



June 16, 2005

MEMORANDUM FOR: Chairman and Members of the Board

SUBJECT: June Board Digest

### **Track Renovation Program Will be in Full Swing This Summer**

Metro track workers will conduct major track renovation projects that will require single-track operation and/or temporary station closures nearly every weekend now through September. The summer track work projects scheduled are for preventive maintenance work on the Red, Orange, Blue and Yellow lines, including replacing or modernizing switches, and replacing bearings on aerial structures. This track renovation work is part of the major capital program aimed at keeping the system in good repair.

Because the work requires trains to share a single track and in some cases temporarily close stations, service delays are inevitable. We chose weekends and late nights to conduct the work because ridership tends to be lighter. In developing the track work schedule, we closely looked at the sporting, cultural and special events taking place throughout the region so to inconvenience the fewest number of people. For example, Blue and Orange line work originally slated for June 17-19 was rescheduled because DC United have a game at RFK Stadium on June 18. The dates for the work have been changed to July 1-3 when both DC United and the Washington Nationals are out of town.

However, because we know that the track work will impact customers who use the system on weekends and most likely add time to their trips, we have launched a comprehensive communications effort to alert riders about the impact the work will have on operations and about the necessity of the repair and replacement projects.

Immediately before the Memorial Day weekend in late May, we issued a news release detailing the comprehensive track work plan from May 27 through September 18. The news release listed the weekends that work will take place and a brief summary outlining what will be done. Several

**Washington  
Metropolitan Area  
Transit Authority**

601 Fifth Street, NW  
Washington, DC 20001  
202-690-1234

By MetroRail:  
Andover Square-Red Line  
Gallery Place-Chinatown  
Red, Green, and  
Yellow Lines

1 District of Columbia  
Metrolink and Virginia  
Transit Partnership

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news media outlets picked up the release and ran the track work schedule in their publications. We intend to update the schedules if changes ensue, and will issue a news release on the Thursday before each weekend's track work begins so that the news media can remind customers about the work and remind them to add extra time into their travel plans.

Additional customer communications efforts include posting track work schedules on the Web site, making system announcements, creating and placing signage for shutdowns, organizing volunteer Metro Information Persons to assist customers during shutdowns, including the information in advertisements scheduled in the *Express*, and sending e-mails to stakeholders. In addition, we have created a free brochure with the comprehensive track work schedule and will have them available in all rail stations this month.

The tentative 2005 summer track renovation schedule follows:

***June 17-19***

Red Line: Metro will conduct a switch modernization project outside the Twinbrook Metrorail station. All Red Line trains will share one track between Shady Grove and Grosvenor-Strathmore Metrorail stations.

***June 24-26***

Red Line: Metro will conduct a switch modernization project outside of the Silver Spring Metrorail station. All Red Line trains will share one track between the Silver Spring and Forest Glen Metrorail stations.

***July 1-3***

Blue/Orange Line: Metro will conduct a switch modernization project outside the Stadium-Armory Metrorail station. Trains will share one track between Eastern Market and Addison Road-Seat Pleasant stations on the Blue Line and Eastern Market and Cheverly stations on the Orange Line. Every other Blue and Orange Line train will terminate at Eastern Market and return back to Vienna/Fairfax-GMU on the Orange Line and Franconina-Springfield on the Blue Line.

***July 8-10***

Red Line: Metro personnel will perform routine track maintenance between the Glenmont and Forest Glen stations. This work will result in a rolling single track between these work locations.

Orange Line: Metro personnel will perform routine maintenance and inspection of the aerial structure between the New Carrollton and Landover Metrorail stations. All Orange Line trains will share one track between the New Carrollton and Cheverly Metrorail stations.

