

July 21, 2005

MEMORANDUM FOR: Chairman and Members of the Board

SUBJECT: July Board Digest

Four Shutdowns Planned Between Now and Labor Day

Parts of the Orange and Red lines will be closed on four separate weekends for track maintenance projects this summer. The Vienna/Fairfax/GMU and Dunn Loring-Merrifield stations on the Orange Line will be closed the weekends of July 29-31 and August 12-14. The Red Line will be closed between Medical Center and Grosvenor-Strathmore stations from August 19-21, and the Takoma Metrorail station will be closed September 2-5 (Labor Day weekend). Free Metrobus shuttles will transport customers from the closed rail stations to the nearest station running service.

During the Orange Line shutdowns, we will replace the bearings on the aerial structure between Vienna and Dunn Loring, which requires elevating the pillars along a portion of the aerial structure, inserting new bearing pads beneath the pillars and lower in pillars onto the new bearings. Over the July 29-31 weekend, we also will conduct a switch modernization project at West Falls Church-VT/UVA station and trains will operate into the station using one track. Throughout the both shutdowns, Metrobus shuttle service will run between Vienna/Fairfax-GMU, Dunn Loring-Merrifield and West Falls Church-VT/UVA stations.

Similar group replacement work will take place on the Red Line from August 19-21 on the aerial structure between Grosvenor-Strathmore and Medical Center stations. During this time Red Line trains will operate in two sections between the Shady Grove and Grosvenor-Strathmore stations, and between the Glenmont and Medical Center stations. Metrobus shuttles will run between Grosvenor-Strathmore and Medical Center stations.

Over the Labor Day weekend, September 2-5, we will conduct a major switch replacement project outside the Takoma station, resulting in the closure of the station. Red Line service will operate between the Glenmont and Silver Spring stations, and between the Shady Grove and Fort Totten stations. Metro will provide free shuttle bus service between the Silver Spring and Fort Totten stations.

For all four scheduled shutdowns, Metro will implement a comprehensive communications campaign to educate customers and stakeholders about how these major track renovation projects will impact travel times. We will use the Web, e-mail, e-Alerts, brochures, station signage, train and station announcements, news media releases and the PIDs. In addition, volunteer Metro Information Persons will be deployed in affected stations to assist customers with their trips, direct customers them to the shuttle buses and answer questions.

Metro Security Raised Following London Terror Attack

Metro ramped up security immediately after learning about the series of subway and bus terrorist attacks during London's morning rush hour on July 7. Metro employees from throughout the Authority pulled together to secure our system as best we could and reassure our customers that we put safety and security first.

Metro Transit Police deployed its Special Response Teams and Explosive Ordnance Detection Teams throughout the system. Police officers armed with automatic weapons and canines trained to sniff for explosives checked buses, bus garages, trains, stations and rail yards. Federal, state and local police partners also offered assistance in patrolling buses, trains and stations in their jurisdictions. For example, Fairfax County police offered to patrol rail stations in the county, while U.S. Capitol Police stopped and boarded Metrobuses in the Capitol Hill vicinity. Any bus or service delays to customers due to security sweeps were kept to a minimum. MTPD received regular updates from the FBI Terrorism Task Force and the region's chiefs of police during the period of heightened security. In addition, MTPD has had conversations with local and federal law enforcement agencies to examine ways to leverage resources and sustain high levels of security after the threat level was lowered.

In addition to a strong police presence on Metro properties, employees throughout the Authority jumped into action, donning high-visibility vests

to make themselves easily identifiable to customers and fellow employees. Metrobus and Metrorail operators checked their trains and buses at the ends of the lines for bags or other items left behind, and kept their eyes and ears open for suspicious activities. Station managers also kept watch and custodians emptied the trash more frequently. All employees were reminded to secure doors that are supposed to remain locked, take their tools and other equipment with them, and report suspicious activities, unattended packages or unusual behaviors to the police.

Customers were also asked to take a share of the responsibility for their safety. Station and train announcements reminded them to remain vigilant and report suspicious behavior to the police or any Metro employee. The police assured customers that every report of a suspicious package would be taken seriously.

