

# FY2027 Proposed Budget



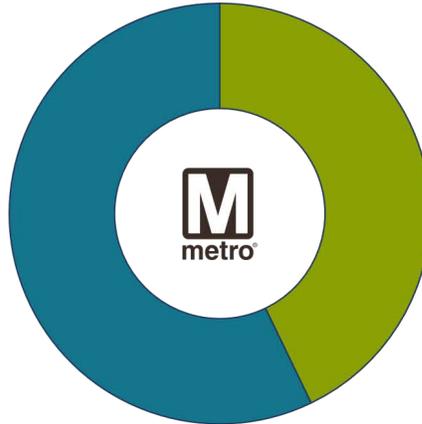


# Metro At-A-Glance

## FY2027 Budget

Capital **\$2.1B**

Operating **\$2.7B**



**\$4.8B** *total budget\**

## Within a Half-Mile of Metro Stations & Bus Stops:

**2.8M**  
people

**1.7M**  
jobs

**134,000+**  
businesses



**\$9.4B** in  
transit-supported  
business output

**\$330B** in  
property  
value

**\$3.2B** in tax revenue  
generated



***Your Metro, The Way Forward*** is our Strategic Transformation Plan, our guide to delivering a modern, world-class transit system.

## APTA Rankings\*\* | Transit Agency of the Year



**Fastest growing U.S. transit system by ridership**



**2<sup>nd</sup> busiest U.S. rail transit system**



**6<sup>th</sup> busiest U.S. bus network**

\*Includes reimbursables and debt service. Totals may not sum due to independent rounding.

\*\*American Public Transportation Association



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*Distinguished  
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PRESENTED TO

**Washington Metropolitan Area Transit Authority  
District of Columbia**

For the Fiscal Year Beginning

**July 01, 2025**

*Christopher P. Morill*

Executive Director



# Metro's Board of Directors

The Washington Metropolitan Area Transit Authority is governed by a Board of Directors that determines agency policy and provides oversight for funding, operations, and expansion of transit facilities within the Transit Zone. The 16-member Board of Directors is composed of eight Principal Directors and eight Alternate Directors. The District of Columbia, State of Maryland, Commonwealth of Virginia, and the federal government each appoint two Principal and two Alternate members. The Board performs its duty through three committees: Executive, Finance and Capital, and Safety and Operations.



**Valerie Santos**

Chair,  
District of Columbia



**Joe McAndrew**

Vice Chair  
State of Maryland



**Walter Alcorn**

Commonwealth of Virginia



**Tracy Hadden Loh**

District of Columbia



**Leslie Weber**

State of Maryland



**Darien Flowers**

Commonwealth of Virginia



**Spring Worth\***

District of Columbia



**Matt de Ferranti\***

Commonwealth of Virginia



**April Rai\***

Federal Government



**Canek Aguirre\***

Commonwealth of Virginia



**Michael Goldman\***

State of Maryland

*\*Alternate Directors* | For Board Member biographies, please see [Board of Directors | WMATA](#)



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# Message from the GM/CEO



It's been an incredible year for America's Metro System and our customers in the region. With support from the Board of Directors, elected officials, and regional partners, we've accomplished major improvements from the FY2026 Budget that continue to drive our world-class system.

Our attention remains focused on continuous improvements for our customers and delivering safe, frequent, reliable service for the region. With that in mind, we delivered several key priorities that I'm proud of and would like to highlight:

- Crime is the lowest in Metro history
- Management saved \$120 million in costs, maximizing operational efficiency and strengthening ridership
- We launched our first MetroPulse application to provide real-time service updates on Metrorail and Metrobus
- We implemented the Better Bus Network – the first major overhaul of the system in 50 years – delivering new routes, service expansion, and more frequency
- We rolled out Tap.Ride.Go. on Metrorail and Metrobus, providing customers more ways to pay for service

Team Metro is working hard, and our peers have noticed. We were recognized as the 2025 APTA Transit Agency of the Year, a designation the Authority had not received in 30 years. We've also received numerous other awards recognizing our commitment to safety, communication, and collaboration -- all tenets of our Strategic Transformation Plan.

As we look towards FY2027, I am energized and encouraged knowing that the Board of Directors for both WMATA and Washington Metropolitan Council of Governments (COG) has endorsed the plan approved by DMVMoves which addresses predictable, dedicated funding for Metro at \$460 million that's indexed annually at 3 percent. This funding will allow Metro to manage operational and capital budgets at maximum capacity as good financial stewards. This endorsement signals the next steps in achieving this goal. We will be working over the next year to address legislative challenges and work with elected officials to do what our peer institutions in New York, Chicago, Toronto, Charlotte, and Seattle have already done – fund transportation investment for the future.

In parallel, we are preparing for the FY2027 Budget without this funding mechanism. The proposed FY2027 Budget focuses on service enhancements, rail modernization, and no fare increases for customers as we continue to transform America's Metro System and deliver the service this region deserves.

As America celebrates its 250th Anniversary in 2026, we are preparing to celebrate our Metrorail and Metro Transit Police Department's 50th anniversaries. We are excited about the events and activities we have lined up to celebrate our customers and their support of Metro. We exist for our customers and want to make sure they know how much we consider them to be part of our family.

We are slated to wrap up our final phase of Tap.Ride.Go., modernize our parking garages and have more groundbreakings and ribbon cuttings planned for our Transit-Oriented Development portfolio throughout the region. The redevelopment of the RFK Stadium site is underway, and we continue to be partners in helping assess what transportation options make sense for the revitalization of the area. We also expect to start receiving our new order of Metrobuses, a key component in maintaining reliability for customers who depend on service as the backbone of this region.

While critical decisions about funding determine the future of modernizing our system, we remain focused on service excellence, talented teams, and financial and organizational efficiency. Our commitment remains focused on delivering the service our region deserves, and remaining America's best transit system. There's more work to do!

See you on board,

Randy Clarke

General Manager and Chief Executive Officer



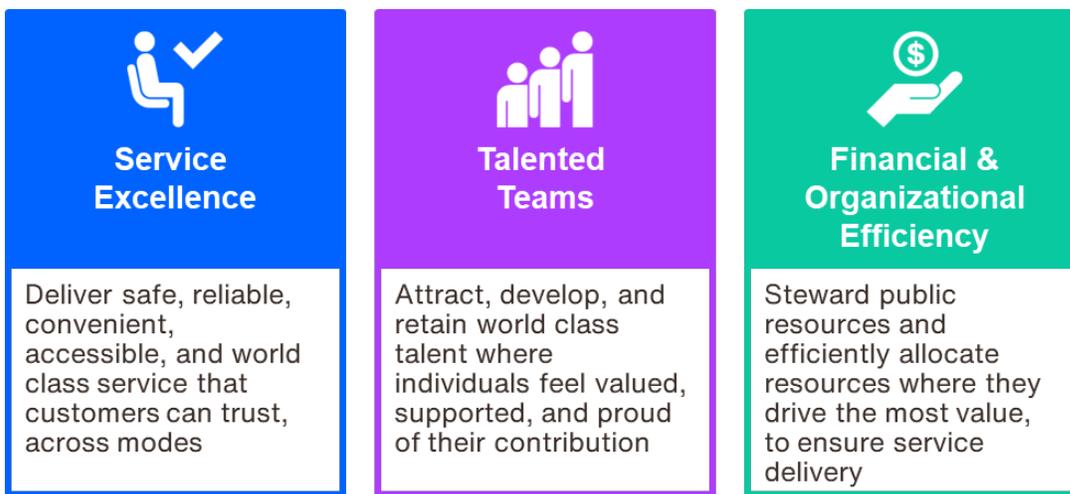


# Your Metro, The Way Forward

**Metro's Mission:** Your Metro – Connecting you to possibilities

**Metro's Vision:** The region's trusted way to move more people safely and sustainably

Metro has three strategic goals that define the long-term outcomes of the updated plan. These goals show how Metro will achieve the vision.



## Goal 1: Service Excellence

- Objective 1A) Safety & Security
- Objective 1B) Reliability
- Objective 1C) Convenience



## Goal 2: Talented Teams

- Objective 2A) Recruitment & Retention
- Objective 2B) Learning & Development
- Objective 2C) Customer Service Mindset

## Goal 3: Financial & Organizational Efficiency

- Objective 3A) Financial Stewardship
- Objective 3B) Organizational Efficiency
- Objective 3C) Energy Management





# Strategic Planning

The Metro Board of Directors first adopted the Strategic Transformation Plan (the plan), *Your Metro, The Way Forward*, in February 2023, and adopted a refreshed version in December 2025. The plan outlines Metro's mission and vision, and identifies three strategic goals: **Service Excellence**, **Talented Teams**, and **Financial and Organizational Efficiency**. The plan was developed by the Board of Directors and senior management to guide Metro's decision making over the next three years and beyond.

The plan defines Metro's priorities and connects Metro's mission, vision, values, and goals with programs and projects that drive improvements and innovation. Each goal is supported by objectives and measurable key results. Goal-level key results represent ambitious top-line performance measures that the entire organization works to achieve. Objective-level key results are tied to goal metrics and are achieved through the execution of priority programs and tactical projects. Some initiatives are currently underway, while others are proposed and will be prioritized through the annual budget process in the coming years. As customer needs and priorities evolve, Metro will refine key results and reprioritize programs to stay focused on what matters most.

Metro will share progress with internal and external stakeholders through regular reports, leveraging public forums and feedback channels to continuously improve and refine how the plan is executed. Appendix G of this budget book presents the key results established in the plan.

This approach enhances transparency, builds trust, aligns the organization around a shared direction, and guides how we fund the Metro the region needs, wants, and deserves.

This section outlines six of the 18 programs in the plan that have been identified for enhanced Board oversight in 2026.

## Rail Modernization

**STP Goal:** Service Excellence

**Objective:** Reliability

A multi-year program to upgrade Metro's rail system through an incremental transition to fully automated operations (Grade of Automation 4, or GoA 4). The Rail Modernization Program Plan will detail Metro's approach to implementation, including required investments, phasing, program delivery structure, and competitive funding opportunities.

This program will:

- Transition Metro to modern, communications-based train control (CBTC) systems
- Upgrade the rail fleet to be compatible with CBTC
- Install platform screen doors for protecting customers from moving trains
- Fully automate train operation

## Service Design and Management

**STP Goal:** Service Excellence

**Objective:** Reliability

A three-year program to develop and implement service improvement concepts for bus and rail operations. Already this program has delivered:

- Three-year service plan identifying service improvements for FY2027-FY2029

- 12.5 directional miles of new bus lanes in FY2025
- DMVMoves task force endorsed implementation of bus priority corridors and continued investment in bus priority

This program will:

- Implement and continuously improve the Better Bus Network
- Develop regional rapid bus corridors and implement transit signal priority
- Optimize and continuously improve rail service

## Leadership Development and Metro Training Center

**STP Goal:** Talented Teams

**Objective:** Learning & Development

Build Metro’s workforce capacity through an improved training environment with a modernized facility and a unified program of leadership development, training and continuous learning. Already this program has delivered:

- New front-line supervisor training program
- New in-house Criminal Justice Academy
- Launch of Train Operator 7000-series Simulator Pilot Program and installation of eight (8) simulators

This program will:

- Improve performance of supervisors through leadership development and training
- Standardize technical training across core roles
- Modernize a facility for workforce readiness

## Procurement and Supply Chain Transformation

**STP Goal:** Financial & Organizational Efficiency

**Objective:** Organizational Efficiency

Transform Metro’s procurement and supply chain operations to increase efficiency, reduce risk, and modernize systems supporting mission-critical functions. Already the program has delivered:

- Streamlined more than 25 high risk procurements in FY2025
- Established a centralized library of resources and launched a new Contracting Officer’s Technical Representative (COTR) management team
- Improved processes to recover the value of material at the end of its useful life

This program will deliver:

- Procurement process improvements and a new software system: guidelines; an updated Best Practices Manual; standardized terms and conditions; enhanced oversight and performance management through reporting, dashboards and a Process Improvement Committee
- Supply chain parts forecasting to improve material management, enhanced warehouse logistics, and expanded divestment opportunities to increase financial recovery

## Digital and Artificial Intelligence Ecosystem Acceleration

**STP Goal:** Financial & Organizational Efficiency

**Objective:** Organizational Efficiency

Advance Metro’s use of digital technology and Artificial Intelligence (AI) solutions to deliver smoother operations and better service for the region. Already this program has delivered:

- Increased Cyber Exposure Score (+38 percent) and cyber training compliance (+33 percent)
- Digitized testing and certification, reducing downtime for rail operators awaiting updates

- Developed an AI-driven traffic ticket citation app which matched over 2,000 unpaid tickets to the assigned vehicle operator and resolved over \$165,000 in unpaid tolls
- Created a cross-functional team to monitor and troubleshoot more than 1,500 signs system-wide
- Launched new technology governance and purchasing policies across the organization

This program will deliver:

- Enterprise video-enabled operations with updated cameras on rail and bus fleets
- Frontline digitization to eliminate paper-based processes and equip with real-time information
- Integrated enterprise data platform and AI enablement (e.g. predictive maintenance)
- Network fabric modernization and infrastructure expansion
- Expanded real-time monitoring of cameras, radio assets and access control systems

## Resource Management

**STP Goal:** Financial & Organizational Efficiency

**Objective:** Energy Management

Build a more efficient, data-driven, and resilient energy program to reduce costs and manage risk.

Already this program has delivered:

- 10-year electricity contract that covers 30 percent of Metro's supply, providing stable

pricing and supporting the development of new power sources in the region

- A natural gas contract for facilities and compressed natural gas (CNG) buses through FY2031, avoiding an estimated \$3 million annually compared to previous contracted supply rates
- 10 megawatts (MW) of solar carports across four stations
- \$5 million in ongoing annual energy cost avoidance and over \$2 million in one-time energy rebates between FY2019 and FY2025

This program will deliver:

- Facility modernizations to enhance efficiency, including re-commissioning
- New energy supply contracts to manage long-term operating costs, minimize risk, and improve financial predictability
- Investments in natural hazard resilience, including native plantings on Metro property, reflective paint on rails to improve reliability by reducing heat kinks, and induction switch heaters at rail yards
- Energy data analytics to support operational decisions, budgeting, and cost control
- Bioretention test site and best practices update
- Investments to support service and ridership that reduces the number of cars on the road, which delivers improved air quality to our communities

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# Chapter 1 – Budget Summary

Metro connects people -- providing safe, reliable transportation to families, commuters, and tourists.



<b>BUDGET \$4.8B</b>		<b>RIDERSHIP 281.1M</b>			<b>FUNDING \$4.8B</b>		
\$2.7B	\$2.1B	153.4M	124.4M	3.2M	\$3,005.3M	\$660.4M	\$651.1M
Operating	Capital	Rail	Bus	Access	State & Local	Federal	Revenue
					\$163.0M	\$283.8M	\$82.6M
					Prior Year	Debt	Reimbursable

Pictured: Potomac Yard-VT Metro Station

## Executive Summary

The Washington Metropolitan Area Transit Authority (WMATA), known as Metro, is the region’s leading public transportation provider, serving a population of approximately four million people across Washington, D.C., Maryland, and Virginia within a 2,054-square-mile jurisdiction. In 2025, the American Public Transportation Association (APTA) named Metro Transit Agency of the Year in recognition of industry-leading ridership growth, record high customer satisfaction, a newly redesigned bus network, expanded rail service, and improved customer experience.

With hundreds of millions of trips taken by customers every year, Metro is the backbone of community activity, linking the National Capital Region and driving economies of

scale by providing safe, reliable public transportation.

Metro services connect people to employment, education, local attractions, key destinations, and recreational activities, while supporting the region’s growth through more connected and efficient transit options. As an engine for regional economic growth, Metro attracts development, creates new opportunities for housing, and generates new tax revenue. Metro offers accessible, affordable, and reliable transportation options to meet the region’s needs while moving people safely and efficiently across the region.

Metro services are vital for daily customers and visitors alike, while enhancing the region’s overall

quality of life. Metro supports regional sporting events, concerts, and festivals through coordinated transit solutions designed to accommodate large numbers of attendees. Through its network of Metrorail, Metrobus, and MetroAccess services, Metro helps alleviate traffic congestion, encourages economic growth, and provides dependable travel options for the public.

Metro's service network includes jurisdictions and neighborhoods within the District of Columbia; Montgomery and Prince George's counties in Maryland; and Arlington, Fairfax and Loudoun counties, and the independent cities of Alexandria, Fairfax and Falls Church in Virginia. Metrorail has the capability of moving customers across 128 miles of railway and 98 distinct stations. Metrobus currently operates 125 routes across its service area's streets and highways. MetroAccess supports the independence and mobility of individuals whose disability prevents the use of Metrobus and Metrorail services by providing reliable alternatives to essential services, employment, and community engagements.

As the public transit agency supporting the nation's capital, Metro provides essential transit support for national and international events such as the National Cherry Blossom Festival, Fourth of July celebrations, the Marine Corps Marathon, presidential inaugurations, and international summits. Metro's commitment to maintaining and preserving its expansive infrastructure ensures it continues to meet the evolving needs of the region's diverse and dynamic population and its visitors.

The Metro Board of Directors adopted an update to its Strategic Transformation Plan, "Your Metro, The Way Forward," in December 2025 to guide Metro over the next three years as the agency modernizes operations, delivers excellence service, and responds to evolving customer needs. Building on the accomplishments of the previous strategic plan adopted in 2023, the updated plan affirms Metro's mission and vision, as well as refreshes the strategic goals of Service Excellence, Talented Teams, and Financial and Organizational Efficiency that will steer

Metro's future. The FY2027 Proposed Budget advances each of these strategic goals through new and ongoing initiatives that encourage ridership growth and cost control through the optimization of Metrobus schedules, more efficient Metrorail schedules through Automatic Train Operations (ATO) and workforce modernization efforts.

The FY2027 Proposed Budget is also influenced by external economic, legislative, and regional factors, including changes in commuting and ridership patterns, the footprint of the federal workforce, dependency on legislatively restricted jurisdictional subsidies, and structural funding challenges which the system has faced since inception. Potential headwinds include uncertain economic and market conditions, changes in the regional workforce, and reductions in leisure travel and tourism.

Metro relies on its traditional funding sources for its operating budget – operating revenue and subsidies from Metro's jurisdictional partners in the Commonwealth of Virginia, the State of Maryland, and the District of Columbia. Metro has aggressively pursued targeted cost-savings and efficiencies. In addition to operating revenue, the FY2027 Proposed Budget relies on jurisdictional subsidies to support a robust and reliable public transportation system. The FY2027 subsidy includes three percent annual growth from FY2026 levels.

Through its capital program, Metro has made historic investments in the system since the provision of locally Dedicated Funding. Metro continues to invest capital resources in the system to replace existing assets with a focus on reliability, safety, and an enhanced experience for Metro customers. This focused reinvestment into the system has yielded tangible improvements in system performance, resulting in better customer experience. While Metro and its jurisdictional partners have resolved immediate funding constraints, long-range funding challenges persist.

Metro is not alone in addressing funding constraints. Systemic funding challenges impact transit operators nationally and across the region, impacting the region's ability to meet its long-term goals. To attract and

retain business investments, the region must maintain a high-performing transportation network. The inverse is equally true: without strong transit infrastructure, the region risks losing talent and economic opportunity to areas with better transportation systems.

In May 2024, Metro and the Metropolitan Washington Council of Governments (COG) launched *DMVMoves*, a comprehensive regional transit initiative, connecting business, community, and government leaders to create a more efficient, reliable, and accessible transportation network that meets the needs of the region's growing population. In November 2025, these leaders jointly endorsed recommendations from the *DMVMoves* Task Force and called on regional decision makers to advance funding solutions to support Metro's long-term modernization and strengthen coordination among the region's 14 transit operators, including Metro, Maryland Area Rail Commuter (MARC), Virginia Railway Express (VRE), and local bus systems. The recommendations outline a unified regional vision for a modern, seamless, and world-class transit network that supports economic growth, efficiency, and safe, reliable access across the National Capital Region. A key proposal includes \$460 million in new annual capital funding for Metro, beginning in FY2028. This new investment would allow Metro to reinvest in and modernize its bus and rail system. This funding would grow at three percent annually, which will allow the region to avoid future fiscal cliffs.

The FY2027 Proposed Budget prioritizes service optimization, financial stability, long-range planning, and less reliance on capital funding for operating preventive maintenance expenses. The service optimization goals in the FY2027 Proposed Budget are designed to drive ridership and optimize the use of our assets. As ridership continues to grow, Metro is proactively anticipating the need for additional capacity at key locations approaching crowded conditions.

To further promote financial stability and long-range planning, Metro has included in its budget process

operating forecasts for FY2028 and FY2029. These forecasts are not part of Metro's formal budget submitted for adoption by the Board, but rather Metro's current projections for the next two years to support long-range planning. Metro anticipates total ridership to grow from the FY2026 forecast of 270 million trips to 287 million trips by FY2029, while passenger revenue is expected to grow from \$463 million to \$602 million. Continued modernization of fares and payment options will assist with ridership and revenue growth. Such initiatives in development or for consideration include a planned inflationary fare increase in FY2028, parking technology modernization (e.g. potential for multi-day parking options), expansion of the university pass (U-Pass) program to increase participation, Virginia and Maryland (VRE/MARC) regional rail pass and fare integration, and integration with the Maryland Transit Administration's Purple Line currently under construction.

The FY2027 Proposed Budget continues to advance Metro's commitment to invest in new technologies and practices to enhance cost efficiencies throughout the organization. The FY2027 Proposed Budget of \$4.8 billion includes an operating budget of \$2.7 billion and a capital budget of \$2.1 billion. Additionally, the \$2.7 billion operating budget funds reimbursable projects of \$22.4 million and debt service of \$72.3 million.

Metro's capital budget of \$2.1 billion funds capital expenditures of \$1,861.7 million across six major investment categories, as well as debt service of \$253.6 million and revenue losses from capital projects rehabilitation and repair work of \$22.0 million.

With dependable funding, Metro can build on important steps taken in recent years to improve service and continue its customer-focused approach that promotes the economic and environmental goals of our region. Metro continues to look toward the future focusing on services and initiatives that will encourage the region's long-term livability and economic growth.

# FY2027 TOTAL BUDGET

(\$ in millions)

**TOTAL OPERATING BUDGET**  
**\$2,709**

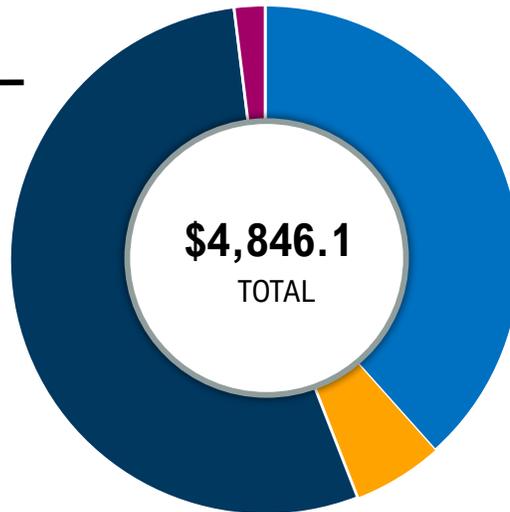
**OPERATING EXPENSE**  
**\$2614**

**OTHER - OPERATING\***  
**\$95**

**TOTAL CAPITAL BUDGET**  
**\$2,137**

**CAPITAL IMPROVEMENT PROGRAM (CIP) INVESTMENT**  
**\$1,862**

**OTHER - CAPITAL\*\***  
**\$276**



\*Includes Debt Service and operating reimbursable

\*\*Includes Debt Service -- Dedicated Funding and Revenue Loss from Capital Projects

## FY2027 Operating Budget

As an essential transportation provider to the region, Metro keeps the region moving and advances regional goals. Metro's operating budget includes the expenses necessary to operate Metrobus, Metrorail, and MetroAccess, funded through generated revenues and jurisdictional subsidies.

The FY2027 Proposed Budget focuses on service improvements to continue to increase ridership and revenue, control costs, and reduce dependence on capital funding for operating preventive maintenance. Baseline assumptions for FY2027 ridership include stable federal workforce ridership, increased use of Tap.Ride.Go., increased participation in student and university pass enrollment, and a rise in MetroAccess usage. Service enhancement proposals for Metrorail in FY2027 include train length optimization and ATO for increased efficiency, improved all-day and late-night service, and additional peak capacity to mitigate crowding on the Red, Orange, and Silver lines. Service enhancement proposals for Metrobus in FY2027 include schedule optimization, increased capacity and on-time performance, and increased frequency, span, and coverage of key routes.

The FY2027 Proposed Budget reflects financial management by Metro through administrative efficiencies and other cost reductions, as well as service optimization to maximize ridership within current funding. The FY2027 Proposed Budget incorporates Collective Bargaining Agreements (CBA) wage increases negotiated with Metro's labor unions, an optimized workforce through modernization efforts, growth of the Abilities-Ride MetroAccess trips, and savings from Automatic Train Operations (ATO) and bus scheduling efficiencies. Potential operating headwinds include inflation and tariffs, volatility in the energy markets, and rising pension and healthcare costs. Metro can help mitigate these headwinds by leveraging technology and streamlining processes, improving energy efficiency and reducing exposure to energy costs, and addressing absenteeism and unscheduled leave.

The FY2027 Operating Budget of \$2,614.1 million (excluding debt service and reimbursables) is funded with \$651.1 million in operating revenue from all sources and \$1,963.1 million in jurisdictional subsidies.

Metro continues to show strong weekday ridership growth driven by increased return-to-office expectations and more structured telework policies requiring regular in-person attendance across major employers, including the federal government. In response, Metro is adapting to evolving commuting patterns through customer-focused service enhancements. Total ridership is budgeted at 281.1 million trips, a 4.2 percent increase relative to FY2026 budgeted ridership.

Operating revenue in the FY2027 Proposed Budget of \$651.1 million includes passenger fare revenue and non-passenger revenue. Passenger revenue is 80.5 percent of operating revenue. At \$523.9 million, passenger revenue for FY2027 is projected to increase 13.1 percent from the FY2026 Approved Budget. Non-passenger revenue includes parking, proceeds from joint development agreements, and the sale of fiber optic leases, and other sources such as interest on investments. For the FY2027 Proposed Budget, non-passenger revenue totals \$127.1 million, a \$26.5 million or 26.3 percent increase relative to the FY2026 Approved Budget.

Jurisdictional subsidies of \$1,963.1 million fund 72 percent of Metro's operating budget. To avoid draconian service cuts in FY2025, the jurisdictions provided additional subsidy funding and agreed to provide an additional \$95 million in FY2026 to replace one-time savings in FY2025. Metro's FY2027 Proposed Budget includes a three percent increase from FY2026 levels and includes additional investment in Metrobus service, jurisdictionally sponsored by the District of Columbia and Arlington. Preventive maintenance (PM) includes operating maintenance costs eligible for reimbursement from the capital budget, subject to Federal Transit Administration (FTA) approval. The annual budget establishes the maximum amount of PM expenses to be transferred from the operating budget to the capital budget.

The FY2027 Proposed Budget includes a total operating PM transfer of \$126 million. To ensure capital funding is available for important infrastructure projects while not accelerating Metro's

capital deficit, Metro is strategically reducing reliance on operating preventive maintenance transfers with the goal of returning to the historic \$60 million level by FY2029.

Metro continues to aggressively manage expenses and pursue operational efficiencies. Despite unprecedented inflation as the economy emerged from the pandemic, Metro continued to identify savings through administrative efficiencies, technological advances, and office consolidations.

## **FY2028 and FY2029 Operating Forecast**

Metro remains dedicated to financial sustainability and transparency. As part of this commitment, Metro is expanding its budget presentation to include operating forecasts for FY2028 and FY2029. These forecasts are not part of Metro's formal budget submitted for adoption, but rather Metro's projection of revenue and expenses for future periods. Metrorail and Metrobus service improvements for FY2028 and FY2029 are considered service concepts and still under development. Specific programming will be subject to the availability of resources, regional priorities and outlook, and the annual budget process. Additionally, the FY2028 and FY2029 forecasts incorporate multiyear economic outlook assumptions such as anticipated inflation, other macroeconomic trends, ridership estimates, and assumptions for future personnel costs, labor agreements, and operating contracts. Metro anticipates a three percent increase in its jurisdictional subsidies for both FY2028 and FY2029 forecasts.

Establishing financial objectives that extend beyond the current budget year can mitigate the pitfalls of short-term decision-making, ensuring spending and investments align with broader strategic goals. Multiyear financial planning may also help identify structural challenges and potential financial risks early, informing proactive strategies. This foresight fosters resiliency and adaptability to navigate economic fluctuations, market changes and unexpected expenses. By incorporating a long-range

financial plan into its annual operating budget process, Metro can advance further financial health and operational continuity.

The FY2028 revenue forecast anticipates a modest inflationary fare increase. The combination of continued ridership growth and the fare increase in FY2028 each contribute to the higher revenue growth rate expected in FY2028.

Metro anticipates a 1.8 percent revenue increase in FY2029. Expense growth is forecasted at 2.8 percent for both FY2028 and FY2029. The following tables present Metro's FY2028 and FY2029 Ridership and Financial Forecast, based on current assumptions. These forecasts are for planning purposes and are subject to change.

## OPERATING BUDGET – REVENUE AND EXPENSES

<i>(Dollars in Millions)</i>	FY2024 Actual	FY2025 Actual	FY2026 Budget	FY2027 Budget	FY2028 Forecast <sup>1</sup>	FY2029 Forecast <sup>1</sup>
Passenger	\$355.6	\$461.8	\$463.5	\$523.9	\$589.9	\$601.7
Non-Passenger	\$117.0	\$132.2	\$100.7	\$127.1	\$128.4	\$129.7
<b>Total Revenues</b>	<b>\$472.6</b>	<b>\$594.0</b>	<b>\$564.1</b>	<b>\$651.1</b>	<b>\$718.3</b>	<b>\$731.4</b>
<b>Gross Expenses</b>	<b>\$2,364.1</b>	<b>\$2,530.9</b>	<b>\$2,607.2</b>	<b>\$2,740.0</b>	<b>\$2,822.2</b>	<b>\$2,874.0</b>
Preventive Maintenance Transfer	-\$106.6	-\$89.4	-\$108.8	-\$125.9	-\$82.0	-\$60.0
<b>Net Expenses</b>	<b>\$2,257.5</b>	<b>\$2,441.5</b>	<b>\$2,498.4</b>	<b>\$2,614.1</b>	<b>\$2,740.2</b>	<b>\$2,814.0</b>
<b>Gross Subsidy</b>	<b>\$1,784.9</b>	<b>\$1,847.5</b>	<b>\$1,934.3</b>	<b>\$1,963.1</b>	<b>\$2,021.9</b>	<b>\$2,082.6</b>
Federal Relief	-\$532.6	-\$123.4	\$0	\$0	\$0	\$0
Prior Year Savings	\$0	\$0	-\$28.4			
<b>Net Subsidy</b>	<b>\$1,252.3</b>	<b>\$1,724.1</b>	<b>\$1,905.9</b>	<b>\$1,963.1</b>	<b>\$2,021.9</b>	<b>\$2,082.6</b>
Cost Recovery Ratio	20.0%	23.5%	21.6%	23.8%	25.5%	25.4%

1. Forecast is **subject to change** and is for planning purposes only. Based on current growth assumptions for ridership, revenue and expense, as well as current projections for jurisdictional subsidy amounts.

## FY2027 Capital Budget

Both the \$2.1 billion FY2027 Capital Budget and \$13.5 billion FY2027-2032 Capital Improvement Program (CIP), each inclusive of debt service and revenue loss from capital projects, focus Metro's capital investments on supporting the delivery of safe, reliable, convenient and accessible transit through reinvestment and modernization of assets. Of the \$2.1 billion FY2027 Capital Budget, \$1,861.7 million funds capital expenditures across its six major investment

categories, \$253.6 million funds debt service and \$22.0 million in revenue loss from capital projects.

Details regarding the FY2027 Capital Budget can be found in the Proposed FY2027-FY2032 Capital Improvement Program.

Additional information on Metro's CIP can be found on-line at: [www.wmata.com/initiatives/capital-improvement-program](http://www.wmata.com/initiatives/capital-improvement-program)

Capital Investment Categories - Phase <i>(Dollars in Millions)</i>	FY27	FY28	FY29	FY30	FY31	FY32	Six-Year Total
Underway Projects	407.4	578.6	595.8	62.5	9.8	6.3	1,660.4
Recurring Reinvestment Programs	1,307.2	1,174.0	981.1	745.5	739.8	686.7	5,634.2
Design & Engineering	109.4	471.5	497.2	343.7	388.0	314.2	2,124.1
Planning & Development	26.3	104.8	208.9	216.4	165.4	277.7	999.5
Concept	0.0	12.7	66.4	110.8	198.1	234.5	622.5
Substantially Complete Projects	11.4	84.7	64.1	33.0	37.2	29.6	259.9
<b>TOTAL CAPITAL INVESTMENTS<sup>2</sup></b>	<b>\$1,861.7</b>	<b>\$2,426.2</b>	<b>\$2,413.6</b>	<b>\$1,511.9</b>	<b>\$1,538.2</b>	<b>\$1,549.0</b>	<b>\$11,300.6</b>
Revenue Loss from Capital Projects and Other Capital Needs	22.0	22.0	22.0	22.0	22.0	22.0	132.0
Debt Service <sup>1</sup> - Dedicated Funding	253.6	313.5	375.0	375.0	375.0	375.0	2066.9
<b>TOTAL CAPITAL PROGRAM COST<sup>2</sup></b>	<b>\$2,137.3</b>	<b>\$2,761.7</b>	<b>\$2,810.5</b>	<b>\$1,908.9</b>	<b>\$1,935.1</b>	<b>\$1,946.0</b>	<b>\$13,499.6</b>



Pictured: Metrorail train in service on the Orange Line

## FY2027 Sources of Funds

Metro's operating and capital budgets are funded through a variety of sources including system generated revenues, state and local support, and federal funding.

State and local funding of \$3.0 billion supports both the operating and capital budgets. The jurisdictional operating contribution of \$2,035.4 million includes \$1,963.1 million of net operating subsidy and \$72.3 million of debt service contributions. State and local funding of \$969.9 million supports the capital program and includes \$500.0 million of dedicated funding, \$323.0 million in federal match and system performance funds, and \$148.5 million in state and local match to federal PRIIA grants.

Metro also receives federal funding in support of the capital program primarily through Federal Transit Administration (FTA) grants and other federal grants. For FY2027, federal funding related to Metro's capital program totals \$660.4 million, which includes \$516.9 million from FTA formula grants and other federal grants, as well as federal PRIIA funding. The PRIIA funding consists of \$143.5 million to support the capital program and \$5.0 million for Metro's Office of the Inspector General.

Operating revenues derived from Metrorail, Metrobus and MetroAccess support the operating budget and total \$651.1 million, which includes passenger fare revenue of \$523.9 million and non-

passenger revenue of \$127.1 million. Non-passenger revenue consists of parking, advertising, real estate joint development and fiber optic proceeds of \$93.4 million and other sources of revenue of \$33.7 million.

Reimbursable project funding supports both the operating and capital budgets as follows:

- \$22.4 million for operating projects requested by jurisdictions or other third parties and safety/security programs
- \$60.2 million in jurisdictionally requested capital improvements

The sale of dedicated revenue bonds totaling \$283.8 million supports the capital program.

Total funding for FY2027 is lower than FY2026; however, the composition of funding has shifted. Notable changes in funding (over 10 percent) include:

- Revenue from passenger fares is anticipated to increase by 13.1 percent as year-over-year ridership continues to grow
- Metro's FY2027 capital funding includes \$163 million of prior year funds
- Reimbursable funding varies based on projects



Pictured: Metrobuses in passenger service near Metro Center and Gallery Place

## SOURCES OF FUNDS – SUMMARY

(\$ in millions)

**\$82.6** (1.7%)  
**REIMBURSABLE**

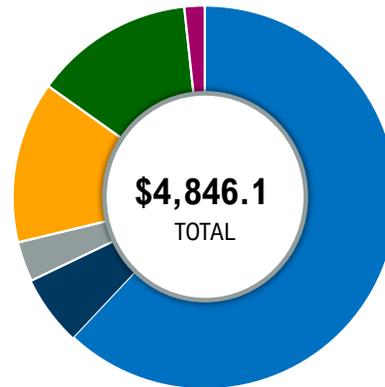
**\$651.1** (13.4%)  
**REVENUE**

**\$660.4** (13.6%)  
**FEDERAL CAPITAL**

**\$3,005.3** (62.0%)  
**STATE & LOCAL FUNDS**

**\$163.0** (3.4%)  
**PRIOR YEAR FUNDING**

**\$283.8** (5.9%)  
**DEBT<sup>1</sup>**



1. Dedicated funding debt proceeds

## SUMMARY OF FUNDS BY SOURCE

<i>(Dollars in Millions)</i>		FY2026 Budget	FY2027 Budget	\$ Change	% Change
<b>OPERATING</b>	Passenger Fares	\$463.5	\$523.9	\$60.5	13.1%
	Non-Passenger Revenue	100.7	127.1	26.5	26.3%
	State and Local Funds	1,905.9	1,963.1	57.2	3.0%
	Reimbursable Funds	13.5	22.4	8.9	66.4%
	Prior Year Savings	28.4	-	(28.4)	(100.0%)
	Federal Relief	-	-	-	-
	<b>Subtotal</b>	<b>\$2,511.9</b>	<b>\$2,636.5</b>	<b>\$124.6</b>	<b>5.0%</b>
	Contributions for Debt Service <sup>1</sup>	\$72.3	\$72.3	(\$0.0)	(0.0%)
	<b>Subtotal Including Debt Service</b>	<b>\$2,584.2</b>	<b>\$2,708.8</b>	<b>\$124.6</b>	<b>4.8%</b>
<b>CAPITAL</b>	Federal Formula/Other Grants	\$482.6	\$516.9	\$34.3	7.1%
	Federal Dedicated Funds (PRIIA)	143.5	143.5	-	-
	State and Local Funds	459.6	469.9	10.3	2.2%
	Dedicated Funding	500.0	500.0	-	-
	Reimbursable Funds	42.4	60.2	17.8	42.0%
	Debt Strategy/Other Debt	653.5	283.8	(369.7)	(56.6%)
	Prior Year Funding	91.0	163.0		
	<b>Subtotal</b>	<b>\$2,372.6</b>	<b>\$2,137.3</b>	<b>(\$307.3)</b>	<b>(9.9%)</b>
	<b>Grand Total<sup>2,3</sup></b>	<b>\$4,956.7</b>	<b>\$4,846.1</b>	<b>(\$110.6)</b>	<b>(2.2%)</b>

1. Year-over-year variance is less than \$50,000 and thus rounds to \$0.0 for this table

2. WMATA Compact requires Metro to have a balanced budget (i.e. projected funding equals planned expense). See Appendix B for additional discussion

3. Totals may not sum due to independent rounding

## Operating Subsidy

The FY2027 subsidy, excluding debt service payments, is \$1,963.1 million, an increase of \$57.2 million from the FY2026 Budget. Metro's jurisdictional partners include the District of Columbia, two jurisdictions in the State of Maryland (Montgomery County and Prince George's County), and six jurisdictions in the Commonwealth of Virginia (City of Alexandria, Arlington County, City of Fairfax, Fairfax County, City of Falls Church, and Loudoun County).

The FY2027 Operating Subsidy includes three percent annual growth from FY2026. The Debt service payments remain equivalent to FY2026 at \$72.3 million, resulting in total jurisdictional contributions in FY2027 of \$2,035.4 million.

In FY2025, the Board of Directors approved a restructuring of the Metrorail and Metrobus

operating subsidy allocation formula to address the challenges with the legacy formulas by improving clarity and transparency, aligning service costs with regional benefits and incentivizing ridership and revenue growth. This restructured operating subsidy formula allocates both costs and revenues to determine the jurisdictional subsidy using six subsidy allocation formulas: Metrobus Cost Allocation, Metrorail Cost Allocation, Metrobus Revenue Allocation, Metrorail Revenue Allocation, Paratransit subsidy allocation and Debt service allocation.

The following table provides the FY2027 subsidy by mode by jurisdiction. Appendix D provides further details on the variables used to calculate the restructured operating subsidy.

### FY2027 PROPOSED BUDGET – SUMMARY OF STATE AND LOCAL OPERATING REQUIREMENTS

<i>(Dollars in Millions)</i>	<b>Metrobus Subsidy</b>	<b>Metrorail Subsidy</b>	<b>MetroAccess Subsidy</b>	<b>Total Subsidy</b>	<b>Debt Service</b>	<b>Jurisdictional Contributions</b>
<b>District of Columbia</b>	<b>\$394.4</b>	<b>\$293.0</b>	<b>\$58.6</b>	<b>\$746.0</b>	<b>\$33.3</b>	<b>\$779.3</b>
Montgomery County	\$104.9	\$156.2	\$35.2	\$296.4	\$15.4	\$311.8
Prince George's County	173.1	163.6	78.1	414.7	15.8	430.5
<b>Maryland</b>	<b>\$278.0</b>	<b>\$319.7</b>	<b>\$113.3</b>	<b>\$711.1</b>	<b>\$31.3</b>	<b>\$742.3</b>
City of Alexandria	\$25.7	\$41.9	\$2.4	\$70.1	\$1.8	\$71.9
Arlington County	46.1	86.8	2.8	135.7	-	135.7
City of Fairfax	1.3	2.2	0.5	4.0	0.1	4.1
Fairfax County	72.4	156.4	20.5	249.3	5.6	254.9
City of Falls Church	2.0	2.1	0.1	4.2	0.2	4.3
Loudoun County	0.1	42.7	0.0	42.8	-	42.8
<b>Virginia</b>	<b>\$147.7</b>	<b>\$332.1</b>	<b>\$26.3</b>	<b>\$506.0</b>	<b>\$7.7</b>	<b>\$513.7</b>
<b>Net Operating Subsidy</b>	<b>\$820.0</b>	<b>\$944.9</b>	<b>\$198.2</b>	<b>\$1,963.1</b>	<b>\$72.3</b>	<b>\$2,035.4</b>

\*Totals may not sum due to independent rounding

# Passenger and Non-Passenger Revenue

## OPERATING REVENUE

<i>(Dollars in Millions)</i>	<b>FY2024 Actual</b>	<b>FY2025 Actual</b>	<b>FY2026 Budget</b>	<b>FY2027 Budget</b>	<b>\$ Change</b>	<b>% Change</b>
Metrorail	\$301.4	\$402.0	\$399.6	\$461.5	\$61.9	15.5%
Metrobus	50.1	56.4	59.9	58.3	(1.6)	(2.6%)
MetroAccess	4.1	3.4	4.0	4.2	0.2	5.7%
<b>Passenger Revenue Subtotal</b>	<b>\$355.6</b>	<b>\$461.8</b>	<b>\$463.5</b>	<b>\$523.9</b>	<b>\$60.5</b>	<b>13.1%</b>
Non-Passenger Revenue <sup>1</sup>	\$117.0	\$132.2	\$100.7	\$127.1	\$26.5	26.3%
<b>Total Revenue</b>	<b>\$472.6</b>	<b>\$594.0</b>	<b>\$564.1</b>	<b>\$651.1</b>	<b>\$86.9</b>	<b>15.4%</b>
Federal Relief <sup>2</sup>	\$532.6	\$123.4	-	-	-	-
<b>Total</b>	<b>\$1,005.3</b>	<b>\$717.4</b>	<b>\$564.1</b>	<b>\$651.1</b>	<b>\$86.9</b>	<b>15.4%</b>

1. Other non-transportation revenue includes interest on investments, property disposal sales, vending machine sales, and miscellaneous revenues  
 2. Federal relief includes ARPA federal relief funding

Though temporary federal pandemic relief funding aided Metro during recent years, Metro’s principal source of operating revenue is passenger and non-passenger revenue generated through ongoing operations. Metro’s operating revenue includes fare collection from its Metrorail, Metrobus and MetroAccess services, advertising placements within stations and on vehicles, and income from parking facilities at Metro stations. Metro also generates revenue through its joint development projects, fiber optic program and other miscellaneous sources. These funds play a crucial role in maintaining the efficiency and reliability of Metro services and ensuring millions of customers can travel safely and efficiently throughout the capital region.

Metro has actively addressed changes in the way many people work and commuting patterns through customer-focused adjustments in coverage, fare structures and service frequency. As commuters return to traditional office work schedules, Metro’s targeted service improvements support revenue growth that significantly outpaces expense growth. Metro is also relying less on capital funding to support the operating budget through preventive maintenance transfers.

Fare simplification implemented in FY2024 made Metro’s pricing easier to understand and increased affordability through initiatives such as the Metro Lift income-based pass. Metro also implemented Tap.Ride.Go. during 2025 as a convenient

### FY2027 Fares Will Remain at FY2026 Levels Across all Three Modes



- Metrorail base fare will remain at \$2.25, with a composite mileage charge of \$0.45 per mile after the first three miles, and a maximum fare of \$6.75
- Metrorail late-night and weekend fares will remain the same, ranging from \$2.25 to \$2.50
- Metrobus local fares will remain \$2.25 and the express fare will remain at \$4.80
- MetroAccess maximum fares will remain at \$4.50

contactless payment option that allows customers to use their credit/debit card, mobile wallet, or linked smartwatch for fare payment without needing a SmarTrip card. The FY2027 Proposed Budget will maintain fares at FY2025 levels. All fares remain eligible for reduced fare programs such as Metro Lift and reduced fares for seniors and people with disabilities.

The FY2027 Proposed Budget projects \$651.1 million in operating revenue. This change represents a 15.4

percent increase from FY2026. Passenger fares of \$523.9 million make up 80.5 percent of the operating revenue budget. Passenger revenue is projected to increase by 13.1 percent relative to the FY2026 Budget. Non-passenger revenues from parking, advertising, joint development, fiber optic leases and other sources are projected to be \$127.1 million, an increase of \$26.5 million relative to the FY2026 Budget.

## RIDERSHIP BY SERVICE

<i>(Trips in Thousands)</i>	<b>FY2024 Actual</b>	<b>FY2025 Actual</b>	<b>FY2026 Budget</b>	<b>FY2027 Budget</b>	<b>Change</b>	<b>% Change</b>
Metrorail <sup>1</sup>	123,166	138,500	135,462	153,447	17,985	13.3%
Metrobus <sup>2</sup>	117,540	124,390	133,069	124,390	(8,679)	(6.5%)
MetroAccess <sup>3</sup>	1,397	1,040	1,197	3,230	2,033	169.9%
<b>Total Ridership<sup>4</sup></b>	<b>242,103</b>	<b>263,930</b>	<b>269,727</b>	<b>281,067</b>	<b>11,339</b>	<b>4.2%</b>

1. Ridership statistics beginning in January 2024 include both tapped and non-tapped ridership for Metrorail.

2. Metrobus ridership reflects Automated Passenger Count (APC) data

3. Starting in FY2027 MetroAccess ridership includes Abilities Ride counts

4. Metrorail ridership is based on linked trips; Metrobus ridership is based on unlinked trips from APC data; MetroAccess ridership is based on total passengers. Unlinked trips are total boardings, while linked trips are total number of complete trips from origin to destination, including transfers

## Ridership

Total Ridership is projected to increase to 281.1 million trips in FY2027, with 54.6 percent of trips on Metrorail, 44.3 percent on Metrobus and the remainder on MetroAccess.

### Metrorail

As home to the nation's capital, the greater Washington D.C. Metropolitan area is a dynamic entertainment, cultural and historic destination, drawing individuals from around the world while also housing some of the country's most critical government institutions. Metrorail services support both residents and visitors, providing convenient service to area sporting events, festivals, and institutions.

The FY2027 Proposed Budget focuses on optimizing rail service to meet the current travel needs of the region, while simultaneously focusing on future requirements. To enhance customer experience, Metro continues efforts to modernize the rail program,

replacing antiquated infrastructure, vehicles and obsolete signaling systems. By improving signage and communication throughout the rail system, Metro is enhancing customers' ability to move through the system seamlessly to a desired location. Metro is also expanding its improved wayfinding program across Metro stations, incorporating more recognizable icons to help customers navigate from the station to a chosen destination.

Metrorail ridership has demonstrated strong year-over-year gains in recent years and is now entering a phase of steady growth. The FY2027 Proposed Budget anticipates a baseline forecast of 2.3 percent ridership growth, with a 4.9 percent growth in ridership attributed to service changes. Service improvements in FY2027 include train length optimization and ATO for increased efficiency, improved all-day and late-night service, and additional peak capacity to mitigate crowding on the Red, Orange and Silver Lines. The FY2027 Proposed Budget recognizes the changes in ridership patterns and focuses on optimizing service to continue this

positive momentum. Metrorail anticipates 153.4 million trips in FY2027 which represents a 13.3 percent increase from the FY2026 Approved Budget. Based on ridership projections, Metrorail passenger revenue for FY2027 is budgeted at \$461.5 million, a \$61.9 million or 15.5 percent increase relative to the FY2026 Budget.

The FY2027 Proposed Budget incorporates targeted service changes, focused on addressing crowding, aligning with regional travel demand and maximizing the efficiency of Metro’s rail assets. To grow ridership, the FY2027 Proposed Budget will continue extending half of the Yellow Line trains to Greenbelt, increase frequency of off-peak trains on the Orange, Silver and Blue Lines, and increase late-night frequency of Red Line trains. Metrorail will also continue to advance service efficiency through train automation and optimizing the mix of 6-car and 8-car trains to increase capacity. Metro fares will remain at FY2026 levels, a fare range of \$2.25 to \$6.75 for weekdays and \$2.25 and \$2.50 for late-night and weekends.

Metro continues to implement solutions to reduce fare evasion. Metro completed the installation of saloon style faregates at all 98 stations. Additionally, the Secure DC Bill passed in 2024 enhanced penalties for assaulting a transit worker and includes a provision requiring anyone stopped for fare evasion to provide their true name and address, allowing police officers to issue civil citations. These efforts have helped to reduce fare evasion by 82 percent across the Metrorail system.

Metro’s budget also includes up to \$10.0 million as a rail fare revenue offset for closing stations for major capital improvement projects. Metrorail revenue also includes the Kids Ride Free program. In partnership with the District Department of Transportation (DDOT), District of Columbia Public Schools (DCPS), and the District of Columbia Public Charter School Board, Metro is reimbursed for District K-12 students riding Metrorail and Metrobus. Students can take unlimited trips on Metrorail and Metrobus using program specific SmarTrip® cards.



Pictured: Customers boarding Metrobus at Pentagon Transit Center

## Metrobus

Due to its expansive and unique urban space, a reliable and convenient bus network is critical to the regional transportation system. As with Metrorail, Metrobus services connect individuals to personal, educational and professional opportunities. Service improvement proposals for Metrobus in FY2027 include schedule optimization, increased capacity and on-time performance, increased frequency, and enhanced span and coverage of key routes.

The Better Bus Network is a crucial element of Metro’s service optimization concepts. Metro envisions a Full Visionary Network for Metrobus, which would run an additional 1.5 million revenue hours from the current 4.6 million. The service would have at least 30-minute frequencies throughout the day for most routes, the additional of new routes – including more connections between Metrorail branches and emerging activity centers, the creation of a regional 24-hour network with overnight airport connections, and the delivery of more consistent and frequent service throughout each day of the week. The Full Visionary Network will lead to a significant increase in bus ridership, allowing customers to save more time on their commutes, have more convenient trip options, and have better access to jobs across the region. Metro began working

towards the Full Visionary Network with FY2026 launch of Metro's New Bus Network, which was the first overhaul of the region's bus network in 50 years. The redesigned bus network introduced simpler and more intuitive route names, faster trips with reduced transfers, and simpler schedules. Metro's proposal for additional bus service in FY2027 continues to build on this foundation and the proposed additional service investments equal six percent of a fully realized Visionary Network.

Metrobus ridership has been flat or declining since spring 2025; however, ridership and revenue are expected to grow with the launch of Tap.Ride.Go. and continued fare enforcement. Metrobus service improvements for FY2027 include lessons learned from the implementation of the Better Bus Network. Metro will adjust routes experiencing high passenger loads and/or frequent delays, reduce service complexity by always serving the full extent of all routes while also making consistent spans and headways, and add service where it most benefits customers while strengthening the overall network.

The proposed budget for FY2027 envisions a more useful network for all Metro customers, with improved service on 15 percent of Metrobus routes and more off peak, late night and overall weekday service on Metrorail. Planned service improvements for FY2027 would increase the number of jobs accessible within a 30-minute Metrobus or Metrorail trip by five percent from FY2026 and 26 percent from FY2020.

The FY2027 Proposed Budget maintains bus fares for both local and express service at FY2026 levels. Metrobus ridership is projected at 124.4 million trips in FY2027, a decrease of 8.7 million trips, or 6.5 percent, from the FY2026 budget. Metrobus passenger revenue for the FY2027 Proposed Budget is \$58.3 million, a decrease of \$1.6 million from the FY2026 Approved Budget.

Metrobus ridership is based on data collected using Automatic Passenger Counters (APCs), which the transit industry considers a more accurate method of recording ridership than data acquired through the farebox. Accordingly,

starting with FY2020, bus ridership is reported using APC figures unless otherwise noted.

## **MetroAccess**

MetroAccess is a shared-ride, door-to-door, paratransit service for people whose disability prevents them from using Metrobus or Metrorail. MetroAccess fares will remain at FY2026 levels with a fare cap of \$4.50. The FY2027 Proposed Budget includes proposed expansion of service hours on Metrorail, as well as revisions to the Metrobus network through the implementation of the Better Bus Network, previously approved by the Board of Directors. To the extent that these changes increase the service hours or service area, MetroAccess services will, as required by law, expand to meet those requirements.

