



**Finance and Capital Committee**

**Information Item III-A**

**May 13, 2021**

**Covid-19 FY2022 Service Update**

Washington Metropolitan Area Transit Authority

## Board Action/Information Summary

☐ Action ☒ Information

MEAD Number:  
202272

Resolution:  
☐ Yes ☒ No

### TITLE:

Covid-19 FY2022 Service Update

### PRESENTATION SUMMARY:

This presentation discusses rail and bus service, customer research, and potential regional travel market opportunities.

### PURPOSE:

This presentation provides an update on rail and bus service, customer research, and potential regional travel market opportunities.

### DESCRIPTION:

Metro's pandemic recovery plan seeks to support the region's recovery, earn public trust that bus and rail travel is safe, and effectively communicate changing service and fare plans. The service restoration strategy is to (1) protect employees, (2) protect customers, and (3) stay ahead of demand. With the widespread availability of Covid-19 vaccines and increasing vaccination rates, Metro is entering the early stages of its recovery phase. This phase includes monitoring conditions and looking for opportunities to adapt service to meet evolving customer needs.

### Key Highlights:

- WMATA continues to provide service ahead of demand, which requires anticipating conditions approximately three to six months in advance.
- The FY2022 budget maintains rail service at 80% of pre-Covid-19 levels, bus service at 85% of pre-Covid-19 levels.
- As approved in the budget, bus and rail service enhancements are being added in June and September, including extending bus service to 2 am.
- WMATA's service restoration goals are to maximize coverage and to prepare for returning ridership while protecting employee and customer health and responding to customer priorities.

### Background and History:

In light of trends in telework and split work weeks, peak period ridership is not expected to recover immediately as the vaccines become widely available. WMATA is evaluating options to ensure service levels and fares support regional recovery and respond to demand and ridership volume and patterns, as well as customer research findings.

## Discussion:

The FY2022 budget maintains the following service levels:

- Rail Service: Maintains the current Metrorail service level (80 percent of pre-pandemic)
- Bus Service: Implements Metrobus service improvements (providing approximately 85 percent of pre-pandemic bus service levels)

Customer Research Findings:

Metrobus:

- Nearly three in five pre-pandemic bus customers have returned to riding Metrobus, though many take fewer trips
- Bus customers are making more trips to see friends, family, and to travel to medical appointments

Metrorail:

- Telework is the main obstacle to the recovery of work-commuter trips
- Price is not a barrier for the return of most rail riders
- Three in four customers would (or do) feel safe riding Metrorail after they are vaccinated
- By year's end, expected cumulative recovery of pre-pandemic Metrorail commuters (unique riders) is 42%, though they are expected to make fewer trips due to teleworking options
- Federal government agencies have some of the most liberal telework policies

Customer priorities for service are: clean, not crowded, more frequent.

Current Situation and Outlook:

- Peak period ridership unlikely to immediately recover due to growth of telework and split work weeks.
- Overall regional trip volumes and patterns are uncertain and challenging to predict. Factors include the potential for more work and non-work trips taken at other times, an expected robust economic recovery, and continued growth in population and activities near transit.
- Regionally, off-peak travel is relatively strong with sustained trips made throughout the day and evening, especially between 7am and 9 pm. Ride-hailing companies peaked in the early evening when transit service traditionally ramps down.

## FUNDING IMPACT:

This is an information item.

## TIMELINE:

<b>Previous Actions</b>	N/A
<b>Anticipated actions after</b>	Implementation of bus service changes approved in FY2022 budget in June and September  Staff to support Board consideration of service and fare

presentation	options Development and consultation with jurisdictional partners
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**RECOMMENDATION:**

No recommendations are made in this information item.

# Pandemic Recovery

FY2022 Service Update

Finance and Capital Committee  
May 13, 2021



# Purpose

Provide an update on rail and bus service, customer research results, and potential regional travel market opportunities



# Coronavirus Recovery Plan Goals

- Support region's recovery
- Earn public trust that bus/rail travel is safe
- Effectively communicate changing service/fare plans

