



**Safety and Operations Committee**

**Board Information Item III-A**

**Maintenance Related Service Outages**



## Board Document

| OVERVIEW                           |   |                |           |
|------------------------------------|---|----------------|-----------|
| PRESENTATION NAME                  | Maintenance Related Service Outages   | DOCUMENT NO.   | 300067    |
| ACTION OR INFORMATION              | Information   |                |           |
| STRATEGIC TRANSFORMATION PLAN GOAL | Service excellence;   |                |           |
| RESOLUTION                         | No  |                |           |
| EXECUTIVE OWNER                    |   |                |           |
| EXECUTIVE TEAM OWNER               | Impastato, Theresa M.;  |                |           |
| ORGANIZATION                       | Infrastructure  |                |           |
| DOCUMENT INITIATOR                 | Shaun Goddard   |                |           |
| OTHER INFORMATION                  |   |                |           |
| COMMITTEE                          | Safety and Operations Committee   | COMMITTEE DATE | 10/9/2025 |
| PURPOSE/KEY HIGHLIGHTS             | Provide a summary of the Metro's Maintenance Related Service Outages and related customer impacts. Metro will also share its maintenance philosophy and strategy around service outages which support system reliability. |                |           |
| DISCUSSION                         | There will be a presentation on Maintenance Related Service Outages and customer impacts.   |                |           |
| INTERESTED PARTIES                 | N/A   |                |           |



## Board Document

|                                  |   |
|----------------------------------|---|
| <b>RECOMMENDATION/NEXT STEPS</b> | Information only  |
| <b>FUNDING IMPACT</b>            | Executing these service outages, allows Metro to maintain a safe and reliable system. |

# Maintenance Related Service Outages



**Theresa Impastato, EVP & Chief Infrastructure  
Officer**

**Tom Webster, EVP & Chief Planning and  
Performance Officer**

Washington Metropolitan Area Transit Authority  
October 2025

# Relevance to Strategic Transformation Goals

Focus  
Today



## Service excellence

*Deliver safe, reliable, convenient, accessible, and enjoyable service for customers.*



## Talented teams

*Attract, develop, and retain top talent where individuals feel valued, supported, and proud of their contribution.*



## Regional opportunity & partnership

*Design transit service to move more people and connect a growing region.*



## Financial stewardship and resource management

*Manage resources responsibly to achieve a sustainable operating, capital, and energy-efficient model.*

### Objectives of Service Excellence Goal

- **Safety and Security** | Ensure all customers and employees feel safe and secure using and delivering services.
- **Reliability** | Provide dependable service that the community trusts.
- **Convenience** | Deliver frequent and accessible service that modernizes and enhances the customer experience.

# Metro's Maintenance Philosophy

**Metro is committed to continually executing timely, schedule-driven asset management that provides a safe, reliable system for customers**

- Customer-Focused Outcomes
- Proactive and Predictive Maintenance
- Continuous Improvement
- Transformation and Innovation
- Workforce Excellence



# System Constraints and Challenges

## Limitations & Volume Areas

- Rail Infrastructure limitations
- Jurisdictional project coordination
- Limited execution methods for this work
- Metro reinvestment program

## Customer Consideration

- Frequent customer impacts in similar area and demographic
- Avoiding recently impacted areas
- Increased customer service experience
- Multiple single tracks with extended headways

## Public Events

- Holidays & public events
- Concerts
- Sporting events
- Events in the jurisdictions
- Limited number of days in calendar year for large Revenue Service Adjustments

