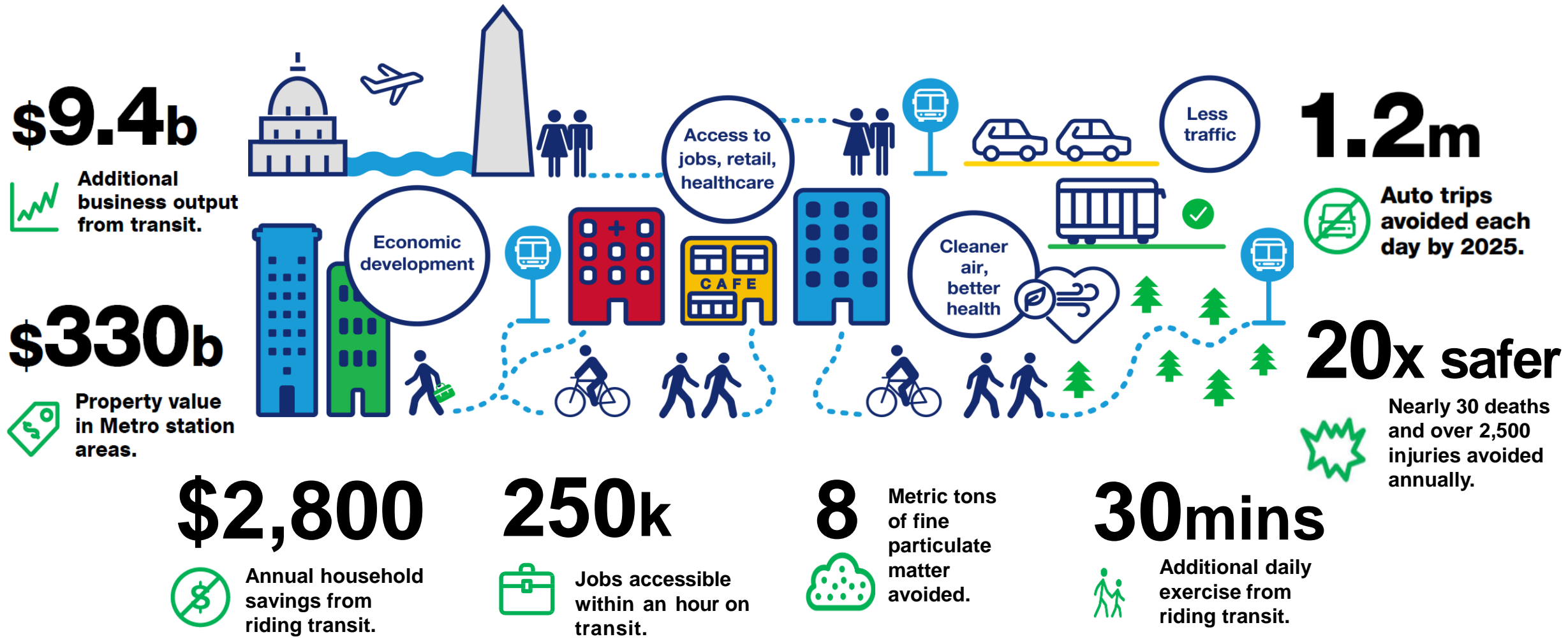


# WMATA Update

For the Mid County Citizens  
Advisory Board (MCCAB)



# The Value of Metro



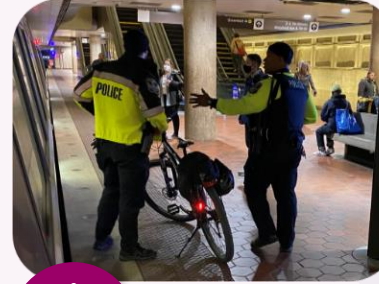
# Recent Accomplishments

## Ridership



- **Ridership grew 21%** from FY2023 to FY2024
- **Leading the country** in bus ridership growth with bus ridership at **101% of 2019 (Jan-Aug)**
- **October & November 2024 Stats:**
  - **812,900** average daily weekday riders
  - **15 of the 20** busiest post-2020 days
  - **Busiest PM Peak** on Metrorail since 2020

## Crime



- Serious crime across the system **down 14%** compared to FY23
- Q4 results **lowest in 5 years, down over 40%** compared to Q4 FY23
- **100+ Special Police Officers** deployed on trains and 26 platforms
- **11,800+ interactions** with Crisis Intervention Specialists
- **730+ community outreach events**, partnerships with local police agencies

