

ACTIONS AND EXPERIENCES WITH WMATA SAFETRACK PLAN

Compilation of Regional Activities

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WMATA SafeTrack to date

- WMATA SafeTrack began on June 4 and will continue through March 19, 2017. The first four Surges are complete:
 - Surge 1 (June 4–16): Single Tracking - Ballston to East Falls Church
 - Surge 2 (June 18-July 3): Shutdown - Eastern Mkt to Minn Ave/Benning Rd
 - Surge 3 (July 5–11): Shutdown - Reagan Nat'l Airport to Braddock Road
 - Surge 4 (July 12–18): Shutdown - Reagan Nat'l Airport to Pentagon City
- WMATA SafeTrack Surge #5 commenced July 20.
- Many jurisdictions and agencies have already experienced the impacts of the WMATA Surges
 - Various actions undertaken to mitigate traffic impacts and provide transportation alternatives
 - Lessons learned and recommendations for sharing in preparation for future Surges.



List of Regional Slides

- City of Alexandria
- Arlington County
- District Department of Transportation (DDOT)
- Fairfax County
- Loudoun County
- Maryland Department of Transportation (MDOT)
- Montgomery County
- Northern Virginia Transportation Commission (NVTC)
- Potomac and Rappahannock Transportation Commission (PRTC)
- Prince George's County
- Virginia Department of Transportation (VDOT) and Department of Rail and Public Transportation (DRPT)
- Virginia Railway Express (VRE)
- COG Commuter Connections





City of Alexandria – SafeTrack Surges #3 and #4

- Free service on the DASH AT3 and AT4 services from 5AM to 8PM.
- Additional Capital Bikeshare capacity at the Braddock Rd Metro.
- Volunteer and staff-led bike trains between Braddock Rd and Pentagon City.
- Provided WMATA with dedicated layover space for rail shuttle buses.
- Additional traffic control by Alexandria PD key intersections near Braddock Rd Metro.
- Deployed VMS (Variable Message Signs) to alert residents and drivers about SafeTrack project and changes to traffic patterns
- Flat taxi fare of \$15 from King Street-Old Town, Braddock Rd, and Eisenhower Ave metro stations to National Airport.

Lessons Learned

- Ensure transit supervisors and drivers are aware of operations plans developed by WMATA and jurisdictional staff.
- Maintain continuous communication between WMATA and local transit service supervisors.
- Clearly identify space for SafeTrack maintenance staff to park
- Constant communication with the public is key.

Response Plan and Results from Surge 1 (June 4 – June 16)

- Transit: Added capacity by using 40-foot buses on ART 55 (Lee Highway) and ART 52 (Ballston-Virginia Hospital Center-East Falls Church Metro)
 - ART 55 ridership saw increases ranging from 2-13%
- Travel Options: Installed a temporary Capital Bikeshare station at East Falls Church Metro and added capacity to existing Bikeshare stations
 - Capital Bikeshare trips increased by about 32%
 - Bikeshare annual memberships purchased in Arlington were up 45% from last year
 - Bike ridership was up 40-90% at counters across the County

Response Plan and Results from Surge 2 - 4 (June 18 – July 18)

- Transit: Added new midday, evening, and weekend service for ART 43 (Crystal City-Rosslyn-Courthouse) and added capacity by using 40-foot buses on ART 43 and ART 42 (Ballston-Pentagon)
 - ART 43 ridership increased 125% during Surge 2
 - ART 42 ridership increased 12% during Surge 2

Across Surges 1 - 4

- Street Operations: Developed temporary Transportation Plans for affected Metrorail station areas to accommodate increased bus operations, including temporarily removing street parking, dedicated streets as bus-only
 - Surge 1: traffic congestion around Ballston Metro increased and staff made adjustments to parking and bus-only street restrictions
 - Surge 1: traffic on arterials streets increased slightly overall
 - Surge 2: traffic increased slightly on a handful of arterials
- Telework: Arlington County Commuter Services increased outreach to employers urging telework options; Libraries offered work stations
- Information: Provided ambassadors at affected stations to help travelers and enhanced wayfinding signage
 - Ambassador teams assisted 450 in Surge 1 and 150 in the first week of Surge 2
 - About 10,000 brochures were distributed at Metro rail stations in Surges 1 and 2
 - Car-Free Diet e-newsletter on SafeTrack sent to over 16,000 subscribers
 - Arlington Transportation Partners e-blasts sent to 3,165 employers

www.arlingtonva.us/safetrack

SafeTrack Mitigation Strategies

- Extended rush hour parking restrictions on key bus corridors for 30 minutes in AM and PM
- Expanded traffic management and coordination of incident management with Emergency Transportation Center
- Expanded parking restrictions around rail stations in coordination with WMATA
- Supporting surges with Capital Bikeshare corrals

