



Finance and Capital Committee

Information Item IV-B

March 26, 2026

FY2027 Budget Public Engagement Report



Board Document

OVERVIEW			
PRESENTATION NAME	FY2027 Budget Public Engagement Report	DOCUMENT NO.	300106
ACTION OR INFORMATION	Information		
STRATEGIC TRANSFORMATION PLAN GOAL	Service excellence;		
RESOLUTION	No		
EXECUTIVE OWNER			
EXECUTIVE TEAM OWNER	Meyer, Sarah;		
ORGANIZATION	Customer Experience and Engagement		
DOCUMENT INITIATOR	Jerry J. Ilar		
OTHER INFORMATION			
COMMITTEE	Finance and Capital Committee	COMMITTEE DATE	3/26/2026
PURPOSE/KEY HIGHLIGHTS	<p>Metro's Public Participation Plan advances its goals of service excellence and regional opportunity and partnership. In this presentation, staff will summarize the results provided in full in the FY2027 Budget Public Engagement Report. Through multiple formats, staff solicited and received public feedback regarding the FY2027 proposed budget, FY2027 capital budget and associated potential service changes. The FY2027 budget communications and outreach effort was designed to encourage public feedback from 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 (PPP), which meets or exceeds all Federal Transit Administration (FTA) requirements. Efforts included outreach across the system and in the community, multilanguage advertisements, and Spanish language digital ads.</p>		



Board Document

DISCUSSION	<p>As part of the FY2027 budget process, Metro engaged in a targeted public communication and outreach effort to increase awareness, answer questions and solicit feedback on the proposed budget and associated service proposals. The FY2027 budget communication and outreach effort was designed to encourage public feedback from customers, stakeholders, and community members across Metro’s service area. Communications were guided by Metro’s Board-approved Public Participation Plan, which meets or exceeds all Federal Transit Administration requirements. Pursuant to the Public Participation Plan, the Board of Directors held three public hearings on February 3, 4, and 5, 2026. The public hearings included two virtual and one in-person opportunities, with the only in-person public hearing held in an area served by the Northern Virginia Transportation Commission pursuant to VA Acts of Assembly Ch. 854 Enact. Cl. 8. All hearings were broadcasted online at youtube.com/metroforward. Prior to each hearing, the public could attend a 30-minute open house staffed by Metro’s subject matter experts to answer questions. Those who wished to submit virtual testimony could pre-register to participate by video or call in during the hearing to submit audio-only testimony. American Sign Language (ASL) interpretation was provided at each of the Public Hearings. In addition to the public hearings, Metro used targeted marketing and media strategies to increase awareness and encourage feedback on the proposed budget. The primary method for collecting feedback was the online survey tool. Available in English and Spanish, this survey allowed the public to provide feedback by answering the survey questions, submitting open-ended comments or uploading documents.</p> <p>In total, Metro received 433 public comments from 1,136 survey responses on the proposed budget. More than 99 percent of the feedback was received via the online survey tool.</p> <p>Public engagement included 1,136 survey responses.</p> <p>433 written comments and letters uploaded through the survey.</p> <p>7 testimonies delivered at the three public hearings.</p> <p>42% living in DC, 37% in Maryland, and 20% in Virginia.</p> <p>13% Latino, 29% African American, and 10% Asian.</p>



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	Overall the survey responses represent a multifaceted cross section of Metro's customers.
INTERESTED PARTIES	No interested parties identified.
RECOMMENDATION/NEXT STEPS	Staff will distribute the FY2027 Budget Public Engagement Report with the FY2027 Budget presentation for adoption by the Board of Directors.
FUNDING IMPACT	No funding impact from this presentation.