MetroAccess is projected to provide 3.2 million trips, including 2 million Abilities Ride trips, in FY2027, an increase of 2.0 million trips relative to the FY2026 budget. MetroAccess passenger revenue for the FY2027 Proposed Budget is \$4.2 million, an increase of \$0.2 million from the FY2026 Approved Budget.

## **Non-Passenger Revenue**

### **Parking**

Total parking revenue for the FY2027 Proposed Budget is \$35.3 million, a \$11.3 million increase from the FY2026 Budget. Parking rates remain unchanged in the FY2027 Proposed Budget from the FY2026 budget to encourage use of available capacity at parking facilities and bolster growth in long-distance Metro commutes. In addition, Metro bicycle lockers have been equipped with an hourly rental feature for fares of \$0.05 per hour up to \$1.00 per day.

In November 2025, Metro launched the initial phase of its updated bike parking program with new bike lockers available outside the Foggy Bottom and Eastern Market Metro stations. As the program expands, 450 bike lockers, 50 oversized lockers for cargo bikes, and 100 self-locking bike racks will be installed at 73 rail stations across the region. In addition, Metro is adding 75 bike repair stations and 600 new u-racks to the stations.

These smart self-locking racks replace Metro's previous annual rental and physical key model providing safe and secure bike parking to extend the reach of the rail system by supporting customers who choose to bike. The program marks a renewed commitment to making Metro stations easily accessible for all, whether that's on foot, by bus, in vehicles, or on wheels.

### **Advertising**

Total advertising revenue in FY2027 is budgeted at \$20.7 million, a \$0.2 million increase from the FY2026 budget.

Metro stations include digital advertising display panels. This technology has not only broadened Metro's advertising base but also provided a platform to communicate important Metro-specific information to customers.

### **Joint Development**

Metro actively employs its Joint Development program to maximize our real estate assets and support regional economic growth. Since 1978, Metro has delivered more than 55 buildings at 30 Metro

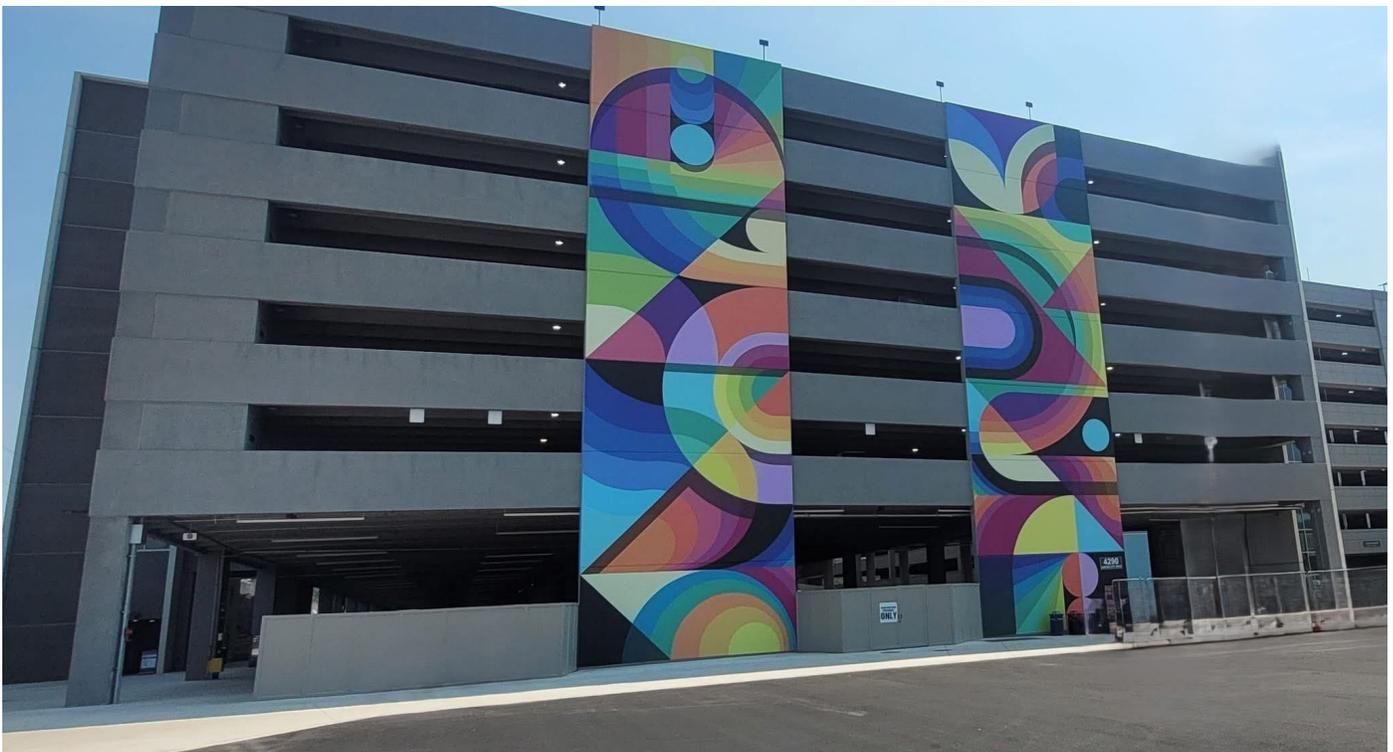
stations totaling 17 million square feet of mixed-use development. The fiscal benefits of these projects generate annual property, sales, and income taxes for state and local governments. Joint development revenues are estimated to be \$20.1 million.

### **Fiber Optics**

The Metro Fiber Optic Program, initiated in September 1986, allows for the installation, operation, and maintenance of fiber optic cables in Metro's right-of-way. Under these lease agreements, Metro receives revenue from telecommunications companies as well as fiber optic lines for its own use. For FY2027, fiber optic revenue is estimated to be \$17.3 million.

### **Other Revenue**

Other operating revenues total \$33.7 million in FY2027 and include lost revenue from capital projects as well as proceeds from agreements with cellular service providers, vending machine companies, surplus asset disposals, investment income, and employee parking.



Pictured: Metro parking structure

# OPERATING BUDGET REVENUES<sup>1</sup>

		FY2024	FY2025	FY2026	FY2027		
(Dollars in Thousands)		Actual	Actual	Budget	Budget	\$ Change	% Change
METROBUS	Passenger	\$ 50,108	\$ 56,417	\$ 59,881	\$ 58,294	\$ (1,586)	(2.6%)
	Parking	-	-	-	-	-	-
	Advertising	6,615	8,564	8,204	8,297	93	1.1%
	Joint Development	-	-	-	-	-	-
	Fiber Optics	-	-	-	-	-	-
	Other Non-Transit Sources	30,838	32,650	9,905	16,936	7,031	71.0%
	<b>Metrobus Revenue Subtotal</b>	<b>\$ 87,560</b>	<b>\$ 97,631</b>	<b>\$ 77,990</b>	<b>\$ 83,527</b>	<b>\$ 5,537</b>	<b>7.1%</b>
	Federal Relief <sup>2</sup>	245,315	65,382	-	-	-	-
	<b>Metrobus Subtotal</b>	<b>\$ 332,875</b>	<b>\$ 163,013</b>	<b>\$ 77,990</b>	<b>\$ 83,527</b>	<b>\$ 5,537</b>	<b>7.1%</b>
METRORAIL	Passenger	\$ 301,440	\$ 402,024	\$ 399,606	\$ 461,459	\$ 61,854	15.5%
	Parking	20,511	28,173	23,977	35,260	11,284	47.1%
	Advertising	10,067	13,243	12,306	12,445	139	1.1%
	Joint Development	15,693	18,525	15,876	20,077	4,201	26.5%
	Fiber Optics	17,413	16,915	17,155	17,326	171	1.0%
	Other Non-Transit Sources	15,811	13,949	13,149	16,717	3,567	27.1%
	<b>MetroRail Revenue Subtotal</b>	<b>\$ 380,935</b>	<b>\$ 492,829</b>	<b>\$ 482,068</b>	<b>\$ 563,285</b>	<b>\$ 81,217</b>	<b>16.8%</b>
	Federal Relief <sup>2</sup>	283,730	58,010	-	-	-	-
	<b>MetroRail Subtotal</b>	<b>\$ 664,665</b>	<b>\$ 550,838</b>	<b>\$ 482,068</b>	<b>\$ 563,285</b>	<b>\$ 81,217</b>	<b>16.8%</b>
METROACCESS	Passenger	\$ 4,078	\$ 3,404	\$ 3,968	\$ 4,196	\$ 228	5.7%
	Parking	-	-	-	-	-	-
	Advertising	-	-	-	-	-	-
	Joint Development	-	-	-	-	-	-
	Fiber Optics	-	-	-	-	-	-
	Other Non-Transit Sources	69	144	114	80	(34)	(29.6%)
	<b>MetroAccess Revenue Subtotal</b>	<b>\$ 4,147</b>	<b>\$ 3,548</b>	<b>\$ 4,082</b>	<b>\$ 4,276</b>	<b>\$ 194</b>	<b>4.7%</b>
	Federal Relief <sup>2</sup>	3,577	-	-	-	-	-
	<b>MetroAccess Subtotal</b>	<b>\$ 7,724</b>	<b>\$ 3,548</b>	<b>\$ 4,082</b>	<b>\$ 4,276</b>	<b>\$ 194</b>	<b>4.7%</b>
TOTAL	Passenger	355,626	461,845	463,455	523,949	60,495	13.1%
	Parking	20,511	28,173	23,977	35,260	11,284	47.1%
	Advertising	16,682	21,807	20,510	20,742	232	1.1%
	Joint Development	15,693	18,525	15,876	20,077	4,201	26.5%
	Fiber Optics	17,413	16,915	17,155	17,326	171	1.0%
	Other Non-Transit Sources	46,717	46,743	23,168	33,733	10,564	45.6%
	<b>Revenue Subtotal</b>	<b>\$ 472,642</b>	<b>\$ 594,007</b>	<b>\$ 564,141</b>	<b>\$ 651,088</b>	<b>\$ 86,947</b>	<b>15.4%</b>
	Federal Relief <sup>2</sup>	\$ 532,622	\$ 123,392	\$ -	\$ -	\$ -	-
	<b>Grand Total</b>	<b>\$ 1,005,264</b>	<b>\$ 717,399</b>	<b>\$ 564,141</b>	<b>\$ 651,088</b>	<b>\$ 86,947</b>	<b>15.4%</b>

1. Please note that figures in tables and charts throughout this publication may not add due to independent rounding

2. Federal relief includes ARPA federal relief funding

## Capital Funding

Metro's six-year CIP investments of \$11.3 billion requires total funding of \$13.5 billion from the federal government, state and local government partners and other sources due to an expected \$132.0 million cost for revenue loss from service shutdowns for capital projects and \$2.1 billion of debt service.

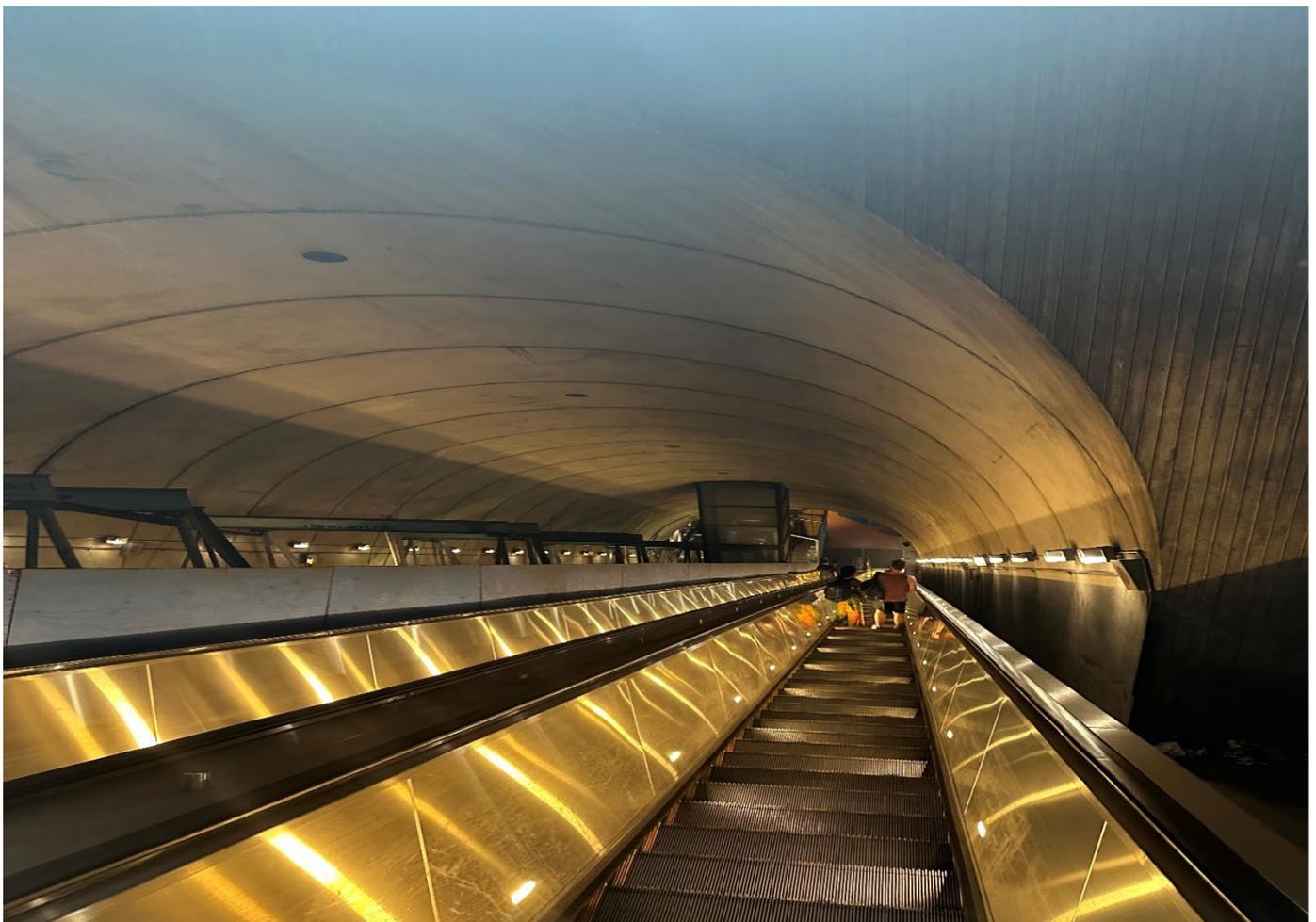
Within the \$13.5 billion six-year funding plan, Metro is projecting:

- \$4.1 billion from federal grant funding, based on the congressional authorization for formula and PRIIA funding
- State and local contributions for matching of federal grants and system performance funds

\$3.0 billion, of which \$132.0 million is expected to fund revenue losses from long-term service shutdowns due to major capital projects

- State dedicated funding of \$3.0 billion
- Debt, secured by dedicated funding, of \$2.0 billion
- Other local sources in the amount of \$85.2 million

Additional information about capital funding sources is included in the Proposed FY2027-FY2032 Capital Improvement Program.



Pictured: Newly replaced escalator at Rosslyn Station

# FINANCIAL PLAN - ALLOCATION OF STATE AND LOCAL CONTRIBUTIONS

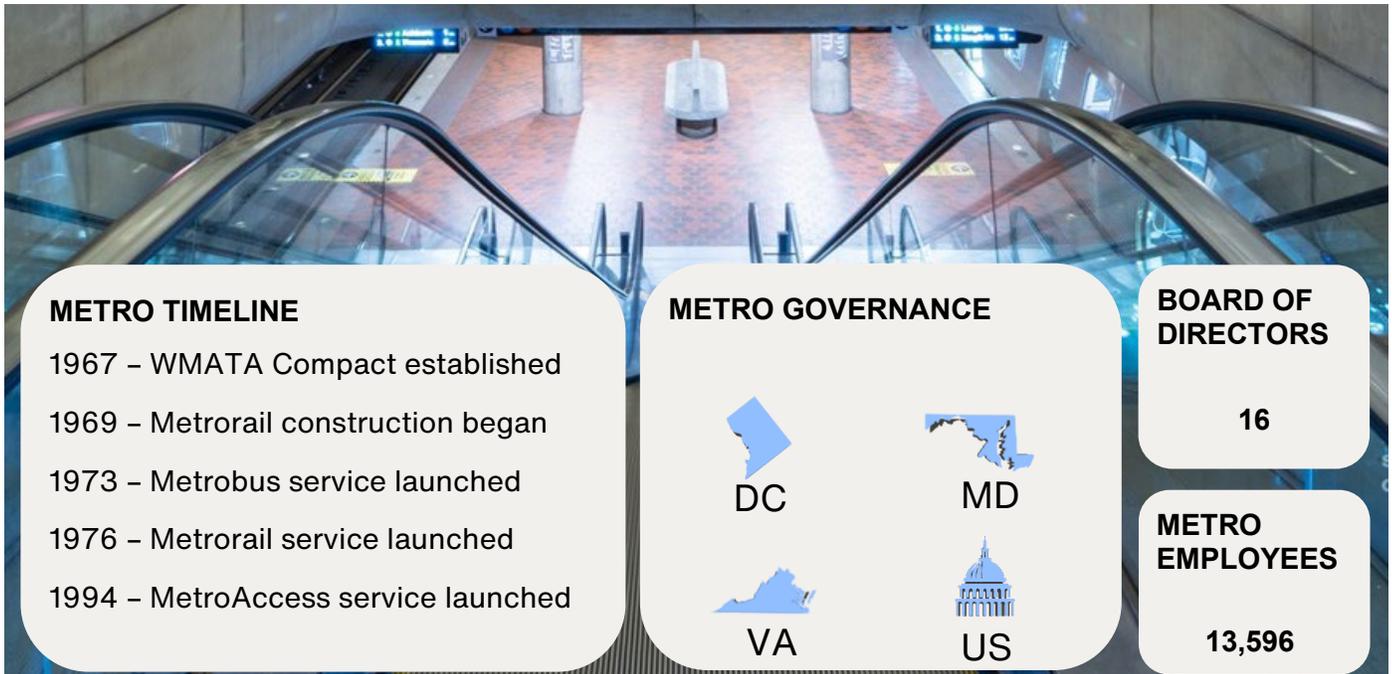
(Dollars in Millions)		FY2027 Budget	FY2028 Plan	FY2029 Plan	FY2030 Plan	FY2031 Plan	FY2032 Plan	Six-Year Total
<b>FEDERAL</b>	Federal Formula Programs	\$485.8	\$495.5	\$505.5	\$515.6	\$525.9	\$536.4	\$3,064.7
	Federal RSI/PRIIA	143.5	143.5	143.5	143.5	143.5	143.5	861.0
	Other Federal Grants	31.1	117.0	21.0	2.9	2.9	0.0	174.8
	<b>TOTAL - FEDERAL GRANTS</b>	<b>\$660.4</b>	<b>\$756.0</b>	<b>\$670.0</b>	<b>\$661.9</b>	<b>\$672.3</b>	<b>\$679.9</b>	<b>\$4,100.5</b>
<b>STATE AND LOCAL FUNDING CONTRIBUTIONS</b>	Formula Match & System Performance	\$123.0	\$123.9	\$127.7	\$131.5	\$135.4	\$139.5	\$778.3
	District of Columbia RSI/PRIIA	49.5	49.5	49.5	49.5	49.5	49.5	297.0
	Dedicated Funding	178.5	178.5	178.5	178.5	178.5	178.5	1,071.0
	<b>Subtotal - District of Columbia</b>	<b>\$348.3</b>	<b>\$351.9</b>	<b>\$355.7</b>	<b>\$359.5</b>	<b>\$363.4</b>	<b>\$367.5</b>	<b>\$2,146.3</b>
	Montgomery County	51.3	52.9	54.4	56.1	57.8	59.5	331.9
	Prince George's County	54.2	55.9	57.6	59.3	61.1	62.9	350.9
	Maryland RSI/PRIIA	49.5	49.5	49.5	49.5	49.5	49.5	297.0
	Maryland Dedicated Funding	167.0	167.0	167.0	167.0	167.0	167.0	1,002.0
	<b>Subtotal - Maryland</b>	<b>\$322.1</b>	<b>\$325.2</b>	<b>\$328.5</b>	<b>\$331.9</b>	<b>\$335.3</b>	<b>\$338.9</b>	<b>\$1,961.9</b>
	City of Alexandria	14.2	14.7	15.1	15.6	16.0	16.5	92.1
	Arlington County	26.8	27.6	28.4	29.3	30.1	31.1	173.3
	City of Fairfax	0.8	0.8	0.8	0.9	0.9	0.9	5.2
	Fairfax County	43.7	45.1	46.4	47.8	49.2	50.7	282.9
	City of Falls Church	1.0	1.1	1.1	1.1	1.2	1.2	6.7
	Loudoun County	8.0	8.2	8.4	8.7	9.0	9.2	51.5
	Virginia RSI/PRIIA	49.5	49.5	49.5	49.5	49.5	49.5	297.0
	Virginia Dedicated Funding - Unrestricted	122.9	122.9	122.9	122.9	122.9	122.9	737.3
	Virginia Dedicated Funding - Restricted	31.6	31.6	31.6	31.6	31.6	31.6	189.7
	Congestion Mitigation and Air Quality (CMAQ)	0.9	0.7	0.7	0.6	0.6	0.0	3.5
	<b>Subtotal - Virginia</b>	<b>\$299.5</b>	<b>\$302.1</b>	<b>\$305.0</b>	<b>\$307.9</b>	<b>\$311.0</b>	<b>\$313.6</b>	<b>\$1,839.2</b>
Jurisdiction Planning Projects	3.0	3.0	3.0	3.0	3.0	3.0	18.0	
Other Reimbursable Projects	57.2	10.0	0.0	0.0	0.0	0.0	67.2	
<b>Subtotal - Jurisdictional Reimbursable</b>	<b>\$60.2</b>	<b>\$13.0</b>	<b>\$3.0</b>	<b>\$3.0</b>	<b>\$3.0</b>	<b>\$3.0</b>	<b>\$85.2</b>	
<b>TOTAL - STATE &amp; LOCAL</b>	<b>\$1,030.1</b>	<b>\$992.2</b>	<b>\$992.2</b>	<b>\$1,002.3</b>	<b>\$1,012.8</b>	<b>\$1,023.0</b>	<b>\$6,052.6</b>	
<b>DEBT</b>	<b>\$283.8</b>	<b>\$856.5</b>	<b>\$878.0</b>	<b>\$0.0</b>	<b>\$0.0</b>	<b>\$0.0</b>	<b>\$2,018.3</b>	
<b>PRIOR YEAR FUNDING</b>	<b>\$163.0</b>	<b>\$157.0</b>	<b>\$161.0</b>	<b>\$145.0</b>	<b>\$160.0</b>	<b>\$179.4</b>	<b>\$965.4</b>	
<b>PROSPECTIVE FEDERAL GRANT</b>	<b>\$0.0</b>	<b>\$0.0</b>	<b>\$109.4</b>	<b>\$99.7</b>	<b>\$90.1</b>	<b>\$63.7</b>	<b>\$362.8</b>	
<b>GRAND TOTAL FUNDING<sup>1,2</sup></b>	<b>\$2,137.3</b>	<b>\$2,761.7</b>	<b>\$2,810.5</b>	<b>\$1,908.9</b>	<b>\$1,935.1</b>	<b>\$1,946.0</b>	<b>\$13,499.6</b>	

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

2. Totals may not sum due to independent rounding

# Chapter 2 – Metro Officers

Metro enhances the region – helping to achieve and sustain economic and environmental improvements.



**METRO TIMELINE**

- 1967 – WMATA Compact established
- 1969 – Metrorail construction began
- 1973 – Metrobus service launched
- 1976 – Metrorail service launched
- 1994 – MetroAccess service launched

**METRO GOVERNANCE**

  
 DC

  
 MD

  
 VA

  
 US

**BOARD OF DIRECTORS**

16

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**METRO EMPLOYEES**

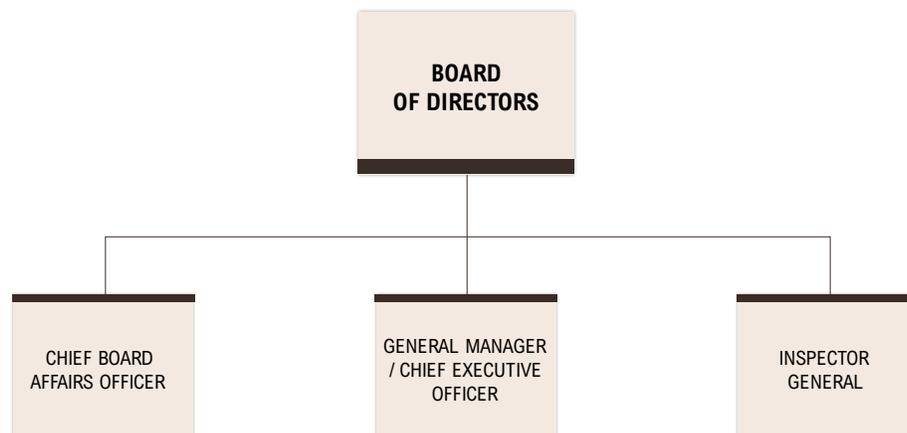
13,596

Pictured: Escalator view in L'Enfant Plaza station

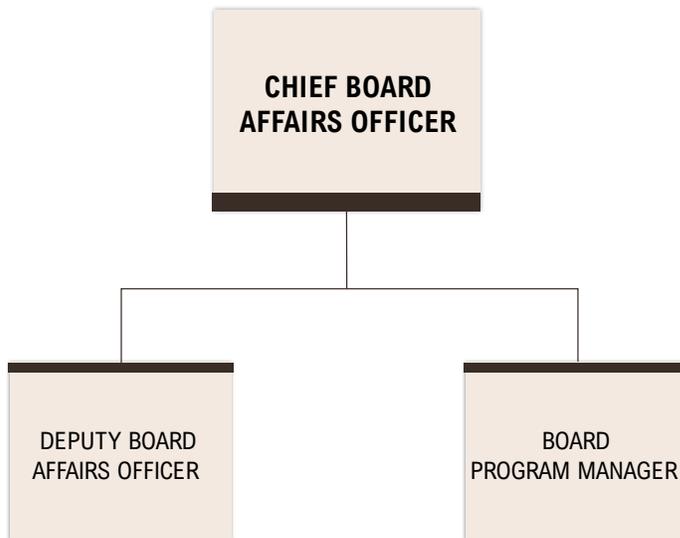
## Board Reporting Structure

The Metro Board of Directors' Bylaws identify three positions that report directly to the Board: The General Manager and Chief Executive Officer (GM/CEO), the Inspector General, and the Chief Board Affairs Officer. The Inspector General and the Chief Board Affairs Officer are appointed exclusively by the Board and may only be removed by Board action; both operate independently of the GM/CEO.

This chapter provides budget details for the offices supporting the GM/CEO, the Inspector General and the Chief Board Affairs Officer. For completeness, the Authority-wide operating figures presented in Chapter 3 incorporate the costs of all three offices, ensuring a fully consolidated view of the Authority's budget.



# Office of Board Affairs



The Office of Board Affairs (formerly the Office of the Board Corporate Secretary) is responsible for delivering all core functions that support the effective governance and operations of the WMATA Board of Directors. The Office reports directly to the Board and advises on governance strategy, ethics, transparency, and communications, and develops and administers Board policies, bylaws, and procedures. It coordinates closely with WMATA executive leadership to prepare policy briefings and materials that inform Board decision-making and ensure alignment with agency priorities.

Board Affairs manages all Board-related communications, including strategic messaging,

media coordination, and guidance on addressing complex or sensitive topics. It also leads public engagement and transparency efforts by managing Board hearings, supporting community outreach, and ensuring accessible, accurate public information.

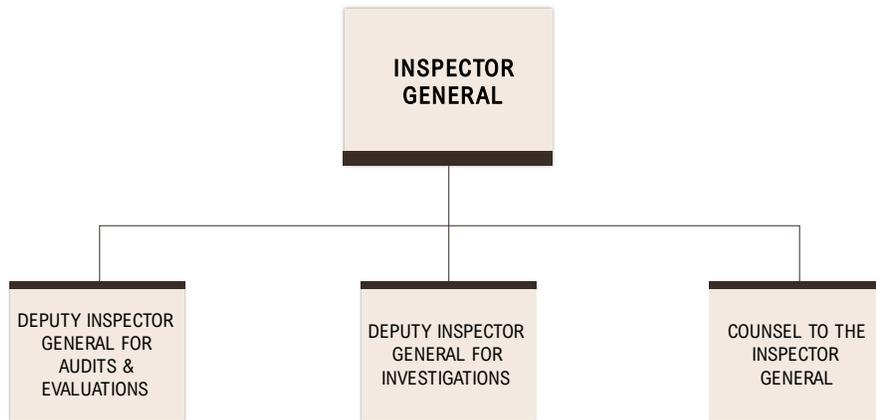
Additionally, the Office administers Board ethics disclosures and compliance processes, maintains all official records—including agendas, minutes, and resolutions—and plans and executes Board and committee meetings as well as Riders’ Advisory Council activities. Through these functions, the Board Affairs Office ensures cohesive governance, strong oversight, and transparent, accountable Board operations.

## Office of Board Affairs – FY2027 Business Initiatives and Priorities

### The Office of Board Affairs will:

- Ensure Board operations and materials maintain a strategic focus and that the Board's work aligns with its priorities set forth in the Strategic Transformation Plan
- Create and implement opportunities for the Board to develop and continually refine its priorities, including through retreats and updated committee work plans
- Provide policy, governance and communications counsel and recommendations regarding Board initiatives and policies on an ongoing basis
- Support the Board's oversight of Metro's procurement policies and processes to ensure the prudent investment of public funds
- Facilitate public access to Board meetings and Board materials to support the Authority's commitment to transparency; and facilitate opportunities for the public to provide input into Board decisions
- Manage the Compact public hearing process, including the administration of hearings and coordination with Metro's outreach processes under the Public Participation Plan to encourage and facilitate customer engagement and input
- Support the Board in fulfilling the requirements of dedicated funding legislation, the WMATA Compact and the Board's Bylaws
- Develop and lead Board orientation for new members as appointed
- Promote continuous learning through training and other educational and developmental opportunities for Board members, including mandatory trainings and professional conferences
- Ensure completion of Board members' annual Ethics Disclosure process and support continued adherence to the Board's Code of Ethics
- Continue to expand the functionality of the Board's Ethics Portal to streamline the required disclosure reporting process
- Support Board member participation in Metro events with communications support and logistical assistance
- Oversee annual performance evaluation process for Board direct reports
- Provide policy and logistical support for the Riders' Advisory Council
- Act as liaison between the Board and the Youth Advisory Council as needed
- Conduct recruitment for the Riders' Advisory Council and Metro Transit Police Department Investigations Review Panel to fill vacancies
- Review recommendations by the Metro Transit Police Department Investigations Review Panel
- Fulfill all Board-related Public Access to Records requests
- Continue working with appropriate staff to improve audio-visual capabilities for Board room and virtual access to Board meetings and Board-related events
- Leverage new technologies to improve efficiency in managing board activities

# Inspector General



The Office of Inspector General (OIG) is an independent office that reports to the WMATA Board of Directors (Board). Under the WMATA Compact, the Office of Inspector General is:

*[an] independent and objective unit of the Authority that conducts and supervises audits, program evaluations, and investigations relating to Authority activities; promotes economy, efficiency, and effectiveness in Authority activities; detects and prevents fraud and abuse in Authority activities; and keeps the Board fully and currently informed about deficiencies in Authority activities as well as the necessity for and progress of corrective action.*

The Board's FY2027 Proposed Budget provides funding to the OIG for ongoing operational expenses. This document highlights our key initiatives and presents perspective and context for our budget needs and focus areas for FY2027.

As the leading public transit agency for the Washington DC, Maryland, and Virginia (DMV) region, WMATA is pivotal to the DMV's success. With a budget of approximately \$5 billion, WMATA operates the second largest heavy rail system and sixth-largest bus network in the United States and employs over 13,000 people.

The OIG continually aligns its mission and resources to concentrate on the agency's highest-risk areas. It is expected to continue to focus on these areas as the Authority implements its Strategic Transformation Plan. The OIG's goal is to provide transparency into the impacts of these changes, making recommendations to enhance the efficiency of WMATA operations and to ensure the integrity of its finances, procurements, employees, and contractors. It will also continue to increase its focus on procurement activities and oversight of Capital Improvement Projects.

## Office of Inspector General -- FY2027 Business Initiatives and Priorities

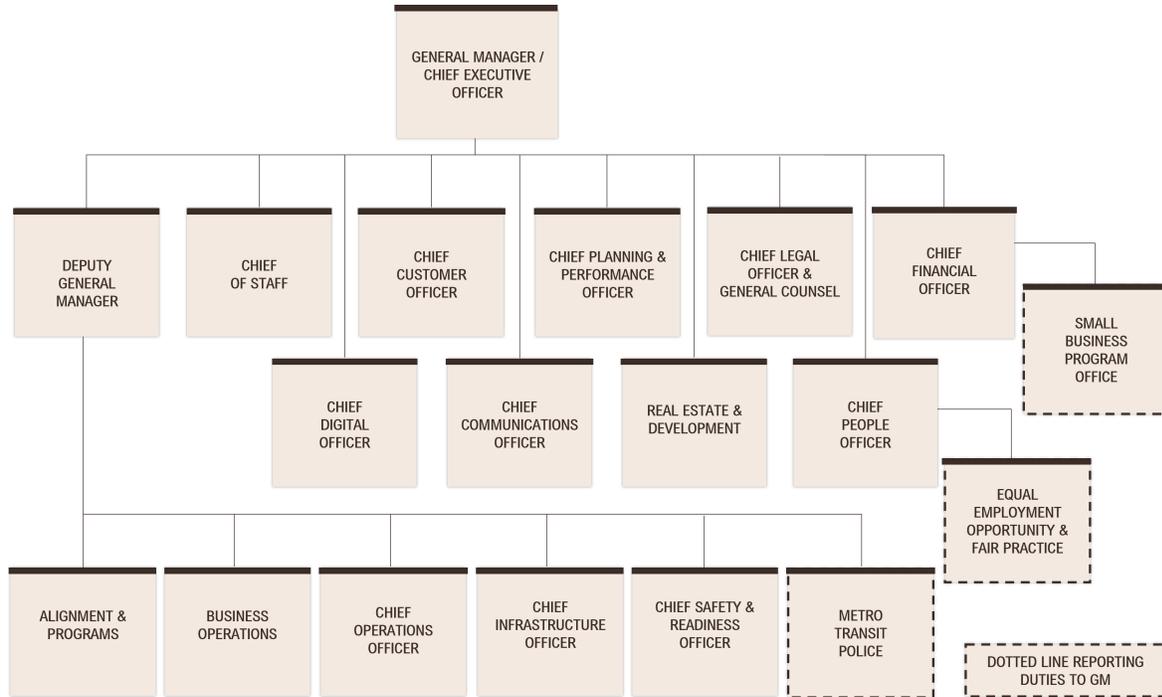
### The Inspector General's Office of Investigations will:

- Conduct criminal, civil and administrative investigations and refer them for prosecution or other resolution, as appropriate.
- Handle and issue confidential reports of investigations involving fraud, waste, abuse, misconduct, gross mismanagement, or any investigation of Authority activities deemed necessary or desirable by the Inspector General.
- Provide all oversight and administration of the Office of Inspector General's hotline, including timely referral of non-investigative matters to the appropriate WMATA departments for review and action as they deem appropriate.
- Oversee and administer WMATA's whistleblower retaliation program, administer the OIG's Whistleblower Award Program, and provide confidential and timely investigative reports to the Whistleblower Panel.
- Issue management alerts to the GM/CEO on matters with time sensitivity and those requiring management action.
- Provide fraud awareness training to WMATA departments, offices, new staff, and staff with fiduciary responsibilities.
- Develop and use forensic and data analytics tools to help identify fraud, waste, or abuse.

### The Inspector General's Office of Audits and Evaluations will:

- Conduct risk-based performance audits and evaluations to promote the economy, efficiency, and effectiveness of WMATA programs, operations, and activities.
- Perform reviews and analyses of contractor proposals to determine the reasonableness of cost/pricing information and compliance with the Buy America Act.
- Oversee the independent public accounting firm conducting WMATA's annual financial statement audit.
- Keep the Board fully and currently informed about the progress of corrective actions on audit and evaluation recommendations.
- Issue management alerts to the GM/CEO for matters with time sensitivity and those requiring management action.

# General Manager & Chief Executive Officer



The Strategic Transformation Plan, *Your Metro, the Way Forward*, continues to serve as both a long-term strategy and a tool for annual priority setting as Metro works to meet the evolving needs of its customers, employees, and the region. Metro adopted its Strategic Transformation Plan in February 2023 and delivered tangible results during the first three years of the plan, meeting and even exceeding many of the established targets. Metro updated the Strategic Transformation Plan in December 2025 to reflect the significant progress made and drive the agency towards the gold standard for world-class, cost-effective transit. The plan outlines Metro’s mission and vision and identifies three strategic goals: Service Excellence, Talented Teams, and Financial and Organizational Efficiency. Metro will implement the plan through priority programs and tactical projects that drive improvements and innovation, helping to achieve the plan’s key results. Initiatives will be prioritized through the annual budget process, and Metro will refine key results and reprioritize programs over time as needs evolve.

The preface of this document outlines Metro’s high-level initiatives.

# Chapter 3 – Operating Budget

Metro is vital to the nation’s capital - supporting special events and the economy.



EXPENSES \$2,614.1M				FUNDING \$2,614.1M		
\$903.6M	\$1,634.0M	\$202.4M	(\$125.9M)	\$1,963.1M	\$523.9M	\$127.1M
Metrobus	Metrorail	MetroAccess	PM Transfer	State & Local	Passenger Revenue	Other Revenue

Pictured: Metro’s modes of transportation feature special wraps throughout the year, including this train for Veterans Day

## Introduction

Metro plays an essential role in the economic vitality of the National Capital Region, connecting customers to employment, education, commerce, cultural destinations and more. Metro’s operating budget covers the day-to-day costs of running Metrorail, Metrobus and MetroAccess service. This includes expenses for bus and rail operators, mechanics, station managers, transit police as well as fuel, propulsion, and more needed to provide safe, reliable service. Metro is focused on unit cost efficiency and delivering the most value with available resources. The FY2027 Proposed Operating Budget’s total expense for Metrobus, Metrorail, and MetroAccess is \$2,740.0 million (excluding debt service and reimbursables), of which, \$125.9 million in operating costs will be transferred to capital funds to cover eligible preventive maintenance work. After this transfer, the operating budget totals \$2,614.1 million, which is funded by a combination of passenger and non-passenger revenues and jurisdictional subsidies.

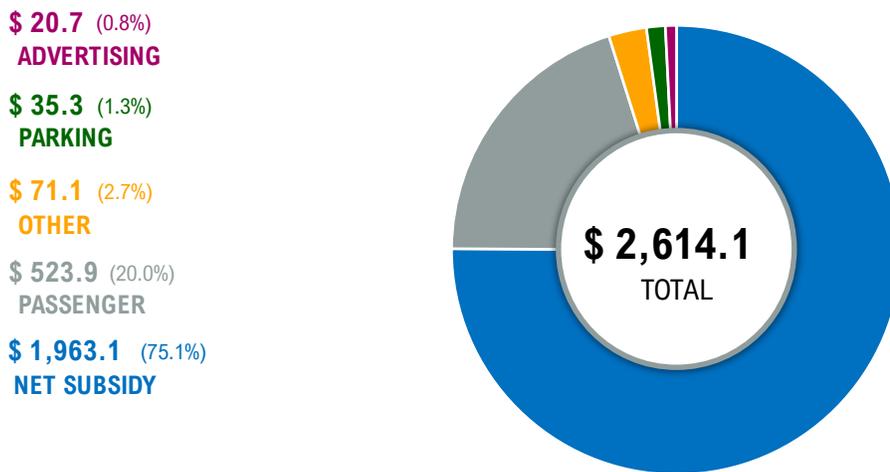
# Sources of Funds

Metro operations are funded by passenger fares and other revenues, as well as state and local subsidies.

- Net operating subsidy of \$1,963.1 million (excluding debt service) funds 75.1 percent of the operating budget
- Passenger fare revenue of \$523.9 million and parking revenue of \$35.3 million together represent 21.4 percent of the operating budget
- Collectively, advertising, joint development projects, fiber optic and property leases, and other revenues fund the remaining \$91.9 million of operating revenue

## SOURCES OF FUNDS – AUTHORITY WIDE

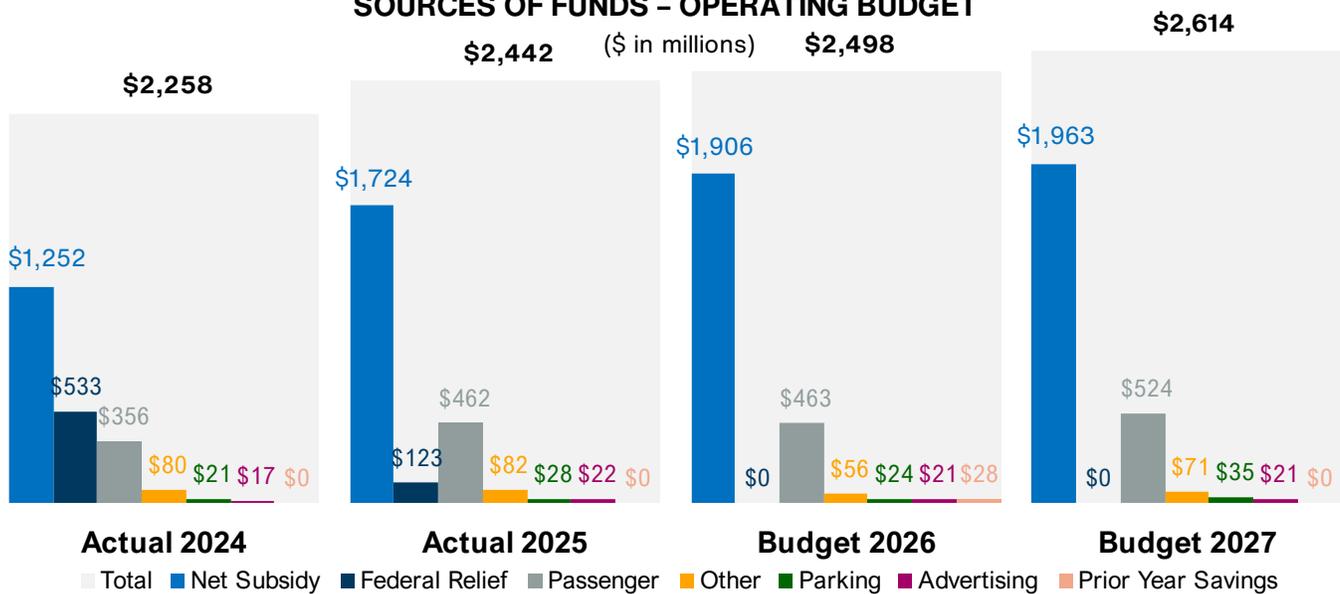
(\$ in millions)



Please note that chart and table totals throughout this publication may not add due to rounding.

## SOURCES OF FUNDS – OPERATING BUDGET

(\$ in millions)



\* Includes ARPA

## Uses of Funds

Total operating expenses for the FY2027 Proposed Budget are \$2,740.0 million on a gross basis and \$2,614.1 million on a net basis. Net operating expenses reflect gross operating expenses less preventive maintenance transfers to the Capital Budget. Metro's Spring FY2027 Forecast estimated a preventive maintenance transfer of \$133 million to balance the budget, while the FY2027 Proposed Budget reduces this to \$126 million.

- Personnel expenses, including labor, fringe benefits and capital overhead allocation, are the largest operating budget expense category at \$1,961.2 million or 71.6 percent of total expenses. Operating personnel expenses are projected to increase by \$205.5 million in FY2027 relative to the FY2026 Budget and supports 11,394 positions. Collective Bargaining Agreements that Metro has entered with its unions include three to four percent general wage increases in FY2027. The proposed budget also includes increased costs for pension payments and healthcare.
- Total Services, to include Paratransit Services, are projected to be \$434.8 million and account for 15.9 percent of total budgeted operating expense for FY2027. Paratransit expense is projected to be \$176.8 million in FY2027, an increase of \$20.8 million relative to the FY2026

Approved Budget. Other items reflected in the Services budget are expenses related to professional and technical services, contract maintenance, custodial services and temporary labor services. In FY2027, the Total Services budget of \$434.8 million is an increase of \$23.5 million compared to the FY2026 Budget.

- Materials and Supplies budget consists primarily of maintenance parts for buses and railcars, track and structure maintenance, elevator and escalator, and general fleet repair for non-revenue vehicles. In the FY2027 Proposed Budget, expenses for materials and supplies total \$89.1 million, a decrease of \$6.5 million, or 6.8 percent, from the FY2026 Budget.
- Metro's energy budget (fuel, utilities, propulsion) consists of propulsion usage by the Metrorail system; diesel and compressed natural gas for Metrobus; gasoline for MetroAccess and non-revenue vehicles; and utilities at Metro facilities. Collectively, these costs are projected to increase by \$23.9 million relative to the FY2026 Budget.
- Other expenses include casualty and liability insurance, leases, capital overhead allocation credit and miscellaneous costs.

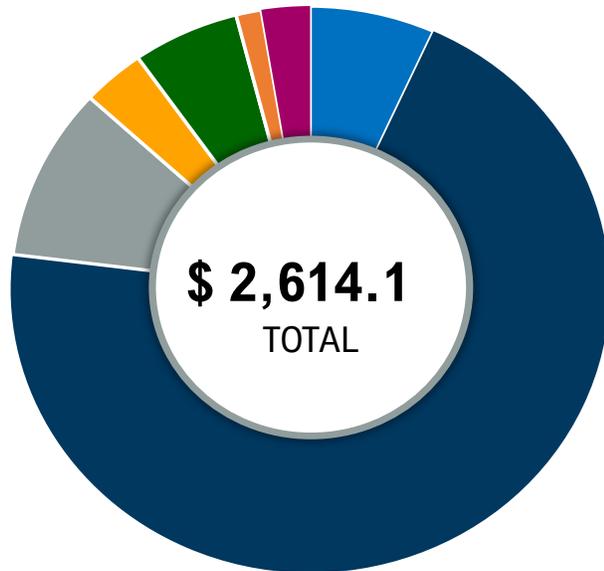


Pictured: Metrorail trains in service on the Green Line

## USES OF FUNDS – AUTHORITY WIDE

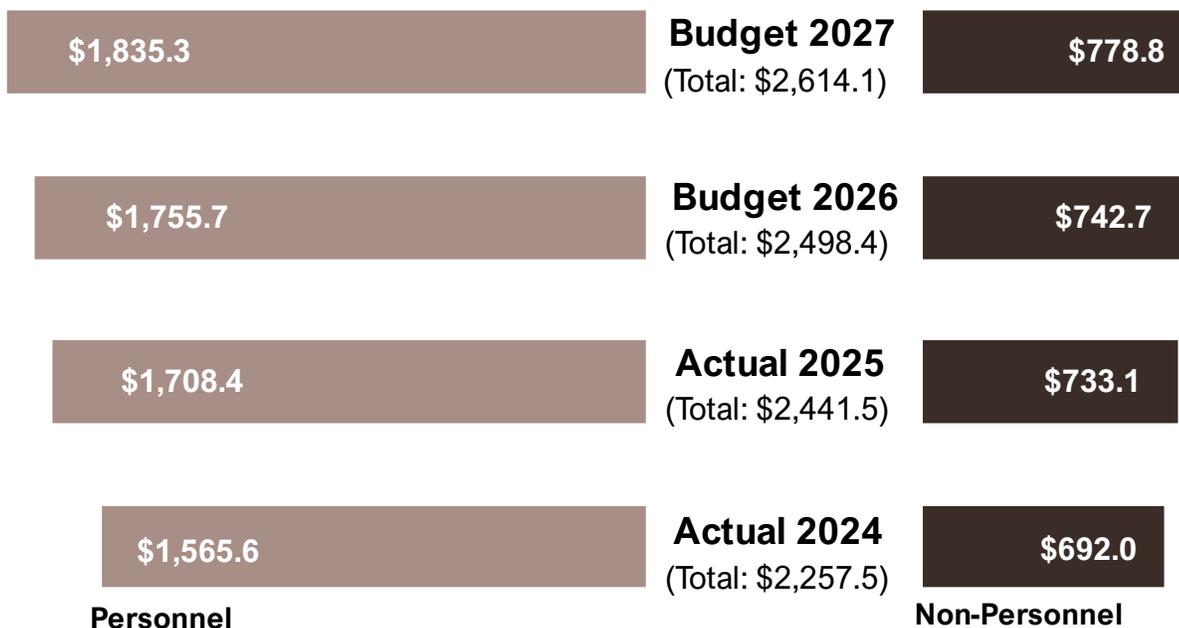
(\$ in millions)

- \$ 68.2** (2.6%)  
**OTHER**
- \$ 35.8** (1.4%)  
**FUEL**
- \$ 150.9** (5.8%)  
**UTILITIES & PROPULSION**
- \$ 89.1** (3.4%)  
**MATERIALS & SUPPLIES**
- \$ 258.0** (9.9%)  
**SERVICES (less Paratransit)**
- \$ 176.8** (6.8%)  
**PARATRANSIT SERVICES**
- \$ 1,835.3** (70.2%)  
**PERSONNEL**



## USES OF FUNDS (PERSONNEL vs NON-PERSONNEL)

(\$ in millions)



## OPERATING BUDGET – REVENUE AND EXPENSES

<i>(Dollars in Thousands)</i>		FY2024	FY2025	FY2026	FY2027	
		Actual	Actual	Budget	Budget	\$ Change
<b>REVENUES</b>	Passenger	\$355,626	\$461,845	\$463,455	\$523,949	\$60,495
	Parking	20,511	28,173	23,977	35,260	11,284
	Advertising	16,682	21,807	20,510	20,742	232
	Joint Development	15,693	18,525	15,876	20,077	4,201
	Fiber Optics	17,413	16,915	17,155	17,326	171
	Other Non-Transit Sources	46,717	46,743	23,168	33,733	10,564
	<b>Total Revenues</b>	<b>\$472,642</b>	<b>\$594,007</b>	<b>\$564,141</b>	<b>\$651,088</b>	<b>\$86,947</b>
<b>EXPENSES</b>	Personnel	1,565,555	1,708,444	1,755,708	1,961,189	205,481
	Services (less Paratransit)	227,390	243,411	255,272	257,973	2,701
	Services - Paratransit	162,704	157,003	156,002	176,837	20,835
	Materials & Supplies	87,164	115,875	95,553	89,067	(6,486)
	Fuel (Gas/Diesel/Natural Gas)	34,225	32,537	44,102	35,824	(8,278)
	Utilities and Propulsion Power	111,438	118,852	118,796	150,947	32,151
	Casualty and Liability	46,076	48,291	51,196	49,086	(2,110)
	Leases and Rental	8,337	7,970	8,957	8,413	(544)
	Miscellaneous	14,626	9,157	12,859	10,699	(2,160)
	<b>Gross Expenses</b>	<b>\$2,364,135</b>	<b>\$2,530,931</b>	<b>\$2,607,230</b>	<b>\$2,740,035</b>	<b>\$132,805</b>
Preventive Maintenance Transfer	(106,620)	(89,392)	(108,785)	(125,891)	(17,106)	
<b>Net Expenses</b>	<b>\$2,257,515</b>	<b>\$2,441,539</b>	<b>\$2,498,445</b>	<b>\$2,614,144</b>	<b>\$115,699</b>	
<b>SUBSIDY</b>	<b>Gross Subsidy</b>	<b>\$1,784,872</b>	<b>\$1,847,532</b>	<b>\$1,934,304</b>	<b>\$1,963,056</b>	<b>\$28,752</b>
	Federal Relief <sup>1</sup>	(532,622)	(123,392)	-	-	-
	Prior Year Savings	-	-	(28,424)	-	28,424
	<b>Net Subsidy</b>	<b>\$1,252,250</b>	<b>\$1,724,140</b>	<b>\$1,905,880</b>	<b>\$1,963,056</b>	<b>\$57,176</b>
Cost Recovery Ratio	20.0%	23.5%	21.6%	23.8%		