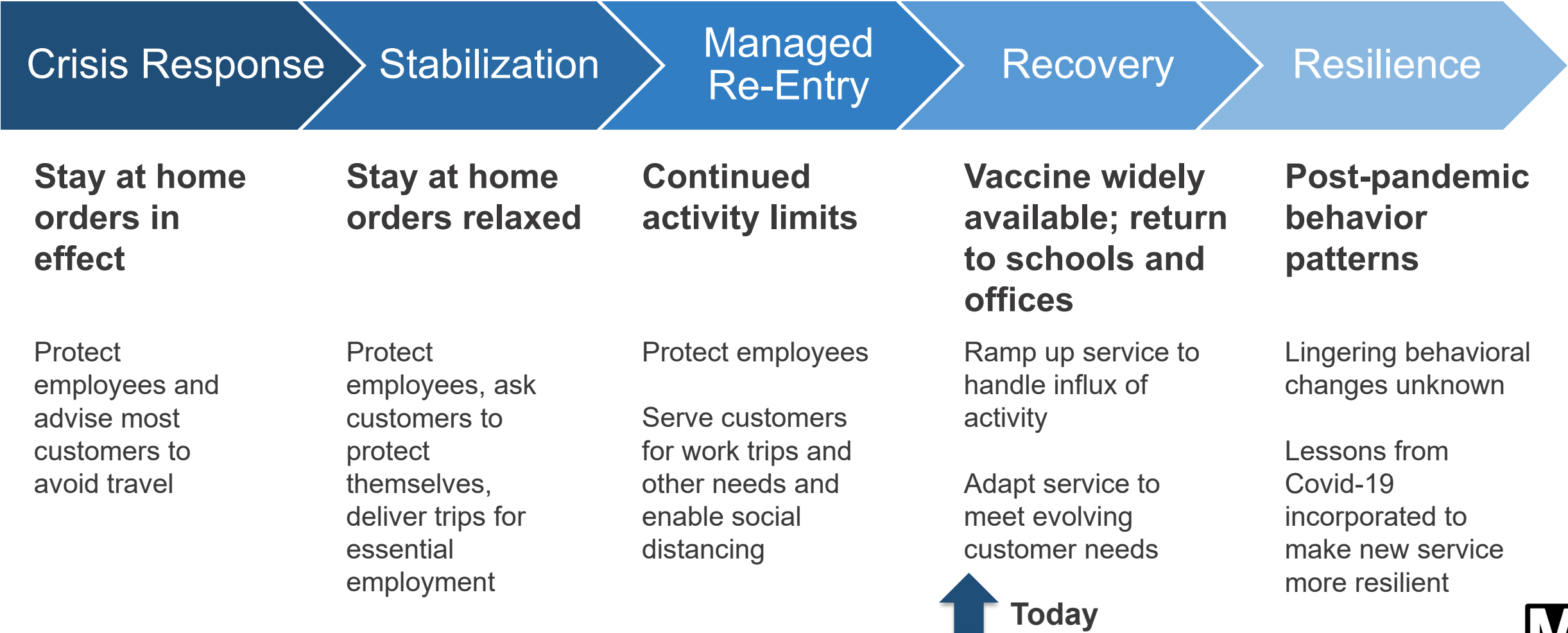
## Service Restoration Strategy

- 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

**Monitor crowding continuously**



# Recovery Plan Phases





FY2022 Approved Rail and Bus Service

**Metrorail** 80% of pre Covid-19 service

Maintain existing service levels

*Span:* Close 11 pm, 7 days

*Frequency:*

Weekdays: 12 min BL/OR/GR/YL/SV / 6 min RD

Weekends: 15 min BL/OR/GR/YL/SV / 12 min RD

Evenings: 20 min BL/OR/GR/YL/SV / 15 min RD

No station closures, no turnbacks

**Metrobus** 85% of pre Covid-19 service

Implement approved service changes in  
June and September 2021

Extend to 2 am on 34 lines 7 days

6 lines/restore weekday peak coverage

4 lines with full or partial restoration of all-day service

10 lines with restoration of Saturday service

9 lines with restoration of Sunday service



# Service Restoration Goals

- June 2021 – Maximize coverage
  - Extend hours of service span on framework routes
  - Most Saturday & Sunday coverage restored with pre-pandemic route patterns
  - Weekday coverage improved with restored routes, extensions of current routes, and hybrid route combinations
- September 2021 – Prepare for Returning Ridership
  - Implement changes approved in FY2022 budget
  - Consider frequency improvements to meet anticipated demand and better serve customers

# Service Changes Require Advance Work

- Developing and implementing a new service plan takes 3 months
- Activities include:
  - Collaborate with jurisdictions to coordinate service plans with local plans and services
  - Develop bus and rail schedules and align for connections between modes
  - Operational employees, including train and bus operators, select new assignments based on seniority
  - Relocate and train operators and mechanics to align with fleet and service distribution
  - Produce and install updated maps, schedules and signage in station, at bus stops and terminals and onboard trains and buses
  - Provide notice to customers in time for travel planning, changes in SmartBenefits choices and distribution of pass products

# Customer research survey of pre-pandemic riders

- General population DC, MD, VA – early April
- Traveled to work by Metro at least 1x weekly pre-pandemic
- Demographically representative by gender, income, education, race
- Phone and online options available
- Four focus groups April 28<sup>th</sup> and 29<sup>th</sup>

## Meeting with business leaders April 27th

- Chambers, Developers, Hospitality

# Metrobus customer findings

Findings	Insights
<b>Nearly 3 in 5 pre-pandemic bus customers have returned to riding</b>	<ul style="list-style-type: none"><li>• As of April 2021, nearly 3 in 5 pre-pandemic bus customers rode Metrobus between March and mid-April</li><li>• This is this highest retention / recovery measure we've seen since the start of the pandemic</li><li>• Like our rail customers, bus riders are making fewer trips</li><li>• Now a higher proportion of infrequent riders</li></ul>
<b>Bus customers are making more trips to see friends, family, and to medical appointments</b>	<ul style="list-style-type: none"><li>• 55% of the pre-pandemic bus trips were for work compared to 42% recently</li></ul>

