



## Board Document

OVERVIEW			
<b>PRESENTATION NAME</b>	Acceptance of FY2027 Budget Public Hearing Staff Report and Approval of FY2027 Budget and FY2027-FY2032 Capital Improvement Program	<b>DOCUMENT NO.</b>	300120
<b>ACTION OR INFORMATION</b>	Action		
<b>STRATEGIC TRANSFORMATION PLAN GOAL</b>	Service excellence; Talented teams; Financial and Organizational Efficiency;		
<b>RESOLUTION</b>	Yes		
EXECUTIVE OWNER			
<b>EXECUTIVE TEAM OWNER</b>	Rickard, David B.;		
<b>ORGANIZATION</b>	Finance		
<b>DOCUMENT INITIATOR</b>	Jenny P. Kim		
OTHER INFORMATION			
<b>COMMITTEE</b>	Finance and Capital Committee	<b>COMMITTEE DATE</b>	4/23/2026
<b>PURPOSE/KEY HIGHLIGHTS</b>	The FY2027 Recommended Budget and FY2027-2032 Capital Improvement Program advance our Strategic Transformation Plan goals of service excellence, talented teams, and financial and organizational efficiency. Staff will present and recommend approval of the FY2027 Operating and Capital Budgets and FY2027-2032 Capital Improvement Program, FY2027 Title VI Analysis and Public Engagement Report, and FY2027 Debt Management Policy Guidelines.		



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## DISCUSSION

The FY2027 Budget funds both Metro's operating needs and its capital investments. The recommended operating budget of \$2.7 billion delivers Metro Rail, Metro Bus, and Metro Access service, and funds maintenance and core support services. The recommended capital budget of \$2.1 billion includes investments in system renewal and modernization while restoring, sustaining, and improving all of Metro's services.

The operating budget delivers efficient, targeted improvements. The \$912 million allocated for Metro Bus provides more efficient bus operations through schedule optimization; targeted frequency improvements to drive ridership and improve the customer experience; and additional capacity to improve on-time performance. The \$1.64 billion allocated for Metro Rail provides more efficient rail operations through train length optimization and Automatic Train Operations (ATO); more frequent all-day and late-night service; and increased peak capacity to alleviate crowding on the Red, Orange, and Silver lines. The \$197 million allocated for more fiscally sustainable model for Metro Access and Abilities Ride trips while maintaining service for eligible customers. The recommended Operating Budget grows revenue while reducing regional subsidies. Expenses are \$11 million higher, reflecting trends from the FY2026 Forecast and updated service proposal. Revenues are \$14 million higher from the updated forecast, including improved fare payment compliance, expanded Tap.Ride.Go. and multi-day parking, and the Abilities-Ride administrative fee. Prior year savings total \$12 million from reconciliation of prior pass sales revenue. A net savings of \$15 million and a Preventive Maintenance increase of \$7 million reduce the overall Subsidy growth from 3 percent in the December original proposal to 1.8 percent.

Metro's Public Engagement Report, based on 751 survey responses and 397 total comments, shows overwhelmingly positive (95 percent or higher) responses for additional proposed service including: more frequent service on the C13 and weekend extension on the C35 (100 percent approval); new weekend service for the D2X, added overnight service for the D32, and D36 rerouting (99 percent); more evening service on the C55, expanded weekday and weekend hours on the C57, and a C63 reroute (97 percent); more weekend service on the C55, more frequent service on the D50, and added overnight service on the D74 (96 percent); added overnight service on the D70 and more frequent service on the D74 (95 percent).

Themes in the written comments cover various elements of Metro



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service, especially regarding service reliability and headways (33 percent of responses); and Better Bus's redesign, coverage, and connectivity (29 percent). Other recurring themes include span of service and access (9 percent); information, communication, and technology (7 percent); capacity and crowding (6 percent); fares and compliance (6 percent); service impacts due to operator availability (5 percent); and safety, cleanliness, and comfort (4 percent).

The recommended FY2027-FY2032 Capital Investments include total Capital Investments of \$1.9 billion in FY2027 and \$9.4 billion in FY28-FY32, for a six-year total of \$11.3 billion; and total capital program uses of \$2.1 billion in FY2027 and \$11.4 billion in FY28-FY32, for a six-year total of \$13.5 billion. Ongoing reinvestment programs include work on Metro's tracks, bridges and tunnels, train power systems, roofs, vents shafts, drainage and pumping systems, cameras and security, supporting technology systems; electrical, heating, cooling, and lighting; and its stations, escalators, elevators, and stairways. Major Capital Investments include projects such as the 8000-Series Railcars, Bladensburg Bus Garage, Northern Bus Garage, Bus fleet acquisition, Fleet Maintenance Facility, Metro Training Center, Enterprise Resource Planning Software, fare systems, radio system, and Rail Modernization.

Metro's vision for Rail Modernization stems from the challenges that come with maintaining an aging Metro Rail system. Issues include matters of safety, reliability, capacity, and efficiency. Trespassing incidents are challenging to mitigate with current system design, inconsistent acceleration and braking by operators and signal system failures generate delays, rising maintenance costs are exacerbated by difficulties in finding replacement parts, bottlenecks at key locations and expensive alternatives, and an overall outdated concept of operations with rising operating expenses providing an inflexible service model. Rail Modernization would directly address these challenges and put Metro on the path to providing world-class transit. The Authority has a unique opportunity to align needed investments in its major systems (railcars and signals) by upgrading its capabilities with next-generation technology. Modernization and automation can transform Metro's operations and establish safer, more reliable, and more efficient service with greater capacity.

Phase 1 of Metro's systemwide Rail Modernization, included in the FY2027-2032 CIP, will cover the Red Line Modernization Project. Dependent on addition DMVMoves funding, Phase 2 would address the Orange, Blue, and Silver lines, while Phase 3 would address the Yellow and Green lines as well as remaining sections of the Blue Line. The Red Line project scope covers CBTC installation of the



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	<p>entire line, three rail yards, and the Greenbelt test track. Railcar conversions cover a mix of 7000- and 8000-series cars. Platform doors are to be installed at 20 out of 27 stations. Supporting systems installation will connect new systems to the MICC and upgrade existing technical systems to improve monitoring and control operations.</p> <p>The Red Line Modernization Project is eligible for federal funds through the Capital Investment Grants (CIG) program as a Core Capacity project – a project that adds capacity to an existing corridor. The CIG Program is a multi-year, multi-step process. It is the largest FTA discretionary grant program and demand for funds consistently exceeds supply. Comparable large projects have received a federal grant for 40 to 60 percent of the eligible project costs. To advance the Rail Modernization Program, Metro will need to adopt the FY2027-FY2032 CIP, which commits to funding the Red Line Modernization Project; adopt a resolution endorsing the Rail Modernization Program Vision and Red Line Modernization Project; hold informational meetings with the FTA; and submit letter and supporting documentation to request entry into the CIG Program.</p> <p>Looking ahead to future Finance and Capital Committee discussions, key topics will include: STP priority program updates (including Rail Modernization); updates on 10 key capital investments; fare policy, modernization, and compliance; progress on DMVMoves; workforce planning and overtime management; Capital Program updates (including a potential fall Capital Program amendment); and the FY2028 Budget and the FY2028-2033 Capital Improvement Program development and outlook.</p> <p>Metro recommends that the Board approve the FY2027 Budget Resolution, including the FY2027 Operating and Capital Budgets and FY 2027-2032 Capital Improvement Program, the FY2027 Title VI Analysis, Public Engagement Report, and FY2027 Debt Management Policy Guidelines. Metro also recommends approving the Rail Modernization Program Vision and Red Line Modernization Project Resolution.</p>
<b>INTERESTED PARTIES</b>	Please see attached for the list of capital vendors under contract.
<b>RECOMMENDATION/NEXT STEPS</b>	Recommendation Approve the FY2027 Operating and Capital Budgets and the



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	<p>FY2027-2032 Capital Improvement Program, accept the Title VI Analysis and Public Engagement Report, and approve the Debt Management Policy Guidelines.</p> <p>Next Steps Staff will begin implementation of the FY2027 Budget following approval by the Board of Directors.</p>
<b>FUNDING IMPACT</b>	<p>Board action is required to approve the FY2027 Budget and the FY2027-2032 CIP.</p> <p>FY2027 Operating Budget totals - \$2.7 billion FY2027 Capital Budget totals - \$2.1 billion FY2027 Total Impact - \$4.8 billion</p>

SUBJECT: ADOPTION OF FISCAL YEAR 2027 OPERATING AND CAPITAL BUDGETS, SERVICE CHANGES, AND FISCAL YEAR 2027-2032 CAPITAL IMPROVEMENT PROGRAM, APPROVAL OF TITLE VI ANALYSIS AND PUBLIC ENGAGEMENT REPORT, AND APPROVAL OF DEBT MANAGEMENT POLICY GUIDELINES

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

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

WHEREAS, The Board has considered the General Manager and Chief Executive Officer's proposed fiscal year (FY) 2027 operating and capital budgets and FY 2027-2032 Capital Improvement Program (CIP); and

WHEREAS, Pursuant to the Public Participation Plan, the Board held three public hearings on February 3, 4, and 5 (one was held in an area served by the Northern Virginia Transportation Commission pursuant to VA Acts of Assembly Ch. 854 Enact. Cl. 8 and one held virtually), on the proposed operating and capital budgets, service changes, and the FY 2027-2032 CIP, as well as public outreach for the Title VI equity analysis; and

WHEREAS, Following the public hearings, staff prepared a Public Participation Report (Attachment A) and a Title VI analysis (Attachment B) on the proposed service changes, which showed that the proposed changes do not result in a disparate impact on minority populations nor a disproportionate burden on low-income populations; and

WHEREAS, The implementation of the 2025 Better Bus Network and related changes to local bus networks has revised the geographic area over which Federal Transit Administration (FTA)-required paratransit service must be provided; and

WHEREAS, WMATA has held in abeyance since 2010 the change of the paratransit service area back to federal minimum requirements as contemplated in Resolution 2010-31; and

WHEREAS, Staff recommends defining the paratransit service area as the geographic area covered by 1) the FY 2026 paratransit service area and 2) any additional areas necessary to meet federal minimum requirements for complementary paratransit

associated with service changes made by WMATA or local transit providers where WMATA provides paratransit service; and

WHEREAS, The Passenger Rail Investment and Improvement Act (PRIIA) funding which was re-authorized in Sections 30019(b) and (c) of the Infrastructure Investment and Jobs Act of 2021 requires the Secretary of Transportation to use \$5 million of the PRIIA allocation to WMATA exclusively for WMATA's Office of Inspector General (OIG) for each fiscal year in which WMATA makes available \$5 million in non-federal funds for use exclusively by the OIG; and

WHEREAS, The WMATA Dedicated Funding Grant Agreement with the District of Columbia requires the Board to consider whether the most recent approved FTA indirect cost rates described in Attachment G are appropriate to apply to the capital program funded by the contributing jurisdictions; and

WHEREAS, The WMATA Dedicated Funding Grant Agreement with Maryland requires the Board to adopt a debt management policy and to review and approve that policy annually; and

WHEREAS, The proposed capital budget includes the issuance of debt (including the issuance of bonds) as a partial funding source; and

WHEREAS, WMATA intends to reimburse itself from bond proceeds, if and when issued, for eligible expenditures on CIP projects incurred before the issuance of the bonds noted as debt in Attachment F hereto to the extent permitted by the Internal Revenue Code of 1986 and applicable IRS regulations; and

WHEREAS, Abilities-Ride now transports more customers than traditional Metro Access and therefore staff recommends that Abilities-Ride trips be expressly included in the paratransit subsidy formula allocation; and

WHEREAS, The WMATA Compact empowers WMATA to coordinate the delivery of a unified regional transit system; and

WHEREAS, The Board of Directors and the Metropolitan Washington Council of Governments' Board adopted the DMV *Moves* resolution on November 17, 2025, calling for a more consistent and regionally integrated fare policy as part of realizing a seamless, integrated, world class transit network for the National Capital Region; and

WHEREAS, Fare revenue materially supports operating budgets for safe, frequent, and reliable service; and

WHEREAS, WMATA continues to make progress on reducing fare evasion through enforcement, systems modernization, customer education and communications, and reduced fare initiatives; and

WHEREAS, Fragmented regional fare policies, systems, and enforcement undermine regional fare collection efforts and, therefore, impact operating budgets and limit the delivery of safe, frequent, and reliable service the National Capital Region needs; and

WHEREAS, Increasing fare payment compliance and revenue requires shared, unified action by WMATA and state and local entities; and

NOW, THEREFORE, be it

*RESOLVED*, That the Board of Directors approves the Public Participation Report on the proposed FY 2027 operating and capital budgets and FY 2027-2032 Capital Improvement Program, set forth in Attachment A; and be it further

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

*RESOLVED*, That the Board of Directors adopts the operating budget (inclusive of all operating reimbursable projects and debt service for gross revenue bonds) of \$2.7 billion, with revenues, expenses, and subsidies detailed in Attachments C and D using the Board-approved subsidy formulae; and be it further

*RESOLVED*, That the Board of Directors adopts the service changes set forth in Attachment E with Bus and Rail Service changes becoming effective on or about June 30, 2026, and other dates as set forth in Attachment E; and be it further

*RESOLVED*, That the Board of Directors adopts a paratransit service area consisting of the geographic area covered by 1) the FY 2026 paratransit service area and 2) any additional areas necessary to meet federal minimum requirements for complementary paratransit associated with service changes made by WMATA or local transit providers where WMATA provides paratransit service; and be it further

*RESOLVED*, That the Board of Directors amends Attachment B of Resolution 2025-03 to expressly include the trips of the Abilities-Ride program in the paratransit subsidy allocation; and be it further

*RESOLVED*, That the Board of Directors adopts the FY 2027 capital budget of \$2.1

billion and the FY 2027-2032 Capital Improvement Program of \$13.5 billion as set forth in Attachment F; and be it further

*RESOLVED*, That the Board of Directors has considered the use of the most recent Federal Transit Administration (FTA)-approved indirect cost rate set and directs staff to apply that indirect cost rate set as described in Attachment G to all projects, including those funded by jurisdictional capital contributions in the FY 2027 capital budget; provided, however, staff is authorized to apply the proposed FY 2027 rate set once approved by FTA or any other FTA approved rate set during the fiscal year without further action of the Board of Directors as long as the new rate set does not cause an increase in the subsidy or capital contributions paid by any jurisdiction; and be it further

*RESOLVED*, That the Board of Directors adopts the Debt Management Policy Guidelines, as set forth in Attachment H; and be it further

*RESOLVED*, That the Board of Directors authorizes the General Manager and Chief Executive Officer, the Executive Vice President and Chief Financial Officer, or their designees to: 1) execute agreements with municipal finance professionals, including underwriters; and 2) draft preliminary bond offering documents for the issuance of tax exempt Dedicated Revenue Bonds through a negotiated sale method in a principal amount not to exceed the amount of debt contained in the adopted FY 2027 capital budget; and be it further

*RESOLVED*, That the Board of Directors authorizes WMATA to reimburse itself from bond proceeds, if and when issued, for eligible expenditures on Capital Improvement Program projects incurred before the issuance of the bonds noted as debt in Attachment F hereto to the extent permitted by the Internal Revenue Code of 1986 and applicable IRS regulations; and be it further

*RESOLVED*, That as required by Section 30019(c) of the Infrastructure Investment and Jobs Act of 2021, which amends the requirements of the Passenger Rail Infrastructure Investment Act, at least \$5 million of non-federal funds shall be provided from the operating budget for use exclusively by WMATA's Office of Inspector General (OIG) in addition to any other non-federal funds necessary to match any unspent Passenger Rail Infrastructure Investment Act funds allocated for the use of the OIG from a prior fiscal year; and be it further

*RESOLVED*, That the Board of Directors approves one or more transfers in an aggregate amount not to exceed \$133 million of operating expenses from the FY 2027 operating budget to the FY 2027 capital budget for the payment of eligible preventive maintenance expenditures; and be it further

*RESOLVED*, That the Board of Directors authorizes the General Manager and Chief Executive Officer to reprogram up to \$8 million in capital funding to support operating revenue losses caused by service disruptions associated with major capital projects; and be it further

*RESOLVED*, That \$72.3 million of debt service payments resulting from the issuance of Series 2017A, 2017B, and 2018 bonds are due from and allocated to the participating jurisdictions as set forth in Attachment D; and be it further

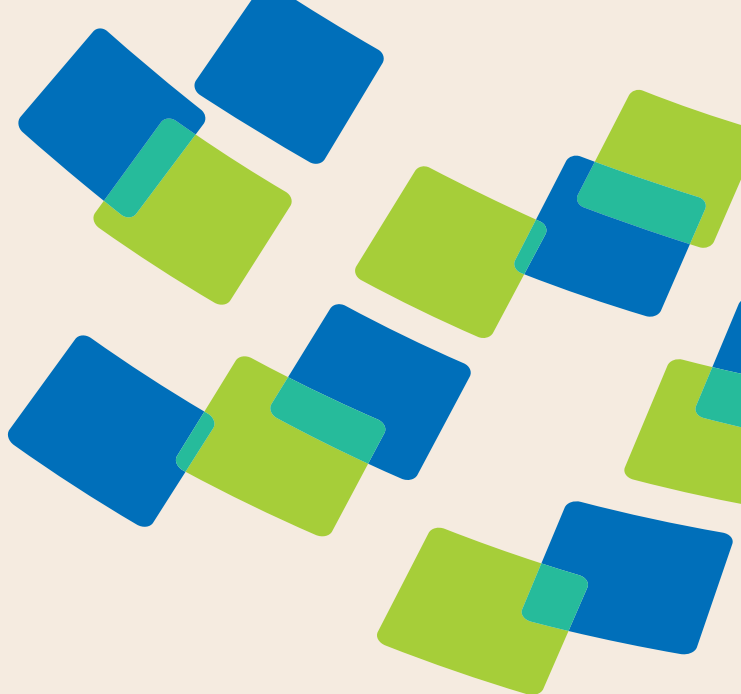
*RESOLVED*, That the Board of Directors affirms WMATA's continued modernization of its fare system and enforcement of fare payment, and be it further

*RESOLVED*, That the Board of Directors (1) supports WMATA's ongoing collaboration with regional transit partners and (2) directs WMATA to advance a unified, regional, modern fare strategy, that includes unified fare policy, payment enforcement, systems and technology investments, and customer communication and education campaigns, all of which improves revenue collection regionwide and enables customers to travel throughout the region safely, seamlessly, affordably, and efficiently; and be it further

*RESOLVED*, That in order to implement the operating and capital budgets, the General Manager and Chief Executive Officer, the Executive Vice President and Chief Financial Officer, or their designees are authorized to: (1) file and execute grant applications and accept grants or other financial assistance on behalf of WMATA for funds from the federal government or any other public or private entity regardless of whether a local match is required without further action by the Board of Directors, so long as the acceptance of such grant or other financial assistance does not result in the increase in expenditures above the approved FY 2027-2032 Capital Improvement Program or the approved operating budget or otherwise require approval by the Board of Directors; (2) conduct public hearings at any time during the fiscal year in furtherance of the implementation of the FY 2027-2032 Capital Improvement Program; and (3) execute and file the annual Federal Transit Administration Certifications and Assurances as a prerequisite to the submission of federal grant applications; and be it finally



**FY 2027 Budget Public Engagement Report**



# fy27 budget public engagement report

Hearings #672, #673, and #674  
Docket No. B26-01 and Docket B26-02  
Updated April 13, 2026

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# FY2027 Proposed Budget Overview

The proposed FY2027 capital budget of \$2.1 billion and six-year capital improvement program of \$13.5 billion (including required debt service and revenue loss from capital projects) include investment in ongoing projects, prioritized system preservation and renewal needs and investments to provide safe and efficient service delivery informed by asset management and reliability plans.

Capital program publications detail the following:

- Capital Program Strategy outlining the vision and goals for capital investments.
- Six-Year Capital Improvement Program investments of \$13.5 billion and a FY2027 capital budget of \$2.1 billion to fund priority investments constrained by affordability and delivery capacity.

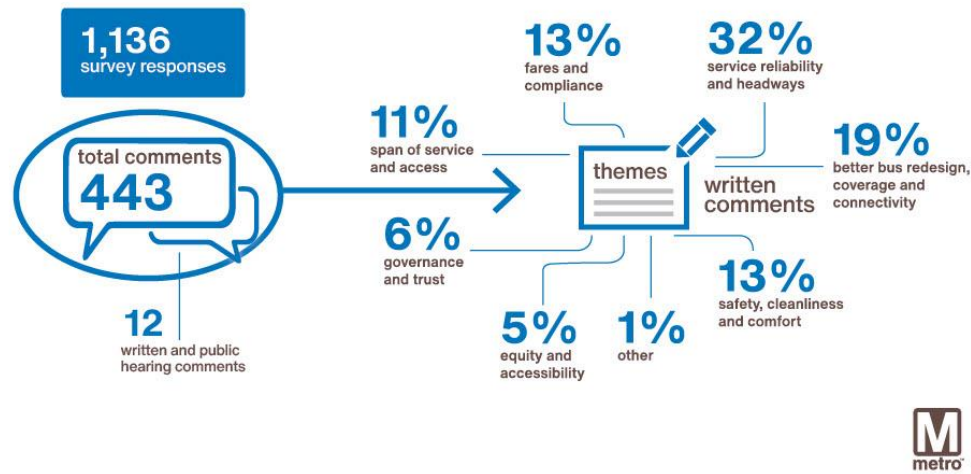
WMATA's FY2027 Proposed Operating Budget (excluding reimbursables and debt service) of \$2.7 billion is 5.1 percent higher than the FY2026 operating budget. At \$651 million, total revenue is projected to be 15.4 percent higher than FY2026. Jurisdictional subsidies of \$1,963 million fund 72 percent of Metro's operating budget.

The FY2027 Proposed Budget service plans are designed to optimize service within available funding, while meeting growing demand. WMATA is advancing service efficiencies through bus schedule optimization, train automation and the optimization of 6-car and 8-car trains to improve reliability and travel times. Service improvements proposed for FY2027 include targeted increases in Metrobus frequency, span, and coverage to address crowding and on-time performance challenges; continued implementation of the Better Bus Network informed by Year One results; and Metrorail enhancements that increase weekday, evening, and late-night frequency and add peak-period capacity. Metro will maintain FY2026 fare levels for FY2027.

Additional public engagement analysis and submitted letters and public hearing testimonies can be found in two appendices:

- Appendix A: Written Comments, Letters and Public Hearing Testimonies
- Appendix B: Analysis of Customer Feedback on Proposals

## FY27 budget - communications & outreach - customer feedback



### Written Comments

Comments were collected through written responses or testimony delivered at the public hearings. Written comments focused on the following themes:

- **Better Bus redesign, coverage & connectivity:** Concerns about disrupted routes, loss of direct “one-seat” connections, and requests to restore or reroute specific lines (e.g., D2/L2).
- **Service reliability & headways:** Complaints about “ghost buses,” bunching, late/missed trips, and the need to prioritize frequency and on-time performance over “nice-to-haves.”
- **Safety, cleanliness & comfort:** Desire for safer, cleaner stations/vehicles and concerns about onboard behavior; some support for platform doors to improve safety and reliability.
- **Fares & compliance:** Keep fares affordable but strengthen fare payment enforcement to maintain perceived fairness and value.
- **Governance & trust:** Emphasis on fiscal responsibility, transparent planning, and a longer-term system vision (beyond annual crises).
- **Span of service & access:** Calls for later/overnight options to match real-world work schedules and improve personal security after hours.
- **Equity & accessibility:** Ensure redesigns and investments center the needs of vulnerable riders, including people with disabilities and paratransit users.

See Appendix A: Written Comments, Letters, and Public Hearing Testimonies

## Survey Responses

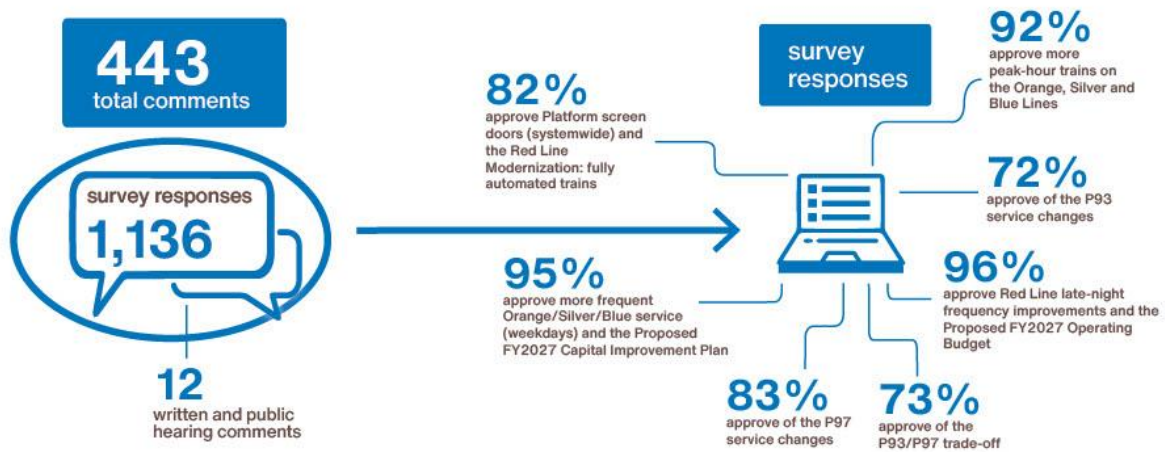
Among respondents who reviewed and gave feedback to specific proposals, support was **overwhelmingly positive**—with many items drawing approval in the **90%+** range and strong reported increases in likelihood to ride, especially for proposals that had either frequency increases or span improvements.

Examples include D4X weekday frequency increase to every 10 minutes (approve 99%, increase 96%), D6X weekend span increase to midnight (99%, 94%), and P40 late-night service frequency increases (100%, 100%).

Proposal	% approved	% cite increased likelihood of use
<b>Metro Rail Service Highlights</b>		
More frequent Orange/Silver/Blue service (weekdays)	95%	66%
Red Line late-night frequency improvements	96%	73%
Proposed Change: More Peak-Hour Trains on the Orange, Silver, and Blue Lines	92%	57%
<b>District Metro Bus Service Proposals</b>		
D24 – Increase service to every 20 minutes (outside rush-hour)	100%	86%
D72 – Extend service to Van Ness–UDC	96%	87%
D4X – Increase weekday frequency (10-minute service most of the day)	99%	96%
D6X – Extend weekend service span to midnight	99%	94%
C35 – Extend all weekday service to Naylor Road	95%	90%
C57 – Start service earlier on weekdays (6 a.m.)	100%	84%
C63 – Extend service to Georgia Ave–Petworth Station (implemented)	91%	78%
C91 – Increase service to every 20 minutes (most times)	100%	95%
C43 – Improve frequency to every 30 minutes	96%	92%
<b>Maryland Metro Bus Service Proposals</b>		
M12 – Extend all weekday peak trips to Hyattsville Crossing	98%	80%
M60 – Improve afternoon frequency (every 10 minutes, 3:30–5:30 pm)	100%	78%
M60 – Improve late-night frequency (every 20 minutes, 9 pm–12 am)	100%	70%
M70 – Improve late-night service (every 20 minutes, 9–11 pm)	100%	87%
P12 – Increase weekday peak frequency (every 30 minutes)	93%	71%

<b>Proposal</b>	<b>% approved</b>	<b>% cite increased likelihood of use</b>
P40 – Improve late-night bus service (≥ every 30 minutes)	100%	100%
P93 – End Route at Eastover Shopping Center	72%	30%
P97 – Serve the Birchwood Neighborhood and Add Weekend Service	83%	37%
P93/P97 Trade-Off	73%	
<b>Virginia Metro Bus Service Proposals</b>		
Add New A6X Express Bus Service (Dunn Loring – Pentagon – Crystal City)	95%	58%
Add New F2X Express Bus Service (Tysons/Falls Church – Seven Corners – Mark Center – W. Alexandria)	94%	66%
A49 – Start weekday service earlier (+two-way peak trips)	97%	76%
A76 – Increase peak service to every 15 minutes (peak direction)	93%	81%
<b>Budget &amp; Modernization Feedback</b>		
Proposed FY2027 Operating Budget	96%	
Proposed FY2027 Capital Improvement Program	95%	
Red Line Modernization: Fully automated trains — Are you in favor?	82%	
Platform screen doors (systemwide) — Are you in favor?	82%	66%

## FY27 budget - communications & outreach - customer feedback



Overall, the proposals tested—especially those that **increase frequency and span**—land extremely well with respondents, and they clearly connect to a **likelihood** of increased ridership.

At the same time, customers are telling us through the open ends that day-to-day **reliability, safety/cleanliness, and Better Bus network** remain top of mind issues with the Metro system that our proposals don't mainly touch or solve on their own.

See Appendix B: Analysis of Customer Feedback on Proposals

## Communications & Outreach Overview

The FY27 communications and outreach effort was designed to solicit public feedback from a broad spectrum of customers, stakeholders and community members across Metro's 1,500-square-mile service area.

Communications were guided by Metro's Board-approved Public Participation Plan, which meets or exceeds all Federal Transit Administration (FTA) requirements. Metro paid particular attention to ensuring that customers and community members from equity populations received high-quality information, communication, and feedback opportunities. Efforts included multilingual outreach teams across the system and in the community, multilanguage advertisements, social media and digital ads. A demographic overview of the impacted customers can be viewed in the Title VI equity analysis report.

The communications and outreach tactics occurred during the official public comment period from January 17 to February 10, 2026.

The communications and outreach plan included the following efforts:

- Stakeholder engagement
- Targeted marketing and media
- In-person outreach
- Public Hearing

Metro established communications and outreach goals to ensure that communications were open and transparent and led to public understanding of:

- What the proposed changes were
- Why changes were proposed
- How the public could comment on the proposed changes
- When the changes could go into effect

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

- Online surveys
- Comments received at the Public Hearing through testimony in-person or virtually
- Written comments received online and by the Office of Board Affairs

# Stakeholder Engagement

To reach customers and community members across Metro’s service area, we engaged a broad range of government, business and community partners to help amplify the FY27 budget messaging and collect feedback across the region.

A comprehensive outreach effort was made to inform and connect with elected officials, jurisdictional partner staff, business leaders, transit advocates, and community-based organizations (CBOs).

## Elected Official & Stakeholder Emails

Metro sent FY27 budget email communications to over 3,500 partners representing CBOs, local BID/Civic Associations, businesses, event venues, government facility/agencies, hospitals/medical services, hotels, places of worship, residences (apartments, condos), schools, shopping centers, and transportation partners.

Email communications were sent the week of January 26 and February 2 to remind customers of the public comment period and how the public could provide feedback and encourage them to share the information via their communications channels with the community resources, which was available in English and Spanish.

Reminder emails were sent the week of February 9 to remind partners that the public comment period was closing. Additionally, Metro staff followed up by answering emails and phone calls from community contacts.

## Committee Briefings and Meetings

The Riders’ Advisory Council, RAC, attended the Open House for the in-person public hearing on Tuesday, February 3, 2026. Members of the RAC interacted with hearing attendees to discuss issues affecting Metro Bus, Metro Rail, and Metro Access service.

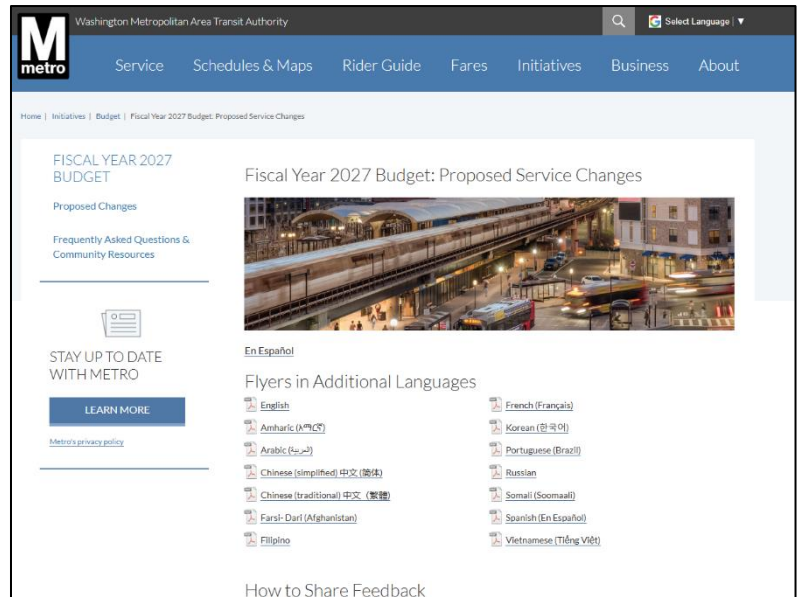


# Targeted Marketing & Media

Metro used targeted marketing and media strategies to increase awareness and encourage feedback on the proposed budget

## Website

The budget webpage ([wmata.com/budget](https://wmata.com/budget)) served as the central clearinghouse for information on the budget proposal and opportunities for submitting comments. The site included the budget overview, proposal specifics, docket materials, printer-friendly flyers, and maps. The page was fully translated into Spanish, and customer information notices were posted in 12 additional



languages: Amharic, Arabic, Chinese (Simplified and Traditional), Faris-Dari (Afghanistan), Filipino, French, Korean, Portuguese (Brazil), Russian, Somali and Vietnamese.

A variety of content was available for the public to review, including Metro’s FY27 Budget Book, providing information on the Capital and Operating Budgets, Metro Rail and Metro Bus service proposals, and the Public Hearing Notice.

The webpage also housed the online survey, which the primary channel for collecting feedback in English and Spanish and submit written comments and upload letters. The Public Hearings were streamed live on the FY27 Budget webpage and Metro’s YouTube page.

The FY27 budget webpage received over 1861 views with 261 total users visiting the Spanish translated webpage. The average time on the page was one minute and seven seconds.

## Survey Tool

Metro’s primary method for collecting feedback for the plan was our online survey. The survey, available in English and Spanish via [wmata.com/budget](http://wmata.com/budget), provided the public a way to provide feedback by answering the survey questions, submitting open-ended comments, and/or uploading documents. A significant number of users – just under 83% – accessed the survey on their mobile device. A little over 17% viewed the survey from their desktop computers, and the remainder accessed it via tablets.

In total, 1,136 respondents completed the survey, with 109 responses in Spanish. A full report on the comments received through the survey tool is available in Appendices A and B.

## Digital and Print Communications

A mix of paid advertising, owned and earned media were used to promote the budget proposals and encourage public feedback. Paid advertising focused on getting the message out in languages other than English. Metro distributed press releases marking the start of the public comment period and Public Hearings and used Metro’s X, Facebook, and Bluesky accounts to promote public comment opportunities.

## Social Media

Metro leveraged its social media channels to amplify the plan’s messaging and reach customers across the region. In total, social media posts resulted in more than 143 engagements (likes, comments, shares, saves) across all platforms and 28.3K views on X. The posts primarily targeted awareness of the hearings between February 3-5, and the closing of the comment period on February 10.

The following table lists Metro’s social media posts along with the details of the views and engagements. Each date provides a link to the respective posting.

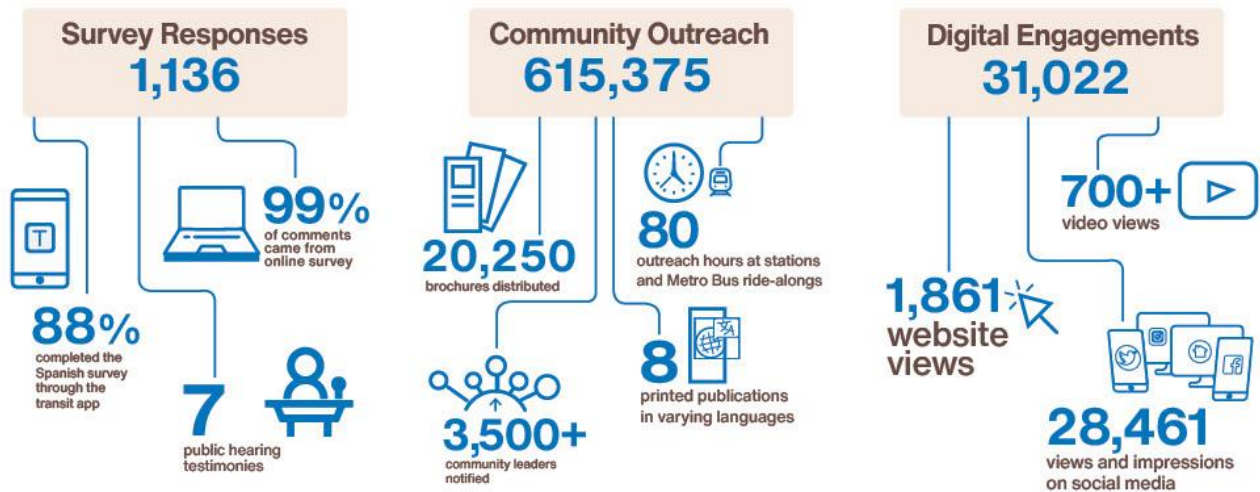
Channel	Date	Details
Facebook	<a href="#">1/30</a>	<ul style="list-style-type: none"><li>• 8 engagements</li></ul>
	<a href="#">2/2</a>	<ul style="list-style-type: none"><li>• 7 engagements</li></ul>
	<a href="#">2/4</a>	<ul style="list-style-type: none"><li>• 3 engagements</li></ul>
	<a href="#">2/5</a>	<ul style="list-style-type: none"><li>• 2 engagements</li></ul>
	<a href="#">2/8</a>	<ul style="list-style-type: none"><li>• 9 engagements</li></ul>
	<a href="#">2/10</a>	<ul style="list-style-type: none"><li>• 9 engagements</li></ul>

# Public Engagement Results

Metro received more than 400 public comments on the proposed budget. More than 421 of the feedback was received via the online survey tool. There were 12 letters and public hearing testimonies received through the survey tool or sent to the Board Secretary’s Office.

- 1,136 survey responses
- 433 public comments
  - 421 written comments
  - 5 letters were submitted through the survey
  - 7 testimonies delivered at the public hearings

## FY27 budget - communications & outreach - by the numbers

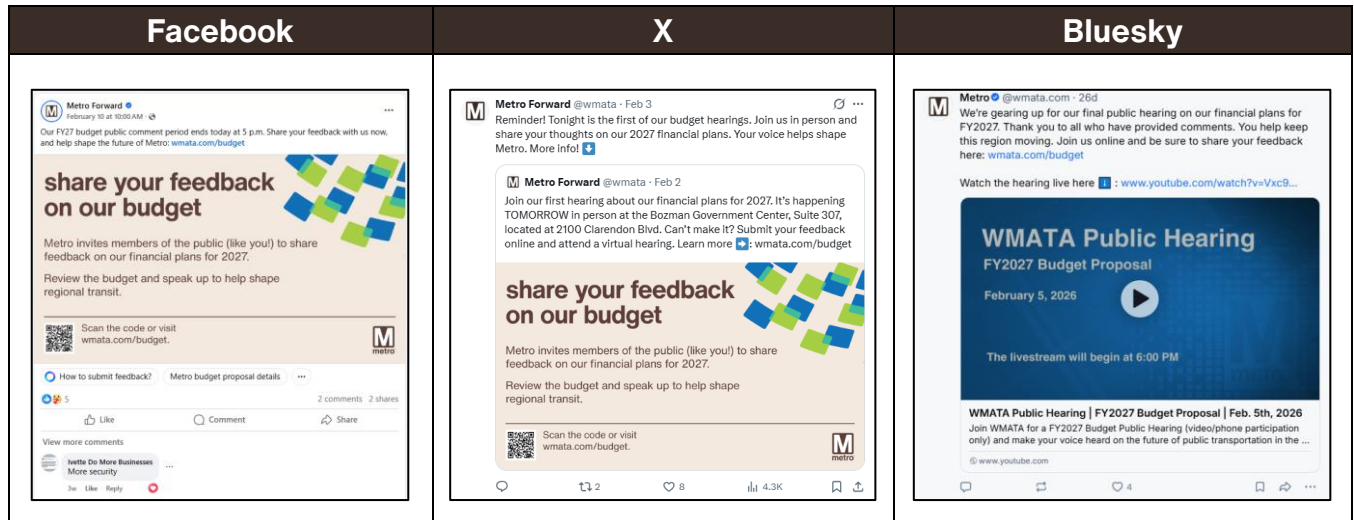


Channel	Date	Details
X	<a href="#">1/30</a>	<ul style="list-style-type: none"> <li>• 4K views</li> <li>• 16 engagements</li> </ul>
	<a href="#">2/2</a>	<ul style="list-style-type: none"> <li>• 7.4K views</li> <li>• 14 engagements</li> </ul>
	<a href="#">2/3</a>	<ul style="list-style-type: none"> <li>• 4.3K views</li> <li>• 10 engagements</li> </ul>
	<a href="#">2/4</a>	<ul style="list-style-type: none"> <li>• 4.7K views</li> <li>• 10 engagements</li> </ul>
	<a href="#">2/5</a>	<ul style="list-style-type: none"> <li>• 3.2K views</li> <li>• 6 engagements</li> </ul>
	<a href="#">2/8</a>	<ul style="list-style-type: none"> <li>• 2.6K views</li> <li>• 13 engagements</li> </ul>
	<a href="#">2/10</a>	<ul style="list-style-type: none"> <li>• 2.1K views</li> <li>• 18 engagements</li> </ul>
Bluesky	<a href="#">2/2</a>	<ul style="list-style-type: none"> <li>• 8 engagements</li> </ul>
	<a href="#">2/3</a>	<ul style="list-style-type: none"> <li>• 2 engagements</li> </ul>
	<a href="#">2/4</a>	<ul style="list-style-type: none"> <li>• 4 engagements</li> </ul>
	<a href="#">2/5</a>	<ul style="list-style-type: none"> <li>• 4 engagements</li> </ul>
	<a href="#">2/8</a>	<ul style="list-style-type: none"> <li>• 7 engagements</li> </ul>
	<a href="#">2/10</a>	<ul style="list-style-type: none"> <li>• 11 engagements</li> </ul>

**Notes:**

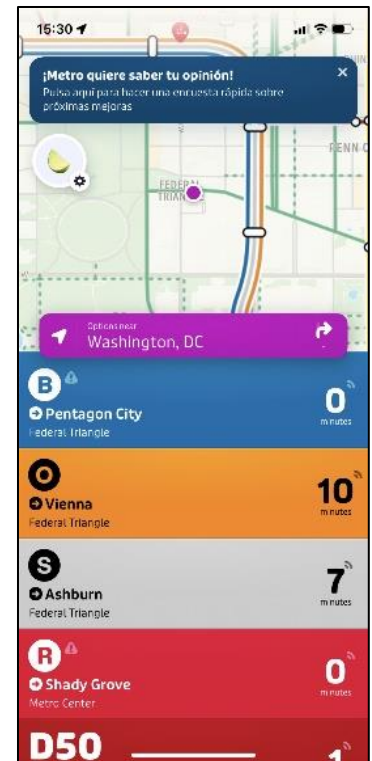
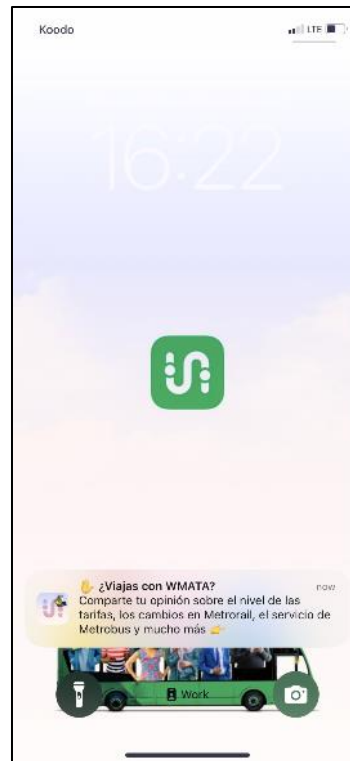
- Views = total number of unique views
- Engagements = total number of likes, comments, and shares (including reposts/retweets)
- Bluesky does not provide views data

## Social Media Examples



## Digital Advertising

Metro ran targeted English and Spanish-language advertisements between January 20 - February 10, 2026. The ads, which directed people to the online survey, appeared in apps as well as mobile and desktop devices. Additionally, Push Notifications and Banner Ads were sent via the Transit app, which resulted in 99% of Spanish survey takers.



## Digital Advertising Stats

Media	Language	Run Dates	Details
MIQ High Impact Mobile Banners	Spanish	1/26-2/5	<ul style="list-style-type: none"> <li>Total impressions: 147,385</li> <li>The campaign delivered 264 hits to the website with a .16% click through rate (Industry average is .21%).</li> </ul>
Banner (Transit App)	English Spanish	1/20-2/4 2/2-2/10	<ul style="list-style-type: none"> <li>261,184 users viewed the banner on their Home Screen;</li> <li>16,338 users tapped through to the embedded URL;</li> <li>We had a click-thru rate (CTR) of 6.3%.</li> </ul>
Push Notifications (Transit App)	English Spanish	1/29 2/5	<ul style="list-style-type: none"> <li>189,160 users received the push notification sent out;</li> <li>14,299 users tapped on the push notification;</li> <li>We had a CTR of 7.6%.</li> </ul>

## Print Advertising

Paid advertisements were placed in publications covering multiple languages: Atref, El Tiempo Latino, Korea Times, Washington China News, Washington Informer, and The Washington Post.