1. Federal relief includes ARPA federal relief funding

## OPERATING BUDGET – AUTHORITY WIDE

(Dollars in Thousands)		FY2024	FY2025	FY2026	FY2027	\$ Change	% Change
		Actual	Actual	Budget	Budget		
<b>PERSONNEL</b>	Salaries	\$407,757	\$424,365	\$498,935	\$501,142	\$2,207	0.4%
	Wages	631,568	649,667	699,477	763,094	63,617	9.1%
	Overtime	150,615	185,526	122,235	168,180	45,945	37.6%
	<b>Total Salaries and Wages</b>	<b>\$1,189,939</b>	<b>\$1,259,558</b>	<b>\$1,320,647</b>	<b>\$1,432,416</b>	<b>\$111,770</b>	<b>8.5%</b>
	<b>Fringes</b>	<b>\$516,607</b>	<b>\$580,912</b>	<b>\$579,047</b>	<b>\$647,401</b>	<b>\$68,354</b>	<b>11.8%</b>
	Fringe Health	225,869	253,755	205,461	222,163	16,702	8.1%
	Fringe Pension	289,661	304,762	257,846	285,074	27,228	10.6%
	Other Fringe Benefits	(37,600)	(20,843)	69,358	92,392	23,033	33.2%
	Workers Compensation	38,677	43,237	46,381	47,773	1,391	3.0%
	<b>Capital Allocation</b>	<b>(\$140,992)</b>	<b>(\$132,027)</b>	<b>(\$143,985)</b>	<b>(\$118,628)</b>	<b>\$25,357</b>	<b>(17.6%)</b>
	<b>Total Personnel Cost</b>	<b>\$1,565,555</b>	<b>\$1,708,444</b>	<b>\$1,755,708</b>	<b>\$1,961,189</b>	<b>\$205,481</b>	<b>11.7%</b>
<b>NON-PERSONNEL</b>	<b>Services</b>	<b>\$390,094</b>	<b>\$400,413</b>	<b>\$411,274</b>	<b>\$434,810</b>	<b>\$23,536</b>	<b>5.7%</b>
	Professional and Technical	106,656	101,368	111,582	113,296	1,714	1.5%
	Contract Maintenance	59,222	72,874	79,602	96,674	17,072	21.4%
	Paratransit	162,704	157,003	156,002	176,837	20,835	13.4%
	Other	61,512	69,170	64,088	48,003	(16,085)	(25.1%)
	<b>Materials and Supplies</b>	<b>\$87,164</b>	<b>\$115,875</b>	<b>\$95,553</b>	<b>\$89,067</b>	<b>(\$6,486)</b>	<b>(6.8%)</b>
	Parts	55,394	89,389	32,809	35,297	2,488	7.6%
	Other	31,770	26,487	62,744	53,770	(8,974)	(14.3%)
	<b>Fuel (Gas/Diesel/Natural Gas)</b>	<b>\$34,225</b>	<b>\$32,537</b>	<b>\$44,102</b>	<b>\$35,824</b>	<b>(\$8,278)</b>	<b>(18.8%)</b>
	Diesel Fuel	20,935	21,264	29,466	21,420	(8,046)	(27.3%)
	Gasoline	7,417	5,712	9,002	10,621	1,618	18.0%
	Natural Gas	5,874	5,561	5,634	3,783	(1,851)	(32.9%)
	<b>Utilities and Propulsion</b>	<b>\$111,438</b>	<b>\$118,852</b>	<b>\$118,796</b>	<b>\$150,947</b>	<b>\$32,151</b>	<b>27.1%</b>
	Propulsion	64,903	70,690	66,824	96,685	29,860	44.7%
	Electricity	33,841	34,738	37,257	39,828	2,571	6.9%
	Utilities - Other	12,694	13,424	14,715	14,434	(281)	(1.9%)
	<b>Casualty and Liability</b>	<b>\$46,076</b>	<b>\$48,291</b>	<b>\$51,196</b>	<b>\$49,086</b>	<b>(\$2,110)</b>	<b>(4.1%)</b>
	Insurance	33,112	34,725	36,970	35,374	(1,596)	(4.3%)
	Claims	12,964	13,566	14,226	13,712	(514)	(3.6%)
	<b>Leases</b>	<b>\$8,337</b>	<b>\$7,970</b>	<b>\$8,957</b>	<b>\$8,413</b>	<b>(\$544)</b>	<b>(6.1%)</b>
	Property	4,695	4,196	5,111	4,639	(471)	(9.2%)
	Equipment	3,642	3,774	3,846	3,773	(72)	(1.9%)
	<b>Miscellaneous</b>	<b>\$14,626</b>	<b>\$9,157</b>	<b>\$12,859</b>	<b>\$10,699</b>	<b>(\$2,160)</b>	<b>(16.8%)</b>
	Business Meeting/Subscriptions	1,711	1,269	1,625	1,007	(618)	(38.1%)
	Advertising	5,336	6,364	9,878	7,748	(2,129)	(21.6%)
	Reimbursements/Other	7,579	1,524	1,356	1,944	588	43.4%
<b>Total Non-Personnel Cost</b>	<b>\$691,960</b>	<b>\$733,096</b>	<b>\$742,737</b>	<b>\$778,846</b>	<b>\$36,109</b>	<b>4.9%</b>	
<b>Gross Expenses</b>	<b>\$2,364,135</b>	<b>\$2,530,931</b>	<b>\$2,607,230</b>	<b>\$2,740,035</b>	<b>\$132,805</b>	<b>5.1%</b>	
Preventive Maintenance Transfer	(106,620)	(89,392)	(108,785)	(125,891)	(17,106)	15.7%	
<b>NET EXPENSES</b>	<b>\$2,257,515</b>	<b>\$2,441,539</b>	<b>\$2,498,445</b>	<b>\$2,614,144</b>	<b>\$115,699</b>	<b>4.6%</b>	

## OPERATING BUDGET – EXPENSES

		FY2027 Budget	FY2027 Metrobus	FY2027 Metrorail	FY2027 MetroAccess
<i>(Dollars in Thousands)</i>					
PERSONNEL	Salaries	\$501,142	\$134,272	\$360,847	\$6,023
	Wages	763,094	348,197	414,171	726
	Overtime	168,180	68,001	99,645	534
	<b>Total Salaries and Wages</b>	<b>\$1,432,416</b>	<b>\$550,470</b>	<b>\$874,664</b>	<b>\$7,283</b>
	<b>Fringes</b>	<b>\$647,401</b>	<b>\$222,573</b>	<b>\$417,606</b>	<b>\$7,222</b>
	Fringe Health	222,163	75,247	144,206	2,710
	Fringe Pension	285,074	96,555	185,041	3,478
	Other Fringe Benefits	92,392	34,591	57,350	451
	Workers Compensation	47,773	16,181	31,009	583
	<b>Capital Allocation</b>	<b>(\$118,628)</b>	<b>(\$40,179)</b>	<b>(\$77,001)</b>	<b>(\$1,447)</b>
	<b>Total Personnel Cost</b>	<b>\$1,961,189</b>	<b>\$732,863</b>	<b>\$1,215,269</b>	<b>\$13,057</b>
NON-PERSONNEL	<b>Services</b>	<b>\$434,810</b>	<b>\$73,530</b>	<b>\$177,017</b>	<b>\$184,263</b>
	Professional and Technical	113,296	32,419	74,995	5,883
	Contract Maintenance	96,674	35,482	60,494	698
	Paratransit	176,837	-	-	176,837
	Other	48,003	5,630	41,528	845
	<b>Materials and Supplies</b>	<b>\$89,067</b>	<b>\$35,886</b>	<b>\$52,710</b>	<b>\$471</b>
	Parts	35,297	13,486	21,794	17
	Other	53,770	22,400	30,916	454
	<b>Fuel (Gasoline/Diesel/Natural Gas)</b>	<b>\$35,824</b>	<b>\$29,823</b>	<b>2,783</b>	<b>\$3,218</b>
	Diesel Fuel	21,420	21,420	-	-
	Gasoline	10,621	4,620	2,783	3,218
	Natural Gas	3,783	3,783	-	-
	<b>Utilities and Propulsion</b>	<b>\$150,947</b>	<b>\$9,206</b>	<b>\$141,182</b>	<b>\$559</b>
	Propulsion	96,685	-	96,685	-
	Electricity	39,828	5,225	34,205	398
	Utilities - Other	14,434	3,980	10,292	162
	<b>Casualty and Liability</b>	<b>\$49,086</b>	<b>\$16,625</b>	<b>\$31,862</b>	<b>\$599</b>
	<b>Leases</b>	<b>\$8,413</b>	<b>\$2,008</b>	<b>\$6,346</b>	<b>\$58</b>
	<b>Miscellaneous</b>	<b>\$10,699</b>	<b>\$3,623</b>	<b>\$6,873</b>	<b>\$203</b>
<b>Total Non-Personnel Cost</b>	<b>\$778,846</b>	<b>\$170,702</b>	<b>\$418,773</b>	<b>\$189,370</b>	
<b>TOTAL COST<sup>1</sup></b>	<b>\$2,740,035</b>	<b>\$903,565</b>	<b>\$1,634,042</b>	<b>\$202,427</b>	

1. Total Cost reflects gross expenses before the Preventive Maintenance (PM) transfer

# Operating Budget by Mode: Metrobus



Pictured: Metrobuses operate near Virginia Square in Arlington County

## Profile

Metrobus is a vital component of public transportation to the region through its extensive network of bus routes connecting neighborhoods, commercial districts and key transit hubs. With flexible and affordable means of travel for commuters, students, and visitors alike, the system emphasizes accessibility and service excellence. Metrobus plays a crucial role in reducing traffic congestion and promoting sustainable urban mobility. Service is provided on a combination of local and express routes connecting the region. All buses are accessible to people with disabilities, and bike racks are available for use on all buses.

In June 2025, Metro launched its redesigned Better Bus Network to better match the region's travel needs and provide fast, frequent and reliable service. To inform the network redesign, Metro combined customer input with data about its current network

and future transit demand. Metro held 50 events, interacted with more than 15,000 people and gathered more than 13,500 comments on routes during the spring of 2024. This overarching initiative to improve Metrobus for the region will span multiple years and incorporate new facilities and improved bus communications.

The FY2027 Proposed Budget will continue the improvements of Better Bus Network redesign as part of Metro's Strategic Transformation Plan to advance core objectives in Service Excellence and Financial and Organizational Efficiency while using current resources. Service enhancements will include improve frequency, connections and hours of service for 18 routes and adds the bandwidth to provide service to two new express routes contingent upon regional grant funding.

## Sources of Funds

### SOURCES OF FUNDS – METROBUS

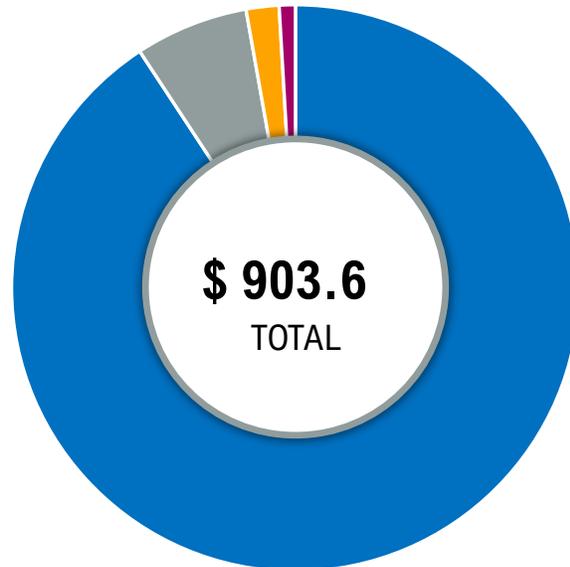
(\$ in millions)

**\$ 8.3** (0.9%)  
**ADVERTISING**

**\$ 16.9** (1.9%)  
**OTHER**

**\$ 58.3** (6.5%)  
**PASSENGER**

**\$ 820.0** (90.8%)  
**NET SUBSIDY**



Metrobus sources of funds consist primarily of revenue from fares and advertising, as well as the subsidy from Metro’s jurisdictional partners. The subsidy is \$820.0 million, or 90.8 percent of the total funding need for Metrobus.

Operating revenue for Metrobus (revenue excluding federal funding and subsidy) for FY2027 is projected at \$83.5 million. The largest revenue source, passenger revenues, is estimated at \$58.3 million which includes fares and passes. The FY2027 Proposed Budget projects passenger revenue will decrease \$1.6 million from the FY2026 Budget for Metrobus. Metro is actively pursuing methods to decrease fare evasion and increase the average fare in FY2027.

Metrobus is projected to receive advertising revenue of \$8.3 million, a increase of 1.1 percent when compared to FY2026 Budget.

Other Metrobus revenue, which includes interest, property disposal, and miscellaneous revenue, is projected to total \$16.9 million.



Pictured: Metrobuses are equipped with accessibility features

## Uses of Funds

### USES OF FUNDS – METROBUS

(\$ in millions)

**\$ 22.3** (2.5%)

**OTHER**

**\$ 29.8** (3.3%)

**FUEL**

**\$ 9.2** (1.0%)

**UTILITIES & PROPULSION**

**\$ 35.9** (4.0%)

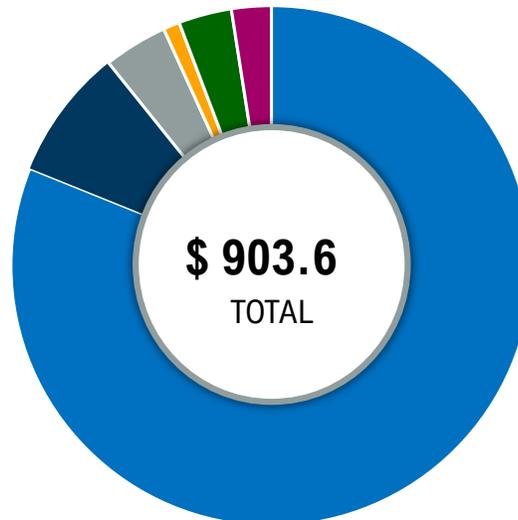
**MATERIALS & SUPPLIES**

**\$ 73.5** (8.1%)

**SERVICES**

**\$ 732.9** (81.1%)

**PERSONNEL**



#### Personnel

Personnel expenses are the largest portion of the Metrobus budget. For FY2027, personnel costs are estimated at \$732.9 million or 81.1 percent of the Metrobus budget. From FY2024 to FY2025, actual personnel expenses increased by \$41.6 million, or 6.7 percent. Relative to the FY2026 Budget, FY2027 personnel expenses are projected to increase by \$32.8 million.

The Collective Bargaining Agreement (CBA) negotiated with Amalgamated Transit Union Local 689 calls for a wage increase effective in FY2027. The CBA also minimizes the impact from an inflationary spike with limits on total wage (general wage increase and cost-of-living adjustment) increases. Results from recent contract agreements for other CBAs are also incorporated into the FY2027 Proposed Budget. Additionally, the Metrobus personnel budget includes additional personnel to support jurisdictionally-sponsored services included in the Better Bus Network implementation.

#### Non-Personnel

The FY2027 Proposed Budget projects Services costs of \$73.5 million. Services costs decreased by \$0.3 million, or 0.5 percent, from FY2024 to FY2025. Services costs in the FY2027 Proposed Budget are projected to increase by \$16.0 million relative to the FY2026 Budget.

Materials and Supplies increased from FY2024 to FY2025 by \$4.9 million or 12.6 percent. In FY2027, these costs are budgeted at \$35.9 million, an increase of \$2.7 million, or 8.0 percent, from the FY2026 Budget.

Energy costs, including both fuel and utilities, are projected to decrease by \$10.5 million from the FY2026 Budget primarily driven by increases in propulsion and electricity. Fuel costs, which include diesel, compressed natural gas and gasoline, are budgeted at \$29.8 million, a \$9.3 million decrease from the FY2026 Budget. Utilities costs of \$9.2 million are projected to decrease by \$1.2 million relative to the FY2026 Budget.

Other expenses total \$22.3 million for FY2027, an increase of \$4.1 million versus the FY2026 Budget.

## METROBUS – REVENUE AND EXPENSES

		FY2024	FY2025	FY2026	FY2027	
<i>(Dollars in Thousands)</i>		Actual	Actual	Budget	Budget	\$ Change
REVENUES	Passenger	\$50,108	\$56,417	\$59,881	\$58,294	(\$1,586)
	Parking	-	-	-	-	-
	Advertising	6,615	8,564	8,204	8,297	93
	Joint Development	-	-	-	-	-
	Fiber Optics	-	-	-	-	-
	Other Non-Transit Sources	30,838	32,650	9,905	16,936	7,031
<b>Total Revenues</b>		<b>\$87,560</b>	<b>\$97,631</b>	<b>\$77,990</b>	<b>\$83,527</b>	<b>\$5,537</b>
EXPENSES	Personnel	623,414	664,995	700,026	732,863	32,837
	Services (less Paratransit)	50,087	49,818	57,569	73,530	15,961
	Services - Paratransit	-	-	(0)	-	0
	Materials & Supplies	38,786	43,688	33,224	35,886	2,663
	Fuel (Gas/Diesel/Natural Gas)	29,243	27,771	39,102	29,823	(9,279)
	Utilities and Propulsion Power	10,226	8,852	10,399	9,206	(1,193)
	Casualty and Liability	12,841	12,850	13,623	16,625	3,002
	Leases and Rental	1,545	1,480	1,683	2,008	326
	Miscellaneous	1,429	2,493	2,832	3,623	791
<b>Gross Expenses</b>		<b>\$767,571</b>	<b>\$811,946</b>	<b>\$858,457</b>	<b>\$903,565</b>	<b>\$45,108</b>
SUBSIDY	<b>Gross Subsidy</b>	<b>\$680,011</b>	<b>\$714,315</b>	<b>\$780,467</b>	<b>\$820,039</b>	<b>\$39,571</b>
	Federal Relief <sup>1</sup>	(245,315)	(65,382)	-	-	-
	Prior Year Savings			10,856	-	(10,856)
<b>Net Subsidy</b>		<b>\$434,696</b>	<b>\$648,933</b>	<b>\$791,323</b>	<b>\$820,039</b>	<b>\$28,715</b>
Cost Recovery Ratio		11.4%	12.0%	9.1%	9.2%	

1. Federal relief includes ARPA federal relief funding

# Operating Budget by Mode: Metrorail



Pictured: Ronald Reagan-Washington National Airport Metro Station

## Profile

The Metrorail system is a rapid transit system that consists of 128 route miles with three main types of structures: underground, surface and elevated. Recent additions in 2022 included six new stations and 12 additional route miles, as well as the augmentation to the Blue and Yellow Lines with an in-fill station at Potomac Yard in May 2023. With the addition of the Potomac Yard station, Metro began operating 98 stations across the region. All Metro stations and railcars provide accessibility to passengers in compliance with ADA standards.

In recent years, Metro enhanced the system through key improvements in automation and security, including resuming Automatic Door Operations (ADO), advancing Automatic Train Operations (ATO), and the installation of upgraded faregates to boost service reliability and deter fare evasion.

During FY2025, Metro resumed ADO systemwide, a critical step in Metro's rail automation program. Upgrading and restoring the technology for Auto Doors enables Metro to safely automate door openings systemwide. In FY2026, Metro resumed ATO systemwide to increase reliability, safety and efficiency. In addition, Metro completed the installation of more secure,

retrofitted faregates to deter fare evasion. These investments promote safe and reliable operations, focused on service excellence.

Metrorail's design is highly reliant on vertical mobility through the utilization of elevators and escalators. Most customers access Metro via escalators to the train platform, while elevators provide accessibility for persons with disabilities, seniors, customers with strollers, and travelers carrying luggage.

The FY2027 Proposed Budget focuses on service optimization to maximize the value of the network by most efficiently using available resources. As rail ridership continues its strong year-over-year growth, Metrorail will implement targeted service improvements to address the ridership growth and anticipate upcoming needs for future capacity. The FY2027 Proposed Budget will provide more frequent weekday (before 9:30 p.m.) service on the Orange, Silver, and Blue Lines with trains every 10 minutes with higher frequency on interlined segments. The Red Line will have more frequent late night service with trains every seven to eight minutes from 9:30 p.m. until system closing. In addition, Metrorail will also accommodate ridership increases with the targeted use of more eight-car trains and schedule adjustments during peak periods.

## Sources of Funds

### SOURCES OF FUNDS – METRORAIL

(\$ in millions)

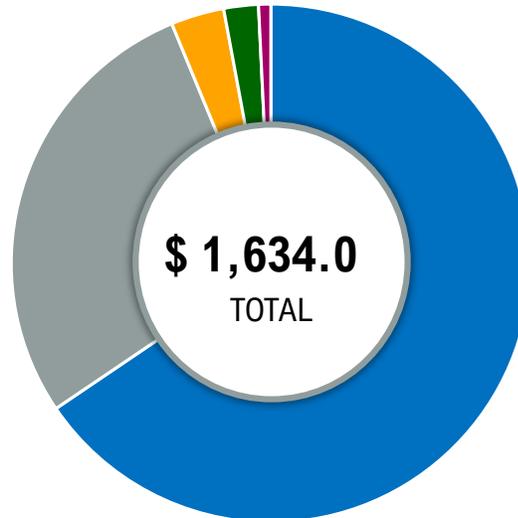
**\$ 12.4** (0.8%)  
**ADVERTISING**

**\$ 35.3** (2.2%)  
**PARKING**

**\$ 54.1** (3.3%)  
**OTHER**

**\$ 461.5** (28.2%)  
**PASSENGER**

**\$ 1,070.8** (65.5%)  
**NET SUBSIDY**



Metrorail sources of funds consist of operating revenue including passenger fares, parking fees, advertising and lease revenues, as well as subsidy from Metro's jurisdictional partners. The subsidy for FY2027 is \$1,070.8 million or 65.5 percent of the Metrorail funding need.

Operating revenue for Metrorail (revenue excluding federal funding and subsidy) for FY2027 is projected at \$563.3 million. Passenger revenues, including fares and passes, are projected at \$461.5 million. Passenger revenue is expected to increase 15.5

percent from the FY2026 Approved Budget due to increases in paid rail ridership.

Parking revenue at Metro facilities will contribute \$35.3 million in revenue, a 47.1 percent increase from FY2026 budget to FY2027.

Advertising revenue applied to Metrorail will contribute \$12.4 million to revenue in FY2027, a \$0.1 million increase from the FY2026 budget.

Other revenue, which includes joint development, fiber optics, and other non-transit revenue is projected to contribute \$54.1 million in FY2027.



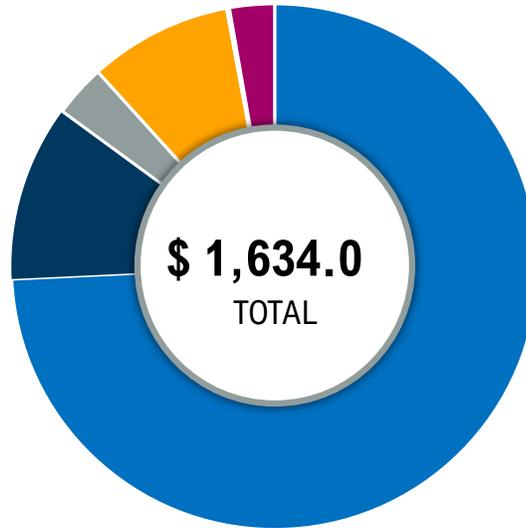
Pictured: Busy Metro platform at Gallery Place Chinatown

# Uses of Funds

## USES OF FUNDS – METRORAIL

(\$ in millions)

- \$ 45.1** (2.8%)  
**OTHER**
- \$ 144.0** (8.8%)  
**ENERGY (UTILITIES,  
PROPULSION, FUEL)**
- \$ 52.7** (3.2%)  
**MATERIALS & SUPPLIES**
- \$ 177.0** (10.8%)  
**SERVICES**
- \$ 1,215.3** (74.4%)  
**PERSONNEL**



### Personnel

Personnel expenses are the largest portion of the FY2027 Metrorail budget, estimated at \$1,215.3 million, or 74.4 percent of total Metrorail expenses. Personnel expenses increased by \$99.5 million, or 10.7 percent, from FY2024 to FY2025 as post-pandemic service recovered. Personnel expenses are projected to increase \$170.6 million in FY2027 from the FY2026 Budget.

### Non-Personnel

Services are budgeted at \$177.0 million in FY2027. Services increased from FY2024 to FY2025 by \$18.0 million or 10.7 percent. The FY2027 Proposed Budget projects Services expenses will decrease by \$13.4 million relative to the FY2026 Budget.

Materials and Supplies are budgeted at \$52.7 million in FY2027. Actual materials and supplies expenses increased \$24.0 million from FY2024 to FY2025. The FY2027 Proposed Budget projects an decrease of \$9.3 million, or 14.9 percent, from the FY2026 Budget.

Utilities and Propulsion expenses of \$141.2 million are projected to increase by \$33.5 million, or 31.1 percent, from the FY2026 Budget.

Other expenses consisting of Casualty and Liability insurance, leases and miscellaneous expenses total \$45.1 million, which is a \$8.8 million decrease over the FY2026 Budget.

## METRORAIL – REVENUE AND EXPENSES

		FY2024	FY2025	FY2026	FY2027	
(Dollars in Thousands)		Actual	Actual	Budget	Budget	\$ Change
REVENUES	Passenger	\$301,440	\$402,024	\$399,606	\$461,459	\$61,854
	Parking	20,511	28,173	23,977	35,260	11,284
	Advertising	10,067	13,243	12,306	12,445	139
	Joint Development	15,693	18,525	15,876	20,077	4,201
	Fiber Optics	17,413	16,915	17,155	17,326	171
	Other Non-Transit Sources	15,811	13,949	13,149	16,717	3,567
	<b>Total Revenues</b>	<b>\$380,935</b>	<b>\$492,829</b>	<b>\$482,068</b>	<b>\$563,285</b>	<b>\$81,217</b>
EXPENSES	Personnel	934,441	1,033,990	1,044,656	1,215,269	170,613
	Services (less Paratransit)	168,876	186,878	190,400	177,017	(13,383)
	Services - Paratransit	(0)	-	-	-	-
	Materials & Supplies	48,053	72,051	61,969	52,710	(9,259)
	Fuel (Gas/Diesel/Natural Gas)	486	1,528	-	2,783	2,783
	Utilities and Propulsion Power	100,578	109,628	107,665	141,182	33,517
	Casualty and Liability	32,622	34,741	36,830	31,862	(4,969)
	Leases and Rental	6,730	6,431	7,202	6,346	(856)
	Miscellaneous	13,104	6,507	9,826	6,873	(2,953)
	<b>Gross Expenses</b>	<b>\$1,304,889</b>	<b>\$1,451,753</b>	<b>\$1,458,550</b>	<b>\$1,634,042</b>	<b>\$175,492</b>
SUBSIDY	<b>Gross Subsidy</b>	<b>\$923,954</b>	<b>\$958,924</b>	<b>\$976,481</b>	<b>\$1,070,757</b>	<b>\$94,276</b>
	Federal Relief <sup>1</sup>	(283,730)	(58,010)	-	-	-
	Prior Year Savings			(15,008)		15,008
	<b>Net Subsidy</b>	<b>\$640,224</b>	<b>\$900,915</b>	<b>\$961,474</b>	<b>\$1,070,757</b>	<b>\$109,284</b>
Cost Recovery Ratio		29.2%	33.9%	33.1%	34.5%	

1. Federal relief includes ARPA federal relief funding

# Operating Budget by Mode: MetroAccess



Pictured: MetroAccess van

## Profile

Metro ensures the ongoing accessibility of Metrobus and Metrorail for customers with disabilities and, in accordance with ADA standards, provides MetroAccess paratransit service for passengers unable to use Metrobus and Metrorail. MetroAccess, a shared-ride door-to-door service, is offered for the same days, hours, and locations as fixed-route transit. Service contractors operate the van service and manage the operations control center and quality assurance functions.

Demand for paratransit service is increasing as the population of people with disabilities in the region grows. Metro provides travel training to assist customers with disabilities in navigating the Metrobus and Metrorail systems, while encouraging customers to take full advantage of the many accessibility and safety features. MetroAccess partners with Metrobus and Metrorail to provide group orientations and workshops to educate organizations on providing travel training to their clients. Metro also partners with the jurisdictions to improve the accessibility of bus stops in the region, further enhancing customers' ability to use the fixed-route system.

Current MetroAccess service and fare policies surpass federal minimum requirements and include providing trips to some customers traveling outside of the federally mandated ADA service area as well as

supporting MetroAccess trips equivalent to Metrobus routes that are no longer in service. Federal law requires paratransit service be provided to areas within three-quarters of a mile of fixed-route bus service and rail stations throughout the same hours as those services. Current MetroAccess fares will remain at FY2025 levels. MetroAccess service will stay at FY2026 levels.

Metro also facilitates the use of lower-cost alternatives and more convenient options through the following programs:

- Coordinated Alternatives to Paratransit Services (CAPS), established in 2013, provides transportation service for clients of two human services agencies (HSA) in Maryland between the HSAs' main facilities and clients' homes at a lower per trip cost relative to MetroAccess.
- The Abilities-Ride program is a public-private partnership to provide generally available on-demand and reserve trip service to MetroAccess customers for trips throughout the MetroAccess service area.

MetroAccess will continue to facilitate these more convenient, lower-cost paratransit alternatives as appropriate to best serve the needs of customers.

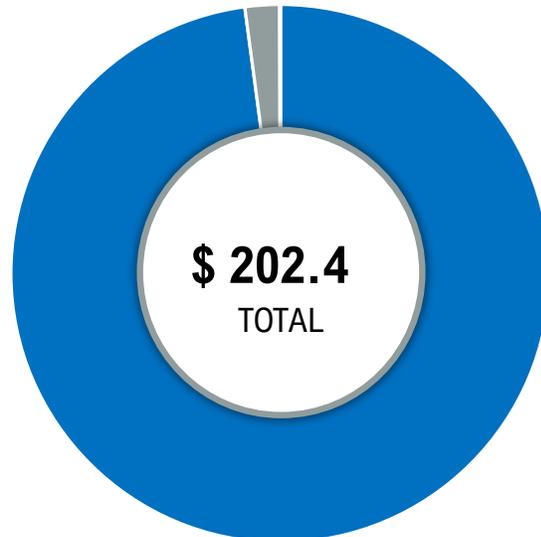
## Sources of Funds

### SOURCES OF FUNDS – METROACCESS

(\$ in millions)

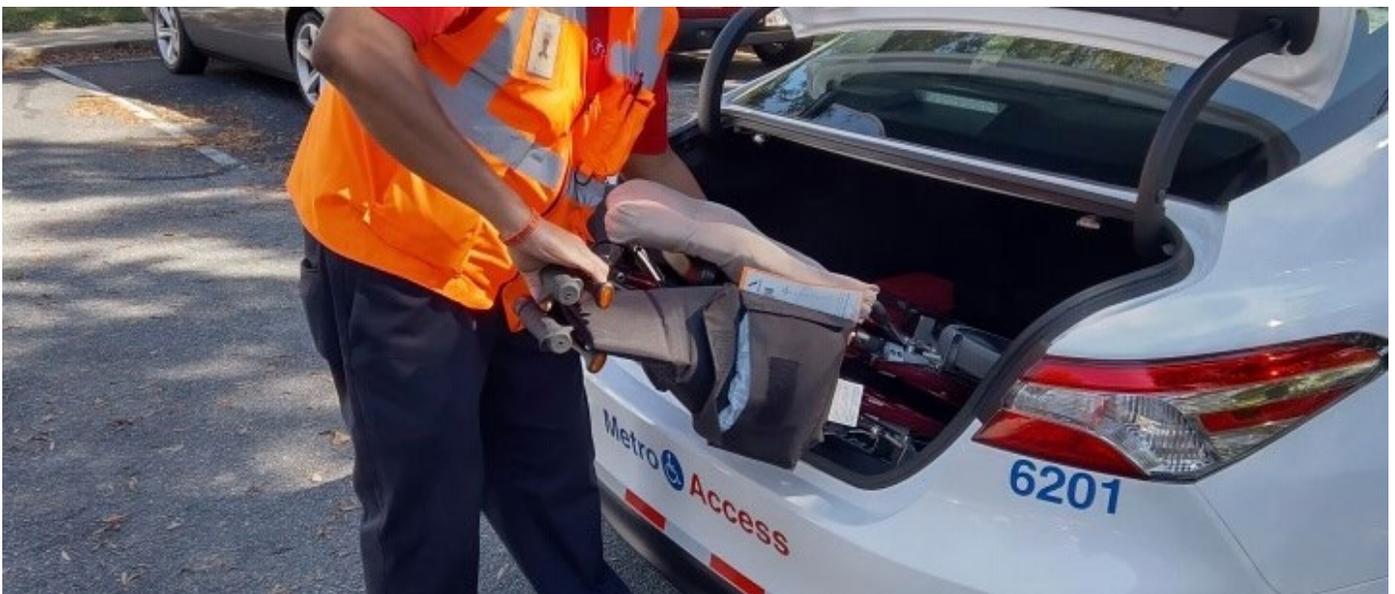
**\$ 4.3** (2.1%)  
**PASSENGER & OTHER  
REVENUE**

**\$ 198.2** (97.9%)  
**NET SUBSIDY**



MetroAccess sources of funds include operating revenue and subsidy from Metro’s jurisdictional partners.

- Jurisdictional subsidies of \$198.2 million support 97.9 percent of the MetroAccess budget
- Operating revenues are projected at \$4.3 million and cover 2.1 percent of Metro’s paratransit costs. MetroAccess passenger revenues are \$4.2 million in the FY2027 Proposed Budget, an increase of 5.7 percent when compared to FY2026 budget



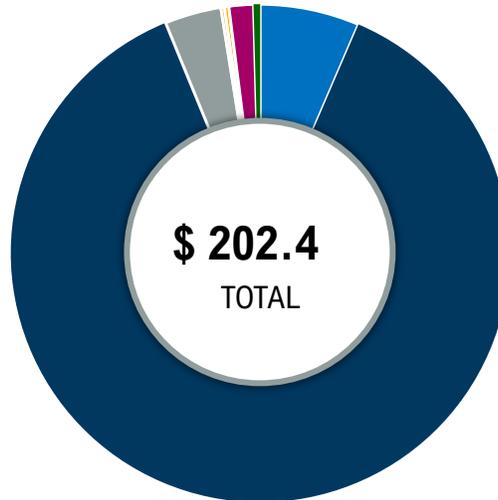
Pictured MetroAccess Sedan in parking lot

## Uses of Funds

### USES OF FUNDS – METROACCESS

(\$ in millions)

<b>\$ 3.2</b>	(1.6%)
<b>FUEL</b>	
<b>\$ 0.9</b>	(0.4%)
<b>OTHER</b>	
<b>\$ 0.6</b>	(0.3%)
<b>UTILITIES &amp; PROPULSION</b>	
<b>\$ 0.5</b>	(0.2%)
<b>MATERIALS &amp; SUPPLIES</b>	
<b>\$ 7.4</b>	(3.7%)
<b>SERVICES (less Paratransit)</b>	
<b>\$ 176.8</b>	(87.4%)
<b>SERVICES - PARATRANSIT</b>	
<b>\$ 13.1</b>	(6.5%)
<b>PERSONNEL</b>	



Personnel costs are budgeted at \$13.1 million, which is a \$2.0 million increase relative to the FY2026 Approved Budget.

Services expenses, which include Paratransit service expenses, account for the largest portion of the MetroAccess budget. From FY2024 to FY2025, these costs decreased by \$7.4 million or 4.3 percent. In FY2027, total Services expenses are budgeted at \$184.3 million, an increase of \$21.0 million or 12.8 percent from the FY2026 budget. At \$176.8 million for

FY2027, Paratransit service expenses account for the majority of MetroAccess Service expenses. Many alternative carriers offer MetroAccess passengers more convenient options at lower cost. MetroAccess continues to facilitate the use of these alternative providers when available.

Energy costs, consisting of fuel and utilities, are projected to decrease by 34.1 percent from FY2026 to FY2027.



Pictured: MetroAccess van on display at MetroFest

## METROACCESS – REVENUE AND EXPENSES

		FY2024	FY2025	FY2026	FY2027	
<i>(Dollars in Thousands)</i>		Actual	Actual	Budget	Budget	\$ Change
REVENUES	Passenger	\$4,078	\$3,404	\$3,968	\$4,196	\$228
	Parking	-	-	-	-	-
	Advertising	-	-	-	-	-
	Joint Development	-	-	-	-	-
	Fiber Optics	-	-	-	-	-
	Other Non-Transit Sources	69	144	114	80	(34)
	<b>Total Revenues</b>	<b>\$4,147</b>	<b>\$3,548</b>	<b>\$4,082</b>	<b>\$4,276</b>	<b>\$194</b>
EXPENSES	Personnel	7,699	9,458	11,026	13,057	2,032
	Services (less Paratransit)	8,427	6,716	7,303	7,426	123
	Services - Paratransit	162,704	157,003	156,002	176,837	20,835
	Materials & Supplies	325	137	361	471	110
	Fuel (Gas/Diesel/Natural Gas)	4,497	3,237	5,000	3,218	(1,782)
	Utilities & Propulsion Power	635	372	733	559	(173)
	Casualty and Liability	613	700	742	599	(143)
	Leases & Rental	62	60	72	58	(13)
	Miscellaneous	93	158	201	203	2
	<b>Gross Expenses</b>	<b>\$185,055</b>	<b>\$177,840</b>	<b>\$181,438</b>	<b>\$202,427</b>	<b>\$20,990</b>
SUBSIDY	<b>Gross Subsidy</b>	<b>\$180,908</b>	<b>\$174,292</b>	<b>\$177,356</b>	<b>\$198,152</b>	<b>\$20,796</b>
	Federal Relief <sup>1</sup>	(3,577)	-	-	-	-
	Prior Year Savings			(2,561)		2,561
	<b>Net Subsidy</b>	<b>\$177,330</b>	<b>\$174,292</b>	<b>\$174,795</b>	<b>\$198,152</b>	<b>\$23,357</b>
Cost Recovery Ratio		2.2%	2.0%	2.2%	2.1%	

1. Federal relief includes ARPA federal relief funding

# Reimbursable Budget

Reimbursable projects are those unique services, programs, and projects for which a jurisdiction or third-party entity provides separate funding. Metro is reimbursed on a dollar-for-dollar basis to deliver the arranged services. Overall, the FY2027 Metro Reimbursable budget is \$22.4 million, representing a 56 percent increase from the FY2026 Approved Budget.

## FUNDING SOURCES FOR REIMBURSABLE PROJECTS

<i>(Dollars in Millions)</i>	FY2025 Actual	FY2026 Budget	FY2027 Budget	\$ Change
<b>Federal Grant Funding</b>				
Safety and Security Grants	\$3.4	\$3.4	\$6.4	\$3.0
<b>Other Sources of Funding</b>				
Joint Development and Adjacent Construction Projects	\$4.0	\$6.9	\$6.5	(\$0.4)
Metrobus Lane Violation Detection - DCDOT Enforcement	\$0.0	\$3.1	\$3.1	\$0.0
Metrobus Lane Violation Detection - MCDOT Enforcement	\$0.0	\$0.0	\$0.1	\$0.1
Metrobus Virginia Enhanced Bus Agreement, A25 & A29 Routes	\$0.0	\$0.0	\$1.5	\$1.5
Northern Virginia Transportation Commission I-66 Commuter Choice Grant, F2X & A6X Bus Routes <sup>1</sup>	\$0.0	\$0.9	\$3.8	\$2.9
Metrobus Parking - Fairfax & Loudoun, Virginia Parking Fare Collection	\$0.3	\$0.0	\$0.9	\$0.9
<b>Total</b>	<b>\$7.7</b>	<b>\$14.4</b>	<b>\$22.4</b>	<b>\$8.0</b>

1. Implementation of these services is contingent upon completion of NVTTC's Commuter Choice Grant review process, including project approval by the Commonwealth Transportation Board

## Safety and Security Grants

Metro has been awarded several grants under the Transit Security Grant Program (TSGP) from the Department of Homeland Security (DHS). The security grants provide funding for capital and operational security activities. The funding enhances the Metropolitan Transit Police Department's ability to detect and deter potential attacks of international and homegrown terrorism through increased visibility, unpredictable presence, security assessments, and employee/public awareness. As Federal appropriations become available, Metro continues to pursue new funding for enhanced security activities.

## Joint Development and Adjacent Construction Projects

Metro's Office of Joint Development and Adjacent Construction reviews and approves construction activities for projects adjacent to Metrorail and

Metrobus property, facilities, and operational right of way to ensure that:

- Metro facilities and operations are not damaged or affected during and after the project's construction
- The requesting private entity or jurisdiction reimburses Joint Development expenditures

The Joint Development Office performs the following activities for the entities:

- Provides internal Authority departmental coordination with the project's owner/developer/ contractor (ODC), including external agencies, jurisdictions, property owners, consultants, developers, utilities, and/or anyone who impacts Metro property, facilities, and/or operations

- Prepares project agreements in conjunction with Real Estate and Station Area Planning and General Counsel
- Provides coordination/oversight for all aspects of a project, including design, safety, operations, constructability, compliance with Metro standards, monitoring/coordinating construction activities, and acceptance of on-site installations and facilities
- Provides oversight and acceptance for joint development and jurisdictional reimbursable projects that Metro will ultimately own and operate

## **Metrobus Lane Violation Detection - District of Columbia Department of Transportation (DCDOT)**

To deter vehicle operators in the District of Columbia from blocking Metro's bus lanes, Metro entered an agreement with the District of Columbia Department of Transportation to enforce tickets and fines on violators who obstruct bus movement along the routes. Metro and the District Department of Transportation (DCDOT) employ an automated camera-based enforcement system, the Metrobus Detection System. Metro has acquired and mounted cameras on its buses operating within the District Bus Priority Infrastructure (bus zones and lanes). Metro has no enforcement rights for bus lane violations in the District of Columbia. Metro provides the necessary administrative and maintenance services on the violation detection system and photo equipment, including administrative services, installation, testing support, recordkeeping, and related maintenance of the vehicle detection system equipment and data.

Additionally, Metro manages applicable vendor system requirements. DCDOT, in return for Metro's services, pre-deposits funds based on a projected annual cost to cover Metro's upkeep of the violation detection system. Staff periodically reconcile the

account as required and submit it to DCDOT to replenish the account. The covered expenses are as follows:

- Vehicle base licensing
- Vehicle cellular data and vehicle base systems software licensing
- Other fees and possible vendor incentive

## **Metrobus Lane Violation Detection – MCDOT Enforcement**

The Montgomery County, Maryland, Department of Transportation agreed with the Washington Metropolitan Area Transit Authority (WMATA) to manage the Violation Detection System (VDS), which enables enforcement of Maryland State Law. Metro and the Montgomery County (MCDOT) employ an automated camera-based enforcement system, the Metrobus Detection System. Montgomery County has acquired, via WMATA, and mounted cameras on buses operating within the County and Maryland Bus Priority Infrastructure (bus zones and lanes). Metro has no enforcement rights for the Maryland bus lanes. Metro will provide VDS data to the County to apply promulgated fines on violators, as well as periodically reconciled reports. Both parties agree to operate and collaborate as pronounced in the agreement.

## **Metrobus Virginia Enhanced Bus Agreement, A25 & A29 Routes**

Metro operates a bus program to provide enhanced service in the State of Virginia along selected routes, A25 and A29. This constitutes a standard project agreement for the 1-95/1-395 Project, Annual Transit Investment funding of projects, and administration between the Northern Virginia Transportation Commission (NVTC), the Potomac and Rappahannock Transportation Commission (PRTC), and the Washington Metropolitan Area Transit Authority (WMATA). The grant supports enhanced service on Metro's Route A25, a peak-period, peak-direction route running from the Landmark Transit

Center in Alexandria to the Pentagon. Route A29 is a new bus service from Van Dorn Street Station to Downtown D.C.

The funding allows Metro to provide additional service at a 15-minute frequency. The grant funding is part of Virginia's Annual Transit Investment ("ATI") Memorandum of Understanding Agreement (MOA) for associated project incremental operating costs. The bus program provides bus ridership services to meet customer and public demand for a safe, reliable, and equitable customer experience. Funding for this program is included in the Reimbursement to ensure appropriate functional reporting.

## Northern Virginia Transportation Commission I-66 Commuter Choice Grant, F2X & A6X Bus Routes

The WMATA Board approved the submission of a grant application to the Northern Virginia Transportation Commission (NVTC) to support the Metrobus program by funding bus service on routes F2X and A6X in the Commonwealth of Virginia. The grant supports Metro's Route F2X, a new limited-stop weekday rush-hour service operating from Spring Hill Station in Tysons to the Mark Center and West

Alexandria Transit Center in Alexandria along Virginia Route 7. This route provides a faster, limited-stop option for customers traveling between Tysons, Falls Church, and East Falls Church Station, as well as access to the Mark Center in Alexandria. The service also offers improved travel options for customers in West Alexandria, Skyline City, and Culmore traveling to Tysons. Route A6X is a new weekday rush-hour, peak-direction service operating between Dunn Loring, the Pentagon, and Crystal City. Together, these services support Metro's bus program by addressing customer demand for safe, reliable, and equitable transit service. Funding for this program is included as a reimbursable, ensuring appropriate functional reporting.

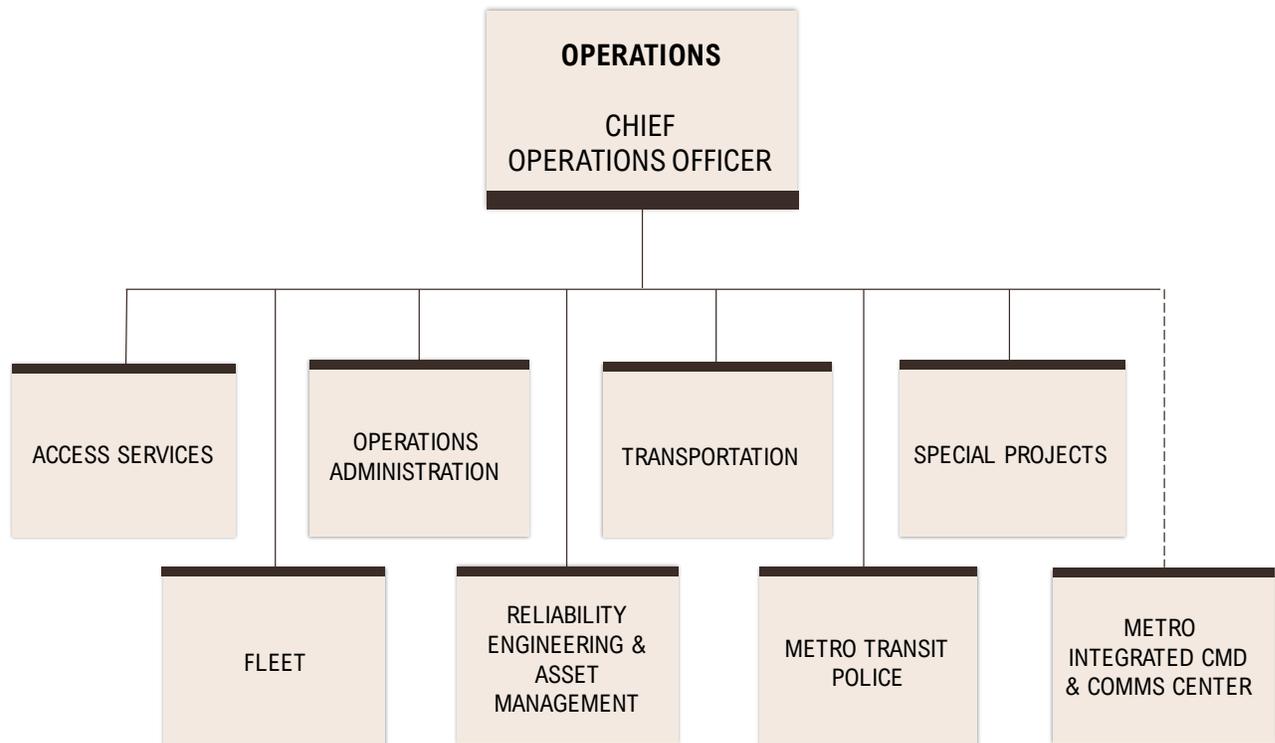
## Metro Parking – Fairfax & Loudoun, Virginia Parking Fare Collection

Metro operates a fare collection system. Fairfax and Loudoun Counties executed an agreement with WMATA for a parking fare management system program to run and manage a platform and payment system office for non-transit fares on the Metro fare collection system. Fixed parking revenue on the Metro payment system will cover WMATA's administrative and staff costs for the service.



Pictured: Metrobus in service on route A29 at Shirlington Transit Center

# Operations



Operations staff operate buses and trains; maintain Metro vehicle fleets; and ensure a safe and secure environment for passengers and employees.

The offices within Operations are **Transportation, Fleet, Access Services, Metro Transit Police Department, Metro Integrated Command & Communications Center, Reliability Engineering & Asset Management, Operations Administration, and Special Projects.**

**Transportation** provides bus and rail services in the District of Columbia, Maryland and Virginia. The department manages operators, station managers, supervisors and administrative functions for all bus and rail transportation divisions, including bus operations, bus division operations, station operations, train operations, and rail division operations.

**Fleet** maintains and procures vehicles for rail and bus passenger and non-revenue use, including related engineering, quality, and administrative functions.

**Access Services** provides paratransit service to eligible customers through overseeing contracted

services and assessing eligibility for MetroAccess Service and the Reduced Fare Program.

The **Metro Transit Police Department (MTPD)** is responsible for the security of Metro customers, personnel, and transit facilities throughout the 2,000-square-mile Transit Zone that includes the District of Columbia, State of Maryland, and Commonwealth of Virginia.

The **Metro Integrated Command & Communications Center** safely and efficiently moves people, via buses and trains, throughout the system seven days a week. The Metro Integrated Command & Communications Center has four main functions: controlling bus and rail traffic, coordinating system information for both internal and external stakeholders, overseeing the safety and security of the system, and managing maintenance requests.

**Reliability Engineering & Asset Management** takes advantage of the many synergies and efficiencies provided by having complementary individual elements of maintenance planning, reliability and asset management under one centralized office.

**Operations Administration** ensures Metro’s internal clients are well-equipped, providing direct support and managing oversight of financials, resources, policies, workforce availability, and administrative functions within Operations to ensure all activities are accomplished.

**Special Projects** supports the Chief Operations Officer in project management and coordination between departments throughout Metro to advance the goals of the Strategic Transformation Plan, focusing on core transit services and supporting functions.

## FY2027 Key Efforts

Operations continues to support Metro’s Strategic Transformation Plan goals and have identified the following key efforts for FY2027 to advance these goals.

### Service Excellence

- Rail service optimization and continuous improvement

- Modernize signal infrastructure (e.g. Communications Based Train Control lines) and plan for rail system automation phasing
- Continue Bus network redesign implementation
- Advance the 8000-series railcar procurement
- Continue focus on problem-oriented policing
- Modernize Metro Access scheduling

### Talented Teams

- Continue to increase MTPD recruitment and training efforts through the Cadet Program and WMATA’s Criminal Justice Academy
- Build a new Metro Training Center

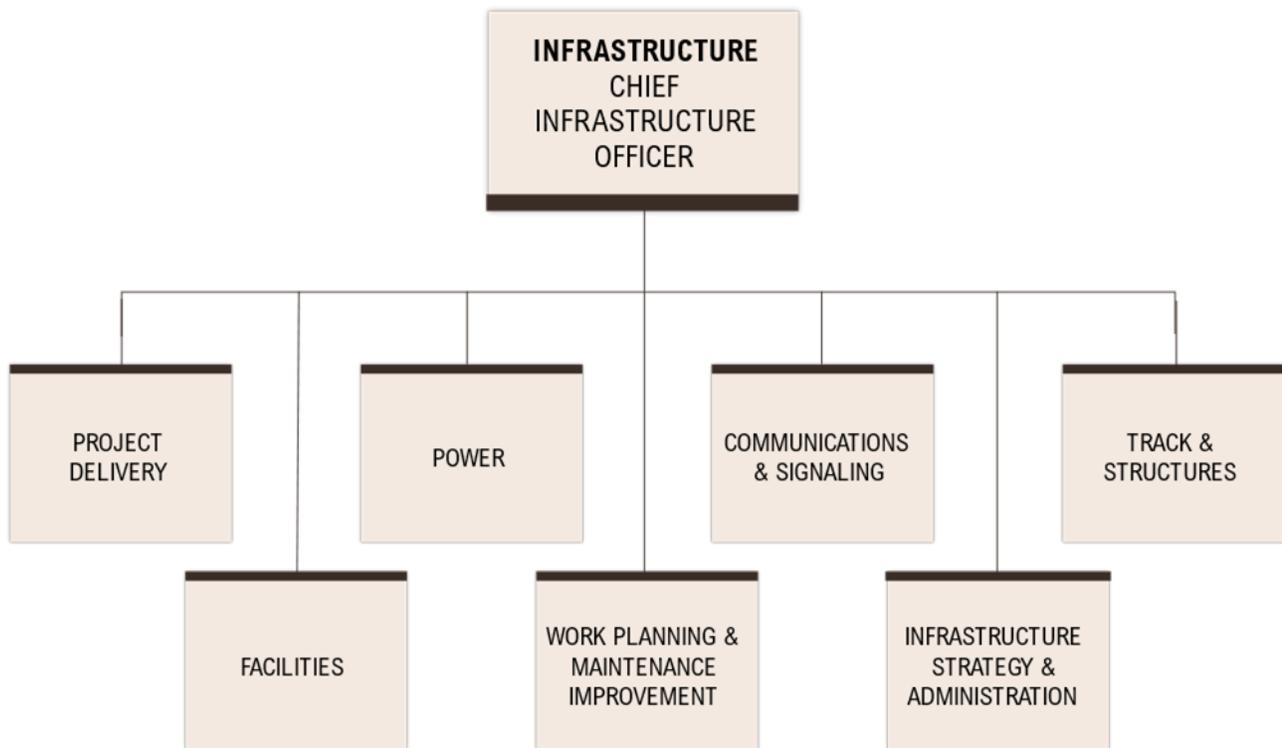
### Financial and Organizational Efficiency

- Advance supply chain process redesign
- Continue frontline digitalization for administrative functions
- Optimize energy and resource consumption across infrastructure



Pictured: Metro Integrated Command and Communications Center

# Infrastructure



The Department of Infrastructure executes the inspection, maintenance, and rehabilitation of all fixed assets throughout Metro and delivers the capital construction program from development of implementation strategy for all approved projects through daily oversight of project execution.

The Department of Infrastructure’s organizational structure consists of seven main divisions: **Project Delivery, Power, Communications & Signaling, Track & Structures, Facilities, Work Planning & Maintenance Improvement, Infrastructure Administration, and Rail Transformation.** The Department continues to implement processes to support the organizational realignment to focus on asset types (e.g., power) and the stages of the infrastructure life cycle (design, build, maintenance, etc.).

**Communications and Signaling** ensures the seamless functioning of Metro, safeguarding communication, movement, and the well-being of our employees and passengers. Communications and Signaling manages and plans the signaling and communication system operations, maintenance, and quality assurance for

bus, rail, and MetroAccess service, including the engineering required to complete the work and technical projects to support the future state of Computer Based Train Control.

