



# **Capital COVID-19 Snapshot: Safe Return to Work**

The Greater Washington  
Partnership is about solutions  
and unity.



**GREATER WASHINGTON PARTNERSHIP**  
FROM BALTIMORE TO RICHMOND.  
FOSTERING UNITY. ADVANCING GROWTH.

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# Introduction

The Greater Washington Partnership is about solutions and unity, bringing people, organizations, and jurisdictions together to make the Capital Region of Baltimore, Washington, and Richmond, the world's best place to live, work, raise a family, and build a business. **The Capital COVID Snapshot: Safe Return to Work**, conducted in partnership with public agencies and business organizations throughout the region, is designed to increase regional information and data sharing, so employers, both large and small, can make more informed decisions about reopening and public agencies can better understand when employees are expected to return to their offices and worksites.

In March 2020, the Capital Region issued stay-at-home orders due to the rapid spread of COVID-19. Employers quickly prepared to have a majority of their workforce work from home full-time if possible, while many in the region continued to serve on the front lines as healthcare workers, essential service providers, and researchers working on a vaccine. Six months later, many employers in our region are still unsure when and how to safely return their employees to worksites, limiting the public sector's ability to efficiently and confidently meet the demand for many services, including public transportation. Furthermore, it is clear that low-income and minority communities are bearing a disproportionate health and economic burden due to the pandemic. A successful recovery must go beyond reopening and seek ways to address the inequities in our systems and foster opportunity for all the Capital Region's residents.

**The Capital COVID-19 Survey was conducted between August 10-28, 2020, with more than 430 unique employers participating from the Washington, Baltimore, and Richmond metro areas that employ 275,000 residents.** Along with an analysis of employer reopening plans, this report includes public sector information, including a Transit Tracker that provides ridership trends and the social distancing carrying capacity of the region's public transportation systems. The findings contained in this report will help employers and public agencies collaboratively reopen the Capital Region's economy safely, gradually and sustainably in the months ahead. The Partnership intends to update this product regularly as the region continues to reopen, so that all public and private decision-makers and residents have access to regular, timely and actionable information. As we work together to reopen the region safely, the Partnership encourages all employers and residents to do their part to help slow the spread of COVID-19 by following public health officials' guidance, wearing masks and observing social distancing guidelines.

# Capital COVID Snapshot

## Regional Partners

The Greater Washington Partnership is a first-of-its-kind civic alliance of CEOs in the region, drawing from the leading employers and entrepreneurs committed to making the Capital Region—from Baltimore to Richmond—one of the world's best places to live, work and build a business. The Partnership is about unity and solutions and we are stronger and more successful when aligned with our many exceptional partners throughout the Capital Region. This is especially true for the Capital COVID Snapshot: Safe Return to Work report. Thank you to the following partners for collaborating on this effort to ensure the Capital Region has a strong, safe recovery.



A Catalyst For Progress In  
The Nation's Capital







## Employer Comment #1

“Our COVID-19 Task Force is continuously monitoring and reviewing guidance from the CDC and local jurisdictions so that we can update our approach as needed.”

# Employer Survey

## Key Findings

1. Employers are adopting a phased approach to reopening, but many remain uncertain. This fall, about one-third of the region's workforce are projected to physically return to worksites.
2. Of employers who had long-term reopening plans, on average, those employers expect to have 72% of their employees return to the office by Summer 2021. However, a third of responding employers are still unsure of their summer 2021 plans
3. Most employers want to test their employees for COVID-19 but will not if the test costs more than \$50.
4. Nearly 50 percent of employers indicated a high level of concern about public transit safety and a low level of confidence that public agencies can control crowding and enforce the wearing of masks.



# Reopening Worksites

*The return to worksites will be gradual.*

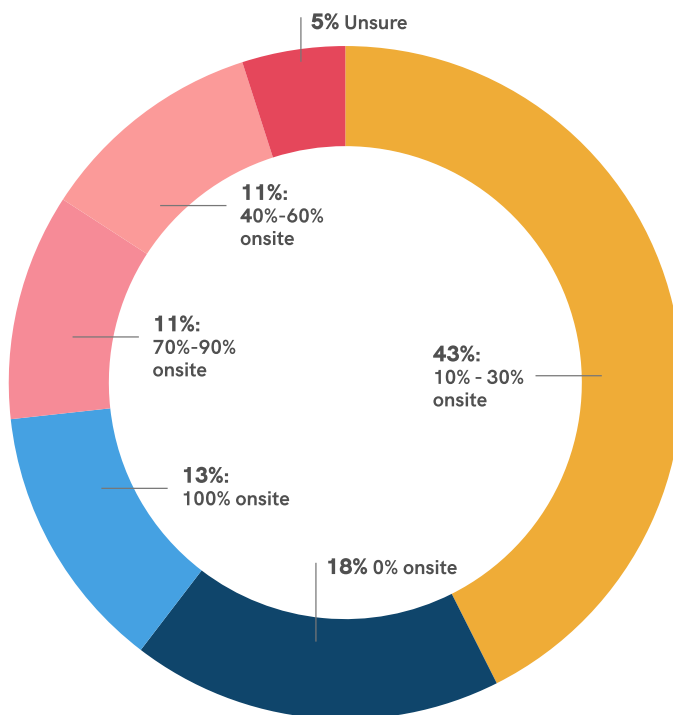
**The health and safety of our regional workforce comes first.**

Based on responses as of August 2020, employers with plans for next summer expect, on average, **72 percent of their employees to return to the office by summer 2021**. However, a third of responding employers are still unsure of their summer 2021 plans.

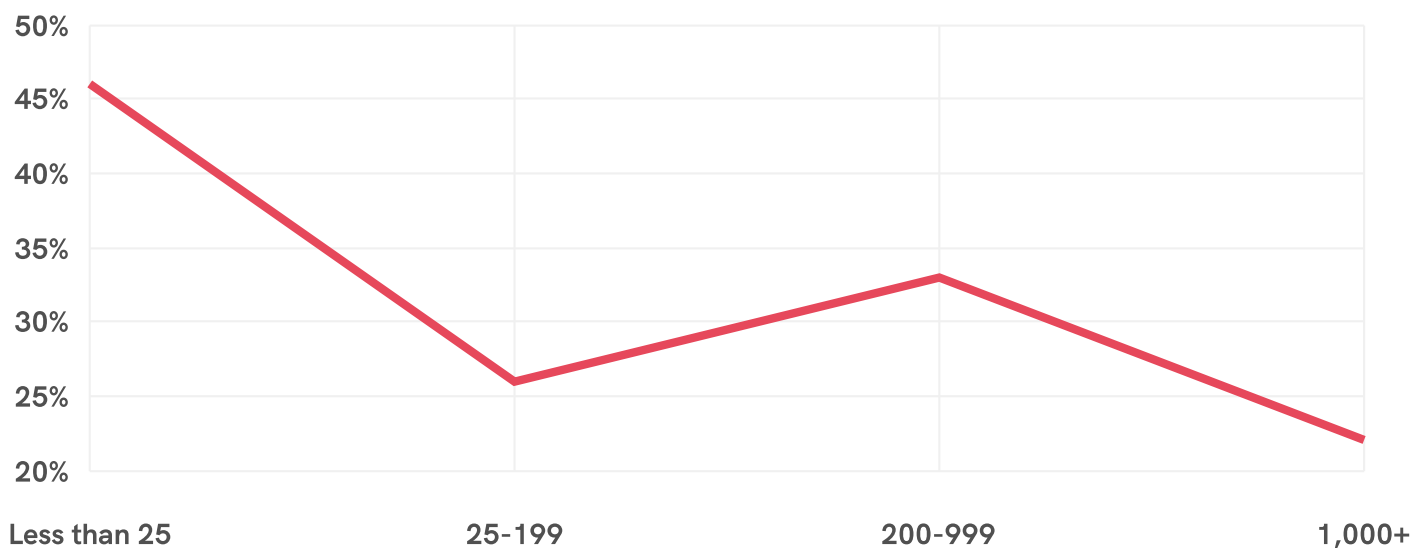
Decision-makers must continue to prioritize the health and safety of workers, and their families. By collecting and widely disseminating this information, leaders across organizations will be able to learn from each other and apply best practices to their operations.

