



**Finance and Budget Committee**

**Action Item III-B**

**December 13, 2018**

**Acceptance of Public Hearing Staff Report and  
Approval of Changes to Parking Programs**

Washington Metropolitan Area Transit Authority

## Board Action/Information Summary

☒ Action ☐ Information

MEAD Number:  
202051

Resolution:  
☒ Yes ☐ No

### TITLE:

Parking Programs

### PRESENTATION SUMMARY:

Staff has completed a public hearing on proposals to update Metro's parking programs, as well as has consolidated all of Metro's Board authorizations into a single parking policy for the Board's approval.

### PURPOSE:

This presentation seeks the Board's:

- Approval of Compact Public Hearing Staff Report;
- Acceptance of Title VI Equity Analysis; and,
- Authorization to amend Metro's parking policies to reflect the results of the Public Hearing and other updates, and consolidate all parking policies into a single document.

### DESCRIPTION:

#### Key Highlights:

- Since 2017, staff has been improving how it manages its parking operations and is updating Metro's parking policies to align better with the goals of the Authority. Toward this end, Metro implemented three parking pilots that started February 2018 and are on-going through the end of December. In October 2018, staff held a public hearing to receive feedback on several parking proposals and received 4,643 public responses in the form of on-line and written survey responses, written comments and public testimony.

- Staff has evaluated the public responses and presents the attached Public Hearing Staff Report for Board approval. Staff recommends adopting all of the parking proposals, except for the proposal to implement weekday parking rates on weekends and federal holidays (except during Regional Events and for Non-Riders). The Title VI Equity Analysis finds no disparate impact on minority populations or disproportionate burden on low income populations.

- Staff has compiled into a comprehensive Parking Policy all of Metro's prior and proposed parking policies, and seeks Board approval of this Parking

Policy, which will thereby supersede prior Board resolutions for parking program, hours of operation, and revenue collection.

### **Background and History:**

Metro manages more than 60,000 parking spaces throughout the Washington metropolitan area in Park & Ride surface lots and structured garages, as well as in Kiss & Ride parking lots and on-street parking spaces. The primary purpose for the transit authority to own and manage parking is to attract vehicle drivers and bicycle users to use the transit system. A secondary goal for managing parking is to maximize utilization of and revenue from Metro's parking spaces when those parking spaces are not being used by transit riders.

In July 2017, the Board of Directors approved three parking pilots to gather data about parking customer behavior. These pilots were implemented on February 5, 2018 and are authorized through December 2018. The three pilots are:

1. Expanding hours of revenue collection on weekdays;
2. Expanding hours of revenue collection to weekends and federal holidays; and
3. Lowering parking fees at under-utilized stations.

In July 2018, staff requested authorization to hold a public hearing to take these pilots and other parking proposals to the public for feedback. Six parking proposals were on the docket of the public hearing; two of these proposals were parking pilots. On October 23, 2018, staff conducted the public hearing. The parking proposals presented were:

1. Expanding hours of revenue collection on weekdays (a pilot program);
2. Expanding hours of revenue collection on weekends (a pilot program);
3. Adding a Regional Event fee on weekends and federal holidays;
4. Expanding Special Events (a Non-Rider program) system-wide;
5. Offering new parking payment technologies; and
6. Updating the fee structure for, and expanding multi-day parking.

Below is an overview of all the communications and outreach efforts that were conducted:

- Weekend pop-up outreach events;
- Stakeholder Communication;
- Targeted Marketing & Media; and
- Open house & public hearing.

More than 54,600 brochures, signs and surveys were distributed through the combined outreach efforts above.

Feedback was collected through the following methods:

- Paper surveys in English and Spanish at outreach events and station survey collection boxes;
- Paper surveys in English and Spanish from the Open House/Public Hearing;
- Online surveys in English and Spanish; and
- Oral public testimony at the Public Hearing.

Metro received 4,643 responses on both the parking proposals and on an accompanying docket regarding charging peak fares during Regional Events. More than 99% of the input was received by online or paper surveys.

Finally, staff will propose lowering parking rates at Landover and West Falls Church to \$3.00 (a parking pilot). Lowering the parking rates did not require public comment in addition to the Title VI Equity Analysis already considered and approved by the Board.

### **Discussion:**

This discussion is divided into three sections: (A) discussion of public input on parking proposals and staff recommendations to the Board, (B) Title VI Equity Analysis findings, and (C) rationale for a comprehensive parking policy.

### **A. Recommendations of the parking proposals**

#### **(1) Extending weekday hours of revenue collection**

Metro's current weekday hours of revenue collection (i.e. when Metro closes Park & Ride gates) start at 9:30 a.m., after the morning rush hour and end at midnight. Staff has observed people parking in Metro's Park & Ride facilities overnight and leaving before 9:30 a.m., thereby parking for free. The majority of these early morning exits are by non-transit riders ("Non-Riders"). Closing the Park & Ride gates before 9:30 a.m. primarily captures revenue from non-transit riders, which generates new revenue for Metro without impacting transit riders.

Metro received seven public comments, which were mixed. The data collected during the pilot period (between February 5 through September 30, 2018), reveals that more than 98% of the early morning (i.e. prior to 9:30 a.m.) transactions were Non-Riders. Metro collected nearly \$395,000 in revenue during these ten months, most of which was from people who are not riding transit, but parking overnight in Metro parking facilities. Staff recommends Board approval to expand the weekday revenue collection hours.

#### **(2) Revenue collection on weekends and on federal holidays**

Metro has not historically charged for parking on weekends. However, most other public (including public street parking) and private parking operators charge on Saturdays, if not throughout the entire weekend and on federal



holidays. Metro proposed charging the weekday daily parking rate on weekends and on federal holidays.

During the ten month pilot, there was an estimated 20% decrease in parking activity system-wide on Saturdays compared to the prior year. Staff also compared the net revenue to Metro before and after the pilot, which factors in both fare revenue from riders plus parking revenue. Staff found that even with an average gain of \$27,000 per Saturday in parking revenue, the loss of transit rider fare revenue contributed to a loss of \$30,000 to Metro. This loss of fare revenue exceeds the gain in parking revenue, resulting in a net revenue loss to Metro.

Staff also analyzed the number of transactions that were paid using credit cards (rather than payment by SmarTrip® card) and noticed that 56% of the total parking revenue that Metro collected on the weekends was from credit card users. Most credit card payments are made by Non-Riders, because transit riders learned over the course of the pilot period to use their SmarTrip® card to avoid paying the Non-Rider fee. This is a significant finding; the Non-Rider revenue on Saturdays is more than half of all Saturday parking revenue, and charging Non-Riders to park on weekends does not deter transit ridership.

Based on both feedback from the public, as well as analyses of transaction and revenue data, staff does not recommend implementing parking fees for transit riders on the weekend. However, staff does recommend charging Non-Riders for parking on weekends and federal holidays.

### (3) Regional Events on weekends and federal holidays

In presenting the option of weekend hours of revenue collection to the public, Metro also sought feedback on an alternative to weekend revenue collection, which is to charge on weekends and federal holidays during a Regional Event (defined as events, festivals, marches, and other activities which draw large crowds to use the Metrorail system, such as Presidential inaugurations, visits by national or global dignitaries, and major festivals held on the National Mall such as the Cherry Blossom Festival and the Women's March).

Approximately half of the public comments received about charging on Regional Events did not support it. One-third of the comments were positive and stated that charging for parking during Regional Events would be acceptable.

The data collected during the pilot period validates the opportunity for Regional Events to generate revenue for Metro. One Regional Event occurred during the ten month pilot period, and generated 8% of all Saturday parking revenue and transactions for the pilot period. Regional Events occur infrequently and Metro's collection of a parking fee for the one day would not deter transit ridership during Regional Events. Staff recommends charging transit riders for parking on weekends or holidays only during Regional Events and charging the applicable weekday daily rate.

#### (4) Special Events at all Metrorail stations

Metro has long had a Special Event rate for events that take place locally near or around the Largo Town Center, Morgan Blvd and College Park Metrorail stations. The difference between a Special Event and a Regional Event is that the Special Event fee is applied only to Non-Riders who park at Metro and go to a local area event or festival, whereas the Regional Event fee is a parking fee that would be charged to transit riders during unique days. The three stations currently authorized to charge a Special Event fee were chosen because FedEx Field (in Landover, Maryland) and the University of Maryland (in College Park) each host major sporting events and concerts that draw large crowds and whose patrons park at Metro's parking facilities without riding the Metrorail system. Special Event fees are authorized up to \$25 during a three-hour period before and after the Special Event. The Special Event fee can be avoided by a transit rider by using the same SmarTrip® card they used to pay for a transit ride two hours before exiting the parking facility. Applying the Special Event fee system-wide creates a more equitable and predictable fee structure for non-riders rather than imposing the fee only at the three Metrorail stations listed above.

Four of the five public comments received about this proposal were in favor of Metro expanding the Special Event fee to all Metro stations. Staff recommends authorizing Special Event fees at any parking facility system-wide.

#### (5) Parking fee collection using new technologies

Staff proposed new payment technologies to allow parking customers to pay with phone-based and/or computer-based parking applications, license plate recognition software, and pay stations. This proposal does not impact the parking fees Metro charges to its parking customers, however, most of these new payment options require a convenience fee, which would be passed through to the customer and retained by the technology provider.

Metro received three comments about adding new parking payment technologies. Two of the comments were favorable and the respondents were excited to learn of the possibility of pay stations (in particular) at Kiss & Ride lots. One comment was negative and the respondent felt that the potential for a small mobile application usage fee would be a burden to riders. Staff has analyzed the advantages and disadvantages of offering more methods of payment collection for parking. Allowing parking customers to pay remotely from phones or computers increases convenience to the parking customer, and also improves payment compliance. For example, if coin-operated meters remain the only payment form available, when a parking customer is 30 minutes late to their car, either Metro forgoes the revenue it could have collected for that 30 minutes and/or the parking customer may be ticketed. Providing additional payment options both improves revenue collection for Metro, and provides a significant convenience to customers. Any

convenience fee for use of the payment technology would not be new revenue for Metro, but would be retained by the service provider of the new technology. A customer can avoid paying the convenience fee by using Metro's established methods for parking payment.

Staff recommends authorizing new parking payment technologies.

(6) Multi-day parking

Metro has multi-day parking spaces at Franconia-Springfield, Greenbelt, and Huntington Metro Stations. Multi-day parking can be a benefit to Metro, particularly along Metrorail lines that easily access other transportation hubs, such as airports, train stations, or national bus stations. The majority of respondents were in favor of expanding multi-day parking. Paying for each day of parking was not an issue to most commenters, as long as the daily rate did not exceed the Non-Rider fee. There were some comments from people who were in favor of expanding the number of parking facilities where multi-day parking is offered, but who were opposed to charging for each day of parking. These respondents felt that the cumulative cost of parking would deter riders from riding the Metrorail system.

Staff agrees that expanding multi-day parking to more Metrorail stations will benefit both transit riders and Metro, because Metro would be offering another option for people who do not want to drive and park to get to another transportation connection. Staff was not able to collect data on the impact to ridership if Metro were to charge for each day of parking. Staff recommends authorization to expand multi-day parking to multiple parking facilities and to charge for multi-day parking according to the following fee schedule:

- Day 1: the highest rate charged at any given parking facility (i.e. may equal the Non-Rider fee). This will deter Non-Riders from parking in the multi-day lot to avoid paying the Non-Rider fee; and
- For each subsequent day of parking: the transit rider daily parking rate at that parking facility.

(7) Lowering parking rates

The lowering of parking rates is a not a topic that was required to be brought to a public hearing, so staff did not include it in the public hearing docket. However, Metro did collect data on the two stations (Landover and West Falls Church) where it piloted the lowering of parking rates to \$3.00 per day. The reason for piloting lower rates was to determine if Metro could operate under a "demand driven" parking pricing model; that is, could Metro incentivize more parkers to use its underutilized lots by lowering the parking price? The following results were found:

- Yes, lowering the parking rate at underutilized stations increased parking utilization and transit ridership. Utilization at Landover and West Falls

Church achieved 24% to 27% gains. Staff also found that lowering the parking rate encouraged existing transit riders to ride more frequently, but did not attract significantly more new transit riders.

- Going to a purely "demand driven" parking pricing model is not practical because Metro would need to inform the public in advance of such proposed changes. Instead, staff recommends that parking pricing be deliberated and adjusted, as needed, as part of Metro's budget approval process, rather than authorize staff to change the rate within a Board-approved range for parking rates.

Staff recommends lowering the parking rate to \$3.00 at Landover and West Falls Church, effective as of the effective date of the Board resolution, to avoid confusing parking customers at those stations.

### **(B) Title VI Equity Analysis**

Staff conducted a Title VI Equity Analysis on the two proposals that impacts transit riders: (i) expanding weekday revenue collection hours, and (ii) charging weekday rates for Regional Events. The attached memorandum provides the methodology and results of the Title VI Equity Analysis and confirms that neither proposal results in a disparate impact (DI) on minority populations or a disproportionate burden (DB) on low-income populations. The proposal to lower the rate at West Fall Church and Landover Stations referenced in the BAIS was already analyzed in an earlier Title VI equity analysis conducted when the parking pilots were extended in July of 2018 and also found to have no DI on minority populations or DB on low-income populations.

### **(C) Comprehensive Parking Policy**

Metro's parking rates and programs are detailed among 22 Board Resolutions some of which reveal inconsistencies that resulted numerous authorization. Staff has drafted a single Parking Policy document that contains all of the Board's past authorizations as well as the parking proposals above, and this comprehensive Parking Policy is intended to supersede the resolutions listed in Attachment D. Combining Board approvals for parking into one document helps to ensure that staff is in compliance with the Board's direction, and provides clarity and transparency to others who have an interest in Metro's parking program.

### **FUNDING IMPACT:**

Amendments to the parking policies do not increase Metro's funding or expenditures. When capital or operating funding is proposed to implement any of the policies, such funds will be included in the regular budgeting process. Generally speaking, however, these proposals will generate new revenue for Metro.	
Project Manager:	Belinda Barrett
Project Department/Office:	CFO/LAND

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**TIMELINE:**

<b>Previous Actions</b>	July 2017 - Board approval of three parking pilots  February 5, 2018 - Launch of three parking pilots  July 2018 - Board approval to extend parking pilots through December 2018  October 23, 2018 - Compact Public Hearing
<b>Anticipated actions after presentation</b>	No later than July 2019 - Implement new parking rates and programs

**RECOMMENDATION:**

Staff recommends Board:

- Approval of Compact Public Hearing Staff Report;
- Acceptance of Title VI Equity Analysis; and,
- Authorization to amend Metro's parking policies to reflect the results of the Public Hearing and other updates, and consolidate all parking policies into a single document.

# Parking Programs

Finance and Capital Committee

December 13, 2018



# Purpose

Staff recommends:

- Approval of Compact Public Hearing Staff Report
- Acceptance of Title VI Equity Analysis
- Authorizing and/or amending Metro's parking policies to reflect the results of the Public Hearing and other updates, and consolidating all parking policies into a single document

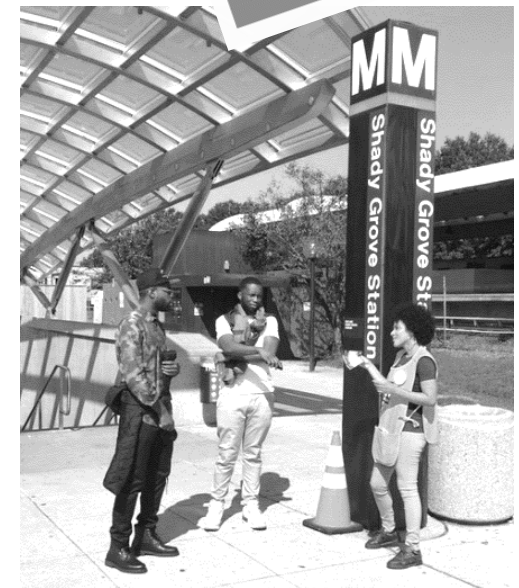
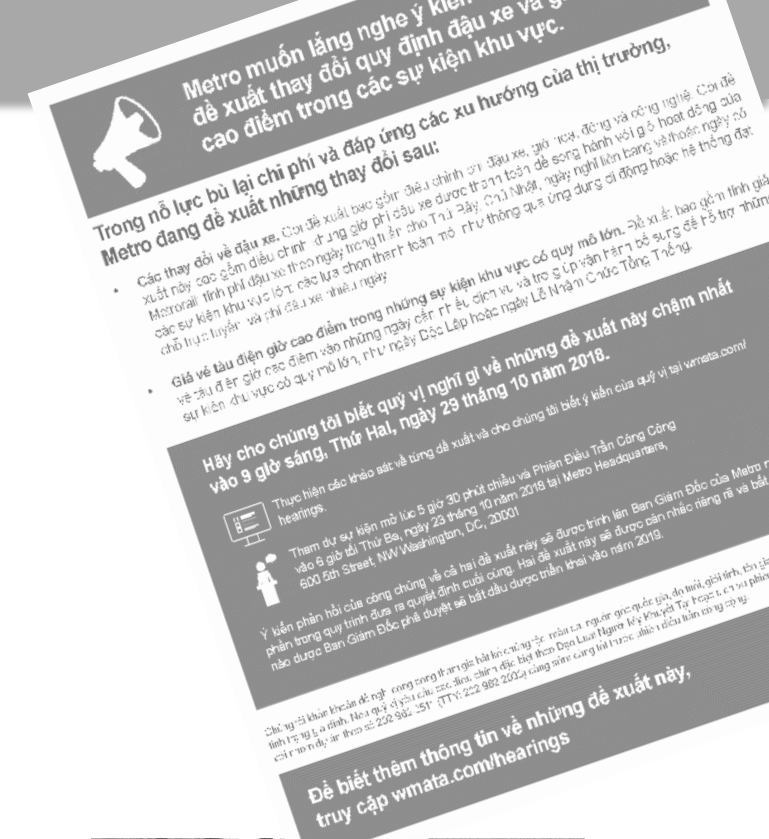
# Summary of Parking Proposals

- Six proposals were presented at Compact public hearing:
  1. Expanding hours of revenue collection on weekdays (a pilot program)
  2. Expanding hours of revenue collection on weekends (a pilot program)
  3. Adding a Regional Event fee on weekends and federal holidays
  4. Expanding Special Events (a Non-Rider program) system-wide
  5. Offering new parking payment options
  6. Updating the fee structure for and expanding Multi-day Parking
- The following did not require public comment, but is being proposed:
  - Lowering parking rates at Landover and West Falls Church to \$3.00 (a pilot program)



# Public Communications & Outreach

- Communication and outreach conducted:
  - Weekend pop-up outreach events at parking facilities
  - 54,600+ brochures, signs and surveys distributed
  - Ads in multiple language media, signs, and social media
  - Open house and public hearing (October 23, 2018)
- Feedback was collected through:
  - Paper surveys in English and Spanish
  - Online survey in English and Spanish
  - Testimony at public hearing
  - Received 4,600+ responses in survey and written comments



# Extending Weekday Hours of Operation

- Piloted hours of revenue collection: 7:30 am to one hour after close of station
- Survey results during public comment period: 61% of all customers would continue to park if fees were collected starting at 5:00 a.m.
- Data from pilot program:
  - Only 1.3% of all morning exits were from riders
  - Majority of transactions in early morning are Non-Riders
- Recommendation: Delegation to GM/CEO to set revenue collection hours on weekdays to start as early as the opening of a Metrorail station until one hour after station closes

# Revenue Collection on Weekends, Federal Holidays

- Survey results during public comment had 59% stating they would not park during weekend or Federal Holidays if the daily rate was charged
- Parking revenues earned on Saturdays do not exceed fare revenues lost
  - During pilot period, Metro earned **\$950,000** charging \$2.00 to transit riders, plus charging \$8.95 to \$10 (the Non-Rider fee) to people who paid with credit cards
  - During pilot period, there was a drop in rail fare revenue of **\$970,000** due to loss of riders
- Parking revenue from Non-Riders equaled 56% of all Saturday parking revenues
- Recommendation: Authorize revenue collection hours on weekends and federal holidays for Non-Riders

# Revenue Collection during Regional Events

- Survey results during public comment period were more receptive to paying for parking on Regional Events (43% said they would not park)
- One Regional Event (in 10 months) totaled 8% of all Saturday parking revenue
- Regional Events require significant additional costs and Metro needs additional sources of revenue to cover these costs to keep the system affordable.
- Recommendation: Authorize revenue collection hours on Regional Events

# Special Event fee for Non-Riders, System-Wide



- Special Event fees are charged to Non-Riders who park and attend local area events and festivals
- Special Event fees are currently authorized at Largo Town Center, Morgan Blvd, and College Park Metro stations only
- 5 public comments were received; 4 comments were supportive of Special Event fees system-wide
- Recommendation: Delegation to GM/CEO to apply Special Event fee to parking facilities, system-wide

# Parking Payment using New Technologies

- New payment technologies allow customers to pay with online parking applications, paystations, and license plate recognition
- Some services require payment of a convenience fee, but current payment options (coins, credit card, SmarTrip® card) would still be available
- 52.6% are very likely or somewhat likely to pay for parking with a mobile app or online reservation system if given the option
- Recommendation: Approval to use new parking payment technologies



# Multi-day Parking

- Multi-day parking allows customers to park and ride Metrorail to access other transportation hubs, such as airports, train stations, commercial bus carriers
  - Customers currently may park up to 10 consecutive days in marked “Multi-day” spaces
  - Customers pay for one day of parking upon exit
- Majority of public comments are in favor of expanding Multi-day Parking and few comments objected to charging per day
- Recommendation: Delegation to GM to expand multi-day parking at multiple locations and to charge for each day of Multi-day Parking at the following rate:
  - First day of parking: Highest applicable parking fee (e.g., Non-Rider fee, if present)
  - Daily rider parking fee for each subsequent day



# Lowering Parking Rates at Underutilized Stations

- Piloted lowering parking rates to \$3.00 per weekday at underutilized Landover and West Falls Church Stations facilities
- Results of pilot program:
  - Parking transactions increased 24 to 27%, with greatest gains from existing customers who increased their number of transit trips
  - Revenue-positive to Metro on net, including rail fare revenue
- Recommendation: Authorize \$3.00 daily rate at Landover and West Falls Church Metro Stations



# Title VI Equity Analysis

- The Title VI equity analysis determined that:
  - Expanding revenue collection hours will not have a Disparate Impact (DI) on minority populations or Disproportionate Burden (DB) on low-income populations
  - Charging for parking on during Regional Events does not create a DI on minority populations or DB on low-income populations

# Recommendation

- Approval of Compact Public Hearing Staff Report
- Acceptance of Title VI Equity Analysis
- Authorizing and/or amending Metro's parking policies to reflect the results of the Public Hearing and other updates, and consolidating all parking policies into a single document

SUBJECT: APPROVAL OF THE PARKING PROGRAMS STAFF REPORT AND ADOPTION  
OF A COMPREHENSIVE PARKING POLICY

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

WHEREAS, Resolution 2018-27 authorized staff to conduct a Compact public hearing on establishing parking rates or a range of rates for daily, weekend, holiday and regional event parking for riders and non-riders, including special event parking for non-riders; the results of which are detailed in a Public Outreach & Input Report on Parking Programs (Staff Report) attached hereto; and

WHEREAS, Pursuant to Compact Section 76, the public hearing also solicited public comment on proposed changes to parking payment collection methods; the results of which are also included in the Staff Report; and

WHEREAS, Staff conducted a Title VI equity analysis which determined that none of the proposals would have a disparate impact on minority populations nor a disproportionate burden on low-income populations; NOW, THEREFORE, be it

*RESOLVED*, That the Board of Directors approves the Staff Report in Attachment A; and be it further

*RESOLVED*, That the Board of Directors has considered and approves the Title VI equity analysis in Attachment B; and be it further

*RESOLVED*, That the Board of Directors adopts the Comprehensive Parking Policy in Attachment C, which among other things, expands hours of revenue collection on weekdays; authorizes charging the applicable Board-approved daily rate during Regional Events and Minor Holidays; expands the Special Events Program system-wide; authorizes revenue collection for multi-day parking 24 hours a day, seven days a week; expands parking payment collection methods; and makes certain delegations to the General Manager and Chief Executive Officer (GM/CEO); and be it further

*RESOLVED*, That the Board of Directors establishes a Daily Parking Rate of \$3.00 at Landover and West Falls Church Metro Stations; and be it further

*RESOLVED*, That the Comprehensive Parking Policy supersedes all Resolutions on the WMATA parking system as it relates to parking programs, hours of operation, and revenue collection for riders and non-riders that were previously adopted by the Board of Directors and referenced in Attachment D; and be it finally

*RESOLVED*, That this Resolution shall be effective immediately so that the GM/CEO may, if applicable, charge Regional Event or Special Event parking fees in the near term.

Reviewed as to form and legal sufficiency,



Patricia Y. Lee  
General Counsel

WMATA File Structure Nos.:  
9.12.9 Tariff (WMATA Fare Structure)  
12.8.2 Parking Fees and Fee Collection



Washington Metropolitan Area Transit Authority

# **STAFF REPORT**

**Public Outreach & Input**

**Docket 18-05: Proposed Parking Programs**

Dated: December 2018

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## Introduction

Metro owns and operates approximately 62,000 parking spaces at 44 Metrorail stations throughout the Washington region. Metro parking is managed and priced primarily to provide access to automobile drivers and to encourage them to use the Metrorail system. Parking is also a source of revenue for Metro, which revenue is used to support transit system operations.

In an effort to increase parking utilization, recover costs and respond to market trends, Metro proposed several adjustments to parking fees, hours of revenue collection and payment technologies and sought public feedback on all of them. Public hearing docket 18-05 proposed the following: adjusting hours of revenue collection to align with Metrorail hours of operation, charging weekday parking fees on weekends and federal holidays, charging on Regional Events, authorizing Special Events systemwide, new payment options such as mobile apps or online reservation systems, and multi-day parking fees.

Some of the proposals were tested through pilot programs which were initiated on February 5, 2018 and are authorized through December 2018. The three parking pilots are:

- (i) Extending weekday hours of revenue collection;
- (ii) Testing weekend hours of revenue collection; and
- (iii) Reducing parking rates at two underutilized Metro parking facilities.

All the proposals included in the public hearing are summarized below.

### (1) Extending weekday hours of revenue collection

Metro's current weekday hours of revenue collection start at 9:30 a.m., after the morning rush hour, and end at midnight. Metro staff has observed people parking in Metro's Park & Ride facilities overnight and leaving before 9:30 a.m., thereby parking for free. Closing the exit gates before 9:30 a.m. primarily captures revenue from non-transit users, which generates new revenue for Metro, without impacting transit riders. Metro's proposal for public comment is to start weekday revenue collection hours as early as when the Metrorail system opens and to end as late as one hour after the Metrorail station closes.

### (2) Revenue collection on weekends and on federal holidays

Metro has not historically charged for parking on weekends. However, most other public and private parking operators charge at least on Saturdays, if not throughout the weekend and on federal holidays. Metro proposed charging the weekday daily parking rate on weekends and on federal holidays. In presenting the option of weekend hours of revenue collection to the public, Metro also sought feedback on an alternative to collecting revenue on weekends and federal holiday, such as charging on weekends and/or federal holidays during a Regional Event (defined as events, festivals, marches, and other activities which draw large crowds to use the Metrorail system, such as Presidential inaugurations, visits by national or global dignitaries, and major festivals held on the National Mall).

### (3) Special Events at all Metrorail stations

Metro has long had a "Special Event" rate for events that take place locally near or around the Largo Town Center, Morgan Blvd and College Park Metrorail stations. These three stations

were chosen as locations to authorize a Special Event fee because FedEx Field (in Landover, Maryland) and the University of Maryland (in College Park) each host major sporting events and concerts that draw large crowds and whose patrons park at Metro's parking facilities without riding the Metrorail system. Special Event fees are authorized up to \$25 per day and can be avoided by a transit rider by using the SmarTrip® card they used to pay for a transit ride to pay for parking. Metro desires the flexibility to apply the Special Event fee at any parking facility in its system, rather than being limited to the three Metrorail stations listed above. Metro's proposal for public feedback is to expand the permitted stations where the Special Event fee can be applied to all parking facilities in its portfolio.

#### (4) Parking fee collection using new technologies

Metro is proposing new payment technologies to allow parking customers to pay with phone-based and/or computer-based parking applications (examples: ParkMobile, MobileNOW!, SpotHero), license plate recognition software, and pay stations. This proposal does not impact the parking fees or parking programs, but expands parking customers' options for how they pay for parking. Most of these new payment options require a convenience fee, which would be in addition to Metro's daily parking rate. Metro sought public feedback on introducing new payment technologies.

#### (5) Multi-day parking

Currently, Metro has multi-day parking spaces at Franconia-Springfield, Greenbelt, and Huntington Metro Stations. Multi-day parking can be a benefit to Metro, particularly along Metrorail lines that easily access other transportation hubs, such as airports, train stations, or national bus stations. Parking customers are permitted to park up to ten (10) consecutive days, but currently only pay for one day of parking regardless of how long they are parked. Metro proposes to collect revenue for each day that a vehicle is parked in a multi-day space. The proposed fee schedule is as follows for multi-day parking:

- Day 1: the highest rate charged at any given parking facility (i.e. may equal the Non-Rider Fee at that station), plus
- For each subsequent day of parking: the transit rider's Daily Parking Rate for that parking facility

## **1. Communications & Outreach to the Public**

To encourage public feedback on the proposal, as well as fulfill Metro's Public Participation Plan, Metro designed a communications and outreach plan. This plan was created in conjunction with the communications and outreach plan for "Peak Rail Fares for Peak Service during Regional Events" to increase awareness of both proposals and streamline resources.

Below is an overview of all the communications and outreach efforts that were conducted:

- Weekend pop-up outreach events
- Stakeholder Communication
- Targeted Marketing & Media
- Open house & public hearing

Feedback was collected through the following sources:



- Paper surveys in English and Spanish at outreach events and station survey collection boxes
- Paper surveys in English and Spanish from the Open House/Public Hearing
- Online survey in English and Spanish
- Verbal public testimony at the Public Hearing

## **Weekend Pop-up Outreach Events**

Outreach street teams traveled to various Metrorail stations and Park & Ride facilities for a total of 29 shifts to encourage customers to provide feedback on the proposals. Locations were chosen based on a review of weekend parking utilization, low-income and minority ridership, and jurisdiction.

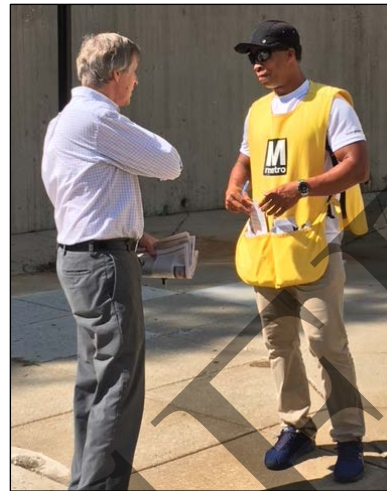
All team members wore Metro aprons and those who were bilingual wore large pins that identified them as speaking another language. Half of all street teams were fluent in Spanish, and some teams also had Chinese speakers.

Team members distributed brochures that included information for both the parking proposals as well as the proposal to charge peak rail fares during regional events. The brochures were available in English and Spanish and included a survey that could be taken and handed back to a team member or dropped off in a survey collection box that was available at all Metrorail stations. Extra brochures were also placed with all survey collection boxes. The brochures included a statement in Amharic, Chinese, French, Korean, and Vietnamese with a phone number to call for more information in those languages. View copies of the brochures on page 7.

**Over 3,600 brochures (90% English, 10% Spanish) were distributed during the outreach period and 491 surveys were collected on-site (7% of those in Spanish).**

Outreach Team Locations	
Date	Metrorail Station
Sunday, October 7, 2018	Shady Grove
	Rockville
	Twinbrook
	White Flint
	Grosvenor-Strathmore
Saturday, October 13, 2018	Branch Ave
	Suitland
	Southern Ave
	Anacostia
	Fort Totten
	Rhode Island Ave
Sunday, October 14, 2018	Glenmont
	Wheaton
	West Hyattsville
	Prince George's Plaza
	College Park - U of Md
	Greenbelt
Saturday, October 20, 2018	Vienna
	Dunn Loring
	West Falls Church
	Wiehle-Reston East
	Franconia-Springfield
	Van Dorn St
	Huntington
Sunday, October 21, 2018	Largo Town Center
	New Carrollton
	Morgan Blvd
	Capitol Heights
	Naylor Rd
	Minnesota Ave

All shifts were 10:00 a.m.-2:00 p.m.



11. Supongamos que puede usar una aplicación móvil o un sistema de reserva en línea para pagar sus tarifas de estacionamiento. ¿Qué tan probable sería que aprovechara esta opción?

☐ Muy probable

☐ Probablemente

13. ¿Dónde vive?

☐ Distrito de Columbia

Maryland

☐ Condado de Montgomery

☐ Condado de Prince George's

Virginia

☐ Condado de Arlington

Pour plus d'informations dans votre langue sur les propositions concernant les changements de stationnement et les tarifs en période de pointe lors d'événements régionaux, appelez le service clientèle de Metro au 202-637-7000.

የስጥል ጥያቄዎች በጥቅምት ወሩ የሚካሄዱ ስራ ሰዓቶች ላይ ለተጨማሪ መረጃ ይጻፉ፡ 202-637-7000

11. Suppose you could use a mobile app or online reservation system to pay your parking fees. How likely are you to take advantage of this option?

☐ Very likely

☐ Somewhat likely

☐ Neither likely or unlikely

☐ Somewhat unlikely

☐ Very unlikely

12. Please share any additional questions or comments you have about the proposals:

13. Where do you live?

☐ District of Columbia

Maryland

☐ Montgomery County

☐ Prince George's County

Virginia

☐ Arlington County

☐ Fairfax County

☐ City of Alexandria

☐ City of Fairfax

☐ City of Falls Church

☐ Other, please specify: \_\_\_\_\_

14. Do you consider yourself Hispanic/Latino?

☐ Yes ☐ No

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

☐ American Indian/Alaska Native

☐ Asian

☐ Black/African-American

☐ Native Hawaiian/Pacific Islander

☐ White/Caucasian

☐ Other, please specify: \_\_\_\_\_

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

☐ Less than \$30,000

☐ \$30,000 - \$39,999

☐ \$40,000 - \$59,999

☐ \$60,000 - \$79,999

☐ \$80,000 - \$99,999

☐ \$100,000 - \$119,999

☐ \$120,000 - \$139,999

☐ Greater than \$140,000

☐ Prefer to not answer

Pour plus d'informations dans votre langue sur les propositions concernant les changements de stationnement et les tarifs en période de pointe lors d'événements régionaux, appelez le service clientèle de Metro au 202-637-7000.

የስጥል ጥያቄዎች በጥቅምት ወሩ የሚካሄዱ ስራ ሰዓቶች ላይ ለተጨማሪ መረጃ ይጻፉ፡ 202-637-7000

Để biết thêm thông tin về các đề xuất thay đổi quy định đậu xe và giá vé gửi xe cao điểm trong các sự kiện khu vực bằng ngôn ngữ của quý vị, hãy gọi tới Dịch Vụ Khách Hàng Metro theo số 202-637-7000.

如需更多以您的语言提供的关于地区性活动期间停车费变化和高峰价格的建议方案之信息，请致电 202-637-7000 联系地铁客户服务中心 (Metro Customer Service)。

지역 행사 중 주차 변경 및 최고 요금에 대한 제안 관련 상세 내용은 메트로 고객 서비스 센터(202-637-7000)로 문의해 주시기 바랍니다.

Para obtener más información en español sobre las propuestas sobre cambios de estacionamiento y tarifas poco durante los eventos regionales, visite [wmata.com/hearings](http://wmata.com/hearings).

Metro quiere conocer su opinión sobre los cambios de estacionamiento

Metro wants to hear from you about proposed parking changes and peak fares during regional events.

In an effort to recover costs and respond to market trends, Metro is proposing the following changes:

- Parking changes.** Proposal package includes adjustments to parking fees, operating hours and technology. This includes adjusting hours when parking fees are paid to align with Metrorail hours of operation; changing weekday parking fees on Saturdays, Sundays, federal holidays and/or on days with large regional events; new payment options such as mobile app or online reservation systems; and multi-day parking fees.
- Peak rail fares during large-scale regional events.** Proposal includes charging peak rail fares on days when peak service and additional operational support are needed to support large-scale regional events, like Independence Day or Inauguration.

For more information about these proposals, go to [wmata.com/hearings](http://wmata.com/hearings).

**Déjenos conocer su opinión sobre estas propuestas antes de las 9:00 a.m. del lunes, 29 de octubre de 2018.**

**El propósito de este cuestionario es recopilar comentarios del público sobre un cambio propuesto a las tarifas de Metro durante los días de grandes eventos regionales y sobre los cambios propuestos a las tarifas de Metro.**

5. ¿Cuántos días a la semana se estaciona normalmente en una estación de Metrorail?

☐ 0 (salte a la pregunta 12 del otro lado)

☐ 1

☐ 2

☐ 3

☐ 4

☐ 5

☐ 6

☐ 7

8. ¿A qué precio consideraría tan costoso el estacionamiento en una estación de Metrorail durante la semana que no se estacionaría ahí?

☐ \$0

☐ \$1

☐ \$2

☐ \$3

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☐ \$5

☐ \$6

☐ \$7

☐ \$8

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## Stakeholder Communication


WMATA's extensive network was also used to distribute information.

- The Office of Government Relations provided information to local, state jurisdictional and Congressional staff. Staff addressed follow-up questions to the plan to ensure that elected and government officials and staff had a thorough understanding.
- The Office of Equal Employment Opportunity notified its Community Based Organizations (CBOs) stakeholder list about the proposal, which was over 400 individuals working at 264 CBOs. The message sent on Tuesday, October 16, 2018 encouraging staff and constituents to provide feedback through the survey and attend the open house and public hearing. The message also included links to materials in different languages. A follow-up email was sent on Friday, October 26, 2018 as a reminder to provide feedback before the public comment period closed.
- The Office of Customer Research emailed a sample of 5,000 registered SmarTrip® holders who had paid to park at a Metro Park & Ride facility during the last month to encourage them to take the survey and provide feedback.
- Employees were notified through the General Manager's weekly email message, a separate all-staff email and the Metrorail "hot sheet" that is shared with the operations divisions.

## Targeted Marketing & Media

Metro used targeted marketing and media strategies to increase awareness about the public hearing and the parking proposals.

- Signs in English and Spanish were posted in all Metrorail stations.
- Survey collection boxes were placed in all Metrorail stations and included 12,000 copies of the brochure/survey, 50% in English and 50% in Spanish.





**Metro muốn lắng nghe ý kiến của quý vị về các đề xuất thay đổi quy định đậu xe và giá vé giờ cao điểm trong các sự kiện khu vực.**

**Trong nỗ lực bù lại chi phí và đáp ứng các xu hướng của thị trường, Metro đang đề xuất những thay đổi sau:**

- Các thay đổi về đậu xe. Gói đề xuất bao gồm điều chỉnh chi đậu xe, giờ hoạt động và công nghệ. Gói đề xuất này bao gồm điều chỉnh khung giờ phí đậu xe được thanh toán để song hành với giờ hoạt động của Metrorail, tính phí đậu xe theo ngày trong tuần cho Thứ Bảy, Chủ Nhật, ngày nghỉ liên bang và hoặc ngày có các sự kiện khu vực lớn, các lựa chọn thanh toán mới như thông qua ứng dụng di động hoặc hệ thống đặt chỗ trực tuyến, và phí đậu xe nhiều ngày.
- Giá vé tàu điện giờ cao điểm trong những sự kiện khu vực có quy mô lớn. Để xuất, bao gồm tính giá vé tàu điện giờ cao điểm vào những ngày cần nhiều dịch vụ và trợ giúp vận hành bổ sung để hỗ trợ những sự kiện khu vực có quy mô lớn, như ngày Độc Lập hoặc ngày Lễ Nhậm Chức Tổng Thống.

**Hãy cho chúng tôi biết quý vị nghĩ gì về những đề xuất này chậm nhất vào 9 giờ sáng, Thứ Hai, ngày 29 tháng 10 năm 2018.**


 Thực hiện các thao tác về tăng đề xuất và cho chúng tôi biết ý kiến của quý vị tại [wmata.com/hearings](http://wmata.com/hearings).

 Tham dự sự kiện mở kiosk 3D phút chiều và Phân Đầu, Tòa Công Cộng vào 5 giờ tối Thứ Ba, ngày 28 tháng 10 năm 2018 tại Metro Headquarters, 600 5th Street, NW/Washington, DC, 20001.

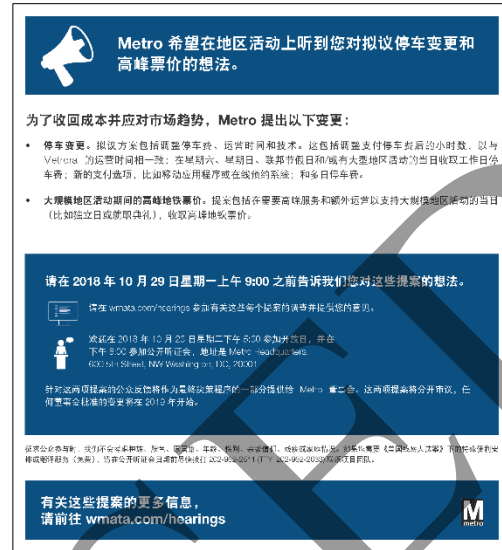
Ý kiến phản hồi của công chúng về các đề xuất này sẽ được trình lên Ban Giám Đốc của Metro như là một phần trong quy trình đưa ra quyết định cuối cùng. Hai đề xuất này sẽ được cân nhắc riêng rẽ và bất kỳ thay đổi nào được Ban Giám Đốc phê duyệt sẽ bắt đầu được triển khai vào năm 2019.

Chúng tôi hiểu rằng để nghe tiếng đồng thanh của tất cả chúng tôi, mỗi cá nhân, gia đình, địa phương, giới tính, tôn giáo, tình trạng khuyết tật hoặc tình trạng gia đình. Nếu quý vị có câu hỏi, xin vui lòng liên hệ với Văn phòng Dịch Vụ Khách Hàng Metro hoặc gọi 202-685-3033. Chúng tôi cam kết cung cấp dịch vụ khách hàng bằng tiếng Anh và tiếng Tây Ban Nha. Nếu quý vị cần dịch vụ phiên dịch, vui lòng gọi 202-685-3033. (TTY) 202-685-3033 cũng cung cấp tài liệu phiên dịch bằng tiếng Anh và tiếng Tây Ban Nha.

**Để biết thêm thông tin về những đề xuất này, truy cập [wmata.com/hearings](http://wmata.com/hearings)**

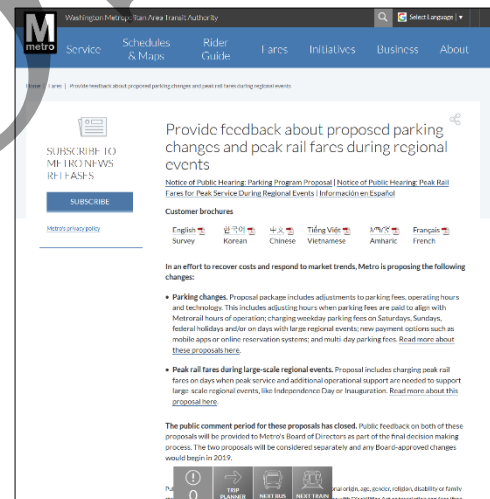


- A press release was published on Tuesday, October 16, 2018.
- Legal notices were placed in the *Washington Post* on Saturday, October 6 and Saturday, October 13, 2018, notifying the public of the opportunities to provide public comment.
- Advertisements in newspapers throughout the region, including multi-lingual publications:
  - *The Express* (English)
  - *The Afro* (English)
  - *El Tiempo Latino* (Spanish)
  - *Washington Hispanic* (Spanish)
  - *Korean Times* (Korean)
  - *Epoch Times* (Chinese)
  - *Atref* (Amharic)
  - *Doi Nay* (Vietnamese)



Ads in *Epoch Times* and *Doi Nay*

- Copies of the English and Spanish flier and notices were sent to all jurisdictional libraries.
- A new webpage was created on [wmata.com/hearings](http://wmata.com/hearings) to include information about the proposal and how customers could provide feedback. The webpage was also professionally translated into Spanish and contained pdf filers in Amharic, Chinese, French, Korean and Vietnamese. The webpages in English and Spanish generated over 1,075 views and of those nearly 90% were unique visitors.
- Various media outlets, including WAMU and WTOP, covered the proposal and public hearing.
- Social media (Facebook, Twitter) was used to post information about the parking changes.
  - Facebook: over 1,260 people reached across one post and 63 engagements
  - Twitter: over 42,900 impressions and over 630 engagements across 5 @wmata tweets

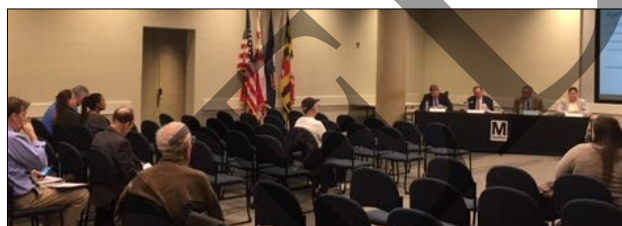


Webpage (English) on [wmata.com/hearings](http://wmata.com/hearings)



## Open House & Public Hearing

Metro hosted a joint open house and public hearing on Tuesday, October 23, 2018 at WMATA's headquarters located at 600 5<sup>th</sup> Street N.W., Washington, DC for the proposal about peak rail fares during regional events and the proposal for parking programs. The open house began at 5:30 p.m., and the public hearing began at 6:00 p.m. The open house provided the opportunity for attendees to speak one-on-one with staff members from Metro's Office of Real Estate and Parking and the Office of Management and Budget, and attendees were able to complete the survey on-site. Six people attended the open house, four people testified, and two surveys were collected.



*Open house and Public Hearing*

Signage throughout the open house and public hearing was in English and Spanish. WMATA headquarters is ADA accessible and conveniently located next to Gallery Place and Judiciary Sq Metrorail stations and multiple bus lines.

The public hearing followed WMATA's standard public hearing procedures. At the beginning of the hearing, Metro Board Member Tom Bulger read a prepared statement outlining the public hearing process, and Nina Albert, Managing Director of Real Estate and Parking, presented an overview of the proposal. The presentation of the parking proposals was followed by a presentation on Peak Rail Fares for Peak Service during Regional Events by Sean Egan, Director of Financial Reporting.

Four (4) people provided testimony at the 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 less than 0.1% of all feedback collected during the public comment period.

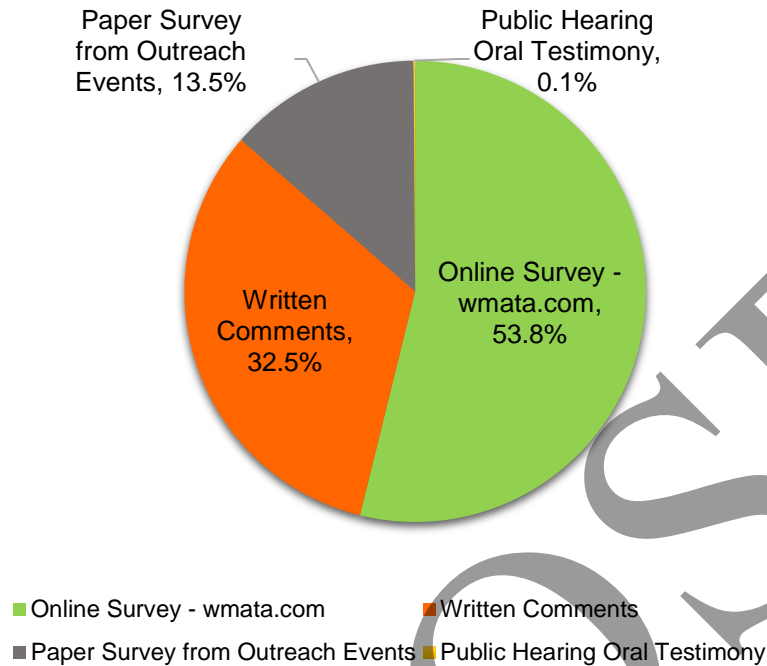
## 2. Public Input Survey Results

### Feedback from General Public on Parking Programs Proposals

Metro collected public input through surveys, written comments (through the survey tool or letters sent to Board Office), and oral testimony at the public hearing during the public comment period from Saturday, October 6, 2018 through 9:00 a.m. Monday, October 29, 2018. **Metro received 4,643 responses on both the parking proposals as well as the peak fares for Regional Events proposal.**

More than 99% of the input received came in using the survey tool, either online or on paper. Another 32.5% 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 0.1% and can be reviewed in *Appendix C: Public Hearing Oral Testimony*.

## Peak Fares during Regional Events - Public Input Sources



Feedback Type	Qty
Online Survey - wmata.com	2,673
Paper Survey from outreach events	825
Written Comments	1,141
Public Hearing Oral Testimony	4
<b>Total</b>	<b>4,643</b>

Survey collection consisted of an online survey (n=2673), paper surveys from in-station drop boxes (n=608), paper surveys collected during in-person outreach events (n=263), and paper surveys collected at the open house (n=2). The survey for the Parking Program proposals was designed such that online and paper responses could be analyzed together.

## Parking Programs Proposals Survey Feedback

Through the online and paper survey tools, customers provided feedback on the following changes to parking fee collection at Metrorail stations: "Would customers park at a Metrorail station ..."

- 1) On weekdays if parking fees were collected starting at 5:00 am?
- 2) On Saturday or Sunday if the daily parking fee was within the range of \$4.35 to \$5.20?
- 3) On federal holidays if the daily parking fee was within the range of \$4.35 to \$5.20?

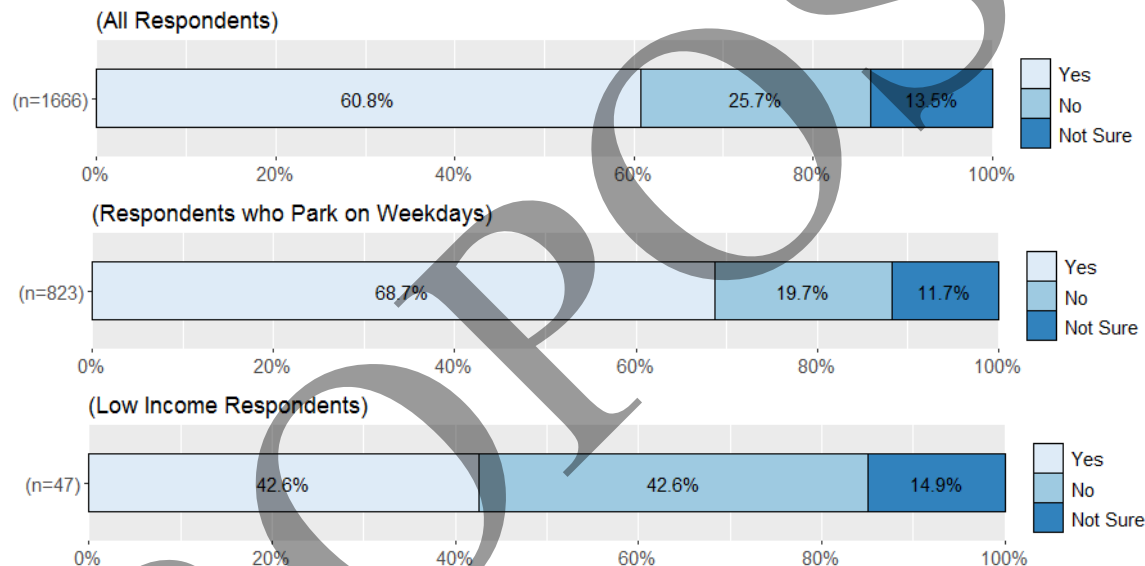
- 4) During large regional events on weekends or federal holidays (e.g. for large parades, festivals, inauguration, marches, etc.) if the daily parking fee was within the range of \$4.35 to \$5.20?

Customers were also asked about their likelihood of using, “a mobile app or online reservation system” to pay parking fees. Questions about past parking behavior at Metrorail stations were used to identify customers likely to be impacted by the proposed changes to fee collection within the analysis.

