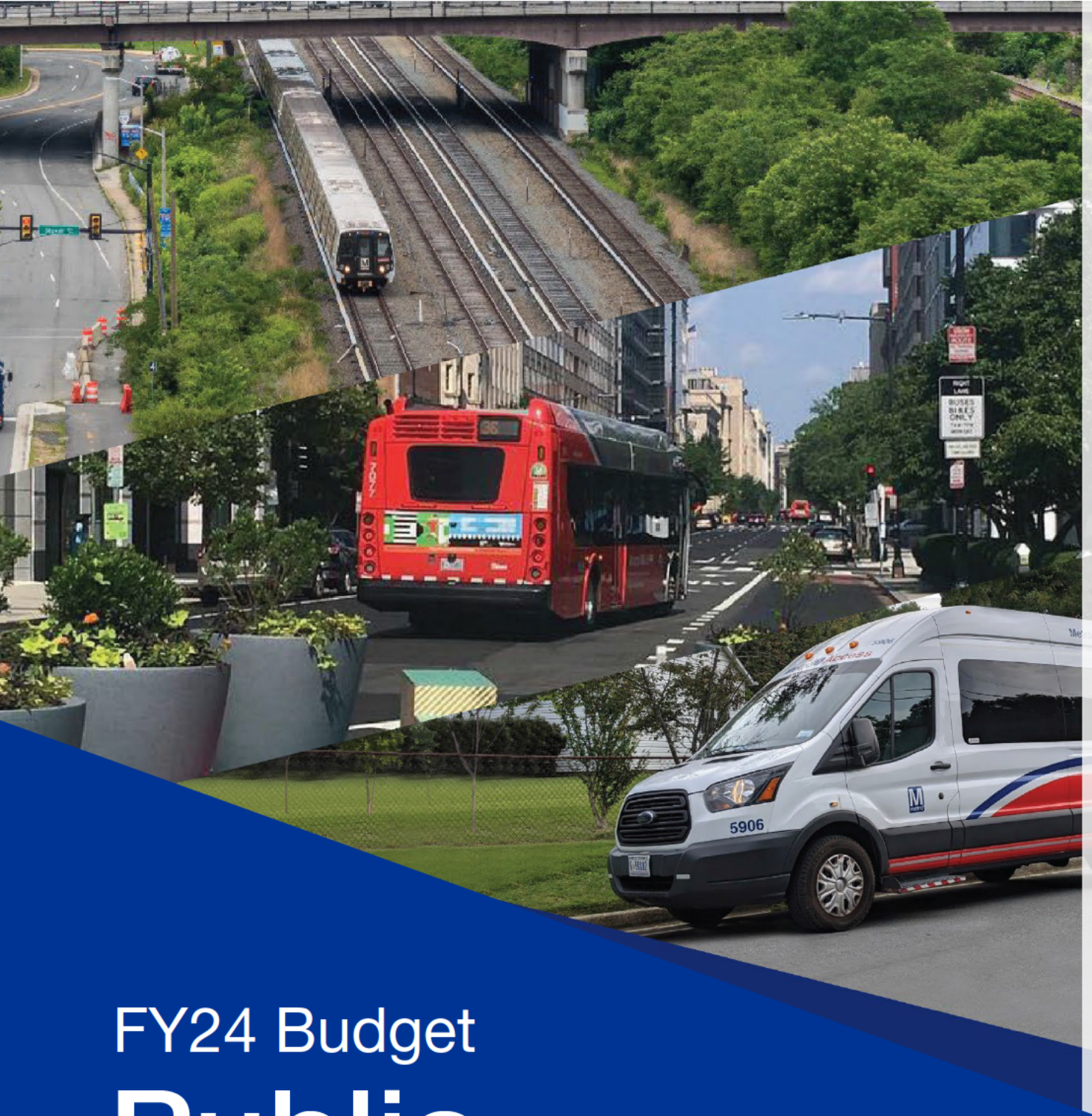


FISCAL YEAR 2024 | Public Engagement Report

FY24 Budget

Public Engagement Report

metro

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Executive Summary

Metro's Fiscal Year 2024 (FY24) budget is aimed at continuing to provide safe, reliable, affordable, and sustainable transit service to the region. Specifically, the $4.8 billion budget aims to:

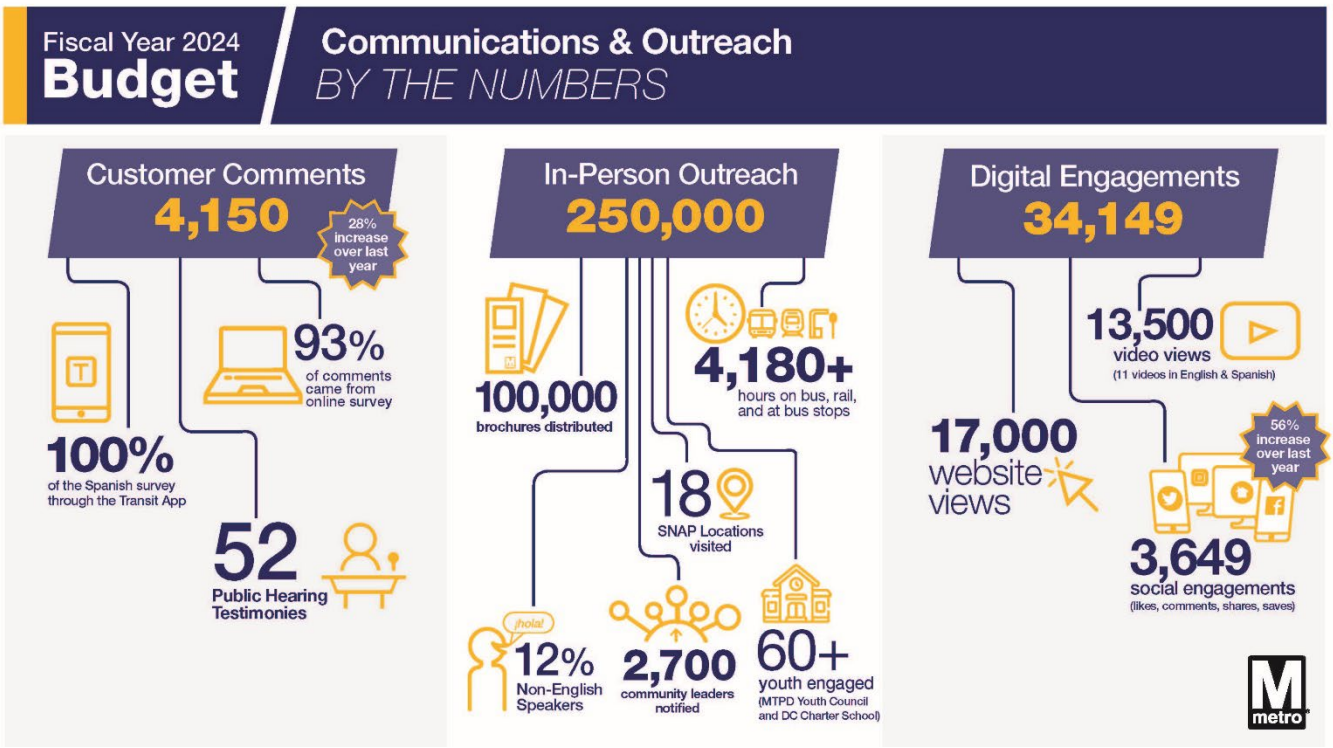
- Enhance safety through support of our police force, including new crisis intervention specialists
- Ensure more frequent & reliable service, including increased train service and a complete redesign of the bus network
- Create a more simplified & equitable fare system, including a low-income fare program
- Improve customer service and communications with a new integrated communications center
- Advance sustainability, including investments in our zero-emission bus program
- Continue capital improvements, Metro, including major construction and maintenance projects

This report includes an overview of the public engagement received, as well as detailed summary of the communications and outreach efforts taken to engage the public on the FY24 budget.

Additional public engagement analysis and a complete transcript of written comments can be found in three appendices:

- *Appendix A: Written Comments and Letters*
- *Appendix B: Analysis of Customer Feedback on Proposals*
- *Appendix C: Additional In-Person Outreach Details*

Engagement at a Glance





Public Engagement Results

In total, Metro received over 4,150 public comments on the proposed budget. More than 93% of the feedback was received via the online survey tool. Another 5% of the engagement was received as written comments submitted through the survey tool or sent to the Board Secretary's office.

- 3,900 survey responses
- 171 written comments and 32 letters were submitted through the survey or sent to the Board Secretary's Office
- 52 testimonies delivered at the public hearings

Metro received 1,000 more comments during this budget comment period compared to Fiscal Year 2023, representing a 28% increase in response.

Written Comments

Approximately 250 comments were collected through written responses or testimony delivered at the public hearings. Over half of the written comments focused on service:

- 21% related to bus service, including support for reinstating the 11Y Mt Vernon Express bus
- 30% related to rail service, with customers writing in opposition to the proposal to turn back Yellow Line trains at Mt. Vernon Square

Almost 1 in 5 comments were submitted with concerns about safety/crime and fare evasion. For individuals writing in about the capital program, there was broad support for bus electrification.

See Appendix A: Written Comments and Letters

Survey Responses

Out of the more than 3,900 survey responses, 59% of respondents are current Metrobus customers and 89% are current Metrorail customers (measured as having traveled in the last week). The team worked to gather diverse voices, with 13% of respondents identifying as Hispanic, 18% African American, and 9% Asian.

Survey respondents expressed high approval for simplifying fares and making it more affordable to travel:

- 85% approval for low-income fare program
- 92% approval of $2 late night & weekend fares
- 73% approval of eliminating peak & off-peak

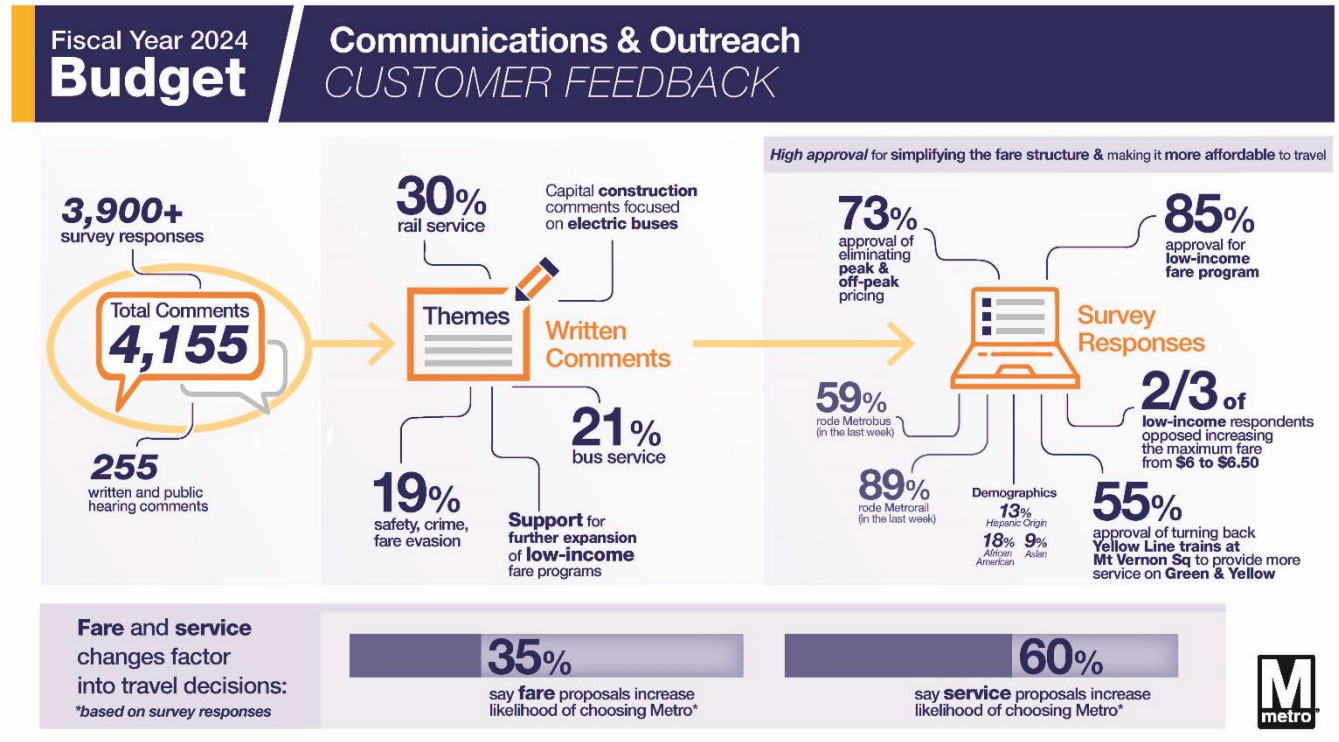
There was notably less support for increasing the maximum fare from $6 to $6.50. Among low-income respondents, two-thirds were opposed.

Increasing service on the Orange, Green, and Yellow Lines saw support of 80% and more. On turning back Yellow Line service at Mt Vernon Square to provide more Green Line service:

- 55% responded in favor
- 19% were opposed
- 26% were "not sure"

Overall, the survey respondents demonstrated that service changes have a bigger impact on travel decisions compared to fare changes. About one-third of respondents said the fare proposals would increase likelihood of choosing Metro, while 60% of customers said increased service would make it more likely they choose Metro.

See Appendix B: Analysis of Customer Feedback on Proposals





Communications and Outreach Overview

As part of Metro's commitment to transparency and customer service excellence, public engagement is vital in helping Metro's Board of Directors and management make decisions for the upcoming fiscal year. The feedback loop signals to customers that we are listening to their concerns and taking bold action.

In that vein, the FY24 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, and Spanish-language radio, social media, and digital ads. A demographic overview of the impacted customers can be viewed in the Title VI equity analysis report.

Many of the communications and outreach tactics occurred during the official public comment period from Saturday, February 18 to Thursday, March 16, 2023. The public comment period was originally scheduled to close on Wednesday, March 15, but was extended to ensure the public had maximum opportunity to take the survey, given that there were intermittent issues with the website that Wednesday.

The communications and outreach plan included the following efforts:

- Partner engagement
- Targeted marketing and media
- In-person outreach
- Open Houses & Public Hearings

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 Hearings through in-person or virtual testimony
- Written comments received online and by the Board Secretary's Office

A summary of the more than 4,150 comments received can be found in the Public Engagement Results section of this document.



Partner 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 FY24 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 and Partner Emails

Metro sent FY24 budget email communications to over 2,700 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 February 20 to announce 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 toolkit, which was available in English and Spanish.

Reminder emails were sent the week of March 13 to remind partners that the public comment period was closing and shared video explainers to encourage feedback. Additionally, Metro staff followed up by answering emails and phone calls from community contacts.

Committee Briefings and Meetings

The Customers Advisory Council (RAC) received briefings on the proposed service and fare concepts contained in the FY24 budget at its November 2022 meeting, and on the General Manager's Proposed Budget at its January 2023 meeting. RAC members also attended each of the three hybrid hearings to listen to comments and talk with customers.

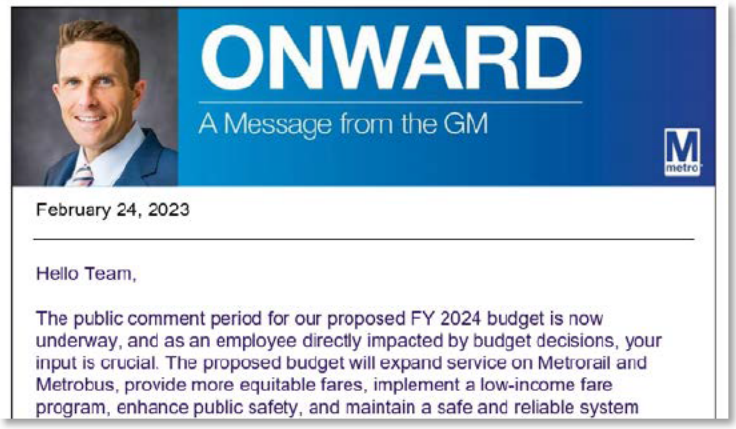
The Accessibility Advisory Committee (AAC) received regular updates throughout the budget process, including a briefing at its January 2023 meeting, and email communications on February 21, February 24, and March 1. AAC members also participated in budget hearings in-person and virtually.

Finally, the MTPD Youth Council received a presentation from Metro staff on the overall goal of a budget, the proposed changes, and how young people can give their feedback.

Employee Communications

Several communications to employees were made to ensure they had the opportunity to learn about FY24 budget proposals.

Three employee e-newsletters included this information -- "Onward", the General Manager's e-newsletter on February 24 and March 10, and "MetroVoices Wire" on February 22. Information about the proposed budget was also included in Metrorail, Metrobus, and Grounds Maintenance & Custodial Services "hot sheet" newsletters.





MetroVoices Wire – 2/22

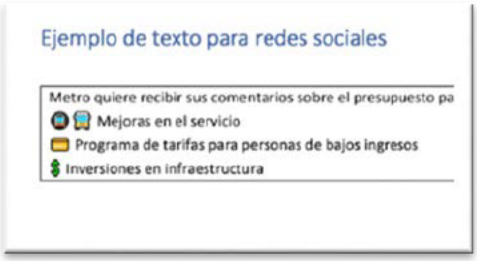


Communications Toolkit

The FY24 budget communications toolkit, available at wmata.com/toolkit, contained suggested language and imagery for stakeholders to share to their communities. Additionally, the toolkit included printable brochures, video links, and customer information flyers in multiple languages.



Metro also provided sample social media posts encouraging the public to comment on the budget. These posts were designed as cut-and-paste solutions in English and Spanish that stakeholders could easily share through their social media channels (i.e., Twitter, Facebook, and Instagram) to encourage people to share their thoughts on the proposals.





Targeted Marketing and 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 brochure, maps, and video explainers. A rail fare calculator was also available for customers to compare their current trip fare to the proposed simplified fare. The page was fully translated into Spanish, and customer information notices were posted in eight additional languages: Amharic, Arabic, Chinese (Simplified and Traditional), French, Korean, Somali, and Vietnamese.

A variety of content was available for the public to review, including Metro's FY24 Budget Book, detailed maps of proposed bus and rail service changes, and the Public Hearing notice.



The budget webpage featured a survey tool that offered respondents several ways to submit feedback.

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 FY24 budget web page and Metro's YouTube page.

The FY24 budget page received over 17,500 views and 15,400 individual visitors during the public comment period. The average time on the page was three and a half minutes. A significant number of users—just under 70%—accessed the site on their mobile device. A little over a quarter viewed the site from their desktop computers, and 3% accessed it on tablets.

Survey Tool

Metro's primary method for collecting feedback was the online survey tool. The survey tool, 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, or uploading documents. Individuals who required additional language assistance were encouraged to call Metro's Customer Relations Department so a representative could assist them with taking the survey with the help of an interpreter.

In total, 3,900 respondents took the survey, with 4% taking it 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 was 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 Twitter, Instagram, Facebook, and Nextdoor accounts to promote public comment opportunities.

Social Media

Metro leveraged its social media channels to amplify budget messaging and reach customers across the region. Owned social media posts were supplemented by paid Facebook and Instagram ads in English and Spanish. In total, social media posts resulted in more than 3,649 engagements (likes, comments, shares, saves) across all platforms—a 56% increase over last year's social media engagement.

Social Media Metrics Notes:
Reach = the total number of individuals who saw the content (people are only counted once, even if they view the content more than once)

Impressions = the number of times the content was displayed in a user's feed, no matter if it was clicked or engaged with or not

Channel	Date	Details
Nextdoor	2/24	• 35,657 impressions on post • 34 engagements (10 reactions, 24 comments)
	3/6	• 15,947 impressions on Low-Income Fare Program Video Explainer • 4 engagements (4 reactions, 0 comments)
	3/9	• 20,032 impressions on Metrobus Changes Video Explainer • 5 engagements (5 reactions, 0 comments)
	3/10	• 24,045 impressions on Low-Income Fare Program Spanish Video Explainer • 7 engagements (4 reactions, 3 comments)
	3/13	• 60,907 impressions on Metrorail Fares Video Explainer • 61 engagements (19 reactions, 42 comments)
	3/14	• 24,524 impressions on Capital Improvement Video Explainer • 8 engagements (8 reactions, 0 comments)
	3/15	• 30,108 impressions on Metrorail Service Video Explainer • 20 engagements (including 10 reactions, 9 comments)
Facebook (posts)	2/18	• 1286 people reached • 100 engagements
	2/21	• 741 people reached • 52 engagements
	3/6	• 503 people reached • 153 views – Low-Income Fare Program Video Explainer • 24 engagements
	3/9	• 720 people reached • 253 views – Metrobus Route Changes Video Explainer • 84 engagements
	3/10	• 450 people reached • 97 views – Metrobus Spanish Video Explainer • 38 engagements
	3/11	• 588 people reached • 100 views – Low-Income Fare Program Spanish Video Explainer • 28 engagements
	3/12	• 679 people reached • 192 views – Metrorail Fares Video Explainer • 56 engagements
	3/13	• 568 people reached • 122 views – Capital Improvement Video Explainer

Channel	Date	Details
		• 37 engagements
	3/14	• 878 people reached • 236 views – Metrorail Service Video Explainer • 81 engagements
Facebook (events)	Week of March 6	• 8 events (4 English, 4 Spanish) total • More than 1,647,342 people reached (63% over last year) • Paid campaign • Each event focused on a corresponding public hearing *March 6 event - DC* • 505,496 people reached, 27 responses (English) • 374,385 people reached, 43 responses (Spanish) *March 7 event - MD* • 561,712 people reached, 276 responses (English) • 401,249 people reached, 31 responses (Spanish) *March 8 event - VA* • 592,566 people reached, 28 responses (English) • 416,300 people reached, 40 responses (Spanish) *March 10 event – virtual only* • 724,666 people reached, 37 responses (English) • 455,408 people reached, 52 responses (Spanish)
Twitter	3/3	• 6,697 impressions • 80 engagements (18 link clicks, 9 retweets, 1 reply, 7 likes)
	3/6	• 6,927 impressions • 101 engagements (40 link clicks, 9 retweets, 6 likes)
	3/7	• 9,244 impressions • 1,755 views • 152 engagements (11 link clicks, 7 retweets, 10 likes, 6 replies)
	3/7 (MD Hearing)	• 5682 impressions • 53 engagements (17 clicks, 4 retweets, 1 reply, 2 likes, 1 reply)
	3/8 (VA Hearing)	• 5,965 impressions • 36 engagements (12 clicks, 4 retweets, 2 likes)
	3/8 (VA Hearing – Live Tweet)	• 5,758 impressions • 61 engagements (10 clicks, 3 retweets, 8 likes)
	3/10	• 7,432 impressions • 1,562 views • 224 engagements (95 clicks, 5 retweets, 11 likes)
	3/10 (Virtual Hearing)	• 5,192 impressions • 32 engagements (6 clicks, 4 retweets, 4 likes)
	3/10 (Spanish)	• 5,035 impressions • 656 views • 28 engagements (1 click, 3 retweets, 3 likes)
	3/11 (Spanish)	• 5,983 impressions • 752 views • 33 engagements (2 clicks, 4 retweets, 2 likes)
	3/12	• 12,999 impressions • 2,662 views • 535 engagements (136 clicks, 6 retweets, 25 likes, 6 replies)
	3/14	• 13615 impressions • 2,190 views • 194 engagements (48 clicks, 9 retweets, 7 likes 1 reply)
	3/15	• 9,325 impressions • 1,907 views • 362 engagements (61 clicks, 5 retweets, 19 likes, 4 replies)
Instagram	2/18	• 3,300 impressions • 128 engagements (includes likes, shares, comments, and saves) • 1,089 total video views

Channel	Date	Details
	3/4	• 3,080 impressions • 164 engagements (includes likes, shares, comments, and saves) • 1,014 views
	3/6	• 3,813 impressions • 142 engagements (includes likes, shares, comments, and saves) • 701 total video views
	3/10	• 2,199 impressions • 68 engagements (includes likes, shares, comments, and saves) • 487 views
	3/12	• 8,668 impressions • 487 engagements (includes likes, shares, comments, and saves) • 2,675 views
	3/13	• 1,731 impressions • 75 engagements (includes likes, shares, comments, and saves) • 434 views
	3/14	• 2,722 impressions • 157 engagements (includes likes, shares, comments, and saves) • 701 views
YouTube	Budget Overview with Senior Executive Team	• 171 total views • 536 impressions • 8.4 hours watched total
	Low-Income Fare Program explainer	• 222 total views; 38 Spanish • 2,976 impressions; 1,616 Spanish • 2.06 hours watched total; 0.15 Spanish
	Capital Improvements explainer	• 322 total views; 56 Spanish • 4,032 impressions; 1,910 Spanish • 4.93 hours watched total; 0.38 Spanish
	Bus service explainer	• 146 total views; 39 Spanish • 3,109 impressions; 1,855 Spanish • 3.01 hours watched total; 0.51 Spanish
	Rail service explainer	• 266 total views; 27 Spanish • 2,920 impressions; 1,354 Spanish • 4.13 hours watched total; 0.19 Spanish
	Rail fares explainer	• 260 total views (English); 28 Spanish • 2,300 impressions • 4.43 hours watched total; 0.26 Spanish

Social Media Examples



Facebook



Instagram



Twitter

Digital Advertising

Metro ran targeted English and Spanish-language advertisements between February 18-March 15, 2023. The ads, which directed people to the online survey, appeared in apps and mobile and desktop devices.

Additionally, ads aired on Spanish-language digital radio. Push notifications were sent via the Transit app, which resulted in 100% of Spanish survey takers.





Spanish banner ads ran on apps and as companion pieces to digital radio advertisements (above). Our Transit app push notification and banner was viewed over 120,000 times. (right).

Digital Advertising Stats

Media	Language	Run Dates	Details
Digital Radio Ads (Univision, Spotify & iHeart)	Spanish	2/18-3/16	• Total impressions: 337,610 • March 6, the first day of public hearings, was the top ACR (Audio-completion rate) generated day of the campaign with an average rate of 99.3%. • The campaign had an average frequency of 3.5x per household over the lifetime of the campaign with the largest number of unique listeners reached on 3/13.
Digital Banner Ads (Adobe)	English, Spanish	2/18-3/16	• Total impressions: 3,888,078 (41% increase over last year) • Total clicks: 6,389
Banner and Push Notifications (Transit App)	English, Spanish	2/18-3/16	• Total views: 120,000 • 2,745 survey link clicks • Completed surveys: 468; Spanish: 128 (27%)

Print Advertising

Paid advertisements were placed in publications covering multiple languages: The Washington Post, The AFRO, El Tiempo Latino, Washington Hispanic, Atref, Doi Nay, Epoch Times, and Korean Times.

Publication	Language	Run Dates	Total Est. Impressions
The AFRO	English	3/4	12,500
Atref	Amharic	3/3	8,000
Doi Nay	Vietnamese	3/3	11,000
El Tiempo Latino	Spanish	3/4	49,200
Epoch Times	Chinese	2/25	13,000
Korean Times	Korean	2/24	30,000
Washington Hispanic	Spanish	3/3	55,000
The Washington Post	English	2/18 & 2/25	98,400



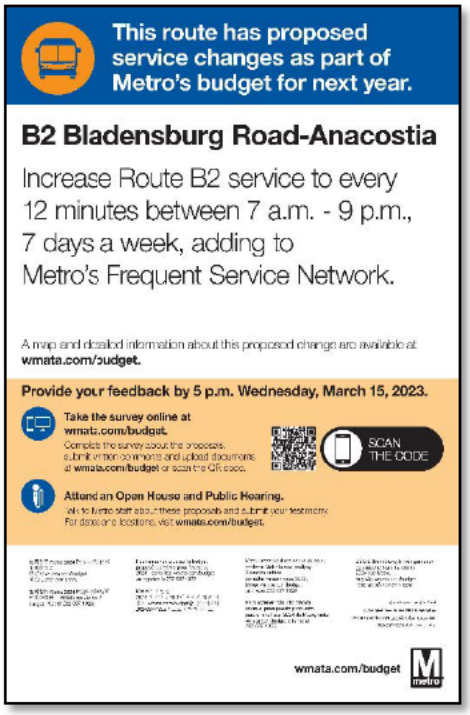


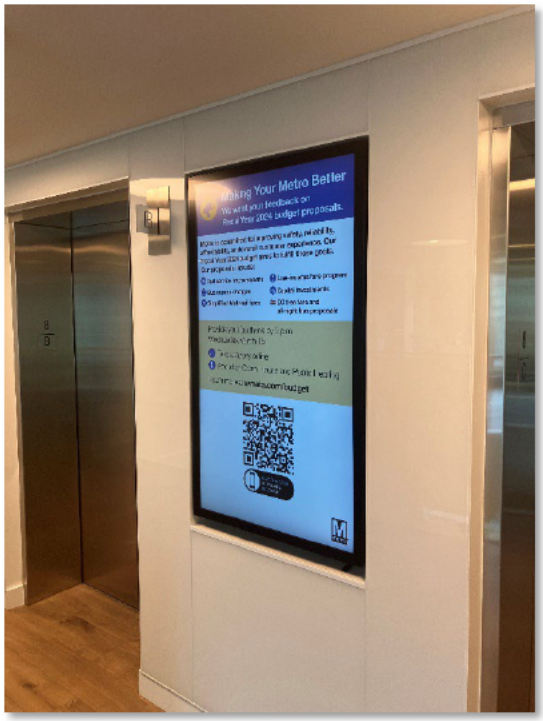
Information about Metro's budget was placed in various newspapers, including the Doi Nay (far left) and Atref (left).

Print and Digital Signage

Information was posted in English and Spanish throughout the system to communicate the budget proposal and encourage feedback from customers regionwide.

- Signs were posted in the mezzanines at all 97 Metrorail stations.
- Digital screens throughout the Metrorail system displayed information about the budget, including information display screens at all station manager kiosks and digital passenger information screens in mezzanines at selected stations with digital screen upgrades.
- Signs and brochures were posted in the bus information centers onboard all Metrobuses.
- Approximately 200 signs were posted at selected bus stops across the region. The selected stops were on routes that were part of the budget proposal, had high customership levels and high equity population customership.
- Signs were posted onboard all MetroAccess vehicles.







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.

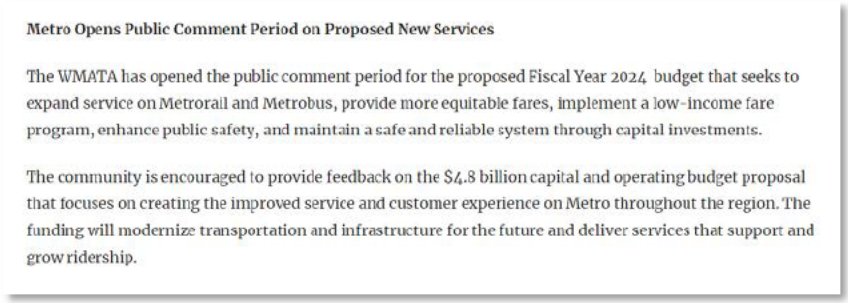
Press Releases

Date	Title	Details
2/21	Metro seeks community input on FY24 budget proposal to improve service and simplify fares	The public comment period for Metro's Fiscal Year 2024 (FY24) budget is officially open, and Metro's Board of Directors wants the public's engagement.
3/3	Metro invites community to attend proposed FY24 budget public hearings starting Monday, March 6	Beginning Monday, March 6, Metro will hold the first of four public hearings for people to weigh in on Metro's Fiscal Year 2024 (FY24) budget.

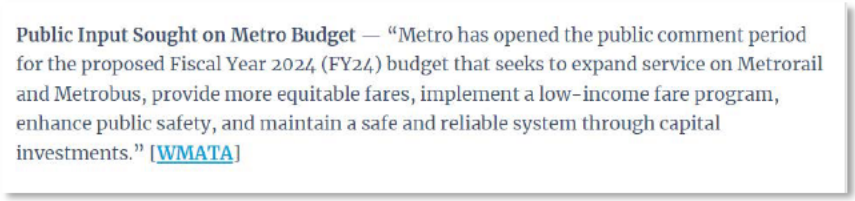
Earned Media Examples



PoPville – 2/24



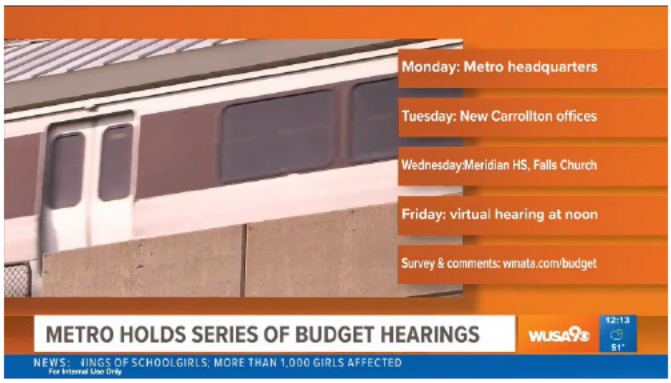
Falls Church News Press – 2/23



FFX Now – 2/22



NBC4 Broadcast – 3/6



WUSA9 Broadcast – 3/6



In-Person Outreach

Between Saturday, February 18-Wednesday, March 15, 2023, Metro conducted an extensive in-person outreach campaign to reach customers where they are rather than expecting them to “come to us” to provide feedback.



Over 100 street team staff in their distinctly recognizable yellow Metro-branded aprons distributed brochures answered questions, and helped customers take the online survey via a tablet or on a customer’s mobile device.

Street teams visited all 97 Metrorail stations, major bus transfer locations, and rode along with customers whose bus routes would be directly impacted by the proposals—routes A12, 16G and 16H.

Street teams were also deployed to multiple community-based organizations and Supplemental Nutritional Assistance Program (SNAP) centers to provide materials. The teams also visited two charter high school campuses to engage students in the budget process.

Bilingual staff wore large buttons that identified the languages they spoke; half of all street teams featured fluent Spanish speakers. Some teams featured staff members fluent in American Sign Language, Amharic, Mandarin, Korean and Vietnamese. Bilingual staffing requirements were based on the current demographics of the stations and bus routes.

In total, street teams spoke with over 254,000 customers—a nearly 50% increase over the 135,000 last year—and handed out more than 100,000 brochures (25% more than last year). Over 12% of customer interactions (32,000) were in languages other than English, with a vast majority of those in Spanish (86%). Additional customer interactions in languages other than English included Amharic (8%), Mandarin (2.6%), Korean (0.8%) and occasional American Sign Language, Arabic, French, Portuguese, and German. Find more information in *Appendix C: Additional In-Person Outreach Details.*





Public Hearings

As part of the FY24 budget process, Metro hosted four Public Hearings in March: three hybrid (in-person and virtual) and one 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. Following the end of pandemic restrictions, Metro brought back its Open Houses where subject matter experts were available to answer any questions from those attending in-person one hour 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 budget and YouTube pages. 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, 52 individuals provided testimony (25 in-person, 12 phone, and 15 video comments). The hearings had 381 online viewers (DC - 114, MD - 204, VA - 114, 49 - virtual only).





VA Public Hearing at Meridian High School (left) and Open House (right) – 3/8

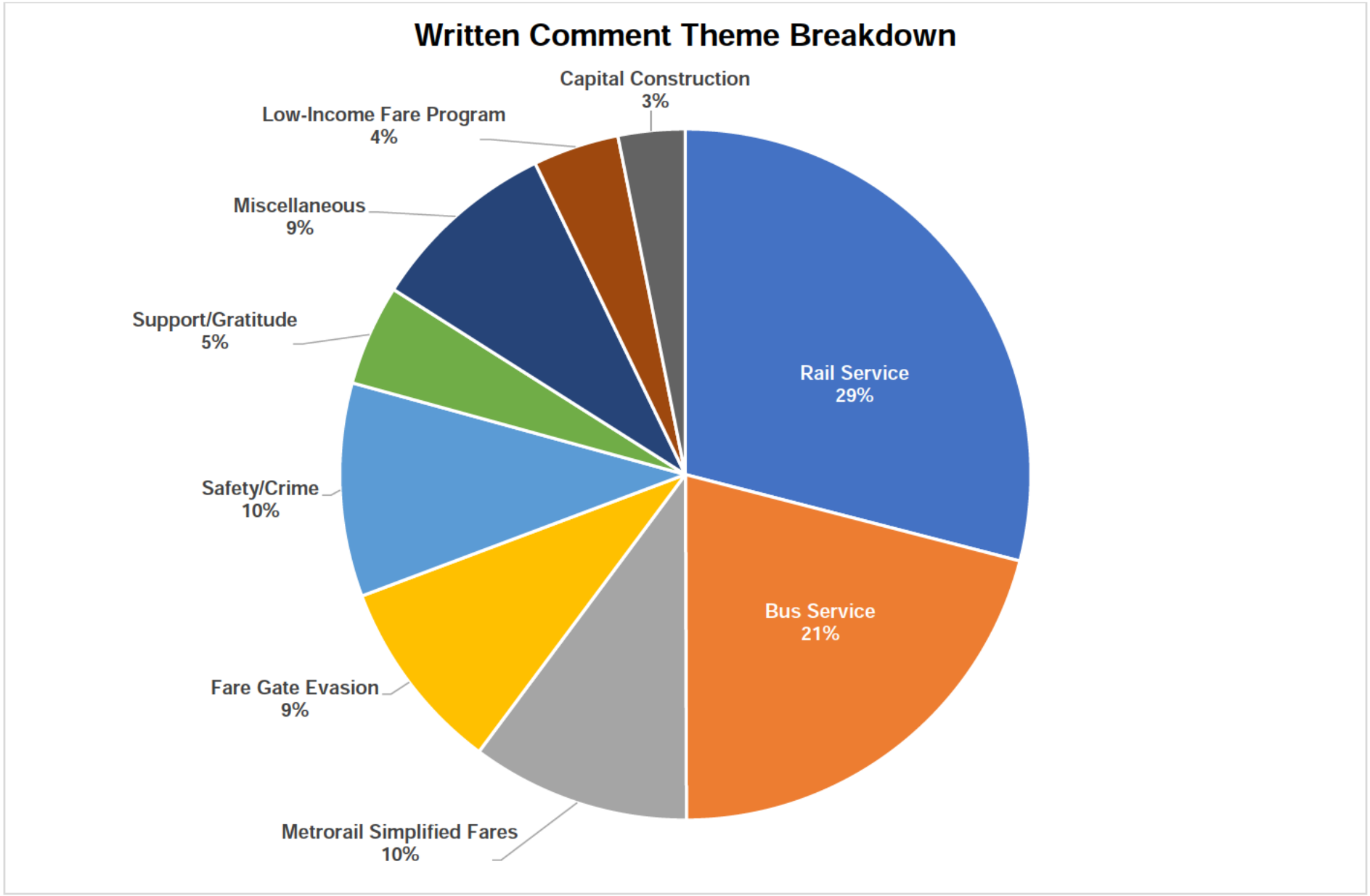
Public Hearing Details

Metro held four Public Hearings, with an in-person and virtual options for participation at the first three hearings (one taking place each in DC, VA and MD). The fourth hearing was offered as an online-only meeting. The hybrid format provided expanded options for members of the public to connect with Board members and share their thoughts.

Event Details	Public Hearing Speakers	Metro Board Member Representatives	Metro Executive Representative
Public Hearing #647 Monday, March 6, 2023, 6 p.m. Metro Headquarters Washington, DC View archive of meeting here.	**18 speakers** 13 in person 3 via phone 2 via video	Lucinda Babers Dr. Tracy Hadden Loh	Jennifer Ellison Yetunde Olumide
Public Hearing #648 Tuesday, March 7, 2023, 6 p.m. Metro New Carrollton Offices New Carrollton, MD View archive of meeting here.	**13 speakers** 9 in person 1 via phone 3 via video	Don Drummer	Jennifer Ellison Yetunde Olumide
Public Hearing #649 Wednesday, March 8, 2023, 6 p.m. Meridian High School West Falls Church, VA View archive of meeting here.	**6 speakers** 3 in person 1 via phone 2 via video	Paul Smedberg	Jennifer Ellison Yetunde Olumide
Public Hearing #650 Friday, March 10, 2023, 12 p.m. View archive of meeting here.	**15 speakers** 8 via video 7 via phone	Paul Smedberg	Jennifer Ellison Yetunde Olumide

Appendix A:

Written Comments and Letters


Written Comment Theme Breakdown
Capital Construction
3%
Low-Income Fare Program
4%
Miscellaneous
9%
Support/Gratitude
5%
Safety/Crime
10%
Fare Gate Evasion
9%
Metrorail Simplified Fares
10%
Rail Service
29%
Bus Service
21%

Written Comments - Survey

Written Comments	Category
I need more clarity on the free fares: is it for all or is it low-income? PLEASE devote monies to making the train stations brighter, improve the Howard station as it is a disgusting shame the way that station in particular looks. Please maintain the bus terminals where csustomers wait better. IMPROVE THAT DANG E2 LINE!!! After dark the drivers come when they feel like it and sometimes there might only be 2 buses making the loop.	Low-Income Fare Program
I support the 11Y Mt. Vernon Express route. I would use it 4 to 5 days per week. My round trip is 5001851 to 1009273 (morning) and 1000985 to 5001882 (night).	Bus Service
I was a frequent passenger in the 11Y for 10 years and look forward to the return of this line. I'm currently a passenger on the DC3. When the 11Y route is reinstated, I'm requesting that the extended, longer Metrobuses are used to prevent overcrowding.	Bus Service
I live in the Fort Hunt area of Alexandria and the current DC3 route/proposed 11Y route are the only direct ways for me to take public transit to commute to my job. Without this route, it would not be viable for me to take public transit. Please preserve this route.	Bus Service
The Mount Vernon express has been fantastic.	Bus Service
I am a disabled retired woman. I live at 12602 Asbury Drive in Ft. Washington, Md. I use the P18 bus to get around. I would appreciate more frequency , later buses and weekend buses in my neighborhood. It would be nice to catch the bus Planet Fitness on Old Fort Rd about 1.6 miles away sometimes. I'm thankful for metroaccess because without it I'd be stuck in the house at night or on weekends. I wish we had a bus running from the park and ride in Ft. Washington to Clinton and Waldorf. Since medically I'm unable to drive I rely solely on public transportation to go anywhere.	Bus Service
Please bring back the S1/more 16th Street and Potomac Park bus routes. The current revised bus routes are inconvenient for MANY paying customers and the current bus schedules are inconsistent often leading to two or more buses trailing each other while passengers wait at least 15-20 minutes btwn clumped buses. It's irrational!	Bus Service
502 bus to run daily as scheduled not having us standing waiting for a bus that never shows	Bus Service
The reestablishment of the 11Y bus is very important to me. I will not use the 11c and will drive instead. But will take the 11Y 2 - 3 times/week.	Bus Service
As long I get on the bus and get there	Bus Service
Please make 17K reliable and on time. Please increase the bus frequency if possible. Please bring back other 17-series buses from the pentagon to the burke area.	Bus Service
Need to restore other Metrobus service that was cut during covid, including 16Y and 16C to DC.	Bus Service
11y route is the most convenient and those of rely on this direct route with minimal interruptions. It is big reason why I don't move for its route.	Bus Service

Written Comments	Category
11Y is much better than the 11C. Too many transfers/delays and much longer and unpredictable commute times.	Bus Service
Decreasing the frequency of the 11Y bus versus the current DC3 is a disservice. The DC3 far more efficient than half-hour service an/or taking the Fairfax connector to Huntington Metro Station. Those options — especially the latter — will return people to their cars and avoid publicity transportation.	Bus Service
Metro bus underserved radial motions. The Fairfax Connector 401/402 between Franconia Springfield and Tyson's corner connects several key locations like Inova hospital, Dunn Loring station, and Springfield mall. It is often used and indicates that there is a need for trips perpendicular to existing rail lines.	Bus Service
PLEASE bring back the L1 bus line! If it were back my family would be able to take public transportation during the week. Right now we have to drive our daughter to daycare -our older daughter was taken everyday on the L1 when she was in daycare. The L1 connects people who live on Connecticut Ave with downtown government agencies and was always full during commuting hours when we were taking it.	Bus Service
Extend the bus X2 to Deanwood station since there would be no bus going to Deanwood from west of the river overnight	Bus Service
It would be great if you had something like express service from Wheaton or Silver Spring to get to somewhere downtown like metro center	Bus Service
Please increase the frequency of the 43 and L2 buses	Bus Service
I would like the 11Y to be reintroduced. This will increase my likelihood of taking the metrobus. I will have a 45min longer commute to work each day if I cannot take the 11Y.	Bus Service
Bring back the 21D direct to Pentagon	Bus Service
If more people ride we need more frequent buses. Rte 33 on Wisconsin Av is already very crowded. Also the buses bunch up. You need to find a way to prevent bunching so that buses come every 10 minutes or sooner	Bus Service
The DC3 shuttle has been a great option for commuting into DC. I hope that the 11Y express route can be implemented when the Yellow Line resumes.	Bus Service
wow, some terrific improvements here and a very well designed survey too! Thanks for keeping my favorite bus routes 1A, 1C, 2B, 29N intact!	Bus Service
Please bring back the 11Y bus!	Bus Service
Overnight service on busses would fundamentally chan's the city for the better.	Bus Service
It would be so very helpful to our neighborhood near Mount Vernon to have the 11Y bus back! This bus was one of the reasons we moved to our neighborhood, it was a wonderful route and I think it also contributed to better traffic in our area as it was so popular! Thank you for considering reinstating this important service to our community.	Bus Service

Written Comments	Category
I strongly support the restoration the 11y bus line which I use to commute to work. I do not support free fares within the district nor 24 hour routes due: 1) the belief that the service merits payment by those who use it and will bd more respected if people need to pay (recognizing that many people already get on the bus and do not pay now and the drivers say nothing); and 2) due to the environmental impact of running buses when there may be low usage. I also have safety/cleanliness concerns if the buses become 24 hour homes for people who are currently unhoused.	Bus Service
Based off the Metro for DC Amendment Act of 2021, the buses listed: 32,33,52,70,90,A6,A8,B2,H4,S2,V2,W4, and X2 will not improve safety if in fact Metro is trying to enhance safety measures. Being a former Bus Operator that operated many of those lines, not only will it be unsafe for other customers, but it will subject Bus Operators to more assaults. Crime in those areas are already bad, and more time to hang out will only make things worse.	Bus Service
I rely upon the dc3 shuttle every day. Please continue this service or the 11y. The fare is reasonable for the service it provides and the huge impact on my life and commute.	Bus Service
I urge you to change the very inconvenient 42 and 43 bus routes to go back downtown instead of to Kennedy Center. My neighbors and I have no interest in going to the Kennedy Center except for an occasional evening or possibly matinee performance. Going downtown, however, is MUCH more likely. Now it's very inconvenient, requires transfer(s) to metro rail, and of course means paying an extra fare. It also takes up much more time. I can't imagine that users of these bus lines go with any frequency to the Kennedy Center, but we're much more likely to go downtown to theater, restaurants, shopping, etc. If the Mayor wants to revitalize downtown, bus options need to be restored for all of us who use the 42.43, and L2 lines. Metro rail is much less convenient for the Adams Morgan neighborhood.	Bus Service
Please bring back the 11Y and assign dedicated 'regular' drivers - not random drivers who are different every day, who don't show up, or who hate the route, or who don't know the route and require instruction by passengers.	Bus Service
I have been regularly taking the DC3 to and from work for months. I love this bus line, it is so convenient. I know 11y will be a similar route. I hope it comes back, as this is the best way for me to get to/from work. Thank you.	Bus Service
Please reinstate 11y. I will be unable to get to work without a major impact on my family without it.	Bus Service
Southeast Fairfax County needs more public bus options both throughout the week and weekends. More than just rush hour.	Bus Service
Restoring the 11Y route would greatly increase my ridership.	Bus Service
Reinstate the 30N and 30S bus routes. As a student commuting to work, that would make my morning commute, and the commute of others far easier. While I understand why it was eliminated during the COVID emergency, I think that was a foolish decision that continues to negatively impact commuters on a budget	Bus Service
I feel for those bus drivers that will be driving the overnight hours	Bus Service
Have one unlimited pass for each month with Fairfax Connector, so people can use that pass to travel on the Fairfax Connector bus. Metro bus, and Metro rail. That will also help people who were not traveling on Metro bus and rail before because it may cost them more money. Also please increase the frequency of 29K and 29N so people don't have to wait for the bus every hour.	Bus Service

Written Comments	Category
Would like to see the 11C/11Y/DC3 make a stop at Braddock Road Metro…or the Pentagon. As it stands, there is no public transportation option to get to the Pentagon from the Mt Vernon area…	Bus Service
I would like to see more frequent bus service serving Woodley Park, particularly the 96 and L2 routes.	Bus Service
Please bring back the 11y. It is so convenient. I'd like to see it run all day, not just rush hour. When I moved to Alexandria in 1980 a bus ran regularly down Washington St and the Patkway to 10th and Pennsylvania.	Bus Service
Bring back the L1 bus and increase bus service on Connecticut Avenue generally; need greater focus on security on trains and in stations -- humans are behaving badly and riding metro is more stressful than ever; must increase train frequency, wait times are too long. Thank you for all your efforts!	Bus Service
I currently rely on DC3 bus service for my daily commute. The termination of the former 11Y severely curtailed my transit options during the pandemic, and ending DC3/11Y service permanently would similarly impact my transit options and double my commute time. Please bring back the 11Y or keep the DC3 in service, as it is a huge help to my commute. Similarly, I would love to see increased service for the 10A and 10B buses in Alexandria/Arlington if possible.	Bus Service
please make weekday buses run on weekends please I need the m4 on weekends	Bus Service
Please implement 11Y - the DC3 has made my commute significantly easier versus taking a bus plus the metro	Bus Service
Please realize that there is a huge population living south of the National Mall. Please consider bringing back options other than the single Route 74 (school) bus running north and south. We are stuck in SW DC with only the way overcrowded Green Line choice, or the half hour intervals of the Route 74. Not rider friendly.	Bus Service
I would like the 11Y bus route to be restored	Bus Service
Metro should examine their budget and strongly consider more frequent bus service. Most metrobus lines operate with 20 minute headways, which is simply too infrequent to makee metrobus an attractive or reliable choice for transportation. With metrorail stations as far apart as they are, a strong and frequent bus service is vital to encourage more riders to use metro rather than driving their cars. Nobody wants to wait 20 minutes for a bus to arrive, especially if they then have to take a train or another bus. Ideally, metro should examine the possibility of ALL bus routes operating with 12 minute headways or better. This also goes for rail - obviously the Rosslyn to Stadium-Armory corridor has throughput issues due to interlining, but upgraded signaling infrastructure could maximize throughput. Metro is critical to the region's long-term scalability and growth. The work you do is incredibly important to the future. I hope metro will focus on improving service levels for everyone (and making new capital investments too).	Bus Service
Please reinstate the 11y route. Its my only means of getting to work. Without it, it would take me 2.5 hours to get home	Bus Service
There are too many 79 buses on Georgia Ave. There should be more 70 buses.	Bus Service
In favor of keeping DC3 or reinstating the 11Y	Bus Service
Why does the B2 stop at Mount Rainier? It should continue up Route 1 to College Park Station. Coverage along Route 1 is sparse and not frequent enough. The 83 bus sould run a minimum of three (preferrably four) times per hour, not two. Or increase coverage through the downtowns of Brentwood, Hyattsville, Riverdale, and College Park by extending the	Bus Service

Written Comments	Category
B2 for part of the trip. This will support the growing small business community in these cities. -I used to buy a monthly fare pass ages ago when it was offered. I don't think the weekly pass is the same today, but I wonder if it might make sense to create zones for travel such as within the city center, outer city, inner suburbs, outer suburbs and the cost of the fare pass would differ depending upon the zones covered. Technology exists for the rider who ventures outside of the designated zones to ne charged the difference automatically when exiting. -parking fees for evenings should be different from all day. If I enter at 5pm to go into DC for several hours and leave at 9, the parking garage is mostly empty and yet I am chagred the same rate as someone who enters at 8 am and leaves at 5 pm. Technology can determine entry time and exit time on fare cards, so the booth could automatically differentiate. A lower evening rate would encourage more people to use the matero to go into the city for evening visits.	
The buses mentioned are routes I don't ride. So I can't comment on them.	Bus Service
The 11Y has long been an important source of transportation for commuters in south Alexandria. I fully support its being revived. The nearest Metro stops (Huntington and Springfield) are too far for most locals and the 11Y fills a much needed void in the area that reduces car traffic and provides Metro with a loyal base of riders.	Bus Service
Please increase bus service on route 16 lines before 6:30am weekdays.	Bus Service
I have just discovered the DC3 metro bus and it is a wonderful alternative to the train. The scenic route provides an incentive to leave personal cars in Virginia instead of adding to DC commuter traffic!	Bus Service
All night bus service on selected lines would be a great addition to metro services	Bus Service
Please focus your time and energy on bus infrastructure improvements. Bus-only lanes and adding even basic bus shelters to more stops will have a significant impact on low-income riders.	Bus Service
Please restore the 11Y service with extended hours in the evening consistent with the DC3 schedule.	Bus Service
I would like to see more schedule relaibility on the L2 bus route. Often times busses are running back-to-back which ultimately causes frequency between bus arrival times at a particular stop to be greater than 20 minutes. Seems that it would be better to hold any particular bus to either the terminus at Chevy Chase Circle or Farragut Square IF the driver is running way behind in its regular schedule. Why send 2 busses a minute or two apart up or down Connecticut Avenue.	Bus Service
Kindly bring back the G9 shuttle (Mt. Rainer to 14th Street, NW). Please and Thank you!	Bus Service
I'm writing in support of the proposed 11Y route. I have been using the DC3 route since the track work has begun and this is now my primary means of travel to work. I have noticed ridership steadily increase over the course of the DC3 route to include regular commuters, as well as, tourism travel from Alexandria into and out of DC. The Mount Vernon neighborhood area that the 11Y route would serve is an area that does not have many reasonable public transit options into DC. There are buses which travel through the area to Huntington Metro; however, these buses arrive infrequently and would easily add a half an hour plus to the commute of people in the Mount Vernon area neighborhoods. Therefore, if the 11Y were not reinstated, I would expect many in this area would consider driving into DC as an option most conducive to people's busy schedules. Unfortunately, without the 11Y as a commuting option, I think Metro will anticipate	Bus Service

Written Comments	Category
an overall undesirable increase of car commuter traffic. The 11Y is a popular option among commuters and many daily riders depend on it as a direct route into DC.	
In favour of having the 11y as it is quicker and more convenient that getting to Braddock. Fair feels high, I would want the fair cheaper	Bus Service
Having more frequent service would be the number one way to increase my ridership of Metrobus. When I check bus arrival times (usually on WMATA in phone browser or in Apple Maps) and see headways longer than 5-10 minutes, I walk or choose an Uber or taxi instead.	Bus Service
A) I would happily pay higher taxes to the city (whether income or sales) in exchange for free buses. B) At the same time, bus frequency is important, too. In many countries buses come every 5 minutes; it would be great to see that kind of service here in DC! (And that might put less pressure to increase the frequency of the Metrorail system.) C) Please work with the city to increase the number of bus-only (allowing bikes, however) lanes. (Even if only during certain times of day.)	Bus Service
Bring back the routes eliminated during the pandemic, made permanent during the 2021 budget. The V1 bus in particular is a vital artery across the river when the subway system is on fire.	Bus Service
I rely on the X8 to get to and from work. The lead time are supposed to be 16 minutes during rush hour but can stretch to 20 or more. Buses leave ahead of schedule or don't show up (ghost buses). The X8 is the only way to access the core of Carver/Langston and the route and its timing isn't working for the community. I believe there would be better ridership if it was more reliable. I'm fortunate that I can financially afford to occasionally take a cab home from Union Station. But in the past several months I've spent almost $100 taking cabs to get home to be able to put my toddler to bed when the bus leaves earlier than scheduled or the wait is too long.	Bus Service
The frequent 16M proposal would be extremely beneficial to Crystal City residents and enable better travel for Columbia Pike residents to Amazon. Highly support it.	Bus Service
Thank you for considering reinstating the 11Y bus. Please consider extending the hours the bus runs. Thank you.	Bus Service
I really wish you would bring back Route B9 or at least expand Route H6 to end at and start from Colmar Manor instead of at DC Costco! We used to ride B9 often. We're riding the bus less now that B9 was removed.	Bus Service
I take the DC 3 every day and if it is replaced by a bus with a $4.25 fare, I will be very sad and disappointed and I will certainly take the bus less often. The free DC3 bus has been enormously valuable for me. I do not mind some of the service cuts, but what is most important to me is keeping it free (or as inexpensive as possible). I would certainly approve of public funding from VA going towards the bus route as well, which is something I will push for.	Bus Service
So many bus delays	Bus Service
Please continue 11Y or DC3 bus service as important commuting option for the area	Bus Service
Big fan of the DC3, you should absolutely continue that service. I would reliably ride the DC3 if Metro/WMATA invested in some of the bus stops along the way (maybe put a concrete pad or something to stand on).	Bus Service

Written Comments	Category
We have missed the metro bus.	Bus Service
Please restore service on the S1 bus line.	Bus Service
Can you please make ALL buses and trains' locations live on Google Maps? The timetables are unreliable and it's the main deterrent for me to choose metrobus. Only some buses show up on Google Maps when I input my trip and I never know when the bus will arrive. For example, today when I used GM to get to work, it said the next bus was 10 minutes away (I could see the bus icon on the map) but then one showed up in a minute (I could not see its icon on the map, so clearly GM didn't know it was coming). Thank you for all your hard work, it's exciting to see so many positive changes happening at WMATA.	Bus Service
Y'all really need an actual rapid transit route 1 line between College Park/UMD and DC, hitting a Hyattsville and continuing on down into Brookline; it's a 45-1h ride and a 15min drive. The difference puts a lot of traffic on Route 1, which also could use narrowing and/or a concrete-protected low-speed vehicle lane - it's too hard to walk up RTE1, also.	Bus Service
Restoring the 11y is crucial	Bus Service
Please also consider looking into the feasibility of reinstating the D5 bus line, as well as establishing additional bus lines connecting the MacArthur Blvd corridor to Rosslyn and downtown DC.	Bus Service
Please reinstate the 11Y bus to replace DC3 route. The bus stop at Washington St and Pendleton St, DOES NOT announce this proposal. Please could you post the flyer at the bus stop? It is # 400084. Many people do not know this is a proposal.	Bus Service
Bring back the 11Y, the most profitable route in the bus system. Forego equity improvements if necessary to bring regional government in support of long-term physical needs.	Bus Service
Please bring back the 11Y when the DC3 ends.	Bus Service
Please have the X8 run more frequently and have the x9 go back to metro center!	Bus Service
Making metro bus free is good because so many people fare hop anyway, it doesn't really make sense why not to make it free	Bus Service
11Y bus is a great service and should come Back	Bus Service
Please reinstate the 11Y	Bus Service
Better schedule times for 90 shady grove	Bus Service
Please stop trying to eliminate or reduce the 16G and 16H bus routes. I've seen similar proposals before and I'm not in favor of seeing either line reduced or eliminated. Thank you very much	Bus Service
No more ghost buses!!!!!	Bus Service
Please reinstate the 11Y bus in Mt. Vernon - it's very convenient for DC commuters.	Bus Service
More buses to run in laurel on weekends so people can get to work	Bus Service
The 11Y is a great, fast, reliable and convenient route for all Old Town Alexandria, VA commuters	Bus Service

Written Comments	Category
11Y relieves congestion from Mount Vernon area into DC	Bus Service
It is a missed opportunity that there aren't more bus routes that cross the river. Particularly given how quickly the 395 express lanes flow.	Bus Service
Keep the DC3/11Y.	Bus Service
Please do not eliminate the DC3 shuttle. If the 11Y is proposed to replace the DC3 the headways (20 minutes) should not be reduced.	Bus Service
Bring back the 11Y!	Bus Service
It's all good just wish the D4 ran more on Sundays frequently	Bus Service
I used to take the 11Y all the time. Please bring it back.	Bus Service
The 11Y bus line is a critical route in the region. There is no other option for residents of the area to get downtown. Without the bus residents would need to take 3 different forms of public transit to get downtown. Please restore the 11Y service!	Bus Service
Please restore Arlington to DC bus routes like the 16C. It's very disappointing and inconvenient to have so few buses cross the river, especially since there are only two (bottlenecked) rail tracks between DC and Arlington	Bus Service
Reinstate bus 11Y	Bus Service
Bring back the B2 and express bus service on Rhode Island Ave	Bus Service
I commute daily into DC from the Old Town Alexandria area… I was a consistent user if the 11Y Service previously and would be again if reinstated. Please, please do!	Bus Service
Increase the frequency of Route 96 given its important role as a crosstown across some of the most important parts of DC.	Bus Service
Please reinstate Metrobus route 11Y permanently!!	Bus Service
I am writing primarily about the 11Y or DC3. The DC3 shuttle has been amazing to use and I would not like it to end. It has provided Mount Vernon residents with a direct way to get into the city. I'd be willing to pay for the 11Y!! Just don't eliminate all service! (The bus to Huntington is NOT an option).	Bus Service
Metro needs to restore bus service to or near pre-pandemic frequencies on major commuter lines, like the S2 and S9; at present, the service is not sufficiently reliable especially in the evening to be assured I will arrive on time. Restoring S1 service, which is extremely valuable for commuters travelling to the western side of downtown, would also help this goal. At a time when the city is desperate for folks to return to downtown, reliable bus service is a necessity towards this goal. Finally, the bus lanes on 16th St. NW have been hugely welcome but Metro needs to encourage the relevant enforcement authority to actually prevent cars from driving and/or parking in them.	Bus Service

Written Comments	Category
Having the DC3 operate during the yellow line shutdown has been invaluable. Without having this service, those of us in the Mount Vernon area are stuck with the option of having to drive our cars either into the DC or to Metro, increasing pressure on already limited parking. It also results in a net increase in carbon emissions, which isn't good for the air quality in the DC metro area. There are many benefits from reinstating this service.	Bus Service
Back of the bus signage which states 'this bus runs every 10 minutes' might encourage drivers to switch.	Bus Service
11y is the most convenient way to travel to work and return home. It's route is so direct. Please consider to offering a 6:30 route for those having to report learning to work from near Columbus in Alexandria.	Bus Service
I used the 11Y pre pandemic and currently use DC3. I rely on this service to commute to work. Very convenient and fast.	Bus Service
Please please please increase service to the 96 bus. I live in Woodley Park and need it to get to groceries in cathedral commons. At least 1/3 of the time I walk end up walking with my groceries because the next bus is 25-30+ minutes away. More reliable tracking of next bus would also help. Sometimes I start walking and then infuriatingly get passed by the bus the metro website said wasn't coming.	Bus Service
I only answered the survey for the proposed bus route changes applicable to me in Alexandria/Arlington. I cannot stress enough how important reinstating the 11Y Ft. Belvoir to DC is. I have/had ridden the 11Y for close to 20 years and it is so much more convenient for people located in the Mt. Vernon corridor than getting to the yellow line in Huntington. The DC3 has been great and I and hundreds of other commuters agree that we need the 11Y back!	Bus Service
Please keep the 11Y	Bus Service
The 11Y is critical to my commute from where I live near Fort Hunt to my job downtown.	Bus Service
Please consider making the frequency of the 11y bus to every 20 minutes.	Bus Service
Add a A4 to the all day plan along the other dc a line buses	Bus Service
The accessibility of neighborhood's zip code 22307 for the Metro is complicated, it takes considerably longer commute times, so creates more traffic, pollution and incentivize the use of cars. Therefore, I strongly support keeping route DC 3 or 11Y.	Bus Service
I question how sustainable free bus service is in DC. It sounds nice but running a bus system costs money. I'm sure the $2 fare barely covers the expense if it does at all. I'd rather pay a fee for a bus that's properly maintained and a driver that's adequately paid and trained, than ride a dilapidated system for free. Maybe consider free rides on weekends or something instead.	Bus Service
Please reinstate the 11y. I have no other means of public transportation to my job in downtown DC.	Bus Service

Written Comments	Category
If possible, to add some more routes with longer distances to Arlington County, and more busses.on service for Arlington.	Bus Service
Make a bus pass for express bus routes	Bus Service
We need the service of 11Y bus.	Bus Service
I am thankful of the Increased bus service in DC and Maryland. I do wish that there would be weekend bus service to the Burtonsville and Green castle park and rides.	Bus Service
11Y is the only way of public transportation from many people living in 22307 zip code. 11Y would be extremely helpful to contribute to reduce traffic and pollution.	Bus Service
I lived in London and the night bus system was an excellent service. Tbe return of the 11y bus is a much needed service	Bus Service
I support reinstatement of the 11Y express bus service.	Bus Service
Could you please make the arrival time for the metro bus 38b, silver line, and orange line more accurate on Google/Apple Maps.	Bus Service
I would like more buses in Northwest DC west of Wisconsin. There should also be a bus that runs up Foxhall to Bethesda Metro Station	Bus Service
Thank you for DC3 shuttle, please continue with 11Y proposal.	Bus Service
If zero cost transit within DC is enacted it is critical to ensure that Metro receives sufficient funding to continue delivering, improving, and investing in bus service in the District. Agreeing to a funding structure that does not allow Metro to sustainably respond to changes in demand or desired increases in service would put the service at risk long-term because it is unlikely to ever become not-zero-cost after this change.	Bus Service
The 11y route (currently served by the DC3) makes a huge difference in transportation options connecting my neighborhood (south Old Town Alexandria) to the district. Without this route the public transportation options are next to useless - they would involve an infrequent bus to a Metro station, followed by a relatively long and roundabout metro route to the center of the city. I am strongly in favor of the 11y proposal and the proposed fare, while somewhat high, would be worth the convenience.	Bus Service
Please bring back the 11Y as proposed. This is a well used line that provided excellent service that replaced the need to drive for many people. It follows a well designed route that meets riders' needs!	Bus Service
Express bus from MV to DC, using GW Pkwy is a vital and needed route	Bus Service
I would like to see the b30 bus reinstated because there is no good connection to BWI airport for over two years despite the increased demand and travel out of bwi from city residents.	Bus Service

Written Comments	Category
Please extend 24 hour busses into SW DC and EOTR. Vitally underserved communities. Also BUS SPECIFIC LANES. it is obscene that busses wait in traffic with cars. We need bus only transit lanes with immediate towing and ticketing of any cars who block/use them.	Bus Service
The 11Y/DC3 is an essential element to my commute and to my neighbors and must remain. Most people would be willing to pay the $4.25 for the convenience	Bus Service
The 11Y or DC3 is a valuable bus route and should be maintained to provide commuters with an alternative to driving into DC each weekday.	Bus Service
I am grateful for the Metrobus service that they provide. Even when they don't come as scheduled. A warm bus in winter and a cool bus in summer.	Bus Service
We would really appreciate having the 11Y reinstated back to Mt Vernon area. This is a great service and aids in the GW Parkway road diet to reduce commuter car traffic on the GW Parkway.	Bus Service
Please reinstate the 11Y	Bus Service
Agree that the 11Y should be reinstated. It provides critical connections between Alexandria/Fairfax and DC.	Bus Service
it would have been nice to increase the 28A bus from Tysons to King Street metro time in the morning starting at 4:30am. The curren starting schedule arrives King Street Metro 10 minutes after the bus I take to National Harbor leaves and would make me late for work.	Bus Service
11Y is an important option for Mt Vernon area, reducing congestion on the roads.	Bus Service
Please reinstate the 11Y express as before from Mt. Vernon to Potomac Park operate every 30 minutes during the rush pick hour in the morning and evening. Most of the passenger travel by this bus works in the Federal Government, IMF World Bank and other international organization as well in the renowned Private Sector. This is a very convenient bus for me and for others too. Please reinstate this bus	Bus Service
I use the Wisconsin Avenue bus lines all the time. While I'm heartened to see that the 33 local bus will run overnight, it boggles my mind that the 37 express bus remains indefinitely suspended. That bus is critical for Wisconsin Avenue commuters to downtown between Tenleytown and Massachusetts Avenue. Taking the 33 is miserable, because it gets so bogged down in Georgetown traffic. With *two* major residential complexes opening in the area (City Ridge and Upton Place), in total about 1,500 new apartments, there has to be something better than an indirect local bus route for workers.	Bus Service
It would be nice if busses could ere more reliable for those of us who count on them to get to and from work each day.	Bus Service
I routinely take the DC3. Even with WMATA running the blue out of Huntington during yellow construction I did the DC3 is more convenient	Bus Service

Written Comments	Category
I'd rather have reliably on time buses than free buses. Buses being free has no effect on how often I'll take the bus. Buses being 40 minutes off schedule makes taking the bus miserable.	Bus Service
More than new routes, need better consistency on the 18P bus line. On average, twice a week an early morning bus (e.g. 6:30 am) never arrives.	Bus Service
Greenbelt Station 89M needs to have more service hours and weekend hours	Bus Service
My family strongly supports the changes towards the reinstatement of the 11Y Mt Vernon Express bus. It will help us in our daily commute to DC for work during rush hours, which will contribute to reducing traffic. Please consider such a reinstatement.	Bus Service
Good Morning, I ride metro bus L8, C4, C8 and I used to ride the J4. Can you please reinstate the J4 from Bethesda metro to college park metro station as I work at Bethesda metro and live at college park metro. It would be nice just to take one bus all the way to work and home. As of right now I have to take two trains and then the L8 towards aspen hill from friendship heights metro. Sometimes I take two buses> L8 to the C4 to Hyattsville Crossing station and then a green line train to college park. This isn't convenient at all. Please look into reinstating the J4 bus back to college park until the purple line train is completed. Thank you so much and have a nice day	Bus Service
Please add more 43 and L2 buses during the height of morning rush hour and minimize bus bunching and make buses arrivals more evenly spread as scheduled	Bus Service
Please increase the service on 32/36, and don't remove the stops currently planned for removal (esp. Penn ave and 4th se) - lots of people use these stops, removing them would make the other stops much more crowded and buses are already standing room only in the mornings	Bus Service
Keep the DC3 metrobus service. It is an outstanding service. However, if replaced by 11Y, please add an early AM northbound run at least 24-30 minutes earlier than under the pre_COVID 11Y schedule.	Bus Service
Each lines needs to run frequently and the R12 needs to run like the F4	Bus Service
Bring back the L1!	Bus Service
How will Metro fund the proposed increased services and/or free bus ?	Bus Service
A4 should be added to the 24 hour bus plan and more options for public bathroom access	Bus Service
The 11Y route is absolutely critical. Please keep this route!	Bus Service
The availability of DC3 as a possible way to get to work has increased the number of days of the week I commute to the office in DC while decreasing costs for me. A win win.	Bus Service
Need more service on route 2A - this is almost the only all day route that hasn't been restored to at least some semblance of pre pandemic levels of service.	Bus Service

Written Comments	Category
I think Metro is moving in the right direction with this budget. I think the better bus design, in the increase in bus service is important to the city. I'm strongly in favor of the free bus in the district of Columbia, as it's good for the writers and also good for small business. For paratransit, it makes sense to have a fixed fare versus a fare that is going up and down depending upon situation and time of day, etc. It would be easier to manage and also better for the users to know in advance what their spending would be. I'm also strongly in favor of the 8,000 series open gangway card design. I think it will add safety, provide more space, and be in line with other systems that are moving in that direction. I'm a huge proponent of the better bus redesign. I think many routes, and I'm familiar principally with route number 42 which I use at Dupont Circle, need to be expanded and with more frequencies. I hope the public, what's the new redesign is issued, will be permitted to comment. I think it's important, for revenue purposes for the system, that we maintain reasonable rail fares. The city makes a lot of money on tourists and outsiders using the system, and we want that to continue to be the case. Thank you very much.	Bus Service
Please bring back the 11Y. Since the DC3 shuttle was instated, it has been consistently used and filled during rush hour indicating a community need and appreciation. When using metro rail, it takes me nearly and hour or longer to get where I need to go. With the 11Y/DC3, it takes 20-30 minutes. Having this faster, easier rout into DC encourages me, and others living on this rout, to use metro more often vs. working from home. Removing this rout would be a massive disappointment and inconvenience to those who rely on the 11Y/DC3. Please help keep commuting into DC easy, fast and efficient. Please reinstate the 11Y.	Bus Service
For a cost of $3 per rider, a system of buses that run parallel to the train lines could be implemented every 20 minutes overnight. They do this in Phladelphia and Toronto. They would meet and depart in the same 5-minute interval at Metro Center. I also realize that (cleverly) if and when DC residents ride the bus for free and then transfer to the Metro, they will have spent the same amount of money as now, so it might just have people in the District stay on buses into downtown.	Bus Service
I would love to see the 70 extended back into southwest ash's bring back 71 to service l'enfant plaza stations and 79 to nats park via archives	Bus Service
The y buses from silver spring MD is the worst but longest bus ride half the time it doesn't show up I've been late for work more and more because of buses and rude drivers if I Thomas Walton get fired will metro hire me???????? Please do something	Bus Service
The D-12 from Suitland Metro Station to Southern Ave Metro Station need more buses. Every 20 minutes instead of every 30 minutes. Sometimes especially at 11am on Weekdays the bus does not come at all.	Bus Service

Written Comments	Category
Please add bus improvements closing the RIAve 4th st ne, 8th place gap G8 with G9 service, restore the G9 as local service along RI Ave, reschedule T18, T14, 83, 86, to increase local service between Eastern ave and RI ave-Brentwood station, T18, t14 arrive with timing denying local service favoring limited maryland line service. Restructure H6, Providing former B8/B9 service, perhaps as H61 Ft lincoln-Brookland, and H62 Ft lincoln-RI ave-brentwood, extending service to Colmar manor and local retail.	Bus Service
Please, please restart the L1 bus line. I do not understand how Metro is cutting all bus fairs but has not restored this line from before the pandemic. I and many people in my neighborhood used it to commute to Foggy Bottom. I would use it multiple times a week if it returned. Without the L1 it is generally not practical to use Metro service to commute from Cleveland Park to Foggy Bottom.	Bus Service
I am strongly in favor of the proposed changes to the Metrobus 16G and 16H routes. The 16G route is not useful for me because I live in Skyline City. The 16H currently does not come frequently enough for me to get to places in a timely manner. I would particularly be in favor of increased service on Sunday.	Bus Service
Please bring back 11Y!!!! Its the best. And please keep.extended hours of the dc3	Bus Service
It would be great to have the 11Y back. It's a better alternative to get into the city than the metro.	Bus Service
11Y is needed	Bus Service
do something to make these buses run ON TIME	Bus Service
Please bring back 11Y bus services.	Bus Service
Free bus service in DC is most welcome.	Bus Service
I like the idea of 24-hour bus service on the lines listed. I would also like to see later and more frequent service on the 83 and 86 bus lines. Those are great feeder buses for the College Park Metro station for the people that live in North College Park, but live just a little too far from the back entrance to the Greenbelt station, to walk there. There is also a lot of infill development going on along US 1/Rhode Island Avenue. If we want to get people out of their cars and onto public transportation, we need to start providing convenient public transportation for the new 24/7/365 economy. While 10 minute headways would be ideal, I'll settle for 15 minute headways on both rail and bus. Maybe by doing that, there will be enough resources to make it work. Yes, reduce frequency to 15 minute headways across the board, and spread it out over a 24 hour period. I think with all the talk about increasing bus service, the College Park/Riverdale Park/Brentwood/Mt. Rainier corridor needs more bus service. Thanks.	Bus Service
I would really like to see the full 11Y express reinstated.	Bus Service
$4.25 for the 11y bus seems a little high	Bus Service

Written Comments	Category
I am concerned about the L12 proposal to serve Woodmore Towne Center. We have the Route 28 bus service operating between Largo and Woodmore Town center. Also, the traffic congestion in the area might cause delays on the entire bus line.	Bus Service
Utilized the 11Y for over 20 years, was a huge disappointment when it was eliminated. Found my commute time to DC 3x as long utilizing 11C and Metro. Stopped utilizing Metro at that point. Bring back 11Y!!!	Bus Service
They need a way to track the buses better and have accountability for bus no shows.	Bus Service
I strongly support reinstating the 11Y route. However, it should operate during the DC3 hours. It is import tan to me that the route leave DC until at least 7 pm.	Bus Service
Please reinstate the 11Y bus! Helps so much with traffic, more affordable commutes and is better for the environment to get all the cars off the road.	Bus Service
The 11y is the only DC metro bus close to where I live	Bus Service
Making bus fare free for DC residents is so important for accessibility, convenience, and speed of stops. Love that idea, keep it up! You are doing great. Love you	Bus Service
Please support the 11Y metro bus! There is nothing comparable for the Mount Vernon area.	Bus Service
Please reinstate the 11Y bus line!! It is so convenient for those of us that live on the eastern side of old town and south of old town. The DC3 is the best transport option out there. Please reinstate it - it's a lifesaver!!!	Bus Service
Please reinstate the 11Y bus route!	Bus Service
Some improvements are needed, and some options are pretty sound. The only thing I DISLIKE is the Free Buses WITHIN DC initiative. Wouldn't exactly apply to someone in PG using a Metrobus, I wager.	Bus Service
Buses need to come to the stops faster	Bus Service
If you're going to increase the cost of long-distance service, perhaps could regional bus fare be included in your weekly pass? I live in Fairfax County so I take the Fairfax Connector to the Metro station. It would be way too expensive to buy both the Metro pass and the regional bus pass, and even more so if these fare proposals go into effect. Including regional buses in the Metro passes would reduce some of the burden.	Bus Service
Please reinstate the 11Y bus	Bus Service
I say NO WAY to free Metrobus service. There are already higher levels of crime no than before the Pandemic and I believe free service would cause people who work for a living and pay the fares to be exposed to higher levels of homeless people riding free busses as well as higher levels of crime and lower levels of safety. It's human nature to devalue anything that is too low cost - free Metrbus service? NO WAY!	Bus Service
Add more stops that run every hour like f13	Bus Service

Written Comments	Category
For the L12 it would be beneficial to Have it go from New Carrollton station to Largo as the only bus that can do that is the Prince George's bus 21 which has a lower frequency and stops running fairly early. The A 12 routhe shoukd be left alone as it serve its purpose ;however, it intersects with the F14 at various places.	Bus Service
Increase service on K6 route, reinstate J4 route, more express buses, please kthxbye !	Bus Service
Please increase the frequency of the E4 bus	Bus Service
Please keep the 11Y	Bus Service
The DC3/11Y route is incredibly important for our community. Maintaining a safe and reliable direct route from Mount Vernon is vital to the workforce and to the businesses and employers on the route	Bus Service
The restoration of the 11Y bus service is essential. I won't be able to transit to work if it is eliminated and would have to move. The line has been in service for more than 35 years and has been servicing the community as a legacy line during that time. Additionally, there is no reasonable alternative to transit into DC in the Mt. Vernon region - if the bus route is eliminated region residents would have to take at least 3 forms of transit to enter the district would double the time to make the trip. Personally, my transit time would shift from ~45mins to ~1hr40mins. Furthermore, the DC3 bus that is currently running on the line is operating as an extended (double length) bus and the bus is always full! This is a clear demonstration of the essential utility of this line. Lastly, WMATA should be providing more public transit options at a higher frequency to encourage DMV residents to take public transit to decrease fossil fuel emissions, traffic and congestion, and reduce the impacts to the climate based on transit.	Bus Service
Please reinstate the 11y! The response to the DC3 has been very good, from my experience as a regular commuter from Belle Haven. It would be great if the schedule could match the current level of the DC3 (every 20 minutes as opposed to the proposed 30 minute intervals). This route is a lifeline, especially south of Hunting Point on the GW Parkway. Would be even better if the bus stop by Dyke Marsh park was safer/more accessible, too.	Bus Service
More buses! More bus service! Love increasing the headways on trains, love extending bus service to 24 hours, but there should reliably be a bus every 7-10 minutes on major corridors (14th, 16th, Connecticut Ave, Wisconsin Ave, Pennsylvania Ave, etc) for the majority of the day. And this isn't Metro's purview, but push for more protected bus lanes and better enforcement of the existing ones. Buses are constantly being slowed by violators of the bus lanes, which defeats their entire purpose. Buses should be THE choice for getting around within a small area of the city! Make them nice, make them clean, make them FREQUENT. Metro is on the right track service level wise, keep it up!	Bus Service
The 11Y service (replacing DC3) is critical to my commute. I feel safe and respected using this service. Please keep this mode of transportation. Thank you.	Bus Service
Metro bus connects underserved populations by offering vital but missing commuting options to work and recreation.	Bus Service

Written Comments	Category
With the trend that employees are required to come back to offices, 11Y would be used more frequently. I urge Metro to maintain the DC3 route for the future.	Bus Service
Please fix the bus route from stafford VA to the pentagon Please fix the bus route from stafford VA to the D.C	Bus Service
The DC3 bus has provided the best opportunity to use Metro to get to work in DC. With the proposed change to 30 minute headways, I would likely go back to being another car contesting the roads.	Bus Service
Frequency and reliability, please. I also think you need to hire at a level that builds in some redundancy, especially for bus drivers	Bus Service
Please, yes yes yes to 11Y service!	Bus Service
I would love the 11Y to come back.	Bus Service
I would like to request increased service for the 2A bus line.	Bus Service
Please do not cancel DC3 buses	Bus Service
Increase p6 bus frequency	Bus Service
Increased bus service provides options when metro rail is having delays	Bus Service
Bus replacing DC3 that I take daily will be too expensive. The fare should be 2.00 $ I will be much more inclined to use metro rail if there was a connection to national cathedral area(Idaho avenue/39 st/ Macomb st)	Bus Service
More articulated (accordion) buses are needed on some of the busiest bus routes during busy times. These busy times are not always during rush hour and are sometimes at night and on weekends. Overcrowding on buses is an issue and more bus capacity is needed. The routes that need increased capacity (via articulated buses) that personally affect me are the 70, S2, and the J2.	Bus Service
It is great that you are increasing overnight Metrobus service but I'm more concerned about decreasing headways for day time service on the lines I actually use - 90, 96, L2. 20 minutes is ridiculous for bus waits in a major city. So now I wait the same time at 3 AM that I do at 5 PM on a Tuesday. I just want to get to and from work conveniently.	Bus Service
Looks like good overall decent tinkering around the edges... but it doesn't address anything strategic. The way we work, live, play etc. is changing rapidly and I don't see that addressed here. We're going to the same places less regularly (e.g. an office), and new places more irregularly (i.e. new restaurants, neighborhoods, other leisure). It's time to radically overhaul the bus system to address that, which is more adaptable than metro. (And can be changed back if the thesis doesn't pan out.) Maybe an annual budget isn't supposed to do that, but you should at least explain how it fits into the broader vision, whatever that is.	Bus Service
Metro should bring back more lines on the buses like the Z11 bus from Silver Spring Station to Burtonsville	Bus Service

Written Comments	Category
The 11Y should add weekend service, even if only hourly.	Bus Service
Overnight bus service to Friendship Heights would be a dream come true; I live near the station. Low income fares - great idea to help people traveling buses/rail outside of DC. Proposed end of peak fares surprises me. Everybody likes more frequent, reliable bus & rail service.	Bus Service
Please reinstate 11Y from Mt. Vernon to Potomac Park DC which is very convenient for most of the people who works at the Federal Government, World Bank, IMF, MIGA, IFC and other Private sectors. Please keep the price as it is on maximum to $5.00 per ride, operate every 30 minutes northbound in the am peak and southbound in the pm peak. I am riding this Bus from Mt. Vernon to DC almost 14+ years and want this bus to provide continuous service to the people who go to DC every day (Monday-Friday). Please take this into consideration to reinstate this 11Y Bus. Best regards. [redacted]	Bus Service
Please consider making 16E service from Pentagon City to McPherson Square available during the day and not just late at night.	Bus Service
I live at [redacted] I wish that the P18 ran more frequently. That is ran later in the day. That it ran on the weekends. That there was a connector bus from here to Charles County Mall. Also that there was another bus running from Asbury and E Tantallon to Old Fort Rd and Indian Head Hwy. I don't drive and it would be nice to take the bus back home after a workout sometimes. I'm stuck in the house all weekend because we don't have buses in my neighborhood	Bus Service
Please provide weekend service on the Mt Vernon bus route.	Bus Service
Reinstall the 11Y bus route!	Bus Service
The E4 route is inconsistent and frustrating to take. I would appreciate either an alternative west-east bus route or better network of E4 busses.	Bus Service
We need adequate night and early morning bus service for people who can't afford to drive and park.	Bus Service
11y is a convenient and easy way to make an otherwise difficult commute into DC from Alexandria	Bus Service Support
If possible, the bus routes that are more frequent should run longer. Right now, the River Road (T2) line service ends at 7PM. If I miss the last bus at Rockville or Friendship Heights I have to call Uber/Lyft/others for a ride to where I need to be.	Bus Service
The bus routes need increased service and more connections. It takes more than one and a half hour by bus compared to 20 mins by car to areas I need to go	Bus Service

Written Comments	Category
Bring back the full 11Y service. This is a MUCH preferred option and one I would take regularly from Old Town Alexandria to my job at 15th and M Streets, NW in DC. I have taken the 11Y for years but when the service switched to dropping at Braddock Road Metro I decided to start driving for cost, time and safety reasons. Please REINSTSATE full 11Y service.	Bus Service
MetroAccess riders are being short changed. While Bus/Rail fares are being simplified MAC fares remain too complex to understand. To treat MAC Riders equally, MAC fares should be flat 24/7 just like Bus/Rail on weekends and after 9:30 weekdays. The current proposed MAC fare of twice the fastest route fare on standard transit, because of the constantly changing Bus and rail schedules during the week and before 9:30PM it is impossible to prewdict the MAC FARE. iT OFTEN RESULTS IN DIFFERENT FARE TO AND FROM THE SAME LOCATION ON THE SAME DAY AND SAME TIME.	Bus Service Rail Miscellaneous
Need to be able to monitor Metro buses for no shows on the routes and have accountability.	Bus Service
24 hour bus service should extend to at least Rosslyn or Pentagon City to allow late night connections to Virginia bus services. Ideally having supplemental late night bus service that serves most Metrorail stops outside the District would make DC and certain parts of NOVA and MD excellent late night destinations.	Bus Service
Biggest improvement that would make me use the metro more is anything that would increase headways, and specifically for busses that a bus would at the very least show up when its supposed to so I don't have to play a guessing game about when to leave.	Bus Service
The B12 upped frequency will help more people get to the arboretum! I'm against making fares free because clearly that money needs to go to hiring more drivers. I've been late to work and appointments because there weren't enough drivers.	Bus Service
Keep the DC3 shuttle line! It is a life saver. I use it every week. An even higher frequency would be incredible!	Bus Service
All buses in the Bowie area should run on 15min intervals up until 11pm. This would help incoming Bowie State students and individuals that commute to Bowie for work (preferably restaurant and service industry).	Bus Service
More A4 service please!!!!!!	Bus Service
The 36 should come more often than every 30 minutes	Bus Service
Please being back the 11Y. It was a popular route that I took almost every weekday. Thank you!	Bus Service
The 11Y is a necessary route for government workers who live in the Alexandria area seeking a convenient way to get to and from DC every day. It used to be packed at peak hours and is a great help!	Bus Service
Please reinstate the 11Y. It cuts commute time in half for me.	Bus Service

Written Comments	Category
Bring back the L1 bus! There is sufficient demand and it's incredibly frustrating to have this bus line eliminated.	Bus Service
There should be a bus lane between montgomery village and germantown, people that want to go from montgomery village to germanton take up to an hour an a half to get to that city	Bus Service
It would be great if you could find away to stop busses from bunching up	Bus Service
Please reinstate 11y. Perfect bus route	Bus Service
Please include a drop-off at Braddock Rd for the proposed 11Y changes. Coming from Mt. Vernon to work in Crystal City on the blue line - or any swings out in Arlington County - is much faster than going across the bridge into D.C. I stopped taking MetroBus when the DC3 was introduced, because there were no MetroRail stops until reaching D.C.	Bus Service
Please please please increase the bus frequency, it's atrocious in college park	Bus Service
What would improve a lot of this is actually having accurate information on when the trains and buses will arrive and the bus drivers actually stopping at those times. I care more about having a regular pickup than about maintaining an arbitrary timetable. I have been left outside in the rain and cold too long with a tired toddler because of deciding that I would take the bus, being told that there was a bus coming, and then waiting 20+ more minutes than was predicted, in some cases being passed. I understand that in the evening hours fewer people take the metro, but it doesn't always feel 100% safe to be standing in a station that long. The security history this year has not been great and while crime can happen anywhere, I don't feel like the stations are visibly monitored to be a deterrent and the times between trains are longer and that just does not feel great.	Bus Service, Rail, Safety/Crime, Miscellaneous
As long as the are on time, with no crazy fare hikes, I will continue to use the WMATA. Free bus rides with help a lot of people, and a lower fair for tains will increase foot traffic. The day passes should have more options, with a better price. Shorter wait times at at night at the 'high risk' metro station will also help lower any suspicious activity.	Bus Service, Metrorail Simplified Fares, Rail, Safety/Crime
I would love it if hours for bus schedules near stations in Virginia were expanded, especially to support ridership for reasons other than commuting; I would love to use the new silver line extension locations to go to places like Brambleton and Dulles Town Center after work and on the weekends without having to drive there, and there are buses that go to those places that would be very convenient, but those buses only operate during commuter hours.	Bus Service, Capital Construction
I feel unsafe on the train. They smell like weed. People are jumping turnstiles rushing up behind me to plow thru. No one from metro or security cares or helps. It's scary every time	Bus Service, Fare Gate Evasion
Please provide a Safe way to report the fare evasion. Thanks!	Bus Service, Fare Gate Evasion
Based on the number of people already not paying when they get on a bus, you might as well make free buses official. Plenty of folks hopping fair gates at Metrorail stations as well.	Bus Service, Fare Gate Evasion