According to responding employers, on average, less than a third of their workforce are expected to be physically at their worksites after Labor Day. Limiting the number of people in the office and teleworking will continue for most employers. Employers are adopting a phased approach to their return, with modified work schedules to limit the number of employees in the office.

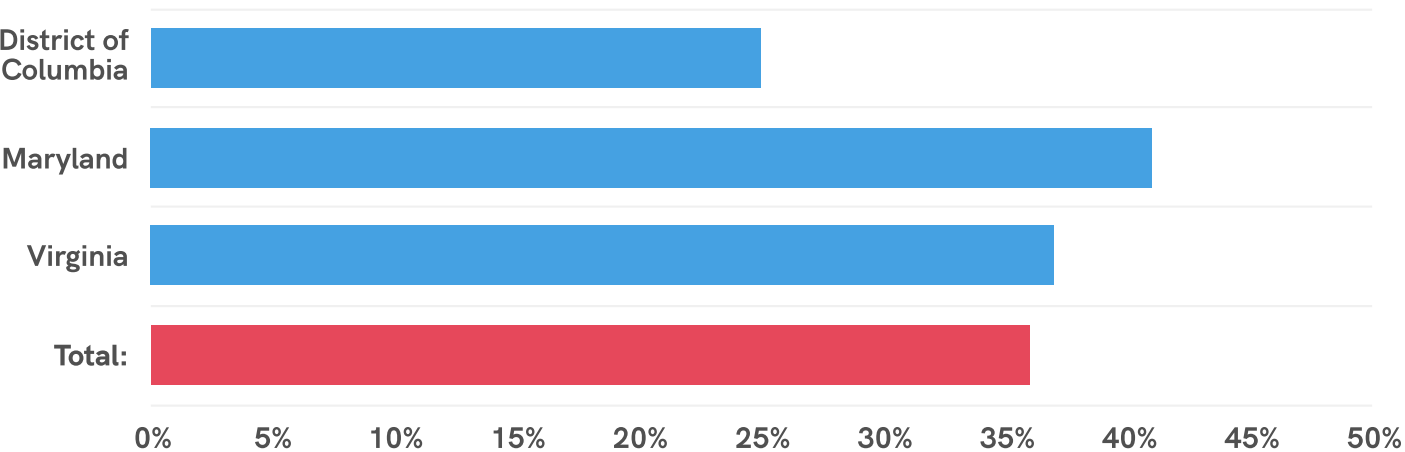
## Share of Workforce Expected Onsite post Labor Day



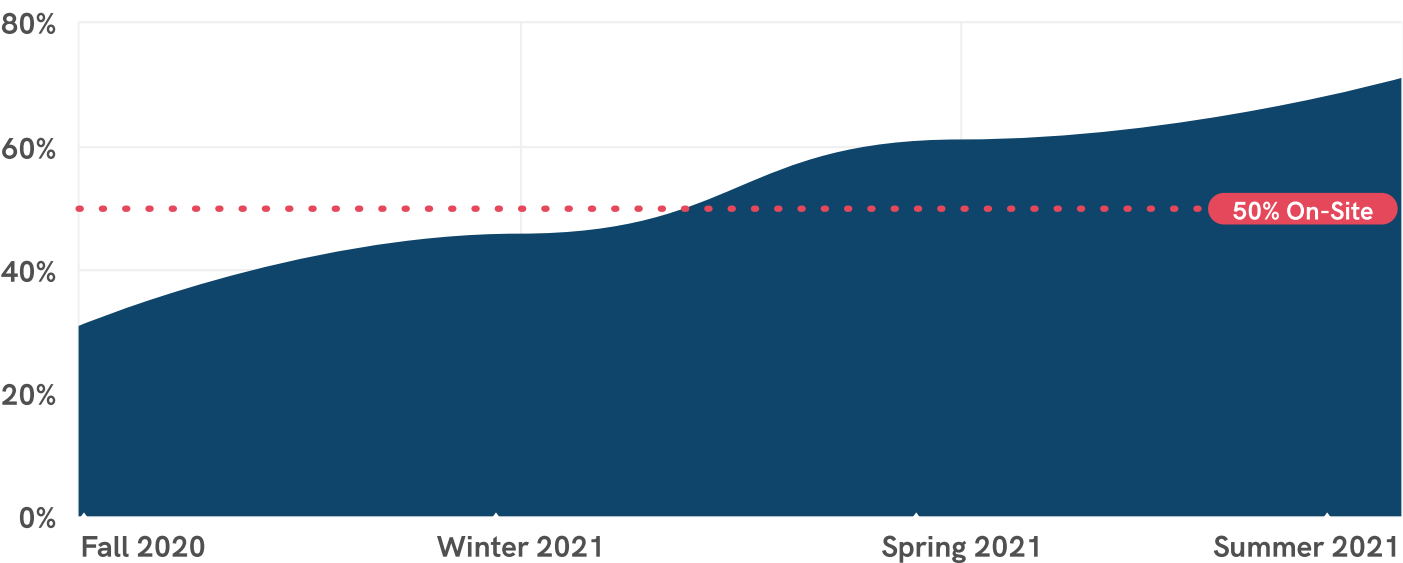
## Share of Workforce Expected Onsite post Labor Day by Worksite Size



## Share of Workforce Expected Onsite post Labor Day by State



## Share of Workforce Expected Onsite Over the Next Year



Some employers say they are benchmarking and monitoring the situation to adhere to the local/ state government mandates. Although the general theme in the comments provided by employers was continual “monitoring and re-evaluating,” those

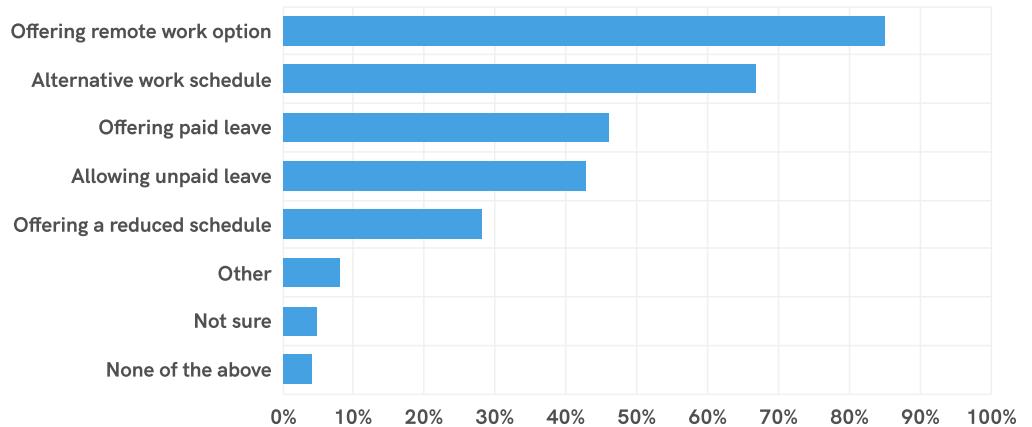
who were able to provide a long-term estimate on the return of their employees, believe a majority of their workforce will be back by spring 2021. Breaking down responses by larger employers are generally more cautious about bringing their workforce back.