# Metrorail expected changes this year

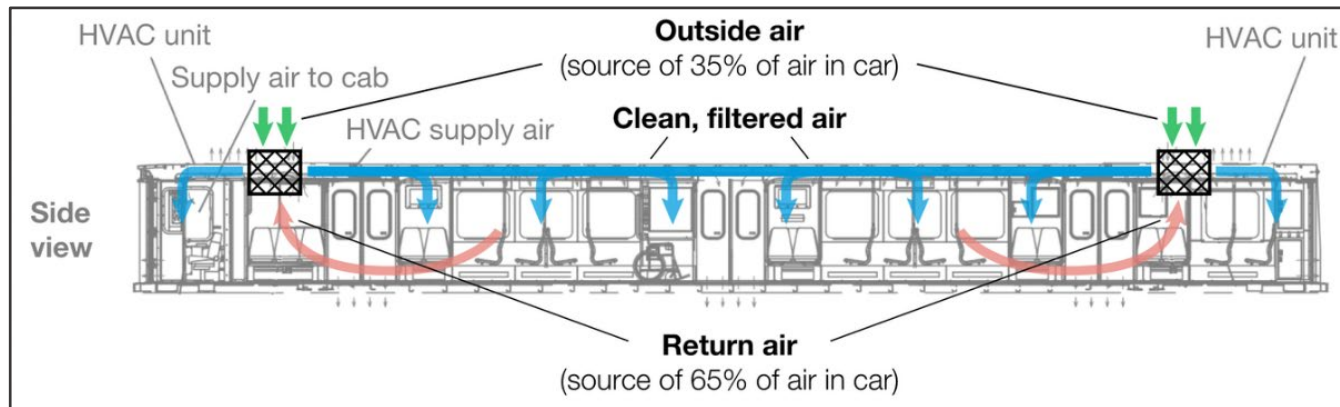
Findings	Insights
<b>Telework is the main obstacle to recovery of work-commuter trips</b>	<ul style="list-style-type: none"><li>• 7 in 10 (72%) pre-pandemic Metrorail commuters are traveling less often to work than they did before the pandemic</li><li>• 6 in 10 (57%) are not traveling to work at all</li></ul>
<b>Price is not a primary barrier for rail rider return</b>	<ul style="list-style-type: none"><li>• 3 in 4 rail customers receive travel subsidies, earn &gt;\$100k, or both</li></ul>
<b>Aversion to riding Metrorail is a strong secondary factor</b>	<p>Of the customers who rode Metrorail to work before the pandemic</p> <ul style="list-style-type: none"><li>• 2 in 5 (39%) are <b>traveling to work</b> at least one day a week</li><li>• But only half of those traveling to work (18% of the pre-pandemic customer base) are <b>riding</b> Metrorail to get there (most drive)</li></ul>



# Air Ventilation and Filtration

- Metrorail cars complete a full air change approx. every three minutes

- Upgrading to MERV-9 filters and piloting MERV-13 filters and UVC systems, supported by an FTA grant received earlier this year



- Stations and facilities upgraded to MERV-13 filters; piloting the use of MERV-15 filters
- On buses, new air enters frequently as the doors open and close at each stop
  - Upgraded to MERV-7 filters; working to move to MERV-10 as soon as possible, while also piloting additional air purification enhancements
- Following ventilation guidance closely and working to increase filtration levels and airflow further and continue to require face masks throughout the system

# Metrorail expected changes this year

Findings / Insights	Supporting Details
<b>3 in 4 customers would (or do) feel safe riding Metrorail after they are vaccinated</b>	3 in 4 lapsed (73%) Metrorail customers would feel safe riding Metrorail after they are vaccinated
<b>By year's end, expected cumulative recovery of pre-pandemic Metrorail commuters (unique riders) is 42% but they will make fewer trips due to telework</b>	We expect an average of four fewer trips per week from 70% of Metrorail commuters
<b>Notably, federal government agencies have some of the most liberal telework policies.</b>	Sample verbatim comments: <ul style="list-style-type: none"><li>• “Employees will be allowed to telework permanently from any state in the country, including Alaska and Hawaii.” (Dept. of Commerce)</li><li>• “There will be more liberal consideration to telework requests for health (mental, physical and family members).” (DoD)</li><li>• “Able to telework four days a week or five if approved by supervisor.” (Dept. of Agriculture)</li></ul>

**Commuters who were given the opportunity to telework regularly for the first time during the pandemic want to continue teleworking after the pandemic is over.**

- Before the pandemic, more than 1 in 2 (54%) Metrorail commuters did not telework
- During the pandemic, 4 in 5 (82%) of these non-teleworkers started teleworking. This new teleworking segment is 44% of the total pre-pandemic commuter base
- Of the new teleworkers, 9 in 10 (93%) want to continue teleworking at least one day a week after the pandemic is over