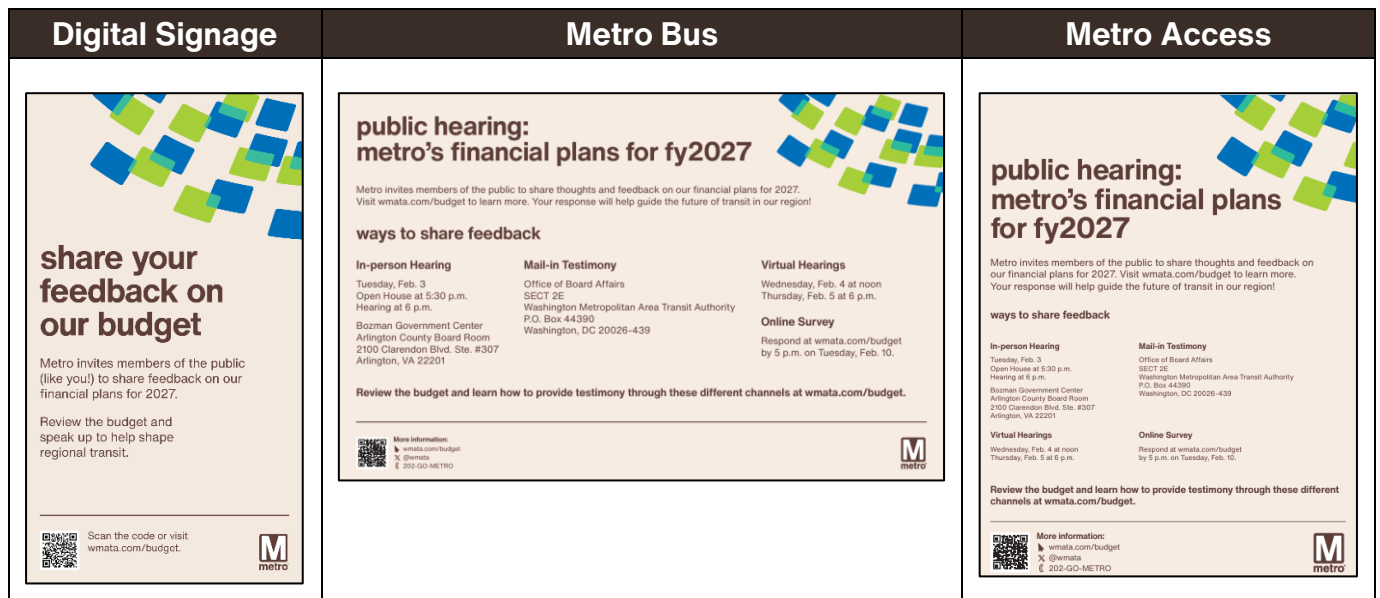
Publication	Language	Run Dates	Total Est. Impressions
Atref	Amharic	1/23	8,000
El Tiempo Latino	Spanish	1/30	70,000
Doi Nay	Vietnamese	1/30	22,000
Korea Times	Korean	1/30	35,000
Washington China News	Chinese	1/29	120,000
Washington Afro	English	1/30	31,250
Washington Informer	English	1/29	39,000
The Washington Post	English	1/17 and 1/24	459,350

# Printed Publication Examples

<h2>Atref</h2> <p>የሕዝብ ተሳትፎ የፋይናንስ ለጥ 2027</p>	<h2>El Tiempo Latino</h2> <p>Giatt Food celebra 90 años con una campaña histórica de donaciones</p>	<h2>Doi Nay</h2> <p>PHIÊN điều trần công khai: kế hoạch tài chính của Metro cho năm tài chính 2027</p>	<h2>Korea Times</h2> <p>대한제국 공사관에 태극기가 가꾸어...</p>
<h2>Washington China News</h2> <p>2026 華府黃頁 已經發行</p>	<h2>Washington Afro</h2> <p>Coppin State hosts SEC powerhouse South Carolina, drawing thousands</p>	<h2>Washington Informer</h2> <p>public hearing: metro's financial plans for fy2027</p>	<h2>The Washington Post</h2> <p>CLASSIFIED</p>

## Print and Digital Signage

Information was posted in English on digital screens throughout the Metro system, Metro buses, and Metro Access vehicles to communicate the plan and encourage feedback from customers regionwide. FY27 Budget Brochures were distributed in stations and buses as well.



## Media Relations

To complement advertising and social media promotion, Metro relied on traditional media relations tactics, such as press releases, to generate earned media coverage to reach a region-wide audience.

Date	Title	Details
1/20/2026	<a href="#">Metro seeks community feedback on proposed Fiscal Year 2027 budget and service plan   WMATA</a>	The public comment period on <a href="#">Metro's proposed Fiscal Year 2027 (FY27)</a> has begun, and the community is encouraged to weigh in on the budget.

## Earned Media Example

FFX Now published on 2/5/2026

[Fairfax leaders mostly upbeat on Metro budget plan, as state considers funding options | FFXnow](#)

The screenshot shows a news article on the FFX Now website. The header features the FFX NOW logo and the tagline 'Fairfax County local news'. The article is categorized as 'Countywide' and has the headline 'Fairfax leaders mostly upbeat on Metro budget plan, as state considers funding options'. The author is Scott McCaffrey, and it was published on February 5, 2026, at 10:00 AM. A photograph of a Metro train at a station platform is included. The article text discusses Fairfax County supervisors' reactions to Metro's proposed fiscal year 2027 operating and capital budgets, quoting a letter to Valerie Santos, chair of the Metro board of directors. It also mentions the approved letter praising targeted improvements to rail service and bus service, and notes that WMATA proposed a \$4.84 billion spending package on Jan. 15 for the fiscal year starting July 1.

**FFX NOW**  
Fairfax County local news

Countywide

### Fairfax leaders mostly upbeat on Metro budget plan, as state considers funding options

By Scott McCaffrey  
Published February 5, 2026 at 10:00AM

A train stops at the McLean Metro station platform in Tysons (staff photo by Angela Woolaey)

Fairfax County supervisors [voiced cautions optimism](#) last Tuesday (Feb. 3) about Metro's proposed fiscal year 2027 [operating and capital budgets](#).

"A financially stable and reliable transit network is essential to the economic vitality of Fairfax County, Northern Virginia, Maryland, the District of Columbia and the entire metropolitan region," county leaders said in a letter to Valerie Santos, who chairs the Metro board of directors.

The approved letter praised "targeted improvements" to rail service, "modest but meaningful" upgrades to bus service and continuation of MetroAccess service in Fairfax County.

Leaders of the Washington Metropolitan Area Transit Authority (WMATA) proposed a \$4.84 billion spending package on Jan. 15 for the fiscal year starting July 1.

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Boston Community Centre

**"DIFFERENT SHIPS, SAME BOAT"**

**SATURDAY, MARCH 7**

# In-Person Outreach

**Outreach Dates:** Saturday, January 31, 2026 – Saturday, February 7, 2026

**Total Customer Interactions:** 1,764 with 147 of those customer interactions in languages other than English (Spanish 89%, Amharic 5.4%, ASL 1.36%).

**Total Brochures Distributed:** 966

**In-Person Outreach Overview:** To reach customers where they are and that may be largely impacted by the FY27 Budget bus proposals, Metro’s professional contracted multilingual outreach street teams, equipped with printed materials to distribute and iPads for those wanting to complete the survey in-person, conducted a total of eight ride-alongs on Metro Bus routes P93 and P97 and two station pop-ups. The pop-ups were held at Southern Ave Station bus loop, and at Court House Station mezzanine to encourage customers to complete the budget survey, remind customers about the open house and public hearing that evening, and how to navigate to the public hearing location. While the major winter storm impacted outreach efforts as buses were temporarily suspended, once bus service was restored street teams were back onboard the two routes to engage customers prior to the close of the public comment period.



## Summarized Customer Comments, Themes & Trends:

- Customers were enthusiastic about proposed expanded service and P97 proposal to operate on weekends.
- Some customers showed frustration or disengagement; “I don’t want to hear it.”, while many customers said the proposed changes wouldn’t affect them.
- Some customers were confused about the differences between the two brochures the street team were distributing.
- Having an iPad available increased survey participation.
- Many customers were thankful for staff presence to explain the proposals.

## Public Hearing

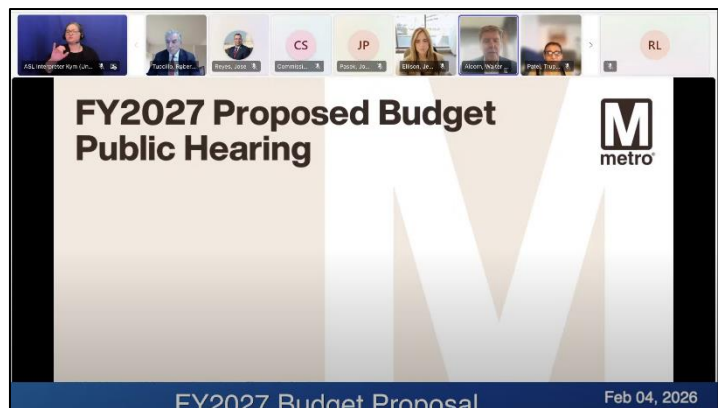
As part of the FY27 Budget process, Metro hosted three Public Hearings in February: one in-person and two virtual only. The public had the opportunity to participate in person, on the phone, or by video.

American Sign Language (ASL) interpretation were provided at each of the Public Hearings. Metro continued to host Open Houses where subject matter experts were available to answer any questions from those attending in person 30 minutes before the start of each Public Hearing. Metro’s virtual platform was used to ensure accessibility and Public Hearings were broadcasted live on Metro’s YouTube page. Those who wished to submit testimony could pre-register to participate by video or call in during the hearing to submit audio-only testimony.

**In total, 7 individuals provided testimony (1 in-person and 6 virtually).**

The hearings had 701 online viewers:

- 2/3 – 187
- 2/4 – 326
- 2/5 – 188



## Public Hearing Details

For Metro’s Public Hearing, the hybrid format provided expanded options for members of the public to connect with Board members and the General Manager, and to share their thoughts.

Event Details	Public Hearing Speakers	Metro Board Member Representative	Metro Executive Representative(s)
<p>Public Hearing #672</p> <p>Tuesday, February 3, 2026, 6:00 p.m.</p> <p>Bozman Government Center Arlington County Board Room 2100 Clarendon Blvd. Ste. #307</p> <p><a href="#">View archive of meeting here.</a></p>	<p><b>1 speaker</b></p> <p>9 Open House Attendees</p>	<p>Matt de Ferranti</p>	<p>Jennifer Ellison Dave Ricard</p>
<p>Public Hearing #673</p> <p>Wednesday, February 4, 2026, 12:00 p.m.</p> <p>Virtual Only</p> <p><a href="#">View archive of meeting here.</a></p>	<p><b>4 speakers</b></p> <p>Not Applicable Open House Attendees</p>	<p>Walter L. Alcorn</p>	<p>Jennifer Ellison Robert Tuccillo</p>
<p>Public Hearing #674</p> <p>Thursday, February 5, 2026, 6:00 p.m.</p> <p>Virtual Only</p> <p><a href="#">View archive of meeting here.</a></p>	<p><b>2 speakers</b></p> <p>Not Applicable Open House Attendees</p>	<p>Spring Worth</p>	<p>Jennifer Ellison Robert Tuccillo</p>

# Proposed Additional Bus Service Improvements in Washington, DC – Customer Feedback

## Overview

Metro proposed additional bus service improvements in DC to increase frequency, expand hours, and improve reliability on key routes by December 2026. These changes take advantage of available funding and focus on improving service where it's needed most. The goal is to build on the new bus network by reducing crowding, improving on-time performance, and expanding access to frequent, all-day and 24-hour service.

Metro developed these proposals based on:

- Feedback from riders, bus operators, community members, and local officials
- Data on ridership, crowding, and travel times
- Ongoing adjustments made since the [new network launched in June 2025](#)

Since launch, [Metro has already adjusted dozens of routes](#) to fix issues and improve service. These proposals go further by advancing changes that require additional resources.

## Public Engagement Results

Metro conducted additional customer outreach between Friday, March 27, 2026, and Monday, April 6, 2026, to receive feedback on the additional bus service improvement proposals in Washington, DC. During this time, Metro received over 700 survey responses with close to 400 total comments.

- 751 survey responses
- 397 total comments

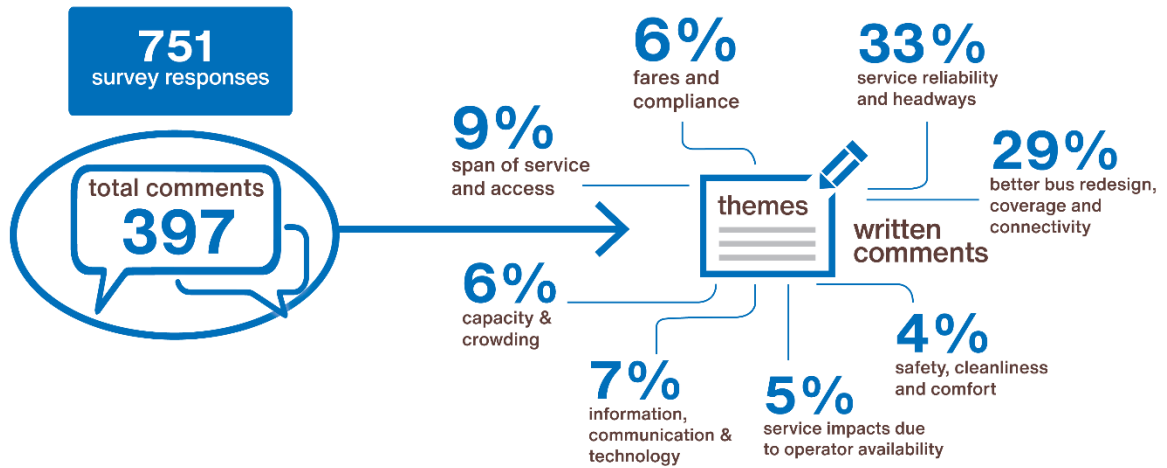
Outreach included the following:

- Stakeholder emails to over 3,500 community leaders
- Targeted emails to over 5,200 Metro customers who are past survey respondents and/or Registered Smart Trip users who frequently ride Metro Bus
- Digital station signage posted throughout the system
- Social media posts on Facebook, X, and Bluesky

## Social Media

Channel	Date	Details
Facebook	<a href="#">4/3</a>	<ul style="list-style-type: none"> <li>• 14 engagements</li> </ul>
	<a href="#">4/6</a>	<ul style="list-style-type: none"> <li>• 6 engagements</li> </ul>
X	<a href="#">4/3</a>	<ul style="list-style-type: none"> <li>• 12 engagements</li> <li>• 2.7k views</li> </ul>
	<a href="#">4/6</a>	<ul style="list-style-type: none"> <li>• 3 engagements</li> <li>• 1.3k views</li> </ul>
Bluesky	<a href="#">4/3</a>	<ul style="list-style-type: none"> <li>• 5 engagements</li> </ul>
	<a href="#">4/6</a>	<ul style="list-style-type: none"> <li>• 7 engagements</li> </ul>

## Proposed Additional Bus Service Improvements in Washington, DC – Customer Feedback



### Written Comments

Customers provided open-ended written comments in the survey administered between March 27 through April 6, 2026. Written comments focused on the following themes:

- Service reliability & headways:** Requests for buses to come more often and for shorter waits between trips, especially during rush hour and on high-demand corridors.
- Better Bus redesign, coverage & connectivity:** Riders asked to restore former routes, extend or reroute lines, and create more direct links that reduce transfers and fill perceived gaps in the network.
- Span of service & access:** Riders asked for earlier morning, later evening, weekend, all-day, or overnight/24-hour service so transit better matches real travel patterns.
- Information, communication & technology:** This theme reflects how clearly Metro communicates service and how well its tools (and their 3rd party partners) work for riders.
- Fares & compliance:** This theme captures concerns about fare payment, enforcement, and whether pricing feels fair or affordable. Many comments argue that nonpayment affects fairness, safety, crowding, and funding.

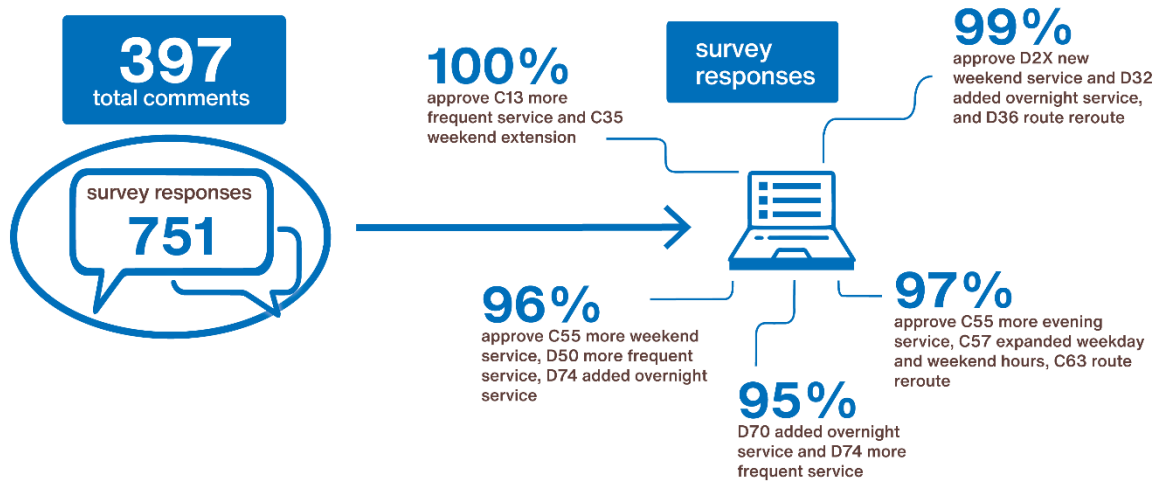
- **Capacity & crowding:** Feedback shared buses are too full to board comfortably and pass customers because there is no room.
- **Service impacts due to operator availability:** Comments focused on whether there are enough operators to provide scheduled service and on how operators interact with customers.
- **Safety, cleanliness & comfort:** This category addresses whether riders feel safe and comfortable on buses and at stops. The theme includes concerns about disruptive behavior, security presence, dirty vehicles, and hazards at stops such as snow or unsanitary conditions

See Appendix C: Written Comments for the Proposed Additional Bus Service Improvements in Washington, DC

## Survey Responses

Support for the additional bus service improvement proposals in DC was overwhelmingly positive. Customer feedback closely aligned with the comments received during the original open comment period held January 17–February 10, 2026.

### Proposed Additional Bus Service Improvements in Washington, DC – Customer Feedback



See Appendix D: Analysis of Customer Feedback on the Proposed Additional Bus Service Improvements in Washington, DC



Proposal	% Yes	% No
C13 – more frequent service	100%	0%
C35 – weekend extension	100%	0%
C55 – more evening service	97%	3%
C55 – more weekend service	96%	4%
C57 – expanded weekday hours	97%	3%
C57 – expanded weekend hours	97%	3%
C63 – route reroute	97%	3%
D2X – new weekend service	99%	1%
D32 – added overnight service	99%	1%
D36 – route reroute	99%	1%
D50 – more frequent service	96%	4%
D70 – added overnight service	95%	5%
D74 – added overnight service	96%	4%
D74 – more frequent service	95%	5%

# **Appendix A: Written Comments, Letters, and Public Hearing Testimonies**

**If you would like to provide written comments about Metro's proposed budget and service changes, please do so in the box below:**

38 of north Bethesda the women who didn't stop at 2 location when student had to stop at location and she said " I would have take you guys to the spot I pick ya up " pls know that student need to stop at their location when they get home to stay safe

[REDACTED]

A better way to stop letting people that don't pay ride. It's very urgent that the non payers be made to pay!!!!

Adams Morgan has infrequent and less bus service once the "better" bus changes were made. The C51/C53 is infrequent and gets backed up at the Woodley Park Metro Stop often delaying from the app of when it should arrive. The removal of the L2 means that in order to get to Cleveland Park from Adams Morgan you must transfer 2 buses c51/c53 to the D70. The D70 has infrequent service during non-peak times. At 8 PM at night you can be waiting 15 minutes for a D70 bus because you had to transfer from the C51/C53 was behind. I think WMATA doesn't understand the importance of connecting AdMo to other areas of DC.

Affordable transportation is essential for daily survival, not a luxury. Metro must prioritize low-cost and no-cost options for riders who rely on transit to access jobs, medical care, groceries, pharmacies, schools, and community services. Fare increases or service reductions disproportionately harm people with disabilities, seniors, caregivers, and low-income families who have no alternative means of transportation. In South Arlington, many neighborhoods are served only by bus routes and lack nearby Metrorail stations. This creates real barriers and disconnects residents from DC, North Arlington, and essential services. Bus-only access is often slower, less reliable, and more vulnerable to cuts, further isolating our community. Expanding rail access and strengthening bus-to-rail connections in South Arlington should be a long-term priority to address long-standing inequities in the system. I urge Metro to protect and expand affordable fares, maintain frequent and reliable service, and invest in infrastructure that connects underserved neighborhoods rather than leaving them behind. Transit equity, accessibility, and regional connectivity must be central to Metro's budget decisions.

Before adding bus service, make sure there are enough bus drivers for the existing routes. Stop promising service when you cannot already cover what is supposed to run.

Bring back the L2 or reroute whatever its successor is to turn onto Calvert and 18th

<p>Buses changes are dumb ■! Buses don't come on time or they never show!! This ■ is piss poor of a job</p>
<p>C85 bus Id not working in 2 hours delays schedule . what is the point with this school transportation if is going to stop working at 9 am</p>
<p>Change wait time on late night buses it too cold more dangerous and paranoid</p>
<p>D2 was a good bus line. It got replaces with D96 and is no longer a desired way to commute by Glover Park residents. It's always delayed, wait time can exceed 40min, it's unreliable and forces many folks to drive. Please fix D96 or bring the D2 back.</p>
<p>Debería haber transporte más tarde en la noche los domingos</p>
<p>Earlier morning weekend services on the C15, P93 or 94 towards Southern Ave Metro to meet the earlier train service. The first P93 is 0655, the first 94 is 0643 and the first C15 is 0736 The bus come 43-96 after Southern Ave has opened.</p>
<p>Esto es terrible demasiado caro y aún piensan subirle y los sueldos no suben deberían bajarle al pasaje del tren</p>
<p>First, I support the improved frequency on the C91 route. This route is one of the few crosstown connections that serves areas without easy Metro access. Second, I suggest that you look into adjusting the schedule for the D30 route. This route (when it was the 80) used to come at a convenient time to take our kids to school near Union Station. Now with the frequency reduction and schedule shift, catching the bus either requires us to rush out the door early or be late for school.Third, I suggest you work on scheduling and dispatching with the D32 route. On weekday mornings, it always seems like this route has back-to-back bunched buses heading downtown. In the afternoons, there are often large service gaps leaving downtown.</p>
<p>for the change of the current year which started in the summer of 2025. I've noticed faster bus times for what is now called M54 and M52. but the flash still has delays around 2:00 pm</p>
<p>For the orange line segment, add some bus service that stop at Vienna, Dunn Loring, West falls church, and East falls church; as for the blue line, the same should be for Franconia-Springfield, Van dorn St, and King St; regional transit can participate in this as well.</p>
<p>He vivido en Maryland, DC y en Virginia. He usado el transporte público por años Y es muy notable que solamente en Virginia el transporte casi siempre el bus o llega antes de la</p>

hora fijada en la aplicación, después o no llega. Y eso afecta mucho a los que usamos el transporte público. No es nada confiable.

Hello I think the buses seats should be cleaned! They are not clean enough. Thanks

Hello,I am in favor of almost all of the proposed budget, especially the improvements in frequencies to Metrorail and the introduction of platform screen doors on the Red Line. That would make the system so much more reliable and easy to use.in terms of the bus, I have heard nothing about improvements to D20 and D2X, in the upcoming fiscal year or the future, when we are losing the streetcar, and this area is a transit desert. There is no metrorail service and D20 and D2x are the only east west routes on H street. I live near H street, and my only bus options are C53, D36, C71, D20, and D2x. While this may seem like a lot, the problem is that D36 and C71 are extremely infrequent. With frequencies of 30 minutes, I never find a use for these two bus routes. C53 is nice, but it has been unreliable. i have seen an hour long headways at 5pm on a weekday, and it takes me towards U street instead of downtown. That leaves us with D20 and D2x. These routes are unreliable, especially during rush hour. They are almost always running late because of operator availability, which is insane given that it is one of the most used routes and there are no alternatives down H street. Everytime I get on a d20 bus, it is full, unless it happens to have come right after another D20 bus, which happens way too frequently. I have literally seen two D20s and one D2x bus all at the same stop, and the next bus that would arrive at this stop would be in 25 minutes,and this was at 5pm on friday. How is that acceptable? There needs to be reliable service on D20, with good headways and less bus bunching. I have literally had a bus pass me at 1:30am because it was too full. Now that H street is losing the streetcar, the crowding on D20 and D2x will only get worse as people are forced to only take the bus. How is wmata planning to deal with this increased demand? There is no mention of this in the fiscal year plans. I have had too many times where I have BIKED to union station using capital bikeshare while having a heavy duffel bag on the front of my bike becuase the bus service is too unreliable. I should not have to be constantly checking metropulse to see if I can make a bus or if I have to bike. Randy Clark has even said he believes that if he could expand WMATA, he would add a light metro along the H street corridor. Your own Gm recognizes the importance and high public transportation use along this corridor. Why is wmata not increasing service in this area that LACKS metrorail and is now losing the streetcar?

Horrible bus service throughout the entire area.

I am at the bus stop in the cold and the bus has not arrived but it says that it has

I believe that if WMATA is looking towards increasing bus frequency, a line they have thus far overlooked is the P1X line, which runs between Rhode Island Ave station and the IKEA in College Park along Rhode Island Avenue and then Baltimore Avenue. This is a dense corridor with plenty of opportunity to incentivize drivers to leave their cars for a bus, if the frequency was improved. Currently, it stands at twenty minutes which feels inadequate for what is supposed to be an express line. The P40, which also originates at Rhode Island station but veers off later has a twelve minute frequency despite not being an express bus. The straightforward route of the P1X is easily suited for reliable and frequent service which has the capacity to boost ridership significantly on the line. Additionally, already people rely on this line to get to work and school. In the freezing cold or sweltering heat, waiting twenty-minutes in dense suburbs and areas of Washington, D.C. for an express bus that should provide fast service is not acceptable. I implore the leadership of WMATA to consider a twelve-minute frequency schedule for the P1X to improve connection into the city at little cost and with the potential to boost ridership on a busy corridor. Thank you.

I don't think you'll know what ur consumer needs the last changes u made were horrible. Even bus drivers said the. Changes were stupid.does anyone who makes these changes get in the bus routes ride them from beginning to end! Talk to people wjo ride these routes. Ur changes are truly insensitive to the riders/patrkn/customer. Do better. These bus take us to and from the most important things jn our lives. Respect that!

I dont think Metro should get an increase in their Budget from DC when they have cut services or made it harder for some DC residents to travel by bus. I lve in SE and I know they changed the service where I live by making it harder to come in town and having to transfer to another bus wherein I wouldnt have had to do that ar first and also changed routes to make it harder for me and other Seniors and disabled people to travel into other parts of the city. I am a tax payer and hate that they rerouted buses and stopped some buses from running in my area. Instead of improving services for the least of us they made it worse. I live in Ward 7 and our service was hit harder than a lot of the city.

I dont want any more of my tax money going to Metro when they have decimated services for Fairfax County residents. I used to have 40 min commute and due to Metros reduction in services, its over 90 min in and 150 min home (I am not exaggerating, this is according to the wmata trip planner) and thats if im lucky enough to catch the right buses. Even if I catch the right bus (which now I have to drive to a stop vs walk its so far away) its packed to the brim. I live less than a mile from 495 & 395 and commute to a business/employment centric part of DC just over the Potomac - it should NOT be this difficult to get to work. I can literally bike in easier

I feel like , if someone doesn't have the money to ride the bus, a lot of the drivers will kick u off the bus especially the Rex, but the area I live in is mainly where the Rex goes , if we do pay why not make it , 1\$ or something a lot of people don't have money that's why we are taking the bus in the first place you know

I highly encourage the Board of Directors to approve the proposed budget as it is; the proposed service changes would benefit the thousands of riders, including myself, who take metrobus or metrorail regularly. Some of the most important things I believe would benefit the experience of riders would be:1. Extended stay parking (up to 10 days or longer) at all stations with parking facilities. The parking hours at many of the stations arent necessary, given how large the parking facilities are at several stations. Any person should be able to park their vehicle and take a ride on the metro to the airport or Union Station to travel and return after a few days, though only a few stations permit this. It should be available at all stations with parking garages or otherwise adequate parking. This isnt to say overnight charges shouldnt apply (though it should be cheaper than other places to incentivize people to ride metro), but such a change in policy would generate more riders and therefore more revenue for metro. Generally, I am opposed to surrounding metro stations with a sea of parking, but a policy change like this would make such infrastructure choices worthwhile and increase the parking utilization rate.2. Battery-electric buses are the most comfortable buses in the entire metrobus fleet. Aside from the obvious, that they are much more environmentally-friendly than their competition, they produce much less noise pollution. Unsurprisingly, the loudest part of a vehicle is the engine itself; without the deafening diesel or gas engine, the only sound the bus makes is its tires rolling on the road. To reduce both air and noise pollution, battery-electric vehicles are the way to go. Of course, the infrastructure required to support an electric bus fleet isnt inexpensive; the investment is very worth it in the end for the sake of bus operators, riders, and everyone else that comes into contact with those buses. Nonetheless, I strongly urge the Board of Directors to give greater focus to battery-electric buses when it comes to bus procurement.3. Fare integration should be happening with all transit agencies within Metros reach, including MARC, VRE, and other transit operators. Yes, fare integration will be difficult, yet it is ultimately worth the investment to create a more multimodal transit system across the DMV.The board should implement this for the future of Metro.4. Platform-screen doors need to be installed as soon as possible to prevent more serious injuries or deaths occurring on the metrorail. Too often, people end up on the rails either unintentionally or intentionally, and objects on the tracks pose a significant risk to train operators and riders. For the safety of everyone on the metro, the Board should prioritize this in its capital budget.5. In the above-ground metrorail stations and in metrobus stations, there is poor shelter from the elements. The Board should consider installing

overhead heat lamps at the bus shelters and at metro stations with high ridership as part of the proposed capital budget.<sup>6</sup> Individual bike lockers should be available for rent, but the bike-and-ride shelters (such as the one in Grosvenor-Strathmore station) should be free to use if they are not already free to use. The Board should also consider adding more free bike-and-ride stations (or shelters over conventional bike racks) to protect bikes from the elements as part of the proposed capital budget.

I hope the metro budget will ensure customers safety and concerns in regard to traveling on buses and trains. I feel there needs to be more buses and trains implemented to avoid long wait times, and overcrowding. I also feel there needs to be better tracking with trains to avoid long waits, stopping in tunnels or waiting at train stops for minutes before going to the next stop. There also need to be better maintenance in regards to escalators operations. People shouldnt have to walk up escalators. There shouldnt be one side working and the other not working. Lastly better bus drivers, some of these bus drivers drive reckless (honk horns, they drive fast and sometimes go pass the bus signs). Safety should be a priority in all accounts.

I need to see the proposals first

I ride the route 87 from the oxon hill park and ride to suitland. I would like you guys to consider sending the first bus to leave from oxon hill at 5am because that first bus is pack and some of us miss our connecting bus the P60 to new carrollton. thats my 2 c ents and thanks for taking the time to listen.

I would be nice to have 24 hour access to both airports. A night bus would be great.

I would like for an Early Westbound Silver Line train option to reach Dulles International Airport to be considered. Currently, the first train to Ashburn leaves East Falls Church at 6:47am on the weekend; after taking 41 minutes to reach the airport and needing to arrive 2 hours early, it is hard to make a flight before 10:00 AM. Having at least one early train to IAD will let more travelers reach their flights without resorting to Uber.

I would like it if you wouldn't take away the increased service from the silver line during peak times. Could we just run more frequent 6 car trains on the orange blue silver corridor so we would have a train every 2 and a half minutes and then silver orange and blue trains would be every 8 minutes each

I would like to make a comment and ask for help - not on the current route proposals but to try to communicate a noise/disruption situation related to the changes you made in my neighborhood under the June Better Bus implementation. My neighborhood, and in particular my corner at the intersection of Cathedral Ave NW and Idaho Ave NW, has seen a 400% increase in buses using our streets (while not actually providing better or more frequent service - despite the surface assumption that they would). We used to have about 4 buses pass our building in an hour, we now have up to 16! And they go late at night, even on weekends we are at more than double the presence of loud machines on our suburban streets. The air brake release grinds and squeals, the announcements are very loud as is the beeping. NOT ALL BUSES ARE LIKE THIS - so that means improvement to the ones that are COULD BE MADE. But they havent been - I have talked to my ANC rep who communicated my concerns, but there was never any follow up from WMATA. FIXES: the announcement of stop location and the beeping that accompanies kneeling can be turned down - If can hear them in my 5th floor apartment, with windows closed, they are well above the volume of what is needed at street level (I am myself currently vision-impaired). The brakes could also probably be serviced - again, there are a handful of buses that are not disruptive, proving its possible. The change to my home, that I specifically chose for its peacefulness, has been profound and deeply upsetting. Change of service should not damage peoples lives. I am happy to discuss if somebody would actually be willing to address this. [REDACTED]

I'd like to propose an extra bus to the P31 route having it run in 15 min in rather than 30 for ease of transit to New Carrollton and University of MD for riders of this route. The 30 min timeframes are too long especially during increased traffic.

Id like for Metro to change the fares based on zones for monthly passes. For example, All stops within a Zone A would be a monthly pass of \$X dollars. To include fares for Zone A and Zone B would be \$XX dollars, etc. Green Metro line- I ride this one that seems to be

<p>more delayed, has more wait times compared to other lines like Red. Id like for time and delay improvements on this. Increase frequency of bus lines. I think a lot are every 20 minutes. Can we increase frequency to say, 10? With committed bus lanes only (BRT).</p>
<p>If the buses are running on detours it would be nice to know instead of waiting for buses that never come</p>
<p>If you insist on not stopping people from jumping the gates and not paying could you atleast clean the muddy footprints off of the gates so those of us who actually give you money see where it goes.</p>
<p>Im a DC resident and I was wondering why the bus stops are still not clear from the snow, we shouldnt have to walk over a mountain of snow to get on the bus. Something needs to be done</p>
<p>It doesn't make any sense that the buses do not come when they supposed to. They say two minutes and then they go out of service. We also need to get what we go on as well. You need to improve or get more drivers.</p>
<p>Its makes no sense that people got to wait a hour before your bus driver shows up specially when cold 30° outside yall got to fixs this</p>
<p>Love it</p>
<p>M12 did not stop26834 at 10am</p>
<p>Metro buses are not coming to Anacostia and Hayes Street Northeast are they still being detoured</p>
<p>Metro needs to look at the better bus plan with regard to the buses that effect Federal Government workers. The changes we put in place before we were made to return to the office. Also, the bus changes were made for longer routes with more frequent bus service, but with operator availability continuing to be an issue all passengers are seeing is longer waits for longer rides. It is discouraging alot of riders from using the bus service.</p>
<p>More service (or at least staggered service) on Baltimore Ave in College Park. There is no reason for the P10 and M44 to be scheduled at the same time.</p>
<p>Ok</p>
<p>One way to improve metro my aunt has a long wY to walk from getting off at 11:30 ahe gets off the train and the busses dont run. I m really concerned about her travel.. can you</p>

<p>somehow have a bus or train to run all night. This is a city. Growing way ahead of our or your time. This is crazy for people who work late hours..can you consider this issue please thanks</p>
<p>Platform screens for passenger safetyIncreased frequency on silver line</p>
<p>Please add a new line that goes into the suburbs and through Georgetown. I also want it to reach all the unreachable parts of the city. Also, the silver line should permanently reroute to the new Carrollton instead of Largo. You can't use both, just pick a new terminus. No one goes to Largo anyways</p>
<p>Please bring back pre-pandemic 8 minute frequencies on all BOS lines, as currently DC and MD has better frequencies than VA on metro.</p>
<p>Please change it back to the way it was before the worst bus system this is absolutely ridiculous trying to get back and forth to work is horrible</p>
<p>Please crack down on fare evasion and enforcement. I see too many individuals jumping fares and security playing on their phones. Please continue to clean at the end of each route, many of the cleaners at Largo station stand around and talk and are not cleaning</p>
<p>Please extend weekday train service later into the night. Many people work nontraditional hours or rely on Metro for evening activities, and current weekday service hours are too limited. Ending train service early forces riders to find costly or unsafe alternatives. Later weekday service would improve reliability, equity, and overall usefulness of the system, and would encourage more people to choose transit.</p>
<p>Please provide more buses and more drivers. Please widen station gates. Please have more consistent bus schedules.</p>
<p>Please reinstate the bus stop at Bass ST SE and 53rd ST SE.</p>
<p>Quiéren aumentar el precio del transporte cuando los cambios que hicieron de reducir paradas no está bueno no sirvió de nada todo queda más lejos ?</p>
<p>Red line to Shady Grove needs 8 car trains rush hour. The pick up from Union Station Marc train is heavily crowded.</p>
<p>Sobre las opciones que muestra 6 minutos luego tardan 15 minutos teniendo que hacer más puntal</p>
<p>Spending 50 dollars at the end of a 5 day week it unethical</p>

Suggestions to Metro to provide more C11 Metro busses or at least a better scheduling that conform with D50 Metro busses scheduling. The idea of waiting between 25-50mins for the next available bus to your destination, is appalling. We the riders need some kind of bus scheduling times.

The C81 had a different route, did not make stops and I am unaware of where I should have known it was not planning to stop on the developed route

The D90 bus should have more frequent service and might be extended, between midnight and 5am, after the metro closes. Presently, the D90 is scheduled to run at least every 30 minutes. However, it should be at least every 15 minutes throughout the day, at least until 7pm. It is the only public transit (1) that serves the embassies on Massachusetts Avenue, and (2) that connects the metro (Dupont Circle and Tenleytown stations) with American University. Thus it serves, among others, embassy employees and persons visiting embassies for visas, etc, and students and faculty of AU. These constituencies need more frequent service, at least between Dupont Circle and Tenleytown. In addition, given the increasingly frequent operations of Amtrak and intercity buses in the early morning at Union Station, the D90 might run an abbreviated route, from midnight to 6am, between Wisconsin Avenue & Massachusetts Avenue NW (Cathedral stop) and Capitol Street adjacent to Union Station. I also suggest that you run the regular, not abbreviated, route of the D96 to/from Potomac Park on weekends. Presently, half the buses run only as far as Dupont Circle. Thank you for considering my suggestions.

the f81 should be able to take you back to onelife and from it

the m70 has about 4 montgomery mall buses for every silver spring bus. I see elderly and disabled passengers waiting for the bus for up to 40 minutes with me on an almost daily basis. There needs to be more M70 Silver Spring buses.

The metro buses aren't consistently arriving on time and sometimes they never show up. In the future could this be improved so busy riders arrive on time to their destinations such as school and work?

The service changes is negatively affecting the quality of your service.

The way that these bus schedules are going is totally unacceptable. You should not have to wait 20-30 mins for a bus in the city. Then that's if they come at all. Most of them are late or so packed that you can't get on. With that going on it makes others late work or for their appointments. It can be conducted so much better than this. We know because it was being done correctly before. Thank you

They always delayed and then need to do better

This app is not the most user friendly, also why are yall trying to charge , its a bus schedule, also why do yall not just list the buses, their routes and the times they come and go , this only showing the next bus coming is ridiculous, how am I supposed to plan my day if I can only see the very next bus time, and then yall dont even have real paper schedules anymore that was always a stupid move, also whoooooo told yall to switch everything up and change everything around in the first place , what town hall meeting decided this , because based on the people who use public transportation you didnt ask them at all ... I really dont understand what is going on with yall, why you businesses (or at least the corporate side I guess) think yall need to make changes , when firstly you all be making the wrong changes and secondly who asked you too do that .. the way yall make life that much more difficult is astonishing, has my flabbers gasted if you will ... But do better with this app if nothing else , I should be able to see the times the buses run all day , and label whether these buses are The bus or metro buses since yall want to change all the names and routes .. like seriously who asked yall to do that .. who said that was something smart to do .. seems more like yall had nothing better to do so yall decided oh lets throw 8 monkey wrenches into the plan ... All the changes that could have been made over the years and this is what yall settle on ... In my Principal Skinner FB meme voice ..PATHETIC ... Yeah but yall be cool tho, seriously make this app more user friendly

This mostly applies to times of limited service like the recent winter storm. Its be nice if, weekend service is provided, fares are weekend rates.

To ensure metros continued prominence and stance for years to come as well as to continue the growth in development of our region in a sustainable and transit-oriented way, I strongly urge metro lay the groundwork and start the foundations of construction for a “blue line loop”

To much for the service which needs alot more work

Todos son unos harrogantes sin educación deberían de cambiar elnoersonal por uno más amable ino harrogantes por que uno como pasajero paga su pasaje

Under Better Bus, Bloomingdale has lost its only bus connection to the central and western portions of downtown because the D32 now stops at 11th, rather than at McPherson Square. The D32 has also been consistently unreliable and delayed, as WMATA itself has acknowledged. I therefore encourage WMATA to add the D32 to its list of bus routes slated for frequency improvements. Relatedly, I support the inclusion of the C91 for frequency improvements given Bloomingdales need for greater bus connectivity.

What are the changes needed to run the bus services for p61 more often at least every 15 minutes especially on weekends, more dependable drivers for the route. Start train service on weekends open at 5:30am still have customers that work early in am.

When are they going to finish southern avenue Kiss and Ride so individuals with walking disabilities can access the front. There needs to be a handicapped access point close up.

While acknowledging limited room to manoeuvre within available funding, I was disappointed in the limited service improvements on Metrobus. My buses are frequently crowded at peak periods, which is both directly uncomfortable and causes delays due to more passengers boarding and alighting. It is possible, in principle, that my disappointment might be mitigated if any information were provided as to the data used to prioritize some routes over others - but I see that this is, as in years past, a tightly-kept secret.

Why bus not working and it still showing up on our phones

Wouldn't there be an option for the P94 to serve Birchwood City, eliminate the P93, and add weekend service on the p97. No offense but the P93 is by far the most confusing route since the route ends at Eastover instead of Birchwood and that the P94 runs along side of the P93. Also have the P97 serve more of Fort Washington.

Yesterday, Wednesday, February 3rd, the bus that passes by the university at 8:20 PM, route P31, had a driver—a Black man—who insulted me and the other passengers, yelling at them, forcing them off the bus, and preventing others from boarding. I don't understand how they hire people with so little tolerance, who are rude and uneducated, not to mention that the bus was 25 minutes late.

You ppl are the worst. Your service sucks

Your bus system sucks

Your service is horrible especially at night where there seems to be no accountability. You check and balances to monitor this D1X bus who drivers are never on time during rush hour or at night.

Please share with us any final thoughts or comments about Metro's proposals in the box below:

10 min will be good between each train

A blog on metro upgrades and how the system works would be pretty cool. A lot of people are interested in how things from track switching and signaling to rf communication to power supply (and hopefully soon autonomy) works. Documenting the upgrades to the red line for example would be fascinating to many to read about. Some sort of metro blog would also gather general interest and support for metro.

A lot of money being spent for little added benefit. As far as service changes, raise employee wages and clean your facilities better.

a move in the right direction. Just make sure you are clear with your ridership about challenges and costs in the future.

A40 more buses

Absolutely love metrorail and am big supporter

Add more lines! Service to georgetown and bring back the blue loop line!

Additional capital improvements to eventually plan, build, run service on Blue Line Loop/other system expansions when funding is available would be really great.

Additional services to the Burke area (currently only serviced by F28/29 express buses

All good

All of these service increases for rail are great, but it would be appreciated if more attention was focused on Metrobus. I use the F60/61 and A58 all the time, and while the one-seat ride into downtown DC provided by the A58 and the even near-24/7 frequencies provided by the F60 and 61 are appreciated, I wish that frequencies were more spaced out where the routes overlap. It can get frustrating seeing two buses go by at once, or to get stuck behind one. Schedule and/or frequency adjustments would be appreciated. The F60 and F61 have a combined monthly paid ridership (40~55K) that exceeds that of the D20 (37~50K), despite having only 1/5th the ridership (less than 60K monthly for F60/61 vs around 300K for the D20). D20 riders get 10 minute frequencies and 24-hour service, but pay less than F60/61 riders, who get 20 minute frequencies and no overnight service. Maybe you could invest more in this high-paying corridor by putting the F60 and F61 on 30 minute instead of 40 minute frequencies?

Always bad service

Any rail work should be done during non working hours. The worst part of living in dc is when trains are single tracking. Also, after moving here from Houston having to pay multiple times a day for metro is insane. If Im using multiple lines and different busses within a two hour span. I shouldnt be charged multiple times. I feel like Im being milked nickel and dime.

Anything that increases the consistency and frequency of service on the red and green lines should be prioritized. It seems like there is a weekly disruption on those lines.

Appreciate metro's efforts. More frequent trains and improved infrastructure are needed and sppreciated.

