

# WMATA Summer Outages

COG Commuter Connections Subcommittee  
May 16, 2023



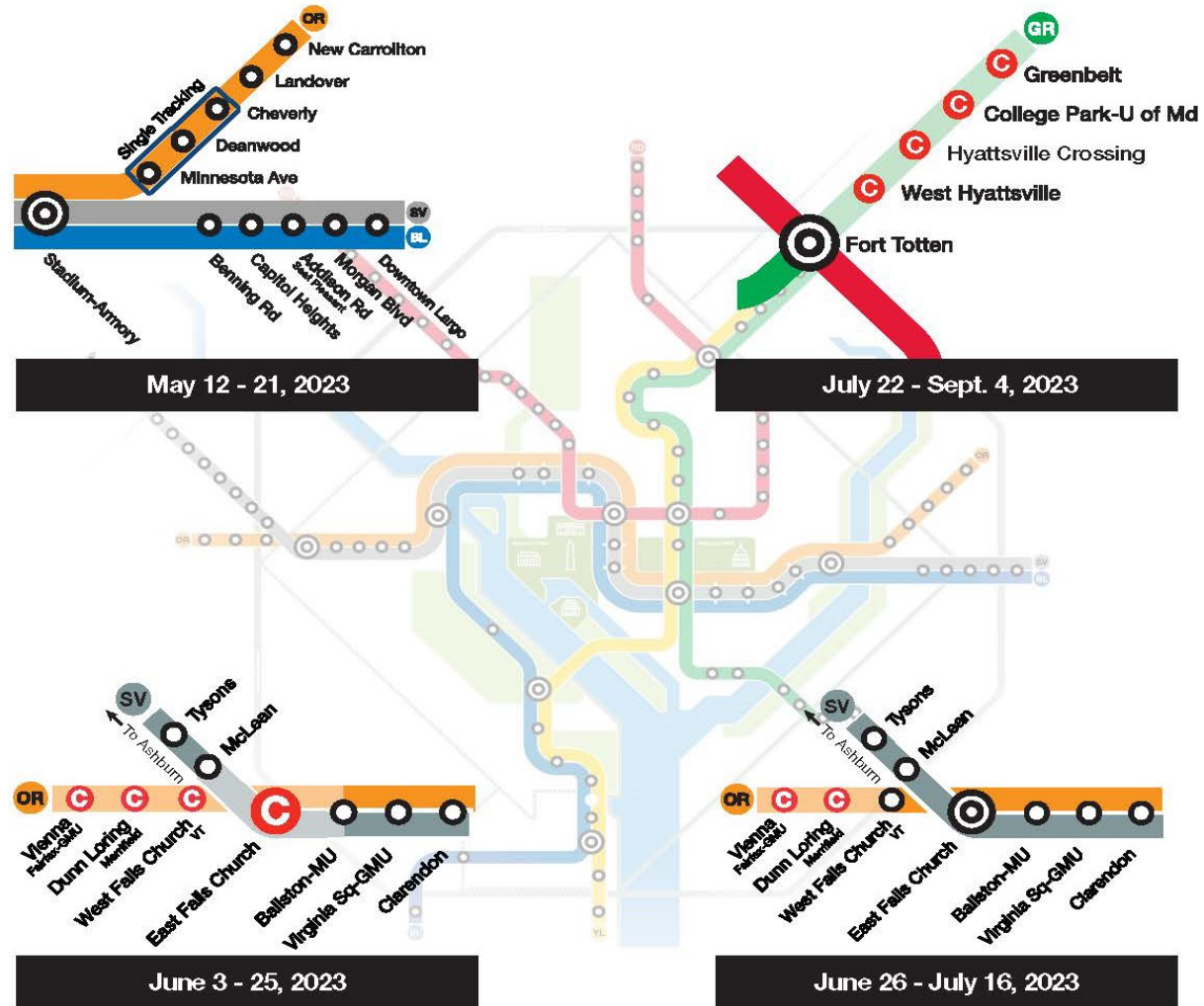
# Purpose

- Increase reliability and advance system modernization for customers: (1) complete roofing work on eastern Orange Line; (2) rail replacement and fiber installation on western Orange Line (affecting Silver Line); (3) fiber installation on Green Line; (4) modernizing Passenger Displays at downtown transfer stations; and (5) replace vertical transportation at Dupont Circle north entrance