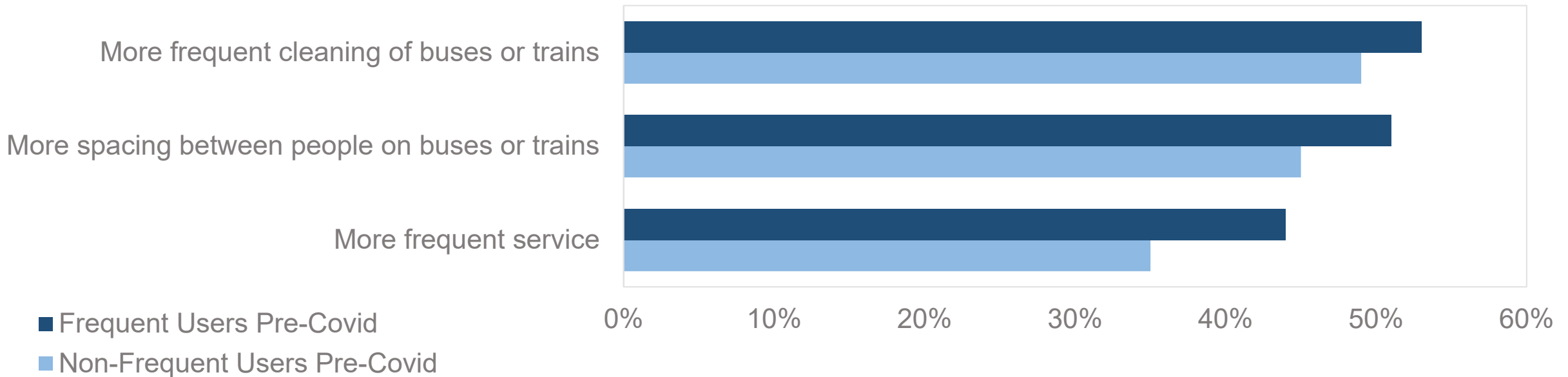
## Back to Work key takeaways

- Research findings “spot on” with what business leaders are hearing
- Private sector employers see return to at least 2x week to collaborate, strengthen corporate culture
- Believe peaks will change and want all day, frequent service
- Hospitality expects surge in fall and needs frequent bus and rail service for workers and visitors 7 days a week
- After Labor Day is key timing for the beginning of phased re-entry
- Recommend increased communications about Covid safety, improved service, and third-party endorsements of Metro

# What do customers want?

Clean, not crowded, more frequent

What changes would make you more likely to ride transit? (Top 3 Responses)



Q: One year after the COVID-19 pandemic is over, which of these changes would make you more likely to use public transportation?

National Capital Region Transportation Planning Board, "Voices of the Region: Survey Results," February 17, 2021



# Current Situation and Outlook

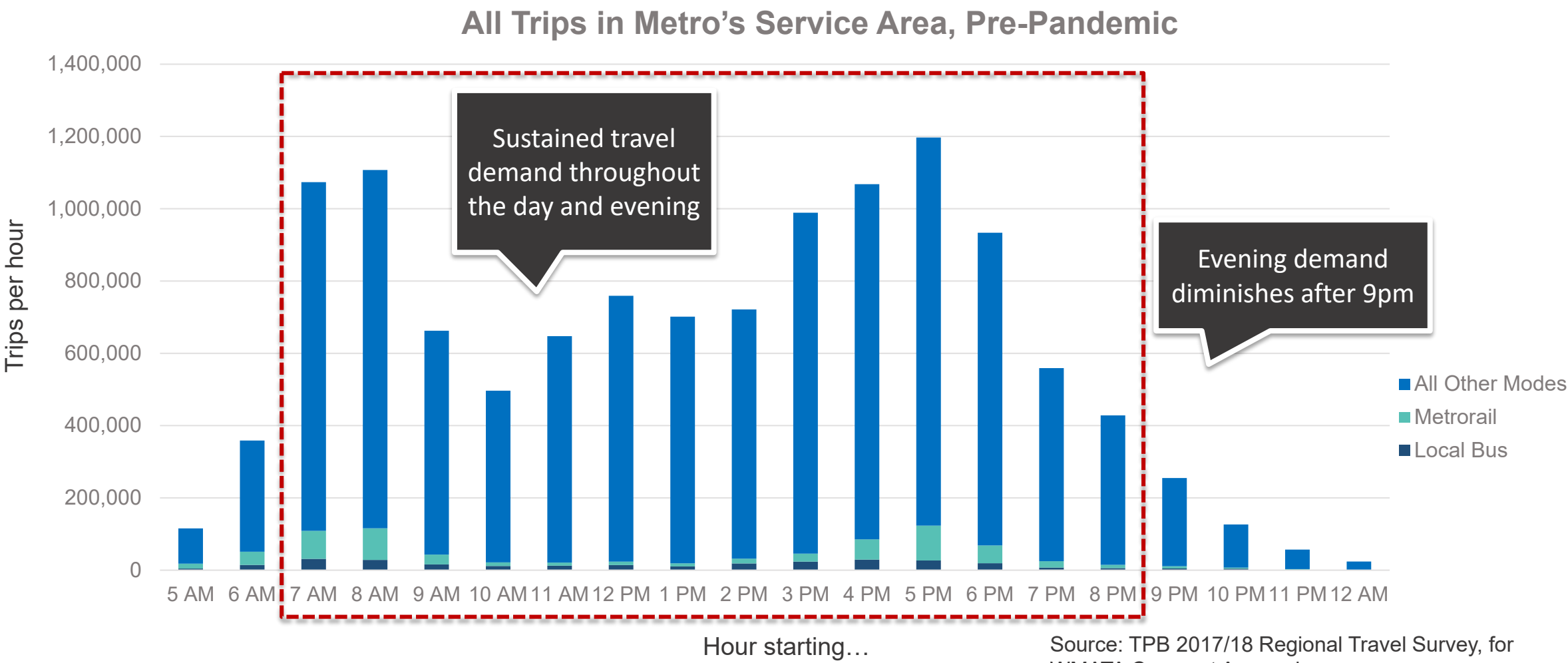
- Peak period ridership unlikely to recover right away
  - Growth of telework and split work weeks
- Overall regional trip volumes and patterns are uncertain and challenging to predict
  - Potential for more work and non-work trips taken at other times
    - Non-work trips account for 80% of total regional trips (all modes)
  - Expected robust economic recovery
  - Continued growth in population and activities near transit



