



Finance, Administration and Oversight Committee

Action Item VII-C

November 5, 2009

**Proposed Restructuring of Metrobus
Route Q2 Veirs Mill Road Line**

Washington Metropolitan Area Transit Authority
Board Action/Information Summary

| | | |
|---|------------------------|--|
| <input checked="" type="radio"/> Action <input type="radio"/> Information | MEAD Number: 100536 | Resolution: <input checked="" type="radio"/> Yes <input type="radio"/> No |
|---|------------------------|--|

TITLE:

Route Q2 Veirs Mill Road Line Restructuring

PURPOSE:

To request Board approval of the staff report and recommendations on the proposed restructuring of regional Metrobus Route Q2 Veirs Mill Road Line.

DESCRIPTION:

Metro, in partnership with Montgomery County and the Maryland Department of Transportation, has been studying ways of improving transit service in the Veirs Mill Road Corridor. Current Q2 line service runs from the Silver Spring Metrorail station to the Shady Grove Metrorail station.

The Q2 line is one of the highest ridership Metrobus lines in the Washington metropolitan area with 10,200 daily riders. The line connects some of Montgomery County's highest density residential and commercial neighborhoods including the central business districts of Silver Spring, Wheaton, and Rockville; and the Metrorail stations at Silver Spring, Forest Glen, Wheaton, Rockville, and Shady Grove. However, because of its popularity and heavy traffic along its route, the line suffers from frequent overcrowding and poor schedule adherence.

Following extensive public involvement, the study has developed many short-term and long-term recommendations for improvements to service, operations, stops and facilities, customer information, safety and security, traffic operations and management, vehicles and vehicle assignments, and fare collection. The recommended changes to routes and service, which were the main subject of public hearings, are described below:

- Split current Q2 route into two routes: Route Q4 will provide service between Rockville and Silver Spring; and Route Q6 will provide service between Shady Grove and Wheaton.
- Routes Q4 and Q6 will provide overlapping service along Veirs Mill Road, between Wheaton and Rockville Metrorail Stations and will

operate as the all-day, base service.

- Service levels will focus on improved frequencies along the higher-demand Veirs Mill Road segment (Rockville to Wheaton) with 7.5-minute peak service and 15-minute off-peak service. Service will provide wider headways along the lower-demand Rockville Pike segment (Shady Grove to Rockville) and the well-served Georgia Avenue segment (Wheaton to Silver Spring) with 15-minute peak service and 30-minute off-peak service.

Metro staff will also:

- Explore a fare transfer mechanism for transfer between Metrorail at Wheaton and the new Q6 route which will mitigate the increased rail fare for travelers who would otherwise use the bus between Wheaton and Silver Spring.
- Work with Montgomery County to initiate a traffic engineering study to address: (1) modified approaches at Shady Grove, Rockville, and Wheaton Metrorail Stations; (2) construction of queue jumpers at six major intersections along the corridor; (3) implementation of a traffic signal priority system along the corridor; and (4) introduction of a bus-only lane along Georgia Avenue in Silver Spring.

FUNDING IMPACT:

Budget: **Operating Budget, Fiscal 2010**

Office: **Bus Planning (BPLN)**

This Action: **(\$125,000)**

Remarks: **This item is recommended as part of the Regional Metrobus Priority Corridor Network Program.**

| Item | FY 2010 (6 mo) | FY 2011 (12 mo) | FY 2012 (12 mo) |
|--|-----------------|-----------------|-----------------|
| | Jan 10 - Jun 10 | Jul 10 - Jun 11 | Jul 11 - Jun 12 |
| Cost (Savings) to Convert Q2 to Q4 and Q6 | (\$135,000) | (\$261,900) | (\$254,043) |
| Revenue from Ridership Increase | (\$30,000) | (\$60,000) | (\$61,800) |

| | | | |
|--|-------------|-------------|-------------|
| Net Cost (Savings) | (\$165,000) | (\$321,900) | (\$315,843) |
| Cost for one (1) Service Operations Manager | \$40,000 | \$80,000 | \$82,400 |
| Total Net Cost (Savings) | (\$125,000) | (\$241,900) | (\$233,443) |

DC (\$53,700)

Montgomery County (\$18,700)

Prince George`s County (\$20,700)

MD (\$39,400)

City of Alexandria (\$6,400)

Arlington County (\$9,800)

City of Fairfax (\$200)

Fairfax County (\$15,100)

City of Falls Church (\$500)

VA (\$32,000)

TOTAL (\$125,000)

Cost of one (1) Service Operations Manager (SOM) is incorporated into totals above.

