

Riders' Advisory Council

Metro/Board Overview

April 7, 2021



Role of Board and GM/CEO

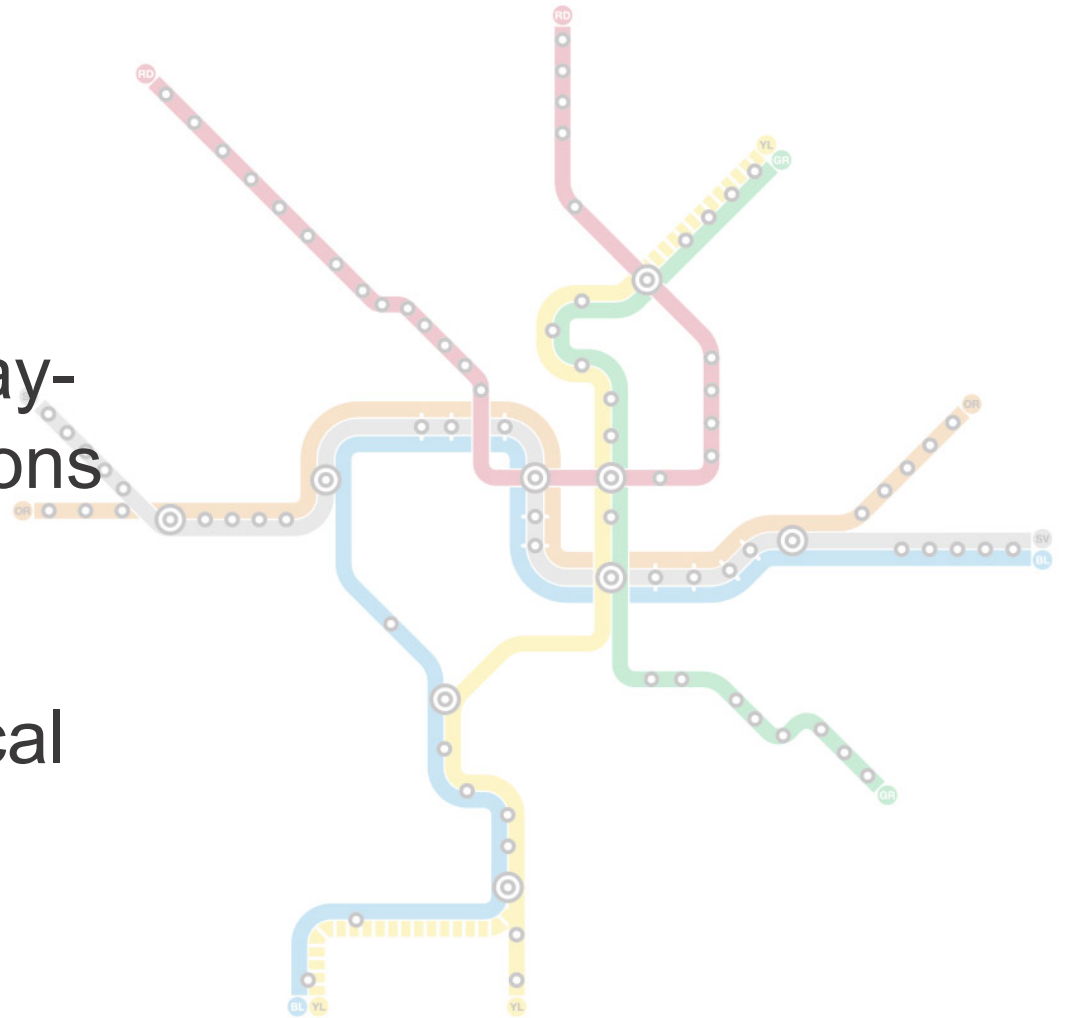
Board of Directors

- Sets WMATA policy and strategic direction
- Approves changes to fares, service
- Responsible to both Metro and their appointing bodies
- Provide oversight
- Board advisory bodies – RAC and AAC

