



October 2025

Metro wins BEST transit agency award

Welcome to another issue of the Metro Express newsletter, an inside look at what's happening at Metro! This semi-regular newsletter has customer information, a look behind the scenes, fun facts, historical tidbits, and more.

In this issue:

- Metro accepts the Transit Agency of the Year award
- Our new buses hit the street
- How we're adjusting our bus network
- Childhood curiosity leads to career at Metro
- Brown is back on our new trains
- Winter construction work
- A time capsule trivia question
- And more!

Metro is the APTA Transit Agency of the Year!



It's official: Metro is the best transit agency in North America! Team Metro accepted the 2025 Outstanding Public Transit Agency of the Year from the American Public Transportation Association.

The award recognizes organizations and leaders in the public transportation industry who have demonstrated significant leadership, are outstanding role models of excellence, and whose accomplishments and innovations have greatly advanced public transportation over the past three years.

Metro was selected for our record customer satisfaction and ridership growth, the redesign of the entire Metrobus network, a dramatic increase in rail service, the opening of seven new stations, and improved customer amenities, like better wayfinding signage and more digital screens in stations.

Accomplishments in FY2025



Metro also highlighted public safety achievements, including an eight-year low in crime, an 82% drop in fare evasion, and a new in-house police academy.

“We are honored to be recognized for the hard work and dedication the Metro team has put into transforming America’s Metro System and proving our immense value to the region we serve,” said Metro General Manager and CEO Randy Clarke. “This award is more than just a recognition; it is a call to keep pushing forward and continuing to provide the service excellence our customers deserve.”

New buses hit the streets!



Two new Metrobuses hit the streets in October, improving the bus customer experience with vinyl seats, more space for carts and strollers, and a modern design.

The bus can hold 80 people and accommodates faster boarding and exiting. The ride is also quieter and smoother, with less vibration, providing a more comfortable experience for customers.

The buses can be found on the C11, C51, C29, C21, C13, C31, C11, C53, C37, and P97 routes on weekdays and the D50, C23, C55, C17, C21, and C43 routes on weekends.

Three more buses, manufactured by Nova, are on the way in the coming months.

New Metrobus network brings customer benefits



It's been nearly four months since we launched our new bus network, and customers are seeing the benefits.

With more service added to the Frequent Service Network, 47% of customer trips have had scheduled wait times of 12 minutes or less, compared to 44% in the old network. Reliability and on-time performance metrics are also trending upwards. Meanwhile, customers can now access 1,500 more jobs in 30 minutes or less thanks to the new network.

Customers are using the new connections, including the C11 that now provides service between DC and employment and retail centers in Maryland. More than 4,000 people used the C11 to get to National Harbor, a 50% increase in trips there. Customers took more than 3,000 trips on the P12's new weekend service to Laurel in July.

We've also heard your feedback. In September, we changed routes in Prince George's County. Routes with changes include the P14, P32, P33, P35, P40, P60, P61, P62, and P72. [Additional route level details are available here.](#) This first round of changes will be followed by more changes across the entire region in December.

Happy 35th birthday to two **Red Line** stations!

60 million trips since Sept. 22, 1990

- **Wheaton**
42M trips
- **Forest Glen**
18M trips

September 22, 1990
WELCOME ABOARD!
MONTGOMERY COUNTY
FOREST GLEN & WHEATON

M
metro

How one bus operator inspired the next generation to work at Metro



Sometimes, you may never know the impact of a small act of kindness, but Joy Kenley sure does.

Back in 2014, when Kenley was bus operator, she got to know fifth grader Samuel Mencimer, who took a special interest in buses on his way to school.

“She would explain all the intricacies of the buses and the routes to me,” Mencimer said. “I was curious, and maybe the world's biggest nerd.”

Kenley even offered Mencimer and his family a tour of the Northern Bus Garage complete with the experience of pushing buttons on the bus to open and close the doors and put his name on the destination sign.

That interest as a kid blossomed into a potential career as Mencimer studied electrical engineering at the University of Illinois. He got an internship at Metro in 2023, working in the Communications and Signaling department.

When he began working full time at Metro as an Associate Construction Project Manager, he decided to see if Kenley still worked at Metro. And she did, as a station manager at Glenmont Station. In late August, he made a surprise visit to Kenley to thank her for her influence and kindness.

