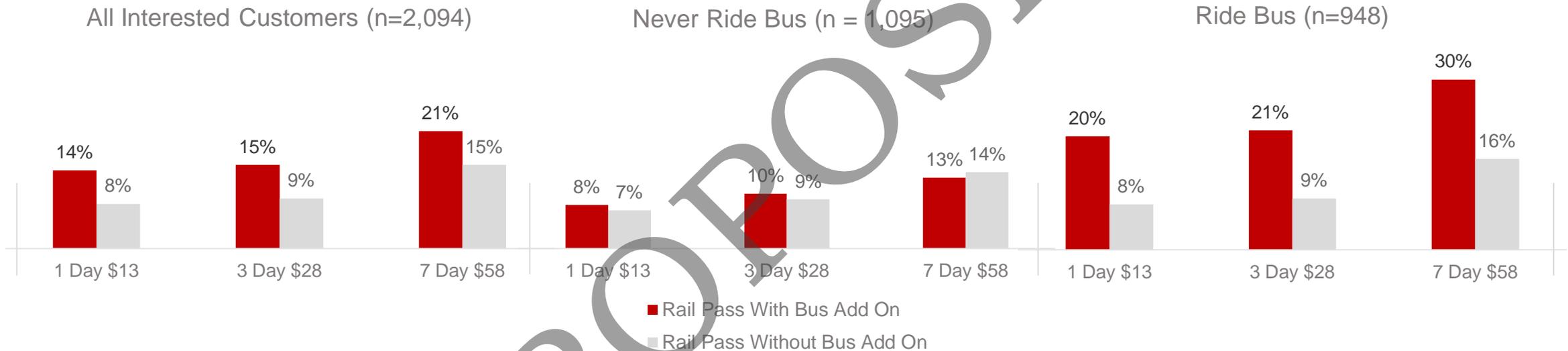
Customer Interest in Rail Passes & Customers Likely to Purchase Rail Passes Grouped by Number of Days A Customer Rides Per Week



- 41% of surveyed customers were *highly interested* in an “unlimited ride Metrorail pass,” indicating significant demand for such a product and 24% of this group (10% of survey respondents) were *certain* to consider the 7-day pass at the price of \$58 (the highest rated pass).
- Customers were asked, on average, “on which days of the week do you ride ... Metrorail?” The more days of the week customers selected the more likely they were to be *highly interested* in purchasing a pass. Among customers who reported on average riding Metrorail everyday of the week, 60% were highly interested in a rail pass of some kind, but only 28% of those *highly interested* (17% of this group) were *certain* to consider the 7-day rail pass with bus.

Adding unlimited local bus trips to Metrorail Passes increases likelihood of purchasing a pass among customers who are already Metrobus riders.

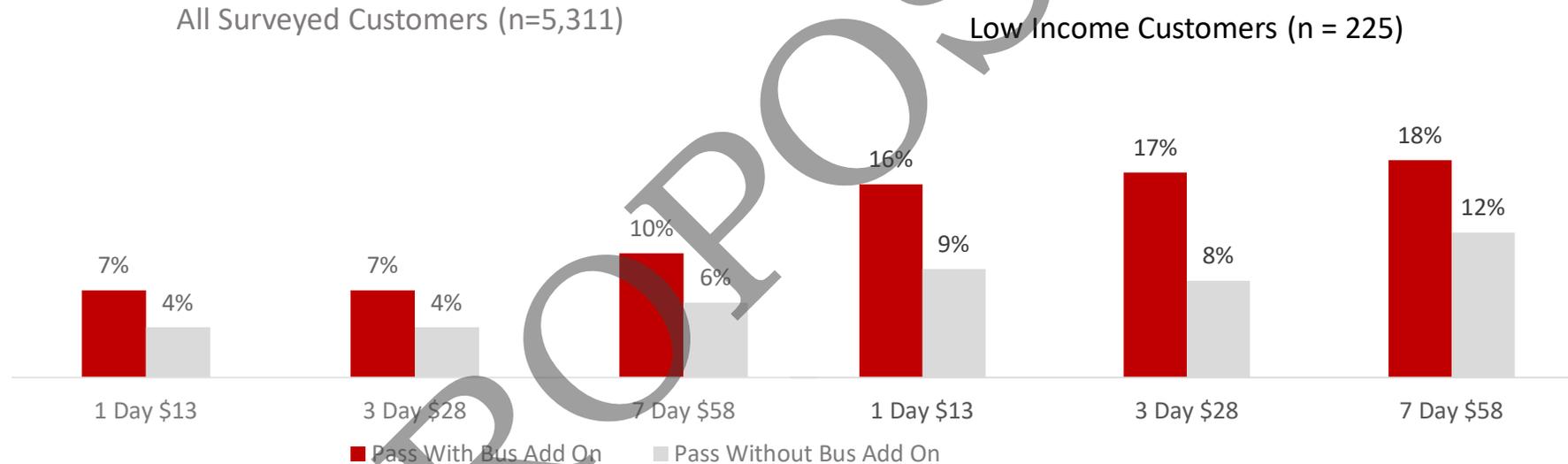
Highly Interested Customers Likely to Purchase Rail Passes



- Including bus with the passes increases likelihood of purchasing passes among customers who are already riding Metrobus
- Adding unlimited local bus trips to the passes does not make the passes more attractive to customers who only ride Metrorail, likely because this is not a feature they want or think they would use.

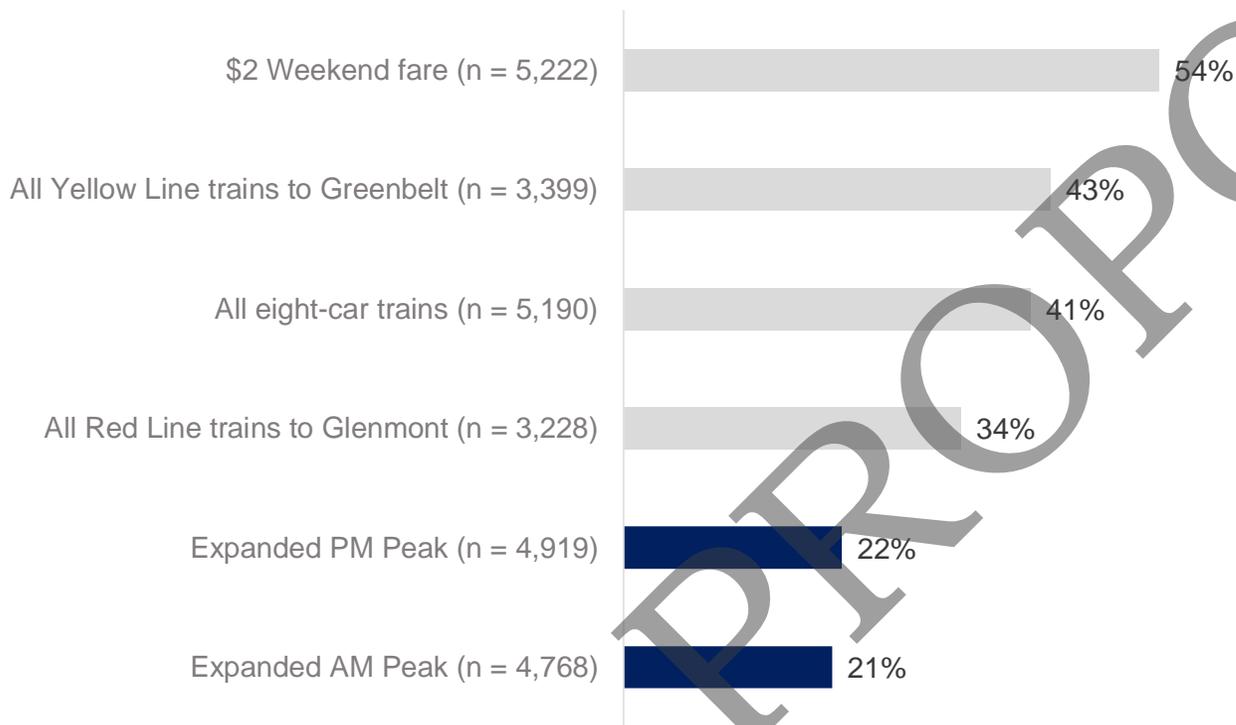
Low income riders were more likely to consider purchasing the unlimited ride passes than customers in the overall survey sample.

Customers Likely to Purchase Rail Passes



Based on the survey results*, of all six proposals, the ones for extending peak service hours are the least popular among respondents.

Customers Likely to Ride Metrorail More Often If Service Proposal Adopted

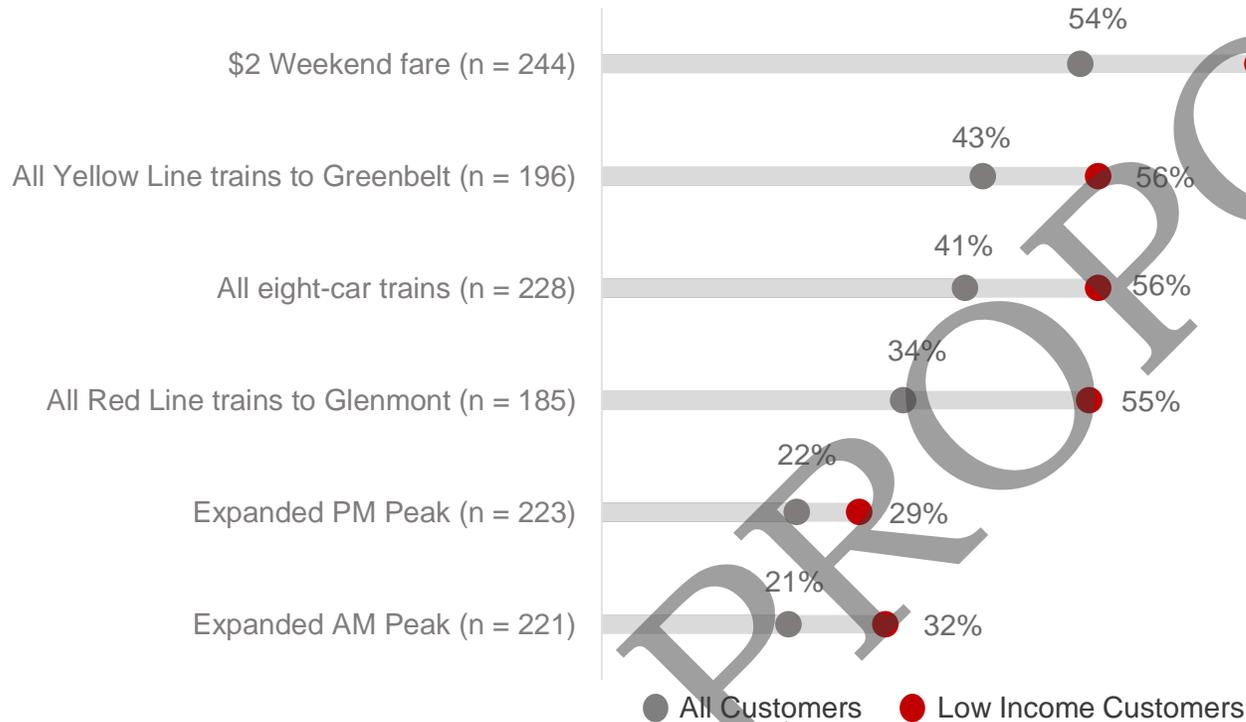


- These were the only proposals that would have increased fares for customers, though only by matching current peak fares to additional peak service provided.

*It's an open question whether the results from this survey are reliable for predicting actual demand, for various methodological reasons (e.g., the respondents may not include a fair representation of customers who ride Metrorail during the times in question because the data collection method did not control for that variable). Ultimately, we advise that the assessment of these proposals include the examination of information from other sources.

Low income customers responded more favorably to all proposed changes compared to the general survey sample.

Low Income Customers Likely to Ride Metrorail More Often If Service Proposal Adopted



- Low income customers reported being more likely to ride Metrorail if any of the six proposals were adopted at high rates than the overall survey sample.
- Of note is that this includes the proposals to expand peak evening service and peak morning service, which would raise fares for these customers.

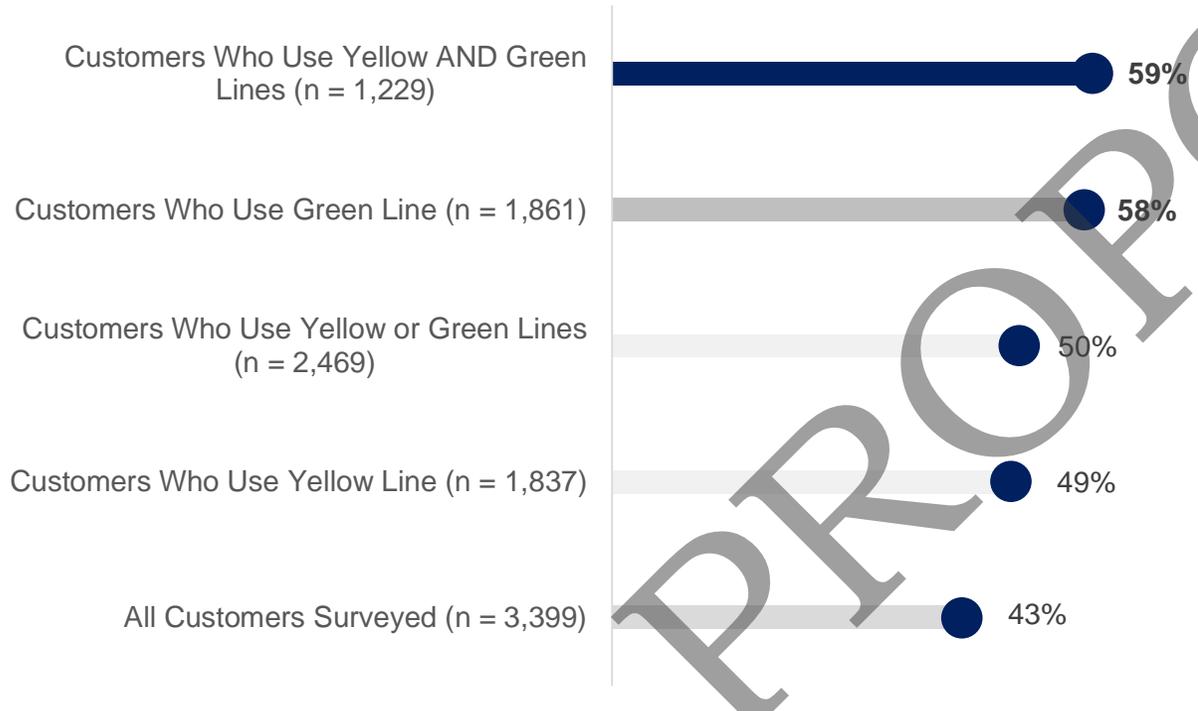
Over half of the respondents said they would ride Metrorail more often with a \$2 flat weekend fare.



- The \$2 Weekend fare was the most popular service proposal.
- Among customers who are not currently riding Metrorail on the weekend **nearly half** were *certain* they would ride Metrorail more often if this proposal were adopted, lending support to the hypothesis that a flat weekend fare might increase weekend ridership.
- It's not surprising that this proposal was particularly popular among customers who do ride Metrorail on the weekend with 64% *certain* they would ride more often.

4 in 10 respondents said they would ride Metrorail more often if all Yellow Line Trains were run to Greenbelt.

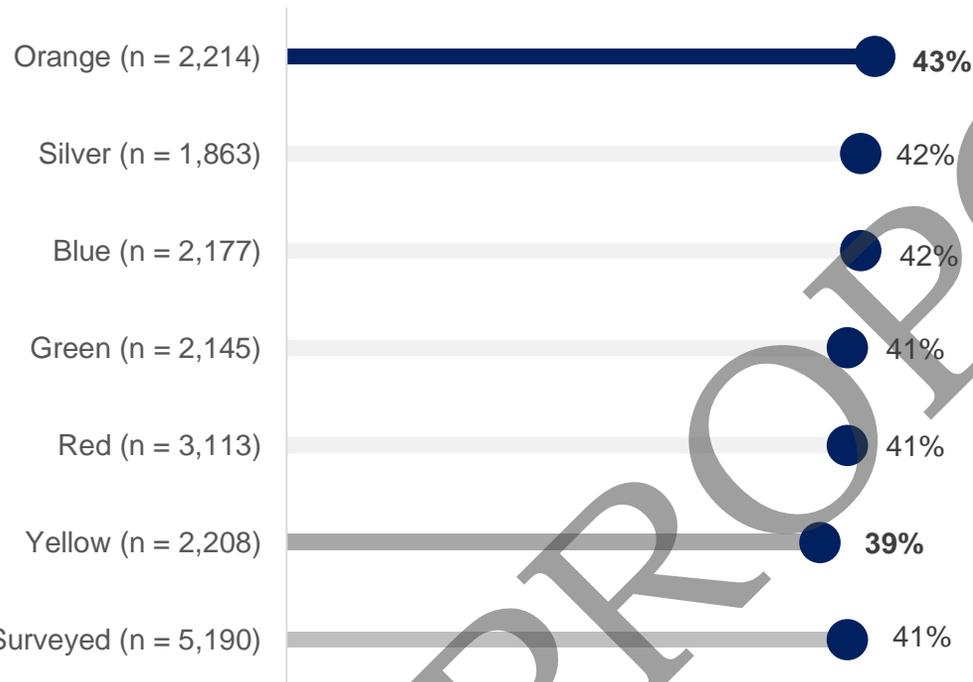
Yellow Line Trains to Greenbelt
Customers Likely to Ride Metrorail More Often



- This proposal is most popular among Customers who use both the Yellow AND the Green Lines, 59% were certain they'd ride more often. For any of these customers traveling north of Mt. Vernon, running all trains to Greenbelt removes the need to make a transfer and streamlines the customer experience.
- This proposal was also very popular among Green Line riders, 58% reported they would ride more often, likely because it increases frequency of service to those on the northern part of the line.

4 in 10 respondents said they would ride Metrorail more often if all trains were eight-cars long.

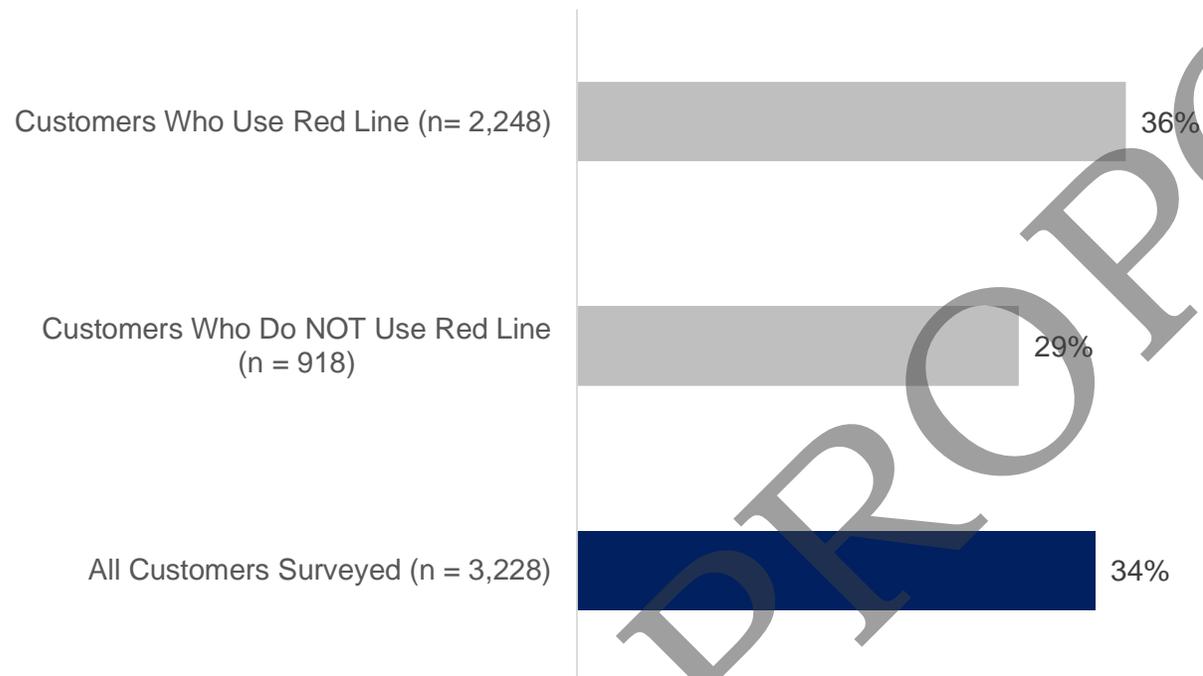
All Eight-Car Trains
Customers Likely to Ride Metrorail More Often



- At the Line level, the percentage of customers who said they would ride more often ranged from 43% of Orange Line riders to 39% of Yellow Line riders.
- Note: Customers on the Green and Yellow Lines have had all eight-car trains for the last 12 months.

1 in 3 respondents said they would ride more often if all Red Line trains ran to Glenmont.

Red Line Trains to Glenmont
Customers Likely to Ride Metrorail More Often



- Running Red Line trains to Glenmont during rush hours and on weekends was more popular among customers who use the Red line (36% *certain* to ride more often) than Metrorail customers who do not ride the redline (29% *certain* to ride more).

Overall Survey Demographics

	Responses	%
Household income		
Less than \$30,000	259	5%
More than \$30,000	4,607	95%
Latino or Hispanic Origin		
Yes	467	9%
No	5,014	91%
Race		
African American or Black	1,106	21%
American Indian or Alaska Native	107	2%
Asian	488	9%
Native Hawaiian or other Pacific Islander	58	1%
White	3,568	67%
Other	258	5%

Written Comments
58 bucks is not enough of a benefit if use SMART card to pay for parking
A monthly pass will be amazing
D.C. needs an unlimited week month pass like most cities already offer but this passes
I always used Metro I am a tourist. I come to the Sea four times a year for one weekend. Even hours need to be extended
I feel as the the metro rail fare Should be decreased in the hours of operation should do back to what it was before the hours are very inconvenient also we need a monthly pass instead of a seven day pass
I receive federal support for metro through my work
I ride from Pg Plaza to HEJANT Plaza Capitol city four days weekly in park in the metro station PG it Cost me so much I am considering driving in power game in Crystal city somewhere I would purchase monthly parking and I hate the thought of driving
I ride the metro up to five days a week to and from work ,frequency is a factor
I suggest you guys create a monthly metro pass
I think does a good job! It's the people make me no want to ride! Please put date +time on new
I think it is Abonimable To think to extend rush-hour times that you're already changes an arm and a leg is now looking to break my back
I think that having unlimited and also the \$2 dollars on the weekends would entice people to take the metro more often and ride it with their families
I think the flat fare encourages riders to use the metro on the weekend
It would be beneficial that the yellow line runs during rush hour to Hartinglod
Make monthly or yearly passes
Metro peak hours need to stay the same 10 AM is too long 8 PM is too long it's not rush-hour on the street at this time
My biggest issue other than cost timelines Of trains is the lack of buses I live in BLADENSBURG and take this T 14 F1 F2 F8 it is hard to get home at night because buses start early or run 30 minutes apart
Please extend the Orange line in the Virginia side
Please run all yellow trains to Fort Totten at least
Selectpass for train and bus needs to include the ART bus and not just Metro bus.
Thank you for your service
thank you Happy New Year
The fare is way too expensive for a non-federal commuters I also do not feel safe in the trains for The amount of money that we pay you should put a police in each station and monitor the cars for any violent and illegal activities
The increase peak times would potentially impact days I might ride the increased cost may make me bike or drive depending on my schedule
To whom it may concern thank you for the opportunity for allowing us to make metrorail great again all this stuff and your help and respect .doing adjustments to the prices will really help the lower and middle class.
- Too many announcements in station very loud and competing. Delete all announcements including on train babble about 'move to the center of the car' No transit system in the world has so much babble
- Stop posting elevator/escalator outages on the tra
Wouldn't it make more sense to run eight cars during peak hours and six of peak also reduce train frequency off peak this is ridiculous

Written Comments
\$13 day pass is way to expensive
\$2 fare on weekend is great
\$2 for us \$5 for tourists
\$2 off peak and weekend fares are worthless if the trains only come every 24 minutes because of track work. I want to ride metrorail on the weekend, but without show up and go frequencies of 10 to 15 minutes or better, or at least a published schedule so that I can plan ahead, it isn't viable. The bus pass proposals are all good, there just aren't useful bus options in my area, especially since metroway only comes every 20 minutes off peak
\$2 Weekend Flat Fare is a must. PLEASE PLEASE PLEASE make the 7-day Bus included in the SmartBenefits option. Many of us ride the bus to work more than metro within the District, and it's being paid out of pocket when there are benefits available.
\$58 for a week of unlimited metrorail access is not a big enough savings to be certain about how useful it would be. For my daily commute M-F from Rockville to L'Enfant Plaza and back in the evening is already \$60
<p>(1) Proposed 7 day unlimited pass at \$58 is way too expensive.</p> <p>(2) Ridiculous to consider extending peak hours. This is a not even a thinly disguised attempt at a money grab. No world class city has such nonsensical parameters as peak hours beyond 7PM. Kindly get with the program.</p> <p>(3) There are many cultural and athletic events that start a 7AM-8AM on Sundays. Metro starting service at 8M, means that you have pushed people who would otherwise use Metro into using alternative modes of transport such as ride sharing and taxis - thus you are shooting yourself in the foot in losing revenue.</p> <p>(4) If there are two escalators and one is not working then the one that works should always ascend.</p> <p>(5) Weekend service is appalling! Do you think anyone has 24 mins to wait on a train? That's approximately 42 hours of simply waiting for a train on the weekends within a year. This is not acceptable!</p> <p>(6) Stop running 6 car trains during weekday hours - especially during rush hours.</p> <p>(7) LED train arrival readouts need to be more accurate</p> <p>(8) Train arrival display needs to be placed at other end of the platform on the Yellow/Green Line in the direction of Mount Vernon.</p> <p>(9) Too many of turnstiles do not work when one taps one's card either to enter or exit the stations.</p>
<p>1- Service N line trains from N06 and stop at K05 or K04 and back. Silver line costumers will be happy they won't have to wait up to 20 minutes for a train. Running these trains to LARGO adds to maintenance and other costs. I have more comments about this.</p> <p>2- Build taller/secured fare gates to discourage fare evaders, see NY or Milan systems, or deploy Transit police during rush hours.</p>
<p>1) Train fares and parking fees are too high. The survey did not capture whether changes in package pricing will impact reduced parking fees</p> <p>2) Service is improving, however trains are often delayed</p> <p>3) The escalator connecting commuter trains to METRO must be improved. It does not adequately accommodate the volume of commuter rail traffic connecting to metro</p>
<p>1) Absolutely PLEASE extend yellow line service to at least Fort Totten during rush hour -- it is EXTREMELY disruptive to my commute to not be able to take the yellow line from Columbia Heights during my morning commute.</p> <p>2) Extending peak hours would be VERY bad; Metro is already far more expensive than an Uber/Lyft in most cases, and that would only worsen matters. Also 7 day passes for \$58 is WAY too expensive; there's no incentive for someone whose fare is, say, \$8.70 every day of the work week.</p>

Written Comments
<p>1) Trains and some buses need to have much later night service. Living in a city where public transit shuts down Completely at night is an absolute embarrassment. There should be (even if infrequent) rail service for all lines, and bus service for some lines throughout the night, and no matter what, there should be more regular train and bus service at least until 1:30am weeknights and 3am weekends.</p> <p>2) AFFORDABLE unlimited transit passes will encourage ridership both from me, and (at least from talking to friends) for others. \$28 would be an acceptable rate FOR A WEEK PASS. 2 to 3 times that for a month pass. I feel like Metro doesn't understand that its policies effect people's decisions in how to spend their time... It's not like the question is always whether to drive, Uber, or Metro to place X, it's frequently whether or not to travel there at all, and sometimes it's whether or not to take a job at place X. Just being slightly more convenient, or slightly cheaper than owning a car and driving it and parking it, doesn't mean that Metro is getting the most revenue and use that it could. Metro's policies are keeping the area's residents from moving and associating freely; both Metro and it's potential riders are being hurt by that.</p> <p>3) Parking in the suburbs is too expensive</p>
<p>1) Use some common sense on which initiatives / improvements are necessary and which are 'nice to have'</p> <p>2) No need for 8 car trains all day, in fact it looks like you need less than 6 mid-day. HOWEVER - run 8 car trains during peak. I have been in Clarendon headed East many times at 8 am and let several 6-car trains go by because they were packed. Really??? 4 6-car trains in a row going into the city at 8am???</p>
<p>1. Better to have a single pass fare that's cheaper than the daily fare as in my case: Greenbelt -Mt. Vernon Square 2x a day = less than \$58. But still too expensive especially when you add parking.</p> <p>2. Not part of this survey, but here are the other things that will keep me and others from taking Metro: smokers outside stations and at bus stops, lack of security at bus stops at Metro stations</p>
<p>1. I would ride Metrorail more frequently in the evenings and on weekends if the trains ran more frequently.</p> <p>2. I checked Never for Metrobus because I don't ride it on the average day, but I do ride it occasionally. I would ride it more if the buses ran more frequently.</p>
<p>1. If I am paying peak fare during rush hour, those trains should ALWAYS be 8 car trains. During the day, during non-peak times, there isn't a compelling reason to run 8 car trains. Peak fare should equal premium service, not being smashed like a sardine on my way to work. 2. Extending peak service to 10 am or 8:30 pm does not make business sense unless you truly have the rush hour ridership at those hours. My sense is that you do not, but are hoping to gain extra revenue by doing this. 3. Customer service. Interaction with station agents, bus drivers, etc. is generally unpleasant.</p>
<p>1. Run the Yellow line to Fort Totten always if you do not go all the way to Greenbelt. This would serve DC customers much better.</p> <p>2. Why not develop a rewards program to encourage and reward a greater number of trips via metrorail or metrobus? Rewards could be fare reduction by individual.</p> <p>3. Please do NOT expand peak time. It will be perceived as a means of collecting more revenue -- especially if the train frequency is not also extended into the expanded hours. I sometimes ride during those hours and the ridership is a significant dropoff from today's rush hour volume.</p>

Written Comments
<p>1. There must be better monthly pass options. I take 4 metro trains and 2 buses every weekday. I need an unlimited monthly metrorail pass at my fare rate, and an unlimited monthly regional bus pass. I don't want to spend every weekend buying more bus passes. I want a monthly regional bus pass--even better if there's a monthly unlimited metro pass that comes with unlimited regional bus rides, for an extra fee maybe. Having just a metrobus pass doesn't help me because 80% of the time metrobus doesn't show up on time (or at all) and I have to catch a Circulator instead. I want that contingency covered in my bus pass, that's the point of an unlimited pass.</p> <p>2. Fix your godforsaken SmartBenefits system. It's not helpful to have my SmartBenefits money available to me only at midnight on the 1st of the month; I am not awake at midnight buying metro passes. I need to be able to buy my next month's pass(es) a day or two ahead of time, and have them load automatically when my old passes run out. Also, if I wake up on the 1st and it's a work day, and I buy my pass at 6 in the d**n morning as soon as I'm conscious, but it doesn't load by the time I get to the metro at 8, I am certainly not paying a second fare because your system is inadequate to its function. I should not have to rearrange my life to buy a transit pass. I expect to be able to plan in advance like a functional adult human and buy my pass the day before so I don't have a mad scramble at the last minute the next morning. How many times in high school did you get told that 'failing to plan is planning to fail'? Well, I'm trying to plan in advance, metro. Why don't you let me?</p> <p>3. This same problem applies to autoreload: I can't put any of my passes on autoreload because the money isn't in my account until midnight on the first, and autoreload got the message about failing to plan, so it buys passes 3 days in advance. Which is frickin' sensible! Why can't I buy passes 3 days in advance?? So I can't put anything on autoreload because there's no way to schedule it to buy the passes at 1 a.m. on the 1st of each month, so it would charge my credit card, and I can't use SmartBenefits to reimburse myself, only to buy products directly, so that's unhelpful.</p>
<p>1. These unlimited passes are a great idea and so helpful for budgeting but are still WAY TOO expensive. 2. Don't you dare extend peak fare rates! That's insane! I already sometimes get off early and walk from U Street to Dupont in order to save money because things are so expensive. 3. KEEP METRO OPEN LATER. PEOPLE GIVE SO MUCH MONEY-AND ADD TO TRAFFIC-TO LIFT AND UBER BECAUSE YOU CLOSE SO EARLY.</p>
<p>1. Transit safety needs to be a concern. Often I feel unsafe on metro and see no transit police ready to assist. I would like appropriations for VISIBLE transit police on trains and not just at stations 2. Since most people commute 5 days a week, an unlimited pass would make more sense for 5 days rather than 3 or 7. 3. If you are going to have a policy in place it needs to be enforced. People play their music on trains, are disruptive, and many skip paying fares that I must subsidize. I would like to see appropriations for enforcement. 4. Instead of having a flat weekend fair, have a flat fair during heavy commute times. It cost me \$12/day plus parking to commute. This is absurd pricing, and you would encourage more people to ride if the week day peak fares were less expensive. 5. Run more trains. Trains every 8-9 minutes is too long during peak times, and should run every 5 minutes. Again, this would help to increase ridership, which would provide more sustainable funding in the future.</p>
<p>1. Expand peak service for what?, to charge more longer and pretend it helps people . 2. the yellow line use to run all the way to green belt until the line work started. 3. If u have 8 cars trains USE them, people dont want to feel like sardines. 4. \$2 weekend fare ok but it becomes regular price if i budget peak hrs during the week. 5. None of the current or proposed passes make it cheaper or equal to what I use weekly. WHERE ARE THE PROPOSED AND SERVICE CHANGES THAT WILL REDUCE OR ALLEVIATE STREES AND BUDGET FOR ME. ?</p>

Written Comments
<p>1/Improve lighting on platforms---when the train is approaching the station, a passenger on the train can hardly read the station name through the dark windows and doors. DC visitors who are unfamiliar with DC metro routes are in panic on the dim platforms. 2/Compare with NYC metro, the ticket prices of DC metro is much higher and yet DC metro serves much fewer lines and frequency. To solve the problem of high labor cost in DC metro, DC metro should first greatly enhance quality of service, that is, to be punctual and to offer affordable pricing. All pertinent local governments, including Fed Gov need to provide more funding for public good. DC Metro should not exploit its riders to shoulder financial wounds. It's a vicious circle. Lower price and good service will strengthen riders' faith, attract more riders to take DC metro. More riders means more revenues. 3/ Introduce more computerized operating system will reduce manual labor and yet it's an investment in technology. Even the management should be willingly reduce incremental pay raise. 4/DC Metro may learn from Japan, Singapore, Switzerland etc. how they run a successful metro system. If you see there are so many cars during rushed hour on I-66 and on I-495 the beltway you'd know all these single occupant drivers could be DC metro potential riders. In short, more funding from the governments, reduce ticket prices and improve service quality to gain trust from the public.</p>
<p>16L unreliable. also should run every 20 mins instead of every 30 mins. always over full. also in keeping with longer peak hours start earlier and run later</p>
<p>20 minutes between trains is ridiculous I will leave and Call Uber and it takes less than 15 minutes</p>
<p>3 day pass would be great for me if it included regional buses.</p>
<p>30 day monthly pass</p>
<p>5 day pass</p>
<p>5 day weekday pass? Blue orange silver repeat</p>
<p>5 day work week passes need to be implemented for \$60 a week. or monthly or yearly</p>
<p>7 day train pass not good value.</p>
<p>7 day unlimited pass for parking and metro rail at a reduced rate - \$58.00</p>
<p>Reduce cost to park at metro</p>
<p>7/7/15 Wa post Crine. Remember Kevin Sutherland. Don't want to be riding on the weekends with fare evaders. Reinstate the criminal penalty</p>
<p>7000 series drains are too cold. From the circulating air!!!</p>
<p>7000 series train are so much nicer the the old train more pls asap</p>
<p>7y please extend service to McPherson. 3y, 16 y, please allow boarding on inbound trips to DC. 80 operators do not serve or pick up Riders on stops on 18th Street Northwest, run away in left lane, do not come to curb Lane.</p>
<p>8 car trains really make a difference metro is to inconsistent for me to ever ride on. Uber is ore reliable and easy.</p>
<p>8 trains sound like a great idea</p>
<p>A couple years ago WMATA 'temporarily' reduced weekend and evening service and stopped extending service for sports events so that it could accomplish an aggressive maintenance plan. I supported that because maintenance is important. But that 'temporary' reduction became permanent and that I do not support. Bring back normal weekend service and extended hours for sports events! How embarrassing as a city that Qatar had to foot the bill for metro to run late when the capitals were in the stanley cup finals. Please fix!</p>

Written Comments
<p>A few things..its not that we dont want rush hour service through 8:30pm..its just too expensive. Come down to Farragut West station and see how many people are standing there waiting for 7pm before they enter the gates. For the people who pay the most money, those of us coming to and from Franconia Springfield, expanded rush hour fares add several dollars everyday. For me to pay to park and take metro from Franconia Springfield at rush hour is more than it costs me to drive into DC and pay to park. Also it would be nice if metro worked with Fairfax County to schedule the busses and last trains at Franconia Springfield. I often work late and one of the last trains arriving at Franconia Springfield pulls in when the 310 bus is leaving. 310 bus is a lot of restaunt workers going toward Huntington. The bus waiting 5 min or having the train get out of DC 5 min earlier means those people to getting off the train dont have to sit outside in dark and cold FOR AN HOUR. Tje Framconia Springfield station is very sketchy at night and although I see Metro transit police cars I NEVER EVER see officers outside. I do see plenty of drunks and vagrants tho. It can be scary and low income workers dont have a transportation choice.</p> <p>I have worked and re worked transportation from Alexandria to DC and MD to be the most cost effective using a combination of Metro rail, Metro bus, DC Circulator, Dash, Fairfax Connector.</p> <p>I will also tell you except the few people who are torturing us with their dirty muddy bikes up against our clothes NOBODY wants bikes on the metro at rush hour. NOBODY. The lack of courtesy of the bike riders makes it even worse.</p>
<p>A flat fare should be considered.</p>
<p>A flat weekend fee would simplify purchasing metro cards for my friends and family when they come visit D.C. as tourists</p>
<p>A- Is there a proposal to extend metro rail to the national harbor? B- Trains fares too expensive.</p>
<p>A montly un-limited ride metro card</p>
<p>a reasonably priced 30-day unlimited fare card would be of great value as it is in NYC</p>
<p>About bus stops. Bus stops on connecting routes should be placed on corners of the same intersection, not a block or two blocks away like the of the H-2/3/4 bus stop at Columbia Road and the 16th Street bus stop for the S buses.</p>
<p>add a clock to your digital screens in the cars</p>
<p>add a third track to avoid single tracking</p>
<p>Add Additional seats on the platforms</p>
<p>Add chargers to the train</p>
<p>add more buses , extend metro line in Virginia</p>
<p>add more orange line trains and expand in Virginia</p>
<p>add more restrooms to the stations, and more police</p>
<p>add more security !!!!</p>
<p>police !!!</p>
<p>add more trains</p>
<p>add more trains more often, open weekends earlier</p>
<p>add rush plus back</p>

Written Comments
<p>Adding additional cars during slow time would be more costly rather than save money. During slow periods, run less cars to save money, gauge the amount of cars by the amount of people anticipated. Run more cars especially during special events, which is one of my gripes. Flat rate is a good idea, as a federal worker, the government pays for my metro fare, so a 20 dollar flat rate would still be good. Extending Peak Time will be a moot point if you go to a flat rate for most folks. You should propose a flat rate card for tourist on weekends, which could provide additional revenue for the system. This would give the ability to have folks get off and on the metro multiple times for one rate. The low-cost flat weekend rate should only be extended to daily riders, if you ride during the week, the flat rate weekend rate would work for folks that normally do ride the Metro. For folks that do not ride on a daily basis, add a flat weekend rate, but at a higher cost than for normal weekday users. This would tax the visitors but would provide an incentive for normal weekday metro users to also use on the weekends. If you want to increase revenue, why not add kiosks at all Metro underground stations, where we could buy coffee and donuts while waiting for the metro? I would like stations to sell additional items to eat. I would open the possibility for folks to eat on the metro, then would add workers to clean up any trash, as a lot of folks eat on the metro anyway. Small kiosks could also sell newspapers, which would remove folks above ground, that normally sell items, but that do not provide any revenue to the Metro system. Increase revenue by adding small drug stores, McDonalds, grocery stores that sell items (milk, bread, eggs), etc.</p>
<p>adding more trains is a great idea</p>
<p>Adding unlimited bus rides to the Select Passes would be fantastic!</p>
<p>Adjust air flows in cars flow is so wish that there is a wind chill affect sometimes older in train in winter because airflow is so straight no sense is</p>
<p>advertise unlimited rail pass</p>
<p>all 8 car trains should be run during rush hour at minimum. love the new 700 series trains.</p>
<p>All bus passes should be regional bus passes, not MetroBus specific. Including the current Metro SelectPass</p>
<p>All red line trains should end at Shady Grove during peak hours and Not Grovesnor</p>
<p>All Red should also go to Shady Grove and not turn around at Grosvenor.</p>
<p>All these proposals are great, However Metro really needs to improve the product. Station managers should show care for their jobs and be kind, stations should be cleaner and brighter.. Some stations have had improved lighting, but the grates over the lights look like they were carelessly thrown back. Overall metro stations need to be more cared for. Many outside escalators like Judiciary Square, etc should have overhangs to prevent water from wrecking escalators. Ceiling tiles in many stations are missing, trains with carpet are disgusting!!! Better metro announcements... Metro should also try to have more advertisements on trains, in trains and in stations, sponsored metro card images, etc.... It gives something to look at and can help pay for some of these improvements. Also, escalators should be sped up just a little to go a bit faster.... and have automation so at night they slow or stop to save the motors/electricity... when it sees someone approaching it spins up.</p>
<p>all yellow at least to ft Totten, greenbelt not necessary as regular commuter with gov subsidy fare is not an issue but it will be with a different job and no subsidy unlimited 3/7 day passes seem good for visitors/tourist gov transit subsidy is the biggest facet in my regular use of metro</p>
<p>Although I feel like it's getting better, if they would increase frequency on the weekends I would rather take metro over driving.</p>

Written Comments
<p>Although I no longer take the bus, I used to when i lived in the District. Therefore, I strongly support the \$15 unlimited 7-day trip as if I were still in the District it would encourage my use of metrobus even further.</p>
<p>Secondly, although I do not take the train to Glenmont or Greenbelt my only concern with not having the trains terminate at earlier stops is how that would affect trains coming back to the city and if that possibly would expand wait times between trains.</p>
<p>always a shutdown on the weekend which makes taking metro rail discourage use.</p>
<p>AM very happy all red line trains go to shady grove now since has been more reliable recently I get smart benefits so passes are not relevant to me.</p>
<p>An income based fare reduction program would be very helpful. Currently people from low income areas are hopping the gate or piggy backing. If they are able to pay a fraction of the cost, WMATA wins. [REDACTED]</p>
<p>anything to make it cheaper than \$340 month</p>
<p>Any pass should include rail and bus.</p>
<p>Running more trains would make a world of difference the red line is a mess when community too crowded.</p>
<p>Are use metro only to commute to and from work and to major events downtown which is rare</p>
<p>As a 5-day a week commuter (and non-automobile-driver), I also use Metro on the weekends. A \$2 flat charge on the weekends would be a blessing and allow me to use Metro more often. Thank you.</p>
<p>As a daily metro rail rider during peak times, none of the pass products, bus products, or peak time adjustments affect me. I would consider a All-you-can ride monthly pass if it saved me money.</p>
<p>As a DC resident, I'm very interested in the proposal to add free bus rides to the SelectPass monthly pass. The 1-7 day passes are less interesting to me - they seem primarily useful for visitors; as such WMATA should probably price them to maximize revenue from tourists and subsidize operations that are useful to residents.</p>
<p>As a distance commuter, I would use metro more if there were more bus connectors to distant commuter lots. Currently, hundreds of people living in Stafford only have the option of expensive and inflexible private bus companies or van shares--otherwise, they must slug. The Hotlanes extend down past 610, and connector busses could travel at least down to 234 and 610.</p>
<p>As a federal government worker my work pays for metro otherwise I wouldn't be able to afford metro.</p>
<p>As a frequent female rider of the Metrorail system, I am concerned about the following 1) the increase of criminal activity on the Metrorail system has caused me not to ride the Metro late at night or on the weekends because I fear for my safety; 2) the maintenance for the parking lot at the Greenbelt Metro Station has go down quite considerably i.e. pot holes and not enough light on the parking lot; and 3) the maintenance of the platform, the station floors, and the escalator stairs are very slippery after a rain storm and snowy weather. I know because I have fell several times at this station.</p>

Written Comments
<p>As a transportation planner and advocate who has followed Metro related issues for many years, I do not believe that extending the Yellow Line to Greenbelt or the Red Line to Glenmont at all times is a justified move. There is simply not enough ridership to justify the use of those resources in that manner. I can understand extending all Red Line trains to Glenmont on the weekends perhaps, but not during rush hour. I understand there isn't a good turnback option at Fort Totten for the Yellow Line, but question the necessity of this proposal too. I'd rather see an investment in the late night bus network proposed in one of your studies a few years back so as to increase mobility in the late night hours when the rail system is closed for essential maintenance.</p> <p>Furthermore, while I understand the idea behind the \$2 fare on weekends, I think that change will be counterproductive and confusing for customers. Having flat fares on the weekend but distance fares on the week adds another level of complexity to the system. In addition, the distance based fares are most equitable in the sense you pay for what you use (i.e. how far you travel). I fear that introducing a flat weekend fare will lead to calls for a flat weekday fare, something that is not financially sustainable for the agency at all and would result in those taking short trips being burdened with higher fares to subsidize longer trips.</p> <p>Oren Hirsch Washington, DC</p>
<p>As a young professional working in Washington, DC and utilizing the DMV Metro rail service, I am exhausted with the 'racial profiling' of African-American males at the Prince George's Metro Station in Hyattsville, Maryland by the Metro station workers. I am fully aware that every Metro station worker does not have a spirit of public service, however, that is no excuse to 'racial profile' African-American males. Malcolm X was right when he said, 'you will find that there is a growing tendency among our people, among us, to do whatever is necessary to bring this to a halt... I'm not against the law; I'm not against law enforcement. You need laws to survive and you need law enforcement to have an intelligent, peaceful society; but we have to live in thesaces and suffer the type of conditions that exist from officers who lack understanding, who lack any human feeling, and lack any feeling for their fellow human being....' In closing, the Prince George's Metro Station in Hyattsville, Maryland needs metro station workers who have intelligent, peaceful and patient attitudes for all who use that metro station.</p>
<p>As an outside-the-beltway commuter, my travel is governed by MTA commuter buses and their link to Metrorail. Lowering the price of weekend travel would make me more likely to come into the city, but I otherwise don't anticipate using metro any more or less, regardless of the proposed changes.</p>
<p>As I only take the Metro rail and bus to work 5 days a week, I would be interested in a 5 day pass that includes Metrorail and Bus for a cost that is under my weekly total of \$43,</p>
<p>As someone who has worked in transportation all my life, I found the questionnaire to be poorly designed. You needed to begin by asking about frequency of use: daily users have different views and should carry more weight than an occasional user like me (I am semi-retired, and use Metro 2x per month to go downtown and 2x or 3x per month to get to National Airport.</p>
<p>As someone who regularly commutes on the Green Line, the extension of Yellow Line service out to Greenbelt looks very enticing. Multi-ride passes also look interesting, but I feel they should include bus travel to make them easier to use. I already use SelectPass for rail service, because it does not transfer to bus that makes me more likely to take the train than the bus.</p>
<p>As someone who uses the metro daily with a small child and stroller, which requires use of the elevators, I would like to see some money in the budge put toward more accessibility.</p>

Written Comments
<p>At the current peak rates, increasing rush hour times, especially in the evening, is not a way to increase revenue as it will discourage ridership, particularly for shorter commutes within the city where ride share services will be more reliable and a greater value, if not cheaper. That being said, the time between trains during off-peak hours/number of trains running, particularly on the evenings should be re-evaluated. There must be a balance that can be struck in creating revenue by increasing the system's reliability. Flat weekend fares are a fabulous idea.</p>
<p>Availability drives demand in the case of transit. I have walked out of the metro before on WEEKDAYS after seeing that the next train would be in 20+ minutes, and I have the monthly metro pass.</p>
<p>Bathrooms for the public.</p>
<p>Because there is not enough grab handle, there is a possibility that height-challenged-passengers like me fall easily. We need more grab handle and strap for height-challenged people.</p>
<p>Before extending rush-hour, why not make every train have 8 railcars. I feel extending the rush-hour, that metro just wants the extra money twice a day every weekday from me. I paid over \$1,400 to ride the metro in 2018, and mostly rode during rush hour. What is Metro's passenger numbers to justify extending rush-hour? As when I ride after 9:31 there is no one on the train. During rush hour today, January 31st around 9:10am there was an issue at Medical Center and the 8 train railcar disembarked on to a 6 passenger train, there was not enough room. Again, why during rush hour are there still 6 train railcars in the rotation? This seems to me common sense, as this should have been changed when Metro implemented the rail change to Shady Grove! Thank you for your time, Carrie</p>
<p>Besides the fares, other ways for metro to cut expenses is the installation of escalators that slowdown when there is no people using them. This is used often in Europe and reduce energy consumption. Also, in non-peak hours, stations with three escalators could stop one, so only one per way is enough for people. The later could be implemented easily by the stations managers that are on site to evaluate on real time the use of these escalators, which could be disconnected/reconnected as needed based on the affluence of riders. Installing doors at the metro stations would avoid the heat to escape the stations during winter, which would bring a huge saving in electric bill.</p>
<p>Best drivers please stop running red lights</p>
<p>better apps and alerts for trains and buses arrival</p>
<p>Better connection times with regional buses</p>
<p>better customer service espeially from the managers</p>
<p>better safety against the panhandles and molesters. I have been accosted several time and constantly harassed for money.</p>
<p>better smart cards. they crack so easily and I have to \$2 each time.</p>
<p>bicycle should have their own train cart because some of them took up entire train. and another seat for themselves.</p>
<p>Big fan of extending the Yellow Line all the way to Greenbelt. Not sure what the negative implications are of doing this, but if it's not too big of a detriment to Metro this would be really nice! It would open up options to take either Yellow or Green going home from downtown or going into Virginia and not having to transfer.</p>
<p>biggest factor is costs and infrequency</p>
<p>blue line morning trains should be full length</p>

Written Comments
Blue Line runs during morning rush with only 6 cars, only every 8-10 minutes (and usually an old train) while Yellow/Orange/Silver Lines usually have 8 cars. This is a significant cut back in service and costs have increased, not decreased. Therefore, 8 car trains would be welcome on the Blue Line. The unlimited passes are of interest if it doesn't have to be 3 or 7 consecutive days (e.g. you have 14 days from the 1st day you use it to rack up your 3 or 7 days).
Bring back the yellow line to Franconia Springfield.
Bring back the Yellow Rush Plus option! That made a huge difference in my commute - even more important now that trains are 8 minutes apart. Please bring it back!!
Bring back yellow line rush plus
Bring back yellow rush plus please we miss it.
Bring back yellow rush plus train from Springfield to Mt Vernon. Do away with parking restriction at Springfield (must use metro to receive \$5 parking fee & 2hrs) Work hard to come up with plan to increase riders. Increase parking fee (week day or weekend or fare is not the way) increase security for riders. reduce delay by preventive maintenance, coordinate shutdown/weekend work schedule when there is holidays or activity at the Mall.
Build covers for some of the stations it way too cold. unlimited pass is too expensive
Build metro on Woodbridge, VA
Build more bus shelters its hard to wait in the rain . the reason why I do not take metro is because is not affordable
Bus card for unlimited monthly rides for Arlington ART bus
Bus drivers on the b24 are coming to new Carrollton station on time then leaving the bus unattended thus causing the buses to leave late.
Bus route 74 needs to be extended
Bus run on a sparse unpredictable schedule. this needs significant improvement or lower fares.
Buses are also important pay more attention to the bus needs , we need shelters , we need buses to actually come on time , and we need better bus signs
Buses need to run on time
Buses need to run later in MD special r12
But expanded peak hours is just another added Revenue stream. Price increase.
Can my metro card fund be used for Uber and Lyft?
Can you extend metro bus routes because metro is too expensive
Can you please also consider allowing pets (if they are in an approved bag/carrier) on the Metro? It is very difficult to travel to the airport based on this rule with a pet. I also don't have a car and having a pet on an Uber or Lyft is arbitrary after you get the ride based on the driver's allowance.
Can you please operate 24/7, make free rides, end rush hour, extend the green line and yellow line to Baltimore, Maryland, and open the rainbow line? It will run from Columbia Heights to the University of Virginia. Thanks!
Carpet is dirty and moldy this is so unhealthy and not appealing to riders
Cars are very crowded during rush hour for orange and silver lines consider adding more cars
Change 1 day & 3 day pass to 24 hours & 72 hours duration. EIG- 10am Mon-> 10am Tue for 24 hours pass 2pm Mon-> 2pm Thu for 72 hour pass.

Written Comments
Change Silver Line to start and end at East Falls Church then Increase the number of Blue and Orange trains to make up the difference. Especially during rush hour.
Change the name to Washington Metro Amazon Transit Authority and sell the whole system to Amazon.
Charge flat daily riders fee for all. Stop overly charging riders to park on lots when they pay to ride the train. No transit officers on lots protecting customers/property nor parking attendants. If there is a fee to park it should be modest and fair to all riders. It's cheaper to drive to work instead of paying fares/parking (hence low ridership). Marc train does not charge customers to park cars.
charge handicap riders you are losing a lot of money. Also charge tourists the high fares especially in the summer charge them \$8 per trip and charge them for parking and all those especial events dc has
Charge the tourists
Cheaper fare to yellow and greenbelt.
cheaper fares please!
Cheaper payments for everyday flat rate regardless of distance is a plus.
Children 5 and below instead of 5 and up should ride for free on rail. Just found out my niece of 5 was to buy a smarttrip card at Springhill metro silver line today from station manager. It is a teacher work day. I don't want to spend on a card I can't return. She only rode metro for today.
clean seats
Clean the stations , I feel like sometime I need to wear a mask to breath in the indoor stations, there are some stations that you can't even see the name of the station because it's so dirty, make the routes more realible
Clean the trains or get rid of the filthy rugs
Clean the trains this needs immediate attention. no smoking rules need to be enforced. educated train and bus drivers. the trains smell bad
Clean trains ! Enforce your own rules more , no drinks no food no bums
clean trains please just get rid of rug
clean up the stations repair leaks fix the escalator
Clean water front station more regular
Cleaner stations please
Cleaning Minnesota Avenue Station elevator smells of urine. Bathroom at stations for the public
Close Virginia Square on weekends do not expand peak hours use all eight cars on we can make express
Collect the money owed to you by subcontractors and former employees. Reduce salaries in upper management. Make middle management accountable for repeated omissions and ignorance UPS safety issues
coming construction is my concern
Coming from and why see this system is way too expensive no new hire fares you will lose more ridership

Written Comments

Comments from the Southwest Neighborhood Assembly Transportation Task Force:

We applaud WMATA for taking significant steps to increase safety and usability of both its Metrorail and Metrobus systems. As the Southwest Neighborhood Assembly (SWNA) Transportation Task Force, we are particularly interested in safety, throughput, and connectivity of transit systems in the Southwest Quadrant of DC.

We commend Metro especially for the following proposed or finalized changes:

- Increased frequency of trains during previously non-peak periods in the morning and evening. This makes Metro more convenient to Southwest residents taking Metro to and from work and will likely increase ridership.
- Extended Yellow and Red line services to Greenbelt and Glenmont respectively. Again, this makes Metro more convenient to Southwest residents taking Metro to and from work and will likely increase ridership.
- Policy change that has allowed bicycles to be on Metrocars at all times, with some sort of regulation such as the first or last car of every train only. Given that Metrorail has a significant 'last mile' problem, allowing bicycles on Metrorail would enable more commuters to choose Metro + bike over cars. This is likely to be especially useful in providing an additional transit option for those who work at the Wharf in Southwest.

We would also like to strongly urge Metro to consider the following:

- Adding an additional north/south bus route through Southwest and/or alter the P6 line such that it stops at Union Station to increase transit connectivity
- Accelerate the deployment of more and longer bus/bike lanes across DC with DDOT
- Increase Green line service to/from Waterfront and Navy Yard station during all Nationals Park and Audi Field games/events
- Work with MPD, DPW, and DDOT to encourage enforcement of bus/bike lanes to ensure usability. For example, 7th and 9th NW bus/bike lanes are rarely, if ever enforced. This has rendered express bus lines such as the 79 express bus essentially useless for commuters. Following New York City's lead, WMATA should also begin installing ATE cameras on Metrobus vehicles for efficient and effective enforcement.
- Change of termination point of the 70 and 79 lines to L'Enfant Plaza in SW (instead of Navy Archives NW) to ensure better system connectivity.
- Extend the operating hours of Metrorail on both weekdays and weekends to make Metrorail more usable for shift-workers.
- Ensure that all WMATA cars have functioning audio systems so that alerts can be heard by all passengers
- Allow in-station kiosk to take credit/debit cards vs. only cash, so that customers who may have a low balance to exit a station have multiple options to put more money on their cards
- Introduce a 30 day unlimited MetroCard Pass for \$130
- Audit GPS Metrobus location information shared through API to third-party apps -- widespread reports of these being inaccurate

Written Comments

Comments:

On behalf of the Greenbelt City Council, please find below comments on Docket B-19-01: Proposed FY 2020 Operating Budget and Related Service and Fare Proposals and Docket B-19-02: Proposed FY2020-2025 Capital Improvement Program and Strategic Plan.

Docket B-19-01

- The City fully supports the extension of Yellow Line Service to Greenbelt.
- The City fully supports the proposal to institute a weekend flat fare of \$2.00 for Metrorail Trips and \$1.00 for Senior/Disabled individuals.
- Therequests that the FY2020 Operating Budget be revised to include the following
 - oFund weekend service on the B-30.
 - oExpand evening bus hour service, and coordinate last bus times with Metro train operating hours.

Docket B-19-02

•The City supports WMA's efforts to fund capital improvements targeted towards improving safety, rehabilitation and replacement of Metro's infrastructure, facilities, equipment, systems, railcars, buses and paratransit vehicles. Of specific importance to the City is capitvestment in the Greenbelt Metro Station. As previously Conveyed, the City has extreme concern regarding the lack of maintenance, investments and improvement at the Greenbelt Metro Station. Greenbelt urges the WMATA Board of Directors to assess the Station's condition and needs, including the potential for development, information kiosks, and public art.

In closing, the City believes it is critical that WMATA invest in service improvements and Capital Improvement Projects that strive to keep Metro saf reliable and affordable. This investment is critical to strengthening the system's capacity to support economic development, particularly access to employment and tourism throughout the region. The proposals put forth above will provide workers with proved access to job locate in Maryland, DC and Virginia, and will provide patrons the ability to fully participate in regional tourism offerings, like restaurants, theatres and sports events. A concern that the City Council hears frequently is that there is a disconnect between evening bus service hours and metro train service hours, requiring riders to miss out on events or seek an alternative mode of transportation which is often cost prohibitive.

Thank you for the opportunity to comment. If you have any questions please contact Terri Hruby, Director of Planning and Community Development at (301) 345-5417 or by email at thruby@greenbeltmd.gov.

Sincerely,
Greenbelt City Council

Written Comments

Comments:

On behalf of the Greenbelt City Council, please find below comments on Docket B-19-01: Proposed FY 2020 Operating Budget and Related Service and Fare Proposals and Docket B-19-02: Proposed FY2020-2025 Capital Improvement Program and Strategic Plan.

Docket B-19-01

- The City fully supports the extension of Yellow Line Service to Greenbelt.
- The City fully supports the proposal to institute a weekend flat fare of \$2.00 for Metrorail Trips and \$1.00 for Senior/Disabled individuals.
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Docket B-19-02

•The City supports WMA's efforts to fund capital improvements targeted towards improving safety, rehabilitation and replacement of Metro's infrastructure, facilities, equipment, systems, railcars, buses and paratransit vehicles. Of specific importance to the City is capitvestment in the Greenbelt Metro Station. As previously Conveyed, the City has extreme concern regarding the lack of maintenance, investments and improvement at the Greenbelt Metro Station. Greenbelt urges the WMATA Board of Directors to assess the Station's condition and needs, including the potential for development, information kiosks, and public art.