## Customer Satisfaction



- **Customer satisfaction** met target for all three modes in Q4, **hitting record highs**
- Q4 results for **Metrorail** were the **highest in history**
- Q4 results for **Metrobus** the **highest in 3 years**
- Q4 results for **MetroAccess** are the **highest in 2 years**

## Fare Evasion



- Fare evasion is **down 82%** on Metrorail
- Installed **taller and stronger faregates** at all 98 Metrorail stations
- Increased **police presence** throughout the system
- Metro Transit **Police doubled fare enforcement actions** in FY2024

# Metro At A Glance

CAPITAL BUDGET

**\$2.6B**




OPERATING BUDGET \*

**\$2.4B**




**\$5.0B**  
TOTAL BUDGET

 **2nd**  
BUSIEST U.S. RAIL TRANSIT SYSTEM




 **6th**  
BUSIEST U.S. BUS NETWORK

		
<b>1,556</b> <b>38.1M</b>	<b>1,278</b> <b>115.5M</b>	<b>661</b> <b>16.5M</b>
ACTIVE FLEET SCHEDULED REVENUE MILES	ACTIVE FLEET SCHEDULED REVENUE MILES	ACTIVE FLEET SCHEDULED REVENUE MILES
<b>Metrobus</b>	<b>Metrorail</b>	<b>MetroAccess</b>

98 RAIL STATIONS

	<b>DC</b>	<b>40</b>
		Stations
	<b>MD</b>	<b>26</b>
		Stations
	<b>VA</b>	<b>32</b>
		Stations

128 MILES OF RAIL

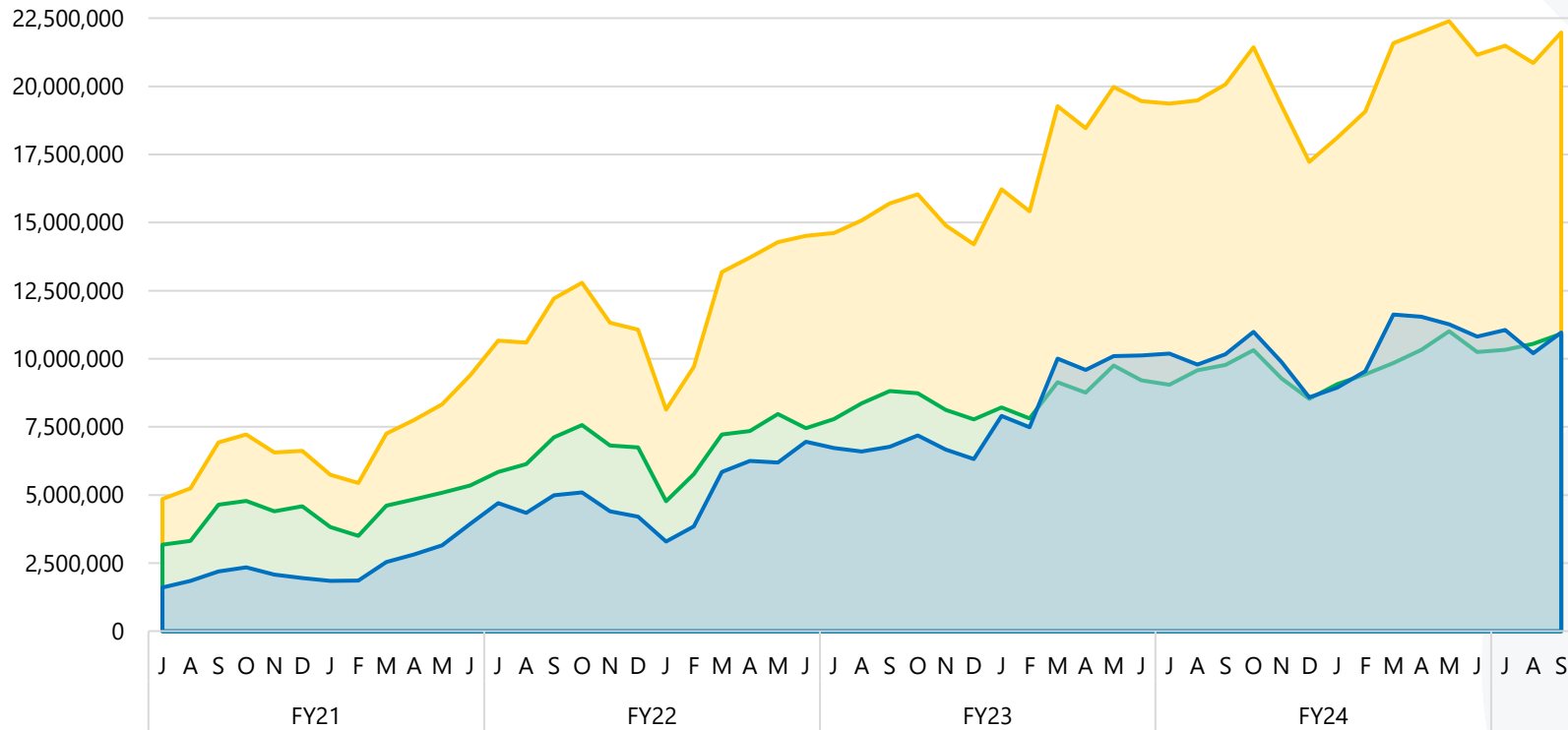
	<b>Aerial</b>	<b>15</b>
		Miles
	<b>Surface</b>	<b>59</b>
		Miles
	<b>Subway</b>	<b>54</b>
		Miles