If approved by the Board, the changes to the Q2 Line would be implemented in December 2009.

RECOMMENDATION:

Approve the staff report and recommendation to implement the proposed restructuring of regional Metrobus Route Q2 - Veirs Mill Road Line described in Docket No. B09-5, effective December 27, 2009.

Amend the FY2010 Budget to add one Service Operations Manager (SOM) at a six-month cost of \$40,000.

Amend the FY2010 operating budget to reduce expenditures and the jurisdictional contribution by \$125,000.



WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY

Proposed Restructuring of Metrobus Route Q2 Veirs Mill Road Line

Finance, Administration and Oversight Committee

November 5, 2009



PURPOSE

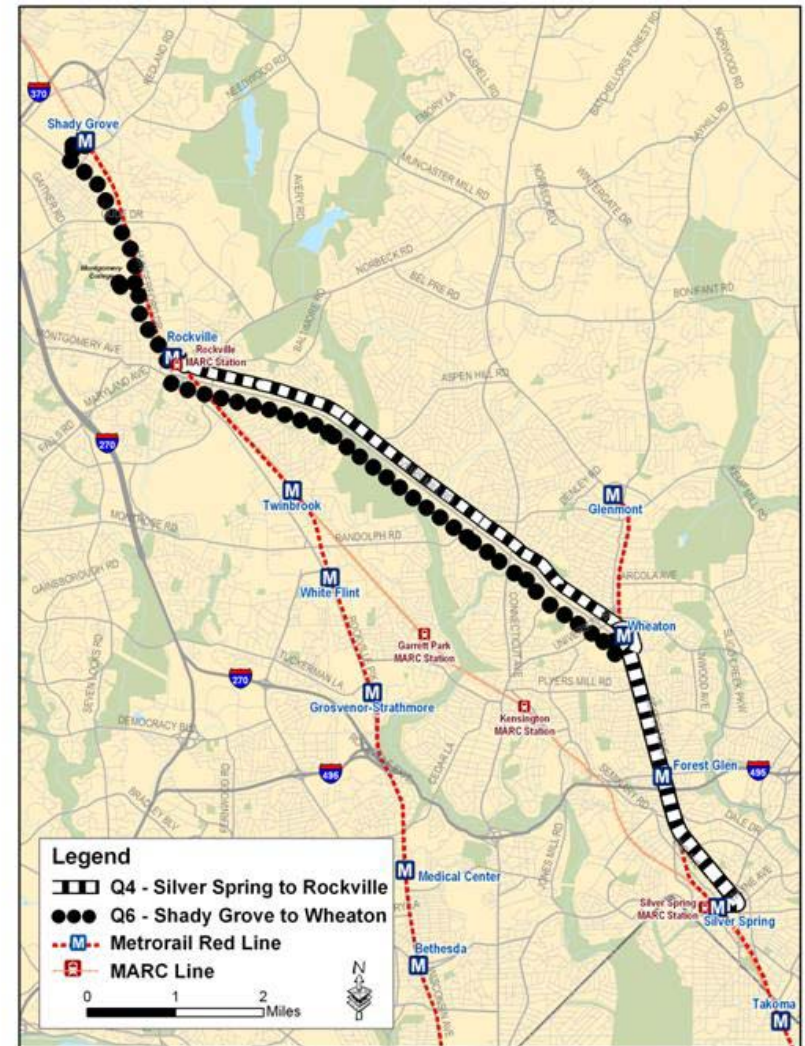
Request Board approval of staff report and recommendations on proposed restructuring of regional Metrobus Route Q2 Veirs Mill Road Line.