Role of Board and GM/CEO

General Manager/CEO

- Responsible for implementing policy, day-to-day operations and personnel decisions
- Directs Metro staff
- Provides recommendations and technical analysis for Board decision-making



Role of Board Corporate Secretary

- Liaison between Board and Metro, advisory bodies and public
- Provide research and recommendations for Board consideration in policy development and governance
- Manage decision-making process, exchange of information and documentation in support of Board activities
- Work closely with GM/CEO and senior staff to implement Board policies, goals and initiatives
- Staff support for Riders' Advisory Council
- Primary contact for Board members; de facto Chief of Staff for Chair

Board Policy Focus Areas

- COVID-19 Response and Recovery
 - What will post-pandemic service look like?
 - How to restore ridership?
- Framework for Transit Equity
 - Fare policy
 - Service enhancements to address equity concerns/Bus Transformation Project
- Strategic Plan
- Sustainability
- Customer satisfaction/concerns

Metro At A Glance

THIRD BUSIEST RAIL TRANSIT SYSTEM; SIXTH BUSIEST BUS NETWORK IN THE U.S.



\$235 BILLION OF PROPERTY VALUE IS WITHIN A HALF-MILE OF METRORAIL STATIONS



91 RAIL STATIONS

40 DC



26 MD



25 VA



1 MILLION AVERAGE WEEKDAY PASSENGER TRIPS



159 BUS LINES



118 MILES OF RAILS

9 AERIAL



58 SURFACE



51 SUBWAY



Metro: A Regional Multi-Modal System



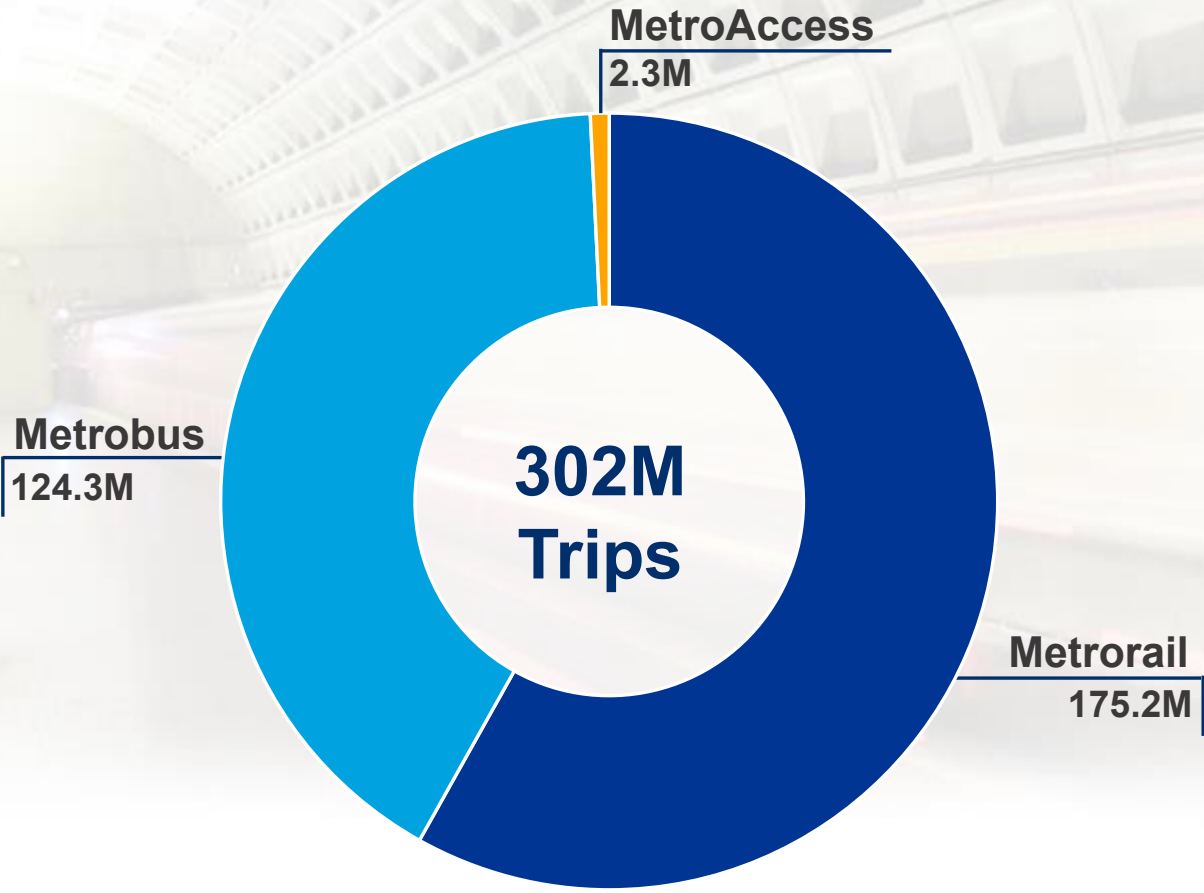
Number of Buses	1,583
Number of Routes	245
Number of Bus Stops	10,649
Number of Bus Garages	10