Written Comments	Category
No freebies and STOP FARE JUMPING!	Bus Service, Fare Gate Evasion
I am thrilled to see there are conversations about adding the 11Y bus route back. While I support there being some fare charged if needed, the proposed $4.25 seems steep when compared to DC eliminating bus fares and when compared to metro fares. That being said, I still support the 11Y coming back, as I think it is integral to the neighborhood as more and more companies return to in-office models. Thank you for your consideration and I hope to once again be a proud rider of the 11Y.	Bus Service, Low-Income Fare Program
People who can afford the bus should pay to ride the bus. I fall into this category and prefer to have reduced fares for SNAP eligible residents or other low income residents while I keep paying my $2. Don't reduce the amount of money you take in by so much please!	Bus Service, Low-Income Fare Program
Providing DC metrobus for free will cause havoc. I do believe DC residents should apply for a discounted program but having busses be free is unacceptable. Homelessness and crime are HUGE factors in the city and until those issues are addressed and under control DO NOT MESS WITH THE WORKING CLASS TRANSIT.	Bus Service, Low-Income Fare Program, Safety/Crime
I appreciate that wait times are getting shorter and I love the proposal for free bus service. I hope one day the metrorail will be free as well. Things are definitely moving in the right direction and I appreciate all of the work that has gotten us moving forward.	Bus Service, Metrorail Simplified Fares
Free bus service in DC but MD and VA still have to pay? Will MD and VA be picking up the slack for DC? I'm already subsidizing all the people who ride Metro buses and trains without paying. The transit system has to be paid for one way or another, hopefully, not on my back with higher fares all the time. $2 is not an unreasonable amount to pay.	Bus Service, Metrorail Simplified Fares
Is it feasible for the District to expand its proposed free buses to include a monthly free metrorail stipend to all DISTRICT RESIDENTS which would load on their SmartTrip card every month just as commuter benefits do now? Fare jumping is out of control but since the train is running whether the fare jumpers hop on or not, the actual cost to Metro is not much more than lost revenue. Providing a monthly free metrorail stipen might incentivize certain fare jumpers to actually get and use a SmartTrip card without incurring any costs to themselves. This will provide additional fare revenue to Metro (albeit funded by the District itself) and will also help normalize paying fares. In addition, it will provide Metro with additional metrics because it is literally impossible to track fare jumpers, whereas having them come in with a SmartTrip card will improve usage metrics. I know it is a pipe dream, but a second Rosslyn tunnel would help tremendously. It might also help Metro experiment with express/local trains as they have in NYC. I know Metro gets a bad rap and it certainly has its problems but we just cannot live without public transport in this metropolitan area. Good luck!	Bus Service, Metrorail Simplified Fares, Low-Income Fare Program, Fare Gate Evasion

Written Comments	Category
It would be helpful if the survey showed existing bus frequencies the way they were shown for the rail service question. I do not have the expertise to know how the capital budget would be best allocated, but would favor an approach that supports bus and rail needs roughly in proportion to their respective ridership * distance traveled per trip.	Bus Service, Miscellaneous
How much revenue is generated from bus use- why v should we lose this	Bus Service, Miscellaneous
Frequent, reliable service with quick connections is always most important.	Bus Service, Rail
While I am in favor of increasing service, the proposals still do not reach the level of a truly great (or even good) public transportation system	Bus Service, Rail
The largest factor i consider when choosing a transit option is total trip time. For my commute that is metro, but during non-peak hours that usually means driving. If planned transit times were shorter and reliability was more consistent I would prefer to use rail or bus for night and weekend trips.	Bus Service, Rail
Please make “late-night” start at 10 pm. For any workers in hospitality or retail, they’re more than likely still commuting home from work past 9:30 (I know I am when my shift ends at 9, and I’m only going from Navy Yard to 16th & D). This would keep buses and trains more frequent for only 30 more minutes. For those who ride metro during peak hours and do t have to wait as long, the metro fare should be higher. You pay more to get more. I’m still hoping for a route that goes from NE to SE, eg from Bladensburg to Navy Yard. The B2 could be split with B2-A on the current route and B2-B diverting at 15th & Penn to go to and through Navy Yard. The vast majority of buses are oriented to go to/from NW but the city has developed far more retail and dining in SE, SW, and NE.	Bus Service, Rail
I just want the issue with the P12 bus routes to be fixed. That is the only bus line that I ride that CONSISTENTLY has issues. It’s either the buses come super late or not at all and it’s super irritating. And also there needs to be more trains running on certain lines, like the Red line, during peak times or at least have more 7series trains operating.	Bus Service, Rail
Bring back the 5A. It made you money, but you got rid of it. You have a lot of maintenance employees sleeping in their cars on the 3rd shift. That is a horrible waste of money. Need more 8-packs on the silver line to accommodate all the travelers to and from Dulles and increase the frequency of the trains on the silver line. You are making housing prices soar, and I can no longer afford to live in the DMV area. Stop expanding and just improve your service. Do a better job with fare evaders. The MTPD is not doing much to catch them. Rail operators don't speak well into the microphone and can never tell what stop we are at. Some operators are jerks, some are very nice.	Bus Service, Rail
I personally love the A12 & L12 idea and please do not turn back service for the yellow line at Mount Vernon Square is it will make the green line more crowded. Thank you.	Bus Service, Rail
The 11Y has is an efficient and time-saving bus route for commuters who do. It want to drive into work. The Fairfax Connector 101 bus that ends at Huntington Metro doubles the commuting time. The MetroBus 11C route was terrible. Dropping off Mount Vernon riders at Braddock Road Metro was very inefficient and also doubled the commuting time.	Bus Service, Rail

Written Comments	Category
They should of made buses free since Covid hit, and train rides	Bus Service, Rail
Running more busses and more trains, and maintaining the necessary infrastructure, should be the biggest part of the budget. Simplified bus routes (better route predictability and trunk line frequency) should be a priority too.	Bus Service, Rail
Free bus service would be great. Not only will it help the people who need it the most but it will speed up bus service and frequency with faster boarding. I vehemently oppose the proposed yellow line turnback at Mt. Vernon Square. I live in Columbia Heights and when I commuted daily to Capitol South until recently, the Columbia Heights and U Street stations had by far the largest number of passengers getting on the trains. There are so many people who rely on metro who would be hurt by this proposal.	Bus Service, Rail
I would like if the L12 went from New Carrollton Station to Downtown Largo Metro Station via Woodmore Town Centre instead of the A12 because the F14 already does that and the A12 currently from Capital Plaza already intersects with many F14 bus stops. It also makes more sense to connect New Carrollton Station with Downtown Largo Metro Station which sets up more access and commuting with other metro buses.	Bus Service, Rail
Free bus service is acceptable with the cavet that it not be ultimately subsidized strictly by DC taxpayers; it should be a shared subsidy contribution by all jurisdictions in the DMV (DC, Maryland and Virginia. Additional lighting in rail stations is needful; both inside and outside rail car and bus stops	Bus Service, Rail
11Y is very helpful. Less transfers and avoid congestion on trains.	Bus Service, Rail
Reinstating the 11Y bus gives those of us in the Mt. Vernon area a bus option into and out of town. This is both convenient and popular with the ridership. And provides alternatives when the Metro rail is backed up or has some other issue. I very strongly support the reinstating of the 11Y.	Bus Service, Rail
The current DC-3 meets my needs well. Given the proposed fair of $4.25 for the 11Y, however, I would likely just take the Yellow Line when it is back in service. My understanding was that buses that originate in DC would be free (so that an afternoon southbound 11Y would be free) but the description of the 11Y proposal made it sound like it would cost $4.25 as well.	Bus Service, Rail
Please consider a better app that will show real-time location of buses/trains and their approximate arrival that is accurate. So many times I wait for a bus that is on the schedule (7A) and it never shows up until the next scheduled time. Anything you can do to increase bus and train frequency is a huge plus!	Bus Service, Rail, Capital Construction

Written Comments	Category
I would like to see Metro restore bus routes B30, H1, and H3. I do not think it is appropriate to reduce fares so significantly and cap fares at a low price of $6.50. You are starving yourselves of the resources you need. I like what you are trying to do, but some small price increases compared to what you are proposing would help fund infrastructure investments and your workforce. I would like to see enforcement of fares on trains and busses. I would like to see increased and more effective policing at Gallery Place and Columbia Heights stations. I would like to see the gate designs at rail stations improved to prevent fare evasion. Paris and New York infrastructure is better for this purpose.	Bus Service, Rail, Fare Gate Evasion, Capital Construction
Overall I think the metro rail and metro bus services are great. More frequency and fewer disruptions would be helpful for riders that rely on these regularly. I think also stationing security at metro rail stops will help prevent people from not paying fares. I have not seen anyone jump the fare gates in Virginia metro stations, but see several every time I get off at a station in DC. People blatantly jump the gate or push the gate open and no one says anything to them.	Bus Service, Rail, Fare Gate Evasion, Safety/Crime
The most significant changes that would increase my metro and bus usage would be free bus fares, shorter wait times for buses/metro, and better tracking information on buses (no more ghost buses that don't actually show up)	Bus Service, Rail, Metrorail Simplified Fares
More buses, safe rails	Bus Service, Safety/Crime
Please increase security on the bus system	Bus Service, Safety/Crime
Free bus service is a great idea only if implemented correctly to allow for increased users, and must be done in concert with increased external services and support for the unhorsed and mentally ill.	Bus Service, Safety/Crime
I am highly in favor of whatever helps people with their commutes - no matter what time they get off and have to be at work. HOWEVER, I have had the experience of very long bus rides becoming a problem. I prefer ttaking a bus with an easy transfer at the same station when there is a HIGH RISK of heavy traffic, accidents, etc. Example: The J2 bus from silver spring to Montgomery Mall. East West Highway is a risk time wise during rush hour and then getting to Montgomery Mall....I would rather transfer at Bethesda. Does this make sense? I am worried about security on the buses from 1AM - 5AM. I worry about the safety of the bus drivers.....But again, this is helpful for restaurant workers, people working and needing to be at a nursing home, etc. I live at the 16th St., NW, Colesville Rd/ SSMetro.	Bus Service, Safety/Crime
Free Metrobus is a bad idea because busses would become overrun with homeless ppl and people under the influence of drugs and or alcohol; thus increasing the likelihood of crimes committed against paying METRO customers which is already a big issue with the shootings at Metro Center and Potomac Avenue; BOTH of which impacted the lives of working people in the middle of rush hour (Metro Center - evening rush, Potomac Ave morning rush hour)	Bus Service, Safety/Crime
I'm all for more buses and more times but you need to make sure the bus drivers are protected because some kids are crazy and running later you might run into that problem	Bus Service, Safety/Crime

Written Comments	Category
Please increase bus service and frequency. Please double down on safety and infrastructure. Allocate more money to hiring new operators and increasing security	Bus Service, Safety/Crime
I would not like to see a free metro bus service because of the homeless would use it for shelter. I would also like to see the A9 back in service to downtown DC...the only way out of SE is via train. The A9 was a nice friendly bus with government workers, quiet and clean. No children. Please bring it back. I am terrified now to ride the metro trains because of the undesirables smoking weed, profanity, smoking cigarettes...and no one seems to care. I see police in the station, and they are doing nothing...So what is the purpose? If we can crack down on the fare evaision we can weed out a lot of the undesirables. They would not go down their if they had to pay. I would love to see Metro safe again. Thanks for listening.	Bus Service, Safety/Crime, Fare Gate Evasion
Please reinstate the 11Y bus route. It is a critical life line for folks living on that corridor who have no other public transit options!!! It was absolutely terrible when it closed during the pandemic and I was thrilled when the DC3 route was established. Really thankful to WMATA for that!!	Bus Service, Support
Reinstating the 11Y express route will be a lifechanging event for me. It will alleviate a lot or anxiety, stress, expenses, and time commuting for me and the many folks that I previous took the 11Y with. I've had to dramatically adjust my life and work schedule due to the 11Y not being available for the extended period of time. It has been tough as I heavily relied on 11Y in the past and it's been challenging to try to adjust and find alternatives. Actually, the 11Y was one of the main factors for moving to where I live now. Reinstating 11Y would be a tremendous lift in my spirits and help me with my work schedule and overall well being. Thank you for your efforts to reinstate 11Y and it would be so wonderful if it was reinstated. Thank you!	Bus Service, Support
Infrastructure is important and must be thoughtfully updated. I support plans for new rail cars, maintenance, and system infrastructure for load and safety.	Capital Construction
I support making the investments to improve Metro's existing infrastructure.	Capital Construction
Electrification and fixing infrastructure are so important	Capital Construction
The system is flawed, biased, and has lacked rail infrastructure maintenance for many years due to an absence of proper Leadership, reaching back as far to [redacted] and [redacted].	Capital Construction
I think the last question is too detailed but invest in maintenance pls	Capital Construction
Electric buses and frequent trains, Electric buses and frequent trains,Electric buses and frequent trains,Electric buses and frequent trains,Electric buses and frequent trains, Electric buses and frequent trains,Electric buses and frequent trains,Electric buses and frequent trains,Electric buses and frequent trains, Electric buses and frequent trains,Electric buses and frequent trains,Electric buses and frequent trains,	Capital Construction

Written Comments	Category
Overall, priorities should be 1st: getting more busses and railcars, 2nd: refurbishing bus shelters/repairing any significantly damaged/dangerous infrastructure, and 3rd: either creating/modernizing a metro trip planning app, or installing outlets (or maybe free WiFi hotspots?) at as many bus shelters as possible. If doing so at she	Capital Construction
Metro should stop purchasing any fossil fuel burning buses and only purchase electric buses from TODAY ONWARDS. The plans to introduce electric buses are way too slow and need to be accelerated drastically.	Capital Construction
Acquire only electric buses beginning in FY24, and shift from its plans to purchase a majority of buses that are powered by fossil fuels such as compressed natural gas ("CNG"), diesel, or diesel-electric hybrid.	Capital Construction
Metro is a national laggard on electrification, falling wildly behind its peer agencies; this needs to be fixed -- every bus should be fully electric and Metro should never buy a fossil fuel power bus again. This will save Metro and consumers money and protect lives by reducing toxic pollution that disproportionately harms DMV families (particularly children and the most vulnerable). Switching to an all-electric fleet is a climate and moral imperative -- any delay is unconscionable and result in continued directly attributable harm to DMV families and residents. This is Metro's moment to lead, it should seize it--history is watching. In addition Metro needs to improve its safety culture and procurement culture to best provide services to its customers.	Capital Construction
Electric buses!	Capital Construction
Better train technology	Capital Construction
Continue investment into digital applications for tracking buses and rails, or mobile payment at stations.	Capital Construction
Fix the machines so they don't take peoples money	Capital Construction
I love that WMATA is proposing increases to service, expanding both bus and rail routes, and overall looking to build a better system. Public transit is the present and future of DC and the DMV.	Capital Construction
Buy trains that actually work safely! And run them more frequently!	Capital Construction
I've seen the proposal for a loop line to add capacity in the region and add more tunnels across the Potomac. Even if it's just a stretch goal, let's start the groundwork for such a project and not make it harder with half-baked solutions in the short term!	Capital Construction
Metro can be and amazing service to the people of the DMV area. Unfortunately, like most of American public transit infrastructure, it is woefully undercapitalized. The DC Council, along with the state governments of Maryland and Virginia, need to invest more in Metro, including eye-catching projects like build-out and new railcars, so that it can remain a viable transportation option now and in the future (above and beyond this budget). I am willing to pay any taxes and fees associated with that, as we cannot rely on farebox recovery to make a decent transit system for region.	Capital Construction
Elevator upgrades	Capital Construction
For the love of god, get all of the 7k series trains back on and increase frequency of service and get later night hours.	Capital Construction

Written Comments	Category
Metro should consider rehabing the 6000 series trains in addition to procuring the 8000 series on the front of rail car procurement. The 7000 series has demonstrated the need to keep cars in reserve (and also allows for ease of future headways improvements/system extensions). More data should be shared with the public on the effect of cutting back Yellow Line to Mt. Vernon Square, such as projections on if this will increase crowding at Mt. Vernon Sq and L'Enfant Plaza and if those will require investment down the line to remediate. Information should be provided as well on what capital costs would be required to increase Greenbelt capabilities to dispatch 20 TPH.	Capital Construction
Bring back the luxury trains. Washington DC should not have basic 7000 series trains, just because they have digital features. Those features can be added to the 3-6000 series trains, or better.	Capital Construction
Invest in infrastructure improvement and in structural safety! !	Capital Construction
I would love to make it so the bus drivers don't have to deal with collecting fares; something more similar to how they handle it in europe where you buy a ticket before you get on the bus and every so often someone checks your tickets.	Capital Construction
I have no idea how to allocate Metro's capital budget across those categories!	Capital Construction
How can metro better prepare itself for future rail expansion projects	Capital Construction
It would be good to provide a elevator for just disable people.	Capital Construction
Please do a better job of communicating (maybe consider push notifications in the app) need for better Real time data for where bus and trains are located. be more efferent at undersetting and articulating system growth (new stations/ expanded rail lines) seek more public opinion on system enhancements.	Capital Construction
My highest priority is that WMATA purchase only electric buses going forward and power bus houses/stations with clean energy rather than fracked gas.	Capital Construction
Build a new line	Capital Construction
Upgrade green belt station instead of reducing service	Capital Construction
Lack knowledge to allocate capital budget wisely; declined to answer that Q. Consider budgeting to replace short escalators with stairs, or add stairs for short climbs (example: add stairs at Farragut North linking south end of platform to K Street exit mezzanine). Budget long term for major pedestrian flow improvements needed at Union Station metro and train station. Improve (i.e., shorten) pedestrian access at suburban stations (example: awkward paths west from Shady Grove station to street grid)	Capital Construction

Written Comments	Category
Need to reduce parking fees to encourage taking Metro. Improve service with CORRECT communication: Signage on platform (next trains leaving-especially at origin points such as Vienna) Also signage on trains. I have been on Vienna platform numerous times when signage says next train leaving on 1 platform, all passengers move to that train and then the other one that is empty goes and we are waiting another 15-20 min for that train to leave. No one is accountable and responsible according to the staff there. How can the train operator be so unaware?! I have also seen incorrect train destinations and colors on trains at various stations. There is a true lack of confidence in Metro among passengers. There needs to be a police presence at all stations. When in DC fare evasion is rampant.	Capital Construction, Rail, Safety/Crime, Fare Gate Evasion
WMATA's commitment to emissions reduction needs dramatic improvement, and its plans for investment in zero-carbon buses in particular are far too slow-paced. WMATA should only purchase electric buses starting in Fiscal Year 2024, not diesel or CNG buses. It should end all investments in fossil-fuel infrastructure in bus facilities as well as for bus fueling. WMATA should also make its Zero-Emission Bus Transition Plan public - a requirement if WMATA is to apply for federal grants for fleet electrification under the Infrastructure Investment & Jobs Act (IIJA) for acquiring federal grants for fleet electrification. Further, WMATA should rapidly electrify its MetroAccess and maintenance vehicle fleets, and should reflect that expense/planning clearly in the WMATA budget. It should also cancel its planned installation of natural-gas fueling infrastructure at the Shepherd Parkway Bus Division in Southwest D.C. WMATA must shift from a 'maybe one day, certainly not soon' mindset about responding to climate change and adopt urgency and transparency on this issue. Rolling stock has a long lifespan, and fueling infrastructure lasts even longer. Being ready to go zero-carbon in 20 years means starting the transition NOW, not later. Thank you for considering my input, sincerely.	Capital Construction, Bus Service
No new funding until Metro cleans up the trains, the buses in the stations and mostly there's staircases in the parking lot. Also stop the gate jumpers and more police throughout the system to stop the kids. If you have a question, please call me at (301) 922-7037. V/R Mike	Capital Construction, Fare Gate Evasion
I frequently travel metro and ride different lines. I'm less concerned about increasing frequency of trains. It seems that cost would be better attributed to maintenance, upgrading trains/stops, and ensuring low-income residents have subsidized fares. Also, it would be really useful to have trains run past midnight on a reduced schedule.	Capital Construction, Low-Income Fare Program
Design an app that actually works for your website	Capital Construction, Miscellaneous
Please speed up your conversion to an all electric fleet. This will help the District of Columbia achieve our climate goals. I am willing to help Metro press the DC Government to contribute additional funds for all-electric busses in DC.	Capital Construction, Miscellaneous
I would strongly encourage expansion of bike lockers at rail stations to new stations and greater quantity of bike to rail as a last mile solution. Likewise, efforts to set up public bathrooms at stations would be a major quality of life improvement.	Capital Construction, Miscellaneous, Rail

Written Comments	Category
Metro should not try to invest in green energy infrastructure like solar panels. Metro should focus on providing the best service possible. This will reduce CO2 emissions more by getting less people driving than reducing power plant emissions which are already very efficient at generating electricity. Metro should only do these projects if they can get a third party to do the work and it does not detract from providing reliable rail transit.	Capital Construction, Rail
Before you buy new rail cars why don't you fix the ones you got!!! Where was that option? Or maybe keep the stations clean or overhaul staffing so there's some competence. Or fix transfer timings. Or jeez this survey does not give me confidence that you all are gunna fix yourselves. Rip	Capital Construction, Rail
I would like to have a short tunnel between Farragut North and Farragut West - I commute from North Bethesda to Crystal City and the Kennedy Center and this would speed travel bu avoiding the need to transfer at Metro Center or go out and do a virtual transfer. I would also like a short tunnel from Archives to Gallery Place to eliminate the need to take the Yellow line one-step before transferring to the Red Line - like the other tunnel it would shorten travel time.	Capital Construction, Rail
1) Use more green energy, incl solar for metro rail and buses (roofs of stations, parking lots etc) 2) More communication on metrorail/bus helping environment, positioned in media, schools, streets 3) More effective service at lower rates to attract more riders 4) Tax incentives for companies to offer employees reduced rates	Capital Construction, Rail, Bus Service
We need more buses, more trains, and lower fares. We still have a huge issue of poor live tracking and ghost buses that show up	Capital Construction, Rail, Bus Service
I am in support of most of these ideas. However, Metro has not consistently demonstrated it can operate safely and on time over the last few years. My advice would be to focus on operations and to do whatever it takes to decrease the chances of something "bad" happening.	Capital Construction, Rail, Bus Service
The goal should be to increase service on ALL lines throughout the system. It is baffling to me that we are almost 18 months after the 7000 car derailment, and we haven't been able to find a suitable return to previous service levels. Additionally, I'm disappointed that there is not a specific call out to address updates to deter fare evasion. You are more than likely going to want to raise fares (it's already over $15 a day for me to get to work), when I watch no less than 10 people daily hop fare gates with no repercussion.	Capital Construction, Rail, Bus Service, Fare Gate Evasion, Metrorail Simplified Fares
More overnight parking options are needed. The limited number of designated locations and spaces are insufficient. Late evening service should be extended on all routes, all days, even with less frequent trains and perhaps a higher fare.	Capital Construction, Rail, Metrorail Simplified Fares
Metro is a joke. They will increase fares and offer crappy service, just as they've been doing to explain the cost increase. Their proposals 'sound' good but the only thing that gets implemented is fare increases! They keep their promises with that one. We need more station and garage patrols. Add that to the budget! I do not see any police at any time do anything!	Capital Construction, Safety/Crime

Written Comments	Category
There should be investments into a window wall between the train tracks and waiting platform. This is present in developed countries like Singapore and will increase our safety because people would not be pushed onto the track by a predator or psychopath. The train is extremely fast and anything can happen if there is no border between the train and the platform.	Capital Construction, Safety/Crime
An expansion of public transit services would benefit DMV residents vastly, as well as having beneficial effects for the environment and public safety	Capital Construction, Safety/Crime
I noticed the budget did not mention security or safety initiatives anywhere. I think given the rise in crime and shootings on metro property, something needs to be done to make riders feel safer. A barrier to accessibility can definitely be safety (from crime) and this is one of the largest in my opinion. It needs to be addressed or ridership will not increase. Especially in the single woman demographic.	Crime/Safety
Trains should be both safe and affordable. I tried to find an attendant or officer today and non were around at 5pm on a Tuesday.	Crime/Safety
CRIME and other PASSENGER ISSUES are the main reason I will seek a Metro alternative every time. Fare-gate jumpers, people smoking and drinking alcohol on trains, mentally ill and aggressive people on trains and in stations -- and NO police presence to deal with it. This is horrible.	Crime/Safety
You forgot to include silver line in the survey. Metro safety is also a huge issue. Train smelling like pot. Fair jumpers, crime. Not sure anything you do will help.	Crime/Safety, Rail, Miscellaneous
Everyday I see fare jumpers riding the train for free. This is very concerning being a law abiding and paying customer. Please fix this. Otherwise, the metro should be free for everyone.	Fare Gate Evasion
The amount of money that goes into preventing fare evasion could be kept to make it free	Fare Gate Evasion
Please do something about the gate jumpers!	Fare Gate Evasion
Stop folks from fare skipping	Fare Gate Evasion

Written Comments	Category
-Enforce trip fare evasion. Too many people jump the turn stiles and don't pay. For low-income students, have a program with their schools to provide subsidized metro cards. Regardless of income or student status, track these trip evasion offenses, and when an individual reaches three offenses in a 5-year period, they have to spend 1 hour 3 days a week for 8 weeks at the station they evaded during rush hour standing guard with the on-duty officer enforcing trip evasion. Otherwise they pay a fine equal to 20% of their reported income from the previous year (or their parent if they are a dependent with no income). -Increase guards during rush hour to catch and handle trip evasion. Make posters and signs indicating trip evasion is going to be enforced, and to get their subsidized student metro card before it is. Give them 3 months after posting in the stations and online about it to get one They know it's wrong. -Start a campaign encouraging people to clean-up after themselves. Provide a tub of wipes in each car for people to clean up their own spills. Specifically say not to defecate or urinate on metro property. Communicate in the form a banners, videos, recorded audio on the trains and on social media and news. -Install emergency buttons stands every 5 car-lengths at each station. like a fire alarm but for stabbings, shootings, etc. -Stick to the maintenance schedule. It is better to be late getting trains back on the line than for people to lose their lives because of rushed work. Don't let public pressure decrease the importance of those lives you are responsible for each and every trip. -Add decor to the stations. Replace tiles with mosaics made from the local schools. Have high school artists, designers, architects, and creators re-make the nearest metro station near them. Make it open to all high schools near that metro and not just one school. -Instill citizen responsibility and community service in middle school and high school students by starting a monthly "care for your hood" program where students spend one school day per month cleaning their nearest public location (metro station, bus stops, library, park, etc). This can be rotated by school, grade, or neighborhood. Include home school students.	Fare Gate Evasion
Get the homeless and mentally impaired off of the trains. Since covid this has been a new persistent issue Eliminate the fare hopping. It's taking place all over the system and is untenable. Some of these youth are also creating annoyance and harassment issues on the trains. Why the city is subsidizing for fare jumpers is untenable. Fix this issue or I will stop taking Metro. Since covid this issue has become worse and worse. Fix the gates so people can't jump.	Fare Gate Evasion
Metro would have a much better budget if it ACTUALLY ENFORCED FARE COLLECTION i frequent SW Waterfront station and College Park stations and regularly see multiple people jumping the fare gates. There is no enforcement whatsoever and I find it offensive.	Fare Gate Evasion
Metro could recapture plenty of revenue and ensure the safety of its passengers by aggressively policing fare-beaters. Even if the District of Columbia adheres to its insane civil farebeating rules, Metro police are autonomous and can collect data for a future DC Council (or a Congress that does not kowtow to the joke of 'self-government') about fare-beating and the criminal records of its perpetrators. Between L'Enfant Plaza and Waterfront, I see multiple instances every morning and evening I commute. Why am I paying?	Fare Gate Evasion

Written Comments	Category
Metro's credibility continues to be compromised by pervasive fare evasion and its inability to provide the public with safe and reliable transportation. Good management starts at the top and Metro's management is abysmal. You can and must do better.	Fare Gate Evasion
I dont see anything about fraud and improper payments in the budget. Are you trying to stop it or just letting the rest of pay for it. For example, did anyone test the new gates being installed o identify ways to minimize gate jumpers. How much is being lost to these gate jumpers. Also, I can t believe this is the only fraud going on, what is being done to identify fraud and how is this reflected in the budget?	Fare Gate Evasion
The people you are targeting here will not bother applying for this as long as your Police do not enforce fare evasion. Your police have no 'teeth' as long as they are restricted from enforcing fare rules. This policy of linking fare evasion with racism has to stop. No wonder your ridership is down as the fare evaders you allow are committing the crimes and driving away your riders	Fare Gate Evasion
The majority of the riders that I see going through the turnstiles are not paying ... They jump it. That means that I am paying for them either through taxes or through increased fare. Is there a way to address this more equitably?	Fare Gate Evasion
Stop wasting money on fare evasion, trains should be free anyway!	Fare Gate Evasion
I don't have strong opinions on any of the proposals; you have to decide what you can afford. The most important thing to me: Please, please, PLEASE crack down on fare evasion.	Fare Gate Evasion
Critical to modify or replace the new fare gates with something that makes it hard to skip out on fares. Seeing so many people skip when I'm paying is dispiriting and creates a negative downward spiral.	Fare Gate Evasion
PLEASE STOP ALLOWING PEOPLE TO JUMP THE TURNSTYLES, IF METRO NEEDS MONEY HAVE THEM ENROLL IN THE LOW COST PROGRAM. SOMETIMES THEY TRY AND COME THROUGH WITH ME AND I DONT FEEL SAFE. PLEASE. NO HIKES UNTIL EVERYONE PAYS. THIS DOESNT MAKE SENSE!	Fare Gate Evasion
Your fare evasion campaign is not working. It's understandable why fare evasion isn't being enforced but if that's the case at least create the appearance that there are no free rides by offering discounted or even free metro cards to people that need it. Stop allowing people to jump fares without consequence. There has NEVER been a time I have entered a station that I did not see at least one (and at the most four) people evade fares. It's unfair to those who pay and see this happening. Stop the lip service, you're providing it to them for free anyway, at least give them a card so we don't have to see it. It looks bad on Metro and makes those that pay feel worse about the unfairness of it all.	Fare Gate Evasion
I don't think the answer to people jumping the fare is to make it cheaper by raising it for those who follow the law.	Fare Gate Evasion
please impose strict punishments for fare evasions. so many riders jump the gate and do not pay fares.	Fare Gate Evasion
Metro needs to immediately put an end to the recent upswing in fare evaders jumping the turnstiles. I now see it on a daily basis, and the offenders only get more bold. Not only is this unfair and deprive you of the income needed to support	Fare Gate Evasion

Written Comments	Category
your big budget, but it also by definition lets criminals into the system (fare evasion is a criminal act), thereby posing threat against the safety of the lawful commuters, who are the lifeblood of the city, and many of whom are international visitors/tourists/dignitaries/etc. For the first time, I am considering other commute options because of this derelict of duty on your part, and rather than promote Metro as I have done in the past, I'm about to start warning people off from using it. If you don't want to empower the police to make arrests, then install 'jump-proof' turnstiles like they have in NYC, because the system only works when law-abiding users pay the fares.	
I take Metro often, especially trains. Every other time that I ride a train, I see a young person (between 18 and 25) jumping the gates to avoid paying a fare. Yesterday, for the first time, I saw a woman do it (about 20 years old). She could jump the gate designed for wheelchair access, because it is lower. I think this is terrible. Either replace the gates with higher ones ((or a different kind, like the ones in NYC) or sound an alarm when people do this. Take their picture (like a red-light camera) as they're doing it and put up the pictures at the stations with 'Wanted' signs. Public shaming might help, and it might enable catching some people.	Fare Gate Evasion
The proposal should address the blatant and rampant fare evasion. You are teaching people that it's ok to disregard the law. Also making the bus free is going to have it overrun by the homeless, druggies, and teen criminals. DC needs to be smarter then this. It's going to be very dangerous and you won't have the infrastructure in place to assure riders' safety. Ridership will ultimately fall!	Fare Gate Evasion
Last Fall there was a major marketing push about fare gate designs to prevent fare evasion. I haven't seen any publications on the results of those trials, and I think a lot of your riders would be interested in what the plan is moving forward because fare evasion is clearly a big issue, especially with the safety incidents that have been occurring.	Fare Gate Evasion
Please continue efforts to avoid fare evasion as well	Fare Gate Evasion
Fare jumpers need to be stopped	Fare Gate Evasion
Cracking down on fair evasion would super helpful for riders! Also, increasing WMATA Police presence at high flow stations to increase safety. Improving policies for how the public entere and exits trains	Fare Gate Evasion
Please do something about fare evasion. It's out of control and unlike anything I've ever seen in the past.	Fare Gate Evasion
Metro needs to enforce the fare. Stop letting people ride the subway and Metro and start having them pay for their rides.	Fare Gate Evasion
I feel safety needs to be addressed. I am also about the amount of riders jumping the turnstiles and not paying. I do not want to pay any more until that has been fixed.	Fare Gate Evasion
I don't see any mention of Metro's plans to combat fare evasion or security in the Metrorail system. I can see from my own experience that fare evasion is rampant and Metro is losing money as a result. I understand that the decriminalization of fare evasion in DC hinders its prevention, and I hope that decision is reversed. The suggestions for more secure fare gates that I have seen appear insufficient. I would be in favor of gates up to the ceiling and turnstiles, at least at stations within DC. Also, I hope that Metro is investing sufficiently in security. When I see metro transit police in the system, I feel safer.	Fare Gate Evasion

Written Comments	Category
I think this a great idea, but I believe it needs to be coupled with greater enforcement of fines at turnstiles. Generally, I see multiple people a day skipping turnstiles (on my way to work and on my way back from work). There is a chance that some people might stop doing so because of the cheaper fares they will have access to, but in all likelihood, this measure will not stop the majority of rule-breakers. The number of people not paying at turnstiles is a massive loss of revenue for the Metro that only drives up prices for paying customers. Regardless if you are on the affordable-payment plan or not, you shouldn't be responsible for the costs of someone blatantly breaking the rules.	Fare Gate Evasion
Metro needs to do more to address fare evasion. It's demoralizing and destructive to see people jumping over Metro turnstiles as Metro employees sit there and do nothing. Metro keeps complaining about their budgetary shortfalls and then turns around and enables this blatant, obvious theft. More should be done to encourage law-abiding behavior within the city, and to not discourage hard-working citizens who actually comply with the law and pay for their fares.	Fare Gate Evasion
STOP THE FARE EVASION ON METRO RAIL!!! So tired of watching metro employees watch, and in some cases ASSIST the gate jumpers!!!!	Fare Gate Evasion
Metro is losing a lot of money due to the customers not paying the ride fare at the stations and jumping over the gates in the presence of the station managers. I see this happening everyday at at least 2 stations in DC (L'enfant Plaza, and U street) what budget increase are you talking about. Fix your operations first before you increase budget and fares.	Fare Gate Evasion
Thank you for providing several outlets for customer feedback. As an everyday commuter on the Metro (rail), all I ask is for efforts to be made about preventing gate jumpers. It is the most frustrating experience witnessing countless people everyday jump the gates and the station managers do absolutely nothing. If WMATA is going to raise the metro fairs, please value the paying customers by trying to stop those who steal.	Fare Gate Evasion
Find a way to fix the many people that don't even pay and zero enforcement. Major issue and is getting worse. Fixing this would be welcome to those that are honest and pay	Fare Gate Evasion
Do not spend money enforcing fare evaders, they tend to be young kids going to school. Metro should either be free to students or it should cost a small yearly fee. This way metro saves money on enforcing evaders and gains a bit of revenue from charging a small yearly fee to evaders.	Fare Gate Evasion
Would like to see Metro adress gate jumping issue in a way that does not jeopardize the staf.	Fare Gate Evasion
Please address gate jumpers/fare evaders. It is very disappointing to see, especially to the paying daily riders or tourists.	Fare Gate Evasion
People should pay for the services they use.	Fare Gate Evasion
Stop letting people ride for free	Fare Gate Evasion
Your budget would be greatly enhanced if you'd do something about fare evasions! At my exit point each day approximately 35 people exit the train. Maybe 10 are students (who should be badging through and not jumping the gate anyway) Today a whopping 3 of us paid the exit fare and everyone else jumped the gate. I don't even want to ride anymore because Metro's blatant ignoring of the abuse is infuriating. If you don't care, why should riders?	Fare Gate Evasion

Written Comments	Category
Metro MUST do something to stop fare jumpers. I see people hopping the turnstiles in front of metro workers almost every day. If there was a legitimate crackdown, fares wouldn't have to be raised.	Fare Gate Evasion
Do NOT raise fares. People jump the gates already - increasing the price will only cause more people to not want to pay. Do not cause the metro to go bankrupt!!	Fare Gate Evasion
Reduce the number of folks simply jumping over, or pushing thru the entry/exits to not pay the fare.	Fare Gate Evasion
enforce fares. Stop fare-jumpers. I won't support an additional nickel to your budget until widespread fare-jumping is stopped.	Fare Gate Evasion
Please double down on catching free riders. For example in court house (Monday march 3 - 9:32 am).. somebody open the gate block manually and nobody's at the station did nothing	Fare Gate Evasion
Not related much on your budget proposal however I think WMATA is still losing money from people evading to pay the fare mostly on the rail. They jump over the turnstiles even in the presence of Metro employees. I've taken the trains in Paris and they have "gate" that is impossible for a person to jump over and I didn't see anyone trying to jump or force the gate open. Just sharing the idea :) Congratulations on your 50th!	Fare Gate Evasion
The best thing you could do is take steps to make users feel safer on Metro and stop letting people ride for free with almost no chance of consequences	Fare Gate Evasion
Metro needs to enforce the current rules in place. Such as fine individuals who do not pay fares to ride. Individuals who smoke at stations or on cars are to be removed from car/station and be fined. Individuals who eat or drink on cars should be removed from car and fined. Individuals who play music without ear devices should be fined and removed from cars. Stations and cars need to be patrolled by Metro police daily.	Fare Gate Evasion
I find it disconcerting that metro is considering adjusting fares and they have not found a way to control fare jumpers. Everyday the number I witness not paying I question why are riders that pay are the individuals subjected to fare hikes.	Fare Gate Evasion
Metro needs to better enforce fare jumping in DC. Effective enforcement will reduce overall costs.	Fare Gate Evasion
Factor in a proposal for increase security and figure out how you will handle the fare jumping at all stations.	Fare Gate Evasion
I hate getting off at Navy Yard the mornings I go into work and seeing at least five people skip the turnstiles--every time. I hate getting off at Ballston when I return from the office and seeing at least three people skip the turnstiles--every time. I get DC is crazy and won't let WMATA do much, but there are police at Ballston and nothing ever happens. I hate the amount of violence that has occurred outside Navy Yard during evening rush and at Metro Center pretty much any tine--there is always a chance of trouble. I wish Metro would share more about what you are going to do to make my ride safer. Maybe you aren't going to do anything. At least that's how I interpret it. Gloss doesn't really matter. Safety does.	Fare Gate Evasion Safety/Crime

Written Comments	Category
Need to have something in place for 30% of people who skip paying fares on rail ,it's not fair for the people who's paying	Fare Gate Evasion
Please do something about the riders who don't pay.	Fare Gate Evasion
I recommend better enforcement for charging fares. Just yesterday at both the Ashburn Station (evening) and Crystal City Station (morning) I witness two fare evasions right in front of Metro employees and security personnel.	Fare Gate Evasion
Until you police people who are jumping the turnstiles for free, you'll keep losing customers. I don't want to have to pay a higher fair to subsidize criminals. It's not just people who 'can't afford' the fair but also regular workers that have decided to just ride for free on Metro. You've got people panhandling on the platform and a bunch of people that come in for free to pickpocket. You need a budget line for security. Metro sucks.	Fare Gate Evasion
Many DC bus riders are deliberately no longer paying the required bus fare; disturbing behavior has also increased, making a ride unsafe. Making bus rides free of charge is not sustainable.	Fare Gate Evasion
You probably won't have to make changes and provide better services if you made every individual taking the metro pay for their ticket price than letting them jump the metro fare gates.	Fare Gate Evasion
ARREST AND TICKET FAIR JUMPERS! IT IS INSANE, FROM LITTLE KIDS TO GROWN ADULTS, WHILE METRO WORKERS LOOK AWAY. THE AMOUNT OF FUNDING I SEE NOT BEING COLLECTED ON A DAILY BASIS IS INCREDIBLY RIDICULOUS AND FRUSTRATING TO THOSE WHO PAY, LIKE ME!!!!	Fare Gate Evasion
Request further funding for safety and elimination of 'gate-jumpers' both of which are much too prevalent in today's metro rail system. Wondering why there were not questions related to these two issues.	Fare Gate Evasion
Please include also action to assure compliance with requirements for riders to buy metro tickets. Every evening I see quite a number of passengers jumping the gates at Glenmont metro Station in plain sight of the customer service boot, which makes me feel wondering why I should pay for riding the metro if no one cares ... This (a) is an income loss for WMATA, (b) might indicate a problem in pricing for certain groups (maybe the definition of low-income customers could go beyond those who are receiving SNAP benefits?).(c) It also demonstrates wrong priorities if not negligence on the part of management: collecting revenues from ticketing should be prioritized to price increases	Fare Gate Evasion
Install better fare gates if you want to stop evasion.	Fare Gate Evasion
Fare evasion needs to get under control and regular patrol of metro rails from employees and MPD	Fare Gate Evasion

Written Comments	Category
Raising the price only affects those who actually pay to use the metro rail system. The amount of people THAT HOP THE ENTRY AND EXITS is INFURIATING. I pay eleven bucks round trip from where I live and the person next to me is free? It is disgusting to even consider raising fares if you don't enforce the current ones. I will not pay another cent. Maybe I'll start hopping the entry and exit points too.	Fare Gate Evasion
Crack Down Fare Evasions	Fare Gate Evasion
Since the pandemic I have noticed a marked increase in turnstile hopping, meaning many people are using Metrorail service without paying for it. Prepandemic it appeared to primarily involve teenagers. Now I am seeing a wider variety of riders jumping the gates. This has to be adding to budget constraints. Better enforcement may increase monies coming into Metro.	Fare Gate Evasion
The ongoing fare evasion on the metro system is a huge problem and Metro doesn't seem to care about it. At every station I enter or leave (West Hyattsville, Hyattsville Crossing, Fort Totten, Shaw Howard, Mt Vernon Convention Center, McPherson Square, Greensboro and Spring Hill), fare evasion happens every time I am there. Additionally, the fare evasion has also led to a lack of respect for the Metro and fellow passengers. Acting out on the platform or on the trains is now common. Opening smoking tobacco and marijuana both in the trains and on the platforms is also common. Until Metro brings some order and respect for the system, those who don't care will make it worse for everyone. This doesn't even get to the financial hit that a fare optional system brings to Metro. When you raise fares for the 80-85% of riders who do pay, you are only encouraging those folks to either look elsewhere or join the lawlessness.	Fare Gate Evasion
I wouldn't object to paying higher fares if the others using metro were actually paying fares instead of jumping gates. I see it several times every day. I don't appreciate having to subsidize criminals.	Fare Gate Evasion
Raising the prices for the people who actually pay their fares so that you can lower the prices for people who jump the gates anyway is a great way to punish the people doing the right thing by paying their fares. Literally no one cares about people jumping the gates and not paying fares and it is absolutely rampant in DC. The people who do it don't even try to hide it because they know there will be no consequences. I am disgusted that you are going to raise prices on the people who actually support this system so that the ones who don't can continue to suck the life out of it. I'd have more respect for you if you just came out and said the Metro is free for everyone in DC because they don't pay for it anyway.	Fare Gate Evasion
Please invest in measures or personnel to address and prevent fare evaders. This is a real problem, and if it isn't addressed as soon as possible, the fare-paying customers will continue to subsidize what will become an increasing problem through future fare increases.	Fare Gate Evasion
Seems sort of ridiculous to raise the cost of riding the metro when we can't get everyone to even pay. If everyone paid but the fare was lowered to like....5.50$ opposed to half the people paying 6$ seems like metro would actually come out ahead.	Fare Gate Evasion

Written Comments	Category
Please install fare gates that prevent fare evasion. The current gates do little/nothing and increasing police presence is a bad idea with too many potential downsides. The law has been passed but I am very skeptical of free metrobus--those resources would be better used to improve bus service, which would have more of an equity-maximizing impact than eliminating fares.	Fare Gate Evasion
Put in real gates to prevent fare dodgers	Fare Gate Evasion
Many people avoid fares by jumping the fare scanners. This is unacceptable while there are paying customers. No enforcement is done whatsoever.	Fare Gate Evasion
Please catch people that do not pay on the metro that need to be dealt with and should make people pay a fine if they do not pay!!!	Fare Gate Evasion
Instead of charging people in the suburbs more to ride the Metro, install turnstiles that people cannot jump.	Fare Gate Evasion
I am not prepared to decide on the specifics of the budget—that is your job. However, I would very much like metro to address the pervasive problem of people jumping the gates and not paying their fares. It seems the budget could be much better if you stopped the people from riding for free, illegally. And it is extremely unfair and frustrating to those of us who do pay.	Fare Gate Evasion
If metro would charge all people for riding the bus or rail they would have the money. Catch all the fare jumper and prosecute them and for the bus make them pay or get off	Fare Gate Evasion
Every time I ride the metro, it seems that half the people going in and out don't pay. Why do no proposals address this? Money doesn't grow on trees. It's a slippery slope when folks expect things to be free. NYC doesn't seem to have this problem because the stations are better policed and the turnstiles make it more difficult to fare jump.	Fare Gate Evasion
Stop fare beaters from hopping over the turnstiles. I see it happen nearly every day and often in front of station personnel.	Fare Gate Evasion
I am in favor of greater enforcement of turnstile jumping	Fare Gate Evasion
When will you get serous about stopping fare jumpers? Go to Glenmont Station and watch the non-stop jumpers. Why am I paying to ride when countless pay no fare and are never apprehended. This is a joke!I	Fare Gate Evasion
Invest in turnstyles that people can't jump. I could easily afford Metro fares but have stopped paying because I see so many other people jumping the turnstyles. It makes me feel like a sucker to pay.	Fare Gate Evasion
Please ensure that ALL riders pay their share. So much revenue appears to be lost from fate gate jumpers Plus..what are we teaching people about responsibility and consequences to their actions .if there AREN'T any apparent consequences. Life isn't like that..there are ALWAYS consequences to your actions. That shared sense of responsibility is being lost ..	Fare Gate Evasion

Written Comments	Category
I would like Metro to solve the problem of passengers not paying fares by jumping over the barricades. It is good that Metro is spending money to improve ride experience but it is losing out on valuable profit that could help fund improvements.	Fare Gate Evasion
Enforce paying fares to fare evaders	Fare Gate Evasion
I am tired of seeing fare evaders, metro is not free, I pay my fares, why are evaders not challenged? This happens often at greenbelt	Fare Gate Evasion
More emphasis on enforcing fare jumping, reducing crime, trash and poor behavior.	Fare Gate Evasion , Safety/Crime
I don't see any mention of Metro's plan for combatting fare evasion or ensuring safety within the Metrorail system. From my own observations I can tell that fare evasion is rampant, especially within DC, and Metro is losing money as a result. I understand the difficulty that the decriminalization of fare evasion within DC created for combatting it (I strongly disagree with that decision by the city). Suggestions for new fare gates that I have seen appear insufficient to me. I would be in favor of gates and turnstiles, at least within DC. I also hope Metro is investing sufficiently in security. When I see metro police in the system I feel safer.	Fare Gate Evasion, Safety/Crime
The budget should focus on reducing fare evasion, expanding security, and continuing to improve Metro services. With a reduction in fare evasion and in increase in security the profits that would be recouped could go in to the other budget issues that you have proposed.	Fare Gate Evasion, Safety/Crime
1. Criminalize fare evaders. It's so ridiculous (stupid, really) that DC came up w this irrational idea 2. Why is red line 8-12 mins wait yet we' pay @ same rate w other lines? Most riders don't have the option of using another line. Please increase frequency to 5-8 3.	Fare Gate Evasion, Rail
I love Metro and want it to succeed long-term. That means making sure Metro has enough revenue to keep up service quality. I am concerned about poor quality leading to more people choosing other options, thereby leading to less revenue, lower quality, and a death spiral. Fare evasion is a HUGE problem, not only for the lost revenue, but also the general culture of not following rules that it begets. I know that sounds trivial, but people smoking/drinking in the stations and otherwise creating an unsafe environment has increased as ridership has decreased since Covid. Please do everything you can to make sure that Metro has enough long-term to keep up high quality service.	Fare Gate Evasion, Safety/Crime
What is metro going to do about all the fare jumpers there aren't any police around when this happens especially at Branch Ave	Fare Gate Evasion, Safety/Crime

Written Comments	Category
This survey does not address rider safety, rider experience, and fare evasion. User safety should be the number one priority. This includes the hardware itself, but more importantly the people it serves; we need more police, train conductors, station managers, WMATA staff taking an active and engaged role in user experience to promote safety on the trains and in the stations otherwise no one will ride. The system is a lawless state where even employees and riders are afraid to work and ride. Until this is fixed, why does this survey ask about rail yards and cars, users/riders do not care about these things. Those questions should be answered by employees.	Fare Gate Evasion, Crime/Safety
Metro services are not free. Jumping tolls is very easy and there are no penalties for doing so. I agree with reducing fees with the use of SNAP, but not free. Disabled and Senior riders are not able to link their Metro card to their phone due to the photo requirement. I believe that is discriminatory and they should be able to link their discounted Metro card as would any other rider.	Fare Gate Evasion, Low-Income Fare Program
Gate-jumping is a rampant problem, especially at Rhode Island Ave. station. One acute effect of gate-jumping is that people are walking right through the handicapped gate, causing it to break. When the handicapped gate was broken for multiple weeks at Rhode Island Ave. station, handicapped people had to call the station attendant just to exit. Reducing fares for SNAP recipients would likely improve the problem of gate-jumping, but concomitantly I would like to see some level of enforcement of fare-paying at stations, as there is currently none.	Fare Gate Evasion, Low-Income Fare Program
Everyone should be treated equally and expected to pay their fare. What happens when DC residents travel to/from Virginia or Maryland? Are their plans to establish a low-income program for residents of Maryland and Virginia?	Fare Gate Evasion, Low-Income Fare Program
Low income fare relief would be welcome; however, unsure this will have any appreciable effect on fare evasion. This will have to be combined with more effective enforcement to stem the bleeding from lost revenue.	Fare Gate Evasion, Low-Income Fare Program
I have no problem with paying or anything, even though it shouldn't cost anything to travel around in your own city, but i got a court date for not paying, and i dont think anyone should be threatened to jail or to pay what they can't already afford because they can't afford one trip.	Fare Gate Evasion, Low-Income Fare Program
1-You need to do a better job deterring kids jumping the fare gate. Offer youth rate or students ride free 2-The stations need fresh food stands. It would generate revenue and make people happy. See Germanys rail system as an example.	Fare Gate Evasion, Low-Income Fare Program
Metro needs to try to achieve the twin but seemingly competing goals of getting closer to farebox recovery while also providing an affordable service for low income residents. The Low income fare program for SNAP benefits makes sense and keeping the metrobus fares reasonable (which is more relied upon by low income residents) makes sense. In order to make Metro riders pay more of the costs of the service, Metro fares should not be lowered for other riders, but instead slightly raised. Lowering fares is unlikely to induce more riding. Instead Metro needs to step up its enforcement of fare scofflaws and to charge slightly higher rates for Metrorail.	Fare Gate Evasion, Low-Income Fare Program

Written Comments	Category
New fare gates that impede fare evasion (fare gate jumping or manipulation). Perhaps implement these at specific key destinations. Free fare for DC residents is a foolish proposal. And how will DC make up the lost revenue as budget surpluses dwindle. Furthermore, the RAMPANT (yes, caps) fare evasion is a key issue -- apparently, those who need 'free' fares just take them as they wish by gate jumping/passing. Many jumping fare gates are dressed well and do not appear destitute. I followed a well dressed gate jumpers to Zara in Tyson's. So, riders have money for expensive sneakers and marijuana, but they cannot afford to pay for Metro (yes, this is blunt, but sadly this is true). Establish a program of reduced fare or free smartcards for those in need, but do not implement this free fare program. What works in other cities may not be appropriate for DC. Board without a fare in DC but continue to Virginia or Maryland, but on the return trip one must pay. So, essentially, DC residents will be subsidizing Virginia and Maryland users who can board free in the District -- or is there a policy to define a set of DC-only routes for free fares.	Fare Gate Evasion, Low-Income Fare Program, Metrorail Simplified Fares
My comment is about rail jumpers, though I realize you didn't ask about this in your survey. Despite all your advertising about curbing this expensive problem, as a rail rider I assure you that NOTHING has changed or improved. Daily I see, on average, at least a half-dozen exiting riders jump the fare gate or the fences at the end of each bank of fare gates. And that's just at one station. The fare gates are, as you know, brand new upgrades. Who designed the gates (and end fences) to be low enough to easily jump or climb over? I sure hope you didn't pay much for this ridiculous design because it is definitely costing you plenty on a daily basis! Knowing that you are fully aware of this problem, I have to wonder if your planned fare changes pass this cost onto paying riders. While your survey states that the difference between peak and off-peak rates will be eliminated, you failed to mention if the new rate would reflect the current off-peak or peak rate.	Fare Gate Evasion, Metrorail Simplified Fares
I wish Metro will tighten control at the stations to prevent people from not paying fares. I often see people jump the gate without paying. To increase ridership, maybe Metro can learn from Europe metro systems. It's a lot cheaper to ride the Metro there (e.g., in Italy) than in DC. Each round daily trip for me costs $11 but for half of that price, I can ride metro for a full day (24 hours).	Fare Gate Evasion, Metrorail Simplified Fares
Free bus or rail service for all or crack down on fare scofflaws please. From riding metro over the last month, I'd estimate that about 1 out of 4 users don't pay a fare at all.	Fare Gate Evasion, Metrorail Simplified Fares
Once public transportation is consistent, reliable, and affordable for EVERYONE, people will have more trust in the system and use it more. Add employees to enforce the little respectful rules (such as letting people off the train before people get one, don't let them hold doors open, don't let people hop the fare gate, don't let people litter, have public restrooms that are cleaned on a regular basis). Put up signs to let people know to WALK on the left and STAND on the right on escalators and use lines and signs to let people know where to stand and wait in line so people can get off the train without being in the way before they get on, blocking the door.	Fare Gate Evasion, Miscellaneous

Written Comments	Category
Many of the proposals seem to cost more money. If you would like to really save money, continue to enforce Metro fares, and reduce many of the bus services (many of the buses are empty), reduce station staffing (most of them do nothing), and shut down the special bus lanes in Alexandria because they are rarely used. Also please consider the majority of system users.	Fare Gate Evasion, Miscellaneous, Bus Service
I use metro 3-4 days per week. I would like to see stronger police/security presence generally. I also think that there should be more enforcement/fines for people who jump the turnstiles and don't pay.	Fare Gate Evasion, Safety/Crime
focus efforts on actually collecting fares (using GOOD anti-fare evasion techniques) and doing more for rider safety. Have coos actually do something, not just stand around talking or be absent. Increase fines for evasion, carrying weapons, smoking, etc. in metro cars and actually enforce the collection of fines with consequences. Without consequences no one will pay or do the right thing and it's incredibly discouraging and frankly embarrassing given that we're the nation's capital.	Fare Gate Evasion, Safety/Crime
Hold people accountable. No one should ride the rail free. Design metro card scanners that are completely blocked off until engaged. So if it needs to be 6 or 8 feet tall, oh well. This will eliminate 3/4 of the problems concerning safety and well-being.	Fare Gate Evasion, Safety/Crime
We need more Metro Police officers visible in stations in DC. I'm also in favor of ticketing all fare evaders. Please don't let the DC Council ruin Metro.	Fare Gate Evasion, Safety/Crime
Safety needs to be a priority! This is my number one concern while riding metro. Everyday I see countless people jumping the turnstiles at ft totten and nothing is being done. If I know I am working late I will just drive.	Fare Gate Evasion, Safety/Crime
I think it would be a good idea to also heighten security in the stations as well. On my daily commute I am harrassed by people for money/food by the homeless. Also, the amount of people that jump the fare on a daily basis is astronomical; most of the Metro riders pay the fare everyday and there are still so many people that ride without paying which isn't fair to the rest of us.	Fare Gate Evasion, Safety/Crime
Metro rail exists for commuters and tourists. All the want is a clean, safe metro system, not one filled with fare jumpers and homeless riders hauling all their worldly belongings. Hire more cleaners to constantly walk the cars on each line, install new turnstiles and increase security to stop fare jumper criminals, enforce rules about eating and drinking and walking between cars. Metro rail used to be great. It could be again.	Fare Gate Evasion, Safety/Crime
Metro rail needs to really crack down on fare jumpers. It really irks me that I load and swipe my card, while I watch kids and adults jumping the gate. Station managers completely ignore this. Why am I paying if I could jump as well? Also - tired of the homeless sleeping on trains; panhandling on trains; and the kids with dance performances on trains. Where are metro police and why aren't they on trains making sure riders are safe?	Fare Gate Evasion, Safety/Crime

Written Comments	Category
Do something about preventing fare evasion, improve real time bus tracker on smartphone app (buses seem to disappear and suddenly reappear), more crime prevention measures on Metrorail and Metrobus, better ventilation and air filtration in trains-underground subway stations-buses to prevent Covid-19 and other airborne viruses and germs, an extended Blue Line subway route from Rosslyn through Georgetown-Glover Park-Cathedral Heights-Tenleytown, a better way to alert or remind bus operators to stop at the next bus stop after a passenger initially pulls or presses the stop signal after the previous bus stop to prevent bus drivers from forgetting to stop at the desired bus stop	Fare Gate Evasion, Safety/Crime
1) your staff needs to better reflect the diversity of the market you serve, particular with more Hispanic and Asian employees 2 you MUST MUST MUST be seen to at least attempt to stop fare jumpers. It's demoralization to the other passengers and creates a sense of chaos in the system. 3. Consider a 'courtesy car' near the center of each train dedicated for seniors and the disabled, with an attendant - perhaps a volunteer. 4. Consider a Metro ambassador volunteer program of members of the public who are willing to answer questions for visitors at busy stations, or ride in the above-suggested courtesy cars. 5. Get your station managers off their phones. 6. Stop Metro Transit Police from standing in groups talking, instead patrol the platforms back and forth. 7. Every car should have a security camera. And it should be monitored - perhaps another job for volunteers. 8. Look into facial recognition systems and CCTV to improve security	Fare Gate Evasion, Safety/Crime
I will never ride the metro again until metro starts doing something about fare evasion. The situation has gotten out of control to where the last several times I have seen about 50% of riders simply step over the turnstile. Having zero consequences for this is creating absolute chaos to where I no longer feel safe riding the metro.	Fare Gate Evasion, Safety/Crime
absolutely require ALL PASSENGERS to PAY for bus and rail. The number of people who walk over the turnstiles or just don't pay is ridiculous. It is not fair for one class of people to pay and other not to pay. This is dangerous, unfair, and is turning people into criminals. We should all be held to a higher standard and pay for services used. The no doubt extremely expensive redesign of the metrorail turnstiles was a complete waste and does not take into consideration human nature. Resentments and anger will increase with the continued decriminalization of not paying for public services. It is a shameful situation and a mockery of a human person, one that only creates more problems, more danger, more disorder. Metro buses and rails are getting worse, dirtier, more dangerous, more uncomfortable, and feel less safe.	Fare Gate Evasion, Safety/Crime
Stop being greedy. Stop having customer service representatives that don't care when people jump over the gates and get away with not paying. Stop the homelessness problems on the metro platforms and trains/buses themselves. Riding metro right now is dangerous and it shouldn't be.	Fare Gate Evasion, Safety/Crime
Metro needs to address the fare jumpers at ALL stations which will help with dare hikes. Im opposed to any increases until Metro address this 8ssue as well as the increased use of Marijuana on the train.	Fare Gate Evasion, Safety/Crime

Written Comments	Category
A lot of, especially black people, are accessing to the system without paying already, so it's useless make other people pay when we see this kind of behavior. Also, the system control should try to be harder on the people who behave or manage themselves in a wrong and improper manner. This makes the system look horrible and unsafe, so even when it can be free, people won't use it because of it. It's not only the money but the feeling of safety as well.	Fare Gate Evasion, Safety/Crime
What about security improvements, including fare evaders?? You should also go after the company that built the 7000 series trains to recoup $$ spent due to the derailment issue!!	Fare Gate Evasion, Safety/Crime
Start holding fare evaders accountable, increase safety on trains and platforms, and train metro employees to be kind	Fare Gate Evasion, Safety/Crime
Fare evading is out of control. Stop making me and other law abiding citizens pay for their free rides. Enforce the law. More metro police. Maybe even Have metro police or metro employees ride the rails and do spot checks onboard the trains to write up violations on the spot. This happens in alot of cities . You get the integrity back. I strongly oppose any and all fare increase	Fare Gate Evasion, Safety/Crime
it interest me that Metro is trying out new turn styles to keep mostly young ppl from jumping over. In the City of Atlanta you cant go over our under the gate and also there is always someone to make sure you dont. I think its a poor example for our young ppl not to pay like everyone else and i also believe that is the reason for the uptick in CRIME on the system. I also dont understand why money was wasted on the new gates that we have now. Rules need to be enforced or they will always be broken. I should be mandatory to register your card or phone when using the Metro system.	Fare Gate Evasion, Safety/Crime, Capital Construction
Every day I see people jumping the turnstiles while I'm paying my fair share to use the system. I think providing fare assistance might help and more and better security and enforcement should be used to ensure everyone is paying to use the Metro services. I also think you should improve the audio/acoustics of announcements in the stations. In almost every instance it is almost impossible to make out what is being said.	Fare Gate Evasion, Safety/Crime, Miscellaneous
Prevent fare evasion before you raise prices for those who pay. Enforce the rules. Improve security in metro rail stations and on trains, particularly. Increase service frequency.	Fare Gate Evasion, Safety/Crime, rail
1 As far as Discounts go, NOT EVERYONE who is IN NEED of the DISCOUNT QUALIFIES OR EVEN GETS SNAP! So, other alternatives should be Considered. Also, MAKING SURE ALL KIDS/YOUNG PEOPLE HAVE ACCESS TO FUNDED SMARTRIP CARDS IS ESSENTIAL TO PREVENT GATE JUMPING! 2 The BIGGEST NECESSITY FOR METRO STATIONS IS 24/7/365 POLICE PRESENCE! Improvements to stations should BENEFIT BOTH BUS & RAIL RIDERS! Too Much Focus on FRILLS for Rail Riders! 3 More CLEANING OF BUS BAYS NEEDED! Some are CHRONICALLY NASTY! 4 Buses could be Cleaner too! Backsliding Since Pandemic. It was SO NICE TO HAVE CLEAN BUSES!!	Fare Gate Evasion, Safety/Crime, Rail, Bus Service, Miscellaneous

Written Comments	Category
I am 63 and waiting on disability and SNAP benefits which is a confusing lengthy process. I have been on Medicaid since the ACA began. Why is Medicare and not Medicaid a valid program for reduced fares? I have to go to the Salvation Army's office to interview for the MEAP program and have no money for the $13.00 round trip cost of getting there using Metro bus and rail.	Low Income Fare Program
I think it would be nice to have pass options for workers who telework only a couple days a week. Right now I teeter on benefiting from a pass, but it is a little cheaper to pay per ride since I don't go in every day. So some options for that. Another, take other things into account for the low income. E.g. I know people who do not have/receive food stamps but they still make below 'poverty.'	Low-Income Fare Program
I wish you shared some of the upsides and downsides of different options as it's hard to judge. I also don't have enough context to understand the pricing debates Bradley I am in favor of providing good public services and help for low income riders.	Low-Income Fare Program
Well thought out proposals! Will address longstanding inequalities faced by low income riders and hopefully reduce fare evasion.	Low-Income Fare Program
1. SNAP reduction should be a 30-40% reduction to increase revenue 2. Fare increase should be avoided if weekday off-peak model removed	Low-Income fare Program
I do not agree with giving only 'SNAP', low income riders free bus and rail services. One segment of the population should not receive free services. If all citizens can not get free bus and rail services, no citizens at all should get it. Currently, a very small number of citizens (5% or less) are actually paying to ride Metro. No matter the bus route or rail station that I am on/in, citizens - young and old, are walking past the fare boxes, squeezing through or lifting their legs over the fare gates. Fare invasion is a serious problem, which can be attributed to the Council Members of the District of Columbia Government decriminalizing fare invasion. Now this mentality has spilled over to PG County and other surrounding jurisdictions. Rewarding people for bad behavior is not solution. As a frequent rider of Metro, both the bus and rail, I feel so cheated when I faithfully pay my fare, but then see 95% of the other riders not paying. This is not fair. $2.00 is very low -- if people can't pay that, then they need not board the bus.	Low-Income Fare Program
I appreciate how Metro and DC are working together to make travel more affordable for low-income residents. I would like Metro leadership to think about the affordability for young and middle income professionals. Traveling from endpoint to endpoint can get costly.	Low-Income Fare Program
Love the idea of the low income fare program and would be happy to pay higher fares if that meant greater access for others	Low-Income Fare Program
What's plan to get lowered fare populations to understand what they need to do? What's plan to decrease the immense number of people who never pay a Metrorail fare bc there are no consequences for them jumping the turnstiles? What's the plan to get business drivers to follow the schedule and save me f	Low-Income Fare Program
As a senior government employee, one of the benefits I receive is free metro (paid for by my agency). At my level of income, I am not in the group that needs my metro paid for. Low-income riders who do not have jobs that subsidize their	Low-Income Fare Program

Written Comments	Category
metro are the exact people who need assistance with the cost of metro. I fully support, and would be happy to pay for with taxes, a reduction in cost or an allocated amount added to a metro card every month for low-income riders.	
Low-Income Fare is a naive program; I witness everyday at least half of Metro passengers jumping the turnstile at certain stations. Lowering the fare is NOT going to stop that, it is out of control, and an unenforceable situation already. THAT is why Metro is hemorrhaging money. 'Simplifying Metro Fares' under the guise of and 'improving customer experience' IS A JOKE. This proposal just means the same maximum price ALL THE TIME. Nice try, hope people take the time to see through your misleading attempt at spinning this as 'easier to understand' LMAO... I used the Rail Fare Calculator, it would increase my workday round trip by 25%!!!	Low-Income Fare Program
How to enforce total fair evasion? Low income programs seem fair, but how can their adoption be secured? Huge city budgets are funding free transport for some but not all. Either commit to free transit, or find ways for people to pay fairly and equitably (eg kids going to school should be free, SNAP recipients reduced)	Low-Income Fare Program
I only support the low fare program if fare evaders are dealt with.	Low-Income Fare Program
Great to see an emphasis on increased service and reduced fares to lure riders back to public transit. I think reduced fares for SNAP participants is as good an idea as offering free bus transportation in DC is a terrible idea. People don't value what's freely given, and if you want to offer safe and effective service to folks who have to ride while also attracting those who choose to ride, please steer clear of free rides in DC. I truly think it could be a mistake that would take years to recover from, both in practical terms as well as the PR disaster it could easily become. The DC Council means well but this is a naïve approach to improving transit in the District. As for the budget, please dedicate resources to infrastructure, training, and public safety so the system remains safe, reliable, and in a state of good repair. I would also recommend investing in clean energy for buses ahead of new railcars.	Low-Income Fare Program
I do not support offering lower fares to those who qualify for food assistance.	Low-Income Fare Program
Low income programs should be enacted by local governments themselves, not WMATA.	Low-Income Fare Program
Relieved to see some of the budget will go to making fares more affordable for low-income individuals and enhancing safety. Sometimes I am scared to ride the metro at night as a young woman.	Low-Income Fare Program
How about a special parking garage rates for seniors.	Low-Income Fare Program
If you don't give free bus rides or lower cost to people getting snap there would be no need to raise prices.	Low-Income Fare Program

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No fee Metro bus will do more harm than good according to public transit research and experts! There should be low income subsidies/it should be free for low income travelers, but I don't think it's necessary to make buses free for people who can afford public transit. We should be generating more money for our public transit systems so they can be improved!	Low-Income Fare Program
The free Metrobus fare will be a huge step forward in speeding up the onboarding process as well as creating equity in the community.	Low-Income Fare Program
$2 vs $1 bus fare does not really help. SNAP eligible should 100% ride free.	Low-Income Fare Program
Fares should be free	Low-Income Fare Program
I think the budget makes sense when looking at the rising cost of maintaining the system. While there are programs that WMATA has entered with DC to provide free access to those in DC is a good marketing optic, I would like to know what the metro is actually doing to increase its revenue. The challenge in most organizations, non-profits and government is that they are stuck with cutting costs and approving only the necessary on a budget without looking at how to increase their revenue and take into account inflation cost, not just COLA or expected depreciation. I think better transparency with revenue and how WMATA plans to increase revenue, without affecting fares to meet operational needs is crucial to understand the sustainability, maintenance cost, and overall needed expansion of the system. As a customer, I do appreciate the effort the new leadership is doing, and hope that it can lead it to future heights.	Low-Income Fare Program
Please lower the fares. Take a page from MTA. One access point, one swipe.	Low-Income Fare Program
Im glad there trying to help low come rides and provide more transportation to those who need for thier jobs, we need them and they need us	Low-Income Fare Program
Longest trips on metro at any time should be no more than $5	Low-Income Fare Program
Need to low income period whether receiving food assistance or not	Low-Income Fare Program
For citizens of DC, moms with their kids and elders should not pay for neither metrobus or metro rail.	Low-Income Fare Program
This is coming from a student who takes metro rail and bus to school and back home but is required to cover her own fees.	Low-Income Fare Program
I am glad that metro services is trying to help out low income citizens and citizens of DC, maryland and Virginia. We need them to get to our jobs and they need us to use their services	Low-Income Fare Program

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The Low Income Fare Program and the elimination of peak pricing are a great idea. Thank you.	Low-Income Fare Program
I want you to think about the poor people who transportation's to make a living in DC.	Low-Income Fare Program
While this is good for those who are on SNAP, there are quite a few other patrons that earn less than 40K and because SNAP has to provide proof, why not have a 25% discount for those earning $20 or less	Low-Income Fare Program
I find Metro fares really high either trains or buses, compared with other countries and even states. As a low income persona being full time student I would really appreciate if there were no off peak fares, just trip fare at the entrance with the same cost for every destination since is already expensive having to pay around 12 dollars every day for transportation to be able to get to school.	Low-Income Fare Program
I like the options to provide better service options to low income areas , with populations who rely on buses, or populations who need commute options late at night, early morning. I use fairfax connector more.	Low-Income Fare Program
Support lower cost fares for snap recipients. Too many people skip the fare fates (though I have no idea of their socioeconomic status).	Low-Income Fare Program
I want digitalize my Reduce Fare Card into the app via iOS	Low-Income Fare Program
Thank you for the opportunity to offer the community. Their perspective on service. The service is very good already, so any other improvements would certainly be valued. It's important to provide free or low service for those who are economically disadvantaged. An important aspect of the changes is cleaner cars and more enforcement of the rules for instance, around disturbances, music, playing, arguments, etc. I guess that would require hiring more police or security to manage the process. Thanks again.	Low-Income Fare Program, Safety/Crime
How will the reduced fares for SNAP recipients program interact with free metrobus fare for DC residents/trips beginning in DC?	Low-Income Fare Program, Bus Service
Why would you offer a low income program when those are the people jumping the fare gates. Changing the pricing will not change and continue to put the burned on people who actually pay. You're loosing money for lack of policing the gates and fare jumpers. You continue to turn the blind eye to what makes metro unsafe and what people want ride it. In result you're loosing money. To travel public transportation your fare shouldn't change based on income.	Low-Income Fare Program, Fare Gate Evasion
i am strongly in favor of the Low-Income Fare Program if, and only if, coupled with effort to deter fare evasion. I am so disappointed and discouraged to see rampant fare evasion, and no effort to stop it. I see fare evaders EVERY DAY I ride the Metro, and I have never, not even once, seen a Metro Policeperson or a Metro employee make any effort to stop or warn an evader. Today, at the Cleveland Park Metro stop, I saw a family of four evaded the fare gate - the adult woman	Low-income Fare Program, Fare Gate Evasion

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and a teenage gift stepped over the fare gate, the adult man then lifted a toddler in a stroller over the fare gate and handed him to the women, the adult man then hopped over the gate. The Metro employee watched the whole thing and did nothing, absolutely nothing. Last week, at the Pentagon City Metro Station, two Metro employees were standing and chatting by the booth, when a teenage girl hopped over the gate, sounding the alarm. I was right there so I asked the two employees, 'Aren't you going to do anything?' One of the employees said with, 'No, Metro Police are located right around the corner (on the way to the Pentagon Mall entrance, and they'll intercept her.' That was, of course, malarkey. Metro's budget goals will be MUCH MORE achievable if you attempt to fares from all riders. (And, yes, give a discount to all eligible low-income people, but please try to stop the blatant, egregious fare evasion.	
I am opposed to reducing fares for the low-income people of the area because I don't think it will aid in reducing the level of fare jumping.	Low-Income Fare Program, Fare Gate Evasion
I really like the idea of providing a low income fare program, but that should be coupled with actually having people pay to ride. Every day I see countless people jump the turnstiles with no action from metro. If people are jumping the turnstiles it undercuts the whole program.	Low-Income Fare Program, Fare Gate Evasion
What's plan to help snap population understand what they need to do to get reduced rate? Plan to revisit overnite buses in DC to verify there's a true need. What's plan to stop loss of metrorail fares from thieves jumping turnstiles and on duty employees from doing nothing to stop them? What's plan to decrease metrobus and rail wages when drivers will not be working 40 hrs? Pay wages only for time worked like everybody else does. What's plan to stop metrobus riders getting to ride when they haven't paid their fares? What's the plan to hire more ethnically diverse bus and rail drivers? Don't plant any more bushes at King Street Station if you aren't going to water them...please. Please consider allowing passengers to board the buses when the driver is taking a bio break. The weather can easily be too hot or cold for a senior such as myself to sit outside in the elements when there's not adequate shelter at the transit centers ...please. What's the plan if another adverse situation causes chaos in the near future? Please make driver's understand that by not regularly adhering to the schedule means I must catch an earlier bus, just to make certain I will get to my doctor appts on time, and that other riders get to work on time...please. YOU DID GOOD WITH THESE PROPOSALS AND THROUGHOUT THE PANDEMIC!!!	Low-Income Fare Program, Fare Gate Evasion, Bus Service, Support
I'm extremely supportive of the proposal to offer free bus service in DC. This will increase connectivity, boost commerce in business districts in the city and reduce emissions and traffic fatalities. I am concerned however that the system is not prepared for a combination of free buses and increased fares on metro -- this could have the effect of overwhelming the bus system and underutilizing the railcar system.	Low-Income Fare Program, Metrorail Simplified Fares
The low fare program seems to be funded by charging all other riders more. I am for assistance to low income but I do not Suport you taking it out of my wallet through fare increases. Your proposal will at minimum cost the average rider $20 more per month based on a 5 day work week. At $13 fare and $5 parking per day metro is starting to price itself out and make alternative options more attractive.	Low-Income Fare Program, Metrorail Simplified Fares

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I am adamantly opposed to the idea of making bus rides free within D.C. It will overcrowd the buses and it will encourage more people to jump the turnstiles in Metro stations, i.e., why shouldn't train rides be free too? Instead, I would propose that bus fares either be discounted for some folks (students, the elderly, the disabled) as they are now, or lowered for EVERYONE to $1 (to match the Circulator fares).	Low-Income Fare Program, Metrorail Simplified Fares, Fare Gate Evasion
I support making the buses free. I think that is one of the best options instead of the low-income proposal because most low-income riders take bus. However, I still support both. I also really like the increased frequency of trains and I think that one of the biggest hurdles to people taking public transit. If we are worried about budget, I would be supportive of more advertising on the trains and little shops or vending machines in the subway stations (sometimes I want a snack but it's inconvenient to leave the station). I would also support (hard to say if this is possible through Metro) gas/car/highway toll taxes that support public transit.	Low-Income Fare Program, Miscellaneous
I think consolidating the fares is a good idea, but this implementation is very bad, making me pay more than current peak pricing even though i usually travel during off peak. Either keep it as is, or make off peak fares in effect all day. Lower prices is far more important than simplicity.	Low-Income Fare Program, Miscellaneous
Wonderful to see the increased service and low income options! I am reliant on metro to pick up my child from daycare and the red line is currently running so infrequently that I am often late. I look forward to seeing service return to near pre-pandemic levels.	Low-Income Fare Program, Rail
Good start! I would like the following: If on SNAP, then metro is free. Higher (MUCH) maximum fares. An express expensive train from Ballston to IAD. And, of course: More trains, please. This is a good start, but more is better.	Low-Income Fare Program, Rail
If the amendment increases taxes, I'm against it. I agree to 50% for low income even though I don't have an income. Customers should pay something. It creates empowerment and shared responsibility which benefits everyone. The overnight service is unsafe for operators and more than likely unused by residents. Please extend the schedules but not overnight.	Low-Income Fare Program, Rail, Bus Service, Safety/Crime
Thank you for the opportunity to comment. There are a few unfair elements embedded within this proposal., as explained below: First, it continues Metro's unstated policy of shifting its financial burdens (arising from the lack of a dedicated funding source) onto the backs of further out, suburban commuters. The proposal to offer subsidized fares for low-income riders would otherwise be laudable, except for the fact that it is a major expense being shifted onto the limited pool of other riders (who have already suffered years to poor Metro service and now rising crime). This expense should be borne more broadly through the regional tax base. Suburban riders should not be viewed as 'cash cows' who will pay whatever fare Metro happens to ask whenever they ask it. Second, Metro needs to equalize the wait times for trains. Although the different times presumably reflect some difference in ridership rates, it does not change the fact that Metro continues to treat riders on certain lines as second-class citizens. The Red Line is always first to get additional trains and decreased wait times, with Orange Line typically coming at the end. At one point recently, Orange Line riders had to wait essentially twice as long for a train as Red Line riders (15 minutes vs. 8 minutes). This comes across as	Low-Income Fare Program, Safety/Crime, Metrorail Simplified Fares, Rail, Fare Gate Evasion

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quite unfair to these riders. Is our time not as valuable as that of Red Line riders? Do we not also have jobs and families? Even under Metro's proposed approach, certain riders will have to wait appreciably longer for trains than others. Keep in mind that many wold prefer to get on a more crowded train than experience a significant delay in waiting for the next train. Metro should equalize the time between trains across all lines as a matter of fairness. Third, Metro needs to do a MUCH better job about stopping fare evasion. Particularly at many downtown stations (e.g., Columbia Heights) but by no means restricted to those stations, a huge number of people jump the turnstiles every day. They don't even hesitate. That is a lot of fares! To make it even more aggravating, they literally jump the gates in front of Station Managers and sometimes even Metro Transit Police! These members of Metro's staff don't even raise an eyebrow, much less try to prevent such acts that cheat the system of revenue (despite what we hear from Metro in the news), Where are the fines? It makes paying customers feel like fools. Why do we give up our hard-earned money, when these folks laugh at us and get to ride for free? Why should they even pay a 50% reduced fare Metro is already letting them ride with a 100% far reduction? And you wonder why Metro has financial problems? Finally, Metro should once and for all abandon its go-to solution to every problem: Raise fares/cut service. It's time for Metro to do better.	
I worry that removing the peak pricing would decrease the income of Metro without encouraging any new riders.	Metro Simplified Fares
Please don't adopt fare reforms. I travel the red line. The proposed change is a daily 13.5% increased fare. That is a lot! ,and for what benefit to me? The benefits proposed are all for different lines.	Metrorail Fare Program
Two suggestions for simultaneously improving ridership and revenues: 1) A non-commuter core-focused monthly pass. Cover all rail and bus fares within the core, at a *much* lower cost than 2 trips per weekday. Peak fares (which absolutely should be preserved) would cost extra, as would travel outside the core. Get folks who live in the core used to relying on Metro again, get them onto occasional buses (which will be free anyway), enable them to live car-free as a matter of habit. 2) Commercial retail on Metro station property. Every station that has room for it should include rent-generating services, both underground and aboveground. Let the market pick which retail options are most valuable to riders (dry-cleaner / laundry? flower shop? bakery? etc). The increased foot-traffic / dwell-time at station will also improve safety, without the downsides of intense transit-police presence.	Metrorail Fare Program, Capital Construction
The Economy will be the instrument to reduce fares. We can not return to pre-pandemic Economy. Governments haven't returned to full capacity. Every avenue to bring US to a stable Economy will be acted upon with no problem. Increase taxes on Corporations is one solution, use current technology to replace outdated technology and infrastructure. Its like going through a worm hole, calculate its collapse. Regardless keep these principles in mind. C.L. Ingram	Metrorail Simplified Fare
The loss of off-peak fares combined with the increase in maximum fare would definitely increase the probability that I choose to drive to work alone rather than taking Metro. I would also like to see parking rates revisited as garage utilization remains far below pre-pandemic levels.	Metrorail Simplified Fare
Free busses is fantastic. The next step is fully free transit within all of Metrorail. Funding should come from the DMV local governments. Way easier said than done, I know. But it’s the most equitable and ethical way to make public transit accessible. Thanks for all the work you do at WMATA!	Metrorail Simplified Fare

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The maximum price is too high, also considering people often have to park at the station to take the further out rail options. It is already costing me more than $16 per day to go round trip plus parking and the proposed increases will only make that worse - close to $20. At these prices and with the reduced service frequency it is getting harder and harder to chose public transit. I also see a lot of gate jumping and think that will also just get worse by raising the prices further out. I'd also like to use this opportunity to say that the red line east side has gotten more and more unpleasant to ride with people acting very poorly (acting like their behavior is being influenced by substances of whatever kinds), even in evening rush hour, and think there should be more of an official presence like you have in NYC, so those that are paying don't feel like they are in not only unpleasant but sometime possibly dangerous situations.	Metrorail Simplified Fare
$6.00 is already punitive to ride in to DC from the farthest stations. You disincentivize ridership at that price, and will only do so further with price increases. Ideally, the whole system would be a one fare system like NYC and other places (i.e. nearly all of Europe). Also, while a nice idea to give cheaper rides to poor people, it is not right to penalize people who ride the trains for farther distances. The money has to come from somewhere. You should not penalize wealthier people from farther out. If DC, MD, and VA want to subsidize that, fine, but Metrorail should not manipulate its budget.	Metrorail Simplified Fare
Metro should always think long and hard before requesting price increases. We as users suffer thru the price increase and seem to get worse service. It's not much that a Federal worker can do about this but looking at the big picture, it's not a good look to keep increasing the price of the ride and offering less than promised services.	Metrorail Simplified Fare
What would the price of the one day pass be under the new proposal ?	Metrorail Simplified Fare
Metro should not be required to be profitable. We don't ask roads to pay for themselves directly, and metro should not be held to that same standard. It is public transportation and should be accessible to everyone.	Metrorail Simplified Fare
- The fare proposal would significantly increase my cost to ride and I would probably find another form of transport. - There was no opportunity to comment on the lack-of-change on the blue line headways. As I am only served by the blue line, I would like to see the headways match the other lines. (This also just seems to make operational sense to me - I'm not sure how the interlining will work with the proposed headways.) - While recognizing that we have come to accept lower standards, I'd just like it on the record that 20-minute bus headways is not 'frequent' - that's 'minimally adequate'. If you want people to *choose* bus transit, headways need to get smaller. At 20 minutes, only people who have no choice will take the bus.	Metrorail Simplified Fare, Bus Service
Please stop the increase of fares. This is the main reason that I and most people I know end up choosing to drive instead of using metro. The $2/free parking on the weekendw is not widely known - I'm surprised at how people don't believe me when I tell them. Overnight parking rule should be permitted for one/two nights only because sometimes we work overnights in the city and it'd be helpful to park at Metro.	Metrorail Simplified Fare, Miscellaneous
Increasing rail fares while decreasing bus fare, including for what some have deemed special groups, is unfair. I support the Yellow line proposal to improve the service in Virginia. If Metro increases rail fares, including for most off-peak, I will no longer support Metro and advocate that officials stop giving free rein to Metro when it comes to our tax dollars. How on earth can Metro pay for the proposals when all I hear is how Metro's next year budget is in a deficit. I also am tired of	Metrorail Simplified Fare, Rail

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seeing so many people jump the fare gate for rail. Get fares from these people! Don't come after taxpayers to fund service that a lot do not even pay for and nobody does anything about. Cut service where fares are not being paid.	
I don't know if anyone besides a rail budget expert can accurately weigh the different budget allocations for paratransit vehicles vs electrical infrastructure vs station improvements. For me, I don't use paratransit, but I know that Metro should be investing in it anyway. Suffice it to say, overall, I think these proposals are strong. More frequent service and simpler fares are both great. The less brain power it takes to understand Metro, the more people will use it. If I have to calculate trains coming every 11 minutes and 17 minutes and will I make the transfer and will it cost me $4.75 or $5.35 on a weekend nighttime...etc. etc....it all becomes too difficult, especially when competing against Lyft, which with one button tells you your departure and arrival time and total trip cost. Make Metro a no brainer: the train comes every six minutes. My ride will cost $5. Period. Or at least make the Metro Trip planner app/website feel that easy and simple (Trip Planner never feels easy--it always feels complicated, partially because the system is complicated).	Metrorail Simplified Fares
I think that making the peak and off peak rates the same is a step in the right direction, but the off-peak hour rates should be higher than the rush hour rates. Since that when people who actually need to use the metro to go to work use it. Any other situation is tourism/luxury and so the rate should be higher. Maybe not much higher, but I think a $4.50 rate for rush hour, and $5.25 for off-peak is appropriate.	Metrorail Simplified Fares
Raising the fares is NOT WHAT METRO SHOULD DO, especially after trying to come back after the pandemic, people have lost jobs or had to take lower paying jobs but are not considered income and with inflation on the rise it is only making it harder for people to get back and forth to work. Why not have fares like NYC's subway, they have been around forever and never had fare issues like the Metro. Also STOP FARE INVASION! Still watching people jump the fare gates, I wanna do it too, $12 a day is a lot of money to ride the metro.	Metrorail Simplified Fares
Metro rail fare increases results in significant cost increase for people riding the metro during the work week in non-peak hours. This increase will result in fare evasion. It will also cause people to avoid riding the rails during these hours.	Metrorail Simplified Fares
Metro should not increase the max price of fares.	Metrorail Simplified Fares
The metro fare proposal places a disproportionate burden of the fare increase on longer commuters. Riders who travel from Glenmont to downtown face a 14% fare increase which seems to subsidize or underwrite price decreases for commuters with shorter commute and late night riders. No rider should face more than a 5% fare increase.	Metrorail Simplified Fares
Please don't eliminate Peak/Off Peak fares, the new fares are too high for an everyday commuter	Metrorail Simplified Fares
Hopefully the proposed changes will not increase fare prices	Metrorail Simplified Fares

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Please don't increase the metro fare. I am a student , parent , and the sole earner of our household. But I don't qualify for any benefits because of moderate earnings. I cannot afford to pay even more for metro per month. The $176 unlimited + $80 or so in parking itself is too much for me that I am considering not parking and walking a mile to the metro station. Please do NOT increase the max fare price. Our wages have not gone up.	Metrorail Simplified Fares
There should be one set fair for all transit times. It is too confusing now.	Metrorail Simplified Fares
Please don't get rid of fares in exchange of good service	Metrorail Simplified Fares
Metro is WAY too expensive for public transportation!!! Get rid of Transit Subsidies for rich riders, which has just increased the fair all around. Instead, go back to getting money from Congress and keep the fairs low.	Metrorail Simplified Fares
I hope that you can bring the fares down a bit because even with the free rides, most people would love it when it was amenable to a 1.50 at a time.	Metrorail Simplified Fares
If I'm riding on on-peak hours for work anyway why are you increasing the rate of fares. I would additionally be more upset if I was frequently riding off-peak hours and you were raising the rates. After looking at the calculator provided my trip would now go up by sixty cents each way. NO THANK YOU!	Metrorail Simplified Fares
Instead of raising the price of the maximum fare, why not just average peak and off peak fares together if there is going to be only one set price? For example if peak fare at a station is $6 and off peak fare is $2, make the set price fare $4. It should arguably average out to similar profits as before.	Metrorail Simplified Fares
I'm strongly in favor of free bus & all night service	Metrorail Simplified Fares
I disagree with the zero fare initiative in the district because I believe the money going to fill the fare gap that initiative creates would be better spent increasing bud frequency.	Metrorail Simplified Fares
The problem with this proposal is: 'standardize the rate of $0.40 per mile for trips over 3 miles." Many DC works cannot afford to live in DC, so we move away and rely on the Metro to get us into the city. Please be more considerate for those of us who need the metro the most. - Your essential workers.	Metrorail Simplified Fares
Make free DC and va and MD High school pass for school and work	Metrorail Simplified Fares
Everyone should pay the same amount. Adding unfairness doesn't fix budget problems in the long term. Market forces are too strong.	Metrorail Simplified Fares
Free bus served in DC will only deteriorate the system further.	Metrorail Simplified Fares

