

Washington Metropolitan Area Transit Authority
Board Action/Information Summary

☒ Action ☐ Information

MEAD Number:
201874

Resolution:
☒ Yes ☐ No

TITLE:

Span of Service Hours

PRESENTATION SUMMARY:

In March 2017, the Board of Directors approved changes to fare and service changes which is currently scheduled to be effective June 25, 2017. To reduce customer confusion, staff is requesting the Span of Service changes be effective concurrent with the date of the fare and service changes.

PURPOSE:

The Board of Directors approval to align the Span of Service (rail operating hours) with the implementation date for the fare and service changes currently scheduled to be effective June 25, 2017.

DESCRIPTION:

Key Highlights:

The implementation date for rail service hours, rail and bus service changes and fare adjustments is recommended to be implemented effective start of day on Sunday, June 25, as part of "Metro Change Day." This would align Metrorail operating hour adjustments with scheduled changes on Metrobus and MetroAccess.

Background and History:

In December 2016 the Board of Directors approved the Span of Service (rail operating hours) changes to be effective July 1, 2017 via Board Resolution 2016-52. In March 2017, the Board approved changes to fare and service changes which is currently scheduled to be effective June 25, 2017. To ensure effective and efficient communication with WMATA customers staff is recommending all changes have the same implementation date currently scheduled for June 25, 2017.

Discussion:

The last Sunday in June is the traditional implementation date for the annual work selection for union employees. Due to potential transfers between the rail

and bus departments, coordination of work schedules is necessary to efficiently accommodate the impact of work force reductions. Further, with the change in rail service hours, complementary bus service implementation needs to be initiated at the same time to provide customers with the intended alternatives.

Additionally, with the Independence Day holiday the following week, it is imperative that employees' work schedules be in place before the holiday and special services associated with those events. Implementation in the week prior to the holiday is also beneficial to commuters who may not be as aware of changes if made after holiday-associated vacations and time off.

There is value in conducting a single campaign to inform customers and employees about changes in fares, service and hours and having only one date to represent. Printed materials can be made simpler and need only be distributed once. Media stories and releases need not be executed multiple times and complete messages can be shared over social media. In addition, station signage, fare tables, software updates and schedule information for both rail and bus will need to be produced and installed only once, avoiding the duplication necessary in an extended transition.

The March budget materials referenced an implementation date "on or about" July 1, 2017; however, the Span of Service resolution specifically stated an implementation date of July 1. Therefore, authorization is sought for implementation of the Span of Service (hours of operation), to be concurrent with the fare and service delivery changes.

FUNDING IMPACT:

No additional impact on operating budget, funding is part of FY18 approved budget.	
Project Manager:	James Hughes
Project Department/Office:	Managing Director Intermodal Planning

TIMELINE:

Previous Actions	March 2017 – Board approved fare and service changes effective on or about July 1, 2017. December 2016 – Board approved Span of Service effective July 1, 2017.
Anticipated actions after presentation	June 25, 2017 – Implement Span of Service, fare, and service changes.

RECOMMENDATION:

It is recommended that implementation of all WMATA service hour, schedule and fare changes be made concurrently which is currently scheduled to be effective June 25, 2017.

SUBJECT: AMENDMENT TO START DATE FOR NEW METRORAIL HOURS

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

WHEREAS, In Resolution 2016-52, the Board of Directors established July 1, 2017, as the start date for the new operating hours for the Metrorail system, and in Resolution 2017-11, the Board approved various fare increases and service changes to be effective on or about July 1, 2017; and

WHEREAS, Staff recommends that it will be more efficient and lead to less customer confusion if the change in operating hours is implemented concurrent with the fare increases and service changes currently scheduled for June 25, 2017; now, therefore be it

RESOLVED, That the Board of Directors hereby amends Resolution 2016-52, to provide that the effective date for the new Metrorail operating hours shall be concurrent with the fare increases and services, currently scheduled for June 25, 2017, and Metrorail shall revert to the previous hours of operation (5 A.M.-Midnight Monday-Thursday; 5 A.M.-3 A.M. Friday; 7 A.M.-3 A.M. Saturday; and 7 A.M.-Midnight Sunday) on or about July 1, 2019, unless based on quarterly staff reports, the Board of Directors takes further action; and be it finally

RESOLVED, That to allow staff adequate time to prepare for the implementation of the fare, service, and operating hours changes, this Resolution shall be effective immediately.

Reviewed as to form and legal sufficiency,



Patricia Y. Lee
General Counsel