December 30, 2025

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

Dear General Manager Clarke:

The Committee on Transportation and the Environment will hold performance oversight hearings on agencies under its purview beginning in late January 2026. The performance oversight hearing for the Washington Metropolitan Area Transit Authority ("WMATA") is tentatively scheduled for **Monday, February 2, 2026.** In preparation, attached is a set of pre-hearing questions. Please submit your responses to these questions no later than the close of business on **Monday, January 26, 2026.** in PDF format and *minimize the use of attachments*. If you need to discuss any of the questions, please contact Kevin Whitfield, Committee Director, at (202) 724-1307 or kwhitfield@dccouncil.gov.

Organization and Staffing

1. **Please provide a complete and current <u>organizational chart</u> for the agency and each division and subdivision within the agency, including:**
   a. **The names and titles of all senior personnel;**
   b. **A description of the roles and responsibilities for each division and subdivision;**
   c. **A narrative explanation of any changes to the organizational chart made since last year's responses; and**
   d. **An indication of whether any positions in the chart are vacant.**

See the attached Organizational Chart.

Office of Board Affairs

The **Office of Board Affairs** serves as the central support organization for the WMATA Board of Directors and is critical to ensuring strong, transparent, and effective governance of the Authority. Reporting directly to the Board, the office advises members on governance strategy, ethics, transparency, and public accountability. It develops and administers Board policies, bylaws, and procedures, and coordinates closely with Metro's executive leadership to prepare policy briefings and materials that enable informed decision-making.

Board Affairs manages all Board-related communications and public processes, including Board and committee meetings, public hearings, Riders' Advisory Council activities, and outreach required under the WMATA Compact. The office also maintains official Board records such as agendas, minutes, and resolutions; administers ethics disclosure and compliance processes; supports Board orientation and training; and serves as a liaison to advisory councils. Through these responsibilities, the Office of Board Affairs ensures continuity, integrity, and transparency in Board operations.

Office of the Inspector General (OIG)

The **Office of the Inspector General** is an independent and objective oversight organization that reports directly to the WMATA Board of Directors. Its mission is to promote economy, efficiency, and effectiveness across Metro operations while safeguarding the integrity of the Authority's programs, finances, and workforce. The OIG conducts audits, evaluations, inspections, and investigations related to all Metro activities.

The organization focuses on detecting and preventing fraud, waste, abuse, and misconduct; overseeing high-risk areas such as procurement and capital projects; and ensuring corrective actions are implemented when deficiencies are identified. The OIG operates the confidential hotline, manages whistleblower protection programs, conducts fraud awareness training, and provides regular reports and management alerts to the Board and executive leadership. Through its independent oversight role, the OIG strengthens accountability and public trust.

General Manager and Chief Executive Officer (GM/CEO)

The **General Manager and Chief Executive Officer** is Metro's chief executive, responsible for overall leadership, performance, and strategic direction of the Authority. The GM/CEO

implements the Strategic Transformation Plan—*Your Metro, The Way Forward*—and translates Board policy and strategic goals into operational and organizational priorities.

The GM/CEO provides executive oversight of all Metro departments, including operations, capital delivery, administration, and support functions. Key responsibilities include setting annual objectives, managing the executive leadership team, overseeing service delivery and safety, and submitting balanced operating and capital budgets to the Board. The GM/CEO also represents Metro to federal, state, regional, and local partners and is accountable for ensuring alignment between strategy, performance, and resources across the organization.

Operations
The **Operations** organization is responsible for delivering Metro's day-to-day transit services and maintaining system reliability. It oversees the operation of Metro Bus, Metro Rail, and Metro Access services and manages the employees and systems that keep customers moving safely and reliably.

Operations includes Transportation, Fleet, Access Services, the Metro Transit Police Department, the Metro Integrated Command and Communications Center, Reliability Engineering and Asset Management, Operations Administration, and Special Projects. Responsibilities span service delivery, vehicle maintenance, paratransit operations, safety and security, real-time system management, and coordination of operational projects. Through these functions, Operations ensures safe service, effective incident response, and continuous improvement in reliability and customer experience.

Infrastructure
The **Infrastructure** organization is responsible for maintaining, rehabilitating, and modernizing all of Metro's fixed assets and for delivering the Authority's Capital Improvement Program. Its work ensures Metro's system remains in a state of good repair while advancing long-term modernization efforts.

Infrastructure oversees inspection, maintenance, and capital construction activities across track, structures, stations, facilities, power systems, communications, and signaling. The organization manages project delivery from design through construction and turnover to operations, and it plays a key role in advancing rail transformation initiatives such as modern signaling and automation. Through disciplined asset management and capital delivery, Infrastructure supports safe, reliable service today and for future generations.

Safety & Readiness
The **Safety & Readiness** organization ensures that Metro's services and facilities are operationally safe, environmentally compliant, and prepared for routine and emergency conditions. It promotes a strong safety culture across the Authority and works collaboratively with all departments to manage risk.

Responsibilities include implementation of the Safety Management System, hazard identification and mitigation, incident and accident investigation, emergency preparedness, construction safety oversight, occupational health and wellness, and regulatory compliance. Safety & Readiness also

oversees quality management, technical training and certification, and system-wide accessibility. Through these integrated functions, the organization safeguards employees, customers, and surrounding communities.

Customer Experience & Transformation
The **Customer Experience & Transformation** organization is focused on growing and sustaining ridership by improving service quality, customer engagement, and public understanding of Metro's offerings. It acts as the voice of the customer within the organization and drives cultural and operational shifts toward customer-centric practices.

This organization manages government relations, community engagement, customer experience initiatives, marketing, and enterprise transformation efforts. Responsibilities include customer research and insights, stakeholder engagement, strategic communications in support of the Strategic Transformation Plan, and development of initiatives to improve satisfaction and trust. The department works closely with internal and external partners to ensure service improvements are effectively marketed, explained, and aligned with customer needs.

Communications & Customer Service
The Communications & Customer Service organization supports the Authority by delivering accurate, timely, and helpful information to customers and employees across all channels. Its mission is to ensure Metro speaks with one trusted voice and provides meaningful, actionable information throughout the customer journey.

The organization encompasses media relations and digital communications, the Customer Service Call Center, 24/7 operational communications for the Integrated Command Center, and corporate communications and events. Responsibilities include service alerts, customer inquiries, crisis communications, employee engagement, storytelling, and internal communications. By strengthening transparency and clarity, this organization helps build public confidence and supports service excellence.

Planning & Performance
The **Planning & Performance** organization drives Metro's strategy, service planning, and performance measurement. It is responsible for developing bus and rail service plans and schedules, evaluating performance against goals, and ensuring that investments and programs align with strategic priorities.

Its responsibilities include data analysis and research, long-range planning, strategy and policy development, service planning and scheduling, and capital planning and programming. Planning & Performance monitors ridership and reliability trends, advances fare and service modernization initiatives, and provides transparent reporting to leadership and the Board. Through these functions, the organization connects strategy, data, and execution.

Finance
The **Finance** organization ensures fiscal accountability, transparency, and long-term financial sustainability for Metro. It manages the Authority's financial resources in alignment with strategic priorities and public stewardship responsibilities.

Finance oversees accounting, budgeting, financial planning and reporting, treasury and debt management, procurement and materials, grants administration, and real estate and joint development activities. The organization is responsible for revenue collection, subsidy management, fare programs, capital budget oversight, and financial compliance with applicable standards and regulations. Through disciplined financial management, Finance supports Metro's ability to deliver safe and reliable service.

Digital Modernization
The Digital Modernization organization provides the technology, systems, and cybersecurity capabilities that support and protect Metro's operations and business functions. The organization ensures that Metro's digital infrastructure is secure, resilient, and aligned with operational needs and customer expectations.

Responsibilities include cybersecurity, enterprise applications, enterprise architecture, operational technology, business operations support, and service delivery. Digital Modernization advances initiatives such as fare payment modernization, data analytics, automation, cloud migration, and video and communications systems. By enabling digital innovation, the organization improves efficiency, security, and service delivery.

Human Capital
The **Human Capital** organization builds and sustains Metro's workforce by supporting recruitment, development, engagement, and performance management. Its work ensures the Authority has the talent, skills, and culture needed to achieve its mission.

Responsibilities include workforce planning, talent acquisition, onboarding, labor and employee relations, compensation and benefits, learning and development, employee engagement, and equal employment opportunity compliance. Human Capital also manages human capital information systems and supports organizational transformation initiatives. Through these efforts, the organization promotes a high-performing, inclusive, and engaged workforce.

Legal & Compliance
The **Legal & Compliance** organization includes the Legal Department and the Audit & Compliance Department. Together, these departments manage and advise on risk and compliance, protect the Authority's assets and financial interests, facilitate business operations, and support strategic decisions. The Legal Department is responsible for all legal affairs of Metro 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.

2.   **Please provide a current breakdown of WMATA employees by state of residence.**
        a.   **Please provide a breakdown of all new hires in FY25 and FY26, to date, by state of residence.**

Metro Employees by State of Residence

Employee State of Residence	Employee Count As of 1/15/2026
Maryland	9,416
Virginia	1,952
District of Columbia	1,708
West Virginia	73
Pennsylvania	35
Delaware	24
New Jersey	8
Florida	7
Illinois	4
North Carolina	3
South Carolina	3
New York	2
Washington	2
California	1
Iowa	1
Nevada	1
Ohio	1
Texas	1
TOTAL	**13,242**

New Hires by State: FY25 & FY26 To Date

Employee State of Residence	FY25 Hires	FY26 Hires Thru 1/15
Maryland	763	464
District of Columbia	320	171
Virginia	196	95
New York	5	1
West Virginia	4	--
New Jersey	3	1
Pennsylvania	2	1
Georgia	2	--
Delaware	1	1
North Carolina	1	1
Arizona	1	--
California	--	1
Florida	1	--
Illinois	1	--
Nevada	--	1
Ohio	1	--
Puerto Rico	1	--
Texas	1	--

3. **Please provide, for each month in FY25 and FY26, to date, the total number of personnel separated from and hired by the agency.**

Hires & Separations by Month

Month	Hires	Separations
Jul 2024	53	96
Aug 2024	133	123
Sep 2024	144	93

Oct 2024	128	101
Nov 2024	57	67
Dec 2024	114	87
Jan 2025	56	97
Feb 2025	97	74
Mar 2025	135	78
Apr 2025	89	113
May 2025	73	92
Jun 2025	225	98
Jul 2025	122	105
Aug 2025	82	150
Sep 2025	59	83
Oct 2025	169	63
Nov 2025	115	75
Dec 2025	125	104
Jan 2026	65	58

4. **Please provide a table with the current membership of the <u>Board of Directors</u>, and, if any, the number of unfilled Board seats. For each seat, please provide the following:**
    a. **The member's name;**
    b. **The jurisdiction in which they reside;**
    c. **The jurisdiction, agency, or organization the member represents;**
    d. **When the member's term expires;**
    e. **For any vacant seats, how long the seat has been vacant; and**
    f. **Attendance record for all official Board meetings.**