**Facilities** inspects, maintains, and rehabilitates system-wide facilities and related infrastructure assets to include Plant, Systems, Elevators/Escalators, Mechanical, and Architecture. In addition, Facilities coordinates weather-related activities for infrastructure stations, parking lots, and buildings.

**Project Delivery** delivers the Authority’s capital program for all approved projects, from development of implementation strategy through daily oversight of project execution until assets are turned over to Operations.

**Power** inspects, maintains, and rehabilitates power assets throughout the Authority to include low voltage assets, hundreds of AC Rooms, Tie Breaker Stations, Traction Power Substations, and a High Voltage cable plant of over 10,000 High Voltage cables.

**Track & Structures** inspects and maintains the state of good repair and capital delivery program for 260 miles of mainline track, 100 miles of tunnel, and 35 miles of aerial structures. Responsibilities include the development and execution of inspections, repairs, and the engineering required to complete this work.

**Work Planning & Maintenance Improvement** delivers efficient use of track occupancy by planning and coordinating track access, maintenance improvement strategies of all fixed assets, and developing long-range maintenance plans.

**Infrastructure Strategy & Administration** delivers strategic direction and management of Infrastructure by establishing guidelines and processes for administrative functions. Infrastructure Strategy & Administration directs strategic priorities and projects for infrastructure leadership and a diverse workforce of approximately 4,000 Infrastructure employees.

## FY2027 Key Efforts

The Infrastructure Organization continues to support Metro's Strategic Transformation Plan goals and have identified the following key efforts for FY2027 to advance these goals.

### Service Excellence

- Modernize Infrastructure's maintenance, testing, and inspection practices
- Develop plans to be a world-class Infrastructure organization
- Implement Phase 1 of the Maintenance Operations Center
- Execute planned major outages in Fiscal Year 2027 to deliver major infrastructure

improvements. Planned major outages include work on the Red Line from Friendship Heights to Grosvenor-Strathmore

- Increase wrench time in the overnight, non-revenue hours to maximize the time work crews have to complete work each night
- Continue to advance the next generation signaling program, to include implementation of Automatic Train Control on Metrorail lines
- Continue to coordinate with jurisdictional partners on major infrastructure improvement at Crystal City and Ballston Metro stations
- Continuing to support Maryland Transit Administration's Purple Line project at New Carrollton, College Park-U of MD, Silver Spring, and Bethesda Metro stations

### Talented Teams

- Continue increased recruitment of interns and recent college graduates to train the next generation of Metro employees and leaders
- Develop a workforce planning strategy for Infrastructure management and technical employees
- Implement a mentoring program for Infrastructure employees
- Continue to participate in Metro's succession planning program

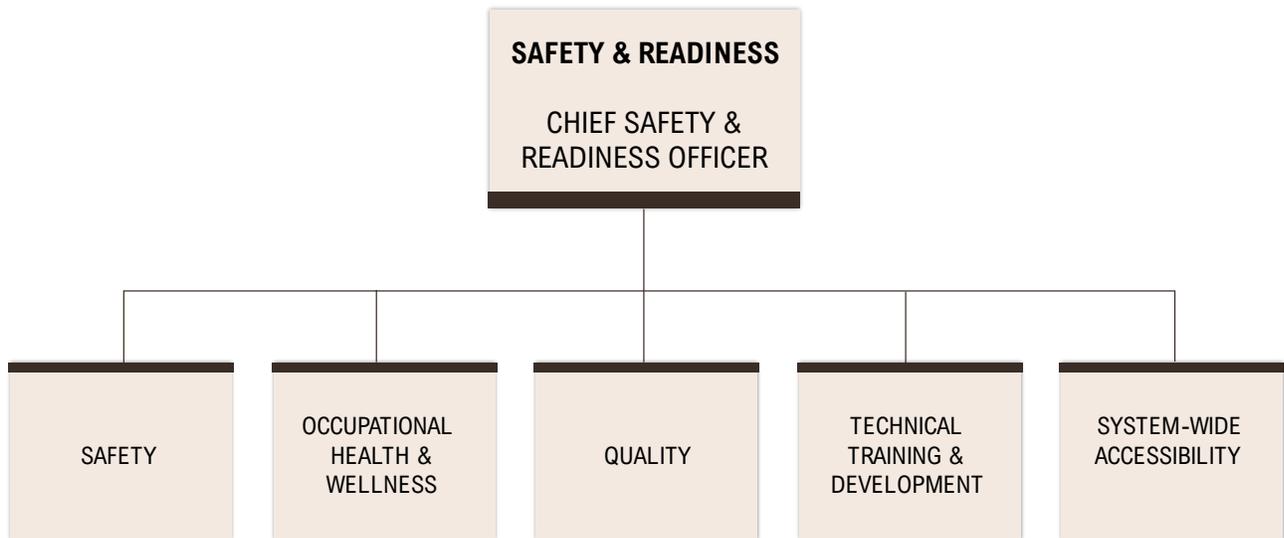
### Financial and Organizational Efficiency

- Infrastructure will continue to ensure strategic stewardship of resources to maintain, repair, replace, or improve Metro's infrastructure



Pictured: Preventive maintenance equipment during single-tracking operations

# Safety & Readiness



Safety & Readiness ensures Metrobus, Metrorail, MetroAccess and Metro’s facilities are operationally safe and environmentally sound for all employees, customers, and surrounding communities, and provides internal occupational health and regulatory safety services. In collaboration with all other departments, Safety & Readiness promotes Metro’s safety culture throughout the organization from the Board of Directors to every employee, regardless of position or location. Safety & Readiness is responsible for the management and compliance of policies and procedures in the following areas:

- Hazard identification and mitigation
- Incident and accident investigation
- Emergency preparedness
- Safety and security certification
- Oversight of construction safety
- Occupational safety and health
- Environmental management and compliance
- Quality business practices for Metro's overall quality, efficiency, reliability, and safety
- All-inclusive operational and safety training

- Accessibility standards to improve customer and workplace safety

Safety & Readiness is organized into five offices:

**Safety:** Safety leads the strategic implementation of a safety management system (SMS), a systematic way to continuously identify and monitor hazards and control risks while maintaining assurance that these risk controls are effective. The agency’s approach to safety is contained in its FTA-mandated Agency Safety Plan. Safety’s main responsibilities include Safety Assurance (which includes Safety Certification, Investigations, Oversight and Data Analytics); Safety Risk Management (which includes Operating Practices, Occupational Safety & Health, and Environmental Management and Compliance); Safety Policy and Promotion; and Emergency Preparedness.

**Occupational Health and Wellness:** Occupational Health and Wellness (OHAW) promotes and monitors health and wellness that drives a healthy workforce and, ultimately, ensures public safety by ensuring Metro employees meet physical and psychological standards for safety-sensitive duties; endeavoring to improve and monitor employees’ overall health and quality of life to include support programs, health and

wellness offerings, and lactation support; ensuring Metro remains compliant with FTA Regulations in the prevention of alcohol misuse and prohibited drug use; Title I of the Americans with Disabilities Act (ADA) of 1990 and any associated regulations pertaining to individuals with disabilities; and patient data security and privacy under the Health Information Portability and Accountability Act (HIPAA).

**Quality:** Quality provides independent assurance and partnership across Metro by maintaining the systems, controls, and processes that strengthen safety, reliability, and operational performance. The Quality department oversees corrective and preventive action management (including regulatory Corrective Action Plans), ensures the integrity and accessibility of Metro’s controlled documents through MetroDocs, and administers the Quality Management System Plan to promote consistent, standards-based operations. In alignment with Metro’s broader commitment to operational excellence, Quality is evolving from conducting stand-alone reviews toward working collaboratively with departments to identify risks earlier, simplify processes, support frontline performance, and enable lasting improvements.

**Technical Training & Development:** The Office of Technical Training & Development designs and delivers training for thousands of employees, from bus operators to mechanics, and addresses operational readiness by centralizing and streamlining operational and safety training and certifications across the organization. The team manages the Technical Skills and Apprenticeship Programs to recruit, train and graduate new employees into hard-to-source skill-based areas such as elevator/escalator, railcar and signals maintenance. Technical Training and Development is also responsible for developing the Metro Training Center implementation plan.

**System-Wide Accessibility:** The Office of System-Wide Accessibility supports Metro’s commitment to safe and reliable transportation by establishing world-class accessibility standards across the enterprise. The team unifies design review, ADA audits, digital accessibility, and public involvement, and works with every Metro department to ensure consistent and

proactive accessibility for people with disabilities and older adults. This work strengthens customer and employee safety, improves health outcomes by supporting access to healthcare and community resources, and promotes independence and full participation in the regional workforce. Through this integrated approach, accessibility is embedded in Metro’s daily operations and long-term planning, advancing high quality service for the entire region.

## FY2027 Key Efforts

Safety and Readiness supports the execution of Metro’s Strategic Transformation Plan in FY2027 in the following ways:

### Service Excellence

- Mature the Safety Management System to continuously improve how the agency proactively identifies, assesses and mitigates safety risk
- Ensure consistent ADA compliance and world-class customer experience through design reviews, ADA audits, and digital accessibility
- Strengthen the Alternative Work Program by optimizing the medical clearance process for Local 689 employees, ensuring timely transitions from alternative work to full duty, to enhance workforce availability.
- Launch Quality-in-Action engagements, which are short, collaborative improvement efforts where Quality partners with Infrastructure and Operations teams to address recurring operational problems, streamline work processes, and reduce rework

### Talented Teams

- Establish a comprehensive, incentive-based wellness program to drive employee engagement, as well as strengthen employee health and wellness programs
- Develop and implement a standardized enterprise accessibility toolkit that includes templates, checklists, and guidance for design review, ADA audits, digital accessibility, and

accessible communications, and ensure adoption by all Metro departments by the end of the fiscal year

- Further expand Occupational Health & Wellness service offerings by integrating subject matter experts in physical therapy to implement proactive injury prevention strategies for the safety-sensitive workforce
- Design a new Metro Training Center that will deliver cutting-edge 21st century technology-enabled training
- Strengthen foundational capabilities of Quality staff by delivering training on consulting and problem-solving skills, risk-based thinking, data literacy, and modern quality methods
- Implement a systematic safety integration and competency-based certification using industry-leading Systematic Approach to Training / Analysis, Design, Development, Implementation, and Evaluation frameworks. Deploy advanced simulation technology for safety-critical training while linking all training outcomes to measurable operational performance improvements
- Build comprehensive instructor development programs with clear pathways and leadership pipelines, certifications, and mentorship programs
- Further integrate safety into onboarding; refine and implement Just Culture initiatives; use Safety data to support employee development and training; and improve the communication and collaboration of safety-related initiatives across departments
- Positioning WMATA as a recognized training authority through strategic partnerships with transit agencies, educational institutions, and industry leaders. Creating partnerships that elevate WMATA's regional profile

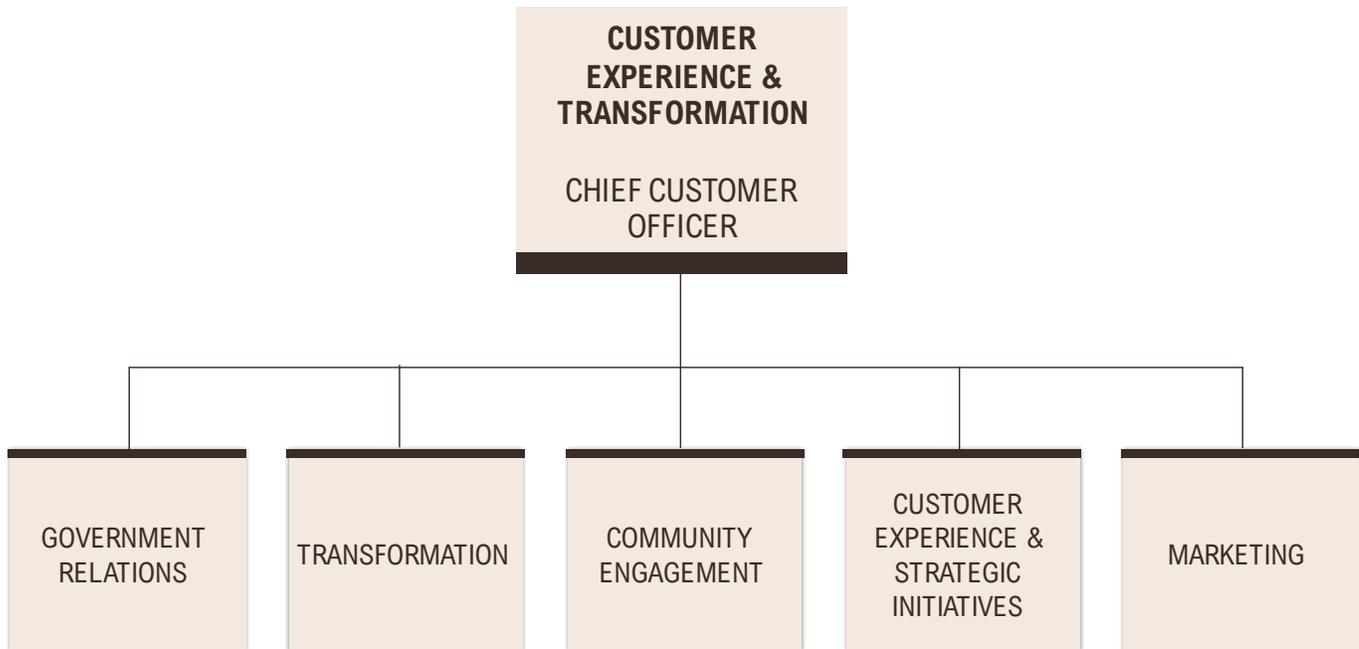
## Financial and Organizational Efficiency

- Expand the impact of Safety Management System and data-driven audits to prioritize investments, improve operational efficiency and reduce costs
- Advance Occupational Health and Wellness' digital capability to increase productivity, operational efficiency, and data-driven decision making
- Strengthen Metro's regional impact by formally integrating the Advisory Accessibility Committee (AAC) and its subcommittees into service planning, capital project reviews, customer information initiatives, and policy development, with documented recommendations tracked, reviewed, and incorporated into project or policy decisions throughout the fiscal year
- Stabilize document control systems by improving MetroDocs' usability and reliability to ensure controlled information is accessible and current



Pictured: Pentagon City Metro Station elevator installed in 2025

# Customer Experience & Transformation



The mission of the Department of Customer Experience & Transformation is to grow and sustain a satisfied ridership. Its primary goal is to deliver better service, market and explain that service, and provide useful information to customers at any step of their Metro experience. The team extends and leverages efforts to employees, stakeholders, elected officials, the public, and the media by using a variety of tools within five complementary divisions: **Government Relations, Community Engagement, Customer Experience & Strategic Initiatives, Marketing, and Transformation.**

Partnering with other departments, Customer Experience & Transformation develops strategies, processes, messaging, and programs informed by customer insights to improve and resolve recurring issues. The department uses data-driven research to deliver customer satisfaction. Together, this team is tasked with building and maintaining strong relationships with Metro’s stakeholders, partners, customers, employees, regional elected officials, business and community groups, and the Board of Directors. A key priority includes engagement of stakeholders in support of Metro’s Strategic Transformation Plan, Your Metro, The Way Forward,

which helps drive business goals and objectives. Tracking progress and mitigating risks helps ensure widespread understanding of where Metro stands in relation to the key priorities.

Through collaboration within Customer Experience & Transformation, its teams serve as the voice of the customer and drive cultural shifts toward a more customer-centric approach at Metro.

Each division makes key contributions:

**Government Relations** engages stakeholders in support of Metro’s business goals and objectives, coordinating with federal agencies, safety oversight organizations, jurisdictions, and Congress to ensure needed operating and capital funding support and foster collaboration with regional transportation providers.

**Community Engagement** provides proactive customer outreach to all, regarding planned events impacting service, fare increases, annual budgets, and strategic community outreach as part of the public participation plan aimed at Limited English Proficiency (LEP) and American with Disabilities Act (ADA) customers.

**Customer Experience & Strategic Initiatives** uses technology and customer research to resolve and limit inconveniences any customer may experience

**Marketing** improves public confidence and helps grow ridership and non-fare revenue through advertising programs, merchandise development, and informational campaigns.

**Transformation** engages stakeholders in support of Metro's Strategic Transformation Plan, Your Metro, The Way Forward, to drive business goals and objectives, track progress, and mitigate risks.

## FY2027 Key Efforts

The Customer Experience and Transformation Organization continues to evolve and supports Metro's Strategic Transformation Plan goals and has identified the following key efforts for FY2027 to advance these goals.

### Service Excellence

- Implement recommendations endorsed in the DMVMoves Plan in partnership with the Metropolitan Washington Council of Governments to improve regional coordination for public transit
- Partner and co-lead the development of an enterprise Customer Relationship Management (CRM) procurement request
- Lead the Adobe Experience Manager (AEM) scope determination and procurement to implement Screens initiative systemwide
- Execute and scope the launch of Metro Alerts 3.0 in conjunction with WMATA Digital Modernization
- Develop and maintain wayfinding assets across the system including jurisdictional bus flags and iterative map designs
- Create a customer experience (CX) bus vehicle decal/signage template to ensure consistent visuals for customers across the region

- Provide week-long immersive experiences for local youths through the Camp Metro initiative, in which children between the ages of 12 and 14 can learn about Metro and public transportation
- Launch community celebrations of Metrorail's 50th anniversary

### Talented Teams

- Prepare and mentor staff to participate in next level trainings and programs including, but not limited to High Potential (HiPo) training, emerging leaders, APTA and Transportation Research Board (TRB)
- Develop sustainable employee volunteer program for community engagement and in support of capital and planned projects

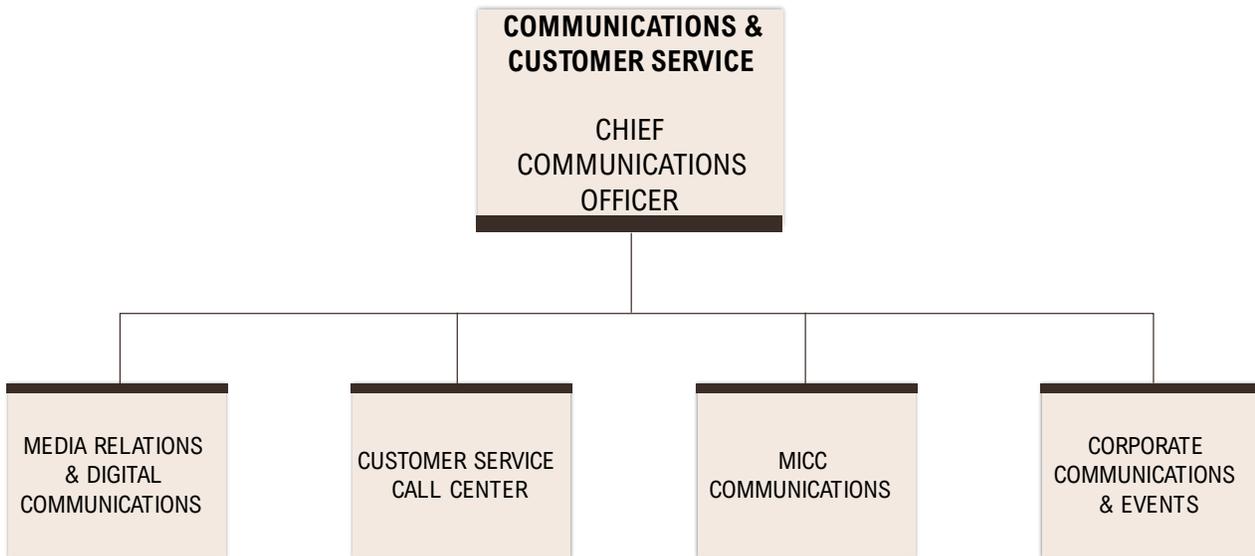
### Financial and Organizational Efficiency

- Collaborate with funding jurisdictions and appropriate legislative bodies to secure approval of the FY2028-2033 Capital Funding Agreement
- Manage capital contracts/resources prudently reducing reliance on
- Maintain new wmata.com website content by developing new enterprise process
- Engage stakeholders, including Metro's regional Congressional delegation and business leaders, in support of the authority's business goals and objectives; coordinate with federal agencies and safety oversight organizations



Pictured: Historic Metrobus on display during MetroFest at Vienna/Fairfax-GMU Metro Station

# Communications & Customer Service



The Organization of Communications and Customer Service’s primary function is to support the Authority by delivering accurate, timely, and helpful information to customers and employees that showcase Service Excellence, Talented Teams, and Financial and Organizational Efficiency. No matter how customers engage with Metro, our service messaging should provide accurate information that is a trusted source of helpful information. Understanding the power of communications helps us build trust and transparency in the community, improving the customer’s journey throughout our system.

To speak with one voice that provides meaningful information to the customer, we leverage owned and earned channels within four complementary divisions: **Media Relations & Digital Communications, Customer Service Call Center, MICC Communications, and Corporate Communications & Events.**

Working collaboratively with other departments this team develops strategies, processes, messaging, and programs informed by insights to enhance customer and employee experiences and resolve pain points.

The team is masterful storytellers who craft impactful messages, report relevant metrics, implement tracking mechanisms to increase engagement, provide positive reinforcement to elevate Metro’s

mission, all while actively driving our culture towards continuous improvement.

The following are key areas of focus for each group:

**Media Relations & Digital Communications** engages new and existing customers by growing all social media channels and cultivating relationships with local, regional, and national media. This group works to elevate positive narratives that educate and inform customers about new initiatives, emphasizing accurate reporting to ensure Metro is shown in the best light.

**Customer Service Call Center** supports customers through a variety of services that are designed to enhance the customer’s journey. This team focuses on updating and integrating new customer relationship management (CRM) functions to provide a better customer experience for SmarTrip, trip planning, and customer interactions with the Authority. They also assist in reuniting customers with items that have been lost during their travel.

**Metro Integrated Command and Communications Center** supports operational communications of the Metro Integrated Command and Communications Center. This team monitors and responds to social inquiries, investigates and documents issues, and

provides immediate assistance to Station Managers regarding emergency response. This team updates customers and provides up-to-date information for executive leadership.

**Corporate Communications & Events** engages frontline and administrative employees to ensure their knowledge and awareness of Metro initiatives. The team recognizes accomplishments through programs and award opportunities using storytelling to highlight our Talented Teams. This team focuses on improving communications with frontline staff and creating a workplace culture of pride.

## FY2027 Key Efforts

The Communications and Customer Service Organization continues to support Metro's Strategic Transformation Plan goals and have identified the following key efforts for FY2027.

### Service Excellence

- Fully implement and launch Contact Center as a Solution (CCaaS) integration to help streamline and modernize call center offerings
- Highlight Metro's service excellence through storytelling that elevates our workforce and our commitment to continuous customer improvements
- Execute one-stop shop for in-person customer service center by including services administered by the call center support, lost and

found services, and merchandise promotions to ensure a supportive customer experience

- Support the evolving Bus Network for the region, highlighting continuous improvement and service delivery for our customers
- Collaborate with regional partners to ensure understanding of Metro initiatives: MetroPulse, Tap.Ride.Go., Better Bus, and SmarTrip operations

### Talented Teams

- Build new organizational channels to support employee engagement and highlight employee initiatives
- Identify awards and recognitions that support Metro employees
- Streamline roles, responsibilities, and reporting structure of the MICC Communications Section to better support operations
- Assist in the communications planning and rollout for MetroSync

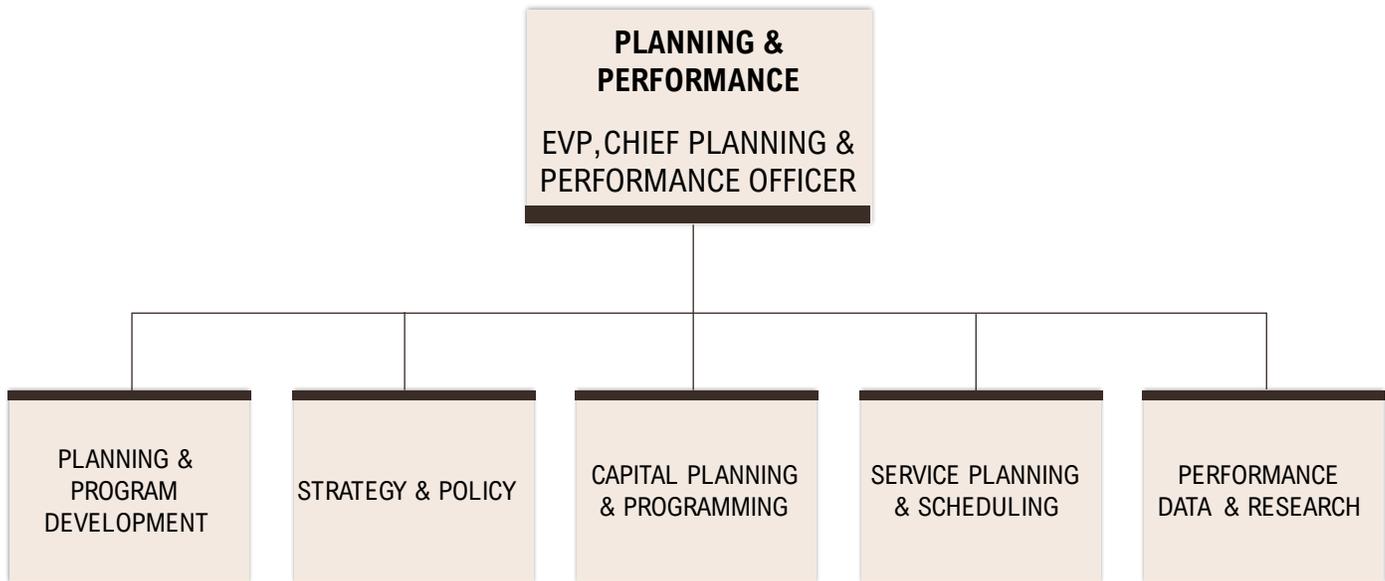
### Financial and Organizational Efficiency

- Support DMVMoves: In partnership with the Metropolitan Washington Council of Governments, continue advancing regional support of a dedicated funding model that supports modernization and predictability for transit in the region



Pictured: Metrobus operating in the Rosslyn neighborhood of Arlington County

# Planning & Performance



The Planning and Performance organization drives Metro’s strategy, plans new and on-going programs and projects, develops bus and rail service schedules, and measures Metro’s success at delivering against those plans. Planning and Performance includes five Departments: **Performance, Data, & Research, Planning & Program Development, Strategy & Policy, Service Planning & Scheduling,** and **Capital Planning & Programming.**

The **Performance, Data, & Research** department leverages data, research, benchmarking, and customer insights to drive Metro’s performance and transformation. The department informs strategy, monitors progress and activates the Strategic Transformation Plan (STP) by ensuring transparency, accountability, and alignment across the organization.

The **Service Planning & Scheduling** department prepares bus and rail service plans and schedules to ensure adequate capacity and reliability with the most efficient use of Metro’s resources for new vehicle and operator schedules, including special events and planned service disruptions.

The **Planning & Program Development** department develops medium- and long-range programs, plans, and projects, analyzes customer ridership, coordinates transit planning activities with regional

and jurisdictional partner agencies, and injects the value of energy and environment into Metro’s programs and projects.

The **Strategy & Policy** department develops long-range and overarching visions for the Authority while also assisting in the tactical implementation of those goals.

The **Capital Planning & Programming** department builds and oversees Metro’s prioritized capital program. The programs and projects delivered by Metro advance the Strategic Transformation Plan associated with Service Excellence, Talented Teams, and Financial & Organizational Efficiency goals.

## FY2027 Key Efforts

The Planning and Performance Organization continues to support Metro’s Strategic Transformation Plan goals and have identified the following key efforts for FY2027 to advance these goals.

### Service Excellence

- Service Performance: Review and make recommendations for system and schedule improvements, coordinating implementation of

- changes across the Authority, including with operations and any necessary Board approvals.
- **Better Bus Next Steps:** Monitor performance across the new network to facilitate data driven service adjustments, refine operational procedures to improve life-cycle management of bus stop assets including the adoption of a regional bus flag, and develop databases and business tools to increase visibility for service change processes.
  - **Rail Modernization:** Continue to develop rail modernization and automation plans and advance planning and project development to provide additional details and funding for this generational project which includes communications-based train control (CBTC), platform screen doors, and Grade-of-Automation 4 technology for trains and tracks.
  - **Transform Business and Activate Strategic Change:** Elevate the impact of dashboards, performance and ridership reports, the open data portal, the STAT program, and industry benchmarking by aligning them with strategic priorities while driving transparency. Includes delivering timely, consistent reporting to the Board, Executives, and public; embedding STP materials into communications, recognition, and performance programs to connect staff work to strategic objectives; and equipping program managers with tools, guidance, and support to ensure ownership and measurable progress toward FY2027 key results.
  - **Analyze Changing Ridership Patterns:** Monitor trends and assess the impact of new programs. Forecast how these changes will affect future demand to inform budgeting, service planning, and fare policy. Enhance transparency by publishing additional data about ridership.
  - **Lead in Data Science:** Build a robust data science environment by developing reliable data tools, providing essential technical resources, and refining quantitative models to forecast, optimize, and improve service delivery.
  - **Video Analytics Strategy:** In collaboration with Digital Modernization, define Metro’s video analytics strategy, prioritizing high-value applications, coordinating technology investments, balancing internal capabilities with external support, and establishing policies, success metrics, and scalable frameworks.
  - **Modernize Fare Payment:** Continue to advance projects that make it easier for customers to pay fares using their credit/debit card, mobile wallet, or smartwatch. Develop fare policies and collections infrastructure designed to increase fare payments while increasing accessibility to the system.
  - **Prioritize Buses on Region’s Roads:** Continue to work with local and state road owners to advance red-painted bus lanes, expand Clear Lanes, implement next-gen transit signal priority and queue jumps, and analyze benefits and impacts of bus priority treatments.
  - **Transit Strategies to Support Development:** Partner with jurisdictions to identify and advance transit strategies to support development priorities, such as redevelopment of the RFK Stadium site and Union Station, growth along VA Route 7 and in National Landing, and continued transit-oriented development at New Carrollton and Downtown Largo. Continue research and recommendations for increasing development near Metro stations and high-demand bus corridors.

**Talented Teams**

- **Support Business Operations and Staff Management:** Equip leaders with advanced tools and methods, such as new budget and training dashboards, centralized contractor management, and expedited hiring and onboarding. Boost morale by measuring staff sentiment through annual and pulse surveys and implement engagement action plans to enhance workplace satisfaction.
- **Foster Employee Innovation:** Continue to support testing and evaluation of new

technology and practices that improve resource and cost efficiencies through the Energy and Environment Lab.

- Service Scheduling: Advance engagement on scheduling software across the Authority to promote cost effective and streamlined workforce planning and schedule management.
- Rail Service Planning: Complete a procurement and begin working with a vendor to build a digital rail operations simulation model to expand tools available for service planning for reliable rail operations.

### Financial and Organizational Efficiency

- Support implementation of the DMV/Moves Plan: In partnership with the Metropolitan Washington Council of Governments (COG), lead interoffice and interagency coordination, monitoring, and progress reporting of efforts to advance transit integration in six action areas: bus priority, bus stop signs and amenities, fares, regional service guidelines and performance reporting, shared procurements, and shared training and consistent reporting.
- Formulate Metro’s Capital Program: Undertake a State of Good Repair Needs Outlook (SNO) to inform the proposed capital program and complete Performance Outcome Measures to

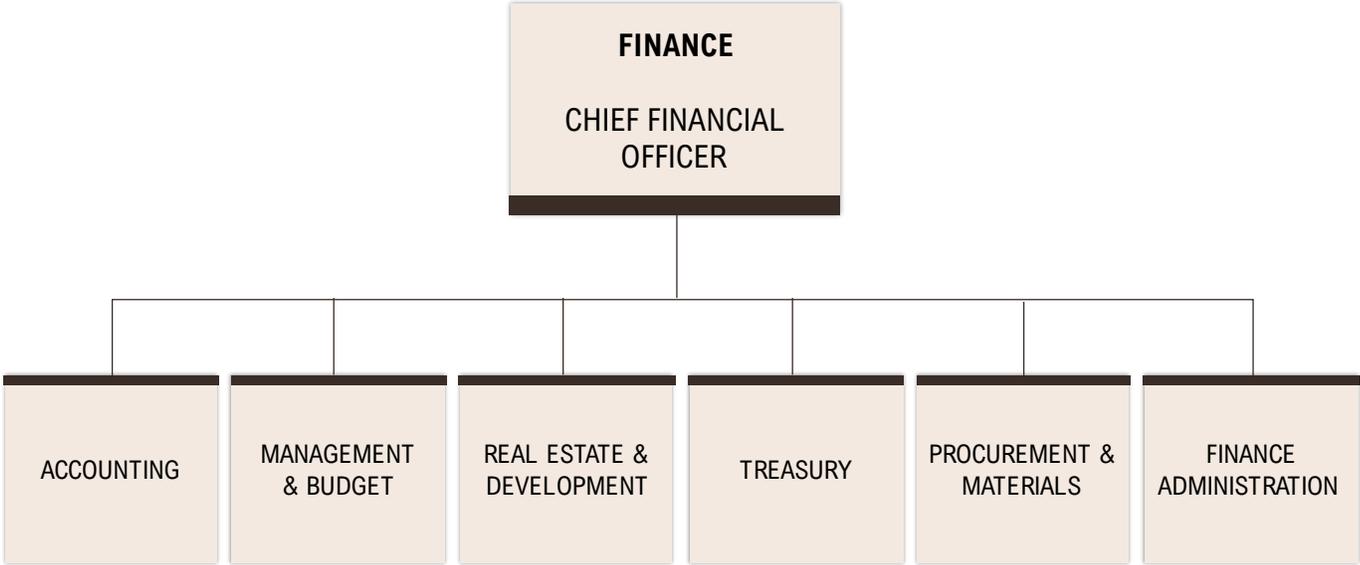
evaluate how well the capital program helps Metro reach its overall goals.

- Develop and Publish Metro’s Capital Improvement Program (CIP) and long-range plan: Inform the community and regional stakeholders of future investments and the performance of ongoing investments, including related community and service impacts.
- Efficiencies in the Capital Program: Continue reviewing capital investments to (1) identify overhead and standards-related efficiencies that free up resources and reduce long-term capital costs, and (2) pinpoint capital investments that improve operational efficiency and reinvest those savings to enhance service.
- Advance Energy Strategy: Continue strategic engagement in the energy sector – including multiple year energy contracts and energy efficiency rebates – to meet Board-adopted energy goals, control costs, and support budget predictability.
- Plan for Climate Risk: Continue to develop tools and provide technical resources to integrate into agency-wide risk management, support cost effective incremental investment to minimize future spending, and work with jurisdictional partners to resolve problems upstream.



Pictured: Metrobus in service in Washington D.C.'s Georgetown neighborhood

# Finance



Finance supports Metro’s mission to deliver safe, reliable, and equitable public transportation by ensuring strong fiscal accountability and responsible stewardship of public resources. The organization upholds fiscal integrity through comprehensive operating budget development and management; rigorous financial planning, analysis, and reporting; and the strategic alignment of financial resources with organizational priorities. Finance also oversees cash flow, investments, and revenue collection; administers fare programs and regional partnerships; ensures transparent, competitive, and compliant procurement of goods and services; and maintains adherence to accounting standards and regulatory requirements. Finance advances Metro’s long-term financial sustainability through strategic capital budget management, proactive pursuit and oversight of grant opportunities, and effective management of the Authority’s real estate portfolio. This includes property acquisition, disposition, leasing, and asset optimization to maximize value and support regional growth and livability.

Finance is comprised of the following departments: **Accounting; Management and Budget; Real Estate and Development; Treasury; Procurement and**

**Materials; and Finance Administration.** Together, these teams provide integrated financial oversight and enterprise-wide support.

**Accounting** oversees payroll operations; accounts payable and receivable; asset management; Metro’s travel program; and labor certification. The department also leads the preparation of annual financial statements, single audits, SmarTrip audits, and all required tax filings, ensuring accuracy, transparency, and compliance.

**Management and Budget** develops and manages the annual operating budget and conducts long-range financial planning and performance reporting, including ridership and revenue forecasting. The department leverages data-driven analysis to evaluate Metro’s initiatives to optimize performance and service. Management and Budget also administers all federal, state, and local formula and competitive grant programs, providing oversight from application, award through closeout while ensuring compliance with applicable regulations.

**Real Estate and Development** manages and optimizes the Authority’s real estate and parking portfolios and identifies, structures, and advances joint development opportunities. These efforts

support financial sustainability while promoting economic development, environmental stewardship, and regional livability.

**Treasury** is responsible for risk management, revenue collection, liquidity and cash management, corporate investments, debt management, fare media sales and distribution and regional fare programs, a core component of Metro’s customer offerings, with a diverse range of discounts designed to promote equitable access and ridership across age groups, income levels, and trip purposes. Treasury supports key initiatives such as MetroLift, Senior Cards, University Pass (UPass), and Kids Ride Free. Procurement and Materials manages the Authority-wide acquisition of goods and services, ensuring Metro secures quality, cost-effective resources through transparent, competitive, and compliant practices. Procurement and Materials ensures Metro fosters meaningful relationships with local, small, and minority-owned businesses.

**Finance Administration** leads organizational coordination through consolidated business operations, strong program management, centralized contract oversight, enhanced contractor lifecycle management, data-driven analytics, and strengthened internal controls and compliance. These efforts promote consistency, efficiency, and excellence across program performance, service delivery, and the employee experience.

## FY2027 Key Efforts

Finance continues to support Metro’s Strategic Transformation Plan goals.

### Service Excellence

- Implement the UPass regional growth strategy by modernizing the program, expanding participation through partnerships, and engaging student populations to build the next generation of customers
- Expand MetroLift automatic enrollment to increase program accessibility for eligible customers and strengthen regional mobility

- Enhance Kids Ride Free mobile credentials by enabling Apple Wallet and Google Wallet to improve convenience, support innovation, and increase access for students

### Talented Teams

- Implement a regular procurement training program for stakeholders to support a seamless and efficient procurement process
- Develop and implement a comprehensive succession plan to ensure effective knowledge transfer and continuity of critical functions
- Customize career pathways and individual career goals for access to industry best practices, ongoing skill development, and professional growth opportunities
- Centralize contract and contractor lifecycle management to standardize and enhance operational effectiveness, optimize opportunities and reduce deficiencies

### Financial and Organizational Efficiency

- Deliver robust dashboards and trend analysis solutions to support data-driven decision-making and highlight Finance’s technical expertise
- Implement MetroDocs and the Quality Management System to improve audit readiness and strengthen compliance
- Modernize Finance programs and initiatives through enhanced management, customer service and communications, improving performance, service delivery and internal stakeholder experience
- Enhance the existing procurement dashboard to support active procurement tracking and full contract lifecycle visibility
- Accelerate bundling opportunities for commodity services and goods to achieve additional cost savings through contract consolidation across teams, analyzing spend and contracts for supplies and services, and

identifying additional categories to deliver value

- Launch SmartBenefits (Federal Transit Pass) improvements to streamline transit benefit administration and advance organizational efficiency
- Increase joint development readiness through strategic site and transit facility planning to

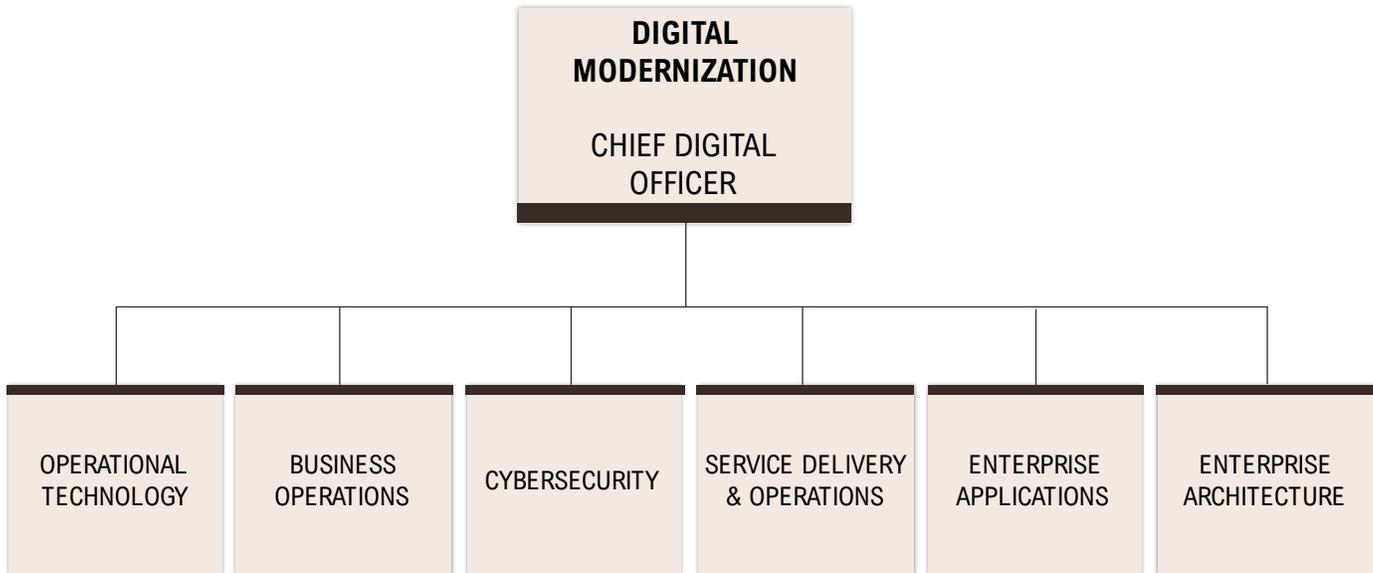
generate new revenue and ridership as identified in the Ten-Year Strategic Plan for Joint Development, which set a goal of 20 new joint development agreements by 2032

- Benchmark against and implement industry best practices to modernize operations and support sustainable organizational growth



Pictured: New bike lockers at Foggy Bottom-GWU Metro Station

# Digital Modernization



Digital Modernization supports all operating components of Metro by supplying technology solutions that provide, protect, maintain, and support Metro's daily operations. This department provides a safeguard to Metro's data and network access and promotes the security, compatibility, integration, and interoperability of information and operational technologies. Incorporating enterprise architecture industry standards ensures the maintainability, affordability, scalability, and performance of all digital assets and infrastructure.

Digital Modernization includes the offices of: **Cybersecurity, Enterprise Applications, Enterprise Architecture, Business Operations, Operational Technology, and Service Delivery & Operations.**

The **Office of Cybersecurity** enhances the safety, security, and reliability of Metro's operations through innovative, resilient, risk-based, and intelligence-driven cybersecurity programs, standards, and guidelines in partnership with Metro's departments and employees.

The **Enterprise Applications** team supports the modernization of Metro's key business functions through strategic collaboration, digital technology enhancement, and continuous innovation and improvement. The team is also responsible for establishing, institutionalizing, and advancing the digital transformation and continual modernization of Metro's data analytics using artificial intelligence, machine learning, robotic process automation, data science, and other technologies. The team offers Metro the capability for advanced analytics, data visualization, and cognitive intelligence to facilitate informed decision making to make the Authority's business operations more effective and efficient.

The **Office of Enterprise Architecture** partners with stakeholders throughout the Authority to co-create Metro's technology vision and drive innovation in support of its business goals and the Strategic Transformation Plan. The team guides Metro's digital transformation toward the technology vision through collaborative development and continuous improvement of technology roadmaps, strategic

architectures, and standards-driven governance frameworks. This transformation will enable a “digital-first, customer-focused” Metro.

**Business Operations** enables digital platforms and the delivery of digital experiences through strategic planning, budgeting, policy development, continual innovation, and incorporating departmental strategy into project and program delivery.

The **Office of Operational Technology** enhances the technology that powers Metrorail, Metrobus, and MetroAccess services, ensuring efficient, reliable, and innovative transit solutions for the National Capital Region through strategic collaboration, digital technology enhancement, and continuous innovation and improvement.

**Service Delivery & Operations** enables robust transit and business services by enabling an integrated network and digital infrastructure, while also providing responsive, reliable, automated customer service to support our internal customers.

## FY2027 Key Efforts

The Digital Modernization Organization continues to support Metro’s Strategic Transformation Plan goals and has identified the following key efforts for FY2027 to advance these goals.

### Service Excellence

- Improved customer experience to include modernized fare payment, mobile schedules and trip prediction, and more accessible wayfinding in cooperation with our regional partners

### Talented Teams

- Digitization of front-line operations to include more automation of critical operational workflows, forms, and processes so that Metro’s teams are better enabled to work efficiently

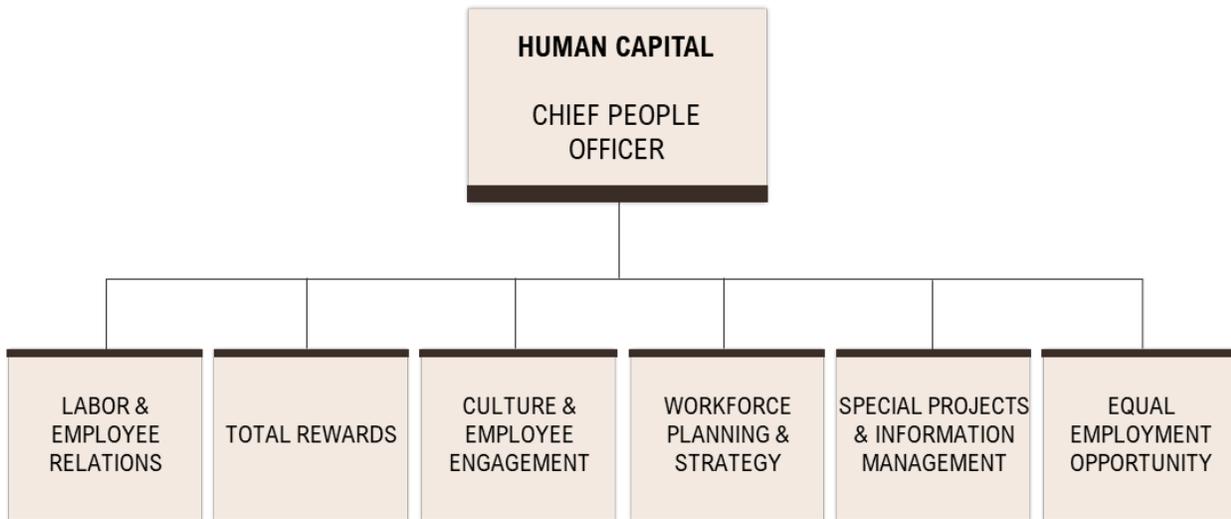
### Financial and Organizational Efficiency

- Advance robust asset management, work order standardization management, and IT asset management to improve state of good repair among Metro’s fleet of vehicles
- Streamline and enhance business processes through digital workflows and electronic signatures as well as the use of artificial intelligence to enable business processes through modernized Enterprise Resource Planning and timekeeping/scheduling systems to provide modern enterprise analytics capabilities
- Implementation of a Zero-based Trust architecture for our cyber protections to enhance Metro’s ability to protect customer data and safety
- Modernization of our IT network and migration to a cloud-based architecture to provide a more robust foundation for continued digital innovation
- Advance enterprise-wide video efforts to improve safety, security, and collaboration in regional law enforcement



Pictured: Faregates display new Tap.Ride.Go. contactless payment options in addition to traditional SmarTrip cards

# Human Capital



Human Capital supports all operating units within Metro, building Talented Teams where individuals feel valued, supported, and proud of their contributions. The organization manages employee and labor relations matters, developing and maintaining strong employee relationships through effective communication and performance management, as well as interpreting and conveying Metro’s policies and collective bargaining agreements.

Human Capital is responsible for sourcing and supporting the selection of highly qualified talent, delivering customer-friendly onboarding, implementing employee performance management programs, and providing employee development and learning opportunities. The organization focuses on business innovation through organizational transformation and integrating strategic priorities across functions with the goal of establishing a culture of high performance at all levels of the organization. The Human Capital portfolio includes **Workforce Planning and Strategy, Special Projects and Information Management, Labor and Employee Relations, Total Rewards, and Employee Engagement.**

The **Office of Workforce Planning and Strategy** supports talent acquisition, compensation, human capital solutions, and performance and learning. Drawing on the skills and talents of a team of certified

professional recruiters and sourcing specialists, Talent Acquisition facilitates Metro's recruitment efforts for new talent, promotes a positive employment brand, and enables employee mobility through the employee job posting process. Human Capital Solutions drives transformational change by formulating workforce and talent strategies and redefining practices, including the enterprise-wide workforce planning and the refinement of competency architecture and its integration into Human Capital processes.

The **Office of Special Projects and Information Management** is responsible for the strategic oversight, development, and management of the department’s human capital information systems. This office plays a critical role in supporting workforce management by ensuring that Human Capital data systems are accurate, secure, and accessible. The Office of Special Projects and Information Management manages employee records, payroll information, benefits administration, and other personnel data.

The **Office of Labor and Employee Relations** is responsible for fostering a positive, productive, and compliant workplace that supports both organizational objectives and employees’ rights. This office strengthens the employer-employee relationship and serves as a liaison to management for

both non-represented and represented (unionized) employees. This office manages all aspects of labor relations, including negotiations, contract administration, dispute resolution, and adherence to labor laws and regulations.

The **Office of Total Rewards** is dedicated to designing, implementing, and managing comprehensive benefits and retirement programs that support the Authority's mission, values, and strategic objectives. This office focuses on creating a balanced mix of health and wellness benefits and retirement planning. It also manages all aspects of Family and Medical Leave Act administration and provides guidance to both employees and managers. By maintaining transparency and equity, this office plays a pivotal role in building a culture of trust, engagement, and shared success.

The **Office of Culture and Employee Engagement** support WMATA's Strategic Goal for Talented Teams by engaging and promoting diverse talent at all levels and functions throughout the organization. Employee Engagement initiatives are essential to fostering a positive work culture by increasing employee morale, employee engagement, and innovation from diverse perspectives.

The **Office of Equal Employment Opportunity** provides oversight, monitoring, and compliance with federal regulations, WMATA's EEO, and Title VI plans. It provides advice and guidance on equal employment opportunity issues, reviews policies and procedures for barriers to equal employment opportunity, conducts workforce utilization analysis, sets goals to achieve a diverse workforce, and investigates complaints of discrimination from employees and customers.

## FY2027 Key Efforts

The Human Capital organization continues to support Metro's Strategic Transformation Plan goals and have identified the following key efforts for FY2027 to advance these goals.

### Service Excellence

- Implement an employee survey to evaluate the understanding and perception of, and satisfaction with Compensation program and processes
- Build a comprehensive recognition program that will support peer-to-peer recognition across the Authority. This would be implemented using the existing Viva Engage Microsoft technology for minimal cost and faster turnaround design and implementation time. A pilot program would likely start in Human Capital before an organization-wide roll out following the Metro Awards program scheduled for March 2026

### Talented Teams

- Advance programs Authority-wide that were piloted in FY2025, including the Mentoring Program, Manager Coaching Program, an updated Staged Retirement Program and New Hire Orientation 2.0
- Launch a newly designed recruiting module in partnership with Metro Sync to support Human Capital's vision and implementation of several strategic initiatives. Examples include enhanced integration and data consistency with our third-party background check vendor, improved accessibility for candidates to include mobile devices, enhanced proactive talent sourcing and management, and improved candidate experience
- Refining Job Families and Manager Levels to create a clearer, more consistent, and scalable organizational structure that supports effective talent management, fair compensation, and long-term growth. This will enhance the way WMATA conducts its reporting, which will result in improved role clarity, and strengthened leadership expectations
- Establish WMATA Learning and Development Council and increase partner with Community Engagement to increase awareness of opportunities within the Authority

## Financial and Organizational Efficiency

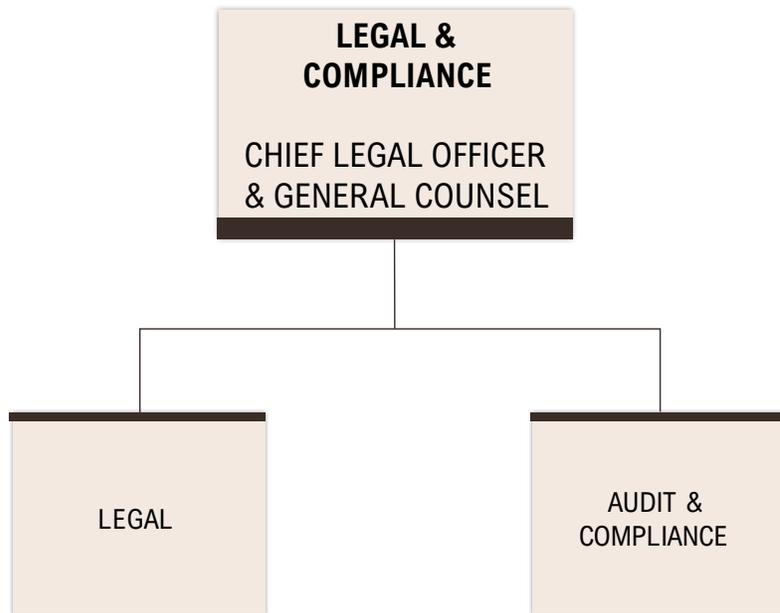
- Rollout Metro Elevate Succession Management Program organization-wide and finalize the Competency Architecture (structure, definitions)
- Through the policy rightsizing initiative, Human Capital has identified policies that should be merged and redrafted. For example, by

implementing improved tools and standardized workflows, WMATA will be able to effectively track, manage, and report on HCIM and Shared Services requests. Also, by increasing the Authority-wide adoption of Oracle Fusion HCM self-service and automation tools will enhance the employee experience



Pictured: Metro employee graduation and promotion ceremony

# Legal & Compliance



Metro’s Legal & Compliance organization includes the Legal department and the Audit & Compliance department. The **Legal** department is responsible for all of Metro’s legal affairs and provides high-quality legal advice and counsel to the Board of Directors, executive management, and all Metro departments and offices. The **Audit & Compliance** department conducts internal audits, reviews, and assessments of Metro’s internal controls and business processes to help Metro more effectively manage risks.

