



**Customer Services, Operations, and Safety Committee**

**Board Information Item IV-C**

**September 24, 2009**

**Metro Rehabilitation**

Washington Metropolitan Area Transit Authority  
**Board Action/Information Summary**

<input type="radio"/> Action <input checked="" type="radio"/> Information	MEAD Number:	Resolution: <input type="radio"/> Yes <input checked="" type="radio"/> No
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**TITLE:**

Rail Rehabilitation Presentation

**PURPOSE:**

To inform the Customer Service, Operations, and Safety Committee of upcoming scheduled projects that will affect customers.

**DESCRIPTION:**

Provides an overview of all Metro rehabilitation work that will impact customers impact for the next ninety days.

The information provides scheduled single tracking and, parking garage rehabilitation, Columbus Day work and other necessary projects.

The information also provides for customer notification plans.

**FUNDING IMPACT:**

This is an information item and each project has a previously approved budget.

**RECOMMENDATION:**

NA



**WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY**

# Rail Rehabilitation Presentation

Customer Service, Operations & Safety Committee

September 24, 2009



## PURPOSE

- To inform the Customer Service, Operations, and Safety Committee of upcoming scheduled projects that will affect customers.





# COLUMBUS DAY

- **Service Disruptions** – Friday, 9:30 PM on October 9<sup>th</sup> – Tuesday, 5 AM on October 13<sup>th</sup>
  - Waterfront-SEU and Archives-Navy Memorial-Penn Quarter stations CLOSED
  - No Green or Yellow line service at L'Enfant Plaza
- **What will be Accomplished**
  - Replacement of switches – These replacements were recommended by the NTSB and will provide the customers with fewer delays and a smoother ride.
  - Annual Yellow Line bridge inspection and maintenance
  - Track Fastener Maintenance & Replacement Work
  - Tunnel Lighting Repairs
- **Customer Outreach**
  - Press releases, local media outreach
  - Metro website
  - Customer service personnel (staff) will be placed the following stations: Gallery Place/Chinatown, L'Enfant Plaza, Navy Yard and Pentagon this includes staffing the platforms in addition to the entrances
  - Additional signage will be placed at Archives and Waterfront to direct customers to the nearest stations, which are only a few blocks away.
  - Take ones - Will be on hand in the stations and also provided to the customer service personnel for distribution.



## PROJECTS WITH CUSTOMER IMPACT REQUIRING TRACK OUTAGES

### Single Tracking Operations

- There will be several single tracking operations scheduled for the remainder of the year. This list is in the appendix.
- Customers will be notified through the Metro Website, Passenger Information Display System (PIDS), announcements in the system, and press releases.



## PROJECTS WITH CUSTOMER IMPACT

### **September – November, Addison Road Parking Garage**

- Completion of minor construction items in the garage may impact some parking spaces
- Customer Outreach: Signage, Metro website

### **Weekends in October, New Carrollton Parking Lots**

- Park-and-Ride and Kiss-and-Ride Lots will have minor detours for milling and paving work
- Customer Outreach: Signage, Metro Website

### **October - Metro Center Sales Office**

- Sales office demolition and reconstruction will limit access and may create some disruption of sales
- Customer Outreach: News release, signage, Metro Website



## PROJECTS WITH CUSTOMER IMPACT

### **October – December, West Falls Church Metrorail Station**

- North side bus bays will have pedestrian detours for canopy installation
- Customer Outreach: Signage, Metro Website

### **October – December, Elevator and Escalator Rehabilitation**

- Rehabilitation of Elevators and Escalators in the Metrorail system.
- Customer Outreach: Signage, Metro Website, PIDS, train announcements

### **October – June 2011, Franconia- Springfield Parking Garage**

- Major rehabilitation, as part of standard life cycle parking garage maintenance.
- Up to 5% of the parking spaces will be unavailable each day. Utilization rate is 94%.
- Customer Outreach: Signage, Metro Website, take-ones





# APPENDIX – SINGLE TRACKING OPERATIONS

Start	Finish	Line	Description
September 13	October 1	Orange	Trains sharing the track between Cheverly and New Carrollton from 9 pm to closing. Track fastener and stud replacements.
September 13	October 1	Blue	Trains sharing the track between Morgan Boulevard and Largo Town Center from 9 pm to closing. Track fastener and stud replacements.
September 13	October 1	Blue	Trains sharing the track between Foggy Bottom and Arlington Cemetery from 9 pm to closing. Track fastener and stud replacements.
September 14	December 31	Red	Trains sharing the track between Medical Center and Grosvenor from 9 pm to closing. Track fasteners and tunnel leak repairs.
September 25	September 28	Orange	Weekend single tracking. Trains sharing the track between Stadium Armory and Cheverly from 9 pm Friday to 4:30 am Monday. Railroad tie replacements and concrete repairs to aerial structures.
September 27	October 1	Orange	Trains sharing the track between Foggy Bottom and Arlington Cemetery from 9 pm to closing. Track fastener and stud replacements.
September 30	October 1	Yellow / Green	Trains sharing the track between Mount Vernon and Navy Yard from 9 pm to closing. Prep-work for L'Enfant switch and crossover replacements.
October 2	October 5	Orange	Weekend single tracking. Trains sharing the track between Stadium Armory and Cheverly from 9 pm Friday to 4:30 am Monday. Ending at 10 am on Sunday for the home football game. Railroad tie replacement and concrete repairs on aerial structures.
October 2	October 5	Red	Weekend single tracking. Trains sharing the track between Medical Center and Grosvenor from 9 pm Friday to 4:30 am Monday. Track fastener and stud replacements. Tunnel leak repairs.



# APPENDIX – SINGLE TRACKING OPERATIONS

Start	Finish	Line	Description
October 4	October 8	Yellow Green	Trains sharing the track between Mount Vernon and Navy Yard from 9 pm to closing. Prep-work for L'Enfant track switches and crossovers replacement.
October 4	October 29	Blue	Trains sharing the track between Foggy Bottom and Arlington Cemetery from 9 pm to closing. Track fastener and stud replacement.
October 5	December 31	Blue	Trains sharing the track between Stadium Armory to Addison Road from 9 pm to closing. Track vibration absorber pads replacement.
October 9	October 13	Yellow Blue	Weekend closure between Archives & Waterfront and Archives & Pentagon. No service to the upper level of L'Enfant Plaza Station. L'Enfant track switches and crossover replacements.
October 16	October 26	Orange	Weekend single tracking. Trains sharing the track between East Falls Church and Ballston from 9 pm Friday to 4:30 am Monday. Railroad tie replacements.
October 23	November 23	Red	Weekend single tracking. Trains sharing the track between Van Ness and Friendship Heights from 9 pm Friday to 4:30 am Monday. Track fastener and stud replacements. Tunnel leak repairs.
October 30	November 9	Orange	Weekend single tracking. Trains sharing the track between Stadium Armory and Cheverly from 9 pm Friday to 4:30 am Monday. Railroad tie replacements and concrete repairs to aerial structures.
November 13	November 23	Orange	Weekend single tracking. Trains sharing the track between East Falls Church and Ballston from 9 pm Friday to 4:30 am Monday. Railroad tie replacements.
December 4	December 14	Orange	Weekend single tracking. Trains sharing the track between Stadium Armory and Cheverly from 9 pm Friday to 4:30 am Monday. Railroad tie replacements and concrete repairs to aerial structures.