# Worksite Safety & Flexibility for Employees

*Nearly 7 in 10 employers are currently offering alternate work schedules to support employees.*

Employers are implementing revised policies and procedures to promote the safety and well-being of employees and their families during this pandemic, with more than two-thirds of respondents offering flexible and remote work options, and nearly 50 percent providing paid and/or unpaid leave. Comments from employers indicated the new accommodations are heavily influenced by employee childcare and education needs.

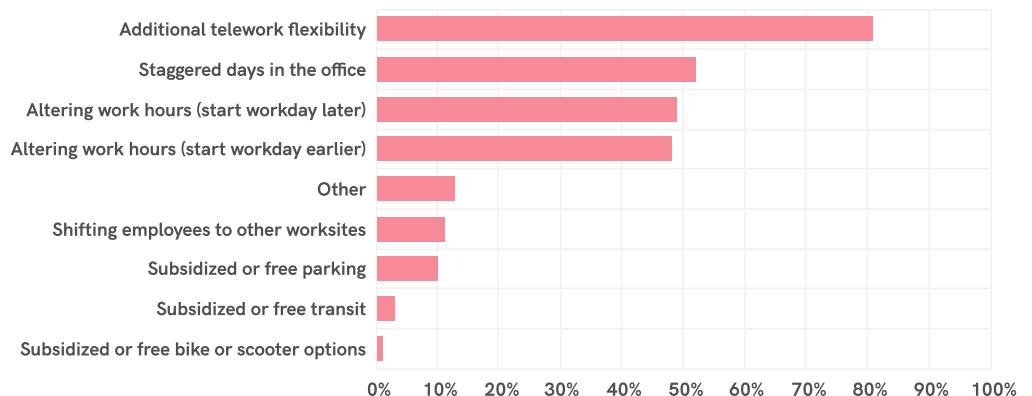
## Accommodations for COVID-Related Personal Challenges (e.g. lack of childcare, caring for family member)



*A majority of employers are providing new flexible options for employees.*

In addition to allowing more telework, over half of employers responding to the survey are changing existing schedules to accommodate employee needs and ensure safety protocols. In addition to the listed options, employers noted that they are also providing expanded employee assistance programs, access to additional resources for working parents, and providing childcare at their worksites.

## Post-COVID Flexible Work Policies



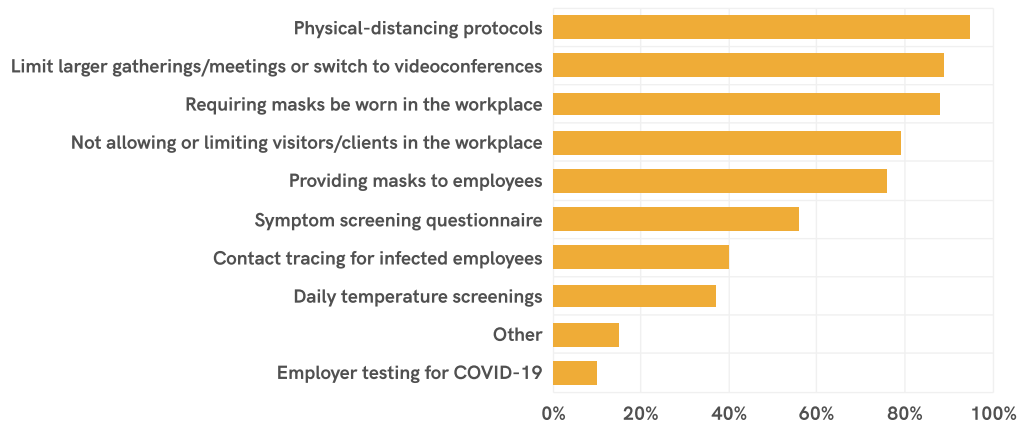
## Employer Comment #2

“We are planning a 50% decrease in the density of our office as a maximum, based on a 9’ planning module.”

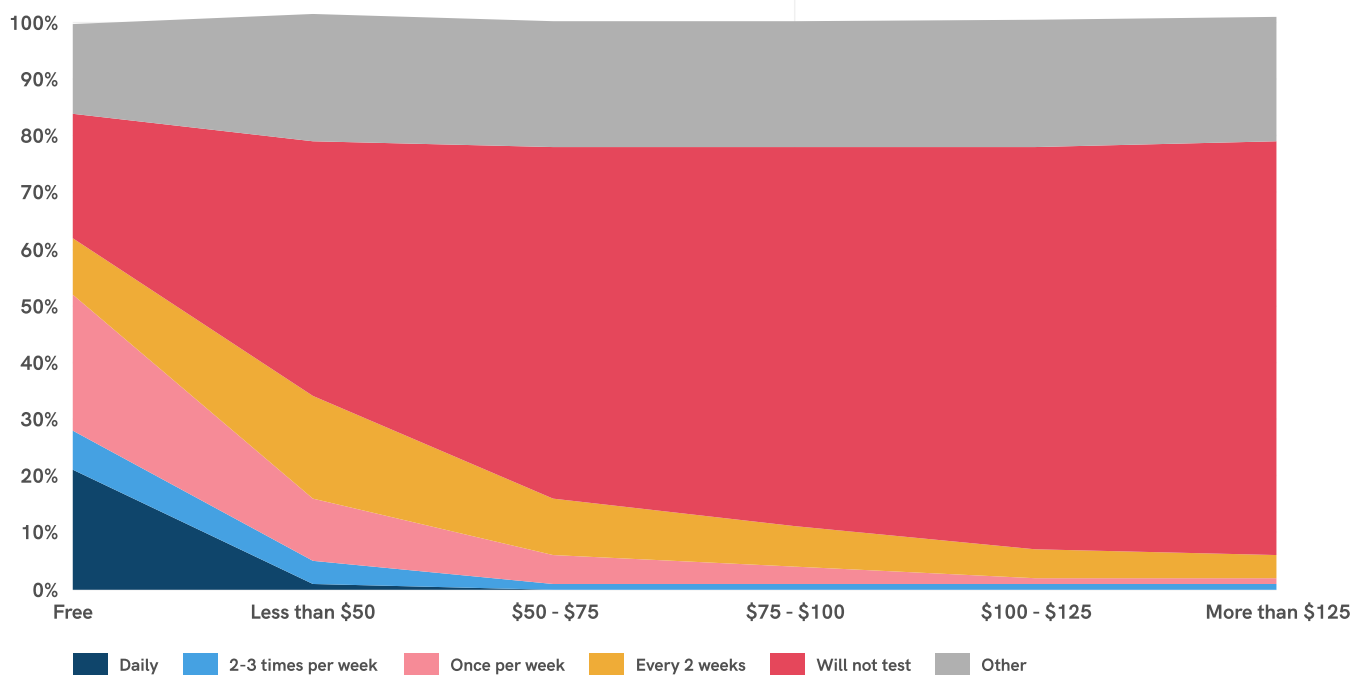
*Most employers are working to ensure physical distancing, requiring masks and limiting the number of people in the workplace.*

Employers are actively working to mitigate the risk of viral spread by adjusting their procedures for those employees that do return to worksites. Nearly 90 percent of employers are requiring employees to wear masks at the workplace, and four-in-ten employers plan to conduct contact tracing for infected employees.

