



Customer Service and Operations Committee

Board Information Item III-A

January 9, 2014

FY2015 Planned Customer Improvements

**Washington Metropolitan Area Transit Authority
Board Action/Information Summary**

<input type="checkbox"/> Action <input checked="" type="checkbox"/> Information	MEAD Number: 200577	Resolution: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
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TITLE

Fiscal Year 2015 Planned Investments in customer improvements

PRESENTATION SUMMARY:

This presentation provides the Customer Service Committee a briefing on the FY2015 proposed customer improvements.

PURPOSE:

To present information to the Committee on the customer-facing capital program improvements planned for FY2015, subject to funding.

Key Highlights:

- Metrorail
 - In addition to 64 new 7000-series railcars, the FY2015 budget will deliver 5000- and 6000-series railcars with all new resilient flooring in place of carpet.
 - Riders will benefit from 14 new escalators, the rehabilitation of 27 more escalators, and the rehabilitation of 12 additional elevators.
 - Station lighting improvements identified by the ADA Committee will be completed in all 47 underground stations.
 - Thirty-one stations will undergo major rehabilitation, including the rehabilitation or replacement of cooling systems in eight stations.

- Metrobus
 - Customers will experience a better ride on 151 new “low-floor” buses and 100 additional buses that will be rehabilitated to ‘like new’ condition.
 - Bus facility replacements will move forward at Southern Avenue and Royal Street.
 - Advancements in the Bus Priority Corridor Network initiative will deliver improvements to the Pentagon Transit Center and Franconia-Springfield Station, as well as traffic signal prioritization at 25 intersections, and accessibility improvements at 40 bus stops.

- MetroAccess
 - Riders will benefit from 150 new MetroAccess vehicles outfitted with better accident-prevention safety technologies such as rear cameras, lane position and overhead clearance alarms.

Background and History:

The GM/CEO'S proposed FY2015 capital budget of \$1.14 billion is the first year of a proposed six-year Capital Improvement Program (CIP). The CIP is focused on safety improvements, rebuilding of the Metrorail system, increasing system capacity, and improving the effectiveness of the current rail and bus networks. Metro is advancing the most aggressive program of capital investments since construction of the original system. More than 80% percent of the planned investment advances the safety, rehabilitation, and replacement of Metro's infrastructure, facilities, equipment, systems, railcars, buses, and MetroAccess vehicles.

In addition to continuing the work to rebuild and maintain the system, the GM/CEO has proposed an initial \$191 million investment in Metro 2025 capital initiatives during FY2015 - \$150 million more than the current FY2014 plan. These investments include additional buses to support the deployment of the Bus Priority Corridor Network; starting work to upgrade the rail power system; adding capacity at rail yards; and station capacity improvements - in preparation for expanded 8-car train service.

Discussion:

The FY2015 budget is focused on providing Metro's customers with safer, better and more service. The proposed FY2015 budget advances key customer-facing actions and initiatives including:

For Metrorail Customers

Metrorail Vehicles

- Sixty-four of the new 7000-series railcars will be delivered in FY2015. Reflecting extensive customer input, the new railcar design features:
 - LCD maps to allow customers to track their locations
 - LED screens that provide current and upcoming station information
 - Digital public address systems for improved announcement clarity
 - New customer-tested seats
 - Resilient flooring with better traction and cushioning
 - Advanced safety features

- In response to customer input received during the 7000-series car design process, resilient flooring will replace carpet on all 5000- and 6000-series railcars.

Escalators

The installation of 15 new escalators at seven stations: Bethesda (2), Columbia Heights (2), Friendship Heights (2), Georgia Ave-Petworth (2), Glenmont (4), Metro Center (2),

and Woodley Park (1). Planned rehabilitation of 27 escalators at nine stations: Crystal City (4), Farragut West (3), Federal Triangle (1), Foggy Bottom (1), L'Enfant Plaza (6), McPherson Square (3), Reagan National Airport (1), Smithsonian (4), and Stadium-Armory (4).

