

# Service and Fare Changes

July 2021



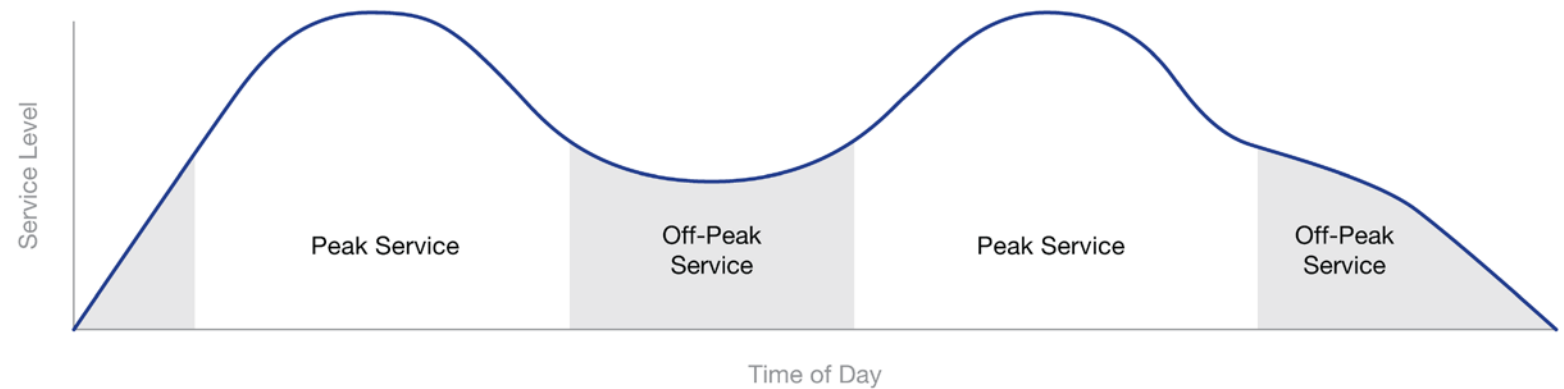
# Why was this combination of service and fare changes recommended for Metro's pandemic recovery phase?

- Support regional economic and social recovery
- Encourage ridership and trip-making
- Promote system connectivity – *One Metro* – and a more integrated regional transit system
- Assist low-income riders and advance equity
- Induce non-work travel on the system and support work trips made at non-peak times

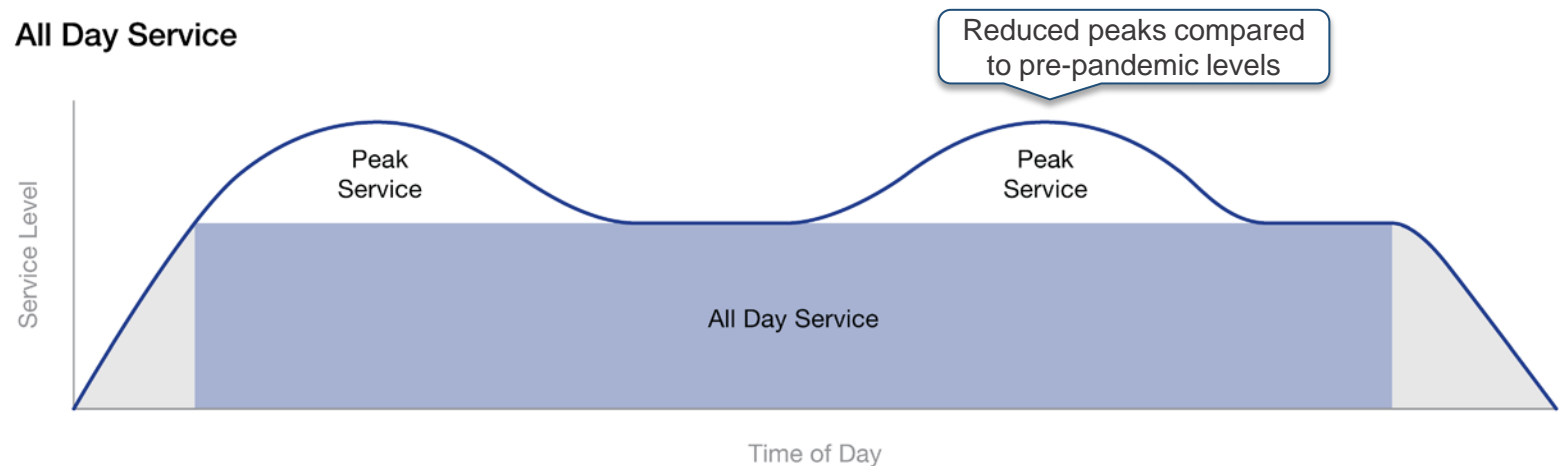
# Opportunity: More all day rail and bus service

- Consistent high frequency service offered seven days a week
- Emphasis on setting a high standard for “base” all day service levels
- Compatible with running more service to meet higher peak demand

Peak-Focused Service



All Day Service



# Service Improvements

## Bus Service Improvements

- Launch 20 line all day, frequent network at rail frequencies
  - 20 bus lines with 12 minutes or better service, 7am to 9pm, 7 days a week
- Additional improvements
  - 16 bus lines with 20 minutes or better service, 7am to 9pm, 7 days a week
  - Service restored or improved on an additional 46 bus routes

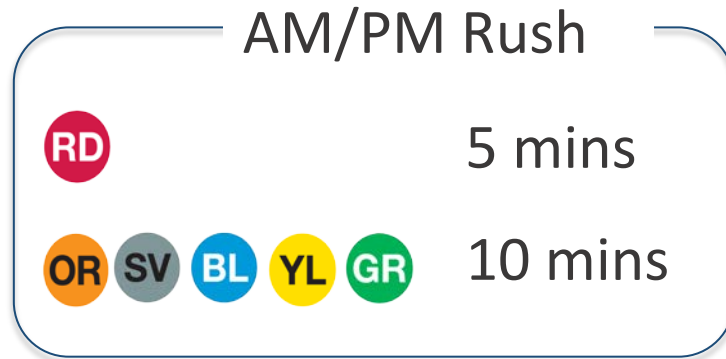
## Rail Service Improvements

- All 6 rail lines with improved all day and peak frequencies
  - 10 minutes or better peak
  - 12 minutes or better all day
  - 15 minutes or better late night
- Rail system open longer
  - Summer 2021: Extend hours to midnight, 7 days a week
  - Fall 2021: Extend hours to 1 am on Friday and Saturday; Sunday opening to match Saturday