As always, wonderful presentation and intentions. This might sound like an unpopular opinion, but I would keep the Silver as one branch (Ashburn-Largo) and maybe consider increasing rush hour service on the Orange Line. I feel like splitting the Silver on the east 50/50 has created a lot of confusion and inconsistency on the system maps and in general for those that are unfamiliar with the system along with tourists, increase congestion in certain on the Blue and Orange Lines especially the Blue. I agree the New Carrollton branch needs a service boost 100% because ridership nowadays is pretty stable with the Largo branch and they should be accommodated more as they have recently, but I am not sure if I would use the half Silver as the go to option. I wonder if increasing service on the Orange at rush hours from 10 minutes to 6 minutes then off peak from 12 mins to 10 mins for offpeak and weekends and late nights the same as they already are with 12 mins daytime on weekends and 15 minutes late night would be feasible then keeping rush hour headways on the Blue and Silver from every 10 minutes and leaving off peak, weekend and late nights the same as they already are since it would be less confusing for riders whether they are familiar or unfamiliar while also increasing service on the New Carrollton branch and maintaining the 26 train per hour limit between Rosslyn-Stadium Armory segment during rush hour periods. Also on the Yellow Line north topic, while half of all is absolutely better than not at all, I feel like it would be easier to send ALL Yellow Line trains to Greenbelt with the Green. This is because it would be far easier to maintain whether it is to/from the Greenbelt Rail Yard or fewer switches needing to be operated or how no one will have to worry about any disembarking one train and re-entering another on the same side of Mount Vernon Sq and trains being able to be spaced out more during their runs. That would ease operational needs from an operator or supply perspective in a significant way. That means giving WMATA a little extra breathing room for dispatching, train spacing, and dwell times. It can also reduce bunching in the core and improve overall on-time performances because bottlenecks really arent really at Greenbelt, they are in the core between Mt. Vernon Sq and

L'Enfant Plaza mainly because of these too frequent midline turnarounds. This meant that if there was a slip up at Greenbelt during a turnaround process, it wouldn't be as cascading compared to if there was the slightest slip up turning at Mt. Vernon Sq that would lead to a cascade of delays not just for the Green and Yellow but also even Blue since the Blue shares a decent amount of track with Yellow as well or even Orange and Silver since they share a lot with Blue as well, especially Silver. I understand there are limits to terminal stations but if it is needed maybe make a slight tweak to frequencies. I'd consider doing 8 minutes all day 7 days a week on Green and Yellow so ALL Yellow Line trains can go up to Greenbelt. I agree 100% the southern Green Line needs more than what it has gotten in past years. I am on that part of the network all the time and I since that segment is one of the most transit dependent segments on the system. I also realize the infrastructure limits in certain sections although at the same time I wish that the Yellow Line wasn't manipulated as often as it has. From what I have heard, Greenbelt has a capacity to handle 15 trains per hour max and doing 8 all day on Green and Yellow for a combined 4 minutes between there and L'Enfant Plaza which would line up perfectly with that limit and it would not be a downgrade, but instead a redistribution that keeps frequencies high in all parts while restoring consistency and one-seat rides for any train without making noticeable adjustments to the southern Green. I want to propose doing every 8 minutes all day on Green and Yellow over 6. This is so everyone can be happy not just certain people since that'll still be around 4 minutes if you are between L'Enfant Plaza and Greenbelt anytime until 9pm during the week and so both lines can be maintained at swift stress free processes and that one seat ride between MD, DC and VA can be here for all trains rather than every other. It is only 2 minutes which shouldn't be a big deal for riders at Eisenhower Ave or Huntington or from Waterfront-Branch Ave. In terms of the Green Line, Metro typically does send out a few extra trains on the Green anyway for handling rush hour crowds or crowds from sports fans to/from Nationals Park, Capital One Arena, SECU Stadium or Xfinity Center so for the Green in particular would still see more trains than the scheduled 8 minute headways in most cases. Alexandria riders like myself already benefit from built-in redundancies. So even if Yellow headways were slightly relaxed, actual wait times and travel options would remain largely the same, especially with the Blue also serving Alexandria as well. There have been some rumblings in recent years about potentially building a pocket track on the north end of the lower level of Fort Totten. This is similar to other parts of the system like north of Mount Vernon Square, northeast of Silver Spring, northwest of Farragut North, northwest of Grosvenor, west of Wiehle-Reston East, south of Franconia-Springfield and east of Stadium-Armory. Doing this seems too hard to build due to tunnel related infrastructures surrounding Fort Totten on both ends but specifically the north end. If we were talking about any future pocket tracks, I would suggest building a pocket track north of Greenbelt (between the north end of the station platform, underneath the

beltway and south of the rail yard) if possible. I know that small stretches of track are tight so it would be tricky to invest in widening them. This can be so these 6 minute headways at all times on both Green and Yellow (ALL Yellow Line trains) can be in place at all times of the day regardless of the circumstances and since Greenbelt is entirely above ground and at ground level. This would make it easier to build and so the crossover south of Greenbelt wouldnt have to be relied on as much or at all if that really is what the core issue is (unless there is single tracking at College Park or something). Plus, if this were to occur, the debates on where the Yellow ends Mt. Vernon or Fort Totten wouldnt be a thing since Greenbelt no matter what would always cancel those out and remove all types of ambiguity, workarounds, and constant service reshuffles along with the railcar shortage or demand or capacity narratives. It isnt about advocating for one jurisdiction over another. It is about equity and advocating for a simpler line that that prioritizes both high frequency and direct service for high demand stops or segments like the southern Green like Navy Yard (if youre a Baseball fan) or Branch Ave (a major residential area) while also making sure northern areas like Columbia Heights and Petworth (busy shopping and residential areas), Fort Totten (one of the 4 major transfer points on the system with the Red also serving the stop) and College Park (a transfer point to MARC like Greenbelt and College Park also being within walking distance to UMD, one of the biggest and most popular colleges in both the big ten conference and the country).

As I said, the red line needs to increase frequency in the morning and evening commutes. There are many students and teachers who take that line up and down and long before 8 am. I would recommend increasing the frequency starting at 7:30 am and again at 3:30 pm in the afternoon. Multiple times did we have to wait 8-10 minutes for the next train. The same used to be true on the green line but since you added the yellow going to Greenbelt, it was better.

As long as rates to not increase, and wait times are not longer, it will work for me.

As stated before Metro has some good proposals but in Montgomery County the increased bus M60 does not go in the locations I go to so the new times do not affect me at all. If the proposals included increasing times for the M44, M52, M42 buses that are always crowded especially in the afternoon and evening that would be awesome. When I see the M60 buses they look mostly empty inside. Maybe as they travel toward Langely Park is when more

<p>people ride it. I still do not understand why the Z2 bus that traveled on New Hampshire Avenue towards Ashton was removed, when that bus was almost always standing room only. Now you added a special bus that you have to make reservations ahead of time to ride towards Cloverly and Ashton.</p>
<p>Awesome keep it up</p>
<p>Better Bus has not been better. There are always delays and tons of headway. I miss the 52/54. Metro should focus on hiring more bus drivers, since the reason for many delays is always operator availability.</p>
<p>BOS needs 8 minute service during peak times like pre-pandemic for VA to have better frequencies in line with MD and DC.</p>
<p>Bring back early morning service on Columbia pike so people can get to work at the Pentagon by 6:00 am without driving. Reinstate route 23 to shirlington transit center. It is clear that the idiots who decided to renumber the bus routes after 40 years do not rely on the buses. Reverse this decision and put the route numbers back the way they were.</p>
<p>BRING BACK P6 BUS, THE ONLY BUS THAT WENT FROM SE TO SW TO NW TO NE. You seem to think we only take buses in our own neighborhoods. NOPE. We go from one neighborhood to another!! you took away the only bus that went on 4th street SW to the museums and into downtown. Without it, hundreds of people with disabilities in SW have been abandoned by you. WHAT WERE YOU THINKING? The D50 is too far away from 4th street NW. The C55 only goes to lenfant plaza. You stripped out a bus route without knowing what people use and like,</p>
<p>Buen Trabajo del metrobús m70</p>
<p>Bueno el metro siempre a sido un excelente servicio porque siempre está a tiempo</p>
<p>Bueno tal vez ya han mencionado esto el precio del del pasaje oh también si pueden hacer una tarjeta para viajar comprarla y viajar en el autobús y metro casi estilo como una tarjeta de banco porque aveces uno pierde dinero el las machinas y algunas ocasiones uno no puede recuperar su dinero y con una tarjeta estilo banco pienso que se puede hacer un reclamo más fácil. Gracias</p>
<p>Bus need to be much faster and on time</p>
<p>Bus routes C21 and C37 need to be adjusted to eliminate the bus bunching that occurs every day.</p>

Buses are always late or not on time esp early and evening hours F23 and F24 Vienna-King StreetGeorge Mason-King Street
C-23 bus going to Alabama Ave., Southeast for this bus route to run regular I know they hired more bus drivers but the timing of the bus routes are not frequently enough for me as a senior citizen to get to where I live up this hill please can you run the bus more frequently this would help me because I have health conditions and I cant walk the hill to get from. I have health conditions also so please take my comment in consideration for running this bus more frequently thank you
C85 should have more hours f operation
C91 bus coverage for Georgetown is a major issue for all of my colleagues, and any ways that the bus can become more frequent and predictable to riders would greatly help!
Can you use longer trains on the Blue Line? Trains headed outbound toward the airport can get pretty crowded with luggage
Change is always coming it could become i positive improvement though challenge
Change the fact that people DO NOT PAY AND EXTREMELY LONG STROLLERS ARE TAKING UP SEATS FIR SENIORS AND HANDICAPPED PEOPLE, I AM A SENIOR AND SEE THUS ALL THE TIME I ALSO HAVE A DISABILITY PASS THAT THEY TAKE YOU THROUGH HELL TO RECERTIFICATION.. METRO DO BETTER NOT WORSE
Change the next of Hyattsville crossing back to its original or east hyattsville
Could we consistently have 8-car trains from morning rush through evening rush (including the middle of the day)?
D30 - stop the 24 hour frequency and make people pay or eliminate fares for everyone! Not enforcing the fares isn't fair to those paying and leads to lawlessness and unsafe or hygienic busses
D36 bus
D50 and D5X 14th Street lines need to run more buses or bigger buses

Dear WMATA bus agency, a lot of people have considered making new routes. One route can be called the C42, Mount Rainer - Kipp DC Webb Campus - Minnesota Ave Station, taking Eastern Ave NE, Bladensburg Road NE, Mt Olivet Road NE, Holbrook Street NE, Childress St NE, Trinidad Ave NE, 14th Street NE, Benning Road NE, and Minnesota Ave NE , it can help expand ridership because it will do a Trinidad loop, stopping at Kipp DC Webb Campus. Here are all the stops, Eastbound: Rhode Island Ave+34th St Rhode Island Ave NE+Eastern Ave NE Eastern Ave NE+Monroe St NE Eastern Ave NE+Bladensburg Road NE Bladensburg Road NE+Central Ave NE Bladensburg Road NE+South Dakota Ave NE Bladensburg Road NE+Douglas St NE Bladensburg Road NE+26th St NE Bladensburg Road NE+25th Pl NE Bladensburg Road NE+New York Ave NE Bladensburg Road NE+Rand Pl NE Bladensburg Road NE+Mt Olivet Road NE Mt Olivet Road NE+KIPP DC Northeast Academy Holbrook Street NE+Kipp DC Spring Academy Holbrook Street NE+Childress St NE Trinidad Recreation Center NE Childress St NE+Trinidad Ave NE Trinidad Ave NE+Mt Olivet Road NE Meigs Pl NE+Bladensburg Road NE Bladensburg Road NE+H St NE 14th St NE+H St NE Benning Road NE+15th St NE Benning Road NE+17th St NE Benning Road NE+ 19th St NE Benning Road NE+21st St NE Benning Road NE+Oklahoma Ave NE Benning Road NE+Anacostia Dr NE Benning Road NE+34th St NE Benning Road NE+Minnesota Ave NE Minnesota Ave Station (OR & SV) Westbound: Minnesota Ave NE+ Benning Road NE Benning Road NE+34th St NE Benning Road NE+Anacostia Dr NE Benning Road NE+ 26th St NE Benning Road NE+21st St NE Benning Road NE+19th St NE Benning Road NE+18th St NE Benning Road NE+16th St NE Benning Road NE+Bladensburg Road NE Bladensburg Road NE+K St NE Bladensburg Road NE+ M St NE Kipp DC Northeast Academy+Mt Olivet Road NE Kipp DC Spring Academy+Holbrook Street NE Holbrook Street NE+Childress St NE Trinidad Recreation Center NE Childress St NE+Trinidad Ave NE Trinidad Ave NE+Mt Olivet Road NE Bladensburg Road NE+Mt Olivet Road NE Bladensburg Road NE+Rand Pl NE Bladensburg Road NE+T St NE Bladensburg Road NE+26th St NE Bladensburg Road NE+30th St NE Bladensburg Road NE+South Dakota Ave NE Bladensburg Road NE+Central Ave NE Bladensburg Road+Eastern Ave Eastern Ave+Monroe St Eastern Ave+Rhode Island Ave Rhode Island Ave+34th Street NE The buses will do the school loop Monday-Friday starting at 6:45 AM- 8:30 AM and during afternoon rush, 3:00 PM- 4:30 PM. Buses will run every 5-12 minutes or better, 8:35-2:45 No buses will do the school loop and after 4:45, no buses will do the school loop, 3:00-4:30, some buses will alternate between Minnesota Ave Station and Stadium Armory Fields Park, so after Benning Road NE+Oklahoma Ave NE, it would be Oklahoma Ave NE+ Stadium Armory Park Fields, and lastly Stadium Armory Park Fields. Starting at 4:45 PM all buses Will go to Minnesota Ave Station. During Weekends, Buses will be extended to Deanwood Station, taking 295 until Eastern Ave NE+ Olive St NE.

Buses will have to start running February 9th 2026 to ensure everyone gets to their destination safely. If you can, there will be a select few buses using Articulated .

Do not replace the union operators with automated trains

Does the revenue from fares equal or exceed the cost of fare enforcement? If it doesn't, then you should abolish fares. (I am against fare enforcement on principle.) Would the improvement to the Red Line automation mean that the trains will not have staff on board? I'm absolutely against full automation if it means there's no driver to oversee train operations. Self-driving trains in a system as simple as Dulles makes sense, but not in the complex system of Metro, even with the Red Line trains not sharing track with other lines. I appreciate the work it takes to develop budgets, propose schedule changes, etc., so thank you to those laboring behind the scenes to make these recommendations!

El cambio de la ruta l8 del pasado afecto el traslado de muchas personas incluyéndome a mi alargando mi tiempo de traslado en mas de 1 hora

Elevators need priority. It's ridiculous that we don't have reliable elevators for those who need it, where they have to change their routes and get in a shuttle to get somewhere. It already takes them longer without that hassle. We need to fix that problem. Also please find

a way to keep the floor tiles from being so slippery when wet or snowy. They need a rougher coating, because I see a lawsuit in your future.
Encourage you to emphasize how the proposals increase frequency/reliability. Most of them seem to do so, but the connection may not be obvious to everyone
End the poo-coded marketing pushing the outdated brown aesthetic! WE WANT A MODERN SYSTEM!
Es mu bueno trasporte
Es un buen servicio gracias por prindarnos un buen servicio
Even though I didnt agree with all of them I feel like WMATA is better than most transit agencies when it comes to knowing what its ridership needs. It is also one of the only transit systems in the country with an upward trajectory at the moment. So keep going.
Fix the complete unreliability of metro bus. Stop glazing metro rail. Hire more bus operators
Focus needs to be on the next capital project. Extending service to national Harbor for the sphere/MGM etc, connecting the two Farragot stations
Focus on shoring up current infrastructure before expanding. Focus on safety and convenience. Increased trains a huge bonus. Locals will NOT be impressed with the additional doors/walls and will deeply resent the interference with commute if you try to install.
For snow detour maps, please add clarifying language on where riders can actually be picked up. C61 should be rerouted to go up Mount pleasant street rather than skirting around on Adams mill road. People frequent the commercial street much more and want to take transit west from there, not from the fringe of the neighborhood
Get rid of all the extra special police and just put that money into improving infrastructure and making the space more accessible to disabled people. The cops dont need more funding and they make people feel scared.
Good
Great ideas.
Great job Metro!

Great service!
Having better frequency is a great way to continue building ridership. In the future I would love to see weekend service given the same priority as weekday service. Lastly, I like some finding is coming from toll fees.
Higher pay and career advancement from employees incentivize merit increases student loans and discounts on vehicles and car insurance
Hopefully will be for care to the people who need your services specially the one who work
How are to going to combat the issue of tax evasion on MetroBus and MetroRail?
I am generally pleased with the proposal and responsiveness in particular to learnings from better bus network. I am personally pleased with how better bus has gone so far in spite of losing a door to door bus from my home to work, and look forward to continued improvements. I support automation and modernization capex on red line.
I am lukewarm about most of the bus initiatives, though new routes are always beneficial and shows WMATA is thinking in the right ways. I would suggest an emphasis on increasing frequency on major routes to incentivize people living in dense areas already served by transit to use it. The weather of the region is such that waiting a great deal of time for buses is a major reason people are not interested in taking the bus. Better frequency means less waiting means more riders.
I am pleased to see no proposals spending funds on more cracking down on fare evasion. Make the service better and dont increase fares. The goal should be to have it be affordable or free for all.
I am really happy that metro allows customers to have an input on future plans. Thank you
I am strongly in favor of any change that increases bus frequency, and am in favor of changes that increase metro frequency. I am strongly in favor of extending service on the D72 route. My personal experience with the new bus routes has been very positive (buses are noticeably more frequent). I greatly appreciate the opportunity to provide feedback on Metro priorities for the coming year. Thank you.
I am very pleased with the new bus changes. The service is much faster. Im getting to work on time. Thank You.

I appreciate Metro looking out for commuters and making improvements. Now that we are mandated to return to the office, additional express buses and shorter wait times on trains are very much appreciated.
I believe the changes are in good faith for improvement of services for commuters while reducing cost.
I did not see any proposals to increase bus operator availability, which seems to be a constant issue on routes like D32.
I do like how the metro is going to run much faster, especially around the ends on the Orange Line near Vienna since I use that station quite a bit. However, I do wish the line were expanded out to Centreville. I know its a big ask, and I dont expect it to be done any time soon, but I do wish for that to eventually be the case.
I don't have any comments
I dont need nicer trains or fancier bus seats, I need busses that run frequently and on time, that dont bunch or space out, or break down. Invest in things that make the metro and bus faster and more reliable, not nicer
I encourage you to make concrete plans for a Farragut Crossing tunnel and a new infill station at Oklahoma Avenue near RFK.
I feel as though people shouldnt pay their fares when the buses arrives late than it supposed to.
I fully support robust funding of the Metro. We should be investing in communal infrastructure!
I greatly appreciate the Metro system and how it makes it much cheaper and easier to get around DC. I think increased service times and routes would be hugely beneficial to the system, and to riders like me. I also believe that updates to the stations and cleaning services would increase ridership and make using Metro a more enjoyable experience.
I greatly support efforts to increase rail service and safety, while keeping fares at current levels.
I have an additional comment on a bus route not mentioned in this plan. The C51 [formerly 96] connects me directly to Union Station, to which I have no direct rail route (I live in Adams Morgan, several bus and rail transfers would be required). It does not run after midnight, even until midnight (last bus on weekdays is 11:18, on weekends shortly before

midnight). When returning home after a trip via intercity bus or train, with luggage, past midnight, I am forced to take a train to a bus [assuming its Friday or Saturday when the trains are still running]. Please consider extending the C51 service until 2 am.

I like some and hope it will help Metro to become more efficient and safe.

I like the idea of having the screen doors, however, the idea of fully automated the system, and not having people behind the wheel, does to some degree cause me a little bit of worry I understand that automated system would allow for peak reliability and would likely decrease the number of human made accidents, but with that decrease the number of accidents that come from automated system. Because even though still have to be maintained by humans, and if that is implemented, I also worry about the people who have had jobs driving for metro oil. What will happen to them? Will they be able to find work easier or elsewhere? Will they still be able to work within the metro system? These are all things that I hope metro is considering seriously.

I like the screen doors idea and I think more money should be spent on keeping elevators functional. I think the new metro access buses are not good and I would like to give more feedback on them. I also think that when an elevator at a station is broken, there should be a shuttle already there waiting and not that you have to find a station attendant and then have them call for one which can take half an hour.

I like these proposals but don't want to see a increase in fare to do them

I LOVE WMATA. Keep doing what you're doing. "Build it and they will come".

I never had no problems with metro

I really wish we could get an extension to Georgetown and some of the neighborhoods in wards 6 and 8

I support investments that will have near-term benefits, e.g., new rail cars and IT systems that will reduce operations and maintenance / lower overhead costs. The DC Metro is very safe from a mechanical standpoint (in general) (and now that the National Guard has a presence), so I'm less concerned with safety improvements.

I take the P87 bus usually, it used to go down Allentown road further and then go up Temple Hill Road. Bus service Sundays on some portions of Allentown. Road are harder to get to due to walking

I think Better Bus sent too many buses to terminate at Federal Triangle/Gallery Place area. Would be good to reorient some terminals more west, like sending the D30 to McPherson or the D32 to Farragut. Having those little crosstown jogs is really useful in the absence of a K St Transitway

I think improving efficiency and preventing switch, track, and other problems that lead to massive system delays is the most effective thing Metro can do. Bad experiences, unfortunately, lower the perception of Metro more than good experiences improve it. As such, truly preventing tracks breaking, switch problems (has occurred a lot recently), train malfunctions, and signal issues (has also occurred a lot recently) that cause delays should be top priority for Metro. Making Metro the most convenient method of transportation will lead to sustainable growth and increase my likelihood of riding. I think investing in unnecessary updates to signs and police who don't enforce the rules should be wasteful. Instead, focusing on improved reliability, ridership growth, and minimizing problems will go the longest way. I would also like to see faster bus electrification and decarbonization and, in a perfect world, easier metro rail connections in DC to places like Georgetown, AdMo, Northwest, and even Capitol Hill (Bloop perhaps).

I think metro should pull together a larger flashier project, cause the orange man has been wanting to put up monuments and update dulles airport, we might be able to secure a bunch of additional funding. Thinking a better version of the bloop.


I think overall WMATA is headed in the right direction with their rail program with automation and more modern signalling, focusing on running more frequent and reliable service with a lower cost. Please do something about the track fires. They are very annoying and not a very good look. Otherwise, I would hope that buses continue to improve significantly year over year. I really think they are crucial to the regions mobility and probably the biggest ROI tool when done correctly.

I think that the transit subsidy on increasing budget by only ~3% when revenue went up 15% is terrible. There is clearly surging demand for transit in DC area, the funding from the government should rise to meet the need of transit users. Build the Bloop!

I think they need to create express buses for shorter distances between Southern Ave Station and Eastover only like the old P12 rush hour only busesz

I think they should give money back ones ride subway every day

I think this is a good budget, I wish the capital budget was a bit more ambitious but understand the political limitations. I think WMATA would do well focusing a lot more on

<p>Real Estate and the parcels it owns near transit to build TOD and retail. Make metro my way to get to somewhere and I will use it</p>
<p>I think you all have some good ideas, however, my concern is safety on and off the bus or netrorail. I like the introduction of security on the metrorail but the bus lines seem like security is all on the bus driver which seems unfair.</p>
<p>I think you guys should have no fair charges on every bus route</p>
<p>I thought the bus reorg is summer 2025 was successful and have been happy with the increased reliability and speeds of the Blue/Orange/Silver Lines I frequently take.</p>
<p>I want new entrances too, Columbia heights should have a station on Harvard, GW should have a new entrance, Mt Vernon, Woodley Park also need one, and NoMAs needs to be built now. I also want tunnels at the Farraguts and Metro Center. Finally, metro should advocate for metro to National harbor as a yellow line extension to use the Woodrow Wilson lanes for transit</p>
<p>I want to point out how saddened and angry I am with Metros ongoing collaboration with the National Guard. Trump has placed these troops here at great taxpayer expense specifically to *frighten and humiliate Washingtonians*, and my opinion of WMATA has been permanently tarnished by your allowing them in your stations. I may have to continue to use Metro out of necessity, but the broadly positive opinion I had of you as an organization is gone. If I had other alternatives, Id take them.</p>
<p>I Will Like to See Public Transportation Services ? to operate 24/7 on all of Train and Bus Lines Across Washington DC Area + Live Stream Videos with Pre-recorded in Real Time Information  in Real life ?.</p>
<p>I wish youd bring back the D8 bus At least RIA Station to WHC through Edgewood. We miss this bus a lot. People want to get to Giant from Edgewood have no service. This was a heavily used bus. I dont understand why you ditched it.</p>
<p>I would be against adding any more bus service until you stop deleting existing service because of a shortage of bus drivers. Delays from missing drivers are maddening and happen often.</p>
<p>I would like to know about the C27</p>

I would like to know if you are going to put back the changed that was before with bus L2 the changed that you do was terrible to go to Chevy Chase circuit before I take one bus now I have to take 3 ,instead to do better job is worse
I would like weekend bus service to Island creek community or Beulah road.
I'd like to see a system like NYC where it's a flat rate and a weekly/monthly fare cap
I'm not a huge fan of doors. I like the way the system looks. But understand it would help.
I'm not pro red line automation because i think it's important to have a wmata employee on the train that i can go to if somebody is a danger on the train, especially at night
I'm not sure
I'm very disappointed to see no proposed improvements to the D20/D2X. Those buses are jam packed during rush hour and more and faster service for the corridor is badly needed, especially with the demise of the streetcar.
If you put up platform doors, I want to still be able to see the train approaching! I love watching the trains as they arrive. So pretty.
if you reduce service to fairfax county, you deserve less of our money.
If you want surveys done properly you need to provide data to support your change.
Im here at Pentagon city the time saying 1 thing and the train comes when it want to now.2_2/26 2: <sup>3</sup> 33pm unbelievable
Im on metroaccess
Increased cargo bike lockers that could be reserved would be worth the investment.
Increasing service is good.Metro and the regional planning groups need to be doing more long-term planning for new lines to serve the central core as well as filling in existing gaps in service. This needs to be planned as a large, overall system, not the piecemeal, corridor-by-corridor planning that so often happens these days.
Incrementar un bus firecto hasta meyro center ...
Investigate suspicious activities, human trafficking, report and follow up on assaults on the train for safety and repeat offenders.
Is the F2X replacing the F20 or will the F20 continue to King Street Metro?

<p>It is great to see proposals for increased service that aren't a result of decreases elsewhere. Please keep it up!</p>
<p>It would be nice having some stop go from Mosaic District to Seven Corners, as going between those as a rider is always inconvenient. Have a more reliable app for wait times for the train and buses in one location. Love the F20!</p>
<p>Its good</p>
<p>Ive noticed significant improvements in Metros service reliability and frequency in recent years and would love to see that trend continue. Im not daunted by large funding levels as I think public transit is essential infrastructure that demands adequate, consistent investment. The DMV wont be a world class urban area until Metro provides a true alternative to personal vehicle ownership.</p>
<p>Just wanted to thank all Metro employees for all they do for Metrorail riders. I use the metro as much as I can every time I am in DC. I even plan to stay somewhere that has a metro stop close by. Keep up the great work! You all are the best and I appreciate you all.</p>
<p>Keep up the good work!</p>
<p>Lets make metro rail 24 hours! Maybe one train per hour after midnight, so people know they can always get close to home. I know there are some 24 hour buses, but they dont feel as safe as the rail. Side note: I would like for someone to come out and physically put notices on the bus stops if there is a snow detour! Many times the website doesnt update with the information, and I only find out when the bus doesnt make a turn.</p>
<p>Lets start looking at ways go make Metro rail profitable and not just surface level ideas like adding trains in non peak times, which will only add to not being profitable.</p>
<p>Lie the change for better and shorter wait time and less confusion</p>
<p>Limpieza en los autobuses más ah menudo</p>
<p>Looks great! Very impressed with the proposals.</p>
<p>Love all the ideas!! Thanks for thinking of customers!!</p>
<p>Love all the proposed changes!</p>
<p>Love it</p>

Love it - spend that money! Just get infrastructure updates done quickly to limit interruptions and let us enjoy the improvements
Love no fare increases!!! Please don't ever increase fares! Love you Metro
Love the current focus and direction and hope it helps to continue building ridership and eventually building support for Bloop!
Love the move to PSD and to automated redline, bring on the safety and efficiency! Don't forget about the BLOOP too though.
Love the proposed changes to the P93
Metro doors do not work like elevators so door holding should not be possible. Will door screens make it less windy in cold weather for patrons on the platform. Lighting could still be brighter in underground stations. Will door screens just become another surface for graffiti, or something else to get stuck?
METRO FARES ARE TOO EXPENSIVE!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!
Metro has been more unreliable lately. This is extra frustrating in the cold weather.
Metro has greatly improved these past few years. The biggest frustration are delays. Especially when nothing is reported as causing delays on the website. For example, if a red line train is supposed to be every 4 to 5 minutes, it can be very frustrating to see the next train 8 or 9 minutes away.
Metro has to do a better job of asking their customers what is needed and wanted. I have heard nothing good about the bus changes since summer 2025. These changes affect people with jobs, kids, and commitments. The population of DC is not a petri dish to be tested in; it is a vibrant community begging to have adequate and affordable transportation.
Metro is going to do what it wants. All I can about is the fare not increasing. If the proposals are going to cause a raise in fare in FY28 or later, I dont want it.
Metro is good service.
Metro need to provide bus service to DC downtown from Columbia Pike
Metro need to talk about the metro lift program a lot more, a lot of people dont know about this program.

<p>Metro should implement Better Bus proposed Metrobus Route F64. It was to travel from McLean Metro to GMU via Maple Ave in Vienna and Vienna Metro. Vienna has poor bus service with only one 30 minute bus traversing the full length of the town. This proposed route would have provided new one-seat rides from City of Fairfax to Tysons via Vienna; a trip currently requiring a transfer between two 30 minute frequency routes.</p>
<p>Metro should run consistent trains at rush hour</p>
<p>MetroAccess and Abilities Ride are blatantly missing from this survey so far. Almost as though paratransit is the second rule of Fight Club... Rule #2 of Fight Club: Do not talk about paratransit.</p>
<p>Metrorail automation will be great. But the larger gap in the system is physical coverage. Metro need to either invest in new metro lines or invest heavily in BRT or new modes like light rail</p>
<p>More bus routes and decrease fare to \$2.00 please.</p>
<p>More frequency is good, also please give me a job</p>
<p>More frequent and reliable service is important to getting more people to take transit. Im glad to see proactive suggestions like platform doors. We have too many cameras as it is; those make people feel safe but are actually only helpful if something has already occurred.</p>
<p>most are bad</p>
<p>Muchas gracias es importante compartir con el público usuario sus inquietudes con preguntas relacionadas al transporte</p>
<p>N/a</p>
<p>N/A</p>
<p>Na</p>
<p>NA</p>
<p>Networking I have been somewhat disorganized and poorly run for years, now it's time to time of the customers benefit and safety. Also how to safe guard customers from violent white take metro rails and buses.</p>
<p>No</p>

No automation!!!
No buses running on Sunday on Owens Road in Oxon Hill, MD is a serious issue. We used to have the NH1.
no driverless trains!
No final thoughts but always better to have more buses and more times
none
None
None of the proposals really address fare evaders. I believe the fare gate door design is ineffective and thus the money spent was somewhat wasted. While they are ugly, the entry gates used by the New York Metro are much more effective at stopping fare evaders.
None of the proposals suggested address PG County. There is a HUGE issue with the P1X. It is the only bus that runs north and south up route 1, and is an extremely important service, but it only comes once every 20 minutes and is always extremely delayed. Quite regularly, scheduled P1X buses don't show up at all. Why can't Metro run the P1X more frequently?
None of this time. Thank you.
None that come to mind immediately. I just hope that all monies are put to wise use - not like the total redo of the Brookland bus bays that are now 50% not in use since the change of the system.
Nope
Nothing left to say
One metro pass that can be used across different counties. Currently if I take a bus to the train, I have to pay. I come from New York City and one monthly Metro pass will cover all my commute needs. This should be the same in the nation's capital.
One time, I was running to catch the bus and made it to the stop on time and the bus driver fully looked at me and didn't stop. There were people on the bus so I knew it was operating. That was mean. Tell them to not be mean please
P22 cheverly to greenbelt. Always on time.

P85 P88 QUE TRABAJE EN DOMINGO O UN METRO BUS QUE CUBRA ALLENTOWN RD DONDE ESTÁ LA ESCUELA SUPU
Pay your employees a better wage.
Platform doors not needed.
Platform doors should not be a focus of WMATA - they are expensive and not impactful to most riders. Preventing signal issues and expanding service should be the focus
Please add a new bus route that goes from takoma to federal triangle like the old bus route 63
Please add an early morning train Westbound to Ashburn on the Silver Line for weekends, even if it starts at an intermediate place like Ballston. This would let travelers catch flights from Dulles that depart before 10:00 AM, increasing the usefulness of the Silver Line.
Please add better frequency on the D10
Please allow staff members to train in better customer service skills
Please bring back more frequent bus service to glover park. Your clown show decisions to get rid of D1 and then the D2 have made it less likely I will ride the bus. The D96 usually takes 25-30 min between stops. Bring back the D2 AND increase service on the D96 buses
Please consider adding a Chain Bridge Road/Maple Avenue route!
Please consider express bus service from Seven Corners to Pentagon via Leesburg Pike and Columbia Pike. And from Culmore to Ballston via Leesburg Pike, Seven Corners, and Wilson Blvd.
Please consider express rail service for the Silver line. The more competitive you can make rail service to car travel, the more people who will ride.
Please consider realistic schedules that you stick to. If you dont have operator availability, then be honest about what you can do.
Please continue focusing as much as you can on frequency. Frequency should come first in any Metro improvements, particularly on bus, and should be placed front and center in marketing and ad campaigns. The best selling point for a bus or a train is if you dont have to wait.
Please do more to combat social disorder on trains and buses. People eat, play music, etc.

Please do not increase frequency during non peak hours. If anything, some should be decreased. If people want to travel, they will plan accordingly.

Please do not raise the price too high.

please do screen doors and ADD BATHROOMS!!! and better non paying walls because their should be payers only on metro trains and also you could station police at each station and have it alert police you did not pay if you enter station so they could be already their inside the station and waiting :D keeps it all safe.

Please expand a metro bus service in Friendly/Fort. Washington Maryland area that is in route to Branch Ave metro in the AM/PM services. (for the ones who do not need to take the longer route to Southern Avenue metro)Please also offer option to go straight into downtown DC (and skip Southern Avenue metro) altogetherThank you!

Please extend weekday train service later into the night. Many people work nontraditional hours or rely on Metro for evening activities, and current weekday service hours are too limited. Ending train service early forces riders to find costly or unsafe alternatives. Later weekday service would improve reliability, equity, and overall usefulness of the system, and would encourage more people to choose transit.

Please extend yellow line all the way to greenbelt. Hopefully with automation trains can start running earlier or go later for those of us that work in bars, restaurants, and in government watch floors that have us in at all hours.

Please fix the wait time for busses that come through Suitland. Sitting an extra thirty minutes in the cold isn't great, and also please add busses in upper marlbo as well , it's unfair people have to walk to the station or to work cause their financial issues, please fix that

Please focus on reducing bus bunching and make sure service is reliable. Maybe increase hiring bus operators

Please have the C57 run on weekends, and the C63 run more frequently like at least every 15- 20 minutes

Please include service improvements or restructuring to the 50 lines on 14th St in a change in the near future, the current service pattern cannot sustain the crowds the line carries, especially during evenings, late night and weekends. 16-20-minute headways for each line is a genuine embarrassment for the crowds it carries, and D5X buses and D50 buses often arrive simultaneously, meaning there is no frequent combined service. In an ideal world, the D50 would run 14th/Colorado to Metro Center, with increased, 8-10 minute service and reliability with the shorter route, while the D5X runs Takoma - Waterfront, picking up people on the lesser-used ends and providing express service to both. Stop disenfranchising 14th St. Some of the stops also need to be rearranged, such as D5X using the 54 bay C so people who used the 54 will not be confused, as the D5X replaces the 54 north of Colorado as it is local. There are zero stops in Fort Lincoln, and westbound C63 buses express through Fort Lincoln for no reason, meaning people using the rec center must either walk down to 33rd Pl or take an eastbound bus. D32 also expresses to Fort Lincoln, limiting reach. Ft Lincoln stops in general need to be rearranged as D32 and P42 express through much of the neighborhood without stopping, not even at 31st place, or no P42 at Wesley House, as the stop is inside the complex rather than outside. P42 riders to Bladensburg Rd must ride all the way around Ft Lincoln, as there is no stop on the far side of Eastern Avenue and Bladensburg Road. Final two thoughts, C81 should stop at Tenleytown station proper (westbound via 40th St, eastbound add a stop at Nebraska and Albemarle), as C85 and C87 directly service the station (C87 needs the stop at Van Ness St and Connecticut Ave restored), and C11 should extend to Pennsylvania Ave to reconnect 7th St NW & SW and get people to buses and destinations across the mall.

Please increase operator amounts so every bus isnt delayed for operator availability

Please invest money into more frequent stops for the silver spring M70, I see about 4 montgomery mall buses for every silver spring bus. Many elderly people rely on the M70 Silver Spring. Put more care into the vulnerable and at risk passengers of metro transit.

Please keep the Yellow Line to Greenbelt

Please keep to your core mission. I value Metro highly, but its expensive. I get no subsidy but pay for it three times: fare, local tax, and state tax. Please focus on the basics.

Please pass!

Please prioritize the majority, which is just people who are clean and quiet and want to ride Metro in peace. Please stop capitulating to the loud few who ruin it for everyone else, and end up tarnishing Metros image further.

Please reinstate bus stop at Bass and 53rd SE. To make the C37 faster, please make the service more direct and cut out the Lincoln Heights loop and Fairfax Village loop.
Please reinstate the H6 bus route through Brookland. Please work diligently to expand Metro options for accommodating fans and new residents at DCs RFK stadium site. Thank you for all youve done to deter fare-avoiders and crime on the Metro.
Please straighten out the roundabout C83 route and remove its loop, and add service in Chevy Chase during all hours.Strongly support platform doors and full automation for Red Line (and all others) -- cant come soon enough!Please prioritize full fare integration with the Purple Line and MARC/VRE (as well as other bus agencies). If the Purple Line opens with a separate fare it will be a massive fumble. Metro has an opportunity to be a national leader here.
Please use the platform doors to have more frequent service off peak
Pleased to see service improvements.
Poor job of. Clearing snow and ice from metro stations and bus stops
PSD's would have no effect on me because I'd ride metro anyway BUT they'd make me so much happier!! I love the reliability gains!
Que operen mas tarde la Ruta P24
Que pasen más seguido y que los chóferes sean amables
Rail service that would connect the other parts of the DMV without having to go through DC would be ideal. To get from new Carrollton Maryland and head to Silver Spring Maryland via train, I would have to go into DC just to come back to Maryland. Resulting in a commute that's close to an hour whereas when I drive, it's 20 to 30 minutes.
Really excited to see WMATA move forward with PSDs - which are now the gold standard on rapid transit internationally. Also excited to see Metro be the first U.S. transit agency to retrofit them on an older, existing system. Frankly it's long overdue. PSDs will have a major impact on overall safety (especially as track instructions and injuries/death sadly continue) and reliability. Will also help keep stations cooler in summer. Onward!
Red line automation is a great idea!!

Schedules need to be updated daily. On Saturday on Sunday the 75 route runs the bus every 40 minutes, not 20 as stated on the web and it makes it very inconvenient for a seniors who are trying to get to church and church activities on Saturday and Sunday. The 75 also runs every 40 minutes between 11 AM and 2 PM when a seniors are trying to get Doctor appointments in the early afternoon. So all of your statements about buses every 20 minutes are greatly misleading and inaccurate. Don't give me new improve I just want you to run when you say you're gonna run.

Screen doors should be a major priority.

Senior fares..Im 76 years old..why am I not allow to ride free

Signage consistency is needed. There are too many different formats, designs, etc. and it's making it harder to know what to look for in the system. I get that the team is piloting new designs but it's getting out of hand.

Silver lines shorter wait time is great buy you need to include Herndon in the early turn around. I do not want to get off the train just to catch another for 2 extra stops!

So fat all the bus routes that I use are very reliable except the F1X is all ways stuck in traffic

South Arlington, especially the Green Valley neighborhood, needs a Metrorail station. Relying on buses alone is not enough—service is slower, less reliable, and makes it difficult for residents to reach jobs, medical care, and essential services. This lack of direct rail access cuts our community off from the rest of the region and is unfair. Metro should prioritize expanding rail service to underserved neighborhoods like ours to ensure equitable, reliable transit for all.

Southern avenue needs a bus to take you to Eastover just like the D12 and D14 didl shouldnt have. to walk to Eastover The P95 or P97 bus dont pick me upl would have to ride to Southern Avenue Metro to catch a P93 or P94

Still need work on getting to/from the stations. Buses seem good, but the walking and bicycle is sill a work in progress. Parking at Huntington is a bit of a mess.

Stop spending insane amounts of cash on peak only service and run the same routes all day every day with good frequency

Subirá la tarifa de metro para los clientes

Thank you

Thank you for all you do!
Thank you for all you do. We appreciate you.
Thank you for all your hard work to keep us moving.
Thank you for everything you do, and I hope the city will move forward with further Transit Oriented Development, to improve residential/mixed-used density above metro stops.
Thank you for giving the opportunity for feedback! I unfortunately don't really use the lines that you all are proposing changes to that often, so I didn't have much to say, but I think this questionnaire is great (I found it through the transit app)
Thank you for keeping the system going. I like the idea of the station doors as a concept, but it seems like it could be flashy. Instead, the bread and butter of Metro: better service, upgraded lighting/signage, and doubling down on the strengths of the system could be a more effective way to allocate funds.
Thank you for not increasing the fares. Please understand that you all have the power in changing America by transporting important officials. So when there is a hinderance in service, it too can potentially affect our nation.
Thank you for the good service
Thank you for the survey. Anytime we can reduce waiting times particularly on outside platforms is terrific. Also, many of the new proposed bus routes are providing access during the weekend and that's a welcome change!
Thank you I would like to say that I am happy with the amount of police service on trains in the night time
Thanks
Thanks for the good work!
Thanks for this survey opportunity.
The 5X needs to stop on Fairmont.
The best interests of the entire DC community start with making sure that those that rely on public transportation the most and who have been historically served less should be a priority for service. I could care less about these red line changes if where I may be transferring to is still a delapadated station or the train is worse for wear. Make access,

safety, and scheduling a priority for all communities first before we start doing work on the modernization of a line that doesn't necessarily need that yet.

The bus needs more ENFORCED bus lanes. Please work with DCDOT

The busses dont show up at anacostia station or southern Ave. The drivers will go out of service when scheduled to pick up riders. A lot of the drivers have attitudes and dont even know they routes to be able to answer questions

The busses should be free

The capital budget presented is so vague, its difficult to provide any useful feedback on it.

The cleanliness is horrible - please allocate much more to cleaning and repairing

The closer you can get towards having CBTC and PSDs the better!

The doors seem very expensive to add and maintain in working order. Could get more bang for the buck with other enhancements such as interactive metro employees and police as well as cameras.

The frequency of service is a key deciding factor for my own use of the busses. Unfortunately, I only use them for regular travel thats occurring at predictable times (like my work commute); otherwise Id likely spend large amounts of time waiting at bus stops for non-regular travel. When Ive mapped it out, due to infrequency, driving myself is usually two to three times faster. Having lived in Europe, I know that it is possible to have public transportation thats as convenient as using a privately owned vehicle. The U.S. is not there, and I worry about those that are reliant on public transportation due to a lack of access to a privately owned vehicle. For those members of our community, improving public transportation is especially critical too.

The new bus routes need more stops in DC. The distances between stops in the DC area are so far a part and it makes taking the bus difficult. I often see folks sprinting to get to busses or giving up and having to use alternative private transportation like Ubers and lime bikes.

The new bus system, aside from being an annoying update, severely reduced buses that cross the mall. As someone who prefers buses and commutes NW to SW, it was disappointing to fully lose my ability to commute only via bus.

The real issue with bus service is TRAFFIC. Metro bus service will never be adequate until buses have dedicated lanes. No amount of money can fix that

<p>The screens doors are a terrible idea, super expensive and not necessary.</p>
<p>The southbound D72 also needs a stop at the corner of Connecticut and Porter to allow transfer from the Red Line to the D72</p>
<p>The survey helped me understand more clearly why the Red Line gets priority as it doesnt share track with other lines, but I still would like more to be considered to improve reliability of other lines (Green in particular). When can WMATA begin to talk about incorporating BRT lines? There was no talk about this for FY27. Can we start having a discussion for these bus routes?</p>
<p>The thought of improving Metro regularly does has its ups n downs, at times and I honestly think some of what is to come. Will ultimately have some impact on travelers for a positive return but there is always two sides. However until these ideas are in actual motion adjustments to these new proposals with be able to be adjusted. A lot of these new slight tweaks can be beneficial in the long run and I think they should be explored twice a quarter to see if more improvements can be made.</p>
<p>There are no bus routes in my area covered in this survey. It is also unclear the impact on service blue line in Alexandria</p>
<p>There were no improvements suggested to augment the current shoddy service in SW DC.</p>
<p>These service improvements are great and continue Metro's recent winning streak. However, one thing I would like to see in FY2027 is the rolling out of new digital wayfinding designs on board 7000 series rail cars. While many stations have seen wayfinding improvements with digital screens on platforms (DuPont Circle, Chinatown, Metro Center), 7000-series trains are still stuck using the clunky and unintuitive designs on their on-board screens. I would like to see the implementation of the proposed designs from Order Design NYC, who published their designs for these wayfinding improvements about a year and a half ago. I think doing so would improve the passenger experience tremendously.</p>
<p>They are on time</p>
<p>They should hold a bidding process, and the winner should be the one that best fits the current budget while providing the greatest benefits. The current situation of inflation and high cost of living does not allow many people to pay more for transportation, especially to get to work. Services should be free for students and older adults. It is absurd that they are required to pay given their very limited circumstances.</p>

This app is not the most user friendly, also why are yall trying to charge , its a bus schedule, also why do yall not just list the buses, their routes and the times they come and go , this only showing the next bus coming is ridiculous, how am I supposed to plan my day if I can only see the very next bus time, and then yall dont even have real paper schedules anymore that was always a stupid move, also whooooo told yall to switch everything up and change everything around in the first place , what town hall meeting decided this , because based on the people who use public transportation you didnt ask them at all ... I really dont understand what is going on with yall, why you businesses (or at least the corporate side I guess) think yall need to make changes , when firstly you all be making the wrong changes and secondly who asked you too do that .. the way yall make life that much more difficult is astonishing, has my flabbers gasted if you will ... But do better with this app if nothing else , I should be able to see the times the buses run all day , and label whether these buses are The bus or metro buses since yall want to change all the names and routes .. like seriously who asked yall to do that .. who said that was something smart to do .. seems more like yall had nothing better to do so yall decided oh lets throw 8 monkey wrenches into the plan ... All the changes that could have been made over the years and this is what yall settle on ... In my Principal Skinner FB meme voice ..PATHETIC ... Yeah but yall be cool tho, and please make this app better

THIS SURVEY KEYS ARE A PAIN TO USE..

