

Customer Service, Operations and Safety Committee



# Preparation for

# 2005/2006

# Winter Season

Department of Operations



October 20, 2004

# Purpose

- Update the Board on Rail and Bus snow preparation for the 2005/2006 winter season



# Communications Winter Readiness

- Regional coordination takes place through conference calls and RICCS and SEAS reporting systems
- Communication improvements are in place to inform the public about Winter Operations before and during weather emergencies.
  - Media outreach to customers
  - E-Alerts, WMATA Web site
  - Take One brochures, Car/Bus cards
  - Customer Information Call Center
  - System announcements



# Metro Rail Winter Readiness

- Improved snow fighting techniques
  - Snow hardening of traction motors to reduce electrical failures due to snow ingestion
  - Cars with hardened motors used for revenue de-icer trains scheduled on base blocks to operate throughout the day.
  - Additional de-icing equipment on prime movers to minimize 3<sup>rd</sup> rail icing.
  - Door threshold cleaning in yards and at terminals
- Snow removal contracts, including those for parking areas, are in place
- Salt domes and snow removal chemicals are on-hand
- With snow accumulation of 8 – 12 inches, limit or discontinue service, up to termination of above-ground service.



# Metrobus Winter Readiness

- The bus fleet undergoes winter preparation maintenance before November 1<sup>st</sup>.
- Winter materials and equipment are purchased and readied before the onset of winter weather
- When the temperature drops below 25 degrees, engines are idled every two hours to ensure proper operation
- Normal bus operations continue as long as conditions permit
- Bus lots and facilities are de-iced and cleared throughout the storm
- Service may be detoured or curtailed if conditions deteriorate
- As the storm subsides and roads are cleared, normal service resumes as soon as possible

