

METRORAIL – SAFETRACK PLAN COG/TPB SUPPORT ACTIVITIES



COG/TPB-Involved Activities

- Commuter Connections
- COG/TPB Committees/Subcommittees
 - Regional Public Transportation Subcommittee
 - Bicycle and Pedestrian Subcommittee
 - Transportation Operations
 - Management, Operations, and ITS (MOITS)
 - Emergency Transportation Committee (RESF-1)
 - Public Information Officers Committee
- Metropolitan Area Transportation Operations Coordination (MATOC) Program
- Monthly Reporting to the TPB




Commuter Connections Subcommittee

- SafeTrack Work group
 - Impacted jurisdictions, state funding agencies, WMATA.
 - Purpose - exchange information on mitigation activities planned and experiences from specific safety surge actions.
 - Meets one week in advance of each safety surge action.
- Outreach and Marketing
 - Web-hub - SafeTrack Plan and jurisdictional links to SafeTrack options.
 - Geo-targeted email to commuters
 - Geo-targeted email to employers near the impacted Metro stations.
 - Public Service Announcements.
 - Paid media on radio
 - Paid and non-paid social media (Facebook)
 - Outreach to federal employers through GSA



Commuter Connections Marketing

- Press Release



Metropolitan Washington
Council of Governments

NEWS

May 6, 2016

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Following Metrorail Repair Plan Announcement, COG Encourages Residents to Visit Commuter Connections for Commuter Info

Washington, D.C. - Following today's Metrorail repair plan (SafeTrack) announcement by General Manager Paul Wiedefeld, the Metropolitan Washington Council of Governments (COG) encourages area commuters to visit Commuter Connections at www.commuterconnections.org for information on transitioning to other travel options while portions of the Metrorail system begin to undergo intensive work. On the Commuter Connections site, commuters will find helpful resources and information on carpooling, vanpooling, commuter rail, bus, telework, bicycling, and walking. Site visitors can also set up a free account, request a ridematch, and make carpooling plans.

"As WMATA works diligently to bring the Metrorail system to a state of good repair under their SafeTrack Plan, Commuter Connections is standing by, ready to assist the region's commuters in planning for these disruptions to their commutes," said Nicholas Ramfos, Director of Commuter Connections. "Riders on each Metrorail line will feel the impact, so we're happy to help you plan ahead, and consider your options."

Commuter Connections uses the latest advances in technology, including a mobile-friendly website and mobile apps, to give commuters state-of-the-art access to its programs on their smartphones and tablets. Commuter Connections, a leader in promoting transportation benefits and options in the metropolitan Washington region for more than 40 years, makes it fast and efficient for all commuters in the region to find a ride and search for park and ride lots near their home locations.

###

Commuter Connections is a program of the National Capital Region Transportation Planning Board at the Metropolitan Washington Council of Governments and is funded by the District of Columbia, Maryland, and Virginia Departments of Transportation as well as the U.S. Department of Transportation. Commuter Connections provides free ridematching services and promotes alternatives to drive-alone commuting, and offers the free Guaranteed Ride Home program. <http://www.commuterconnections.org/>



Commuter Connections Marketing

www.commuterconnections.org/news-events/construction-projects/safetrack-plan/



The screenshot shows the Commuter Connections website. The header features the logo and a "Select Language" dropdown. The navigation menu includes links for HOME, ABOUT US, COMMUTERS, EMPLOYERS, NEWS & EVENTS (highlighted), QUICK LINKS, and RESOURCES. The main content area is titled "SafeTrack Plan" and features a photograph of a yellow construction vehicle on a train track. Below the photo is a paragraph describing the SafeTrack initiative. To the right, a "News & Events" section lists upcoming events and construction projects, with a sub-section for the SafeTrack Plan listing various dates and locations.

COMMUTER CONNECTIONS® Select Language ▾

HOME | ABOUT US » | COMMUTERS » | EMPLOYERS » | **NEWS & EVENTS »** | QUICK LINKS » | RESOURCES »

SafeTrack Plan



SafeTrack is a massive, comprehensive effort to address safety recommendations and rehabilitate Metrorail system on accelerated basis by expanding ALL available maintenance windows. The accelerated plan will accomplish 3 years worth of work in approximately 1 year by extending track-work hours to weeknights, weekends, midday hours and during certain rush hours – both above ground and in tunnels. During this time, line segment shutdowns of less than one month.