## Safety Measures at Worksites



## Employer Attitudes on Frequency and Cost of Testing



*Only 10-percent of respondents indicated that their organization plans to require testing to enter a worksite.*

**Most employers do not plan to regularly test employees.**

A robust regionwide testing strategy that is timely, accessible, and affordable is needed to achieve our shared goal of reopening safely and sustainably. In addition to a robust testing strategy, there is a suite of actions employers are adopting to lower the transmission risk further. These include social distancing, contact tracing and requiring masks.

**Half of employers will not test their employees if the cost per test were above \$50.**

While the Capital Region has been ramping up testing, there is no coordinated strategy or best practices for employers. **A robust regionwide testing strategy that is timely, accessible, and affordable is needed to achieve our shared goal of reopening safely and sustainably.** In addition to a robust testing strategy, there is a suite of actions employers are adopting to lower the transmission risk further. These include social distancing, contact tracing and requiring masks.

We asked respondents to indicate how often their organization would want to test employees for COVID, assuming rapid and accurate results, at varying price levels. When it comes to mandatory testing, employers' feelings are mixed with less than 10 percent indicating they are implementing mandatory testing. Larger organizations (500+) are more likely to require testing now or in the future (23 percent vs. 8 percent at smaller organizations). When asked about likelihood of testing if quick, accurate and free tests were available, less than quarter of the respondents (22 percent) said they would not test. However, 7 out of 10 say they would not test if tests cost more than \$75. Attitudes towards testing frequency vary greatly with few employers saying they would test daily (21 percent), once a week (24 percent), or every two weeks (10 percent) if tests were free. In their open-ended feedback, some employers shared that they plan to test as needed (i.e., testing required to return to work after exposure/infection). Regardless of frequency, some employers stressed the need for affordable and readily available testing with quick results in their comments.

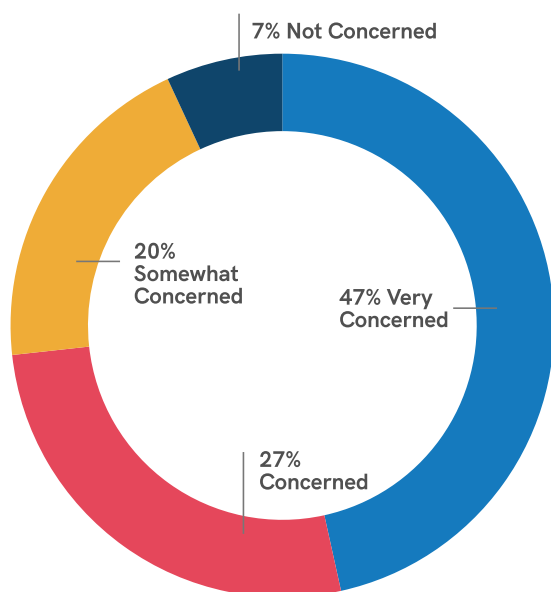
## Commuting to Worksites

*Employers do not expect many employees to use transit for commutes.*

**Today, most employees are teleworking or driving**

We know that the **plan to reopen the Capital Region's economy safely must be phased and gradual**, including employee commutes. Prior to March 2020, more than 60 percent of

## Level of Concern About Employees Using Public Transit



## Employer Comment #3

“People REALLY miss seeing each other and collaborating/interacting. The longer this continues, the more challenged our culture will be, let alone the economic challenges.”

employees at respondent worksites commuted by private vehicle, 25 percent by transit, and less than 10 percent teleworked daily. To maintain operations and safety during the pandemic, employee commutes have changed with teleworking growing by 7x since February and transit use shrinking by 4x.

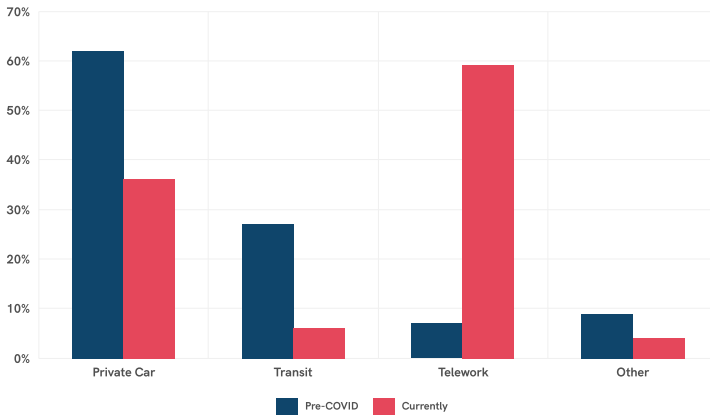
Now, more than ever, decision-makers need access to timely and relevant data to make crucial decisions and this includes real-time data on public transportation usage. The pandemic is likely to have long-lasting impacts on how employees commute to their worksites.

**Employers lack confidence in the safety of public transportation.**

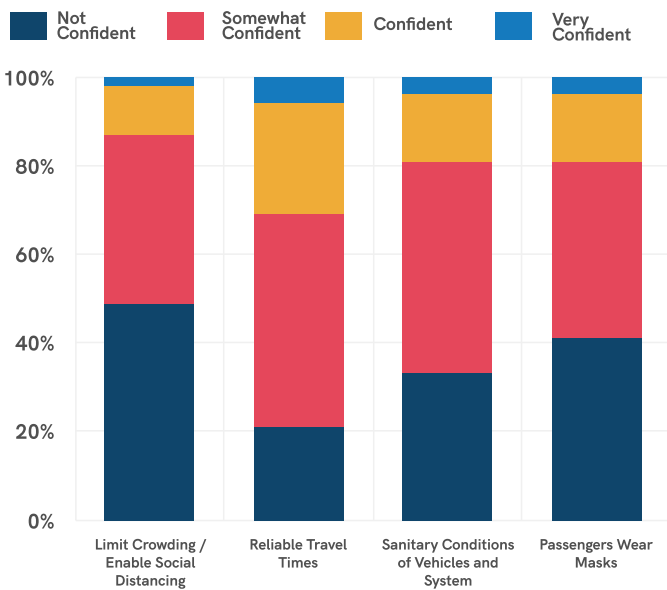
Almost half of employers are very concerned about the safety of using public transit and generally do not feel confident about public agencies' ability to promote social distancing and enforce the use of masks. Employees' fears about using public transit also seems to be driving remote work policies – evidenced by some of the comments provided by employers.