Elevators

The rehabilitation of 12 elevators to maintain elevator reliability. Specific station locations will be determined when the contract is awarded in 2014.

Station Lighting

All 47 underground stations will receive lighting improvements.

Platform Rehabilitation

Two station platform rehabilitations will be completed at Deanwood and Minnesota Avenue and rehabilitation work will commence at Arlington Cemetery and National Airport. This will complete 10 of the required 35 above-ground stations that need to be rehabilitated. Rehabilitation includes installation of:

- New slip-resistant tile
- Structural repairs to the concrete that supports the platform

Station Rehabilitation

- Twenty-three stations will undergo major/mini station rehabilitation projects that will restore the stations to a “like new appearance”. Work will include cleaning station concrete and architectural fixtures, rehabilitation of doors and railings, repair of paver tiles and granite, painting, spot and sign replacements, rehabilitation of all metal surfaces, station graphic repairs, and hydro-pressure washing of all masonry surfaces. Eleven major rehabs will take place at: Addison Road, Branch Ave, Fort Totten (both levels - Red Line and Green Line), Naylor Road, Pentagon, Pentagon City, Prince George's Plaza, Southern Ave, Suitland, Virginia Square, and West Hyattsville. Twelve minor rehabs will take place at: Arlington Cemetery, Capitol South, Columbia Heights, Deanwood, Dupont Circle, Eastern Market, Farragut North, Federal Center, Glenmont, Judiciary Square, Shaw Howard, and Tenleytown.
- Air cooling and air conditioning will be improved at eight stations with rehabilitation and/or replacement of chillers, cooling towers and air handling units and duct work. The stations to be completed in FY2015 are: Gallery Place, Forest Glen, Wheaton, Congress Heights, Virginia Square, Clarendon, Court House and Glenmont.

Bicycle/Pedestrian Access Improvements

Bicycle riders will see improvements at 12 stations including:

- New ‘Bike & Ride’ facilities will open or undergo construction at six stations: East Falls Church, Franconia-Springfield, Takoma, Twinbrook, West Hyattsville, and Vienna
- New bike lockers will be installed at Grosvenor, Pentagon City, Wheaton and White Flint
- New covered bike racks will be installed at Brookland and Forest Glen

Parking Garages

- Lighting will be improved at 25 parking garages.
- Customers will encounter a better quality parking experience that is void of physical deterioration and leaks with the completion of the rehabilitations at Southern Avenue and Suitland garages. Rehabilitation of Vienna South will commence.

New Electronic Fare Payment System

A new fare collection system will be launched starting with a pilot program involving - 2000 riders who will be selected to test the system at ten rail mezzanines, six bus routes (a total of 50 branded buses), and two parking garages located throughout the Metro system.

- The proposed rail locations include: Dupont Circle, Union Station, Pentagon City, Farragut West, Shady Grove, Columbia Heights, Ballston, Medical Center, Navy Yard, Pentagon, Gallery Place, Suitland, Eisenhower Avenue, and Bethesda. Ten locations will be selected from this list of 14 based on readiness of fiber optic cables.
- Proposed Metrobus routes: 79-Georgia Avenue Metro Limited (DC), X9- Benning Road-H Street (DC), K9-New Hampshire Ave-Maryland Limited (MD), J4-College Park-Bethesda Limited-(MD), 16X-Columbia Pike – Federal Triangle (VA), and REX-Richmond Highway Express (VA)
- Two parking garages (Suitland and Shady Grove)

Track Rehabilitation

Work to improve the reliability and safety of a rail customer's ride will continue with Metro's track program. Well maintained tracks maximize customers' satisfaction through convenient and comfortable rail services and minimize disruptions and service delays. Work will include the replacement of:

- 15,000 ties
- 20,000 fasteners
- 10 miles of running rail
- 1,000 welds

For Metrobus Customers

Metrobus Vehicles

- Introduction of 151 new "low-floor" buses
 - 101 buses will be replaced to maintain an average fleet age of 7.5 years and ensure no bus is over 15 years old
 - 50 buses will be added to the fleet
- 90% of the fleet will have the new red/blue color scheme by the end of FY2015
- Rehabilitation will be completed on 100 buses to maintain a steady and reliable bus fleet

Priority Corridor Network Investments

- Pentagon Transit Center improvements and Franconia-Springfield Station improvements will decrease congestion at both locations due to the installation of additional bus bays
- Customers will experience shorter travel time with the traffic signal prioritization at 25 intersections on Leesburg Pike (28X-Route) in Fairfax County, Falls Church and City of Alexandria, VA (subject to Memorandum of Agreement with jurisdictions)
- Forty-six real-time arrival and customer information displays will be installed
- Accessibility improvements will be completed at 40 bus stops throughout the jurisdictions with the majority in the District of Columbia
- Nearly 3,000 new bus stop signs and over 2,000 information cases will be updated throughout the region in FY2015

Metrobus Facilities

Southern Avenue and Royal Street bus facilities will be replaced to provide larger facilities that will accommodate the new bus design.

For MetroAccess Customers

MetroAccess Vehicles

The purchase will be completed to replace 150 new MetroAccess vehicles with those featuring new safety technologies to help prevent accidents, such as rear camera, lane position and overhead clearance alarms.

FUNDING IMPACT:

The GM/CEO's Proposed FY2015 Budget totals \$3.02 billion, including a \$1.76 billion proposed operating budget, a \$42 million operating reimbursable budget, a \$1.13 billion Capital Improvement Program budget, and an \$88 million capital reimbursable program budget.

TIMELINE:

Previous actions	FY2013 Year-End Operating Budget Performance Review and Capital Progress Update presented to the Committee (September 2013) CY2014-2016 Business Plan present to the Committee (September 2013)
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	<p>Preview of the GM/CEO's Proposed FY2015 Budget (October 2013)</p> <p>FY2014 First Quarter Financial Report (November 2013)</p> <p>Quarterly Capital Progress Update (November 2013)</p>
Anticipated actions after presentation	<p>Public Outreach and Public Hearings (January and February 2014)</p> <p>FY2015 Budget Discussion (February 2014)</p> <p>Quarterly Capital Progress Update (February 2014)</p> <p>Adoption of the FY2015 Budget and Six Year Capital Improvement Program and Approval of Fare Changes (March 2014)</p>

RECOMMENDATION

None

ELECTRONIC ATTACHMENTS

Presentation: FY2015 Planned Customer Improvements



FY15 Planned Customer Improvements

Customer Service & Operations Committee

January 9, 2014

**What will riders see from
Metro's proposed FY15
investment?**



- First 7000-series trains enter service
- Expect 64 cars to be delivered in FY15
- Construction of test track to commission cars without impacting customers



Carpet replaced with resilient flooring on all 5000- and 6000-series railcars



- Purchase 151 new low-floor buses
- Rehabilitate 100 existing buses to “like-new” condition
- Bus Facility Improvements
 - Replace Royal Street
 - Southern Ave Annex