## FY2027 Key Efforts

The Legal and Compliance Organization continues to support Metro’s Strategic Transformation Plan goals and have identified the following key efforts for FY2027 to advance these goals.

### Service Excellence

- Continue to understand, manage, and mitigate legal and operational risks

- Optimize legal services to departments and types of matters to align with Enterprise Risk Management framework
- Fully execute the FY2026 Internal Audit Plan that supports Metro’s Strategic Transformation Plan

### Financial and Organizational Efficiency

- Continue to understand, manage, and mitigate legal and operational risks
- Provide legal support to departments for funding and financing agreements for operating and capital budgets, as needed
- Provide legal support to departments for new and existing jurisdictional agreements such as Kids Ride Free, U-Pass, Public Sector Pass, and reimbursable construction agreements
- Provide legal support for joint development projects to advance the 10-year Strategic Plan for Joint Development

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# Appendix A – Metro Profile



Pictured: Mockup of new 8000-series Metrorail train at Hagerstown, Maryland production facility

## Metro Introduction

The Washington Metropolitan Area Transit Authority (WMATA) was created in 1967 through an interstate compact among Washington, D.C., Maryland, and Virginia. Construction of the Metrorail system began in 1969 and the first phase of Metrorail operation began in 1976.

Metro added a second transit service to its network in 1973 when, under direction from the United States Congress, it acquired four Washington-area bus systems and merged them to create Metrobus.

In 1994, as mandated by the Americans with Disabilities Act (ADA), Metro began providing MetroAccess paratransit service for people with disabilities who are unable to use the fixed route transit service.

Metro completed the originally planned 103-mile Metrorail system in 2001.

In 2004, Metro expanded the rail system, opening the Blue Line extension to Largo Town Center station (now Downtown Largo), as well as the NoMa-Gallaudet U station on the Red Line. These expansions increased the Metrorail system to 86 stations and 106 miles.

In March 2009, Metropolitan Washington Airports Authority (MWAA) started construction on the Silver Line, a 23-mile rail extension in Fairfax and Loudoun Counties in Virginia. The Silver Line is Metro's largest rail expansion project since the opening of the Ronald Reagan Washington National Airport to Stadium-Armory segment in 1977. Supported by a Full Funding Grant Agreement from the Federal Transit Administration (FTA) plus toll and other revenues from

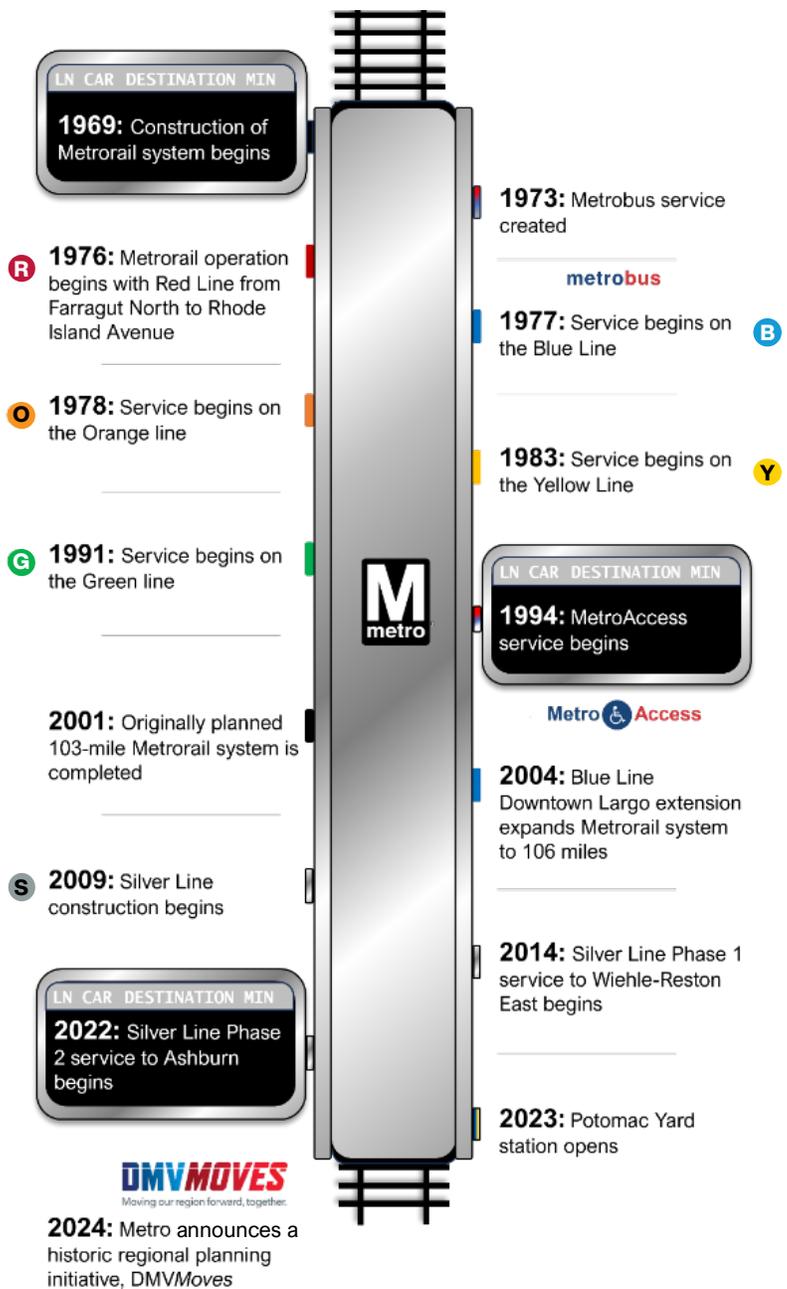
funding partners, Phase 1 opened in 2014 with 11.6 miles and five new stations, extending service to Tysons Corner and Reston.

In preparation for the opening of revenue service on Silver Line Phase 2, Metro welcomed Loudoun County as a contributing jurisdiction in FY2021. Phase 2 opened on November 15, 2022, with an additional 11.4 miles and six new stations, providing service to Dulles International Airport and Loudoun County.

In 2023, Metro opened the new Potomac Yard infill station on the Blue and Yellow lines in Alexandria, Virginia.

## Key Metro Facts

- Metro's service area size is approximately 1,500 square miles with a population of over four million
- Metro's transit zone consists of Washington D.C., the Maryland counties of Prince George's and Montgomery, and the Northern Virginia counties of Arlington, Fairfax and Loudoun, and the cities of Alexandria, Fairfax and Falls Church
- Metrorail currently comprises 345 miles of track, six rail lines, 98 stations and 1,204 railcars in the active fleet
- Metrobus serves approximately 7,500 bus stops throughout the region with more than 1,500 buses
- Metro is the second busiest heavy rail transit system and the sixth largest bus network in the country
- More than a quarter of the region's property tax base is located within a half mile of a Metro station
- More than half of the region's jobs are located within a half mile of a Metro station or a Metrobus stop



- More than half of Metro stations serve federal facilities and approximately one-third of Metrorail's peak period commuters are federal employees
- Metro moves more than three times the amount of people each year as the region's three major airports combined

# Oversight

A variety of internal and external offices, committees, and administrations provide oversight of Metro. These oversight entities include, but are not limited to, the Federal Transit Administration (FTA), the Washington Metrorail Safety Commission (WMSC), the Office of Inspector General, the Office of Quality Assurance, Internal Compliance & Oversight, the Office of Audit & Compliance, and various advisory entities.

## Federal Transit Administration

The FTA is the agency of the United States Department of Transportation that provides financial and technical assistance to local public transit systems. The FTA also establishes safety measures and helps develop next-generation technology research.

The Federal Government, through the FTA, provides financial assistance to develop new transit systems and improve, maintain, and operate existing systems. In addition, the FTA provides and monitors grants to state and local transit providers.

## Washington Metrorail Safety Commission

The WMSC serves as Metro's State Safety Oversight Agency (SSOA) and enforces transit safety requirements for Metro's Metrorail system. The Moving Ahead for Progress in the 21<sup>st</sup> Century Act (MAP-21) established the requirement for the creation of an SSOA.

In 2017, Washington D.C., Maryland and Virginia passed legislation to create the WMSC. Following Congressional consent and approval by the President through Public Law No: 115-54, the WMSC began directly overseeing the safety of the Metrorail system on March 18, 2019, upon its oversight program receiving federal certification.

## Office of the Inspector General

Authorized by Metro's Board of Directors in April 2006, the Office of the Inspector General serves as an independent office reporting directly to the Board.

The Office of the Inspector General supervises and conducts independent audits, investigations and reviews of Metro programs and operations to promote efficiency and financial integrity. This office also provides oversight to prevent and detect fraud, waste and abuse in such programs and operations.

## Office of Quality Assurance, Internal Compliance & Oversight

The Office of Quality Assurance, Internal Compliance & Oversight provides independent reviews of Metro's operational and engineering processes and assets to promote compliance with internal and external regulatory requirements and advance quality improvement initiatives.

## Office of Audit & Compliance

The Office of Audit & Compliance is Metro's internal audit function. It provides independent and objective audits, reviews and assessments of Metro's system of internal controls and related business processes designed to add value and improve Metro's operations.

## Advisors

Metro has four primary advisory groups: the Riders' Advisory Council (RAC), the Accessibility Advisory Committee (AAC), the Amplify Community and the Joint Coordinating Committee (JCC). These advisory entities focus on specific issues as described in the following sections.

## Riders' Advisory Council

In September 2005, the Metro Board of Directors established RAC. The Council provides Metro

customers a forum to provide input on Metrobus, Metrorail and paratransit services. The 11-member council includes six representatives from Washington D.C., Maryland and Virginia, four at-large members, and the chair of Metro's AAC.

## Accessibility Advisory Committee

Metro's AAC was created to address the needs of senior citizens and customers with disabilities. Its efforts have resulted in numerous service upgrades including gap reducers, which make it easier for customers who use wheelchairs or for visually impaired riders to board Metrorail trains.

## Amplify by Metro

Metro is leveraging a new web-based platform called Amplify to engage and solicit input from customers in the community. As Metro's first ever customer community, Amplify brings together customers, transit advocates, and transit experts in an on-going digital forum. Through a structured environment of online surveys, polls, and discussion forums, Amplify community members share their experiences as customers and influence how Metro responds to issues affecting those who use the system. People who live in the National Capital Region and ride any bus, train, or paratransit at least once a month may sign up to participate at [amplifybymetro.com](http://amplifybymetro.com).

## Joint Coordinating Committee

The JCC consists of staff members from the jurisdictions supporting Metro. The JCC was established by the Metro Board of Directors to facilitate the exchange of information between jurisdictions and Metro staff. Meeting agendas are developed by Metro staff and the JCC chair and include items referred by the Board or Metro staff, as well as items requested by JCC members.

## Regional Transit Planning

According to 2020 U.S. Census data<sup>1</sup>, the greater Washington D.C. Metropolitan Area is home to more than six million people, two million households, and three million jobs. As the primary transit provider in the region, Metro is integral to the regional transportation planning process. The WMATA Compact allows the Authority to adopt a Mass Transit Plan as part of the region's continuous, comprehensive transportation planning process. Metro's regional planning function encompasses preparing transit system plans in partnership with other regional transit providers, conducting system planning analysis and transportation studies, communicating transit needs to regional planning bodies, and participating in planning processes at the regional and sub-regional levels. Metro has a special responsibility to ensure that the needs of the region's transit providers, both capital and operating, are reflected during the establishment of the Mass Transit Plan and that the region achieves a balanced transportation system.

Metro coordinates with its regional partners to determine transit-based priorities and projects. The WMATA Board of Directors, composed of members from the Compact jurisdictions and federal government, helps determine those priorities and provides policy direction. The JCC brings together jurisdictional staff to coordinate various budget and operational issues with Board Committee meetings. Internal planning and programming are designed to work within this institutional framework.

The National Capital Region Transportation Planning Board (TPB) is the federally designated Metropolitan Planning Organization (MPO) to coordinate transportation planning and funding for the Washington region. The TPB serves as a forum for the region to develop transportation plans, policies and actions, as well as to set regional transportation priorities through the Constrained Long-Range Plan (CLRP) and the six-year Transportation Improvement Plan (TIP). The TPB also provides technical resources for planning and policymaking. As an implementing agency in the TPB planning process and a TPB voting

<sup>1</sup> US Census Data. 2020: ACS 5-Year Estimates Data Profile. Retrieved from: <https://data.census.gov>

member, Metro remains an active member of the TPB Technical Committee and several subcommittees such as Travel Forecasting, Bicycle and Pedestrian, Regional Bus, Regional Transportation Demand Management Marketing, and Human Services Subcommittee.

The Northern Virginia Transportation Commission (NVTC) administers transit finance and operations in Northern Virginia and coordinates transit service across jurisdictional boundaries. The Northern Virginia Transportation Authority (NVTA) is responsible for developing a Northern Virginia Regional Transportation Plan which provides long-range planning and inter-agency coordination in Northern Virginia. Working with both NVTC and NVTA on essential transit funding and corridor development initiatives, Metro strives to enhance public transit service and ensure the integration of transit in highway investments and the Department of Transportation (DOT). Metro also collaborates with its local jurisdictions in Washington D.C., Maryland, and Virginia on critical local plans and project development initiatives to integrate service and planning opportunities.

In May 2024, the Metropolitan Washington Council of Governments (COG) and Metro launched DMVMoves, a joint initiative to create a unified vision and sustainable funding model for the region's transit network. The Task Force, was advised by two groups – a Government Partners Advisory Group representing area jurisdictions and transit service providers as well as a Community Partners Advisory Group representing business, labor, and community organizations. Both COG and Metro endorsed recommendations from the task force for \$460 million in new annual capital funding for Metro to ensure ongoing repair, maintenance and modernization of assets, systems and technologies; deployment of rail modernization – modern signaling, compatible fleet upgrades, and selective platform screen doors; and creation of a sustainable bond program to support

long-term investments, maintain Metro's state of good repair and strengthen overall financial stability.

## Demographics

Within the greater Washington D.C. Metropolitan area is Metro's Compact area comprised of five counties (Montgomery and Prince George's in Maryland, Fairfax, Arlington and Loudoun in Virginia), three cities (Alexandria, Falls Church, and Fairfax in Virginia), and one federal district. According to the American Community Survey (ACS)<sup>2</sup>, the population of the Metro Compact jurisdictions is 4.7 million people with a demographic profile of:

- 38.1 percent of the population is non-Hispanic white
- 26.5 percent is Black or African American
- 17.8 percent is Hispanic or Latino
- 12.4 percent is Asian
- 5.3 percent is Mixed-Other

The median income of households residing in these jurisdictions is approximately \$128,356, with a mean income of \$168,771. Of the 1.8 million households living in the jurisdictions served by Metro, 58 percent reside in single family homes, 41.6 percent in apartments or multi-unit structures, and 0.3 percent in mobile homes and other housing forms. Over 40 percent of households in the Metro Compact area reside in multi-unit structures, exceeding both the national average and offering density supportive of mass transit opportunities. Further, this same ACS data reports that of the 2.5 million workers in the Compact area, 9.7 percent commute to work using public transportation (excluding taxicabs) and 12.6 percent of workers do not have access to a vehicle.

## Economy

Metro's ridership and overall financial outlook are directly influenced by the population, economic conditions, and employment growth in the greater

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<sup>2</sup> US Census Data. 2021: ACS 5-Year Estimates Data Profile. Retrieved from <https://data.census.gov>

Washington D.C. Metropolitan area. Covid-19 had broad and significant global, national and regional impacts; the lasting consequences in terms of changes to work and commuting patterns remain unclear.

## Job Growth in Metropolitan Washington

Econometric modeling published in May 2023 by the Metropolitan Washington Council of Governments (COG)<sup>3</sup> predicts that by 2050 the Metropolitan Washington area will add one million jobs (31 percent) over its base year of 2020. The model also projects similar increases in population and households, rising 25 percent and 32 percent respectively by 2050.

According to data from the Bureau of Labor Statistics (BLS) Current Employment Statistics (CES), the unemployment rate for the Metropolitan Washington area was 4.3 percent in August 2025, remaining slightly below the national average of 4.4 percent<sup>4</sup>. While inflation remains an ongoing economic concern, the year-over-year inflation rate for this area as measured by the Consumer Price Index for All Urban Wage Earners and Clerical Workers (CPI-W) has fallen from 8.5 percent in September 2022 to 2.9 percent in September 2025<sup>5</sup>.

## Changing Federal Presence

Transporting the federal workforce has always been one of Metro's core tasks. From the earliest days of planning the system, regional leaders designed stations to serve key government facilities (such as the Capitol and the Pentagon), enabling federal employees to efficiently commute to work. With Metro's growth, the federal government prioritized new office locations next to Metro stations. While the

federal government remains a dominant employer in the region, the greater Washington D.C. Metropolitan area is experiencing changes in its industry composition of jobs and job growth. Historically growth in the federal sector has served as a catalyst for overall regional job growth. Between 2000 and 2010 the number of federal workers in the Washington D.C. Metropolitan area grew by 19.3 percent<sup>6</sup>. However, in recent years the structure of the regional economy has started to change. The number of federal workers has fallen or remained stagnant since 2010, with an overall 4.5 percent decrease in the number of federal workers from its height in July 2010. Historically, between 11 and 13 percent of employment in metropolitan Washington has been federal; however, a recent COG<sup>7</sup> model predicts the portion of federal employment will decline from 12 percent of employment in 2015 to eight percent in 2045. Further, while the model forecasts a 31 percent growth rate for overall employment between 2020 and 2050, the COG model predicts only three percent growth in the federal government sector over the same period, indicating a more diverse composition of jobs for the region.

## The Rise of Remote Work

Business activity and workforce trends continue to evolve yet have settled into a new normal significantly different than a decade ago. This paradigm shift in how and where people work, specifically in the shift to remote work, has significantly impacted the labor market, commuter and tourist activities, the demand for office space, and the location of economic activity in the region. The greater Washington D.C. Metropolitan region has a highly skilled and educated workforce including many occupations that have

<sup>3</sup> Metropolitan Washington Council of Governments. May 2023. COG Jurisdictional Round 10.0 Cooperative Forecasts Of Employment, Population, And Households.

<sup>4</sup> Bureau of Labor Statistics. October 2024. Washington D.C. Area Economic Summary. Retrieved from: [https://www.bls.gov/regions/mid-atlantic/summary/blssummary\\_washington\\_div.pdf](https://www.bls.gov/regions/mid-atlantic/summary/blssummary_washington_div.pdf)

<sup>5</sup> Bureau of Labor Statistics. September 2024. Consumer Price Index Archived Consumer Price Index Supplemental Files. Retrieved from: [https://www.bls.gov/eag/eag.dc.washington\\_msa.htm](https://www.bls.gov/eag/eag.dc.washington_msa.htm)

<sup>6</sup> Bureau of Labor Statistics. 2023. Employed and Office of Employment and Unemployment Statistics: Government- Federal Government, Washington DC Metropolitan Statistical Area, 2000-2023. Retrieved from:

<https://beta.bls.gov/data/Viewer/view/timeseries/SMU11479009091000001>

<sup>7</sup> Metropolitan Washington Council of Governments. June 2022. Round 9.2 Growth Trends. Washington DC.

transitioned exceptionally well to remote work, thus resulting in changes to Metro ridership patterns.

The impact to public transit ridership and revenue is not isolated to the Washington D.C. Metropolitan region. Transit systems nationwide are facing drastic changes to work and transit patterns. According to 2022 ridership data collected by American Public Transportation Association (APTA), transit agencies across the US and Canada have observed similar decreases in ridership across heavy rail and bus. Data from the Survey of Working Arrangements and Attitudes (SWAA)<sup>8</sup> show the percentage of full workdays supplied from home has more than tripled since January 2019. Current discussions surround the extent to which workers will continue to work from home in the post-pandemic era. These trends impact the public transit industry not only through full remote working arrangements, but also hybrid working arrangement trends in which work is supplied partially from home and partially in a traditional office or client setting. Enhanced SWAA datasets now allow for separation between full remote working arrangements and hybrid working arrangements. As of December 2025, 43.8 percent of workers with remote-eligible jobs report hybrid working arrangements and another 21.6 percent report full remote working arrangements. As such, only 34.6 percent of workers with remote-eligible jobs report full onsite working arrangements. Additionally, time series data supplied by SWAA indicates employers are planning for workers to supply, on average, 2.23 days per week from home. While the share of remote work has declined since the height of the pandemic, data suggests employers remain more accepting of hybrid work environments supporting the persistence of these fundamental changes in work and commuting patterns and the

ongoing impact of these changes on commuting and ridership patterns.

## Where is Metropolitan Washington's Economy Headed?

Economic factors such as slow federal job growth and the outlook for future federal government spending have long impacted Metro's forecast for Metrorail and Metrobus ridership. Significant efforts are currently underway to diversify the region's economy, partially in response to slower growth in federal jobs. The Roadmap for the Washington Region's Economic Future identified industrial clusters beyond the federal government with the potential to drive the region's economic growth over the next decade. Two of these drivers, professional and business services, have expanded the region's economy. Recent growth in the hospitality and service sectors has recently outpaced the national growth rate for that sector further supporting the region's job growth.

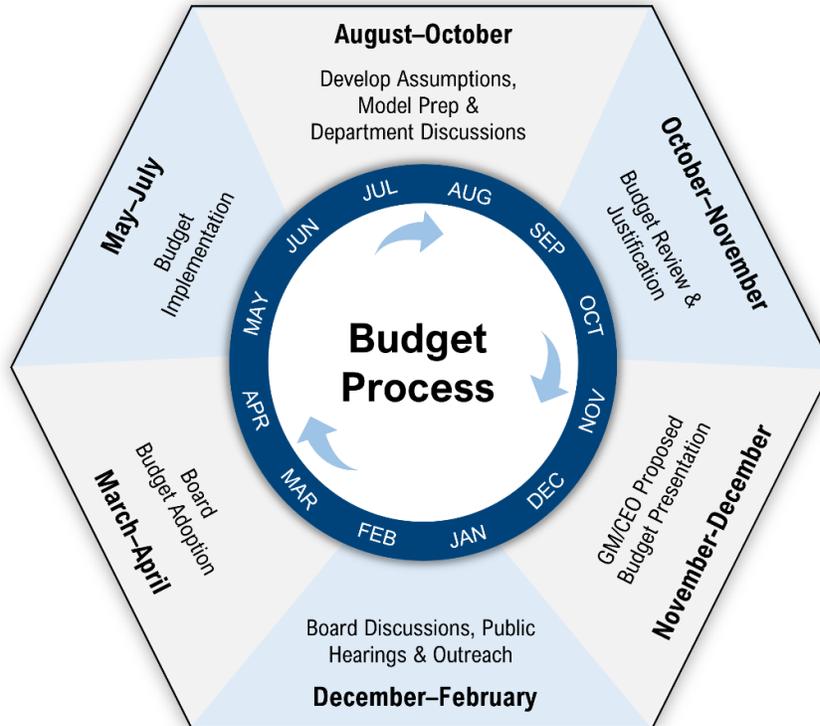
These consistent patterns of regular telework schedules may continue to impact the Metropolitan Washington economy in unintended ways. The trend of hybrid and full telework arrangements by employers suggests lower average office occupancy that is unlikely to change without further action from the federal government. These changes in work patterns and occupancy will continue to impact public transit ridership and revenue despite job growth recovery. While employment growth continues across key sectors, the composition and attributes of jobs in the region is changing. Metro will continue to advance service options that adapt to the emerging needs of workers and the regional economy.

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<sup>8</sup> Barrero, Jose Maria, Nicholas Bloom, and Steven J. Davis, 2021. "Why working from home will stick," National Bureau of Economic Research Working Paper 28731.

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# Appendix B – Budget Process



Metro’s annual budget serves as the foundation for its financial planning and control. The General Manager/Chief Executive Officer (GM/CEO), Chief Financial Officer, and staff prepare and submit the budget to the Metro Board of Directors for consideration and approval. The annual budget consists of two components: operating and capital. Each department is responsible for operating in such a manner to ensure that stewardship of the funds is consistent with the goals and programs authorized by the Board and spending remains within approved levels. Metro’s budget planning begins in August of the preceding fiscal year with the development of budget priorities and assumptions for the plan year. The budget must be adopted and implemented by June 30th for the fiscal year beginning on July 1st. The budget process consists of six major phases:

1. Development of key assumptions and drivers, model preparation, and budget formulation which includes department submissions
2. Budget review/justification
3. GM/CEO’s submission of the proposed budget to the Board
4. Board discussions, public hearings and outreach
5. Budget adoption by the Board
6. Budget implementation

# Budget Development and Departmental Submissions

Metro begins its annual budget development shortly following the adoption of the previous year's budget. The annual budget is significantly influenced by the current economic climate, funding sources and legislative action. Staff collect and analyze economic data, regional workforce trends, changes to funding and the legislative landscape to inform budget assumptions. Key factors influencing assumptions in the FY2027 Proposed Budget include:

- Regional employment and potential growth opportunities for the region
- Robust year-over-year ridership growth
- Persistent trends in hybrid and remote work
- Stable ridership from federal sector employees
- Increase in inflationary pressures relative to recent years, including potential impacts from tariffs
- Volatility of energy markets, affecting fuel and traction power costs
- Collective Bargaining Agreements for Metro's represented workforce that provide general wage increases of three to four percent in FY2027
- Pension and healthcare benefits cost growth
- Increases to jurisdictional subsidies contingent upon legislative action across multiple jurisdictions

For its FY2027 Proposed Budget, Metro used the FY2026 Budget with specific programmatic changes as the baseline for FY2027 budget development. As additional information became available during the budget development process, ridership and revenue assumptions and scenarios were refined. Staff also evaluated expense data from the FY2026 Approved Budget and the FY2025 actuals to establish cost baselines for personnel and other expenses. Position data from the current approved FY2026 Budget and

benefits obligations established the baseline for personnel related costs. Next, staff modified pertinent assumptions, including contractually obligated union wages and benefits, fuel prices, service levels, and ridership and revenue projections to refine budgeted expenses, as required. Based on the analysis of the data, Metro assigned targets to each department.

Metro's Strategic Transformation Plan (STP), *Your Metro, The Way Forward*, updated in December 2025, steers the development of both the Operating and Capital budget and the execution of Metro's mission. The STP defines Metro's priorities and connects the mission, vision, and goals with actionable initiatives to drive progress, enhance transparency, and build trust with customers, staff, and stakeholders. The resulting budgets and multi-year capital investment plans reflect these priorities.

The Office of Management and Budget staff develops guidelines and assumptions in line with the STP that are incorporated into department budgets and systematically drive the budgeting process.

- The initial planning, development of assumptions, and preparation of instructions and training materials are conducted in August
- The annual budget kickoff meeting is held in September with department leaders and budget staff to identify efficiencies and emerging issues

The annual budget is developed based on two budget methodologies – current services-level and zero-based. Staff use current services-level budgeting to develop the funding and resources necessary to sustain multi-year critical operations, special programs, and previously approved capital projects for the FY2027 budget.

Metro uses a hybrid zero-based budgeting strategy to develop additional sections of the FY2027 operating budget, specifically utilizing the zero-based approach to determine resources for anticipated changes to service levels and new programs.

## Budget Review and Proposal

Metro develops its proposed Capital Improvement Program (CIP) concurrently with its proposed operating budget. Starting in July, operations, maintenance, engineering and other stakeholders submit capital investment need requests. In addition, Metro utilizes available asset condition data, fleet management plans, and other documents to identify capital investment needs. In the fall, Metro evaluates all identified needs, in concert with ongoing projects and programs, and strategically aligns these priorities to develop Metro's CIP. Funding constraints are then applied to the capital program and results are presented to the Senior Executive Team and GM/CEO for their review.

The Office of Management & Budget, the Office of Planning & Performance, and the Senior Executive Team review all operating and capital budget requests. The proposed budget recommendations are presented to the GM/CEO in the second quarter of the fiscal year. Following review by the GM/CEO, the annual budget proposal and multi-year plans are presented to the Metro Board of Directors and the public.

## Budget Discussion and Adoption

Metro is required to adopt an annual capital and operating budget for each fiscal year, prior to the conclusion of the preceding fiscal year.

- The proposed budget is presented and reviewed in the Finance and Capital Committee. The Board deliberates through early spring
- Metro engages in significant outreach efforts regarding the budget, particularly for any proposed service and fare changes, prior to adoption. The outreach occurs in three key areas:
  - Public hearings: During the budget process, Metro holds at least one public hearing to review any proposed service or fare

changes, as well as the proposed use of federal funding in the CIP. To meet Virginia Dedicated Funding Legislation requirements, one hearing must be held in a jurisdiction supported by the Northern Virginia Transportation Commission. The comments and feedback received from residents throughout the region are presented to the Board for consideration

- Public participation: Metro's Public Participation Plan guides substantial additional outreach efforts beyond the public hearings through open houses, station pop-ups, and community events. The outreach provides specific and convenient opportunities for customers and local organizations to provide input and discuss their views. It ensures full and fair participation for all potentially affected communities, including minority, low-income, and limited English proficient populations
  - Customer survey: Metro periodically conducts online surveys to solicit customer input on key questions regarding the budget
- Metro staff summarizes data collected from these efforts, as well as all public comments and feedback received during the outreach process in a staff report delivered to the Board for review
  - Collectively, Metro's outreach efforts meet or exceed the requirements of both the WMATA Compact and the Federal Transit Administration's Title VI guidelines

## Amendments

When necessary, amendments to the budget are presented to the Finance and Capital Committee. The committee then advances the amendments to the Board for review and adoption.

## Budget Implementation

Metro begins budget implementation planning prior to the beginning of the new fiscal year and monitors budget compliance throughout the year to ensure transparency.

- The FY2027 Budget is effective July 1, 2026
- The Office of Management & Budget prepares monthly budget variance reports to monitor and control expenses and revenues
- Quarterly financial reports are prepared by the Office of Management & Budget and presented to the Board of Directors to monitor financial performance and ensure compliance with the approved budget

The underlying financial statements informing this budget process have been prepared in accordance with Generally Accepted Accounting Principles (GAAP) per the Governmental Accounting Standards Board (GASB) Statement No. 34 (Basic Financial Statements and Management's Discussion and Analysis - for State and Local Governments). All financial information is consolidated into business-type activities that comprise Metro's Enterprise Fund. These business-type activities include transit operating and capital costs, infrastructure construction and debt activities. The budget is based on the provisions of GAAP, as applicable to government entities in the United States. Annual budgets are adopted in accordance with GAAP with the following exceptions:

- Depreciation and amortization are excluded
- Net actuarial determined post-employment benefit obligation recognized under GASB Statement No. 45, which was implemented by Metro in FY2008, has been excluded from the budget expenses; such costs are included in operating expenses in the annual financial statements but are not budgeted

In accord with the Financial Standards and good business practices, the Office of Management &

Budget monitors revenues and budget expenditures throughout the fiscal year.

## Balanced Operating Budget

Each year Metro must propose and adopt an operating budget that balances predicted operating expenses for the fiscal year with the expected operating revenues and subsidies for that year. The Board annually approves a current expense budget for the fiscal year in accordance with Article VIII of WMATA's Compact. Based on the Compact, this balanced budget includes the Board's estimated expenditures for administration, operation, maintenance and repairs, debt service requirements and payments into any required funds.

Total expenditures are balanced with estimated revenues and receipts from all sources, excluding funds included in the capital budget or otherwise earmarked for other purposes. Board Resolution 2020-09, adopting the FY2021 Budget, revised the Board's policy regarding budget surplus and shortfall to comply with Dedicated Funding legislation.

The operating budget focuses on the personnel, material/supplies and services necessary to operate Metrobus, Metrorail, and MetroAccess. Budgetary issues for the operating budget pertain to the cost of continuing operations, expanding services to meet demand, and improving the efficiency of service.

## Capital Budget

In accordance with Article VIII, paragraph 26 of WMATA's Compact, the Board adopts an annual capital budget. This budget identifies capital investments by category that are expected to commence or continue during the budget period. The budget provides the planned funding sources for the program.

The primary focus of the capital budget is to ensure reliable, efficient, and safe service while maintaining the condition of Metro's current assets and infrastructure in a state of good repair. The capital

budget supports the reliable, continuous and safe operation of each mode (Metrobus, Metrorail and MetroAccess).

## Capital Expenditures

Capital expenditures are expenses leading to a future benefit beyond the current fiscal year. Expenditures are classified as capital when an entity spends money to procure or construct fixed assets or to maintain, improve or extend the useful life of an existing fixed asset.

The capital programming process assists Metro’s leadership in decisions regarding the assets and infrastructure required to support and/or grow the bus, rail, and paratransit operations. Metro’s assets and infrastructure include, but are not limited to: Paratransit and service vehicles; Buses and bus facilities; Railcars; Stations and tunnels; Track and wayside; Signal and power systems and Administration and maintenance facilities.

## Enterprise Fund

The Enterprise Fund is the sole fund for Metro. Within this Fund, income sources are classified in one of seven categories: passenger fares and parking fees, federal funds, state and local funds, dedicated funding, business revenues, other sources and debt. Passenger fares and parking fees support the operating budget. Beginning in FY2020, federal grants partially funded the operating budget to offset lost revenue and increased expenses from the Covid-19 pandemic. Metro spent its remaining ARPA federal relief funding in FY2025. Other federal funds consist of federal grants to support the capital program. State and local funds support the capital program, as well as

(\$ in millions)	FY2026 Budget	FY2027 Budget
<b>Unrestricted Beginning Balance</b>	<b>\$0</b>	<b>\$0</b>
Operating Revenue	\$564	\$651
Jurisdictional Operating Subsidy <sup>1</sup>	\$1,906	\$1,963
State and Local Funding - Capital	\$960	\$970
Federal Funding	\$626	\$660
Prior Year Savings (Operating)	\$28	\$0
Prior Year Savings / Funding (Capital)	\$91	\$163
Debt	\$726	\$356
Reimbursable Projects	\$56	\$83
<b>Subtotal Projected Sources<sup>2</sup></b>	<b>\$4,957</b>	<b>\$4,846</b>
Operating Expense <sup>3</sup>	\$2,512	\$2,614
CIP Investment	\$2,118	\$1,862
Revenue Loss & Other Capital Budget Needs	\$10	\$44
Debt Service <sup>4</sup>	\$317	\$326
<b>Subtotal Projected Uses</b>	<b>\$4,957</b>	<b>\$4,846</b>
<b>Unrestricted Ending Balance</b>	<b>\$0</b>	<b>\$0</b>

1. Subsidy payments from jurisdictions per WMATA Compact

2. For additional details on funding sources, see Chapter 1

3. Includes operating expense of reimbursable projects

4. Debt Service includes current debt payments to service CIP budget and debt payments for Gross Transit Revenue Bonds (Appendix G)

jurisdictional contributions for debt service and the operating budget subsidy. Legislation passed in 2018 by Washington D.C., Maryland, and Virginia established annual dedicated capital funding of \$500 million. Debt proceeds serviced by the annual dedicated funding further support the capital program. Business revenues include advertising and joint development, among other funding sources.

The following table projects the Enterprise Fund activity for FY2026 and FY2027. Chapter 1 provides additional information on funding sources and changes greater than 10 percent from FY2026.

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# Appendix C – Human Capital Summary

Human capital management defines and categorizes employees' skills and abilities to ensure alignment with the objectives of the organization. At Metro, the management of human capital involves workforce planning and investment in support of Metro's strategic plan and core mission to operate and maintain a safe, reliable, and affordable transit system.

One measure of human capital is the number of positions to be employed and the various costs associated with such employment, referred to as personnel costs. Metro's personnel costs fall into three categories: labor, fringe benefits, and capital allocation. Capital allocation is a net zero-dollar adjustment between operating and capital.

Labor costs include regular wage and overtime pay for operations employees and salary expense for management, professional, and administrative personnel. For FY2027, the Authority-wide labor

budget for operating and capital is \$1,685.4 million, an increase of \$146.0 million from the previous year.

Fringe benefit costs are personnel-related expenses that are in addition to the direct cost of employee wages and salaries. Metro's fringe benefits are comprised of health insurance and pension plan costs, as well as government mandated expenses including unemployment insurance and payroll taxes. The Authority-wide FY2027 fringe benefit budget for operating and capital is \$755.5 million, which is a \$50.3 million or 7.1 percent increase from the prior year.

The following tables compare human capital staffing levels and personnel costs for the FY2026 Approved Budget and FY2027 Proposed Budget. The staffing projection for FY2027 is 13,596 positions, consisting of 11,394 operating positions and 2,202 capital positions. This staffing level represents an overall decrease of 85 positions from the FY2026 Approved Budget.

## HUMAN CAPITAL SUMMARY - ALL MODES, FRINGE DATA

<i>(Dollars in Millions)</i>	<b>FY2026 Budget</b>	<b>FY2027 Budget</b>	<b>\$ Change</b>
<b>Positions</b>	13,681	13,596	(85)
<b>Labor</b>	\$1,539.4	\$1,685.4	\$146.0
<b>Fringe</b>			
Taxes - FICA	\$109.5	\$104.3	(\$5.3)
Pension - Defined Benefits	239.1	312.5	\$73.4
Pension - Defined Contributions	23.3	22.9	(\$0.5)
Health Care	248.1	258.0	\$10.0
Life Insurance	1.7	2.4	\$0.7
Long Term Disability Insurance	0.9	0.9	\$0.0
Taxes - Unemployment	1.6	1.6	\$0.0
Workers' Compensation Reserve and Assessment	46.4	47.8	\$1.4
Allowances (Uniform, Clothing, Tools, etc.)	\$34.7	\$5.1	(29.6)
<b>Total Fringe Benefits</b>	<b>\$705.2</b>	<b>\$755.5</b>	<b>\$50.3</b>

A comparison of total human capital costs in the operating and capital budgets is presented below.

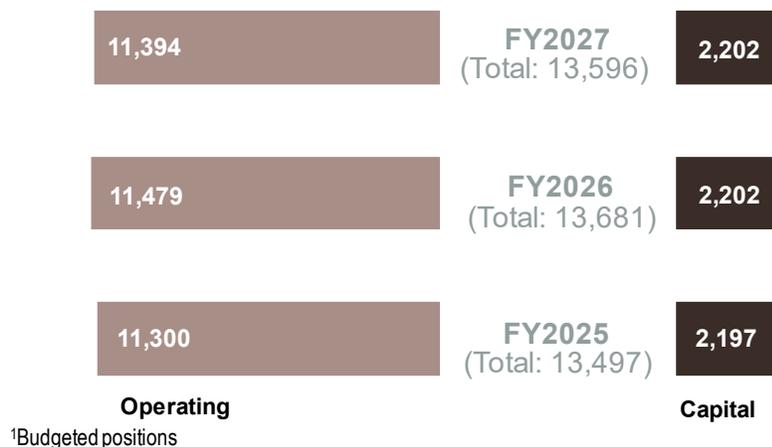
## HUMAN CAPITAL BY DEPARTMENT

	FY2026 Budget	FY2027 Budget	Change
Board Corporate Secretary	4	4	-
Office of Inspector General	48	48	-
General Manager & CEO	5	5	-
Customer Experience & Transformation	56	56	-
Communications & Customer Service	123	123	-
Planning & Performance	192	192	-
Finance	430	408	(22)
Digital Modernization	382	383	1
Human Capital	134	131	(3)
Legal & Compliance	63	61	(2)
Operations	7,140	7,095	(45)
Infrastructure	3,785	3,751	(34)
MTPD	687	687	-
Safety & Readiness	591	586	(5)
Business Operations	41	41	-
Non-Department	-	25	25
<b>Total</b>	<b>13,681</b>	<b>13,596</b>	<b>(85)</b>

## HUMAN CAPITAL SUMMARY – RATES

	FY2026 Budget	FY2027 Budget	\$ Change
Average Annual Pay	\$112,522	\$123,965	\$5,786
Average Full Fringe Cost	51,549	55,568	3,267
Full Fringe Rate	45.8%	44.8%	

### Number of Positions<sup>1</sup>



# Appendix D – Financial Standards

Metro’s Financial Standards can be grouped into three major areas: general, business planning, and debt policy. General standards ensure that Metro prudently manages its daily financial operations, including banking services, investments and risk management to maintain adequate liquidity and appropriate cash reserves.

The business planning directives from the General Manager provide management with a set of parameters for developing the upcoming year’s budget and other longer-term financial plans, as well as establishing future business targets for management to achieve.

The debt policy establishes parameters that govern the incurrence of Metro Debt and ensure that debt issuances are based on financial parameters similar or more conservative than those that would be placed on Metro by the financial marketplace. Actual debt covenants may differ from these standards, and in accordance with the debt policy, the actual covenants will be disclosed in any Board resolution approving a debt issuance.

This appendix also explains how Metro allocates state and local funding support among the jurisdictions.

## Financial Standards – General

### GAAP

Metro maintains complete and accurate accounting records in accordance with generally accepted accounting principles in the United States of America (US GAAP) as applicable to governmental entities. The Government Accounting Standards Board is the standard setting body establishing governmental accounting and financial reporting standards.

## Revenue and Expenditure Recognition

Revenues are recognized in the period they are earned, and expenses are recognized in the period in which they are incurred.

- Metro distinguishes between operating and non-operating revenues and expenses in its financial statements
- Operating revenues, which do not include state or local operating subsidy contributions or federal operating grants, are primarily composed of passenger fares and parking fees, as well as revenue for fiber optic leases and joint development agreements

## Fiscal Year

The fiscal year-end for financial reporting purposes is June 30th of each year. The Board approves the budget for each fiscal year by June 30th of the previous year.

## Annual Comprehensive Financial Report (ACFR)

An independent certified public accounting firm performs an audit of Metro’s financial statements. Metro’s aims to receive an unmodified (“clean”) opinion on its financial statements and to receive the Government Finance Officers Association (GFOA) award for excellence in financial reporting for its ACFR.

## Other Financial Policies and Guidelines

Funds are invested within the guidelines of the Board’s approved investment policies and in

compliance with the investment guidelines in WMATA's Compact.

- In accordance with Board Resolution No. 81-36, designated Metro officials are empowered to open, close, or authorize changes to accounts and are authorized to appoint individuals as official signatories for financial accounts
- An annual actuarial analysis is performed on all Metro-administered pension plans. Based on the results of such analysis, Metro makes contributions as required in agreement with the terms of each plan
- Appropriate insurance coverage is maintained to mitigate the risk of material loss. For self-insured retentions, Metro records the liabilities, including losses incurred but not reported, at 100 percent of the net present value
- The budget includes the operating and capital resources necessary to implement the policy directions set by the Board. The budget is prepared in a fashion to clearly describe the projects and programs for the period
- Metro engages in regional long-range transportation planning for the Washington metropolitan area in conjunction with the National Capital Region Transportation Planning Board (TPB) and other jurisdictional partners
- Staff provide transit system inputs to TPB for the Constrained Long-Range Plan (CLRP) and identify changes affecting the major financial assumptions of the plan and progress toward the implementation of new projects and programs
- Metro also engages in short-range transit planning for the Washington metropolitan area. Staff provide inputs to the region's six-year Transportation Improvement Program (TIP) and identify the capital investment needs to support the existing regional transit system and regional service expansion
- The Office of Inspector General develops an annual work plan each year. The Board of Directors and Metro's Senior Executive Team

provide input on the work plan, which covers audits and evaluations. Furthermore, finalized complete audit and evaluation reports are submitted to the Board via the Executive Committee

- Recommendations for improvements are based on audits and evaluations performed by the Inspector General's office. Audits are performed in accordance with Government Auditing Standards, while evaluations are performed in accordance with the Association of Inspectors General (AIG) *Principles and Standards for Offices of Inspector General* (Green Book). These recommendations, management corrective action plans, and progress toward implementation are reported quarterly or as needed to the Board by the Inspector General. Semi-annual reports provide an overview of the Office of Inspector General's audits, evaluations and investigations for that period. The reports are provided to the Board and significant stakeholders identifying work performed, results and recommendations

## Financial Standards – Business Planning

Passenger revenue forecasts are derived from historical ridership and revenue trends as well as forecasts of regional growth in population and employment. Since ridership may be affected by future fare policy changes, the impacts on ridership and average fare forecasts are based on conservative estimates.

- The Board has adopted fare policy principals and reviews the fares on a regular cycle. Management may propose fare modifications to achieve transit ridership improvements, maintain financial sustainability or support the other goals defined in Metro's fare policy principles

- Service plan assumptions are based on demonstrated needs as defined through short-range planning
- Capital programs are funded according to the terms of the Capital Funding Agreement (CFA), laws, regulations and discretionary procedures approved by the Board. The capital program covers Metro’s assets, including major transportation projects, and is included in each annual budget
- From time to time, Metro applies for and receives discretionary federal and state funding. Discretionary funding is requested when projects or programs may be competitive for receiving an award. Discretionary funding levels are estimated based on federal and state criteria and the likelihood of obtaining approvals
- The average life of debt instruments is matched to the average economic lives of the assets financed
- Reserve funds that may be required by the financial markets for each debt issuance are maintained. Cash and securities, insurance or surety bonds may fund these reserves. For financial planning purposes, reserve requirements are included in the face value of debt issued
- Further guidelines beyond the Compact are included in the Board’s annual adopted Debt Management Policy, which reviews and provides additional guidance for the use of debt for financing the Authority’s infrastructure, capital projects and operational needs each fiscal year. The Debt Management Policy principles (a) identify efficient use of debt, (b) provide for timely debt service payments, and (c) balance the cost of capital with high credit ratings and access to capital markets

## **Financial Standards – Debt Policy**

Metro may not enter into a debt or financing arrangement unless the transaction is in compliance with all applicable provisions of WMATA’s Compact.

- Pursuant to WMATA’s Compact (Article IX paragraph 27), Metro may borrow money in pursuit of its mission. All such bonds and evidences of indebtedness are authorized by resolution of the Board and are payable solely out of the revenues of Metro. The bonds and other debt obligations of Metro, except as may be otherwise provided in the indenture under which they are issued, are direct and general obligations of Metro and the full faith and credit of Metro are pledged for the prompt payment of the debt service
- There is no dollar borrowing limit set in WMATA’s Compact
- Long-term debt may be included in the budget or long-range plans; however, no such debt can be incurred without the specific approval of the Board

## **Allocation of State and Local Operating Subsidy**

State and local funds to support Metro’s annual operating and capital budgets are based on Board-approved subsidy calculations described in this section. In FY2025, the Board of Directors approved a restructuring of the Metrorail and Metrobus operating subsidy allocation formula to address the challenges with the legacy formulas by improving clarity and transparency, aligning service costs with regional benefits and incentivizing ridership and revenue growth. This restructured operating subsidy formula allocates both costs and revenues to determine the jurisdictional subsidy using six subsidy allocation formulas:

1. Metrobus Cost Allocation
2. Metrorail Cost Allocation
3. Metrobus Revenue Allocation
4. Metrorail Revenue Allocation

5. Paratransit subsidy allocation
6. Debt service allocation

## Formulas 1 and 2: Metrobus and Metrorail Cost Allocation

### Cost Classification

Metrobus and Metrorail operating costs are divided into formula cost categories prior to the cost allocation:

- **Metrobus and Metrorail System Costs:** Commonly known as administrative costs (such as finance and legal functions) that support the Metro system
- **Metrobus and Metrorail Service Costs:** Costs associated with service delivery (such as operators, hours and miles of revenue service, and station manager functions)
- **Metrorail Infrastructure Operating Costs:** Costs associated with rail infrastructure and facility maintenance (such as track, stations, structures) that result regardless of the amount of rail service provided

Formula cost categories are determined by aligning to cost categories in the most recently approved Metro National Transit Database (NTD)<sup>9</sup> data submission by the Federal Transit Administration (FTA). The four NTD cost categories of General Administration (GA), Vehicle Maintenance (VM), Vehicle Operations (VO) and Facility Maintenance (FM) are applied as follows:

NTD Cost Category	Metrobus Formula Costs	Metrorail Formula Costs
General Administration by Mode	Metrobus System Cost	Metrorail System Cost
Vehicle Maintenance plus Vehicle Operation by Mode	Metrobus Service Costs	Metrorail Service Costs
Facilities Maintenance by Mode	Metrobus System Costs	Metrorail Infrastructure Operating Costs

The formula cost categories in each fiscal year are determined by taking the proportion of System, Service and Rail Infrastructure Operating Costs by mode based on the NTD categories as above and multiplying each category by mode times the proposed fiscal year budget Metrobus and Metrorail operating costs.

### Cost Allocation

The five formula cost categories (Metrobus System Costs, Metrorail System Costs, Metrobus Service Costs, Metrorail Service Cost and Metrorail Infrastructure Operating Costs) are each allocated based on specific variables as described below:

- **Metrobus and Metrorail System Costs by Mode:** Allocated based on two equally weighted variables, Ridership and Population
  - Ridership (see Appendix F, Operating Statistics): Jurisdiction average weekly ridership by mode divided by the Compact area total average weekly ridership by mode<sup>10</sup>

<sup>9</sup> See [NTD Uniform System of Accounts \(USOA\) | FTA](#)

<sup>10</sup> Determined by Metrobus and Metrorail Passenger Surveys. Riders who live outside the Metro Compact area are excluded from the calculation.

- Population: Jurisdiction U.S. Decennial Census Population divided by the Metro Compact area census population<sup>11,12</sup>
- **Metrobus Service Costs:** Allocated based on Revenue Hours and Peak Vehicles
  - Revenue Hours<sup>13</sup>: Proposed fiscal year bus vehicle operations expense divided by the total proposed fiscal year bus revenue hours (see Appendix F, Annual Revenue Hours). The result is multiplied by each jurisdiction's share of bus revenue miles<sup>14</sup> (see Appendix F, Annual Revenue Mile)
  - Peak Vehicles: Proposed fiscal year bus vehicle maintenance expense divided by the total proposed fiscal year bus peak vehicles<sup>15</sup> (see Appendix F, Active Fleet). The result is multiplied by each jurisdiction's share of bus revenue miles (see Appendix F, Annual Revenue Mile)
- **Metrorail Service Costs:** Allocated based on Railcar Miles weighted at 90 percent and Peak Vehicles weighted at 10 percent
  - Railcar miles: Proposed fiscal year scheduled revenue railcar miles by rail line (see Appendix F, Railcar Miles) times the proposed fiscal year rail route miles by line and by jurisdiction. The result is divided by

the total rail system proposed fiscal year scheduled revenue railcar miles<sup>15</sup> (see Appendix F, Operating Statistics)

- Peak vehicles (see Appendix F): Proposed fiscal year scheduled revenue peak vehicles by rail lines times the proposed fiscal year rail route miles by line (see Appendix F, Rail Service Levels Scheduled) and by jurisdiction (see Appendix F). The result is divided by the total rail system proposed fiscal year scheduled revenue peak vehicles<sup>16</sup> (see Appendix F, Rail Service Levels Scheduled)
- **Metrorail Infrastructure Operating Costs:** Allocated based on two equally weighted variables, Track Miles and Stations
  - Track miles: Proposed fiscal year rail center line revenue track miles (see Appendix F, Railcar Miles) divided by the proposed fiscal year total rail system center line revenue track miles<sup>16</sup> (see Appendix F, Railcar Miles)
  - Stations: Proposed fiscal year rail stations by jurisdiction, divided by the proposed fiscal year total number of rail system stations<sup>17</sup> (see table). Metro operates 98 stations with some stations allocated across jurisdiction<sup>18</sup>.

<sup>11</sup> See [Decennial Census of Population and Housing](#)

<sup>12</sup> The Metrobus System Cost allocation population factor for Loudoun County is set to zero since it does not receive Metrobus service. This is consistent with Board of Directors policy in resolution 2019-34.

<sup>13</sup> Metrobus Service costs allocation (revenue hours and peak vehicles) for the City of Fairfax are allocated as follows: Fairfax County (80%), City of Fairfax (20%). City of Falls Church bus service costs (revenue hours and peak vehicles) are allocated as follows: City of Falls Church (50%), Arlington County (25%) and Fairfax County (25%)

<sup>14</sup> Revenue miles by Metrobus line by jurisdiction, the geo-distribution that determines each jurisdiction's share, is only recalculated in a budget year when a major bus service change takes place.

<sup>15</sup> Rail route miles are the one-way center line mileage for each rail line or route, accounting for service interlining,

which serve as the geo-distribution that determines each jurisdiction's share. Scheduled revenue railcar miles and peak vehicles excludes special event, gap trains, and spares.

<sup>16</sup> For formula purposes, revenue track center line miles are measured within each jurisdiction's borders, measured to each terminal station.

<sup>17</sup> Arlington Cemetery is excluded. Border station allocations are as follows: Capitol Heights: 50% District of Columbia and 50% Prince George's County; Friendship Heights: 50% District of Columbia, 50% Montgomery County; Southern Avenue: 27% District of Columbia, 73% Prince George's County; Van Dorn Street: 50% City of Alexandria, 50% Fairfax County. Reagan National Airport and Washington Dulles International Airport station costs are allocated to each Virginia jurisdiction at a 1/6th share.