This was a good survey. I appreciate the detail and the opportunities to comment.

Todo se ve de parecer solo observación los mecanismos de cobro deben ser seguros y con personal capacitado en lo personal he perdido dinero q la maquinas no reconocen en la tarjeta y el personal q me ha tocado a echo i diferencia .Al reclamó por lo demás si de.mejoras se trata es bueno

Two way trips on A29? Pretty please?

Un mejor servicio para los trabajadores y yegando temprano a nuestros labores gracias

Use Metro's bonding capacity . Be better stewards of funds you have before asking for more. A knowledge that ridership upside is finite

Using resources better. I see so many handicap and elderly riding for free. Making cards more easier to purchase for them. Providing additional programs for people to get help for them and kids to be able to pay. Busses should always remain \$1.00 and \$.50 fro seniors and handicapped and veterans. Make a set price for the whole system like New York during the weekdays but keep \$2.00 on Saturdays & Sundays . Weekdays on metro rail should be

<p>\$4-5 anywhere and \$2.00 all day Saturdays &amp; Sundays. Try the \$1.00 for the bus and stop allowing people not to pay find a way to make them understand why we the cleanest public rail system and make them pay \$1.00 and go back to tokens for school kids</p>
<p>Want more buses on the D1X route and P96 especially in the morning</p>
<p>We should include a land value tax to increase the FY2027 budget, or those budgets beyond. Properties near metro stations benefit greatly from increased rent and increased customer visits. By adding land value tax around these stations metro could benefit from the benefit it provides these properties for free.</p>
<p>WHAT HAPPENED TO THE 3Y?</p>
<p>When are we going to get the BULLET TRAIN like CHina</p>
<p>When are you bringing back a line that connects the intersection of 16th/U streets with the intersection of 19th/H streets?</p>
<p>When the fairfax buses are running snow routes or weekday routes, parking at metro garages should be free.</p>
<p>Will there be more new routes in the congress hgts, anacostia and Southwest southeast area</p>
<p>WMATA has ruined the bus system under Randy Clarke.</p>
<p>Work the bus routes in SE Washington DC. The C25 &amp;26 need to go back in to Elvans Rd SE and Jasper Rd &amp; Robinson Pl SE. The elderly and disabled should not have to walk from their apartment complex to a busy street to catch the bus. Nor walk up a long steep hill to catch the bus. Those stops need to be reinstated.</p>
<p>Would like to see red line late night service extended another hour. So that I could get closer to home after working concerts at the Warner Theatre.</p>
<p>Would love to see more buses have red line level frequency, including into the late evening. That's what will really convince folks to take transit rather than drive</p>
<p>Would rather see automation augmenting human interaction than replacing them. Too, services in neighborhoods are still less than before the route overhauls. Too, numbering remains problematic sin</p>

Yes Metro needs to take serious consideration into Metro access the choice and decision that Metro made to choose we drive you to cover the entire contract for Metro access was a very poor decision I understand that you thought that you were going to save money by doing this but in the long run its actually costing you more money and on top of that you have lost faith and the metro access operators in the Metro access workers by choosing this company that does not know what theyre doing and does not have the financial gains to run Metro access. All of the stuff that we have went through as operators of metro access over the last 2 years will we drive you and all the changes is unbelievable and unacceptable and I have to blame Metro for allowing this to happen because you guys chose this company because they had the lowest bid but you already know how much it cost to run Metro access because Metro access has been in business for over 30 years and that low number that was given you knew that wasnt going to cover the cost to run the operation youre doing a budget for Metro but yet you want a short change Metro access I guess because its contracting and you dont really want to deal with it but we drive your customers around and we drive your vehicles around but then we get the short end of the stick always and its not right and its not fair all this money Metro got and yall cant even take care of the people who been serving decades under the contract to WMATA as Metro access employees and the customers are suffering you guys are getting money from DC Maryland and Virginia and and the employees and metro access and the customers at Metro access are getting screwed. So while youre considering your budget for whats important to you you need to also consider the budget for Metro access and and allocate funds toward making this a better operation because Metro access is never going nowhere its going to always be around theres always going to people people that age into the service and theres always going to be people with special needs and theres always going to be people that have disabilities so you low budgeting us and pushing us to the side like we dont mean anything its still not going to change anything because you going to still pay out in the end so why you doing your Metro budget you need to take some money and put it toward Metro access because the facilities are trash the vehicles are trash the employees are treated like trash and the customers are treated like trash.

you all are doing great keep it up!

You could save millions by having local universities design and build the platform screen doors.

You have a great system now and show you know what it takes to move forward.

You have to find a way to make the trip time to Dulles more doable, maybe one exprees train an hour?

You need to look at redoing the C27 route. This route makes many turns and goes down many narrow roads and side streets. Also it makes no sense for it to be on MLK as that street has at least 5 or 6 buses that go on it ,

You need to offer 24 hour service. Even if its once an hour or 30 minutes. We are a 24 hour service system and especially increase at dulles airport to later and earlier service

You've done great work with Metrorail. The Metrobus service, though, is quite bad. I wish WMATA would dedicate more resources to making bus service faster and more reliable. It's obvious that the current leadership team is significantly prioritizing rail over bus, even though Randy Clarke promised that the days of bus as a second-rate sibling are over.



Jeffrey C. McKay  
Chairman

COMMONWEALTH OF VIRGINIA  
**COUNTY OF FAIRFAX**  
BOARD OF SUPERVISORS

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February 3, 2026

Valerie Santos, Chair  
Washington Metropolitan Area Transit Authority Board of Directors  
300 7th Street SW  
Washington, DC 20024

Reference: Washington Metropolitan Area Transit Authority FY 2027 Operating Budget and FY 2027-2032 Capital Improvement Program

Dear Ms. Santos:

On behalf of the Fairfax County Board of Supervisors (the Board), I am writing to provide the County's comments regarding the Washington Metropolitan Area Transit Authority's (WMATA) proposed FY 2027 Operating Budget and the FY 2027-2032 Capital Improvement Program (CIP). We are pleased to see that the operating budget for FY 2027 complies again with the mandatory 3 percent cap, includes targeted improvements to Metrorail service, proposes refinements to the Better Bus Network, and maintains MetroAccess services throughout Fairfax County.

The Board acknowledges WMATA's progress over the past two years in curbing costs and pursuing a more sustainable financial path. We also recognize that WMATA's Strategic Transformation Plan, adopted in December 2025, identifies Financial Stewardship and Resource Management as a primary goal. These efforts reflect the collective commitment of Northern Virginia, the Commonwealth of Virginia, the District of Columbia, and Maryland to strengthen the region's transit system through shared responsibility and collaboration.

The Board appreciates WMATA's leadership in DMVMoves, which brought together WMATA, COG, the District of Columbia, Maryland, and Northern Virginia jurisdictions, as well as the Commonwealth-led SJ 28 Joint Subcommittee, which focused exclusively on Northern Virginia and Virginia representatives. Fairfax County leaders played an integral role in both efforts to manage costs and secure sustainable funding for WMATA's capital program and local transit providers. We remain committed to ongoing regional collaboration and dialogue with our District and Maryland colleagues to ensure the long-term success of Metro.

Regarding the General Manager's proposed FY 2027 Operating Budget, the Board is encouraged by the modest but meaningful service enhancements to Metrobus and Metrorail. Building on the Better Bus Network, the focus on reducing crowding, improving runtimes, and enhancing the customer experience is appropriate. Targeted weekday improvements on the Blue, Orange, and Silver Lines, as well as increased evening service on the Red Line, are also positive steps. That said, the Board remains concerned that using proposed Preventative Maintenance funding to support operating expenses could continue to pressure the capital program, delay long-deferred maintenance, and impede critical infrastructure investments.

Ms. Valerie Santos  
February 3, 2026  
Page 2

With respect to the CIP, the Board understands the need to develop two scenarios — one assuming no additional partner funding and one reflecting new resources. Fairfax County will continue working collaboratively with Northern Virginia jurisdictions, the Commonwealth, the District of Columbia, Maryland, and regional partners to identify and secure sustainable funding for WMATA's operations and long-term capital needs.

The proposed FY 2027-2032 CIP appropriately prioritizes the State of Good Repair backlog and advances programs already underway, including the procurement of 8000-series railcars. The Board strongly supports the Rail Modernization program, particularly investments in communications-based train control (CBTC), which are critical to Metrorail's reliability and capacity. We are hopeful that WMATA's compact partners — Northern Virginia, the Commonwealth, the District of Columbia, and Maryland — will secure the additional revenues identified through SJ 28 and DMVMoves so these investments can proceed on schedule.

In closing, the Fairfax County Board of Supervisors appreciates WMATA leadership's continued efforts to rebuild ridership and restore public confidence in the system. The cooperation demonstrated through SJ 28 (Virginia) and DMVMoves (Northern Virginia, the District of Columbia, and Maryland) provides a strong foundation for securing long-term, sustainable funding for WMATA and regional transit providers. A financially stable and reliable transit network is essential to the economic vitality of Fairfax County, Northern Virginia, Maryland, the District of Columbia, and the entire metropolitan region.

Thank you for your consideration of the Fairfax County Board's comments. If you have any questions, please contact Brent Riddle at (571) 393-0183 or me at (703) 324-2321.

Sincerely,



Jeffrey C. McKay  
Chairman

cc: Members, Fairfax County Board of Supervisors  
The Honorable Tim Kaine, Senator, United States Senate  
The Honorable Mark Warner, Senator, United States Senate  
The Honorable Donald Beyer, Congressman, United States House of Representatives  
The Honorable Suhas Subramanyam, Congressman, United States House of Representatives  
The Honorable James Walkinshaw, Congressman, United States House of Representatives  
Members, Fairfax County Delegation to the Virginia General Assembly  
Bryan J. Hill, County Executive  
Jennifer Miller, Deputy County Executive  
Gregg Steverson, Director, Fairfax County Department of Transportation (FCDOT)  
Noelle Dominguez, Chief, Coordination and Funding Division, FCDOT  
Brent Riddle, Chief, Coordination Section, FCDOT



**Travis R. Swanson**  
Advisory Neighborhood  
Commissioner, 7B03



★ ★ ★ RANDLE HIGHLANDS ★ ★

February 4, 2026

Good afternoon, Director Alcorn and Members of the Board.

Thank you for the opportunity to submit written comments for the record.

My name is Travis Swanson, and I have the honor of serving as the Advisory Neighborhood Commission (ANC) Commissioner for Single Member District 7B03, representing the Randle Highlands community in Ward 7, east of the Anacostia River in Washington, D.C. I also serve as Chair of ANC 7B.

Prior to becoming Chair last year, I served as Chair of ANC 7B's Transportation Committee. In that role, our commission engaged extensively during the Better Bus planning and feedback process, submitting formal comments at multiple stages. Throughout this work, we have consistently appreciated WMATA's willingness to engage with community stakeholders and to make route adjustments in response to resident feedback.

ANC 7B does not have direct access to Metrorail. However, our community is served by 13 bus routes, meaning that every transit rider in our neighborhood is a bus rider. For us, bus service is not supplemental—it is foundational to daily mobility, access to jobs, education, and essential services.

We are encouraged to see proposed frequency improvements along Route C35 in the current budget. At the same time, in 2025 ANC 7B unanimously adopted Resolution 7B-25-03, which requests several targeted service adjustments across multiple routes. We continue to believe these recommendations are budget-neutral and would meaningfully improve access, reliability, and equity for residents in our community.

Below, I outline those requests for your consideration.

### **Route C37**

In July 2025, following resident complaints, Route C37 was rerouted off 41st Street SE and onto Southern Avenue. While this change addressed some concerns, it had the unintended consequence of placing the route beyond a reasonable walking distance for some residents in the Fort Davis community. ANC 7B believes a more effective alternative would be to route the bus along Massachusetts Avenue between Southern Avenue and Alabama Avenue, which would keep a greater number of residents within walking distance of service.

**Commissioner Travis R. Swanson, 7B03 | 202-793-3737 | [Travis.Swanson@anc.dc.gov](mailto:Travis.Swanson@anc.dc.gov) | [www.anc7b.com](http://www.anc7b.com)**

### **Route C35**

Based on resident feedback, we request the addition of northbound stops on Branch Avenue at O Street SE and Randle Circle SE. These stops would reduce long gaps between existing stops and significantly improve accessibility for riders along this corridor.

### **Route C31**

We request additional stops on South Capitol Street, including a westbound stop at Potomac Avenue SE and an eastbound stop at Q Street SE. These additions would improve access for ANC 7B residents traveling to major employment and entertainment destinations, including Nationals Park and Audi Field.

### **Route C23**

We ask that southbound stops be added on Alabama Avenue at Q Street SE and R Street SE to mirror existing northbound stops. This change would improve consistency and rider experience along the corridor.

### **Route D1X — Direct Connection to Union Station**

Our most significant service request is a long-standing call for a direct bus connection from ANC 7B to Union Station, the region's busiest transit hub. During the Better Bus planning process, ANC 7B formally requested the creation of a new route to address this gap in regional connectivity. WMATA responded that creating a new route is not financially feasible at this time, and we appreciate the transparency regarding those constraints.

As a result, rather than continuing to push for new service, our resolution requests a modification to the existing Route D1X as a more cost-effective way to meet demonstrated demand.

Currently, reaching Union Station from our community requires a transfer to another bus that operates at 30-minute headways, creating a significant barrier for commuters and regional travelers. In Resolution 7B-25-03, ANC 7B therefore asked WMATA to consider routing the D1X past Union Station rather than establishing an entirely new service.

Under our proposal, westbound D1X buses would follow their current routing to Pennsylvania Avenue and 2nd Street SE, then travel north on 2nd Street SE, northwest on Massachusetts Avenue, through Columbus Circle NE, west on E Street NE/NW, south on 9th Street NW, and southeast on Pennsylvania Avenue NW to terminate at Archives. Eastbound buses would originate at Archives and travel north on 7th Street NW to E Street before following the same route in reverse.

This modification would connect thousands of residents in Wards 2, 6, and 7 directly to Union Station without reducing service for existing riders. Importantly, Route D10 already serves the corridor west of 2nd Street, ensuring that no service would be lost as a result of this change.

### **Metro for D.C. Act and Funding Opportunity**

Finally, I would like to highlight a significant funding opportunity. In 2022, the D.C. Council unanimously passed the Metro for D.C. Act, which established a \$100 monthly transit subsidy automatically loaded onto SmarTrip cards for District residents and made D.C. bus service fare-free.

If fully implemented, this program is estimated to generate approximately \$9.3 million per month in reliable revenue for WMATA. I strongly encourage WMATA to continue working closely with DDOT and the District government to negotiate and advance full implementation of this legislation. Doing so would be mutually beneficial—improving affordability and access for District residents while providing a meaningful, recurring revenue source for WMATA.

In closing, these requests reflect years of community feedback and careful planning. They prioritize equity, connectivity, and rider experience while remaining fiscally responsible.

Thank you for your time and consideration. I appreciate the opportunity to submit these comments for closer review and would welcome any follow-up questions.

Sincerely,

A handwritten signature in black ink that reads "Travis R. Swanson". The signature is written in a cursive style with a long horizontal flourish at the end.

Travis R. Swanson  
Chairperson, ANC 7B  
Commissioner, SMD 7B03



February 4, 2026

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**Executive Director**

Katherine A. Mattice

Chair Santos and Members of the Board  
Office of Board Affairs, SECT 2E  
Washington Metropolitan Area Transit Authority  
P.O. Box 44390, Washington, DC 20026-439

Re: Comments on Proposed Fiscal Year 2027 WMATA Budget  
(Docket B26-01 and B26-02)

Dear Chair Santos:

On behalf of the Northern Virginia Transportation Commission (NVTC) and its WMATA Committee, I write to convey our comments regarding WMATA’s proposed FY 2027 Operating Budget and FY 2027-2032 Capital Improvement Program (CIP). Over the past two years, WMATA has demonstrated its commitment to delivering safe, reliable and efficient service as the region worked to develop a long-term, sustainable funding solution through DMVMoves and Virginia’s Growing Needs of Public Transportation Joint Subcommittee (SJ 28). Ridership and revenue are up considerably; crime is at an eight-year low, WMATA has the best safety metrics in the nation and management has generated over \$500 million in cost savings and cost avoidance. These efforts led to recognition by the American Public Transportation Association as Agency of the Year for 2025. As the Virginia, Maryland and District of Columbia legislative bodies work toward a dedicated capital funding solution as recommended by DMVMoves, NVTC commends WMATA for reinvesting in better service through internally generated savings, maintaining fares at current levels and moving forward with the first phase of systemwide rail modernization in this proposed budget.

**Support legislative efforts in Virginia, Maryland and the District of Columbia to advance the Capital Improvement Program (CIP) scenario that includes DMVMoves funding**

NVTC supports the Capital Improvement Program (CIP) scenario that features additional capital funding as recommended by the DMVMoves Task Force. While WMATA has made great strides in system performance and safety from the \$500 million in annual dedicated capital funding established in 2018, these funds, along with Passenger Rail Investment and Improvement Act (PRIIA) funding since 2010, were not indexed to inflation and have lost significant purchasing power over time. The \$460 million in new, regional DMVMoves funding from Maryland, the District of Columbia and Virginia, annually indexed to inflation, would provide ongoing, predictable funding for WMATA’s capital program to maintain state of good repair and improve reliability and safety across the system. This new funding is also critical to advancing WMATA’s rail modernization program which offers the region a once-in-a-generation opportunity to bend WMATA’s long-term operating cost curve. NVTC

urges WMATA to work closely with partners in Virginia, Maryland and the District of Columbia to establish their respective shares of DMVMoves funding in addition to accountability, transparency and reporting measures.

**Advance rail modernization on the Red Line and continue to refine the costs and benefits of a systemwide modernization program.**

NVTC supports Metrorail modernization investments to improve reliability, capacity, safety and efficiency. Through the rail modernization program, WMATA anticipates a significant return on investment through communications-based train control (CBTC), a renewed signaling system, targeted platform screen doors and technology and infrastructure upgrades. In December 2025, WMATA unveiled conceptual plans for systemwide modernization and demonstrated the need to begin on the Red Line, largely due to the age of the infrastructure and the fact that it does not interline with other Metrorail lines. As work advances on rail modernization and automation, NVTC recommends further refining the costs and benefits and communicating those results to stakeholders and the public.

**Ensure that funding is secured to allow Option 1 of the 8000-series railcar contract to be executed to avoid production disruptions or delays.**

The 8000-series railcar acquisition program will improve the safety, efficiency and reliability of the Metrorail system with a renewed fleet and by replacing aging railcars. WMATA's contract with the railcar vendor includes multiple options above the base order of 256 railcars awarded in 2020; the first option would secure 104 additional railcars at \$324 million and all additional contract options would secure approximately 800 new railcars. The CIP scenario without additional capital funding does not include sufficient funding to execute Option 1, potentially resulting in price increases and inhibiting progress to overhaul the railcar fleet. NVTC recommends that WMATA either secure funding in the CIP to execute Option 1 by December 2026 or work with the vendor to enable greater flexibility in railcar acquisition timelines.

**Until legislation obviates the need to address the current 3% cap on growth in Virginia's operating assistance to WMATA, ensure Virginia's proposed subsidy does not conflict with the 3% cap thereby causing the withholding of state aid to NVTC jurisdictions.**

The proposed FY 2027 jurisdictional subsidy contributions were not publicized by December 2025. Virginia's cap on annual WMATA subsidy growth requires that Virginia's subsidy to WMATA does not increase by more than 3% year over year. If Virginia's operating subsidy in the FY 2027 budget exceeds the cap, Virginia law mandates that the Commonwealth withhold 35% of its operating assistance to NVTC jurisdictions which would place extraordinary financial pressure on local governments already facing economic headwinds. NVTC supported DMVMoves and SJ 28 recommendations to establish a revised cap in the 2026 General Assembly session. However, until Virginia law changes, NVTC encourages WMATA to proactively avoid any potential conflicts with the existing 3% cap.

**Continue to look for opportunities to identify one-time and recurring cost savings in the operating and capital budgets.**

NVTC is encouraged by WMATA's cost savings initiatives in the capital and operating budgets in recent years. Between FY 2023 and FY 2025, WMATA saved \$532 million through salary and wage freezes, reducing consulting services and digital modernization in addition to rail and bus service efficiencies. The launch of the Better Bus Network redesign and return to semi-automated train operations in FY 2025 and FY 2026 have

also resulted in higher quality service for the same cost across the system. Schedule optimizations, modernized fare payment technologies, continued investment in Automatic Train Operations and other planned service improvements in FY 2027 will allow WMATA to reinvest savings into the system. NVTC supports strategies to maximize cost savings and identifying further opportunities for system reinvestments.

We look forward to FY 2027 as we embark on the first stages of the rail modernization program, improve connectivity and continue serving the transportation needs of our region. Please reach out to me or NVTC Executive Director Kate Mattice should you have questions or concerns.

Best regards,

A handwritten signature in black ink that reads "Matt de Ferranti". The signature is written in a cursive style with a large, stylized 'M' and 'F'.

Matt de Ferranti  
Chair, NVTC WMATA Committee



February 10, 2026

Chair Santos and Members of the Board  
Office of Board Affairs, SECT 2E  
Washington Metropolitan Area Transit Authority  
P.O. Box 44390 Washington, DC 20026-439

RE: Arlington County's Comments on the Proposed Fiscal Year 2027 WMATA Budget

Dear Chair Santos and Members of the Board,

Arlington County wishes to convey comments on the FY 2027 WMATA proposed budget.

As we review the FY2027 Proposed Operating Budget, it is clear that Metro stands at a pivotal crossroads. With gross operating expenses of \$2,740.0 billion, the budget reflects a bold commitment to the Capital Region's economic vitality. However, it also underscores the delicate balance between expanding service and maintaining long-term fiscal sustainability.

Below is an executive assessment of the primary risks and strategic opportunities inherent in this proposal.

**Key Risks:**

Although the budget is balanced, several "cost drivers" require vigilant oversight:

**Fixed Labor Pressures:** Personnel costs account for 71.6% of total spending. With negotiated wage increases of 3–4% and rising pension obligations, your largest expense is effectively locked in, leaving little flexibility for shifts in spending.

**Subsidy Vulnerability:** Your reliance on jurisdictional subsidies is substantial, especially for Metrobus (90.8%) and MetroAccess (97.9%). Any shift in your regional partners' fiscal priorities could create immediate funding gaps.

**Bus Revenue Stagnation:** Despite the rollout of the "Better Bus Network," you project a \$1.6 million decline in bus passenger revenue. Addressing fare evasion is no longer merely a security issue; it is essential to the financial health of our bus service.

**Energy Market Volatility:** Although you have successfully reduced fuel costs for your bus fleet, Metrorail's propulsion and utility expenses are projected to increase by more than 31%. This makes the rail system increasingly sensitive to regional electricity rate hikes.

**Key Opportunities:**



Despite these risks, the FY2027 budget highlights several areas of significant strength:

**The Metrorail Resurgence:** We are seeing a strong recovery in rail ridership, with fare revenue expected to rise 15.5% and parking revenue projected to surge 47.1%. This growth provides the "fuel" needed to implement more frequent weekday and late-night service.

**Efficiency Through Technology:** The systemwide implementation of Automatic Train Operations (ATO) and Automatic Door Operations (ADO) marks a significant leap forward. These investments are key to improving "unit cost efficiency," delivering more service per dollar spent.

**Partnership-Led Growth:** The 56% increase in our Reimbursable Budget shows that jurisdictions are willing to pay for "enhanced" local services. This "pay-to-play" model lets you meet specific community needs (such as the Virginia A25 and A29 routes) without depleting your core operating funds.

**Modernizing Paratransit:** By leveraging the Abilities-Ride program and public-private partnerships, you have a clear path to managing the rising demand for MetroAccess that is both more convenient for customers and less costly for the agency. Given the program's success, it may be time to move beyond the pilot phase and begin charging a fare (perhaps equal to the Metrobus fare).

The FY2027 budget marks a transition from "recovery mode" to "optimization mode." To ensure success, we recommend that the Board focus on two primary levers: aggressive fare stabilization to protect your revenue streams and continued scaling of automated technology to drive operational savings.

By leveraging your strengths in the rail sector and modernizing your approach to bus and paratransit services, you can ensure that Metro remains the backbone of the region's economy.

Sincerely,

*Pierre Holloman*

Pierre Holloman  
Chief of Arlington Transit



Valerie Santos, Chair  
WMATA Board of Directors  
300 7th Street SW  
Washington, DC 20024

February 10, 2026

Re: WMATA Proposed FY2027 Budget

Dear Chair Santos,

On behalf of the Board of Directors of the Alexandria Transit Company (DASH), I appreciate the opportunity to provide feedback on WMATA's proposed FY2027 budget and service changes.

From perspective of DASH, the proposed budget and service adjustments appear generally supportive of continued reliable regional transit service, with limited impacts within our jurisdiction. The improvement to Metrorail Blue Line frequencies are expected to reduce total regional journey times for Alexandria residents across all modes of public transit and is highly welcomed. We appreciate the continued coordination of service between the two agencies to maximize the effectiveness of our taxpayer dollars for our community.

The Board notes that the proposed subsidy share for Alexandria is an 11% increase over the FY26 subsidy, with marginal improvements to service levels. We ask that WMATA continue to find ways to increase its efficiencies of its operations and maximize the leverage of Alexandria's investment into the system. It is imperative that the cost of public transit in this region of many providers remain on par, so that each locality continues to find value in transit locally and regionally. We applaud WMATA's support and advocacy at the State level to build dedicated funding streams to sustain the necessary investments for both WMATA and local systems. We welcome continued efforts to provide mutual support and collaboration as we find ways to fix the transit funding issue.

The Board values WMATA's continued commitment to delivering reliable, convenient, and accessible transit across the region. We likewise share a mutual commitment to pursuing a sustainable funding framework that addresses ongoing service requirements and state of good repair needs. Through continued collaboration, we are confident in our ability to meet the mobility needs of residents, workers, and visitors and to provide meaningful value to the community.

Sincerely,

A handwritten signature in black ink, appearing to be the name of the Chair of the DASH Board of Directors.

Chair, DASH Board of Directors

Metro Hearing #672

Docket B26-01: Proposed 2027–2032 Capital Improvement Plan and  
Federal FY2027 Grant Applications and

Docket B26-02: Proposed FY2027 Operating Budget and Associated  
Service Proposals

Virginia

February 03, 2026

**Welcome: Matt de Ferranti, Hearing Officer**

Good evening, everyone. I'm Metro Board Member Matt de Ferranti and I represent Arlington County as an alternate on the Metro Board of Directors. I also serve on the Arlington Board, so I've got a name tag and a name plate below.

Welcome to Arlington. those who are not Arlington residents. All of you welcome for an opportunity to engage. I'm an alternate on the Metro board of Directors. I'm joined by colleagues on the dais. I don't believe there are any elected officials in the room. I have with me, not Metro board members, but Metro leaders in our Chief Financial Officer, Dave Rickard, and Jennifer Ellison, Metro's Chief Board Affairs Officer. Thank you both so much for being with us this evening.

This is a public hearing on Metro's proposed Fiscal Year 2027 budget and the Fiscal Year 2027 to 2032 Capital Improvement Plan. It's convened by the Metro Board of Directors to gather public comments on two dockets, the descriptions in detail of which I'll read now. Docket B26-01, Metro's proposed Fiscal Year 2027 to 2032 Capital Improvement Program and federal FY2027 grant applications and Docket B26-02, Metro's proposed Fiscal Year 2027 operating budget and associated service proposals.

Notice of this hearing was made by publication in the Washington Post and ads were also placed El Tiempo Latino, the Washington China News, the Korea Times, Washington Afro, Washington Informer, ATREF, and Doi Nye. That was where notice was provided. Information

was also provided via social media and the Transit app. Notice was also made online and sent to all jurisdictions within the Metro Compact area and to area libraries. Signs were placed in all rail stations on buses and MetroAccess vehicles and Metrorail ambassadors provided information in person.

We're looking forward to hearing from everyone who's joined us this evening to provide testimony, particularly coming as some of you have through the cold and the snow. And before we take testimony, we have a brief presentation for Mr. Rickard that provides details on the budget proposal along with proposed changes in service. I always think these are important just to give a little context as you come and share your thoughts with us in this public hearing. So over to you as our chief, new Chief Financial Officer, Mr. Rickard.

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### **Presentation by Dave Rickard, Chief Financial Officer**

Thank you. Good evening, Director de Franti. Those of you who were willing to brave the ice and snow that's still out there to come. My name is Dave Rickard. As you just heard, I'm the executive vice president and Chief Financial Officer of WMATA. Welcome to our public hearing.

We're here to discuss an overview of the FY27 budget and service overview. But more importantly to hear from you, your comments on our proposal. We're not taking questions live but we have teams here to answer questions in the lobby.

Our Strategic Transformation Plan for Metro is focused on three key areas: Service Excellence, Talented Teams, and Financial and Organizational Efficiency. And those are themes that you'll hear throughout the short presentation.

We're being a little cute with the y-axis here, but we've seen significant growth in Metro ridership between FY21 and 26, going from about 81 million riders in 21 to a projected 268 million this year. So significant growth, obviously driven by a number of factors including the end of the pandemic, but also a number of

things that Metro has brought to improve ridership and our offering to the public. Those are gains that we want to build on in the 27 budget and make sure we continue to meet riders where their needs are.

As part of the 27 budget formulation process, we do a projection of ridership and revenue. The context for that this year, on the Metrobus side, we're projecting increases in revenue driven by, new elements like Tap Ride Go, making it easier to pay. On the Metrorail side, in the last few years, we saw very steep growth. We're projecting a leveling off of that but still continued increase in ridership, some of that driven by new service offerings.

I'll talk now about our service optimization plan. I'll just sort of skip to the next slide. I'm trying to go through this quickly. There's significantly more information on this on our [website.com/budget](http://website.com/budget).

The service proposals, the changes are modest. On the Metrobus side, there are about 19 routes where we're looking at making service improvements, whether that's increased hours or increased frequency and so forth. On the Metrorail side, we're making more investments in better all day and late-night service. And then on some of the routes, we're looking at improving weekday rush hour trips. So, a total of about 6% more daily train trips on weekdays.

One of the metrics we use is the number of jobs that are accessible within a 30-minute Metrobus or Metrorail ride. A lot of people obviously take Metrobus or Metrorail or MetroAccess to work. That's something that's gone up 37% since FY2020. Our plan, our projections on the 27 proposed budget is that we can get another 5% increase on that number.

I'll now break down the operating budget summary and then turn to capital. So, on the, when we're building our operating budget plan, we have to incorporate a number of factors. We have bargaining union agreements with our unions that include wage increases. We think we're going to see improvements in efficiency

from some of our automation and other investments that we've made in the past. We also see fairly high MetroAccess cost growth. That's something that's shown a couple year pattern. We're projecting about a 13% increase in the MetroAccess costs.

Like any company, we operate in an economic environment where we have to be sensitive to issues like inflation and energy markets and health care costs. What we can do on the Metro side to minimize the impact of that on riders is continuing to evolve our workforce as we evolve our offering. Leveraging technology, improving and streamlining on the back end wherever we can, doing things to improve energy efficiency to reduce costs and reduce exposure to volatility.

So, this is the detailed operating budget plan that that shows over the past couple years and then the sort of fifth column is our FY27 proposed operating budget. We've also begun providing, so the subsequent two years that's not part of the proposal, it's just to give some visibility into where we see things going forward.

So, our FY27 proposed budget is, as I mentioned, shows modest growth from FY26. And the second to last line there is the jurisdictional contribution and that's the funding that comes from DC, Maryland and Virginia to support the operating budget. That's growing by 3% to that \$1.963 billion number. And on this slide, we have that number again that \$1.963 billion broken out by jurisdiction and by type of service. So, for bus, rail and MetroAccess broken out DC, Maryland, Virginia and then the jurisdictions within those states, what the contribution is for FY27. And again, there's a lot more detail on the website if you're interested.

So, with that, I'll move to the capital plan.

Last year, the WMATA advanced a proposal called DMVMoves, which envisions a capital contribution of \$460 million a year from the jurisdictions above and beyond the current contributions. We've, in the budget document, we've tried to display over a six-year

period what we can do if we get that funding and what we will be doing if we don't get that funding.

So, you can see on here the difference here is that over a six-year period an investment of about \$11.3 billion versus \$15.8 if we do get that additional funding, if that proposal does move forward. There are a couple of key areas I'll highlight tonight where we think that difference is going to impact what, how people interact with the system.

And then I've got a list of all the programs that are impacted by that difference. But I'll start by calling out the 8000 series railcars. Obviously, we need to continue to invest in the rail fleet. Every year, every trend that we have gets one year older. So, we need new ones coming in the front end to maintain a viable average age of our fleet. We do in our six-year plan on our base budget have a plan to acquire about 260 rail cars over that period. But that's not enough to keep our fleet modernized and where it needs to be. So, we have other option periods in that contract that we can only exercise if we get the additional funding.

Another example is rail modernization. We've got some pictures here of what our current system looks like, developed in the 70s and 80s, versus the direction we want to go as far as modernization. Our base budget allows for significant investments in improving rail modernization along the Red Line. But in order to go systemwide, we're going to need that additional funding from jurisdictions over the next six years.

And then here's a list of all the programs. And again, this is laid out in our budget document. There's sort of a high and a low scenario on each of the pages that describes these programs. But it's things like tracks and bridges and buses and really it touches a large part of our budget whether we can live at that higher level. Over the last five years, we've had tremendous success in modernizing the system and we want to keep building on that momentum.

And then I'll just wrap up with, before we turn it over to you with how to provide comments. So, you can go [online.com/budget](http://online.com/budget) and submit comments that way. There's also a mechanism for providing written comments. If you provide written comments, we ask that you please reference FY27 Budget somewhere in that so we can get that routed to the right place and make sure we can be responsive to your comments.

With that, I'll turn it back over to Director de Ferranti.

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### **Testimony Process: Matt de Ferranti, Hearing Officer**

Thank you very much, Mr. Rickard. Before we call witnesses, I want to just give a little bit of a, explain the testimony on the process. And I do feel that your context really helped having been a part of DMVMoves. It was very helpful, to see that referred to and that is certainly relevant.

Process for this evening: We'll begin with speakers who have registered in advance. Please come to the podium and the microphone when I call you to speak. If you need a microphone brought to you, please raise your hand when I call your name and someone will come to you.

There is, a for your awareness, at the podium there is a way to lift the podium and bring it a little lower if you're, depending on your height. When I call up speakers, I'll also note the next two people in the queue so you can be prepared to come forward when it's your turn. If you haven't yet registered and want to speak, please see staff just outside at the registration table. If you've registered in advance, make sure that you've checked in at the registration table to let us know you're here.

You can watch the hearing live online at [wmata.com/budget](http://wmata.com/budget) and the video will be archived on the MetroForward YouTube channel. For the public record to accurately reflect who's providing testimony, I'd ask that you please state your name and any organization you represent before you begin your testimony. Since this hearing is being recorded and will be available on YouTube, please do not

provide any personal information like your address, phone number, or email in your testimony.

We don't have elected officials here this evening, so I'll skip that piece.

You'll hear a beep when you have 15 seconds remaining. That's your cue to sum up any remaining testimony. Extra time will be given for translation if that's needed. We ask that you stay within your time limit because we want to make sure everyone who wants to speak has a chance to be heard and is heard fairly. I also want to note that each speaker is only able to speak once at each hearing.

Finally, I want to take a moment to recognize that this is where we listen to you. This is your opportunity to comment on the proposals and we are here to listen. We will not be able to answer questions during your testimony. Metro staff is here and is available outside to answer questions. Detailed information is also available at [wmata.com/budget](http://wmata.com/budget). Your comments will become part of the public record that will be reviewed by the Metro Board of Directors.

We also have members of the board's two advisory bodies here with us this evening, the Accessibility Advisory Committee and the Riders' Advisory Council who'll be listening to your testimony to help inform their recommendations on this budget.

Changes to the options presented here tonight may be proposed in response to testimony received and subsequent staff analysis.

And now it's time to call the first witness. As a reminder, please tell us your name and any organization you represent before you start speaking.

I believe the first speaker is Cal Simone. Come on up, Mr. Simone.

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## Testimony

### Cal Simone

I am Cal Simone. I'm with the Friends of Bus Transit and hopefully a not too distant future Riders Advisory Council member, I go to all the meetings.

We're focused mainly up in deep Upper Northwest, west of Rock Creek, Ward Four, and that little piece of Ward, Ward Four, the little piece that's west of the park and all of Ward Three.

I have one comment and two questions. I don't know if you can answer questions during this, but the first one is that the new bus plan has people having to take, to transfer buses to take really short trips, the total of which may be a mile and a half. And that's, you list specific lines that you're going to deal with, but there's a coordination and transfer problem that and I guess the budget will allow for that sort of adjustment. That's the first thing.

The second thing is that I have concerns, you'll hear this from some of the other folks in up in Ward Three and Ward Four in the other hearings is about the dedicated funding from the three jurisdictions. And I understand that's not in place because all three of all three jurisdictions are not on board. If there's anything we can do to help that along, you know, like having our council members get involved, that would be good.

And the third one is I have a question, which is I saw you heard you talk about full automation on the Red Line. I thought we were fully automated. If you're talking about doors, that's the only thing that's in between and that might mean putting those barriers in place and things like that.

So, I have more questions that I have than I have comments. So if you I'm in my minute left if you can answer any of those questions that would be good.

## **Closing Remarks: Matt de Ferranti, Hearing Officer**

Thank you for your testimony Mr. Simone. We do have staff out back. We're not in a place where we can answer your questions right from the dais. We're in a listening-only mode for everything, but I will note that there are folks just outside who may be able to help with your two questions and all of your comments will be reviewed and then responded to at the end, once we, not tonight, but at the end once we've collected all the comments. So, I'm sorry that's where we are as far as our process tonight. Really appreciate you coming and sharing your thoughts with us.

**Cal Simone:** You mean they're outside right now?

That's right. There's staff just outside this door, those two doors. If you ask them those questions, they will be able to help. They might not be able to provide every piece to every one of your questions, but they will do their best and then we will collect and respond in full.

**Cal Simone:** All right. Well, thank you for listening.

Thank you, Mr. Simone. Next speaker may or may not be here. They signed in. Thank you. There's a person who signed up. We're not certain if they're here. Is Freder Goodman in the room? So, not seeing Freder Goodman.

I believe that is all the speakers that we have. And I'm told that there's no one else signed up to speak. Is there if there's anyone else present that wants to speak and hasn't already done so, please identify yourself and come to the podium. This is your chance. Going once, twice... Happy to take time if you're interested.

So that was in fact our last speaker which leaves more time for you, Mr. Simone, to quiz the folks who are just outside. And you will get lots of attention uh if you wish, on it.

The hearing is now concluded. I'm grateful to everyone who came, particularly as Mr. Rickard noted, on a cold night and we come, came through the weather.

You're welcome to submit additional written testimony. It must be received by 5 p.m. on Tuesday, February 10th. Testimony can be submitted online at [wmata.com/budget](http://wmata.com/budget). Online, you have the option to complete a survey, write free-form comments, and upload a letter, petition, or other document. You can also mail testimony to Office of Board Affairs WMATA, S.E.C.T Ssection 2E I believe it is, P.O. box 44390 Washington DC 20026-4390. That's if you want to mail your testimony. All testimony must be received by 5 p.m. on February 10th. We encourage everyone to submit comments online if possible.

You also have option to speak at two virtual hearings that will be held tomorrow at noon and Thursday at 6 p.m. Please see staff at the same registration table on your way out if you'd like to participate in any of those hearings. Information on how to register for the remaining hearings can also be found online at [wmata.com/budget](http://wmata.com/budget). If you're planning to attend/speak at a subsequent hearing, I'll note that individuals who haven't provided testimony at prior hearings on these dockets will be given priority to speak.

Thank you again for joining us and taking the time to provide testimony. This is relatively brief. The star of the show has been Mr. Rickard and appreciate the testimony that we heard and all that are here tonight from our two advisory committees as well as Metro staff. With that, barring any indication from anyone that there is objection, we're adjourned.

Metro Hearing #673

Docket B26-01: Proposed 2027-2032 Capital Improvement Plan and  
Federal FY2027 Grant Applications and

Docket B26-02: Proposed FY2027 Operating Budget and Associated  
Service Proposals

Virtual

February 04, 2026

**Welcome: Walter Alcorn, Hearing Officer**

Alright, hello there. I am Walter Alcorn. I am a member of the Metro Board and I represent Vienna or sorry, Virginia on the Metro Board of Directors. So, thanks everybody for joining us. We're doing a virtual hearing today on Metro's proposed FY27 Budget and also the FY27 through 32 Capital Improvement Program.

So, I do have a couple of folks here today. First of all, Metro Senior Vice President of Management and Budget Bob Tuccillo is here and Chief Board Affairs Officer Jennifer Ellison. So, thank you for joining today.

Couple of, a little bit of background on the process. This hearing is convened by the Metro Board of Directors to gather public comment on two dockets. And those dockets are, first of all Docket B26-01 which is Metro's Proposed FY2027 through FY2032 Capital Improvement Program and Federal FY2027 Grant Applications. And the second docket is B26-02, Metro's Proposed FY2026 Operating Budget and Associated Service Proposals. So, I think I did that right.

And also, just as an FYI, notice of this hearing was made by publication in a number of publications including the Washington Post. Ads were also placed in El Tiempo Latino, the Washington China News, the Korea Times, the Washington Afro, Washington Informer, ATREF, and Doi Nye. Information was also provided via social media and in the Transit app. In addition to all that, notice was made online and sent to all jurisdictions within the Metro Compact area and to area libraries.

And if you didn't hear about it that way, you might have heard about this from signs that were placed in all rail stations on buses and MetroAccess vehicles. And Metrorail ambassadors provided information in person.

So, we're looking forward to hearing from everyone who's joined us this afternoon and who wants to provide testimony. But before we go to the testimony, we've got a brief presentation with some additional background information from Mr. Tuccillo that provides details on the budget proposal, along with proposed changes in service. So, Mr. Tuccillo, take it away.

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**Presentation by Bob Tuccillo, Senior Vice President of Management and Budget**

Thank you, Director Alcorn. It's a pleasure to be here. Welcome to the virtual hearing. My name is Bob Tuccillo, Senior Vice President for Management Budget and I'll be sharing with you high-level discussion of the Proposed 2027 budget.

So, if we can go to the next slide. So, this is a slide that shares with you our Strategic Transformation Plan. The Board approved a refresh of the plan in December of last year. It has three goals: Service Excellence, Talented Teams, and Financial and Organizational Efficiency. And it has several other objectives. The proposed budget for 2027 is aligned with all three of the goals that I've outlined here. Next slide, please.

So, this slide is a little bit about how fare and service improvements have helped grow ridership. So going back to Fiscal Year 2021 when bus and rail ridership was 81 million trips, up to our forecast for the end of Fiscal Year 2026 of 268 million trips. That's about a 200% increase. And along the way between (FY)21 and (FY)26 we've had a number of changes that have driven ridership to where we think it will be at the end of this this year. Some of them I'm going to outline here such as opening of new Metro stations on the Silver Line to Dulles and on the Yellow Line in Potomac Yard. Better all-day service, longer weekend hours,

convenient ways to pay, which is one of our more recent changes. Last year we introduced the ability to pay on bus and rail using either a debit card or a major credit card. Reinvesting in service improvements is essential to continuing the growth in ridership. Next slide please.

This slide talks a little bit about the context for our revenue and ridership forecasts. So, to guide our forecasting for 2027, we selected a mid-range scenario, that factors in the discussed bus and rail service changes, expected growth in our U-PASS program for colleges and universities, and stable ridership from the federal sector. On rail, paid ridership has grown rapidly and is now entering a phase of steady growth. The baseline forecast for 2027 is 2.3% overall ridership growth from 2026. On bus, paid ridership and revenue are expected to grow with the recent launch of our Tap.Ride.Go pay system as well as ongoing fare enforcement. Next slide, please.

So, I'll now talk a little bit about some service optimization changes. Next slide.

So, this slide identifies for bus and rail some of the service changes. On bus we can optimize schedules to provide more efficient bus operations. These concepts add capacity to address crowding, improve on-time performance, to address reliability, increase frequencies to improve the customer experience, and enhance the span and coverage of our key routes to be to provide more consistent service that's easier for customers to understand and use. On Metrorail, we can improve our operational efficiency through train length optimization, automatic train operations, providing better all-day and late-night service to improve network usefulness and supporting major destinations with greater service frequency, adding peak capacity to mitigate crowding on the Red, Orange, and Silver lines. MetroAccess service area will remain the same as in 2026. Next slide.

So our goal is to deliver a more useful network to drive continued ridership growth. For bus this takes the form of, for example, improved service on 19 routes which is 15% of the routes on the

bus side. For rail that looks like better all day and late-night service. Better service increases the need, the number of regional jobs accessible within 30 minutes of a rail or bus station by 5% year-over-year. This is an increase of 37% since 2020 and includes the new bus network.

Now I'll go to the next slide and I'll discuss a little bit about our operating budget. Next slide.

So, as we build a budget, we include certain assumptions; those are listed on the left. They include collective bargaining agreements, workforce optimization through modernization efforts, reinvestment of savings from automatic train operations and bus efficiencies into providing additional service and understanding and accounting for the growth in MetroAccess costs. On the right are external factors that could increase costs. Those are things such as inflation, energy markets and pension and health care benefits. We can potentially mitigate these, some of those through evolving our workforce and service delivery by leveraging technology and streamlining processes, and improving energy efficiency through schedule changes and reducing market changes on utilities, fuel and energy by having longer term fixed-price contracts. Next slide please.

