

Commuter Connections Subcommittee Meeting

2020 Platform Improvement
Project

January 21, 2020
Metropolitan Washington Council of Governments



Project overview

- Making platforms at Metrorail stations safer & more accessible
- Utilizing extended shutdowns to improve safety and efficiency
- First phase completed in 2019; six stations successfully reconstructed on BL/YL south of National Airport station
- Using time to enhance customer experience (e.g. slip resistant tiles, LED lighting, large digital displays, new shelters)

BEFORE



AFTER



Phase I Accomplishments



<p>7,200 feet of platform edge rebuilt equal to 20 football fields</p>	<p>114 miles of electrical conduit could wrap almost 2x around the Capital Beltway</p>
<p>180,000 square feet of new slip-resistant tiles could cover 35 NBA courts</p>	<p>26,000 daily shuttle boardings 2x the number of daily visitors to the US Capitol</p>
<p>11.4 miles of track repaired, equal to 5x around the Tidal Basin</p>	<p>Over 2 million shuttle bus trips enough to fill Nationals Park 50 times</p>
<p>154 buses used in rush hour shuttle operations would stretch from the US Capitol to the Washington Monument</p>	<p>33,000 feet of grout pads repaired, equal to the distance between The Wharf in DC & National Harbor in MD</p>
<p>1.6 million pound platform lifted to eliminate the Braddock Hump heavier than 9 Discovery space shuttles</p>	<p>6,600 cross ties replaced More than 7x the number of steps to the top of the Washington Monument</p>

Regional Coordination Efforts



Phase II of Platform Improvement Project

- Metro announced plans for Phase II on December 11, 2019
- Four stations on Orange/Silver will undergo platform reconstruction: Vienna, Dunn Loring, West Falls Church, and East Falls Church
- Proposed 2020 work on Yellow/Green lines in Maryland will be rescheduled to a later phase of the project



**Platform
Improvement
Project**



Closed Orange and Silver Line Stations

May 23 – September 7, 2020



- Vienna, Dunn Loring and East Falls Church stations closed summer 2020
- West Falls Church Station will remain open during the project because it is equipped with two platforms that can be reconstructed one at a time
- West Falls Church will serve as the western terminus of the Orange Line during summer 2020
- Continuous single-tracking through East Falls Church with no stopping
- Silver Line stations from McLean to Wiehle-Reston East remain open, but with reduced service

Proposed Bus Shuttle Routes – Base Service Plan

OR Free Shuttle Service

Shuttle 1

Shuttle between **Vienna & West Falls Church**

Shuttle 2

Shuttle between **Dunn Loring & West Falls Church**

Shuttle 3

Shuttle between **East Falls Church & Ballston**

Shuttle 4

Shuttle between **Vienna, Ballston, Court House & Rosslyn**

Inbound only from 5 to 9 a.m.

Outbound only from 3 to 7 p.m.

On-Demand

Shuttles as needed between **Vienna & Dunn Loring** or **West Falls Church & East Falls Church**

Does not connect all Orange Line stations



Alternative Fixed-Route Bus Service in Affected Area

Metrobus

- 1A Wilson Boulevard-Vienna
- 2A Washington Boulevard-Dunn Loring
- 2B Fair Oaks-Jermantown Road
- 3T Pimmit Hills
- 3Y Lee Highway-Farragut Square
- 5A DC-Dulles Airport
- 38B Ballston-Farragut Square



Arlington Transit

- ART 55 East Falls Church-Lee Highway-Rosslyn



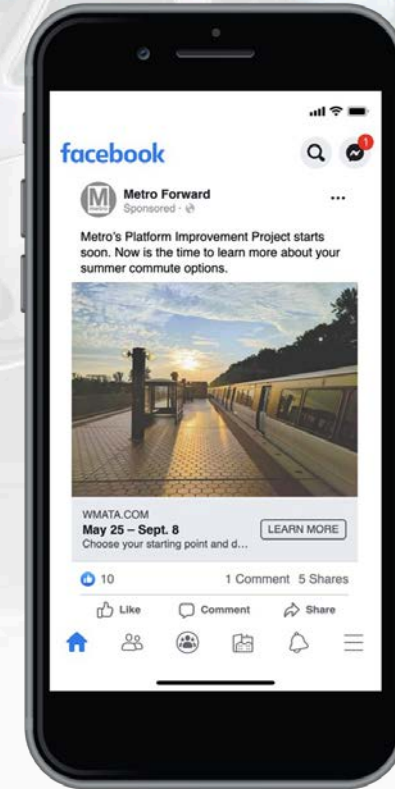
Fairfax County

- 401/402 Backlick-Gallows Rd
- 599 Reston-Pentagon-Crystal City
- 698 Vienna-Pentagon
- 699 Government Center-Downtown D.C.



Communications Approach

- Building on lessons learned from 2019 station closures
- Personalized alternatives & options
- Clear, concise information
- Reach customers through multiple channels
- Research-based
- Continued partnership with regional stakeholders



Communications Timeline

- **6 months before closures** (Dec. 11)
 - Announce project scope – [press release](#), [web update](#)
- **3 months before closures** (March)
 - Announce service alternatives – [shuttle & convenient bus options maps](#)
- **2 months before closures** (April)
 - Community outreach – [HOA/business outreach](#), [open houses](#), [fairs & festivals](#)
- **1 month before closure** (May)
 - Reminders that stations closing & to plan ahead – [pop-ups at stations](#), [paid media](#), [press conference](#)
- **2 weeks before** (May)
 - In-person customer reminders – [street teams start](#)
- **During shutdown** (May – Sept.)
 - Customer service & information – [street teams](#), [handouts](#), [blog posts](#)

Community Outreach Coordination Opportunities

- **3 months before closures (March)**
 - Plan & coordinate for pop-ups, fairs & festivals, open houses
 - Amplify travel alternatives messaging across your channels
- **2 months before closures (April)**
 - HOA/business outreach, open houses, fairs & festivals
- **1 month before closure (May)**
 - Pop-ups at stations, fairs & festivals
- **When stations reopen (Sept.)**
 - Welcome back & customer appreciation



Thank You!

Continue checking wmata.com/platforms
for the most up to date information



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