Top right: At Largo Town Center, the University of Maryland Capital Region Medical Center opens June 2021



# Regionally, Off-Peak Travel is Relatively Strong

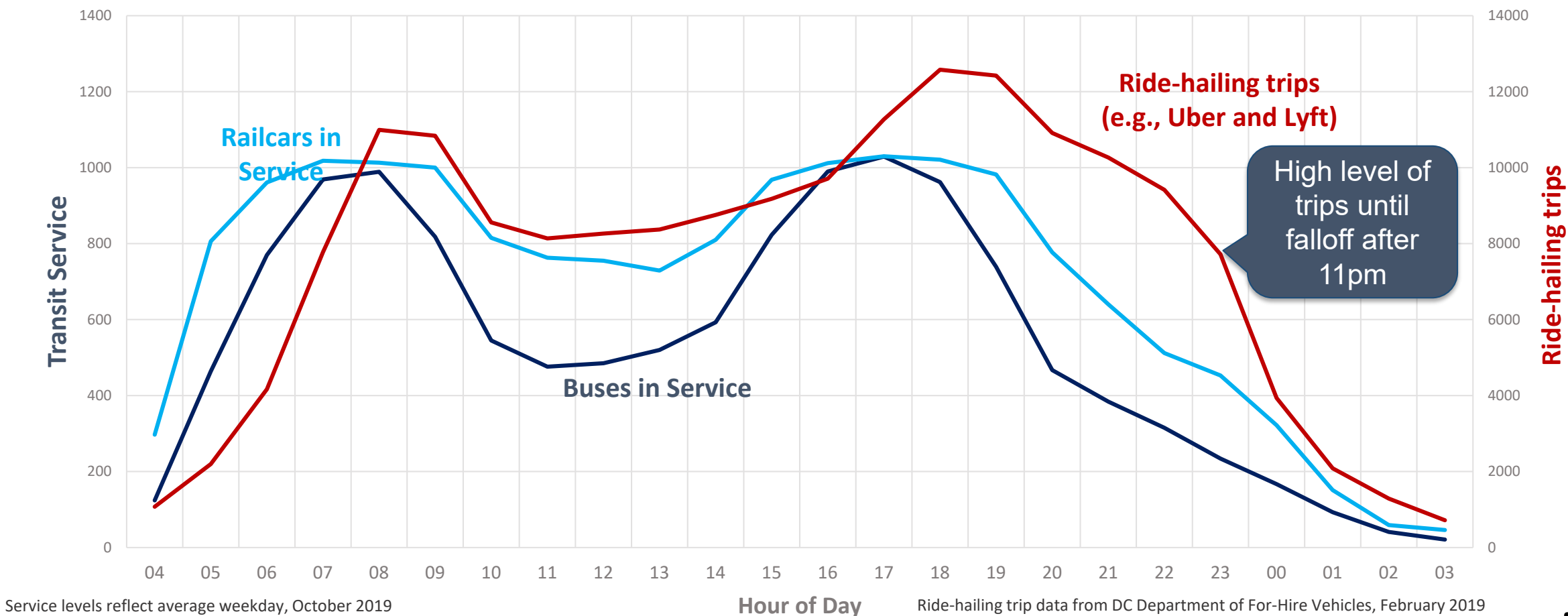


Source: TPB 2017/18 Regional Travel Survey, for WMATA Compact Area only

278 of 292



# Ride-hailing companies peaked in the early evening when transit service traditionally ramps down



Service levels reflect average weekday, October 2019

Ride-hailing trip data from DC Department of For-Hire Vehicles, February 2019



## Next Steps

- Implementation of bus service changes approved in FY2022 budget in June and September
- Staff to support Board consideration of service and fare options
- Development and consultation with jurisdictional partners