### 1. Collect Parking Fees Starting at 5:00am

The proposal to collect parking fees starting at 5:00am saw the broadest support of all four proposals. 61% of all customers (n = 1,666) would park at a Metrorail station if Metro were to adopt the proposed policy. The proportion of customers increases to 68.7% when asking customers who regularly park at Metrorail stations on weekdays (n = 823), but drops to 42.6% among low income respondents (n = 47), those reporting income less than \$30,000 annually.

#### ... if parking fees were collected starting at 5:00 am

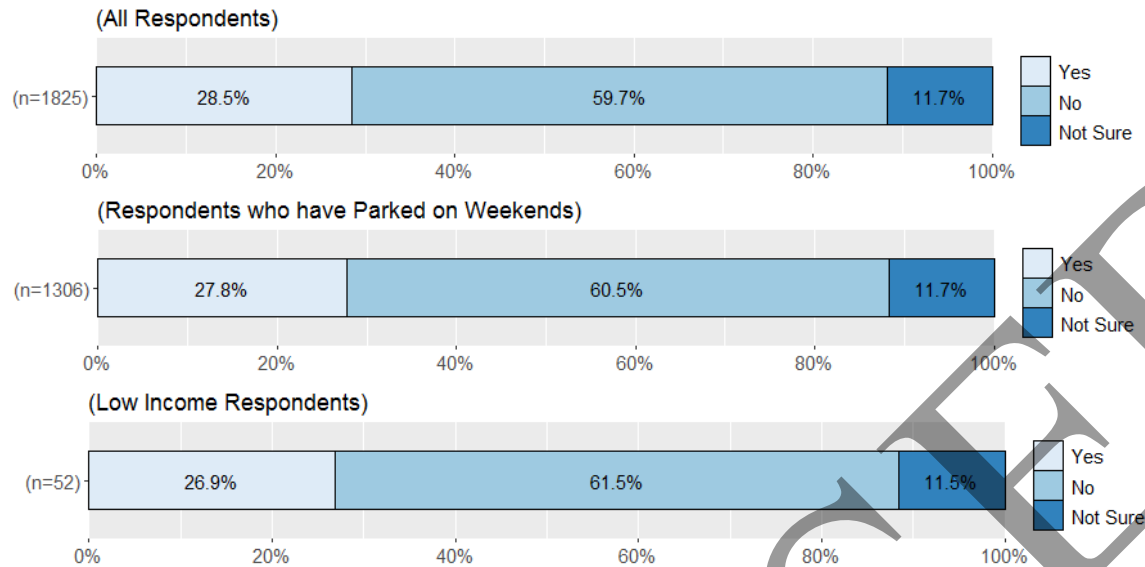


### 2. Collect Parking Fees on Saturday and Sunday

Customers were broadly unlikely to park at Metrorail stations on Saturday and Sunday if Metro were to charge a rate equivalent to the daily parking fee of \$4.35 to \$5.20. Only 28.5% of customers (n = 1825) said they would park at a station if charged the daily fee, and 59.7% said they would not. Among customers who have parked at a station on Saturday and/or Sunday (n = 1306), those who would park at a station drops further to 27.8%.

#### ... if parking fees were collected on Saturday and Sunday

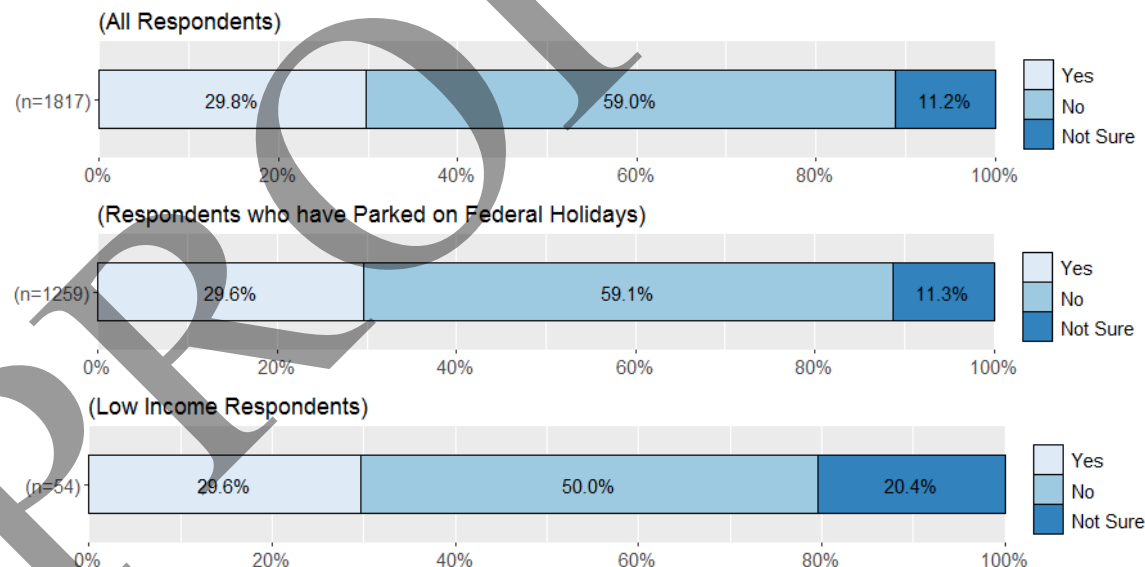




### 3. Collect Parking Fees on Federal Holidays

Customers were also broadly unlikely to park at Metrorail stations on federal holidays if Metro were to charge a rate equivalent to the daily parking fee of \$4.35 to \$5.20. Only 29.8% of customers (n = 1817) said they would park at a station if charged the daily fee on a federal holiday, and 59% said they would not. The proportion of customers was largely the same among customers who have parked at a station on a federal holiday (n = 1259) with 29.6% of customers reporting they would park at a station and 59.1% reporting they would not.

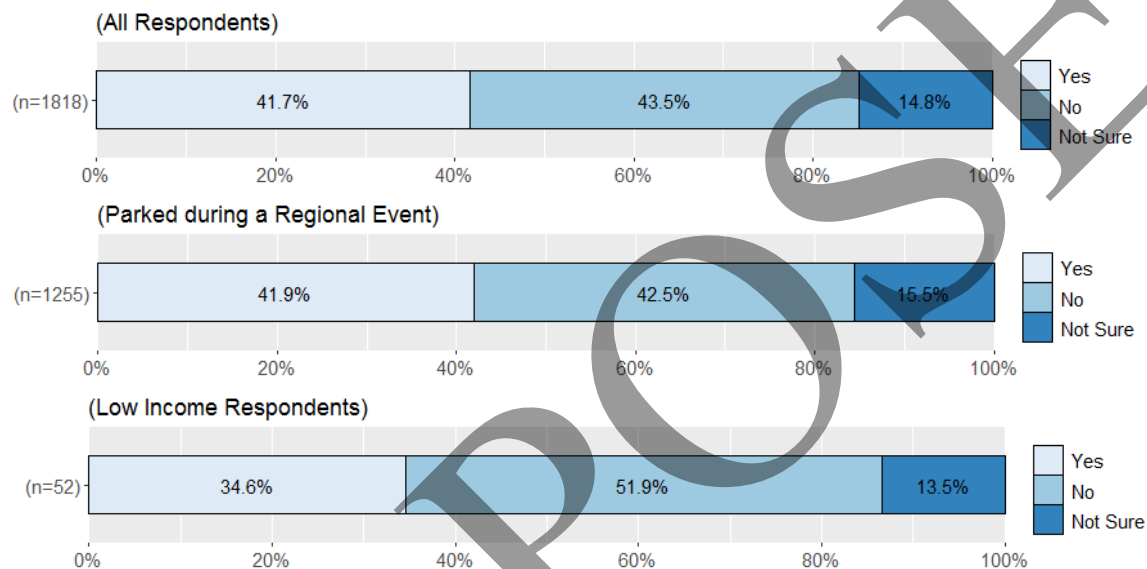
#### ... if parking fees were collected on federal holidays



#### 4. Collect Parking Fees during Regional Events

Customers were more receptive of the proposal to collect a parking fee equivalent to the daily rate of \$4.35 to \$5.20 during large regional events. 41.7% of customers (n = 1818) said they would park at a station if charged the daily fee during a large regional event and 43.5% said they would not. The proportion of customers was largely the same among customers who have parked at a station during a large regional event (n = 1255); 41.9% of customers would park at a station and 42.5% would not. Low income respondents (n = 52) were less likely to park at a station during a regional event with 34.6% likely to do so and 51.9% unlikely to park at a station if charged.

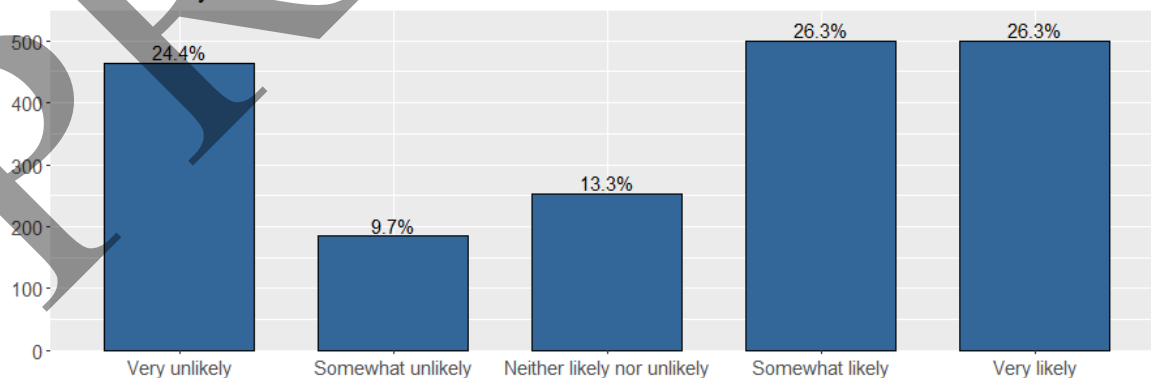
##### ... if parking fees were collected during large regional events



#### 5. Pay Parking Fees with a Mobile App or Online Reservation System

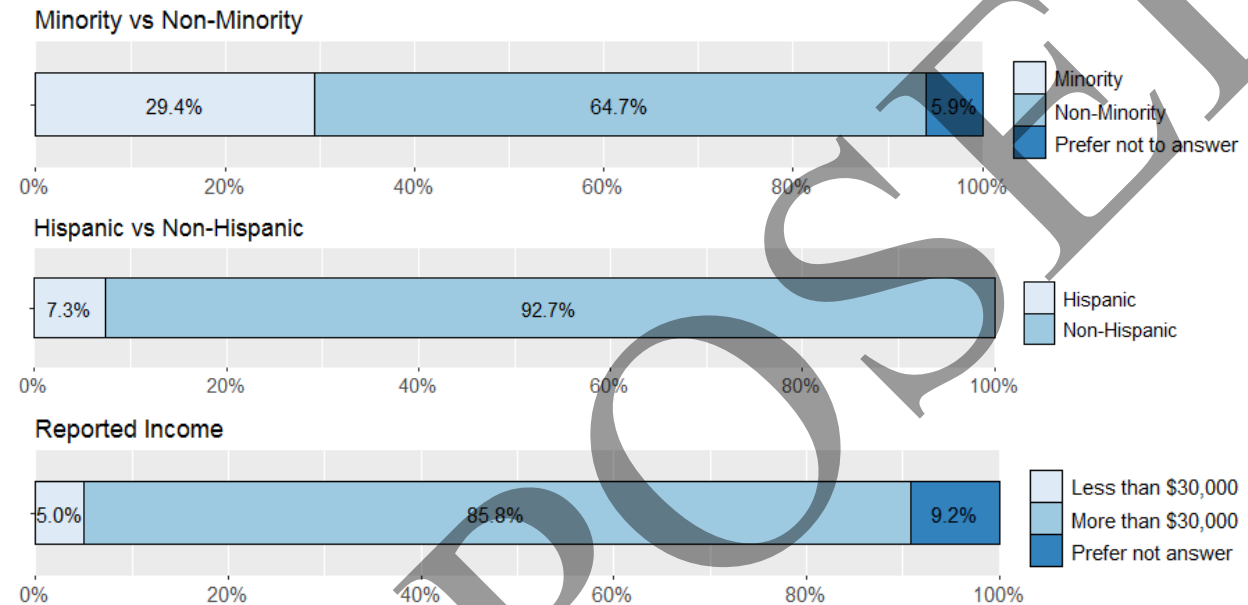
52.6% of all customers (n = 1,901) are *very likely* or *somewhat likely* to pay for parking with a mobile app or online reservation system if given the option.

Likelihood of using Mobile App or Online Reservation System

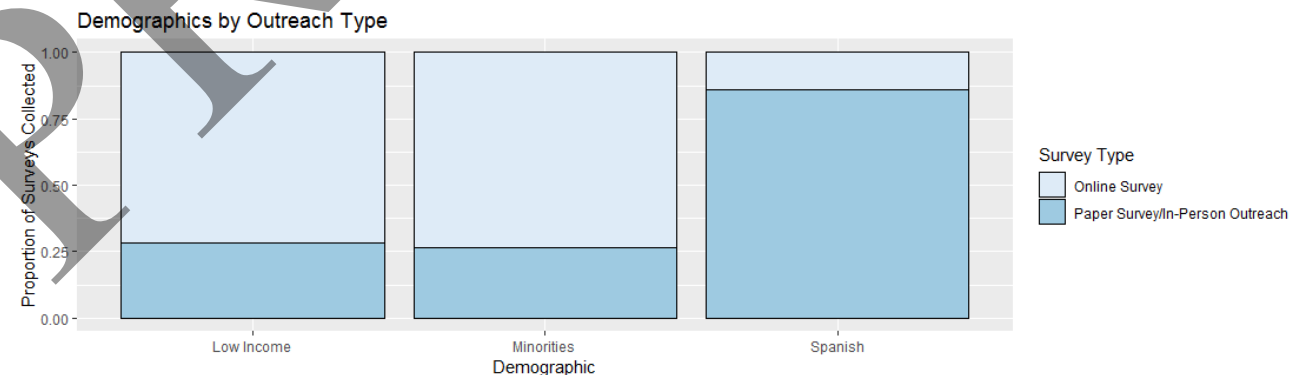
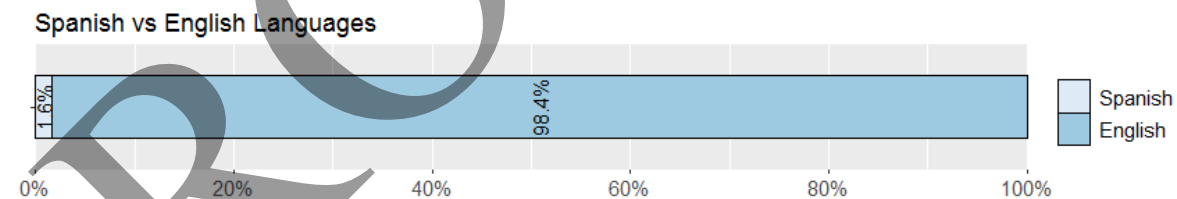


## Survey Demographics

A total of 3,521 surveys were submitted in response to the proposal. 29.4% of feedback was received from minority customers and 7.3% from Hispanics. Low-income customers, those from households earning less than \$30,000 annually, represented 5.0% of feedback; this is likely undercounting low-income customers as 9.2% of survey respondents chose *prefer not answer* in response to the income question. Physical outreach continues to be important in gathering responses from Spanish speaking customers: 86% of Spanish language input was collected through paper surveys (see [Demographics by Outreach Type](#) below).



Note: Most probably, the percentage of low-income residents in this sample is significantly higher than 5%. Respondents who select “prefer not to answer” (when that is an available answer choice) tend to skew heavily towards the “less than \$30,000” income band.



### 3. Comments Received for the Record via the Public Hearing Process and in Writing

Refer to Appendix C.

### 4. Responses to Testimony and Written Comments Received

#### Breakdown of Written Comments by Proposed Parking Program

Of the 1,141 written comments received, 789 were clearly related to the parking proposals.

Issue	Positive	Neutral	Negative	Total
Extending weekday revenue collection hours	3	1	3	7
Revenue collection on weekends and on federal holidays	60	115	498	673
Charging daily rate for Regional Events	32	14	48	94
Special Event at all Metrorail stations	4	0	1	5
Parking fee collection using new technology	2	0	1	3
Expanding multi-day parking	6	1	0	7
<b>TOTAL</b>				<b>789</b>

#### Responses to Testimony and Written Comments Received

The public hearing testimony and written comments can be grouped into the themes noted in the above chart. Staff's responses below are organized according to the overall themes and concerns expressed.

##### ***1. Extending weekday revenue collection hours***

Out of seven comments, three were opposed to having weekday revenue collection hours start before 9:30am. Respondents who were transit riders felt that they should park for free and did not agree with the change in revenue collection hours. One customer stated that they changed their work hours to avoid paying the parking fee. Three respondents were in favor of extending hours because they felt that it would be a good way to boost revenue.

Staff response: The public comments were mixed, with a slight majority (4 out of 7) not supportive of extending weekday revenue collection hours. The data collected during the pilot period (between February 5 through September 30, 2018) was very helpful. It shows that there were 76,157 new transactions between the hours of 7:30 a.m. and 9:30 a.m., and that only 1.3% of those transactions were made by transit riders. That is, more than 98% of the early morning (i.e. prior to 9:30 a.m.) transactions were by Non-riders. Metro collected nearly \$395,000 in revenue during these ten months, most of which was from people who are not riding transit, but parking overnight in Metro parking facilities.

Staff recommends Board approval to expand the weekday revenue collection hours.

## **2. Revenue collection on weekends and on federal holidays**

75% of all surveys, testimony and written comments received related to the proposal for Metro to collect revenue on weekends and on federal holidays. 59% of survey responses said customers would not park on weekends and federal holidays if the daily rate was charged. In addition to the responses against charging for parking on weekends, the following public comments were also received:

- Several respondents stated that by increasing parking fees, combined with 20-minute headways, Metro is motivating users to drive rather than take transit on weekends.
- Several respondents stated that by charging on weekends, Metro encourages users to take alternative transportation such as Lyft, Uber, taxis and Bikeshare.
- A few respondents thought that charging for parking on weekends was a good idea if the system were more reliable.
- A few respondents stated that free parking was an incentive to take Metro on weekends.

### Staff response:

This pilot was the first time that Metro has tested weekend revenue collection hours. When the pilot was designed, Metro decided to charge only \$2.00 on Saturdays to minimize any impact to Metrorail ridership during the pilot, while allowing Metro to accurately measure how many people park in Metro's parking facilities on the weekend. The purpose of the pilot was primarily to collect information and data. The findings of the pilot are as follows:

- During the ten-month pilot, there were 365,728 parking transactions. However, this number represents a 21% decrease in parking activity systemwide on Saturdays compared to the year prior.
- Staff also compared Metro's net revenue before and after the pilot, which factors in both transit fare revenue plus parking revenue. Staff found that even with an average gain of \$27,000 per Saturday in parking revenue (charging \$2.00/Saturday), the loss of transit rider fare revenue equaled an average loss of \$30,000. This loss of transit fare revenue exceeds the gain in parking revenue, resulting in a net revenue loss. The loss of transit customers is not worth the gains in parking revenue, both from a revenue and transit perspective.
- During the pilot period, one Regional Event that took place (March For Our Lives on March 24, 2018). That Regional Event resulted in 28,777 parking transactions on a single Saturday and Metro collected \$57,554 that day in parking revenue, twice the amount of parkers than on an average Saturday. This one event equals 8% of the revenue and transactions of the ten-month pilot period.
- Because the parking gates were down on Saturdays, Metro was able to charge Non-riders the Non-rider fee (where applicable), which is as much as \$10/day depending on the station. 56% of the total parking revenue Metro collected on the weekends was from Non-riders. This is a significant finding; the Non-rider revenue on Saturdays is more than half of all Saturday revenue. Metro does not lose fare revenue by charging for Non-riders to park, because by definition, the parkers are not riding the rail system.

Based on both the feedback from the public, as well as confirmation from the transaction and revenue data, staff does not recommend implementing parking fees for transit riders on weekends. However, staff does recommend lowering the parking gates on weekends, which allows Metro to collect revenue from Non-riders, without charging transit riders (provided the rider uses the SmarTrip® card they used to pay for their rail fare).

Staff has also analyzed the unique nature of Regional Events, as discussed immediately below under Item 3, and recommends charging the weekday rate on weekends on Regional Events.

### **3. Charging daily rate for Regional Events**

Metro received 94 comments regarding charging the weekday daily rate for Regional Events. Almost exactly half (48) of the written comments stated that charging for Regional Events might discourage Metrorail riders and cause them to use other services such as Uber, Lyft or drive themselves. Five comments stated that all National events are free and Metro should not charge for parking or to ride the Metro. One-third of the comments were positive and stated that charging for parking during Regional Events would be acceptable.

#### **Staff response:**

While the only Regional Event that took place during the pilot was the March For Our Lives event, there are potentially five to ten instances every year when there may be an unusual surge of demand for transit during the weekends or a federal holiday and that Metro will be running regular rail service (instead of weekend service). For example, for the Women's March in January 2017, Metro could have earned approximately \$300,000 in parking revenue on that one day, which would have helped offset the operational costs during that one day of increased service. These events are infrequent and Metro's application of a parking fee for the one day would not likely deter transit ridership during these events.

Staff recommends charging transit customers for parking on weekends only during Regional Events and charging the weekday daily rate.

### **4. Special Event fees at all Metrorail stations**

The difference between a Special Event and a Regional Event was not clear to some respondents. The distinction between the two definitions is that the Special Event fee is applied only to Non-riders, whereas the Regional Event fee is a parking fee that would be charged to transit riders. Special Events are local events around a specific Metro station. For example, if a festival is set up within walking distance of a Metro parking lot, festival customers may choose to park at the Metro station, but they would walk to the local event and not ride the Metro. A Regional Event is an event that is of regional scale and requires regular train service to meet the transit demand needs of that day.

A total of five comments were received regarding charging Special Event fees to Non-riders. Four comments were positive and the respondents felt that it was acceptable to expand the Special Event fee program to Metrorail stations across the region, rather than limiting it to the three Metrorail stations where a Special Event is currently authorized.

Staff response:

Metro recently updated its Use Regulations to make it easier for Metro to host festivals, farmers markets, events, and other commercial activities. If this type of activity increases, Metro would benefit from charging for parking. Also, if there is an event near the Metro station, Metro can offer otherwise empty parking spaces, as well as decrease the traffic burden on the surrounding neighborhoods by providing needed parking.

Staff recommends authorizing the Special Event fee at all Metrorail stations.

**5. Parking Fee Collection using new technology**

WMATA received three comments about adding new parking payment technologies. Two of the comments were favorable and the respondents were highly excited to learn of the possibility of pay stations (in particular) in the Kiss & Ride lots. One of the three comments was negative, in which the respondent felt that the potential for a small mobile application usage fee would be a burden to riders and another way for Metro to raise fees.

Staff response:

Parking payment technology is quickly evolving and becoming more available and convenient. Allowing parking customers to pay remotely from their phones or their computers not only increases convenience to the parking customer, but also improves payment compliance. For example, if coin-operated meters remain the only payment form available, when a parking customer is 30 minutes late to their car, either Metro forgoes the revenue it could have collected for that 30 minutes and/or the parking customer may be ticketed. Providing payment flexibility both improves revenue collection for Metro, as well as provides a convenience for customers because they have different payment options.

As for the mobile application usage fees, these fees would not benefit Metro, because the fees pay the service provider of the payment technology.

Staff recommends authorizing different payment technologies to pay for parking.

**6. Expanding Multi-day parking**

The majority of respondents were in favor of expanding Multi-day parking. Paying for each day of parking was not an issue to most commenters, provided the daily rate did not exceed the non-rider fee. There were some comments from people who were in favor of expanding the number of parking lots where multi-day parking was available, but who were opposed to charging for each day of parking. These respondents felt that the cumulative cost of parking would deter riders from riding the Metrorail system. On the other hand, one commenter was willing to pay up to \$15 per day as long as the area was patrolled and monitored.



Staff response: Staff agrees that expanding multi-day parking to more Metrorail stations will benefit both transit riders and Metro, because Metro would be offering another option for people who do not want to drive and park to get to another transportation connection. Metro was not able to collect data on the impact to ridership if Metro were to charge for each day of parking.

Staff recommends expanding the number of multi-day parking lots and charging customers for each day they park.

## **5. Summary and Staff Recommendation**

Staff received more than 780 written comments and public testimonials during the public hearing process. The majority of responses were on the topic of charging for parking on weekends and federal holidays, with the proposal to extend weekday revenue collection hours as the second greatest comment-generator. A minimal number of comments were received concerning expanding multi-day parking, new parking payment technologies, Regional Events and Special Events.

Staff recommends adopting all the proposals presented, except for implementing weekend parking rates for transit customers. However, staff does recommend charging to park on weekends and federal holidays when: (i) the parking charge is only applied to Non-riders; and, (ii) during a Regional Event.

## APPENDIX A: PUBLIC HEARING PRESENTATION

### Compact Public Hearing

#### **Docket 18-05: Parking Programs and Docket 18-06: Peak Fares for Peak Service during Regional Events**

October 23, 2018

### Agenda

- Purpose of Public Hearing
- Presentation of Docket 18-05: Proposed changes to Metro's parking programs
- Presentation of Docket 18-06: Peak Fares for Peak Service during Regional Events
- Next steps

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

## Purpose

# Purpose

- Docket 18-05: Obtain public input on proposed parking programs
  1. Expanding weekday revenue collection hours
  2. Revenue collection on weekend and Federal holidays
  3. Regional Event parking rate
  4. Special Event fee for non-rider system wide
  5. Parking fee collection using new technology
  6. Multi-day parking
- Docket 18-06: Obtain public input on proposed peak fares for peak service during Regional Events

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## Purpose

# Things Outside Purpose of Hearing

- This is not a hearing on anything other than the topics cited
- Not within the scope of this hearing are, for example:
  - Service complaints
  - Bus routes
- Any matters raised outside the scope of this hearing cannot be resolved as part of this hearing process

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# Docket 18-05: Changes to Parking Program

Presented by:  
Nina Albert, Managing Director, Real Estate & Parking

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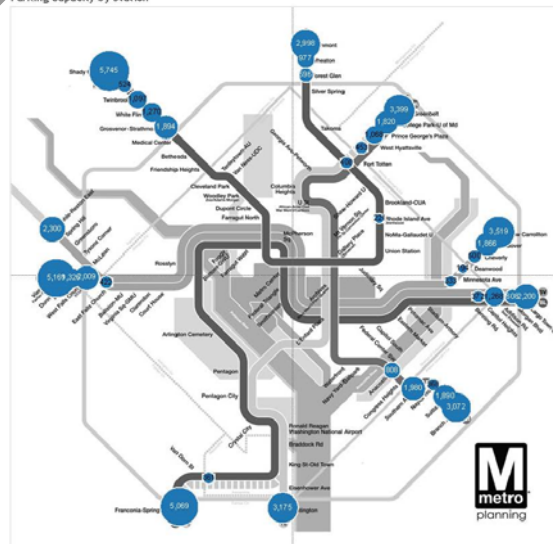


## Metro Parking Program

### Background

- Metro has 63,580 spaces in:
  - 28 garages
  - 30 parking lots
  - 44 Kiss & Ride lots
- Managed to maximize automobile commuter access
- Manage “Non-Rider” programs, such as Non-Rider rates and Special Events
- Collect revenue Monday-Friday

Parking Capacity by Station



Tab 91 X vs. Tab 91 Y. Size shows sum of Parking Capacity. The marks are labeled by sum of Parking Capacity. The data is filtered on Dec2015ParkingM, which keeps non-hall values only.

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## Extending Weekday Hours of Operation

- Historically, Metro closed parking gates at 9:30am
- During pilot, Metro closed parking gates at 7:30 a.m. and opened them one hour after station closure
  - Customer survey found that only 1.3% of existing Metrorail riders leave between 7:30am - 9:30am
  - Majority of transactions in early morning are Non-Riders
  - Closing the exit gates before 9:30am is primarily capturing revenue from non-transit users
- **Proposal for public comment:** Parking hours of operation to begin as early as when Metrorail stations open and end one hour after Metrorail stations close

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## Revenue collection on weekends and Federal Holidays

- Metro has not historically charged for parking on Federal holidays and weekends
- Many other public and private operators charge for parking on weekends.  
Examples:
  - Washington, DC
  - Arlington County
  - Montgomery County
- **Proposal for public comment:** Charging up to the weekday daily parking rates on Saturday, Sunday and Federal holidays during revenue collection hours. Metro proposes to match weekday hours of operation.

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## Regional Event parking rate

- **Regional Event:** events, festivals, marches, and other activities that draw large crowds to use Metro parking facilities and ride the Metrorail system
  - Examples: Presidential inaugurations, visits by national or global dignitaries, festivals held on the National Mall (such as Cherry blossom Festival), and 2018 Women's March
- **Implementing a Regional Event parking rate on weekends and federal holidays** could be an important source of new revenue to Metro
  - Women's March in January 2017 – estimated \$296,000 in parking revenue Metro could have collected
  - Fourth of July 2018 – estimated \$115,000 in parking revenue Metro could have collected
- **Proposal for public comment:** Charging up to the weekday daily parking rate for Regional Events if Saturday, Sunday and Federal holidays are not approved

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## Special Event fee for Non-Riders, System-Wide

- \$15 “Special Event” fee is currently charged to Non-Riders at Largo Town Center, Morgan Blvd, and College Park Metro stations during sporting events and concerts:
  - FedEx Field
  - University of Maryland
- These events attract people to park at Metro’s parking facilities without riding transit and to walk to the nearby event
- Special Event rates do not apply to Metro’s transit customers
- **Proposal for Public Input:** Special Event Non-Rider fee at any Metrorail station, not limited to the three stations listed above

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## Parking Proposal 5

### Parking fee collection using new technologies

- Metro desires to offer new payment technologies to allow customers to pay with phone-based and/or computer-based parking applications.

For example:

- ParkMobile
- MobileNow!
- SpotHero
- License plate recognition technology
- Paystations

- Some services require a convenience fee
- Coin payment will still be available
- **Proposal for Public Input:** New technologies to pay for parking



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## Parking Proposal 6

### Multi-day parking

- Multi-day parking allows customers to park and ride Metrorail to access other transportation hubs, such as airports, train stations, national bus stations
  - Customers are allowed to park up to 10 consecutive days in marked “Multi-day” spaces
  - Customers pay for one day only of parking upon exit
- Franconia-Springfield, Greenbelt, and Huntington are the three stations with multi-day parking
- **Proposal for Public Input:** Metro seeks to expand multi-day parking to additional Metrorail stations, and change for each day of parking
  - First day of parking: Highest applicable parking fee (e.g., Non-Rider fee, if present)
  - For each subsequent day: Daily rider parking fee for that Metrorail station

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# Docket 18-06: Peak Fares for Peak Service during Regional Events

Presented by:  
Sean Egan, Director, Financial Reporting

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## Peak Fares for Peak Service

### Support for Regional Events

- Metro plays a vital role in transporting riders during regional events
- Ridership demand during regional events is strong, requiring peak service levels
- To accommodate the need, Metro provides rush-hour service levels for these events
- Peak service support also required – operations, customer service and transit police

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## Regional Events

- Examples requiring peak service levels
  - ✓ Independence Day
  - ✓ Papal Visit – September 2015
  - ✓ Presidential Inauguration – January 2017\*
  - ✓ Women's March – January 2017
  - ✓ March for Our Lives – March 2018
- Metro's capacity to provide support is impacted by mandated limits on annual regional subsidy contributions
- Metro needs to recover costs of regional events services to stay within mandated subsidy limits

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\* Peak fares are currently in effect on Inauguration Day



## Peak Fares

- Metro could charge peak rail fares when Metro operates peak service levels to support regional events – Metrobus would remain at \$2.00
- Peak fares for peak service will enable Metro to reduce its reliance on the region for operating funding support
- A final program could include provisions for event sponsors to pay in lieu of Metro charging peak fares

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WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY



# Next Steps

## Public Testimony and Other Input Methods

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### How to Provide Public Input

## Oral Comments from Public

### **Metro will receive oral comments tonight**

- Public officials: 5 minutes each
- Private citizens: 3 minutes each
- No relinquishing of time by one speaker in favor of another speaker

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## Written Comments from Public

- **Written comments must be received by 9:00am on October 29, 2018**

**By survey:** [wmata.com/hearings](http://wmata.com/hearings)

**By mail:**

Office of the Secretary  
Washington Metropolitan Area Transit Authority  
600 Fifth Street N.W.  
Washington, DC 20001

- Reference "Parking Programs" or "Peak Fares," or both, in the "Subject" line

## Metro Staff Report and Board Approval

- Metro staff prepares a report of this hearing, including the written comments and survey results
- Staff report is submitted to Metro's Board of Directors for approval, expected December 2018
- If Metro's Board of Directors approves, programs and fares would be implemented as early as January 2019

## Next Steps

### Where to Find Materials

- [wmata.com/hearings](http://wmata.com/hearings)
- **Area Libraries**
- **Washington Metropolitan Area Transit Authority**  
600 Fifth Street NW  
Washington, DC 20001  
(202) 962-2511 (please call in advance to coordinate)

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Now We Turn It Over To You!

Thank you for your participation.

Washington Metropolitan Area Transit Authority

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## Appendix B: Written Comments

Written Comments from Online/Paper Surveys
Overall Metro needs to get its act together and stop looking to get money from Riders on whatever way they can. This is absurd. Parking costs are already high and there are already few regular spaces at most stations as it is. many of us already have to get to a station within an hour of opening to get decent parking if any at all. Especially on the PG County Blue Line side
-Even 7000 series are dirty and stinks privatize all the up keep of stations and clearing services of metro cars. -Open up more space for advertising,- reduce fares for people to ride metro,- maintain peak times and more frequency is needed. Reduce the peak fares for daily commutes and parking for people who ride metro.
future thoughts for Metro: Develop ways to integrate payments for taxi Metro Bus rail plus parking on smartrip cards. - International public transportation models are best practices
I never easy fair this proportionately affects low-income households who depend on public transportation. Dedicated funding from local governments as a better source of more permanent funding
I think we pay during week and weekend and holidays
If metro is requiring the event sponsor to pay for extra hours of service, you should let the event sponsor decide whether to use peak fares or not. After all, it's their dime! It's totally reasonable to charge peak fares to people attending an event which forces peak service. As well as people going in that direction because you can't tell the difference. But you should try to program the computers to charge off-peak fares to people who are going in the opposite direction since they are clearly not going to the event or otherwise taxing the system.
The problem with increasing parking fees during the week is that people can't pass that cost onto their employer, while most fares are paid by a transit subsidy. Therefore, a higher fare often makes more sense than higher parking fees. The problem with charging more for parking on weekends is that people in the suburbs often don't have the option of even taking the bus as an alternative. If one mother would start running buses into the neighborhoods on Saturdays and Sundays, then it would be reasonable to charge more for parking.
It would be a delight to pay \$8 to park at the metro versus burning gas, sitting in traffic, and then paying \$10 - \$15 to park on a lot downtown, My only concern would then be the crime at metro stations.
Metro fees are too high! Paul W. gets paid too much! Take some of his 600K and put it to better use for the employees and riders!
perhaps consider charging a few cents more for tourists take a look date of purchase for magic cards to see who purchases it says them on the date of large regional events.
These fee ideas are something that would turn away many potential riders. Metro is still unreliable while board members and Paul Wiedefeld are getting bonuses/raises. I know that if I saw this then I definitely would not use WMATA/Meto seeing more costs passed onto the customer and figure out a different plan. Metro used to be the cheaper option especially being that weekend/holidays means that taking Metro would be the better alternative and parking wouldn't be a problem. Many struggle financially and this would cause them to question using Metro in the future.
you have to think about people's income
I have no issues .!!
I don't have a car and rely on bus and rail for transportation. I recommend having an adjusted fare and use it exclusively (except for those with disability and senior passengers) all year long. People can adjust their budgets. I hear complaints from tourists that if you have a standard fare people can plan better. I have a lot of concerns about your bus system.
Unless I can park for free within Zone 3 within 4 blocks of a Metro Station, I would always take LYFT or a cab. I would also prefer LYFT or cabs for major events because I do not care to be crammed into Metro cars. I also am wary of being on crowded station and being pushed onto the tracks or hit. Many times, I have been rendered black & blue by people and their luggage, book bags, etc. Safety is also an issue near Metro Stations, particularly Ft. Totten, L'Enfant Plaze, Gallery Place, and Foggy Bottom. Bus service needs to be more reliable. I often wait for the N-6 or N-2 for up to 1.25 hours, regardless of various real time devices. Straps on buses and trains are too high. My comments address your question, and also my general concerns.

## Appendix B: Written Comments

Written Comments from Online/Paper Surveys
\$5 could budget more money for the week
, if parking gets any higher it would be cheaper to ride Lyft or Uber parking plus the card cost plus the travel fare is too high
1 prices keep going up 2 services continues to get worse
1) the same smart card to pay for trip and parking is ridiculous and has caused a ton of headache and backup at Franconia. The issue of paying more if you don't ride round trip is also flawed. I had one day where I parked in the morning, took the train in for morning commute. Tried to come home but, shocker, metro had major delays, so I ubered to the metro station and you guys gouged me for extra parking. A nice double slap in the face. Another time, I pulled in in the morning, parked, walked to the platform and found out NO training running at all, but by this point, I can't leave bc I will be charged for parking. Fix this broken system before you ask for MORE of our money.
Actually, this survey should not be about folks like me who live in McLean. It should be about the others riding Metro making low wages who can ill afford an increase to their commuting costs. The DC area has already proven we could care less about them by making initiating an expensive toll system which, by the way, was paid for by taxes collected on gas. When we evaluate increases, we rarely (if ever) consider the impact on those that are affected in a disproportionate manner. Perhaps Metro would consider reductions in fares for low income and fixed income families via a special fare card purchase or some other initiative.
Adding a fee would discourage people from attending events especially the poor. As the nations capitol all events in DC should be accessible to everyone. For rallies or protests, which also teach children civic participation, people should not have to pay an additional charge to come to DC and participate in those events.
Adding another backdoor charge to weekend service will likely encourage those people who were driving to WMATA lots to simply drive to their destination (as traffic is less of an issue on weekends - and service is already cut so much.)
Adding extra fares at regional events is not the way to win back metro riders who have found alternate transportation during the long repairs. This is a time to welcome new riders in the hopes that they comes again. Please do whatever you can to increase ridership and find your funding elsewhere or you will lose ever more riders. Jane Anthony
Adding further costs to use a system that continues to reduce service outside peak hours makes me less likely to use the system as a whole. Provide more frequent reliabe service first.
Adding more to my rail costs, even a dollar, is offensive and unreasonable. This year alone I've had to get rides, travel to other stations and worse due to shutdown for fixing things. I've not received value for the money I current pay to ride Metrorail. Delays and train dumps are so routine it's expected. I can never hit one day without at least 1 escalator/elevator down again, with no information on when it might be fixed. Not to mention I just heard not all that long ago from metro employees - on tv - that there would be no fare increases for riders. Was that a lie?
Additional parking fees during regional events might be tolerable; however, increasing the fare at this point when Metro's service is still not great would be asking too much.
Adopting a blanket fare increase would disproportionately impact riders who use metro services to get to work on days where there are large scale events. They would be paying an increase even though they are not causing the marginal increase in use. If it is an organized event, it seems like the organizers should be responsible for helping to offset the cost they are generating.
All parking spaces should be the same with the same daily prices. There are many times where there are no remaining regular spots, one monthly spots, but if you park in designated monthly spots you do get a ticket. Parking should require a check in and check out with a ticket or app, based on an hourly rate, instead of the current flat price for the entire day that is charged when you leave the lot. If the were parking sensors at each parking space, like at the BWI airport, then you would know how many spaces remain.
All these increased fees are the direct result of tax policy favoring the rich over the modest. It is the latter who use Metro, but by using public transportation, they are contributing to a better community. Forcing those of modest means to pay more to benefit the general population is unfair. The rich should pay more in taxes - that is the solution. It benefits them as well as everyone else.
Allowing overnight + multi-day parking is useful in snow storms , travel for long weekends and even when my normal apartment garage is closed for power washing
Although I no longer park at Metro Stations, I plan to start parking. As long as our vehicles are kept safe, I don't think people will mind the increase. However, I do believe that Metro needs to consider security or Metro police staff for all parking lots. Safety at parking facilities is a big concern for all Metro riders. Whether Metro decides to prioritize security, or hire more Metro police officers, there needs to be more security.



## Appendix B: Written Comments

Written Comments from Online/Paper Surveys
<p>Although I'm a senior citizen and continue to work as a federal employee I often look at families who ride the metro just as we did while taking our children to all the events over the years to include inaugurations, folklife festivals, all sorts of Smithsonian events, cherry blossoms, kite festivals, chess tournaments etc. We raised our children by setting the example that taking public transportation was a responsibility assumed by all in an effort to not only ease traffic congestion; but more importantly, for the environment. I can't imagine taking a family of four into the district and adding parking fees to the mix. When wages do not rise fares shouldn't rise either. Further, all these events are not solely for tourists but the residents as well and at the very least, provide some incentive pricing for residents.</p>
<p>Although raising the fare for large regional events would not really affect my personal ability to attend those events, I worry that it might discourage other people who have more money worries than me from attending such events.</p>
<p>An app would be a good idea</p>
<p>An extra dollar or two is nothing for improved service for special events.</p>
<p>An increase in rail service for all seven days of the week, regardless of whether there is a large regional event going on or not, would be most preferable. In other words, please run more trains, period. Having to wait 8-10 minutes for a train during the week, especially during rush hour, is ridiculous in a city like Washington, D.C. Metro is basically not worth taking at all during the weekend because the waits are even longer.</p>
<p>Please run more trains, more often, every single day of the week. More and better service will result in more riders.</p>
<p>Any additional fares would make me less likely to use Metro. I would either drive or not attend at all.</p>
<p>Anytime I consider taking the train into DC from where I live in Maryland, I start adding up the fees (parking fee and cost to ride round trip). I live and work in Maryland and go into DC after 6pm on some weekdays or on the weekends. After my cost benefit analysis, it's almost never cost effective for me to take Metro. It's cheaper for me to drive into DC and either find free parking (I go after work or on weekends) or pay the meter. It takes the same amount of time, too (sometimes faster to drive). If I didn't have to pay to park, taking Metro would be more cost effective. Peak fares during major events is understandable but paid parking every day of the week isn't. Ridership is going to continue to decrease because fees continually increase but service, if anything, decreases.</p>
<p>Appropriate for extra charges as Metro offers more services to the riders.</p>
<p>As a federal employee, I receive a transit subsidy. The funds are loaded monthly on a Smartrip card. On weekdays, I used to park occasionally at the Dunn Loring Metro parking garage for a fee of \$4.95. Recently Metro changed the parking policy so that it costs \$8.95 to park at Dunn Loring unless you use the same fare card to pay for parking as you used to ride the train. Since the government subsidy can't be used to pay for parking, this means that now I have to pay \$8.95 to park at Dunn Loring even though I'm riding the train. However, I feel that this is unfair so I won't park there. I understand the reasoning behind the new policy, but it means I no longer park there. If I have to drive to the metro now I have to drive farther away to park in a garage without the surcharge. Regarding increased fares for major events, I would be in favor if the increase is really only \$1-\$2 above off-peak fare. BUT if this is just the average, I'd like to know how much would be charged for stations closer to the ends of the rail lines. Which, by the way, are also the stations with the larger garages where you're also going to be charging more to park. I think you need to be careful not to pile on the charges. Knowing how people think, if it gets too expensive, they will abandon metro and pay a few dollars extra to drive in and park.</p>
<p>As a regular Metro commuter it is natural for me to look toward Metro to attend events, such as the Marine Corps Marathon later this month. It is frustrating to often not know if Metro will be open for an event (for example, the Army 10 Miler) until the last moment, then find it is not going to open. I despise the peak fares at all times as they seem to punish the wage-grade worker, and encourage use of cars over public transportation. The Bike Room at Wiehle is fantastic. If there was such a facility at all stations I might ride further down the line (say to East Falls Church.)</p>

## Appendix B: Written Comments

Written Comments from Online/Paper Surveys
As a regular rider of Metrorail as part of my commute, I'd be happy for non-regular riders to pay the same peak fares during 'peak times' that I pay twice a day every week during peak hours, and would pay myself, though I don't regularly attend these events. However, attracting ridership is hard enough these days, so these peak fares would have to entail peak headways. If regional event-goers are paying the same fare that I pay for my morning and evening commute, they should see the same number of trains I see during peak times (every 12 minutes). However, the peak fares should be charged to those who benefit from peak headways. Assuming the trains run more frequently on every line for every station, I feel it's acceptable, but if the trains only run more frequently than normal on specific lines, or between specific stations, it's unacceptable to charge all riders peak fares. It also depends on how 'regional event' is defined. Washington has three major sports team that regularly increase ridership, and this shouldn't be a ploy to raise fares regularly without a blanket fare increase.
As a student living away from the city, raising parking fees would be a hardship.
As long as a round trip is substantially less than parking in town, Metro works. If round trips get too expensive or take too long, it won't.
As long as the service is ALSO actually peak to match demand -- in terms of train frequency and train capacity -- I would not mind paying peak fares. Overcrowding on platforms and trains is a serious safety risk and one that METRO has been lucky has not resulted in more tragedies to-date. It's a serious, serious problem.
As someone who has lived in the DMV for over 5 years, I find this proposed change an added tax to DC residents who wish to utilize the metro on the weekend or during regional events which are beyond their control. One suggestion is to levy this additional fee to those new cards which are purchased during these 'peak periods' to capture the new revenue of those in town for the event. I oppose this fee as currently proposed.
As someone who lives at a cut-off walking distance to a Metro station, I probably drive about 30% of the time and walk 70% of the time that I use Metro, so personally I would not be as impacted as many others by changes to parking fees. Having friends, co-workers, and past experience having to drive to Metro every time I am deeply concerned by too much expansion of paid parking in off-peak situations. I agree with the decision to consider paying to park for large events because the draw to these events usually transcends incidental costs like fare price or parking a car, though I would encourage Metro to be transparent with an annual list of expected 'major events' and a clear definition of what else may qualify as one. I'm much more worried about charging for parking during weekends and holidays because many potential users of the Metro system are likely suburban families who may want to visit the city and would need to drive to reach the train. Even the addition of the minimal Saturday parking has caused a few people I know to grumble and I suspect data would show a small decrease in cars from these suburban stations. The other consideration which is not Metro's but is mine would be the impact charging weekend parking would have on adjacent major mixed use developments that currently charge to park during the week to keep Metro users from clogging up their private garages, but currently offer free evening and weekend parking for patrons since the Metro garages currently are free and are the best choice for train riders. Already I've seen the number of cars parking on the streets and walking to Metro around the stations like Twinbrook and White Flint where street parking is currently free on weekends has increased greatly just because of the \$2 Saturday charge. If having weekend and holiday parking fees is really necessary, keep it down to \$1 or \$2 as any higher and I suspect it will just backfire both on parking and on ridership. Also, I'd note that many other transit systems with parking that I'm familiar with also have free or greatly reduced weekend parking rates, so don't rush to give people another reason to raise negative publicity.
Ask the people that avoid paying their to ride the metro to pay for all the f***** raises that you make in the service. So many people ride the metro for free . why aren't they charged ? . there should be a police officer at each station that way those people would stop riding the system for free and you do not need to spike the prices. Get your s*** together. MAKE THEM PAY.
At my particular station, there's always plenty of parking on weekends, holidays, etc. I'm not sure if this proposal is only concerning areas more in the city where parking is more scarce, which would make more sense. But I don't think it would be fair to charge for parking in more outer stations like mine (Wheaton) when there are always plenty of spaces available on weekends and holidays.
At times it feels dangerous on the trains due to so many passengers and some of their behaviors many passengers eat and drink on the train I have never seen anyone using a warning or ticket to these folks the seats reserved for elderly or disabled I rarely given up for those in the need and I need them
B30 MetroBus riders should be allowed to pay the MetroRail rider parking rate.
Bad system...never anything good for the riders.
Ballston Metro parking is only \$1 at the mall
Because it is a national event, the parking charges should be free. National/regional events are a must watch show for all citizens especially for children. People travel from long distances to witness these events and feel proud of being a citizen of this great country. DC events are a grand success always.

## Appendix B: Written Comments

Written Comments from Online/Paper Surveys
Because metro isn't part of my daily commute I only ride on weekends, and public transit (busses) doesn't serve my neighborhood so I must drive. If I had to pay to park on weekends (when garages are underutilized) I wouldn't use metrorail.
Between fare hikes and parking fee increases, it becomes expensive to park and pay fares for my entire family to and from events. Sometimes it's cheaper just to drive into the city and park at a parking garage to be closer to my car or take an Uber and save money overall. I love taking metro but it's getting harder and harder to justify the cost if fares and parking fees continue to increase.
Both of these proposals will result in more riders leaving Metro. They are ill conceived and irresponsible. Peak pricing must be COMPLETELY ELIMINATED. To recoup revenue for large events, go to those who are sponsoring the events, not the general public.
BRING BACK METRO UNTIL 3am!!! I don't care about the cost, I will pay anything for more frequent trains and later times.
Bring the metro past Manassas, I take the omni ride everyday to work at the city because I can not pool ride and driving takes at least 2 hours with no traffic. The omni ride doesn't run all day and makes it very difficult for me to go home early. I have to stay until 4 pm for no reason.
bring the metro to the Haymarket . We rather pay for metro than pay the HOV or TOLLS
Business is Business
By driving up metrorail prices, WMATA may subsequently push riders to other ride-hailing services that will be quicker and have a similar cost.
By increasing fares and parking fees, Metro is motivating users to drive into DC rather than take the metro. This strategy of charging parking at metro stations on weekends , holidays is ass backwards. It easier to drive in and use DC free parking. Special events easier to use car and spot hero instead of paying extra for proposed metro fare increase and metro parking.
Came 2 Ft Totten instead of greenbelt but still \$2 fee
Changing off peak fares for large events makes sense when looking at managing traffic flow. And it also makes good environmental sense.
Charge a lot of money on parking. Those are the jerks that pollute our region. Those of us who don't own cars are effectively subsidizing their bad decision making.
Charge a reasonable fee say \$2.00 for regional events. It is exacerbating that Metro keeps nickel and diming riders for every little thing and yet the parking lots are not paved/stripes fading with tons or potholes or patches(Greenbelt) and the lighting is not maintained and side walks cracking. (Greenbelt) If you maintained the parking lots then riders would pay. There is just this constant trickle where you get riders to pay that is only driving riders away in droves.
Charge more for parking and less for fares to encourage people to take other forms of transportation to get metro.
Charge more to those who can afford it to subsidize those who cannot
Charging anything on the weekends will lead to even fewer people using Metro.
Charging for parking must not be so high that it disincentivizes people from riding Metro. More cars causes more traffic, injuries, and environmental damage. Ideally, offer better bus/shuttle to Metro stations from nearby communities to reduce the need for parking, or use funds gathered from paid parking to improve shuttles.
Charging for parking on the weekends has deterred me from using the metro on the weekends. When calculating the price difference between taking a rideshare into the city with a group of people vs. taking the metro, charging for parking has shifted me towards taking rideshare. Charging for parking on low demand days reduces people actually taking the metro, since the price advantage is decreased. Having 30 min headways doesn't help either.
Charging for parking on weekends, federal holidays, and increasing fares for special events will just continue to decrease ridership. Having to pay for parking on the weekend combined with minimal trains makes driving, taking a lyft/uber, or just not going all more attractive options.