Board Member		Role	Appointing Authority	Initial Term Start	Term Expiration
Valerie Joy Santos	DC	Principal Director	DC Council	Nov 22, 2023	Jun 30, 2027
Spring Worth	DC	Alternate Director	DC Council	Dec 23, 2022	Jun 30, 2028
Tracy Hadden Loh	DC	Principal Director	DC Council	Nov 04, 2021	Jun 30, 2029
Vacant	DC	Alternate Director	DC Council (Mayoral Nominee)		Jun 30, 2022[1]
Joe McAndrew	MD	Principal Director	Governor of Maryland/Maryland Secretary of Transportation	Apr 12, 2023	n/a
Michael Goldman	MD	Alternate Director	WSTC/Montgomery County	Dec 8, 2022	Jun 30, 2028
Leslie Weber	MD	Principal Director	WSTC/Governor of Maryland	Jan 1, 2026	Jun 30, 2029
Vacant	MD	Alternate Director	WSTC/Prince George's County		Jun 30, 2025[2]
Darien Flowers	VA	Principal Director	NVTC/Commonwealth of Virginia	Jan 8, 2026	Jan 1, 2030
Matt de Ferranti	VA	Alternate Director	NVTC/Arlington County	Jul 1, 2025	Jan 4, 2028
Walter Alcorn	VA	Principal Director	NVTC/Fairfax County	Jul 1, 2025	Jan 5, 2029
Canek Aguirre	VA	Alternate Director	NVTC/City of Alexandria	Mar 5, 2021	Jan 5, 2027

Vacant	Fed	Principal Director	USDOT/Secretary of Transportation		Sep 7, 2025[3]
April Rai	Fed	Alternate Director	USDOT/Secretary of Transportation	Dec 22, 2022	Dec 14, 2026
Vacant	Fed	Principal Director	USDOT/Secretary of Transportation		Sep 7, 2025[4]
Vacant	Fed	Alternate Director	USDOT/Secretary of Transportation		Sep 7, 2025[5]

Notes

1 - Term expiration date is for previous appointee (Jeff Marootian); Mr. Marootian resigned on January 22, 2021.
2 - Term expiration date is for previous appointee (Thomas Graham)
3 - Term expiration date is for previous appointee (Sarah Kline)
4 - Term expiration date is for previous appointee (Kamilah Martin-Proctor)
5 - Term expiration date is for previous appointee (Bryna Helfer)

Board meeting attendance records are attached.

5.   **Please provide the following for each <u>collective bargaining agreement</u> that is currently in effect for WMATA employees:**
   a.   **The bargaining unit (name and local number);**
   b.   **The start and end date of each agreement;**
   c.   **The number of employees covered;**
   d.   **Whether the agency is currently bargaining;**
   e.   **If currently bargaining, the anticipated completion date;**
   f.   **For each agreement, the union leader's name, title and contact information; and**
   g.   **A copy of the ratified collective bargaining agreement.**

The ratified collective bargaining agreements or signed Memorandum of Understanding are attached for each of our five current CBAs. The Local 689 CBA is ready to be signed but the parties haven't yet signed the full CBA. The ratified MOU and Addendum adopted by the WMATA Board and currently in effect are attached.

The Local 2 CBA draft is also nearly ready for signature. The signed and ratified MOU and Addenda for Local 2 adopted by the WMATA Board and currently in effect are also attached.

6.   **Please list any <u>strikes or other organized labor actions</u> impacting WMATA or WMATA-contracted services conducted in FY25 and FY26, to date, and provide a status update on the negotiations to resolve any ongoing actions.**

There have been no strikes or other organized labor actions impacting WMATA or WMATA-contracted services conducted in FY25 and FY26, to date.

7.   Please list all **administrative complaints or grievances** that the agency received in FY25 and FY26, to date. For each complaint, list:
   a.   The source of complaint;
   b.   The process utilized to respond to the complaint or grievance;
   c.   Any changes to agency policies or procedures that resulted from the complaint or grievance; and
   d.   If resolved, describe the resolution.

See attached.
There were no changes to agency policies or procedures required by the resolution of any these grievances or complaints.

Operations

8.   **Please provide a monthly breakdown of WMATA ridership for bus, rail, and Metro Access during FY24, FY25, and FY26, to date.**

Metro Rail ridership data represent total monthly station entries, including no tap station entries. Metro Bus data are based on monthly boardings captured by automatic passenger counters (APC). Metro Access ridership is measured as the number of Metro Access trips per month, plus scheduled Abilities-Ride trips per month.

Metro Rail data available on Open data portal: Metro Rail Ridership Summary | WMATA
Metro Bus data available on Open data portal: Metro Bus Ridership Summary | WMATA

Ridership By Mode – FY24, FY25, FY26

Fiscal Year	Month	Metro Access	Metro Rail	Metro Bus
FY2024	July 2023	179,386	10,194,450	9,098,878
	August 2023	193,476	9,783,790	9,574,497
	September 2023	187,956	10,166,850	9,799,987
	October 2023	203,236	10,987,173	10,337,860
	November 2023	190,991	9,882,308	9,296,999
	December 2023	187,846	8,585,951	9,079,794
	January 2024	183,781	8,940,699	9,125,444
	February 2024	195,803	9,537,539	9,650,319
	March 2024	208,431	11,622,952	9,906,379
	April 2024	213,093	11,538,895	10,391,991
	May 2024	218,808	11,264,158	11,046,005
	June 2024	194,078	10,809,083	10,231,452
FY2025	July 2024	209,315	11,053,426	10,330,505
	August 2024	216,385	10,199,581	10,566,301
	September 2024	212,340	10,964,612	10,947,089
	October 2024	236,003	12,423,706	11,688,946
	November 2024	214,325	10,018,561	10,050,273
	December 2024	218,210	9,746,296	9,664,034
	January 2025	202,418	9,773,991	8,952,936
	February 2025	203,268	10,002,620	9,222,785
	March 2025	237,587	13,855,161	10,877,532

	April 2025	245,338	14,069,946	10,836,725
	May 2025	249,112	13,246,870	10,956,594
	June 2025	237,487	13,231,509	10,112,142
FY2026	July 2025	252,452	13,146,734	9,562,179
	August 2025	250,642	11,983,254	9,535,391
	September 2025	256,018	12,771,274	10,286,837
	October 2025	270,500	12,881,597	10,660,786
	November 2025	240,927	10,796,283	9,064,047

9.   **Please provide an assessment of the <u>timeliness of Metro Rail, Metro Bus, and Metro Access</u> service in FY24, FY25, and FY26, to date.**

Metro Rail On-Time Performance: Through the first two quarters of Metro's FY2026, Metro Rail Customer On-Time Performance (OTP) has improved by about 1 percentage point compared to the same period in FY2025. This is equivalent to about 100K customer trips pers month, which is largely a result of the investments in returning to automated train operation (ATO). Overall Metro Rail performance has been supported by the ongoing capital investment program in track, power systems and railcars. ATO, returning to "design speeds" for track segments, and continued investments in frequencies have also made customer trips faster: the average customer trip was about a minute faster in CY2025 vs. CY2024.

Metro Bus On-Time Performance: Metro Bus Customer On-Time Performance (OTP) has improved since the launch of the new Metro Bus network at the beginning of FY2026. It has improved almost two percentage points compared to the same time in FY2025. This was the result of implementing a new scheduling software, innovative approaches to scheduling by staff, and reinvesting in more scheduled running times that better match actual traffic conditions and more consistent layover times to ensure buses depart on-time for their next trip. Additional adjustments were made in the December 2025 schedule change where needed based on data and operator experience with the new network.

Metro Access On-Time Performance: Metro Access Customer On-Time Performance (OTP) has improved in the first two quarters of FY2026. It has improved three percentage points compared to the same period in FY2025. This improvement stems from Metro's implementation of a second Metro Access vendor, using the Abilities-Ride program to better manage demand, and scheduling more direct trips.

On-Time Performance Results

Performance Period	Access	Bus	Rail
FY2024	91.3%	76.4%	87.3%
FY2025	88.4%	75.7%	88.3%
FY2026Q1-Q2	90.5%	76.7%	88.2%

More details are available in our public Service Excellence Reports:
- FY2024: https://www.wmata.com/about/records/upload/SER-FY24-Q4-1Presentation_Final.pdf
- FY2025: https://www.wmata.com/about/records/upload/SER-FY25-Q4-Presentation.pdf
- FY2026Q1: https://www.wmata.com/about/records/upload/SER-FY26-Q1-Presentation-

10. **Please list each <u>new initiative or program</u> implemented by the agency during FY25 and FY26, to date. For each new initiative or program, please provide:**
    a. **A description of the initiative/program;**
    b. **Actual start date;**
    c. **Actual or anticipated end date;**
    d. **The funding required to implement the initiative/program;**
    e. **Whether the initiative/program was mandated by legislative action;**
    f. **Problems or challenges faced in the initiative/program's implementation;**
    g. **The metrics the agency is collecting to measure the initiative/program's success; and**
    h. **An assessment of the initiative/program's success thus far.**

The Better Bus Network Redesign Launch

The Better Bus Network Redesign is the first comprehensive redesign of Metro Bus service in its 50-year history. Throughout three years of research, planning, and outreach, Metro developed the Better Bus Network, which launched on June 29, 2025. The project was launched in 2022, and completed in the fall of 2025, though Metro continues to make regular adjustments to the bus schedules on a bi-annual basis.

The new bus network was designed to be revenue neutral, operating without any additional operating funding, bus operators, or buses. It was not mandated by legislative action.

The changes to the bus network caused some disruption to Metro bus service and schedule adherence in the first weeks following the launch; this was to be expected while operators and customers alike continued to familiarize themselves with the new routes. Metro continues to monitor bus on-time performance, ridership, and measures of customer satisfaction to ensure that the new bus network is meeting the region's transit needs.

See the response to Question 12 for more information about the Better Bus Network Redesign.

Tap. Ride. Go. on Rail & Bus

Tap. Ride. Go. enables Metro customers to pay their fare by tapping a contactless credit or debit card at the faregate or farebox. Customers may use a physical card or a card in their mobile wallet on a smartphone. Tap. Ride. Go. eliminates the need for customers to visit a fare machine to add value to their SmarTrip card. It simplifies fare payment for visitors, tourists, business travelers, and occasional riders.

Tap. Ride. Go. launched on Metro Rail on May 28, and on Metro Bus on November 18, 2025. We are now actively working to launch the new technology at Metro park garages. The funding for the technology was included in our capital budget. Tap. Ride. Go. is not mandated by legislative action.

More than 160,000 trips have been made using Tap. Ride. Go., and it is likely that the ease of the new fare payment system has, at least in part, contributed to higher-than-expected revenue

projections in FY26.

Policy to Ban Violent & Sexual Offenders from Metro System
In alignment with Metro's Strategic Transformation Plan, MTPD implemented a new policy to improve safety for Metro employees and customers. Effective June 2, 2025, Metro Transit Police may prohibit any persons committing sex crimes, assaults of any kind on WMATA employees or WMATA contractors while working, or assaults of any kind on WMATA customers from entering or using the WMATA system, facilities, or property for defined periods of time longer than 24 hours. Prior to the implementation of the policy, persons who committed sex crimes and assaults in the WMATA system would oftentimes receive little jail time, and return to the system to commit more crimes against WMATA employees, contractors, and customers. MTPD was able to ban passengers whose conduct violates WMATA policies for up to 24 hours.

