



## MEMORANDUM

**TO:** Transportation Planning Board  
COG Board of Directors

**FROM:** Kanti Srikanth, TPB Staff Director  
Stuart A. Freudberg, Deputy Executive Director

**SUBJECT:** WMATA SafeTrack Work Plan - TPB Staff Support Activities

**DATE:** May 11, 2016

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This memo describes the planned actions of COG and TPB Committees to help coordinate the plans and mitigation actions of the COG/TPB member jurisdictions during WMATA's planned expanded maintenance work activities on the Metrorail system. We plan to provide periodic updates to the Board on the matter during this period that WMATA estimates will last about one year.

## BACKGROUND

On May 6, 2016 Metro General Manager/CEO Paul J. Wiedefeld released SafeTrack, an expanded track work plan to improve Metrorail safety and restore service reliability. The SafeTrack is a work plan intended to accelerate maintenance and safety work activities on the Metrorail system

WMATA has described SafeTrack as a massive effort to address safety recommendations and rehabilitate the Metrorail system on an accelerated basis, with the intention of completing about three years' worth of work in about one year. SafeTrack is designed to accomplish this work through expanded maintenance activity during 15 specific time periods and locations called "safety surges". WMATA believes that SafeTrack will achieve safety and state of good repair of basic track structure and advance some of the work activities recommended by the NTSB and FTA. Should WMATA add additional elements to SafeTrack the regional coordination process can be amended as may be appropriate.

The SafeTrack plan "includes expansion of track-work hours on weeknights, weekends and during certain rush hours – both aboveground and in tunnels; line segment shutdowns of less than one month

A WMATA press release notes that the proposed SafeTrack work plan will be finalized on May 16 2016, based on the review and consideration of traffic mitigation actions by the Departments of transportation in the District of Columbia, Virginia and Maryland. Metrorail riders will be encouraged to consider using alternate travel options while safety surge work is in effect on their line. The first planned safety surge activity will begin on June 4th, 2016. The Draft safety surge schedule released by WMATA is included as Attachment A. The following actions are being planned or assessed by TPB/COG staff once the SafeTrack work plan and safety surge schedule is finalized by WMATA. We plan to provide the Boards with periodic updates on the implementation of this important regional event.

## **COG/TPB COMMITTEE SUPPORT ACTIVITIES**

WMATA has plans to mitigate the travel disruptions associated with the SafeTrack plan work activities, including the provision of shuttle bus service around shut line segments. WMATA also has plans for a public outreach effort to inform riders of alternative options. The outlines of these are listed as Attachment B.

WMATA is calling for individual jurisdictions within Virginia and Maryland and the District of Columbia for supplemental support activities to mitigate the surge events. We expect the ongoing review of the Draft SafeTrack work plan by WMATA member jurisdictions and the Departments of Transportation to also include discussions on mitigation actions. While the TPB and COG are not operational entities, COG and TPB do provide decision support and coordination of regional decision-making, thereby providing the opportunity to assist WMATA and the local jurisdictions as needed. .

### Chief Administrative Officers (CAOs) Committee:

On May 6, 2016, COG convened the CAOs Committee as the initial step in coordinating regional support to WMATA regarding SafeTrack. WMATA senior management briefed the CAOs and discussed mitigation support requirements. As a result of the CAO call, COG provided WMATA principal points of contact for each jurisdiction to work with WMATA in addressing each of the planned SafeTrack events. The CAOs agreed to reconvene as needed throughout the implementation of SafeTrack. Further, in support of WMATA and the region, COG maintains the capacity to convene subject matter experts in transportation, emergency management and communications to provide coordination of mitigation assistance before and during each event. The U.S. Office of Personnel Management and other federal agencies participate in all of the relevant COG committees and groups including the CAOs, thereby helping support decisions for the federal workforce.

### Commuter Connections:

This regional commuter assistance program maintains a large regional database of commuters who use alternative means of transportation for commuter purposes. We plan to issue geo-targeted email alerts to commuters who will be most impacted about the planned safety surge activity at Metro stations closest to their work or residential locations and offer alternative travel options. The Commuter Connections Employer Outreach database has information about employers closest to the affected Metrorail stations. Email notifications will be sent to these employers about the planned safety surge activity at nearby Metro stations and alternative modes of travel the services their employees can take advantage of through the Commuter Connections website.

The Commuter Connections web site is a one stop shop for information and services about alternative modes of travel including carpool/vanpools, transit, walking and bicycling. It also serves to register people for the region's Guaranteed Ride Home program. The website is accessed by thousands of residents of this region on a daily basis. An information link and banner about the SafeTrack program will be provided to serve as a central repository of information made available from WMATA and the local jurisdictions. The information would include the final SafeTrack and Safety surge plans as well as transportation management plans and alternative travel arrangements made by WMATA and the local jurisdictions and state departments of transportation.

We plan to include, where appropriate, references to the SafeTrack program and safety surge



activities in the various media materials developed and distributed via the regional mass marketing campaign program.