Lessons Learned

- Overall, lots of “noise” in data
- Traffic volumes relatively flat in most locations
 - Greater peak spreading, especially in PM, which can be managed through signal timing
 - Some variation by safety surge
- Bike volumes up overall, but variable
 - 15th Street counter up 10% from same time 2015
- Strong appetite for information through PIO, goDCgo



Fairfax Connector Mitigation Strategies

- **Orange Line and Silver Line (Dulles/I-66 Corridor) Safety Surges (Multiple SafeTrack Surges):**
 - Express shuttle between the I-66 Corridor and the core
 - Supplemental Rt. 599 express service between the Dulles Corridor and the core
- **Blue Line and Yellow Line Safety Surges (Multiple SafeTrack Surges):**
 - Peak period bi-directional express shuttle service between Franconia-Springfield and Pentagon
 - Supplemental I-95/395 express service between Saratoga Park & Ride and Pentagon (Supplements Connector 393, 394)
- Promote park-and-ride lots and Metro/VRE stations with available parking capacity
- Promote other bus and VRE alternatives



SafeTrack: Lessons Learned

- In short-term, County can only provide limited supplemental service
- Important to coordinate fares for supplemental service
- Existing facilities (e.g., Pentagon Transit Center) have limitations
- Coordinating simple, logistical issues between Connector and WMATA was very helpful
- On-platform, passenger communication is important

Loudoun County SafeTrack Mitigation Efforts and Updates

5 out of 15 Surges affect Loudoun County Metrorail Riders

- Surge 1: 06/04 – 06/16 East Falls Church – Ballston-MU
- Surge 2: 06/18 – 07/03 Eastern Market – Minnesota Ave/Benning Road
- Surge 5: 07/20 – 07/31 East Falls Church – Ballston-MU
- Surge 11: 11/2 – 11/11 East Falls Church – West Falls Church
- Surge 15: 03/06 – 03/19 East Falls Church – West Fall Church

Service Modifications: Surges 1, 5, 11 and 15

(Single tracking between stations)

OR SV

- Diverting service for the Potomac Falls bus line to Ballston-MU from West Falls Church during these surges.
- Increasing the number of buses in high use areas.
- Providing bus schedules that highlight trips that match reduced train service arrivals.



Service Reductions: Surge 2

-Service was reduced from a 6 minute intervals to 10 minute intervals between trains outside the shutdown area.

Loudoun County SafeTrack Lessons Learned

- Communicating and coordinating with WMATA, Fairfax County, Arlington County and other jurisdictions.
- Notifying the public using all communication channels available including updating www.Loudoun.gov/safetrack.
- Promoting Van pools, Car pools, telework and other commuting alternatives.
- Seeking reimbursement from Commonwealth Transportation Board \$1 million allocated for NOVA jurisdictions.





AGENCY SUPPLEMENTAL ACTIONS FOR SAFETRACK SURGES

Maryland Department of Transportation's Maryland Transit Administration

- ▶ Lengthen MARC trains on Brunswick and Camden Lines
- ▶ Increase MARC train ticket vending options to reduce station dwell time
- ▶ Provide additional staffing and policing at stations to manage crowding
- ▶ Adjust MTA Commuter Bus routes (Shady Grove to Twinbrook Metro station for Surge #7)

Maryland Department of Transportation's State Highway Administration

- ▶ Review construction schedule to lessen impact of roadway improvements
- ▶ Monitor peak periods and adjust work hours as needed
- ▶ Monitor traffic congestion through the Coordinated Highways Action Response Team (CHART)
- ▶ Potential to Utilize Traffic Management Center ITS system to provide messages/alerts



FINDINGS AND PRELIMINARY LESSONS

Maryland Department of Transportation's Maryland Transit Administration

Findings:

- Actual increase in MARC ridership was less than expected
- Riders transferring to MARC within capacity of existing schedule and trains
- Penn Line ridership up ~2500 daily trips/no change to Camden Line ridership

Lessons Learned:

- New riders required more information about alternatives
- Additional signage and personnel should be deployed 3 days in advance of the next surge to assist new riders
- Addition of one railcar to select trains was sufficient to provide a seated ride for most riders
- Additional cash ticket sales at select stations/platforms worked well in providing a better commuting experience and accurate revenue collection

