

FY20 Station Platform Project

Riders Advisory Council
1/2/2018

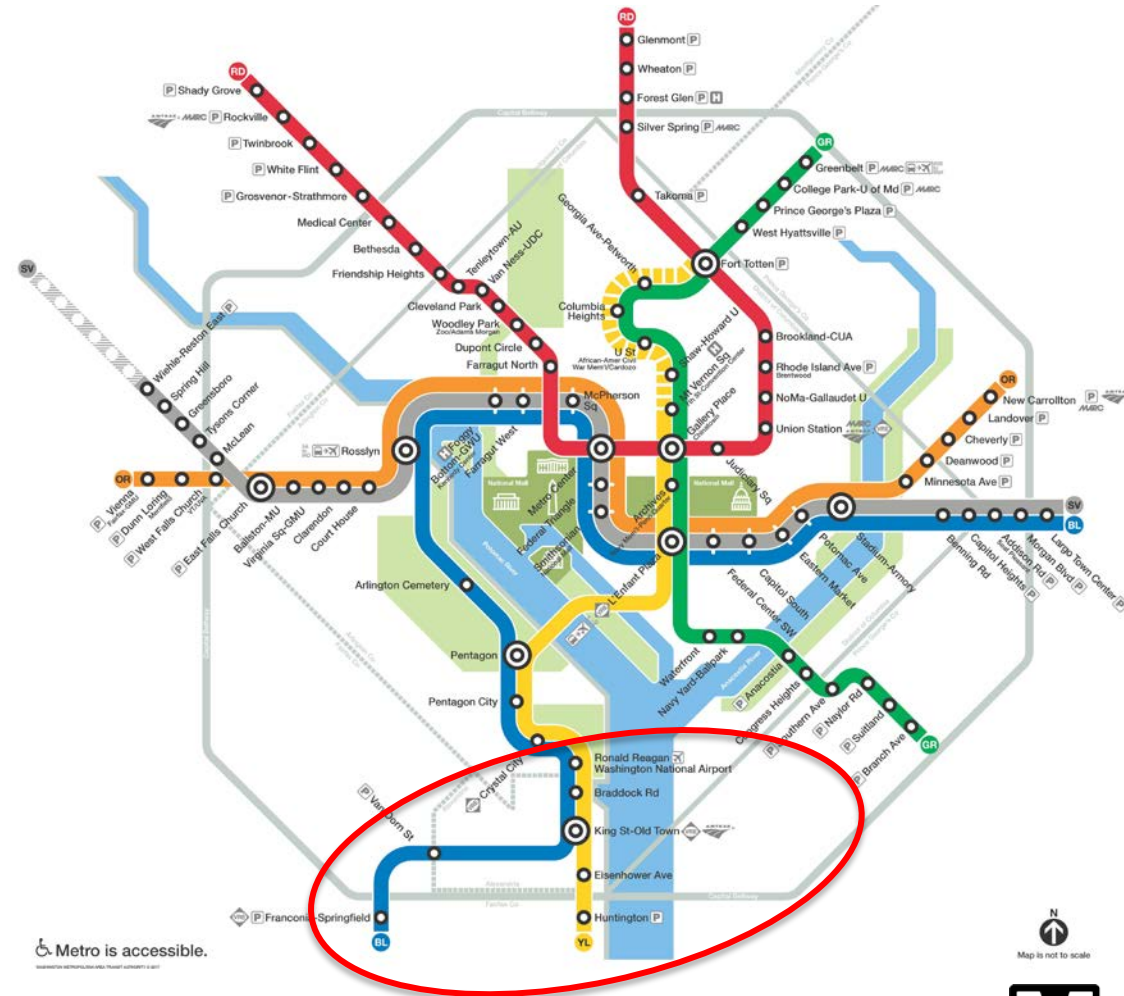


Purpose

- Provide the Council with details on FY20 station platform projects that will close 6 stations and impact 8% of weekday riders
- Preview draft mitigation plans prepared in cooperation with jurisdictions
- Highlight development of customer retention initiatives