FY2027 Budget Public Engagement Report



Finance and Capital Committee

Washington Metropolitan Area Transit Authority

March 26, 2026

Purpose

Describe the methods of public engagement used to solicit feedback

Summarize the results from the FY2027 Budget Public Engagement Report

By the Numbers

Survey Responses 1,136



88%

completed the Spanish survey through the transit app



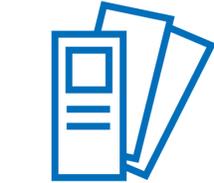
99%
of comments came from online survey

7

public hearing testimonies



Community Outreach 615,375



20,250
brochures distributed



80

outreach hours at stations and Metro Bus ride-alongs

8

printed publications in varying languages



3,500+

community leaders notified

Digital Engagements 31,022

700+

video views



1,861
website views



28,461

views and impressions on social media

Written Comment Themes

1,136
survey responses

total comments
443

12
written and public hearing comments

11%
span of service and access

13%
fares and compliance

32%
service reliability and headways

19%
better bus redesign, coverage and connectivity



written comments

6%
governance and trust

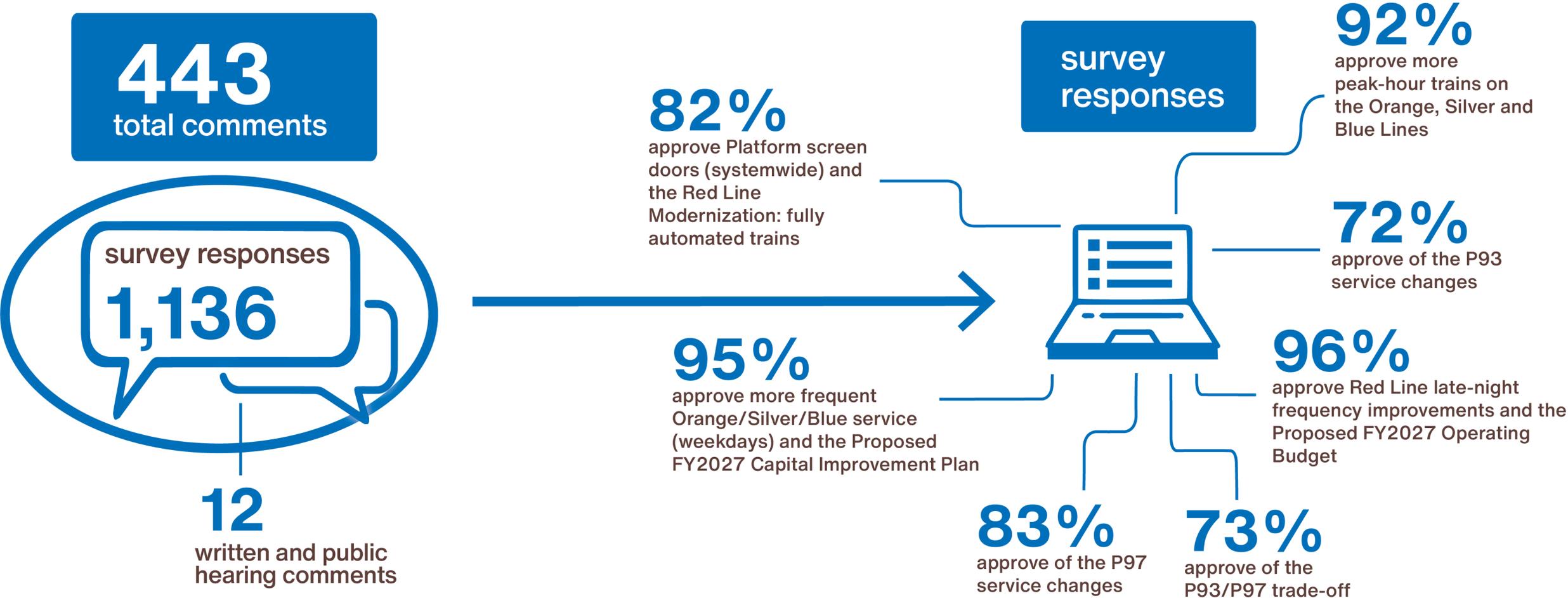
5%
equity and accessibility

1%
other

13%
safety, cleanliness and comfort



Survey Responses



What We Heard

Service reliability & headways:

"The metro buses aren't consistently arriving on time and sometimes they never show up. The app will say the bus is coming in 5 mins and it never comes."

Safety, cleanliness & comfort:

"Safety should be a priority in all accounts... I have been on the bus and people were smoking and the driver said nothing."