## Appendix B: Written Comments

Written Comments from Online/Paper Surveys
<p>Charging for peak fares during special events when service is increased anyway makes a lot of sense; peak fares for peak service. I would even suggest doing away with off-peak fares altogether - charge peak fare all the time. However, I am against charging weekday rates for parking on weekends and holidays, as I think this would deter people from coming into the city and would be very confusing for irregular riders and tourists.</p> <p>I am fine with charging people a premium who park at metro stations for special events but don't ride.</p> <p>Although I do not park at metrorail facilities now, it was not long ago (3-5 years ago) that I lived in the VA suburbs and park and rode into the city on the weekends. The parking facilities were almost always empty, I think there is little potential revenue gain for the system from that. And that was before SafeTrack and the heavy maintenance that occurs on weekends now.</p> <p>Also, I think charging separate fees for parking and riding *really* turns off weekend riders, tourists, irregular riders, etc. Regular locals are used to that, but outsiders will see it as nickel-and-diming and sort of a hidden fee. It's the same sort of thing the airlines do and it really angers a lot of people - especially irregular users who can potentially provide extra revenue but don't pay much regular attention to the system or policy. It is the sort of thing that will get people to say 'screw these extra fees, I'll just Uber or drive,' or perhaps stay out of the city and inner suburbs altogether.</p> <p>If you really want extra revenue on weekends or special events, just charge peak fare all the time. The two-tiered fare system is confusing to many people anyway, especially non-regular riders and tourists. From what I have seen, the two-tiered fare system is very unique to the DC metro system - I've never seen anything like it anywhere else.</p>
<p>Charging higher fees doing large events discourages participation as the nation's capital it is absolutely a necessary to permit to provide an easy way to get to this event for families on independence day ,Memorial Day ,San Patty day.</p> <p>No higher fees for families and political activities</p>
<p>Charging higher fees to park at Metro on weekends - a time when service is also generally reduced - negates any benefit to taking Metro over driving and parking downtown, when garage parking is generally less. It's already hard to justify taking Metro on weekends, so higher fares/parking fees would totally eliminate any reason to take Metro.</p> <p>I can see some argument for raising fares during regional events, although it seems to be taking advantage of a vulnerable population. During these events, Metro is often the ONLY real option, so it looks like you're gouging people and making them pay for their desire to enjoy festivities or support their causes. Like raising the price of gas and supplies during a hurricane.</p>
<p>Charging higher rates for parking during regional events sounds like a good idea. Metro leadership should consult people with transportation planning backgrounds/degrees for the best advice on this.</p>
<p>Charging higher fares when people are traveling for first amendment activities -- demonstrations, marches, etc.-- is inappropriate. First Amendment activity is NOT the same as tourist or leisure activities and should be protected.</p> <p>These changes will quell free speech and dissent. They will place an undue burden on our lowest income residents who most rely on Metro for transportation to and from demonstrations.</p>
<p>Charging more than \$5.00 for parking is not doable for people who can't afford it especially if they depend on Metro as their transportation. Please do not increase this fee.</p> <p>If Metro needs money, why don't you sell ads in the new trains on the TV monitors that display the metro map. I think this could be a great way of building revenue that can help Metro and not affect the riders who have been patient with the system.</p>
<p>Charging more while providing worse service is a terrible business strategy; please stop doing it. Metro is basically useless on weekends at this point. If you start charging for parking on the weekends, the few remaining passengers in the suburbs will start driving in because it'll be harder to justify taking metro as it won't be that much cheaper anymore. This puts more cars in the city, making it more difficult for those who live here. The same applies to big events - don't disincentivize taking metro even more than you already have with your unreliable service. This affects everyone, not just those who park or attend big events. Thank you.</p>
<p>Charging parking at the current prices or higher is unreasonable. If parking is \$5 and then you're trip is \$3.50 that means round trip you're spending \$12 a day and \$60 a week. At this rate it's cheaper to just drive into the city and pay to park. I lived by a metro stop and paid around this something more to work and I could not afford it. There are not better options for low income metro riders. I could not afford it so I ended up moving closer and pay a little more in rent and now walk to and from work. I walk an hour each way Which is not something everyone can do. You should be making it easier to take the metro with more incentive not the opposite. The only reason people pay these unreasonable prices in the first place is because you don't have any other options. No car. Cold weather. Large event with limited parking. The metro needs to be better. Raising fares is not the answer.</p>
<p>Charging parking on weekends and during large regional events will discourage local residents from riding metro. Charging peak fares seems reasonable as long as during the period peak fares are charged, peak service is provided.</p>

## Appendix B: Written Comments

Written Comments from Online/Paper Surveys
Charging peak fare for my family and I on weekends will likely result in our finding alternative transportation. And not just when major events are taking place.
Charging peak fares during regional events deinceivizes people from participating in political or cultural events. It also penalizes people who regularly ride Metro to and from work on weekends. If WMATA is concerned about station overcrowding during these events, it should consider providing shuttles to and from major stations, and putting extra trains in service on those days so customers do not have to wait 20-25 minutes to board a train.
Charging peak fares during regional events should only be implemented if the service during such regional events is on-par with normal peak service, which would mean short headways and eight-car trains.
Any level of service below standard peak-service during regional events would be unacceptable.
Charging peak fares for regional events is a foolish idea, as some people are not attending these events, they're just trying to go to their jobs, and your charging them peak fares for just trying to get to work (possibly at what should be off-peak hours) is ridiculous.
Charging peak fares for regional events is fine for cost recovery; however these events often draw large crowds of tourists and infrequent riders. The WMATA fare system is complex and hard to understand. WMATA should develop and market a more accessible 'tourist pass' product, or a fare capping product to lower the informational barriers for infrequent riders attending large events. Such a fare product could also encourage the off-peak use of the system for these visitors during their stay. For Parking: both allowing and charging for overnight parking at WMATA facilities is a good policy. It will encourage better use of the existing parking facilities and potentially generate new revenue for WMATA. WMATA should also consider leasing parking for shared parking uses with joint development projects adjacent to WMATA park and ride facilities in order to make more efficient use of the existing infrastructure. Long-term, WMATA should not build additional park and ride facilities at all, but instead focus on redevelopment of all parking lots as dense, mixed use development around the stations.
charging peak fares for special events is honestly the worst possible idea you all have had in the last decade. this is a cash grab nothing more. how about you fix what needs to be fixed first and then move on. hell for the last month and a half the elevator at Fort Totten has had the bottom pane of glass held together by duct tape. You want to charge more then prove that you are working to fix the issues that already exist and then maybe people will be willing to pay more.
Charging peak hour fee is fine! OMG! You need to just open the darn thing early and RUN it. The Army ten miler was a night mare (again) Station Mananger was late to open doors at L'Enfant first train on the yellow line didn't leave until 30 minutes after station opened and the race had already started.
Charging peak parking fares during events makes sense. It does not make sense for Saturdays or Sundays. All you do is raise fares without giving us an improvements to garages until you are forced to.
Charging peak rates for events would be fair, but charging more would be price gouging.
Charging to much will push people to drive into DC instead. Metro is supposed to help control the traffic not increase
Charging to park on the weekends and federal holidays is ridiculous. I see the point of charging on large scale event days, most of the people who ride metro those days aren't everyday commuters. As someone who uses metro almost every day of the week there seems to be no advantages, only service cuts and increased fairs. The only reason I pay for parking is convenience and to reduce the amount of time I spend commuting each day but if the rates keep going up I'll take the bus.
Charging to park on the weekends and paying to ride the train comes out to almost more than what it would cost to catch a lyft or uber that can get you there much quicker and convenient. It is also not fair to others in the region to charge peak fares on special events day as some people are just trying to get to work and are not involved in such events. I do not count 4th of July or Inauguration Day as part of a special event. These two Holidays should be charged peak-fare prices.
children under 5 who travel free should not take up a seat , they should sit on the parents lap.
have you tried lower prices to attract more riders? I have friends who no longer ride metro because the can no longer afford it.
Clean your stations in order to ask for more money. take care of yourself 1st before you ask for more money.
Clean your stations they are filthy specially the ones that are underground. You guys are trying to make us get sick and we should sue you instead of paying you more.
Close Metro earlier Do more track maintenance

## Appendix B: Written Comments

Written Comments from Online/Paper Surveys
College student...rely on metro
Comment on general service. It's bad enough that trains have become so infrequent, but you should at least let the trains move when they *finally* arrive. I get very irritated waiting a long time for a train and then having it stop for 5 minutes or so two or more times in a short trip (most of my trips are within the downtown core). It's getting ridiculous.
Commuting to D.C using Metrorail, and spending about \$13 a day is just too much. If there was a way to get a special offer for loading my card and being an daily commuter, that would help cut down on costs
Consider flex pricing period, based on demand dynamically price trips during sports games amd major events
Considering even 'peak' service is typically spotty at best, any sort of a fare increase should be a non-starter.
Considering that large regional events (particularly sporting events) occur frequently during weekdays when regular commuters are trying to get to work or home (rather than attending the events), changing the peak fares for parking and/or rail during these events would get to be expensive for daily commuters, and would heavily impact their monthly expenses/budget. There should be a monthly fare cap on which events would be considered under the 'large regional events' category.
Considering the amount of money per week that is earned from my riding/parking at least 3 times per week, I find it quite obnoxious that the Metro is unable to make money from all the riders that ride it every week. Maybe the Metro could run fewer trains during the day and spread out times of trains arriving instead of running a full schedule all day. That could help save considerable amounts of money. If you are going to be charging peak hours, this is when a full schedule of trains should be running. 1pm in the afternoon trains could come every 20-30 minutes instead of every 10-15, which would also save money for the Metro. Also, more people would ride the metro if it didn't cost considerably more than driving in town and parking at a garage. Nixing the cost on parking all days and slightly increasing the toll rates for metro rides would bring in considerably more revenue than your current economic structure. The metro also collects tax payer money from VA, D.C., and MD for their operation/construction; thereby making the argument for increasing parking fees and toll fees null and void.
Considering the current state of Metro, where the service is not reliable, staff is uncooperative (simply rude), and rail fare is very expensive , increasing the parking fees would be unmerited.
Considering these are peak events with large amounts of attendees, incent attendees to SAVE money by charging off peak rates and use the metro. WMATA would probably still make a profit.
I'm from Philly and living in DC. MI subway fare LEAVING a recent Eagles game was free. It was a nice little gift from SEPTA AND the Eagles won.
Constantly looking for ways to raise fees and fares is off-putting. You have eliminated a ton of parking at New Carrollton and on top of that you are looking to raise fees. I don't see any additional service being promoted that justifies raiding fees. The stairwell at New Carrollton garage id always filthy and smells horrible. You need to do something about that!
Creo que sea mejor si baja los precios y más gente usará
current parking rates and schedules are ok. try not to raise the rate for at least 2 years.
Daily parking for workers and rail fare is too high for me now but I would pay for special occasions. But on the whole Metro sucks on service.
DC metro is already one of the most expensive in the country already. We should decrease the cost and have money options. Not increase again.

## Appendix B: Written Comments

### Written Comments from Online/Paper Surveys

Dear WMATA,  
 What you do best is cut service, reduce operation hours, raise fare and raise parking fee.  
 Dont you realize that majority people use/depend on public transportation are low income  
 You reduce service  
 1) No more rush plus service train  
 2) Reduce operation hours  
 3) Increase Fare  
 4) Reduce train frequency during off peak hrs  
 5) Increase parking fee  
 6) In ability/ incompetent to reduce fraud waste & abuse  
 7) Ineffective internal control  
 You so fcku @#\$\$^\*\*)(!  
 WMATA, you are so pathetic. Even the subway in Delhi, India is so much better then your train. And the trains in Europe is even better. WMATA you need to get out of your cocoon to see, learn and expand your horizon.  
 On top of that, you have some lazy fat a\*\* employee doesnt want to work.

For example:  
 My card does not work when i existed the Springfield station, it said: See Station Manager.  
 I walked to the booth and the Fat A\*\* employee didnt want to get up, i said the card it does not work for some reason. it need to be reset. She replied, I cant help you. I said i have transit benefit and it has money in it. Still the Fat A\*\* WMATA's employee still did not want get off her fat a\*\* to assist the customer. WMATA your organiazion is so @#\$\$^\*\*!  
 some of your employees need to hit the road if they dont want to work.  
 WMATA your so pathetic, you like a leach WMATA. DC, MD & VA subsidy you for millions of dollar.  
 So reduce the parking fee and take away your kcu-fing a&& rule \$9.95 non-rider & two hours blah blah!

Dear WMATA,  
 You reduce service  
 1) No more rush plus service train  
 2) Reduce operation hours  
 3) Increase Fare  
 4) Reduce train frequency during off peak hrs  
 5) Increase parking fee  
 6) In ability/ incompetent to reduce fraud waste & abuse  
 7) Ineffective internal control  
 8) Lazy employees fat a\*\* do not want to move to assist cusomers  
 What more do you want to do to kill the ridership volumes?  
 Now you want to increase parking fee & take a way free holiday & weekend parking. Go ahead and increase to your heart content WMATA @#\$\$%&.  
 working People are smart not stupid like you think. Why should we pay more to park & ride the slow a\*\* infrequent train? while we can drive/uber/lyft faster & less money, you fcuk! @#\$\$%^&\*



## Appendix B: Written Comments

Written Comments from Online/Paper Surveys
Decreases in off-peak and weekend ridership are a big source of Metro's current struggles, so WMATA should do everything it can to avoid raising revenue on the backs of these highly discretionary weekend travelers. On the weekend, I'm often traveling with my whole family, so that's 5 metro fares--as much as \$30 before you even factor in parking. And with cheap/free parking at many weekend destinations, driving starts to look relatively attractive. Bethesda and Silver Spring also have free municipal parking on the weekends, so while I don't mind paying a nominal \$2 fee to park at Grosvenor or Forest Glen, I would probably find alternatives if it rose to \$5. The fee should be uniform across Saturday, Sunday and Holidays.
Meanwhile Weekday parking is a bargain compared to gas and parking downtown. More expensive parking combined with better bus/rail passes could also encourage bus ridership and reduce neighborhood congestion. When parking only costs \$2 more than roundtrip bus fare, it's really tempting to drive and park when faced with a long wait or bad weather. I think WMATA could do some really smart marketing to promote bus (or bike) ridership in conjunction with a daily parking fee increase. Deploy a team of bus consultants to a different station daily with information about connecting bus services, realtime arrival apps, savings calculators, etc. Sometimes it's just about getting over the hurdle of trying the bus, so the pitch could be 'let our consultants help plan routes and demo transit apps, then try it out with a free 7-day bus pass and discounts from our grocery delivery sponsors' Imagine the conversation--'By walking 4 blocks from home and taking the L8, you'll save \$6 per day compared to the cost of gas and parking. What would you do with an extra \$1500 next year?' That would also help ensure that parking is available at popular stations when we really do need it, and to the extent it leaves parking underutilized, that frees up valuable real estate for transit oriented development.
The same goes for regional event service, in fact it might be reasonable to charge more than the weekday parking rate. Any time garages are filling up, it's a sign we aren't charging enough. I think it's reasonable to charge peak fares too, but don't think we should go beyond the weekday peak as to not discourage larger families from riding.
Also, with automated parking fee collection. Why is there an expectation that gates will be open at certain hours anyway? If I park all day, then Uber to the garage after closing, why should I be entitled to free parking? Just seems to create unnecessary perverse incentives and lost revenue.
Disappointed to hear that the pilot program at West Falls Church will not continue. It'll incentivize me to take the Metrobus or park legally somewhere within walking distance of a Metro station.
Do it
Do not charge more than \$2 for parking on weekends or holidays that is unacceptable and I would not park at Metro
Do not charge parking on weekends or holidays at any lots. Why don't you charge extra for events like Marine Corps Marathon, and other events? But when you do, you are also responsible for suspending all repair work on ALL lines. WMATA has made it nearly impossible for people in the DC suburbs to go into town on weekends and holidays due to the endless and aggravating slowdowns. You are pushing us into private vehicles. Your bus service connections are atrocious. Your communications are appalling, and your respect for consumers is non-existent.
Do not drive, does not need parking. Do not support peak fares during regional event.
Do NOT increase parking costs anymore than they already are
Do not increase the parking - people will start taking more Uber's and ride shares and you will end up losing in the long run as people leave Metro.
Do not raise rates just because there is an event that some people attend or because some people have the day off. We rely on metro transit for a consistent commute and have to budget accordingly. Penalizing people who do not have these days off or still have to use the metro to get to work when others are going to events just because there is an opportunity to charge more money undermines the entire core concept and will drive the regular commuters away to a more convenient or cost stable option.
Do not raise the fares when you are not able to reliably run trains on time and on schedule. There should not be a fee parking on the weekends or on holidays.
Do not start charging parking fees on the weekend.
Does any other city charge peak fares for events? I'm against the idea unless you can give some very good justifications.

## Appendix B: Written Comments

Written Comments from Online/Paper Surveys
Does increase the fare or parking fee can really solve DC Metro's problems? Staff besides drivers are NOT working efficiently!!!! Day dreaming and DO NOT pay attention on the escalator direction with crowd flow for rush hours. The escalators ALWAYS have the problems and repair ALL the time. DC Metro riders pay so much on the fare and receive the poor service. Only thing is getting better is having less dysfunctional cart in the middle of ride. Please check other Metro system in Asia countries. They are much clean & efficient!
Doesn't seem fair, especially to those of us who are regular riders.
Doesn't ridership match the operation cost of providing current service why do you need to raise prices ? the cost of a ride should match or be near the cost of a ride operation per pass. also, rides should be available through the night and 3 at the morning
Doing this would honestly be a really stupid thing. Then you wonder why you lose customers
Don't charge for parking on weekends or regional events. I wouldn't be affected by peak fare prices just because metro is the only sustainable option for large events
Don't increase the fare
Don't just up fares for this if you're trying to stabilize the metro system. Add services to different parts of the city, particularly the palisades area. The D6 is not enough, I take Lyft often (when there's no D6 going to the place or vicinity I want) because there's no connectivity to other parts of the city other than downtown.
Don't charge more for special events until everything else is working. This is a public service and shouldn't be a premium.
Don't charge so much for parking that people choose to drive into downtown instead.
Don't do it
Don't increase fares on riders, charge cars for not paying their share!
Don't increase fares when trying times already don't seem to run on schedule during peak hours on regular days.
Don't like the pilot program for Saturday \$2! I don't like especially the extended pay to park on the week days! Don't you close by 1130! So why is it you have to pay till 1230 and on the weekend till 2am? That doesn't seem right!
Don't raise fares
Don't raise parking costs. You will drive even more people from riding Metro.
Don't raise prices
DON'T RAISE PRICES
During large special events, WMATA provides peak service (extra cars, extra trains, shorter gaps in service), this costs more money for the operation. Thus it should be reasonable to charge equivalent fares.
During regional events and most holidays the frequency of service should be significantly increased even if this means charging peak or higher fares.
During regional events, parking space is limited in DC. In fact, even during regular days, parking space is limited. This type of set-up should be incentive for the region to promote public transit usage. Charging riders for parking and rush-hour fees during regional events is counter-intuitive as it will push people to less efficient transport methods like driving themselves or rideshare, both of which clog roads. In fact, I think Metro should lower fares during regional events in order to reduce road congestion, and raise fees for parking closer to the actual event space. Metro should not charge for parking at Metro garages during these events. If they must charge, they should consider only charging after a certain number of hours, like 4 hours for instance. High fees for poor service and frequent disruptions are the reason I am reluctant to use Metro more than I usually do; if they improved service I think it would justify the high fees.
English please! I already paid for Metro and parking inside Federal subsidies for taxpayers funds plus \$250 a month up to \$385 a month extra to ride. No discount for disabled veterans, Laid off . ADA accommodations you get \$38 Billion in my tax funds annually and 100,000 million and Revenue. You should not charge us to go to work. You owe me a refund of \$250 a month. Thanks
español
Even if I still want a car I would not park at Metro. My previous car suffered too much damage at Metro besides dance scrapes smacked lights and windows theft of battery bolt caps intentional wine the flaishans + theft of belongings.

## Appendix B: Written Comments

Written Comments from Online/Paper Surveys
Even though I choose that I would not ride the Metro to attend a regional event, that is not reflective of charging peak fares. I do support charging peak fares for this service during regional events. I selected 'no' because I would be more likely to bike to a big event being held in DC.
Even though I may take the metro to a regional event, it'd be really frustrating if I just happened to be riding the metro during this time and not attending the event. Not my fault I needed to go somewhere during this time. Prices are already high compared to other cities.
Even though I would still ride metro during a regional event, because driving is not an option, I think if possible other ways should be considered than increasing the fare. I think that will discourage people to attend these types of events, especially those on fixed incomes.
Everyone who rides metro has a metro card . Metro card work to pay for parking. spending hundreds of thousands of dollars to develop an app or to install additional hardware would be a waste of money that would only fund someone's hobby or without adding a real value. Metro card as primary payment with credit card as secondary payment method isd sufficient and complete.
Expand metro west of 66 !!! We need the metro to go past Vienna . You guys are losing business. People take the commuter bus because there are no other ways of transportation. Stop being so dumb.. riders around Haymarket and Gainesville are willing to pay for metro over having to pay the tolls
Expand orange line !! like my wife said we need it here in VA
Extending hours would be great because working in the food industry and by the time I get off the Metro does not run anymore.
Fare prices and parking prices are too high.
Fares are already expensive - don't increase them. Free parking should not be reduced. If large events are the problem, charge more on those days so those who want to participate, including non residents, can cover the additional costs. Do not place the financial burden of covering those costs on dc residents.
fares are already incredibly expensive for an unreliable & inconsistent system
Fares are high enough as it is, stop gouging your customers! Fares should be reduced to bring back riders, not increased.
Fares should go up when the hours the metro rail operates are expanded to 24 hours. Progressive cities around the country provide 24 hour service for certain lines (i.e. Blue line on the Chicago L). Without that service, this metro system will always be second rate.
Fares should not increase beyond \$5.00.
Fed Worker who only travels to DC for work (Shady Grove to Pentagon). Only on very rare occassion would I travel on Metro to/from the District for reasons other than work. Parking rate has risen over the last several years - yet while rates are 'reasonable' as compared to City Parking - it is still a hassle. Agree that the Parking rate could go slightly higher. But an increase (on work days) over \$5.50 would likely negate my using the system. Current Weekend rate should be raised to supplment.
federal should be free
Fees are already excessive, that's why I drive to where I'm going.
Fees are fair, just timing between station is a problem

## Appendix B: Written Comments

Written Comments from Online/Paper Surveys
<p>First of all I ride Metro to work every weekday.</p> <p>Parking fees on a daily basis plus Metro fare makes it expensive to ride as it is.</p> <p>Any increase in parking would make Metro too expensive to use.</p> <p>Making customers pay weekend and special event rates to park, when added to increases in Train fare, makes taking metro a disadvantage and will cause more people to drive then use the system. This will increase traffic on the highways and will increase tolls on I66 past the beltway due to congestion.</p> <p>If you're going to charge for huge events, why not just charge a dollar more for late night so companies don't have pick up the tag. Did you know that MLB forbids their owners from picking up such a tab?</p> <p>DC is a major city. To not have late night service does a disservice to people attending late night events AND THE PEOPLE WORKING THEM. Bar keeps, waiters, waitresses, actors, actresses, rockstars, baseball, football, hockey, basketball and soccer players all play late into the evenings. To strand people who work or go to these events is inexcusable! Does NYC shutdown it's subway system?</p> <p>Bus is NOT an option for one who attends a game from Vienna, Germantown, Reston, etc. There are no buses that go out that far late at night. An UBER or LYFT would cost at least \$50 to \$75 to get back to where my car is parked. I cannot take the car to Vienna and metro into work, and then go back to my car to drive to an event in DC. It takes too much time. So the solutions to late night service are total failures. FAILURE IS NOT AN OPTION.</p>
<p>First of all, 'market' conditions has nothing to do with the loss of ridership; it is the lack of reliable service and the failure to hold metro rail employees accountable. If only the rail employees worked as hard as the bus drivers.</p> <p>I've ridden rail systems all over the country (and including rail in Montreal, Canada) and this is by far the worst based on the train costs and the poor work ethic. New York, Boston, San Francisco and Detroit all have experienced increased ridership while DC Metrorail has lost passengers during the same time period - according to the US Department of Transportation. If you would simply talk to former passengers, you will find they are choosing Uber and other alternative transportation due directly to the frequent disruptions in service and constant waits for late trains. The economics is not the market - it is substandard customer service - just like any other poorly-managed business.</p> <p>Moreover, the General Manager obviously know this model, and yet you use these price gimmicks, Wifi and late train refunds in lieu of addressing the real problems head-on. You want one suggestion? Start with a no-nepotism hiring policy, just like the federal government, and hire purely by merit to reduce the unqualified workers you currently employ.</p>
<p>First off, I do not appreciate the manipulation of using 'safety' for increasing cost. Should be factored into the cost. As a business owner, if the government changes regulations we are forced to adjust. If the government needs a change, they charge more. This is wrong. The Metro should cut costs where it can, then propose price increase if necessary.</p>
<p>Fix Metro</p>
<p>FIX YOUR RIDICULOUS SYSTEM AND HAVE SHORT HEADWAYS DURING RUSH HOUR. GET YOUR ACT TOGETHER. IT'S DISGRACEFUL AND DANGEROUS. AND DON'T RAISE FARES. MAYBE PUT SOME OF YOUR 'marketing' PEOPLE TO WORK MAKING THE SYSTEM SAFE AND RELIABLE, NOT TWEETING ABOUT YOUR STUPID SWAG STORE.</p>
<p>For a daily commuter, the parking fees are already prohibitive.</p>
<p>For business week operations, it is understandable and culturally common to charge parking. Thus, a Monday-Friday charge for parking is acceptable. It was a surprise, a bit unpleasantly, to learn of the \$2.00 charge for Saturdays, but at least Sundays remained free. To increase the fee on Saturday, and / or to add a parking charge on Sundays, would greatly diminish the public service aspect of wmata. Part of the charm and welcome of the DMV area is the excellent access Metro-rail provides. It encourages exploration, which boosts the local economy across the service area. To discourage use by raising or implementing new fees, especially on weekends when families have discretionary time and finances, would adversely affect communities that benefit from weekend commerce. With Mr. Wiedefeld's substantially positive changes, the reputation of wmata is being repaired, and it is time to ride that wave - not squash it by changing long-standing practices that offer Washingtonians every good reason to explore, pay for fares, and support local businesses!</p>
<p>For me, taking metro on weekdays is slightly more expensive than VRE (parking+fares). While I like metro, if the parking fees and fares are raised significantly, i'll Have to switch over to VRE for my daily commute</p>

## Appendix B: Written Comments

Written Comments from Online/Paper Surveys
For rail - I think this is a good idea for most of the days listed. Make sure there is no track work planned for these days.
I was going to say it wasn't fair for work days, but riders already pay peak fares then - as long as the fare is the same as the morning and evening rush.
For regional events, I may consider parking and taking metro. However, parking fees on Saturday and Sunday would definitely deter my weekend use of Metro. Currently I only take Metro on Sunday if I plan to travel into DC. The current Saturday parking has discouraged my Saturday Metro travel and try to go only on Sunday if possible. Metro ridership has decreased and the boards proposed actions will make it worse.
For regional events, it should be fine because it's alot of traffic
For the higher fees Metro would need to have allowed in and out the same day for the same lot Plus for events if you enter the parking lot but find no spaces within 7 to 10 minutes Metro shouldn't charge for that!
For the issue with the metro parking is not the price it's the quality. I keep a 20 year old car just park at Metro. Spaces are too narrow and damaged Is frequent and severe.
I don't use Metro other than for commuting due to multiplier on Tasc ( 2 people vs 1) and Slow Ride
For weekend/events the family goes out so the cost for the metro tickets and parking are too expensive. I will drive and pay less in a DC parking lot. Why pay at Metro when it is more convenient to drive and park in DC. Weekly rates continue to go up. Service goes down millennials using other transportation models. The rest of us will not pay for their share in cash strapped system. The increased price point makes the choice to park downtown since monthly parking is a cheaper option and transportation is more reliable, and parking in DC is free on Sunday. It is ridiculous for metro to charge on Sunday. Federal holidays should be subsidized by Federal Govt. to metro not paid by citizens.
Free Parking for those who rode to the event.
Free parking to everyone
Free parking was an incentive to take Metro on the weekends. With the implementation of parking fees my friends will only want to drive on the weekends.
Fully supportive of this change. Please let me pay for better Metro service.
Generally, metro fares are already too expensive. I avoid taking metro to work because it wouldn't save me much money compared to driving. However, I think slightly raising prices for MAJOR events is fair. I don't think charging for parking on the weekends is smart. It will only discourage dmv residents to use the metro on the weekends. Many residents use metro to avoid high parking prices in the city. If you charge for parking (in addition to the fare price), the incentive to use metro becomes much smaller.
Get rid of the purse system and allow riders to use their employer provided parking allowances towards parking.
Get rid of your reserved parking spots. They are a waste. You already have full reserved garages, you don't need reserved or single charge based spots like at new Carrollton 1 and 2 floor MTA garage. It's a waste of space.
Getting to good has yet to be achieved. Last week I encountered several broken escalators at major stations - Vienna and Union Station. The orange line was delayed due to single tracking again. Standing on the above ground platform in the early morning of the coldest day of the Fall, was very uncomfortable. Get better than 'good' before you consider raising rates or parking. Not getting monies worth as it is.
Give us peak service on weekends and during the week. Stop focusing on adding DVD machines and photobooths to stations. Our tax dollars have you dedicated funding and you're slashing service. Bring back the rider's advisory council and increase service, dont cut it.
Give.mn we have fluid express tolls now on I-66, I say raise it as much as you want.
Given that train fees are already high and slated to go up yet again, having to pay for weekend/holiday parking is unacceptable. The total cost would likely come to more than driving downtown. Currently I use Metrobus to get to Metro stations midweek, but the trips are 30 minutes apart most of the weekday which is extremely inconvenient. With buses an hour apart on Sundays, using buses on Sundays is completely impractical
Given the level of service provided, it is not clear how current peak fares are used to improve the system. Therefore, I am skeptical that the proposed fare increase would enhance rider experience during these large events or at any other time. Further, there is no transparency as to where the funds are being used. Until then I will oppose any additional fare hikes. It would seem that particularly for riders that commute in from Virginia and Maryland this would act as a deterrent to utilize the metro rail system even with the expansion of the silver line and proposed purple line.
Glenmont garage on east is not safe and instead raising prices they should all cameras.
GM Paul Wiedefeld should not be taking a pay raise if Metro is going up on parking. He says there is no money than he should act like it. He should be fired!!!

## Appendix B: Written Comments

Written Comments from Online/Paper Surveys
Go to a flat fare system similar to Boston or New York.
Good idea to try to recover Metro costs from those riders attending big events. Otherwise, everyone pays for those folks through rate increases.
Guys, the public already hates metro. It's physically impossible to get through traffic large events, so using surge pricing during special events would just be taking advantage of a captive audience... who already think your service is appalling.
Has a base rate been considered similar to what the NYC transit uses instead of peak/off peak? I believe that should be researched because as dates increase for parking and peak riding it's becoming more expensive to ride Metro
Having fewer trains weekends is very difficult. There was a conference last weekend and participants were expected to be there at 8:30 Sunday, Metro doesn't begin until 8, so that was impossible. Evenings out are more difficult, as we need to watch our clocks. More service please.
Having the option to park at metro stations 7 days a week is the best! I love parking for free and Sundays and cheaper parking on Saturdays. For most stations the prices are good (between \$4.30-\$5.20) because it is still cheaper and better than taking ubers place to place. Charging on Sundays, charging more for Saturdays, and more on weekdays could discourage a lot of people, but, I am sure that people will still use it as long as the price does not spike exponentially. Why raise the prices is my primary question. Thanks Metro!!!!
Hector Carpio [REDACTED]
Higher fees will deter some but still cheaper than driving. Trains need to be longer and run more often for big events.
Hire more drivers who greet passengers when they greet them Bring back the 7 x please Reduce Metro management overhead cars smaller golden practices Reduce cost before you raise Fares Thank you
Hire more drivers who greet passengers when they greet them. Bring back the 7x please. Reduce costs before you raise fares . Thank you
Honestly the metro is to expensive! Nor does it even provide the service of being Convenient. The train is always single tracking. The amount of money we pay for the commute is robbery honestly. We might as well drive to work and leave earlier.
Honestly, I only ride the metro on the way home. If I had any other way to get home, I would. I get a ride in several hours before I have to go to work, even though I have a free shuttle to get to the nearest metro station, just to avoid the aggravation of riding the metro. I get to the metro station to go home roughly at the same time every day (within about a five min span) to go home, and I can't count on the train to get me to my stop in a similar time frame to catch my shuttle home. Sometimes I get there 10 min early, sometimes I have to run to catch the shuttle, other times I am 10 min late and have to wait 45 min for the next shuttle. If I show up within a 5 min time period, I shouldn't have to figure on a random 20 min ride time to get home. In essence, you'll never get ridership up unless you can actually turn into a reliable service
How about having frequent, reliable service instead of trying to get customers to cough up more money for over a decade of 'capital improvements' that have squandered billions of dollars and made service worse?

## Appendix B: Written Comments

Written Comments from Online/Paper Surveys
How about metro stop trying to gouge their loyal customers and people who have no choice but to ride metro and pay your already outrageous fees for parking and commuting. Stop taking advantage of government and private sector workers and offer a REDUCED parking rate for those enrolled in smart benefits or even a monthly parking pass at a reduced rate. Instead of trying to pinch every cent out of every rider and alienate folks who would have gone to large events, tourist, and those who use meto because they have no other choice, perhaps you manage your budget better, not let metro get as bad and dangerous as it has become due to lack of maintenance, and put more metro police out there to encourage safe riding. I'm not sure why metro would ever think anyone would be happy or willing to pay more than we already do and continue to get the same undesirable service we are still getting. Maybe instead of telling your customers to basically just suck it up and pay, perhaps metro should!
HOW ABOUT THIS PROPOSAL : have your engineers speak slowly and clearly making announcements and turn up the volume . I have been taking metro 38 years and I`m flabbergasted that you have not fixed this , the rest of the country would laugh at us..
How about you take it from the top? How are the people managing the metro still getting paid so much and getting bonuses when they continue to fail at managing the metro. 5 years of poor maintenance, safety issues ignore, and untrained personal.
How does increasing the price improve the rider experience? Why do you charge peak fares before rush hour service starts? And why does the yellow line only go to Fort Totten outside of peak hours? That makes no sense.
how much does Metro GM make a year?
How much revenue will be collected by the increase? How will the extra funds be allocated?
How will you determine regional events? Will this policy eventually be used as a blanket statement for any sporting event or large gathering? How will Metro guarantee peak service will be providing when charging for it?
How would weekend parking changes affect farmers markets in metro parking lots?
I actually stay away from the types of events you describe (inauguration day, independence day, big rallies & demonstrations, & etc). I don't like crowds, heavy traffic or congested parking. Watching the event on tv, or doing something else, is more relaxed. That said, I have no objection to peak fares, parking fees & so on. That seems like a reasonable business decision, to cover increased staffing and additional wear & tear on the system.
I agree that it's reasonable to charge peak fares IF you are offering peak service. I don't agree with charging for parking on regular weekend days. I park at Franconia, and if it's going to cost me a total of almost \$13 roundtrip to ride on a weekend, I might as well drive. Parking garages downtown are cheaper than that.
I agree with charging fees to park on the weekend. People are using the services the same as the weekend so I don't have any issue with this. I do have an issue with charging higher rates for riding metro during events. Everyday working people who are not going to events would be penalized for using metro during that time. I don't think it would be far. If you increase parking fee, I think up to \$5 is a reasonable increase.
I agree with increasing charges. Fares should be proportional to the wear-and-tear on the Metro, which increases for regional events. Parking fees should always be charged.
I agree with the changes
I am a daily commuter, as such, I expect \$5 rates for both transit and parking, but holidays, large venues, festivals, concerts, ball games I would expect a break - possibly half fare for both.
I am a MARC monthly rider who parks at Rockville. I would not pay the high non-Metro parking fees, but they are almost completely covered by the Federal Government (my employer). I'm also not pleased that Metro no longer provides free transfers when MARC has severe delays.
I am a Maryland resident, As well as a federal government police officer; riding your metro train each day is expensive enough. Why isn't that metro itself could not give your public riders a break on your public parking lots. \$ 2.50 is greatly enough, you already receiving a large cost for riding your trains & buses. We're having to deal with schedule adjust, while trying to reach work on time, dealing with your escalator outages, elevator outages. Just be considerate of the riders, your operations on a daily basis are not that great, stop over charging for a service we rarely get.

## Appendix B: Written Comments

Written Comments from Online/Paper Surveys
I am a Metro rider who parks overnight and currently leaves before 7:30am. In the proposal, it states that people who leave Metro parking lots before 7:30am are primarily not transit users, so that charging them for parking would be a new source for revenue but would not affect transit ridership. That is not true for me. I get a transit subsidy from my employer that I cannot use for parking. If I have to pay for parking overnight, I will stop using Metro. Metro should not try to charge for parking any time earlier than 7:30am.
I am a senior citizen so the maximum is adjusted for me
I am all for surge pricing to metro stations specific to large events but not all metro stations. Some of us still work. I work at Navy Yards and don't want to pay more during national games when I can't control that. Maybe make a commuter distinction that doesn't have to pay the surge pricing.
I am completely comfortable with metro charges higher fares during large events.
I am definitely in favor of proposal (1), Extending weekday revenue collection hours, as well as proposals (3) and (4) related to special event parking fees. I am ambivalent about proposal (2), to cease free parking on weekends and federal holidays - my family may have been less likely to use metro on weekends if parking had not been free.
I am fine with Metro charging additional peak fares for special events IF they commit to serve all special events that are scheduled to begin and end at roughly 'normal' times (concerts, sporting events, etc.), even if that means extending system hours on occasion. Otherwise, this proposal is absolutely unacceptable.
I am lucky enough to live within walking distance for daily commuting, but when wanting to take children into DC for a weekend trip we do park at the station. If parking fares go up this is a further deterrent for us and we are more likely to simply drive into downtown.
I am more likely to go somewhere else to park for free or closer to the event the more is charged for the metro ride and parking.
I am more likely to use Metro if you make it as easy and cheap as possible to park. I can better understand and accept small rate increases that are tied to peak traffic hours and the length of the trip.
I am not at all happy about having to pay to park on weekends, as is the case now. At least it is a reduced price from weekdays. If you raised the prices for weekend parking above what they are now, I would just quit using Metro period. Why should a rider who is NOT going to a big event have to pay inflated fees to subsidize those who are?
For years Metro has been offering free-for-all transportation on 4th of July. There must have been a reason for that, such as inability to control crowd surge. I see examples of such inability at large events in Washington DC and at Arlington National Cemetery. Metro executives and managers ought to have this experience personally and do something constructive about it before charging more and still making people wait in crowds for 90-120 minutes before deciding its a good idea. Keep in mind that in downtown DC your platforms can't even hold rush hour crowds. That is a real safety hazard that seems to be ignored.
I understand that this is the first Metro executive and management team that is knowledgeable about financial controls, fraud prevention, and associated operations management. This team has inherited the problems left by the previous teams who had something other than Metro quality and efficiency in mind. Nevertheless, riders have been lost due to unreliability and cost to self-paying riders. If Metro would like to lose even more riders, this is the way to do it. You need to make ridership an attractive option, not a financially rapacious one.
I am not interested in paying more for metro parking because nothing has been done about the parking space sizes. Every day, I watch as commuters maneuver into parking spaces that barely accommodate our car size. Last week, a commuter hit my car while it was parked. Luckily I was there to witness it. If metro wants commuters to pay more for parking, WMATA should renovate/widen the parking spaces and/or install security cameras to monitor the lot. Especially when it is dark outside and I am alone, I am nervous to walk to my car and the metro attendant is unable to leave their booth to escort me to my car.



## Appendix B: Written Comments

Written Comments from Online/Paper Surveys
I am not opposed to charging a parking fee on Saturdays, but do not support charging the weekday daily rate of \$4.95 for weekend (Saturday or Sunday) or Federal holiday parking. Metro service is much slower on those days, and the demand for parking is less than on weekdays. If the charges (parking plus rail and/or bus fare] to ride on the weekends gets close to what I would pay for parking + rail fare on weekdays, I would consider driving and not park at or ride Metro. It isn't worth the extra money when I have to wait 20 minutes for a train to arrive. WMATA needs to give people an incentive to ride and park at Metro on the weekends given the much slower service. A major regional event is a special situation and shouldn't be treated the same.
Additionally, DC does not charge for public on-street parking on Sundays and federal holidays. If WMATA were to charge on Sundays or federal holidays, the charge should be less than the weekday daily parking fee, which also accounts for higher demand for parking on weekdays than on weekends or holidays. Private garages charge less on weekends and evenings.
I am not opposed to charging a higher fare for special regional events where an exceptionally large crowd is expected (e.g., Inauguration or the Women's March), but am concerned that other examples of 'regional events' noted in the proposal are too broad, do not necessarily reach the same ridership threshold and could potentially penalize the large number of other riders who are not attending those events.
I am not sure how much of an increase would stop me from riding the metro due to the increase parking day are already charging on Saturdays in. should be fine
I am not sure Metro wants to hear from riders. If they did , why would the dismantle the advisory board ? At the end of the day Metro does exactly what it wants to do , not understanding the customers. Please get back to good if possible .
I am often discouraged from taking metro on peak event days because the congestion is so bad; however, I would choose metro over driving to these sorts of events even if the fare was higher.
I am retired and only use the Metro bus service when I have appointments downtown or for special events. Therefore, I filled in 'What days of the week do you use Metro' arbitrarily since the survey forced me to fill something.
I am specifically concerned about peak fares proposed for protests and other first amendment protected activity. This could limit the ability of some of those I know to attend such events. It also seems like it will create administrative and potentially constitutional challenges for the Metro. Based on what formula would the Metro decide to increase fees during a protest? How would they ensure that formula is speech content neutral? For example, perhaps more people would take the metro during a protest for working class issues because more of the protesters are working class. Therefore, what would first appear as a neutral formula - i.e. there is a surcharge for metro ridership of a certain size - becomes a proxy for discriminating against protests based on their speech. It is very hard to institute such a system without it being politicized. This will almost invariably lead to litigation and require sustained and continuous attention from administrators and the city council (all of which costs money). Therefore, not only does the proposal undercut the right to peacefully assemble, but will likely end up costing the metro more than it could gain in increased fares. To be clear, I have no opinion about whether the metro should increase fares for independence day celebrations or sporting events, etc. and am only concerned with protests and other first amendment protected activity.
I am strongly opposed to paying for parking on Saturdays and Sundays, unless you work with the bus system to increase the number of buses to Shady Grove on weekends. It will seriously impact getting to work on weekends for me, as with the decrease in bus service, I have limited options already.
I am strongly opposed to special event pricing. This will negatively impact those people in service industries and others who use Metro to commute to work during these times. Not a good idea.
I am supportive of raising parking rates
I am weaning myself off WMATA. You folks don't have a CLUE what customer service is? Do you folks recruit from the DC Jail? I used to ride 5 days a week, until you folks utterly stuck it to the riders... I hope the GM privatizes the system, then maybe I may consider WMATA! Good Riddance!
I am willing to pay peak fares during regional events if parking fares are not charged over weekends. I will drive to events if metro decides to charge for parking during these regional events, thus losing revenue from me altogether.

## Appendix B: Written Comments

Written Comments from Online/Paper Surveys
I am willing to pay peak fares for peak service during major events, however, it has been my experience in the past that either trains are significantly delayed or the sheer amount of people prevent you from actually boarding a train for quite some time. I completely understand things happen and you obviously can't control the number of people trying to ride the metro, but if I'm already paying more, I don't really expect to be waiting longer than I would for non-peak service, which has mostly been my experience. What has helped at a couple of the major events I've seen is when metro police is on the platform and helping to control people crowding the train/trying to force their way on when another train is a minute or so behind.
I believe the Saturday charge should be eliminated.
I believe these changes are a logical response to the challenge of providing additional rail service to these events. Nor is a small change on that scale likely to decrease ridership or attendance on those days. As a regular customer, I would prefer higher fares for attending events that are voluntary over taking money from the budget for everyday rail service, which commuters depend on.
I can not afford more parking expenses. My Federal Employer does not subsidize parking, but does subsidize fares.
I come to dc almost all the time via metro I do not support this proposed hikes many of us always come to dc from far it is expensive enough for us hard working citizens to take this trip.
I commute from Franconia-Springfield to Farragut west 5 days a week and park at the Franconia-Springfield garage. This commute is already too expensive. Metro riders in the suburbs are penalized with higher fares compared to those who commute downtown. The F-S garage is not nearly at capacity during the work week, so a parking app is completely useless. It is likely empty because the parking fees, combined with the rail fare are much too high. You are gauging us for trying to use a public transportation system. I take Metro as a last resort due to the construction on arlington memorial bridge. the long wait times and the slow pace of the trains makes my commute long and unpredictable, and adding insult to injury i go broke in the process.
and on the garages, there are so many problems. On several instances in the past year, it has taken me over 2 hours simply to exit the garage. Traffic backs up at the gates due to the smallest issues, like an errant snow bank, stormwater, or malfunctioning smarttrip readers. How about you properly maintain the garages you have rather than trying to do something not useful like a parking app????
I read this week also that Wiedefield thinks millenials want 'an experience' while riding metro. this is so far off base it's ridiculous. I am a millenial. all I want is a reliable form of transportation that gets me where I need to go SAFELY without breaking my budget. Metro does not currently meet these criteria on so many levels.
I commute weekdays from the Wiehle-Reston East station and parking is usually a MADHOUSE during morning rush hour. I drive a Hybrid car and can usually park in one of the dedicated spots for Low Emission Vehicles (LEVs) reserved until 10 AM on the first level, which is a wonderful incentive for environmentally conscious people like me. BUT: what is ridiculous is that after about 7:45 AM, I have seen all of those reserved spots taken by mostly NON-LEV cars and NOTHING is done to enforce the LEV requirement against these scofflaws with their gas guzzling cars who are blatantly abusing the system. Could you please do something to prevent such abusive and illegal behavior? Maybe post some signs saying the LEV means HYBRID or ELECTRIC vehicles ONLY? And then give parking tickets to the abusers? Pretty simple solution actually, right?
I completely oppose any fare increases. This is not the way to attract customers. I already don't like commuting due to the huge expense. It is cheaper and faster to drive than metro.
I could use the online reservation only if I get a discount
I currently reverse commute on Metro and exit the parking lot before 7:30am. I receive a transit benefit from my employer that does not pay for parking. If Metro starts to charge for parking at 5:00am, it would no longer be economically viable for me to commute via Metro. If charging for parking early tomorrow n the morning is aimed at people not using the Metro, then only charge those people for parking.
I disagree with charging VRE passengers higher parking fares, since VRE is already paying WMATA service fees.
I disagree with the idea for charging to park at metro stations on the weekend or outside of traditional commuter hours. Every dollar charged makes people consider driving or a ride sharing app when there is not significant traffic. I would not oppose charging for parking for events that are expected to fill up metro parking lots, but this should be lower than a weekday rate.
I dislike this proposal because of the extra burden on lower income people.

## Appendix B: Written Comments

Written Comments from Online/Paper Surveys
I do not own a car and depend on Metro with a backup of uber
I do not park at Metro garages any more because it is costly. I live in Gaithersburg and my metro fare is \$6.00 one way. So, I decided to take the Ride on bus, which is not far from my house. My office does contribute sufficient money towards my commute. I only get \$40.00 per month. If there is a regional event, I prefer driving to town and parking my car at the office garage-parking is free on weekends. If I cannot park at the office garage, then I do not come to town.
I do not support charging a higher fare when large regional events are happening. What about all the people who are not attending the event, but just riding metro like they normally do? Why should they be penalized for an event that they are not attending? People plan their weekly schedules around Metro's price and availability, and once those schedules are set they are not easy to change on a dime. Perhaps Metro should consider charging the peak fare only for entering and exiting at the those stations where the event is actually taking place. So if there is a protest on the Mall, charge more to exit at Smithsonian, but don't charge extra for a Saturday-shift hospital worker taking the Metro from Deanwood to Foggy Bottom-GWU or a bartender trying to get from Silver Spring to U Street.
I do not support increasing parking charges, as more people parking doesn't increase operational costs directly. I do support charging peak fares for regional events such as marches, 4th of July, etc, provided that peak or greater than peak service is actually provided. Additionally. If peak fares are in effect, so should the rush hour promise. I do not support charging peak fares during extended service for regularly scheduled or post season sporting events, large concerts, etc that may only cause localized crowding on the system.
I do not think we should create additional impediments to attending large events, particularly marches. It is difficult enough for people with limited financial resources to take the time and spend money to attend these events. I hope that we can ensure that people with limited resources can afford to travel on metro. I do not want to see a further widening between people with money and people without. Also, we should never encourage more traffic congestion. We need to find other ways to fund metro.
I do not think you should charge for parking on the weekends. The \$2.00 on Saturdays is not high; HOWEVER, if you do not have enough money on the smart trip 'parking portion' of the card then you have to either add fare or pay an astronomical amount \$8.95 (???) to park in an otherwise \$2.00 or \$5.20 parking spot. that is not fair and it is burdensome to the rider. Also, WHY can I not use my smart-trip benefits for parking? I have over \$400 on my smart trip card but have to add fare to exit the garage, OR pay the penalty if I use a separate credit card. Totally unfair and inappropriate; not passenger friendly business.
I do not think you should charge for parking on weekends it is just money grubbing. lots of space are available so charging is not required to control crowds.
I do not understand why the green line does not have expanded peak hours to accomodate Nationals, DC United, and Capitol One arena events. Ride sharing service are extremely expensive and less time efficient during these events, I believe it is a good opportunity to increase rider numbers and revenue if taking the metro to sport events and concerts is seen as a plausible alternative to driving and ride sharing services
I do understand the changes. nothing is free anymore.
I don't think WMATA should try to exploit people on especial occasions. why can't we pay with a smartrip at TAKOMA fir parking? It's annoying to have to carry coins. I'll be gone. If I'm late I run the risk of getting a ticket.
I don't want to deal with traffic expand metro WEST of 66
I don't mind paying a bit more, IF, and this is important, trains come frequently. I ride at rush hour because I can show up and a train will be there in 5 minutes or less. I avoid weekends and evenings because the headway is 20 minutes or more. I feel a headway of more than 10 minutes at any time of the day is insufficient nowadays. I'd love to ride more on the weekends, but the headway keeps me away. Maybe forget about 8 car trains for a while and run 4 car trains twice as often. Same capacity for riders, same equipment mileage, just one more operator for the second train, and, I'm guessing, a lot more paying customers because they now you're increasing frequency, so they won't be wasting time waiting. Or, continue to cut service and watch riders flee. Your choice.
I don't park at metro. I don't have a car cause I'm a millennial.

## Appendix B: Written Comments

Written Comments from Online/Paper Surveys
I don't do special events except maybe Nats play off games . Saturday Sunday holidays must remain free it's a thank you to riders for every day issues repairs. Keep in mind metro gets me into the city with my money if I have to pay weekend parking I won't go. parking is too expensive on top of fares why do I pay \$5 25 for 3 hours when commuters pay the same for 10 hours
I don't drive or park. I have no comments regarding parking.
I don't go to huge events because I cannot stand being in huge crowds; thus I don't use Metro to go to huge events. But sometimes I have to go to or from work, which I do on Metrorail & bus, at a time when there is a huge event taking place. While I would not mind much paying 90 cents extra fare during huge regional events IF I am actually attending the event, I truly would mind having to pay extra to put up with rowdy crowds, not get a seat, wait longer than usual for a train or bus, and possibly not be able to park (depending on whether the work location involves getting to a subway station by car rather than by bus) IF I am simply trying to get to or from work while a huge event is taking place. Parking at a Metro station is always unreliable - not enough spaces - so I always seek alternatives to driving to/from a Metro station and risking not finding a parking space. I would definitely not want to have to pay more for that hassle. Thank you for providing this survey.
I don't have a problem with peak fares as long as metro is running true peak service to deal with the crowds. This is not so much an issue for marches and inaugurations, where metro definitely runs peak service, but is definitely an issue for Nats games, Caps games, and the like.
I don't justify paying more for parking as a resident because the fees are already really high to ride metro compared to other cities
I don't like to be surprised with out of service trains and or stations.
I don't mind peak fares and peak schedules during large events. Metro has been very good during rush hour getting me to and from work, sans a couple of delays here and there due to malfunctions. The problems occur when I try to use metro during off-peak/non-rush times. The trains are so widely spaced that half of my day downtown is spent waiting for trains. This wait is really what causes my wife and I to drive, rather than use the metro on nights and weekends. Depending on the availability of parking at our destination, metro still may be the most convenient, but we end up having to add an extra estimate of 50 minutes (we've seen 24 minutes between trains), just-in-case, and that's outside of track work. This makes it difficult to plan a day downtown. I'd love to see the off-peak trains run every 12-15 minutes. WMATA is on the right track, but not quite there yet.
I don't mind taking Metro, but I hate wait time. Hours needs to be extended.
I don't park at any of the stations, and I have know idea as to the peak fares. I haven't notice any changes, nor am I aware of of the regional events.
I don't park at metro because it is expensive. Instead I do street parking or take an uber from work.
I don't ride metro during peak times or to peak events because it is usually faster and more comfortable to bike. Metro should just charge a flat rate for trips and not base it on peak times or distance. This approach is more equitable and does not disincentivize people from taking public transit to farther destinations. Charge more for parking. Cars and the storage of cars destroy the environment and our health and our public funds.
I don't ride the metro often so I don't care how much you charge
I don't think Metro should I charge for parking on weekends
I don't think peak fares are necessary when the fare itself is already high enough
I dont understand what the proposed parking changes are you never told me.....
I don't understand what you're saying about Peak Fares. Does that mean more trains to accommodate more riders? I'd be willing to pay more for a place on the train, but I don't see how you will ever manage the hundreds of people flooding the stations on those special event days. I'd prefer to walk since I live in the District.
I don't use the parking now because of inconvenience and costs. I definitely won't use it if it costs money. You're just making everything worse and driving people away.