Capital Investment: Platform Rehabilitation Project

- **May 25 – September 2, 2019:**
 - Shutdown BL/YL south of National Airport
 - Stations Closed: Braddock Rd, King St, Eisenhower Ave, Huntington, Van Dorn St, Franconia-Springfield
 - During a typical weekday rush hour, approx. 17,000 customers board at these six stations (8% of ridership)
- **September 3 – 29, 2019:**
 - Single tracking on BL, between Van Dorn St – Franconia-Springfield
 - BL trains every 24 minutes

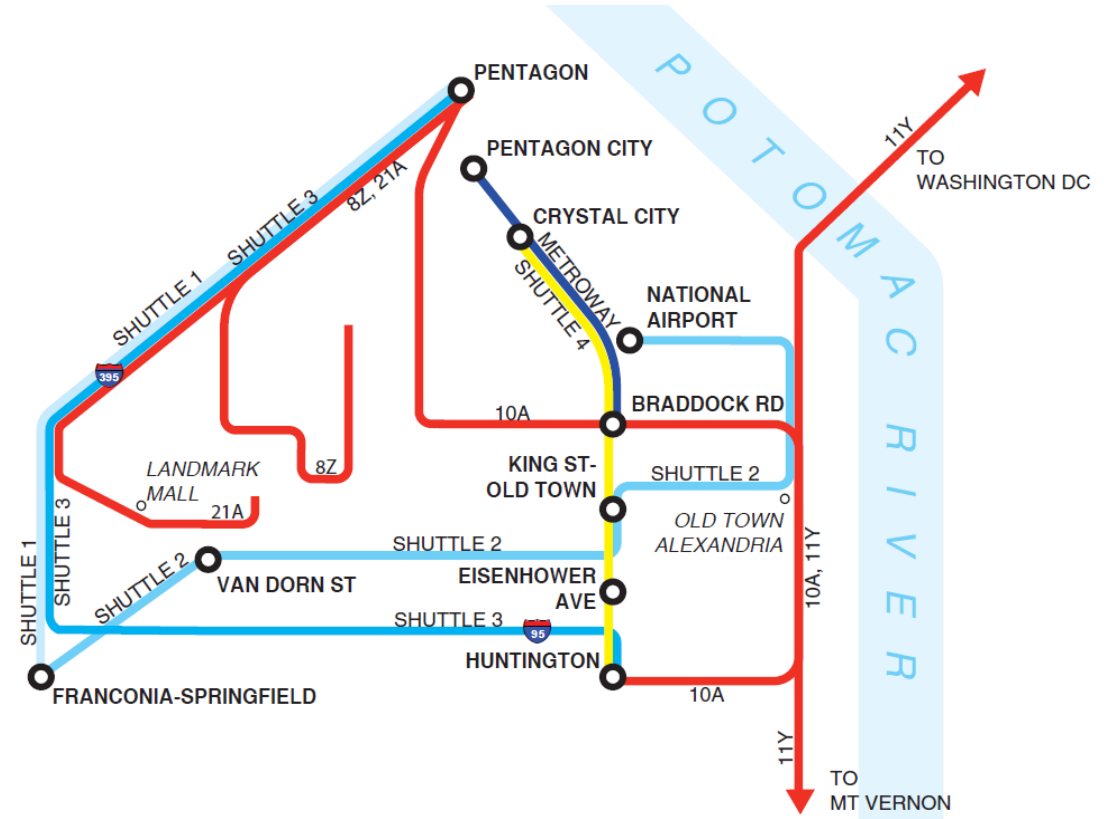


Regional Network Coordination

- Planning Underway for Summer 2019 Mitigations
 - Northern Virginia Stakeholder Group led by Metro and supported by the Northern Virginia Transportation Commission (NVTC)
 - More than 140 members: local government, state government, Congressional offices, federal government, transit providers, police and emergency management, MWAA
 - Using SafeTrack coordination effort as model