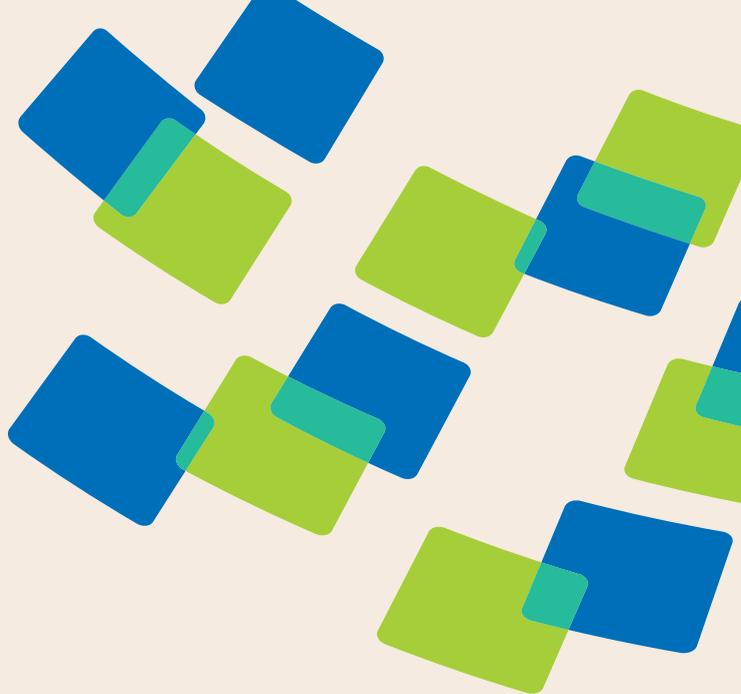
Fares & compliance:

"Increase enforcement of fare payment. It feels like paying is optional for half the ridership now."

Span of service & access:

"Please extend weekday train service later into the night. Many people work late shifts and cannot afford Ubers every night."

Thank You!



fy27 budget public engagement report



Hearings #672, #673, and #674
Docket No. B26-01 and Docket B26-02
March 26, 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:

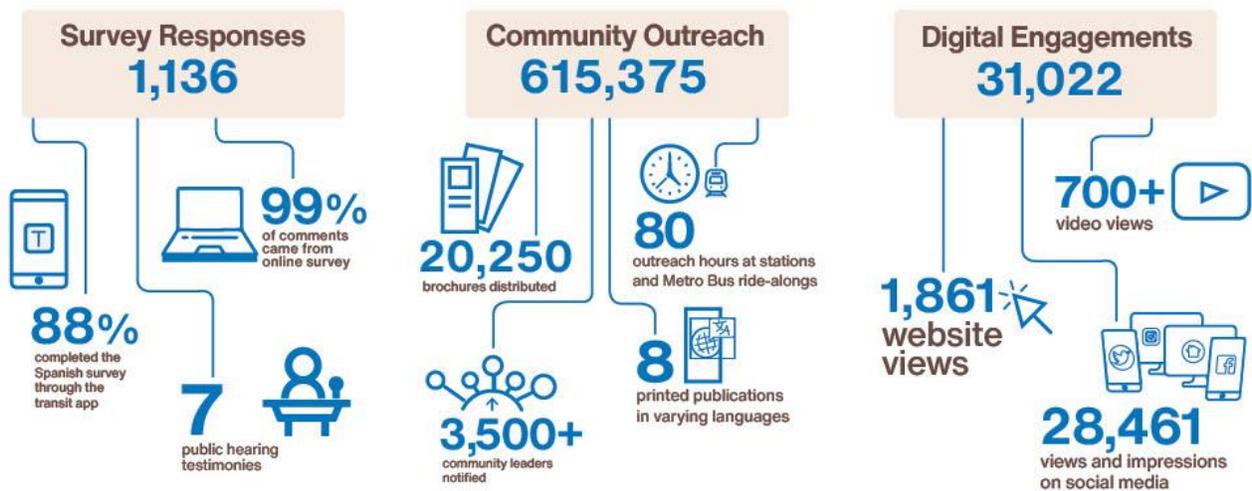
- Appendix A: Written Comments, Letters and Public Hearing Testimonies
- Appendix B: Analysis of Customer Feedback on Proposals