The new policy, which was approved by the Metro Board in June 2025, enables MTPD officers to extend that banning period beyond 24 hours to ensure continued safety within the system. After one offense, individuals are banned from the system for 45 days. The second offense triggers a 90-day ban, and the third triggers a 365-day ban. As of January 2026, MTPD has banned 436 individuals from the system. Of these 436 individual bans, 79 percent have been for assaults, 13 percent for sex offenses, and 7 percent have been repeat offenders. Juveniles comprise about 13 percent of the bans. Customer perception of safety at train stations rose by 7 percent from Q4 2024 to Q4 2025. Further measures of safety improvements can be found in the response to Question 26.

The policy change does not have any funding impact, and will remain in effect indefinitely.

11. **Please provide an update on 24/7 bus service in the District, including:**
    a. **The routes that currently offer 24/7 service and service levels on those routes;**
    b. **Actual or estimated monthly ridership, broken down by route, and the methodology used to determine ridership;**
    c. **The actual cost for operating 24/7 service, broken down by route; and**
    d. **Anticipated changes to routes or service levels in the remainder of FY26 or beyond.**

The 24-hour network is comprised of the C11, C13, C21, C31, C41, C53, C61, D10, D20, D30, D40, D50, D60, D80. These routes operate at 20-minute or better frequency between 9pm and 7am the following morning, seven days a week.
The table below lists each of the 24-hour bus routes and boardings on trips that began during the new service hours of 2am-4am. Boardings were recorded by automatic passenger counters (APCs) at all doors of the buses:

Ridership between 2-4a on 24 Hour Bus Routes

Route	July 2025	Aug 2025	Sep 2025	Oct 2025	Nov 2025	Total
C11	2,289	2,758	2,437	2,312	2,022	11,818
C13	1,542	1,589	1,462	1,446	1,145	7,184
C21	2,792	2,608	2,523	2,397	1,964	12,284
C31	2,419	2,515	2,282	2,271	2,148	11,635

C41	1,559	1,617	1,547	1,993	1,617	8,333
C53	4,112	4,323	4,012	4,017	3,267	19,731
C61	992	1,132	1,107	1,287	955	5,473
D10	1,554	1,840	1,895	1,981	1,753	9,023
D20	4,605	4,330	4,305	4,633	4,153	22,026
D30	1,162	1,280	1,277	1,180	1,060	5,959
D40	5,549	5,604	5,210	5,951	5,102	27,416
D50	3,133	3,302	3,137	3,491	2,853	15,916
D60	3,047	3,042	3,100	3,314	2,601	15,104
D80	2,193	2,044	2,276	2,686	2,407	11,606
Total	**36,948**	**37,984**	**36,570**	**38,959**	**33,047**	**183,508**

In the previous network, the District's overnight service was comprised of the above 14 routes having service between 2-4 am and most routes receiving increased frequency between 9 pm and 7 am. Starting in FY2026 with the new bus network, all of the overnight service is fully incorporated into the costs of the network, just like all other routes and hours of operation. There is no longer a need for a separate agreement between the District and Metro to calculate and pay for these hours. Therefore, the hours are incorporated into the Board approved subsidy allocation formula, which more accurately allocates system costs to individual jurisdictions and adjusts total costs by individual jurisdiction's request for service improvements or service reductions.

No changes are currently proposed in Metro's FY2027 proposed budget for additional routes with overnight service.

12.   **Please provide an update on implementation of the <u>Better Bus Project</u>, including:**
      a.   **A map of the current Metro Bus network;**
      b.   **How WMATA measures the success of the new network;**
      c.   **How WMATA solicits and collects feedback from stakeholders following the launch of the new network; and**
      d.   **What changes, if any, WMATA has made to the network in response to feedback.**

DC Bus Network Map
MD Bus Network Map
VA Bus Network Map
Additional maps are available at: Metro's New Bus Network Is Here | WMATA

Metro's Strategic Transformation Plan includes the following performance measures:
- Ridership
- Customer satisfaction
- On-time performance
- Service frequency (% customer trips with 12 min or better frequency)
- Average scheduled wait times
- Access to jobs

Metro continues to collect feedback through various channels, including through our customer service center, standing community and stakeholder meetings, such as quarterly Metro Messages – A Community Conversation meetings and coordination meetings with the District Department of Transportation, and through monthly meetings at divisions to hear from bus operators.

In addition, Metro's proposed Fiscal Year 2027 budget is out for public comment and the community is encouraged to provide input on the budget, including proposed improvements to Metro Bus frequency and coverage that address crowding and on-time performance. Feedback can be submitted online by 5 p.m. on Tuesday, February 10 via survey, free-form comment, or document upload or at an in-person hearing (February 3 at 6 p.m.) or virtual hearing (February 4 at 12 p.m. or February 5 at 6 p.m.). Additional details on the proposals and how to submit feedback can be found here.

Since the start of the new bus network, Metro has made the following adjustments due to customer and stakeholder feedback:

- **C53:** Adjusted stop location at 8th & Pennsylvania Avenue, SE to support higher capacity buses on route C53
- **C83:** Restored service into the parking lot at the Knollwood Retirement Home after working with the complex to accommodate full-size buses
- **D90:** Modified route alignment to use Massachusetts Ave. to Idaho Avenue westbound to eliminate the need for a bus only left turn exemption at Massachusetts & Cathedral
- **C31:** Modified route alignment to return north/west bound service to Nannie Helen Burroughs Avenue to Minnesota Avenue rather than use a shorter path via Hunt Place, pending further discussion with DDOT regarding potential infrastructure improvements to signals and bus stops to make this more suitable. Modifying the C37 route to remove service from 41st St. SE due to problems with buses passing other buses and other traffic also removing route C37 from Alabama Avenue and instead operating via Southern Avenue
- **C11:** Added trips to address crowding
- **C25 and C26:** Modified the routes to improve operational safety and re-routed the service via 23rd and Savannah Sts. SE creating a more service between Skyland and Anacostia Station. The routes originally included a difficult right turn from Alabama Avenue to Stanton Road, SE.
- **C27:** Modified the route to remove service from 21st St. SE due to tight roadway conditions and rerouted service via Southern Avenue, 22nd, 23rd and 25th Sts. SE.
- **C63:** Extended the route to Georgia Avenue-Petworth Station from Washington Hospital Center to provide service from Parkview and Columbia Heights directly to the drop-off / pick-up loops at Washington Hospital Center and the Veterans Administration Hospital
- **D72:** Adjusted routing at the Mt. Pleasant loop to have all southbound service stop at a consistent location
- **C87:** Modifying the route and schedule to remove service from Van Ness Station and make the service between Mt. Pleasant and schools near Tenleytown easier to understand. Also modified path at Mt. Pleasant to remove a difficult turn.

- **D1X:** Adjusted the route to terminated on 10th Street NW instead of 9th St. NW due to over-capacity on 9th St.
- **D94:** Adjusted trip times to better match the time required for students to get from MacArthur HS to the bus stop
- **D96:** Added trips to address crowding
- **D32:** Adjusted the routing and relocated the terminal from 7th & F Sts. NW to 10th St. Between Pennsylvania and Constitution because too many vehicles were blocking the bus stop zone on 7th St.
- Bus Stops:
    o Installed ADA concrete pads at bus stops on 1st St. NE at the Washington Hospital Center / Veterans Administration Hospital complex
    o Installed poles and no parking signs at 92 locations, 43 of these locations also received ADA concrete pads for new bus stops in the District to facilitate accessible boarding.

13. **Please provide an update on WMATA's <u>Zero Emissions Bus ("ZEB") Program</u> and any other efforts to transition to electric buses.**

Metro currently has 12 battery-electric buses at Shepherd Parkway Bus Division in the District. Metro is advancing design and construction efforts at Northern and Bladensburg bus garages in the District that will enable these facilities to support zero-emission, battery-electric buses. Metro will procure additional battery-electric buses to provide service from these facilities. Further efforts to transition to a zero-emission bus fleet are subject to budget constraints and market conditions.

14. **Please provide a measure of the Metro's operational greenhouse gas ("GHG") emissions in FY24, FY25, and FY26, to date.**
    a. **Please provide a measure of the estimated offset in GHG emissions achieved through Metro ridership in FY24, FY25, and FY26, to date.**

Operational GHG Emissions – FY24, FY25

Year	Metro's market based operational GHG emissions (MT CO_2e)	Metro's location based operational GHG emissions (MT CO_2e)	Regional GHG emissions avoidance (MT CO_2e)
FY2024	332,000	425,000	9,305,000
FY2025	325,000	409,000	9,466,000

- Metro's operational emissions include scope 1 and scope 2 emissions from all Metro operations – including revenue and non-revenue fleets and facilities.
- Metro's market-based emissions include the impact of unbundled Renewable Energy Certificate purchases on DC and MD supply contracts, from renewable electricity generated outside of the PJM grid region.
- Metro's regional GHG emission avoidance estimate follows the 2018 APTA Recommended Practice for Quantifying Greenhouse Gas Emissions from Transit.

Metro's operational GHG emissions and estimated regional GHG emission avoidance for

FY2026 will be finalized approximately three months after the close of the fiscal year due to data availability.

15. **Please provide an update on WMATA's <u>rail automation program</u>, including a description of automatic door operation implementation and an assessment of its success.**

Metro's focus on automation includes several ongoing efforts: restoring Metro's original system design capabilities for semi-automatic operation in the near term and developing a longer-term plan for additional automation along with an advanced signaling system.

Metro re-started Automatic Door Operation (ADO) system-wide on July 8, 2025. Metro also restarted Automatic Train Operation (ATO) systemwide on June 15, 2025. ATO has vastly improved safety by reducing mainline red signal overruns to zero between June 15th to Dec. 15th, 2025, as compared to five during the same time period in 2023. ADO and ATO combined with the return to operating at design speeds, has resulted in faster trip times and more connections for our customers.

Looking forward, Metro presented a plan in December 2025 to the Metro Board for future rail automation that includes addressing its signal system needs and delivering system benefits through modernization, including options of funding the investment. The scope includes train control systems, on-board vehicle systems, and platform and track protection.

16. **A recent <u>news report</u> discussed the impacts of <u>operator availability</u> on the Metro Bus system, including the resulting delays. Please provide an update on the Metro operator shortage, including:**
    a. **The current number of vacant operator positions;**
    b. **A summary of any increase in late or missed trips attributable to the operator shortage;**
    c. **A summary of efforts taken in FY25 and FY26, to date, to alert the public about the shortage; and**
    d. **A summary of efforts taken in FY25 and FY26, to date, to address the shortage.**

As of January 12, 2026, there are 119 vacant operator positions under recruitment. These positions are being filled through the continuous bus operator job posting, which currently has more than 700 applicants.

Operator availability has been one contributing factor to late or missed trips; however, it is important to clarify that it is not the sole driver of service variability.

From an operational perspective:
- Staffing constraints can impact trip coverage, particularly during peak periods or at divisions with higher absenteeism.
- Late and missed trips are also influenced by congestion, road conditions, construction activity, incidents, weather, and special events.