So this is a snapshot of our budget starting with 2025 actuals, our 26 budget and 26 forecast. Our 27 budget is right there. And then and then there are two forecasts that we're providing. These are for planning purposes and to give both the Board and the public some idea of where revenue and costs might be in the future. And this is the first time that we're providing a two-year forecast in the operating budget. Next slide, please.

This is the proposed operating subsidy by both mode and by jurisdiction. The total here is \$1.963 billion and as you can see those are the representative shares by each of the jurisdictions by mode. Next slide please.

So now I'll turn to the Capital Improvement Program for the six-year period of 2027 to 2032. Next slide.

So, due to uncertainty about future funding, we prepared two six-year capital budget scenarios. One on the left prepares for a future in which Metro does not receive new, additional regional funding. This scenario totals \$11.3 billion covering periods of Fiscal Years 27 to 32. On the right is scenario two which, to advance more critical work. It would anticipate additional new regional funding of \$460 million which was recommended by the DMV Moves Task Force. Next slide please.

So, two of the most critical investments impacting the capital program in the near future are 8000 series railcars, and what we call rail modernization. Next slide, please.

So, starting with 8000 series rail cars, one of the investments is to purchase 256 rail cars at a cost of \$95 million. They are being built at a new Hitachi facility in Hagerstown, Maryland. The 8000 series contract has several options to allow us to purchase additional railcars. Without the additional regional investment of 460 million in scenario 2, Metro will not be able to execute beyond the base order, and the resources would then be redirected to other investments. Purchasing fewer rail cars could impact our revenue service, as we must keep older rail cars in service leading to poor efficiency and reliability. A smaller, older fleet also reduces flexibility and capacity. So, we must decide, making a decision about option one in December of 2026, and option two and beyond by June of 2027. Next slide please.

The other example I'm going to give you is what we call rail modernization, where we're looking to incrementally invest in upgrading the rail system starting with the Red Line. As many of you know, the red line was the first line built back in the 1970s. We're planning to replace the legacy system with communication-based train control technology and to begin installation of some platform screen doors at some Red Line stations. The estimated cost is \$900 to one-and-a half billion of which \$1 billion is included in scenario one. We're also working to advance some additional federal funding to help support the rail modernization program. Next slide, please.

So, the additional 460 million investment. These are some examples of what we could do if the additional funding is provided. I won't go through all of them, but obviously you can see there's a lot of work that could be done with an additional \$460 million annually, indexed and bondable. Next slide, please.

So, written comments must be received by 5 pm on Tuesday, February 10th. You can submit them online at [www.wmata.com/budget](http://www.wmata.com/budget) or you can submit them using the address online if you're... Please reference the FY27 budget in the subject line so your mail will be received and directed appropriately.

And with that I'll turn it back over to Director Alcorn.

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### **Testimony Process: Walter Alcorn, Hearing Officer**

Thank you very much, Bob. Appreciate that. That's important information and helpful background. Before we go forward, I do need to correct one error that I made whenever I announced the second docket. And some of you may have already caught this, but, this is docket B26-02, Metro's proposed FY2027 Operating Budget and Associated Service Proposals. I accidentally said 2026. The years go by, but we are now looking at 2027.

So, I do have a little bit more info I need to share before we start with testimony.

So, I'll just go through the process a little bit more for this afternoon. So, for this hearing, we have people that are going to be joining us both by phone and by video.

If you're joining by video, please keep your camera off and mute your microphone until I call on you.

If you're listening on and you're going to participate by phone, you can press star five. That's star five to raise your hand to indicate that you want to speak. So, we'll call on you using the last four digits of your telephone number whenever it's your turn to speak. So, if you're watching this hearing live and you decide you want to provide testimony, you can call (206)899-2028. And

after calling in, enter meeting code and here's the number 906-459-640 pound. So, once you're in the meeting, if you'd like to provide comments, you can press star five, which will let us know you want to speak. We'll call you on you using the last four digits of your phone, your phone number when it's your turn. So, you'll be called on using those last four digits of your phone number when it's your turn.

You can also watch the hearing live online at this website. It's [www.wmata.com/budget](http://www.wmata.com/budget) and the video will be archived on the MetroForward YouTube channel.

So, if you're watching the live hearing on a different device, please make sure to mute the device so that there's not any duplication or feedback that will come through. You'll be able to listen to the hearing while you wait in the phone queue.

So, for the public to record, for the public record to accurately reflect who's providing testimony, I'd ask that when you get ready to speak that you, please state your name and any organization you represent before starting your testimony. So, state your name and any organization you're representing at the beginning. Since this hearing is being recorded and will be available on YouTube, please do not provide any personal information like address, phone number or email address in your testimony.

So, elected officials will be allowed five minutes and everyone else will be allowed three minutes each. So, five minutes for public officials and three minutes for everyone else. Extra time will be given for translation if needed. And we would ask that you stay within your time because we want to make sure that everyone who wants to speak has a chance to be heard today.

I'll also note that each speaker is only available to speak once. While you may have the opportunity to be placed back in the speakers' queue, we cannot accept any additional testimony at this hearing once you've already spoken.

So, now we're finally to the point where we are going to be listening to you. This is your opportunity to comment on these proposals, on the budget, on the CIP and we are here to listen. We will not be able to answer questions during testimony. This is not an iterative process during this forum. But your comments will become part of the public record that will be viewed by me and other members of the Metro Board of Directors. So, changes to the options presented today may be proposed in response to testimony received and subsequent staff analysis.

So, now it's time to call the first witness. As a reminder, please tell us your name and any organization you're representing before speaking.

And Jose, I believe you are on point for calling speakers.

**José Reyes, Board Program Manager:** Yes. Thank you. We actually have three speakers that pre-registered. So, thank you very much. And I'm just going to go to the first. We have ANC Commissioner Mr. Travis Swanson. So if you could please unmute and turn on our camera. Welcome.

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## **Testimony**

### **Mr. Travis Swanson - ANC Commissioner**

Hi, welcome. And good afternoon, Director Alcorn and members of the Coard. Thank you for this opportunity to testify and I apologize for the bad lighting in this room. It is just always like this every time I'm on video. Well, my name is Travis Swanson and I have the honor of serving as ANC commissioner for 7B03, representing the Randall Highlands Community in Ward 7 east of the river, the Anacostia River in Washington DC, as well as serving as the chair of ANC 7B for the last year.

Prior to becoming chair last year, I served as the chair of ANC 7B's transportation committee, during which time our commission weighed in at several points on the Better Bus planning and feedback process. Throughout that work, we have consistently

appreciated WMATA's willingness to engage with the community and to make route adjustments in response to resident feedback.

In ANC 7B, we don't have direct access to Metrorail. There are no Metrorail stations within our commission. We are, however, served by 13 different Metrobus routes, which means that every transit rider in our community is a bus rider. So, bus service is not supplemental for us, it is foundational.

So, we are encouraged to see that in this proposed budget, frequency improvements along route C35 on Branch Avenue, which does come through our area. At the same time last year ANC 7B unanimously passed resolution 7B-25-03 requesting several targeted service adjustments in our area. So, we continue to believe that these recommendations are budget neutral and would meaningfully improve access, reliability, and equity for residents of ANC 7B.

So, I'd like to walk through, briefly, some of these requests that we have and hoping that we can maybe get them incorporated into this budget or future planning processes.

So, first, Route C37. In July of 2025, following resident complaints, Route C37 moved off of 41st Street, which it used to use to cut from Southern Avenue to Alabama Avenue and just stayed on Southern Avenue the entire time. While this did address one issue, it created another. The route is now too far for several residents to walk to in the, from the Fort Davis community to reasonably get to the bus stops on Southern Avenue. We believe a better alternative would be that this bus still use, still cut up from Southern Avenue to Alabama Avenue, but use Massachusetts Avenue in between the two instead to keep more residents within reasonable walking distance.

Route C35, which I was just talking about. We love the increased frequency, but we requested additional bus stops on Branch Avenue specifically at O Street and Randle Circle to reduce long gaps in between.

Route C31, we are requesting an additional stop on South Capitol Street, westbound at Potomac Avenue and eastbound at Q Street to give ANC 7B residents, easier access to major entertainment destinations, including Nationals Park and Audi Field.

Route C23, we are asking that southbound stops be added on Alabama Avenue at Q Street and R Street to mirror the existing, to mirror the existing northbound stops.

And then our biggest request, our service request that we are asking for our most significant one is that we still believe can be achieved without additional operating costs is we have a long-standing request for a direct bus route connecting 7B to Union Station the busiest transit hub in the city.

During the better bus planning process ANC7B did formally request the creation of an additional bus to fill this gap for regional connectivity. WMATA replied, and ANC 7B understands that creating a new route is not financially feasible at this time and we do appreciate WMATA's transparency about those constraints.

As a result, rather than continuing to push for new service, our resolution requested a modification to existing route D1X to fill this demand. Today, reaching Union Station from our community requires a transfer to another bus that runs only every 30 minutes, creating a significant barrier for users.

So, we are requesting that the bus actually turn off of Pennsylvania Avenue, go up Second Street, and then go up Massachusetts Avenue around, you know, Columbus Circle, creating that connection, and then use E Street and Ninth Street to get back down to Archives. So, this would actually create a better connectivity to Union Station for residents of Wards 7, 6 and 2.

And then lastly, I just want to highlight a significant funding opportunity. In 2022, the DC Council unanimously passed the Metro for DC Act, which aimed to establish a \$100 monthly subsidy automatically added to SmartTrip Cards for DC residents. If fully

implemented, this program would add an estimated \$9.3 million of reliable revenue funding to Metro's budget.

So, we I would strongly encourage WMATA to continue working closely with DOT and the district to negotiate and advance and fully implement this legislation. Doing so would be mutually beneficial, improving affordability and access for District residents while providing meaningful recurring revenue source for WMATA.

In closing, these requests reflect years of community feedback in ANC 7B careful and careful planning. They prioritize equity, connectivity, and rider experience while remaining fiscally responsible.

Thank you again for your time and consideration. And I will also submit these comments in written form so you can look at them closer. I know I described a bus route change that you probably didn't follow because I had to get through it quickly, but welcome any questions and like I said, I will submit this in written form as well. Thank you.

**Walter Alcorn:** Thank you very much, Commissioner Swanson and nice job staying right at five minutes. That was good. Okay, so now let's hear from the next speaker.

**José Reyes:** Yep. Next speaker is ANC chair, apologize if I mess up, Trupti Patel. You can please unmute and turn on your camera.

**Trupti Patel - Chair ANC 2A**

You did a good job on my name, so thank you. I appreciate it. Let me go ahead and go to my testimony.

Good afternoon, chair and members of the Board. Thank you for this opportunity to testify. My name is Trupti Patel and I am a fourth-term Advisory Neighborhood Commissioner representing Single Member District 2A03 and I am the chairperson of ANC-2A which includes Foggy Bottom, the West End, and the George Washington University area. Our community includes residents, students, and workers and

visitors, many of whom rely on WMATA for daily transportation, including late night and early morning travel.

I want to begin by acknowledging WMATA's recent progress. Service reliability has improved, headways have been reduced, and fares have remained stable during a period of economic uncertainty. These improvements matter, especially for service sector and hospitality workers who depend on predictable transit outside of traditional peak hours. We appreciate WMATA's effort in the FY2027 proposed budget to maintain fare stability while funding service improvements.

That said, stability must be matched with outcomes riders actually experience. ANC-2A residents heavily, rely heavily on Metrobus service for short trips, connections to Metro Rail, and access to jobs, healthcare, and education. As WMATA continues the implementation of the Better Bus Network, it is essential that redesigns deliver measurable improvements in frequency, reliability, and connectivity, particularly during midday, evening, and weekend periods.

ANC-2A actively participated in the Better Bus Network planning process and understands that the redesign was informed by post-pandemic ridership data and an equity framework. However, the impacts in our community have been mixed. In Foggy Bottom, some heavily used routes were replaced, resulting in longer walking distance for riders and unintended neighborhood effects.

Through previously adopted ANC 2A resolutions, we successfully urged WMATA to extend the former D74 and D12, now the D10, to the Kennedy Center and restore stops along 23rd Street Northwest. These changes reduced walking times by as much as 30 minutes for some riders, particularly seniors, workers, and people with disabilities. This project, this progress shows the value of community feedback, but it also underscores the need for ongoing post-implementation review.

I also need to raise a serious operational concern as ANC-2A has received repeated complaints about WMATA buses on the C85 and D10

routes staging and idling overnight, typically between midnight and 5:00 a.m. at or near New Hampshire Avenue and 24th Street Northwest, a residential area. This prolonged overnight idling has caused significant noise, sleep disruption, and potential health and air quality impacts for nearby residents.

We are calling on WMATA to immediately stop using residential areas for overnight staging, to identify appropriate non-residential alternatives, and to enforce idling mitigation measures, including engine shut off protocols and time limits.

Equity must remain central to WMATA's investment decisions. While proposed Metrorail frequency improvements are welcome, bus service remains the primary mode of transportation for many in our community. Metrobus investments must be prioritized alongside rail, not treated as a secondary.

And finally, I want to convey resident concerns about the visible presence of the National Guard and ICE agents at the Metrorail stations. Many residents report that this level of enforcement does not increase their sense of safety and may undermine rider trust, particularly among immigrant communities and service workers who depend on transit daily.

In closing, ANC 2A urges WMATA to conduct a post-implementation review of the Better Bus Network within our area, to respond in writing regarding overnight bus staging practices, and we urge the District to continue strong oversight while protecting funding for the public transit.

Thank you for your time and consideration.

**Walter Alcorn:** Thank you very much, Chair Patel. Let's keep going with our next speaker.

**José Reyes:** Yep. So, Mr. Nash, you are up. Mr. James Nash, if you can turn on your camera and unmute yourself and you have three minutes. Be sure to unmute. No, you're muted, sir.

**Walter Alcorn:** Yeah. While he's looking at that, I know some of us struggle with Teams every once in a while.

**James Nash**

Yeah. Can you hear me now? There we go. Yes, you can hear me now. Okay. I'm sorry for that.

All right. I'm James Nash and I am a member of the Chevy Chase Community Association Transportation Committee. I am not speaking for that organization, however. I am also a member of Friends of Bus Transit, which is a bus transit group here in Chevy Chase and I am speaking on behalf of them

And I want to begin by thanking WMATA for working with us during the Better Bus process. They did listen to us, and as a result of our work together and their listening to community feedback, we got the C83 bus a new line which partially replaced the old E6 and we're very grateful for that. It restored service to a good portion of our area.

Which again as I say we have no Metro service here. We are totally dependent on buses. So, thank you for that.

Now that said I want to make a couple of points about the C83. It runs currently every half hour and I would, but we all would like it to run more frequently, than every half hour. I understand there are budget constraints.

A second problem is it is often not stopping in the Knollwood Retirement Community. We do not know why that is. We've called attention to this to WMATA supervisors, but last I heard the problem is ongoing. So please stop at Knollwood that's a retirement community and many people there are dependent on the bus.

Then finally two larger kind of big picture points that I'd like to make. I understand that WMATA needs to make tough decisions with limited resources. I wish that we could get dedicated funding. I know WMATA is working on it and I am too through Councilmembers, but you even in your presentation you show how it's hard for you

to plan because you don't have dedicated funding and you're subject to political vicissitudes. This is no way to run a railroad or a bus service. And with global warming, it just seems to me unconscionable.

And then finally, when you so I we need a bigger pie, but when it comes to dividing up that pie, I would urge you not to look only at ridership. Our ridership is the reason usually given for cuts to bus service in our neighborhood. I do understand you need to look at that, but we should, I believe not penalize people who are dependent on public transit simply because many people here are car addicts. Many of us are not. We need good bus service and since we have no Metro it's a question of regional equity that you maintain bus service here even if our ridership doesn't always meet your goals. We need to have a bus service that serves everybody and a public transit system that serves everybody.

Okay. Thanks for your time. And my time is up. So, bye-bye.

**Walter Alcorn:** Thank you very much Mr. Nash. Appreciate your comments. Okay. And do we have other speakers?

**José Reyes:** We have one person on the phone with their hand raised. Phone number ending in 8560. I'm going to unmute. Okay. Welcome. You can unmute yourself.

**Ancel Torres**

Hello. Hello. Okay.

Thank you so much for this opportunity. My name is Ancil Torres. I'm a blind resident of Silver Spring, Maryland, and I use MetroAccess extensively. I want to say that I am extremely satisfied with the level of service that I am receiving now. Not so much because of the ADA buses but because of the Abilities Ride Program that makes it possible for people to be picked up with taxis or Uber or such. So that, so for me it's working well.

However, my concern here today with this budget is the transparency on accounting for paratransit money in the WMATA budget. Lots of

money is raised and I think this year you're asking for \$200 million. That's a very big number.

And I believe that because of using Abilities Ride providers which is so much cheaper, I don't understand how that number got up there when it was way be below 200,000. And the per trip cost has gone from \$150 per trip to \$63 a trip. There's something weird with those numbers and there is not much detail provided on how this is broken down.

I, and friends of mine are uncomfortable with that. I have asked for transparency on paratransit Abilities Ride service and I have essentially been told to go to pound sand or have been given very vague answers.

So, I would like to have this issue addressed because I am concerned. So, while the service is working for me quite well right now, I am very skeptical about the funding and how it is calculated and the transparency that this august body that runs the service claims to represent for WMATA and the public.

We have a right to know, and I am asking publicly here for better transparency, more transparency and if you need more details, I can send you details of exactly what I want because I don't understand I don't understand how the calculation is done and I am very concerned about it.

Thank you very much. Ancil Torres. I represent the Torres Foundation for the Blind here in the Washington DC metro area. Thank you.

**Walter Alcorn:** Thank you very much Mr. Torres appreciate your comments today.

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**Closing Remarks: Walter Alcorn, Hearing Officer**

Okay, let's see is there anyone else in line to speak?

**José Reyes:** That was our last speaker.

Okay. And I just want to remind folks if you are on the phone and you want to get in the queue and you have not spoken yet, press star five to be put into the queue.

So, all right, if there are no other speakers, let's just wait a moment.

**José Reyes:** No other callers have dialed in.

**Walter Alcorn:** Oh, no other callers have dialed in.

Okay. All right. Well, if that's the case, then we have heard all the speakers that signed up or showed up to speak today. So, at this point, then I will conclude this hearing.

This hearing is now concluded, but this is not your last opportunity to submit input on this budget and CIP. You're welcome to submit additional written testimony. It does need to be received by 5 pm on Tuesday, February 10th. Testimony can also be submitted online if you go to [wmata.com/budget](http://wmata.com/budget). And online you have, and or write free form comments and you could also upload a letter, petition or any other document that you'd like to submit.

You can also mail testimony the old-fashioned way to the Office of Board Affairs WMATA and that's SECT 2E, that's part of the address that's PO Box 44390, Washington DC and the zip is 20026-4390.

And again, we do have a deadline. All testimony must be received by 5 p.m. on February 10th. We encourage everyone to submit comments online if possible.

So, thank you all again for joining us and for taking the time today to provide testimony. We very much appreciate it. Okay, thanks all.

Spanish	English
<p>He vivido en Maryland, DC y en Virginia. He usado el transporte público por años Y es muy notable que solamente en Virginia el transporte casi siempre el bus o llega antes de la hora fijada en la aplicación, después o no llega. Y eso afecta mucho a los que usamos el transporte público. No es nada confiable.</p>	<p>I have lived in Maryland, D.C., and Virginia. I have used public transportation for years, and it is very noticeable that only in Virginia the bus, almost without exception, either arrives before the time scheduled in the app, arrives late, or does not show up at all. And this significantly affects those of us who use public transportation. It is not reliable at all.</p>
<p>Quieren aumentar el precio del transporte cuando los cambios que hicieron de reducir paradas no está bueno no sirvió de nada todo queda más lejos?</p>	<p>They want to increase the transport fare even when the changes they made, reducing the number of stops, is not good, it was useless, everything is further away?</p>
<p>Todos son unos arrogantes sin educación deberían de cambiar el personal por uno más amable ino arrogantes por que uno como pasajero paga su pasaje</p>	<p>They are all arrogant and uneducated; they should replace the staff with people who are kinder rather than arrogant, because, as passengers, we pay for our tickets.</p>
<p>Sobre las opciones que muestra 6 minutos luego tardan 15 minutos teniendo que hacer más puntal</p>	<p>Regarding the options that initially show 6 minutes, then it takes them 15 minutes, meaning they have to be more punctual.</p>
<p>Esto es terrible demasiado caro y aún piensan subirle y los sueldos no suben deberían bajarle al pasaje del tren</p>	<p>This is terrible, it is way too expensive, and they are even planning to raise the fare, and wages are not going up, they should lower the train fare instead.</p>
<p>Debería haber transporte más tarde en la noche los domingos</p>	<p>There should be transportation later at night on Sundays.</p>

<p>Bueno tal vez ya han mencionado esto el precio del del pasaje oh también si pueden hacer una tarjeta para viajar comprarla y viajar en el autobús y metro casi estilo como una tarjeta de banco porque aveces uno pierde dinero el las machinas y algunas ocasiones uno no puede recuperar su dinero y con una tarjeta estilo banco pienso que se puede hacer un reclamo más fácil. Gracias</p>	<p>Well, perhaps this has already been mentioned, the fare price, or whether it is possible to get a travel card to purchase one and travel on the bus and metro, that functions almost like a bank card, because sometimes people lose money in the machines, and on occasions, we are unable to recover the money and with a bank-style card, I think it would be much easier to file a claim. Thank you.</p>
<p>Limpieza en los autobuses más ah menudo</p>	<p>More frequent cleaning on buses</p>
<p>Todo se ve de parecer solo observación los mecanismos de cobro deben ser seguros y con personal capacitado en lo personal he perdido dinero q la maquinas no reconocen en la tarjeta y el personal q me ha tocado a echo i diferencia .Al reclamó por lo demás si de.mejoras se trata es bueno</p>	<p>Everything seems to be only for observation [Sic], the payment mechanisms need to be secure and staffed by trained personnel, personally, I have lost money that the machines failed to recognize in the card, and the staff members I encountered have made the difference. Aside from these issues, if this is about improvements, it is good.</p>
<p>Es un buen servicio gracias por prindarnos un buen servicio</p>	<p>It is a good service. Thank you for providing us with good service.</p>
<p>Buen Trabajo del metrobús m70</p>	<p>Good job by the M70 Metrobus.</p>
<p>Todo bien</p>	<p>All good</p>

<p>P85 P88 QUE TRABAJE EN DOMINGO O UN METRO BUS QUE CUBRA ALLENTOWN RD DONDE ESTÁ LA ESCUELA SUPU</p>	<p>P85 P88 THAT WORK ON SUNDAYS OR A METROBUS TO COVER ALLENTOWN RD, WHERE THE SUPU SCHOOL IS AT</p>
<p>Incrementar un bus firecto hasta meyro center ...</p>	<p>Add a direct bus to Metro Center...</p>
<p>El cambio de la ruta l8 del pasado afecto el traslado de muchas personas incluyéndome a mi alargando mi tiempo de traslado en mas de 1 hora</p>	<p>The past change to Route l8 affected the commute of many people, myself included, extending my travel time by more than 1 hour</p>
<p>Que operen mas tarde la Ruta P24</p>	<p>Have Route P24 operate later</p>
<p>Que pasen más seguido y que los chóferes sean amables</p>	<p>Come by more often and that the drivers are friendly</p>
<p>Bueno el metro siempre a sido un excelente servicio porque siempre está a tiempo</p>	<p>Well, metro has always been an excellent service because it is always on time</p>

Es mu bueno trasporte	It is very good transportation
Un mejor servicio para los trabajadores y yegando temprano a nuestros labores gracias	A better service for the workers, and arriving early to our jobs, thank you
Subirá la tarifa de metro para los clientes	The metro fare will increase for customers
Muchas gracias es importante compartir con el público usuario sus inquietudes con preguntas relacionadas al transporte	Thank you very much, it is important to share with the public users their concerns with questions regarding transportation

# Appendix B: Analysis of Customer Feedback on Proposals

# FY 2027 Budget – Customer Feedback on Proposals



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

Washington Metropolitan Area Transit Authority  
3/6/2027

# Background

## Public Feedback on FY2027 Fare and Service Proposals

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- The Washington Metropolitan Area Transit Authority (WMATA) Office of Customer Research, in collaboration with the Budget Project Team and the Customer Experience & Engagement team, gathered feedback from Metrorail and Metrobus customers through an online survey on service changes included in the FY2027 Proposed Budget.
- The survey was conducted from **January 17, 2026, to February 10, 2026**. A total of **1,136 respondents** provided feedback on at least one proposal, including **109 responses submitted through the Spanish-language version** of the survey.
- The survey collected feedback on proposed changes related to Metrorail service, Metrobus service, Capital and Operating Budget items, and rail modernization projects.
- **Fare and MetroAccess proposals were not included in this round of the budget survey because:**
  - Metro fares, parking fees, and bike locker fees remained at **FY2026 levels** in the **FY2027 Proposed Budget**.
  - The MetroAccess service area also remained **unchanged from FY2026**, with no planned modifications.

# Executive Summary of Public Feedback from Customer Survey

The survey received 1,136 responses. For each budget proposal, respondents answered three questions: 1) "Are you in favor of the proposal?" 2) "Would this proposal affect your likelihood of using Metro?" and 3) "Please explain your answer." Below is a summary of the "Yes" versus "No" responses on support for the proposal, impact on usage, and key benefits and concerns summarized from open-ended replies.

## **Budget Proposals**

**Operating budget** – 96% of respondents supported the \$2.7 billion operating budget for FY2027, which funds five key priorities: bus schedule adjustments, continued upgrades to the Better Bus Network, Metrorail improvements to increase service frequency, operational efficiencies such as train automation and optimized train length, and maintaining fares at FY2026 levels.

**Capital Budget** – 95% of respondents supported the proposed FY2027 capital budget of \$2.1 billion, part of a six-year Capital Improvement Program totaling \$13.5 billion. The program funds six major investment areas: railcars and rail facilities; rail systems (including steps toward full automation); track and structures; stations and passenger facilities; buses, bus facilities, and paratransit; and operations and bus support.

- Support was slightly lower among non-white and low-income respondents (91%–92%), as well as among Maryland riders (90%).

## **Fare Proposals and MetroAccess Service Proposals**

No proposals regarding fares or MetroAccess service were considered this cycle; the FY2027 Proposed Budget keeps Metro fares, parking, and bike locker fees at FY2026 levels, and leaves the MetroAccess service area unchanged.

# Executive Summary of Public Feedback from Customer Survey

The survey received 1,136 responses. For each budget proposal, respondents answered three questions: 1) "Are you in favor of the proposal?" 2) "Would this proposal affect your likelihood of using Metro?" and 3) "Please explain your answer." Below is a summary of the "Yes" versus "No" responses on support for the proposal, impact on usage, and key benefits and concerns summarized from open-ended replies.

## **Metrorail Service Proposals**

### **More Frequent Trains on the Orange, Silver and Blue Lines (Weekdays) : Yes- 95%, No- 5%**

66% of riders—and 78% of low-income riders—said this would make them use Metro more.

Key Benefits: Shorter waits and better headways reduce crowding, improve reliability, and simplify transfers.

Concerns: Two minutes feels minor, with worries about potential increase to cover costs of increased service and neglecting other lines.

### **More Frequent Late-Night Service on the Red Line: Yes- 96%, No- 4%.**

73% of rides – and 82% of DC based riders – said this would make them use Metro more

Key Benefits: Shorter late-night waits improve safety, transfers, and reliability, encouraging Metro over rideshare.

Concerns: Benefits may not justify costs given low ridership during this time. Resources might be better used extending hours, weekends, or other lines.

### **More Peak-Hour Trains on the Orange, Silver, and Blue Lines: Yes- 92%, No- 8%.**

57% of riders said this would make them use Metro more—including 64% of nonwhite riders, 74% of low-income riders, and 66% of Virginia residents.

Key Benefits: More peak-hour trains reduce crowding and wait times, improving reliability during busiest commutes.

Concerns: Eliminating Silver short trips may lengthen journeys. One-hour window seems narrow.

# Executive Summary of Public Feedback from Customer Survey

The survey received 1,136 responses. For each budget proposal, respondents answered three questions: 1) "Are you in favor of the proposal?" 2) "Would this proposal affect your likelihood of using Metro?" and 3) "Please explain your answer." Below is a summary of the "Yes" versus "No" responses on support for the proposal, impact on usage, and key benefits and concerns summarized from open-ended replies.

## Metrobus Service Proposals

- **P97 – Serve the Birchwood Neighborhood and Add Weekend Service:** Yes- 83%, No- 17%.
  - 37% of all riders—but 73% of P97/P93 riders—said this change would make them use Metro more.
  - Likelihood to ride more was also higher among nonwhite riders (52%) and low-income riders (56%).
- **P93 – End Route at Eastover Shopping Center :** Yes- 72%, No- 28%.
  - 30% of all riders said this change would make them use Metro more.
  - Reported likelihood to ride more was higher among nonwhite riders (43%), Maryland residents (37%) and Low-income riders (42%).
- **P97/P93 Trade Off:** Support- 73%, Against- 27%.
  - **Key Benefits :**
    - Direct access to Oxon Hill Park & Ride, Tanger Outlets, National Harbor.
    - Fewer stops shorten trips to Southern Avenue and improve schedule adherence.
    - Simpler routing reduces confusion and potential for missed stops or wrong buses.
    - Added weekend service expands access for retail, hospitality, and shift workers.
    - One-seat rides cut transfers, making trips faster and more comfortable for families.
  - **Concerns:**
    - Weekend 50-minute frequency is unacceptable; riders fear long waits in weather.
    - Reduced Southern Avenue coverage complicates rail connections and essential destinations.
    - Fewer stops increase walking distance, disproportionately affecting seniors and disabled riders.
    - Longer routes risk delays and reliability issues without additional buses or operators.
    - Equity concerns about Southeastern suburbs receiving slower service than DC and Virginia.
    - Riders want prior baseline frequency to judge trade-offs and net time savings.

# Executive Summary of Public Feedback from Customer Survey

The survey received 1,136 responses. For each budget proposal, respondents answered three questions: 1) "Are you in favor of the proposal?" 2) "Would this proposal affect your likelihood of using Metro?" and 3) "Please explain your answer." Below is a summary of the "Yes" versus "No" responses on support for the proposal, impact on usage, and key benefits and concerns summarized from open-ended replies.

## **Metrobus Service Proposals**

- **D24 – Increase service to every 20 minutes (outside rush-hour):** Yes- 100%, No- 0%.
- **D72 – Extend service to Van Ness–UDC:** Yes- 96%, No- 4%.
- **D4X – Increase weekday frequency (10-minute service most of the day):** Yes- 99%, No- 1%.
- **D6X – Extend weekend service span to midnight:** Yes- 99%, No- 1%.
- **C35 – Extend all weekday service to Naylor Road:** Yes- 95%, No- 5%.
- **C57 – Start service earlier on weekdays (6 a.m.):** Yes- 100%, No- 0%.
- **C63 – Extend service to Georgia Ave–Petworth Station (implemented):** Yes- 91%, No- 9%.
- **C91 – Increase service to every 20 minutes (most times):** Yes- 100%, No- 0%.
- **C43 – Improve frequency to every 30 minutes:** Yes- 96%, No- 4%.

# Executive Summary of Public Feedback from Customer Survey

The survey received 1,136 responses. For each budget proposal, respondents answered three questions: 1) "Are you in favor of the proposal?" 2) "Would this proposal affect your likelihood of using Metro?" and 3) "Please explain your answer." Below is a summary of the "Yes" versus "No" responses on support for the proposal, impact on usage, and key benefits and concerns summarized from open-ended replies.

## Metrobus Service Proposals

- **M12 – Extend all weekday peak trips to Hyattsville Crossing:** Yes- 98%, No- 2%.
- **M60 – Improve afternoon frequency (every 10 minutes, 3:30–5:30 pm):** Yes- 100%, No- 0%.
- **M60 – Improve late-night frequency (every 20 minutes, 9 pm–12 am):** Yes- 100%, No- 0%.
- **M70 – Improve late-night service (every 20 minutes, 9–11 pm):** Yes- 100%, No- 0%.
- **P12 – Increase weekday peak frequency (every 30 minutes):** Yes- 93%, No- 7%.
  - Support was slightly higher among non low-income respondents (100%)
  - 71% of all riders—but 92% of non low-income riders—said this change would make them use Metro more.
- **A49 – Start weekday service earlier (+two-way peak trips):** Yes- 97%, No- 3%.
- **A76 – Increase peak service to every 15 minutes (peak direction):** Yes- 93%, No- 3%.
- **Add New A6X Express Bus Service (Dunn Loring – Pentagon – Crystal City):** Yes- 95%, No- 5%.
  - 58% of all riders—but 66% of nonwhite respondents and 71% if low-income respondents —said this change would make them use Metro more.
- **Add New F2X Express Bus Service (Tysons/Falls Church – Seven Corners – Mark Center – W. Alexandria):** Yes- 94%, No- 6%.

# Executive Summary of Public Feedback from Customer Survey

The survey received 1,136 responses. For each budget proposal, respondents answered three questions: 1) "Are you in favor of the proposal?" 2) "Would this proposal affect your likelihood of using Metro?" and 3) "Please explain your answer." Below is a summary of the "Yes" versus "No" responses on support for the proposal, impact on usage, and key benefits and concerns summarized from open-ended replies.

## Rail Automation

- **Red Line Modernization: Fully automated trains** : Support- 82%, Against- 18%.
  - **Key Benefits:**
    - Automated operations reduce human error, improving safety and operational consistency.
    - Increases reliability, even spacing, and throughput; delivers faster, more frequent service.
  - **Concerns:**
    - Riders want human presence for emergencies, unusual situations, and reassurance.
    - Doubts about outages, costs, priorities, and whether automation meets promises.
- **Platform screen doors (systemwide):** Support- 82%, Against- 18%.
  - **Key Benefits:**
    - Prevents falls and track intrusions, improving rider and worker safety.
    - Reduces door-holding and trespass delays, improving reliability, spacing, and throughput.
    - Enables future automated operations and predictable boarding locations, supporting higher frequencies.
  - **Concerns:**
    - High capital and operating costs; funding tradeoffs versus other system priorities.
    - Maintenance risks; additional mechanical failures could disrupt service.
    - Potential station aesthetic impacts and construction disruptions during installation phases.

# Demographics and Weighting



# Survey Sample

## Overall Survey Demographics

		% (Weighted)	% (Unweighted)
<b>Race and Ethnicity</b>	African American or Black	24%	17%
	White (not Latino)	32%	48%
	Latino	31%	24%
	Asian	7%	6%
	Other / Mixed Race	7%	5%
<b>Income</b>	Less than \$30,000	30%	15%
	\$30,000 to \$99,999	30%	32%
	\$100,000 to \$199,999	25%	34%
	\$200,000 or more	15%	19%
<b>Low Income *</b>	Yes	37%	19%
	No	64%	81%
<b>Has access to a car</b>	Yes	53%	56%
<b>Gender</b>	Male	57%	58%
	Female	43%	42%
<b>Where they live</b>	DC	42%	40%
	MD	38%	32%
	VA	21%	28%
<b>Where they work</b>	DC	58%	56%
	MD	25%	22%
	VA	17%	22%
<b>Federal Employee</b>	Yes	16%	18%
<b>Age</b>	Under 18	6%	4%
	18-24	17%	15%
	25-34	27%	30%
	35-44	17%	18%
	45-54	13%	12%
	55-64	12%	12%
	65 OR OLDER	9%	7%

- \* Low income is now determined using the Federal Poverty Guidelines, which take into account both family/household size and household income.
- Larger households typically require higher incomes to cover basic needs like housing, food, and healthcare. As the number of dependents in a household grows, so does the financial burden.
- Here's the threshold for low income in the DMV region.

Persons in Family/Household	200 Percent of Poverty Guidelines
1	\$30,120
2	\$40,880
3	\$51,640
4	\$62,400
5	\$73,160
6	\$83,920
7	\$94,680

# Weighting

## All Survey Responses Weighted to Match System Demographics

Weights were applied based on the 2022-2023 Rail and 2024 Bus passenger surveys to align the survey demographics with actual ridership, adjusting for factors like poverty level, race, and jurisdiction.

This process **increases the representation of African American/Black, Latino and low-income riders**, who are underrepresented in the raw data, while **decreasing the proportion of White (non-Latino) and higher-income respondents**, who are overrepresented in the raw data.

## **Appendix C: Written Comments for the Proposed Additional Bus Service Improvements in Washington, DC**

**Written Comments for the Proposed Additional Bus Service Improvements in Washington, DC**

Please start running the C63 earlier. I understand not having early service at 4:30, but having to wait until 6:15 for the bus to service 26th & Franklin or walk five blocks past dangerous houses to the main road is stressful and makes us late for work. It's especially frustrating when the P10 and P40 don't show up, are super crowded because they're late, and the drivers purposely poke along because they find it funny to watch passengers run for the train and even miss it. I work in Chantilly, VA and rely on the silver line. My commute is two hours and I have no other choice but to use Metro because I am an epileptic. Moving the C63 to 5am will be very helpful (and safer) for myself and my sister.

Comments from Friends of Bus Transit (FoBus)—Chevy Chase DC to WMATA Board of Directors/Department of Planning on Proposed Additional Bus Service Improvements in Washington, DC, April 6, 2026 On behalf of Friends of Bus Transit (FoBus)—Chevy Chase DC, we submit the following comments on WMATA's proposed DC bus service changes. D70: Chevy Chase Circle to Farragut Square • Support: We fully endorse the proposed 24-hour service to support late-night users and shift workers. • Request: We urge WMATA to implement 10-minute peak headways to make the D70 a viable alternative to driving for downtown commuters. While the C81, C83, and C85 routes are not currently slated for modifications, addressing their service levels is essential to meeting the evolving transit needs of our community. C83: Friendship Heights to Barnaby Woods • Weekday Request: Current 30-minute intervals discourage ridership; we request increased frequency, during morning and evening rush hours, to better sync with Metrorail and the D70 line. • Weekend Request: We urge a move to 30-minute midday frequency and a formal review of the C83's weekend reliability. Current service on weekends is affected by inconsistent arrivals and missed trips that must be resolved. C85: Pinehurst Circle to Foggy Bottom • Request: Since the transition from the M4, gaps remain. We request expanded frequency to better serve students and residents commuting to Tenleytown and Foggy Bottom. C81: Military Road (Sibley Hospital-Fort Totten) • Request: We recommend relocating or adding a C81 bus stop in closer proximity to the Tenleytown Metro Station entrance. This adjustment will enhance accessibility and facilitate more efficient transfers between bus and rail for all passengers. Rider Safety Safety is the foundation of a functional transit system. We call on WMATA to promptly address concerns regarding passenger conduct on routes like the D70, as well as security at bus stops and shelters. Unless passengers feel secure, the system risks eroding ridership as passengers will inevitably seek alternative transportation. Thank you for considering the needs of the Chevy Chase DC, Barnaby Woods, and Hawthorne communities. Friends of Bus Transit—Chevy Chase (FoBus)

Please do a better job during a snow storm to clear out bus stops, at a minimum at the main, busiest stops, for those with mobility issues (wheelchairs, walkers and scooters) and for families with children in strollers.

The 74 downtown route is not helpful and it's a pain to get a bus if you're near DuPont now

The recent changes to bus service in Chevy Chase DC have made it significantly harder for people living on upper Utah Ave to get to a metro station at any time other than rush hour (when the C85 runs to Tenleytown station). At other times, our only choice is to either take the C83 northbound and ride it for 45 minutes to get to Friendship Heights, or walk to Nebraska Ave and catch a south/west bound C83 -- a journey that all told also takes 45 minutes. In addition, my daughter cannot get home from J-R High School on the days when she gets out early (2pm), as there is no bus from Tenleytown to Utah Ave until at least 3:30. We used to have the M4 running all day to Tenleytown (a 20 minute journey), so our service has been degraded in a big way. Please remedy this, ideally by running the C85 all day

is there a type of public transit bus that has the space to accommodate Modern baby carriages

This regards comments for the D32 bus route. The community really needs a bus route and bike route that runs east west along road island all the way to Georgetown. It is less than 2.0 miles and yet it now takes an hour on public transit. I have tried every possible combination of public transit (bus + metro, bus + walking, walking + metro, bus + bus). I work 2 miles away and used to take the bus to commute and got off at foggy bottom, then Farragut north. And took 30 mins. Now that have to change it takes 45-1 hour. Which is not acceptable. So this disaster bus rerouting means i now must use the car to commute. I live 2.0 miles away. Disaster for those that are so close and pay significant taxes.

Would like to have a place on website for general comments on whatever subject. Maybe a place to vent but at least you will hear people's thoughts about things.

1) Please add a stop on the C81 closer to the Tenley Metro. I ask this for both east and westbound service.2) Please increase C83 service on the weekends so it is not only once per hour. More frequent service on this line during weekday rush hours is also desired. 3) Please decide whether the C83 will use McKinley Street between Nebraska and Nevada or not. If the route will use Nevada instead, you need to add bus stops between McKinley Street and Broad Branch, along Nevada.

I would like to bring your attention to the lack of transit between Connecticut Avenue NW (Farragut North) and 17th Street NW (Farragut West) stations toward 19th Street NW and Virginia Avenue NW. The only bus that services this area is the F19 AM Rush hour bus. The F19 bus comes into the District from Mt. Vernon, VA The cost for this bus is \$4.80. This cost for this bus is \$4.80. Should you transfer from a District Bus which cost \$2.25, another \$2.55 is collected. After 9:30am, this particular section of town has no immediate transit service other than walking or catching a taxi or Uber/Lyft. It would be of a HUGH SERVICE if the D72, Mt. Pleasant route could be adjusted/extended to cover this area as it was covered by the 42/43 routes before the transition to the new routes. It's unfair to DC residents to have to pay the extra fares to ride within the District and still be nowhere near their transfer point. The F19 bus is also unreliable as to whether or not is coming or detoured, I have waited up to 45 minutes pass the scheduled arrival time for the bus to reach 18th Street NW and E Street NW, in order to get to Madison and H Streets in order to walk up to 15th Street and I streets to get a D24. There is definitely a need for re-evaluation of this route. Also, several of the drivers on this route has opted not to stop at some stops in the district if nobody is not getting off the bus.

D74: Many students ride this route from the redline west to schools like Washington Latin Cooper campus and others. The bus does not run frequently enough before or after school to accommodate the number of kids and allow them to get to and from school in a timely manner. This route should be running every 10 minutes before and after school. C81: Many students ride this route from the east side of the park to schools like St. Johns and others. The bus does not run frequently enough before or after school to accommodate the number of kids and allow them to get to and from school in a timely manner. This route should be running every 10 minutes before and after school.