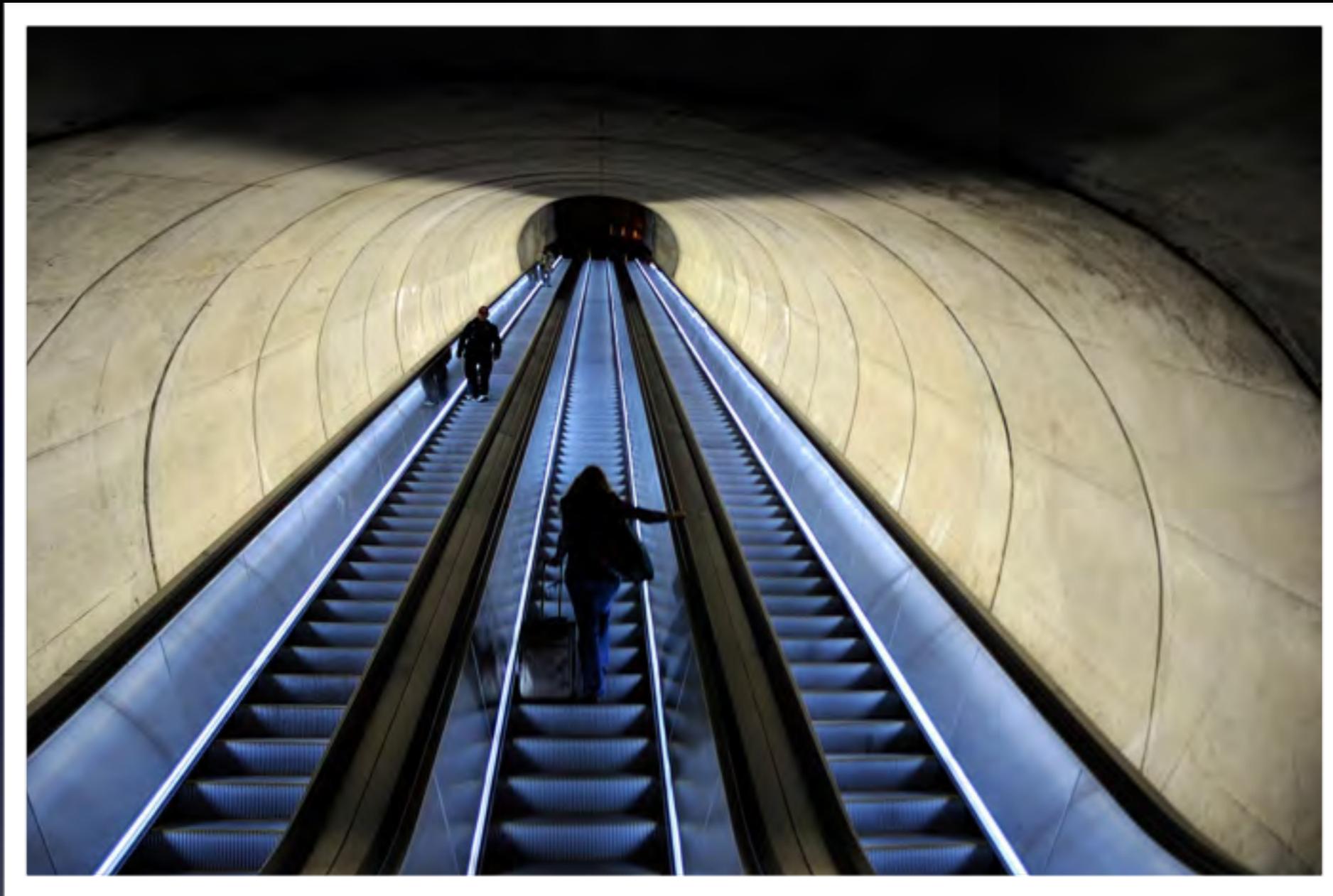


Improve bus service by advancing Bus Priority Corridor Network

- Traffic signal prioritization at 25 intersections along 28X Leesburg Pike Metrobus route (requires MOA w/jurisdictions)
- Installation of 46 real-time displays
- Accessibility improvements at 40 bus stops



- Purchase 150 new MetroAccess vehicles to replace aging fleet
- New vehicles include innovative safety technologies that help prevent accidents, such as rear camera, lane position and overhead clearance alarms
- A newer fleet translates to fewer breakdowns and interruptions of service for riders
- 90% of fleet to have "new look"



- Installation of **15 NEW** escalators, bringing total to approximately 32 by end of FY15
- Rehabilitation of **27** more escalators, bringing total to approximately 128