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I think there should be one flat fare for riding metro. No matter how far you travel. Like the NY subway system.	Metrorail Simplified Fares
$6 is a lot of money when the system has to deal with fare evasion. Allow travelers to ride for $2. No other service raises their fare for peak hours.	Metrorail Simplified Fares
Flat rate for all trips.	Metrorail Simplified Fares
On Metro-rails for trips should be $3.00	Metrorail Simplified Fares
Peak fare hours should match peak service (rush) hours.	Metrorail Simplified Fares
Peak fare hours should equal peak service hours.	Metrorail Simplified Fares
I think that eliminating the peak and off-peak pricing does not simplify the fare structure. What is most confusing to new riders, based on my observations, is having different fares for different stations (travel distances). Right now, fares range from $2 to $6 depending on origination and destination. Simpler fares would be a zone system, with maybe four or five fare options ($2, $3, $4, $5, $6). Simpler yet is one fare for any ride anywhere, like some transit systems.	Metrorail Simplified Fares
Metro should have a fixed fare for all times, preferably $3. If not, please reduce the fair, because $6 is very high. Tokyo Metro, which is possibly the best metro system in the world, has a max fare of around $3.	Metrorail Simplified Fares
I think that metro should ensure that everyone pay their fair share. Those who need free or discounted fare should be give a card to use for accountability. It is very frustrated that I do the right think paying my fare every day while others are not. Everyone is feeling the financial hit. Metro should ensure that people pay for their ride. I've seen almost 30 to 40 percent of riders from Georgia Avenue station to Archive do not pay including students who should have free metro card. What is Metro doing to solve that issue. Also there is a safety issue that needs to be addressed. We love metro as it is the best way to commute back and forth every day.	Metrorail Simplified Fares
Peak pricing is really unfair for commuters.	Metrorail Simplified Fares
I don't like that price's	Metrorail Simplified Fares
Don't raise fares!	Metrorail Simplified Fares
I suggest introducing daily maximum fares similar to London's underground pricing, especially in the central Metro area (DC, Arlington) comparable to London's Zone 1. Alternatively, Portland's TriMet allows passengers to earn a daily pass (all subsequent trips free) after a passenger has tapped their card at a train entry twice in a day. Both of these could make Metro more attractive to riders since their number of trips will not create additional costs and they may even	Metrorail Simplified Fares

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perceive a reward system from choosing Metro. This could also deter fare evasion since riders can tell the price of their daily transportation needs.	
I take a long trip from Georgia Ave/Petworth on the silver line out to McLean. Increase the fare from the already super high $5.25 to $6.05 and you will lose me as a work commute rider	Metrorail Simplified Fares
t think the proposed fare changes will de-incentivize many people from choosing metro rail. Most people's fares would increase for trips > 3 miles under this proposal, especially during off-peak hours. If we want to incentivize people to choose metro, metro needs to make financial sense over other transit options. For people that have the option to commute by car, driving (even after accounting for gas/tolls) can often be cheaper than riding metro. This is currently the case for me and would be exacerbated by the proposed fare changes. For example, toll prices on the Dulles Toll Road are cheaper than fares on the silver line in almost all cases during peak hours. Under the proposed fare changes, a commute on the Silver Line would become even more expensive than using the Dulles Toll Road, even during off-peak hours. Please focus on making it economical for commuters to choose metro. I would much prefer to see cheaper fares all-around rather than increased train frequency at stations.	Metrorail Simplified Fares
No in favor of increasing the peak metro rate. That would make my trip to work more expensive than driving and make metro not an option for my commute.	Metrorail Simplified Fares
If you raise pricing, it's cheaper for me to drive into DC & park. I usually bus to Braddock & take metro, But it's over $7 to go back & forth. I'd rather drive & park bc it becomes more convenient over price. I moved from out of state to utilize public transportation. Also, I go during off peak hours. Which makes it more of an incentive to drive & park if you remove that option. How are you going to get more riders with an increase? I think you're not. Your supply will out weigh the demand.	Metrorail Simplified Fares
It would be unfair to pass the increase to $6.50 and then proceed to get rid of peak and off peak. Everyone knows that most stations would be $6.50 and that overall would be a rise and price.	Metrorail Simplified Fares
I am a student at GMU - I really can't afford an increase in fare from Vienna.	Metrorail Simplified Fares
My commute is so expensive on the metro but it's my only option. High fares based on commute length is classist and racist - of course if I could afford to live near work I would - my $10 commute is unsustainable and any help lowering this is an improvement towards a better city.	Metrorail Simplified Fares
This makes metro very expensive for lower income commuters (who don't qualify for SNAP) including students and would genuinely lead me to drive more into DC because $12.20/day far exceeds the price of gas.	Metrorail Simplified Fares
My commute is over an hour and about $10 per day. I can't afford lunch at work because of the cost of my fair.	Metrorail Simplified Fares
Per the fare adjustment, where is the additional revenue list expected to be gained?	Metrorail Simplified Fares

Written Comments	Category
“Simplified” means more expensive for anyone who takes long rides or travels off peak. Honestly this is a raw deal for me;I take the metro every weekday to work my already ridiculous $6 each way fare will go up to me paying $13 every day on a system that can’t keep its trains on the tracks and it’s operators certified all while I bear the expense and effort of keeping a car off the road. I could get anywhere in nyc for $2.75 flat fare.	Metrorail Simplified Fares
Silver line passengers should be treated fairly as the fare increased with the service frequency same as every 15 minutes.	Metrorail Simplified Fares
Currently monthly passes are of no monetary benefit, given the math. Working on monthly passes or providing more options (especially ones that focus on Under-$4 trips) would go a long way.	Metrorail Simplified Fares
The 'elimination' of peak fares, isn't actually an elimination, it's just increasing the non-peak fares to peak fares. So it's a fare increase.	Metrorail Simplified Fares
As a non federal worker who doesn’t get subsidies from the government, a fare increase would truly affect me in a negative way. It’s already unfair that there are people evading the fare every day. For me, an increase in Metro Rai fares is like a slap in the face!	Metrorail Simplified Fares
While I understand the fiscal pressure that metro is under, the proposed fare increase makes a round trip with parking close to $20 a day. This essentially takes away any financial incentive to ride the metro rather than drive and park or take another alternative. How is it that many major cities can have low flat rate fares, regardless of distance, and our system has these very high distance-based fares?	Metrorail Simplified Fares
Should not be free. $1.00 would be good for everyone.	Metrorail Simplified Fares
It is not clear what level the all day fares would be at—current peak fares, or current off peak fares? Or something in between?	Metrorail Simplified Fares
'Eliminate the difference between peak vs. off-peak prices on weekdays – offer the same prices for both periods' -- As long as the price offered is the lower 'off-peak' version.	Metrorail Simplified Fares
Fare increase for daily commuters is significant. Maybe a monthly commuting pass coujd be developed	Metrorail Simplified Fares
The fare calculator has my trip at $4 on-peak and $3.30 off-peak. The new proposal will increase my fare to $4.25 at all hours. Fares just increased in the last 6 months. And now they will increase again. When will the fare increases stop?	Metrorail Simplified Fares
We must provide one size fits all program that should be a day fare and night fare	Metrorail Simplified Fares

Written Comments	Category
Any difference in service during the day should have a different fare. The fare proposal would cost me up to $1.20 each way from current levels. I would have fewer reasons to use Metro when visiting DC or Virginia from Prince George's County at those levels. Some level of fare adjustment is necessary to finance this plan, but raising fares above current peak fares for off-peak service is unacceptable.	Metrorail Simplified Fares
I think eliminating the off-peak discount is the right thing to do. Currently I make 2 off-peak trips between Rockville and downtown each week; because of the huge price increase in the proposal, I will almost certainly change my travel patterns and eliminate those trips.	Metrorail Simplified Fares
I wish you would adopt a multi-year fare structure cycle. The constant tinkering makes it pointless to learn what the new fares are. Pick something and commit to it for 3 years.	Metrorail Simplified Fares
I think it should be a flat fare for the train no matter the distance. Like the NYC system.	Metrorail Simplified Fares
Monthly metro pass should require fewer trips to break even. Most workplaces are in a hybrid/remote model and do not make 16 round trips per month	Metrorail Simplified Fares
Lower at $4.00	Metrorail Simplified Fares
Don't say 'simplifying' charges, saying 'hiking' prices! I ride off-peak, and your increases will effectively almost double my already very expensive commute. When I started riding metro (2011) it was cheaper and orange lines trains ran as often as every 2 minute. Now, it's more expensive trains come every 12 minutes. Safety does not seem to have improved. When the 700 series cars were taken out of operation, I switched from metrorail to driving. If you implement these changes, I will switch to driving once again.	Metrorail Simplified Fares

Written Comments	Category
The proposal to eliminate the peak and off-peak pricing differential is a proposal to charge peak pricing all day in disguise. I normally take the silver line from Reston Town Center to Foggy Bottom during off-peak hours and it costs $3.85. The new fare calculator says my trip will now cost $6.50, almost a 70% increase. My trip during peak hours costs $6 under the current pricing. So not only does the new pricing increase the max price I would pay, it would charge me the max price ALL DAY. How is that fair? If this is implemented, it makes Metro significantly less attractive and I will find other options to commute into DC. This new fare structure will cost more than the tolls I pay on Dulles Toll Road. Currently it costs me $6 in tolls on the Dulles Toll Road to commute into DC. So from a pure direct cost standpoint, during off-peak hours when I-66 isn't charging, Metro will cost me MORE ($6.50 versus $6) than the tolls I would pay on the Dulles Toll Road. The related marginal costs of gas and vehicle use will certainly compensate for the fact I'm using a private vehicle and don't have to operate on Metro's schedule. I don't have any problem with charging more during peak hours. But if there is going to be a plan to charge one price only, then why is that new price not something of an average between the current peak and off-peak prices? Again, this is not a plan to eliminate differential pricing - this is a plan to charge peak fares all day. And I find it extremely unfair. I will not only find alternative methods to commute into DC, but I will also reduce the total number to trips into DC. I have the freedom for my job to choose when and at what frequency I go into the office, so I will chose less days in DC (which I'm sure Mayor Bowser will not like) and will not choose Metro to commute.	Metrorail Simplified Fares
Increasing the fares for the farthest stations from $6 to $6.50 puts a burden on the commuters who have to travel the longest distances on the system. Such an increase will have a chilling effect on transit-oriented development and put a burden on people who may have to live farther out on the system to be able to afford housing. The farther stations already suffer from frequent service disruptions (such as the 8 week platform improvement program at Greenbelt), escalator outages (why has Greenbelt had only one working escalator for the better part of a year?) and less frequent bus service. Spread the cost evenly throughout the system.	Metrorail Simplified Fares
Ability to pay for two riders traveling together using the same card or mobile device. Allow usage of tap to pay using credit card	Metrorail Simplified Fares
Don't raise the fares. That will only decrease the number of riders by giving a disincentive. More people will be likely to telework instead.	Metrorail Simplified Fares
The survey is vague/unclear about how the price proposal to make rides the same price for current surge/rush price periods. Does that mean that we will no longer pay any surge pricing? Or does that mean surge pricing will be the norm.	Metrorail Simplified Fares
Metro fares are already high for those commuting further - $0.40 increase to the per mileage calculator makes it prohibitively costly especially if you're trying to go during off peak times. Metro fare calculations should simply be the number of stops or a flat fare rather than by distance as it's done in other cities. Effectively commuters that are coming from further away are subsidizing the metro system	Metrorail Simplified Fares

Written Comments	Category
The proposals sound fair on paper, but the bottom line is that riders of both metrobus and metrorail will be charged more for using the system, and those that board at each end of the lines will be paying the most.	Metrorail Simplified Fares
My only concern is it there's any increase in train and bus fare.	Metrorail Simplified Fares
I would not be riding metro anymore if the peak and off peak prices were the same	Metrorail Simplified Fares
Make the metro more affordable and I will ride everyday! Thank you!	Metrorail Simplified Fares
As a Maryland commuter I find Metrorail is currently so much more expensive than driving that it seems punitive, especially when there are service delays and outages. I really want the train to be an effective and good choice for people like me whose work doesn't subsidize travel and who can't afford to live closer.	Metrorail Simplified Fares
While I do like the idea of getting rid of peak fares and charging the same rate all day, I am not about to spend near $7 to get into the city. Doing this will only encourage me to take bus-only trips, which will double or triple my commute time, and avoid going into DC for non-work or school related activities.	Metrorail Simplified Fares
My only concern for the single proposal is that if the 7-day trip wanted to be adjusted, would the entire proposal be adjusted?	Metrorail Simplified Fares
The fee of 6$ for the ride from Shedy Grove to Dupont Circle is too expensive!!!! My ride to work and back to home coast me 12$ and I think it tooooooooo much!!!!!!	Metrorail Simplified Fares
Your question regarding "eliminating the difference" between peak/non-peak was very disingenuous. Ask the real question about creating ONE FARE and raising the fares overall.	Metrorail Simplified Fares
It's not clear whether the proposal eliminating the difference between peak and non-peak fares means going to peak fares all the time, or having a different range of fares entirely. Could you please send out a new survey that lets people calculate what their new commute fare would be under the proposed change?	Metrorail Simplified Fares
Would like a little more detail on what we get for the fare changes, what effect it has on passes, service. I am willing to pay more for more frequent service — if that service is reliable.	Metrorail Simplified Fares
Subsidization of low income riders should be provided by another government agency, not by WMATA itself, unless the full cost to do so is being covered by non-WMATA sources	Metrorail Simplified Fares
The fee of 6$ for the ride from Shady Grove to Dupont Circle is already too high. Round trip to work and back home coast me 12$ and it is too expensive.	Metrorail Simplified Fares

Written Comments	Category
The price of my daily commute, which is usually during peak hours, gets even higher under the proposed changes, so the trip would be significantly more expensive at any hour of the day. Round trip commute from shady grove to medical center would change to $9 each day, which adds up to $45 a week, which on my salary is basically 3 hours of work I might as well not have even done because I'm spending all that money on my commute. If the peak/off-peak distinction is ending, I would expect the new cost to fall in between the original peak cost and the original off-peak cost. Why does the total cost need to increase past even the original peak cost? This doesn't make sense. I think most people care much more about having the lowest fare than they do the "simplicity" of the fare system.	Metrorail Simplified Fares
If you want to raise peak time with the new rates, that's fine. But raising off-peak time to several more dollars starts making Metro not a competitive option and it becomes cheaper to just drive and park in DC than take the Metro and pay the Metro parking fee.	Metrorail Simplified Fares
It's outrageously misleading and dishonest to talk about 'eliminating peak and off-peak fares' when what you mean is to charge fares at all times of the day that are HIGHER than those we pay now during PEAK time.	Metrorail Simplified Fares
Lowering the fare to 2$ is a good idea and should be implemented to make the system easier to understand and more equitable for everyone. Thanks.	Metrorail Simplified Fares
Not sure why the max price would increase to 6.50. These are the people who live farthest from the places they need to go and where driving is a preferred alternative. This price increase will push people to drive that distance when they can do so more quickly and for less money.	Metrorail Simplified Fares
Metro is very expensive to travel for thise who are contractors. We dont get metro benifits and I spend over 100 a week	Metrorail Simplified Fares
If you want to increase ridership, don't increase prices. And certainly don't charge more while still only offering 10-minute headways during rush hour. Neighbors tell me it makes no financial sense to commute on metro where prices are right now, much less with an increase. WMATA is the only public transportation system in the country that doesn't charge one flat fee per ride all the time. Figure it out.	Metrorail Simplified Fares
I agree that peak fares make the fare structure too complex and it no longer makes sense post-pandemic as federal workers still telework a few days a week, meaning commutes have changed	Metrorail Simplified Fares
Metro should be free.	Metrorail Simplified Fares
NYC Metro is way more affordable even though their resident's income is higher than ours. Metro needs to make trips more affordable for the working class, it is simply too expensive. If not, at least offer trains every 3 minutes like in other first world countries. Right now, your service is comparable to that of Argentina's metro system... Not good.	Metrorail Simplified Fares

Written Comments	Category
Especially since so many lines are experiencing construction and increasing travel time and many of the trains are older keeping the price the sqme on and off peak would be great	Metrorail Simplified Fares
I would prefer you raise the maximum even more but keep the off peak hours.	Metrorail Simplified Fares
Keep fares for all routes	Metrorail Simplified Fares
Lower off peak pricing is generally a good idea to encourage use at times of lower demand. More generally lower fares to encourage metro rail use over driving is a good idea. Push for larger subsidies rather than raise fares.	Metrorail Simplified Fares
Making all metro buses available to passengers and making them free with no charge, like other transportation bus services in the DMV area.	Metrorail Simplified Fares
It is essential that MetroAccess riders are offered fixed rates for all their rides. Variable rates that are determined by traffic patterns at any given time become unaffordable for many if not most riders. They are frequent on fixed incomes, often rely heavily on Social Security to meet their daily living needs. Therefore, they need to have a reliable fixed rate to ensure their access to the community, and one that they can budget for reliably. They typically do not have the discretionary income that gives them extra spending money to get to doctors' appointments or to socialize or go to work.	Metrorail Simplified Fares
A fare hike to $6.50 is insane and ridiculous. Rather than increasing, the faster should decrease. Compare fares in other systems around the country, such as New York, Chicago, and Atlanta. Their infrastructure is in better shape with fares about a third of what DC's maximum is. This is going to cause more people to drive, which I desperately hope was not the plan all along.	Metrorail Simplified Fares
If not done already, a study should be done on the fare price sensitivity of demand for consumers in order to create the most optimal fare structure for the long-term.	Metrorail Simplified Fares
No fare increases.	Metrorail Simplified Fares
Raising the price to $6.50 directly impacts my daily trips. That means I would pay $13/day without including parking. That is ridiculously expensive and if that happens I would have to consider no longer using wmata after 15 years of being a loyal rider.	Metrorail Simplified Fares

Written Comments	Category
I appreciate your efforts to simply the fare structure and would love to work this toward a flat fare for the entire system. I do realize the complexities this creates and certainly understand this probably can't happen in an instant. In terms of eliminating peak and off-peak fares, thank you for this, however, please consider lowering the prices (halfway between peak and off-peak) instead of using the peak fare all day. I think you are marketing this very deceptively. When I used the budget tool, my fare would increase by 5 cents and while I do understand the need to raise fares, I'm surprised that you're using this strategy get there and to not expand upon the fact that your raising prices all day. Service levels don't justify you using the former 'peak' fare all day. Thank you for your consideration and please be more clear about this in your communications.	Metrorail Simplified Fares
It would be really bad to get rid of off-peak fares and make everyone pay peak fares. This would double fares for lots of people. I would be less likely to use metro if it costs $13 to get to DC round trip versus right now only $7.70 off-peak. New trains would be amazing if they had open gangways. The improved frequencies will be great if there is a train every 5 minutes or less downtown.	Metrorail Simplified Fares
I've always thought that Metro should retain peak and off-peak fares, but structure them differently for different stations. The evening peak period for trips through Metro Center station, for instance, is much later in the day than the peak period for L'Enfant Plaza.	Metrorail Simplified Fares
Please make all busses in the district free	Metrorail Simplified Fares
I am absolutely against raising off-peak fares that would hit suburban riders like me. My most common trip is between Union Station and Wheaton during weekday midday times, and under this proposal, my fare would go up well over $1, which adds up over the long term a lot. I'm fine with keeping peak vs. off-peak fares different as long as my off-peak price doesn't go up too much. I'm a college student without a car so I rely on Metro to get around the area and I'm sensitive to price. While I don't qualify for any SNAP benefits so I will never get discounter transit, Metro should still consider the impact that jacking off-peak suburban fares will have on riders who have more of a choice whether to ride Metro or drive. Jacking off-peak fares to the level already seen with peak fares is simply terrible for Metro's ridership recovery. I'm fine with raising rail and bus fares across the board around 8% since it seems reasonable considering inflation since the last fare hike in 2017. A $2.15 base fare for both bus and rail with peak rail fares rising to $6.50 and off-peak going up to $4.15 is fine. Just please keep weekday midday travel less expensive.	Metrorail Simplified Fares
I am not in favor of increasing the maximum fare to $6.50. I live on the western end of the Orange Line, and my fare would substantially increase under this fare proposal.	Metrorail Simplified Fares
While there should be no distinction between peak and off peak hours, you should not be increasing from off peak fares. You are increasing the cost of taking the metro which is not financially viable for most of your riders	Metrorail Simplified Fares
As a district of columbia government employee, I believe that free rail fare should be given to individuals working in the district of columbia government.	Metrorail Simplified Fares,

Written Comments	Category
	Miscellaneous, Rail
I rely on the Metrorail and Metrobus to get around the city and, while the increase of rates during what are now off peak hours will impact me, I believe that overall, if these changes will increase service it'll be really helpful.	Metrorail Simplified Fares, Bus Service
Given the wording in the survey, it sounds like WMATA plans to extend the current peak pricing throughout the entire day. This would result in drastic fare increases. If WMATA wants to alter it's fare scheme, I would suggest a zone based system similar to Berlin's. Further, given free transfers between Metro and Bus, I think WMATA should heavily consider redesigning the bus network to serve primarily as shuttles to a Metro station and crosstown orbital routes, which could decrease bus operating costs and lessen the need for bus drivers.	Metrorail Simplified Fares, Bus Service
By removing peak/off peak pricing you're just making commuting more expensive. Metro already computes your fare so why bother simplifying? Making metro more expensive without fixing service and safety issues will not encourage anyone to continue using the system. We need the 7000 series back, but you're instead focusing on increasing prices. Higher prices will continue to encourage fare evasion. None of this proposal does anything to fix current issues with metro. You should focus on maintaining a consistent schedule and not injuring passengers. Packing more trains into a schedule then turning them around mid line at Mt Vernon Square is obnoxious. Please just try to make the system usable first before having grand ambitions.	Metrorail Simplified Fares, Capital Construction
I am glad to see Metro taking steps to improve service while also lowering the base fare - I know that is a difficult thing to do. I am coming into the office 2-3 times per week, so it's good to see train service getting better even though ridership is still far below pre-pandemic levels. I wish that Metro would present a clear, comprehensive root cause analysis for the wheel/axle issue with the Series 7000 railcars.	Metrorail Simplified Fares, Capital Construction
I believe that the base fare should return to 1.50 per rider. Additionally, the fare machines should be able to take card on both sides of the gate. I believe that this would aid in decreasing the hopping of turnstiles when leaving stations. Minimally, yes, but still an aid.	Metrorail Simplified Fares, Capital Construction, Fare Gate Evasion
“Simplifying” the fares has the negative effect of increasing the cost of most trips people take. This is not how you fix the issue of fare evasion.	Metrorail Simplified fares, Fare Gate Evasion
Changes in fares is an insult to paying customers who ride with and witness people not only not pay but don’t even bother to have a fare card. I have to pay for a non paying patron. Not good and not fair.	Metrorail Simplified Fares, Fare Gate Evasion

Written Comments	Category
Please do not increase fares. Make sure everyone pays their fare and not jump the faregates.	Metrorail Simplified Fares, Fare Gate Evasion
I strongly suggest the following: 1. one rate for all metro rides, like in NYC. For example, 2 dollars gets you all the way from Huntington to Dulles, or from L'Enfant to Foggy bottom. Otherwise you're punishing people who can't afford DC housing prices and have to commute in. 2. Anti-fare skipping measures that don't rely on cops, like the full body turn stiles in NYC. I think the new fare machines were a massive waste of money without automated fraud prevention measures	Metrorail Simplified Fares, Fare Gate Evasion
I pay for the metro every single day, and spend way more than I can afford just to get from Bethesda to Farragut North, meanwhile every 4th person I see is jumping the gates and not being charged at all. If we could find a way to make the prices more acceptable for those of us that pay, and require everyone not paying to pay the lower price as well, it seems more fair.	Metrorail Simplified Fares, Fare Gate Evasion
As long as metro remains convenient and inexpensive you're doing the community a service. expensive peak prices does most of the community a disservice and encourages fare evasion	Metrorail Simplified Fares, Fare Gate Evasion
An interesting article I found about the reasons to be skeptical of fare-free transit, including riders' low prioritization of fares and the lack of funding to increase transit quality: https://www.theatlantic.com/ideas/archive/2022/12/washington-dc-free-bus-transit/672407/ I don't mind paying fares if it helps keep Metro running. Compared to free fares, I don't even mind folks jumping turnstiles or hopping on buses without paying. I *am* bothered by these things, mind you; but I think throwing our hands up and saying "all fares should be free" is actually *worse* than the status quo, which is currently "pay if you like".	Metrorail Simplified Fares, Fare Gate Evasion
This is just a huge increase for me. I pay to ride the train and park at a station while people jump the gates, so you increase the cost of riding metro for those of us who can't afford to live in the city. This just goes up for me and a small increase in train service. It will be cheaper for me to drive. I prefer the train but $16 plus dollars a day and no guarantee of on time service is just too much.	Metrorail Simplified Fares, Fare Gate Evasion
I oppose an increase in metro fares. My fare from Silver Spring to the places I travel would increase. Because of that, I would reduce my time on the train and increase my bus usage. I don't blame metro but it's unfair - in my view - to pay higher fares when everyday I see people jump the gates. I also don't want to pay higher fares until service improves (on the train, smokers (weed/cigarettes). I know some folks don't pay because they don't want to. For example, two women entered at Metro center - pushed through the gates laughing (after one not paying) and yelling reparations. I get station managers and bus drivers not wanting to - and they shouldn't have to - chide people for not paying, especially when things have/appear to have gotten more violent. I hope metro's fare warnings, low-income programs, help. If they don't, the region should absorb the cost of the lost revenue, not metro. If we are in this together then everyone should shoulder	Metrorail Simplified Fares, Fare Gate Evasion, Low-Income Fare Program

Written Comments	Category
the responsibility in some way. In short, don't put the burden on customers directly but on the jurisdictions and let them find a way to - if they do desire - to recoup the lost revenue.	
I am concerned about the cost of my commute going up. Also, I am concerned that even those who would be eligible for the low income program would not take advantage of it because they don't want to sign up for SNAP. I wish there was a different proxy for low income that we could use to make sure the program was open to more folks. Could we add other safety net programs to the list and if you belonged to one of them, you could also have the benefits of the metro low income program?	Metrorail Simplified Fares, Low-Income Fare Program
I am concern about the free fares and how the system will run without money	Metrorail Simplified Fares, Low-Income Fare Program
Lowering fares and increasing service is a powerful first step in improving metro's reputation as a cost effective and reliable form of transportation.	Metrorail Simplified Fares, Low-Income Fare Program
Please don't not increase the peak hour fare, it will have significant impact on those who are above low income and below middle income. We take the hit the most.	Metrorail Simplified Fares, Low-Income Fare Program
Fares should be reduced. With this proposal it is now more expensive to take the metro to work and is not affordable or sustainable for this who travel daily	Metrorail Simplified Fares, Low-Income Fare Program
Please keep the fare low and affordable, especially for peek hours	Metrorail Simplified Fares, Low-Income Fare Program
I'm not sure of my comments right now. I need to study more of the situations. I'm a regular Metro Bus and Metro Access eligibility program.	Metrorail Simplified Fares, Low-Income Fare Program
All Metrorail fares should be synchronized, regardless of distance traveled. Monday through Friday, opening to 8pm: $6 Monday through Friday, 8pm to closing: $3 Saturday, Sunday and All Holidays, opening to closing: $2 Senior and disabled fares: $2 regardless of distance traveled.	Metrorail Simplified Fares, Low-Income Fare Program
What fare changes are anticipated for senior fares?	Metrorail Simplified Fares, Low-Income Fare Program

Written Comments	Category
Keep prices the same or lower them. It's so much higher than even NYC! Please add the low income program and consider extending free bus service to Virginia as well. Like the DASH bus in Alexandria, it's such a valuable part of the community.	Metrorail Simplified Fares, Low-Income Fare Program, Bus Service
Eliminating peak/non-peak fare pricing and increasing the maximum fare to $6.50 represent significant increases in Metrorail fares for many riders. The change in the fare rate to $0.40 per mile, when it is currently only $0.33 per mile during peak hours and $0.24 per mile during non-peak hours, is rather alarming, and this change in the fare rate should have been highlighted and subject to feedback in this survey. Metro should not pursue such an increase in fare rate, as it would make Metro pricing even more inaccessible; many riders who rely on Metro transportation already find the rail fares to be quite high, especially compared to other rail transportation systems in major US cities. For example, a single ride on the Chicago Transit Authority's rail system with up to 2 transfers would cost no more than $2. The proposed budget's 50% decrease in fares for those who receive SNAP is laudable. However, there are also other low-income populations who may not be captured within the population of SNAP recipients. For example, families that are just above the eligibility cut-off for SNAP may still struggle financially although they do not qualify for SNAP benefits. Under Metro's proposed FY24 budget, these populations would not qualify for the Low-Income Fare Program and would have to pay fares at the new pricing levels, which would represent increases for many riders. In order to truly service low-income populations, Metro must be more thoughtful in proposing more comprehensive and affordable fare pricing. Finally, many Metrorail stations have elevators that are old, slow, or frequently broken down. Well-functioning elevators are critical to ensure that Metrorail is accessible and efficient for those who have limited mobility, including those with disabilities, elderly, pregnant people, and those with luggage or other large items. I believe elevator renovations should be a central focus of Metrorail station improvements in the coming fiscal year.	Metrorail Simplified Fares, Low-Income Fare Program, Capital Construction
How does the DC government plan to pay for the free bus service within the District? How does Metro intend to cover the cost of the proposed Low-Income Fare program? Don't the customers already receiving benefits? I see a lot of riders evading paying metro fares, what is metro doing to stop this behavior beyond posting signs? This is not fair on customers who diligently pay metro fares.	Metrorail Simplified Fares, Low-Income Fare Program, Fare Gate Evasion
Very much in favor of making public transit free (or at least more affordable). But it's hard for public to give meaningful comments in the detail asked of this survey. For example, I have no idea if the increase to $6.50 is justified by the costs associated with running the lines deep into the suburbs. I have no idea whether it's worthwhile to run buses every 20 minutes at 2am on a weeknight. If the result is just empty buses, that's obviously a waste. Finally, a major priority of mine is that the trains and buses are safe and pleasant to ride, as well as affordable. If 24 hour free bus service just means buses will be a place for people to hangout or sleep (because there's no enforcement), it might be a waste if legitimate travelers don't feel safe using it.	Metrorail Simplified Fares, Low-Income Fare Program, Rail, Bus Service
it costs too much right now, especially if you add parking to it.	Metrorail Simplified Fares, Miscellaneous

Written Comments	Category
Do not punish Maryland and Virginia Commuters by not only increasing the cost of trips but also ripping off people who commute during less frequent hours under the guise of 'simplifying fares'. This is a cash grab at the expense of people who can't afford to live in DC but do work here. If you want to get your budget under control you don't do it by lashing out against people who are the main economic force of the city. This will mainly impact blue collar and hourly workers who don't make 6 figures a year. Those people are already driving in and adding to the congestion in the city streets. Find a different way to fix your bloated budgets.	Metrorail Simplified Fares, Miscellaneous
Institute $2-4 Flat Fares per trip. You are price gouging customers who have to travel longer distances with inconsistent service. All fares should be the same price point. Increase service on the Maryland portion of the Orange/Blue Lines during the Morning Rush Hour. It is unacceptable to have 12 minute headways between trains during the morning rush. The proposed 10 minute headways is not enough. Metro is too expensive for such poor quality service. Treat the Orange and Blue like it's the Red Line and provide adequate service to and from Prince George's County. Trains need to run every 6-8 minutes from Largo/New Carrollton.	Metrorail Simplified Fares, Rail
I am broady in favor of the budget proposals presented for public comment. In general, I am happy to see that COVID-era demand suppression has not impeded WMATA's plans to expand service and lower fares. I hope and trust that these proposals do not endanger WMATA's financial future. Given this indeterminately long era of suppressed demand, I worry about the long term fiscal health of WMATA and other transit agencies across the DMV. I think the fare changes offered for public comment are generally good ideas. Transit riders are famously price inelastic and with the high cost of tolls, fuel, parking, and rideshares, people are not going to drive because of a 50 cent difference in cost. It is the expansion of service therefore that has me most excited. I think that WMATA should try to convert as many riders as possible into monthly passholders through pricing incentives. This model will have the dual effects of encouraging customers to ride more and generating more consistent revenue. If possible, use the scheme implemented by New York City Transit where customers are no longer charged after threshold of rides has been reached in a calendar time period. Otherwise, use transparent pricing and app interfaces to encourage a 'subscription' model for riders. Something not mentioned in the budget is Transit Oriented Development. I understand the limitations that WMATA faces and that zoning, tax levying, permitting, and the like fall under myriad layers of local governments WMATA today doesn't have the power or authority to foster public-private partnerships with developers and local governments. That said, it is crucial for the long-term survival of WMATA to foster these partnerships where possible to generate revenue and increase ridership. I think the DMV does a great job already developing near transit centers, but more growth is definitely possible. The farebox recovery of heavy rail transit is only viable when a very large number of customers use it. WMATA and local government should encourage developers to densify along transit corridors and to finance bus and station improvements near their properties. Doing so is crucial to maintain the fiscal solvency of WMATA and to ensure that the DMV remains an affordable place to live and do buisness.	Metrorail Simplified Fares, Rail

Written Comments	Category
The fare structure while an improvement in some ways, is still a shenanigan. Especially compared to the fare zones extant in other transit systems around the world. I can understand having an increased fare for certain express buses and airport stops to cover the cost of such services. I would also like to push for something resembling 24 hour Metrorail service to make this system truly serve everyone whether it is travelers getting to the airports in the early morning on the weekends or folks working the night shift just trying to get home.	Metrorail Simplified Fares, Rail
Metro is such a vital, critical and necessary transportation system. It is is key/important to keep fares reasonable and the system accessible to maintain and/or increase ridership. With that said, fare differences in peak and non-peak are logical and necessary. Ridership should be less during non-peak. Also, frequency and number of trains should align with 'typical' service levels. However, I am in favor of changes that provide overall improvement to the system.	Metrorail Simplified Fares, Rail
It's not clear what the result of making all of the fares the same will be: are you making all fares equal to peak fares, all fares equal to off-peak fares, or will there be a new fare calculation? I'm comfortable with an average increase in fares ONLY IF it includes an increase in service; please increase the fare enough to cover the increased service. I have a long Metro Rail commute, so Yellow line trains (not green or yellow, but yellow specifically) arriving every 6 minutes is a hugely positive change in my commute and I'm looking forward to that improvement. If fares increase without an increase in service, I'll use a faster non-Metro alternative as I did through most of 2020 and 2021.	Metrorail Simplified Fares, Rail
To begin with, I appreciate the effort WMATA invested in informing the public of its proposals for growth. However, the presentation of these proposals is lacking in one key area: the increase the per-mile charge for trips over three miles. This component of the proposal was not listed anywhere on the physical flyer I received and took me 15 minutes of digging through the website to find. After calculating several new fares, I realized that most of trips would cost more than they did previously. While I like the simplified methods of calculating fares and understand the need to increase fares to offer more frequent service, this concealment of charge calculation is dishonest. Metro should be more upfront about this fare adjustment that is, for many, a fare increase. On the subject of Metro service, I am generally satisfied with the quality and reliability of the metro when I have needed it for commutes or leisure travel. I would primarily suggest that the Metrorail travel faster, as that would allow for more frequent service between stations without increasing operating costs as much. This would also draw more riders; I have several roommates who would take the Metro from Bethesda to Dulles for flights if the trip length was closer to an hour than an hour and a half. I would also suggest that another primary focus for Metrorail be the avoidance of unplanned service gaps between stations. One night I boarded a train at Union Station bound for Shady Grove but the operator announced that the train would stop at Farragut North. Security directed us to board a bus outside the station but the bus could not hold nearly all the people who left the train. The wait for the bus took nearly an hour and many people took taxis or Ubers. Immediately after getting on the bus, we heard that train service between Farragut to Friendship Heights had resumed which prompted some to run off the bus and back into the station. If I was a first-time Metro rider, this experience would prompt me to never ride again. I understand incidents happen, but investing capital in preventing these outages in the future should be a number one priority. On the	Metrorail Simplified Fares, Rail, Bus Service, Capital Construction

Written Comments	Category
Metrobus topic, I strongly support free bus fares in DC. Bus fares should be free everywhere for numerous reasons from the ease of access for low income riders to the quicker service possible when bus drivers do not need to collect payment. I would be happy to pay slightly higher taxes in order to live in a region with free bus service everwhere. Please collect quality data on the inevitable improvements that will come from free bus service in DC so that we can convince Maryland and Virginia to continue free bus service into their regions in the DC metro area as well. Turning to the capital budget, I wish I could offer more detailed insights to the budget propositions but I have not seen any of the other outlets for spending that did not make it to the final proposal. While rail maintenance is not the sexiest way to spend money, it is extremely UNsexy when there is not enough of it and cars derail. I fully support increasing the budget for rail and car maintenance in order to achieve greater reliability and safety. Another critical area for investment is station infrastructure, and I am glad to see that this was a topic in the budget proposal. One escalator at Tenleytown was out of commission for the entire semester I was there as a visiting student and one of the two escalators at Rockville station has been out of commission for at least the past two months (possibly longer). It is unclear why these escalators are in a non-working status for so long; please make this a priority in station infrastructure spending. Moving to the parking end of the budget investment, I am glad to see the solar canopy proposal for carports as this will be a small step toward achieving green energy goals. However, this enterprise has an upper limit to how 'green' it can truly be since cars are inherently environmentally destructive. Even electric cars still add to environmental waste through their production, maintenance, and energizing. The truly environmentally sustainable way to build transportation is not through building parking garages next to mass transit, since this incentivizes commuters to still buy cars and drive on roads to get there. While many Metro stations already have high density housing nearby, there are several stations surrounded by low-density suburban housing, acres of parking spots, and/or undeveloped land. Instead of building more parking by stations, we should invest in Transit Oriented Developments (TODs) for housing, as this allows people to directly walk/bike onto the Metro without needing or wanting a car. People living in TODs also function as the most reliable customer base for fares. Thus, for the health of local communities, the environment, and Metro's financial health, there should be a portion of the capital budget going to cooperating with developers to survey and construct TODs where space is available or acquirable. In conclusion, I still love the Metro and will continue to ride it and bring my friends on it as well. There is always room for improvement and I am happy to pay a higher price for greater speed, reliability, and safety (but please be honest about what is likely a fare increase). I am optimistic about what Metro can achieve through this capital plan and the vibrancy it can bring to society as a whole. If you have any responses to my comments, you can reach me at [redacted] Thank you again for soliciting feedback and providing an exceptional transit experience for my time here in the DMV.	

Written Comments	Category
The new fare proposals are good. The low income fare program should be expanded to Medicaid recipients and enrollment should be made very easy. Additionally, a kids ride free program should be introduced systemwide (and one that is simpler than DC's current KRF program). Metro should also redesign the passes to align with pandemic era commuting patterns. The program should be like most European fare systems where nearly every regular system user has a monthly pass. Metrobus: Stops should be more widely spaced and non-American, modern buses should be purchased that are 100% low floor with 3 doors and all door boarding. Trolleybuses are also a good idea instead of just CNG and BEBs. More bus lanes, signal priority, and off-board fare collection would also make buses faster. The nomenclature of routes should also be simplified so that you can tell the service pattern of the route based off its name (for example, if a bus ends in N its a bus that runs at night or if it ends in L it's a limited bus). For Metrorail, priority must be placed on working with the safety commission to return all 7000 series trains to service. The current situation is untenable. Focusing singlemindedly on increasing ridership is the way to save the system. Looking forward, better ongoing maintenance, training, and safety culture will be important to build. Furthermore, WMATA should focus on expanding core capacity by returning more turn backs like the Silver Spring and Bethesda ones on the Red Line plus adding potential new ones at places like Fort Totten and East Falls Church. Looking further forward, as WMATA plans to order 8000 series trains, it needs to order open gangway trains with additional doors to accommodate faster alighting of passengers and additional capacity for riders. Finally, looking far forward, new capital programs to build a second Blue Line tunnel through DC are a worthy plan to relive congestion on the bridge from Rosslyn to Foggy Bottom.	Metrorail Simplified Fares, Rail, Bus Service, Capital Construction
Reduced fare cards (disability) need to go digital - I'm surprised there was no mention of this anywhere since this is something that should have been done years ago to be in line with other Metro card infrastructure that have already gone digital. Greater connectivity needed between Foggy Bottom and Dupont Metro stations (maybe extension of Kennedy Center shuttle?). Alternative to free bus rides (I do not believe it will make rides faster as there will be more stops) would be to see better fare enforcements (too many passengers already ride the bus for free, entering without paying or showing fare cards).	Metrorail Simplified Fares, Rail, Bus Service, Fare Gate Evasion
I would be in favor of charging the same fare for peak and off-peak service if the resulting fare was lower than the current peak fare. Simply raising the off-peak fare to the same level as the current peak fare just looks like a money grab. I would be able to provide better input on your budget if you provided ridership and crowding data to support your proposals to increase train frequencies. Also, one thing I didn't see was whether all the trains will be 8-car trains going forward, or if you still plan to use 6-car trains. Switching to all 8-car trains should be one of your top priorities, even more than increasing train frequencies.	Metrorail Simplified Fares, Rail, Capital Construction

Written Comments	Category
I'm far from a budget expert so I don't think my proposed budget would be great. But overall I'm glad that there seems to be a priority on simplifying/lowering fares, especially for low income folks, and increasing service. To me the focus should be making the Metro a true reliable alternative to other forms of transportation and that will increase ridership and ultimately should (hopefully) offset additional costs in increasing service and lowering fares. I'm also in favor of increasing pressure on the communities in the metro area that benefit from the Metro to increase tax contributions to continue to innovate, improve, and maintain a safe and reliable public transit system that we all benefit from whether we regularly ride it or not.	Metrorail Simplified Fares, Rail, Miscellaneous
The increase in the midday fare makes it less likely that I will use Metrorail when taking family members places. The fare changes would probably not affect my choices when traveling by myself. The increase in train service should be ridership based. Right now, wait times are already good and trains are usually not crowded. Train service should only be increased if they get too crowded. I would appreciate it if bus wrap advertisements were eliminated. Those make it hard to see out of the bus. I wish the 23T bus had more frequent service, but not enough people ride it to make it worthwhile.	Metrorail Simplified Fares, Rail, Miscellaneous, Bus Service
The $2 fare on weekends and after 9:30pm is great. Best thing Metro has EVER done. So I'll give you that. But in order to carry through the rest of your 2024 proposal, make holiday fares also $2. I don't understand why holidays remain at off-peak fares. It makes no sense. Give us $2 holiday fares and your proposal will have significantly more support. I work on weekends and holidays in addition to weekdays, so this makes a big difference for me. If you change weekday fares to one type instead of peak and off-peak, it means you're raising off-peak pricing. While I hardly travel off-peak, it's deeply unfair. And why is service going from 10 mins to 6 mins being promoted as some kind of upgrade? Pre-covid trains were every 3-4 mins on the red line. I went back to work five days a week in May 2021 and it was shocking that I had to wait so long for a train and pay the same fare. And let's not even get into the incident with the 7000 series trains being removed. It's unacceptable that I have to wait 9 minutes for a red line train during rush hour. I won't get used to it or pretend this was how things were. In order to raise prices, the service must be WORTH IT. Frequent, on-time trains which offer a SAFE ride. I don't know know anyone who has felt safe on metro after covid. My entire office - all 24 people - drive into work downtown. I am the only one who still takes metro. The others say it's dirty and unsafe. Out of all of them I'm the one that's lived in DC the longest and seen the craziest things on Metro (and been in danger). Please address this. I pay $3.55 each way every day and it's so not worth it.	Metrorail Simplified Fares, Rail, Safety/Crime
The metro fair needs to be more affordable. Even with the base rate lowering, I will still have to pay more for a monthly pass and/or per trip. Additionally, my biggest complaint is that Metro needs to offer trains after 1am on weekends (Friday and Saturday). Depending on where you live, it could take more than 1 hour to get to your destination. That means you would have to cut any outing short if you want to take the metro home despite nightclubs staying open past 3am. Having extended hours of operation on the weekend would increase my likelihood of using the metro and keep more people safe if they have been drinking because they can count on having transportation home.	Metrorail Simplified Fares, Rail, Safety/Crime

Written Comments	Category
The increase of frequency is great and fares is fine for the most part. Weekend fare of 2 dollars is good. It would be nice to maintain the metro better to lessen service disruptions like signals, track issues.Smart benefits should be with companies in DC area.	Metrorail Simplified Fares, Rail, Support
Treat all riders well. Ensure our safety, fair pricing, clean buses, trains and facilities.	Metrorail Simplified Fares, Safety/Crime
With a more flat distance based fare structure I am more inclined to use a 3-day MetroRail pass for my trips with more value added vs pay by cash value via SmarTrip. I'll explain more later, read on. For the question where 'how would this effect my likelihood of taking MetroRail' I indicated no change across the board. I exclusively use MetroRail and MetroWay when I visit the DC region and travel. I live in Philadelphia, PA and take 'mental health' trips to the DC region because I love riding the MetroRail network so much and it helps me relax and calm down from daily grind of life. All of my hotel stays are at Marriotts or Hyatts within easy walking distance to a MetroRail station, whether Tysons, Court House, Crystal City, etc. I also have a burger addiction so I have hand-picked restaurants and burger joints throughout the MetroRail network I can walk to from a MetroRail Station. The only complaint I have on the system is the same I have at home in Philly on SEPTA. Eliminate the damn smokers contaminating subway platforms and railcars with their suffocating stench of everything from weed, joints, cigars, cigarettes, and any other burned tobacco/nicotine product. Although I admit MetroRail usually is much better than riding the el(MFL) and subway(BSL) in Philly on SEPTA.	Metrorail Simplified Fares, Safety/Crime
fare decisions should flow from changing human behavior & solvency. re. fare simplification... simplicity is good, even at the expense of a la carte. but perhaps make it clear cost vs. price? (think '$6.50 (a $12 value!)') re. rates, we want to get people of the roads. until metro substantially cheaper than driving outofpocket (like 30% cheaper), that's not really taking root. please pressure the cities to subsidize aggressively . re. service hours should be driven by cost feasibility, not hooray politics Re. metro4DC... we have a severe public behavior problem at present, and no political will to confront it. without dramatic improvements in in-system behavioral demands, this turns the bus fleet into a refuge for drug addicts, lunatics, criminals. free is fine IF one has to act right. think the rural 'no shoes no shoes no service'. that was their problem. ours is *no sobriety, no sanity, no civility, no shower*	Metrorail Simplified Fares, Safety/Crime
I think the flat fare should be tiered and be a $2 for inner core trips and then a second tier of $3 for longer distance trips. I get the reasoning but the cost should be slightly different for trip from Ashburn to downtown versus going from union Station to Dupont. The other initiatives on fares are good and appreciate the simplification.	Metrorail Simplified Fares, Support
Try to lower fare to $2 dollars every day and free on the weekends and holidays Have trains run later on Sundays Try to keep metro open late after DC sporting events including Dc Defenders, DC United and Washington Spirit games	Metrorail Simplified Fares/ Rail
I am concerned that changes to the base and max pricing will discourage people from taking metro and contribute to more car traffic. $6.50 max is so high especially when that same trip on the weekend would only be $2; it seems to punish commuters to make things cheaper for tourists.	Metrorail Simplified Service

Written Comments	Category
Use more data to figure out how to save money to keep the systems float	Miscellaneous
These proposals would make Metro so much more accessible and hopefully reliable, and I think that would increase rideability for younger people who might often make the choice to use Ubers or Lyfts	Miscellaneous
I would like to suggest to provide discounted fares to students as well!! It would be helpful	Miscellaneous
Public should be affordable to everyone rather being unaffordable because of the high prices	Miscellaneous
More frequent trips would make my life so much easier, thank you WMATA!	Miscellaneous
Stop expanding. Focus on what we have. Clean the stations...like power wash everything. Same with bus stops. Make the areas that paying customers use clean and safe.	Miscellaneous
The fair is too expensive	Miscellaneous
Improve the attractive appearance, safety and reliability to make metro more appealing and popular as a mode of transport	Miscellaneous
Metro is not perfect but I appreciate the option of having it, vice driving! And I'm a senior citizen, and appreciate the senior fare card, tnx	Miscellaneous
Cleaning of metro rail card and busses are important.	Miscellaneous
To ensure that public transit is accessible to all residents of the DC metro area, Metro should mandate masks on all Metrobuses and Metrorail and provide free masks to riders so that they can comply with the mandate.	Miscellaneous
I very much support Metro's proposal and hope all the changes get passed. Thanks for giving residents an opportunity to weigh in on the process. Please seriously consider the feedback as you make final decisions.	Miscellaneous
I am for any changes that benefit district residents and largely opposed to using DC funds to benefit residents of VA or MD.	Miscellaneous
There’s not enough context to the questions about what the alternative to these choices/this budget would be	Miscellaneous
j	Miscellaneous
Our Metro system is deplorable along with the executive team at Metro.	Miscellaneous
I think the proposals are so they should put that in effect thanks for making traveling easier for the citizens of United States	Miscellaneous
That last question was impossible to do	Miscellaneous
The biggest determinant on whether or not I will choose metro is frequency and reliability. I will almost always opt for metro if it is available but not if wait times are long. I use the metro less when it is less reliable.	Miscellaneous
I appreciate the opportunity to comment	Miscellaneous
I hope it will save me money!	Miscellaneous
Side note, I use Silver line to and from Herndon - McLean. All 4 bathrooms are out of service in Herndon , really?	Miscellaneous

Written Comments	Category
Tjfvhj	Miscellaneous
[redacted]	Miscellaneous
This is pretty technical to expect informed opinions. The fare and service proposals all seem reasonable, but hard to know if they are being traded off against something else. I don't have a good sense for where to best spend the capital budget.	Miscellaneous
There are a lot of changes to the survey I would make for the fare initiative. The scaled questions are biased and clumped in a way that makes the questions confusing. Also, the ballot support questions presume I answer all of the questions yes or no for all questions limiting my baits provide clear feedback for support or non support. I think a survey redesign will help you better understand who is supportive, who is not supportive and why. I work at Gallup, we specialize in creating custom scales for organizations so they can get more responses and get better insight from respondents. Contact us and we will help you gain actionable insight for better outcomes. Www.Gallup.com	Miscellaneous
N/ A	Miscellaneous
I believe expanding mass transit opportunities is a good idea. Be careful to ensure quality and safety as you grow because rebuilding a reputation is difficult and easily sabotaged. I hope it works as planned.	Miscellaneous
Please increase metro cars cleaning and air filter changes. Otherwise, good service.	Miscellaneous
I would be able to provide better feedback if the survey had the necessary context for certain questions. For the peak vs non peak question, I was unsure if the price would get raised or lowered, for example.	Miscellaneous
It's about time. Talk to DC council to get some tax revenue/surcharge on junk food, CBD/Weed products/paraphernalia, soda items and fast food.	Miscellaneous
In addition to the low-income fare program proposal, another subject that needs attention is the demand for affordable housing developments within close proximity and provide easy accessibility to Metro stations and bus stops. This is especially important for residents without personal vehicles and have to rely on public transit to get around the area. One example of such a development is an affordable housing complex next to the New Carollton station in Prince George's County, Maryland. With homelessness and high cost of living being an issue in the area, funding for these affordable housing developments near Metro stations and bus stops should be another top priority which could further increase ridership and demand.	Miscellaneous
I use Metro daily. Changes would allow me to use more of the metropolitan area.	Miscellaneous
Make metro affordable and more accessible	Miscellaneous
Public transportation should be free and accessible	Miscellaneous
In general, a free metro rail system for commuters.	Miscellaneous
Any no change answers I selected should be instead irrelevant because the proposals don’t effect the route I take	Miscellaneous
PLEASE SEE SEPARATELY E-MAILED DOCUMENT FROM [redacted]	Miscellaneous

Written Comments	Category
Hello since I been riding the train and try to add my money to my card 2 times in a week and the medication take it and I been emailing about that and know one contact me about it so how can metro help people when they closed money	Miscellaneous
Nothing	Miscellaneous
N/A	Miscellaneous
I chose not to answer the last question, because it felt like a futile exercise. Without a sense of scale for each capital proposal and and the priority for timelines on each, I feel wholly unqualified to answer this question (and feel the same about anyone else answering this survey).	Miscellaneous
Underutilized land and parking lots around metro stops should be developed into housing without on site parking (Or a low ratio). The population would grow around these stops and increase ridership over time.	Miscellaneous
Please put more toward making sure metro doesn't fall off the FY24 fiscal cliff!	Miscellaneous
It helps to travel	Miscellaneous
None	Miscellaneous
This survey was designed to get too narrow of responses. How can we say if we accept any of these if we don't know what the other options are? The results will not be reliable for making decisions. I hope you didn't pay a company to help you design the survey; it feels like an intern came up with it.	Miscellaneous
Metrobus and Metrorail need to be viewed as connected when investing, scheduling, and pricing. Travelers are more likely to rely on transit over cars/rental vehicles if there are more coordinated/seamless travel options throughout the area. Mass Transit should be subsidized to correct for market biases in favor of private vehicle transportation, so this investment should be a priority for the long run health of development/transportation in the Capital region.	Miscellaneous
I think there really should be a strong consideration of providing an app that accurately demonstrates the times metro and metrobuses will be arriving at stations/bus stops.	Miscellaneous
Keep up the good work, WMATA!	Miscellaneous
Use Metro Access daily	Miscellaneous
Will there ever be a consideration for Dc employees to atleast get a discount on the fares	Miscellaneous
As long as it fits with the demographic dynamics!	Miscellaneous
Train your employees to have a better customer service and less attitudes. More cleaning at the station	Miscellaneous
Nothing	Miscellaneous
All of the goals in the last page are important but definitely maintenance to the rail cars and buses and para transit vehicles. Maintenance not only in technology but hygiene and even security.	Miscellaneous

Written Comments	Category
Free rides for verified students	Miscellaneous
I believe along with all the proposals that keeping the metro stations ,buses and trains clean is important. There also should be plans to plant trees and shrubs at stations such as New Carrolton to help with the environment.	Miscellaneous
Fairness in budget, good service, at least price is my motto to everything.	Miscellaneous
Na	Miscellaneous
I like the proposals. Not related specifically but helpful: If the machines to exit out of metro would accept credit/debit in addition to cash. I do not carry cash and this would be helpful. Thank you.	Miscellaneous
Please make the disability farecard digital! I am forced to use my plastic but would be able to use Metro a bit more if I could use my smartphone instead.	Miscellaneous
Metro work to repair broke down escalators takes much too long! I've seen escalators remain out of service for months, when it seems it should be a simple fix that could be done in a few days!!	Miscellaneous
I'm excited about these proposed increases in service. Thanks.	Miscellaneous
-open Paratransit rider eligibility to all older adults -prioritize vehicle electrification	Miscellaneous
Ok with me	Miscellaneous
Even though effective this compant needs renovation	Miscellaneous
I have nothing more to add.	Miscellaneous
I need more money because that's not enough.	Miscellaneous
Do not subsidize anyone because their income level isn't high enough or socioeconomic situation appears unfavorable. This type of subsidization would be equivalent to stealing from taxpayers/economic contributors to reward those who choose to put forth little effort and who do not contribute economically. Incentivizing a lack of work ethic sends the wrong signal and is detrimental to everyone.	Miscellaneous
Until Metro enforces AND solves the homeless problem and the weed smoking all over the trains, I wouldn't support any type of fare increases.	Miscellaneous
no thoughts at this time	Miscellaneous
Recommend discounting public input on budget priority. Even as a relatively well-informed rider who's looked at the budget in the past, I don't have a good memory of current CAPEX to base my opinion on relative to perceived need.	Miscellaneous
DIDN'T SEE A PRPPOSAL FOR FUNDING FOR THE CLEANING OF THE METRO STATIONS AND BUSES.	Miscellaneous

Written Comments	Category
I think in addition to the proposed Budget, there should be a yearly audit of WMATA's financials in regards to the CIP, to ensure accountability in the process and to reduce fraud and wasteful spending.	Miscellaneous
Allocate the capital budget where it has the largest effect on reliability and service for the largest number of customers.	Miscellaneous
I did not like that I couldn't opt out of the last question with percentage allocation of budget toward different projects without restarting the survey and going to the beginning. I would have to be more intimately familiar with operations and costs to answer the question. So my answer to that question should be disregarded.	Miscellaneous
They need to add bathrooms to stations.	Miscellaneous
My name is [redacted]	Miscellaneous
I think you should also update exit fare machines to accept cash	Miscellaneous
None	Miscellaneous
Please provide public restroom in several metro train station	Miscellaneous
Nada	Miscellaneous
N/A	Miscellaneous
Need to improve accessibilities	Miscellaneous
One aspect I recently saw a poster about is...: DEEP CLEANING THE FLOORS IN EVERY STATION AS AN ONGOING PART OF HEALTH & HYGIENE! THERE MUST WAYS TO DO THIS, CHECKING ONLINE OR/WITH COLLEAGUES INTERNATIONALLY HOW THIS IS DONE & FUNDED. THANK YOU FOR TRADING & PROVIDING AN EXCELLENT SERVICE AS SUCH.	Miscellaneous
I have no idea in my percentages on the last page, so please disregard my answers on the last question.	Miscellaneous
Send it to me later I'm LOST	Miscellaneous
Generally speaking, I like the proposals although some of them don't affect me directly. I would appreciate more information on what eliminating peak pricing and having free bus service in DC would entail. Is this sustainable?	Miscellaneous, Bus Service
SOS- WMATA management and oversight has always been a problem over many years. It has had a dysfunctional and unreliable operations is the current structure. It is too expensive for middle class that are not subsized federal workers. Buses pollute and Metro bus drivers are reckless. The survey focuses only on low-income versus middle income riders and this illustrates the Marion Barry culture which is the core problem of WMATA.	Miscellaneous, Bus Service, Safety/Crime
I know there's probably nothing you can do, but the metro smells like pot now. I've been riding 16 years. The pot smell is really bad at times. And, I do watch local news and read local news. Rising crime on the metro does disturb me, but I personally have had no issues with crime in my years of riding metro.	Miscellaneous, Crime/Safety

Written Comments	Category
The budget allocation question is silly! How on earth do you expect anyone to answer this without knowing how much different items cost. And forcing people to answer the question means you will get a lot of ridiculous answers (like mine, just putting 100% on one item to get through it). - Free buses and cheaper base fare is great: how will u sustainably fund this?	Miscellaneous, Metrorail Simplified Fares
Lower the cost of daily parking fees would also encourage more people to take the rail option. As a regular commuter on a Blue line (Franconia-Springfield station), there are still plenty of parking spaces at the garage. Lowering parking fees would probably maximize the parking spaces and encourage more riders to take public transportation, promoting less carbon footprint, traffic, and vehicles on the road. While ~$5 daily parking fees may not seem like much, this expense can add up pretty quickly.	Miscellaneous, Rail
improved cleanliness within the trains and maybe regular custodial service. GEORGETOWN AND/OR GERMANTOWN METRO STOP(s) PLEASE	Miscellaneous, Rail
Metro needs to stop relying on suburban commuters and shift focus/branding to around the city travel (get to your happy hour fast, run your errands on metro, etc). They need to require Metro transit PD to actually stop crazy individuals instead of hiding at the lower platform in gallery place like they usually do.	Miscellaneous, Safety/Crime
I would like to ensure that all the transit workers, including those employed by contractors with WMATA, receive at least a living wage plus good health and retirement benefits under union contracts. And transit workers should be safe on the job!	Miscellaneous, Safety/Crime
Make fares free for everyone. Everyone should have access to free public transportation in the District. Also remove WMATA police/security, they don't make anyone feel safe. Every time I see a police officer it makes me less likely to use Metro rail/bus.	Miscellaneous, Safety/Crime
More cleaning and the presence of staff for safety purposes.	Miscellaneous, Safety/Crime
Focus on clean energy, community policing, 8000-Series cars, have a good day	Miscellaneous, Safety/Crime, Rail
Please spend more effort efficiently fixing the escalators at union station and Farragut north. Several escalators have been non operational for a while. But overall I really appreciate the plan to speed up metro service, thank you for all your work! I would encourage you to make decisions for investment based on where has the largest ridership.	Miscellaneous, Support
Try to work with BIDs and the zoning board to revitalize downtown DC with new affordable housing in order to boost ridership. Right now, all I see if a void in downtown since many choose to stay remote. Give people more reason to ride metro. Communicate with local groups and developmental firms to create more opportunity around a very depressed city core.	Miscellaneous, Support
Please increase security at stations. Silver line is seeing more people smoking weed and drinking. Had issues with impaired persons on trains late nights	Rail

Written Comments	Category
The proposals will be very beneficial to my daily commute. Metrorail is my number one choice for transit, so any updates are appreciated.	Rail
A yellow turnback which doesn't allow service to the Shaw - Ft Totten segment is absolutely silly! That's one of the most transit-accessible portions of the system. If Greenbelt can't handle them all, then why aren't you looking more seriously into improving turnback capacity at Ft Totten where it would be more useful to the core of midcity?	Rail
Running YL/GR trains every 8 minutes during rush is the best idea. It will keep YL service running past Mt. Vernon to Greenbelt and Metro will not be forced to waste money switching back all signage in more than 30 stations to reflect the change.	Rail
These seem like great changes for Metro. I just hope they can actually maintain them. It's especially frustrating to be charged a peak fare when trains seem to barely run on time in the first place. Adding frequency of service and minimizing wait times will go a long way to making this the transit system that the nation's capital deserves.	Rail
Would really like to see more frequent late-night service for trains; the current delays decrease how often I use the metro.	Rail
If yellow line service must terminate at Mt Vernon Sq., Metro needs to provide ways for Hyattsville, College Pk-UMD and Greenbelt residents to travel to National Airport without having to transfer from GR to YL lines; say for example, redirect some of the GR trains to operate between Greenbelt to Franconia-Springfield.	Rail
Please reduce the wait times in the silver line to less than 6-7 minutes!!!!!!	Rail
I don't think you should consider changing the yellow line until after the bridge project that has shut down the yellow line is over. There is no way to accurately base it off of recent ridership, as people have been forced to take other ways to get to Virginia and the airport. Additionally, Amazon and many other companies based in crystal city are requiring people to return to work, and this change would be bad for many people who would have to take the blue line and transfer.	Rail
I think that the per mile fare increase and the lack of questions about it is frustrating. For suburban commuters it's by far the biggest change. It's nice that the structure is simplified but it's a strict fare increase, not a restructuring. It'd be nice if it was more in line with the existing fare structure, especially since DC is already willing to subsidize the core more. Less riders per mile of track likely does mean higher expenses, but I would think maintenance above ground is less expensive than in the tunnels. I generally agree to prioritize the core, since sustainable ridership growth is the only way to keep or increase funding for metro, and that ridership is more likely to come from the urbanized areas than the sub/exurban areas. Also, the pass products leave something to be desired. Especially since many office workers are no longer in 5x a week there isn't really a compelling pass product. Maybe that's OK with the pricing structure we're stuck on. I guess the general theme is it feels commuters are a captive audience that are frogs in a pot. To be positive, I am a huge fan of the discounted night and weekend fare. It has helped me shift a majority of my trips at those times onto metro. And generally it has been pleasant to ride at these times. I think keeping that in the budget is a big win. It would probably be nice if like tourism taxes could help out metro funding more.	Rail

Written Comments	Category
Cutting the Yellow back would be counterproductive to increasing service.	Rail
Request for metro train stations to open before 5:00 in the morning bcoz there are groups of workers that needs to be at work very early.	Rail
My satisfaction with metro rail in directly impacted by how long I have to wait for a train, the condition of the train (seeing a 7000 series train automatically gives me a boost), and the condition on the metro station. The new metro fare gates and my smart trip in my apple wallet are welcome additions. If some stations were updated (namely better lighting) I would be happy to pay more for the fare. I think a lot of folks are going to be opposed to paying higher fares until they start seeing some continuous improvements from the low that was the past couple years (derailment, removal of 7000 series cars, extended wait times for trains).	Rail
I would prefer if Metro maintained continuous service on the Yellow Line between Fort Totten and Huntington. This is more important to me than decreased wait times on the yellow line.	Rail
Need to get new rail cars. Yellow line back to 6 minutes	Rail
Don’t increase fare which is already expensive. NY subway is much cheaper	Rail
I commute Huntington to Gallery Place. Turning around trains at Mt. Vernon won't affect me, I'd rather have more frequent service. Also, I don't think Metro should reduce peak prices vs non-peak prices because many commuters, like me, are subsidized by the federal govt or their employers. Would that part of the proposal reduce the amount of fares Metro gets?	Rail
I wish Metro would restore Green/Yellow to the pre-pandemic service pattern. Whatever service headways existed on the tracks to Ft. Totten seemed adequate and people move in reliance on the Metro system. Discounting the Yellow Line north of Mt. Vernon disadvantages everyone between Mt. Vernon and Ft. Totten who will no longer have direct rail access to Northern Virginias jobs and transportation (like the airport). If the tracks can max out at 16 trains an hour, it seems fairest to split that between 8 green and 8 yellow per hour, on the whole track, which would still be service every 5 minutes for either line - and what seems to be every 7/8 min on a dedicated line.	Rail
Metro Rail should be one price no matter the direction and you pay your fee as you enter not when your exiting.	Rail
I am in favor of more frequent green/yellow line trains but not in favor of the yellow line terminating at Mt. Vernon Square. I live north of that station and would have to change trains to get to Virginia if that were to happen.	Rail
The biggest deterrent from taking the Metro more frequently is the long waits for a train. If you can continue to increase frequency to the point where a train comes ~5 minutes, Metro rail would likely be my primary mode of transportation. These proposals are a good start.	Rail

Written Comments	Category
Yellow line trains ending at Mt. Vernon would eliminate my partner's ability to get to work with any ease, making taking metro rail at all for work unfeasible. We would vastly prefer less frequent service on the Yellow and Green lines that let them go all the way to Greenbelt than ending Yellow line service at Mt. Vernon.	Rail
More frequent trains on Green line on weekends. Earlier opening hours for Metrorail please.	Rail
Please work to decrease wait times on the yellow line once Yellow reopens in may. 10 minutes is not sufficient and is far too long. Also please bring back the automatic drivers and stop encouraging drivers to jerk forward at platforms before and after customers board the metro. In general, I wish this form asked about the homeless people that ride the train and cause issues. Overall, vagrant people that yell on the train deter me from riding more than anything listed in this questionnaire.	Rail
Preserve the Yellow Line north of Mt Vernon	Rail
I'm expecting that metro railway will open earlier than 5:00am for those riders who needs to be at work earlier.	Rail
Looking forward to more frequent trains! I will be more likely to use METRO to go to work with these changes.	Rail
Please keep the yellow line through Columbia Heights.	Rail
-need newer metro cars, issue with Nov 2021 derailment still has not been solved after all of this time - prices for metro rides have become super high and almost unaffordable for people working low wage jobs -frequency of metros: need more in a given day with less wait time	Rail
I am strongly against stopping the Yellow line at Mt Vernon. The stations between Mt Vernon and For Totten are too densely traveled to be serviced the same way as Green line stations in Maryland. I would happily accept longer headways downtown if it meant not having to make a connection at Mt Vernon. A restoration of the pre-pandemic service, which had the yellow line running all the way out to Greenbelt, would be ideal.	Rail
Please make the yellow line manageable again. The current situation is killing me. I got to King Street one day last month, only to find out that it was going to be 25 minutes until a train to Huntington. I got out and took a lyft home, which seemed RIDICULOUS.	Rail
Please, please don't handicap the yellow line by making us switch at Mt. Vernon. I moved where I did to be on the yellow line (Shaw-Howard) and both me and my husband work in Virginia!!!!!!	Rail

Written Comments	Category
Please do not discontinue yellow-line service past Mt. Vernon, doing so effectively cuts off Maryland from Virginia. I understand that commuters would only need to switch from a green line train to a yellow line train at Mt. Vernon, but this will discourage commuters from making trips to Maryland, hurting the area's development. If Metro decides to do this, I will likely seek to move from my Maryland residence, and will remember that WMATA is not a reliable method of transportation when making future housing decisions, and will make driving the key factor of my commute.	Rail
Silver line should run more frequently during rush hour	Rail
I am in favor of expanding the tunnel at Rossyln to allow for more capacity of orange/blue/silver line trains	Rail
I am for increased rail services on all lines and decreased fare costs as well.	Rail
Don't stop all yellow line trains at Mt Vernon Square!	Rail
Metro frequency should be improved, drastically.	Rail
I am very against ending yellow line service at Mt Vernon station. This would have a serious impact on commuters who access via Greenbelt station and all residents north of Mt Vernon who rely on yellow line service.	Rail
Putting the new silver line stations in the middle of a highway median was obviously the easy choice but they're too far to be walkable to the cores of reston and herdon. Seems geared to park and ride which is fine I guess but it reinforces the current pedestrian unfriendliness of NOVA. Also my worry about the free bus fare is that it will pull people off the more efficient metrorail and lead to overcrowding and a budget deficit that will lead to service cuts for the whole system. My main concerns are the low frequency in the urban core. 2-3 minute headways would be ideal. Free bus fare and extending the silver line are great and all, but both could lead to lower service levels which discourages people from plan their lives around using the metro as their only form of daily transportation. I would rather the money for both projects be spent fully automating the metrorail so driver availability doesn't become a bottleneck to service frequency.	Rail
I'm on board with everything with everything except turning back Yellow Line trains at Mt. Vernon Square.	Rail
Service on metro is so infrequent and inconsistent that it has become much less convenient. Yellow line service has been closed for multiple months at least three times in the last 5 years, adding countless hours of commuting time and wasted time. Ongoing safety and fire issues never seem to be resolved. Metro has gone steadily downhill over the last 15 years.	Rail
Im all for it! More access to the yellow line, increased train cars, all sounds good! Also, allowing more access to underserved persons will help a lot in getting people to work who need to, but may struggle with access.	Rail
Please expand metrorail service. Many parts of the city don't get service but should.	Rail
Metro rail track reliability is my biggest concern with the capital expenses. I do not regularly ride the bus, but buying electric buses is important for reducing the metro system's greenhouse gas emissions. Some new trains would be nice to get rid of that nasty carpet on the 2000s	Rail

Written Comments	Category
I believe the incremental benefit of having additional Green and Yellow line trains is outweighed by requiring the those trains to turn around at Mt. Vernon Sq. Most riders traveling Northbound on the Green or Yellow line trains are in the evening rush hour, and live north of Mt. Vernon Sq. I would rather keep the service as-is than add additional trains and require a turn-around.	Rail
I'm concerned about service at my station, Georgia Ave/Petworth and the other nearby stations, being diminished due to having the yellow line trains turn around at Mt. Vernon. Also, this would eliminate non-stop service to DCA from the stations north of Mt. Vernon. I understand that some trains need to turn around at Mt. Vernon, but I think that there should be a way to have the service still be both Yellow and Green, so not all Yellow trains are taken away from the stations north of Mt. Vernon.	Rail
I understand the capacity issue regarding terminating the yellow line at Mt.Vernon, but why not terminate half green line trains and half yellow line trains at Mt. Vernon to allow passengers north of Mt. Vernon to continue traveling to DCA and Alexandria on a single trip? Best of both worlds.	Rail
I think that instead of terminating the yellow line at Mt. Vernon, it's be more efficient to terminate at Archives or L'Efant Plaza. Also I am worried about possible congestion in decreasing the time between trains; having trains more often sounds great but it might cause congestion and down time likewise to how we already experience it on the red line.	Rail
I am so excited to see metrorail increase its frequency. The low frequency in the past is why I always choose to drive into the city rather than take the metro. Now I feel like there won't be as much of a difference in travel time. I would like to see buses that stop at metro stations increase frequency to every 15 minutes. I would like to see metro rail and Virginia buses increase their operating hours to later, especially on the weekends. Uber and lift is so costly to get home on a Friday or Saturday night at 2:30am for example.	Rail
Please don't cut yellow line service at the same time as you're cutting green line service past fort totten this summer	Rail
Express trains on the silver line would be great	Rail
Cutting yellow line service from stations above Mt. Vernon Square isn't worth it. As someone who frequently flies in and out of Reagan, it makes my trip longer to have to transfer at L'Enfant to get to Hyattsville than it is to just hop on a yellow line train. I don't know why you think it's okay to spend 3 billion dollars expanding the silver line into a massively rich area in Virginia and then cut off THOUSANDS in minority groups from accessing SWIFT and RELIABLE transportation. 'The green and blue serve as a replacement' is not an excuse to cut service from people who need it. It just accrues more traffic ON THE BLUE AND GREEN LINES and also causes more delay in people's traffic. Why would I want to get on the yellow line at Reagan then have to get off at Mt. Vernon Sq just to wait 6-8 minutes on a green line train to take me A FEW MORE STOPS up the track. Ridiculous.	Rail
As a resident on the current Green/Yellow line north of Mt. Vernon Sq (near Georgia Ave-Petworth), I would prefer Yellow line service continue to Greenbelt at slightly reduced headways (8 minutes) rather than the current proposal. Doing so would increase overall headways (6 to 4 min) in my immediate area, improving options for commuting & general travel, as well as simplifying the route to the nearest airport (Georgia Ave to DCA via Yellow vs. Green &	Rail

Written Comments	Category
Yellow). Alternatively as a compromise option, perhaps every other Yellow train could be turned at Mt. Vernon Sq at the increased service levels, allowing for continued Yellow service to Greenbelt (every 12 minutes) while providing relief to Greenbelt capacity.	
Yellow line service terminating in Mt. Vernon would make access to DCA much more difficult for a large swath of the city that lives directly above that neighborhood. Please reconsider and have Yellow line service continue to all stations above Mt. Vernon.	Rail
Wish more 8 car train were on the red line and would appreciate more frequent trains. Not happy the train turning around at Grosvenor station has stopped.	Rail
I understand the need to turn back yellow trains during peak hours, but please consider running yellow trains all the way to Greenbelt after 9:30. As proposed, service between Mt Vernon Sq and Greenbelt would be WORSE than the present 8 min. Run at least some yellow trains north (or even fewer yellows to accommodate running all the way north) to prioritize a long one seat ride over frequent greens.	Rail
Please focus efforts on reducing frequency of necessary unplanned or ad hoc maintenance. One time within the last 1-2 months, all the incoming southbound trains were stopping at Clarendon and passengers were told to leave and receive bus service. Too few buses to deal with the number of people needing transportation, but ideally we would not have had to use the busses at all. Improving the rail preventative maintenance would improve uptime and prevent situations like this from occurring in the first place.	Rail
I greatly oppose turning the yellow line around at mz Vernon square to accommodate shorter wait times. I'd rather have current wait times and access to the yellow line beyond Mr Vernon	Rail
Thank you for trying to increase the frequency of trains. Waiting 10 minutes at rush hour for a Metro train is unacceptable. Thank you for doing your best to provide safe, reliable service.	Rail
I wish that a handful of yellow line trains would go the full distance or to an intermediate point. If trains service times on green and yellow meet your targets, that would be excellent, but it seems that some yellow line trains could make the turn around at further out stations, providing import service to heavily used stations like Columbia Heights, west Hyattsville, etc.	Rail
Bring back public transportation from Greenbelt metro station to BWI	Rail
It is vital that faster, reliable metro train options be provided on the Green/Yellow lines through to the College Park metro station. Thank you!	Rail
Please increase the frequency metro runs metro rail trains during rush hours. The long waits that on Red and Green lines continue deter use of metro rail. I really hope that the situation will improve soon.	Rail
Very glad to see Metrorail frequency improvements, but disappointed that it is not planned to be more frequent. Disappointed not to see the proposed Red-line turnaround included.	Rail
Please run the Yellow Line to Greenbelt. Back in the day when the Yellow Line turned around at Mt. Vernon Square and even at Fort Totten, there was a lot of crowding, both on the platform for the customers and on the tracks for the trains.	Rail

Written Comments	Category
The middle track at Mt. Vernon Square can accommodate longer trains; however, there were times when the Green Line in both directions (Greenbelt and Branch Avenue) and even other Yellow Lines were backed up because it takes time to get the Yellow Line onto the middle track and turned around. The problem was even worse at Fort Totten where the middle track cannot accommodate a full-length train. When the Yellow Line started running to Greenbelt, Metro said it was a success, so I'm surprised that it's even being considered to only run the Yellow Line to Mt. Vernon Square. Even with increased service on the Green Line, the portion of the Metro that had the least decrease in ridership is now going to get less service than before. Running the Green Line every eight minutes is less service than we were getting when both the Yellow and the Green were running to Greenbelt. As someone who actually uses the Yellow Line from Greenbelt to go to the stations south of L'Enfant Plaza, it is a nightmare thinking of going back to having to wait on the Yellow Line at Mt. Vernon Square and having to switch at Mt. Vernon Square to return to the northern PG County stations. The Yellow Lines and the Green Lines never line up properly as the Yellow Line schedule has to accommodate the Blue Line south of L'Enfant Plaza so we will return to the problem of having to wait for a while for a train to show up when switching between the Green and Yellow Lines. Please don't turn the Yellow Line around at Mt. Vernon Square. You will have a lot of unhappy customers between Shaw and Greenbelt.	
Having the yellow line turn around at Mount Vernon Square does not make practical sense because the next several stations (Shaw-Petworth) serve the most densely populated neighborhoods in the city. It seems like you are explaining that there is not any other option with the current infrastructure, but that is not totally clear. If the best long term solution is to turn around certain trains before the end of their lines, then you need to work to develop turn around capabilities at a more appropriate point. Fort Totten station make the most obvious sense as neighborhood density thins out starting around there. Plus there seems to be lots of physical room at/around that station for additional track infrastructure to make turn arounds possible.	Rail
Please reconsider terminating the Yellow Line at Mt Vernon Square. I commute between U St and Pentagon and the Yellow Line shutdown has been a struggle. Consider terminating peak hour Green trains instead.	Rail
I would pay to get more expanded/regular service. I think the push should be that taking metro is more green than any other option for getting places.	Rail
Increasing arrival frequency is the only thing that will make me more like to ride metro rail	Rail
What if all trains operated every 9 or 10 minutrs?	Rail
For yellow line, potentially have half of the trains end at Mt Vernon and the other half end at Fort Totten. For red line riders north, switching to yellow at Fort Totten is the preferred choice	Rail
The silver line should be at least 8 minutes. It has the most stations independent of other lines.	Rail
Please work on better general maintenance of Metrorail stations, such as power washing.	Rail
Increasing amount of trains going through is great, be sure to watch your choking points (I.e. Rosslyn tunnel)	Rail
I do not support terminating the yellow line at Mt. Vernon. The rail service should go from end to end. My family travels from Ft. Totten to Crystal City, and continuous yellow line service is not only convenient but easy to understand. Making	Rail

Written Comments	Category
people exit on a particular platform just to wait for another color train is silly and inconvenient. Also, this change disrupts service to DCA and would make me less likely to travel to and from that airport via metro rail. Please do not implement the proposed yellow line change.	
Ending the yellow-line metro at Mt Vernon would severely impact my metro use in a negative way. I regularly use it to commute to work and I use it to travel to/from DCA at least 3 times per month. Altering its route would extend my travel time by 45 minutes and decrease my quality of life.	Rail
I donk know about yhe yellow line turn arounds, it creates another transfer point. Why cant every other yellow line train go to Greenbelt? You could get the benefit of turnarounds at Mt Vernon Square	Rail
You might want to reconsider adding a turnback on the red line as I've noticed more crowding at the stations. I go from Silver Spring to Union Station daily and there's been more and more people coming back and there are some days that the trains and stations are crowded. The Silver Spring turnback I think would be more acceptable than the turnback on the other end.	Rail
The Orange line is always packed during rush hour. Increasing the frequency of trains during rush hour would make commuting more enjoyable and increase the likelihood that I would use it more.	Rail
Run more trains and stop caring if people don't pay for them.	Rail
To really understand and provided an educated opinion on the capital budget, I'd need to know the cost per item, average expected life expectancy, and average remaining useful life. Perhaps these were in the video of the meeting I didn't watch. Regarding rail rates and frequency, please appropriately balance these. One other stat I don't have is ridership per day. If Fridays are similar ridership to weekends, the frequency should reflect that. As hybrid work appears to be here to stay, Metro should adapt frequency of trains so that trains are fairly full but not overcrowded.	Rail
I like what I am seeing in regards to increasing frequency of service for metrorail. All efforts should be made to increase efficiency and reliability of service. Additionally I would like to see improved Bus stop signage indicating estimated arrivals. These aren't at all stops and they really should be in core ares of the city. I feel so long as WMATA keeps their priorities on making service predictable and reliable, usage will increase.	Rail
As a metrorail rider, I am very happy to see WMATA's efforts to increase train frequency across the system. I would also like to see WMATA extend Metro's rail hours to earlier in the mornings and later in the night, if possible. Thanks!	Rail
I would rather have slightly longer headways on Green/Yellow lines than have the Yellow line terminate at Mt Vernon Square. As a resident whose closest metro station is U St, I already avoid choosing the metro as a first option given the inconvenience of only having access to the Green line. This affects not only my daily usage, but more importantly, cuts off convenient access to the Alexandria - King St station (I am a frequent user of Amtrak and found the direct Yellow line to be far better than traveling to Union Station downtown) and DCA.	Rail
Please get more 8 car trains and add straps to the overhead bars in every train. It's awkward for me to hold the overhead bar and the red line to Glenmont is too crowed everyday from 1600-1800.	Rail
Please srart silver lines to DC express service so it will take less time than driving to DC.	Rail

Written Comments	Category
The yellow turnaround proposal is bad. There is a lot of traffic to U st. And Columbia heights and ensign service at Mt Vernon Sq is not sufficient. Service for yellow should but cut back to Fort Toten instead of increasing yellow line frequency times. This used to occur so it is weird that turning around at fort toten is no longer an option. Also, staying open later on Friday and Saturday nights is a major priority. This is the single most limiting factor to me taking metro on the weekends. I would even pay more (even double or triple fares) if it ran til 4am (an hour after bars close). It's a big missed opportunity for supporting businesses in DC. Lastly, very supportive of orange line frequency increases. Please work to space out the silver and orange train arrivals at stations in Virginia though so that it further lessens wait time (I.e. don't have both orange and silver arrive within 2 min of each other and then 15 min between any trains coming through). Also, what's the status on the Rosslyn II proposal?	Rail
I would be interested in seeing how the planned Purple line will affect these proposals.	Rail
Thank you for working to improve metro service (I can already see the difference) and also for increasing the number of 8-car trains.	Rail
If Yellow is curtailed to Mt Vernon Square, then Silver should be curtailed to Stadium Armory.	Rail
Pls increase frequency of Silver line trains, at least during rush hour. They are the most infrequent line. And please crack down on people who avoid paying for metrorail fares. All the time I see people jumping over the gates right in front the station managers and yet they do nothing. It's a bit irritating to be asked about fare increases when Metro doesn't seem to care about collecting the existing fares.	Rail
Would love better frequency on Silver line. You just spent all that money on phase 2 - 12 minutes isn't really good enough in my opinion. Better but not as good as it should be.	Rail
Just please stop shutting down the yellow. Make it reliable for work purposes!	Rail
I would prefer increased headways on the Green/Yellow lines if it meant they would both run the entire length of the line. Post-pandemic, much of Metro's ridership is not looking to terminate in the core of the city (i.e. terminating at Mt. Vernon Square). Trains should be traversing the entire route, especially through the high density stations like Columbia Heights and Shaw/Howard. Please look into investing in infrastructure like a third track near Ft. Totten in order to maintain service to these high density, core stations.	Rail
8 minute headways on the red line are not cutting it.	Rail
It's really disheartening to see metro continually increase service on all lines except for the silver line, which I rely on. I also think that a balance should be struck in terms of frequency of yellow and green lines so that all trains can run to/from greenbelt	Rail
The service frequency on the red line after 9:30pm is not accurate. There is single tracking most days with trains running every 15-20 minutes. Red line service needs to be improved as it is currently terrible	Rail
Please make sure that rail cars are clean. There have been numerous times when I have rode dirty trains.	Rail
I might be an unusual case, but I currently commute between Braddock Road and College Park. While the Yellow Line is closed, I take the Blue and Green Lines, but when the Yellow Line reopens that will be an amazingly simple and fast	Rail

Written Comments	Category
commute via metro: just one line. If you turn around the yellow line before Greenbelt, I will once again need to transfer, which will add time to my trip, just to go from Mt. Vernon Sq to College Park. However, I had not seen the reasoning explained until just now. I am in favor of increased yellow/green line service (because I think that will yield an increase in metro ridership overall), and understand if that comes at a cost of the yellow line turnaround.	
Silver Line has been neglected. There was so much fanfare about opening the new stations, and then no focus was put on making that line actually useful through increased train frequency. A train every 15 minutes isn't acceptable anymore. I am also firmly against raising the max fare to $6.50. WMATA is already exorbitantly and prohibitively expensive. It's absolutely insane to consider raising prices while service is still so terrible. Prices should not be raised until service has returned to the level of service it had before the 7000 series incident.	Rail
I live in West hyattsville and previously lived in Columbia heights. The yellow line is very important to my commute and grants us access to Virginia. I use the Metro much more when I have access to the yellow line. I hope that you won't truncate service at Mount Vernon especially with all the development happening in hyattsville. One of the reasons I chose to live here was access to the yellow line.	Rail
Is there any way that metro rail can open before 5:00AM. There are many people that need to be at work earlier & the metro trains are the only way to get to work earlier daily. We'll be glad if metro rail will open at 4:30AM.	Rail
Covid impacted bus and rail ridership differently. Bus Service makes sense to evaluate an increase in service. Rail ridership does not yet justify an increase in service, and should be adjusted, potentially decreased, and associated staff reduced or eliminated. It will be 5-10 years before ridership fully recovers, and supporting those additional costs unnecessarily is just financially straining the agency further when those funds could be more effectively put to work.	Rail
I cannot see a net benefit to WMATA simply not servicing like 9 stops with the yellow line to decrease wait times by a couple of minutes elsewhere. I would rather have the yellow line come to my GA Ave Petworth station than have more trains to Nova	Rail
I am mostly opposed to re-implementing the full YL turnback and Mt. Vernon Square at all times. Adding service to the Yellow Line in Virginia while taking away service/one-seat access to major job centers from lower income (and high ridership) areas like U Street/Columbia Heights, while also cutting it for communities in Prince George's like Hyattsville and College Park. I understand it makes operations more complex, but a Rush Plus service for the Yellow Line is a reasonable compromise. Afternoon off-peak/Late-night/weekends it makes sense to run more Green Line trains because of sporting events at Navy Yard. A reliable, clockface 15 minute service all the way to Greenbelt would allow commuters to still have the same access wrt commuting while balancing the needs of all customers.	Rail
The potomac yard station is going to be such a waste. Who will use it?? There is a massive parking lot for the shopper, and hardly anyone will use that VT campus. Massive waste of money. Would be much better to work on building a track to connect the suburbs. Run a line along the beltway.	Rail
Overall I believe all the proposals to be a step in the right direction for Metro. As a resident of the Crystal City area, my only additional proposal would be to increase the frequency of the blue/silver line as the current process of traveling by	Rail

Written Comments	Category
metro/bus from Crystal City to the Claredon area can be time consuming. What would be a 10 min drive by car turns into a 30 min bus/metro ride due to the need for transfers or non-direct bus routes. Pre-Yellow line bridge constructions, the need to wait for the blue line and transfer at Rosslyn to Silver/Orange would often result in significant wait time in excess of 30 mins. The current setup of more frequent blue line trains due to the yellow line construction has made this trip much more consistent and less of a roll of the dice. I think that the current frequency of the blue line should match the current frequency with yellow line construction. T	
In the future, I will suggest for you to look into possible options to further synchronize the parts of Washington DC (primarily Georgetown, and other parts of DC between Metrorail stations) with a more permanent and reliable service, like the proposed streetcar service that aims to run on Georgia Avenue. I suggest to also look in ways to possibly acquire the Purple Line from the MTA, because it is planned to play a role in how it effects riders who ride WMATA, and also it looks like it has also suffered from poor management. I will also suggest to synchronize fare cards and methods with the surrounding transit systems, including the MARC, VRE, and also possibly BRT routes (example: the Flash). I also suggest possible a Rush Plus type Yellow Line operation to run more trains to Greenbelt, or at the least, Fort Totten because I speculate that many people ride the Yellow Line there to transfer to the Red Line, and the Mount Vernon Square Yellow Line change may add stress to the Green Line because of the people who want to transfer.	Rail
I strongly oppose ending Yellow Line service to points north of Mt. Vernon Square. Stations that would be cut off from Yellow Line service under this proposal include U Street, Columbia Hts, Petworth, Ft. Totten, W. Hyattsville, Hyattsville Crossing, and College Park. These are all areas experiencing strong population growth, with thousands of residential units recently completed, under construction, or in planning stages. Ending Yellow Line service to transit dependent neighborhoods in PG & DC will make it harder to get to National Airport, Crystal City, the Pentagon, and Alexandria in Virginia - areas that are experiencing significant job growth that our communities need to access. Additionally, PG has linked arms with WMATA over the past 10 years to invest in transit oriented development around areas north of Mt Vernon. Reducing access to the Yellow line directly conflicts with the decade long promise to improve access to these regions. I ask that you reconsider this proposal. Thank you.	Rail
Simplify rates, timing, etc. Don't turn around at Mt Vernon because that is confusing. Better to have fewer but regular.	Rail
increase red line service to pre-pandemic levels and keep all trains to Shady Grove	Rail
Off-peak rates on weekdays are important to incentivize people not to travel during rush hour traffic.	Rail
Thanks for all the work you do! Living walking distance from Huntington Metro for the last 4 years, i have only used Metro a handful of times due to construction. Looking forward to being a regular customer as things get back to normal. More frequent trains is the way to go! I used to love using Metro and COVID & construction has made it too much of a hassle with limited free time. I cannot wait to get back to it and spend more time enjoying DC proper!	Rail
Every other Yellowline train should go all the way north. This will require people who have chosen to live on the same line as things such as the airport (DCA) to transfer with large suitcases	Rail
DO NOT TURN THE YELLOW LINE BACK!	Rail