<p>I'm glad to see that you're willing to make adjustments to the wholesale new routes that were created last year, but there are still many places where bus stop adjustments are needed. There's no clear way to make that request. I was on the task force initiated by my ward councilmember when the Better Bus routes were being discussed, and I asked council staff if they could help, but they said that they are not able to get anyone from WMATA to speak with them. I have tried to contact my representatives on the WMATA board, but they are not responsive either. How can we request a bus stop be moved if it's not in a good place? How can we ask for stops to be removed if they are redundant?</p>
<p>Please bring back the old Circulator route from Dupont Circle to Georgetown via M Street NW and return via L street. There is a large GW Medical facility on that route (2300 M), with no public transportation available.</p>
<p>Please bring back the old Circulator route from Dupont Circle to Georgetown via M Street NW and return via L street. There is a large GW Medical facility on that route (2300 M), with no public transportation available.</p>
<p>I live in North Cleveland Park near the Van Ness Metro station. I find it difficult to get to Georgetown now that the Circulator bus route has been discontinued. I used to take it to and from the Dupont Circle Metro stop. The Wisconsin Avenue buses are rather far to walk to and the K Street buses run infrequently. There is a DMV office in Georgetown but it's easier to go to the one on the Metro in Northeast.</p>
<p>Bring back 2 stops at Congress Park for the C29</p>
<p>Since Metro started the new routes, it is increasing difficult to get to one bus stop to the other. The stops are too far apart. For example, the stop key to bus riders near Howard University Hospital has been eliminated. The stop right in front of a major non profit, Bread for the City, has been eliminated. The D4 bus that should to run front 13th Street, near Franklin Square to Ivy City has been eliminated. The C71 does not take it place. In order to shop at stores like MOM and Targets you have to ride down several streets and stand in front of a cemetery. It is dark and scary at night. The routes of the C71 is too long for people who want to go to this area. Bring back the D4. I don't experience any advantages in most of the new routes.</p>
<p>Please extend the D70 bus northward along Connecticut Ave into Maryland. The turnaround could be at Chevy Chase Lake.</p>
<p>I used D72 for the first time and the WMATA site said it would take me from Dupont Circle to Tilden. But it didn't! I ended up stranded near Adams Morgan. The driver kindly told me how to take 2 more buses (!) to get to where I wanted to go. Please be sure your on-line guidance is accurate. I really rely on it. But overall, I'm really liking the changes to D70 and I love the WMATA app.</p>
<p>Please bring back the L2 route. The D70 North should turn onto Columbia Rd, take a left onto Calvert St, and rejoin Connecticut Ave in Woodley Park.</p>
<p>How will operator availability be addressed? For example, the D70 currently is meant to run every 20 minutes, the same headway listed in the proposed changes, but in practice it frequently runs only once an hour even during peak times (particularly the northbound D70). It has a massive impact on my daily commute and is incredibly frustrating. I frequently (unwillingly) walk home for over 50 minutes without seeing even one D70 pass me at 4 PM on a Tuesday. I love 24 hour service as a concept but we don't even have daytime service right now. It's equally frustrating that I can walk 3 straight miles and never be passed by the C53, and then three will arrive back-to-back in the space of 5 minutes. Something has gone wrong with headways. For more minor wishlist comments, please consider adding a route connecting Columbia Heights to Woodley Park, Neither metro nor bus services this route and it's a 35+ minute walk to some of the only grocery stores in the area. More connections to L'Enfant from NW would also help a lot.</p>
<p>I think there should be more frequency buses on C23 route along with the frequency C21 route. I see two-three C21 before C23.</p>
<p>Please bring back the 3Y. Alternatives do not meet the need. My commute time increased 3-4x since this removal.</p>
<p>The Prince Georges County Transit is the only one on the Marlow Heights Center bus stop number #3927 take over old WMATA route, I think we need new wmata bus stop #3927 with more bus stops along with The bus route P86.</p>
<p>Van Ness D72 needs to run all day. All day bus from Van Ness to Wisconsin Ave needs to be added back</p>
<p>Metro's biggest concern is the 75-80 percent of riders who never pay fares. Proposing service changes is folly when these and all other DC Metro bus routes collect a fraction of the money necessary to pay Metro drivers and put gas in the tank. Why Metro caters to these repeat offenders, many of whom act like entitled jerks on the bus and also loudly Facetime on their \$1,500 smart phones, is outrageous. Not to mention fiscally irresponsible. Don't believe me? Look at bus security camera footage. I'll make it easy for you: Start with the D40 and then the C75.</p>
<p>Metro needs to enforce fare payment for certain bus routes and metro stations. Routes and buses are being minimized because because the majority of the riders are not required to pay their fare causing the powers that be to believe that not many people use the route. When in fact, too many people use the route, they are just not paying their fare and they get away with it. As a DC native, this is highly unacceptable because when I was growing up here, the bus driver could make you get off the bus if you didn't pay your fare and if you didn't get off, they wouldn't move the bus until you got off.</p>
<p>Please do make the proposed changes for bus lines D70, D72, AND D74. These lines are the main lines that connect Adams Morgan where I live to other neighborhoods. The service has been spotty at best on these lines, so upgrades and more frequent service would be VERY WELCOME</p>
<p>I've been a resident of Ward 8 for almost 10yrs. I am a federal worker. I live on S. Capital Street where I had access to 3 different bus lines which made commuting very easy. Since the change of schedule, I went from the convenience of accessing 3 buses to now 1 bus per 30 mins. WHAT A TRAVESTY!! I've GOTTEN TO WORK EITHER way late or too early. Not to mention I have to walk almost 6 blocks to my workspace. I ride the C11 to Lefant Plaza in the mornings. The afternoon bus is even worse. I have to wait at least 30mins after work to catch the bus home. But now I've resorted to driving to the closest Metro Station. I've incurred so many parking tickets during this time that I've discovered its cheaper to pay a month's fare on Metro than to receive \$100 once a week. I'm LIVID at the inconvenience this stressful change has caused.</p>
<p>The D72, D74, and D90 have been an absolute mess this year. Those are the only busses I can take to work and they are extremely unreliable. The D74 is supposed to run every 20-25 min and sometimes has over 50 min between buses during peak commuting times. Same with the d72; 3 will come back to back and then none for 25 min. Plus with the closures and detours at DuPont is is extremely inconvenient to get there via these routes now. The D90, which is the only option for those of us commuting up mass ave, does not show up for scheduled buses several times a week. Specifically the 8:27 bus, and in the evenings I do not think the 5:20 bus has come more than a handful of times since June. The schedule does not reflect the actual service and makes it impossible to plan.</p>

<p>I am submitting a formal dissent regarding the proposed D32 route change. While I understand the intent behind the re-routing, the current approach does not sufficiently address potential impacts to service continuity, stakeholder alignment, and operational efficiency. Specifically, there are outstanding concerns related to implementation timing, communication clarity, and downstream effects that warrant further evaluation. That said, I plan to vote in favor of the C63 route change due to extensive noise and ground condition considerations, which make this adjustment necessary and beneficial.</p>
<p>D32 comes up and down 31st Place NE extremely too much. We are constantly bombarded with noise from buses with little to no riders. There is absolutely no reasons for this many D32 buses. They literally are back to back (not exaggerating)</p>
<p>I realized the rec cut configuration was to help speed up bus service. But in adequate attention was given to residential neighborhoods. I am 82. I need to carry my groceries from my local supermarket to my home via bus. Remember, please that it rains and snows. And the wind blows. I am carrying 20 pounds worth of groceries. In short, the distances between bus stops has grown too large and Columbia Road.</p>
<p>there need to be metro supervisors in the SE area so that bus drivers aren't so comfortable with driving past working/paying customers on their way to and from work, I work for the government, I have an enabled smartrip to travel and I travel between the hours of 12-9pm Sun- Thurs from 18th and Savannah to Congress heights station and most buses just past me at the bus stop because I'm the only one there at that time and there may be another coming but I have to get to work all for them to be just rushing to sit at the station that I'm going to. Its bad customer service and they pick up people who don't even pay and ride them around all day and night. It gets to a point.</p>
<p>Please re-establish the C37 Bus Stop at Bass PL SE and 53rd ST SE.</p>
<p>Please consider reverting to the old system, or at least parts of it that made more sense. Get rid of buses that only run during rush hour. Bring back crosstown service to Mt. Pleasant. Stop having buses blow past with no passengers with huge lead times during busy parts of the day.</p>
<p>Make the M6X run weekends New Route: P3X(express to the P30)</p>
<p>What proposed changes? This survey is badly created. If you select the want to leave comments option, no information about the proposed changes is provided until you click the next option. We cannot provide information here until we know what we are commenting on. This is a badly designed survey - just like service being provided.</p>
<p>My commute to work in the morning feels functionally similar to the way it used to. I live in Palisades, and I usually take the D94 toward Gallery Place around 6:30 AM and then one of the D80s up Wisconsin Ave to get to Tenleytown. If there was a C85 early enough in the morning, I would love to be able to take one bus toward Tenleytown. To whatever extent buses can be staggered up Wisconsin Ave, this would also help my commute. Sometimes it seems like the D80 is coming in 19 minutes and the D82 is coming in 21 minutes, and it feels like it would be more effective if they were spaced 10 minutes apart instead of bunched together. Finally, metro should think about frequency as it relates to school hours—the buses can get really crowded with teens at certain times of day.</p>
<p>PLEASE add more frequent service on the D50 line. It's an extremely popular corridor, and going from two routes every 15 minutes to one route every 20 just doesn't make sense. A 20-minute service is functionally useless on a high-traffic corridor like 14th street - forces you to be 20 minutes early or 15 minutes late for things in many cases. Every 10 or at least 15 minute service is critical on that line, and the existence of the D5X doesn't solve the problem for the many local stops.</p>
<p>Metro has changed about 550+ stops. Removing stops. Creating more cross-town bus lines which has made the waits longer. Although it takes you to more territories of DC, it needs more buses on the lines. To cut the wait time from 45 minutes to an hour wait. However, if people don't pay; revenue does not come in Metro's bank accounts to cover the cost. What a catch 22. The removing of so many bus stops- it really is a huge walk on these huge blocks in DC, concerning the seniors, elderly, and handicap customers. There was probably a reason for buses not to have to stop every other block, but it is a terrible inconvenience for the customer. In the proposed service changes - do you have a plan to have more transit police, DC police, or National Guards to state payment is required before seating? The connection of buses in some locations of the city is wonderful and some are the pits. I do know some deals with having enough drivers to meet the timely connections. I thank Metro so much for the service and I know change does have to happen.</p>
<p>There should be a bus line that connects from Connecticut to Wisconsin Ave. There is no connection and a ride that should 10-15 mins is taking 1hr with two bus lines</p>
<p>I am very disappointed at the Maryland improvements will be delayed. This is unfair to the community of commuters into Washington and residents of Maryland who rely on WMATA just as much as people in D.C. as well as Virginia. I see no compelling reason for this favoritism. This will harm communities of more than a million people when budgetary constraints do not justify this. I urge WMATA to reconsider.</p>
<p>If more frequent service could be provided for the C81, that would be fantastic. This is an essential route for those commuting from the red line. A closer stop to the red line would be extremely appreciated, as well as the buses arriving on time more often.</p>
<p>Please run the A49 bus in both directions in the AM and PM. Also, the big bus for D80 service during rush hour would be great. It is frequently very crowded.</p>
<p>The Route D80 needs dedicated bus lanes on major stretches. Travelling from Tenleytown to Georgetown can take upwards of 30 minutes for such a short distance. Also the stop spacing could be improved as stops are much too close to each other, slowing speeds further. More Buses could also be upgraded with LCD wayfinding/next-stop screens as seen in New York and Boston. The current models are incredibly dated and make navigation confusing.</p>
<p>Help more</p>
<p>I do not like the changes that Metro are making. The routes are much longer and it has combined several routes to make one ride. My ride is extremely longer and the buses do not run as frequently.</p>
<p>Please increase the frequency of C81, which is a very useful crosstown route. Many people need access from the Brightwood neighborhood to go east to Fort Totten for transit connectivity, or to go westward to Georgetown for hospital or school access.</p>
<p>Since the change last summer C11 is one of the only routes to serve S Capitol in ward 8. Multiple times during the morning commute the bus will pass my stop (capitol and Atlantic) because it's already too full, and that's nearly 3 miles to the next major transit point which is Anacostia station. S Capitol either needs more routes connecting it to Anacostia or the C11 needs to run more frequently in the morning.</p>
<p>With increases of gas prices, public transit is increasingly more essential. It would be great to have more affordable passes, that reflect the realities of hybrid working - for example, I commute 4 days a week on Metro, but to make a pass break even, I'd need to commute 5 days a week.</p>

<p>Very excited about adding service to Edgewood on the D36. My neighbors are struggling to get to previous D8 destinations. I would also like to strongly urge Metro to reconsider how the G8 route was adjusted into other routes that don't go down Rhode Island Avenue. Edgewood and Brentwood have strong historical ties to the North Cap corridor and Bloomingdale. Many of my neighbors use the Shaw Library, connect to work via the Green/Yellow Line, and many of our nearest businesses as the crow flies are at 1st and Rhode Island NW. Seniors and families with kids were excited about using the new MacMillan space. There's now no easy way to navigate the hill between Bloomingdale and Edgewood, which is too steep for most seniors and kids. Instead, the better bus routes go south and get stuck in New York Avenue traffic during rush hour.</p>
<p>I've been riding from Glover Park to Dupont Circle for 16 years now. Service has never been this bad. I can no longer rely on the bus to be on time for work. D2 was a well functioning line. It was a mistake to eliminate it and convert it to D96. D96 is supposed to be every 20min but often times due to the much longer route and other issues the time in between each bus is longer. There have been days when I waited 30-35min at my bus stop #1001821. I want to take the bus. I want to share a public ride with fellow commuters. But I also don't want to tell my boss so often that "I'm sorry I'm late again". Please do something to improve the service for the former D2 line. Please make it reliable.</p>
<p>The drivers need to be trained to be considerate of people time, they just are not regular with the timings for ex the morning peak hours timings around 8:40am from Massachusetts Avenue and Wisconsin Avenue and 5:40 pm and 6pm timings from Massachusetts Avenue and 15th street are so not consistent for D-90 bus and the service is so poor and drivers even skip the bus stops, so this route really needs to be taken care of, specially an evening driver who wears glasses and has a moustache, he will not even be considerate to open the door when bus is just right across the signal on 15th, this is not great and have not been having great experience till now</p>
<p>U need to make buses safer. Bus drivers do not enforce bus fare so mentally unhealthy homeless men get on bus without a problem and then go berserk and it's threatening. Also I was on a bus with a literal crackhead smoking crack- so everyone on bus inhaled crack. How do u think this happened? Also the fabric bus seats are disgusting and nasty and rarely look clean if they ever are. Also buses sometimes never show up and the app acts like I "missed" it.</p>
<p>D36 back to Edgewood Street NE &amp;, Franklin St NE to WHC very helpful. However, please do the C63 thing at the Hospital, like the D8 used to be: WHC Bus Circle to VAMC, then layover at Rehab stop. Then, WHC Bus Circle back to Franklin St, etc. Also, if you Really want to be Senior Friendly (ADA), many of us can't do steps very well. So, please find a way to go INTO the RIA Station Bus Bays. We Need Access to the Red Line and Giant, stores, DMV, etc.</p>
<p>The old 63 bus used to go from Takoma to downtown. You got rid of the bus instead the now C75 goes from Takoma Metro station to Georgia Avenue Metro Station. That was downgrade and a problem for Petworth Brightwood residents. We lost our bus to go downtown. Furthermore if you're going to get rid of the bus, why don't you make the C75 run more often? Many times the bus doesn't show up and it takes 20 minutes to come. That's unacceptable.</p>
<p>Change the routes back. Whom ever made the changes its not working. You have to catch a bus 3 blocks from your house and to get back 5 blocks to walk.</p>
<p>The main thing I would like to say is to have the double bus for the C21 route, especially during rush hour.</p>
<p>The changes implemented in June 2025 were the worst, most unexplainable thing I have ever experienced in a bus system. The elimination of routes and stops were bound to reduce ridership. Do you ever consult a team of people who actually ride the bus before/during on the type of changes made? Many stops with the bus shelters (I heard they cost a million each to install) were abandoned for the next or subsequent stop with no bus waiting shelter. And changing all the names of the bus routes? I hope that whole team has found other assignments. With Mayor Bowser leaving, gladly, finally, I hope the bus and train system can get back to what it was before her administration.</p>
<p>I disagree with the recent changes because they have not been effective and have not worked since they were implemented. As a rider, I am being charged rush hour fares but am not receiving the level of service that should come with those charges. Buses are not running according to the scheduled times, which creates delays and inconvenience for passengers who rely on timely transportation. If changes are going to be made, I strongly urge that buses run more frequently during rush hour periods to better meet rider demand and justify the increased cost.</p>
<p>Overall, I think the changes in 2025 didn't have a negative impact on my usual routes. But it also didn't improve the two things that were already negative, before the changes. One of them is the frequency of the D90 bus (which several Embassy employees use), and the other is the general frequency of buses on Sundays</p>
<p>One thing I still wish Metro would address is transfer times to spur routes, especially during non-peak hours. I work nights near the D44 and D40/X; I live between the D40/X and the C75. On nights when the D44 is the "next" bus for me, I will often arrive at Georgia &amp; New Hampshire having just missed a C75, which means an 18-20 minute wait for the next C75 (especially if the D40 is delayed). I've never understood why spur routes like the C75 aren't timed so that they depart a few minutes after the arrival of the connecting trunk route, instead of (seemingly invariably) departing just before the trunk gets there. This seems like it would be a simple fix, but it's never addressed.</p>
<p>Clumping remains an issue (see attachment showing M70) with buses sitting at depot until a run time but then not keeping up with their schedule. Prefer if ran them when their available or adjust on fly. Yesterday I took the red line from Silver Spring to Bethesda then walked 0.33mi before the M70 bus from Silver Spring could catch up. It was close, but I waited about 5 minutes to watch it drive by the CVS just to see how far behind it got because it had to sit for 20 minutes at depot first.</p>
<p>Joint letter from Advisory Neighborhood Commissioners for 5E03 and 5E04 on proposed service changes and recommendations for the D32 bus route and efficiency.</p>
<p>Comments from Friends of Bus Transit (FoBus)—Chevy Chase DC to WMATA Board of Directors/Department of Planning on Proposed Additional Bus Service Improvements in Washington, DC</p>
<p>Copy of complaint sent to WMATA at the start of the new design bus routes.</p>

Hi, I have taken the bus in the DC area for the last four years. Currently, I take the D2x bus from Union Station or H St and 8th or the 57 from Florida down to Capitol Heights. This is just a glance at the delays we deal with in the very cold and snowy or rainy weather. Often, drivers are maybe new and miss stops and passengers are telling them to stop. The 57 from Florida towards Capitol Heights is also unreliable in the mornings. The D2x and D20 are often very full in the mornings, and with the removal of the H St, Street Car I imagine this will only increase. I don't know all of the priorities in the city, but additional services on that route is greatly needed I think the community will be underrepresented in having that heard. The 57 leaving Capitol Heights for the 4pm ish departure is often missing but listed on the WMATA site as active. I think a physical bus stop cover at the D2x/57 in front of elementary school Stokes and Maya high school could be greatly beneficial to the community as well. The most consistent service I have with the bus is on the 53 route from about 3rd St NE heading towards Florida Ave into Shaw. I don't know if it's possible, but could scanning the metro cards to pay create some sort of real-time ETA connection to give updates on bus location and arrival. Not a priority, but a bus from around Echostage back into NoMa could also be a great service because it is unsafe to walk that path alone after 12am - 4am when concerts are typically ending. Even if it just ran on Friday and Saturdays. I think this offering could get a certain demographic comfortable with using the bus and could help increase bus usage in day-to-day life as well.

M70 evening clumping and no buses in second half. At on one ALL of the buses were before Bethesda with nothing running on second half. Bus was packed by Silver Spring.

I'd love the D20 to be a little bit more frequent during peak rush hour times

Please run the C63 earlier than 6a and please stop making changes to purposely disenfranchise black residents.

Love everything the new Metro is doing

These proposals are supposedly data driven, as was the BBNR planning process, but the data is never shared. If transparency is the goal, share the numbers behind the proposals.

Would love more service in Virginia too, especially on the A58--what does Arlington need to do to convince metro we need more buses?

Add them all!

More service especially more reliable and more frequent service is always appreciated.

What we really need is more frequent service for the D70, not overnight service, Thanks for asking! Let's get it done.

While the C81, C83 and C85 routes are not currently slated for modifications, addressing their service levels is essential to meeting the evolving transit needs of our community. I personally love the C83 weekend service, yeah to WMATA to making this change, but I would like to see its frequency expanded as once every hour make it a less desirable option.

A lot of DC residents rely on these buses and would benefit from increased frequency. I would love to see increased frequency for the D70 and the C61, and I wish you still had a route that went from Connecticut Ave by the zoo directly to the intersection of 18th and Columbia in Adams Morgan! I would take the bus a lot more. Please bring that back.

I ride this route (and the 5X) regularly and I am still seeing the same massive levels of fare evasion that I saw immediately after the pandemic. I understand that the drivers can't police this (after all, they're busy driving), but I have seen no evidence that anyone else from WMATA is even attempting to enforce payment in person.

Even people in CC DC need good bus service. Not all of us have cars or can drive when we need to get places, including to school and the metro. The new pattern has made a bad situation (infrequent service, and only on weekdays) much worse. First the E6 was eliminated, and now we only have reasonable metro access during rush hour.

Please expand weekday service from 7 am to 8 pm of the C83 bus so it comes every 20 minutes instead of every 30 minutes--the predecessor route (E4) was every 20 minutes. Our family cannot take the bus to and from work and school as much because of how infrequently it comes now. D74 is a busy and popular route, please consider implementing proposed changes! Thank you.

In addition to the routes mentioned above, I would like to ask for your consideration considering there is no transportation available from the Connecticut Avenue Farragut North Station to 19th Street and Virginia Avenue NW/Potomac Park Region other than the F19 AM. The D96 does not come anywhere close to Farragut North station or the McPheerson Station allowing for a connection to the D24 bus line. Please adjust this oversight. I am able walk but due to back issues unable to walk long distances and therefore hopeful you can adjust the routes so that myself and others with similar problems have a less stressful time getting to and from work. Thank you.

It would be better if more people paid the fair on the bus. Some non-paying riders don't pay and take the seats of those who need them.

Metro is not planning changes to the C83 (the route I most use), but one very big issue with it is the absence of drivers. On a weekend, this can mean NO service at all.

Please increase morning service on the d70! Thank you!

You MUST make it safer to ride the buses. Criminals and insane people have made riding the bus dangerous.

More inclusive routes are better for all.

I would also like to note I believe the D72 extension to Van Ness should offer non-peak/weekend service. On weekends, there is no bus service to cross Rock Creek -- except for the C61 route which entirely bypasses around the perimeter of Mt. Pleasant and is not well accessible to those who live in Mt. Pleasant / northern Columbia Heights (nor for those who would like to arrive along the Mt. Pleasant main street). Because there are so few points to cross Rock Creek via bus between Military Rd NW and Harvard St NW - any improvements (even going a few blocks north to Park Rd NW) offers significantly improved connectivity. Utilizing Harvard St NW as the route for the C61 between 16th St NW & Connecticut Ave NW (and accordingly as the only viable way to cross Rock Creek on weekends) severely reduces feasibility for bus riders as an entire side of this road is bordered by Rock Creek Park / the Zoo, as opposed to having the route go \*through\* Mt. Pleasant like the D72 where there are residents/businesses on either side of the route who can benefit from proximity. Making the D72 extension part of the route's regular service would have a great impact in reliving these issues and would greatly help connecting the communities on either side of Rock Creek.

Please see what you can do to prevent 2 or more buses arriving at a stop simultaneously. When 2 buses pull away from a bus stop, a rider misses both of them!.

I'm often on the D50 bus between 9 PM and 11 PM. The service on the D50 is very undependable at that time. There are times that on the board it shows a 40 minute wait. I hope you can do better.

I support any increases in frequency or expansions of service times.

I would love to see reliability improvements on the D80 and other routes that run on Wisconsin Ave, specifically to prevent bunching.

H STREET Needs more service.

More routes regarding used to be D14 in MD to provide more services with P87.
I absolutely love the D74 route and support anything that makes it more frequent and more reliable.
C51; C53; D70, D80, D96 would all benefit from more frequent busses. I've had to wait 30+ minutes for them to come.
we need the d80 to operate articulated busses because half the time the bus is too full and the the next ones after it and you need to increase service on the c51, c61 and d60 drastically because I was in the c61 and their was one I 6 min and another in 321 min and I have proof it you ever want to see it also you either need to have the c51 not come every 60 min in rush hour and if you keep it that way then you need to lable it as 60 min frequency or better and need to make the d60 show up on the app instead of saying no bus arrival at this time even though it is 24 hour service
Please also look at adjusting the schedule for the D94 - particularly on weekdays at rush hour when the traffic means that the bus is completely off schedule. I've been complaining about this for months.
I use D70 but only daytime and evenings before midnight
Please do something about people not paying to ride.
Unfortunately, as with all district bus routes, the already-considerable number of bus riders who ride without paying a fare appears to have increased significantly. Counting riders when the paid fare is the means of determining how many actually use a bus route, is (and always will be) a flawed methodology. At Metro turnstiles, one cannot enter without paying (Or, jumping the turnstile); designing and implementing a payment entry mechanism for buses, requiring payment before riding, might be the needed fix to the problem.
C61, Brookland to Tenleytown. At Connecticut Avenue and Porter Street, please move the EASTBOUND stop back to its old location on the east side of Connecticut Avenue. When the stop is on the east side, the street is wider and traffic can continue to flow around the bus while it is stopped. In its current location, traffic must, or should, stop and wait while the bus lands/unloads. Thank you
I'm so glad you are expanding bus frequency. Please also increase the frequency of the D80 on weekends. On Sundays the D80 is as crowded as during weekday rush hour with people having to squeeze in to stand. It is a popular route and it would be very helpful to have more D80 buses run on weekends. Thank you.
These changes do not address the issues on bus service in my area. I'd like to see changes made to get from Cathedral Heights to Farragut Square without going to a metro station for one stop or walking away from my destination to catch a connecting bus. Service here is worse now than before.
I am not familiar with any of the buses where you suggested improvements. Please see the ones that I suggested in my comments. The C71 does not run frequently enough. We need more bus stops--eliminating the stops has not improved services. There are many buses that go to Union Station and they sit for a long time. I think this is the C90. People are really concerned and confused by the new routes. Again, the stops are too far apart.
I wish the C85 northbound started running earlier in the morning.
Please increase the frequency of the D96 route!
I was surprised not to see 7-day service and non-peak service for the D72 on this list. If that bus ran every day I would take it all the time — but as is, I never consider it an option because I simply can't keep track of when it runs. I suspect that ridership might look low for that reason— when in reality consistent service could make that a very important route. Specifically, it fills a hole in the network for getting efficiently from NW Connecticut ave to Adams Morgan, which used to be quite easy on the L2.
I appreciate you all sending out this survey, and I hope all of our thoughts will enable you all to expand and accelerate hiring bus operators so that bus frequencies can increase across the whole network. With increased frequencies, we can take cars off the road and increase capacity on the roads, and residents in the DC area can rely on sustainable and more budget-friendly was of getting around the region for work, appointments, and leisure.
Your adjustments make me proud of DC.
Please Increase service on D90 to every 10 or 15 minutes between 7 AM and 10 PM
There is a perception of unsafely on the D70, even during the day. Perhaps security is necessary to combat this. Thank you.
More busses! I ride the train a lot but the busses are so critical for reaching farther places or getting somewhere late at night.
Van Ness is wasting away as a neighborhood, no retail development, housing prices going down, which is a pity for an in-town metro stop. The "better bus" plan destroyed access to and from that station going crosstown to connect to Wisconsin on the west and 14th, 16th, and 18th streets on the east. We need the old L2 route and service schedule restored instead of the D70 and we need the old H2 route and service schedule restored.
I want the busses to be safer by addressing some of the bad behavior of riders on busses on the Connecticut Avenue corridor.
Please extend D72 bus service to Connecticut Ave/Veazey Terrace beyond rush hour. I would frequently take it to the end of the line many evenings.
C81 needs more service particularly at school time/rush hour. It's extremely full and typically late. Or having another northern crosstown bus like the E2 (I think that was the old route) heading to Friendship Heights would really help.
Thank you for working to improve Metro!
D40 and D4X are often over-crowded -OR- busses can often stack up very close to eachother such that several of the same bus run withing minutes and then require a 15+ minute wait until the next bus
People don't PAY!!! Irritates the heck out of me!
I think the D72 needs weekend service as well
See my comment earlier. Increase ALL Street bus frequency to 10 mins or less, and run buses and Metro 24 hours. Be a grownup transit system for real.
Love that you're looking into expanding frequency and adding more overnight routes.
Please find a way to address operator availability, make listed headways more of a reality (even if 20 minutes between buses isn't possible, I can't routinely see "Next bus: 63 minutes" as a message on major routes when I rely on it for my commute), and find some way to address the bunching that frequently occurs. The C53 is particularly guilty of this (no buses an hour and then a bunch back-to-back with no effort to hold one of the superfluous buses - great, now they'll be running together as a pack of 3 all day and we'll have permanent 45 min-1-hour headways like it seems we always do).
Please consider more buses on the C23 during peak hours
The D50 bus is vital for my day to day life and any improvements would be enormously appreciated!
Yes yes yes more more more bus!

Glad you are making changes, please bring back the 3y route
Need to reroute the C27 off MLK . Too many buses serve that road and it is confusing riders who want to go to Anacostia station. The route is too long too
I would like for Metro to consider increasing the frequency of the D20 or D2X because there are ALOT of people that get on the bus. Metro also needs to start only deploying the larger buses for the D20. Sometimes the smaller buses are utilized for the D20 during rush hour. This makes the bus ride very uncomfortable because the bus is packed. Finally, Metro needs to start enforcing payments on the bus. The buses are full of people that do not pay for the bus. This makes for an unsafe, and uncomfortable ride.
C51 should run more often during weekdays particularly during rush hour
many of these proposals seem to include thoughts about the community as a whole. However, I do hope that impacted community members are being asked their say so as well. The proposal to extend times and routes are a wonderful start to improving service.
Please enforce bus fare payment. I recently visited San Diego and when a person tried to board a bus without paying the fare the driver would not allow them access. It's the law. WMATA Police need to stop this theft of services. Park the bus and wait for the police to arrive.
The bus stop should be moved to the south side of Nebraska Ave- and cars take that then way too fast from conn Ave to Nebraska, it's horribly unsafe. Also, there are too many stops on the conn ave route, some only a block apart, the Elliott st stop can be eliminated
The delays on the D70 line during daytime hours due to driver availability are the most disruptive issue for this line
Always in favor of better transit service!
I take the D6X or D60 most weekday mornings going south from Columbia Heights to downtown. The buses come too infrequently and are often overfilled. There need to be additional buses going south on this route on weekday mornings.
There needs to be more buses on the C11 bus route.
More frequent service is always better!
I'm glad that Metrobus is expanding frequency: it's my preferred means of traveling around the District.
The distance between stops have been a hardship in the Ward 5 area, especially making bus connections. E.g., D34 connecting to C63, D36/D34 to catch a D32 on RI Ave. Also no longer able to get directly to RI ave metro station without walking up 60 steps or two blocks back down the street (D36). Hardship when traveling and carrying suitcases.
Thank you for expanding service, reducing wait times, and increasing frequency. These improvements will increase safety and decrease greenhouse gas emissions as more people Opt to take the buses rather than driving or using a rideshare.
Please continue to prioritize seniors and popuation centrs in DC that arehigh density and house low income families, seniors, and veterans.
I am in favor of this. Moreover, I would be even more in favor of increased service of the D32 in the morning. Frustratingly, the D32 will run service with 20-30 minute gaps between 8-9 AM during the weekdays which is unacceptable and a huge decrease in service before the 'Better Bus' changes.
Why do bus drivers do not make sure that every passenger pays the fare ?
The C83 route needs improvement. Instead of serving Military Road and more of Connecticut Avenue, as was originally planned the BetterBus plan, it instead meanders through residential areas where everyone owns cars yet doesn't touch Lafayette Elementary as its predecessor, the E4, did. As such, it's mostly empty off-peak.
I'd love to see an increase in service for the D44 and / or any of the lines that run up and down 14th Street.
I think fixing some of the inconsistencies in ETA such as ghost buses would also be important
Please increase service for the C91 route! Wait times in the mornings on weekdays are often 30 minutes.
I agree with the proposals
Need better syncing of realtime arrival info. When I arrive at Ft. Totten on the train, I get 3 different departure times for the D30 (Federal Triangle) southbound departure: (1) online, (2) stationary sign in station (which should also be displayed inside faregates), and (3) bus stop display. Why do they never agree? Reliability is a whole other question...
To WMATA Leadership, Members of the DC Council, and ANC Commissioners, I am writing as a follow-up to my prior correspondence sent FOUR weeks ago on behalf of 42 residents of the Dakota Crossing and Fort Lincoln community regarding the dramatic escalation of Metrobus traffic on 31st Place NE following the June 29 implementation of the Better Bus network. To date, we have not received acknowledgment or a substantive response. Since sending that letter, we have continued to document the activity occurring on our residential street. Documented Bus Frequency – February 16 On Monday, February 16, between 11:43 a.m. and 12:45 p.m., I recorded 13 Metrobus trips traveling up and down 31st Place NE within a 62-minute period. Time-stamped screenshots are attached to this email. This equates to an average of one bus every 4.7 minutes. This level of frequency on a short, residential street is not an anomaly , it is common. It occurs irrespective of weekday, weekend, or holiday scheduling and bears no reasonable relationship to observed ridership on this segment. Idle "Not In Service" Bus – February 17 On Tuesday, February 17 at approximately 9:50 a.m., I personally spoke with the operator of Bus #4651, which was marked "NOT IN SERVICE" and sitting idle on 31st Place NE. I asked whether operators are permitted to idle on residential streets. The driver stated he had never been told not to and that he was waiting for his departure time so that the bus would leave on schedule. He further indicated that buses may sit idle at stops as needed without permission. This interaction underscores a broader operational issue: residential streets are effectively being used as staging and timing points for non-revenue buses. That is not what 31st Place NE was designed or intended for. Ongoing Impacts Buses travel up and down 31st Pl. NE is from 5:30am - 12:30am with no relent. The bus traffic is beyond constant. and beyond ridiculous. The cumulative effect is constant engine noise, brake squeals, vibration, congestion, and repeated disruption to residents' homes and workdays. Eleven homes directly on 31st Place NE — and many more along Fort Lincoln Drive — are disproportionately impacted. We are asking for the following: A written operational justification for routing the D32 and other lines along 31st Place NE. Ridership data supporting the current frequency on this residential segment. Clarification of WMATA's policy regarding idling and staging of "NOT IN SERVICE" buses on residential streets. Immediate evaluation of rerouting D32 and non-revenue buses to more appropriate corridors such as Bladensburg Road and Fort Lincoln Drive. A meeting within the next two weeks with WMATA operations staff, Council representatives, and ANC leadership. We are not opposed to public transit. We are opposed to disproportionate and unnecessary transit concentration on a short residential street that lacks the infrastructure or ridership to justify it. We are seeking a constructive solution. However, if this matter continues without response or action, residents are prepared to pursue further political, administrative, and public avenues to protect our quality of life. WE ARE NOT GOING AWAY!
The C75 bus could use some more frequent pickups around school dismissal time.
I propose more frequent buses in the morning or accurate timing of when the bus will arrive.
Most or all the proposed changes are probably needed for those who are using the routes.

I don't ride any of those lines. D20 (formerly X2) every day. It's overcrowded and not frequent enough
Yes, I am in favor of expanding D2X on the weekends but the critical part is increasing frequency of the D2X and D20 during work day rush hours. The buses are frequently near impossible to get on all along H Street and people often jump through the back door just to get on (which results in people not paying). It is extremely crowded with people yelling at each other and probably the worst part of my day. I am now contemplating walking 25+ minutes to the red line and then transferring twice instead of riding the bus because it is that bad.
I ride the train from Gallery to congress heights then the I have to ride the c21 or the c53 make more changes
The bus in general needs better headways. I wish it was accurately ten minutes apart, but often if you miss a bus you're stuck waiting for 30 minutes.
Frequency is always best. A lot of people use the metro bus system in DC
I'm disappointed to see that the always inconsistent D96 bus is not on this list for correction. The elimination years ago of the prior bus line D1 made the somewhat parallel route D2 less efficient, and this past summer's switch to the D96 was essentially an implementation disaster. The first couple of months were a joke of inefficiency, and I felt for the bus drivers who took the brunt of riders' complaints. In those early months, the D96 slowly - very slowly - got better, but it's nothing like the consistency of the D2. DC bus service has remained so inconsistent along the D96 route that I have begun driving to work, rather than dealing with the over crowded D96 given the hundreds of school children who ride it for obvious reasons, frustrating ghost buses that occur all to regularly, and overall inconsistency. I'd hoped that DC could do better, but apparently we cannot. The add'l cost or out-of-pocket for me to drive from Glover Park to NoMa is well over \$500 / mo., plus the extra volume of my SUV navigating, Mass. + New York Ave., plus the environmental impact. The D96 has been a disappointment from the start, and I finally just gave up. I'd be more than willing to pay more for better service, but that is not what DC offers.
doesn't matter what the schedule is if there are no buses or drivers to maintain the schedule
Please re-establish the C37 stop at Bass PL SE and 53rd ST SE.
I would like the Route:C85 to be available during the weekends, and longer hours during the day. Instead of only rush hour
Rather than extend the D70 overnight, please please add more frequency to this route, esp. during rush hours. The bus is super packed and unreliable with on-time arrivals. Connecticut Ave has a ton of school kids using it daily, commuters, summer campers, and residents (there are a ton of apartment buildings along the whole stretch). My son used to take this to school, but it's become so unreliable he now has to take a bus to a train station and get on the red line ... much less convenient.
I would like to suggest Metrobus to have the interiors of the buses be cleaner including the seats and the floors. Thank you.
The loss of the N2/4 turning from Mass Ave down Connecticut to Farragut West is immense. Real-time example (of many): trying to get to an appointment at K and Connecticut and there is no good option; the D96, which already doubles my travel time down to the general area (given the now time consuming winding through Glover Park), doesn't seem to even stop at K street (goes from L and 20 to G and 18 with no stops in between??). I can't transfer from the D90 to the D70 at Dupont, because the D70 goes under the circle there. The D80 requires additional walking on both ends and also takes forever, through Georgetown. What used to be 25 minutes max is now more than 40 minutes -- inexcusable given the hub of Farragut West to so many downtown activities. Meanwhile, the D90 stretch past Dupont (as it continues down Mass, rather than now turning), is often jammed with traffic and doesn't stop enough to be very useful. PLEASE REVERT THE NEW D90 TO TURN DOWN CONN AVE, FROM MASS, LIKE THE OLD N2-4 USED TO.
Bring back the E4 bus. You eliminated a bus line to get from Capitol Hill to Friendship Heights and back including leaving hundreds of kids with no reasonable way to get to school.
The last page of the survey says it all: I have no idea what any of these routes are. Why is the D72 the D72 and how does it differ from the 74? Where do these numbers even come from? The system makes no sense!! In the before times, Metrorail was awful and Metrobus was INCREDIBLE. Now the entire equation has shifted. Metrorail is great, and the bus has been absolutely ruined since the June 2025 changes. Return to the old system!
I will reiterate that a more frequent D74 would be a huge improvement.
It would be wonderful to be able to ride the bus on the weekdays and weekends with the same schedule times for both weekday and weekends. Hopefully these new schedule times could be incorporated in DC and in Maryland.
C 21 needs more busses during rush hours. All of 21 bus to crowded
The metro stations in my neighborhood are far from each other so the bus is the main way I get around in order to reduce walking time, especially in the summer.
When soliciting feedback for service changes, could you provide a brief description of the route along with the route number? The new numbering system is very hard to follow (for example, all of the S routes were similar, but the D routes could be anything going downtown. And the numbering doesn't connect across jurisdictions. For example the A70 doesn't connect with the D70, which doesn't connect with the M70.) Or maybe go back to the old numbering system?
I also would like to see changes on the D10 line because sometimes it shows up on time but most of the time it's always late and that makes me late for work
You need to address the whole route of the C55 and improve frequency
can ypu add an express counterpart to at least any of the "C" buses a LOT of them need one
Overnight service shouldn't be implemented in the routes proposed or any other route in the city. It's a major expense that's simply not justified.
Thank you for continuing to improve the bus!
Metro needs to address bus bunching and often inaccurate BusETA times on the D50 and D5X lines. There's no reason for two SB D5X buses to arrive at the same time at 6:45 am when there's no traffic in DC. Also, WMATA needs to do a better job ensuring there are buses available at 5 am for riders. Often I have to wait until 5:30 am for a bus and that can be problematic. Please tell your D50 drivers to turn off their GPS transponders when they are at the 14/Colorado terminus so they don't display BusETA times like they are in service.
I would support any of these routes with enough need. I use the D2X whenever it lines up with my weekday schedule in the mornings and evenings, but I rarely take the D20 on weekends, so I don't see a need personally for the express on the weekend.
Increase frequency of C91
It sucks!!! A better proposal would be to fix what is broken: 1. The appalling, unhealthy, uncomfortable noise from riders' devices. 2. Dirty seats. 3. Inefficient bus schedules.

D80 frequently fills up and does not stop for people at bus stop. At Wisconsin and 33rd buses run 1-2 min behind each other with a 30min delay. This bunching makes it difficult to time and board. Recommend 15min schedule or more frequent/ larger buses!
You need to increase service in Wards 7 and 8 so those people can get to work.
I have no complaints.
Yesssss, more D50 buses! Less wait time please! Also, though I appreciate the buses, the official WMATA phone app is terrible.
Overcrowding during peak commute hours is my biggest issue with metro bus currently. It's a great service, but if I have to wait for two buses to pass before one arrives with enough room to pick me up, that makes it a less reliable commute method.
do anything you can to balance the budget. And i appreciate all of the communications that you have added to the bus stops and on the buses themselves
Need to run often
Why is there no bus anymore from 18th&G that goes into the direction of Adams Morgan/ Mount Pleasant?
The C13, C35, C55, C57, C63, D2X, D32, D36, D50 are buses I do ride not as frequent as the D10, D1X, C37, D94, C11, D80, P90, C21, C23. But I ride Metro to travel to MD, VA, and all about DC. I utilize the system and am proud to pay my fare. But get sad when the bus drivers pass you standing at the bus stop (not running too or sitting not moving or talking and not observing but literally standing at the bus stop by the sign). Hurt that so many people are not paying and I am talking government workers, white & black dressed for work & not dressed well having \$300+ dollar cell phones but don't pay (I hear some say "if they are walking on the bus without paying let me do it also"). I hope it doesn't get to a point where no more buses. Then I don't want them to complain; what happen to our transit system? When it takes money to keep up anything. The 550+ stops that were taken away and these long walks boy I would really have to walk if Metro funding lapses. Like during COVID, I had to walk from 38th and V to 101 Penn until buses started running. Yes! I had to go in to work; no telework for me. Thanks for this opportunity to participate in this survey.
Ensure that every bus driver provides basic customer service. Something as simple as good morning/evening sets the tone on his/her bus for their riders. Some bus drivers have excellent customer service & are people friendly and it is very much appreciated. Please let them know to keep up the good work!
Please expand the frequency of service for the c37 and lines that run the full length of Pennsylvania Av (e.g like the old 39 express bus.
I don't take these routes anymore, I used to be an L2 (D70) rider when I lived on Conn Ave. I think it stinks that your new routes cut out this line going through the Adam's Morgan neighborhood. In addition, I suggest you look at frequency and routes for Mass Ave. The D90 and D92 routes are not frequent enough and are way too convoluted. Collapsing the old D2 and N2 routes together is just so inefficient and less direct.
Consider increasing frequency for D44 in the future! The buses are almost always full and don't come as often as needed.
The current daytime D70 service is terrible. There are constant "operator availability" messages and I don't understand how Metro can't provide reliable rush hour service on Connecticut Ave.
More frequent service is always appreciated. Also a more regular and predictable schedule. I know traffic can be a problem so I also support bus lanes and strong enforcement of those lanes.
We need increased service on the D60 and D6X buses. Particularly during morning and evening rush hour, it can be impossible to get on a bus.
More service on the D72
I ride the D32 which replaced the H6. The problem is the end of the route stops at the Petersburg Apts and I have to exit the bust and wait on another bus.
Please add D5X stop at Emerson and 14 in addition to more frequent D50 service
None
i missed the old P6 route
No thoughts about those routes. Please do not abandon Maryland.
I love it! I love the changes. Can we please please get some better service on C71 and D36, especially on offpeak times. The areas that they serve are lacking in access to transit. I swear the ridership would jump up if the frequencies were improved and made much more reliable
Make a Mass Ave bus lane / add more service connecting AU park / foxhall to downtown
The C83 bus needs changing! It's usually mostly empty, and frequently doesn't run on schedule. It serves an exclusive population in essence shuttling people only to/from Friendship Heights. Returning to crosstown would benefit so many more and provide a much needed service.
It's good that Metro assesses its routes to better serve its users.
More frequent D6X
You need to restore service on Langston blvd in Arlington
The D32 route change is a very slight improvement on the scandalous lack of bus stops in the Fort Lincoln community, and particularly along Fort Lincoln Drive, N.E. There should be bus stops at Fort Lincoln Drive & Commodore Joshua Barney Drive, N.E. (for the D32 and C63 bus), as well as bus stops all along Fort Lincoln Drive, N.E., from Commodore Joshua Drive, N.E. to 31st Street, N.E. (on both sides of Fort Lincoln Drive, N.E.). Right now, the both the D32 and the C63 buses drive, without stopping, along the south side of Fort Lincoln Drive, N.E., past hundreds and hundreds of homes!!
appreciate the improvement.
The impact on the C55 to Buzzard Point really does not affect my commute.
Please increase the frequency of route D90
It does need improvement for better access for senior citizens/residents
C15, C17, and C11 are the busses I use so, I had no opinion regarding those listed.
The D55, D51, C24 and C43 all go by my house at the same time. So miss one, miss them all. Staggering the times would be a big help.
Thanks for sharing these proposals! Increased service on the D74 would improve my commute and ability to enjoy DC's nightlife.
I like the changes you made to the bus routes. Thank you for being bold enough to make the changes.
Keep improving the BETTER BUS NETWORK to become one of the BEST BUS NETWORKS in the nation. Metrorail is the blueprint, allow Metrobus to properly accompany such a fantastic rail network.
More frequent C51 and extended bus line of d32 to go to Farragut square would be great

Please bring back the old S1 route.
Liking Better Bus better :-)
BRING BACK THE A2 HEADING IN THE DIRECTION OF SOUTHERN AVENUE STATION, THIS WILL HELP US OUT ALOT. YES, I AM A PAYING CUSTOMER
I really hope the changes are voted in.
Do the best you can
I would like more consistent pick up times and clearer signage on the end of the route/10th and Pennsylvania Avenue NW for the D6X route northbound to Silver Spring. There is still confusion surrounding the stop since the June 2025 change from the S2.
Please bring back the G8 or extend the D32 to the G8's original terminus downtown. The G8 was popular and always full until the end of the end of the downtown line. I don't understand why this change was made.
In the absence of adding a southbound D74 stop that is more convenient to Mt Pleasant, which would be the biggest positive change for my daily commute, increasing the frequency, especially in the morning rush period, is a hugely welcome change. Please do this as soon as possible!
I love these changes. I'd love the C57 to be more frequent if possible, like every 20 minutes. But I'm very happy to read about these changes.
Changing the D70 route to run through Adams Morgan would significantly increase transit in the upper northwest area, making it easier to transit between Woodley Park and 18th street, and would better residential quality in the area. Please consider bringing back this essential connector, as well as running the D50 more consistently.
I really appreciate and respect WMATA's attention to the feedback received since recent changes to the bus routes. I am an ANC and appreciate greatly all that you do for our city.
More frequent buses, regardless of line, are better, but only if they are evenly spaced out. It is quite frustrating to wait 20+ minutes for buses only for three to pass one right after the other
Glad to see you guys continue to improve the service, if need be, please continue to do so
Sorry I don't ride any of the mentioned routes!
I don't have any re the proposals, but I am very unhappy with changes to service along 16th Street. Any plans to improve service there?
I will love you forever if you do this
N/A
The service on the D80 has only gotten worse since the 2025 route changes. The buses do not arrive at consistent intervals, they are more packed during commuting hours, and more of them are not in service.
Glad to see thought going into maintaining availability for those who need it.
The metro was created to serve the people and to make their lives easier. Please make it much easier for seniors.
These proposed service changes are positive and I would strongly support them!
Frustrating to see that the C11 and C17 are not considered in your survey. It is not unusual for me to have a convenient metro ride, despite changing trains, only to be marooned at Anacostia. We ride the bus because we don't have a choice,
What really needs to happen? Is the D70 bus needs to be more reliable? Just today the bus that appeared on the bus ETA never showed up at 9:08 AM. Two buses showed up at 9:25 AM. This has become a regular thing. At that time of day, the bus frequency should be a little bit more than 20 minutes. Since you changed the route from L2 to D70 it seems to me it's not Better Bus but Worse Bus!
D36, and or C71 should serve Bladensburg providing a direct red line connection as well as access to local retail and medical services
The D72 needs to run more consistently frequent
I find it strange that the C81 (Fort Totten-Sibley Hospital) westbound route is unlike its eastbound route. The eastbound route (toward Fort Totten) on Missouri Ave NE does NOT include a turn on South Dakota Ave NE. Instead the bus turns on First PI NE. Only the westbound C81 (Fort Totten to Sibley) includes South Dakota Ave. That means I have a long walk to the Lillian Huff Library from Fort Totten. But once I've been to the library I can catch the westbound C81 (toward Sibley) back. Why can't the westbound and eastbound C81 be alike?
While not directly related to the proposed changes, I am a regular rider of the D80 bus and have found it to be quite crowded and becoming less predictable in AM hours. While PM is regularly impacted by traffic (I take it South in the morning and North in the afternoon), the morning used to be pretty predictable. Maybe it's better now, but it seemed for a while that buses were not coming when they usually did, and then frequently bunched all together, even in the morning when traffic is light.
More 72 buses in the morning
Sounds like it will really help the city!
The drivers need to be more cautious and have more patience. We have our life in your hands so be friendly.
In favor of increasing service frequency and hours as long as we are not spending too much money for it
Please increase frequency on the route!
The D24 changes are making the wait times and travel times longer. If that route would revert back to travel up and down 13th Street NW, instead of 11th Street NW, it would be better.
As a rider in a wheelchair, it is very disappointing that you eliminated the bus stop at the wharf from Navy Yard. "Walking" the distance from 6th street to the wharf may seem trivial to people who walk, but for many people in manual wheelchairs, it is extremely difficult. Furthermore, losing the P6 bus that took people from SE to NW is a huge disservice. Buses are almost always preferred over taking the Metro trains, for three reasons: 1. Accessibility of buses is 98% reliable given the ramp system can be operated manually if the automation doesn't work. Accessibility of Metro trains is much less with the frequency of "out-of-service" elevators. 2. If the routes are convenient, it's faster than taking the train since many times, having to take 2 elevators can cause wheelchair riders to walk the length of the station 2-3 times. 3. Often, the elevators have waste, presumably from the homeless people using them as toilets. While people who walk can step over puddles, wheelchair riders are forced to roll through them. One of the reasons that made it easy to decide to move to DC permanently was the extensive bus service. With elimination of the Circulator buses and many of the bus routes last year, you essentially made it minimally usable. Now, I rarely use the buses, which increases wear-and-tear on my wheelchair.
I think service for the D72 should be increased between 9-11am.
I miss the old L2, which swung over to Adam's Morgan. The old L2 seems to have been replaced by the D70, which does not serve Adams Morgan. I recall that the L2 always seemed to have quite a few passengers boarding in Adams Morgan, so I was surprised that the new D70 avoids the neighborhood.

