



August 18, 2005

MEMORANDUM FOR: Chairman and Members of the Board

SUBJECT: August Board Digest

### **September Marks National Preparedness Month**

National Preparedness Month kicks off September 1 at Union Station with a public emergency preparedness fair and remarks by U.S. Department of Homeland Security Secretary Michael Chertoff. Metro Safety, Police and other officials will participate at the Union Station event, distributing information and answering questions about Metro system safety, alternate route planning, and planning for Metro emergencies. National Preparedness Month is a nationwide effort sponsored by the Department of Homeland Security and American Red Cross to encourage Americans to prepare for emergencies, including what to have in an emergency supply kit, what to do in various emergency scenarios, where to go, how to get there and how to contact family members.

Throughout the month, Metro will reach out to customers and employees about the importance of planning for emergencies. Department of System Safety and Risk Protection will offer safety seminars at the offices of regional employers, including the US Postal Service, about what to do in the event of an emergency on Metrorail. Safety and Transit Police representatives will host safety outreach sessions at various Metrorail stations every Tuesday and Thursday in September. Additional efforts include onboard train announcements featuring safety and transportation preparedness tips, and system advertisements from the National Capital Region Emergency Preparedness Campaign, and promotions of Metro's Alternate Route Planning Guide and emergency preparedness information available on our Web site. A detailed presentation will be made during the September 8 Policy and Legislative Committee meeting.

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### **Employees Get Lessons in Transit Security**

Metro employees repeatedly are asked to remain vigilant and report suspicious persons, packages and employees to bus and train operators, station managers and Metro Transit Police officers. Because of the responsibility all 10,000 employees have for securing our Metrobus and Metrorail system, WMATA offers a variety of resources—from videos and training classes to brochures and safety bulletins—to help employees recognize warning signs and indicators, and know how to respond in emergency situations. Of note are a 19-minute video on transit system security and a class on terrorism given by the Metro Transit Police Department (MTPD).

*Warning Signs*, a transit system security video created specifically for transit employees by the National Transit Institute, is available to all employees on WMATA's intranet site. Topics covered include observing, identifying and reporting suspicious activities and behaviors, how to determine whether items are unattended or suspicious, and how to respond to incidents. To date, more than 1,500 employees have viewed *Warning Signs* on the intranet.

*Warning Signs* has been incorporated into New Employee Orientation, and initial and refresher training for bus and train operators, and station managers. The Operations Training office will be offering the course System Security—Warning Signs, which shows the video, for all operations employees beginning on August 22. The class will be offered at all bus garages, the Carmen E. Turner Facility, and several rail yards and facilities.

MTPD is offering a class on Terrorist Activity Recognition and Reaction for employees on August 30. The course covers the role of Metro employees in safeguarding WMATA's facilities, employees and customers. The class emphasizes the fact that all Metro employees have a responsibility for system security while performing their primary job duties. The class also focuses on monitoring for out-of-the-ordinary activities and behavior, and identifying suspicious activities and objects.

In addition, the Safety, Operations Training, Transit Police and Organization Development departments are working with the National Transit Institute and GTA to develop WMATA-specific training for all employees. Also, staff is working to address system and facilities security issues with all contract employees, including elevator/escalator

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and paratransit contractors, tying security training into safety training courses.

### **Government Hearings To Focus on Transit Security**

Next month, transit security will be the focus of both a District of Columbia and federal government hearing. The July terrorist bombings in the London transit system have renewed an emphasis on the need to secure mass transit properties. On September 16, I, along with MTPD Chief Polly Hanson will discuss Metro's safety and security measures before the District of Columbia City Council's Committee on Public Works and the Environment. In addition, the Senate Committee on Homeland Security and Government Affairs intends to hold a hearing on transit security in September and that WMATA will be invited to testify. The date for this hearing has not yet been confirmed.

### **Premium Parking Charges for FedEx Field Events Take Effect**

Washington Redskins fans who park at Morgan Boulevard and Largo Town Center Metrorail stations and walk to FedEx Field will need \$25 of value on their SmarTrip cards to pay for parking and exit the Metro-operated lots following the games. The Redskins will play 10 games at FedEx Field between now and December 24. The majority of the games will be played on Sundays when parking in Metro lots is normally free. However, those who park at the two new Blue Line stations and do not ride the rail system will be charged the premium parking fee. Metrorail customers who park at Morgan Boulevard and Largo Town Center and ride the system on game days will be permitted to exit the lots for free. Their SmarTrip cards, which they can use for bus, rail and parking, will indicate whether they have ridden the system or just used the parking lot.

The new premium parking policy goes into effect tomorrow, August 19, when the Redskins play a preseason game against the Cincinnati Bengals. The \$25 fee is comparable to what the Redskins charge to park at FedEx Field. The parking fees collected by Metro at Morgan Boulevard and Largo Town Center will help offset costs for extra parking attendants, police and maintenance staff. Combined, the stations offer 2,800 parking spaces.

The Blue Line's Morgan Boulevard and Largo Town Center stations opened in December 2004 before the Redskins' final home game last

season. Both stations are close to FedEx Field, with Morgan Boulevard situated less than mile away. For that last Redskins home game, approximately 4,500 customers used the two stations to get to and from the game.