WMATA monitors service in real time through:
- Division management teams monitor on-time pullouts
- On-street supervisors
- The Metro Integrated Command Center (MICC)

When staffing-related gaps occur, we implement mitigation strategies, including headway management, reassignment of resources, and field supervision to minimize customer impact.

From an operations standpoint, our goal is to be transparent without creating unnecessary alarm, particularly when service impacts can be managed on the day of service.

In FY25 and FY26, Metro has:
- Provided real-time service information through customer alerts, Social Media platforms (X, Bluesky), and bus tracking tools to include Metro Pulse and wmata.com
- Issued advance notifications when staffing constraints required temporary or planned service adjustments
- Coordinated closely with Customer Communications to ensure messaging reflects operational realities and confirmed impacts
- Used targeted advisories rather than broad messaging when impacts are route specific using the Customer Information Electronic Display Signs (CIEDS) and E-Paper Signs

This approach ensures customers receive timely, accurate information while allowing Metro to continue protecting service wherever possible.

Addressing operator availability has been a sustained focus of Metro, supported by a multi-layered strategy that includes recruitment, retention, and operational mitigation.

Recruitment & Training
- Continuous operator hiring efforts that have led to a pipeline of over 1,000 applicants include:
  - Attending career fairs
  - Conducting information sessions
  - Partnering with organizations that have CDL training programs
  - Social media outreach
  - Posting to job boards
  - Strategic partner outreach to engage job seekers
  - Streamlined onboarding and training processes
  - Accelerated program offering to candidates with previous operating experience pending a thorough assessment
  - Increase in Bus Operator Candidate class sizes to approximately 95 candidates, helping to close gaps in operator availability
  - Participation in the Maryland Vehicle Administration Employee Tester Program, which allows Metro to test all employees that require a Commercial Driver's License (CDL)

Retention & Workforce Stability
- Emphasis on attendance management and supervisory engagement
- Increased field and division-level leadership presence
- Ongoing collaboration with labor partners on workforce issues

Operational Management
- Aligning service schedules with sustainable staffing levels
- Using current staff to fill open runs, when available and in accordance with the Fatigue Policy
- Daily service through headway management and field supervision

Long-Term Sustainability
- Incorporating workforce availability into service planning decisions
- Refining schedules and network adjustments to balance reliability and staffing
- Continued evaluation of industry best practices to strengthen long-term recruitment and retention

17. **Please provide an update on the _DMVMoves_ Task Force and its activities in FY25 and FY26, to date, including:**
    a. **Current membership of the Task Force, including:**
        i. **The member's name;**
        ii. **The jurisdiction in which they reside;**
        iii. **The jurisdiction, agency, or organization the member represents;**
        iv. **When the member's term expires;**
        v. **For any vacant seats, how long the seat has been vacant; and**
        vi. **Attendance record for all official meetings.**
    b. **A summary of any action or decision for which a formal vote by Task Force members was held;**
    c. **Voting details for any of the votes described in response to the previous question; and**
    d. **Copies of any formal resolutions, documents, or other actions adopted by or approved by the Task Force.**

The DMV_Moves_ Task Force was established by joint resolution of the Metropolitan Washington Council of Governments (COG) Board of Directors and the Washington Metropolitan Area Transit Authority (WMATA) Board of Directors, approved at a joint meeting on May 1, 2024. The Task Force met six times and concluded work on October 29, 2025.

The only vote was taken at the final meeting on October 29, 2025, approving a DMV_Moves_ Task Force resolution endorsing the DMV_Moves_ Plan and recommending adoption by the COG and WMATA Boards of Directors. The DMV_Moves_ Plan calls on the region to provide WMATA with an additional $460 million in capital funding starting before its FY2029, growing at least three percent annually.

Task Force members and their meeting participation and voting records are attached.

18. **Please provide an update on <u>WMATA's Bicycle Parking program</u>, including the availability of bicycle lockers across the Metro system, including:**
    a. **The stations that currently have bicycle lockers and their capacity.**
    b. **The stations for which WMATA plans to add bicycle lockers in the remainder of FY26 and beyond.**
    c. **The number of times customers used bicycle lockers in FY25 or FY26, to date.**

New bike lockers were installed at Eastern Market and Foggy Bottom in November 2025, followed by Minnesota Ave and Downtown Largo in January 2026. Eastern Market has capacity for eight bikes, Foggy Bottom for 10, Minnesota Ave for 4, and Downtown Largo for 12.

Additional stations planned to receive new lockers are listed below. This list is tentative and subject to change: Bethesda, Braddock Rd, Branch Ave, Brookland-CUA, Capitol Heights, Cheverly, Clarendon, College Park-U of Md, Congress Heights, Deanwood, Dunn Loring, DuPont Circle, Eisenhower Ave, Forest Glen, Fort Totten, Franconia-Springfield, Friendship Heights, Greenbelt, Greensboro, Huntington, Hyattsville Crossing, King Street-Old Town, Landover, McLean, Medical Center, Morgan Blvd, Naylor Rd, New Carrollton, NoMa-Gallaudet U, North Bethesda, Pentagon City, Rhode Island Ave, Rockville, Shady Grove, Shaw-Howard U, Silver Spring, Southern Ave, Spring Hill, Suitland, Takoma, Tenleytown-AU, Twinbrook, Tysons, Van Dorn St, Van Ness-UDC, Vienna, Virginia Sq-GMU, West Falls Church, West Hyattsville, Wheaton, Wiehle-Reston East

There have been 100 rentals from November 21, 2025 (when the new bicycle lockers were installed) through January 12, 2026.

Budget & Finance

19. **How much did WMATA receive from the District for Metro Bus service in the District in FY25 and FY26, to date?**

	FY25	FY26 as of Q3
Jurisdictional Metro Bus Subsidy	$320,330,697	$279,258,547
DC Overnight Service	$10,676,260	$0
DC Additional Service	$6,185,000	$0
Total	$337,191,957	$297,258,547

20. **How much did WMATA receive from the District for Metro Rail service in the District in FY25 and FY26, to date?**

In Fiscal Year 2025, WMATA received $297,152,954 and Fiscal Year 2026 as of Q3 has received $239,375,522 from the District for Metro Rail service.

21. **Please provide copies of, or links to, WMATA's FY25 Capital Improvement**

Programs, and the quarterly progress reports issued in FY25 and FY26, to date.

These documents are available here: [Capital Program Documents | WMATA](#)

22. **What is the total value of all contracts for goods and services procured by WMATA in FY25 and FY26, to date?**
     a. **Of this, what percentage of the value was with District businesses?**

The total value of all contracts for goods and services procured by WMATA in FY25 and FY26, to date, is **$1,588,243,829.** Of this value, two percent was with District businesses **($36,873,892).**

23. **Please list each contract, procurement, lease, and grant ("contract") awarded, entered into, extended, or for which an option year was exercised, by WMATA with District businesses during FY25 and FY26, to date. For each contract, please provide the following information, where applicable:**
     a. **The name of the contracting party;**
     b. **The nature of the contract, including the end product or service;**
     c. **The dollar amount of the contract, including budgeted amount and actually spent;**
     d. **The term of the contract;**
     e. **Whether the contract was competitively bid or not;**
     f. **Whether the contract is available to the public online.**

Contract Descr	Public	Vendor Name	Term (days)	Contract Amt	Spent
Planning_Services_WSP	NO	WSP USA Inc	1825	$ 604,656	$ 604,656
Strategic Transformation Plan	NO	Boston Consulting Group Inc	729	$ 3,042,655	$ -
Glass & Window Cleaning Servic	NO	Community Bridge Inc	729	$ 241,788	$ 241,788
FY25/26 - Biennial BUS DATA INTEGRATION TOOL (TALEND)	NO	MVS Inc	729	$ 202,158	$ -
Omnia Partners Coop for Paint	NO	Sherwin Williams Paint Company	458	$ 300,000	$ -
Consultant Cloud Based TSP	NO	Kittelson & Associates Inc	545	$ 644,284	$ -
Cloud Based TSP	YES	Kittelson & Associates Inc	545	$ 644,284	$ 644,284
OpenText 2 Year Base Contract	NO	Gratitude Systems LLC	729	$ 48,345	$ -
General Architectural and Engineering Services (GAES)	NO	Citadel Development LLC	1824	$ -	$ -
General Architectural and Engineering Services (GAES)	NO	Network Rail Consulting, Inc.	1824	$ -	$ -
General Architectural and Engineering Services (GAES)	NO	R. McGhee & Associates	1824	$ -	$ -
General Architectural and Engineering Services (GAES)	NO	WSP USA Inc	1824	$ -	$ -
FY25: SOLE SOURCE Procurement Request for NFF Contracto	NO	Networking for Future, Inc. (NFF, Inc.)	364	$ 999,091	$ 999,091
FY25: Multi-Year New Procurement for O&M Support of ERP Ap	YES	Deloitte Consulting LLP	364	$ 10,959,894	$ -
MOU DC Housing & WMATA	NO	DISTRICT OF COLUMBIA HOUSING AUTHORITY	364	$ 450,000	$ 450,000
BRIDGE INSPECTION TRAFFIC CON	NO	Dynamic Concepts, Inc.	729	$ 3,834,176	$ 3,834,176
SOCIAL MEDIA MANAGEMENT SOFTWARE & SERVICES	NO	Deloitte Consulting LLP	365	$ 607,777	$ 607,777
FY25: Multi-Year Fixed Price SOA Services O&M	YES	Deloitte Consulting LLP	364	$ 1,340,362	$ 1,340,362
Federal/Congressional Relation	NO	Monument Policy Group LLC	729	$ 360,000	$ 360,000
Finance Staff Augmentation	NO	Susan Fitzgerald & Associates Inc	364	$ 1	$ -
CISCO 7K Enterprise Video System (EVS) Equipment	YES	Networking for Future, Inc. (NFF, Inc.)	547	$ 12,204,362	$ 9,509,113
Queue Jumps Screening and Prio	NO	Kittelson & Associates Inc	120	$ 190,075	$ -
Tableau Core License Renewal	YES	MVS Inc	364	$ 199,982	$ -
On-Call Planning Support MATOC	NO	WSP USA Inc	1095	$ 1	$ -
				$ 36,873,892	$ 18,591,247

24. **What is WMATA doing to increase the volume (both dollar value and number of vendors) with District businesses, especially those owned or led by women and BIPOC residents?**

WMATA's Small Business Programs Office (SBPO) has a robust outreach program that engages

businesses certified with WMATA as well as those that are not. Presently WMATA has 1816 certified small businesses of which 270 are the District of Columbia certified Businesses, 81 are women-owned business and 189 are male-owned businesses. WMATA's Small Business Programs Office signature outreach event is "Meet the Primes" where we host (2) to (3) events per year with Prime Contractors and invite the small business community to engage in meeting with them on potential contracting opportunities, partnerships, or mentoring.

In 2025, WMATA's Small Business Programs Office hosted (16) outreaches and participated in (32) external outreaches. The outreach program consists of hosted in-person events, virtual educational events, and external participation in other small business outreaches hosted throughout the DMV.

