

December 15, 2005

MEMORANDUM FOR: Chairman and Members of the Board

SUBJECT: December Board Digest

Metrorail Completes Line Service Team Rollout

Metrorail established three line management teams this year to take responsibility for all rail transportation activities on specific rail lines, as one part of a comprehensive program to improve rail reliability. The initiative started on the Red Line, our oldest and busiest line, in May. The Blue/Orange Line team followed in September, and last week the Green/Yellow Line team reported to work. We appointed three WMATA veterans to lead each team. Both Red Line Service Director BJ Jones and the newly appointed Green/Yellow Line Service Director Rita Davis have been with Metro for 31 years. Blue/Orange Line Service Director Charlie Dziduch has put in 27 years with Metro. The line service directors are responsible for directing and supervising all employees who work on their respective lines, including train operators, station managers, custodians and customer service representatives. They also have responsibility for management of the various rail transportation divisions and facilities on their lines, and rail service planning and analysis.

The line management team concept grew out of our rail reorganization plan and the recommendations of the American Public Transportation Association peer review earlier this year. The review panel suggested appointing line managers who would be responsible for service from end-to-end as one way to improve rail reliability.

Early Winter Snowfalls Test Snow Readiness and Workshop for Area Employers Highlights Metro's Winter Preparations

Metro's snow plan for winter 2005-2006 essentially mirrors last year's plan. We intend to suspend above ground Metrorail service for significant storms leaving eight or more inches of snow. The level of bus service will depend on road conditions. However, any amount of snow and ice can hamper rail service when it gets into the undercarriage of the rail cars, covers the third rail, creates slippery conditions in stations and on buses, and/or produces slick road conditions. As in years past, Metrorail has a fleet of snow-fighting rail cars. This year, 690 rail cars have snow-hardened motors that are resistant to damage from snow ingestion and electrical shorts. In addition, we will have de-icing units on 20 trains, ice scraper collector shoes and heater tape to minimize the buildup of snow and ice on the tracks and third rail. In our arsenal of snow-fighting tools, we have 2,400 tons of bulk rock salt to treat roadways and parking lots, and 17,000, 50-pound bags of de-icer to treat sidewalks and station platforms. In addition, we have 71 tractors, 96 snow brooms and 113 snow blowers, and three contractors to call in when it snows four or more inches to help mainly with clearing parking lots.

For a significant snow that would force us to suspend above ground rail service, Metrorail would run limited service in the underground portions of the system only. The operation plan calls for six-car trains on all rail lines running every 20 minutes. We would need 180 rail cars to execute this plan and would store these cars underground overnight, so that they would be ready to go into service when the system opened the next morning. As with any amount of snowfall, the level of Metrobus service would depend on road conditions, and we would not be able to guarantee bus service to travel to all of the above ground portions of the rail system that did not have rail service. For any snow storm and severe weather events, we will coordinate efforts with local and federal governments, and participate in conference calls with the Metropolitan Washington Council of Governments.

On December 5 and 8, we put our snow-readiness to test when the region received a few inches of snowfall twice during the same week. Though snow accumulations fell short of predictions, Metro had approximately 700 employees available to support snow removal efforts around the clock. Metrorail service was generally unaffected by the early December snowfalls. Most Metrobus service ran on schedule, however, several Metrobuses in northern Virginia were confined to main roads on the morning of December 6 because of icy conditions on side streets.

Throughout the winter, we plan to keep customers informed about bus or rail service disruptions due to inclement weather through a variety of means,

including postings on the Web site, e-Alerts, customer service phone line, the local media, and e-mails sent to area employers and event venues. In addition, customers can pick up a free brochure, "Using Metro in a Snowstorm," in rail stations and buses. Posters and bus cards throughout the system also will outline the snow plan and give customers tips on using the system during a snowstorm.