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Sincerely,
Greenbelt City Council

Written Comments
<p>Comments:</p> <p>On behalf of the Greenbelt City Council, please find below comments on Docket B-19-01: Proposed FY 2020 Operating Budget and Related Service and Fare Proposals and Docket B-19-02: Proposed FY2020-2025 Capital Improvement Program and Strategic Plan.</p> <p>Docket B-19-01</p> <ul style="list-style-type: none"> •The City fully supports the extension of Yellow Line Service to Greenbelt. •The City fully supports the proposal to institute a weekend flat fare of \$2.00 for Metrorail Trips and \$1.00 for Senior/Disabled individuals. •Therequests that the FY2020 Operating Budget be revised to include the following <ul style="list-style-type: none"> oFund weekend service on the B-30. oExpand evening bus hour service, and coordinate last bus times with Metro train operating hours. <p>Docket B-19-02</p> <ul style="list-style-type: none"> •The City supports WMA's efforts to fund capital improvements targeted towards improving safety, rehabilitation and replacement of Metro's infrastructure, facilities, equipment, systems, railcars, buses and paratransit vehicles. Of specific importance to the City is capitvestment in the Greenbelt Metro Station. As previously Conveyed, the City has extreme concern regarding the lack of maintenance, investments and improvement at the Greenbelt Metro Station. Greenbelt urges the WMATA Board of Directors to assess the Station's condition and needs, including the potential for development, information kiosks, and public art. <p>In closing, the City believes it is critical that WMATA invest in service improvements and Capital Improvement Projects that strive to keep Metro saf reliable and affordable. This investment is critical to strengthening the system's capacity to support economic development, particularly access to employment and tourism throughout the region. The proposals put forth above will provide workers with proved access to job locate in Maryland, DC and Virginia, and will provide patrons the ability to fully participate in regional tourism offerings, like restaurants, theatres and sports events. A concern that the City Council hears frequently is that there is a disconnect between evening bus service hours and metro train service hours, requiring riders to miss out on events or seek an alternative mode of transportation which is often cost prohibitive.</p> <p>Thank you for the opportunity to comment. If you have any questions please contact Terri Hruby, Director of Planning and Community Development at (301) 345-5417 or by email at thruby@greenbeltmd.gov.</p> <p>Sincerely, Greenbelt City Council</p>
<p>concentrate on improving weekday rush hour</p>
<p>Conditional MetroAccess cards should have to pay the reduced fare rate and not have two people riding free.</p>
<p>connection with community resources.</p>
<p>Consider a season ticket approach eg buy ticket for 6 months unlimited metro rail and bus discounted rate in return for upfront cash.</p>
<p>Consider expanding metro station wifi to the cars themselves. Presently the wifi only works on the platform but does not work once in the train. Create a more accessible lost and found at metro center. Implement automated announcements inlieu of conductor announcements on the trains. Update lettering size, placement and clarity of station signage. Create incentive or rewards program for frequent riders that encourages patronage to local businesses and events.</p>

Written Comments
Consider times for people who eat on the trains and enforcing existing Metro fair evasion laws
Considerar tarifa fija en cualquier momento (hora pico, no importa distancia) como el de New York City
Continue improving the text message service about delays. More free buses for stations shut down over the weekend
Cost has a big impact when I take metro as an uber can be cheaper for me. A flat rate for using the metro would be amazing and make it easier to budget. Opening earlier on Sundays would be amazing especially during the holidays as I sometimes start work at 8am.
Cost is the biggest factor for me
Cost of fare is my primary concern
Could you increase the number of Orange Line trains to New Carrollton during peak? Maybe alternate Silver to New Carrollton and Largo
coupling metrobus does not benefit me but a partnership with fairfax connector may.
crack down on people riding metro without paying. Hire police officers that enforce all the rules.
create a 5 day pass or monthly pass
create a deal for workers
create a metrorail and parking pass
Create a monthly unlimited pass for metro rail and metro bus. Create free transfers from rail to bus.
Create more routes in Virginia to go to the city
Crupwe am peak r50 lws
Crush the Union
Crystal city service and platform is dangerous and inadequate for the high density housing population already there and coming
Currently peak service reduces well before the end of the peak time and peak fares. say 6pm and 8am. would the extension to 8:30 pm mean actual peak service if you enter at 8/8:30 and pay peak fare? or will it continue to taper off early.
Currently there are few if any 8 car trains on the Blue Line. This causes crowding. More service and longer trains are needed
Currently, I purchase the seven day regional bus pass which is quite convenient. I agree with the proposals-and not sure of this is the correct platform for this suggestion-but would like for Metro to consider opening a location at King Street and/or Huntington stations for the Commuter store for convenience of residents in that area to purchase the bus pass as well. I travel to Ballston as of this moment which thankfully I work in Arlington but for those that don't travel in that direction, miss out on the opportunity of obtaining this convenient bus pass.
customer service training for station staff. anything is an improvement. add sliding prices for low income.
Customers need education on how to purchase passes using their Smart Benefits. I support lowering cost of bus passes and offering 7 day or even monthly rail passes for regular commuters if it saves money. When certain Metrobus routes don't run during inclement weather, I actually save money by taking the Maryland The Bus, which is \$1.25 each way, lower than Metrobus fare of \$2.00, but has limited evening service. On weekends, I usually choose Metrobus which allows transfers, stopovers, and roundtrips within a specified window; whereas Metrorail fare is charged each time you exit the station and is currently in addition to Metrobus fares

Written Comments

Cutting off yellow line service at Mt Vernon during rush hour and moving intervals from 6 to 8 minutes was the dumbest and clearly not researched policy that metro has ever implemented. You decreased train service during rush hour by 62.5% between Mt Vernon and Ft Totten during that time, leading to massive overcrowding on trains such that people can't get on. And you never time the trains; it shouldn't be hard to have a green line train wait until a yellow has left. This is especially true for weekend track work, where every other time I try to take a train and transfer to yellow, a green line train has left 1 minute before and I have to wait another 19 minutes for a train. If you're going to do work, there are ways to make it impact the average user a minimal amount, and it seems WMATA policies and changes are made arbitrarily without thorough research into impact or simple tweaks to operations that make users' lives much better.

Dear god please start runniing all Yellow Line trains to Greenbelt instead of Fort Totten or Mt Vernon Sq. The transfer at Mt Vernon Square is the bane of my commute every single day.

PROPOSED

Written Comments
Dear Metro Board,
The District of Columbia chapter of the Sierra Club would like to detail our support for WMATA's proposed Fiscal Year 2020 budget.
The Sierra Club is the nation's oldest and largest environmental advocacy group, and our priority is combating climate change. The transportation sector is the largest sector responsible for climate change, according to the EPA, with 28.5 percent of our carbon emissions coming from this source. Meeting net-zero carbon goals by both the District of Columbia and Maryland will require decreasing vehicle miles traveled, and increasing ridership on transit. As such, we are heartened to see proposals to expand rush hour service to 10:00 am in the morning and 8:30 at night, extend all trains to eight cars, extend Red Line service to Glenmont and Yellow Line service to Greenbelt at all times, and reduce effective customer prices with expanded pass products and lower weekend fares--all rider-friendly steps that could increase transit use, reduce vehicle miles traveled on the roads, and cut emissions from cars.
Expanded "shoulder period" service outside the peak hours is critical to accommodate increasingly flexible schedules and to encourage use of the rail system throughout the day. Additionally, increasing all trains to the maximum of 8 cars would allow increased capacity and decreasing crowding, which is vital during rush hour. We at Sierra Club support these changes, which allow for better experiences on Metro for all consumers.
Additional Yellow Line service to Greenbelt would benefit Metro riders in both DC and northern Prince George's County. Commuters in these areas would greatly benefit from halved headways during rush hour, as well as one-seat Yellow Line service to job centers in Northern Virginia like National Landing. In particular, adding more Yellow Line trains through the Mid-City area, including Columbia Heights, Shaw, and U Street benefits both the highest-density residential area in the region as well as those traveling to the area from across the region for work or recreation. Taken in conjunction with extended evening rush hour service, this has great potential to increase ridership. In addition, extending all Red Line trains to Glenmont would double rush hour service at four stops in eastern Montgomery County, encouraging more Maryland residents to take Metro.
Adding unlimited bus trips to the Metro SelectPass is one of the most important aspects of this plan. The current system forces pass holders to choose rail or bus. Many Metrorail pass holders may find that, especially on the weekend, bus service is more convenient for where they would like to go, but they are not incentivized to take the bus because only rail is included in the pass. Buses allow for more flexibility to go to locations rail service does not extend, such as the H Street Corridor. Because the current system forces riders to choose, many people may use rideshare or drive instead for these incidental trips, which increases the total vehicle miles traveled on the road, which contributes to our total emissions. This plan would change this incentive structure, simplify pass pricing, and hopefully encourage pass purchases--which have the potential to increase both ridership and revenue.
In addition, decreasing weekend fares to \$2 and reducing the cost of some Metro SelectPasses will allow more people to access the system. However, without frequent and reliable service on the weekends, the \$2 weekend fares still may not be enough for riders to take Metro instead of taking rideshare or driving. Thus, it is recommended for increases in weekend service to be considered in the future.
The measures proposed by WMATA for the 2020 budget are beneficial to metro riders in the District, Maryland, and Virginia. By increasing ridership, they will benefit the environment by taking vehicles off the road which emit carbon dioxide. The Sierra Club's DC Chapter is proud to support these
Decrease fares they are ridiculously expensive.
Decrease Metrorail service from 8 minutes wait time to 4-6 Minutes on ALL lines. Have YELLOW line run from Huntington to Fort Totten ALL DAY to relieve pressure on the Green Line.
Decrease parking fees, I already pay \$215 a month, parking adds up to 20 x \$5.20 = \$319.00
Decrease the parking costs

Written Comments
Decrease the prices of the Metro Rail passes - they don't save any money and are pointless for me. More security at Metro stations would be welcome, especially late.
Decriminalize fare-evasion; make metro cheaper for everyone; expand service to late night
Definitely extend the yellow line until Greenbelt
Definitely need to start running Red line 8-car rush hour afternoon service all the way to Glenmont for every train asap. People are packed in like sardines, especially through Metro Center, Gallery Place, Judiciary Sq., and Union Station. Sometimes, I can't even board a train because there is no space, even to stand. Replacing the 6-car trains with 8-car ones, and running each train all the way to Glenmont, should help alleviate this problem. You did it with Grosvenor / Shady Grove on the other side, now, you need to do it with Silver Spring / Glenmont.
Dew it
Disability pass replaced without fees
Discriminating against people because of race, national origin religion and sexual orientation is illegal. Please train your personnel particularly at metro stations. please contact me I have complained many time and no one ever calls me or contacts me Dr Joseph A Levi [REDACTED] , [REDACTED]
Disminuir tarifas del metro y tarifas mas pequenas cuando haya tranferencia al bus.
display information on arrival and departures at Shady Grove
ditch headway and schedule trains by time.
DO BETTER
DO IT these changes are good.
Do not expand peak fares its already ridiculous to pay \$4.50 for 10 stops at rush hour at all times to increase
Do not expand peak that's more money and I get to work faster during off-peak I timed it I don't drive so I must ride metro regardless of the terrible service and high fees plus I didn't answer question number nine buses are dirty as hell always latou for P6 80+ every bus that leaves the Pentagon station is always late
do not increase peak service times or fares.
do not increase prices anymore
Do not raise prices unless you are adding services. The majority of folks who use metro cannot afford for you to continue to increase prices. We're paying way too much and still getting to work late. Please think about returning to normal operating hours from a couple of years ago...and remember who your patrons are on the metro and buses -- working-class folks who take money out of their paycheck to afford transportation to and from work. It's not fair to increase prices -- you've done that for years and have yet to deliver on your #Back2Good promise or increase the quality of service. This feedback is from members of my community and from me -- a person who has been riding the metro and bus for almost 20 years.
do not ride bus. The parking prices for your car are crazy! the escalator always broke and the into monitors at college park station broke for over a year.
Do something about the 80 bus going up and down dakota avenue. some of the driver are not fit to drive anyone.
Do the most efficient routes based on ridership.
does metro have police ???? because I never see them
Doesnt make sense to expand. peak hours when metro rail will run fewer hours in between at a certain point within peak hours.
Don't change rush hour

Written Comments
don't expand peak hours .
also metrorail option pass is too expensive I pay 22.20 for 3 days
Don't reduce frequency. Make it functional even if you need to increase price. Make it reliable and predictable. Why so many weekend repair shutdowns? I don't see that as often in other systems in the world.
don't cut back non peak service as this harms low income people who work non traditional hours.
don't charge more period service should just be better make metro more affordable and safe.
don't decrease rail service don't increase fares flat rate of \$2 on the weekends is terrific.
don't expand peak service times and fares
Don't expand the morning and evening peak periods - impact on physically challenged! The \$2 weekend flat fee sounds good, but Metro does weekend track work during the weekends. A lower cost monthly Metro-bus pass would be ideal.
don't increase fares metro is so expensive already
don't raise rates on the disabled and say you're making metro more affordable. disabled people have no income.
drop parking prices
during rush hour have only 8 cars
During rush hours there should always be 8 car trains.
During the midday trains are unsafe and dirty with trash
earlier trains in the mornings
earlier trains please
Eight car trains I begged to overcrowding need to create more seats for elderly
El metro es muy caro tienen que tener más opciones para economizar para el público.
Eliminate parking fees. Then I'll return to metro.
Employer subsidies and alternatives including parking costs are more important
Enact Flat Fares across the board work to expanding service to 24/7 operation
End evening peak fare at 7 pm. My friends and I get to trains just after 7 pm to avoid the rush and crowded trains before then. Without the fare incentive, we will leave office around 6 pm and add to the overcrowding or carpool instead.
enforce rules on metro
Es hora de que metro cambie
escalator outage!!!!
Essential factor is cost, especially for those who pay max fares to the end points of trains. Passes that would offer a discount off the weekly cost of bus- train; train - bus each day would be welcome. Initiatives to reduce crowding during rush hour also a major factor
Evening peak fare end at 7 p.m. should not be extended. Minimal persons on train unless it is a game or something and appear to be more students and visitors/tourists. Extending time would be more costly to students. more tourists may ride if rates/times get more user friendly since they tend to be families with children/seniors, etc.
Evenly extended peak hours drastically impact college student the 7:30 pm end to rush hour fare served me a lot of money when I was in college.
Expand hours of operation.
expand lines

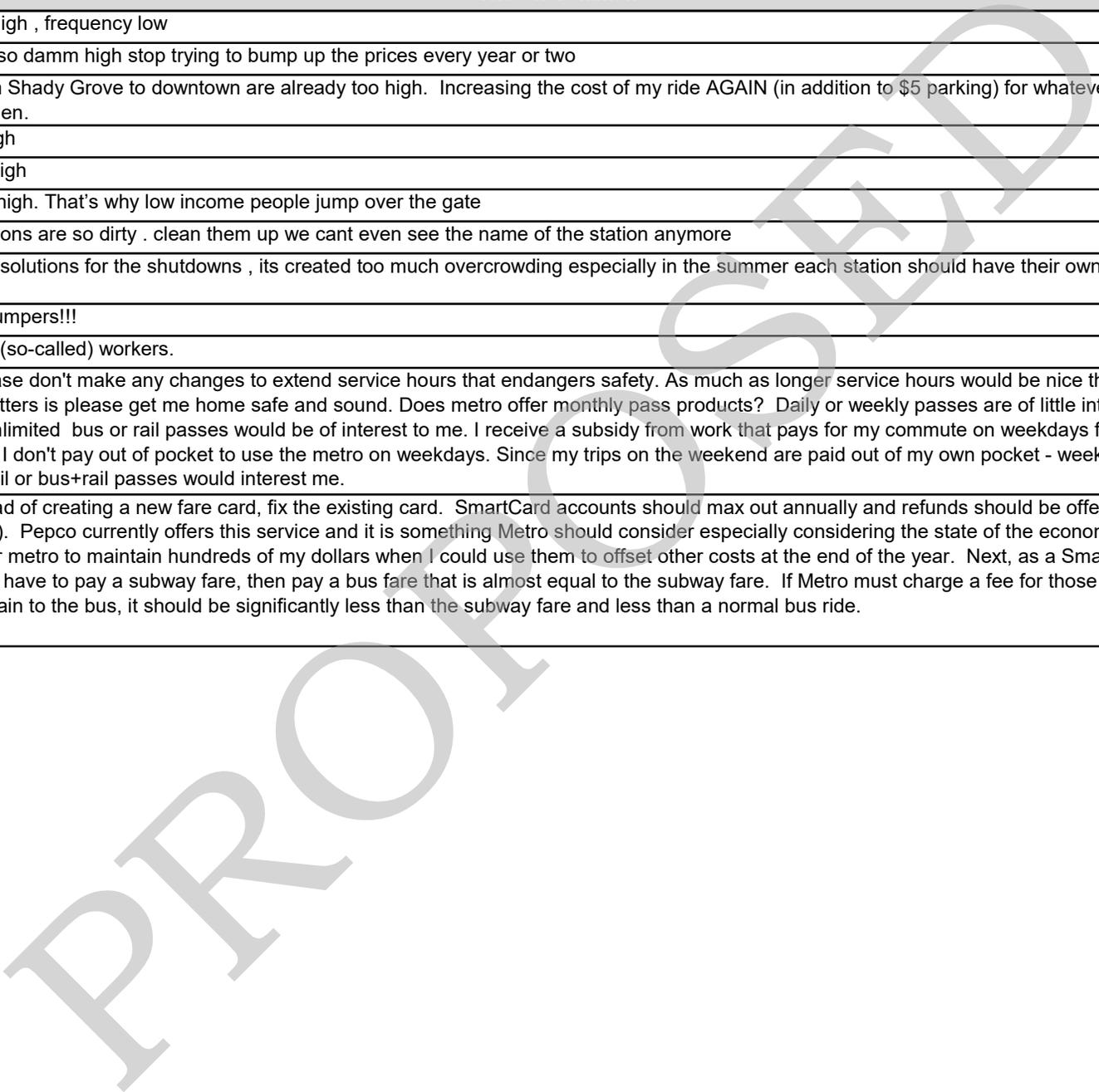
Written Comments
expand metro , build more lines.
Expand more service to the clinton and area.
Expand orange line , we rather pay metro than ez pass
Expand rush hour service with non peak fares.
Expand the big service more trains yes peak fears know
Expand the number of weekend trains. That is the greatest failure of service currently. If you don't have a car, getting from point a to b in the city on the weekend is a disaster. Make the fare lower and increase traffic.
Expand the orange line west of 66
expand the rush hour frequency not price
expand the service fares
expand train to woodbridge
Expand yellow line to Franconia all the time or for the additional peak hours proposed
Expanded peak hours are not worth it to pay the astronomical peak prices. Another point: My family/friends and I do not ride the trains Sat/Sun b/c we are not willing to wait 20 min. for a train. If the trains ran more frequent, there would be more weekend riders, more money for metro.
expanded peak service is highway robbery metro already did this a few years ago.
Expanded 'peak service' means higher fares - and only 5 hours midday (plus after 8:30pm) when fares are off-peak. It's not always obvious that peak fares include more frequent service - if it meant more frequent trains and all 8-car trains, that might be worth it. (And it would eliminate the crowds who wait outside the gate at Shady Grove to enter till the fares go down).
Expanded service would benefit my family the most. Especially earlier morning trains on weekends. My husband is a nurse working 12 hour shifts and cannot take metro on the weekends because it does not open early enough. He would rather use metro if it were an option because parking in DC is expensive.
Expanded yellow line and all 8 car trains would be an improvement. Afraid you can't afford the flat fares on weekend but if it's singletracking and/or 20minute headway's I won't take metro even if it's free.
Expanding all trains to 8 cars, weekend \$2 fares, and expanding peak service (and fares) all are great ideas.
Expanding fare hours without expanding # of trains +cars punishes those who dont have alternative options and may see decreased ridership for those with shorter trips.
Expanding peak hours and fares will make it impossible for me and others to get to and from work for less than \$10 a day. That is ridiculous.
Expanding peak hours by 90 mins is a poor way to improve service and maintain customer satisfaction I would ride metrorail less often if at all in the evenings.
Expanding peak hours is a must. Trains are so overcrowded 99%of the time. Weekend travel is terrible because you have to wait 20 mins for a train I would rather uber to save time.
Expanding peak hours just makes WMATA more expensive for a service that needs to focus on running trains more frequently and efficiently without increasing the price.
Expanding peak times to 10am is fine. 8pm is fine also but not 830. Very few people use metro rail past 8.
-Expanding rush-hour windows sounds like a way to increase revenue; can some explanation be provided how this will benefit ridership? -Making all trains 8 cars will be an improvement, but how can ridership be urged to use the front and rear cars? The wa

Written Comments
expanding the peak hours is a bad idea I dont want to pay more for leaving work later .
expand orange line to centerville ,VA
Expanding the Peak hours long with the fares is not beneficial to some people.
Extend hours of operation.
EXTEND ORANGE LINE PLEASE.
Extend service later at night
Run trains more often during off-peak hours
Run more trains during peak hours
extend the lines in the VA side I do not live to close to the closest metro it takes me 40 mins to get to the metro
extend the metro more
Extend the orange line further west please there is an un tapped market of riders that would definetly use it .
Extend the orange line past vienna.
Extend the orange line past Vienna.
extend the weekend hours
Extend the yellow line to Fort Totten! Hire more construction workers to get more work done overnight or during single tracking or shutdowns, so you can be open later and have fewer disruptions. Sometimes, I'll take the green line south, and it's 1 minute behind a yellow train, so when I get off at L'Enfant I have to wait another 14 minutes for the next yellow. You need to be more strategic in train ordering if people need to transfer.
extend yellow train
Extended evening peak hours is a great idea as far as the chain actually run more on time currently they start running every eight minutes before seven
extended hours suck as the original time needs to be reinstated during weekdays and weekends.
Extended peak fare really only seems to me as a way to get more money instead of improved service. Trains come often enough, even not during peak. If WMATA needs the money, why not go ahead and charge peak time all day, M-F. You pretty much are already. (5-10am and then 3-8:30pm) This makes non-peak times (10-3pm, 8:30-11pm). I find it more frustrating to increase the fare incremently rather than yanking the band-aid off and just increasing it to where it needs to be.
The biggest change I'd make is to run the trains longer at night OR at the very least, post clearly when the last train leaves the downtown area. For example, this past Superbowl Sunday, for example, service from NoVa into DC really stopped 30-40 minutes before the end of the day. This has not been the only instance the final train of the day time has not been clear to me.
extended peak to noon
Extended the Yellow Line service will be great for people trying to get to National Airport from Takoma and other northeastern Red line stops I would take the metro more often from Takoma to Vienna with a more expansive farecard and longer trains.
Extender la línea Anaranjada.
Extending all trains to 8 cars is DESPERATELY needed. Morning commutes especially are unbearably crowded and almost always running behind schedule. Adding more trains, more cars, and increasing reliability would increase my trust in the metro.

Written Comments
<p>Extending all trains to 8 cars simply isn't necessary at this time. Crowding is not nearly as pressing an issue as it once was on the Metro as you all know. Spending an extra \$10M a year for essentially zero ridership benefit makes no fiscal sense. Running trains more frequently is what brings ridership back. That includes extending the Yellow Line to Greenbelt at all times, because 8 minute headways thru Shaw, U Street, and Columbia Heights on the Green Line only is absurd.</p>
<p>The other idea among these that doesn't make much sense is the weekend fare reduction. \$2 flat fare is just lowering the expectations for good service, and excusing 24-minute single tracking headways. The off-peak fare range (\$2 to \$3.85) is NOT what holds people back from taking Metro on the weekends -- it's the fact that people assume the service won't be frequent enough to beat driving or taking an Uber. To bring riders back, leave fares where they are, and heavily publicize where normal service IS running (instead of where it isn't). Also, market combined frequencies on the downtown trunk lines. 'Normal service at Rosslyn this weekend -- 4 min combined headways on Saturday and 5 min combined headways on Sunday.' Most people don't think in these terms, so they might even think there was a service increase!</p>
<p>Finally, the power of unlimited passes is HUGE. Look at NYC -- many, many city residents buy a 30-day unlimited bus and rail pass and swear by it. With transit a sunk cost, it gives the ultimate incentive to ride Metro: with every ride, your fare that you've already paid gets cheaper. It's the perfect product for people living in transit-rich areas, and car-free households. I understand the pricing must be higher because of the Metro's distance-based fares, but they're currently far too high for anyone who doesn't max the distance to pay. I live in Dupont Circle -- where is the 30 day pass that will allow me to make Metro and Metrobus my go-to transport mode for everything? Stop designing unlimited passes solely around suburban 9-to-5 commuters, and stop having most passes segregate bus and rail. Bus/rail transfers are crucial, they should not be competing with each other. WMATA's been pushing the 7-day regional bus pass hard and it is a good deal, but I also take the Metro just as often. Bus pass alone doesn't do any good for me.</p>
<p>In recap: tailor passes to INCENTIVIZE wmata, and not just for suburban 9 to 5 commuters, and integrate bus and rail. Extending service to Greenbelt on the Yellow Line at all times is a great and necessary idea!! Will increase ridership. Red Line to Glenmont I'm not as sure about, but you have that data. Extending the rush hour service periods should increase ridership as well, but there's no sense in the 'all 8 cars' argument. Finally, aggressively market good service on the weekends! You're losing the public because the assumption is currently that maintenance is anywhere and everywhere, and while maintenance is a fact of life for the Metro, impacts need to be minimized and good service promoted.</p>
<p>Extending Peak bus hours along with rail would be helpful.</p>
<p>extending peak hours is nice but I'd rather just keep current peak hours than have peak fares be extended. =(</p>
<p>Extending peak service hours to get more money is a scam.</p>
<p>Extending peak times would make my MetroRail rides more expensive because I have little choice in when I ride and can't avoid rush hours. For MetroBus, an extended rush hour service would give me more flexibility, since I live in Glover Park North and have only one bus route (2 during rush hours) to get me anywhere. If I decide to avoid the morning rush and get to work late, I usually have to wait a long time for a bus. What is missing from the proposals is a more reliable bus service. Just more transparency would help, by improving the buseta website and making sure busses' locations are reported fully and correctly on the website and in the app. I can't count the times I have missed a bus because the website didn't have an arriving bus listed at all, or claimed it was still further away than it actually was. I understand that traffic makes it hard for busses to stay on schedule, but that makes it even more important there's information available on where a bus is and when it will arrive at a given stop.</p>
<p>extending rush hours just seems like a scheme to charge people more money</p>

Written Comments
<p>Extending the hours for weekend night service would be financially irresponsible. To support D.C.'s nightlife industry, Metro can start night bus service until 2am or 3am. This option is much more economical and has been employed successfully in many European cities.</p>
<p>Extending the Metrorail service in the mornings and evenings would be great, but the Metrobus service should be similarly matched. I often result to driving in when I miss the last 'rush hour' bus as the wait between buses is too long after 9:30. Or improve the Bus ETA to be accurate! I always give myself 10 minutes to get to the stop, which is excessive if everything is accurate, but sometimes the locator seems to lag and suddenly 'correct' itself.</p>
<p>Also, as a student accessibility for the U-Pass needs to be improved. I appreciate the U-Pass's existence, but my university (GWU) is absolutely not having any of it unless it includes MetroAccess benefits for relevant students. Conversely, many more students would be more likely to pay for passes from WMATA if we could pay (with a discount!) directly--even if it's just marginally less expensive than full price. It's not like we qualify for Smart Benefits!</p>
<p>extending the rush hour higher charges in the morning and by 90 minutes in the evening is horrible. why not do one fare for all hours instead of pretending 8:30 at night is really the end of rush hour. this is what makes people so angry they want to drive and will make you lose more people than you already have.</p>
<p>extending the rush hour fares would affect low income workers</p>
<p>Extending the Yellow Line past Mt. Vernon Square would greatly help me with my commute!</p>
<p>Extending the Yellow line service to Greenbelt is a must. There are times during RUSH hour where Yellow line still only stops at Mt. Vernon, which is silly.</p>
<p>Your unlimited pricing is too high for those of us who live in the core of DC. If there was a way to create a box around the core of DC, and create an unlimited fare system within that core region, that might facilitate purchasing cheaper unlimited fares. But that's probably not worth your hassle. I can bike and walk most places faster than the bus and metro. So my usages drops dramatically from Spring to Fall.</p>
<p>We are all looking forward to late night hours. I would definitely use metro more if there was service later at night.</p>
<p>Extending the Yellow Line to Greenbelt should be the first priority in Metro's budget. Unlike stopping the red line at Silver Spring, an extremely large suburb with high density of riders, there are much fewer people who live at Mt Vernon. Stopping the Yellow line there is a virtual guarantee that all passengers have to change trains. This is the largest remaining service reduction since Safe Track. Given the number of people I see getting off at L'Enfant or Gallery Place to switch between Green and Yellow trains, extending the yellow line service will reduce foot traffic at those already crowded stations.</p>
<p>extending time for weekdays and weekend for working people</p>
<p>Extending yellow line to ft totten would alleviate congestion in gallery place</p>
<p>Extending yellow line trains would be incredibly helpful and would allow me to use metrorail more.</p>
<p>Extension of peak rush hour by 90 minutes in the evening seems excessive. Expanding rush hour by 60 minutes to 8pm seems more reasonable.</p>
<p>F6 need to run on sat and sun</p>
<p>Fairs should I increase for peak time already pay a lot</p>
<p>fare is too expensive</p>
<p>Fare machines are not working sometimes</p>

Written Comments
fares are high , frequency low
Fares are so damm high stop trying to bump up the prices every year or two
Fares from Shady Grove to downtown are already too high. Increasing the cost of my ride AGAIN (in addition to \$5 parking) for whatever reason is an unfair burden.
fares to high
fares too high
Fares too high. That's why low income people jump over the gate
filthy , stations are so dirty . clean them up we cant even see the name of the station anymore
find better solutions for the shutdowns , its created too much overcrowding especially in the summer each station should have their own bus
fine gate jumpers!!!
Fire union (so-called) workers.
First - Please don't make any changes to extend service hours that endangers safety. As much as longer service hours would be nice the thing that always matters is please get me home safe and sound. Does metro offer monthly pass products? Daily or weekly passes are of little interest to me. Monthly unlimited bus or rail passes would be of interest to me. I receive a subsidy from work that pays for my commute on weekdays from Monday-Friday. So I don't pay out of pocket to use the metro on weekdays. Since my trips on the weekend are paid out of my own pocket - weekend passes bus and rail or bus+rail passes would interest me.
First instead of creating a new fare card, fix the existing card. SmartCard accounts should max out annually and refunds should be offered (optionally). Pepco currently offers this service and it is something Metro should consider especially considering the state of the economy, it is not prudent for metro to maintain hundreds of my dollars when I could use them to offset other costs at the end of the year. Next, as a SmartCard user, I should not have to pay a subway fare, then pay a bus fare that is almost equal to the subway fare. If Metro must charge a fee for those transferring from the train to the bus, it should be significantly less than the subway fare and less than a normal bus ride.



Written Comments

First of all, the additional 90 minutes added to peak service in the evening is not fair and you may lose metro rail riders.

A little bit of background for my personal metro usage: I live in an area where I have to ride the bus first in order to get to the nearest metrorail station, and vice versa to get home. I currently load exactly \$128 in my metro card every month, that includes both bus and rail fares. It covers my bus-to-bus rides to work every morning (5x a week), and rail-to-bus transfers during peak teams to get home at a decent hour by the time I leave the office at 5 pm (again, 5x a week). I can ride the bus all the way to work and it'll take an average 1 hour plus 20 minutes of walking when I get off my bus stop downtown, whereas bus-to-rail in the mornings takes me an average 1 hour. And I prefer to take bus-to-bus in the AM to work if I leave my house on time - not only to save money, but especially if both the bus and rail take the same amount of time, considering metro rail breakdowns and delays one after another! So what's the point of paying higher metro rail fares if the rail ride time is equivalent to my bus ride time? Now, sometimes if I'm running late in the mornings, I just do a bus-to-rail ride and pay the peak fair in the AM so that I don't walk those extra 20 minutes. There are times I have to work late and leave my office by 7 pm, and I think, hallelujah! I can pay the off-peak fare and and get a cost savings for those mornings I couldn't stick to my bus-to-bus ride all in an effort to save money on overall peak-fare cost. And this is just for the winter, and intolerably humid days of summer. In the spring and fall, I will ride my bicycle from Takoma Park, MD to my office in Dupont Circle for 1 hour. Takes me 1 hour by bus or rail, so might as well get the exercise!

SPEAKING OF BICYCLES. Sometimes I am too tired to ride my bicycle all the way back in the evenings, and those dang metro rail rules prevent passengers from loading their bikes in the train during rush hour! I have never had issues getting my bike in the train from 7 pm, because there aren't that many passengers. So now if peak time were extended to 8:30 pm, that would have a negative impact on bicycle riders who need access to the metro from 7 pm, when the peak ridership starts dwindling down! Why are you guys even expanding it to 90 minutes? Do you see trains crowded like sardine cans until 8:30 pm? I sure don't!

OK, on to my other comments. That was the biggest one that ticked me off.

1. I think increasing the trains to their maximum length of eight cars is a good idea, but consider doing this during peak times on weekdays, and keep the 6 car trains available during off-peak times, both weekdays and full weekends. If you're only supplying the 8-car trains, will that also reduce the availability and frequency of trains overall? During rush hour, people are willing to wait 2-3 extra minutes for the train behind with more room. It's when trains malfunction and too much crowding goes on that presents big issues.

2. Ha! As a regular commuter who lives in the area, I'm not going to be purchasing 3-day passes. The 3-day rail+bus pass is more marketable to tourists and visitors.

3. Also consider having 5-day passes. Many people don't rely on the metro during the weekends and stick with Uber/Lyft other ride share. Have the option of a 5-day pass too. I'm not going to buy a 7-day pass when I only ride metro during the weekdays, and occasionally (maybe 1ce or 2ce a month) on the weekends.

4. What's happening with 30-day rail passes? Or was it 28 day? Please allow customers to use their employer Smartrip benefits to purchase passes as well. Why should I be purchasing a pass separately when I have pre-tax funds available to use?

First, I live in VA which is why some of these are not applicable to me personally but they sound like great ideas. Also, in previous cities where I've lived, they offer month long passes which offers so extra convenience in comparison to 3- and 7- day sses, especially for commuters. Also the passes sound incredible, especially if they do bus and rail and really help out those of us who take the express busses.

Written Comments
<p>First, it took a long time looking on-line to even find this survey. Second, I've been taking metro for 34 years, but expect that this summer's 2 months shut down of the yellow line will result in me turning to driving and giving up on Metrorail for good. The shut downs are a bit much. Third, workers that us passengers see every day do a good job, but I have doubts about the management we don't see. Fourth, Federal worker who get subsidies don't care what is charged for rides; and only will if/when subsidies are discontinued. Finally, creating gimmicks on top of gimmicks to fare possibilities just causes confusion, and really don't help at all; and are merely upper management pretending that they are actually doing something.</p>
<p>fix escalators</p>
<p>Fix the d****d escalators. way too many not running fix the arrival sign at college park.</p>
<p>Fix the redline and unyielding metro issues. metro is good when it works but its unreliable.</p>
<p>fix the train arrival board at the college park station! Make the door location on the train platforms so riders know where to stand.</p>
<p>Fix wifi in all stations</p>
<p>Flat \$2 fare on Saturday and Sunday, regardless of distance... would be incredible!!! As a DC resident who uses metro to commute everywhere, this reminds us of NYC where distance doesn't play a factor. This is by far the best of all your proposed changes and would certainly improve are chances of using the system more. But also adding additional trains... maybe every 8 mins on weekends would help too.</p>
<p>flat \$2 fee weekends great idea</p>
<p>Flat 2 dollar fares at least on weekends.</p>
<p>Flat 2\$ fare on weekends would be wonderful! Free transfer from bus to train would be even better.</p>
<p>Flat fare on weekends with more service would most likely get me to ride more on weekends.</p>
<p>Flat fares should be on weekdays as well as weekends. Metro uses its riders as sitting ducks given that so many (regardless of who they work for) must be at their jobs by 9 AM. There is ABSOLUTELY NO EXCUSE for peak fares.</p>
<p>flat fares sounds good</p>
<p>flat monthly rate for regular commuters</p>
<p>Flat weekend fare a great idea. Friendly and easy for visitors.</p>
<p>Focus on doing one thing well, Metrorail, and limit Metrobus service to the District. Areas like Arlington and Loudon County already have commuter service, so this would be a good area to in which to encourage the jurisdictions to take on more of the budget burden. 'Back2Good' only succeeds if patronage increases. Bus and rail are different businesses, and policy changes don't necessarily translate into success for both businesses congruently. Partner with tourism boards, chambers of commerce, and especially schools to make them aware of the usefulness and utility of Metro during their visits. I didn't always live here, but I've visited numerous times. I'm an educated person, and I had no idea about Metro, the proximity of stations to landmarks and places of interest, or the fact that parking, particularly access to monuments, is (nearly) impossible by private vehicle. Additionally, focus on areas that enhance revenue, e.g., advertising and food sales. Wrap the outside of the train cars in vinyl, place ads on trash and recycling containers, floors, escalator steps, etc. Patrons bring food and beverage on the rail cars, regardless of the current ban. Why not sell non - sugary snack crackers and bottled water, flavored water, vitamin water, etc. inside of the stations?</p>
<p>focus on maintenance pads at college park has been inop since august 2018</p>
<p>Focus on quality and reliability first. I love the \$2 weekend fare idea, I would go into DC more if you did that.</p>
<p>Focus on the many not the few! Fix rush hour over crowding.</p>

Written Comments
For a person with a mobility issues the metro system doesn't work very well. I now take Lyft to weekend events, I would consider the metro at a \$2 flat fee.
For an unlimited metro rail pass to be available option for me, would have to cost less than my commute. current commute \$6/day x 5 = \$30/week
For evening peak why not consider expanding service by 30 or 60 minutes.
For me, a major issue is crowding on trains during the week (I have sometime spent more time waiting to get on a train to go home that I have on a train going home), and lack of availability of trains consistently on the weekend. It seems to me that running all 8 car trains should help with crowding, as well as consistently serving the far ends of all lines, but I don't need to use those particular services. As far as the weekend goes, I would love to use metro 7 days a week. I use it for almost all my work commuting and many doctor's appointments, but when it comes to social events, weekend hours and scheduling make it really impractical when Uber and Lyft are available as an alternative. Flat fares would do little to make it more attractive to me, other than to reduce the amount I'm paying. They don't make it less of a pain to wait forever for a train.
For my commute changing Yellow line trains to go to Greenbelt instead of stopping at Mt. Vernon would be a great help.
I would like to add the the elevators and escalators at many stations need better maintenance - many are often out of service for long periods of time.
For question 6 (level of interest in unlimited metrorail passes)- I would be highly interested and would sign up for this as long as any unused fare \$\$ can roll over to the following week or month etc. for question 9 - I have to take the metro to work or events and it's my only means of transportation therefore yes, sometimes I am impacted greatly by some of the reasons you listed but at the same time I have no choice because I have to take the metro. If there's anything wrong with the metro system thay I'll opt to pay for an uber or lyft instead. Also, in some of the older metro carts the speaker doesn't work. sometimes we can't understand anything the metro rail pilot is saying. Thank you for always trying to improve the metro rail system and an effort to reach out to the public to keep them informed of changes, maintence etc.
For rail service, expanding peak times and reducing the weekend fares sends the message that WMATA does not care about the area's residents. This would encourage residents to use other services like Uber/Lyft even more during expanded peak times when traffic has eased. \$2 weekend rate is only effective for residents with more frequent service. Tourists may switch from daily to per ride cards with this fare. All very wrong.
For the pricing, long term commuter pricing should be available. I ride 2-3 times a day consistently. The week passes do not equate as a benefit as currently priced.
For the unlimited monthly metro rail passes would you consider adding unlimited metro bus rides w/no additional cost not just the weekly passes.

Written Comments
<p>For those of us who live outside of the city, metro is an expensive means of transportation when you include the more than \$5/day just to park. I would use metro way more often if it didn't cost me hundreds of dollars a month in additional to a car payment and car insurance. Parking garages require very little overhead. There are no parking attendants salaries to pay at my garage (White Flint) so besides maintenance, these are just cash cow buildings for metro. For those who are traveling metro, I understand that we get a reduced parking fare at many stations however it is my strong belief that the discount should be steeper. Increase the rates for those who are just using metro lots to park but not actually utilizing the rail or bus system. Reward those of us who are giving you more money by utilizing both parking and rail/bus.</p> <p>Regarding peak hours being extended, I cannot find information as to what is different about peak hours besides the premium in rider price. Do you run trains more often during peak hours? I take metro home from campus two nights/week and am riding home around 8pm. I would be more inclined to support a higher fare on my way home on those evenings if it meant that trains were running every few minutes. As it stands now, I am usually waiting 10 or so minutes for a train home from Gallery Place around 8pm.</p> <p>I would really like to see discounted rates for me as a student of Georgetown SCS. I know there are a couple other universities that have deals with metro but Georgetown does not. Being able to receive reduced rates as a student would have a very positive impact on me.</p>
<p>Four dollar Flat fare on the silver line to DC would be fair</p>
<p>Free pass for disability surely assist as other countries, United Kingdom, Denmark and many.</p>
<p>Frequency and reliability are paramount. Peak periods are great, but frequencies on weekends and during off peak times are frustrating. Metro's mission should extend beyond the traditional commuter period -- you have hundreds of thousands of low-income residents who you are not serving well enough with this myopic focus.</p>
<p>In any other world capitol, good frequency (sub-15 minute wait times) is achieved outside of peak periods. Metro is treating people who want to use the system outside of work times as second class citizens. Low weekend fares are great-- but I'll still avoid the system if Metro makes me wait more than 15 minutes for a train.</p>
<p>Your riders, including myself, will understand some duration (even months or years!) of reduced service -- if we know that Metro is aiming achieve an acceptable world class standard again. Metro's highest ridership coincided with its highest level of service. Figure out how to make that sustainable in terms of maintenance, and we'll go along with you. But currently, we're only seeing reductions, and concessions only for commuters. This is NOT GOOD ENOUGH.</p>
<p>Frequent rider points</p>
<p>friendlier voice on intercom , train drivers are not always friendly when making announments</p>
<p>Gallery place red line plataform is a safety azard</p>
<p>General remarks: turn off the music at gallery place if passengers want music they have i pods and I wear ear buds Very annoying thats why I dont get off at gallery place. Which already is not pleasant. Thanks for repaving platforms at ft totten silver spring please do all the stations inside and out. Please put more lighting in all the stations.</p>
<p>get more security to control the animals that get out of school</p>
<p>Get rid of all V14 morning drivers.</p>
<p>get rid of studnets free pass. it is ruining metro.</p>

Written Comments
get rid of the old trains
go after/prosecute all fare jumpers
Good . weekends maybe Metro can run till 1 AM for people that want to take it and need to get home from work
good proposals
good proposals
Government employees work 4/5 days a week. Create a 5-day pass.
government pays for my transportation
government pays my fare
gracias por esta encuesta
great improvement
great improvements
Great job for doing the survey you guys should have surveys more often
great proposals
great proposals
Great service
Has the topic of increase(s)/decrease(s) to general fares - e.g. weekday peak service times - been discussed? Or are the costs of additional services going to be covered by the increase in extended peak hours and more options for unlimited passes?
have 9 cars during rush hour
have a \$2.00 flat rate at all times
Have a flat fare always to get more travelers.
have a high tourist fare
have a tourist pass and a local pass option in machine
have late night service
have monthly pass like NYC
have more security in the trains and stations
Have more trains
Have noticed improvement and trains 6S as breakdowns and delays the previous years hope more improvements to come concerned about continued bus out it getting more and more difficult to metro trains that's my have to seek other transportation options
have red and yellow lines extended
Have Silver Line go to New Carrollton as well as Largo
Have Silver Line service New Carrollton as well as Largo
Have Silver trains to start at New Carrollton
have some silver trains go to new Carrollton. Only 1/3 of the trains on track go to n.c. severe crowding.

Written Comments
Having all your love ones travel to Greenbelt is a poor idea it is difficult enough traveling to Virginia with limited blue line service. The yellow house of the many crowds and move computers over to Virginia bring back rush plus yellow
Having an 8-car train seems to make a lot of sense during rush hour. I imagine this would be the direction WMATA is planning on expanding and I fully support it.
The weekend flat rate would be great for tourists and families traveling into the city. Reducing an extra dollar or two each way per rider puts this expense lower than most city parking and could increase train ridership to areas such as the Smithsonian or the zoo.
Having an app that can be used to pay (like the mark train ticket app) would be great. Also having hand sanitizer stations could be beneficial with reducing the spread of germs in a highly public area. Something that I would LOVE would be if each train had a 'bike' car which didn't have seats but instead had bike racks (like this https://www.okbike.org/content.aspx?page_id=22&club_id=86708&module_id=156901). This could also be used for strollers and other wheeled items. I would take the metro and public transit a great deal more if it was more bike friendly (resulting in me bringing my bike into the city and biking around to places then bribing my bike back home as opposed to opting to uber). Additional, there is a lot of brown (brown tile, brown/tan walls, brown metro attendant stations) which gives a very drab feeling to the underground. Having an area that is more visually appealing would make people feel better and probably improve their perspective of the metro by default. The new trains are a great example of that. This is of course lower on the list but was a suggestion I wanted to share. Having a bike car would be the very top of my list
Having the Metrorail Yellow Line Service go past Mt. Vernon square during peak hours would greatly reduce my commute!
having to wait 15 mins after rush hour is crazy , my lyft and uber are quicker than this. also the weekend are so slow . there is reliability
having to way so long for trains on the weekends its a huge reason why I do not use it at all
Hay muchas personas que han perdido dinero en las máquinas esas máquinas nos roban nuestro dinero y cuando llamamos a customer service el servicio es muy malo
heat on trains
Hey metro, Can you please extend the green line and yellow line to BWI airport and extend the blue line and yellow line to the university of Virginia, thanks!
Hire more metro police
Hire more metro police
hire new drivers and better employees
Honestly, this area is so over-saturated and highly populated. You would think there would be better service but instead you are just charging astronomical fares to get to work. I go to GWU/Foggy Bottom station every day. It is 7 stops on the Blue line. It cost's me almost \$8 A DAY to get there. So obscene. this is PUBLIC transportation.
how about a 5 day pass for commuter
How about all day rush prices? Also would WMATA like to have unlimited access to my checking account and 401K to help fund the mismanaged system?
<ol style="list-style-type: none"> 1. The rush time frame is already too long! There are hardly anyone still commuting at 9:30am or 7:00pm. 2. Rush hour must be shortened. 3. Flat rate weekend fare is not a bad idea, but the bigger impediment on the weekend are infrequent trains. If trains were guaranteed to run every 7 minutes on each line, and better synchronized at transfer points it would be helpful. WMATA is the only rail system I have been on that is so deserted and starved of trains on weekends that it appears out-of-service.
How about an unlimited pass for locals.

Written Comments
how about monthly passes?
how about unlimited monthly pass
How about unlimited weekend fare? Not part of the proposal but extend the Orange line out to Gainesville, VA. If you want to increase ridership and if Virginia's Transportation Board wants to decrease cars on 66 East, this would do it!
How does this affect senior smart card.
I absolutely favor a flat \$2.00 fare for metrorail on the weekends. I find rush hour fares very expensive, especially if you have travel any real distance and do not support an extend rush hour schedule in both the mornings and the evenings.
I also believe that pets(dogs) should be allowed in the metro. That will increase ridership since pet owners can use the metro to go to different parts of the city. Many developed countries with amazing metro service like Germany allow this (with certain requirements such as: the pet has to be leashed and have a muzzle). There could even be a pilot period where pets are allowed in the metro only (not buses since they have smaller space) on weekends and non-peak hours. I am sure people will love it since DC has a huge number of pet owners and it allows economically weaker pet owners to use metro instead of uber or rental cars, will reduce traffic, and allow them to take their pets to vet, dog parks or to just go and explore different parts of the city and improve the overall urban dynamic of the city. I lived in Germany for 3 years and really saw how this was a successful urban policy and as a public policy graduate and my wife being an urban planner, we strongly believe that this policy is a win-win for both pet owners and the Metro.
I always wait until peak hours to take the metro because I can't afford the peak prices
I am a college student using the metro everyday including weekend. hope to have discounted fares or pass for college students
I am a DC resident and commuter passes dont make sense for me I support all the proposed changes in question 10.
I am a fed worker and 80-90% of my use of the metro is pent. city to gallery place/chinatown on the yellow line with is reimbursed/paid for the MTSB
I am a federal employee and I get subsidies to ride MetroRail monthly
I am a federal employee and my fares are paid by work. However, the proposal of the flat weekend train fare and the 3 day unlimited card sound interesting.
I am a federal employee so the fact that my travel is compensated on a weekdays mean I am less interested in bulk purchases. My visiting friends wold LOVE that though! the biggest deterrent for me using metro on weekends when the schedule is painfully slow and the cost does not outweigh the value of my time.
I am a Federal employee who receives SmartBenefits to get to and from work. This, in effect, makes my commute free. Therefore, the improvements I care about are quality-, not cost-related.
I am a federal worker that receives smart benefits

Written Comments
<p>I am a huge supporter of the agency but as I see in this survey. The majority of the attention is on Rail and not bus. When DC riders have suffered from riders who do not pay fares at all and you have increased the fares. it seems to be that you guys only target rush hour riders and not worry about riders on the Weekday after 8 or Saturday and Sunday. Metro should be creating targets or ways to get riders on transit during the weekends when people are off work and choose not to rely on the agency. I think it is very good to not that most people choose to opt for Lyft, Via or Uber on weekends not because of the cost but because of the convenience. I do hope that the bus side of Metro has some better tactics to keep up with fare evasion because pressing a button to keep tabs in not worth the wait for a faltering agency. I feel robbed every time I ride the bus and I pay my fare and the following 6 or 10 passengers behind me on the 80 or not paying a dime. Either they just walk on or they tap the card with no funds and continue walking. This hurts the riders who are responsible and pay.</p> <p>(The North Capitol route needs an express Rush Hour is crazy on this route. Maybe just my personal evaluation).</p> <p>After all this has been said though, I do want to thank the all of the MetroBus, Rail, Technicians, Maintenance, Management, Supervisors, etc. for the amazing job they do getting me from A to B. I am very happy with the staff who drive the 80.</p>
<p>I am a Low-Fixed Income Senior Citizen Living in DC. Most places that I go, Metrobus is just fine as I know the bus routes very well and can make the System work for me. But, on occasion, I have to use Metrorail, mostly Red or Green lines. Fares are VERY Steep, comparing a trip from RIA to Union Station or Judiciary, the Bus is Cheaper during Peak, but may take longer. Extending Peak Hours ADVERSELY Impacts Low Income Seniors, as that's when we travel the most. That well cost us MORE TO TRAVEL!</p> <p>You don't mention Senior Fares at all. If there is still a Senior half-price bus pass at \$7.50 (half of \$15), obviously, I'd WELCOME THAT! But, as a Senior, NO I CANNOT AFFORD A \$15 BUS PASS, UNLESS it was MONTHLY! AND SPEAKING OF MONTHLY BUS PASSES, BALTIMORE SENIORS HAVE A \$20+ MONTHLY SYSTEM-WIDE PASS.</p> <p>IF WE COULD HAVE A SENIOR/DISABLED \$20-\$25 MONTHLY REGIONAL BUS PASS, THAT WOULD BE FANTASTIC !!</p> <p>I marked that I ride Metrobus EVERYDAY, but actually, I MIGHT RIDE IT ANY DAY. I DO NOT go out Every day, but when I do go out, it may be for ALL DAY DOING ERRANDS, etc. But, that may be ONLY ONE OR TWO DAYS A WEEK. A WEEKLY PASS DOESN'T WORK WELL FOR THAT, which is why a MONTHLY PASS WOULD BE BETTER! I DO USE MONTHLY PASSES IF I KNOW I am going to be OUT SEVERAL CONSECUTIVE DAYS, IF I CAN GET TO THE STATION FARE MACHINE TO BUY IT (I DO LIKE THAT FEATURE :~).</p> <p>But, I AM RARELY EVER OUT SEVERAL CONSECUTIVE DAYS. So, a \$20-\$25 MONTHLY BUS REGIONAL PASS WOULD BE GREAT, AS I ALSO USE MC RIDE-ON & OCCASIONALLY PG COUNTY buses. I USUALLY GO TO MC & PG SHOPPING, ETC.</p> <p>MC has FREE TRAVEL from 9:30-3:30 during the week, and I think weekends. BUT, I AM WILLING TO PAY JUST TO BE ABLE TO GET OUT AND ABOUT, when I NEED to.</p> <p>As far as HOW MANY TRAIN CARS there are on a train, that doesn't matter to me, AS LONG AS IT'S SAFE!</p> <p>I WOULD NEVER HAVE NEED FOR A RAIL PASS.</p> <p>PLEASE GET RID OF THOSE ANNOYING AUDITORY COMMERCIALS ON THE METROBUSES! THEY ARE OVERKILL! TOO MUCH with CELL PHONE ARGUMENTS, and the usual bus announcements.</p>
<p>I am a metro federal benefits customer Metro is very great I love it.</p>
<p>I am a Monday-Friday commuter, but have not limited my responses based on that; I do sometimes ride bus and/or Metro other than commuting to/from my job, so have answered broadly.</p> <p>As for extending 'rush hour' times and fares, I suspect you'd get more riders on the train, and certain happier riders, if 'rush hours' were more limited, rather than extending the opportunity to pay higher fares. I believe there is a good number of riders who prefer to wait until after rush hour to ride, but if fares don't go down, part of the incentive for going to work later and leaving later hours is gone, and earlier trains will be that much more crowded.</p>

Written Comments
<p>I am a rider daily metro rail rider. biggest service issue for me is the metro rail closing time. it is impossible to think of dc as a world city if it s***s sown at midnight perhaps weekend summer closing could go back to 3am</p>
<p>I am a student. To put myself through school, I work every weekend. The proposed shifting of Sunday metro opening time to 10:30am is a slap in the face to any service worker who relies on the metro to get to work. Some of us do not have large budgets to take Uber or Lyft as your board has so callously suggested. How do you expect those who get up early every Sunday, to prepare the brunches that residents have come to think of as a staple of DC culture, to get to work on time? I implore you to think of the lower income residents who work diligently every weekend to make sure that salaried, "professional" workers (such as the members of your board) can enjoy their weekends. I am severely disappointed.</p>
<p>I am absolutely AGAINST extending peak hours in the morning or evening. I'm willing to wait a few extra minutes for a lower fare. My fares are already high enough - so leaving work late or going in late will no longer be an option.</p>
<p>I am concerned about the proposed changes to Metro's Sunday schedule. I am the pastor of Calvary Baptist Church at 8th and H Street NW. We are easily accessible by Metro and many of our members depend on Metro to get to get to Sunday services. We urge you to ensure that Metro is open by 7 or 8am at the latest on Sunday mornings to accommodate people travelling to their houses of worship.</p>
<p>I am considering not taking the metro any longer. As there is no security at all and in the past 2 months I've witnessed two men physically assaulting other passengers including a blind man and at another date, a crazy large man screamed at other passengers and walked menacingly up and down the aisle.</p>
<p>At other times in the Glenmont station, I've encountered several times drunk passengers usually passed out - the smell is so unbearable of urine and body odour that most passengers abandoned the car. I would suggest much better supervision upon arrival at the first station as well as having police officers present in rush hour as much as possible.</p>
<p>I am federal govt worker with transit subsidy. Train reliability and safety is number 1</p>
<p>I am for improving the metro service at reasonable price. Please keep the LMI (low and moderate-income, with income less than 80% of area median family income) people in mind when you do this. I know you are considering to improve the service but that also includes an increase of cost. Maybe metro should consider running trains 24/7 like NYC which would hopefully pull more users into the system to offset the cost of running 24/7.</p>
<p>I am greatly concerned with the proposal to have the yellow line extend service to Greenbelt. Metro rides who use the blue and yellow line are already experiencing significant longer wait times and overcrowding due to the limited availability of the blue line service. Blue line service has been significantly hampered by the addition of the silver. Consequently, the yellow line remains the only viable means for working professional living closer to the blue/yellow to cross into Virginia. Having the yellow go to greenbelt will increase wait times exponentially. I would have to stop using Metro and start driving to work. As it currently stands, wait times are significant, particularly when the National, Capitals and Wizards are playing. This is a horrible proposal and I would no longer opt to use Metro.</p>
<p>I am mostly retired. I watched the system being built here and I'm grateful to have it. These proposals would not affect me.</p>
<p>I am not a consistent rider of the Rail system, but I probably will be soon. I'd prefer to hear about one-month unlimited Rail passes.</p>
<p>I am primarily a weekend user. Do not like to pay for parking on weekends. Would like to see more police in stations and on trains.</p>
<p>I am really interested in the unlimited monthly bus and train pass and hope this comes into fruition during the next fiscal year.</p>

Written Comments
<p>I am very enthusiastic about the extension of peak hours, especially in the evening. Sometimes, it seems like even past 6:30 PM you will have to wait several minutes on a platform and 6:30 hardly seems late at all. I currently have a \$99/month SelectPass and I have never used the MetroBus (since it would cost more and I am already paying \$99/month for my MetroRail pass). If MetroBus were added to my pass without a significant increase, I would use MetroBus more frequently. Also, as an aside, I **LOVE** the fare guarantee program where if my train is delayed by 10 min or more, I received a credit onto my card. The refund is so prompt and quick, and I like the email notifications. It really goes a long way to alleviating the pains of significant delays. Thank you!</p>
<p>I appreciate extending the yellow line that would be a big help.</p>
<p>I appreciate that you have considered unlimited ride passes. The current passes are very expensive and make fare calculations complicated when by distance and time of day. Very archaic and overly administrative on WMATA's end, I would think. An unlimited ride, flat rate per month would be great, like Boston, which has passes for \$80 for unlimited subway rides in a month and includes unlimited bus rides. WMATA is nowhere near that level of simplicity and cost, but it needs to move in that direction. If it is cheaper to drive and pay to park, and faster, I won't take Metrorail for long.</p>
<p>I appreciate the metrorail and the service it provides. The alternative would be to drive downtown DC and pay to park; I shudder at that thought. However, coming from Chicago, which has it's share of problems, and looking at the New York rail system, problems there also, I find it hard to believe that systems that operate 24/7, in harsh weather conditions, continue to operate, somewhat efficiently, 24/7, and Metro can barely keep the doors open for 18 hours a day! A robust system like this one should be able to run 24/7; both rail and bus; and service the hard-working, party going residents of DC, MD and VA. Thanks for listening! You are doing a good job, and can do much better I am sure!</p>
<p>I appreciate the opportunity to provide comments. Metro is my primary transportation and increasing rush hour services in the morning and evening would be beneficial to the riders. I commute from PG County to Downtown Washington. I have seen some improvements in the rail service and I like the new trains so I thank you. However, the costs keeps going up. If the cost to park and ride Metro is not beneficial more people will drive vs public transportation. There are many rewards to using public transportation such as environmental sustainability.</p>
<p>I believe the district needs to enforce laws regarding riders who jumped the gate to avoid paying Sayers this is not fair to riders who pay an arm from jurisdictions that enforces</p>
<p>I believe the weekend flat fare would definitely help ridership -- particularly if you are travelling with your family. Then the fare wouldn't be cost prohibitive.</p>
<p>I buy a monthly pass which is not listed here.</p>
<p>I can feel the improvements great job guys. please make machines more user friendly</p>
<p>I cannot see the benefit of reduced fare to employees and students there should be more pass options for 1 month.</p>
<p>I chose to live where I live because it's on the yellow line, just north of Mt Vernon Square. The lack of trains during peak hours is appalling and horrifying</p>
<p>I commute back and forth to work so as long as I'm working, I will take Metro. I do not take it later at night because I don't think it's safe. The \$2.00 fare for the weekend is appealing but if you have to wait 20 minutes for a train, it's not sing.</p>
<p>I could get really excited about a \$2 flat fare on the weekends - that would draw me in to use weekend service.</p>
<p>I currently have the monthly pass based on the fare I use most (2.50) which gives me all rides for that amount, and then I pay the difference if it goes higher. I really love this pass, I pay \$90 a month (plus about \$5-\$10 to make sure I have money in case I go over 2.50 on a ride) and I get so much out of it! It has made me use the metro MUCH more than I did before and I really recommend it to everyone. That is the reason why I said I wouldn't get a 7 day unlimited pass, because the pass I have now suits me perfectly.</p>

Written Comments
I currently pay \$99 a month for unlimited metro rides under \$2.75 I absolutely love that this option exists, it makes it affordable for me to ride Metro every day to work. However, because taking the bus would require paying an extra \$2 I don't use Metro bus, even when its more convenient. It would be so fantastic if WMATA would expand the pass functionality so that bus rides were included, I would use the bus exponentially more, and visit parts of the city I can't currently afford to go to because they are not accessible by Metro.
I currently use the Select Pass. Please keep this pass. It is perfect for my needs.
I definitely like the flat rate idea on weekends. I usually drive into DC on weekends because the cost of the metro is often as much as parking. If the cost of metro and metro parking was less than driving in and parking, I would take metro on weekends.
I despise waiting for an over crowded Glenmont train, especially since most are the old smelly trains.
I disagree with reduced/discounted metrorail fares & free metrorail parking on the weekends. When a customer uses metro & parks in metro parking lots/garages, they should be paying to do so.
I do not agree with the idea of extending peak hours for 90 mins (with the applicable fares) in the evening.
I do not own a car so I totally use public transportation. Having more pass options that cover metro-train bus would be ideal.
I do not ride metro regularly so it was difficult to answer the questions. I do ride it when I have meetings in DC to attend. The cost and timeliness of the trains has a significant impact on my transportation decision making.
I do not take metro to work on days when I will be coming home nonpeak hours because the trains run so infrequent . It is especially a problem if I need to change trains
I do not think funds should be used to extend service to glenmont.
I do not think that the Metro peak hours should change. I think the current peak hours are great, it's just that many times there are only 6 car trains. Many people go to work by 9am, so they need longer trains for earlier hours. I started taking the metro at an earlier hour because after 7am, the trains start getting really crowded and I get a little claustrophobic. I like the fact of implementing a \$2 flat rate for the weekend. You may see more customers taking public transportation then. I often use a monthly metro rail pass, and it would be wonderful if bus service was included in it as well. I used to live very far from a metro station and had to take a bus to it and my total cost one way to get to work totaled at least \$8 (including the bus ride) which is quite expensive. I do like the fact that you would like to reduce the cost of the 7 day bus pass. In addition to that, I suggest that the bus pass be able to be used as soon as a rail pass. I bought the pass one time and was unable to use it for 4 days, due to it taking more than 1 business day to load. In that way, I had to pay extra for rides until the pass kicked in. I suggest that the pass be loaded if you tap any fair gate regardless of it is in a rail station or on a bus.
I don't want the metro system here to turn like the one in new york.
I don't care for charging parking fees on the weekend. I rarely ride on Saturday now because it bugs me that there's a fee to park. After riding the train during the week I want a break from having to pay for a place to park.
I don't care how many cars are on the train if trains are running more often. I do not appreciate waiting 8-11 minutes for a train during rush hour. I also hate overcrowded, dirty cars. It would be nice to see Metro police more often, along with more obvious signage to prevent tourists from eating on the trains.
I dont care the government fund my card
I dont feel that it is safe to ride the metro at night. there should be more transit police around and not when you have to call them when after the fact something happens.
I don't like inhaling secondhand smoke at metro bus platforms and near metrorail escalators.
I dont like paying for parking
I dont like rush hour time increase in fare I have to go to work.