## Appendix B: Written Comments

Written Comments from Online/Paper Surveys
I don't wanna pay more than what I'm already paying. If I have to pay more than I rather park somewhere else
I fear a large increase in weekend fares, due to the large size of low income families that use the system to travel for events in DC on weekends. I instead would increase rail and bus fares to make up for the difference in cost.
I feel that parking fees should be based on the total time entered, as well as when the car enters and leaves the lot. For instance, I feel the current \$5.20 is fair for daily commuters who are there for 8-12 hours. But I think folks who use it for evening or weekend trips should pay less (say \$2-\$3). This would increase ridership as more folks will use Metro for their entertainment travel. With the current full fare parking, it is cheaper to drive and park at the venue than it is to park and take Metro
I fully support enacting peak fares during regional events if that means better service.
I gave up on Metro late last year. Up until that point, and since January 2014, I had ridden Metro around ten days per month (I was out of town about half the time, for work). Over that time, I found that more often than not, Metro could not handle its normal rush hour crowds. Metro needs to do one thing: provide safe, reliable transit service to the Washington Metropolitan Area. In cities with well run transit systems, people ride the subway because it's the best option. In the DC area, people ride Metro because they have no choice. Forget the swag shop, any work towards an 'experience' for Millennials, and anything else that does not involve using the \$500 million in dedicated funding WMATA receives and using it to provide safe, reliable -- I repeat: safe; reliable -- transit service.
I get it that you need to charge 'regular' rates during big events. But I'd make different choices on weekends if I had to pay full parking -- e.g., I'd probably just drive downtown and look for street parking.
I grew up in this area and having been using the metro for as long as I can remember. My metro use has greatly decreased over the past 5-6 years. I am a federal employee and have the option of metro transit benefits during the week, but choose to use my benefits on the commuter bus. On the weekends, i would rather drive and pay for parking than use the metro. The prices for fares ( and now parking) have increased while metro reliability continues to decrease. To pay the exorbitant fares plus parking and sit on a metro for over an hour while the trains are "single tracking" ( which by the way has been happening since I was in high school over 10 years ago) is not worth my time. It's a shame that the nation's Capitol has such a terrible metro system.
I guess this is better than raising daily fees.
I have a hard time justifying added costs for services when the services currently being provided by Metrorail are so bad... I attended the Marine Corps Marathon today and the service provided by the staff was marginal at best - a complete lack of customer focus or engagement - like they were doing us a favor by being there today... It is my opinion that the increased costs are not about providing better customer service or a significantly improved customer experience but rather, are designed to increase employee compensation to Metrorail employees, at a time when the services being provided are so unexceptional... I would like to see cleaner subway cars - inside and out (why did Metrorail stop washing the outside of the cars), employees that seem excited about their jobs and have a general understanding that having two escalators taken out of service for maintenance at a key subway stop supporting a major event like the Marine Corps Marathon would in the private sector mean the loss of someone's job but not at Metrorail, it's par for the course - anything else would mean that that the team actually cared about the people paying their salaries - I'm clearly not supportive of the increases - earn it first...then ask
I have a senior citizen pass and think that there should be reduced parking fees for senior citizens. I have increased my Metro parking since the weekday fee at West Falls Church was reduced to \$3. Before then, I usually walked to the McLean station, which is closer to me.
I have always parked at a Metrorail station for large regional events in the past. Riding the Metro was part of the fun of going to an event. However in the last couple of years, slow Metrorail service has caused my family to be late to several events. Since the price of riding the Metro, not including parking at a station, far exceeds the cost of parking in the city, I will no longer be taking the Metro for events. It doesn't make sense to pay extra to be late. Only if city parking starts to far exceed my Metro cost, will I consider switching back.
I have been consistently parking at West Falls Church Metro since the lower parking fee began. I would prefer to park at East Falls Church since it is closer to my home, but the higher fee is one deterrent. The MAJOR deterrent to parking at East Falls Church is the fact that you have to pay to leave even if there are no parking spaces available. For instance, on most Fridays and Mondays during the summer I could find a parking spot, but if for some reason there were none I would still have to pay \$4.95 to leave the parking lot even if it was only 8:00 a.m. Thus I rarely tried to park there because why pay \$8.00 a day total to Metro to park?? (i.e. \$4.95 at East Falls Church but no spots available and \$3.00 at West Falls Church after driving across town) Just crazy. Sad. Ridiculous.

## Appendix B: Written Comments

Written Comments from Online/Paper Surveys
I have been riding Metro Rail and bus for about 25 years the service is terrible! I used to live in Chicago. Maybe go there and learn a thing or two. Then go to Boston and learn how to run escalators in all weather conditions. I retire soon and cannot wait to never ride Metro ever again. You've lost me as a future rider.
I have comments about overnight parking...I'd like to see more of it available/offered. I'd use metro more on weekends (or Friday-Saturday, for example) if i knew this option was available to me.
I have limited transportation funds, so as fares have risen I have begun restricting my metro use accordingly. I would do this for regional events as well. I am not likely to pay parking fees higher than \$1-2 as once this is added to metro fares, it very quickly becomes cheaper to drive to my destination and pay for parking there. Only during regional events, when I'm unlikely to be able to find parking at my destination, would I be willing to pay for metro parking.
I have no choice but to park and take the Metro Monday-Friday for work in DC. From Shady Grove to Dupont I pay the Max fare. With a smart trip pass it's \$216/month. Additionally I must pay 5.20/day to park, An Additional \$104/month. This comes to 16% of my income just to get to work. Paying a full fare and full parking is almost unmanageable. Yet, I have no other option. For customers parking regularly, every day a reduced rate monthly pass would be most helpful. It also makes little sense to me that the price points are bit broken up by how far I actually use the Metro system, rather by how far one travels to and from the city centre. A trip from Shady Grove to Dupont is the same price as Shady Grove to Glenmont. The price points should reflect how much each rider ACTUALLY rides the system. Thank you for your time.
I have no comments.
I have no issue with charging more for occasional special events during which Metro offers rush hour frequency service. It supports Metro and contributes to a healthier budget for the system.
I have no problem parking at Metro and paying the cost to park there as long as it does not become exorbitant. Recently, I received a parking ticket from Fairfax County while parked in a Metro garage. Allowing cars to be ticketed will likely prevent me from parking in a Metro garage.
I have no problem with paying peak fares IF peak service is indeed provided.
I have parked more often at the lower weekday price of \$3 a higher price for large version of vents is okay what prefer to see \$3 on regular weekends and holidays
I have switched to carpool to avoid metro rides and metro parking because of the 1) metro's unreliability 2) high parking fees. I occasionally parked on the weekend to use metro for events, but now metro charges for the weekend parking so I stopped parking at metro and taking metro during weekend. Increasing prices will only discourage me from ever considering using metro again on regular basis.
I have to work sometimes on days with large events going on. I hope these changes will not make my commutes even more expensive.
I hope that this can be implemented in a way that does not keep economically disadvantaged people from using the metro during special regional events. They may need to work or attend the event. This is especially important because their voices are not often heard - making it cost-prohibitive to attend these events, which often have a political theme, would be unfortunate.
I just said I don't park At Mateo in the last question. This question should be skipped based on my answer or 0.
I just took the survey and it didn't ask for comments on multi-day parking fees. I oppose these. If I'm going to be charged for multiple days, I might as well take a cab to the airport. It would be another story if the garages were full and multi-day parking was taking away revenue Metro could get from daily parkers, but there is plenty of room for everyone right now.
I just want to know what I am paying for???? There is no security!!!! My car has been damaged twice. I am paying high prices so the thieves can easily vandalize my car??????
I know many people that would not come to DC as frequently with paid parking
I know Metro is struggling financially without adequate funding, but the reason I take Metro when I do is to avoid traffic and pay for parking. However, if pricing and inconvenience (delays, closures, etc) continue to increase, the benefits and ease of use will no longer outweigh the hassle of driving. I'm already spending \$15 a day taking Metro. If it increases I might as well just drive and pay for parking.

## Appendix B: Written Comments

Written Comments from Online/Paper Surveys
I know this doesn't matter, but what the heck:
I park in garages that are primarily empty. The maintenance on those structures is the same if the garage is full or not. It would seem an incentive to get the lots full, that the parking prices would come down - in addition to using the metro, which is extremely expensive. The cost are prohibitive if it weren't for the government subsidizing my trips. I can't imagine paying more for parking + paying for an expensive daily trip. Should the price become equal to paying for monthly parking on Capitol Hill, it would be more attractive for me to drive in and avoid traveling with strangers and under the whims of an unreliable system (even if it meant that meant me forgoing the monthly subsidy offered by the Fed Gov, as my parking is not included in the allotment).
I do not think that Metro is considering how many Federal Workers are weighing this, and have pooled with other people to avoid paying the cost of parking. If Metro reduced the cost of parking, especially in underutilized lots/structures, combined with a trip (incentivize the trip), I think more people would come back.
The cost in gas + convenience + parking is almost at a break even point for me with Metro. I love the convenience, but to be honest, I would not be able to afford the service daily if the cost were not covered for me. My budget is fixed, I cannot afford increasing fees, when a nearly half of the garage I park in daily is not only half empty, but filthy.
I like much about metro's but the signage is a abominable compared to London's tube where it's always obvious what station you're at in each car has several maps I'm amazed DC tourists ever get where they need to go with scares maps and scarer dim signs
I like riding metro.
I like the Metro I may use the online app if it connects to the senior center
I live by the Forest Glen metro station and still don't take it to work or to go into DC on the weekends. It is expensive during peak times - and service is spotty on the Red Line. with all the maintenance catching up, the weekends service is usually delayed, single tracked and so on. Metro is only going to chip away at its ridership by increasing parking and fares and decreasing service such as how late the trains run. It's a business and people know that, but this is a long term problem and raising prices on those who still ride Metro is unfair. Extend services and lower the prices - yes, you won't cover your costs now, but your projections will turn around. You need to put the customer first, not the organization.
I live close enough to the city where taking a cab, Uber, or Lyft is easy, convenient, reliable, and more expensive than Metro, but they're all so much more worth dealing with than Metro. They can raise the parking fees and charge peak fares (or more) all they want since I'm avoid Metro as much as I can outside of having to commute M-Fr.
I live in clothes so Peak fares are not too high but I do not think those who live further should be discouraged driving.
I live in germantown, and go into DC on the weekends with my 2 children, age 3 and 17 months. Paying for parking on Saturdays has now added an extra cost, and if I had to pay more for peak service on the weekend, I may consider just driving and paying for parking in DC.
I love metro. Kiss you all.
I love taking metrorail but the peak feesnplus parking makebit too expensive. Cheaper for ne to drive to work.
I LOVE THE METRO (Red Line) and I love my senior citizenship card!
I need to work on holidays so I don't want to pay more
I never take metro during large events because I find it to be unreliable.
I no longer park at metro stations due to the parking rate is too high. Furthermore, I have been using other commuter options as the train system is becoming too costly. Scooters in the city have been advantageous to getting me around town particularly inside of the beltway during peak hours. Metro really needs to look into other funding options besides raising the fares to help the operational budget.
I no longer ride metro on weekends because service just isn't reliable and parking is too expensive.



## Appendix B: Written Comments

Written Comments from Online/Paper Surveys
I often have to commute to work on weekends, given the broken bus system, parking has been a convenient option. However, most weekends I have to wait more than 20 minutes between trains due to chronic breakdowns and system failures and 'scheduled maintenance' that is rarely posted ahead of time. Having to pay full price for parking when little is being done to improve the system is absurd. Buses to the metro are poorly scheduled and disgusting to ride most of the time (which I normally take during weekdays) assuming they are also not breaking down costing me over an hour added time to a commute. As it is on weekdays I have to wait up to 10 minutes for trains in rush hour conditions since you still have turn-around service at Grosvenor even while trains are standing room only starting at Shady Grove. Asking more money from riders for service that is rarely reliable, and poorly scheduled is a selfish cash-grab, and based on recent money spent on the metro system, has only seemed to show more self advertising than actual service improvement. I would not pay more than I already do for parking on Saturdays, which is just as greedy given the poor service. So I would absolutely not pay full price for the current mess this system is in on weekends.
I only park at a lot when I take the metro, which is not daily.
I only park at metro stations when I take metrorail to work.
I use pre-tax money to preload my SmarTrip card through my place of business for both Metro-rail fares and Metro parking.
I only park here once a year
I only take the bus because metro rail is too expensive
I oppose charging peak fares during non-peak hours. I am particularly concerned that Metro would consider raising fares during events that are protected under the Constitution. Free speech events such as rallies and protests are essential to our democracy and people should be encouraged, not discouraged, from attending. When people ride metro to large First Amendment events, they are paying their fare, and supporting metro.
I oppose charging peak fares during regional events. I live in California, and regularly travel to Washington, DC to take part in large rallies and other forms of nonviolent protest. It would place an additional financial burden on people like me, who travel to DC from around the country, to impose peak METRO fares during regional events.
I park at bus parking lots because it is too expensive to park at the metro station. Almost \$5/day? That's ridiculous! You are not providing a service if we also have to get on the trains and pay for that, too. You are losing money, or not making as much as you could, because you have *exceeded* the amount most are willing to pay. If you actually lowered prices a tiny bit, you would actually have MORE riders and more revenue without having to provide significantly more by way of service (e.g., frequency of buses/trains.) This is literally basic economic modeling.
I park at College Park and was very surprised when I was charged more than \$20 to park on a Saturday because there was an event at the University...the signage on that day was confusing.
I park at Rockville Metro and ride the MARC rail. I think it's terrible that MARC commuters have to pay as much as others who don't take Metrorail. Please find a way to offer MARC riders the same parking rates as other mass transit commuters.
I park at the Branch Avenue Station. Somebody needs to be outside besides inside assisting. It is one of more popular station and a trouble station. My concern is that people are pulling up letting passengers off in the striped lines designated as a safe walking zone for patrons. They do in the sunshine, rain and snow which is really UNSAFE. They do in EVERYDAY ALL DAY. If Metro care about their patrons, they should designate a worker to move these vehicles on to prevent the almost accidents that are occurring.
I park most often at Wheaton, which is totally empty. The garage is dangerous (have been assaults) and smells like urine and marijuana constantly. I've seen drug deals. Sometimes there are skateboarders. Honestly, the safety of the garage would probably improve if you lowered the rate to equal demand because more people would be around. I find it a bit insulting to have to pay the full fare. I do not feel the same at stations like Grosvenor and White Flint where I get what I pay for (safety).
I pay enough money during the week to be paying on special events holidays or weekends consider our sacrifices
I pay quite a lot already to park at metro. The daily rate \$4.95 rate plus a reserved monthly space. Which cuts off at 10am. Metro does nothing to keep the lot clean from trash or keep the weeds kept in the grassy areas. Glass is found from bottles and cans left from individuals coming in over night. I think I pay enough and I to work those holidays.
I personally avoid large events anyway but if I had to go to one then I would likely take Metro. I think it's a fair proposition that Metro would charge peak fares if it is providing peak service. But then, I expect peak service to consist of mostly 8-car trains running every 6-8 minutes. Otherwise there will be overcrowding on trains just like during normal rush hour
I propose to open hours of operation on Saturdays from 7 a.m to 6 a.m. Your attendants working at stations should STOP folks from jumping the gate so they don't have to pay. Your attendants don't care! I see these jumpers at Shady Grove all the time.
I rarely ride metro during the work week but I do use it during events to ease parking situations. I appreciate metro does not charge for parking on these holidays.

## Appendix B: Written Comments

Written Comments from Online/Paper Surveys
I rarely ride Metro on Weekends due to infrequent service, but do ride Metro do ride it occasionally on weekends to the Nats games or other events. None of them qualify as large scale regional events.
I rarely ride the Metro system because it is unreliable, overpriced, and poorly managed.
I rarely take metro to regional events because there are too many people and not enough trains running. I live in DC, so I opt for walking or the bus.
I saw the report on what metro needs to do to improve its service - bite the bullet and just do that.
I realize that parking lots cost money, and I am more than willing to pay a fair share. However all too often there are no spaces available in many of the Red Line lots, but your system still wants to charge me when I'm unable to park. I would like to see a monthly parking pass made available, as would many of my neighbors. Metro would benefit from the additional revenue because almost nobody is going to park every day, and your customers would appreciate the flat-rate price.
I really don't know why parking fees have not been charged for the weekend listen rest it's a good idea
I recommend more staffing for regional events to help direct riders. Regional events often draw riders who normally do not ride Metro, whether they in the DMV or are in from out of town. A lot of frustration, unnecessary crowding, and other ride safety issues can be preempted with additional Metro staff guiding riders.
I ride Metro because I live in the District and do not own a vehicle. I don't go to regional events as such, yet I'd be charged peak fares on a non- peak day. I'm certain the software running the fare system is sophisticated enough to be able to determine where different rides get on and off and can charge those cards that get off near the events the peak fares and everyone else traveling that day gets off-peak fares. If that isn't a plan then this is just an attempt to increase revenue. WMATA's job is to provide public transportation throughout the DMV, not make money. Cut your operating costs before trying to increase income.
I ride metro because it is my only option.
I ride the metro to work. I would not be happy if my normal commuting price were affected by something that I have no control over, such as Inauguration Day or any other large scale event on a work day (obviously July 4th doesn't have an impact because everyone has work off for it). If Metro needs to find ways to raise funds, how about hiring a product manager who knows what they're doing?
I rode the metro to Independence Day celebrations in D.C., but it was so incredibly crowded on the way leaving that I could not ride from Arlington Nat'l Cemetery and instead walked to the Pentagon Metro to get home. Peak fares would absolutely not be a deterrent from riding metro at that time, but vast non-moving wait-lines absolutely would be.
I see high school students not paying for the Metro or the bus how can you guys control this?
I see no reason why reasonable people will oppose these proposed changes as long as Metro continues to improve to become a reliable means of getting around town. Good luck!
I seldom ride Metro but I do sporadically. Because I have limited mobility I usually ride Lyft it Uber.
I spent over \$300 a month on bus and metro rail that's a car payment. you're losing 18 to 30 year olds because of the cost .in New York City there is a flat rate about \$2. 50 cent with a free bus transfer. DC is too expensive plus is not 24 hour service as soon as I buy a car I will not use metro rail anymore do you want to save your company/service. Busses are cheaper than trains plus you don't pay the bus driver and you can have a 24 hour service the bottom line is too expensive \$2 provides plus \$6 for work then \$8 back home \$16 times x 20 dollars . Equals 320th month on I'm buying a car
I stay away from DC during big events.
I stopped catching the metro because it's not reliable. The buses are always late, something is always happening with those trains and the escalators are always broken. So I've been driving to work the past two yrs.
I stopped parking at metro because it's far too expensive and no type of accommodation is built in to pricing or access. For example, one morning I entered metro parking only to realize I'd left my metro card at home. I immediately left the lot but was forced to pay, and make the difficult decision of coming back and paying twice or driving to my ultimate destination. Absolutely support PEP. Perhaps peak event pricing could be instituted but in a way that doesn't harm regular riders. E.g. If one rides during a peak event, perhaps a portion could be returned or discounted after or over a certain number of rides in the following days. Say, seven of the next 14 or 5 of the next ten business days. Happy to discuss further, [REDACTED]

## Appendix B: Written Comments

Written Comments from Online/Paper Surveys
<p>I stopped parking in metro lots when you raised the rates for non riders after getting charged the non rider rate multiple times even though I had just been on metro. In one instance, I swiped my card to get out of the parking lot, it charged me the 4.95, but the arm didn't raise. Then I swiped it again, and it charged me 8.95. so it cost me \$13 to get out of the parking lot because of a metro equipment fail because apparently you didn't bother to program in a contingency for that sort of thing. in another instance, I had added fare to my card after leaving metro. But even though I had inserted my credit card and reswiped my card after the payment had gone through, it apparently didn't take. So I ended up not having enough fare on the card I had used on metro and had to use a different card (or hike all the way back to the fare machines at Franconia Springfield), and was charged 8.95, even though I had just gotten off of metro. A third time, I left my car at metro overnight because there was a weather emergency going on at the moment and it wasn't safe to drive on the roads. Metro had the parking gates open at the time and was not charging for parking. I had planned to take metro the next day and so didn't think I'd be charged the increased fee. But the next day you shut down the blue line for track work and so I opted to drive rather than try to get a shuttle through the closed part. I had to pay 8.95 to get out of the parking lot. You shouldn't charge the increased rate to parkers when metro isn't running due to track repair. I used to park at metro three to four times a week. But after getting charged the non-rider rate three times in the first month or two that you rolled it out, now I park there maybe once a month when I absolutely cannot avoid it.</p>
<p>I stopped riding metro as part of my commute due to unreliability, especially because I was paying almost \$17 a day for the unreliable service, and it took me twice as long to get there on metro as by car. The only reason I ride it on weekends is due to the weekend fares and free parking at Wiehle-Reston. Charging peak fares would be way more than a \$1 increase as the survey suggests. One of the only good parts left to Metro is the increased service for events like inaugurations, etc. Charging peak fares would just be another nail in the coffin.</p>
<p>I stopped riding Metro full time during the week for work more then 4 months ago. Normal ballgames and larger events typically cripple the system with overcrowding, escalator outages and other issues. I don't feel safe in the stations when they're crowded nor do I feel certain stations are safe at night. I do not see a WMATA presence at most of the stations. The price and convenience and speed of Uber and Lyft are unbeatable.</p>
<p>I stopped riding Metro to major events downtown because of poor service and dangerous over crowding. I don't believe that paying more will result in better service.</p>
<p>I stopped using metrorail a month ago because of poor service and lack of timeliness, constant problems, elevators not working in parking garage or stations, very dirty cars, disrespectful riders, etc. I was very dissatisfied after 9 years of no improvement. I certainly did not feel the cost was worth it. I take the Dillon bus now and am very satisfied.</p>
<p>I strongly support applying Peak there's one extra service needs to be provided + cannot be fully subsidized by a third-party even a peak fares public transfer remains more convenient Plus cost effective for travel to large events and my assumption is that a significant portion of Writers come from out of town Plus or not likely to know about notice Peak versus non-peak fares</p>
<p>I struggle to pay the \$5.20 daily rate now. Metro should charge employees more for their health care instead of keep raising parking rates for customer . It would be cheaper for to skip metro and drive to work on the weekends.</p>
<p>I suggest you consider Charging peak fares to those using parking lots to attend large events. I am not interested in paying higher fares to attend a large event and still ride standing up a crowded train to a large event and be mugged. So, do not increase fares only to subsidize a metro organization that has not been managed with transparency and accountability. I will find other mode of transportation if I absolutely have to.</p>
<p>I support charging higher fares for regional events, etc.</p>
<p>I support charging peak fare, but if metro is going to be charging peak fare then there should be improvements seen in other areas of the system such as late night service on both weekdays and weeknights, as well as additional weekend service.</p>
<p>I support charging rush hour fares for periods of high use like special events. The burden of paying for that service should not fall on the local governments and daily commuters.</p>
<p>I support increasing revenue from visitors and others who come to DC to partake in large events. If there was a way to exempt lower income residents from this increase that would be the best case scenario</p>
<p>I support peak fares for sports and special events. Metro added expense for those events. I think riders appreciate the convenience of public transportation and budget.</p>
<p>I support raising fares on large event days. While I do not park at metro to commute, I occasionally park at a metro station on the weekend to come in to DC or to leave my car there when I take Metro to travel from DCA or Union Station. I consider this free weekend parking a big perk and I know my parents do too, especially since they don't use ride share apps. A ride share would be my alternative if parking were not free, which may contribute to weekend traffic downtown, while lots are often not too crowded on the weekends.</p>

## Appendix B: Written Comments

Written Comments from Online/Paper Surveys
I support the proposed changes.
I support this for large regional events like the 4th of July
I take my three children into DC to visit the museums and historical monuments on my days off. I do not have extra funds in my budget to pay more for parking or if there happens to be an event in town. We should be allowed to take the Metro any day regardless of any events. After 25 years in Military Service, the time I spend with my children is precious. I did not Serve so that you could price me out of my time with my children, teaching them about history and taking them to the museums, regardless of any events that happened to coincide with my days off.
I TAKE THE METROBUS EVERYDAY LIKE THE 1960'S AND 1970'S
I think all metro parking lots should have 15 min free parking all the time for people who drop off and pick up metro riders
I think an extra charge for peak fares during regional events is fair and I support it.
I think employees should be let go if they do not perform. I am not inclined to be in favor of any funding increases for Metro. Today I experienced delays. I have serious questions about how Metro is managing the funds they have now. Also, if Metro is building apartments, I do not think they should be asking for any kind of funding increase.
I think free parking on weekends and holidays should be the normal practice.
I think if there were peak fares/parking charges during a regional event, it needs to be well publicized and have signage posted (around parking lots, Metro stations, etc.) that explicitly states this.
I think it is a bad idea. I live here, I'm not from out of town and I have to pay peak fares which is already extremely expensive just to go about my normal business because there is some event. On an other important issue, think they need to stop turning around at Silver Spring. I live in Glenmont and we pay more to get home. Not fair!
I think it is appropriate to charge for parking for regional events to match the service level provided by Metro. If the trains are operating at a level at or above what is normally offered during the work week/rush hour, it makes sense to me to align the parking costs to reflect that. I would still be willing to pay to park at a metro station to avoid the traffic and higher garage parking fees in DC. I currently do not typically park at Metro lots on the weekend unless there is a regional event, because on a normal Saturday I can park in a garage for around \$10, and on Sunday street parking is free and available. If the service level on non-regional event days matched normal weekday service, I would likely park at Metro on weekends.
While I do not oppose charging for parking earlier or later, I do think Metro needs to put something in place so that if someone enters a lot or garage only to discover there is no parking available and exits shortly thereafter, that they are not charged. The 'Lot Full' signs do not register if there are still reserved spots available, which is problematic for those of us willing to drive to a further lot, but not able to pay an extra fee for reserved parking. Either adjusting a prominent notice sign to tell people that there are no un-reserved spots available, or permitting a 15-minute grace period to allow for exit would greatly increase my satisfaction with Metro. If implementing either of those things is too difficult, I recommend going back to not charging for parking prior to 10 am.
I think it is essential that the metro riders advisory council continue to be active and not be dissolved. WMATA needs to take riders needs more into account regarding fares, accessibility, hours, and more. Metro needs to have later trains, especially on weekends. Why are seats at gallery place being removed? I am an able-bodied person, but still need to sit sometimes.

## Appendix B: Written Comments

Written Comments from Online/Paper Surveys
<p>I think it is highway robbery to charge weekly commuters \$5.75-5.95 daily to park in the metro parking lot when we are already paying to ride the Metro train for the purpose of getting to and from work, and reducing the traffic congestion. We are held hostage because there is no alternative parking available - unless we take the bus or have someone to drop us off at the train station. I do not have these options as a single person and also because I commute to work to catch the train BEFORE the first bus is scheduled to arrive in my neighborhood. So, what is the incentive?!?</p>
<p>Is it no wonder that ridership has declined? The stations are filthy. The elevators are pissy. The escalators are arbitrarily turned OFF and forcing commuters to have to 'walk' up or downstairs on a perfectly functioning escalator that as been deliberately TURNED OFF! I have suffered from this 'practice' on several occasions to include at stations in which there is no elevator access! And, now there has been a recent FATALITY because a patron in an electric wheelchair attempted to take an escalator to get to the trains. So sad!!! And, most likely preventable had the elevator been turned 'ON'.</p>
<p>Next issue: wmata is planning on selling food at the stations to help bring in revenue. Do you honestly think people are NOT going to be encouraged to eat food in the stations and on the trains?!? I have already seen people eating full chicken dinners and hamburgers with fries on the trains. I have observed adults and children finishing their meals and deliberately discarding their empty containers onto the tracks or in the seats that they have occupied. BAD idea!!!! Unless you will actually post LEOs at every station and on every train car to police and charge offenders. Since I doubt that you are considering increasing LEO coverage to enforce the NO EATING policy...BAD IDEA!!!!!!</p>
<p>I think it is time for occaisional/recreational metro users to start paying for fare increases. It is not fair to keep those rates low while the daytime riders get gouged. I think the price of metro parking is too high. I do not think that we should ever pay parking on federal holidays. If you want to charge parking for the weekend it needs to be a minimum fee and less than weekday rates. I really don't understand where the money goes. We get minimal service for peak fares/fees. Maybe WMATA should look internally to re-coup their losses.</p>
<p>I think it is unfortunate that a person who wants to volunteer in D.C. (whether with the Smithsonian or some other location/event) has to pay to park AND pay to use the Metro to get there.</p>
<p>I think it would be counter-intuitive to raise fares during regional/special events. The extra ridership should offset any costs that are accrued by increasing the number of trains running through the MetroRail system at that time. In my opinion, this is an attempt by a Metro Board to make money to make up for the mismanagement of the system from the top down.</p>
<p>I think it would be fair to charge peak fares if you were going to promise on time and well organized service on the day of the event. I don't think that is really feasible, so I'm not sure that I would be very happy to pay more money, especially if the metro was so crowded that despite more trains running, I would still have to wait for more than one train before I could get onto the metro.</p>
<p>I think it's better to leave it at off peak fares on a holiday. I think u can operate trains to the end of the line every 8 minutes as usual. Think about it, if u raised fares, u put a lot of passengers out off the system. If u can keep the costs of riding affordable, then more people would ride ur system plus the operating of opening early and closing late.</p>
<p>I think it's very important not to deter people from use of public transit. Traffic is very bad and more should be done to get people on the mentor rail. Peak fares during events seems fair. But I wouldn't change parking fares on weekdays.</p>
<p>Recommendation: make a frequent rider card that could be cheaper than ride by ride fares (like nyc)</p>
<p>Gets more people on the rail and more money for rail.</p>
<p>I think it's fine to charge peak fares during regional events if service is increased and all trains are 8-car trains (if possible). There are times when trains are too crowded during these events. Honestly, I'd pay the full dollar.</p>
<p>I think it's reasonable to charge peak fares to limit overcrowding on trains but special parking charges would unfairly penalize people who are not attending the special events.</p>
<p>I think Metro has developed the right questions and I think the fares used in the questions are very pertinent to parking, days of the week, regional events, etc., are modest increases. It's important to keep Metro running and meeting succeed for it's wide variety of passengers, traffic, numbers of passengers, train and track maintenance, large regional events, and everything else Metro has to manage. We need to keep Metro on the rails and doing what they do best!</p>
<p>I think metro needs to worry about having reliable and timely regular service before worrying about charging more.</p>

## Appendix B: Written Comments

Written Comments from Online/Paper Surveys
I think metro should focus on increasing the value of the product they are currently offering, rather than focusing on raising fares and fees. It is absurd that after WMATA has received dedicated funding, and additional funds to expand its foot print that it is now thinking of going back to tax payers and riders with their hat in hand without actually improving the product in any meaningful way. In many ways this service is an exercise in how not to run an organization. Its terrible and if fares/fees are increased I will probably start driving to avoid the headache of using an unreliable system that is already overpriced for the service I receive.
I think parking already costs too much for commuters in particular.
I think the \$2 fee on the weekend is ridiculous. It costs me \$15 for a round trip into dc on friday nights and i still have to drive to the train station. To start charging that on the weekend is ridiculous. If i am paying \$5 to park on the weekend, I will likely stop visiting dc.
I think the concept of Metro charging peak of fares during special events is in concept acceptable however the major caveat is that since metro cannot provide baseline service to an acceptable standard during normal times this is asking too much. As it stands i avoid metro whenever practicable due to the crowding, filth, unpredictability and time between trains. Metro would have to exceed current levels of service well beyond what i believe it is capable of to warrant charging a premium.
I think the cost of riding Metro is already high especially with the current parking costs. Knowing that there's no parking fees on weekends and holidays makes me feel better when I have to ride on those days.
I think the fact that Metro is proposing jacking up fees to target customers once again while not fixing the blatant issues with Metro is ridiculous. Number one, peak fare systems are ridiculous and unsustainable. Paris has an efficient rail system with a flat-fee. DC doesn't have the same number of tourists yet still manages to only have metros come every 20 minutes. That's why the system is so crowded. Charging more is just limiting the ability for people to use public transportation and encouraging these ridiculous scooter systems and ride-sharing. So instead of helping, you're just going to lose customers, which you have continually been doing. Clean up the metro, fix the metro cars, and create a flat rate system. Then maybe consider parking. This shouldn't even be on the table right now. DC has one of the worst metro systems I have ever encountered and are considering making changes that a first-class system wouldn't even consider. So good luck finding customers if you consider these changes.
I think the WMATA is missing the point. The service is still too unreilable to justify charging a premium compared to driving in and parking. If metro was open until the end of a baseball game, or started running 24 hour service (with at least 1 train per hour), it'd be a different story. Basically its impossible to get home via WMATA even from an airport, WMATA is giving away fares, so not sure what justifies paying for parking.
With 2 or more people, it almost never makes sense to take the Metro. When you can get a parking spot for \$15, within a few 10-20 minute walk to a event, why would someone want to take the metro? it just make no sense economically. If anything the metro should be reducing fairs, and providing more regular service, or working with other regional transportation partners to get additional service (MARC, RideOn, etc.)
If WMATA service were more reliable or consistent I might consider a \$2-3 charge. I would also suggest that WMATA look to implement a family pass. Basically a pass, or set of linked cards, that allows families to travel, basically to break the habit of it's cheaper and faster to drive and pay for parking. In other major cities, including international, some cities will have a option that basically includes 2 kids (under 10) for every adult. The passes are too complicated, and don't encourage usage and connections with other service in an effective way.
I think there are too many reserved parking spaces at most metro stations. The additional cost of reserved spaces is outrageous.
I think there should be parking changes including charging on the weekends. The weekend charges should be less than the fee charged during the week. Peak fares during regional events is a good idea.
I think this is a good policy change designed to ensure longevity of metro service. Service quality matters more than price.
I think this is a good way to boost revenue during times when many tourists and non-regular riders are using Metro.
I think this might be a good way to make more money but hesitate to say you should charge more. Maybe just meteorail and not bus? There are people who still take the Metrorail to work regardless of holidays!
I think this would make the most sense if the extra charge only applied to those who used the stations nearest the event, as there are likely to be many people using your service who are not headed there, and would just be getting caught up as they headed home or to work.
I think when a company is struggling for cash flow that CEOs shouldn't be taking large bonuses. You are hurting the working class and making it expensive to simply get to work. Make parking free and don't price gouge because you know more people will be riding your metro.

## Appendix B: Written Comments

Written Comments from Online/Paper Surveys
<p>I think you should find alternative ways to keep costs down. Other cities have better systems that don't cost so much. I see a lot of employees doing nothing. Are you paying them overtime for this???</p> <p>Better management plus fiscal controls are needed.</p> <p>Why give the general manager such a big raise???</p> <p>didn't he just get here?</p> <p>Also tell the train operators not to flash the lights saying the train is out of service 5 minutes before the last station.</p>
I think you should have a one price standardized fare that isn't based on distance or peak/overcrowded events
I think you're doing things to drive customers away not to encourage Riders to ride
<p>I thought it was really a good compromise when metro wasn't charging for parking on the weekend because I used the metro from to time on the weekend and after paying to catch the bus and catch the train or park and catch the train five days a week it gets to be too expensive, I know Metro is in business to make money but it would nice to receive a break from time to time as well.</p>
I totally agree with charging Peak fares for special events you are providing extra service so special Fair should apply you should also charge pictures to support large sporting events for the same reason thanks for asking
<p>I tried to use the Shady Grove Metro (my home station) to attend the Women's March, but the line was backed up to the back of the parking garages. I heard it took 2 hours to even get into the station. I drove into DC instead and parked at a friend's house and walked to the Mall, and it was much better than using Metro. Parking fees should not be charged on weekends, and most certainly not on Sundays or holidays. Fees may be charged during special events because often people who other never use Metro use it during those times.</p> <p>Metro should also stop closing the parking gates at 7:30AM. Often the lots get full by then and then one has to pay to get out of the lot and go to another lot or find parking elsewhere. This is a HUGE problem at the Rockville station surface lots, which get full by 7:30-7:45AM, and you have to pay to go to the meter lot or to a private lot to park. I have also forgotten something at home and had to drive out of the lot soon after arriving and had to pay to exit. I emailed WMATA and got a refund, but many people do not know they can ask for a refund. Plus, many people are on tight transportation budgets and may not have that extra \$5.20 to spare on their SmartTrip card, even if they can get a refund in a few days. 7:30 is too early to close the gates. Return it to 9AM to allow people to exit to find parking at other lots or if they forgot something and have to leave.</p>
I understand that you want to capitalize on ridership during regional events, but you must consider 'regular' commuters who use it for means to head to work. You may consider having a special commuter pass for regional events.
<p>I understand the intent and purpose, but it also needs to be raised when you are open later for National games or whatever. But charging more on days where large events are occurring during normal business hours is not fair to those who are using the metro to only go to and from their place of employment. Example, I pay \$2.25 per way to and from work so \$4.50 per day Monday through Friday. If there is some large event on a Tuesday you are talking about raising my rate a \$1 each way for an event I am not even going to...Unless you can absolutely determine who is a normal rider versus someone attending a large event. Its not fair to charge the person going to work for the extra stuff needed so some dummy can go to a protest they really do not fully comprehend. Better yet....start doing something about the fare jumpers...almost daily some idiot is running in behind me so they don't have to pay fare and never is there a station manager there or security to enforce it. Take funding modify the entrance and exits so they are not as easy to jump over or just walk through. In the short term it will cost money, long term it will save money by reducing the ability to even skip fare.</p>
I understand the Metro has many promises but would you pay more for the same service that you have for free?
I use a senior metro card. It is very expensive for me to park at metro even with the discount so I do not like the idea of higher fares. It seems to me you will lose more riders.
<p>I use Metro primarily for attending large events in DC when it is suggested that parking and traffic will be a concern, which typically occur on weekends. If you start charging on weekends and/or start charging premium rates for large events, I am likely to drive in and park in a parking garage. This is counter to what the goals may be of DC City government and NPS/Federal Government goals.</p> <p>Is that what Metro wants or would this be an unintended consequence of this change in policy?</p>
I use Metro primarily on the weekends to reach DC. I am willing to pay a bit more to support weekend train service.
I use metro to avoid DC traffic and parking for capital games I do not Wish to pay more to do so



## Appendix B: Written Comments

Written Comments from Online/Paper Surveys
I use Metrorail and Metrobus, plus regional bus services, to all destinations now. I stopped owning my own car because of parking and insurance costs. Taxis and ride hailing services are not cost effective, either.
I use metrorail mainly on the weekend. I don't care for the parking charges since weekend since the mass transit options to get to metrorail stations are very limited on weekends and there's not a high demand for parking.
I use the Metro because it's cheaper all around I drive and pay taxes on my car gas and registration as a business owner if bills are not paid I can't charge customers more I have to see what I can cut. It's a job of the Personnel in the Metro to cut and then proposed changes if necessary just because the government can't manage money doesn't mean money is the problem it's management.
I used to drive and park at the Metro stations but with the break ins and the way the parking lots are designed it is not safe or feasible for me(or any woman) to be walking alone in Metro Parking lots. Not enough security or lights. No one around except the robbers/attackers/assaulters.
I used to park at Rhode Island Ave or Fort Totten on Saturdays. Since I normally used street parking at Brookland during the week, I started to park there on Saturdays too.
I used to really love and appreciate Metro and rode it all the time back around 2000-2008. Unfortunately, Metro service has steeply declined and is unreliable, inefficient, and generally terrible. The decline in quality coupled with fare increases is a disincentive to riding Metro. If I had any other way to get to work, I would abandon Metro in a heartbeat. That your service is considered an undesirable last resort because people have few options is shameful in the nation's capital.  Additionally, the train operators appear to be unevenly educated in how to do their job. Some days, the train ride seems smooth. Other days, I'm grateful I'm not easily given to getting carsick or nauseous, because if I was, I'd be queasy the entire ride. The jerkiness of the ride at times is truly horrible, at least on the red line between Takoma and Union Station.
I typically avoid Metro on weekends at all costs, because of the single tracking and long wait times. If you start charging for parking on weekends, metro ridership will further plunge. I know I certainly wouldn't pay to park and then take Metro. It's not a hard choice between driving 20-30 minutes into DC, versus paying a bunch of money to spend hours taking Metro.
I used to ride Metro for a job in the District. It took at least 1 hour door-to-door from my home in Annandale to the Dunn Loring Metro to L'Enfant Plaza, and cost around \$15 for round-trip fare and parking. I stopped riding when I had to arrive early and found it took half an hour or less to drive and \$20 to park. Kind of a wash when I gained at least an hour a day (and brought my lunch more often when I drove, because I didn't want to juggle one more thing on the train).  That said, why doesn't Metro try something couterintuitive and LOWER fares? Maybe not lower parking fees during the week, if the lots are always crowded; keep those as-is. And keep Sunday parking free. Think of volume vs. price. If people are finding it cheaper to Uber to work than take Metro, offer a lower and competitive fare. Higher fares drive the riders away; if you lower fares they will come.
I usually go on the metro to visit DC for a concert or visit museums. I have noticed the parking prices are getting higher which I dont really like, but at least it's cheaper than parking in DC.
I was not able to respond to the last survey. The last survey solution would be to have a small 5 to 6 ft secured kiosk out by the buses were people could come up and put money on their card to ride the bus. It is too far to walk inside a station to put bus fare on your card when you do not ride Metro Rail. That would speed up boarding by a lot. Calvin Cox email: [REDACTED]
I was right the Metro more on weekends and holidays if 1 the service was reliable 2 if the wait times were not as long due to maintenance and single-tracking With a line switch there are problems magnified it is not worth paying for parking and a ticket when service is poor and unreliable 3 it is worth paying extra for large Regional events because there are more trains and less maintenance
I will continue to begrudgingly ride Metro. The fare should be a flat fee regardless of when or how far I ride.

## Appendix B: Written Comments

Written Comments from Online/Paper Surveys
I will not ride Metro if it increases fares for regional events. If the rationale for increasing fares is to decrease platform congestion, then Metro should focus its resources on fixing escalators and elevators at metro stations in a timely manner. Poor and untimely upkeep of escalators and elevators are to blame.
I will not take metro on weekends anymore if I have to pay for parking. It becomes far less valuable than just driving as I gain flexibility.
I will not use metro once service/closure starts on the blue line next summer after 3 months of finding and using alternate commuting methods will not need metro lighting in metro is horrible at most of the indoor platforms pentagon city, Crystal City
I wonder how much additional revenue this will actually bring you? Why not instead focus on regaining the trust of customers you've lost the last couple of years? I know many people who would take Metro on regular weekends to go out - if they knew it wouldn't be 30 mins between trains (if one ever came) and that they could stay out late and still get a train home. Instead you have continued to drive people away by reducing service more and more, while somehow still also not providing regular reliably scheduled trains. This is an absurd situation for one of the largest public transit systems. But please, instead squeeze a few more cents out of people 6 times a year for 'regional events'.
I would appreciate to allow more time for bikes on the metro.
I would be happy if Metro charges peak fares during events or even keep metro open outside of normal hours during special events by charging higher fares. It would have been extremely helpful after a large arena event such as this to have metro access and not rely on Uber (as someone who doesn't have a car) and deal with event traffic.
I would be opposed to charging peak fares during special events only because I don't think that would result in a decrease in wait time. If Metro can guarantee that peak fares = decreased waiting times for trains, I would definitely be for this.
I would be quite interested in the availability of multi-day parking. 1) This would be good if there is a reason that I could not get back to the car overnight (missed last train, change in plans, need to go on business trip) or could not move the car (locked out, battery dead, etc.). 2) When phase 2 is done, the ability to leave the car for at least a few days or even a week or so, when taking Metro to the airport, could be very attractive.
I would consider paying to park on the weekends fare only if trains ran on a more frequent weekend schedule. Right now, the weekend train schedule can be tolerated only because the parking is free. It's my personal compromise.
I would definitely park at Metro parking lots more often -- and ride it more often, especially during regional events -- if it provided a charging station for electric vehicles and dedicated parking spots for EVs. Thanks!
I would expect metro to also increase the number of trains, making sure they are 8 car trains, during the time peak fares are running. Metro has not done a good job of efficiently transporting large numbers of people during these events in the past. If I'm paying a higher price, the service should reflect it.
I would happily pay an event fee if the metro would run for an hour after a weeknight baseball or hockey game, or a concert at Capitol One or Nationals Park. I no longer go to those events on weeknights due to metro. The tickets are too expensive to have to leave early because public transportation goes to bed before I do! Just charge \$10. It's cheaper than Uber, and keeps cars off the streets.
I would like the Metro property at twinbrook station developed into stores or apartments the current station is an eyesore
I would like to ride metro frequently but it's not always financially feasible because the fares are way too high. If I want to take my family downtown it cost \$35+ round trip. I can drive myself and park for cheaper and go other places in the city. I have been to lots of cities around the world and used metro and subway and DC is outrageous on their prices compared to places like Tokyo, NYC and Chicago. There is no incentive to use the system when it's cheaper to park downtown.
I would like to see all of the cost metro has. I am completely baffled on how WMATA is constantly raising rates but the federal government provides govt employees with subsidies and federal dollars, plus private sector workers, contractors, and dc residents and Government employees are using the system as. This does. It include the local portion from DC, MD, and VA. Service is not improving and yet you want to charge additional cost for parking and weekends. I highly suggest that you start to cut some upper management to make cost more efficient and provide better oversight of your spending.
I would like to see more frequent trains during non-rush hours.
I would love to be able to use an App to pay for parking.
I would love to ride the Metro for work but it costs me a total of \$15 a day between the ride and parking. Blue line from Franconia to Pentagon.
I would love to see more parking offered in order to better utilize the Metro, especially in Northern Virginia.
I would never ride Metro rail during a major event if fares go up.
I would not have any problem paying for parking fee, as long as the metro can prevent the delays.

## Appendix B: Written Comments

Written Comments from Online/Paper Surveys
I would not pay any more than what you guys are already charging. Also I don't think I would want to use the app because not everyone is Tech savvy or has the ability to use apps.
I would not ride metro during a large regional event, not because of the price, but because metro does not provide enough capacity to handle the crowds.
I would not trust a WMATA claim for increased service during regional events. In my experience with Metro, the train frequency would not actually change, as the system is plagued with repairs, delays, and mismanaged service. Metro frequently does not deliver service as advertised during regular peak hours, so I cannot trust that the promise to run peak fares outside peak hours would result in better service.
My decision to take Metro is based on how often the trains run. Please run more trains off peak hours. The weekend and off-peak schedule makes using a ride-sharing service a much friendlier option any time besides rush hour. The weekend of October 20, each line is delayed and trains run every 16 minutes at the most frequent. Unless the train is arriving when I arrive at the station, I will ride-share or walk instead.
I would only support this change and use metro during these times if extra service was provided
I would park and Metro for special events if fares were not increased significantly to make driving and parking downtown cheaper.
I would pay extra for Saturday If I reliability and reasonable wait times. Metro is unusable to me on the weekends track closure , repairs ,30 minute waits
I would pay whatever is necessary to improve service, employ necessary staff, and increase train frequency.
I would pay, but to some people that extra fare makes a difference. Interestingly, I have seen other large cities not charge a fare at all during large events. They just wave everyone thorough the gates.
I would prefer to take the metro under very crowded conditions than drive, try to find parking, and endure congestion.
I would rather they increase the price during the weekend instead of keep going up during the week
I would ride the metro on the weekend if it ran at regular times not every 20 mins with certain lines not running at full capacity
I would ride-on bus to metro if parking on weekdays was over 5.50. I would park elsewhere in Rockville if parking on Sunday was more than \$1.00 or more than \$2 on Sat.
I would still ride metro w/peak fares but I think these should be limited to the start and end of the event, and not an all day fare increase.
I would still ride the metro during large events because I have not other transportation options, but it is unfair to raise prices, especially for protests, as many of the protests are about inequity and how low income groups are disproportionately impacted by small fare changes like the one proposed.
I would still ride the metro if they had peak fares in events but I will not be happy
I would stop parking at the metro station if the parking fees exceed \$5.00. My daily metro fares are \$2:50 going, and \$2:50 coming, plus parking of \$4:95. So my daily total is \$9:95. In contrast, all day parking at my job is \$12 flat rate. If the fees go up, I will discontinue metro all together, both train and parking. I will just drive to work and end the hassle of overcrowded train rides in the mornings.
I would use metro parking and rail every time I travel. It is convenient for me but I can not depend on parking at Springfield to be available. Why can't more spaces be dedicated to multi day parking and why can't I reserve a spot in advance. If I can't be sure a spot is available I can't depend or use the service. I can reserve spaces at several hotels when I travel so why can't I reserve a spot at a metro location. I walked through the Springfield station the other day and it was about half full. What a wast of parking space and lost reveyfor metro.
I wouldn't mind paying peak fares ONLY IF peak service is also provided.
I wouldn't rely on metro to get me to any large event because service is horrendous.
I'm always afraid when I see the workers in the yellow apron because the give scary news but they are extremely helpful at the same time
I'm a student who has to use the metro system to travel in to DC. I pay near \$200 a month, with parking, just to get to class. If rates go up any higher I'm not sure what I'll do
I'm one of those DC residents who no longer owns a car. I use Metrobus, Lyft or get rides. I only use MetroRail when the Metrobuses are off-peak or stuck in traffic.
I'm sick of being extorted by WMATA. You hold the District hostage on a daily basis and squander our money from fares AND taxes. I'm already seeking alternatives to using your service the five times a week I currently ride.