Meanwhile, on Wednesday, December 14, we held the third annual Metro Behind the Scenes workshop on snow operations. Nearly 50 representatives of major area employers registered for the workshop that provided participants with the inner workings of Metro and about the federal government's decisions on closings during snowstorms. Metro Behind the Scenes gave regional employers—including the American Petroleum Institute, National Science Foundation and Campaign for Tobacco-Free Kids—an inside look of how Metro plans and prepares for snowstorms and other weather emergencies. Employers with representatives at the workshop will be able to provide this information to their employees, Metro's customers, and help them use public transportation most effectively during major snowstorms. The speakers discussed disruptions to rail and bus service, and the importance of developing an alternate route in case regular service is not available. In turn, attendees provided Metro with suggestions on ways it can communicate more effectively with customers during inclement weather. For the first time, a representative from the U.S. Office of Personnel Management—the federal agency that decides on closings or early dismissals in case of inclement weather—participated in the workshop, discussing what the agency considers in making those decisions.

Metro Honors Rosa Parks With Dedication of 1957 Historic Bus

Thank you for joining us on December 1, when we dedicated a 1957 historic Metrobus to the life and legacy of Rosa Parks as part of a national tribute to the icon whose refusal to give up her seat on a Montgomery, Alabama, city bus, sparked the civil rights movement. The American Public Transportation Association declared December 1 "A National Transit Tribute to Rosa Parks Day" to commemorate the 50th anniversary of Parks' courageous act of civil disobedience that triggered the 1955 bus boycott in Montgomery, Alabama. Decals featuring the likeness of Parks, along with inscriptions honoring her, appear both on the inside and outside of the Rosa Parks Metrobus. The interior plaque reads: "The Washington Metropolitan Area Transit Authority dedicates this bus to the life and legacy of Rosa Parks, 1913-2005, the Mother of the Civil Rights Movement on the Fiftieth Anniversary of her act of defiance that changed the course of history and inspired us all."

In addition to dedicating the Rosa Parks Metrobus, Metrobus riders heard the following announcement throughout the day: "Today, Metro joins with transit providers throughout the nation in observing 'A National Transit Tribute to Rosa Parks Day.' December first marks the 50th anniversary of the 1955 bus boycott that Rosa Parks began in Montgomery, Alabama. We hope all Metro customers will join us in celebrating the day and observing the legacy of Rosa Parks."

The historic bus was most recently used during the Washington region's tribute to Rosa Parks after her death. The bus was part of the procession of vehicles, including two other Metrobuses, which transported Mrs. Parks' family members and other dignitaries to the U.S. Capitol, where her body lay in state. The 1957 bus also has been driven in the past three presidential inauguration parades and other special events throughout the region.

Metro Honors Employees of Distinction at Annual Awards Ceremony

Metro recognized the outstanding achievements of our employees at the 23rd Annual Employee Awards Ceremony yesterday, December 14. This year's theme, "Employees of Distinction," highlighted the efforts of both individuals and teams who have excelled in their professional roles during the year.

The employees recognized at the annual awards ceremony were selected by their peers and colleagues. The 2005 Annual Employee Award winners include:

Jackson Graham Memorial Award for Extraordinary Achievement*

Carmen E. Turner Memorial Award for Extraordinary Achievement*

Award for Meritorius Achievement

Jeffery P. Delinski, Metro Transit Police Department

Award for Safety & Security

**Joseph M. Graham, Jr., Division of Customer Service and Operations/
Rail Service**

Award for Safety & Security

Larry Mitchell, Division of Customer Service and Operations/ Rail Service

Award in Equal Employment Opportunity

Sarah Reynolds, Division of Customer Service and Operations/ Rail Service

Award for Valor

Calvert N. Sawyers, Division of Customer Service and Operations/ Rail Service

100% Customer Service Award

Daniel Epps, III, Division of Customer Service and Operations/ Rail Service

CEO's Award for Teamwork—Division of Planning, Development, Engineering and Construction (PDEC) Best Performance