Written Comments
<p>I don't like that the parking garage costs keep getting hiked. Many times it costs more to take metro (when you include the metro parking) than it would to simply drive in and park, so that's why I don't take it more. Expanding the peak times for rush hour is simply a means to get people to pay the higher prices for longer periods. I have seen no mention of working on selling ad space in the stations. Visit the Tube Station in London and see how they do things. Much cheaper prices, efficient systems, and advertising throughout the stations and trains. There is potential there, without putting additional burden on the riders. People hate Metro in part because Metro can't manage it's budget and system without raising fares for riders, without any improvements in service.</p>
<p>I don't like the idea of expanding the rush hour service, with accompanying higher fares. I like riding after 7 PM to save on my fare sometimes. I travel a long ways and the fare difference is large between rush and non-rush.</p>
<p>I dont like when metro is single tracking</p>
<p>I don't live near metro so I would like to see my local bus lines-- D1 and D2 run more frequently at night and on weekends</p>
<p>I don't ride metro on weekends unless I need to. There are usually delays because of track work, crowded trains, and not enough trains. I am not sure how the crowded trains and the number of them running on lines with track work could change on weekends. But since most of the track work is done on weekends, I like the idea of the \$2 flat fare. I think that could possibly get more riders on weekends. That doesn't affect me riding it because I will ride it only if I need to.</p>
<p>I mainly ride the red line. Since the trains started originating at Shady Grove, trains have been very crowded in the mornings. I leave later from Bethesda usually around 9:30am - I liked having the trains start at Grosvenor because they weren't as crowded. Since the change, the destination makes no difference for me. I am not sure it will affect me much coming back towards Shady Grove, but I have noticed more crowds around 6:00 through 6:30 at Union Station. Having more cars for sure will help. Besides the crowds, people don't know that 6 cars won't be where they are standing. I see people at Union Station who are probably visitors not realizing this. Having all 8 cars would help so the last car won't be so crowded. I lived in Silver Spring for a few months and trains that started from Glenmont in the morning were already as crowded as I see in Bethesda on the other side. The number of stops from the end of the line there is less, so I think it would be a bad idea to change that. Plus more people in that direction have the first transfer point at Fort Totten which can get crowded with people coming and going from coming from the end of the line. This isn't an issue coming from Shady Grove for the transfer points.</p>
<p>I don't ride regularly so I am affected less by price, as are my guests. 3-day packages for friends is appealing. I also have an elder pass; seems you might do that for other groups: h.s. or college students. I'm sure kids would trade them among themselves but they would still be kids.</p>
<p>I don't see anywhere else on this survey to include this comment, so I am including it here: I was very disturbed the other day to hear a paid advertisement on one of the S busses (I think it was S1, but it may have been S2). I value quiet (or at least as much quiet as is possible on a bus) without the constant bus announcements. Having paid ads is just one more disturbance that I don't need. That was the first time I had ever heard a paid ad on a bus. Please do not have paid ads. I would also strongly suggest that you greatly limit the PSAs on buses (etc.). Keep announcements to a minimum, focusing on safety and giving directions. Thank you.</p>
<p>I dont see the point of running all 8 car trains in off peak times it is a waste of money I would rather see more frequent short trains.</p>
<p>I dont take the bus. more seats during morning rush house would be nice.</p>
<p>I don't think a lower flat fare on weekends will help rail ridership much. The reason people don't like riding on the weekends is because the service is poor - both in terms of scheduled service level, plus massive disruptions due to trackwork every weekend. I don't think many people who were choosing e.g. rideshare will come back to Metro because it's a couple dollars cheaper, and 'our service is bad, but at least it's cheap' is not a great business model.</p>
<p>I really like extending Yellow service, if not to Greenbelt than at least to Fort Totten, as the section Mt Vernon and Fort Totten is one of the densest, most transit-oriented areas in Metro DC, yet it currently receives FEWER trains during rush hour.</p>

Written Comments
I don't think expanding peak hours will help, as most people are already at work by the time peak hours end as it is.
I find 9 out of 10 times when I ask any Metro station manager or any Metro bus driver a question about metro schedules they are rude and uninformed. This happens even when I am asking them a question that pertains to their particular station or bus. Please train your employees better and have them be courteous.
I fully support any efforts that can be made toward expanding rail and bus service in DC. While I marked that I am not interested in any of the 7-day passes, I recognize that they may be very helpful for others - I already purchase a SelectPass every month. I believe one of the biggest changes that should be made to improve service is increasing weekend rail service. While I know track work must be done, I find myself using Metrorail far more on the weekends when it has regular weekend service. Many of my peers have gotten into the habit of using Uber/Lyft/other options on the weekends just because they've given up on Metrorail's weekend service, even if there is no track work - but if this can be improved and then marketed well, I believe many more of them will pick WMATA first.
I fully support the proposal for an affordable weekly bus pass. However my main concern is with increasing and improving bus routes in the Wisconsin and Porter NW area. Crosstown buses such as the 96 and H4 often run every 30 or 40 minutes. Today, during the polar vortex, I waited 30 minutes for a 96 bus. When it finally was supposed to arrive, it was rescheduled to 15 minutes later. This happens on a regular basis and is unacceptable, particularly in a part of town which is not served by the metro. I feel very strongly about this and have discussed this with neighbors and other disgruntled bus riders while waiting at the bus stop in extreme weather conditions. I appreciate your prompt action in this matter. Regards, ML
I fully support the proposal to extend rush service to the yellow line. The green line trains have become overcrowded during rush hour and it is very frustrating to watch half full yellow line trains go only up to Mt. Vernon. The green lines trains also frequently don't come on time, making the trains even more crowded.
I fully support the proposals to extend peak hours and have a \$2 flat fare on Saturdays and Sundays
I get a transit subsidy and use Fairfax Connector to get to huntington metro to get to work. I like the idea of less crowded 8-car trains but in the end regardless of what they do, I still will use the transit subsidy and take the bus to metrorail to work. The passes will have little impact on that. A flat \$2 fare on weekends might cause me to go in to DC for some events that I would otherwise skip and stay home but that would be a small number of events.
I get a transit subsidy.
I get monthly Transit benefits from my employer. No other passes are necessary. I really use it all in a month, so whatever fares you charge doesn't matter. The ride is still jerky.
I get my metro fare from SmartBenefits and I haven't done a calculation to figure out if passes are more price friendly. I think reduced price passes are great for encouraging tourists to ride public transport. I do not have a car and I depend on metro or Uber to get around (taxis are rare in my neighborhood), not just to and from work, but also errands, social gatherings or entertainment.
I go between metrorail and vre due to work on the yellow line in VA. Having to pay the higher parking rate because I take vre out of Franconia Springfield is unacceptable. My commuter benefits go through wmata to commuter direct. Please work something for vre riders who go through this and other similar stations.
I grew up taking metro and I love it I just wish there would better lighting around the station and more safety
I hate feeling crammed in the trains
I hate overcrowding I feel like I cant breathe
I have a few comments I want to make. 1. Metro says 92% of escalators work but when I visit stations, they are turned off and I have to walk up and down. How did Metro compute this number? 2. Why does Metro need to install Fiber Optics. Is that outside of your core business. Why not just sell you rights for a limited time and let the carriers develop the infrastructure. With 5G on the horizon, they are probably most qualified to design a new architecture to deal with this emerging technology.

Written Comments
I have a government issued pass to commute to work and a senior pass for personal travel.
I have a monthly Smart Pass. Please do not make changes to those plans.
I have a senior card so fares are very affordable. I dont commute daily but I do use system
I have a senior pass otherwise the limited passes will be valuable to me
I have a senior pass that meets all of needs ,but I think the new passes are good idea especially for tourists.
I have a smart tip card and several extras for guests. The cost of transit is already very low especially compared to driving
I have a subsidy to use the metro so a lot of responses did not directly apply. However my main issues with the metro is metro delays (sometimes during rush hour), infrequent trains on weekends (sometimes the gaps between trains are 20 minutes), safety issues on metro rail, and no late evening / weekend trains.
I have been riding Metro five days per week from Union Station to Rosslyn for the last four years, and I generally find the quality of service to have improved since the SafeTrack initiative. I am also pleased with the "Rush Hour Guarantee" program -ave received two credits on my SmartTrip card for delayed trains.
I have found the metro staff to be very patient kind and professional in all of iterations
I have had so many SmartTrip cards demagnetized after I added expensive bus passes. It took forever to get my money back. One time I didn't get a refund becuse the WMATA customer service said the card wasn't registered even if though I could prove that you purchased a pass. Set aside some of your budget to establish a virtual SmartTrip with mobile pay app. IF the plastic card gets demagnetized, it really won't matter if the person has the virtual card.
I have no other choice
I have noticed that Metro trains (especially the 7000 series trains) have no heating during the winter months. Instead of warm air, the trains are piping in cool/cold air, which is uncomfortable for passengers and entirely inappropriate for the winter months. I request that Metro address this situation as soon as possible. I fail to see how Metro can claim that is is 'Back2Good' when its trains cannot even provide heating during the winter months. Thank you.
I have rarely used Metro, maybe 5 times since it's been in existence
I have seen improvement
I have Smartbenefits on my metrocard, so of course I'm not interested in other cost-saving options for Metro, but I would be very interested if i did NOT have Smartbenefits - but I LoVE the Smartbenefits!!
I hesitated to ride train sometimes due to passengers who created uncomfortable things in the train like smoking weeds, selling stuff then harass you when you don't buy, extremely loud talking, playing loud music, those nuts who just hit other passenger and run, use the rod for fall dancing, etc. It will be good to stop these activities inside the train and create a peaceful and safe ride to home or destination. Thank you!
I hope Metro would include MetroBus fares for free on all monthly SelectPasses. I hope that Metro would create a \$3.50 price point for SelectPass. There is only one for \$3.25 and \$3.75. I wish that the yellow line would run the entire length everyday.
I hope that you can get more service on red line and more 8 car trains. It will make my ride easier.
But what will pay for the service increase? You are mentioning proposals that increase service and reduce the cost of some of the bus passes. Hopefully this won't increase my taxes.
I ink these proposals are good but the passes dont apply to me, I am a commutter with an auto replenished fare card so would not buy for example 7 day pass.

Written Comments
I just want to emphasize that it's useful to me that you run Yellow all the way to Greenbelt all the time.
I know you're in a tough situation, but the overcrowding on trains commuting home is a nightmare. If you could run the yellow line trains during afternoon (morning fine as is) rush hour, that would alleviate the green line issues.
I like many of the proposals presented. I take the metro to work everyday of the week, during peak fare times, and pay about \$5.25 per trip. I previously took the MARC, so I purchased the Transit Link Card every month. I really liked the value of getting my metro fare for \$100. I would like to see that frequent riders could get a pass like this and save them some money. Many of the unlimited fare options proposed are right about what I pay now to ride the metro for 1, 3, or 7 days.
Generally, if I want to work late or want to take the trains on weekends I have to consider that I may get stuck waiting 15 minutes for a train or transfer. The proposed lengthening of the peak times and reduced weekend costs would ease those concerns.
I like most of the proposed changes except extending peak hours with peak fares. Running all 8-car red line trains to Glenmont would be huge for Glenmont-Wheaton-Forest Glen area and definitely appreciated! I definitely would take metro more often because of that change. Also can reduce evening commute platform crowding at Metro Center and Chinatown for those of us who wait for a Glenmont train going home.
Overall, you all are doing a great job, despite everyone on social media loving to bash you (it's some kind of DMV pastime). I really hope leadership listens to us customers and look forward to the direction Metro is going. Keep it up!
I like that you allow bikes during peak hours. I like the flat weekend fare but im more interested that the weekend trains are on time. this is the reassurance people want.
I like the idea of \$2 metro rides on the weekends. It would be nice if there was something similar during the work week as well (ie every trip is \$4 or something like that). This makes it easier for everyone to know how much their metro ride will cost. I can't imagine how difficult it can be for tourists to figure out how much they'll need to spend on metrorail/bus when they visit.
I like the idea of a flat-fare monthly pass but it has to make sense (be affordable).
I like the idea of running all eight-car trains, as long as it doesn't cost significantly more in energy.
I'm puzzled by the idea of implementing a \$2 weekend flat fare on Metrorail. Are you trying to increase ridership? If so, realize that very few people are going to drive to a Metro station, wait for the train (a long wait on the weekend), ride the train (typically slower than driving on the weekend), walk from a Metro stop to and from their destination, and do it all over again to get home, just to save a few dollars. If they're going to do it when the train ride costs \$2, they'll do it when the train ride costs \$4 or \$6 too. So you're not going to get any new riders. You're only going to decrease your revenue, which is not what you need if you want to balance your budget. If you have extra money lying around, please use it for maintenance and other capital improvements.
I like the idea of running the Yellow line trains up to Greenbelt. Not sure why they stopped going up to Greenbelt but it just causes a lot of waiting and crowding at Mt. Vernon Square. Also, increasing the peak times would be great so that even if you're downtown later, you can still get home at a decent hour. I think the proposed changes are great.
I like the new trains
I like the unlimited bus pass option , I think the peak fare extension is OK but should be pro rated for those that have to suffer through single tracking due to evening and weekend track work.
I like this changes these are many good changes re cost and more MetroCars. I am not in favor of expanding peak pricing
I like this proposals
I like yellow going all the way to Greenbelt! I almost only ride during peak hour sand it is frustrating to have to change to green at Mt Vernon only to have one additional stop to Howard/Shaw

Written Comments
<p>I like your idea of a flat rate for unlimited service but suggestion you make it dependent on a certain radius. For instance I live in Ballston and go to downtown DC. I suggest you have two rates so that you crowd in both those who live far away from DC and those who live closer in.</p>
<p>I like your service probabaly increase the trains use on Saturday and sunday</p>
<p>I live about a mile from the closest red line stations (Tenleytown / Cleveland Park), so I prefer the bus. However, the buses that serve my area don't come often enough - if I miss it, I have to wait 25 minutes or more for the next one sometimes. I would love to see a more frequent L2 (vastly prefer that to the often over crowded red line), 37 express, and 96. I gave up on the N4 and N2 because they are NEVER anywhere near on time in the evenings.</p>
<p>I live and work in DC so the daily passes aren't worth it for me since I don't go very far (Van Ness to Metro Center). Perhaps consider adding a limited day/3 day/weekly pass that is only for travelling within the city limits that is a little cheaper than the proposed current prices? I would definitely purchase that but at the moment I spend less than your daily, 3 day, and weekly amount proposals.</p>
<p>I live at Tenleytown so saving money for people at the end of the line doesn't not affect me. Rather, having to wait 20 minutes or longer for trains, especially at the weekend and evening, is the main reason I ride less often. It's not the crowding, which is bad. It's the long wait. Further these proposals do not address frequent riders like me who ride at different times on an irregular schedule.</p>
<p>I live in Arlington so the metro is definitely better than driving. I pay about \$80 biweekly to take the metro bus/metro train. The only way I would consider a combination pass is if I were more cost effective than what I currently pay. I usually drive on weekends to get groceries and such, but I would go out more on weekends and take advantage of public transportation if it were cost effective and if I do not have to spend funds designated for work.</p>
<p>I live in DC and do not own a car. So riding the metro isn't a choice for me per say. I hate driving in this area worse than riding in late and overcrowded trains. The best gift to me will be extending the yellow line all the way during peak times. I have experienced metro all over the world, in Asia, in Europe and in the USA. I think the DC Metro is an asset in spite of its failures.</p>
<p>I live in Vienna and know many people who state they no longer ride metro and drive instead. When I ask why, they are still remembering when Metro trains were frequently off-loaded or delayed in some way along with the Track maintenance several years ago. I do mention the Metro is much more reliable than 3 years ago to encourage people to return. I do think the cost of the Metro is a deterrent for people to return because they became use to driving and mention with parking (some receive free parking where they work) and gas, it still works out better for them to drive. I appreciate all of the effort that is going on now to try and get Metro back to being seen as reliable and trying to increase revenue to keep Metro running.</p>
<p>I live near Dunn Loring Metro and peak fare roundtrip is 9.20\$ to where I work near Farragut West. This is WAY to expensive when compared to other metro systems in the world (say PARIS and others). Why on Earth doesn't Metro offer a proper membership program for frequent riders with discounts? Select Passes are not worth much and complicated. Unlimited passes are not worth anything to me from my location.</p>
<p>I live off wisc ave nw. I often don't ride bus due to infrequency of bus and I have to find other means</p>

Written Comments
<p>I live one block from the Georgia Ave station. The biggest challenge I have riding Metro is on the weekends, when there is typically long waits between trains. .Due to rebuilding, which I support, the Yellow line is often truncated to Mt. Vernon Square, instead of running up to Fort Totten or Greenbelt. It would be helpful if there could be additional Green line trains run in these scenarios to provide greater frequency north of Mt. Vernon Square.</p> <p>Additionally, not having Yellow line service during rush hour adds to crowding and long waits during the busiest times, often resulting in long waits between trains.</p> <p>Between these two options, increased weekend frequency would result in my increased use of Metro, as I currently often take private transportation options or choose not to travel. The weekday request would provide more convenience, but not result in any changes from my current usage of Metro.</p>
<p>I live very near a Metro station and almost always take it whenever I am traveling in the City. I have a Senior pass and for me the fare is very reasonable. I no longer take the train to work because I live in the City and now work in McLean but not near the metro station. I am most concerned about the schedules on Sunday that would impact Churches. My church is at Gallery Place and many of our membership take it to attend 9:45 services. Trains should not start any later than the proposed 8am. time.</p>
<p>I love all these proposals and thank GM Wiedenfeld for submitting them. I live in waterfront, but use metro to travel all over the region. My most frequented stations are Rockville, farragut west, and west hyattsville, so the line extensions would be a dream for me.</p>
<p>I also would love the flat weekend fair as I like to travel further out (for personal trips) on the weekenda.</p>
<p>I love and Valley the Metro having save reliable public transit is a huge reason love living in DC</p>
<p>I love metro but the pricing is too complicated make it more user friendly</p>
<p>I love metro rail and have no complaints other than facilities need a refresh acknowledging this is merely a desire luxury..</p>
<p>I love metro! Just get those escalators fixed/remodeled at the stations</p>
<p>I love Metro! No issues for me. Thank you for your service!!</p>
<p>I love the \$2 flat fee proposal</p>
<p>I love the expansion of peak hours and the Yellow line to Greenbelt, Good Job metro!</p>
<p>I love the idea of unlimited rides, especially a weekly pass. But usually I ride 2x per day for about \$3 or \$4 dollars per ride, then paying individually is cheaper than buying a \$58 7-day pass. So why would I buy it?</p>
<p>I'm not going to make extra trips just for fun.</p>
<p>I love the metro. I wish the trains were on time more..</p>
<p>I love the unlimited monthly Metrorail and regional bus pass proposal as well as running all trains with 8 cars.</p>
<p>I mainly avoid riding metro rail on weekends because of single tracking and delays.</p>
<p>I mostly ride metro because I work in DC during the week M-F. It would help to propose a work week pass that's for working people who take metro M-F for work purposes. I wouldn't want to pay money for a 7 day pass and lose money for two days I don'tt.</p>
<p>I must ride the train regardless you should not penalize peak riders.</p>
<p>Better Service planning should be offered during city wide events and capital one arena events.</p>
<p>I need monthly rail pass at affordable rate</p>

Written Comments
I need sunday morning hours to go back to how they were. the fares dont matter to me.
I only ride Metrorail to commute. I only ride it one or two stations. You KILL me with this \$2.25 fair to go 60 seconds on the train. I would consider a monthly pass for \$100.00. You let MILLIONS ride the buses for FREE.. \$25,000,000 in fare jumpers is over 11.1 MILLION Riders! You fail everyone in this city with your idiotic schemes to provide a free-pass to those who expect a free pass in life - oh woow is me..
I only ride midweek or rainy days when I know heavy traffic will make my MTA commuter bus late. If you want me to make metrorail my primary means of commute you will look at two items. First, reduce the parking costs. I get a transit subsidy to cover the rail cost but it doesn't cover parking. Second, increase the police presence in the cars. Teenage kids screaming make the ride uncomfortable. I even saw some spitting sunflower seeds on the car floor one time. Panhandlers are a lesser problem, but still uncomfortable.
I only take Silver/orange line to Tysons from Mcpherson Sq. Cheaper rates is priority
I only train weekdays and only to/ from work. So a weekday pass at a discounted price point would intrigue me.
My gripe with metro on the weekend isn't cost, it's convenience. Trains are infrequent and using a slower transit that doesn't take me d door wouldn't be worth the small discount.
I only use metro rail for my occasional doctor appointment and if I need to get to work faster or need to get home sooner I will go weeks without using metro.
I only use the metro bus on weekdays (Tues, Thurs) due to business schedule. I use metro rail on weekdays for business, and on weekends for social activities. I would like to depend on metro rail to return to Wiehle late on weekends (post mid-night).
I only use the Rail service for 1 stop 95% of the time would you consider a fare break or I would just keep riding as is thankyou for your service.
I primarily ride the Green line. My chief concern about service is weekend trains that are too spaced out to be useful. Also, for a family it is hard to justify the cost of riding the train when we each have to pay around \$6 round trip for our fare on the weekend. This is very competitive with a parking garage.
I propose a 2-trips per day, 5 day pass (or Monday to Friday). It will be incredibly helpful for those who commute to DC during the week and do not use METRO during the weekend. There is currently NO PASS which apply to this passengers, who are many. Thank you!
I question expanding peak hours because I do not really trust it will mean more trains. In fact, it seems trains are being cut during peak hours. This just seems like another false idea to raise fares under the promise of better service.
I rarely use metro rail on weekends because the system closes too early (before 2 AM) and the service is generally unreliable.
I read the metro to work daily going south benefits from my employer that item marked and A would not change that for evenings and weekends I hesitate to use the natural because it takes too long
I really appreciate the services you offer. but I just struggle with the constantly increasing fees. thank you anyway.
I really enjoy using metro for my daily commute and for running errands or taking trips on the weekends. I wish the Sunday service was a little more frequent but that's honestly my only complaint. I really enjoy how clean the trains and stations are. I so like how WMATA seems very open to feedback. Thanks!
I really like proposals , please fix elevators and escalators . elevators stick like piss.
I really like seeing metropolitan police officers at the stations. I would like to see more police presence at all stations or at least the most 'problematic' or end of the line stations like Chinatown, GeorgiaAve Petworth, Greenbelt, Huntington. Also, loiterers and people begging on the trains or at the entrances of the metro station makes me weary of getting on/off at some stations; the mentally ill are often on the trains and buses yelling at customers all day.

Written Comments
<p>I really like the \$2 flat fare weekend idea which will help spur ridership! Please do not extend rush hour fares. The system is already complicated enough and I know many people wait until offpeak to ride because the rail system is so expensive. Red line reliability has improved though wait times can be too long even at Silver Spring. Suggest trains every 5 minutes at Silver Spring instead of 6 during rush hour, and every 10 instead of 12 to Glenmont.</p>
<p>I REALLY like the idea of setting a \$2 flat fee for the weekend. I mostly use the metrorail on weekends as I am a student, and I find it really difficult not knowing exactly how much my fares will be, and I can't plan ahead. I also would be more likely to use metrorail over metrobus if it wa a \$2 flat fee.</p>
<p>I really like this proposals only get better please , I can feel and see the improvements</p>
<p>I receive a commuter benefit through my employer, so many of the questions are not applicable.</p> <p>However, I do want to offer the following suggestions:</p> <p>If the goal is for Metro to save money, it does not seem wise to reimburse passengers when there are delays. It is a nice idea, but providing incentives to people who already use the system does not make sense.</p> <p>It is extremely frustrating when trains are delayed for schedule adjustments. If a train is already enroute, just let it go. A better approach might be to advise passengers that trains might arrive earlier or later than the schedule indicates. MARC includes this warning in its schedules.</p>
<p>I regularly take the H4 bus, which, outside of rush hour, sometimes only runs every 45 minutes. I commute to work and work 11-7, not 9-5, and I'm sure I'm not the only passenger with an unusual work schedule. We need more service for the H4!</p>
<p>I resent your constantly expanding the peak fare periods. I have waited for the peak fare periods to end to take a train, but you will make that impossible to do and still reach anything in time. I take a metrobus when I can to avoid those periods, but that isn't always possible.</p>
<p>I ride green and yellow tues-thurs service has been excellent it would be good at yellow line goes all the way to greenbelt</p>
<p>I ride green line and it would be great if all trains travel to greenbelt sometimes. I have to wait 7-8 mins very hard on my arthritis knees.</p>
<p>I ride metro bus and metro rail primarily Monday through Friday. A seven day pass does not really benefit me. My current daily cost to ride both directions is just over \$8.00. I am spending about \$41.00 per 5 days so \$58 does not really appeal to me. What is appealing would be if you improved weekend service. I can drive to church from NW to SE in about 30 minutes. Using metro bus and rail for the same distance is no less than 1 hour. There is no incentive to take metro bus and rail on the weekend unless you can budget a commute time of double. I still don't understand when you seemingly have more people in the city why you run reduced times; I can only guess you are able to measure the ridership on Saturday and Sunday. I still avoid both if possible on the weekend due to extended travel times.</p>
<p>I ride metro rail daily- runnloring to king street, round trip my biggest concern. By extremely crowded trains from Rosalyn to dunnloring the evening rush hour</p>
<p>I ride Metro Rail only sporadically, with no preference as to day. The single most important thing that would make me ride more often is having CLEAN cars. The OLD GREASY CARPETED cars smell like vomit and by the time I get to downtown, I feel SICK from the smell. The 7000 Series trains are fabulous. The old cars with the carpets replaced with the black linoleum are fine. Could you at least get rid of the carpets in the old cars?</p>
<p>I ride Metro to work from suburbs. More frequent off hours service not applicable to me.</p>

Written Comments
<p>I ride metro twice a day M-F for work so use a monthly, not a weekly pass. My answers reflect the fact that regardless of the 7-day pass features, I am unlikely to buy it because I need the monthly pass. I support extending the Yellow Line service to terminate at Greenbelt. Since I have to use Metro to get to work, I don't really have a choice to not use Metro. Therefore the question of whether I would use Metro more or use it less based on these changes isn't really relevant to me.</p>
<p>I ride metrorail and bus, both for work and personal reasons. On the weekend, my family prefers to ride the train but often we choose not to, because the cost of rail for 5 people is more than driving and parking at our destinations in DC. Because of this, I travel rail when I'm going somewhere by myself or with one other person but not a group. My family has already traveled more on Saturdays since the elimination of Saturday parking fees as that made the overall math more competitive with driving the ole way. We used to wait until Sundays to ride metro because of the former Saturday parking fee. We will certainly ride much more during weekends if the flat \$2 fee is implemented.</p>
<p>I ride metrorail every weekday, often on the weekends, and sometimes take buses. Metro cites 'declining ridership', but that is because there is not enough or reliable enough service. Increase the frequency of the trains and buses, and add designated bus lanes. I would rides buses more if they were more frequent and reliable. Free wifi in stations is nice but WMATA should instead focus on increasing the number of train cars and buses and making them more frequent.</p>
<p>I ride Metrorail primarily for the work commute. I telework (currently) on Wednesdays. I would especially appreciate full rail service to 10am. Full rail service to 7:30pm (if not 8:30) would be lovely. Thanks.</p>
<p>I ride the 16C bus which is never on time. I am yet to receive my returned fares as advertised for being late. If the bus could be on time, I probably would consider using Metro. This bus is never on time and it is winter and cold and wet. How about you try to see what can happen to get these drivers to be on time and return my unreturned fares?</p>
<p>I ride the 18 Buses from Springfield to the Pentagon Metro Station. This year Metro is using contract bus drivers to operate these buses, and these buses are only allowed to load and off-load in the 'L' lower level platform. This has been such an inconvenient to riders especially in the morning. We now have to walk much further to catch the train in the morning resulting in having to catch a later train, therefore arriving to my work much later. On the evenings the 'L' lower level platform is overly crowded. This change is the worst change for commuters of the 18 buses using the metrorail/metrobus to and from the Pentagon Station. Please allow the 18 buses to go back to the 'U' upper level.</p>
<p>I ride the C-11 from Branch ave several times a week. I would ride the C-11 Monday - Friday if the bus schedules were inline with the Metrorail schedules. meaning not have to wait twenty to twenty five minutes for the bus.</p>
<p>I ride the Metro to work and back five days a week. These changes are not going to change that. So when you ask if I would ride more often due to these changes, the answer is no. I would certainly consider multi-day rail passes if they included parking.</p>
<p>I ride the Metrorail 5 days a week during peak travel time TO & FROM Greenbelt -- Gallery Place -- Farragut North. Running the yellow trains all the way to Greenbelt would have a positive impact on my commute.</p>
<p>I ride the Metrorail sometimes on the weekends and sometimes on Fridays during rush. The problem I have is the terrible train spacing. It often seems like on the Orange/Blue/Silver there will be 3 trains within 5 minutes of each other, but then not another train for 10-12 minutes. This is so enraging - how is there not a better way to space trains so rather than clumps, trains are consistent. With the price of Uber and Lyft, it is not worth our money to take Metrorail when the train spacing is inconsistent. I recommend spending money on a train spacing system. Other cities have much more regular train spacing (e.g. London, New York) - so it's possible. That would be more number one priority recommendation, because more consistent train spacing would solve a lot of the other problems you are trying to address with other measures.</p>
<p>I ride the Red Line and change to Orange/Blue/Silver via Metro Ctr, every Monday thru Friday. Having more eight (8) car trains and sending all trains to Shady Grove has helped the evening commute. Having six (6) car trains creates overcrowding during the peak hours. I think the same changes for Glenmont will help. In addition, the unlimited ride passes are a great idea for those that do not have Government Subsidy benefits.</p>

Written Comments
I ride the train because it's my only transportation to work. I don't do uber or lyft and it's too expensive to park in DC. It's fine to extend the peak hours in the AM and PM but don't charge the peak fares for the extended time. The one thing that I would love to happen is that you get a 'SPECIAL' car just for those unruly and disrespectful kids that ride the train during the evening when they get out of school. They are like wild animals, it's just awful. Do something about that.
I split my metro fare between a personal metro card and a business metro card. I would like to be able to use a Selectpass on both cards without paying twice. For example, if my Selectpass covers 3.75 in fare on my business metro card and I am taking a personal trip for Max peak fare, I would like to be able to deduct the Selectpass amount from my fare and then pay with the personal card.
I stopped riding metro because the service was slow and there is no express line. Since there's no money for an express line, I can't see myself ever riding metro again.
I stopped using metro for casual trips downtown when the parking fees went into effect into the evening at Ft. Totten. It became cheaper to drive and park. That is still often true for casual evening and weekend use. The length of time between trains is also a huge deterrent. Waiting as much as 30 minutes to transfer is not fun. I can often drive in the amount of time I would spend waiting for trains at off hours. Frequent and cheaper service is key to making me choose metro for casual travel. I work from home so commuting is not a factor.
I strongly support all these proposals and any other ideas that will increase ridership. The more Metro can do to encourage people to leave single-occupant vehicles and take public transit, the better. However, I think it is essential that the needs of the disabled, elderly, and low-income populations of the district and surrounding areas remain the highest priority in any changes that are made. Better signage, better maintenance of escalators and elevators, and a focus on accessibility in the new 8000 series trains should be of paramount importance. These are the customers who most rely on WMATA's services, and the ones who are frequently left behind in discussions like this one. Proposals to extend late night service also have the potential to hugely benefit low-income shift workers, and should be strongly advocated for. I am a big supporter of Metro and know its many challenges, but these are the things that must be kept top of mind. Thank you for all you do!
I suggest that Metro returns to allowing up to \$2 negative balance on the Smart Trip. I seldom carry cash and if I'm not at the metro rail station, I can't add money to my farecard. The bus driver just presses a button and I still ride. When I get to the station I still have money on my farecard because the bus didn't charge anything. I add money, for my rail trip and Metro has lost a \$2 fare. I actually had \$1.95 on my SmartTrip. Instead of taking the \$1.95 and I add the additional nickel when I arrived at the station, Metro let me keep my \$1.95 to go towards my future fares. There would be less instances of fare evasion because customers can add when they get to the station and Metro hasn't lost the fare. Or Metro can equip bus Smart Trip machines to accept credit cards, Apple Pay, and Samsung Pay.
I suggest you consider a reduced rate for children. It makes it too expensive to travel as a family.
I support any positive changes Metro thinks is necessary, even if it means raising prices. I rely on Metro to commute to work, or to journey to downtown DC. If it improves service or the train experience, then I do not mind paying more!
I support the budget proposal.
I support the proposal to Run Red Line trains to Glenmont during weekday peak hours and weekends instead of ending some trains at Silver Spring.
I support these proposals
I take the metro M-F morning and evening and I spend \$6 in every trip, that makes a total of \$240 every month. It's a ridiculous amount to get to work. Basically another car payment. In every city I've lived there is a monthly pass that really saves you money. But here the monthly pass is useless. On top of that I'm an hourly employee so in various occasions I've been late to work and I lost money because of this unreliable system.
I take the omni ride to Ballston, because I wish metro would make it to my area. extend to PWC
I think a weekly flat fare is a great idea! I would use the metro more and other cities have implemented this method such as London and Paris

Written Comments
<p>I think all students should ride the bus is for free in Arlington. This will get them used to using public transportation and it could also alleviate the number of schoolbuses and give the school system more options do you have classes other than during the traditional school day</p>
<p>I think an unlimited metro pass (and perhaps a slightly more expensive option to include buses) would be very popular and many consumers would purchase it.</p>
<p>I think another proposal should be cutting the parking prices during the week and increase it over the weekend</p>
<p>I think changing the peak hours to 8:30 is ridiculous. That is not peak. That seems like an unnecessary reason to charge people more money. Although the additional trains going to the ends of the lines does not affect me, I think they should go all the way to the end to accommodate all metro rail riders.</p>
<p>I like the \$2 flat fare for the weekend. I find myself using Uber on the weekends when I am with a group of people because it is often the same price and then I don't have to walk to the nearest metrowait for a train, and then travel to my destination. I actually think this should be applied to all days and pick up a system similar to other cities.</p>
<p>Finally, it would be ideal to have express trains to go so every stop does not get hit. I realize that the DC rail system only has 2 lanes and probably can not accommodate a local train and an express train going in the same direction.</p>
<p>I think everything sounds great, save for extending peak fares in the evening. I would probably be more likely to take an Uber pool or Lyft line vs paying peak fares that late.</p>
<p>I think extending the red and yellow line would help a lot of people</p>
<p>I think extending the red line train during rush hour to Glenmont for all trains will make trains that currently start at Silver Spring much more crowded. This will detract from my riding experience as I will rarely be able to get a seat any more (currently, I am likely to get a seat on trains that start at Silver Spring, but almost never get a seat on trains that start at Glenmont). As I like to read on the metro during my commute, but can only do so if I have a seat, this change will certainly reduce my enjoyment of using metro.</p>
<p>I think if anything the fares need to DECREASE because the trains are crowded & dirty. You give free passes to school children who trash the train & off the d**n hook. Stepping all over the paying customers. They are loud & very disrespectful</p>
<p>I think in general WMATA could do a better job at marketing the passes, especially to commuters (monthly) and tourists (short-term). I'm a loyal rider and rode the train every day for years before I had even heard of these passes. Maybe just a big sign xt to the fare machines explaining what they are and how to buy them. I think people would utilize them more if there was something big and obvious there. The fare machines aren't exactly the easiest to navigate.</p>
<p>I think increasing service, especially at rush hour, is the most important thing to me. Trains can get really crowded and if there is any kind of delay/train malfunction, the crowding can get much worse. It is dangerous both on the platforms and on the trains to have so many people in one area, even if they spread out all along the platform/train. Even if fares were to go up, I would be willing to pay to have the increased service. Having all 8 car trains does help with the crowding, but the effect is limited when you run trains only every 8 minutes. While I am for increasing the Yellow Line service to Greenbelt, you will need more trains to do so even if you keep the headways at 8 minutes. Not sure if I see that happening. I do like the idea of the \$2 flat fare on the weekends, but realize with all of the track work that is done, people still may not come back in any kind of numbers if trains only run every 20-25 minutes.</p>
<p>I think increasing the frequency of trains during peak and off-peak hours would be helpful. During peak hours, I often find trains to be overly crowded (regardless of which car I enter), and on the weekends the trains run too infrequently.</p>
<p>I think it is interesting to note who pays for your metro fare. Many people who are employed in DC have either their metro fare fully paid or partially paid by their employer. I also don't see the value of an unlimited metro pass, I prefer to pay for what I use.</p>

Written Comments
<p>I think it would be helpful if all trains were eight cars during rush-hour. This would help with the issues of overcrowding. However, during the day, later in the evening, and on weekends, I care less about eight-car trains, than I do about not having to wait 20-30 minutes between trains. If adding in the possibility of long wait times makes it faster for me to walk than to take the train, I walk and Metro loses my fares. This is the reason I've stopped taking Metro on the weekends, the timing of the trains is just too unreliable and the additional time needed too long and cumbersome.</p>
<p>I think Metro has been doing a fantastic job getting back 'on track' over the past few years. I urge WMATA to include funding in its budget for a tunnel running under Georgia Avenue to the Forest Glen Metro. I see hospital patients/family members often at the intersection trying to get across the street safely, not to mention all of the regular commuters. It is frightening and given the evidence of how dangerous the intersection is, it should be a priority. Thank you for considering this comment.</p>
<p>I think metro needs to upgrade their trains.</p>
<p>I think Metro should make the priority to get the system back to good condition before any extension of service is to be considered. As of now, Metrorail is unreliable and extending service may make a bad situation worse.</p>
<p>I think one of the best changes to make would be to extend hours the metro runs, at least the red line and green + yellow lines (metro lines near major bar and club neighborhoods). As of right now everyone just calls a cab or an uber home, but if the metro was still running by the time the bars close (until 2:30 or 3am?) it would be an easy, affordable way for the city to return home.</p>
<p>I think running ALL Red and Yellow trains to distant places in Maryland is a disservice to the thousands of Metro customers who need to make shorter trips. Running all trains to Shady Grove/Greenbelt prioritizes the needs of a few instead of making trains available for more frequent service to close-in destinations.</p>
<p>I think that rush hour bus service could be greatly improved If dc could be persuaded to enforce parking rules during rush hour. Connecticut and M is a mess because of this inattention.</p>
<p>I think that the flat rate weekend proposal is exactly what wmata should be doing to increase ridership. I just hope this summer when the yellow/blue lines are down in Alexandria that the alternative transportation does not make me late to work everyday.</p>
<p>I think the \$2 flat fare would be especially appealing to families. It is sure luring me.</p>
<p>I think the flat fee proposed for the weekend is too low. I would go with \$2.50 or \$3.00.</p>
<p>I think the items mentioned in the #10 are great, they just wouldn't increase my numbers of rides a week</p>
<p>I think the trains should be more consistent and Metro safety/stations should be improved. Personally, I have little to no interest in riding the buses again because I've been harassed on the Metrobuses several times, but never on the rails, though I don't know how you would fix that. My commute has varied by 30 minutes easily, so getting the trains running safely and on time is my number 1 suggestion. Also, on a much more minor note, I have noticed simple 'U R (heart)'d' stickers cropping up in various places on the metro lines. I know these are vandalism, to some degree, but I believe the simple sentiment would help those who may be considering suicide by train (or at least help them more than the out-of-the-way, filthy help-line signs that feel more like an obligatory gesture than anything else). If you plan to renovate the, frankly gloomy, stations, might I suggest adding some similar, simple sign or artwork, even in a handful of stations, that might provide the same sentiment without blatantly reminding the average commuter of suicide?</p>
<p>I think this changes are heading into the right direction , thanks.</p>
<p>I think this proposals are good for tourists but not for locals</p>
<p>I think weekend flat \$2 fare is fabulous idea. I get metro card money subsidized through my work so I am not affected as much by fare changes overall so my answers are likely different from someone paying for themselves 100%.</p>

Written Comments
<p>I think you missed some 'Not Applicables' on your survey. It's not that I'm 'not interested' in unlimited bus passes, I just don't need them. However, I am interested in seeing those options provided in general. Previously, I did commute by bus and I VALUED GREATLY the unlimited 7 day pass. So I'm a fan of keeping that. I am not a fan of extending the peak service hours. Are those extended hours where you are really seeing heavier volume? I guess the plan is to have those who commute at 9:30 am and 7:30 pm pay for the unlimited bus rides that you are proposing and other changes? I'm not a fan of this. Price the bus passes and service changes as needed to be financially feasible. Don't tack on to the peak hours.</p>
<p>I think you should consider adding solar panels to your above ground stations to cut energy costs, long-term.</p>
<p>I think you should extend rush hour service but not price</p>
<p>I think you should make sure the disabled community is protected from any fare increases or changes in service. You should also add additional elevators at Metro stations where there is currently only one for logistical, time and safety reasons for the disabled community.</p>
<p>I think you should not increase the peak fair hours to 10.5 hours a day. That's an unreasonable amount of time for 'peak' hours and causes peak hours to cover nearly all times that the metro is used, not simply peak use hours. Ridership between 5-7am and 7-8:30pm is minimal and allows for cost-conscious customers to adjust their schedules to save money.</p>
<p>I took the online survey, but it did not seem to include any questions about including bus rides in the SelectPass products. This is the single most important change that would raise my ridership of metro. Currently, I use combinations of buses and rail, and the selectpass for my main commute is too expensive if I am also being charged for bus trips. However, if bus trips were included, I almost certainly would sign up for the selectpass, and once I did that, I would ride more often. Thank you for this proposal.</p>
<p>I took the survey and forgot to mention one important item I have been thinking about. My commute takes much longer than it used to and at this time I can only associate it with the speed the trains appear to be moving at. I would like to suggest increasing the speed of the trains on the tracks. Thank you.</p>
<p>I took the survey to find that I'm insensitive to the proposed changes. I get SmartBenefits and rarely ride Metrobus, so fare changes have no effect. Passes are of no use to me.</p>
<p>I travel on the orange line. During rush hour there might be 2 Blue trains, and a Silver train go through Smithsonian metro before a single Orange line train shows up. Having travelled both blue and orange, their ridership appears to be about the same, but the number of trains travelling to Largo appears WAY more than to New Carrollton</p>
<p>I truly believe that more trains should run frequently, especially to Greenbelt (instead of Fort Totten). Additionally, Metrorail should take note that people rely on the trains/buses to have a social life and the delayed trains, length of train times after 7pm are just too long of a wait and deters people from riding the metro. We would benefit greatly if trains did NOT run every 16-20 min after hours. I think that 12 minutes or less during that 8:30 peak time proposal you suggested is helpful.</p>
<p>I try to save money by waiting until rush hour is over. Extending peak service would make it harder to do that.</p>
<p>I typically ride green/red lines to and from work, at PG plaza and NoMa/Union Station. It would be lovely to have the extra option of yellow lines that would go to greenbelt as well. There are times I have to wait a long time for a green line either way, where as red line is fairly frequent enough.</p>
<p>I unequivocally support the Amalgamated Transportation Union Local 689. #UnionStrong #SolidarityForever</p>
<p>I use greenline and yellow line regularly. However, since yellow line only runs to Convention center during rush hour, it is very inconvenient for passengers whose destinations are north of convention center. In addition, stations such as Columbia Heights and Georgia Ave-Petworth are very crowded during rush hour and it is hard to get on to the greenline. Therefore, I want Yellow line run regularly fully to Greenbelt or at least to Fort Totten.</p>
<p>I use metro almost every day to get to work. The only time I choose not to ride metro is when there are major delays or if my station is closed because of track work. Or, if the schedule is unreliable and I need to be somewhere by a certain time.</p>
<p>I use metro bus and metro rail to commute I would be most interested in monthly pass notions and metrobus passes.</p>

Written Comments
I use Metro rail for commuting only - I rarely ever go downtown on weekends. Despite Metro's issues in recent years I have never considered not using Metro rail. Hence, these proposals, are unlikely to change my ridership pattern. However, I welcome initiatives to improve service and raise revenues
I use the metro to commute to work because metro is cheaper than parking. I am enrolled in SmartBenefits, and these passes are slightly cheaper than paying fare everyday, but if they don't work with the plan SmartBenefits, then I will not switch for convenience sake.
I use the Metrorail daily for my commute to work. I use Smarttrip and Smartbenefits, so I do not need nor have any interest in any other passes. For the most part, the experience is fine. trains are on time and get me to work without any disruption or hassles. I think a focus on safety and reliability is paramount to me continuing to use Metrorail. Finally, please update the older cars and remove the carpeting. It is disgusting, thank you.
I use the Red Line every work day and the main issue I have is the long wait time. Gleenmont Station is not serviced well all the time. Trains don't come every 6 minutes at pick-hours. All trains need to start from Glenmont, instead of some starting from Silver Spring.
I use the Shaw-Howard station for my daily commute and would ride Metrorail more if both the Green and Yellow lines serviced this station during peak hours.
I used to use the unlimited ride passes when my commute was longer. If I went downtown it will cost more and impact me.
I very strongly support the proposal to have all Yellow Line trains run past the Mt. Vernon Square station at all times. I currently commute between Columbia Heights and Pentagon City, and it is very frustrating to have to change trains on every single trip during peak hours even though the Yellow Line directly connects my stops. Moreover, the fact that the service changes depending on the time is very confusing to people who are not familiar with the system. Please extend the peak-hours Yellow Line service to at least Fort Totten.
I wait until rush hour is over because I can not afford the peak prices
I want to get to work on time and not make as much as I would if I were to park downtown
I want to see more discounts for an express pass for senior citizens and people with disabilities and an express bus route from Great Falls, VA to the Tysons Corner Metro Station.
I want trains to run 1 more hour every night of the week.
I will continue to use it during work week cuz I don't like driving into DC for my commute.
I wish peak fares were not in effect for expanded peak service.
I wish that the doors to the metro would not stay open for so long. It's a waste of time.
The main problem is that the metro is always delayed, I think it's hard to tell that the people operating the metro pay attention to the time. For how much it costs, the tardiness of the metro is not acceptable.
I wish the fares wouldn't depend on the distance
I wish there was a proposal to extend late-night service particularly around weekends
I wish there were more frequent service on the Silver line to Reston on weekends. I hate driving to DC, but waiting 10-20 minutes for a train in very cold weather on an open-air platform is very uncomfortable compared to driving to DC and dealing with parking and traffic--and taking Metro is more expensive if I have multiple people with me.
I also avoid taking metro whenever the Silver line terminates in Ballston and I have to change to the Orange line to continue to my destination. In these circumstances I wait 10-20 minutes for a train in Reston, 10-20 minutes in Ballston, and possibly another 10-20 minutes at Rosslyn, Metro Center, or Gallery Place if I need to change to another line. This makes it very impractical for me to take the metro to any destination in DC or Alexandria.

Written Comments
I wish trains were running late at night, like it was before. at least on Fridays, Saturdays and Sundays
I would really like the SelectPass to include a regional bus pass and not be limited to metro bus, because I take a Dash bus in the morning but a metro bus to get home. And weekend metro bus service to my neighborhood is horrible so you have to take a dash bus to get to metro.
I work for the government and my agency pays all of the cost for my monthly Metro transit. So, there is nothing you could do at this time to make me purchase a pass on my own.
I would also like it if the Metro App updated with reliable metrobus information. It is currently very unreliable.
I would also like to see a monthly regional pass.
I would appreciate if the chains in the greenline would run around five minutes between train waiting eight minutes is too long thank you for your service
I would appreciate it if there was a daily flat fare on metrorail and metrobus, please.
I would appreciate it if you also asked questions about bus service, which affects me the most. We are going to get over 1,000 new residential units in one block of Wisconsin Avenue between Rodman and Upton Streets. This block was formerly occupied by commercial (Fannie Mae), with most folks driving to work and parking in the lots or taking Fannie Mae-provided transport. I anticipate bus ridership to increase dramatically, and the 30 line rush hour buses already are overcrowded. What is WMATA doing in anticipation of this?
I would ask that 1. return to having yellow line trains go all the way to greenbelt during peak hours 2. have no more than 5 mins between scheduled trains at peak hours
I would be interested in buying an unlimited metro rail pass that includes regional bus service AND would be valid for the entire calendar month (e.g for all 31 days in January). My Smart trip benefits begin the first of each month, not once every 28 days.
I would be more interested in unlimited passes if 'metrobus' also included other local buses like Fairfax Connector, CUE, etc. I would ride more often if that were the case. If it only refers to the metrobuses in DC, I don't ride those often enough to merit buying a rail plus bus pass. If all rail passes were to include buses, I would consider buying them, and even more likely to buy them if they included other local buses in the DMV (not just metrobus).
I would be more likely to purchase an unlimited pass if you can use it for parking.
I would be more likely to ride on Saturday or Sunday if the trains ran more often. \$2 flat fare would be really nice too, but only if there were more trains
I would be more willing to use metro on the weekend if I didn't have to wait 20 minutes for a train. In some cases, like when I need to go from Ballston to Clarendon, I can walk to my destination faster than taking the metro. I feel like I'm paying for my time.
Also, my commute to work is very expensive since I transfer from the train to bus. My commute for one week costs \$37.50 and it's very inconvenient to have to transfer. The price of your proposed metro passes is even more expensive so none of your proposals will help me.
I would be open to paying a higher fare on weekends if train service on weekends were expanded.
I would be strongly in favor of extending Yellow Line Service permanently to Greenbelt. The current stopping at Mt Vernon Sq makes my commute much more difficult and long. In addition, it would make getting around the city in general much better as there are many attractions and many more people living in the area above the Mt. Vernon Sq stop.

Written Comments
I would definitely recommend running eight-car trains during weekday peak service hours (particularly during the morning rush hour). If you run less than eight-car trains, they can become overcrowded. I was at Fort Totten this morning, looking to get on red line, to Union Station. A five or six car train pulled in, already crowded and I along with other people could not get on (doors were having difficulty closing). I waited for the next train to arrive.
I would happily pay full price for weekend Metro rides if it meant not waiting 20 minutes for a train. We need increased trains regularly on the weekend. Also, yellow line train should at least run north to Fort Totten always.
I would like bus options for more price points so I can occasionally take a bus.
I would like this improvements
I would like to add my suggestion of some Outer bus lines(ex. F2,F1) with schedules ending early It would be nice to extend the times on when they stop running
I would like to get reliable service. I lived in Europe and I am surprised that we had reliable service in those days. In fact, we even had fast trains. While one of the biggest economies in the world cannot provide us we basic service. I have been thinking of driving to DC if services do not improve.
I would like to insure that regular repairs are included in the budget. Deferred maintenance over many years is why Metro is in the shape it's in. Also the trains and stations need to be regularly cleaned including taking trains off line every so often during the day for cleaning. If the stations and trains are filthy then the passengers will treat them poorly and leave trash and junk all over the place. Also there need to be more Metro police including under cover police in cars. I watched a friend be beaten to a pulp by a group of kids when he tried to stop a fight. I'm regularly concerned for my safety when riding Metro and Metrobus. Panhandlers wander through cars and are on the platforms begging. Insuring the system is in repair is vitally important but insuring passengers feel comfortable on the trains and buses is just as important. Right now I don't feel safe traveling to work or waiting for the bus in and around Metro stations. I'd rather drive my car but Metro is more convenient.
I would like to load my metro card online instead of the station, especially when you guys have shutdowns
I would like to see a pass for metrorail MD/VA trains.
More frequent trains on weekend nights
I would like to see MARC riders charged the same parking fee as metro riders at the Rockville station. It is unjust to charge commuters who are using the same station, reducing the number of cars on the road, more because they are not taking metro.
I would likely ride the train more if they felt safer. In the afternoon, groups of teenagers will hang out on Green Line trains. They yell, scream obscenities, and make all customers feel uncomfortable. Many customers switch to different cars. I sometimes get off the train and Uber.
I don't ride the bus because it's slow. They stop too frequently (sometimes every block). It's quicker for me to walk 10 blocks to the Columbia Heights Metro Station than it is to ride the bus. I would ride more often if there were express buses that stopped every few blocks rather than every block.
I would love the expanded pass options for visitors from out of town, but not for myself. I would prefer extended night hours especially on weekends to extended peak hours. I think six car trains are fine but not during peak hours.
I would love to see the yellow lines extend to greenbelt so I do not have to transfer.
I would love you all forever if you extended the Yellow Line.

Written Comments
I would never buy a pass for a number of days as in the past when the train did not run due to weather conditions, I lost the value of those days and was only reimbursed for 1 day. All trains should be 8 car trains and go to the end of the line at each end to move the crowds thru the system faster and more efficiently. Parking at all Metro lots should be the \$2 on Saturdays and Sundays to help with the financial deficit Metro is always complaining about. Definitely against extending the rush hours.
I would prefer regular maintenance of the metro instead of all of a sudden the metro line is closed down for weeks for months at a time
I would rather have shorter hours on weekends to allow system maintenance and repair than to extend hours until 2 or 3 am. As long as folks who can't afford an UBER have adequate late night/early morning transit service
I would rather see more frequent trains on weekends than any sort of flat fare. The prohibitive cost of riding Metro on weekends is not the actual cost of the rides - it's the time it takes to get anywhere. Waiting sometimes upwards of 15 minutes to board a train at a transfer station is a horrible experience, and I only do so in the rarest of circumstances. I find myself spending the money on an Uber just so I can be assured to make it to my destination on time. And this is just normal schedule. On weekends when segments are shut down; single-tracking is in effect; or headways are even longer, it can be nearly impossible to use the Metro to get to where I want to do. I *love* the Metro and I want to use it to travel everywhere. But weekends are nearly impossible to use, and if you want to begin attracting more riders, I would focus less on the price of weekend service and more on the quality.
I would ride metro bus if there were more frequent busses on my route. I had to stop riding after a schedule change reduced the frequency of busses.
I would ride metro more often on the weekend if the trains were more frequent.
I would ride more if there were extended hours of operation and more trains at night.
I would suggest this passes to for my friends that visit me out of town
I would support any options that make it more economical for riders
I would take Metro more if the trains ran more often 6:30 on from downtown on the Yellow Line. Currently, when I work late, I take Lyft.
I would take the metro more on the weekends if trains ran more frequently. Often our wait for trains end up being as long or longer than the trip itself.
I would take trains more often if they were cleaner
I would want to have wifi in the tunnels. I sometimes take the bus when I have to do something on the phone/computer for work and I am traveling during that time because I can't do it on the metro.
I wouldnt be able to afford the extended rush hour
I wouldn't use the unlimited Metrorail pass, but think it would be a great idea for tourists. Not only is it way more convenient for tourists, it would be likely to bring in more revenue than ridership. It would also make DC a better tourist destination.
I wouldn't want the rush-hour times extended because the fare goes up--usually I'm running errands on my way home from work, hoping on and off at different stations, and it's insanely expensive to do that. If I'm working from home and want to go out for happy hour, I'd prefer to take Metro rather than Uber, but because it's rush-hour/happy hour, fares are higher, and Uber always seems to be the better option for the money.
I'm 5'1 and can not reach the overhead bus on the new train cars
I'm a senior
I'm afraid of crime in the metro. we need more police and stronger penalties for those who evade fares
I'm commuting on the W14 and taking Lyft to connect to southern ave on weekends would love later / weekend W14 service
I'm worried about the the yellow shutdown

Written Comments
I'm a senior person and as such less concerned by fare but a big user of metro
I'm excited about the flat fee on the weekend I rarely take metro but this would inspire me to take it more often
I'm glad metro car seats have been renewed in old cars but the carpet is very bad and not sanitary at all there always food on the floors . Also you need longer trains to Vienna after 4 PM It's overcrowded and hard to get in .considered educational mials for people regarding how to move in the corridor and not block entrances
I'm less concerned with cost than reliability. For me, if you can't get me to work on time every day, I can't use the service. I used to be a huge fan of Metrorail but a couple of years ago I stopped riding. I was an hour late to work once too offense of a problem on the red line. I switched to the bus, which takes more time but at least I don't risk getting stuck underground, and now I'm late to work far less frequently. I stopped riding Metrorail because it was unreliable. Metrobus is better still has a ways to go. The GPS system is great but many buses aren't on it, or the GPS shows ghost buses that are supposed to come and don't. I have been late to work because NextBus says a bus is coming in 5 minutes, but it turns out to be 20. I woutrongly urge you to run more frequent 37 buses. Twenty minutes between buses at rush hour - on what is supposed to be a rush-hour express line - is too much time. If needed, use smaller buses but run them more frequently.
I'm really impressed with the weekend and care idea. I would like to see a plan on how to fiscally reduce the fare pricing during the standard week.
I've had to leave events early to catch the last train at the metro on Sundays.
I'd be fine with your extending morning Rush hour, but extending evening rush rates to 8:30 PM is aterrible idea and would prevent me from using metro to go out to old Town or DC for weeknight dinner on metro. I'd pay for parking and drive myself before paying the round trip peak rate. Don't do this!
I'd be willing to pay a flat fee all the time, regardless of distance, and/or would like to see the flat rate 7-Day deal applied to SmartTrip Metro Card that I can keep & auto reload.
Id like more 8 train cars and more orange line trains there can be very long waits for 2-3-4 blue silver before another orange line to new carrolton. Clean lefant platforms.
I'd rather see shorter cars running more frequently on time than longer trains at the current rate or less frequently, for me the convenience of not needing to wait and plan around the train arrival/departure and on time reliability matter the most especially when riding out on the ends of the line to downtown or back out.
If buses would maintain the schedules of weekdays on the weekend then it will allow to use it more than uber and lyft. Also an express bus on the weekends straight to metro in suburban areas would help too.
If extended peak service means additional trains at more frequency. I am willing to pay peak fare for the service. I do not agree with extending the time to pay peak fares without any added benefits to riders.
If I could use my smartbenefits to buy a metro rail/bus pass I would. This would potentially save my government office money on my commute.
If Metrorail extends peak service times as much as proposed, then these are no longer peak service times, but just regular service times. Extending peak hour service to 5:00-10:00 am and 3:00-8:30 pm would mean that Metrorail is operating under peak prices for 57% of the time Metrorail is open for service. Should this change take place, calling these "peak" hours is now misleading your customers since the rate applies the majority of the time, not just limited "peak" times. Additionally, maintaik hours for so long into the evening will strongly discourage me from using metro for non-commute related travel that I would normally make in the early evening after peak hours currently end. I would opt for alternative transportation options that are more convenient and now at a price point competitive with Metrorail's peak hour rates.