RECOMMENDED SERVICE IMPROVEMENTS

- Split route into two overlapping routes to operate at normal service hours:
 - Q4 – Rockville to Silver Spring (called Q2B in public hearing materials)
 - Q6 – Shady Grove to Wheaton (called Q2A in public hearing materials)
- Both routes serve Veirs Mill Road between Rockville and Wheaton
- Service would coordinate with:
 - Ride-On routes 45, 46, 55, and 59 between Rockville and Shady Grove
 - Metrobus routes Y5, Y7, Y8, and Y9 between Wheaton and Silver Spring
- Q9 limited-stop overlay service may be added at a future time





PRIORITY CORRIDOR NETWORK ELEMENTS

| Element | Action |
|---|---|
| Service type, frequency, span of coverage | Provide Metrobus Local Service as per service plan |
| Service personnel and operations strategies | Assign one dedicated supervisor to the Line; initiate enhanced supervisor training |
| Customer information systems/strategies | Promote new service plan in English and Spanish; distribute materials online and throughout corridor |
| Vehicle design, features and amenities | Assign red buses to the Line |
| Fare payment strategy | Promote SmarTrip® use; explore mechanism to mitigate fare increase for transfer between bus and rail at Wheaton |
| Safety, security, and incident response | Enforce parking restrictions along Georgia Avenue |
| Bus stops and customer facilities | Reduce number of bus stops/remove redundant bus stops, resulting in decreased running times |
| Traffic operations and management strategies | Initiate study to analyze queue jumps, bus lanes, bus bay assignments, signal priority, and station approaches |
| Local commitment | Incorporate assistance of Montgomery County DOT* and Maryland DOT* in implementation of recommendations |

*DOT = Department of Transportation



PERFORMANCE MEASURES

| Bus Productivity Measure | June 2009 Productivity | June 2011 Goal |
|---------------------------------|-------------------------------|-----------------------|
| Daily passengers | 10,200 | 10,400 |
| Passengers per trip | 53 | 54 |
| Cost recovery | 36.5% | 36.5% |
| Operating speed | 14.4 mph | +5% savings |



PUBLIC HEARING FEEDBACK

- Public hearing on October 13, 2009
 - Five persons attended
 - Two persons testified
 - One person submitted written testimony
- After reviewing public hearing testimony, staff recommends:
 - Implementing restructuring plan as proposed in docket No. B09-5
 - Adding an additional Service Operations Manager to oversee the recommended routes to ensure service reliability



FINANCIAL IMPACTS

| Item | FY 2010 (6 mo) Jan 2010 – Jun 2010 | FY 2011 (12 mo) Jul 2010 – Jun 2011 |
|--|---------------------------------------|--|
| Cost (Savings) to Convert Q2 to Q4 and Q6 | (\$135,000) | (\$261,900) |
| Revenue from Ridership Increase | <u>(\$30,000)</u> | <u>(\$60,000)</u> |
| Net Cost (Savings) | (\$165,000) | (\$321,900) |
| Cost for one (1) Service Operations Manager | <u>\$40,000</u> | <u>\$80,000</u> |
| Total Net Cost (Savings) | (\$125,000) | (\$241,900) |

- The impact of the recommendation is to reduce total costs.
- No additional peak period buses will be required.
- The cost to provide an additional Service Operations Manager will be allocated based on the Regional Bus Formula.



RECOMMENDATION

- Approve the staff report and recommendation to implement the proposed restructuring of regional Metrobus Route Q2 – Veirs Mill Road Line described in Docket No. B09-5, for implementation on December 27, 2009.
- Amend the FY2010 Budget to add one Service Operations Manager (SOM) at a six-month cost of \$40,000.
- Amend the FY2010 operating budget to reduce expenditures and the jurisdictional contribution by \$125,000.



