

FY2027 Budget Public Engagement Report



Finance and Capital Committee

Washington Metropolitan Area Transit Authority

March 26, 2026

Purpose

Describe the methods of public engagement used to solicit feedback

Summarize the results from the FY2027 Budget Public Engagement Report

By the Numbers

Survey Responses
1,136



88%
completed the Spanish survey through the transit app



99%
of comments came from online survey

7

public hearing testimonies



Community Outreach
615,375

20,250
brochures distributed

3,500+
community leaders notified



80
outreach hours at stations and Metro Bus ride-alongs

8
printed publications in varying languages

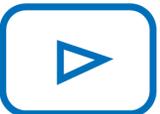


Digital Engagements
31,022

1,861
website views

700+
video views

28,461
views and impressions on social media



Written Comment Themes

1,136
survey responses

total comments
443

12
written and public hearing comments

11%
span of service and access

13%
fares and compliance

32%
service reliability and headways

19%
better bus redesign, coverage and connectivity



written comments

6%
governance and trust

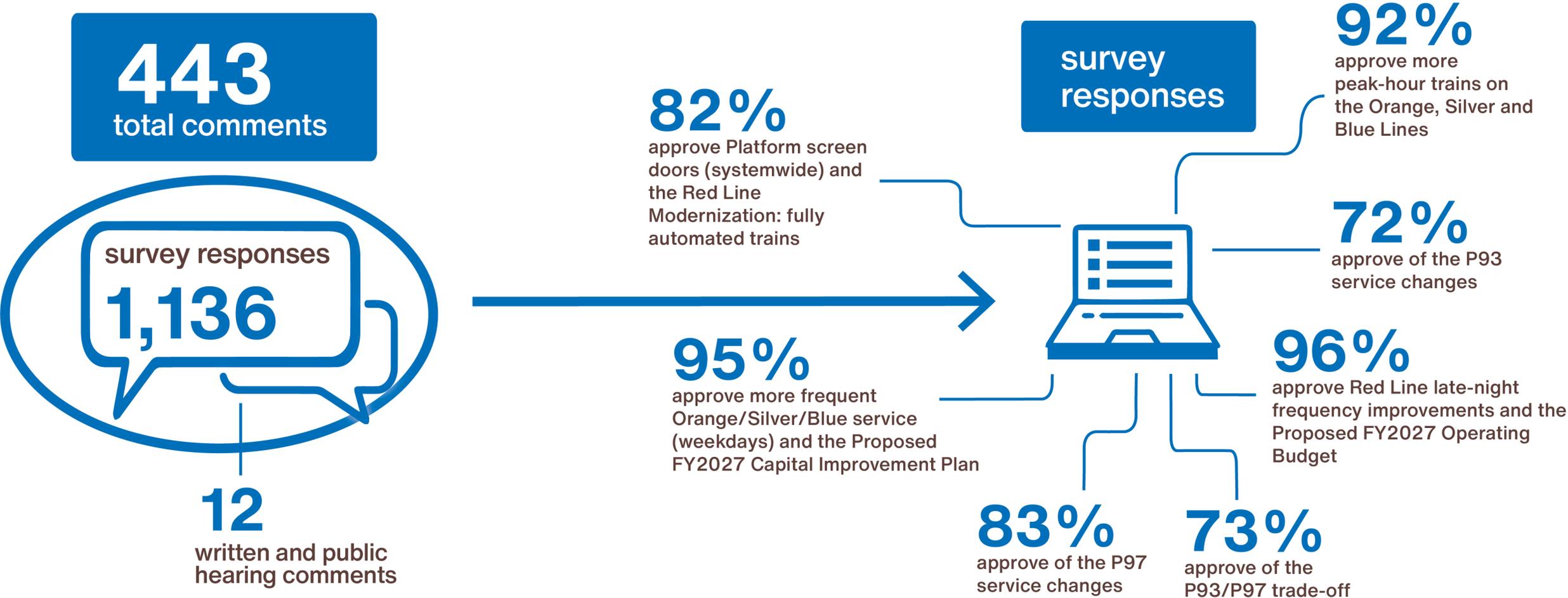
5%
equity and accessibility

1%
other

13%
safety, cleanliness and comfort



Survey Responses



What We Heard

Service reliability & headways:

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

Safety, cleanliness & comfort:

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

Fares & compliance:

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

Span of service & access:

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

Thank You!