## COVID Impact on Commuting



## Confidence in Public Transit Performance



## Employer Comment #4

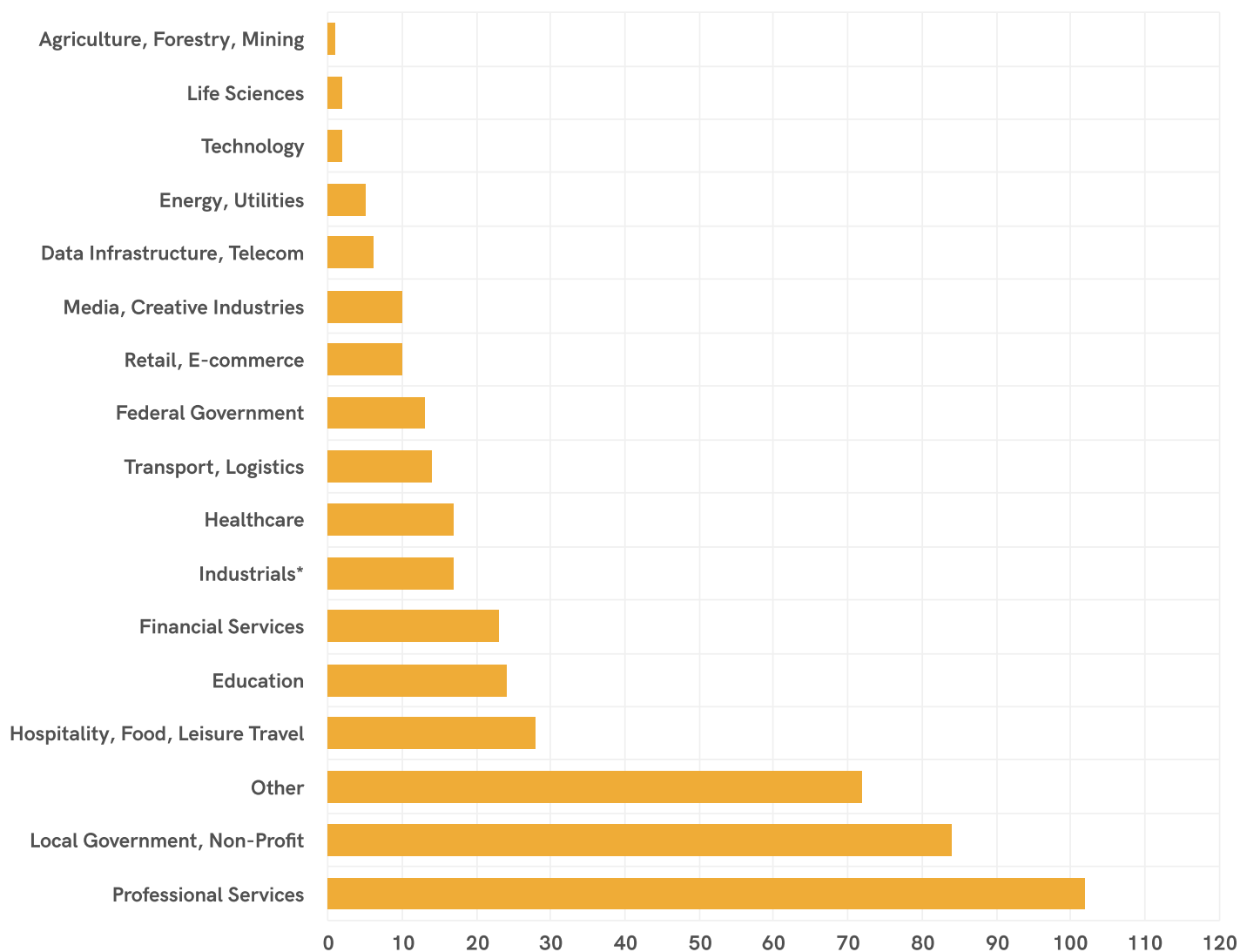
"We are fundamentally re-assessing our workplace expectations. Our employees are very worried about public transportation. This is a big deal because our office location was secured to be very near metro and bus lines. "

# Capital COVID Survey Sample Information

430 employers (562 worksites) from various industries are represented in the survey. Together these organizations employ around 275K people in the Capital Region (full time, part-time and contracted workforce). The results from the Employer Survey reflect the opinions and assumptions of employers who responded to the survey and should not be used to generalize to the entire Capital Region.

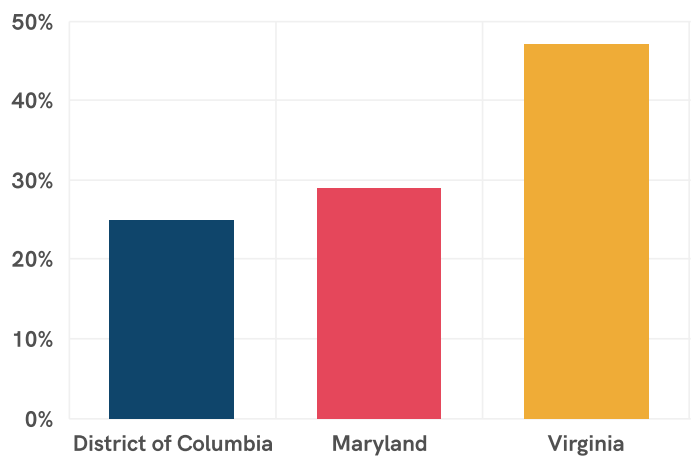


## Organization/Industry Type

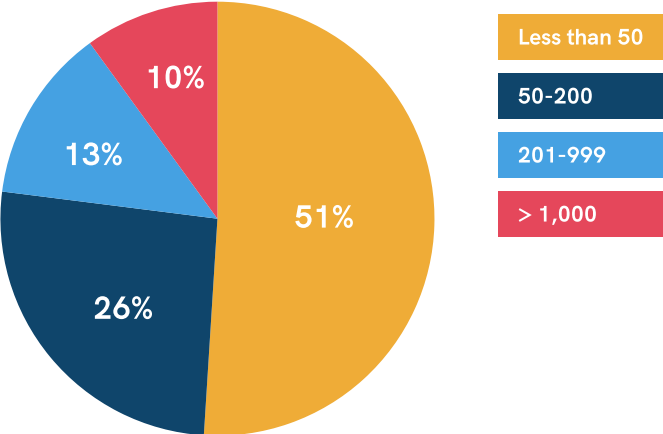


\*Manufacturing, Construction, etc.

## Location



## Organization (Number of Employees)



# Capital COVID-19 Transit Tracker

## Key Findings from the Capital Transit Tracker

1. Metrorail ridership remains well below historic levels (85 percent below last year) while service, hours of operation, and frequencies are close to pre-pandemic levels. After service increased in August, on average there are no trains exceeding social distance standards, including during peak periods.
2. Local and WMATA bus transit services generally reported smaller ridership declines compared to commuter rail and bus, but no transit agencies have reported widespread crowding issues as of August.
3. Some historically high-ridership bus routes are experiencing crowding above social distancing capacity at certain times of day; a standard 40ft bus seats about 40 passengers, but the CDC guidance on social distancing capacity limits capacity to only 10 passengers per bus.
4. While crowding on the transit system is not common today, budget challenges resulting from COVID-19 will exacerbate crowding concerns should Congress be unable to

provide additional aid to our region's transit network which is expected to lead to service reductions.