FY14

NEW INSTALLATIONS

Van Ness (2)
Bethesda (1)

REHABILITATIONS

Arlington Cemetery (1)
Columbia Heights (2)
Crystal City (4)
Dupont Circle (4)
Farragut North (2)
Friendship Heights (1)
Georgia Ave-Petworth (2)
Glenmont (2)
L'Enfant Plaza (6)
McPherson Square (5)
Mt Vernon Square (1)
National Airport (2)
Pentagon (3)
Pentagon City (1)
Shady Grove (1)
Smithsonian (2)
Stadium-Armory (6)

FY15

NEW INSTALLATIONS

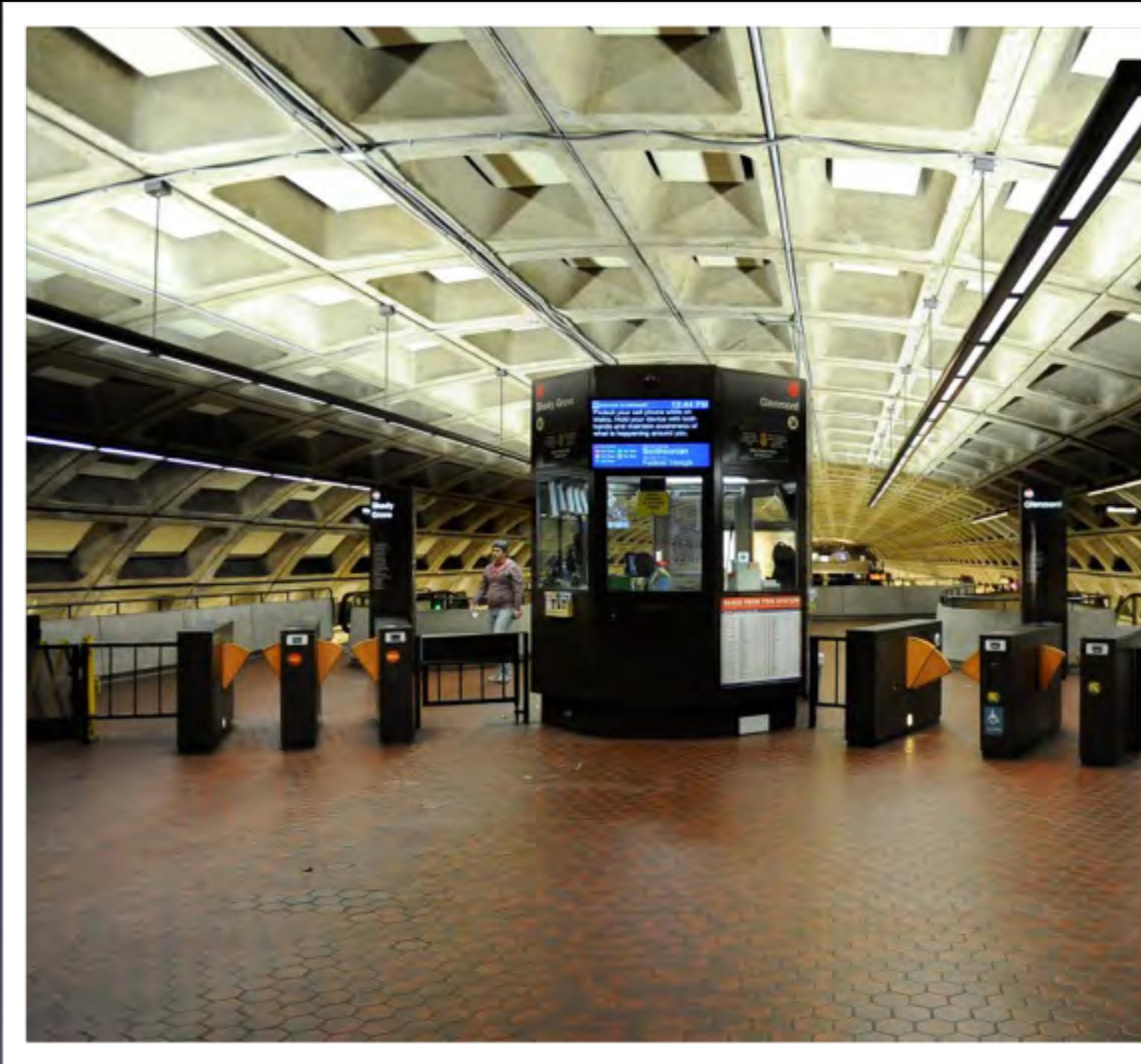
Bethesda (2)
Columbia Heights (2)
Friendship Heights (2)
Georgia Ave-Petworth (2)
Glenmont (4)
Metro Center (2)
Woodley Park (1)