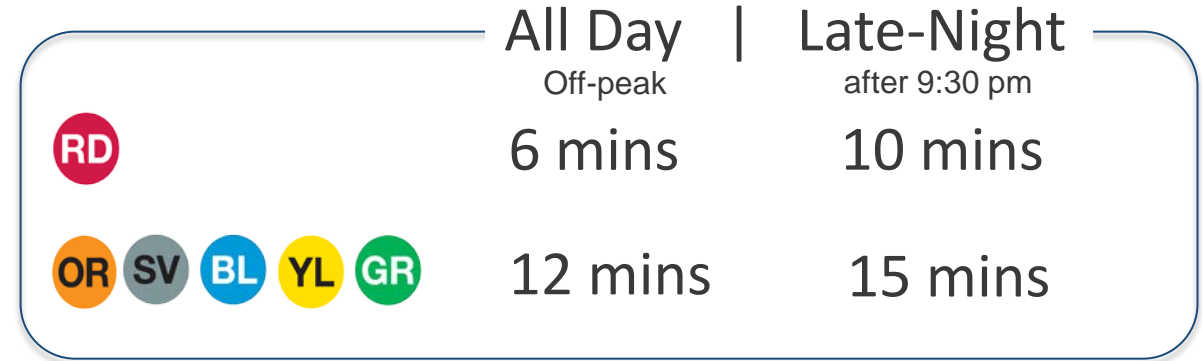
## Improves service for existing and new riders

- Delivers a top customer priority and supports regional recovery
- Provides ridership growth opportunity to offset slowness in returning peak commute trips
- Especially benefits low-income and minority riders

# Service Concept | Rail



AM/PM Rush: 6:30a-9:30a and 3p-7p



Operating Hours: Opening 5a M-F, 7a Sa-Su; Closing 12a Su-Th, 1a Fr-Sa

- Higher all day frequencies
  - Improved 6 to 12 minute weekday evening and weekend service
  - Improved later evening service with no less than 15 minute service (instead of 20 minute) on all lines at all times
- Better peak service
  - 5 to 10 minute weekday peak service to accommodate return to work and school
- 100% eight-car trains

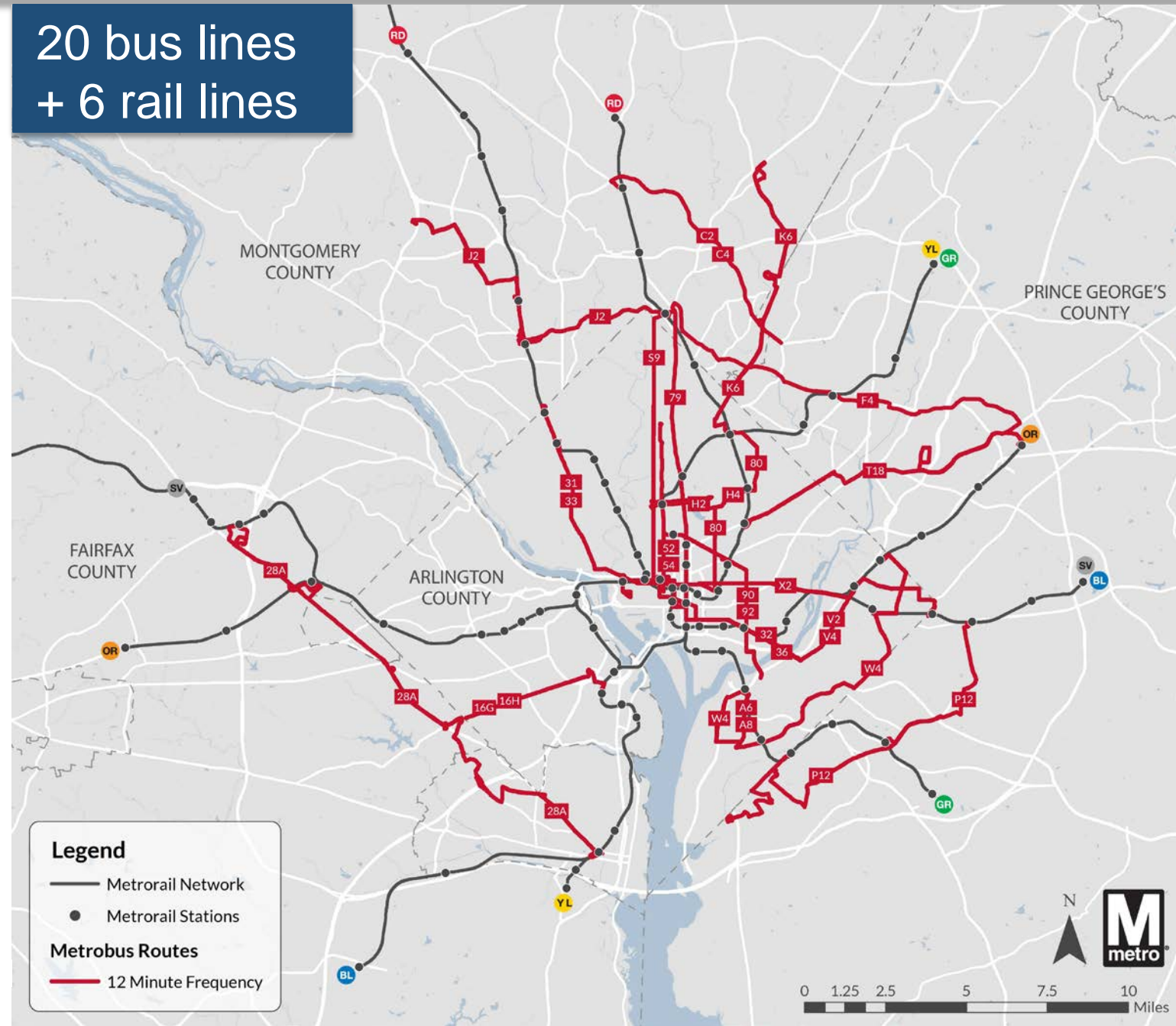


- Expected to increase ridership ~7% systemwide above ridership recovery levels without improvements
- Especially benefits low-income and minority riders who are more likely to ride off-peak and weekends

