



**Customer Service, Operations and Security Committee**

**Action Item III-A**

**October 13, 2016**

**2017 Inauguration Special Service, Fares and Security**

Washington Metropolitan Area Transit Authority

## Board Action/Information Summary

☒ Action ☐ Information

MEAD Number:  
201784

Resolution:  
☒ Yes ☐ No

### TITLE:

2017 Inauguration Service, Fares and Security

### PRESENTATION SUMMARY:

Brief the Board on plans to accommodate travel on Inauguration Day, January 20, 2017, and seek Board approval of Inauguration Day special service, fares and security items.

### PURPOSE:

Seek Board approval for:

- One-hour early Metrorail opening; peak fares from 4 a.m. to 9 p.m.
- Regular “rider” rate charged at all Metro parking facilities
- Commemorative SmarTrip® with special pass product, sold in advance for \$10
- Option to “hand-sell” remaining commemorative cards on Inauguration Day for \$14.50
- Waiver of \$2 new card fee for one-day rail passes sold via “hand sales” on Inauguration Day
- Recognition of external law enforcement volunteers as agents of WMATA

### DESCRIPTION:

Staff has developed service, fare and security plans to accommodate the high volume of travel on Inauguration Day, ease overcrowding to the extent possible, speed access into the system through parking lots and rail stations, and improve customer convenience with simplified ticketing.

### Key Highlights:

It is important that the Board take action now so that event planners and attendees can be advised of Metro’s service, fare and security plans for Inauguration Day.

### Background and History:

On January 20, 2009, Barack Obama was sworn in as the 44<sup>th</sup> President of the United States. Due to the historic nature of the election of the first African-American President, the events drew remarkably large crowds, culminating with an estimated 1.8 million people gathering on the National Mall and along the Inaugural parade route – the largest event in the history of the District of Columbia. In 2009, Metro safely moved 1.5 million customers on Inauguration Day, including 1.1 million on Metrorail.

In 2013, the Presidential Inauguration and Inaugural Parade took place on Monday, January 21 – the Martin Luther King, Jr holiday. Metrorail carried more than 730,000 riders that day.

Metro operated under the following service and fare plans in 2013:

- Extended rail system operating hours from 4 a.m. – 2 a.m.
- Peak service/fares until 9 p.m.
- Provided weekday bus service levels
- Normal parking fees charged on a federal holiday
- Commemorative fare cards sold with one-day rail pass and bus flash pass (\$14 for paper; \$15 for SmarTrip®)

Metro staff estimates that we spent approximately \$2 million to \$2.4 million supporting the 2013 Inauguration. This included extra bus and rail operations, marketing and signage, additional customer service staff, and additional security expense (MTPD, as well as outside police brought in for additional support). We were reimbursed approximately \$700,000 for security costs through the Department of Homeland Security/Federal Emergency Management Agency (DHS/FEMA). No reimbursement for other costs.

### **Discussion:**

This coming year, the public swearing in of the President and the Inaugural Parade will take place on Friday, January 20, 2017.

Led by representatives from the Metro Transit Police Department and the Office of External Relations, WMATA is participating on Presidential Inaugural Committees (PICs) convened by the local jurisdictions and the U.S. Secret Service.

The U.S. Secret Service PIC involves many agencies, including the Federal Bureau of Investigation (FBI), Federal Emergency Management Agency (FEMA), U.S. Department of Homeland Security (DHS), D.C. Homeland Security and Emergency Management Agency (HSEMA), D.C. Fire and EMS, Metropolitan Police Department, U.S. Coast Guard, Joint Force Headquarters- National Capitol Region, U.S. Park Police, U.S. Capitol Police, D.C. National Guard, U.S. Attorney's Office, U.S. Department of Defense, National Parks Service (NPS) and Joint Congressional Committee on Inaugural Ceremonies (JCCIC).

WMATA representatives are on the following PIC Subcommittees: Crowd Management, Fire Life Safety, Public Affairs, Transportation, and Intelligence and Counter Terrorism.

In addition, WMATA has organized an internal PIC, with representatives from the following Offices: Safety, Metro Transit Police Department, Rail Transportation, Bus Transportation, Bus Planning, MetroAccess, Management and Budget Services, Treasury, Fare Collection, AFC Maintenance, AFC Engineering, Elevator/Escalator, Parking, Long Range Planning, Media Relations, External Relations, Bus Maintenance, Plant Maintenance, Automatic Train Control Maintenance, Car Maintenance, Communications, Traction Power, and Track/Structures.

To develop WMATA's 2017 Inauguration Plan, staff reviewed previous Inauguration service, fare and security plans, considered recent experiences and lessons learned, and continue to coordinate with local jurisdictions and event planners.