Written Comments	Category
It's wild that exit fares can only be paid with cash. How is that possible in 2023? Particularly if you are going to fine people for fare evasion, there needs to be an option to pay an exit fare with debit or credit. In addition, service needs to be more frequent and reliable. No one wants to take metro when there are common delays and headways of up to 15-20 mins, no matter the fare.	Rail
the improvements mentioned in the plan are wonderful, especially the increased frequency of trains. I use the yellow line from Shaw to Crystal City, I would be okay with reduced service so long as the trains go from Greenbelt to Huntington.	Rail
Please keep the Yellow line running all the way to Greenbelt!	Rail
I wish that Metro took care more of metro stations. Each time I go to the metro in L'enfant Plaza and metro center I cannot breathe. It stinks with pee. Please could you clean those stations. Otherwise, whoever came up with this improvement plan is a genius! Many people would love to see our metro reliable, clean and efficient, just like in other countries around the world.	Rail
Need to make it safer and cleaner. Columbia heights metro losing the yellow line is a bad choice, it's one of the most heavily used stations and any complications getting to National Landing will discourage any workers in DC from taking the metro to work. Transfers will convince commuters crossing the Potomac to drive	Rail
While I generally support the use of the yellow-line turn back proposal to improve general times, I have concerns about the impact on the four transit-reliant communities between Mt. Vernon and Fort Totten, of which I am a part of as a Columbia Heights resident. If yellow and green line trains actually arrive every six minutes, then transferring for trips into northern Virginia will be a minor inconvenience. However, I am suspicious of WMATA's ability to meet these objectives, and I am concerned about the impact on time-sensitive Yellow Line trips from stations north of Mt. Vernon (e.g., getting to DCA to make a flight). Using a station, or multiple stations, north of Mt. Vernon as a turnaround point may ensure that riders in these areas don't have to risk a delayed or missed transfer to take what would otherwise be a normal Yellow Line trip.	Rail
I do believe an increase to the frequency of blue line trains specifically would be more beneficial for that particular line. Also - ensure trains leave ON TIME. NOT early. If lines are late it is what it is but if the train has arrived early do not leave early causing people to wait even more for the next train.	Rail
more frequent service is good for those needing to transfer to other lines. Suggestion: for Silver/Orange line. To keep moving passengers when orange or silver line needs to shorten their service for rail service to take either of these lines through virginia and let us off at foggy bottom? From foggy bottom metro, we can easily transfer to the blue line and then for those who have to get off at courthouse, we are so close on the rail line to just continue it to foggy bottom since it not easy to turnaround at Rosslyn. Thank you.	Rail
Once the river bridge on the yellow line reopens, having direct access fto Virginia for residents of DC north of Mt Vernon Sq is critical to liveability in the city and choosing trains over cabs. Please don't eliminate the yellow line north of Mt Vernon Square!	Rail

Written Comments	Category
I think the yellow line turnback is a great idea, more lines could benefit from a similar treatment so that it will take less time to wait for a train in suburban stations. More important than merely running additional trains is improving logistics (and maybe training) so that trains don't have to stop and wait for the train ahead to leave the station, and so that different lines/trains are more evenly spaced (for example, someone getting on at Rosslyn should not have to wait more than 2 minutes for a train into downtown DC, but may end up waiting longer if blue, orange, and silver trains come in rapid succession with a long break between clumps.	Rail
I exclusively use the green and yellow lines to get into dc for work and would be devastated if the yellow line no longer came to Hyattsville/college park. Please keep the yellow line the full distance. This makes accessing dc and DCA in a timely manner and has the yellow line not running to Hyattsville has significantly impacted my commute time. This is time away from my family and home due to increased wait times at my train stations	Rail
Metro should not turn the Yellow Line around at Mt Vernon Sq. station, at least not immediately and not for all trains. The density around the stops in DC north of Mt Vernon Sq. likely holds demand for a one-seat ride to Northern Virginia that would be degraded by a required transfer at Mt Vernon Sq. station. I personally used to ride from Georgia Ave/Petworth and Columbia Heights to Crystal City almost everyday; with a transfer it would definitely make me reconsider. Understandably, Metro's goal should not be to provide as many one-seat rides as possible but to operate a reliable and frequent network, but coming out of the YL improvements and considering the upcoming summer closures of GL/YL stations in Prince George's County, Metro cannot reliably estimate the impacts of terminating the YL at Mt Vernon Sq. versus returning to the former service pattern.	Rail
Its nice to suggets the trains will run more frequently but often that is not the case. It is particular difficult for riders at a terminal stations if the trains are late. Also the ridiculousness of closing the yellow twice in the last few years for 3 months the first time and upward to seven months this time. No planning to disrupt the service when ridership was low during the pandemic. It is amazing that you still have riders. It might be best to offer a discount fo riders to switch between metro and the VRE or MARC trains that would offer commuters flexibility.	Rail
I proposed for the Metro Rail to open earlier like 4:30am or 4:45am for the workers who have to be at work early on weekdays, and to closed early like 11pm or 11:30pm.	Rail
Please increase service to red and silver line trains.	Rail
The frequency of silver line trains needs to 10 minutes or less. Thanks.	Rail
Cutting the yellow line from College Park, PG mall, Hyattsville, and Ft. Totten would disrupt and make more difficult the convenience of the citizen to transit in and out of the area to work and to buy essential items using metro systems.	Rail
DO NOT DO YELLOW LINE TURNBACKS The stations north of Mt Vernon are the densest areas in the city. Reducing their service for more downtown service is very shortsighted - no one goes downtown anymore. DO NOT DO THIS YOU WILL MAKE THE SYSTEM WORSE FOR NEIGHBORHOODS WHO RIDE A LOT	Rail
Stopping yellow line trains at Mt. Vernon would greatly inconvenience riders on the red, yellow, and green lines who are traveling to DCA. Please extend yellow line service to at least Fort Totten.	Rail

Written Comments	Category
Please do not end Yellow Line service north of Mt. Vernon Square. It disproportionately effects residents of the DC metro area who live and/or work in Prince George's County, providing them with less access to DC and other popular areas.	Rail
I think I like all of the changes except all of those relating to cutting the yellow line service. Not passing Mt. Vernon Square means that anyone coming from southern DC or Virginia cannot access the U Street Corridor or all of the stores and restaurants on 14th street without transferring. It is not right that yellow line customers have had to go through so much with the line being closed and then when the service is restored we are still being punished. If there was to be a turnaround point, it should be at or after U Street/Cardozo. It will not only affect the riders, but the businesses as well.	Rail
I understand the rationale on changing the Yellow Line terminal to Mt. Vernon, but it makes the trip from Alexandria to College Park quite a slog having to connect at Mt. Vernon.	Rail
Frequency of trains is the single most important factor in getting me to take the metro more often	Rail
Quite disappointed that no improvements are planned for transit that would actually affect me.	Rail
Although I get that green belt can't handle all the trains, more of an effort needs to be made to modify green belt or fort rotten station to allow for it. A ton of ridership north-south is between Mt Vernon Sq and Fort Totten. Turn back the bare minimum trains to allow for operation as a short term fix, and build turnarounds at fort Totten or Greenbelt for a permanent solution. North-south is only growing and getting more popular	Rail
Please do not cut yellow line service past Mt. Vernon, at the very least have it go to Fort Totten. West Hyattsville and Hyattsville Crossing is booming with new housing infrastructure and making it easier to get to DCA or VA without a car (and minimal switching) is a big reason a lot of folks moved to this area. The yellow line has been closed for so long and now the possibility of it being taken away completely would be a very disingenuous move. Please reconsider the cut.	Rail
If possible I would like to see later metro hours on Fridays and Saturdays.	Rail
Service frequency and consistency are key. If it takes more than 10 minutes for the train to arrive, I would call an uber.	Rail
Everything sounds perfect except turning back Yellow Line trains at Mt. Vernon Sq. This would force transfers and cause crowding on the green line.	Rail
Please improve the wait times for Metro Rail. It is frustrating that there are long wait times on all of the rail lines during rush hour. These improved wait times have been long promised and never implemented	Rail

Written Comments	Category
Proposal to reduce service north of Mt Vernon square is very disappointing. Would prefer to have both lines with no turnaround. Among other things, no yellow line reduces access to airport significantly	Rail
Add later weekend hours for metrorail until 2am or 3am	Rail
Terminating the Yellow line at Mt. Vernon Square would reduce service on that line to pre-2006 levels after a lengthy shutdown of the line. Please do not implement this proposal.	Rail
I am looking forward to the Potomac Yard station opening along with the reopening of the yellow line.	Rail
I would appreciate more consistent and constant metrorail service. I would be in favor of Yellow Line trains turning back at Mt. Vernon Metro if Green Lines do actually run every six minutes.	Rail
I understand the rationale behind the Mt. Vernon Square turnback, and know that there are many compromises and challenges associated with planning rail travel. However, given the volume of ridership at stations like Columbia Heights, maintaining direct access to Virginia (and the airport) as well as more frequent service would be preferable. Perhaps Yellow Line trains can alternate (some terminate at Greenbelt, others at Fort Totten)? Otherwise, this proposal, with its focus on reducing wait times and transfer times for rail, is excellent.	Rail
Late night should come infrequently but reliably, and if possible, use the “down time” for repairs and maintenance. Once repairs and maintenance are at a better place, late night can be expanded.	Rail
I understand why the yellow line service would need to be limited, but can you extend it up to U Street instead of Mt Vernon Sq?	Rail
I don't think turning back every yellow line train at Mt Vernon Sq is a good idea. Connecting the stops north of Mt Vernon is very important for regional connectivity as it provides 1 seat rides to many jobs in and around the Pentagon area, as well as connecting some of the densest parts of DC directly to National Airport. Maybe half of yellow line trains could continue onward to Greenbelt while some turn back at Mt Vernon? Kind of like the old Red Line turnbacks at Silver Spring and Grosvenor? I think this could help preserve both connectivity and allow for some increases in green line frequency. I personally know many people who commuted between Virginia and Fort Totten who were overjoyed when Metro added rush hour yellow line trains to Greenbelt. People are more likely to ride if they won't have to transfer, even if it means waiting a few extra minutes for a train.	Rail
Please don't stop the yellow line at Mount Vernon. I use the Shaw-Howard station multiple times a week and having to transfer to Yellow to get to stations in Virginia will potentially add time to every trip.	Rail

Written Comments	Category
Customers are not going to return to Metro until it is as convenient as pre-pandemic. Increasing service is the best way to do so. It takes me 15 minutes to drive from Alexandria to downtown DC on the weekends- why should I want the hassle of using Metrorail when I could be waiting 15 minutes for a train, then 30 more minutes of riding? I'm sure many consumers feel the same.	Rail
Currently reside at the west Hyattsville station. Closing the yellow line would be detrimental to the area. The area has a new townhome development which includes 80 homes. It also has a new Kaiser permenante building. And there are two apartment buildings being built which will house over 500 people. To only have a single track at west Hyattsville makes no sense for the quickly expanding area. I d not agree with the yellow line being shut down at Mt. Vernon	Rail
I'd selfishly ask for more Silver Line service in the new stations that opened last year but idk ridership numbers for those	Rail
Please increase the frequency of the Red Line trains and include more 8-car trains! It is so packed in rush hour mornings and afternoons during the week	Rail
Should try to increase Silver line service to 10 minutes. Would rather have yellow line service to Greenbelt over more Green line service to 6 minutes. How about improving peak service to 6 minutes instead?	Rail
Why are you punishing majority minority commuters in Northern PG co trying to get to VA?	Rail
Need for metro to open earlier for those who needs to go to work earlier than 5am.	Rail
I am strongly opposed to the Yellow Line turn back at Mt Vernon. Although I understand that Mt Vernon is unique in its capacity, this does a very poor job with reflecting the massive population increase to the north of the station in some of the most trafficked stops like U Street and Columbia Heights. To claim that this turn back will improve service in the 'core' ignores the fact that the city's core, including some of the densest neighborhoods and most pedestrian-trafficked streets, are to the north of Mt Vernon. WMATA's explanation claims that not even Greenbelt could handle the increased number of trains... Even if this were true, then why not compensate for the turn back by increasing service on the Green Line to every four or five minutes? Also, WMATA claims that Fort Totten cannot act as a turnaround. This would seem like a good thing to invest in as a capital project. In the meantime, could we not have certain Yellow Line trains run to Fort Totten, certain to Mt Vernon and maybe even certain ones to Greenbelt? There is nothing strange about this kind of situation in other cities' transit systems, where trains on the same route will run to different terminuses. If needed, they could be indicated with different colors, but to me, if the turn back is truly necessary, it seems like it would be a big upgrade to only have SOME yellow line trains stop at Mt Vernon while others go farther (Fort Totten and/or Greenbelt).	Rail
Why is silver line service the least frequent (and to Ashburn in rush hour DEFINITELY not every 15 minutes, let alone every 12), yet despite the new stops and airport access it gets no improved service??	Rail

Written Comments	Category
Weekend and late night metro bus service to the DC suburbs would be incredibly helpful, even if infrequent.	Rail
Orange and silver trains need to run more frequently, especially during peak hours. The proposed increases are not enough	Rail
I object to stopping the yellow line at Mt Vernon Sq. With the increase in building in Crystal City and the influx of high paying jobs from companies like Amazon who is building their HQ2, many of those workers will want to take public transit. NW DC has an unique draw to these individuals with it's active nightlife and higher priced living. Understanding that no other station has the turning capability, there must be a way to keep the current service and also increase the train frequency to pre-pandemic levels. Please consider keeping the yellow line as is and servicing NW DC with a single line that runs to Arlington.	Rail
Stopping all yellow trains at Mt Vernon Sq is stupid idea. At that point you are not really increasing service for anyone north of Mt Vernon Sq	Rail
Yellow line service to Greenbelt is preferred - I'd rather not have to transfer trains to get to the airport, which is what I currently have to do because the Yellow line doesn't go north from Mt Vernon Sq	Rail
I commute from north of Mt Vernon to the Pentagon. We bought our house where we did in part because we had direct yellow line access to the Pentagon and DCA. I have had to drive based on my work hours while the maintenance is being done because alternate routing takes too long. Eliminating yellow line service north of Mt Vernon will negatively impact our quality of life and property value.	Rail
I would rather keep the lower frequency and keep yellow running to greenbelt	Rail
Please don't implement the Yellow Line turnback proposal. Have the maximum frequency of service for Green Line trains going all the way to Greenbelt and Yellow Line trains going all the way to Greenbelt.	Rail
Not all yellow lines should terminate at MVS, but just enough to allow the more frequent service	Rail
Current service levels are way too infrequent and make me late when I take metro. If trains came more often I would use them more and bring my family too.	Rail
If Metro reduces service between Huntington & Mt Vernon Sq for the Yellow line, then Metro should launch an exploratory commission to consider a new extension to the White Oak or Briggs Chaney areas, via Langley Park with a stop at or near Takoma Langley Crossroads.	Rail
I moved near the U Street stop to have yellow line access and would be very disappointed to lose it after 9 months of construction where it was also unavailable	Rail

Written Comments	Category
Please do not terminate yellow line service at Mt Vernon Square. Please keep service less frequent. Having yellow line access direct to DCA from U Street is one of my determining factors in utilizing metro rail service	Rail
I live by the U Street station. I would strongly prefer eight-minute headways on the Green and Yellow Lines with both lines running all the way to Greenbelt over six-minute headways on both lines with the Yellow Line truncated to Mount Vernon Square.	Rail
I mainly take the red line soo that's the only one id provide feedback to increase frequency as for the other lines hopefully people can provide support on if they are good ideas or not. Take you for asking before making changes though.	Rail
You should change the brief summary on the WMATA website for the Rail Service Proposals. I originally was concerned that Red and Silver Line service was 'remaining the same' as the website says before it was more clearly laid out in this survey that those lines will also see service increases vs. today. Not sure whether that's a baseline problem (maybe last year's budget assumed they would be at the more frequent service levels already and we're just not there yet) but it's confusing for an average reader.	Rail
Even with the improvements on wait time proposed above for the orange and silver line, the service needs to be even better than that. For such a highly populated area of Virginia, with many commuters, these lines need to have increased rail service with frequency times like the Red and Green lines. There is no reason for the silver line to be every 10 minutes during RUSH HOUR. Both orange and silver lines should be 5-6 minutes MAX. It is incredibly frustrating as a daily commuter to be forced to wait that amount of time, while other train lines come much more frequently.	Rail
I don't understand the different times for the trains during rush hour. How is it fair to tell one lines customers they're more important than another? During rush hour every line needs to have trains running every 5-7 minutes. That should be the goal. And outside of rush hour they honestly should all have the same run time as well. 8-10mins sounds fair.	Rail
Increase train frequency. Thank you for all you try to do	Rail
Please keep the yellow line to Shaw Howard station	Rail
No longer having yellow line service to the U Street-Cardoza station would have a significant negative impact on my commute to work.	Rail
While I appreciate Metro's commitment to increasing train frequency - and the limitations of Greenbelt for train turnaround mentioned in the survey - I would much rather have less frequent Yellow line trains that run all the way to Greenbelt or Ft. Totten than more frequent Yellow line trains that only run from Mt. Vernon. My 'home' station is further up than Mt. Vernon and my office is only serviced by the Yellow and Blue lines, so having to change trains there or at L'Enfant would somewhat substantially increase my commute and ultimately make me less likely to take public transportation in, even though I truly prefer Metro over driving.	Rail
Trains need to be more frequent.	Rail

Written Comments	Category
I am not in favor of terminating the yellow line at Mt Vernon Square in order to run more trains on the green line. I am a frequent user from Petworth and world be strongly opposed to the change.	Rail
The orange and blue line does not get the same level of service as the other lines. Blue plus has been beneficial during this time. Maybe you should consider continuing that service leaving from New Carrollton	Rail
Metro's service is too expensive, unreliable, crowded, and infrequent.	Rail
Please keep the yellow line running to green belt. This directly impacts my commute and ability to easily access the airport. I don't think WMATA realizes how much this would actually impact commute time, especially for people who need to transfer lines, like myself. Being able to directly access the airport without transferring also reduced burden for people with disabilities, multiple pieces of luggage, and families. It will also hopefully continue to bring more people into PG county and make access to UMD more accessible	Rail
Decrease metro train	Rail
Please increase service on Orange and Silver lines, especially during off-peak and late night.	Rail
Metro needs to run late hours---to at least cover the number of hospital workers getting off work say at midnight. As well as restaurant workers...theatre goers etc...	Rail
Would love a new line that looped around the city improving underserved areas and increasing connectivity	Rail
Please do not turn back the Yellow line trains. Having to transfer is a pain. I need to commute from Arlington to College Park. That is a long enough trip via Metro as it is. I am currently not doing it because of the bridge shutdown. If you turn back the trains, I won't be returning to Metro.	Rail
You mentioned that Greenbelt can only turn 16 trains per hour around, so why not run some of the yellow line trains up to Greenbelt and only turn them around at Mt. Vernon Sq when necessary. It makes it more difficult for people to get to DCA airport who live between Greenbelt and Mt Vernon (cause then you have to transfer)	Rail
Is there any way that the metro rail will open earlier than the 5:00AM. There are so many people who needs to be at work earlier & metro trains are the only way of getting to work earlier on a daily basis. We'll be glad if this happens.	Rail
Please do not remove the yellow line to fort totten as northern red line riders need more options to get to DC Ensure stations are upgraded to feel more modern and welcoming vs dingy Invest in more comfortable busses Have better air flow for stations	Rail
Y'all passed by me at the metro stop on Kingston and beach because the pole wasn't there. Not cool	Rail

Written Comments	Category
Please keep Yellow Line Service all the way to Greenbelt. Do not turn back Yellow Line Service at Mt. Vernon. There is massive development along the Green/Yellow line in North PG County, and the yellow line provides direct access to DCA Airport and Virginia. This is a major selling point for development in this area, and for access to everyday people. Please do not make it harder for everyday folks to get from point A to point B on the metro. Thank you.	Rail
I love the increase in train frequency, and I can't wait for Yellow Line services to be restored. It makes sense to eliminate peak pricing, because it doesn't seem to be based on any actual current peak usage, especially at the end of the lines in Virginia.	Rail
Metro needs to maximize use of drivers, routes that duplicate rail lines to the suburbs should be cute in favor of providing frequent service in the core.	Rail
Metrorail should open at 5 am on weekends.	Rail
Please don't implement the Yellow line turnaround change. As someone living on the Green line, when the Yellow line is open, it is so nice not to have to transfer to get to DCA. Having to ride just a few stops and then change at Mt Vernon is inconvenient. If you're going to do a turnaround (and obviously this depends on space), do it at Ft Totten or something. Please don't deprive people living on the Green/Y above MtV direct service to the airport. Otherwise, we will take more ubers/taxis, increasing pollution and decreasing what we spend on metro.	Rail
I live near the Howard Metro stop and commute to crystal city. I am in favor of more frequency but the proposal will cause me more delays. I have currently not been able to get to work in a timely manner due to repairs and have been anticipating the reopening of the yellow line. Reading about the potential further delays this new plan would cause me enraged me as it excludes so many people who have been waiting for yellow line service to resume.	Rail
Make service even quicker like any modern developed country. Id also like to see express trains that skip some stations for speed, especially for longer commutes	Rail
I don't understand how Mt Vernon can handle yellow line turnback but Fort Totten cant? It used to....	Rail
Please for the love of god increase Silver Line frequency. Waiting for a train past East Falls Church where there is no shared Orange Line is abysmal.	Rail
Silver line should be every 8 minutes.	Rail
Increased frequency is great, but it's still at least a ten minute wait for red line (even before 9:30pm) so I'm skeptical about the stated frequencies being realized when the current goals aren't even being met.	Rail
Express trains from downtown to Greenbelt would be amazong	Rail
I am definitely in favor of increasing the frequency of metro trains	Rail
Half of yellow line trains should go on to Greenbelt (and half turn around at Mt Vernon) like we had c. 2015-2019. Forcing everyone north of downtown to transfer in a downtown station to get to Virginia is a bad idea.	Rail

Written Comments	Category
Metro needs to do everything possible to increase frequency of Metro Rail trains system-wide. For too long this orgainzation has provided subpar, unsafe service which is shameful. Enough excuses. Fix the system correctly and permanently. Even the stations are dirty, with trash and bums loitering and harassing commuters. Tough, bold leadership is desperately needed.	Rail
I understand increasing service in the heart of DC, but as someone who lives on the orange/silver line, increasing service on these lines would be very beneficial to me. and would make it more likely people would choose Metro as their airport transport to Dulles	Rail
Please DO NOT cut back the Yellow Line to end at Mt. Vernon Square!	Rail
Before Covid-19 outbreak trains frequency at North Bethesda station was at every 4-5 minutes with 8 cars per train! Now, we have frequency 10-12 min with mostly 6 cars. Return our old frequency and number of cars! Thanks	Rail
Frequency needs to increase so transfers between lines not so lengthy. That discourages ridership	Rail
Why is there no increase to Silver Line service? I do not support this proposal because waits for the Silver line are too long and it's disappointing Metro isn't doing anything to increase Silver line train frequency. It would really help my commute and make me more likely to choose Metro.	Rail
I take Yellow Line to travel between DCA and College Park for Business. My business will be severely and adversely impacted if Yellow Line is terminated at Vermont. Short circuiting this line will impact my business, lost time, lost revenue and cause extreme hardship. Please Continue Yellow Line till Greenbelt and beyond.	Rail
It would be great if a more efficient switching method could be determined so the yellow line trains could run to greenbelt. I understand there is a pocket track just beyond Mt.Vernon, but I fail to see how that enables 4 more trains an hour.	Rail
I strongly oppose ending Yellow Line service to points north of Mt. Vernon Square. Stations that would be cut off from Yellow Line service under this proposal include U Street, Columbia Hts, Petworth, Ft. Totten, W. Hyattsville, Hyattsville Crossing, and College Park. These are all areas experiencing strong population growth, with thousand of residential units recently completed, under construction, or in planning stages. Ending Yellow Line service to transit dependent neighborhoods here in PG & DC will make it harder to get to National Airport, Crystal City, the Pentagon, and Alexandria in Virginia. Please reconsider this decision. Thanks very much. -Anthony Nigrelli, Hyattsville, MD 20782.	Rail
Frequency of train service - and the long waits currently - is my biggest concern. I very often drive into the District rather than taking Metro because the added time using transit is more problematic and frustrating for me than the bothers of driving and parking in D.C..	Rail

Written Comments	Category
I don't even really care about fares--just about anything will be less expensive than Uber or Lyft. I just want good, frequent service. Particularly at night around Shaw/Logan Circle/Adams Morgan.	Rail
You cannot cut off the yellow line at Mt Vernon square. You would severely impact service for some of the fastest growing neighborhoods in DC (U Street, Columbia Heights, and Petworth) plus Prince George's County. I am certain you will see a racial disparate impact. Terrible idea that would benefit wealthy NoVa commuters at the expense of the rest of us.	Rail
I'd like to see a commitment to returning to automated trains as it would speed up service considerably.	Rail
Please please please do not end yellow line at mt vernon square again. It makes no sense and fails to serve one of the densest corridors in the city. Also you used to manage to run normal service with both lines operating fully so I'm not sure where this imaginary requirement to have good service came from. Please don't do it, I'll stop taking metro to the airport because it'll be too unpredictable.	Rail
As a regular yellow line rider who takes it from Pentagon City to Georgia Ave/Petworth, the yellow line shut down has put a major strain on my commute for work. I've been counting down the days until I no longer have to take Blue all the way around, and having to switch lines. Cutting yellow line at Mt Vernon is going to require me to change lines yet again to get to work, which would put a permanent strain on my commute. I highly oppose this and wish that yellow will continue to greenbelt.	Rail
Need for metro train to open up early b4 5am for those who are working earlier. Thank You.	Rail
Removing yellow line service to Greenbelt station would have an immense negative impact on my daily life - it is the metro line I need to use to get to work.	Rail
Definitely increase the amount of rail lines as to better connect the dmv region. When creating the new rail lines try to include things such as automation and platform screen doors. It's very inconvenient for me, to have to go all the the way into DC just to get to another part of Md. or how the train lacks its biggest, if the train were to go into more lower income areas the Reece us would be greater as it's unlikely they would have cars and would as such have more money to put towards metro	Rail
I understand the importance of higher service levels on the Green/Yellow line, but it is very concerning that Metro would consider turning back the direct rail-airport line (Yellow line to DCA) before reaching the stations that the vast majority of residents who live on the yellow line live (i.e. Shaw/U St/Columbia Heights/Petworth/Ft. Totten & all of MD). I hope there is a compromise to allow for Yellow line trains to service more stations and allow more direct trips to the airport, instead of a downtown turnback. This is an issue for me personally, as transferring on the same rail line to get to the airport is not beneficial to many riders.	Rail
Less wait times for the silver line is trending in the right direction. Hopefully trains are less crowded	Rail

Written Comments	Category
6-12 minutes is not frequent enough at Farragut North during the day	Rail
As a regular Metrorail rider who commutes to work on the Green Line 5 days a week, I am highly in favor of the proposals to increase Green Line service to every 6 mins.	Rail
I hope that eventually service on all lines allows for waits no longer than 5 minutes at all times. Having spent some time in Paris last summer, we waited no longer than a few minutes on any of their lines. Like clockwork. A 10 min wait being an upgrade in our nation's capital is a bit sad.	Rail
I fully support increasing the frequency of metro rail trains. With respect to the survey, I doubt that most riders can provide informed or relevant opinions about allocating the FY budget across various services (the last survey item that was presented to me).	Rail
For yellow line terminal at Mt Vernon Sq, anyone beyond will now have to transfer from green to yellow, and travelers on the red line will have two transfer. Please factor that in the estimate of travel time, even with more frequent green line trains, as well as the inconvenience of transfers. It seems to be a wash.	Rail
More red line service please! As someone who lives on the red line it's important we have more trains particularly at rush hour and during sporting events. Also, if there was a way to spread out the blue/silver/orange trains better that would be great. I feel like every time I use them it's either 2 min between trains or 10. They all come at once	Rail
Aa a daily yellow line commuter between U St and Pentagon, ending yellow line service at Mt Vernon Sq would severely impact my likelihood of picking metrorail.	Rail
As a Columbia Heights resident, the changing of the yellow line would have a huge impact on my commute and ability to travel in DC. The yellow line being closed has forced me to choose car travel to get to Virginia, and if there is no yellow line service in Columbia Heights, I would be forced to continue to rely on car instead of metro, which I prefer. I have household members who work at the Pentagon and who travel frequently from DCA and no yellow line access from Columbia Heights would be a huge problem for their commutes. We chose to live in this neighborhood and bought property here in no small part due to the access to the yellow line for an easy commute.	Rail
Yellow line terminal at Mt Vernon is not worth the increase in green line traffic. I would prefer no change in train frequency and retain the yellow line terminal at Ft. Totten	Rail
Hoping for the metro to open before 5am coz there are alot of riders who want to take the metro train earlier than 5am.	Rail
I live at the College Park Metro Station and use metro everyday. It would be very disappointing if all yellow line trains stopped at Mt Vernon Square. Pre-Covid, yellow line trains did not stop at Mt. Vernon Square. Thank you for all that you do.	Rail
Please keep the yellow line schedule like before if needed. I'd rather the old schedule than the line to end at Mt Vernon Square (as proposed by the new plan)	Rail

Written Comments	Category
Please do not shorten the Yellow Line. Traveling to Arlington from the Glenmont end of the Red Line has been terrible without the Yellow Line at Fort Totten. That transfer point alleviates much of the crowding at Chinatown coming from both ends of the Red Line	Rail
I work at Dulles and would love to use Metro to get to and from work, however the last Eastbound train leaves at 2253 and 2353 on Friday and Saturday. This does not work, I get out of work at 0030 most nights, but as I drive I see in service trains heading Westbound past midnight, why does this discrepancy exist? Please have trains run until 0200, at a reduced schedule obviously not every 10 minutes. Flights arrive past 2300 and there are pax and employees that would love to utilize Metro.	Rail
If greenbelt can only hand 16 trains per hour, then run 10 green trains and 6 yellow trains to greenbelt and turn the remaining around at Mt. Vernon. That part of green line in the densest part of DC and I'd rather have 16 trains/hr than 10 trains/hr. Yeah it might be confusing, but no more confusing than turning back some trains early on the red line which was done for years. Market it as Yellow Line Bonus or something.	Rail
Green line service is much more important than yellow. Please keep U Street and Downtown connected with the highest possible frequency. I'd recommend not turning ALL yellow trains around at Mt. Vernon and instead half of the yellow service. Additionally, you could run even more green line service and less yellow.	Rail
I have serious concerns about the yellow line terminating at Mt Vernon. The time spent having to change lines negates the amount of time gained from "increased service." It has been challenging enough the last year to get to anywhere past L'enfant (that's not in the green line), so having to switch lines coming from anywhere north of Mt Vernon just to get to DCA or work (pentagon station, JUST over the river) is extremely off putting. If half the trains terminated at Mt Vernon but the other half continued to Greenbelt, that would be more bearable.	Rail
I ride metro from Forest Glen downtown and back, two or three days a week. I won't change my travel no matter what you do, unless it becomes super expensive. I am satisfied with my commute right now. My husband and I also like to go to Nats games, and it is very helpful when you have extra trains ready at the end of the game so we can get home faster. Thank you.	Rail
Do not terminate yellow trains at Mt. Vernon.	Rail
The turnback at Mt Vernon Square is terrible for those who live between Shaw and Petworth, which is the most densely populated stretch of neighborhoods in all of DC. I have lived near various stops in this corridor since 2017 and when there has been Green line service only, Metro has been pretty much unusable for me as compared to when Green and Yellow run in parallel. If this change is made, I will likely return to barely ever riding metro rail. While I recognize there may be staffing or budget complexities to running the Yellow line all the way to the end or operational complexities to doing a turnback at Ft Totten where there isn't a pocket track (though this has been managed before), either or both of these options must be preferable to reducing service to the most densely populated neighborhoods in DC.	Rail

Written Comments	Category
These proposals are a welcome improvement to Metro rail's service. As a Reston resident, I eagerly await further improvements to Silver line service.	Rail
Fare increases do not make sense. Metro is still running old trains in old stations with little to no improvement.	Rail
It would be nice if you extend closing hours only if people who host the events paid for it. Minimum of 10% of daily earning.	Rail
Running trains every 8 minutes during rush hour is not acceptable. Trains on the red line should be running every 4-5 mins during rush hour and should be 8 cars train sets.	Rail
They need to decrease the pay on smart trip and trains need to run every 8 min	Rail
I am strongly opposed to terminating yellow line service at Mt Vernon station. This would have a significant negative impact to residents north of Mt Vernon who have relied on the yellow line to travel into Virginia on a regular basis. The slight increase in service south of Mt Vernon would not make up for the serious interruption this would cause to countless commuters north of the station.	Rail
The idea that Red Line trains are operating every 8 minutes during 'rush hour' is a joke. Much longer wait times. So, sure, every 5 minutes would be great, but there's no way that's going to happen.	Rail
The yellow line being closed for almost a year is ridiculous.	Rail
Blue line frequency still seems inadequate. Please increases the frequency of blue line trains or I can’t continue relying on metro	Rail
The yellow line should have greenbelt as it's terminus not Mt Vernon square	Rail
Try adding or expanding circulator routes. Those have been phenomenal! Extend the Rosslyn-DuPont one perhaps up to Petworth via Adams Morgan and Columbia Heights! That’s such a well traversed corridor without a single direct line of service connecting the four neighborhoods in NW.	Rail
Metro should be a public good that increases utility as more people ride. The goal should be the most people riding. Improving service times, increasing confidence in the system matter. Fare evasion doesn’t matter.	Rail
More frequent trains are welcome.	Rail
Yellow Line trains should terminate in Columbia Heights, not Mt Vernon - Shaw U St and CoHi are residential centers.	Rail
The information on the pamphlet that was handed out differs a bit from what's presented here. I take the Red line everyday and was disappointed to see that in the pamphlet, the service will remain the same. I've had to wait 10 minutes for a train in the morning and nearly that long for one in the afternoon. Also, please increase the number of 8-car trains. The 6 car trains are often so crowded that I've had to wait for the next one--adding even more time to my commute. Obviously, the longer the time between trains increases the number of people waiting to board.	Rail

Written Comments	Category
Extend Yellow Line down to Mt Vernon. Dual benefit of better serving that area and providing tourist access to George Washington's estate.	Rail
I think the new yellow and green line service proposals do a excellent job in terms of getting the most of the current infrastructure, increasing trips over the yellow line bridge to take weight off the Rosslyn tunnel is a good idea. Additionally, I like the consolidation of 16H and 16G into 16M, but I think better frequency (maybe 8 minutes peak, 10 minutes off peak) will help push people off of cars and onto transit. This frequency boost should also be pushed onto other routes.	Rail
This proposal to have Yellow Line trains operate between Huntington Station and Mt Vernon Square Station only messes up the commute of thousands of people who need Yellow Line service between Greenbelt & Mt. Vernon. Disconnecting the ability for nonstop travel from PG County to Alexandria would do your passengers a disservice & disrupt their commute.	Rail
Keep at least a few yellow line trains running past Mt Vernon!	Rail
Please do not terminate yellow line service at Mt Vernon Sq - it would be nice to have at least half of the yellow line trains running all the way to Greenbelt. Alternatively, please keep running the yellow line till Greenbelt at pre-construction frequency levels (while the trains were still running). Thanks!	Rail
Please focus on solidifying the existing rail infrastructure and increasing metro and bus services. Making the system more reliable and consistent will increase my likelihood of using the system.	Rail
the yellow line is much more useful running from greenbelt to allow transfer-less travel than having a few minutes decreased headway	Rail
Don’t increase fares anymore. It is a big hindrance to small businesses as people just work from home and not show up to work. You guys are killing the commute	Rail
Return late night weekend service to 3am for night shift employees and nightlife goers and tourists, run silver line express service between Dulles airport metro center and lenfant plaza late night early morning in line with airport hours	Rail
Was unsure on how to feel on many of these questions since the explanations of how the proposed change would be achieved was not included. Changes to the Yellow line were an exception as that was adequately explained.	Rail
Please put more trains back on the tracks!	Rail
The increases in orange line service are very good. I'd be curious as to the possibility of continuing the current 'Blue Line Plus' situation where some blue line train serve New Carrollton. Especially in light of all the improvements being done at New Carrollton station (new bus bay, that apartment being built with Amazon money, eventually Maryland's purple line) I think it makes sense to keep a very high level of metro service there.	Rail
Faster headways are the most important to me. Cost is less of a factor.	Rail

Written Comments	Category
Decrease the wait time for silver line if you can. Also have more mid line turnarounds. Like during late nights have an orange line train running between Rosslyn and Stadium Armory. That way people who work late night shifts can metro home, and late night parties can get a metro out of the city making Ubers cheaper.	Rail
Please find a way to not do turn backs of yellow at t. Vernon. Also, invest less in new rail cars and more in maintenance and getting the tracks right so there are less delays and we can shift to ATC sooner.	Rail
Please keep yellow line service to at least Petworth. There are so many people who take the yellow line from there or further south (Columbia heights and i street) to the pentagon or DCA. If you make this change, I will probably drive instead of making a train switch at my Vernon. The archives shuttle to the pentagon has been punctual but so slow.	Rail
It is interesting that you chose the Yellow Line north of Mt. Vernon Square to cut, pretending it is to increase service. This section of metro was the last built [no surprise there], and it was a godsend for those of us living here when the Yellow Line was extended. This would CUT service, as we currently experience due to the Yellow Line shutdown, permanently. I know this is not your favored neighborhood, but it is unacceptable to cut our service (south of Fort Totten) when this is the most densely populated part of DC.	Rail
I 100% support more frequent service. People, myself included, need reliable service and only waiting a few extra minutes if you miss your first train for the next one is a huge win. For a metro the size of the DC Metro, i dont consider 15 minute service frequent at all	Rail
I have no idea what the budget proportions should be. That is a ridiculous question and I hope you disregard whatever data you get for that question! Also, the survey doesn't reveal the trade offs involved. Of course I want more frequent and less expensive transit. What's the catch?!?	Rail
I am very against the yellow line turn back at mt Vernon and it would decrease my odds of using metro	Rail
I would like to see further increases in service on the red line. The trains are almost always crowded during rush hour; in many cases the cars are so full that people are standing mere inches away from each other. Every four minutes or less would be ideal.	Rail
These changes sound nice on paper, but the current metro service is beyond unreliable. Fix existing reliability issues before trying to pull off new routes and schedules. Stations close all the time, trains are frequently late, etc. How often would metro actually be able to maintain these 6-8 minute times between trains?	Rail
Instead of having *all* Yellow Line trains turn back at Mt Vernon, I would much rather see every other Yellow line train continue to Greenbelt. This way service can be maintained at 6 minutes headways on both Lines, but allow much easier commutes and one seat rides for people that need to continue past Mt Vernon or are going the other way and need to take the Yellow Line. This also increases service to 4 minute headways beyond Mt Vernon instead of 6 minutes.	Rail

Written Comments	Category
Do not stop yellow line service to Greenbelt!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!!	Rail
I'm disappointed in the summer stopping of orange and silver trains at Clarendon due to rail work. Couldn't this have been done prior to opening the silver line and prior to increased ridership?	Rail
Please run red line metro trains more frequently on weekdays and weekends. Not knowing if you will have to wait 15 mins between cars makes driving appealing.	Rail
Increasing regular service, particularly for buses, and improving customer experience should be top priority for enticing riders to ride Metro again.	Rail
I hate the yellow line turn back proposal. It really diminishes the usefulness of metro at the busy stations just north of the turnback and is highly inconvenient. Reinstating this will cause me to consider other modes of transportation before metro since it introduces an unpredictable transfer.	Rail
Metro needs to be more accessible- should do some comparative studies with the local train system in Seoul South Korea. It's cleaner, faster, more accessible, fares are better and cost the city less.	Rail
To save costs, the frequency of the service should increase but maybe it would be a feasible idea to have fewer cars per service? Many times, even in rush hours, the cars are not even half full.	Rail
Please don't decrease service to Columbia Heights by changing the turnaround structure. That would create absurd delays for folks trying to commute.	Rail
trains need an updated maintenance for the summer because the lack of AC makes the train stink and unbearable to sit in for too long	Rail
Please increase silver line frequency. During rush hour there is pretty intense crowding both directions (due to Tysons reverse commute) Tue-Thur. I also feel that the low headways of 15 minutes discourage commute use as time is flexible than on non-commute trips. I know the chance of missing a train and having to wait 15 minutes keeps some coworkers from commuting. I would rather see Silver line frequency increase than Orange line. On the VA side, orange line just serves parking lots. Silver line has actual job destinations. I am not familiar with the MD side, but if the orange line to New Carrolton needs more frequency than the silver to Largo, why don't you switch which line goes to which destination? I don't care what color the train is, I just think Tysons needs more frequency than the parking garages at Vienna Fairfax stations.	Rail
Extended the metro late night hours. I'd be nice if the last Silver Line train to Ashburn out of Farragut West was at or after 2:00am on Fridays and Saturdays	Rail
I'd much rather wait an extra few minutes for a train than have to transfer at Mt. Vernon to go only a few more stops. Please do not reinstate the turn backs. Nobody wants them.	Rail
Please do not end yellow line service to Greenbelt. That is the only straight shot option for travel to the airport	Rail

Written Comments	Category
Late night hours for the rail should be expanded on weekends	Rail
Metro is a service, profitability is irrelevant. Highways, parking lots, and misc car infrastructure is not expected to be profitable. Increase frequency, return ATC, max out TPH. Figure out how to separate the blue line so everything isn't intermingled. Figure out how to max out TPH over the yellow-line bridge. Build more metrorail lines. Build more streetcar lines. Add more protected bus lanes. Spend money and don't let anybody ask how it will be paid for or how it will turn a profit—it won't, and that's okay. We can afford it…spend less on car infrastructure if we must. Metro is a service.	Rail
Please do not turn the yellow line back at mt vernon it hinders my ability to easily do outings and work with no transfers or make it so every other trip terminates at mt vernon or build new infrastructure at ft totten to turn back trains or just not do it	Rail
More yellow line trains would be very beneficial to my daily commute	Rail
Please reinstate the Mt Vernon express bus into DC to reduce traffic north on the GW parkway	Rail
I would much prefer less service on the green/yellow lines to having to deal with the turnback. I live in Petworth and am a frequent airplane traveler and it is really nice to be able to get to DCA and not have to switch trains--otherwise, I'd usually take a rideshare.	Rail
Please do not stop the yellow at Mount Vernon Square! Those of us north of there rely on the yellow line to get us to the airport, among other things!!!!!	Rail
Please please do something with the Silver line it's always a problem or the times change and one minute it's corporate and the next minute is the train driver who is driving too slow or driving to fast it's ridiculous. Please fix it.	Rail
The silver line should get more faster train frequency. It would really improve the quality of the experience by getting on metro faster especially when it's cold outside. It would also encourage more people to ride.	Rail
Orange line, Blue line, Silver line should stay rush hour service all day long or at least late nigh service should be 10 min intervals max Late night service from DC to Virginia and to the airports (IAD and DCA) (Bus Service if Metrorail is not possible) Accelerate Axel replacement for 7000 Series trains	Rail
I live walking distance to the West Hyattsville Metro station, and it has been very difficult over these past months without the yellow line. I was hoping that in May, the yellow line would return to our station, but now it sounds like it will turn around at Mt Vernon Sq instead. This negatively affects all residents north of Mt Vernon Sq.	Rail
Not a fan of having an occasional Yellow train come up to at least West Hyattsville station - since there is major renovation and development in that area. Being able to use a yellow direct was part of investing in the area. However, overall to have faster system service - it makes sense. It would just be nice if at least 1 train every half hour was yellow direct.	Rail

Written Comments	Category
I'm proposing for Metro to open earlier on weekdays like 4:30am or 4:45am for the people who has to be at work earlier, and to close earlier like 11pm or 11:30pm. Thanks.	Rail
I ride on the green line and have greatly missed the loss of the yellow line, both for getting to Reagan airport and for commuting. The proposal to turn around the yellow line trains many stations from the end of the line makes that line worthless for many riders north of the center of the city. This is especially striking given the planned shutdown of the green line north of Fort Totten this summer/fall. It feels like much more effort and service are being driven to the Red, Orange/Blue/Silver lines than the Green and Yellow.	Rail
Right now the most important things are increasing train frequency, increasing bus frequency, electrifying bus service, and upgrading old systems so the Metro system can be as modern as possible. New stations are fine but not essential to Metro at this point - the system has a lot of coverage. Better to spend on making what we already have top-notch and frequent enough that no one is left on a freezing or melting platform for long periods of time	Rail
Please don't turnaround yellow line at Mt. Vernon Sq. I use it to get to DCA and huntington frequently and it would greatly negatively affect me if it stopped at mt vernon sq	Rail
I love the ideas about decreasing wait times between trains. It would make taking Metro into DC from the suburbs a lot more convenient.	Rail
Shutting off easy access to the yellow line (a direct route to the airport as well as other areas of Virginia) to a large portion of residents who are people of color, especially after granting that access for years, would be a poor look for Metro in terms of policy visibility.	Rail
I am extremely concerned about metros proposal to terminate yellow line service at Mt Vernon. In the past this move has led to over crowded trains headed north of My Vernon and dangerous crowding on the platform at Mt Vernon during peak times. Neighborhoods north of Mt Vernon are extremely dense with increasing development in the MD suburbs of Hyattsville and college park. By running yellow line trains north of Mt V, Metro limits the number of transfers required to get across the city. Personally, I will be more likely to take metro with extended yellow line service because it gives me direct access to DCA from College Park.	Rail
I find the increased service on the Orange line to be insufficient. Why does every other line get rail service times in the single digits and the best we can do on Orange is 10 minutes, and only during Rush? This makes me less likely to return to working downtown or to seek new employment that does not require such transportation.	Rail
The yellow line turn back is one of the most frustrating things about living on the green/yellow lines north of mt vernon Square when it has been implemented in the past. I rather wait a couple more minutes for a train than have to transfer trains and honestly is a deal breaker for taking metro to the airport / Virginia etc.	Rail

Written Comments	Category
I like Metro and Metrobus. I wish that things would stabilize -- e.g., the axle problem on trains -- so that Metro could rebuild its reputation. Many people inside the Beltway leap on every problem as an excuse not to ride.	Rail
1. Silver line frequency should also be improved. 2. Not clear what fare changes would do to medium length trips. Eg would Metro Center to DCA fare go up, down, or stay same?	Rail
Direct access to DCA on the metro for yellow line commuters is important and impacts large swaths of DC that's not downtown/offices. The proposed change adversely and disproportionately impacts DC residents for the benefit of suburban commuters and adds to the car traffic to and from DCA.	Rail
Metro trains need to run later and come more often	Rail
I think it's very important for Metro to prioritize reliable and efficient service over free service. People who can afford to pay for service should, and the city can subsidize lower income people through other programs. There's no returning office workers to downtown without increasing reliability.	Rail
I live at silver spring station and depend on metrorail to get to DCA airport. I do not fly from BWI. taking away yellow line service permanently from ft totten station will deter me from using metrorail to commute to DCA airport as I do not want to transfer to blue at metro center as the travel time is longer and the transfer is more complicated. Please do not terminate yellow line service at Mt Vernon.	Rail
Current headways are not acceptable. Prolonged service cuts like the one in the summer are not acceptable. Wmata had multiple years of Covid shutdowns to fix their stations without shutting down large segments of their lines.	Rail
Need work on the metro rail for hours change	Rail
Please reconsider the planned Yellow line turnbacks at Mt. Vernon Square. Being able to commute to northern Virginia from DC without transfer on the Yellow line is a big reason I choose Metrorail. I would support a proposal that turns back some trains at Mt. Vernon Square but allows others to go to Greenbelt. For example, out of the 10 yellow line trains that run per hour under the current proposal, you could have 5 run to Mt. Vernon Square and 5 run to Greenbelt. That would put the number of trains turning around at Greenbelt at 15 per hour, which is what the station can handle. If running 5 Yellow line trains to Greenbelt is not feasible, please reconsider how much Yellow Line service is really necessary. The Yellow Line has only 2 stations that it serves exclusively (Huntington and Eisenhower Avenue), with the remaining stations served by other lines. Given that most of the Yellow Line overlaps with the Blue or Green Line, is it really necessary to run Yellow line trains every 6 minutes? Under the current proposal, 6 Blue line trains and 10 Yellow line trains would run per hour during peak periods. That is 16 trains per hour between Pentagon and King Street, which strikes me as unnecessary. So, if we can't run 5 Yellow line trains to Greenbelt and 5 to Mt. Vernon Square, why not cut Yellow line service to every 7.5 minutes (8 per hour)? Run 4 to Greenbelt and 4 to Mt. Vernon Square. That would mean 14 trains between Pentagon and King Street and 14 trains between Greenbelt an L'enfant.	Rail

Written Comments	Category
It would be great to have the trains travel more frequently. One time I had to wait 20 minutes for a train to arrive. Faster travel times would also be great, increase the trains' speed	Rail
Please DO NOT turn around Yellow Line trains at Mt. Vernon! The Green Line north of Mt. Vernon is one of the most densely populated parts of DC and this proposed change would dramatically impact Green/Yellow Line riders in areas that are the most dependent on transit.	Rail
One proposal that I feel would be personally useful is extending silver line hours at least to the core, running an 'airport connector' service for transatlantic flights and other domestic services late at night. The key point of Silver Line Phase II is connectivity to Dulles Airport, but Metro's hours sometimes make this connection unviable.	Rail
Run the silver and blue more often. Blue is especially important due to its connection to the airport	Rail
Hello- I am strongly opposed to stopped yellow and green line station at Mt vernon square. I frequently take the yellow line at U street corridor and travel to Eisenhower Ave for work, social reasons and meetings. I know several friends and colleagues who attend Howard University or live near the U street metro also travel back and forth to Alexandria often. With the construction, the transfer and metro trip has consistently been unreliable and a bad experience. I would prefer to see the yellow line open to U street corridor. The businesses benefit from travel to VA clientele and those of us who commute for work need the line open. The longer the line remains closed the more likely I am to Uber or avoid the metro overall.	Rail
I take the Green (and would take Yellow if available), so my answers were obviously skewed in that direction. I am north of Mt. Vernon, so if running more Greens/Yellows but Yellow not running past Mt. Vernon would mean I'd be seeing basically the same schedule (or less, which I think is the case), I'd be for keeping the same schedule but running 2x the trains on that line. I.e., if I'm going to be seeing only a Green every 8 minutes, but I'll also be seeing a Yellow every 8 minutes, I see a train on average every 4 minutes (one of which goes to DCA), whereas if I'm only seeing a Green every 6 minutes, I see a train on average every 6 minutes. So option A (Green/Yellow on current schedule and line), I go with that. However, if the option is a Green every 6 minutes or a Green every 8 minutes (with no Yellow), obviously I'd take the train every 6 minutes.	Rail
Please aim for better than 6 minute headways on the red line. If we are serious about people returning to the office, we need 2-3 minute headways during morning and afternoon rush. Metro also need to run more 8-car trains during morning and afternoon rush.	Rail
Yellow needed to Columbia Heights to get to airport	Rail

Written Comments	Category
Why not run Green and Yellow lines at 7.5 minute intervals instead of 6 minute intervals and go all the way to Greenbelt? This would be 16 trains per hour. It seems like, compared to 6 minute intervals, it would only cost some commuters 0.75-1.5 minutes, and it would shorten some other trips by a lot. The the trip from Columbia Heights to DCA would be shorter by up to 5 minutes because it would remove the need to transfer from Green to Yellow.	Rail
Please reinstate the 11Y	Rail
please divert the blue line and make a georgetown stop!	Rail
I like how the fares would be more consistent throughout the day, and that Green line (the main one I use) would have trains available more often	Rail
I have been really unhappy with how slow the trains have been operating in the past 7 months. Even with the changes to shorten the wait time it still does not feel like enough. I used to love taking the metro but as time has gone on it just feels like a waste of my time. I do not understand why it is so slow now. I am paying the same amount of time for the trains to be slower and gets stuck underground more frequently. I have not had a normal commute in the past two weeks because of all of the emergencies that have been happening.	Rail
Please keep the yellow line train service as it is. It makes sense for citizens that live above Mt. Vernon and take the train to the airport.	Rail
While I do appreciate the efforts to decrease wait times for trains, I ultimately feel that they don't go far enough. Barring unforeseen issues that cause delays, I don't see why a normally operating Metro shouldn't be able to provide wait times of no more than 5 minutes between trains across the board. The only thing I could see that would make that not feasible right now is not having enough trains, which would still be remedied by making more of them. That would be an investment in Metro's service to give riders a much better commute, thus ensuring not only that existing customers keep riding Metro but also that more people will start using it for the first time, and having more cars will help to handle the increased amount of customers. I also strongly feel that the trains should stay stopped at the stations for just a little bit longer to ensure more people are able to get on them instead of just barely missing them. Even just increasing that window by maybe 10 seconds would help ease a lot of people's commutes by giving them more time to get on a train without being a notable burden to those already on a train.	Rail
Ending yellow line service above MT Vernon would be terrible for me, change my commute to Arlington, end my use of metro altogether and likely turn me into a single issue voter.	Rail

Written Comments	Category
I am very opposed to yellow line trains terminating at Mount Vernon Square. Prior to the service cutbacks after the train derailment, yellow line trains terminated at Greenbelt. Ridership on the green line beyond Mount Vernon Square is *very* heavy. Afternoon rush hour trains are currently packed. When I get off the train in Hyattsville, there are still lots of people on the train. I don't understand why WMATA cannot return to its practice of having yellow line trains run to Greenbelt. I believe green and yellow line trains ran every 8 minutes under that schedule. I would much prefer every 8 minutes with the yellow line terminating in Greenbelt than every 6 minutes with the yellow line terminating at Mount Vernon Square. Even if green line service increases by two minutes (from 8 minutes currently to 6) these trains will still be very crowded. Please, please consider having yellow line trains terminate at Greenbelt.	Rail
I marked a lot of my answers with it would not affect my choice of travel. I take the train anyway.	Rail
Please bring back late night hours for metro — the trains stop too early for service workers to use it for their commute	Rail
Would like to see more frequent service on the Silver Line.	Rail
Please monitor Silver Line ridership and increase frequencies as warranted. Thank you!	Rail
I think overall the increased train frequency will be appreciated. As long as you can keep to that schedule, and return all the 7000 series, I think crowding will be kept to a minimum. I would suggest continued diligence towards fare evasion and catching/fining violators. It seems to happen multiple times everyday at the Pentagon City station.	Rail Capital Construction, Fare Gate Evasion
Please don't cut the yellow line to Mount Vernon Square! Those of us living in NW/MD rely on it to get to Virginia (especially DCA) and transferring adds a lot of time and inconvenience.	Rail Service
Proposing metro to open earlier than 5am.	Rail Service
Make the trains run as frequently and as safely as they did pre-October 2021	Rail Service
I rode the Silver Line from Ashburn to Farragut West for the first time yesterday. My experience was great! The only change recommendation I have is to make it easier to combine SmarTrip cards (offer an online option, via the app, etc.). In addition enabling Google Pay/Wallet to host more than one card (like Apple Pay) would be nice.	Rail Service
Love the green line improvements! Metro should have tons more money!	Rail,
Blue line disruption and yellow line suspension have been a huge disruption. More needs to be done to prevent further complete shutdown of two major metro lines for a month+. The buses running on blue line during the month of September 2022 were very badly implemented. Buses were inconsistent and took multiple different routes to varying levels of effectiveness.	Rail, Bus Service
Keep the bus and rail fare as it is. DO NOT INCREASE THE FARE PLEASE. Thank you!	Rail, Bus Service
Saturday-Sunday make the metro rail free. The busses should be free no more than $2 to ride the train	Rail, Bus Service

Written Comments	Category
I live in DC and commute to Virginia. Discontinuing YELLOW line to GREENBELT is a deal breaker!!! My office relocated to E.Glebe & Potomac Ave in Jan 2022. I will be commuting to the PY station once open. (Currently taking the MW1 bus from a metro rail stop-Pentagon City/Crystal City/Braddock Road.) Prior to Jan 2022, I commuted from the Pentagon Metro station to Mark Center on the 7M. There are many of us who go beyond Mt. Vernon Square so this change is going backwards.	Rail, Bus Service
Frequency & safety will continue to drive how much I use the Metrobus & Metrotrain. Thank you.	Rail, Bus Service
Metrorail and bus should be free to all, and train and bus frequencies should be so high that passengers shouldn't have to time their arrivals to stations to make sure they don't wait. Make metro and bus more convenient and you will see ridership soar.	Rail, Bus Service
Yellow line and DC3 service are very important to me. Please don't downgrade service from the current DC3 route back to the 11Y route. Also, PLEASE don't turn around yellow line trains at Mt. Vernon Sq. Being able to take a single train from Columbia Heights to National Airport and Alexandria is A KEY reason that I choose to use metro over other modes of transportation.	Rail, Bus Service
Favorite part of the proposal is free bud service and increased bus and train frequency! Thank you!	Rail, Bus Service
I am generally in favor of more frequent Metrorail and Metrobus service. Currently, I sometimes choose not to use these services because I'm concerned about the wait time.	Rail, Bus Service
Please bring back some late night weekend service.	Rail, Bus Service
Minimize bus and rail headways to the greatest extent possible!! Keep on making metro great.	Rail, Bus Service
More frequent trains on the Silver line! 12 min is an improvement but 7 min would be really great! Also, please add Metrobus service in "data center alley" in Ashburn. I am giving a lot of money to Uber drivers but I would prefer to give it to metrobus. A lot of my co-workers that live in NoVA and MD would take the metro from VA to skip the traffic!!	Rail, Bus Service
Anything to improve frequency seems to increase ridership. Anything that connects systems, bike networks to rail, to buses. Get people out of cars	Rail, Bus Service
We need more service than is proposed and we need an extra rail added across the whole system so that, when the constant barrage of problems that cause single tracking or extended holds arises, trains can bypass a station to continue on. Focus should also be on expanding service into the later evening and overnight, as well as expanding the service area and connectivity of lines through new lines being built or through better more connected busses with dedicated bus lanes.	Rail, Bus Service
The Metrorail and Metrobus system should be invested in to the point of making it free, accessible, and convenient for as many people as possible as an example to the rest of the country	Rail, Bus Service

Written Comments	Category
Metro needs to continue to perform preventive maintenance, while, at the same time, running trains and buses at a frequent and reliable schedule. I mostly use trains, but in the future, I may take buses more often. For now, the Circulator fills most of my bus needs.	Rail, Bus Service
Increasing the frequency of service is a great proposal.	Rail, Bus Service
I love taking the bus and the subway whenever I can. I'm looking forward to and earlier start in the morning on the Green and Blue lines on Saturdays and to have the 32 bus run much more often during the day and on Saturdays.	Rail, Bus Service
The proposed 11Y might be okay with more frequent service, but as it is even the DC3 doesn't come frequently enough. Similarly, I'd like to see increased frequency on the blue line even after yellow line routes reopen	Rail, Bus Service
Ending YL service at Mount Vernon Square is an enormous slap in the face to many of us in northern Virginia who have not had YL service in MONTHS. I moved to my current home specifically because it would be an easy, no-transfer commute to work near U Street. My particular commute has gone from 15-20 minutes door to door with YL service pre-pandemic to sometimes an hour and a half with the BL and 52/54 buses the rest of the way which get bunched up or just don't run. I can't even count on making it to work on time.	Rail, Bus Service
The current service in Virginia is unreliable at best. Those are conveniently missing from the proposals. Please address them soon.	Rail, Bus Service
I would not benefit from this program, but many people would. I think making Metrobus and Metrorail as accessible as possible to as many people as possible, while making it harder to drive individual vehicles is the way to more forward. I am in favor of as much bus lanes, bike lanes, and pedestrian-friendly infrastructure as possible!	Rail, Bus Service
Metro should strive for even better headways. The Red Line used to have 2.5 minute rush hour service, 2x the proposal outlined by WMATA. Many buses that aren't in the frequent service network (G2, L2, 96, H8, D6, P6) should be bumped up to at minimum 20 minute service. The 42 should be strongly considered for 12 minute service. Would love to see WMATA explore service to regional destinations that lack transit service altogether, potentially seasonally and/or on weekends. Right now it is impossible to get to Great Falls without a car and even with a car, parking is overflowing. The National Arboretum & Bonsai Museum could use additional service too. The closest bus stops on Bladensburg Rd lack crosswalks to access them. It could use direct shuttle service from the Red Line on weekends. Hains Point is a 40 minute walk from the closest bus stop. The National Capital Trolley Museum has no transit service whatsoever even though the people who likely would enjoy it the most are transit riders. Metro should see it as its responsibility to make sure that people can access all destinations in the region whether or not they have a car. A great example of this is King County Metro's Trailhead Direct: https://kingcounty.gov/elected/executive/constantine/news/release/2022/May/12-Trailhead-Direct-2022-schedule.aspx	Rail, Bus Service
More service = more customers. Thank you!	Rail, Bus Service
Keep adding more service!	Rail, Bus Service

Written Comments	Category
IN FAVOR: increased frequencies on metrobus and metrorail IN OPPOSITION: Cutting the Yellow Line route at Mt. Vernon Square. If it means keeping Green/Yellow line frequency at 10-12 minutes, Keep the Yellow Line in full (Huntington-Greenbelt).	Rail, Bus Service
Please prioritize more than anything increasing service. Allocating the budget was a confusing question but I did my best.	Rail, Bus Service
Make It Not Being Hard & Complicated 4 Riders	Rail, Bus Service
Re: blue and yellow lines yes that frequency has to be increased. Current service is ridiculous, especially with the repeated service stoppages in Virginia over the past years for various Metro projects. 2022 was the worst when you halted ALL train service on blue and yellow in Alexandria to connect one station, as if no one travels between Braddock and Springfield or Huntington. You need to do a lot of work to get riders' loyalty back. Re: the 11Y, absolutely that needs to come back. That bus was heavily used, you never provided enough buses for that route. I repeatedly sent pictures of the packed buses, people crammed in standing from the driver all the way to the back and Metro ignored us (and the safety hazard). It should come back and ridership levels closely monitored. Every 24 minutes is pretty crappy but it's better than nothing.	Rail, Bus Service
I think metro should do something	Rail, Bus Service
The proposed yellow line service pattern is horrible, both the time line and the proposed route. You are cutting off an entire sub section of DC and Maryland's ability to easily get to the airport. We've already had to adjust from the yellow construction being down. Now you're limiting the route instead of expanding it? That's silly. The new route should go back on line with more, not fewer trains between DCA and the entire greenbelt line. Additionally, the proposed frequency of trains is insufficient with other cities of our population and density sizes. The trains should be running much more frequently than the proposed budget and you'd likely have more revenue if you expanded hours for rail and also didn't limit the yellow line stops. I appreciate Metros proposal of the 24 hour bus service and extended routes, but rail improvements need to be made as well. I'd also suggest in future improvement plans to create a bus route along Florida to New Hampshire -- I realize foggy bottom and Georgetown have a lot of sway to not put any bus routes or rail lines around their neighborhoods, but times are a changing and Metro also needs to expand bus routes across DC. It shouldn't take me the same amount of time to walk from one neighborhood to another as it would take me to take the bus or train down to downtown and then west to get to my destination. Also please buy more electric buses. Also, I'd suggest a texting program to help enforce/deter bad actors of cars that stall in bus or bike lanes. The texting program would need to include the license plate (not sure about applicable laws), but often on U street I see cars or even trucks stalling in bus lanes and while drivers are likely able to handle it, individual citizens that use these services everyday can probably get you better data on this and help enforce it better than metro police or bus drivers.	Rail, Bus Service
Amazons return to office mandate will have employees coming to the Crystal city 3+ times a week starting May 1. Any additional routes in that area will see an increase in riders.	Rail, Bus Service

Written Comments	Category
Increase of f8 Cheverly bus at peak times. They are never on time. Also I think the green line train should run every 3 mins at peak times . Their times are not accurate either.	Rail, Bus Service
I completely understand the reason for turning YL service back at Mt Vernon Sq (Mt Vernon Sq is a home station for me so the change really doesn't affect me - I'll never have to transfer through the station), but Ft Totten REALLY should be the turnback point, to allow for RL connections. Adding a crossover/pocket track just beyond Ft Totten should be a priority in the Capital Plan moving forward to allow this in the future. All service increases (bus and rail) are a HUGE YES and should happen ASAP. I go back and forth on free bus service as proposed by the DC Council - I LOVE the all night and increased service, but the money used to make the buses free should just go directly into improving bus service itself. I think a small fare is a good thing in that it helps people buy into the system (literally) and keep the bus from becoming even more of a political punching bag whereby some politicians might say "oh it's free anyway we don't really need to worry about making it better…" the bus must be made MUCH FASTER, MUCH MORE FREQUENT, and more reliable/consistent to really get people onto it, not free.	Rail, Bus Service
Metro Rail and Bus Service should be adjusted to include all the Washington Metropolitan airports that support General Aviation. These smaller airports are also going to support the air mobility efforts in the area of air taxis.I would like to think that there are a lot of private pilots that would benefit by having access to all these airports. The overnight DC Bus routes can provide access to College Park (CGS). College Park - CGS Tipton Fort Meade - FME Potamac Airfield - VKX Leesburg - JYO Mannasas - HEF Gaitherburg - GAI Freeway - W00 Frederick - FDK The adjustment of existing routes to make these airports accessible via Metro would position the region to provide more access to pilots and aspiring airline pilots working on completing their 1,500 requirement.	Rail, Bus Service
More buses should run on a Sundays as well and sa.e goes for metro rails trains	Rail, Bus Service
MORE SERVICE! More service, more trains, more buses = MORE RIDERS! Please stop reducing service! Our countries capital has one of the most embarrassing public transit systems! People WANT to use Metro but it's so unreliable and infrequent that it's impossible! Robust public transit creates a robust economy.	Rail, Bus Service
Excited to see frequent service on rail again Lived in Seattle and a free ride zone did not work well, they ended up removing it Want to see more frequent bus network optimizations (King County Metro in Seattle is a model for this in my mind)	Rail, Bus Service
Focus on making the current system efficient and dependable so people don't start distrusting public transit.	Rail, Bus Service
Don't mess with the Yellow Line terminating at Mt. Vernon Square since it makes it annoying to go north from VA Also don't mess with the eliminated Arl Mill loop since it cuts off the Mill from the Pentagon without a bus transfer since no ART busses there go to the Pentagon, which defeats the whole purpose of Pike Ride for a large amount of people	Rail, Bus Service

Written Comments	Category
Generally support increased rail service levels, as long as ridership supports - running empty trains does not save energy or encourage public safety. Bus reliability and speed should be a priority to prevent stacking and have reasonable frequencies. If I see the bus is 30 minutes away, I will call an Uber instead. Support priority bus signaling at traffic lights and enforced bus-only lanes.	Rail, Bus Service
Great option from DC NW towards Mount Vernon that avoids the congested Pentagon station.	Rail, Bus Service
More frequency and lower costs for riders makes sense.	Rail, Bus Service
more frequency please! and more transit along south dakota ave (e.g. fort totten to the arboretum/costco) and east/west across north DC (e.g. from fort totten to glover park)	Rail, Bus Service
What about expanding the opening/closing operation times?	Rail, Bus Service
Improve your train and bus services Thanks	Rail, Bus Service
As a daily rider who lives in DC and uses Metro for just about every trip, I like most of what WMATA is proposing, and am encouraged by the increase in service across the entire system. My one concern is the proposed Yellow Line turnback at Mt Vernon Sq, reverting to the line's pre-2006 service pattern. I understand that the shorter end-to-end distance will enable Yellow Line service to run more frequently with the same number of trains and operators, and that's certainly a plus. However, I would like to offer three points for consideration. 1: When Metro previously extended Yellow Line service to Fort Totten in 2007 and Greenbelt in 2012 on a trial basis, its ridership increased. When those trial periods ended, ridership decreased again. This was a big part of what motivated Metro to make those trial periods permanent in the first place, and ultimately to extend Yellow Line service to Greenbelt full-time in 2019. 2: During the height of the COVID-19 pandemic, Metro's heaviest ridership shifted from downtown DC to the portions of the system serving high-density residential neighborhoods, with Columbia Heights at one point being the highest-ridership station in the system. Metro also has seen a greater portion of its ridership on buses than had been the case pre-COVID, and a significant fraction of Metro's bus routes that serve high-density residential neighborhoods provide transfers to the Green Line north of Mt Vernon Sq. There is thus a strong benefit in terms of both maximizing service frequency and minimizing the number of transfers required along this dense, high-ridership corridor, by providing Yellow Line service north of Mt Vernon Sq. 3: Metro is currently in the final stages of evaluating alternatives for the Blue-Orange-Silver capacity increase project, with all of the build alternatives involving the construction of a new east-west line that would interchange with Green & Yellow at Mt Vernon Sq. In a scenario where the Yellow Line still terminates at Mt Vernon Sq when this new line opens, the station will need to handle both passengers transferring between the new line and Yellow/Green service, *and* passengers transferring between Yellow and Green. It is easy to envision such a scenario leading to increased congestion, which is precisely what the BOS study is intended to alleviate. Given the above, I would encourage Metro to keep Yellow Line service running north of Mt Vernon Sq once the line reopens in May, at the very least to Fort Totten if not all the way to Greenbelt. Of course, I understand that Metro is under financial constraints which may make this challenging in the near-term budget, and I am not prepared to suggest alternative ways to achieve equivalent savings. I would therefore request that if Metro does go forward with truncating the Yellow Line, it should have a plan in place for	Rail, Bus Service

Written Comments	Category
future resumption of Yellow Line service north of Mt Vernon Sq as soon as possible, and that plan should be communicated to the public.	
I would love if the metro or metro bus would extend to all night service	Rail, Bus Service
Transit should be reliable, frequent, and safe...no one wants to take unsafe, unreliable, and/or infrequently-serviced routes no matter how low the cost or how many 'perks' Metro tries to cram in.	Rail, Bus Service
Appreciate the commitment to improving headways on buses and rail. This is very necessary	Rail, Bus Service
expand 3y service hours. Arlington deserves better metrobus service. orange and silver line should have equivalent service as red line - Virginia deserves better metrorail service for what it pays. Equalize the cost of metro for commuting in Virginia as compared elsewhere with the system - commuting on the silver line is ridiculously expensive and is more expensive than driving.	Rail, Bus Service
Most excited about free bus service and increased train and bus frequency. Thank you!	Rail, Bus Service
Offering frequent reliable service is the best way to attract riders. Focus on ridership first! Don't need shiny new stations. Basic transportation that is frequent and reliable is great! Electrify the bus fleet.	Rail, Bus Service
Regarding shortening yellow line to Mt vernon, would affect those who use the line heading north of that stop. The no cost bus trips for DC users would always be subject to what the city budget will allocate. Will there be any additional ramp up of the 7000 series rail cars prior to the 2024 fiscal budget?	Rail, Bus Service
I would rather keep Green line service at current levels but continue Yellow Line service to College Park and Greenbelt. It gives us a non-stop train to Northern Virginia (including the Pentagon/Crystal City/Alexandria and other major employment centers) and Reagan National Airport. I would also like to see the B30 bus service restored at Greenbelt to BWI. We need transit access to our area airports and shouldn't have to rely on driving and Uber. Best Regards, [redacted]	Rail, Bus Service
24/7 Transportation is very important to me.	Rail, Bus Service
Please focus on increasing service frequencies & reliability - particularly on MetroRail. Many in the Washington area have a choice between driving or taking public transportation - and it is the frequency of trains and buses that will drive that decision. Also - please get rid of the 5-10 second wait after a train arrives at a station before doors open (I know this is not budget-related).	Rail, Bus Service

Written Comments	Category
Frequency and reliability is what matters. Many many many people who ride have no other option - we cannot afford an alternative. I would prefer a “no frills” Metro (stop spending money on PR/ads/consultants) and focus on frequent trains and buses and reliable service. This is the only way to address climate change, address income inequality (better service makes it easier to get to work and apply for higher paying jobs), and make our region more desirable for residents and businesses.	Rail, Bus Service
Please focus on making buses and trains more reliable and frequent so we can depend on them to get us places on time	Rail, Bus Service
I think most of the proposal are good as it is to increase the frequency of trains, so if we LOSEE one the next comes within 10 minutes for example. I AM TOTALLY AGAINST FREE BUS RIDE IN DC, because I live in Virginia, and taking bus and trim to work in DC, would you also make it FREE for MARYLAND ABD VIRGINIA? Thank yoi	Rail, Bus Service
I would like metrorail & metro bus to be 24 hours. This would employ many more DC residents. There would create less break downs, less station closings, & assist individuals that do not own cars. The fares for all parts of metro should be lowered, making it more affordable. Resulting in more residents using metro as an effective way of transportation other than their personal cars with on going traffic.	Rail, Bus Service
The metro and the bus need to run more frequently. The buses need to be on time. We love DC for being a non-car dependent city, one of the only ones in this country.	Rail, Bus Service
Please keep increasing service. The fare does not matter to me as much but knowing I can walk into a station and a train is no more than a few minutes away or I can walk up to a bus stop knowing a bus will pull up promptly will increase my use of the system. Also open up the yellow line. It is ridiculous that it will have been closed for almost a year, especially since there is already an annual closure to work on the bridge. Those decisions push me off metro and potentially out of the DC region	Rail, Bus Service
I appreciate Metro service and I do my best to avoid car trips. The rail service has significantly improved and the proposed timetables are even better. The bus has a long way to go and it often does not approach 'show up and go' frequency (<12 min). Perhaps improved bike infrastructure could replace those trips? Regardless, I'm supportive of the changes and of Metro leadership - just please ensure the increased service is sustainable post-COVID as the region struggles with lower trips and a smaller tax base. I'd rather have decent, sustainable service than a big hole in the operating budget.	Rail, Bus Service, Miscellaneous
Very excited about the reduced headways for Metrorail. As a daily green line user I am in favor of 6 min headways even though the occasional trip to DCA will require a transfer at Mt. Vernon. Free metrobus in DC will be great as well as the 24 hour bus lines. A few comments that I have: 1. Explore making federal holiday fare match weekend fare at $2. 2. Ensure Metro Transit Police has some presence on some bus lines (based on data that shows high levels of crime), especially once 24 hour service gets started.	Rail, Bus Service, Metrorail Simplified Fares, Safety/Crime

Written Comments	Category
I like Metro's proposals especially if it means we will have safe and reliable transit service and Metro can balance its budget.	Rail, Bus Service, Safety/Crime, Support
12 minutes should be the maximum time anyone should wait for a train, even late at night. Money should be dedicated to making buses more frequently, but also, importantly, to make sure GPS updates go out (not knowing where a bus is or when it will come, which happens very often, makes metrobus much more stressful and unusable)	Rail, Bus Service,
I'm in favor of 24/7 bus service on key routes, but 20 minute headways seems like 'too much' service for many of these routes in the overnight hours. Also, having a late night bus network within DC proper without service to Virginia and Maryland is not ideal, hopefully a true late night bus network can be developed at some point. The fare free proposal within DC is a BAD idea and not one that I support. Making buses free at a time when Metrobus ridership has rebounded from pandemic ridership lows much faster than rail is likely to create a situation where buses, used by people who are most dependent upon public transit, get more passengers and slower service while rail service remains uncrowded and offers faster trips (when compared to bus) at a higher cost. The money is better used for other initiatives. Surveys show that transit riders would be willing to pay a nominal fee for reliable service. It is unclear who wants this aside from some DC Council members. This objection to the free bus fares program is made even stronger by the increase in fares that many would see with the 'simplified' Metrorail fare structure, especially in the off peak periods. Rail fares would go up significantly for some rides (especially as the cost per composite mile will nearly double during the off peak hours) forcing some to choose between a significantly more expensive but faster bus trip or a slower but free bus trip. This is not equitable or good policy.	Rail, Bus Service, Metrorail Simplified Fares
The most important thing that metro can do is provide consistent and regular service. If riders know that they can depend on the bus or metro to get them to their destination on time, ridership will increase. Metro has lost a lot of faith since the covid service decreases and the 8000 series fiasco last year. Less money needs to be spent on cosmetic changes, rebranding, and new technology; the quality of the infrastructure currently in place should be the top priority.	Rail, Bus Service, Capital Construction
Money should be spent on fixing what exists, paying people more, and making buses/rail more frequent.	Rail, Bus Service, Capital Construction
Priorities should be increasing/improving service to both metro rail and metrobus. I would also like to see projects to better connect the system prioritized such as farragut tunnel, NOMA 3rd St NE entrance, Metro Center-Gallery Place pedestrian tunnel, second entrances to stations with single entrances. And most of all bus priority lanes!	Rail, Bus Service, Capital Construction
New buses and railcars should be modelled after european buses and railcars. For example, completely flat floor buses, more doors on buses, etc...	Rail, Bus Service, Capital Construction

Written Comments	Category
Focus on getting people in and out of Metrorail stations (and bus stations) as quickly as possible -- this means more frequent and faster trains/buses. The less time I spend waiting for a train/bus, and the less time I spend on the train/bus, the less I care about things like station cleanliness, station safety, station comfort, station signs, etc. Therefore, you should devote almost all funding towards more frequent and faster service instead of station improvements (e.g. better signs, better lighting, USB outlets). Work with DC govt to implement congestion tax to fund Metro. Promote more development near Metro stations. Open bathrooms to the public.	Rail, Bus Service, Capital Construction, Safety/Crime
Increased service with consistent and predictable schedules will help Metro and the bus system retain riders. The Metro does not service large parts of the city so consistent, on time bus service should be prioritized. Focus services on the community, not on commuters. I've also been severely disappointed by Metro's lack of action to combat fare evasion. At my station I witness people jumping the turnstile nearly every time I ride. Either enforce fares or make it free for everyone. Please also take safety seriously and have a greater security presence in stations. The recent shootings and other crimes on metro are making me reconsider how often I should ride the Metro.	Rail, Bus Service, Fare Gate Evasion, Safety/Crime
Please focus on increased headways on MetroRail and MetroBus. This is the biggest single point of failure that keeps me from taking more public transit. I've recently waited at least 15 minutes on the platform of Potomac Ave. Metro station waiting for a Blue Line train during rush hour. That level of service is incredibly frustrating and a major factor in using Metro. Additionally, despite all of the publicity, I haven't seen any fare violation enforcement. All of these pricing proposals mean nothing if they're not actually enforced. But I have seen a larger security increase across the system and want to commend Metro on that. Thanks for all the work you do to provide great public transit in the DC area.	Rail, Bus Service, Fare Gate Evasion, Support
Strongly support increased service on bus and rail and proposal should go farther and restore some of the bus service that has been lost. People cannot use metro if they can not reach it and sone areas have no rail stations. Prefer larger government subsidies to increased fares so the cost doesn't fall solely on riders, many of whom are low income.	Rail, Bus Service, Low-Income Fare Program
How would free service in DC be paid for - higher prices for nonDC trips? Top reasons I stopped/reduced using metrorail: railcars too crowded, long waits for trains, cost. Reasons i decreased bus usage: unreliable timetables, non-convenient routes. A direct service from Alexandria to DC is needed - one that does not go via pentagon. It takes more than an hour to travel 10 miles to the city via metro bus. 24-hour bus service could threaten drivers. Already they are harassed during the day. Take away light, add more potential drunk or high riders - i would worry about their safety, as well as mine as a passenger. Not a good idea. More stations are being added but the downtown system infrastructure cannot handle more cars. More stations no longer a good answer, unless there will be routes to bypass downtown. (Eg, Maryland to VA w/o going via DC).	Rail, Bus Service, Metrorail Simplified Fares
This budget proposal is mostly very good; I particularly like the service proposal for the Yellow/Green lines, as Metro should be running trains as frequently as they can. I also very heavily support the Metro For DC bill; making service free is the best way to make transit available to everyone, and implementing 24-hour service is also a very important step in	Rail, Bus Service, Metrorail Simplified Fares

Written Comments	Category
improving Metrobus service. The main issue with this budget proposal is the increase in maximum fares; outside of rush hour, further-out places on the Metro, such as Shady Grove and Huntington, would now have to pay nearly twice as much for the longest trips. Increasingly, DC's further-out suburbs are becoming lower-income, and this growing low-income population in outer suburbs would now have to pay much more to ride the Metro. I think that Metro's goal should be to look into how to lower fares without increasing fares for anyone; the ultimate goal, while it would be hard, should be to have a 2$ flat fare at all times.	
Increasing service/frequency of rail and bus is my number 1 priority. Also, Free bus is transformative for low-income folks, but I would prefer a "Pay what you want" system. As someone who can afford to pay, I gladly will keep paying to ensure there is still fare revenue for maintenance, expanding frequency, etc. increasing bus frequency will also boost ridership and revenue	Rail, Bus Service, Metrorail Simplified Fares
If you intend to be a fully functioning transit agency, trains and buses should have no more than 10 minute intervals. Charging less is fine, and might increase riders, but I am skeptical you have enough money to pay for it. Until you get a handle on crimes in the system, from fare evasion to murder, none of your tinkering will matter. First hire more cops, then we'll see what else you can do.	Rail, Bus Service, Metrorail Simplified Fares, Safety/Crime
I strongly support increasing the frequency of rail and bus service, updating and maintaining train equipment and signaling systems, and other safety improvements (including operator training). I would also like to see more awareness & marketing campaigns about the increased frequency of service (people who don't take Metro much might not be aware) and the overnight buses. Also can we get some more in-station personnel, cleaning of platforms, and announcements reminding people not to smoke cigarettes or weed on trains and in stations?? Thanks y'all.	Rail, Bus Service, Miscellaneous
Metro rail runs well all things considered. Stations, technology need help. Metrobus needs more aggressive traffic enforcement and more buses — it's already great but it could be awesome!	Rail, Bus Service, Miscellaneous, Support
Increase frequency of headways at ALL TIMES - do NOT reduce after 9:30 or weekend hours. No police enforcement EVER on transit or at stops at all. I want ZERO money spent and WASTED on fare enforcement, mobility is a fundamental right to move and participate in society. Spend the money on actually improving the system by increasing frequency and keeping costs low. Public transit is a government SERVICE, so I fully support zero fare transit because a government should NOT be trying to make a profit, you are not a business, you serve the public.	Rail, Bus Service, Safety/Crime
Rail and Bus Safety should be a forefront of the budget. Not just the engineering aspect but the physical safety of employees and customers. More trains at night after 9:30 pm because people just want to get home to be safe. Trains to Greenbelt since there is no other access to buses to BWI.	Rail, Bus Service, Safety/Crime

Written Comments	Category
Recommend the Virginia Passenger Rail Authority (VPRA) and WMATA study the costs/benefits of repurposing the TWO (2) track WMATA Blue Line between Alexandria (West of the Maintenance Yard) and Franconia-Springfield to Regional Rail (VRE/MARC/Amtrak) versus the current plan of constructing a 4th track in the CSX/VPRA ROW in this corridor segment. This would allow WMATA more flexibility to repurpose rail cars and increase service throughout the rest of the system. With a separated passenger/freight corridor, the VRE has the potential to provide the same level of service currently being provided by the Blue Line in this segment. https://www.google.com/maps/d/u/0/edit?mid=1nLgL0SrQVXkTrDvxB-jU9et5eY_SOaI&usp=sharing	Rail, Capital Construction
For metro station improvements, I would like to see more benches and places to sit. Standing for periods of time while waiting for the metro detracts from my decision to use the metro.	Rail, Capital Construction
Any new buses MUST be electric-powered. Any new rail cars must have cutting edge air circulation to protect passengers. They should fit the tracks, too.	Rail, Capital Construction
Reducing fares for buses and making basic repairs and improvement to rail and bus infrastructure would go such a long way to improving ridership. I use public transit, not cars, to travel around DC and the DMV area. So many of us year-round residents rely on public transit. Fix the infrastructure and the loyalty and support will follow.	Rail, Capital Construction
Build new metro lines. We need more metro lines that connect other lines. A loop line, separated metro lines that don't share tracks.	Rail, Capital Construction
I would really like to see the silver line get a service increase. And a dedicated increase in cleaning budget would due wonders as well!	Rail, Capital Construction
Reducing the wait times between trains to what has been proposed is great but still a lot longer than we used to wait before the blue line derailment. The fact that we still don't have 7000 series trains back on the tracks and continue to wait 10+ minutes for trains during peak hours and still pay peak hour prices is insane. If WMTA really wanted to regain customers and improve its image it would really do better about fixing these continuing problems first.	Rail, Capital Construction
It is imperative that Metro improve service on the Yellow/Blue/Blue line replacement lines. Riders have been inconvenienced by multiple rehab projects over the last several years (platform improvement, Potomac Yard tie in, and Tunnel/Bridge repair). I understand these projects were important for upkeep of the system - however, riders on these lines deserve a return to normal service.	Rail, Capital Construction
Free public transit is the most effective way to reduce congestion, also make bus lanes	Rail, Capital Construction

Written Comments	Category
WMATA should not have the Yellow line turn around at Mt Vernon. It would be better to just have both lines servicing the whole route, and have a slightly longer interval between trains, than to not be able to take both lines from say, U Street to L'Enfant station. Also, it would be better to invest in turning on automatic train control and door operations to decrease dwell times. It is annoying to sit on a train waiting for the doors to open, and it is irresponsible and potentially dangerous to have trains stop and then randomly move with no warning after they've pulled into a station. Also, WMATA should work with common navigation apps like Google Maps and Citymapper to provide more accurate arrival times for trains. Finally, WMATA should post clear signage directing traveler to stand on the right side of escalators to make space for folks to walk on the left side. Thank you.	Rail, Capital Construction, Safety/Crime, Miscellaneous
I really object to the yellow line turnaround proposal. It makes traveling into VA from my home very inconvenient even though the yellow line theoretically goes to my station (Hyattsville Crossing). Also, since I have the opportunity here - please do more to deal with fare evasion! I'm tired of there being several people jumping over, squeezing through, or just brazenly walking around the fare gates every time I enter/exit any station. Instead of some mediocre solution, replace the fare gates with something that is impossible to get through without paying! Take a trip up to NYC and see their dare gates.	Rail, Capital Construction, Fare Gate Evasion
Safety is key. I would recommend focus on maintaining and improving the overall all infrastructure of metro rail and bus. Another issues is the need to have strong training in place for both rail and bus as to avoid human errors that could put the lives a passengers at risk. I was recently on a metro rail where are elderly gentleman busted his head open when the train conductor took off too fast. The elderly man was tossed to the ground where he hit his head and blead all over the car. There needs to be more training for metro rail drivers so they understand how to smoothly stop and start the trains.	Rail, Capital Construction, Safety/Crime, Miscellaneous
core metrorail service improvements are much needed. reliable, frequent service on all lines will improve ridership. however, given continued fare evasion problems i suggest metro dedicate funding to exploring better gates and fencing to prevent fare evasion.	Rail, Fare Gate Evasion
Silver line service needs to be increased more than what's proposed or consider express routes. Also ENFORCE FARE EVADERS AND METRO POLICE EVRRY STATION. This is out of control. Don't penalize me for paying!	Rail, Fare Gate Evasion
Increasing the number of trains per hour will certainly help overall. However I don't see any suggested improvements to prevent fare jumpers or sanitation services. The number of people jumping the fare gates, of all walks of life, is ridiculous and infuriating to those of us who pay our fair share and follow the rules and laws. Then, the stench, I walk through disgusting stations that wreak of urine and are a filthy mess where I'm concerned about what my shoes are touching, let alone what I might accidentally touch. Something needs done, its a basic need, basic requirement, and for all the tourists that come through (from around the world) the state of the metro is an embarrassment.	Rail, Fare Gate Evasion
I support the proposals on train frequency because I believe the commissions that studies the system knows best. I also think the users of the system should pay the fares, so I impose gate jumping and free buses.	Rail, Fare Gate Evasion

Written Comments	Category
Stopping the yellow line at mt Vernon square is terrible. It reduces the trains going out to fort Totten and geeenbelt. The fare increases are not a big deal. Everyone hops the gates now anyway because there is no enforcement. I've started doing it because everyone else does, regardless of age, race, etc. Metro is a joke. Getting rid of the criminal fare enforcement is another example of this city's incompetent management.	Rail, Fare Gate Evasion
I do not believe metro rail can reach its target train frequency on the green and yellow lines and by stopping yellow line service at Mt Vernon many passengers will be disenfranchised. Please enforce fares.	Rail, Fare Gate Evasion
Good morning Sir or Madame, This morning I received a flyer titled 'Making Your Metro Better'. In it, there are detailed instructions to provide feedback through a public hearing. While I may not be able to attend, I thought I would provide some insight about my Metro ride experience. I ride the metro EVERY DAY, and I am very disappointed that I pay my fare religiously while there hasn't been ONE day that I don't witness a 'FARE JUMPER' . Why do YOU continue to allow this to happen??? AND yet, you plan to raise our fares. The jumpers do it right in front of the Metro booth attendants and they don't do anything about it. How about ENFORCING instead of hiking the price for those of us that are 'Fare and Law abiding citizens. I am hoping you bring this up to management, I approached a booth attendant and complained about the 'fare jumpers' and she just said 'People are going to do what they are going to do', I was sooo mad, if I could I would have that person FIRED! If EVERYONE paid their fair share of the ride on the Metro, you wouldn't have to raise the price of the fares. DO SOMETHING... Enough said. V/r A concerned citizen.	Rail, Fare Gate Evasion
The Metro is good for DC, Maryland and Virginia. Having used lots of subways around the world, increasing frequency and reliability are the key issues. 24h service is less critical, although early morning service is useful. Metro stations are fine, but escalator maintenance creates lots of bottlenecks. Metro should resume cracking down on fare dodging. Metrobus service is good - frequency is the key issue on major routes.	Rail, Fare Gate Evasion
Please budge for routes to: Woodbridge, Dale City, Baltimore, National Harbor and Waldorf in the near future! Please budget for better fare gates-there are too many opportunities for tall passengers to easily step over the gate, or hold on to the sides, tuck their legs and jump over. There are posters advertising proposed fines for fare evaders, but they seem to be empty threats because I see fair evasions happening more than before the 'warnings' were posted.	Rail, Fare Gate Evasion
I am a senior citizen who works in downtown DC communting from the Virginia suburbs. Quite often I park at Pentagon City Mall and take the Metro from there. As an honest paying customer, it bothers me greatly that numerous young people on any given day after school and on weekends burst through the turnstiles or jump over the turnstiles and do not pay any fare. The Metro guards just sit there and watch them do it and do absolutely nothing about it. Why should I pay for a fare when clearly Metro does not care whether fares are paid or not. I once asked a guard why he does nothing and he said he was not allowed to by Metro. So, either make Metro free to all or do something about these teenagers and young adults abusing the system. You are losing a lot of money every day due to this and it makes honest customers look like saps.	Rail, Fare Gate Evasion