To reassure customers that Metro is focused on their safety, some 75 Metro managers, dispersed to rail stations throughout the system to hand out safety information during the evening rush hour on the day of the London attacks. These PACT2 members handed out cards that say, "See it? Say it!" The yellow business card-sized handout asks customers to report unusual behavior, unattended packages and anything that seems suspicious to a Metro employee. The flip side of the card encourages customers to visit our Web site to get information about emergency preparedness information, including emergency evacuation procedures and alternate routes.

DC Circulator Begins Service

The DC Circulator began bus service on July 10 on two routes—one from Union Station to Georgetown and the second from the Southwest Waterfront to the Washington Convention Center. The Circulator routes complement Metrobus and Metrorail service, and are designed to provide quick and inexpensive transportation to major tourist attractions and business centers. The east-west route travels between Union Station and Georgetown along K Street, while the north-south route connects the Southwest Waterfront with the convention center by way of the National Mall and Seventh Street. On July 13, I joined DC Mayor Anthony Williams, Congresswoman Eleanor Holmes Norton, DC Council Chair Linda Cropp, DC Council member Carol Schwartz, civic and business

leaders to celebrate the arrival of this new public transportation option for tourists and residents.

Metro helped to select the vehicles and the operator for the service, and will manage Circulator service. First Transit, Inc. will operate the DC Circulator. Funding for the Circulator comes from the District of Columbia and city business groups.

The Circulator bus features a colorful design and large windows. It seats 32 people, has low floors and three doors to facilitate boarding and exiting. The fleet consists of 29 vehicles-24 will be in service daily and five will be kept in reserve. The Circulator operates from 7 a.m. to 9 p.m., running every five to 10 minutes, and costs \$1 to ride. The Circulator accepts cash, SmarTrip, Metro transfers, and special Circulator passes and tickets. The DC Circulator is expected to carry 9,000 people a day.

Ridership Continues To Grow and June Ridership Sets Record

While June is typically a strong ridership month for Metrorail, more people took trips on Metrorail in June 2005 than any other in month in our 29-year history. June ridership totaled 18,556,046, helped by 18 days when rail ridership surpassed 700,000 trips. Weekday ridership averaged 734,582 last month. In addition, 13 June days reached the top-25 high-ridership list. June 30, the rail system carried nearly 764,000 trips-our fifth highest ridership day in history. The previous monthly all-time-high ridership month was April 2005, when customers made 17,863,153 trips.

For the entire fiscal year 2005 (July 1, 2004, through June 30, 2005), Metrorail carried 195,186,512 customer trips, a 2.7 percent increase, or more than five million more customers than in fiscal year 2004. Average weekday ridership in fiscal year 2005 was 668,002, compared to 652,578 in the previous year. This marks the ninth consecutive year of increased ridership for Metrorail.

Metrobus ridership is growing as well. In May (most current available) Metrobus carried approximately 13 million customers, a 3.8 percent increase from May 2004. Fiscal year to date, Metrobus carried 139.2 million trips, up 3.8 percent from the previous year.

Metro Carries Crowds To July 4 Baseball Game and Independence Day Celebrations

On July 4, Metrorail carried 540,875 customers—our highest Independence Day ridership since 2000 when ridership topped 582,000. This July 4 provided an additional challenge for Metro as it was the first time we had to take customers to and from both a Major League Baseball game and the National Mall for the concert and fireworks display. The favorable, sunny weather also contributed to high ridership. On the rail side, terminal stations saw heavy traffic early in the day, while Federal Triangle, L'Enfant Plaza, Metro Center, Union Station and Stadium-Armory hosted the day's largest crowds.

To accommodate the large crowds, Metro put 824 rail cars into service, including 10 eight-car trains. It followed the special Fourth of July service pattern and cleared the downtown area approximately two hours after the fireworks.

To alleviate some crowding at Stadium-Armory following the afternoon baseball game, 12 DC Circulator buses and three Metrobuses took 975 customers to Union Station from RFK Stadium. Metrobuses also shuttled customers from the National Mall to the Pentagon following the fireworks, and several dozen Metrobuses were used to block city streets from vehicular traffic.

Additional Metro Transit Police officers, station managers, street supervisors and other operations employees—along with a corps of volunteer Metro Information Persons—helped customers, including many tourists and first-time riders navigate the system throughout the busy Fourth of July holiday.