Written Comments
<p>If my job location changed my answers would be different since right now I can bike to work and only go downtown to classes every now and then, therefore I don't use Metro much. However, I moved to a location within walking distance to a Metro so I could whenever I wanted. I definitely think evening hours need to be extended. I used to work with a catering company at night, and it's just not worth it if I can't count on getting a Metro home. Same thing with evening Redskins game--I got stuck out there once and I couldn't get a home till 2am. I HATE the fact that it doesn't run late at night. Many of my former catering compadres have similar issues.</p>
<p>if only metro would be a little cheaper</p>
<p>If peak fare is added to the evening hours, then the number of trains better increase as well. Seems that trains on the red line run every 10 minutes after 7:30/8:00 p.m. Then the trains become intolerably crowded. Not paying more only ride on less frequent, crowded trains.</p> <p>Also, please consider adding back turnaround service at Grosvenor during the morning peak hours. It is sorely missed. Makes me more inclined to ride the train more often.</p>
<p>if people that jump the emergency gate would pay then you wouldn't need to increase the fares which means that the main thing is having more police enforcement</p>
<p>if the fares are increased then I will no longer be able to afford it</p>
<p>if the rush hours are extended then I will have to wait until its over</p>
<p>If there is any consideration and possible adoption of extending peak hours, please keep the peak schedule - running trains more frequently - not just collecting the additional money for peak hours and not providing the same, if not better, rush hour train schedule.</p>
<p>If there was an unlimited rail/regional bus pass I would be more than interested of course depending on cost of transit benefits worked to pay for</p>
<p>If trains run more often on the weekends I will write it but it's gotten to the point were in Uber is faster and cheaper</p>
<p>If you are thinking about expanding please expand the orange line passing vienna that would really be good.</p>
<p>If you could make the monthly pass cheaper and easier to get access to.</p>
<p>If you decrease the amount of you 1,3 and 7 day passes and increase the length of days to perhaps 1,5 and 10 day passes while including both rail and bus Id be open to purchasing.</p>
<p>If you expand rush hour you make metro too expensive to ride I will look for a car pool .</p>
<p>if you extend the rush hour prices I would probably not take metro anymore</p>
<p>If you have combined rail and bus passes, don't charge extra for express busses.</p>
<p>if you have the \$2 flat I would definitely use metro more often</p>
<p>if you want to expand the peak times and increase fares use that money for improvements , add more metro police</p>
<p>If you want to increase ridership, talk to the Department of Transportation. The Federal Transit Subsidy should include Metro Lot parking. The federal government is penny wise, pound foolish. If federal workers had metro parking covered, more federal workers would use the Metro and we would help reduce traffic congestion and carbon emissions.</p>
<p>I'm a federal worker with a smart card paid for by the gov, so take that into account.</p>
<p>im a regular commuter my typical daily fare is \$15 with parking. short of cutting that down to \$10 when is about wha ti pay when I drive in I like riding metro but it is expensive.</p>

Written Comments
<p>I'm daily metro commuter living about .75 miles from the Fort Totten metro. You asked about some metro passes, but I'm more interested in a monthly pass and am very interested in a monthly metro pass with unlimited rail and bus trips. I think I could be using metrobus to ease my commute currently, but I don't do it because I feel like it's too expensive to move between metrobus and metrorail. I was actually just looking into the monthly pass and decided not to purchase because I spend about the same amount a month with my auto reloads, but probably would have made the switch if unlimited bus trips were included, even at a small cost (like \$15).</p>
<p>I'm not generally concerned about the frequency of trains (peak service hours), but the late 8:00 AM start on Sunday morning specifically eliminates my using rail on Sunday mornings, into and out of the City (both ways. I end up having to drive instead. 7:00 or even 7:30 opening might work for me. None of the suggested service changes makes rail use much more likely for me. Earlier Sunday service would add two rides a week for me, and for my wife.</p>
<p>I'm not sure why there is not a flat rate to begin with as it is with other train/subway systems in major cities across the country. If not for the fact that my costs for taking the metro are subsidized. I wouldn't even bother with this system. As a New Yorker, I just think it's sad to see cost continue to raise while service continues to dwindle.</p>
<p>I'm really happy that my daily commute is on the metro. It allows me to relax and listen to my podcasts. I would love if WMATA would extend late night weekend services again and increase the amount of trains during rush hour</p>
<p>I'm surprised to see there are no proposals to keep patrons safer while riding metro. I would feel more comfortable riding metro if there were more of a security/patrolling on certain trains lines during the week. There have been multiple times when I've witnessed harassment from either mentally ill adults or mean-spirited kids.</p>
<p>Implement these positive fixes.</p>
<p>improve escalator service they are constantly breaking down</p>
<p>improve safety and reliability and timeliness. these are the most important things.</p>
<p>improve security</p>
<p>Improve security on trains crack down on youngsters acting up and messing up train cars.</p>
<p>improve time between trains on the weekends</p>
<p>Improving Metro has been an incredibly challenging job because the infrastructure is so old. I would like to say that I really appreciate the improvements Metro has made because I am experiencing much fewer delays and when there are delays they aren't bad, and the new cars are gorgeous and easier to maintain. Keep up the good work.</p>
<p>Improving train headways is the main thing that would get me to ride Metro or metrobus more. Headways on metro should never be more than 10 minutes at any hour. Train headways during rush hour should also be increased. During construction WMATA needs to start doing more to mitigate the disruptions to riders. Turning back trains at crossovers prior to the construction to maintain more service on the rest of the line should be done. Additionally more communication is needed from a metro regarding track work. Such things as after actions summarizing what was done and why it was needed are critical.</p>
<p>In europe = unlimited metro and bus anywhere is about 20\$ a week 80\$ a month I call that affordable Metro bus is too expensive. for me its cheaper not to get a pass.</p>
<p>In general, the penalty to transfer from rail to bus should be eliminated. Need better rail frequency in midday and weekends.</p>
<p>In my case, I'm the federal employee with transit subsidy via WageWork. All of their proposal would be useful for visitors.</p>

Written Comments
<p>In my opinion, your highest safety, reliability and performance / service improvement priority should be restoring automatic train operation on every train in revenue service, on all revenue track.</p> <p>I would think that making all trains eight cars long increases cost, so why does it make sense to add capacity when rail ridership continues to decline?</p> <p>Lowering the rail fare on weekends signals that we should expect the 24 to 30 minute headways on almost every line, almost every weekend, to continue indefinitely, and adds to the perception (= reality) that things will never get better, only worse.</p>
<p>In regards to fares/fare collection, Metrorail should consider replacing their turnstiles to be taller as to help deter people from jumping the turnstiles. Some stations also just have a poor layout when it comes to entry/exit of the station. The crowding may even cause some people to miss their trains. Also better station signage displaying some of Metro's route planning tools would be good, as I try to use them frequently.</p>
<p>In the capital of the wealthiest nation on earth it is SHAMEFUL that we have to pay so much for a service that is so limited! We should not have to pay more than \$2 on all routes! The bus service is a travesty! The information on bus arrivals provided through the WMATA app is another travesty! The weekend delays due to single-tracking are a travesty! My solution: pay the CEOs less, get someone who knows how to design a transportation system, adopt one fee regardless of distance, and let's be DONE WITH THIS!</p>
<p>In the flyer, I thought all the proposed fare adjustments (new passes, etc.) were excellent ideas, even if I personally would be unlikely to use them.</p>
<p>include incentives for college students in the DMV area (lower fares and etc..)</p>
<p>increase frequency</p>
<p>Increase frequency not price</p>
<p>Increase frequency of peak hour trains to reflect the peak hour fares.</p>
<p>increase frequency on the weekends . add more police</p>
<p>increase frequency on the weekends waiting for 20 min its ridiculous</p>
<p>Increase late night service until three or 4 AM for MetraRail this affects restaurant workers in the industry</p>
<p>increase number of 7000 trains</p>
<p>increase police</p>
<p>Increase ridership by providing a cleaner environment, less pan handling and talent for money keep trains moving instead of hokding adjustments, reduce cost of parking. Provide fast traffic lanes in metrorail for less chaos. You needed better feedback than you requested.</p>
<p>Increase rush hour train service waiting up to 6-7 min for a train during rush hour almost guaranteed its too crowded to get on</p>
<p>Increase security in stations</p>
<p>Increase the cleanness of the trains and the stations, sometimes they smell urine. Plus, the security of those swing gates should improve: I often see people just go pass those swing gates (no need to pay fare) without any staff member noticed. Those swing gates should be locked and can only be open by staff members. The drivers should have better training and not to jerk the train too much.</p>
<p>Increase the lighting on the platforms -- extremely too dark. Conduct customer service training for station employees -- they should know key locations around the DMV.</p>
<p>Increase the service times on the weekends for both days.</p>
<p>increase train during peak time</p>

Written Comments
Increase train frequency overall, not just at peak times. Example: All trains are 1 minute more frequent at all times instead of 2 minutes more frequent during peak times. Increase operating hours to be after midnight. Don't decrease prices -- Metro is already cheap. Just provide faster and longer service.
Increase train length and or frequency to improve safety overcrowded trains are dangerous
increase trains during rush hour . also increase SAFETY !! safety in the trains the stations .
increase weekend service
increase weekend times
increasing all trains to eight cars will be very helpful. It helps spread out the crowds during the week. On the weekends, while there are less people riding, having all eight car trains allows people to have a little more comfort in riding the train because they will get a seat. I also like the \$2 weekend flat fare regardless of distance. I think it will help encourage people to ride the subway, and people will still take multiple trips. I also like the new three day pass. For friends and family that come in to Washington, DC for the weekend, the 3 day pass will be very helpful and a good value.
Increasing peak fares during weekdays completely cancels out any benefit of having \$2 flat rates on weekends. You are basically getting more money out of us this way, and I am not happy with that idea. I would find ways to ride you even less than I do currently. In fact it's already so expensive that I will continue to hunt for cheaper ways to get to work.
Increasing peak rates in the evenings until 8:30 seems unreasonable. Trains are not particularly crowded past 7:00 p.m.; it's just going to be more expensive for no reason for anyone who is out until later during the week. I am very much in support of making all trains 8 car trains and for the flat weekend rate of \$2.00. But increasing rates for poor service (continuous malfunctions and delays, packed trains, trains not even running frequently enough during rush hour, continually closing stations and lines with absolutely no apparent improvements) does not seem fair.
Increasing the peak hours only gets you more money. There are no gains for the rider in this really. Peak hours until 8:30pm - that is ridicules.
Increasing the weekday peak service times seems like a mistake. I already feel like I pay a lot to metro, and I sometimes will plan my trip around missing these peak hours. It seems excessive to extend peak fare to 3 pm-8:30pm. It discourages me from using the metro more if I know I will be paying that premium fare price. The 3-day rail pass seems like a great idea. I know when I have visitors, they would love to have an option to buy a pass for the weekend.
Incremente frequency and hours of operations
Inefficient cervice
infrequency
Insufficient service is stifling demand. decrease wait times and bring back late night service.
Introduce a 30 day unlimited MetroCard Pass for \$130
Investment and funds should be diverted from high-end amenities like Wi-Fi and channeled toward basic fundamental issues like maintenance, single tracking, fires, constantly broken escalators.
It is so ridiculous that you have to even ask about an 8 car train. 6 cars does not work because there are just too many people. People are getting injured because you are packing us in 6 car trains 5ifhter than sardines. It is hard for people to get on the trains because so many people (like gallery place, china town) are getting off that the doors are closing even before all the passengers can get off so no one can get on.
Is bringing back extended hours possible? Would 100% ride metro more frequently if this was an option. Often take other transportation because Metrorail is not running during the timeframe of the trip (weekend mornings and late nights)

Written Comments
is there a way to have express trains that run during rush hour
Is there really a need for silver line to run to largo?
<p>It appears that all the proposed improvements result in decreased fares. How is metro offsetting costs? What are the implications of these changes on local taxpayers? Although the questions provided do a good job of addressing the current proposal they fail to address the full rider experience. Things like safety, cleanliness, escalator service, etc all impact my decision to ride metro but none of those items were addressed. You may collect a more holistic perspective from riders by asking about the service metro provides/the problem it solves before asking about possible solutions.</p>
<p>It cost me about \$13 per day to get to and from work. I'd like to see that halved. I think \$13 is too much, I can buy a car for this price.</p> <p>Pigeon droppings at Franconia-Springfield metro station. I know we don't want to hurt the animals, but this is a health hazard.</p> <p>Some Metro employees are not accountable and don't care what your complaints are. Maybe they are not empowered to change? I told a bus driver display was incorrect and he said go talk to station manager. Station manger was non-committal. Sometimes drivers are not following times table or think they are right, they just don't care.</p> <p>Finally, I understand the need for courtesy, but sometimes we need to have drivers focus on getting us to work. There is no urgency. I love to chat with drivers, but they need to be efficient. Waiting 2 or 3 minutes for some one who is running down the street is not right. They are late and now I'm going to be late because of them? I also realize safety is an issue, but to let twenty cars to pass trying to be ' nice' is not efficient either.</p> <p>I love our Metro system and am so thankful for it. Thank you for this opportunity to voice my opinion. I did complain slightly, but you are doing a good job. Please continue the great work you are doing.</p> <p>Phil D. [REDACTED] [REDACTED]</p>
<p>It costs me 9-12\$ a day to get to and from work in Washington. It's expensive!!!! It's the only way I have to work, and if peak prices are adjusted that would make my life harder. The metros, about 40% of the time are delayed or late.</p>
<p>It is nice to see visible changes in metro like new trains, new escalators and colorful rails that match the lines servicing the station. The paint was also a nice update. Maybe ads can cover the outdated floors. I am a huge fan of the monthly passes but my job will not allow employees to purchase passes. It is frustrating when train have wait times longer than 15 minutes and you have to transfer to another train.</p>

Written Comments
<p>It is ridiculous that Yellow Line trains only run to and from Mt Vernon Square/Conv. Center during rush hours only. As many riders are already coming from or going to Greenbelt, Fort Totten should be the starting and ending point for Yellow Line trains at all times to the least!</p>
<p>There are a lot of increased riders living in Georgia Ave/Petworth and Columbia Heights neighborhoods in DC this past two years so having the Yellow Line trains at least going to and from Fort Totten at all times is what we need the most in our communities to supplement Green Line trains especially for those of us traveling to Virginia to National Airport and beyond with Yellow Line trains. During rush hours, one has to get on crowded Green Line and then back on Yellow Line at Conv. Center when the Yellow Line trains could have serviced from Fort Totten directly.</p>
<p>Please consider at least extending Yellow Line services to and from Fort Totten during rush hours in addition to current level of services especially for those of us are traveling to and from the National Airport often during rush hours so we don't have to transfer from Green Line to Yellow Line when taking Yellow Line is what we need directly without transfers. Thanks.</p>
<p>it is too expensive</p>
<p>It is very frustrating that the select pass program gets added to my card but you need to actually activate it yourself. If you're doing a monthly renewal you should not have to activate it each month. It is both annoying and has cost me time and money (not much but it's still very frustrating). I don't want to pay for my commute when I should have already had it automatically added just because I forget it's the 1st of the month.</p>
<p>It would be amazing if you could extend the yellow line to Greenbelt; it would reduce my commute and entice me to ride the metro more on weekends.</p>
<p>It would be great again to be able to get on the Yellow line at the Pentagon and not have to change trains to get to Greenbelt. PLEASE DO THIS.</p>
<p>It would be great if all redline trains went to slenmont and had 8 cars the trains are so crowded at rush hour</p>
<p>It would be ideal if you could offer the 7 day unlimited Metro pass for less that \$53 a month. Thanks. C</p>
<p>It would be nice If unlimited was also instead of s8 and the short pass was 3.50 which would increase more buy like me.</p>
<p>it would definitely make my commute a lot easier if yellow line went from greenbelt instead of ft Totten during peak hours.</p>
<p>It would greatly increase ridership if Metrorail had a flat rate for all days of the week. It would also be nice if the train stations would start running before 7 am on Saturday's because it is impossible to get to work on time when it opens at 7 am and the first train doesn't get to the station until almost 7:30 am.</p>
<p>It's already hard to afford metro rail fares! Please don't increase peak fare times!</p>
<p>It's good to see you are implementing the two dollar flat fare now you should implement the three dollar weekday fare but you will see your ridership increase dramatically</p>
<p>It's ridiculous that students get unlimited rides on metro do you students are hurting people plus they're not contributing to the economy they are rude people don't want to ride the metro they are dangerous some of them have knives how can you let like this people ride metro</p>
<p>It's a bit disappointing to me that off-peak headways would stay the same. They are currently far too long, and service frequency during off-peak hours should be increased to at least 6 trains per hour on every line, at all hours of the day, including on weekends. That is one of the biggest factors contributing to my choice to drive rather than taking metrorail.</p>
<p>its getting better</p>

Written Comments
<p>It's in all our interest to increase use of public teansportation. The only way to do this is to triple (or more) bus service and to slash fares, by 50% to 75%. Obviously, this requires a serious political commitment. But it is the way of the future, which means the way of survival.</p>
<p>It's not mentioned how these changes would affect the children taking the bus/train to school as well as Seniors.</p>
<p>It's unclear what the proposed \$\$ amount is based on. For some, who ride the metro everyday primarily to and from work (ie ~2 rides a day) the cost of the unlimited exceeds the cost they currently incur.</p>
<p>I've had multiple occasions where I cannot fit on to a train that arrived at my station (Farragut North) due to the amount of people on the train. It's even worse when the train is a six-car.</p>
<p>I've lived on 3 continents and this is the most expensive metro I've ridden. It also has the most time between cars and 1/2 the cars don't even go to my station (Wheaton) which is awful in the winter when you have to wait in the cold. Taking the metro is more than twice the cost of gas, it should be more convenient!</p>
<p>If the prices are kept high, then the service needs to follow. More frequent cars, fewer delays, and more importantly cars that service all stations. Tonight the Silver Spring train was almost empty but the Glenmont train was re-enacting Tokyo rush hour.</p>
<p>As for the passes, while it seems like a good idea, they are too expensive for me (they require too many trips to be worthwhile). I would prefer a rebate of the type 'put \$100 on your card, get \$105'.</p>

PROPOSED

Written Comments
<p>Jaime Contreras, Vice President 32BJ SEIU Public Hearing: Proposed Budget, FY2020 Board of Directors, Washington Metropolitan Area Transit Authority</p> <p>February 5, 2019</p> <p>Good Evening Chairman Evans and Board members. My name is Jaime Contreras and I am Vice President of 32BJ SEIU and Director of our Capital Area District. Thank you for the opportunity to provide comments here this evening on behalf of our members.</p> <p>32BJ represents over 175,000 building service workers in 11 states on the East Coast, including over 18,000 members here in the capital region. Our members work hard to support their families. We clean and secure the region's office buildings, museums, institutions, colleges and airports. Thousands of our members are people-of-color and immigrants.</p> <p>Since 2016, the right of our members, and people like them across the country, to live peacefully in their communities and make a decent wage has been under attack. Over the last month, while the Government was shut down in the name of a divisive border wall, hundreds of our members went without pay. Unlike direct federal government employees, subcontracted workers have no guarantee they will be made whole for their lost wages.</p> <p>Over the last few years, state and local government in our region has often been a beacon of optimism for the nation. We have seen the passage of increased minimum wages and a raft of other laws to help and protect working families.</p> <p>During this period however, working people reliant on the Metro system have experienced inconvenience, heightened costs and longer and more risky commutes as result of the shortened operating schedule. Late night rail travel is not confined to diners and revelers leaving restaurants and bars - it is integral for low-wage workers, like our members, who do the vital jobs that keep the District and region working. When the train isn't running, workers are forced to pay for taxis or link multiple bus routes to get home to their families. This squeezes already tight paychecks and chips away at the quality of life.</p> <p>Low-wage workers need bold and progressive reforms in this country. But they also need state and local governments to provide the fundamental services they rely on in order to get home safely from their job. On behalf of our members, I urge you do what is right for working people and restore rail services to their 2016 level.</p>
<p>just do your jobs better work harder give a s**t</p>
<p>just get the 29w to run ontime please and thankyou.</p>
<p>just have a flat fare like NYC. NYC have better service and its 24 hours.</p>
<p>Just keep everything working continue and w/o delays thats all I need. no need for wifi or anything fancy just running trains and escalators..</p>
<p>Just like Metrorail something should be done when buses are late</p>
<p>just make it cheaper</p>
<p>just offer monthly pass it will be easier for everyone</p>
<p>Just provide realible safe daily service 8 - 12 min</p>

Written Comments
just run more trains more often especially on weekends.
k9 bus should stop in front of the elementary
Keep the stations cleaner and clean the train cars more often. the trains smell like a** when you get on and its horrible.
keep trains running later. that Is all I want!
Keep up the good work the improvements are noted! We know it isn't easy.....
keep up the great work
Keep yellow line to mount Vernon sq I ride Braddock road to gallery place.
keep. metro stations clean!!! its so dirty
Knock off the peak fare, exit fare and variable pricing. Set a fixed monthly or weekly fare for unlimited bus and train rides. Allow students to ride for free, with card. Adjust fare collection to permit payment using a virtual card in phones in addition to physical cards. Consider a keychain-compatible physical card too.
Largest influence for me is long wait time between trains, especially outside of rush hour times and on weekends. I'd be fine with 6 car trains or more crowded trains if wait times were consistently 8-10 minutes between trains or less.
Late-night train service on weekends should be reinstated til 2:30 AM - if not for convenience then safety for people who need access at those hours, whatever their reason.
Leave Metro Rail open at least by 5:00 am or 4:45 am.
Leave the rush hour times alone.
Length of trains on the Blue Line does not matter as much as the fact that they are timed so far apart. We have longer wait times than those on any other line. Having to wait 10 - 12 minutes for a train is really unpleasant in bad weather and has made me late on more than one occasion. Please increase the frequency of trains on the Blue Line. We pay the highest fares and get the crummiest service. I'd also really love to see the Yellow Line Rush Plus service return to Franconia. I commute to Woodley Park and on the Blue Line have to weave all through Arlington and DC West End before changing to the Red Line. I know I can switch to Yellow in Alexandria, but by then there are no seats left.
Lengthening the peak period in the evening would cause me to ride Metrorail less because the cost would be less competitive with other options like the bus, or driving.
less delays and single tracking.
less expensive fares, more approachable pricing less delays more weekend service and late night hours!
Let metro stay open later(3am) like back in the day so I don't have to pay 30 for a Lyft Uber or can when I don't want to drink and drive
Like the idea of \$ 15 all week bus pass.-- working from home right now but would definitely get it and use it if commuting.
locals shouldn't have to pay so much
Long overdue
Longer orange line would be a good expansion.
los trenes del metro son muy sucios y hay comida tirada por todas partes
losing fares by the monthlies will not be recuperated by increase in riders revenue will suffer.
love the changes
Love the idea of 8 car trains especially on red and blue lines during peak hours

Written Comments
Low taxes
Restrooms
food and retail
Lower fare rates please. Why are starting managers letting people jump over the gate . They just watch them not pay
lower fares
lower fares
lower fares
lower fares
lower fares and reliable service , cut the A/C in the winter
lower fares please!
Lower parking fare and rail fare. Far too high for the service
lower parking fares at stations like branch ave
Lower parking fares or create a plan for parking plus metro rail.
lower parking rates remove weekend parking fee! stop raising prices for the same service level during peak reduce time between trains and set a flat riders fee.
Lower prices. Promote metro clothesline for money.
lower rates
Lower rates. No parking fees
Lower the costs
lower the fares they are too expensive
lower the flat rate for metro rail and metros rides. allow all stations to be open until 12am mon-sun allow trains to schedule run every 10-15 min.
lower the price overall for driving and parking.
Lower the unlimited montly metrorail pass to be less than \$200 and lower the daily parking rate
Lowering prices and increasing service will bring more riders back to the system!
Loyal daily commuter so kind of trapped I ride regardless would use more of nights and wrecked for lot fee more frequent trains
Make a 20\$ unlimited short trip metro rail pass (5-day)
Make a monthly pass for train riders. I don't get any benefits for my commute to work and I have to take Metro M-F and I have to park twice a week.
Make bus fare free after riding metro, like it is with circulator
Make buses more reliable.
make fares affordable and stop increasing every year
make high fares for the tourists, great proposals btw
make metro more affordable

Written Comments
make monthly passes and make them affordable
make monthly rail passes that would make people happy
make monthly unlimited rail pass
Make parking cheaper, when you add up the cost of the rail + parking, it equals out to just parking in DC every day. I would also work on a flat rate for the entire system throughout the week rather than just the weekend.
Make passes more affordable especially for people that live here
Make paying the law and enforce the law. Enforcement so that your cars do not become homeless shelters on the weekends.
Make police present at stations when school children ride.
make service along green line to greenbelt adding yellow line would be great
Make sure the RideOn bus is included in the unlimited ride tickets whenever you include MetroBus.
Make the buses run on time and the location and ETA. Her on bus ETA accurate and I will love you forever. In fact, just make the trains and buses run on time. It's really all we want.
Make the orange line longer up to manassas or centreville please.
make the wealthy people pay for metro
make trains more frequent on the weekends!!!!
make user friendly fare machines since the managers on duty do not help out
make yellow line always terminate at ft totten
Making all trains 8 cars long would be much appreciated, especially on the red line. But would that mean fewer trains overall? I don't think that was clear in the survey.
Many blue silver trains are only six cars we need it to be a close thanks PS keep up the good
<p>Many of the items proposed seem like good moves, but I'm not a fan of the longer peak service hours. It would be great to have trains coming more often, but that extends the peak fares, which I feel are pretty expensive, especially for 8:30 PM when a lot less people are (or would be) using the train. I also think that the level of service right now (during off-peak hours) can't be considered regular service when trains are coming every 15-20 minutes (or longer). It wasn't like that before SafeTrack and honestly if you brought service back to that level, I think people would be fine. The idea isn't to get trains coming every 2 seconds, but just getting them on a regular time table and actually reliably coming at the scheduled time would work wonders. The impression I get from extending peak service hours is that Metro is just looking for ways to sneak in extra charges for times that don't really need them (or maybe ways to offset the costs of the other discounts planned).</p>
<p>That being said, flat \$2 fees for Metrorail on weekends and a \$15 unlimited bus pass would be awesome. I also appreciate the idea of putting unlimited bus passes in all of the unlimited Metrorail passes. That one doesn't particularly apply to me at the moment, but if I were to need to commute via Metro then that's something I would definitely appreciate as someone who lives closer to a bus than a Metro.</p>
Many of us have pre-tax metro benefits it's not clear how the passes would work with this so I show no interest
<p>McLean Gardens is a 20-minute walk from Tenleytown metro and 25 minutes from Cleveland Park. Particularly in extreme weather conditions, buses are our only option. Consider a 96 (to the Capitol via Adams Morgan) and H4 (to Brookland Station via Columbia Heights) bus service that runs more frequently. And extended hours for the express 37 that would go beyond rush hour. Also the 30s should not run so close to each other.</p>

Written Comments
Me gustaria que los metros fueran mas limpios. Especialment en la linea roja hay much basura.
Mejorar señalizaciones en Shady Grove y para #59
Mercur!
Meteorail's hours of operation need to extend past current operating times and especially on Friday and Saturday nights. In addition, I avoid using metrorail on weekends because of the infrequent service. Please run more trains on the weekend and provide something to hold onto for people standing in the middle door area on the new trains. When crowded, the people in the middle have nothing to keep their balance.
Metro Bus = Fairfax Connector (use) I Qualify for Reduced Fare.
metro buses are always late
Metro buses make me carsick so I am less likely to use them regardless of service offerings
metro cars are so dirty does anyone ever clean them ?
metro 'day' passes are ridiculous because for them metro days the day doesn't start until after morning rush. it is basically false adverting slide the new seats are very uncomfortable
Metro DC is the most expensive In the country worse service here. from san Francisco
metro debe tomar en cuenta que no a todos nuestros jefes nos pagan el metro otros somos pobres y no podemos pagar o porque no les cobran mas a esas personas que sus trabajos les pagan en el metro y tener tarifas mas baratas para la gente como yo que pagamos out of pocket? porfavor cambien de machinas siempre se andan comiendo nuestro dinero y los empleados no nos ayudan tengan machinas mas faciles de usar
Metro door at L'Enfant plaza closes the door too quickly when passengers haven't gotten off to let them on.
Metro employees need to be trained that if only 1 escalator is working it should be going up in case of emergency so we can exit.
Metro fare evasion should be a crime! Stop people from fighting on the trains. Police need to ticket offenders for eating on the trains. Offloading the where train for a door problem on one car is stupid and wrong.
METRO FARES ARE A REAL GOOD DEAL... PROBABLY TOO CHEAP CONSIDERING ITS VALUE.
Metro fares are incredibly expensive and trains are often late or not running properly. I wait at McPherson square, and there will be 3 blue or silver line trains and then finally an orange line train. It's ridiculously unfair.
metro fares are too expensive for a system that is constantly late, coupled with issues and doesn't serve all regions. Aside that, the cars are crowded and packed during the peak times almost leading to the 'fight for the fittest' situation. In addition, bus metro pass fare has been increased but still you have to pay \$0.25 per trip. how is that a pass? i spend \$235 a month on passes and if there was an option like a subscription pool service i will quickly switch to that.
Metro gives less service for higher fare is I am against the proposal to cut back on stops and D.C. for the R one slash are two bus line specifically the stop at Riggs Road and six street north east extending peak hours just increases the cost at times when the train is not that
Metro has a bad reputation for: buses being early and not waiting or buses being late, and rail station managers who appear not to be proactively checking that escalators are operating . Anything you do to work on these issues would help. I for one would gladly pay a higher bus fare in exchange for service timeliness. If the bus service is not reliable, then you are wasting my time. I have alternatives, as I can walk, bicycle, drive or carpool instead of taking Metro. Thank you for listening.

Written Comments
<p>Metro has been improved since the Safe Track program -- although the rush hour trains run less often (and are thus more crowded), they are more reliable, which is more important. Focus should be on reliability and safety, not bells and whistles like phone service in the tunnels. In fact, I would prefer no phone service in the tunnels -- silence is golden. Finally, it would be great to have the YL Line go to Greenbelt. Why is it only GR Line only gets to go up there? A lot of people commute from Virginia to points beyond Mt Vernon Sqr (e.g., Howard University, College Park, Columbia Heights, Fort Totten).</p>
<p>Metro has had worse service since silver line was introduced.</p>
<p>Metro hasn't been successful at gaining rider's hearts back. Extending peak hours or do anything related to increasing prices will definitely won't buy riders back. I don't ride metro because I love its service, I do because I have to. So increasing the price when you still suck is only going to make people dislike you more.</p>
<p>Metro is always going up on the fares</p>
<p>Metro is consistently 'rail focussed'. I rely mainly on the bus because I do not live near a rail station. Busses are consistently late, consistently over crowded on weekends and run too infrequently during rush hour, weekdays and weekends. I have modified my work hours to shorten my commute home because busses from Silver Spring on the S line are too unreliable after 5pm. Metro needs to look at the system holistically. There's no point as a passenger in paying more to take the train to a destination only to wait long enough for a connecting bus that the extra train cost and speed isn't worth it. I rarely use Metro bus or rail on the weekends because it is actually faster to walk the mile to shops than wait on a bus.</p>
<p>metro is doing better , this proposals are great</p>
<p>metro is improving thank you</p>
<p>Metro is just quite expensive and the rate keeps going up without visible improvements. The state of the escalators is an absolute joke. I have never had a month were all the escalators in my stations are working. The untrained or the lazy staff that don't even bother to change a wide escalator to be switched to where the traffic is. Why are the escalators operate so slowly. The ones in Europe are so much faster, why can't these operate faster like in Europe. They crawl up and down.</p>
<p>Metro is just too expensive. It is very hard for 'regular' people to afford the cost of service.</p>
<p>metro is making me consider driving my car because the escalators and elevators are always out of service, I need to pay for parking and on top of all it not even safe</p>
<p>Metro is missing the mark for commuters like me who only take the Metro because our employer subsidizes it and paying for parking in DC is cost prohibitive. Should Metro want to keep me as a customer if my employer ever stops subsidizing my train fare, the following things need to happen: 1) return to trains running every 6 minutes, and even more frequently during baseball season when every green line train is over crowded with Nationals fans. Before Nats games, train after train is jammed with passengers, and not even cattle should be packed into a train car like that, but it's our only choice when trains are overcrowded for hours at a time; during normal rush hour service, reduced time between trains is VITAL to commuters trying to get to work on time 2) run on time, and when that's not possible, provide immediate and accurate information on the reason for the delay and training timing; 3) reduce parking fees, and stop allowing Prince George's County to tack on extra charges for parking. I pay \$90 per month out of my own pocket just to get to work. I'm currently not being paid for working, and that \$90 is a real burden. In normal times its just another reason to hate Metro; 4) upgrade turnstiles to be able to read cards much more rapidly and accurately; and 5) hire more Metro police or other personnel on trains to prevent loud music, fights, and panhandlers who insist on dancing on the train for money. Once my train fare is not paid by my employer, there's no reason to ride Metro. It's unreliable, slow, crowded, and expensive</p>
<p>Metro is terrible and a huge waste of tax dollars. Get rid of the union agreements and don't hire any union employees.</p>
<p>metro is too expensive</p>
<p>metro is too expensive</p>

Written Comments
Metro is too expensive!
metro is unusable on weekends. open later at night.
metro is very expensive. I feel its public and it should be inexpensive or free. the cost of living is at an all time high.
Metro is very important to help stop climate change thank you
Metro needs A LOT of work to improve ridership and it's general reputation in the D.C. Metro Area. I am pleased to see that Metro is taking action to improve their services, but I am very disappointed in the options that have been provided in this survey. None of the options presented address some of the major concerns such as unreliability of the Metro rail schedule, as well as the poor condition of many stations. Most importantly, the machinery in the stations needs drastic improvement - especially the escalators, elevators, and fare turnstiles. I see a broken escalator almost every day, and it causes severe crowding on platforms and increases the overall time it takes to commute. Besides the high costs and unreliable service, Metro needs to focus on increasing the hours of service, especially on weekends. There have been numerous occasions where I would have taken Metro rail at night on the weekends, but I end up choosing Uber or Lyft because Metro closes so early. Also, track work on the yellow line (just in the past few months) has been incredibly disruptive and was scheduled at the worst possible times. Metro should focus more on the customer and improving service, and do this by looking for efficiencies and reducing waste. I have slowly stopped using Metro and have been using alternatives such as Uber/Lyft or even my personal vehicle. I sincerely hope Metro makes better choices (besides the options mentioned in this survey) to improve their services and reputation in this city.
Metro needs to clean the seat and floors on the trains.
Metro needs to increase service at nights and weekends. Service is so bad I often do not even bother to waste money I rather take a taxi or Uber
Metro needs to provide more security on the orange line and at Foggy Bottom. Since September I've been riding metro and I've seen people assaulted, individuals smoking marijuana on the metro rail and other times I've felt completely uncomfortable. Twd of individuals who Hoover around Foggy Bottom is very uncomfortable. They constantly approach you,block the entrance way to the escalator, smoking around the escalator it's disturbing. More security is a big issue for me.
Metro needs to spend time cleaning the trains both inside and outside. No matter how. often you run trains nobody. wants to ride on a dirty train .
Metro needs to think about the workers on the weekend
Metro police needed on trains. The kids yelling and people not using earphones and the eating. Send the message that anything goes on Metro
Metro Rail & Metro Bus service once provided adequate service for the areas of need at a reasonable fare. But with inflation and high cost of maintenance, the fares have risen, but service has not improved but declined. As a result, some if not most county governments have established their own bus services. As an Arlingtonian, the buses run on schedule and you can almost set your watch to them! Why can't we have fare systems like Paris or London where you can purchase a monthly or yearly pass (with photograph) to be used as needed? At the current proposed rates for weekly unlimited use is a step in the right direction, but the fees proposed for these cards do not seem feasible at best.
metro rail fares are just too high!
Metro rail hours need to be expanded back to accommodate late-night travelers specifically Thursday-Sunday.
Metro rail is my only option to work so I am not going to drive I support all your efforts!
Metro Rails and especially Stations are filthy and need urgent repairs including fresh coat of paint. Crystal city station entrance has a very foul smell in the mornings.

Written Comments
metro service has greatly improved
Metro service should be better with all the money people spend the system has defined since 90s.
metro should add a section that talks about metro safety or have a survey that talks about how safe people feel about riding metro . I personally do not feel very safe when I get to the city there are too many kids and teenagers I see people jumping the emergency door what is this maddens that no one enforces
Metro should also introduce a 30-Day Bus Only Pass.
metro should be 24 hours
Metro should be cheaper during rush hours to encourage more people to use public transportation to commute. Cheaper during peak and more expensive in off-peak.
Metro should be more affordable for everyone and should be subsidized by funding other than fare price
Metro should charge the same fare regardless of time of day. The point of raising prices is to decrease demand. This incentive is not applicable to public transportation. Public transportation is a common good--it reduces pollution, traffic congestion, road usage. Raising rates during peak (commuting) hours and lowering them during non-peak hours is counterproductive. It is an economic practice that should not be used to discourage people from using public transportation to commute.
metro should increase rail fares to cover the following enclosed elevators , decrease breakdowns. build tunnel from Farragut west and north keeping trains and stations well maintain , and clean
metro should run 24/7
Metro should run all peak time trains using 8 car trains the options metro is currently considering are in line with what I as a regular rider would like to see implemented.
Metro should run rush hour on the weekends and also close a later time on the weekend.
metro should stay open longer at night
metro station managers are very rude. and some never stay at their booth.
Metro time real time indicators in buses so i can know when a train will leave from station you are arriving to.
metro trains should be cleaner
Metrobus service has improved, but schedule reliability is a factor. Metrorail delays -- especially on the weekends -- is a huge negative. You have a hard job trying to repair public trust. I strongly support public transportation and I wish you the best.
Metrorail delays are problematic, but not the end of the world. Metrobus delays are the reason that I no longer ride Metrobus. When my commute or travel time can range between 40 and 80 minutes, purely because a Metrobus that was scheduled doesn't show up, or because a bus shows up 15 minutes late, or because we have to stop a wait while 10 people try to load money onto their Metrocard makes it an unreliable and therefore unusable transit option. The effect of those delays are compounded because it seemed to me that they most often occurred when it was raining. The indignity of having to stand outside on a muddy sidewalk in the pouring rain in front of, italics, Union Station, one of the transit hubs for the city, is unbearable.
Metrorail does what I need it to do most of the time. Other than scrubbing the train car floors more than once a year? I really can't complain.
Metrorail is my only choice Monday through Friday King Street to Foggy Bottom no direct buses. Rail is still more direct for going into DC but please increase the number of cars during the week and on the weekends. I don't want extended hours late if safety how'd it go at night - Metro has greatly improved reliability!

Written Comments
Metrorail is too expensive especially for the quality. Taking metrorail doesn't really save me any money over driving.
Metrorail needs to run more frequently on the weekends. The red line should run with no more than 15 min headways because it's the only train on that line. If metro runs more frequently throughout the week and weekend, more people will take it and costs will be offset
Metrorail service is very spotty on Saturdays along the orange and silver lines. Need to increase frequency of trains over lowering prices.
Metrorail should improve the frequency of trains without increasing rates to peak rates. It is tougher to accommodate that without increasing costs, but if metrorail is to be a true public transportation option versus a commuter rail this would I believe increase rider usage to make up for the cost required to increase train frequency outside of peak hours. Also extending service hours would help metrorail to not simply be a commuter rail.
Metrorail stations need more cleaning. In addition, newer Metrorail trains would be great.
Montgomery County Department of Transportation supports the proposed FY20 New Initiatives to Drive Ridership Growth. MCDOT is specifically pointing out our support to run all Red Line Trains to Glenmont. Running all Red Line trains to Glenmont strongly supports our TOD efforts at the Wheaton Metrorail Station and future development at Forest Glen and Glenmont Stations as well as support mitigation of bus and rail construction impacts due to the Purple Line construction and Red Line construction at the Silver Spring Station and Transit Center.
monthly and yearly options please. allow us to add money online
Monthly and yearly pass or also 5 day pass With unlimited travels
Monthly Metro bus and Metro Rail Pass should be considered
monthly pass , this would work better for the frequent metro users
monthly pass maybe or yearly . Also new machines please
Monthly pass please
monthly pass.
also always have transportation to airport
monthly unlimited pass would be awesome
monthly unlimited passes !
sometimes uber is more cost effective for larger groups
monthy passes need to be discounted
More a question than a comment — if hours (operations and maintenance), personnel, and funding remains the same, what is the plan and when should we expect WMATA to complete deferred maintenance and restore pre-Safe Track service?
More cars + more frequent service is the biggest thing.
More freaking buses please (Fairfax Connector)
more frequency
more frequency in trains , more police
more frequency on the weekends and after the rush hour
more frequency on weekends and during rush hour, also open earlier on the weekends
More frequent late night metro service especially during weekends and major events as needed.
more frequent train service on the weekend

Written Comments
more frequent trains on weekends.
More frequent weekend service.
More frequently than eight minute between trains would be nice
More important than 8 car trains is more frequent trains. While the overall throughput of the system increases when you add more capacity per train, the amount of travel time decreases more with frequency than with capacity, because capacity does nothing to change wait times.
More important than expanding peak service hours is expanding service hours in general, back to pre-Safe Track times (e.g., until 3am on weekends).
More late-night trains
More lights at the stations and restrooms
More painting the walls and ceilings of the indoor station white / white wash like Union station - very big improvement to have brighter station platforms
More people are affected by the lack of late night hours (especially service industry) than having enough trains between 9:30-10am or 7-8:30. You are just going to hit more people with peak fares who never had before and they will be alienated. I spend \$200 on uber a month because you don't have late night service or little late night bus service. As a chef I have found room in my budget for that. My cooks haven't, I can't get employees to stay their shift because metro is closed and they can't go home. Stop prioritizing commuters and trying to squeeze out more peak fare. Make that revenue by getting back your late night (and early weekend) customers. Every cook in this city who needs to be at work at 7am on sat/sun to make brunch happen has to uber or take the bus for 1.5hrs. They would happily pay your fare if it were an option available.
more people would take metro if only it would run more frequently
more police on metro premises
more police presence
more restrooms
more safety !!!!
More seating areas at all bus stops. Especially for seniors and the disabled
more security
More security is needed on the stations and on the trains. Also, more training for metro employees so that they can assist in urgent situations instead of just being mean (I've never encountered a nice Metro employee!).
more security presence
more security security security
more security, more police
More service through the U Street, Columbia Heights, and Georgia Ave corridor would be a godsend, whether it be by increasing green line service or (better) again running the yellow line during rush hour back through the most densely populated neighborhoods in the District.
more train frequency
More trains during rush hour.
More trains on time

Written Comments
more weekends trains please
More wifi on trains. More ontime trains. Stop adjusting the trains when they halt at the station.
Morning Peak should be from opening until 10am Afternoon peak should be from 3-8pm
Most don't affect me. Add back RUSH PLUS so that I have options for yellow and blue. That made my commute ten minutes faster at the minimum. I simply want trains coming every 4-5 minutes for each line, for a week to go by without delays because of 'malfunctions, maintenance, track work, fires', etc. and for the darn escalators to work. That doesn't seem like a lot to ask.
Most of my Metro trips are after work and on the weekends. Extending the peak window to 8:30 would be great as I work 7-330 and like to go downtown for happy hours or dinners. Not having to wait long for a return trip home is a good thing. I think the \$2 weekend option would encourage more folks (and families) to visit DC on the weekends, helping the local economy.
Two thumbs up to running all Yellow Line trains to Greenbelt. I would do the same for all Red Line trains to Glenmont.
Most of the changes as proposed are excellent: (1) extending service to Fort Totten on the yellow line; (2) weekend flat fare; (3) changes to the transit pass products; (4) running 8-car trains. HOWEVER, I have extreme reservations about the proposal to extend peak fare 'service' with concomitant charging of rush fares at this time. As it is many increments of the time period referred to as peak fare service, which implies frequent service, doesn't in fact have frequent service. It seems unreasonable to call particular hours of service 'peak fare service' and not in fact provide real peak fare service. Without service metrics/requirements that are truly frequent, I don't support this change. Richard Layman, DC, [REDACTED]
most people use metro for work make it affordable for the low income users. we can feel the improvements that you are making keep it up
Mount Vernon is a very inconvenient place for the yellow line to stop Northbound and makes no sense. It discourages me from taking metro to the airport sometimes.
The main thing metro needs is to run trains more often, always. Don't make this just a commuter train for VA and MD, make it easy to get around DC too, even on the weekends, so that people don't rely on cars. It's very frustrating waiting 10 minutes for a transfer on Metro - commutes that should take 20 minutes turn into 40 minutes, etc.
Stop considering these ridiculous proposals on Metro shops and juice bars. All we want are trains every 2-4 minutes, even on weekends.
Much better cross town transit is needed in DC. It's faster and easier to take Lyft to go from for example, Cleveland Park to Petworth than via Metro (which requires a bus and metro). Additionally, we need more metro subway lines to connect with each other--similar to the Purple Line but instead of making a train, make it fast buses (cheaper and easier than tracks). Make the Purple line into a circle around all of DC suburbs that connects the outer stations. It makes no sense w how DC operates now that the subway lines all feed just into downtown rather than connecting suburbs and cross-DC neighborhoods. The lines also need to extend much further. Thousands of people live beyond metro stops b/c the lines end e.g. at Greenbelt or Shady Grove--these should be extended further out.
My biggest concern and issue keeping me from riding the metro more often is feeling unsafe while riding Metro. I stopped riding the Red line because of this. It happens occasionally on the Green line, but not as often as it did on the Red line. I'd like to see more Metro PD patrolling the platforms and cars.
My biggest concern is the very crowded trains at the evening rush hour, which does not make for a pleasant trip.

Written Comments
my biggest frustration is the train breakdowns
my biggest problem is overcrowding in train in the morning and afternoon
My bus rides are occasional, so question could not be properly answered. Weekend trips to DC are extremely rare, so that question could not be properly answered either. These questions seem more suited to someone who lives in DC and doesn't drive.
My comment is most about the proposal about y'all stop working on the train and get the buses together they never on time!
My comment on number 9 about not enough trains running refers to weekends and late evenings
My comment pertains to the proposal to expand the peak service period during weekdays. There is no doubt that expanding this period results in higher fares paid by customers for a larger portion of the day. The question is... what are customers getting in return for the higher fare? What constitutes 'peak service'? I don't see this articulated on the Metro website. How is peak service different than regular service and how is Metro held accountable for providing that? I have frequently traveled during 'peak service' hours and the frequency of trains has been very poor. I am a big supporter of Metro, but I am not supportive of being charged more without a clear understanding by customers and accountability by Metro of the service standard during that time.
My commute is 1 short trip so most changes dont apply to m.
My company pays for my metro commute.
The only bad thing about metro is the rowdy scary other people not following the rules etc. More stats presence.
My current five they cost \$22.50 why would I pay more for something I don't need
My current metro/bus expense is \$7.50/day. There is no benefit to my buying a pass for \$13, or even a weekly bus pass for \$15. Also, don't expand peak hours. Geesh, the occasional times I get to the metro at 9:25 or so, not only do I wait the 5 minutes, but I have seen many tourists/families also waiting for the key time. It also means no bikes during (longer) peak hours, which is already difficult enough.
My employer pays for my commuting so at this time the multi-day passes do not affect me. If I were not working and paying for metro myself, my answers would be a lot different, especially since I do not own a car.
My Employer pays for my Metrobus and Metrorail via Transit Benefits, so I do not have any need for other rail or bus passes. I ride Metrorail and bus 5 days a week, regardless of issues with the Metro, such as overcrowded 6-car trains, etc. I ride the west side of the Red Line between Rockville and Tenleytown, and really appreciate the punctuality of the bus and train service, as well as the improvements in lighting the train stations and the increased visible police presence at the stations. I also really appreciate that all trains in the morning arrive every 4 minutes from Shady Grove and all evening rush hour trains go all the way through to Shady Grove. Metro's experiment to do 4-minute service only between Grosvenor and Silver Springs was painful in both am and pm. Please continue to phase out old trains and convert to all new 8-car trains. Also, please continue to improve escalator service, especially at Tenleytown, which needs new long escalators with new lights from the lower level with turnstiles to the upper escalators. Also, please reward the really good bus and train drivers who are good drivers and provide friendly service. Thanks for the good service and for continuing work to improve safety on Metrorail and Metrobuses - Have a great new year!
my employer provides metrofare
My fares are already low because I live in the city. I think the metro is competing with uber and lyft. If I go out for dinner and finish around 9 or 10pm, I don't want to walk to the metro and sit for 15-30 mins for a train to appear when I can spend just a few more dollars and both me and a friend can ride for close to the price of our train rides. If metro isn't going to be drastically cheaper, then it needs to be convenient. This goes for families too. A family of 3-4 would definitely feel more comfortable in a climate controlled vehicle directly to their destination.
my job pays for metro otherwise it would be very expensive for me .
My main concern as a Glenmont station rider, that there aren't enough 8-car trains headed to Glenmont during evening rush hour. 6-car trains do NOT make sense during rush hour, either mornings or evenings.

Written Comments
<p>my main concern is cost. Why do I pay more for peak hour service when in fact off peak service is not that different? Trains take too long to reach destination. Surely some sort of system could accommodate express trains. other cities do it with only two tracks. Again it's all about costs. If fares raise again I may starting driving. And why do people parking in garages off hours get to park for free? Charge them. they use same services I do. Same for off peak train riders.</p>
<p>My major wish and hope for Metro is expanded frequency of service during non-peak hours. As the Washington region continues to grow, only mass public transportation improvements can ease traffic congestion and that means expanded metro service--both in terms of frequency of service on existing lines and in long-range capital improvements to build new rail lines. Please do not fall into the trap of thinking that partnering with ride-hailing services during non-peak times is the way to go. This is the easy way out, but it will only serve to worsen traffic congestion as more people travel in space-inefficient vehicles rather than transit during non-peak hours.</p>
<p>My Metro rides are subsidized by the Federal Government, my employer. Consequently, I ride Metro and price is not a factor. However, when I retire, price WILL BE a factor. I commute from Northern Virginia, and am happy about the service, although the trains can be crowded during the evening rush hour (so longer trains would be very nice). When I have visitors from out-of-town, they often come into DC using Metro Rail, and when they come, having the option of a day/week/monthly pass would be helpful and more cost effective if there are only two people going to DC. People often say that the reason ridership on Metro has decreased is because people are not happy with Metro. I can attest that one major factor is that the Federal Government has allowed many employees to telework from home. On Mondays and Fridays very few people come to work in the DC office---it's pretty dead. Telework has even increased over time, and I now have colleagues who work from North Carolina, California, Florida, Arizona and other locations across the USA where they have moved to. (Not only is telework affecting Metro, it affects our work too.)</p>
<p>My primary concern is the constant delays and service disruptions due to track work. Second is the constant waiting for minutes at a time if a train is ahead of schedule. It's critical to be on time the first and last hour of the day but after that, once I'm on a train, I want it to keep moving, not wait to get back on schedule. Trains run frequently enough if a person misses the '3:01 train' because it left the station at 2:59, there will be another shortly.</p>
<p>My problem with metro and why I only ride it to and from work is that 90 out of 100 times it is faster for me to drive. It's also usually about the same price to drive when considering parking & gas. Plus since I go out in the evenings and metro closes before my event is over, taking metro is not even an option. It's particularly frustrating when i attend nationals games and have to leave early because metro is closing.</p>
<p>My responses are skewed by the fact I get the transit subsidy for working for the federal government, so my concerns are mainly about service and not cost as the rail service is essentially 'free' to me. That said, I want WMATA to be successful and for the transit service to benefit everyone and the whole area more, so I think all the proposed changes to increase service or simplify the fares (flat fare weekends, unlimited bus and/or rail passes) are great ideas, even if I may not be consuming them personally.</p>
<p>my ridership is based on a set commute to schedule. proposed changes would not effect my schedule.</p>
<p>My smart phone is substituted by work so passive have little impact on me but would be useful for when I have guests from out of town</p>
<p>My wife & I primarily use Metro to get to and from Glenmont to downtown DC where we both work. Weekends we generally drive to events we attend. As a person who uses a scooter to travel Metro I'm concerned about the reliability of the elevators, which was terrible to very much improved in the last 18 months. My wife who is legally blind has issues with the narrow walkways between the escalators & the trains at Judiciary Square Station. It seems people hang out on the railings against the escalators making the more narrowed passage dangerous for legally blind persons.</p>
<p>my work is paying for metro add security. do surveys more often</p>

Written Comments
my work pays for it
my work pays for metro
My work pays for metro
my work pays for my metro trips
my work pays metro
Natural has improved a great deal on bravo to you
need better deals on passes
need better service and better fare prices.
Need better services initially and potentially over prices better customer service
need cleaner trains and more security
Need cypress bus service from pentagon to capital hill
Need flat monthly fee for daily commuters make fare cheaper like nyc
Need more cars more often during rush hour.
Need more frequent trains on the weekend!
Need more officers on trains and at train stations such as Anacostia, Congress heights. Stop fare evaders.
Need more security
need more trains during peak hours. 2-3mins waits is ok - 9-5 minute waits is ridiculous
Need more trains running during rush hour . fix the malfunctioning doors use more new trains on the Orange line . resolve escalator breakdowns and elevators
Need more trains! More often. Also the system for obtaining cards is TOO CONFUSING. Fare? Pass? Too many different machines, too much confusing text. Also, if I enter and exit the station without taking a train I should get a refund.
Need seats in the stations
need to address safety , there are homeless people sleeping inside the stations , urinating, and fighting. look into cleaning the trains the customers service needs to be trained
Need to beautify stations. Add Restrooms and rehab bus and bike shelters. Bring water in regularly to remove piss smell...especially at Rockville during Summer. I'll pay higher fares for that.
Need to bring back yellow rush plus. I have dramatically reduced my metro rides because of yellow rush plus.
Need to reroute blue through mass ave, HST, & NE benning with addition at tunnel from Rosslyn.
need to return late night hours and have more frequent service after evening peak hours
New trains have digital screens in cars - why don't they tell you how long until next train When approaching transfer times. So you know whether to run to catch your transfer.
No for expanding peak fares
No more shutdowns.

Written Comments
No need to implement eight cars for lines with lower demand that's just in efficient let the f****s stand
no one likes hikes also the \$2 fare on the s&s one way \$4 roundtrip.
No one pays at Benning Rd station. Even the station manager just watches people jump over the gate just walk through!!!! He said there's nothing he can do to stop them from jumping the gate???
none
NONE
None of these proposals address the real issue which is that the metro rail provides HORRIBLE service. The cars are OUTDATED, IE: Carpeting. The cars are DIRTY. I don't feel safe riding the Metro Rail. Not enough security, proper lighting and monitoring of cars. For instance, riders listening to loud, obscene music. Now, bikes are allowed on the metro rail which will make it more crowded during peak hours and dirtier as well. Also, the WIFI goes in and out too much. Station managers are rude, disinterested in the upkeep, safety and operations of service delivery and customer service is not good at all. If METRO RAIL really wants to do something worthy of praise make it FREE for anyone under 21 years of age to ride Monday - Sunday. Luxemburg just made Public Transportation FREE for ALL their citizenry. WE the USA are way behind the Humanitarian ball. We should be ashamed of ourselves for ARRESTING anyone for simply not having the money to get to where they need to be. Especially, in the summer when our DC youth should be enjoying all the amenities such as parks, museums, etc. METRO RAIL should fight for legislation that would re-appropriate some of the Trillion dollar Defense budget to make this happen. We DON'T need a Trillion dollar defense budget; an war-based economy. Metro Rail Board needs to think OUTSIDE their profit-driven box and give back to society. I am tired of seeing the homeless and disenfranchised penalized for simply trying to get where they need to be, safely.
Nonworking elevators and escalators at stations are also disencouraging
not enough trains running on the weekends
not all everyone have smart benefits think of people that can't afford it . or charge the employers that pay for their employees more money
Not enough seven line passes lines 50 people long at 8 PM and wait at pentagon 20 to 30 minutes no other line as consistently for increased number of buses plus always running late
not enough trains
Not fair to allow people to skip turnstiles and then extend peak hours which increases cost of those that pay.
not included as an option for not riding metro is lack of trains on weekends and track work that usually ends up impacting the schedules of the trains that do run.
Not sure how to answer some questions because I have smart benefits from federal government that subsidize my fare.
Not these proposals per se, but you should consider running trains all night and not running them in the middle of the day (the current 'off-peak' times). I feel like more people probably need a train at 4 am than 2 pm. Another option is to keep the current metro schedule, but run some buses that go from metro station to metro station when the trains aren't running.
note: over 27 years commuting to work in DC from shady grove + finally all trains stop there. Thank you!
notification of delays often occur would after delays start. shuttle down Alexandria stations all summer is not back to good.
Number seven should be cheaper rate I travel shorter distance 58 example is 1/2 of my monthly travel need options for short travel distance in those meeting mid in longer travel praising distance
off peak hours should not start earlier in the evenings.
Offer monthly and annual passes

Written Comments
Offer monthly or annual passes
offer nonpeak fares for registered customers and unlimited pass for the weekend
On the red line i would love to see all the cars extend service to shady grove half only go to grosvenoro and that seems like a more corwded train to glenmont.
on your future brochures please add concerns like Lighting, and cleanliness . the stations are filthy especially during weather inclement
One concern I have about having all red line trains go to Glenmont is that Silver Spring is a very popular station. Up until last month that was my regular station and sometimes there were enough people waiting on the platform to completely fill up the empty train that started in Silver Spring.
One day pass unlimited should be \$10 but \$13.00 is sufficient.
One more thing to the other comments I've provided before. We need to cover(extend the canopy) on ALL outdoor platforms.... doing so will: 1-it will help with the infrastructure maintenance 2-it will help avoiding incidents, with slips and falls 3- it will eliminate the overtime pay to remove snow from platforms, this alone will be enough to cover the cost of adding a canopy.
One of the advantages of living in the area is having a viable mass transit system. I use it for weekly meetings into town and more so on weekends to go into the district for entertaining. Having been away from the area for over 5 years, the system seems to have gotten worse (rail service) and that means more riders will find other options, unfortunately. Have to market bus system better as many people aren't aware of the buses.
ONLY RUN EIGHT CAR TRAINS DURING RUSH HOUR
Only run the Silver Line between Wiehle Reston and East Falls Church. It doesn't make sense to have twice as many trains going to/from Largo.
open 6am on the weekends extend the train hours on weekends.
open metro earlier on weekends , also I can see tell the improvements
Open metros to 2am Friday Saturday sunday
open the stations longer
open until 3 am on the weekends
OPEREN LOS TRENES HASTA MEDIA NOCHE
Orange line should be longer please.
Overall, having only lived in the region for two years, I find the Metro to be very convenient, the staff helpful, and mostly running on schedule. I think you might want to consider communications - often folks are frustrated with their commutes because they don't know what is going on. Tweeting - and sharing that's the best way to get info or supporting apps that curate WMATA info (MetroHero) would be a good way to inform folks and help with PR
Overall, Metro is a very good system, but the last two years there has been an increase in homeless individuals begging on the trains and there is no why of notifying the next station or the train conductor to report it. All trains should be equipped with non-emergency call buttons to allow for security to be called.
paint the lane lines
parking at the stations are too expensive.
parking fee is too high!!!