Arthur T. King, PDEC/Planning and Information Technology; **Lisle Oliver**, PDEC/ Infrastructure Renewal Project Group; **Moses Dolo**, PDEC/Chief Engineer, Vehicles; **Edgardo Medina**, PDEC/Engineering and Architecture; **Darin Welt**, PDEC/Engineering and Architecture; **Theresa Cox**, PDEC/Construction; **Michael C. Fries**, PDEC/ Infrastructure Renewal Project Group; **Jeffrey Knepp**, PDEC/Construction; **Chin Lai**, PDEC/Construction; **Ruth McCormick**, PDEC/ Infrastructure Renewal Project Group; **Lane E. McGee**, PDEC/ Infrastructure Renewal Project Group; **Ronald Moyer**, PDEC/ Chief Engineer, Systems; **Arthur “Roy” Noyes**, PDEC/ Infrastructure Renewal Project Group; **William Paine, Jr.**, PDEC/Engineering and Architecture; **Christopher Riggins**, PDEC/Engineering and Architecture

CEO's Award for Teamwork—Return of Car 4018

Eddie E. Baltrusch, Department of Operations/Rail Service; **Ronald Brown, Sr.**, Department of Operations/Rail Service; **Chris Bird**, Department of Operations/Rail Service; **James Chapman**, Department of Operations/Rail Service; **Charles Crutchfield**, Department of Operations/Rail Service; **James Hadricky**, Department of Operations/Rail Service; **Charles Littlejohn**, Department of Operations/Plant Maintenance; **Richard McCarthy**, Department of Operations/Rail Service; **Joseph Mead**, Department of Operations/Rail Service; **Anthony Pupshis**, Department of Operations/Rail Service; **Ronald Settle**, Department of Operations/Rail Service; **Joseph Williams, Sr.**, Department of Operations/Rail Service

Corporate Culture Change Teamwork Award—Environmental Management Systems Team

Michael R. Brown, Department of Operations/Track and Structures/Systems Maintenance; **Charles A. Campbell**, Department of Operations/Plant Maintenance; **David Hardt**, Department of Operations/Rail Service; **Earl Harper**, Department of Operations/Rail Service; **Joan LeLacheur**, Division of Planning, Development, Engineering and Construction/Chief Engineer, Facilities; **Kevin Lyons**, Audit Safety and Oversight/Department of System Safety and Risk Protection; **Paul T. Miller**, Department of Operations/Track and Structures/Systems Maintenance; **Clyde Simmons**, Division of Planning, Development, Engineering and Construction/Chief Engineer, Facilities; **Diana Wood**, Audit Safety and Oversight/Department of System Safety and Risk Protection

Departmental Employees of the Year

Beth L. Page, Department of Finance; **Donna J. Henderson**, Office of General Counsel; **Ronald Rydstrom**, Department of Customer Communications, Marketing and Sales; **Patricia L. Washington**, Department of Operations/Bus Transportation; **Barbara McClain**, Department of Operations/Rail Transportation; **Gairy O. Johnson**, Department of Operations/Rail Transportation; **Edward Groves**, Department of Operations/Bus Maintenance; **Micah Y. Sam**, Metro Transit Police Department; **Paul F. Ludwig, IV**, Metro Transit Police Department; **Michael J. Pecoraro**, Metro Transit Police Department; **Tommy Call**, Metro Transit Police Department; **Shiva Pant**, Department of Public Affairs and Strategic Programs; **Robert Golden, Jr.**, Division of Planning, Development, Engineering and Construction/Chief Engineer, Vehicles; **Ronald Bodmer**, Department of System Safety and Risk Protection; **John Christodoulakis**, Division of Workforce Development and Administration

* The names of the Jackson Graham Memorial Award for Extraordinary Achievement and Carmen E. Turner Memorial Award for Extraordinary Achievement were not available at the time the Board Digest was in production.

Upcoming Events

December 16

Metro LunchTalk Online, chat session at metroopensdoors.com, noon.

December 19

Roundtable discussion with members of the news media about 2005 accomplishments and 2006 look-ahead; 10:30 a.m.

Chairman and Members of the Board
Page 7

January 6

Metro LunchTalk Online, chat session at metroopensdoors.com, noon.

January 10

Dulles Corridor Steering Committee meeting, Dulles Project Office, 8 a.m.

January 11

Annual Martin Luther King, Jr. celebration; JGB Board room; time to be determined

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

Richard A. White
General Manager and Chief Executive Officer