Number of Railcars	1,240
Number of Miles	118
Number of Rail Stations	91
Number of Rail Yards	9



Number of Vans	775
Registered Customers	47,000+
Service Providers	4



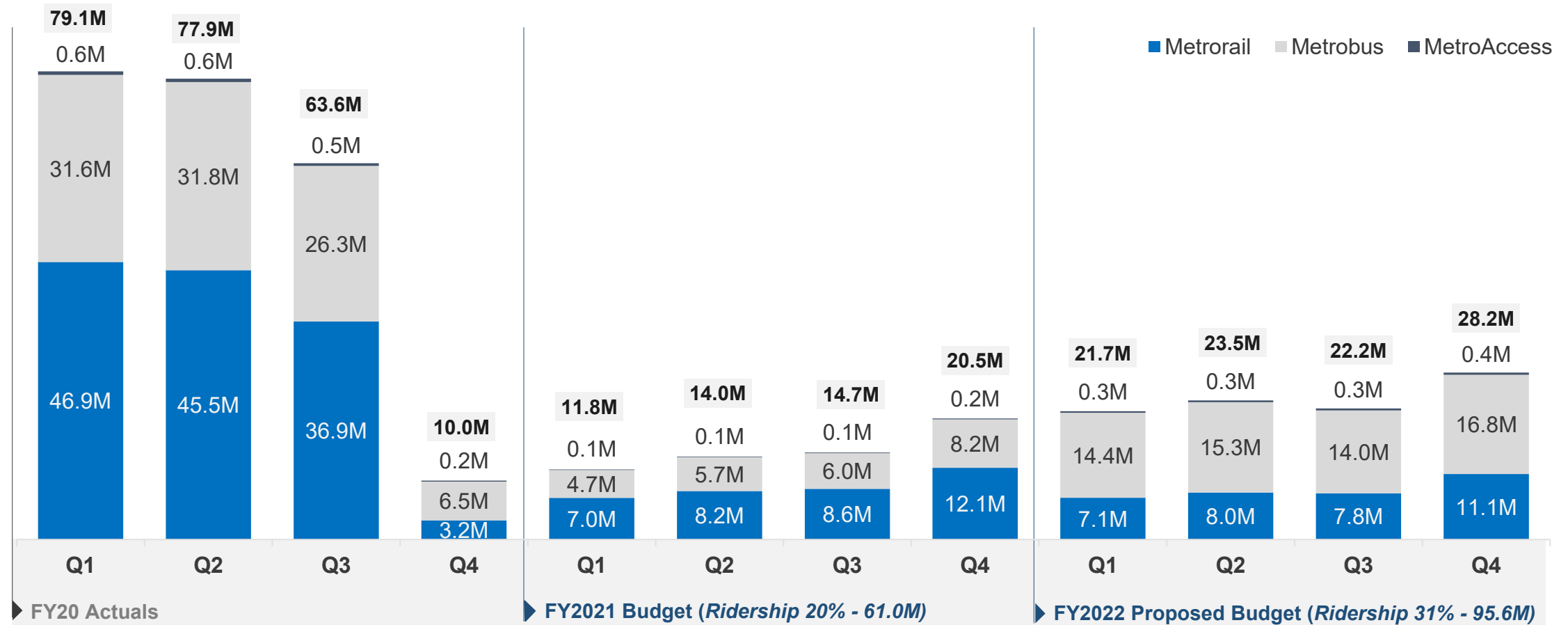
Ridership by

	Rail	Bus	Access	Total	Percent
DC	58.8	65.9	0.5	125.2	42%
MD	62.5	39.0	1.5	103.0	34%
VA	53.9	19.4	0.3	73.6	24%
Total	175.2	124.3	2.3	301.8	100%
Percent	58%	41%	1%	100%	

¹ Bus and rail ridership is allocated between DC, MD and VA based on the ratio of customers' residency on an average weekday per passenger