[SafeTrack Plan](#) – Click here to see the full SafeTrack plan

[SafeTrack Memo](#) – Click here to see the SafeTrack Memo from FTA

[SafeTrack Service Plans and Customer Impacts](#) – Click here for more information on the surge impact on

News & Events

Upcoming Events
Construction Projects

- **SafeTrack Plan**
 - June 4 – 16 Ballston to East Falls Church
 - June 18 – July 3: Eastern Market & Minnesota Ave/Benning Road
 - July 5 – 11: National Airport & Braddock Road
 - July 12 – 18 Reagan National Airport to Pentagon City
 - July 20 – 31 Ballston to East Falls Church
 - August 1 – 7 Takoma to Silver Spring
 - August 9 – 18 Shady Grove to Twinbrook
 - August 20 – September 5 Franconia-Springfield to Van Dorn Street
 - September 9 – October 20 Vienna to West Falls Church
 - October 10 – November 1 Fort



Commuter Connections Marketing

- Commuter Email Blast



The Commuter Information Source
for MD, VA, and Metropolitan D.C.

METRO SAFETRACK TRAVEL DISRUPTIONS ALERT

Metro trains and platforms are expected to be extremely crowded during peak travel periods. Metrorail riders who have the ability to do so are strongly recommended to make other travel arrangements during disruption periods.

Who: Metrorail riders.

What: Metro SafeTrack severe service disruptions. Metro lines affected by SafeTrack work are expected to be extremely crowded, especially during rush hour. Expect significantly longer wait times.

When: 13 days between June 4 and June 16, 2016.

Where: Orange and Silver Lines. Metro will be running continuous single tracking at all times between the Ballston and East Falls Church stations. Orange Line trains between Vienna and Ballston will only operate every 18 minutes. Silver Line trains will operate every 18 minutes.

Why: Metro is performing accelerated track work on certain sections of the system for weeks at a time, in order to improve safety and reliability.

Note: Stations that will require complete closure for a period of time will have Metrobus shuttles in place to bridge gaps in service.

Other Travel Options:
Transit

Metrobus

For customers arriving at East Falls Church:

[15K](#), [15L](#) East Falls Church to Rosslyn

[2A](#) Dunn Loring to Ballston (via East Falls Church Station)

[3A](#) East Falls Church to Annandale

[26A](#) East Falls Church to NoVA Annandale

[3T](#) East Falls Church to McLean

For customers arriving at Ballston Metrorail Station:

[22A](#), [22C](#) Ballston to Pentagon

[10B](#) Hunting Point to Ballston

[23B](#) Crystal City to Ballston (AM/PM rush only)

[23T](#) Shirlington to Tysons Corner Center (AM/PM rush only)

[1A](#) Vienna to Ballston

[1B](#) Dunn Loring to Ballston (AM/PM rush only)

[1E](#) Seven Corners to Ballston

[38B](#) Ballston to Farragut Square

[25B](#) Ballston to Van Dorn St

[Arlington Transit - ART](#)

[ART 55](#) East Falls Church - Lee Highway - Rosslyn

[ART 52](#) Ballston - Virginia Hospital Center - East Falls Church

[ART 62](#) Courthouse - Lorcom Lane - Ballston

[Fairfax Connector](#) - Including Connector shuttle services from [Vienna - Pentagon](#), [Reston - Pentagon](#), [Saratoga - Pentagon](#)

Carpools, Vanpools, Bicycling and other resources

If you are interested in forming or joining an existing carpool or vanpool, visit [Commuter Connections](#) and run a ridematch list.

There is also additional information on [carpool/vanpool ridematching](#), [park & ride lot finder](#), [bicycling](#), and [walking](#).

If you are already in an existing carpool or vanpool and have capacity to add additional passengers affected by the SafeTrack program, please consider doing so.