# Background

- Started major outages in 2016 to address safety challenges
- In 2017, continued major outage focus on safety matters and reliability
- In 2023, as the health of infrastructure has improved, focus on reliability and modernization
- Alternatives analysis: balance speed/cost of delivery vs. customer impact vs. long term gains
- Summer 2023 work announced [in press release on January 24](#), five months in advance of VA work

# 2023 Major Construction



# Orange Line Single Tracking – Cheverly-Minnesota Ave

Single tracking between Cheverly and Minnesota Ave from May 12-21: **no stations closed**

## Rail Service

- Rush hour (6 a.m. – 9 a.m., 3 p.m. – 6 p.m.)
  - Orange Line trains every 12 minutes between Vienna and Stadium-Armory.
  - Orange Line trains every 24 minutes between Stadium-Armory and New Carrollton.
  - Orange Line+ trains every 24 minutes between Stadium-Armory and Downtown Largo.
  - Every other Orange Line train will travel between Vienna/New Carrollton and Vienna/Downtown Largo. Make sure to check your train's destination sign.
- All other times of the day and weekends
  - Orange Line trains every 20 minutes between Vienna and New Carrollton (compared to 15 minutes current off-peak).

## Orange/Silver Line – Ballston to McLean/Vienna

Continuous Shutdown between Ballston to Vienna/McLean from June 3, 2023, through June 25, 2023: **Vienna, Dunn Loring, WFC, EFC closed**

### FREE BUS SHUTTLE SERVICES

Local service (Metrorail operating hours):

•**Orange Line Shuttle:** Local service (5 minutes rush, 10 minutes non rush) between Vienna, Dunn Loring, West Falls Church, East Falls Church, and Ballston-MU stations.

•**Silver Line Shuttle:** Local service (5 minutes rush, 10 minutes non rush) between McLean, East Falls Church, and Ballston-MU stations.

Express service (5AM-9PM weekdays and 7AM-9PM weekends):

•**Orange Line Express:** Express service (5 minutes rush, 10 minutes non rush) between Vienna and Rosslyn stations.

Limited-stop service (5AM-9PM weekdays and 7AM-9PM weekends)

•**Silver Line Limited:** Limited-stop service (5 minutes rush, 10 minutes non rush) between Washington Dulles International Airport, McLean, and Rosslyn.

### OR SV Free Shuttle Service Effective: June 3 – 25, 2023

#### LOCAL SERVICE

Available during Metrorail operating hours

#### Orange Line Shuttle

Between Vienna, Dunn Loring, West Falls Church, East Falls Church, and Ballston-MU