## Appendix

## June 2021 Service Improvements

- Restore additional weekday coverage and/or frequency
  - 6 all-day routes (2 in DC, 1 in MD & 3 in VA)
  - 6 peak-period routes in VA
  - Some coverage restored by combining multiple routes, extending other routes and/or shortening routes to Rail stations for transfers to continue trip
- Extend service on 34 lines (36 routes) to 2 am, 7 days-a-week
- Most Saturday & Sunday coverage restored with start of June schedule
  - Most weekend coverage was restored with the start of the March schedule
- Additional weekday and weekend coverage will be restored with new Fairfax Connector service starting July 10<sup>th</sup>

## Approved Bus Service Enhancements Implemented by June

	District of Columbia	Maryland	Virginia
Late Night Service	32,33,36,52,70,80,92,A6, A8,G8,H4,L2,P6,S2,U5,V2, W2,W4,X2	A12,C4,D12,F4,J2,K6,P12, T18,Y2,Z8	1A,7A,10A,16E,23B,28A, 38B
Weekday All-Day Service	60,E6*	C28*	23B,23T,26A
Weekday Peak Service	V7		8Z*,11Y*,17K*,21A*,18J, 28G*
Saturday Service	62,D2,E2,G2,M6,X8	C14,C29,NH2,R12	NH2
Sunday Service	62,D2,E2,G2,M6,X8	H12,NH2,T14,V12	NH2

\* Neighborhood coverage restored by extending another route



# Approved Metrobus September 2021 Service Adjustments

	District of Columbia	Maryland	Virginia
Alexandria Transit Vision Plan Route Modifications			7A,7F,25B,28A
Shortened Route	80		
Route Eliminations	30N,30S,63		7Y
Routes with additional service to replace eliminated routes	31,32,33,36,62		7A
<u>Additional Changes Under Evaluation</u> <ul style="list-style-type: none"> <li>- Additional Peak Frequency</li> <li>- Additional Off-Peak Frequency and Coverage</li> </ul>	TBD	TBD	TBD

# Metrobus Customer Retention/Recovery During the Pandemic (Individuals, Not Trips)

- Unique rider retention / recovery has increased slightly since January-February.
  - As of April 2021, nearly 3 in 5 pre-pandemic bus customers rode Metrobus between March and mid-April.
  - This is this highest retention / recovery measure we've seen since the start of the pandemic.
- However, there is now a higher proportion of *infrequent* riders (i.e., those who rode Metrobus on only one day of the last seven before answering the survey).

Base: Customers who rode Metrobus at least once a week before March 2020

Survey Question:  
In the last 7 days,  
how often did you  
ride Metrobus?

	Apr 1 to May 31 (n=322)	June 1 to Aug. 31 (n=502)	Sept 1 to Oct 31 (n=456)	Nov 1 to Dec 31 (n=313)	Jan 1 To Feb. 28 (n=476)	Mar 1 To April 21 (n=269)
Active Customers - Rode Metrobus at least 1 day in past week	49%	42%	55%	48%	54%	58%
5+ Days	21%	16%	24%	19%	22%	17%
4 Days	6%	4%	7%	6%	7%	10%
3 Days	5%	7%	8%	7%	7%	6%
2 Days	9%	7%	10%	7%	8%	8%
1 Day	8%	9%	7%	9%	10%	17%
Lapsed Customers - Did Not Ride Metrobus Within 7 Days Prior to Taking Survey	51%	58%	46%	52%	46%	42%

# Metrobus Trip Purpose – Changes Since Spring 2020

Comparing the March-April numbers to the January-February results, we do not interpret a real increase in the volume of Metrobus trips to work.

However, trips to see friends and family have increased.

Also, there is a nominal increase in trips to medical appointments.

Base: Customers who rode Metrobus within 7 days prior to answering survey

Trip Purpose	Apr 20 to May 31 (n=153)	June 1 to Aug. 31 (n=209)	Sept 1 to Oct 31 (n=257)	Nov 1 to Dec 31 (n=149)	Jan 1 To Feb 28 (n=259)	Mar 1 To Apr 21 (n=107)
To shop for food and other household necessities	89%	38%	48%	53%	44%	45%
To go to medical appointments	49%	25%	25%	25%	28%	34%
To go to the pharmacy	56%	18%	22%	22%	28%	20%
To go to work	55%	33%	42%	38%	39%	42%
To visit friends and/or family	N/A	24%	27%	26%	21%	32%