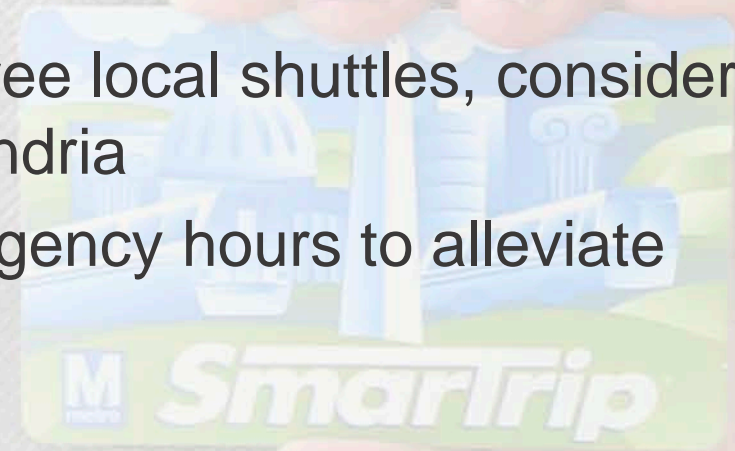
Service Alternatives – Initial Metrobus Planning

- Free express bus shuttles to Pentagon
 - From Franconia-Springfield and Huntington stations
- Free local bus shuttles connecting closed stations
 - Franconia-Springfield, Van Dorn St, King St-Old Town and National Airport
 - Huntington, Eisenhower Ave, King St-Old Town, Braddock Rd and Crystal City
- Additional capacity on existing routes
 - 8Z, 10A, 11Y, 21A, Metroway
- Preliminary Metrobus plan anticipates approx. 60% of regular rail riders in corridor will use bus alternatives



Local Operator Service Enhancements

- Local operator service enhancements under consideration:
 - Fairfax Connector: supplement existing routes, shuttle connecting Huntington North and South
 - Alexandria DASH: operation of one of the free local shuttles, considering expanded trolley service in Old Town Alexandria
 - OmniRide: shuttles to VRE stations, contingency hours to alleviate overcrowding
 - Arlington ART: added capacity

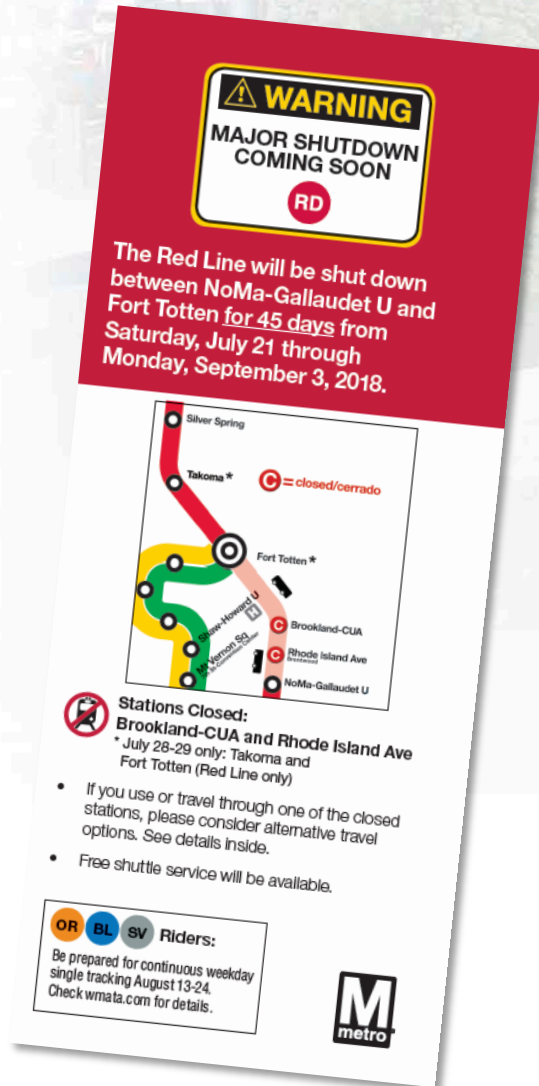


Alternative Travel Options and Demand Management

- WMATA is working with state and regional representatives on:
 - Promotion of park and ride locations
 - Promotion of existing transit service
 - Telework policies
 - Signal prioritization and dedicated lanes
 - Outreach to slugging community and vanpools/carpools
 - Coordination with transportation demand management (TDM) professionals
 - Additional capacity on VRE