APPENDIX – FUNDING IMPACT BY JURISDICTION

Cost of one Service Operations Manager is incorporated into chart at right.

| SOM Cost Allocation | FY10 Impact |
|---------------------|-----------------|
| DC | \$17,100 |
| MD | \$12,700 |
| VA | \$10,200 |
| TOTAL | \$40,000 |

| Net Subsidy Change by Jurisdiction | FY10 Impact |
|------------------------------------|--------------------|
| DC | (\$53,700) |
| Montgomery County | (\$18,700) |
| Prince George's County | (\$20,700) |
| MD | (\$39,400) |
| City of Alexandria | (\$6,400) |
| Arlington County | (\$9,800) |
| City of Fairfax | (\$200) |
| Fairfax County | (\$15,100) |
| City of Falls Church | (\$500) |
| VA | (\$32,000) |
| TOTAL | (\$125,000) |

SUBJECT: REQUEST BOARD APPROVAL OF THE STAFF REPORT AND RECOMMENDATIONS ON THE PROPOSED RESTRUCTURING OF REGIONAL METROBUS ROUTE Q2 IN MONTGOMERY COUNTY

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

WHEREAS, The Q2 Line is one of the highest ridership Metrobus lines in the Metro system with approximately 10,200 weekday riders. The line connects some of Montgomery County's highest density residential and commercial neighborhoods including Silver Spring, Wheaton, and Rockville; and

WHEREAS, The Q2 Line has long suffered from continuing performance-related issues including on-time adherence, traffic congestion and passenger crowding; and

WHEREAS, In Winter/Spring 2009, Metro, in partnership with Maryland Department of Transportation (MDOT) and Montgomery County DOT, studied ways of improving transit service in the Veirs Mill Road Corridor; and

WHEREAS, This study process included substantial public input and participation in developing recommendations to respond to consumer needs, maximization of resources, and enhancement of line effectiveness and performance; and

WHEREAS, Staff worked with Montgomery County DOT and MDOT to prepare recommendations for implementing an integrated, comprehensive and coordinated strategy of operational and service enhancements; and

WHEREAS, The study recommendations were incorporated into the proposed restructuring of the Q2 Line contained in Docket No. B09-5; and

WHEREAS, Two witnesses testified at the public hearings and one person submitted written testimony for the record; and

WHEREAS, Staff has reviewed the public hearing testimony, which included statements in support of the proposals; and

WHEREAS, Staff further recommends that one additional street supervisor be assigned to oversee the recommended routes; now, therefore be it

RESOLVED, That the Board of Directors approves the Staff Report and Recommendation to implement the proposed restructuring of regional Metrobus Route Q2 – Veirs Mill Road Line described in Docket No. B09-5, for implementation on December 27, 2009; and be it further

RESOLVED, That the Fiscal Year 2010 operating budget be decreased by \$125,000 from \$1,374,299,131 to \$1,374,174,131 and that the authorized headcount be increased by 1.0 from 10,854 to 10,855; and be it further

RESOLVED, That the Fiscal Year 2010 net operating subsidy is reduced by \$125,000 from \$546,512,177 to \$546,387,177; and be it finally

RESOLVED, That this Resolution shall be effective immediately.

Reviewed as to form and legal sufficiency,



Carol B. O'Keeffe
General Counsel

| Route | Proposed Service Change |
|-------|---|
| Q2 | <ul style="list-style-type: none">• Split current Q2 route into two routes: Route Q4 will provide service between Rockville and Silver Spring; and Route Q6 will provide service between Shady Grove and Wheaton.• Routes Q4 and Q6 will provide overlapping service along Veirs Mill Road, between Wheaton and Rockville Metrorail Stations, and will operate as the all-day, base service.• Remove 50% of current Q2 service from Georgia Avenue, between Silver Spring Station and Wheaton Station.• Remove 20% of current Q2 service from Rockville Pike, between Rockville Station and Shady Grove Station. |

STAFF REPORT AND RECOMMENDATIONS ON
PROPOSED RESTRUCTURING OF THE VEIRS MILL ROAD LINE
ROUTE Q2
DOCKET NO. B09-5

I. BACKGROUND

The Q2/Veirs Mill Road Line runs for twelve miles from Shady Grove Metrorail Station in Rockville across Montgomery County to its terminus at Silver Spring Metrorail Station in Silver Spring. The Q2 Line also serves Metrorail Stations at Rockville, Wheaton, and Forest Glen. The primary streets served by these routes are Maryland Route 355, Veirs Mill Road, and Georgia Avenue.