# All Day Rail-Bus Network Frequent Service Concept | Bus

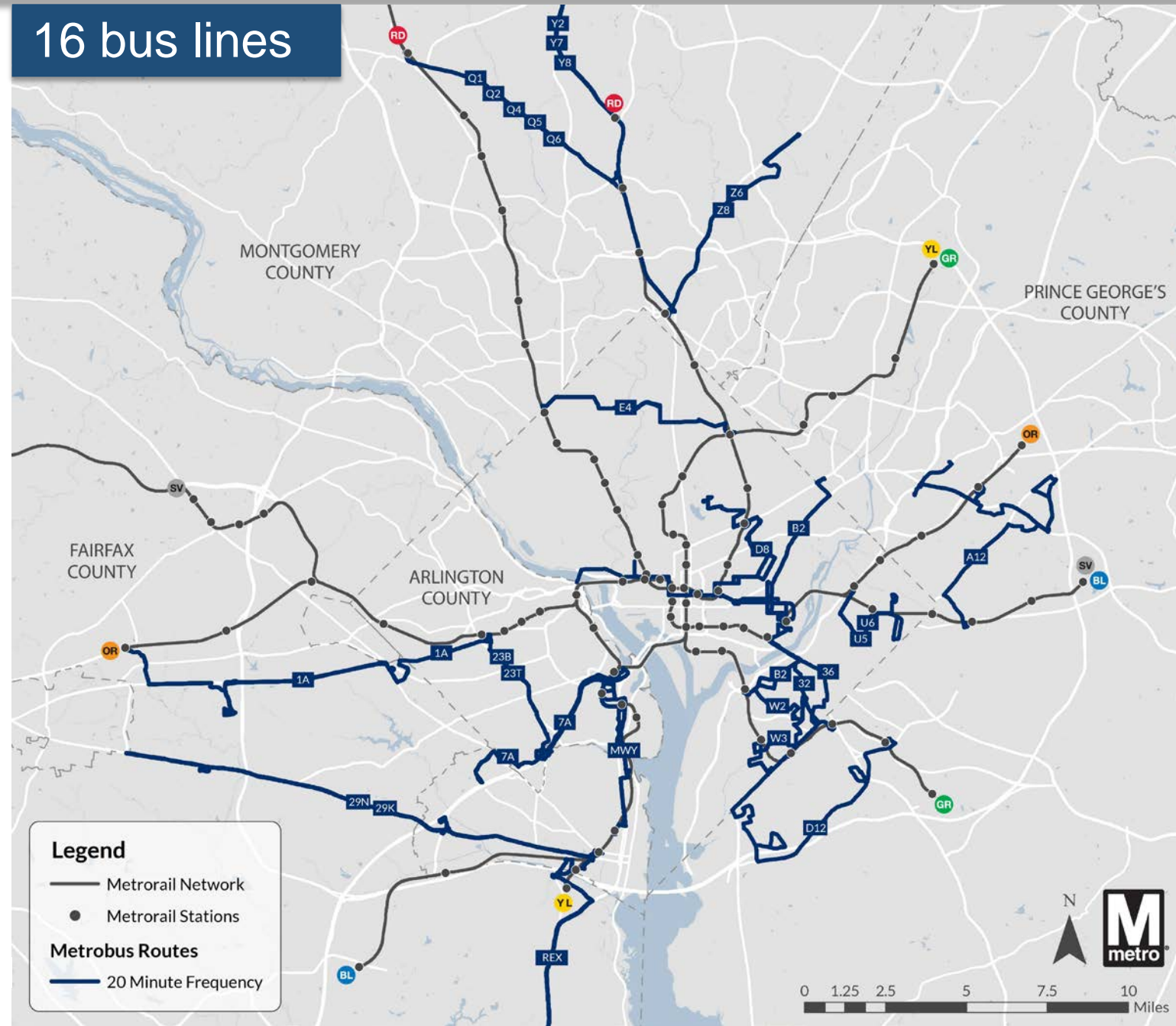
- Launch a frequent bus network at rail frequencies on 20 lines
- 12-minute or better headway from 7a-9p, 7 days a week
- Benefits ~43% of existing bus riders

20 bus lines  
+ 6 rail lines



# Additional All Day Improvements Consistent Service Concept | Bus

- Benefit a broader number of riders by improving base service with consistent frequency on an additional 16 lines
- 20-minute or better headway from 7a-9p, 7 days a week
- Benefits ~17% of riders



# Service Concept Summary | Bus



Lines

12-min Network  
& Other Improvements

36

20 at 12-min and 16 at 20-min  
"frequent" "consistent"

Span

7 am – 9 pm  
14 hours, 7 days

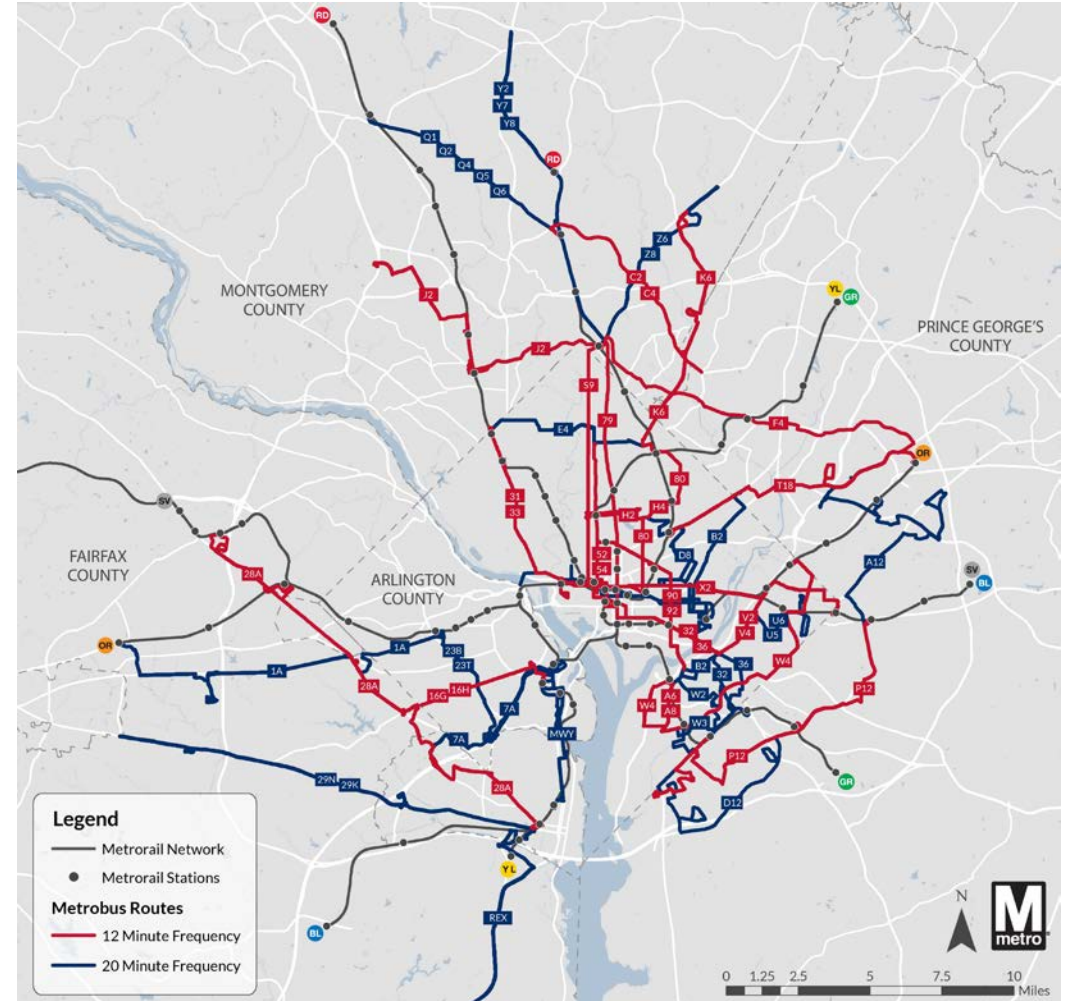
Riders Benefitting  
% of total bus riders, weekday