Since 2020, WMATA's SBPO has put forth efforts to increase and maintain partnerships with organizations throughout the DMV that support the small business community in educating them on contracting opportunities. In 2020 we had (8) organizations that the SBPO partnered with. As of 2025, there are 53 organizations.

25. **Please provide an update on revenue projections in FY24, FY25, and FY26, to date.**
    a. **Did actual revenue collected in those periods fall below or exceed projections?**
    b. **If known, please explain why actual revenue was different from projected revenue.**

	Budget	Actual	Actual vs. Budget	%
FY24	$506,724,112	$472,642,398	$(34,081,714)	-7%
FY25	$487,605,360	$594,007,492	$106,402,133	22%
FY26 Q1	$141,137,865	$162,234,037	$21,096,171	15%

Fiscal Year 2024 was below our budget due to slower-than-anticipated post-pandemic recovery and ongoing remote work.

Fiscal Year 2025 exceeded our budget due to the start of unanticipated federal return-to-office mandates, more frequent service, and safety improvements to the system.

Fiscal Year 2026 is currently exceeding the budget due to the timing the budget was developed: the impacts of federal return-to-office mandates were fully realized, Tap. Ride. Go. eased fare payment for our customers, and new frequent service was added.

Public Safety

26. **Please provide a copy of most recent <u>Five-Year Crime Report</u> issued by the Metro Transit Police Department ("MTPD").**
    a. **Please provide a summary of closure rates for any offenses not included in the report.**

See the attached Five Year Crime Report and Case Disposition Report

27. **Please provide, for each month in FY25 and FY26, to date, a chart showing the net number of MTPD hires and separations.**

	Hired	Separated	Net Increase
FY 2024	2	15	-13
FY 2025	31	5	+26
Total	33	8	+13

28. **Please provide the most current versions of the following WMATA or MTPD policies:**
    a. **WMATA's Body-Worn Camera Policy; and**
    b. **MTPD's policy on carrying and administering NARCAN.**

See the attached Body Worn Camera Policy and Narcan Policy

29. **Please provide a summary on the Use of Force ("UOF") in FY25 and FY26, to date, including:**
    a. **The number of UOF incidents entered into MTPD's reporting system; and**
    b. **The number of UOF incidents referred to a prosecutorial entity.**

Fiscal Year	Number of Submissions
FY25	1,316
FY26 (YTD)	604

Four (4) Use-of-Force Incidents (Officer Involved Shootings) were referred for prosecutorial review.

30. **How many stops did MTPD conduct in FY25 and FY26, to date?**

MTPD Stop Incidents FY25-FY26YTD	Count
FY25 (July 2024-June 2025)	236
FY26 (July 2025-Jan 25, 2026)	119
Total	**355**

31. **Please provide an update on the effectiveness of the partnership agreement that the District's MPD and MTPD signed in February 2023, including any measurable reduction in crime at stations where MPD officers were deployed.**

Metro Transit Police Department (MTPD) realized a 35% reduction in Part 1 crimes and a 17% reduction in Part 2 crimes, in the five stations staffed with off-duty Metropolitan Police (MPD) officers. For Part 1 and Part 2 crimes combined, there was an average 23% reduction.

Stations	2024 Count	2025 Count	% Change
Part I	**99**	**64**	**-35%**
ANAC	26	20	-23%
FTTO	29	15	-48%

GALP	31	15	-52%
MTRC	7	10	43%
UNST	6	4	-33%
Total	**99**	**64**	**-35%**

Stations	2024 Count	2025 Count	% Change
Part II	**198**	**164**	**-17%**
ANAC	51	39	-24%
FTTO	36	27	-25%
GALP	62	64	3%
MTRC	27	20	-26%
UNST	22	14	-36%
Total	**198**	**164**	**-17%**

32. **Please provide an update on the activities of the crisis intervention staff deployed with MTPD in FY25 and FY26, to date.**
    a. **How many clinicians and managers does WMATA currently employ to address mental health incidents?**
    b. **How many incidents did this team address in FY25 and FY26, to date?**

Metro has 10 specialists, four CIT trained officers, one sergeant, one lieutenant, one deputy director, and a sworn comfort canine (Ms. Binki).

In 2025, we strengthened our connection with the community we serve through consistent and meaningful engagement. Our dedicated team completed 7,119 station visits, conducted 2,247 bus checks, and performed 16,987 train inspections—each effort reinforcing our commitment to the safety and wellbeing of our riders and employees.

During 2025, the Crisis Intervention Team had over 6,000 contacts, and this represents all the moments when the team connected with people experiencing serious challenges – such as homelessness, substance abuse, or mental distress. Each contact reflects a point of engagement during a vulnerable moment, when someone needed immediate support or stabilization. The team provided direct, targeted assistance to 428 individuals experiencing mental health challenges.

33. **Please describe any steps or initiatives taken by MTPD in FY25 and FY26, to date, to improve the safety of children on their ride to school, including any partnerships with the District's Safe Passages program.**

Since launching the truancy enforcement initiative in 2024, MTPD has contacted 531 students and returned them to school. In addition, MTPD partners closely with DCPS to provide high visibility coverage before and after school at Safe Passage locations and Metro stations with high juvenile ridership. These locations include Anacostia, Minnesota Avenue, NOMA–Gallaudet, Congress Heights, Columbia Heights, Georgia Ave./Petworth, Tenleytown, Dupont Circle, Fort Totten, Deanwood, Brookland, and Stadium-Armory.

MTPD places a strong priority on reducing crime and creating a safer environment for school-aged children. Core components of this effort include point-of-entry policing, Safe Passage operations, truancy prevention, and coordination with the Youth Services Division (YSD). These activities are closely aligned with DCPS staff to ensure students travel safely from school grounds to Metro stations and ultimately home.

Key Initiatives
- Allied and joint agency patrols with MPD and Housing Police
- National Guard high visibility support
- A cadet program to build future pathways into public safety
- Mentoring for at-risk youth, with ongoing efforts to expand participation following the initial cohort
- Increased outreach to students through truancy enforcement and Safe Passage engagement

Through MTPD's Youth Services Division, intelligence related to school-based conflicts is routinely shared between MPD and MTPD, enabling both agencies to respond proactively to emerging issues. MTPD has also expanded its commitment to youth engagement through two major youth support programs: RYSE (Restoring Youth with Supportive Engagement) and BARJ (Balance and Restorative Justice). These initiatives provide officer-led mentoring, guidance, and restorative practices designed to support at-risk juveniles and promote long-term positive outcomes. Additionally, YSD officers continue to mentor youth through our flagship Youth Advisory Council (YAC) and the boys' basketball team, providing consistent guidance and positive engagement. These efforts go far beyond structured programming—they are about building bridges, strengthening trust, and deepening the connection between transit police and the families we serve.

34. **Please provide an update on the Metro Transit Police Community Academy for FY25 and FY26, to date, including:**
    a. **The number of sessions held; and**
    b. **The number of participants in each session.**

MTPD Community Academy			
	# of Sessions	# Participants Each Session (Started)	# Participants Each Session (Completed)
FY25	2	Session 24-01 (24 ppl) Session 25-01 (12 ppl)	Session 24-01 (22 ppl) Session 25-01 (11 ppl)
FY26	1	Session 25-02 (25 ppl)	Session 25-02 (24 ppl) *training in process

35. **Please provide the number of Citizen Commendation or Complaint Forms submitted to WMATA in FY25 and FY26, to date.**

Fiscal Year	Number of Submissions
FY25	675
FY26 (YTD)	377

36. **Please provide a summary of the activities of MTPD's Investigations Review Panel in FY25 and FY26, to date, including:**
    a. **The current membership;**
    b. **The number of cases reviewed;**
    c. **A breakdown of the recommendations issued by the Panel; and**
    d. **Whether those recommendations were imposed on the subject officer by the MTPD Chief of Police.**

The current membership: There are eight members on the Investigative Review Panel (IRP). The members consist of four sworn members, Assistant Chief Tasha Bryant- DC Police Department, Major Matthew Lane-Fairfax County Police Department, Captain Albert Kim- Arlington County Police Department, Lieutenant Andre Murphy- Maryland National Capital Park Police Department, along with four civilian members (representing DC, MD, VA, At-Large).

The number of cases reviewed: 20 cases reviewed in FY25 and FY26

Recommendations Issued by the Panel

Investigative Review Panel Recommendations
"Given the temporal nature of the program, the IRP is recommending the MTPD research and establish a general guideline for expected response time to the Text Tips program. The purpose of this guideline would be to monitor specialist performance against an objective target and allow for trend analysis and outlier flagging."
"MTPD management is encouraged to revisit the universe of possible dispositions of OPRI cases. In this case, the disposition of "unfounded" did not completely follow the fact pattern present in this case. Additional categories such as "insufficient facts" or likewise may more accurately cover the range of possible outcomes. Otherwise, the IRP concluded that the investigation was properly conducted and had no objections to the adjudication."
"The IRP is encouraging MTPD management to adjust the expectations for contract officers to more clearly communicate to citizens the differences in their authority vs. uniformed MTPD officers. In this case, a more favorable outcome likely would have been obtained if the special officer informed the complainant that they needed to lodge their complaint directly with an MTPD officer. Otherwise, the IRP concluded that the investigation was properly conducted and had no objections to the adjudication."
"A minor procedural recommendation for OPRI: investigators should avoid paraphrasing complainant and defendant statements in official documentation in favor of actual quotes. Otherwise, the IRP concluded that the investigation was properly conducted and had no objections to the adjudication."

Overall, the majority of cases reviewed did not result in recommendations, reflecting consistent compliance with established policies and procedures. Four cases generated recommendations intended to address identified areas for improvement and enhance operational effectiveness. Most recommendations issued by the Investigative Review Panel were either already under review or forwarded to the appropriate MTPD entities for consideration.

Specifically, the Panel issued recommendations related to procedures within MTPD's Communications Division, including the establishment of general guidelines for expected

response times to the Text Tips program. Prior to the issuance of these recommendations, the Communications Division had already begun efforts to develop standardized response protocols aligned with National Emergency Number Association (NENA) and Association of Public-Safety Communications Officials (APCO) standards.

Additionally, the Panel recommended a review of the dispositioning process for administrative investigations and was subsequently briefed on MTPD's alignment with industry standards in this area. The Panel was also informed of existing processes that ensure all relevant evidence—such as audio recordings and interview transcripts — is included as part of administrative investigation files.

Finally, the Panel was briefed on the training provided to contracted security personnel regarding reporting requirements when criminal incidents are identified, as well as the process for referring any violations, including inaction, to supervisory personnel for administrative follow-up.

Customer Service

37.   **Please provide an update on the Metro Ambassador program, including:**
        a.   **The current number of ambassadors; and**
        b.   **An assessment of the program's success.**

The Metro Ambassador Program was established to enhance customer experience across the system by providing additional visible, frontline support to riders. Ambassadors focus on customer assistance, wayfinding, and de-escalation, while serving as a welcoming presence in stations and on platforms.
- As of January 2026, the Metro Ambassador Program employs 23 active ambassadors.
- Ambassadors are deployed 7-days per week, across nine sectors during two primary shifts (7am – 3 pm; 3pm – 11 pm), with an emphasis on high-ridership and transfer locations.