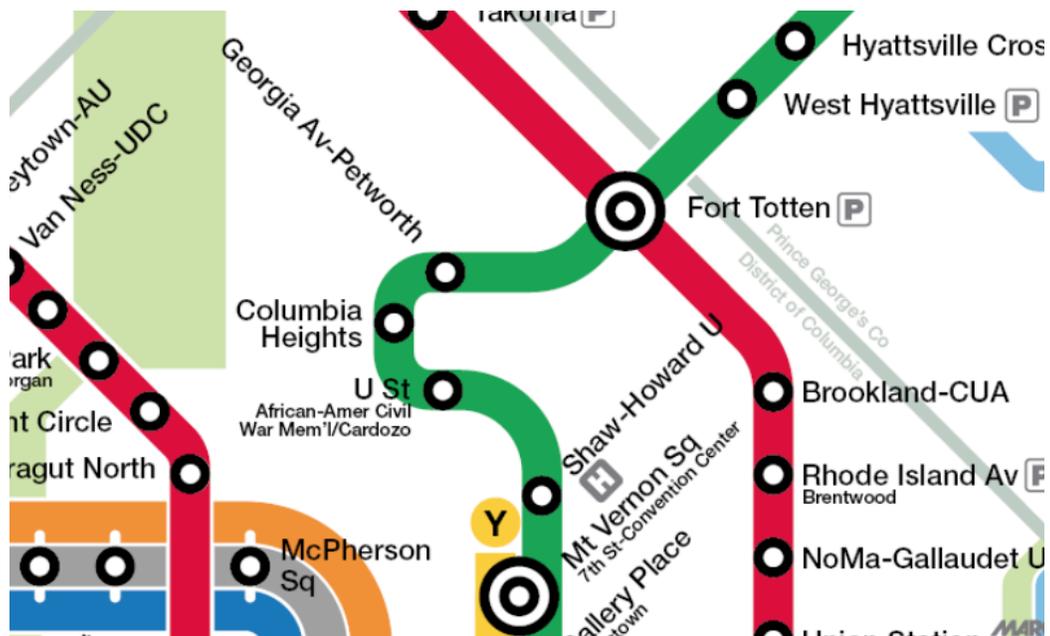
“She is definitely part of the reason I am working at Metro today,” he said.

Mencimer says he loves that his work on signaling impacts real people every day, just as Kenley work made an impact on him as a child.

“[With] fixing a signal problem, you are making it so that people can get to work on time, and it's very rewarding to be able to do that.”

Learn more about [internships](#) and [careers](#) at Metro.

Trains will single track on Green Line during winter construction



From 10 p.m. Tuesday, Dec. 16 through Tuesday, Dec. 30, the Green Line will single track between U Street and Georgia Av-Petworth stations while crews complete track, communications, and lighting upgrades.

All stations will remain open, with Green Line trains running every 16 minutes. Yellow Line trains will run every 8 minutes on both weekdays and weekends.

Metro scheduled this work during the holiday season, when ridership is typically lower, to minimize impacts on customers.

For more information visit the [winter major construction page](#). You can always plan ahead by checking the [upcoming track work page](#).

Brown is back! 8000-series train design selected after vote



More than 20,000 customers helped pick the exterior of our new 8000-series trains coming in 2028.

The public selected a silver M design nestled in a historic brown stripe.

“While the exterior design of the new 8000-series fleet pays homage to Metro’s past, the interior is all about the future,” said Metro General Manager and CEO Randy Clarke. “This new rail fleet will improve the customer experience in every way. We thank our loyal customers for their input on the future of Metro.”

The 8000-series rail cars feature wider aisles, increased digital signage, and dynamic wayfinding, among other upgrades.

Customers can expect to see pilot cars with the new rolling through stations for testing in late 2027 and can ride them in 2028.

[Learn more](#)

Metro delivers \$120 million in savings and record ridership in FY2025

Fiscal Year 2025 was a banner year for Metro. Metro saved \$120 million while delivering record ridership growth and national recognition for service excellence.

Metro riders took 264 million trips — a 9% increase over the previous year and 16% above budget — generating \$462 million in passenger revenue.

Metrorail ridership rose to 139 million trips and Metrobus reached 124 million, both well above projections.

Savings included \$28 million in one-time operating reductions and \$92 million reinvested in Metro's Six-Year Capital Program. Operating efficiencies such as wage freezes, service optimization, and cost-saving measures generated \$50 million in recurring reductions.

FY2025 milestones included the launch of the Better Bus Network, the new Tap. Ride. Go. contactless fare payment, the return of Automatic Train Operation after 15 years, and modernization of faregates across all Metrorail stations.

[Learn more](#)

What year is it?

It's fall again and the leaves are turning. It reminded us of this beautiful autumn scene in Olney, Maryland. It was taken Oct. 22, but what year is it?

Take a look at the vintage bus stop sign and Metrobus and take your best guess!

- **1979**
- **1987**
- **1996**

The answer is below:



Answer: 1987!

Know someone who wants to sign up for Metro Express?

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Have feedback? Let us know by emailing MetroExpress@wmata.com



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