\*Includes reimbursables and debt service

# Forty-four consecutive months of ridership growth year-over-year

- Metrobus leads the nation in ridership growth
- Metrorail had fastest ridership growth in last 12 months among 40 of world's biggest rail systems

**All ridership** | **Metrorail** | **Metrobus**



**64.3 million trips in Q1**

**9% higher** than Q1 FY24

**796,000** average weekday customers

**32.2 million trips on Metrorail**

**7% higher** than Q1 FY24

**397,000** average weekday customers

**31.8 million trips on Metrobus**

**12% higher** than Q1 FY24

**394,000** average weekday customers

**0.3 million trips on MetroAccess**

**14% lower** than Q1 FY24

**4,100** average weekday customers

Source: Service Excellence Report Summary, FY 25 Q1

Note: As of January 2023, Metrorail ridership reports all (tap and non-tap) ridership.



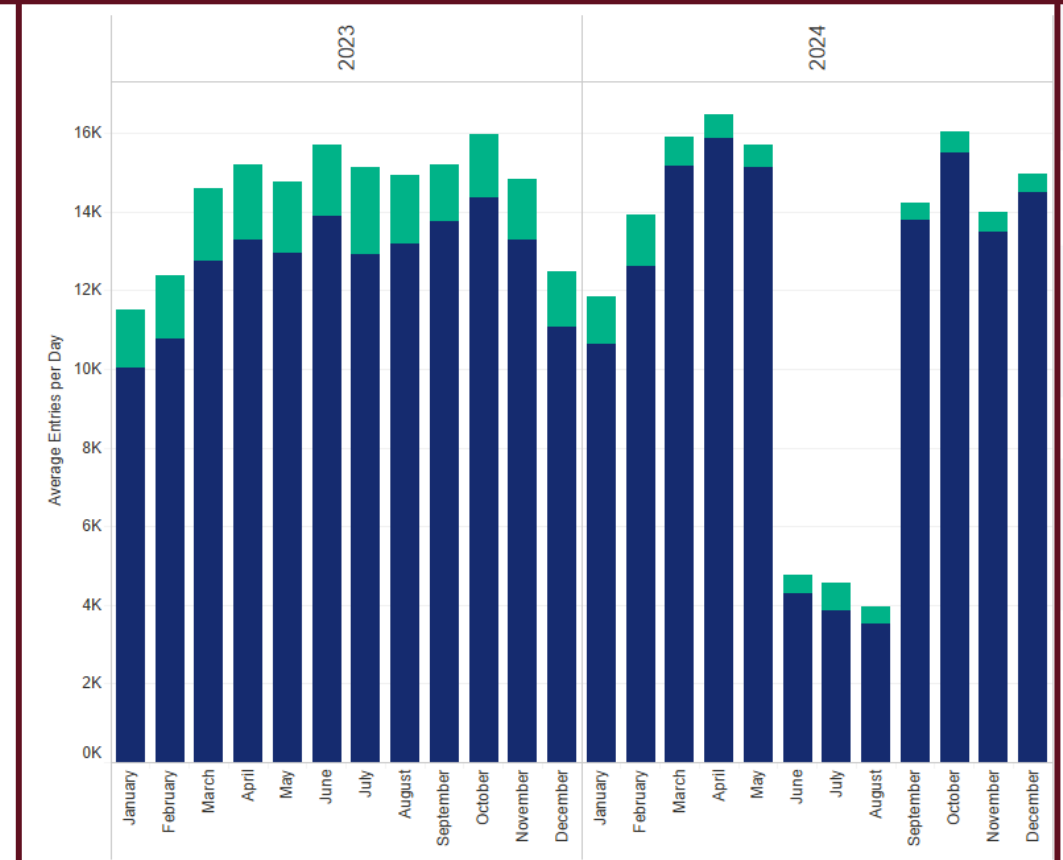
# Metro in Montgomery County

# Red Line Ridership Report

WMATA Update for MCCAB

- Daily average rail entries at Glenmont, Wheaton, Forest Glen, and Silver Spring stations has **exceeded 14,000 entries** (tapped and non-tapped) since September 2024
- Red line ridership north of Silver Spring has made a **full recovery to ridership levels preceding the summer closures**
- The installation of taller fare gates has **significantly reduced fare evasion**, as demonstrated by the stark drop in non-tapped rail entries since installation was completed in September 2024
  - In November 2023, 10.4 percent of entries at the Glenmont, Wheaton, Forest Glen, and Silver Spring Stations were untapped entries, compared to 3.5 percent in November 2024