## Work Efficiency

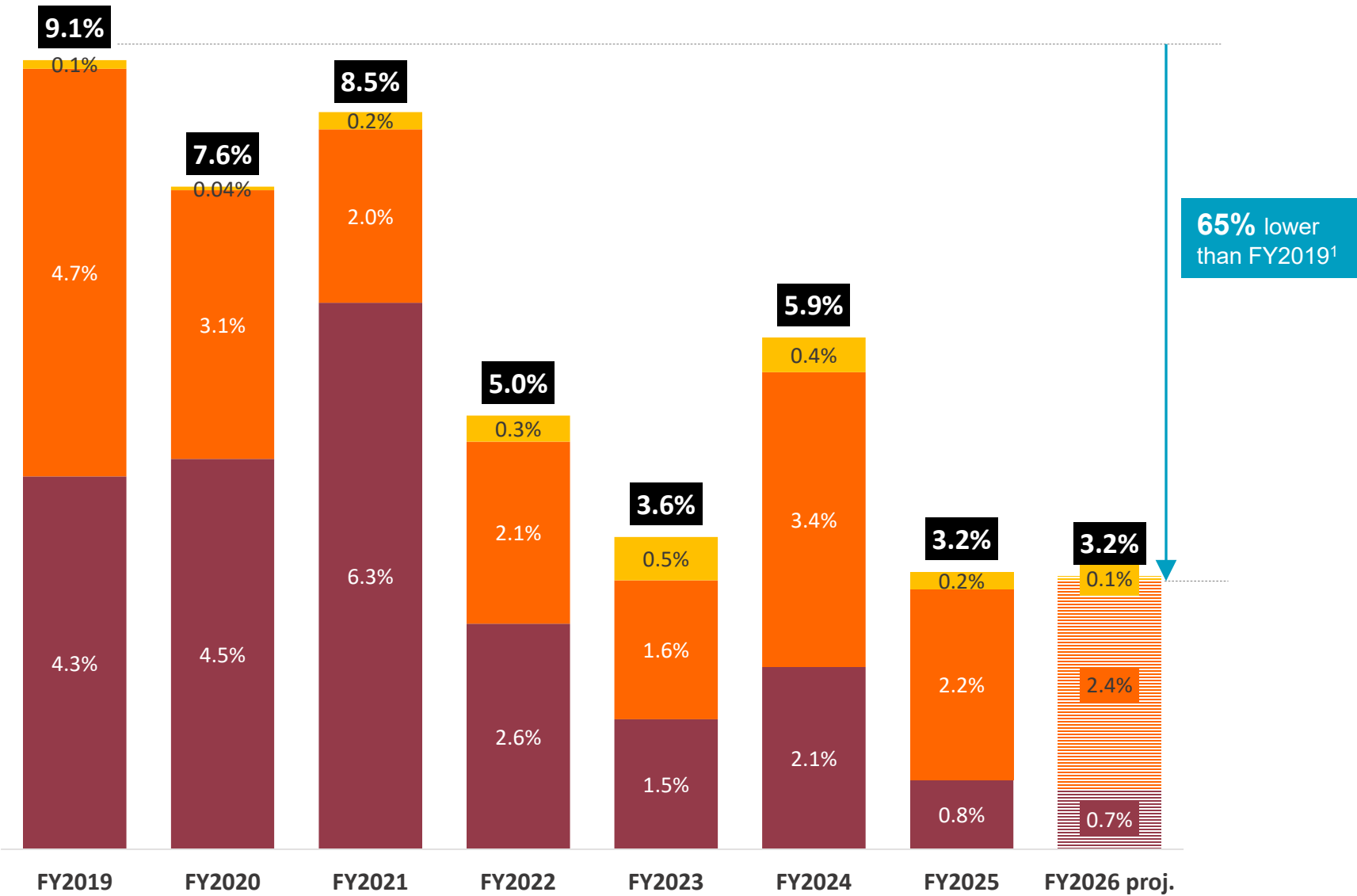
- Priority Capital Projects
- Seasonal Work
- Sequential Work
- Contractual Requirements
- Work Deconfliction
- Revenue Service Adjustments type