Rail Station Cooling System To Get Needed Upgrades

Metro will upgrade the cooling system in rail stations by replacing eight cooling towers, five chiller units and 40 station air-conditioning units over the next five years. Metro Matters funding to the tune of \$34 million will pay for the upgrades. The work to upgrade the cooling system has been pushed back in previous years because of a lack of funding. The station

cooling system was developed in the 1970s and the temperatures in stations were set to reflect energy conservation efforts.

SmarTrip Vending Machine Sales Grow

Transactions at WMATA's fare and SmarTrip vending machines reached a record high in June, with more than 540,000 transactions generating \$9.3 million in sales. This represents a 38 percent increase in number of transactions and 48 percent increase in value compared with June 2004. For fiscal year 2005 which ended June 30, SmarTrip vending machines tallied more than 5 million transactions for \$87 million in sales. Compared with fiscal year 2004, the number of SmarTrip transactions rose 42 percent and sales jumped 57 percent. In addition, the amount of currency collected in these machines is up 4 percent over last year.

Metrochek Sales Exceed Goal

Metrochek program sales in fiscal year 2005 reached a total of \$214.9 million, 22 percent above our net sales goal of \$175 million. The Metrochek program began in 1993 with sales of \$8.3 million. Today, nearly 229,000 employees from more than 4,300 private and federal employers participate in the program.

Financial Report Attains Award of Excellence

For the 18th year in a row, WMATA's Comprehensive Annual Financial Report (CAFR) has received the Certificate of Achievement for Excellence in Financial Reporting from the Government Finance Officers Association (GFOA). This certificate, recently awarded for WMATA's Fiscal Year 2004 CAFR, is the highest form of recognition in government accounting and financial reporting.

Metro, Fairfax County and Alexandria Participate in Emergency Drill

Metro held an emergency preparedness safety exercise with first responders from Alexandria and Fairfax County on Sunday, June 26, at the Huntington Metrorail station. The drill scenario involved a brake fire on a Metrorail train that caused the train to overrun the platform and strike a post. The mock "incident" resulted in fire, smoke and injuries.

Alexandria and Fairfax County sent approximately 50 fire and police personnel to participate in the drill. Representatives from Metro's departments of System Safety and Risk Protection and Operations were involved as well.

The exercise helped test the response and readiness of local fire departments and emergency responders. We regularly conduct drills with local first responders as part of our ongoing safety training and emergency preparedness efforts. A larger, multi-jurisdictional emergency drill will take place in the fall.

Four Recruits Graduate and Join the Metro Transit Police Department

Four new Metro Transit Police officers joined the ranks of the Metro Transit Police after taking the oath of office at their graduation ceremony on July 1.

Robert A. Acre, Stafford County, VA; Patrick O'Connell, Alexandria, VA; Rebecca J. Payne, Sterling, VA; and Petrina N. Wilson, Fort Washington, MD, made up Class 67. 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. MTPD officers learn the rules, regulations and laws governing the District of Columbia, Maryland and Virginia.

New Ads Reference Rising Gas Prices

Given the continuing rise in gas prices this summer, Metro initiated a campaign to encourage people to "vacation in your own backyard." The first element was radio traffic sponsorships, which began the last week in June and will continue through the end of August. The campaign will be extended soon with 40 exterior bus tails bearing the message: "A trip to the gas pump is no vacation." Since gas prices are not anticipated to drop any time soon, we are developing a second bus tail to replace the first in mid-September, after vacation season.

Metro Continues Customer Outreach With New Shopping Mall Program

To enhance public awareness and support of WMATA's services, the office of Project Communications has launched a community outreach

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program targeting area shopping malls that have direct Metrorail and/or Metrobus service. This program is an expansion of our current marketing program which promotes ridership through ad pieces: "Metro. Wherever You Go." The marketing and advertising campaign promotes off-peak ridership. The shopping mall outreach campaign began on Sunday, July 17, at the Springfield Mall followed by a second event on July 20 at the Ballston Common Mall. Additional dates are being confirmed for Maryland and District of Columbia malls.

Upcoming Events

July 28

House Committee on Government Reform hearing, Rayburn House Office Building, 10 a.m.

July 29

Management Leadership Team meeting, 8 a.m.

August 5

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

August 10

FTA Quarterly Review, 10 a.m.

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

Richard A. White
General Manager and Chief Executive Officer