## Glenmont, Wheaton, Forest Glen & Silver Spring Daily Average Entries





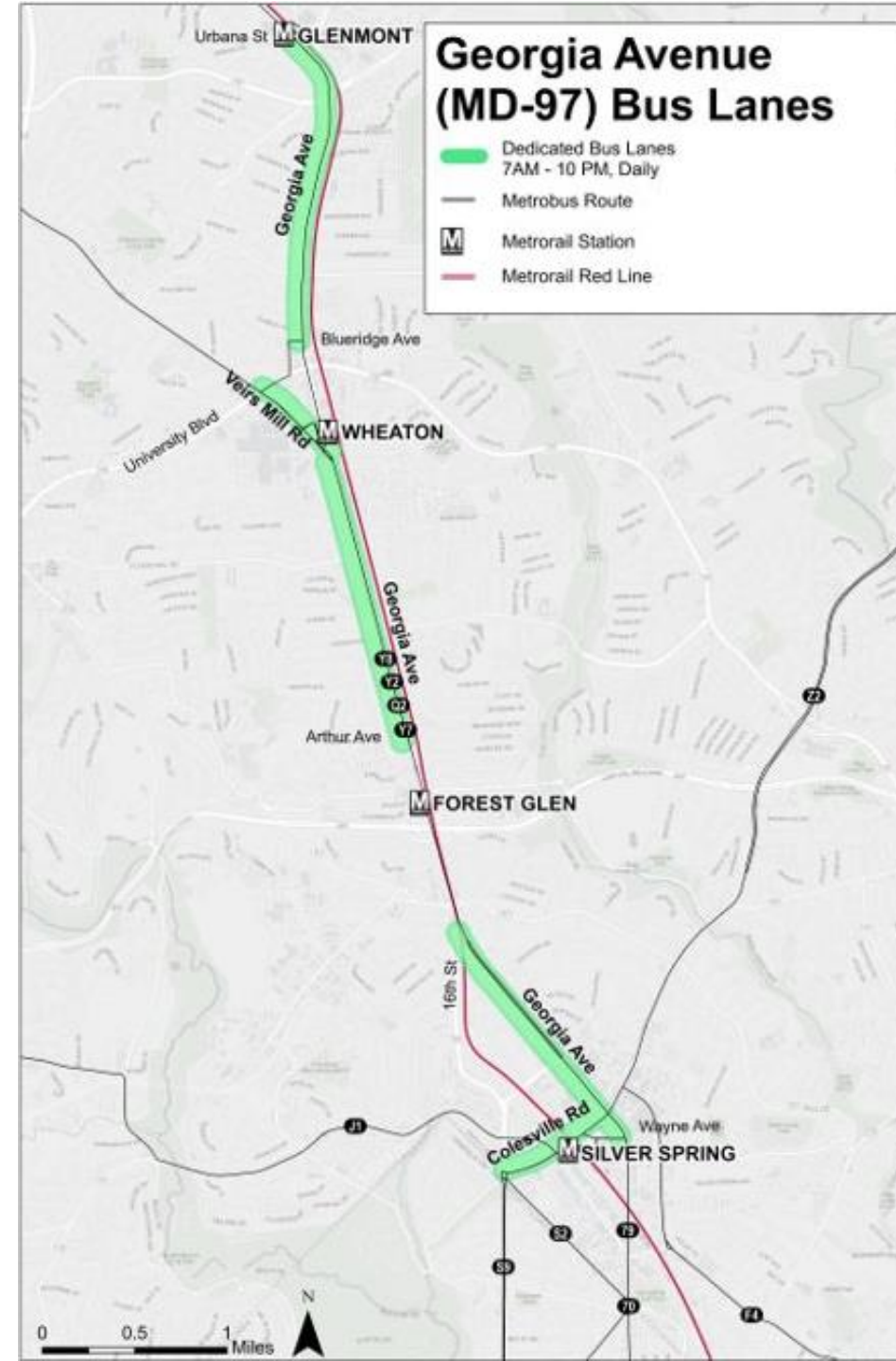
# Georgia Avenue Bus Priority Project

## Project Background

- Pilot bus priority lanes launched on June 1, 2024, providing shuttle support throughout the summer Red Line closure
- Partnership between the Maryland Department of Transportation, the State Highway Administration, Metro, and the Montgomery County Department of Transportation
- Part of a suite of offerings meant to provide transportation alternatives and reduce congestion

## Bus Priority Lane Details

- Approx. 7 miles of bus priority lanes
- Silver Spring (Wayne Avenue) to Glenmont (Urbana Drive)
- Designed using thick white roadway striping & signage
- 7AM-10PM daily
- Discontinuous lanes (see gaps near Forest Glen & Wheaton in image)
- Accompanied by signal changes to minimize traffic delays





# Silver Spring Purple Line Connection FAQ

WMATA Update for MCCAB

The Purple Line is a 16-mile light rail line that will seamlessly connect Prince George's and Montgomery County, while offering a direct link to Metro's Red, Green, and Orange Lines, MARC commuter rail, Amtrak at New Carrollton, and local and regional bus networks

- **Construction Status:** Pier construction at the Silver Spring Transit Center Mezzanine is complete. Preparations are underway for girder installation in January & February, which will be done during weekend shutdowns. Paver installation will occur in October 2025. Mezzanine construction is expected to be completed by late 2025/early 2026.
- **Expected Silver Spring Station Service Impacts:** Weekend shutdowns will be needed to perform work on the girders, escalators & elevators, stairs, and canopy for the new structure.
- **Expected Road Closures:** Modification of traffic near the Silver Spring Transit Center may be necessary. You may subscribe to notifications through the Purple Line Project site.



# Ongoing Initiatives at Metro

DMV*Moves* is a joint initiative of the Metropolitan Washington Council of Governments (COG) and WMATA to create a **unified vision and sustainable funding model** for the region's transit network

- Over the next year, a task force of officials appointed by COG and WMATA from the District of Columbia, Maryland, Virginia, and the federal government will be guiding this initiative alongside two workgroups representing area jurisdictions, transit service providers and agencies, and business, labor, and community organizations
- Goals include: Identifying a sustainable funding source for Metro, aligning regional mobility goals and strategies, and realizing cost efficiencies among regional partners.

# DMV*MOVES*

Moving our region forward, together.