60%

Ridership  
estimated % growth in daily riders

✓ Benefits equity riders

+~8%  
on upgraded lines  
(~4% systemwide)  
above expected recovery level  
without improvements





# W4 Deanwood-Alabama Avenue (DC) Line - Example

Deanwood to Anacostia Station; Connects to Congress Heights and Benning Road

## Example

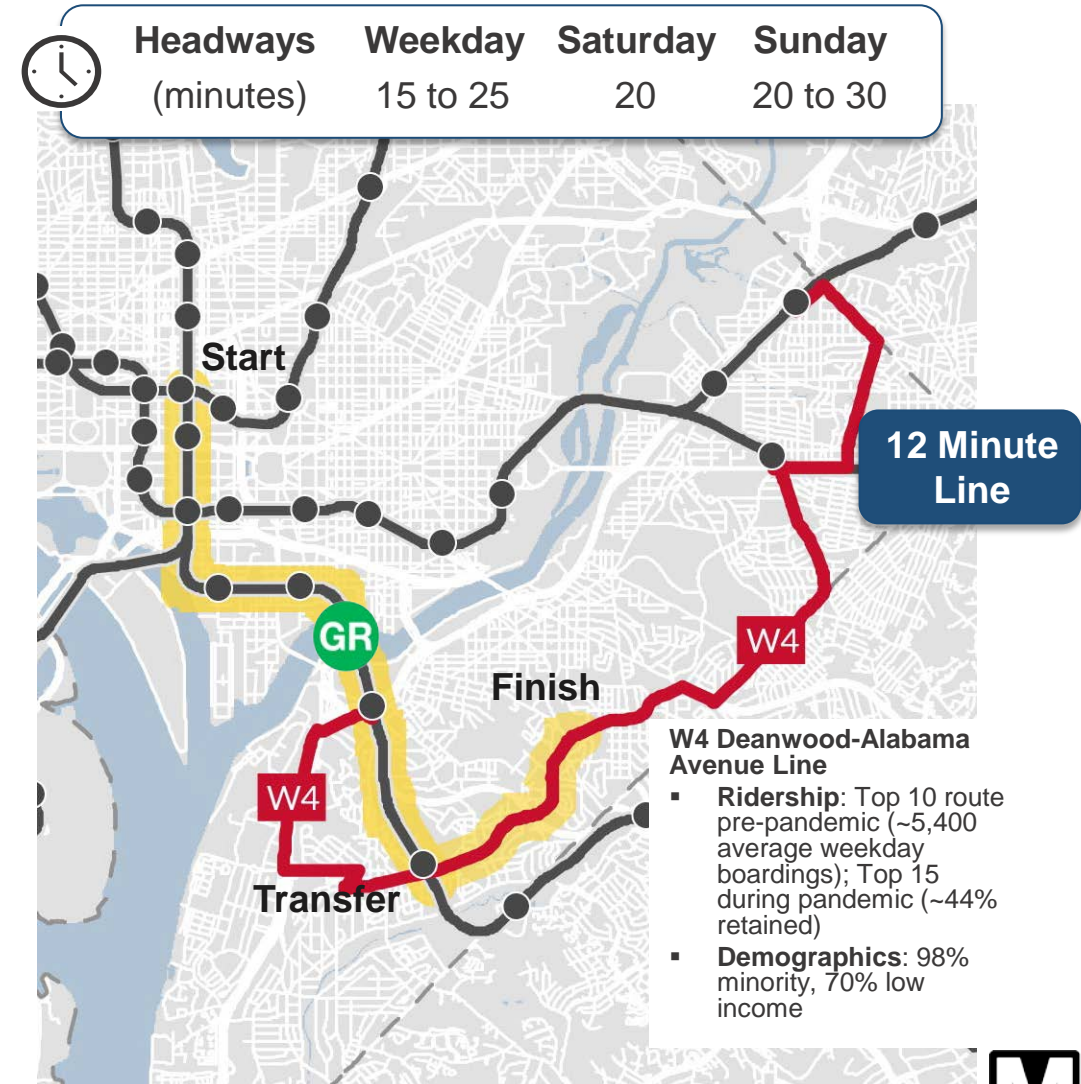
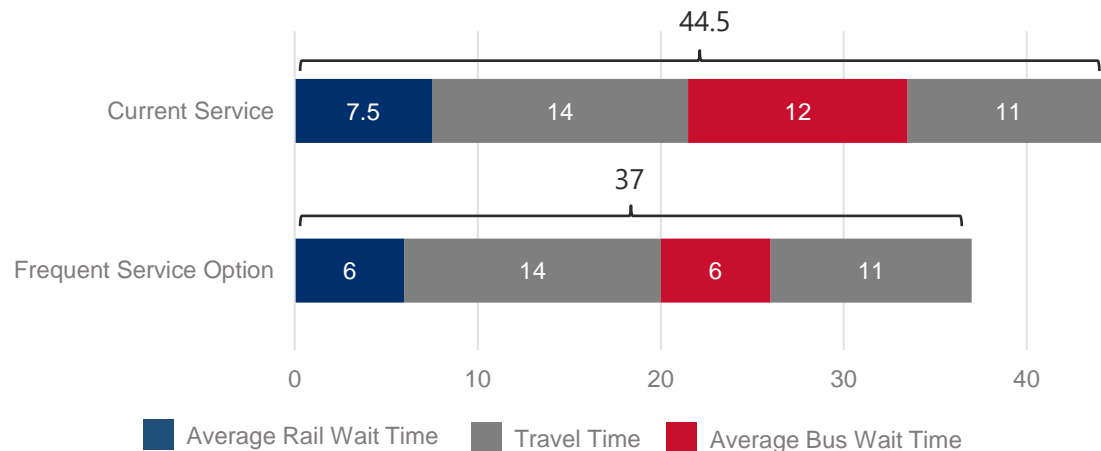
### Green Line to W4 Rail to Bus Transfer

- *Origin and Destination:* Gallery Place-Chinatown to Alabama Avenue & Good Hope Road with transfer at Congress Heights
- *Day and Time:* Sunday Morning