surveys; Access ridership is allocated by customers' residency based on registration records.



Ridership by Mode Through FY2022



FY2020 Operating Budget by Mode (Pre-COVID)



Passenger Fares	\$138
Other Revenue	<u>\$15</u>
Total Revenue	\$153
Total Expenses	\$670
Cost Recovery	23%



Passenger Fares ¹	\$575
Other Revenue	<u>\$76</u>
Total Revenue	\$651
Total Expenses	\$1,093
Cost Recovery	60%



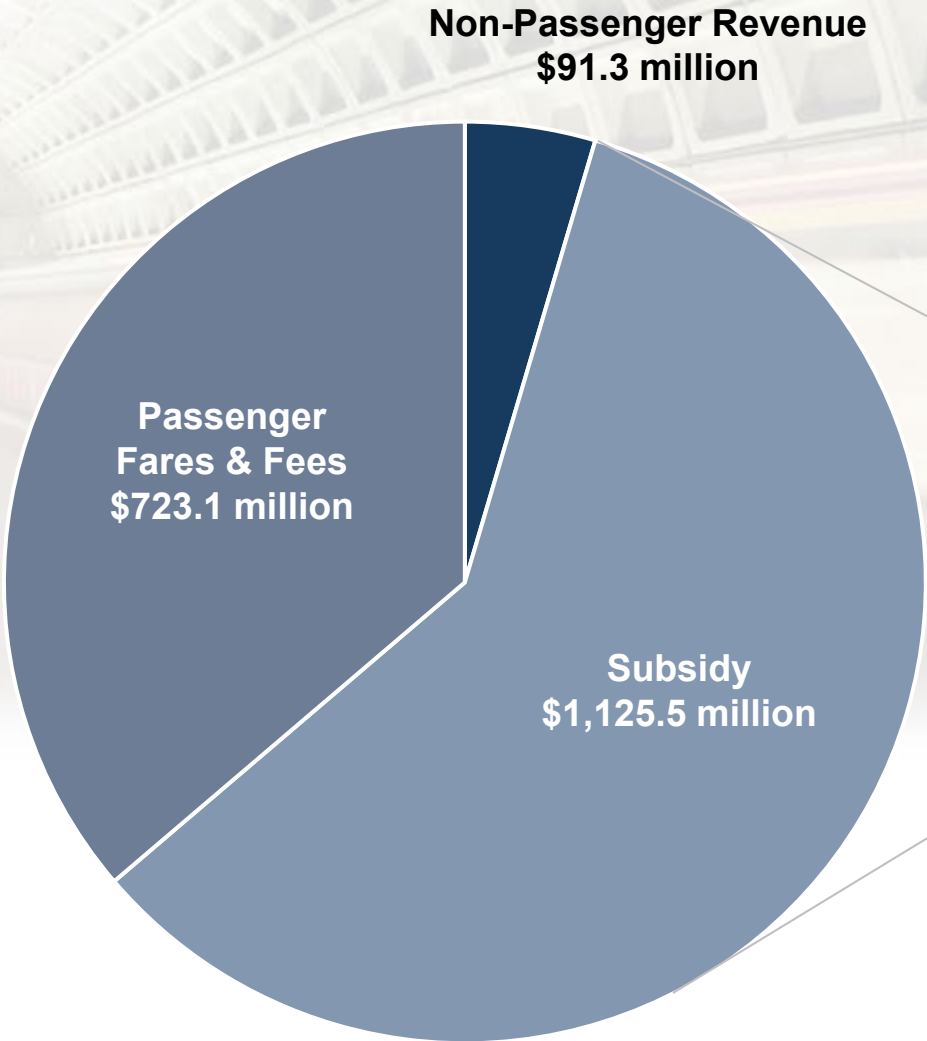
Passenger Fares	\$10
Other Revenue	<u>\$0</u>
Total Revenue	\$10
Total Expenses	\$177
Cost Recovery	6%