Public Engagement Results

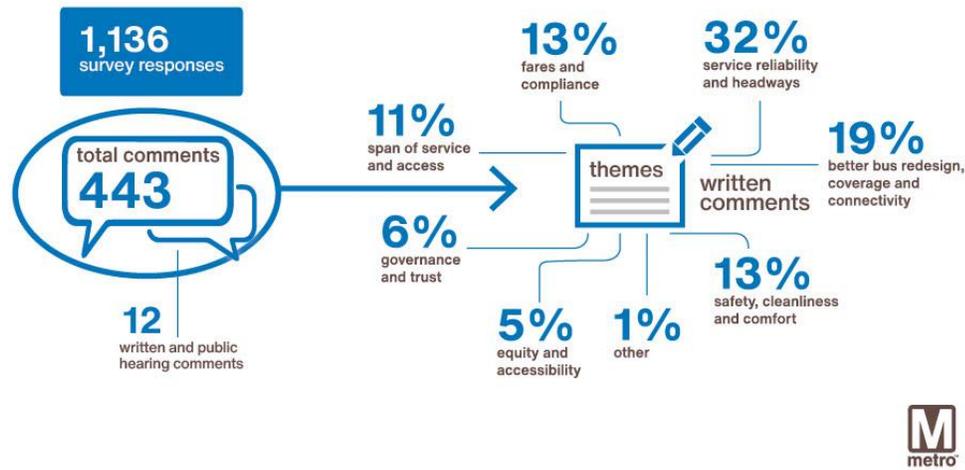
Metro received more than 400 public comments on the proposed budget. More than 421 of the feedback was received via the online survey tool. There were 12 letters and public hearing testimonies received through the survey tool or sent to the Board Secretary’s Office.

- 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



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

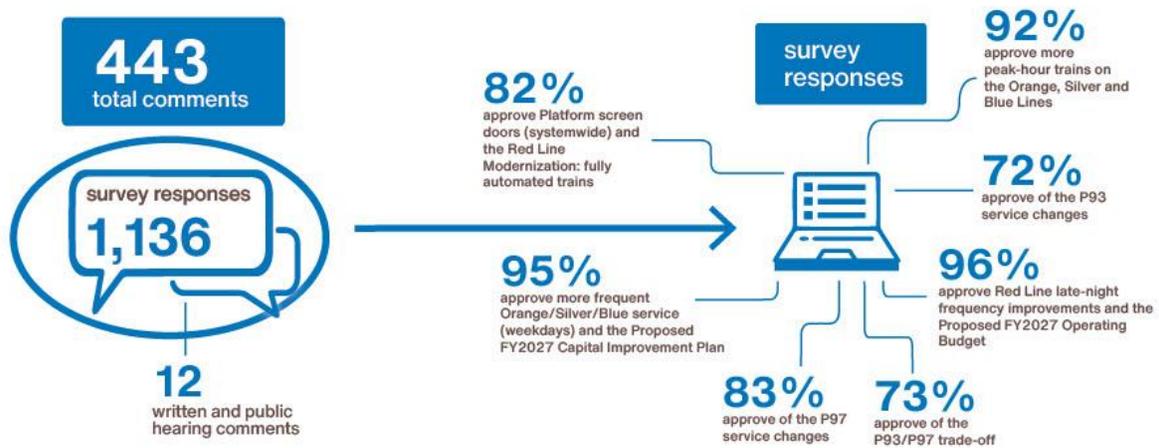
Among respondents who reviewed and gave feedback to specific proposals, support was **overwhelmingly positive**—with many items drawing approval in the **90%+** range and strong reported increases in likelihood to ride, especially for proposals that had either frequency increases or span improvements.

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
Metro Rail Service Highlights		
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%
District Metro Bus Service Proposals		
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%
Maryland Metro Bus Service Proposals		
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%

Proposal	% approved	% cite increased likelihood of use
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%	
Virginia Metro Bus Service Proposals		
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%
Budget & Modernization Feedback		
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.