Written Comments	Category
Thanks for eliciting input. I'm greatly anticipating the Potomac Yard Metro station and hope it opens on time. I'm confused why the new turnstiles are not fraud proof. They are the same model as before and anybody can hop over them. And they do that quite frequently. Could we create ones that you can't slip through?	Rail, Fare Gate Evasion
Increased train is good but what about the fare jumpers that do not pay? Last year the service went 40 million in the red due to fare jumpers. Need to up the metro police and take care of this issues. I know that marajuana is legal but I should not have smell it everywhere. Being in the military this is a problem !	Rail, Fare Gate Evasion , Safety/Crime
Metro should replace and improve communications on trains and in stations. The previous question about percentages is meaningless without some data explaining current budget, costs, and various terms. I hope metro spends a lot on mechanical and personal safety. Metro should not permit fare-jumping, which is increasing.	Rail, Fare Gate Evasion, Capital Construction
More frequent service on the red line is desperately needed. Can't come soon enough. Please do something about fare evasion! The problem is getting worse, not better. I have seen no effort to enforce the rules, which creates a lawless feeling on the Metro system at a time when people are increasingly concerned about crime. You are going to lose riders. The new fare gates are a disaster and have made the problem much worse. Now people don't even need to jump, they just step right over the low faregates. I am not sure what you were thinking with this design, but they need to be replaced with gates that make it much more difficult to evade paying a fare. I hear almost as many complaints about this problem as I do about the infrequent service. Enforcing fare payment should have been at the top of your budget list. I am very disappointed that it isn't even mentioned.	Rail, Fare Gate Evasion, Crime/Safety
Metro proposed rail fare structure significantly increases the cost for all riders during non-peak hours. This increase will not add ridership. It will result in increased fare evasion. The budget also doesn't address fare evasion prevention.	Rail, Fare Gate Evasion, Metrorail Simplified Fares

Written Comments	Category
Ending the yellow line service at Mt Vernon instead of continuing the service through to Greenbelt is entirely unacceptable and doesn't make sense at all. For all of us who live north and east of Mt Vernon, especially those of us living near DC-Maryland border Yellow line service is essential. I live in College Park, MD and rely on Yellow line service to commute to work, to fly from DCA for work travel or to visit family, to attend weekend festivals, programs and concerts in DC, to visit museums and parks. Students and faculty from University of MD rely on Yellow line service to fly from DCA to attend conferences or visit family outside the DMV area. For most of us who do not own a car or drive, DCA airport is the preferred or the only choice for airport because the Yellow line provides a direct easy way to get to DCA airport. There is no direct rail service to BWI airport other than from Union Station. There are enough riders using the Yellow line through to Greenbelt to just its continued service. For budgetary considerations, scoff laws need to be tightened. Turnstile jumping and fare evasion which has reached alarming proportions must be addressed, instead of penalizing fare payers like me. Alternatively, make WMATA ridership free for everyone and collect revenue from local employers in the DMV area whose employees use metrorail and metrobus services. WMATA should set a national example in fighting climate change with more public transportation options, with more rail and bus services, and more frequent services. Reducing service or frequency of service on the Yellow line or any other train/bus in the WMATA system is entirely unacceptable. It will stop people like me from traveling to DC/VA or from purchasing goods and services there and will deal these areas an economic blow. Therefore I urge WMATA to restore Yellow line service to its original schedule to run all the way to Greenbelt, MD. Thank You.	Rail, Fare Gate Evasion, Metrorail Simplified Fares, Miscellaneous
While the additional services is great — this doesn't address that DC is a major city that needs late late night service! If we're looking to bring people back into the city for late night events/social gatherings, we need to provide the tools for people to travel. This means adding services into the late night/early morning for both those seeking a fun evening and for those working. This goes beyond bars and restaurants, think about theatres, festivals, Smithsonian events, ect. Relying on Uber is expensive — especially when there are metro services nearby. — Where is the budget for cleaning services for the rail cars? I LOVED riding the metro during COVID because they were finally clean. Unfortunately, both the stations and rail cars are back to a disgusting state and makes riding stressful, uncomfortable, and a bit frustrating. I shouldn't have to worry about my work clothes getting ruined because I sit down on the metro.. — Where is the budget for more officers at the stations? It's frustrating to see people jump the turnstile to avoid paying. Each fare is important and it's up to Metro staff or officers to ensure people are following the rules. — Can we please follow NYC's rules to allow dogs, in bags/carriers, onto the metro? I'd take the metro more often if I could bring my dog. It's exhausting to have to drive into the city because I'm unable to bring my dog into the metro. By bringing my dog with me, this would increase my metro use tremendously— especially on the weekends when I'm going into DC for leisure instead of work.	Rail, Fare Gate Evasion, Miscellaneous

Written Comments	Category
We need more clarification on if there are alternatives to the north bound Yellow line turning back at Mt. Vernon. I live in Petworth and this would effect me. Is there a scenario where some trains would be able to not turn back while others do? Is there anything in the capital budget where we could start the planning of infrastructure to turn back trains at a station further north, like Ft. Totten? Unrelated, but the turn-styles are a complete failure. The card readers on some don't work well, taking an extra three second longer to scan a card vs. the old turn styles. And the fare evasion is comical, I'm one of the few who actually pay. How serious is WMATA about replacing the turn styles with alternatives similar to what is in place in NYC?	Rail, Fare Gate Evasion, Miscellaneous
Good to see frequency finally being increased...long overdue. But frequency isn't the only thing that has discouraged Metrorail use in recent years (I used to ride both ways to work every weekday but now bike more often)....Metro needs to deal with the rampant fare evasion and unchallenged disruptive behavior (litter, eating, disruptiveness, crime, etc). We used to let our young kids ride alone but are more reluctant because of the dramatic drop of standards in the system. Please please do more to restore norms of behavior in this great area asset.	Rail, Fare Gate Evasion, Safety/Crime
Ending the Yellow Line at Mt. Vernon Square will mean a decrease in service for Ward 1 riders to the north, to an unacceptably infrequent rate. This is not the suburbs, but rather the heart of DC's residential core! Service for everyone else is supposed to get better, while for us (many of whom are POC and lower-income) it will only get even worse. Please reconsider this.	Rail, Low-Income Fare Program
Please increase the red line, especially in the mornings and afternoons. It's too crowded and takes more than 10 mins most days. Metro should be free to all but especially low income folks.	Rail, Low-Income Fare Program
Public transportation is incredibly important and incorporating more proposals to allow low-income people to use it is of the upmost importance. Increasing the reliability of metro trains is great but should not reduce any frequency for people on the far ends.	Rail, Low-Income Fare Program
I like the plan to increase the frequency of rail service. What can we done to make rail service affordable for youth and low income persons. I see many of them jumping the fare boxes.	Rail, Low-Income Fare Program, Fare Gate Evasion
Increase frequency to the red line Introduce a flat fare Bring back the yellow line ON TIME Dont overcomplicate the partially restored Yellow Line service north of the city - we all know you cant handle it and will probably end up screwing things up Low income fare only applies to the very poorest - DC is a wicked expensive city, and because housing budgets suck up most of our incomes, the threshhold for those who qualify should be higher The silver line expansion was a good move - I have begun flying out of Dulles for the first time in my life Pls bring back the old electronic driving system, it was far safer and more reliable	Rail, Metrorail Simplified Fares

Written Comments	Category
As someone whose 'home' station is U Street, it's incredibly frustrating to see WMATA flip-flop the northern terminus of the Yellow Line every few years from Greenbelt to Mt. Vernon Sq. to Ft. Totten, especially as someone who commutes to the Pentagon and will now lose a one-seat ride to work, and to DCA. I understand the current limitations of the system do not allow turnbacks at Ft. Totten and I understand that capacity is limited at Ft. Totten...but is it not possible to reach some sort of compromise? Could every other Yellow Line train be extended to say Greenbelt rather than just all of them terminating at Mt. Vernon Sq? It's also somewhat disingenuous to advertise the fare changes are customer-centric or whatever, seeing as the vast majority of riders will see a fare increase in this proposal. I get that fares haven't been raised in years and inflation is high, but it shouldn't be advertised as a simplification. The 'all-day' fare from McPherson Sq to Tysons will shoot up almost $2 in this proposal...the fare will be even higher than the current peak fare...outrageous! I'm excited to see more about plans for platform screen doors and CBTC.	Rail, Metrorail Simplified Fares
This new plan seems like a horrible deal for Silver Line riders. Service increases on silver are the bare minimum, they already should've been at the proposed levels anyway. Already, any trip on silver line stations would likely have taken the maximum fare, which is fine right now because that's usually capped at $3.85 and $2 on weekends, but this new proposal would make nearly any weekday ride on the silver line over $6. This is going to kill weekday ridership and just put more cars on the already congested greenway.	Rail, Metrorail Simplified Fares
Ending yellow line service at Mt. Vernon Square will be very inconvenient for people traveling from Virginia to popular stations like Columbia Heights and U Street. These Virginia travelers have already had to go without yellow line access for months, and continuing to restrict the yellow line will not convince them to return to using the metro. In terms of fare changes, Metro fare should be a flat fee regardless of distance traveled. This is the method used in many other cities. A distance-based fare system punishes those making long commutes, which are the people metro should be trying to incentivize to use the metro if you want to get new customers. For example, why should people take the silver line to Dulles if it's going to cost up to $6.50? More people will ride, especially long distances, if it's a flat fee.	Rail, Metrorail Simplified Fares
I've had times I couldn't exit the metro due to insufficient funds. It's awful when traveling to Baltimore and back.	Rail, Metrorail Simplified Fares

Written Comments	Category
I would like to propose that Metro turn back a portion of both the Green and Yellow Line trains at Mt Vernon Square in order to preserve BOTH Green and Yellow Line train service to all stations north of Mt Vernon Square. Turning back ALL Yellow Line trains at Mount Vernon Square is a terrible proposal for the region. This means that the northern terminus of the Yellow Line will have changed 3 times in the span of about 4 years. While I acknowledge that Green and Yellow Line headways are proposed to improve all day in this budget, I am in opposition to eliminating all service north of Mount Vernon Square. Metro has invested millions of dollars into updating signage at at least 21 stations. The communities in NW DC, NE DC, and Prince George's County have marketed having both Green and Yellow Line service and promoting ease of access to Virginia and National Airport. Eliminating this service only four years after it began is a waste of money. Signage and maps would need to be changed yet again less than a year after the Silver Line opening, more riders would need to transfer, and those with disabilities would find it more difficult to reach their destinations. With major growth occurring in College Park and Hyattsville, it is more important than ever to maintain a direction connection to the Pentagon, airport, and Alexandria. Removing service from Fort Totten will eliminate a vital transfer station and increase congestion from transfers at Gallery Place, especially on the often-crowded Shady Grove Platform. The timing of this decision could not be more poor either, as the Yellow Line has not run since Labor Day and would reopen for only a month before the turnbacks are reinstated, likely leading to very confused riders at a time where Metro is seeking to improve customer experiences. If this is imposed, the Green Line would be the ONLY line to experience increased headways during rush hour when compared to current budgeted service. Late night headways north of Mt Vernon Square would also increase. And with the new so called simplified fare proposals, I would be paying $0.30 more to get to and from work during rush hour and an additional $0.95 during off peak hours. These proposals seem counterintuitive to Metro's goal to expand destination access, grow ridership, and make pricing easier to understand.	Rail, Metrorail Simplified Fares
We need more often trains and cheaper fairs for everyone, everything else should be secondary	Rail, Metrorail Simplified Fares
Silver line trains should also increase in frequency considering they never operate on 10min frequencies as is and you are proposing to increase fares for anyone traveling from NOVA into DC. This seems unfair and does not allow a large chunk of commuters from places like reston, meclean, and Tyson’s to have better access	Rail, Metrorail Simplified Fares

Written Comments	Category
I believe increasing all-day service on the Blue line to at least 10 minute headways should be taken into consideration. This line is a vital link for not just downtown DC, but also the bustling parts of Alexandria, and provides more comprehensive one-seat service to the downtown area from DCA. I'm also against raising the maximum fare to $6.50. While I fully support fare harmonization and simplification, I recognize the fact that for Metro users in the outer-suburbs, where many of my relatives are located, the price for going downtown during off-peak periods will be significantly higher under this new plan. Given the current state of the economy, these costs can add up, even for people who don't qualify for the low income fare program. Paying $6 for a one-way off-peak fare already seems high enough, and the extra 50¢ seems a bit excessive. Given the severity of car-dependency in the suburbs, Metro should re-consider some elements to their new fare structure to ensure riders are not discouraged from choosing Metro.	Rail, Metrorail Simplified Fares
Given that I almost exclusively take the orange line from Vienna to downtown DC/Capitol Hill, I'm already faced with paying between $5.30-$6 EACH direction depending on my destination. The frequency of the orange line leaves much to be desired and it feels extra offensive that I'm paying on the higher end of metro fare (especially compared to New York City's flat fare at a much more affordable rate) for pretty infrequent service. Plus, throw in the predictable weekly delay due to mechanical issue, police activity, or someone throwing themselves on the track, and the journey to/from gets even longer and trains more crowded. If you're going to 'simplify' fares by eliminating peak and off-peak pricing, then you'd better make the train frequency consistent too - otherwise you're just blatantly raising the cost for the morning off-peak commuters which is really obnoxious and unfair. Metro is already losing customers based on this pay-by-the-distance pricing model. I am far more incentivized to work from home than pay $10+ for my daily round-trip metro to the office. I'd rather pay a little more for late-night and weekend use (assuming at least a 15 min train frequency) if it meant that weekday commuting costs could come down for people who have to travel the furthest. Metro feels like it's punishing/taking advantage of those who live the furthest away and don't have other options for getting to the city when needed. Please recognize that you've already made this unaffordable for those who travel the furthest and you will win more passengers back if you bring that price down.	Rail, Metrorail Simplified Fares
The frequency of blue and yellow lines needs to be comparable to some of the other lines during peak/off-peak hours. I would prefer a flat rate fare where you can travel anywhere on the metro train system for the same price (like NYC MTA system). Additionally, another item I would like to see considered is a cap to the amount you can spend on WMATA in a day. For example, San Diego's MTA system after you pay $6.00 in combined metro fares for the day the rest of your trips are free that day (it works like you purchased a 'day pass'). Some days you have a lot of errands to run and it would be nice to cap the fees associated with transiting the system.	Rail, Metrorail Simplified Fares

Written Comments	Category
Removing peak and off peak fares effectively raises the price of riding metro for those located farthest from the city — or those traveling the farthest distance. This will encourage those riders to drive, adding congestion to the road. As someone who lives at Shady Grove, I shouldn't have to pay $13 a day to commute via metro + a parking fee if I need to drive to the station. Currently, I can time my trips to off peak to save money and reduce congestion in trains and on the road. This new proposal eliminates any incentive for me to ride after or before peak and will actually cause me to drive and use Uber more often. Don't tax those of who choose to live in the suburbs or need to take long trips and spin it as simplifying fare prices. It's deceptive and insulting to think we won't see through that. It's a fare increase, plain and simple.	Rail, Metrorail Simplified Fares
On eliminating peak vs off-peak fares, I would support the proposal if it didn't mean all trips before 9:30p trips from MD/VA would cost 6.50 (!!). I used to live in VA and one of the push factors for me moving to DC was the $12 metro fare. While the proposal would benefit me now since most of my trips are within DC, I know from riding the metro at off hours that this would harm older riders and lower income riders. I don't think the burden of funding this proposal should be shifted on to people from outside of DC who are relying on public transit + I believe it could ultimately cause people to choose metro less frequently for off hours trips into the city if they can choose between driving and taking the metro.	Rail, Metrorail Simplified Fares
I think peak and off peak fares are a driver of metro use outside commuting hours	Rail, Metrorail Simplified Fares
It would be nice to have reliable service on metro. Service frequency is good and fare is important. Keep up with the maintenance	Rail, Metrorail Simplified Fares
We need more frequent service and cheaper fairs for everyone, anything else should be secondary. This is supposed to be a transit system, not an IT wonder and not a charity	Rail, Metrorail Simplified Fares
If silver line service is more frequent, I don't mind a price increase but for the same service to cost more, I don't support that	Rail, Metrorail Simplified Fares
Blue line service is extremely bad, especially considering the price and while comparing to other cities worldwide, the service of metro rail in DC is similar to a third world country. If the price is increased as you are proposing, what should be expected a at least is a substantial improvement in the service, not keeping it as it is	Rail, Metrorail Simplified Fares
Increase local contributions to lower fares, do more rail maintenance, attract bus riders with more attractive facilities and buses, and expand system to meet future needs.	Rail, Metrorail Simplified Fares, Bus Service
My answer regarding service frequency is dependent on whether it is actually 5-6 min frequency on the Red Line, as you say in the chart, or if it is not changing and will be 8-12 min, which you say elsewhere on the same page. It is frankly really bad that you are giving conflicting information on such a major point. 8-12 min is NOT acceptable for the red line anymore, especially if service frequencies are increasing on other lines. The Red Line has always had more frequent service because it doesn't share lines, and that needs to remain the case. So I support INCREASING service frequency	Rail, Metrorail Simplified Fares, Low-Income Fare Program

Written Comments	Category
on the Red Line, not keeping it the same. Also, I strongly oppose your plan to punish people further out. If you need to raise fares, then reducing the base fare makes no sense, particularly when every other comparable system has a higher base fare of $2.50 at least. The last thing we need for the system's survival is to deter commuters who moved further out. It also looked like you were increasing the range of the highest tier fare, since when I checked Bethesda to Alexandria it was suddenly triggering the highest fare when it didn't before. Increasing fares by a full $0.85 each way for people having to travel further distances, while not changing it at all for people traveling smaller distances, rewards the rich who can afford to live closer in and deters those who have to go further out to afford housing. We are not in the same market we were in the 1970s, now it is more expensive to live in DC and close by. And no, low income fares don't help with that, since not everyone who would struggle to pay almost $2 more a day would qualify for low income programs. It makes no sense whatsoever and would be a disaster. Spread the pain more evenly and sustainably.	
The most important factors in me taking the metro is frequency and time offered. Cost is also important but I'd rather pay a little more for more frequent trains and longer hours. All night buses are great but it would also be great if the metro stayed open later, especially thurs-sat until the bars/clubs close. That would increase my usage a lot. Also I'm more open to targeted cost benefits rather than free buses for all - there are a lot of people in the DMV, myself included, that make enough money to not need free buses. If there are limited resources, I'd prefer they go to an income based system or other easily accessible program that has a high max income threshold but isn't for everyone. And metro fare help.	Rail, Metrorail Simplified Fares, Low-Income Fare Program
Keep Metro Safe, Reliable and Affordable.	Rail, Metrorail Simplified Fares, Safety/Crime
If Greenbelt Station can turn around 16 trains per hour, why not run 6 yellow trains/hr through Greenbelt, and only turn around 4 trains per hour at Mt. Vernon instead of stopping all 10 trains per hour at Mt. Vernon? That would significantly increase service at northern stations. It would be great to have a discounted monthly pass for people who only use Metro 2-3 days/week. The current passes only seem to benefit those who use for 5+days/week.	Rail, Miscellaneous
Transit is already the affordable option in the DMV. We do not need to make it any cheaper —service is perilously close to becoming unusable for many. I think Metro must focus on reliable, fast, safe service and less over equity goals that are not only impossible to meet, but also counteracting the true investments that would genuinely improve equity (service). Other forms of transportation have no where near the level of equity already supplied by transit —maybe use that as cover going forward.	Rail, Miscellaneous
Taking public transit should be less expensive than using a car - plus it needs to be reliable. My impression is that Metro does not have the funding needed to make it what it could and should be. Metro is impacted by things that are out of its control - such as walkability for people in the suburbs who don't live near a metro station. If you drive to the metro, parking is so expensive. I think Metro does a pretty great job considering all of the challenges and lack of funding.	Rail, Miscellaneous

Written Comments	Category
I understand the need to increase prices but fear you will lose ridership and lose even more money.	Rail, Miscellaneous
I have been using metro buses and trains for six years and am invariably impressed with the service, helpfulness and courtesy of all the staff. It is an unsurpassed bargain and I've had friends from other metropolitan areas who are gob-smacked by the friendliness and courtesy of your staff. I love you all!	Rail, Miscellaneous
Expand Greenbelt's capacity to turn around trains rather than cutting off access to National Airport from (predominantly-Black) PGC. This is an equity issue and is worth putting some of your budget toward. Generally, I (Columbia Heights-based) would be okay with just the green line if I were GUARANTEED 6-minute service. But WMATA has historically failed to meet its promises/goals re: service and having the yellow line and the green line meant that there was half as much waiting any time there was a delay. My personal anxiety about the yellow line not extending north (separate from the equity concern) is the loss of redundancy that used to allow me to easily get downtown. Not to mention to and from Alexandria (where my mom lives) and the airport. Since the yellow line construction, it has rarely been worthwhile for me to take the metro and I've started relying on buses and bikes far more: the waits otherwise are just not worth it. I went from riding the metro 4-6 times per week to 0-2. In general, I am pro- anything that increases frequency of service. Kiev, in the midst of a bombing, had more frequent metro service than DC. Step it up.	Rail, Miscellaneous
Metro needs to offer some sort of monthly pass program for parking. I would like to take Metro instead of driving, but the cost to park at Shady Grove and plus pay Metro fares is more than 2.5 times what it costs for me to drive and pay to park at work in DC. The proposed fare changes would slightly increase the peak and nearly double the off-peak fare for my commute. Metro is simply too expensive if you don't live within walking distance of a station.	Rail, Miscellaneous
Do NOT make rides free. Many riders do not pay now. Why throw money riders are willing to pay? Why thrust more on local governments to pay? Stop handouts.	Rail, Miscellaneous
Upgradation of Trains including Drivers, signalling system and track to make them more reliable. Monthly pass should be introduced that will halp to cater the individual's travelling budget.	Rail, Miscellaneous

Written Comments	Category
I am a resident that uses the Rhode Island Ave./Brentwood metro station regularly, and I've noticed that the workers at that station are constantly cleaning up bird feces from the area. There are a significant number of birds roosting in the station despite spikes and fencing along parts of the station. This includes resting at times over the escalators which then get covered in bird feces. There are simply too many crevices for them to roost in, and I'm afraid the problem will continue without alternative intervention. A friend who works in animal welfare told me about an alternative form of pigeon control that is supposedly more humane and more effective than fencing. It's called Ovocontrol and I think it could be a solution for WMATA's problem here and possibly in other stations. I don't work for this company at all, but I did some research, and they've contracted with several other prominent organizations (medical centers, universities, etc.). I thought they would be a good match for WMATA since it seems like WMATA has used third parties in the past for pest control. So often I see workers cleaning up bird feces - just yesterday they were cleaning the top of the card machines. I think it could make their work significantly easier if there was an alternative method of pigeon control. Thanks!	Rail, Miscellaneous
I always feel like the temperature in the METRO Rail Car is very low with unpleasant cold air blow from the ceiling. In this aspect, I prefer the old cars to the new ones. Can you improve the car temperature toward to warmer side with less cold air blow from the ceiling? Thank you.	Rail, Miscellaneous
Metro is great until there is a breakdown. A single breakdown causes huge issues across the whole system and pulls down overall quality. Things have improved over the past year but I still question getting on a metro if my trip will take 30 minutes for an hour. I use metro to get to work M-F and my my fare is fully paid by the military. Without this subsidy I'm not sure I would use metro. Expanding access to lower fares, improving frequency, and reducing break-downs are all very beneficial to the health of the system. Finally, WMATA and other DMV public transport systems should continue to levy local governments to support and increase funding. This area continues to be heavily dependent on cars.	Rail, Miscellaneous
Why do you have the ac on the winter on a 700 hundred train instead of having the heat on that sometimes on some of the 700 series train are like a ice box it is to cold on there I do see that the orange line train to Vienna and new carroation are tuning more often during rush hour going to work and going home?	Rail, Miscellaneous
Can you please think about running some yellow line trains to Greenbelt? Maybe like a Rush Plus style operation. Also, as a side note maybe look into take over the Purple Line from MTA as it currently sits as a bunch of half completed construction sites. I understand it might be a bit of an undertaking to do that but just a thought. Another suggestion is to establish a relation with MARC and VRE and have some sort of fare synchronization between Metro and the other respective parties. Also, would it be possible to up frequencies on the Red Line? As it is not interlined I think that it presents a unique opportunity to have the frequency be significantly higher than the other lines during rush hour. Thank you!	Rail, Miscellaneous
Foggy bottom remains difficult to access. I wish that there were more options to get to that part of the city which is high transit for some of the government buildings there.	Rail, Miscellaneous

Written Comments	Category
Cutting off yellow line service north of Mt. Vernon literally achieves the complete opposite of what you are virtue signaling in your proposal. 'Increasing service and reliability'. Your way of increasing service and reliability is to shut off access to brown and black peoples, minorities, students, and low income people. This is factual. You are targeting minority groups and marginalized groups and actively trying to decrease opportunities available to them in the exact same year you spend $3,000,000 to increase service and opportunities to rich white communities in Northern Virginia. This disgusting racist proposal is not only against the supposed 'vision' of WMATA, but also treads the line of countless discrimination laws based on economic and racial factors. You ought to be ashamed, and sued for billions.	Rail, Miscellaneous
My main concern is having the Red line run frequently., especially in the evening. I go to downtown in the evening and it is TOTALLY ANNOYING to have to wait 20 min for the next train after 9:30 p.m.. Would be nice if you could plan better service around events e.g. Caps and Wizards games, concerts, Nats games etc. Also, this is not relevant to service changes but the Tenleytown station is almost always a mess due to people eating in the station and leaving their trash on the benches or floor. The elevator is grubby and sketchy at night. I am afraid to use it. It could use some TLC/cleaning	Rail, Miscellaneous
The metro service from Fort Totten to DCA is important. I have used the route before for flights so I can avoid driving. I also have used it to avoid city center traffic and maintenance issues so it does provide important alternative routes around the city especially useful during unexpected service delays. I support expansions to service times. A large reason why I use Uber is because metro service shuts down too early for the typical events my friends and I go to (entertainment and shows, community events). I think we need to expand public transport to make travel times shorter and more likely to be used by more people. The service needs to be available for people to use it. Night time transport is so important for folks with later work schedules too.	Rail, Miscellaneous
Bringing back the 11Y would be fantastic!! However, it would only be viable if the (AM) buses followed the timed stop schedule. With light morning traffic, the ability to race through the stops to get to the 'finish line' completely misses the point of people getting to the stop in time to catch a SCHEDULED bus to get to work. Getting to the stop five minutes early only to find out you need to wait another half hour because your scheduled bus already blew through the stop ten minutes earlier is terrible!! It impacts the rider's whole day! (Showing up late to work causes the need to work late which cause evening plans to be delayed, etc.) The current pacing of the DC3 is great. The AM drivers arrive within a minute or two of the scheduled time and mention to the riders if they need to wait a minute to let the schedule catch up. NOT ONE rider has EVER objected to 'pausing'. We ALL appreciate the attention to the schedule! Also, any chance the evening buses could turn south onto 14th Street instead of 15th Street?? (Follow the morning route in reverse.) The evening buses always get jammed up going past the White House. Just follow the same route in the evening that the morning buses take and avoid 15th Street. It seems it would save a whole bunch of headache and time while avoiding the clogged White House traffic.	Rail, Miscellaneous

Written Comments	Category
Additional infrastructure to support people with disabilities, like ensuring elevators are properly serviced. In the last years, I've seen several people get stranded at metro stations because escalators or elevators are out of service and either they get no response on the help call box or the person is rude and they end up having to travel to another station.	Rail, Miscellaneous
PLEASE do not reinstate the Mount Vernon Square turnaround. We all get what your limitations are. But it's utterly maddening for all of us at Shaw and U Street to end a long day of work each day, only to have to offload one or two stations before our destination. I'd MUCH rather have 2 minutes added to the overall wait times and keep Yellow running up to Greenbelt than I would reinstate the Mount Vernon Square turnaround. PLEASE reconsider. Three additional thoughts: Our stations are so filthy. Please consider additional ways to bring these stations up to a healthier, cleaner standard. It's such a terrible experience to live in each day. We can't have enough police presence in the stations. Please, please, please work to hire more officers and get them into these stations. Your initiative with MPD to have MPD officers on loan is an excellent idea. Please double down on it. We all feel unsafe all the time. Finally, I don't understand why escalator replacements take months. Rather than shutting them down for weeks at a time, WMATA should wait until all the parts are ready to go, stage them, and work around the clock in shifts of teams to replace these escalators in DAYS, not months. I know it's logistics work, but the effect on passengers would be SO welcome. Thanks for all you're doing to keep our system moving. It really is the city's backbone.	Rail, Miscellaneous, Safety/Crime, Capital Construction
Please do not increase spending on police forces in Metro stops. The best way to make Metro stops safer is to have more frequent trains so that folks don't have to wait on empty platforms for extended periods of time. Please please please do not put more police officers or related law enforcement on the platforms!!! Please just spend the money on more frequent service for buses and metro rail.	Rail, Miscellaneous, Bus Service
The 7000 series cars were fairly new when they were taken out of service and they are still not fully back in service. Is it really necessary to be buying replacement rail cars already? In general I like increased frequency of service and fares that are closer to flat fares not based on distance traveled but I am concerned how this will be sustained with the increase in telework. Electric buses are nice but what is the backup plan if there is a widespread power outage? Is there any plan in the budget to deal with fare evasion? Considering the amount Metro claim is lost to fare evasion, it would be worth investing in ways to reduce the problem.	Rail, Miscellaneous, Bus Service, Fare Gate Evasion
for metrorail: - yellow line turnaround to at least petworth. Can we get better mobile phone readers at stations. Can we get more signage for train times both on the platform and like coming down the escalator/entering the station. Bus: can we get better bus stop infrastructure all around?	Rail, Miscellaneous, Capital Construction
Instead of increasing rail train frequency, use the new budget METRO should concentrate on: 1. ensuring clean and well-lighted stations. 2. ensure clean and maintained rail care. 3. ensure station safety with more security presence. 4. take steps to curb fare avoidance, station managers see this and do nothing. Why should I pay a fare when there are fare jumpers?	Rail, Miscellaneous, Safety/Crime, Fare Gate Evasion

Written Comments	Category
I notice there was no mention in the final questions of increased service on the blue line, which has been hardest hit with extensive closures over the last several years (necessitating my taking a less-than-convenient bus). The blue line needs MORE and better service, instead of my watching multiple orange/silver line trains pass by. Also, please do not charge rush hour fares if you are not providing rush hour service - a car every ten minutes is NOT rush hour service. Finally, why don't you go back to the days when you actually enforced the rules? No eating/drinking, no loud music, fare gate jumping, etc. These are infractions that in the past resulted in fines - I have a friend who still has it on her record because one day she forgot herself and ate a french fry. The system already feels less safe. Please increase patrols by Metro police and have then do their jobs and enforce the law.	Rail, Safety/Crime
Thank you for creating this survey for community feedback. I would prefer you to focus on rail over bus as well as overall safety. We need more rail stations and we need them to be safe. You should be able to walk to a metro station in 5-10m anywhere in the district. Lastly, making the metro bus free is only going to encourage more crime.	Rail, Safety/Crime
Run even more red line trains, even every 5 minutes they will still be extremely crowded. Don't turnaround trains at Mt Vernon square. Develop a real security plan for metro rail and metro bus. Metro bus drivers and riders are especially vulnerable as it is almost impossible to deal with security threats while actually driving the bus. Maybe there should be undercover security on the bus like air marshalls? I am reluctant to take the bus with my young son because of how quickly things can get rowdy and I am concerned about him getting shoved and hurt.	Rail, Safety/Crime
Have the orange line train to run more during rush going to work and home and keep metro clean not dirty in some stations	Rail, Safety/Crime
It would be great to have more security around train stations, platforms and the actual rail cars themselves. Particularly on the Green Line from Navy Yard/Ballpark to Chinatown/Gallery Place.	Rail, Safety/Crime
Please increase police patrols on the metro rails and buses for passenger safety.	Rail, Safety/Crime
You need to stop the homeless people from making metro their homes!!!!!!	Rail, Safety/Crime
Increasing the number of trains, keeping the prices for rides affordable, and lowering the cost of parking at stations with garages will increase my likelihood of riding. Additionally these changes should not come at the expense of safety.	Rail, Safety/Crime
Run more SILVER trains to and from DC, due to the Dulles Airport stop (every 15 min does not make sense). Also, increase police presence - Create an office for Metro Police to have 1-2 officers at every metro stop.	Rail, Safety/Crime
Thank you on working on increasing the train arrival times. Please also focus on more police officers in stations and on trains to decrease crime. Crime has become a real concern for me.	Rail, Safety/Crime

Written Comments	Category
The proposals for 'increased services' involving increased train frequency and reduced wait times ring very hollow right now. For the last 18 months since the derailment that took all the 7k series out of service, we have been dealing with very long wait times almost every day. It seems Metro should be focused on getting the system back to the same level of service that existed before the 2021 derailment - anything beyond that comes across as smoke and mirrors and a complete fantasy. Metro stations and trains also do not feel very safe these days - increased police presence would be very welcome, as would crisis responders, as I witness people who are obviously having mental health crises at least once a week on the Metro.	Rail, Safety/Crime
Spend all excess money getting cbtc up and running. Having trains that can run without drivers will improve safety, reliability, speeds. Everything. Next would be adding platform screen doors so we don't need to have drivers in the trains. Further we need to build the blue line into a loop but not like the current idea build the loop closer in to DC.	Rail, Safety/Crime
Reducing yellow line after reduced service would be a disgrace especially if DC wants to return workers to downtown. It is a bait and switch to everyone who has invested their lifesavings along a line once served by two lines. Do that and lose my trust. Metro has become dangerous open-air drug market. One way to repair this us by filling trains as people return to work.	Rail, Safety/Crime
The rail workers are to relax in the both I'm in a wheelchair and one day I couldn't get on the elevator because there was no worker there	Rail, Safety/Crime
Please focus on strategies that demonstrably boost ridership to bring the system back to good health: - fare and nuisance enforcement (please see [redacted], 'L.A. riders bail on Metro trains amid 'horror' of deadly drug overdoses, crime' LA Times, March 14, 2022 for a cautionary tale and natural progression of trends already happening in DC---I saw three instances of drug use during a 1-mile trip this past Saturday), - fast and frequent service (please see Toronto's high ridership even in low-density places, e.g., [redacted] 'Toronto's secret success: Suburban buses' Globe and Mail, October 25, 2019) - shelter, walkability, safety, and amenitites around bus stops and station - completing important connections (connecting Farraguts North and West and Gallery-Place & Metro Center with an underground shopping mall, extending 90's buses to Woodley Park to allow connections to Red Line, Oklahoma Ave station to connect to H Street NE) - Immediately auction off all WMATA land to housing developers Second, start electrifying the bus fleet by purchasing ONLY electric buses starting in FY24 to decrease pollution, noise, and climate impacts.	Rail, Safety/Crime, Bus Service, Capital Construction
I'm not sure why the base fare is being reduced. Was there some feedback that the base fare was too high? I get that the Metro needs money to provide the service so unless there's a good reason, it may be better to just keep the base fare the same. I think more needs to go into maintenance so that breakdowns are less frequent. Station and onboard security is also important, not only to keep riders safe and reduce vandalism but also to discourage fare evasion.	Rail, Safety/Crime, Fare Gate Evasion

Written Comments	Category
Maintenance and cleaning should be top priority, as should upkeep of current buildings, tunnels, stations. For sure we need safe, efficient rail cars and buses. - The overall Metro system has degraded in the past 20 years, part of that is it is aging and needs more upkeep, because that has been ignored for so long. - Keep our rail and bus service safe and convienent.	Rail, Safety/Crime, Miscellaneous
all night service is excellent	Rail, Support
Thanks for opportunity to comment. More frequent metrorail seems generally very positive.	Rail, Support
Increasing frequency of trains and lowering prices will hopefully bring more people back to Metro. Thanks for making these proposals!	Rail, Support
The world is moving the needle towards public transportation. Those proposals, if implemented, are a change towards that global vision in our Area. Please keep up the good work strengthening public transportation. The area will be a better place with WMATA serving even suburbs like Burke Centre. 18P route was one of the reasons I moved there and I use it to get to DC	Rail, Support
I have noticed many improvements over the last 3 years. I take Orange line into DC everyday. I appreciate reliable service over frequent service. Thanks. Overall you're doing a great job in my opinion.	Rail, Support
I would use my lines more frequently if I could be sure of decent frequency. Uber and other services are becoming as expensive as taxis now and I know people can't afford it. I support all conveniences to encourage public transport!!	Rail, Support
I am pleased with most of the proposals, except for reverting the Yellow Line to its pre-2006 service pattern terminating at Mt Vernon Sq. I understand that the shorter end-to-end distance will enable more frequent Yellow Line service with the same number of trains & operators, and that is certainly a plus. I would, however, like to offer three points for consideration. 1: When Metro originally extended the Yellow Line to Ft Totten in 2007 and then to Greenbelt in 2012, its ridership increased. When the trial periods for those services ended, ridership decreased again, which motivated Metro to make them permanent. In every subsequent instance when Metro has had to shorten Yellow Line service due to budget constraints, it has later re-extended service again, most recently in 2019, to maximize ridership. 2: During the COVID-19 pandemic, Metro's heaviest ridership shifted from Downtown to high-density residential neighborhoods, and towards Metrobus routes serving those neighborhoods that Metrorail doesn't reach. As an example, Columbia Heights was at one point in 2020 the highest-ridership station in the system, due to both the high residential density around the Green Line, and the number of bus routes that connect to the Yellow/Green lines along the corridor north of Mt Vernon Sq. 3: Metro is currently in the final stages of evaluating alternatives for the Blue-Orange-Silver capacity study, all of the build alternatives for which involve construction of a new east-west trunk line with a transfer station at Mt Vernon Sq. In a future scenario where the Yellow Line is still shortened, Mt Vernon Square would need to handle both transfers between the Green & Yellow lines, and also transfers to/from the new trunk line. That could be a recipe for a crowding, which is precisely what the BOS study is intended to alleviate. For these reasons, I would encourage Metro to keep Yellow Line	Rail, Support, Capital Construction

Written Comments	Category
service running north of Mt Vernon Sq when it reopens. However, I understand that Metro's budget is constrained, and I don't have the knowledge necessary to recommend alternate savings. I would therefore ask that if Metro does go forward with the shortened Yellow Line proposal, it should create a plan to resume Yellow Line service north of Mt Vernon Sq as soon as possible, and communicate that plan to the public.	
Reducing headways for bus and rail, reliability (maintenance), and increased service are top priorities.	Rail/Bus Service
please please focus on safety. and please consider infill stations in DC proper. specifically Missouri/georgia ave and the park at walter reed	Safety /Crime
Increase safety in the trains and stations. I want police presence inside the stations and even on trains. People won't ride if they don't feel safe. Trains have to be clean, quiet, and orderly. Enforce the no eating rules. Enforce the rules around audio devices. And definitely enforce fare evasion rules. Fare evasion is theft. Do not allow disorder and anti-social behavior on the trains. I will stop riding entirely if DC Metro becomes like the NYC subway. Your model should be Tokyo: clean, safe, orderly. You won't get there by wishing and hoping. You need to enforce it, with police.	Safety, Crime
You didn't ask about it in the survey, but it is in the pamphlet that you intend to increase police presence in the stations. I can't imagine how that would help. If you want to increase well trained security guards who have some authority over petty crime (fare avoidance) then sure that's not a bad idea. Cops make everyone more unsafe if they are just standing around waiting to be [redacted] Do I want to know they are close by in case an assault or theft happens? Sure. Do I think more of them standing on the platform with their hands on their guns will make me feel safer? Absolutely not. I think you should rethink your plan for making it safer. I don't think it's not a priority I just think your plan for it is bad. Also. Please. For the love. Bring back late-night trains.	Safety/Crime
Metrorail is currently unsafe. Customers arent being held responsible for the havoc they cause. They dont pay and have a sense of entitlement when you explain the policies as a customer	Safety/Crime
I have adjusted my 2x week work schedule to avoid school kids. I appreciate the increased police presence. I am not afraid of these kids but do worry that they will hurt themselves or others when fooling around on the platforms and trains.	Safety/Crime
Make sure we are safe and have clean buses and subways.	Safety/Crime
I am frequent user of the metro bus but I am deeply concerned about security. We see several drunk and high people enter the bus and sexually (physical or verbally) assault women. The drivers do not do anything to prevent such people from entering the bus risking everyone's safety. School kids are often scared, I am afraid more homeless individuals will take the bus when it becomes free. All safety complaints are ignored because it's hard to track down those people and riders do not report incident because there is a feeling of senselessness. WMATA should focus on preventing such incidents in the first place rather than trying to investigate the aftermath once they occur.	Safety/Crime

Written Comments	Category
1) Work with the City Council to rescind the proposal to ride metrobus for free and use the money to increase safety of the riders on both metrorail and metrobus 2) Work with the City Council to make jumping metrorail turnstiles a misdemeanor 3) Have Metro Transit police and Metropolitan police enforce penalties for jumping the turnstiles 4) Have Metro Transit police enforce the existing metrorail rules, e.g., no soliciting, no pubic performances in the stations and on the trains, no eating or drinking, no playing music without earpчонес, etc.	Safety/Crime
Metro must be reliable and safe. I know multiple women who no longer ride because it's not safe. Crime and bad behavior must not be tolerated.	Safety/Crime
Interesting proposals, but they've missed the central issue affecting Metro — crime. For well over a year, people haven beaten fares constantly, and there's no enforcement — not even selective, random enforcement as a deterrent. Police and Metro employees stand and watch. Metro has become a high school lunch room. And it's not just those who can't pay who hops turnstiles — rich kids do it now, because nobody cares. And then those non-paying passengers smoke on platforms and in cars. They eat in Metro. They litter. They sit on the backs of benches and muddy the seats with their shoes. They spit everywhere. They scream. They fight. They threaten people minding their business, commuting to and from work. They blast music onboard. Some stations are open-air drug markets. Today an intoxicated teenager wandered between cars while talking about which female passengers he'd like to have sex with. He then pushed the emergency button, opened the doors and held the train. (To his credit, after about five minutes of this a Metro employee left the car to confront the kid.) The conductor then gave a long monologue, but nobody could understand a word he said because the intercom system cut in and out. After I transferred cars, a different guy threatened to slit the throat of two girls he claimed had bumped into him while boarding the train. Nothing happens in these cases — not even being politely escorted off the train. The other night two drunk kids threw drinks at an oncoming train at Union Station just for the hell of it. School kids smoke on platforms, and police chastise them but then do nothing. Why am I paying for this? I've ridden Metro for decades, but if there isn't going to even be a tactful response on the part of Metro employees and police and the situation continues to deteriorate then, like many others, I am going to stop riding Metro and the only people on board will be those who don't care about Metro because they don't pay. Nobody has to be arrested or given large fines, but at least have there be some intervention. Even if DC school kids ride for free, they shouldn't be allowed to jump turnstiles because once they break one rule they're more likely to break another. It's the worst thing in the world for kids to be able to do whatever they want, both for themselves and others. That doesn't play out well five or ten years down the road — it hits poor communities hardest, knocks them down and they don't get back up. I know people working from home and overseas who say, 'Why on earth would I come back to that?' We need to think things through. Obviously it's not all or even most of Metro's fault, but clearly something has to be done.	Safety/Crime

Written Comments	Category
I would also recommend that the metro add in security to their budget. Officers need to be patrolling and hired across multiple stations. I see so many people hopping the gates each and everyday. Either new gates need to be instituted that make hopping impossible, or a system need to be instilled where arrests are made for passengers who are not paying. To see this behavior accepted is not a good look for those who pay hard earned money to ride the metrorail.	Safety/Crime
I feel that there should be better security for people who don't pay the metro fares for the train and bus.	Safety/Crime
Public safety seems to be improving but need more visible presence and enforcement. New GM's increase in public facing activities is nice.	Safety/Crime
Safety has to be improved	Safety/Crime
There is a great need for an increase in policing to stop people from smoking weed in metro stations, platforms, and train cars. It is illegal to smoke weed in public in VA, but there is no enforcement on metro.	Safety/Crime
Metro needs to improve security at the stations and on the trains. I did not see anywhere in this survey to emphasize the importance of security.	Safety/Crime
Please make safety and reliability your top priorities. Those are more important than expanding service.	Safety/Crime
Passenger safety was absent from this survey. As a woman who travels alone on metrorail and metrobus in the evening, more investment is required to ensure a safe ride home for all passengers. No one should be afraid for her personal safety when using the DC metro.	Safety/Crime
Station employees should be more engaged, helpful and aware of problem behavior in the stations and on the trains. Homeless people with a lot of belongings piled on carts should not be allowed to enter the station or train and take up that much space. I saw a man with a small flatbed and his belongings piled high during rush hour. I don't know who let him in the station with that amount of debris. Metro gate agents need to pay more attention.	Safety/Crime
Increase police presence and let them ticket offenders for infractuons	Safety/Crime
Where is the budget for more police presence to deter fare evasion and crime on buses and trains?	Safety/Crime
Safety on the metro rail after hours. 8-11pm	Safety/Crime
Not mentioned here is Metro safety. I am a regular (female) rush-hour rider, and never until recently have my husband (also a regular rush-hour rider) and I felt unsafe on metro. We do now. If there's anything that might make us stop riding Metro, it's that. And we've thought about it. Investing in security and making it possible for riders to send short text messages to a number to report disruptive metro riders so security can respond immediately would be a huge way of making your core riders feel safe and remain riders.	Safety/Crime
Just keep workers and customers safe from crime while using the metro system.	Safety/Crime
Making sure stations have transit police and there are crisis intervention trams ready to deploy.	Safety/Crime
Put safety guards in stations to prevent people from falling on the tracks	Safety/Crime

Written Comments	Category
Nothing was asked about safety. In my opinion, safety on Metrorail cars and in Metro stations is the number 1 concern. I seldom take a trip (6-8 trips a week) when someone isn't eating, sometimes a full meal. On Monday, February 20, 2023, someone smoked a cigarette from New Carrollton to L'Enfant. Do I need to mention the murder at the Potomac Avenue station?	Safety/Crime
Fares and Safety are critical. More police presence needed. I looked for help today and couldn't find it.	Safety/Crime
I've never felt safer with a police officer present in the Metro. While not in the jurisdiction of DC's transportation department, I think our city needs to move away from cops being the answer to keeping everyone in our communities safe. This, to me, is a deal breaker. If the budget allocates increased funding to the MPD working in the Metro system, I would vote against it. And any member in political office who would approve that budget, I would also vote against them.	Safety/Crime
I moved to the District of Columbia many years ago, when there was a different President in the White House and a Metro Bus ride was, I think $1.10. Times have changed since the increased fare to ride Metro Bus up to $2. Through the different leadership at WMATA, various service issues and sad and unfortunate deadly experiences within the Metro system, I am still a supporter and almost daily rider. I was not pleased that this survey had not one question addressing personnel issues and concerns, that includes but not limited to WMATA Transit Police, Bus and Train Operators, and Customer Service Staff when you contact WMATA via telephone. Speaking of which, when is WMATA going to provide weekend hours for a live person, not just automated information or online information? The system is open 7 days a week, and this is 2023, I can't imagine why staffing cannot people available, even for reduced hours on the weekends. In terms of safety, especially given the time of day, I must opt for other modes of transportation, when feasible, both financially and distance, than Metro Bus or train. Times have changed and not necessarily for the better in terms of customer safety throughout the system. There have been some improvements like eliminating the Metro bus to subway transfer fees, so it's not all gloom. I am looking forward to CEO [redacted] and his leadership team to doing good things for the entire metropolitan area, keeping cost and service simultaneously in mind. Thank you for the opportunity to share.	Safety/Crime
The metro should not put ANY money towards an expanded metro police force. There is quite literally no reason to have more cops at metro stops. The fact that you're trying to slip that in the budget but not giving an opportunity to provide feedback on that part of the plan is gross. Cops on trains and at stations Create an aggressive and uncomfortable environment. Your ads about how great metro cops are are also a useless waste of money. Any crisis intervention specialists should not come from a police background and Whatever other deals you have with cops should be dissolved. Maybe put the money towards something useful? Like not increasing fairs to 6.50, which is super expensive when you have to commute everyday.	Safety/Crime
Metro is discussing bus and rail changes that's kool. The most important issues public safety transportation system. Hire more police to protect your ridership is more important to Us.	Safety/Crime
Metro needs to step up law enforcement to regain customers. Service and fare improvements alone won't be sufficient. People smoke on Metro, people eat on Metro, people do drugs on Metro, people bring guns and knives on Metro, people harass others on Metro.	Safety/Crime

Written Comments	Category
Add more security for safety of metro riders. I have a claim against metro since I was a victim of bodily harm threats. 301-806-6857. Ray johnson	Safety/Crime
Additional funding or presence of safety officers would help to improve trust in the system. Many people I speak with who avoid Metro do so out of fear for safety related to other passengers and ongoing incidents.	Safety/Crime
Does metro also have a proposal for increasing rider safety? One of the main reasons I have chosen to drive rather than ride more frequently over the past 6 months is a feeling that when I ride I am putting my life is more at risk due to the potential actions of bad actors. There have been shootings at high volume stations and when I ride at night I frequently encounter men who are predatory or who are suffering mental health issues which appear uncontrolled and dangerous. If metro increased the number of metro police riding trains and also included a requirement that the police move through the trains while they are in motion, back and forth to keep the feeling of police presence in the forefront of potential criminal's minds, that would go a long way toward increasing since female ridership.	Safety/Crime
Fewer cops on the trains and in the stations. They don't want to be there and it's a waste of their time and metro rider/taxpayer money	Safety/Crime
I think the most critical budget allocation is to increased security, such as cameras on trains, and patrolling officers/security personnel at stations. That is the #1 concern that if addressed would increase the likelihood of my riding metro. I would be willing to pay higher fare for higher security without question.	Safety/Crime
INCREASED SAFETY PLEASE, ILYSM!	Safety/Crime
Increasing safety throughout the Metro system should also be a priority for the upcoming year so customers feel safe taking Metro trains and buses.	Safety/Crime
Police need to monitor smoking on platforms and on rail cars.	Safety/Crime
Safety is a huge concern on the train. Stations and trains need more police presence include that in your budget! I only ride metro because its the fastest way in and out of the city. and with the increase of crime its make me rethink my commute options. The CEO of metro should ride the train one day and see what its actually like.	Safety/Crime
In favor of anything to decrease violence at and near stations	Safety/Crime
Keep working to make Metro more reliable, safe and clean.	Safety/Crime
Need more enforcement on handicap, stroller/younger children and pregnant seating.	Safety/Crime

Written Comments	Category
I would like to emphasize security and payment enforcement is a crucial aspect to increasing confidence in the metro and restoring metro ridership. I often hear from colleagues their reason for not wanting to take metro as their mode commute, despite their consideration for it, is due to the sense of lack of security. Recent violent incidence relating to stabbing and shooting often comes to mind. I believe it is just as important to restore security as the other proposed investments to maintain and attract stable ridership.	Safety/Crime
Focus on safety and sustainability.	Safety/Crime
I would support some form of law enforcement or officer presence on trains during peak times to deter violence or otherwise sketchy behaviors on the metro. Metrorail hasn't felt nearly as safe as it did pre-Covid and continuing to improve presence there would be a massive benefit to the community.	Safety/Crime
I have noticed a trend of more people smoking cigarettes inside metro stations and on escalators. Particularly at Metro Center.	Safety/Crime
Safety is paramount. Metro is also critical infrastructure for any city, used by people from all walks of life. Public transit must be kept safe and clean and affordable to the region's most disadvantaged.	Safety/Crime
spending on increased security should have been part of this survey	Safety/Crime
Increase the security of the metro, I don't want to be in danger when I'm taking the metro	Safety/Crime
Safety is important to the customers & employees. It includes well maintained rail cars & metro buses as well as trained, competent, mental health ready for work. Check stress levels. Why did you wait to put so much into the budget? I read the details. It's overwhelming!	Safety/Crime
I wish there was more security in the stations and on trains. As a woman I frequently approached on the train and at stations by beggars, addicts and homeless people. I won't use Gallery Place/Chinatown anymore after 5pm because of harassment by people at bottom of escalators and outside of station. There is a lot of drug activity there. I use the metro everyday to commute.	Safety/Crime
I think that safety issues need to be addressed at entrances	Safety/Crime
I appreciate that Metro is trying to increase the efficiency of the transportation service. I think that it's a difficult time with too many not coming back to work in the DC area. That, combined with what must be a huge number of thieves - I see people jumping over the gates every time I go in and out of the metro twice a day 5 days a week - is likely costing Metro enormously and I'm thankful that the system is still somehow able to operate.	Safety/Crime

Written Comments	Category
I feel strongly that more needs to be done for the safety of passengers. There's absolutely nowhere to go on the train if something goes wrong and I personally have experienced very uncomfortable situations and attempted muggings on these trains. With the increase of mass shootings in our country or physical attacks in the DC area, all trains and stations (not just central downtown) should be staffed with police/security. Especially on trains/stations that aren't heavily populated.	Safety/Crime
I would happily pay more if the metro was safer. Many times I do not feel safe nor does my fiancé.	Safety/Crime
I utilized metro transit system every day of the week. The most important is public safety on buses and rail system. On your survey public safety wasn't even mentioned. Metro need to hire more police period. Lack of police presence will definitely decrease my ridership within the transit system. People life are at stake daily on transportation system	Safety/Crime
Just need to keep us safe to and from you have Transit police that are getting payed for never being around need them around at all times it would make a different.	Safety/Crime
Safety is my priority and the most concern.	Safety/Crime
Security on the trains and at the stations should be a high priority for Metro! Did not see that as an option to emphasize in the survey.	Safety/Crime
The proposals seem to be good. However, Metro must put a premium on safety, both customer and operational. Many people I know who have returned to the office have elected to drive rather than use Metro's services for safety reasons.	Safety/Crime
We need more security when riding trains and buses. There's no budget item for that!	Safety/Crime
Also, need to focus on safety. Need to address charging those who break the law and then get let off scott free. this needs to end. New laws needed to be enacted to get this situation under control. Certain neighborhoods just need to understand, we will not allow them to smoke weed in and on the system, rob, murder, rape, etc. Our laws need to be applied and new ones made. More litigation on behalf of the regular rider.	Safety/Crime
Not sure if there's a separate budget, but more police on metro would be very welcome. I'm not likely to take metro when I'm going to have to deal with antisocial behavior when I'm on the train. Each of the last ten times that I took metro, I had people on my car smoking drugs, eating, playing music loudly, and/or littering. Flagrant disregard for the laws that prohibit those behaviors makes metro feel like a law-free zone and unsafe. It's also unpleasant—if I have the choice of driving in and not having to listen to other people playing loud music or smell their drugs and food, I'm going to choose driving. When I started riding metro in 1999, I almost never saw people eating, drinking, or smoking in the metro (I almost never saw people playing music loudly but that was so long ago that even the iPod didn't exist, let alone lithium ion-powered bluetooth speakers). Today it's a daily experience. If you want to get people who have options to choose metro, you NEED to make it so that it's not an uncomfortable or unpleasant experience. Otherwise people like me will stick to driving (or taking bus routes like the DC3/11Y where this isn't an issue).	Safety/Crime

Written Comments	Category
Gallery Place metro is unsafe! There have been several occasions that I've witnessed drug deals in broad daylight with police nearby. Or the unhoused sleeping in front of the steps. The increase of police presence has not helped at all.	Safety/Crime
Dont forget monrey for Cyber security	Safety/Crime
Increase police presence at metrorail stations and ride-alongs on metro cars. Passengers feel safer when metro transit police are visible.	Safety/Crime
All of this doesn't matter because you are facing a SAFETY EMERGENCY right now. I have been threatened with a knife on metro in the last few months. In the past year I have seen in a dramatic increase in harassment, threats, drug use, violence, and people with mental health issues on metro almost every single trip. I carry pepper spray and live in fear riding your trains and standing in your stations after being a loyal user for over 20 years. MENTAL HEALTH AND VIOLENT RIDERS are the highest they have been in 20 years. You need more Metro Police officers visible on station platforms and at least one on each train walking from front to back. This law-abiding, consistently paying customer will leave metro for good soon if you can not ensure basic safety.	Safety/Crime
Please increase police presence and enforce fare jumping. That's all I want.	Safety/Crime
Increase cybersecurity operations budget to mitigate the current and future threats and maintain security.	Safety/Crime
I wonder is there is a way to create space for dialogue among riders with each other and among riders and WMATA around what community safety and accountability could look like, sound like, and feel like in Metro. The uptick of violence and disruptive acts in the past two to three years, on Metro (bus and rail), has been concerning and upsetting.	Safety/Crime
Recommend adding security personnel at each metro station to reduce crime, vagrants, and toll booth jumpers.	Safety/Crime
WMATA police are useless and a waste of funding	Safety/Crime
Please focus on safety. I personally have not been on the metro since 202 and a major factor is because of me feeling unsafe traveling by myself. I would love to use my car less, but will continue to do so if y'all do not fix the issue.	Safety/Crime
safety is my biggest problem on metro trains- farejumpers are up to no good on trains. I have started to drive to work instead of using my work supplied metro card because I rarely feel safe on Red line and sometimes on orange and Silver lines--people go from car to car asking for stuff and smoking pot. They need police /security going from car to car all day lojg and kicking off those sleepong and harassing others	Safety/Crime
2 item not appearing on survey are: improving security for both buses and metrorail -- stronly encourage funding for increased security for buses, metrorail cars, bus stops,and metrorail stations.Would also encourage having all bus stops have electronic signs informing passengers about the number of minutes they have to wait for the next bus.	Safety/Crime, Bus Service

Written Comments	Category
Metro and bus security and making sure that passengers don't use drugs on the rail and the bus are most important. We need a bus all hours that travels from NE to NW Rhode Island Avenue every 15 to 20 minutes especially late nights	Safety/Crime, Bus Service
I do not know the level of cameras on Metro trains, but I have seen some increasing rowdiness on the trains. Very powerful, clear cameras need to be liberally in place. I am not sure what category human resources would be under, if any, but I want to say that the Metro bus operators that I have encountered has been generally OUTSTANDINGLY kind and helpful.	Safety/Crime, Bus Service, Miscellaneous
Your Capital Budget question didn't say anything about making riders safer with things like adding police to all stations and having them also on the train cars. The security of your passengers should be the number one priority in your budget. We used to feel safe on Metro. We don't anymore. We'd rather be safe than have fancy new info screens. Also it would be good if you reinstated the bus that went from the Pentagon metro station to downtown DC via Independence Ave. When there are metrorail problems or construction, you always say find alternatives for travel, but you took away this alternative. Last thing, why is it always the Blue Line that gets the least service? Doesn't seem fair. Thanks for listening.	Safety/Crime, Bus Service, Rail
I'm fine with paying a higher fare and understand that it needs to be distance-based (unlike NYC). But Metro must do better with law enforcement and customer service. When asking a question about outdated and miserable ticketing machines or other infrastructure, I'm often met with rude, disdainful replies by Metro staff; but for those who jump the ticket wicket, litter on the train, or listen to loud music, etc, there's no punishment. How do you think this makes fare-paying, well-behaving customs feel? You MUST fix this before the summer tourist season — I have shared my thoughts with out-of-towners, and they tell me that if they witnessed such behavior and management disengagement, they would not return to DC.	Safety/Crime, Capital Construction
More police presence on platforms. Reduce homeless presence in metro stations and on metro trains. Fix the escalators and elevators.	Safety/Crime, Capital Construction
Increasing safety in stations and increasing service time is paramount to increasing and maintaining ridership. Please consider an infill station between King Street and Van Dorn on the blue line.	Safety/Crime, Capital Construction
The budget allotment exercise was thought-provoking. I don't know enough about where the bottle-necks are in Metro's ability to keep the users safe. For example, just what is the state of the technology, both administratively and for users. Yes, new fare gates, but I still sometimes wonder if enough is charged to my card when I'm changing between bus and rail or vice versa.	Safety/Crime, Capital Construction
Safety needs to be prioritized - beginning with fare jumping.	Safety/Crime, Fare Gate Evasion
Thank you for asking for our feedback. I don't recall seeing a question about improving safety on metro or dealing with fare evasion. Maybe I missed that part. But it would be great if some of the budget was allocated to that as well.	Safety/Crime, Fare Gate Evasion

Written Comments	Category
Please increase police presence on the trains and platforms and PLEASE DO SOMETHING about people who hop the fare gates! The new gates are easier to hop and so more young people are doing it.	Safety/Crime, Fare Gate Evasion
Your survey fails to mention the most important category by far, which is funding for security. Your security presence at stations and in trains is woefully inadequate.. And if you are going to set fares, then enforce them. There has been a dramatic increase in fare jumpers who brazenly walk through the gates in front of metro personnel without paying.	Safety/Crime, Fare Gate Evasion
Metro should be focused on one primary goal - keeping WMATA safe. I don't ride certain routes or at certain times because of how dangerous it is. I also don't think WMATA should get more tax money when they refuse to attempt to recover fares from fare evaders - why should taxpayers pay when end-users can fare evade without consequence?	Safety/Crime, Fare Gate Evasion
There is way too much crime and fare evasion on Metro. There is pot smoking on platforms and litter and messes all over the trains. This is why people aren't riding. Fix this!	Safety/Crime, Fare Gate Evasion
Service is fine. Security and station management is awful. I see fare jumpers daily, panhanling on trains, and inaction by station managers to address safety issues (children playing on Shaw station platform during morning rush, as an example). I would gladly accept fewer trains if it meant more cops on trains and if it meant Metro could hire competent station managers.	Safety/Crime, Fare Gate Evasion
Metro stations are increasingly dangerous and disgusting. Too many people doing drugs and smoking marijuana in trains and on the stations. Too many psychotic murderers and thugs are able to intimidate regular citizens on a daily basis. There is not enough police presence. Metro funding should be used to combat crime and redesign fare gates to curb fair evaders. The metro should be safe for law abiding citizens. Currently it is a lawless enclave where thugs, drug users, and psychotics are able to operate freely and intimidate average people. This must stop. Bring law and order to the metro.	Safety/Crime, Fare Gate Evasion
More police. More police. More police. I'm infuriated every day by the CONSTANT fare jumpers and asinine and illegal behavior within the rail system; I assume the buses are even worse. Why should I bother paying to ride every day when there are absolutely no consequences??? It makes me want to avoid the system altogether. Clean it up, remove the people disrespecting metro property and PAYING customers, and make this system something to be proud of again. Metro is nearly at the bottom of my list of the world's mass transit systems that are nice, functional, efficient, and enticing. For all this tax money we should expect a lot better.	Safety/Crime, Fare Gate Evasion
Please dedicate more resources to increasing safety for riders on trains, buses, and in stations. Reduce crime. Increase the presence of Metro transit police. Consider adding patrols to trains to watch for crime and unruly passengers. Go after fare jumpers. Don't just say you're going to do it for one day and then stop.	Safety/Crime, Fare Gate Evasion
Improve security. Arrest gate jumpers	Safety/Crime, Fare Gate Evasion

Written Comments	Category
There should be cops riding on every train to respond to issues. People are not dissuaded from behaving badly. You should also actively punish fare jumpers. Metro is expensive already. It's disheartening to pay my fare and my parking fees to watch someone skip the line. If possible, install a quiet car on every train that is monitored and accessible for a fee. The proposed cop would ride in that car to watch out for the train and ensure payment.	Safety/Crime, Fare Gate Evasion
Improve safety, too much crime in metro, the smell of weed is horrible, and total lack of penalties for people that do not pay fares and jumps over the gates. No rules leads to anarchy, that is where we are right now in the metro	Safety/Crime, Fare Gate Evasion
More should be done to stop people from skipping out on paying train fare. That could either be better toll gates or more enforcement at metro stations. Additionally, trains and stations routinely feel unsafe. People who are disruptive and harassing passengers should be removed from the metro station and trains.	Safety/Crime, Fare Gate Evasion
1. Metro police should have more of a presence. Where is the budget for safety, which should be the first consideration? All the other improvements mean nothing if you can't travel safely. 2. Install metal detectors to cut down on weapons in the system. 3. Install higher entry ways so that they can't be jumped over. It's unfair for us to pay for those who aren't paying. 4. Improve the service and frequency of the busies going to Bowie.	Safety/Crime, Fare Gate Evasion, Bus Service
Make Metro safer. Stop people from smoking in the station. Have a better police/employee presence. Stop people from jumping the gate fares and not paying on the bus. Support DDOT's Bus Priority program.	Safety/Crime, Fare Gate Evasion, Bus Service, Support
Safety is important. The stations need to be better monitored with cameras and competent staff who can identify and deal with unruly riders, juveniles, and unstable/homeless people. Also, too many people evade paying fare- specifically teenagers. Stations managers look the other way rather than deterring this dishonest behavior at all stations in MD and DC. Also, trains and stations need to be kept clean and sanitized. This seems to be less of a priority than when the pandemic first began. Lastly, metro staff/operators/managers/bus drivers should be held accountable and make sure they do their job to keep the stations and riders safe. If you increase buses and trains at night (all night long service), the fact that this could exacerbate crime, which is already out of control in DC, should be considered and how the police will deal with this.	Safety/Crime, Fare Gate Evasion, Rail
Please augment or realign the Transit Police's presence on trains and in stations. I've been out of the region since 2017 and upon my return for a work assignment a few weeks ago, I can't help but notice that there are many more instances of trash from people eating on trains, people listening to offensive music on Bluetooth speakers, fare jumpers, kids vaping marijuana on the indoor platforms and in trains and even a fellow passenger whose phone was stolen; I even chased the thief off the train and almost caught him. More police presence would offer a deterrent to these activities. More train frequency is great but I would rather have more accessible police.	Safety/Crime, Fare Gate Evasion, Rail
I think top priorities should be: (1) Reduce crime and sage evasion, and (2) Increase service frequency back to pre-derailment and pre-pandemic levels.	Safety/Crime, Fare Gate Evasion, Rail, Bus Service

Written Comments	Category
Please do more about safety and fare evasion on the metro system. I've seen plenty of people hop the fare gate or sneak in behind me when I go through the fare gate at the New Carrollton station, right in front of station managers and Metro employees. No one does or says anything. I don't feel safe on metro, especially after the Potomac Ave shooting. There's a definite feeling of lawlessness in the metro system No one follows the rules. People regularly spill food and drink over the seats, clip their toenails on seats, play music loudly, and run between the emergency doors of the train cars. Metro police are nowhere to be found when people need help, and only show up the day or week after a shooting. One time I tried to call Metro police after I saw a guy harassing women on the green/yellow platform at L'Enfant Plaza, only to have someone call me back an hour later for a description of the perpetrator. Both I and the perpetrator were long gone from the metro by then. It's like no one cares about the psychos and homeless people in the Metro. Also, it's very apparent that for most of the cameras in Metro, they either don't work or no one is monitoring them. The apathy by metro police and station managers sends a clear signal to the many psychos, teenagers, and homeless people on the Metro that it's okay to act violent, threatening, or unhygienic on the train. Also, I don't understand why you shut the orange line down for months last year, only to have it single track for another project this year. Can we be smarter about when we schedule track/station work, so we get it all done at the same time? It seems like every couple of months a new project is shutting down service or causing single-tracking. Additionally, something needs to be done about all the burnt-out lights in the northside parking lot at New Carrollton station. Anyone coming back after dark basically has to walk to their car in pitch-black darkness, which is a safety hazard. Metro's budget needs to be more accountable for these failings. Before offering free bus service, please make the current metro rail system run better and with less crime, harassment, homelessness, and unsanitary conditions.	Safety/Crime, Fare Gate Evasion, Rail, Miscellaneous
The booklet explains that the proposed budget aims to enhance safety, I really hope that this doesn't mean expanding the police force on Metro, which would be really costly. That resource could be used to create better pass programs like the ones in Europe. I think the overall use of the Metro could increase as well as the money collected every year for a year with a program that provides a year pass for $365, to cover $2 of every trip, and people can pay the difference. The fares can be adjusted according to this, for example it would be $1095 for covering up to $6. This would be a good solution for everyone. I believe people who don't use Metro often (who spend way below $365/year) still would get this deal as it is an appealing deal. This can be also incentivized by making this program available every year between December 15 and January 15.	Safety/Crime, Metrorail Simplified Fares
Safe, well-staffed and well-maintained facilities cost money. Riders will gladly pay fares for a good transit system and will avoid one that's free but poorly run.	Safety/Crime, Metrorail Simplified Fares
cost is too high, the security should be a priority with the amount of visitors using the system	Safety/Crime, Metrorail Simplified Fares

Written Comments	Category
Since I have moved to DC in 2020, I have seen great improvements in the Metro. When I first moved here in 2020 I was disappointed that the metro was not the same as I remember from 2018. It was less efficient and I felt more danger riding as a young female. However, in the past year I have definitely noticed increased efficiency. My two biggest qualms with the metro are: it feels dirty when I ride it and I feel unsafe in the late hours). To expand on my 'dirty' comment, there is never any noticeable trash or rodents which is great, but I still feel a bit icky as there is usually some sort of spillage on the floors or seats. I wish there more things in place to make it feel cleaner. Also maybe hand sanitizer at the stations? I always want to sanitize after holding onto the pole or any other object in the metro. Thank you!	Safety/Crime, Miscellaneous
Part of the budget should be for maintaining police presence in the metro stations (including patrolling the metro cars). Cleanliness of the stations and elevators/escalators is also important. Additional elevators would also be nice (since there is generally only 1 per station and they're often shoved off into a corner that make many feel unsafe to take it).	Safety/Crime, Miscellaneous
Safety, security and cleanliness are the most neglected areas of your service at this time. Most people use their commute time on the train to communicate via their mobile phones so times between trains is not as important as safety. An easy way to increase security is educating those who jump the train stiles how to get free service. Keep it simple! No one wants to jump a turnstile if they can walk through it!!! Signage! If u make less than $X per year or per hour ask me me about free Metro service or scan this QR code! Talk to poor people. Encourage employers like TJMax and Target to provide $ to their employees every month! Hire more janitorial staff and security. You will see much happier commuters even when the waits are a little longer. Thank you.	Safety/Crime, Miscellaneous
There need to be more security riding the trains especially in the summertime. The police are on the platform every now and then however they are looking down at their phones. Sometimes I feel that I am not safe when riding. I need to take the train to and from work that is the only way I can get to work. At Gallery Place Chinatown it is very hard to get on the escalator people are standing in from of the entrance smoking. These are very important issues as well.	Safety/Crime, Miscellaneous
Smoking inside metro is a constant problem. I've never seen anyone actually enforcing the rules. Also, during the evening service, there's no security or metro personal on the platforms or inside the cars, so I never feel safe.	Safety/Crime, Miscellaneous
Improved, safe service with attractive prices & communication that 'riding public transport is cool' as helping environment can increase ridership	Safety/Crime, Miscellaneous

Written Comments	Category
Support any proposals for increased security to increase safety within & around the metro rail stations and on the trains (and reduce panhandling and selling of wares within the trains), and increase comfort of riders using the train for transportation (e.g. reduce use of trains for homeless population to sleep - one person can take up multiple seats with all of their belongings leaving fewer seats for other riders). Over the 8 years I've lived in DC/MD, in all of the times I've almost gotten robbed, it has been in/near metro rail stations. Also support proposals for better signage to show location of elevators - too many people are using escalators for bikes, strollers, scooters, etc. because they cannot find the elevators.	Safety/Crime, Miscellaneous
Safety is now my first concern, both crime as well as rail safety for all; no price increases, reliability, and more frequent trains on orange line . Thank you.	Safety/Crime, Rail
More security at the metro station	Safety/Crime, Rail
I no longer take metro regularly because the Wheaton station is too dangerous. And I can't count on weekend trains running the full trips without closed stations or other interruptions.	Safety/Crime, Rail
Thank you for offering this survey. I'd love to see increased permanent police presence at all stations and trains arriving more frequently, especially on the Orange, Blue and Red lines	Safety/Crime, Rail
More police in Metro stations please and open gangway cars would be nice. Thanks!	Safety/Crime, Rail
I want enough allocated to ensure safe transportation for all, wherever Metro determines the funds are best needed. I will be moving soon but have frequently used and greatly appreciated Metro's service. I think the decrease in waiting time is great and should make metro even more enticing to commuters. This area has far too many cars on the road. Your increased number of stations, reaching farther into the suburbs is the way to go.	Safety/Crime, Rail
Prefer sustainability, safety, and maintenance to speed or newness, but frequency is also very important	Safety/Crime, Rail
We need more SAFETY on WMATA as a whole. Rails cars must be SAFE. Please adhere to the testing results. Don't run rail cars that are not SAFE. More police presence on the buses AND rail cars and metro stations. Accurate arrival and departure times. Last summer service was HORRIBLE on both metro bus and metro rail. I was LATE for work on many's days waiting for buses that never came. Some bus operators would pass by stops with passengers waiting. Huge delays on the trains. Just totally unacceptable service. I've used Metro for over 30 years. I remember when it was clean and FAST. It was in my opinion the BEST public Transit system in the US. I hope the proposed plans and new budget will facilitate much needed changes.	Safety/Crime, rail, Bus Service
Frequency and reliability are the most important issues to me. Safety is a concern but should Metro needs to push back against the fear-mongering.	Safety/Crime, Support
I appreciate poling the community in this. Good luck!	Support
Thanks!	Support

Written Comments	Category
Looks good to me	Support
:) I love dc public transit, it's a huge part of why I enjoy living in dc	Support
Thank you for this opportunity.	Support
Appreciative of the proposed improvements.	Support
Thanks for easy-to-complete survey!	Support
Thank you, very excited for the upcoming improvements!	Support
It's good	Support
I'm excited to see these meaningful improvements to the system.	Support
I love our metro. We should do whatever it takes to keep it viable and attractive and coordinated with bus service.	Support
Keep up the good work.	Support
good job	Support
Thank you	Support
big job...we're fully supportive	Support
Keep it going. I am a faithful rider and I want you to succeed.	Support
I know that not all patrons can be pleased at the same time so ai applaud METRO for trying to provide good service where available. I hope many of these proposals see their way to fruition and get out of committee stage. Something is better than constant proposals. Service now and thank God for that.	Support
[redacted] is doing a great job. He is friendly, very charming, and has a nice [redacted].	Support
I am using metro for long time I am excited for new budget	Support
Thank you. You offer a wonderful service that keeps us safe and relaxed.	Support
I love the Metro and will always be in favor of increasing/expanding service, especially to low income areas of the DMV. Improving public transportation improves all aspects of life - easy access to jobs and housing, increased economic opportunities for small businesses, and even creates better air quality for our city by getting cars off the road. Thank you for your service and good luck!	Support
Metro's is a good transportation.	Support
I am happy for all proposals that get more people leaving their cars at home to use public transport and give transport to those with no cars.	Support
Push the proposal	Support
THANK YOU to all the Metro workers	Support
Thank you for all the work done to keep our fine Metro system operating smoothly.	Support
Overall, I don't have a lot of feedback about the FY24 budget. I like the ideas of having trains run more frequently.	Support

Written Comments	Category
Love to see all the accessibility options! This is going to make traveling around DC so much more accessible, and the all night routes are going to help for peace of mind when traveling at night.	Support
Thank you for trying to make chang	Support
Congrats on the progress!	Support
Fare evasion is not a big problem. Metro is a public transit system, and does not need to aim for profit. Highways don't earn profit, and states rarely stop drivers who have tickets. Fare evasion should be the least of our worries. I wish society would stop viewing everything as needing profit. Some things can just be a public good, like metro. Thank you for all you do.	Support
I'm excited for the proposed changes.	Support
I appreciate the opportunity to share feedback. Really impressed with the strategic goals laid out and the vision for improving services, and for soliciting feedback.	Support
I love it	Support
I love WMATA!	Support
I agree with most of the proposals put forth this year. It's showing to be more friendly to those who are solely reliant on Metro as their primary mode of transportation.	Support
Many of the proposed changes in Metro service I think are very sensible and likely to increase ridership, especially for those wary of contending with highway traffic in the DC Area. Miscellaneous	Support
Thank yah so much for this	Support
I defer on how to best distribute resources, but I love the Metro system and want it to succeed. Thank you all for everything you do!	Support
Excited above the increased train times	Support
More investment!	Support
I grew up around Annapolis and went to UMD College Park. I've been increasingly using the metro to go to DC for events, shops, food, etc and it's helped me appreciate the city a lot more. You guys are doing a fantastic job handling a tightly run metro (especially compared to Baltimore) and I look forward to all of the improvements coming down the line.	Support
You're doing amazing sweetie.	Support
Thanks	Support
Good plan.	Support
Thank you for your services, I am new to the area. This have been a great experience and support	Support

Written Comments	Category
Bueno gratis	Support
The service improvements will be amazing.	Support
I love more frequency	Support
I deeply value the service Metro provides, and look forward to it being expanded and improved with these proposed changes!	Support
I think it's great thanks for bettering the system	Support
It makes perfect sense	Support
Thanks for being the metro!	Support
Metro is a good service.	Support
Thank you!	Support
I love Metro and public transportation. Whatever we can do to safely increase the frequency and reliability of transportation options is good.	Support
Most if not all of these changes look great to me. I'm just wondering how you can cover the cost of increased trains and busses while for the most part lowering fare.	Support
You're doing amazing sweetie	Support
You are doing us a great service with your proposals. Thank you for allowing us to provide input.	Support
Keep up the good work!	Support
Changes, increase in service, and decrease in cost sound good. Thank you.	Support
I like the proposed changes, especially the ones related to the dare prices.	Support
I enjoying ride metro	Support
Keep going in the right direction! Randy is doing a great job and don't burn him out with politics Get rid of all unions and only hire people who want to WORK!	Support
It's a good transportation	Support
Overall, sounds like an improvement to the system!	Support
I am in favor of proposals that improve equity and access to transit for currently underserved neighborhoods	Support
I am very happy to hear about the elimination of peak and off-peak hour fairs. With the current traffic of the riders, which is clearly different than pre-pandemic, this change really makes sense. Thank you for the great proposal.	Support
I think that this is a step in the right direction in drawing more customers and reducing times of travel, which reduces crowding.	Support

Written Comments	Category
Es bueno	Support
Keep on keepin' on!	Support
Thanks Metro for all that you do to move us around safely.	Support
Strongly support the metrorail base fare and metrobus 11Y proposal.	Support, Bus Service
I think metro proposal is a good idea but should go to the bus routes that they think about changing and ask directly about the changing of the metro bus routes.	Support, Bus Service
I'm encouraged by the changes that would increase bus ridership and make it better to use.	Support, Bus Service
These are good changes that I support. I know this is a different topic, but one that seriously needs to be addressed as it has bearing on fare changes - I ride the metro every week day. At least 3 days a week I see someone climb over the fare gates without paying. Even when metro employees are there, no one says anything to stop the person. I am seeing it happen more and more and it is totally unacceptable.	Support, Fare Gate Evasion
Thank you for the work you do. We must find a way to stop people from jumping turnstiles.	Support, Fare Gate Evasion
Metro is doing a great job with changes and trying to accommodate the general public with travel. I am happy with my commute with Metro. The only real complaint I have is witnessing those who jump the gates in front of the metro employees but not doing anything about it. It is not fair to those who pay for the fare. I understand that only the Metro police can give out tickets but for the Metro employees not doing anything about it frustrates me. My husband and I even witnessed a homeless person trying to start a fire at the escalator area. This was right in front of the Metro employees at the stand (there were two of them). My husband asked them why weren't they doing anything to stop the homeless man. We were told that is not their job.	Support, Fare Gate Evasion, Safety/Crime
Love the bus! please make it possible for people to see the bus routes on your website without having to type the name in - it's hard to know the name of them when youre a new rider!	Support, Miscellaneous
I agree with the changes except for the yellow line going only to Mount Vermont instead of Greenbelt.	Support, Rail
I value WMATA and it's part of the reason I chose to live in DC. not having a car has me relying heavily on public transportation. Since our metro is not operational 24/7, the extension of hours for busses and frequency is vital. I would love to see the B2 get added to the 24/7 route as it services much of DC's nightlife.	Support, Rail, Bus Service
Great proposals, increased service is great for the whole region and will entice more people to use Metro and Metrobus. Free Metrobus is fantastic. Definitely should put focus on safety, reliable and efficient service, and cleanliness of buses/trains and stations; there is a lot of trash around NoMA and Ft. Totten stations, particularly thrown onto the track; more trash cans and signage reminding people to not litter could help with this.	Support, Rail, Bus Service, Miscellaneous

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I support increasing train frequencies. The blue line should be more frequent than the proposal, especially during rush hour. Metro should spend more effort to get more 7000 series trains back in service sooner and needs to be much more transparent when issues with the system arise. As a commuter who lives near Franconia-Springfield, I only consider taking metro during rush hour because my work pays for up to $140 a month. Metro will not incentivize commuters without the subsidy to return to public transportation if they have to pay more in the future for a long trip (as in this current proposal) as well as $4.95 for parking. Metro needs to reduce the cost of trips and increase the train capacity (more 8 car trains) with more frequent, reliable service. That being said, I do think current pricing system is too complicated. People need to quickly be able to figure out hope much metro would cost. If metro could somehow support rush service from downtown to Franconia-Springfield with zero or only 1-2 stops, like the shuttles you offered during the fall 2022 track work, that would incentivize me. I really liked only having to stop at Pentagon before getting off at Smithsonian. I think the $2 flat rate on the weekends combined with free parking is great and I support continuing that. Metro should also do what it can to reduce station shutdowns and disruptive track work. The yellow line bridge project has been a pretty big inconvenience for me, as I can't easily get to Lenfant from Pentagon via rail, and don't want to switch the a bus as that point. If budget money can go to minimizing the impact of these projects, which are often delayed, that would be appreciated. Thank you for your consideration.	Support, Rail, Metrorail Simplified Fares
Budget seems fine. You need to have more of a police presence.	Support, Safety/Crime
New CEO doing well. More police and station cameras	Support, Safety/Crime

Written Comments

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Please bring back the 11Y. I stopped riding when it was discontinued, but began again when the DC 3 started running. I would ride the 11Y daily if it was reinstated.	Bus Service
Excited about reinstating 11Y service. However, if bus frequency is only every 30', it needs to be a larger articulated bus to accomodate everyone. Previous 11Y ran more frequently on regular busses (every 20' or so) and were nearly full every time. I also use it to transport my bike into the city (get on at Abingdon drive). If bike rack already full, I expect to be able to still board with my bike and stand at the very front, so as not to be in anyone's way.	Bus Service
Hi, please please please don't get rid of the DC3. There are many people who depend on it for their commutes. Having a bus running every 30 min instead of every 20 min makes it challenging as well.	Bus Service
Buses don't run as often as they should and looks forward to having more drivers and overnight buses.	Bus Service
I love the 11y and am very happy it is going to be reinstated. I am very concerned that the signs notifying the public of the proposed 11y Modifications that are posted at the bus stops and on the WMATA website do NOT provide the specific times the 11y will start and stop in the am and pm. The 11y that was in operation BEFORE the pandemic did not start until 6:30am and there never was an 11y bus that started at 3pm, so the old 11y did not follow the standard peak hours that WMATA has in place (6:00am to 9;30pm and 3pm to 7pm). How can the public provide meaningful comment if WMATA does not provide the specific times the proposed 11y will start and stop. It would be great if that information could be updated on the signs at the bus stops and made available on WMATA website BEFORE the comment period closes on MArch 15, 2023.	Bus Service
Add more 96 buses please!	Bus Service
Please bring 21D back.	Bus Service
Add a bus traveling up the Fort Lyon hill to Huntington station so that old folks/disabled people do not have to walk up that very long and steep hill.	Bus Service
Please reinstate the D5	Bus Service
Pleae bring back the 11Y	Bus Service
I strongly support reinstating the 11Y. It helps decongest the parkway from Mt Vernon all the way to 395. When it is not in service fewer people take the 11C or the Huntington Metro since it easily adds 30 minutes to the commute downtown. Cancelling the 11Y has the opposite effect of its intentions. People such as myself just drive by ourselves instead.	Bus Service
Bus Bunching along popular bus routes (notably the 90/92/96 route) continues to be a deterrent from using the bus.	Bus Service
Your bus system is trash, drivers make up stuff as they see fit, they switch road even though it's not on the route or decide bus is not in service for no real reason	Bus Service

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Please reinstate the 11Y Mt Vernon Express bus. I have been taking the DC3 bus for several months. It is pretty full each morning, evidence that there is demand for the route. I would hate to see this option go away anytime soon. The bus offers a good alternative to taking Metro downtown and I really hope that 11Y is reinstated.	Bus Service
I am writing to provide feedback regarding the frequency and irregular timings of the C8 bus, which runs from East to College Park and West to North Bethesda. While the actual schedule of the C8 is supposed to be every 30 minutes on average with a maximum of 37 minutes (with no schedule on Sunday), I have noticed that the bus often does not follow this schedule. Compared to the C2 route, which has an average frequency of every 21 minutes with a maximum of 30 minutes, the C8 route seems to have less frequent service. one can say that C2 route is very busy However, not all stops in the C2 route are solely dependent on the C2 bus, which increases the frequency of buses in the C2 route even more. For example, at the stop UNIVERSITY BLVD + TULANE DR, there are two buses, C2 (frequent) and F8 (not frequent), resulting in an average frequency of a bus every 14 minutes. Below are the stops in C8 route which are only dependent on C8 and its schedule (30 mins on average with maximum of 37 mins and No schedule on Sunday) ADELPHI RD + RIGGS RD ADELPHI RD + METZEROTT RD ARCHIVES II BLDG RDWY + MAIN ENTRANCE ADELPHI RD + ARCHIVES II BLDG ROADWAY ADELPHI RD + 26TH PL The main concern with the C8 route is that it often does not follow its schedule, and sometimes delays by up to 20 minutes or even skips a scheduled bus altogether. This results in people waiting for more than 50 minutes, which is inconvenient and frustrating. I have also witnessed situations where two C8 buses (one delayed and one on schedule) arrive at the same time, or there is no bus for 40 minutes, followed by two buses with a 10-minute interval. Waiting for long periods, especially during sudden drops in temperatures in the evening, can be harmful to the human body. Therefore, I urge you to consider the following requests: 1. Please ensure that the C8 bus follows its schedule and arrives on time. 2. While increasing the frequency of C8 in less crowded routes may not make financial sense, I suggest rerouting some other nearby buses via the stops that are solely dependent on C8 to increase the frequency of buses at these stops, offsetting with C8 timings. 3. The process of updating passes on SmarTrip cards takes two days, which is too long. Since adding money to the card can be done instantly, I request that adding passes to the card be done instantly after the recharge. I hope that these requests will help improve the service.	Bus Service
Bus Service 11Y Mt Vernon support letter. I am writing to support reinstating the old 11Y/continuing the DC3 route beyond May 2023. My wife and I have used this route since we arrived in the region in 2010, and we are the second last stop before entering DC. It is a lifeline to DC and cuts almost one hour off an alternate method of using the Braddock Road Metro station. It was a prime reason we chose to buy a property there. Please keep in mind the population density of just in north Old Town Alexandria. It has increased dramatically since 2021. There are plans to renovate former office buildings and build new properties just south of the DCA airport and Daingerfield Island, with thousands of additional property units planned in the next 24 months. In contrast, Potomac Yard and Braddock Road cater more to the thousands of new property units within a 5-10 minute walk. The new units in North Old town are over a mile/20+ minutes walk from either station, not to mention all the current and new units 11 miles southward to Mt. Vernon, which are nowhere near a Metro station. Having a solid and stable choice with the 11Y service line will deter working from home and make it easier to get back to working in the office, thus bringing the spending power to DC employees who use their purchasing power in the District during the day. While the possible plan for Metro is to convert to a free service, this is a special shuttle/express bus	Bus Service