Written Comments
Parking fees should also be a questionable part of all of this as we already pay to ride the trains...why is parking so much as well?
Parking is also way to expensive. Although Greenbelt is closer, I avoid parking there because of costs. I drive the PG Plaza to park because the price is a lot less expensive. Also, if there could be parking by the hour or an 'Evening Parking' rate that would be desirable as well. Sometimes when I work from home, I'll use Metro after 5:00pm and at \$8.95 (Greenbelt) or \$4.95 (PG Plaza), I try to park in neighboring lots for a less expensive, free rate.
Parking is expensive
Parking is pricey problem for me more that fare
parking is too expensive
Parking is very expensive. It costs \$5.20/weekday to park at Glenmont. Alternatively, it costs almost \$0.80+ less to park at Wheaton, when they are only one stop away. It is unfair. New limited passes, should also include parking. My weekly commute is \$77 to park and tide the train, roughly \$51 for train and \$26 to park. With that in mind, buying a weekly pass would be of no benefit to me.
parking should be free for metro riders. I understand some people use the parking lot for their apartment or work building but like a non rider fee it should just not charge metro riders.
Parking should be free if you catch metro rail.
Parking should be free!
parking should be included with metro rail passes.
Passengers should be able to have faster and more frequent service without paying peak fares during the proposed extended hours. The degradation in speed and service frequency has been so bad that now to add a few more trains and make it a bit more frequent as an excuse to raise fares to peak hour fares is ridiculous. Get us back to standard fast and frequent service and then if you make it extraordinarily fast and frequent during certain hours, then maybe you can think about making it peak fares.
Paying more for peak service itself is despicable- under no circumstances should this peak pricing be extended. The buses do not come often enough, and the schedules are not reliable.
Peak fares are too high. I witness a lot of fare evasion and it makes me not want to ride because I am having to pay for those individuals who are too cheap for metro.
Peak fares make sense. Peak 'service' does not. You want to ensure crowds get managed at rush hour, so raising fares makes sense. However, this is a major metropolitan area (and the nations capital, I might add). Density is high, so you need good service at all hours, not just rush hour. It's not a commuter rail network. It's a transportation service for all types of travel.
Peak fares should be the opposite way in order to attract more customers who would rather take the metro instead of driving. This will result in a positive impact for the DC Metro area as the traffic situation could be improved as well as the air quality.
Peak hours need to stay the same
Peak service means the trains will run more often correct. I like bikes on the train at all times.
Peak service reduces services to stations north of mt vernon. if you expand peak make sure yellow trains go to fort totten
People are already leaving Metrorail for car-sharing programs. Extending peak hours, especially at night will deter me from riding Metrorail. Prices are already expensive enough, and expansive peak hours would just make matters worse. I'd love to see Metrorail revert back to its original hours.
people will continue to ride metro regardless to get around making it a safer environment at stations would be better.
pesimo servicio que recibimos

Written Comments
<p>please improve WiFi Add seats on train stations Clean dirty carpets or get rid of them</p>
<p>Please add 5 or 10 long-term parking spaces at the Shady Grove Metro garage or lot.</p>
<p>please add more blue trains</p>
<p>Please add unlimited bus rides to the MONTHLY metro rail passes. Also make it possible to use SmartTrio benefits provided to federal workers to purchase passes. Also run trains to the airport starting earlier on the weekends!</p>
<p>Please adjust Maryland end of the Orange/Blue/Silver Lines. Largo trains are half full while New Carrollton trains are over crowded</p>
<p>Please adjust Maryland end of the Orange/Blue/Silver Lines. It doesn't make sense to have twice as many trains going to Largo. Largo trains are half full while New Carrollton trains are over crowded</p>
<p>Please address overcrowding on trains during AM+PM peak it makes me feel very unsafe on metro rail and opt for other transit options like lyft instead regularly.</p>
<p>Please allow the conductor to make general announcements about back packs. riders should take their backpacks off their back to make room for more riders.</p>
<p>Please alternate Silver Line between New Carrollton and Largo.</p>
<p>Please always run 8 car trains. Increase the hours of operation (late night) Decrease delay between trains on the weekend / late night (waiting 20-30 minutes for a train makes me want to avoid metro when possible)</p>
<p>Please bring back the Rush Plus Yellow Line Train. This helps ensure that with less Blue Line trains in the system, residents that need Van Dorn Metro and Franconia Springfield can continue progressing in the system and helps avoid waiting times and overcrowding.</p>
<p>please bring back yellow rush plus. cleaner trains</p>
<p>Please bring the yellow I am back to Greenbelt and fix the rail status screens in stations college park is</p>
<p>Please check on safety in all garages Springfield has leaks water standing ho silt I left lights</p>
<p>Please clean the interior of the metro and more</p>
<p>Police presence on the metro to ensure safety of riders.</p>
<p>Please connect orange line to capital one arena directly or blue</p>
<p>Please consider additional or improved walkways and sidewalks to Metro stations. McLean station has no direct walk path from Lewinsville Rd. Forcing me to walk further to avoid traffic. This would improve ridership.</p>
<p>Please consider extending the B22 to run every 20 minutes in the winter time.</p>
<p>Please consider having larger garages as you expand the silver line. The Wiehle-Reston East garage fills up very quickly in the mornings making it difficult to get to D.C. after the morning rush hour.</p>

Written Comments
<p>Please consider making the flat fares for all days. You can tier it peak and off peak. But, it is impossible to determine how much ones ride is going to be. It makes me feel like I am being hustled when I see all those oddly priced rates. I just put my MetroPass on the machine and briefly check how much is left. But, I have no idea what was taken, was it correct, how much it differs between day and night. All that uncertainty makes my heart pump and adrenaline flow like for fight or flight. Nobody likes to go through that just to get where you want to go. Result is, I just stay home. Which is bad for the economy, ridership and community well being. NYC has a flat rate. Boom get in and get out. One fare regardless of length of ride. REsult is, you do not think about how much it will hurt you to go further. So, you just get on and go. And you go multiple places once you are out. And you enjoy the city more versus worry about how much you are going to get gouged for fares by the subway just to take you where you want to go. Further, sometimes I just take Uber or drive at least because I KNOW the cost up front. Even if its more, that certainty has lots of value.</p> <p>I appreciate the effort to improve the system since a few years ago began the Back to Good movement. It was painful, but its better to stop things and work to rebuild and get it right versus letting it fester, limp along and do a slow crash and burn. I would be willing to pay more for a more reliable service. I think most Americans would. So, if keeping fares at \$2.75 means constant drama, explanations, flairups, angry protesters and passive agressive griping versus raising it to \$3.50 and now it runs like a top, a la NYC's subway, then make it \$3.50. Beyond the initial 'OMG... how much! I'm going to die!!!' then you realize how much more value and benefit you achieve from peace of mind and ease of service.... its totally worth the cost upgrade. I think ultimately you will get more people to buy into that and you'll have more revenues and higher customer satisfaction.</p>
<p>Please consider monthly pass (range:\$120-\$150)</p>
<p>Please consider restoring Rush Plus yellow/blue line trains to Franconia-Springfield. That would have more impact on my ridership than anything proposed.</p>
<p>Please continue providing free parking on the weekends</p>
<p>Please create the additional metro station entrance at crystal city (a sign currently marks the location of the 'proposed' new entrance).</p>
<p>Please do not consider any changes that impact adversely on Metro's current level of debt or fares in the near future. Metro fares are unusually high in comparison to other cities and lead to fewer riders.</p>
<p>Please do not extend peak hours to 10:00am/8:00pm. I am able to save on a weekly basis while riding off peak when able with two jobs. Commutes from Alexandria to DC is already pricy.</p>

Written Comments
<p>Please do not get rid of the 7-day shortpass as it is so convenient. This is the pass that I use to get to work and to use Metro on the weekends. The unlimited pass is probably beneficial for people who live on the end of one line (like Greenbelt) and have to commute to Shady Grove, for example, but not for the average commute as I assume most people are travelling from the suburbs to DC for work and would not need to pay for an unlimited pass.</p>
<p>Also, please extend the Yellow Line to Greenbelt to alleviate crowding at Gallery Place-Chinatown at rush hour and at Fort Totten at non-rush hour; I hope, however, that the extension of the Yellow Line to Greenbelt does not result in reduced service of the Green Line to the stations south of L'Enfant Plaza (ie please do not reduce Green Line service to accommodate this change).</p>
<p>While I think that it's fine to alternate 8-car and 6-car trains on the Red Line only (I think the Red Line is the only line that runs often enough that it could still be fine with 6-car trains), because of the layout of Gallery Place-Chinatown, please consider having the conductor stop the train at the center of the platform instead of at the top of the platform for the 6-car trains in the direction of Shady Grove only. Way back in the day when the 6-car trains stopped at the center of the platform, the problem of overcrowding the last car of the train heading to Grosvenor/Shady Grove was not as bad as it is now. If you are switching from the Green/Yellow Line to the Red in the direction of Shady Grove and a 6-car Red Line is on the platform, there is no way to make that train because you have to battle the crowd of people who just exited the Red Line. If all Red Line trains are 8-car during rush hour or if Red Line trains alternate 6-car/8-car trains, then I think this problem goes away. Plus, the trains get really crowded at Union Station, too.</p>
<p>As for the Blue/Orange/Silver Lines, yes, please run all 8-car trains on all three lines. The overcrowding is ridiculous. By the time those trains get to Rosslyn, they are overcrowded. It's really bad - and it was disastrous when the Yellow Line was shut down a few weeks ago.</p>
<p>Please do not have a late opening of Metrorail on Saturdays and Sundays. An opening at 7 or 8 AM is reasonable for those travelling to places of worship, but opening at 10:30 AM would be far too late.</p>
<p>Please do not increase peak hour duration and metro rail ticket cost. Please retire the old unhealthy carpet cars. Use the new cars with 8 cars per train. Please consider a 5 day work commute pass for 2 metro rides and 2 bus rides a day for less than \$10 a day.</p>
<p>Please don't extend peak service. Not worth the extra cost.</p>
<p>Please don't change the monthly SelectPass! It's wonderful. The 7-day \$58 pass seems like a pretty good deal. The 3-day passes would be good for tourists. I don't know how many people would use a one-day pass for \$13. Maybe a one-day pass for \$8?</p>
<p>please dont expand peak hours</p>
<p>please dont expand the deadline I can't afford to take the train if its expanded</p>
<p>please dont increase fares</p>
<p>Please don't raise fares. Run trains more often when feasible.</p>
<p>please enforce your rules. I'm pregnant and I do not feel very safe riding the metro</p>
<p>Please ensure no performing or solicitation in Metro. I ran into a few cases where people performed and ask for money on the red line and at Metro Center on the platform.</p>
<p>Please examine why the new 7000 rail cars are always blowing cold air. I am so tired of wrapping up in the summer and winter cuz of constant cold air blowing on you. Very uncomfortable. THX</p>

Written Comments
Please expand all trains to 8 cars that would help prevent over crowding by new series trains
Please expand the weekend hours for the metro. Closing at 1 am is ridiculous for such a metropolitan area.
Please expand yellow line service from Mt Vernon to Greenbelt during peak hours especially.
Please expand yellow line service to green belt. Cutting this drastically reduced the value of riding metro for my family. We are willing to pay more for the service to return better service and frequency to our closest station.
Please expand yellow line service to Greenbelt. It would drastically increase the probability of my family using metro.
please explore building a metro-rail from Montgomery County to Fairfax County . the commute is too long and that rail would be used a lot
please extend operating hours
PLEASE EXTEND ROUTE 7Y TO McPHERSON SQUARE METRO. PLEASE ALLOW BOARDING ON INBOUND 3Y, 16Y TRIPS TO DC. ROUTE 80 BUS OPERSTORS DO NOT SERVE BUS STOPS ON 18TH ST NW, RUN AWAY IN LEFT LANES, DO NOT COME TO CURB LANE.
please extend routes, I can't really afford metro
Please extend the dates for Sunday and Thursday to close later
Please extend the red line trains to Glenmont. Platforms at Chinatown and other station will be less full if people can use all trains. All 8 car trains would help greatly. Especially at Gallery Place. The 6 car train creates a nightmare on the platform
Please extend the yellow line to Greenbelt. This will save those of us traveling from northern Virginia to BWI significant time, as we won't need to transfer to the Green line, and it should encourage more people to take Metro to BWI. Thank you.
Please extend Yellow line rush hour service to Ft. Totten as soon as possible. As someone who commutes via this line daily, this would save SO much time.
Please extend Yellow to Greenbelt & Red to Glenmont for all times! Please & Thank You :)
please fix red line
Please fix the escalators 2 elevators
Please fix the screens that show arrival times at the college park-UMP metro rail station! thank you ^^
Please focus more on transit-oriented development. There is not enough housing around the metro stops like Franconia
Please focus on service and safety, not spending money on changes or features to 'enhance' the riding experience that ultimately do not improve the experience.
Please fund a second Metro entrance at Forest Glen. It is scary and dangerous to cross to get to the Metro. This js important to increase ridership at Forest Glen.
Please go back to the original service hours.
Please go to eight car trains, especially during rush hours, to decrease crowding. Please have escalators running. You really can't raise fares more; people will drop as gas prices are low and will be for the foreseeable future. Control your overhead - like all the workers putting in for overtime. Reduce labor costs. Retire overpaid senior managers that provide little value. Be fiscally conservative. Plan for repairs.
Please have a larger police presence, it doesn't seem like you have enough officers. The yellow shirts don't change that fact that you seem extremely short staffed. Maybe have some short of morning and afternoon surge if patrol force. Deploy more heavarmed officers. Fix the fare gates and have one flat metro fare.
Please have cleaner trains

Written Comments
Please have it open until 3am again.
please have monthly payment for metro
Please have more metro police in the cars it's so unsafe .These teenagers make me feel so unsafe especially between 3 and 5 PM
please have unlimited monthly passes flat rates on weeks but not for tourists
Please improve the dependability of the ride on bus services - there are quite many times the bus doesn't show up.
Please include better metro security police within the proposal too often out of control teens are either jumping trains or they very loud and unruly. there have also been many ill passengers running randomly on trains. passengers should always feel safe to ride the metro.
Please include free parking on the weekend.
Please increase munevof blue line trains. Please create a stop between king and van dorn
Please increase Sunday morning service to make it more dependable for getting to church on time
Please integrate bus and Metro pricing better. A bus trip that connects to Metro can cost upwards of \$5 for one direction (for my personal commute). Transferring between WMATA buses and Metro should not double-charge users.
I would ask that you consider a combined transfer (similar to transferring from an Express bus to regular bus): charge the difference, or a reduced rate. I would also ask that you strongly consider improving the east-west bus route on-time consistency. Specifically, please consider modifying the routes for the H2, H3, and H4 buses. Between 11th Street and Rock Creek Park (or around that area) traffic during rush hour greatly impacts travel times and the buses (not by their own fault) are always behind schedule. Consider giving buses their own lanes during rush hour, even if only for an hour or two in the morning and afternoon to ease congestion on bus routes (and thereby improve travel times so that buses run on schedule).
Please justify and reduce parking rate at the greenline lots. why are they more expensive than other fees. never ran 6 car green line trsins during Pm rush on a nats game night.
Please keep in mind people who need Metrorail and Metrobus to commute to modest-paying jobs. Raising fares-especially extending peak hours-hits them hard.
Please look into enhancing the Metrobus lines, my locality, Great Falls, VA, does not have any Metrobus service, which is urgently required to relieve the congestion in auto traffic and to enhance transportation options and accessibility for our citizens and particularly for elderly people.
please lower fare rates.
please lower fares
please lower fares
please lower fares and parking fees.
please maintain the red line sturdy at grovnsor in rush hour weekday AM
Please make a portal to load the smart trip
please make metro rail cheaper and more efficient, especially the latter
Please make the orange line longer on the vienna side please.
Please make the yellow line go all the way to Green Belt. Also, open the 10th street metro stop? It's been down for MONTHS.
please monitor the trains especially when the kids and teens get on , this is the main reason why I considered stop using metro its very UNSAFE!

Written Comments
Please of your monthly or annual passes
Please please please extend the metro service post 11 pm on weekday and post 1 am on Friday/Saturday by at least 2 hrs and also Saturday morning by 2 hrs to 5 am instead of current 7 am. Even 1 service every 15-30 mins would be much appreciated. I end up using Uber/ Lyft, which is expensive. - Regular late night metro traveler
Please please please please extend the Yellow Line past Mt. Vernon Square during rush hour, it makes zero logical sense that it doesn't and I'm tired of having to wait absurdly long times when I'm trying to get home
Please provide adequate cooling in the summer. Thank you.
Please provide more orange line trains to run throughout the day.
please reconsider when shutting down yellow line. it has so much impact I would have to drive to work permeantly. you will be losing a lot of riders for summer 2019
Please return sunday metro rail back to 7 am you are making people late for work on sundays.
PLEASE return yellow line service past Mt Vernon Sq during peak hours. Most people who ride yellow through downtown live North of Mt. Vernon. The trains are practically empty past L'enfant because everyone knows they are gonna have to switch anyway. Then green line at Mt. Vernon Sq is so packed you can't fit in the car sometimes.
PLEASE run all red line trains all the way to Glenmont! Also, please either fund the new Forest Glen pedestrian entrance ASAP, or tell Montgomery County Executive Marc Elrich that WMAT does not intend to do this so he can refrain from cutting it from the MoCo CIP budget on the off chance that WMATA will pay for it. This entrance is desperately and imminently needed.
Please run all Yellow Line and Red Line trains the full length of the line -- or at least run all Yellow Line trains to Fort Totten
Please run all YL trains to Fort Totten or at least time the transfers at Mount Vernon Square so you don't have to wait an extended period of time for your YL train and then wait another extended period of time for the GL train. In San Francisco they time the BART transfers so I don't understand why Metro couldn't also time the transfers when they aren't providing full service to all stations.
Please run more trains during rush hours, reduce headway times, and above all else, increase your operating hours. I never ride WMATA on weekends primarily due to the terrible hours.
Please run more trains, especially during off peak hours during the day and on weekends.
Please run the yellow line to green belt. The Mt. Vernon Squaee turnaround impacts my ability to ride
Please run the Yellow Line to Greenbelt! The turn around at Fort Totten and Mt. Vernon Square causes unnecessary and inconvenient backups.
Please run yellow to greenbelt trains back later rail service on weekends run more often have flat fare on the weekend.
Please still keep the select the service
please stop charging so much , for a service that keeps breaking down and its so inefficient
Please stop having twice as many trains going to Largo as New Carrollton. End the Silver Line at East Falls Church.
Please stop making that useless announcement about 7000 series trains...we don't care...we want to know what the delays are, when it will be fixed, and what you are going to do about all these unruly children on the train with no supervision. We would also like to see more police presence. It would also be good if the volume of the speakers in the car was turned up so we could hear announcements (or fixed if not working...and there are a lot of them not working).
Please stop making trains unload at Mount Vernon. It makes no sense. Next train is so crowded that for the fair I pay I should not be standing until I reach for Totten. My legs can't take it :-) thank you!

Written Comments
<p>Please stop people from hopping over the gates without paying - consider additional security at gates as well as on the platforms near train doors. Overcrowding on platforms and in cars is a deterrent for me.</p>
<p>Please stop Red line train turnbacks at Silver Spring - all Red Line trains should go all the way to Glenmont. Please do increase the number of cars on all trains to reduce crowding. Please do extend Rush Hour service, as my work hours often extend past current peak service schedules. Thanks!</p>
<p>Please strongly consider an unlimited monthly pass as other major cities have. You ran a trial run for a bit but I didn't qualify as my trip was too long. I think you should expand the unlimited cost options so more can participate and receive some savings for providing guaranteed upfront money for the month.</p>
<p>Also the machine printers are awful! Last year I had my receipt fail to print 3 times on 3 different machines. This is devastating as I can not be reimbursed from my employer without a receipt, which means I have to pay in full. You cant even go to metro center anymore to print. The people at the station couldn't care less. Please give them the power to add paper so receipts can be reprinted write away or printed from their station office. Not getting a receipt printed or emailed is awful considering how much you charge!!! :(</p>
<p>Please take in consideration of Non-Federal Workers who take and depend on Metrorail when you implement Track work on and around Federal Holidays. Especially those of us who take the Blue Line on the Virginia side. Most private entity companies Do Not follow the Federal Holiday Automatic Closure Policy. So Having 20 minute delays On Top of Single Tracking during the Work Week and Holiday is very annoying</p>
<p>Please treat the walking bridge overpass at Huntington. its a sheet of ice I have asked the station manager and nothing has happened</p>
<p>Please, please, please bring back Rush Plus Yellow line trains starting/ending at Franconia-Springfield during rush hour. Wow, that was an excellent service and the happiest commuting time I've had in the 18 years I have been using the Metro. It saved me at least 15-20 minutes a day commuting and was so convenient, not having to switch trains, etc. Especially when the weather was poor (too hot, too cold).</p>
<p>Please, please, PLEASE restore Yellow Line service to Greenbelt! We literally bought our house out there because of how convenient the Metro was, only to have the service ripped away almost immediately - meaning that it is very likely that you will stuck waiting outside in the cold/rain/snow/heat for 8-10 minutes or more waiting for a train. It makes commuting to work extremely difficult because it is hard to predict when you will arrive. My husband and I take more Ubers now because of it. If the service was restored to a usual amount, I would definitely use Metro more.</p>
<p>Pleasw bring yellow line to grenbelt</p>
<p>police</p>
<p>Por favor considerar un pase con tarifa preferencial para los que tomamos el metro todos los días (round trip) y además tenemos que pagar el parking. Solo como referencia, el gasto diario de transporte en la línea roja desde Rockville hasta Metro Centes más de 10 dólares más 5.40 de parking. Si hubiera una oferta promocional sería ideal para todos los que tenemos un viaje diario a DC. Muchas veces vengo a trabajar en auto y me sale más económico que tomando el metro. Por otro lado, felicitationeue finalmente los trenes de la línea roja llegan hasta Shady Grove y no solo hasta Grosvenor, además se empieza a notar la frecuencia con la que llegan y la puntualidad en muchos casos...ojalá todo siga por ese camino.</p>
<p>porfavor limpien los trenes ,y aumente seguridad dentro los trenes y mejoren las luces afuera de las estaciones especialmente por los parqueos</p>
<p>porque en las propuestas no habla sobre un monthly pass? . esos precios son muy caros. aprecio mucho esta encuesta necesitan mantener los trenes mas limpios y las estaciones mas seguras deveria haber por lo menos 1 policia en cada estacion especialmente durante las horas pico y en la noche</p>

Written Comments
Post information about exit and entrance and you made of platform where stations have more exit
prefer you extend operating hours on the weekends- began service on both sat and Sunday later than 7am.
pressuring drivers to be on time makes them close doors on customers sometimes
Price is not an issue crowded or broken trains are the issue elevators are also unreliable.
Price seems higher then the septa and NY MTA dependability Metro is moving in the right direction do consider to move to privatization.
prices are too high and the hours are not convenient on the weekends.
Proposal should also include more entry and exit metro card scan booths at statione
Propose larger discount for seniors
Provide better heat on trains when its cold. Air should not be turned on when it is freezing cold outside.
Provide service for events that normally run past midnight
Public transit is a common need and public good. I personally think it should be considered a fundamental right. Transit service should be fully managed by DC government/WMATA in such a way that it is a free service.
public transportation should be free for everyone not just black people
Put an end to track maintenance althogether or otherwise do it when no one is using the system
put gates up and stop fare evasion. at shaw station I see so many not paying UNFAIR!!!!
Put people in stations because I never see them.
questionnaire should consider that many riders get subsidy so these questions dont change much of their answers if they dont pay.
Quite comprehensive
Rail service needs to be frequent and predictable during off peak periods, including weekends. Currently metro is not time efficient to travel during off peak periods, particularly if a transfer is required. 20min+ headways are not acceptable for a world capital city.
Rasing fares and extending peak fare is already so hard that's a terrible idea some of us are already on a tight budget
Rather than needing to explicitly buy a pass, it would be great if the discount fair applied automatically once enough trips were taken on a day or week.

Written Comments
<p>Re: Expanded peak morning service by 30 minutes to 10am (peak fares would be effect) & Expanded peak evening service by 90 minutes to 8:30pm (peak fares would be in effect) Response: For me this just means that you will be charging more longer. You do not have a problem with not enough trains during the week. You have a problem with not enough trains on the weekends and at night on the weekdays. Please extend service at night on weekdays and on mornings and nights on weekends and frequency on weekends. Re: \$2 flat fare/weekends Response: Great move WMATA! Now you really get it! Can you think about something like flat fares during the week for next year's budget? I am sure it will get more riders! Re: Train cars 3000 and below Response: Please phase these out FAST. They are horribly disgusting. (Alternatively refurbish- but FAST). Re: Customer Service Response: The folks in the boxes in train stations are worthless. They do not man their platforms, checking consistently that they are free of refuse and safe (no pool of water, etc). They do not tidy their elevators. They cannot tell me on the weekends when the train is single tracking when the train is coming. ('You have to go through to the pay area to look at the time on the platform marquee.' (at VanNess Saturday 1/26/19) Umm, that morning at Bethesda it said the train was coming in 7min on the platform marquee and I waited 30min for a train to VanNess.) The attendants in the box need to take ownership of their station and their trains and be able to give accurate information and keep their stations clean! Re: 'Back2Good' Response: WMATA, please make meaningful changes like increased service, lower fares, and train WMATA attendants to be helpful and kind, instead of focusing your efforts on superficial changes like your tv in the 6000 trains (Tv provides very little useful information). Thank you.</p>
<p>Recommend expanding the use of the new cars; if the old cars are going to remain please remove the carpet add new seats. Also provide wifi on the trains not just at the stations.</p>
<p>Red line gallery place is dangerous platform is too tight.</p>
<p>Red line trains should be eighth cans for safety at gallery place</p>
<p>redline should go to glenmont and not end at silver spring.</p>
<p>Reduce frequency of rush-hour trains to save costs.</p>
<p>reduce parking and have monthly pass</p>
<p>Reduce regular metro rail fare!!!! It's so expensive! It's much cheaper in NY! And there aren't any discounts to college students at nearby universities too! What a shame!</p>
<p>Reduce the salaries of some of the lazy station managers and arrogant rude bus operators. Maybe then they'll provide more quality service if they know they have to earn their money and be nice to people.</p>
<p>reduce trip times</p>
<p>Reducing weekend hours beyond what they are will impact my work schedule, along with many others who work unconventional hours. Don't have an alternate means of transportation to get to work other than metro</p>
<p>Regarding metro rail passes: Please bear in mind the personal privacy implications of passes requiring by name registration. Regarding reinstatement of yellow line shrive: Lack of rush hour service at Shaw Howard has driven me (pun intended) to use uber for my morning commute.</p>
<p>reliability to bus service would be good. L1 bus is my life from home to worth , very glad to hear about proposal #5 &4</p>

Written Comments
Remove the moldy carpet from the old trains. They smell bad and cause health problems.
<ul style="list-style-type: none"> -Replace carpets on older trains _clean the trains -elevators are dirty -escalators are down
restore 15k bus to rosslyn this current one sucks. also make 5 day pass or monthly pass
Restoring rush yellow line service on the Green line is very important to me. It has negatively affected my commute to the extent that I have written to PG County officials, Maryland state officials, and my Congressman Hoyer about it.
I do not use Metro on weekends because it is so inconvenient. The long wait times waste my day. I wouldn't ride Metro if it were free on weekends because the trains are so infrequent and the transfer times are ridiculously long.
Return MetroBus frequency and weekend service for B30 between Greenbelt Station and BWI. Return earlier service on weekends for Metrorail, so riders can get to DCA for flights.
Reevaluate the 16C stops at Culmore stop. There are 3 bus stops on one block which makes not sense.
Run 8-car trains at all times only if the infrastructure (electrical and mechanical) can handle it. The electrical equipment fire at Stadium-Armory showed vulnerabilities.
Run earlier in the morning and later at night - so I can get to work.
run later hours, train your drivers to be more polite
Run later n the evening on Friday Saturday and Sunday night.
run metro 24/7
Run the weeknight trains until midnight!!
No opinion on peak hours but it would be a huge negative to have to pay peak hour fares at 8:20pm. Yellow line absolutely needs to go to Greenbelt at all times!
run trains frequently
Run trains later in the evening
run trains more often. or run trains with less cars more often.
run yellow line to greenbelt
Running all trains every 6 minutes during peak hours; yellow line trains seem to only run every 8 minutes during morning peak hours
Running green line trains more often during morning rush would be really good.
Running trains to Glenmont is very important to me. Getting kicked off trains at silver spring is the #1 reason I consider other options beside metro.
Running YL to Greenbelt during rush hour would be great.
rush hour red line how do you continue to run 6 car trains.
Safety - I do not ride after 8pm because I do not feel safe

Written Comments
safety :need more police
Safety is number one interest
Safety on trains deserves addt funding considerations
Save money on maintenance and improve flow of people! Replace escalators with stairwells or stairbays for shorter climbs. It's ridiculous how jammed escalators get... Even if they work properly.
Secure
security
Security is also important to riders. The knowledge that the system is safe, and the presence of metro police to emphasize that fact, should also be a key aspect of future service..
Security remains an issue for me. I don't feel the metro cars and parking facilities are secure, especially at night -- 8:00 PM and later. I just don't feel safe walking into an empty parking garage at night. Plus, it's so sad that Metro fare evasion will be decriminalized. That action adds to my feeling of lack of security and the welfare of the paying patrons of Metro.
Security too many Panhandle's are on trains and very rowdy in aggressive teenagers
senior fare is better
seria bueno que implementn el pass de cinco dias con una tarifa adecuada. que hagan pases para metro y bus.
Service frequency, especially on weekends, is critical to my choice to use Metro to go out to dinner, for entertainment, and to meet with friends. if you only allow me to get a metro train quickly until 8:30 p.m., I am still stuck waiting 15 minutes or more for a train on the way home. (For bus, 30 minutes or more.) At that point you have lost the trip to Uber or Lyft.
Service has improped thank you! Enforce food drink more!
Service improvement - get stationmasters at Fed Center SW to actually care when a fare gate stops reading all cards.
service is improving but also improve cleanliness and security this is the capital of the U.S.A we need strong security and clean trains
Service is too slow and run behind schedule
service levels on weekends late nights are unacceptable
servicio 24/7 seria fantastico.
Should go to Fort Totten and Mount Vernon Square. Metro should bring Rush Hour back for Peak periods otherwise no changes. Infrastructure should be Metro top priority before extending service for any other line. Right now, Metro has too many problems to extend service for any rail line. Train malfunctions, station closures, e t c. Metro is currently under Capital Improvements, which followed safetrack. If Metro Extended service now, if a malfunction or signal problem, or any other problem, suspension of service, smoke and station, occurred, rail service would be severely slowed and reduced. For example if shared stations from Greenbelt and the font as proposed, if a train malfunction occurred at West Hyattsville both lines will be affected because they would share the station. Right now only train serve West Hyattsville. The point is having yellow trains at Fort Totten or Mount Vernon Square should prevent two or three lines from being impacted like this. Example shows green and yellow train should continue to share stations from Fort Totten and Mount Vernon Square to lefant Plaza so if a problem occurs north of Fort Totten or south of lefant Plaza, customers using two lines will not be as affected. For red trains alternating between Glenmont and Silver Spring would reduce weights for trains to start Beyond Silver Spring.
Shouldn't have to pay more for poor service on the rail and bus often buses trains pissy back and don't stay to their schedules for passengers trans always crowded like sardines

Written Comments
Shut downs, maintenance, and charging access to Blue Line trains are the biggest factors in holding me back from continuing to ride Metro train. If the system had been maintained correctly from the beginning this wouldn't be occurring. Get it all fixed then keep maintaining with competent employees.
Silver line is too expensive. Reduce it from six dollars on peak to five or reduce parking. I park in the comstock building to save money
Since my ridership is based on getting to and from work some of the options dont apply because receive smart benefits and my fare is covered by the federal govt.
Since the schedule change to my preferred bus G Dash 12 I often can't ride it to home because it is departing the station just as I exit the MetraRail Fairgate arriving just 30 seconds earlier on a yellow line train would allow me to catch that bus instd of adding 20 minutes to my commute by taking a PG County bus number two
Since trains shut down earlier at night and open later on Saturday, can you please change bus schedules to add more hours to compensate for no metro rail system.
People on fixed income need to get to work and if you start buses earlier so they can connect to other buses like Fairfax Connector and Art or Dash, you will be providing helpful service to the customers.
Small steps in the right direction, but more emphasize please on: 1) Frequent and *dependable* service (not just at rush hour) 2) *Free* transfers between bus and rail. Try it for two years, your revenues will probably *increase*. 3) Lower price points on your unlimited passes, serving both bus and rail. Again, try it for two years, your revenues will probably increase. Similar to the Express Bus issue, perhaps use the 'unlimited' feature to only offset non-peak fares, with the delta still being charged for rush-hour use (to maintain the incentive to shift riders away from peak).
so glad we can take our bikes on the train. thank you for this survey
So glad you're getting rid of half-trains!! Thank you
Some bus lines are too inaccurate especially on Connecticut Avenue
Some days I wait up to 10 minutes for a train or bus during rush hour. (From Van Ness/Metro Center) and along the L2 route. Busses often come in clusters during rush hour which is not helpful in reducing wait times. Passengers getting off at the Van Ness stop fill up a bus at Veazy Terrace. Maybe having a bus start mid way along the entire L2 route would speed things up.
Some items are not applicable because metro is your only option
some of the proposals sound good.
Some of these questions did not apply to me because I HAVE to take the metro regardless of many of those factors as it is the only way I travel to and from work. Could bus service be increased?? I take the 424 at the Tysons Metro and in the past few months have had to wait unusually long. Very excited about all metrorails being increased to eight cars--THANK YOU!
Some trains are smelly and very dirty!
Something that would get me to ride more is eliminating the transfer penalty. For many trips I take I transfer to metrorail saves me less than 15 minutes and doubles my fare
something should be done with buses that run late
Stabbed or avoid going into D.C. from the Ate via Metro bus real during the weekend for a number of years now because how much time it takes with the long bus routes delay weights metro repairs read to chimes in bus service of recent years has affected my desired I'm getting on the bus
start running the trains earlier and on the weekends too

Written Comments
Start service earlier on weekends 6am. Sat and sun
station light improvements highlight dirty conditions clean it up station managers need to improve training attitude metro police are invisible get them out there
Station managers need more communication training before I knock one of they a** out and I be in jail I make too much money to fight a station manager
stay open until later on the weekends and open earlier on the weekends as well
stop announcing the type of train; ensure the drivers regulate the heat/air in the cars; teach the drivers better breaking skills; provide additional security at the stops
Stop extending peak hours. I can literally get a seat at 7 pm. And I'm at Farragut North. 7 pm is not even peak.
stop fare jumpers this policy sets and awful example.
you need police patrolling metro stations.
Stop increasing fare on Metrorail and MetroBus just for new escalators and elevators.
Stop increasing fares I understand politics and funding unions but you need to find a better solution people can no longer afford to right metro every day there are more affordable ways of transportation at the moment
stop letting low income people jump over the gate or ride for free~ its not fair
Stop letting people piggy back free rides
Stop painting the walls white. New lighting is too bright and stations. Stop playing music too.
stop putting cops in metro stations.
stop the gate jumpers
Stop the insanity with the metro fares. Eliminate peak and non-peak hours. Charge one flat fare regardless if the ride is one stop or the end of the line. Extend the ride for free if transferring to bus or train. Offer the 1, 7 and monthly unlimited pass. Offer senior citizens discounts. Keep it simply!!
stop trying to raise costs on parking and transportation
Strongly against expanding peak fare periods
Strongly against having to pay peak fares up until 8:30 p.m. Our metro system is too expensive as it is.
Student discounts
Suggest expanding survey to capture why customers are unhappy with Metro.
Suggest lower fares to increase ridership. Build more parking garages.
Suggest more security patrols for safety
The metro is no clean spilled drinks snaks
Survey does not seem prepared for people with SmarTrip or Senior SmarTrip Cards
Switching all the metro to 8 cars especially during peak hours would mitigate some of the crowding issue. Would be very helpful
Switching red line service to have all trains go the Shady Grove has made a big improvement in the red line. Also, at this point I almost never use Metro on the weekend due to the infrequency of trains and expense, so cheaper fares would help. But more frequent service would as well. All in all, I think service has improved in the last year, but from a rather low base, so further improvements could really help.

Written Comments
take away bicycles during peak hours.
takes me too long to get to work. please have trains earlier
taking metro right now its my only terrible option at the moment . it constantly breaks down, its unsafe , fare are pricey. I will be buying a small car soon and stop taking metro. things that bother me about metro are , people eat and drink on the trains , play music or watch videos with no regard of the other passengers I can count on the fingers of one hand the number of times I have seen a transit cop on the train between Vienna and Farragut West in the past 5 years. Many trains are filthy If you are charging more why not use that money to maintain the looks of metro as well?? the last reason is because I live in fair oaks and metro does not pass by there
tax rich people, charge the tourists
thank you for doing this survey
thank you for asking ,hopefully this survey will help improve metro
Thank you for doing this And improve service I can tell a difference
thank you for improving
Thank you for the option of completing this survey. Riders would definitely increase if the yellow line did not require transfers at Mt. Vernon Square; the wait for the yellow line when you get off the green line are lengthy. They are so lengthy that sometimes, during peak hours, not all people waiting can get on the train, because they are full. That just adds even more wait time, if you have to wait for the next train. Also, how about offering discounted fares when transferring from a bus to the metro train? If seems that you only benefit if you are going from a train to a bus, but not the other way around. I sure hope these do not continue to increase. Not everyone works for the government; not everyone gets metro monetary assistance from their employer.
thank you for this survey
thank you for this survey, its a great opportunity to speak
Thank you keep up the good work
Thank you thank you
thanks for your service
thankyou for extending service to rockville and providing more trains It makes my life eaisier.
Thankyou for keeping metro running and trying to improve services
The Weekend service always stops me from taking metro on the weekends Saturdays and Sundays you guys need to open earlier and have the two dollar flat fare
The 7 day unlimited pass (bus and rail) is appealing if I can use my pretax smart trip benefits to buy it. if I cant the proposal doesn't apply to me
The 7-day rail pass would have to be a deal for me to buy it. It's priced more than my current usage. What about offering a discount for SmartCard purchases at certain thresholds, e.g. 10% if you spend more than \$120/month, 15% if you spend more than \$150/month. Or an all-inclusive monthly pass? In any event it would have to be discounted enough to make it attractive. Your current proposals don't meet that standard for my usage.

Written Comments
<p>The biggest change I would like to see is later train closing hours, especially during the week. I could handle waiting a minute or two longer for my train during peak hours if they came more frequently during off-peak hours. Less crowding (either from more frequent trains or more cars on the train) would improve the quality of my commute, especially in the morning when it tends to be crowded and people are more rushed, but it would not make me more likely to ride. I never use rail or bus passes, and would likely only purchase them for visitors who will be traveling around town a lot. I mostly only use rail for my daily commute, and I use bus or rail and bus when I am doing an extra activity on the evenings or weekends.</p>
<p>The biggest differential would be 8 rail cars on all metro trains & extended hours. The audio systems at many stations need upgrading as they are inaudible and no one can understand the message. The ETA of buses are almost always inaccurate. For example my bus G8 at Brookland station shows wrong ETAs. Most times in the afternoon, G8 Buses are not staggered. 2 or 3 buses show up at the same time or within minutes of each other and for the next 30 or 40 minutes no buses show up therefore don't stick to their timetable.</p>
<p>The BIGGEST factors that push me away from Metrorail - crowding (Red Line), cost of riding, and cost of parking; a secondary factor is fear of crime (electronics snatching or assault if late)</p>
<p>The biggest hit metro has taken is the inability to get a timely train during rush hour - especially when you have to miss a crowded train because there is no room, and it is a 6 car train that could so easily have been more efficient. More timely trains with more room = more rides. Also, for the weekend travel: weekend social riders, IMHO, are turned away because people tend to be in groups and group think makes it easy to go 'Oh, if 5 of us split an uber, it's the same cost' which, in my experience, is actually rarely true. Make the math easy and straightforward, and people will ride more on weekends.</p>
<p>The biggest impact to my happiness with metro would be expanding service out to Glenmont. I also wish there was more service later on weekends.</p>
<p>The biggest problem with Metro is that weekend work makes the system unusable because of delays.</p>
<p>The biggest problem with Metro right now is the huge headways on weekends that make riding Metro take astronomically longer than it should. When you are waiting 20 min for a train, the system ceases to serve it's function (especially if, God forbid, one has to transfer and might end up just missing a connection and having to wait another 20 min or more). Please provide more trains, especially when there is no impediment from track work (e.g. if track work is only occurring at the very wnds of the line, there should not be 30-min headways on the entire line).</p>
<p>\$2 flat rides would also be hugely helpful in making Metro more affordable and attractive on weekends. I commute for work on weekends and would love having my commute cut less into my pay.</p>
<p>I am not as much a fan of the extension of rush hour pricing, as Metro is quite expensive to ride and sometimes I like being able to save money by just staying at work a little later. But increased service is better in general.</p>
<p>Regarding passes, I don't think these deals sound as good as the SelectPass, which would especially be great if they included buses as well for the same cost.</p>
<p>Also PLEASE change the wiring on passes so that they can be transferred from one card to another, so that you are not cheating customers out of their money by promising unlimited service and then failing to provide it should their card break.</p>
<p>The biggest problems with the metro are that it's very expensive (these proposals would make it more so), it's inequitable (should just have a flat fare regardless of distance), it's overcrowded during peak times, there's insufficient service on the weekends, and it closes too early on weekends.</p>
<p>The biggest thing keeping me from riding is usually long wait times.</p>

Written Comments
The Bus and Rail Pass for \$58 should be for monthly only not 7 days.
the bus announcements are annoying at least put the volume down
The bus should never be 'no show'. This is the MOST annoying thing about buses. The BusETA should be more accurate in predicting bus arrivals and 'no shows'.
The change in policy of allowing bikes on metro during rush hour has significantly made my commute worse. I regularly take the elevator and, even though this new policy has just started and it is the middle of winter, I have been crammed in elevators and metro trains with bikes so many times to the point at which I am probably going to stop using metro. In making your decision to allow bikes on metro during rush hour, you seem to have only paid attention to the bike lobbists.
The changes in question 10 wouldn't make me ride more (I already ride a lot) but they'd certainly make my rides better.
The chief issue for me is the amount of track work that delays trains significantly. Although there is usually enough warning, the fact that is is happening every weekend (and the proposed summer work) leaves an impression of a delayed and unreliable system, even if non-track-work times are running perfectly. The fact that I can be assured that all my weekend travel needs an extra hour tacked in on each end makes me much less likely to use Metrorail, both on the weekends during trackwork, and also on weekdays when considering options.
the constant shutdowns make metro very unappealing.
The cost has increased dramatically over the years. You have the service has not increased dramatically.
The cost of metro is too high and too complicated. Tou need an accounting degree in map reading to figure it out. There should be a flat fare either all day or all distances such as there is in NYC. If you want people to take the train more and reduce traffic there should be no peak hour increase, that is the time that you want people to be taking metro! If it costs me 6 dollars each way to take the train but only 3 dollars in gas to drive, why would I spend that? In NYC you can get a monthly pass, which rewards regular riders, for a flat fare for around 200 dollars a month. The cost of using the monthly pass should be the same as or less than an average fare for two trips. For example if the fare is set at 3 dollars, so my total trip to and from each day is 6 dollars, the monthly pass should cost no more than 180 dollars. Regular metro riders would appreciate this option, so i would recommend a monthly pass not more than 225 dollars. Also, why make it so complicated?! The pass should run for 30 days from the time I buy it, I shouldn't have to wait to use it because I got paid on the 18th instead of the 15th and couldn't afford to buy a pass. DO NOT increase peak times, 9 am end peak time and 7 pm end peak time is surely sufficient. However, as I mentd I think charging more for peak time is a poor business model and for traffic congestion if you aim to increase ridership.
The crowing on the Green line due to no yellow line service to Greenbelt limits my satisfaction with metro. I am fine not getting a seat, but it gets so crowded that people push up against each other. For women, this is especially problematic because some people use it as an excuse to touch.
The current frequency of green-line trains during rush hour is ridiculous at 8 minutes. The midday and off-peak frequency is even more so. No one should have to wait more than 5 minutes for a train at peak times.
The day passes wouldn't apply to my situation because I have SmartBenefits. However, I think the new proposed ideas are good and would be beneficial, particularly for tourists or other short-term stays. I think the inclusion of unlimited MetroBus rides is also a good idea. The biggest change I would be looking forward to overall is 8-car trains at all times, and peak service extending until 8:30 pm. There is no reason why 8-car trains should not be running at all times, particularly during morning rush hour. I also shouldn't have to wait 10-20 min for a train if I leave work later than about 6 pm.
The DC population is really struggling out here I moved here from Mississippi. The average fair is to \$2.25 and it lasts 2 1/2 hours regardless of train or bus if I feel that the seafarers are too expensive

Written Comments
<p>The DMV metro system is the only system in the country that charges per distance travel instead of a flat fare. If people didn't have a choice, I'm sure many would not ride because it's too expensive, especially during peak hours. The constant moving of bus stop locations is also a hindrance for people with disabilities as well as small children. Any proposed bus stop moves should be made public and voted on before moving it's location.</p>
<p>The ever increasing rate especially out of the silver line means I will not ride anymore. Since the cost of the train trip + parking is more expensive then driving into the city and parking at a lot. Also, the varied pricing from each station makes it difficult to know the base price. Unlike the NYC system which is a base price so its known how much I will pay regardless of destination. At least increase the rate inside the city. why is it that the silver line is the most expensive then the outlying areas of the other colors.</p>
<p>The extended shutting down of sections of the track is the greatest problem overall. I am highly reliant on the metro in order to get to work. When sections of my line are shut down for over a month at a time it puts significant strain on me personally in addition to making arriving at my job reliably on time nearly impossible.</p>
<p>The extension of the yellow line to Greenbelt is crucial. Currently green line trains are overcrowded during peak hours. It also makes little sense for there to be more service during off-peak hours instead of peak hours, especially when you consider that the Green line serves some of the densest neighborhoods in the city. Metro absolutely needs to include bus service in rail passes in order to make the transit system more integrated. I hope that any proposal to include bus service in the cost of a SelectPass will also include regional bus service such as the DC Circulator or Fairfax Connector and not just metrobus.</p>
<p>The fair cost do not matter as much to me because work gives me a subsidy to cover my transit costs. The train times and how far the yellow line goes are extremely important to my travels. This is especially so when I have early morning travel plans and the metro isn't even open yet.</p>
<p>The fare is high and absurd. It may be the highest in the nation with the poorest service. I can pay \$2 in New York and ride all day. Here I pay \$6 and can only go one-way. The old trains are filthy, you can't understand the conductors and you charge top dollar for piss poor service. The trains don't go far enough of a distance to charge the rates you do. The Green line should be expanded into Charles County. The trains should run every 2 to 3 minutes. You close entirely too early making a nightlife in DC a nightmare unless you use Uber.</p>
<p>The fare used to make sense back in the good old days what happened? Get rid of the bad V14 drivers morning crew</p>
<p>The fares are very expensive right now for what they need to be. In addition it would be nicer to have trains running more frequently.</p>
<p>The federal government gives me free tickets to ride that's the reason I ride</p>
<p>The flat fee fares are too expensive. I take the redline 5 days a week at \$27.50 round trip per week. Why would I pay \$28.00 for 3 days unlimited? Makes no sense.</p>
<p>the flat fee will be very helpful try to find partners to make them pay and also make the tourist pay</p>
<p>The free rides to students is laudable but many of these students costing my money to give them free rides are out of control. They attack and badger passengers to a dangerous degree, have not respect for trains (breaking doors, playing with fire extinguishers). Any student caught doing these things should have their free pass revoked. Why do they suffer no repercussions for such dangerous actions at my (the rider's) expense?</p>
<p>The general reason I and many others have stopped using metro on weekends and outside of rush hour times is because the headways are too long. I think the idea of increasing peak service hours is great, even though it does cost more. Please consider decreasing headways on Saturday and Sunday during certain periods of time where you see a lot of ridership. Very much support using all 8-car trains during rush hour - this would reduce crowding and thus reduce delays due to held doors and some medical issues related to crowding. Please note that the main reason some people (myself included) may not answer positively on questions related to ride passes is that we have an employer metro benefit program that helps to pay. The ride passes are probably a great idea for tourists. Consider reducing slightly the price of one-day pass (\$12), but other prices seem reasonable.</p>

Written Comments
The greatest concern I have is price for service. If few (no) trains will run, the price must be commensurate with the service.
The idea of a 7 day passes for both busses and metrotrail sound good but those fares are too high
The idea for two dollar rail trips on weekends is brilliant. It and the proposed passes help to mitigate the cost of Metrorail. Also, the bus shelters that display arrival times are appreciated. Try to update more of them to do that. You could design a SmartTrip card for homeless people that would give them senior rates throughout the system. That would certainly increase ridership.
The idea of a 7 days passes for both busses and metrotrail sound good but those fares are too High
The increase in Fort Totten bound trains coming from Gallery place has SIGNIFICANTLY improved my commute. I commute to U street and increased amount of full yellow services, as well as later peak hours will improve my life drastically
The intercommunication inside every car is POOR POOR POOR. The Comm units need to be changed. 99% of the time it is very hard to understand what the operator is saying due to quality of audio system. This is a great concern because in case of an emergency how would passengers be able to hear, understand, and act on instructions?
The last questions are weird. Making me pay peak fares later into the night will make me less likely to ride, not more
The main concern with peek hours is that the price will just go up but the train frequency may not as there isn't enough demand to support it. It seems like a trick to me.
The main factor that has held me back from riding Metro more often is the near-constant maintenance work on weekends, particularly on the Blue/Yellow lines (I board at Pentagon City station). Station/line closures have been occurring once a month for the past three months on these lines, and track work has been occurring on these lines nearly every weekend. Many weekends I have restored to going places I can drive to, rather that endure Metro delays. Also running more Yellow trains (i.e. reduce wait time) would increase my ridership.
The main issue I currently with Metro is the continued poor service it offers on the weekends. I have virtually given up riding Metrorail on the weekend because there is so much single tracking or complete station shutdowns occurring. For example, this weekend I drove from Braddock Road station to Pentagon City rather than use Metrorail. If Metrorail were more predictable on the weekends and had a flat, \$2 fare, I would have probably gone to Pentagon City via the Metro.
The main reason I do not ride metrorail/metrobus is if it will be a long wait time (10+ minutes) for the train/bus to arrive.
The major problem with a 7-day pass is that I get SmartBenefits, which are denominated monthly - Metro does not offer a monthly bus pass. The only way to get a monthly bus pass is to couple it with a monthly metrorail pass, and I don't ride metrorail enough to justify that. Likewise, the weekly passes you're proposing aren't going to work with SmartBenefits being strictly monthly. But, if you make them monthly (at the same equivalent price point), then I'd be much more likely to consider them.
The majority of my metro use is to and from work and my work (Federal Government) pays the fare. That said, my complaints are all about the over crowded trains and long waits between trains. I'd love to have increased frequency and 8-car trains.
On the weekends, I use the metro for social purposes and it's all about convenience. I'd welcome the return to late night hours!
The Metro closes too early on week days/week ends. Those who work late shifts in DC (food service/entertainment/Audio and Video Technicians/etc) find it difficult to get home after work since the Metro closes at 11:30 on weekdays and 1am on the weekends. The cost to find a ride share service or taxi home is astronomical compared to a train fare and it alienates a large group of individuals that work and commute through DC.
Weekend parking should be free again as well.

Written Comments
<p>The Metro experience would be much improved by managing escalators and turn styles. For example, at Farragut North, there are insufficient escalators for the traffic, and they are always running up or down in equal proportion despite the rush traffic that is mainly going up in the morning or down in the evening. Station managers should change escalators and turn styles to accommodate the flow. This would cost WMATA nothing!</p>
<p>The metro passes and QS78 dollars are great for Taurus and visiting family but as a regular commuter I'm not interested that's like pass works well for me</p>
<p>the metro passes are too expensive</p>
<p>the metro rail fare and parking fee is too ridiculous high. I believe ppl will be happy if the can be like New York City subway</p>
<p>The metro rail fares are very expensive for five weekday travelers. Why have you not proposed flat rate for five day travelers? To motivate public to take the public transportation, you need to have low fares. It is cheaper to take a car then take a train many times. Please propose five day flat rate for M-Friday.</p>
<p>The Metro rail passes are a great idea for visitors and tourists but the system is too complicated for many to understand and there should be printed instructions in other languages if you want our international visitors to use the system.</p>
<p>The metro rail should be a flat rate all the time just like all other major cities...most ridership is during the week. I would also like to see more buses during the weekend. Twice an hour is not enough. Every 20 minutes is 3 buses an hour which would be ideal. 2 an hour makes it harder to plan trips and make transfers.</p>
<p>the metro staff needs to be more helpful</p>
<p>The metrorail passes are all more expensive than my just paying as I go. If I use the metro every day to go to work and come back, it's about \$4-5 a day and about \$20 for the week. I think more people would get passes if they actually helped you save money--most people just go to school/work and back home, but the prices of the passes don't reflect that. A weekly metrorail pass for \$10-15 would be fantastic, and many more people would buy them.</p>
<p>The most important thing that would get me to take the metro more often is to extend hours in the evenings (and earlier on weekends). But this survey never mentions this, which is the biggest incentive that would get me to take metro more: later evening hours! In addition, running trains more frequently is crucial, especially on weekends. I stopped riding metro on weekends because the trains are so infrequent. Those are the two things that would get me to ride metro much more (not the rest of the stuff on your survey). Also, I would be interested in monthly passes. There used to be a 30-day pass, which I would DEFINITELY be interested in.</p>
<p>The most important to me is having all red line trains go to Glenmont and not have some that stop at Silver Spring. I also have seen that the schedules I have looked up on the website and what Metro Hero shows are not accurate. The train I got on at Glenmont the last couple days left at a time in between the scheduled times I had looked up. Not sure if they were late or early. Not that big a deal during rush where trains are usually 5 minutes or so apart, but when I have to take them in the evening, I would like to see them run to a schedule so I can plan and not have to wait outdoors in the elements for extra time than needed.</p>
<p>The most likely change that would cause me to use metro more often on the weekends is increasing the frequency of trains. A flat \$2 fair is essentially useless, because if I have to wait 15 minutes for my first train, then another 15 minutes when I change trains, I'd much rather get a cab or uber/lyft and save time. Note: those wait times are only when everything is working smoothly. More often than not, you are single tracking on the weekends, which can double wait times (see the current 'Planned Metrorail Track Work' - there isn't a single weekend that doesn't have a planned single tracking). I have missed my sports game before because I ended up having to wait an hour for my trains. That is really why I stopped using metro on the weekends. Increasing frequency and reliability is a far bigger incentive to riding the train than decreasing price.</p>
<p>The multi-day passes would be more enticing if they did not have to be on consecutive days. They expire in a month or two maybe? Expanding Peak service only hurts those of us who already pay way too much.</p>
<p>The new cars are much more comfortable than the old cars. speeding up turnover of old cars would make the difference much better.</p>

Written Comments
the non-refurbished trains are DISGUSTING. it's embarrassing to see tourists on those trains. the carpets are completely neglected and seem like they havent been cleaned in 10 years. I would love to see more of the updated trains, it seems like there hasn't been any progress on remodeling
The number one thing is SAFETY FOR THE PUBLIC.
The old trains are too dirty and smelly. Please upgrade all the trains like the new ones. thats one reason I dont like taking metro.
The one important issue that needs to be addressed is the cleanliness of trains. get rid of the trains get rid of the trains with carpeting please they smell terrible.
The only way I would buy a pass is in August was in town when trains are not running the yellow line on the weekends and September 2019 that affects my decision to ride
the orange line does not service as much as the blue line so if I miss my train the wait is extremely long
The Orange Line experience has been consistently worse ever since the Silver Line started. At a minimum, alternative Orange Line trains need to be 8 cars.
The orange train has been reduced to 6 trains during rush hour. This is crazy, while the blue and silver line have the same route from l'fant to Largo.
The parking charge in Vienna is higher than other station. It should adjust to reflect sound rate compared with other station.
The parking is too expensive compared to the availability of parking spaces. There are too many secured spots that could be used for regular parking spaces. Also, if you enter a parking structure and fail to find parking you are still charged . This is not right!!!! Additionally, the trains are behind schedule too often. Lastly, the trains need to be cleaned better. For the cost of riding the customer service needs to be better.
The pass like 7 day pass does not apply to me. I take the train to school every week day and one weekend day. So you should have a option in the 7 day pass question which says not applicable. The increase of peak hours is really not good because I will be paying rush hour fee even if there is not rush in my train station. Even if train are coming more often that really does not help me. I rather not have to pay rush hour fee when there is no rush.
The passes are mainly for tourists. I would like to see more changes for everyday riders like myself.
The passes seem to complicated. I already have money on my smart trip.
The peak fares are too high already. My contracting company does not offer Smart Benefits.
The peak hours for metro trains now expand too long of a time period. Metro should reduce the morning peak hours to 7 am- 9 am, thus providing riders an incentive to ride the metro trains outside of the true peak hours of 7 am to 9 am. If more riders used metro before 7 am to obtain the non-peak hour fare, then the overcrowding on the trains after 7 am would be reduced. Increasing the evening peak hours to 8:30 pm will only increase the fares and push riders to other means of transportation. The overcrowding on the metro trains and the higher peak fares coupled with the long waits on the platform to board a train sent me to the metro bus, particularly for my evening rides. The flat \$2 metro train fee on the weekend would be an incentive to ride. The currently fee system is not cost effective with some fares exceeding \$5 each way, when I could drive my car.
The platforms and trains are unsafe. Metro needs better security on both at all times.