# Employers Represented in Survey

720 Strategies  
 AAA Foundation  
 AARP  
 Accenture  
 Ace temporary  
 ACFD  
 ACS  
 Action on Smoking and Health (ASH)  
 Administration for Children and Families  
 Advancement Project  
 AIA  
 AIDS United  
 Alaska Wilderness League  
 Alexandria City Public Schools  
 Allied Universal  
 Alorica  
 Amazon  
 American Association of Orthopaedic Surgeons  
 American Bar Association  
 American Benefits Council  
 American College of Cardiology  
 American College of Medical Genetics and Genomics  
 American College of Radiology  
 American Council of Engineering Companies  
 American Councils for International Education  
 American Fuel & Petrochemical Manufacturers  
 American Gas Association  
 American immigration council  
 American Occupational Therapy Association (AOTA)  
 American Red Cross

American Society for Hematology  
 American University  
 Americans for the Arts  
 America's Health Insurance Plans  
 AmeriCorps  
 ANA  
 Analyst Institute  
 Ancilla Technologies  
 AOC, inc  
 AOEC  
 APL  
 AQC  
 Aramark  
 Arlene Selber Consultant  
 Arms Control Association  
 Armstrong Enterprise Communications  
 Arnold & Porter  
 ASH  
 Association of Occupational and Environmental Clinics  
 Bank of America  
 Basis Public Charter  
 BFS/BMC  
 BLS  
 Bob Woodruff Foundation  
 Booz Allen Hamilton  
 Bread for the City  
 Bread for the World  
 Breakthrough Energy  
 Bridges Public Charter School  
 BRPT

Buckley LLP  
 Bureau of Counterterrorism  
 BurningCastle. LLC  
 Byron Anderson Esquire  
 C. Bridge  
 CAP  
 Capital one  
 CareTech Solutions  
 Carpi & Clay  
 Catholic charities  
 CBO  
 CBS  
 CGI  
 Chamber of Commerce  
 Charles Koch Foundation and Institute  
 Chemonics International  
 Childrens National Hospital  
 Cision  
 CityDance  
 Classic Concierge  
 Cobec Consulting  
 Colorectal Cancer Alliance  
 Comcast NBCUniversal  
 Communities In Schools  
 Community Connections  
 Compliance LLC  
 Comrise  
 CORPFDC  
 Corporation for Public Broadcasting  
 Council for Higher Education Accreditation

Counter Culture Coffee  
 Court Services and Offender Supervision  
 Cox Graae & Spack Architects  
 CPE  
 CRAFT  
 CRS  
 CSIS  
 CSPI  
 Customs and Border Protection  
 Dawn  
 DC Child & Family Services Agency  
 DC Courts  
 DC Department of Human Services  
 DC Department on Disability Services  
 DC Government  
 DC Health Benefit Exchange Authority  
 DC Public Library  
 DC Public Schools  
 DC Streetcar  
 DCBOE  
 DCPAS  
 Defense Information Systems Agency  
 deKieffer & Horgan  
 Deloitte  
 Delta Airlines  
 Dennis Ave Health Center  
 Design-Build Institute of America  
 DHS  
 Dimension Development  
 District Healthcare Services

# Employers Represented in Survey Sample

DLC  
Dominion Va Power  
Drybar  
Dumbarton House  
Dynamic Systems Inc  
EAB  
Earth Networks  
Environmental and Energy Study Institute  
Environmental Protection Agency  
Erickson Living  
Everbridge  
Eversheds Sutherland (US) LLP  
Eximbank of US  
EY  
Eyes on Norbeck  
Fairfax County Public Schools  
Fannie Mae  
FBI  
FCC  
FCHEA  
FDA  
Federal Aviation Administration  
Federal City Council  
Federal Highway Administration  
Federal Student Aid, US Department of Education  
Federal Trade Commission  
Fedex  
FGH  
First Book  
First Washington Realty

FLIR  
FNIH  
Food and Drug Administration  
Food and Nutrition Service  
Freddie Mac  
Gartner, Inc.  
GDP  
GenVisa  
George Mason University  
George Washington Hospital  
Georgetown Paperstock  
Georgetown University  
Giant  
Ginnie Mae  
GMR Marketing  
Golden Life Counseling & Coaching  
Government Accountability Office  
Government Publishing office  
Grant Thornton, LLP  
Greenberg Traurig  
GSA  
GST, Inc.  
Guaranteed tenants  
Guidehouse  
Guidepost Solutions  
Hauptman Ham  
HIAS  
HOPE  
Household and Commercial Products Assoc.  
Housing Unlimited Inc

Howard Hospital  
Howard University  
HUD  
Humane Society of the US  
IBM  
IBO  
ICF  
ILTA  
Industry Dive  
Innovations for Poverty Action  
INOVA  
Intellibridge  
International Brotherhood of Teamsters  
International Monetary Fund  
International Myeloma Foundation  
InterSolutions  
iSolutions  
IWP  
J&J Worldwide Services  
JCWilliams Consulting  
Jesuit Conference of Canada and the US  
Jewish social service agency  
Johns Hopkins School of Advanced International Studies  
Joint Base Ft. Myer  
Journal of Neurosurgery  
Kaiser Permanente  
Keller Williams Capital Properties  
Kenjya-Trusant  
King Consults  
KLH Renovations