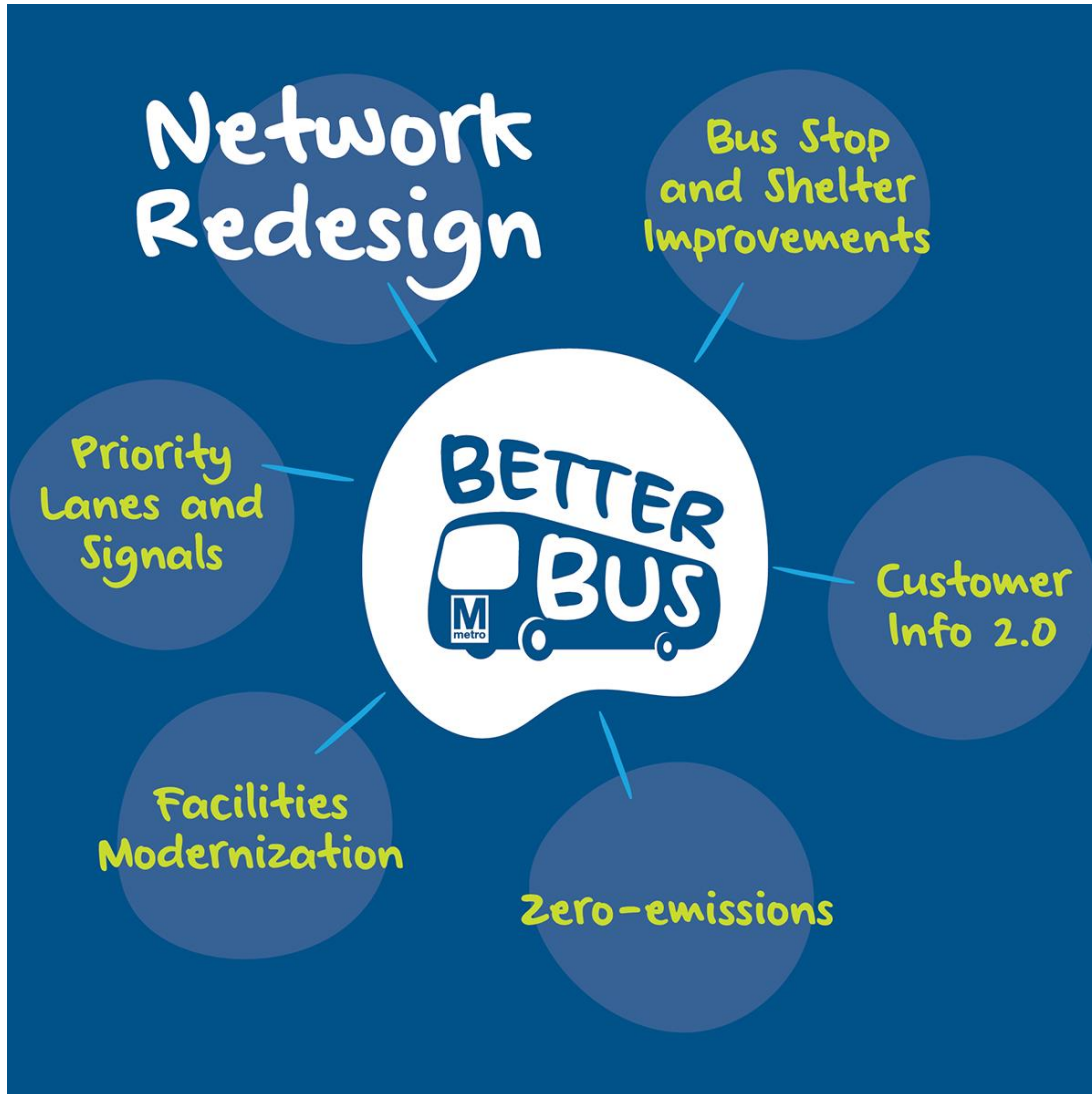


Metropolitan Washington  
**Council of Governments**



# The Better Bus Network Redesign (1/2)

WMATA Update for MCCAB



**Better Bus** is Metro's overarching initiative to improve Metrobus for the region.

For the first time in decades, we're taking a fresh and detailed look at our bus service with the goal of serving our customers and the region better. We're working to create a Better Bus network that is fast, frequent, reliable, and easier to understand.



**63 events**  
**62 days**

**20,000+**  
in-person  
interactions

**600,000+**  
social media  
impressions

**40,000**  
unique  
website users

**8,000+**  
comments  
on routes



# The Better Bus Network Redesign (2/2)

WMATA Update for MCCAB

Our **BBNR Neighborhood Profiles** highlight service changes and improvements on a neighborhood-by-neighborhood basis. Some improvements for the mid-county region:

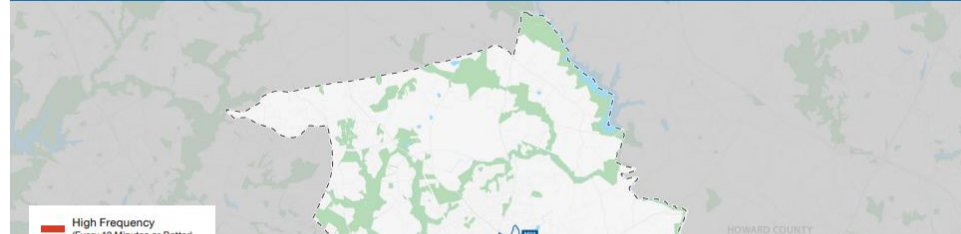
## Aspen Hill & Olney

- New cross-county service between Olney, Aspen Hill, Wheaton, and Bethesda on the M22
- Coordinated service between RideOn and Metrobus to reduce duplication between Olney & Bethesda