Key Outcomes
- The program has contributed to improved customer service and perception of safety and assistance, particularly during peak periods and at high-visibility locations.
- Ambassadors have supported customer navigation and service recovery, helping riders manage service disruptions, fare questions, and station accessibility issues.
- The presence of Ambassadors has strengthened coordination with Metro Transit Police, station managers, and operations staff.

Performance Indicators
- Positive anecdotal feedback from customers and frontline employees.
- Increased engagement with passengers seeking assistance prior to issues escalating.
- Consistent deployment and visibility aligned with program objectives.

38.   **Please describe the process for WMATA customers to submit complaints or comments and the procedure for responding to and resolving those complaints.**

Customers have several pathways by which to submit feedback to Metro:

1. Submit a Customer Contact Form at wmata.custhelp.com OR call Customer Relations at 202-GO-METRO (202-466-3876)
2. All feedback will be entered and tracked in Metro's Customer Relationship Management database.
3. All customers will receive an initial acknowledgement of their complaint within five business days, and where possible complaints will be resolved on the first contact.
4. All customers will be notified of the outcome of the complaint investigation.
5. All customers have a right to appeal the findings of the investigation if they are not satisfied.

Metro's goal is to resolve all inquiries within five business days. However, some inquiries may require additional investigation and follow-up time.

39.   **What recommendations from the Riders' Advisory Council and the Accessibility Advisory Council has WMATA implemented in FY25 or FY26, to date?**
       a.   **What recommendations are outstanding?**

Implemented & Pending Recommendations from the Riders' Advisory Council

Month	Recommendation	Status
September 2024	*Red Line Shutdown/Customer Security* – Encourage Metro to review security plans for future shuttles to ensure customer safety.	**Implemented** – Metro Transit Police is included in development of security plan for all shuttles.
October 2024	1. Public Safety Initiatives – Encourage Metro to continue working with jurisdictional public safety agencies to address public safety concerns on and off Metro property. 2. Metro Rail/Metro Bus vehicle cleanliness – Consider design choices in new Metro vehicles (rail and bus) to make these vehicles easier to keep clean.	**1. Implemented** – Metro is continuing to partner with local law enforcement to provide system security. **2. Implemented** – New railcar design incorporates design features for cleanliness; buses are being ordered/retrofitted with vinyl seating for easier cleaning.
November 2024	*Better Bus Network Redesign* – Encourage Metro to monitor/analyze service following June 2025 implementation and adjust routes as needed.	**Implemented/In progress** – Metro made changes to Metro Bus service in December 2025 following Better Bus implementation; additional refinements are included in Metro's FY2027 Operating Budget which is currently out for public comment.
December 2024	*FY2026 Budget/Rail service* – 1. Support proposed increases in rail service proposed in FY2026 budget. 2. Encourage Metro to explore options to expand service hours across all/part of rail system.	1. **Implemented** – Board approved FY2026 Budget that included proposed increases in rail service. 2. **Implemented** – Additional rail service hours included in

		FY2026 budget proposal released for public input.
January 2025	*RAC Composition/Membership* – Proposed revisions to group's Bylaws, including increasing group's size from 11 to 15, including one seat designated for high school member.	**Implemented** – Board adopted new RAC Bylaws on January 30, 2025, including all recommendations.
March 2025	*Winter Weather Service* – Ensure that service reductions/additions are done in an orderly manner to provide customers with predictability about routes' operational status.	**Implemented –** Metro has revised its snow operating procedures to restore bus routes on an individual basis, with a revised website to provide updated information. Additional details available [here]().
May 2025	*Better Bus Implementation* – Ensure communications about new routes target non-English (Spanish) speakers; make sure signage is clear in locations where Metro Bus service is ending but jurisdictionally-provided service will still be running, post-implementation.	**Implemented –** Outreach for Better Bus changes conducted in multiple languages; new bus route signage installed ahead of Better Bus launch to provide detailed route/destination information.
June 2025	*Better Bus Implementation* – Ensure that communication around Better Bus changes targets non-English speakers and students returning in the fall.	**Implemented –** Outreach for Better Bus launch conducted in multiple languages; additional outreach conducted at beginning of school year, especially targeting DCPS students using redesigned routes.
July 2025	*1. Better Bus Implementation* – Provide more user-friendly timetable feature to allow users to see schedules for multiple service patterns (weekday/Saturday/Sunday). *2. Public Safety* – Continue to work with non-profits and other community organizations	**1. Not implemented –** Current timetable feature requires users to select service day to view schedule information. **2. Implemented –** see MTPD response re: Crisis Intervention Team.
November/December 2025	*Customer Wayfinding* – RAC is providing ongoing input into various aspects of the customer wayfinding project, including bus stop signage and rail station signage.	**Implementation Ongoing –** Staff continues work with the RAC and solicit their feedback as concepts are developed and refined.

Implemented & Pending Recommendations from the Accessibility Advisory Council

Theme	Recommendation/Topic	Status	Year	What Was Done
Wayfinding & Information Access	Wayfinding signage readability for low-vision customers (font size, color contrast, snail trail design)	Pending	2025	Review of Designs are currently in progress

Wayfinding & Information Access	Make Bus Flags improvements that include, color contrast, large lettering and height considerations	Pending	2025	Recommendations to improve bus flag visibility and usability are under development and continues to be evaluated.
Vertical Transportation	Reduce Escalator speed at Metro Dulles Airport	Addressed/implemented	2025	Confirmed that new escalators operate at 100 feet per minute, improving speed while maintaining accessibility for riders who require slower movement.
Rider Communications	Ensure Audio announcements on Metro Bus regarding Better Bus Network changes	Addressed/implemented	2025	Onboard audio messaging implemented on Metro Bus to inform riders of bus network changes. Messaging is systemwide and not route-specific.
Facilities Accessibility	Bathroom Accessibility	Pending	2024	System-wide bathroom accessibility assessments were completed in 2024. Analysis of findings and identification of next steps are ongoing.
Metro Access Program Review	Conduct a review of the replacement card fee structure to assess equity, customer impact, and alignment with best practices and peer agencies.	Pending	2026	Item identified for review and scheduled for consideration as part of the 2026 Metro Access program review.

40. How many valid <u>SmarTrip cards</u> are currently in use?
   ### a. How many cards are enrolled in mobile pay?

	12/31/2025		
Active SmarTrip Cards	**Physical Cards**	**Virtual Cards**	**Mobile Pay Enrolled**
Used in Past 12 Months	5,085,421	1,735,378	1,765,402
Used in Past 30 Days	700,979	409,649	307,000

Used in Past 90 Days	1,405,866	722,625	599,914

Physical Card - the plastic Smartrip card used as a method of payment (usage)
Virtual Card - SmarTrip card available on the Apple and Google Wallet platform (usage)
Mobile Pay Enrolled - mobile payment sales

41. **Please provide an update on the <u>SmartBenefits</u> Commuter Benefit Program, including:**
    a. **How many participants are enrolled in the program; and**
    b. **How many SmarTrip cards were enrolled as of December 2025.**

198,422 employees from 5,174 active employers. A total of 2,478 employers enrolled for January 2026 SmartBenefits. 182,780 SmarTrip Cards enrolled as of December 2025.

SmartBenefits enrollment increased by 6 percent in FY26 in response to Federal Return to Office mandates, transit demand marketing and extensive customer outreach. These efforts will continue to promote service excellence, strategic partnerships and seamless regional travel.

42. **Please provide an update on the <u>Kids Ride Free</u> program, including:**
    a. **The amount of funding the District provided to WMATA for Kids Ride Free program for FY25 and FY26;**
    b. **Any implementation costs for the Kids Ride Free program absorbed by WMATA in FY25 and FY26, to date;**
    c. **The number of Kids Ride Free card taps during FY25 and FY26, to date, broken down by month; and**
    d. **The number of Kids Ride Free cards that are enrolled in mobile pay in FY25 and FY26, to date.**

District Funding for KRF

2024-2025 Billing Schedule for MOU				
Q1	Q2	Q3	Q4	Total Paid
$4,622,250	$4,622,250	-	$6,674,783	$15,919,283
Credit Owed to Metro from SY23-24			$2,149,170	$2,149,170
			$8,823,953	$18,068,453
2025-2026 Billing Schedule for MOU				
Q1	Q2	Q3	Q4*	Total Paid YTD
$3,979,821	$3,979,821	$6,732,179		$14,691,821

*Q4 will be invoiced in February 2025.

Kids Ride Free- Monthly Taps
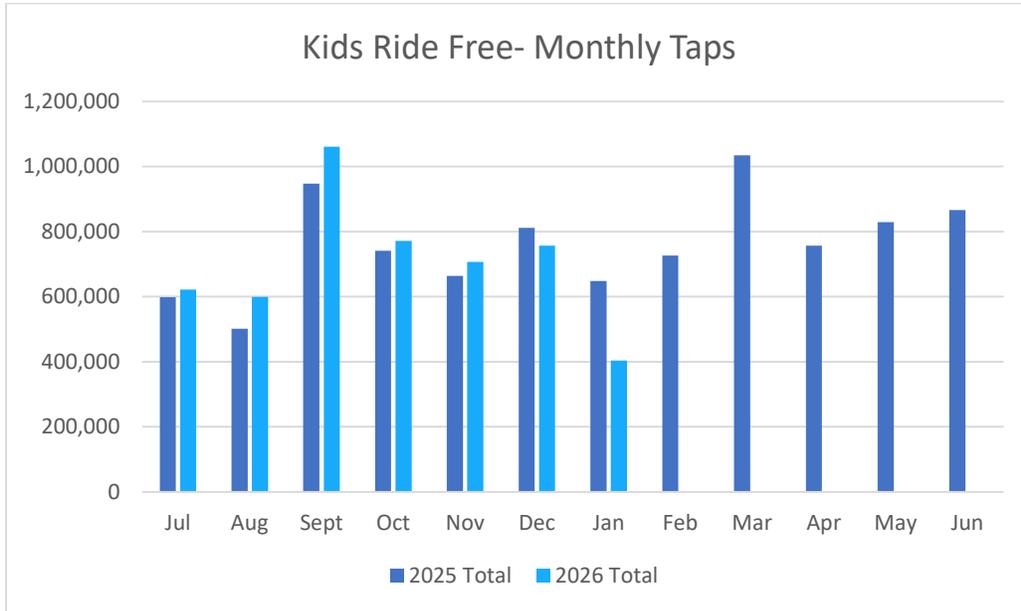
Note: Data is through January 19, 2025

KRF Enrollment in Mobile Pay
FY25: 10,000
FY26 to date: 9,273

43. **Please provide an update on WMATA's Wayfinding Improvements efforts, including:**
    a. **The stations at which wayfinding improvements were made in FY25 and FY26, to date;**
    b. **The stations at which wayfinding improvements will be made in the remainder of FY26; and**
    c. **An assessment of the program's success.**

In FY25 and FY26, Metro made wayfinding improvements by adding our revised Station Ahead Maps to Navy Yard Station, and 13 Red Line stations received wayfinding updates (Rhode Island Av, Metro Center, Gallery Place, Takoma, Silver Spring, Forest Glen, Wheaton, Glenmont, Cleveland Park, Woodley Park, Medical Center, Bethesda, Friendship Heights). These Station Ahead Maps revised legacy station names, have updated positioning (all vertical), and are now consistently installed at customer decision points.