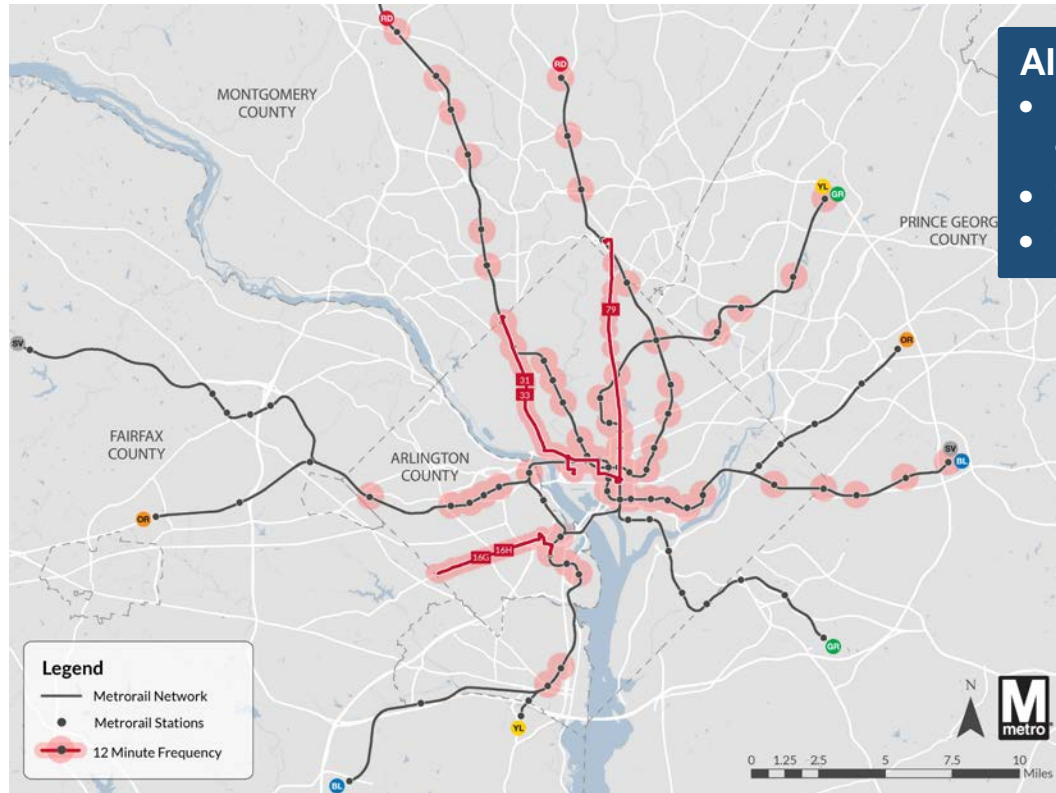
### Time savings with frequency improvements

- Total rail and bus wait time reduced 38%
- Total trip time reduced 17%

One-Way Travel Time, Sunday Morning



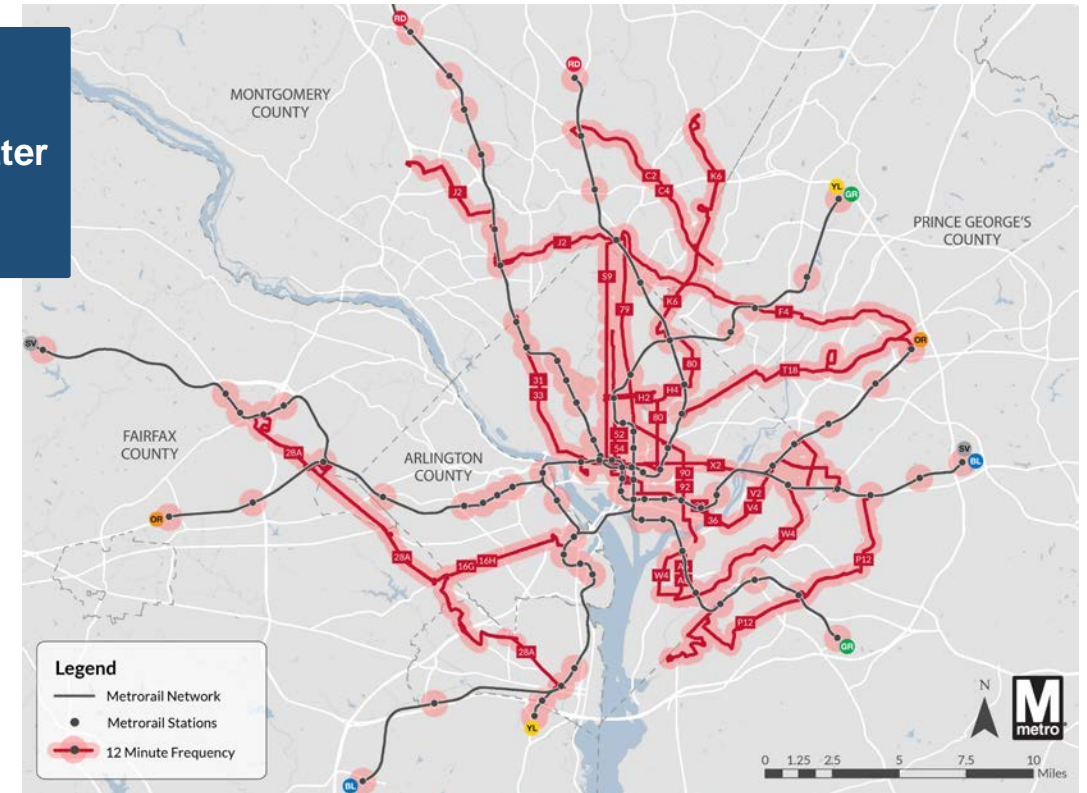
# More riders would receive all day, 12 minutes or better service



**Current Service (2021)**

All day service =

- 12-minute frequency or better
- 7am-9pm
- 7 days a week



**All Day Service Concept**

## Bus

- 20 bus lines, up from 3, operating at 12 minutes or better all day/week
- Increases to 33% from 16% the share of bus passenger trips receiving 12 minutes or better service