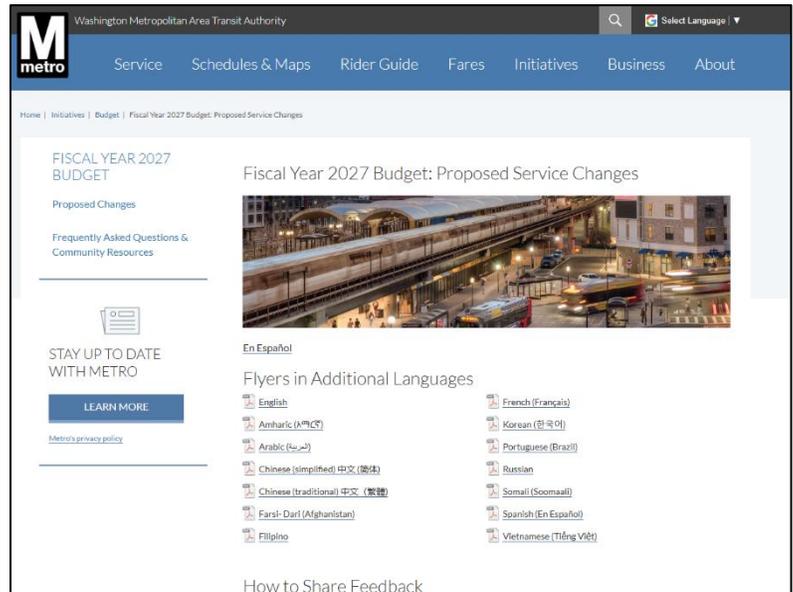


Targeted Marketing & Media

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

Website

The budget webpage (wmata.com/budget) 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), Farsi-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, 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.

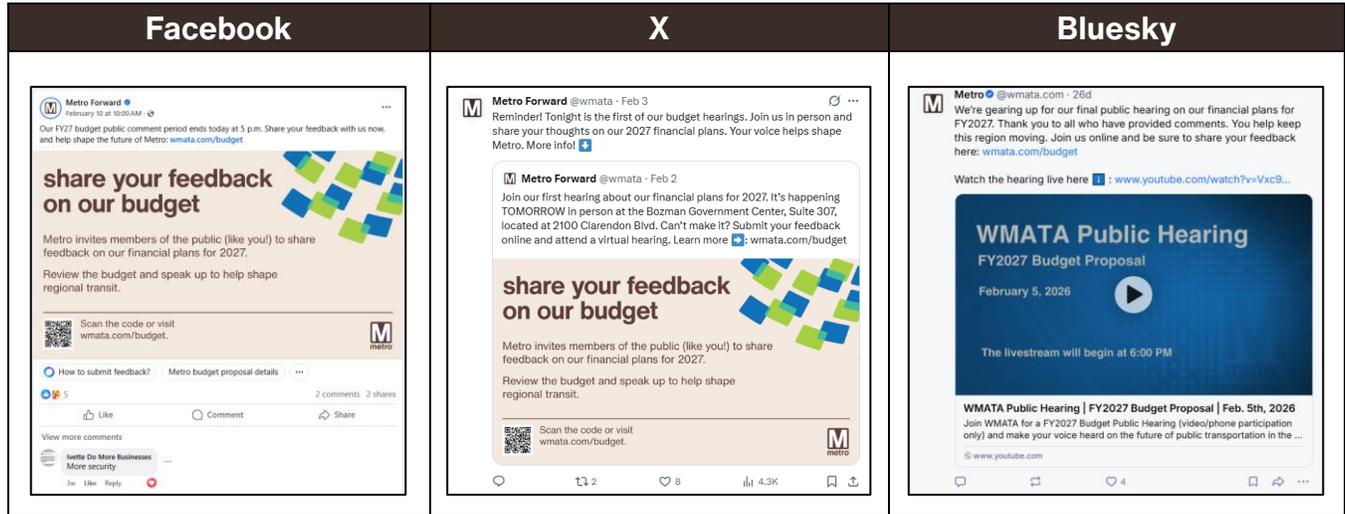
Channel	Date	Details
Facebook	1/30	<ul style="list-style-type: none">• 8 engagements
	2/2	<ul style="list-style-type: none">• 7 engagements
	2/4	<ul style="list-style-type: none">• 3 engagements
	2/5	<ul style="list-style-type: none">• 2 engagements
	2/8	<ul style="list-style-type: none">• 9 engagements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