#### Silver Line Shuttle

Between McLean, East Falls Church, and Ballston-MU

#### EXPRESS SERVICE

Available 5 a.m. to 9 p.m. weekdays and 7 a.m. to 9 p.m. on weekends

#### Orange Line Express

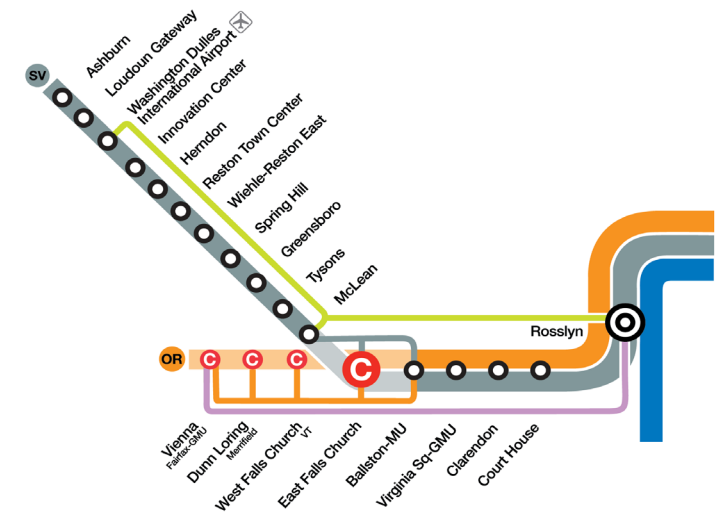
Between Vienna and Rosslyn

#### LIMITED-STOP SERVICE

Available 5 a.m. to 9 p.m. weekdays and 7 a.m. to 9 p.m. on weekends

#### Silver Line Limited

Between  Washington Dulles International Airport, McLean, and Rosslyn



 No service between Vienna and Ballston-MU |  No service between McLean and Ballston-MU |  Station closed |  Station open |  Transfer station

# Orange/Silver Line – Ballston to McLean/Vienna

Continuous Shutdown between Ballston to Vienna/McLean from June 3, 2023, through June 25, 2023: **Vienna, Dunn Loring, WFC, EFC closed**

## Rail Service from June 3-June 25

- Rush hour (6:30 a.m. – 9:30 a.m., 3 p.m. – 7 p.m.)
  - Orange and Silver line trains every 12 minutes each between Ballston-MU and New Carrollton/Downtown Largo. Trains will operate every 6 minutes where the Orange and Silver Lines overlap from Ballston to Stadium Armory.
  - Silver Line trains every 8 minutes between Ashburn and McLean.
- All other times of the day and weekends
  - Orange Line trains every 15 minutes between Ballston-MU and New Carrollton.
  - Silver Line trains every 15 minutes between Ballston-MU and Downtown Largo.
  - Silver Line trains every 8 minutes between Ashburn and McLean. (Every 10 minutes after 9:30 p.m.)

# Orange Line – West Falls Church to Vienna

Continuous Shutdown between West Falls Church to Vienna from June 26, 2023, through July 16, 2023: **Vienna and Dunn Loring closed**

## FREE BUS SHUTTLE SERVICES

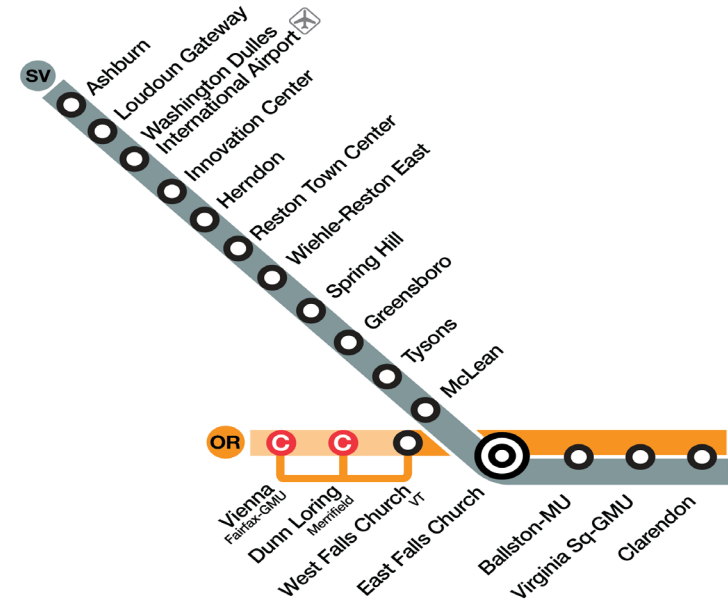
**Orange Line Shuttle (Metrorail operating hours):** Local service (5-10 minutes weekdays, 10 minutes weekends) between Vienna, Dunn Loring, and West Falls Church.

## RAIL SERVICE FROM JUNE 26-JULY 16

- **Daytime and weekends:** Orange Line trains every 12 minutes between West Falls Church and New Carrollton.
- **Late night (after 9:30 p.m.):** Orange Line trains every 15 minutes between West Falls Church and New Carrollton.