Maryland Department of Transportation's State Highway Administration

Findings:

- ▶ To date, SafeTrack surges have not had a major impact on Maryland roadways
- ▶ Timing of the surges coinciding with the beginning of summer vacation likely contributed to the lessened impact

WMATA Safety Surges in Montgomery County

Surge 6 (Aug 1-7): Takoma to Silver Spring - Single Tracking

Surge 7 (Aug 9-18): Twinbrook to Shady Grove - Single Tracking

Surge 10 (Oct 10-Nov 1): NoMa to Fort Totten - Shutdown

Inform the Public

- Create SafeTrack website
- Use traditional and social media to inform travelers
- Make presentations to the public
- Enhance Commuter Services' marketing efforts
- Conduct Ride On survey

MCDOT Plan to Aid Travelers During SafeTrack

Three-Pronged Approach

1. Enhance Transit Options

- Supplement Ride On services
- Supplement Metrobus services
- Request supplementary MARC Brunswick Line services

2. Promote Alternatives through Commuter Services

- Provide Carpool & Vanpool matching and support services
- Offer free consulting services by Commuter Services:
 - Promote Fare Share transit and vanpool benefits
 - Hold telework and alternative work schedule webinars
 - Provide services at employer's location
 - Enhance marketing of alternative transportation information
- Biking, Bikeshare and bike trains

3. Transportation Management

- Actively manage traffic signal/traffic operations
- Restrict corridor parking and enforce parking limits
- Suspend resurfacing/repaving, utility work and lane closures on affected corridors
- Coordinate incident management with Montgomery County Police
 - For example, clear disabled vehicles quickly on affected corridors
- Develop Park and Ride Lot app

Surge Coordination Northern Virginia SafeTrack Group



NVTC Surge Coordination

Immediately following the release of the SafeTrack plan, NVTC coordinated with WMATA to form the Northern Virginia SafeTrack Group, a comprehensive collection of Northern Virginia stakeholders.

Purpose: The principal function of the group is to discuss the SafeTrack service plan, impacts, mitigation efforts and to assist with stakeholder coordination.

Facilitation: NVTC hosts weekly conference calls with the Northern Virginia SafeTrack Group.

Support: NVTC supports partner agencies and WMATA by distributing key information such as communication materials and ridership data to the group.

Northern Virginia SafeTrack Group Participants

- Northern Virginia jurisdictions of Arlington County, Fairfax County, Loudoun County, City of Alexandria, City of Falls Church, and City of Fairfax (transit providers, traffic engineers, emergency managers, first responders, transportation planners, and public information officers)
- VDOT
- DRPT
- MWAA
- Metropolitan Area Transportation Operations Coordination (MATOC)
- Northern Virginia Regional Intelligence Center (NVRIC)
- Pentagon
- PRTC
- VRE
- State and local police
- Virginia Department of Emergency Management
- Metro staff (rail and bus service planners, emergency management, Metro transit police, government relations, and Metro Communications Staff)

Surge Lessons Learned, Findings, and Recommendations



NVTC's weekly conference calls with the Northern Virginia SafeTrack Group provide valuable opportunities for stakeholders to ask questions, gain clarity on issues and provide feedback.

Recommendations:

- It is essential to use one primary venue for providing information and discussing impacts and mitigations in order to best utilize stakeholders' time.
- Coordinated, clear messaging is key because the control of information is critical. WMATA's webpage serves as that central collection point of information.
- It is particularly effective to convene a broad, inclusive group of parties who may not regularly work together.

Lessons Learned: NVTC has entered into conversations with agencies to articulate lessons learned in each Surge. NVTC plans to compile these for distribution.

PRTC Response

- Delayed departures (additional 15 minutes) on last trips for buses serving Metro stations (Tysons or Franconia/Springfield) to accommodate longer rail commutes depending on which line was affected by the surge
- Promoted *OmniMatch* for carpool/vanpool services
- Suggested possible alternate *OmniRide* services, such as taking bus to Pentagon or Mark Center and transferring to other PRTC buses or other regional providers to bypass single-tracking/segment closures
- Promoted VRE during Blue/Yellow line surges
- Frequent updates on PRTC's website and Rider's Express as each surge approaches