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

Notes:

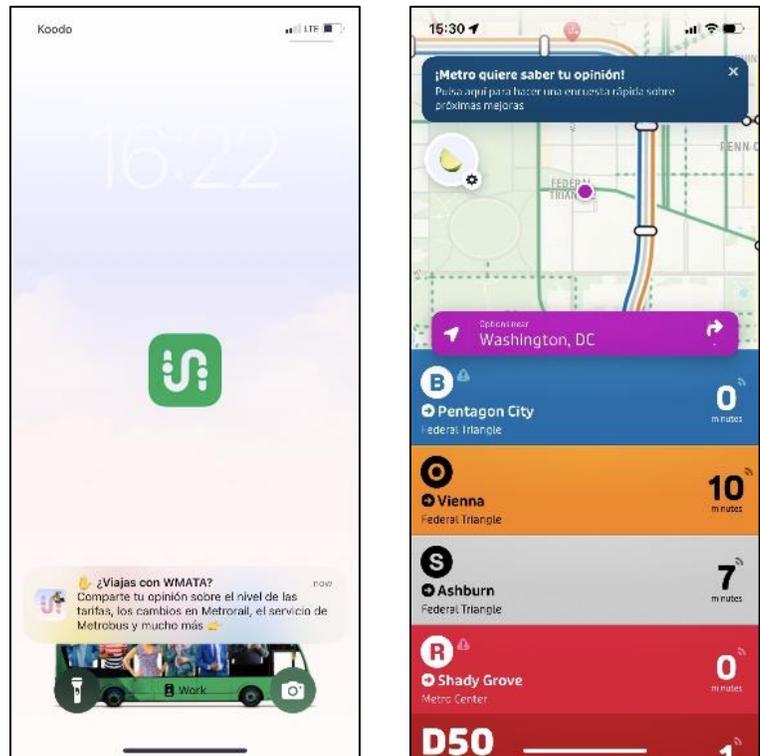
- Views = total number of unique views
- Engagements = total number of likes, comments, and shares (including reposts/retweets)
- Bluesky does not provide views data

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

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> <p>Audiencia pública: planes económicos de Metro para el año fiscal 2027</p>	<h2>Doi Nay</h2> <p>PHIÊN điều trần công khai: kế hoạch tài chính của Metro cho năm tài chính 2027</p> <p>TÌNH HÌNH TẠI ERAN... NHỮNG TUYÊN TÌNH CỦA MỸ-NGA-TRUNG TRÊN BÀN CỜ BẮC CỰC</p>	<h2>Korea Times</h2> <p>대한제국 공사관에 태극기가 가무로... '89년 태극기 봉제 기록물'</p> <p>공정회: 2027 회계연도 메트로 재정 계획</p>
<h2>Washington China News</h2> <p>2026 華府黃頁 已經發行</p> <p>各大亞超 免費領取</p> <p>公开听证会: 地铁 2027 财年财务规划</p>	<h2>Washington Afro</h2> <p>Coppin State hosts SEC powerhouse South Carolina, drawing thousands</p> <p>Dr. Charles W. Simmons</p> <p>public hearing: metro's financial plans for fy2027</p>	<h2>Washington Informer</h2> <p>public hearing: metro's financial plans for fy2027</p> <p>How to share feedback</p> <p>Virtual Hearings</p> <p>Online Survey</p> <p>Mail-in Testimony</p>	<h2>The Washington Post</h2> <p>CLASSIFIED</p> <p>Get a gift that delivers every day</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	Metro seeks community feedback on proposed Fiscal Year 2027 budget and service plan WMATA	The public comment period on Metro's proposed Fiscal Year 2027 (FY27) 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 title 'Fairfax leaders mostly upbeat on Metro budget plan, as state considers funding options'. It is written by Scott McCaffrey and 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.

CREATIVE IS WHAT WE DO
In the Richmond Region
WE GET YOU

Biodefense: Where Science Meets Security

Advance your career. Protect global health and security.

