



Metro Recovery Plan UPDATE

STABILIZATION PHASE – WORKING TOWARD RE-ENTRY



SLOWING THE SPREAD

- **Face covering required** for all employees and customers
- **Daily cleaning** of vehicles and disinfection of common touch surfaces using hand wipes
- **Weekly deep cleaning** and disinfection using electrostatic fogging
- **On-demand cleaning and disinfecting** of all surfaces where COVID-19 symptoms are reported



See how
we disinfect
here



MAINTAINING SOCIAL DISTANCING

- **Reopening first and eighth rail cars** to safely accommodate higher ridership
- **Adding 136 bus trips** to the weekday schedule to safely accommodate higher ridership on some routes



EMPLOYER INFORMATION

Collecting Employer Information

- wmata.com/returntowork
- Most reporting later summer and phased return to work

See the back for our phased approach to Metro's Recovery Plan.





Phased approach for Metro Services

Stabilization

RAIL

- Implementation in progress
- ~20-minute headways
- Span: Weekdays 5 AM - 9 PM
Weekends 8 AM - 9 PM
- Stations west of Ballston closed
- Cars one and eight reopened when appropriate

BUS

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

Managed re-entry (tentative)

- Estimated start in August-October 2020
- Doubled capacity from current state: ~10-minute headways
- Span: Weekdays 5 AM - 9 PM
Weekends 7/8 AM - 9 PM
- All stations open (dependent on completion of platform program for stations west of Ballston)

- May be earlier than rail
- All routes operating, but:
 - less frequently than normal
 - no extra peak service
 - focused on local service
- Span: 4 AM - Midnight
- Rear-door boarding only

Recovery (tentative)

- Estimated start in Spring 2021
- Ridership peaks emerging, evenings reviving
- Service near pre-pandemic levels, with peak service
- Span: Weekdays 5 AM - Midnight
- Full weekday service
- All routes operating
- Normal span of service
- Resume front-door boarding
- Possibly accelerate installation of targets on rear doors, enabling all-door boarding

Metro's Pandemic Recovery Plan will:

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
4. Support region's managed reentry
5. Earn public trust that bus and rail travel is safe
6. Effectively communicate changing service plans

Continuously
monitor crowding