Passenger Fares	\$723
Other Revenue	<u>\$91</u>
Total Revenue	\$814
Total Expenses²	\$1,940
Cost Recovery	42%

¹includes parking revenue, ²excludes debt service of \$72.1 million

FY2020 Operating Resources By Source

Total Funding: \$1.940B

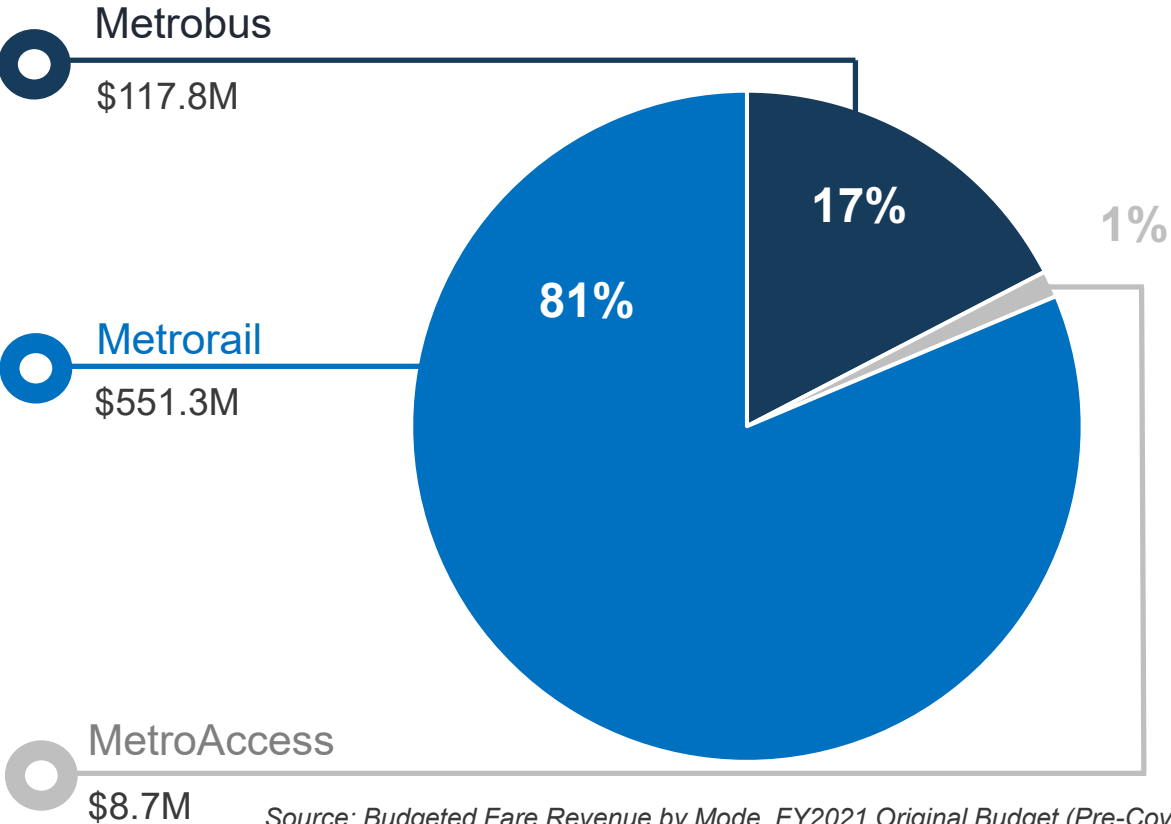