#### Management, Operations and Intelligent Transportation Systems Technical Subcommittee – Description (MOITS)

The MOITS Technical Subcommittee advises the TPB on matters of transportation operations and management, including considerations of Intelligent Transportation Systems (ITS) technologies in improving those operations. We plan to work with members of MOITS to gather information and updates on local traffic management plans associated with the safety surge activities and communicate it with Commuter Connections and other partners. We also plan to work with MOITS member jurisdictions to explore the possibility of collecting data for a before/after analysis of travel behavior for the safety surges.

#### Metropolitan Area Transportation Operations Coordination:

The Metropolitan Area Transportation Operations Coordination (MATOC) Program is a coordinated partnership between transportation agencies in D.C., Maryland, and Virginia that aims to improve safety and mobility in the region through information sharing, planning, and coordination. MATOC's mission is to provide situational awareness of transportation operations in the National Capital Region through the communication of consistent and reliable information that enables operating agencies and the traveling public to make effective and timely decisions.

MATOC has a Transit Task Force made up of representatives from WMATA and local jurisdictional public transportation agencies. We will work with MATOC to provide planning assistance, including information from MOITS and coordination of communications and outreach.
















#### Regional Public Transportation Subcommittee (RPTS):

This sub-committee of the TPB was established with the mission of providing a permanent process for the coordination of public transportation planning throughout the Washington region, and for incorporating regional public transportation plans into the Constrained Long Range Plan (CLRP) and Transportation Improvement Program (TIP). We plan to use the sub-committee as a forum for regular discussion of and means to exchange information on actions and experiences of the individual jurisdictions throughout the safety surge implementation period.

#### Bicycle and Pedestrian Subcommittee

The Bicycle and Pedestrian Subcommittee advises the National Capital Region Transportation Planning Board on bicycle and pedestrian planning, stakeholder outreach, and engineering best practices, and serves as a forum for information exchange among stakeholders. Upcoming Bicycle and Pedestrian Subcommittee meetings (scheduled bimonthly) will advise on the roles bicycling and walking can play during the safety surge implementation period, including ways to encourage bicycling and walking where they are viable alternatives. This will be in coordination with the Commuter Connections program (which includes bicycling and walking opportunities in its outreach activities), the Capital Bikeshare program, and related jurisdictional activities.

Attachment A. Draft SafeTrack Plan - Safety Surge Schedule

#	Type of Service Disruption	Stations	Start - Finish	# of Days	2016												2017			
					May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr				
1	Continuous Single Track	Franconia-Springfield to Van Dorn	June 4 – June 19	15d																
2	Continuous Single Track	College Park to Greenbelt (PG Plaza)	June 20 – July 3	13d																
3	Total Shutdown	National Airport to Braddock Road	July 5 – July 12	7d																
4	Total Shutdown	Pentagon City to National Airport	July 12 – July 19	7d																
5	Continuous Single Track	College Park to Greenbelt	July 20 -July 31	11d																
6	Continuous Single Track	Takoma to Silver Spring	Aug 1 – Aug 8	7d																
7	Continuous Single Track	Twinbrook to Shady Grove	Aug 9 – Aug 19	10d																
8	Total Shutdown	Eastern Market to Minnesota Ave; Benning Road	Aug 20 – Sept 6	16d																
9	Continuous Single Track	West Falls Church to Vienna	Sept 9 – Oct 21	42d																
10	Total Shutdown	NoMa to Ft. Totten	Oct 9 – Nov 2	23d																
11	Continuous Single Track	East Falls Church to West Falls Church	Nov 2 – Nov 12	10d																
12	Continuous Single Track	East Falls Church to Ballston	Nov 12 – Dec 5	23d																
13	Total Shutdown	Rosslyn to Pentagon	Dec 6 – Dec 24	18d																
14	Continuous Single Track	Braddock Road to Huntington; Van Dorn Street	Jan 2 – Jan 26	24d																
15	Continuous Single Track	East Falls Church to West Falls Church	Mar 6 – Mar 20	14d																

Source: WMATA

## Mitigation



- Most Safety Surges will have 40-50 buses dedicated to providing alternate service
- Additional 8-car trains on lines where capacity reduced
- Additional customer support staff at selected stations
- Requesting jurisdictional input/support for Safety Surges (e.g. traffic control, parking restrictions, bus support, HOV restrictions, etc.)
- Robust public outreach effort
- Requesting OPM/business community support (e.g. telework)
- Strategically positioned extra trains & personnel to respond quickly to issues

### Public Outreach

- Informational website and brochures in English and Spanish
- In-station signage and announcements
- Customer information pop-ups
- Street teams
- Paid newspaper and radio advertising
- Direct mail to riders in impacted zip codes
- Email notifications to registered SmarTrip users
- Community group outreach
- MetroAlerts (sign up at [wmata.com/metroalerts](http://wmata.com/metroalerts))
- Open house briefings for business community
- News conferences

Source: WMATA