



Metro Recovery Plan UPDATE

JULY 22, 2020

RE-ENTRY PHASE BEGINS IN AUGUST



RAIL CHANGES: AUGUST 16

- Return to peak/off-peak
- Increase service to 90% of pre-Covid-19 service
 - **YL SV OR GR BL** : every 8 minutes weekday peak; every 15 minutes all other times
 - **RD** : every 5 minutes weekday peak; every 12 minutes all other times
- Expand hours of operation
 - Weekdays: 5 AM - 11 PM
 - Saturdays: 7 AM - 11 PM
 - Sunday: 8 AM - 11 PM
- Six stations reopen
 - Wiehle-Reston East, Spring Hill, Greensboro, Tysons Corner, McLean and West Falls Church
- Resume charging for parking
- Expand After-Hours Ride-Hailing Program (late-night Lyft subsidy now \$6 - wmata.com/afterhours)



BUS CHANGES: AUGUST 23

- Expand hours of operation to 4 am - Midnight (one hour later)
- Increase service on weekdays and weekends
 - Weekdays: 73% of pre-Covid-19 service
 - Saturdays: 87% of pre-Covid-19 service
 - Sundays: 86% of pre-Covid-19 service
- Continue rear-door boarding and no fare collection



PROTECTING CUSTOMERS AND EMPLOYEES

- **Face covering required** for all employees and customers
- **Distribute free masks and hand sanitizer** for customers
- **Daily cleaning** of stations, railcars and buses, with focus on high-touch areas and operator compartments
- **Pilot UV light sterilizer** on escalator handrails



See the back for our phased approach to Metro's Recovery Plan.
For more information, go to wmata.com/plan.





Phased approach for Metro Services

Phase 1: Stabilization Summer 2020

Phase 2: Managed Re-Entry Begins in August 2020

Phase 3: Recovery Date TBD

RAIL

- Implementation in progress
- ~20-minute headways
- Hours of Service:
Weekdays 5 AM - 9 PM
Weekends 8 AM - 9 PM
- Stations west of Ballston closed
- Effective June 8, cars one and eight reopened

- Starts August 16, 2020
- Increasing service to 90% of pre-Covid-19 levels
- Hours of Service:
Weekdays 5 AM - 11 PM
Saturdays 7 AM - 11 PM
Sunday 8 AM - 11 PM
- 87 of 91 stations will be open (Platform Improvement Project stations and Arlington Cemetery Station remain closed)
- Effective June 28, 15 stations that were closed due to Covid-19 response reopened

- Estimated start in Spring 2021
- Ridership peaks emerging, evenings reviving
- Service near pre-pandemic levels, with peak service
- Hours of Service:
Weekdays 5 AM - Midnight

BUS

- Implementation in progress
- Address current crowding issues
- Sunday-like headways, with some adjustments based on ridership to date
- Sunday-only routes operated; fewer on weekends
- Hours of Service:
4 AM - 11 PM
- Rear-door boarding, front of bus isolated

- Starts August 23, 2020
- Increasing service on weekdays and weekends
 - Weekdays: 73% of pre-Covid-19 service (116 lines operating normal or reduced frequencies; 37 lines not operating)
 - Weekends: ~86% of pre-Covid-19 service (~73-83 lines operating normal or reduced frequencies; ~12 lines not operating)
- Hours of Service:
4 AM - Midnight (varies by route)
- Rear-door boarding, front of bus still isolated

- Estimated start in Spring 2021
- Full weekday service
- All routes operating
- Normal hours of service
- Resume front-door boarding
- Possibly accelerate installation of targets on rear doors, enabling all-door boarding

GOALS

- Support region's managed reentry
- Earn public trust that bus and rail travel is safe
- Effectively communicate changing service fair plans

SERVICE RESTORATION POLICY

1. Protect employees
2. Protect customers by providing service that enables safe social distancing
3. Stay ahead of demand until vaccine or herd immunity makes social distancing unnecessary

**Continuously
monitor crowding**