This year, Metro is encouraging Redskins fans to take the Blue Line to Morgan Boulevard and walk to FedEx Field. We will distribute a free "walking guide" brochure in stations and post it on the Web site. It will illustrate how to get from the station to the stadium. We will also have extra operations, parking and police staffing to assist customers. The Redskins also will continue shuttle service from the Landover Metrorail station to the stadium as long as there is a demand. As in the past, Metrobus will operate the shuttle on behalf of the Redskins and customers will pay \$5 to FedEx Field staff to ride the shuttle buses.

For those who choose to park at Morgan Boulevard and Largo Town Center, there will be take-one brochures and banners in the parking facilities about the \$25 parking fee and need to use SmarTrip for payment. On game days, Metro sales staff will sell \$30 SmarTrip cards by hand in the Morgan and Largo parking lots to alleviate crowding at the SmarTrip vending machines in the stations. The \$30 fee includes \$5 for the SmarTrip card itself and \$25 to cover the premium parking fee. Parking customer service representatives also will be on hand for the games to explain the fees and payment procedures.

#### **Four Mile Run Division Readies for CNG Buses**

The new Compressed Natural Gas (CNG) bus facility at the Four Mile Run Metrobus Division will open on Wednesday, September 7 with an official ribbon-cutting ceremony. The bus garage has been retrofitted to house 175 new CNG buses. The Four Mile Run bus facility is Metro's second CNG fueling and maintenance facility. The Bladensburg Metrobus Division currently maintains 164 CNG buses.

Metrobus needed to make revisions at Four Mile in order to meet local code compliance for CNG bus operations. The renovations include enhanced ventilation and heating; new generators for backup emergency power; upgrades and the addition of doors and walls to achieve more stringent fire ratings; installation of a methane detection and control system; and installation of an emergency lighting system.

### **Town Hall Meeting Set for September 13**

As part of our ongoing efforts to improve communications with our customers, we will hold our third Town Hall Meeting on September 13 at the Food and Drug Administration (FDA) Auditorium in College Park, MD. This meeting, our second in 2005, will give customers an opportunity to express their comments, concerns and ideas about Metro directly to the Board of Directors and Metro staff. The town hall meeting format provides an open forum for customers and is part of our ongoing efforts to engage customers in dialogue about a broad range of issues related to service, funding and long-term plans. Additionally, this format will enable us to articulate the unique challenges that face Metro and motivate our customers to advocacy.

As in the past, the meeting will be preceded by an Open House featuring exhibits on construction, ADA programs, funding issues, planned improvements in bus, rail, and escalator/elevator programs, and more. The open house will begin at 6 p.m. and the town hall program will start at 7 p.m.

Metro held its first Town Hall Meeting in November 2004. Its success spurred the initiative to hold three meetings in 2005, one in Virginia, Maryland and the District of Columbia. The D.C. meeting will take place in the fall.

### **Chevy Chase Bank Promotes ATMs in Metro**

Chevy Chase Bank will step up promotions and advertising in the Metro system as the installation of 36 Chevy Chase Bank automated teller machines (ATMs) at Metrorail stations wraps up this month. In addition to advertisements on buses, trains and in stations, Chevy Chase has wrapped five rail cars—one to travel on each Metrorail line. The bank also is planning an "ATM Day" on September 14, awarding prizes to lucky Metro customers and Chevy Chase ATM users. Chevy Chase Bank will unveil a new mascot who will travel to our Metro Center, Gallery Pl-Chinatown and Bethesda stations to give away prizes and distribute information about the bank and the ATMs.

### **Metro Employees Honor London Transit Workers**

On July 27, a delegation of Metro employees went to the British Embassy to present British Ambassador Sir David Manning with

messages of support for London transit workers. Following the July 7 bombings of three subway trains and a bus in London, and the attempted July 21 bombings, hundreds of Metro employees expressed their concerns, solidarity and good wishes with their counterparts across the Atlantic by signing a large Metro poster. Sir Manning assured Metro employees that London's transit workers will receive WMATA's messages of support.

### **Upcoming Events**

#### **August 19-21**

Red Line shutdown between the Medical Center and Grosvenor-Strathmore Metrorail stations for grout replacement project on the aerial structure between the two stations; free Metrobus shuttle service will operate between the two stations; 10 p.m. Friday, August 19, to 5 a.m. Monday, August 21

#### **September 2-5 (Labor Day weekend)**

Takoma Metrorail station closed for switch replacement project; free Metrobus shuttle service will operate between the Fort Totten and Silver Spring Metrorail stations; 10 p.m. Friday, September 2, to 5 a.m. Tuesday, September 5

#### **September 7**

CNG ribbon cutting ceremony at Four Mile Run Metrobus Division; 11 a.m.

#### **September 9**

Senior Leadership Team Meeting, JGB meeting room, 8:30 a.m.

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

#### **September 12**

FTA triennial site visit/entrance conference

#### **September 13**

Northern Virginia transit tour, Arlington, 11 a.m.

Town Hall Meeting and Open House, FDA Auditorium, 5100 Paint Branch Parkway, College Park, College Park-U of Md Metrorail station. Open House begins at 6 p.m. Town Hall begins at 7 p.m.

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**September 14**

COG Board Meeting, COG Board Room, noon

**September 16**

DC Council Committee on Public Works and the Environment hearing on WMATA security, John Wilson Building, 10 a.m.

**September 22**

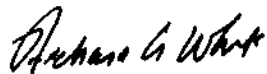
Hispanic Heritage Month celebration, JGB Board room, 1 p.m.

**September 25-28**

American Public Transportation Association Annual Meeting and 2005 Expo; Dallas, Texas

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



Richard A. White  
General Manager and Chief Executive Officer