Arlington Cemetery is not assigned to any jurisdiction and not in this calculation

Jurisdiction	Number of Stations
District of Columbia	40.27
Montgomery County	11.50
Prince George's County	14.23
City of Alexandria	4.83
Arlington County	9.33
City of Fairfax	0.33
Fairfax County	13.83
City of Falls Church	0.33
Loudoun County	2.33
<b>TOTAL<sup>18</sup></b>	<b>97</b>

Total does not include Arlington Cemetery Metro Station See Note 18

- Metrobus and Metrorail Passenger Revenues: Revenues from bus and rail passenger fares, passes, and fare programs
- Metrobus Non-Passenger Revenues: Revenues from advertising and other sources
- Metrorail Non-Passenger Revenues: Revenues from parking, joint development, fiber optics, advertising, and other sources

### Revenue Allocation

Passenger and non-passenger revenue are allocated based on the methods described below:

- **Metrobus Passenger Revenue:** Metrobus Paid Ridership calculated as the share of aggregate prior fiscal year actual paid bus trips multiplied times the total fiscal year budgeted Metrobus Passenger Revenue<sup>18</sup> (see Appendix F, Operating Statistics)
- **Metrorail Passenger Revenue:** Metrorail Paid Ridership calculated as the share of aggregate prior fiscal year actual paid rail trips multiplied times the total fiscal year budgeted Metrorail Passenger Revenue<sup>19,20</sup> (see Appendix F, Operating Statistics)
- **Metrobus and Metrorail Non-Passenger Revenue:** Each jurisdiction's operating cost allocation shares by mode for Metrobus and Metrorail is determined based on the factors described above in Cost Allocation (weighted average of system, service, and rail infrastructure costs). Within Virginia, the state-level subtotal is allocated to the jurisdictions

## Formulas 3 and 4: Metrobus and Metrorail Revenue Allocation

### Revenue Classification

Metrobus and Metrorail revenues are divided into passenger and non-passenger revenues, as determined in each proposed fiscal year's operating budget, prior to revenue allocation. As an illustrative example, the passenger and non-passenger revenue categories by mode from the FY2025 budget are shown below:

<sup>18</sup> Prior fiscal year paid bus trips are allocated by bus line. Bus line paid ridership is distributed by each jurisdiction's share of bus revenue miles by line. For proposed fiscal year budget Major Bus Service changes, the incremental proposed fiscal year budgeted passenger revenue resulting from those services are allocated to each jurisdiction in the proposed budget. Major Service Changes are defined in the Board-approved Title VI Program as may be amended from time to time.

<sup>19</sup> Allocation of station level paid rail ridership is distributed by the percentage of each station's riders from in each jurisdiction. For proposed fiscal year budget Major Rail

Service changes, the incremental proposed fiscal year budgeted passenger revenue resulting from those services are allocated to each jurisdiction in the proposed budget. Major Service Changes are defined in the Board-approved Title VI Program as may be amended from time to time.

<sup>20</sup> Revenue for the City of Fairfax and Falls Church is redistributed to all other Compact jurisdictions. This is done because, except for the share of costs of National and Dulles Airport stations, those cities are not allocated rail service nor infrastructure costs due to the lack of rail service or infrastructure within their borders (e.g., track miles, stations, railcar miles, and peak vehicles).

within Virginia based on share of track miles. The resulting allocation share by mode is multiplied times the proposed fiscal year budgeted non-passenger revenue by mode (see Chapter 3, Operating Summary by Mode)

## Formula 5: Paratransit Subsidy Allocation

The paratransit subsidy is allocated to the jurisdictions using a two-factor formula with sub-allocations used for the Virginia jurisdictions.

1. Direct Costs - The contract carriers' actual per trip, reservation and eligibility charges will be allocated directly to the jurisdictions
2. Overhead Costs - All other (non-direct) costs of the paratransit program will be allocated in proportion to the direct costs

Virginia sub-allocations of direct costs require that per trip charges be adjusted to reflect the average trip times provided for each jurisdiction. Overhead costs assigned to Virginia jurisdictions will be sub-allocated based on the direct cost allocation as calculated above.

## Formula 6: Debt Service Allocation

The allocation of local match and system performance funding is determined in accordance with the CFA. Any debt service from Gross Revenue Transit Bonds is allocated to the jurisdictions based on the request by one or more jurisdiction that Metro issue debt in an amount equal to the jurisdiction's share of local match. Any jurisdiction opting for debt in lieu of making cash payment of its capital subsidy agrees to pay the debt service for the term of the debt. Gross Revenue Transit Bond debt service for a given debt issue is allocated only to each jurisdiction that opted into such debt and shall be paid in accordance with the CFA, as amended. Dedicated Revenue Bonds debt service is paid by Metro from available, non-restricted dedicated revenue proceeds.

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# Appendix E – Debt Service

## Debt Policy/Borrowing

### Powers

WMATA's Compact allows the Authority to borrow money in pursuit of its mission. All such bonds and evidences of indebtedness are payable solely out of Metro's properties and revenues. The bonds and other obligations, except as may be otherwise provided in the indentures under which they were issued, are direct and general obligations of the Authority. The full faith and credit of Metro is pledged for the prompt payment of the debt service.

There is no legal debt limit for Gross Revenue Transit Bonds which are issued on behalf of Metro's jurisdictional partners in lieu of cash payment of all or a portion of a jurisdiction's capital subsidy obligation for a fiscal year. Debt Service for the life of Gross Revenue Transit Bonds is paid by jurisdiction(s) that opted into the bond issuance. The Authority covenanted, in Resolution 2020-12, to not issue further debt under the Gross Revenue Transit Bond Resolution 2003-53.

Metro receives \$500 million annually in Dedicated Capital Funding Revenues which is used as security for Dedicated Revenue Bonds. The legal debt limit for Dedicated Revenue Bonds is approximately \$470 million which is the estimated amount of non-restricted Dedicated Capital Funding Revenues which may be used for payment of debt service on Metro's bonds.

Metro is required to make semi-annual payments of principal and interest on each series of bonds. The Authority must comply with certain covenants associated with these outstanding bonds. The most significant are:

- Metro is to punctually pay principal and interest according to provisions in the bond document
- Metro will use its best efforts to operate the

transit system properly and in a sound and economical manner. Metro will use its best efforts to maintain, preserve, and keep the system in good repair, working order and condition

- Metro must maintain insurance or self-insurance coverage for assets and operations of the transit system at all times
- Metro will make timely financial disclosures on at least an annual basis

## Gross Revenue Transit Bonds

### 2017A Bonds

In July 2017 WMATA issued bonds (2017A-1) as an advance refunding of the series 2009A bonds and advance crossover refunding bonds (2017A-2) for the 2009B series bonds. The 2009A and the 2009B series bonds were refunded and retired on July 1, 2019. The annual jurisdictional funding provided for Metro's debt service payment on the bonds is approximately \$19.0 million.

### 2017B Bonds

On August 17, 2017, Metro issued new money Gross Revenue Transit Bonds, series 2017-B bonds in the principal amount of \$496.5 million. Net bond proceeds with premiums totaled \$588.9 million. The bonds provide for semi-annual payments of interest and annual payments of principal, with final maturity in July 2042 with an option for Metro to redeem all or a portion of the outstanding bonds on or after July 1, 2027. To service interest on debt through July 2018, \$21.7 million was placed in a capitalized interest fund. The annual jurisdictional debt service payment on the bonds is \$35.8 million. One jurisdiction fully opted out of the bond issuance, and two jurisdictions partially opted out of the bond issuance. In all, the three jurisdictions provided \$78.7 million in funding to bring

the total capital project fund related to the bond issuance to \$575.2 million. The annual jurisdictional funding provided for Metro's debt service payment on the bonds is approximately \$35.9 million.

## 2018 Bonds

On December 18, 2018, Metro issued new money Gross Revenue Transit Bonds, series 2018 bonds in the principal amount of \$239.9 million. Net bond proceeds with premiums totaled \$269.1 million. The bonds provide for semi-annual payments of interest and annual payments of principal, with final maturity in July 2043 with an option for Metro to redeem all or a portion of the outstanding bonds on or after July 1, 2028. Five jurisdictions fully opted out of the bond issuance. To service interest on the debt through July 2019, \$6.4 million was placed in a capitalized interest fund. The annual jurisdictional funding provided for Metro's debt service payment on the bonds is approximately \$17.3 million.

## Dedicated Revenue Bonds

### 2020A Bonds

On June 11, 2020, Metro issued new money Dedicated Revenue Bonds. This sale, in the principal amount of \$545.0 million, was the inaugural issue under the Dedicated Capital Funding Revenues credit. Net bond proceeds with premium totaled \$690.7 million. The bonds provide for semi-annual payments of interest and annual payments of principal, with final maturity in July 2045 with an option for Metro to redeem all or a portion of the outstanding bonds on or after July 15, 2030. To service interest on the debt through July 2022, \$55.4 million was placed in a capitalized interest fund. Principal payments were deferred until July 2023. The annual debt service payment on the bonds is \$39.1 million. Debt service is paid from unrestricted Dedicated Capital Funding Revenues proceeds.

### 2021A Bonds

On June 8, 2021, Metro issued new money Dedicated Revenue Bonds. This sale, in the principal amount of

\$784.4 million, was issued under the Dedicated Capital Funding Revenues credit. Net bond proceeds with premium totaled \$970.0 million. The bonds provide for semi-annual payments of interest and annual payments of principal, with final maturity in July 2046. Metro has an option to redeem all or a portion of the outstanding bonds on or after July 15, 2031. Principal payments were deferred until July 2023, after which time the level annual debt service payment on the bonds is \$52.0 million. Debt service is paid from unrestricted Dedicated Capital Funding Revenues proceeds.

### 2023A Bonds

On March 14, 2023, Metro issued new money Dedicated Revenue Bonds. This sale, in the principal amount of \$392 million, was issued under the Dedicated Capital Funding Revenues credit. Net bond proceeds with premium totaled \$425.0 million. The bonds provide for semi-annual payments of interest and annual payments of principal, with final maturity in July 2051. Metro has an option to redeem all or a portion of the bonds on or after July 15, 2033. Annual debt service payment on the bonds through FY2052 is \$25.9 million. Debt service is paid from unrestricted Dedicated Capital Funding Revenues proceeds.

### Second Lien 2023A Bonds

On August 17, 2023, Metro issued new money Second Lien Dedicated Revenue Bonds. This sale, in the principal amount of \$797.8 million, was issued as a second lien, subordinate to the Series 2020A, 2021A, and 2023A, under the Dedicated Capital Funding Revenues credit. Net bond proceeds with premium totaled \$869.8 million. The bonds provide semi-annual payments of interest and annual payments of principal with level debt service payments of \$50.5 million through FY2046 and continuing in varying amounts through FY2054 to service debt and a sinking fund to retire term bonds maturing in July 2048 and July 2053. Metro has an option to redeem all or portion of the outstanding bonds on or after July 15, 2033. Debt service is paid from unrestricted Dedicated Capital Funding Revenues proceeds.

## Second Lien 2024A Bonds

On July 24, 2024, Metro issued new money Second Lien Dedicated Revenue Bonds. This sale, in the principal amount of \$636.0 million, was issued on parity with the Second Lien Series 2023A bonds under the Dedicated Capital Funding Revenues credit and subordinate to the Series 2020A, 2021A, and 2023A, under the Dedicated Capital Funding Revenues credit. Net bond proceeds with premium totaled \$666.1 million. The bonds provide semi-annual interest-only payments through FY2047 of \$31.2 million annually, with semi-annual interest and annual principal payments through 2054 of \$37.3 million followed by semi-annual interest and annual principal payments through FY2060 of \$112.5 million. Principal payments in FY2048 through FY2060 are paid to sinking funds to retire six term bonds maturing in FY2050 through FY2060. Metro has an option to redeem all or a portion of the outstanding bonds on or after July 15, 2034. Debt service is paid from unrestricted Dedicated Capital Funding Revenues proceeds.

## Second Lien 2025A Bonds

On July 23, 2025, Metro issued new money Second Lien Dedicated Revenue Bonds. This sale, in the principal amount of \$653.5 million, was issued on parity with the Second Lien Series 2023A and Second Lien Series 2024A bonds under the Dedicated Capital Funding Revenues credit and subordinate to the Series 2020A, 2021A, and 2023A, under the Dedicated Capital Funding Revenues credit. Net bond proceeds with premium totaled \$663.5 million. The bonds provide semi-annual interest-only payments through FY2047 of \$34.4 million annually with semi-annual interest and annual principal payments through FY2060 of \$60.4 million with a final principal and interest payment in FY2061 of \$172.9 million. Principal payments in FY2048 through FY2061 are paid to sinking funds to retire four term bonds maturing in FY2051 through FY2061. Metro has an option to redeem all or a portion of the outstanding bonds on or after July 15, 2035. Debt service is paid from unrestricted Dedicated Capital Funding Revenues proceeds.

## Lines of Credit

Metro has access of up to \$500 million in short-term lines of credit, for terms less than two years. The lines of credit support Metro's capital program and are available to manage cash flow needs. The lines of credit may be renewed annually in October.

GROSS REVENUE TRANSIT BONDS		FY2027 JURISDICTION FUNDING		
		Principal	Interest	Total Due
<b>Debt Service Payments Funded by FY2027 Jurisdictional Contributions</b>				
Series 2017A-1	- Due Bondholders 7/1/26	12,255,000	2,156,375	14,411,375
Series 2017A-1	- Due Bondholders 1/1/27	-	1,850,000	1,850,000
Series 2017A-2	- Due Bondholders 7/1/26	-	1,221,375	1,221,375
Series 2017A-2	- Due Bondholders 1/1/27	-	1,221,375	1,221,375
Series 2017B	- Due Bondholders 7/1/26	15,570,000	10,170,750	25,740,750
Series 2017B	- Due Bondholders 1/1/27	-	9,781,500	9,781,500
Series 2018	- Due Bondholders 7/1/26	7,155,000	5,093,625	12,248,625
Series 2018	- Due Bondholders 1/1/27	-	4,914,750	4,914,750
<b>Grand Total</b>		<b>\$ 34,980,000</b>	<b>\$ 36,409,750</b>	<b>\$ 71,389,750</b>

## GROSS REVENUE TRANSIT BONDS - DEBT SERVICE PAYMENT AND FUNDING DETAIL

Date	Interest	Principal	Total Funding Required	Total Fiscal Year Funding Required	Funding Fiscal Year <sup>1</sup>
1/1/2026	18,642,125	-	18,642,125		FY26
7/1/2026	18,642,125	34,980,000	53,622,125	72,264,250	
1/1/2027	17,767,625	-	17,767,625		FY27
7/1/2027	17,767,625	36,760,000	54,527,625	72,295,250	
1/1/2028	16,848,625	-	16,848,625		FY28
7/1/2028	16,848,625	38,620,000	55,468,625	72,317,250	
1/1/2029	15,883,125	-	15,883,125		FY29
7/1/2029	15,883,125	40,585,000	56,468,125	72,351,250	
1/1/2030	14,868,500	-	14,868,500		FY30
7/1/2030	14,868,500	42,650,000	57,518,500	72,387,000	
1/1/2031	13,802,250	-	13,802,250		FY31
7/1/2031	13,802,250	44,820,000	58,622,250	72,424,500	
1/1/2032	12,681,750	-	12,681,750		FY32
7/1/2032	12,681,750	47,120,000	59,801,750	72,483,500	
1/1/2033	11,503,750	-	11,503,750		FY33
7/1/2033	11,503,750	49,500,000	61,003,750	72,507,500	
1/1/2034	10,266,250	-	10,266,250		FY34
7/1/2034	10,266,250	51,980,000	62,246,250	72,512,500	
1/1/2035	8,966,750	-	8,966,750		FY35
7/1/2035	8,966,750	35,645,000	44,611,750	53,578,500	
1/1/2036	8,075,625	-	8,075,625		FY36
7/1/2036	8,075,625	37,470,000	45,545,625	53,621,250	
1/1/2037	7,138,875	-	7,138,875		FY37
7/1/2037	7,138,875	39,395,000	46,533,875	53,672,750	
1/1/2038	6,154,000	-	6,154,000		FY38
7/1/2038	6,154,000	41,410,000	47,564,000	53,718,000	
1/1/2039	5,118,750	-	5,118,750		FY39
7/1/2039	5,118,750	43,535,000	48,653,750	53,772,500	
1/1/2040	4,030,375	-	4,030,375		FY40
7/1/2040	4,030,375	45,770,000	49,800,375	53,830,750	
1/1/2041	2,886,125	-	2,886,125		FY41
7/1/2041	2,886,125	48,115,000	51,001,125	53,887,250	
1/1/2042	1,683,250	-	1,683,250		FY42
7/1/2042	1,683,250	50,585,000	52,268,250	53,951,500	
1/1/2043	418,625	-	418,625		FY43
7/1/2043	418,625	16,745,000	17,163,625	17,582,250	
<b>Total</b>	<b>\$ 334,830,625</b>	<b>\$ 745,685,000</b>	<b>\$ 1,080,515,625</b>	<b>\$ 1,099,157,750</b>	

1. The jurisdiction funding dates for WMATA debt service are April 1 and October 1 of each year

## DEDICATED CAPITAL REVENUE BONDS - DEBT SERVICE PAYMENT DETAIL

Date	Principal	Interest	Total Principal & Interest	Total FY Principal & Interest	Net Debt Service
7/15/2025	52,255,000	73,885,778	126,140,778	-	126,140,778
1/15/2026	-	89,036,214	89,036,214	215,176,992	89,036,214
7/15/2026	54,935,000	89,801,647	144,736,647	-	144,736,647
1/15/2027	-	88,428,272	88,428,272	233,164,919	88,428,272
7/15/2027	57,755,000	88,428,272	146,183,272	-	146,183,272
1/15/2028	-	86,984,397	86,984,397	233,167,669	86,984,397
7/15/2028	60,715,000	86,984,397	147,699,397	-	147,699,397
1/15/2029	-	85,466,522	85,466,522	233,165,919	85,466,522
7/15/2029	63,830,000	85,466,522	149,296,522	-	149,296,522
1/15/2030	-	83,870,772	83,870,772	233,167,294	83,870,772
7/15/2030	67,105,000	83,870,772	150,975,772	-	150,975,772
1/15/2031	-	82,193,147	82,193,147	233,168,919	82,193,147
7/15/2031	70,545,000	82,193,147	152,738,147	-	152,738,147
1/15/2032	-	80,429,522	80,429,522	233,167,669	80,429,522
7/15/2032	74,160,000	80,429,522	154,589,522	-	154,589,522
1/15/2033	-	78,575,522	78,575,522	233,165,044	78,575,522
7/15/2033	77,965,000	78,575,522	156,540,522	-	156,540,522
1/15/2034	-	76,626,397	76,626,397	233,166,919	76,626,397
7/15/2034	81,800,000	76,626,397	158,426,397	-	158,426,397
1/15/2035	-	74,738,447	74,738,447	233,164,844	74,738,447
7/15/2035	85,670,000	74,738,447	160,408,447	-	160,408,447
1/15/2036	-	72,760,172	72,760,172	233,168,619	72,760,172
7/15/2036	89,545,000	72,760,172	162,305,172	-	162,305,172
1/15/2037	-	70,860,097	70,860,097	233,165,269	70,860,097
7/15/2037	93,790,000	70,860,097	164,650,097	-	164,650,097
1/15/2038	-	68,515,347	68,515,347	233,165,444	68,515,347
7/15/2038	98,410,000	68,515,347	166,925,347	-	166,925,347
1/15/2039	-	66,239,422	66,239,422	233,164,769	66,239,422
7/15/2039	103,075,000	66,239,422	169,314,422	-	169,314,422
1/15/2040	-	63,854,397	63,854,397	233,168,819	63,854,397
7/15/2040	107,600,000	63,854,397	171,454,397	-	171,454,397
1/15/2041	-	61,713,247	61,713,247	233,167,644	61,713,247
7/15/2041	112,505,000	61,713,247	174,218,247	-	174,218,247
1/15/2042	-	58,946,022	58,946,022	233,164,269	58,946,022
7/15/2042	117,895,000	58,946,022	176,841,022	-	176,841,022
1/15/2043	-	56,324,722	56,324,722	233,165,744	56,324,722
7/15/2043	123,260,000	56,324,722	179,584,722	-	179,584,722
1/15/2044	-	53,579,772	53,579,772	233,164,494	53,579,772
7/15/2044	128,945,000	53,579,772	182,524,772	-	182,524,772
1/15/2045	-	50,640,466	50,640,466	233,165,238	50,640,466
7/15/2045	134,965,000	50,640,466	185,605,466	-	185,605,466
1/15/2046	-	47,561,884	47,561,884	233,167,350	47,561,884
7/15/2046	141,320,000	47,561,884	188,881,884	-	188,881,884
1/15/2047	-	44,283,863	44,283,863	233,165,747	44,283,863
7/15/2047	86,450,000	44,283,863	130,733,863	-	130,733,863
1/15/2048	-	42,178,225	42,178,225	172,912,088	42,178,225
7/15/2048	90,920,000	42,178,225	133,098,225	-	133,098,225
1/15/2049	-	39,816,688	39,816,688	172,914,913	39,816,688
7/15/2049	95,815,000	39,816,688	135,631,688	-	135,631,688
1/15/2050	-	37,281,981	37,281,981	172,913,669	37,281,981
7/15/2050	101,020,000	37,281,981	138,301,981	-	138,301,981
1/15/2051	-	34,609,488	34,609,488	172,911,469	34,609,488
7/15/2051	106,515,000	34,609,488	141,124,488	-	141,124,488
1/15/2052	-	31,791,538	31,791,538	172,916,025	31,791,538
7/15/2052	112,265,000	31,791,538	144,056,538	-	144,056,538
1/15/2053	-	28,854,606	28,854,606	172,911,144	28,854,606
7/15/2053	118,300,000	28,854,606	147,154,606	-	147,154,606
1/15/2054	-	25,759,769	25,759,769	172,914,375	25,759,769
7/15/2054	124,555,000	25,759,769	150,314,769	-	150,314,769
1/15/2055	-	22,597,694	22,597,694	172,912,463	22,597,694
7/15/2055	130,965,000	22,597,694	153,562,694	-	153,562,694
1/15/2056	-	19,349,191	19,349,191	172,911,884	19,349,191
7/15/2056	137,635,000	19,349,191	156,984,191	-	156,984,191
1/15/2057	-	15,926,881	15,926,881	172,911,072	15,926,881
7/15/2057	144,690,000	15,926,881	160,616,881	-	160,616,881
1/15/2058	-	12,294,866	12,294,866	172,911,747	12,294,866
7/15/2058	152,145,000	12,294,866	164,439,866	-	164,439,866
1/15/2059	-	8,474,359	8,474,359	172,914,225	8,474,359
7/15/2059	159,985,000	8,474,359	168,459,359	-	168,459,359
1/15/2060	-	4,455,588	4,455,588	172,914,947	4,455,588
7/15/2060	168,460,000	4,455,588	172,915,588	172,915,588	172,915,588
<b>Total</b>	<b>\$ 3,727,765,000</b>	<b>\$ 3,804,690,195</b>	<b>\$ 7,532,455,195</b>	<b>\$ 7,532,455,195</b>	<b>\$ 7,532,455,195</b>

**DEBT SERVICE FUNDING BY JURISDICTION BY FISCAL YEAR**

Date	District of Columbia	Montgomery County	Prince George's County	City of Alexandria	Arlington County	City of Fairfax	Fairfax County	City of Falls Church	Total Jurisdictional Debt Service
FY2027	33,327,676	15,435,058	15,834,002	1,780,193	—	111,788	5,630,018	176,515	72,295,250
FY2028	33,337,396	15,439,511	15,838,326	1,781,010	—	111,839	5,632,604	176,565	72,317,250
FY2029	33,352,212	15,446,491	15,845,262	1,782,236	—	111,916	5,636,481	176,652	72,351,250
FY2030	33,368,409	15,454,022	15,852,903	1,783,252	—	111,980	5,639,693	176,740	72,387,000
FY2031	33,385,308	15,461,774	15,860,591	1,784,453	—	112,055	5,643,493	176,827	72,424,500
FY2032	33,412,702	15,474,561	15,873,921	1,785,717	—	112,134	5,647,488	176,976	72,483,500
FY2033	33,422,117	15,479,009	15,877,877	1,787,166	—	112,225	5,652,071	177,035	72,507,500
FY2034	33,421,855	15,478,973	15,876,833	1,788,664	—	112,320	5,656,811	177,045	72,512,500
FY2035	23,880,065	11,046,816	10,960,058	1,790,076	—	112,408	5,661,276	127,801	53,578,500
FY2036	23,899,085	11,055,628	10,968,802	1,791,513	—	112,498	5,665,820	127,903	53,621,250
FY2037	23,921,693	11,066,221	10,979,331	1,793,321	—	112,612	5,671,539	128,032	53,672,750
FY2038	23,941,864	11,075,551	10,988,588	1,794,832	—	112,707	5,676,318	128,140	53,718,000
FY2039	23,966,205	11,086,791	10,999,737	1,796,641	—	112,820	5,682,036	128,269	53,772,500
FY2040	23,992,271	11,098,809	11,011,655	1,798,560	—	112,941	5,688,108	128,406	53,830,750
FY2041	24,016,643	11,110,399	11,023,199	1,800,654	—	113,072	5,694,728	128,556	53,887,250
FY2042	24,045,588	11,123,668	11,036,347	1,802,722	—	113,202	5,701,269	128,703	53,951,500
FY2043	10,153,130	3,794,875	3,634,245	—	—	—	—	—	17,582,250
<b>Total</b>	<b>\$468,844,219</b>	<b>\$216,128,157</b>	<b>\$218,461,677</b>	<b>\$28,641,010</b>	<b>\$0</b>	<b>\$1,798,517</b>	<b>\$90,579,753</b>	<b>\$2,440,165</b>	<b>\$1,026,893,500</b>

# Appendix F – Operating Statistics

## SUMMARY METRICS

	FY2024 Actual	FY2025 Actual	FY2026 Budget	FY2027 Budget
<b>Metro Overview</b>				
Ridership	242.1M	263.9M	269.7M	281.1M
Passenger Revenue	\$355.6M	\$461.8M	\$463.5M	\$523.9M
Operating Budget % YoY Change	2.70%	8.20%	2.33%	13.10%
Crime Rate (Part 1 Crimes per Million Trips)	6.6	3.7	4.4	TBD
<b>Metrobus Statistics</b>				
Bus Ridership	117.5M	124.4M	133.1M	124.4M
Bus Revenue Miles <sup>1</sup>	38.5M	38.4M	38.5M	41.8M
Bus Customer Satisfaction	79%	79%	78%	85%
On-Time Performance <sup>2</sup>	76%	76%	-	80%
Average Fare	\$0.43	\$0.45	\$0.45	\$0.47
Customer Trips with 12 Minutes or Better Service	45%	38%	50%	50%
Passengers per Bus Trip (Average)	21	27	25	TBD
Operating Expense per Vehicle Revenue Mile	\$19.92	\$21.33	\$22.31	\$21.64
Bus Mean Distance Between Failure (mi)	6,350	5,924	6,300	7,000
<b>Metrorail Statistics</b>				
Rail Ridership	123.2M	138.5M	135.5M	153.4M
Railcar Revenue Miles <sup>1</sup>	132.3M	115.5M	117.2M	125.7M
Rail Customer Satisfaction	90%	89%	85%	85%
On-Time Performance	87%	88%	89%	95%
Escalator Availability	95%	95%	94%	94%
Elevator Availability	98%	98%	98%	98%
Average Fare	\$2.45	\$2.90	\$2.95	\$3.01
Operating Expense per Vehicle Revenue Mile (\$)	\$9.86	\$12.57	\$12.44	\$13.00
Railcar Mean Distance Between Failure (mi)	31,925	27,925	29,000	30,000
<b>MetroAccess Statistics</b>				
MetroAccess Ridership <sup>3</sup>	1.4M	1.0M	1.2M	3.2M
MetroAccess Customer Satisfaction	84%	78%	79%	85%
On-Time Performance	91%	88%	90%	92%
Average Fare	\$2.92	\$3.03	\$3.31	\$1.30

1. Rail and bus revenue miles are scheduled and not actual

2. There is no On-Time Performance target for bus in FY2026 due to the launch of the Better Bus Network Redesign

3. Beginning in FY2027, total MetroAccess ridership reflects the inclusion of Abilities-Ride trips in addition to traditional MetroAccess trips. Prior-year figures reflect traditional MetroAccess trips only

# Metrobus Revenue Vehicle Fleet Management Plan

The Metrobus Revenue Vehicle Fleet Management Plan is a statement of the processes and practices by which Metro establishes its current and projected Metrobus revenue vehicle fleet and facilities requirements. It includes a description of revenue service planned to accommodate Metrobus ridership demand, service adjustments, as well as an assessment and projection of needs for Metrobus maintenance programs and facilities.

## METROBUS OPERATING STATISTICS

	FY2024 Actual	FY2025 Actual	FY2026 Budget	FY2027 Budget
<b>STATISTICS</b>				
Bus Miles (000s) <sup>1</sup>	49,556	48,555	41,049	42,963
Revenue Bus Miles (000s) <sup>1</sup>	38,528	38,060	38,476	41,763
Passengers (000s)	117,540	124,390	133,069	124,390
Total Active Fleet	1,571	1,556	1,452	1,303
Passenger Revenue (\$000s)	\$50,108	\$56,417	\$59,881	\$58,294
Operating Revenue (\$000s)	\$87,560	\$97,631	\$77,990	\$83,527
Operating Expenses (\$000s)	\$767,571	\$811,946	\$858,457	\$903,565
Net Subsidy (\$000s) <sup>2</sup>	\$434,696	\$648,933	\$769,009	\$820,039
<b>RATIOS</b>				
Cost Per Bus Mile	\$15.49	\$16.72	\$20.91	\$21.03
Passengers Per Bus (000s)	74.82	79.94	91.65	95.46
Passengers Per Revenue Bus Mile	3.05	3.27	3.46	2.98
Cost Per Passenger	\$6.53	\$6.53	\$6.45	\$7.26
Subsidy Per Passenger	\$3.70	\$5.22	\$5.78	\$6.59
Average Passenger Fare	\$0.43	\$0.45	\$0.45	\$0.47
Percentage of Cost Recovered from Passenger Revenues <sup>3</sup>	6.5%	6.9%	7.0%	6.5%
Percentage of Cost Recovered from Operating Revenues <sup>4</sup>	11.4%	12.0%	9.1%	9.2%

1. Bus miles and revenue bus miles are scheduled and not actual

2. Net Subsidy includes Covid-related federal relief funds in FY2024 & FY2025

3. Farebox Recovery ratio

4. Cost Recovery ratio

## ACTIVE FLEET

<b>Manufactured (End of Year)</b>	<b>Maximum Scheduled Fleet</b>	<b>Total Active Fleet<sup>1</sup></b>
Fiscal 2017	1,281	1,583
Fiscal 2018	1,284	1,583
Fiscal 2019	1,289	1,583
Fiscal 2020	1,278	1,583
Fiscal 2021	1,278	1,583
Fiscal 2022	1,006	1,572
Fiscal 2023	1,095	1,588
Fiscal 2024	1,095	1,571
Fiscal 2025	1,081	1,514
Fiscal 2026	1,086	1,303

1. Budgeted total active fleet at the beginning of each fiscal year; for FY2026, the total includes contingency buses

## AGE OF TOTAL FLEET

Manufacturer	Fiscal Year Entered Service	Number of Buses	Average Age
Orion VII - CNG	2005	-	22
New Flyer Clean Diesel	2006	-	21
New Flyer - Compressed Natural Gas (CNG)	2007	-	20
New Flyer - Hybrid	2008	-	19
New Flyer - Hybrid	2009	2	18
New Flyer - Hybrid	2010	100	17
New Flyer - Xcelsior	2011	97	16
New Flyer - Xcelsior	2012	67	15
Orion VII - Clean Diesel	2012	27	15
Orion VII - Hybrid	2012	19	15
New Flyer - Xcelsior	2013	104	14
NAIB - Bus Rapid Transit (BRT) <sup>1</sup>	2014	103	13
New Flyer Xcelsior CNG	2015	30	12
New Flyer Xcelsior Hybrid	2015	50	12
New Flyer Xcelsior CNG	2016	134	11
New Flyer Xcelsior Electric	2016	-	11
New Flyer Xcelsior Hybrid	2016	81	11
New Flyer Xcelsior CNG	2018	100	9
New Flyer Xcelsior Hybrid	2018	12	9
New Flyer Xcelsior CNG	2019	75	8
New Flyer Xcelsior Diesel	2019	25	8
New Flyer Xcelsior CNG	2020	75	7
New Flyer Xcelsior Diesel	2020	35	7
New Flyer Xcelsior Diesel	2021	131	6
New Flyer Xcelsior Diesel	2022	101	5
New Flyer Xcelsior Diesel	2023	95	4
New Flyer Xcelsior Electric	2023	2	4
New Flyer Xcelsior Electric	2024	5	3
NOVA Electric	2025	5	2
To Be Determined Electric	2026	25	1
To Be Determined Hybrid	2026	21	1
<b>Total<sup>2</sup></b>		<b>1,521</b>	<b>10.1</b>

1. Early retirement on July 1, 2025

2. Total includes contingency buses; fleet count reflects the number of vehicles used in calculating the average age of the total fleet as of December 31, 2025.

## TOTAL ACTIVE BUS FLEET SIZE BY GARAGE

Garage	FY2027 Maximum Scheduled Fleet	Total Active Fleet	Spare Ratio
Bladensburg	175	201	15.0%
Shepherd Parkway	172	205	19.0%
Western	100	115	15.0%
Southern Ave	0	0	-
Four Mile Run	152	175	15.0%
Landover	140	183	31.0%
Montgomery	171	197	15.0%
West Ox	0	0	-
Cinder Bed	64	74	16.0%
Andrews Federal Center	112	1136	21.0%
CTF	0	117	20.0%
<b>Total</b>	<b>1086</b>	<b>1303</b>	<b>20.0%</b>

## COMPARISON OF BUS MILES<sup>1</sup>

(in thousands)	FY2024 Budget	FY2025 Budget	FY2026 Budget	FY2027 Budget
<b>Total Scheduled</b>	<b>48,268</b>	<b>47,267</b>	<b>40,000</b>	<b>41,763</b>
Bus Bridges	619	620	513	536
Special Service	94	94	78	82
Change-Offs	253	254	210	219
Yard Work	420	420	348	363
Missed Trips	(99)	(100)	(100)	(100)
<b>Total Unscheduled</b>	<b>1,288</b>	<b>1,288</b>	<b>1,049</b>	<b>1,200</b>
<b>Total</b>	<b>49,556</b>	<b>48,555</b>	<b>41,049</b>	<b>42,963</b>

1. Bus miles and revenue bus miles are scheduled and not actual

# BUS ROUTES - REVENUE HOURS AND MILES<sup>1</sup>

Route	Route Name	Revenue Hours	Revenue Miles	Peak Veh.	D.C.	Mont Cnty	P.G. Cnty	Arling.	Alex. (City)	F.C. (City)	Fairfax (City)	Fairfax	Other
A11	Pentagon-Huntington	27,391	262,389	11	0.00%	0.00%	0.00%	37.00%	50.00%	0.00%	0.00%	13.00%	0.00%
A12	Ballston-Hunting Point	31,050	274,525	6	0.00%	0.00%	0.00%	55.75%	44.25%	0.00%	0.00%	0.00%	0.00%
A1X	Pentagon City-Braddock Rd	25,393	242,029	5	0.00%	0.00%	0.00%	52.17%	47.83%	0.00%	0.00%	0.00%	0.00%
A25	Pentagon-S. Fairlington-Landmark	2,151	26,670	0	0.00%	0.00%	0.00%	26.60%	73.40%	0.00%	0.00%	0.00%	0.00%
A25G	NVTC Commuter Choice Share - A25	2,134	26,459	2	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100.00%
A27	Van Dorn St-Pentagon	38,272	426,152	10	0.00%	0.00%	0.00%	34.70%	65.30%	0.00%	0.00%	0.00%	0.00%
A28	Landmark-Pentagon	4,618	61,784	2	0.00%	0.00%	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%
A29	Metro Center-Alexandria W	4,887	58,870	5	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100.00%
A40	Skyline City-National Landing	43,803	417,023	8	0.00%	0.00%	0.00%	82.26%	0.00%	0.00%	0.00%	17.74%	0.00%
A40G	NVTC Commuter Choice Share - A40	6,418	53,294	7	0.00%	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%
A49	Culmore-Metro Center	10,334	88,421	8	0.00%	0.00%	0.00%	74.03%	0.00%	0.00%	0.00%	25.97%	0.00%
A58	Seven Corners TC-Farragut Sq	57,938	410,540	16	26.68%	0.00%	0.00%	64.84%	0.00%	0.00%	0.00%	8.48%	0.00%
A66	Culmore-Pentagon	18,189	175,563	4	0.00%	0.00%	0.00%	56.10%	0.00%	0.00%	0.00%	43.90%	0.00%
A70	Tysons Corner Ctr-Potomac Yard	48,319	535,555	9	0.00%	0.00%	0.00%	71.03%	9.61%	0.00%	0.00%	19.36%	0.00%
A71	Ballston-King Street	18,125	158,092	3	0.00%	0.00%	0.00%	68.60%	31.40%	0.00%	0.00%	0.00%	0.00%
A76	Rosslyn-Mark Center	27,397	237,602	8	0.00%	0.00%	0.00%	63.00%	19.00%	0.00%	0.00%	18.00%	0.00%
A90	MARK CENTER-PENTAGON	10,371	182,223	3	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100.00%
C11	L'Enfant Plaza-National Harbor	62,190	563,734	10	67.43%	0.00%	32.57%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
C13	Anacostia-Eastover	45,124	361,829	8	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
C15	Anacostia-Southern Ave	40,745	322,147	2	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
C17	Anacostia-Eastover	33,634	296,947	8	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
C21	Anacostia-Minnesota Ave	89,298	762,126	19	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
C23	Anacostia-Deanwood	28,136	209,535	10	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
C25	Anacostia-Skyland	12,313	104,783	1	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
C26	Anacostia-Skyland	12,684	104,305	3	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
C27	Bellevue-Naylor Road	44,952	389,921	11	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
C29	Anacostia-Southern Ave	27,051	252,408	5	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
C31	Navy Yard-Capitol Heights	92,415	750,786	19	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
C33	River Terrace-Deanwood	10,683	99,167	3	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
C35	Deanwood-Naylor Rd	36,643	285,200	8	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
C37	Potomac Ave-Minnesota Ave	46,847	420,487	14	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
C41	West Hyattsville-Anacostia	86,940	670,242	17	83.68%	0.00%	16.32%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
C43	Carver Langston-Navy Yard	13,044	98,067	4	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
C51	Woodley Park-Anacostia	63,172	444,647	11	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
C53	Duke Ellington-Congress Hgts	125,523	850,729	23	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
C55	Union Station-Buzzard Point	27,005	166,651	6	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
C57	U St-Capitol Heights	5,748	39,290	3	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
C61	Tenleytown/AU-Brookland/CUA	65,561	479,198	12	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
C63	Washington Hospital Center-Dea	29,764	249,215	7	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
C71	Fort Totten-Union Station	28,403	227,920	6	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
C75	Takoma-Petworth	21,364	140,363	4	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
C77	Takoma-Fort Totten	4,638	30,027	2	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%

C81	Sibley Hospital-Fort Totten	39,481	341,333	10	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
C83	Barnaby Woods-Friendship Hts	10,807	84,808	2	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
C85	Barnaby Woods-Tenleytown	8,521	60,617	8	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
C87	Sibley Hospital-Fort Totten	7,136	62,878	0	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
C91	Georgetown-Union Station	30,083	184,780	5	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
D10	Kennedy Center-Southern Ave	62,633	502,834	15	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
D1X	National Archives-Naylor Rd	33,351	264,431	9	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
D20	Chinatown-Minnesota Ave	68,965	459,977	15	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
D24	McPherson Square-Stadium Armor	43,728	371,821	10	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
D2X	Farragut Square-Capitol Hts	22,946	205,117	10	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
D30	Fort Totten-Federal Triangle	63,108	437,714	10	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
D32	Rhode Island Av-Fort Lincoln	35,478	258,207	10	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
D34	West Hyattsville-Metro Center	35,995	261,102	7	81.61%	0.00%	18.39%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
D36	Washington Hospital Ctr-Frankl	36,763	272,996	9	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
D40	Silver Spring-Archives	82,673	565,150	15	89.51%	10.49%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
D44	Fort Totten-Federal Triangle	35,696	237,389	9	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
D4X	Silver Spring-Archives	63,939	478,879	14	89.51%	10.49%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
D50	Takoma-Metro Center	71,077	476,372	15	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
D5X	Takoma-Metro Center	59,180	384,865	20	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
D60	Silver Spring-Franklin Square	64,865	555,175	10	94.08%	5.92%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
D6X	Silver Spring-Federal Triangle	62,384	553,572	19	94.41%	5.59%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
D70	Chevy Chase-Farragut Square	33,174	226,220	7	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
D72	Van Ness/UDC-Lafayette Square	48,275	269,145	16	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
D74	Rhode Island Av-Foggy Bottom	59,547	377,645	13	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
D80	Friendship Heights-Franklin Sq	115,890	761,883	29	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
D82	Wisconsin Av-Foggy Bottom	10,763	68,782	3	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
D90	Tenleytown-Mount Vernon Square	27,061	195,925	7	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
D94	Sibley Hospital-Chinatown	35,639	254,251	9	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
D96	Bethesda-Potomac Park	37,679	305,671	10	80.44%	19.56%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
F19	Mt Vernon-Foggy Bottom	4,576	74,261	6	0.00%	0.00%	0.00%	0.00%	50.00%	0.00%	0.00%	50.00%	0.00%
F1X	King St-Old Town-Fort Belvoir	50,553	689,920	12	0.00%	0.00%	0.00%	0.00%	12.66%	0.00%	0.00%	87.34%	0.00%
F20	Tysons-King St-Old Town	112,050	1,154,982	22	0.00%	0.00%	0.00%	6.40%	33.10%	12.30%	0.00%	48.20%	0.00%
F23	GMU-Vienna-King St-Old Town	23,371	273,390	5	0.00%	0.00%	0.00%	0.00%	31.58%	0.00%	17.54%	50.88%	0.00%
F24	GMU-Vienna-King St-Old Town	23,437	277,679	4	0.00%	0.00%	0.00%	0.00%	30.51%	0.00%	12.88%	56.61%	0.00%
F26	NVCC Annandale-7 Corners	13,090	169,077	4	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100.00%	0.00%
F28	Kings Park-Pentagon	6,190	132,162	5	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100.00%	0.00%
F29	GMU-Pentagon	4,646	78,008	3	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100.00%	0.00%
F44	Annandale-Pentagon	27,042	269,538	5	0.00%	0.00%	0.00%	39.29%	0.00%	0.00%	0.00%	60.71%	0.00%
F50	GMU-Ballston	30,152	331,677	9	0.00%	0.00%	0.00%	23.93%	0.00%	8.87%	17.09%	50.11%	0.00%
F60	Arlington Blvd-Fair Oaks	31,016	356,656	5	0.00%	0.00%	0.00%	16.94%	0.00%	0.00%	8.97%	74.09%	0.00%
F61	Arlington Blvd-Jermantown Rd	36,294	437,884	7	0.00%	0.00%	0.00%	12.00%	0.00%	0.00%	0.00%	88.00%	0.00%
F62	Dunn Loring-Rosslyn	29,750	292,462	7	0.00%	0.00%	0.00%	47.00%	0.00%	0.00%	0.00%	53.00%	0.00%
F81	Burke Centre-Pentagon	6,722	143,549	6	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100.00%	0.00%
F83	Burke-Pentagon	2,829	63,847	3	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100.00%	0.00%
F85	Annandale-Pentagon	4,902	75,112	4	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	100.00%	0.00%
M12	N. Bethesda-Hyattsville Crossi	86,518	865,644	17	0.00%	85.40%	14.60%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
M20	Wheaton-Silver Spring	52,737	436,340	16	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%

M22	Olney-Bethesda	49,193	574,624	11	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
M42	Glenmont-College Park	37,475	459,173	6	0.00%	54.59%	45.41%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
M44	Glenmont-College Park	41,705	501,819	13	0.00%	65.21%	34.79%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
M52	Silver Spring-Laurel	33,414	422,701	9	0.00%	91.93%	8.07%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
M54	Silver Spring-Laurel	28,484	341,189	5	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
M60	White Oak Med Ctr-Fort Totten	75,514	780,538	15	12.61%	75.68%	11.71%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
M6X	FDA White Oak-Fort Totten	9,613	90,257	7	16.79%	58.82%	24.39%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
M70	Montgomery Mall-Silver Spring	63,102	670,941	14	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
M82	Twinbrook-Friendship Heights	19,926	294,766	5	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
P10	Rhode Island Ave-College Park	26,512	250,568	5	22.34%	0.00%	77.66%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
P12	Laurel-Greenbelt	17,299	237,106	5	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
P14	Greenbelt-Deanwood	22,841	278,165	4	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
P15	White Oak Med Ctr-Fort Totten	5,622	46,523	2	9.71%	8.23%	82.06%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
P16	White Oak Med Ctr-Fort Totten	36,260	402,821	8	9.71%	8.23%	82.06%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
P1X	Rhode Island Ave-Greenbelt	36,799	346,330	7	21.88%	0.00%	78.13%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
P20	Greenbelt-New Carrollton	26,093	330,355	5	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
P21	Greenbelt-New Carrollton	20,898	249,943	6	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
P24	New Carrollton-Bowie State Uni	15,526	200,356	3	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
P30	Silver Spring-New Carrollton	84,369	726,779	18	0.00%	27.19%	72.81%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
P31	Takoma Langley-New Carrollton	23,836	258,381	5	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
P32	FORT TOTTEN-COLLEGE PK	25,024	247,695	7	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
P33	Brookland-Hyattsville Crossing	20,863	174,539	5	25.62%	0.00%	74.38%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
P35	Fort Totten-New Carrollton	18,366	155,489	5	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
P40	RI AVE-NEW CARROLLTON	58,209	601,926	11	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
P41	CAP PLAZA-LARGO	40,689	487,286	6	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
P42	Takoma-New Carrollton	39,840	418,706	10	5.00%	0.00%	95.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
P60	New Carrollton-Suitland	57,443	710,083	10	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
P61	New Carrollton-Suitland	31,078	391,695	5	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
P62	Deanwood-Branch Ave	27,571	330,872	9	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
P63	Addison Rd-Naylor Rd	15,149	184,378	4	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
P66	Suitland-Forestville	18,318	187,944	4	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
P72	Downtown Largo-Bowie	19,544	293,744	6	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
P73	Downtown Largo-Collington	9,892	147,975	3	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
P87	Suitland-Oxon Hill	18,681	258,244	0	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
P90	King St-Old Town-Suitland	36,205	490,534	13	0.00%	0.00%	82.52%	0.00%	10.37%	0.00%	0.00%	0.00%	7.11%
P93	National Harbor-Suitland	25,961	279,184	4	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
P94	National Harbor-Suitland	47,246	520,836	8	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
P96	Suitland-Oxon Hill	30,685	339,717	10	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
P97	Southern Ave-Fort Washington	20,573	300,268	6	0.00%	0.00%	100.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%
	Service Excellence Maintenance	24,000	220,400	8	51.71%	10.73%	20.39%	5.94%	3.35%	0.37%	0.00%	7.22%	0.29%

**Total<sup>2</sup>** **4,543,199 41,763,491 1,066**

1. Revenue bus miles are scheduled and not actual

2. Total revenue hours include reimbursable routes categorized as "Other," totaling 20,036 hours. For purposes of the subsidy calculation, total revenue hours for service provided exclude reimbursable routes

# Metrorail Revenue Vehicle Fleet Management Plan

The Metrorail Revenue Vehicle Fleet Management Plan is a statement of the processes and practices by which Metro establishes its current and projected Metrorail revenue vehicle fleet size requirements and operating spare ratio. It documents how service goals are applied to existing and forecast levels of ridership to establish fleet requirements for Metrorail service, as well as how these requirements are affected by vehicle maintenance needs, expansions of the Metrorail system, and other factors affecting the operation of the system. Additionally, it documents the key challenges Metro faces in meeting its service and maintenance goals.

## METRRORAIL OPERATING STATISTICS

		FY2024	FY2025	FY2026	FY2027
		Actual	Actual	Budget	Budget
STATISTICS	Railcar Miles <sup>1</sup> (in 000s)	134,022	117,164	118,936	127,457
	Revenue Service Miles <sup>2</sup> (in 000)	132,308	115,450	117,222	125,743
	Passengers	123,166	138,500	135,462	153,447
	Passenger Revenue	\$301,440	\$402,024	\$399,606	\$461,459
	Operating Revenue	\$380,935	\$492,829	\$482,068	\$563,285
	Operating Expense	\$1,304,889	\$1,451,753	\$1,458,550	\$1,634,042
	Net Subsidy <sup>3</sup>	\$640,224	\$900,915	\$962,085	\$944,866
RATIOS	Passengers Per Revenue Service Mile	0.93	1.20	1.16	1.22
	Cost Per Total Railcar Mile	\$9.74	\$12.39	\$12.26	\$12.82
	Cost Per Passenger	\$10.59	\$10.48	\$10.77	\$10.65
	Subsidy Per Passenger	\$5.20	\$6.50	\$7.10	\$6.16
	Average Passenger Fare <sup>4</sup>	\$2.45	\$2.90	\$2.95	\$3.01
	Percentage of Operating Cost Recovered from Passenger Revenues <sup>5</sup>	23.1%	27.7%	27.4%	28.2%
	Percentage of Operating Cost Recovered from all Operating Revenues <sup>6</sup>	29.2%	33.9%	33.1%	34.5%

1. Railcar miles and revenue service miles are scheduled and not actual
2. FY2026 and FY2027 Budgets include non-tapped ridership amounts of 3.9 million and 6.1 million, respectively
3. Net Subsidy includes Covid-related federal relief funds in FY2024 & FY2025
4. Average Passenger Fare Ratio reflects inclusion of non-tap ridership
5. Farebox Recovery ratio
6. Cost ratio

## RAILCAR MILES

(in thousands)

<b>Metrarail Line</b>	<b>FY2024 Total Service</b>	<b>FY2025 Total Service</b>	<b>FY2026 Total Service</b>	<b>FY2027 Total Service</b>
Red Line	34,952	33,676	32,750	36,207
Blue Line	16,924	16,318	13,959	14,940
Orange Line	18,301	14,328	14,723	16,145
Yellow Line	11,326	7,914	8,117	13,749
Green Line	24,349	22,686	20,534	19,360
Silver Line	24,661	17,833	24,443	22,647
<b>Scheduled Revenue Service Miles</b>	<b>130,513</b>	<b>112,754</b>	<b>114,526</b>	<b>123,047</b>
<b>Unscheduled Revenue Service Miles</b>	<b>1,795</b>	<b>2,696</b>	<b>2,696</b>	<b>2,696</b>
<b>Sub-Total Revenue Service Miles</b>	<b>132,308</b>	<b>115,450</b>	<b>117,222</b>	<b>125,743</b>
Start-Up/Car Testing	214	214	214	214
Revenue Collection	750	750	750	750
Other	750	750	750	750
<b>Total</b>	<b>134,022</b>	<b>117,164</b>	<b>118,936</b>	<b>127,457</b>

## RAIL PEAK PERIOD SERVICE LEVELS

<b>Metrorail Line</b>	<b>FY2024 Total Service</b>	<b>FY2025 Total Service</b>	<b>FY2026 Total Service</b>	<b>FY2027 Total Service</b>
Red Line	Glenmont / Shady Grove	Glenmont / Shady Grove	Glenmont / Shady Grove	Glenmont / Shady Grove
Blue Line	Franconia-Springfield / Downtown Largo	Franconia-Springfield / Downtown Largo	Franconia-Springfield / Downtown Largo	Franconia-Springfield / Downtown Largo
Orange Line	New Carrollton / Vienna			
Yellow Line	Huntington / Mt Vernon Sq			
Yellow Line	-	-	Huntington / Greenbelt	Huntington / Greenbelt
Green Line	Branch Ave / Greenbelt			
Silver Line	Ashburn / Downtown Largo	Ashburn / Downtown Largo	Ashburn / Downtown Largo	Ashburn / Downtown Largo
Silver Line	-	-	Ashburn / New Carrollton	Ashburn / New Carrollton
<b>Rush Hour Trains</b>				
Red Line	31	31	34	31
Blue Line	15	15	15	16
Orange Line	19	15	14	14
Yellow Line	11	11	16	15
Green Line	19	19	19	18
Silver Line	21	21	22	20
Gap	8	8	8	8
<b>Total</b>	<b>124</b>	<b>120</b>	<b>128</b>	<b>122</b>

## RAIL SCHEDULED HEADWAYS

		FY2024	FY2025	FY2026	FY2027
		Total Service	Total Service	Total Service	Total Service
<b>Rush Hour Headways<sup>1</sup></b>					
Red Line <sup>2</sup>	Glenmont / Shady Grove	5	5	5	5
Orange Line	Vienna / New Carrollton	8	10	10	10
Blue Line	Downtown Largo / Franconia Springfield	10	10	10	10
Green Line	Greenbelt / Branch Ave	6	6	6	6
Yellow Line	Huntington / Greenbelt	0	0	12	12
Yellow Line	Huntington to Mt Vernon Sq	6	6	12	12
Silver Line <sup>2</sup>	Ashburn / Downtown Largo	10	10	20	20
Silver Line <sup>2</sup>	Ashburn / New Carrollton	0	0	20	20
<b>Non-Rush Hour Headways<sup>3</sup></b>		<b>Weekday Non-Rush / Saturday / Sunday / Late Night</b>			
Red Line	Glenmont / Shady Grove	6 / 6 / 6 / 10	6 / 6 / 6 / 10	6 / 6 / 6 / 10	6 / 6 / 6 / 7.5
Orange Line	Vienna / New Carrollton	10 / 10 / 10 / 15	12 / 12 / 12 / 15	12 / 12 / 12 / 15	10 / 10 / 10 / 15
Blue Line	Downtown Largo / Franconia Springfield	12 / 12 / 12 / 15	12 / 12 / 12 / 15	12 / 12 / 12 / 15	10 / 10 / 10 / 15
Green Line	Greenbelt / Branch Ave	6 / 6 / 6 / 7.5	6 / 8 / 8 / 8	6 / 8 / 8 / 8	6 / 8 / 8 / 8
Yellow Line	Huntington / Greenbelt	-	-	12 / 16 / 16 / 16	12 / 16 / 16 / 16
Yellow Line	Huntington to Mt Vernon Sq	6 / 6 / 6 / 7.5	6 / 8 / 8 / 8	12 / 16 / 16 / 16	12 / 16 / 16 / 16
Silver Line	Ashburn / Downtown Largo	12 / 12 / 12 / 15	12 / 12 / 12 / 15	24 / 24 / 24 / 30	20 / 20 / 20 / 30
Silver Line	Ashburn / New Carrollton	-	-	24 / 24 / 24 / 30	20 / 20 / 20 / 30
<b>Average Combined Headways for Key Segments for FY2027</b>					
		<b>Rush Hour Headways</b>	<b>Weekday Mid-day</b>	<b>Saturday</b>	<b>Sunday</b>
Red Line	Silver Spring to Grosvenor Strathmore	4 to 5	6	6	6
Orange / Blue / Silver	Rosslyn to Stadium-Armory	3.3	3.3	4	4
Green / Yellow Lines	L'Enfant Plaza to Mt Vernon Sq	3	3	4	4
Blue / Yellow Lines	King St-Old Town to Pentagon	3.75	3.75	4.8	4.8

1. Headways are defined as the distance between Metrorail trains and are measured in minutes

2. Additional service provided during peak periods in FY2027 on the Red, Orange, Silver, and Blue lines to address crowding

3. For FY2024-FY2027: Non-rush hour headways by line operate Monday through Friday in the early morning, mid-day, and evening periods until 9:30 p.m.; Saturday and Sunday non-rush headways are from opening until 9:30 p.m.