Increasing frequency of service is more important than increasing span of service
Make all routes more reliable. If a bus is supposed to arrive at 12 minute intervals, I shouldn't see two busses back-to-back or no busses for 30+ minutes.
The entire D74 route is a bit baffling, as it continues to be plagued by significant delays and detours and re-routes around DuPont Circle. Washington Circle is often also a mess. The old 42 and 43 routes were far more optimal and travelled through much less congested areas downtown (yet were still very accessible).
Metro proposal are better than current times
Improving service and rerouting buses to stop at more locations in a given neighborhood will improve safety and accessibility to the metro, as well as improve the burden of super packed, busy busses during peak times. public transit is a wonderful way to offset carbon emissions from cars, and improving accessibility to it allows more people to use it, which in turn, lets WMATA make more money
I am happy with the new route but have been left stranded a few times trying to catch a D74. This route goes from my front door to my work and back in a very efficient way for me to commute. I never miss paying for my updates monthly, and would like to get more out of Metrobus service.
Keep up the good work
I have thoughts and comments about the C31 NAVY route. It would help me a lot to have a stop at 58th Street NE and Dix NE. There is also a senior citizens residence at 58th & Dix. I think it is shameful/insulting that you force seniors to walk those blocks to catch the bus.
More busses are needed on D50 & D5X routes along with decreased wait times.
I deeply dislike the longer wait times and the unpredictability of how long the wait will be during non-peak hours since the most recent changes. I've been spending much more money on rideshares because WMATA buses are not coming when I need them. There is sometimes over a 15 minute gap on 14th street between buses during peak rush hour (pre-7pm) between D50/D5X, which is untenable for a reliable commute. Please let me give WMATA my money instead of Uber/Lyft - I love public transit, but I'm also trying to get to work on time.
D32 service and frequency is very spotty on weekdays in the morning. Please meet frequency schedule and improve the reliability of arrival times at stops.
I'm generally in favor especially where I commented.
Better timing. C53 bus comes two within a few minutes and the nothing for 20 minutes. Space bus routes more evenly.
good proposals and suggestions from customers and Metro. Thank You.
I would reevaluate the route from the VA to Georgia Av, due to tight traffic.
Sorry I don't take any of those roots I take the DC buses mainly in Arlington.
Thank you for the opportunity to provide feedback.
You should add a Metrobus Route that goes from Mount Rainer to Kipp DC Webb Campus to Minnesota Ave Station to Deanwood Station to H.D Woodson Highschool to Benning Road Station to Benning Heights
I take the D80 twice a day, and love it. I also take the C51 and various other routes. Service has been terrific, particularly on the D80, the app is reliable, the posted signage is also reliable (I feel like this was never the case several years ago but it's totally reliable now). My only issue is that people should not be loud, and should always keep their devices on silent.
We also need more frequency on the D20 at all times of day, especially with the street car no longer existing. It's really hard to get from H St to downtown off peak and on weekends.
Never ridden any of those lines. More frequent service on the C51, particularly for people commuting from the south east to the hill would be preferred. Often there will be no buses for 45min-an hour during rush hour
It would be great to increase the frequency and service to the D96 line serving the Glover Park neighborhood. Given that it is the only bus line servicing that area during the day, it would be extremely beneficial to have extra buses especially during peak hours. The buses are very infrequent between 7-10am and 5-8pm and the buses are also inconsistent and not spaced properly to, which makes commuting to work in a timely manner very difficult. Our community would greatly appreciate more frequent and consistent buses along this route.
I think the busses in the city are the best way to get around to places not covered by the metro. I think the bus overall has a PR problem and struggles when it matters most (getting people from point a to point b when most people are trying to get home). Increasing access and frequency will greatly improve how people in the city get around and help likely help the city's economy. I am really pro-bus. It's just hard when they're not as frequent or reliable as the metro.
More extended hours service.
The failure of the C81 bus to get sufficiently close to the Tenley Metro is terrible. I live in a residential community of people averaging 84 years. Some are mobility challenged, and they are not able to take the bus for their appointments in Friendship Heights...they have tried to take the 81 bus to Tenley and transfer to a bus going up Wisconsin Ave, but they can't negotiate the distance from Tenley Circle to the Metro which would allow them to take the train one stop up.....It used to be so easy to get to Friendship Heights when we had the 84 bus, but it's a challenge for many people now.
More frequency and overnight service is great. Im not a regular on any of those lines but benefit from the system improvements regardless.
Thanks for improving service!
Run the A25 on weekends and off peak times!!!
I've been very happy with Metro's bus improvements so far, and the addition of these services would overall increase my ridership and my recommendations to others.
D72 has such poor hours and days to Van Ness that it is unusable. Run it from Van Ness to Lafayette Square all days and at least from 6am to 10pm.
These buss routes do not effect me, but I would love more buses on the Northwest side especially on the D80/d96/d94/d85 routes particularly M-F morning rush hour
The D96 route does not appear on the current service change list; however, it urgently requires attention. During the morning rush hours (7:40am-8:30am), the bus consistently arrives late and is severely overcrowded. It becomes extremely difficult to board, as the bus is already full of school children (the route from the Edmunds St/39th St stop through 35th St NW/T St NW stop). To ensure reliable and safe travel for all passengers, I respectfully request an increase in service frequency during this peak period.

There needs to be more frequent bus service going through Trinidad (NE, Ward 5). Both before and after the bus network redesign, buses only come through Trinidad every 25-30 minutes. Additionally, these buses are virtually never even close to on-schedule, so if you miss the bus, you're going to be waiting a long time for the next one. For these reasons, I had to stop riding the bus because it was making me late to work and appointments. Also, bring back the bus stop at Trinidad and Queen! Separately, please expand the frequency of the D80 at night. Losing the Union Station - Georgetown Circulator, which came every ten minutes even at night, was really unfortunate. The D80 did not make up for this loss, as it only comes every 20-30 minutes at night.
I appreciate that the public matters
I don't use these lines, but I ride the bus frequently.
I really don't take any DC only routes, occasionally when moving through the city, but predominantly just routes that connect into Virginia, so I can't really say anything about DC only routes
Since the change last year it has been difficult for me to travel
None of these affect my routes.
Having buses run more frequently will create more reliability. With reliability, I'll have greater confidence in relying on Metro's buses for transportation.
The D6X line is always packed, this route should be run with double buses like the old S2 route it replaced.
D32 Federal Triangle stop should probably change to the D44 stop as both buses travel up 11th. The C57 and D2X enhancements should happen sooner given the closure of the streetcar March 31st.
I do not live near most of those bus stops
I appreciate you all proposing changes and taking in customer feedback. The shift from 74 to C55 was a huge help, and more frequent and later buses would make such a huge difference in my life and the lives of the many people I have met and spoken with while riding.
Respectfully, please consider adding increased service for the C91 to Georgetown.
The D96 continues to be late, inconsistent, occasionally over crowded and skipping stops. This bus needs improvements given the lack of other options along the route.
Strongly support
I am generally in favor of more frequent, expanded service, I just don't regularly utilize these routes, or don't use them during the hours relevant to the proposals
Please make the D72 permanently run to and from Van Ness, without a mid day break. I do not work consistent hours that align with a 9-5 every day of the week. It's inconvenient to have busses that do not run the same route all day. After 9am, I often have to walk an extra 10 minutes to a different bus line depending on the day of the week.
I love these proposals and want even more frequency on the d74!
N:A
Please add back in the 10th & K NE bus stop. Serves kids that attend 3 schools for kids from the Trinidad community
Way to bandaaid what needs a tourniquet
I would love to see more frequent East-West connections through Dupont Circle, including the C91 and D90.
I'd really appreciate some more transparency from the bus planning team about how service changes are decided on (especially any data you have).
D50 would benefit from having extended buses like on the D60 route. The bus is consistently delayed when heading north at the first several stops.
I live along Southern Avenue and frequently use Southern Avenue Station. There are several buses that travel along Southern Avenue SE but there is only one bus (C15) that serves my stop at Southern Avenue & Owens Road. The C15 has been unreliable, often late and infrequent, and a 20 minute schedule is insufficient during rush hour with no other bus available to service me. I would like to see the C15 run more frequently or another bus service my stop to offset its unreliability.
The D6 was changed to the D24, and my commute time has doubled. The D24 needs to extend to at least Dupont Circle.
The D74 is a fantastic route and solved the prior problem of not having many buses that cut across northwest diagonally. With increased frequency, D74 would not only be my preferred commute route but would likely become my daily route versus substituting for bike share or ride share apps. Be aware that even long-time bus users such as myself are still spending a lot of time familiarizing ourselves with the new bus line route names, bus stop locations and inter-stop distances, route turn-by-turn directions, as well as determining optimal inter-bus route connections. Therefore, as you make single-route improvements in frequency and hours, just know there may be corresponding friction among riders in understanding how the bus system as a whole interacts with our overall picture of moving around the city. I, for one, find the Trip Planner not completely adequate to the task, and does not always offer optimal route selection and connections.
The C83 bus is completely unusable. I can / do use it to get to work, but how on Earth is a bus that comes only every 30 minutes helpful for a home (evening) commute. It used to come every 15 minutes. Since it's completely unusable now, I just drive instead. I add to congestion I add to particulate matter in school zones. I spend \$23 in parking because the C83 is far too infrequent and not worth anyone's time. Why would anyone choose to get stranded at Friendship Hts every night? It's completely ridiculous.
I think all of those proposals are a good idea!
I would really appreciate it if Metrobus provided more frequent service for C81 and C83 buses during rush hour.
If any changes are going to be made, please focus on the C11 and C17 routes, as they have not been effective and have not worked properly since they were implemented. As a rider, I am being charged rush hour fares but am not receiving the level of service that should come with those charges. We get to work late mostly every day and are charged leave for being late. The current scheduling and reliability issues make it difficult to depend on these routes for timely transportation. I strongly encourage improvements to ensure buses run as scheduled and more frequently during peak hours so that riders receive the service they are paying for.
I filled out a survey a while ago that proposed making the D72 route operate its full route more frequently (going between Mt Pleasant to Van Ness). I am disappointed to see that that change wasn't on this list, and I still strongly support this change as I take that route frequently, and am disappointed that I am not able to on weekends or outside of weekday rush hours. I hope that it isn't part of this survey because this plan has already been confirmed, not that it has been taken off of the table.
Whenever there is a chance to increase bus route frequency (especially within DC) please do it!
Make available C53 and C61 each 20 minutes.

Increase D90 service after every 10 minutes
I was nervous about the changes made on June 22nd, 2025, but now that I am used to them, I get along fine. Good work, WMATA.
The bus is an unpleasant experience. There is a cloud of lawlessness that pervades the dysfunctional environment. The majority of riders seem to be unwilling to pay the fare and there is no enforcement.
More bus service is good news! Buses are the workhorses of our city's transportation network
D94 route needs to be extended on the east side to end at Union Station.
While the increase time is great. My issue is when multiple busses from the same route arrive at my stop at the same time. How can there be better spacing of the busses.
Please consider adjusting the schedules of the C81 and D44. Currently, both routes depart from Fort Totten at nearly the same time. If I miss the C81, my only alternative is the D44, which requires a longer walk, even though it gets me closer to home. Staggering the departures by about 10 minutes would create more flexibility for riders traveling from Fort Totten. This change would improve access to neighborhoods west of New Hampshire Ave and south of Kennedy St NW, while also helping distribute bus departures more evenly in the bus lane.
If metro has resources to make changes/increase bus service, I would advocate instead for bring back routes and stops that were lost in the better bus update rather than some of these. Alternately, more frequent D70 service would be better than adding overnight service. Re: next questions about frequency, my current frequency is low given limited resources since having lost my federal job. Prior to that I was using buses/trains 7 days/week for both work/personal trips of various types.
Thank you for making these updates and your continued strive for improvements. It is appreciated. It would be great if even more stops could be eliminated along busy corridors to improve service flow (e.g there in key needs to be one stop in 14th Street between P and U, not 3-4), or the frequencies of express routes were increased over the locals to encourage more efficient ridership.
The people of River Terrace need the D2X to stop at 34th & Benning Rd. Thanks.
What are the updates on extending the D72 north to Van Ness during non-commute hours?
desperately need more buses on D74 route, especially during morning and afternoon rush hour on weekdays
None
The original A8 and A6 needs to return. The C13 and C15 literally stops in the middle of the of the hood where shooting occurs all the time
Metrobus should not be a rolling shelter for unhoused. Human fecal waste often on back row of D6X buses. Entirely unacceptable and huge deterrent to ridership.
The P6 has been eliminated and has caused a number of problems for many of us. There is no option to get to many of the places it would go without taking a lot longer in travel time.
Can we get these improvements on the road sooner than December 2026?? We need them!
There needs to be a route that parallels the old L2 route; the D70/72/74 does not replace this and the limited service up to Van Ness (instead of terminating at Mt Pleasant) is confusing and inconsistent with when it occurs. What used to be one bus trip now needs 1-2 transfers to get to the same locations from Van Ness to Adams Morgan, and is very frustrating. The D70 buses also often have drivers who drive past stops with riders waiting, even when those stops remain active and should have picked up riders per online tracking. All of these changes have made me less likely to take the bus and frustrated with the bus/metro system.
I hope that Metro implements these changes. This is positive.
Metro should consider more frequent buses on the D10 line ; Old 34 bus should not have been removed
Please make D10 more frequent and change D1X to local on Pennsylvania Ave SE
Cleanliness of the buses - sometimes they smell really bad. I like the random ones rides by Metro staff or security staff. It increases safety.
I support the expansion of bus service, higher frequency, and new routes. I think that the better bus program has not been a success, as it created more gaps in the region's transit network. Bus riders are an important part of WMATA's customer base, and their needs shouldn't be ignored.
More D50 bus service!
Really appreciate the opportunity to share my thoughts as a bus rider and encouraged to see that WMATA is thinking about increasing the frequency of service outside of commuting hours.
Those proposals seem helpful.
Their needs to be a bus from rosslyn to national landing like ART 43 and it needs to be 24/7 and all routes need to be 24/7 and combine bus stops because their is a ton and most could be combined
I am a regular bus and metro rider. I use the system to get to work, run errands including grocery shopping, get to social events etc. I don't own a car and am not comfortable biking on DC city streets so the bus/Metro/walking are my options. I live in Glover Park, a neighborhood that does not have direct Metro access. I most often use the D80 bus to get around and I'm sure you know how busy the Wisconsin Avenue corridor is in terms of transit users as well as general traffic. The morning commute on the D80 (or D82, I'll take anything that gets me to a Metro stop) is terrible. My stop is the stop at Wisconsin Ave & Calvert St and regularly the buses are too full to take on passengers. In the later afternoon buses are packed as well, as soon as schools let out. Most often the southbound buses are full because you have kids going to Hardy Middle School, as well as folks trying to get to work downtown/to Metro (blue/orange/silver). The northbound buses are full because you have kids going to Jackson Reed High School and Metro (red line). In the afternoon the reverse is true. Here's my idea: During the school year, would it be possible to run one or two "rush-only school-only" buses that only run between Tenleytown and Hardy Middle School, in a loop from 7:45 to 9. Buses that these school kids can take so that the regular D80 buses have room to pick up folks who need to get downtown to get to work. Is it possible to try something like this along the Wisconsin Ave corridor to make the commute better for everyone along the line? I'm a paying customer (I know, one of the few ones), I have resigned to be squeezed like a sardine for my bus trip in the morning because at least I'm on a bus. There have been plenty of mornings where 2 or 3 packed buses go by that don't take on any more passengers because they are so full. It makes my (and every working professional along the same corridor) commute unpredictable and causes major frustrations for everyone. We all have places to go. We all want (or have to) use public transit to get us there. We cannot use Metro, the bus is what we have. We need a system that works and is reliable Thank you for considering this suggestion.
Please add more frequent service for the D24 in the afternoon!

Since I moved here in 2005, the bus options outside my door have gone from six (6) buses to one. I tried to join the WMATA ridership board a few years ago, when so many cuts started. Buses are as important as the trains. Those buses were always at least half full and more than that in the evenings. What has happened to the Metro Bus system is a shame. Please fix it.
i have to take those buses every day/week anyway but i would be so happy if they were more frequent
These seem like good ideas for high-ridership routes!
Help commuters
Please bring back the old route numbers. The new numbers are confusing.
The D20 needs to run more than every 15 mins to service the NE community during rush hour in the mornings and evenings.
More frequent service for D6X and D60 especially in the mornings on route to downtown - every time I have to wait for multiple buses to pass to get on one as they are full.
Stop letting the homeless people take over the D80 to Union Station!!! There's rarely room for paying passengers, and some are violent and smell terribly! You all are lucky this has fallen under the radar considering the President.
I wish I can ride more electric metrobuses since I like when its quiet not noisy and have extra outlets to charge up devices like mobile chargers.
Continue the great service on all routes!
more service i great, i am dissapointed the cut the p-6 anacostia line, there are subways nearby but u have bad knees,lol,
C-17 route is too circuitous. Needs to go straight down MLK like the old A-4
Please bring back the full G8 route
More buses especially during the week leads to less crowding, more safety for passengers and driver.
More frequent D50 service would help me in planning my daily commute. I think it would be a tremendous benefit for myself and others.
Please do whatever you possibly can to push for dedicated lanes for the D2X (and D20) on H. DDOT just won't commit.
With the elimination of the H Street Trolley, they D20 needs more frequency during rush hours (especially the mornings) and do something about the people who do not pay.
D6X should be the double length bus, not the D60. D60 is an inferior route imo - does it really save enough time to warrant having two very similar routes.? Love that line though super convenient thank you for all the hard work y'all do!
Please consider making the D90 more frequent on weekdays, too many people use it to go to work and is the only bus available
While I am all in favor of more frequent service, reliability is my big concern right now. I still run into too many situations in which I have to figure out an alternative to the bus because they aren't sticking to the posted headways, or when a bus doesn't show up at all. Figuring out how to reduce or eliminate ghost busses should be the top priority for Metro.
I think you should bring back the D80 south-bound stop at P Street and Wisconsin Ave.
PLEASE consider adding an earlier weekday bus schedule for the C63 that mirrored the H6. It's so frustrating and dangerous as a single woman to go from walking 360 feet to the bus stop at Franklin St NE & 26 St NE to now walking half a mile, at 5:00 am in the morning to catch the overcrowded P40 at Rhode Island Avenue NE & 24th St NE.
You need to work on way more than the proposed routes. The D60 route routinely has 30 minute waits between busses. It's completely unacceptable. Your "better bus system" has made everything worse.
This survey should have had links to the proposed route changes for those routes that aren't just frequency changes. I'm not sure if any of the routes that I didn't answer about would actually be relevant for me, and it was too much work to find out.
All buses should be 24/hr, even if only one bus every 2 hours overnight. Metro should be 24/hr also and single track if needed. Reasons for not are just excuses for mediocrity.
30 minute frequency is never adequate
You took away too many stops from the old S2 new D60 line downtown. There needs to be another stop between Franklin Square and close to the end of the line.
The C51 could use a lot of improvement. It's barely there at the time it says and has caused me to be late to work multiple times.
Happy to have the option to do these surveys! Thanks Metro!
Glover Park is a a dead zone now. Need more D80 service
I wish you all would make the C91, D94, or D96 a 24/hr bus. It would help in areas where there's no metro NW.
In addition to increasing D74, the hours/days/frequency of the D72 should also be increased. It serves a similar section of town, but the extended route to Van Ness is not often enough available.
Morning rush hour for the D72 to Farragut is almost non-existent. The buses rarely arrive on time. The D72 is more on time when heading to Van Ness.
These will not impact me personally.
Improve the service on line D80. It is not logic that two buses come at the same time and, if you lose them, you have to wait more than 20 min.
Please improve the fleet management system.
Bring back more bus lines that can take you from Dupont to Georgetown now that the circulator is gone.
I was hoping that when the L2 changed to D70 that it would run more frequently and would be better coordinated with the C53 and C51. It seems to me that ridership has increased on this line (though not paid ridership!). Oh well.
Please just increase services across the board. There were so many signs that said buses were less frequent bc of a lack of drivers this winter, while DC suffers from the highest unemployment rate in the country. That's a wild juxtaposition.
The attitude of the bus drivers is unprofessional and rude!
Yall need to get the Anacostia stations and southern avenue stations together.... Bus go and come whenever... the drivers bypass the schedule and it's overcrowded on 94s in evening time
I love you metro

I'm excited about these improvements and hope to see services continue to be improved (esp on the D44, my personal bus of choice) both in frequency and consistency (eg bunching). My commute has been harder on 11th St since June, making me much more likely to have to walk to get from 11th to 14th to get to a bus that's running frequently enough for my needs and gets me where I need to be. The D44 is also less consistent in the evenings than it was when it was the 63 and 64 -- I end up taking alternate, less convenient and more crowded buses because they don't come their stated every 10 mins during peak. My stop is the second on the D44 when I come home from work and it sucks having to wait 15+ mins when I'm not able to get out of work before 5pm (there's often a bus that comes right at 5 and then not again until 5:15/5:20pm). Keep up the improvements! Despite my complaints we still have the best public transit in the country IMO. Take care!

Please consider expanding the C91 route for more buses during weekdays. Or at a minimum consider applying funds to have the required number of operators so the C91 can run on its current frequency (every 30 minutes), which it fails to meet every day.

Seriously, disappointed that you are not addressing service on the D90 bus route. The service is horrid in the evenings. Buses frequently simply disappear from the wmata.com app. Sometimes the app indicates that the Eastbound bus is two minutes away from Wisconsin and Albemarle, but the bus never shows up, and then the app indicates that it's on Nebraska Avenue heading downtown. I've called numerous times about the "ghost buses" of the D90. Each time the Customer Service rep sounds sympathetic, but nothing is done.

Decreasing long wait times between buses and reducing bus-bunching (which has improved recently) make Metrobus a more attractive transportation option. This should be obvious.

# **Appendix D: Analysis of Customer Feedback on the Proposed Additional Bus Service Improvements in Washington, DC**

# **FY 2027 Budget – Customer Feedback on Additional Bus Improvements in the District of Columbia.**



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

Washington Metropolitan Area Transit Authority  
4/13/2026

# Background

## Public Feedback on FY2027 Fare and Service Proposals

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- The Washington Metropolitan Area Transit Authority (WMATA) Office of Customer Research, in collaboration with the Budget Project Team and the Customer Experience & Engagement team, gathered feedback from customers through an online survey on proposed additional bus service improvements in the District of Columbia.
- The survey was conducted between Friday, March 27, 2026, at 9:00 a.m. and Monday, April 6, 2026, at 5:00 p.m.
- A total of **751 respondents** provided feedback on at least one proposal, including **397** open ended responses.
- These proposals go beyond the service changes included in the FY2027 Proposed Budget by adding improvements supported by available funding and focused on the areas of greatest need.
- Additional service changes in Maryland and Virginia were not included in this survey, nor were additional changes to Metrorail or MetroAccess service.

# Executive Summary of Public Feedback from Customer Survey

The survey received 751 responses. For each budget proposal, respondents answered three questions: 1) "Are you in favor of the proposal?" 2) "Would this proposal affect your likelihood of using Metro?" and 3) "Please explain your answer." Below is a summary of the "Yes" versus "No" responses on support for the proposal, impact on usage, and key benefits and concerns summarized from open-ended replies.

## Metrobus Service Proposals

- **C13 - more frequent service:** Yes- 100%, No- 0%
- **C35 - weekend extension:** Yes- 100%, No- 0%.
- **C55- more evening service:** Yes- 97%, No- 3%.
- **C55- more weekend service:** Yes- 96%, No- 4%.
- **C57- expanded weekday hours:** Yes- 97%, No- 3%.
- **C57- expanded weekend hours:** Yes- 97%, No- 3%.
- **C63- route reroute:** Yes- 97%, No- 3%.
  - 83% said this said this change would make them use Metro Bus more.
  - Benefits: Better access for seniors/ people with limited mobility, restores how service “should be” on this route.
  - Drawbacks: Loss of coverage on 31st St NE, Duplication with existing service (e.g., “P42 does the same thing”), could slow down speed on current route.

# Executive Summary of Public Feedback from Customer Survey

The survey received 751 responses. For each budget proposal, respondents answered three questions: 1) "Are you in favor of the proposal?" 2) "Would this proposal affect your likelihood of using Metro?" and 3) "Please explain your answer." Below is a summary of the "Yes" versus "No" responses on support for the proposal, impact on usage, and key benefits and concerns summarized from open-ended replies.

## Metrobus Service Proposals

- **D2X - new weekend service:** Yes- 99%, No- 1%
  - Benefits: Relieves crowding and wait times on parallel routes, Replaces capacity and connectivity lost with the DC Streetcar shutdown
  - Drawbacks: Not correct stops on D2X (make stops match major destinations)
- **D32 - added overnight service:** Yes- 99%, No- 1%.
  - Benefits: Support for essential workers and nontraditional schedules, less dependence on ride-hail
  - Drawbacks: Not cost-effective given lack of demand "we have too much service for overnight demand", 20 minutes overnight is excessive, Safety/experience concerns need mitigation planning
- **D36 - route reroute:** Yes- 99%, No- 1%.
  - 69% said this said this change would make them use Metro Bus more.
  - Benefits: Better access for seniors, mobility-limited riders, key medical destinations
  - Drawbacks: Loss of coverage on the current 4th St NE segment, Isn't this already covered on the D34?, Potential travel-time impact ("this will slow down the ride")

# Executive Summary of Public Feedback from Customer Survey

The survey received 751 responses. For each budget proposal, respondents answered three questions: 1) "Are you in favor of the proposal?" 2) "Would this proposal affect your likelihood of using Metro?" and 3) "Please explain your answer." Below is a summary of the "Yes" versus "No" responses on support for the proposal, impact on usage, and key benefits and concerns summarized from open-ended replies.

## Metrobus Service Proposals

- **D50 - more frequent service:** Yes- 96%, No- 4%.
  - Benefits: Shorter waits (especially weekends) make the bus meaningfully usable, Better off-peak frequency matches 14th Street's "all-day" activity
  - Drawbacks: Current published headways don't match reality now, will this make a difference? Expand bus lanes on 14<sup>th</sup> to fix reliability improvements.
- **D70- added overnight service:** Yes- 95%, No- 5%.
  - Benefits: Support for essential workers and nontraditional schedules, safer than walking, Connecticut Avenue is a major artery that needs 24/7 service, Good Red Line substitute
  - Drawbacks: Fix daytime frequency first (operator shortages, better than 20+ headways), Not cost-effective given lack of demand, Will this be another "rolling shelter"
- **D74- added overnight service:** Yes- 96%, No- 4%.
  - Benefits: Support for essential workers and nontraditional schedules, Supports late-night activity corridors, safer than walking
  - Drawbacks: Fix daytime frequency first, Not cost-effective given lack of demand
- **D74 - more frequent service:** Yes- 95%, No- 5%.
  - Benefits: Makes the route more "usable" for errands, events, and weekend activity, Improves access to key destinations and transfers,
  - Drawbacks: Current published headways don't match reality now, will this make a difference? 15 minutes is not frequent enough, desire 10-minute service

# Executive Summary of Public Feedback from Customer Survey

Respondents were given the opportunity to provide open-ended written comments either at the beginning or at the end of the survey. At the beginning of the survey, the prompt read, “If you would like to provide written comments about Metro’s proposed changes, please do so in the box below.” At the end of the survey, the prompt read, “Please share with us any final thoughts or comments about Metro’s proposals in the box below.” The summary below reflects the key themes raised in those 397 open-ended comments.

Theme	% of all comments	Verbatim Examples
Service and reliability	33%	<ul style="list-style-type: none"> <li>• “PLEASE add more frequent service on the D50 line. It’s an extremely popular corridor, and going from two routes every 15 minutes to one route every 20 just doesn’t make sense.”</li> <li>• “The bus in general needs better headways. I wish it was accurately ten minutes apart, but often if you miss a bus you're stuck waiting for 30 minutes.”</li> <li>• “The D72, D74, and D90 have been an absolute mess this year... The D74 is supposed to run every 20-25 min and sometimes has over 50 min between buses during peak commuting times.”</li> <li>• “I think fixing some of the inconsistencies in ETA such as ghost buses would also be important”</li> </ul>
Better Bus redesign, coverage connectivity	29%	<ul style="list-style-type: none"> <li>• “Please bring back the old Circulator route from Dupont Circle to Georgetown via M Street NW and return via L street.”</li> <li>• “There should be a bus line that connects from Connecticut to Wisconsin Ave. There is no connection and a ride that should 10-15 mins is taking 1hr with two bus lines”</li> <li>• “I have thoughts and comments about the C31 NAVY route. It would help me a lot to have a stop at 58th Street NE and Dix NE... I think it is shameful/insulting that you force seniors to walk those blocks to catch the bus.”</li> </ul>
Span of service and access	9%	<ul style="list-style-type: none"> <li>• “I think the D72 needs weekend service as well”</li> </ul>
Information, Communication & Technology	7%	<ul style="list-style-type: none"> <li>• “These proposals are supposedly data driven... but the data is never shared... share the numbers behind the proposals.”</li> <li>• “...though I appreciate the buses, the official WMATA app is terrible.”</li> </ul>

# Executive Summary of Public Feedback from Customer Survey

Respondents were given the opportunity to provide open-ended written comments either at the beginning or at the end of the survey. At the beginning of the survey, the prompt read, “If you would like to provide written comments about Metro’s proposed changes, please do so in the box below.” At the end of the survey, the prompt read, “Please share with us any final thoughts or comments about Metro’s proposals in the box below.” The summary below reflects the key themes raised in those 397 open-ended comments.

Theme	% of all comments	Verbatim Examples
Capacity & Crowding (Full buses, pass-ups, articulated/double buses)	6%	<ul style="list-style-type: none"><li>• “The main thing I would like to say is to have the double bus for the C21 route, especially during rush hour.”</li></ul>
Fare and Compliance	6%	<ul style="list-style-type: none"><li>• “People don’t PAY!!! Irritates the heck out of me!”</li></ul>
Service Impacts Due to Operator Availability	5%	<ul style="list-style-type: none"><li>• “Expand and accelerate hiring bus operators so that bus frequencies can increase across the whole network.”</li></ul>
Safety, Cleanliness and comfort	4%	<ul style="list-style-type: none"><li>• “You MUST make it safer to ride the buses. Criminals and insane people have made riding the bus dangerous.”</li></ul>

# Demographics and Weighting



# Overall Survey Sample Demographics

		% (Weighted)	% (Unweighted)
Race and Ethnicity	African American or Black	43%	14%
	White (not Latino)	21%	67%
	Latino	8%	6%
	Asian	9%	5%
	Other / Mixed Race	19%	8%
	Minority	79%	33%
	Non-Minority	21%	67%
Income	Less than \$30,000	31%	4%
	\$30,000 to \$99,999	28%	26%
	\$100,000 to \$199,999	15%	36%
	\$200,000 or more	26%	34%
Low Income *	Yes	51%	7%
	No	49%	93%
Has access to a car	Yes	34%	46%
Gender	Male	50%	44%
	Female	50%	56%
Where they live	DC	90%	91%
	MD	4%	4%
	VA	6%	5%
Where they work	DC	84%	81%
	MD	4%	6%
	VA	12%	13%
Federal Employee	Yes	15%	21%
Age	Under 18	1%	0%
	18-24	16%	6%
	25-34	19%	32%
	35-44	19%	23%
	45-54	9%	13%
	55-64	18%	11%
	65 OR OLDER	18%	15%

- \* Low income is now determined using the Federal Poverty Guidelines, which take into account both family/household size and household income.
- Larger households typically require higher incomes to cover basic needs like housing, food, and healthcare. As the number of dependents in a household grows, so does the financial burden.
- Here's the threshold for low income in the DMV region.

Persons in Family/Household	200 Percent of Poverty Guidelines
1	\$30,120
2	\$40,880
3	\$51,640
4	\$62,400
5	\$73,160
6	\$83,920
7	\$94,680

# Weighting

## All Survey Responses Weighted to Match System Demographics

Weights were applied based on the 2022-2023 Rail and 2024 Bus passenger surveys to align the survey demographics with actual ridership, adjusting for factors like poverty level and race.

This process **increases the representation of African American/Black, Latino and low-income riders**, who are underrepresented in the raw data, while **decreasing the proportion of White (non-Latino) and higher-income respondents**, who are overrepresented in the raw data.

Because more than 90% of respondents both lived and worked in Washington, DC, we did not need to adjust the results by jurisdiction.

# Weighting – Caveat

This sample came from two groups—people who had responded to past surveys and SmartTrip-registered riders who frequently use Metrobus—which is less demographically balanced than a sample collected through the Transit App. **In particular, it did not reflect the full mix of riders by race and income as well as other samples.**

To correct for that imbalance, some responses had to be given much more weight than others. In a few cases, one person's response counted as much as 12 similar riders, while at the other end, some responses counted as only a small fraction of one rider.

By comparison, the Transit App sample required much smaller adjustments, with the highest weight at 4.7.

This indicates that the Transit App yielded a broader and more representative sample from the start and should remain a key tool in future budget outreach.

## Title VI Analysis – Service Changes FY 2027 Operating Budget

### Overview

The Federal Transit Administration (FTA) requires a Title VI analysis for major service changes and all fare changes.<sup>1</sup> The Revised FY 2027 Proposed Budget includes a number of Metro Rail and Metro Bus service changes that provide significant benefits to Metro’s customers while responding to jurisdictional concerns about the affordability of the original FY 2027 Budget. Staff have determined that service proposals included in the Revised FY 2027 Proposed Budget would not result in a potential disparate impact (DI) to minority customers or a disproportionate burden (DB) to low-income customers.

### Background

The Federal Transit Administration requires that transit agencies conduct an analysis to determine whether proposed permanent major service changes or fare changes will result in a disparate impact (DI) to minority customers or a disproportionate burden (DB) to low-income customers (FTA Circular 4702.1B). This requirement stems from the Civil Rights Act of 1964 which states that, “no person in the United States shall, on the grounds of race, color, or national origin, be excluded from participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving federal financial assistance.” The purpose of the analysis is to determine whether the adverse effects of proposed major service changes or fare changes are disproportionately borne by minority or low-income customers, or alternatively, whether the positive benefits of proposed major service changes or fare changes are disproportionately received by non-minority or non-low-income customers. These findings are known as a disparate impact (DI) to minority customers or a disproportionate burden (DB) to low-income customers.

### Summary of Service Changes

The Revised FY 2027 Proposed Budget contains several rail and bus service changes. As stipulated in Metro’s current Title VI Plan (adopted in December of 2023)<sup>2</sup> service equity analyses are conducted for major service changes separately on each mode. For each mode, service reductions and service increases are analyzed separately.

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<sup>1</sup> FTA Title VI Circular 4702.1B, Chapter IV, Page 12

<sup>2</sup> [Metro’s 2023 Title VI Update](#)

**Table One: Policy Direction – Rail Service<sup>3</sup>**

Rail Line	Service Change
Red	Increase frequency from 10 minutes to every seven to eight minutes late-nights
Orange, Silver, and Blue	More frequent weekday service. Remove Silver Line short-trips and use these resources to provide more peak hour trains on all three lines

**Table Two: Policy Direction – Bus Service**

Jurisdiction	Service Change
District of Columbia	<p><b>Original December 2025 Public Hearing Docket:</b> Various route changes designed to improve service frequency and coverage, and provide 24-hour service on more routes</p> <p><b>March 2026 Proposals:</b> Additional improvements above the original December 2025 Docket to be implemented in December 2026</p>
Virginia	<p><b>Original December 2025 Public Hearing Docket:</b> Various route changes including two new routes, A6X and F2X</p>
Maryland	<p><b>Original December 2025 Public Hearing Docket:</b> As of March of 2026, Metro Bus service improvements in Maryland have been deferred beyond FY 2027</p>

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<sup>3</sup> The proposed increase in late-night Red Line service meets Metro’s criteria for a major service change (with a more than 20% increase in scheduled rail trips per hour) as does the elimination of Silver Line short-trips replaced by augmented Orange, Silver, and Blue Line service during peak periods. Note that all rail service changes are expected to be implemented in December of 2026

## Results of Analysis – Rail Service Changes

Staff have determined that customers benefiting from the increased late-night service frequency on the Red Line are somewhat less likely to be minority than the Metro Rail mode average, but more likely to be low-income.

**Table Three: DI/DB Test, Metro Rail Service Increases**

	<b>Minority Impacted Trips</b>	<b>Low-Income Impacted Trips</b>
Impacted Ratio	44.5%	20.2%
Mode Average	45.5%	18.4%
<b>Difference</b>	<b>-1.0%</b>	<b>1.7%</b>
Threshold	-8.0%	-8.0%
<b>DI or DB</b>	<b>No</b>	<b>No</b>

As established in Metro’s Title VI Plan, staff compares the percentage of minority or low-income customers affected by service changes to the mode average. If the difference exceeds the threshold, then there is a potential disparate impact or disproportionate burden. As shown in Table Three, the service increases do not result in a disparate impact to minority customers or a disproportionate burden to low-income customers.

The service proposals also include more peak hour trains on the Orange, Silver and Blue Lines. Although this change by itself would not be considered a major service change, this service would replace short-trips currently scheduled to operate between Wiehle Avenue and New Carrollton on the Silver Line. The elimination of these short-trips would be considered a major change in service pattern. The impacted customers are less likely to be minority and low-income than average; therefore, there is no potential disparate impact or disproportionate burden.

**Table Four: DI/DB Test, Metro Rail Service Decreases (Silver Short-Trips)**

	<b>Minority Impacted Trips</b>	<b>Low-Income Impacted Trips</b>
Impacted Ratio	39.5%	9.2%
Mode Average	45.5%	18.4%
<b>Difference</b>	<b>-6.0%</b>	<b>-9.2%</b>
Threshold	8.0%	8.0%
<b>DI or DB</b>	<b>No</b>	<b>No</b>

## Results of Analysis – Bus Service Changes

Staff calculated the percentage of minority and low-income populations benefiting from the Revised FY 2027 Metro Bus service proposals using US Census data.

**Table Five: DI/DB Test, Metro Bus Service Increases**

	<b>Minority Impacted Residents</b>	<b>Low-Income Impacted Residents</b>
Impacted Ratio	61.5%	23.4%
Service Area	65.9%	22.8%
<b>Difference</b>	<b>-4.4%</b>	<b>0.6%</b>
Threshold	-5.0%	-5.0%
<b>DI or DB</b>	<b>No</b>	<b>No</b>

As shown in Table Five, the service increases do not result in a disparate impact to minority customers or a disproportionate burden to low-income populations. Staff have determined that the residents benefiting from the service increases in this proposal are somewhat less likely to be minority than the service area average. However, at 4.4%, this difference does not exceed the disparate impact threshold. The proposals are more likely to benefit low-income residents than average; therefore, there is not a potential disproportionate burden.

## Appendix - Data Sources and Methods

As stipulated in Metro's current Title VI Plan (adopted in December of 2023)<sup>4</sup> service equity analyses are conducted separately on each mode. For each mode, service reductions and service increases are analyzed separately. To assess the impact, the proposal is first evaluated to determine the combined number of customers the service changes will affect. The ratio of minority and low-income customers affected is then calculated for this same group of customers using demographic data collected from passenger surveys.

In 2013, Metro's Board of Directors adopted<sup>5</sup> the thresholds used to identify potential DI and DB for service changes. The threshold ranges from 5% to 8% based on the number of daily impacted customers. There is a potential DI or DB if the percentage of minority or low-income customers impacted by the changes exceeds the mode's average share of minority or low-income customers by more than the applicable threshold.

**Table A1: DI/DB Service Thresholds, Passenger Survey Data**

Total Daily Customers Impacted	Threshold for Significant Disparity
Up to 10,000	8%
10,001 to 20,000	7%
20,001 to 40,000	6%
Over 40,000	5%

In anticipation of the Bus Network Redesign, Metro established another method for conducting bus service analyses when passenger survey data are not available<sup>6</sup>. Following the Metro Bus Network Redesign in 2025, survey data collected in 2024 on the prior network no longer matches customer demographics at the route-level. Therefore, staff use Census data to analyze demographics at the route-level until data from the 2026 Metro Bus Passenger Survey become available.

Staff calculate the difference in treatment by analyzing changes in service levels for minority and low-income residents of each Census Block Group. The cumulative number of impacted minority and low-income residents is calculated as a percentage of all impacted residents and compared to the service area average. There is a potential DI or DB if the percentage of minority or low-income residents impacted by the changes exceeds the service area percentage of minority/low-income residents by more than the applicable threshold percentage shown below. The threshold is determined by the total number of residents impacted.

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<sup>4</sup> [Metro's 2023 Title VI Update](#)

<sup>5</sup> [Title VI Approval of Disparate Impact and Disproportionate Burden](#)

<sup>6</sup> [Metro's 2023 Title VI Update](#)

**Table A2: DI/DB Thresholds US Census Data**

Total Residents Impacted	Threshold for Significant Disparity
Up to 10,000	8%
10,001 to 20,000	7%
20,001 to 40,000	6%
Over 40,000	5%

The 2026 Metro Bus Passenger Survey is currently underway. Once those data are available, staff will use them to conduct subsequent analyses of bus service changes. Metro surveys its customers instead of relying on US Census data because these data provide a more representative sample of Metro’s customer base.

### Major Service Changes – Rail

**Table A3: Metro Rail Major Service Change Definitions**

Category	Definition
Frequency	Any reduction in service relative to all-day (non-rush hour) approved service levels on any rail line  Any increase in service of more than 20% on any rail line  Any reduction in weekday rush hour service more than 20% on any rail line
Span	Change in span of 30 minutes or more
Coverage/ Availability	Any change in service pattern  Complete and permanent scheduled station closure for one or more days in a week; opening of a new station  Addition or abandonment of a line

As discussed, the revised FY 2027 Budget includes two major service changes on Metro Rail: a frequency change late-nights on the Red Line and a change in service pattern on the Silver Line.