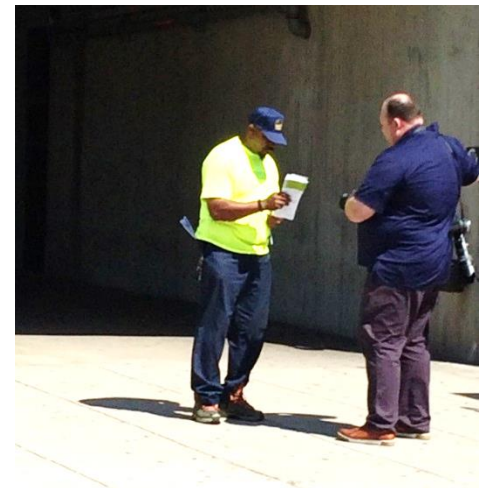
Lessons Learned

- Recent significant PRTC service reductions, which reduced operator availability, restrict agency from doing more than delaying departures for certain trips
- Need flexibility in service
 - We delayed additional trips at Franconia-Springfield to accommodate more passengers delayed by various surges
- Ridership drops were more noticeable on routes that served Tysons Metro Station than Franconia-Springfield
 - Higher percentage of PRTC passengers transfer to rail at Tysons than they do at Franconia-Springfield
 - Ongoing construction of bus bays at Franconia-Springfield could make it difficult for future surges if full complement of bus bays is not available



SafeTrack and Prince George's County Mitigation Activities for Surge #2

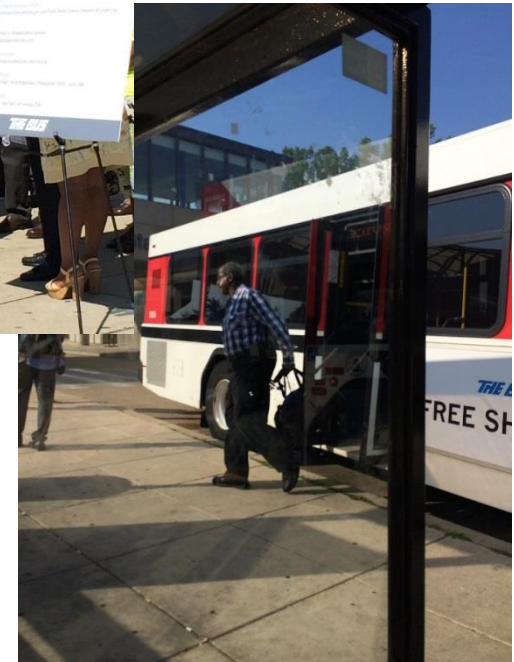
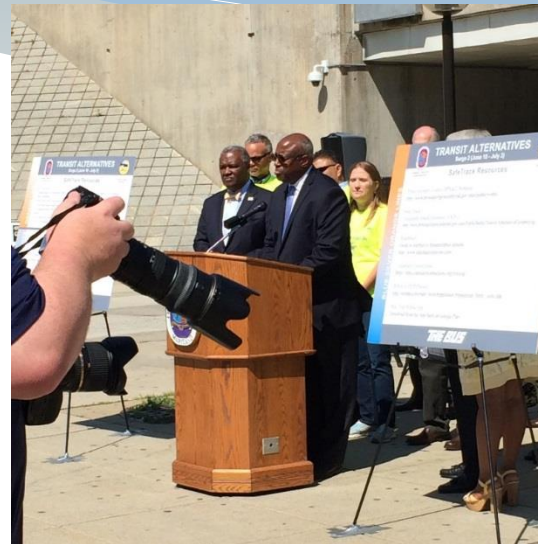
- ❑ Deployed *DPW&T Street Teams* to impacted stations on the Orange, Blue and Silver Line Stations in the County before and during the surge
- ❑ Educated riders on alternative transportation options, such as ridershare, and provided assistance in securing services
- ❑ Provided additional local bus service on *TheBus* Route 15X connecting New Carrollton to Greenbelt station and waived fares on this route
- ❑ Established a free express shuttle service between New Carrollton Station and Greenbelt Station, in partnership with the University of Maryland College Park Department of Transportation Services
- ❑ Established a free *THE BUS* express bus shuttle between Largo Town Center Station and Suitland Stations



SafeTrack and Prince George's County Impact & Lessons Learned during Surge #2

Impact and Lessons Learned

- ❑ County Staff distributed 40,000 transit alternative flyers to Metro riders
- ❑ The County transported 3,872 people on the New Carrollton to Greenbelt Shuttle and 3,263 on the Largo to Suitland shuttle
- ❑ The County Executive's Press Conference at New Carrollton Station and media coverage by WUSA 9 helped to keep the public informed of the County's transit efforts during the Surge activities



VDOT Safe Track Mitigation

July 2016

- VDOT is monitoring real time conditions and adjusting some signal timings accordingly.
- We are issuing press releases and social media posts with surge alerts and suggested alternate routes.
- We've provided data on location, capacity, utilization and available spaces in Park and Ride lots to the public.
- VDOT is engaged with WMATA and other agencies; participating in weekly NVTC, MATOC, and regional Public Information Officer coordination calls.
- VDOT has observed that drivers in NOVA have adapted their travel behaviors to the early Safe Track actions. There have not been major new congestion issues to date.