## Appendix B: Written Comments

Written Comments from Online/Paper Surveys
I'm still pissed you guys started charging \$8.95 if I use my credit card instead of my metro card. I've had several time where there's just not enough money on the metro card to get out of the gate, so I have to pay twice the price, and it's utter nonsense. So now moving to making weekends cost more is just making me think metro is just not an option for me. I've already cut down to only two days a week, when I used to use it all five work days.
I'm tired of metro increasing fares and not providing any better service. How about y'all focus on making sure the trains are on time, operating properly, and the tracks aren't catching on fire before trying to increase fares. You've already lost riders to Lyft/uber/bikes and this is why. It'll only continue with foolishness like this.
I'm willing to pay more for service if I'm actually getting more service. When half the garage is closed off for months at a time, elevators in stations and garages don't work or take too long, trains break down, and service cuts continue, it's frustrating to see the price continue to increase.
I'd be willing to pay more for peak operations if the rest of the system were able to accommodate the flux of passengers. The platforms are too small in some cases, with crowding preventing passengers from leaving the trains properly and allowing people waiting on the platforms to enter the trains. There aren't enough locations to stage trains to allow rapid outflux/influx of passengers from prime locations. The escalators sometimes work, and the elevators are even worse in some cases. When you can't fix these issues and thus would allow you to better handle the increased flux of passengers, why should I have to pay more just to be further inconvenienced?
I'd only support the fare increase if it triggered for people *going* to the regional event. Punishing people for normal metro riding habits just because there's an event going on isn't good.
I'd rather pay more for better/more frequent service.
Ideally, you would provide reliable service at all times of the day and increase the reliability of MetroBus for the last mile from a metro stop to areas not linked by metro. Being able to get home in a reasonable amount of time consistently is the way you maintain happy customers, but also grow your customer base. With your inadequacy you are literally pushing people to take Uber/Lyft.
if any additional charges come for Sunday, will not use on any days or events
If changes are made, how would riders know in advance, each day, what the prices are, so they can make decisions.
If costs increase its less of an incentive to take metro. Reduced fares and free parking are the reasons we take Metro, but if you take that away there is no longer a reason to Metro in.
If events put stress on the system the same way peak commuting hours do, I don't see why they shouldn't be changed.
if fees increased, please ensure enough cars to transport passengers to the timely event. between parking (5.25) and daily work people are spending about approx. \$18 a day to commute;
If I did not receive a Transit subsidy my response to question it would be \$7
If I have to pay for parking and peak fees I will choose to drive or take an Uber/Lyft over dealing with higher fees in addition to the delays of riding on the train.
If I have to pay to park at metro, then I will drive and pay for parking closer to my destination. Metro would not save me time or money if it charges me for parking.
If I have to pay to park on Sundays or Holidays I won't take Metro.
If I use Metro during the week it's generally for work and my employer covers the cost but if I do I don't really care what the fare is
On weekends and holidays are used Metro Light Rail about 1 2 to 3 times per month fares and parking would need to be consistently higher perfect my wage habits
If it can be made safer I don't mind paying more
If it is going to cost me \$6 each way plus parking to attend an event in DC, why would I take metro rather than just parking in the city? In the absence of a publicly available study detailing that these fares would actually improve the Metro's cash flow, I am skeptical that this will succeed. I have little faith in the Metro Board when they propose things like photo booths and DVD rentals to attract younger riders which just makes it seem like the Board hasn't heard of things like smart phones and the internet.
If it meant more service on weekends and at night, charge higher prices.
If it's during normal working hours I think it's inconvenient and unfair to make riders who use those parking lots for work pay additional monies.
If Metro charges \$5.20 on weekends I would rather walk the 2 miles to my house from the Metro stop then pay for parking
If Metro does increase daily fees, I wouldn't mind if the trains came more frequently, like every 5 mins, and if they offered express service to heavy traffic areas from MD to DC.

## Appendix B: Written Comments

Written Comments from Online/Paper Surveys
<p>If Metro has to stay open for special events those who attend, usually can afford to pay Rush hour fares. Those who can afford should pay extra. Many of us have to use Only the Metrobus because we cannot afford Metrorail Fares. DC, Unlike Baltimore, where the Whole System is the Same Fare, has a Two-Tiered System. Rail for Rich. Buses for the Rest of us.</p>
<p>If metro is experiencing peak-level ridership and running peak-level trains, then it should charge peak fares. Makes sense to me. However, while we're on the subject, I also think Metro should: run peak service all day until, say, 9 pm, then reduced service until 1 am. Peak fares could be slightly reduced. And when will automatic doors start being used again? It's irritating to wait 5 seconds at every station when I'm trying to get home in the evening.</p>
<p>If Metro is providing Peak service writers should pay Peak fares no different than surge pricing with Uber Lyft</p>
<p>If Metro needs more money, increase fares not parking.</p>
<p>If Metro Rail or are more reliable or people would ride it. It would benefit everyone if the government paid more to the Metro. Yes, more taxes and affairs were lower</p>
<p>If Metro Rail Parking Fees for daily users were reduced to an average of \$3.50 per day, ridership in Metro would increase. I can park at work downtown for free, I ride Metro for the convenience, but cost is definitely a major factor on my decision for me an my family to ride Metro Rail.</p>
<p>If Metro started charging peak fares during special events, I would consider walking or bikesharing to the mall (I live in DC). Be careful about increasing fares on non-rush hour rides - people often travel in groups and higher fares can cause Uber to be more economical. I don't agree with increasing parking fees on weekends due to the generally poor weekend service (track work, etc).</p>
<p>If Metro wants to increase ridership, the proposed parking changes need to be minimized in order to maximize profit. It could mean eliminating the parking charge at least one Saturday per month and analyzing the results for that change to determine whether it is something that could be done on a permanent basis. If done, Metro wins and economies for DC/MD?VA wins; a 'Win-Win' for the metropolitan area.</p>
<p>if metro were run well enough, this would not be necessary</p>
<p>If only there were enough Metro buses aligned with Metro rail schedule, I would ride those buses and wouldn't have to park on Metro. The only reason I am parking on Metro is because Fairfax Connector or Metro buses are not operating at a time I need to get to and from Vienna or Tysons metro station.</p>
<p>If parking and ridership costs increase I will just drive downtown. Parking plus increased fare does not make sense!. I think you should change regular fare for stations that are affected by a big event, to pay for the extra costs.</p>
<p>If parking costs more than about 7 dollars max on weekdays, people might choose commuter buses instead of parking at metro. Bus rider fees are 7 dollars max, and the commuter bus loading parking lots in the DMV region are free.</p>
<p>Peak fares for regional events make good sense and should be charged. During peak events that fall on weekends, people can't choose other services like commuter buses that run during the week, and metro parking is the #1 way to park your car out of the city and get around more efficiently. Therefore, they are high demand, and may necessitate peak fares.</p>
<p>If parking goes up I will not ride or park with Metro.</p>
<p>if parking is paid during the week then there must be some form of guaranteed parking in place. If you start going over 6 or 7 dollars then most folks will just drive downtown and pay 11 12 per day because essentially it's the same difference. It's only a 2 dollar margin and that's cutting it pretty close. It cost me almost 15 dollars a day to get to work with parking and metro fees combined. It's over 3000 dollars just to get work.. the average monthly parking garage is around 225 to 250. People in town would just drive or catch an Uber instead of dealing with trains. Regional events should never be charged ever. The festivities are free but the metro costs. Free events need people there, lol.</p>
<p>If parking on the weekends becomes too expensive, it becomes more convenient to drive to the event and pay for parking there</p>
<p>If peak fares are driven by actual usage that might be ok - but anticipating heavy usage is not a fair reason to charge peak fares.</p>
<p>If peak service is being provided I can understand charging peak fares, but only if it is comparable to regular rush hour service.</p>

## Appendix B: Written Comments

Written Comments from Online/Paper Surveys
If rates go up at my reston station for parking at all during the week- Then I'll just drive in. The cost from reston to metro center round trip and parking right now is the same as parking costs in the city. I would also like an option to pay by month at a reduced rate independent of my work, that would expire if not used. Gurenteeing metro more revenue in blocks.
If rates go up, I want to see the results. For example, on time trains, better service, and cleanliness.
If ridership is down, adding parking fees when usage is already low makes no sense. On weekends and holidays it isn't too bad to just drive into the city and park there.
If the federal government that gives employees train fare would add in for policy, maybe it would be so bad.
If the fees are changed they should only affect the stations that are part of the event. So, I should not be paying peak fare to get to church on Sunday morning just because there is a protest march in DC.
if the metro came closer to waldorf I may ride it more frequently also charging for weekend parking is just a way to make the infrequent users none users
If the prices for metro get any higher it will be more expensive to take the metro to most destinations than to simply uber pool. It won't make sense for me to take the metro to large events with a fare increase. I already mostly use ride shares on the weekends because the additional \$1-\$2 for that is worth it to avoid waiting for 20+ minutes for trains.
If there are changes to the parking and peak fares, I would no longer park at the Metro parking lots OR take the Metro because it is a rip off with the delays and broken trains metro has. Not worth it.
If there is a charge for parking on Sundays and holidays I would not ride Metro on those days, just as I no longer ride Metro on Saturdays since charges for parking began. The service on those days is too unreliable to justify paying for parking to ride Metro. Paying for parking on those days would be adding insult to injury.
If there is a charge for parking on Sundays and holidays I would stop writing Metro on these days The service is too unreliable at those times to Warrant paying for parking.
If there is a charge for parking on Sundays and Holidays I wouldn't take Metro. The service is to unreliable at those times to be worth paying for parking.
If there is a charge for parking on Sundays and holidays I'll no longer take Metro those days just as I no longer take Metro on Saturdays since the Chargers for parking began the Metro service is too unreliable on those days and charging for parking adds insult to injury
If there is a charge for parking on Sundays and holidays, I wouldn't ride Metro on those days, just as I no longer ride Metro on Saturdays since the charge for Saturday parking was implemented.
If there is an increase parking fee and fares people would be discouraged from taking the metro and therefore increasing traffic in the DMV. Metro's reputation is still in the process of improving and I think this is not the time to give more reason not to use the service.
If there is rush hour service, I would expect the cost to be the same. Service costs should be associated with service level. If demand is high, the cost should rise. Daily commuters shouldn't burden the costs of weekend, event, or holiday ridership. If commuter (M-F) costs rise any more, it would make more sense to drive to work.
if there were enough buses aligned with metro rail hours I would never park on metro
If there were enough buses aligned with Metro rail schedule, I would use them and would never park on Metro.
If you are considering increasing parking or peak sales, you should consider improving services, especially as it relates to elevators and escalators. It is an awful feeling to go to an escalator only to find it not working at 65 years old and to watch others struggle up stairs. This happens with no warning and it's frustrating, scary and dangerous! We pay quite enough for these services already.
If you are going to increase fares during these time periods, you should make sure the service provided is reliable and worthy of the increase fares. Also lighting in the parking lots at night is terrible and dangerous; the lighting needs to illuminate the parking lots as people may trip and it would be a deterrent to crime.
If you are going to raise fees for special events, the fees need to only be active for 1) the extended opening times or 2) peek rain service serving specific stations. The general population who is using metro to commute to and from work should not be impacted. The fare increases should be directly tied to those attending the events (noting what stations are tied to the event). Fees should not be increased if service does not increase - these fees need to be tied to special hours of operation or increased train service. At some point it's going to be cheaper to just drive and park or use a car service - when that happens no one will want to take metro.
If you are overall trying to improve your funding by improving ridership, you might consider not making riding the metro and parking at a station cost prohibitive.
If you charge peak fares for all those big events then you should decrease weekday peak fares. Weekday peak fares are outrageous compared to other metropolitan cities. Give us a break. Balance!!!!

## Appendix B: Written Comments

Written Comments from Online/Paper Surveys
If you charge peak fares for special events, you need to communicate the price increase ahead of time for each event.
If you charge peak fares, you better make sure there aren't any delays. You should also be sure that elevators are working for people with small children and/or disabilities. Having a shuttle just doesn't cut it.
If you had to pay 3 times the cost of gas to get to work, how long would you be able to continue at a job? I have to get to work every day, but increasing the fair and parking rates takes away from my small income. Special events, holidays, or inaugurations happen on days I have to get to work. If you double or triple the cost I have to pay to get to work, why should I bother having a job?
If you increase your rates I will just drive to work.
If you raise prices less people, including me, will ride especially because you won't be supplying additional trains.
If you raise the price of weekend parking, there would be no incentive for me to use the metro on the weekends, as someone traveling from Maryland to DC. It would be faster (less traffic) and cheaper (with lowered weekend parking rates at most DC locations) to drive to where I need to go vs using the metro. If your aim is to gain more revenue through this, I think you would be more likely to lose revenue due to people just driving where they need to go. It would be great if you could implement a monthly parking pass for commuters that gives some sort of discount. Especially at my metro station (Addison Road), the parking garage is never full, so it feels like I am overpaying. It really adds up when I park there almost every day (the cost of metro+parking is almost as much as getting a monthly parking pass right near my work in DC). I agree with charging peak rates for large events, as long as you run the trains on the peak schedule.
If you start to charge a daily rate for multiday parking PLEASE increase the number of multiday parking spots at the Franconia Springfield Station. There are not enough as it is. When the multiday is full, which is 80% of the time, I try to park as close to the multiday area as possible. I am very grateful that Metro is not very strict in enforcing multiday parking near the 10 day parking area on the first deck. I am a commuting airline pilot working out of Washington National Airport. The metro is a very good option to ride to the airport because the airport has very little parking and it is VERY expensive, not to mention traffic.
When I ride metro most of the time I am going to the airport and leave my car at the Franconia station for multiple days. I tried to answer the questions in the survey based on my usage of Metro which is different than the majority of your riders. Bottom line, on the proposed fair increases, if the total parking fare for multiple days equals to or exceeds the cost of a round trip UBER or taxi ride to the station or airport, I will not park at the station or ride metro. Currently though it is the best commuting option to the airport available.
If you want to charge peak fares during periods when you provide peak service for regional events, will you also charge non-peak fares when you provide reduced service during rush hour as you reposition trains in preparation for major snowstorms?
If you want to charge us more for these events, that's fine. All we want ever is fast, reliable service. That should be the priority.
If you want to save money, you need to fight the Unions and get rid off lazy workers. You still have one guy at Cheverly, around 6:00 pm, who refused to open the restroom for us. Out of order, he says, when you ask him.
If you're going to charge peak fares, then peak service will be expected. Anything short will continue to frustrate riders, so it has to be perfect.
I'll ride metro as long as it's convenient and cost effective. Rideshare programs are easier to access, quicker to and from my destination, and I don't have to pay for parking. Not to mention I can get a ride after 1130pm! I would consider metro with a peak fare increase of \$1 but if parking fees are added then my total cost becomes more than a ride share and my decision is an easy one
I'm all for increased fares due to increased costs to the system. I'm sympathetic to the budget issues, maintenance backlog, and other issues facing Metro, and can see how raising fares at times fits into resolving those.
I'm disappointed that the Reserved parking spaces at New Carrollton have been reduced and, the ones left, aren't the most convenient for those of us paying the additional monthly Reserved fee. First, I don't recall seeing any information that the spaces were being reduced and, second, the location is not ideal - going down the entire side of level 2 instead of breaking them up (half on level 2 and other half going up to level 3) so that we're closer to the elevator/stairs. Also, on a couple of days since the reduction, I've arrived just before 10 am (9:55 or so), and all of the Reserved spaces are filled, requiring me to pay \$8.95 to get out so I can park in one of the metered spaces, hanging my Reserved placard so I don't get ticketed.



## Appendix B: Written Comments

Written Comments from Online/Paper Surveys
I'm fine with charging peak prices and running peak service for large events like the 4th of July that effect the whole system. However, I think there needs to be more nuance for things like cap and nats games. Those do not really affect the whole region the same way an inauguration does.
I think a good option would be to charge peak fares to people entering and exiting at certain stations for these events. For instance, maybe charge peak fares for people getting off or on at navy yard at the time of a nats game? Or for people getting on or off at chinatown for a caps game. You have data on where people enter and exit the system, so this shouldn't be a problem.
I'm fine with paying peak fares for large regional events as long as there is service equivalent to a normal rush hour peak fare period (i.e. trains every 4-5 minutes). I'd be frustrated to pay peak fare and have to wait 20 minutes to squeeze onto an over-crowded train.
I do not have a car, so would not be impacted by parking changes.
I'm frustrated that years of mismanagement is leading metro to squeeze more money out of customers whichever way possible. I had taken advantage of metro's not charging for parking until after 9:30 AM quite comfortably. Now that it is 7:30 AM, it has seriously challenged my schedule. To move it to 5:00 AM is obscene.
I am not one of the people who lives in the outer suburbs and pays both to park and to ride metro inbound on any given workday. The only reason this system works is because people receive a transit benefit from work. Otherwise, considering something along the lines of a \$12.00 peak round trip fare, and an a parking fee of over \$5, 5 days a week, 20 days a month is untenable. Gas is still to cheap and metro is doing nothing to ease traffic congestion or reduce the collective emissions of the greater commuting population in the DC area. Increasing costs for weekend parking to make up shortfalls is just another way metro is discouraging its use.
I'm less worried about fare increases for regional events, but I am worried about proposals to cut back metro services to commuter hours.
Metro is a public service that is essential to our city and region. People depend on metro to get to work at hours outside the normal 8-9 am and 5-6 pm crunch. Development depends on metro service for its value.
Metro will bring in more riders by providing better service--more trains, more frequent departures. When there are too few trains, it becomes the awful system we all complain about. Having to wait 23 minutes is unacceptable.
Lyft, Uber, and taxis are not feasible alternatives. I could pay rent or I could get where I'm going on time. OR Metro could function like it's meant to.
I'm ok with charging peak fares for regional events (assuming the peak pricing is ONLY for the effected stops) if you also reduce peak pricing when running reduced service. I have been charged peak pricing when trains are running 30 min apart, if you do this, then stop doing that.
Improve reliability of trains need a cars at rush hours on Orange Stop panhandlers for \$\$ open stations earlier on Sundays
In addition to existing fares and parking fees, I am already indirectly paying for Metro services though my state and federal taxes. Asking me, and my fellow riders, to directly pay more to help cover costs our mass transit system should already provide is unacceptable. I cannot speak for others, but for me and my family, we increasingly need to find other transportation options to Metro.
In general I don't think fares need to increase no matter what circumstance. The service is subpar and until evening if running efficiently, their should be no discussions on raising costs.
In general I'm not opposed to paying for parking any time I use Metro Rail. Most of the time I feel the convenience is worth the cost.
In my current position, I no longer park at a metro station on a daily basis. However, I do still drive to metro stations and park on Saturdays and Sundays. In my previous position, I had to park at a metro station (Fort Totten) every week day. I believe it would be an undue burden for customers if metro were to charge for parking on weekends and federal/DC holidays.
In the last 2 years metrorail fares have increased at least 3 times. Riding now costs more than owning and operating (gas, insurance) a vehicle. The lines are unreliable and the employees can be rude. You should think about offering customers deal days or weekend discount passes on Saturday and Sunday when ridership is low. Riding is too expensive today. We need something back before you hike prices again.

## Appendix B: Written Comments

Written Comments from Online/Paper Surveys
<p>In the past 2 years I have ridden metro at a higher volume then ever before in my life as a Maryland and dc native. The price for parking has continued to go up in that time. Yet no improvement of service escalators are constantly down. Constant delays and single tracking hinder metros functionality that discussing the amount paid for parking is beyond trivial. But my concern is that with recent price hikes already being in effect since February there has been no improved experience for the rider. Metro advertises a campaign claiming to get "back 2 good" yet for a service that was never good to begin with I don't see improvements. New wi-fi is inconsistent at best and constantly times users out. The stairwell constantly reeks of urine with fresh puddles abundant as I make my way into the station. Delays are awful and estimated times are rarely accurate often missing by over 5 minutes of what is displayed to passengers or no time being displayed in some cases. Metro has put their money into ad campaigns and hawking apparel at customers and opening a store instead of focusing on servicing the people of the dc metropolitan area as they spend their hard earned money for a service that does not deliver quality. I can call an Uber pool to get me to work in dc for the same price as metro fare plus parking. And don't have to worry about paying for parking. If metro doesn't get with the times and up their customer service they will lose out to more innovative transportation ideas. And the answer of gouging existing customers for more money will only lead to less and less metro riders overall.</p> <p>Sincerely, A disenchantd metro rider P.S. don't worry about getting back to good. Just deliver good service and train workers to be passionate about the community they serve.</p>
Increase fare if needed but don't reduce service.
<p>Increase in costs, however small, is beyond ridiculous. Last year you hiked prices substantially as is, even as you've out hours and closed it down numerous times for updates that I have seen absolutely no sign of. Metro's prices have already gone up more than the service is worth. I shouldn't be charged peak fare during a 'regional event' if I'm already being charged way more than I used to be for a regular ride. This is especially considering how impossible getting refunds is when metro screws up (doesn't post that a train isn't running outside of the gates and I have to pay to go in and out and not use metro, holds us on a train for 15 minutes then shuts it down but charges me 2 for taking 15 minutes to go one stop, etc.) Metro has already gotten more money form me than it should've. Any fare hike, even on just a few more days, is ridiculous.</p>
increase in fares are forcing riders to find all ways to commute . Imposing fare increase will not be a six all solution
Increase security with system Orange Line Rush trains need to be 8 Cars 2 full at WFC going to DC
Can't sit.
Stations are dirty.
Increase the parking rates to reflect the higher demand for parking spaces and hopefully deter people from driving except at furthest out Metro Stations i.e on SV line from McLean to Wiehle-Reston and OR line from East Falls Church to Vienna
Increased fare charges and parking charges on weekends will result in a continued decrease in ridership. Metro's reliability and safety has improved some recently but still needs major work.
<p>Increased service for special events typically only affects certain lines or stations, while others continue to be saddled with ongoing maintenance work that causes massive delays. Unless Metro can guarantee that special events will truly have peak service (which should include the Rush Hour Promise, as flawed as that calculation is) there is no reason that riders should be charged peak fares.</p> <p>Metro riders have learned over the past 5-10 years that it is typically faster, cheaper, and more convenient to drive to special events than rely on rail and bus service. Increasing prices will only push more riders away to other modes of transportation, never to return to Metro. While I am sympathetic to the increased costs associated with increased service, Metro is ultimately competing against other modes, and this change will only serve to make those other modes even more attractive than they already are. Don't scare away the few remaining riders that you still have.</p>
Increasing parking fees at metro stations will surely disincetivize people to ride metro. Specifically, the multiday parking charges will discourage people from using services like the b30 bus to bwi or use metro to get to airport or train stations.

## Appendix B: Written Comments

Written Comments from Online/Paper Surveys
Increasing costs will strongly make me consider alternative options for attending major events. Majority of population attending big events are families. In my opinion rather than paying increased fare and parking fees it's highly likely that general population would prefer parking somewhere closer to event which would add convenience and faster commute time as it would not involve waiting for trains and walking to and from metro station.
Increasing fares again would be a HUGE slap in the face to Metro customers for 5 reasons 1) the metro fares are continuously increasing every few years, yet the level of service has DECREASED.....times are consistently late, single tracking, or causing some other inconvenience for the Customer. You guys should improve your level of service big time. 2) speaking of single tracking / construction issues, you could easily forego yet ANOTHER tax hike for customers by doing one simple thing.....REDUCE PENSION BENEFITS FOR YOUR EMPLOYEES!
Increasing fares for parking for regional events will make many many more people unlikely to use metro at those times. Peak fare rates are minimal, but if we're going to pay more to park and pay more to ride, might as well just Lyft/Uber in.
Increasing parking fees for the weekend and during regional events doesn't make economic sense for me. It would be cheaper and faster if I just drove downtown and parked in a garage. I take Metro during the week because the traffic is bad, but traffic on the weekend isn't that bad. And during special events, it's easier to drive to a different part of town, park on the street and metro or uber to the event.
Also, why do you keep charging more (\$7.95) at a garage if you haven't taken Metro? I used to take the VRE into Union Station from Franconia Springfield but now it costs me so much more to park there. VRE is already more expensive than Metro so you're basically pricing local commuters out of the market.
Increasing parking fees or adding peak fares I assume is to get less people to use the metro which is counterproductive. Metro should be the primary mode of transportation for the regional events. Metro should look into other funding streams such as increasing advertising on trains as there is a lot of real estate available. Maybe also pop up shops in the stations. The metro riders shouldn't be the only people paying for everything.
Increasing parking is a bad idea. The free parking draws people to Metro. The peak fare increase during those events are valid. Metro should also look into charging an increased rate only to stations effected by the event(s) during those times.
Increasing parking plus having a high metro fare will result in lower customers. Fun Fact: Europe uses the DC metro system for WHAT NOT TO DO!
Increasing parking rates would be appropriate, however care should be taken not to increase too much otherwise people will be priced out from going to events.
Increasing peak fares during regional events would not be fair. Riders may need to use Metrorail to go to other places besides the regional event and they effectively would be bearing a cost and subsidizing others. Those riders also may decide not to ride at all and Metro would lose that fare, which means in other words Metro is not able to accurately predict the breakeven, loss, or additional realized revenue of such a proposal. It also would be unwise to both raise parking and peak fares at the same time; this would no doubt lead to a drop in those using parking and riding.
Increasing peak fares may limit access for certain riders to attend public events.
Install bus lanes and get rid of street cars
Instead of charging us more money why don't you guys make the people that jump the gate pay more money . You should pay for more security so they can enforce those riders that don't even pay for it.
Is there any way you all can introduce a rewards program? I drive 30 min to the closest metro just to pay \$5.20/day to park and over \$8 to get to and from work. I pay over \$13 a day to ride metro in addition to the gas I put into my car. One day of free parking a month would be great. Or even a program where Metro charges you parking for 20 days and gives you the 21st day free. Think about it.
It appears that metro wants to charge customers parking fees on any day and also charge additional fees for parking during special events. Customers already pay Exorbitant fees to ride metro day in and day out. The only break they get is no charge for parking on weekends. I do not think metro should change this policy as this could only lead to less ridership on weekends (as it is just as easy to drive than to take metro) nor to stick it to the people attending events where they are forced to take metro as the only means of transportation to get to those events.

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Written Comments from Online/Paper Surveys
It is already ludicrous how much you charge for parking. I pay almost \$15 a day to WMATA just for transportation, metro and parking combined. Paying on weekends is outrageous. It will guarantee I never use metro again. I will happily take my business elsewhere, even if it's a more expensive option, because your level of service is terrible and not worth the money.
It is already too expensive to utilize metro as my commuting method of choice (~17 dollars/day for two way fare and parking) on what planet would I choose to pay a similar amount for a special event where I can park downtown for 10-15 dollars and not be beholden to your crummy schedules, terrible service, and dirty trains.
It is always amazing to me that every opportunity Metro has to introduce new riders into how wonderful the system is, someone thinks of ways to make it less and less attractive. During 'regional events' there are often people who are willing to give Metro a try who do not typically ride Metro. Why not show them a great time. Make it easy. Make it convenient. Increase the length of trains and the frequency. Then, the next time they are thinking of heading somewhere, they might likely hop on Metro. Instead, someone has the idea of making it cost more and making it less likely to attract riders. No wonder the trends keep going downward. Make it expensive, inconvenient, and with longer wait times, and I, along with everyone else, will realize that Uber, Lyft, Bike Shares, walking, taking my car are all about as convenient or perhaps more so.
It is fair to charge Peak fare to ride Metro to measure events
It makes sense to charge for the level of equipment use expected or required. Metro is a good option and a most cost effective regional transportation alternative. With new tariff on app rides out of DC, metro should consider doing the same.
It not fair for everyone to have to pay extra. Wmata talks about lower ridership contributing to the previous price increase and service reduction, yet wants even more money when events increase ridership. It's ridiculous
It should be no more than \$3
It takes far less time to drive downtown for weekend shenanigans than to metro. The ONLY reason we use Metro on weekends is because the parking is free. If that changes, the convenience/time/price equation will shift—and not in favor of Metrorail. I certainly wouldn't use the trains on weekends any more; nor, I suspect, will many people I know.
It would be nice if the reserved parking spots applied during regional events.
It would be nice if there was a monthly parking rate for like \$75 per month that included the daily parking fee for those of us that use metro for our daily rush hour commutes. There are no concessions for us daily riders. The fees constantly increase, but the service does not and it's frustrating for those of us trying to make ends meet.
It would be nice to offer monthly parking rates for people who park 5 days a week for work, Not just reserved parking where you have to pay the daily fee ON TOP OF the reservation fee, which is excessive.
It would not be so bad to provide metro with extra fees for parking if the garage was not so very dirty, and if the metrorail system was more reliable. However over the last several years, Meteo has cost me hundreds of dollars in late fees for my daycare, lost sleep because I've had to get up super early so that I'm not late to work, and lost time sitting on delayed trains.
Increased fees should provide a return or value to the customers. We should expect to get to work on time and arrive at our home destination the same way. I have ridden trains all over the world, and Metro is the only system that is so unreliable, yet so expensive. Including parking, I pay almost \$18 per day just to get to work, and some days I'm late.
It's fine to charge peak fares when Metro is providing peak service.
It's unfair that commuters would be forced to pay a higher cost on their day to day commute simply because of outside crowds. The metro already can't handle large crowds and shutdowns- increasing the fare won't change that
It's unfair to charge a surcharge for parking and to ride Metro. I think it's bad enough that VRE riders that park at The Franconia/ Springfield Metro have to pay \$8.95 a day.
It's already cheaper and more convenient for me to drive if rates go up anymore I will no longer use Metro except during emergencies
It's already expensive and fees are taken from built toll roads. Service is not good and is slow. Prices continue to hike, but service and access continues to decline, rails are also not reliable.
It's bad enough not government workers have to work a holiday. To pay for parking with being added insult
It's cheaper than Uber or Lyft because I live in Columbia, MD and getting to DC would not be a hassle on Metro. If trains are crowded I don't mind waiting for the next 1 or 2 trains.
It's going to make it impossible to plan ahead when traveling when you do not know the parking fee for every station.

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Written Comments from Online/Paper Surveys
Juanita Colon The rep was extremely friendly and helpful she did an awesome job. Thanks, Anthony
Keep fares down and people will ride . cut waste .improve work ethic it starts at the top have policies inforce policies for inspections
Keep free parking
Keep the Metro open until late I can work
Keep up your service, maintain standards
La decision de pagar mas durante eventos especiales dependera del numero de familiares que viajen conmigo--en ocasiones es mas sencillo viajar en un coche compartido y dejarlo estacionado en un vecindario cerca del sistema del metro--
Large events attracts large crowds and I personally will not do Metro again. On weekends the service is unreliable and infrequent especially with all the single tracking. Uber has become more reliable, its unfortunate because a strong system helps make a thriving city!
Leadership is the problem, why no changes there. Only changes are the prices increasing.
Lemon pig fares to Lawrence Regional events to keep exit stations. Otherwise and penalizes residence during their shopping or if they still have to go to work.
Let me preface my statement with the fact that I do not own a car and therefor am unaffected by the parking at stations. However I feel forcing the populace to pay EVEN DURING WEEKENDS is so antagonizing that you have lost even more of a customer base than with the fires at L'enfant Plaza. I understand that the cost of business goes up with time, but WMATA has made the rail service inconvenient in the wake of popular alternatives (ride sharing, bikeshares, etc). It is even more fruitless to squeeze the customers further when they need safe and dependable transit by choosing to activate more expensive costs during events. Personally I don't think of metro rail anymore when I need a ride home from happy hour or a show, I think Uber and Lyft. How can you think the customer wants 'an experience' when they ride? All anyone wants is to get from point a to point b as fast as possible. Achieve that goal better than ride shares and you win back your customers.
Look into Ride sponsorship for large scale events. Brands would have the opportunity to underwrite the costs or a portion of the costs associated with the metro rail system operating during select windows of time (maybe 4-8 hour blocks).
Looking forward to the virtual app where you can use it as a smart trip card too! In addition, please look @ a feasibility study on buses leaving capitol heights to southern ave vice versa. Thanks!
Love metro
Major events often have higher localized ridership at certain stations than rush hour, so I can understand charging peak fares during major events. Just don't abuse this opportunity though!
Make it easy for riders, then they will come back.
Make the metro system better before having the nerves to raise parking fees
Maybe this does not happen anymore, but I recollect paying peak fares for non-peak service, which I believe is unjust. I agree with the fare being based on the level of service.
Metered parking is too expensive
Metro as an ineffective dysfunctional and inefficient organization. The consumer should not have to bear the cost of poor management. Your worries have bad attitudes and are not customer friendly. You can't do a construction project on time or for a fair market cost. Your entire operation is a den of inefficiency. You're so bad at everything you do that you make the National Park Service look like full oiled machine.

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Written Comments from Online/Paper Surveys
Metro complains that it's ridership has fallen. These frequent increases, especially for parking, only makes more people want to stop riding metro. You want me to continue to pay more money for the break downs, dirty cars, wild/loud kids, rapes, other assaults, robberies, lack of security. When I need or look for a transit officer, they are not around. I try to text for assistance. By the time the text goes through, the culprit(s) are off the train. Metro has already impacted my riding due to the change in hours. I work late in the DC area. Most of the time, the train has stopped before I get off work, so you charge me more to get out of the parking lot. Why? Because I CAN'T ride the train, it's no longer running. I would rather commute into DC, traffic and all, before I continue to give metro more money for what we get. On holidays and Sundays, meters are free in most areas... I will drive.
Metro constantly increases its fares for everything (parking, ride) but no explanations and no improvement on the service with the additional charges it collects from customers. As parking in DC is ridiculously expensive so we have to depend on Metro and I feel like Metro is taking an advantage of it and doesn't hesitate to charge more and more from us with NO improvement on services. Parking costs increase but the same number of available parking spots. Ride costs increase but frequent service delay. I really don't see where all the money goes to. Then again Metro is considering another fare increase. Unbelievable....
Metro continues to increase its fees for parking and for riding, yet the service fails to improve. Trains continue to be overcrowded and metro continues to have a horrible reputation and basically be a joke, one of the worst parts of living in this area. Introducing overpriced Saturday parking fees for anyone not returning by metro train without considering that some people may metro somewhere and take a cab or similar home if drinking was ill-considered--either people drive drunk or cab both ways, because now the prices are roughly the same and there isn't the hassle of dealing with metro delays, etc. The idea that you are considering raising fees again is at best ignorant and a questionable business decision and at worst disgusting.
Metro fare is expensive already. It is better to focus on quality, make sure metro works smoothly, without interruptions and delays.
Metro fares are already high enough for me.
Metro fares are already high even when conditions are rough in the Station construction power outages Etc think about everyone before passing this proposal not everyone can afford Peak fares all the time. it's unfair
Metro fares continue to go off and service performance is still inconvenience at times many of the older trains should be taken out of the service they are filthy smelly often
Metro fees and parking are already high on a system that is unreliable and slow. There are numerous delays and no express options available to enter or exit the city. This is of particular concern for those who ride from end to end If express service were available to and from hub stations, I would be willing to pay for this service. Please find other options to generate revenue rather than raising costs without improving services.
Metro generally need to stop increasing their fees. Other metropolitan cities like Boston, New York, Los Angeles and Chicago all have much more efficient and affordable systems. If my parking rate increases, I will stop taking the metro to work and begin driving to work instead, because it will end up being cheaper! That is not a good thing for air pollution and the health of our city! Metro should actually think of a system that is like an 'unlimited pass' for daily parkers like myself. I am very frustrated about the fact that my parking rate may potentially got up AGAIN!
Metro had become a nightmare. I'm sick of listening to other people's music and smelling their smelly food. I'm sick of seeing people jumping turnstiles and having my rates go up to make up for them.
Metro has a monopoly on public transit, yet offers a disservice when it increases prices without improving its services.
Metro has already been losing thousands of customers over the past few years, I don't see how it would be a good idea to increase these types of fees. Riding metro in the weekends is already such a terrible experience, why would anyone pay more to park at the station?
Metro has been getting better over the years. My biggest recommendation is get rid of the 6000 series cars and only use 7000 series. Another option to increase capacity would be to have a few cars with no seats, just standing room with handholds. I'd say you should have a few seats for disabled people. Can you run cars with just standing room during peak times to get more people on the trains? Seems reasonable and probably just as safe as having cars with seats. Fares are ok - I think capacity is the issue and this increases capacity.
metro has steadily increased rates to supplement their losses. they need to take pay , review operations for inside . cars are dirty inside , poor temperature regulation.
Metro has to run a tighter ship. With all the negative publicity, the idea of dependable transportation is not in the minds of people. You are at a disadvantage to begin with, since Mr. Phanstiel and his minions decided not to do preventive maintenance for the first ten years of existence. Therefore all decisions in the future have to be made with an eye to your ridership, not the cost. Also, all jurisdictions need to put in their fare share equally.

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Written Comments from Online/Paper Surveys
Metro helps a lot, it just cost so much
Metro increases cost on consumers and does not show increases in reliability and service. I avoid metro because driving takes less time, especially on weekends
Metro is a critical service and should receive deep and sustained public support
Metro is adequately funded and I think better management of budgets and funds should be adhered to brfirevyou slap increases to the customer. Be more fiscally prudent and manage your business before you take it out on your ridership.
Metro is already expensive enough. Charging additional fees to use services during regional events is discouraging to riders. What you're ultimately saying is, I'm going to charge you more because I can, not because you're offering a new services.
Metro is already less reliable and less convenient than ride-sharing services or driving myself; if it also increased in cost I would be even less likely to put up.with those issues.
Metro is already one of the world's MOST EXPENSIVE transit systems. Raising prices is NOT an option. If you need more funds for providing already overpriced and unreliable service, cut salaries/benefits/positions and/or install more advertising. Bus drivers should NOT be making \$100k+ a year, that's ridiculous.
Metro is already poorly run and poorly managed, don't raise prices when you're barely holding on to customers now. It's just plain greedy.
Metro is already too expensive and is driving people away as is.
Metro is already too expensive and unreliable. Any fares raises would be absurd compared to the utter lack of decent service. I already ride metro as little as possible. Fare raises would only push me away more.
Metro is already too expensive for all of us coming from the end of the red Line shady Grove already have to deal with more Service disruption . And already pay more then the Richer people who lived closer into the city stop punishing us for being poor to leave in the city into poor to live near enough a metro station that we don't need a car paying more forward service is why people don't use Metro
Metro is already too expensive for the service that is provided. Any proposed changed are due to negligence & mismanagement of funds. The riders should not be penalized for Metro's lack of leadership. Even with this survey, there is no real interest in our opinions. The cost will still go up continuously to an even more unbearable cost.
Metro is already too expensive. I already pay \$5.25 to park in the garage in weekdays. It's bad enough that you have started charging to park in Saturdays. If Metro starts charging parking fees on Sundays, or if the price for parking is raised again, I will start taking Uber to work!
Metro is already very expensive for commuters who use it regularly, and the service is poor as there are frequent delays and track work and outages. Asking customers to pay even more seems wrong, considering there is no benefit with the increased fees.
Metro is becoming an unnecessary luxury ,in the near future only tourists will be able to afford it .
Metro is discriminating against the poor and minorities too much already.
Metro is doing the exact opposite of what it should be doing to attract riders back to the system. Charging more for parking, charging for parking on weekends/holidays/special events may bring a little more money into Metro's coffers but will not build loyalty in riders and won't attract new riders. Metro is already the last resort of transportation options, due to its many failures over the past 10 years. Charging more for parking is not going to turn around this trend. You've heard the definition of stupidity, right? Doing the same thing over and over yet expecting a different result?
METRO IS EXPENSIVE ENOUGH. IT'S NOT FAIR THAT METRO GOES UP EVERY YEAR. NO TO PROPOSE A CHANGE IN FARE RATES DURING HOLIDAYS AND EVENTS/PARADES, WHY? CUSTOMERS SHOULDN'T HAVE TO PAY FOR METRO'S ACCIDENTS. I PARK WITHIN SEVERAL STATIONS AND NONE OF THEM ARE EVER CLEAN. ELEVATORS ARE DOWN CONTINUOUSLY THROUGHOUT THE WEEK. AND METRO ATTENDANTS ARE RUDE AND ALWAYS STANDING AROUND OR NOT AROUND WHEN YOU NEED THEM. BUT CUSTOMERS SHOULD PAY MORE??? TOTALLY UNFAIR!
Metro is Expensive!
Metro is more expensive than to park at my job . so at this point it's no longer economical to utilize metro.
metro is too expensive . I appreciate what you are trying to do but riding metro is killing me.
Metro keeps going up on the fares and parking and I really don't understand why. Nothing is different but the prices. Park lighting is terrible. Metro is such a rip off because there is no other services for the DMV. I don't think you listen to your riders.

## Appendix B: Written Comments

Written Comments from Online/Paper Surveys
Metro lots have spaces too small to safely park. And in the D. C. area everyone has a disability. Not enough spaces for people with legitimate disabilities. Also, there is no room for accessible vans with ramps. Police do not do enforcement. Only writes tickets. Employees by and large are not helpful. Only a handful get out of the cage or stop huddling in a gossip corner. It happens at a lot of stations. And why do I carry my scooter but bicyclists don't have to? I'm elderly and use it as convenience but it's too heavy to carry.
Metro makes too much money to be asking for more.
Metro must reduce rush hour service 'not fares' on specials events days with low ridership. These days are, Friday after Thanksgiving, Christmas Eve (when fall on a weekday) and the weekdays between Christmas and New Year Day. Also, Christmas Eve, Christmas Day and New Year Day fall on Friday or Saturday, Metro Rail and Metrobus will operate on Sunday closing due to low ridership.
Metro need to REDUCE parking prices during M-F. This would increase ridership
metro needs to do better . make improvements inside before trying to pass costs to customers . I refuse to pay more money for parking or commute fees . I already pay & 14/ a day . I have to come in 5 days a well.
Metro needs to do whatever it needs to do to provide the type of service a world class city like DC deserves!!
Metro needs to keep cumulative cost in mind. My parking and ride per day is over \$16. Over the month, this is more than a monthly parking pass at most garages downtown. Unless metro is frequent and reliable there's no reason to pay more to ride metro than to drive and park. It's also silly there's no commuter pass for monthly riders that's cost effective that would guarantee revenue to the system each month instead of daily fares which Metro is out in the case a rider is sick or does not come to work. MARC and VRE have good examples of this system.
Metro needs to look at internal finances and stop squeezing money out of already expensive trains commutes that do not come as often as they used to. After the shutdown of the blue line over the summer, it got me back in my car and reminded me it is cheaper to get to work driving than metro and all of the transit and parking fees.
Metro needs to provide more service on weekends and late at night. Metro also needs to extend it's hours. Waiting 20 minutes for a train in unacceptable. You will keep losing riders like this.
Metro parking should be similar to those rules in DC/MD/VA and charge the average of parking in those regions per hour. For Federal Holidays and Weekends, follow DC (Saturday parking fee 0700 to 2200hrs and Free on Sunday).
-Metro parking should not be more than the fee that it is. \$5.20 is already a lot to pay for parking considering its an open lot, with little to no maintenance except when it snows. I could see maybe the garage parking maybe being \$6.00 but that's the MAX. -Metro already charges it's consumers a high fare for commuting. My fair is \$5.10 one way to commute to work. So 5x per week is \$51 and per month is \$204. -Metro is already surcharging non riders \$8.00 plus for parking. That's all the additional revenue that you need to sustain the open lots. -We cannot afford these high fees. The cost of living has gone way up, but our salaries has not. Thank you.
Metro pricing is very expensive compared to other rail systems around the world. We have way to many incidents and accidents on metro, a lot of which resulted in death, to be paying such a high fare. It's not like metro is 24 hours.
Metro provides a valuable service and it has saddened me to see it deteriorate over the past ten year. I applaud the current management team for attempting to arrest this decline, and to be doing so with only token financial support from the surrounding jurisdictions. I am retired, but thanks to the senior discount my wife and I are now riding Metro even more than we did in the past. I see no reason not to pay for parking on the weekends (Grosvenor is our usual parking location), though I think it would be wrong to charge above \$3.00 on Saturdays and Sundays.
Metro provides a valuable service in providing public transport to get to large gatherings in a safe and secure way. I think an incremental charge - in line with additional service - makes sense.
Metro rail and Metro parking are too expensive as is. Parking should be free during evenings, weekends, and holidays at Metro parking garages!!!!!!
Metro rail and the associated parking provides both transportation and what should be a public service. The increasing costs associated with using WMATA services is becoming prohibitive for many residents in the region. If one of the goals of public transportation is to reduce the number of cars on the road, the continued increase in fares is likely to be counterproductive. Furthermore, as a longtime metro rider, I am beginning to consider other options that will reduce my metro use because I do not believe that there is transparency in what these increases pay for and support.



## Appendix B: Written Comments

Written Comments from Online/Paper Surveys
<p>Metro ridership is down. I am a regular rider throughout the week, and I oppose any attempt to collect parking fees during a time when the lots are nearly empty, such as Saturdays and Sundays. How is this incentivizing behavior you want for your riders, or encouraging them to spend money on fares they would otherwise not pay? If Metro charges for parking on the weekends, it will cease to be competitive with commercial ride-sharing such as Uber and Lyft on the weekends.</p> <p>Keep charging for parking during the work-week. Employees can pass the cost to the companies they work for and everybody wins. Riders have no such option on the weekends.</p> <p>Don't charge for parking on Saturdays, Sundays, or federal holidays.</p> <p>Bottom line: if Metro begins charging for parking on weekends, I will stop riding metro on weekends. Many others will do the same. Keep ridership up on Saturday and Sunday by not charging for parking on those days.</p>
<p>Metro service at stations is already problematic it raising fares for large event Metro Staff needs to be available to actually staff stations</p>
<p>Metro service is terrible . the trains run every 7-10 min even during the week and / or are packed . I have to wear special shoes to work ( blacks tennis shoes) just to be prepared in case metro breaks down . the rates are constantly increasing metro is on a death spiral . fares go up , service down, frequency down and trains . raise the fares more and me buy a cars drive to work or walk, and you hardly even run anymore on the weekends. I don't even bother taking metro on the weekends anymore.</p>
<p>METRO services the public, we rely on metro to provide a service to our community, not to profit from us at the extent it has been in the past, and it continues to do so.</p> <p>Elevators don't work for months at my station and if one of the two work, it is very slow. But yet, fees keep increasing but service remains mediocre.</p> <p>Metro should focus on helping out the community and not on finding ways to take more money from us.</p> <p>The most recent parking rule of \$8.95 it's absurd. I took the metro to work the other day and parked there. After work, my spouse picked me up for dinner, and when we went to pick up my car at the station, I had to pay \$8.95, that should not be the case. It should remain at the rate of 5.20 since I used the metro one way during the day. Roundtrip rule it's pretty bad.</p> <p>I think Metro needs to stop, at least for sometime, trying to make any more proposed changes to parking! Give us a break!!!!!!!!!!!!!!!!!!!!!!</p>
<p>Metro should absolutely not raise fares during special events. You are a public service. Act like it.</p>
<p>Metro should charge peak fares during hours that correspond to a particular stations peak usage . For instance , peak at L'enfant plaza would probably end during the evening rush at 6 pm but at metro center , it probably wouldn't cut until.</p>
<p>Metro should charge peak fares during regional events if the frequency and number of trains is equivalent to what a person gets during rush hour. People should pay for the kind of service they are getting. Parking rates during weekends should be minimal to encourage people to use Metro during the weekends and there should be plenty of space for them to park.</p>
<p>Metro should consider a return to some type of reward system for loyal customers. Once upon a time....frequent metro riders who loaded their cards with \$20 got a 10% return (\$2 towards metro/parking fare). Small but appreciated bonus. If metro wants to continue to raise rates for rides and parking, they might try to ease the pain by offering something in return for frequent riders.</p>
<p>Metro should definitely charge peak fares. That makes sense for the system. Fare increases hurt regular riders but will not hurt Metro's understood utility among the casual, big-event-only riders.</p>
<p>Metro should not be charging more during events for the trains OR for parking. Metro needs to fulfill its role as a service to the area. People are already being charged for parking on the weekends and it is unclear where that money has gone. Perhaps it went to the raise you gave the GM.</p> <p>The reconstruction has been going in since 2009, you're running less trains now and service isn't improving.</p>
<p>Metro should not change Pickfair stirring these events because and continue to change Peak fares during safetrack when service was extremely disrupted.</p> <p>why does Metro continue to spend money on consultants and studies to tell them what they already know?</p> <p>The Japanese got creative with the bullets train under 10 minutes. Why is Metro unable to do this? Under developed countries have dedicated bus lane systems. Why is Metro unable to do the same?</p> <p>perhaps Metro can emulate the successes of other countries and provide the people of area with good service this is not hard if there is the vision and execution.</p>
<p>Metro should not charge peak fares parking fees on the weekend if the trains are going to run so slow and every 15 to 20 minutes</p>
<p>Metro should not force people to use mobile apps and smart phones to pay anything.</p>
<p>Metro should really think about the cost of parking in the future.</p>

## Appendix B: Written Comments

Written Comments from Online/Paper Surveys
Metro should run peak service but change non-peak rates at times that are normally non-peak. This would encourage use of system instead of driving and Metro would still gain revenue due to the volume of ridership
Metro should stop looking for ways to raise fares. You are already more expensive than driving and parking in DC. Instead you should focus on increasing ridership with lower, more reasonable fares.
Metro stop being so dumb this is America tu ou need to enforce your rules harshly. You are wasting money on people that avoid paying for metro like those kids , adults and teenagers that jump those gates while we pay like stupid idiots.it doesn't matter that you made your gates a little higher people still go through them. You should change the entire paying system and close it of like NY.
Metro SUCKS. Haven't taken the metro in a year and don't ever plan on using again. WMATA goes on twitter and tweets to avoid using metro service, because it's so terrible, now asking for more money. What a joke. The whole service is corrupt and all executives are self serving crooks. Stop wasting tax payer money and stop increasing tolls. I submit the idea that WMATA is abolished along with the lazy bum unions.
Metro transportation is important. Don't make fees too high to metro to events that families can't attend.
Metro will do what they want.
Metro's position has been that peak fares do not entitle riders to peak service during planned or unplanned service disruptions. It seems inconsistent to charge peak fare for peak service outside of normal peak hours. Metro should charge peak fare for special events but should also charge non-peak fare during service disruptions during peak hours.
Metrorail is a poorly strategically designed system that does not serve local residents or regional commuters. Stations are too far placed, even in the 'urban core,' and there are too few transfer stations for riders in the district moving east/west and north/south. The creation of projects like the Silver Line makes it a commuter rail, though it claims to be a subway. Projects like this disproportionately place the cost of the system on DC residents w/o cars to serve the suburban commuters. The FastTrack repairs 2X have affected my commute to CUA/Brookland without any accommodation or reduction in rates. In fact, my commute is now 50% more expensive. I have reduced my use of WMATA and will use my car more b/c of the mismanagement and [suspected] corruption among the entities that fund this 'service.'
Metro's proposed parking changes and peak fares will result in fewer Metro riders. Is this really what Metro wants? Doesn't Metro want to increase ridership? If so, Metro's proposed changes is a major mistake. (Metro should consider charging reduced parking rates for holders of senior and disabled Metrocards.)
Metro's service is so unreliable and they are always trying to increase fares. If the service matched the fares and parking fees, then there would be no issue - however, that is not the case. Fares continue to increase at an exorbitant rate and service continues to decline. Instead of considering ways to squeeze more money out of frequent riders, Metro needs to consider ways to decrease fares or offer more discounts for daily riders AND improve service.
Moar Trains!!! Please. Waits are too long during non peak service.
Moar trainz off peeeek plezzz
Mobile phones apps are not 100% reliable and they are not user-friendly enough for an aging yet still active population.
Montgomery County, MD already offers free parking in county garages on Saturdays, Sundays, and Federal Holidays. If Metro charges get to be beyond a minor convenience fee, I'll park for free in a nearby county garage rather than a Metro property on those days. Further, the weekday charges at Wheaton where I currently park 5 days per week about as high much as I am willing to spend and the garage never comes close to approaching capacity. If the parking rates go up further, Metro will just lose my revenue as I can walk to the station or take a Ride-On bus instead of paying for parking. Finally, because Metro parking charges are already at the height of what I am willing to pay, there is no way I'd pay an additional convenience fee on top of that to use some new tech payment option.
more late night and early morning service . like 2 am,
buses from DC to VA 24 hr
More money MUST equal SUPERIOR service. More money for fares means more trains, cleaner trains, more reliable trains, trains with working AC, working escalators, working fare machines, etc. More money for parking equals NO LITTER, NO HOMELESS, NO DEAD BIRDS, NO STINKING ELEVATORS, NO CARS BROKEN INTO. If you can't honestly say that more money will equal superior service, then don't bother. But in the name of God, if you take more money out of the pockets of riders, and instead of having superior service, use the new money to fund the employee pension plan, screw you!

