



## Press Release

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### **NVTC Recommends Improvements to Restore Public Confidence in Metro** *Reliability, Safety, Communication, and Financial Stability Are Key to Viability*

**Arlington, VA** – Based on the results of a recent public engagement effort, the Northern Virginia Transportation Commission (NVTC) has adopted recommendations designed to help the Washington Metropolitan Area Transit Authority (WMATA) regain and retain rider loyalty. The recommendations will be sent to the chairman of the WMATA Board of Directors along with a copy of a report detailing comments and suggestions received through multiple channels from riders, taxpayers and business leaders. Chief among the recommendations are:

- To regain rider confidence, WMATA must first improve the reliability of Metrobus, Metrorail, and MetroAccess. This is most important to riders. Riders must have accurate information about service and be able to count on arriving at their destinations on time.
- Safety of riders and employees must be the guiding principle in operations and priorities for capital investments.
- A strong customer service culture, including fare products that reward loyalty, will build ridership.
- Strong financial management is a cornerstone to restoring confidence in the management of the system.
- Dependable, dedicated revenue sources must be identified to allow WMATA to serve as an integral part of the region's transportation system for decades to come.

*NVTC, the region's premier transit organization, works to ensure that Northern Virginia businesses and residents have access to a network of high-quality transit systems that connects them to economic opportunity. NVTC – which funds and promotes transit in the counties of Arlington, Fairfax and Loudoun and the cities of Alexandria, Fairfax and Falls Church – supports ART, CUE, DASH, Fairfax Connector, Loudoun County Transit, and Metrobus bus systems as well as Metrorail and the Virginia Railway Express. For more information, visit [www.NoVaTransit.org](http://www.NoVaTransit.org) or call 703-524-3322.*

**## NVTC ##**