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also servicing VA. Therefore, it is a prime contender and leverage point for Metro to negotiate potential VA buy-in funding. Metro would lose its leverage to request assistance from VA if it immediately canceled this line. Additionally, I know my family is happy to pay for this service, and other patrons would be too. I had planned to write this letter some time ago, and I am glad to say I agree that your recommendations are similar to mine: -To help with financing and capacity, shorten the frequency and timing. While this would need to be examined further, every 30 minutes for three hours in the a.m. (0630-0930) and three hours in the p.m. (1530-1830) would be sufficient for patrons. -This route is currently using double-long buses. Switch back to a single-long bus if needed. -Reinstate a shuttle fee to help fund this route. Thank you for your time, [redacted]	
Please reinstate the 11Y Express bus from DC to Woodlawn. I love it and know many people would like to see it revived.	Bus Service
Please reinstate the 11Y bus service for the Alexandria to DC bus route. Also please keep the double buses. There are more people getting on the buses now and if these were just normal size buses everyone wouldn't be able to board. Thank you.	Bus Service
Please improve Bus GPSs because they're frequently wrong, sometimes by 30 minutes or more.	Bus Service
I am concerned about the introduction of the L12 to Woodmore Towne Centre. It is growing increasingly congested in getting in and out the area, and Woodmore Commons is not fully built out. I saw a Metrobus today doing driver training on Ruby Lockhart. I hope you are not assuming that this extension is a done deal without public input. If you have to serve Woodmore , use an alternative access point- Ruby Lockhart extension to Lottsford it avoids the congested roundabouts.	Bus Service
WMATA should increase the frequency of the 83 bus route from current headways of 20 minutes/over 1 hour to every 12 minutes in its FY 2024 Budget. Increasing the frequency of this bus service will provide better options to connect residents across the Rt. 1 corridor to businesses, healthcare, food, recreation, education housing, and to the Red and Green line metro stations, the eventual purple line station at College Park station, and the College Park/Riverdale Park MARC stations. It will also reduce traffic congestion and climate pollution by eliminating vehicle trips. I live in Hyattsville Ward 1 and it is frustrating that there is no frequent bus service on the Route 1 corridor. I use the F4 service often because it runs every 12 minutes but that corridor runs East-West and the 83 bus service that serves Route 1 doesn't run frequently enough for me to be able to use it. I've waited over an hour on the 83 bus at the Rhode Island Station after I went to a doctor's appointment in D.C. to come back to Hyattsville and have waited other times for 40 minutes when the bus doesn't show up. Because I can't count on it to come very often if I want to go South into D.C. I have to go out of my way by biking in Hyattsville up North on the Trolley trail to the College Park station and take the green line to Fort Totten and transfer on the red line. This takes up a lot of time (over 45 min) when Northeast D.C. is only about 15-20 min by car. Currently, there is no frequent reliable transit service in the Route 1 corridor connecting Northeast D.C., Hyattsville, Mt. Rainier, Brentwood MD, Riverdale, and College Park. There are three existing bus lines that run primarily on this corridor. This includes the 83 bus operated by WMATA that runs every 20 min to over an hour (depending on the time of day) from the Rhode Island Avenue Red Line Metro Station in D.C. up Route 1 through Mt. Rainier, Brentwood, Hyattsville (along the Arts District in Hyattsville Ward 1), Riverdale, College Park (including a stop at the College Park metro station), and concluding at the College Park Market Place on Cherry Hill Road. The 86 bus also has a similar route as the 83 starting at Rhode Island	Bus Service

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Station, through Mt. Rainier, but it splits off from Route 1 down 38th Avenue and travels down 40th Avenue in Hyattsville Ward 2, runs to the Prince George's Plaza metro station, and meets up with the 83 bus line of East-West Highway, runs through College Park (including college park station), travels up Beltsville and concludes at CenterPark Office Park in Calverton. The other bus that runs mainly on Route 1 is the 17 bus route operated by Prince George's County transit service- the Bus. The bus runs anywhere from 30 minutes to an hour depending on the time of day but it stops running around 7 PM in the evenings and does not run on Sundays. It also doesn't go into D.C.--it starts at Mt. Rainier Terminal and concludes at Ikea in College Park. Because the 83 bus provides connectivity to D.C. and runs everyday (unlike the 17 bus operated by Prince George's County), and (unlike the 86 bus) runs through the Gateway Arts District where there is a growing corridor of small businesses, shopping, and amenities, it particularly important that the 83 bus be increased to every 12 minutes. One of WMATA's budget goals is to provide more frequent and reliable service, including increased train service and a complete redesign of the bus network. However, there are no current plans for increased service in the Rt. 1 corridor, despite the growing development that is happening across the corridor. Increasing the frequency of all bus routes on the Route 1 corridor, and particularly the 83 bus to headways of every 12 minutes should be included in WMATA's FY 2024 budget.	
Fully support brining back the 11Y bus line. I have been using DC3 to commute to/from Alexandria to Downtown D.C. and it has been a fantastic service to use instead of the under construction Metro. Will be happy to pay the Express Fares to use for my commute.	Bus Service
I want to lend my support to the return of the 11Y bus. It was hard to adjust to its cancellation.... I was often forced to drive (alone), find alternat, (more distance and more time consuming) alternatives and sorely missed the ease of transport that it provided. Please bring it back.	Bus Service
I would like the 11Y express bus to continue beyond May 2023. It provides my non-driving son a way to the Washington downtown area.	Bus Service
MetroAccess “Conditional Eligibility” SmarTrip ID is for individuals who opt to use fixed route versus paratransit for most, if not all of their public transportation rides. This program allows free fixed route rides throughout the three jurisdictions for the both the cardholder and a personal care who travels with them. Unlike the District who has scraped the LIFT Program due to budgetary restraints, would WMATA consider changing the MetroAccess Conditional Eligibility from being “free for fixed route” to paying a reduced rate when using bus and rail? I understand that WMATA is in the heart of the capital, but if the District has to retract from the “free bus ride” LIFT Program due to funding; why should WMATA continue to provide “free bus and rail” to many who would never use the paratransit service with budgetary considerations to ensure we can continue to provide the best service in the Nation?	Bus Service
WMATA’s transition to electric buses remains far too slow. There are so many benefits of electric buses, including: • less hazardous air pollution from diesel buses, which especially harm low income residents and communities more dependent on bus transit and whose neighborhoods tend to contain more bus facilities. • less greenhouse gas emissions, which can help the District, Maryland, and Virginia achieve our climate crisis goals. Electric buses do not emit harmful exhaust, and electricity is increasingly generated by clean renewable resources. • lowering maintenance costs. • lowering fuel costs and	Bus Service

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protect against price swings. • less noise since electric buses are quieter. • access to federal grants to reduce costs. WMATA should only purchase electric buses starting in Fiscal Year 2024! It should also stop investing in infrastructure that uses fossil fuels, in bus facilities as well as for bus fueling. WMATA must also publicly release its Zero-Emission Bus Transition Plan, required to apply for federal grants for fleet electrification. WMATA must also include electrification of MetroAccess and maintenance vehicle fleets in the WMATA budget. Finally, WMATA needs to drop the current plans to install compressed natural gas fueling apparatus at the Shepherd Parkway Bus Division in Southwest D.C.	
I'm writing in support of the proposed 11Y route. I, and several neighbors and work colleagues, have been using the DC3 route since the track work has begun. This is now my primary means of travel to work. I have noticed ridership for the DC3 (proposed 11Y) steadily increase with regular commuters, as well as, tourism travel from Alexandria into and out of DC. The Mount Vernon neighborhood area that the 11Y route would serve is an area that does not have many reasonable public transit options into DC. There are a few buses which travel through the area to Huntington Metro; however, these buses arrive infrequently and would easily increase the commuting time of people in the Mount Vernon area neighborhoods by a half and hour plus. Personally, I estimate my commuting time would potentially increase from approximately 45 minutes with use of the DC3 (11Y) route to in excess of an 1 hour 15 minutes (at times as high as an 1 and a half hours) with bus travel to Huntington metro. Therefore, if the 11Y were not reinstated, I would expect many in this area would strongly consider driving into DC as an option most conducive to people's busy schedules and despite the additional costs. Unfortunately, without the 11Y as a commuting option, I think Metro could anticipate an overall undesirable increase of car commuter traffic. The 11Y is a popular option among commuters and many daily riders depend on it as a direct route into DC. Please consider the funding the 11Y route as a permanent commuting solution for the Old Town and Mount Vernon neighborhoods.	Bus Service
Well, first things first, I would like for Metro to consider bringing the B30 bus back. It operated from Greenbelt Metro Station to BWI airport. It was taken off because of low rider ship, and that was a terrible idea! My problem with metro is just because the buses may not be crowded doesn't mean people don't need them. If you didn't want to run the B30 every 40 minutes anymore and changed to every hour, that was fine. I understand we don't want the money to go to waste, but to eliminate the line completely, especially when we want to bring tourists into our area, that was totally wrong. I will remind Metro we have three trains in Virginia going to two different airports, but in Maryland, we can't get one of our buses to go to BWI; Somethings wrong with that! We have the blue/yellow line, going to national airport, and just added the silver line going to Dulles airport. I am a blind customer and been a big-time metro supporter, you could basically call me a metro transit geek. When you took that bus off the line, that affected me severely. I don't care about the bus running to Arundel mills you can run it exactly how you had it before even if it runs every hour going straight to the airport. That is priority number one for me that metro needs to do to make me very happy, Metro has satisfied all my other complaints except this one. I shouldn't have to go out the way to access our system by using either the Marc train which is MTA or the 201 going all the way to Shady Grove which is also MTA when I can take the B30 which is exactly what it is, 30 minutes to Greenbelt. So when you're putting the budget together and putting all the planning together for the second half of this year, please strongly consider bringing this bus back. Now, as far as the fair pertaining to the Metro, and Metro Access: This is very simple: one rush hour fair for both, and one night/weekend/holiday fair for both. Make it clear what time rush hour starts in	Bus Service, Metrorail Simplified Fares

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the morning, and when it ends, and make it clear what time it starts in the afternoon, and when it ends. Therefore, everybody understands whether they're taking the metro or metro access, what to expect. Thank you for taking the time to read my long document. However, this is very important to me and I know you could make this possible, and have a Metro day.	
The proposed changes to DC bus service do not include a revision in a crippling change to #42/#43 made already: This service, which previously provided direct, convenient connections between NW Washington and access to downtown museums (both SAAM and NGA which was within easy walking distance previously), MLK Library and shopping options, has been shifted to serve exclusively the west end, terminating at the Kennedy Center.. I am almost 80 years old, still active and eager to participate in city life, but no longer comfortable using METRO trains: I find the stations poorly lighted, escalators still not completely reliable, elevators often inconvenient to reach and increasing crime a significant deterrent. But I do enjoy bus travel and have depended on Connecticut Avenue and the convenient transfer options to keep me 'out and about.' With the extreme, total revision of the #42 and #43 routes, I no longer plan trips to MLK Library, to SAAM exhibits, to shopping on F Street or on 7th Street, as well as the Penn Quarter Farm Market, a favorite (and sadly, I had to forego the 2022 Winter Market at Gallery Place, a delightful holiday tradition). I ask that #42/#43 service be rebalanced to incorporate convenient travel to downtown DC on at least one of those lines. Thank you	Bus Service, Safety/Crime
I am happy Metro is trying to make improvements. I do wish for smoother trips, more destinations and hire pay for the employees.	Bus/Rail Service, Miscellaneous
Wrap the (dirty trains) from 1000s to 6000s with advertisements, replace the old seats and carpets, etc. Since you're keeping most trains still operational until 7000s and 8000s make it on the tracks, you could redo the oldies.	Capital Construction
More funds should be provided for monitoring and warning of rude and discourtious passengers...eating, drinking, playing music etc.,shoes on seats, taking up 2 or 3 seats even during rush hour. Since your 'warning' about paying fares before riding it seems that MORE people are jumping the fare gates with impunity. Where are the police or monitors at Glenmont station? Every time I see some of this bad behavior it just reminds me of another reason not to ride metro!	Crime/Safety
Please try and care about the fare jumping situation. It's out of control. I see 10-30 jumpers per day.	Fare Gate Evasion
I think they should not be changing the fair to make it easier because no one pays anyways and it's ridiculous. I'm elderly and get pushed around. More people won't help me.	Fare Gate Evasion
Metro needs to crack down on riders who are jumping the turnstiles and not paying their fares. It appears there is absolute zero enforcement, why should anyone pay? I am fortunate and am able to pay the fare. But why should any hardworking riders who are trying to make ends meet pay their fare when so many people -- often people who look like they could easily afford the fare -- don't pay. It's absolutely ridiculous. Presumably at least some modicum of fear of enforcement would get more riders to pay their way. Really, really tired of the nonsense.	Fare Gate Evasion
I have been a customer of metro since 2006. I pay my fares as I walk through the gates daily. Everywhere I look people are hopping over the gates and get to use the metro rail system for free while honest, hard-working people have to delve	Fare Gate Evasion

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into their pockets to help support you. Hiking up the price does not make sense as you will still have riders who will skip the gates and ride illegally. You should focus your attention on a gate that will not allow for people to get a free ride.	
when will metro enforce fairs? It's not fair to us	Fare Gate Evasion
I get why rates would increase. However, WMATA is considering these increases but haven't addressed people jumping the turnstiles or bypassing the fare box on Metrobuses. So as you increase the fare for all your paying customers, we now have to pay for the ones who skips payment and who gets away with it. So what's the incentive for us doing the right thing? Rate changes promotes others to start jumping the turnstiles because your station managers doesn't do a [redacted] thing to put a stop to it nor does your police force.	Fare Gate Evasion
They need to make the gates higher to avoid people jumping over.	Fare Gate Evasion
I don't care about fare changes or even increases if you would just address safety and frequency. Too many people jump the fare gate. Frequency needs to return to pre-pandemic levels.	Fare Gate Evasion
There was no mention of fare jumper enforcement in your budget flyer. There was a big media splash a few months ago with the message, 'We hear you. We will be handing out tickets.' I see 5-10 fare jumpers per day, and I'm only in two rail stations for a few minutes at a time each day. I would respect WMATA more if it simply admits that it is impossible to enforce fare payment when so many people are willing to jump to gates without fear. At least that would be honest, instead of this charade.	Fare Gate Evasion
Before you start raising prices, please start enforcing payments at all metro stations. It's very discouraging to watch 89-90% of people jumping tolls at stations such as Benning Rd and others. Perhaps enforcing payment may even lead to less crime in these areas. It's also difficult to use handicap toll gates as you almost get run over by people using these as the most convenient "jump" locations	Fare Gate Evasion
Before any more cuts in service or hours, just start seriously ticketing those hundreds of not thousands of criminal gate jumpers and fare evaders, sometimes cascades of which I see daily myself. The much-touted 'strict enforcement' supposedly in effect is absolutely worthless. Why should the system, paying passengers and taxpayers have to make up for the annual $40,000,000 loss?	Fare Gate Evasion
It's discouraging to see others evade fair while I'm trying to do the right thing. Is there any plans to beef up security or criminalize the fair evasion.	Fare Gate Evasion
Please before Metro implement new charge to the system. How about you enforce the current. How about y'all stop making the people that already are the ones paying the rest to pay more instead of cracking down on the ones that don't. How do you expect to change within the system when you all sit around and do nothing. [redacted]	Fare Gate Evasion
Way too many people do NOT pay on the bus/train.	Fare Gate Evasion
Good morning Sir or Madame, This morning I received a flyer titled 'Making Your Metro Better'. In it, there are detailed instructions to provide feedback through a public hearing. While I may not be able to attend, I thought I would provide some insight about my Metro ride experience. I ride the metro EVERY DAY, and I am very disappointed that I pay my fare religiously while there hasn't been ONE day that I don't witness a 'FARE JUMPER' . Why do YOU continue to allow this to	Fare Gate Evasion

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happen??? AND yet, you plan to raise our fares. The jumpers do it right in front of the Metro booth attendants and they don't do anything about it. How about ENFORCING instead of hiking the price for those of us that are 'Fare and Law abiding citizens. I am hoping you bring this up to management, I approached a booth attendant and complained about the 'fare jumpers' and she just said 'People are going to do what they are going to do', I was sooo mad, if I could I would have that person FIRED! If EVERYONE paid their fair share of the ride on the Metro, you wouldn't have to raise the price of the fares. DO SOMETHING... Enough said. V/r A concerned citizen.	
I believe you should prioritize reducing fare evasion. This would increase revenue while discouraging the disorder that permitting fare evasion signals. This can be done with capital expenditures on new gates and tracking repeat offenders. I would feel safer riding metro if these measures were taken.	Fare Gate Evasion
Light go out during metro rail. Elevators are not meant for buggies. Customers that don't need to take elevators take it which causes those that are disabled to slow down. It's not fair that those don't pay for fares, the swing gates at fort totten should be everywhere. Fare gates should be redesigned as elevator doors. Or get rid of escalators and just use elevators and scan smart trip cards.	Fare Gate Evasion
whatever the budget requirements of Metro are, they are made worse by the legions of fare jumpers	Fare Gate Evasion
it forever goes up and up but you need to have the people to pay their bus/subway fare if us that do pay and they can jump over the gate or walk rite thru is a slap in the face to us that pays I only get foodstamps no other money coming in I'm homeless but I pay my fare that needs improvement big time	Fare Gate Evasion
I see many individuals going through the metro gates without paying fares as they hop over them. Not only did the metro lose revenue, but it also enabled improper societal behaviors.	Fare Gate Evasion
As a green and yellow line rider from the Shaw station, I do selfishly support the faster train times; however, I am concerned that DC will have to rely on increased tax revenue to fund its share of the Metro budget. We all know Metro's budgetary issues and fare evasion are huge problems, so if the Low-Income Rider program helps, I might be able to support it. As a federal worker whose transit is subsidized, I do not want to be a hypocrite, but I would be paying for it if I was not getting that assistance. I do not support throwing people in jail for using the metro without paying, but all of the new 'fixes' proposed seem to do little to fix the problem. I have never seen a station manager or police officer try to stop someone. Again, I know it puts station managers in a bad spot, but I was disappointed to see nothing about fare evasion in the budget pamphlet. People should pay in accordance with their use of the metro as much as possible in my opinion. To ask other people to subsidize fare evasion with their tax dollars is grossly unfair in my opinion. Thank you for your time, [redacted]	Fare Gate Evasion
Homeless people everywhere, no enforcement of idiots who jump over turnstiles. "Guards" get paid to do jack shit.	Fare Gate Evasion
I want to comment on the aspect of the proposed budget which Metro's 'Making Your Metro Better' brochure describes as a way to 'Create a more simplified & equitable fare system....' I use both Metrobus and Metrorail, from the Pentagon City station. One way to ensure your system is actually equitable, and fair is to have Metrorail Station Management personnel, and the Metro Police deter fare evasion in the same way that you apparently require your bus drivers to. I have routinely	Fare Gate Evasion

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seen dozens of people refuse to pay for rail service, as they return from shopping at the Fashion Center at Pentagon City. In the main they are obviously not DC schoolchildren going to, or from school. They simply will not pay and the Metrorail personnel will not do a thing about it. That is not 'fair or equitable' to either those who do pay, or to your bus service personnel. Lax rail fare enforcement is costing Metro over $ 40 million dollars per year, surely not all of it at Pentagon City but I have seen the same thing with people clearly coming back from shopping, like at the King Street Metro. They also could clearly pay for service. But, I have seen media reporting where a Metro employee said that fare evasion is at times allowed because of a concern about causing a 'confrontation' with law enforcement. That's pretty rich, since there apparently is so little concern about your bus drivers being charged with confronting deliberate fare evasion - which, to their credit, they consistently do. So, to be fair and equitable to your Metrobus employees, and to those of us who don't falsely claim we cannot pay your fare - why don't you invest in a couple of training seminars for your rail and security personnel about how to ensure that people actually pay for your service, without it turning into a confrontation? That would almost surely cost you less than the money you are losing via fare jumping, and also eliminate the need to invent and distribute lame excuses for executive inaction. It would also probably keep your bus drivers safer, instead of preserving an unfair and inequitable double standard that leaves them as the 'front line' of Metro fare enforcement. Finally, if you think these comments are extreme, just have a couple of your board members hang around the Pentagon City rail station any weekend afternoon and watch the money that Metro rail could have collected disappear along with the multiple dozens of fare evaders. Thank you.	
No one will take you seriously until you do something about the thousands of people stepping over or around the Metro rail turnstiles. All the paying customers see this, and feel like chumps for subsidizing the free riders. It undermines all your credibility.	Fare Gate Evasion
Please utilize funds to put constant police presence at stations where people choose not to pay the fare.	Fare Gate Evasion
It is clear as the bright sky that there is a big amount of commuters that are just 'jumping'over the fare machine. I believe that it is not the people in the kiosk or any other metro employee to call their attention or catch them. However, what is metro's action plan for these so called free riders besides the advertisement circulated that there will be appropriate fines.These accrued loss then will be placed on the burden of those who are breaking their backs to work so hard so that they can pay their train fare. It will be nice if rest rooms will be provided for train riders on major train stations. Metro customers can use their smart trip to scan and be able to use the said rest rooms. If the cost will be explain clearly, I believe train riders can understand and may support it. Hopefully, more transit police will be made visible in more train stations specially, the major ones.	Fare Gate Evasion
March 2, 2023 Metro Budget Thank you for the opportunity to provide comments regarding the Metro Budget for 2024. I am a longtime user of both bus and train. I have not owned a car since 2004. I use the metro for work and pleasure seven days a week. For many years I was a strong supporter of Metro for years but that ended even before the pandemic. I would be willing to pay more for Metro and bus if other passengers also paid their fair share. Please construct turnstiles that cannot be jumped over. Between 30 – 50 percent of users I've observed avoid paying any tolls. They are almost universally young and, yes, they are not all unemployed. Since District of Columbia students are eligible to sign up for free	Fare Gate Evasion, Capital Construction

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Metro passes, consider universal registration and charge the District State Board of Education for all students. I've read the students complain it is too complicated to sign up. Since they just jump over the turnstiles or walk on buses get something out of the deal. Buses - The charge stations work about 50 percent of the time. I wish I had a dollar for every time I've tried to pay but the machine will not record my fare. On other occasions, the driver simply waves us on. Regardless, in both the District and Maryland where I live, regardless of the condition of the charge station 50 percent simply walk on – again, they are overwhelmingly students or young adults. Escalators - You replaced the escalators at W. Hyattsville during a four-month shut down in 2021. Now, you are replacing them again? I also see replacements going on at Silver Spring, Fort Totten, Hyattsville Crossing simultaneously…. And why, when you replace or repair escalators as you are currently doing on the southbound tracks at W. Hyattsville do you not make the remaining escalator rise instead of descend. It requires everyone to climb the stationary steps a more strenuous activity than taking it down. Finally, please change your recording that apologizes for the inconvenience of train delays, breakdowns, etc. If the system is working it is a blessing. Let it go at that. Respectfully, [redacted] Mount Rainier, MD	
The bus should never be free for anyone. $1 can be the fare.	Low-Income Fare Program
I could benefit from a discounted train ride.	Low-Income Fare Program
WMATA should make federal holidays subject to the same reduced $2 fare that is used during weekends and after 9:30 PM to encourage families and visitors to park at a distant metro stop and take the Metro rather than drive downtown and park. The move to simplify Metro fares by eliminating off-peak fares does call into question how this will affect Federal holidays. If they are subjected to the same $6.50 fare that is experienced when travelling max distance, this will be untenable for families. While travelling on the metro during a weekend, a family of 4 would pay a reasonable $16. However, if subjected to a maximum fare, that would be an untenable $52. This would incentivize more visitors and people living on the outskirts to drive near the city center and park. As we are the nation's capital, federal holidays often draw people from around the country and around the world. However, these people are unfamiliar with the often-chaotic driving experience that can be had within the city center, which can lead to additional frustration and safety concerns. It is to the benefit of both residents and visitors that visitors enjoy our city through our metro rather than trying to secure a parking spot downtown. If the price of a round trip metro fare for a family is much greater than that of a parking spot, which is often as little as $10 in some places, we will have a dangerous driving situation during federal holidays.	Metrorail Simplified Fares
I am in favor of eliminating peak pricing and simplifying Metrorail fares, however I believe the proposal here doesn't go far enough. Traveling from my neighborhood (Clarendon) to my workplace (L'Enfant Plaza) would be $2.70 one-way. Cheaper by a dime under the new structure with two lines of service. However, a trip with similar time (albeit longer distance) from Clarendon to Tysons would be $4 instead of $3.15, about 25% more and only providing me with one line of service. To me that just doesn't make sense. It also doesn't make sense that Ashburn to Tysons is the same price as Ashburn to downtown D.C. or even downtown Largo, despite the latter being more than double the rail miles distance! I think with the Silver Line in full operation, Metro should really reconsider implementing three zone fares based on county and/or stations	Metrorail Simplified Fares

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with higher capacity for commuter parking on the ends of the Metrorail lines. I also wish Metrorail would reconsider what falls into the late night timeframe on weekdays. 9:30 is fairly late. I would rather see the late night start at 7 p.m., but given the fact that would probably cut into some of Metro's highest earning hours would be amicable to a compromise like 8 p.m. or even 9 p.m. Another thing I would like to see is increased partnership with regional transit operators. There are still regional operators that have not invested in accurate bus-tracking with third-parties like Google Maps while Metro has the same functionality for its buses serving the same stops. Is there a way as Metro looks at future technologies it could offer the same tech to regional operators at a reduced cost or finding a way to integrate all of these routes (MoCo Transit, ART, Fairfax Connector, Metro, etc.) into the Metro's Rail/Bus app, Google/Apple Maps and others?	
The proposed fare adjustment unnecessarily discourages longer distance commuters. It begins to make the prospect of parking in the district under a monthly payment plan more reasonable. While reducing some of the complication of the current fare system is an admirable goal charging a commuter who only travels half the distance of the red line $13 per day is getting absurd. If someone is an hourly worker in DC trying to save on rent by living outside the district, this price is a huge chunk of their daily wages.	Metrorail Simplified Fares
Moved here in 2021 and I ride from PG to the White House McPherson everyday and I enjoy the train rides. I look forward to a cheaper fair.	Metrorail Simplified Fares
Residents living within the newly extended Silver Line currently need to wait up to 15 minutes for a train, pay up to $6 for a trip downtown (peak or off-peak makes no difference in frequency--only in fare), and now their fare would increase to $6.5 with no improvement in train frequency. Totally ridiculous!!	Metrorail Simplified Fares
I hope the fare and budget changes aren't about the prices going up more or less I'd hope the prices didn't fluctuate on the time of day	Metrorail Simplified Fares
Can you guys please charge less for the fair.thank you	Metrorail Simplified Fares
This proposed budget does nothing but raise fares for the same inconvenient service. Paying over $250 a month just in metro fares is not practical for most people. Metro is supposed to be an affordable solution to driving into DC.	Metrorail Simplified Fares
Eliminating off-peak fares will almost double my commuting budget, and in fact, will cause me to switch back to driving (which I do not want to do). Please reconsider this.	Metrorail Simplified Fares
For equity and simplicity, MetroAccess (MAC) fares should be Flat 24/7, not just weekends and late night. MAC fares are calculated as twice (2X) the full fare on the fastest fixed route trip (Bus, Rail or combination) at the time of the MAC trip. Because the fares on Bus differ from those on Rail and the schedules of each vary often the fastest is either all bus or all rail. There may be up to 200,000 potential combinations over a 1 hour period depending upon the trip requested. A simple example of the problem for a senior with multiple disabilities is: I live across the street from the VaSq metro serviced by the Orange and Silver lines. I live down the street from the ART bus that travels to Pentagon city. If I request a MAC trip from home to Pentagon city my fastest route might be the ART bus also the cheapest. However, depending upon the schedule of the Orange, Silver trains at VaSq and the connection with the Blue line at Rosslyn rail might be the fastest and most	Metrorail Simplified Fares

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expensive. Thus, without a consistent flat fare for MAC, I could never predict what my MAC fare would be for this trip and its return at any given time. The same conundrum exists for MAC trips to Georgetown, Dupont Circle and several other trips. The complication is compounded by extended track work, un planned bus and rail incidents. Please solve the problem and give equity to seniors with disabilities who must use MAC by providing a constant fixed fare for MAC trips. This will be a win for WMATA by reducing staff time and the cost of the fare calculator as well as increasing fare box recovery for MAC.	
In support of proposed fare [free bus ride inside DC] and metro mim. fare of $ 2 . I would prefer that the max metro train fare remain $ 6	Metrorail Simplified Fares
I oppose an increase in fare prices. Increased prices in groceries, rent, gas, internet, travel and anything you can imagine has taken a toll! The banks are shutting down due to inflation. How is all this helping anyone ? Wages haven't increased much to cover inflation, especially for middle lower level income earners. Metro rates are already high. It takes $6 dollars to get from Arlington to DC which is a few miles away. That is more than a full tank of gas. It's almost 2 tank fills. It doesn't make any sense considering they want to ween people off owning a vehicle and depend on transit. It's extremely frustrating. Maybe government should consider taking care of its citizens rather than sending money to Ukraine. Our taxes are being misused and we are suffering for it. We can do better. We need better people in position who have a better perspective on everyday people who work hard to make a living and pay taxes. This is small piece to the problem, but all this feels like a domino effect. Transit should be at fair price. $2-3 max per round trip. I think that is being generous.	Metrorail Simplified Fares
Comments on Metro FY24 Budget Proposal I encourage Metro to approve a fixed flat rate for Metro Access (MAC). The current system of fluctuating fares based on day of the week, time of day, etc. is much too complicated and confusing to enable a person to plan their transportation costs. This would seem only fair and logical as Metro is making moves to reduce fixed rail and bus service costs. I also encourage an end to "weekend discrimination" by MAC on locations that can be accessed on weekdays, but not on weekends. Ostensibly this is tied to reduced bus service in some locations on weekends, but a fixed flat rate could be an aide in ending this archaic restriction. The MAC vehicles can still go to these locations for an individual, and should not be limited because a large bus is not running a route on weekends. I know the Board is considering the open gangway train cars for their next evolution. I certainly support the accordion style barriers between cars as a crucial safety aide to those who might mistake the space between cars as an entrance into a car. I had a friend who made that mistake. Fortunately, she was rescued before a greater disaster occurred. The accordion barrier would have prevented this for her and others who were not so fortunate. However, I encourage that due diligence be paid to every other aspect of these train cars. That would include consulting with other jurisdictions that have these cars for best practices and pitfalls. And above all, it must include consulting with representatives of the disability community BEFORE final design and acquisition. Disability community input is crucial to ensure the new vehicles incorporate the safest and most accessible accommodations. On other items, I support the proposal to increase train service on the green line and the yellow line to Mt. Vernon Square. Increasing train arrivals may help mitigate a lo t of platform activity between trains to help reduce crime. I also support the presence of more law enforcement as long a they are properly trained as peace keepers and not just bullies with badges. I also support free metrobus trips within the District and climate friendly	Metrorail Simplified Fares, Safety/Crime

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reduced emission buses. Thank you for your attention and consideration. [redacted] Member, Metro Accessibility and Advisory Committee	
When you propose Simplifying Metro Fares, all you mean is deleting the off-peak pricing and increasing all trips to the maximum fare. I say this because I used the proposed fare calculator, and my daily work trip increases significantly. Is Metro in a budget problem? Not getting ridership used to seeing??? Will Low-Income Fare program stop the epidemic of Metro passengers jumping over the fare gate? Probably not, it is a situation out of control, and what is Metro doing to enforce fare avoidance?	Metrorail Simplified Fares, Fare Gate Evasion
Please consider that the fare increase for off-peak (midday/evenings) would be with unreasonable as any trip that maxes out at $3.85 now would jump to $6.50. Also, I want a public update on the fare evasion efforts as I see gate jumpers every single trip. It's unfair for law-abiding riders to have to pay more when significant revenue is being lost due to fare evasion. Please keep focusing on this issue. Thank you.	Metrorail Simplified Fares, Fare Gate Evasion
I visit often but have issues with the smart trip app. I can never use it so I end up having to buy another card and incurring an additional cost every visit. I agree with not having off peak fares and making the price to ride metro a flat fee.	Metrorail Simplified Fares, Miscellaneous
If the budget going to change how much it will be.	Miscellaneous
All the money riders have given metro through the government, public transportation needs to be free anyway.	Miscellaneous
Please consider Fort Totten station for the Art in Transit program	Miscellaneous
Everything seems pretty good except the unlimited monthly passes or passes in general. I have previously purchased in 2022 a 7 day unlimited pass and it didnt work. Not only do you need to fix that but UNLIMITED is the key word here. You cant make or advertize something as unlimited and then put a cap on something. It does not work. Youre parking also needs changing. If you want to make up some money, you can start by ticketing or fining or even towing people who deliberately or purposely park incorrectly by taking up two parking spaces because they dont want others parking next to them causing others to be late and searching for a different space and then having to walk farther.	Miscellaneous
There should be free trains for college students. You guys are doing a great job thank you	Miscellaneous
Metro has been good to me but I wish the trains were cleaner.	Miscellaneous
Your yellow apron should be a reflector	Miscellaneous
Would it be possible to add into the budget more time signs? I know they exist at the bottom of the first set of escalators for most metro stops, and right before the card scanners, but for longer metro escalators like Woodley Park and Dupont, we have to run down the first set of escalators to know how much time we have before a car. If there were those time signs at the entrances of metros, that would be much easier so we don't miss cars as often. Thank you!	Miscellaneous
No hay baños	Miscellaneous
Tanleytown station is a garbage heap and and needs more attention and janitors. Needs more janitors.	Miscellaneous

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Pay supervisors the 5% above thier employees you said you were. Why as a Special Police Sergeant Special Police Officers are making more?	Miscellaneous
Well over forty years ago the federal Government switched from a defined benefit pension system to the 401K style benefit. There's no valid reason why Local 689 should hot have also been switched to the 401K style at that time, but it wasn't. Note that this switch has no impact whatever on current employees, only new hires. For these 40 years taxpayers have been shouldering the unfair burden of this gold plated antiquated pension system. There's absolutely no reason that Feds and Metro employees shouldn't have the exact same type pension.	Miscellaneous
GREETINGS, MY NAME IS [redacted] AKA MICHAEL JACKSON THE KING OF POP ALIVE. I WOULD LIKE TO GIVE WMATA A BIG GIFT IN ORDER TO SAVE WMATA. THIS GIFT WILL GO THROUGH AND YOU CAN CALL MY CARD BALANCE AT [redacted] TO INVESTIGATE MY CARD BALANCE. CARD INFORMATION AS FOLLOWS: [redacted] THIS GIFT IS INFINTY MONEY IN ORDER TO SAVE WMATA OK HUMBLY SIRS AND MA'MMS. PS IF YOU ALL COULD PUT MY WMATA PAY ON THE ABOVE MENTIONED CARD AND ALSO ON MY OTHER VISA CARD, I WOULD APPRECIATE IT. VISA CARD TWO: [redacted] PPS IF YOU COULD ALSO SEND MY WMATA PAYMENT CHECKS IN [redacted] NAME TO [redacted] UNDER THE CARE OF EITHER [redacted] OR A [redacted] PLEASE ASAP. THANKS HUMBLY. GOD BLESS YOU ALL. GOD BLESS WMATA. GOD BLESS THE USA. GOD BLESS THE WORLD. GOD BLESS EXISTENCE. WE ARE WMATA. WE ARE HEROES. FROM [redacted] AKA MICHAEL JACKSON THE KING OF POP ALIVE PLEASE INVESTIGATE. PPPS IT IS MY KNOWLEDGE THAT OWNERSHIP OF WMATA WAS LEFT TO MYSELF AUGUST 8, 2999 AT SHAW HOWARD UNIVERSITY STATION BY MY FATHER [redacted], MD. CAN YOU ALL PUT THROUGH THE PROPER CHANNELS THAT I AM THE RIGHTFUL OWNER OF ALL OF WMATA AND EMAIL ME BACK CONFORMATION OF THIS FACT IN SOME KIND OF WAY TO [redacted]. IF I DO NOT GET THIS EMAIL PRESS FULL CHARGES FOR INCERERATION OK HUMBLY ASAP. I EXPECT THIS EMAIL BY THE END OF THE DAY TOMORROW FEBRUARY 27TH, 2023. THANKS AGAIN AND THANK YOU FOR SAVING MY LIFE FOR ALL THESE YEARS. HEAL THE WORLD AND BACK TO GLORY ONCE AGAIN FROM [redacted] AKA MICHAEL JACKSON THE KING OF POP ALIVE. PLEASE INVESTIGATE ALL MATTERS PERTAINING TO MYSELF. I LOVE YOU WMATA AND I LOVE YOUR EXCELLENT SERVICE. I AM PROUD TO BE A WMATA EMPLOYEE IN A WAY AND WE ARE TRUE HEROES. DO NOT ANYONE WHOM WORKINGS FOR WMATA EVER FORGET THIS FACT. UNITED STATES OF AMERICA!	Miscellaneous
DC Metro needs a real 7 day unlimited pass like NYC that works on buses and trains. Make it simple for tourists. Why aren't there credit card machines inside the turnstiles? The only machines are cash only. Who makes these decisions?	Miscellaneous
No	Miscellaneous
It's need more help n clean on bus	Miscellaneous
How do a get a senior discount card?	Miscellaneous

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I can't answer the survey about fare changes because the questions seem pretty biased. One of them asks if I would be in	Miscellaneous
I would like to submit a general comment. The speaker system in many trains is difficult to hear for all abilities. Cracking, static, loss of words. Can these be repaired so that information about stopping temporarily in tunnels, next station stop, transfer points is better heard for all?	Miscellaneous
Metro's proposed budget and fare service changes are basically catering to the low income residents of DC. Maryland and Virginia utilizes the Metrorail system as well. Are we supplementing the budget for DC residence?	Miscellaneous
Hello, Track safety - Train Track Inspection Vehicle or Equipment. Funding to hire private company to inspect the new 9000 series Trains for safety and annual inspection after deployment. Equitable access program, issue smartrip to ride for free based in their income level. Announce the program to the public. Platform safety- Continue the replacement of loose tiles on the the platform. Platforms that are open to envirnoment, need surface changed to prevent sliding and falling. If necessary than build covering system for all outdoor train areas, as a safety improvement. Jesus M. Martinez [redacted] Sent from Yahoo Mail on Android	Miscellaneous
I am a long time resident of DC and I take the metro train about 2x per week. Please, please make comprehensible the audible, in-car announcements for train stops and other important information. Either the system malfunctions or the conductor isn't trying hard enough to communicate with the passengers. I think this problem is shameful.....	Miscellaneous
DC residents should receive monthly credit for the metro.	Miscellaneous
Invest in businesses and real estate, domestic and foreign, and stocks; that way, the fares would be reduced, more money would available for projects and repairs, making parking at certain stations cheaper. Also for federal government' TBP, and you guys can be very strict on this, whenever peoples' planned budget is at a certain price, provide the agencies with incentives to give its employees monthly passes, instead of giving them a certain amount of money for the metro.	Miscellaneous
I'm not sure if this is related to the proposed changes, but I have heard that Metro Hero will no longer be running. If this is due to something on Metro's part, I would strongly urge reconsidering so that this or similar service is available	Miscellaneous
Can the escalator at the Reston Town Center station be changed to operate in the UP direction during the late afternoon ?? 99% of the riders at that time are going UP, not down, at that station. Seems utterly stupid that this escalator runs DOWN 24 hours per day.	Miscellaneous
I want to address the infrastructure for the Metro Bus system and in particular Floating Bus Islands that are being deployed. I understand the need for safety for bicycle riders and thus designated bike lanes. I understand the need for better traffic flow efficiency and that buses should not dip in and out of bicycle lanes to safely avoid bus bicycle collisions. But how about the safety of pedestrians who have to cross bicycle lanes to get to a bus island to board a bus? These people are your Metro riders. I ask Metro to be sure there is accessible signage and information for people to know where to go to find the crosswalk to the bus island, to know when to cross, to know which bus is coming, and to know when have the bicycles stopped coming through this crosswalk. These signs need to be designed to be accessible for people who have low vision, legal blindness, color blindness, or low contrast sensitivity – all vision challenges that may make it extremely difficult to read singage that people with normal vision can see easily. The information also must be audible for	Miscellaneous

Written Comments	Category
people who can not see the signs. I ask Metro to coordinate with the Maryland, DC, and Virginia jurisdiction so that standards are established for consistent accessible signage and audible information at all bus islands in all jurisdictions. Surely, this is part of the capital plan for a Better Bus Network and imperative for the Safety of Metro Riders as promised by GM Randy Clarke.	
I am a resident that uses the Rhode Island Ave./Brentwood metro station regularly, and I've noticed that the workers at that station are constantly cleaning up bird feces from the area. There are a significant number of birds roosting in the station despite spikes and fencing along parts of the station. This includes resting at times over the escalators which then get covered in bird feces. There are simply too many crevices for them to roost in, and I'm afraid the problem will continue without alternative intervention. A friend who works in animal welfare told me about an alternative form of pigeon control that is supposedly more humane and more effective than fencing. It's called Ovocontrol and I think it could be a solution for WMATA's problem here and possibly in other stations. I don't work for this company at all, but I did some research, and they've contracted with several other prominent organizations (medical centers, universities, etc.). I thought they would be a good match for WMATA since it seems like WMATA has used third parties in the past for pest control. So often I see workers cleaning up bird feces - just yesterday they were cleaning the top of the card machines. I think it could make their work significantly easier if there was an alternative method of pigeon control. Thanks!	Miscellaneous
Please provide 3 bucks Day Metro rail and bus pass for the Senior smart trip card.	Miscellaneous
My comment to WMATA is to provide the resident of 16th Street Heights with a soil ,water and air quality testing at the Northern Bus Garage	Miscellaneous
Hey Im [redacted] Im a frecuent YL Line Rider. I Use a lot the YL Line from my home (West Hyattsville to my favorite place directly (King St Old Town). This comment is about. Dont cut the YL Line to Mt Vernon Square. Because its playing the time of the riders, I think u guys need to add more trains in All lines. The people wants to go home. No transfer to another train in the same platform and the same heading to Greenbelt. I think u guys need to improve like. Add more trains. Something about the trains. Please (Put 6000 series on GR YL, BL, OR and SV Line. About that train its a coment from the Metrofans and Frecuent riders. We need train not cut of the service..... Improve the Fecuencies of Red Line Doing the turn backs in Silver Spring and Grosvenor and reduce a lot the fecuencies. Same thing with SV Line, Reduce from 15 mins to at least 10 mins. Moving more trains. And This commets is from Everyone who miss the old railcars. I mean the 1ks, 4ks and 5ks. Ik They haved in Greenbelt Yard in Preservation, But its nice to see as Holiday Train, Showing the history of Metrorail. Thats nice to see. Speaking about the 6000 series. Can you put a little bit flashback in the railcars, Like the Old Chime. They are details to see a good Metro. By the way, Please codify the 7k with BL Line Plus. The people are wondering what train line is.... Thank You thats my all comments for Today.	Rail
I am deeply upset that the Yellow Line turnbacks are on the table. I get that the bulk of riders are in the 'core' and some just short of the core but I think we need to focus on the entire system as a whole and not just 1 specific area or just 2-3 stops or a bridge that doesn't have anything on it or any meaning besides connecting VA to DC especially if all 748 7ks are back and the 2ks and 3ks continue to runlike pre covid times not just one or the other and especially on the Green otherwise I think it would be discriminating especially if they aren't actually on the same segment. It shouldn't be by line, it	Rail

Written Comments	Category
should be by segment. Plus, lots of people in PGC want to have a one seat ride to VA rather than transfer (which is a big reason why this particular turn back ended in April 2019 aka the glory days in the first place) and while it isn't the same as the 'core', the certain stops north of Mt Vernon Sq have high usage. I think about how all those students at Howard university and Univ of MD rely on metro and while ridership may be higher on the southeast Green line, some like said above they might want to go into VA not everyone relies on green they do yellow too. I mostly determine stuff by segment, not by line like a segment is L'Enfant Plaza-Greenbelt and Waterfront-Branch Ave as 2 different ones. Like if a person were to arrive at Greenbelt and both a Green and Yellow were there at the same time and if they were to go to Nats park then they'll know they'll realize they need Green or if someone had a flight out of DCA then they'd realize they need Yellow or if someone was going to Capital One Arena then you could do either one. 2 different options would make time smoother than just 1 option and having to get off and transfer if the transfer point is the same segment. I know Univ of MD is a big 10 school too and many rely on metro when going to sporting events and for both College Park and Greenbelt it has transfers to MARC and Amtrak and turnbacks would make that more complicated. I also know many at Gallery Place who are leaving an NHL or NBA game aren't going to want to take a train only 1 stop further then get off flooding a platform and risk hazards with people potentially falling onto the tracks due to the lack of wiggle room with crowds and get on another that could already be crowded. I also think back to how Fort Totten also serves the red and how that stop can be a hassle due to the red line's presence. I also think about back to my discrimination point at how Virginia will get the same as DC but not northern PGC and everything deserves equity. I mean if the other 5 lines can go to the end why can't the Yellow? I also think about how much easier it is for employees to maintain if both the Green and Yellow go to Greenbelt since it requires fewer switches and how for customers it reduces traffic jams and how if turn backs at Mt. Vernon Square would make the system more difficult to maintain with more switches being operated and how it'll create bottlenecks and increase the risk of traffic jams due to the compromising positions and movements. We have done 6 minutes before without them pre covid in rush hours so why not now? Even with increased service on the Green, I don't understand why we are so in a hurry to eliminate the Yellow line!! Many customers on the southeast green line who are making these complaints don't realize that the reason why they get less service its because the Waterfront-Branch Ave segment is a completely different segment than L'Enfant Plaza-Greenbelt and it sucks that they don't have the proper brain cells to understand that like myself or all you ladies and gentlemen on the board and ofc the gm himself. Listen, all of you on the board are very smart people and I want to give you all a chance to maintain that and not listen to those oblivious ones on the southeast green line and focus on everyone and not just them. and while his attitude is splendid, I sure do feel bad for Randy Clarke for having to come into the tight spot he came into. He deserves so much better than what he's gotten from some customers out there. I will say on a more positive note since I am a guy who always wants to be as positive as possible, I am very on board with increased service on the Orange line since the while it isn't anywhere near as bad as it is on the red, the orange can be a hassle with crowds. I also love the ides of discounts to low incomers too so those 2 things I hope happen. I really appreciate the time to listen to my disappointments and delights and while we do live in a world full of reverse psychology, I sure hope they're taken seriously and my effort pays off due to this being awfully time consuming but i don't know we'll see. I hope you know, I love you and wmata guys to death but this turn back thing rumored to come back has been emotionally draining for me. While I don't want this to be about me and more for everyone, I am just using my rights to say	

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my personal thoughts because I want wmata to be the best it can be and while you guys do handle adversity well, I feel bad for all that you've gotten the last 14 months.	
Half off on train rides will help get to and from Maryland, and it will help a faster commute.	Rail
I am writing about the proposed service change to only allow Yellow Line trains to run between Huntington and Mt Vernon Sq. I currently live next to the West Hyattsville metro station and purchased a new townhouse there mainly because the Yellow Line is in walking distance to my home. I work for Amazon and must report to the new HQ2 office in Crystal City and this proposed change will be a huge inconvenience to me and my family. I mainly utilize the Yellow Line to go to work and also to travel to and from DCA airport. Please do not end Yellow Line service to Greenbelt because this is integral in providing direct access for Prince George's residents to Northern VA, Amazon and National Airport.	Rail
I would like to remain and keep the Yellow line on the north of Mt Vernon Stations. It allows me to reach to Pentagon, Pentagon City, Crystal City, and DCA in a right way with one trip. With this removal of Yellow line is very unfortunate and should not happen. Please keep it.	Rail
Request train service in the early morning (starting at 4am). I often cannot take the metro and make it in time to work in the hospital	Rail
WMATA's service levels are unacceptable for the fare structure offered. Twelve minute headways on the orange line at rush hour should not have any sort of supplemental charge. Shutting down large portions of the system now when people are returning to work is an indication of that the management of the system has failed. Anyone associated with Wmata management should be embarrassed and resign.	Rail
You should NOT be shortening the Yellow Line. This is a disservice to the people who live on U Street, in Adams-Morgan, Mt. Pleasant, Columbia Heights, Petworth and elsewhere. Figure it out! Also, put simple contact information for WMATA Police in the rail cars. There should be an easy to remember emergency number to call or text and it should be posted in several locations in every rail car.	Rail
Please consider adding a Metrorail station in Georgetown. It is one of the city's most iconic neighborhoods and is cut off from the rest of the metro area. The narrow streets are congested and the increased 'streeteries' have taken away parking, causing Uber and Grubhub drivers to double park in lanes of traffic. The roads are non-functional at rush hour. Disadvantaged people cannot get adequate access to visit. It is a gaping hole in Metrorail's network!	Rail
Please keep the Yellow Line running to Greenbelt. The constant changes in service means no one can plan for the future. The metro should help get cars off the road which can't happen if ever few years you sever major services.	Rail
I would prefer that the yellow line terminate at greenbelt	Rail
I take the metro daily from Georgia Avenue/Petworth. It sounds like we would get a train every 10-12 minutes during rush hour with the yellow line not coming. I would stop riding metro and drive to work if I had to wait up to 10-12 minutes.	Rail
The trains that are marked as special are confusing. You have to ask someone where they are going. It's not right	Rail
As new resident to Hyattsville and Prince George county from the state of Virginia, I'm deeply bothered by this blatant display of inequity between Maryland and Virginia. Why is that my former state of residence seems to have better access	Rail

Written Comments	Category
to public transportation? I strongly oppose ending Yellow Line service to points north of Mt. Vernon Square. Stations that would be cut off from Yellow Line service under this proposal include U Street, Columbia Hts, Petworth, Ft. Totten, W. Hyattsville, Hyattsville Crossing, and College Park. These are all areas experiencing strong population growth, with thousand of residential units recently completed, under construction, or in planning stages. Ending Yellow Line service to transit dependent neighborhoods here in PG & DC will make it harder to get to National Airport, Crystal City, the Pentagon, and Alexandria in Virginia. Please reconsider this decision. Thanks very much.	
I would prefer the slightly longer wait on the yellow/green line to have the yellow it run all the way to greenbelt. I am on the yellow line and being able to get all the way the university of Maryland stop without needing to transfer which would end up being longer and therefore defeat the purpose of the shorter headways	Rail
Please do not terminate Yellow Line service at Mt. Vernon as is currently being discussed. Residents of Shaw, U Street, Columbia Heights, and more deserve rapid access to DCA and employment opportunities at the Pentagon, Pentagon City, and Crystal City.	Rail
I would urge you to find a way to continue yellow line service to at least the fort Totten metro station. Giving folks northeast of mt Vernon direct access to the DCA airport and that part of Virginia is important	Rail
Please DO NOT turn around Yellow Line trains at Mt. Vernon Square Station. The part of the city north of the Convention Center has much higher density housing-wise than below it, and cutting that population (of which I am a member) off from Yellow Line service is a misstep. What if we need to get to the airport? We're supposed to transfer trains and get stuck in a bottleneck of other riders transferring as well, potentially miss our transfer? Also, under this plan, only four stations within DC will have both Green and Yellow Line service, yet nobody lives down there. Why prioritize those four stations when you can walk between them in like 20 minutes? Personally, I would rather wait longer for a train if it meant I didn't have to transfer to get to my final destination, and I'm sure I'm not alone in this. I support all the other Metro improvements being suggested, but PLEASE DO NOT move forward with cutting Yellow Line service. Thank you!	Rail
Stopping the yellow line at Mount Vernon Sq totally ignores the needs of those who live along the current yellow line (for example U St or Shaw) and commute to Crystal City. With Amazon's recent return to work order (at least 3 days), the yellow line will be sorely needed by those commuting to HQ2 from stops beyond Mount Vernon Sq.	Rail
Please have the metro rails open earlier before the 5:00AM on weekdays so other people can get to work earlier.	Rail
I think the budget should provide funding for enhanced training of the operators, specifically regarding the two following topics: 1. Minimizing dead time in stations. During my most recent trip (yesterday) I noticed that the train doors remain closed an inordinately long time after the train has come to a stop in a station, and that there is an unnecessarily long pause between doors closed and train motion. Typically during my trip these added up to more than 15 seconds per station, which added more than 5 minutes to my one way trip. 2. Achieving consistent speed. The pace of train motion varies very noticably from operator to operator. How do you expect to draw commuters from their cars when they routinely flash by moving Metro trains along above ground tracks? (I spend a fair amount of time in Europe and use public transportation almost exclusively there. I know as a fact that it is quicker by train from Frankfurt airport to downtown	Rail

Written Comments	Category
Frankfurt, and from Munich airport to downtown Munich than by car, despite the much higher auto speed limits. No way that is true from Dulles to downtown DC.)	
I don't want the Yellow Line to Mount Vernon Square terminus station. The Yellow Line goes to Greenbelt by 9 PM.	Rail
Proposal looks good overall, but 24 hour 80 service is not listed on the website, despite being on your linked map. 24 hour 80 service would be beneficial to residents of ward 5, such as myself,as no other listed 24-hour route services ward 5. It also greatly improves the services of passengers who need to do long-distance commuting, as many people who use union station to connect to amtrak and other regional rail and passengers who need to get to and from suburban Metrorail stations currently are trapped. 24- hour 80 service would provide these passengers with service back to work or their houses. I feel like there can be a way to eventually reinstate yellow line service beyond downtown DC and prince george's county, if there was an investment of potentially adding a second platform to Greenbelt, extending the already existing test track south of the station. Currently, the MARC greenbelt station only sees passenger youse during peak periods, and freight all other times. Some type of negotiation could be made with CSX, as the extra tracks on the MARC line at the station are, in my opinion, irrelevant. If that cannot be achieved, then potentially select green line trains could be short-turned at Mt Vernon Sq during peak periods, replacing them with yellow line trains. Truncated yellow line service would create an inefficient, unnecessary same platform transfer to customers traveling from VA to NW and NE DC and northern Prince george's county. This is a burden especially to those who have physical handicaps and extreme pains when trying to do strenuous walking. Other than those points, proposal looks great! Now, maybe an extension to the G8 line from its current terminus at Eastern & Michigan Aves NE to Fort Totten station via Eastern Ave and Gallatin St could be looked into. This would help residents from the fort circle park area of North Michigan park to reach amenities like the dollar tree in avondale without having to take a long walk This would also help residents who live on Eastern Ave NE and Gallatin St NE, between Michigan Ave NE and Sargent Rd NE, who currently have a gap in bus service. These residents currently need to take a lenghty 10-20 minute walk to connect to bus service.This is a problem because there is a senior living community on Eastern Ave & St Annes Ct (or Eastern Ave & 16th St NE for an easier landmark).without nearby bus service As these areas consist of mostly elderly people, a 10-20 minute walk could turn into a painful 30-40 min walk. Existing bus service connecting Ft Totten and avondale is unreliable, as the E2 runs every 20-22 minutes on peak, 30 minutes off peak and saturdays, and every 60 minutes on sundays., The R4 runs every 30 minutes during peak, every 60 minutes during off peak and sundays, and every 70 minutes during saturdays. Extending G8 service to ft totten would not only create a one-seat ride for these passengers, but provide them more frequent service, as existing G8 service operates every 12-15 minutes during peak periods, with additional trips providing service in the peak direction every 6 minutes, and every 30 minutes on the off-peak and weekends, an improvement from the frequencies listed above. Eastern Ave and Gallatin St between Michigan Ave and Sargent Rd is wide enough for buses to operate down, as numerous deadhead, non-revenue runs currently use that corridor. Westbound service could be rerouted from Eastern Ave Ne to Eastern Ave service roadway, where existing eastbound G8 service operates. This eliminates a difficult maneuver that would be required to make otherwise. The existing B99 bus bay at fort totten could be used for the bus bay for G8 service. I really hope this is looked into, as an extension of G8 would really benefit passengers of North Michigan Park, especially those	Rail, Bus Service

Written Comments	Category
who are elderly and/or disabled, and cannot make the long walk to existing service or wait for the infrequent service to connect to Avondale.	
Metrorail and Metrobus need run 24 hours and all metrobus should be 24 hours and metrobus should be free	Rail, Bus Service
Increase service and the riders will return	Rail, Bus Service
Hello Metro -- I filled out the survey but it didn't really provide a chance other than one box in the middle to provide feedback. I wanted to raise my main concern, which is the limited service/terminal change for the yellow line. I am opposed to changing 100% of routes between Huntington to Greenbelt to Huntington to Mt. Vernon station. Cutting 50% of routes would be more reasonable than completely changing this route. A lot of residents in DC rely on this route to the airport and other areas in VA and limiting this service is both inconvenient and counterintuitive to Metro. As the third largest metro systems in the US, metro should be expanding services and stations, not decreasing them. Additionally, services and frequency of all proposed lines is disappointing. The frequency of all metro rail lines should be more frequent and should have a goal of frequency at a minimum of 2-3 minutes during peak hours and then at a maximum of 7 minutes for off hours. The frequency of the lines of 10-12 minutes is too long for main green and yellow line routes. I realize it would take a lot to put more rail cars online, but the goal should be to increase frequency to increase ridership. I like the 24 hour proposed metrobus routes. I would also propose a new route that extends around Florida Avenue near Howard University to Foggy bottom. Getting across (east to west) is a struggle for obvious geographic reasons, but there should be bus route that should goes along Florida (think 64/63) that goes across through New Hampshire Avenue near foggy bottom. There's a gap for this area and it takes about the same amount of time to walk from this area in Northwest as it would take to take existing rail or bus lines. Also, I like that there would be reduced fairs for those in the SNAP program. I would also extend this to SNAP and DC Inclusionary Zoning program recipients. I would also encourage DC to look into a pilot program for metro rail to make reduced fair for riders under 30 to get more new residents using metro. I'd also like to suggest a texting program to help enforce any bad drivers who park in bus and bike lanes. I see cars parking or dropping individuals off on U street in bus and bike lanes all the time and I wish I could have a way to take a picture of the car and license plate and send it into WMATA so the car would be fined for this. I appreciate DC trying to buy more electric buses as well. My biggest push for WMATA is that as the third largest metro in the US, it should work to increase frequency and services more than anything else.	Rail, Bus Service, Low-Income Fare Program
The trains take too long. I worry if the buses are free in dc if it will cause more violence.	Rail, Safety/Crime
Fares should be standard across peak/not peak times. To increase ridership, metro needs to compete with the late night service offered by rideshares, and with public transit in most other major cities. Metro needs to run at least until 3:00am, ideally 24 hours. Trains should arrive as frequently as possible during the night hours so passengers can feel safe. Another option to offer in tandem with the above is having a car or two dedicated only to women and children under 12. I recently used a metro that had this option when traveling abroad, and not only did I personally feel much safer (as a woman), but I noticed many women, solo or otherwise, chose to use that separate car. The trains in this city also ran every few minutes on every line, so it truly felt like safety of passengers was being prioritized. Lastly, please do not allocate millions, or even thousands, on additional police presence. This will not help crime on metro, but will only deter low income	Rail, Safety/Crime

Written Comments	Category
individuals and minorities from taking metro. Metro police will not solve the sexual harassment faced on trains. Increased service (to avoid long wait times in which an assailant has more time to harass victims, for example) and targeted solutions (like cars exclusively for women and children) are responses to the problems with public transit that actually address the issues. I commend you if you actually read this far or will actually pass on these comments. These are real suggestions that I've seen work in other cities in the US and abroad. I believe WMATA is able and ready to implement them.	
The metro in incredibly overpriced, dirty, and unsafe. I have to ride it every day and it's never clean, the electrical systems are clearly in need of maintenance, and the metro police don't do their jobs. Why are station managers breaking up fights? Why are the metro police never around when things are happening that need addressed? Instead of building new lines no one will use, increase the rate of cars and clean up the already existing metro. It's not worth the price, no wonder people jump the gates. I feel like I'm going to get shot one day on the metro. God knows it keeps happening.	Safety/Crime
Increase police/security presence!!! Current response time is ABYSMAL (look at what happened earlier in February). From experience, officers respond 5 stations down the line on average. The fate evasion is also NOT being accurately addressed. Proposal: An officer/security at EVERY station, multiple at transfer points Reasoning: Prevent fare evasion, de-escalate situations, quick response to emergencies The Transit Police is a bit of a joke currently, but with simple changes, they can be a respectable force again	Safety/Crime
Why is there no security here but there is at the zoo?	Safety/Crime
The green line at night is very dangerous and unusual. You see things that are just weird and unsafe.	Safety/Crime
One of your objectives is to enhance safety for passengers. As a female metro passenger since 2009, I have noticed a difference in safety pre and post COVID. Have you all considered female only passenger cars? This is quite common overseas, and has been effective in reducing sexual harassment. As a female who has been sexually harassed on the metro, I would appreciate efforts to reduce this.	Safety/Crime
I am willing to pay a higher fee if it means a safer metro. I would like to see police presence at all times especially early mornings and late nights in every station or any personnel other than the person behind the glass kiosk. I am a paying customer who abides by the rules at all times and it would be nice if following rules is applicable to all. I want those who jump over and doesn't pay to be prosecuted. I hope to feel less afraid twice a day 5 days a week.	Safety/Crime
Metro needs a redo and a restart! It's unsafe, unethical, and unreliable. There's no excuse with the amount of money you receive from the DMV and you know how to move trains not people!	Safety/Crime
Provide safety on the upcoming budget	Safety/Crime
As the leader of a large nonprofit situated on Capitol Hill, our organization serves many people in person. In order to access our services, they often depend upon metro trains or buses to access our location. However, using metro is increasingly dangerous, and that is making our work much harder. From our perspective, Metro should make safety for riders and transit workers its #1 priority, particularly by having a zero tolerance policy for all fare evasion and other violations of the simple rules for using metro. Currently it is exceptional for anyone to experience a metro ride that does not	Safety/Crime

Written Comments	Category
include witnessing some type of flagrant violation of the rules. In such an environment, bad actors feel increasing license to harm others around them. The recent tragic murder of a metro employee should become a turning point for the agency - a kind of Emmitt Till moment - that leads to transformative change throughout the system. Please make this your top priority. Do whatever it takes to enforce the rules, for the safety of everyone.	
RE: Proposal to Enhance Safety through support of police force, including new crisis intervention specialists.	Safety/Crime
I think it is vitally important that Metro take the lead nationally and have on payroll staff who are trained and dedicated crisis intervention specialists. Metro Police need partners like them to effectively, and compassionately, deal with the rising number of people who suffer mental health crises and put themselves and other passengers' safety in jeopardy. Metro should be proactive, instead of reactive, and make the hard decisions needed to stand up this intervention program now rather than watch mental health episodes escalate. God speed to all.	Safety/Crime
I have taken metro for more than 20 years, but since returning to work after the pandemic I don't feel safe anymore. There are a lot of aggressive and violent people. Is not uncommon to see people eating (not a snack but stinky food) throwing garbage to the floor, doing obscenities , not paying fares etc. There isn't any control. I'm thinking of driving to work because it is out of control	Safety/Crime
I have heard about unsafe incidents for people like me, but I don't ride enough.	Safety/Crime
The train frictions are too much for the trains, I would suggest y'all shut it down and ride it to see what the problem is. They are not completely safe.	Safety/Crime
The new Reston town center metro has no pedestrian access. You have to walk and cross a road where drivers speeds exceed 50+mph. A bridge over sunset hills road is needed	Safety/Crime
The price of Metro rail trips must not be increased for the service we are getting. For the fares that are already charged, Metro needs to make the stations (e.g., Rockville) and subway cars safer and cleaner. Some riders become loud and violent on the subway cars and Metro security isn't present. Several times a week, riders are vaping marihuana and other drugs in the stations and on the cars, exposing all the other riders to the smoke and smell. I recently witnessed an incident where a few riders asked the person vaping extensively (thick smoke in the car) to stop and the person vaping refused. Others smoke joints openly on the cars. I and others have move to other cars to not be exposed to the second hand smoke and pungent smell. In addition, some riders are spitting on seats (and leaving their mucous/spit on the seats), and eat/drink on the trains and leave their trash on the seats. At the Rockville station, hired personnel (e.g., construction-renovations by bus terminals) and the public are urinating right outside the entrance of the subway station against the building, and in close proximity and along the sidewalk for pedestrians to get to the parking lot. Some riders are jumping and forcing themselves through pay terminals without paying for their rides, and the Metro security, there, ignore them and do nothing. Homeless sleep in the station and it often smells like urine on the ground floor and on the train/metro subway platform. I've spoken with Metro security staff twice about these issues, but they make excuses as if they have no authority to do anything, or they don't care. Before I pay higher fares to ride the Metro subway, Metro needs to address the safety of riders on the cars and at stations, and cleanliness of its stations and cars for the riders who are paying for Metro services.	Safety/Crime

Written Comments	Category
Regarding allowing people to move between cars on the metro, I strongly oppose it and may reduce my use of metro, especially in evenings bc of it. I think it will make metro less safe. I choose which I car I sit in based on how many people are in the car. For example, I won't choose a car with a bunch of rowdy kids. Now I only need to be concerned about people who may enter the car at metro stops and I can choose to leave if I want but if people can move between cars this affects my ability to protect myself as i won't be able to observe who is entering and would not hav the option of getting off as we wouldn't be at a stop. Please do not allow this! Crime on metro will get worse. I will not feel safe and will not ride it especially in the evenings. Also, where is the budget increase for more police and plain clothed officer? I also recommend improving the lighting in stops like Van Ness. Crime can more easily occur in darker stations. What is metro doing to prevent crime and make it safer?	Safety/Crime
1. The Washington Metropolitan Area Transit Authority (WMATA)'s existing surveillance cameras are outdated, and some do not provide enough visuals for detectives. WMATA and transit authorities should invest more in public safety by updating their surveillance system. The updated system will provide much-needed high-resolution images by detectives to identify assailants. The proposed FY2024 budget only mentions the Bus Closed Circuit Television Replacement Program. There is nothing allotted for the metro closed-circuit television replacement. 2. Transit authorities should provide trauma-informed care responses to station managers, bus drivers, and transit-related personnel. Before law enforcement arrives, the victims and witnesses will most likely interact with transit personnel. These individuals need trauma-informed care training and education to interact with victims so they can provide immediate assistance and avoid situations that may trigger re-traumatization for victims. The proposed FY2024 budget does not mention any additional training planned for the transit personnel. 3. Transit authorities should provide safety and security information in other languages, especially in Asian languages, and collaborate with Asian community-based organizations to increase awareness about these language assistance resources. It would be great if the proposed FY2024 budget can include an increased budget for translation services under community and outreach programs.	Safety/Crime
Metro needs to allocate more money to providing better policing. I have ridden the Metro for more than 20 years, and I have never seen behavior in and around the trains as bad as it is now. People jumping the fare gates without paying (and Metro personnel sitting there watching it without doing anything). People playing loud music on the trains. People sitting sideways or placing their bags on the next seat so they can occupy two seats, even when people are standing on the train. People smoking on the platforms and inside the trains. People getting on the trains and smelling so badly of marijuana that the air becomes difficult to breathe. It's horrible and I hardly ever see anything being done to police this sort of behavior. To top it all off, I was assaulted and robbed on the Metro Orange Line on October 31, 2022 (Case [redacted]; [redacted] AND NO ONE HAS CONTACTED ME SINCE. Sorry Metro, but there's a long road ahead of you to get 'Back to Good.'	Safety/Crime
I am glad to hear you are adding crisis intervention specialists to the police dept. Please also add funding to support the prevention and prosecution of sex offenders on WMATA, particularly those cases of Indecent Exposure and assaults that happen on crowded trains	Safety/Crime

Written Comments	Category
I came here to comment on an unfortunate situation for me and I think other riders. I find myself not wanting to ride the Metro. There is a sense of overall disorder on the trains and in the some stations. Shootings in stations or nearby, people smoking and causing a disturbance without worry of any consequences whatsoever, jumping the entry gates, and more. I do not feel safe. This sense makes the Metro nearly unusable for me. I worry while on board. Telling me and lecturing the public about how crime really is not an issue means nothing when riders do not feel safe. No one gets to tell me that I should feel safe when I do not feel safe. Surrendering to disorder, crime and chaos in the name of compassion is the opposite of compassion. Please focus on restoring the order and safety that is needed. Call out places that do not support a safe system. Bar from riding those who do not pay to ride or vandalize our system or harass other passengers. If the situation does not improve you will have lost me as a rider. Who will be left to support Metro and its funding. You cannot force people to care.	Safety/Crime
Please consider increased funding for Metro Police in the budget. (I was surprised to have made it through the survey without seeing it noted; if it is covered by "administration," that is not clear.). Metro is losing ridership because people who have other options (driving, rideshare, etc.) are displeased with the metro experience — infrequent trains and safety concerns while on the metro and in the stations	Safety/Crime
The increase in fare is no longer an affordable option. The metro's budget is predatory in the current economic light and squeezes the wallets of people who heavily rely on public transportation.	Simplified Metrorail Fares
Yes this should be done.	Support
Glad for metro because without it I'd be walking. Thank you so much for the information.	Support
We are from Germany and the train stations here are very big and very affordable. We are surprised they don't go to PG but we liked it while we were here.	Support
So far so good. I think metro is doing an okay job, and improvements are being made slowly but surely. Thank you.	Support

Spanish Written Comments

Spanish Written Comments	English Translation	Category
Falto la R2 esa no tiene un buen servicio	The R2 route is missing. It does not offer a good service.	Bus Service
Que debían de brindar más servicio de bus hacia Bowie md ya que la ruta B24 solo funciona de lunes a viernes a viernes y también la ruta F13 , pienso que Virginia tiene mejor servicio de buses ya que casi todos los buses funcionan los 7 días de la semana.	You should provide more bus service to Bowie MD since route B24 only operates Monday through Friday and also route F13. I think	Bus Service

Spanish Written Comments	English Translation	Category
	Virginia has better bus service since almost all buses operate 7 days a week.	
Que uno pueda subier donde el 16 h para. Porque no deja subir hasta una parada más adelante.	One should be able to get at the 16H stop, because it only lets you get on one stop further.	Bus Service
creo que den buen servicio en falls church Virginia la ruta 2A muchas gracias	I believe you provide good service in Falls Church, Virginia, on route 2A. Thank you very much.	Bus Service
Se debe mejorar el servicio dé la ruta 64, la mayoría de veces no coinciden con la frecuencia qué se espera	The service of route 64 should be improved. Most of the time, it does not match the expected frequency.	Bus Service
No quiero que se cambie la ruta de 16g Que quede igual a cómo está actualmente	I do not want the 16G route to be changed. I want it to remain the same as it is now.	Bus Service
Nesesitamos un servicio de bus de culmore asta washingtonianos DC todo los días es nesesario	We need bus service from Culmore to Washington DC every day. It is necessary.	Bus Service
Por favor reanudar el servicio de 11y. Please resume the 11y bus. Thank you so much!	Please resume the 11Y bus service. Please resume the 11Y bus. Thank you so much!	Bus Service
Un poco mas amables los conductores solo decíamos cortesía amabilidad nada mas gracias	The drivers should be a little nicer. We mean, they should express more courtesy, kindness, nothing more. Thank you.	Bus Service
Vivo en Hyattsville MD y trabajo en el downtown de Dc me transportó desde las 6 Am y regreso alrededor de las 5 pm, hace 2 años vivo en esta área y la ruta T14 es muy deficiente principalmente en el horario de las 6 am y en el area hay bastante pasajeros principalmente latinos los que si pagamos por el pasaje. Pero es tan inconstante la ruta que ya hacemos uber hasta la estación RHODE island entre varios pasajeros. Otros esperan hasta 25 y más minutos al siguiente bus que aveces tampoco llega. Podrían mejorar la puntualidad del horario establecido por usted. O más buses en menos tiempo de espera. Y los sábados y domingos es aún peor con una espera de 70 minutos entre cada bus empezando el primer bus 8:00am nosotros también trabajamos sábado y domingos muchas gracias por su atención Dios les bendiga	I live in Hyattsville, MD and work in downtown DC. I commute from 6 am and return around 5 pm. I have lived in this area for 2 years and the T14 route is very deficient, mainly at 6 am. There are many passengers in the area, mainly Latinos who do pay for the fare. But the route is so inconsistent that we take an Uber to RHODE island station with several passengers. Others wait up to 25 minutes and more for the next bus and sometimes it doesn't even arrive. You could improve the punctuality of the schedule you set, or enable more buses with less waiting time. It's even worse on Saturdays and Sundays, we have a 70-minute wait between buses and the first bus is at 8:00 AM.	Bus Service

Spanish Written Comments	English Translation	Category
	We also work Saturdays and Sundays. Thank you very much for your attention. God bless you.	
Todo está bien gracias. Solo que no cambien mucho los horarios de las rutas del bus por qué las rutas E4 y 64 fallan mucho en los horarios que deben de pasar Que por favor las rutas E4 y 64 ya no fallen mucho en los horarios de pasar sobre todo en la mañana de 8 am a 8 :45 am ya que es hora de Escuela.	Everything is fine. Thank you. Just do not make big changes to the schedules of the bus routes because the routes E4 and 64 fail a lot in the schedules that should meet. Please do not let the buses on routes E4 and 64 fail too much at the times they are supposed to pass by, especially in the morning from 8 AM to 8:45 AM since it is time for school.	Bus Service
Lo diría que corrigeran los horarios de lunes a viernes que son días laborales y muchas veses los buses pasan tarde o otras veses ni siquiera pasan	I would say that you should correct the schedules from Monday to Friday, which are working days, and many times the buses run late or don't arrive at all.	Bus Service
Quisiera que regresara el servicio del 11Y, lo necesito para no utilizar el carro.	I would like the 11Y service to come back. I need it so I don't use my car.	Bus Service
Es necesario tener una estación más en la ruta del bus 52 llegando a the whartf ya que hay mucha distancia de una ala otra parada que se encuentra en la mein st llegando al puente es necesario una parada de bus.	It is necessary to have one more station on the 52 bus route arriving at The Wharf, as there is a long distance from one stop to the other on main street near the bridge. A bus stop is necessary.	Bus Service
Q siga siendo subsidiado	I'd like it to continue being subsidized.	Bus Service
Gente que no paga para el tren , mientras nosotros si No es justo	There are people who do not pay for the train, while we do. It is not fair.	Fare Gate Evasion
Lo que veo muy frecuentemente es que jovenes negros no pagan la tarifa del metro, es decir estos jóvenes dan un brinco en la puertas de salida/entrada, de esta forma no pagan la tarifa. Los guardias del metro no les dicen nada porque son afroamericanos.	What I see very often is that young black people do not pay the subway fare, i.e., they jump over the exit/entrance, so they do not pay the fare. The subway guards don't say anything to them because they are African American.	Fare Gate Evasion
Como puedo calificar como persona de vajo recurso	As a low-income individual, how can I qualify?	Low-Income Fare Program
Si van a Cobrar tarifa cobrenselas a todos no solos unos.	If you are going to charge fares, charge all people, not just some.	Low-Income Fare Program

Spanish Written Comments	English Translation	Category
Me parece muy bien la idea de servicio gratis en distrito pero cada 20 minutos seria bastante tiempo de espera y sobre todo para tiempo escolar y de invierno con climas extremadamente fizantes seria fatal para la salud de los ninos maximamente en las vias respiratorias .	I like the idea of free service in the district, but every 20 minutes would be a long waiting time, especially for school and winter time when it is extremely cold. It would be terrible for children's health, especially in the respiratory tract.	Low-Income Fare Program, Bus Service
No me gustaria que fuea gratuito en este pais todo debemos pagar nuestros servicio ubiese demaciada delincuencia al tener el servicio gratis culquier persona abordaria el bus seria mas peligros para pasageros y los operadores	I would not like it to be free. We all have to pay for services in this country. There would be too much crime to have free service. Anyone would board the bus and it would be more dangerous for passengers and operators.	Low-Income Fare Program, Safety/Crime
Lo que ustedes proponen está bien. Siempre y cuando le bajen la tarifa del metro y auto bus	What you are proposing is fine. As long as the subway and bus fares are lowered.	Metrorail Simplified Fares
Me gustaría que fuera más poco el transporte porque yo pago dos dólares solo por la ida y en la noche hotros 2 dólares y no los uso porque pienso que es para dos horas el pago de dos dólares y eso no lo uso	I would like the transportation to be cheaper because I pay two dollars one way, and at night I pay 2 dollars again, and I don't use it because I think it's for two hours and I don't use it.	Metrorail Simplified Fares
Megustaria que las tarifas del metro fueran unpoco mas barata y que aya un personal siempre para limpiar los hasientos ya que adiario se sientan miles de persona y hay muchas enfermedades y muchas beses veo los hasientos may sucio y viene otra persona se sienta y se lleba esos germenes a la casa	I would like the subway fares to be a little cheaper and that there should always be a staff member to clean the seats since thousands of people sit there every day and there are many diseases. Many times, I see the seats very dirty and someone else comes and sits there and takes those germs home.	Metrorail Simplified Fares, Miscellaneous
todo sea para beneficio de toda la comunidad no solo para un solo grupo de personas todo funcionaria mejor.	If everything were for the benefit of the whole community and not just for one group of people, everything would work better.	Miscellaneous
Que disminuiria el uso de vehiculos en las calles	It would reduce the use of vehicles on the streets.	Miscellaneous
También es importante mejorar las condiciones de trabajo y los salarios del personal	It is also important to improve working conditions and staff salaries.	Miscellaneous
[redacted]	[redacted]	Miscellaneous
Me gustaría que hubiese baños públicos en las estaciones de metro. Que se puedan pagar con la tarjeta del metro y con cámaras para evitar que entren personas sin hogar y drogadictos.	I would like to see public toilets in the subway stations. They could be paid for with the subway card and with security cameras to	Miscellaneous

Spanish Written Comments	English Translation	Category
	prevent homeless people and drug addicts from entering.	
Sin comentario	No comments.	Miscellaneous
Actualmente tengo una targeta de metro otorgada Por la escuela Carlos Rosario, me es de mucha ayuda parque me permite llegar a la escuela pero el dinero q esta contiene me es insuficiente. Es possible que aumenten el monto mensual¿	I currently have a subway card issued by Carlos Rosario School. It is very helpful to me because it allows me to get to school, but the money it contains is insufficient. Is it possible to increase the monthly amount?	Miscellaneous
El metro nos ayudaría mucho en trasladarnos a lugares lejanos a visitar a nuestras familias ,gracias por pensar en la comunidad de Maryland .	The subway would help us a lot in moving to distant places to visit our families. Thank you for thinking about the Maryland community.	Rail
Actualmente el servicio de metrotrail está malísimo ya que pasan cada 15 o 20 minutos y eso afecta para que uno se presente a trabajar , y también con eso que no está funcionando la línea amarilla yo he salido afectada porque yo vivo en Maryland y trabajo en alexandria Va y me toca tomar el tren azul hacia new carrollton station y el tren se tarda una hora , estoy pensando mejor manejar hacia mi trabajo porque por el momento esta malísimo el servicio de trenes .	Currently, the Metrorail service is very bad because the frequency is every 15 to 20 minutes and that affects one who wants to get to work. Also, I have been affected by the fact that the yellow line is not working, because I live in Maryland and work in Alexandria VA, and I have to take the blue train to New Carrollton station and the train takes an hour. I'm thinking I'd better drive to my job because at the moment the train service is terrible.	Rail
Por favor no corten el servicio amarillo. No servia hace varios años atrás, no va a servir ahora. Crea problemas para las estaciones que se usan mucho y los trabajadores de Hyastville y College Park	Please do not interrupt the yellow service. It didn't work several years ago, and it won't work now. It creates problems for the heavily-used stations and for the workers in Hyattsville and College Park.	Rail
Esta muy bien los cambios que se esperan a futuro porque hace más fácil poder moverse de un lugar a otro con nuevas líneas sigan así trabajando están haciendo buen trabajo	The changes that are expected in the future are very good, because it makes it easier to move from one place to another with the new lines. Keep up the good work you are doing.	Rail/Bus Service
Nos beneficiaremos las personas madres cabezas de hogar	We will benefit those of us who are mothers who are heads of household.	Support
Esta bien	It's fine.	Support
Hay algunas propuestas me parece buenas.	I think there are some good proposals.	Support

Spanish Written Comments

Spanish Written Comments	English Translation	Category
Me gusta las tariffs I me Gustavia que a la targetable se le augmented mas de 70dolare seria major 100al mes grasias	I like the fares. I'd like them to be raised more than $70. $100 a month would be better. My thanks.	Fares
Esto.buses.E4 noesta.funcionando.nada.bueno.muitardado	The E4 buses are not running well, very late.	Bus Service
Hola todo está bien pero n se xq quitaron el 4B que pasaba alas 6:20am sábado y domingo, de seven corner a Roslin, asemos muchos q agarramos ese bus a esa ora gracias	Hi, everything is fine, but I don't know why you removed the 4B that ran at 6:20 AM on Saturdays and Sundays, from Seven Corners to Roslin. There are many of us who need to take that bus at that time. Thanks.	Bus Service
Eso sí está bien pero hay mucha gente que no paga y el drivers no les dice nada	That is fine, but there are many people who do not pay and the drivers do not tell them anything.	Fare Gate Evasion
Esta muy bien la propuesta tanbien a unque ay crisis pero no es justo que las personas se brinque sobre delas pasadas para no pagar el metro tienen que poner medidas más fuertes aparte de eso que en EE UU.seles están saliendo muchas cosas delas manos quesi no acen nada ba aser grave afuturo gracias por dar oportunidades de particioar.	This proposal is very good, even though there is a crisis, but it is not fair that people jump over the entrance to avoid paying the subway. They have to put stronger measures apart from the fact that in the USA many things are coming out of their hands. If you don't do anything, it will be worse in the future. Thank you for giving me the opportunity to participate.	Fare Gate Evasion
Sería bueno un significativo aumento pero a nosotros los que usamos esté servicio tampoco hemos sido aumentados de salario	A significant increase would be nice, but we who use this service have not received a salary increase either.	Metrorail Simplified Fares
Sugerir el abono ménsula de metro, ya que es más útil y más accesible para muchas personas que no pueden pagar cada día tarifas muy elevadas por trayecto. Dar es adopción a personas que utilizan el transporte público en hora pico, una tarifa mensual estándar, para libre circulación en el metro.	I would like to suggest a monthly subway pass, as it is more useful and more accessible to many people who cannot afford to pay very high fares per trip every day. Adopt a standard monthly fare for free movement in the subway for people who use public transportation during rush hours.	Metrorail Simplified Fares
No hay baños	I like the fares, and I would like the card amount to be increased to more than 70	Miscellaneous

Spanish Written Comments	English Translation	Category
	dollars. 100 a month would be better. Thank you.	
Me gustaría que alas personas que usamos el Metro tuviéramos un plan ya que avemos personas que viajamos los 7 Días de la semana y gastamos bastente	There are no bathrooms.	Miscellaneous
Si van a cambiar las tarifas estaría bien que las unidades se mantuvieran limpias porque dejan mucho que desear por ejemplo los buses los asientos manchados de sucio deberían limpiarse con frecuencia	I would like that there was a plan for people who use the subway because there are people who travel 7 days a week and we spend a lot of money.	Miscellaneous
No me Gusta los cambios	If you are going to change the fares, it would be good if the units were kept clean, because they fall short of our expectations. For example, the dirty seats on the buses should be cleaned frequently.	Miscellaneous
Espero q los cambio y ajustes sean razonables	I don't like the changes.	Miscellaneous
Los sábados deberían ser los servicios desde las 7:00 Am	I hope the changes and adjustments are reasonable.	Rail, Bus Service
Estoy cómodo con el transporte de tren de bus y estoy de acuerdo con la mejoras que tienen y estoy satisfecho	On Saturday, services should start at 7:00 AM.	Rail, Bus Service
El horaio no son puntuales con el frio lo hacen esperar mucho tiempo y no pasan	I am comfortable with the bus train transportation, and I agree with the improvements they have. I am satisfied.	Rail, Bus Service
Que mejoren el metro y que revisen los vagones porque homeless duermen ahi y personas molestan a los pasajeros. He tenido altercados con personas con personas que slo quire pelear y nadir Hilo nada. Policies en las puertas son cruciales.	They are not punctual with the schedule. They make us wait a long time in the cold weather and they don't arrive.	Safety/Crime
Deberían de contratar personas de seguridad las 24 horas para que estén vigilando los paraderos de los buses	You should improve the subway and check the carriages because homeless people sleep there, and they bother passengers. I have had altercations with people who just want to fight, and no one did anything. Cops at the doors are crucial.	Safety/Crime
Porque sus choferes de la raza negra son racistas con latinos a pero eso si se asen pendejos todos ustedes uno reporta a los choferes	Security personnel should be hired 24 hours a day to guard the bus stops.	Safety/Crime

Spanish Written Comments	English Translation	Category
taxistas y no a sen nada no que tiene cámaras integradas en los autobuses simpre pasa lo liamos más con los choferes de la raza negra manejan conversando con conocidos ponen en peligro a los pasajeros		
Me gustaría que capaciten más a los conductores para que no sean rasistas con los hispanos y dejar de cobrarles a los menores estudiantes	Because your black drivers are racist towards Latinos, and you turn a blind eye. One reports the cab drivers and you don't do anything. Aren't there cameras built into the buses? This happens more often with the black drivers, who drive around talking to acquaintances and endangering the passengers.	Safety/Crime
Bien	I would like to see more training for drivers, so that they do not discriminate against Hispanics, and I'd like you to stop charging underage students.	Support
Los chóferes son muy amable con los pasajeros	Good.	Support
	The drivers are very kind to passengers.	

Letters

Robert Croslin
Mayor

Tracey E. Douglas
City Administrator

February 8, 2023

Honorable Paul Smedberg
Chairman of the Board
Washington Metropolitan Area Transit Authority
300 7th Street, SW
Washington, DC 20024

RE: FY2024 Operating and Capital Budget and FY2024-2029 CIP and Service Changes

Dear Chairman Smedberg,

I am writing on behalf of the Hyattsville City Council to express our community's opposition to the proposed service cuts to the WMATA Yellow Line, as proposed in the FY2024 Operating and Capital Budget.

The proposed Yellow Line turnaround at Mt. Vernon jeopardizes regional growth and access to job opportunities available at locations like the Amazon headquarters in Crystal City and Ronald Reagan Washington National Airport (DCA). This significant reduction in service undermines our ability to attract investment and the economic development plans that have been jointly pursued by WMATA, the City, Prince George's County, and the private sector for more than ten years. Perhaps more significantly, it is also in opposition to WMATA's stated equity goals, leaving historically marginalized, majority Black and Latino communities in Prince George's County without adequate transportation service.

WMATA has communicated to our regional partners that it intends to prioritize transit-oriented development (TOD), including both stations in Hyattsville, over the next decade. We have actively championed and supported this growth as it creates safer, more vibrant community spaces; attracts and retains local businesses that provide local jobs; reduces carbon emissions through more sustainable land use practices; and increases local and state tax revenues through denser, mixed-use, sustainable development. TOD investments also directly benefit WMATA, as they increase transit ridership, improve safety near the stations with "eyes on the street," and create new revenue streams through real estate ground leasing or sales agreements with developers.

In his FY 2024 Budget address, General Manager Randy Clarke referred to the potential of transformative equitability, stating that budgets are about the values and priorities of an organization. WMATA's public statements commit to regional equity and sustainability. WMATA's 10- year strategic plan to expand dense, mixed-use development around three underutilized metro stations

in Prince George's County was a momentous commitment to our residents, who in Hyattsville are 32% Black and 39% Latino as of the 2020 Census. The budget suggested a serious commitment from WMATA to leverage the power of transportation and real estate investments to counteract long-standing patterns of disinvestment, racial segregation, discrimination in housing and access to financing, and the resulting racial wealth gap between predominantly white communities and majority Black and Latino communities.

With all this growing momentum in support of transit-oriented and inclusive development in our City, it came as a shock to us when WMATA released its FY 2024 budget proposal showing a significant cut in service with the proposed Yellow Line turnaround at Mt. Vernon station. The City of Hyattsville requests WMATA reconsider these proposed cuts in order to continue advancing your stated commitment to equity and the strategic plans already in place for transit-oriented developments in Prince George's County.

Recent WMATA ridership data on the impacts of the COVID pandemic show trips only declined 78 percent at stations in neighborhoods where at least two-thirds of the community is Black or Latino, compared with 88 percent for other stations. Thirteen of the 15 Metro stations that saw ridership declines of less than 80 percent during the pandemic were in neighborhoods where more than 8 in 10 residents are Black or Latino. Metro stations that lost the fewest users were mostly located on the edges of Metro's system or in predominantly Black neighborhoods, such as Hyattsville Crossing, West Hyattsville, Fort Totten, Deanwood and Benning Road.

It is clear to us that the service cuts proposed through the budget will further isolate a dedicated ridership that most relies on WMATA's services for access to jobs, childcare, healthcare, and more.

Alternatively, several of WMATA's recent high-profile capital projects are located within wealthy, white communities, including the recent completion of the Silver Line to Dulles Airport and the ongoing construction of the Purple Line. This appears to create a greater disparity between the region's most affluent communities and those that are most in need of WMATA's service, undermining WMATA's stated values about regional equity. WMATA is proposing to turnaround the Yellow Line, but not proposing similar reductions in service to Shady Grove, a station with far less proximity to the core of the transit system.

We believe that WMATA should consider the following actions and alternatives to the proposed service cuts:

- At a minimum, WMATA should hold community engagement sessions in our community to get more public input on this decision and educate our residents about the proposed changes and how they benefit us.
- Evaluate opportunities available in the Federal bipartisan infrastructure funding package that the agency could utilize to address short-term budget gaps. These investments could be leveraged to expand TODs that create long-term revenue streams to more effectively sustain the system. Opportunities could include increasing the use of ground lease agreements and partnering with localities to apply for competitive grants such as the Transit-Oriented Development Planning Grants.
- Re-evaluate its approach to assessing the equity of its investments regionally. The regional equity of service expansions through WMATA's capital projects and service cuts should not strive for fairness alone. They should also account for historical and structural inequities that continue to have present-day consequences for communities like ours, whether in terms of the racial wealth gap, reduced access to jobs and professional networks, traffic safety, or

discrimination in home appraisals. The lack of alignment between WMATA's strategic plans and the FY2024 budget proposal is very concerning.