Working in partnership with the region's transit operators through the Metropolitan Washington Council of Governments (MWCOG), WMATA's public datasets and with expert guidance from Metro Hero, the Greater Washington Partnership and EY have created the Capital COVID-19 Transit Tracker. The tracker is intended to help employers and employees make decisions about whether and how to safely use transit. The tool allows the region to better understand the ridership and capacity limitations of the WMATA Metrorail System and provide summaries of service from commuter rail and bus transit providers around the region.

As of August 2020, nearly all transit agencies around the Capital Region are requiring masks to be worn on transit and are not reporting significant capacity issues that exceed social distancing capacity (except on limited bus routes and times outlined in the report). Data included in the report pertains to August 2020 and is subject to change based on the state of the health crisis and its impact on public budgets and transit agency service levels.

While snapshots from the Capital COVID Transit Tracker are included in this report, the interactive tool can be accessed online at: [greaterwashingtonpartnership.com/covid-transit-tracker](https://greaterwashingtonpartnership.com/covid-transit-tracker)



*Ridership remains 40-95% below normal depending on the system.*

**Transit service is close to pre-pandemic levels.**

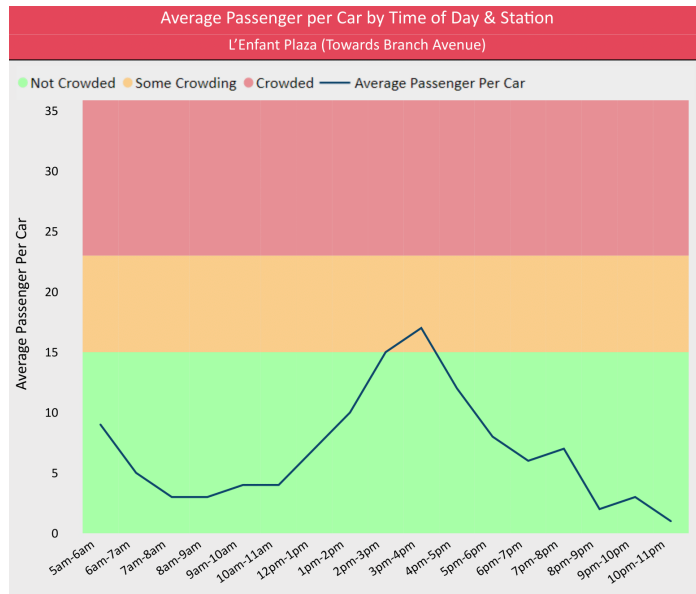
In March 2020, as COVID-related restrictions were implemented across the Capital Region and hundreds of thousands of workers transitioned to telework, transit ridership plummeted. Before the pandemic, WMATA Metrorail carried more than 600,000 trips each weekday. By the end of March, WMATA reported Metrorail ridership was around 30,000, a drop of 95%. Commuter rail systems experienced similar drops in ridership while buses, used heavily by essential workers, experienced smaller yet substantial declines in ridership between 40-80%. Daily Metrorail ridership at the end of August exceeded 70,000 riders for the first time since March, still 88% below pre-COVID levels.

## WMATA Metrorail

*The Metrorail system has not experienced significant capacity issues; however, some stations have approached the social distancing capacity during peak periods*

Metrorail can only carry 23 passengers per car, on average, to allow six feet between passengers before they are considered crowded by social distance carrying capacity standards. During the coronavirus pandemic, the traditional peak periods have shifted. For example, the AM peak period has shifted earlier while the midday and early afternoon periods see higher relative levels of ridership.

The chart below shows the average passengers per car (PPC) by time of day on the Blue, Orange, and Silver lines passing through



L'Enfant Plaza station between August 1 and August 31, 2020. L'Enfant Plaza is one of the busiest stations in the Metrorail system. During August, L'Enfant Plaza's average PPC did not exceed social distancing capacity, however it did approach the crowding threshold between 3-4pm heading towards Branch Avenue. *Use the Capital COVID Transit Tracker to observe ridership and crowding trends at any station on the Metrorail system.*

The chart below shows the average PPC for all WMATA Metrorail Red Line stations. During August, the Red line did not exceed social distancing capacity, however it did approach the crowding threshold between 1-6pm in the downtown core. *Use the Capital COVID Transit Tracker to observe ridership and crowding trends on any line on the Metrorail system.*

The maps below show the average crowding on the Metrorail system during the PM peak on the last Thursday in August in both 2019 and 2020. Pre-COVID, the Metrorail system experienced regular crowding on the system between 4-5pm, particularly downtown. Even with the current capacity restrictions to allow for social distancing, no station experienced crowding on August 27, 2020 between 4-5pm. *Use the Capital COVID Transit Tracker to observe ridership and crowding averages on the Metrorail system for any day and time period.*

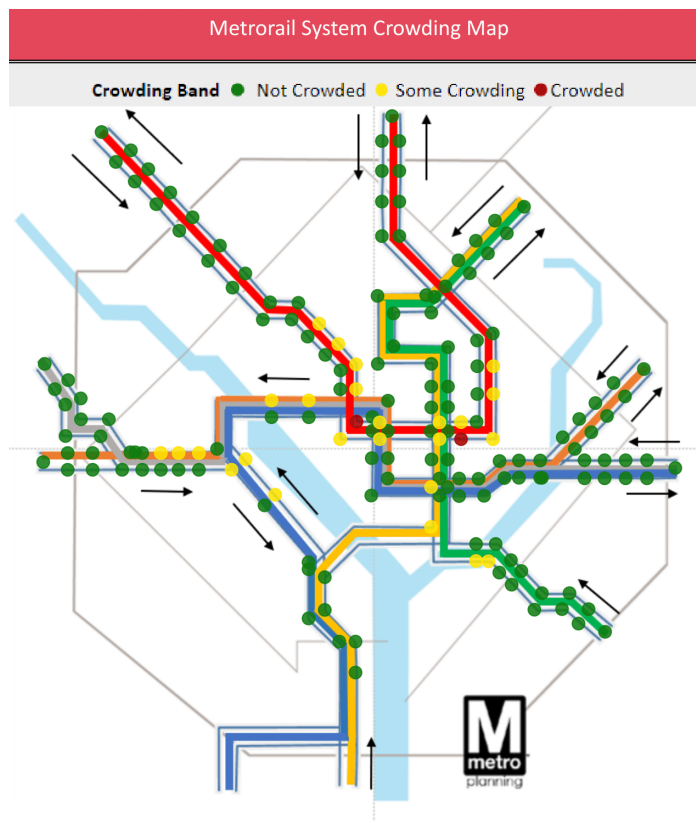
Station	Direction		5am-6am	6am-7am	7am-8am	8am-9am	9am-10am	10am-11am	11am-12pm	12pm-1pm	1pm-2pm	2pm-3pm	3pm-4pm	4pm-5pm	5pm-6pm	6pm-7pm	7pm-8pm	8pm-9pm	9pm-10pm	10pm-11pm
Bethesda	Towards Glenmont	RD																		
Bethesda	Towards Shady Grove	RD																		
Brookland-CUA	Towards Glenmont	RD																		
Brookland-CUA	Towards Shady Grove	RD																		
Cleveland Park	Towards Glenmont	RD																		
Cleveland Park	Towards Shady Grove	RD																		
Dupont Circle	Towards Glenmont	RD																		
Dupont Circle	Towards Shady Grove	RD																		
Farragut North	Towards Glenmont	RD																		
Farragut North	Towards Shady Grove	RD																		
Forest Glen	Towards Glenmont	RD																		
Forest Glen	Towards Shady Grove	RD																		
Fort Totten (upper level)	Towards Glenmont	RD																		
Fort Totten (upper level)	Towards Shady Grove	RD																		
Friendship Heights	Towards Glenmont	RD																		
Friendship Heights	Towards Shady Grove	RD																		
Gallery Place-Chinatown (upper level)	Towards Glenmont	RD																		
Gallery Place-Chinatown (upper level)	Towards Shady Grove	RD																		
Glenmont	Towards Shady Grove	RD																		
Glenmont	Towards Glenmont	RD																		