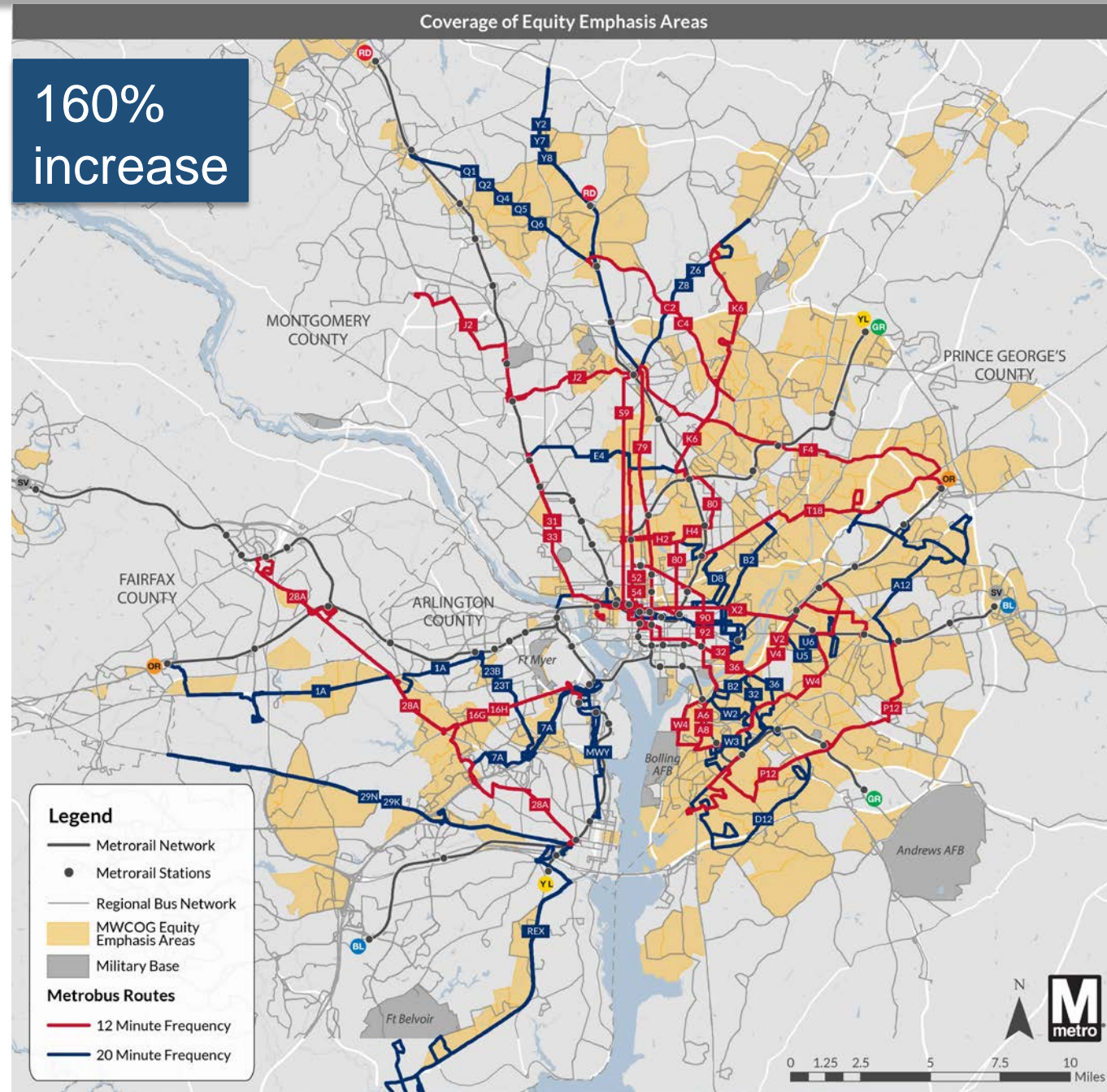
## Rail

- Improves evening and weekend rail service, extending all day 12 minutes or better service to all stations
- Serves more than 95% of passenger trips at 12 minutes or better and 65% at 6 minutes or better

# Improved Service to Equity Emphasis Areas

- 45% of equity emphasis areas would be within ½ mile of a transit stop with 12-minute service
  - An increase from 17% today (160% increase)
  - 61% would be served by 20-minute or better service
- Remaining areas covered by other bus service

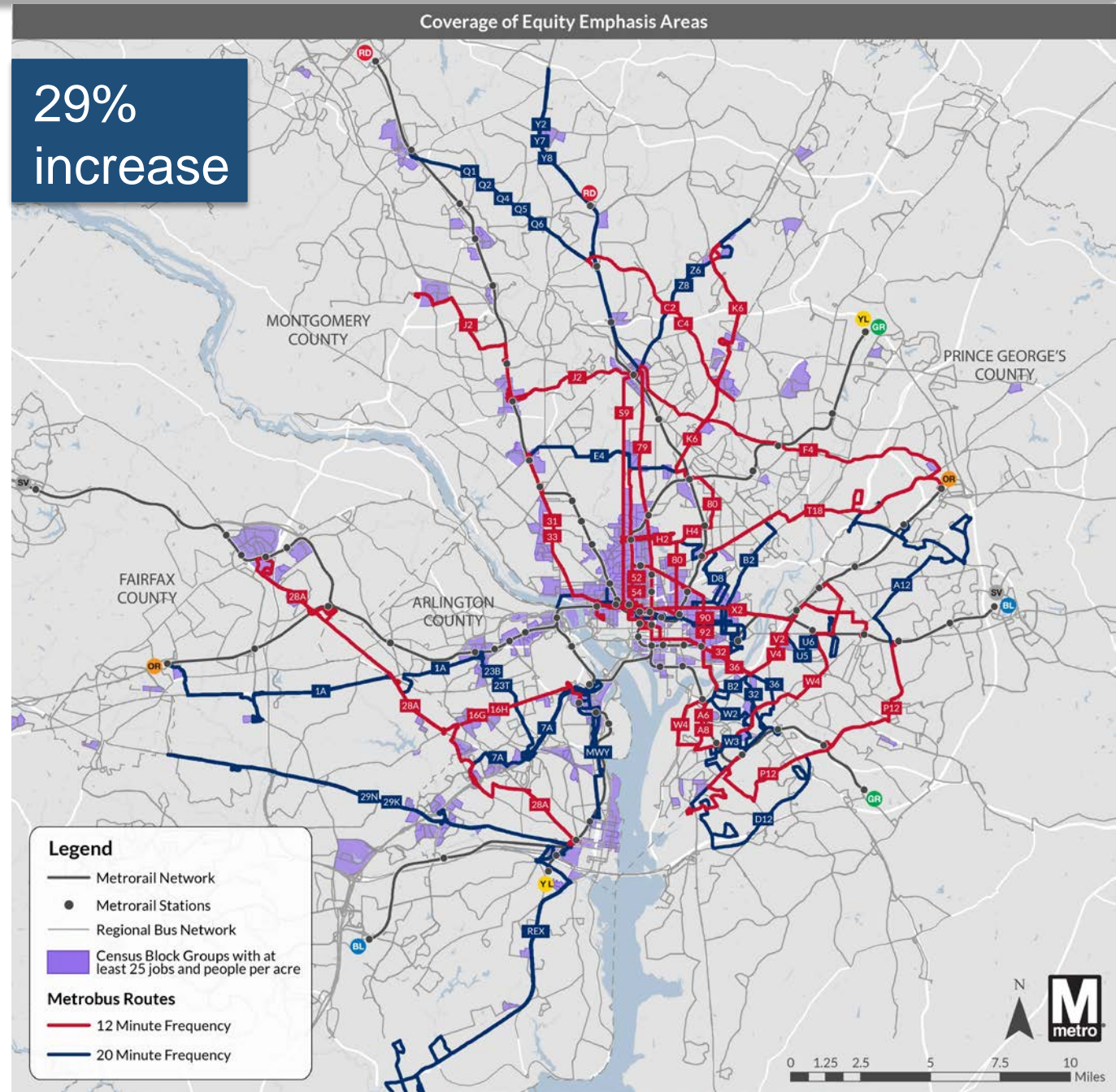
Equity emphasis areas are defined by the Metropolitan Washington Council of Governments as Census tracts with higher than average concentrations of low-income or minority populations.