We understand the serious fiscal challenges facing public transit agencies since the start of the pandemic. However, we do not feel that the agency has adequately considered how the Yellow Line turnaround will negatively impact the potential for WMATA to benefit from past and future TOD investments through alternative revenue streams and increased ridership in Northeast DC and Prince Georges' County. We hope that WMATA will reconsider these service cuts and their potential for having a negative impact on our community and many similar majority minority communities near us. Moreover, we are concerned that WMATA is not adequately leveraging the historic levels of infrastructure investment that are possible with the bipartisan infrastructure bill, as well as other major federal investments that could be used to proactively address structural inequality in our region.

We thank WMATA's Board of Directors for its consideration of this request and look forward to your decision.

Sincerely,

Robert Croslin
Mayor

cc: City Council
Honorable Angela Alsobrooks, Prince George's County Executive
Honorable Wanika Fisher, Prince George's County Council

Alexandria Transportation Commission
301 King Street, Alexandria, VA 22314
Phone: 703.746.4025

WMATA Board of Directors
Washington Metropolitan Area Transit Authority
300 7th St SW
Washington, DC 20024

February 15, 2023

Re: WMATA FY24 Budget Comments

Dear WMATA Board of Directors:

Thank you for the opportunity to provide feedback on the proposed FY24 budget on behalf of the City of Alexandria's Transportation Commission. We applaud the proposed budget's delicate balance of cost saving proposals, fare simplification and equity proposals, and improved service. Moreover, we want to express our appreciation of the return of 11Y service to the City of Alexandria and County of Fairfax.

The DC-3 shuttle, which follows the 11Y route, has demonstrated demand, that we believe will continue even after the Yellow Line bridge reopens due to its direct, one seat ride and the push for a greater in person presence at the office. We further appreciate that there will be no break in service once the DC-3 shuttle goes away to keep it easy for riders. Transportation Commission prefers the 24-minute headway option to the 30-minute option.

We also support the new fare proposals in conjunction with the low-income fare pass. For the low-income fare pass, we hope that you continue to work with the jurisdictions and funding sources available to them, such as the TRIP program to ensure that the program is developed in the most efficient and effective way possible.

Lastly with regards to the FY24 budget, we greatly look forward to the opening of the Potomac Yard-VT Metrorail station in May and the subsequent increase in Yellow Line service – and overall service with the continued reintroduction of 7000 series vehicles.

Looking ahead, we recognize the dire situation that Metro is in for FY25 and beyond with the absence of Federal assistance and urge you to work closely with the jurisdictions to immediately begin looking at alternative funding options, to ensure that transit continues to serve the region's transportations needs and contribute to congestion reduction, greenhouse gas emissions reduction, and equity for all.

Alexandria Transportation Commission
301 King Street, Alexandria, VA 22314
Phone: 703.746.4025

Sincerely,

Oscar Gonzalez
Oscar Gonzalez (Mar 9, 2023 19:35 EST)

Mar 9, 2023

Oscar Gonzalez
Transportation Commission, Chair

cc: City Manager James F. Parajon
Emily A. Baker, Deputy City Manager
Tarrence Moorer, Director, T&ES
Hillary Orr, Deputy Director, T&ES
Christopher Ziemann, Division Chief, T&ES
Jennifer Monaco, Transit Programs Manager, T&ES

COMMONWEALTH OF VIRGINIA
COUNTY OF FAIRFAX
BOARD OF SUPERVISORS
FAIRFAX, VIRGINIA 22035

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TELEPHONE 703- 324-3151
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chairman@fairfaxcounty.gov

JEFFREY C. MCKAY
CHAIRMAN

February 21, 2023

Mr. Randy Clarke
General Manager and Chief Executive Officer
Washington Metropolitan Area Transit Authority
300 Seventh Street, S.W.
Washington, DC 20001

Reference: Washington Metropolitan Area Transit Authority (WMATA's) FY 2024 Operating Budget and FY 2024-2029 Capital Improvement Program (CIP) and Associated Fare and Service Changes

Dear Mr. Clarke:

On behalf of the Fairfax County Board of Supervisors, I am writing to share our comments and concerns regarding WMATA's proposed FY 2024 Operating Budget and FY 2024-2029 Capital Improvement Program and Associated Fare and Service Changes.

After several very difficult years due to the COVID-19 pandemic, and service issues with the 7000 series railcars, we note that system ridership, on Metrorail, and Metrobus in particular, is slowly increasing toward pre-pandemic levels. We acknowledge that the system is still far from operating at pre-pandemic levels and much more needs to be done to encourage ridership. Hopefully, FY 2024 will see a continuation and acceleration of the return to transit. To that end, we believe the FY 2024 Operating Budget, with associated fare and service changes, and the FY 2024-2029 CIP constitute steps in the right direction, although we do not agree with all that is proposed.

We would like to commend WMATA for working with the Washington Metrorail Safety Commission (WMSC) on devising and implementing a plan to return all the 7000 series railcars to service. The 7000 series cars are critical to the investments that we all made in the newly opened Silver Line Phase 2 and the Metrorail system in general. Moreover, the proposed FY 2024 Operating Budget is not feasible without them. We trust that continued adherence to the return to service plan and cooperation with the WMSC will guarantee safe operations, while addressing the region's transportation needs.

The Board notes that the proposed operating budget reflects WMATA's efforts to attract ridership through various fare-based strategies. Recognizing that COVID-19 has changed the commuting landscape for at least the short-term, we agree that peak period pricing does not make as much sense as it once did and are in favor of streamlining and simplifying fare policy. We support the base fare on Metrorail being reduced from $2.25 to $2.00. This may attract new riders, especially those in the system's core, thus increasing revenues. We also support bus fares and weekend fares remaining at $2.00. These policies benefit Fairfax County riders and are already paying dividends, as ridership is

up significantly on buses and on Metrorail at these times. The Board is also in favor of the proposed 50% discount on all Metrobus and Metrorail fares for riders that qualify for federal Supplemental Nutrition Assistance Program (SNAP) benefits. This proposal complements the County's own low-income pilot program for Connector riders. However, the Board disagrees with the proposed increase in the maximum fare for Metrorail riders from $6.00 to $6.50. This fare increase will disproportionately impact Fairfax County residents and others that travel from stations further out from the regional core. We understand that fares have not risen in many years, but such a dramatic increase all at once may dissuade long-distance commuters from using Metrorail. We encourage WMATA to consider gradually phasing this increase over two years, at a minimum. We were also disappointed that the proposed budget did not address parking fees at Metrorail stations. A nominal reduction in parking fees could encourage additional ridership, especially by those paying the maximum fare.

The Board fully supports WMATA's proposal to increase frequencies systemwide, which will make both Metrorail and Metrobus more reliable and attractive to riders. Reducing headways on the Yellow and Orange Lines from 10 minutes to 6 minutes and 7.5 minutes, respectively, during the morning and evening peak will facilitate and encourage ridership on those lines. However, we would encourage WMATA to consider also increasing peak frequencies on the Blue and Silver Lines beyond the proposed 10 minutes. As you know, the Silver Line was experiencing the most growth in ridership in the entire system prior to the pandemic. With the opening of Phase 2 and the connection to Dulles Airport, coupled with ongoing and planned developments, we believe that the Silver Line requires more frequent service. Similarly, planned and ongoing developments along the Blue Line, particularly adjacent to the Franconia-Springfield Station, should warrant improved headways.

Regarding Metrobus, the Board supports inclusion in the budget of two proposed routes that impact Fairfax County. The proposed 16M premium bus service that begins in the County and operates on Columbia Pike to Crystal City, serves a significant transit dependent area and resembles the Columbia Pike Streetcar, a previous initiative that the County fully embraced. Reinstitution of the 11Y route is another priority of this Board. The 11Y, currently operating as the DC3, is a well-used, low-cost transit alternative from Mount Vernon into Washington, DC, as evidenced by the ongoing Yellow Line shutdown. The Board strongly disagrees, however, that the County and our regional partners should have to pay extra in FY 2024 for the 11Y service. The 11Y, and several other Metrobus routes operating in Fairfax County, were suspended in March 2020. Despite the suspensions of service for the next several years, the County's jurisdictional subsidy was never reduced. We paid the full amount that was calculated at the beginning of the fiscal year. Subsequent budgets have continued to use each compact partner's previous year's budgets as the baseline for increasing the overall jurisdictional allocation, which has continued to increase without fail by three percent.

Although this Board is generally supportive of the proposed FY 2024budgets, we remain deeply concerned about FY 2025 and future WMATA budgets. The current financial path is clearly unsustainable. The Board encourages the WMATA Board to work even more closely with jurisdictional partners about how best to address this looming challenge. One way to continue to increase farebox revenues is for WMATA to maintain on-going dialogues with large employers in Fairfax County and the region to determine when, and to what degree, they plan to encourage employees to return to work sites and to promote transit options for workers and customers.

Furthermore, we would also encourage WMATA to redouble efforts to identify and secure non-fare revenues, especially through joint development projects and advertising. In short, much more time and attention should be given throughout FY 2024 to jointly find financial solutions that work for all members of the WMATA compact. The region's citizens and our economic viability depend on a fully functional Metro system.

While the Board acknowledges the need to maintain all aspects of WMATA in a state of good repair, the timing and communication regarding the summer repair effort is regrettable. As a critical funding partner to WMATA, Fairfax County and other jurisdictional staff should be involved in the decision-making process related to system shutdowns, particularly ones that impact our riders. We understand that planning for this work has been ongoing for several years, but we are only learning of this project just days before it was publicly announced and six months before it begins. At a minimum, the County should have been informed about these plans before they were finalized. We encourage you to identify ways to maintain Silver Line service to the greatest extent possible, even if it creates a less efficient construction project.

In closing, the Fairfax County Board of Supervisors understands that WMATA confronts significant challenges after the last several years to fully rebuild ridership and restore confidence in the system, including but not limited to fixing remaining issues with the 7000 series railcars, on-going state of good repair issues, converting the bus fleet to zero emissions, and ultimately addressing the system's financial model. It is therefore imperative that WMATA communicate regularly and often with jurisdictional partners, who stand ready to work with and for WMATA.

Thank you for your consideration of the Fairfax County Board's comments. We request a formal response to this letter and assurance that you and your staff will make every effort to maintain robust lines of communication through the adoption of the FY 2024 budget. If you have any questions, please call 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 Gerry Connolly, Congressman, United States House of Representatives
The Honorable Jennifer Wexton, Congresswoman, United States House of Representatives
Members, Fairfax County Delegation to the Virginia General Assembly
Bryan J. Hill, County Executive

Rachel Flynn, Deputy County Executive
Tom Biesiadny, Director, Department of Transportation
Noelle Dominguez, Chief, Coordination and Funding Division, Department of Transportation
Brent Riddle, Transportation Planner IV, Department of Transportation

NORTHERN VIRGINIA TRANSPORTATION COMMISSION

March 3, 2023

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Mr. Paul Smedberg, Chair
Washington Metropolitan Area Transit Authority Board of Directors
300 7th Street, SW
Washington, D.C. 20024

Re: Comments on Proposed Fiscal Year 2024 WMATA Budget (Docket B23-02 and B23-03)

Dear Mr. Smedberg:

On behalf of the Northern Virginia Transportation Commission (NVTC), I write to convey our comments regarding WMATA's proposed FY 2024 Operating Budget and FY 2024-2029 Capital Improvement Program.

NVTC has a wide array of roles and responsibilities that pertain to Metro through our local jurisdictions with funding and stewardship. The NVTC WMATA Committee, chaired by Fairfax County Supervisor Walter Alcorn, provides a forum for regional dialogue on Metro-related issues and represents Northern Virginia funding jurisdictions that have financial obligations for paying its share of WMATA's annual operating and capital subsidies. Through this committee and with support of the full Commission, we have outlined the following **NVTC priorities for WMATA's FY 2024 Operating Budget and FY 2024-2029 Capital Improvement Program:**

- Continue the safe return of the 7000-series railcars and deliver budgeted service and ensure Metro makes safety and security priorities for customers and Metro staff.
- Continue fare simplification efforts that balance ridership and revenue, while also reviewing ways to lower the per-mile rate with consideration for suburban commuters, including the cost of parking in those calculations.
- Open the Potomac Yard Metrorail Station for full revenue service.
- Support the policy goals and concept of the proposed low-income fare program with effective implementation, avoiding overlap with existing programs and fair cost allocation to jurisdictions.
- Concern over flexing such a large amount of maintenance funding to the operating budget and starting a trend of over reliance on this budget tool.
- Continue progress on reducing the state of good repair backlog.
- Ensure close coordination with NVTC and jurisdictions for Summer 2023 maintenance work.
- Continue active engagement with NVTC and its jurisdictions on developing long-term solutions to address WMATA's future operational funding shortfall.

Proposed FY 2024 Operating Budget

NVTC is generally supportive of the initiatives for the FY 2024 Operating Budget; however, we do have comments, concerns and questions on service, fare changes, preventative maintenance funding and future maintenance work.

NVTC commends the work of Metro on the *Return to Service Plan* and partnership with the Washington Metrorail Safety Commission on the plan. Through this fiscal year and next, NVTC asks Metro to **continue the safe return of the 7000-series railcars** and, in turn, **deliver budgeted** service – including bus service - to improve reliability. This is critical to the region's transportation network to ease congestion, rebuild ridership and provide customers with consistency. Regarding physical safety, the Commission looks for Metro to work with local jurisdictions to ensure a safe environment for Metro employees and customers, recognizing the partnerships and initiatives of Metro and the Metro Transit Police Department to keep the Metro system safe.

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Proposed FY 2024 Operating Budget

NVTC is generally supportive of the initiatives for the FY 2024 Operating Budget; however, we do have comments, concerns and questions on service, fare changes, preventative maintenance funding and future maintenance work.

NVTC commends the work of Metro on the *Return to Service Plan* and partnership with the Washington Metrorail Safety Commission on the plan. Through this fiscal year and next, NVTC asks Metro to **continue the safe return of the 7000-series railcars** and, in turn, **deliver budgeted** service – including bus service - to improve reliability. This is critical to the region's transportation network to ease congestion, rebuild ridership and provide customers with consistency. Regarding physical safety, the Commission looks for Metro to work with local jurisdictions to ensure a safe environment for Metro employees and customers, recognizing the partnerships and initiatives of Metro and the Metro Transit Police Department to keep the Metro system safe.

The Commission is supportive of the fare simplification proposals as outline in NVTC's *2022 Report on the Performance and Condition of WMATA*. The consolidation of peak and off-peak fares and aligning the Metrorail base fare with Metrobus will allow for an easier fare structure for customers. However, we request that Metro continue fare simplification efforts that balance ridership and revenue while also reviewing ways to **lower the per mile fare** and **consider the cost of parking** in the total trip fare for customers who live further away from the core. As Metro works to rebuild ridership it is important to recognize a customer's origin before they arrive at a Metro station, which sometimes may be a car. With the elimination of off-peak fares, a trip that was once $3.85 would increase to $6.50, which would be a large increase for some of our riders. Adjusting the per mile rate would provide ease for many suburban customers, along with considering the daily parking fee as part of the total cost of travel for riders who park at the station to ride Metro.

Additionally, we support the policy goals and concept of the proposed **low-income fare program.** However, NVTC has **questions about implementation, overlap with existing programs and cost allocation to jurisdictions.** In Virginia, we have the Transit Ridership Incentive Program or TRIP, which supports low income and zero-fare programming, an effort that is being implemented by several of our local bus systems. As Metro continues to refine this program, we ask that staff work with jurisdictions that have similar programs to ensure targeted fare efforts are complementary and not duplicated.

We applaud the opening of the Silver Line Extension in 2022. This was a great accomplishment for Metro and the region as the Silver Line Extension is a vital component of Northern Virginia's transportation network. Similarly, the opening of the **Potomac Yard Metrorail Station must open for full revenue service as scheduled.** NVTC does not want to see a slip in its completion date as the new in-fill station will provide walkable access to transit and create a stronger multimodal transportation network in an area that continues to grow and is actively generating long-term private investment.

The Commission is pleased to see the FY 2024 operating deficit will be closed through a combination of expense reductions, revenue increases and additional federal funding assistance. However, NVTC is concerned **about the reliance on federal preventive maintenance funding to back shortfalls in the operating budget**. Although we support this solution for closing the FY 2024 operating deficit, we are concerned that Metro will become reliant on this budget tool to close future gaps. Moving federal capital funding to use as preventive maintenance funding will not be a solution to long term operating deficits in the future.

Proposed FY 2024 Capital Budget and FY 2024-2029 Capital Improvement Program

NVTC supports the priorities of the FY 2024 Capital Budget and FY 2024 – 2029 Capital Improvement Program to advance the goals of safety, reliability and a state of good repair. We recognize that Metro has made great progress on system repair and maintenance, and we encourage continued progress on **reducing the state of good repair backlog**.

As additional maintenance is planned in the future, particularly in Virginia with the summer 2023 maintenance work, we ask for **continued partnership with NVTC and local jurisdictions** to coordinate minimizing impacts on our customers and providing complementary efforts for a smooth transition.

The passing of the Infrastructure Investment and Jobs Act (IIJA) considerably improved the federal funding levels available to support WMATA's capital program. As such, **NVTC requests WMATA provide details on the impact of these additional IIJA funds** on WMATA's Capital Improvement Program and how they **may offset or extend the balances of WMATA's dedicated capital funding** provided by Virginia, Maryland and the District of Columbia. Furthermore, we look forward to updates on other WMATA major capital improvement initiatives such as the *Blue/Orange/Silver Line Capacity and Reliability Study* and the selection of a locally-preferred alternative, as well as the zero-emission bus transition.

Our region must unify now to have the difficult discussions on how to address Metro's operating budget future. This cannot wait until the development of the FY 2025 budget to initiate strategic conversations on the future fiscal health of the Metro system. As such, NVTC seeks to engage early and often with Metro and its stakeholders to bring in the unique aspects of Metro's role in Virginia, including our funding dynamics, to a regional discussion. With the looming challenges ahead, open communication and collaboration will be critical as the region ideates solutions to address the funding model.

NVTC and its partner jurisdictions are committed to the success of Metro and its role as a transit leader in the region. As Metro continues to work towards improved service, an enhanced safety culture and overall stable operational structure, we look forward to beginning discussions on Metro's vision for the future. Please do not hesitate to contact me or NVTC's Executive Director Kate Mattice if you have any questions or concerns.

Sincerely,

Dalia Palchik

Dalia Palchik
Chair

City of Mount Rainier
One Municipal Place, Mount Rainier, MD 20712
Phone 301-985-6585 Fax 301-985-6595

Incorporated 1910

February 08, 2023

Dear WMATA Board of Directors:

The Mayor and Council of the City of Mount Rainier, Maryland OPPOSES the proposed changes to the Yellow Line service as expressed in the WMATA 2024 proposed budget.

WMATA plans to end Yellow Line service at Mount Vernon Square, reversing a decision made just several years ago to extend the Yellow Line to Greenbelt. This reduction in service is challenging for our city's residents, largely working-class renters of color who are highly dependent on the mobility and access created by WMATA's rail service to the rest of the region.

A city of approximately 8,500 people, Mount Rainier is the densest city in the state of Maryland and access to high quality public transportation is critical – many of our residents opt not to use personal vehicles, and many of our residents are reliant on public transportation as their only form of mobility.

The city is composed of three dense census tracts, and our two northernmost census tracts in our city directly abuts the West Hyattsville Metro station, currently on the Green/Yellow Line. In the two northernmost census tracts, approximately half of residents – all low and moderate income renters and largely people of color, utilized the rail station as a means to get to work in the year directly before the pandemic, a ridership that has now significantly recovered. Even during the pandemic, ridership decreased less at the West Hyattsville relative to other stations in the system, underscoring how critical the station is to access for frontline service workers.

While WMATA has stated that service levels will be maintained on the Green Line and transferring will be available to the Yellow Line, potentially offsetting impacts, history has demonstrated that WMATA's ability to maintain service levels has been inconsistent. For example, if service reductions similar to those caused when the removal of the 7000 series fleet last year, service levels could drop dramatically and the requirement to transfer could impose severe time penalties. A return to 20 minute headway service could result in a way of up to 40 minutes for a Yellow Line trip, not including travel times.

This region has a long-standing inequity on the distribution of economic opportunity – Prince George's currently lacks many of the job opportunities that are present in other parts of the region. While the County has been attracting more commercial growth, access to jobs elsewhere is critical to helping erase inequities across the region and helping uplift the most vulnerable in the metropolitan area, many of whom reside in our community. Cuts in service levels on the Yellow Line will also make it more difficult to continue to attract new development to the City and adjoining communities.

The City of Mount Rainier would like to request that WMATA reconsider the proposed turnback of the Yellow Line at Mt. Vernon Station. At a minimum, WMATA should plan community engagement sessions in our community – apart from general feedback for the broader budget to to receive public input on this decision and educate the community about the proposed changes.

Sincerely,

Celina R. Benitez
Mayor
City of Mount Rainier

DCST
DC SUSTAINABLE TRANSPORTATION

Adams Morgan Partnership BID ★ Capitol Hill BID ★ Capitol Riverfront BID ★ Coalition for Smarter Growth ★ Downtown DC BID ★ Dupont Circle BID ★ Events DC ★ Federal City Council ★ Georgetown BID Golden Triangle BID ★ Greater Greater Washington ★ Greater Washington Partnership ★ Mt. Vernon Triangle CID ★ NoMa BID ★ Rosslyn BID ★ Sierra Club DC Chapter ★ Southwest BID ★ Washington Area Bicyclist Association
80 M St SE ★ Washington, DC 20003 ★ 202-578-5075 ★ info@dcstcoalition.org

Testimony by Caitlin Rogger, Executive Director
WMATA FY2024 Budget Hearing
March 10, 2023

Good afternoon, Board Members and General Manager Clarke.

Thank you for the opportunity to testify. DC Sustainable Transportation (DCST) is a nonprofit organization that brings together business, advocacy, and government entities to make DC a global leader in sustainable transportation in and around DC job centers and services.

Our members include ten of DC's Business Improvement Districts; the Federal City Council, Greater Washington Partnership, the Coalition for Smarter Growth, Greater Greater Washington, Sierra Club DC, the Transportation Equity Network, and the Washington Area Bicyclist Association.

Metro's budget reflects a lot of strong points for **shifting more trips to transit**, a goal that is at the very heart of the region's ability to grow and prosper in an equitable and sustainable way, and **Metro's to be commended on filling its budget gap for FY24**. I'll also highlight a few areas where either more information, or a shift in focus, might better serve those goals.

DCST is excited to see Metro commit action to its equity goals, by significantly **expanding rail service east of the Anacostia River**. Focusing service improvements on lower-income communities can reduce disparities in access to jobs, amenities, and services, which have grown more pressing in the wake of Covid. The proposed **3-6 minute headways within the core and 8-12 minute headways for the wider rail system** will further support transit as a viable option for more riders. No doubt Metro's plan to **return all 7000-series trains to full service this year** will support these goals, and we'd like to see that happen in the 2023 half of FY24.

On bus, DCST is pleased that Metro is improving service on three high-ridership lines this year. We're taking part in the **Better Bus Network Redesign initiative** with enthusiasm, noting that it's

tasked with creating both a visionary design and a cost-neutral option. We'd ask Metro to consider whether a cost-neutral version is genuinely capable of delivering a "better" bus network, particularly in light of inflation and rising employment costs.

We're not fully clear on the impact of the **proposed turnbacks on the Yellow Line** on Green and Yellow line service, and would value public clarification: what will this mean for service, for how many people, in which areas, across the system?

DCST welcomes the **simplification of the rail fare structure**, and bringing the base fare down to $2.00. This may make it easier for more riders to take rail when that's the most efficient mode for their trip. On that note, we're also pleased to see the 50% discount fare program for SNAP-enrolled riders. For low income riders, a daily affordable transit trip can be empowering far beyond other benefits, because it makes it possible for them to take trips they see as valuable.

We would like to see more emphasis on shoring up **Metro's resilience not just to climate change, but to disasters and other shocks, in ways that strengthen the overall system.** Just in the last three years, Metro's ability to operate has been decimated by an exogenous shock–Covid, and an endogenous one–the 7000-series removal. While it's impossible to prepare for many eventualities, there are broad priorities we could invest in now like widening the pipeline for new operators and building more calculated redundancy into the system, that would allow us to recover more quickly from inevitable shocks.

Now I'll turn to the size of the pie. **We commend Metro on its closing the budget gap for FY24 through reduced costs and increased revenue.**

Has Metro made an effort to **quantify revenue losses from broken fareboxes**? If you're a rider you experience this regularly; for me it's–conservatively–a quarter of the bus trips I take where the farebox does not function. I'm willing to believe that isn't representative, but I have no hard data to better understand the problem. So we're really reliant on WMATA itself to tell us, how much revenue is this costing Metro? I've not seen a satisfying answer as to whether this problem is disaggregated from fare evasion losses, nor an acknowledgment it exists as a problem.

I'll close with a point addressed to the Board: with **federal relief funds drying up next year**, Metro needs a plan imminently for how to fill the resulting half a billion dollar gap, at 30% of Metro's operating revenue. I'd respectfully and strongly encourage Board members to put at the top of their priority list working with their jurisdictional partners on a plan to raise these funds, perhaps through innovative real estate initiatives, a dedicated tax, or in the long term congestion pricing. Ensuring Metro has a sustainable financial future beyond 2024 is of utmost importance to our regional sustainability, safety, and our economy.

Thank you. I am happy to answer any questions you may have.

Yours sincerely,



Caitlin Rogger

Executive Director

DC Sustainable Transportation Coalition

City of Alexandria, Virginia
301 King Street, Suite 2300
Alexandria, Virginia 22314

Justin M. Wilson
Mayor

Office: 703.746.4500
Fax: 703.838.6433
justin.wilson@alexandriava.gov

March 13, 2023

Paul Smedberg, Chair
Washington Metropolitan Area Transit Authority
300 7th St SW
Washington, DC 20024

Re: WMATA FY24 Budget Comments

Dear Chair Smedberg:

Thank you for the opportunity to provide feedback on the proposed FY24 budget. I would like to echo many of the sentiments raised by the Northern Virginia Transportation Commission, City of Alexandria Transportation Commission, and DASH Board in their letters to you. I applaud the proposed budget's delicate balance of cost saving proposals, fare simplification and equity proposals, and improved service. While we have some concerns about funding and execution, there are several proposals in here that will have a significant benefit to Alexandria and the region.

I would also like to express our appreciation of the importance of the increased service on the Yellow Line and the return of 11Y service to the City of Alexandria and County of Fairfax.
With increased frequencies on the Yellow Line, we can expect not only more people to use rail to get to work as more people are going into the office, but residents and visitors will feel more comfortable taking rail as well, providing significant benefit to these riders and to businesses. WMATA's efforts will also provide the City with an additional asset in our business retention and recruitment work. We applaud this effort along with continued improvements in Metro reliability with the return of 7000 series vehicles.

In terms of the 11Y, the DC-3 shuttle, which follows the 11Y route, has demonstrated demand, that we believe will continue even after the Yellow Line bridge reopens due to its direct, one seat ride and the push for a greater in person presence at the office. We further appreciate that there will be no break in service once the DC-3 shuttle goes away to keep it easy for riders. The 24-minute frequency plan would be the preferred option for our residents.

I do want to raise that the return of the 11Y raises significant questions about the funding formula and how the jurisdictions are being asked to pay more to bring back service, when we were not charged less when they were taken away. The funding formula overall is not intuitive and does not generally support a rationale, logical means of paying for service. I greatly look forward to your collaboration with the

jurisdictions during the Bus Network Redesign process to ensure a more transparent and equitable cost allocation, which will set up the new network for success.

I also want to share my support for the new fare proposals in conjunction with the low-income fare pass. For the low-income fare pass, I hope that you continue to work with the jurisdictions and funding sources available to us, such as the TRIP program, to ensure that the program is developed in the most efficient and effective way possible.

Lastly, related to the FY24 budget, but not least, I want to express that we greatly look forward to the opening of the Potomac Yard-VT Metrorail station in May. This is important both to residents around the station area to access employment around the DMV, but also to employees of the area coming from other areas. The City has put a lot of effort and resources into building density and attracting Virginia Tech to maximize ridership here, which makes the opening of the metro station a critical component. It is also important that WMATA continue to enhance its management of the financial resources provided by Alexandria and other jurisdictions.

Looking ahead, we recognize the challenging situation that Metro is in for FY25 and beyond with the absence of Federal assistance and urge you to work closely with the jurisdictions to immediately begin looking at alternative funding options to ensure that transit continues to serve the region's transportations needs and contribute to congestion reduction, greenhouse gas emissions reduction, and equity for all.

Sincerely,



Justin M. Wilson
Mayor, City of Alexandria

cc: James F. Parajon, City Manager
Emily A. Baker, Deputy City Manager
Tarrence Moorer, Interim Director, T&ES
Hillary Orr, Deputy Director, T&ES
Christopher Ziemann, Division Chief, T&ES
Jennifer Monaco, Transit Programs Manager, T&ES

ALEXANDRIA TRANSIT COMPANY

WMATA Board of Directors
Washington Metropolitan Area Transit Authority
300 7th St SW
Washington, DC 20024

February 8, 2023

Re: WMATA FY24 Budget Comments

Dear WMATA Board of Directors:

Thank you for the opportunity to provide feedback on the proposed FY24 budget on behalf of the Alexandria Transit Company Board of Directors. We applaud the proposed budget's delicate balance of cost saving proposals, fare simplification and equity proposals, and improved service. Moreover, we want to express our appreciation of the return of 11Y service to the City of Alexandria and County of Fairfax.

The DC-3 shuttle, which follows the 11Y route, has demonstrated demand, that we believe will continue even after the Yellow Line bridge reopens due to its direct, one seat ride and the push for a greater in person presence at the office. We further appreciate that there will be no break in service once the DC-3 shuttle goes away to keep it easy for riders. In terms of which service option – the 24 minute frequency, or the 30 minute frequency – the Transportation Commission believes that WMATA staff can determine which option to pursue to best serve demand.

We also support the new fare proposals in conjunction with the low-income fare pass. For the low-income fare pass, we hope that you continue to work with the jurisdictions and funding sources available to them, such as the TRIP program to ensure that the program is developed in the most efficient and effective way possible.

Lastly with regards to the FY24 budget, we greatly look forward to the opening of the Potomac Yard-VT metro station in May and the subsequent increase in Yellow Line service – and overall service with the continued reintroduction of 7000 series vehicles.

Looking ahead, we recognize the dire situation that Metro is in for FY25 and beyond with the absence of Federal assistance and urge you to work closely with the jurisdictions to immediately begin looking at alternative funding options, to ensure that transit continues to serve the region's transportations needs and contribute to congestion reduction, greenhouse gas emissions reduction, and equity for all.

Sincerely,

David Kaplan
Chair, Alexandria Transit Company

cc: James Parajon, Alexandria City Manager
Josh Baker, DASH General Manager

703.746.3274
dashbus.com
3000 Business Center Drive
Alexandria, VA 22314
DASH

WMATA Budget Testimony

Good afternoon, Director Smedberg and WMATA Board of Directors,

My name is Kai Hall and I'm the coordinator of the **DC Transportation Equity Network (DC TEN)**. The DC TEN is a cross-sector coalition of organizations committed to seeing a complete transportation system that ensures vulnerable residents are accounted for in the District.

Today, I will focus on the low-income fare program, the chief diversity office, and bus service provisions, as laid out in the budget.

Low-Income Fare Program

The DC TEN commends WMATA on putting action behind their words by implementing a new low-income fare program under this budget. Low-income residents in DC are already unduly burdened by the high cost of living in the city. Fares should not be a barrier to residents from accessing the places and services they need to take care of themselves and their families, and to provide essential services as part of their jobs. As outlined in this program, reducing fares by 50% for SNAP recipients is a significant step in the right direction.

Chief Diversity Office

The TEN supports the creation of the Chief Diversity Office and all of the roles that will enable it to do its job. We want to emphasize to the Board the importance of ensuring this office receives adequate funding for staff to guarantee it is well-resourced enough to be effective in its work. Because equity is outlined as a strategic priority for WMATA, you have a responsibility to ensure this office is funded as fully as it needs to be to get the job done. The word equity is mentioned dozens of times throughout this budget, and some of the programs I'm highlighting today show actionable movement towards more equitable access and outcomes for riders. We urge WMATA to provide a definition of equity and share how the agency measures the effect of its programs against this definition. DC's REACH Act may be a useful reference to define equity and outline assessment tools for these purposes. Furthermore, we urge WMATA to increase

transparency about how it targets resources to communities based on these measurements.

Bus Service

Making buses faster and more reliable furthers equity for low-income communities and communities of color. Doing so reduces waiting times and allows riders to predictably time their trips and travel in confidence, knowing that they will arrive at their destinations (including their jobs, schools, and medical appointments) when they need to. In this vein, the work WMATA is doing, in collaboration with DDOT, on the Bus Priority Project is great. However, we are concerned about the budget for this program being reduced from $8.1 million in FY 2023 by 50% to $4.1 million in FY 2024 and $2.8 million in FY 2025. While a reduction of this sort may be explained by the agency achieving its goals in previous years for the Bus Priority Program, we'd like more information as to why the budget for this important program is being halved.

Finally, we understand that this discussion on the budget is about the revenue WMATA has and is projected to bring in, but we oppose the three percent cap on increasing the budget year-over-year. This limitation fails to consider the rate of inflation, which means this system has to try to do more with fewer resources. Similar to how highway programs are well-resourced, we hope WMATA will advocate to remove this cap in the future and fully fund itself to meet the needs of riders.

Thank you for the opportunity to testify and I'm happy to answer any questions you may have.

Sincerely,



Kai Hall

Coordinator
DC Transportation Equity Network

To: WMATA
From: Lara Levison, Washington, DC 20002
Re: Comments on WMATA budget
Date: March 15, 2023

I am a resident of Washington, DC. I am a frequent Metrorail rider and occasional Metrobus rider. My comments on WMATA's budget are as follows.

WMATA should rapidly transition its bus fleet to electric buses

WMATA's transition to electric buses remains far too slow. The benefits of electric buses are many:

- Reduce hazardous air pollution from diesel buses, which especially harms low income residents and communities who are more dependent on bus transit and whose neighborhoods tend to contain more bus facilities.
- Reduce greenhouse gas emissions and play a significant role in helping the District, Maryland, and Virginia achieve our climate crisis goals. Electric buses do not emit harmful exhaust, and electricity is increasingly generated by clean renewable resources.
- Reduce bus maintenance costs.
- Reduce fuel costs and provide a buffer against the price swings of diesel fuel.
- Decrease bus noise since electric buses are quieter.
- Obtain federal grants that will reduce the costs of obtaining electric buses and infrastructure.

What WMATA should do, which is reflected not in this budget:

- Only purchase electric buses starting in Fiscal Year 2024, not diesel or CNG buses.
- End investments in infrastructure that uses fossil fuels, in bus facilities as well as for bus fueling.
- Publicly release your *Zero-Emission Bus Transition Plan,* which is required in order for WMATA to apply for federal grants for fleet electrification under the Infrastructure Investment & Jobs Act (IIJA) for acquiring federal grants for fleet electrification.
- Include electrification of MetroAccess and maintenance vehicle fleets in the WMATA budget.
- Drop the current plans to install compressed natural gas fueling apparatus at the Shepherd Parkway Bus Division in Southwest D.C.

WMATA should improve service to expand transit ridership

To improve service and increase ridership, which would reduce regional greenhouse gas emissions, WMATA should:

- Work towards achieving frequency of service of at least every 10 minutes for all bus routes and rail lines.
- Include targets in the final budget for on-time performance.

- Indicate which parts of the budget are intended to increase on-time performance.
- Prioritize geographic areas that are in highest need of regular, reliable public transit.
- Increase transit-oriented development.

Improve transparency in the budget regarding spending on sustainability, decarbonization, and safety

- Include sustainability measures and targets in its final FY24 budget.
- Provide a timeline for the completion of the agency-wide *Sustainability Action Plan* referenced in the proposed budget.
- Provide information regarding which electrification-related federal funds WMATA is applying for, make the applications public, and publish WMATA's Zero-Emission Bus Transition Plan.
- Include safety targets in the budget.
- Identify which parts of the operating and capital budgets are intended to help meet all safety targets.

Thank you for considering my views.

To: WMATA
From: Catharine Ferguson, 513 6th Street, NE, Washington, DC 20002
Re: Comments on WMATA budget
Date: March 15, 2023

As a resident of Washington, DC, a Metrorail and Metrobus rider, and citizen concerned about global warming, I offer the following comments on WMATA's budget:

To support our city's netzero goals, WMATA should move rapidly to electrify its fleet and operations. To begin, WMATA should heed the DC Council's resolution to purchase only electric buses and end WMATA's investments in fossil fuel infrastructure. Beginning in FY24, WMATA should acquire *only* electric buses, and shift from its plans to purchase a majority of buses that are powered by fossil fuels such as compressed natural gas ("CNG"), diesel, or diesel-electric hybrid. By acting now to electrify its fleet and operations, WMATA will be able to put forth the strongest possible applications for all available federal funds. This is critical for both meeting WMATA's decarbonization goals and bolstering its financial condition by reducing its need to take on debt to finance its fleet electrification.

As a Metrorail and Metrobus rider, I deeply appreciate WMATA's efforts to increase its efficiency and safety. To increase ridership and decrease our carbon footprint, WMATA should continue to elevate these goals by including targets in the final budget for on-time performance and safety. Specifically, WMATA should aim toward a frequency of at least every 10 minutes for all rail lines and bus routes. Moving forward, WMATA should prioritize geographic areas that are in highest need of regular, reliable public transit and collaborate to create housing in places serviced by Metro.

Thank you for considering my thoughts.

SIERRA CLUB

PRINCE GEORGE'S COUNTY, MARYLAND

March 15, 2023

WMATA Board of Directors
600 5th Street NW Washington, DC 20001

Re: Fiscal Year 2024 Budget

Dear WMATA Board of Directors,

We recognize that there has been a significant decline in metro bus ridership since the start of the pandemic. People are concerned about the real danger of contracting COVID. Modernizing our public transit infrastructure is an efficient and cost-effective way to address climate, public health needs, and boost ridership.

We applaud Prince George's County for adopting a Climate Action Plan. This plan calls for increased routes through activity centers and the electrification of buses. While Prince George's County is focusing on The Bus through increased services and electrification, we cannot do it alone and need WMATA to act as well.

One of WMATA's FY2024 budget goals is to provide more frequent and reliable service, including increased train service and a complete redesign of the bus network. To do that WMATA must address underserved routes in our county. There are many developing activity centers (e.g., Hyattsville, District Heights, Suitland, New Carrollton) where WMATA bus headways are not conducive to dependable service. This results in many residents that need to travel for work or to run errands with no choice but to drive or for residents without vehicle access to lose hours of time each week waiting at the bus stop. WMATA can give people the confidence to ride again by providing more frequent service that cuts overcrowding and reduces wait times, all while helping us reach our sustainability goals.

We have parsed current ridership on routes in Prince George's County that do not have a high level of service despite having over 1000 daily boardings according to 2017 WMATA data. These routes are all ripe for improvement. The times we suggested are for peak hours, but please evaluate if service should be more frequent in the non-peak hours as well, since improved service is still needed for students that get off school earlier in the day, for persons working hours other than 9 to 5 PM, for those running mid-day or weekend errands, and others. We also examined areas like Accokeek, Marlton, Croom, and other parts of Upper Marlboro that would benefit from having public transit options.

We hope to see these routes run every 10-12 minutes:

- 83, 86: College Park Line
- T14: Rhode Island Avenue - New Carrollton Line
- V12: District Heights - Suitland Line
- V14: District Heights - Seat Pleasant Line

We hope to see these routes run every 20 minutes:

- C21, C22, C26, C29: Central Avenue Line
- F1, F2: Chillum Road Line
- F6: New Carrollton - Fort Totten Line
- F8: Langley Park - Cheverly Line
- F14: Sheriff Road - Capitol Heights Line
- G12: Greenbelt - New Carrollton Line
- R12: Kenilworth Avenue Line
- R4: Queens Chapel Road Line

We hope to see these routes run every 20 minutes and extend to the southern edge of the county:

- W14: Bock Rd Line
- P18: Oxon-Hill/Fort Washington Line

Additionally, now is the time to bring Bus Rapid Transit to Prince George's County. The MetroWay provides excellent service from Crystal City south in separated lanes. This approach to rapid buses needs to be brought to Prince George's and considered for one of the major, high-traffic radial thoroughfares.

Finally, while we realize the time to talk about electrification is during the capital budget phase, we would be remiss if we did not point out the need for electric buses. Fossil fuel buses, whether CNG or diesel, pollute our neighborhoods with harmful carbon monoxide and VOCs, in the case of the former, and oxides of nitrogen and fine particulate matter, in the latter. Both types of buses also contribute to climate change through methane leaks and carbon dioxide emissions. The harmful air pollution also circulates through bus cabins every time the door is opened causing drivers and passengers to experience higher levels of in-bus pollution. Electrification will solve that while cutting down on WMATA's long-term maintenance costs, which in the long-term can lead to better service.

Please act now to improve bus service in Prince George's County and throughout the Washington region. We are counting on WMATA to provide safe, reliable, frequent service so we can move around the region without need for polluting, less-efficient personal vehicles.

Thank you for listening to the public about their need for better bus service.



Janet Gingold,
Chair
Prince George's County Sierra Club
13107 Whiteholm Drive
Upper Marlboro, MD 20774
301-814-1223
janet.gingold@mdsierra.org

DEPARTMENT OF ENVIRONMENTAL SERVICES
Division of Transportation and Development Services
Transit Bureau 2100 Clarendon Blvd., Suite 900, Arlington, VA 22201
TEL 703-228-3681 FAX 703-228-3509 www.arlingtonva.us

March 14, 2023

Mr. Paul Smedberg, Chair
Washington Metropolitan Area Transit Authority Board of Directors
300 7th Street, SW
Washington, DC 20024

RE: Arlington County's Comments on the Proposed Fiscal Year 2024 WMATA Budget

Dear Mr. Smedberg,

Arlington County wishes to convey comments on the FY 2024 WMATA proposed budget.

With approximately sixty percent (60%) of all bus service being provided to Arlington County and about twenty million Arlington County trips on Metrorail in the calendar year 2022, Arlington County relies heavily on the regional services that Metro provides.

We support Metro's restoration and improvement of service. Restoration and improvement will assist the riding public in their return to transit during the recovery from the pandemic.

We support Metro's simplification of the fare structure and the goal of fare equity.

We support a low-income fare discount program but request more information on how this program will be administered and who will do the administration along with the estimated administration costs.

We support Metro's focus on state of good repair, safety, security, reliability, and customer experience improvements.

We appreciate the innovative services provided by MetroAccess and would like to see the fare system for MetroAccess simplified so that the customer can determine what their fare will be before booking a trip.

We thank Metro for including the 16M Metrobus route in the proposed budget and look forward to this route becoming a reality.

We support Metrorail's opening of the Potomac Yard Station.

ARLINGTON
VIRGINIA

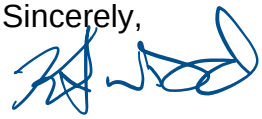
DEPARTMENT OF ENVIRONMENTAL SERVICES
Division of Transportation and Development Services
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We commend Metro's continuing work with the Washington Metrorail Safety Commission (WMSC) and the National Transportation Safety Board (NTSB) in the search for a root cause of the derailment and the safe return of the 7000 series railcars. Short of a full 7000 series return, the frequency necessary to invite the public to return to transit en masse will be unattainable and the customer will choose other options.

We would like to thank WMATA for its service to the citizens of Arlington County and the Region!

We are, however, concerned about the financial path moving forward. The cost of the system is greater than the funding and is getting costlier every year. The current funding model is unsustainable. No amount of revenue is going to right this ship. With that being said, every dollar counts. Arlington County encourages WMATA to be more innovative with non-transit revenues. It would also behoove WMATA to continue discussions with the Federal Government to promote the federal workforce's return to the office.

Sincerely,



Kirk Dand
WMATA Service Coordinator
Department of Environmental Services,
Division of Transportation,
Transit Bureau
Arlington County

TO: WMATA

FROM: Anne Cauman, Washington DC 20016

RE: Comments on WMATA FY 2024 BUDGET

DATE: March 15th, 2023

WMATA SHOULD TRANSITION ITS FLEET TO ELECTRIC BUSES RAPIDLY

Transportation is the 2nd highest source of greenhouse gas emissions (GHG) in the District of Columbia, accounting for 21% of such emissions. So WMATAs actions are very important to meeting the District's goals of a 60% reduction in GHG emissions by 2030 and carbon neutrality by 2045. A major part of this is for WMATA to transition to an all-electric bus fleet as quickly as possible. WMATA should purchase ONLY electric buses beginning in FY 2024.

As WMATA builds and substantially renovates buildings, these buildings (including bus terminals) should only be powered by electricity, not gas or other fossil fuels. WMATA should totally end investments in any infrastructure that uses fossil fuels.

WMATA should drop plans to install compressed natural gas fueling for the Shepherd Parkway Bus Division.

WMATA should complete and publicly release its Zero-Emission Bus Transition Plan which is required in order to apply for federal grants for fleet electrification.

WMATA should include electrification of MetroAccess and maintenance vehicle fleets in its FY 2024 budget and thereon.

Aside from the important climate benefits of reducing GHG emissions as quickly as possible, switching to electric buses has other benefits. Electric buses do not emit particulates which harm residents' health. Electric engines are quieter than fossil fuel engines. Reducing noise makes life pleasanter. Most forms of deafness are caused by noise so lowering noise lowers another health threat. Electric buses are less expensive to maintain. WMATA can cut costs by obtaining federal grants for electrification.

WMATA SHOULD IMPROVE SERVICE TO EXPAND TRANSIT RIDERSHIP

Improving service would attract more riders which would be better for WMATA's fiscal situation and decrease car usage to the benefit of the planet.

WMATA should aim for increasing frequency of service to at least every 10 minutes an all-bus routes and train lines.

WMATA should include targets for on-time performance in the budget and prioritize geographic areas in highest need of reliable public transit.

THANK YOU FOR YOUR CONSIDERATION.

SIERRA CLUB
DC CHAPTER

Written Comments
of
Mike Litt, Sierra Club DC Chapter
Regarding the Fiscal Year 2024 (FY24) Proposed Budget
for the Washington Metropolitan Area Transit Authority (WMATA)

15 March 2023

Metro Board of Directors:

Thank you for the opportunity to comment on the Washington Metropolitan Area Transit Authority (WMATA)'s FY2024 Proposed Budget.[1] Sierra Club is America's largest and most influential grassroots environmental organization, with millions of members and supporters. Here in DC, we have around 10,000 members and supporters.

According to the District of Columbia's *Multimodal Long-Range Transportation Plan*, also known as *moveDC*,[2] transportation is the District's second highest source of carbon emissions, accounting for 21% of such emissions. WMATA, which operates public transit facilities that help move around 460,000 people in the DC metro area every day,[3] therefore, plays a critical role in meeting the District's goals for a 60% reduction in GHG emissions by 2030 and carbon neutrality by 2045, as required by the legally binding DC Climate Commitment Amendment Act.[4] Meeting our national and local carbon reduction goals will require both shifting more trips away from vehicles, and making sure that vehicle trips—including those on transit vehicles—are powered by clean energy.

WMATA lags far behind its sister agencies in bus electrification. Currently only one of its 1,588 buses, or 0.06% of its fleet, is electric. All of its other buses are fossil-powered.[5] WMATA still has not released its bus electrification plan to the public, despite Sierra Club's November 9, 2022 Public Access to Records Policy request asking for this plan. Meanwhile, WMATA persists in planning to acquire mostly fossil fuel buses in FY 2024, and to continue acquiring fossil fuel

[1] WMATA, *FY24 Proposed Budget ["Budget"]*, https://www.wmata.com/about/records/upload/FY2024-Proposed-Budget-1-6-23-FINAL.pdf.
[2] MoveDC, *Multimodal Long-Range Transportation Plan*, https://movedc.dc.gov/.
[3] WMATA, *Ridership Data Portal*, https://www.wmata.com/initiatives/ridership-portal/.
[4] D.C. Law 24-176.
[5] Budget at 263.

bus purchases in the coming years.[6] Other transit agencies are far more advanced and are reaping the rewards in large federal grants to rapidly electrify their bus fleets, in terms of clean air, reduced carbon emissions, and progress towards stable fuel costs. For example, in 2022 alone, the Metropolitan Bus Transit Authority (MBTA) in Boston[7] and Metropolitan Transit Authority (MTA) in New York City each were awarded $116 million for bus electrification,[8] LA Metro received over $100 million,[9] the Central Ohio Transit Authority[10] and New York Capital District Transit Authority received over $25 million,[11] and the Southeastern Pennsylvania Transportation Authority (SEPTA) received $23 million.[12] Even the DC Circulator received about $10 million for bus electrification.[13] WMATA is probably disqualified from receiving the Federal Transit Administration's Low-No NOx grant, which is awarding roughly $1 billion a year for five years,[14] because there is no indication that WMATA has produced the *Zero-Emission Fleet Transition Plan* that is a prerequisite to eligibility—as noted, WMATA did not share this plan when Sierra Club explicitly asked for it through a Public Access to Records Policy request this fall.

The following are our recommendations for how to revise WMATA's FY24 budget to put WMATA in the best possible position to make a shift to increased electrification, better transit service, transit-oriented development, and improved transparency in its communications to the public.

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[6] *Id.* at 104.
[7] Massachusetts Department of Transportation, "Massachusetts Receives Almost $189 Million in Federal Grant Funding Toward Clean Energy for Public Transportation" (Aug. 18, 2022), https://www.mass.gov/news/massachusetts-receives-almost-189-million-in-federal-grant-funding-toward-clean-energy-for-public-transportation.
[8] Leonard Greene, "MTA gets $116 million for new electric buses in NYC," Daily News (Aug. 10, 2022), https://www.nydailynews.com/new-york/ny-mta-electric-battery-buses-schumer-federal-funding-20220810-5ibasrwidzc2thhk5cunpbbfea-story.html.
[9] Rick Jager, "USDOT Awards $104 Million Federal Grant to L.A. Metro for Zero Emission Electric Buses and Infrastructure," Metro (Aug. 16, 2022), https://www.metro.net/about/usdot-awards-104-million-federal-grant-to-l-a-metro-for-zero-emission-electric-buses-and-infrastructure/.
[10] Sherrod Brown, "Brown Announces Nearly $27 Million in Infrastructure Bill Investment for Zero-Emission Electric Bus Fleet in Central Ohio" (Aug. 10, 2022), https://www.brown.senate.gov/newsroom/press/release/sherrod-brown-announces-27-million-infrastructure-bill-investment-zero-emission-electric-bus-fleet-central-ohio.
[11] Courtney Ward, "CDTA receives $25M for electric buses," ABC News 10 (Oct. 17, 2022), https://www.news10.com/news/local-news/cdta-receives-25m-for-electric-buses/.
[12] Tom MacDonald, "SEPTA gets $23 million for adapting bus depots for electric and hybrid vehicles," Whyy (Sept. 6, 2022), https://whyy.org/articles/philadelphia-septa-bus-depot-upgrades-electric-hybrid-vehicles/.
[13] District Department of Transportation, "Mayor Bowser Announces the District to Receive Nearly $20 Million in Federal Grants for Trail and Bus Projects" (Aug. 11, 2022), https://ddot.dc.gov/release/mayor-bowser-announces-district-receive-nearly-20-million-federal-grants-trail-and-bus.
[14] Federal Transit Administration, *Bipartisan Infrastructure Law*, https://www.transit.dot.gov/BIL.

I. WMATA Should Move Swiftly Toward an Electric Bus Fleet to Clean Our Air and Stabilize Our Climate

In order to prioritize a transition to an all-electric bus fleet, we strongly encourage WMATA to:

- Clarify exactly how many electric buses it plans on procuring during FY24.
- Acquire *only* electric buses beginning in FY24, and shift from its plans to purchase a majority of buses that are powered by fossil fuels such as compressed natural gas (CNG), diesel, or diesel-electric hybrid.
- Heed the DC Council's resolution[15] to purchase only electric buses and end WMATA's investments in fossil fuel infrastructure.
- Jumpstart its electrification efforts in order to put forth the strongest possible applications for all available federal funds for electric buses and charging infrastructure. This is critical for both meeting WMATA's decarbonization goals and bolstering its financial condition by reducing its need to take on debt to finance its fleet electrification.
- Complete and publicly release its *Zero-Emission Bus Transition Plan*.[16]
- Include near-term electrification deliverables for MetroAccess and maintenance vehicle fleets in WMATA's final budget.
- Provide details about how WMATA intends to "coordinat[e] with local partners and utilities to put in place the infrastructure needed to support electric buses," a critical process that is one of its stated goals in its "FY2024 Business Plan."[17]

WMATA's stated focus on becoming "more sustainable, resilient and fiscally responsible by driving programs and partnerships that foster social wellbeing, racial and social equity, economic prosperity, and environmental stewardship"[18] is not translating quickly enough into action. In Appendix I to its budget, WMATA acknowledges that it is performing poorly on all of its sustainability goals: its energy and water usage are increasing and its greenhouse gas emissions are not falling.[19] The most meaningful step that WMATA can take to improve its sustainability is by purchasing only fully electric buses beginning in FY24 and going forward.

Currently, all but one of the 1,588 buses in its fleet are fossil-powered, and many will continually pollute the communities that WMATA serves for at least another decade. Appendix H shows that WMATA has a lot of ground to cover to live up to its support for sustainability.

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[15] DC Council, *PR24-0154 - Sense of the Council Urging WMATA's Bus Fleet Electrification Resolution of 2021*, https://lims.dccouncil.gov/Legislation/PR24-0154.
[16] Federal Transit Administration, *Zero-Emission Fleet Transition Plan*, https://www.transit.dot.gov/funding/grants/zero-emission-fleet-transition-plan.
[17] Budget at 23.
[18] *Id.* at 66.
[19] *Id.* at 301.

WMATA has recently acquired hundreds of dirty vehicles for its bus fleet: WMATA entered 95 new diesel buses into service in FY 2023, 101 diesel buses in FY 2022, 131 in FY 2021, 35 in FY 2020, and 75 CNG-powered buses in FY 2020. In contrast, Appendix H indicates that WMATA has entered *only one* electric bus into its fleet, more than six years ago.

The three states in which WMATA operates have enacted climate legislation requiring reductions in greenhouse gas emissions. DC's Climate Commitment Amendment Act requires a 60% reduction in emissions by 2030,[20] Maryland's Climate Solutions Now Act requires a 60% reduction in emissions by 2031,[21] and Virginia's Clean Economy Act requires 100% carbon-free electricity generation by 2045.[22] In addition to these binding regional laws, last year, the National Capital Region Transportation Planning Board set a goal to reduce regional on-road transportation sector emissions 50% below 2005 levels by 2030.[23] WMATA's continuing plans to acquire fossil-powered buses will jeopardize the DMV area's ability to comply with multiple binding climate laws and goals. Based on the FY24 budget, WMATA is planning to acquire 75 fossil-fuel powered buses and only 25 new electric buses.[24]

Further, WMATA should confirm whether it actually plans to acquire 25 electric buses in the Bus Fleet Acquisition Program (CIP0006) during FY24, given its significant delay in acquiring and testing 12 electric buses, which it committed to initiate in 2022 as part of its electric bus pilot program (CIP0355). Problematically, WMATA explained to the DC Council earlier this year that this pilot program is delayed; WMATA now anticipates introducing the first two electric buses for the pilot program this summer, and not receiving the remaining 10 buses until next year.[25]

If the near-term goals for WMATA's Bus Fleet Acquisition Program are, in fact, accurate, WMATA should disclose how much of the $85.9 million in anticipated FY24 federal grants for the program are for acquiring 25 new electric buses. Sierra Club is deeply concerned that this value is likely zero. Although WMATA's FY23 budget indicated $10.2 million in anticipated funding from federal grants for its electric bus pilot, the proposed FY24 budget shows $8.7 million in debt spending and $0.0M in federal funding for the pilot. There are currently billions of available dollars in federal funds for fleet electrification, including $1.2 billion through the

[20] D.C. Law 24-176.
[21] Md. S.B. 528.
[22] Va. Ch. 1193.
[23] National Capital Region Transportation Planning Board, Resolution on the Adoption of On-Road Transportation Greenhouse Gas Reduction Goals and Strategies (June 15, 2022).
[24] Budget at 104, 116.
[25] DC Council, *2023 Performance Oversight Hearing Questions*, https://dccouncil.gov/wp-content/uploads/2023/02/Council-2023-Performance-Oversight-Hearing-questions_FINAL_2102023.pdf.

Low-No NOx grant program,[26] $469 million through the Competitive Bus & Bus Facilities program,[27] and $2.6 billion through the Congestion Mitigation and Air Quality Improvement program.[28] With all of these federal grant opportunities on the table, WMATA should do everything it can to avoid allocating $0 in federal funding ever again for any of its future electrification budgets. WMATA should demonstrate a strong track record and commitment to bus fleet electrification in order to put forth the strongest possible grant applications that attract the funds that are necessary every year to fully electrify its fleet.

In April 2022, and again in February 2023, WMATA mentioned that it is developing its *Zero-Emission Bus Transition Plan*, but it has not disclosed when the plan will be completed or whether it will release that plan to the public.[29] Problematically, it is unclear whether this is the same document as the *Zero-Emission Fleet Transition Plan*, which is a prerequisite for obtaining federal funding under the Infrastructure Investment & Jobs Act (IIJA). If these are two separate documents, we urge WMATA to prepare a *Zero-Emission Fleet Transition Plan* as soon as possible and make this plan publicly available once it is prepared.

WMATA's continued acquisition of fossil-fueled buses will also harm public health. Air pollution is the biggest environmental risk factor,[30] contributing to 85,000 to 200,000 excess deaths in the United States each year. Mobile sources of air pollution emit harmful ozone, the main ingredient of smog, and particulate matter (also known as "soot").[31] Although the District met the Environmental Protection Agency (EPA)'s standards for fine particulate matter that is smaller than 2.5 micrometers, it did not meet the levels recommended by 101 environmental and public health organizations, including Sierra Club.[32]

Reducing air pollution from fossil-powered buses is especially important in communities of color and low-income communities across the District, which face outsized levels of pollution and climate change impacts—resulting in an increased incidence of associated disease and

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[26] Federal Transit Administration, *Low or No Emission Vehicle Program - 5339(c)*, https://www.transit.dot.gov/lowno#:~:text=The%20Low%20or%20No%20Emission,leasing%20of%20required%20supporting%20facilities.

[27] Federal Transit Administration, *Low or No Emission and Grants for Buses and Bus Facilities Competitive Programs FY2023 Notice of Funding Opportunity*, https://www.transit.dot.gov/notices-funding/low-or-no-emission-and-grants-buses-and-bus-facilities-competitive-programs-fy2023.

[28] Federal Transit Administration, *Grants for Buses and Bus Facilities Program*, https://www.transit.dot.gov/bus-program.

[29] DC Council, *2023 Performance Oversight Hearing Questions*, https://dccouncil.gov/wp-content/uploads/2023/02/Council-2023-Performance-Oversight-Hearing-questions_FINAL_2102023.pdf.

[30] Christopher W. Tessum, "PM2.5 polluters disproportionately and systemically affect people of color in the United States" (Apr. 28, 2021), https://www.science.org/doi/10.1126/sciadv.abf4491.

[31] U.S. Environmental Protection Agency, *Overview of Air Pollution from Transportation*, https://www.epa.gov/transportation-air-pollution-and-climate-change/overview-air-pollution-transportation.

[32] Sierra Club, *Community Letter to Administrator Regan* (July 11, 2022), https://www.sierraclub.org/sites/www.sierraclub.org/files/2023-01/Community%20PM%20Letter%206-2022.pdf.

premature death. According to the District's *Transportation Electrification Roadmap*,[33] Black residents experienced three times as many deaths per capita from cardiovascular disease as White residents, and children living in predominantly Black communities have significantly higher asthma-related emergency visits—up to nearly 20 times higher—than those in majority-White communities.

In addition to progress on public health, equity, and climate change, there are also cost savings associated with electrifying WMATA's fleet sooner. As a Sierra Club report[34] on WMATA's bus fleet shows, there would be a savings of at least $350 million over a 15-year time period if 50% of WMATA's fleet were electric. As WMATA itself acknowledges in its FY24 budget, "[z]ero-emission buses have the potential to provide substantial value to the region by reducing greenhouse gas and local air pollution, providing a quieter, smoother ride, and supporting a more sustainable and livable region."[35]

As WMATA has also acknowledged, the transition to a zero-emission fleet requires more than just investments in buses. This is why we urge WMATA to acquire the funds necessary for charging infrastructure so it can accommodate only electric bus purchases moving forward, instead of building new fossil fuel infrastructure to accommodate WMATA's new purchases of fossil-powered buses. WMATA should also make its discussions with Pepco and any other relevant utilities—about necessary upgrades for receiving adequate power from the distribution grid to charge its buses—transparent to the public, so interested parties can weigh in with suggestions or concerns.

We commend the important groundbreakings this year for the Bladensburg and Northern bus garage reconstruction projects that, as the proposed budget points out, will eventually enable both facilities to run 100% electric buses. WMATA's plans have called for the expansion of methane-based CNG at Bladensburg,[36] although it has announced plans to open that facility with a 50% electric fleet.[37] We appreciate the work to get the Bladensburg project zero-emission ready and urge WMATA to accelerate its program even more by making that facility ready for a 100% electric bus fleet on opening day. While WMATA's plans to open the new Northern Bus Garage

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[33] DC DOEE, *Transportation Electrification Roadmap*, https://doee.dc.gov/sites/default/files/dc/sites/ddoe/service_content/attachments/Final%20DC%20Roadmap%20sm.pdf.
[34] Sierra Club, *A Vision for Climate Leadership in Washington, DC*, https://www.sierraclub.org/sites/default/files/press-room/WMATAReport_Web.pdf.
[35] Budget at 79.
[36] WMATA, *Building the New Bladensburg*, https://web.archive.org/web/20230116201523/https://www.wmata.com/initiatives/plans/Bladensburg/building-new.cfm.
[37] WMATA, "Metro breaks ground on next zero-emission bus facility at the Bladensburg Bus Garage" (Mar. 8, 2023),https://www.wmata.com/about/news/Bladensburg-Bus-Garage-Groundbreaking.cfm.

with 100% zero-emission buses are a laudable step,[38] WMATA should not power that new building with fracked gas in lieu of electricity. While WMATA's stated plan to prepare the Western bus garage to sustain an all-electric fleet is promising, it is unclear why the timeline for that project in the proposed budget is different from the timeline presented to the public in January.[39] WMATA should confirm whether the projected construction starting time has, in fact, changed from 2026 to 2029, and if so, explain why it expects such a long delay to arise. WMATA should also—as the DC Council called on WMATA to do last year—abandon "current plans to install compressed natural gas fueling apparatus at the Shepherd Parkway Bus Division in Southwest D.C."[40]

We would also like to see plans with timelines for WMATA's electric vehicle purchases for its MetroAccess and maintenance vehicle fleets. We urge near-term electrification deliverables in the final budget for these fleets.

II. WMATA Should Expand Public Transit Ridership by Improving Service

In order to improve service and increase ridership, which would reduce regional greenhouse gas emissions, we encourage WMATA to:

- Work toward frequency of at least every 10 minutes for all rail lines and bus routes.
- Include targets in the final budget for on-time performance.
- Indicate which parts of the budget are intended to increase on-time performance.
- Prioritize geographic areas that are in highest need of regular, reliable public transit.

We applaud WMATA for the recent opening of the Dulles International Airport rail extension, the upcoming opening of the new Potomac Yard station, plans for acquiring additional railcars, and investments in bus stop infrastructure and the Bus Priority Program. We were also pleased to see WMATA's move toward more frequent service in February, and we welcome WMATA's planned FY24 increases in rail service to every six to 10 minutes for Yellow and Green Line trains and every 7.5 to 15 minutes on the Orange Line. The proposed budget indicates that there will be increased frequency for the 16M, A12, and B2 bus routes, but does not appear to include what the new frequency times will be. (It looks like information for Metrorail service improvements was accidentally included on page 32 of the proposed budget instead.)

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[38] Executive Office of the Mayor, *Metro Celebrates Groundbreaking, Announces New Northern Bus Garage to Open with All Zero-Emission Bus Fleet* (Jan. 25, 2023), https://mayor.dc.gov/release/metro-celebrates-groundbreaking-announces-new-northern-bus-garage-open-all-zero-emission-bus.

[39] WMATA, *Western Bus Garage Replacement Project* (Jan. 31, 2023), https://www.wmata.com/initiatives/plans/Western-Bus-Garage-Replacement/upload/WBG-Winter-2023-Community-Meeting-FINAL.pdf.

[40] DC Council, *PR24-0154 - Sense of the Council Urging WMATA's Bus Fleet Electrification Resolution of 2021*, https://lims.dccouncil.gov/Legislation/PR24-0154.

As *moveDC* explains, transit's convenience and attractiveness to the public is determined by high-frequency service, defined as an average of every five minutes or better for rail and 10 minutes or better for buses.[41] This tracks with WMATA's Better Bus Network project survey, which found that "[s]horter wait times and on-time arrivals are among the most important factors for current and potential customers."[42]

Sierra Club therefore encourages WMATA to work toward improving service frequency in the future to at least every 10 minutes for all rail lines and bus routes. An increase of this kind would make riding Metro a more convenient and appealing option for more DC residents and visitors, increasing ridership and revenue and reducing global warming pollution. People would be more likely to choose Metro if there was an easy to remember, across-the-board schedule that truly felt frequent. Improved service begets more ridership and, in turn, more revenue.

Increasing transit ridership also requires improving reliability. Given the 12% drop in rail on-time performance, down to 79% in FY22, and the continued bus on-time performance of around 77%, we ask WMATA to clarify in the final budget which investments are being made to improve on-time performance and customer satisfaction across the WMATA system. The proposed budget indicates that the Automatic Train Control State of Good Repair project (CIP0251) is related to maximizing on-time performance, but WMATA should indicate any other on-time performance investments that are being made.

WMATA should continually prioritize those areas of highest need in order to improve the District as a whole. According to *moveDC*,[43] the areas in the District with the greatest transportation needs are defined by factors such as residents' proximity to frequent transit service and their commute times. People of color, low-income residents, and people with disabilities make up a larger percentage of the population in areas with greater transportation needs than in other neighborhoods in the District. Sierra Club recognizes transit equity as a civil right and calls for "investments in safe, reliable and affordable public transit service, including improved wages, benefits, training, and health and safety protocols to expand and retain the workforce" and ensure access to transit for all.[44]

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[41] MoveDC, Multimodal Long-Range Transportation Plan, https://movedc.dc.gov/.
[42] WMATA, *Better Bus Network Redesign: Phase 1 Engagement Summary*, https://wmata.com/initiatives/plans/Better-Bus/upload/Better-Bus_Phase-1-Engagement-Summary_FINAL.pdf.
[43] MoveDC, *Multimodal Long-Range Transportation Plan*, https://movedc.dc.gov/.
[44] Sierra Club, "Press Release: Climate, Labor, Civil Rights, Faith & Transit Rider Groups Honor Transit Equity Day for Fifth Year, Underscoring Demands for Greater Access to Safe, Reliable & Affordable Transit," https://www.sierraclub.org/press-releases/2022/02/climate-labor-civil-rights-faith-transit-rider-groups-honor-transit-equity.

III. WMATA Should Increase Transit-Oriented Development

Sierra Club urges WMATA to prioritize equitable and sustainable development in the proposed budget's investments in support of transit-oriented and joint development planning.

We urge WMATA to support the efforts of its Office of Real Estate & Parking (LAND) to push forward with joint development. Sierra Club is happy to assist WMATA in making it clear to its funders that they should increase their investments in transit-oriented development.

The establishment of housing production and affordability goals for Metro stations and high-capacity bus corridors will help maximize ridership potential. Ensuring DC residents have the ability to be less car-dependent and have access to neighborhood amenities and services (including grocery, healthcare, and public services) through shorter trips is an essential aspect of reducing the number of miles traveled by vehicles and mitigating the associated impacts, including pollution and congestion. We also support the proposed budget's investment in replacing bicycle racks and lockers to support transit usage by cyclists.

IV. WMATA Needs to Improve Transparency in Relation to Its Sustainability and Decarbonization Goals

In order to enable policymakers and interested community members to assess WMATA's progress toward meeting its decarbonization goals and binding DMV-area climate laws, and to provide suggestions as to how WMATA can better meet those goals, we urge WMATA to:

- Include sustainability measures and targets in its final FY24 budget. The proposed budget indicates that WMATA is updating its sustainability measures and targets, but it does not explain what these updates entail or when they will be available.
- Provide a timeline for the completion of the agency-wide *Sustainability Action Plan* referenced in the proposed budget.
- Provide information regarding which electrification-related federal funds WMATA is applying for, as well as a copy of these applications and a copy of WMATA's *Zero-Emission Fleet Transition Plan*.

From the FY24 budget, it is unclear what the projected deliverables and sources of funding are beyond FY24 for WMATA's electric bus pilot project, which is anticipated to extend through FY29. WMATA should disclose all of its applications for federal funds for fleet electrification so that the public can be confident that WMATA is not leaving any money on the table, and can assess and assist in WMATA's grant-seeking efforts.

Additionally, Sierra Club noticed that no funds are allocated for the Track Pollution Prevention project (CIP0210) for the next three fiscal years, and wants to confirm that, despite

this lack of funding, WMATA will be able to sufficiently prevent routine fuel spills and comply with environmental regulations.

Another area where WMATA should provide transparency is by explaining why there is a Metrorail budget line item of $6.7 million for gas and diesel fuel costs. This appears inconsistent with the proposed budget's indication that Metrorail's energy budget (i.e. fuel, utilities, and propulsion) consists of propulsion usage.

V. WMATA Should Also Improve the Transparency of Its Safety Spending

In order to increase the transparency of its spending on safety measures for employees and customers, we urge WMATA to:

- Include safety targets in the appendix section of the final FY24 budget.
- Explain which parts of the operating and capital budgets are intended to help meet all safety targets.
- Update the "Human Capital by Department" chart.

We appreciate the information in the proposed budget that shows how some capital projects are expected to meet or exceed the employee and customer injury rate performance targets. The final budget should also note all projects that are expected to help meet targets for other safety metrics, including crime, rail collisions, derailments, fire incidents, and red signal overruns. We also noticed that the FY23 rail customer injury rate performance target referenced in the proposed budget is for "customer injuries per 10 million revenue miles." However, the metrics measured in the appendices are for "customer injuries per million passengers." We suggest using a uniform measurement.

The "Human Capital by Department" chart in Appendix C of the proposed budget appears to still list the "Safety & Environmental Management" department, which we understand has been renamed the "Safety & Readiness" department. Given the apparent restructuring of the department, questions over safety protocols,[45] and new safety-related undertakings, such as a move toward automatic train control[46] and plans to fix the 7000-series trains,[47] it is unclear whether the unchanged number of personnel for the department is sufficient.

Sierra Club noticed an increased budget for Rail Vehicle Safety & Reliability Improvements (CIP0067), which has near-term deliverables to improve the 7000 Series HVAC

[45] Justin George, "Metro says relationship with regulator is untenable, needs 'mediation,'" The Washington Post (Jan. 16, 2023), https://www.washingtonpost.com/transportation/2023/01/16/metro-safety-wmata-dispute/.
[46] Justin George, "Safety commission monitoring Metro's move toward self-piloting trains" (Mar. 7, 2023) The Washington Post, https://www.washingtonpost.com/transportation/2023/03/07/metro-ato-train-operations/.
[47] Jordan Pascale, "Metro Will Spend $55 Million, Take Three Years To Fix 7000-Series Trains," https://dcist.com/story/23/02/28/metro-will-spend-55-million-take-three-years-to-fix-7000-series-trains/.

systems and test the effectiveness of higher MERV-rated filtration systems. In the past, WMATA indicated it was working to move to MERV-10 filters on its buses and was piloting MERV-15 filters in its stations and MERV-13 filters and UVC systems on its trains.[48]

Sierra Club also noticed that there is no FY24 funding allocated in the proposed budget for the Station Revitalization project (CIP0372) to replace fire, life, and safety systems at 18 stations. Given that there was $45.4 million planned for FY24 in the FY23 budget, WMATA should provide an update on this project so interested members of the community can understand why it is no longer being funded during FY24. WMATA should also confirm that even though there is no FY24 funding allocated for Rail Station Emergency Egress Improvements (CIP0339), emergency egress routes will be routinely checked to ensure unimpeded first responder access and customer/employee evacuation in the event of an emergency.

VI. Conclusion

WMATA is a part of what makes the DMV area a special place to live. We make these recommendations with enormous gratitude to WMATA's entire workforce for keeping Metro running despite significant challenges over the past few years. We also urge WMATA to meet with Sierra Club. We can be reached at cleantransportation@dc.sierraclub.org, and we are happy to help WMATA prepare strong, timely applications for federal grants so that WMATA can decarbonize its bus fleet and keep serving as the arteries of the Washington metropolitan area, with sustainable public transportation in the District taking on a greater share of the trips that people make every day. Thank you for taking the time to consider these comments.

Sincerely,



Mike Litt
Sierra Club DC Chapter
Chair, Clean Transportation Subcommittee

[48] WMATA, "Enhanced Cleaning and Air Filtration Improvements for Covid-19," https://web.archive.org/web/20230116191427/https://www.wmata.com/service/covid19/covid19-cleaning.cfm.

March 14, 2023

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

Re: Proposed WMATA FY2024 Budget

Dear Ms. Ellison:

The City appreciates the opportunity to provide comment on the WMATA FY2024 Proposed Budget. The City has long supported transit and the vital benefits it provides to our region. We understand the safety, reliability, and budgetary challenges faced by WMATA. Keeping WMATA running is critical to our region's economy, efforts to reduce greenhouse gas emissions, and efforts to advance equity and accessibility.

Regarding the proposed budget, the City has the following requests/comments:

1) Priorities for Operating Budget and FY2024-2029 Capital Improvement Program

- Continue the safe return of the 7000-series railcars and deliver budgeted service and ensure Metro makes safety and security priorities for customers and Metro staff
- Continue fare simplification efforts that balance ridership and revenue, while also reviewing ways to lower the per-mile rate with consideration for suburban commuters, including the cost of parking in those calculations
- Support the policy goals and concept of the proposed low-income fare program with effective implementation, avoiding overlap with existing programs and fair cost allocation to jurisdictions
- Reconsider billing such a large amount of maintenance funding to the operating Budget, and avoid future over reliance on this budget tool
- Continue progress on reducing the state of good repair backlog
- Support upcoming work involving replacement of original rail scheduled for this summer, including on the Orange and Silver lines
    - This approach will help increase passenger safety, and reduce frequency of needed repairs

- Support an emphasis on public communication during the loss of rail service through the upcoming shutdown
- Support finding ways to decrease operating subsidy for the City
    - Percent change from FY2023 to FY2024 is 4.5%
- Support the City's contribution for capital remaining the same from FY2023 to FY2024

2)Long Term Funding

- The City supports WMATA's efforts to obtain dedicated, ongoing, regional funding to support multi-year operating and capital plans and steward public investment
    - The City is particularly concerned with the projected FY2025 operating budget gap of $738 million, which is expected to grow to $924 million by FY2029
    - The City supports the plan of WMATA's General Manager to speak with leadership in Annapolis and Richmond regarding how to fund WMATA
    - The City supports attempts to obtain additional federal funding for WMATA
    - The City supports right sizing rail and bus service levels to demand to address projected operating gaps
    - The City supports increased transparency regarding jurisdictional funding and billing

The City looks forward to working with WMATA and the other funding jurisdictions to balance needs with a sustainable level of jurisdictional support as part of the FY2024 budget process.

Sincerely,

F. Wyatt Shields,
City Manager

Cc: City of Falls Church Council Members
Cindy L. Mester, Deputy City Manager
Kiran Bawa, Director of Finance
Melissa Ryman, Deputy Director of Finance
Paul Stoddard, Director of Planning
Kerri Oddenino, Principal Planner

Marc Elrich
County Executive

Christopher R. Conklin
Director

DEPARTMENT OF TRANSPORTATION

March 15, 2023

Mr. Paul C. Smedberg, Chair
Washington Metropolitan Area Transit Authority
600 Fifth Street, N.W.
Washington, D.C. 20001

RE: FY 2023 Proposed Budget

Dear Mr. Smedberg:

Montgomery County Department of Transportation (MCDOT) is pleased to offer comments on the Proposed FY24 Budget. We continue to support the Washington Metropolitan Area Transit Authority (WMATA) efforts to recover from the COVID-19 pandemic while advancing State of Good Repair efforts and responding to operating challenges related to the rail car fleet and workforce availability. The draft FY24 budget reflects these challenges.

MCDOT recognizes the budgeting difficulties associated with uncertainty around ridership recovery. Based on available information, we support WMATA's approach to preparing the draft FY24 budget anticipating a gradual return of ridership over the next few years. While WMATA and the local bus operators have benefited from the influx of federal transportation funding during COVID, these funds run out in the FY24 budget, and the forecast is for a significant funding gap starting in FY25. We are concerned that the draft FY24 budget proposes initiatives that may exacerbate the operating budget gap, and we encourage WMATA to carefully consider the relationship between increasing ridership and increasing revenue.

MCDOT is very concerned over the fare simplification plan that eliminates the off-peak rail fares, increases the maximum fare, and recalculates the distance formula. The result of the fare simplification is only about a $7 million increase in revenue but will be an extreme hardship on many Montgomery County rail riders that are traveling during the midday off-peak. The range of the current midday off-peak rider's fare increase will range from 15% to 69% as measured from each of the Montgomery County Metrorail stations to Metro Center. Montgomery County riders will experience a significantly larger fare increase than the systemwide average reported 10%. Based on the weekday average of September 2022 rail

boarding data, the fare proposal will significantly increase the cost to the customer for 6,757 off-peak rail boardings per day, representing 32% of total daily boardings.

For example, under the current fare policy, a Midday roundtrip costs $7.70. Under the proposed fare policy, this will increase to $13.00, nearly double the current fare. This impact is compounded for park-and-ride customers who must pay an additional $5.20 for parking. A total out-of-pocket trip cost of $18.20 is a huge disincentive, and many customers will choose to simply continue their trip in their car.

The case for taking Metro becomes even worse for families and groups. A family of four traveling from Shady Grove during midday will pay $52 for round trip rail fare and $5.20 to park for $57.20 to have a day visiting Washington DC. Eliminating the midday off-peak fares will discourage transit users, increase congestion and greenhouse gases, and may also have significant equity issues. This out-of-pocket cost is extraordinary and a huge disincentive to returning to Metro for discretionary travel.

Please consider modifying the fare simplification plan to phase in the elimination of the midday rail fares by limiting the increase in rail fares to 10% in FY24, so the maximum midday rail fare would go from $3.85 to $4.25. The Board could consider an additional 10% increase in future budgets. Alternatively, the Board could consider alternative proposals extending the base fare range to reduce the burden on longer-distance travelers.

Many residents are experiencing financial difficulties and may benefit from a regional effort to reduce transit fares. The proposed budget includes Montgomery County's recent fare equity study that resulted in findings that low-income riders would benefit from a coordinated regional approach to fare reduction. MCDOT would appreciate the opportunity to work in partnership with WMATA to develop options for a regional income-based fare program. The budget proposal to establish a low-income fare program is a good step in the right direction. One issue that has surfaced is that different states may have different requirements for SNAP benefits, and a regional low-income fare program should not have different qualifications depending upon the state you live. WMATA staff should further research this SNAP benefit question to ensure regional compatibility.

Montgomery County supports the comprehensive Metrobus bus network study and we are engaged in our own MCDOT-operated bus network redesign. MCDOT is coordinating closely with WMATA to ensure that the studies are coordinated and comprehensive to meet bus needs across Montgomery County. Ride On will be the primary agency for bus service planning in Montgomery County, and WMATA will be the primary agency for bus service planning that extends beyond the county.

Montgomery County's Climate Action Plan has aggressive greenhouse gas reduction goals to reduce 100% greenhouse gas emissions by 2035 and to convert our entire Ride On bus fleet to zero-emission buses by 2035. Under the Metrobus plan, the target date to complete a zero-emission bus fleet is 2045. We encourage WMATA to reconsider this target date to accelerate the conversion to zero-emission buses. To make the zero-emission bus network

operate, we will have to work closely together to establish regional zero-emission bus standards for charging at terminals and identify joint charging opportunities at bus terminals and on route. The draft FY2024 budget should fund a feasibility study of shared EV bus charging opportunities at Metrorail stations and bus terminals. Please consider bus electrification needs when considering Metrorail station development and good state of repair projects such as at Shady Grove and Rockville stations.

We look forward to continuing to work together on COVID recovery planning and on the coordination of planning facilities and service. Please contact me if you have questions.

Sincerely,

Christopher Conklin (Mar 15, 2023 15:45 EDT)

Christopher Conklin,
Director

SIERRA CLUB
DC CHAPTER

Written Comments
of
Mike Litt, Sierra Club DC Chapter
Regarding the Fiscal Year 2024 (FY24) Proposed Budget
for the Washington Metropolitan Area Transit Authority (WMATA)

15 March 2023

Metro Board of Directors:

Thank you for the opportunity to comment on the Washington Metropolitan Area Transit Authority (WMATA)'s FY2024 Proposed Budget.[1] Sierra Club is America's largest and most influential grassroots environmental organization, with millions of members and supporters. Here in DC, we have around 10,000 members and supporters.

According to the District of Columbia's *Multimodal Long-Range Transportation Plan*, also known as *moveDC*,[2] transportation is the District's second highest source of carbon emissions, accounting for 21% of such emissions. WMATA, which operates public transit facilities that help move around 460,000 people in the DC metro area every day,[3] therefore, plays a critical role in meeting the District's goals for a 60% reduction in GHG emissions by 2030 and carbon neutrality by 2045, as required by the legally binding DC Climate Commitment Amendment Act.[4] Meeting our national and local carbon reduction goals will require both shifting more trips away from vehicles, and making sure that vehicle trips—including those on transit vehicles—are powered by clean energy.

WMATA lags far behind its sister agencies in bus electrification. Currently only one of its 1,588 buses, or 0.06% of its fleet, is electric. All of its other buses are fossil-powered.[5] WMATA still has not released its bus electrification plan to the public, despite Sierra Club's November 9, 2022 Public Access to Records Policy request asking for this plan. Meanwhile, WMATA persists in planning to acquire mostly fossil fuel buses in FY 2024, and to continue acquiring fossil fuel

[1] WMATA, *FY24 Proposed Budget ["Budget"]*, https://www.wmata.com/about/records/upload/FY2024-Proposed-Budget-1-6-23-FINAL.pdf.
[2] MoveDC, *Multimodal Long-Range Transportation Plan*, https://movedc.dc.gov/.
[3] WMATA, *Ridership Data Portal*, https://www.wmata.com/initiatives/ridership-portal/.
[4] D.C. Law 24-176.
[5] Budget at 263.

bus purchases in the coming years.[6] Other transit agencies are far more advanced and are reaping the rewards in large federal grants to rapidly electrify their bus fleets, in terms of clean air, reduced carbon emissions, and progress towards stable fuel costs. For example, in 2022 alone, the Metropolitan Bus Transit Authority (MBTA) in Boston[7] and Metropolitan Transit Authority (MTA) in New York City each were awarded $116 million for bus electrification,[8] LA Metro received over $100 million,[9] the Central Ohio Transit Authority[10] and New York Capital District Transit Authority received over $25 million,[11] and the Southeastern Pennsylvania Transportation Authority (SEPTA) received $23 million.[12] Even the DC Circulator received about $10 million for bus electrification.[13] WMATA is probably disqualified from receiving the Federal Transit Administration's Low-No NOx grant, which is awarding roughly $1 billion a year for five years,[14] because there is no indication that WMATA has produced the *Zero-Emission Fleet Transition Plan* that is a prerequisite to eligibility—as noted, WMATA did not share this plan when Sierra Club explicitly asked for it through a Public Access to Records Policy request this fall.

The following are our recommendations for how to revise WMATA's FY24 budget to put WMATA in the best possible position to make a shift to increased electrification, better transit service, transit-oriented development, and improved transparency in its communications to the public.

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[6] *Id.* at 104.
[7] Massachusetts Department of Transportation, "Massachusetts Receives Almost $189 Million in Federal Grant Funding Toward Clean Energy for Public Transportation" (Aug. 18, 2022), https://www.mass.gov/news/massachusetts-receives-almost-189-million-in-federal-grant-funding-toward-clean-energy-for-public-transportation.
[8] Leonard Greene, "MTA gets $116 million for new electric buses in NYC," Daily News (Aug. 10, 2022), https://www.nydailynews.com/new-york/ny-mta-electric-battery-buses-schumer-federal-funding-20220810-5ibasrwidzc2thhk5cunpbbfea-story.html.
[9] Rick Jager, "USDOT Awards $104 Million Federal Grant to L.A. Metro for Zero Emission Electric Buses and Infrastructure," Metro (Aug. 16, 2022), https://www.metro.net/about/usdot-awards-104-million-federal-grant-to-l-a-metro-for-zero-emission-electric-buses-and-infrastructure/.
[10] Sherrod Brown, "Brown Announces Nearly $27 Million in Infrastructure Bill Investment for Zero-Emission Electric Bus Fleet in Central Ohio" (Aug. 10, 2022), https://www.brown.senate.gov/newsroom/press/release/sherrod-brown-announces-27-million-infrastructure-bill-investment-zero-emission-electric-bus-fleet-central-ohio.
[11] Courtney Ward, "CDTA receives $25M for electric buses," ABC News 10 (Oct. 17, 2022), https://www.news10.com/news/local-news/cdta-receives-25m-for-electric-buses/.
[12] Tom MacDonald, "SEPTA gets $23 million for adapting bus depots for electric and hybrid vehicles," Whyy (Sept. 6, 2022), https://whyy.org/articles/philadelphia-septa-bus-depot-upgrades-electric-hybrid-vehicles/.
[13] District Department of Transportation, "Mayor Bowser Announces the District to Receive Nearly $20 Million in Federal Grants for Trail and Bus Projects" (Aug. 11, 2022), https://ddot.dc.gov/release/mayor-bowser-announces-district-receive-nearly-20-million-federal-grants-trail-and-bus.
[14] Federal Transit Administration, *Bipartisan Infrastructure Law*, https://www.transit.dot.gov/BIL.

I. WMATA Should Move Swiftly Toward an Electric Bus Fleet to Clean Our Air and Stabilize Our Climate

In order to prioritize a transition to an all-electric bus fleet, we strongly encourage WMATA to:

- Clarify exactly how many electric buses it plans on procuring during FY24.
- Acquire *only* electric buses beginning in FY24, and shift from its plans to purchase a majority of buses that are powered by fossil fuels such as compressed natural gas (CNG), diesel, or diesel-electric hybrid.
- Heed the DC Council's resolution[15] to purchase only electric buses and end WMATA's investments in fossil fuel infrastructure.
- Jumpstart its electrification efforts in order to put forth the strongest possible applications for all available federal funds for electric buses and charging infrastructure. This is critical for both meeting WMATA's decarbonization goals and bolstering its financial condition by reducing its need to take on debt to finance its fleet electrification.
- Complete and publicly release its *Zero-Emission Bus Transition Plan*.[16]
- Include near-term electrification deliverables for MetroAccess and maintenance vehicle fleets in WMATA's final budget.
- Provide details about how WMATA intends to "coordinat[e] with local partners and utilities to put in place the infrastructure needed to support electric buses," a critical process that is one of its stated goals in its "FY2024 Business Plan."[17]

WMATA's stated focus on becoming "more sustainable, resilient and fiscally responsible by driving programs and partnerships that foster social wellbeing, racial and social equity, economic prosperity, and environmental stewardship"[18] is not translating quickly enough into action. In Appendix I to its budget, WMATA acknowledges that it is performing poorly on all of its sustainability goals: its energy and water usage are increasing and its greenhouse gas emissions are not falling.[19] The most meaningful step that WMATA can take to improve its sustainability is by purchasing only fully electric buses beginning in FY24 and going forward.

Currently, all but one of the 1,588 buses in its fleet are fossil-powered, and many will continually pollute the communities that WMATA serves for at least another decade. Appendix H shows that WMATA has a lot of ground to cover to live up to its support for sustainability.

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[15] DC Council, *PR24-0154 - Sense of the Council Urging WMATA's Bus Fleet Electrification Resolution of 2021*, https://lims.dccouncil.gov/Legislation/PR24-0154.
[16] Federal Transit Administration, *Zero-Emission Fleet Transition Plan*, https://www.transit.dot.gov/funding/grants/zero-emission-fleet-transition-plan.
[17] Budget at 23.
[18] *Id.* at 66.
[19] *Id.* at 301.

WMATA has recently acquired hundreds of dirty vehicles for its bus fleet: WMATA entered 95 new diesel buses into service in FY 2023, 101 diesel buses in FY 2022, 131 in FY 2021, 35 in FY 2020, and 75 CNG-powered buses in FY 2020. In contrast, Appendix H indicates that WMATA has entered *only one* electric bus into its fleet, more than six years ago.