Written Comments
<p>The price of things is not so important to me as the reliability. However, I am able to pay for the tickets.. If you really wanted to do some good, try to figure out some kind of sliding scale of prices so that people that absolutely depend on the Metro and the buses not only to get to work but to go to the grocery store and doctors, and etc. . You already have a scale where the more you use it the cheaper it is, but it doesn't take into account the ability of the Customer to pay. Maybe you could look at heavy users patterns of use and ID those users that are using the buses and trains for other than regular work use, which means they may not have a car and give those users an opportunity to buy cheaper deals. Remember that the same people don't have big sums of cash at once to spend on tickets, so you may have to be flexible and let them load cards in some manner as they can afford it, but still get 'discounts'</p>
<p>The pricing on the weekly cards is inappropriate. It should be in line with the round trip costs of a commuter. The pricing is almost double my round trip costs. No thanks. Look at NYC's pricing models for weekly and monthly trip cards.</p>
<p>The problem with every budget cycle is that there is almost always a fare increase and less service. Sometimes the fare increase is hidden with extended peak time, which runs empty trains and it is annoying that it is called peak. The problem is the metro board is always boxed in into the same formula (even this survey) and never looks for creative ways to increase revenue outside of simply raising rate. Here are some ideas: 1) Use the video displays to place ads 2) create in tunnel ads (yes it requires some new technology, allow for food stands or other shops. With regard to fares, had you tried to reduce fares to increase ridership? So far never. While I see the attempted reduction this time, it only applies to bus service. With regard to passes, if it is more expensive the a typical commuter's ride from home to work and back, there is no real incentive. Had you consider bundling the parking into the pass? With regard to safety, for the past 2+ years I hear about safety and maintenance, and yet there are days that I get text messages every single hour with a problem and that is only on the red line. Also the new cars on the red line take an average of 3-5 seconds longer to open. that adds to delays over the entire run of the line of about 2-3 minutes. reducing the unneeded delays can allow to squeeze more trains in rush hour. Regular riders know the exact location of their intended exit, and thus create bottle necks on some cars. This points back to a very poor station design in the early going, had metro consider adding more escalators to exit points to alleviate the issue? Lastly for my comments, are the terrible elavators in Forest Glen Station. Many times the elevators are broken, sometime as many as 4 out of six, and how many times do riders, need to rattle the elevator doors before they yield and close.</p>
<p>The proposals all seem lovely. I just completed the survey, but felt the need to note that most of the questions in the survey do NOT pertain to my habits. As a result, I answered mostly 'negatively' ('No I wouldn't buy') because they simply don't apply to me. I buy SelectPass every month using commuter benefits, so the daily/weekly/etc. passes simply don't apply to me.</p>
<p>Please keep this in consideration when viewing all of the results.</p>
<p>The proposals generally seem like good ideas they just dont apply much to me personally living in dupont commuting to union station.</p>
<p>The proposed cost for the weekly rail pass is far too expensive. In other cities, weekly pass is meant to not just be a convenience but a cost savings for the riders. If it isn't a cost savings, no one will purchase. Additionally, the proposed peak hourare great in terms of service but considering the socio-economic status of many Metro riders, there should not be an increase in fare.</p>
<p>the questions are too superficial, do not apply to regular riders, first question does not give the option for a true answer (if someone uses metro bus occasionally on various days what box should be checked)</p>
<p>The questions you are asking show that you are completely out of touch with your customer base. Passes and extended schedules are not the problems. The trains are filthy and in poor condition. The stations are dark, and everything breaks down all the time. The problem isn't that trains are behind schedule, it's that they're DANGEROUS TO RIDE. Constant emergency repair work due to a lack of long-term maintenance, broken escalators and elevators, and filthy stations are your real problems, not the junk in this survey.</p>

Written Comments
<p>The rail and bus pass products do not necessarily benefit the general D.C. 9am-5pm commuter, but rather the workers who may have an atypical schedule and D.C. tourists. I spend \$36.50 on MetroRail per week on average, so the proposed passes for 7-day short trip rail and bus pass for \$38 may benefit me only if I increase my frequency coming into D.C., which is unlikely to happen. I believe Metro should focus on maximizing benefits for those who use Metro services for work, the stakeholders who are in most demand. Work commuters utilize metro at a minimum of 5 days a week, pay the most for fares, and face the most challenges with the lack of consistency with Metrorail. We need consistency and after all the servicing the past two years, we need to see improvements. If we can't, we will start using other services. Separately, there is no need to constantly announce that the new trains are 7000 series trains. They clearly look new, there's no need to waste the conductor's time announcing the obvious. Conductors should focus on announcing relevant and important messages such as what station we're at, what station is coming up, and alert riders immediately when there are unexpected stops/concerns/issues that come up. Also, when problems arise, they should be updated on the website or social media immediately. For example, the issues with Red Line switch problems on Tuesday 1/22/2019- it took over 35 minutes for an update to be published on WMATA website. There were no official announcements at any Red Line stations. This is a clear lack of communication that can be easily resolved.</p>
<p>The rail passes appear to be more expensive than what most people would pay in a day or week. My day is \$10.20 and my week is \$51. Just did some quick Trip Planners on your website and the most was \$12/day. No incentive to spend the extra money.</p>
<p>the reasons I dont like metro are trains too dirty crowded and it smelly. Also unfriendly conductors. Thanks</p>
<p>The red line should run all the way to Shady Grove at all times. 'Express lines' should be implemented as NYC MTA's Subway does, by skipping minor stations in between major ones. I believe a flat fare system at all times (like NYC) would greatly increase ridership. \$12 daily round trip from Shady Grove to downtown is very expensive for those who pay out of pocket.</p>
<p>The rush-hour fare should remain a flat 2 dollar rate no matter the distance</p>
<p>The service is outstanding.</p>
<p>The seven day \$58 is too expensive is cheaper to pay the fare the yellow to Greenbelt would be a huge great impact on the line</p>
<p>The specific routes I ride are in the central core areas of the city and do not require bus transfers or bus-to-rail transfer. Since I live in the transit-rich Dupont Circle neighborhood I have options others may not. The proposals mentioned before would not make a significant impact on my ridership; what would make me change my ridership habits would be reliability of service and restoring late-night service hours. Thank you.</p>
<p>The stations is eww</p>
<p>the stations need more police</p>
<p>the stores need better costumer service</p>
<p>The survey seems to be focused on the purpose of obtaining views on various transit passes rather than on the overall Metro budget. Concerning rail service adjustments: Metrorail costs are primarily driven by railcar miles (unlike Metrobus). Extensive capital costs were incurred by placing rail turn back switches at Mount Vernon Sq. Extending service to Greenbelt should be implemented only if ridership and revenue supports the added costs. Same issue with extending all trains to Greenbelt. Note that all of the other lines in the Metrorail system have reduced service at their respective terminals. While using a constant car consist does provide some operating conveniences, with car miles as the driving cost factor, perhaps it would be more subsidy effective to operate 8 car trains where and when ridership factors require. I don't see how ridership would be enhanced by being able to market to the public that Metro is running all 8 car trains. Regarding the proposed weekend flat fair, WMATA has long discusd the fare issue of equity versus simplicity. This proposal indicates that for this market, simplicity is more important than equity.</p>
<p>The top thing that would lead me to ride the metro and bus more often is restoring the 15K service to Rosslyn. The 15K bus to Rosslyn used to be my daily commute, and now I use the metro system about a quarter as often as I used to.</p>

Written Comments
the train are too cold or too hot please have a regular temperature on trains
The train operators have been better about this but announcing reasons for delays is much appreciated
The trains are delayed coming into the largo town center station in the afternoon evening.
the trains are too crowded especially with all these kids
the trains need to be cleaned
The trains should run the full length of the line. Transfers will often add over 20 mins to a commute which is frustrating and discouraging. What is the point of public transit if it is not reliable?
The two dollar flight fare on the weekend proposal is great both for drivers tourist visitors to explore DC
The unlimited passes are only a good idea if they are discounted and daily commuter focused. I spend \$200 a month on rail and parking but see no discounts or perks. It would be nice to get frequent rider perks.
The way you all view these unlimited ride options is laughable. If you have to travel a good distance then they can be beneficial, but if your commute is only 5 or so stops, then it would hurt you to get this pass.
<p>You are also forgetting that many government workers can telework once a week and can have a schedule that allows them to have off one day a week every other week. With this in mind, your unlimited options would also hurt them. You are never really saving money with your options unless you are always taking the metro AND are traveling a good distance. Here is what needs to happen:</p> <ol style="list-style-type: none"> 1. have 8 cars on all trains. This is a joke that this isn't a thing. 2. DO NOT increase peak times, therefore increasing fairs. You already have people hating you enough. 3. Come up with a smart unlimited ride program. 4. Have more comfortable stations, especially ones that are outside.
The weekend flat fare proposal should be for flat \$1 rides. Two dollars is not competitive enough with ride share services that can offer \$2 rides with promos and/or fare-splitting. \$1 flat fares would have the desired impact. Senior citizens and disabled patrons could receive 50 cent fares in this scenario.
The weekend flat fee is strongly encouraged. Weekend service is slow and deeply unreliable and inconvenient. It has been criminal how metro has charged people high fares for trips that 1.5-3x the length of time they take on weekdays.
The WMATA is a disgusting monopoly that punishes the working class American's to make a gross profit and should be handed down to the government or placed with strict limits on price gouging. Every other foreign nation (and other american metro stations) charge users a normal non-abusive price while, on average, the WMATA charges over 300% on the average fare. The metro is electric and, added the sheer quantity of people using it, should not cost nearly as much as one trip costs (up to 6 dollars one way... are you serious). WMATA you are an embarrassment a product of capitalistic abuse and toxicity.
The workplace is not as standard in time as it once was. Many employees have a later start time to their day now and I am one of them. I would appreciate extending rush hours later.
The Yellow line extension is crucial for those of us on the Green line. My wife and I quite riding Metro on weeknights and on weekends because the trains do not run frequently enough. However, if Yellow line and Green line trains alternate, we will certainly take Metro on weeknights rather than cabs. Moreover, if weekend fares are a flat \$2 and Yellow line service is restored, I am confident we will stop driving into the city altogether and instead give Metro all our business (including parking!).

Written Comments
<p>The yellow line really needs to resume service to Greenbelt during peak hours - the cars are far too crowded. I don't ride the buses, but a metro unlimited pass that made it worthwhile to buy would be great. I spend \$8.50 per day when I travel in and out of DC from Greenbelt to Columbia Heights, an unlimited day pass that doesn't make that more cost effective for me is pointless.</p> <p>I do like the \$2 fares for the weekends though.</p>
<p>The Yellow Line should at least extend to Ft. Totten at a ALL TIMES to lessen over crowding at stations like Gallery Place/Chinatown. Also Metro should consider creating additional convenient transfer points.</p>
<p>The Yellow Line stopping at Mt. Vernon is the number one reason I ride metrorail less than I otherwise would, my next reasons (in order) are: Lack of late-night service Too few trains (difficult to transfer lines) Cost</p>
<p>The yellow line to springfield really relieved crowded trains and travel time. Now you cut yellow line to springfield and you expanded the time between trains on blue line...trains are packed and it has the longest wait time on the system. Need some relief for blue line on the Virginia side</p>
<p>The yellow line train that ran to and from Greenbelt Metro provided a huge relief to my commute. It also helped with the heavy crowds and less wait time for trains. Please bring the service back.</p>
<p>There are a couple of points I would like to point out: Today's after peak service schedule for trains after 7:30 pm is not consistent. It sees trains go from 8 minutes to 12 to 15 to 20. It would be more prudent for trains to go from peak to 12 and then to 24 somewhere around 9:30 to accommodate the weeknight work periods. The flat fare is questionable given Metro's lack of revenue. A flat fare won't help ridership in the slightest; most people happily pay the off-peak fare: given there are adequate headways. Currently, it is large headways that have driven off Metro's weekend ridership. I urge Metro to rethink this point.</p>
<p>There are many issues when it comes to Metro. What I have witnessed is that many people wants a strict rime schedule for trains. If we knew when the trains would be there, we can plan accordingly. ie, train comes at 8:05 daily like buses. Put times for Metrorail in stations. Allow passengers to enter and exit. Trains are so overcrowded only exiting people have a chance to leave the train. You can run as many trains as you want but if you do not have a schedule, people will not ride. I take multiple lines for my job since I travel. Fix all the lines but run Yellow to GB and Red to GL</p>
<p>There are multiple passes suggested for multiple groups on Bus and Rail, but there are no passes offered for seniors or people with disabilities using MetroAccess, a parallel equivalent system for the elderly and people with disabilities. To be fair and equitable a MetroAccess fare should be developed.</p> <p>Should a flat \$2.00 fare be implemented on weekends a simple \$4 flat fare for MetroAccess should be included. If rush hour service i expanded and the fares increase to rush hour levels, MetroAccess fares should be kept at twice off peak fares not increased, since MetroAccess service will ot be increasduring these periods.</p>
<p>There are never enough 8 car trains running in the direction of Vienna during peak hours. This is especially apparent when caught in the system due to single tracking issues. There's no way most people can Board once a train gets beyond Farragut west. This is ridiculous.</p>
<p>There are not enough cars running during peak hours on the red line to keep passengers from standing.</p>
<p>There are some good ideas in this budget proposal, such has only running 8-car trains (please do!). One thing I would like to see WMATA put more focus on is monthly plan for commuters. It seems like you spend a lot of time thinking about short-term passes for leisure and business visitors, and that's great. But in the meantime, you don't offer anything new for SelectPass, which is a great program but very complicated to navigate. There are sooo many price points, and yet I'm unable to find one that's perfectly tailored for my commute. It also doesn't make sense when there are fewer business days in the month. Could you think about a better offer that really works for daily commuters? Thank you!</p>

Written Comments
<p>There are some simple, low cost fixes that Metro should implement. 1) wash the white station signs. They are so dirty that the lack of contrast makes it difficult to read them in the poor light of the station. Especially bad for an aging ridership. 2) More station signs along the platform. When trains are crowded, one cannot see across the aisle and if one is positioned where the sign is too far in front or back of them, one doesn't know what station they are arriving at. Never assume we can understand the loudspeaker. For a more expensive fix—THE MOST IMPORTANT SERVICE IMPROVEMENT is to restore true rush hour service— 1.5 - 3.0 minute headways. Anything less and you cannot compete with Uber. Metro has done a good job in restoring reliability, but now need to invest in some advertising to bring young people back to Metro during the evening hours. Trains are getting eerily empty, even on Friday and Saturday nights when they used to be full. If you cut service you will never win and those of us who depend on Metro will lose big time.</p>
<p>There are too many trains going to Largo. This makes New Carrollton trains over crowded while Largo trains are half empty. Have Silver trains go to NC too</p>
<p>There are two key changes Metro should take to increase ridership.</p>
<p>First, Metro should advertise its monthly select pass. It took me a long time to find, and it is so rare that my company won't let me use tax-deferred dollars to purchase the pass. When my wife worked for the government, she couldn't buy the pass with her subsidy, despite the fact that it would have saved the government money. That is downright silly. Automatic renewal means I always choose the metro when I can. It's a no brainer. Anyone who lives within 6 blocks of a metro stop should have a pass.</p>
<p>Second, Metro should evenly space its trains at regular intervals. (In my experience, this is far better than adding 8 car trains.) We typically take the metro to church on Sundays, but it can be so frustrating to see one train coming in 11 minutes and another one coming in 14 minutes. On weekends, the Blue, Orange, and Silver cars should be spaced through Eastern Market at regular four or five minute intervals. We have chosen to Uber over metro because the intervals between trains would have made us late. I also have noticed this a lot on the green and yellow lines. Knowing that trains come every three, four, or five minutes is huge for reliability and dependability. Moreover, I would love to see Metro advertise this. (E.g., We arrive quicker than Uber: Trains every three minutes.)</p>
<p>All in all, I'm a big Metro fan. Good work. And good job on allowing bikes onto trains!</p>
<p>there is a great need to add all 8 cars trains to the morning and afternoon peak service hours.. 6 cars is ridiculous</p>
<p>there is improvement keep it up thank you</p>
<p>there is no bus service on the weekend on the p18 or p19 route</p>
<p>There is not enough adequate wheelchair parking slots available at the New Carrollton Metro Station. Recently, a new parking lot has been built and it also does not have enough wheelchair parking available. In addition, the proposed new wheelchair slots go all the way to the far fence vice the back-to-back style that is currently in use. Metro should check with DMV to acquire the number of handicapped people in the given areas and increase the number of slots available to those that are handicapped.</p>
<p>There is one main reason why I and many people I know don't use metro it safety in the fear of aggressive teenagers these kids get on in groups in the afternoon do use vile and threatening language push and shove they fight between the cars they talk about killing people having guns they are terrifying the commuters there is no security and this is why people don't take the metro I texted the police several times but they never came</p>
<p>There needs to be a discount on parking at metro station. It used to be \$4.25 and now is \$5.20. Same service, same metro, same everything. My paycheck hasn't increased, neither should metro. A lot of people with low income or people living paycheck to paycheck feels the increase. Metro already increased not that long ago. There's no need for another increase.</p>
<p>there needs to be rail rings around the city</p>
<p>There should be an option for cheaper monthly passes and cheaper parking and free parking</p>

Written Comments
There should be discounted senior parking prices.
There should be flat rate fares for all rides with increases during peak ONLY.
There shouldn't be any fare increases until Metro restores its hours to what they were before the 2018 Metrorail improvement projects. It doesn't make sense to have increases to fares when the service is less than what it was before. these are good changes
These proposal do not seem to address the issue of being able to attend a late evening show or event without worrying whether patrons can catch a train to get home. If I take the train into the District and miss the last train, the taxi fare home is prohibitive. If I think that will be the case, I drive in, even when I don't want to. Extending rush hour fares to 8:30 p.m. means the train is no longer cost competitive with parking rates when I am going into the District for a show that starts at 7:30 or 8:00. Also, re Metrobus for frequent Metrorail riders: the whole bus system is unclear and not easy to use for infrequent riders. I would use a rail/bus combo as I did in all the major cities where I have worked: Chicago, NYC, London, if the system were organized and marketed to be user-friendly to infrequent users such as regional residents and tourists.
These proposals are a good start-- I particularly think an unlimited metro pass is a useful for commuters who travel longer distances. I'm less concerned with crowding as I am with the metro being time and cost prohibitive.
These proposals are only re-arranging the chairs on the Titanic. Some have merit, but the costs to implement, and the declining ridership demand much more drastic measures that what are proposed.
These proposals do not address safety issues, particularly at the Ga Ave - Forest Glen intersection. The neighborhood associations have dedicated significant time and energy to developing safe solutions for pedestrians utilizing these cross walks. Please encourage decision makers to spend time observing this intersection at various times of day, including 9-5 rush hours and hospital shift changes (7a, 3p, 11p etc). Pedestrian safety should always come first, which is why the underground walkway is so important. Thank you for your consideration of this critical initiative. T. Meehan Resident - Forest Estates
These proposals largely do not get at the reasons I don't ride metro more. The biggest reasons are: long headways late in the evening and on and weekends; and no late night service (i.e., after midnight weekdays). I'd strongly consider a monthly metro pass at the right price, and it might have a marginal impact on my decision to ride.
These proposals seemed fine has metro consider reducing the fee for parking ? most customers might be attracted to the new proposals but what about parking ..what do you do with them money you collect from parking? There is not attendant on duty at the parking lots
These seen very seasonable
they are all good proposals, the system is improving keep up the good work
They should open a metro at 4 AM because I need to get to work at 5 AM do you guys open it wait too late
They sound good overall they just do not affect my Weekday commute
They're good!!!

Written Comments
<p>This biggest issue with metro is the amount of service. Trains should run the full length of the line as much as possible especially during rush hour. I do not even take the silver line to meet friends or consider jobs in Tysons or Reston because the service is so unreliable or takes forever.</p> <p>Additionally, metro needs to seriously consider running trains well past midnight if not 24 hours. This cannot be a city with proper public transit unless it is always available. It allows businesses to stay open later and allows workers an affordable and reliable way home. Even if businesses close early, workers often have to stay later, past metro hours, to close up shop. Reliable and 'always on' metro is an investment in our city as a whole.</p>
<p>This is a good start but consistency is needed. Behavior of Metro employees, especially station managers, could be improved considerably</p>
<p>this is a good start.</p>
<p>this proposals are great just dont increase prices</p>
<p>Thoughtful budget I like weekend flat rate option in the yellow line expansion keep up the great work</p>
<p>three day weekend pass</p>
<p>Thye are good proposals but most important is for metro to run on time and avoid any delays. we want metro to be a reliable mode of transportation.</p>
<p>Times at the upper levels of the station are inconsistent with times at the lower platforms</p>
<p>To be clear, my non-interest in the passes is just because my employer (federal government) pays for my Metrocard, and that does not involve passes.</p> <p>Historically, my main issue with Metro has been reliability: specifically, trains running 5+ or 10+ minutes behind schedule during rush hour, regularly. It is during these times that I stopped using Metro and started regularly using Uber to commute both to and from work. Rush hour reliability, and running enough trains during rush hour so that there is never more than a 5 minute wait, will continue to be my main determinator for whether to use Metro (regardless of whether my employer continues to provide SmartBenefits).</p> <p>My #1 hope is that Metro extends Yellow line service to Greenbelt. This will greatly help many rush hour commuters.</p>
<p>To expand peak time services means more money that most of us don't have as is!!!! So No!!!!!!!!!!!!!!!!!!!!</p>
<p>To me, the most important proposals are extending all Yellow Line trains to Greenbelt and running Red Line trains to Glenmont during weekday peak hours.</p>
<p>Today metro has become expensive and passengers are getting cheaper and better options from Uber & Lyft. It is important that Metro should be competitive in pricing, provide better service and increase revenue through other options like advertisement on rail/bus bodies, , station branding (major institution's can get naming rights like sports stadiums), retail outlet placements etc.</p>
<p>too expensive for my income</p>
<p>Too few trains on the weekend, and they run too late. Once spent an hour waiting for a train - and still had to pay to ride it. Weekend service does not facilitate travel into DC for recreation - since SafeTrack, I've been either driving to DC on weekends, or finding something else to do.</p>
<p>Too much harassment by beggars and creeps on metro rail and bus</p>
<p>tourist should get charged more there should be a local pass and a tourist</p>
<p>Track work is the #1 reason I drive / cab to metro accessible locations on the weekend what should be 20 min is doubled or tripled . Not worth the wasted time.</p>
<p>train announcement should be more clear!</p>

Written Comments
Train cars too noisy.
train fares are too high service is improving but trains are still running late union station escalator is out of service all the time
Train frequency determines ridership. Trains run under capacity on weekends because travelers who choose Metro might be waiting over 20 minutes on a train. How many cars that train has when it arrives is comparatively meaningless.
Expanded peak service is likely to lead to more crowded rush hour conditions, not less. Peak fares are meant to induce lower demand during rush hour by encouraging some riders to adjust their travel times. People who might have waited until 6:30 to ride home will certainly not wait until 8:00. Without the fare discount at 6:30, they are likely to add to 5:00 congestion.
Train/bus schedules, in particular during evenings and weekends, are the biggest deterrent I have to using metro/metrobus more. I use the services for work commutes because they are more often, more reliable, and more efficient than other modes of transportation during rush times; however, during evenings and weekends trains are much farther apart and experience more delays, making it more cost and time efficient to take other modes of transportation for personal trips.
Even during the weekday commutes, bus schedules/real time information is a limitation - busETA information is inconsistent/incorrect often enough that this can be frustrating and cause me to take more reliable modes of transportation.
A few comments on limitations of this survey - many DC area workers receive SmartTrip benefits from their employers, and that may skew their responses on willingness to pay for various passes, as they currently do not pay out of their own pocket. Additionally, the question introducing metrorail passes provided monthly passes as an example, but none of the follow up questions addressed views on monthly passes. As a local resident and worker, monthly passes would make the most sense to me; I would not be interested in anything less, so it would have been nice to be able to provide feedback on monthly metrorail passes.
Trains are always dirty , The have the A/C on in the winter and they are always delayed
Trains are dirty most often in the day people begging on train makes me feel unsafe
trains are often to crowded during rush hours There are not enough handicap parking spaces on first and second levels close enough to elevators and exit stair cases, elevators do not work often enough for handicap individual to be parked on the third and fourth floors
Trains are so cold. also expand weekend hours . increase security . Keep stations clean at gallery you cannot even see the signs
trains are too cold.
trains do not run frequently enough
Trains have been running much better since introducing the 7000-series. You are off loads, more reliable and on time!
trains need to be clean! and have more transit police so people won't just over the gate.
Trains need to go all the way on the lines turning back early leads depreciation and delays as we wait for a train to cross over at Mount Vernon SQ pocket track
Trains need to run on time give refunds if delays over 10 minutes. same with buses be on time or give refunds.
trains should run until later

Written Comments
try to increase service and trains
turn off the cold in the trains its winter
two to one ratio (yellow to green line is unfair
U need change current sings that say peak ends at 9 30 am
Unfortunately, the system is not currently designed with incentive enough to encourage reducing the carbon footprint. It's currently cheaper for most to drive. 1. consider a flat fare -system designed much like nyc 2. Consider those who only travel 5 da a week to and from work - unlimited passes will not benefit 3. Consider metro lines in Bowie and Frederick
University Student here so increases in metro fares do not directly affect me
I would appreciate more trains on weekends and late evenings!
Unlimited monthly rides are of interest. I strongly support the direction Metro has been taking under Paul Wiedefeld. Wish peak-hour trains were less crowded. Wish we could pay/swipe by iPhone. I would pay more for capital improvements. Flat fares for weekend service are a good idea. I like the improved lighting. I would definitely pay more for a stronger WiFi signal - especially on the Red Line including in the tunnels!
unlimited pass like NYC would be good
unlimited passes seem like good idea but not relevant to me who receives transit benefit for community.
unlimited rail and bus pass monthly
Unlss yellow line service is extended during rush hours I dont care about extending peak hours.
Use metro real real mainly for when you don't leave D.C.
Ustedes no quieraa eztender las horas para oforcer un mejor servicio sino para ganar mas dinero.
V14 drivers in the morning suck.
Very annoying when you shut down the stations for construction and the rates are still the same.
Very excited about it and I am so glad that you ask for public opinion so openly!
Very happy to see that the yellow line service is returning to to the full line during peak!
Very strongly support extending all Yellow Line trains to Greenbelt instead of Fort Totten or Mt. Vernon Square. This has a HUGE impact on my commute, and has caused me to take the bus in the morning instead of the train. Additionally, my job will be relocating to Crystal City and having yellow line train to Greenbelt would make me extremely more likely to ride the metro to and from work every day.
Wait times on the weekends are unreasonable. I avoid using the metro on weekends because of this. I would not use metro more frequently on the weekends unless wait times are decreased
Want a card trains want flat two or on weekends no do you not extend rush-hour better trained a bus drivers
We are a world class city with a 3rd world operating hours. Return to late hours. Instead of shutting the entire system down expand single tracking. I'd be happy to have a delayed ride if it means I don't have to walk or Uber instead of hopping on o to get home. On purpose I moved next to the waterfront station to be close to transit. If I go to a late event (11pm) I have to bear the extra cost of an Uber. Your strategy to get me back can't tell me to take Uber. Go with more single trackingt all hours vs completely shutting down a station.

Written Comments
We are already complaining about the high fare prices, what would it do for your business to increase the peak rush-hour times to then impose us to pay more money to take trains when there are legitimate times when it isn't crowded? That's not feasible and I think that administration knows that increasing peak hours is not the best way to increase efficiency. It's a way to increase the money that comes in to possibly fix the trains, but we've been on for about 5-6 years with no significant changes. Do not increase rush-hour times. And what about metro service times? Are those still going to be impacted by these long-term construction projects? It seems like we'll never get the late service trains that probably helped with funds for renovations.
We have many out of town guests and the 3 day unlimited would be ideal for them. I hope you implement that not clear on this info what on peak means.
We need bilingual guida in the metro
We need discounted monthly parking passes
We need increased service and frequency of trains. Some on the DC Council have suggested that won't help and I believe those people are pretty stupid. Survey after survey, shows that people want increased frequency and later service and that would bring people back to the Metrorail. I would also like to see late night service reinstated.
we need more frequent trains and buses especially on weekends. waiting 15 mins for a bus only to have 2 or 3 come at once is infuriating
We need more of the newer trains. The old trains are filthy, dark, and sad. I think the fare is a good price for the newer trains, but when an old train arrives at the platform, it does not seem like we are getting the value of our fare.
We need more officers on the buses and the metro for safety.
We need more police on the train for protection the metro fear is too much bus fare should be lesser too the heavy weed to be cleaned and smell clean with clean smell.
We need more trains! Waiting 20+ minutes in a major city is a disgrace. You drive customers away and pretend like you don't know why. It is because you don't know how to run a system
We desperately need late night service. The city does not shut down at 11:30. You are destroying local businesses. You leave people stranded when they get out of work with no way of getting home. Not my fault I work late shifts, but it is your fault I cant get home.
we need to catch flight earlier trains are needed to airport
Weekend flat fare would help compete with Uber/Lyft.
Weekends and afternoons should not have 12 minute waits too long.
weekly and monthly pass for parking
Weekly pass for rail and train together.
Weekly pass is a good idea, however, most of my trips are shorter than the benefit a pass would give at the price point quoted. often the last 2 cars of 8 car trains are under utilized as it is not the norm to have 8 cars. Having 8 cars as the norm would reduce crowding on platforms as well as in trains.
what about a 5 day pass???
What about adding unlimited bus service to monthly SelectPass smart trip users? Buying a 7 days pass for train and bus is not economical for daily commuting during rush even if the bus portion is free.
what about parking costs ?? they would still be expensive even the fees are lowered
what am i supposed to do when you shut down the yellow and blue lines for 9 months are you providing free shuttles buses.

Written Comments
<p>What I am looking for is a more straightforward pass product aimed at me, the daily commuter. I take both metrobus and metrorail. I don't want to have to estimate commuting costs for my smart benefits, I want to be able to just have an unlimited pass for the month at one rate (preferably below the rate of paying daily trips). Right now unlimited passes are only of benefit if you're going to be using the metro all day, which I find almost never happens, even when I am downtown. What none of these proposals really fix is the chronically slow metrobus and regional bus partners. To go 6 miles by bus takes longer than my metro ride, my bus frequently LEAVES the station just as I arrive. Better scheduling such that buses respond to train arrivals and delay slight rather than make passengers wait 15-20 minutes for the next one would be a godsend given that my train arrives within a 5 minute window, sometimes early and sometimes late, particularly if it waits for a few minutes for the blue line to get in front of it at Pentagon.</p>
<p>What I REALLY want to see is to get revenue from people's driving habits; that is, I want to see a gas tax and that revenue goes towards funding metro; steep parking fees throughout DC and even in the suburbs if that location is easily accessible by transit and I am thinking very particularly of Tyson's Corner mall; and congestion pricing on roads. All this revenue should go towards expanding service and reducing fare all around. Also I want the orange line to expand to Fair Oaks Mall and downtown Manassas. I'd also like to see a route that runs along the 495 corridor so that one can go directly from Northern Virginia to Montgomery County, and from Reston to Alexandria.</p>
<p>What if any are your future expansion plans? USB charging stations on trains and/or buses? Expanded underground cellphone accessibility? Expanding Green or orange Line out to BWI for true Transportation coverage of all airports for travel to DC? Expanding Weekend Metro Train hours for night life crowd?</p>
<p>What would be most helpful is introducing more bus stops. There are no convenient stops for me near my home in Columbia Heights that doe not require walking half a mile to get to a bus stop.</p>
<p>What would make me ride raid and/or bus more is if I could be absolutely certain when the trains will depart the station. For example, I live near Huntington - Yellow line. If I could log on to an app on my mobile device and see when the next train will depart my station for the next hour so I can plan my departure so that I get there and wait no more than 5-10 minutes. But when I get to the platform and it reads: next train arriving in 22 minutes, that's when I say: I should have driven. Uggg. Hate Metro. The same w the busees. If I can know when the bus will arrive/depart from a certain stop I can plan my travels. When I have to wait on the street more than 10 minutes that's when I say: I'm not doing this anymore. From now on I'm driving. It's too inconvenient when I can not plan my trip. Please get our IT folks to develop a reliable app for mobile that does not steal or compromise my privacy.</p>
<p>Whatever Metro come up with you never please the public</p>
<p>when asking question please have question to answer education level?</p>
<p>when I asked a worker why escalators were out every day during rush house he said thats when they schedule the maintenance</p>
<p>when is the purple line in discussion going to be in service.</p>
<p>When thinking of unlimited fare, also take into consideration the availability of metro cars, times, and routes to certain places. If we cannot rely on timely and safe rides in clean cars, there's no way we will pay \$60 for unlimited rides. Also when thinking about the demographic riding the bus, think about pricing for unlimited rides. The rides need to be affordable. Consider also bus times and accuracies.</p>
<p>When trains are delayed in the tunnel or in the platform it would be nice and helpful if the train operator would inform the passenger why did the delay is occurring</p>
<p>When youre good youre good but when you suck youre horrible.</p>
<p>DC will never be world class without a subway operating late hours.</p>
<p>Where are the safety compoenents</p>
<p>where are transit police around metro? sometimes I dont feel safe taking the metro.</p>

Written Comments
<p>While cheaper fares on weekends would be nice, I would rather pay more and get better security. Gallery Place badly needs security guards who do more than chat with each other. Please please DO arrest fare jumpers and other violators, like those who pee in elevators and the elevator area.</p>
<p>While I support the GM's proposals to expand rush hour service in the mornings and evenings, the GM's proposed budget fails to recognize that frequent shutdowns for maintenance are going to continue to drive away riders. For example, telling commuters Alexandria and southern Fairfax that they should telework or take lengthy detours for three months of a complete shutdown and another month in September 2019 of continuous single tracking on the Blue Line communicates to riders that Metro doesn't care out their business. It is completely unreasonable to expect that commuters telework for four months. Furthermore, the GM's credibility with riders is not good because he told us that Safetrack was completed and then we find out that even more disruptive maintenance will take place in the summer of 2019. The bottom line is that the GM needs to level with riders how much additional maintenance is needed and strike a more reasonable balance between maintenance and operating normal service. For example, one specific thing the GM could do is get the work at Van Dorn station done between June and August 2019 and thereby eliminate the need to single track on the Blue Line for September 2019.</p>
<p>why are so many escalators being worked on especially during rush hour?</p>
<p>Why are the stations so slippery when it snows?</p>
<p>Why are the trains so cold?</p>
<p>Why can't Metro offer a flat fare for weekdays? Regardless of distance peak non-peak</p>
<p>Why can't the Metro system be structured like NYC or Chicago where not only the bus and rail lines fares are integrated, but it's just a flat fare to enter the system and exit the system ANYWHERE. There are neighborhoods and areas I do not patronize because I can't get there by rail. Additionally, if it's a trip that is a distance not supported by my unlimited base fare - that is also cost-prohibitive to bother making the trip. This limits mobility and being a consumer to retail and restaurants to the District, not just my immediate neighborhood. These limitations lower the quality of life and sense of freedom of movement that contributes to a quality of life. I understand the impact and prioritization of commuters, but c'mon. I know DC is smaller than Chicago or NYC, but it's just not rocket science - yes, it's math, but it's not rocket science. Also, how about sprucing up the stations? They're so dark and beige and blagh. Can we get some Weimerauners and public art like NYC?</p>
<p>why do I have to buy a smart card and it should be free.</p>
<p>Why do you only have unlimited Metrorail for 1 day, 3 day, and 7 day. What happen to those that work Monday- Friday why don't you have a 5 day pass. If you would consider the working class people you would definitely improve the riders. People wouldn't drive to dc, they would use the public transportation. Having a 5 day pass that cost less than the average gas fill up for the week would attract others and potentially improve profit where as though you wouldn't raise the fares but gain more customers that would typically drive.</p>
<p>Why doesn't the yellow line service stations past Mt Vernon Sq. during actual peak/rush hour times. It only goes past Mt Vernon Sq during times when nobody needs to use the yellow line to get to work and back. How about making this happen?</p>
<p>Why don't you get rid of the crappy station managers! Clean train and stations. Finish small projects ceilings in stations and make sure night staff actually work.</p>
<p>why extend peak hours when its already expensive. people are happy when rush hour is over. we can only afford regular which that is high as it is!!! are you crazy!!</p>
<p>Why is female second? Why not male and female in alphabetical order?</p>

Written Comments
<p>Why isn't there talk about trains running 30 minutes earlier, or having a train leave from the center of the city so that people could travel to Fort Belvoir and arrive before 0630 when most units have morning formation. Many days I have to drive even though my agency provides a no cost to me smarttrip pass. But if I drive there that means I also have to drive back during rush hour.</p>
<p>Why no 5 day passes for rail and bus? Most people ride the bus and rail 5 days a week a 7 day pass is not going to may people ride the train on the weekend unless you add more trains maybe less weight time will be better. Or pass for parking you see the rail price to me is not bad but the parking \$5 for parking \$8.50 for rail that's \$13.50 I can park in DC for \$14 so why not drive and not deal with the rails. If I'm late on the rails I might as well just deal with the traffic to drive in. I would take the bus but I'm not trying to wait 30 mins at a bus stop and it 13 degrees outside. Ever day I get to Huntington station at 4:10 pm and I used to weight for the bus 161 at 4:45pm to long of a weight for a ride I have to pay for. But driving there and parking is \$5 a day. So how about a rail and parking pass I think that would get more attention for 5 days a week.</p>
<p>Why on earth would you extend peak fares? The peak fares are already expensive enough as it is, that's why I am already deliberately going to work at 9.30 am every morning and getting off work at 7 pm to avoid paying such ridiculous commuting fares. Did you know I can actually Uber pool from work to my front door for 3 more dollars without having to walk 15 minutes back home from the metro station? Your peak service is actually not that much better than off peak service for the orange and silver lines. Unless you really make a difference for the peak service, you're just unreasonably charging everyone 15% more. Now I really need to get a car and never take your metro again.</p>
<p>Why the trains are so cold especially in the winter</p>
<p>why would I have take metro for waiting 24 mins for a the train to come , I do not think so</p>
<p>will added rail cars and more frequent operation cause more functional problems? can the structures already crumbling handle the extra load?</p>
<p>Will the U-Pass for University students be expanded to colleges in Northern Virginia? I would definitely ride Metro and Metrobus more if there was a student discount at Northern Virginia Community College and George Mason University. The current passes are a bit confusing for someone looking at them for the first time, especially all the different kinds of bus passes and the monthly bus+rail pass and how transfers work with them. Why isn't there a monthly bus pass for the same buses covered under the 7 day Regional Bus pass?</p>
<p>Will you be extending hours of service? Extending peak service hours would raise costs for those who work uncommon hours.</p>
<p>With the new trains and other track improvements travel by metro is pleasant most of the time.</p>
<p>Within your "Proposed Rail Service Adjustments" you have extended the service for the Yellow and Red Lines. While this helps create fewer transfers for Metro riders, it doesn't seem to address the first/last mile of a metro riders' trip- getting tom the Metro itself. A simple way to bridge this problem would be with the use of a local shuttle. In using a local shuttle, this would allow for a network of rider providers. These ride providers could then charge a subscription fee for a metro credit card or on another credit or bank card.</p>
<p>Within your "Proposed Rail Service Adjustments" you have extended the service for the Yellow and Red Lines. While this helps create fewer transfers for Metro riders, it doesn't seem to address the first/last mile of a metro riders' trip- getting tom the Metro itself. A simple way to bridge this problem would be with the use of a local shuttle. In using a local shuttle, this would allow for a network of rider providers. These ride providers could then charge a subscription fee for a metro credit card or on another credit or bank card.</p>
<p>wmata during peak hours costs about as much as a lyft or an uber. and if the trains are delayed it also tacks o another 45 min to my commute.</p>

Written Comments
<p>WMATA is unreliable and slow, but the biggest barrier to riding is the highly expensive fares, exacerbated by the pay-by-distance system. I moved here from NYC which has a \$112 dollar monthly unlimited fare card that can be used on buses and trains. I bought that every month. The WMATA selectpass is over the cost of my weekly and monthly commute. I response I dont by a pass and frequently opt to take Uber or Lyft, which generally only cost about a dollar or so more then my train commute (and less if I took a bus from the train the one mile to my house). Charge tourists more and provide more affordable options for commuter residents. Tourists will pay for higher fares for a vacation, but residents don't find the service WMATA offers to be worth the cost, which leads to reduced ridership, resulting in a cycle of worse service, higher costs, and further reduced ridership.</p>
<p>Wmata should offer flat rate. with government shut down it show that this area needs to be looked at.</p>
<p>WMATA should provide more officers not only outside of the station or near the managers station leaning on the rails talking amongst themselves, but also monitor and walk the platforms and through trains themselves.</p>
<p>WMATA's current fare schedule punishes the poorest the most. People who live in the city center should not pay less to ride than those who live furthest away.</p>
<p>Do it like the MTA in New York: a flat fare for all rides at all times, regardless of distance traveled or time of day, with free transfers between rail and bus.</p>
<p>work pays for it so I dont care</p>
<p>work pays for metro and my answers are biased I do not spend out of pocket money</p>
<p>Working elevator make security on trains and parking area</p>
<p>WORKS PAYS FOR IT</p>
<p>Would be great if yellow line trains travel to Franconia-Springfield. I choose lift when trains are so delayed.</p>
<p>Would extending metro's peak times reduce the number of buses on the road?</p>
<p>Would it be possible to extend the Orange Line so it is closer to GMU. It is a bit difficult for GMU students to get to the metro and leaves us in this odd limbo. Many pepole commut from D.C and to D.C and it's not convient. It would also help GMU studes get better internships. I know this is asking a lot but if you wouldn't mind considering it I would be grateful, thank you!</p>
<p>Would like the option if a monthly Metrobus pass, e.g., for \$40.</p>
<p>Would like to see a cheaper Rail Pass Monday through Friday.</p>
<p>would like to see early trains for DCA and soon to be IAD for early flights</p>
<p>Would like you to consider during baseball season to extend closing at midnight. Yes most games are over but we have employees who are hourly workers and rely on the trains and buses. We appreciate what you are doing but it will be helpful or, of not, please consider extending bus service that connects with other buses. Thank you.</p>
<p>Would nice to have coffee shops in some Metro stations</p>
<p>Would prefer a monthly fare with greater cost reduction for unlimited rides like 150\$</p>
<p>Would prefer extending pm rush hour to 9:30 pm--most night classes and meetings end at 9 pm on weekdays.</p>
<p>would really like the option to buy a month or year unlimited metro rail pass with built in prepay discount</p>
<p>would the bus passes apply to ride on too or just metro bus if yes the bus pass would be more useful.</p>
<p>would use bus more often if it were included in the monthly metro rail pass at no extra cost.</p>

Written Comments
Yellow and green line train agreements you're not always display or announce chain accuracy at least improve communication so people don't get on the wrong train
Yellow green need run more frequently
yellow line going to at least fort Totten would have a large effect on my commute
yellow line stopping at mt vernon is frustrating
Yellow line to greenbelt please.
Yellow line to include Rosslyn station.
Yellow line trains running past Mt Vernon square to provide more frequent services to Petworth would be ideal.
yellow line trains should service the whole line time reduced between trains for yellow and green line trains. pedestrian walkways btw metro center and gallery place.
yellow to greenbelt again would be great really hated when they truncated the yellow line
you are trying to extend it to rob people money
you better not increase the fares anymore people can not afford metro you will keep losing ridership nowadays there are more options of transportation
You created misery for local riders when you created S9 buses along 16th St: you took away half of our buses to and from town, apparently for the convenience of riders coming into town from Montgomery County. Give us back local S buses!!!!
You do NOT accommodate for the various protests and special events where you shutter bus service and leave passengers stranded. I had to scramble to get to my destination on weekends because there was no bus service and no notice of a schedule change. I would then have to ask the Station Manager to let me ride the train to the corresponding closest station to my bus stop for 'free' because I have a bus pass and it isn't honored on the train for emergencies AND you don't give the drivers those transfer tickets that indicate a service disruption. I'm not paying two fares! I don't even have the extra fare if I have a bus pass and take the bus 98% of the time. The communication is TERRIBLE every time there's some type of delay. The passenger is the LAST person assisted.
You guys are losing a lot of business by not opening earlier on the weekends people have to get to work please start opening at 7 AM
You have declining ridership because it is cheaper to ride share.
You have to spend atleast \$6 per weekday commute for a 7 day metrorail unlimited to be worth it. I would buy if it made my \$4 trip more cost efficient.
You mentioned the Silver Sprint terminus option, but you neglected to mention that you stopped the Grossvenor terminus last year. Because I use this station every day, this has had a direct impact on my morning commute. The trains from Shady Grove are always crowded now, when before, the ones starting at Grossvenor had seats available. I miss this very much and wish you would bring back the Grossvenor terminus trains in the morning. Thank you.
You must cut costs. I don't have more money to pay for poor service. Unions must go, if you forge safety documents DO NOY rehire. And fire all bus drivers who strike.
You need to also increase the number of buses running along Rhode Island Avenue. I moved from Ward 5 NE to Hyattsville just to avoid the overcrowded 83/84/86/T8 lines along RI Ave. These buses are always over-packed like sardines.
You seem to be focusing on the cost of rides. Cost is not a huge issue, it is the poor quality of service associated with that cost. Stop focusing on gimmicks and improve your service. Your CEO said Millennials want experiences. Yes. I want to experience an efficient commute.
You should do all you can to help express trains to distant stations

Written Comments
<p>You should have trains run more frequently on weekends and evenings. The reason I don't use metro rail after 830 during the week or on weekends is because I have to wait 10-20 minutes for a train, which is way too long.</p>
<p>you want to increase prices but keep increasing the prices and a lot of your riders are federally funded . how do you expect regular people to afford your high prices</p>
<p>Your choices are very binary. I use bus AND rail to get to work. Right now I don't like using metro because of the bus services. Often the buses are running late (especially at 0620 AM when there is NO traffic). The mess at the Pentagon should get someone fired!!! Senior a regional manager at the Pentagon lower level where the 18,17, 28 buses depart in the evening around 5pm. As the people in line how it has become a s**t show. There are guys in yellow jackets that are confused or ineffective. Also you put the busiest bus lines all next to each other and people don't know which line they are in. As the people in line how they can fix it. example, we all laugh when an 18P and its packed to standing crowd, then another one arrives 5 min later and departs with 10 people. All the while the 18G and 18H are waiting about another 30 min. Also parking is expensive. I would drive to the metro station if it is not for the \$5 fee. If you are serious about fixing mass transit, I would have a contest for 30 days where people or offices would recommend a solution. Tie it in with the city of DC so its a unified effort. The top 10 Winning submission (s) get either \$500 or catered lunch. The cost would be \$5,000 (pennies) but you would tap into a massive brain trust of knowledge as there are so many smart people that ride the metro system.</p>
<p>your employees are so rude and constantly using profanity</p>
<p>your machines are so confusing and there is never employees around that can help me purchase one . sometimes the manager in the booth is not there or is too busy</p>
<p>Your survey is not working. I tried to do the survey using the recommended method and the first question on which days on average do I use metrobus and metrorail would not accept any response. It just kept saying please check again we found an error. Also is this first question asking which days someone uses BOTH metrobus AND metrorail OR either on a given day?</p>

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WASHINGTON METROPOLITAN AREA
TRANSIT AUTHORITY (WMATA)

Hearing No. 623
Docket B19-01 & B19-02

Wednesday, January 30, 2019
6:30 p.m.

The Durant Arts Center
1605 Cameron Street
Alexandria, VA 22314

Reported by: Nate Riveness

Capital Reporting Company
1250 Eye Street, NW, Suite 350
Washington, D.C. 20005

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A P P E A R A N C E S

- Paul Smedberg, Metro Board
- Dennis Anosike, Metro Board
- Jennifer Ellison, Metro Board
- Lessie Henderson

C O N T E N T S

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Paul Smedberg	3
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1 P R O C E E D I N G S

2 MR. SMEDBERG: Good evening everyone, and
3 welcome to our first of three public hearings on the
4 budget. I want to welcome you all. I am Metro Board
5 Member Paul Smedberg and I represent the Commonwealth
6 of Virginia on the Metro Board.

7 With me tonight is Metro's Board Corporate
8 Secretary Jennifer Ellison, and Metro's Chief Financial
9 Officer Dennis Anosike, who will be giving tonight's
10 presentation.

11 This hearing is convened by the Metro Board of
12 Directors to gather public comments on two dockets --
13 Docket B19-01, on Metro's proposed FY2020 operating
14 budget and related service and fare proposals, and
15 Docket B19-02, on Metro's proposed FY2020 through 2025
16 Capital Improvement Program and Strategic Plan.

17 Notice of this hearing was made by publication
18 in the Washington Post, and ads were placed in the
19 Washington Hispanic, El Tiempo Latino, and Korean
20 Times, the Epoch Times, The African-American Newspaper,
21 and Doi Nay.

22 It was also sent to area libraries for viewing

1 and posted at wmata.com, and signs were placed in buses
2 and rail stations.

3 Briefly, I will cover the proceedings that we
4 will following during the hearing this evening.

5 In this room, we will hear from those who have
6 signed-up to give testimony. Please see the staff at
7 the registration table if you wish to speak tonight and
8 have not already put your name on the list of speakers.

9 Elected public officials will be allowed five
10 minutes and everyone else will be allowed three minutes
11 each. Extra time will be given to translation, if
12 needed.

13 If you have copies of your testimony to
14 distribute, please hand them to Miss Ellison right over
15 here, and if you've signed-up to speak, you can start
16 making your way toward the podium once your name is
17 called.

18 If you need a microphone brought to you,
19 please wave your hand when your name is called so we
20 can see you, and we'll bring one to you. There is a
21 timer that will count how much time you have left to
22 speak. It will give you a warning beep when you have

1 20 seconds left and will beep continuously when your
2 time is up.

3 The timer is important because we want to make
4 sure that everyone who is here this evening has an
5 opportunity to speak and can be heard.

6 I want to take a moment to recognize that this
7 is where we listen to you. This is our opportunity to
8 hear and comment -- to hear your comments on the
9 various proposals and we are simply here to listen. We
10 will not be able to answer questions during your
11 testimony.

12 If you have questions, please see the staff at
13 the registration table so they can assist you. Before
14 you begin your remarks, please state your name and the
15 organization you represent, if any.

16 Please note that all statements, including any
17 personal information such as your name, email address,
18 address, or phone number you provide in the statement,
19 are releasable to the public upon request, and may be
20 posted on WMATA's website without change, including any
21 personal information provided.

22 Further testimony may be submitted and must be

1 received by 5 p.m. on Tuesday, February 5th. This
2 testimony may be mailed to the Office of the Secretary,
3 WMATA, 600 Fifth Street, NW, Washington, D.C. 20001, or
4 submitted within a freeform comment box online that can
5 be found at wmata.com/budget, available until 5 p.m. on
6 Tuesday, February 5th. This is in addition to your
7 other options to provide input.

8 If you have any questions about the different
9 ways to provide testimony, please see WMATA staff at
10 the registration table.

11 Your comments will become part of the public
12 record that will be reviewed by the WMATA Board of
13 Directors. Changes to the options presented here
14 tonight may be proposed in response to testimony
15 received and subsequent staff analysis.

16 If you have not already done so, please
17 silence your mobile device. I will now call on Mr.
18 Anosike for the staff presentation on the Operating and
19 Capital Budgets, thanks, thank you.

20 MR. ANOSIKE: Thank you Mr. Smedberg. Good
21 evening, my name is Dennis Anosike and I serve as
22 Metro's Chief Financial Officer. As we all know, Metro

1 is an economic engine for the National Capital Region,
2 connecting residents, as well as visitors, in the
3 District of Columbia, the Commonwealth of Virginia and
4 the State of Maryland to jobs, housing, schools and
5 tourist destinations.

6 But beyond its economic impact, Metro also
7 enables the region to reduce congestion on our roads.
8 Tonight, I will walk you through Metro's proposed
9 FY2020 Budget as well as the long-term Strategic
10 Framework on which the Budget is based on.

11 To start with, in FY or rather in 2017,
12 Metro's General Manager laid out a vision to keep Metro
13 safe, reliable and affordable. This strategy that
14 formed the basis for the dedicating funding legislation
15 that were recently passed in the Commonwealth, the
16 State of Maryland and the District of Columbia.

17 KMSRA, as we call, convinced Metro to improve
18 system safety, reliability and affordability, true
19 reductions in Metro's capital investment backlog. A
20 better customer experience and sustainable regional
21 operated model.

22 To achieve these goals, Metro must continue to

1 become even more efficient in meeting the region's
2 mobility needs and the way it provides its services.
3 Metro's KMSRA plan has ten principles, six of which
4 have already been implemented, including the approval
5 of the dedicated funding that we just spoke about.

6 Increasing annual capital program delivery to
7 an average of 1.5 billion dollars a year, increasing
8 the competition in the way that Metro provides its
9 services and limiting annual operating and capital
10 subsidy growth to 3% each year.

11 The four remaining principles, including
12 reauthorizing PRIIA funding, which provides 150 million
13 dollars to Metro each year, amending the Capital Area
14 Interest Arbitration Act, initiating a different
15 pension plan for new hires as well as creating a Rainy
16 Day Fund to protect the region from unexpected events,
17 particularly given the last couple of weeks, requiring
18 the regional or Congressional support in order to
19 accomplish those, and Metro is working with the region
20 to implement those.

21 As we look to the Budget in FY2020, we
22 demanded a 3% cap on annual operating subsidy will be

1 challenging. And in 2020 to be exact, it requires
2 Metro to reduce projected costs by 46 million dollars.
3 Without additional changes, this 46 million dollars
4 will grow to nearly \$400 million dollars by the year or
5 by FY2028, an amount that will require the elimination
6 of approximately half of Metro's own personnel costs,
7 so, to stay within that 3% subsidy cap, Metro must
8 continue to find ways to propose future budget caps and
9 avoid its cycle of service cuts, fare increases and
10 ridership losses.

11 Over the last three years, Metro has actually
12 done -- taking steps to improve operating efficiency.
13 These management actions have reduced staffing levels,
14 implemented new absenteeism protocols, closed
15 underutilized sales offices, restructured healthcare
16 plans and reformed workers' compensation, saving in the
17 aggregate over 182 million dollars.

18 More work remains to be done, and more
19 difficult choices to be made in the coming years so
20 that Metro stays within this 3% mandate.

21 In 2017, former USDOT Secretary Mr. LaHood,
22 reviewed Metro's operations on behalf of the

1 Commonwealth and made key recommendations ranging from
2 service reliability to pension and reform. The good
3 news is that Metro has actually started taking steps in
4 all of these areas. On reliability, Metro's on-time
5 performance has improved to 90% and railcar performance
6 is the highest it's been in eight years.

7 In 2007, Metro also started securing the swing
8 gates to reduce fare evasion and began in Metro, and
9 also began this last year began in Metro's strategy and
10 review, with a roadmap expected later this year.

11 Metro has also started expanding its
12 advertising and commercialization efforts to increase
13 revenue and adopted an absenteeism policy which I
14 mentioned earlier, which reduced absences, sick leave,
15 unpaid leave, saving 5 billion dollars last year.

16 One area where Metro has not made much
17 progress is on pensions where Union concurrence as well
18 as Congressional support had great confidence.

19 So, overall Metro's plan with respect to the
20 Capital Program is to invest 9.3 billion dollars across
21 six investment categories to improve and maintain
22 system infrastructure over the next six years.

1 Stations and passenger facilities will be the
2 largest of the six investment categories, in both the
3 year FY2020 as well as over the six-year period. The
4 good news is that Metro's focus on safety and
5 reliability has dramatically increased capital
6 improvement delivery over the last five years, nearly
7 doubling investment levels from FY2015.

8 In FY2020, Metro will spend almost 1.4 billion
9 dollars, mostly for safety and technical repairs. Key
10 investments planned in FY2020 include fleet renewals,
11 increasing on the ground cell service connectivity,
12 advanced fare collection technologies, improving
13 stations and platforms, improving lighting and
14 upgrading station elevators and escalators.

15 On the operating side, as we stated last
16 November, the operating subsidy includes or stays
17 within the 3%. The budget also includes legislatively
18 excluded costs including Silver Line, Litigation, ADA
19 Paratransit and Occupational Safety and Health.

20 Within the base subsidy, Metro, the FY2020
21 Operating Budget also promotes ridership and customer
22 engagement. It does so by reducing bus pass prices.

1 It all falls into a \$2 weekend flat fare on Metrorail,
2 it introduces new visitor's passes and adds unlimited
3 bus on select pass.

4 The Budget also maintains better rush hour
5 promise, which now creates customer's back fares for
6 delays over 10 minutes.

7 Above or beyond the base subsidy requirements,
8 the proposed Budget also recommends a few subject
9 initiatives, all designed to drive ridership. These
10 include expanded rush hour service, extending service
11 onboard to the Yellow and the Red Lines, and making
12 every train car an 8-car train.

13 Finally, the proposed Budget faces some
14 headwinds. At this time, Metro has an unfunded pension
15 and retiree healthcare cost that exceeds 3 billion
16 dollars -- about 3 billion dollars.

17 We also have uncertainty with respect to
18 federal funding for Metro, including reauthorization of
19 PRIIA, which provides 150 million dollars to Metro each
20 year. There is also concerns around federal employment
21 levels, which continues to create uncertainty around
22 Metro's bus and rail ridership.

1 Finally, ADA paratransit bus continues to
2 increase as a result of good demand and service costs.
3 That concludes my presentation. Thank you very much.

4 MR. SMEDBERG: Thank you Mr. Anosike. Okay,
5 now we will go to public comment. If you would like to
6 speak, please you know, let one of the Metro staff know
7 so we can get you on the list here. Our first speaker
8 -- I don't -- actually, before I start that, I don't
9 see any elected officials here with us this evening,
10 not that I recognize anyway, so we'll go to the public.
11 First speaker Lessie Anderson.

12 MS. HENDERSON: That's Lessie Henderson.

13 MR. SMEDBERG: Henderson, sorry.

14 MS. HENDERSON: Thank you. Right, good
15 evening everyone. I'm, my name is Lessie Henderson, I
16 live in Oxon Hill, but I work here in Alexandria. All
17 in all, these are definitely great initiatives,
18 however, there is one concerning thing under number 1 -
19 - under Service in their proposals for public input and
20 consideration.

21 There are two potential fare options for
22 consideration on this proposal. Metro currently

1 charges off-peak fares during these times, it could
2 continue to do so although this would require
3 additional subsidy contributions from the jurisdictions
4 in the region. That may not be possible given budget
5 constraints.

6 The alternative thing could be Metro could
7 charge peak fares and although that additional revenue
8 would cover most of the additional costs of the peak
9 frequency service, it would affect our most vulnerable
10 populations who are already struggling to pay the fares
11 as is.

12 And before this happens, you guys must -- and
13 we all have a responsibility to stay on our elected
14 officials and work out plans to -- for this not to
15 happen. Too many people can't get to where they need
16 to get to. Too many people are already, you know,
17 having to take their last few dollars and go on, you
18 know, and do ride shares because Metro hasn't been
19 accommodating.

20 It's only been accommodating to our 9 to 5
21 federal workers, or those in 9 to 5 flexes, and of
22 course, for a lot of us, you know, that's not always

1 the case.

2 So, that's all I have to say on that aspect,
3 as far as, you know, before you guys, you know, go and
4 charge peak fares, we've been through that a couple of,
5 you know, years ago with the top of the peak and I mean
6 that was a huge mess and no one wanted to go back to
7 that point, so, you know, let's please continue to work
8 with our elected officials and our communities to
9 insure that that absolutely does not happen, thank you.

10 MR. SMEDBERG: Thank you Miss Henderson. Is
11 there anyone else that would like to speak this
12 evening? Okay, if there are no other speakers, this
13 concludes the hearing. Thank you for coming,
14 appreciate it.

15 (Whereupon, at 6:48 p.m. the meeting was
16 concluded.)

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CERTIFICATE OF NOTARY PUBLIC

I, NATE RIVENESS, the officer before whom the foregoing proceeding was taken, do hereby certify that the proceedings were recorded by me and thereafter reduced to typewriting under my direction; that said proceedings are a true and accurate record to the best of my knowledge, skills, and ability; that I am neither counsel for, related to, or employed by any of the parties to the action in which this was taken; and, further, that I am not a relative or employee of any counsel or attorney employed by the parties hereto, nor financially or otherwise interested in the outcome of this action.



NATE RIVENESS

Notary Public in and for the
Commonwealth of Virginia

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CERTIFICATE OF TRANSCRIBER

I, HELEN VENTURINI, do hereby certify that this transcript was prepared from audio to the best of my ability.

I am neither counsel for, related to, nor employed by any of the parties to this action, nor financially or otherwise interested in the outcome of this action.

January 31, 2019

DATE



HELEN VENTURINI

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METRO
PUBLIC HEARING ON STRATEGIC PLAN
AND FY2020 BUDGET

Greenbelt Library
11 Crescent Place
Greenbelt, MD
Thursday, January 31, 2019

The HEARING in this matter began at
approximately 6:30 p.m.

Reported by: Daniel Berube

1 ATTENDANCE LIST:

2

3 MICHAEL GOLDMAN, BOARD MEMBER

4 JENNIFER ELLISON, BOARD CORPORATE SECRETARY

5 DENNIS ANOSIKE, METRO CHIEF FINANCIAL OFFICER

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1 P R O C E E D I N G S

2 MR. GOLDMAN: Good evening, ladies and
3 gentlemen.

4 I'm Metro board member, Michael Goldman, and
5 I represent the State of Maryland as a board member
6 appointed by the Governor.

7 With me tonight is Metro Board's corporate
8 secretary, Jennifer Ellison, and the Metro chief
9 financial officer, Dennis Anosike, who will be giving
10 tonight's presentation.

11 This hearing is convened by the Metro Board
12 Directors to gather public comment on two dockets. The
13 first is docket B-19-01, on Metro's proposed fiscal
14 year 2020 operating budget and related service
15 (indiscernible) proposals and docket B-19-02, on
16 Metro's proposed fiscal year 2020-2025, capital
17 improvement program, CIP, and strategic plan.