While many details about Inauguration Week activities, including the Swearing-In and Inaugural Parade, will not be decided until after the Presidential Election on November 8, 2016, it is important that Metro take action now to finalize our service and fare plans and provide advance notice to organizers.

Therefore, staff proposes the following for the 2017 Inauguration:

- Open Metrorail one hour early, at 4 a.m., and close the system at midnight.
- Operate peak Metrorail service level from 4 a.m. to 9 p.m., with peak fares charged from opening until 9 p.m.
- Suspend SafeTrack maintenance work during Inauguration Week, January 14-22.
- Operate regular weekday Metrobus service levels, except for certain downtown zones that may be closed to traffic. Regular bus fares collected.

On Inauguration Day, staff proposes charging the "rider" parking rate at all lots. Currently, a higher, "nonrider" parking fee is charged at New Carrollton, Twinbrook and White Flint stations for customers using credit cards or departing more than two hours after exiting the Metro system. The one-day adjustment would help to accommodate the large number of visitors expected on Inauguration Day, many of whom may not have considered parking when they loaded money on their SmarTrip® cards.

Staff also proposes selling a special commemorative SmarTrip® card, via online or bulk order advanced purchase, for a price of \$10. The commemorative card would be pre-loaded with a special one-day pass for unlimited travel on Metrorail and Metrobus, good only on January 20, 2017. The commemorative card will function as a traditional SmarTrip® card and can be loaded with additional fare value or pass products for use either before or after the Inauguration.

If additional stock remains on Inauguration Day, staff will have the option to hand-sell the commemorative cards, loaded with the special Inauguration Day rail and bus pass, on the day of the Inauguration at a cost of \$14.50.

Finally, staff recommends waiving the \$2 "new card" fee on Inauguration Day for hand sales of our \$14.50 one-day rail pass. This would make the hand-sale option price competitive with vending machines at end-of-line stations, allowing us to further reduce lines by distributing crowds between the two options.

### **MTPD Security Measures**

The Metro Transit Police Department (MTPD) is collaborating with law enforcement agencies, led by the United States Secret Service, to devise an overall security strategy for the National Capital Region. Throughout the planning process and Inauguration Day events, the primary mission of the MTPD will continue to be the safety and security of riders, WMATA employees, revenue and facilities.

Because of increased ridership and national security interests, the MTPD has requested

assistance from law enforcement agencies, both regional partners and transportation partners throughout the United States, to assist with security in the Metro system. MTPD will be all-hands-on-deck for the events, and we are requesting in excess of 150 additional sworn police officers to augment our force. In addition, the Transportation Security Administration (TSA) has agreed to provide a contingent of Visible Individual Prevention and Response (VIPR) teams to assist with rail system security. All supplementary officers will undergo a process of credentialing, system safety training, and swearing-in by the United States Marshals Service.

MTPD requests that the Board recognize these volunteers from the external law enforcement agencies as agents of WMATA under Section 80 of the WMATA Compact and that the Indemnification Policy, as amended, shall apply to these volunteers.

MTPD applied for, and was awarded a Department of Homeland Security (DHS) grant of just over \$250,000 specifically for the Inauguration. It is anticipated that the majority of the funds will be utilized for more than 300 hours of overtime. Neither grant funding, nor WMATA operational funds will be available to cover travel expenses for visiting officers.

Over the next several weeks, more detailed plans will be identified and communicated to our riders and employees regarding event security measures. Some tactics, such as the creation of a hardened security perimeter surrounding the U.S. Capitol, the Lincoln Memorial, the White House, and the Inaugural Parade Route, will necessitate the closing of rail stations within the perimeter for certain events. The MTPD will work hand-in-hand with all WMATA business partners to ensure that both operational and security objectives are addressed for the event.

## **FUNDING IMPACT:**

The funding impact will be determined after Inauguration Day, based on ridership and reimbursements from the event organizers. So far, MTPD has received a \$250,000 grant from Department of Homeland Security (DHS).	
In reviewing previous Inauguration Day costs, Metro staff estimates that we spent approximately \$2 million to \$2.4 million supporting the 2013 Inauguration. We were reimbursed approximately \$700,000 for security costs through the DHS/Federal Emergency Management Agency (DHS/FEMA). No reimbursement were received for other costs.	
Project Manager:	Lynn Bowersox
Project Department/Office:	Customer Service, Communications and Marketing

## **TIMELINE:**

<b>Previous Actions</b>	January 21, 2013 -- Inauguration Day (coinciding with MLK federal holiday)
<b>Anticipated actions after presentation</b>	January 20, 2017 -- Inauguration Day

## **RECOMMENDATION:**

Board authorization of the following 2017 Inauguration fare, service and security items:

- One-hour early Metrorail opening; peak fares from 4 a.m. to 9 p.m.
- Regular “rider” rate charged at all Metro parking facilities
- Commemorative SmarTrip® with special pass product, sold in advance for \$10
- Option to "hand-sell" remaining commemorative cards on Inauguration Day for \$14.50
- Waiver of \$2 new card fee for one-day rail passes sold via "hand sales" on Inauguration Day
- Recognition of external police volunteers as agents of WMATA



Washington Metropolitan Area Transit Authority

# 2017 Inauguration Day Service and Fare Plan

Customer Service, Operations and Security Committee  
October 13, 2016



## Purpose



Board approval of  
Inauguration Day  
special service, fare  
and security items to  
be implemented on  
January 20, 2017





## 2013 Inauguration

In 2013:

- Inauguration Day coincided with a holiday, MLK Day
- Peak service/fares until 9 p.m.
- Parking fees collected
- Commemorative fare cards sold with one-day pass and bus flash pass (\$14 for paper; \$15 for SmarTrip)



# 2017 Inauguration Planning

## External coordination:

- U.S. Secret Service
- FBI
- FEMA
- DHS
- D.C. HSEMA
- D.C. Fire and EMS
- Metropolitan Police
- U.S. Park Police
- U.S. Capitol Police
- National Parks Service
- Joint Congressional Committee on Inaugural Ceremonies (JCCIC)
- DDOT, VDOT, MDOT

## Internal coordination:

- Safety
- MTPD
- Rail, Bus Transportation
- Fare Collection
- Parking
- Elevator/Escalator
- Bus and Railcar Maintenance
- Plant Maintenance
- Power
- Communication
- Track and Structures
- Media Relations
- External Relations
- Budget



# 2017 Metrorail Service Plan

- Operate 4 a.m. – midnight
  - One hour early opening
- Peak service: 4 a.m. to 9 p.m.
- Peak fares charged: 4 a.m. to 9 p.m.





# 2017 Metrobus Service Plan

- Operate regular weekday schedule
- Adjust routes to accommodate road closures near the National Mall





# 2017 Commemorative SmarTrip Card

- Pre-loaded with a one-day pass for unlimited Metrorail and Metrobus travel, good only on Inauguration Day
  - Additional fares/passes can be loaded for travel before or after Inauguration Day
- Sold in advance for discounted price of \$10
  - Available via online or bulk ordering
- Remaining cards sold on Inauguration Day via “hand sales” for \$14.50





# 2017 MTPD Security Strategies

- Regional law enforcement collaboration
- United States Secret Service lead agency
- MTPD supplemented by 150+ officers
  - Transit police agencies
  - Local jurisdictions
  - Sworn by US Marshals







# 2017 MTPD Security Planning

- MTPD mission remains: Protection of riders, employees, facilities and revenue
- MTPD all-hands-on-deck



- Department of Homeland Security grant awarded \$250,000 for MTPD overtime



## Recommendation

Board approval of Inauguration Day 2017 special service, fares and security items:

- Open the Metrorail system at 4 a.m.; charge peak fares from 4 a.m. – 9 p.m.
- Regular “rider” parking rates charged
- Advance sale of commemorative SmarTrip for \$10
- Option to “hand-sell” remaining cards for \$14.50
- Waiver of \$2 SmarTrip card fee for one-day passes sold via “hand sales” on Inauguration Day
- Recognition of external police volunteers as agents of WMATA



SUBJECT: ESTABLISHMENT OF FARES, SERVICE LEVELS, AND FARE PRODUCTS FOR INAUGURATION DAY 2017

RESOLUTION  
OF THE  
BOARD OF DIRECTORS  
OF THE  
WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY

WHEREAS, The public swearing-in of the new President and the Inaugural Parade will take place on Friday, January 20, 2017; and

WHEREAS, While many details concerning inauguration week activities will not be decided until after the election, it is important that Metro act now to finalize its service and fare plans and provide advance notice to inauguration organizers and attendees; and

WHEREAS, Metro staff have reviewed previous inauguration service and fare plans, considered recent experiences and lessons learned, and coordinated with local jurisdictions and event planners; and

WHEREAS, The General Manager/Chief Executive Officer (GM/CEO) has determined that SafeTrack maintenance and rebuilding efforts will be suspended during inauguration week (January 14-22, 2017), in order to minimize impacts on visitors and inauguration attendees; and

WHEREAS, Metro staff will be present on the morning of Inauguration Day at key Metrorail stations that are expected to have a high volume of customers and will offer "hand sales" of certain fare products in order to supplement the existing fare vending machines and help move passengers through the stations; and