NOVA Mitigation - DRPT

- DRPT and VDOT are participating in weekly Northern Virginia coordination calls led by the Northern Virginia Transportation Commission (NVTC)
 - All local bus operators, police and fire departments, the Pentagon, MWAA, WMATA, VRE
- On June 14, the Commonwealth Transportation Board (CTB) approved \$1 million to assist Northern Virginia transit providers with operational expenses related to SafeTrack mitigation
 - Funding will be awarded to Northern Virginia jurisdictions as Technical Assistance grants in first quarter of FY 17
 - Grants will require a 50% local match
 - Grant amounts will vary by jurisdiction depending on estimated levels of supplemental transit service to be provided during SafeTrack
 - Transit operating costs will receive priority for initial grants; if funding remains then other mitigation costs (police, marketing, traffic control, etc) may be eligible for reimbursement

VIRGINIA RAILWAY EXPRESS: IMPACTS OF METRO SAFE TRACK

TUESDAY July 12, 2016

- 23,309 daily riders = Highest ridership day EVER
- Fredericksburg Line ridership was 33% higher than usual

SURGE 3

- Total ridership was 10-15% higher than usual
- ❖ Conductor counts are conducted just before Alexandria and **do not include** additional riders boarding at Alexandria, Crystal City, or L'Enfant Plaza.
- ❖ Crowding on trains has not been an issue except on one delayed train.



A BETTER WAY. A BETTER LIFE.

VIRGINIA RAILWAY EXPRESS: IMPACTS OF METRO SAFE TRACK

SURGE 1

- Passengers directed to Burke Centre parking garage

SURGE 3 and 4

- Passengers directed to Franconia-Springfield parking garage
- Metro transfers directed to Alexandria where 20% of VRE riders disembark

WHAT WORKED

- ✓ Signs and volunteers helped direct new riders
- ✓ VRE Mobile heavily used by new riders
- ✓ Many positive comments from first-time riders who may continue to ride VRE



A BETTER WAY. A BETTER LIFE.

Commuter Connections

- SafeTrack Outreach Activities in June and July
 - Participated and presented information during two Montgomery County employer-based Telework/Flex Hours webinars (June 23rd and 28th)
 - Held three Commuter Connections SafeTrack Work Group Meetings
 - Surge 3 – June 30th
 - Surge 4 – July 8th
 - Surge 5 – July 15th
 - Web-hub - SafeTrack Plan and jurisdictional links to SafeTrack options were updated.
 - 60,000 Geo-targeted emails to commuters and employers near the impacted Metro stations for Surges 1 - 4.
 - Public Service Announcements.
 - Paid media on radio and a paid ad in the Washington Business Journal
 - Paid and non-paid social media (Facebook)
 - Outreach to federal employers through GSA



Commuter Connections (2)

- SafeTrack Results – June
 - Facebook Ad – 17,000 click-thru's
 - Web visits to Commuter Connections
 - Out of 50,000 page visits in June, SafeTrack was #2 after the home page with 16.5% of web page views making it the most visited page
 - Rideshare Applications ↑ 104% increase in June 2016 (723) compared to June 2015 (355).



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National Capital Region
Transportation Planning Board



Washington Metropolitan Area Transit Authority

Metrobus Mitigation SafeTrack Surges 1-5

Transportation Planning Board
Metropolitan Washington Council of Governments
July 20, 2016



Metrobus SafeTrack Service

- Metrobus is supporting SafeTrack by connecting riders impacted by Safety Surge work zones
- Service includes bus shuttles and supplemented service on existing routes