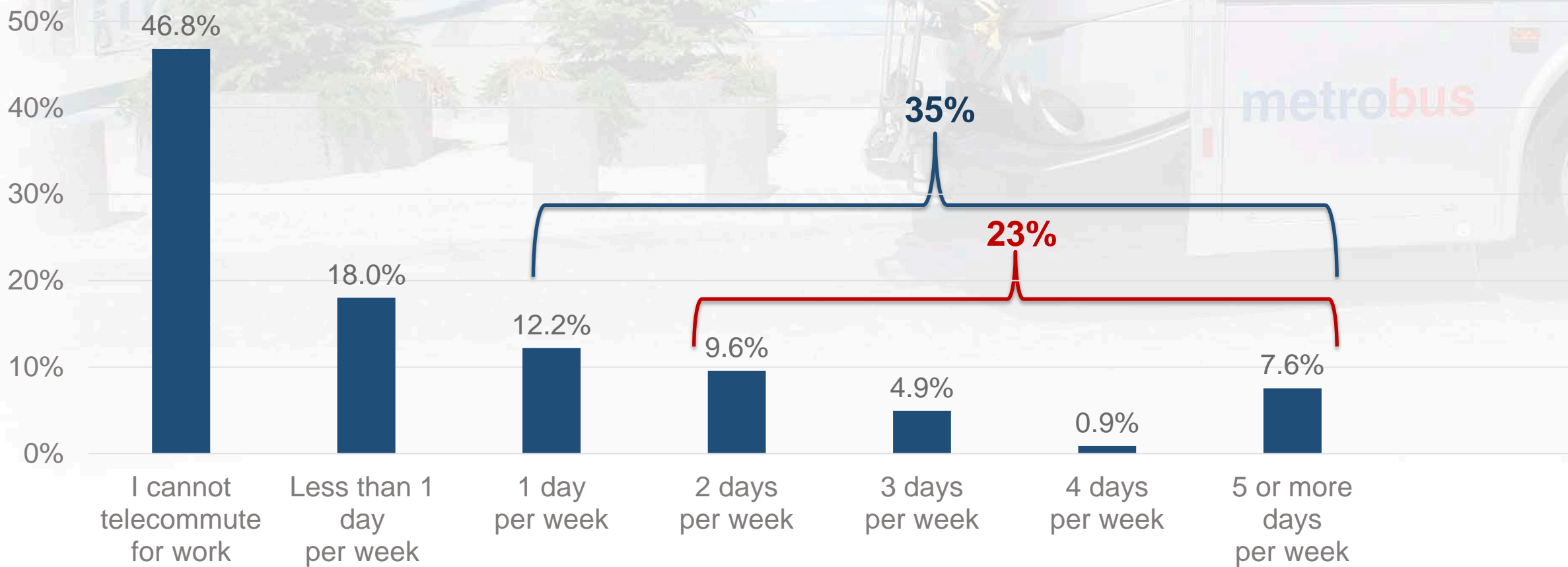
Learning from Summer 2018 Red Line Shutdown



	Agree
I know why Metro is suspending service between Fort Totten and NOMA-Gallaudet stations.	60%
I trust that the service suspensions are necessary.	66%
I was informed early enough about the service shutdowns on the Red Line.	72%
I was reminded early enough about the service shutdowns on the Red Line.	73%
I have a good understanding of my alternative travel options between late July and early September.	62%

1 in 3 affected customers have the option of telecommuting 1+ days per week
1 in 4 can telecommute 2+ days per week

How often can you telecommute for work?