## Appendix B: Written Comments

Written Comments from Online/Paper Surveys
More security (lighting & camera's) should be provided in parking garages if fee's are going to be increased. With assaults and thefts taken place, there should also be an emergency phone(s) available or some type of contact device for patron's. There are not always Metro personnel in the booths and if a person's cellphone is stolen, there is now way to contact authorities.
More service!!!
More stations need parking garages and more capacity I use cheverley no garage often and my car bakes in the Sun. I also use Rhode Island and fort Totten often but the parking is not full capacity forcing me to go elsewhere finally much of my use is in the evening for 2 or 3 hours I am not inclined to pay the full day fair so I do not park on metro if the charge was 2 or \$3 I would park in the evenings
most events I drive and park free on street...metro is too expensive to park Mon-Fri rate is 5.10
Mostly, I want peak fares to be charged only for entering/exiting somewhat near the event, not entirely system wide.
Muy costoso el servicio del metro
My assumption was that event organizers paid for additional service such as for late closing sports events or rally for sanity if that is not true. for these events or if their contribution does not cover costs for Metro then charging peak service is fair .if Metro comments to a rush hour promise
My comment is why should I as a consumer and daily rider pay for Metro repairs. I believe this is the reason parking increases are being considered. Considering the state of repairs Metro needs to make why was Paul Wiederfeld salary increased to \$435,000 a year. Those funds could have gone to making and maintaining repairs for Metro. Why can't Metro's highest paid executives be held accountable and stop gouging the little guy for improvement and or repairs Metro should and need to make. We, the average daily rider, pay enough and I for one cannot afford to pay any additional fees no mater what day it is. I need a new roof and new windows for my house, and I can't drive to work and pay for parking in the city on a daily bases. At this point I have no choice but to use Metro. These proposed parking changes and peak fares during regional events would not be a win win for the commuter, it only lines the pockets of Metro already overpaid executives.
My husband and I have four children. We like living in a city with so much to offer and appreciate the accessibility of taking the metro. However, once we've paid for the Metro passes for our family it can get quite expensive! Also, the cost doesn't always mean the Metro is a 'convenient' option. Examples I've experienced of this are 4 of July which caused me HOURS of PANDEMONIUM!
My income allows it, I do worry that people who would like to participate in Civic action will be penalized. Consider removing political demonstrations from this category so that they are represented by economically diverse crowds (which correlate with racial diversity).
My Metro ridership varies, even though I selected all 7 days of the week, the day I ride Metro depends on weather and weekend visits to D.C. On the vast majority of weekdays, I walk to and from Union Station to my job on Independence Avenue unless it is raining. I have not attended a large regional event in the last two years, however I work on Independence Avenue across from the National Mall and am directly affected by large regional events. I do not normally park at a Matrorail Station, I park at the Halethorpe MARC train stop and ride to Union Station. I do park at Metrorail Stations when visiting D.C. and want to ride Metrorail.
My only concern is that peak fares may discourage lower income households in participating in these events.
My responses reflect the fact that I'm pretty affluent. There are many in Montgomery county who are struggling. I'd hate to see them unable to park at Metro lots, or unable to use Metro because the fares are so high.
My suggestion is lower costs for Howard and UMD students.
My trips originate/terminate at Wiehle/Reston. I've cut back on many trips due to the requirement to change trains in Ballston. To think that I'd be willing to pay any amount for weekend/holiday parking while being expected to accept the need to change trains at least once is unacceptable. I wouldn't have a problem paying a flat fee for special event parking, or rush hour pricing - if high service levels are provided, including reduced intervals between trains. I might suggest that, for high-attendance special events, fees be rounded to the nearest dollar or 50 cents. It will be far less confusing for out-of-towners buying Smartrip cards and should minimize the 'traffic jam' at the farecard machines. If you want to consider requiring an app to pay for parking, you might want to review what happened (and is still happening) when Reston Town Center started paid parking requiring an app. Making it an option may work, but the pitchforks will figuratively come out if it's mandated.

## Appendix B: Written Comments

Written Comments from Online/Paper Surveys
My weekday commute costs \$8.50 in fares and \$4.95 in parking every day I go into work. This is over \$300.00 a month. I will not see an increase in my service for these changes, but if I see an increase in my fares, I will not take metro. I hope you understand, you are already at the line for service/fares. I do not care if an event is happening the same day as my commute.
my wish that within reason . you increments raise our costs to ride the metro . so that in return we riders see an increase in frequency of trains and a return of increased service features like rush plus (eg run the yellow line all the way north to Greenbelt all of the time
N/A - Don't use Metro during regional events
Necesitamos que traigan el metro aquí a Gainesville Va
Need free parking garages with with minimal fee shuttles to Metro stations in Loudon County.
Need more trains during large events
Need peak service at all times more than you know
No comment related to fares. Cleanliness of the parking garage is questionable. The cleaning staff works to keep the area clean, however the amount of work is greater than the one person can handle some days. This is directly linked to the service provider having to clean up human waste (no facility at the Addison Rd Metro Station.
No comments on parking changes. I oppose the peak fare increases during regional events. WMATA consistently fails to provide efficient and on-time peak service during weekdays and that should disqualify any attempts at increasing fares for regional events. WMATA has also been sighted for various budgetary issues over the past 3 years and should not be provided more money until the agency has proven it can successfully manage the money it already has budgeted. WMATA would be better served removing superfluous station add-ons or halt unnecessary station painting or dedicate less funding to WMATA merchandise and utilize those funds to cover the cost of peak service during regional events. The WMATA GM and CEO have shown questionable leadership, poor management, significant resistance to actually improving WMATA services and should not be delegated the authority to determine whether an even is a regional event. Instead, the public of a reinstated citizens advisory board should be given the authority to make that determination.
No esta bueno
No fee increase . The poor & middle class taking the metro are getting are squeezed enough as it is we can not afford more . get trump & rich people to pay.
no hablo English
No other city in the U.S., that I know of, charges different rates for peak times. This is an absolutely ridiculous practice and should be stopped. Grocery stores or any retail shops do not charge more for their products when the store is busier. Auto repair shops do not charge more when it's busy.
No parking fees on weekends
No parking fees please
NO!
Non holiday weekends should stay free parking
None of my regular metro stations have parking available.
none, just please extend the orange line further into Fairfax. You just focused of the silver line to DULLES Airport but forgot about the people the live in Fairfax, like Centreville
Not everyone is attending a large event, some of us are going to work. So we should not have to pay the increase. The system is unreliable and slow.
Not everyone riding metro is attending these events. They could be going to work or trying to enjoy another part of DC. We went to a concert at the stadium and metro left everyone stranding that didnt catch the last train and the concert was still going. We had to leave early and felt cheated after we paid hundreds to see the event which we rarely ever do. Had no idea metro wouldnt run past 1120.We had a family of 5 and paid like 6 bucks per person plus parking. \$35-40 to take metro for one event is very high when we can park for less than half that. Oversll. The metro provides a great service and it should remain a public service that is affordable for everyone and not upcharge for events because not everyone is attending those events.

## Appendix B: Written Comments

Written Comments from Online/Paper Surveys
Not only would I not park at the Metro on weekends and holidays if there's a charge for parking I wouldn't ride Metro at all. The service is so unreliable on weekends I'm holidays it wouldn't be worth taking the service if I also had to pay for parking I've already stopped using metro on Saturdays since parking charges were instituted
Not regarding parking or peak fares during regional events. Would you please look into including Rideon bus services in the metro rail + bus pass.
Note: networked non-human-driven vehicle fleet is the clear long term solution; start moving towards this NOW. This is one of the places it should take hold first. 80% of our lanes will be excess once we do this, and traffic will disappear. Note: total cost of transportation effects civic participation / democratic representation in governance related large scale events (political protest/march/gathering does not equal cherry blossom festival in order of democratic importance - the former should be subsidized sooner than the latter) Err on the side of increased revenues, with which you'll be able to make long term capital improvements, even at cost of current congestion. This remains a fairly affluent area, people's time is worth more than their money. Charge us more where you can save us time with the money.
Now living on the green line past Mt Vernon Square, peak service involves FEWER trains than off peak. To be charged more money to attend an event with less service would be outrageous. Peak service while having the yellow line continue to Ft Totten would be acceptable, the yellow line going only to Mt Vernon would sour me enough on metrorail that I would likely quit using it at other times.
Obviously WMATA has to find a way to increase its revenue but I believe the proposed parking changes and peak fares during regional events is going to make participation too expensive for many local families. What about corporate sponsorship for local events such as the Fourth of July and the Cherry Blossom parade?
Off topic a bit but add it is now I see with the development that is going on in our city metro has chosen to get rid of lines bus mostly serve poor neighborhoods to create or extent service to more affluent neighborhoods we the poor need public transportation always not just to get back to work either and because of the peak fares are often forced to use bus only route it is not fair to take them out in force thereby asked to take the train which is more expensive for longer right
Oh, please Metro already costs too much. Don't charge peak fares for special events. Prices should go down, not up! A decrease in price would increase ridership.
On the parking charges, if you are going to charge weekly fares on Saturday, it would make sense to do it on Sunday. After all it's not like THAT many people ride metro off peak due to the current state of midday and ESPECIALLY weekend service (maybe, just maybe, you could TRY to make track work less disruptive, because right now, it is as if our are asking riders to consider other options and only take metro as a last resort. I get saying that for a 2 week period in August, but every weekend? You are only reassuring metro's downward spiral. Is it too late? Do you know something we don't? Have you done a secret analysis that found there would be no increase in ridership even if you PRETENDED to care about off-peak service? Well, I have done my own 'analysis.' And by analysis, I mean going around and asking people who ride metro. And I can report that people would be thrilled if we had a subway that was actually usable on weekends, and would be happy to take metro for a lot of trips that they currently use Uber for. It is just that current off-peak service has gotten so infrequent and unreliable that at this point they on't even consider it. If you want riders back, you have to stop thinking of your system as a suburban park-and-ride commuter rail for exclusive use by federal employees traveling on subsidized trips on a 9 to 5 schedule during the work-week, and start thinking of your system as what it is, a METRO. I repeat, YOU ARE A METRO. An urban subway system, so start acting like one. But, I digress. This from is about parking charges. If Metro needs more revenue, this is a good way to do it without impacting those of us who normally take a bus to the metro. But on that, shouldn't we be doing more to incentivize people to take a bus to the metro. Currently, it only costs two dollars more to park than to take a bus, more to take a bus if you have multiple people. You say our bus fares are among the lowest nationally, which is true, but you completely ignore the fact that we have the highest bus to rail transfer penalty of any major city in this country. In Most you can transfer for free why not here? Wouldn't that incentivize people to use Metrobus? Isn't that something we want? On peak fares for events, that is a terrible idea. Metro used to be free for events now we have to pay more. Look, I get that politicians just aren't as willing to pony up subsidies for free service anymore, but we need to make fare payment as easy as possible on days when the majority of passengers will be those who hardly ever ride Metrorail. It's already bad enough with our complex formula of distance based fares, they don't want to ALSO have to deal with peak and off-peak. In fact why can't Metro just do what has been done in years past an open up the gates and have people just drop a few dollars in a basket so they don't have to shell out two dollars for a card that will never be used again. Okay that would be hard but on days with extreme crowds expected (inaugurations, marches, etc.) we could have ticket agents who could give out sips of paper to passengers and have them turned in at their destination with the appropriate amount of cash or a credit card that could be swiped at an iPad that the ticket agents could have on them. Sort of bringing back the paper fare cards but without extensive modification to the fare software. Just sayin.
On time schedule please
On time schedule please

## Appendix B: Written Comments

Written Comments from Online/Paper Surveys
On your 7000 series rail car, why is cold blows from top of windows. The cold air blows even colder during summer months. I have to use the aisle seat so as not feel the cold air. Can this be corrected?
Once metro fees star approaching parking fees in DC I will probably drive
Once metro fees start approaching parking fees in dc , Id probably drive.
One of the benefits of metro has always been to provide access to everybody in the community. Many suburban people specifically take the metro on weekends since they can save on parking fees and it would be a true disservice and not 'making metro good again' to add parking fees on those days.
One of the reasons I can work on the weekends is that there are no parking fees. Otherwise, I can not afford it.
Only changes to schedule and fares should be made upon request from regional events.
Only reason we've been paying for parking on the weekend is that we forget you charge for it and the red line service is poor to the point we drive to ft totten . please either return red line to normal service on the weekend on the stop charging for parking
Open a user, option for comments on the wmata website please
Optimal service is key however, affordability for family weekend travel should be encouraged. Taking a windfall by charging more for large events seems reasonable.
Other cities in the US charge a single base fare around \$2 per ride. This would be more reasonable. It already gets costly as is when traveling further out.
Overall you have done an amazing job I understand business especially having to pay employees and growing maintenance fees . I understand a price hike but it needs to be reasonable and increments set a price go and reach it in increments
Parking and fare both keeps increasing. I think most of us are looking for other alternatives. Stairs of Shady Grove parking garage often has s*** and pee. Metro cars are so dirty.
Parking and fares are a combined fare for those you want to get out of cars and onto trains. You need to think of that sum as the fare for competitive service issues -- and you're rarely competitive.
Parking and fees are too expensive for a system that has so many problems. The train intercoms do not work effectively and I park at the Largo station which has had a water leaking problem for years.
Parking and metro fares are already way too damm high . I ride and park at metro every weekday to go to work and the cost is a major burden on me and my family ,I have stopped riding on weekends because of the parking fees. Public transportation should be an affordable option for people , regardless of their SES ( Socioeconomic status ). \$12 round trip plus 5.20 parking ,makes for almost a \$20 per day travel expenses Ridiculous ! soon I won't be able to AFFORD to RIDE METRO to get to work .
Parking and metro fares are way too expensive. implemented a fixed monthly pass
Parking and riding is becomes more and more expensive in the DC area. You are losing more and more riders because it is becoming too expensive. Compare this to European metros which are much cheaper (Paris for example is \$1.40 for any distance!). if you increase parking and metro rides your ridership will go down further!!
Parking and ticketing it self is over priced. Which is why I rather take my car than the metro. Comparing US Metro to German Uban system, it is really depressing to see that. I want to see us update our systems completely. Including more stops and spreading more throughout the states. So if upping the price means upgrading our systems to be equal to other places, I'm all for it. But I see only to upgrade tracks not the whole system. I hope this helps!
Parking at Greenbelt should be less than \$5. Parking on the weekends should be free. We have changed plans due to parking fees.
Parking at metro is already so expensive for daily commuting. No need to charge on weekends. Fares are also pricey enough during peak times. Not a good idea.
Parking at Metro lots is already wildly overpriced. More than that, the lots are underutilized -- I have never seen overcrowding -- indicating that the high price is suppressing demand and discouraging ridership. The cost of parking adds \$4.75 daily to a Metro commute that costs close to \$12. The service isn't worth it -- do you somehow believe that turning on the heater in the middle of summer adds to the service? Or are we paying extra for the pervasive attitude among Metro employees that riders are merely an inconvenience? Metro is completely mismanaged and has been for years. Charging more money to riders is not the solution.
Parking at metro stations in suburbia during weekends and national holidays should remain free of charge. Metro service is not very frequent and the ride is often long (delays, single tracking). If you add cost to parking, people will drive to DC and pay private parking, no use to pay at Metro parking lots. Especially since riding as a family is quite expensive even on weekdays.

## Appendix B: Written Comments

Written Comments from Online/Paper Surveys
Parking charge increases have to be considered in conjunction with possible ridership falls. The net revenue change is important. I had proposed expanding multiday parking, but couldn't attend the event at which I was supposed to be rewarded. I'm still waiting. Peak charges should only be considered for the largest events. Even then, these events draw nonregular riders, so there is potential for confusion.
Parking charges are in addition to metro fares. if you have more than one person traveling it's cheaper and more convenient to just drive them pay metro parking on top of the fares. Plus there are no attendants so when you are at the gate you no one helps. reimbursement is difficult. I only take rail because I have no choice but parking is too expensive
Parking does not affect me at all. As far as attending large events, it does not make any difference what I pay, I will still ride the train.
Parking does not affect me because I don't have a car. Peak fares during events is ok, I guess, but if there were more hours of service I would have a choice to ride during the nonpeak times if I could.
Parking during the week cost me a little over \$100 a month just to utilize the garage. I think this price is pretty expensive and parking during the week for government employees should be reduced or even paid for.
Parking everyday to get to work is costly already, I don't think it should be more expensive than what it is now. I don't take the Metro to large events, because I don't usually go to them (too crowded). But if I did want to go to a large event, I would probably take Uber/Lyft.
Parking fee changes are OK with me. Same for regional and major events. I ride Metro trains only occasionally: I have never commuted by Metro.
Parking fees are already very expensive. The fact that different stations pay less than others is completely unfair. Most, if not all, public parking lots and garages have free parking on Sundays and federal holidays so to charge a parking fee on those days would be silly. Riders would find other places to park rather than pay that fee. Metro operates in the Washington, DC metro area - the capital of the country - and to make people pay additional fees and charges on days that this city is known for (Inauguration Day, Cherry Blossom Festival, political rallies, etc.) completely negates the purpose of Washington, DC and being the heart of the free world. As a daily commuter from Montgomery County, I pay almost \$300 per month to commute via Metro because I find it more convenient than driving. But if the prices continue to rise, the delays continue to increase and the time between trains continue to increase, I will find other ways to get to work because it will no longer be an economical decision to be taking Metro.
Parking fees are also relative - you may be able to charge more if Metro parking is the only parking nearby. In places with competition, such as at New Carrollton Station, the price of parking must be kept within the range of nearby parking fees.
Parking fees are unreasonably high, making it more advantageous to take Marc and park for free or pay 12 dollar per day fees in D.C. For parking.
Parking fees need to take into consideration the other options people have for commuting. Arbitrarily setting a number without considering, for example, that Omniride buses on I66 are taking riders for half price misses at least half the point of what parking fees are supposed to do.
Parking fees on the weekend prevent us from using the metro on the weekends. After metro fare for 3 people in and out of the city and the wait for trains, it is cheaper, faster and easier to drive and park in DC especially when parking fees are added to that cost.
Parking fees on weekends and holidays are such a bad idea. Already having to wait 20+ minutes for each train and connection makes weekend travel time consuming and frustrating. Once you throw in parking fees it just makes the decision to drive and pay for dc parking a no-brainer. Especially on Sundays and Holidays when street parking is free, why would anyone pay for parking to then waste time waiting on a platform? I know you need more funding, but what happened to the public funding guaranteed from Maryland, D.C., and Virginia? Why is this price hike coming on the wake of that?
Parking fees should be drastically increased. The current prices are highway robbery-esque too low.
Parking fees should be proportional to service if you are running trains frequently you can charge more. If you are running trains you should not charge for parking metro is useless if it stops running before a minor event ends.
Parking fees should be very reasonable low to encourage people for riding metro rail. In DC metro rail fare is very high and also we need to use another transportation to the metro station. the parking fee and metro ticket fares should be readjusted for this purpose
Parking fees should be very reasonable low to encourage people for riding metrorail .

## Appendix B: Written Comments

Written Comments from Online/Paper Surveys
Parking fees should serve two purposes - both to raise revenue and manage demand for parking spaces, but with the emphasis on the latter. In that case flat parking rates seem strange given some lots will be considerably busier than others, and this should factor in (I live in East Falls Church, the service is better from East Falls Church, and I'd imagine this care park is busier than at West Falls Church - maybe the price should be lower at WFC, without gouging those riders who have little choice - Metro shouldn't assume that demand for parking is inelastic, nor take advantage of those for whom it is. That said, parking fees for most commuters should be viewed in the context of the total daily or monthly cost of using metrorail versus driving and parking.
Parking for FREE is nice but even I know that is not practical nor does it make good business sense. You need to charge a fee, even on the weekends. This will also help keep cars from extended stays and abandonment in the metro lots.
parking has always been free on weekend and I feel that even charging \$2 will stop people from riding the metro. I have ridden metro my whole life and the prices now are making me consider car pooling also I would be okay if metro charge peak fares and kept metro open later on weekend . Its a safer option than using uber or lyft.
Parking in Downtown DC on holidays & Sundays is readily available so it would be cheaper for me to drive downtown and park on the street rather than to ride Metro which is slow on those days I'm like during the week
Parking in Metro fares in general are already way too high I use just want Metro by necessity travel to work that's the only reason why I continue this route before the weekend parking I was a frequent voluntary user of Metro Rail in parking while \$2 seems many more it was the deciding factor between driving and using metro
Parking is already expensive. To increase during regional events, would be to punish your regular riders who still need to get into the city for work or other engagements.
Parking is already very expensive. Continuing to increase cost of parking encourages people to drive instead.
Parking is expensive, please don't jack up the price.
Parking is expensive. Metro should find a way to offer monthly or weekly parking at a discounted rate.
Parking is not an issue for me since I do not have a car nor drive. I depend on Metro and would appreciate late night service on rail and bus. I use the bus Sunday through Saturday. I only use the rail occasionally on the weekend - for large events.
Parking is too expensive and the extra cost when the smart trip card does not have enough is insane. WMATA Inws there aren't any options and they are taking advantage. It is a crime
Parking is too expensive. I park in the neighborhood and walk. There's no senior parking discount either.
Parking like the metro service should be able to be relied upon. Information should be readily available and communicated clearly by Metro to its riders.
parking on weekend and nights including federal holidays should be free!
Parking on weekends should be free if you use the rail system. Charge what you must for events but please ensure that service is prompt during events. I also disagree with the proposal to charge a max fee for day one of a multi day parking. I would rather you charge per day the minimum fee as require that parking passess be obtained online - prepaid ahead of the multi-day parking event. The pass could be associated to the users metro card.
Finally - I wish you would rethink the requirement to use a metro card to pay at exits. It is not fair for you to upcharge those who use a credit card to exit parking garages. Especially considering the long lines at the fair vending machines and the frequency in breakdowns of those machines. Some riders must keep parking fees and transit fees separate and having them separate on your metro card isn't enough for some. Keep in mind the focus should be did the user pay for services and not how the user paid for services.
Parking on weekends should be free. Period. If customers already have to wait 20 minutes for a train on a Saturday it's unfair to have to pay \$2 too. I can understand higher fares during regional events, but it shouldn't be more than \$2.
Parking rates and hours have changed or kept changing to the point that is very intimidating and growing less and less likely that I will park there there are so many more options now that say me and others all the money in total that is no surprise metro is suffering get your act together
Parking rates are outrageous already. STOP!
Parking should be comparable, or cheaper, to parking in the district / other locations on weekends. This way people would be encouraged to use metrorail over driving into the more congested areas.
Peak fares would only be appropriate if it truly reflected the service provided. This should not affect low-income population.
Parking should be free 24/7/365 paid for by Walmart and Parts Authority.



## Appendix B: Written Comments

Written Comments from Online/Paper Surveys
Parking should be free on holidays
Parking should be FREE on the weekends and holidays
Parking should be free on the Weekends, Holidays and Events if you have a Smart Trip, and use the metro system (including buses); all parking garages should be the same fee.
Parking should be free on weekends and holidays like they used to be. Using the metro has become so expensive and sometimes inconvenient that I, and many people I know, would rather take Uber or Lyft since splitting it isn't much different than metroing and it ends up being faster.
Parking should be free!
Parking should be free.. Customer pay an average 10.00 per day round trip to ride the metro. If parking was free you might get more people to use the Metro and reduce the traffic jams in the VA, MD, DC area. It's too expensive paying 15.00 a day to ride the metro and park. People can't afford that.
Parking should free every day of the week, there is no garage attendant, the elevators work half the time, so obviously parking charges are not helping keep those working. Transit fares should include parking.
Parking should not increase especially for large events. Should be kept fairly reasonable.
Parking throughout VA, DC, & MD are free during federal holidays. So why make metro any different between fares hikes and parking hikes there is less motivation to use metro.
Participation in large-scale events is 100% voluntary and not a necessity so it is perfectly valid to charge higher fares for masses of people to attend non-essential events.
Paying to Park Plus paying to ride equals don't make so expensive we can't ride
Peak fare during regional events is a reasonable idea. My issues are more with how infrequently trains run and excessive construction and single-tracking
Peak fares are a nice idea but what about your daily rider who depends on Metro to get to work? Unfair to them. Also unfair is the idea of only using a mobile app for parking. Not every one has a data plan on their phone or a credit card connected to it.
Peak fares are fine for large events, but the service needs to match. This pleading of poverty every time there's a late ball game or an early marathon is old and not worthy of a rail system that aspires to be a primary mode of transportation. Metro just got significant tax increases from the jurisdictions to pay for it and has hiked fares for years while service declined. Something has to change and it needs to change within WMATA.
It's start, though, that there seem to be more things like this asking about policy changes, so that is a good step.
Peak fares are not an issue as the amount they increase isn't substantial enough to warrant thoughts about use. Metro rail is the most affordable way for my family to travel around the DMV.
Peak fares are reasonable but the train wait times are unbearable!!
peak fares demand peak service . Don't punish those who are doing as suggested for safety and charge peak fares for large events wait times are still excessive
Peak fares during regional events makes sense, but charging for parking on the weekend is cynical and rude. The fare decreases and free parking at the weekend, regardless of what is happening, has always been a show of good faith from Metro, and punishing people for wanting to go somewhere is removing that good faith.
Peak fares during times of peak usage/demand only makes good sense. Metro should do what it can to reasonably collect revenue to support their operations, and I fully support Rush Hour pricing during what amounts to 'Rush Hour' demand for large-scale regional events.

## Appendix B: Written Comments

Written Comments from Online/Paper Surveys
<p>Peak fares I can live with as long as they are not excessively exorbitant which seems to be the direction that Metro likes to lean toward.</p> <p>Parking is an issue with me. I parked at Huntington South.....don't believe most Metro people even KNOW there is such a location since bus drivers, station managers, bus managers and others couldn't figure out how to 'get there' by road or even knew what was up on 'that side' of the station. Your own train notices do not even recognize - most times - that there are buses that come in at the SOUTH SIDE of Huntington.</p> <p>You kicked us out of the parking lot with less than 4 days notice when the place has been crumbling for YEARS but you still ignored it. We all had to shift either to the tower or to the Huntington side - my choice because I can not walk the distance from the tower into and across the platform to the appropriate train car but it means coming in earlier and fighting for space that everyone else wants. Paying \$4.75 was a slap in the face and now you want more for the five working days?????? NOT HARDLY would I support you raising the price of parking based on Metro's lack of 'give a s***' about those of us who used to park on the South Side. I don't mind paying 5.00 for special events and I might even not mind it on a holiday IF you really cared.....but it was obvious before and it is still obvious that you don't. And I imagine that it will show even more when Metro announces how it is NOT going to handle the shut down of Huntington the first two weeks in Dec of this year. I can't get by bus to the Franconia Station and driving to park means leaving almost 30 minutes earlier than I do now - - and you want to INCREASE my payment? Maybe I will retire next year so I DO NOT have to put up with this attitude.</p>
<p>Peak fares make sense if the service is actually Peak. Is there is a single tracking or construction zone it shouldn't be affected. Pig should also mean the late arriving refund should be in effect</p>
<p>Peak fares pay for better service; this makes sense as a customer. If service is cut, I and many others will choose instead to drive. Additionally, commuters- particularly low-income commuters - shouldn't subsidize event traffic.</p>
<p>peak fares should be accompanied by timely and efficient train service</p>
<p>Peak fares should not be charged during non-peak periods, regardless of the event. Metro should make other cuts, if needed, to avoid raising fares, to include, but not limited to, reasonable salary cuts for both union and non-union employees.</p>
<p>Peak rail service should be provided at no additional cost given the frequent delays and single tracking on the weekends. This evens out.</p>
<p>Peak rates at big events make sense</p>
<p>'peak' service is barely sufficient or any time of day (except late night) and increasing fares in association with the service level is insulting to the public metro is supposed to service. Provide adequate service (trains more than every 8 minutes, all lines running during peak service, actual reliability) and then maybe a fare increase would be valid. You should actually provide a useful service first</p>
<p>Peak service should get peak fares. Period.</p>
<p>People should pay for the level of service received. If peak service is given, peak fares should be paid. If inferior service is provided fares should be lowered.</p>
<p>perfectly ok with non-rider marking as long as WMATA opens up parking for multi-day, max 7 day, parking for people going to airport. Ideally wmata would update opening hours to start at 4 am to allow people working early shifts or getting to airport early to take train. would pay 10-15/day for multi-day parking.</p>
<p>Perhaps only charge peak fares to those who exit at the station closest to such an event, so as to not penalize those who are on their way to somewhere else. This would also encourage people to exit at nearby metro stations (that do not have the peak fare applied) and walk the rest of the way to the event, which would reduce congestion.</p>
<p>Personally I have always thought that Metro should be charging Parking Fees on the Weekend</p>
<p>Please also consider profit-sharing or tax-sharing agreements with Virginia and Maryland suburbs that shunt large numbers of people onto the metro during these events. Alternately, increase parking fees. Frankly, it costs a lot for people to commute in by car and the District always bears those costs well out of proportion to how much we incur. VA and MD should pay their fair share.</p>
<p>Please charge parking based on length of time, up to a daily cap of around \$5. There have been many occasions where I've avoided parking at metro and taking the train because I knew I'd be charged full parking fare even for 2 hours in the middle of the day.</p> <p>Also, please provide much more clear guidance/rates/rules online/in-garage for overnight or multi-day parking in metro garages, because it's very confusing at the moment.</p>
<p>Please do not change parking fees and fares for special events. This would punish tourists for riding the system and drive riders away. At a time where Metro needs to be expanding service and becoming more affordable to bring back riders, this is a terrible idea.</p>
<p>Please do not charge for parking on the weekend . Please I'm begging you</p>

## Appendix B: Written Comments

Written Comments from Online/Paper Surveys
Please do not charge more than \$2 to park on Saturdays and please keep parking free on Sundays and Holidays.
Please do not charge parking fees on weekends or federal holidays. As it is, the parking fees have gotten too high. You are a public transportation system, subsidized with taxpayer dollars. You are placing an increasing burden on the public by raising fees and charges. You are already one of the more expensive public transportation systems in the country. And you have one of the worst records of customer service. I recommend that you look to lower your costs through improved management and increased efficiency, rather than placing additional burdens on commuters and taxpayers. I am not happy. My fellow commuters are not happy. Enough is enough.
Please do not increase metro fares. DC metro is pretty expensive already.
Please do not increase parking charges. It is already an almost even split for me to park at Metro and take the train vs. driving and parking at my building downtown. If you increase parking much more, I will likely begin driving and leave Metro completely.
Please do not increase the fares of peak costs during regular workdays! Service is already bad and it would be poor customer service to increase the cost of regular commuters.
Please do not raise the parking rate for anything whatsoever. It is confusing enough paying on weekends (\$8.95 if you don't use the metro card you used to ride to the station) and when I first moved here on weekends I got 'caught' having to pay \$8.95 b/c of confusion. Visitors will be more confused and it will cause back-ups getting out of the parking lot.
Please do not Ray's weekday parking for commuters \$3 at West Falls Church is perfect plus the Metro ride is the same as monthly parking at my office I may be inclined to drive if metro parking fees increase. You should charge for parking on Sat Sun and Regional events federal holidays to make more money.
Please don't raise weekday parking rates. Ever since WMATA and DDOT cut bus service in my neighborhood in HALF (cutting the entire V5 service AND circulator service on Good Hope Road), my commute got so long that I HAVE to drive to Metro to get to work on time. It is more expensive than taking the bus to and from the metro, but I can justify the 50% premium. But asking us to pay more for the same service after you made the service more necessary doesn't serve the community. You should be making public transit more comprehensive and affordable, not less.
Please don't raise weekday parking rates. Ever since WMATA and DDOT cut bus service in my neighborhood in HALF (cutting the entire V5 service AND circulator service on Good Hope Road), my commute got so long that I HAVE to drive to Metro to get to work on time. It is more expensive than taking the bus to and from the metro, but I can justify the 50% premium. But asking us to pay more for the same service after you made the service more necessary doesn't serve the community. You should be making public transit more comprehensive and affordable, not less. Also, please don't make me pay with an app. More options, not fewer please
Please don't charge any peak fares during regional events because people are paying way too much and need to be treated fairly.
<b>Please enter any additional comments in the box below.</b>
Please EXPAND the orange line in the VA side. !!
Please impress Orange Line service. You have continuously employed tactics that have forced us to drive further distances to take other lines like Blue, Silver ou Green.
Please increase the time metro runs on the weekends. 24 hour or until 5 am would be preferable
Please just be considerate of how much you can reduce traffic and pollution and still increase ridership if you are offering parking at a rate that is a no brainer best choice... also please keep peek rates reasonable for people who struggle to live in this increasingly expensive city.
Please keep parking below \$5!
Please keep the MoCo parking free after hours and weekends - there's no place else to park to visit Silver Spring and I won't go much if I can't park. Thank you.
Please keep weekends and holidays with free parking at all Metro stations thanks
Please leave parking free on weekends charging for parking will cause even more people to drive and said off riding Metro.
Please lower the parking fee for seniors and people with disability please
Please make metro more affordable

## Appendix B: Written Comments

Written Comments from Online/Paper Surveys
Please pay just as much attention to every day riders as you do riders during regional events! This means increased late night service, shorter headways, and extending the yellow line to Fort Totten full-time.
Please please please increase the frequency and availability of trains. If metrorail closes too early people will never ride the train. There need to be trains going from DC to the suburbs at 2 am. Otherwise you'll lose a whole generation of potential riders to ridesharing apps. Any money spent on improving the trains is wasted if the trains aren't there/are not what people come to rely on.
Please provide data that indicates one way or another what the impact of these policy are on ridership because that should be your ultimate consideration. Do things that increase ridership.
Please provide more metro service on the weekends.
Please stop all the Beggars and begging within Metro System, inside the train cars. It's too ghetto!
Please try to avoid increasing weekdays parking rates from what they already are. Parking lots could be a bit more tidy in terms of cleanliness. Parking rates could vary according to Peak or off-peak hours from Metro.
Por el servicio que recibimos las tarifas resultan muy caras .mi trabajo me da créditos en Smart trip y se me agotan después de 2 semanas .tengo que añadir dinero adicional de mi propio bolsillo los managers de las estaciones saben muy poco de las conexiones y las ruta's de los autobuses para mi no sirven para nada algunas veces me dan datos equivocados y siempre parecen de mal humor .los anuncios frecuentes me dan dolor de cabeza no tomo el tren Durante los eventos regionales por la muchedumbre por eso no me importa si cobran tarifas pero deben mejorar calidad del servicio antes de pedir tarifas mayores En mi opinión
por que el servicio del metro es tan terrible?
Por que no expanden el Metro hacia las regiones de mas alla de Vienna como Centerville y Manassas . Muchas mas personas preferian pagar por Metro a pagar por el toll.
Porfavor sean mas humanos , estos tipo de cambio no ayudan a las personas de bajos recursos. Deverian enfocarse mas en arreglar sus estaciones , las estaciones de metro estan muy descuidadas. Tiene mucha basura pero mas que todo las estaciones que estan bajo tierra ya ni se pueden ver los nombres de las estaciones , deveria haber mejor ventilacion en las estaciones que estan cerradas , cada ves que entro me dan un dolor en los pulmones . Esto no es saludable para nadie. quieren subir la tarifa de los fines de semana , y el metro corre muy lento los fines de semana . El que tiene dinero prefiere tomar un taxi un lyft o uber para llegar mas rapido a su destino . Pienso que el metro necesita expandirse a otras regiones donde la gente necesita tomar el metro. Por ejemplo la mayoría de la gente que vive cerca de la ciudad y toma metro diario piensa que en este momento el metro es una basura pero hay gente que apreciaria mas que llegara a su ciudad y lo tomara con frecuencia y ahí metro podria recaudar mas dinero en ves de subir las tarifas diarias y las del parqueo . Get more people to ride the metro .. expand . Woodbridge , Gainesville, Leesburg needs metro expansions.
Prices are already expensive. You should reward not punish Metro loyals that haven't given up on you. Why not introduce incentives to increase ridership instead of taking advantage of the people that support metro by increasing parking. If people ride Metro Monday through Friday then why not offer them free parking? Maybe more people will support metro if they receive something instead of just taking away and charging us more. You Took away rush plus yellow to Franconia, safe track, single track and increased fared. Keep it up you can charge Anything you want because you won't have any riders. It's becoming not worth it!!!
Prices are going up on everything, UNDERSTANDABLE.
Prices go up and service is bad and getting worst! How and WHY??!
Proposed parking changes is not going to encourage ridership, if anything it would decrease it. Especially with a decrease of service to the corresponding station the parking is held. Also the terrible fare system in the parking lot, makes me less likely to park at the lots. Sometimes the machines do not read my card correct, thusly I have to swipe my card twice to get the machine to read and let the stopper up. Making me pay twice (\$10.40), which is ridiculous. The technology is lacking in the parking lot. In the morning, I would go through the station to enter the lot and would sometimes find that there is no more parking spots available and it would be too early for the 'reserved spots' to end for me to park at those designated space. Therefore I have to pay for a spot I did not use to get out of the parking lot. Fix this issue with your parking lot fare systems or lose more commuters.
Provide more trains for New Carrollton station. Currently there are two Blue Line trains to Largo for every one train to New Carrollton which is a busier station.

## Appendix B: Written Comments

Written Comments from Online/Paper Surveys
Public transportation should be attractive to prevent cars on the road in to city!! Subsidize public transportation not businesses. Stop rewarding bad management in a so called 'free market.' Public transportation moves workers, prevents congestion, and reduces pollution.
Put better signs indicating entering and exiting metro rail parking garage.
Raise the fair in Virginia and Maryland!
Raising fares for the metro during large events makes sense economically for a business perspective, but it must be taken within the entire market perspective. Will it drive people to opt for uber/lyft as individuals or as a group? Assuming most individuals travel to large events with a group, you must compare the differences for an Uber xl for a group of 6 in total price. It's not just a one persons charge. So assuming a \$1 fare increase for 6 people, the total fair for the group would be 19.5 (2.24 base per person + 1 extra) from Petworth to metro center. At that rate a group will likely opt for an Uber xl... it is on demand and point to point.
raising fares is the wrong approach. Perhaps you could save money by not providing private trains for Nazis.
Raising the fare on days with increased service is unfair to those who are using the service regularly, relying on the transportation as a means to navigate the city and attend school or work. Parking fares could reasonably increase on the weekends, but should not be increased dramatically. My weekly commute is nearly \$40, which means I spend approximately \$2,000 each year on Metro services, for subpar service on the weekends, old trains and standing-room only trains. I would only be willing to pay more if the service improved.
Raising the parking fees to offset METRO's incompetence...genius!
Rasing fares during special events seems reasonable.
Recent additions of mobile apps for parking fees in other areas have been extremely unreliable and more effort than it's worth. Secondly, raising parking fees when they are already relatively high would definitely make me not want to ride metro since the new toll on 66 are already incredibly high. Thus risking the ability to find affordable public transportation those of us who are low income or full time students.
Red Line service has really declined over the last couple of years. The level of service is the same as when the stations were completely closed for repairs. Service on the west side will only get worse as you stop having trains start and end at the Grosvenor station. You need to have more trains servicing the red line if you are going to stop having trains start at Grosvenor. My commute is getting longer all of the time because trains are coming less frequently. If you are going to increase fares and parking fees you really need to improve service and increase the frequency of trains. Other wise we are paying more for the same bad service we are already receiving as we are packed like sardines into the trains.
regarding question 4: know if the event is in downtown DC otherwise not sure. Reg Quest 10: you are not taking into account the fact that I have friends and relatives who might visit me to attend a large Regional event. I don't know what their price thresholds would be. Reg Quest 11: As long as the app is for payments only I believe it should be a good idea. I am very concerned about people hogging all the spaces via an app system. Reg question 14-15 this is not about race, it's about the class, I.E. who's economically capable of riding Metro? Green is the only color you should be surveying
Regional events are opportunities for DC to highlight its best offerings, extending a warm welcome to visitors and infrequent Metro users. By changing peak fares and not offering a commensurate level of service -- and let's be frank here, you know you won't be offering a commensurate level of service -- you will only agitate users and affirm their belief that Metro is an over-priced, under-performing service.
regional events' is too broad and allows the district to raise the fee whenever they like. I do not want to pay to travel more on days with sports games, or concerts. People who use the metro daily are going to be negatively effected by these increase fares, and the responsibility should not be on the residents of DC. I shouldn't have to pay more to commute to/from work on days that regional events are happening, I have NO SAY in what events take place in DC, so why would you ask me to pay more? Tax cars coming into the city. Tax the companies who are putting on these regional events - instead of giving them tax breaks. DO NOT put the burden of infrastructure costs on residents on the districts. Additionally, the closer the cost of a one-way fare gets to a ride share costs, the less people will opt for the metro. People like to be on their own schedule and know they will get somewhere on time, without being underground, unable to surf the internet and use their phones. If i have to choose a \$4 metro ride and a \$6 ride share, I will opt for the rideshare, b.c its probably going to be faster, cleaner and more comfortable.

## Appendix B: Written Comments

Written Comments from Online/Paper Surveys
Regional events should have peak fares and increased parking charges.
Remove reserved parking space.
Limit sound volume of local music outside parking lot.s.
Reverse taxation for the poor.
Riders are often charged peak fares during normal peak hours, but do not receive peak service. For instance, when the Red Line was shut down for 45 days, riders were still charged peak fare even though they were not receiving peak service. If peak fare during regional events is implemented, then riders should not be charged peak fare when they do not receive peak fare service.
Ridership on the weekends and holidays are much smaller and I feel that parking fees would negatively impact overall metro revenues.....
Riding Metro is both very expensive and time consuming. Combining metro parking and round trip fares (and driving alone), it is simply cheaper to drive into the District and pay for parking in town. When carpooling the cost becomes even cheaper. Riding Metro takes roughly twice the amount of time of driving into the District - even in rush hour. I ride Metro as little as possible.
Riding the Metro is not cheap. Parking rates rise but the lots are dirty and snow removal could be better so I wonder where the additional fees are going especially since the attendants are no longer stationed at the exits (meaning the increase is not going to salaries).
Right now my commute options requires the use of my particular vehicle. However in a future this may change and I would like to ride the metro and eventually use the parking lots. Lower fares for parking and for metro are magnets for users. If the metro tickets keep increasing the use will decrease, is basic knowledge. Subsidies to metro from states/cities/federal would be needed to avoid the increasing traffic in the area and make people to consider metro as an option for their commutes. Also, a better service and increases of routes (bus or metro, like the purple line project) are required for commuters to be able to reach their destinations in a reliable and fast manner.
Run 8th car tracks on Orange Line during peak hours avoid station closures work at night increase security at station and stop begging within stations
Keep stations clean.
Provide good customer service
Run more frequent trains on the weekends!
Running peak fares during major events makes sense when peak service is provided. As someone who values a public transit option for commuting and getting around, I am all for increased service wherever possible and if more peak service means more peak fares, that is okay. My only concern would be around increasing parking prices to the point where people end up driving instead.
Safety in parking lots should be the top priority
Safety should never be comprised irrespective of cost
secure , covered , bike racks please
Seems like a fair charge for the amounts of service that are required. I fully support this considered change.
Thank you.
Seems like a good way to get occasional users of the system to skip ever using it
Seniors on fixed incomes are volunteering in DC cost of Transportation will create problems for us religious services on weekends require Metro please don't make travel too expensive for us thank you
Service for these events is very important; I doubt that charging a peak fare will dissuade anyone (although you'll probably hear lots of whining).
Service sucks for the price
Should be free in the weekend
Should go to dual fares, like New York. 1 for the district and 1 for outside the district.
Should only charge peak fees if providing peak level service.
Si voy a D.C solo o con una o dos personas mas usualmente tomo el metro . Pero si es que voy con mi familia usualmente llevo mi auto . El precio de hora pico no cambiaria si tomara o no el metro para algun evento.

## Appendix B: Written Comments

Written Comments from Online/Paper Surveys
Since DC is going to decriminalize the theft of Metro fares, Metro will be forced to hike fees again. Passengers already feel unsafe due to all the thugs on the trains.
Since I retired, I don't use Metro on a regular basis, but used to. I support charging peak fares when additional trains are running a rush hour schedule. I also support charging for weekend parking during special events and major holidays. However, I do not support charging for parking on normal Sundays or minor holidays, or even normal Saturdays. Ridership is lower on those days and free parking encourages Metro usage. Advertising free parking would help increase ridership. Ex. ' Metro track work will effect ....this weekend. Remember, though, parking is free.'
Since we are family of 4, it makes it very difficult for us to ride Metro on Holidays because it is expensive.
Small increase in price during events could increase profits because people will ride anyway.
Some of your questions are not clear or needed more options. Question #10 was clear & good example. you ought to make the surveys available online - May linked to an ..... Address , phone , smartcard?
Sounds reasonable if you run more trains.
Speaking for myself, although I rarely drive to take metro, I might occasionally do so. Paying for parking would have little bearing on my decision.
Special events... first Kobe 1 or \$2 more, but parking should be one price lower daily parking Shuttle buses could be used for some events at some stations at a cost for the convenience. The same for the return trip. Should this happen... make sure the signs are simply written and insight for all to understand the announcement should be made to the public early Stay open later
Stop being so damn greedy and put your customers first!!!
Stop charging for parking on weekends your ridership is so low on weekends you need an incentive. Do not raise fees for any service if metro cost the same as parking in DC then I rather drive
STOP increasing rates w/out improving service. STOP increasing in general, it's getting to the point you will exponentially start to lose business, it's not comparable to NYC.
Street parking downtown is usually free on Sundays and Federal Holidays. If you are start charging, I might as well drive. Paying for Metro is enough, paying peak fares is absurd, paying parking and peak fares only to then have to ride a Metro for an additional period of time is beyond a deal breaker. Your fares are already absurd compared to other public subway systems. You need to find another way to fix a broken system then to just keep raising rates.
Support peak fares for events. Raising parking cost only deters people from taking Metro. On the weekend, service is so slow....it is CHEAPER and faster to drive!!! Why would someone pay more to park and have a longer trip on top of it. Even during the weeks, people are deterred from Metro based on the parking fee. Try reducing it as an incentive to get more people to ride on a daily basis. Run a few express trains a day from Weihle Reston, etc. These 45 minutes rides to downtown make driving a better option.
Switching to Pickfair for Peak special events make sense. Does this include for late 9 hockey games?v
Takes metro occasionally and parks to go into the city for sightseeing
Tengo un 'SelectPass' entonces el costo de la tarita no me impona mucho.
thank you
Thank you for collecting customer feedback!

## Appendix B: Written Comments

Written Comments from Online/Paper Surveys
<p>Thank you for reading.</p> <p>I used to ride metrorail everyday. Then I moved to an area where metrobus is a better option.</p> <p>As a DC resident, and WMATA supporter, the proposal is difficult. I want WMATA well-funded. However I don't want to charge metro-DC area visitors extra for their decision to engage in opportunities available in our nation's capital.</p> <p>I worry most about those parking at further away stations (Glenmont, Shady Grove, New Carrollton, etc) and riding in. They would be subject to fares around \$6 (per person), and bear much more of the 'less than 1\$ on average' increase noted by WMATA. I think back to the Women's March in 2017 when I saw massive lines even at Grosvenor, for families of 2 - 5 people.</p> <p>Perhaps WMATA could do a \$1 increase at all stations for peak hours during regional events. This would be non-standard for core stops (that might normally see \$0.25 or \$0.50 peak fare increase), but better distribute the cost recovery efforts.</p> <p>Another hurdle, is that many regional events are political in nature. It is conceivable someone could bring a first amendment suit against WMATA for any fare increase associated with a 'regional event' with which they disagree.</p> <p>Apologies I do not have a magic bullet to assist. Thank you for reading.</p> <p>Aaron Buchsbaum</p> <p>Ward 3</p> <p>DC Resident for 6 years</p> <p>Any increase will impact poorer individuals more.</p>
Thanks for allowing me to give feedback.
Thanks for asking
<p>The absurdly high parking fees are a big reason for Metro's decline in ridership. It is bad policy and a big mistake. If the goal is to get people out of their cars, off the streets, and into mass transit, this is not the way to do it.</p> <p>The app would have to be very easy to use.</p>
<p>The changes that Metro suggests would only be good for the short term. Revenue would be substantial for the number of visitors that would use the system during large events. However, in the long run, visitors would soon figure out that there are more cost-effective ways to get into the city, such as Lyft. Lyft offers discounts on its rides into the cities during large events, and more people would use it. Metro would lose ridership on big events and would be back right where it started before the changes were implemented. Accessibility of the system during these large events would also be worse off, as peak fares + parking fees would make the system less attractive. For the sake of the DMV area, it would be better if these changes were not implemented. I can clearly see that Metro sees this as a necessary evil in light of their financial woes.</p>
<p>The combined rate hike for parking along w/the shifting on peak metro fare rates are making it prohibited to continue investing in the metro system. I can drive into DC w/an economical car and pay to park less then the combined parking &amp; metro fare rates. Public transportation should be cheaper, NOT MORE EXPENSIVE.</p>
<p>The continued implementation of parking price increases, rider fare increases, and addition of paid parking Saturdays to my local metro station has all but eliminated my use of the metro. For a round trip weeknight visit to the city, I can anticipate spending upwards of \$15 for the inconvenience of delayed trains, broken A/C, track work, and general inefficiency. I have found it exponentially easier to drive into the city, pay to park in a garage for LESS MONEY, and not have to stress about how long it will take me to get back to Reston when I leave.</p> <p>Abusing your riders' wallets to meet your budget shortfalls is a one-way ticket to bankruptcy. I refuse to patronize a system that refuses to get with the times at the risk of its riders' safety.</p>
<p>The cost of metro for me to go to work in Rosslyn already comes to \$5,000.00/year. It is much higher than simply driving and parking at the location put together. I want to be green, but if fares and costs keep rising, I may have to stop riding metro completely.</p>
The cost of using Metro parking it already to expensive ...
<p>The cost to ride Metro in the DMV is already too expensive compared to other Metropolitan cities. Increasing any weekend fares, be it parking or rider fares will deter ridership for individuals living in the area. Most families traveling with full fare aged paying children will incur additional cost due to a peak fare increase and then on top of that, will need to pay more to park. People would rather drive directly to where they are going and find a suitable park lot near their destination.</p>



## Appendix B: Written Comments

Written Comments from Online/Paper Surveys
The costs of parking would have to rise considerably to keep me from using the Metro lots, because if I don't use them, I can't use Metro, either. I picked a figure somewhat higher than the current rate for Monday-Friday. For weekends, the rates should be lower, and ideally, for holidays, they should be free. I understand that when more trains are needed, the cost has to be recouped somehow.
Metro has to do whatever is necessary to remain solvent, and we would be lost without it. That said, for me personally, and in general, I recommend that there be MORE TRAINS DURING THE WEEKDAY RUSH HOURS, because having to wait discourages people from riding them. It also makes travel unpleasant for those who do ride. Sometimes there is standing room only, and I have seen trains (fortunately not ones I ride) so cram-packed with passengers that one can hardly squeeze anyone else on. If I had to ride that way on a daily basis, I'd have to give up and drive, because standing motionless for an hour is just too painful. I truly hope Metro will always be available for folks like me who have been riding it since the system was built, and who value it for many reasons, including having time to read or to put toward other productive uses.
The current \$5.20 parking charges are very overpriced; in addition to the expensive train rides, daily. Charging on the weekends too would be greedy (metro). Please keep weekend and holiday parking rates free!!!!
The current parking rates at the 'southern avenue station' is too expensive. I'm seriously considering not parking there any more during the weekdays, I would definitely not park there if there is a fee to park on the weekends too.
The customer service isn't very professional when you have an issue with parking and call.
The decision to raise fees should correlate to better services. Currently the fee increase in parking and ride fare does not correspond to cleanliness, timeliness and increase hours of service. I would not pay for an event on weekends or weekdays because I can control my time of arrival, the after hours of most weekend events that Metro does not run by taking my own transportation or car hire.
The examples of regional events gave weekend or holiday events that fail to capture the actual regional events that occurred when I rode transit to and from work like MLB and NHL events that packed trains and platforms when extra service was provided during the NHL championship playoffs.
The question about how much I would pay for parking during regional event fails to convey whether I would simultaneously be required to pay more to ride the trains that day. I shouldn't have to pay an uptick to park and also pay more to ride because why take the train if it's going to cost me the same as it would to park downtown or more than it would cost to take Uber/Lyft carpool rideshare and without the headache and inconvenience of drunkards and rowdy teenagers, loud music or conversations and beggars!
The fares are already expensive. Don't raise them!
Please provide some training on how to stop the train. Metro is the most jerky train of many places I have taken the train.
The fares are too high in general. I have ridden metros around the country and the world, and the DC Metro is the least reliable I've encountered while also being one of the most expensive.
The fares are WAY TOO HIGH for the service that is provided.
The fees for the public transit (yet not metro) at Franconia Springfield are unreasonable. Paying an extra \$4/day to ride the VRE from that location unfairly targets those folks who still want to use public transit yet don't prefer to use your system. The parking fee has made me consider driving daily vice riding public transit as it isn't that much more expensive for me to park.
The holidays are celebrated by everyone metro provides a service so that people won't drink and drive. Charging more to ride during regional events and holidays will increase the tendency to drink and drive. People who drink or do drugs should not be forced to drive because taking metro is too expensive. I would not pay top dollar for a house that needs repairs. Metro needs to get its house in order.
The issue is not the cost of parking. Service on the weekend and holidays has been difficult for years. Some important recently Sundays there is no Redskins Nats or caps. Save the system
The issue with peak fare is that seldom comes with peak service. And Metro has already adjusted "peak" hours to suit itself rather than actual ridership. In a nutshell, that's much of the problem I have with fare and parking fee increases: riders pay more for less service. Why charge more for parking? It doesn't cost Metro anything additional to maintain parking regardless of peak or non peak. And as a commuter who frequently works over federal holidays I can attest that trains are often just as crowded as rush hour because Metro cuts back on service. This gives me little incentive to use Metro over other holidays or events given I already endure a lousy commute during non holidays. If you start raising fare and parking too, I'll be more likely to drive as Metro won't benefit me at all.