# Metrorail continues to reduce the impact of infrastructure work on service

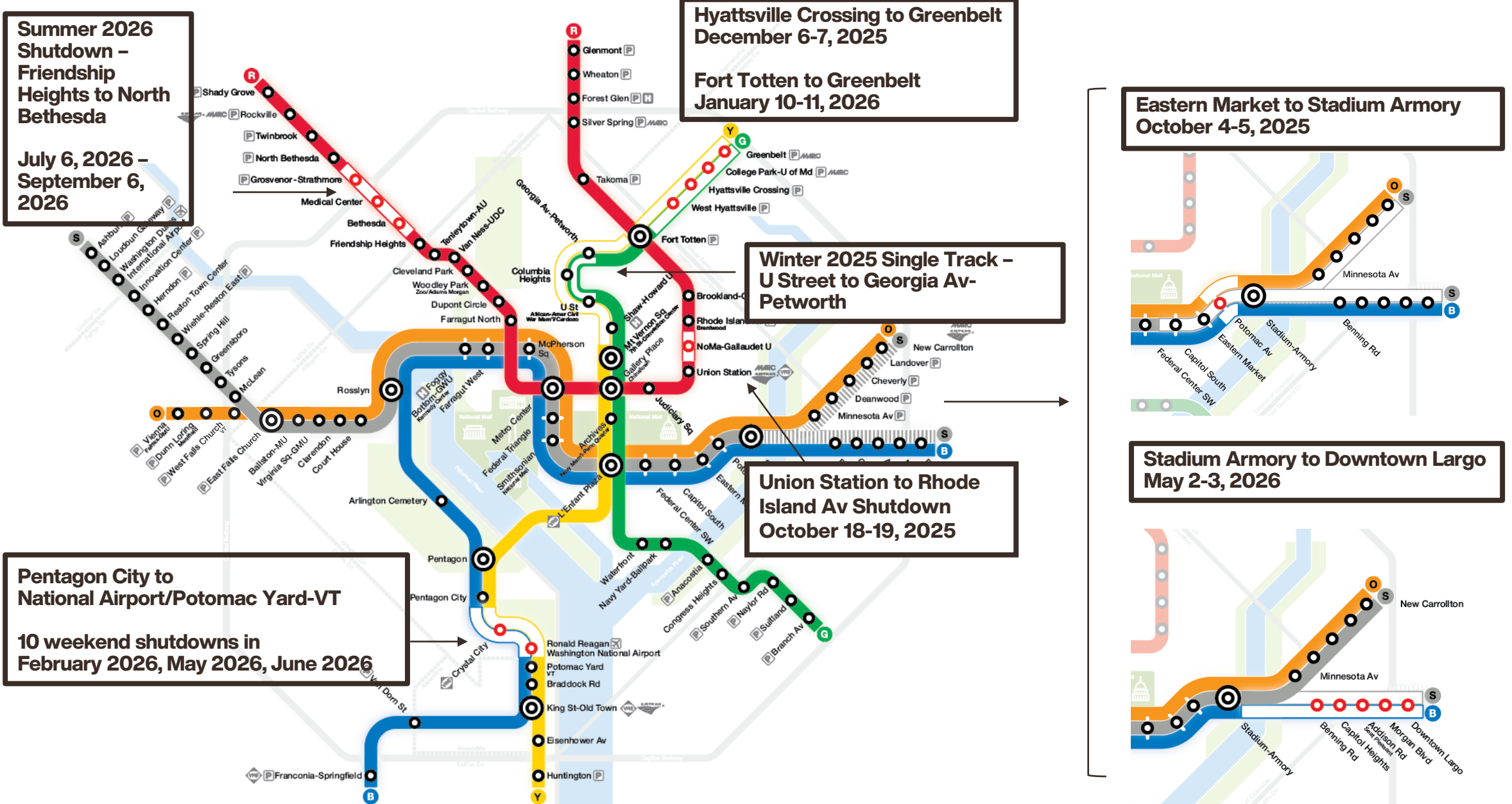
- Summer/Winter Projects
- Weekend outages
- Early out (service change starts at 10pm)

Notes:

1. Percentage of estimated budgeted revenue service stops not delivered due to planned infrastructure work.
2. FY2026 projection is based on FY26 Annual RSA Plan (July 24 version).







