



January 19, 2006

MEMORANDUM FOR: Chairman and Members of the Board

SUBJECT: January Board Digest

Eight-Car Train Operations Begin January 30 on the Orange Line

On Monday, January 30 we will begin running eight-car trains on the Orange Line during the peak travel time as a six-month pilot program aiming to improve service reliability. Six eight-car trains, and 11 six-car trains—a total of 17 trains and 114 rail cars—will run between 6 and 9:30 a.m. weekdays on the Orange Line. Currently, 19, six-car trains travel the route during a single morning rush hour. While the same number of rail cars will carry riders on the Orange Line, we anticipate that running two fewer trains will help eliminate delays heading into Rosslyn station. Trains often back up during the peak periods at the Rosslyn portal where the Orange and Blue lines meet. With fewer trains traveling through the portal, we hope to eliminate the stopping and starting that often occurs during the peak travel period. Though two fewer trains will run on the Orange Line during this time, the impact on passengers' waiting times will be minimal. They will only have to wait an extra 15 seconds for a train.

We have started a comprehensive communications program to inform riders about what to expect with eight-car train service on the Orange Line. On January 11, we published a notice in the Express newspaper, and next week, we will begin working with the local media to get word out about the longer trains. On the January 30 start date, we will have free, take-one brochures for riders, and banners and dioramas at most Orange Line stations that address the eight-car trains and how they will impact passenger trips during rush hour. We also have an outreach plan to inform our stakeholders—including the staffs of the Maryland, Virginia, District of Columbia transportation departments, local business and community groups, local transportation-related advisory groups, transit

**Washington
Metropolitan Area
Transit Authority**

600 Fifth Street, NW
Washington, DC 20001
202/962-1234

By Metrorail:
Judiciary Square—Red Line
Gallery Place-Chinatown—
Red, Green and
Yellow Lines
By Metrobus:
Routes D1, D3, D6, P6,
70, 71, 80, X2

*A District of Columbia,
Maryland and Virginia
Transit Partnership*

agencies serving the Orange and Blue lines—through briefings at their request.

A peer review by a panel of experts headed by the American Public Transportation Association suggested that running fewer but longer trains would help improve Metrorail's service reliability. During the Orange Line pilot, Operations employees will measure service reliability, observe platform crowding and gauge passenger reactions. If successful, we will expand the program to run limited eight-car train service on other rail lines.

Hybrid Buses Arrive at the Landover Metrobus Division

From January to March, Metro will take delivery of 50 New Flyer diesel hybrid electric buses. The first 25 buses will operate out of the Landover Metrobus Division. The remaining 25 hybrid buses will roll out of the Montgomery Metrobus Division. The new buses, powered by General Motors' clean hybrid technology, offers greater fuel economy and lower emissions than conventional diesel buses. The 40-foot buses also feature onboard video cameras, wheelchair ramps, vandal resistant padded seats, driver-controlled rear doors, overhead doorway lights, lighted steps to the rear upper section of the bus, an interior bus stop annunciation sign, an automated bus stop voice annunciator and an automated vehicle maintenance monitoring system.

On January 25 at the Carmen E. Turner Training and Maintenance Facility, Board members Gladys Mack, Robert Smith and Charles Deegan will join James Ports, Jr., Deputy Secretary of the Maryland Department of Transportation and Metrobus employees for the inaugural ride on Metro's first hybrid bus. Department of Energy Secretary Samuel W. Bodman, Congressman Al Wynn, Prince George's County Executive Jack Johnson, and representatives from General Motors and New Flyer Industries have been invited to participate at the event.

Bladensburg Heavy Overhaul Shop Rehabs the 1000th Metrobus

On January 13, Metrobus maintenance employees at the Bladensburg Heavy Overhaul Shop marked a major milestone—they completed the mid-life overhaul/rehabilitation on the 1,000th Metrobus. Metrobus 4030, a 1997 Orion V bus, has been overhauled and will go back into service at the Western Metrobus Division.

Since 1994, Metrobuses that have six-and-one-half to seven years of service go to the Bladensburg shop for a mid-life overhaul intended to extend the life of the bus and improve service reliability. Some buses enter the shop with more than 300,000 miles. The major overhaul project includes replacing or rebuilding all of the major components of a bus, including the engine and transmission. The rehabbed buses also get new interiors and paint jobs. The entire process takes about nine weeks, and when complete, the rehabbed Metrobuses look and run like new.