Jurisdiction	Amount	Percent
District of Columbia	\$407.8	36.2%
State of Maryland	\$431.7	38.4%
Commonwealth of Virginia	\$286.0	25.4%
Total	\$1,125.5	100.0%

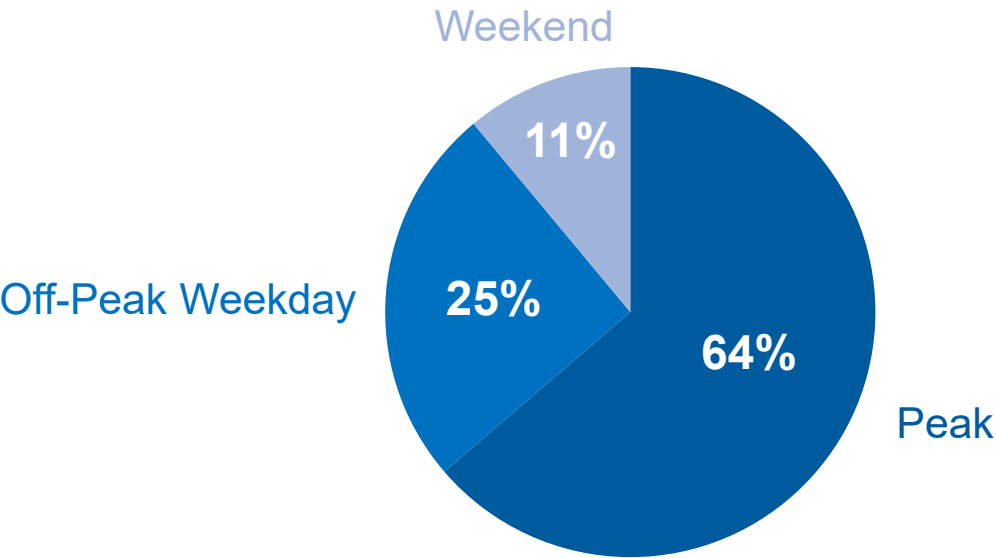


Rail Peak Hours is the Greatest Contributor to Fare Revenue but Is Recovering More Slowly