The Q2 Line service has long suffered from continuing performance-related issues, including schedule adherence, bus bunching, traffic congestion, delays, and passenger crowding. From November 2008 to June 2009, Metro, in cooperation with Montgomery County and the Maryland Department of Transportation, conducted a Q2 Line Study, resulting in a recommended reconfiguration of this long line into two all-day component parts with a limited-stop peak-hour overlay route, presented to the community at three sets of public meetings. Significant feedback was received from riders who supported the recommendation. Some feedback was received by riders concerned that a potential forced transfer at Wheaton (and to a lesser degree at Rockville) would adversely impact passengers who currently used the Q2 Line to travel the entire distance between Shady Grove and Silver Spring. In response, Metro staff stated they would investigate any fare mechanisms that could minimize the impacts of forced transfers at Wheaton. This Q2 Line Study was a part of Metro's Priority Corridor Network Program.

The primary purpose of the study was to perform a comprehensive review of methods for improving the performance of transit service along the Q2 Line and to develop an improvement strategy that includes service, operations and customer information enhancements. The line was chosen for study by Metro for several reasons. Its average weekday ridership of 10,200 makes it one of the most heavily used lines in the Metrobus system. The transit corridor is an important link to the Metrorail system for residents in Montgomery County, but because of the popularity of the service and heavy traffic along the line, it often suffers from overcrowding, bus bunching, and delays.

Drawing on public input from a rider survey and three sets of public meetings (five meetings in all), the study developed recommendations for short-term and long-term enhancements in each of the following areas: service type, frequency, and span of coverage; service personnel and operations strategies; customer information systems / strategies; vehicle design, features, and amenities; fare payment strategy; safety, security, and incident response; bus stops and customer facilities; and traffic operations and management strategies.

To aid in public involvement on the Q2 Line Study, Metro established a project hotline at 703-682-5060 and a project website at www.metrobus-q2.com.

The proposed Metrobus service plan creates a corridor service with routes that address the various travel markets. The proposed route changes include the following components:

- Split Q2 Line into two overlapping routes to operate at the base service:
 - Route Q4 (formerly called “Q2B” in the Q2 Line Study), from Rockville Station – Silver Spring Station, would operate from Rockville Station to Wheaton Station via Veirs Mill Road; from Wheaton Station to Silver Spring Station via Georgia Avenue; including Forest Glen Station; and return. Route Q4 would operate between Rockville Station and Silver Spring Station every 15 minutes during the morning and evening rush hours on weekdays. At most other times during weekdays, Saturdays, and Sundays, Q4 would operate every 30 minutes.
 - Route Q6 (formerly called “Q2A” in the Q2 Line Study), from Shady Grove Station to Wheaton Station, would operate from Shady Grove Station to Rockville Station via Maryland Route 355; from Rockville Station to Wheaton Station via Veirs Mill Road; and return. Route Q6 would operate between Shady Grove Station and Wheaton Station every 15 minutes during the morning and evening rush hours on weekdays. At most other times during weekdays, Saturdays, and Sundays, Q6 would operate every 30 minutes.
 - Both routes would serve Veirs Mill Road, between Rockville Station and Wheaton Station. On this segment, the combined Q4 and Q6 service would provide 7.5-minute frequencies during the morning and evening rush hours on weekdays. At most other times during weekdays, Saturdays, and Sundays, the combined Q4 and Q6 service would provide 15-minute frequencies.
- Coordinate services with other local/regional routes:
 - Ride-On 45, 46, 55, and 59 between Rockville and Shady Grove
 - Metrobus Y5, Y7, Y8, and Y9 between Wheaton and Silver Spring.
- Implement enhanced street supervision and service management in order to improve service reliability and reduce bus bunching.
- Implement the limited-stop, peak-hour overlay route proposed in the study at a later date.

These proposed routes respond to public and rider requests to alleviate passenger crowding, improve schedule adherence, minimize delays, and combat bus bunching along the corridor. The proposed Q4 and Q6 routes would provide this service while requiring end-to-end passengers to transfer either at Rockville (with connections to Montgomery County’s Ride-On bus service) or at Wheaton (with connections to the Metrorail Red Line or to the Metrobus Y routes) in order to complete their trips. The Q4 and Q6 routes maintain the geography of existing Q2 service from Shady Grove to Silver Spring Stations and serve all stops along the line.