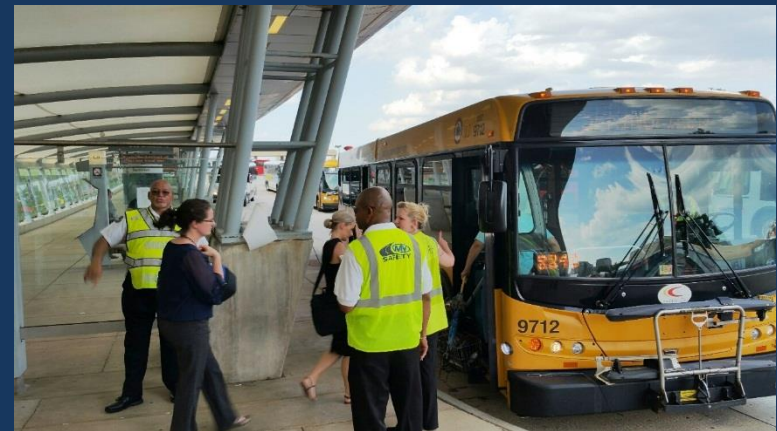


*Supplemented
Metroway service
between Pentagon
City, Crystal City, and
Braddock Road during
surges 3 and 4*



Metrobus SafeTrack Service

- Service design is responsive to demand and surge zones
- Communication and planning with jurisdictional providers ensures resource coordination to serve more riders
 - Surge 3 and 4 Franconia-Springfield – Pentagon express service operated jointly by Metrobus and Fairfax Connector





Summary

Highlights

- Supplemented services have proven popular for both rail service shutdowns and single tracking
- Shuttle services are transporting the majority of riders through shutdown zones

Metrobus ridership (approximate, through 7/14/2016)

- Shuttle services: 350,000
- Supplemented service: 425,000
- Alternative service*: 1.5 M

**Existing Metrobus service on routes serving Metrorail lines or stations affected by SafeTrack work*



Safety Surge 1

6/4 – 6/16 | Ballston – East Falls Church

- Orange and Silver Line Single Tracking

Metrobus Service	Approximate Ridership	Percent Change (vs. average)
Shuttles*	7,000	--
Surge Zone Supplemented	110,500	20%
Surge Zone Alternative	85,000	3%

*Shuttle bus service: Ballston – East Falls Church, Ballston – West Falls Church

- Riders responded strongly to supplemental service offered between the District and Virginia



Safety Surge 2

6/18 – 7/3 | Eastern Market – Minnesota Ave/Benning Rd

- Blue, Orange and Silver Line Shut Down

Metrobus Service	Approximate Ridership	Percent Change (vs. average)
Shuttles*	239,000	--
Surge Zone Supplemented	208,500	17%
Surge Zone Alternative	1.29 M	4%

*Shuttle bus service: Eastern Market – Minnesota Ave; Eastern Market – Benning Rd; Arlington Cemetery – Rosslyn

- Riders responded strongly to supplemental service along H St NE and East Capitol St in the District



Safety Surge 3

7/5 – 7/11 | National Airport – Braddock Rd

- Blue and Yellow Line Shut Down

Metrobus Service	Approximate Ridership	Percent Change (vs. average)
Shuttles*	82,000	--
Surge Zone Supplemented	52,750	83% (incl. free Metroway service)
Surge Zone Alternative	95,000	3%

*Shuttle bus service: Franconia-Springfield – Pentagon; National Airport – Braddock Rd; free Metroway Pentagon City – Braddock Rd

- Metroway ridership more than doubled (107% increase!) for riders connecting in Alexandria



Safety Surge 4

7/12 – 7/18 | National Airport – Pentagon City

- Blue and Yellow Line Shut Down

Metrobus Service	Approximate Ridership	Percent Change (vs. average)
Shuttles*	149,000	--
Surge Zone Supplemented	56,500	111% (incl. free Metroway service)
Surge Zone Alternative	94,700	1%

*Shuttle bus service: Franconia-Springfield – Pentagon; National Airport – Braddock Rd; free Metroway Pentagon City – Braddock Rd

- Strong demand on supplemented routes 11Y and Metroway, and routes 21A and 21D – more than double average daily ridership



Safety Surge 5

7/20 – 7/31 | Ballston – East Falls Church

- Orange and Silver Line Single Tracking
- Surge begins today
- Bus service mirrors Surge 1 efforts
- Surge 1 ridership patterns anticipated, with continued popularity of routes between the District of Columbia and Virginia



Future Safety Surges



Continued Coordination

- Montgomery County: surges 6, 7, and 10 (Red Line)
- Prince George's County: Surge 12 (Green and Yellow Lines)
- Reviewing past efforts and feedback for future Northern Virginia surges (8, 9, 11, 13, 14, and 15)