### **Red Line Manager Begins Work on the Line**

On June 1, Red Line Manager BJ Jones took the helm as team captain of Metro's new Red Line team and assumed responsibility for everything that happens on our oldest and busiest Metrorail line. Jones has scheduled informal "meet and greet" sessions in June and July at six stations on the Red Line to introduce herself to her customers and listen to their concerns. Red Line station kiosks feature a large, color poster featuring Jones' photograph, along with a phone number and e-mail address that customers can use to get in touch with her team. The Office of Customer Service has a dedicated phone line to handle calls specifically for the Red Line, and Red Line Customer Service Manager Bob Hester will lead the effort to respond immediately to customer inquiries about the Red Line. Jones, Hester and the Red Line team of approximately 500 employees, including janitors, train operators, station managers, mechanics and customer service representatives, will be responsible for all aspects of Red Line rail service from rail car reliability to station and train cleanliness.

The line management team concept grew out of our rail reorganization plan and the recommendations of the American Public Transportation Association peer review earlier this year. The review panel suggested appointing line managers who would be responsible for service from end to end as one way to improve rail reliability. We started with the Red Line as a pilot program because it has the highest ridership, suffered service reliability problems last year and is a stand-alone line. We plan to expand the program to the remaining rail lines by the end of the year. A manager for the Blue and Orange line is expected in late summer and a manager for the Green and Yellow line should be in place by late fall.

### **ATMs Installed in Metrorail Stations**

Metro and Chevy Chase Bank began installing automated teller machines (ATMs) Metrorail stations this month. By the end of summer, 25 rail stations on all five lines will have ATMs for customer use. Bethesda, Fort Totten, Greenbelt, Shady Grove and Friendship Heights stations were among the first to receive the Chevy Chase Bank ATMs in early June.

The Chevy Chase ATMs can be found in the unpaid area of the rail stations near the fare vending machines and will dispense cash in multiples of \$10s. The machines will be accessible to customers during regular Metrorail operating hours.

Chevy Chase Bank ATMs will be installed in the following Metrorail stations: Ballston-MU, Bethesda, Branch Ave, Capitol South, Columbia Heights, Crystal City, Eastern Market, Farragut West, Federal Triangle, Foggy Bottom-GWU, Fort Totten, Franconia-Springfield, Friendship Heights, Greenbelt, King Street, Largo Town Center, New Carrollton, Pentagon, Pentagon City, Rosslyn, Shady Grove, Silver Spring, Suitland, Smithsonian and Vienna/Fairfax-GMU.

### **Photographer William Wegman Dedicates Space-Themed Artwork at L'Enfant Plaza Station**

Photographer William Wegman joined an astronaut, and officials from the National Aeronautics and Space Administration (NASA), D.C. Commission on the Arts and Humanities and Metro at the L'Enfant Plaza Metrorail station yesterday (June 15) to dedicate two photomurals. The murals, *H-e-l-l-o* and *Space Set*, feature the artist's signature Weimaraners clad in replicas of NASA space suits. The circular-shaped art installations that appear high in the skies at L'Enfant Plaza station suggest that the dogs are peering through portholes of a spaceship. The 10-foot-in-diameter photomurals have been installed on the vaulted station walls near the 7th and D and 9th and D street entrances and is visible to customers from the platform for the Green and Yellow line trains. L'Enfant Plaza station was chosen as the site for *H-e-l-l-o* and *Space Set* because of its proximity to the National Air and Space Museum.

The D.C. Commission on the Arts and Humanities provided major funding of the mural with assistance from the NASA Art Program, which commissioned the photographs. Art in Transit developed a design

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concept suitable for large-scale public art and worked with Wegman and the D.C. Arts Commission to fabricate and install the murals, which are made of porcelain enamel, chosen in part for its durability.

Both NASA and the D.C. Arts Commission expressed their excitement of having Wegman's art displayed in a public space such as the Metro system where thousands of Washington-area residents and visitors are able to enjoy the artwork.

### **Metro Transit Police Department Honor Officers' Achievements**

From catching pickpockets and fare evaders to investigating suspicious items and recovering stolen property to conducting antiterrorism security sweeps and coordinating security for major special events in the National Capital Region, members of the Metro Transit Police Department (MTPD) play a significant role in Metro's commitment to providing clean, safe and reliable transportation.

