Safety and Operations Committee

Action Item III-A

July 25, 2019

Affirmation of Red Line Peak Period Service
WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY

BOARD ACTION/INFORMATION SUMMARY

ACTION  INFORMATION  MEAD NUMBER: 202095  RESOLUTION: Yes No

TITLE:

Continuation of Increased Peak Service on Red Line

PRESENTATION SUMMARY:

To provide a performance report of peak period Red Line service and recommend the Board approve the continuation of this increased peak service.

PURPOSE:

The Safety and Operations Committee will be provided a performance report on the increased peak service on the Red Line that commenced December 2018. Staff recommends that the Board approve the continuation of this increased peak service on the Red Line.

DESCRIPTION:

Key Highlights:

- There have been no negative impacts on service performance;
- Ridership in the areas west of Grosvenor station has increased; and
- Infrastructure analysis of yard operations is pending.

Background and History:

Effective December 17, 2018, peak period service on the Red Line was increased so that all service originates or terminates at Shady Grove station, eliminating the Grosvenor Turnback. Staff has studied the service performance of the increased service, ridership impacts, and passenger flow and requested an infrastructure analysis to be completed in the area.

Discussion:

Since the discontinuation of the Grosvenor Turnback in December 2018, staff has studied the impact on Red Line performance. Staff has found that the Red Line on-time performance (OTP) was 90.7 percent during the January - June 2019 period. This improvement was three percentage points better than the September - December 2018 time period and better than the 88 percent target. Customers at the stations with increased service (Shady Grove, Rockville, Twinbrook and White Flint) also saw improved OTP in the first six months of
2019 versus the last four months of 2018. Additionally, there were no reports of issues with train spacing, or Shady Grove terminal or Rail Control Center (ROCC) operations.

Red Line stations west of Grosvenor have seen three percent increased ridership, with Twinbrook experiencing ridership increases as high as eight percent during the January - June 2019 timeframe. Parking also increased four percent at stations outbound of Grosvenor, including an increase between six and nine percent at White Flint and Twinbrook stations. Despite increased ridership and parking, there were reduced instances of train overcrowding. Customers are also experiencing reduced waiting times at stations west of Grosvenor on the Red Line. It should be noted that with the service added effective July 1, 2019 that customer waiting times are also reduced outbound from Silver Spring station. Additionally, Yellow Line service improvements have lead to more one-seat rides and reduced crowding on the Green Line.

Station circulation has improved at Shady Grove station with passenger exit times improving 16 percent, ending the previous customer experience of queueing from platform to mezzanine to exit the stations during evening periods.

An engineering infrastructure analysis is scheduled to begin in six months. The original scope of work was expanded in Spring 2019 to include the July 1, 2019 elimination of the Red Line Silver Spring turnback and the Mt. Vernon Sq turnback on the Green/Yellow Lines. The focus of the engineering analysis is to reduce risk to reliability of the increased service and support infrastructure investments enabling full-line operations with respect to railyard capacity, terminal operations and ridership and crowding impacts. The study will also assess the needs under potential future reduced headways and deployment of 100% eight-car trains.

FUNDING IMPACT:

The funding for the elimination of the Red Line (Grosvenor) turnback is included in the FY20 budget. The study funding is included in the FY20 capital budget.

<table>
<thead>
<tr>
<th>Project Manager:</th>
<th>Joseph Leader</th>
</tr>
</thead>
<tbody>
<tr>
<td>Project Department/Office:</td>
<td>COO</td>
</tr>
</tbody>
</table>

TIMELINE:

<table>
<thead>
<tr>
<th>Previous Actions</th>
<th>March 2019 – Provided memorandum updating the the Board regarding the elimination of the Grosvenor Turnback</th>
</tr>
</thead>
<tbody>
<tr>
<td>Anticipated actions after presentation</td>
<td>July 2019 – Board approves the increased service of eliminating the Grosvenor Turnback</td>
</tr>
</tbody>
</table>

Page 5 of 136
RECOMMENDATION:

Board approval of increased peak period service through the elimination of the Grosvenor Turnback.
Continuation of Peak Period Red Line Rail Service

Safety and Operations Committee
July 25, 2019
Purpose

- Provide performance report of additional peak service on Red Line that commenced December 2018
- Recommend Board affirmation of continuation of this additional service
No Negative Impact on Service Performance

- Eliminating Grosvenor Turnback has not adversely impacted Red Line on-time performance (OTP)
  - Red Line OTP was 90.7 percent January – June 2019, improving three percentage points from 87.6 percent September – December 2018 and better than Metro’s target of 88.0 percent

- Improvement for customers at Shady Grove, Rockville, Twinbrook, and White Flint
  - January – June 2019 OTP was 92.6 percent, a 0.8 percentage point improvement from the 91.9 percent September – December 2018

- No issues with train spacing, Shady Grove terminal operation, Rail Control Center (ROCC)
Positive Ridership Impacts

- Ridership has increased
  - Up 4% for trips to/from stations outbound of Grosvenor, including up 7% at Twinbrook
  - Systemwide ridership was also strong in that timeframe
- Parking customers may be willing to switch from Grosvenor
  - Parking up 4% at stations outbound of Grosvenor
  - Up 6-9% at White Flint and Twinbrook
- Train overcrowding instances significantly reduced, customer spacing more consistent
- Generally consistent with Montgomery County Department of Transportation analysis
Enhanced Customer Experience

- Reduced wait times at stations north of Grosvenor: 30,000 trips/weekday
- Benefits from additional service beginning July 1, 2019
  - Reduced wait times at stations north of:
    - Silver Spring: 18,000 trips/weekday
    - Mt. Vernon Square: 65,000 trips/weekday
  - 5,500 trips/day on the Yellow Line have a new one-seat ride
  - 8,600 Green Line-only trips/day benefit from reduced crowding
Passenger Flow Improvements at Shady Grove

- Previously experienced station crowding in evening when trains arrived causing queuing from platform to mezzanine

- Station circulation has improved
  - Passenger exit times fell 16 percent
  - Evenly spaced ridership on more frequent trains
Infrastructure Analysis

- Engineering analysis to reduce risk to reliability from added service
  - Identify infrastructure investments or operational changes to support full-line operations
  - Assess needs under current peak schedule, potential return to potential future reduced headways and deployment of 100% 8-car trains
  - Focus on railyard capacity, terminal operations and ridership and crowding impacts

- Study, included in the capital program, will take approximately six months
Continuation of Peak Period Red Line Rail Service

Recommendation

Board affirmation of:

- Increased peak period service by eliminating the Grosvenor turnback and having all trains serve Shady Grove station which began December 2018
RESOLUTION
OF THE
BOARD OF DIRECTORS
OF THE
WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY

WHEREAS, In Resolution 2018-26, the Board approved (1) additional peak service on the Red Line, via elimination of the Grosvenor Turnback increasing service between Silver Spring and Glenmont, and the Title VI report; (2) directed the General Manager/Chief Executive Officer to provide a comprehensive report of increased peak period Red Line service; and (3) directed that the continuation of increased peak period Red Line service after FY2019 requires affirmation by the Board; and

WHEREAS, Red Line customers experienced improved performance from the increased peak service between January and June 2019; and

WHEREAS, Increased peak service on the Red Line has increased ridership and parking utilization and reduced train overcrowding;

NOW, THEREFORE, be it

RESOLVED, That the Board approves the continuation of the increased peak service on the Red Line; 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,

Patricia Y. Lee
General Counsel

WMATA File Structure No.:
20.5.1 Rail Scheduling