

February 16, 2006

MEMORANDUM FOR: Chairman and Members of the Board

SUBJECT: February Board Digest

MetroAccess Service Update

An update on MetroAccess service will be provided in the final version to be presented at the Board meeting.

Metro Selects New Doors Closing Voice

Randi Miller of Woodbridge, Va., won Metro's "Doors Closing Voice 2006" contest, beating out more than 1,200 competitors who vied for the opportunity to be heard every time Metrorail doors open and close. Miller, a lease retention manager at an automobile dealership in Alexandria, who has no previous "voice over" experience, will be heard on select Metrorail trains in the coming weeks and systemwide this spring. Competition to be the new "doors closing" voice was fierce with 1,259 official entries received between January 3 and January 20. Contestants from the District of Columbia and 15 states—including California, Washington, Nevada, Texas, Ohio and New York—sent in CDs or audiotapes.

A panel of Metro judges listened to all of the entries and narrowed the field to 10. The 10 finalists went to a studio to make professional recordings of their voices on January 26. Three judges—Leann Landry, Metro manager of advertising and promotions, Adam Chism, senior copywriter, Laughlin, Marinaccio & Owens (Metro's advertising agency), and Doris McMillon, president, McMillon Communications—listened to the studio recordings of the top 10 and selected Miller as the new Doors Closing Voice on February 1. They based their votes on vocal quality, versatility, enunciation and elocution. They chose a warm and friendly voice with Miller, but also one that connotes authority and commands attention. The judges selected Linda Carducci of Vienna, Va., as the contest runner up.

Miller will record three new door messages for Metro: one when the doors open, a second when they close and the third to be played if the operator cannot close the doors. Changing the “doors closing” voice and message are part of a campaign to improve the flow of passengers through trains and rail stations. The new messages are:

- 1) Chime. *The doors are opening. Please stand back so customers may exit the train. When boarding please move to the center of the car.*
- 2) Chime. *For your safety, please step back. The doors are closing in three, two, one. Chime.*
- 3) (To be played if doors can not close after second message.)
Chime. *Please stand back to allow the doors to close.*

We plan to survey customers about the new messages before moving forward with systemwide implementation. Though only Miller will make the official “doors closing” announcement, all 10 finalists have been invited to record station announcements related to improving the flow of passengers through Metrorail stations.

Additional components in the passenger flow campaign include more frequent station and train announcements asking riders not to block the doors and move to the center of rail cars, stationing extra employees on busy platforms to help in crowded conditions, and studying the removal of seats and reconfiguration of handrails on rail cars to allow for more standing room and better flow into and out of rail cars. This spring we plan to test directional signs on platform floors indicating where to stand while waiting for a train in an effort to expedite the exiting and boarding process. That test will take place at Union Station, Gallery Pl-Chinatown and Metro Center stations.

Video Camera Installation on Metrobus Continues

Nearly one third of the Metrobus fleet will have automated video recording equipment by this spring. The additional security cameras will enable bus controllers and police to view activities taking place on more Metrobuses. Metro expects 525 of its 1,451 Metrobuses to have video cameras in service and operating throughout the metropolitan region this spring. Currently, 348 Metrobuses have cameras, including 125 existing Metrobuses that recently had video recording equipment installed.

Metrobuses with video recording equipment are in all jurisdictions and usually are assigned to areas where there are reported incidents that require police

action. The continuing installation of video cameras on Metrobuses supports the safety of Metrobus operators by serving as a deterrent to criminal activity, and assists Metro Transit Police in criminal and accident investigations. The cameras can also save the Authority money from false claims brought against Metro.

All new Metrobuses that enter the fleet have security cameras. This includes the ongoing delivery of new Compressed Natural Gas buses (111 of 250 buses have been delivered to date) and the newest diesel electric hybrid buses (12 of 50 have been delivered to date).

Metro Hosts Jurisdictional Emergency Drill

The Department of System Safety and Risk Protection and the Metro Transit Police Department hosted a jurisdictional disaster drill in the Emergency Response Training Facility at the Carmen E. Turner Maintenance and Training Facility last Friday, February 10. The drill was part of Metro's ongoing emergency preparedness efforts in partnership with regional emergency responders. The drill, named "Double Trouble" included Metro safety officials and Transit Police officers working with several regional fire and rescue departments, police bomb squads, evidence technicians and K9 teams. The emergency drill simulated an explosion on a commuter train that caused it to collide with a Metrorail train. The simulated incident resulted in fire, smoke and several injuries. "Double Trouble" tested the response and readiness of the jurisdictional fire departments, and cooperation among various first responders to solve a complex set of problems. Participating agencies included the fire departments from the District of Columbia, Arlington, Montgomery County and Prince George's County, Amtrak Police and the FBI.

Metro's Emergency Response Training Facility opened in May 2002 and provides a realistic tunnel environment for fire, police, and emergency rescue services to train and hone response and rescue skills. The 260-foot tunnel houses two old Metrorail cars positioned to resemble a wreck, and a simulated electrified third rail, cabling, and lighting that resembles a real Metro tunnel. More than 3,660 federal, state and local first responders have trained in the tunnel, including the fire and rescue teams from the District of Columbia, Arlington, Alexandria, Fairfax County, City of Falls Church, Montgomery County and Prince George's County. In addition, the Metropolitan Airports Authority, Federal Bureau of Investigation, Pentagon Force Protective Agency, and Drug Enforcement Agency have trained in Metro's safety facility.