REHABILITATIONS

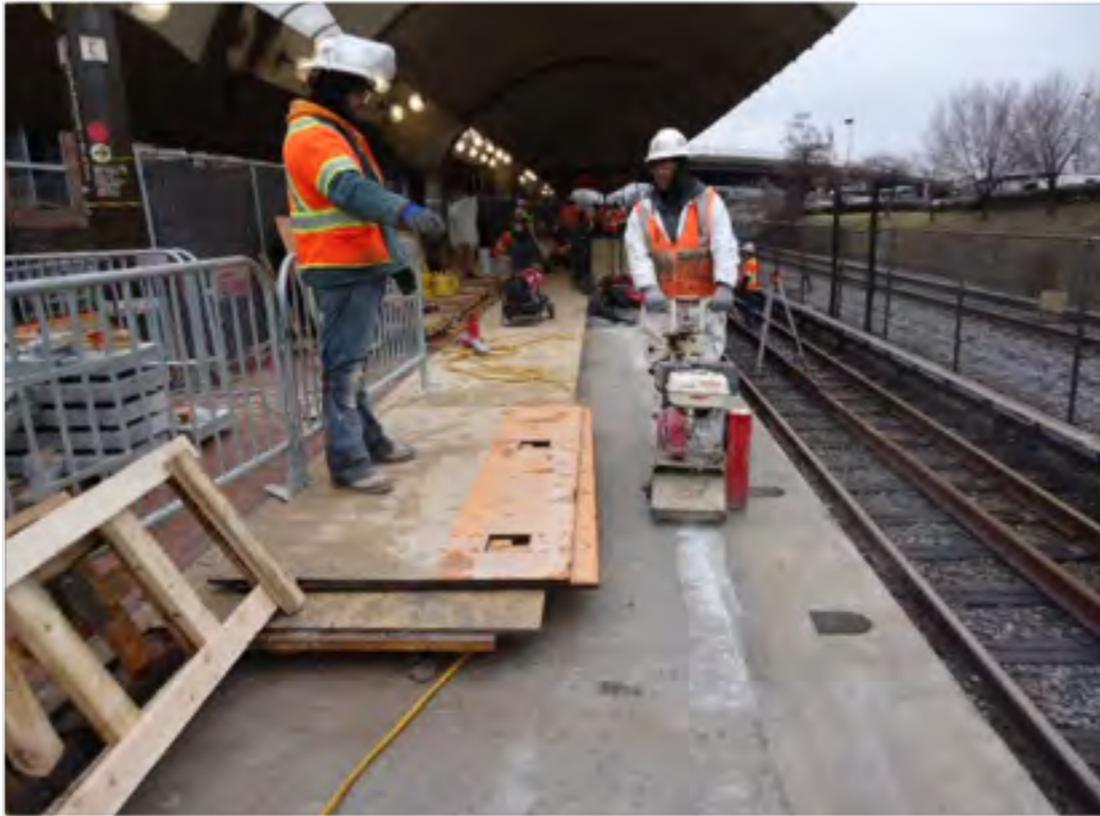
Crystal City (4)
Farragut West (3)
Federal Triangle (1)
Foggy Bottom (1)
L'Enfant Plaza (6)
McPherson Square (3)
Reagan National Airport (1)
Smithsonian (4)
Stadium-Armory (4)