With the revision to the Silver Line service this summer and Yellow Line service this winter, we have adopted new "vault wall" sign standards focusing on what matters most: station name and accessible travel path information. This removes terminal destinations, so frequent updates to the hardest sign in the system to update/replace has been eliminated, saving time and labor costs. These signs are currently posted at Stadium-Armory, Franconia-Springfield, Van Dorn St, Branch Av, U St, and Columbia Heights Stations. In addition, at these stations we've introduced a new Exit Sign featuring lettered exits and points of interest to help customers navigate more easily.

Metro also formalized a uniform sequence to present Metro Rail service information throughout

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the system. The sequence is: Red, Yellow, Green, Orange, Silver, Blue; this matches the "built Metro Rail environment" and how the lines are presented on the systemwide map. Simply put, the Red Line is always on "top" (or upper level), and the Yellow and Green Lines or Orange, Silver, and Blue Lines are always on the "bottom" (or lower level).

This fiscal year customers will see our L'Enfant Plaza Wayfinding update, which represents the final stage preceding new wayfinding guidelines for the entire Metro Rail system. The L'Enfant Plaza project will test and confirm final decisions for the phrasing, hierarchy, and design of information in this notoriously complicated station, before the wayfinding guidelines are applied throughout the entire Metro Rail system. This update is expected in Q2, FY2026. It will be the first time WMATA has validated the entire wayfinding system together. Once the L'Enfant Plaza Wayfinding update is tested and complete, revisions will be made with a final set of guidelines that will be adopted for implementation at all 98 Metro Rail stations over the next five years.

In March 2025, Metro began installing temporary bus flags and transit center signs across the region for the rollout of our Better Bus Network Redesign. Metro has also completed its proposed design for a new bus flag, which will replace the temporary bus flags installed for the Better Bus Network. The proposed design, which was informed by input from the Riders Advisory Council, the Accessibility Advisory Council, customer & employee feedback, and jurisdictional partners, is currently undergoing engineering review to confirm its feasibility and cost effectiveness in the street environment.

Success has been measured qualitatively with positive feedback from Advisory Councils and other stakeholders, as well as quantitatively with ongoing ridership growth. This feedback loop affirms the proposed bus wayfinding improvements, and enables their finalization and expansion.

44. **How many riders have used the "Metro Rewind 2025" feature to review their transit ridership in Calendar Year 2025?**

Total Sessions: 132,449
Total Unique Users: 85,759
Average Engagement Time per User: 1m 35s

Fare Collection

45. **Please describe enforcement actions taken in response to <u>Metro Rail fare evasion</u> during FY24, FY25, and FY26, to date, including:**
    a. **The total number of notices of infraction issued for fare evasion each month in FY24, FY25, and FY26, to date, broken down by jurisdiction.**
    b. **The total number of incidents where an individual issued a notice of infraction for fare evasion refused to provide their identity or contact information, including their:**
        i. **Name;**
        ii. **Address; or**
        iii. **Date of birth; and**
    c. **The disposition of the notices of infractions issued in FY24, FY25, and FY26,**

to date (e.g., dismissed, found liable, etc.).

Rail Fare Enforcement by Jurisdiction and Month - FY 2026 (July 2025 to January 19, 2026)								
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Total
Maryland	382	252	387	395	366	209	105	2,096
District of Columbia	672	551	588	629	532	477	556	4,005
Virginia	183	204	147	244	192	122	80	1,172
Total	1,237	1,007	1,122	1,268	1,090	808	741	7,273

Notes: The data for D.C. includes arrest for failure to cooperate in providing truthful responses (17) and the issuance of civil summons/citations (3988) for fare evasion.

The total number of incidents where an individual was issued a notice of infraction for fare evasion refused to provide their identity or contact information (42).

Rail Fare Enforcement by Jurisdiction and Month - FY 2025 (July 2024 to June 2025)													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Maryland	285	394	291	331	346	190	157	215	408	304	268	207	3,396
District of Columbia	860	613	527	724	569	278	469	840	1,001	877	665	457	7,880
Virginia	114	166	147	212	212	124	77	141	167	161	175	213	1,909
Total	1,259	1,173	965	1,267	1,127	592	703	1,196	1,576	1,342	1,108	877	13,185

Notes: The data for D.C. that includes arrests for failure to cooperate in providing truthful responses (46) also includes arrests for outstanding warrants; the issuance of civil citations (7834) for fare evasion.

The total number of incidents where an individual refused to cooperate in providing their identity or truthful information (70).

Rail Fare Enforcement by Jurisdiction and Month – FY 2024 (July 2023 to June 2024)													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Maryland	407	656	363	495	721	571	593	599	569	460	559	418	6,411
District of Columbia	83	109	92	18	45	73	67	207	694	619	592	470	3,069
Virginia	168	242	182	133	195	114	129	206	164	209	206	138	2,086
Total	658	1,007	637	646	961	758	789	1,012	1,427	1,288	1,357	1,026	11,566

Notes: The data for D.C. that includes arrests for failure to cooperate in providing truthful responses (53) also includes arrests for outstanding warrants; the issuance of civil citations (3016) for fare evasion.

The total number of incidents where an individual refused to cooperate in providing their identity or truthful information (109).

46. **Please describe enforcement actions taken in response to <u>Metro Bus fare evasion</u> during FY24, FY25, and FY26, to date, including:**
    a. **The total number of notices of infraction issued for fare evasion each month in FY24, FY25, and FY26, to date, broken down by jurisdiction.**

b. **The total number of incidents where an individual issued a notice of infraction for fare evasion refused to provide their identity or contact information, including their:**
    i. **Name;**
    ii. **Address; or**
    iii. **Date of birth; and**
c. **The disposition of the notices of infractions issued in FY24, FY25, and FY26, to date (e.g., dismissed, found liable, etc.).**

Bus Fare Enforcement - FY 2025 (July 2024 to June 2025)													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Maryland	70	132	203	209	245	655	303	285	272	301	480	297	3,452
District of Columbia	48	39	88	118	65	629	453	245	288	160	541	304	2,978
Virginia	1	10	2	6	2	4	8	16	5	5	25	7	91
Total	119	181	293	333	312	1,288	764	546	565	466	1,046	608	6,521

Notes: DC statistics include 16 arrests for failure to cooperate in providing truthful information for the issuance of a citation and 2,962 citations for fare evasion

Bus Fare Enforcement by Jurisdiction and Month - FY 2026 (July 2025 to January 19, 2026)													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Maryland	399	300	370	350	276	124	162						1,981
District of Columbia	466	586	485	449	375	363	212						2,936
Virginia	7	33	5	9	12	21	14						101
Total	872	919	860	808	663	508	388						5,018

Notes: D.C. statistics include 8 arrests for failure to cooperate in providing truthful information for the issuance of a citation and 2,928 citations for fare evasion

Bus Fare Enforcement - FY 2024 (July 2023 to June 2024)													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Maryland	3	6		2	69	99	52	44	34	44	67	81	501
District of Columbia				2	1	2	12	13	80	7	49	29	195
Virginia			2						1	2	1	5	11
Total	3	6	2	4	70	101	64	57	115	53	117	115	707

47. **Please provide an update on new efforts to detect and respond to Metro Bus fare evasion in FY25 and FY26, to date, including through the deployment of uniformed and plainclothes MTPD officers on Metro Bus routes.**

MTPD's response to Metro Bus fare evasion is organized into three primary enforcement strategies.

- **Bus HITEs (High Intensity Targeted Enforcement)** Bus HITEs are coordinated operations involving MTPD and other WMATA departments, including Bus, Rail, and Treasury. These

efforts focus on bus bays at high-priority stations—locations identified for elevated criminal activity, significant fare evasion, or both. Officers conduct uniformed fare enforcement, provide a visible deterrent, and educate riders about Metro Lift benefits.

- **Metro Bus Enforcement Unit (MEU)** The MEU conducts enforcement directly on bus routes, using both uniformed and plainclothes officers. Route selection is driven by crime analysis, fare evasion data, and internal or external complaints. The unit's mission is strictly enforcement focused.
- **Patrol Sergeant Pop-Ups** Patrol sergeants also deploy short-notice "Pop-Up" operations. These involve a sergeant, and officers assigned to the same station conducting impromptu fare enforcement in either the rail system or bus bays. Unlike top-down initiatives, Pop-Ups are initiated at the district level based on real-time observations of crime and disorder.

Pop-Ups are often supported by Allied Universal Special Police Officers, National Guard personnel, and contracted MPD officers. While MTPD officers handle enforcement, partner agencies provide high-visibility presence, creating a force multiplier that significantly enhances operational effectiveness.

Fare Evasion Data
In 2025, a total of **8,630 Metro Bus fare evasion citations** were issued. The routes with the highest citation counts were:

- **D40/D4X/70/79** – 1,417 citations
- **D20/X2** – 831 citations
- **P60/P12** – 416 citations

Metro's Better Bus network, implemented on June 29, 2025, renamed many of these routes. Additionally, several fare evasion stops occurred along bus corridors that include multiple overlapping routes.

48. **Which Metro Bus routes currently allow for <u>two-door / all-door boarding</u>? Please provide an update on efforts to expand two-door / all-door boarding to other routes in FY25 and FY26, to date.**

All door boarding was launched as a demonstration in December 2023 on routes serving Pennsylvania Avenue in the District (Metro Bus D10 and D1X since the bus network redesign), Columbia Pike in Virginia (Metro Bus A40, A49); and the Silver Spring to New Carrolton line (Metro Bus P30) and the Annapolis Road line (Metro Bus P40) in Maryland. While the program has not been officially expanded, rear-door fare payment targets are available on the entire Metro Bus fleet. Metro is currently focusing on enhanced enforcement of fare payment and reviewing the changes in fare payment following the launch of Tap. Ride. Go.

49. **Please provide an update on the number of <u>new fare card readers</u> installed on Metro Buses in FY25 and FY26, to date, including:**
    a. **The total number of buses, and the percentage of the Metro Bus fleet, equipped with new fare card readers; and**
    b. **The number of card contacts monthly during FY25 and FY26, to date.**

As of September 2024, 100 percent of Metro's active bus fleet is equipped with new fare

collection equipment, including new fare card readers. Card contact data (including SmarTrip and Tap. Ride. Go. transactions) is provided below. Since the launch of Tap. Ride. Go. on Metro Bus on November 18, 2025, over 160,000 trips have been made using that new form of fare payment.