## RAIL SERVICE LEVELS SCHEDULED

	FY2024 Total Service	FY2025 Total Service	FY2026 Total Service	FY2027 Total Service
<b>Peak Scheduled Railcars</b>				
Red Line	248	248	254	254
Orange Line	152	120	112	112
Blue Line	120	120	100	100
Green Line	152	152	114	114
Yellow Line	88	66	96	96
Silver Line	168	126	172	172
Gap	64	64	64	64
<b>Total Scheduled Railcars</b>	<b>992</b>	<b>896</b>	<b>912</b>	<b>912</b>
Spares <sup>1</sup> and Training	200	180	220	214
Revenue Collections	4	4	4	4
<b>Total Car Requirement</b>	<b>1,196</b>	<b>1,080</b>	<b>1,136</b>	<b>1,100</b>
<b>Hours of Operation</b>				
Weekday	19	19	19	19
Friday	20	20	21	21
Saturday	18	18	20	20
Sunday	17	17	18	18
<b>Days of Operation</b>				
Weekday	249	250	250	250
Saturday	58	58	58	58
Sunday	59	57	57	57

1. Spares represent approximately 20 percent of scheduled railcars

## RAILCAR FLEET PROFILE

Manufacturer	Series	Purchase Years	Original Number Purchased	Number Owned	Number for Service <sup>1</sup>
Rohr Industries	1000	1976 - 1981	300	2	-
Breda Construzioni Ferroviarie	2000	1983 - 1984	76	4	-
Breda Construzioni Ferroviarie	3000	1984 - 1988	290	276	250
Breda Construzioni Ferroviarie	4000	1992 - 1994	100	2	-
Construcciones y Auxiliar de Ferrocarriles, S.A. (CAF)	5000	2001 - 2004	192	2	-
Alstom	6000	2006 - 2008	184	184	180
Kawasaki	7000	2015 - 2020	748	748	748
<b>Total</b>			<b>1,890</b>	<b>1,218</b>	<b>1,178</b>

1. Eight vehicles are dedicated for revenue collection. All 1000-Series, 2000-Series, 4000-Series, and 5000-Series vehicles have been decommissioned

## RAIL SERVICE LEVELS

	FY2024 Total Service	FY2025 Total Service	FY2026 Total Service	FY2027 Total Service
<b>Cars per Train - Rush Hour</b>				
		<b>Six-Car / Eight Car</b>		
Red Line	- / 31	- / 31	9 / 25	0 / 31
Orange Line	- / 19	- / 15	- / 14	0 / 14
Blue Line	- / 15	- / 15	10 / 5	12 / 4
Green Line	- / 19	- / 19	19 / -	12 / 6
Yellow Line	11 / -	11 / -	16 / -	11 / 4
Silver Line	21 / -	21 / -	2 / 20	12 / 8
Gap	- / 8	- / 8	- / 8	- / 8
<b>Cars per Train - Weekday</b>				
		<b>Base / Night</b>		
Red Line	8 / 8	8 / 8	7.5 / 7.5	8 / 8
Orange Line	8 / 8	8 / 8	8 / 8	8 / 8
Blue Line	8 / 8	8 / 8	6.7 / 6.7	6.5 / 6.5
Green Line	8 / 8	8 / 8	6 / 6	6.7 / 6.7
Yellow Line	8 / 8	6 / 6	6 / 6	6.5 / 6.5
Silver Line	8 / 8	6 / 6	8 / 8	6.8 / 6.8

## RAILCAR FLEET STORAGE CAPACITY<sup>1</sup>

Location	Existing Storage Capacity	Current Fleet Requirement	Net Storage Capacity
Alexandria	176	176	-
Branch Ave	174	86	88
Brentwood	90	38	52
Dulles	168	136	32
Glenmont	132	132	-
Greenbelt	270	168	102
Largo	38	38	-
New Carrollton	120	120	-
Shady Grove	166	166	-
West Falls Church	188	158	30
<b>Total</b>	<b>1,522</b>	<b>1,218</b>	<b>304</b>

1. Rail fleet storage capacity and current fleet requirements reflect full FY2027 service levels

## SEQUENCE OF METRORAIL OPENINGS

Line	Segment	Stations	Miles	Date
Red	Farragut North to Rhode Island Ave	5	4.6	3/29/1976
Red	Gallery Place	1	-	12/15/1976
Red	To Dupont Circle	1	1.1	1/17/1977
Blue/Orange	Ronald Reagan Washington National Airport to Stadium-Armory	17	11.8	7/1/1977
Red	To Silver Spring	4	5.7	2/6/1978
Orange	To New Carrollton	5	7.4	11/20/1978
Orange	To Ballston - MU	4	3	12/1/1979
Blue	To Addison Rd	3	3.6	11/22/1980
Red	To Van Ness - UDC	3	2.1	12/5/1981
Yellow	Gallery Place to Pentagon	1	3.3	4/30/1983
Blue	To Huntington	4	4.2	12/17/1983
Red	To Grosvenor - Strathmore	5	6.8	8/25/1984
Red	To Shady Grove	4	7	12/15/1984
Orange	To Vienna	4	9.1	6/7/1986
Red	To Wheaton	2	3.2	9/22/1990
Green	To U St	3	1.7	5/11/1991
Blue	To Van Dorn St	1	3.9	6/15/1991
Green	To Anacostia	3	2.9	12/28/1991
Green	To Greenbelt	4	7	12/11/1993
Blue	To Franconia-Springfield	1	3.3	6/29/1997
Red	To Glenmont	1	1.4	7/25/1998
Green	Columbia Heights to Fort Totten	2	2.9	9/18/1999
Green	To Branch Ave	5	6.5	1/13/2001
Red	NoMa-Gallaudet U	1	-	11/20/2004
Blue	To Downtown Largo	2	3.2	12/18/2004
Silver	To Wiehle-Reston East	5	11.6	7/26/2014
Silver	To Ashburn	6	11.4	11/15/2022
Blue/Yellow	Potomac Yard	1	-	5/19/2023

# MetroAccess Revenue Vehicle Fleet Management Plan

The MetroAccess Revenue Vehicle Fleet Management Plan is a tool that provides information, analysis, and recommendations about the anticipated growth in paratransit ridership, and the current and projected revenue vehicle requirements for MetroAccess to meet the demand as well as an assessment and projection of needs for paratransit vehicle maintenance.

## METROACCESS OPERATING STATISTICS

		FY2024 Actual	FY2025 Actual	FY2026 Budget	FY2027 Budget
STATISTICS	MetroAccess - Dedicated Fleet	754	661	661	661
	Van Miles (000s)	28,546	16,525	18,600	20,800
	Miles / Van	37,859	25,000	28,139	31,467
	Passengers (000s) <sup>1</sup>	1,397	1,481	1,197	3,230
	Passengers Per Van	2,045	1,684	1,810	4,887
	Passenger Revenue (\$000s)	\$4,078	\$4,489	\$3,968	\$4,196
	Operating Revenue (\$000s)	\$4,147	\$4,555	\$4,082	\$4,276
	Total Operating Expense (\$000s)	\$185,055	\$174,053	\$181,438	\$202,427
	Net Subsidy (\$000s)	\$177,330	\$168,167	\$174,786	\$198,152
RATIOS	Cost Per Passenger	\$132.47	\$117.52	\$151.58	\$62.67
	Subsidy Per Passenger	\$126.94	\$113.54	\$146.02	\$61.35
	Percentage of Cost Recovered from Revenues <sup>2</sup>	2.2%	2.6%	2.2%	0.0%

1. Beginning in FY2027, total MetroAccess ridership reflects the inclusion of Abilities-Ride trips in addition to traditional MetroAccess trips. Prior-year figures reflect traditional MetroAccess trips only

2. Cost Recovery ratio

## METROACCESS STATISTICS – FLEET

<b>Fleet</b>	<b>FY2024 Actual</b>	<b>FY2025 Actual</b>	<b>FY2026 Budget</b>	<b>FY2027 Budget</b>
Vans	527	434	509	509
Sedans	227	227	152	152
<b>Total</b>	<b>754</b>	<b>661</b>	<b>661</b>	<b>661</b>
Spare Ratio	15.0%	15.0%	15.0%	15.0%

## METROACCESS STATISTICS – VEHICLES

<b>Manufacturer</b>	<b>Fiscal Year Entered Service</b>	<b>Number of Vehicles</b>	<b>Vehicle Type</b>
Ford Transit	2019	20	High Roof Van
Toyota Camry	2021	101	Sedan
Toyota Camry	2023	50	Sedan
Chrysler Voyager	2023	23	Mini Van
Chrysler Voyager	2025	185	Mini Van
Dodge ProMaster	2025	50	High Capacity Van
Toyota Camry	2025	1	Sedan
Chrysler Voyager	2026	181	Mini Van
Dodge ProMaster	2026	50	High Capacity Van

# Appendix G – Performance Data

## FY2023–FY2025

### CUSTOMER SATISFACTION

Calendar Year	Fiscal Year	Quarter	Metrorail Customer Satisfaction	Metrobus Customer Satisfaction	MetroAccess Customer Satisfaction
2023	2023	Q1	73.0%	74.0%	79.0%
2023	2023	Q2	80.0%	75.0%	78.0%
2023	2023	Q3	79.0%	73.0%	75.0%
2023	2023	Q4	84.0%	71.0%	77.0%
2023	2024	Q1	85.0%	75.0%	81.0%
2023	2024	Q2	88.0%	77.0%	77.0%
2024	2024	Q3	77.0%	74.0%	76.0%
2024	2024	Q4	90.0%	79.0%	84.0%
2024	2025	Q1	92.0%	83.0%	79.0%
2024	2025	Q2	89.0%	75.0%	71.0%
2025	2025	Q3	89.0%	79.0%	80.0%
2025	2025	Q4	89.0%	83.0%	78.0%

## CRIME RATE

Year	Month	Rail Crimes	Parking Lot Crimes	Bus Crimes	Bus Stop Crimes	Other Crimes	Total Crimes	Rail Crime Rate	Bus Crime Rate	Total Crime Rate
2022	Jul	52	21	12	1	1	90	10.9	1.7	6.2
2022	Aug	56	12	10	3	1	83	10.3	1.6	5.5
2022	Sep	72	10	10	1	0	94	12.1	1.2	6.0
2022	Oct	57	12	17	3	1	93	9.6	2.3	5.8
2022	Nov	62	14	16	3	0	96	11.4	2.3	6.4
2022	Dec	59	22	11	1	0	95	12.8	1.6	6.8
2023	Jan	64	49	12	3	0	133	14.3	2.0	8.5
2023	Feb	81	59	4	1	2	150	18.7	0.6	9.7
2023	Mar	84	61	17	3	0	168	14.5	2.2	8.7
2023	April	88	55	18	1	1	169	14.9	2.2	9.2
2023	May	71	65	11	2	0	158	13.5	1.4	8.0
2023	Jun	82	46	21	1	0	151	12.6	2.4	7.8
2023	Jul	67	74	17	1	3	165	13.8	2.0	8.5
2023	Aug	84	66	15	1	0	167	15.3	1.7	8.6
2023	Sep	79	47	19	2	2	149	12.4	2.1	7.4
2023	Oct	88	43	17	3	0	154	11.9	1.9	7.2
2023	Nov	81	34	20	2	0	140	11.6	2.4	7.3
2023	Dec	75	44	20	0	2	144	13.9	2.2	8.1
2024	Jan	77	36	13	1	1	133	12.6	1.5	7.3
2024	Feb	79	31	26	1	0	139	11.5	2.8	7.2
2024	Mar	61	16	18	0	0	95	6.6	1.8	4.4
2024	April	45	24	16	2	0	88	6.0	1.7	4.0
2024	May	53	27	15	3	2	100	7.1	1.6	4.5
2024	Jun	66	30	14	0	1	111	8.9	1.4	5.3
2024	Jul	68	17	24	0	2	111	7.7	2.3	5.2
2024	Aug	61	19	20	0	2	102	7.8	1.9	4.9
2024	Sep	54	19	18	0	3	94	6.7	1.6	4.3
2024	Oct	73	15	13	0	2	103	7.1	1.1	4.3
2024	Nov	50	9	20	1	3	83	5.9	2.1	4.1
2024	Dec	53	5	13	1	3	75	6.0	1.5	3.9
2025	Jan	36	3	16	0	1	56	4.0	1.8	3.0
2025	Feb	31	9	8	0	4	54	4.0	0.9	2.8
2025	Mar	43	21	14	1	3	82	4.6	1.4	3.3
2025	April	45	10	15	0	2	72	3.9	1.4	2.9
2025	May	42	9	7	1	3	62	3.8	0.7	2.6
2025	Jun	48	27	13	1	3	92	5.7	1.4	3.9

## EMPLOYEE AND CUSTOMER ASSAULT RATE

Year	Month	Access								Total Transit Worker Assaults	Total Transit Worker Assault Rate
		Rail Non-Physical Assaults	Rail Physical Assaults	Bus Non-Physical Assaults	Bus Physical Assaults	Non-Physical Assaults	Access Physical Assaults	Other Non-Physical Assaults	Other Physical Assaults		
2024	Jul	5	34	4	22	0	0	0.0	0.0	65.0	49.4
2024	Aug	12	29	8	21	0	0	0.0	0.0	70.0	53.1
2024	Sep	5	24	4	15	0	0	1.0	1.0	50.0	40.4
2024	Oct	2	36	7	10	0	0	1.0	4.0	60.0	46.6
2024	Nov	4	38	7	18	0	0	0.0	0.0	67.0	55.6
2024	Dec	3	23	5	20	0	0	0.0	1.0	52.0	42.3
2025	Jan	1	25	1	15	0	0	0.0	1.0	43.0	34.8
2025	Feb	3	24	7	13	0	0	0.0	5.0	52.0	45.5
2025	Mar	2	39	5	12	0	0	0.0	3.0	61.0	46.2
2025	April	9	31	3	13	0	0	1.0	1.0	58.0	44.5
2025	May	2	30	7	14	0	0	0.0	2.0	55.0	43.0
2025	Jun	5	29	8	30	0	0	1.0	3.0	76.0	59.4

## CUSTOMER PERCEPTION / SATISFACTION: SAFETY FROM CRIME

Calendar Year	Fiscal Year	Quarter	Rail Customer Satisfaction with Safety from Crime	Bus Customer Satisfaction with Safety from Crime	Rail Customer Disatisfaction with Safety from Crime	Bus Customer Disatisfaction with Safety from Crime
2024	2024	Q3	59.0%	57.0%	16.0%	15.0%
2024	2024	Q4	67.0%	66.0%	9.0%	15.0%
2024	2025	Q1	69.0%	65.0%	7.0%	13.0%
2024	2025	Q2	75.0%	65.0%	7.0%	13.0%
2025	2025	Q3	69.0%	64.0%	8.0%	14.0%
2025	2025	Q4	74.0%	69.0%	9.0%	13.0%

Customer satisfaction measures are calculated quarterly.

## CUSTOMER INJURY RATE

Year	Month	Rail Customer Injuries	Bus Customer Injuries	MetroAccess Customer Injuries	Total Customer Injuries	Rail Customer Injury Rate	Bus Customer Injury Rate	MetroAccess Customer Injury Rate	Total Customer Injury Rate
2022	Jul	6	15	2	23	14.5	50.7	12.7	26.5
2022	Aug	9	24	2	35	19.6	70.2	12.1	36.3
2022	Sep	7	25	4	36	14.3	79.9	25.0	37.5
2022	Oct	7	17	3	27	12.6	51.8	18.6	25.8
2022	Nov	9	12	3	24	15.2	37.6	19.4	22.6
2022	Dec	2	11	2	15	3.2	34.4	13.2	13.7
2023	Jan	7	14	2	23	10.3	45.7	13.1	20.3
2023	Feb	9	13	3	25	14.5	43.0	20.5	23.4
2023	Mar	9	15	0	24	12.4	45.9	0.0	19.7
2023	April	14	14	1	29	19.0	45.6	6.6	24.3
2023	May	16	18	2	36	21.8	56.9	11.9	29.5
2023	Jun	5	16	2	23	6.3	51.2	12.5	18.1
2023	Jul	11	19	2	32	13.3	59.7	12.8	24.5
2023	Aug	13	14	1	28	16.0	42.4	5.8	21.3
2023	Sep	13	36	0	49	15.4	116.2	0.0	37.2
2023	Oct	11	18	3	32	12.8	55.8	17.5	23.7
2023	Nov	13	18	1	32	15.7	57.9	6.3	24.7
2023	Dec	12	18	0	30	14.2	56.2	0.0	22.8
2024	Jan	17	21	2	40	19.7	64.0	13.3	29.8
2024	Feb	7	13	0	20	9.1	42.2	0.0	16.3
2024	Mar	6	19	5	30	7.0	59.3	31.5	22.5
2024	April	23	19	4	46	28.8	58.5	25.1	35.9
2024	May	13	26	2	41	15.8	78.7	12.5	31.2
2024	Jun	20	21	0	41	26.8	62.9	0.0	33.7
2024	Jul	13	12	1	26	15.7	36.3	6.4	19.8
2024	Aug	16	17	0	33	19.3	51.4	0.0	25.0
2024	Sep	19	18	0	37	24.2	57.4	0.0	29.9
2024	Oct	15	21	1	37	18.7	63.7	6.5	28.7
2024	Nov	14	29	0	43	18.7	93.5	0.0	36.3
2024	Dec	17	21	0	38	21.6	64.7	0.0	30.9
2025	Jan	18	18	2	38	22.6	56.5	16.9	30.8
2025	Feb	9	18	1	28	12.4	61.0	8.3	24.5
2025	Mar	19	20	1	40	22.2	61.2	7.2	30.3
2025	April	24	40	1	65	28.9	124.9	6.6	49.9
2025	May	11	37	6	54	13.5	114.6	41.7	42.2
2025	Jun	10	18	0	28	12.1	57.3	0.0	21.9

## EMPLOYEE INJURY RATE

Year	Month	Total Employee Injuries	Total Employee Injury Rate
2022	Jul	57.0	6.0
2022	Aug	79.0	7.6
2022	Sep	60.0	6.0
2022	Oct	70.0	7.0
2022	Nov	68.0	7.0
2022	Dec	68.0	6.9
2023	Jan	65.0	6.5
2023	Feb	65.0	6.9
2023	Mar	84.0	7.6
2023	April	93.0	9.2
2023	May	74.0	6.8
2023	Jun	89.0	8.4
2023	Jul	66.0	6.4
2023	Aug	60.0	5.4
2023	Sep	81.0	8.0
2023	Oct	72.0	6.8
2023	Nov	47.0	4.7
2023	Dec	51.0	5.1
2024	Jan	63.0	5.9
2024	Feb	56.0	5.6
2024	Mar	64.0	6.1
2024	April	64.0	6.1
2024	May	83.0	7.7
2024	Jun	77.0	7.7
2024	Jul	69.0	6.4
2024	Aug	66.0	6.2
2024	Sep	87.0	8.6
2024	Oct	80.0	7.3
2024	Nov	71.0	7.1
2024	Dec	66.0	6.3
2025	Jan	66.0	6.1
2025	Feb	69.0	7.0
2025	Mar	44.0	4.0
2025	April	61.0	5.6
2025	May	55.0	5.1
2025	Jun	58.0	5.6

## RAIL CROWDING

Year	Month	Total Rail Passenger Minutes	Crowded Rail Passenger Minutes	% Rail Crowding
2022	Jul	48,078,246	843,900	1.8%
2022	Aug	48,736,300	306,964	0.6%
2022	Sep	49,056,357	499,875	1.0%
2022	Oct	51,416,870	423,601	0.8%
2022	Nov	53,448,526	347,466	0.7%
2022	Dec	51,298,270	187,126	0.4%
2023	Jan	60,423,967	471,789	0.8%
2023	Feb	57,295,110	479,945	0.8%
2023	Mar	76,331,533	853,576	1.1%
2023	April	72,679,789	569,169	0.8%
2023	May	75,481,893	357,056	0.5%
2023	Jun	67,266,770	398,472	0.6%
2023	Jul	75,530,963	669,992	0.9%
2023	Aug	74,371,731	368,305	0.5%
2023	Sep	76,966,220	301,197	0.4%
2023	Oct	83,385,711	549,377	0.7%
2023	Nov	76,636,523	920,209	1.2%
2023	Dec	64,832,351	154,701	0.2%
2024	Jan	67,007,773	217,382	0.3%
2024	Feb	71,198,204	481,947	0.7%
2024	Mar	87,252,675	445,553	0.5%
2024	April	87,543,249	883,729	1.0%
2024	May	85,569,413	577,992	0.7%
2024	Jun	80,349,984	836,080	1.0%
2024	Jul	82,472,247	972,047	1.2%
2024	Aug	77,011,909	330,380	0.4%
2024	Sep	81,802,802	664,745	0.8%
2024	Oct	92,961,268	759,898	0.8%
2024	Nov	76,190,467	550,549	0.7%
2024	Dec	75,427,416	535,938	0.7%
2025	Jan	73,451,355	682,952	0.9%
2025	Feb	73,578,612	555,289	0.8%
2025	Mar	105,390,694	3,226,107	3.1%
2025	April	106,599,477	2,020,260	1.9%
2025	May	102,777,390	1,340,378	1.3%
2025	Jun	101,602,797	2,261,915	2.2%

## BUS CROWDING

Year	Month	Total Bus Passenger Minutes	Crowded Bus Passenger Minutes	% Bus Crowding
2022	Jul	83,285,803	1,028,604	1.2%
2022	Aug	93,268,360	1,370,612	1.5%
2022	Sep	99,463,941	3,202,120	3.2%
2022	Oct	99,075,929	2,909,879	2.9%
2022	Nov	92,753,345	2,352,861	2.5%
2022	Dec	85,995,927	1,858,473	2.2%
2022	Jan	91,629,918	2,097,339	2.3%
2023	Feb	85,533,776	2,090,055	2.4%
2023	Mar	100,758,411	2,746,454	2.7%
2023	April	96,252,254	2,494,279	2.6%
2023	May	105,349,059	3,269,623	3.1%
2023	Jun	99,087,590	2,522,607	2.5%
2023	Jul	94,937,445	1,911,742	2.0%
2023	Aug	103,014,003	2,434,931	2.4%
2023	Sep	110,029,148	5,419,127	4.9%
2023	Oct	117,051,079	5,779,860	4.9%
2023	Nov	105,720,977	4,810,459	4.6%
2023	Dec	101,384,389	3,698,874	3.6%
2023	Jan	98,328,708	3,672,184	3.7%
2024	Feb	108,975,086	5,017,876	4.6%
2024	Mar	109,042,576	3,655,375	3.4%
2024	April	109,366,034	3,354,352	3.1%
2024	May	113,774,288	3,999,029	3.5%
2024	Jun	104,761,202	3,692,761	3.5%
2024	Jul	103,899,258	2,613,054	2.5%
2024	Aug	106,760,501	2,852,220	2.7%
2024	Sep	110,704,910	4,662,075	4.2%
2024	Oct	119,855,799	4,865,481	4.1%
2024	Nov	99,324,234	3,186,937	3.2%
2024	Dec	94,725,389	2,532,303	2.7%
2024	Jan	82,837,635	1,984,267	2.4%
2025	Feb	88,070,593	2,450,270	2.8%
2025	Mar	106,227,016	3,766,957	3.5%
2025	April	109,583,242	3,631,711	3.3%
2025	May	112,616,942	3,672,564	3.3%
2025	Jun	101,258,053	2,477,317	2.4%

## RAIL ON-TIME PERFORMANCE

Year	Month	Total trips	On-Time Trips	<5 min late trips	5-10 min late trips	>10 min late trips	% On Time
2022	Jul	6,098,139	5,633,722	277,176	92,311	94,930	92.4%
2022	Aug	6,080,691	5,577,667	305,466	93,092	104,466	91.7%
2022	Sep	6,304,727	5,725,449	363,681	96,082	94,074	90.8%
2022	Oct	6,663,634	6,068,705	396,527	99,893	98,508	91.1%
2022	Nov	6,272,763	5,571,496	436,299	130,557	134,406	88.8%
2022	Dec	5,950,352	5,228,005	436,925	144,041	141,381	87.9%
2022	Jan	6,480,866	5,862,008	392,530	110,147	116,181	90.5%
2023	Feb	6,212,971	5,541,879	427,742	120,773	110,530	89.2%
2023	Mar	8,309,234	7,282,529	659,632	191,340	173,058	87.6%
2023	April	7,905,309	6,909,395	628,674	176,434	187,064	87.4%
2023	May	8,274,091	7,369,917	609,008	159,272	135,894	89.1%
2023	Jun	8,178,835	7,289,653	589,917	159,907	139,358	89.1%
2023	Jul	7,624,183	6,705,538	588,096	169,033	161,514	88.0%
2023	Aug	8,046,825	7,072,655	604,347	186,537	183,286	87.9%
2023	Sep	8,437,825	7,491,519	602,926	173,045	170,335	88.8%
2023	Oct	9,108,725	7,828,436	758,263	254,151	267,875	85.9%
2023	Nov	8,175,867	6,933,755	730,632	257,825	253,655	84.8%
2023	Dec	7,016,180	5,959,609	669,709	199,582	187,280	84.9%
2023	Jan	7,516,501	6,586,817	600,290	175,153	154,241	87.6%
2024	Feb	8,195,105	7,105,779	649,410	221,123	218,793	86.7%
2024	Mar	10,258,041	9,054,781	780,959	220,499	201,802	88.3%
2024	April	10,343,095	9,176,774	752,681	217,369	196,271	88.7%
2024	May	10,115,370	9,038,423	704,491	197,945	174,511	89.4%
2024	Jun	9,794,754	8,412,848	906,436	240,645	234,825	85.9%
2024	Jul	9,736,121	8,392,033	892,530	232,936	218,622	86.2%
2024	Aug	9,251,916	8,137,125	758,641	187,589	168,561	88.0%
2024	Sep	9,906,759	8,722,523	808,682	199,597	175,957	88.1%
2024	Oct	11,189,588	9,792,742	953,452	244,936	198,458	87.5%
2024	Nov	8,974,625	7,872,460	753,269	188,134	160,762	87.7%
2024	Dec	8,578,069	7,534,345	682,936	177,437	183,351	87.8%
2024	Jan	8,783,961	7,790,617	624,614	180,518	188,212	88.7%
2025	Feb	8,959,450	8,083,531	587,118	147,958	140,843	90.2%
2025	Mar	12,549,185	11,153,000	886,687	243,696	265,802	88.9%
2025	April	12,682,176	11,425,492	844,723	210,353	201,608	90.1%
2025	May	11,680,297	10,463,017	797,507	211,253	208,520	89.6%
2025	Jun	11,857,118	10,270,791	1,000,479	301,866	283,982	86.6%

## BUS ON-TIME PERFORMANCE

Year	Month	Early Timepoints	Late Timepoints	On-Time Timepoints	Total Timepoints	% Early	% Late	% On Time
2022	Jul	214,761	262,639	1,680,538	2,157,938	10.0%	12.2%	77.9%
2022	Aug	203,451	282,091	1,675,255	2,160,797	9.4%	13.1%	77.5%
2022	Sep	176,929	341,436	1,582,600	2,100,965	8.4%	16.3%	75.3%
2022	Oct	201,408	320,794	1,634,866	2,157,068	9.3%	14.9%	75.8%
2022	Nov	222,113	290,939	1,620,035	2,133,087	10.4%	13.6%	75.9%
2022	Dec	237,528	281,447	1,672,532	2,191,507	10.8%	12.8%	76.3%
2022	Jan	225,223	267,978	1,736,305	2,229,506	10.1%	12.0%	77.9%
2023	Feb	211,186	245,298	1,594,504	2,050,988	10.3%	12.0%	77.7%
2023	Mar	225,533	311,507	1,784,993	2,322,033	9.7%	13.4%	76.9%
2023	April	199,149	312,042	1,673,104	2,184,295	9.1%	14.3%	76.6%
2023	May	195,310	351,465	1,737,467	2,284,242	8.6%	15.4%	76.1%
2023	Jun	192,427	303,473	1,610,755	2,106,655	9.1%	14.4%	76.5%
2023	Jul	209,885	273,196	1,676,240	2,159,321	9.7%	12.7%	77.6%
2023	Aug	215,411	305,353	1,759,949	2,280,713	9.4%	13.4%	77.2%
2023	Sep	165,872	362,562	1,599,860	2,128,294	7.8%	17.0%	75.2%
2023	Oct	186,714	353,952	1,678,216	2,218,882	8.4%	16.0%	75.6%
2023	Nov	205,705	317,199	1,622,372	2,145,276	9.6%	14.8%	75.6%
2023	Dec	225,708	309,693	1,672,417	2,207,818	10.2%	14.0%	75.7%
2023	Jan	215,778	291,084	1,642,612	2,149,474	10.0%	13.5%	76.4%
2024	Feb	197,599	292,229	1,638,210	2,128,038	9.3%	13.7%	77.0%
2024	Mar	194,028	319,355	1,767,007	2,280,390	8.5%	14.0%	77.5%
2024	April	188,094	322,387	1,745,316	2,255,797	8.3%	14.3%	77.4%
2024	May	178,950	376,021	1,739,136	2,294,107	7.8%	16.4%	75.8%
2024	Jun	179,691	326,392	1,601,041	2,107,124	8.5%	15.5%	76.0%
2024	Jul	203,520	284,083	1,628,015	2,115,618	9.6%	13.4%	77.0%
2024	Aug	197,236	312,741	1,727,598	2,237,575	8.8%	14.0%	77.2%
2024	Sep	163,069	371,777	1,561,573	2,096,419	7.8%	17.7%	74.5%
2024	Oct	182,904	395,327	1,657,991	2,236,222	8.2%	17.7%	74.1%
2024	Nov	207,299	311,136	1,562,857	2,081,292	10.0%	14.9%	75.1%
2024	Dec	223,041	313,720	1,620,127	2,156,888	10.3%	14.5%	75.1%
2024	Jan	196,649	261,955	1,494,549	1,953,153	10.1%	13.4%	76.5%
2025	Feb	159,772	251,408	1,420,043	1,831,223	8.7%	13.7%	77.5%
2025	Mar	162,973	361,974	1,647,924	2,172,871	7.5%	16.7%	75.8%
2025	April	168,392	350,100	1,613,703	2,132,195	7.9%	16.4%	75.7%
2025	May	155,746	382,431	1,606,442	2,144,619	7.3%	17.8%	74.9%
2025	Jun	165,789	300,430	1,453,123	1,919,342	8.6%	15.7%	75.7%

## ACCESS ON-TIME PERFORMANCE

Year	Month	On-Time Stops	Late Stops	Total Stops	% On-Time
2022	Jul	93,205	5,992	99,197	94.0%
2022	Aug	97,822	8,555	106,377	92.0%
2022	Sep	97,006	7,326	104,332	93.0%
2022	Oct	98,470	7,558	106,028	92.9%
2022	Nov	93,696	8,752	102,448	91.5%
2022	Dec	91,855	9,179	101,034	90.9%
2022	Jan	96,464	6,446	102,910	93.7%
2023	Feb	89,559	6,943	96,502	92.8%
2023	Mar	102,240	8,215	110,455	92.6%
2023	April	94,014	6,929	100,943	93.1%
2023	May	104,272	8,037	112,309	92.8%
2023	Jun	99,234	7,793	107,027	92.7%
2023	Jul	93,395	8,277	101,672	91.9%
2023	Aug	103,533	8,544	112,077	92.4%
2023	Sep	95,352	10,481	105,833	90.1%
2023	Oct	103,168	9,553	112,721	91.5%
2023	Nov	95,008	9,386	104,394	91.0%
2023	Dec	93,022	8,583	101,605	91.6%
2023	Jan	93,157	8,032	101,189	92.1%
2024	Feb	90,776	9,830	100,606	90.2%
2024	Mar	95,192	9,254	104,446	91.1%
2024	April	94,524	8,169	102,693	92.0%
2024	May	95,295	8,882	104,177	91.5%
2024	Jun	81,419	9,437	90,856	89.6%
2024	Jul	86,796	10,659	97,455	89.1%
2024	Aug	86,716	9,336	96,052	90.3%
2024	Sep	74,612	10,173	84,785	88.0%
2024	Oct	75,794	11,292	87,086	87.0%
2024	Nov	58,835	11,728	70,563	83.4%
2024	Dec	57,755	8,547	66,302	87.1%
2024	Jan	59,507	6,899	66,406	89.6%
2025	Feb	58,406	6,940	65,346	89.4%
2025	Mar	66,687	9,655	76,342	87.4%
2025	April	68,715	8,952	77,667	88.5%
2025	May	66,215	7,568	73,783	89.7%
2025	Jun	65,994	6,906	72,900	90.5%

Updated standard for on-time pickup in FY24.

## RAIL PLANNED SERVICE DELIVERY

Year	Month	Rail Budgeted Stops	Rail Scheduled Stops	Rail Actual Stops	% Rail Delivered Stops (vs budgeted)	% Rail Delivered Stops (vs scheduled)
2024	Jul	1,184,094	1,070,935	1,042,040	88.0%	97.3%
2024	Aug	1,183,344	1,074,571	1,047,942	88.6%	97.5%
2024	Sep	1,132,300	1,064,939	1,045,045	92.3%	98.1%
2024	Oct	1,184,094	1,091,393	1,073,250	90.6%	98.3%
2024	Nov	1,131,316	1,038,569	1,018,385	90.0%	98.1%
2024	Dec	1,172,280	1,082,966	1,056,975	90.2%	97.6%
2025	Jan	1,177,712	1,146,097	1,099,254	93.3%	95.9%
2025	Feb	1,064,154	1,019,263	997,074	93.7%	97.8%
2025	Mar	1,173,818	1,151,252	1,127,115	96.0%	97.9%
2025	April	1,148,208	1,131,169	1,103,800	96.1%	97.6%
2025	May	1,175,390	1,146,804	1,117,155	95.0%	97.4%
2025	Jun	1,136,160	1,151,808	1,104,971	97.3%	95.9%

## BUS PLANNED SERVICE DELIVERY

Year	Month	Bus Scheduled Trips	Bus Missed Trips	% Bus Service Delivered	Avg Scheduled Trips per Day	Avg Missed Trips per Day
2024	Jul	361,745	7,599	97.9%	12,058	253
2024	Aug	375,989	7,742	97.9%	12,129	250
2024	Sep	357,723	8,695	97.6%	11,924	290
2024	Oct	377,019	7,808	97.9%	12,162	252
2024	Nov	353,107	7,454	97.9%	11,770	248
2024	Dec	371,901	8,048	97.8%	11,997	260
2025	Jan	328,275	7,284	97.8%	11,724	260
2025	Feb	306,612	9,738	96.8%	11,793	375
2025	Mar	373,963	10,288	97.2%	12,063	332
2025	April	369,972	11,982	96.8%	12,332	399
2025	May	374,583	14,069	96.2%	12,083	454
2025	Jun	323,835	13,087	96.0%	11,994	485

## ELEVATOR AVAILABILITY

Year	Month	Total Elevator Revenue Hours	Total Elevator Outage Hours	Elevator Availability
2022	July	155,657	3,031	98.1%
2022	August	156,186	3,341	97.9%
2022	September	156,050	4,347	97.2%
2022	October	161,160	3,385	97.9%
2022	November	165,690	2,647	98.4%
2022	December	179,421	3,093	98.3%
2023	January	178,607	2,224	98.8%
2023	February	160,766	1,334	99.2%
2023	March	177,961	1,625	99.1%
2023	April	168,207	1,688	99.0%
2023	May	181,839	2,536	98.6%
2023	June	180,368	4,195	97.7%
2023	July	184,843	4,421	97.6%
2023	August	185,797	4,007	97.8%
2023	September	179,733	3,261	98.2%
2023	October	185,157	3,752	98.0%
2023	November	180,284	3,319	98.2%
2023	December	185,747	4,038	97.8%
2024	January	185,797	4,298	97.7%
2024	February	173,648	2,826	98.4%
2024	March	185,168	3,314	98.2%
2024	April	179,723	2,781	98.5%
2024	May	186,123	1,753	99.1%
2024	June	178,768	2,718	98.5%
2024	July	185,797	2,226	98.8%
2024	August	185,808	3,679	98.0%
2024	September	179,083	2,077	98.8%
2024	October	185,797	3,412	98.2%
2024	November	179,733	2,255	98.7%
2024	December	185,157	3,922	97.9%
2025	January	186,123	2,892	98.4%
2025	February	167,573	3,095	98.2%
2025	March	184,843	4,742	97.4%
2025	April	179,723	4,970	97.2%
2025	May	185,808	3,537	98.1%
2025	June	180,683	3,989	97.8%

## ESCALATOR AVAILABILITY

Year	Month	Total Escalator Revenue Hours	Total Escalator Outage Hours	Escalator Availability
2022	July	344,875	25,009	92.7%
2022	August	346,029	25,524	92.6%
2022	September	342,208	24,757	92.8%
2022	October	355,769	24,227	93.2%
2022	November	353,799	23,761	93.3%
2022	December	373,358	24,526	93.4%
2023	January	372,185	23,254	93.8%
2023	February	336,718	21,148	93.7%
2023	March	373,091	20,370	94.5%
2023	April	347,803	20,002	94.2%
2023	May	374,308	20,888	94.4%
2023	June	364,898	21,037	94.2%
2023	July	373,729	21,836	94.2%
2023	August	375,659	21,655	94.2%
2023	September	363,398	18,570	94.9%
2023	October	374,365	20,189	94.6%
2023	November	363,377	20,901	94.2%
2023	December	374,387	21,669	94.2%
2024	January	375,659	21,968	94.2%
2024	February	351,095	18,062	94.9%
2024	March	374,387	20,611	94.5%
2024	April	363,377	19,451	94.6%
2024	May	376,317	18,330	95.1%
2024	June	361,447	19,243	94.7%
2024	July	375,659	18,749	95.0%
2024	August	375,681	19,113	94.9%
2024	September	362,083	18,564	94.9%
2024	October	375,659	19,968	94.7%
2024	November	363,398	18,600	94.9%
2024	December	374,365	20,892	94.4%
2025	January	376,317	19,683	94.8%
2025	February	338,812	18,586	94.5%
2025	March	373,729	17,216	95.4%
2025	April	363,377	17,455	95.2%
2025	May	375,681	18,246	95.1%
2025	June	365,318	20,399	94.4%

## RAIL REAL-TIME ARRIVAL ACCURACY

Year	Month	Rail Total Predictions	Rail Total Accurate Predictions	Rail Total Inaccurate Predictions	Rail Prediction Accuracy
2024	July	6,032,955	5,839,569	193,386	96.8%
2024	August	6,005,207	5,825,282	179,925	97.0%
2024	September	7,634,528	7,471,369	163,159	97.9%
2024	October	10,485,794	10,210,614	275,180	97.4%
2024	November	11,393,476	11,195,344	198,132	98.3%
2024	December	12,013,183	11,768,380	244,803	98.0%
2025	January	11,426,360	11,175,191	251,169	97.8%
2025	February	10,802,074	10,597,129	204,945	98.1%
2025	March	13,500,112	13,179,369	320,743	97.6%
2025	April	12,615,459	12,368,564	246,895	98.0%
2025	May	13,536,162	13,191,483	344,679	97.5%
2025	June	12,526,257	12,123,713	402,544	96.8%

## BUS REAL-TIME ARRIVAL ACCURACY

Year	Month	Bus Total Predictions	Bus Total Accurate Predictions	Bus Total Inaccurate Predictions	Bus Prediction Accuracy
2024	July	126,443,391	110,311,827	16,131,564	87.2%
2024	August	140,640,894	124,641,912	15,998,982	88.6%
2024	September	140,679,616	127,978,028	12,701,588	91.0%
2024	October	148,246,448	134,582,093	13,664,355	90.8%
2024	November	128,999,872	115,836,536	13,163,336	89.8%
2024	December	130,595,269	115,389,025	15,206,244	88.4%
2025	January	108,344,757	97,263,064	11,081,693	89.8%
2025	February	126,677,309	115,335,685	11,341,624	91.0%
2025	March	159,532,810	144,835,530	14,697,280	90.8%
2025	April	98,898,484	88,532,264	10,366,220	89.5%
2025	May	60,362,157	54,353,316	6,008,841	90.0%
2025	June	51,428,843	45,943,546	5,485,297	89.3%

## BUS AVAILABILITY OF REAL-TIME ARRIVAL INFORMATION

Year	Month	Total Bus Trips	Total Bus Missed Trips	Total Bus Trips with No Data	Total Bus Trips with Predictions	% Missed Trips	% No Data Trips	% Trips with Data
2024	July	306,236	6,450	19,970	279,816	2.1%	6.5%	91.4%
2024	August	358,604	7,737	20,860	330,007	2.2%	5.8%	92.0%
2024	September	289,697	7,197	10,015	272,503	2.5%	3.5%	94.1%
2024	October	359,949	7,668	13,251	339,030	2.1%	3.7%	94.2%
2024	November	337,938	7,531	14,271	316,136	2.2%	4.2%	93.5%
2024	December	355,354	7,864	16,977	330,513	2.2%	4.8%	93.0%
2025	January	318,987	5,552	14,655	298,780	1.7%	4.6%	93.7%
2025	February	297,913	7,350	13,173	277,390	2.5%	4.4%	93.1%
2025	March	344,515	9,877	16,695	317,943	2.9%	4.8%	92.3%
2025	April	353,280	11,736	17,181	324,363	3.3%	4.9%	91.8%
2025	May	331,649	12,551	15,748	303,350	3.8%	4.7%	91.5%
2025	June	327,511	13,194	14,121	300,196	4.0%	4.3%	91.7%

## ACCESS MISSED TRIPS

Year	Month	Access Missed Trips - not taken	Access Missed Trips - dwell	Access Trips completed	Access Missed trips %
2024	July	2,296	272	90,558	2.8%
2024	August	1,182	170	90,527	1.5%
2024	September	1,536	404	79,568	2.4%
2024	October	1,880	138	81,677	2.5%
2024	November	2,093	56	65,717	3.3%
2024	December	1,597	57	61,638	2.7%
2025	January	1,557	53	61,168	2.6%
2025	February	1,105	82	60,902	1.9%
2025	March	1,476	91	71,671	2.2%
2025	April	1,161	88	73,302	1.7%
2025	May	916	84	69,789	1.4%
2025	June	905	83	68,599	1.4%

## CUSTOMER SATISFACTION: CLEANLINESS

<b>Year</b>	<b>Fiscal Year</b>	<b>Quarter</b>	<b>Rail Customer Satisfaction with Cleanliness</b>	<b>Bus Customer Satisfaction with Cleanliness</b>
2024	2024	Q3	57.0%	62.0%
2024	2024	Q4	68.0%	62.0%
2024	2025	Q1	74.0%	64.0%
2024	2025	Q2	73.0%	63.0%
2025	2025	Q3	65.0%	59.0%
2025	2025	Q4	75.0%	72.0%

# RIDERSHIP

Trips in thousands		RAIL			BUS			ACCESS			Total Monthly Ridership
		Total Ridership	Average Weekday Ridership	Average Weekend Ridership	Total Ridership	Average Weekday Ridership	Average Weekend Ridership	Total Ridership	Average Weekday Ridership	Average Weekend Ridership	
Year	Month										
2022	Jul	6,710.3	250.2	145.3	7,872.5	293.8	173.4	110.9	4.6	1.8	14,604.6
2022	Aug	6,588.9	239.9	133.9	8,403.0	298.9	186.3	118.2	4.5	1.7	15,071.0
2022	Sep	6,765.6	260.9	147.6	8,838.4	340.2	185.2	116.1	4.8	1.8	15,693.8
2022	Oct	7,172.2	268.9	161.1	8,768.6	333.5	187.6	118.3	4.8	1.8	16,024.8
2022	Nov	6,648.9	262.5	143.4	8,145.6	319.5	172.7	113.3	4.7	1.7	14,878.8
2022	Dec	6,304.6	242.8	123.3	7,777.4	295.1	157.7	111.9	4.5	1.7	14,190.7
2023	Jan	7,900.6	306.8	162.0	7,653.4	318.8	167.0	113.8	4.8	1.6	16,226.8
2023	Feb	7,487.9	313.7	167.2	7,808.9	328.8	174.0	107.2	4.8	1.6	15,409.2
2023	Mar	10,003.1	355.7	227.9	9,150.2	334.1	182.0	123.3	4.8	1.7	19,267.8
2023	Apr	9,588.9	366.3	226.2	8,767.3	342.0	192.1	113.3	4.8	1.7	18,462.1
2023	May	10,102.6	369.4	224.7	9,550.4	363.0	196.1	126.6	5.0	1.9	19,980.4
2023	Jun	10,119.4	378.3	243.5	9,341.5	347.2	213.6	121.2	4.9	1.8	19,453.8
2023	Jul	10,194.5	376.0	226.2	9,098.9	339.5	205.8	115.4	4.8	1.9	19,408.7
2023	Aug	9,783.8	351.9	211.3	9,574.5	344.7	214.8	126.7	4.8	2.1	19,485.0
2023	Sep	10,166.9	398.0	226.6	9,800.0	389.3	206.1	118.9	5.0	1.9	20,085.7
2023	Oct	10,987.2	408.1	239.7	10,337.9	391.0	213.2	127.1	5.0	1.9	21,452.2
2023	Nov	9,882.3	387.4	218.3	9,297.0	365.1	200.3	117.8	4.8	1.9	19,297.1
2023	Dec	8,586.0	330.7	190.7	9,079.8	328.7	179.8	114.0	4.7	2.0	17,779.8
2024	Jan	8,940.7	343.9	181.2	9,125.4	348.3	178.5	112.2	4.6	1.7	18,178.3
2024	Feb	9,537.5	385.4	202.2	9,650.3	376.6	213.0	112.6	4.8	1.8	19,300.4
2024	Mar	11,623.0	427.9	263.7	9,906.4	371.7	208.0	117.7	4.7	1.9	21,647.1
2024	Apr	11,538.9	424.3	275.5	10,392.0	387.9	230.8	115.4	4.6	1.9	22,046.3
2024	May	11,264.2	418.3	234.6	11,014.4	411.6	218.0	117.4	4.6	1.8	22,395.9
2024	Jun	10,809.1	421.2	252.6	10,231.5	398.8	246.0	101.6	4.3	1.8	21,142.2
2024	Jul	11,053.4	397.4	232.9	10,330.5	375.1	233.4	107.8	4.2	1.7	21,491.8
2024	Aug	10,199.6	371.6	224.8	10,566.3	382.4	241.8	107.5	4.2	1.8	20,873.4
2024	Sep	10,964.6	426.0	251.3	10,947.1	425.7	240.4	94.1	3.9	1.7	22,005.8
2024	Oct	12,423.7	450.1	280.6	11,688.9	429.2	251.7	97.1	3.7	1.7	24,209.8
2024	Nov	10,017.6	398.0	232.5	10,050.3	398.2	229.8	78.5	3.2	1.4	20,146.4
2024	Dec	9,745.9	368.7	215.7	9,501.7	359.5	197.9	74.0	2.9	1.3	19,321.6
2025	Jan	9,774.0	367.9	206.7	8,952.9	336.5	192.1	72.4	2.9	1.1	18,799.3
2025	Feb	10,002.6	423.9	214.3	9,222.8	381.2	213.7	72.2	3.2	1.3	19,297.6
2025	Mar	13,855.2	507.6	319.5	10,877.5	408.3	233.1	84.8	3.4	1.3	24,817.5
2025	Apr	14,069.9	527.2	308.8	10,836.7	406.5	236.0	86.8	3.5	1.3	24,993.4
2025	May	13,246.9	505.4	268.3	10,956.6	406.6	235.0	82.9	3.3	1.3	24,286.3
2025	Jun	13,231.4	512.1	299.6	10,112.1	392.2	232.9	81.7	3.4	1.3	23,425.2

## EMPLOYEE HOURS

Year	Month	Rail Employee Hours	Bus Employee Hours	All Other Employee Hours	Total Employee Hours
2022	July	952,114	586,164	376,097	1,914,376
2022	August	1,033,741	616,954	415,463	2,066,158
2022	September	1,011,995	586,838	394,014	1,992,847
2022	October	1,020,757	591,182	397,841	2,009,780
2022	November	975,823	579,199	391,568	1,946,591
2022	December	979,677	590,962	387,025	1,957,664
2023	January	1,011,050	605,190	388,740	2,004,980
2023	February	949,348	563,263	361,489	1,874,100
2023	March	1,105,766	645,368	450,290	2,201,424
2023	April	1,018,810	601,783	400,833	2,021,426
2023	May	1,073,160	642,448	445,350	2,160,957
2023	June	1,013,918	616,528	478,163	2,108,609
2023	July	990,347	622,034	453,061	2,065,442
2023	August	1,051,252	655,717	509,415	2,216,383
2023	September	967,506	603,126	465,621	2,036,252
2023	October	1,009,591	612,857	485,714	2,108,162
2023	November	977,570	593,856	443,502	2,014,929
2023	December	969,464	608,309	419,453	1,997,226
2024	January	1,041,046	639,767	454,684	2,135,498
2024	February	979,888	604,013	429,569	2,013,470
2024	March	1,053,927	636,802	400,547	2,091,276
2024	April	1,064,262	632,043	408,762	2,105,067
2024	May	1,082,655	648,186	415,743	2,146,584
2024	June	1,025,443	610,961	374,674	2,011,078
2024	July	1,097,239	642,913	423,367	2,163,520
2024	August	1,062,978	641,837	424,065	2,128,880
2024	September	1,016,188	603,667	401,479	2,021,334
2024	October	1,098,555	650,812	440,815	2,190,182
2024	November	1,003,083	606,922	386,230	1,996,235
2024	December	1,044,811	643,431	396,906	2,085,148
2025	January	1,101,833	651,600	421,935	2,175,368
2025	February	985,617	618,097	380,119	1,983,833
2025	March	1,086,525	702,831	415,916	2,205,272
2025	April	1,079,705	673,949	427,674	2,181,327
2025	May	1,078,696	670,366	417,013	2,166,076
2025	June	1,036,397	638,737	407,777	2,082,910

## VEHICLE REVENUE MILES

Year	Month	Rail Vehicle Revenue Miles	Bus Vehicle Revenue Miles	MetroAccess Vehicle Revenue Miles	Total Vehicle Revenue Miles
2022	July	4,152,128	2,961,486	1,578,639	8,692,253
2022	August	4,583,511	3,417,646	1,651,703	9,652,860
2022	September	4,878,431	3,130,850	1,602,626	9,611,907
2022	October	5,574,796	3,282,196	1,612,937	10,469,929
2022	November	5,907,832	3,190,989	1,543,054	10,641,875
2022	December	6,272,558	3,193,256	1,517,913	10,983,727
2023	January	6,770,054	3,061,175	1,521,232	11,352,461
2023	February	6,192,772	3,020,125	1,465,267	10,678,164
2023	March	7,253,542	3,271,519	1,656,799	12,181,860
2023	April	7,361,630	3,072,538	1,521,628	11,955,796
2023	May	7,345,066	3,161,180	1,678,245	12,184,491
2023	June	7,964,342	3,124,043	1,599,138	12,687,523
2023	July	8,300,893	3,181,060	1,557,944	13,039,897
2023	August	8,104,575	3,301,150	1,731,789	13,137,514
2023	September	8,424,801	3,099,004	1,635,106	13,158,911
2023	October	8,565,991	3,224,212	1,710,624	13,500,827
2023	November	8,259,350	3,109,104	1,585,593	12,954,047
2023	December	8,428,128	3,205,287	1,536,425	13,169,840
2024	January	8,631,051	3,282,079	1,503,065	13,416,195
2024	February	7,676,569	3,081,974	1,527,599	12,286,142
2024	March	8,551,572	3,202,434	1,587,963	13,341,969
2024	April	7,988,959	3,245,369	1,595,245	12,829,573
2024	May	8,244,216	3,304,557	1,602,076	13,150,849
2024	June	7,449,045	3,338,575	1,394,157	12,181,777
2024	July	8,296,594	3,307,588	1,556,513	13,160,695
2024	August	8,280,310	3,305,789	1,595,341	13,181,440
2024	September	7,840,608	3,134,029	1,402,635	12,377,272
2024	October	8,036,918	3,294,594	1,544,623	12,876,135
2024	November	7,498,882	3,100,868	1,253,060	11,852,810
2024	December	7,863,660	3,243,761	1,195,230	12,302,651
2025	January	7,977,276	3,183,529	1,186,151	12,346,956
2025	February	7,278,930	2,950,291	1,202,882	11,432,103
2025	March	8,547,698	3,268,618	1,394,492	13,210,808
2025	April	8,316,920	3,202,793	1,503,772	13,023,485
2025	May	8,128,148	3,227,542	1,439,440	12,795,130
2025	June	8,280,074	3,142,980	1,381,780	12,804,834

Denominator for multiple safety measures.