18 Notice of this hearing was made by
19 publication in The Washington Post and ads that were
20 placed in the Washington Hispanic and El Tiempo Latino,
21 the Korean Times, Epic Times, The Afro American
22 Newspaper and (indiscernible).

23 It was also sent to area libraries for
24 viewing and it was posted at the website WMATA.com.

25 Signs were placed in buses and in rail

1 stations.

2 Briefly what I'll cover is the procedures
3 that we will follow during the hearing tonight.

4 In this room, you will hear from those of you
5 who have signed up to give testimony. Please see the
6 staff at the registration table if you wish to speak
7 tonight and have not already put your name on the list
8 of speakers.

9 Elected public officials will be allowed to
10 go first with five minutes each and everyone else will
11 be allowed three minutes each following any public
12 officials.

13 Each time will be given for translation if
14 needed, that's extra time will be given if needed for
15 translation.

16 If you have copies of your testimony to
17 distribute, please hand them to the board corporate
18 secretary, Ms. Ellison, whose hand was just raised and
19 is raised again.

20 If you have signed up to speak, you can start
21 making your way towards the podium once your name is
22 called.

23 However, if you need a microphone brought to
24 you, please raise your hand when your name is called so
25 we can see you and we'll bring one to you.

1 There's a timer here that will count down how
2 much you have left to speak. I don't know where the
3 timer is but I guess it's somewhere here.

4 All right. If -- it will give you a warning
5 beep when you have 20 seconds left and it will beep
6 continuously when your time is up.

7 The timer is important because we want to
8 make sure everyone who wants to speak has a chance to
9 be heard and to get home before it gets very cold
10 tonight.

11 I want to take moment to recognize that this
12 is where we listen to you. This is your opportunity to
13 comment on the Metro proposals and we are here to
14 listen.

15 We will not be able to answer questions
16 during your testimony. If you have questions, please
17 see the staff at the registration table in the back so
18 they can assist you.

19 Before you begin your remarks, please state
20 your name and the organization you represent, if any.

21 Please note that all statements, including
22 any personal information, such as name, email address,
23 address, telephone number you provide in a statement,
24 are releasable to the public upon request and may be
25 posted on WMATA's website without change, including any

1 personal information provided.

2 Further, testimony may be submitted and must
3 be received by 5 p.m. on Tuesday, February 5.

4 I am now told that now we've changed to 9
5 a.m. on Monday, February 11th because of the
6 postponement of the first hearing in Virginia that was
7 scheduled for early this week.

8 This testimony may be mailed to Office of the
9 Secretary, WMATA, 600 Fifth Street, Northwest,
10 Washington, D.C., zip 20001; or submitted with a free
11 form -- with a free form comment box online that can be
12 found at WMATA.com/budget available at the same time
13 until 9 a.m. on Monday, February 11th.

14 This is in addition to all other options to
15 provide (indiscernible).

16 If you have any questions about the different
17 ways to provide testimony, please see Metro staff at
18 one of the registration tables.

19 Your comments will become part of the public
20 record that will be reviewed by the WMATA Board of
21 Directors. Changes to the options presented here
22 tonight may be proposed in response to testimony
23 received and subsequent staff analysis.

24 If you have not already done so, please
25 silence all mobile devices including your new smart

1 phone.

2 I will now call on Mr. Anosike for the staff
3 presentation. Sir.

4 MR. ANOSIKE: Thank you.

5 I'll use the microphone. Thank you, Mr.
6 Goldman.

7 Good evening. Metro, as we know, is an
8 economic engine for the National Capital Region.

9 It connects residents as well as business to
10 the District, the State of Maryland and to most of
11 Virginia. Taking them to jobs, schools, housing as
12 well as (indiscernible) destinations.

13 But beyond Metro's economic contributions,
14 Metro also enables the region to reduce congestion on
15 our roads.

16 So, tonight, I will walk you through Metro's
17 proposed FY2020 budget as well as the long term
18 strategic vision on which it is based.

19 In 2017, Metro's general manager and CEO, Mr.
20 Woodfeld (ph) laid out a vision; a vision to keep Metro
21 safe, reliable and affordable.

22 It is the strategy on which the Commonwealth,
23 the State of Maryland and the District of Columbia base
24 their activities with respect to the (indiscernible)
25 legislation which they approved last year.

1 KMSRA, as we call it, is commitment to
2 improve system safety and reliability and it does so by
3 reducing its current unfunded capital backlog by
4 improving customer experience and by creating a
5 sustainable operating model.

6 So, to achieve its goals, Metro must become
7 even more efficient and much more effective in meeting
8 the region's (indiscernible).

9 Metro's KMSRA's plan, which I mentioned a few
10 minutes ago, has ten principles; six of which have been
11 implemented already, starting with the dedicated
12 approval of the dedicated funding proven that I spoke
13 about a little bit earlier.

14 Another one that's been taken care is
15 increasing the capital program delivered by Metro from
16 about 57 percent to over 99 percent, over the last
17 three years.

18 Metro's increasing competition in the way it
19 provides its services and we have examples included in
20 both new bus (indiscernible) which are being managed by
21 other folks other than Metro.

22 And, as the general manager did last year,
23 the FY2020 operating budget limits regional subsidy
24 contributions to the base budget to three percent.

25 There are, however, four principals that have

1 yet to be implemented including (indiscernible) by the
2 federal government which provide \$150 million a year to
3 Metro.

4 We also need to implement, and in this case
5 we've help both the region as well as (indiscernible)
6 changes to the national capital (indiscernible),
7 interest arbitration act and implementing a new pension
8 plan for Metro employees.

9 Finally, and this should be basically clear
10 to all of us given the incidents of the last few weeks,
11 the need to create a rainy day fund to protect this
12 region from unexpected events including future federal
13 shutdowns.

14 All of these fall from (indiscernible)
15 regional supports and Metro working with the region to
16 try and implement the (indiscernible).

17 So, meeting the (indiscernible) the three
18 percent capital as well as operating cap that the
19 region recently implement -- implemented will require
20 serious efforts on behalf of Metro -- on behalf of
21 Metro. And the 2020 budget alone requires Metro to
22 reduce its operating costs by \$46 million just to stay
23 on (indiscernible).

24 Without our District changes, this \$46
25 million will grow to nearly \$400 million by 2028; an

1 amount that requires -- that's almost half of Metro's
2 non-operating costs.

3 So, to stay within this triple
4 (indiscernible) subsidy cap, Metro will have to fine
5 ways for its future budget caps in order to avoid a
6 cycle of (indiscernible) cost paying business and
7 (indiscernible).

8 And Metro has a (indiscernible) doing this.
9 In fact, over the last three fiscal years, Metro has
10 done this by (indiscernible) operating efficiency.

11 As you can see from this slide, the
12 monitoring options that the general manage has -- has
13 directed has reduced (indiscernible) levels,
14 implemented some new (indiscernible) and protocols
15 which has reduced a number of (indiscernible) required
16 to implement activities at Metro with close under
17 utilized (indiscernible) officers, restructured
18 (indiscernible) lines and reform workmen's compensation
19 programs saving over a \$182 million in the last three
20 years.

21 But more work remains to be done and more
22 difficult choices will have to be made in the coming
23 years in order for Metro to stay within the
24 (indiscernible) cap.

25 (Pause)

1 MR. ANOSIKE: As some of you may recall, in
2 2017, former USDOT Secretary, (indiscernible) reviewed
3 Metro's operations on behalf of the Commonwealth of
4 Virginia.

5 That review resulted in several
6 recommendations which I've listed here ranging from
7 rail reliability to absenteeism and (indiscernible).

8 The good news is that Metro has already
9 started taking action on most of those recommendations.
10 For example, on reliability, Metro on time performance
11 has improved to 90 percent and (indiscernible)
12 performance is the highest it has been in eight years.

13 In 2017, Metro also started securing
14 (indiscernible) to reduce (indiscernible) and began, as
15 most of you know, a bus -- a Metro bus strategy review
16 in 2018 with the road map expected to be created later
17 this year.

18 Metro is also expanding advertising and
19 commercialization efforts to increase non
20 (indiscernible) revenues and have updated our policy on
21 absenteeism to reduce unplanned absences which resulted
22 in over \$5 million in savings last year.

23 Again, one area where Metro has not done
24 anything at this point is pensions because that
25 requires union concurrence as well as Congressional

1 support.

2 The capital program, Metro plans to invest
3 \$9.3 billion over the next six years in order to
4 improve and maintain the metro system.

5 Stations and (indiscernible) facilities as
6 you see on this slide are the biggest or the largest of
7 the six investment category areas in both 2020 as well
8 over the next six years.

9 As you can see from this slide, Metro's focus
10 on safety and reliability has dramatically improved
11 capital program delivery over the last five years.
12 Again, now the (indiscernible) better than 2015.

13 The key investment category is planned and
14 the key investment (indiscernible) planned in 2020
15 include fleet renewal, increase in underground
16 (indiscernible) service connectivity, advance in fare
17 collection technologies, improving station and platform
18 lighting as well as improving station elevators,
19 escalators and platforms.

20 On the operating budget itself, consistent
21 with the principles (indiscernible) that I spoke about
22 earlier, the FY2020 requires for operating subsidy is
23 \$92 million. As you can see, the second line in this
24 graph, which is three percent growth based on FY19
25 subsidy for the base budget.

1 However, the budget also adds \$51 million of
2 legislatively excluded subsidy mostly driven by the
3 silver line which is expected to come into service next
4 year.

5 The additional components for -- in that
6 particular line include litigation, (indiscernible)
7 forensic needs and occupational and safety and health.

8 The last -- the last category which we're
9 calling new customer and ridership initiatives is the
10 recommendation (indiscernible) need you to -- to enable
11 Metro to continue to drive ridership, which is -- which
12 could be the result of all the stability and
13 (indiscernible) reliability that we have in the system.

14 As a reminder, the proposed base operating
15 budget does not increase fares and it does not cost
16 service. It meets the three percent (indiscernible)
17 which, again, it's the commitment that the general
18 manage (indiscernible).

19 And, within that three percent cap that I
20 referred to earlier, the proposed budget also reduces
21 the pass for bus passes. It offers \$2 weekend flat
22 fare (indiscernible) and it introduces visitor's passes
23 that have an unlimited -- an unlimited bus to select
24 (indiscernible).

25 In addition, the budget maintains the better

1 rush hour promise which now offers you a credit for any
2 service that's more than ten minutes late.

3 This slide describes to you (indiscernible) I
4 mentioned it a little bit earlier. Essentially, there
5 are four key (indiscernible). One is to expand rush
6 hour service (indiscernible) with expense service on
7 the yellow and red lines and it makes every
8 (indiscernible) train.

9 Again, all designed to improve ridership on
10 the system.

11 Finally, the proposed budget faces
12 (indiscernible) including the facts that as we see here
13 today Metro has an unfunded pension (indiscernible)
14 fund that's approximately \$3 billion.

15 We also face uncertainty around federal
16 funding to Metro. I mentioned a little bit earlier the
17 issue with respect to (indiscernible) but there are
18 also issues around employment levels and what -- and
19 (indiscernible) that would help Metro.

20 Finally, (indiscernible) the service
21 continues to grow in terms of demand and cost and those
22 -- all of those could impact Metro as well look forward
23 to FY2020.

24 Thank you, Mr. Goldman.

25 MR. GOLDMAN: Thank you, Mr. Anosike, for

1 your presentation.

2 And, now, it's time to call the first
3 witness. We'll ask if there are any public officials
4 that want to make a presentation or anyone speaking on
5 behalf of a public official.

6 Not seeing any, the first witness on my list
7 is Mr. Bill Orleans.

8 (Pause)

9 MR. GOLDMAN: The next speaker after Mr.
10 Orleans is D.W. Rowlands. If that person could proceed
11 to the lectern so we'll be ready to go.

12 Mr. Orleans.

13 MR. ORLEANS: Let me say first that I
14 consider myself a resident of (indiscernible) and
15 utilize its services as much as I can.

16 Let me skip right -- members of the board and
17 people working in the board's secretary's office and
18 members of general management and senior management as
19 well as lesser staff, I think you're fine folks trying
20 to do a good job.

21 That -- they need all -- they feel the need
22 to suffocate themselves to the local executives and
23 legislators, the funding sources, for (indiscernible)
24 services provided or not, it troubles me.

25 I don't think that the three percent -- no

1 one ever asked me, but I said it before, but I don't
2 think the three percent operating cost increase should
3 be considered ten percent.

4 The jurisdictions, Maryland, Virginia and the
5 District, the executives of those jurisdictions and the
6 legislatures of those jurisdictions should fund WMATA
7 to provide the service that WMATA needs to provide.

8 So, I -- forgive me, I don't feel the need to
9 adhere to three percent cost increase if five percent
10 or ten percent were more appropriate, that's the
11 operating cost increases Metro staff and the riders
12 should see.

13 Reference is made to KMSRA, kims ruh (ph),
14 one might ask when we're going to make Metro safe,
15 reliable and affordable. A number of people, myself
16 included, might question whether we're at the stage
17 that Metro is safe, reliable and affordable before we
18 can begin to keep it that way. We should be sure that
19 it is. I don't think that it is.

20 My particular -- one more suggestion, Mr.
21 LaHood (ph), reference is made to his report completed
22 more than a year ago and accepted around the region as
23 the appropriate way forward (indiscernible) Metro
24 funding in operations.

25 One of the items highlighted in the

1 presentation, the PowerPoint tonight, was reset bus
2 service to match demand.

3 I think if you were to ask bus riders
4 anywhere in our transit zone if they're satisfied with
5 the amount of bus service that's provided to them,
6 uniformly they would say not. The demand is much
7 greater than is provided; whether it be directly by
8 (indiscernible) model or any of the regional operators.

9 So, I -- that's maybe the one thing, if --
10 LaHood said that in his report, that bus service should
11 match demand, I absolutely would agree with.

12 I look forward to the day that it is.

13 Finally, on the question of the bus, it was
14 told to me again tonight (indiscernible) but I figured
15 that out of Metro's capital budget, \$2 million has been
16 expended to ACOM (ph) and to subsidiary consultants for
17 the bus transformation study.

18 As some may have heard me say most recently I
19 continue to object to the fact that the bus
20 transformation study underway now for six or eight
21 months is not yet open to the public for
22 (indiscernible).

23 It's \$2 million of the public's money. There
24 are people out there who would like to at least hear
25 what the bus transformation study groups are doing and

1 we've been denied that opportunity.

2 I look forward to the board, and I say this
3 again, I look forward to the board directing management
4 to open up the bus transformation study to
5 (indiscernible) public.

6 Thank you.

7 MR. GOLDMAN: Thank you, Mr. Orleans.

8 Always a pleasure to hear from you.

9 D.W. Rowlands, the next speaker.

10 MR. ROWLANDS: Hello. I'm D.W. Rowlands from
11 Prince George's County Advocates for Community Based
12 Transit.

13 It's honestly a relief these days to see a
14 Metro budget that doesn't include fare increases and
15 service cuts.

16 I'm certainly, as a resident of Northern
17 Prince George's County, glad to see the extended yellow
18 line service to Greenbelt not so much because I have a
19 great need to get to Arlington or Alexandria although I
20 know some residents in this area do simply because it
21 increases frequency.

22 I get the impression that, for a lot of
23 people, certainly for me, a major reason the people
24 aren't riding Metro, besides the obvious concerns about
25 reliability that Mr. Orleans just brought up, is the

1 simple fact that outside of peak hours, frequency is
2 pretty horrible these days.

3 And increasing frequency for trains in any
4 way it can be done, both by eliminating the short
5 stopping of the yellow line and the red line, or simply
6 by increasing the frequency of -- of evening and
7 weekend service, would probably have a very large
8 effect in increasing ridership.

9 I'm also very supportive of the changes to
10 the bus passes or to adding buses to the Metro passes.

11 The fact that Metro rail has a -- a transfer
12 penalty for buses to -- trains -- trains to buses is
13 outdated and it leads to, especially in (indiscernible)
14 areas, such as Prince George's County, people riding
15 the system in a way that is inefficient for them and,
16 given that it's more expensive to provide bus than
17 train service per passenger, more expensive for Metro
18 as well.

19 In the long term, I really hope that in the
20 next couple of years, we can completely get rid of the
21 transfer penalty for transferring between bus and rail.
22 But, in the short term, simply including bus in the
23 rail passes; something that's basically over -- the
24 other trans system that runs both bus and rail does, is
25 a wonderful idea; an idea that's time came a decade

1 ago.

2 So, I'm glad to see that.

3 Thank you.

4 MR. GOLDMAN: Thank you.

5 Now, the next speaker Pastor Sweringa. Do you
6 need a microphone or --

7 MS. SWERINGA: (Indiscernible) I'm bring it.

8 MR. GOLDMAN: Oh, okay.

9 (Pause)

10 MR. SWERINGA: Than you very much and I want
11 to thank all of you for a public meeting because truth
12 told we have very little access to Metro Access. And I
13 -- I'm here as a representative of the Commission for
14 Persons with Disabilities for Prince George County. We
15 serve ast the pleasure of the county executive and I'm
16 wondering if on some level we can't have some kind of
17 collaboration between Metro services and the service we
18 attempt to provide.

19 I don't -- I wonder if there's somebody, you
20 know, that isn't a question that's going to get
21 answered tonight. But you do have my phone number and
22 I would appreciate somebody contacting me with regard
23 to that possibility.

24 The other issue is Metro Access was born out
25 of the Americans with Disabilities Act, which has been

1 law since 1990. And Metro Access keeps violating my
2 federally protected rights as that law determines.

3 For example, on the 14th of this month, I
4 called in to schedule trips and was told I was
5 suspended until the 20th of this month.

6 I've been suspended numerous times without
7 explanation and without being given a termination date.
8 I usually had to go to the legislature, as I did this
9 time, I did get to keep all of my schedules the next
10 day, one of which was (indiscernible) included a
11 meeting of the Commission for Persons with Disabilities
12 because I was being handed another illegal suspension.

13 One of the things I would like to come out of
14 this appearance here, I want, and my preferred two
15 forms are either braille or cassette, I do not have a
16 decent CD player and the determination of the law does
17 not allow anyone to force me to go out and buy one.

18 I do have a voice in what kind of
19 accessibility works for me; either braille or cassette
20 would be fine.

21 I would like your present rules. I'm tired
22 of being told that I have them when I haven't.

23 I'm getting tired of being told you can get
24 them to me when you haven't.

25 What -- I think -- I think a collaboration

1 with the Commission could help us informationally and I
2 think, perhaps, it will help smooth out some of the
3 wrinkles in Metro Access.

4 In the final analysis, we've got to figure
5 out to work together.

6 I would like to have you become an asset to
7 (indiscernible) is there a problem.

8 Thank you.

9 MR. GOLDMAN: Thank you, Pastor.

10 And I'm going to ask the secretary make sure
11 that the appropriate person on the Metro Access staff
12 contact you and provides you those -- a description of
13 the presentation, services available as well the kind
14 of rules and regulations that you're looking for.

15 So, we will -- we will address those issues
16 for you. Thank you.

17 The next speaker who signed up is Paul
18 Semelfort.

19 (Pause)

20 MR. SEMELFORT: Good evening everyone, Metro
21 board directors and fellow guests.

22 So, I am a member of the ADC but I'm speaking
23 as an individual, the Accessibility Advisory Committee.

24 So, we've talked about these (indiscernible)
25 and just as an individual I would like thank you for

1 your comments.

2 So, please move forward with the move to all
3 7000 series cars. Please continue for the procurement
4 of Metro Access vehicles within input from the
5 disability community on design, which you are already
6 are doing.

7 Please continue the light improvements and
8 platform repairs as it affects accessibility for those
9 who use Metro with disabilities.

10 Now, there's a discussion about weekend
11 fares. If it's implemented, please set the weekend
12 Metro Access fare for (indiscernible) and that's only
13 because we did it twice (indiscernible) route.

14 If -- another point is that peak service
15 hours extend for bus and rail and the peak fares
16 maintained for these periods, please place the Metro
17 Access fare -- place off-peak rates as they are now and
18 rail will have -- since bus and rail have improved
19 service for Metro Access will receive the same off peak
20 service.

21 Please move to all eight car trains, please.
22 That also includes a couple accessibility, more trains
23 to get into.

24 Develop an equitable pass for Metro Access
25 customers similar to those for bus and rail customers

1 since that does not exist and it does exist in other
2 cities (indiscernible) entities.

3 Please provide sufficient appropriate
4 (indiscernible) for the elderly and disability
5 communities during station shutdowns.

6 And all these suggestions are based upon
7 (indiscernible) WMATA (indiscernible) have a safe,
8 accessible (indiscernible) sustainable.

9 And (indiscernible) your fiscal
10 (indiscernible).

11 Thank you.

12 MR. GOLDMAN: Thank you, sir.

13 The next speaker who is signed up is Denise
14 Rush.

15 (Pause)

16 MR. GOLDMAN: You also need a microphone.

17 (Pause)

18 MS. RUSH: Good evening. My name is Denise
19 Rush. I am vice chair of the AAC committee and I'm
20 vice chair of the Metro Access subcommittee and I am
21 vice president for the national federation of the
22 blind.

23 I am not speaking for any of those
24 organizations tonight. But I'm speaking for the public
25 in (indiscernible) and I live in Suitland, Maryland.

1 I want to piggyback some of the things that
2 -- well, all of the things that Mr. Semelfort
3 discussed.

4 But I want to talk about extending the hours
5 that you're going to think about extending the hours
6 but you're not extending the bus service. The fact --
7 you know, the quickest route. You need to extend the
8 buses so that people who want to ride the Metro service
9 can.

10 But their -- their service is cut off. They
11 don't have it on Saturday. It's not extended any hours
12 for the bus. Most of the (indiscernible) routes in
13 (indiscernible) and they couldn't get to the
14 (indiscernible) to use the service. If you extend the
15 hours, that's been a major concern. We need the hours
16 with the buses extended (indiscernible) Fort
17 Washington, (indiscernible), Greenbelt. They work --
18 they were given and now they've all been cut. They
19 need to be extended. The hours need to go back to where
20 they were.

21 If you're going to go that flat route
22 (indiscernible) \$4 on the weekend for the bus, then
23 (indiscernible) \$3 (indiscernible) -- \$2, you going to
24 \$2 for the weekend (indiscernible) \$4 for Metro Access
25 because we are (indiscernible) whatever the route is

1 and not be trying to charge for transfers
2 (indiscernible). If you're going to be \$2, then Metro
3 Access would be \$4 on the weekend.

4 The seven thousand (indiscernible) all of it
5 should be -- all the bus -- all the rail should be the
6 seven thousand series cars.

7 And I'm grateful that we haven't felt an
8 increase in the cost because when you increase the
9 cost, it doubles the service for Metro (indiscernible).

10 Thank you.

11 MR. GOLDMAN: Thank you, Ms. Rush.

12 It's always good to see you again.

13 The next speaker who signed up is Barbara
14 Glick.

15 (Indiscernible background conversation)

16 MS. GLICK: Hi. I'm Barbara Glick. I live
17 here in Greenbelt, Maryland and I'm not as well
18 prepared for this as I would have liked to
19 (indiscernible) just bear with me here.

20 Of course, I'm very much for any kind of
21 increase in service. You know, we all want
22 (indiscernible) of course the red line (indiscernible)
23 I'm not just about here - about service to Greenbelt.

24 I am concerned about fare increases as you
25 extend the peak period. As somebody with a car,

1 hopefully it will be my last car, I hear people say,
2 well, it's so much easier to drive. And I'd like to see
3 Metro enticing enough so that it's just not people who
4 don't own cars who use it.

5 And, unfortunately, that is not totally the
6 case but I know that people say that to me a lot of the
7 time. And I'm trying to get -- for environmental
8 safety reasons, people out of their cars, stop buying
9 cars.

10 But, right now, if we increase the peak
11 hours, then that's going to discourage people from
12 riding. And what I would like to -- and I haven't
13 studied this well enough, and the idea of eight -- you
14 know, cars, I mean, I've been on Metro many times and
15 there's one person in a car.

16 So, just as an idea, and I could be totally
17 wrong here, instead of going to eight cars, you know, I
18 would rather see the money go towards keeping the fares
19 not going up during peak hours.

20 And if the trains become impossibly crowded
21 which, you know, like I said, I've been on trains that
22 -- that, you know, during peak hours, their crowded.

23 But during a lot of peak hours, there's lots
24 of empty space and I just don't see the idea of let's
25 make eight trains -- eight car trains all the time, if

1 there's going to be a lot, and that's going to increase
2 the cost when you can use that money to decrease the
3 cost of the peak hour increase.

4 And I'm also -- want to say, you know,
5 dealing with the person who went before me said about
6 bus service, the bus service is very, very scant and,
7 you know, waiting an hour or more in between buses to
8 get to where you need to go is -- is just very, very
9 unappealing to people.

10 And, again, punishes people without cars that
11 can't drive to Metro.

12 So, it's a -- it's a -- you know, it's a
13 (information) income issue.

14 And, so, I'd like to see the buses run more
15 frequently and run later instead of -- if you have to
16 choose one, instead of having just say eight cars
17 period (indiscernible) you know. So, that's what I
18 have to say.

19 Thank you for the opportunity to talk. I
20 appreciate it.

21 MR. GOLDMAN: Thank you very much.

22 The next person signed up to speak is Ken
23 Behram. Ken Behram.

24 (Pause)

25 MR. BEHRAM: I just wanted to -- my name is

1 Ken Behram and I just wanted to -- first of all, I love
2 Metro. I think it's awesome.

3 When I was a kid, I drove -- rode it. It's
4 wonderful. I travel on the Z line. It's -- I'm very
5 excited for the new changes, the extension of the red
6 line especially going to Glenmont, (indiscernible)
7 Shady Grove to Glenmont. I think it's awesome.

8 Yellow line, Greenbelt, all the way. I think
9 it's great.

10 Eight cars, wonderful. I just want say I'm
11 happy. I'm excited. I think you all are doing a great
12 job.

13 I know operating a transportation system is
14 not an easy job and I think Washington, D.C. is lucky
15 to have Metro. It's awesome. I mean, I've been to
16 other cities, other states, nothing compares to Metro.

17 I mean, California has (indiscernible) not
18 the best. There's other states that have service but
19 nothing compares to Metro.

20 I'm excited for the future. I think 8,000
21 trains (indiscernible) nice. You know, I'm just
22 excited.

23 And that's it.

24 Only one thing I have is just we got to stop
25 these people from jumping gate. I see a lot of that.

1 And that's one thing we've got to figure out how to get
2 rid of because people (indiscernible).

3 But thank you. I put a timer so I wouldn't
4 go over three minutes. But thank you again for
5 everything you guys do. I'm excited. I'm happy. I
6 love riding Metro. Thank you. Thank you.

7 MR. GOLDMAN: Thank you. We're going to
8 invite you to speak at the next hearing.

9 (Laughter)

10 MR. GOLDMAN: They always save the best for
11 last.

12 So, the next speaker is, and I hope I get
13 this right, Raluca Rosca. How'd I do?

14 MS. ROSCA: Pretty good. Pretty good.

15 MR. GOLDMAN: Pretty good.

16 MS. ROSCA: So, I -- I haven't come tonight
17 prepared to really talk but I was envisioning more of a
18 question and answer type of session.

19 But I've been a resident of Maryland for ten
20 years. User of Metro and all (indiscernible) for all
21 this period.

22 My first four years in Maryland without using
23 a car.

24 And, so, we are talking about the budget of
25 the Metro but it seems to me that use of Metro and use

1 of buses are all together and we cannot talk about one
2 without talking about the other all the time.

3 The moment that the B30 bus to BWI was
4 stopped, it's not working on Greenbelt on weekends any
5 more, I'm driving to BWI. But also people who live in
6 the middle of D.C. are not taking the B30 to Greenbelt
7 to take the Metro home. They are driving. They are
8 using (indiscernible).

9 So, we -- and I keep seeing this reduction of
10 airport buses, right? And people say they are not
11 used. I still have to come to go on an airport bus
12 that's not well used.

13 I've seen bad buses on those line but not
14 empty buses, right?

15 In terms of extended rush hours, they sound
16 very good and -- but they come with extended rush
17 prices, right? That you might not -- it might not be
18 good everyone.

19 So, maybe you want something in between,
20 right? That today we have middle of the day prices
21 with middle of the day service and better prices --
22 sorry, better work -- better access in the peak hours
23 but we have the -- some in between hours. Maybe that's
24 something that might work better.

25 And, finally, I see the second speaker

1 mentioned the question of price when transferring from
2 bus to Metro. Right now, there is no incentive to
3 transfer from bus to Metro. There is an incentive to
4 transfer from Metro to bus.

5 So, people would, you know, would decide what
6 do they want to optimize for -- for money or for -- for
7 their money or for their time. But not for your money
8 and your (indiscernible) things.

9 So, when do the users get to comment what are
10 the options they would elect and -- for different
11 transfer things, right? Because more options, if they
12 have more options, they would use the system more.

13 Thank you.

14 MR. GOLDMAN: Thank you.

15 That concludes the list of people who have
16 pre-signed up. Is there anyone else present who wishes
17 to speak tonight?

18 MR. ORLEANS: May one make a suggestion, Mr.
19 Goldman?

20 MR. GOLDMAN: Mr. Orleans. You're always
21 (indiscernible).

22 MR. ORLEANS: (Indiscernible) close the
23 public hearing, maybe you could open up a conversation
24 with the informed folks here that (indiscernible)
25 Washington Suburban Transit Commission intends to have

1 a further conversation beyond tonight with -- on these
2 same issues relevant to Metro's budget and how to
3 improve service and maybe that conversation could get
4 tonight even after you've closed the public hearing.
5 Would you consider that, sir?

6 MR. GOLDMAN: Let me close the public hearing
7 and say that since -- I'm shifting hats. So, since
8 there's no one else that wants to speak, then I'll
9 speak once I close the hearing.

10 I'm going to say that if not, then this
11 hearing is now concluded.

12 But in following up on Mr. Orleans statement,
13 the Washington Suburban Transit Commission which is
14 agency which also appoints the representatives to
15 (indiscernible) board is planning to schedule another
16 public hearing as we did as the end of November,
17 beginning of December, which will probably be scheduled
18 in the April/May timeframe and we will make sure that
19 that information gets out to everybody.

20 At that last hearing, we had one location in
21 Prince George's County and one location in Montgomery
22 County and I suspect we'll do the same thing for the
23 hearing that will be scheduled in May.

24 So, please, you will have an opportunity at
25 that time to have (indiscernible) conversation on a

1 number of issues that went beyond the scope of this
2 rather limited budget -- and so I welcome you to pay
3 attention and look for those announcements and, when,
4 you get those announcements, we will try to make in
5 multiple -- at least try and attend those hearings that
6 are sponsored by the Washington Suburban Transit
7 Commission.

8 Thank you and formally good night.

9 (Whereupon, the hearing was adjourned at 7:13
10 p.m.)

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CERTIFICATE OF NOTARY PUBLIC

I, Daniel Berube, the officer before whom the foregoing proceeding was taken, do hereby certify that the proceedings were recorded by me and thereafter reduced to typewriting under my direction; that said proceedings are a true and accurate record to the best of my knowledge, skills, and ability; that I am neither counsel for, related to, nor employed by any of the parties to the action in which this was taken; and, further, that I am not a relative or employee of any counsel or attorney employed by the parties hereto, nor financially or otherwise interested in the outcome of this action.

Daniel Berube

Daniel Berube

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WASHINGTON METROPOLITAN TRANSIT AUTHORITY

Docket B19-01

PROPOSED FY20 OPERATING BUDGET

Docket B19-02

PROPOSED FY20-25 CIP AND STRATEGIC PLAN

Tuesday, February 5, 2019

Metro Headquarters Building

Hearing No. 622

600 5th Street, N.W.

Washington, DC 20001

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A P P E A R A N C E S

Clarence Crawford

Dennis Anosike

Jennifer Ellison



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C O N T E N T S

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PROPOSED

1 P R O C E E D I N G S

2 Welcome

3 MR. CRAWFORD: Good evening ladies and
4 gentlemen. Thank you so much for coming out tonight.
5 I am Metro Board Member Clarence Crawford, representing
6 the State of Maryland. With me tonight is the Board's
7 Corporate Secretary, Jennifer Ellison, and Metro's
8 Chief Financial Officer, Dennis Anosike, who will be
9 giving tonight's presentation.

10 This hearing was convened by the Board of
11 Directors to gather public comments on two dockets.
12 The first docket B19-01, Metro's Proposed Operating
13 Budget and Related Service and Fare Proposals. The
14 second docket item --

15 (Off record comment.)

16 MR. CRAWFORD: Miss Ellison's coming back to
17 take care of that.

18 (Off record comment.)

19 MR. CRAWFORD: Wait just a minute. Oops, wait
20 just a minute.

21 (Pause.)

22 MR. CRAWFORD: Yes ma'am. Just a minute.

1 Thank you, please.

2 (Pause.)

3 MR. CRAWFORD: Okay. I think I'm at a point
4 now where I can respond. My understanding is that the
5 request for the interpreter needed to come to the Board
6 Secretary's office. I'm not sure where the request was
7 made, but nevertheless what we are working to do is to
8 provide a written copy of the opening remarks, as well
9 as information from the presentation itself. So I'm
10 not sure exactly where the disconnect may have come. I
11 apologize for that. I would like have --

12 (Off mic comment.)

13 MR. CRAWFORD: No sir.

14 (Off mic comment.)

15 MR. CRAWFORD: May I ask --

16 (Off mic comment.)

17 MR. CRAWFORD: What I had mentioned was that
18 I'm not sure where the request went. It did not come
19 to the Board's Secretary according to our procedures.
20 We have provided a copy of the written statement.
21 We'll provide information on the budget. I'm not sure
22 how the disconnect occurred. I can just say that I am

1 sorry that it did happen, and we'll work with you in
2 the future.

3 (Off mic comment.)

4 MR. CRAWFORD: Your objections are noted, and
5 again from the -- from my perspective, we definitely
6 wanted to have someone here if we were notified. It
7 was a procedure. I'm not sure what happened. I
8 apologize for that. I would like to be able to
9 continue for the people that are here.

10 (Off mic comment.)

11 (Pause.)

12 MR. CRAWFORD: We are making arrangements to
13 see if we can have someone come. We will also review
14 our process in the future in terms of how we do this.
15 We have a process now where people have to report or
16 request it with the Board Secretary. But I think we
17 will revisit that as a result of this.

18 We're looking to try to bring someone in.
19 We're also looking to see if we can have him read what
20 is being typed in a computer in the meantime. What I
21 would like to do is to be able to continue for the
22 people that are here, and we will definitely make note

1 and we will also, as I can assure you, that we're going
2 to look at our processes in the future as to how we do
3 that, so that everyone has access and can hear and
4 fully participate in the hearings.

5 That was our intent. That's why we're doing
6 it. We really are very interested in having public
7 input and, as I said, our goal is to get that input.
8 I'm not sure all of what happened. All I will just say
9 is that I apologize for it not working quite right the
10 way it happened this evening. We're going to look at
11 policies and procedures.

12 We'll continue. What we have done is provided
13 the gentleman with a copy of my opening comments, as
14 well as a copy of the presentation, so that he can have
15 that as well. I'm sensitive to the issue. I have a
16 son that has hearing issues as well, so I'm sensitive
17 to the issue.

18 I'm sorry that this has happened this way, and
19 as I say, we're trying to get someone here. But what I
20 would like to be able to do is to continue for the
21 people that are here tonight, and you have my assurance
22 that we are going to revisit our policies and

1 procedures with respect to this in the future. Allow
2 me to continue please. At the appropriate time, allow
3 me to continue please. Thank you.

4 So we've convened this hearing to gather
5 public comments on two dockets. The first one is
6 Docket B19-01. That's Metro's proposed FY2020
7 Operating Budget and Related Service and Fare
8 Proposals. The second docket item is Docket B19-02,
9 Metro's Proposed FY2020-FY2025 Capital Improvement and
10 Strategic Plan.

11 I mentioned that we had posted notice of the
12 hearing in the Washington Post, the Washington
13 Hispanic, the El Tiempo, the Korean News, the APOC
14 News, the African-American newspaper, the Dianeg (ph)
15 newspaper. We also sent copies to local libraries for
16 reviewing and posting at wmata.com, and signs were
17 posted on buses and rail stations.

18 I'll just briefly cover the procedure for
19 tonight. In this room we will hear from you. We'll
20 give you an opportunity to testify. Please register
21 with our staff at the table if you wish to speak. We'd
22 love to have you speak and to provide comments. If

1 there are any elected officials present, they will be
2 allowed five minutes. Everyone else will be allowed
3 three minutes, and if there's a need for additional
4 translation we'll work on it. As I said, we're working
5 to try to address that issue.

6 If you have written, a written testimony, we
7 would appreciate it if you would give a copy of that
8 testimony to Ms. Ellison. If you signed up to speak,
9 you can start moving towards the podium once your name
10 is called. However, you need to use the mic -- if you
11 need to use the mic, please raise your hand and we'll
12 bring the mic to you so that we can have a complete
13 record of everything that's being said.

14 There's a timer here that will count down how
15 much time you have left. We will give you a warning
16 beep when it's about 20 seconds left, and then a beep,
17 a continuous beep when your time is up. The timer is
18 important, because we want to give -- make sure that
19 everyone has an opportunity to provide comments and to
20 be heard.

21 We want to take a moment to recognize that
22 this is where we listen to you. We're really

1 interested in your input, a very important time for
2 WMATA. So we're very interested in your comments on
3 the proposals that are before you. At today's hearing,
4 we're not going to be in a position to answer
5 questions. What we're really interested in doing is
6 getting your questions, to understand what your issues
7 are so that we can then take that into account.

8 Before you begin your remarks, we would
9 appreciate it if you would state your name, your
10 organization and the organization that you represent.
11 Please note that all statements including any personal
12 information such as name, email address, address, phone
13 number that you provide in the statement are releasable
14 to the public upon request, and may be posted on
15 WMATA's website without change, including any personal
16 information provided.

17 Further testimony may be submitted and must be
18 received by 9:00 a.m. on Monday, February the 11th.
19 This testimony may be mailed to the Office of the
20 Secretary, WMATA, 600 5th Street, N.W., Washington,
21 D.C. 20001, or submitted within a freedom, a free form
22 content box that can be found on the [wmata.com\budget](http://wmata.com/budget)

1 website available -- and that will be available until
2 9:00 a.m. Monday, February the 11th. This is in
3 addition to all of your other options to provide input.

4 If you have any questions about the different
5 ways to provide testimony, please see our staff at the
6 registration table. Your comments will become part of
7 the public record that will be reviewed by the Metro
8 Board of Directors. Changes to the options presented
9 tonight may be presented in response to testimony
10 received and subsequent staff analysis.

11 If you have not already done so, please
12 silence your mobile devices. At this time, I will call
13 upon Mr. Anosike to, and his staff for the
14 presentation. And then afterwards at that time, we'll
15 start to hear from witnesses. Again, thanks -- thank
16 you so very, very much for coming out, and we're really
17 very excited and interested in hearing your comments.

18 Presentation - Dennis Anosike

19 MR. ANOSIKE: Thank you, Mr. Crawford. Good
20 evening. Okay. As we all know, Metro is the economic
21 engine for the National Capitol Region. It is a system
22 that provides connectivity for both residents and

1 visitors to the District, the Commonwealth of Virginia
2 and the state of Maryland, allowing the residents as
3 well as visitors to get to jobs, housing, schools and
4 other tourist destinations.

5 But beyond Metro's economic impact, the system
6 also enables the region to reduce congestion on our
7 roads. So tonight I will walk you through Metro's
8 proposed FY2020 budget, as well as the longer-term
9 strategic framework upon which the budget is based.

10 In 2017, Metro's general manager laid out a
11 vision, a vision to keep Metro safe, reliable and
12 affordable. That vision later formed the basis for the
13 dedicated funding legislations that the Commonwealth,
14 the state of Maryland the District passed in 2018.
15 KMSRA, as we call it, commits Metro to a safe, reliable
16 and affordable system, with better customer experience
17 and more sustainable operating model.

18 But achieving those goals requires Metro to
19 become much more efficient and even more effective in
20 how it meets the region's mobility needs. KMSRA, which
21 is Metro's strategic framework, has ten principles, six
22 of which Metro has already started working on, and with

1 the help of the region has already implemented.

2 These include a regional -- the region's
3 approval for dedicated funding. It includes revamping
4 Metro's system for capital investment delivery, which
5 as you see further down the line has shown some
6 improvement. But the goal there is to get the region
7 and to get Metro to an average \$1.5 billion capital
8 investment a year.

9 It also requires Metro to improve its
10 competitive process in how it delivers service, and
11 here again Metro has already taken action in terms of
12 how it delivers bus operations and looking at how we
13 deliver rail services to the region.

14 Finally, one of the things that has already
15 been implemented is a cap in terms of regional
16 operating subsidy. As you recall, the legislations
17 that I mentioned earlier limits annual growth in terms
18 of regional subsidy to three percent effective FY2020.
19 But Metro actually started doing that in FY19, and so
20 the budget that is being considered now for FY20 has
21 the same principles built in.

22 The remaining four principles which have not

1 been implemented yet require either jurisdictional or
2 Congressional supports to get implemented and Metro, as
3 you can imagine, is actively working with both the
4 region as well as Congressional delegation to try and
5 implement those, including reauthorization for PRIIA,
6 which provides \$150 million to Metro each year.

7 So in terms of staying within the strategic
8 plan that I just mentioned earlier, the three percent
9 cap on annual subsidy will be challenging for Metro to
10 maintain, and to give you an example in fiscal year
11 2020, that mandate requires Metro to reduce projected
12 costs by \$46 million. That is part of the budget that
13 has been submitted to the Board.

14 But without additional changes, that \$46
15 million shortfall in FY2020 will grow to over \$400
16 million by the year 2028, an amount that's equal to
17 half of Metro's non-personnel costs. So complying with
18 the dedicated funding legislation means that Metro must
19 find ways to close future budget gaps in order to avoid
20 a cycle of service cuts, fare increases and ridership
21 losses.

22 This slide shows what Metro has -- that Metro

1 has taken steps already to become even more efficient.
2 Over the last three years as you see on this slide,
3 Metro has improved operating efficiency through
4 monitoring actions, and these actions have reduced
5 staffing levels, implemented new absences and
6 protocols, closed under-utilized sales offices,
7 restructured health care plans and reform the worker's
8 compensation program to reduce cost by over \$182
9 million.

10 But more work remains to be done, and more
11 difficult choices have to be made in the future, to
12 make sure that Metro stays within this three percent
13 annual subsidy growth cap.

14 In 2017, as some of us in this room will
15 recall, former U.S. DOT Secretary Ray LaHood reviewed
16 Metro's operations on behalf of the Commonwealth, and
17 recommended changes ranging from service reliability to
18 pensions. The good news is that Metro has initiated
19 action on most of those recommendations.

20 For example on reliability, Metrorail on time
21 performance has improved to 90 percent, and rail car
22 performance is the highest it has been in the last

1 eight years. In 2017, Metro also started securing
2 swing gates at rail stations to reduce fare evasion,
3 which is scheduled for completion in 2020. Metro also
4 began to review the Metrobus in order to develop a
5 better road map that we can use going forward.

6 If you look at the budget that's proposed, you
7 also see that Metro's advertising and commercialization
8 efforts will increase non-fare revenue next year, and
9 the policy that I mentioned a little bit ago in
10 absenteeism actually reduced costs by \$5 million last
11 year. Again, one area that has not been addressed is
12 pensions for future employees, and that will be a
13 continuing subject for collective bargaining.

14 When you go to the capital program, Metro
15 plans to invest \$9.3 billion across six investment
16 categories to improve and maintain the system over the
17 next six years, and the categories are laid out here on
18 this slide. As you can see from this slide, stations
19 and passenger facilities will be two of the largest of
20 the six investment categories, not just in FY2020 but
21 across the six-year time line.

22 This capital improvement will benefit from the

1 dedicated funding legislation that the District, the
2 Commonwealth and the state of Maryland recently passed.
3 The good news again is that Metro's recent focus on
4 both system safety and reliability has dramatically
5 improved our capital investment delivery, at least when
6 compared to the last couple of years.

7 As you can see from this slide, in 2020 we
8 expect to almost double the expenditures from FY2015.
9 In 2020, Metro expects to invest \$1.4 billion, again
10 mostly for system safety instead of repairs, which
11 means there are no shining stars here. There are no
12 new investments, no new extensions. This is just to
13 maintain the basic buses and rail cars and the stations
14 that Metro currently has.

15 Key investments, as you can see from this
16 slide, include fleet renewal, extending the fare
17 collections process, improving stations and maintaining
18 and repairing our escalators and elevators. When you
19 go to the operating budget, the request that the
20 gentleman has just made of the Board and of the region
21 is consistent with the three percent mandate, which I
22 mentioned earlier.

1 So as you look at Metro's base jurisdictional
2 contributions for FY2020, it goes up by \$32 million,
3 which is three percent of the amount that was provided
4 in FY2019. However, the budget also includes
5 legislatively excluded costs for things like the Silver
6 Line Phase 2 ramp up, for litigation, for ADA
7 paratransit and for OSHA increased costs.

8 Last but not least, the budget also recommends
9 that the region support four new initiatives, which
10 will be above three percent mandate in order to help
11 drive ridership, and I will get into that in a minute.

12 As a reminder, Metro's proposed FY20 budget,
13 or rather that base budget, which again I have to
14 stress is within the three percent mandate, does not
15 increase fares and does not cut service. However,
16 within that three percent cap, the budget also does a
17 few things that actually helps to drive ridership.

18 For example, it reduces the seven day bus pass
19 price. It offers a \$2 weekend pass on Metrorail or
20 flat fare on Metrorail. It introduces new visitors
21 passes, and adds unlimited bus on select passes. It
22 also maintains Metro's better rush hour promise, which

1 now credits customers back their fares on trips that
2 take -- that are delayed more than ten minutes during
3 peak hours.

4 As I mentioned a little bit earlier, this
5 slide shows the four new initiatives that the general
6 manager has recommended that the region consider
7 funding, in order to drive ridership. It expands rush
8 hour periods. It extends service on the Yellow Line as
9 well as the Red Line, and it makes every train an eight
10 car train.

11 Finally, as you can imagine the budget that's
12 been proposed for next year faces some headwinds, two
13 of which relates to health care and pensions. As we
14 sit here tonight, Metro has an unfunded pension and
15 OPED liability of \$3 billion. In addition to that, the
16 budget also faces risks tied to uncertainty around
17 PRIIA funding, which I mentioned a little bit earlier.

18 If that money is not, no longer available,
19 that means that someone, we have to look to the region
20 to provide those funds. Also with respect to the
21 federal government, we continue as we just saw over the
22 last few weeks to have uncertainty with respect to

1 federal employment levels, and in some respects whether
2 the federal government is going to stay open or not.
3 When that happens, it does impact Metro.

4 Finally, paratransit service continues to grow
5 in terms of demand and cost, and that will impact the
6 budget as we go forward. Thank you very much.

7 Public Comment

8 MR. CRAWFORD: Thank you very much. I just
9 want to note again, I apologize for the -- for not
10 having someone here in a miscommunication. What we are
11 going to do, we've made a decision here right now that
12 with future hearings and with our Board meetings, that
13 we will have a sign language interpreter present.

14 The prior procedure was that you needed to
15 contact the Secretary's, the Board Secretary's office,
16 and we're just going to now have someone come. Again,
17 I apologize for that. At this time, we'd like to call
18 our first witness. That will be Mr. Snyder. Yes sir.
19 Thank you so much for coming out. If you would give us
20 your name and your organization, we would appreciate
21 that.

22 (Off mic comment.)

1 Dave Snyder

2 MR. SNYDER: Some folks wish that I came with
3 an on/off button as well. My name is Dave Snyder. I'm
4 a member of Falls Church City Council since 1994. I
5 previously chaired the Northern Virginia Transportation
6 Commission, the Northern Virginia Transportation
7 Authority, the Transportation Planning Board, Emergency
8 Preparedness Council and I currently chair the
9 Metropolitan Washington Air Quality Committee.

10 The first comment I want to make tonight, as
11 that I am a daily rider of the Metro system, and I want
12 to thank the management, the Board and the employees
13 for the significant increase in reliability and
14 improvement of service that we've seen over the last
15 few years. So first of all, I want to thank you all
16 for participating in that.

17 Secondly, I want to emphasize in looking to
18 the future the importance of revamping the bus system,
19 and making it truly beneficial for more people without
20 duplicating rail service. The third issue I want to
21 point out is the importance of continued coordination
22 between Metro and the City of Falls Church and Fairfax

1 County in the development around the West Falls Church
2 Metro Station.

3 There's a huge win-win-win here, and we want
4 to thank you for the coordination so far, and we want
5 to keep that up. Now as a regular rider, I have a
6 couple of comments.

7 First of all, I think there's a need for
8 better communication just across the board. I have the
9 opportunity on my day job to travel throughout the
10 world, and I usually ride Metro systems in those other
11 countries.

12 Somehow, it's easier to get around the Beijing
13 subway system than it is the Washington Metro system
14 for visitors here. So clearly there's a need for
15 improved communication across the board.

16 The next issue I want to raise is the
17 importance of using technology and technologically-
18 enabled business models to better improve service,
19 especially service during the non rush hours in a more
20 cost effective way.

21 Finally, I want to address directly the
22 budget. The City of Falls Church sent a letter on

1 January 29 to Metro, and I want to read just a couple
2 of portions of that letter. "The proposed new
3 initiatives to drive ridership growth are beyond the
4 three percent operating budget established by
5 Virginia's recent legislation.

6 The proposed operating budget increase of 9.5
7 percent is insupportable and could trigger a
8 withholding of state funds that Northern Virginia
9 jurisdictions use to pay their obligations to WMATA.
10 The City cannot afford an operating subsidy allocation
11 increase of 11.8 percent due to competing resources for
12 our limited local dollars, including public education
13 and public safety.

14 For example, the City's FY2020 budget
15 development is capped at two percent for the full
16 breadth of our governmental services. The City wants
17 WMATA, as I do, to be successful. We're a Metro
18 Compact jurisdiction. We've long supported Metro. But
19 the budget must be focused on the priorities of safety,
20 reliability and increasing ridership to increase
21 revenue, as opposed to reducing service.

22 However, WMATA must prioritize and find

1 innovative approaches, while constraining the operating
2 budget increase to the three percent as required by
3 Virginia law. The City looks forward to working with
4 Metro to achieve that.

5 I want to add with a personal note that as a
6 regular rider of Metro, I know how important it is to
7 this region. You have our firm commitment to continue
8 to work with Metro management, the Metro Board and the
9 employees to restore Metro to the world class system
10 that I know that we're capable of.

11 But we do have fiscal constraints that have
12 been imposed by the legislatures, and we must abide
13 with them. So let's all roll up our sleeves and solve
14 this problem together. Thank you very much.

15 MR. CRAWFORD: Thank you very much. Mr.
16 Harnett please? Welcome, good evening. If you would
17 state your name and your organization for the record.
18 Thank you, sir.

19 James Harnett

20 MR. HARNETT: Well hello everyone, Board
21 members, the public. My name is James Harnett. I am
22 an ANC Commissioner, an elected official in the

1 District of Columbia. I represent or I serve on the
2 Commission that represents the Foggy Bottom/George
3 Washington University Metro stop. I want to take a
4 moment to address some concerns that I have. I'm
5 speaking on behalf of myself and not on behalf of the
6 Commission. We'll be submitting written comment after
7 tonight that addresses the full breadth of the
8 concerns, but also the thanks that we have for what the
9 FY20 budget attempts to do.

10 So if I can, my primary concern with some
11 challenges that students have had around affordability
12 and access is the process by which --

13 MR. CRAWFORD: Pardon me, just a minute Mr.
14 Harnett. Can we just have one person speak? Be
15 respectful of the person at the podium. Thank you. If
16 you need to have that conversation, you can step out so
17 that -- and be respectful of the podium. Yes sir,
18 please.

19 MR. HARNETT: So the University Pass Program
20 is an initiative that Metro launched a few years ago as
21 a pilot for universities in the Metro area, that allows
22 students to buy into an unlimited rail and bus pass at

1 the beginning of their academic semesters, so that they
2 can ride Metro and Metrorail, Metrobus throughout the
3 City and the region.

4 The only university that participated in the
5 pilot, that enrolled its student body was American
6 University. Georgetown, seeing as they don't have a
7 Metro station, it makes sense that they didn't
8 participate. But given the location of George
9 Washington University, the reason that many students
10 selected GW as the school they wanted to attend, given
11 our location in the downtown core of D.C.

12 I think it's important that students are
13 provided access to the Metro system. Right now, the
14 way the program works and the way it's set up is that
15 administrators in Metro have discussions about whether
16 or not they want to enroll the entire student body.

17 One of the advantages to having the cost of
18 the Metropass sort of brought together with the cost of
19 your tuition is that federal financial aid dollars can
20 go towards paying for the cost of your Metropass, which
21 is great for somebody like me who receives financial
22 aid and for the 90-some odd percent of students that do

1 as well.

2 But when a university is not willing to buy
3 into the program and sign up every single student, that
4 means that they are not able to participate in the
5 program, and that none of the students who attend said
6 university are able to enroll.

7 So one of the things that I wanted to know
8 here tonight was asking, as part of either this budget
9 or other issues that come up before the Board, that
10 students be given the opportunity to opt into this
11 program, so that students that spend more than \$250 a
12 year, the cap of how much the program costs to enroll
13 in, students have an opportunity to subsidize the cost
14 of the Metrorail and the Metrobus access.

15 We did a study of students at GW who spend
16 more than \$250 on public transportation on Uber and
17 Lyft and Metro every year. Only about 15 percent of
18 students spend that much money. I am certainly a
19 believer in the idea that if we provide passes to
20 students they will use them.

21 But given the fact that there currently is not
22 an appetite for the university to participate in a

1 program where they don't see every single student
2 benefitting financially from this program, I want to
3 make sure that students have the opportunity to opt-in
4 and would urge the Board to include that in their FY20
5 budget. So thank you, and I will be around if anyone
6 has questions.

7 MR. CRAWFORD: Thank you very much. I
8 appreciate that. Mr. Dancy?
9 Rico Dancy

10 MR. DANCY: Hello. My name is Rico Dancy.
11 I'm deaf. You want to know why we have monthly pass
12 for people who have a disability. We have a large deaf
13 community at Gallaudet. We have one of the biggest
14 deaf communities in the nation who use this Metro.
15 Other students have monthly pass. You don't ride the
16 Metro y'all should know y'all drive fancy cars. So why
17 can't we have?

18 I want to admit something. Each time you have
19 a Board meeting, you never know who might come here
20 who's deaf, who might come here who is deaf and blind.
21 We want to make sure it's equal to everyone, not half
22 and half. Ensure equal access to everyone. I request

1 that last night at the ANC meeting, and they said that
2 we'll have an interpreter. I don't know what happened.

3 I want to make sure 100 percent it's a public
4 meeting, whatever, your Board meeting, that have equal
5 access to every person. I've been fighting this for 23
6 years for access, qualified access. Give us what we
7 want, monthly pass. When I travel across the country,
8 other cities have multiple passes on mass transit.

9 It's a monthly pass. Why can't we have? We
10 deserve equal. Give us what we want, and as the man
11 said if it's not on the budget, it's not on the agenda,
12 put it on there. I've been fighting this too long and
13 I'm a fighter. I'm going to keep on fighting for more
14 people who fight for us. Thank you.

15 MR. CRAWFORD: Thank you. Mr. Calabria. Thank
16 you sir for coming. Thank you, sir.

17 Tino Calabria

18 MR. CALABIA: My name is Tino Calabria. I'm a
19 native Washingtonian born here in the 30's and have
20 ridden every form of public transit since the 40's.
21 I'm also a member of the Accessibility Advisory
22 Committee, and I gave Mr. Dancy as I gave you a copy of

1 my written testimony.

2 MR. CRAWFORD: Thank you.

3 MR. CALABIA: While I am a member of the
4 Accessibility Advisory Committee, I only have three
5 minutes to speak as a member of the public. I support
6 the position given by the chair of the Accessibility
7 Advisory Committee in his written testimony. I just
8 want to note two things that were passed just last
9 month, which I hope you'll consider.

10 Some of you may have seen the Jumbo Tron on
11 7th Street, which includes information on the arrival
12 of the rail cars in the station. I suggest that maybe
13 not as large as the Jumbo Tron, maybe only a half that
14 size or a third that size, but big enough to hold
15 information on the arrival times of the trains, but
16 also of any elevator and escalator outages, and that
17 such a modified kind of Jumbo Tron be installed in the
18 mezzanine area before the turnstiles, so that riders
19 can see that there may not be an elevator or an
20 escalator working at that station and they can make the
21 proper adjustments.

22 The other thing I'd like to mention is that we

1 have an abilities ride program already in operation in
2 Montgomery County, and I understand that you all are
3 opening it up in the District to other cab companies or
4 even to Uber and Lyft. What I suggest is that
5 whichever companies comes to terms with you, that you
6 negotiate some sort of arrangement, a user such as the
7 frequent flyer program.

8 The last thing I'd like to say is that as the
9 Accessibility Advisory Committee recommended before,
10 when you deal with the 8000 series, you consider like
11 New York City is doing, a pilot program which would
12 involve developing say five or ten trains that are open
13 gangway trains as is being done in New York City.
14 Thank you.

15 MR. CRAWFORD: Thank you very much. We
16 appreciate your comments. Ms. Mahorn (sic). Welcome.
17 Mary Kay McMahan

18 MS. McMAHON: My name is Mary Kay McMahan.

19 MR. CRAWFORD: I'm sorry, forgive me. Thank
20 you.

21 MS. McMAHON: My name is Mary Kay McMahan. I
22 am a resident of the District of Columbia and a member

1 of the Accessibility Advisory Committee, and a 30 year
2 rider of Metro, and I wanted to ask in the development,
3 the consideration of the 8000 series trains that it be
4 looked at, the feasibility of having variable height
5 seats at or around the disability seating be
6 considered.

7 We have, I know of some people who have had
8 difficulty with the current seating for disabled
9 passengers that would like higher seats to make
10 transfers from wheelchairs more easier, and in my case
11 my disability causes short stature and lower seats
12 would be helpful. Thank you.

13 MR. CRAWFORD: Thank you very much. I
14 appreciate your comments. Mr. Ryerson.
15 Joel Ryerson

16 MR. RYERSON: Good evening panel. My name is
17 Joel Ryerson. I live in [REDACTED], Adelphi,
18 Maryland 20783. My email address is [REDACTED]
19 [REDACTED]. In the proposal, but they didn't have any
20 cuts of the buses thank God, but I want to know -- I
21 know you can't answer me, but maybe, maybe they will
22 have answers to the question.

1 I've seen some of the buses like the F-8 is
2 going to be changing routes, replacing some of the R-2
3 down on 23rd Avenue. So and Sunday service, they're
4 not going to have no bus service on Adelphi Road when
5 that bus gets down on 23rd Avenue in Lewisdale. Now
6 I've been going on for 40 years riding the system. I
7 don't have a car, hopefully have some Sunday services
8 too. The C-8 doesn't go on a Sunday and the R-3 got
9 eliminated because there was no ridership.

10 Hopefully in the future they come back and we
11 have more ridership. Thank you. Have a good evening.

12 MR. CRAWFORD: Thank you very much. Just as a
13 note, we have staff in the back that can answer
14 questions if you have questions at the table, back in
15 that are. You're more than welcome to do so. At this
16 time it will be Mr. Sheehan, sir.

17 Patrick Sheehan

18 MR. SHEEHAN: Thank you very much. Thanks for
19 giving me the mic so I didn't have wonder my way up
20 front. My name is Pat Sheehan. I live at [REDACTED]
21 [REDACTED] in Silver Spring. I'm a member of the
22 AAC and also the RAC. I'd like to speak to -- make

1 comments regarding the positions of the AAC.

2 One of the things that was brought up earlier
3 was the impact of the furlough on WMATA, and I
4 understand, I think it was what, \$400,000 a day. I
5 would just urge the Board when they're making decisions
6 to keep in mind not to make decisions based on budget
7 issues on the backs of people with disabilities.

8 We understand that WMATA has been fiscally
9 constrained. We're hoping that there's not a second
10 furlough. But please, don't try to balance the budget
11 on the backs of the disabled.