Fiscal Year	Month	Rail		Bus	
		SmarTrip	Tap. Ride. Go.	SmarTrip	Tap. Ride. Go.
FY2025	Jul-24	10,466,789	0	2,316,519	0
	Aug-24	9,924,294	0	2,370,234	0
	Sep-24	10,616,961	0	2,399,706	0
	Oct-24	11,981,508	0	2,598,077	0
	Nov-24	9,640,646	0	2,177,115	0
	Dec-24	9,300,767	0	2,314,380	0
	Jan-25	9,416,491	0	2,183,203	0
	Feb-25	9,538,499	0	2,316,399	0
	Mar-25	13,320,385	0	2,856,441	0
	Apr-25	13,460,397	0	2,875,511	0
	May-25	12,565,866	84,609	2,943,965	0
	Jun-25	11,796,221	909,181	2,825,277	0
FY2026	Jul-25	11,331,752	1,055,885	2,899,215	0
	Aug-25	10,466,413	1,054,820	2,903,652	0
	Sep-25	11,213,547	1,054,291	3,033,112	0
	Oct-25	10,969,512	1,373,968	2,964,066	0
	Nov-25	9,130,698	1,182,990	2,495,648	44,325

Laws, Audits, and Reports

50. **Please list any legislation that impacts your agency passed in FY25 and FY26, to date, and provide a status report on the agency's implementation related to each piece of legislation.**
   a. **For any legislation passed prior to FY25 or FY26, please provide any update on any new challenges related to implementation or enforcement.**

The RFK Redevelopment Act – This legislation, enabling the redevelopment of the RFK Stadium and surrounding neighborhoods, will significantly impact Metro's capital planning and budget, as we work with the District and developers to ensure that the new development is highly accessible by transit, and that Metro's service to the area meets the expected increase in travel demand.

51. **Please identify any legislative modifications that would enable the agency to better meet its mission.**

2025 was a banner year for Metro. From the implementation of a new bus network that squeezed more bus service out of existing resources, to the activation of automatic train operation on all rail lines for the first time in fifteen years, Metro has improved service frequency and reliability for transit users across the region. Customers are noticing these upgrades: Metro is leading the nation in post-pandemic ridership recovery. And the industry is noticing too. In 2025, Metro won the American Public Transit Association's Transit Agency of the Year award — the most prestigious award in the transit industry.

Metro is poised to continue on this growth trajectory, but needs the financial commitments from DC, Maryland, and Virginia to realize that growth. Metro urges the DC Council to:

1. Pass Metro funding legislation this year, enabling Metro to continue pursuing multi-year capital projects that make public transit the best way to get around the District, and the broader region.
2. Secure the District's share of the $460M funding by FY29, when Metro is slated to reach its debt capacity limit.
3. Increase the funding by 3 percent annually, to ensure that the funding keeps pace with inflation.

52.   **Please identify any <u>regulatory impediments</u> to your agency's operations.**

Metro is not currently facing any regulatory impediments to our operations.

53.   **Please provide a list of all studies, research papers, and analyses ("<u>studies</u>") the agency or an agency's employee requested, prepared, presented or contracted for during FY25 or FY26, to date. For each study please list:**
   a. **The status;**
   b. **The purpose; and**
   c. **A link (if published) to the study, research paper or analysis.)**

STUDY	STATUS (Public link hyperlinked, if available)	PURPOSE
Academic Research Partnership	Underway	To partner with a research-oriented organization to establish a long-term, Metro-funded research program that analyzes Metro operational data and produces actionable recommendations to inform business practices, operational policies, and mid- and long-range planning. Example research areas include improving rail maintenance efficiency (link, link); measuring and enhancing transit accessibility; understanding and anticipating platform crowding to improve safety (link); predicting ridership, travel time, and equity impacts of bus service changes (link); and analyzing post-pandemic travel behavior to inform future service planning and investment decisions (link).
Advisory Services for Major Capital Investments	Underway	The study purpose is to advance WMATA's rail automation program and enhance cross-town capacity and reliability through strategic guidance in response to anticipated changes in federal transit funding,

		regulations, legislation, and evolving program and project management approaches.
Annual Line Performance Report	Complete/ Published	Evaluates each Metro Bus line's performance within a fiscal year against the metrics in the Bus Service Guidelines
Bethesda Station: Development & Evaluation	Complete/ Not Published	Bethesda Station was identified as experiencing vertical circulation crowding in the platform egress direction. The study purpose was to advance planning and design for station infrastructure through the Development & Evaluation (D&E) phase of Metro's capital planning program.
Better Bus Network Redesign	Complete/ Published	The study delivered a customer-focused, data-driven bus network redesign for the WMATA Transit Zone, including Metro Bus and jurisdictional services, resulting in the country's largest comprehensive network redesign. It produced a fiscally constrained, near-term Metro Bus network ready for Board adoption and implementation within one fiscal year, delivering 7% more bus service at the same cost, 3% fewer bus vehicle miles, and a 4% reduction in peak bus vehicle requirements, enabling a smaller, more efficient fleet. The redesigned network expands frequent service by adding 11 routes (30%), provides 20,000 additional DMV residents with weekend service, improves access so the average resident can reach at least 5% more key destinations within 60 minutes, and is projected to attract nearly 13,000 additional weekday trips annually while avoiding almost 4,300 metric tons of greenhouse gas emissions per year. A Visionary network was also developed to guide future regional investment and policy goals.
Columbia Heights Station: Development & Evaluation	Complete/Not Published	Columbia Heights Station was identified as experiencing periodic crowding around faregates. The study purpose was to advance planning and design for station infrastructure through the Development & Evaluation (D&E) phase of Metro's capital planning program.
DMV*Moves* Plan	Complete/ Published	The DMV*Moves* Plan established a shared regional strategy to secure long-term, dedicated funding and guide coordinated transit investment across Washington, DC, Maryland, and Virginia. It aligned jurisdictions around clear priorities to maintain, modernize, and expand the transit system in support of reliable service, economic competitiveness, and regional growth.
Fare and Service Model Enhancement for Transportation Applications	Complete/ Not Published	The study delivered a database and Tableau-based tool to analyze current and potential fare and service options. It enabled scenario testing and downloadable results at aggregate and disaggregate levels, providing estimates of ridership, revenue, equity impacts, and order-of-magnitude cost effects, and identifying opportunities for future enhancements.
Farragut West Station: Development & Evaluation	Complete/ Not Published	Farragut West Station was identified for a comprehensive evaluation of elevator options at the east entrance between street, mezzanine, and platform levels to resolve design and constructability issues and support transition to Preliminary Engineering. The study purpose was to advance planning and design for station infrastructure through the Development & Evaluation (D&E) phase of Metro's capital planning program.
Metro Bus Operations Facilities Planning Study	Complete/ Not Published	Evaluated opportunities to improve restroom access for Metro Bus operators at underserved route termini—particularly at locations not

		on Metro-owned property where adequate facilities and direct control over design and construction are lacking.
Pentagon City Station: Development & Evaluation	Complete/ Not Published	Pentagon City Station was identified as experiencing frequent, moderate crowding and in need of further study to improve pedestrian flow, vertical circulation, and access. The study purpose was to advance planning and design for station infrastructure through the Development & Evaluation (D&E) phase of Metro's capital planning program.
Rail Modernization Program Plan	Complete/ Published	Metro's Rail Modernization Program Plan outlined a phased approach to modernizing and enabling automation of Metro Rail, starting with CBTC-based signal replacement and followed by compatible railcars, platform screen doors, and operational changes as resources allowed. Staff presented findings to the Board on anticipated improvements in safety, reliability, capacity, and efficiency, including fewer signal-related delays, increased throughput, and lower long-term operating costs.
Rhode Island GA/Bus Transfer: Development & Evaluation	Underway	Rhode Island–CUA Station was identified as a location where improvements to the bus transfer experience and evaluation of a second elevator are needed. The study purpose was to advance planning and design for station infrastructure through the Development & Evaluation (D&E) phase of Metro's capital planning program.
Stadium-Armory Station: Development & Evaluation for RFK Site	Underway	This study supports redevelopment of the RFK Stadium campus by evaluating Stadium-Armory Station under future conditions, including a new stadium and surrounding development. WMATA is advancing planning to assess alternatives, costs, and impacts and to identify options for Preliminary Engineering and Environmental Review, including peak-hour and event conditions at opening and full buildout.
Vienna Bus Transfer: Development & Evaluation	Complete/ Not Published	Vienna Station was identified as a location where improvements to the bus rider experience are needed to better align with the Metro Rail system. The study purpose was to advance planning and design for station infrastructure through the Development & Evaluation (D&E) phase of Metro's capital planning program.

54. **Please list all outstanding audit recommendations from the WMATA Office of the Inspector General, the status of each recommendation, and the anticipated date of completion.**

Response provided in a separate communication from WMATA Inspector General Michelle Zamarin, delivered via email to the Office of Councilmember Allen on January 16, 2026.

55. **Please list all outstanding Washington Metro Rail Safety Commission ("WMSC") Corrective Action Plans ("CAPs") that WMATA is required to complete, the status of each CAP, and the anticipated date of completion.**

As of January 20, 2026, WMATA has 66 open CAPs issued by the WMSC. These CAPs are in various stages of review and completion, as summarized below:
- 5 CAPs are currently under WMSC review for closure
- 3 CAPs are awaiting WMATA responses to address WMSC closure review comments.
- 57 CAPs are actively in progress, including:
    o 55 CAPs progressing as planned with no identified schedule or execution concerns; and

- - 2 CAPs with WMSC comments pending submission of additional information by WMATA
- There are no CAPs with past due actionable items. One CAP related to Occupational Safety & Health that remains on hold

WMATA continues to actively manage all open CAPs and works closely with the WMSC to address comments, resolve outstanding issues, and advance each CAP to closure. WMATA remains committed to timely resolution and transparent reporting in accordance with WMSC oversight requirements.

Detailed, CAP-level status information, including anticipated completion dates, is available at: https://www.wmata.com/initiatives/transparency/Corrective-Action-Plans.cfm

56. **Please list and describe any other ongoing <u>investigations, audits, or reports</u> on your agency or any employee of your agency, or any investigations, studies, audits, or reports on your agency or any employee of your agency that were completed during FY25 and FY26, to date.**

Response provided in separate communication from WMATA Inspector General Michelle Zamarin, delivered via email to the Office of Councilmember Allen on January 16, 2026.

57. **Please provide an update on efforts to ensure rail and bus operators are receiving the required training and continuing education necessary to operate railcars and buses across the system. Has WMATA developed, or will WMATA develop, a protocol for continuous training and certification for Metro Rail and Metro Bus operators?**

WMATA manages a continuous training and certification program to train and certify rail vehicle operators. Each Metro Rail Vehicle Operator must pass a series of initial certification exams after completing the new Metro Rail Vehicle Operator training program. Each Metro Rail Vehicle Operator must recertify within two years of their prior certification date. The certification process includes both written and practical examinations of knowledge. Each employee recertifying as a Metro Rail Vehicle Operator is also required to complete an appropriate refresher training course within eighteen (18) months of their recertification expiration date.

WMATA also manages a continuous training program for the Metro Bus Operators. Metro Bus certification consists of a valid class B Commercial Driver's License and a valid Department of Transportation medical card. Per Federal Law, WMATA requires Metro Bus operators to maintain a class B Commercial Driver's License and a current and valid WMATA Medical Examiner's Certificate (Department of Transportation [DOT] medical card) in order to operate a Metro Bus. The Commercial Driver's License and DOT card can be initially obtained during new bus operator training. All Metro Bus operators receive new Bus Operator training prior to operating a revenue collecting Metro Bus. Metro Bus Operators receive the required Refresher training every three years prior to the Bus Operator's anniversary date.