II. REVIEW OF PUBLIC HEARING RECORD

The public hearing record consists of the notice of public hearing, the staff statement describing the proposals, transcripts of the proceedings, and written statements submitted for the record.

A. Public Notification

The official notice of the public hearings was published in the Washington Post, Washington Hispanic and El Tiempo Latino newspapers pursuant to Article XIII, Section 62(c) of the Washington Metropolitan Area Transit Authority Compact. In addition, notices were sent to area libraries in the District of Columbia and posted in all of the Authority's vehicles operating in revenue service over the affected routes, as well as publicized by other means.

B. Review of Transcripts

Public Hearing Number 546 was convened at 7:00 p.m. on Tuesday, October 13, 2009, at First Baptist Church of Wheaton, 10914 Georgia Ave, Wheaton, MD. Five (5) members of the public and ten (10) members of Metro staff, stakeholder staff, and consultant staff attended the hearing. Two (2) witnesses testified for the record.

C. Additional Material Submitted for the Record

The record for the public hearing was held open until 5 p.m. October 16, 2009, to receive additional comments and material from interested parties. One (1) person submitted written testimony for the record.

III. DISCUSSION OF THE PUBLIC HEARING RECORD

The following are comments from witnesses during the public hearing process.

- A. General support for the proposals, however there is concern about potential confusion on bus bay assignments at the stations with multiple routes going in two different directions.

Staff Response

Way-finding signage continues to be a critical consideration at Metro stations and every effort will be pursued to insure that confusion is mitigated by assigning bus bays and by using of signage in a manner that instinctive, clear, and operationally sound.

- B. The Q9 limited-stop overlay route should be implemented as soon as possible.

Staff Response

Metro is avidly researching funding mechanisms that can help implement the Q9 service sooner than later. Q9 is seen as a vital part of the overall restructuring of the Veirs Mill Road Line and its presences is key to future growth and enhancement of the Line.

- C. Q2A should use Middle Lane to access Rockville Town Square, rather than use solely Rockville Pike.

Staff Response

Metro did not consider this option, as it would change the current Veirs Mill Road Line corridor from its current general alignment. If the public continues to request such a change, Metro would consider its merits.

- D. There are too many bus stops around Montgomery College. Two of the three bus stops should be removed, leaving only the stop at the College itself.

Staff Response

Metro will consider removal of redundant stops during a subsequent phase of implementation of recommendations from the Q2 Line Study.

- E. Why is there not a Q2 route that goes the full alignment from Shady Grove to Silver Spring?

Staff Response

In order to meet on-time performance and schedule-adherence goals, the route had to be split, so that at least 50% of the corridor would not be impacted by the conditions in downtown Silver Spring and along Georgia Avenue that continue to cause significant delays.

- F. There are concerns that a person transferring from Q2A to Q2B (or vice versa) might just-miss their connecting bus and have to wait 30 minutes for another bus.

Staff Response

While timed-transfers will not be used, Metro staff is scheduling the routes so that minimal wait times will be employed at all points along the route, particularly between Wheaton and Rockville, based on the proposed frequencies. Improved schedule adherence should allow the rider to plan his/her trip accordingly and have less risk in encountering delayed connections.

- G. The Y Line has schedule-adherence and bus-bunching problems as well.

Staff Response

Improvements to the Y Line (Georgia Avenue) are scheduled to be studied in 2010 and implemented in 2011, as a part of the Metrobus Priority Corridor Network.

- H. Public hearing notices that are posted on the buses are very small and cannot be seen if someone is sitting or standing in front of the notice. This can affect attendance to a public hearing.

Staff Response

Metro staff will seek a solution to this problem before the next round of public meetings on Priority Corridor Network improvements.

- I. In order for the Veirs Mill Road Line to operate properly, running times must be adjusted, especially for deadheading and layovers.

Staff Response

Running times have been adjusted and corrected as a part of this restructuring proposal.