# Winter 2025 Single Track – U Street to Georgia Av-Petworth

**December 16-30, 2025**

## Scope of Work:

Recurring reinvestment program to modernize and maintain wayside infrastructure and removal of obsolete restraining rail

This will address long-standing power irregularity issues that impact Green Line service

## Asset Condition:

Restraining rail has become obsolete and needs to be removed, lifecycle reinvestment of the track and signaling infrastructure

## Planned Work:

Removal of ~2,600 LF of restraining rail between U St and Georgia Av-Petworth; repair and replacement of running rail and grout pads, TCR Renewal



# Pentagon City to National Airport/Potomac Yard-VT

10 weekend shutdowns – February 2026, May 2026, June 2026

**Scope of Work:**

Arlington County is building a new entrance at the Crystal City station to support the growing neighborhood which includes a mezzanine over the right of way and station infrastructure such as mechanical and communication rooms and passenger facilities

**Scheduled Shutdowns:**

| Month    | Days  |                        |                        |
|----------|-------|------------------------|------------------------|
| February | 14-16 | 21-22                  | 28 - March 1           |
| March    | 7-8   | <i>Cherry Blossoms</i> | <i>Cherry Blossoms</i> |
| May      | 9-10  | 16-17                  | 30-31                  |
| June     | 6-7   | 13-14                  | 19-21                  |

**\*Shutdown Extension to Potomac Yard-VT  
March 7-8; May 9-10, 16-17**

**Scope of Work:**

Additional work will include lifecycle reinvestment in Metro’s wayside infrastructure such as track and signaling components.

**Planned Work:**

Grout pad rehabilitation, crosstie and insulator replacement, rail renewal, and switch machine replacement



# Pentagon City to National Airport/Potomac Yard-VT

**10 weekend shutdowns – February 2026, May 2026, June 2026**

## Ridership Impact:

- 491,000 total customer trips impacted during shutdowns
- Represents ~70,000 trips per weekend

## Service Considerations:

- Blue and Yellow Line service frequencies need to match at terminal stations
- Yellow Line and Blue Lines would operate every 12 mins during the weekend shutdowns
- Bus Shuttle Plans are being developed in partnership with MWAA, Arlington County, and City of Alexandria

## \*Shutdown Extension to Potomac Yard-VT

**March 7-8, May 9-10, 16-17**

## Ridership Impact:

- 191,000 total customer trips impacted during shutdown extensions
- Represents ~64,000 trips per weekend



# Summer 2026 Shutdown – Friendship Heights to North Bethesda

**July 6, 2026 – September 6, 2026**

## Planned Work:

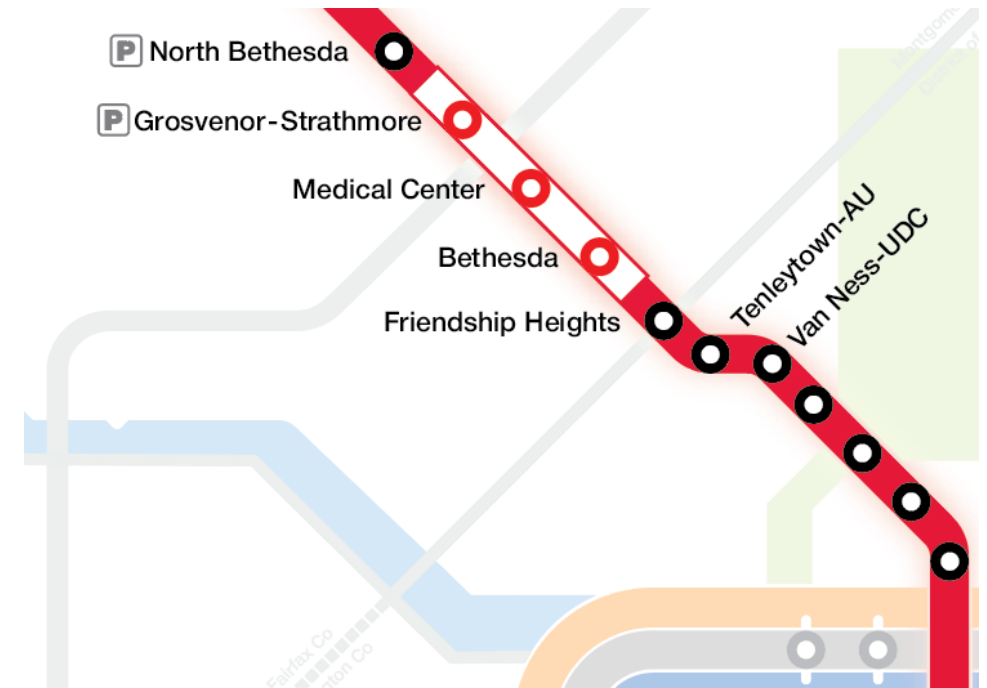
### 1) MTA Purple Line:

A capital project is underway to construct a station entrance that connects Metro's Bethesda Station to MTA's Purple Line Station.