The crowding band definition is based on Avg. Passenger Per Car (PPC) and the range differs between Pre COVID Capacity and Social Distancing Capacity as explained below:  
 Pre COVID Capacity: Avg PPC < 60 "Not Crowded", 60 ≤ Avg PPC < 90 "Some Crowding" & Avg PPC ≥ 90 "Crowded"  
 Current Capacity (with social distancing): Avg PPC < 15 "Not Crowded", 15 ≤ Avg PPC < 23 "Some Crowding" & Avg PPC ≥ 23 "Crowded"

Legend: Not Crowded (Green), Some Crowding (Yellow), Crowded (Red)

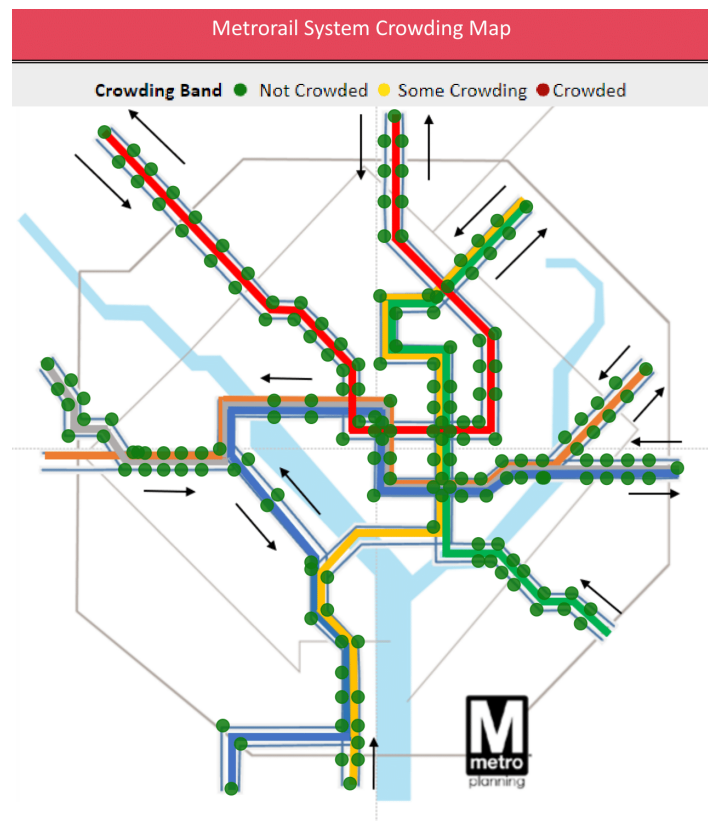
## Metrorail System:

Pre-COVID Capacity  
Thursday, August 29, 2019 between 4-5pm

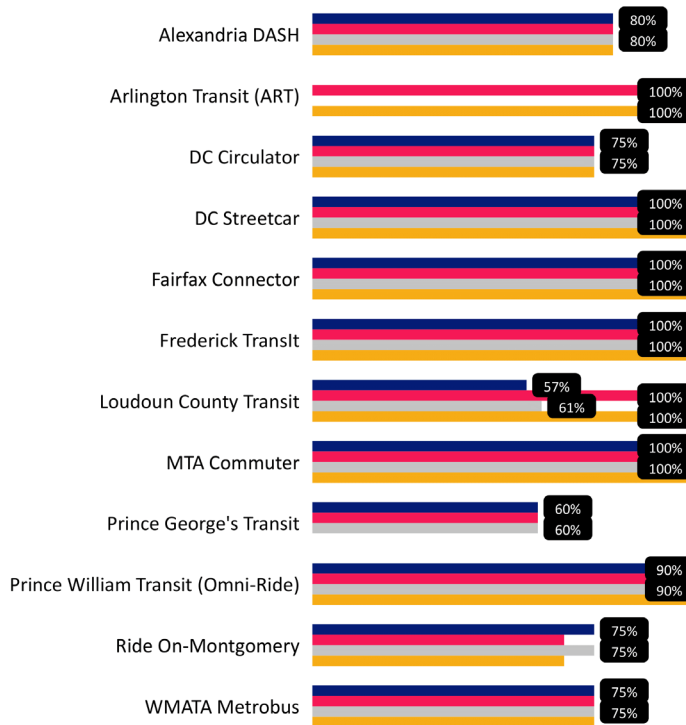


## Metrorail System:

Current Capacity (with social distancing)  
Thursday, August 27, 2020 between 4-5pm



● AM Peak ● Midday ● PM Peak ● Evening



## Bus Routes that were Estimated to Exceed Social Distancing Capacity in August\*

**WMATA Metrobus:** A2, A6, A8, B2, C4, D8, F4, H8, J2, K6, P6, S2, S4, X2, Y2, Y8, Z8, 10B, 28A, 30N, 30S, 64, 70, 79, 80, 90, 92, 96, & REX

**Prince George's Transit:** AM Peak – Route 16, 18, 24, 33; PM Peak – Route 18, 24, 32

**Montgomery Ride On:** AM Peak – Route 55; PM Peak – Route 55

**Alexandria DASH:** AM Peak – AT8; PM Peak – AT8 & AT1 Plus

**Arlington ART:** AM Peak – Route 41 & 45; Late Evening – Route 41 & 45

\*Estimates based on ridership and social distancing capacity. May only exceed social distance capacity along specific portions of the route at specific times of day. Subject to change as transit agencies adjust schedules and ridership levels vary.

## Bus & Local Transit Service

*Local bus and transit agencies are operating close to pre-pandemic levels of service.*

To protect transit operators and conserve resources, transit service was significantly reduced at the outset of the pandemic. However, with new safety protocols, transit agencies began restoring service.

This chart captures service levels in September. After significant reductions during the early days of the pandemic, most local transit systems restored 75% or more of pre-COVID service. However, ridership is still historically low.