Rehabilitation of 12 additional elevators

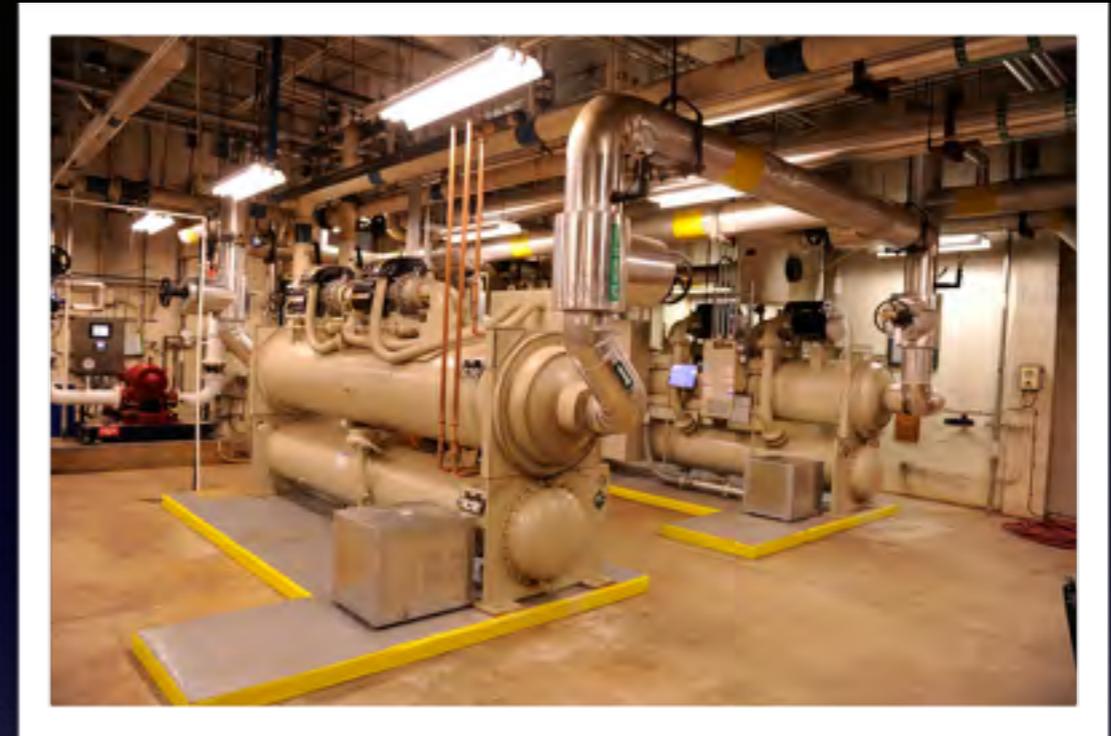
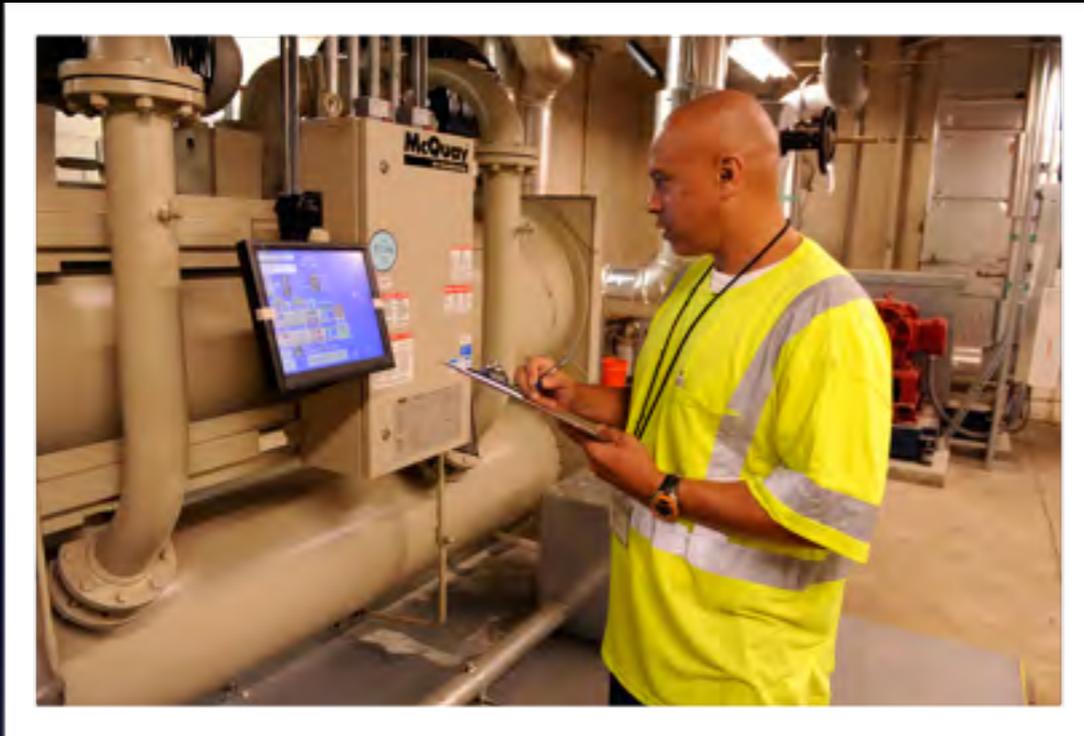