The three states in which WMATA operates have enacted climate legislation requiring reductions in greenhouse gas emissions. DC's Climate Commitment Amendment Act requires a 60% reduction in emissions by 2030,[20] Maryland's Climate Solutions Now Act requires a 60% reduction in emissions by 2031,[21] and Virginia's Clean Economy Act requires 100% carbon-free electricity generation by 2045.[22] In addition to these binding regional laws, last year, the National Capital Region Transportation Planning Board set a goal to reduce regional on-road transportation sector emissions 50% below 2005 levels by 2030.[23] WMATA's continuing plans to acquire fossil-powered buses will jeopardize the DMV area's ability to comply with multiple binding climate laws and goals. Based on the FY24 budget, WMATA is planning to acquire 75 fossil-fuel powered buses and only 25 new electric buses.[24]

Further, WMATA should confirm whether it actually plans to acquire 25 electric buses in the Bus Fleet Acquisition Program (CIP0006) during FY24, given its significant delay in acquiring and testing 12 electric buses, which it committed to initiate in 2022 as part of its electric bus pilot program (CIP0355). Problematically, WMATA explained to the DC Council earlier this year that this pilot program is delayed; WMATA now anticipates introducing the first two electric buses for the pilot program this summer, and not receiving the remaining 10 buses until next year.[25]

If the near-term goals for WMATA's Bus Fleet Acquisition Program are, in fact, accurate, WMATA should disclose how much of the $85.9 million in anticipated FY24 federal grants for the program are for acquiring 25 new electric buses. Sierra Club is deeply concerned that this value is likely zero. Although WMATA's FY23 budget indicated $10.2 million in anticipated funding from federal grants for its electric bus pilot, the proposed FY24 budget shows $8.7 million in debt spending and $0.0M in federal funding for the pilot. There are currently billions of available dollars in federal funds for fleet electrification, including $1.2 billion through the

[20] D.C. Law 24-176.
[21] Md. S.B. 528.
[22] Va. Ch. 1193.
[23] National Capital Region Transportation Planning Board, Resolution on the Adoption of On-Road Transportation Greenhouse Gas Reduction Goals and Strategies (June 15, 2022).
[24] Budget at 104, 116.
[25] DC Council, *2023 Performance Oversight Hearing Questions*, https://dccouncil.gov/wp-content/uploads/2023/02/Council-2023-Performance-Oversight-Hearing-questions_FINAL_2102023.pdf.

Low-No NOx grant program,[26] $469 million through the Competitive Bus & Bus Facilities program,[27] and $2.6 billion through the Congestion Mitigation and Air Quality Improvement program.[28] With all of these federal grant opportunities on the table, WMATA should do everything it can to avoid allocating $0 in federal funding ever again for any of its future electrification budgets. WMATA should demonstrate a strong track record and commitment to bus fleet electrification in order to put forth the strongest possible grant applications that attract the funds that are necessary every year to fully electrify its fleet.

In April 2022, and again in February 2023, WMATA mentioned that it is developing its *Zero-Emission Bus Transition Plan*, but it has not disclosed when the plan will be completed or whether it will release that plan to the public.[29] Problematically, it is unclear whether this is the same document as the *Zero-Emission Fleet Transition Plan*, which is a prerequisite for obtaining federal funding under the Infrastructure Investment & Jobs Act (IIJA). If these are two separate documents, we urge WMATA to prepare a *Zero-Emission Fleet Transition Plan* as soon as possible and make this plan publicly available once it is prepared.

WMATA's continued acquisition of fossil-fueled buses will also harm public health. Air pollution is the biggest environmental risk factor,[30] contributing to 85,000 to 200,000 excess deaths in the United States each year. Mobile sources of air pollution emit harmful ozone, the main ingredient of smog, and particulate matter (also known as "soot").[31] Although the District met the Environmental Protection Agency (EPA)'s standards for fine particulate matter that is smaller than 2.5 micrometers, it did not meet the levels recommended by 101 environmental and public health organizations, including Sierra Club.[32]

Reducing air pollution from fossil-powered buses is especially important in communities of color and low-income communities across the District, which face outsized levels of pollution and climate change impacts—resulting in an increased incidence of associated disease and

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[26] Federal Transit Administration, *Low or No Emission Vehicle Program - 5339(c)*, https://www.transit.dot.gov/lowno#:~:text=The%20Low%20or%20No%20Emission,leasing%20of%20required%20supporting%20facilities.

[27] Federal Transit Administration, *Low or No Emission and Grants for Buses and Bus Facilities Competitive Programs FY2023 Notice of Funding Opportunity*, https://www.transit.dot.gov/notices-funding/low-or-no-emission-and-grants-buses-and-bus-facilities-competitive-programs-fy2023.

[28] Federal Transit Administration, *Grants for Buses and Bus Facilities Program*, https://www.transit.dot.gov/bus-program.

[29] DC Council, *2023 Performance Oversight Hearing Questions*, https://dccouncil.gov/wp-content/uploads/2023/02/Council-2023-Performance-Oversight-Hearing-questions_FINAL_2102023.pdf.

[30] Christopher W. Tessum, "PM2.5 polluters disproportionately and systemically affect people of color in the United States" (Apr. 28, 2021), https://www.science.org/doi/10.1126/sciadv.abf4491.

[31] U.S. Environmental Protection Agency, *Overview of Air Pollution from Transportation*, https://www.epa.gov/transportation-air-pollution-and-climate-change/overview-air-pollution-transportation.

[32] Sierra Club, *Community Letter to Administrator Regan* (July 11, 2022), https://www.sierraclub.org/sites/www.sierraclub.org/files/2023-01/Community%20PM%20Letter%206-2022.pdf.

premature death. According to the District's *Transportation Electrification Roadmap*,[33] Black residents experienced three times as many deaths per capita from cardiovascular disease as White residents, and children living in predominantly Black communities have significantly higher asthma-related emergency visits—up to nearly 20 times higher—than those in majority-White communities.

In addition to progress on public health, equity, and climate change, there are also cost savings associated with electrifying WMATA's fleet sooner. As a Sierra Club report[34] on WMATA's bus fleet shows, there would be a savings of at least $350 million over a 15-year time period if 50% of WMATA's fleet were electric. As WMATA itself acknowledges in its FY24 budget, "[z]ero-emission buses have the potential to provide substantial value to the region by reducing greenhouse gas and local air pollution, providing a quieter, smoother ride, and supporting a more sustainable and livable region."[35]

As WMATA has also acknowledged, the transition to a zero-emission fleet requires more than just investments in buses. This is why we urge WMATA to acquire the funds necessary for charging infrastructure so it can accommodate only electric bus purchases moving forward, instead of building new fossil fuel infrastructure to accommodate WMATA's new purchases of fossil-powered buses. WMATA should also make its discussions with Pepco and any other relevant utilities—about necessary upgrades for receiving adequate power from the distribution grid to charge its buses—transparent to the public, so interested parties can weigh in with suggestions or concerns.

We commend the important groundbreakings this year for the Bladensburg and Northern bus garage reconstruction projects that, as the proposed budget points out, will eventually enable both facilities to run 100% electric buses. WMATA's plans have called for the expansion of methane-based CNG at Bladensburg,[36] although it has announced plans to open that facility with a 50% electric fleet.[37] We appreciate the work to get the Bladensburg project zero-emission ready and urge WMATA to accelerate its program even more by making that facility ready for a 100% electric bus fleet on opening day. While WMATA's plans to open the new Northern Bus Garage

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[33] DC DOEE, *Transportation Electrification Roadmap*, https://doee.dc.gov/sites/default/files/dc/sites/ddoe/service_content/attachments/Final%20DC%20Roadmap%20sm.pdf.
[34] Sierra Club, *A Vision for Climate Leadership in Washington, DC*, https://www.sierraclub.org/sites/default/files/press-room/WMATAReport_Web.pdf.
[35] Budget at 79.
[36] WMATA, *Building the New Bladensburg*, https://web.archive.org/web/20230116201523/https://www.wmata.com/initiatives/plans/Bladensburg/building-new.cfm.
[37] WMATA, "Metro breaks ground on next zero-emission bus facility at the Bladensburg Bus Garage" (Mar. 8, 2023),https://www.wmata.com/about/news/Bladensburg-Bus-Garage-Groundbreaking.cfm.

with 100% zero-emission buses are a laudable step,[38] WMATA should not power that new building with fracked gas in lieu of electricity. While WMATA's stated plan to prepare the Western bus garage to sustain an all-electric fleet is promising, it is unclear why the timeline for that project in the proposed budget is different from the timeline presented to the public in January.[39] WMATA should confirm whether the projected construction starting time has, in fact, changed from 2026 to 2029, and if so, explain why it expects such a long delay to arise. WMATA should also—as the DC Council called on WMATA to do last year—abandon "current plans to install compressed natural gas fueling apparatus at the Shepherd Parkway Bus Division in Southwest D.C."[40]

We would also like to see plans with timelines for WMATA's electric vehicle purchases for its MetroAccess and maintenance vehicle fleets. We urge near-term electrification deliverables in the final budget for these fleets.

II. WMATA Should Expand Public Transit Ridership by Improving Service

In order to improve service and increase ridership, which would reduce regional greenhouse gas emissions, we encourage WMATA to:

- Work toward frequency of at least every 10 minutes for all rail lines and bus routes.
- Include targets in the final budget for on-time performance.
- Indicate which parts of the budget are intended to increase on-time performance.
- Prioritize geographic areas that are in highest need of regular, reliable public transit.

We applaud WMATA for the recent opening of the Dulles International Airport rail extension, the upcoming opening of the new Potomac Yard station, plans for acquiring additional railcars, and investments in bus stop infrastructure and the Bus Priority Program. We were also pleased to see WMATA's move toward more frequent service in February, and we welcome WMATA's planned FY24 increases in rail service to every six to 10 minutes for Yellow and Green Line trains and every 7.5 to 15 minutes on the Orange Line. The proposed budget indicates that there will be increased frequency for the 16M, A12, and B2 bus routes, but does not appear to include what the new frequency times will be. (It looks like information for Metrorail service improvements was accidentally included on page 32 of the proposed budget instead.)

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[38] Executive Office of the Mayor, *Metro Celebrates Groundbreaking, Announces New Northern Bus Garage to Open with All Zero-Emission Bus Fleet* (Jan. 25, 2023), https://mayor.dc.gov/release/metro-celebrates-groundbreaking-announces-new-northern-bus-garage-open-all-zero-emission-bus.

[39] WMATA, *Western Bus Garage Replacement Project* (Jan. 31, 2023), https://www.wmata.com/initiatives/plans/Western-Bus-Garage-Replacement/upload/WBG-Winter-2023-Community-Meeting-FINAL.pdf.

[40] DC Council, *PR24-0154 - Sense of the Council Urging WMATA's Bus Fleet Electrification Resolution of 2021*, https://lims.dccouncil.gov/Legislation/PR24-0154.

As *moveDC* explains, transit's convenience and attractiveness to the public is determined by high-frequency service, defined as an average of every five minutes or better for rail and 10 minutes or better for buses.[41] This tracks with WMATA's Better Bus Network project survey, which found that "[s]horter wait times and on-time arrivals are among the most important factors for current and potential customers."[42]

Sierra Club therefore encourages WMATA to work toward improving service frequency in the future to at least every 10 minutes for all rail lines and bus routes. An increase of this kind would make riding Metro a more convenient and appealing option for more DC residents and visitors, increasing ridership and revenue and reducing global warming pollution. People would be more likely to choose Metro if there was an easy to remember, across-the-board schedule that truly felt frequent. Improved service begets more ridership and, in turn, more revenue.

Increasing transit ridership also requires improving reliability. Given the 12% drop in rail on-time performance, down to 79% in FY22, and the continued bus on-time performance of around 77%, we ask WMATA to clarify in the final budget which investments are being made to improve on-time performance and customer satisfaction across the WMATA system. The proposed budget indicates that the Automatic Train Control State of Good Repair project (CIP0251) is related to maximizing on-time performance, but WMATA should indicate any other on-time performance investments that are being made.

WMATA should continually prioritize those areas of highest need in order to improve the District as a whole. According to *moveDC*,[43] the areas in the District with the greatest transportation needs are defined by factors such as residents' proximity to frequent transit service and their commute times. People of color, low-income residents, and people with disabilities make up a larger percentage of the population in areas with greater transportation needs than in other neighborhoods in the District. Sierra Club recognizes transit equity as a civil right and calls for "investments in safe, reliable and affordable public transit service, including improved wages, benefits, training, and health and safety protocols to expand and retain the workforce" and ensure access to transit for all.[44]

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[41] MoveDC, Multimodal Long-Range Transportation Plan, https://movedc.dc.gov/.
[42] WMATA, *Better Bus Network Redesign: Phase 1 Engagement Summary*, https://wmata.com/initiatives/plans/Better-Bus/upload/Better-Bus_Phase-1-Engagement-Summary_FINAL.pdf.
[43] MoveDC, *Multimodal Long-Range Transportation Plan*, https://movedc.dc.gov/.
[44] Sierra Club, "Press Release: Climate, Labor, Civil Rights, Faith & Transit Rider Groups Honor Transit Equity Day for Fifth Year, Underscoring Demands for Greater Access to Safe, Reliable & Affordable Transit," https://www.sierraclub.org/press-releases/2022/02/climate-labor-civil-rights-faith-transit-rider-groups-honor-transit-equity.

III. WMATA Should Increase Transit-Oriented Development

Sierra Club urges WMATA to prioritize equitable and sustainable development in the proposed budget's investments in support of transit-oriented and joint development planning.

We urge WMATA to support the efforts of its Office of Real Estate & Parking (LAND) to push forward with joint development. Sierra Club is happy to assist WMATA in making it clear to its funders that they should increase their investments in transit-oriented development.

The establishment of housing production and affordability goals for Metro stations and high-capacity bus corridors will help maximize ridership potential. Ensuring DC residents have the ability to be less car-dependent and have access to neighborhood amenities and services (including grocery, healthcare, and public services) through shorter trips is an essential aspect of reducing the number of miles traveled by vehicles and mitigating the associated impacts, including pollution and congestion. We also support the proposed budget's investment in replacing bicycle racks and lockers to support transit usage by cyclists.

IV. WMATA Needs to Improve Transparency in Relation to Its Sustainability and Decarbonization Goals

In order to enable policymakers and interested community members to assess WMATA's progress toward meeting its decarbonization goals and binding DMV-area climate laws, and to provide suggestions as to how WMATA can better meet those goals, we urge WMATA to:

- Include sustainability measures and targets in its final FY24 budget. The proposed budget indicates that WMATA is updating its sustainability measures and targets, but it does not explain what these updates entail or when they will be available.
- Provide a timeline for the completion of the agency-wide *Sustainability Action Plan* referenced in the proposed budget.
- Provide information regarding which electrification-related federal funds WMATA is applying for, as well as a copy of these applications and a copy of WMATA's *Zero-Emission Fleet Transition Plan*.

From the FY24 budget, it is unclear what the projected deliverables and sources of funding are beyond FY24 for WMATA's electric bus pilot project, which is anticipated to extend through FY29. WMATA should disclose all of its applications for federal funds for fleet electrification so that the public can be confident that WMATA is not leaving any money on the table, and can assess and assist in WMATA's grant-seeking efforts.

Additionally, Sierra Club noticed that no funds are allocated for the Track Pollution Prevention project (CIP0210) for the next three fiscal years, and wants to confirm that, despite

this lack of funding, WMATA will be able to sufficiently prevent routine fuel spills and comply with environmental regulations.

Another area where WMATA should provide transparency is by explaining why there is a Metrorail budget line item of $6.7 million for gas and diesel fuel costs. This appears inconsistent with the proposed budget's indication that Metrorail's energy budget (i.e. fuel, utilities, and propulsion) consists of propulsion usage.

V. WMATA Should Also Improve the Transparency of Its Safety Spending

In order to increase the transparency of its spending on safety measures for employees and customers, we urge WMATA to:

- Include safety targets in the appendix section of the final FY24 budget.
- Explain which parts of the operating and capital budgets are intended to help meet all safety targets.
- Update the "Human Capital by Department" chart.

We appreciate the information in the proposed budget that shows how some capital projects are expected to meet or exceed the employee and customer injury rate performance targets. The final budget should also note all projects that are expected to help meet targets for other safety metrics, including crime, rail collisions, derailments, fire incidents, and red signal overruns. We also noticed that the FY23 rail customer injury rate performance target referenced in the proposed budget is for "customer injuries per 10 million revenue miles." However, the metrics measured in the appendices are for "customer injuries per million passengers." We suggest using a uniform measurement.

The "Human Capital by Department" chart in Appendix C of the proposed budget appears to still list the "Safety & Environmental Management" department, which we understand has been renamed the "Safety & Readiness" department. Given the apparent restructuring of the department, questions over safety protocols,[45] and new safety-related undertakings, such as a move toward automatic train control[46] and plans to fix the 7000-series trains,[47] it is unclear whether the unchanged number of personnel for the department is sufficient.

Sierra Club noticed an increased budget for Rail Vehicle Safety & Reliability Improvements (CIP0067), which has near-term deliverables to improve the 7000 Series HVAC

[45] Justin George, "Metro says relationship with regulator is untenable, needs 'mediation,'" The Washington Post (Jan. 16, 2023), https://www.washingtonpost.com/transportation/2023/01/16/metro-safety-wmata-dispute/.
[46] Justin George, "Safety commission monitoring Metro's move toward self-piloting trains" (Mar. 7, 2023) The Washington Post, https://www.washingtonpost.com/transportation/2023/03/07/metro-ato-train-operations/.
[47] Jordan Pascale, "Metro Will Spend $55 Million, Take Three Years To Fix 7000-Series Trains," https://dcist.com/story/23/02/28/metro-will-spend-55-million-take-three-years-to-fix-7000-series-trains/.

systems and test the effectiveness of higher MERV-rated filtration systems. In the past, WMATA indicated it was working to move to MERV-10 filters on its buses and was piloting MERV-15 filters in its stations and MERV-13 filters and UVC systems on its trains.[48]

Sierra Club also noticed that there is no FY24 funding allocated in the proposed budget for the Station Revitalization project (CIP0372) to replace fire, life, and safety systems at 18 stations. Given that there was $45.4 million planned for FY24 in the FY23 budget, WMATA should provide an update on this project so interested members of the community can understand why it is no longer being funded during FY24. WMATA should also confirm that even though there is no FY24 funding allocated for Rail Station Emergency Egress Improvements (CIP0339), emergency egress routes will be routinely checked to ensure unimpeded first responder access and customer/employee evacuation in the event of an emergency.

VI. Conclusion

WMATA is a part of what makes the DMV area a special place to live. We make these recommendations with enormous gratitude to WMATA's entire workforce for keeping Metro running despite significant challenges over the past few years. We also urge WMATA to meet with Sierra Club. We can be reached at cleantransportation@dc.sierraclub.org, and we are happy to help WMATA prepare strong, timely applications for federal grants so that WMATA can decarbonize its bus fleet and keep serving as the arteries of the Washington metropolitan area, with sustainable public transportation in the District taking on a greater share of the trips that people make every day. Thank you for taking the time to consider these comments.

Sincerely,



Mike Litt
Sierra Club DC Chapter
Chair, Clean Transportation Subcommittee

[48] WMATA, "Enhanced Cleaning and Air Filtration Improvements for Covid-19," https://web.archive.org/web/20230116191427/https://www.wmata.com/service/covid19/covid19-cleaning.cfm.

WASHINGTON REGION TRANSPORTATION COALITION

March 15, 2023

The Honorable Paul Smedberg, Chair
Washington Metropolitan Area Transit Authority Board of Directors
300 7th Street SW
Washington, DC 20024

RE: Comments on the proposed WMATA FY2024 Budget

Dear Mr. Smedberg:

As members of the Washington Region Transportation Coalition, a partnership of business and civic organizations representing the vast majority of employers in the private and nonprofit sectors of Virginia, Maryland, and Washington, D.C., we greatly appreciate the opportunity to comment on WMATA's proposed FY2024 Budget.

While this proposal is an important step in the right direction, we are concerned that it is insufficient to advance a much-needed conversation about sustainably funding operations in FY2025 and beyond.

While ridership is down throughout the day, peak period trips still represent two-thirds of weekday Metrorail riders. The proposed Metrorail service increases on the Orange, Green, and Yellow Lines, especially during the peak period, are key to winning back the system's core ridership. We also applaud Metro's efforts to simplify the fare structure and make it easier for riders to estimate fares.

However, with the majority of weekday rail and bus trips still occurring during the peak period, reducing the base-rate on peak-period trips by 25 cents is counter-productive to WMATA's long-term fiscal challenges.

Furthermore, the increased distance charge in both the peak and non-peak hours is likely to impact long-distance riders the most. Keeping the peak base rate of $2.25 for both peak and non-peak trips would ensure that both core and distance riders are fairly shouldering the proposed fare increase.

Metro has not raised the base fare rate since 2017, but Metro's operating budget has increased by more than 25% since FY2019. With future annual operating budget deficit projections of $700+ million, equalizing the minimum base rate at $2.25 rather than $2 is a reasonable approach to minimize future budget deficits. We should not waste an opportunity for a fare base rate increase that helps pay for the important service upgrades proposed in the FY2024 budget, such as expanded Metrorail and Metrobus service, reduced late-night and weekend fares, and a low-income fare program.

Moreover, in 2021 WMATA used $135 million in one-time federal aid money to decrease local operating subsidies. This one-time reduction has exacerbated the disconnect between WMATA's operating revenue and budget growth. It is also another example of local jurisdictions putting their individual needs ahead of the system as a whole. Virginia, Maryland, and DC should prioritize restoring this money and associated annual increases before evaluating WMATA's true long-term budget shortfalls.

Another critical step to solving WMATA's fiscal challenges that requires regional cooperation is reducing lost operations revenue due to fare evasion. In FY2022, WMATA lost more than $40 million to fare

evasion, which has increased significantly in Washington, D.C. since 2020. We recognize that this will require regional cooperation and applaud WMATA's current efforts to address this issue and increase safety across the Metrorail and Metrobus systems.

As a region, we need to find a long-term sustainable funding solution for WMATA. However, WMATA must also make needed reforms to improve governance, transparency, accountability, and fiscal responsibility. Funding alone will not solve the long-term challenges facing our region's largest transit system, and given the dire situation, every option should remain on the table. Those options should include fully implementing a bus network redesign with the goal of reducing costs and improving the efficiency of the Metrobus system, looking to more cost-effective local bus services to replace some Metrobus service as envisioned in WMATA's 2019 Bus Transformation Study, decoupling local financial interests from WMATA governance, reevaluating the WMATA Compact to improve Metro's fiscal and governance structure, and changing federal law to require WMATA's financial situation to be considered in collective bargaining agreements.

Thank you for your time and consideration of this important matter. We look forward to collaborating with WMATA in the coming years to strategically solve the long-term challenges facing the system and ensure that Metrorail and Metrobus are able to provide the world-class transit service that is expected from our nation's capital city.

Sincerely,

THE 2030 GROUP

AOBA — APARTMENT AND OFFICE BUILDING ASSOCIATION OF METROPOLITAN WASHINGTON

Arlington Chamber OF COMMERCE

DATA Dulles Area Transportation Association — Promoting sustainable mobility choices

DULLES REGIONAL CHAMBER of COMMERCE

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COUNCIL OF THE DISTRICT OF COLUMBIA
JOHN A. WILSON BUILDING
1350 PENNSYLVANIA AVENUE NW
WASHINGTON, DC 20004

JANEESE LEWIS GEORGE
Ward 4 Councilmember
Chair of the Committee on
Facilities and Family Services

COMMITTEE MEMBER
Committee on Transportation and the Environment
Committee on Executive Administration and Labor
Committee on Public Works and Operations

March 15, 2023

General Manager Randy Clarke
& WMATA Board of Directors
Washington Metropolitan Area Transit Authority
300 7th Street, SW
Washington, DC 20024

Dear General Manager Randy Clarke and WMATA Board:

I write to you on behalf of Ward 4 residents to comment on WMATA's proposed budget for Fiscal Year 2024. I support many of Metro's plans for next year, including more frequent MetroRail service, simplified MetroRail fares, new crisis intervention specialists, improved customer service, capital improvements, and advancements in sustainability. Our community is deeply grateful that the reconstructed Northern Bus Barn will open as a fully zero-emissions bus facility that will better serve both our community and our planet. We are also thankful for your partnership to improve safety at the Petworth and Takoma Metro Stations.

I am requesting one important change to WMATA's proposed budget to better serve riders and support public transit in Ward 4: restoring bus service, starting with the S1 route. The S1 was the only bus route that brought residents of Brightwood, Manor Park, Crestwood, Sixteenth Street Heights, Petworth, and Columbia Heights directly to Foggy Bottom to work, go to school, worship, or visit local businesses. Foggy Bottom is home to major federal agencies like the State Department and the General Services Administration, schools like George Washington University and the School Without Walls, global institutions like the World Bank and International Monetary Fund, and many churches, museums, shops, and restaurants. Since the S1 route was removed without a suitable replacement, these residents have faced significantly longer commutes or stopped relying on Metro altogether. Restoring the S1 would greatly improve service and make Metro the best option again for many residents.

COUNCIL OF THE DISTRICT OF COLUMBIA
JOHN A. WILSON BUILDING
1350 PENNSYLVANIA AVENUE NW
WASHINGTON, DC 20004

JANEESE LEWIS GEORGE
Ward 4 Councilmember
Chair of the Committee on
Facilities and Family Services

COMMITTEE MEMBER
Committee on Transportation and the Environment
Committee on Executive Administration and Labor
Committee on Public Works and Operations

Restoring the S1 bus would also leverage the District's new bus priority lanes on 16th Street that are facilitating better service for riders. It would also increase Metro service and reliability along 16th Street, which is one of the District's most in-demand transit corridors.

In addition, I support improved bus connections in other parts of Ward 4. DCPS students in the Lamond Elementary community would welcome and use a new bus route connecting them to Coolidge High School and Ida B. Wells Middle School. And despite adjustments to the M4 route, the loss of the E6 has deprived many Ward 4 residents of a direct bus to Connecticut Avenue in upper Chevy Chase and the Friendship Heights station.

Thank you for considering this request, and for the tireless work of WMATA's leadership and entire team in service to our communities. I look forward to continuing our partnership.

Sincerely,



Janeese Lewis George
Ward 4 Councilmember

Torres foundation for the Blind
Metro Access Watch

WMATA Disabled Services doing better but Scandals, Scandals, Scandals…

By: Ancil Torres, Silver Spring, MD
MetroAccess Rider: 11319

As a blind WMATA customer, I am genuinely pleased with the improvement of Metro's paratransit services for some disabled riders over the past several years, but transparency and accountability irregularities are everywhere.

Under the leadership of Mr. Christian Blake, Managing Director of WMATA Access Services, I can report that flexible alternative transportation services have been made available to disabled riders. As a direct result, some disabled customers who use MetroAccess innovative alternative services, are no longer handcuffed to a rigid itinerary that must be set 24 hours in advance using WMATA's inefficient blundering $93-per-trip ADA van/sedan contractors who are notoriously late with the pickups.

In the new flexible alternative ride program, WMATA employs 11 different taxi and ride hailing companies to transport disabled riders by as much as 88% less than the inefficient ADA van service on some trips. Yes, we do still have to schedule the rides 24 hours in advance, but we have the major convenience of calling for the ride when we are ready to be picked up on the day of the trip. We do not have to conform to a MetroAccess paratransit straight jacket schedule that has long been the most burdensome part of the program.

WMATA must be commended because this upgrade has substantially reduced my transportation stress because I do not have to sit around and wait for an ADA paratransit MetroAccess vehicle for hours if my appointment finished earlier than my scheduled pick-up.

Tragically in the mix of all this good news, WMATA Access Service is plagued with multiple scandals and harmful disabled policies that seem to miraculously ride under the radar of the news media, government stakeholders, and the general public. In totality these allegations make up a comprehensive inditement of WMATA's failed management of MetroAccess. In the interest of brevity, I will simply outline the inditement here and expand more comprehensively in subsequent articles on the topic.

- WMATA is using and exploiting the disabled to attract funds to MetroAccess paratransit but is siphoning off the paratransit funds for other projects to spend in the general Metro budget. MetroAccess is then starved for funds that results in no serious development for a MetroAccess GPS where-is-my-ride app; no serious funding to fix the accessibility problems with the WMATA website; no serious funding for MetroAccess advertising, no 100% free fares for ADA paratransit riders even though many MetroRail and MetroBus riders get free fares. Given that the entire projected FY2024 revenue from paratransit is just 5.4 million, The 42 million paratransit budget surplus can be used to pay for free fares and all of these other things, and still have many millions left over.
- WMATA is saving as much as 88% on trips because of the alternative services, but Metro is refusing to disclose the amount of the savings to the public even though it is public taxpayer money that requires transparency and accountability.

- Disabled riders have been overcharged by WMATA for more than the past ten years, but Metro is refusing to conduct a full and comprehensive audit of the problem and compensate the disabled for their losses.
- The Accessibility Advisory Committee (AAC) that was established by the WMATA board of directors has become a sham that is a shameful mockery of the disabled community. The current Chair of the committee is illegitimate because he has been a member of the committee for over 25 years, even though the by-laws term limit members to only 12 years. A former Chair has also attempted to protect WMATA executives by advising them that they do not have to answer critical but uncomfortable questions from disabled members of the public. In the Fall of 2021 The entire AAC committee voted to snuff out the speech of disabled activists at all AAC committee and subcommittee meetings outside of public comment, a practice that is explicitly not permitted under the AAC by-laws.

All of these scandals, irregularities, questionable conduct, call them what you may, cannot be simply swept under the WMATA rug and ignored. There is too much under there already.

I do not know which brain trust that advised metro that refusing to answer public questions in a forum set up by Metro to answer public questions is a sure method to build trust with the public, demonstrate transparency, and prove accountability. Take it from this average blind man on the street, it does not work. WMATA needs to have a come-to-Jesus moment on ADA paratransit complete with truth and reconciliation public hearings that will begin the process of reform and reboot of WMATA MetroAccess.

Is anyone at Metro listening? I believe we all know the answer, but this is the time of Easter so maybe there is a glimmer of hope?

To: WMATA
From: Jean Stewart, Washington, DC 20002
Re: Comments on WMATA budget
Date: March 15, 2023

I am a resident of Washington, DC. I am a frequent Metrobusl rider and occasional Metrorail rider. My comments on WMATA's budget are as follows.

WMATA is behind the times and other nearby jurisdictions in how it fuels buses. The bus fleet should be rapidly transitioned off dirty fossil fuels and on to clean and efficient electricity. Any form of gas, whether gasoline, diesel, or so-called "natural" is contributing to immediate air pollution and to our area's carbon footprint. For the sake of we residents, and for the future of the planet, WMATA needs to budget for rapid transformation to an all-electric bus fleet. I take buses often, and rail less often, as bus routes are much more convenient than any Metrorail station. Many of us in neighborhoods like mine that aren't near Metrorail stations urge your transition to all-electric buses so we are no longer contributing to air pollution and greenhouse gas emissions by taking buses.

Please also consider rerouting at least the 42 bus line to downtown (Gallery Place or Metro Center) instead of sending the 42, 43, and L2 to the Kennedy Center. My neighbors and I are much more likely to need to go downtown for Doctor, dentist visits, to government offices, and for theater, restaurants, athletic events, etc than to the Kennedy Center.

Thank you for considering my views.

Coalition for Smarter Growth
DC • MD • VA

March 15, 2023

Paul Smedberg, Chair
WMATA Board of Directors
300 7th Street SW
Washington, DC 20024

Dear Chair Smedberg and members of the Board:

The Coalition for Smarter Growth supports WMATA's FY24 budget proposal, which reflects significant analysis by the agency about how to grow ridership and revenues in a very challenging environment, while also providing affordable fare options for lower income riders. We support:

- Weekday peak and off-peak fare structure consolidation
- Simplification of Metrorail per-mile charges with standardization at 40 cents per mile
- The Low-Income Fare Discount program available for all who quality for SNAP benefits, saving 50% on fares
- Alignment of Metrorail and Metrobus base fares at $2 each
- Continuation of the $2 flat fare on weekends and after 9:30pm
- The Better Bus network redesign
- Implementation of targeted Metrorail and Metrobus service frequency improvements

Fares: We understand that some suburban jurisdictions have expressed concerns about the .40 per mile charge after 3 miles and the maximum fare increase from $6 to $6.50, which will also apply to off peak. However, we believe that the all-day $2 fare for trips of 3 miles or less makes a lot of sense and that the .40 cents per mile and peak fare of $6.50 (even with Metro station parking for those who need it) remains competitive with the cost of driving (IRS mileage reimbursement rate of 65.5 cents per mile) and parking. A large share of suburban commuters also enjoy access to employer transit benefits.

Service Improvements: We are encouraged by the planned return of all of the 7000-series trains to service and the planned 3 to 6-minute headways in the core and 8 to 12 minutes outside the core. We hope that WMATA can complete the full return of the 7000-series by the end of this calendar year. We appreciate that the proposal adds improved frequency to three bus lines on top of those that were upgraded in Fall 2021 (20 lines to every 12 minutes all day and 16 to every 20 minutes), but would have liked more details in the budget document.

Bus Network Redesign: We strongly support the Bus Transformation Project and the ongoing Bus Network Redesign. We hope that the "budget neutral" version reflects the increased operating costs and budget and presumes closing the larger fiscal hole after this fiscal year, and that the Visionary Network will truly be that – a visionary network that makes the bus the go-to mode for far more people in our region, with dedicated lanes and high-frequency, that is easy to understand and use, and provides increased access to jobs and opportunity. The outcome should be adoption and full funding of the Visionary Network. With just seven years to address climate change we must fund expanded transit solutions. Therefore, we urge the Board and all elected officials in

jurisdictions with Metrobus service to champion and actively participate in the Bus Network Redesign effort, leaving behind parochial concerns and focusing on the benefits to riders, to our workforce, and to our economy and environment.

Shifting federal capital funding to operating: While we have some concern about shifting some federal capital funding to operating costs, we note that much of it will go to preventative maintenance, which is good. Having a strong preventative maintenance program is critical.

Joint development: We are pleased to see increased revenues from joint development, helped in part by the removal of the one-for-one parking replacement requirement. CSG is on the front lines in supporting the joint plans of WMATA and the jurisdictions for transit-oriented development and we urge the jurisdictions to remove obstacles and accelerate the planning and approval processes. Building our TOD at all of our Metro stations will not only provide more revenue directly to WMATA for joint development parcels but also increase the local tax revenues and help to cover needed operating subsidies.

Operating subsidies and the fiscal cliff: We strongly support the local and state investments necessary to close the gap in WMATA's operating needs in FY24 and beyond. In fact, we urge the jurisdictions to act to remove the 3% cap on operating increases, particularly in this inflationary period. We urge the Board and all elected officials to make addressing the transit fiscal cliff a top priority.

Conclusion: Metrorail and our bus network are the backbone of our region's transportation system and have fueled decades of transit-oriented, sustainable and competitive growth. Fully funded, frequent and expanded transit is critical for achieving our equity goals, ensuring access to jobs and opportunity, lowering combined housing and transportation costs, and addressing climate change. Please put transit and walkable, transit-oriented communities first in your transportation funding priorities. Thank you.

Sincerely,



Stewart Schwartz
Executive Director

Government of the District of Columbia
ADVISORY NEIGHBORHOOD COMMISSION 3/4G
Chevy Chase, Barnaby Woods, Hawthorne
5601 Connecticut Avenue N.W. P.O. Box 6252 Washington, D.C. 20015
3G@anc.dc.gov | http://www.anc3g.org | YouTube: ANC3G | Office: 202.363.5803

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By Electronic Mail

March 15, 2023

Randy Clarke, General Manager and CEO
Washington Area Transit Authority
300 7th Street, SW
Washington, DC 20024

Board of Directors
Washington Area Transit Authority
300 7th Street, SW
Washington, DC 20024

Re: ANC 3/4G's Comments on WMATA's FY24 Budget

Dear Mr. Clarke and WMATA Board Members:

I am writing to you on behalf of ANC 3/4G to provide you and members of the WMATA Board of Director's our input into the agency's FY24 budget. Prior to the COVID-19 pandemic, our community enjoyed the use of the E6 bus route which provided essential bus service for seniors, school-aged children, and all our residents, but most significantly those living in the Chevy Chase, Barnaby Woods, and Hawthorne neighborhoods that relied on it to get to work. WMATA has not restored this route post pandemic leaving those most in need without a viable mass transportation option. As such, the ANC respectfully requests you restore the funding for this route in your FY24 budget.

The elimination of the E6 route came in the middle of the COVID-19 pandemic and resulted in WMATA combining the E6 and M4 bus routes. While this may have made some sense then, it

can no longer be justified as we return to pre-pandemic conditions. As you are aware from our previous submissions, The ANC and local community were opposed to this change then and remain opposed to this change now as it is vital to the well-being of our community and is in the best interests of the city as a whole. We have vocally advocated to keep and expand this route going as far back as 2014. WMATA has not provided the ANC or community with a sufficient justification for the continued combination of these routes. To be clear, the elimination of the E6 has resulted in negative impacts on seniors, Lafayette Elementary School (Lafayette ES) students and parents, and workers in our community who have relied on the E6 route for many years.

For example, the E6 bus has served a vital function for seniors who live at the Knollwood Military Life Plan Community, 6200 Oregon Avenue, NW. Knollwood and other area residents relied on the E6 to get to the Chevy Chase Community Center, the Chevy Chase Public Library, the Avalon Theater, the Safeway grocery store, and to shops and restaurants along the Connecticut Avenue as well as to the Friendship Heights Metro and the nearby shops, restaurants, and doctors' offices. Seniors who cannot or prefer not to drive feel this loss of direct transportation service greatly. For many of Knollwood's staff, the E6 bus links this far northwest facility to Metro and provided an essential way to get to work and other public services. Colonel Paul Bricker, CEO, Knollwood succinctly stated the importance of the E6 route to its residents:

> "Although we realize the efficacy earlier this spring of halting the bus in order to curtail spread of the virus, our knowledge of the virus and the efforts each citizen must adhere to control its spread, now create a condition where the E6 must restart. The bus is crucial to the wellness of so many of our residents. Our residents previously used the E6 for essential services like shopping for groceries, refilling their prescriptions, and to see their doctors. Our residents use the bus, and public transportation is a responsible choice for older Americans to utilize versus driving their own cars on some of the busiest roads in America. The very last choice we want to force on our seniors is to start driving again; canceling the E6 is doing just that. Knollwood employees are paying $135/week for alternative transit: i.e. taxicabs and Uber."

Another example pertains to students and faculty at Lafayette Elementary ES who relied on the E6 bus to travel to and from school. Some parents reported that they rode the E6 with their children to Lafayette ES in the morning and then continued by bus to the Friendship Heights Metro Station. The principal at Lafayette ES previously reported that about 15 percent of the school's staff used the E6 bus daily and stated, "We would definitely feel the E6 if it were missing." As one parent of LES students states, "Sure, kids can walk to and from Lafayette or to Pinehurst for the M4, but the E6 is a lot more convenient especially for younger kids and in inclement weather." The E6 bus provided independence, stability, and an early lesson on the importance of public transit to our youngest learners and their families.

Additionally, the ANC has pointed out before WMATA's proposed changes are inconsistent with the District's Age-Friendly DC commitment to promoting "safer, timely and affordable modes of private and public transportation" for our seniors[1]. The E6 provided residents in Chevy Chase's northwestern most neighborhoods direct access to Chevy Chase's main street and "civic core," Connecticut Avenue. The M4 does not take residents directly to our civic core but instead

[1] See One-page Summary of Age-Friendly DC, 2018, available at http://bit.ly/37OMVBw.

residents have to transfer to the E4 bus line to frequent critical public services and cultural activities. The substitution of the M4 for the E6 may also cause greater use of cars to transport young residents to and from school, exacerbating congestion around Lafayette ES and other areas in our community, creating more vehicle exposure and potential conflicts with pedestrians. These outcomes are in direct opposition to the Mayor's MoveDC plan[2] and VisionZero[3].

The E6 bus is a literal lifeline. It was never made clear if WMATA's budget proposal to "continue not to operate" the E6 bus meant that it would be permanently eliminated or merely eliminated until the public health emergency was over. We urge you and the WMATA Board to reconsider the elimination of the E6 and fully fund this route in your FY24 budget to restore this route to its full original and pre-pandemic transit routes in our community.

We appreciate the opportunity to present our views to you and the WMATA Board regarding these vital services.

Respectfully,

Lisa R. Gore

Lisa R. Gore
Chair, ANC 3/4G

[2] https://movedc-dcgis.hub.arcgis.com/

[3] https://visionzero.dc.gov/

cc: Matthew Frumin, Councilmember, Ward 3
Janeese Lewis George, Councilmember, Ward 4
Charles Allen, Councilmember, Ward 5, Chairperson, Committee on Transportation and the Environment
Anita Bonds, At-Large Councilmember
Christina Henderson, At-Large Councilmember
Robert White, At-Large Councilmember
Kenyan McDuffie, At-Large Councilmember
ANC 3/4G Office
Bruce Sherman, ANC 3/4G-02
James L. Nash, ANC 3/4G-03
Michael Zeldin, ANC 3/4G-04
Peter Lynch, ANC 3/4G-05
Peter Gosselin, ANC 3/4G-06
Zach Ferguson, ANC 3/4G-07

Appendix B: FY 2024 Budget – Customer Feedback on Proposals

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

Office of Customer Research
Document Date: 3/23/2023

Executive Summary of Public Feedback from Customer Survey

The survey received over 3,200 responses from customers. For each budget proposal respondents were asked: "Are you in favor of the above proposal?" The percentages of "Yes" versus "No" answers are summarized below.

Metrorail Service Proposals

- *Increase Orange Line service: Yes-81%, No-3%.*
- *Increase Green Line service: Yes-83%, No-3%.*
- *Increase Yellow Line service: Yes-74%, No-14%.*
- *Turn back Yellow Line Trains at Mt Vernon Square to provide more service on Green and Yellow lines:*

  Yes-55%, No-19%. 26% indicated that they were "not sure" about the proposals.

Metrobus Service Proposals

Note: high percentages of customers were "not sure" about the bus proposals, most likely because they were not impacted.

- *Increase Route B2 service: Yes-56%, No-3%.*
- *Split Route A12 into Route A12 and Route L12: Yes-37%, No-4%.*
- *Reinstate Route 11Y: Yes-55%, No-5%.*
- *Combine routes 16G and 16H into Route 16M: Yes-43%, No-3%.*

Fare Proposals

- *In favor of the fare proposals if implemented as a package: Yes-70%, No-17%.*

Individual elements of fare proposal:

- *Eliminate peak and off-peak pricing on weekdays before 9:30 p.m.: Yes-73%, No-17%.*
- *Lower the base fare to $2: Yes-87%, No-7%.*
- *Keep late-night and weekend fare at $2: Yes-92%, No-4%.*
- *Increase maximum fare to $6.50: Yes-43%, No-43%. Support for this plan is lower among low-income respondents (Yes-21%, No-67%).*
- *Adjust 7-Day Short-Trip Pass to cover Metrorail trips costing up to $4 (instead of current $3.85 limit): Yes-56%, No-8%.*
- *Low-Income Fare Program: Yes-85%, No-9%.*

Capital Budget Proposal

97% of respondents were in favor of using the capital budget as described in the proposal.

Public Feedback on FY2023 Fare and Service Proposals

WMATA's Office of Customer Research, in collaboration with the Budget Project Team and the External Relations team, gathered feedback from Metrorail and Metrobus customers – via an online survey – on fare and service changes contained in the FY2024 Budget Proposal.

The survey was in field from February 18, 2023 to March 16, 2023. Over 3,900 respondents provided feedback to at least one proposal—this included 421 responses to the Spanish language version of the survey. 3,261 respondents completed the survey; 128 of the completed surveys were in Spanish. The survey collected feedback on the following:

A. Fare Changes

- *Proposed Changes:*
  - *Eliminate peak and off-peak pricing on weekdays before 9:30 p.m.*
  - *Lower the base fare to $2 to align with bus, weekend, and late-night service.*
  - *Late night and weekend fares would stay at $2.*
  - *Increase the maximum fare to $6.50.*
  - *Adjust the 7-day Short-trip Pass to cover trips up to $4 but keep the price the same ($38).*
  - *Add monthly unlimited pass options to reflect the $6.50 maximum fare.*
  - *Offer a 50% discount on Metrorail and Metrobus trips via a new Low-Income Fare Program.*

B. Metrorail

- *Proposed Changes:*
  - *Increase service on the Orange Line.*
  - *Increase service on the Green Line.*
  - *Increase service on the Yellow Line.*
  - *Turn Yellow Line trains back at Mt Vernon Sq to support the increased service.*

C. Metrobus

- *Proposed Changes:*
  - *Increase Route B2 service, adding to Metro's Frequent Service Network.*
  - *Add more service by splitting Route A12 into two routes.*
  - *Combine Route 16G and Route 16H into one route – Route 16M.*
  - *Reinstate Route 11Y.*

D. Capital Budget

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I. Fare Proposals

Fare Proposal s: Eliminate Peak and C Peak Pricing

Question

Metro is proposing to change the pricing and pricing calculations for weekday (Monday through Friday) Metrorail trips.

The proposal would:

- *Eliminate the difference between peak vs. off-peak prices on weekdays – offer the same prices for both periods.*
- *Keep the price of late-night (after 9:30 p.m.) and weekend Metrorail trips the same – $2 per trip.*
- *Lower the base price of a Metrorail trip $2 – to match the price of Metrobus trips.*
- *Increase the maximum price of a Metrorail trip from $6.00 to $6.50.*

The proposal would also change Metro's unlimited ride pass offers accordingly:

- *The 7-Day Short-Trip Pass would cover trips up to $4 (the price of the pass would remain $38).*
- *The tiered Monthly Unlimited Pass would include options for the $6.25 and $6.50 price points.*

Please indicate whether you are in favor of each of the fare changes below:

Response: Eliminate Peak and Off-Peak Pricing

	Response Count	Yes	No	Not Sure
Responses Weighted to Match System Demographics*	–	73%	17%	10%
All Survey Respondents	2,942	73%	17%	11%
Notable Subset:				
Current Metrorail Riders	2,780	72%	17%	11%
Current Metrobus Riders	1,824	75%	14%	10%
Protected Populations:				
Minority Respondents	825	76%	17%	8%
Low Income Respondents	129	74%	15%	12%

**Note: These percentages would obtain if the survey responses were properly adjusted to match the demographics from the 2022 Metrorail Passenger Survey and/or the 2018 Metrobus Passenger Survey. For more information, see Slide 36.*

Fare Proposal s: Keep La Night and Weekend Trips $2

Question

Metro is proposing to change the pricing and pricing calculations for weekday (Monday through Friday) Metrorail trips.

The proposal would:

- *Eliminate the difference between peak vs. off-peak prices on weekdays – offer the same prices for both periods.*
- *Keep the price of late-night (after 9:30 p.m.) and weekend Metrorail trips the same – $2 per trip.*
- *Lower the base price of a Metrorail trip $2 – to match the price of Metrobus trips.*
- *Increase the maximum price of a Metrorail trip from $6.00 to $6.50.*

The proposal would also change Metro's unlimited ride pass offers accordingly:

- *The 7-Day Short-Trip Pass would cover trips up to $4 (the price of the pass would remain $38).*
- *The tiered Monthly Unlimited Pass would include options for the $6.25 and $6.50 price points.*

Please indicate whether you are in favor of each of the fare changes below:

Response: Keep Late-Night and Weekend Trips $2

	Response Count	Yes	No	Not Sure
Responses Weighted to Match System Demographics*	–	92%	4%	4%
All Survey Respondents	2,906	92%	4%	4%
Notable Subset:				
Current Metrorail Riders	2,746	92%	4%	4%
Current Metrobus Riders	1,800	92%	4%	4%
Protected Populations:				
Minority Respondents	814	92%	5%	3%
Low Income Respondents	126	95%	2%	2%

**Note: These percentages would obtain if the survey responses were properly adjusted to match the demographics from the 2022 Metrorail Passenger Survey and/or the 2018 Metrobus Passenger Survey. For more information, see Slide 36.*

Fare Proposal s: Lower Base Fare to $2

Question

Metro is proposing to change the pricing and pricing calculations for weekday (Monday through Friday) Metrorail trips.

The proposal would:

- *Eliminate the difference between peak vs. off-peak prices on weekdays – offer the same prices for both periods.*
- *Keep the price of late-night (after 9:30 p.m.) and weekend Metrorail trips the same – $2 per trip.*
- *Lower the base price of a Metrorail trip $2 – to match the price of Metrobus trips.*
- *Increase the maximum price of a Metrorail trip from $6.00 to $6.50.*

The proposal would also change Metro's unlimited ride pass offers accordingly:

- *The 7-Day Short-Trip Pass would cover trips up to $4 (the price of the pass would remain $38).*
- *The tiered Monthly Unlimited Pass would include options for the $6.25 and $6.50 price points.*

Please indicate whether you are in favor of each of the fare changes below:

Response: Lower Base Fare to $2

	Response Count	Yes	No	Not Sure
Responses Weighted to Match System Demographics*	–	88%	7%	5%
All Survey Respondents	2,907	87%	7%	6%
Notable Subset:				
Current Metrorail Riders	2,748	87%	7%	6%
Current Metrobus Riders	1,799	88%	7%	5%
Protected Populations:				
Minority Respondents	814	89%	7%	4%
Low Income Respondents	127	97%	2%	2%

**Note: These percentages would obtain if the survey responses were properly adjusted to match the demographics from the 2022 Metrorail Passenger Survey and/or the 2018 Metrobus Passenger Survey. For more information, see Slide 36.*

Fare Proposal s: Increase Max Fare to $6.50

Question

Metro is proposing to change the pricing and pricing calculations for weekday (Monday through Friday) Metrorail trips.

The proposal would:

- *Eliminate the difference between peak vs. off-peak prices on weekdays – offer the same prices for both periods.*
- *Keep the price of late-night (after 9:30 p.m.) and weekend Metrorail trips the same – $2 per trip.*
- *Lower the base price of a Metrorail trip $2 – to match the price of Metrobus trips.*
- *Increase the maximum price of a Metrorail trip from $6.00 to $6.50.*

The proposal would also change Metro's unlimited ride pass offers accordingly:

- *The 7-Day Short-Trip Pass would cover trips up to $4 (the price of the pass would remain $38).*
- *The tiered Monthly Unlimited Pass would include options for the $6.25 and $6.50 price points.*

Please indicate whether you are in favor of each of the fare changes below:

Respons e: Incre ase Max Fare to $6.50

	Response Count	Yes	No	Not Sure
Responses Weighted to Match System Demographics*	–	42%	44%	14%
All Survey Respondents	2,904	43%	43%	14%
Notable Subset:				
Current Metrorail Riders	2,744	43%	43%	14%
Current Metrobus Riders	1,797	41%	44%	15%
Protected Populations:				
Minority Respondents	809	36%	51%	13%
Low Income Respondents	125	21%	67%	12%

**Note: These percentages would obtain if the survey responses were properly adjusted to match the demographics from the 2022 Metrorail Passenger Survey and/or the 2018 Metrobus Passenger Survey. For more information, see Slide 36.*

Fare Proposal s: Adjust the Day Shc Trip Pass

Question

Metro is proposing to change the pricing and pricing calculations for weekday (Monday through Friday) Metrorail trips.

The proposal would:

- *Eliminate the difference between peak vs. off-peak prices on weekdays – offer the same prices for both periods.*
- *Keep the price of late-night (after 9:30 p.m.) and weekend Metrorail trips the same – $2 per trip.*
- *Lower the base price of a Metrorail trip $2 – to match the price of Metrobus trips.*
- *Increase the maximum price of a Metrorail trip from $6.00 to $6.50.*

The proposal would also change Metro's unlimited ride pass offers accordingly:

- *The 7-Day Short-Trip Pass would cover trips up to $4 (the price of the pass would remain $38).*
- *The tiered Monthly Unlimited Pass would include options for the $6.25 and $6.50 price points.*

Please indicate whether you are in favor of each of the fare changes below:

Response: Adjust the 7-Day Short-Trip Pass

	Response Count	Yes	No	Not Sure
Responses Weighted to Match System Demographics*	–	57%	9%	34%
All Survey Respondents	2,883	56%	8%	36%
Notable Subset:				
Current Metrorail Riders	2,725	56%	8%	36%
Current Metrobus Riders	1,784	57%	9%	35%
Protected Populations:				
Minority Respondents	805	62%	9%	29%
Low Income Respondents	125	56%	10%	34%

**Note: These percentages would obtain if the survey responses were properly adjusted to match the demographics from the 2022 Metrorail Passenger Survey and/or the 2018 Metrobus Passenger Survey. For more information, see Slide 36.*

Fare Proposal s: All Fare Changes as a Package

Question

Suppose all the [fare] changes above were packaged together as a single proposal. Would you be in favor of the proposal?

Response: All Fare Changes as a Package

	Response Count	Yes	No	Not Sure
Responses Weighted to Match System Demographics*	–	70%	17%	13%
All Survey Respondents	2,935	70%	17%	13%
Notable Subset:				
Current Metrorail Riders	2,775	70%	17%	13%
Current Metrobus Riders	1,821	71%	16%	13%
Protected Populations:				
Minority Respondents	821	68%	19%	13%
Low Income Respondents	128	62%	22%	16%

**Note: These percentages would obtain if the survey responses were properly adjusted to match the demographics from the 2022 Metrorail Passenger Survey and/or the 2018 Metrobus Passenger Survey. For more information, see Slide 36.*

Fare Proposal s: All Fare Changes as a Package

Question

If all the [fare] changes above were packaged together as a single proposal, would that increase or decrease your likelihood of choosing Metrorail over other travel options in the future?

Fare Changes Would Increase Respondent's Likelihood of Choosing Metro

	Response Count	Increase Likelihood of Choosing Metro	Decrease Likelihood of Choosing Metro	No Impact on My Travel Choices
All Survey Responses Weighted to Match System Demographics*	–	35%	12%	53%
All Survey Responses Unweighted	2,622	34%	12%	54%
Notable Subsets:				
Current Metrorail Riders	2,482	34%	12%	53%
Current Metrobus Riders	1,620	40%	11%	48%
Protected Populations:				
Minority Respondents	732	43%	15%	43%
Low Income Respondents	111	47%	18%	35%

*Note: These percentages would obtain if the survey responses were properly adjusted to match the demographics from the 2022 Metrorail Passenger Survey and/or the 2018 Metrobus Passenger Survey. For more information, see Slide 36.

Respons e: Low-Income Fare Program

Question

To help low-income customers across the system, Metro is proposing to develop a program that offers a 50% discount on rail and bus trips for customers who receive Supplemental Nutritional Assistance Program (SNAP) benefits and enroll in the program.

Are you in favor of this proposal?

	Response Count	Yes	No	Not Sure
Responses Weighted to Match System Demographics*	–	86%	9%	5%
All Survey Respondents	1,633	85%	9%	5%
Notable Subset:				
Current Metrorail Riders	1,522	86%	9%	5%
Current Metrobus Riders	1,131	85%	9%	6%
Protected Populations:				
Minority Respondents	461	85%	9%	6%
Low Income Respondents	116	89%	3%	9%

**Note: These percentages would obtain if the survey responses were properly adjusted to match the demographics from the 2022 Metrorail Passenger Survey and/or the 2018 Metrobus Passenger Survey. For more information, see Slide 36.*

Low-Income Fare Product Would Increase Respondent's Likelihood of Choosing Metro

Question

Would the [Low-Income Fare Program] proposal above increase or decrease your likelihood of choosing Metro over other travel options in the future?

	Response Count	Increase Likelihood of Choosing Metro	Decrease Likelihood of Choosing Metro	No Impact on My Travel Choices
All Survey Responses Weighted to Match System Demographics*	–	37%	7%	56%
All Survey Responses Unweighted	1,272	34%	8%	59%
Notable Subsets:				
Current Metrorail Riders	1,191	34%	8%	58%
Current Metrobus Riders	872	38%	7%	54%
Protected Populations:				
Minority Respondents	373	44%	6%	50%
Low Income Respondents	99	69%	4%	27%

*Note: These percentages would obtain if the survey responses were properly adjusted to match the demographics from the 2022 Metrorail Passenger Survey and/or the 2018 Metrobus Passenger Survey. For more information, see Slide 36.

II. Metrorail Proposals

Metrorail Proposal 1: Increase Orange Line Service

Question

Metro is proposing to increase the frequency of Orange Line trains to:

- *Every 10 minutes instead of every 12 minutes from opening until 9:30 p.m.*
- *Every 7.5 minutes instead of every 10 minutes during weekday rush hours from 6:30-9:30 a.m. and 3-7 p.m.*

Are you in favor of the above proposal?

Response: Increase Orange Line Service

	Response Count	Yes	No	Not Sure
All Survey Responses Weighted to Match System Demographics*	–	82%	3%	15%
All Survey Responses Unweighted	3,033	81%	3%	16%
Notable Subsets:				
Orange Line Riders	1,604	89%	3%	9%
Protected Populations:				
Minority Respondents	814	83%	4%	14%
Low Income Respondents	115	83%	3%	15%

**Note: These percentages would obtain if the survey responses were properly adjusted to match the demographics from the 2022 Metrorail Passenger Survey and/or the 2018 Metrobus Passenger Survey. For more information, see Slide 36.*

Metrorail Proposal 1: Increase Orange Line Service

Question

Would the above [Orange Line Service] changes increase or decrease your likelihood of choosing Metrorail over other travel options in the future?

Orange Line Service Change Would Increase Respondent's Likelihood of Choosing Metro

	Response Count	Increase Likelihood of Choosing Metro	Decrease Likelihood of Choosing Metro	No Impact on My Travel Choices
All Survey Responses Weighted to Match System Demographics*	–	59%	2%	39%
All Survey Responses Unweighted	2,353	59%	2%	40%
Notable Subsets:				
Orange Line Riders	1,361	66%	1%	32%
Protected Populations:				
Minority Respondents	660	64%	2%	34%
Low Income Respondents	103	63%	3%	34%

*Note: These percentages would obtain if the survey responses were properly adjusted to match the demographics from the 2022 Metrorail Passenger Survey and/or the 2018 Metrobus Passenger Survey. For more information, see Slide 36.

Response: Increase Green Line Service

Question

Metro is proposing to increase the frequency of Green Line trains to:

- Every 6 minutes instead of every 10-12 minutes from opening until 9:30 p.m.
- Every 10 minutes instead of every 15 minutes after 9:30 p.m.

This service would operate 7 days a week.

Are you in favor of the above proposal?

	Response Count	Yes	No	Not Sure
All Survey Responses Weighted to Match System Demographics*	–	84%	3%	13%
All Survey Responses Unweighted	3,017	83%	3%	14%
Notable Subsets:				
Green Line Riders	1,633	92%	2%	6%
Protected Populations:				
Minority Respondents	704	86%	2%	12%
Low Income Respondents	118	89%	1%	10%

*Note: These percentages would obtain if the survey responses were properly adjusted to match the demographics from the 2022 Metrorail Passenger Survey and/or the 2018 Metrobus Passenger Survey. For more information, see Slide 36.

Metrorail Proposal 2: Increase Green Line Service

Question

Would the above [Green Line service] changes increase or decrease your likelihood of choosing Metrorail over other travel options in the future?

Green Line Service Change Would Increase Respondent's Likelihood of Choosing Metro

	Response Count	Increase Likelihood of Choosing Metro	Decrease Likelihood of Choosing Metro	No Impact on My Travel Choices
All Survey Responses Weighted to Match System Demographics*	–	68%	2%	31%
All Survey Responses Unweighted	2,416	67%	2%	32%
Notable Subsets:				
Green Line Riders	1,454	77%	2%	22%
Protected Populations:				
Minority Respondents	679	70%	2%	28%
Low Income Respondents	110	75%	2%	23%

**Note: These percentages would obtain if the survey responses were properly adjusted to match the demographics from the 2022 Metrorail Passenger Survey and/or the 2018 Metrobus Passenger Survey. For more information, see Slide 36.*

Metrorail Proposal 3: Increase Yellow Line Service

Response: Increase Yellow Line Service

Question

Metro is proposing to increase the frequency of Yellow Line trains to:

- *Every 6 minutes instead of every 10-12 minutes from opening until 9:30 p.m.*
- *Every 10 minutes instead of every 15 minutes after 9:30 p.m.*

This service would operate 7 days a week. Yellow Line trains would operate between Huntington Station and Mt Vernon Square Station only.

Are you in favor of the above proposal?

	Response Count	Yes	No	Not Sure
All Survey Responses Weighted to Match System Demographics*	–	74%	14%	12%
All Survey Responses Unweighted	2,988	74%	14%	12%
Notable Subsets:				
Yellow Line Riders	1,446	76%	18%	7%
Green Line Riders	1,631	74%	18%	8%
Protected Populations:				
Minority Respondents	815	76%	13%	12%
Low Income Respondents	116	85%	9%	5%

**Note: These percentages would obtain if the survey responses were properly adjusted to match the demographics from the 2022 Metrorail Passenger Survey and/or the 2018 Metrobus Passenger Survey. For more information, see Slide 36.*

Metrorail Proposal 3: Increase Yellow Line Service

Question

Would the above [Green Line service] changes increase or decrease your likelihood of choosing Metrorail over other travel options in the future?

Yellow Line Service Change Would Increase Respondent's Likelihood of Choosing Metro

	Response Count	Increase Likelihood of Choosing Metro	Decrease Likelihood of Choosing Metro	No Impact on My Travel Choices
All Survey Responses Weighted to Match System Demographics*	–	58%	13%	29%
All Survey Responses Unweighted	2,466	58%	13%	29%
Notable Subsets:				
Yellow Line Riders	1,310	65%	17%	18%
Green Line Riders	1,419	59%	17%	24%
Protected Populations:				
Minority Respondents	671	59%	11%	30%
Low Income Respondents	103	73%	6%	21%

*Note: These percentages would obtain if the survey responses were properly adjusted to match the demographics from the 2022 Metrorail Passenger Survey and/or the 2018 Metrobus Passenger Survey. For more information, see Slide 36.

Metrorail Proposal 4: Yellow Line Turnback to Increase Service on Green and Yellow Lines

Question

To run Green and Yellow line trains every 6 minutes during the day and every 10 minutes after 9:30 pm (as outlined in the previous proposals), Yellow line trains must terminate at Mt Vernon Square Station instead of Greenbelt Station.

To explain:

With the increased service, the number of trains running on the shared Green Line and Yellow Line tracks would increase to 20 per hour. No Metrorail station, including Greenbelt Station, can turn around more than 16 trains per hour to serve passengers who are traveling in the opposite direction. So, Metro would need to turn around some trains at Mt Vernon Square Station to take some of the load off of Greenbelt Station.

Turning back the trains at Fort Totten Station is not an option. Unlike Mt Vernon Square Station, Fort Totten Station does not have the capacity to turn around all the excess trains that Greenbelt alone is unable to handle.

Are you in favor of turning back Yellow Line trains at Mt Vernon Square Station to increase service on both the Green and Yellow lines?

Response: Yellow Line Turnback to Increase Service on Green and Yellow Lines

	Response Count	Yes	No	Not Sure
All Survey Responses Weighted to Match System Demographics*	–	56%	20%	24%
All Survey Responses Unweighted	2,939	55%	19%	26%
Notable Subsets:				
Yellow Line Riders	1,446	58%	24%	18%
Green Line Riders	1,634	55%	26%	19%
Protected Populations:				
Minority Respondents	817	57%	19%	23%
Low Income Respondents	118	61%	16%	23%

**Note: These percentages would obtain if the survey responses were properly adjusted to match the demographics from the 2022 Metrorail Passenger Survey and/or the 2018 Metrobus Passenger Survey. For more information, see Slide 36.*

Metrorail Proposal 4: Yellow Line Turnback to Increase Service on Green and Yellow Lines

Question

Would the above [Yellow Line turnback] change increase or decrease your likelihood of choosing Metrorail over other travel options in the future?

Yellow Line Turnback to Increase Service Would Increase Respondent's Likelihood of Choosing Metro

	Response Count	Increase Likelihood of Choosing Metro	Decrease Likelihood of Choosing Metro	No Impact on My Travel Choices
All Survey Responses Weighted to Match System Demographics*	–	38%	21%	41%
All Survey Responses Unweighted	2,176	37%	21%	42%
Notable Subsets:				
Yellow Line Riders	1,173	41%	27%	33%
Green Line Riders	1,300	36%	28%	36%
Protected Populations:				
Minority Respondents	613	41%	19%	40%
Low Income Respondents	93	43%	19%	38%

*Note: These percentages would obtain if the survey responses were properly adjusted to match the demographics from the 2022 Metrorail Passenger Survey and/or the 2018 Metrobus Passenger Survey. For more information, see Slide 36.

III. Metrobus Proposals

Metrobus Proposal 1: B2 Bladensburg Road Anacostia

Response: B2 Bladensburg Road-Anacostia

Question

Metro is proposing to provide service every 12 minutes from 7 a.m. to 9 p.m., 7 days a week on Route B2. With this increased frequency Route B2 would join the Frequent Service Network (i.e., Metro's most popular bus routes).

Are you in favor of the above proposal?

	Response Count	Yes	No	Not Sure
All Survey Responses Weighted to Match System Demographics*	–	59%	3%	38%
All Survey Responses Unweighted	2,112	56%	3%	41%
Notable Subsets:				
Current Metrobus Riders	1,741	57%	3%	39%
Protected Populations:				
Minority Respondents	612	62%	3%	35%
Low Income Respondents	119	66%	2%	32%

*Note: These percentages would obtain if the survey responses were properly adjusted to match the demographics from the 2022 Metrorail Passenger Survey and/or the 2018 Metrobus Passenger Survey. For more information, see Slide 36.

B2 Bladensburg Road-Anacostia Would Increase Respondent's Likelihood of Choosing Metro

Question

Would the above change [to Route B2] increase or decrease your likelihood of choosing Metrobus over other travel options in the future?

	Response Count	Increase Likelihood of Choosing Metro	Decrease Likelihood of Choosing Metro	No Impact on My Travel Choices
All Survey Responses Weighted to Match System Demographics*	–	42%	3%	56%
All Survey Responses Unweighted	1,172	39%	3%	58%
Notable Subsets:				
Current Metrobus Riders	956	42%	3%	56%
Protected Populations:				
Minority Respondents	375	46%	3%	51%
Low Income Respondents	78	54%	3%	44%

*Note: These percentages would obtain if the survey responses were properly adjusted to match the demographics from the 2022 Metrorail Passenger Survey and/or the 2018 Metrobus Passenger Survey. For more information, see Slide 36.

Response: New Route 16M – 16G,H Columbia Pike-Pentagon City Line

Question

Metro is proposing to combine routes 16G and 16H into a new 16M. Route 16M would operate between Skyline City and Crystal City, providing Metrorail connections at Pentagon City and Crystal City stations. Route 16G in Arlington Mill would be covered by ART service.

The new 16M would operate every 12 minutes from 7 a.m. to 9 p.m., 7 days a week. It would maintain existing service levels of routes 16G and 16H at all other times.

Are you in favor of the above proposal?

	Response Count	Yes	No	Not Sure
All Survey Responses Weighted to Match System Demographics*	–	45%	3%	51%
All Survey Responses Unweighted	2,049	43%	3%	54%
Notable Subsets:				
Current Metrobus Riders	1,676	44%	3%	53%
Protected Populations:				
Minority Respondents	607	49%	5%	46%
Low Income Respondents	121	50%	3%	46%

*Note: These percentages would obtain if the survey responses were properly adjusted to match the demographics from the 2022 Metrorail Passenger Survey and/or the 2018 Metrobus Passenger Survey. For more information, see Slide 36.

New Route 16M Would Increase Respondent's Likelihood of Choosing Metro

Question

Would the above change [combining 16G,H into a new Route 16M] increase or decrease your likelihood of choosing Metrobus over other travel options in the future?

	Response Count	Increase Likelihood of Choosing Metro	Decrease Likelihood of Choosing Metro	No Impact on My Travel Choices
All Survey Responses Weighted to Match System Demographics*	–	35%	3%	62%
All Survey Responses Unweighted	988	34%	3%	63%
Notable Subsets:				
Current Metrobus Riders	822	36%	3%	62%
Protected Populations:				
Minority Respondents	333	40%	4%	56%
Low Income Respondents	73	41%	3%	56%

*Note: These percentages would obtain if the survey responses were properly adjusted to match the demographics from the 2022 Metrorail Passenger Survey and/or the 2018 Metrobus Passenger Survey. For more information, see Slide 36.

Metrobus Proposal 3: Reinstate Route 11Y, Mt. Vernon Express

Response: Reinstate Route 11Y, Mt. Vernon Express

Question

Metro is proposing to reinstate Route 11Y between Mt. Vernon in Fairfax County, Virginia and Potomac Park, DC. Route 11Y would replace the Route 11C/DC3 shuttle when Yellow Line service resumes. 11Y service would be provided weekdays, every 24-30 minutes, northbound during morning rush hours and southbound in the afternoon rush hours. An express fare of $4.25 would be charged for this route.

Are you in favor of the above proposal?

	Response Count	Yes	No	Not Sure
All Survey Responses Weighted to Match System Demographics*	–	55%	5%	40%
All Survey Responses Unweighted	2,064	55%	5%	40%
Notable Subsets:				
Current Metrobus Riders	1,684	56%	5%	38%
Protected Populations:				
Minority Respondents	614	55%	6%	39%
Low Income Respondents	120	48%	7%	45%

**Note: These percentages would obtain if the survey responses were properly adjusted to match the demographics from the 2022 Metrorail Passenger Survey and/or the 2018 Metrobus Passenger Survey. For more information, see Slide 36.*

Metrobus Proposal 3: Reinstate Route 11Y, Mt. Vernon Express

Reinstating 11Y Would Increase Respondent's Likelihood of Choosing Metro

Question

Would the above change [to reinstate Route 11Y] increase or decrease your likelihood of choosing Metrobus over other travel options in the future?

	Response Count	Increase Likelihood of Choosing Metro	Decrease Likelihood of Choosing Metro	No Impact on My Travel Choices
All Survey Responses Weighted to Match System Demographics*	–	50%	4%	46%
All Survey Responses Unweighted	1,175	53%	4%	44%
Notable Subsets:				
Current Metrobus Riders	987	54%	4%	42%
Protected Populations:				
Minority Respondents	361	48%	3%	49%
Low Income Respondents	63	41%	8%	51%

*Note: These percentages would obtain if the survey responses were properly adjusted to match the demographics from the 2022 Metrorail Passenger Survey and/or the 2018 Metrobus Passenger Survey. For more information, see Slide 36.

Metrobus Proposal 4: Split Route A12 into a New Route A12 and Route L12

Question

Metro is proposing to split the existing A12 into two routes:

- New Route A12 would provide a connection to New Carrollton Station via Martin Luther King, Jr. Highway
- New Route L12 would provide an additional connection to Downtown Largo Station via Woodmore Towne Center

Both the A12 and L12 routes would operate every 20 minutes from 7 a.m. to 9 p.m., 7 days a week. Both new routes would maintain existing Route A12 service levels at all other times.

Are you in favor of the above proposal?

Response: Split Route A12 into a New Route A12 and Route L12

	Response Count	Yes	No	Not Sure
All Survey Responses Weighted to Match System Demographics*	–	41%	4%	55%
All Survey Responses Unweighted	1,971	37%	4%	59%
Notable Subsets:				
Current Metrobus Riders	1,600	38%	3%	59%
Protected Populations:				
Minority Respondents	606	48%	4%	48%
Low Income Respondents	120	53%	3%	44%

*Note: These percentages would obtain if the survey responses were properly adjusted to match the demographics from the 2022 Metrorail Passenger Survey and/or the 2018 Metrobus Passenger Survey. For more information, see Slide 36.

Metrobus Proposal 4: Split Route A12 into a New Route A12 and Route L12

Question

Would the above change [to split Route A12 into new routes A12 and L12] increase or decrease your likelihood of choosing Metrobus over other travel options in the future?

New Routes A12 and L12 Would Increase Respondent's Likelihood of Choosing Metro

	Response Count	Increase Likelihood of Choosing Metro	Decrease Likelihood of Choosing Metro	No Impact on My Travel Choices
All Survey Responses Weighted to Match System Demographics*	–	36%	4%	61%
All Survey Responses Unweighted	820	32%	3%	65%
Notable Subsets:				
Current Metrobus Riders	675	35%	3%	62%
Protected Populations:				
Minority Respondents	320	42%	5%	54%
Low Income Respondents	70	47%	3%	50%

*Note: These percentages would obtain if the survey responses were properly adjusted to match the demographics from the 2022 Metrorail Passenger Survey and/or the 2018 Metrobus Passenger Survey. For more information, see Slide 36.

IV. Capital Budget

Question

The proposed capital budget for FY24 is $2.4 billion, which is part of the six-year $14.4 billion Capital Improvement Program (CIP) budget. Metro's capital investments are focused on six categories: rail-cars and rail-car facilities; rail systems; track and structure rehabilitation; bus, bus facilities and paratransit; stations and passenger facilities; and operations and business support.

Are you in favor of proposed capital budget of $2.4 billion for FY2024, to be used for the purposes described above?

Response: Eliminate Peak and Off-Peak Pricing

	Response Count	Yes	No
Responses Weighted to Match System Demographics*	–	96%	4%
All Survey Respondents	1,414	97%	3%
Notable Subset:			
Current Metrorail Riders	1,322	97%	3%
Current Metrobus Riders	834	97%	3%
Protected Populations:			
Minority Respondents	417	97%	3%
Low Income Respondents	61	97%	3%

**Note: These percentages would obtain if the survey responses were properly adjusted to match the demographics from the 2022 Metrorail Passenger Survey and/or the 2018 Metrobus Passenger Survey. For more information, see Slide 36.*

IV. Overall Survey Demographics

	Responses	%
Household income		
Less than $30,000	241	9%
More than $30,000	2,516	88%
Latino or Hispanic Origin		
Yes	428	13%
No	2,760	87%
Race		
African American or Black	534	18%
American Indian or Alaska Native	49	2%
Asian	288	9%
Middle Eastern	56	2%
Native Hawaiian or other Pacific Islander	30	1%
White	1,859	61%
Other	102	3%

Note: Our approach was to include the count of responses excluding nonresponses.

V. All Survey Responses Weighted to Match System Demographics*

The rows marked All Survey Responses Weighted to Match System Demographics reflect Washington Metropolitan Area Metrorail ridership population.*

The design of the weighting plan was based on onboard survey data collected by the 2022 Rail passenger survey and 2018 Bus passenger survey.

Weights were applied to the dataset to help balance the demographics of the survey, including matching the incom e, race, and juri sdiction to the act ual Metrora il and Metrobus ridershi p popul ation .

Appendix C: Additional In-Person Outreach Details

Date	Time	Outreach Location	Brochures Distributed	All Customer Interactions	Spanish Language Interactions	Other Language Interactions (Amharic, Korean, Chinese, Vietnamese, ASL)
Saturday, February 18, 2023	9:30 a.m. - 3 p.m.	Route 16G ride-along	90	126	86	7
		Anacostia | Howard Rd	300	2100	40	3
		Anacostia | Howard Rd | Buses	250	430	15	0
		Minnesota Ave	165	238	19	3
		Addison Rd	130	242	35	0
		Route A12 ride-along	250	45	2	0
Sunday, February 19, 2023	9:30 a.m. - 3 p.m.	Route 16H ride-along	150	160	30	5
Tuesday, February 21, 2023	6 - 11 a.m.	Franconia-Springfield	1235	1960	750	0
		Van Dorn St	650	750	10	22
		Huntington | Huntington Ave	520	600	250	37
		Huntington | North Kings Hwy	450	850	50	12
		Eisenhower Ave	185	335	40	6
		King St-Old Town | Diagonal Rd	530	2600	300	0
		King St-Old Town | Commonwealth Ave	200	250	20	0
		Braddock Rd	485	1345	500	0
		Pentagon City	1200	1400	60	2
	6:45 a.m. - 12:15 p.m.	Route 16G ride-along	130	154	72	0
	1 - 7 p.m.	Georgia Ave-Petworth	650	750	240	0
		Columbia Heights	975	1500	400	0
		U St | 10th St	240	324	83	0
		U St | 13th & U Sts	240	630	50	4
		Shaw-Howard U | R St	196	430	18	0
		Shaw-Howard U | 7th & S Sts	260	450	115	0
		Mt Vernon Sq	450	1300	80	23
		Gallery Place | 7th & H Sts	650	1170	80	0
		Gallery Place | 7th & F Sts	1300	2700	55	0
		Gallery Place | 9th & G Sts	845	2662	650	75

Date	Time	Outreach Location	Brochures Distributed	All Customer Interactions	Spanish Language Interactions	Other Language Interactions (Amharic, Korean, Chinese, Vietnamese, ASL)
Wednesday, February 22, 2023	6 - 11 a.m.	Shady Grove	1040	1200	50	3
		Rockville	473	977	236	0
		Twinbrook	325	745	178	0
		North Bethesda	680	800	30	0
		Grosvenor-Strathmore	280	408	63	0
		New Carrollton	1170	2385	10	0
		Landover	455	500	75	0
		Cheverly	185	260	60	0
		Deanwood	175	250	30	0
		Minnesota Ave	350	0	0	0
	6:15 a.m. - 1 p.m.	Route A12 ride-along	200	354	105	0
	1 - 7 p.m.	Medical Center	715	1178	65	0
		Bethesda	715	732	78	0
		Friendship Heights | Wisconsin	860	1000	20	0
		Friendship Heights | Jennifer St	122	286	24	0
		Tenleytown-AU	650	1138	64	3
		Van Ness-UDC	715	1500	150	0
		Cleveland Park	420	1900	60	0
		Woodley Park	260	600	150	0
		Dupont Circle | North side	975	2250	365	0
		Dupont Circle | South side	900	1250	70	0

Date	Time	Outreach Location	Brochures Distributed	All Customer Interactions	Spanish Language Interactions	Other Language Interactions (Amharic, Korean, Chinese, Vietnamese, ASL)
Thursday, February 23, 2023	7:15 -11:30 a.m.	Route 16H ride-along	68	86	21	0
	6 - 11 a.m.	Crystal City	684	1053	213	85
		Reagan National Airport	165	1400	200	0
		Pentagon	1300	1700	15	0
		L'Enfant Plaza | 9th & D Sts.	540	1575	30	3
		L'Enfant Plaza | D St./ 6th-7th	715	1100	100	25
		L'Enfant Plaza | Maryland Ave	910	2002	209	0
		Archives	605	1236	47	0
		Rosslyn | N Moore St	750	2200	300	0
		Rosslyn | Elevator	600	0	70	0
	10 a.m. - 3 p.m.	Arlington Cemetery	20	200	10	15
	12:45 - 6:15 p.m.	Route A12 ride-along	65	120	35	0
	1 - 7 p.m.	Downtown Largo	650	1350	65	0
		Morgan Blvd	500	650	50	0
		Addison Rd	600	800	15	0
		Capital Heights	437	876	211	0
		Benning Rd	785	1500	100	50
		Metro Center | 13th & G Sts	1100	1800	250	100
		Metro Center | 11th & G Sts	564	974	27	12
		Metro Center | 12th & G Sts	505	680	86	16
		Metro Center | 12th & F Sts	520	1475	143	2

Date	Time	Outreach Location	Brochures Distributed	All Customer Interactions	Spanish Language Interactions	Other Language Interactions (Amharic, Korean, Chinese, Vietnamese, ASL)
Saturday, February 25, 2023	10:30 a.m. - 5:30 p.m.	Route 16H ride-along	250	275	75	6
	9:30 a.m. - 3 p.m.	Pentagon City	422	650	100	60
		Crystal City	325	475	32	10
		Crystal City Buses	75	120	8	4
		Ballston-MU	990	1955	250	35
		Ballston-MU Buses	182	900	108	0
		College Park-U of Md	375	490	17	40
		Hyattsville Crossing	400	600	75	0
		Fort Totten	420	420	25	0
		Fort Totten Buses	134	260	60	0
		Silver Spring | South side (main)	150	600	80	31
		Silver Spring | Buses (Paul S. Sarbanes Transit Center)	195	400	100	51
		Silver Spring | North side	260	350	42	13
	10:30 a.m. - 7 p.m.	Route A12 ride-along	87	185	90	0
Sunday, February 26, 2023	11 a.m. - 7 p.m.	Route 16G ride-along	140	350	180	0
	9:30 a.m. - 3 p.m.	West Hyattsville	437	648	550	0
		Capitol Heights	270	350	45	0
	9:15 a.m. - 5 p.m.	Route A12 ride-along	150	220	25	0
Monday, February 27, 2023	6 - 11 a.m.	Mt. Vernon Sq	400	850	70	2
		Gallery Place | 7th & H Sts	650	1426	237	40
		Gallery Place | 7th & F Sts	650	1050	68	25
		Gallery Place | 9th & G Sts	650	724	23	1
Tuesday, February 28, 2023	6 - 11 a.m.	Glenmont	650	1264	325	0
		Wheaton	513	859	320	0
		Forest Glen | Elkton Ave	260	520	43	0
		Forest Glen | Georgia Ave	788	879	165	0
		Silver Spring | South side (main)	750	2200	300	200
		Silver Spring | Buses (Paul S. Sarbanes Transit Center)	585	785	300	150
		Silver Spring | North side	400	684	91	30
		Takoma	715	1050	100	60
		Fort Totten	812	1150	12	0
		Fort Totten Buses	715	1800	950	0
	1 - 7 p.m.	Shady Grove	1170	1530	210	27

Date	Time	Outreach Location	Brochures Distributed	All Customer Interactions	Spanish Language Interactions	Other Language Interactions (Amharic, Korean, Chinese, Vietnamese, ASL)
		Farragut North | Connecticut Ave & K St.	1300	1700	150	0
		Farragut North | Connecticut Ave & L St NE corner	780	1439	102	0
		Farragut North | Connecticut Ave & L St SW corner	845	915	132	0
		Foggy Bottom-GWU	800	4736	250	200
		Farragut West | 17th & I Sts	800	1500	300	100
		Farragut West | 18th & I Sts	840	4700	25	52
		McPherson Sq | 14th & I Sts	1000	1000	100	10
		McPherson Sq | Vermont Ave	800	2400	7	14
		Federal Triangle	1041	1450	195	200
Wednesday, March 01, 2023	6 - 11 a.m.	West Hyattsville	280	730	450	450
		Hyattsville Crossing	412	1020	300	300
		College Park-U of Md	600	900	12	13
		Greenbelt	390	825	18	18
		Georgia Ave-Petworth	688	1471	443	524
		Columbia Heights	500	1190	525	532
		U St | 10th St	340	753	118	118
		U St | 13th & U Sts	420	550	75	75
		Shaw-Howard U | R St	520	1450	150	150
		Shaw-Howard U | 7th & S Sts	390	1500	160	161
	2 - 7:30 p.m.	Route 16G ride-along	86	200	40	49
	1 - 7 p.m.	Pentagon City	700	3000	300	450
		Smithsonian | Jefferson Dr	475	800	15	15
		Smithsonian | Independence Ave	520	1250	150	150
		Waterfront	480	1900	250	250
		Navy Yard-Ballpark | USDOT	600	1082	110	113
		Navy Yard-Ballpark | Ballpark	550	750	80	80
		L'Enfant Plaza 1 | 9th & D Sts	520	1532	240	240
		L'Enfant Plaza 2 | D St./ 6th-7th	650	1150	100	125
		L'Enfant Plaza 3 | Maryland Ave	500	900	225	225

Date	Time	Outreach Location	Brochures Distributed	All Customer Interactions	Spanish Language Interactions	Other Language Interactions (Amharic, Korean, Chinese, Vietnamese, ASL)
Thursday, March 02, 2023	6 - 11 a.m.	Branch Ave	455	927	45	45
		Suitland	325	980	40	40
		Naylor Rd	145	575	37	45
		Southern Ave	65	625	25	25
		Southern Ave Buses	390	1652	161	161
		Congress Heights	330	450	25	25
		Anacostia | Howard Rd	651	1734	88	119
		Anacostia | Howard Rd | Buses	240	750	15	25
		Anacostia | Howard Rd & Parking Garage	90	110	5	5
	2:30 - 7 p.m.	DC-3,11Y | 18th & C St NW	15	20	3	0
		DC-3,11Y | 14th & C St SW	10	75	1	8
	1 - 8 p.m.	Route A12 ride-along	90	150	20	0
	1 - 7 p.m.	Federal Center SW	960	3	45	2
		Capitol South	360	1800	20	0
		Eastern Market	780	1720	165	20
		Stadium-Armory | 19th & Burke	160	201	17	76
		Stadium-Armory | 19th & Independence	325	1304	30	39
		New Carrollton	920	1900	180	190
		Archives	600	750	70	17
		Branch Ave	300	1050	50	80
Saturday, March 04, 2023	9:30 a.m. - 3 p.m.	Georgia Ave-Petworth	455	1000	350	200
		Columbia Heights	600	3000	150	70
		U St | 10th St	210	410	120	50
		U St | 13th & U Sts	250	621	87	420
		Brookland-CUA	520	900	200	299
		Brookland-CUA Buses	145	0	39	120
		Rhode Island Ave	620	835	53	87
		Rhode Island Ave Buses	250	400	15	201
		NoMa-Gallaudet U | Florida Ave	200	920	79	62
		NoMa-Gallaudet U | M & 2nd	345	650	15	71
Monday, March 06, 2023	3:30 - 8:30 p.m.	Metro L'Enfant Plaza HQ (DC Public Hearing)	9	29	3	15

Date	Time	Outreach Location	Brochures Distributed	All Customer Interactions	Spanish Language Interactions	Other Language Interactions (Amharic, Korean, Chinese, Vietnamese, ASL)
Tuesday, March 07, 2023	6 - 11 a.m.	Brookland-CUA	365	750	70	89
		Rhode Island Ave	1105	1538	122	18
		NoMa-Gallaudet U | Florida Ave	700	1040	50	0
		NoMa-Gallaudet U | M & 2nd	715	400	97	3
		Union Station | First St	750	1500	200	95
		Union Station | Mass Ave	590	1800	250	197
		Judiciary Sq | south side F St	300	750	35	52
		Judiciary Sq | east side 4th St	472	0	102	102
		Downtown Largo	455	538	18	240
		Potomac Ave	530	2000	190	250
	1 - 7 p.m.	Wiehle-Reston East	308	1200	100	35
		Spring Hill	79	250	38	102
		Greensboro	300	666	70	18
		Tysons	500	1300	100	190
		McLean	280	400	63	101
		Ashburn	300	1150	80	39
		Vienna	455	1639	161	80
	3:30 - 8:30 p.m.	Metro New Carrollton HQ (MD Public Hearing)	20	30	4	100
Wednesday, March 08, 2023	6 - 11 a.m.	Vienna	260	400	70	63
		Dunn Loring	270	1500	180	100
		West Falls Church	65	425	45	197
		East Falls Church	350	870	45	0
		Ballston-MU	485	1950	200	4
		Virginia Sq-GMU	210	520	55	102
		Clarendon	390	1460	37	244
		Court House	400	600	25	45
	1 - 7 p.m.	Glenmont	291	900	250	47
		College Park-U of Md	471	862	183	254
		Hyattsville Crossing	400	900	120	75
		West Hyattsville	430	1200	600	47
		Fort Totten	650	1200	300	27
		Fort Totten Buses	535	1311	95	256
		Franconia Springfield	225	1400	100	196
		Huntington | Huntington Ave	390	1175	89	120
		Huntington | North Kings Hwy	205	850	230	600
	3:30 - 8:30 p.m.	Meridian High School (VA Public Hearing)	18	25	3	300

Date	Time	Outreach Location	Brochures Distributed	All Customer Interactions	Spanish Language Interactions	Other Language Interactions (Amharic, Korean, Chinese, Vietnamese, ASL)
Thursday, March 09, 2023	7 a.m. - 12 p.m.	Ashburn	260	750	50	140
		Loudoun Gateway	120	310	45	155
		Washington Dulles International Airport	130	2100	55	106
		Innovation Center	55	250	7	230
		Herndon	300	450	5	0
		Reston Town Center	25	300	25	0
	1 - 7 p.m.	Reagan National Airport | north side	270	790	90	3
		Reagan National Airport | south side	298	1185	119	70
		King St-Old Town | Diagonal Rd	130	1000	100	55
		King St-Old Town | Commonwealth Ave	157	582	102	55
		Crystal City	455	2800	350	10
		Eisenhower Ave	186	436	21	6
		Braddock Rd	325	957	187	34
Saturday, March 11, 2023	2 p.m. 7 p.m.	Gallery Place | 7th & H Sts	455	2620	198	140
		Gallery Place | 7th & F Sts	680	3600	900	216
		Gallery Place | 9th & G Sts	127	1365	63	148
		L'Enfant Plaza | 9th & D Sts.	450	950	75	132
		L'Enfant Plaza | D St./ 6th-7th	90	850	340	367
		L'Enfant Plaza | Maryland Ave	195	759	87	24
		Archives	190	700	35	187
	10:30 a.m. - 1 p.m.	Carlos Rosario Harvard St	510	650	80	226
	4:30 - 7 p.m.	Carlos Rosario Harvard St	170	350	45	1208
Tuesday, March 14, 2023	10:30 a.m. - 1 p.m.	Carlos Rosario Gutierrez Campus	100	140	80	88
	4:30 - 7 p.m.	Carlos Rosario Gutierrez Campus	228	525	157	235