*Real-time ridership and crowding data will help employers and employees feel more confident.*

**Most bus systems are not experiencing general crowding issues except on isolated routes at certain times of day.**

A typical bus can only hold 10 passengers before exceeding CDC guidelines for social distancing capacity. However, most regional bus systems are not experiencing general crowding issues except on isolated routes at certain times of day. Route-level ridership data was not readily available for WMATA's Metrobus, but estimates indicate that approximately 20-30 of Metrobus routes in service may experience crowding conditions, especially historically heavily trafficked routes around midday.

Most local bus systems are reporting slow, steady ridership growth, while WMATA saw a nearly 20% increase from August 17 to August 24. Ridership varies among systems falling somewhere between 30%-70% of pre-COVID ridership. Commuter bus ridership remains significantly lower around 15% of pre-COVID ridership.

*Every transit system in the Washington area requires masks onboard.*

Every local bus and transit operation in the Washington area requires masks onboard and a majority are distributing masks upon request. Most bus systems have implemented rear door boarding and do not plan to collect fares until adequate protective barriers for drivers can be installed on buses.







Transit System Overview - Policies by Operator (August 31, 2020)					
Bus Type	Masks Available Onboard Buses?	Masks Required Onboard Buses?	Fare Collection	Rear Door Boarding	Ridership Trend in mid-August
Alexandria DASH	✓	✓	✗	✓	↗
Arlington Transit (ART)	✓	✓	✗	✓	→
DC Circulator	✓	✓	✗	✓	↘
DC Streetcar	✗	✓	✗	✗	↘
Fairfax Connector	✓	✓	✗	✓	↗
Frederick Transit	✓	✓	✗	✓	↗
Loudoun County Transit	✓	✓	✗	✗	↗
MTA Commuter	✗	✓	✓	✗	↗
Prince George's Transit	✗	✓	✗	✓	↗
Prince William Transit (Omni-Ride)	✓	✓	✗	✓	↗
Ride On-Montgomery	✓	✓	✗	✓	→
WMATA Metrobus	✗	✓	✗	✓	↗

*Real-time data sharing can help.*

**Transit agencies must instill confidence for riders and employers.**

Employers are concerned of transit's ability to safely transport employees to worksites due to crowding and face mask concerns. Real-time ridership numbers, reporting on social distance carrying capacity, crowding data, and information on mask compliance may help employers and employees feel more confident in using the transit network during and after the COVID pandemic.

Limiting crowding and ensuring a safe and reliable ridership may become a challenge if large organizations in the Capital Region do not coordinate their efforts and use the latest data to ensure the safety of their employees.

## Find more COVID-related transit information:

- WMATA: [COVID-19 Public Information](#)
- Maryland Transit Administration: [Coronavirus Updates](#)
- Virginia Department of Rail & Public Transportation: [Commuting Safely and Confidently](#)
- Virginia Railway Express (VRE): [Train Utilization Trends](#)
- Metropolitan Washington Council of Governments: [Commuter Connections Commute Guide](#)

## Commuter Rail

*Commuter rail has not reported any social distance capacity issues on rail cars.*

Maryland's MARC ridership is holding steady at about 10% of pre-COVID ridership. Virginia's VRE ridership has been increasing by about 100 riders per week. However, as of August it remained well below social distancing capacity.

VRE created a Train Utilization Trends dashboard that shows the current daily ridership by train and the maximum capacity to fully support social distancing. A similar dashboard for MARC trains would help employees and employers make more informed transportation decisions.

The VRE dashboard can be accessed online at:  
<https://www.vre.org/service/rider/train-utilization-trends/>



# Conclusion

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*A key theme from the Capital COVID: Back to Work Report is continued uncertainty.*

Many employers are uncertain when and how to reopen and whether transit is safe for their employees' commutes. While employers and transit agencies are taking unprecedented steps to make their worksites and transit trips safer, the full return to worksites is not expected until after summer 2021. The Greater Washington Partnership hopes the contents of this report, the cross-sector information sharing, and the Transit Tracker tool will help the region's leaders and public sector officials address some of the uncertainty so they can make the best plans for how to reopen their worksites and the Capital Region in a safe, gradual, and sustainable manner.

**The Greater Washington Partnership would like to thank our public and private sector partners, especially the transit agencies, business organizations, and individual employers who helped to disseminate the survey and share their data. By working together, we can create the strategies, tools, and systems we need to reopen the Capital Region safely and create a stronger, more resilient and inclusive economy.** We encourage everyone to do their part by wearing masks when outside of households, social distancing, and adhering to the guidance of public health officials. We look forward to continuing to work together to share more relevant and timely information so we can make the Capital Region one of the best places to live, work, and build a business during and after the COVID pandemic.



# Survey & Transit Data Methodology

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## *Survey Audience*

Employers, public and private, of any size with worksites located in the Capital Region. Respondents included C-suite-level leaders and decision-makers involved in reopening plans and activities.

## *Survey Geography*

Capital Region, which includes, Washington, Baltimore, and Richmond metro areas

## *Survey Data Collection*

Online survey managed and hosted online by EY, under the supervision of the EY research team. Responses were collected between August 10, 2020 through August 28, 2020.

## *Survey Sample*

Survey respondents were sought from email subscriber lists of The Greater Washington Partnership and more than 15 partner organizations, including MWCOG, WMATA, MDOT, NVTA and NVTC, and local Chambers of Commerce. Partner organizations supported this effort by promoting the survey through their network of employers and subscribers. The survey was also promoted through social media using both targeted ads and online posts on LinkedIn, Twitter, and Facebook Employer groups. Although survey results are only representative of the organizations which chose to participate in the survey, findings provide a valuable snapshot of employers' reopening plans and general sentiment related to commuting in the Capital Region. Please note, organizations in this study were not randomly sampled and so findings cannot be generalized to all employers in the region. Responses from the survey were also not statistically weighted by geography or business size. Instead, differences are highlighted based on these factors when significant.

430 employers (562 worksites) from various industries are represented in the survey. Together these organizations employ approximately 275,000 people in the Capital Region (full time, part-time and contracted workforce).

## *Transit Audience*

Local transit agencies WMATA and Commuter Rail (Marc and VRE)

## *Transit Geography*

Washington Metropolitan Area

## *Transit Data Collection*

The MWCOG surveyed all transit agencies operating in the Washington metro area. EY analyzed available data from the MWCOG survey and data available from WMATA to produce the findings for this report. Data collection occurred during August 2020.

## *Transit Sample*

Transit agencies were asked to provide data on current ridership, levels of service, projected demand, and safety precautions they are employing to limit the risk of COVID-19 transmission. MWCOG distributed a questionnaire to local transit agencies and EY worked directly with WMATA to access relevant data.

Findings provide a valuable snapshot of transit service levels and safety precautions related to commuting in the Capital Region. Data included in the report pertains to August 2020 and is subject to change as transit agencies adjust service plans and ridership levels respond to employer reopening plans and the state of the health crisis.

WMATA, MARC, VRE, ART, DASH, DC Circulator, DC Streetcar, Fairfax Connector, Frederick Transit, Loudoun County Transit, Montgomery Ride On, MTA Commuter, Prince George's Transit, and PRTC provided service level data during August 2020.