Federal Budget Proposal Includes Funding for Several Metro Projects

The President's proposed budget for fiscal year 2007 includes federal funding for several Metro projects including upgrading the Navy Yard Metrorail station, purchasing additional rail cars and extending the rail system to Dulles. The total FY07 Administration budget for the Federal Transit Administration totals \$8.9 billion, an increase of \$370 million or 4.4 percent from last year. The budget recommends an unspecified dollar amount under New Starts for additional railcars authorized in SAFETEA-LU and for the Dulles extension. Funding for Dulles is contingent upon further progress and continued qualification under New Starts criteria, and other requirements. The President also proposes \$20 million to upgrade and expand the capacity of Navy Yard station as the government expects to the number of federal employees working in nearby office building to rise. Congress currently is reviewing and considering the President's recommendations as it develops its own budget resolution and appropriations bills.

Metro Transit Police Offer Safety Tips to Busy Customers and Front Line Employees

Metro Transit Police have begun a multi-pronged effort to enhance safety in the Metro system. Separate programs aimed at customers and employees provide crime prevention and reporting tips.

On February 13, Transit Police officers visited Metro Center, Rosslyn and Columbia Heights Metrorail stations during the morning and afternoon peak periods to provide safety tips to riders. Specifically, the police officers targeted riders listening to iPods or other MP3 devices, carrying on cell phone conversations, or sending text messages on Blackberries and other portable electronic devices. Police believe that customers distracted by music, conversation or e-mail often lose sight of their surroundings and could become victims of pickpockets or other crime. To enhance safety and protect personal property, Transit Police recommend that riders always remain aware of their surroundings and the people around them, listen to music at low to moderate levels, clutch MP3 players or other electronic devices inside a coat pocket, backpack or purse, hold purses tightly and close to the body, and place wallets in front pockets.

Transit Police officers also have met with front line employees as part of an education campaign to help them report crimes that occur in the system and better respond to victims of crime. MTPD will provide cards to front line rail and bus employees that include the "three Ws" of information gathering and recording at a crime scene: 1. What happened? Ask the victim to describe the incident, as well as provide the time and place. 2. Who did it? Get a description of the suspect. 3. Where did the suspect go? Try to find out which way the suspect left the scene. On the back of the tip card is a place for

employees to record information about a crime. Transit Police officers urge employees to first try to calm the crime victim, reassure him or her that help is on the way and contact MTPD or the local police or fire departments before collecting information with the three Ws. They also reminded the front line employees that information gathered by the employee who first comes in contact with a crime victim greatly helps police with the incident investigation.

New Mapping Feature Added to Web Site

A new feature added to the Web site provides maps depicting walking directions from Metrorail stations and bus stops to specific addresses. Along with the detailed travel itineraries generated by the Trip Planner, Web site users can now get a map that illustrates walking directions. The Trip Planner itineraries have always provided text walking directions, but the map lets viewers see the path at a glance, which will be particularly helpful for visitors unfamiliar with the area. The new walking maps, introduced at customers' request, are available as a link from the walking directions in each itinerary generated.

The Trip Planner is one of the most popular features on Metro's Web site, with more than 2 million page views per month. The Trip Planner supplies detailed directions on how to best get from point A to point B in the Washington metropolitan region by bus or rail. Trip itineraries include rides on Metrorail, Metrobus and other regional transit providers such as VRE, MARC, Ride-On and the Fairfax Connector. The maps are generated

using Google's mapping interface, the same as used to generate street maps of all Metrorail stations introduced last November.

Students Shadow Metro Employees on Groundhog Day

Metro hosted 74 students from area middle and high schools on Thursday, Feb. 2, for the annual Groundhog Job Shadow Day. Participating schools included Archbishop Carroll, Covenant House, Flowers High School, Gaithersburg High School, MacFarland Middle School, Roosevelt High School, Spingarn High School and Suitland High School. The youth spent a portion of the day on group activities, discussions and demonstrations. The students also spent several hours with Metro employees, "shadowing" them during the workday. Thirty-eight employees from across the Authority volunteered to spend time with students, giving them insight on their careers and exposing them to employment opportunities and career options at Metro. Employees from Operations, Metro Transit Police, Customer

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Communications, General Counsel, Public Affairs, Workforce Development, Finance and, Planning and Development volunteered their time and talents to mentor the students.

Upcoming Events

February 22

DC Council Hearing on fiscal year 2005 and 2006 WMATA budget status; Wilson Building, Room 412, 4:30 p.m.

February 24

Maryland Senate Subcommittee on Public Safety, Transportation, and the Environment, WMATA fiscal year 2007 budget hearing, Miller Senate Building, 4-A

March 1

COG Chief Administrative Officers Committee Meeting, COG Board Room, noon

Riders' Advisory Council meeting; JGB meeting room; 6:30 to 8: 30 p.m.

March 3

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

March 21

Public information session on fiscal year 2007 budget and open house; JGB meeting room; open house 6:30 to 7 p.m.; budget meeting 7 to 9 p.m.

Thank you.

Richard A. White
General Manager and Chief Executive Officer