Fare Revenue by Mode



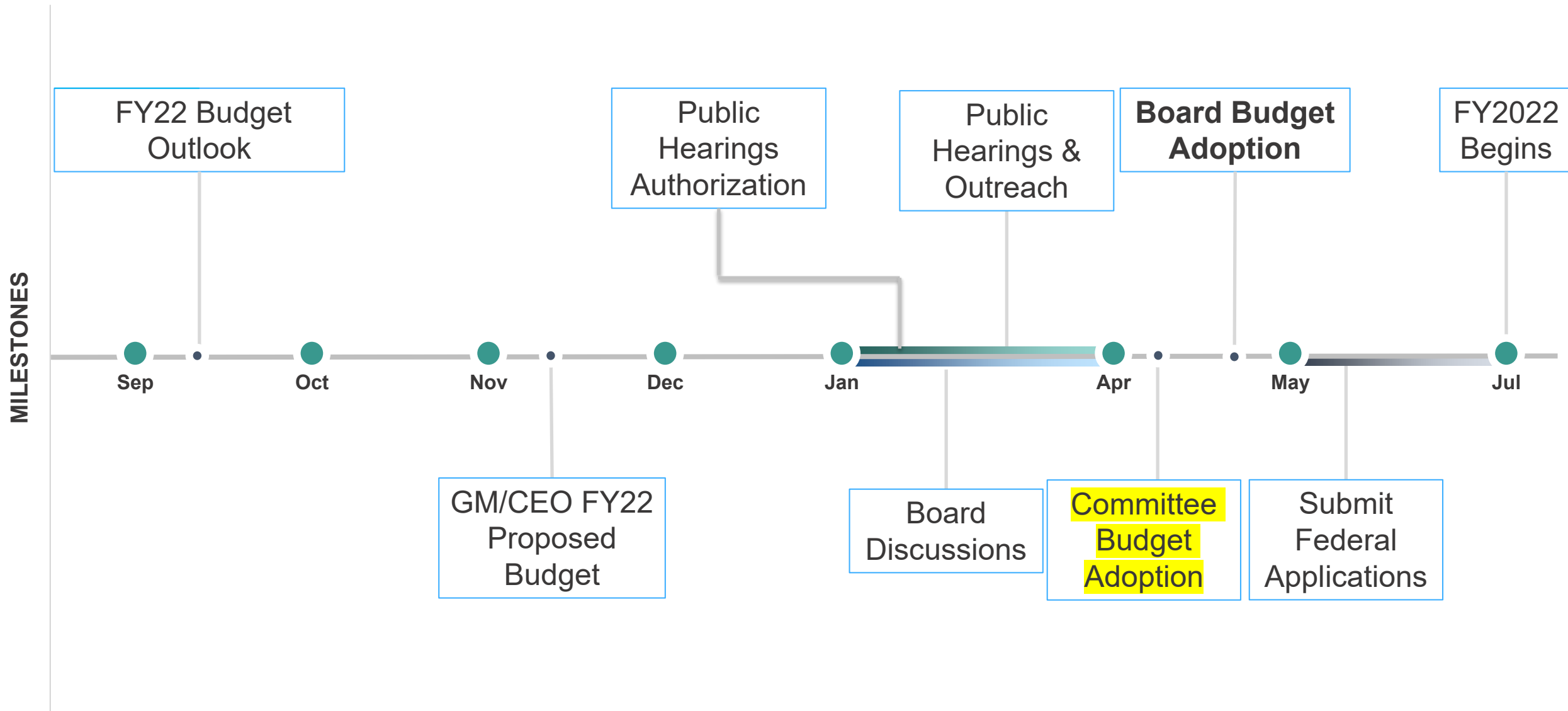
Metrorail Revenue by Time Period



Source: Budgeted Fare Revenue by Mode, FY2021 Original Budget (Pre-Covid-19); Metrorail Revenue by Time of Entry (FY2018-FY2019 Actuals)



Budget Development: Key Activities and Milestones



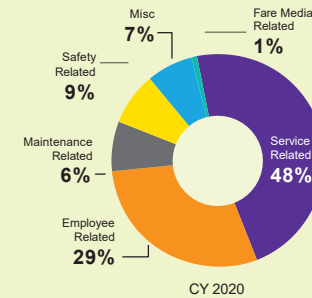
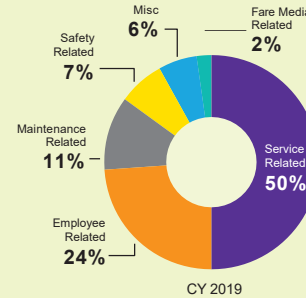


2020 Annual Care Report



ISSUE AREAS

Consistent with the last five years, the top three areas of concern remain centered around issues of Service, Employee and Safety. Service complaints about decreased service during the pandemic accounted for 48% of total complaints. Employee and Safety complaints were mostly related to face covering compliance and rear-bus crowding.



Complaint Categories	CY 2019	% of Total	CY 2020	% of Total	% Change
Service Related	25,689	50%	9,377	48%	-63%
Employee Related	12,372	24%	5,609	29%	-55%
Maintenance Related	5,819	11%	1,095	6%	-81%
Safety Related	3,618	7%	1,694	9%	-53%
Miscellaneous	3,024	6%	1,461	7%	-52%
Fare Media Related	1,010	2%	278	1%	-72%
Total	51,532	100%	19,514	100%	-62%