## Major Service Changes – Bus

**Table A4: Metro Bus Major Service Change Definitions**

Category	Definition
Frequency	Change in revenue miles on a route of more than 20% in a single fiscal year
Span	Change in span of service on a route of more than one hour in a single fiscal year
Coverage/ Availability	Change in route miles on a route of 15% in single fiscal year  Projected change of 10% of the riders on a route in a single fiscal year

The Revised FY 2027 Budget Proposal (both from the original December 2025 Public Hearing Docket as well as the March 2026 District of Columbia proposals) includes major service changes on the following routes:

- District of Columbia: C13, C35, C57, C63, C91, D24, D2x, D32, D6X, D70, D72, D74
- Virginia: A49, A6X, F2X

Attachment C



FY 2027 OPERATING BUDGET<sup>1</sup>  
REVENUE, EXPENSE & FUNDING SOURCES

MODES 1, 2, 10, 19

<i>(Dollars in Thousands)</i>	<u>Total with REIMB</u>	<u>Subsidized</u>	<u>BUS</u>	<u>RAIL</u>	<u>ACCESS</u>	<u>REIMB</u>
<b>REVENUES</b>						
Passenger	\$542,330	\$ 536,999	\$62,464	\$465,077	\$9,458	\$5,331
Parking	\$36,260	\$36,260	\$0	\$36,260	\$0	\$0
Advertising	\$20,742	\$20,742	\$8,297	\$12,445	\$0	\$0
Joint Development	\$26,608	\$20,077	\$0	\$20,077	\$0	\$6,531
Fiber Optics	\$17,326	\$17,326	\$0	\$17,326	\$0	\$0
Other <sup>2</sup>	\$44,272	\$33,733	\$16,936	\$16,717	\$80	\$10,540
<b>Total Revenues</b>	<b>\$687,539</b>	<b>\$665,137</b>	<b>\$87,697</b>	<b>\$567,902</b>	<b>\$9,538</b>	<b>\$22,402</b>
<b>EXPENSES</b>						
Personnel	\$2,004,681	\$1,995,022	\$743,349	\$1,238,391	\$13,282	\$9,660
Services	\$435,679	\$424,041	\$72,073	\$173,222	\$178,746	\$11,638
Materials & Supplies	\$80,849	\$80,476	\$37,380	\$42,626	\$469	\$374
Fuel (Gas/Diesel/CNG)	\$36,321	\$35,679	\$30,340	\$2,134	\$3,206	\$642
Utilities & Propulsion	\$154,100	\$154,089	\$9,328	\$144,192	\$569	\$11
Casualty & Liability	\$42,086	\$42,086	\$14,254	\$27,318	\$513	\$0
Leases & Rentals	\$8,440	\$8,413	\$2,008	\$6,346	\$58	\$28
Miscellaneous	\$10,749	\$10,699	\$3,623	\$6,873	\$203	\$50
<b>Gross Expenses</b>	<b>\$2,772,906</b>	<b>\$2,750,504</b>	<b>\$912,356</b>	<b>\$1,641,102</b>	<b>\$197,046</b>	<b>\$22,402</b>
Preventive Maintenance	\$133,340	\$133,340	\$0	\$133,340	\$0	\$0
<b>Net Expenses<sup>3</sup></b>	<b>\$2,639,566</b>	<b>\$2,617,164</b>	<b>\$912,356</b>	<b>\$1,507,762</b>	<b>\$197,046</b>	<b>\$22,402</b>
<b>Operating Deficit</b>	<b>\$1,952,027</b>	<b>\$1,952,027</b>	<b>\$824,659</b>	<b>\$939,860</b>	<b>\$187,508</b>	<b>\$0</b>
Prior Year Savings	(\$12,000)	(\$12,000)	(\$1,537)	(\$10,385)	(\$78)	\$0
<b>Net Subsidy</b>	<b>\$1,940,027</b>	<b>\$1,940,027</b>	<b>\$823,123</b>	<b>\$929,475</b>	<b>\$187,429</b>	<b>\$0</b>
<b>Cost Recovery Ratio<sup>4</sup></b>	<b>24.79%</b>	<b>24.18%</b>	<b>9.61%</b>	<b>34.60%</b>	<b>4.84%</b>	

<sup>1</sup>Amounts may not sum due to independent rounding

<sup>2</sup>Includes \$5 million of Federal PRIIA allocation for use exclusively by WMATA's Office of Inspector General

<sup>3</sup>Net expenses of \$2,639.6 million plus \$72.3 million of gross revenue bond debt service equal total expenses of \$2,711.9 million

<sup>4</sup>Total revenues / Gross expenses

## Attachment D

## FY2027 SUMMARY OF STATE/LOCAL OPERATING REQUIREMENT

FY2027 PROPOSED BUDGET – SUMMARY OF STATE AND LOCAL OPERATING REQUIREMENTS						
<i>(Dollars in Millions)</i>	Metro Bus Subsidy	Metro Rail Subsidy	Metro Access Subsidy	Total Subsidy	Debt Service	Jurisdictional Contributions
<b>District of Columbia</b>	<b>\$400,228,000</b>	<b>\$287,214,088</b>	<b>\$55,395,657</b>	<b>\$742,837,745</b>	<b>\$33,327,676</b>	<b>\$776,165,421</b>
Montgomery County	\$104,057,183	\$154,375,107	\$33,335,668	\$291,767,958	\$15,435,058	\$307,203,016
Prince George's County	\$171,591,186	\$160,240,839	\$73,861,419	\$405,693,443	\$15,834,002	\$421,527,445
<b>Maryland</b>	<b>\$275,648,369</b>	<b>\$314,615,945</b>	<b>\$107,197,087</b>	<b>\$697,461,401</b>	<b>\$31,269,060</b>	<b>\$728,730,461</b>
City of Alexandria	\$25,597,964	\$41,581,321	\$2,306,308	\$69,485,593	\$1,780,193	\$71,265,786
Arlington County	\$45,928,230	\$85,365,428	\$2,598,912	\$133,892,571	\$0	\$133,892,571
City of Fairfax	\$1,344,497	\$2,181,546	\$460,766	\$3,986,809	\$111,788	\$4,098,597
Fairfax County	\$72,257,914	\$154,149,206	\$19,402,913	\$245,810,033	\$5,630,018	\$251,440,051
City of Falls Church	\$1,986,019	\$2,091,952	\$67,583	\$4,145,554	\$176,515	\$4,322,069
Loudoun County	\$131,690	\$42,275,516	\$0	\$42,407,206	\$0	\$42,407,206
<b>Virginia</b>	<b>\$147,246,313</b>	<b>\$327,644,970</b>	<b>\$24,836,484</b>	<b>\$499,727,767</b>	<b>\$7,698,514</b>	<b>\$507,426,281</b>
<b>Net Operating Subsidy</b>	<b>\$823,122,683</b>	<b>\$929,475,003</b>	<b>\$187,429,227</b>	<b>\$1,940,026,913</b>	<b>\$72,295,250</b>	<b>\$2,012,322,163</b>

\*Totals may not sum due to independent rounding

**FY2027 Service Changes****Overview**

This section provides details of the service changes for Metrobus, Metrorail and MetroAccess.

**Metrobus Service Changes****FREQUENCY IMPROVEMENTS**

Reduce customer wait time with more frequent service

Route	Day	Time Period	Current Headway	Proposed Headway	Start Date
<b>D24*</b>	Mon - Sun	Off-Peak	30 Min	20 Min	Jun 2026
<b>C91*</b>	Weekday	AM and PM Peaks	20-30 Min	20 Min	Jun 2026
		Midday and Evening	30 Min	20 Min	
		Late Night	40 Min	30 Min	
	Weekend	All Day	30 Min	20 Min	
		Late Night	40 Min	20-30 Min	
<b>D4X</b>	Weekday	Off-Peak	12 Min	10 Min	Jun 2026
<b>C43</b>	Mon - Sun	Off-Peak	40 Min	30 Min	Jun 2026
<b>C13</b>	Mon - Sun	7 am – 9 pm	12 Min	10 Min	Dec 2026
<b>C55**</b>	Mon – Sun	6 am – 9 pm	15 Min (M-F 6a-6p) 30 Min	15 Min	Dec 2026
<b>D74</b>	Mon - Sun	7 am – 9 pm	15 Min (M-F peak) 20 Min	15 Min	Dec 2026
<b>D50*</b>	Mon – Sun	6 am – 9 pm (weekdays) 7 am – 9 pm (Sat/Sun)	8 Min Weekday Peak 15 Min. Weekday off-peak 16 Min Saturday 20 Min. Sunday	8 Min. Weekday Peak 12 Min. all other times	Dec 2026
<b>A76</b>	Weekday	AM & PM Peaks Ballston to Mark Ctr	30 Min	15 Min	Jun 2026

\*Addition to Frequent Service Network

\*\* Buzzard Point to L'Enfant Plaza segment only, no change to Buzzard Point to Union Station segment

**ROUTE ENHANCEMENTS**

Streamline service for easier, more consistent travel on more days and times

Route	Day	Time Period	Current Start - End	Proposed Start - End	Description	Start Date
D72	Weekdays Weekends	Midday, Evening All Day	Mt. Pleasant - Lafayette Square	Van Ness - Lafayette Square	Every other trip from Mt. Pleasant to Van Ness	Jun 2026
	Weekdays	Late Night	Mt. Pleasant - Lafayette Square	Van Ness - Lafayette Square	All trips from Mt. Pleasant to Van Ness	
C35	All Days	Off- Peak	Deanwood - Fort Dupont	Deanwood - Naylor Rd	All weekday trips to Naylor Rd	Jun 2026
C63	All Days	All times	Deanwood - Washington Hospital Center	Deanwood - Georgia Av- Petworth	Extend service to Georgia Av- Petworth (starts 12/25/2025) Reroute service in Ft. Lincoln to serve Bladensburg Road between South Dakota and eastern Avenues	Dec 2026
D36	All days	All times	No change	No change	Reroute service to serve 7 <sup>th</sup> & Edgewood Sts. NE	Dec 2026

**SPAN INCREASES**

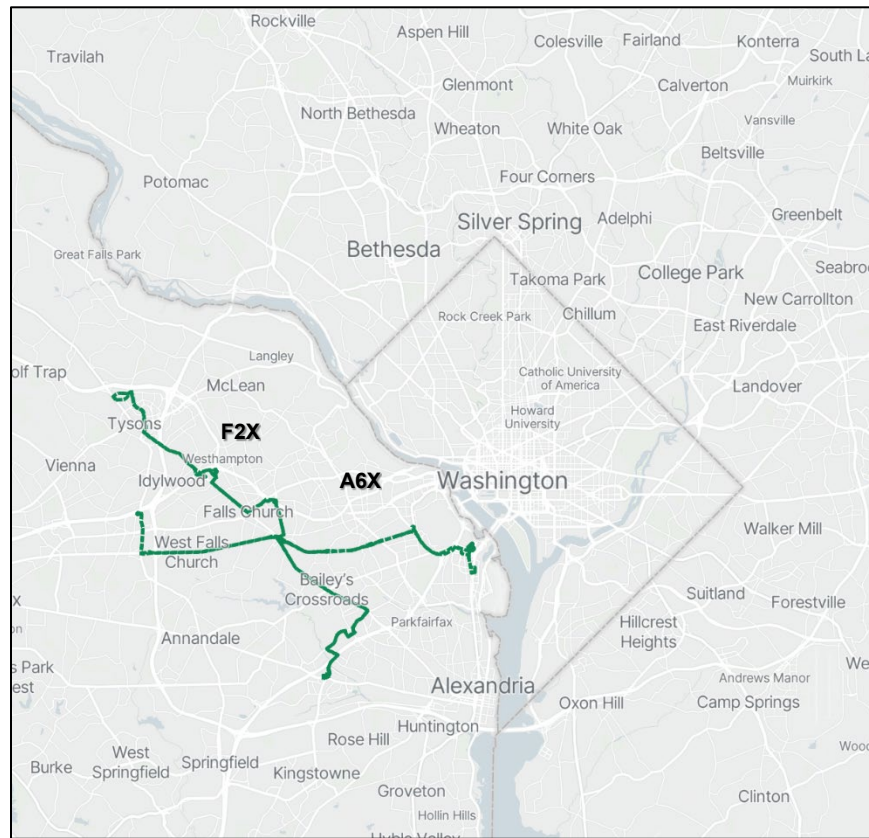
Expand service hours and days to provide better coverage where riders need it

Route	Day	Current Service Span	Proposed Service Span	Description	Start Date
C57	Weekday - Sat	7 AM - 7 PM (weekday peak periods only) No service (Sat)	6 AM - 9 PM (weekdays) 7 AM - 9 PM (Sat)	Add service with 30 minute frequency all day	Dec 2026
D2X	Sat-Sun	No service	7 AM - 9 PM	Add service with 15 minute frequency	Dec 2026
A49	Weekday	5:30 AM - 9 AM	5 AM - 9 AM	Begin AM peak at 5 AM, PM peak at 3:30 PM	Jun 2026
	Weekday	4 PM - 7 PM	3:30 PM - 7 PM		
D32	All Days	6 AM - 12 AM	24 hours	Add overnight service at 20 minute frequency	Dec 2026
D70	All days	6 AM - 230 AM	24 hours	Add overnight service at 20 minute frequency	Dec 2026
D74	All Days	6 AM - 12 AM	24 hours	Add overnight service at 20 minute frequency	Dec 2026

**NEW SERVICE PROPOSALS: NVTC I-66 COMMUTER CHOICE GRANT**

This grant opportunity allows Metro the chance to add service recommendations from the Better Bus Network Redesign (BBNR) Visionary Network within Northern Virginia.

Proposed Route	Day	Proposed Span	Proposed Headway	Description	Start Date
F2X	Weekday	5:30 AM - 9:00 AM and 3:00 PM - 7:15 PM	15 Min	New Limited Stop service: Spring Hill - Mark Center - West Alexandria	Dec 2026
A6X	Weekday	5:15 AM - 8:15 AM and 3:30 PM - 7:00 PM	20 Min	New Limited Stop service: Dunn Loring – Pentagon – Crystal City	Dec 2026



Note: Implementation of these services are subject to completion of NVTC’s Commuter Choice Grant Review process to include approval of projects by the Commonwealth Transportation Board (CTB)

## **Metrorail Service Changes**

### **SERVICE FREQUENCY CHANGES**

**1. Blue, Orange, Silver Lines: More frequent weekday service (Morning, Midday & Evening from December 2026 only)**

Operate Blue, Orange and Silver Lines every 10 minutes, an improvement from the current 12-minute headway, during the morning, midday, and evening periods on weekdays, to support off peak demand and encourage ridership growth with more frequent all-day service.

**2. Red Line: More frequent late-night service (from December 2026 only)**

Operate Red Line trains every 7 to 8 minutes, improved from every 10 minutes, during the late night period from 9:30 PM until closing, seven days a week, to boost capacity in both directions for evening travel.

### **SERVICE PATTERN CHANGES**

**3. Blue, Orange, Silver Lines: Redistribute peak capacity along the corridor (from June 2026)**

Redistribute peak capacity by replacing Silver Line peak period short trips\* with one additional morning train and one additional afternoon train in the peak ridership direction on each of the Blue, Orange, and Silver Lines for a more balanced and consistent operation.

\*FY2026 budgeted service includes additional Silver Line trains operating from Wiehle Ave to Stadium Armory during the busiest morning peak service hour and from Stadium-Armory to Wiehle Ave during the busiest afternoon peak service hour. As of June 22, 2025, the morning trains operated Wiehle – New Carrollton. As of December 21, 2025, the afternoon trains operated Stadium-Armory to Ashburn.

**FY2027 METRORAIL SERVICE LEVELS**

<b>Line</b>	<b>Service Pattern</b>	<b>Peak Service</b> <i>Monday - Friday</i>	<b>All Day Service</b> <i>Monday - Friday</i>	<b>Late Night Service</b> <i>Monday - Friday</i>	<b>All Day Service</b> <i>Saturday, Sunday and Holidays</i>	<b>Late Night Service</b> <i>Saturday, Sunday and Holidays</i>
Red	Shady Grove to Glenmont	4 to 5 min	6 min	<b>7 to 8 min</b>	6 min	<b>7 to 8 min</b>
Green	Greenbelt to Branch Ave	6 min	6 min	7 to 8 min	8 min	8 min
Yellow	Huntington to Mt Vernon Sq* / to Greenbelt*	6 min	6 min	7 to 8 min	8 min	8 min
Blue	Franconia-Springfield to Downtown Largo	10 min***	<b>10 min</b>	15 min	12 min	15 min
Orange	Vienna to New Carrollton	10 min***	<b>10 min</b>	15 min	12 min	15 min
Silver	Ashburn to Downtown Largo** / to New Carrollton**	10 min***	<b>10 min</b>	15 min	12 min	15 min

Headway improvements in FY2027 Metrorail service proposal, taking effect from December 2026, are denoted in bold to differentiate proposed changes from existing service frequencies in the table.

\*Yellow Line trains will alternate between terminating at Mt. Vernon Square and Greenbelt, with the anticipation that every other Yellow Line train will operate to Greenbelt instead of terminating at Mt Vernon Sq. Frequency in the Mt. Vernon Square – Greenbelt branch is double that shown in the table.

\*\*Silver Line trains will alternate between terminating at Downtown Largo and New Carrollton, with the anticipation that every other Silver Line train will travel to New Carrollton instead of Downtown Largo. Frequencies in the branches are double those shown in the table.

\*\*\*Blue, Orange, and Silver line will each have one additional train run during peak service in the peak direction (Largo and New Carrollton bound trains in the AM and Franconia, Vienna, and Ashburn bound trains in the PM), with all trains re-spaced evenly for the hour.

**All Day Service:** baseline service frequency from opening until approximately 9:30 PM

**Peak Service:** increased service frequency on weekdays (Monday-Friday) from approximately 7:00 AM to 9:00 AM and 4:00 PM to 6:00 PM.

**Late Night Service:** service frequency from approximately 9:30 PM to closing.

### **MetroAccess Service Changes**

The FY2027 Budget maintains MetroAccess service at FY2026 levels, with no planned changes.

### **Fare Changes**

The FY2027 Budget maintains fares at FY2026 levels, with no planned changes.

## FINANCIAL PLAN - ALLOCATION OF STATE AND LOCAL CONTRIBUTIONS

<i>(Dollars in Millions)</i>	FY2027	FY2028	FY2029	FY2030	FY2031	FY2032	Six-Year
	Budget	Plan	Plan	Plan	Plan	Plan	Total
Federal Formula Programs	\$485.8	\$495.5	\$505.5	\$515.6	\$525.9	\$536.4	\$3,064.7
Federal RSI/PRIIA	143.5	143.5	143.5	143.5	143.5	143.5	861.0
Other Federal Grants	31.1	117.0	21.0	2.9	2.9	0.0	174.8
<b>TOTAL - FEDERAL GRANTS</b>	<b>\$660.4</b>	<b>\$756.0</b>	<b>\$670.0</b>	<b>\$661.9</b>	<b>\$672.3</b>	<b>\$679.9</b>	<b>\$4,100.5</b>
Formula Match & System Performance	\$120.3	\$123.9	\$127.7	\$131.5	\$135.4	\$139.5	\$778.3
District of Columbia RSI/PRIIA	49.5	49.5	49.5	49.5	49.5	49.5	297.0
Dedicated Funding	178.5	178.5	178.5	178.5	178.5	178.5	1,071.0
<b>Subtotal - District of Columbia</b>	<b>\$348.3</b>	<b>\$351.9</b>	<b>\$355.7</b>	<b>\$359.5</b>	<b>\$363.4</b>	<b>\$367.5</b>	<b>\$2,146.3</b>
Montgomery County	51.3	52.9	54.4	56.1	57.8	59.5	331.9
Prince George's County	54.2	55.9	57.6	59.3	61.1	62.9	350.9
Maryland RSI/PRIIA	49.5	49.5	49.5	49.5	49.5	49.5	297.0
Maryland Dedicated Funding	167.0	167.0	167.0	167.0	167.0	167.0	1,002.0
<b>Subtotal - Maryland</b>	<b>\$322.1</b>	<b>\$325.2</b>	<b>\$328.5</b>	<b>\$331.9</b>	<b>\$335.3</b>	<b>\$338.9</b>	<b>\$1,961.9</b>
City of Alexandria	14.2	14.7	15.1	15.6	16.0	16.5	92.1
Arlington County	26.8	27.6	28.4	29.3	30.1	31.1	173.3
City of Fairfax	0.8	0.8	0.8	0.9	0.9	0.9	5.2
Fairfax County	43.7	45.1	46.4	47.8	49.2	50.7	282.9
City of Falls Church	1.0	1.1	1.1	1.1	1.2	1.2	6.7
Loudoun County	8.0	8.2	8.4	8.7	9.0	9.2	51.5
Virginia RSI/PRIIA	49.5	49.5	49.5	49.5	49.5	49.5	297.0
Virginia Dedicated Funding - Unrestricted	122.9	122.9	122.9	122.9	122.9	122.9	737.3
Virginia Dedicated Funding - Restricted	31.6	31.6	31.6	31.6	31.6	31.6	189.7
Congestion Mitigation and Air Quality (CMAQ)	0.9	0.7	0.7	0.6	0.6	0.0	3.5
<b>Subtotal - Virginia</b>	<b>\$299.5</b>	<b>\$302.1</b>	<b>\$305.0</b>	<b>\$307.9</b>	<b>\$311.0</b>	<b>\$313.6</b>	<b>\$1,839.2</b>
Jurisdiction Planning Projects	3.0	3.0	3.0	3.0	3.0	3.0	18.0
Other Reimbursable Projects	57.2	10.0	0.0	0.0	0.0	0.0	67.2
<b>Subtotal - Jurisdictional Reimbursable</b>	<b>\$60.2</b>	<b>\$13.0</b>	<b>\$3.0</b>	<b>\$3.0</b>	<b>\$3.0</b>	<b>\$3.0</b>	<b>\$85.2</b>
<b>TOTAL - STATE &amp; LOCAL</b>	<b>\$1,030.1</b>	<b>\$992.2</b>	<b>\$992.2</b>	<b>\$1,002.3</b>	<b>\$1,012.8</b>	<b>\$1,023.0</b>	<b>\$6,052.6</b>
<b>DEBT</b>	<b>\$283.8</b>	<b>\$856.5</b>	<b>\$878.0</b>	<b>\$0.0</b>	<b>\$0.0</b>	<b>\$0.0</b>	<b>\$2,018.3</b>
<b>PRIOR YEAR FUNDING</b>	<b>\$163.0</b>	<b>\$157.0</b>	<b>\$161.0</b>	<b>\$145.0</b>	<b>\$160.0</b>	<b>\$179.4</b>	<b>\$965.4</b>
<b>PROSPECTIVE FEDERAL GRANT</b>	<b>\$0.0</b>	<b>\$0.0</b>	<b>\$109.4</b>	<b>\$99.7</b>	<b>\$90.1</b>	<b>\$63.7</b>	<b>\$362.8</b>
<b>GRAND TOTAL FUNDING<sup>1,2</sup></b>	<b>\$2,137.3</b>	<b>\$2,761.7</b>	<b>\$2,810.5</b>	<b>\$1,908.9</b>	<b>\$1,935.1</b>	<b>\$1,946.0</b>	<b>\$13,499.6</b>

1. Total funding requirement includes capital program expenditures, other liabilities, debt service, and estimated revenue loss from major shutdowns

2. Totals may not sum due to independent rounding

<b>Capital Investment Categories (\$M)</b>	<b>FY2027 Budget*</b>	<b>FY2028–FY2032 Plan*</b>	<b>Six-Year Total*</b>
Railcars and Railcar Facilities	\$333	\$2,059	\$2,392
Rail Systems	\$288	\$1,682	\$1,970
Track and Structure Rehabilitation	\$244	\$1,615	\$1,859
Stations and Passenger Facilities	\$327	\$1,254	\$1,581
Bus, Bus Facilities, and Paratransit	\$360	\$1,735	\$2,095
Operations and Business Support	\$311	\$1,094	\$1,405
<b>Total Capital Investments</b>	<b>\$1,862</b>	<b>\$9,439</b>	<b>\$11,301</b>
Revenue Loss from Capital Projects and Other Needs	\$22	\$110	\$132
Debt Service - Dedicated Funding	\$254	\$1,813	\$2,067
<b>Total Capital Program Cost</b>	<b>\$2,137</b>	<b>\$11,361</b>	<b>\$13,499</b>

**INDIRECT COST RATE PROPOSAL**  
**Table of FY 2027 Budgeted Indirect Cost Rates**

For FY 2027, Metro prepared and submitted an Indirect Cost Rate Proposal (ICRP) to the Federal Transit Administration (FTA) on December 31, 2025. The proposed FY 2027 ICRP is still under FTA review.

For FY 2026, Metro prepared and submitted an ICRP to the FTA on December 23, 2024. FTA reviewed and was in agreement with the FY 2025 Indirect Cost Proposal, as confirmed in the FTA letter dated June 20, 2025, to be applied for the period of July 1, 2025, to June 30, 2026. Given the respective timelines of budget formulation and ICRP submittal and FTA review, the FY 2027 Budget Development used the rate set that was approved on June 20, 2025.

The FY 2027 ICRP, if approved as submitted, will establish the set of rates shown in the table below labeled FY 2027 Proposed Rates. These rates include a carry-forward calculation and are based on FY 2025 expenditures. WMATA plans to apply the FY 2027 rate set as and when approved by FTA.

**FY 2026 Approved Rates**

Department/Area	Indirect Cost Rate
Operating Labor (Combined BUS, RAIL, ACCESS, MTPD, CSCM)	44.17%
Office of Inspector General (OIG)	55.61%
Capital - Design/Engineering/Construction	48.04%
Capital - Other	39.30%
Blended	43.79%

**FY 2027 Proposed Rates**

Department/Area	Indirect Cost Rate
Operating Labor (Combined BUS, RAIL, ACCESS, MTPD, CSCM)	43.91%
Office of Inspector General (OIG)	69.26%
Capital - Design/Engineering/Construction	35.16%
Capital - Other	21.34%
Blended	40.16%

In executing the FY 2027 Capital Budget and Six-Year CIP, Metro shall use the approved rate set shown above in anticipation of FTA's approval of the FY 2027 ICRP. If FTA requires changes to the rate set as part of their approval, Metro shall use the FTA-approved rate set so long as the application of any FTA-approved rate set does not increase operating subsidy or capital contributions.

# WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY

## Debt Management Policy Guidelines

### April 2026

## I. Introduction

### Section 101. Purpose

These Debt Management Policy Guidelines (the “Policy Guidelines”) document the Washington Metropolitan Area Transit Authority’s (“WMATA” or the “Authority”) goals for the use of debt instruments and provides guidelines for the use of debt for financing the Authority’s infrastructure and capital projects and other operational purposes. The Authority’s overall guiding principles in issuing debt is to (a) identify transactions that utilize debt in the most efficient manner, (b) make timely debt service payments, and (c) achieve the lowest possible cost of capital and maintain high credit ratings and access to the capital markets.

### Section 102. Authority, Scope and Review

WMATA is an interstate compact agency, and an agency and instrumentality of the District of Columbia, State of Maryland, and Commonwealth of Virginia. WMATA’s continuing power to issue revenue bonds is set forth in Article IX of the Compact. Notwithstanding any provision of these Guidelines to the contrary, all debt obligations of WMATA will comply with the requirements of the Compact as well as all other applicable laws, regulations and Board Resolutions.

These Policy Guidelines will be reviewed annually by the WMATA Board of Directors (the “Board”) and any changes to the Policy Guidelines must be presented to and approved by the Board.

### Section 103. Administration of Policy Guidelines

Both the Executive Vice President and Chief Financial Officer and the Vice President and Treasurer will be responsible for managing, implementing and reviewing the Policy Guidelines and recommending appropriate debt offerings including, if necessary, debt comparison analysis to the General Manager and Chief Executive Officer from time to time.

### Section 104. General Best Interest of Authority

The General Manager and Chief Executive Officer will bring to the Board for approval prior to closing, any deviations from the Policy Guidelines that may be appropriate to address 1) changing financial goals, 2) emerging financial products/debt structures and 3) unique market opportunities.

## II. General Debt Issuance Policies

### Section 201. Use of Debt

WMATA will issue bonds for any lawful purpose. Bonds issued to fund WMATA’s capital program may be used to fund expenses incurred on any project in the approved Six-Year Capital Improvement Plan, so long as bond proceeds are fully spent in accordance with applicable federal tax laws and regulations. Bond proceeds will not be used for ongoing operating needs except as provided for in this section.

WMATA may use a mix of pay-as-you-go and debt to finance capital projects and other short and long-term financial needs of the Authority. The financing purpose will guide the type of debt WMATA uses, which may include:

**Long-Term Debt:** Long-term bonds/notes (instruments with a maturity of more than two years are preferred for financing essential capital activities including the acquisition, construction and rehabilitation of major capital assets. WMATA may issue Long-Term Debt with a maturity of forty (40) years or for a term equal to 120 percent of the average reasonably expected economic life of the CIP projects financed by tax-exempt bond proceeds, whichever is less.

**Short-Term Debt:** WMATA may use short-term bonds/notes (instruments with a maturity of two years or less) as a cash management tool to provide interim financing to bridge temporary cash flow deficits within a fiscal year, and/or to reduce interest rate costs. Short-term debt obligations may include commercial paper, grant anticipation notes, working cash notes, variable rate bonds, bond anticipation notes, lines of credit as well as any other appropriate instruments.

**Variable Rate Debt:** In addition to fixed rate debt, WMATA may issue bonds/notes with a variable interest rate to 1) diversify its debt portfolio, 2) reduce interest costs, 3) improve its match of assets to liabilities, 4) provide budgetary relief or 5) allow grant funding flexibility to accommodate changes in debt service levels. The aggregate amount of WMATA's outstanding unhedged long-term variable rate debt, however, is not authorized to exceed 20% of its outstanding long-term debt.

**Direct Borrowing:** Where direct borrowing/lending (such as TIFIA loans) would prove more economically beneficial, WMATA will consider direct loan obligations. However, WMATA will only proceed with a direct loan transaction if the transaction creates tangible benefits to WMATA.

**Bond Premium:** Bonds can be sold at par or as premium bonds or discount bonds. If bonds are sold with a premium, the premium shall be deposited to a Cost of Issuance Account to pay bond issuance costs, and, if applicable, any residual premium will be transferred to a Capitalized Interest Account to pay any capitalized debt service on the bonds; and, any further residual premium will be deposited into the Project Fund specific to that bond issue.

When issuing Gross Revenue Bonds, WMATA will attempt to "right-size" the issue so as to minimize any excess premium derived after covering 1) bond issuance costs; 2) and capitalized debt service, if any. Any remaining premium will be deposited to the project fund to satisfy the CIP Project Fund requirement.

## Section 202. Financing Purposes

The Authority may issue debt for either new money or refunding purposes.

**New Money Bonds:** New money bonds may be issued to provide additional funding for essential capital activities or other activities suitable for bond financing, as detailed under Use of Debt.

**Refunding Bonds:** WMATA may issue refunding bonds to achieve debt service savings on its outstanding bonds by redeeming higher interest rate debt with lower interest rate debt. WMATA may structure the savings from these bonds on a uniform, proportionate or accelerated basis depending on the Authority's financing goals. When refunding outstanding bonds, the Authority will generally seek a per-bond net present value savings guideline of 3% based on market conditions. Refundings with lower savings rates may be appropriate to maximize overall financial objectives. Notwithstanding the above, the 3% savings guideline will not apply for bonds with a call date between one and three years from their stated maturity.

In certain instances, it may be advantageous for WMATA to issue refunding bonds that do not produce positive economic savings but serve to restructure debt or retire a bond issue in order to remove undesirable bond covenants. Prior to issuing such refunding bonds, WMATA will evaluate the benefits (both intangible and tangible) as well as the economic costs and compliance with existing bond covenants for approval by the Board.

### Section 203. Issuance Processes

There are three basic processes for the issuance of long-term bonds:

- i. **Jurisdictional Capital Contribution Debt.** This form of debt may be issued using the process contained in the applicable Capital Funding Agreement which may provide for an opt-in option for the funding jurisdictions and formal agreement by the opting-in jurisdictions to fund that debt service. The security for these bonds will be WMATA's Gross Revenues as defined in the applicable bond resolution.
- ii. **Dedicated Funding Debt.** This form of debt may be issued with the approval of the Board without any jurisdictional input. The security for these bonds shall be the Dedicated Funding contributions received from the District of Columbia, the State of Maryland, and the Commonwealth of Virginia pursuant to the following legislative enactments: (a) from the District of Columbia under D.C. Official Code § 1-325.401 or any successor statute, as the same may be amended from time to time in the future; (b) from the State of Maryland under Md. Transportation Code Ann. § 10-205(g) or any successor statute, as the same may be amended from time to time; and (c) from the Commonwealth of Virginia under the Va. Code §33.2-3401.B or any successor statute, as the same may be amended from time to time. Dedicated Funding shall also include funds paid by any of the District of Columbia, the State of Maryland, the Commonwealth of Virginia or any other Participating Jurisdiction in-lieu-of such amounts.
- iii. **Debt Secured by Other Revenue Sources.** WMATA may issue debt secured by other sources of revenue not described above. The approval of the Board is the only approval necessary unless the source of revenue is from one or more of the local funding jurisdictions; in which case, those jurisdictions will have the same rights as under Jurisdictional Capital Contribution Debt.

### Section 204. Combination of Security for Bonds

WMATA may issue bonds with one or more types of security provided that the issuance requirements and process for each type of security is met.

### Section 205. Borrowing Capacity

In addition to comply revenue is financial covenants for outstanding Gross Revenue Transit Bonds authorized under the 2003 Gross Revenue Bond Resolution (2003-53) and subsequent supplemental resolutions and other applicable bond resolutions, the Authority will manage its debt to ensure sufficient revenues are available to meet its obligations under its various liens. WMATA will monitor debt capacity and analyze impact of additional debt on the Authority's short- and long-term debt capacity. Any debt cap will be based on the overall needs of the Authority and the Debt Service Coverage requirements contained in any applicable bond resolution.

Senior and Junior Liens for each revenue source will be utilized in a manner that maximizes critical constraints, including cost and capacity, thus allowing for the most beneficial use of the revenue for the most efficient security structure. Prior to each lien, the Authority's Board will approve a maximum annual debt service ((MADS) ratio of pledged revenue divided by annual debt service) or other debt service coverage requirement necessary to satisfy the constraints.

#### Section 206. Use of Short-Term Debt

Short-Term Debt may be issued by WMATA. Lines of Credit not used for credit enhancement may be used for interim funding of the approved capital program or to ameliorate the impact of any shortfall in the Operating budget. When used in the capital program, the costs of such usage shall be charged to the applicable capital program or project. When a Line of Credit is used to ameliorate the impact of any shortfall in the Operating budget, the costs of such usage, including interest, shall be paid solely out of the Operating budget and charged to the jurisdiction or jurisdictions causing the need to use the Line of Credit or charged pursuant to the applicable subsidy formula when the use of the Line of Credit is from a non-jurisdictional requirement but never from any capital funds.

All forms of Short-Term Debt must be approved by the Board of Directors before closing; except for that Lines of Credit meeting the following parameters may be issued without further Board action:

- Aggregate amount not to exceed \$500 million;
- The interest rate shall not exceed the then-current 30-day Secured Overnight Financing Rate ("SOFR") (or any generally accepted substitute for SOFR) plus margin of up to 7.00% per annum (calculated on the basis of an actual 360-day year);
- Have a term which is less than two years;
- Fees and transaction costs paid by WMATA on a Line of Credit may include the fee types and transaction costs contained in the existing Line of Credit program in effect upon passage of this policy and additional fee types and transaction costs (and each in amounts) which are reasonable and customary for the industry at the time of entering into a new or renewed Line of Credit; and
- If financial institution indemnification is required as a condition of the Line of Credit, any such indemnification shall have already been granted by the Board of Directors or, if for a new financial institution, the indemnification shall be substantially the same form as the following paragraph.

**Indemnity.** (a) Borrower will indemnify Bank and its affiliates and each of the directors, officers, employees, agents, trustees, administrators, managers, advisors and representatives of Bank or any affiliate of Bank (Bank, and each such affiliate and Person being called an "Indemnitee") against, and hold each Indemnitee harmless from, any and all losses, claims, damages, liabilities and related expenses imposed upon, asserted or assessed against or incurred by such Indemnitee arising out of the inaccuracy or breach of any of Borrower's representations contained in this Agreement or any other Loan Document or arising out of, in connection with, or as a result of (i) the execution or delivery

or the administration of this Agreement and the other Loan Documents, (ii) the making of the Loan or the use or proposed use of the proceeds therefrom, or (iii) any actual or prospective claim, litigation, investigation or proceeding relating to any of the foregoing, whether based on contract, tort or any other theory, whether brought by a third party or by Borrower, and regardless of whether any Indemnitee is a party thereto; provided that such indemnity shall not, as to any Indemnitee, be available to the extent that such losses, claims, damages, liabilities or related expenses are determined by a court of competent jurisdiction by final and non-appealable judgment to have resulted from the gross negligence, negligence or willful misconduct of such Indemnitee. (b) To the fullest extent permitted by applicable law, Borrower shall not assert, and hereby waives, and acknowledges that no other Person shall have, any claim against any Indemnitee, on any theory of liability, for special, indirect, consequential or punitive damages (as opposed to direct or actual damages) arising out of, in connection with, or as a result of, this Agreement, any other Loan Document or any agreement or instrument contemplated hereby, the transactions contemplated hereby or thereby, the making of the Loan or the use of the proceeds thereof. No Indemnitee referred to in subsection (a) above shall be liable for any damages arising from the use by unintended recipients of any information or other materials distributed to such unintended recipients by such Indemnitee through telecommunications, electronic or other information transmission systems in connection with this Agreement or the other Loan Documents or the transactions contemplated hereby or thereby other than for direct or actual damages resulting from the gross negligence, negligence or willful misconduct of such Indemnitee as determined by a final and non-appealable judgment of a court of competent jurisdiction. (c) All amounts due under this Section shall be payable not later than ten Business Days after demand therefore. d) The agreements in this Section shall survive the payment in full of the Note, the repayment, satisfaction or discharge of all other Secured Obligations and the termination of this Agreement for no more than three years following the event.

#### Section 207. Credit Ratings

WMATA's credit ratings goal is to achieve the best economic benefit from the Authority's debt issuances by attaining appropriate balance between minimizing borrowing cost and maximizing financial flexibility and result.

For existing bond programs, WMATA will attempt to maintain or improve current credit ratings without adversely affecting levels of debt that may be issued for any particular program. For new bond issuances, WMATA will generally seek investment grade ratings from at least two Nationally Recognized Statistical Rating Organizations. However, WMATA acknowledges that as market conditions and financing needs evolve, so should the Authority's credit ratings strategy. WMATA may accept a lower rating (and thus incur a modest financing cost differential) in order to gain flexibility needed to effect significant policy initiatives. The Authority will periodically review its credit rating strategy to see if market or capital plan developments warrant a revision in WMATA's approach to its ratings.

WMATA will strive to communicate regularly with rating agencies. As requested, the Authority will provide information to rating agencies, arrange regular conference calls to update rating analysts on significant financial developments and communicate with rating agencies prior to each WMATA public bond offering.

#### Section 208. Subordinate Liens

WMATA may determine that for some of its revenue sources it may be advantageous to issue subordinate lien debt. However, WMATA will only proceed with subordinate lien debt if the transaction creates tangible benefits to WMATA and is approved by the Board.

#### Section 209. Tax Status

WMATA has a preference for issuing debt on a tax-exempt basis to take advantage of interest cost savings compared to issuing taxable debt. However, WMATA may issue debt on a taxable or tax- exempt basis.

#### Section 210. Credit Enhancement

WMATA may secure credit enhancement for all or a portion of each bond issue. Credit enhancement may include municipal bond insurance or a letter/line of credit (which shall not be covered by Section 206 of this Debt Policy). The Executive Vice President and Chief Financial Officer or designees shall recommend use of credit enhancement considering such factors as economic benefit of the enhancement, and future secondary market trading conditions. WMATA will not secure credit enhancement unless the premium cost is less than the present value of the projected interest savings or if such credit enhancement improves capital market access and/or facilitates liquidity in the secondary market for the securities. For municipal bond insurance, or other forms of credit enhancement which are paid for with an upfront premium, WMATA will analyze the economic benefit both to the maturity of the bonds and to the first optional redemption date.

WMATA may also fund a debt service reserve fund to enhance the marketability of its bonds.

For bond issues that require a debt service reserve fund, WMATA may purchase a surety bond policy or letter of credit to satisfy the reserve fund requirement in lieu of funding.

### **III. Market Advantages for Mass Transit Bonds**

As a mass transit system, WMATA promotes low carbon emissions, reduces traffic congestion and promotes preservation of highways, roadways and other infrastructure in the nation's capital region. Debt issuances, when logical, are permitted to be marketed and labeled to emphasize these important contributions for investment opportunities to potential investors. WMATA will leverage this marketing advantage to lower its cost of funds and/or to diversify investors when possible.

### **IV. Method of Sale and Use of Professionals**

#### Section 401. Method of Bond Sale

The General Manager & Chief Executive Officer or his designee may choose between the following three different bond sale methods: negotiated, competitive and private placement. A competitive sale is the preferred method of sale unless market conditions at the time of sale indicate a negotiated or private placement sale will result in lower overall cost to WMATA. In such cases, Board approval is required to proceed with a negotiated sale or private placement.

Factors which may be considered when determining the most efficient bond sale method include:

Bond market conditions	Bond structure	Market timing
Credit demand	Credit acceptance	Credit ratings
Use of proceeds	Bond size	Financing complexity
Desire to negotiate bond covenants	Credit enhancement participation	Credit Complexity

**Section 402. Selection of Bond Financing Professionals**

Bond Financial Advisory Professionals including firms that provide financial advisory and underwriting services to WMATA in connection with the issuance of debt shall be selected on a competitive basis to create pools of qualified vendors. The Executive Vice President and Chief Financial Officer or her designee have been delegated the authority to select Bond Financial Advisory professionals. The Authority will strive for diversity and provide opportunity for DBE firms, veteran owned, and other minority and women-owned firms as part of each underwriting team.

WMATA will select and retain at all times one or more independent registered municipal advisors (IRMAs) to review financing ideas provided to the Authority by Bond Underwriting Professionals. Further, concurrently with the planning for a debt issue, WMATA shall obtain the services of Bond Financial Advisory Professionals and, as needed, Bond Underwriting Professionals.

In addition to the above, WMATA may periodically solicit separately for specialized services, including short-term lending products, based on the financial needs of the Authority and market factors at the time of the solicitation. As the market for financial institutions offering short-term lending products to governments evolve, WMATA may solicit bids for short-term borrowing programs from firms meeting the Compact requirements and whom the Authority deems viable at the time of the financing. WMATA requires its Bond Financial Advisory Professionals to provide services in accordance with all currently applicable Municipal Securities Rulemaking Board (MSRB) rules and any subsequent MSRB rulings or requirements.

**V. Derivatives**

**Section 501. General Policy**

Interest rate swaps and options (Swaps or Derivatives) are appropriate management tools that can assist WMATA to meet important financial objectives. Properly used, these instruments can help WMATA increase its financial flexibility, provide opportunities for interest rate savings, enhanced investment yields, or reduce interest rate risk through more effective matching of assets and liabilities. Derivatives for commodities used by WMATA also provide opportunities for financial benefit. The Executive Vice President and Chief Financial Officer or her designee must determine if the use of any Swap or hedging instrument is appropriate and warranted given the potential benefit, risks, and objectives of the Authority. WMATA may consider the use of derivatives if it achieves one or more of the following objectives:

- Provides specific risk mitigation not otherwise available;
- Produces greater than expected interest rate savings or incremental yield over other

- market alternatives;
- Results in improved capital structure or better asset/liability match. WMATA will not use derivative products that are speculative or create extraordinary leverage or risk; lack adequate liquidity; provide insufficient price transparency; or as investments.

WMATA will only do business with A+ or higher rated counterparties or counterparties whose obligations are supported by A+ or higher rated parties.

#### Section 502. Interest Rate Derivative Policy

Financial transactions using Swaps or other derivative products used in lieu of a fixed rate debt issue should generate greater projected savings than the typical structure used by WMATA for fixed rate debt.

WMATA will limit the total notional value of interest rate derivatives to an amount not to exceed twenty percent of total outstanding fixed rate debt and 100% of variable rate debt.

#### Section 503. Commodity Derivative Policy

WMATA is authorized to hedge or execute contracts for diesel fuel, electricity, CNG, carbon credits, and other commodities (excluding financial derivatives discussed above) that have a direct business relationship to WMATA's operations but not to exceed 95% of the expected use of the commodity to provide budget stability.

### **VI. Disclosure**

WMATA will periodically review the requirements of the MSRB and the recommendations of the Government Finance Officers Association ("GFOA") including the GFOA recommendation that financial statements be prepared and presented according to generally accepted accounting principles.

The Authority will also comply with Rule 15c2-12 by filing its annual financial statements and other financial and operating data on the Electronic Municipal Market Access (EMMA) repository for the benefit of its bondholders within the timeframe required under each financing. WMATA will make its financial statements, annual budget and official statements available on its investor relations website. The Vice President and Treasurer will comply with all SEC requirements for disclosure by providing annual financial information and notices of material events as outlined in the Continuing Disclosure Agreement executed for each series of bonds.

### **VII. Post Issuance Considerations**

#### Section 701. General Compliance Requirements

WMATA will comply with all debt covenants and comply with all post issuance tax requirements as detailed in the individual tax compliance certificate executed in connection with each bond or note sale. Specifically, WMATA will comply with Federal tax law to establish and maintain the exclusion from gross income tax on the Authority's bonds. WMATA will particularly focus on arbitrage requirements and will evaluate and ensure compliance with all applicable tax law during the debt issuance process, and on an ongoing basis thereafter, monitoring the Authority's debt portfolio in light of regulatory changes and case law, including arbitrage rules, including the Authority's arbitrage rebate position and any attendant rebate liability, as defined in § 148 of the

Tax Code.

Section 702. Investment of Bond Proceeds

WMATA will invest the sale proceeds of its bonds in accordance with the provisions of the WMATA Compact and the Internal Revenue Code. WMATA will invest bond proceeds in a manner that allows proceeds to be available when needed. Interest earned on the investment of bond proceeds shall be deposited in the Project Fund applicable to bond proceeds.

Section 703. Trustee Relationships and Monitoring of Trustee Activities

The Vice President and Treasurer is responsible for monitoring trustee activities made on behalf of WMATA on a quarterly basis.