WHEREAS, In Resolution 2012-28, the Board of Directors adopted a section in the Washington Metropolitan Area Transit Authority (WMATA) Tariff to address fares and service levels on Inauguration Day; and

WHEREAS, Staff recommends additional changes that require Board of Directors approval in order to accommodate the high volume of travel on Inauguration Day 2017, ease overcrowding, speed access into the system through parking lots and rail stations, and improve customer convenience; now, therefore be it

**RESOLVED**, That Metrorail shall open one hour early on January 20, 2017, beginning service at 4:00 a.m.; and be it further

*RESOLVED*, That the GM/CEO shall determine if additional changes to Metrorail service are necessary in order to accommodate expected crowds at inauguration week activities, and shall implement such service changes as required; and be it further

*RESOLVED*, That Metro shall waive the higher "non-rider" parking fee currently charged at New Carrollton, Twinbrook and White Flint stations to customers using credit cards or departing more than two hours after exiting the Metro system; and be it further

*RESOLVED*, That Metro shall offer customers, via online or bulk order advanced purchase, a commemorative Inauguration 2017 SmarTrip® card pre-loaded with a special one-day pass for unlimited travel on Metrorail and Metrobus good only on January 20, 2017, and that the total price for this special commemorative card and pass shall be sold at a discounted price of \$10.00, inclusive of the normal \$2.00 fee for a new SmarTrip®; and be it further

*RESOLVED*, That on Inauguration Day only, Metro shall waive the normal \$2.00 fee associated with purchasing a new SmarTrip® card for all one-day unlimited rail only passes purchased directly from Metro staff via "hand sales" in the Metrorail stations; and be it further

*RESOLVED*, That staff shall have the option of hand-selling the commemorative cards on the day of the inauguration at a cost of \$14.50 which shall be loaded with the special Inauguration Day rail and bus pass which shall be good only on January 20, 2017; and be it finally

*RESOLVED*, That this Resolution shall be effective 30 days after adoption in accordance with § 8(b) of the WMATA Compact.

Reviewed as to form and legal sufficiency,

  
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Patricia Y. Lee  
General Counsel

WMATA File Structure Nos.:

6.6.6 Tariff (WMATA Fare Structure)

9.12.9 Bus Special Service and Events

20.6 Rail Special Service and Events

SUBJECT: INAUGURAL SECURITY AID AND ASSISTANCE

RESOLUTION  
OF THE  
BOARD OF DIRECTORS  
OF THE  
WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY

WHEREAS, Every four years, the Inauguration of the President of the United States occurs in the District of Columbia, which results in a large influx of visitors to the District of Columbia; and

WHEREAS, The Washington Metropolitan Area Transit Authority (WMATA) experiences an extraordinary increase in ridership throughout the Metro transit system during inaugural events; and

WHEREAS, The Metro Transit Police Department (MTPD) provides security, emergency management, crowd control and support of Metro operations throughout the transit system during these inaugural activities; and

WHEREAS, MTPD has requested volunteer aid and assistance from external law enforcement agencies for the 2017 Inauguration Day; and

WHEREAS, MTPD will need aid and assistance from external law enforcement agencies during future inaugural events; now, therefore be it

*RESOLVED*, That the General Manager/Chief Executive Officer (GM/CEO), or designee, is authorized to accept volunteers from external law enforcement agencies to aid MTPD during the 2017 inaugural events in matters of security and crowd control; and be it further

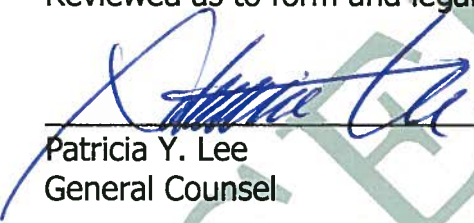
*RESOLVED*, That the GM/CEO, or designee, is authorized to accept volunteers from external law enforcement agencies to aid MTPD during future inaugural events in matters of security and crowd control, with notice given to the Board of Directors in advance of the volunteers' activities; and be it further

*RESOLVED*, That the volunteer participants from the external law enforcement agencies for the 2017 inaugural events, as well as any and all volunteers from external law enforcement agencies for any future inaugural events, will be considered agents of WMATA within the meaning of Section 80 of the WMATA Compact; and be it further

*RESOLVED*, That the provisions of the Indemnification Policy, as amended, shall apply to any and all volunteers from external law enforcement agencies for the 2017 inaugural events as well as to any and all such volunteers for any future inaugural events; and be it finally

*RESOLVED*, That this Resolution shall be effective 30 days after adoption in accordance with § 8(b) of the WMATA Compact.

Reviewed as to form and legal sufficiency,



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Patricia Y. Lee  
General Counsel

WMATA File Structure No.:  
23.7.1 Security and Police Cooperation Agreements