# Improved Service to High Density Areas

- 71% of high density areas would be within ½ mile of a transit stop with 12-minute service
  - An increase from 55% today (29% increase)
  - 80% would be served by 20-minute or better service
- Remaining areas covered by other bus service

High density areas are defined in the Metrobus Service Guidelines as Census blocks with at least 25 jobs or people per acre.



# Fare Improvements

- Free rail-bus transfers (\$2 transfer discount)
- Lower 7-Day Regional Bus Pass Price (\$12 from \$15)
- Regional providers in Metro passes
- Rail weekend \$2 flat fares
- 30-day promotional pricing on short-term and monthly passes:
  - Discount short-term combination rail-bus passes by 50%
  - Discount the price of monthly passes approximately 40% (reducing the multiplier from 36 trips to 22 trips)

## Promotes ridership, equity, and seamless experience

- Improved integration between rail and bus and across operators
- Improved affordability for riders
- Especially benefits low-income and minority riders

# When Customers Would See Improvements

## Summer 2021

### June bus service improvements

- 2 am service on 34 lines, 7 days
- Peak, full day, and weekend service restorations

### Rail hours extended

- Rail open until midnight, 7 days

## Labor Day / Fall 2021











- 26 lines: All day 12 minutes or better rail-bus network
- Additional bus service improvements
  - 16 lines at 20 minutes or better
  - 46 additional routes with service restored or improved
  - Additional bus service enhancements and modifications
- Additional rail service improvements\*
  - 5 to 10 minute peak rail service
  - Rail open until 1 am Friday and Saturday and improved late night frequency and weekend service
- Fare initiatives
  - Free rail-bus transfers, \$12 weekly bus pass; passes with local bus, \$2 weekend flat fares; promotional pass pricing

## 2022

### Planned: 7 new rail stations open

- Reston Town Center
- Herndon
- Innovation Center
- Dulles Airport
- Loudoun Gateway
- Ashburn
- Potomac Yard

# Service | Long Term Options

- Continue to monitor ridership and regional trends and consider additional service changes
- With additional resources, Metro could:
  - Offer more frequent, all day service  
    - Expand high frequency bus segments to the branch line level 
      - For one-third of lines included, the highest frequency applies only to the trunk segments
    - Add additional lines to the all day high frequency network 
    - Offer high frequency for more hours of the day – e.g., starting earlier at 6 am or extending later until 10 pm  
    - Increase the frequency standard – e.g., 10 minutes  
  - Restore more pre-pandemic service  

Note: Additional hiring would be required for further improvements

# Fares | Long Term Options

## Advance Fare Strategy and Consider Larger Changes

- Consider broader changes to fare structure and levels
- Seek customer input on priorities and options
- Staff to support Board in development and consideration of options

### Potential Fare Concepts for Consideration

Off-Peak All Day Rail Fares (\$2 to \$3.85)	\$1 Bus Fare
Zone Rail Fares (e.g., DC, Inside Beltway, Outside Beltway)	Discounted Low Income Fare
Lower Min (\$2) or Max (\$6) Rail Fare	Cheaper Passes and More Regional Pass Options
Free or Cheaper Parking	Fare Capping (Daily, Weekly, Monthly)
Group/Family Passes	MetroAccess Fare Simplification



# Next Steps

- Implement approved service and fare improvements
  - July 18: Rail system open until midnight, 7 days a week
  - September 5: Bus service changes, most rail service changes, fare changes
  - December: Remaining rail service changes
  
- Staff will review impacts of service and fare changes and return to the Board with:
  - Title VI analysis of those changes proposed for permanent adoption
  - Refined analysis of financial and budget implications
  
- Continued development of service and fare concepts for Board consideration and FY2023 budget process
  - Staff to return in July to begin review of fare policy



# Appendix



# Frequent, All Day Service Lines

District of Columbia	12 / 20 Minute Network	Maryland	12 / 20 Minute Network	Virginia	12 / 20 Minute Network
31,33	12	C2,C4	12	16G,16H	12
32,36	12	F4	12	28A	12
52,54	12	J2	12	1A	20
79	12	K6	12	7A	20
80	12	P12	12	23A,23B,23T	20
90,92	12	T18	12	29K,29N	20
A6,A8	12	A12	20	MWY	20
H2,H4	12	D12	20	REX	20
S9	12	Q's	20		
V2,V4	12	Y2,Y7,Y8	20		
W4	12	Z6,Z8	20		
X2	12				
B2	20				
D8	20				
E4	20				
U5,U6	20				
W2,W3	20				

# Metrobus September 2021 Service Restoration and Changes

Service Restoration	District of Columbia	Maryland	Virginia
<ul style="list-style-type: none"> <li>- Resume Service</li> <li>- Add Peak Frequency</li> <li>- Add Off-Peak Frequency and Coverage</li> </ul>	64,D6,E2,G8,H6,L2, M6,N2,N6,U4,W6, W8,X8	83,86,89M,C8,C12, C14,F6,F8,F12,F13, G12,G14,H12,K9,K12, P18,R2,R4,R12	1B,1C,2B,3Y,7M, 8W,10A,11C, 16Y,17K,18J,21C, 22F,28F
Route adjustments <small>*Routes also receiving additional service/frequency</small>	42*,43*,62, 63*,D4*,N4*	D13,D14	18G,18H

Previously Approved Service Changes	District of Columbia	Maryland	Virginia
Alexandria Transit Vision Plan Route Modifications			7A,7F,7W,25B,28A
Shortened Route / Route Realignment	42,43,63,80		
Route Eliminations	30N,30S		7Y
Routes with additional service to replace eliminated routes	31,32,33,36		7A

# Metrobus Service September 2021 – Remaining Service Status

Service Restoration Deferred	District of Columbia	Maryland	Virginia
Routes Remaining Suspended	37,39,A9,B8,B9,D1, D5,G9,H1,L1,S1,V1, X1,X3	87,B30,J4,P19	4A,7C,7P,8S,10E, 10N,16L,17L,21D
Routes with Segments Remaining Unserved	34,97,D4,E6,N4	B29,C28,H11, H13	7Y,8Z,11Y,16C, 17H,18G,18H,28G
Routes remaining at June 2021 peak-period frequencies – below pre-pandemic levels	74,D2,G2,U7	C11,C13,L8,T2,Z2	2A,4B,5A,16C, 22A/C

# 28A Leesburg Pike (VA) Line - Example

King St-Old Town to Tysons Corner; Connects to Seven Corners Transit Center and West Falls Church