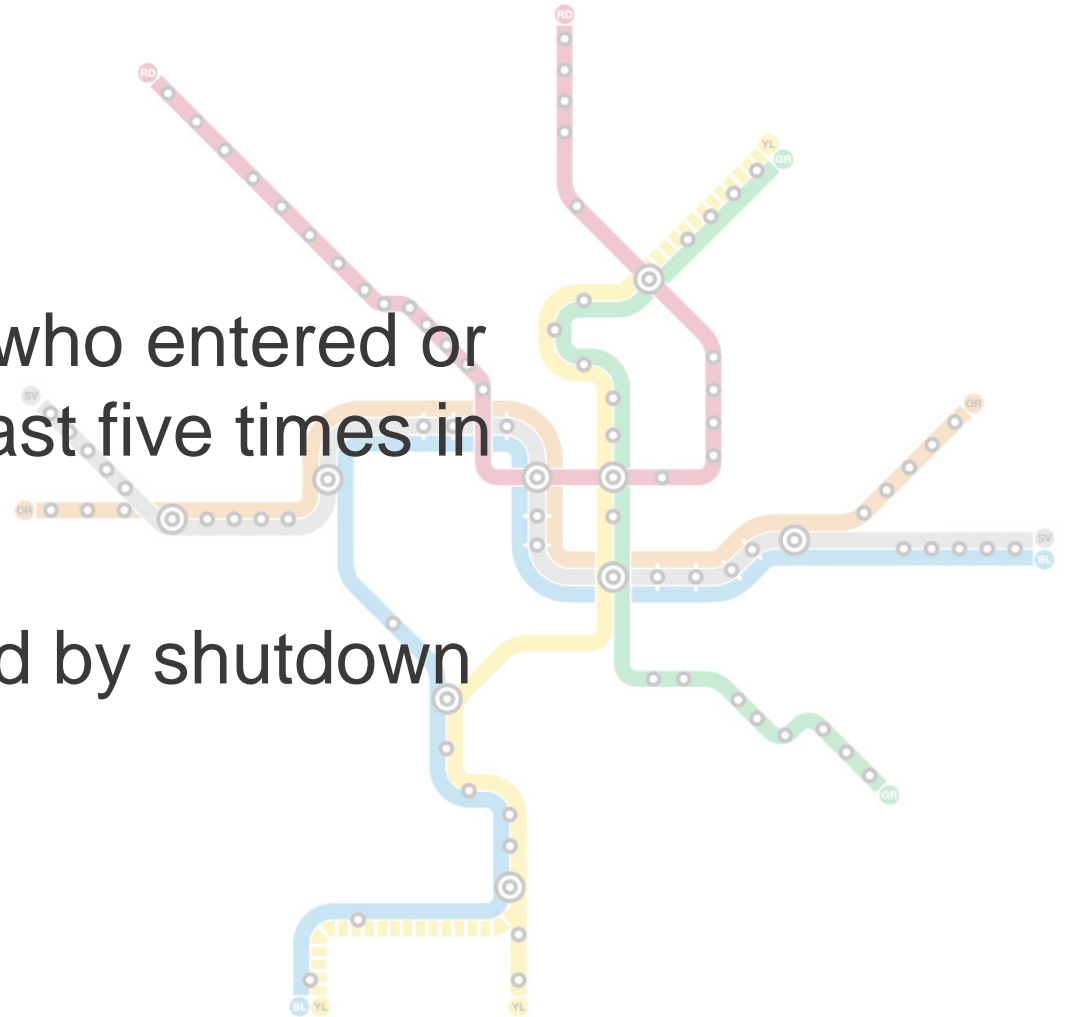


Learning from Summer 2018 Red Line Shutdown

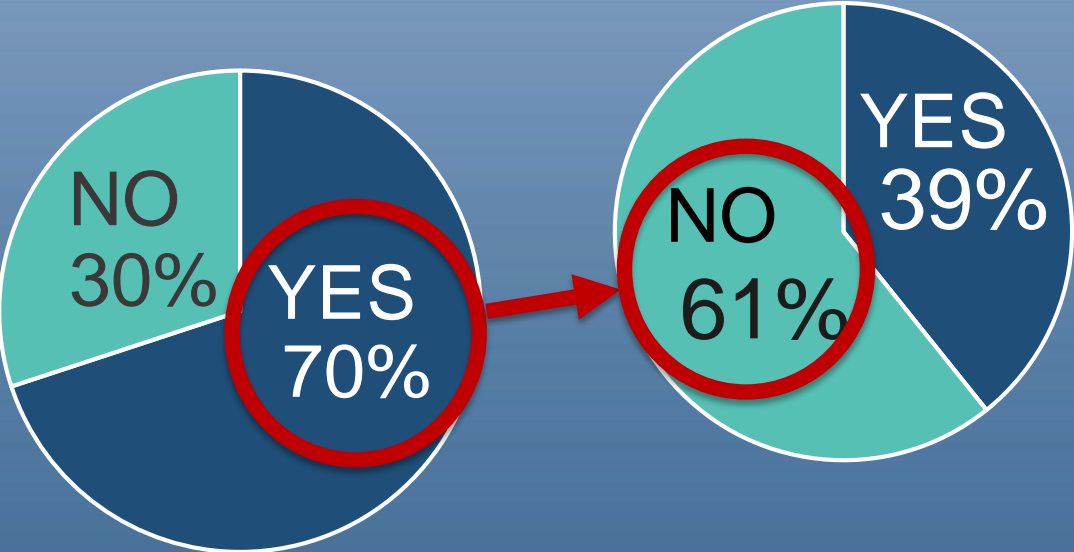
- Customers want personalized service alternatives based on their stations and travel patterns
- Increase use of email and text messaging for customer notification
- Ensure accuracy and maintenance of signage
- Improve messaging to set expectations about trip times on bus shuttles and other travel alternatives
- Provide clarity about frequent service available beyond work zone