IV. MINORITY OR LOW INCOME AREA IMPACT

As specified in the Federal Transit Administration's Title VI Circular 4702.1A, WMATA has evaluated the proposed restructuring of the Veirs Mill Road Line, Route Q2, to determine whether these changes have a discriminatory impact on minority and low-income populations. In a study conducted by the Offices of Civil Rights and Long Range Planning, it was determined that the proposed changes will not have a disproportionate adverse effect on minority and low-income persons.

V. RECOMMENDATIONS

After review of the public hearing testimony, staff recommends that the proposed restructuring of the Veirs Mill Road Line (Route Q2) be approved as proposed in Docket No. B09-5.



Notice of Metrobus Public Hearing No. 546

Proposed Restructuring of the Veirs Mill Road Line Route Q2

Docket No. B09-5

Notice is hereby given that the Washington Metropolitan Area Transit Authority will hold a public hearing on the above service proposal as follows:

Tuesday, October 13, 2009
First Baptist Church of Wheaton
Fellowship Hall
10914 Georgia Avenue
Wheaton, MD 20902
Open House - 6:30 p.m.
Public Hearing - 7 p.m.

This public hearing is being conducted in a location accessible to persons with disabilities. Any individual who requires special assistance, such as a sign language interpreter, to participate in the public hearing should contact Ms. Danise Peña at 202-962-2511 or TTY: 202-638-3780 by Thursday, October 8 in order for Metro to make necessary arrangements. For language assistance, call 202-962-2384 by October 8.

For more information please visit
wmata.com/community_outreach



Washington Metropolitan Area Transit Authority
600 Fifth Street N.W. Washington, DC 20001

Purpose. In coordination with Montgomery County and the Maryland Department of Transportation, Metro staff has developed a service plan that restructures Metrobus Route Q2 (Veirs Mill Road Line) which currently operates between Shady Grove and Silver Spring Metrorail stations. This route is being proposed for restructuring in order to address continuing performance-related issues, including schedule adherence, bus bunching, traffic congestion, delays, passenger crowding, and long trip durations.

Proposal. The proposed service plan will (1) split the current Q2 route into two routes – Route Q2A, the northerly route, will provide service between Shady Grove and Wheaton and Route Q2B, the southerly route, will provide service between Rockville and Silver Spring; (2) provide overlapping service along Veirs Mill Road between Wheaton and Rockville Metrorail Stations which will operate as the all-day, base service; and (3) focus on improved frequencies along the higher-demand Veirs Mill Road segment (Rockville to Wheaton) with 7.5-minute peak service and 15-minute off-peak service, while providing wider headways along the Md. Rt. 355 segment (Shady Grove to Rockville), where parallel Ride On service is available and the well-served Georgia Avenue segment (Wheaton to Silver Spring, where parallel Metrobus service is available) with 15-minute peak service and 30-minute off-peak service.

How to Register to Speak at the Public Hearing. All organizations or individuals desiring to be heard with respect to the proposed service changes will be afforded the opportunity to present their views, make supporting statements and offer alternative proposals. Individuals and representatives of organizations who wish to be heard at this public hearing are requested to furnish in writing their name, address, telephone number and organization affiliation, if any, by noon on the date of the hearing, to the Office of the Secretary, Washington Metropolitan Area Transit Authority, 600 Fifth Street, NW, Washington, D.C. 20001. Please submit only one speaker's name per letter, and reference the Hearing and/or Docket number in your request. Lists of individual speakers will not be accepted. Alternatively, you may send an e-mail to public-hearing-testimony@wmata.com or fax this information to the Office of the Secretary at 202-962-1133. Others present at the hearing may be heard after those persons on the witness list have been called and heard. Public officials will be heard first and will be allowed five minutes each to make their presentations. All others will be allowed three minutes each and will be heard in order of registration. Relinquishing of time by one speaker to another will not be permitted. Those who are unable to speak at the hearings are encouraged to submit written statements.

How to Submit Written Statements. Written statements and exhibits may be submitted until 5 p.m. on Friday, October 16, 2009, to the Office of the Secretary, Washington Metropolitan Area Transit Authority, 600 Fifth Street, NW, Washington, D.C. 20001. Alternatively, you may send an e-mail to public-hearing-testimony@wmata.com or fax testimony to 202-962-1133. Please reference the Hearing and/or Docket Number shown on the front of this document in your submission.