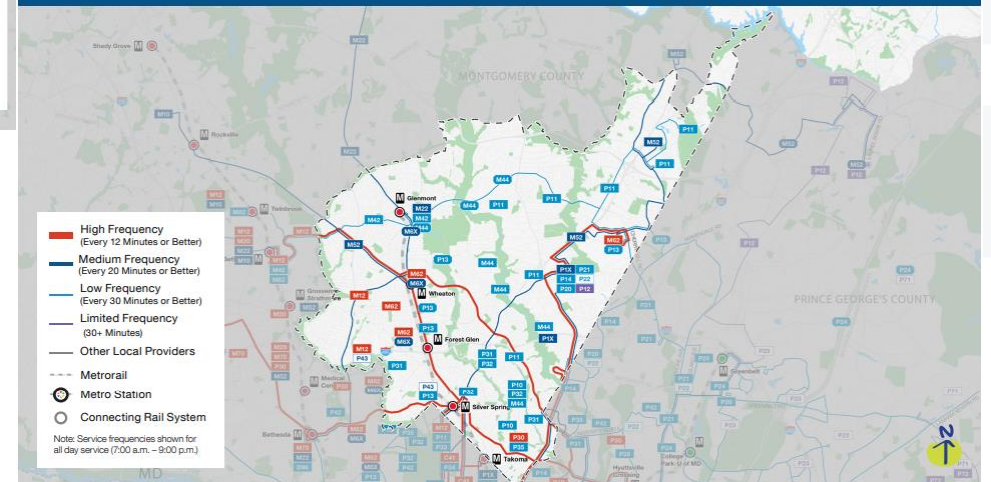
## Glenmont, Wheaton & White Oak

- New connections between Glenmont, Colesville, Cherry Hill Park, the Route 1 Corridor, and College Park on the M44

### PROPOSED 2025 BETTER BUS NETWORK Neighborhood Profile: Aspen Hill & Olney



### PROPOSED 2025 BETTER BUS NETWORK Neighborhood Profile: Glenmont, Wheaton & White Oak



# Automatic Train & Door Operation

WMATA Update for MCCAB

## ***Automatic Train Operation (ATO)***

ATO automates control of Metro trains' acceleration, deceleration, and speed. Like autopilot in planes, ATO provides energy saving enhancements and makes the starts and stops of train operations smoother. This technology also helps WMATA keep consistent arrival and departure schedules, achieving better on-time performance for the entire system.

## ***Automatic Door Operation (ADO)***

ADO technology automatically opens doors when the train is properly aligned with the station platform. Compared to manual operation, the utilization of ADO opens Metro train doors 10-15 seconds faster. These seconds add up to help customers reach a connecting train, or their destination, sooner.

*Metro's investments in ATO & ADO will contribute to a **faster, safer, and more efficient** Metrorail for the DMV by Spring 2025.*