## CUSTOMER / EMPLOYEE FATALITIES

Year	Month	Rail Fatalities	Bus Fatalities	Access Fatalities	Total Fatalities
2022	July	0	1	0	1
2022	August	0	0	0	0
2022	September	0	0	0	0
2022	October	0	0	0	0
2022	November	0	0	0	0
2022	December	1	1	0	2
2023	January	0	0	0	0
2023	February	1	0	0	1
2023	March	0	0	0	0
2023	April	0	0	0	0
2023	May	0	0	0	0
2023	June	1	0	0	1
2023	July	0	0	0	0
2023	August	0	0	0	0
2023	September	0	0	0	0
2023	October	0	0	0	0
2023	November	0	0	0	0
2023	December	0	0	0	0
2024	January	1	0	0	1
2024	February	0	0	0	0
2024	March	1	0	0	1
2024	April	2	0	0	2
2024	May	1	0	0	1
2024	June	0	0	0	0
2024	July	1	0	0	1
2024	August	1	0	0	1
2024	September	0	0	0	0
2024	October	0	0	0	0
2024	November	0	0	0	0
2024	December	0	0	0	0
2025	January	2	0	0	2
2025	February	0	0	0	0
2025	March	0	0	0	0
2025	April	0	0	1	1
2025	May	0	0	0	0
2025	June	0	0	0	0

## BUS SAFETY EVENT RATE

Year	Month	Bus Collisions	Bus Fires	Bus Hazardous Materials Spills	Bus Other Safety Events	Bus Total Safety Events	Bus Safety Event Rate
2022	July	21	0	0	0	21	70.9
2022	August	11	1	0	0	12	35.1
2022	September	17	0	0	6	23	73.5
2022	October	12	1	0	2	15	45.7
2022	November	11	1	0	0	12	37.6
2022	December	15	0	0	0	15	47.0
2023	January	14	0	0	0	14	45.7
2023	February	13	0	0	1	14	46.4
2023	March	15	0	0	1	16	48.9
2023	April	11	0	0	0	11	35.8
2023	May	22	0	0	0	22	69.6
2023	June	16	1	0	1	18	57.6
2023	July	17	0	0	0	17	53.4
2023	August	21	1	0	0	22	66.6
2023	September	24	0	0	0	24	77.4
2023	October	14	0	0	1	15	46.5
2023	November	12	0	0	0	12	38.6
2023	December	15	1	0	0	16	49.9
2024	January	23	0	0	0	23	70.1
2024	February	13	0	0	0	13	42.2
2024	March	12	0	0	1	13	40.6
2024	April	15	1	0	0	16	49.3
2024	May	18	0	0	0	18	54.5
2024	June	19	0	0	1	20	59.9
2024	July	14	0	0	0	14	42.3
2024	August	24	1	0	0	25	75.6
2024	September	25	0	0	0	25	79.8
2024	October	21	0	0	0	21	63.7
2024	November	31	0	0	0	31	100.0
2024	December	14	0	0	0	14	43.2
2025	January	17	0	0	0	17	53.4
2025	February	18	0	0	0	18	61.0
2025	March	13	0	0	1	14	42.8
2025	April	19	0	0	0	19	59.3
2025	May	15	0	0	1	16	49.6
2025	June	22	0	0	0	22	70.0

## RAIL SAFETY EVENT RATE

Year	Month	Rail Collisions	Rail Derailments	Rail Fires	Rail Hazardous Materials Spills	Rail Other Safety Events	Rail Total Safety Events	Rail Safety Event Rate
2022	July	0	0	2	1	1	4	9.6
2022	August	1	1	0	1	0	3	6.5
2022	September	0	3	2	0	0	5	10.2
2022	October	2	1	0	0	0	3	5.4
2022	November	0	0	2	0	0	2	3.4
2022	December	1	0	2	0	0	3	4.8
2023	January	0	0	1	0	1	2	3.0
2023	February	1	0	2	1	0	4	8.1
2023	March	1	0	2	0	0	3	4.1
2023	April	4	1	1	0	0	6	8.2
2023	May	4	0	0	0	1	5	6.8
2023	June	2	1	0	0	0	3	3.8
2023	July	1	1	4	0	0	6	7.2
2023	August	2	1	1	0	0	4	4.9
2023	September	0	1	0	0	0	1	1.2
2023	October	0	0	1	0	0	1	1.2
2023	November	1	0	0	0	0	1	1.2
2023	December	0	2	0	0	0	2	2.4
2024	January	2	0	0	0	0	2	2.3
2024	February	1	0	1	0	1	3	3.9
2024	March	0	0	0	0	1	1	1.2
2024	April	3	1	0	0	0	4	5.0
2024	May	1	1	1	0	0	3	3.6
2024	June	0	0	0	0	1	1	1.3
2024	July	1	0	3	0	0	4	4.8
2024	August	2	0	0	0	2	4	4.8
2024	September	0	0	0	0	1	1	1.3
2024	October	0	1	1	0	0	2	2.5
2024	November	0	0	0	0	0	0	0.0
2024	December	2	0	0	0	0	2	2.5
2025	January	3	0	0	0	0	3	3.8
2025	February	0	0	0	0	0	0	0.0
2025	March	1	0	3	0	0	4	4.7
2025	April	0	0	1	0	1	2	2.4
2025	May	0	0	0	0	1	1	1.2
2025	June	0	0	0	0	0	0	0.0

## ACCESS SAFETY EVENT RATE

Year	Month	MetroAccess Collisions	MetroAccess Fires	MetroAccess Hazardous Materials Spills	MetroAccess Other Safety Events	MetroAccess Total Safety Events	MetroAccess Safety Event Rate
2022	July	5	0	0	0	5	31.7
2022	August	5	0	0	0	5	30.3
2022	September	7	0	0	0	7	43.7
2022	October	7	0	0	1	8	49.6
2022	November	5	0	0	0	5	32.4
2022	December	4	0	0	0	4	26.4
2023	January	7	0	0	0	7	46.0
2023	February	4	0	0	0	4	27.3
2023	March	1	0	0	0	1	6.0
2023	April	1	0	0	0	1	6.6
2023	May	2	0	0	0	2	11.9
2023	June	3	0	0	0	3	18.8
2023	July	2	0	0	0	2	12.8
2023	August	1	0	0	0	1	5.8
2023	September	2	0	0	0	2	12.2
2023	October	5	0	0	0	5	29.2
2023	November	1	0	0	0	1	6.3
2023	December	4	0	0	0	4	26.0
2024	January	4	0	0	0	4	26.6
2024	February	3	0	0	0	3	19.6
2024	March	6	0	0	0	6	37.8
2024	April	6	0	0	0	6	37.6
2024	May	5	0	0	0	5	31.2
2024	June	2	0	0	0	2	14.3
2024	July	5	0	0	0	5	32.1
2024	August	3	0	0	0	3	18.8
2024	September	0	0	0	0	0	0.0
2024	October	4	0	0	0	4	25.9
2024	November	1	0	0	0	1	8.0
2024	December	0	0	0	0	0	0.0
2025	January	4	0	0	0	4	33.7
2025	February	4	0	0	0	4	33.3
2025	March	5	0	0	0	5	35.9
2025	April	2	0	0	0	2	13.3
2025	May	4	0	0	0	4	27.8
2025	June	0	0	0	0	0	0.0

## FLEET RELIABILITY

Year	Month	RAIL			BUS			ACCESS		
		Mechanical Incidents	Total Miles	Mean Distance Between Failure	Mechanical Incidents	Total (Odometer) Miles	Mean Distance Between Failure	Mechanical Incidents	Total (Odometer) Miles	Mean Distance Between Failure
2022	July	238	4,276,126	17,967	553	3,974,624	7,187	90	1,941,168	21,569
2022	August	277	4,719,332	17,037	613	4,057,200	6,619	90	2,001,953	22,244
2022	September	229	5,023,358	21,936	514	3,886,006	7,560	71	1,760,463	24,795
2022	October	241	5,574,796	23,132	505	3,964,145	7,850	83	1,955,495	23,560
2022	November	253	5,907,832	23,351	492	3,799,422	7,722	72	1,905,096	26,460
2022	December	246	6,297,802	25,601	492	3,963,173	8,055	68	1,933,130	28,428
2023	January	236	6,741,118	28,564	485	3,897,696	8,036	73	1,916,740	26,257
2023	February	223	6,192,772	27,770	460	3,568,454	7,758	64	1,801,906	28,155
2023	March	233	7,253,542	31,131	427	4,056,844	9,501	72	2,066,900	28,707
2023	April	228	7,361,630	32,288	471	3,834,352	8,141	87	1,923,743	22,112
2023	May	224	7,797,352	34,810	515	4,015,501	7,797	88	2,085,608	23,700
2023	June	222	7,964,342	35,875	531	4,029,834	7,589	56	1,997,967	35,678
2023	July	353	8,544,626	24,206	648	4,029,223	6,218	80	1,932,014	24,150
2023	August	276	8,364,640	30,307	631	4,161,918	6,596	76	2,119,086	27,883
2023	September	271	8,666,182	31,979	568	3,840,077	6,761	87	2,030,455	23,339
2023	October	250	8,811,872	35,247	571	3,980,593	6,971	71	2,085,609	29,375
2023	November	253	8,496,240	33,582	604	3,874,950	6,415	79	1,957,704	24,781
2023	December	286	8,670,098	30,315	531	3,957,227	7,452	79	1,910,612	24,185
2024	January	275	8,870,994	32,258	592	3,925,880	6,632	77	1,884,491	24,474
2024	February	188	7,889,256	41,964	610	3,835,544	6,288	83	1,925,271	23,196
2024	March	252	8,819,386	34,998	599	4,092,278	6,832	83	2,013,890	24,264
2024	April	242	8,238,708	34,044	627	4,009,956	6,395	88	2,014,123	22,888
2024	May	237	8,501,612	35,872	796	4,111,968	5,166	82	2,046,109	24,953
2024	June	298	7,681,546	25,777	740	3,915,735	5,292	68	1,796,374	26,417
2024	July	364	8,296,594	22,793	823	4,096,892	4,978	75	1,886,305	25,151
2024	August	334	8,280,310	24,791	746	4,187,954	5,614	80	1,881,904	23,524
2024	September	280	8,187,512	29,241	629	3,924,445	6,239	59	1,330,497	22,551
2024	October	285	8,381,890	29,410	681	4,044,891	5,940	75	1,905,653	25,409
2024	November	237	7,827,900	33,029	579	3,914,353	6,761	62	1,795,004	28,952
2024	December	236	8,162,470	34,587	661	4,072,740	6,161	63	1,360,154	21,590
2025	January	337	8,300,948	24,632	595	3,904,737	6,563	78	1,576,667	20,214
2025	February	223	7,532,874	33,780	613	3,694,765	6,027	62	1,410,341	22,747
2025	March	280	8,816,826	31,489	656	4,100,812	6,251	70	1,686,531	24,093
2025	April	252	8,604,040	34,143	650	4,047,612	6,227	70	1,730,360	23,867
2025	May	279	8,394,230	30,087	784	4,080,096	5,204	71	1,802,018	25,381
2025	June	450	8,546,020	18,991	688	3,942,560	5,730	73	1,766,912	24,204

## PERFORMANCE MEASURE DEFINITIONS

Last Reviewed November 24, 2025 for Q1 report

### Goal 1: Service Excellence

#### Customer Satisfaction

**= Number of survey respondents (active customers) who marked their last trip on Metrorail / Metrobus / MetroAccess as “very satisfactory” OR the second highest category in a five -point scale ÷ Total number of Respondents**

Surveying customers about the quality of Metro’s service delivery provides a mechanism to continually identify those areas of the operation where actions to improve the service can maximize customer satisfaction.

Customer satisfaction is defined as the percentage of customer survey respondents who rated their last trip within a 30-day period on Metrobus, Metrorail, or MetroAccess as a “5” or “4” in the survey, with “5” denoting “very satisfied” and “1” denoting “very unsatisfied”. Metro distributes this survey through address-based sampling on a biweekly basis, and respondents must meet specific criteria to participate. Metro summarizes results quarterly.

### Objective 1A: Safety and Security

#### Part 1 Crime Rate

**= Number of Part 1 Crimes ÷ (Total number of customers ÷1,000,000)**

(In other words, the number of crimes per million passenger trips)

The FBI’s Uniform Crime Reporting program classifies the following as Part 1 Crimes: Criminal Homicide, Forcible Rape, Robbery, Aggravated Assault, Burglary, Larceny, Motor Vehicle Theft, and Arson. To calculate Metro’s Part 1 Crime Rate, MTPD looks at these crimes committed in the following areas: 1) on buses and bus stops, 2) on trains and in rail stations, 3) at Metro-owned parking lots, 4) at other Metro Facilities such as rail yards, bus divisions, headquarters, and MetroAccess vehicles, and 5) in non-WMATA locations but involving WMATA or MTPD property.

This measure provides an indicator of security customers experience when traveling the Metro system. Increases or decreases in crime can influence whether customers feel secure in the system.

#### Employee and Customer Assault Rate

**= Number of employee and customer assaults reported to the National Transit Database ÷ (Total vehicle revenue miles ÷ 10 million)**

(In other words, the number of reportable assaults per ten million miles driven while vehicles are in revenue service) The Federal Transit Administration criteria for reporting assaults is any unlawful physical assault upon an employee or customer of Metro while on Metro property (including vehicles) that results in immediate medical attention away from the scene. These are different criteria than those used by OSHA in the employee injury rate.

Customer and employee safety is the highest priority for Metro and a key measure of quality service. The assault rate is an indicator of how well the service is meeting this security objective.

### **Customer Perception/Satisfaction: Safety from Crime**

**= Number of survey respondents (active riders) who responded to whether they felt safe from crime and harassment on their last Metrorail/Metrobus/MetroAccess trip as “very satisfactory” OR the second highest category in a five-point scale ÷ Total number of respondents**

Customer satisfaction with safety from crime or harassment is defined as the percent of customer survey respondents who responded whether they felt safe from crime or harassment on their last trip within a 30-day period on Metrobus, Metrorail, or MetroAccess as a “5” or “4” in the customer satisfaction survey, with “5” denoting “very satisfied” and “1” denoting “very unsatisfied”. Metro distributes this survey through address-based sampling on a biweekly basis, and respondents must meet specific criteria to participate. Results are summarized quarterly.

This measure provides insight into how customers perceive their safety from crime within the Metro system.

### **Customer Injury Rate**

**= Number of customer injuries reported to the National Transit Database ÷ (Total vehicle revenue miles ÷ 10 million)**

(In other words, the number of customer injuries per ten million miles driven while vehicles are in revenue service)

Customer injury rate is based on National Transit Database (NTD) reporting criteria. It includes customers injured during Metro operations where the injury requires immediate medical attention away from the scene.

Customer safety is the highest priority for Metro and a key measure of quality service. Customers expect a safe and reliable ride each day. Customer injury rate is an indicator of how well the service is meeting this safety objective.

### **Employee Injury Rate**

**= Number of employee injuries reported to the Department of Labor ÷ (Total work hours ÷ 200,000)**

200,000 hours is equivalent to 100 employees working full-time for one year. In other words: the number of employees injured per 100 employees

An employee injury is recorded based on OSHA 1904 Recordkeeping Criteria, when the injury is (a) work-related; and, (b) one or more of the following happens to the employee: 1) fatality, 2) injury or illness that results in loss of consciousness, days away from work, restricted work, or job transfer 3) medical treatment received above first aid, 4) diagnosed case of cancer, chronic irreversible diseases, fractured or cracked bones or teeth, and punctured eardrums, 5) special cases involving needlesticks and sharps injuries, medical removal, hearing loss, and tuberculosis.

Per the Occupational Safety and Health Act, employers are obligated to provide a workplace free of recognized hazards which may cause employee death or serious injury. OSHA-recordable injuries are a key indicator of how safe employees are in the workplace.

### **Metrorail Crowding**

**= Number of crowded passenger minutes ÷ Total number of passenger minutes**

Crowding is a key driver of customer satisfaction with Metrorail service. This measure calculates the percentage of passenger time spent on vehicles that exceed crowding guidelines per WMATA service standards of 100 passengers per car (the pre-pandemic definition of crowding, which WMATA returned to in FY23).

Crowding informs decision making regarding asset investments, service plans and scheduling. Factors that can affect crowding include: service reliability, missed trips insufficient schedule, or unusual demand.

### **Metrobus Crowding**

**= Number of crowded passenger minutes ÷ Total number of passenger minutes**

Crowding is a key driver of customer satisfaction with Metrobus service. The measure calculates the percentage of passenger time spent on vehicles that exceed crowding guidelines per WMATA service standards of 120% of seated capacity during peak for Bus Rapid Transit, framework, and coverage routes (see pages 5-6 of the Metrobus Service Guidelines for explanations of these route types), 100% off peak and at all times on commuter routes.

In FY2023, WMATA returned to the pre-pandemic definition of crowding. Prior to the adoption of the Metrobus Service Guidelines in December 2020, crowding guidelines were 120% of seated load for all trips except Metrobus Express service during peak periods.

Crowding informs decision making regarding asset investments, service plans and scheduling. Factors that can affect crowding include: service reliability, missed trips insufficient schedule, or unusual demand.

## Objective 1B: Reliability

### Metrorail On-Time Performance

**= Number of journeys completed on time ÷ Total number of journeys**

Rail Customer On-Time Performance (OTP) communicates the reliability of rail service, a key driver of customer satisfaction and ridership. OTP measures the percentage of customers who complete their journey within the maximum amount of time it should take per WMATA service standards. The maximum time is equal to the train runtime + a headway (scheduled train frequency) + several minutes to walk between the fare gates and platform. These standards vary by line, time of day, and day of the week. Actual journey time is calculated from the time a customer taps a SmarTrip® card to enter the system, to the time when the customer taps to exit.

Factors that can affect OTP include: railcar availability, fare gate availability, elevator and escalator availability, infrastructure conditions, speed restrictions, single-tracking around scheduled track work, railcar delays (e.g., doors), or delays caused by sick passengers.

### Metrobus On-Time Performance

**= Number of timepoints delivered on-time based on a window of 2 minutes early and 7 minutes late ÷ Total number of timepoints delivered**

“Timepoints”: major stops on a bus route that are used to create bus schedules.

Bus on-time performance (OTP) communicates the reliability of bus service, a key driver of customer satisfaction and ridership. Factors that can affect OTP include: traffic congestion, detours, inclement weather, scheduling, vehicle reliability, operational behavior, or delays caused by the public (crime, protests, medical emergencies, etc.).

Note that this measure only includes service delivered; it does not include bus trips that were missed.

### MetroAccess On-Time Performance

**= Number of vehicle arrivals at the pick-up location within the 30-minute on-time widow ÷ Total stops**

This measure illustrates how closely MetroAccess adheres to customer pick-up windows on a system-wide basis. MetroAccess customers schedule trips at least one day in advance, and are given a 30-minute pick-up window. MetroAccess on-time pick-up performance is essential to delivering quality service to the customer.

### Metrorail Percent of Planned Service Delivered

**= Number of trips delivered ÷ Number of scheduled trips**

This measure monitors Metro's "guarantee of service"—whether Metro is providing all the service that was scheduled and committed to. It helps to offer more clarity on the relative magnitude of various operational issues on daily rail operation, for example, operator or railcar shortage, and incident response strategy. It is an important indicator of transit service quality and productivity. Missed trips can have a negative impact on the perceived reliability of rail service and can result in longer customer wait times, missed transfers, etc. which lead to customer inconvenience and dissatisfaction.

### **Metrobus Percent of Planned Service Delivered**

$$= \text{Number of scheduled trips delivered} \div \text{Number of scheduled trips}$$

This measure communicates whether Metro is meeting the level of service committed to customers through the budget and scheduling process. It is also a key measure of reliability and customer satisfaction; when trips are missed, customers experience much longer wait times than expected and overall confidence in the system falls.

Monitoring whether service was delivered helps Metro identify issues with staffing, planning and scheduling, bus availability and reliability, and service interruptions.

### **MetroAccess Missed Trips**

$$= \text{Number of missed trips} \div \text{number of completed trips}$$

Missed Trips are trips that a customer does not take if a vehicle arrives past its designated pick-up window, or trips where the driver does not dwell the minimum required time.

### **Elevator/Escalator Availability**

$$= \text{Hours in service} \div \text{Revenue operating hours}$$

$$\text{Hours in service} = \text{Operating hours} - \text{Hours out of service}$$

$$\text{Revenue operating hours} = \text{Operating hours per unit} * \text{number of units}$$

(In other words, the percentage of time that Metro escalators or elevators in stations and parking garages are in service during operating hours)

Escalator/elevator availability is a key component of customer satisfaction with Metrorail service. This measure communicates system-wide escalator and elevator performance (at all stations over the course of the day) and will vary from an individual customer's experience.

Customers access Metro stations via escalators to the train platform, while elevators provide an accessible path of travel for persons with disabilities, seniors, customers with strollers, and travelers carrying luggage. An out-of-service escalator requires walking up or down a stopped escalator, which can add to travel time and may

make stations inaccessible to some customers. When an elevator is out of service, Metro is required to provide alternative services which may include shuttle bus service to another station.

## Objective 1C: Convenience

### **Metrorail and Metrobus Accuracy of Real-Time Arrival Information**

**= Number of accurate predictions ÷ Number of predictions**

Rail and Bus Prediction Accuracy measure the quality of Metro's real time arrival prediction data that customers use to plan their trips through Metro's online platform and other third-party trip planning applications. The predictions are compared to the actual time the vehicle (either train or bus) arrived at the stop according to Metro internal records.

Both Bus and Rail Prediction Accuracy use the same principles, methods, and standards.

**Which predictions are evaluated?** To make the measure as customer focused as possible, this measure only evaluates the most meaningful predictions; vehicles begin making predictions well before they begin service on a particular trip, and can make predictions for stops well before they are scheduled to arrive. Customers typically only use prediction information to plan in the very near term and are mostly only looking for the next arrival. To account for this, this measure excludes predictions made well in advance, and evaluates only predictions made within 30 minutes of the vehicle's arrival.

**What is considered accurate?** Prediction Accuracy compares the predicted time of a vehicle's arrival to the actual time of its arrival. A perfect prediction is when the predicted arrival time and the actual arrival time match exactly— but it is rare for a predicted and actual arrival to match to the second. The goal is not to be perfect, but to provide customers with enough good information so they can effectively plan their trips and are not waiting long periods of time. Therefore, the measure creates a range of allowable error within which a prediction is considered accurate. If the prediction falls outside that range, it is considered inaccurate.

The accuracy range follows two key principles:

1. Predictions should become increasingly more accurate as a vehicle gets closer to its stop. Errors have greater impacts on customer as a vehicle gets closer to its stop. Customers are more likely to use these predictions, and a two-minute difference has a greater impact if the vehicle is five minutes away than when the vehicle is 25 minutes away.
2. A vehicle arriving before its predicted arrival (Early) is worse than a vehicle arriving after its predicted arrival (Late). If customers follow predictions exactly, they will miss their trip if the vehicle was earlier than its prediction.

Using these principles, this measure uses the following time ranges to determine whether a prediction is accurate.

Prediction Accuracy is essentially the number of predictions that fall within these ranges out of all predictions made within 30 minutes of a vehicle's arrival.

<b>Time before arrival</b>	<b>Lower Bound (Early)</b>	<b>Upper Bound (Late)</b>
0-3 mins	-1 min	1 min
3-6 mins	-1.5 mins	2 mins
6-12 mins	-2.5 mins	3.5 mins
12-30 mins	-4 mins	6 mins

### **Last-Mile Connectivity / Bicycle Access**

#### **Percentage of survey respondents who reported using a bicycle to embark or disembark from a rail station**

Last-Mile Connectivity measures the percentage of customers who use a bicycle to get to a Metro station to start their journey and/or get to their destination from a Metro station. Metro’s Board and the Strategic Transformation Plan have set a target of 3.5% by 2030. Data for this measure come from the Rail Customer Survey, which occurs every three years. Most recent data are from 2022 with the next data collection scheduled for 2025.

# Appendix H – Glossary of Terms

<b>Accounting Basis</b>	The accounting principles and methods appropriate for a government enterprise fund. Financial statements are prepared on the accrual basis of accounting, under which revenues and expenses are recognized when earned or incurred.
<b>Accrual Basis</b>	Basis of Accounting where revenues are recognized when they are measurable and earned. Expenses are recorded when incurred.
<b>American Rescue Plan Act of 2021 (ARPA)</b>	A law that provided economic and other relief from the Covid-19 pandemic, including \$1.9 trillion in funding for individuals, businesses, and state and local governments.
<b>Approved Budget</b>	The revenue and expenditure plan approved by the WMATA Board of Directors for a specific one-year period starting on July 1.
<b>ART</b>	Refers to Arlington Transit bus service in Virginia with connections to Metro stations along the Orange, Silver, Blue and Yellow lines.
<b>Articulated bus (Also see Slinky bus)</b>	A bus that comprises two or more rigid sections linked by a pivoting joint (articulation) enclosed by protective bellows inside and outside and a cover plate on the floor.
<b>Assets</b>	Property owned by Metro which has monetary value with a future benefit.
<b>Audit</b>	An inspection of an individual or organization's accounts, typically by an independent body.
<b>Automatic Door Operations</b>	A technology allowing train doors to open automatically when the train is properly aligned with the station platform.
<b>Automatic Train Operations</b>	A technology that can allow the automated control of a train's acceleration, deceleration and speed.
<b>Balanced Budget</b>	Refers to a budget where estimated revenues are equal to or greater than estimated expenses.

**Better Bus Network** Refers to Metro’s overarching initiative to improve Metrobus for the region, including new facilities, zero-emission vehicles, improved bus communications and more bus lanes and transit signals.

**Board of Directors** The Board of Directors is a 16-member body composed of eight voting and eight alternate members responsible for corporate governance of WMATA.

**Bond** A written promise to pay a specified sum of money (face value) at a specified future date and the proposed means of financing them.

**Bond Proceeds** Refers to additional local capital funds raised, when necessary, by issuance of revenue bonds in the municipal markets.

**Budget** Refers to a financial operation embodying an estimate of revenues and expenditures for a fiscal period of 12 months or longer. This can be an operating or capital budget.

**Budget Calendar** Refers to a schedule of key dates for specific milestones in the preparation and approval of a budget.

**Budget Document** Refers to the official written statement and the supporting numbers prepared by the financial staff for presentation for approval by the Board.

**Budget Message** Refers to the general discussion of the budget document presented in writing as an overview, usually by the head of the organization.

**BudStat** Monthly meeting to discuss status of Operations’ financials and procurements by office with senior leadership across Operations, Procurement and Finance departments.

**Bus Shelter** A shelter for customers to wait for the bus - a canopy area with or without bench seating. In addition, the shelter includes a display case with bus for Metrobus customers and is equipped with a trash receptacle.

**Bus Stop** Refers to a stop indicated by a sign for customers to wait for the bus.

**Canopy** The roof-type structure above Metro station entrances or above bus stations/terminals used to protect the entryway or customers from inclement weather.

<b>Capital Assets</b>	Assets of a material value that have a useful life of more than one year. Also called fixed assets.
<b>Capital Budget</b>	The portion of the budget that provides for the funding of improvements, projects and major equipment purchases.
<b>Capital Improvement Program</b>	The six-year plan of capital projects to be completed by Metro.
<b>Cash Basis</b>	Basis of Accounting whereby revenue and expense are recorded on the books of account when received and paid, respectively, without regard to the period in which they are incurred.
<b>Collective Bargaining Agreement</b>	Refers to a written legal contract between an employer and a union representing employees covering topics such as, but not limited to, wages, work hours and employment conditions.
<b>Compact</b>	Refers to interstate compact creating WMATA; this is a special type of contract or agreement between the three jurisdictions within which the organization operates.
<b>Congestion Mitigation &amp; Air Quality Improvement Program</b>	A federally funded program of surface transportation improvements designed to improve air quality and mitigate congestion.
<b>Contingency Funds</b>	Operating and capital funds reserved for unexpected expenditures during the fiscal year which were not addressed in the annual budget.
<b>Coronavirus (Also see Covid-19)</b>	Refers to a family (Coronaviridae) of large single-stranded RNA viruses that have a lipid envelope studded with club-shaped spike proteins, infect birds and many mammals including humans, and include the causative agents of MERS, SARS, and Covid-19; also, an illness caused by a coronavirus.
<b>Coronavirus Aid, Relief, and Economic Security Act (CARES)</b>	A law which provided an economic relief package of over \$2 trillion in 2020 to American people as protection against the public health and economic impacts of Covid-19.

**Coronavirus Response and Relief Supplemental Appropriations Act of 2021 (CRRSAA)**

A law which provided supplemental appropriations for Covid-19 relief which included \$14 billion allocated to support the transit industry.

<b>Cost Allocation</b>	Refers to a process by which indirect or common costs are distributed to multiple cost objects (i.e., job, task, or business unit) based on a prescribed basis or methodology. For example, overhead costs such as IT support are allocated to the transportation modes on a percentage basis.
<b>Covid-19 (Also see Coronavirus)</b>	First identified in Wuhan, China in December 2019, Covid-19 refers to a mild to severe respiratory illness caused by a coronavirus (severe acute respiratory syndrome coronavirus 2 of the genus Betacoronavirus) and is transmitted chiefly by contact with infectious material (such as respiratory droplets) or with objects or surfaces contaminated by the causative virus, and is characterized especially by fever, cough, and shortness of breath and may progress to pneumonia and respiratory failure.
<b>DASH</b>	Refers to the City of Alexandria's bus system with connections to Metro at Yellow and Blue line stations.
<b>DC Circulator</b>	Refers to a previous bus system funded by the DC Government with support from Metro to take persons to Washington DC's premier cultural, shopping, dining, and business destinations.
<b>Deadhead</b>	Refers to non-revenue time when a bus or train is not carrying revenue passengers, usually a trip from, to, or between lines, yards or garages. Usually this refers to bus or rail travel to or from the garage or yard to a terminus or station where revenue service begins or ends.
<b>Decarbonization</b>	Reduction or elimination of carbon dioxide emissions from process.
<b>Deficit</b>	Refers to an excess of Liabilities over Assets or Expenses over Revenue.
<b>Department</b>	A major organizational unit that has overall responsibility for an operation or a group of operations within a functional area.
<b>Development and Evaluation</b>	An initial investment into the planning, development and evaluation of potential or proposed capital projects to determine if a project is viable and should be pursued.

<b>Division</b>	Refers to a garage and yard facility where buses are stored, maintained, and dispatched into service.
<b>DMVMoves</b>	A joint initiative of the Metropolitan Washington Council of Governments and Washington Metropolitan Area Transit Authority to create a unified vision and sustainable funding model for the region's transit network.
<b>Electronic Health Record</b>	Digital version of a patient's health record implemented to enhance availability and security.
<b>Enterprise Fund</b>	Refers to the sole fund for Metro with income sources classified as passenger fares and parking fees, federal funds, state and local funds, dedicated funding, business revenues, other sources and debt.
<b>Enterprise Resource Planning</b>	Software solution used by organizations to manage daily business functions such as human capital, payroll, enterprise learning management, procurement, financial management and reporting.
<b>Fairfax Connector</b>	The bus system that runs seven days a week with service throughout Fairfax County, Virginia and to Metro stations on the Orange, Blue and Yellow lines, including the Pentagon.
<b>Fare box recovery ratio</b>	Refers to the ratio of passenger fares (including inter-agency agreements related to fares) to total operating costs.
<b>Farecard</b>	Refers to a paper pass used to ride Metrorail or Metrobus. Paper farecards are no longer accepted by bus or at rail faregates (as of March 2016).
<b>Fare Evasion</b>	When an individual uses transit or attempts to do so without paying the posted fare.
<b>Fiscal Year</b>	A 12-month period used to report financial results. WMATA's fiscal year extends from July to June.
<b>Four-point Securement System</b>	Refers to an onboard securement system for wheelchairs, three-wheel and four-wheel scooters. The system incorporates four seatbelt-type straps that attach to the frame of a mobility device as a way to keep it from moving or rolling while on the bus.

<b>Grades of Automation (GoA)</b>	Refers to an international standard for grades of automation with rail systems. Metrorail was originally designed as a GoA 2 system with semi-automatic movement: Automatic functions for setting the train in motion and stopping the train, and operator-controlled functions for door closure and train operations in the event of a disruption.
<b>Head Sign</b>	Refers to the sign above the front windshield of a bus describing the line number or letter, its line name, and destination.
<b>Headway (Frequency)</b>	Refers to time intervals between vehicles moving in the same direction on a particular route. Headway can change on a line during the day as customer demand changes.
<b>In-fill Station</b>	A Metro station built between two existing stations after the stations on either side are already in use.
<b>Infrastructure</b>	Assets that make up WMATA's transportation system, including maintenance facilities, rail tracks, signals, stations, elevated structures and power stations.
<b>Instructional System Design</b>	Practice of systematically designing, developing and delivering instructional materials and experiences, both digital and physical, to support long term learning
<b>Joint Development Agreement</b>	A Board-approved agreement between WMATA and an outside developer collaborating to work on a project or initiative.
<b>Jurisdictional Subsidy</b>	Funding provided to Metro by its jurisdictional partners for the operating budget.
<b>Key Performance Indicator</b>	Performance metrics aligned to strategic goals and objectives to monitor progress toward an established goal.
<b>Kids Ride Free</b>	A pass for unlimited travel on Metrobus and Metrorail for K-12 students under 21 years of age who are enrolled in school in the District of Columbia.
<b>Kiss and Ride</b>	Refers to an area within a station where commuters are driven by private car and dropped off to board Metrobus or Metrorail.

<b>Kneeling Bus</b> <b>(Also see Passenger Lift)</b>	Refers to a feature on buses that lowers the floor to the curb or to near-curb level to make it easier for passengers to board, especially for seniors and persons with disabilities.
<b>Layover Time</b> <b>(Also known as Spot Time)</b>	Refers to time built into a schedule between arrival and departure for bus drivers to rest; minimum times are set by union contract. Layovers normally occur at each end of a route to allow for a driver's break and schedule recovery, but they may be scheduled at other points to allow for timed transfer connections.
<b>Liability</b>	A debt or legal obligation arising from transactions in the past which must be liquidated, renewed or refunded at a future date.
<b>Metro Lift</b>	An income-qualified reduced fare program that offers a 50 percent discount on Metrobus and Metrorail trips for customers in D.C., Maryland, and Virginia who qualify for the Supplemental Nutritional Assistance Program.
<b>Mezzanine</b>	The area of a Metro station near the entrance level that contains the faregate, fare vendors and kiosk.
<b>Modified Accrual Basis</b>	An accounting method that combines accrual-basis accounting with cash-basis accounting. Modified accrual accounting recognizes revenues when they become available and measurable, and with a few exceptions, recognizes expenditures when liabilities are incurred.
<b>NextBus</b>	Refers to the application that uses satellite technology for Metrobus locations to track the arrival times for bus operators and customers.
<b>Office</b>	An organizational unit that falls under the structure of a department.
<b>Operating Expenses</b>	Costs associated with the day-to-day operations of service delivery, including, but not limited to, labor, material, fuel, power, security and professional services.
<b>Operating Revenues</b>	Revenues generated through Metro operations, including revenue from passenger fares, parking, advertising, joint development, fiber option leases, investment income and other sources of revenue generated through Metro operations.

<b>Paratransit</b>	Refers to scheduled service for people who cannot use regular fixed-route bus service. MetroAccess uses vans and sedans to provide this service in the Washington Metropolitan area.
<b>Park and Ride</b>	Refers to the parking facility available for customers at Metro stations.
<b>Passenger Lift (Also see Kneeling Bus)</b>	A mechanical device, either a lift or ramp, that allows wheelchair or scooter users as well as other mobility-impaired passengers to board a bus without climbing the steps.
<b>Peak Service</b>	Refers to weekday a.m. and p.m. service during commute hours that carries a maximum number of passengers.
<b>Personnel Expenses</b>	Refers to expenditure in the operating budget for salaries and wages paid for services performed by Metro employees as well as fringe benefits costs associated with their employment.
<b>Platform Hours</b>	The total scheduled time a bus spends from pull-out to pull-in at the division. Platform hours are used as a benchmark to calculate the efficiency of service by comparing "pay to platform" hours.
<b>Preventive Maintenance</b>	Refers to operating maintenance costs eligible for reimbursement from the capital budget, subject to Federal Transit Administration (FTA) approval.
<b>Programmed Reader</b>	A machine that is attached to the fare gate/fare box where magnetic fare media can be read on Metrorail and Metrobus.
<b>Purple Line</b>	A 16-mile light-rail transit system owned and operated by the Maryland Transit Administration. It is under development and testing in Montgomery and Prince George's counties.
<b>Revenue</b>	An increase in fund assets from operational activity such as passenger fares, parking and advertising.
<b>Revenue Bonds</b>	A bond on which debt service is payable solely from a restricted revenue source.

<b>Revenue Hours</b> (Also known as Revenue Service)	Refers to all scheduled time bus/rail spends serving passengers, which can also be defined as platform hours minus deadhead and layover time.
<b>Revenue Passengers</b>	<b>Refers to passengers who enter the system through the payment of a fare.</b>
<b>Revenue trip</b> (Also see Linked/Unlinked Trip)	Refers to any linked or unlinked trip that generates revenue by cash payment, use of a pass, and/or any other means of payment.
<b>Ride-On</b>	Refers to Montgomery County regional bus transit system.
<b>Safety Management System</b>	Systematic way to continuously identify and monitor hazards, control risks, and assure of effective risk controls
<b>Slinky bus</b>	Refers to a nickname used by passengers for an articulated bus.
<b>SmarTrip®</b>	Refers to a technology built and designed by Cubic Transportation Systems, Inc., a subsidiary of San Diego-based Cubic Corporation to add and deduct value from an electronically encoded card when a customer taps the card near a programmed reader on Metrobus and at fare gates on Metrorail.
<b>STAT Program</b>	Meetings and reports that facilitate analysis and planning focused on reviewing performance results, understanding drivers and trends and developing action plans.
<b>Strategic Buses</b>	Refers to spare buses available for service in the event that a bus in route is taken out of service.
<b>Strategic Transformation Plan</b>	Refers to Metro’s guiding document adopted in February 2023, <i>Your Metro, The Way Forward</i> , describing Metro’s strategy and actions for the next five-plus years
<b>Subsidy</b>	Refers to funding received from jurisdictional funding partners in the Washington Metropolitan area consisting of Washington DC, suburban Maryland (Montgomery County and Prince George’s County) and Northern Virginia counties of Arlington, Fairfax and Loudoun, and the Cities of Alexandria, Fairfax and Falls Church.

**Tap.Ride.Go.** Refers to Metro’s open payment system allowing customers to use contactless credit/debit cards or digital wallets (Apple Pay, Google Wallet, etc.) to pay for bus and rail fares.

**TheBus** Prince George’s County, Maryland’s local bus service.

**Transit Advertising** Refers to ads posted on the exterior and interior of buses and rail cars.

**Transit Oriented Development** Projects designed to advance the use of public transportation by promoting economic development activities at and around Metro stations.

**Trippler** A short piece of work (usually on a bus, but sometimes on a train) not long enough to qualify as complete run or full day’s work. May involve vehicles from one line or route being re-routed to serve another.

**Trunk Line** A route operating along a major corridor that carries a large number of passengers and operates at headway frequencies of 15 minutes or less.

**Unlinked Passenger Trip** Unlinked passenger trips count each boarding as a separate trip.

**U-Pass** Metro’s college program offering students at participating schools unlimited rides on Metrorail and Metrobus throughout the semester.

**Video Surveillance System** Extensive camera network system that provides video coverage across the rail and bus networks, including in stations and at many WMATA-owned support facilities.

**Wayfinding** Methods by which people orient themselves in physical space and navigate from place to place.

# Appendix I – Glossary of Acronyms

A	
<b>AAC</b>	Accessibility Advisory Committee
<b>AC</b>	Alternating Current
<b>ACFR</b>	Annual Comprehensive Financial Report
<b>ACS</b>	American Community Survey
<b>ACS</b>	Authorized Construction Site
<b>ACSO</b>	Assistant Chief Safety Officers
<b>ADA</b>	Americans with Disabilities Act
<b>ADO</b>	Automatic Door Operations
<b>AFC</b>	Automatic Fare Collection
<b>AIG</b>	Association of Inspectors General
<b>APC</b>	Automatic Passenger Counter
<b>APTA</b>	American Public Transportation Association
<b>ARPA</b>	The American Rescue Plan Act of 2021
<b>ART</b>	Arlington Transit
<b>ASP</b>	Agency Safety Plan
<b>ATO</b>	Automatic Train Operation
<b>ATOC</b>	Adjacent and Task Order Construction
<b>ATS</b>	Applicant Tracking System
<b>AWIS</b>	Automatic Wayside Inspection System
<b>AWP</b>	Annual Work Plan
B	
<b>B2G</b>	Back2Good
<b>BEB</b>	Battery-Electric Bus
<b>BLS</b>	Bureau of Labor Statistics
<b>BRT</b>	Bus Rapid Transit
C	
<b>CAD</b>	Computer Aided Design

<b>CAFR</b>	Comprehensive Annual Financial Report
<b>CAIC</b>	Centralized Absence Intake Center
<b>CAP</b>	Corrective Action Plan
<b>CAPS</b>	Coordinated Alternatives to Paratransit Services
<b>CARES Act</b>	Coronavirus Aid, Relief, and Economic Security Act
<b>CBA</b>	Collective Bargaining Agreement
<b>CBT</b>	Computer Based Training
<b>CBTC</b>	Computer Based Train Control
<b>CCaaS</b>	Contact Center as a Solution
<b>CCTV</b>	Closed-Circuit Television
<b>CES</b>	Bureau of Labor Statistics' Current Employment Statistics
<b>CENV</b>	Chief Engineer Vehicles
<b>CFA</b>	Capital Funding Agreement
<b>CHG</b>	Compressed Hydrogen Gas
<b>CIP</b>	Capital Improvement Program
<b>CJIS</b>	Criminal Justice Information Systems
<b>CLRP</b>	Constrained Long-Range Plan
<b>CMAQ</b>	Congestion Mitigation and Air Quality
<b>CNF</b>	Capital Needs Forecast; Formerly Capital Needs Inventory (CNI)
<b>CNG</b>	Compressed Natural Gas
<b>COAR</b>	Capital Office of Administration and Resources
<b>COG</b>	(Metropolitan Washington) Council of Governments
<b>CoMET</b>	Community of Metros
<b>COMTO</b>	Conference of Minority Transportation Officials
<b>Covid-19</b>	See <i>Covid-19</i> or <i>Coronavirus</i> , Appendix H
<b>CPAC</b>	Capital Program Advisory Committee
<b>CPI-W</b>	Consumer Price Index for Urban Wage Earners and Clerical Workers
<b>CRCS</b>	Comprehensive Radio Communications System
<b>CRM</b>	Customer Relationship Management
<b>CTF</b>	Carmen Turner Facility
<b>CRRSAA</b>	Coronavirus Response and Relief Supplemental Appropriations Act of 2021

<b>CX</b>	Customer Experience
<b>D</b>	
<b>D&amp;E</b>	Development and Evaluation
<b>DAC</b>	Drug & Alcohol Compliance
<b>D/B</b>	Design/Build
<b>D/B/B</b>	Design/Bid/Build
<b>DBE</b>	Disadvantaged Business Enterprise
<b>DCCPD</b>	Washington D.C. Commission on Persons with Disabilities
<b>DCPS</b>	District of Columbia Public Schools
<b>DDOT</b>	District Department of Transportation
<b>DHS</b>	Department of Homeland Security
<b>DOE</b>	Department of Energy
<b>DOT</b>	Department of Transportation
<b>DPS</b>	Drainage Pumping Station
<b>E</b>	
<b>EAP</b>	Employee Assistance Program
<b>EEO</b>	Equal Employment Opportunity
<b>EHR</b>	Electronic Health Record
<b>EMT</b>	Executive Management Team
<b>ERG</b>	Employee Resource Group
<b>ERM</b>	Enterprise Risk Management
<b>ERP</b>	Enterprise Resource Planning
<b>ESS</b>	Electronic Safety and Security System
<b>EVP</b>	Executive Vice President
<b>F</b>	
<b>F/O</b>	Fiber Optic
<b>FAA</b>	Federal Aviation Administration
<b>FBI</b>	Federal Bureau of Investigation
<b>FIA</b>	Fire Industry Association
<b>FMLA</b>	Family Medical Leave Act

<b>FTA</b>	Federal Transit Administration
<b>FTE</b>	Full Time Equivalent (used for headcount calculations)
<b>FY</b>	Fiscal Year
<b>G</b>	
<b>GAAP</b>	Generally Accepted Accounting Principles
<b>GAO</b>	Government Accountability Office
<b>GASB</b>	Governmental Accounting Standards Board
<b>GFOA</b>	Government Finance Officers Association
<b>GHG</b>	Greenhouse Gas
<b>GIS</b>	Geographic Information System
<b>GM/CEO</b>	General Manager and Chief Executive Officer
<b>GMP</b>	Guaranteed Maximum Price
<b>GSA</b>	General Services Administration
<b>H</b>	
<b>HEDS</b>	Hybrid Enterprise Document Management System
<b>HEOP</b>	Heavy Equipment Overhaul Program
<b>HSA</b>	Human Services Agencies
<b>HSANV</b>	Health Systems Agency of Northern Virginia
<b>HVAC</b>	Heating, Ventilation, And Air Conditioning
<b>I</b>	
<b>iCAPA</b>	Internal Corrective & Preventative Action
<b>ICE</b>	Independent Cost Estimate
<b>IDIQ</b>	Indefinite Delivery/Indefinite Quantity
<b>IFC</b>	Issued for Construction
<b>IIoT</b>	Industrial Internet of Things
<b>IIJA</b>	Infrastructure Investment and Jobs Act
<b>IMS</b>	Integrated Master Schedule
<b>IRP</b>	Infrastructure Renewal Program
<b>IT</b>	Information Technology
<b>J</b>	

<b>JCC</b>	Joint Coordinating Committee
<b>JDA</b>	Joint Development Agreement
<b>JGB</b>	Jackson Graham Building
<b>K</b>	
<b>KMSRA</b>	Keeping Metro Safe, Reliable and Affordable
<b>KPI</b>	Key Performance Indicator
<b>L</b>	
<b>LEED</b>	Leadership in Energy and Environmental Design
<b>LEP</b>	Limited English Proficiency
<b>LPA</b>	Locally Preferred Alternative
<b>LPR</b>	License Plate Recognition
<b>M</b>	
<b>MAP-21</b>	Moving Ahead for Progress in the 21st Century Act
<b>MBE</b>	Minority Business Enterprise
<b>MDBD</b>	Mean Distance Between Delays
<b>MDBF</b>	Mean Distance Between Failures
<b>MDOT</b>	Maryland Department of Transportation
<b>MEAD</b>	Metro Electronic Action Document
<b>METRO</b>	Washington Metropolitan Area Transit Authority
<b>MICC</b>	Metro Integrated Command and Communications
<b>MPO</b>	Metropolitan Planning Organization
<b>MSRPH</b>	Metrorail Safety Rules Procedures Handbook
<b>MTA</b>	Maryland Transit Administration
<b>MTPD</b>	Metro Transit Police Department
<b>MWAA</b>	Metropolitan Washington Airports Authority
<b>MWCOG</b>	Metropolitan Washington Council of Governments
<b>N</b>	
<b>NEDCTP</b>	National Explosive Detection Canine Team Program
<b>NEPA</b>	National Environmental Policy Act
<b>NFPA</b>	National Fire Protection Association

<b>NIST/DISA STIG</b>	National Institute of Standards and Technology/Defense Information Systems Agency Security Technical Implementation Guide
<b>NRF</b>	Non-Revenue Fleet
<b>NTD</b>	National Transit Database
<b>NTSB</b>	National Transportation Safety Board
<b>NTE</b>	Not to Exceed
<b>NTI</b>	National Transit Institute
<b>NVTA</b>	The Northern Virginia Transportation Authority
<b>NVTC</b>	The Northern Virginia Transportation Commission
<b>O</b>	
<b>ODC</b>	Owner/Developer/Contractor
<b>OIG</b>	Office of Inspector General
<b>OSHA</b>	Occupational Safety & Health Administration
<b>OTP</b>	On-Time Performance
<b>P</b>	
<b>P/I</b>	Policy Instruction
<b>PARCS</b>	Parking Access Revenue Control System
<b>PARP</b>	Public Access to Records Policy
<b>PCO</b>	Pending (or proposed) Change Order
<b>PDAS</b>	Power Desk Assistant Superintendents
<b>PDC</b>	Power Desk Controllers
<b>PLC</b>	Pneumatic Logic Control
<b>PM</b>	Preventive Maintenance
<b>PMO</b>	Project Management Office
<b>PLC</b>	Pneumatic Logic Control
<b>PPE</b>	Personal Protective Equipment
<b>PRIIA</b>	Passenger Rail Investment and Improvement Act
<b>PTASP</b>	Public Transit Agency Safety Plan
<b>Q</b>	
<b>QA</b>	Quality Assurance
<b>QMS</b>	Quality Management System

<b>QMSP</b>	Quality Management System Plan
<b>R</b>	
<b>RAC</b>	Riders' Advisory Council
<b>RFP</b>	Request for Proposal
<b>RNOC</b>	Radio Network Operations Center
<b>ROW</b>	Right of Way
<b>RPO</b>	Recruitment Process Outsourcing
<b>RTC</b>	Rail Traffic Controller
<b>RTU</b>	Remote Terminal Unit
<b>S</b>	
<b>SaaS</b>	Software as a Service
<b>SAFETEA-LU</b>	Safe, Accountable, Flexible, Efficient Transportation Equity Act: A Legacy for Users
<b>SAL</b>	Station Ahead List
<b>SET</b>	WMATA's Senior Executive Team
<b>S&amp;I</b>	Service and Inspection
<b>SMP</b>	Scheduled Maintenance Program
<b>SMS</b>	Safety Management System
<b>SNAP</b>	Supplemental Nutrition Assistance Program
<b>SOC</b>	Station Operator's Console
<b>SOP</b>	Standard Operating Procedure
<b>SOS</b>	Scope of Service
<b>SOW</b>	Scope of Work
<b>SSOA</b>	State Safety Oversight Agency
<b>STP</b>	Strategic Transformation Plan
<b>SWAA</b>	Survey of Working Arrangements and Attitudes
<b>T</b>	
<b>TIFIA</b>	Transportation Infrastructure Finance and Innovation Act
<b>TIP</b>	Transportation Improvement Program
<b>TOC</b>	Tristate Oversight Committee
<b>TOD</b>	Transit-Oriented Development

<b>TPB</b>	The National Capital Region Transportation Planning Board
<b>TPSS</b>	Traction Power Substation
<b>TRPM</b>	Traction-Power-Maintenance
<b>TSA</b>	Transportation Security Administration
<b>TSGP</b>	Transit Security Grant Program
<b>TSI</b>	Transportation Safety Institute
<b>TSP</b>	Transit Signal Priority
<b>TWU</b>	Tenants and Workers United
<b>U</b>	
<b>UPS</b>	Unit Price Schedule
<b>USB</b>	Universal Serial Bus
<b>USDOT</b>	United States Department of Transportation
<b>USPS</b>	United States Postal Service
<b>V</b>	
<b>VMI</b>	Vendor Managed Inventory
<b>VP</b>	Vice President
<b>VPN</b>	Virtual Private Network
<b>VRE</b>	Virginia Railway Express
<b>W</b>	
<b>WID</b>	World Institute on Disability
<b>WMATA</b>	Washington Metropolitan Area Transit Authority
<b>WMSC</b>	Washington Metrorail Safety Commission
<b>WTS</b>	Women's Transportation Seminar International
<b>X</b>	
<b>Y</b>	
<b>YE</b>	Year End
<b>Z</b>	

# How to Contact Metro

## By mail or in person:

Washington Metropolitan Area Transit Authority  
300 Seventh Street SW, Washington, DC 20024

To reach Metro headquarters by Metrorail, the closest station is L'Enfant Plaza and the closest station exit is at D and 7<sup>th</sup> Streets. To reach Metro headquarters by Metrobus, use routes C11 or C55.

## By website:

<http://www.wmata.com>

## By telephone:

### **Metro Information**

202-637-7000 (TTY 202-962-2033)

Metrobus and rail schedules, fares, parking, Bike 'N Ride program, and more

Weekdays: 7:00 a.m. to 8:00 p.m.

Saturday and Sunday: 8:00 a.m. to 8:00 p.m.

### **Customer Relations**

202-637-1328

Suggestions, commendations, comments

Weekdays: 8:30 a.m. to 5:00 p.m.

### **MetroAccess**

301-562-5360 (TTY 301-588-7535) or toll free at 800-523-7009

### **Transit Police**

202-962-2121

Text Message 696-873 (MyMTPD)