**OR**  **Free Shuttle Service**  
Effective: June 26 – July 16, 2023

**Orange Line Shuttle**  
Between **Vienna, Dunn Loring,**  
and **West Falls Church**



## Green Line – Greenbelt to Ft Totten

Continuous Shutdown between Greenbelt to West Hyattsville from July 22 to September 4: **Greenbelt, College Park, Hyattsville Crossing, West Hyattsville closed.** *Note: July 22-23 Green Line service at Ft Totten not available*

Free local and limited-stop shuttles available during Metrorail operating hours.

### Local Service

- Green Line Shuttle:** Local service every 8-10 minutes between Greenbelt, College Park-U of Md, Hyattsville Crossing, and West Hyattsville.

### Limited-stop Service

- Greenbelt-Fort Totten Limited:** Limited-stop service every 5-10 minutes between Greenbelt, College Park-U of Md, and Fort Totten.
- Hyattsville Crossing-Fort Totten Limited:** Limited-stop service every 5-10 minutes between Hyattsville Crossing, West Hyattsville, and Fort Totten.

**GR**  **Free Shuttle Service**  
Effective: July 24 – Sept. 4, 2023  
Shuttles available during Metrorail operating hours

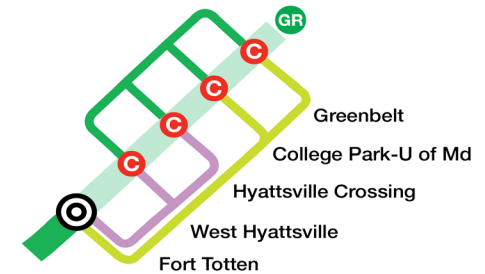
#### LOCAL SERVICE

**Green Line Shuttle**  
Between Greenbelt, College Park-U of Md, Hyattsville Crossing, and West Hyattsville

#### LIMITED-STOP SERVICE

**Greenbelt - Fort Totten Limited**  
Between Greenbelt, College Park-U of Md, and Fort Totten

**Hyattsville Crossing - Fort Totten Limited**  
Between Hyattsville Crossing, West Hyattsville, and Fort Totten



 No service between Greenbelt and Fort Totten |  Station closed |  Transfer station to 



# Green Line – Greenbelt to Ft Totten

Continuous Shutdown between Greenbelt to West Hyattsville from July 22 to September 4: **Greenbelt, College Park, Hyattsville Crossing, West Hyattsville closed.** *Note: July 22-23 Green Line service at Ft Totten not available*

## Rail Service

- Daytime and weekends:** Green Line trains every 8 minutes between Fort Totten and Branch Ave.
- Late night (after 9:30 p.m.):** Green Line trains every 8 minutes between Fort Totten and Branch Ave.

# Communications and Outreach Timeline

### April 2023

- **Webpage live** - [wmata.com/2023majorconstruction](https://wmata.com/2023majorconstruction) travel alternatives page, stakeholder toolkit, e-newsletter sign-up
- **In-station signage** - Posted two weeks prior to single tracking, one month before shutdowns
- **Travel alternatives press release sent April 17**
- **Communications toolkit** - newsletter, social media, shuttle maps, service maps, graphics
- **Community/stakeholder outreach** - elected official briefings, internal committee briefings, selected in-station notifications
- **Parking** – All rider and non-rider parking fees will be waived at closed stations during construction

### May 2023

- **Paid social media & advertising** - Ramping up two weeks before single tracking, and one month before shutdowns in addition to multilanguage print ads, geotargeted digital ads, YouTube pre-roll, boosted social media
- **Outreach training** - detailed training on project overview and expectations for street teams
- **In-person outreach** - Two weeks prior to the event, street teams will be at the stations. Street teams will be at stations for the first few days of single tracking, and at stations where shuttles stop throughout the shutdowns. Also, at community fairs and festivals in impacted areas.

### During shutdown (June – Sept. 2023)

- **Customer communications** - train/bus/in-station announcements, shuttle bus wayfinding signage
- **Webpage and newsletter updates**
- **Continued social media updates**

# Next Steps

- Metro and region will continue to share information on travel alternatives for summer 2023
- Project website is best resource:  
[www.wmata.com/2023majorconstruction](http://www.wmata.com/2023majorconstruction)