### 2) Metro's Reinvestment Programs:

Rehabilitation of the platform at Grosvenor-Strathmore to include slab edge replacement, tile replacement, new lighting, and modified drainage

Replacement of four aerial structure compartments between Grosvenor-Strathmore and Medical Center



# Summer 2026 Shutdown – Friendship Heights to North Bethesda

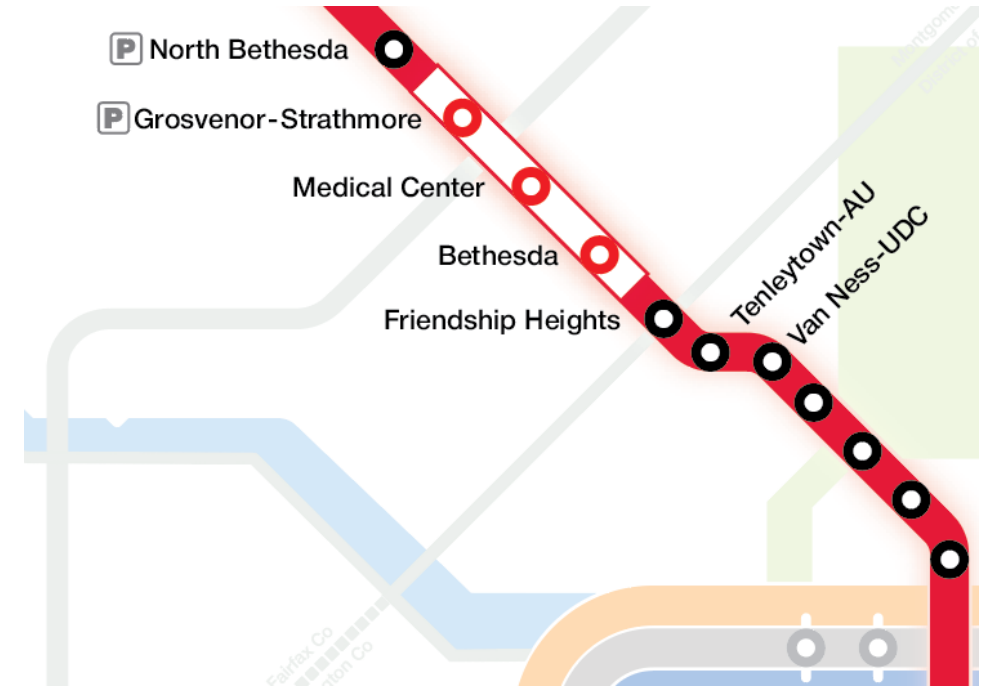
**July 6, 2026 – September 6, 2026**

## **Ridership Impact:**

- 5.3M customer trips (22% of total trips) will experience added travel time
- Bus shuttles may add 12 mins of travel time; other rail only trips may add 1-2 mins of travel time

## **Service Considerations:**

- Red Line will operate every 6 mins in two segments
  - Shady Grove – North Bethesda
  - Friendship Heights – Glenmont
- There will be no peak service during rush hour
  - Ridership and crowding are lower between July – August.
- Working group with MDOT & Montgomery County on bus priority treatment





# Potential FY2027 Major Outages

**Metro is developing outages for fiscal year 2027 which starts in July 2026**

## **July 2026 to December 2026**

Capital Projects, Reinvestment Programs  
December 2026 Shutdown

## **January 2027 to June 2027**

Capital Projects, Reinvestment Programs, Jurisdictional  
Project Coordination

## **2027 Summer Shutdown**

Capital Projects, Reinvestment Programs, Jurisdictional  
Project Coordination