Ask your employer about opportunities for you to [telework](#), or work a [flexible schedule](#) to allow travel during off-peak hours.

For questions and assistance from Commuter Connections, please visit [www.commuterconnections.org](#), or call 800 745-7433.

For Metro questions and assistance about SafeTrack, please visit [www.wmata.com/rail/safetrack.cfm](#), or call Metro customer service at (202) 637-7000.

For more resources on Metro SafeTrack affected commutes in Fairfax County, please visit [www.fairfaxcounty.gov/fcdot/safetrack](#)

For more resources on Metro SafeTrack affected commutes in Arlington County, please

visit - <http://www.commuterpage.com/pages/safetrack-know-your-transportation-options/>



Commuter Connections Marketing

- Employer Email Blast

COMMUTER CONNECTIONS
The Commuter Information Source
for MD, VA, and Metropolitan D.C.

*For further free consultation, please contact your local
Commuter Connections*

Employer Services Representatives

Dulles Area Transportation Association, 703.817.1307,
kwoodward@datatrans.org

Fairfax County RideSources, 703.877.5804,
marcus.moore2@fairfaxcounty.gov

Tysons Transportation Association, 703.799.5394,
msmith@tysonspartnership.org

WMATA SmartBenefits Sales, 202.962.2788, ltaylor@wmata.com

[A letter to employers about Metro SafeTrack from Fairfax County Board of Supervisors Chairman Sharon Bulova.](#)

Please share the below TRAVEL DISRUPTIONS ALERT with
your employees:

METRO SAFETRACK
TRAVEL DISRUPTIONS ALERT

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Note: Stations that will require complete closure for a period of time will have Metrobus shuttles in place to bridge gaps in service.

Other Travel Options:



Commuter Connections Marketing

- Radio




Commuter Connections Marketing

- Online



Commuter Connections Marketing

- Washington Business Journal



The advertisement shows two women sitting in the front seats of a car. The woman on the left has curly hair and is wearing a yellow jacket. The woman on the right has blonde hair, wears glasses, and a dark sleeveless top. They are both smiling. The car's interior is visible, and the 'SafeTrack' logo is in the top right corner of the image area.

Metro SafeTrack repair work is underway. Single-tracking, station shutdowns, crowding, and longer wait times are expected.

Your commute should be stress free.
Contact Commuter Connections and learn about all your options.

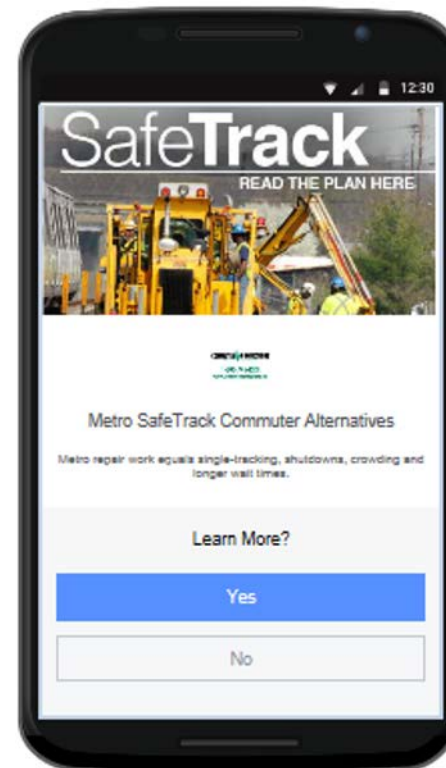
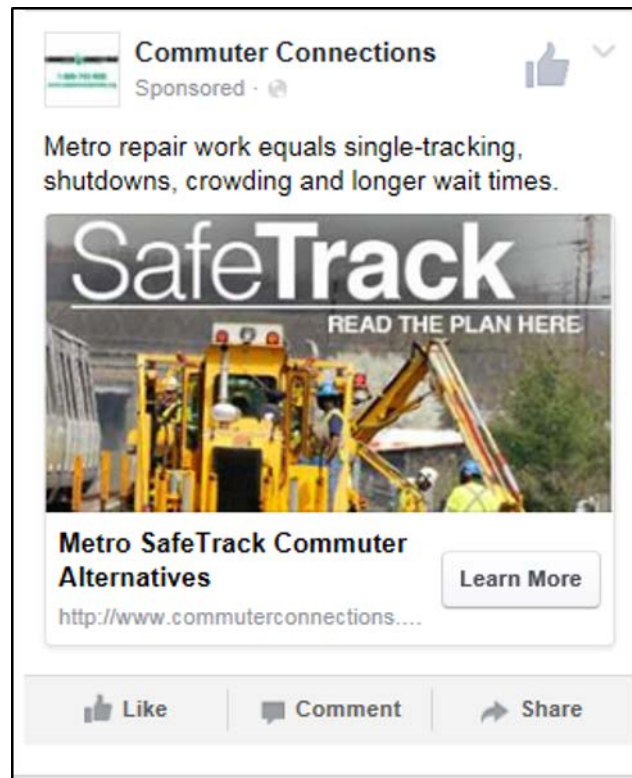
RIDESHARE.
Free carpool matchlist & bus, commuter rail, bicycling, walking or telework information.