Complete rollout of new, brighter lighting at all 47 underground Metrorail stations



Platform rehabilitations to be completed at Deanwood & Minnesota Ave; begin work at Arlington Cemetery

- New slip-resistant tile installed
- Structural repairs made to concrete that supports the platform



Cooling improvements/ rehab at 8 stations

- Gallery Place
- Forest Glen
- Wheaton
- Congress Heights
- Virginia Square
- Clarendon
- Court House
- Glenmont

Station rehabilitation projects at 23 stations

- Addison Road
- Arlington Cemetery
- Branch Ave
- Capitol South
- Columbia Heights
- Deanwood
- Dupont Circle
- Eastern Market
- Farragut North
- Federal Center SW
- Fort Totten
- Glenmont
- Judiciary Square
- Naylor Road
- Pentagon
- Pentagon City
- Shaw-Howard
- Southern Ave
- Suitland
- Tenleytown
- Virginia Square
- West Hyattsville



- New Bike & Ride facilities open or under construction at 6 stations: East Falls Church, Franconia-Springfield, Takoma, Twinbrook, West Hyattsville and Vienna
- New bike lockers/racks at Grosvenor, Pentagon City, Wheaton and White Flint
- New covered bike racks at Brookland and Forest Glen



- **Lighting improvements at 25 parking garages**
- **Complete facility rehabilitations at Southern Ave & Suitland; begin rehab of Vienna South**



New Electronic Fare Payment System

- Faster, more convenient, more efficient way to pay
- Pilot program in development
 - 10 mezzanines
 - 2 parking garages
 - 50 branded buses



Ongoing work to improve safety, reliability and comfort of your ride

- Replace 24,000 ties
- Replace 75,000 fasteners
- Install 76,000 feet of running rail
- Weld 1,500 joints

Your feedback is encouraged!

Public Hearings

January 29
Greenbelt, Md.

January 30
Springfield, Va.

February 3
Washington, DC (SE)

February 4
Rockville, Md.

February 5
Arlington, Va.

February 6
Washington, DC (NW)

Online Survey

wmata.com/budgetsurvey