LEARN MORE

Reston 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

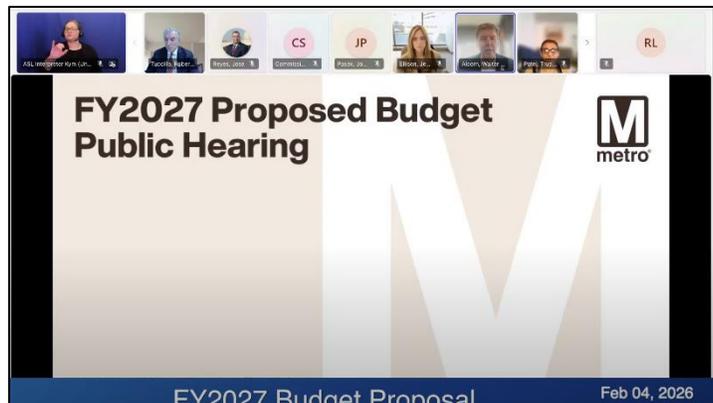
As part of the FY27 Budget process, Metro hosted three Public Hearings in February: one in-person and two virtual only. The public had the opportunity to participate in person, on the phone, or by video.

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>View archive of meeting here.</p>	<p>1 speaker</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>View archive of meeting here.</p>	<p>4 speakers</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>View archive of meeting here.</p>	<p>2 speakers</p> <p>Not Applicable Open House Attendees</p>	<p>Spring Worth</p>	<p>Jennifer Ellison Robert Tuccillo</p>

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.⁶ 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 arent 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 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, 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: ³ 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.

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.
Metro should run consistent trains at rush hour
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.
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
More bus routes and decrease fare to \$2.00 please.
More frequency is good, also please give me a job
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.
most are bad
Muchas gracias es importante compartir con el público usuario sus inquietudes con preguntas relacionadas al transporte
N/a
N/A
Na
NA
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.
No

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,

<p>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.</p>
<p>The bus needs more ENFORCED bus lanes. Please work with DCDOT</p>
<p>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</p>
<p>The busses should be free</p>
<p>The capital budget presented is so vague, its difficult to provide any useful feedback on it.</p>
<p>The cleanliness is horrible - please allocate much more to cleaning and repairing</p>
<p>The closer you can get towards having CBTC and PSDs the better!</p>
<p>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.</p>
<p>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.</p>
<p>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.</p>
<p>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.</p>
<p>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>

<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 & 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 &26 need to go back in to Elvans Rd SE and Jasper Rd & 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
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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
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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 | 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

Chair

Hon. Sarah Bagley

Vice-Chair

Hon. Matthew F. Letourneau

Secretary-Treasurer

Hon. Maureen Coffey

City of Alexandria

Hon. Canek Aguirre

Hon. Sarah Bagley

Arlington County

Hon. Maureen Coffey

Hon. Matt de Ferranti

Hon. Takis Karantonis

Fairfax County

Hon. Walter L. Alcorn

Hon. James N. Bierman, Jr.

Hon. Dalia A. Palchik

Hon. Rachna Sizemore Heizer

Hon. Daniel G. Storck

City of Fairfax

Hon. Catherine S. Read

City of Falls Church

Hon. David F. Snyder

Loudoun County

Hon. Juli E. Briskman

Hon. Matthew F. Letourneau

Commonwealth of Virginia

Darien B. Flowers

Virginia General Assembly

Senate

Hon. Adam Ebbin

Hon. Saddam A. Salim

House of Delegates

Hon. Paul Krizek

Hon. Alfonso Lopez

Hon. David Reid

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, flowing style.

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.

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.

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 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.

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 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. 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.

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. 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. 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.

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 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.

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 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.

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.

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. 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.

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

- 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.

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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)
Race and Ethnicity	African American or Black	24%	17%
	White (not Latino)	32%	48%
	Latino	31%	24%
	Asian	7%	6%
	Other / Mixed Race	7%	5%
Income	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%
Low Income *	Yes	37%	19%
	No	64%	81%
Has access to a car	Yes	53%	56%
Gender	Male	57%	58%
	Female	43%	42%
Where they live	DC	42%	40%
	MD	38%	32%
	VA	21%	28%
Where they work	DC	58%	56%
	MD	25%	22%
	VA	17%	22%
Federal Employee	Yes	16%	18%
Age	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.