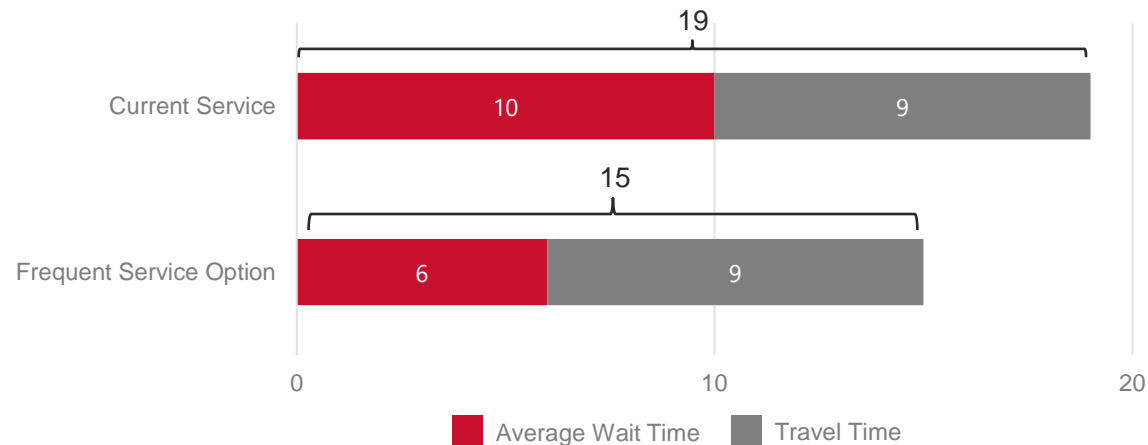
## Example 28A Bus Trip

- *Origin and Destination:* Seven Corners Transit Center to Leesburg Pike & Glen Carlyn Road
- *Day and Time:* Weekday Evening

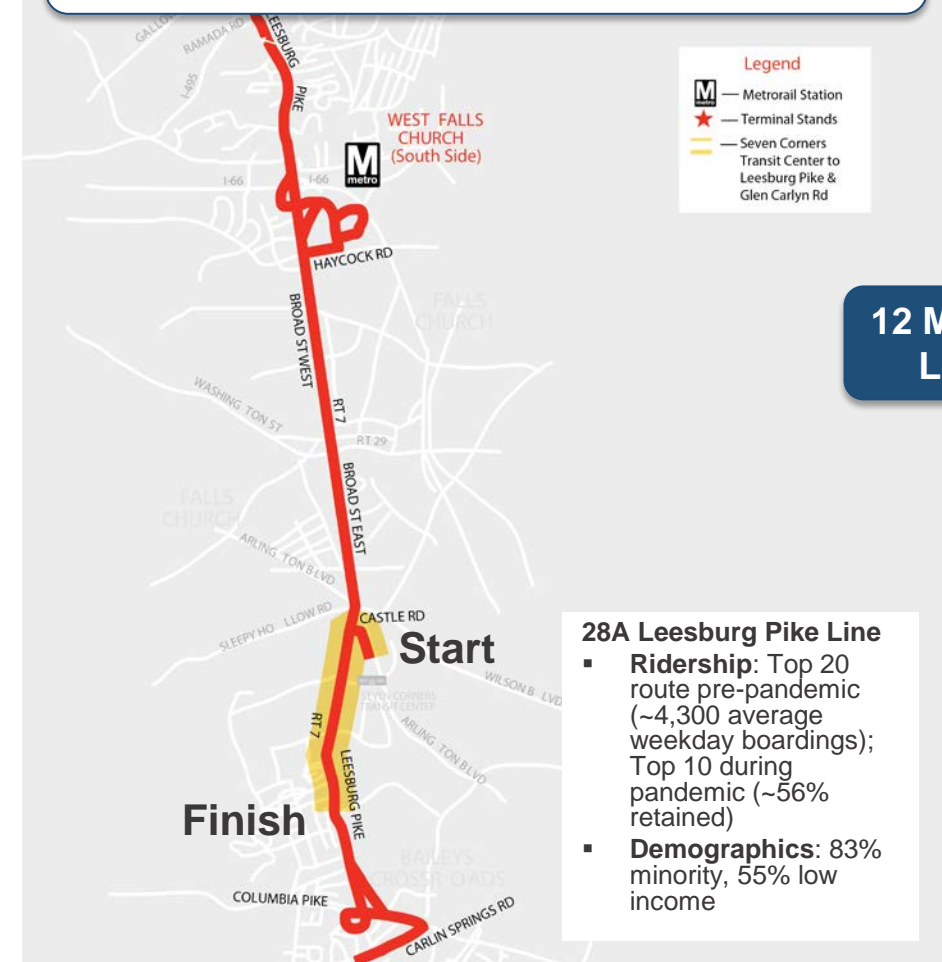
### Time savings with frequency improvements

- Wait time reduced 40%
- Total trip time reduced 21%

One-Way Travel Time, Weekday Evening



Headways (minutes)	Weekday	Saturday	Sunday
	20	20	30



**12 Minute Line**



# K6 New Hampshire Avenue (MD) Line - Example

Fort Totten to White Oak; Connects to Takoma Langley  
Crossroads Transit Center and future Purple Line

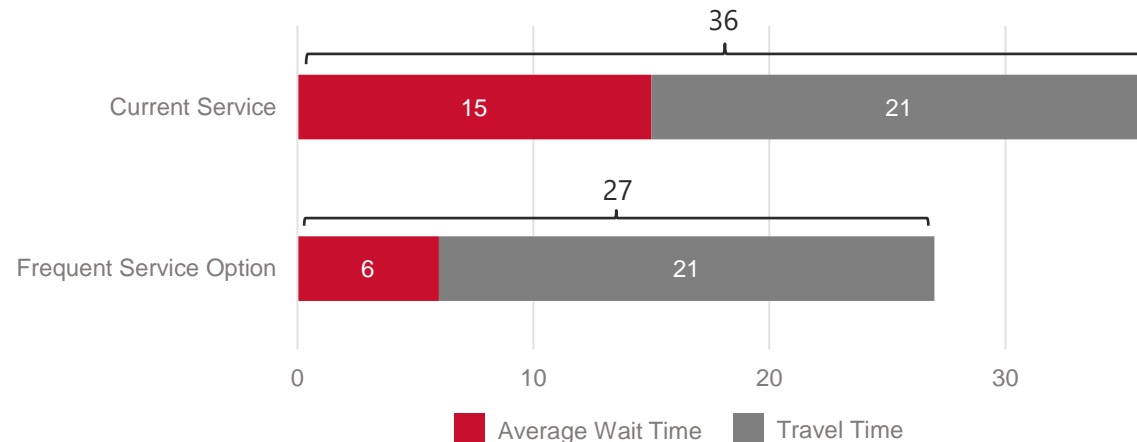
## Example K6 Bus Trip

- *Origin and Destination:* Takoma Langley Transit Center to Fort Totten Station
- *Day and Time:* Saturday Evening

### Changes to trip travel time with frequency improvements:

- Wait time reduced 60%
- Total trip time reduced 25%

One-Way Travel Time, Saturday Evening



Headways (minutes)	Weekday	Saturday	Sunday
	10 to 20	16 to 30	40