Metro Seeks New Doors Closing Voice

The familiar voice that informs Metrorail riders that the train doors are closing will soon become a thing of the past, as the Metro "Doors Closing Voice 2006" contest winds down. Tomorrow, January 20, is the deadline to enter the contest that began on January 3. Less than one week after the official start of the contest: more than 44,000 people read the contest announcement online, nearly 12,000 people read the contest rules and the first 29 individuals sent in audition tapes.

Metro is seeking a fresh voice and new sound that will make rail riders take notice. In addition to a new voice, there will be new messages to inform riders about doors opening and closing. The current "doors closing" message has become background noise to many riders who hear the door chimes and message and take it as a cue to rush onto a train rather than step back from the doors. The new voice and messages are part of a larger effort to aid the train boarding and exiting process, and improve the overall ride for Metrorail passengers. Additional components to improve passenger flow include directional arrows on platform floors, new signs and in-station announcements.

To compete in the "Doors Closing Voice 2006" contest, applicants are submitting six audio samples on cassette or CD. The recordings include three iterations—polite, authoritative and serious—of the following messages:

One arm, one leg, one briefcase, one purse ... can block a train door and take a train out of service. One person can delay everyone. Please help us close the doors so we can all be on time.

Due to track maintenance we are currently experiencing delays between Grosvenor-Strathmore and Judiciary Square on the Red

Line and between L'Enfant Plaza and Ronald Reagan Washington National Airport on the Yellow and Blue lines.

A panel of judges on Metro's staff will listen to all entries and select the top 10 voices based on vocal quality, versatility, enunciation and elocution. Metro will contact the top 10 contestants and take them to a studio to make professional recordings of their voices. A panel of industry professionals will listen to the finalists and choose Metro's new doors closing voice. We will announce the winner in early February. The winner will not receive monetary compensation from Metro, but will hear his or her voice on select Metrorail trains in February. We plan to gauge the reaction of riders to the new voice and messages in late February and early March, and fully implement Metro's Doors Closing Voice 2006 by April.

Two ADA Videos Posted on Web Site

In late December, we posted two videos on the Metro Web site aimed to educate riders about disabled riders traveling on Metrorail and Metrobus. "Metro is Accessible" is an 18-minute video posted in the accessibility section of the Web site. It explains fares and accessibility features of Metrorail and Metrobus for customers with disabilities. "Metro Madness: Riding the Metro through a Service Dog's Perspective," a 3.5-minute video, tells the tale of riding Metro from the eyes of Zadia, a leader dog who often gets pushed aside or stepped on by other commuters. It is posted in the "commuter tips" section.

Eight Recruits Graduate and Join the Metro Transit Police Department

Eight new officers joined the ranks of the Metro Transit Police Department after taking the oath of office at their graduation ceremony on January 6.

Jeanna M. Barrett , Fort Washington, MD; Christopher Carter, Reston, VA; Dameon C. Lloyd, Washington, D.C.; James Mosiychuck, Frederick, MD; Ray S. Spriggs, Frederick, MD; Ernest L. Stanley, Suitland, MD; Garry Taylor, Accokeek, MD; and Richard Vickers, Frederick, MD, made up Class 69. The officers completed 37 weeks of police training that included classes on customer service, weapons of mass destruction, responding to Metrorail emergencies, criminal law, vehicle law, ethics, courtroom testimony, collection of evidence and accident investigation.

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MTPD officers learn the rules, regulations and laws governing the District of Columbia, Maryland and Virginia.

Annual Program Honors Dr. Martin Luther King, Jr.

The Reverend Dr. Grainger Browning, Jr., Senior Pastor of Ebenezer African Methodist Episcopal (A.M.E.) Church in Fort Washington, MD, addressed Metro employees at WMATA's annual observance of Dr. Martin Luther King, Jr. on January 11. Before being called into ministry, Rev. Dr. Grainger was a high school educator with the Newton, Massachusetts Public School System. He also served as vice president of the Boston NAACP.

Upcoming Events

January 23

DC City Council hearing on dedicated funding; John A. Wilson Building;
11 a.m.

January 25

Hybrid bus debut; Carmen E. Turner Training and Maintenance Facility;
10 a.m.

February 3

Metro LunchTalk Online, chat session at www.metroopensdoors.com,
noon

February 6

FTA Quarterly Review

If you have any questions, please let me know. Thank you.



Richard A. White
General Manager and Chief Executive Officer