**ATO is already being used on the Red Line as of December 15**

# FYI: Winter Construction



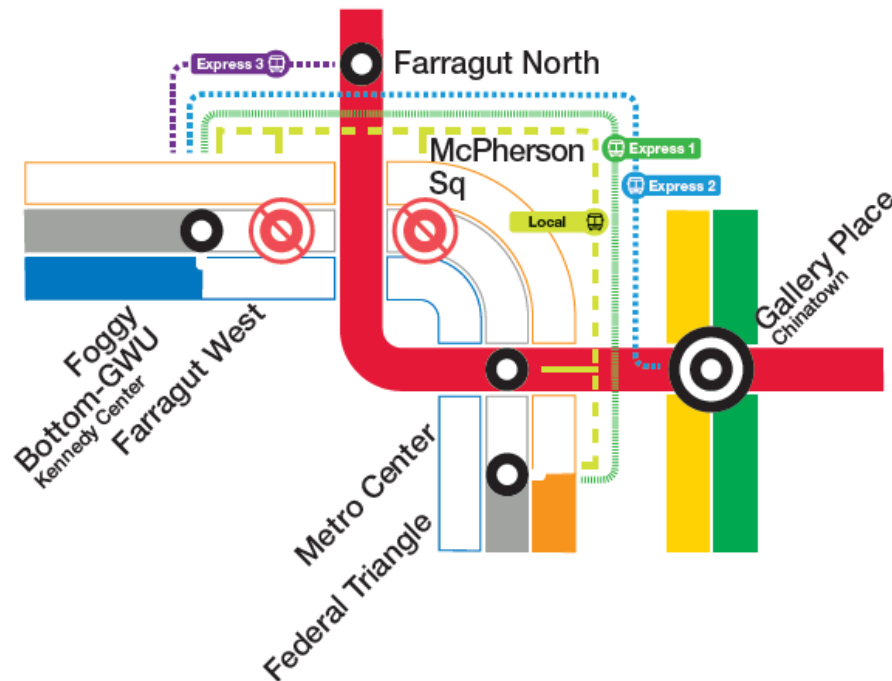
# Blue/Orange/Silver Line Track Work

## Friday Dec. 20 – Thursday Dec. 26

WMATA Update for MCCAB

### OR SV BL Service Advisory

Friday, Dec. 20 - Thursday, Dec. 26, 2024



#### Affected lines

- No **OR** between Clarendon and Federal Triangle
- No **SV** between Foggy Bottom-GWU and Federal Triangle
- No **BL** between Foggy Bottom-GWU and Downtown Largo

#### Free shuttle bus service provided

- Local** Between Foggy Bottom-GWU, Farragut West, McPherson Sq, Metro Center and Federal Triangle
- Express 1** Between Foggy Bottom-GWU and Federal Triangle
- Express 2** Between Foggy Bottom-GWU and Gallery Place
- Express 3** Between Foggy Bottom-GWU and Farragut North (Dec. 20, 23, 24, 26 | 5-10 a.m. & 3-7 p.m. only)



Station closed



Station open



Transfer station



RD available at Metro Center

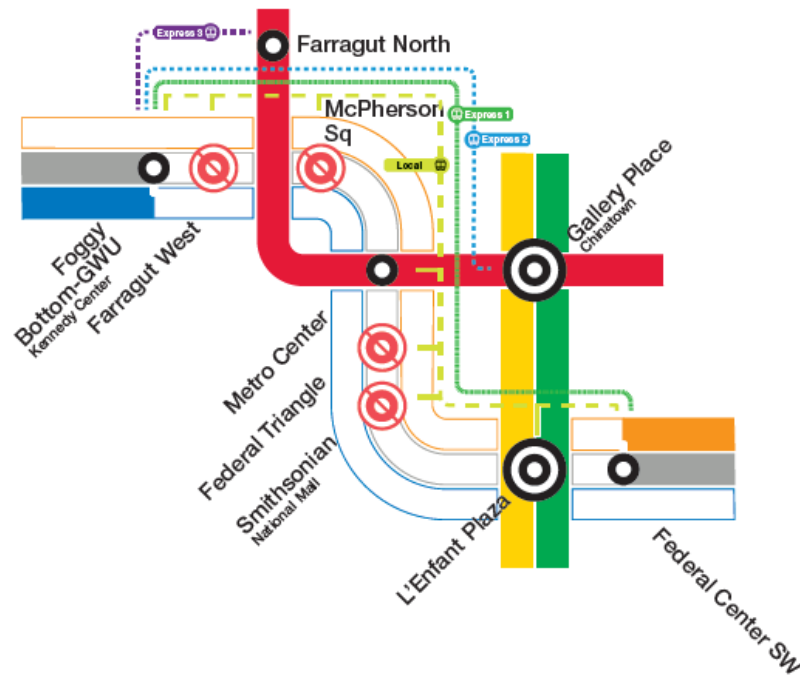
# Blue/Orange/Silver Line Track Work

## Friday Dec. 27 – Monday Dec. 30

WMATA Update for MCCAB

### OR SV BL Service Advisory

Friday, Dec. 27 - Monday, Dec. 30, 2024



#### Affected lines

- No **OR** between Clarendon and Federal Center SW
- No **SV** between Foggy Bottom-GWU and Center SW
- No **BL** between Foggy Bottom-GWU and Downtown Largo



#### Free shuttle bus service provided



Local

Between Foggy Bottom-GWU, Farragut West, McPherson Sq, Metro Center, Federal Triangle, Smithsonian, L'Enfant Plaza and Federal Center SW



Express 1

Between Foggy Bottom-GWU and Federal Center SW



Express 2

Between Foggy Bottom-GWU and Gallery Place



Express 3

(Dec. 27, 30 | 5-10 a.m. & 3-7 p.m. only)  
Between Foggy Bottom-GWU and Farragut North



Station closed



Station open



Transfer station



RD available at Metro Center



YL GR available at L'Enfant Plaza

# Thank You

WMATA Updates for MCCAB

## Government Relations Team Contacts

- **Charlie Scott**, Senior MD Government Relations Officer  
*cscott@wmata.com | 202-870-7918*