KSFM  
L&L Immigration Law  
Lacy, Ltd.  
Lake Research Partners  
Latin American Youth Center  
Lead4life  
Leidos  
Lenkin  
Lenox Advisors  
Leslie Arnelle  
Leslie Riehl  
Lewis-Burke Associates LLC  
Liberty  
Library of Congress  
Literacy Lab  
Living Sans Frontieres  
Local 11  
Lockheed Martin  
Long and foster  
Lyceum Insurance Services  
MACPAC  
Mantech  
Marine Corps  
Maryland Department of Transportation  
MassMutual  
Mayer Brown LLP  
MCKISSACK  
Medstar Washington Hospital Center  
Meeting Management Services  
Microsoft



# Employers Represented in Survey Sample

Millennial Challenge Corporation	Nonsmokers Rights Organizations	Rep Regal Celebrations	Teaching strategies
MITRE	NORC	Rep Bruce Westerman	TECHNICA Corporation
MLS	North American Sales Service Group	Rios Partners	TeleSolv
MMA	Northrop Grumman	Royal Farms	The Big Bad Woof LLC
Monarch Title	NOVA Physician Wellness Center	Ruff Sitty	The Brookings Institution
Montgomery County Government	NTT Data	Saint John's Community Services	The Catholic University of America
Montgomery County Public Schools	OncoC4	Salisbury University	The George Washington University
Murrell	O'Neill and Associates	Samson	The Nature Conservancy
NACD	OSA	Sandler Woodcrafts	The New Center
NASTAD	Oxfam America	Sara Lang Strategies	The Newberry Group
National Academies of Sciences, Engineering, and Medicine	P&G	Save the Children	The Pew Charitable Trusts
National Academy of Sciences	PAE	Seafarers International Union	The Urban Institute
National Association of Clean Air Agencies	Panagora Group	Search for Common Ground	The White House
National Association of Home Builders	Panum	SEC	The World Bank
National Automobile Dealers Association	Parks & Recreation	Service Employees International Union	ThinkWell
National Committee of Quality Assurance	PATH	Sisters of Mercy	The Lugar Center
National Electrical Manufacturers Association	Patient First	SLC	Tucker-Rose Associates
National Fish and Wildlife Foundation	Peak Systems Inc	Small Business Administration	UHS, George Washington University Hospital
National Geographic	Peraton	Smithsonian Institution	UN Foundation
National Institutes of Health	Popeyes Restaurant	SoundExchange	United Airlines
National Oceanic and Atmospheric Administration	Posh Hair Spa & Waxing	Southern Utah Wilderness Alliance	United Planning Organization
National Science Foundation	Postmates	Squire	UnitedHealthcare
National Taxpayers Union	PR Partners	Steampunk Inc	Universal Service Administrative Company
National Vision	Privia Health	Stixrud Group LLC	University of California Washington Center
National Wildlife Federation	Proace Moving and storage	Storyblocks	University of Maryland
NCMEC	PSC	Sunglass Hut	University of the District of Columbia
Nestle	Quadrangle	Superior Caring	Unlimited Biking
Nobu	R Street Institute	Target	Urban Institute
Nonaka Academy	Reese Yeatman Associates	TDC (Telecommunications Development Corp)	



# Employers Represented in Survey Sample

US Agency for International Development  
US Air Force  
US Army  
US Capitol  
US Chamber of Commerce  
US Citizenship and Immigration Services  
US Conference of Catholic Bishops  
US Conference of Mayors  
US Department of Veteran Affairs  
US Department of Agriculture  
US Department of Commerce  
US Department of Defense  
US Department of Education  
US Department of Energy  
US Department of Health and Human Services  
US Department of Interior  
US Department of Justice  
US Department of Labor  
US Department of Navy  
US Department of State  
US Department of the Interior  
US Department of the Treasury  
US Department of Transportation.  
US Department of Treasury  
US Department of Veterans Affairs  
US Department of Labor  
US Environmental Protection Agency  
US General Services Administration  
US Grains Council  
US House Committees on Natural Resources

US House of Representatives  
US Marshals Service  
US Mint  
US Navy  
US Patent and Trademark office  
US Postal Service  
US Secret Service  
US Senate  
Vera Institute of Justice  
Verisign, Inc.  
Verizon  
VHA  
Vietnam Veterans of America  
Virginia Tech  
Volunteers of America Chesapeake and Carolinas  
Walden University  
Watkins  
Watt Tieder  
Wellsfargo Corp  
Westat  
Westfield Systems  
WilmerHale  
Withum  
WITS Solutions  
WordLife Church  
World Bank  
World Learning  
World Resources Institute  
Year Up