On May 20, the department recognized individual officers for their contributions over the past year and presented the following awards during a ceremony at Metro headquarters: Medals of Valor, Meritorious Service Awards, Distinguished Service Awards, Special Police Officer of the Year, and Police Communications Specialists of the Year Award.

In addition, four members of the Philadelphia Police Department also received Medal of Valor awards. Officers Jeremy Gruninger, Michael Harvey, Lisa Heil and Neal Wilson were honored for arresting Walter O. Johnson in June 2001. A few days before his arrest in Philadelphia, Johnson shot and killed MTPD Officer Marlon Morales at the U Street Metrorail station, and stole his service gun. Johnson is serving a life in prison sentence.

Congratulations to the award winners:

#### **Medal of Valor**

Officer Raymond Bond, III

Officer Jeremy Gruninger (Philadelphia Police)

Officer Michael Harvey (Philadelphia Police)

Officer Lisa Heil (Philadelphia Police)

Officer Neal Wilson (Philadelphia Police)

#### **Distinguished Service**

Deputy Chief Timothy Gronau

Lieutenant Robert C. Melan

Sergeant Robert S. Kirkpatrick

Sergeant Derrick A. Wigglesworth

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Lieutenant Donna R. Tisdale  
Sergeant Mitchell W. Dowdy  
Sergeant Douglas S. Durham  
Sergeant Howard J. Holloway

Officer Kenneth L. Bauer  
Officer Linda J. Foxwell  
Officer Michael G. Minchak  
Officer Richard C. Ray

**Meritorious Service**

Captain Jeff P. Delinksi  
Captain Erhart M. Olson  
Sergeant Tommy J. Call  
Sergeant Warren J. Donald, III  
Sergeant Mitchell W. Dowdy  
Sergeant Sean M. Flinn  
Sergeant Gregory S. Hanna  
Sergeant Peter Sepulveda  
Detective Vernon L. Clayton  
Detective Gary A. Padgett  
Officer Benston J. Andrew  
Officer Raymond Bond, III  
Officer Ricardo N. Brockenborough  
Officer Henry W. Fearnow, Jr.  
Officer James J. Fistner  
Officer Arthur W. Flasher  
Officer Gregory H. Fox

Officer Darnell A. Hall, Sr.  
Officer Stanton M. Hamlin  
Officer Anthony J. Jones  
Officer Alonda F. Lewis  
Officer Paul F. Ludwig, IV  
Officer Russell L. McClung  
Officer Anthony Mendoza  
Officer Anthony M. Montgomery  
Officer Steven Morrison  
Officer Michael J. Pecoraro  
Officer William R. Potts  
Officer Terita G. Russell  
Officer Micah Y. Sam  
Officer Nicholas J. Smith  
Officer Steven L. Smith  
Officer Timothy Tubbs

**Communication Specialist of the Year**

Specialist Dahn Inman  
Specialist Pamela Briscoe

**Special Police Officer of the Year**

Special Police Officer Ned C. Wise

**Upcoming Events**

**June 17**

Metro LunchTalk Online, chat session at [metroopensdoors.com](http://metroopensdoors.com)., noon

**June 24**

Senior Leadership Team Meeting, 8:30 a.m.

**July 1**

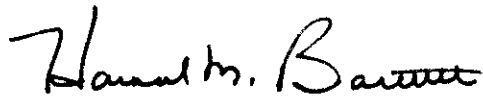
Metro LunchTalk Online, chat session at [metroopensdoors.com](http://metroopensdoors.com)., noon

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**July 6**  
COG CAO Committee Meeting, COG, noon

**July 15**  
Metro LunchTalk Online, chat session at [metroopensdoors.com](http://metroopensdoors.com)., noon  
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If you have any questions, please let me know. Thank you.

A handwritten signature in black ink that reads "Richard A. White". The signature is written in a cursive style with a large initial 'R' and 'W'.

Richard A. White  
General Manager and Chief Executive Officer