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Written Comments from Online/Paper Surveys
The lights at T. Park are always on and elevator never works.
The main value to metro on large events is avoiding traffic - would have to guarantee many trains running to justify both peak fares and a parking fee
The maximum that I would pay \$10 per event
The metro is a disaster. I will not pay for a service that is already a disaster.
The metro is already slower on the weekends, particularly with the on going construction. If parking fees were the same as the weekend, I would not take the metro.
The metrobus route that serves my neighborhood is M-F, rush hour only. I can take metro to work, church, almost everywhere I want to go. The decrease in late night service has been a problem for me. I have declined to attend events that end after metro service ends. I would like take the bus rather than drive to the metro if the service was more frequent than every half hour. I read Susan Paisner's editorial in the Washington Post, and I agree thoroughly. I quote 'If Metro needs more financial assistance, find other revenue streams, such as advertising or corporate support, but don't — and let me repeat — don't punish the riders. It won't be enough to cover your costs, but it will be more than enough to turn people away.' Please don't raise parking fees for special events.
The ONLY reason I would approve of increasing fares is if the metro would stay open later on Thursdays/Fridays/Saturdays.
The only time I travel on Metro is to go to work. If some large event is scheduled on a regular federal workday, then I will be traveling at the same time. I would like you to consider senior citizen parking rates; it now costs almost as much to park as to pay the max peak fare to and from work.
The parking and peak fares are unfair to the people who have to get to work at the same time as an event - why do they have to pay extra on those days? Many of those people have nothing to do with the event/are just trying to go about their day, many of which have budgeted/can't afford the unanticipated increase. They shouldn't have to bare the unplanned burden of those increases.
That being said, in the end I just wish Metro would understand - all we want is Timely, Regular, Safe, Clean transit. Want to bring people back to Metro? Provide those things. How about a flat \$3 - \$3.50 all the time rate, with a reasonable monthly pass and call it a day? Get rid of the exit pay gates. Trains during 'rush' should be every 4-6 minutes, not every 8. I'm only the 3rd stop on the Green line and I'm usually lucky to get a seat. Trains should run later on a regular basis - again, some people need to get to/from work. I never take the train on the weekend because it's quite literally stupid to do so - every 24 minutes? Even every 12, it's far faster and more efficient to drive. I never know what the fare is going to be (again - flat rate please?) and if I have to pay for parking too? All of those combined = driving is WAY more efficient, even if I have to pay to park where I'm going. If there are two of us in the car, it's already cheaper even to park. The only reason I take the train to work is because I am given a pass from work - if I didn't get a pass, I would absolutely be getting up crazy early and driving every day. Until Metro makes some REAL changes and provides REAL service, it will continue to be the Nation's embarrassment. I've seen better service in developing countries - we can and should do better. Thanks.
The parking fees are not consistent throughout the big metro system and that is puzzling. The fees appear to be higher at the green and blue line stations. The parking fees are almost comparable to a monthly garage fee and I am almost tempted to drive/ park knowing I do not have to wait on trains or continue to be raked over the coals to offset other commuters.
The parking fees are too high now so definitely would NOT pay more to park at Metro. Additionally, the lack of security makes paying and parking that much worse.....and the convenience to get on Metro without the security doesn't make it worth paying the money.
The parking is too high, we shouldn't pay the same fee as the metro rail -- too expensive
The past large regional events, it was almost impossible to use metro because of the amount of people and you couldn't even get onto the platform. The lines to get to parking was a hinderance. I can't imagine pre-paying for parking and then not even able to get to the parking lot/garage. The current cost of metro is so extreme that it is easier to drive in with another person even when the city recommends you take public transportation. When I travel to the city, it cost me \$15 round trip. Why can other large metropolitan cities manage to charge only \$2-\$3 for a round trip on their subway system? Paying for weekend parking is outrageous.

## Appendix B: Written Comments

Written Comments from Online/Paper Surveys
The pay is not the issue. The issue is the way your representatives in the field. Such as: bus drivers and station managers display of negative customer service to your paying customers. I personally have experienced such negative activity and seriously thinking about taking my service to lyft and uber. Before you consider raising fares. Fix the internal issue of your employees being disrespectful to those who keep the doors to your company open.
The peak fares for peak service idea is long overdue. May I suggest adding some kind of daily pass differentiation as well? Or better yet, have a daily bus+rail pass like every other transit system in existence. As for parking, it would be nice to find some way to encourage people to use a bus for first/last-mile transfer, but that will require fixing the bus network in something approaching a reasonable timeframe (i.e. not ten years!!!) which apparently isn't on the table.
The problem with metro peak fee is Orange line rider are being charged for peak but not getting the benefits of faster train pick up. Waiting 8 to 10 minutes during peak hours is truly unexceptible. I talked to rider who say they are actively looking for other options. Any price on the orange line and I plan to start a car pool. That's 5 people a day.
The proposed changes to parking fees are egregious. Weekend parking has always been free, and there is no justification provided to explain what additional costs WMATA incurs from weekend parking. I think charging peak fares during regional/ high ridership events makes sense, is justified by the additional costs incurred by WMATA, and will be a minimum impact on riders that has a maximum impact on supporting the system.
The proposes parking changes will affect ridership more than charging peak fares during regional events (in my opinion). Metro will still receive increased revenue because it will still be the best way to get around the downtown Washington, DC area during regional events (like the Fourth of July and Memorial Day celebrations); people will realize this and take the rail and buses. Changing the price of parking for regional events will potentially make people think twice about attending the event, not ride the rail/bus, not attend the events and explore other options (i.e.- driving to National Harbor, Old Town Alexandria, etc.).
The reason I have cut back on metro is because the fares and parking have risen. Raising the cost again will make me us it even less.
The service isn't getting better, but the cost keeps going up. Stop the rate hikes for awhile and focus on quality and customer service.
the trains need to be cleaned more often or on a daily basis.
The way the metro decides to make more money through taxes and more fees obviously doesn't work. If you have a dwindling group of riders, why would you raise the prices? I've stopped using the metro to go to events due to inconsistency in the schedule and I can never rely on it to go late enough for any type of concert or any other evening event, which is what you should be focusing on... If the metro ran later so people can actually have a way home I would use it. Until then uber it is
The yellow apron guy would be more used to metro. Because then please that work inside the station don't do anything.
There is no weekend bus service from my community. Therefore I have to drive to a metrorail station in order to ride. Forcing me to pay for weekend or holiday parking is thus so unfair.
There should be a cap on the maximum fare increase, and it should be published. That way, people know the fare will increase but that it won't exceed, for instance, \$10 for any one ride.
there should be a discounted package price for daily commuters that need to park at Metro every day . I used to drive to work every day.
There should be a discounted package price for daily commuters that need to park at the metro every day similar to metro rail packages to assist commuters . I used to drive to work every day and paid \$240 a month at a parking garage . Riding the metro is no cheaper between the 5.20 A-day parking garage and a daily peak fare commute for Largo to Farragut West
There should be a rider advisory panel to ask about these things face to face.
There should be a way to ensure there would be no impact to daily commuter costs. If you use a smart benefit the cost would stay the same and this would only impact tourist costs. Maybe also consider enforcement of fares- I've seen many people jump the barriers and not pay- and the station workers are too "busy" to enforce rules for those who do not pay their way.
There should be more transit police involved for big events.
These bus operator need to make every one pay that why your so short on the money

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These proposals are extremely objectionable as they don't pay any attention to how to win back riders. You DO NOT win back riders by increasing opportunities to pay premium rail fares or parking fees. All peak fares and fees need to be ELIMINATED IMMEDIATELY. Metro has a revenue problem because it has not shown it really cares about its riders.
They are fine. Do it!
They are hurting ridership on the weekends by charging any fair. I am not sure if people understand about paying with a credit card even though they used smart trip. I like the concept of long term parking.
This is a remarkably bad idea. It's truly, deeply offensive. In a city that loves to hate WMATA, I have regularly been a defender of the service, even while being inconvenienced by closures and the like during the past few years. But this is ridiculous. You are proposing a change that will discourage people from participating in major protest events; protests that at this point in our nation's history may be the only thing standing between us and unchecked lawlessness and state-perpetuated violence. Indeed, WMATA's very existence as a state-funded entity hangs in the balance, and you choose to thwart rather than assist people trying to make their voices heard in defense of democracy? Not the most intelligent move on your part. There is also going to be a disparate impact on residents in locations more remote from downtown, many of whom are people of color living in economically depressed areas. Nice job. Maybe you should consider the amount of money WMATA will be spending defending itself against law suits--or the loss of revenue to unregulated modes of transportation like UBER or scooter and bike share companies--before taking such a boldly ignorant step.
This is insane. For the past couple of years, we've been paying more money for less service, and we've experienced some extremely costly service disruptions. Now you want to squeeze more money out of us?
This just seems like another reason for riders to avoid using metro
This mobile app business would be a waste of time. HOW I pay is less important than how MUCH I pay, which determines whether I park at New C and take Metro or I drive all the way into do downtown (McPherson Square area). Add much to my metro parking, and it is much cheaper to drive. I can park for \$13 all day downtown, plus a \$1 tip, and that's already the same price as Metro both ways plus parking. The higher Metro parking goes, the more likely it is that I'll drive.
This survey does a terrible job of explaining what is being proposed. It makes sense to limit demand by increasing prices for special events, but this is a slippery slope and could easily drive people away from the Metro entirely. Uber/Lift drivers would rejoice, I'm sure.
This survey fails to consider that low wage workers that support any major or special event has to work to support the event. Never does anyone take to consideration the increased negative impact to a low wage earners expense. These events don't benefit them positively. This proposal is ludacris.
This survey is a sham as the board do as they pleased. You want more ridership then decrease the prices in parking and don't charge on the weekend. Metro board doesn't use logic. At this rate more people will use other form of transportation. This current board needs to be dissolved and have a new one that listen to the people.
This survey is ridiculously biased toward getting favorable responses to the proposed changes. It does not honestly seek feedback from riders on the proposed changes--its purpose seems to be to gin up favorable statistics while at the same time providing the appearance of seeking public comment. Like so much of WMATA's public relations, it is a sham. I oppose the parking changes. At a time of declining ridership, increasing the times and days on which parking fees will be charged is self-defeating and will literally drive many people to driving. Others will increase the use of Kiss and Ride drop-off to avoid parking fees. The proposed multi-day parking fee structure will drive many people away from using Metro lots, even people who are catching buses at a station like Shady Grove to go to BWI. This will reduce transit use contrary to the whole purpose of a public transit system like Metro. While the early morning gate time changes make some sense, the other proposals will in the end probably drive down utilization of the parking lots. I also do not trust WMATA management to intelligently implement rush hour fares for special events during weekdays. Everyone will wind up paying more, even people going to their daily jobs after usual rush hours who don't even like the special event that results in extra fare costs. Why should a special event increase the fares of people who are not attending it?
To be completely honest, I try and AVOID using Metro as often as I can. It is ridiculous that service has been cut. It is more ridiculous that there has been continuous and endless track work/maintenance. What makes it even worse is that you folks have increased fares before. You just received millions upon MILLIONS of dollars from DC, VA, and MD and yet here you are again asking for yet another fare increase. WHAT IS WRONG WITH YOU PEOPLE?!? NO! Fares should not be increased at all until SAFE service is restored without interruptions. When does it stop?!? I can see Metro closing for good one day and you will STILL be asking for more money and not provide anything to the people. This has to stop! You disgust me metro! You are your own demise!
To be honest any increase makes it more expensive than driving. I will just drive to work for the increased flexibility and comfort.

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To jack up the prices on a random non policy based basis is a way to bully your clients. It's a form of discrimination and opportunism. It is not the best practice.
To raise the parking fees would deter me from using Metro station to park and perhaps the subway. I would park in the Fairfax connector free lot and catch the express bus.
Too much money
transfer fees are ridiculous
Trust and wmta from the public is at an all-time low. You have a monopoly on commuting and or transportation and the DMV you're going to make us pay for your mistakes when the job wasn't done right in the first place?
Close the clothing store and get it right.
Trying to get revenue by charging outrageous prices for parking is ridiculous. The system barley runs and you are trying to get people to pay more. That's all I hear about is Metro trying to get more money for a system that is so poorly run that it is counterproductive. I'd rather drive then be subjected to higher fees and poorer service.
Uber may be cheaper than paying \$4.95 or more for parking.
Unconcerned about fare changes for events, but would like to see the metro not charge people to enter a station and then leave if it's within a 15 min period if there is a delay or the platform is crowded
Users who ride every day with a monthly pass shouldn't be penalized on days tourists attend in larger numbers. If you want to charge tourists go for it, but don't charge people who ride every day.
Uses Metro often, but think price increase is outrageous.
Very poor survey questions. They assume that cost is the only factor in deciding whether to use Metro for a large-scale event. I wouldn't ride Metro because of concerns about personal safety and overcrowding.
Vienna Metro North Garage has actual holes in the pavement through to the level below are those plans to fix? seriously dangerous
Waiting 20 minutes right now for a train to arrive fix the system improve the service I take uber most mornings because Service downtown is unreliable
We all know you are going to raise fares and start imposing full parking fees on weekends/holidays, so why bother with this bulls*** 'survey'. The truth is I've stopped using Metro as much as possible. If you start implementing rush hour fares/parking on special event days I will stop using Metro all together because it actually becomes cheaper to drive and park than deal with crappy, infrequent trains. You keep raising rates and decreasing services and then you wonder why ridership keeps dropping. It's because you care nothing about rider satisfaction.
We already pay higher fares than most if not all mass transit systems in the US. I pay \$207 for a monthly select pass, for which the equivalent price in NYC is \$116. Increasing fares further is likely to hurt ridership. In my opinion, the only situation in which it would be permissible to raise fares for events is if operating hours are extended past the typical 1AM last trains.
Parking cost increases may be acceptable but they should be modest, otherwise riders may choose to drive into DC and find parking on Spothero or Parking Panda
We already paying too much to be riding metro. The train never on time and I'm getting tired of the longer wait time on the weekends for a train
We are already getting overcharged to ride this metro system, so increasing prices even higher during major events (aka when we NEED public transportation even more) is despicable. Running the trains more frequently during major events is a much more efficient way to keep people safe and simultaneously allow them to get where they need to go. Increasing prices and limiting who can afford to travel during big events will ruin those events for many people.
We come to DC often from penn state
we have financed this system with our taxes and with ever-escalating tollway fees. It's becoming ridiculously expensive and the service isn't worth it . How long do you think you can continually raise costs and continue to attract riders ? It's a losing proposition for you and us.
We have many visitors during these large events, they pay using the metro for the entire stay. It seems that would help offset some of the costs you are talking about. Metro wants always to raise fares. How about you pay attention to those people who go through the fare gates without paying (and yes, the station managers are seeing this and doing nothing) or on the bus when they just get on and don't pay.

## Appendix B: Written Comments

Written Comments from Online/Paper Surveys
<p>We have reduced our Metro rail usage to only when we have to use it due to construction and unreliable service and overcrowding. We recently heard that you are considering allowing people to eat on the trains. This idea makes us think that riding Metro will be the same as riding in a trash can, as people are unable to clean up after themselves when food is NOT allowed. Empty fast food wrappers, bottles, and other trash was seen on our recent trip via metro to a Nationals game. Spills and dropped food become a risk sitting on this or slipping on it trying to get off. The smell will become more unpleasant. It's very disappointing to us that people are so lazy, but giving permission, and selling food at stations, will only cause conditions on the rail cars to deteriorate.</p>
<p>We live 30 miles from DC in southern MD, and enjoy going into town by Metro on weekends to enjoy a meal or special entertainment. We've always been thrilled that parking has been free because, as seniors, we're not that excited about venturing into Washington traffic. And the parking lot (Suitland station) is almost always empty. So, I don't think you're missing any revenue there by not charging on weekends, and it would definitely discourage us from taking the Metro if there was a parking fee. But if you must charge, how about just Saturday or just Sunday, rather than both, or - even better - encourage us senior smart trippers to get out and about by giving us a free pass on weekend parking. Thank you.</p>
<p>We must remember that the goal of Metro is to create an attractive alternative to driving, to reduce traffic congestion, to promote smooth transition to other public transit modes such as rail and bus, and to reduce pollution and greenhouse gases. Metro trains are less used on Sundays and holidays than work days. Charging any fee or more than nominal Sunday and holiday parking fees when most parking fees are free, creates a disincentive to ride Metro trains on Sunday/holidays, especially since service frequency is low Sundays and holidays.</p>
<p>Metro serves an important role as a transfer point to other traffic modes such as rail, plane and bus. I support charging a fee for each day of multi-day parking at Metro lots but not a larger non-rider supplemental fee. Such larger non-rider fees are appropriate at stations near large sports arenas where Metro lots charge markedly less than game parking fees. In the latter case, drivers are using Metro parking as a less expensive option than game parking.</p>
<p>We need more parking at metro instead of parking changes to metro and we also dont need metro raising fare prices while the service of metro has continued to decline</p>
<p>We only come to DC for fun maybe 1 or 2 times every 2 months</p>
<p>We should tax regionally an adequate amount to fund Metro and provide transit at no additional cost to riders. We should charge premium rates for parking for those who could get to Metro by walking 1/4 mile or less, but for those who don't have access to a bus to get them to a train, or to the bus they need, no charge for parking. Keep expanding rail so everyone in the region is served, and switch to electric buses. On the routes I take, L1, L2, and D6, we need smaller buses that run more frequently - every 5 minutes, all day, but small so they are safer for cyclists and pedestrians.</p> <p>Metro should develop safe, no-on-streets bicycle and walking paths all over the city so we can walk/cycle to work without having to be next to cars. Also, a high tax of cars that are no electric or hybrid.</p>
<p>Weekday parking fees should not be charged for normal weekends. I normally do not take Metro on weekends because of the long headways and track work. I often go out of my way to avoid parking at Metro garages on weekends now that they are no longer free; I will never park at a Metro parking lot for a weekday fee when the service provided is weekend service. By your own logic, if you want to charge weekday parking and rail fees for peak service events on weekends, regular weekend parking should be free due to the much more limited service. Metro cannot compete with any other form of transportation in terms of time efficiency on weekends, and charging for parking eliminates it's ability to compete in terms of price.</p>
<p>Weekdays I walk to my stop unless I have a late event like a baseball game. On weekends I park. If I'm with my family, I do what is cheaper: 8 trips (4 riders both ways) or parking in town. Often I drive. If you add a parking fee you will just force me to drive more and your weekend income will go down. I thought you wanted more riders, not few riders paying more.</p>
<p>Weekend no fee at all please!!</p>
<p>Weekend parking is unfortunate. It is making me walk to the metro to save the \$5.20 on Saturdays and move any plans to Sunday if possible.</p>
<p>Weekend ridership is already abysmal, especially with the horrible service frequencies provided on the weekend. Charging for parking on weekends will further discourage people from riding on the weekends (if infrequent trains didn't already do so). As for charging peak fares, decent service should not be a luxury. Frequent trains should not require people paying more.</p>
<p>Weekend service is so unreliable this is why I rarely take Metro on the weekends the parking prices are irrelevant</p>

## Appendix B: Written Comments

Written Comments from Online/Paper Surveys
Weekend should be FREE
Well I would likely still paying the peak fare during Regional events I feel as though DMV residents should not have to shoulder the financial burden of having visitors come to the city special because many of the events that would lead to increased fares are highly political. Some Riders do not want their extra fares to help pay to support certain events.
What additional signage would be needed to inform Metrorail customers of the peak fare for large regional events so that they may put the proper amount of money on their metro cards without under or overpaying?
What happened to making the system more user friendly and improving the service. Please bring back 7 a.m start time on Sundays. There is a fee for Saturdays already we do not need a fee for Sundays.
What is the point of reserved parking how would Tourists know about it? That would just create less space for regular riders that's a terrible idea
When are you going to stop the rush plus service? It only causes packed trains for the majority of people who live outside of the rush plus area. It's also ridiculous that trains run every 6 minutes during rush hour, again causing packed trains. Be better.
When I worked, I rode metro everyday. Parking was reasonable. I have senior smart trip and fare is very reasonable.
When Metro first started the parking fees were much less. With increase in metro fees and parking fees, it is very hard for people who are on fixed incomes to get to work. We pay more for gas, metro and parking amonth then some of our bills. Parking fees should not increase any more. Ridership is already down. Because the people feel that they are paying too much between the two. They can't afford it. Federal Holidays and weekends should be free. For big events July 4 and marches and others charge a free.
When Metro had part of the blue line shut down for two weeks of scheduled maintenance, I took the train to work (had to transfer twice each time instead of not having to transfer at all - Franconia/Springfield to Metro Center and back), and I took Uber back to the Metro parking lot. Metro charged me \$8.95 to park. Shame on Metro for doing so! I took the Uber back because it was much quicker than spending forever on the trains getting back. Metro even recommended that we find another mode of transportation, but it chose to charge me extra. Metro should not be charging more money for 'non riders.' What Metro may not realize is that a lot of these 'non riders' are actually riders in one way or another. When you try to get too complicated and greedy, people, such as myself, tend to get upset. Then we might choose to not use your service. If you wish to get in touch with me, you can at reach me [REDACTED]. Thanks. Barry Epstein
When parking gets close to the cost of parking in DC, it no longer makes sense to take the metro. Especially on the weekends. I know where the free parking is in DC and then can jump on the metro. Consider freeing up unused Premium parking earlier than 10 o'clock. If those parking spaces arent being used you losing revenue. Free them up at 9 AM. Look at how many of them are free during the normal work week, then reduce the number of premium spots. You could probably free up 5 to 10 spots at every station with parking .
When there are sports games with expected high attendance, and there are already 2 station managers, please have one direct, herd the non-commuters because they are frequently lost and stop. They also stand on the left side of the escalator, stopping people who want to walk down to catch their trains (particularly at Union Station). They also need to put more cars on to accommodate more riders.
When will you guys extend the metro passed Vienna? please extend to at least Centreville or Manassas
When you come to gallery place the station and platform is always very dirty especially early in the morning. Please clean this area.
whenever I came as a tourist to DC with my family we parked in New Carrollton. As ticket fares can add up with a family of six free parking is always an incentive to ride Metro. I we would have to pay for parking on top of Metro fares, we might as well pay for parking in a public parking and not ride Metro.
Whether it's a Monday or a Holiday, I DO NOT want to pay a increased rate!
While I did not attend regional events, I did use metro on those days. As a daily metro commuter, I should not be forced to pay more on days when there happens to be such events which I do not attend. Also, during those days, Metro should plan to run 8-car trains very frequently.
While I don't necessarily mind the peak fares during regional events, I also don't think it's a good idea if you are trying to win back riders. I think the extension of charging for parking on weekends works against getting more riders as we are already inconvenienced by track work and sometimes ridiculous headways. All of that works against getting riders back as the most significant ridership losses are at peak hours. I hope you will reconsider both of these initiatives.

## Appendix B: Written Comments

Written Comments from Online/Paper Surveys
While I have not ridden METRO to attend regional events of major national holidays, I have had to ride METRO to get to work on those days. My comment is that it is so crowded, that I usually opt to drive. I feel METRO is justified in charging more for peak demand for parking and/or fares. It's what UBER and LYFT do, it's what many other online businesses do, hotels charge more when there is high demand, etc. It's called supply and demand. METRO has to staff up to meet the demand, so it's logical that you charge more during these peak demand times.
While I understand the motivation behind the proposed fee increases, I feel that they go against the 'bigger picture' of one of the main goals of a public transit system in a large metropolitan area: reducing congestion on the streets. On days when there is expected to be significant demand to get into/out of an area, you should be encouraging public transit ridership, not raising the barrier. The higher fares encourage more people (especially groups traveling together) to forgo the more efficient, environmentally friendlier option of public transit in favor of the more convenient option of driving. In my opinion the fares are already high and contribute to my choosing alternative methods of transportation on occasion. I am against anything that contributes to tipping the scale further away from it being an economical option for frequent or occasional use.
While Metro parking is still one of the more inexpensive parking choices in the area, free or reduced parking charges is the only reason I continue to use Metro at all, particularly on holidays and weekends. With the possibility of fare increases in the next couple of years, if parking was increasing at all, I may leave Metro all together even though I'm reimbursed for weekday parking and Metro fare.
While this survey is appreciated, I am honestly surprised at how awful the parking experience has been this Summer for metro riders. I live in Hyattsville and for some reason this Summer, the parking lot at WH needed to be repaved (when it was in totally fine condition - believe me, I would have noticed if there were massive pot holes, etc.). This was supposed to be a 2 week job, max. It has instead crippled the entire community and closed down 1/2 of the lot for the ENTIRE summer, with many days having zero work done. This wouldn't have been such an inconvenience if there had been a sign activated earlier telling us when the lot was full (only used recently), if Fort Totten hadn't gotten full and was ticketing people up until 9:59 for parking in vacant 'reserved' spots, OR if the metered spots at any station allowed ParkMobile to be used vs. coins. This last point really grinds my gears, because guess what? The metered lot was also paved (for no good reason) this Summer - and for the same cost, maybe less, you could have taken out the outdated and not used coin meters for credit card processing meters. Many times I was only going to be gone for a few hours and would have preferred this option but had to pay the full day rate because I had no coins. This is really needed for your riders, please consider implementing this as soon as possible... I'm sure Parkmobile would love to hear from you.
Why are the Metro services so terrible?
Why are you increasing fares, that's the complete opposite of what you're trying to do if you want to attract new riders or keep existing riders.
Why do our fares and fees need to be increased constantly? When will Grosvenor be done? Ever? It's like a third world country
Why doesn't metro take care of the new cars ?why is there so much corruption? we are the nation's capital and the metro system is a joke .the monitors in the train should tell us about the delays.
Why increase the prices so much especially in poor places?
why is METRO so racist ? all your employees are black . You should really apply diversity in your company , plus most of them are slackers.
why isn't there a discounted rate for parking, since you have discount metro fares. Why are there so many reserved parking spots that generally not being used during the peak early hours.
Why not have one fares for bus and rail like New York City system. The cost should be \$4 for bus and rail with free transfer.
Why not just adopt a flat, system wide fare like NYC? Raise fares to \$3.00 or \$3.50, all the time.
Why should we pay you more for ANYTHING given your consistently VERY poor service?
Why would you guys start charging for a events on the weekend , in DC you can park for free on the weekends do you really think people prefer to pay over just parking for free
Why would you increase fares! Metro makes so much money when more people ride it such as these events. If less people rode and just walked (because the service is still terrible on these events and it wouldn't be worth it) you would lose money
Will continue to use Metro.



## Appendix B: Written Comments

Written Comments from Online/Paper Surveys
Will the service increase since the parking and fares are increasing??
will use uber if prices increase
With in the city, each ride should cost \$4. No matter what time of the day. Entering / leaving the city, cost should be \$8. No matter what time of day. Metro bus should be \$3 each bus ride.
Parking in the city is \$12-\$15 roughly. Keep metro costs below that, and people will still ride. They may be upset, but it will still be better than driving.
WMATA functioning during regional events has been-in my experience--sub-par compared to rush hour. Trains run less frequently despite rush hour functionality promises during events such as major marches. Charging peak fares during what is actually a non-peak functionality is dishonest. WMATA still has a very long way to go before redeeming itself in the eyes of its riders--hiking fares is not something that will improve that image.
WMATA is wise to begin charging increased peak fares during major events such as the Cherry Blossom, Smithsonian Folk Festival, Independence Day, Inauguration Day, and to include DC Convention Center, Verizon Center, and FedEx Field events however, I believe offering an extra perk with increase peak fares such as express trains and bus services with cut back on MIP participations for over-time and 'free' leave offerings use the MIP funds to pay overtime to bus and rail operators. The addition of express services will cut down on MIP employee participation.
WMATA Metro needs to start providing longer hours of service. We pay alot and other cities provide more hours. The other thing DC MEtro does not have which they desperately need is an outer loop - it doesn't make sense to come in to the city to go out of the city. Connect Red Line to Silver Line - Bethesda or Friendship Heights to Falls Church. We need it!
WMATA SUCKS A**! STOP CHARGING THE POOR FOLK MORE AND MORE MONEY ALL THE TIME! THIS IS GETTING OUT OF HAND!
would Like the twinbrook station update new additional entrance and escalator
Would not recommend full daily rate for parking weekends keep it around \$3 or people will try to park elsewhere or avoid Metro
Would not use Metro parking if I have to pay on weekends or holidays. Due to cost of parking and wait time for trains I would not choose metro for weekend trips into WDC.
Would prefer to have parking fees every day (including Saturday/Sunday/federal holidays) if it lowered the weekday parking rate.
would the base fares for bus and rail change if metro proposed these changes and I used a Metro Access Smart Trip card ? Could the same thing happen for the reduced fare Smart Trip cared users ?
Would the mobile app allow for pre tax parking. If so I would use it.
would this mean we would have off peak fares when Metro provides limited service during repairs or system problem during rush hour?
WT* why are you increasing the parking fee at springfield metro to \$10 for non-rider & required to use the same smartrip card. WT* metro you cut service increase fare & increase parking fee. what type of business model are you trying to do- kill the ridership? Majority people use metro & parking are working people, we are not millionaires that why we use puplic transportation M*! WMATA, what type of people do you have that runing the company, that want to kill ridership cuz of your incompetence, ineffective internal control to reduce fraud, waste & abuse so you pass the buck to your riders. WT* WMATA go back to business school n relearn how to run a company. Why would people ride the metro when the service are bad, high fare and reduce service hour on weekend, slow infrequent train runing. I can walk faster than waiting for the next train. i can drive or Uber when it much less than riding metro cost plus parking fee. WT* WMATA, Why are you paying ur CEO, COO, CFO, CIO... So much \$\$\$ in salary for doing nothing good to the company and the public is suppose to serve. Why the F*** we need public transportation for. WT* WMATA, all you talk about is increase fare and parking fee, shutdown service, reduce operation hours. Never anything good like keep parking fee at a constance level, increase service hours... I am looking for an alternative way to get to work other than sad metro.
Y'all are really out here trying to increase fares AGAIN this year!!! What is yall malfunction?!! It is bad enough that I can no longer go to the type of events you mentioned at night because all your stations close at midnight! I dont see ANY ROI on the increases you guys have done so far! This is UNFAIR.. Yall got a racket going on here.. its a sham/shame
YES FREE PARKING !!!!
YES, I HAVE BEEN SAYING FOR YEARS. Gouge the tourists for peak fares, not the commuters who rely on it most.

## Appendix B: Written Comments

Written Comments from Online/Paper Surveys
You all already received dedicated funds for Metro rail system the time is now to make decisions to hold off spending more money and cut stuff not essential to operating the trains parking should not be more expensive on the weekends
You all are a joke. The only thing to blame for your decline is yourselves. Anyone with half a brain that has conducted a real transit study knows what the answer to fixing declining ridership is: run more trains. That is why I barely ride on the weekends. My time is precious and I do not want to spend 20 minutes waiting to take a 10 minute train ride. Absolutely embarrassing what has happened to the system over the past 5 years. Overall, you should not be charging more for reliable service, the increase in ridership alone will give you enough money to pay operation causes. Including your overpaid employees (the GM included).
You all are already ripping us off royally for poor and unsafe service. Now you want to know how much further you can push it? Why has it taken more than one YEAR and counting to slap some sealant on the Grosvenor garage? There is rarely anyone even at the job site and when they are there they are usually chatting or on their phones. I guess the longer they drag the job out, the longer they collect a check for doing nothing.
You already charge more than other rail lines in other big cities. I don't see anywhere that you have plans to make service better. Just more expensive.
You are trying to encourage people to get out their cars and take Metro, right? Parking should be free!
You can charge peak fares and people will likely pay for them, but the fares you charge every day of the year are supposed to provide the income you need to run the metro effectively every day of the year...adding money for special events is either a ploy for the city/Metro to get more money at the expense of everyone riding the Metro that day...if this is necessary, by all means (though perhaps we need to rethink our Metro if it's going to continually be structured to make income off tourists rather than provide affordable transport to citizens), if this is unnecessary then you are simply inacting another measure to make the metro less accessible to those who need it.
You cannot keep raising rates while providing terrible service. The only good thing about Metro is avoiding parking downtown. Once you raise parking rates, it will be more cost effective to park downtown and skip the Metro all together. Traffic is preferable to standing on platforms for 25 minutes per leg of a trip without climate control or working information screens on packed platforms. Getting downtown from the suburbs takes an hour or more because of the inconsistent service and we are considering driving from now on once all the stations start closing for long term maintenance. Additionally, you need to hire some strategic planners. Closing two suburban Metro stops over Veteran's Day weekend to lessen the impact on commuters is foolish. Commuters can telework, tourists who plan to use DCA or visit Alexandria will be seriously inconvenienced, impacting the region's tourism dollars.
You could make this not about trying to capture more revenue of a clientele that does not normally ride Metro. As the smartest tend to attract tourists from outside the region and make it about convenience and crowd control. Just charge a flat rate for the day. Back before anyone knew Metro has running use full in the ground at tickets to ride Metro on July 4th was either \$1 or \$2 all day. And at Shady Grove at the end of the day they left the gate open and your dropped your fair card in a barrel. It's more like Metro is there to serve you make you have a nice experience with transportation then masking up the cost because it's so inconvenient to promote more service for unusually weekend events.
You get that your purpose is to prevent road from being congested right?
You guys (wmata) need to get your basic everyday service down before you start worrying about what fees you are going to charge. Honestly your prices are all the high-end now and with toll roads going up everywhere you shouldn't be exploding people that have to take the metro.
You guys don't really care about our opinion . You probably don't even read what we write at the end of the day you will always do whatever benefits you instead of actually benefiting the commuters. the people that actually ride your system everyday if there would be no commuters you wouldn't have any income whatsoever. Work on improving your stations such as having more lighting your stations are so dark. Also clean your stations focus on the underground stations. Have friendly staff.
You have limited orange line service to the point where people have continued to find other means of transportation and/or have been forced to abandon the orange line and drive further distances to park at blue or silver line stations. Will they improve the orange line service? I think too much more will have riders outside of the city completely abandon the system in search of more accommodating services.
You have seniors over a barrel could you consider tiered parking costs to keep seniors using the system
You just got 500 million in dedicated funding and already charge way too much as a public transportation service especially since you close so early - increasing fares should not be considered. Stop wasting money on your promotions and M store, or whatever the store at Metro Center is called and put the money toward bettering the system because that's the only way people are actually going to start using it again.
You just got dedicated funding and now you are trying to raise fares again. Stop mistreating your customers.

## Appendix B: Written Comments

Written Comments from Online/Paper Surveys
You keep raising rates to pay workers but hire incompetent workers who fix things temporarily for job security so that they have something to fix.
you metro people are greedy thieves. charging more and more money for a metro ride and now to park on days when it used to be free to park. the customer gets nothing in return. nothing! mismanaged money robbers is what you are. a major disgrace is what it is supposed to be a world class city. if I didn't have to go into DC I would NEVER ride the metro.our new scheme is shameful.
You need to be sure the parking lot gates work. I had a horrible experience Monday Oct 15 where the gate would not open. The man on the intercom made me touch my farecard to the sensor multiple times until \$40 of fare was gone and I was still stuck inside. No human was available. I don't mind paying more for parking if the garage exits actually work.
You need to find a better way to prevent fraud with kids smatrips. I have seen parents other older adults abuse that while we have to pay more for service.
You need to find other ways to cut cost and increase revenue. I am NOT in favor of increased parking fees.
You say you need more ridership, but you are considering raising rider fees and parking fees. At the very least, there should be no parking fees on weekends and holidays. And instead of upping fees, you should try giving better service for the fees you are already charging!
You should be changing peak fares for peak service and, while I like free weekends if I know my weekend parking fees were subsidizing metro rail service, I'd pay. Maybe keep it discounted to make people feel like a 'steal' over weekday rates.
You should be worried about making metro rail much more accessible to everyone so it can be used as the first go to form of transportation and not an alternate transportation option. When busiest it should be cheaper to attract people so less cars are used.
You should NOT charge peak fares during large-scale regional events. You will further disenfranchise low-income riders and prevent them from participating. While increased service certainly requires additional funds to support it, charging riders more to attend Inauguration or the Women's March is limiting and short-sighted. By and large, WMATA can predict when most large-scale regional events will occur (Fourth of July is the same day every year!) and should plan accordingly to ensure it provides safe and reliable service.
You should push to make the Metro entirely free, fully supported by a dedicated tax stream.
You shouldn't raise rates for those of us who coming to work on weekends, just because we have the misfortune of having to deal with tourists and be on the same train as those idiots. There are so many events in DC, applying peak rates for events on a regular basis punishes those who actually live here and depend on metro.
You will probably lose money from me in the long run if you do this. It's very likely that continued discussion about Metro increasing prices, even in small amounts for one-off events like these, results in my riding Metro less. You can tell me it's only a little here and there, but you can't avoid the earworm of 'raised prices.'
You wouldnt need to increase fares if you offered more reliable off peak service all week, which wouls bring riders back at the current fare levels.
Your entire purpose as an agency is to move people! While I understand that you want to cover higher costs during events, this is not the way to do it. You should be striving to move as many people as possible at as low a cost as possible during these events, not the reverse. Anything that discourages someone from taking transit to an event is a bad decision.
Your facts and information are conflicting. This survey was 'hidden' and not easy to find. Suspect it is because you are going to 'fix' the responses to your own liking.
Your fees are already terrible. To take the bus and the metro I'm charged for both. Ridiculous. Now you want to raise the price because MORE people will use it? As if \$6 to \$10 a day for one person is not enough in a city of millions, and where a daily commute averages over an hour? Come on. Improve your service. Lower your prices. Get wifi. If this is getting back to good ... man it sucks.
Your parking garages suck! You cannot get in and out of them in a reasonable manner or time because of the idiotic way you have traffic configured. they are not worth a dime. I ride my bike to metro station during week to avoid the outrageous parking service. I use the garage on weekends when it is free. i will never pay for such turd service again. Metro parking stinks!
your parking lots are not well kept and there has been no increase in SERVICE to go along with the increases in prices. your new system of charging for nonrider when not using the same card as your benefits are on causes you riders to loose money. quite frankly your whole system is close to looseing me because of the ridiculous prices charged to workers. to add insult to injury while I pay a lot to ride your system you allow the school kids who are your ruining your system to ride free. NOT ACCEPTABLE

## Appendix B: Written Comments

Written Comments from Online/Paper Surveys
Your service continues to decline. The Red Line alternating trains to Grosvenor and Shady Grove is creating crowded platforms and standing room only trains between 5:00pm-6:30pm. Your proposal to increase parking fees is an indirect way of increasing prices for riding Metro, and you hope the public will not figure that out on their own. Marc is a great alternative to Metro and if you increase your parking and/or Metro fees again, I will go back to riding Marc. I have been riding Metro only because the frequency of the trains is more convenient. But with the continued increases that Metro has made, any additional increases will cause me to strongly consider going back Marc. The monthly savings I would get with returning to Marc are substantial, along with free parking. The convenience of riding Metro is becoming less attractive as you increase fares and parking fees. You are losing ridership because you continue to increase costs without providing superior service. Does your upper management team still drive Metro owned automobiles? Why should they be able to drive, at our expense? Makes no sense at all if that perk is still being provided.
Your service sucks a** for the price you charge
Your services have been below average so far, and the price hike in the past years have done nothing to improve the services. Wmanta seems to be the more eco friendly option but with these new price hikes i think there are more affordable , simple alternatives.
Your staff needs to have manners to deal with the public and diversity
Your stations have rats in it almost looks like the Subway in New York . Cleanliness should be a priority as well us security . We don't feel safe riding the metro because people sell things in the Subway as well as we don't know if someone is carrying a gun or could have a bomb or something crazy like that. No one enforces anything this whole thing is a joke .people in the metro drink and eat in the metro when it clearly says that none of that is allowed in no one does anything about it.
You're too expensive as it is.

## Appendix B: Written Comments



**Chairman**  
Hon. Paul C. Smedberg

**Vice Chairman**  
Hon. Matthew F. Letourneau

**Secretary/Treasurer**  
Hon. Katie Cristol

**City of Alexandria**  
Hon. Timothy B. Lovain  
Hon. Paul C. Smedberg

**Arlington County**  
Hon. Katie Cristol  
Hon. Christian Dorsey  
Hon. Libby Garvey

**Fairfax County**  
Hon. Sharon Bulova  
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Hon. John W. Foust  
Hon. Catherine M. Hudgins  
Hon. Jeffrey C. McKay

**City of Fairfax**  
Hon. David Meyer

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

**Loudoun County**  
Hon. Matthew F. Letourneau  
Hon. Ron A. Meyer

**Commonwealth of Virginia**  
Mr. Jim Corcoran

**Virginia General Assembly**

**Senate**  
Sen. Adam Ebbin  
Sen. Jennifer Wexton

**House of Delegates**  
Del. David LaRock  
Hon. James M. LeMunyon  
Mr. M. David Skiles  
Mr. Raul "Danny" Vargas

**Executive Director**  
Katherine A. Mattice

October 22, 2018  
OCT 26 '18 PM 2:23

Ms. Jennifer Ellison  
Board Corporate Secretary  
Washington Metropolitan Area Transit Authority (WMATA)  
600 Fifth Street, NW  
Washington, D.C. 20001

Re: Comments on Parking Programs (Docket B18-05)

Dear Ms. Ellison:

I submit this letter to you as part of WMATA's public comment period on parking programs (Docket B18-05). The Northern Virginia Transportation Commission (NVTC) appreciates WMATA's efforts to optimize revenue sources in order to keep operating subsidy increases within the 3 percent cap as required by recently-passed transit funding legislation. At meetings of our newly created Interim WMATA Committee and our Commission, we have reviewed publicly available material provided by WMATA on the Parking Programs and wish to convey our comments.

NVTC supports WMATA's general efforts to generate revenue through paid parking, including additional weekday hours of revenue collection. While the Commission has concerns about charging for weekend parking, we support the application of weekend parking fees for special events.

NVTC also supports the concept of lowering weekday parking fees at stations with low ridership and parking utilization. However, the Commission recognizes that this may draw away existing transit riders rather than attract new riders and we acknowledge the need for additional analysis to illustrate the potential revenue and ridership tradeoffs.

NVTC recognizes that there are ongoing revenue and budgetary implications related to WMATA's parking programs. We question whether charging fees for parking on weekends, in light of existing weekend rail service and parking fees, would negatively impact fare and parking-fee revenues due to a potential loss in ridership. We support additional research and analysis before any policy decisions are made.

Through additional consultation with our jurisdictions, NVTC has identified the potential for disparate parking policies along existing and planned Silver Line Metrorail stations with parking facilities. At the Wiehle-Reston East Station, the Fairfax County Board of Supervisors has the authority to set parking policies. For planned stations to the west, the Loudoun County and Fairfax County Boards of Supervisors will have the authority to set parking policies at stations in their jurisdictions. To avoid any unintended consequences, NVTC encourages WMATA to coordinate parking policy decisions with Loudoun and Fairfax counties.

## Appendix B: Written Comments

2

### Non-Rider Fee

While not part of the compact public hearing docket, NVTC has additional comments regarding the non-rider fee that were generated while discussing the parking programs. The Commission recognizes the non-rider fee is a tool to generate additional parking revenue while prioritizing transit riders as users of the facilities. At present, Metrorail riders pay the regular parking fee, while other transit riders, with the exception of recently exempted VRE and MARC riders, pay the higher non-rider fee.

It is our understanding that WMATA has agreed to exempt Metrobus riders from the non-rider fee so that those riders would pay the regular fee should they park at a WMATA parking facility and ride Metrobus. Given the diversity of transit service providers in Northern Virginia, NVTC supports this direction and asks WMATA to extend this exemption to relevant local transit providers that utilize SmarTrip. NVTC is willing to engage with WMATA and local transit providers to further explore this concept.

NVTC would like to express its gratitude for finding a solution where VRE riders can pay the regular parking fee and park at the Franconia-Springfield station. Over the last 30 years, transit options in Northern Virginia have grown in diversity and complexity, and the Commission appreciates the resolution of the unintended consequences borne by VRE riders that resulted from the extension of the non-rider fee at this station.

Lastly, noting our concerns with implementation of the non-rider fee and in accordance with NVTC's regional goal of improving access and mobility throughout Northern Virginia by connecting the regional and local transit systems, we ask that you coordinate with us before considering extending the non-rider fee to additional stations in Northern Virginia to avoid any additional unintended consequences.

Thank you for the opportunity to comment. We look forward to a WMATA Board decision on parking programs in the fall so that WMATA can provide riders and funding partners with stability and certainty regarding parking policies and their relevant impacts.

Best regards,



Paul C. Smedberg  
Chairman





# DEFENDING RIGHTS & DISSENT

October 26, 2018

Comments to WMATA Board

RE: Docket B18-06: Peak Rail Fares for Peak Service During Regional Events

The Defending Dissent Foundation is a DC-based non-partisan non-profit organization that works to strengthen our participatory democracy by protecting the right to political expression. We work to make the promise of the Bill of Rights a reality for everyone in the US

We strongly oppose the proposed rate hike during regional events.

Civic engagement is vital for our democracy. Demonstration and protest in the nation's capital is one of the purest forms of democracy. The public transportation system exists to serve the public and as such it plays a vital role in people's ability to come to the seat of power to petition their government.

Unfortunately, if the proposed rate hike is adopted, WMATA will be derelict in its duty to facilitate the people's ability to participate in our democracy. Furthermore, WMATA would be erecting new hurdles to participation in the democratic process, particularly for the most vulnerable. Those wishing to participate in demonstrations, particularly of significance (thereby triggering the rate hike) will be forced to pay a higher rate to use the metro. While this is unacceptable in and of itself this increased economic burden could either discourage people from taking part in demonstrations, or make it cost prohibitive.

Questions may be directed to Sue Udry, Executive Director, at [REDACTED] or at [REDACTED]

Appendix B: Written Comments

1.

Docket B18-06 Hearing 621 - Tuesday  
October 23, 2018 at 6 P.M. (Open House  
at 5:30 P.M.) Metro Headquarters.  
Ed (M.T.A. New York) Gitterman

Bethesda, MD.

Regarding B18-06, I am submitting to staff, 2 or 3 alternative options to consider for FY120.

No. 1 is a regional switch to an intermodal flat fare structure plus fare media for Metrorail, your local bus lines, & your future Purple Line.

Now even though this requires a higher base fare & higher taxes, the concept is A. to boost subway ridership without trying to win back ex-riders. & B. to enable low income bus riders to get out of traffic jams & onto direct & quicker subway lines & a future light rail line for a flat fee.

Option 2 is to eliminate the distance based off peak fares & just use the higher distance based peak fares

(Page 2)



## Appendix B: Written Comments

2.

at all times. On this concept, you still get fare revenue for special events service & your fare structure is more simplified. Now please note that tourists & visitors, have vacation money to cover transit & parking costs plus many area residents get transit benefits that subsidize said costs.

As for option 3, this is an across the board fare hike for your bus & subway users to balance the FY/2008, M. budget. Please note that V.R.E. is proposing a fare hike for FY/2009 (Hearing Notice Attached), & I would not be surprised if the New York M.T.A. proposes one too. The short point here, is that it would not just be your riders taking a hit at the fare box.

So in closing, let me add 2 thoughts for everybody: No. 1 is that in this business, when O. & M. costs go up & fare revenue is down, you A. properly reduce service B. raise transit fees & C. go on-handling for government assistance.

(Page 3)

## Appendix B: Written Comments

3.

As for No. 2, if your area riders want more service, they might have to pay more for it due to O. & M. funding constraints. The bottom line (if staff does +) is not to use capital dollars to balance the operating budget.

Think about this & to send all replies to my comments in editorial form to: The Washington Post.

Thank you!

## Appendix B: Written Comments

**Official Notices** **Official Notices**

**NOTICE OF PUBLIC HEARINGS**

The Virginia Railway Express (VRE) will hold a series of public hearings to solicit comments on a proposed fare increase that will average approximately 3% over current fares. The VRE Operations Board will act on the FY2020 Budget, which includes the proposed fare increase, on December 21, 2018. If adopted, the fare increase would take effect the first week of July 2019.

See locations below to attend a public hearing near you.

Date and Time	Location
Tuesday, October 30, 2018 12:00 to 1:00 p.m.	Crystal City Marriott Jefferson Room 1999 Jefferson Davis Hwy. Arlington, VA 22202
Tuesday, October 30, 2018 7:00 to 8:00 p.m.	Burke Centre Conservancy The Commons CC 5701 Roberts Parkway Burke, VA 22015
Thursday, November 1, 2018 12:00 to 1:00 p.m.	Holiday Inn Capitol The House Room 550 C Street SW Washington, DC 20024
Thursday, November 1, 2018 7:00 to 8:00 p.m.	Stafford County Government Center Board Chambers 1300 Courthouse Road Stafford, VA 22554
Wednesday, November 7, 2018 7:00 to 8:00 p.m.	Germania Community College Fredericksburg Campus—Room 105A 10000 Germania Point Drive Fredericksburg, VA 22408
Thursday, November 8, 2018 12:00 to 1:00 p.m.	Union Station Starlight Room—Near Gate D 50 Massachusetts Ave NE Washington, DC 20002
Thursday, November 8, 2018 7:00 to 8:00 p.m.	Manassas City Hall City Council Chambers 9027 Center Street Manassas, VA 20110
Tuesday, November 13, 2018 12:00 to 1:00 p.m.	VRE Headquarters Suite 202 1500 King Street Alexandria, VA 22314
Tuesday, November 13, 2018 7:00 to 8:00 p.m.	PRTC Second Floor Board Room 14700 Potomac Mills Rd Woodbridge, VA 22192
Thursday, November 15, 2018 7:00 to 8:00 p.m.	Rappahannock Regional Library Room 2 1201 Caroline Street Fredericksburg, VA 22401

Visit [vre.org/publiccomment](http://vre.org/publiccomment) for more information. Written comments will be accepted through Friday, November 23, 2018. Written comments can be mailed to: Public Comment, 1500 King Street, Suite 202, Alexandria, Virginia 22314. Comments may also be submitted via email to [publiccomment@vre.org](mailto:publiccomment@vre.org) or via fax at (703) 684-1313. The public hearings are conducted in locations accessible to persons with disabilities. Individuals with disabilities who require special assistance or need to request a sign language interpreter, please contact Lucy Gaddis by e-mail at [lgaddis@vre.org](mailto:lgaddis@vre.org) or call at (703) 838-5433 or TTY (703) 684-0551 at least ten business days prior to the public hearing you're planning to attend. For information about the VRE Operations Board visit [vre.org/about/board](http://vre.org/about/board).











# ATTACHMENT C: PUBLIC HEARING TRANSCRIPT

Dockets B18-05 and B18-06, 10/23/2018

Page 1

1 WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY

2 ----- :

3 PARKING PROGRAM PROPOSAL and :

4 PROPOSED CHANGES TO PEAK RAIL : Dockets B18-05

5 FARES FOR PEAK RAIL SERVICE : and B18-06

6 DURING REGIONAL EVENTS :

7 ----- :

8 HEARING

9 DATE: Tuesday, October 23, 2018

10 TIME: 6:00 p.m.

11 LOCATION: 600 5th Street, NW

12 Washington, D.C. 20001

13 REPORTED BY: Samuel Honig, Notary Public

14

15

16

17

18 Capital Reporting Company

19 1250 Eye Street, NW, Suite 350

20 Washington, D.C. 20005

21

22

1 A P P E A R A N C E S

2 On behalf of WMATA:

3 TOM BULGER, Moderator

4 Member, WMATA Board of Directors

5

6 JOHN PASEK,

7 WMATA Assistant Board Corporate Secretary

8

9 NINA ALBERT,

10 WMATA Managing Director of Real Estate and Parking

11

12 SEAN EGAN,

13 WMATA Director of Financial Reporting

14

15 BELINDA BARRETT,

16 WMATA Manager for Parking Operations

17

18

19

20

21

22

1 C O N T E N T S

2 PRESENTATION PAGE

3 Nina Albert, Staff 8

4 Sean Egan, Staff 19

5 Ed Gitterman, Public 22

6 Mike Golash, Public 24

7 Allen Greenberg, Public 30

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

2 MR. BULGER: Good evening. Ladies and  
3 gentlemen, for this public hearing, my name is Tom  
4 Bulger. I am on the Metro Board from the District of  
5 Columbia. Welcome.