12 A couple of other areas I'd like to talk
13 about, particularly with respect to Metro Access, we
14 understand that they'll be some cars, some vans being
15 brought in. The AAC would like to be able to look at
16 those vans and ensure that the accessibility areas that
17 have been incorporated into those vans are actually
18 what we asked for, so that we can test them, make sure
19 they're reliable.

20 With respect to the subway system, we
21 understand that \$200 million is going to be appointed
22 in the next fiscal year to be spent on lighting. We

1 would urge that the lighting project, that money be
2 spent to support the new lighting in the mezzanines and
3 along the tracks.

4 The disability community, particularly the low
5 vision community, is really impressed with the work
6 that has been done, and urges Metro to spend that money
7 smartly within the stations that, you know, have been
8 designated. And that's something that not only has is
9 good for people with disabilities, particularly low
10 vision individuals, but also the public in general.

11 We also understand that the flat fare on the
12 weekends is going to be \$2, and we would urge WMATA to
13 pass along a \$4 flat fare to Metro Access individuals.
14 We think that that is going to make life easier for
15 those people with disabilities, rather than using the
16 complicated fare structure that they have now, passing
17 along a flat fare of \$4 for Metro Access riders would
18 be absolutely huge.

19 Within the trains, in the 8000 series trains,
20 we know that there are incidents of blind people
21 falling between the cars, particularly last summer. We
22 would urge that the recommendations of putting barriers

1 between the cars so that those individuals would not
2 fall between the cars. We understand that's supposed
3 to be completed by May.

4 We'd like to ensure that in the 8000 series,
5 that that also is something that is looked at and
6 monitored and made sure that the spaces between the
7 cars are safe. Then also as Tino recommended, with
8 respect to the Jumbo Trons. Although I can't take
9 advantage of taking a look at the Jumbo Trons, I
10 understand that within the Metro system and also
11 outside Gallery Place, people are finding that
12 additional information extremely useful.

13 I would urge that WMATA take advantage of that
14 type of technology to improve the communication within
15 the system, and for those people outside the system.
16 Lastly, I'd like to thank a couple of people that have
17 done a wonderful job with respect to the AAC.

18 Mr. Christian Blake, and also for the RAC,
19 John Passack (ph), who has supplied wonderful support
20 for both of those committees, and we appreciate being
21 able to work with WMATA, with the Board and the efforts
22 to put on behalf of people with disabilities. Thank

1 you very much.

2 MR. CRAWFORD: Thank you, sir. At this time
3 we'll have Mr. Stallworth.

4 Douglas Stallworth

5 MR. STALLWORTH: Good evening. My name is
6 Douglas Stallworth. I'm a District of Columbia
7 resident and a retired employee from WMATA and the
8 District Department of Transportation. I would like to
9 testify on the need for District of Columbia funding
10 for service improvements on the Metrobus U Street-
11 Garfield Lines, Routes 90, 92.

12 On March 20, 2011, a WMATA priority corridor
13 study of the 90's line was completed and recommended
14 implementation of a new limited stop Metro extra Route
15 99 service as part of this line. The service would
16 operate and cost as follows.

17 Bidirectional, two-way with 18 stops between
18 Anacostia and the Dupont Circle Metro Stations.

19 Initially would be a weekday, rush hour only service
20 operating between 6:00 and 9:00, and 3:30 to 7:00 every
21 15 minutes. The cost would be \$1.2 million annually
22 based on the 2011 study estimate.

1 Benefits associated with this service include
2 time savings of 15 to 20 percent over local service,
3 serves high ridership bus stops on the 90's line and
4 connects with five Metrorail stations. It provides
5 Anacostia residents with faster and more reliable bus
6 service to new and existing employment opportunities in
7 Northeast and Northwest Washington.

8 It allows D.C. students to arrive at schools
9 along the route on time due to improved limited stop
10 service. It serves new development projects along U
11 Street, Florida Avenue, Bloomingdale, Eckington, the H
12 Street and Capitol Hill.

13 It provides a direct bus connection between
14 the U Street corridor and Dupont Circle, and provides a
15 fast crosstown transfer connection to the recently
16 implemented radial limited stop routes operating on
17 16th Street, 14th Street, Georgia Avenue, H Street,
18 Rhode Island, Pennsylvania and Martin Luther King.

19 Now implementation of this service would
20 complete the study recommended Metro extra limited stop
21 network in the District, with the exception of the
22 recommended service on the North Capitol Street and

1 Route 80 line. Although the District of Columbia has
2 committed to additional dedicated capital funding,
3 there is a continuing need for more operating funding
4 to implement new service improvements. Thank you for
5 the opportunity to comment on this Metrobus service
6 funding. Thank you.

7 MR. CRAWFORD: Thank you very much. If
8 someone could silence their cellphone? Thank you. Mr.
9 Kaffen.

10 Steve Kaffen

11 MR. KAFFEN: Hi, Steve Kaffen. I'm a member
12 of the Accessibility Advisory Committee, and also the
13 Bus Transformation Project. But I'm speaking as an
14 individual and I live in Washington, D.C. I remember I
15 was here about a year ago back to the day, and the
16 first thing I suggested was that we should expand the
17 use of passes.

18 So I'm very pleased with the thrust in the
19 2020 budget. I think that's very good news, both for
20 us and also for visitors too. But I suggest -- I
21 suggest you take a look at the amounts. I think they
22 may be on the high side and you may want to stratify

1 between city and close areas, and system-wide.

2 I think city and close areas may be able to be
3 lowered, and therefore we get more people on the passes
4 and perhaps interest more visitors who are principally
5 in the City to buy their passes. The more people we
6 can get on the system, the better it is at this
7 particular time.

8 The other thing that I think is appropriate
9 especially for Washington, D.C. is let's call it a
10 Metro hop-on/hop-off pass, where for three days or four
11 days, we sell the pass. You said \$28. I thought \$30
12 and \$40 for the four day.

13 But we coordinate with a couple of the hop-
14 on/hop off bus companies, maybe even getting let's say
15 a half price concession from them in exchange for the
16 number of people we provide to them. We offer that
17 package and that also increases the number of visitors
18 who will buy passes and help WMATA along.

19 For this reason, I'm concerned that the \$2
20 weekend fare conflicts with the passes, and I say that
21 because by it's -- I know it's a package, but by itself
22 it loses money and I don't think WMATA can afford it at

1 this particular time. The weekend ridership decline is
2 not price sensitive, which is what the \$2 pass tries to
3 correct, but rather it's due to the unreliability and
4 inconvenience right now.

5 I'm just afraid that the kind of press that's
6 going to be put out if we do it at this particular
7 moment is something like this: Metro finally told us
8 what they think a rail trip is worth on weekends. I
9 would suggest -- I would suggest we hold that off maybe
10 until after the Fast Track work is done, implement that
11 and let people come to visit an exceptional system.
12 Thank you very much.

13 MR. CRAWFORD: Thank you very much. Thank
14 you, sir. Mr. Kaffen. Ms. Henry Bush?
15 Darnise Henry Bush

16 MS. BUSH: Good evening and thank you for this
17 opportunity. My name is Darnise Henry Bush and I'm a
18 member of the Accessibility Advisory Council. I'm also
19 a long time employee of the Department on Disability
20 Services and I'm a disability advocate and a disability
21 person myself, who is trying to make things better.

22 I come to speak to you this evening with the

1 opportunity as a native District of Columbia resident,
2 and a consumer of the Washington Metropolitan Area
3 Transit Authority services for the fiscal year 2020.
4 I'm here to relay my concerns on impending WMATA budget
5 and its effect on me as a Ward 8 resident, a motorized
6 scooter user, a Metro Access rider and an Accessibility
7 Advisory Committee Board member.

8 My concerns are as follows, and everything is
9 relating to the capital operating budget of WMATA for
10 2020. Please continue to update all rail cars to the
11 7000 and 8000 series cars. It's showing that the
12 design is inclusive of safety features for persons with
13 poor balance issues as well as wheelchair and scooter
14 users, and those that rely on walkers, crutches, canes
15 and other mobility challenged assistive devices.

16 Also, please take into consideration seat and
17 railing materials used to compile, floor tile and other
18 important finishes such as seating and hold ties. If
19 peak hours are extended for bus and rail, rush hour
20 will begin at 5:00 a.m. and end at 10:00 p.m.

21 Please base the Metro Access fares on twice
22 the off peak rates, to remain at the maximum fare what

1 it is now, and that's \$6.50 per trip. If bicycles are
2 allowed to use the rails at all times, please eliminate
3 all six car rails in favor of eight car rails at all
4 times, especially during rush hour.

5 Please provide sufficient accessible shuttles
6 for elderly and disabled community during long-term
7 rail station shutdowns and repairs. When possible,
8 each shuttle should allow space for a minimum of two
9 wheelchairs.

10 Please develop an equitable pass for use
11 inclusive of Monday through Friday for Metro Access
12 customers that work during the week, affording them a
13 reasonable discount similar to seniors, school
14 students, working bus/rail customers and similar to
15 tourists, the ones for tourists and visitors to the
16 City.

17 Please guarantee that persons with
18 disabilities will review the 225 new Metro Access
19 vehicles prior to purchase and that they meet maximum
20 accessibility standards as procured without renovation
21 or retrofitting prior to street release, and please
22 continue the lighting and platform repairs.

1 MR. CRAWFORD: Thank you very much. Mr.
2 Fraulino.

3 Phil Fraulino

4 MR. FRAULINO: I'm just making some brief
5 comments. I filled out the survey that was provided
6 with this budget, and I feel that the budget that was
7 -- the survey that went with the budget looks more like
8 instead of increasing service, that you're decreasing
9 service. That's what I felt like when I was filling
10 out the survey. It's misleading as far as I'm
11 concerned.

12 Now specific proposals, I think that the -- I
13 believe in maintenance and safety. I think you need to
14 work a little bit faster on that, and even when we were
15 all done with what you -- your Safe Track or whatever
16 you want to call it, you know, you need to have workers
17 that can do the work and get it done quicker maybe.
18 Maybe that's the problem.

19 Since we're not going to have late service
20 anymore, maybe we should have -- on the Metro system,
21 maybe we should have bus bridges. That's what I'm
22 going to call them. Bus bridges when you're not going

1 to have late night Metro service. Maybe even have late
2 night bus service then instead, because it's certainly
3 needed to get around the metropolitan area. That's
4 really all I have to say.

5 MR. CRAWFORD: Thank you very much. Ms. Rush.
6 She's in the back. We'll bring a microphone back to
7 you.

8 Denise Rush

9 MS. RUSH: My name is Denise Rush, and I live
10 in Suitland, Maryland. I am the vice chair of the AAC
11 Committee and the vice chair of the Metro Access
12 Subcommittee, and the vice president of the National
13 Federation of the Blind for Maryland, Sligo Creek
14 Chapter.

15 Today I'm talking for the public, even though
16 I'm affiliated with all of those groups. My concern is
17 that you're going to increase the hours of the rush
18 hour. That's great, but that increase will affect a
19 lot of people, especially the Metro Access, because we
20 have to pay double the fare.

21 So if you increase the hours, there are so
22 many people who are on fixed incomes, who travel during

1 the non-peak hours because they can afford to go to the
2 doctor or where they need to go. But if the hours of
3 rush hour are increased, that increases double the cost
4 to Metro Access users and bus users.

5 The fixed routes need to be extended. So
6 you're going to extend the hours, but you cut the
7 service of the buses off. How are they going to get to
8 use the extended hours of the Metro if the buses are
9 not running? So many routes have been eliminated,
10 don't travel on the weekends, stop early. They need to
11 reevaluate the bus system, to make sure it coincides
12 with the hours and the service of the rail, so that
13 they can use the bus to feed into where they can use
14 it.

15 Also, the \$2 fare on the weekend flat rate, it
16 should be automatic double of \$4 for Metro Access
17 users. There's kind of like I'm getting the
18 understanding that if that's approved, it might be and
19 it might not, that's already established. We pay
20 double whatever the bus, the routes, the rail. If it's
21 \$2 flat, it should be \$4 flat for the Metro Access
22 users.

1 We are appreciating that you're getting new
2 buses, but before you purchase any more buses, please
3 use your resources and listen to the advisory
4 committee. Thank you.

5 MR. CRAWFORD: Thank you so much. Ms.
6 Legrain. Thank you very much.

7 Milli Legrain

8 MS. LEGRAIN: Good evening. My name is Milli
9 Legrain. I am a U.S. citizen. I vote and pay taxes in
10 D.C., and I've been living here for ten years. I'm
11 self-employed, I work downtown, I do not own a car and
12 I have always preferred to use public transportation as
13 an affordable and environmentally friendly option.

14 I commute on a daily basis from Wisconsin
15 Avenue and Porter Street. I am referring to the
16 Northwest area, south of American University, and north
17 of the Cathedral, which is effectively a public
18 transportation desert. The area is a 20 minute walk
19 from Tenleytown Metro and a 25 minute walk from
20 Cleveland Park.

21 The area is also at the top of a steep hill,
22 making biking unrealistic. Particularly in extreme

1 weather conditions, buses are our only option. And yet
2 the Metrobus schedule in this area is designed for a
3 second rate city, not the capitol of the United States.

4 Buses are scheduled to run approximately every
5 30 minutes. The waiting times are often even longer.

6 I regularly find myself waiting 40 minutes for a 96 bus
7 to Capitol Hill on week days in summer heat or wintery
8 freeze, and that is on a good day. Just last week, I
9 waited 45 minutes in the middle of the polar vortex.
10 This past weekend, I gave up waiting an hour for the H-
11 4 to Brookland. This is not acceptable.

12 Why can't buses in Ward 3 run as regularly as
13 the 42 and Circulator in Ward 1, particularly as there
14 are no Metro stations nearby. Is it because it is
15 assumed that residents of Ward 3 have a car? I
16 certainly do not, and neither do the many bus riders I
17 have spoken to.

18 Wisconsin Avenue has recently seen a surge in
19 massive real estate developments, with a Giant
20 supermarket, as well as restaurants and stores cropping
21 up within walking distance of the Cathedral. There are
22 shop attendants and waitresses who must choose between

1 arriving to work half an hour early or half an hour
2 late.

3 I have spoken to housekeepers who cannot
4 afford an Uber or Lyft, who will lose their job if they
5 miss the bus. I have spoken to professionals to choose
6 to Uber Pool on a daily basis because the 96 linking
7 Adams Morgan to Georgetown is so unreliable. Here is
8 my most important point. By expecting commuters to
9 rely on companies such as Uber and Lyft, you are
10 effectively privatizing public transportation and
11 pushing it into a death spiral. The result is
12 effectively transport segregation.

13 There have been numerous surveys regarding
14 changes to improve the efficiency of the 42 and 43
15 buses and the 16th Street buses in Ward 1 in the
16 Columbia Heights area. That area is also well-served
17 by Columbia Heights Metro, as much as the much loved
18 Circulator for \$1, and yet I've heard nothing regarding
19 improvements to the 96 and H-4, 31, 30S, 33 and 37 in
20 Ward 3.

21 As the number of independent workers grows as
22 part of our labor force, I'm sure you'll appreciate

1 that public transportation as an affordable,
2 environmentally friendly option needs to adapt, and not
3 only at rush hour, throughout the day and into the
4 night, when many restaurant shifts end.

5 A \$650 million real estate project, including
6 a shopping mall, is due to take over the Fannie Mae
7 headquarter buildings on Wisconsin Avenue. Where are
8 all these customers going to park, and how are the
9 employees going to get to work? They will have to take
10 the bus. Is WMATA planning to take this development
11 into consideration in its future budget?

12 WMATA fares are soaring, but Metrobus is not
13 improving. The crosstown 96 and H-4 in particular
14 could definitely benefit from a little TLC. These
15 changes will benefit not only the people who live in
16 Ward 3, but also the people who work there.

17 The decisions you make regarding the 2020
18 budget will affect me every day, but they will also
19 largely affect communities of color who do not
20 necessarily have 9 to 5 jobs, but whose livelihoods
21 depend on having an efficient, reliable and affordable
22 public transportation that a modern and forward-looking

1 first class city like Washington, D.C. deserves. Thank
2 you.

3 MR. CRAWFORD: Thank you very much. Mr.
4 Williams? Willie Williams.

5 MS. ELLISON: He's gone? Yes, okay.

6 MR. CRAWFORD: Okay.

7 Anthony Oberg

8 MR. OBERG: Hello. I'm Anthony Oberg. I live
9 in Arlington, and I've lived here for about three
10 years, four years, since grad school. I'm here tonight
11 to speak to you as an individual, but for full
12 disclosure I am also a member of the Accessibility
13 Advisory Committee.

14 I agree with my colleagues that have already
15 spoken tonight in terms of what they support. One of
16 the things that struck me when reading the budget, and
17 I definitely applaud these sentiments, but safety and
18 reliability is obviously a huge concern, and I am not a
19 transit professional, so I don't -- I can't speak to
20 how difficult it is to sort of deal with the financial
21 pressures.

22 But as a person with a disability, I have to

1 wonder the reliability portion, you know, the first
2 thing that struck me is who is that for, you know?
3 It's for the riders, and last time I checked like
4 people with disabilities are riders. They deserve the
5 same access to the facilities that you're providing
6 without difficulty, you know.

7 That includes public hearings. I think that
8 if we're talking about reliability, we have to as one
9 of my colleagues stated, not get there on the backs of
10 people with disabilities or other folks. So one of the
11 things that I would hope that the Board considers
12 moving forward on some of these proposals is that you
13 have people like me, people with disabilities that are
14 forced to use the Metro regardless of what state it's
15 in.

16 I don't have a car, I don't have a license for
17 the state of Virginia. So I'm not going to be driving.
18 I'm not going to be using any even Ubers, because
19 they're not accessible Ubers in great enough numbers to
20 give me that option. So I think if you're talking
21 about all these great things, you have an issue with
22 perception.

1 What message is being sent to people with
2 disabilities if they can't get to the Metro because of
3 the elevator, or they can't hear, a hearing or get
4 access to a hearing because they can't hear it, you
5 know. We've seen examples of this. So I just wanted
6 to say that. As you move forward, please consider all
7 the people you're serving.

8 MR. CRAWFORD: Thank you, sir. Mr. Morgan.
9 Welcome, sir.

10 Leroy Morgan

11 MR. MORGAN: Good evening.

12 MR. CRAWFORD: Good evening.

13 MR. MORGAN: Glad to be here, and -- oh, my
14 name is Leroy Morgan. I live in the District of
15 Columbia. I'm a retired federal employee and your
16 budget 2020 remind me of the age I need to reach,
17 because 2020 I'll be turning 70 years old, and I'm
18 looking forward to that, even though I don't look it.

19 But one thing that strike me at the beginning
20 of your budget about extending the rush hour service,
21 that idea is good, except Christmas Eve, because rush
22 hour is over with that morning. Christmas Eve morning,

1 that's the only time you need rush hour, because by 12
2 noon everybody's shut down.

3 So if you have rush hour extended, it's going
4 to be some money. So you don't want to waste all your
5 money on something that has no benefit at all.

6 Second, I was listening to the news about the
7 extending night hour service. I'm a little concerned
8 about that because it interferes with your maintenance.
9 I hope that if you do extend the night hour service, do
10 not interrupt safety and maintenance on the tracks on
11 Metrorail.

12 Also too in 2020, I hope that you don't have
13 night service on Christmas Day and New Year's Day,
14 because 2015 Christmas Day and New Year's Day happened
15 to be on a Friday night, and that's a holiday. It's
16 supposed to be closing on Sunday hours. But on that
17 time, they closed three o'clock in the morning. That's
18 a no-no. So in the future please, do not operate night
19 service on Christmas Day and New Year's Day.

20 Also too I'm a retired federal employee, and
21 I'm glad I'm retired from the shutdown. Also I live
22 here. I was transferred here in 1990. So between that

1 time and now, I never owned cars. I use transportation
2 all the time and I'm counting on the transportation
3 here.

4 So I hope that you keep up the good work, not
5 to extend rush hour service, I think it was until eight
6 o'clock at night. I think it was eight o'clock for
7 rush hour. I hope that you don't do that on Christmas
8 Eve, because by 6:00 p.m., everybody's home. So the
9 Metrorail is deserted, and I can't think of anything
10 else. I've got 20 seconds, I'm finished. Thank you.

11 MR. CRAWFORD: Thank you very much sir. Ms.
12 Broomfield. Welcome. Thank you for coming out.
13 Violet Broomfield

14 MS. BROOMFIELD: Good evening everybody. I've
15 been a resident of this metropolitan area since 1987.
16 My name is Violet Broomfield. I live in the Brookland
17 area in the District of Columbia, and I'm totally
18 satisfied with Metro. I just feel like you've got some
19 kinks to work out.

20 One of the things I think you need to consider
21 is that there is a difference in technical or
22 logistical service and customer service, and I find

1 that there is a lot of laxity in the customer service
2 aspects of what we receive from Metro.

3 I don't own a car. I actually moved into D.C.
4 ten years ago so I wouldn't have to keep my car. So I
5 depend on Metro, and I think everybody else here does
6 too. Just briefly, I think the flat rate is great. I
7 think you need to return to the 2:00 a.m. closing. I
8 work two jobs, so a lot of times I'm late coming in. I
9 would like to see extended bus service later,
10 especially on the weekends. Again, the bus bridges to
11 Metro I think are very important.

12 Rush hour service, I don't see why you need to
13 extend that or it might need to be tweaked a little
14 bit. Eight car trains, yes. On weekends, eight cars
15 Glenmont to Shady Grove. I also pay a lot of attention
16 to tourist traffic. I stay out of D.C. between
17 Memorial Day and Labor Day.

18 But I know people depend on that service,
19 especially as hotels and things expand farther out in
20 the area. I've also noticed recently what I consider
21 to be a manipulation of the escalator service for crowd
22 control, and I see this at Brookland especially. We

1 get a lot of traffic especially for Right to Life
2 movement and things like that, and it seems as though
3 they make a decision to arbitrarily shut down one or
4 other of the escalators as an attempt to make it easier
5 for some patrons to use the Metro and others not.

6 As a senior with aging body, if they shut down
7 that escalator on the Catholic University side, I have
8 to walk all the way around across the bridge to get
9 back home. I'm not happy with that, and I've noticed
10 this consistently, because you'll go in and it will be
11 working and then you'll come back and it's not working.

12 But I just want you to look at things like
13 that. I think the station managers are making
14 decisions on that regard. Just keep in mind that there
15 is a lot of customer service. I'm especially upset
16 with the rude and inconsiderate drivers on the buses.
17 I think that you could look at the H-2, H-4 routes, J-
18 2, H-8, S-4, S-9 for extended and on Sunday mornings
19 people need to get to church. Thank you.

20 MR. CRAWFORD: Thank you very much. Mr.

21 Pizzurro.

22 James Pizzurro

1 MR. PIZZURRO: I am James Pizzurro. I'm a
2 Metro rider for eight years, resident of Arlington.
3 I'm the developer of a Metro app called Metro Here.
4 I'm a charter member of Real Transit Ops, but I'm here
5 representing myself.

6 It's been almost 20 years, I'm sorry 20
7 months, since Safe Track ended and Metro still doesn't
8 appear to have a clear maintenance plan, cost breakdown
9 or time table for resumption of late night service, let
10 alone one that's public. Riders understand that
11 preventative maintenance is necessary, but many were
12 led to believe Safe Track was the beginning of the end
13 of something, not the start of it, and now there's no
14 end in sight.

15 Meanwhile according to the data, Metrorail
16 continues to lose off peak riders, particularly on
17 weekends where WMATA has been slow to prioritize
18 initiatives that might mitigate the effect scheduled
19 track maintenance has on remaining customers. In fact,
20 median weekend ridership fiscal year to date prior to
21 the federal government shutdown is down six percent
22 compared to last fiscal year, and 20 percent since the

1 fiscal year before Safe Track.

2 To stem these ridership losses, WMATA should
3 be asked to explore and prioritize mitigation
4 strategies and do everything it can to minimize rider
5 inconvenience during maintenance activities, and
6 frankly it's also time for the region to be honest with
7 itself and allow WMATA to tell us just how bad is
8 really is, not seek cherry-picked data and narratives
9 our leaders want to hear.

10 Riders need to know when they can expect the
11 level of service they supported dedicating funding for,
12 and get answers to the simple questions they've been
13 asking for years, around how long they're going to be
14 forced to experience subpar service, while they watch
15 other riders flee the system for more frequent and
16 reliable service from competitors.

17 Getting these answers is well within the
18 control of our electeds and those sitting on this Board
19 today. So it's overdue that these questions should be
20 asked, and that WMATA should take real action. Thank
21 you.

22 MR. CRAWFORD: Thank you very much. Ms.

1 Grussing, welcome.

2 Valerie Grussing

3 MS. GRUSSING: Hello? Waiting for a green
4 light. Hopefully this is working.

5 MR. CRAWFORD: Yes, please.

6 MS. GRUSSING: Okay. First of all, James,
7 Allen, I thank you for your app. That's amazing. We
8 rely on that every day. You are indeed a Metro hero.
9 Valerie Grussing. I'm the president of the Forest
10 Estates Community Association in Forest Glen, Maryland.
11 We live on the north side of the beltway, just outside
12 at the intersection of Georgia Avenue and Forest Glen.

13 We rely on that Metro station. Most of us are
14 daily Metro riders, including myself. If you've never
15 had the pleasure of using this station, it's elevator-
16 only access to the platform. It's 20 stories below
17 ground. So it's already challenging to use.

18 Number one, we all enthusiastically support
19 the proposal to run all trains to Glenmont. Getting
20 home from work, we have to get off at Silver Spring and
21 wait for a train. It can feel kind of personal to go
22 one more stop.

1 Secondly, our main point is we finally refer
2 to Georgia Avenue and Forest Glen Road as the
3 intersection of death. We have to cross this on two
4 ways on foot to get to the station, which is also below
5 ground. In 2018, the Montgomery County Council voted
6 to fund a construction of an entrance on the northeast
7 side of this intersection to facilitate safe passage to
8 the station, which was a major victory following 15
9 years of dedicated advocacy.

10 Why am I telling you this? This year, newly
11 elected Montgomery County executive Mark Eldridge is
12 proposing to push it back two years in the six year
13 capital improvement plan, which could effectively kill
14 the project. His story is that he's going to get Metro
15 to pay for it.

16 He's going to get Metro to pay for it, which I
17 told him during his budget forum is both a political
18 trigger and news to the Council. He contends further
19 that this would in fact expedite the project but, that
20 if it doesn't happen, he'll add it back to the County
21 capital improvement plan.

22 This doesn't sound like much of a commitment

1 from Metro, and possibly poses an existential threat to
2 the project. If it's true, that's fantastic and we
3 thank you. If however this is also news to Metro, we
4 need you to let County Executive Eldridge know so that
5 he can keep it on track instead of passing the baton to
6 someone who's not looking. This entrance will
7 literally be a life saver. Thank you.

8 MR. CRAWFORD: Thank you very much. Ms. Dunn.
9 Good evening, welcome.

10 Margaret Dunn

11 MS. DUNN: Good evening. My name is Margaret
12 Dunn. I am a hospitality worker. I'm employed by the
13 Marriott Marquee. I live in Clinton, Maryland. Hence,
14 I take the train from D.C. to Branch Avenue every
15 evening, daily.

16 Traveling to -- I have found an improvement in
17 the general movement of the train over the weekdays for
18 the past two years. However, on weekends the service
19 is terrible, because it doesn't start until on a
20 Saturday at seven o'clock, and on a Sunday -- sorry, on
21 a Saturday at seven, on Sundays at eight.

22 Now for us, the hospitality works 24 hours a

1 day, seven days a week, and if you don't get the very
2 first train, then you're guaranteed to be late for
3 work, and also for the closing. Metro closes about
4 11:30 at night, and there are those of us who work
5 until twelve, one o'clock.

6 Therefore, you have to leave work early or
7 take the Uber. In any way, that costs you. Either you
8 have to leave work early, which means you'll lose some
9 pay, or you have to pay extra for Uber. And for those
10 of -- this morning as a test I decided to have my
11 husband drop me in rather than taking the train. I
12 left home at ten minutes to seven, and I was not able
13 to reach work until 8:24.

14 If I was to take the train, I would be at work
15 by 7:25, and that would give me time to prepare myself
16 for work. If there is an extension of the line, let's
17 say to Waldorf close into Clinton, then it would ease
18 some of the traffic on the road and make it easier for
19 us to get, cut down on the vehicular traffic, and of
20 course cut costs for those of us who have to use it.

21 Also, it costs me about \$10 per day to come to
22 work. I don't know. I appreciate the \$2 flat rate on

1 the weekends, but if the service was to be improved,
2 maybe you could keep the flat rate for other days in
3 the week, because the service on the weekend is really
4 poor.

5 My co-workers, I have co-workers who start --
6 of course, as I said it's a 24 hour seven days a week
7 job, and there are persons who have to work from six
8 o'clock in the morning. Now those persons are -- have
9 to stay with just using Uber, and that is another cost
10 to them. So the union will be submitting a written
11 statement on behalf of the other 8,500 workers as to
12 the Metro operation and how it affects us. Thank you.

13 MR. CRAWFORD: Thank you very much.

14 (Applause.)

15 MR. CRAWFORD: Ms. Thomas, Sheila Thomas?

16 Would you like us to bring a mic to you? Okay.

17 Welcome, good evening. Take your time. We're fine.

18 Sheila Thomas

19 MS. THOMAS: Okay. My name is Sheila Thomas.

20 I live in District Heights, Brook Drive and Marlboro

21 Pike. I heard the lady talk about the fare, and I

22 don't think it's right y'all went up on fares for the

1 seniors, the Senior SmartTrip card. When it was 80
2 cent, that was fine. People have to look for money to
3 add to their SmartTrips, and I don't think it's right.

4 I mean seniors are on a fixed income, and
5 people should understand that. They have to pay their
6 bills, they have to buy food, different stuff like
7 that. But I can understand y'all trying to make the
8 Metro better. This little book say you're trying to
9 keep it, Metro safe, reliable and affordable. If y'all
10 trying to keep Metro and the buses safe, you should
11 have at least a plain clothes police on them buses and
12 on the subway, because when -- what I went through with
13 these men on these buses, and I don't go there, it
14 don't make sense.

15 And the bus drivers are so -- it's one
16 particular bus driver. He will not lower the bus to
17 let you get off. Some of the places where the buses
18 stop, the buses are high, up like this from the curb.
19 I fell off the bus once, once and hurt my hip and I
20 can't do that no more. They don't stop when you get on
21 the bus. They pulls right off. Instead of waiting til
22 you sit down, they don't. They don't wait until you

1 sit down. They just pull off.

2 I can understand y'all want the drivers to be
3 safe. Y'all should want the passengers to be safe. I
4 have seen a lot. I ride the bus everywhere I go. I
5 don't have a car. But what I seen on these buses, it
6 don't make sense. The buses, when you get on the
7 buses, the buses are not clean. They're dirty.

8 Candy paper, the paper they get from off the
9 stand, it's all over the bus. Metro needs -- the
10 supervisor told me they're trying to make it better for
11 the public. If he's trying to make it better for the
12 public, the public needs to see this, just not say it
13 out your mouth.

14 I can understand. I'm not a hard person to
15 understand, but y'all got to think about the passengers
16 too, just not yourself. Thank you.

17 MR. CRAWFORD: Thank you. Ms. Foote, welcome.
18 Good evening.

19 Heather Foote

20 MS. FOOTE: Good evening. My name's Heather
21 Foote, and I'm a Ward 1 resident for the past 30 plus
22 years, actually on the same street. As someone who's

1 worked with older adults on transportation issues since
2 2015, I want to offer several observations and
3 suggestions to improve older adult access to
4 transportation, information and services, and public
5 transit in particular.

6 The first area is communications and
7 marketing. I'll just try to zoom through these. More
8 and more transportation information is moving online,
9 whether at Metro, DDOT or Department of For Hire
10 Vehicles. This creates many challenges and barriers
11 for residents of a city with a high senior poverty
12 rate, and with older adults across all wards who tend
13 to move more slowly into use of digital devices, if at
14 all.

15 Metro needs to make route maps more reliably
16 available on buses, provide PDFs on steps and locations
17 to obtain the senior SmartTrip card, and expand
18 locations where senior SmartTrip cards can be purchased
19 in the District. I failed to mention in my written
20 testimony that Metro did respond and reopen the Metro
21 Center Sales Office, which was very important.

22 Metro, in coordination with relevant local

1 government agencies, needs to allocate funds for a
2 study of the prevalence of SmartPhone ownership and
3 usage by older adult residents in the District, and how
4 this may affect transportation access and choices.

5 The next category is Metrobus. Metro needs to
6 increase budget lines that go towards electric next bus
7 signage at bus stops. Such electronic signs enable
8 older adult riders to look up and see the bus arrival
9 times in brightly lit, large letters and numbers.
10 Metro needs to increase budget lines that go towards
11 bus stop signage such as at Stop 1002152 at Connecticut
12 and Macomb Streets, N.W. I have a picture on the back
13 of my statement.

14 This stop has a large area map with a bus
15 route, the number of the bus stop and the number for
16 calling Metro for information. The latter two are far
17 more accessible there than on the small metal sign
18 attached to the top of a ten foot pole outside the bus
19 stop.

20 My experience suggests that Metro has
21 continued to improve its customer service line, 202-
22 637-7000, whoops, I'm running out of time, especially

1 in the past year. Metrorail lighting. That's a big
2 deterrent for older adults, and finally to take up just
3 a couple more seconds, Metro's participation in the Age
4 Friendly D.C. initiative.

5 The District of Columbia was designated by the
6 World Health Organization as an age friendly
7 jurisdiction in 2018. Through the Office of the Mayor,
8 Age Friendly D.C. is initiating its second five year
9 period to build on past work. Okay. Metro is
10 represented in the Age Friendly initiative and needs to
11 continue its participation there at the levels it has
12 in the past. Age Friendly can only succeed if there's
13 robust, interagency communication and planning on
14 issues including transportation. Thank you.

15 MR. CRAWFORD: Thank you very much. Ms.
16 Neurman.

17 Beryl Neurman

18 MS. NEURMAN: On my way.

19 MR. CRAWFORD: Okay, take your time. We're
20 fine. Good evening and welcome.

21 MS. NEURMAN: Once again, thank you for the
22 opportunity to speak. I'm Beryl Neurman. I'm from

1 Bethesda, Maryland. I ride Metrorail every day of the
2 week, and as someone said, we don't have much choice.
3 If you can't drive a car and I worry about Uber and
4 things when there's accessibility and who's driving
5 those vehicles.

6 I have Metro Access, but I know Metro Access
7 is quite expensive for Metro to run. I was a former
8 member of the AAC before it became the AAC, the
9 Accessibility Advisory Committee. But anyway, I'm in
10 favor of the proposals to improve Metrorail service. I
11 actually work at the latter end of the spectrum, from
12 like 10:00 a.m. to often 8:00 p.m.

13 So I'm actually in favor of the increased rush
14 hour service, because you know, if I'm starting work
15 around ten and then like it takes me several hours
16 every morning to get ready for work and things. You
17 know, the sooner I get home, the sooner I can get to
18 bed so I can get up and be rested for work the next
19 day.

20 You know, I'm in favor eventually, once the
21 safety concerns have been alleviated, of extending the
22 hours, you know. I'll fill out the survey for the

1 things about the improvements to Metrorail, you know.
2 I don't use the Silver Spring to Glenmont very often,
3 but I'm in favor of eight car trains because most of
4 the elevators in most of the stations are at one far
5 end or the other, and you know, and the other thing is
6 I'm taking trains at least in the morning often, you
7 know, in rush hour and sometimes I have appointments
8 and I have to take the train on rush hour. Trying to
9 get here tonight, I was on a six car train. I got
10 clobbered a few times by backpacks and things because I
11 couldn't, I didn't have the space to go somewhere like
12 I do on the 7000 cars. I hope the 8000 cars are even a
13 better improvement than the 7000.

14 Someone mentioned having different height
15 seats, and even though I use my wheelchair most of the
16 time on Metrorail, there was a time I'd take my
17 crutches only. I'd want to be able to sit down
18 comfortably and get up comfortably, because I'm not
19 sure how much time I would have to get up and down.

20 And one thing I have noticed on the 7000 cars,
21 sometimes if my wheels are wet, they'll slide, and I've
22 seen some people slip on Metro on wet days. So I

1 missed the carpeting just because of that. Let's see.
2 As far as elevators working and things like that, you
3 know, the concern I have I worked down here by
4 Judiciary Square.

5 When the escalators are out, I guess on one
6 end of the station. So people are piling into the
7 elevator and the gate's often broken, and I find that
8 problematic because people are piling in and stuff and
9 then like suppose we all get stuck, and you know,
10 getting bumped and everything else.

11 The fare gates need to work, because if the
12 fare gates don't work, people that normally would not
13 even think about jumping fare are ending up doing it.
14 You know, they talk about having passes for things. It
15 would be nice if there would be passes for, you know,
16 prepaids, when the gates don't work very well. Thank
17 you.

18 MR. CRAWFORD: Thank you very much. Mr.
19 Vanek. Welcome, sir. Good evening.
20 David Vanek

21 MR. VANEK: Good evening. My name is David
22 Vanek, and I am a member of Local 25 Union, and I work

1 in the hospitality industry just like my colleague
2 Margaret, and I definitely agree what she said about
3 difficulties to get to work on either early morning
4 hours or get from work on late night hours.

5 I work -- I live in Bethesda and I work in
6 downtown D.C., and most of the time my shift start 5:00
7 a.m., which is when the Metro starts operating. But I
8 already have to be at work at that time, so I have to
9 use most of the time my own car to get to work and from
10 work, and then I have to park in an expensive garage in
11 D.C., which costs me, you know, hundreds of dollars per
12 month.

13 I think extending the hours of the operations,
14 and improving the service, especially on weekends,
15 would definitely help most of our members who rely on
16 the public transportation to get to work and from work
17 on time. Thank you.

18 MR. CRAWFORD: Thank you, sir. Thank you very
19 much. Is there anyone else who wishes to speak
20 tonight? If not, I would first like to thank everyone
21 for coming out. We appreciate the comments and we will
22 definitely take those into account.

1 So if there are no additional speakers, then I
2 will conclude this meeting, and again thank you so
3 very, very much for coming out and taking part. Good
4 evening, good night.

5 (Whereupon, the meeting was concluded.)

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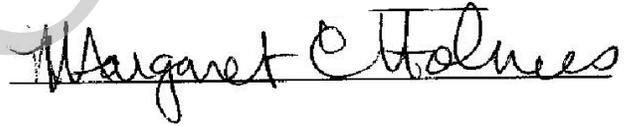
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CERTIFICATE OF TRANSCRIBER

I, Margaret Caraway Holmes, do hereby certify that this transcript was prepared from audio to the best of my ability.

I am neither counsel for, related to, nor employed by any of the parties to this action, nor financially or otherwise interested in the outcome of this action.

February 8, 2019



DATE

Margaret Caraway Holmes

M E M O R A N D U M

SUBJECT: Title VI Equity Analysis: Service and Fare Changes, FY 2020 Budget

DATE: March 8, 2019



FROM: FAIR – Franklin Jones *[Signature]*
 THRU: IBOP – John Kuo *[Signature]*
 TO: GM/CEO – Paul J. Wiedefeld *[Signature]*

This memorandum describes the methodology and findings of the Title VI equity analysis required for the fare changes and major service changes associated with the Fiscal Year 2020 Operating Budget.

Staff is seeking approval of the Title VI equity analysis required in order to change fares and service. This action item will be reviewed by the Finance and Capital Committee at the March 14 meeting.

I. Conclusion

Based on the Title VI equity analysis, staff has determined that the proposed fare and services changes do not result in a disparate impact (DI) on minority populations or a disproportionate burden (DB) on low-income populations.

II. Fare and Service Change Proposals

In November 2018, the GM/CEO put forward a proposed FY2020 Operating Budget. Based on input from the public outreach process and consultations with the jurisdictions, the GM/CEO's revised budget proposal includes the following fare changes aimed at increasing ridership and improving the customer experience as shown in Table One:

Table One: Major Policy Direction, Fares

7-Day Bus Pass	Reduce the cost of a weekly bus pass from \$17.50 to \$15.00.
Daily and Weekly Passes	Reduce the price of daily and weekly rail passes, introduce a new 3-day pass product price at \$28.00. Allow unlimited bus trips at no additional cost.
Select Pass	Remove the \$54.00 monthly fee for the bus "add-on", allowing for unlimited bus trips at no additional cost.

The revised budget proposal also includes service modifications to Metrorail designed to improve service and attract more customers on weekdays and weekends.

Table Two: Major Service Changes

Run Red Line Trains to Glenmont	Increase frequency of trains between Sliver Spring and Glenmont during peak and off-peak periods weekdays, and all-day Saturday and Sunday.
Extend Yellow Line Service to Greenbelt	Extend Yellow Line trains between Mt. Vernon Sq. and Greenbelt during peak periods, and between Fort Totten and Greenbelt during off-peak periods. This will result in more frequent service at these stations.

III. Title VI Analysis

When a transit agency proposes a fare change or a major service change, the Federal Transit Administration (FTA), in its Title VI Circular 4702.1B, requires that the transit agency conduct an equity analysis to determine whether the service or fare change will result in a disparate impact (DI) on minority riders or a disproportionate burden (DB) on low-income riders. In conducting this equity analysis, Metro used the following survey and operations data to determine which populations would be affected by the proposed fare and service changes:

- 2016 Travel Trends Rail Passenger Survey (Spring 2016)
- Supplemental Survey of Sunday Rail Ridership (Fall 2016)
- 2014 Metrobus Passenger Survey (Fall 2014)
- Metrorail and Metrobus ridership and revenue data (Fall 2018)
- Public Outreach Survey for FY 2020 Budget (January 2019)

a. Fare Equity Analysis

In Resolution 2013-27, the Board approved Metro's DI/DB thresholds. For fare changes, the DI/DB threshold is five percent, meaning that the average fare increase or decrease for minority/low-income riders cannot exceed the average fare increase or decrease for non-minority/non-low-income riders by more than five percent.

To assess fare impacts, staff first calculated the average fare paid for bus and rail customers by demographic cohort on a typical weekday. To accomplish this, staff calculated the fare paid by each rail customer for each origin and destination pair on rail by time of day (peak vs. off-peak) and by fare categories (regular fare, senior/disabled fare, passes) and divided that by the number of customers in each category to create an average fare paid per trip. The data is then merged with survey data for the same origin and destination pairs and/or fare categories

to create an average fare paid by demographic group (minority vs. non-minority, low income vs. non-low income). On bus, the process is somewhat simpler, in that fares do not vary by time of day, only by the type of service (regular, express and airport) and by fare category (regular fare, senior/disabled fares, passes).

Future fares are calculated in the same way, except that the proposed fare policy changes are used in place of the current fares. The current average fare is then compared to the proposed average fare to determine the percentage change in fare by demographic group, show in Table Three.

Table Three: DI/DB Test, Fare Changes

	Minority	Non-Minority	Low-Income	Non-Low-Income
Fare Change, Bus	-1.7%	-0.9%	-2.0%	-1.1%
Fare Change, Rail	-0.1%	-0.1%	-0.3%	-0.1%
System Average	-0.6%	-0.2%	-1.2%	-0.2%
Difference	-0.4%		-1.0%	
DI/ DB	No		No	

As shown on Table Three, the proposal would reduce the average fare paid more for minority and low-income customers than their non-minority and non-low-income counterparts. Minority customers would see on average a fare decrease of 0.6 percent, while non-minorities would see an average fare decrease of 0.2 percent. Low-income customers would see an average fare decrease of 1.2 percent, compared to a decrease of 0.2 percent for non-low-income customers. Therefore, the fare proposal does not result in a disparate impact to minority customers and does not result in a disproportionate burden to low-income customers.

b. Service Equity Analysis

To determine whether the proposed service change would result in a DI on minority populations or a DB on low-income populations, staff used Metro’s Board-approved DI/DB definitions adopted in Resolution 2013-27 (see Table Four).

Table Four: DI/DB Thresholds

Total Daily Riders Impacted	Threshold for Significant Disparity
Up to 10,000	8%
10,001 to 20,000	7%
20,001 to 40,000	6%
Over 40,000	5%

Since the number of riders impacted by the proposed service changes is more than 40,000 customers on a given day, the threshold for service changes is five percent. This means that the percentage of minority or low-income customers impacted by a service change cannot exceed the average percentage of minority or low-income system ridership of that mode by more than five percent.

Metro calculated the number of minority and low-income benefiting customers as a percentage of all benefiting customers. Because the proposed service change affects rail customers, Metro then compared that percentage to the system-wide profile for Metrorail (44.9 percent minority; 12.7 percent low-income). As discussed, the threshold for a disparate impact or disproportionate burden would be five percent.

Table Five: DI/DB Test, Service Changes

	Minority Impacted Trips	Low-Income Impacted Trips
Impacted Ratio	50.3%	15.5%
System Average	44.9%	12.7%
Difference	5.39%	2.83%

As shown in Table Five, the service proposal benefits a higher proportion of minority and low-income customers than average. Therefore, the proposal does not result in a disparate impact to minority customers and does not result in a disproportional burden to low-income customers.

Public Outreach

In accordance with the Title VI Circular 4702.1B, staff conducted public outreach and considered public feedback on the proposed fare change. The full Public Outreach Report is attached to the Board Action Information Summary. Staff considered the results of the public outreach when conducting this analysis

ATTACHMENT B
WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY



FY2020 OPERATING BUDGET

(Dollars in Thousands)

	<u>Subsidized</u>	<u>BUS</u>	<u>RAIL</u>	<u>ACCESS</u>	<u>REIMB</u>
REVENUES					
Passenger	\$676,309	\$138,090	\$528,279	\$9,940	\$0
Parking	\$46,968	\$0	\$46,968	\$0	\$0
Advertising	\$27,673	\$9,150	\$18,523	\$0	\$0
Joint Development	\$11,062	\$0	\$11,062	\$0	\$3,308
Fiber Optics	\$15,992	\$0	\$15,992	\$0	\$0
Other	\$36,528	\$6,064	\$30,464	\$0	\$5,714
Total Revenues	\$814,532	\$153,305	\$651,288	\$9,940	\$9,022
EXPENSES					
Personnel	\$1,356,476	\$534,696	\$811,356	\$10,423	\$7,570
Services	\$341,580	\$66,228	\$117,044	\$158,308	\$1,452
Materials & Supplies	\$110,643	\$31,939	\$77,396	\$1,308	\$0
Fuel (Gas/Diesel/CNG)	\$31,789	\$24,014	\$2,305	\$5,470	\$0
Utilities & Propulsion	\$88,661	\$13,746	\$74,204	\$711	\$0
Casualty & Liability	\$33,880	\$10,039	\$23,174	\$667	\$0
Leases & Rentals	\$10,036	\$2,118	\$6,937	\$981	\$0
Miscellaneous	\$14,752	\$855	\$13,782	\$115	\$0
Capital Allocation	(\$46,070)	(\$12,799)	(\$31,981)	(\$1,290)	\$0
Total Expenses	\$1,941,746	\$670,836	\$1,094,217	\$176,693	\$9,022
Net Subsidy	\$1,127,214	\$517,531	\$442,930	\$166,753	\$0
Cost Recovery Ratio	41.9%	22.9%	59.5%	5.6%	

ATTACHMENT C: FY2020 Summary of State/Local Operating Requirements

(\$ in Millions)	FY2020 Base	FY2020 Legislative Exclusions	FY2020 Net Operating Subsidy	Debt Service	Jurisdictional Operating Funding
District of Columbia	\$403,890,986	\$4,370,637	\$408,261,624	\$33,260,444	\$441,522,068
Montgomery County	\$185,194,094	\$2,529,050	\$187,723,145	\$15,403,973	\$203,127,118
Prince George's County	\$240,895,498	\$3,575,126	\$244,470,624	\$15,803,865	\$260,274,489
Maryland Subtotal	\$426,089,592	\$6,104,176	\$432,193,768	\$31,207,839	\$463,401,607
City of Alexandria	\$45,417,040	\$461,793	\$45,878,833	\$1,774,173	\$47,653,006
Arlington County	\$76,798,524	\$833,067	\$77,631,591	\$0	\$77,631,591
City of Fairfax	\$2,478,098	\$35,638	\$2,513,736	\$111,409	\$2,625,145
Fairfax County	\$155,561,707	\$1,952,269	\$157,513,976	\$5,610,981	\$163,124,957
City of Falls Church	\$2,980,355	\$240,320	\$3,220,675	\$176,153	\$3,396,828
Virginia Subtotal	\$283,235,724	\$3,523,087	\$286,758,810	\$7,672,717	\$294,431,527
Total Contribution	\$1,113,216,302	\$13,997,900	\$1,127,214,202	\$72,141,000	\$1,199,355,202

**ATTACHMENT D:
Fiscal Year 2020-2025 Capital Improvement Program by Category**

\$ in millions

Investment by Program	FY2020 Budget	FY2021 Plan	FY2022 Plan	FY2023 Plan	FY2024 Plan	FY2025 Plan	6 Year Plan
Railcars	\$272.3	\$240.9	\$305.0	\$333.0	\$369.7	\$294.4	\$1,815.4
Rail Systems	\$200.2	\$173.6	\$163.0	\$146.0	\$142.4	\$175.3	\$1,000.6
Track and Structures	\$166.5	\$192.0	\$220.9	\$228.7	\$227.3	\$196.5	\$1,231.9
Stations and Passenger Facilities	\$490.7	\$553.1	\$453.3	\$363.3	\$346.1	\$355.5	\$2,562.1
Bus and Paratransit	\$194.8	\$252.0	\$256.9	\$234.1	\$230.8	\$202.7	\$1,371.3
Business Support	\$225.3	\$272.9	\$267.2	\$179.8	\$184.2	\$130.6	\$1,260.1
Total	\$1,549.8	\$1,684.6	\$1,666.4	\$1,485.0	\$1,500.5	\$1,355.1	\$9,241.4

Notes: Totals exclude \$23.4M for service disruptions associated with major capital projects.

ATTACHMENT E:
Fiscal Year 2020-2025 Capital Improvement Program by Funding Source

Funding Sources (\$ in Millions)	FY2020 Budget	FY2021 Plan	FY2022 Plan	FY2023 Plan	FY2024 Plan	FY2025 Plan	Total FY2020 - FY2025
<u>FEDERAL FUNDING</u>							
Federal Formula Programs	\$348,482,379	\$332,639,493	\$332,639,493	\$332,639,493	\$332,639,493	\$332,639,493	\$2,011,679,845
Federal PRIIA *	\$148,500,000	\$148,500,000	\$148,500,000	\$148,500,000	\$148,500,000	\$148,500,000	\$891,000,000
Other Federal Grants	\$3,600,000	\$4,131,200	\$4,428,532	\$2,800,000	\$2,960,000	\$1,200,000	\$19,119,732
TOTAL, Federal Grants	\$500,582,379	\$485,270,693	\$485,568,025	\$483,939,493	\$484,099,493	\$482,339,493	\$2,921,799,577
<u>State and Local</u>							
Match to Federal Formula	\$87,120,595	\$83,159,873	\$83,159,873	\$83,159,873	\$83,159,873	\$83,159,873	\$502,919,961
System Performance	\$173,517,001	\$185,296,850	\$193,350,552	\$201,645,865	\$210,190,037	\$218,990,534	\$1,182,990,839
Subtotal, Match and System Performance	\$260,637,596	\$268,456,724	\$276,510,425	\$284,805,738	\$293,349,910	\$302,150,407	\$1,685,910,800
State and Local PRIIA	\$148,500,000	\$148,500,000	\$148,500,000	\$148,500,000	\$148,500,000	\$148,500,000	\$891,000,000
Other State and Local	\$900,000	\$1,032,800	\$1,107,133	\$700,000	\$740,000	\$300,000	\$4,779,933
Dedicated Funding	500,000,000	500,000,000	500,000,000	500,000,000	500,000,000	500,000,000	3,000,000,000
Debt Utilization	\$91,942,191	\$170,472,235	\$200,921,041	\$5,425,548	\$62,680,942	\$0	\$531,441,958
Debt Service	\$0	(2,657,129)	(18,802,000)	(37,890,000)	(37,890,000)	(37,890,000)	(135,129,129)
Capital Reserve	\$0	\$0	\$0	\$0	\$0	(\$85,370,759)	(\$85,370,759)
Subtotal, State & Local	\$1,001,979,787	\$1,085,804,629	\$1,108,236,599	\$901,541,286	\$967,380,853	\$827,689,648	\$5,892,632,802
Reimbursable Projects	\$70,630,608	\$113,477,280	\$72,610,405	\$99,551,500	\$49,051,500	\$45,051,500	\$450,372,793
TOTAL, State and Local with Reimbursable	\$1,072,610,395	\$1,199,281,909	\$1,180,847,004	\$1,001,092,786	\$1,016,432,353	\$872,741,148	\$6,343,005,595
Grand Total	\$1,573,192,774	\$1,684,552,602	\$1,666,415,029	\$1,485,032,279	\$1,500,531,846	\$1,355,080,641	\$9,264,805,172

*Assumes PRIIA reauthorization and jurisdiction allocation based on traditional model

**ATTACHMENT F:
Fiscal Year 2020-2025 Capital Improvement Program: Allocation of State & Local Resources**

		FY2020 Budget	FY2021 Plan	FY2022 Plan	FY2023 Plan	FY2024 Plan	FY2025 Plan	Total FY2020 - FY2025
Federal Funding	Federal Grants *	\$500,582,379	\$485,270,693	\$485,568,025	\$483,939,493	\$484,099,493	\$482,339,493	\$2,921,799,577
State & Local Funding Contribution	District of Columbia	\$320,927,061	\$322,057,599	\$324,763,216	\$327,066,917	\$329,790,371	\$332,122,781	\$1,956,727,946
	Montgomery County	\$45,996,566	\$45,596,478	\$47,006,824	\$48,632,155	\$50,183,442	\$51,950,192	\$289,365,658
	Prince George's County	\$45,283,234	\$45,265,133	\$46,594,716	\$47,967,606	\$49,301,301	\$50,680,069	\$285,092,059
	State of Maryland	\$216,500,000	\$216,500,000	\$216,500,000	\$216,500,000	\$216,500,000	\$216,500,000	\$1,299,000,000
	Maryland Subtotal	\$307,779,801	\$307,361,611	\$310,101,539	\$313,099,762	\$315,984,743	\$319,130,261	\$1,873,457,717
	City of Alexandria	\$12,227,680	\$12,367,257	\$12,737,250	\$13,098,627	\$13,495,067	\$13,883,888	\$77,809,769
	Arlington County	\$22,985,232	\$22,816,949	\$23,526,266	\$24,315,971	\$25,114,752	\$25,994,718	\$144,753,889
	City of Fairfax	\$730,783	\$724,208	\$747,783	\$778,823	\$806,485	\$841,577	\$4,629,659
	Fairfax County	\$39,784,529	\$41,088,524	\$42,364,716	\$43,827,963	\$45,247,881	\$46,855,527	\$259,169,139
	City of Falls Church	\$702,509	\$731,635	\$752,614	\$769,884	\$791,015	\$808,529	\$4,556,187
	Loudoun County	\$0	\$5,808,940	\$6,017,042	\$6,347,790	\$6,619,596	\$7,013,125	\$31,806,494
	Commonwealth of Virginia	\$204,900,000	\$205,032,800	\$205,107,133	\$204,700,000	\$204,740,000	\$204,300,000	\$1,228,779,933
	Virginia Subtotal	\$281,330,733	\$288,570,313	\$291,252,803	\$293,839,059	\$296,814,797	\$299,697,365	\$1,751,505,070
	Subtotal	\$910,037,596	\$917,989,524	\$926,117,558	\$934,005,738	\$942,589,910	\$950,950,407	\$5,581,690,733
	Debt Utilization	\$91,942,191	\$167,815,106	\$182,119,041	(\$32,464,452)	\$24,790,942	(\$123,260,759)	\$310,942,069
Total for State & Local		\$1,001,979,787	\$1,085,804,629	\$1,108,236,599	\$901,541,286	\$967,380,853	\$827,689,648	\$5,892,632,802
	Reimbursable Projects	\$70,630,608	\$113,477,280	\$72,610,405	\$99,551,500	\$49,051,500	\$45,051,500	\$450,372,793
Grand Total		\$1,573,192,774	\$1,684,552,602	\$1,666,415,029	\$1,485,032,279	\$1,500,531,846	\$1,355,080,641	\$9,264,805,172

*Assumes PRIIA reauthorization and jurisdiction allocation based on traditional model

ATTACHMENT G

FY2020 Fares and Fee Changes

The FY2020 Budget enhancements to pass products are as follows:

Metrorail Fares	FY2019 Fares/Fees	FY2020 Fares/Fees
Rail Passes		
• 1-day Unlimited Combo Rail & Bus	\$14.75	\$13.00
• 3-day Unlimited Combo Rail & Bus	N/A	\$28.00
• 7-day Short-Trip Rail	\$38.50	Eliminate
• 7-day Short-Trip Combo Rail & Bus	N/A	\$38.00
• 7-day Fast Pass Rail	\$60.00	Eliminate
• 7-day Systemwide Combo Rail & Bus	N/A	\$58.00
• Monthly SelectPass ¹	varies	Add unlimited bus
Metrobus Fares		
Bus Passes		
• 7-day Regional Bus Pass	\$17.50	\$15.00
• 7-day Regional Senior/Disabled Bus Pass	\$8.75	\$7.50

¹The monthly SelectPass is available at multiple price points and priced at 36 times the corresponding rail fare. The pass holder may take an unlimited number of trips at that fare or lower; the difference in fare must be paid for any trip with a higher fare. The FY2020 budget adds unlimited Metrobus trips to all SelectPass products at no additional cost.

FY2020 Rail Service Changes

1	Extend Yellow Line Service to Greenbelt
	Extend every Yellow Line train to Greenbelt, which will double service during rush hours and address crowding conditions at the nine stations north of Mt Vernon Square. During off-peak times, the four stations north of Fort Totten will see an increase in service. Many Green Line customers traveling to Yellow Line stations in Virginia (e.g. Reagan National Airport) will be able to make the trip without changing trains.
2	Run Red Line Trains to Glenmont
	Eliminate the Silver Spring turnback and runs all Red Line trains to Glenmont.

ATTACHMENT G

FY2020 Fares and Fee Changes

The FY2020 Budget enhancements to pass products are as follows:

Metrorail Fares	FY2019 Fares/Fees	FY2020 Fares/Fees
Rail Passes		
• 1-day Unlimited Combo Rail & Bus	\$14.75	\$13.00
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• 7-day Short-Trip Combo Rail & Bus	N/A	\$38.00
• 7-day Fast Pass Rail	\$60.00	Eliminate
• 7-day Systemwide Combo Rail & Bus	N/A	\$58.00
• Monthly SelectPass ¹	varies	Add unlimited bus
Metrobus Fares		
Bus Passes		
• 7-day Regional Bus Pass	\$17.50	\$15.00
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¹The monthly SelectPass is available at multiple price points and priced at 36 times the corresponding rail fare. The pass holder may take an unlimited number of trips at that fare or lower; the difference in fare must be paid for any trip with a higher fare. The FY2020 budget adds unlimited Metrobus trips to all SelectPass products at no additional cost.

FY2020 Rail Service Changes

1	Extend Yellow Line Service to Greenbelt
	In 2019, Yellow Line trains turn back at Mt. Vernon Square during rush hours and at Fort Totten at all other times. This change would extend every Yellow Line train to Greenbelt, which will double service during rush hours and address crowding conditions at the nine stations north of Mt Vernon Square (Shaw-Howard, U Street, Columbia Heights, Georgia Ave-Petworth, Fort Totten, West Hyattsville, Prince George’s Plaza, College Park, and Greenbelt). During off-peak times, the four stations north of Fort Totten will see an increase in service. Many Green Line customers traveling to Yellow Line stations in Virginia (e.g. Reagan National Airport) will be able to make the trip without changing trains.
2	Run Red Line Trains to Glenmont
	In 2019, some Red Line trains “turn back” at Silver Spring, while others operate to the end of the line at Glenmont. In a move intended to simplify Metro’s service pattern for customers while increasing service at another three Red Line stations, the FY2020 budget eliminates the Silver Spring turnback and runs all Red Line trains to Glenmont.