COMMUTER CONNECTIONS
A SMARTER WAY TO WORK
800.745.RIDE commuterconnections.org



Commuter Connections Marketing

- Facebook Ads



Regional Public Transportation Subcommittee

- Overview:
 - Mission of providing a permanent process for regional coordination of public transportation planning
- Activities related to SafeTrack:
 - Forum for information exchange
 - Focus on actions and experiences of the individual jurisdictions' public transportation agencies
 - Observations / after-action report discussion
 - Help provide information for monthly updates to the TPB



Bicycle and Pedestrian Subcommittee

- Overview:
 - Mission of advising TPB on bicycle/pedestrian planning, stakeholder outreach, and best practices
- Activities related to SafeTrack:
 - Advise on encouraging bicycling/walking where they are viable alternatives
 - Coordinate with Commuter Connections; Washington Area Bicyclist Association; Capital Bikeshare
 - Share actions and experiences of the individual jurisdictions regarding bicycling and walking
 - Help provide information for monthly updates to the TPB



MOITS Subcommittee

- Overview:
 - Advises TPB on transportation operations and related technologies
- Activities related to SafeTrack:
 - Compile information on individual jurisdictions' traffic management plans
 - Analyze roadway speed (vehicle probe) data to look at before/during/after roadway impacts
 - Limited to only those roads/locations where data are available
 - Observations / after-action report discussion
 - Lessons learned for early corridors can advise later corridors
 - Help provide information for monthly updates to the TPB



Emergency Transportation Committee

- Overview:
 - Also referred to as Regional Emergency Support Function 1 (RESF-1)
 - Advises COG public safety process on transportation aspects of planning for catastrophic/declared emergencies
- Activities related to SafeTrack:
 - Forum for discussion of information related to emergency preparedness – transit has long been a frequent focus of RESF-1
 - Focus on actions and experiences of the individual jurisdictions' transportation and public safety agencies
 - Observations / after-action report discussion



Public Information Officers Committee

- Overview:
 - Regional forum for jurisdictional public information officers
 - Long history of involvement in public outreach for multi-day emergencies
 - Supported by COG Office of Communications
- Activities related to SafeTrack:
 - Regular conference calls, information exchange
 - Coordination with WMATA public outreach
 - “One message, many voices”



MATOC

- Overview:
 - Operational partnership of the region's major transportation agencies focused on real-time information sharing; TPB is a member
- Activities related to SafeTrack:
 - Ongoing MATOC monitoring and notifications on major roadway incidents
 - MATOC's Transit Task Force convenes the region's transit bus operators for coordinating real-time response to incidents when needed



Monthly Reporting to TPB

- TPB staff in conjunction with subcommittee will compile information on transportation plans, responses, and outcomes related to SafeTrack
 - Commuter Connections/TDM
 - Public Information and Outreach
 - Public transportation
 - Bicycling and walking
 - Transportation management/operations/ITS
 - Emergency transportation planning
 - MATOC



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