6 With me tonight is Metro's assistant board  
7 corporate secretary, John Pasek. Also with me is Nina  
8 Albert, Metro's managing director of real estate and  
9 parking; and Sean Egan, Metro's director of financial  
10 reporting. And they will be giving tonight's  
11 presentation. Thank you, staff, for being here  
12 tonight.

13 The hearing is convened by the Metro board of  
14 directors for two reasons or, as we call them, two  
15 dockets: docket B18-05 on Metro's parking program  
16 proposals and docket B18-06 on Metro's proposal to  
17 charge peak rail fares for peak service during  
18 regional events.

19 Notice of this hearing was made by  
20 publication in the Post. And ads were also placed in  
21 the Washington Hispanic and El Tiempo Latino, the  
22 Korean Times, the Epic Times, the African American

1 newspaper, Atref, and Doi Nay. It was also sent to  
2 area libraries for viewing and posting and was posted  
3 on wmata.com. Signs were placed in rail stations,  
4 Park and Ride facilities, et cetera.

5 Briefly, I will cover the procedures that we  
6 will follow during this public hearing. First, I am  
7 going to ask everybody to turn your phones off. If  
8 you would, I would appreciate it. Sometimes you  
9 forget. I was at a movie the other day, Making of a  
10 Star. They made a big deal about it. Go see that  
11 movie. It is fantastic.

12 After the presentations, we will hear from  
13 those of you who have signed up to give testimony.  
14 Please see the staff at the registration table, which  
15 is outside of the hearing room, if you wish to speak  
16 tonight and have not already put your name on the list  
17 of speakers. Elected public officials will be allowed  
18 five minutes, and everyone else will be allowed three  
19 minutes. I ask your indulgence on that. Extra time  
20 will be given if the testimony needs to be translated.  
21 If you have copies of your testimony to distribute,  
22 please hand them to the assistant board corporate

1 secretary, John.

2 I will call up speakers three at a time or  
3 three names at a time. And I believe you are going to  
4 be on this microphone. Is that correct? Okay. Thank  
5 you. You can start making your way to the podium once  
6 your name is called. However, if you need a  
7 microphone brought to you, please wave your hand when  
8 your hand is called so we can see you. And we will  
9 bring one to you.

10 There is a timer here. I don't know how you  
11 got this envious job tonight but good to see you  
12 again. It will count down how much time you have  
13 left, speak, give you a warning beep when you have 20  
14 seconds left and will beep continuously when your time  
15 is up. The timer is important because we want to make  
16 sure everyone who wants to speak has a chance to be  
17 heard.

18 I wanted to take a moment to recognize that  
19 this is where we listen to all of you in these public  
20 hearings. This is your opportunity to comment on the  
21 proposals. And we are here to listen. We will not be  
22 able to answer questions during your testimony. If

1 you have questions, please see Ms. Belinda Barrett --  
2 thank you, Belinda -- right over here, Metro's program  
3 manager, manager for parking operations, so she can  
4 assist you. You may have already met her at the open  
5 house. And so everybody knows where Belinda is  
6 sitting. She has a scarf on. Thank you.

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

15 Further testimony may be submitted and must  
16 be received by 9:00 a.m. on Monday, October 29th.  
17 This testimony may be mailed as well to the Office of  
18 the Secretary at WMATA, 600 5th Street, Northwest,  
19 Washington, D.C. 20001 -- that is the address here --  
20 or submitted in a freeform comment box online that can  
21 be found at [wmata.com/hearings](http://wmata.com/hearings) available until 9:00  
22 a.m. on Monday, October 29th. This is in addition to

1 all of your other options to provide your input.

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

10 If you have not already done so, please,  
11 again, turn your phones off.

12 I now call on Ms. Albert to begin the staff  
13 presentation. And then I am going to be calling on  
14 you, Sean. Right? Okay. Nina, you are batter up.  
15 Thank you.

16 MS. ALBERT: Good evening, everyone. My name  
17 is Nina Albert. I am the managing director of real  
18 estate and parking at Metro. This evening, we are  
19 going to go through a presentation. I will share with  
20 you what the purpose of the public hearing is and take  
21 you through a presentation of the proposed changes to  
22 Metro's parking programs. That is docket 18-05. And

1 then Sean Egan, here to my right, is going to take you  
2 through the presentation for peak fares for peak  
3 service during regional events. We will discuss what  
4 the next steps are and how you provide testimony. And  
5 then we will take testimony before we adjourn the  
6 meeting. The things that are outside the purpose of  
7 this hearing is any topic that is something different  
8 than the topics that were cited and not within the  
9 scope of this hearing, for example, our service  
10 complaints, bus routes, or any other matters that were  
11 not specifically cited. Those types of matters cannot  
12 be resolved as part of this hearing process.

13 So first up is docket 18-05, changes to the  
14 parking program. Just a little bit of background for  
15 everybody. Metro is a fairly large parking operator  
16 in the region. We operate 63,000 parking spaces.  
17 They are located in 28 parking garages in 30 parking  
18 lots. And those both are Park and Rides, where you  
19 can park daily. You can also park hourly or do  
20 shuttle pickup and drop-off at Metro's 44 Kiss and  
21 Ride lots. The reason that Metro has such a large  
22 parking inventory is to attract parking customers,

1 provide them with parking so that then they will ride  
2 the transit system to whatever their destination is.

3 Metro has always provided since the mid 1980s  
4 for something called a non-rider program. So we might  
5 charge a different rate for people who don't ride  
6 transit but just park in our parking lots. And so  
7 that is what we call the non-rider rate. And some of  
8 the topic of discussion today will include a special  
9 event fee, which is only for people, again, who are  
10 parking in our parking lots but not riding the transit  
11 system. So there are two different rate structures  
12 based on whether or not you are a transit rider or  
13 whether you are just using the parking lots.

14 And then historically we have collected  
15 revenue Monday through Friday and not on the weekends  
16 and not on federal holidays. And that will also be a  
17 subject of discussion for tonight.

18 So we have proposed six different proposals  
19 and bringing to the public our comprehensive set of  
20 changes that we would like to hear you discuss and  
21 give us feedback on. The very first proposal is to  
22 extend our hours of operation. Right now, when you

1 pull into a Metro parking lot in the morning, the  
2 gates will be up. So it is just a free flow going  
3 into the Metro parking lot. And we will bring the  
4 gates down at 9:30 in the morning. So if you roll  
5 into a Metro parking lot at 7:30 in the morning right  
6 now and leave before 9:30 in the morning, you do not  
7 have to pay for parking. So as soon as we put the  
8 gates down, that is when revenue collection begins.  
9 Metro staff had identified that a number of people,  
10 even though they are not supposed to, do park  
11 overnight in Metro parking lots. So we desire to  
12 without impacting our regular riders close the parking  
13 gates as early as 7:30 in the morning and capture  
14 those people who are really parking overnight without  
15 riding the transit system.

16 So we started a pilot program in February of  
17 this year, and it has been ongoing. And we have had  
18 quite a lot of success. We have seen the customers  
19 that are leaving between 7:30 and 9:30 in the morning,  
20 that only 1.3 percent of them are Metrorail riders.  
21 The vast majority of those people who are parking and  
22 leaving before 9:30 in the morning are, in fact,



1 parking overnight or they are non-transit riders.

2           So what we are proposing is to begin our  
3 hours of operation consistently going forward as early  
4 as 7:30 in the morning because we are able to capture  
5 additional revenue from people who are not riding the  
6 transit system. So we are not hurting our transit  
7 customers, but we are gathering more revenue from  
8 Metro. And that is a good thing because that supports  
9 our transit mission. So we would like to hear your  
10 feedback on that.

11           Our parking proposal number 2 is to actually  
12 begin collecting revenue on the weekends and on  
13 federal holidays. Like I mentioned, historically  
14 Metro has not done that. We have only collected  
15 revenue Monday through Friday during the highest time  
16 that people use the Metro system. But, as we have  
17 surveyed what other public agencies and other private  
18 operators are doing, many, many private operators, in  
19 particular, but also public agencies have been  
20 charging for parking on the weekends, specifically on  
21 Saturday. So you see that in Washington, D.C.; in  
22 Arlington County; and Montgomery County. Every county

1 is a little bit different, how they operate their  
2 public parking. So we see a variation, and it is  
3 typically based on demand. So we would like the  
4 opportunity to also charge on weekends and on holidays  
5 and be given the latitude to do that as we see fit.

6 So we would like to hear the public's  
7 comments on Metro's ability to charge the regular  
8 daily rate, which varies station by station. In some  
9 cases, it is as low as 3.75. In other cases, it is as  
10 high as 5.20 depending on the station. We would like  
11 to charge up to that amount on weekends and federal  
12 holidays if we would like to. So we would like to  
13 hear your input on that.

14 We understand that it is possible that public  
15 input and the board of directors may not approve Metro  
16 charging on weekends and federal holidays for parking.  
17 And so we would like to -- if that is the case where  
18 the board of directors does not approve and the public  
19 input is such that the public does not want Metro to  
20 park on weekends and federal holidays, we would like  
21 the public to consider allowing Metro to charge for  
22 regional events because a lot of these events -- these

1 are festivals, marches, other activities that draw  
2 large crowds. A lot of them occur on weekends and  
3 federal holidays. And I will use Inauguration Day as  
4 a very obvious federal holiday where there is a huge  
5 surge of people that use the transit system.

6 We also saw in January of 2017 a woman's  
7 march, a half a million people using the Metro system.  
8 And we estimated based on the parking counts that day  
9 that Metro could have earned close to \$300,000 on that  
10 single day if we could have charged on a Saturday.

11 So if the public input and the board of  
12 directors decides that they do not want Metro to  
13 charge permanently on the weekends and federal  
14 holidays, we would like consideration to be able to  
15 charge during what we call regional events. So that  
16 would be a carve-out to allow us to charge on those  
17 days when we know people are not going to be deterred  
18 from using transit, they will use transit, they will  
19 pay for parking, they will use transit, and Metro can  
20 earn some extra revenue during those surges. So that  
21 is another proposal that we would like your comment  
22 on.

1           Proposal number 4. This is a different  
2 situation. It is called a special event fee. This is  
3 different than what I previously called regional  
4 events. A special event fee is really for non-riders.  
5 This is where I was making that distinction between  
6 the transit rider and the non-rider. So we currently  
7 have a special event fee currently authorized at three  
8 locations. One is Largo Town Center, Morgan  
9 Boulevard, and College Park. And the reason that we  
10 have authorized the special event fee at those three  
11 locations is because FedEx Field is kind of halfway  
12 between Largo Town Center and Morgan Boulevard. And  
13 when there is a game at FedEx Field or a big concert,  
14 people will look for parking all around the area,  
15 including at our Metro station. And they will park  
16 there for what is currently only a daily rate of,  
17 let's say, \$5.20. So they will park there for 5 bucks  
18 and 20 cents when, in fact, the regular parking for  
19 event day can be up to \$100 for that evening, for that  
20 event; same thing with College Park. The University  
21 of Maryland draws quite a large crowd during football  
22 games and other kinds of events that take place at the

1 University of Maryland. And people out of convenience  
2 will use the Metro parking lot, not ride the transit  
3 system but just park for the parking, for the cheap  
4 parking, and then go over to the game.

5 So we know that these activities take place  
6 all over the region, actually. So you could imagine a  
7 circus or any other kind of event that might happen  
8 locally near a Metro station where people might want  
9 to park in the Metro parking lot and not take transit  
10 and attend a local event. So this is what we call a  
11 special event.

12 We are currently authorized to charge up to  
13 \$25. Historically, we have only charged \$15 at these  
14 3 stations. And we are seeking board approval and  
15 public input on being able to allow special events at  
16 any Metro station in the system, so not just limited  
17 to the 3 I cited. But if there were a local festival  
18 or event that was occurring where somebody was not  
19 riding the transit system, we could on that day charge  
20 a special event fee.

21 Proposal number 5. As many of you know,  
22 there are all different kinds of applications that are



1 available to people on their telephones or on their  
2 computers to pay to reserve parking in advance, for  
3 example, or even when they go up to parking the day of  
4 or immediately where they can charge for parking on  
5 their telephones. So Park Mobile is a good example of  
6 that in Montgomery County. Montgomery County uses  
7 Mobile Now.

8           There are internet applications that people  
9 can reserve online in advance called Spot Hero. There  
10 is license plate recognition technology, where you  
11 might have an account and you have registered your  
12 license plate. E-Z Pass is sort of like that, you  
13 know, where you have pre-populated an account with an  
14 amount of money and when you park there, your license  
15 plate is recognized, and then your account is deducted  
16 for that day. And then there are pay stations, where,  
17 rather than going to a meter and putting in coins, you  
18 might use your credit card or you might use coins or  
19 you might do some kind of other interface to pay for  
20 parking. So these are all different kinds of  
21 technologies that are available today that we would  
22 like to start introducing and at least have available

1 to our customers to provide more convenience. And so,  
2 before we are able to implement some of these  
3 technologies, we require and would like to hear from  
4 the public about what you think about that.

5 One thing that I will note is that these  
6 services may require a convenience fee. And so if you  
7 use Park Mobile, for example, or Mobile Now, you would  
8 pay a small convenience fee to have that service  
9 available to you. And that typically gets passed on  
10 to the customer. So you should be aware of that.

11 Metro would always have coin collection  
12 available. So you chose not to use those technologies  
13 and not to pay the convenience fee, you would still  
14 have a cash option to pay for parking.

15 So, lastly, is the sixth proposal that we  
16 have. Currently Metro allows multi-day parking in a  
17 select number of places. Generally if you are parking  
18 at Metro, you are not allowed to park overnight, but  
19 at three stations, at Franconia-Springfield,  
20 Greenbelt, and Huntington, you are allowed to park  
21 overnight for multiple days, up to 10 days. Because  
22 of our parking system, you only get charged for one

1 day. So you might park for 10 days, but you only get  
2 charged for one day on your way out. We don't think  
3 that this is reasonable, and we would like to propose  
4 parking for the full tenure that you are there. So if  
5 you are there for seven days, we would charge you for  
6 seven days times the daily rate. So if the daily rate  
7 is \$5.20, you would get charged \$5.20 times 7. This  
8 is the way everybody else does it. This is very  
9 consistent with how we would like to do it. And we  
10 would also like to expand where we offer multi-day  
11 parking, not just for those three stations but if  
12 there is a logic place where we would offer multi-day  
13 parking in other places, that we would offer it at  
14 other stations that we have the appropriate space for.

15 So that is our last proposal. And, with  
16 that, I will turn the microphone over to Mr. Egan, who  
17 will talk about docket 18-06.

18 MR. EGAN: Thank you.

19 And welcome to everyone here. Thank you for  
20 coming out and being part of this event here with us.

21 So, as Nina said, my name is Sean Egan. I am the  
22 director of financial reporting here at Metro. I will

1 be speaking to docket 18-06, peak fares for peak  
2 service during regional events.

3 So, as many of you know, the region relies  
4 upon Metro to move people during large regional  
5 events, to the point that Metro must increase service  
6 levels to the peak service level in order to  
7 accommodate rider demand. The additional services  
8 required to support these events include things like  
9 operational items, rail operations, electricity to run  
10 more trains, support services in the form of  
11 additional customer service staff to guide riders,  
12 many times riders who are unfamiliar with our system,  
13 and as well as Metro transit police to ensure safety  
14 and security throughout the entire system. So we have  
15 some recent experience with some of the types of  
16 regional events that have required peak service  
17 levels.

18 Over the last three years, Metro has  
19 repeatedly provided peak-level service for regional  
20 events. During the 2015 papal visit that occurred  
21 midweek, Metro offered additional rail service during  
22 midday as well as during evening hours. On the Fourth

1 of July, Metro increases service to make sure everyone  
2 can get home safely after the fireworks.

3 The new 3 percent cap on subsidy  
4 contributions from the region's jurisdictions means  
5 that Metro needs to find new ways to recover some of  
6 the costs associated with this additional service.

7 So the proposal that Metro is considering  
8 that is on the docket and that we want to get your  
9 feedback on tonight would allow peak fares to be  
10 charged on the rail system when service is increased  
11 to peak levels. So the peak fares would be charged  
12 only during those times when service is at the peak  
13 levels. And Metro will continue to seek sponsorships  
14 and other non-rider revenue services in support of  
15 regional events. That is as was done with MasterCard  
16 and Major League Baseball for the All-Star Week. And  
17 all of those sponsorship types will always be pursued  
18 before asking riders to pay the peak fares.

19 So now that we have had the chance to share  
20 some additional information about these proposals, the  
21 next step is for us to hear from you.

22 MR. BULGER: Thank you.



1 MR. EGAN: Thank you, Mr. Bulger.

2 MR. BULGER: Okay. So I am going to call the  
3 first person who has signed up: Ed Gitterman from  
4 Bethesda. Ed, welcome. And then Erin Simpson and  
5 Mike Golash are second and third. Go ahead.

6 MR. GITTERMAN: Ed. MTA in New York.  
7 Gitterman from Bethesda, Maryland. Regarding B18-06,  
8 I am submitting to staff 2 or 3 alternative options to  
9 consider for FY20. Number one is a regional switch to  
10 an intermodal five-fare structure plus fare media for  
11 Metrorail, your area bus systems, and your future  
12 purple line. Now, even though this requires a higher  
13 base fare and higher taxes, the concept is a) to boost  
14 subway ridership without trying to win back X riders,  
15 who I think are long gone; and b) to enable low-income  
16 bus riders to get out of traffic jams and onto direct  
17 and quicker subway lines and a future light rail line  
18 for a flat fee.

19 Option number 2 is to eliminate the distance-  
20 based off-peak fares on Metrorail and just use the  
21 higher distance-based peak fares at all times. On  
22 this concept, you still get fare revenue for special

1 event service, and your fare structure is more  
2 simplified.

3 Now, please note that tourists and visitors  
4 have vacation money to cover transit and parking  
5 costs. Plus, many area residents get transit benefits  
6 that subsidize said costs. As for option 3, the least  
7 popular, this is an across-the-board fare hike for  
8 your bus and subway users to balance the FY20 O&M  
9 budget. Please note that VRE is proposing a fare hike  
10 for FY20, hearing notice attached. And I would not be  
11 surprised if the New York MTA proposes one, too. The  
12 short point here is that it would not just be your  
13 riders taking a hit at the fare box.

14 So, to wrap it up, let me add two thoughts  
15 for everybody here. Number one is that in this  
16 business, when O&M costs go up and fare revenue is  
17 down, you a) properly reduced service, b) raise  
18 transit fees, and c) go panhandling for government  
19 assistance.

20 As for number 2, if your area riders want  
21 more service, they might have to pay more for it due  
22 to O&M funding constraints. I think you mentioned

1 that. The bottom line if staff does it is not to use  
2 capital dollars to balance the operating budget to  
3 avoid what I said earlier.

4 So think about this and do send all replies  
5 to my comments if you understood them in editorial  
6 form to the Washington Post, and I will submit this  
7 for the record. Thank you.

8 MR. BULGER: Thank you, Ed.

9 Erin Simpson? Excuse me?

10 MS. SIMPSON: I did not sign up.

11 MR. BULGER: You didn't?

12 MS. SIMPSON: No.

13 MR. BULGER: Okay. I apologize.

14 Mike Golash? And then Patrick Husson is up  
15 next after Mike. Welcome to Metro.

16 MR. GOLASH: Thank you.

17 My name is Mike Golash. I am a Washington,  
18 D.C. resident and a longtime transit rider.

19 At a time of declining ridership, both on the  
20 rail and buses, it is not a time to raise fares or  
21 increase parking fees. While the proposed increases  
22 affect mostly weekend riders or passengers for special

1 events in this region, these are the very customers,  
2 the ones that we should be targeting as potential  
3 regular riders. We should actually offer them free  
4 rides for these and free parking for these major  
5 events so as to encourage them to take a trip on Metro  
6 to maybe think in the future of using it as a more  
7 regular means of getting to work, going shopping, or  
8 doing other such things.

9 Visitors to the region are already paying a  
10 special fee because they need a fare card which adds  
11 \$2 to their trip to begin with. And they don't  
12 normally have an opportunity to use it again if they  
13 are just here for one special event or just here for,  
14 you know, a particular affair.

15 We also think that when the people come here  
16 for special events, they are not just here to attend  
17 the papal visit or go to the inaugurations here.  
18 Oftentimes they stop at a restaurant to buy a meal.  
19 They go to a store to shop. They do other things  
20 which add to the economic activity of this region.  
21 And should we take advantage of that and encourage  
22 them to ride, not discourage them by raising their

1 fares or charging them extra money?

2 As I have said at these hearings many, many  
3 times before, public transit should be viewed as a  
4 public good, something which benefits everyone in the  
5 region. And, therefore, it should be paid for not so  
6 much by user fees but, rather, through a progressive  
7 taxation method, which goes after the people who  
8 benefit the most from the transit system: the  
9 developers, the businesses that operate around  
10 regional transit stops or in downtown Washington.  
11 These are the people who are making an awful lot of  
12 money off the transit system. And, basically, they  
13 want better and better service that they refuse to pay  
14 their fair share of the operating costs of that  
15 system.

16 In the long run, more ridership, lower fares  
17 actually has a very positive impact on the economy.  
18 One, it reduces the need for additional roads, road  
19 maintenance, and road construction. Two, it reduces  
20 congestion, makes it easier for people to get to work  
21 or get shopping and saves time for themselves. And,  
22 three, it has a big environmental effect in terms of



1 cleaning up the environment and reducing pollution.

2 So all f these things should be taken into  
3 consideration. We can gather a few extra dollars  
4 through some of these proposals, but the long-term  
5 benefit of increasing ridership, making the system  
6 more friendly to people, is not there. And that is  
7 why I think it should be rejected.

8 Thank you.

9 MR. BULGER: Thank you, Mike.

10 Patrick Husson? Welcome to Metro, Patrick.

11 MR. HUSSON: Good evening. My name is  
12 Patrick Husson. I live in --

13 MR. BULGER: I apologize.

14 MR. HUSSON: Oh, no issue.

15 MR. BULGER: It happens to me all of the  
16 time.

17 MR. HUSSON: I live in Camp Springs,  
18 Maryland. And I am an occasional Metro rider. I ride  
19 on weekends usually. And I should note that on  
20 September 16th, the Washington Post noted that Metro's  
21 weekend ridership among millennials, like myself, has  
22 dropped 40 percent compared to 2016.

1           Now, from my personal experiences, I can  
2 understand that. And I use Metro less myself. One  
3 recent case was on September 16th. I drove to Branch  
4 Avenue, like normal. It was a Saturday. And I took  
5 Metro to an event at Navy Yard. At Navy Yard, I went  
6 to an event that was about an hour or two hours long,  
7 and then I returned. However, I was given a ride back  
8 by a friend. When I returned, I walked to my car at  
9 Metro at Branch Avenue. I was charged the non-rider  
10 fee to exit the parking lot.

11           Now, I understand that Metro hopes to  
12 maximize revenue from their lots. It is a fixed cost  
13 that doesn't increase by running more trains or hiring  
14 more staff. It is a fixed cost to run. But the fact  
15 that I was charged a non-rider fee of \$9 on a Saturday  
16 made Metro seem like an unreasonable option for future  
17 times to use.

18           And in response to the item 18-05, I am just  
19 going to list a few quick responses. For proposal 1,  
20 I should note that I have been trapped overnight in  
21 Metro lots because I have missed the last train due to  
22 recent service cuts. I no longer use Metro late at

1 night.

2 For item number 2, on weekends and federal  
3 holidays, I should note that the low cost of parking  
4 makes riding Metro more attractive, especially  
5 considering that there are fewer trains running, with  
6 longer intervals between trains. I should note that  
7 if Metro is less attractive for me to ride, I will  
8 ride it less.

9 As for proposal number 3, there is a regional  
10 benefit to encouraging people to ride Metro, as  
11 opposed to using their personal vehicles on days with  
12 large regional events.

13 And then on number 6, the multi-day parking,  
14 I would ride Metro more often if I could use multi-day  
15 parking and it was clearer to use. For instance, my  
16 workplace is directly across the Potomac River from  
17 Reagan National Airport. The one time that I used  
18 Metro to get there, Metro and the A-4 bus, it took me  
19 an hour and a half, but if I could park at more Metro  
20 stations, pay the daily fee, I would gladly take that.

21 I would just like to conclude by saying I  
22 hope that Metro focuses on maximizing revenue without

1 decreasing the attractiveness of the system to  
2 occasional riders. Thank you.

3 MR. BULGER: Thank you.

4 Okay. Our last person is Alan Greenberg.

5 Hi, Alan. Welcome to Metro.

6 MR. GREENBERG: Hi. My name is Allen  
7 Greenberg. I am a resident, longtime resident, of the  
8 District, you know, Dupont Circle, a fan of Metro and  
9 other ways of getting around town.

10 I am going to focus on a couple of items.  
11 There is a lot in the proposal. But first on the  
12 charging early for people leaving the parking  
13 facilities, I was intrigued by the number you cited in  
14 that only 1.3 percent was actually using Metro. So I  
15 am curious like why all these people would be parking  
16 there. It is not the most convenient parking. And  
17 where are they coming from and so on and so forth?

18 But, more to the point, this is something,  
19 that little niche is something, we should be really  
20 encouraging. So there's a lot of people who are  
21 driving to suburban locations who live in the city  
22 looking for parking, driving into town during

1 congested hours, fighting for limited street parking.  
2 What we should encourage them to do if their work site  
3 is not on a good transit connection from the Metrorail  
4 station to leave their cars out in the suburban  
5 locations. And we should have something like an  
6 overnight permit, where if they leave by a certain  
7 time so that the parking could be used by an inbound  
8 person, they only have to pay a monthly permit charge  
9 and they would keep their car out there and not in the  
10 city. So I would really encourage a way to figure out  
11 how to do that in this context. I know it is not  
12 directly germane to this because you say very few  
13 people are doing it, but not only should we make this  
14 available. We should advertise it, encourage it, and  
15 so on and so forth.

16 Generally I favor, you know, market  
17 principles for parking. It is the one thing you can  
18 sometimes charge more for and actually get more riders  
19 if your parking is already saturated during peak  
20 times. Certainly if parking is underutilized except  
21 for events that are near a generator of interest,  
22 charging more for that, that would make sense.



1           Finally, I did want to address the special  
2 events fee. I want to encourage that and support it.  
3 For one, driving and parking is rarely an option to go  
4 to those special events because they are in popular  
5 places. Uber and Lyft are often expensive to go there  
6 and return because of surging. And so you are not  
7 going to lose many people with a higher fare. Most  
8 significantly, I think, it would lower the delta, the  
9 change in cost between what the event provider has to  
10 pay to extend the hours. So for early or late Metro  
11 service, if you were getting more for the riders, then  
12 it would cost less. I ran the Army 10-Miler, and it  
13 didn't start early enough. It started early but not  
14 early enough.

15           And I would even go further for special  
16 events. If an organizer isn't willing to pay for  
17 Metro, like MLB, I would charge even more. I would  
18 charge enough to cover your costs so that we can run a  
19 service so that we always have Metro during big  
20 events. And we explain it. If the organizer wants to  
21 support it, great. But if MLB doesn't, we will still  
22 run it. And we will make it pay for itself. And if

1 that is 10 bucks a ride, that is 10 bucks a ride. It  
2 is a lot better than the thing we are dealing with  
3 now, which is everyone is fending for themselves,  
4 40,000 people leaving a baseball stadium and no  
5 service.

6 So I appreciate it. Thank you.

7 MR. BULGER: Thank you, Allen. Good to see  
8 you.

9 Is there anyone present who wishes to speak  
10 tonight?

11 (No response.)

12 MR. BULGER: If not, this hearing has  
13 concluded. Go, Dodgers!

14 (Whereupon, at 6:40 p.m., the proceeding was  
15 concluded.)

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1 CERTIFICATE OF NOTARY PUBLIC

2 I, SAMUEL HONIG, the officer before whom the  
3 foregoing proceeding was taken, do hereby certify that  
4 the proceedings were recorded by me and thereafter  
5 reduced to typewriting under my direction; that said  
6 proceedings are a true and accurate record to the best  
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8 neither counsel for, related to, nor employed by any  
9 of the parties to the action in which this was taken;  
10 and, further, that I am not a relative or employee of  
11 any counsel or attorney employed by the parties  
12 hereto, nor financially or otherwise interested in the  
13 outcome of this action.

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Notary Public in and for the

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District of Columbia

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2 I, SARAH VEACH, do hereby certify that this  
3 transcript was prepared from audio to the best of my  
4 ability.

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6 I am neither counsel for, related to, nor  
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8 financially or otherwise interested in the outcome of  
9 this action.

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12 October 26, 2018

13 DATE

SARAH VEACH

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# M E M O R A N D U M



SUBJECT: Parking Program Proposal Title VI  
Equity Analysis

DATE: December 7, 2018

FROM: FAIR – Franklin Jones *[Signature]*

THRU: IBOP – John Kuo *[Signature]*

TO: GM/CEO – Paul J. Wiedefeld *[Signature]*

This memorandum serves as the Title VI equity analysis required for the parking rate changes associated with the Parking Program Proposal.

Staff is seeking approval of the Title VI equity analysis required for changes in parking fees at Metrorail stations. This action item will be reviewed by the Board's Finance and Capital Committee on December 13<sup>th</sup>.

Based on the Title VI equity analysis, staff has determined that the proposed parking rate changes do not result in a disparate impact (DI) on minority populations or a disproportionate burden (DB) on low-income populations.

## Fare Change Proposals

Two elements of the proposal affect the rate Metro customers pay for parking and are therefore subject to a Title VI equity analysis.

**Table One: Proposals Affecting the Parking Rate Paid by Metro Customers**

<b>Expand Weekday Hours</b>	Expand weekday hours of revenue collection from 9:30 AM to system opening at 5:00 AM and until one hour after system closing
<b>Regional Events</b>	Charge the weekday rate during Regional Events

The proposal included charging a weekday parking rate every Saturday and Sunday, not just for regional events. However, this element of the proposal is no longer part of the staff recommendations. Therefore, it is not included in this equity analysis.

Also, the proposal to lower the rate at West Fall Church and Landover Stations was already analyzed in an earlier Title VI equity analysis conducted when the parking pilots were extended in July 2018.

Note that the proposal to charge a regional event parking rate is different from the proposal to charge peak rail fares during regional events that trigger peak levels



of rail service. Metro is proposing to implement a regional event parking rate on some weekends and federal holidays regardless of whether or not the event triggers rail peak service.

In accordance with the Federal Transit Administration's (FTA) Title VI Circular, staff conducted public outreach and considered public feedback on the proposed fare change. Staff considered the results of the public outreach when conducting this analysis.

### **Title VI Analysis**

When a transit agency proposes a permanent fare change, FTA, in its Title VI Circular 4702.1B, requires that the transit agency conduct an equity analysis to determine whether the fare change will result in a disparate impact (DI) on minority riders or a disproportionate burden (DB) on low-income riders.

In conducting the equity analysis, Metro used the following survey and operations data to determine which populations would be affected by each element of the proposal:

- 2016 Travel Trends Rail Passenger Survey (spring 2016)
- Saturday Survey of Parking Customers at 13 Metrorail Stations (winter 2018)
- Sunday Survey of Parking Customers at 13 Metrorail Stations (spring 2018)
- On-line surveys of parking customers (fall 2017)
- Rail ridership and revenue data (spring 2018)
- Parking revenue and ridership data (fall 2017 through spring 2018)

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 for minority/ low-income riders cannot exceed the average fare increase for non-minority/ non-low-income riders by more than five percent.

### **Expansion of Weekday Revenue Collection Hours**

In order to determine the impact of expanding the weekday hours of parking revenue collection, staff first had to understand the number of customers that this would impact, and their demographic make-up. Staff surveyed over 1,000 Metrorail customers who exited the Metrorail system at one of the 36 stations that has park and ride facilities.

Out of the more than 1,000 survey respondents, only 20 respondents or less than two percent of those surveyed said that they exit Metrorail at one of those stations

between the hours of 5:00 AM and 9:30 AM, and that they drive to their destination after exiting that station. The majority walk or take a bus; therefore, because they do not park at the station during these hours, they are not affected by this change. Using a combination of survey data and operations data already collected, staff estimates that on an average weekday approximately 300<sup>1</sup> customers will be impacted by the change of the morning hours, and another 100 customers by the hour extension in the evening.

To conduct the analysis, staff calculated the average daily ridership and revenue currently collected from minority, non-minority, low-income, and non-low-income customers at each Metrorail parking facility using a combination of parking transaction data and survey data. The expected revenue from the new customers was calculated and assigned to each of the four demographic categories based on the survey data collected from those customers. The resulting change in parking rates by demographic group is shown in Table Two. Note that the comparison in this case only looks at parking customers. If the entire rail system were used, the effect would be much smaller.

This element of the proposal does not present a disparate impact on minority riders or a disproportionate burden on low-income riders. As shown in Table Two, the difference in the average parking rate paid between each group falls within the five percent threshold.

**Table Two: DI/DB Test, Percentage Parking Rate Increase by Demographic Group, Change in Hours of Weekday Revenue Collection**

	Minority	Non-Minority	Low-Income	Non-Low-Income
<b>% Change</b>	<b>0.8%</b>	<b>1.1%</b>	<b>2.7%</b>	<b>1.0%</b>
<b>% Difference</b>	<b>-0.3%</b>		<b>1.7%</b>	
<b>Threshold</b>	<b>5.00%</b>		<b>5.00%</b>	
<b>DI/DB</b>	<b>No</b>		<b>No</b>	

Note this analysis only includes the effect of this parking rate change on rail customers. There is revenue collected from non-riders who are using Metro's parking facilities for overnight parking. However, this revenue is not considered in this analysis, as non-riders are not subject to a Title VI equity analysis.

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<sup>1</sup> A similar method was employed for the analysis of the expansion of the hours from 7:30 AM to 9:30 AM for the pilot program started in February of 2018. Survey data estimated 150 to 200 customers, which was confirmed by actual customer counts collected by the parking gate transactions during the pilot.

### **Collecting Parking Revenue on Regional Event Days**

Does charging for parking on some Saturday, Sundays or federal holidays create a disparate impact on minority riders or a disproportionate burden on low-income riders? As discussed earlier, the proposal to charge a regional event parking rate is different from the proposal to charge peak rail fares during regional events that trigger peak levels of rail service.

To conduct the analysis, staff calculated the average rail fare paid by (minority, non-minority, low-income and non-low-income) populations on federal holidays, Saturdays, and Sundays. In order to do this, ridership and revenue totals for each station origin and destination were collected by time period and fare category. These data were then merged with survey data for the same origin and destination pairs, time categories, and/or fare categories to create an average fare paid by (minority vs. non-minority, low income vs. non-low income) populations. Using survey data, the number of customers were further broken down by mode of access (parking, walking, bus, etc.), so that parking customers could be identified.

Future fares are calculated the same way, except that those who park at a Metro-owned parking facility are also charged the daily parking rate (\$4.35 to \$5.20) in addition to their rail fare.

Once calculated, these averages were then annualized. For purposes of this analysis, staff assumed that the fees would be charged on ten additional days per year: four federal holidays, four Saturdays, and two Sundays. This definition is broader than that of regional events discussed in the context of a peak fare for peak rail service, as not all regional events will require augmented rail service. In practice, the exact number of days may vary in a given year. However, this would not substantially change the outcome of the analysis.

The resulting annual revenue collected was then divided by the annual number of passengers to determine the average fare per passenger. Table Three summarizes the results for each of the four demographic groups.

**Table Three: DI/DB Test, Percentage Fare Increase by Demographic Group, Collecting Parking Revenue on Regional Event Days**

	<b>Minority</b>	<b>Non-Minority</b>	<b>Low-Income</b>	<b>Non-Low-Income</b>
<b>% Change</b>	<b>0.12%</b>	<b>0.12%</b>	<b>0.15%</b>	<b>0.12%</b>
<b>% Difference</b>	<b>0.00%</b>		<b>0.02%</b>	
<b>Threshold</b>	<b>5.00%</b>		<b>5.00%</b>	
<b>DI/DB</b>	<b>No</b>		<b>No</b>	

**Parking Program Proposal – Title VI Equity Analysis**  
**Page 5**

As shown on Table Three, this element of the proposal does not result in a DI or a DB, and the overall impact will be relatively small. To all demographic groups, the fare increase will be only a few hundredths of one percent. The difference between minority and non-minority customers will be less than one hundredth of one percent while the difference between low-income and non-low-income will be two hundredth of one percent (when rounded).

**PARKING POLICY  
OF  
THE WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY**

**SECTION 100 - GENERAL**

- 101. Purpose.** This Parking Policy (or "Policy") sets forth the Board of Directors' authorizations that govern and guide the Washington Metropolitan Area Transit Authority ("WMATA") in the management and operation of its parking facilities (i.e. hours of Revenue Collection, parking rates, etc.), including ancillary use of such parking facilities, and further establishes the responsibilities of personnel engaged in those activities.
- 102. Goals.** Parking is an integral component of WMATA's strategy to encourage automobile drivers to use transit and to provide access to the Metro transit system for bicycles, carsharing, shuttle buses, and transportation network company ("TNC") vehicles, etc. The primary goal of WMATA's parking program is to increase access for Transit Riders. When parking capacity exceeds the amount needed to provide adequate access for Transit Riders, WMATA shall maximize the utilization and revenue potential of such parking facility. Furthermore, the Non-Rider Daily Rate should be used as needed to make available adequate parking for Transit Riders.
- 103. Changes to Parking Facilities.** Reconfiguration of parking facilities shall not constitute an alteration, revision or amendment to the Mass Transit Plan so long as parking remains the primary use of the facility.

**SECTION 200 – RESPONSIBILITY AND AUTHORITY**

- 201. Responsibility and Delegation.** With respect to this Policy, the following responsibilities apply:
- (a) Board of Directors ("Board").** The Board approves the parking programs, methods, days and times for Revenue Collection and changes to parking rates and fees. The Board also approves amendments and deviations from this Policy and approves Incidental Uses of WMATA parking facilities.
  - (b) General Manager/Chief Executive Officer ("GM/CEO").** The GM/CEO has full authority with respect to the use and operation of parking facilities in accordance with this Policy and to apply parking rates within the ranges of parking rates established by the Board herein.



## **SECTION 300 – DEFINITIONS**

- 301. Base Rate** means the parking fee that WMATA charges to park in a Park & Ride for a single entry and exit during the hours of Revenue Collection and retains for itself.
- 302. Bicycle Parking Rates** means the rates WMATA charges to park a bicycle in a secure U-rack, a secure Bike & Ride, or a secure bicycle locker.
- 303. Bike & Ride** means a secure facility that accommodates multiple bicycles.
- 304. Daily Rate** means Base Rate plus Jurisdictional Surcharge, if any, charged to a Transit Rider to park a vehicle in a Park & Ride for a single entry and exit during the hours of Revenue Collection.
- 305. Hourly Rate** means the parking fee that WMATA charges to park per hour at its metered parking spaces located in Kiss & Rides and in WMATA-owned street parking spaces.
- 306. Incidental Use** means any use by a third-party (whether civic or commercial users) of parking spaces, including but not limited to, farmers markets, events, carsharing, parking space licenses, and other such activities, which use shall be subject to a real estate permit or other WMATA contract as required by the Use Regulations.
- 307. Jurisdictional Surcharge** means the fee that WMATA collects on behalf of a jurisdiction where authorized and applicable.
- 308. Kiss & Ride** means a designated area with metered parking spaces, which area may also include designated vehicle pick up and drop off areas.
- 309. Multi-Day Parking** means designated parking spaces where parking for more than 24-hours consecutively is authorized.
- 310. Non-Rider** means a parking customer who does not use a WMATA fare product to pay for parking that was also used to pay for a Metrorail ride that originated within a two-hour (2) period before exiting the Park & Ride.
- 311. Non-Rider Daily Rate** means the daily parking fee charged to those other than Transit Riders, which fee is established by the GM/CEO within the range of rates established by the Board for a single entry and exit at Park & Ride. The Jurisdictional Surcharge, if any, is embedded in the rate.

- 312. Non-Rider Exemption** means a group or class of individuals for whom the Non-Rider Rate is waived.
- 313. Park & Ride** means a parking facility where automated gates control entry and exit of vehicles and customers must pay to exit.
- 314. Parking System** means the sum of WMATA's parking facilities, including WMATA-owned street parking spaces.
- 315. Regional Event** means events, festivals, marches, and other activities that draw large crowds to use Metro parking facilities, Metrorail and Metrobus. Examples include, but are not limited to Presidential Inaugurations, visits by national or global dignitaries, festivals held on the National Mall (such as the Cherry Blossom Festival and the Women's March).
- 316. Reserved Parking** means parking in spaces reserved during certain hours for use by individuals who purchase a monthly reserved parking permit.
- 317. Revenue Collection** means, for Park & Ride facilities, the hours during which the facilities' automated gates are closed, and for Kiss & Ride facilities, the period of revenue collection is posted by signage.
- 318. Special Event** means an event occurring in the vicinity of a Metrorail station, which event temporarily generates high demand for parking by Non-Riders, including but not limited to, an area athletic event, concert, parade, or festival.
- 319. Transit Rider** means a person who uses a WMATA fare product to pay fare on Metrorail within a two-hour (2) period between the origination of the transit trip and exiting the Park & Ride by paying parking rates with the same fare product.
- 320. Use Regulations** means the "Regulations Concerning the Use of WMATA Property by Others," as approved by the Board and published on WMATA's website.

#### **SECTION 400 – PROCEDURES FOR RATES, FEES AND EXEMPTIONS**

- 401. General Procedures.** Under the WMATA Compact, a public hearing and notice must be conducted before the implementation of a proposed rate increase or major service reduction. To the extent that the Board authorizes the GM/CEO to establish a parking rate within a range of rates approved by the Board, such authority is subject to conducting a Compact public hearing or FTA Title VI analysis, if

applicable, before implementation of the rate.<sup>1</sup> All parking rates and Board-approved ranges of parking rates are published in the WMATA Tariff on Metro Fares and Rates.

**402. Jurisdictional Surcharges.** The application of a Jurisdictional Surcharge fee is authorized by a resolution adopted by the Board of Directors. Any approved Jurisdictional Surcharge is allocated to the jurisdictional reserve operating account in the full amount of surcharge fees collected in each jurisdiction to fund capital improvements to WMATA parking facilities located in the respective jurisdiction. An approved Jurisdictional Surcharge will remain in effect until the costs incurred by the jurisdiction for locally funded, Board-approved improvements to WMATA parking facilities are fully recovered; at that time, the Jurisdictional Surcharge terminates and the Daily Rate reverts to the Base Rate, unless the Board expressly acts otherwise.

**403. Non-Rider Exemption.** The Board may authorize a group or class to receive a waiver of the Non-Rider Daily Rate.

**404. Revenue Collection Periods.**

(a) The Board authorizes the GM/CEO to establish Revenue Collection hours, provided that such hours for Transit Riders occur no earlier than between the time that the Metrorail system opens and no later than one hour after the Metrorail station closes on weekdays (Monday through Friday), and that Parking is free for Transit Riders on weekends and federal holidays, unless a Regional Event occurs, in which case, the GM/CEO may establish Revenue Collection hours for those events.

(b) The Board authorizes the GM/CEO to establish Revenue Collection hours for Non-Riders provided that such hours occur no earlier than between the time that the Metrorail system opens and no later than one hour after the Metrorail station closes, seven days a week, including federal holidays.

**405. Revenue Collection Methods.** In addition to paying for parking with SmarTrip® cards, credit cards, and coin-operated parking meters, the Board authorizes the GM/CEO to offer other methods of payment collection such as mobile applications and other technology-based solutions (such as, ParkMobile, MobileNow!, internet-based reservations, license plate recognition technology, and pay stations) within any of the facilities in the Parking System. To the extent such technologies require an additional convenience fee (a cost implemented by the technology provider), WMATA may pass such convenience fee to the parking user,

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<sup>1</sup> WMATA Compact §§ 62(a), 76(e); and Title VI Circular 4702.1B, "Requirements and Guidelines for F.T.A. Recipients".

provided that WMATA maintain a revenue collection method alternative that does not incur a convenience fee to the parking user.

## **SECTION 500 – PARKING RATES**

- 501. Bicycle Parking Rates.** Within limits established by the Board, the GM/CEO may establish hourly, daily, weekly, monthly and/or annual Bicycle Parking Rates. Such rates may vary station-by-station and shall be published in the WMATA Tariff on Metro Fares and Rates.
- 502. Daily Rate.** The Daily Rate is established by the Board for Transit Riders and varies station by station. The Daily Rate for each Park & Ride is published in the WMATA Tariff on Metro Fares and Rates.
- 503. Hourly Rates.** Short-term (i.e. by the hour) parking spaces are available station-by-station and are located outside the Park & Ride, if any. The Board-approved hourly parking rates are published in the WMATA Tariff on Metro Fares and Rates, which is updated upon any subsequent Board approval of parking rates. The GM/CEO is authorized to charge the Daily Rate in lieu of an Hourly Rate for parking spaces in Kiss & Ride.
- 504. Non-Rider Daily Rate.** The Board establishes a range for the Non-Rider Daily Rate from \$7.50 to \$15.00 and authorizes the GM/CEO to implement a Non-Rider Daily Rate within that range on a station-by-station basis system-wide without holding additional Compact public hearings. The application of the Non-Rider Daily Rate may be applied by the GM/CEO including on weekends and holidays. The Non-Rider Daily Rate for each Metrorail station will be published in the WMATA Tariff on Fares and Rates.
- 505. Non-Rider Exemption.** The Board exempts present and former WMATA Board members, WMATA employees and WMATA retirees from paying the Non-Rider Rate. To receive the Non-Rider Exemption, such persons must add value to their WMATA ID badge and use such ID badge as the form of payment. The Board exempts Transit Riders from the Non-Rider Daily Rate when the parking rate is paid within two (2) hours between the origination of a Metrorail trip and exiting Park & Ride using the same fare media for the payment of parking rates. The Board exempts MARC and VRE riders from paying the Non-Rider Daily Rate so long as WMATA's fare collection technology supports this practice; provided, however, that each of MARC and VRE shall reimburse WMATA for any incremental costs associated with revising WMATA practices or technology to implement this policy.

- 506. Regional Event Parking Rates.** The GM/CEO is authorized to determine that an event is a Regional Event and to charge the applicable Daily Rate or Non-Rider Rate during Regional Events.

## **SECTION 600 – PARKING PROGRAMS**

- 601. Bicycle Parking.** Some Metrorail stations have free parking for bicycles as well as secure bicycle facilities, including secure U-racks, secure bicycle lockers and secure Bike & Ride facilities. Bicycle parking facilities and the applicable Bicycle Parking Rate are published in the WMATA Tariff on Metro Fares and Rates.
- 602. High Occupancy Vehicle (HOV) and Oversized Vehicle Parking.** Certain parking facilities within the Parking System are designed for HOV and oversized vehicles. Where a facility is designed for such vehicles, the GM/CEO is authorized to determine if such parking spaces may be used free of charge, for a daily HOV rate to be published in the WMATA Tariff on Metro Fares and Rates, or for fee to be determined by a Permit, as defined in the Use Regulations.
- 603. Multi-Day Parking.** The GM/CEO is authorized to establish Multi-Day Parking spaces within the Parking System. The purpose of Multi-Day Parking is to accommodate access to other transportation hubs such as airports, train stations or national bus routes. The Multi-Day Parking rate on the first day will equal the highest applicable rate (e.g., Non-Rider Daily Rate, if present) for that Park & Ride, plus the lowest applicable Daily Rate (e.g., Daily Rate for Transit Riders) for each subsequent day. For purposes of Multi-Day Parking, revenue is collected 24-hour per day, seven (7) days a week, including holidays.
- 604. Reserved Parking.** Reserved Parking is permitted within a limited number of parking spaces set aside for permit holders to park for the day. The reserved parking spaces are reserved for permit holders to claim between 2:00 a.m. and 10:00 a.m. on Monday through Friday. The number of spaces and the cost for a monthly Reserved Parking permit vary station-by-station within a range of \$45.00 to \$65.00. The GM/CEO is authorized to establish the rate and increase or decrease the number of spaces to accommodate demand on a station-by-station basis. The Reserved Parking permit is valid for one (1) month and must be purchased in advance. The Reserved Parking permit fee is in addition to the Daily Rate paid upon exiting the Parking System.
- 605. Special Event Parking.** The GM/CEO may determine that an event is a Special Event and charge Non-Riders up to \$25.00 for parking during Special Events at any facility within the Parking System for a period beginning up to three hours before and ending up to three hours after the conclusion of such event.



- 606. 24-Hour Parking.** Except for vehicles parked in Multi-Day and Reserved Parking spaces, or authorized by permit or contract with WMATA in accordance with the Use Regulations, no vehicle may park in any parking space for more than 24 hours.
- 607. Variable Parking Program.** Parking facilities with variable pricing are designated per jurisdiction discretion and require Board approval. Variable price changes are in addition to any system-wide parking fee changes that may be approved.

## **SECTION 700 – INCIDENTAL USE OF PARKING FACILITIES**

- 701. Approval of Incidental Use of Parking Facilities.** Incidental Uses are approved and permitted in accordance with the Use Regulations and are unauthorized without a permit from WMATA. WMATA's Use Regulations are available online at [www.wmata.com](http://www.wmata.com).

## **ATTACHMENT D**

### **RESOLUTIONS SUPERSEDED**

As related to Parking System policy and provisions only, the following Resolutions are superseded upon the adoption a comprehensive Parking Policy by the WMATA Board of Directors.

1. Resolution 81-14 on Service Plan for Holidays and Special Events
2. Resolution 81-49 for Bike-on-Rail Demonstration Program Made Permanent
3. Resolution 83-73 for Bike-on-Rail Extended as Permanent Program
4. Resolution 86-39 on Proposed Parking Fee for Non-Metro Users
5. Resolution 86-58 on Implementation of a Non-Metro User Parking Fee
6. Resolution 86-65 on Implementation of a Non-Metro User Parking Fee at New Carrollton Station
7. Resolution 88-61 on Revised Parking Fee Program
8. Resolution 88-66 on the Approval of a Policy for Controlling Parking at Metrorail Station Daily Park & Ride Facilities
9. Resolution 88-67 on a Concept for Base Fees and Surcharge Fees for Revised Parking Fee Program
10. Resolution 92-29 on the Approval of Increase in Bike-on-Rail Program
11. Resolution 93-70 to Modify Rules of Bike-on-Rail Program
12. Resolution 94-23 on Non-Metro User Fee Exemption by MARC New Carrollton Station Users
13. Resolution 94-37 on Trial Program for Expansion of Bike-on-Rail Program, authorizing GM to Modify Bike-on-Rail Program
14. Resolution 97-40 on Establishing Monthly Rate Parking Fees for Six Stations
15. Resolution 98-35 on Establishing Monthly Rate Parking Fees

16. Resolution 2000-58 on the Amendment of the Guaranteed Parking Program
17. Resolution 2005-23 on Proposed Non-Metro Riders Parking Fee at Largo Town Center and Morgan Blvd. Stations
18. Resolution 2014-44 on the Establishment of a Non-Rider Parking Fee at the Greenbelt Metrorail Station
19. Resolution 2015-29 for the Approval of FY2016 Budget and Fee Changes which, among other things, establishes new hours of Revenue Collection for the Parking System
20. Resolution 2016-34 on the Approval of the Public Hearing Staff Report for the Replacement and Reconfiguration of Metro Facilities at the Greenbelt Metrorail Station and the Institution of a Non-Rider Parking Fee
21. Resolution 2017-31 on the Approval of Parking Pilot Programs and Use Regulation Amendment
22. Resolution 2018-27 on the Approval of Title VI Equity Analysis and Authorization to Conduct Public Hearings on Amendments to Parking Rates and Operations which, among other things establishes a Non-Rider Exemption for MARC and VRE passengers