NoVa Customer Research

- Conducted October 2018
- Surveyed existing Metrorail customers who entered or exited one of the affected stations at least five times in September 2018
- More than 10% of 17,000 riders affected by shutdown took survey

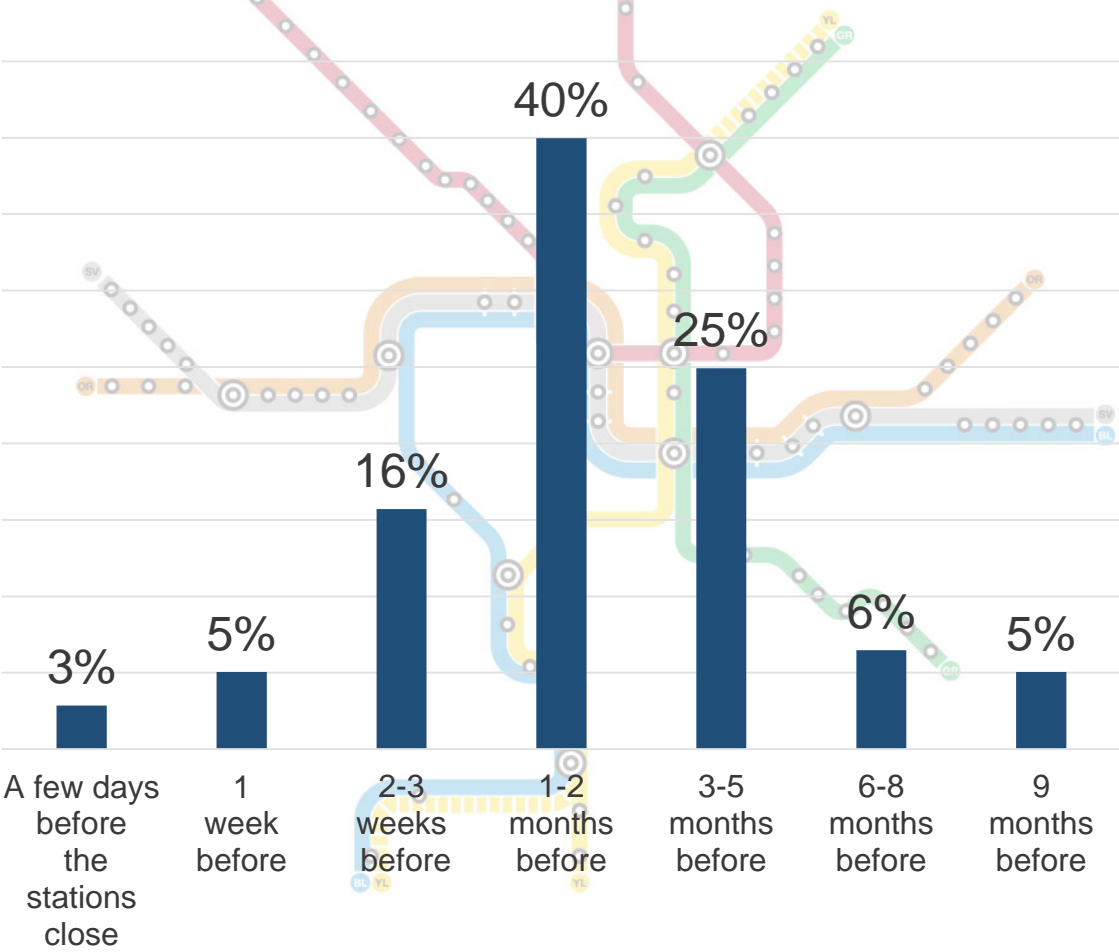


Were you aware of the 2019 shutdowns before taking survey?



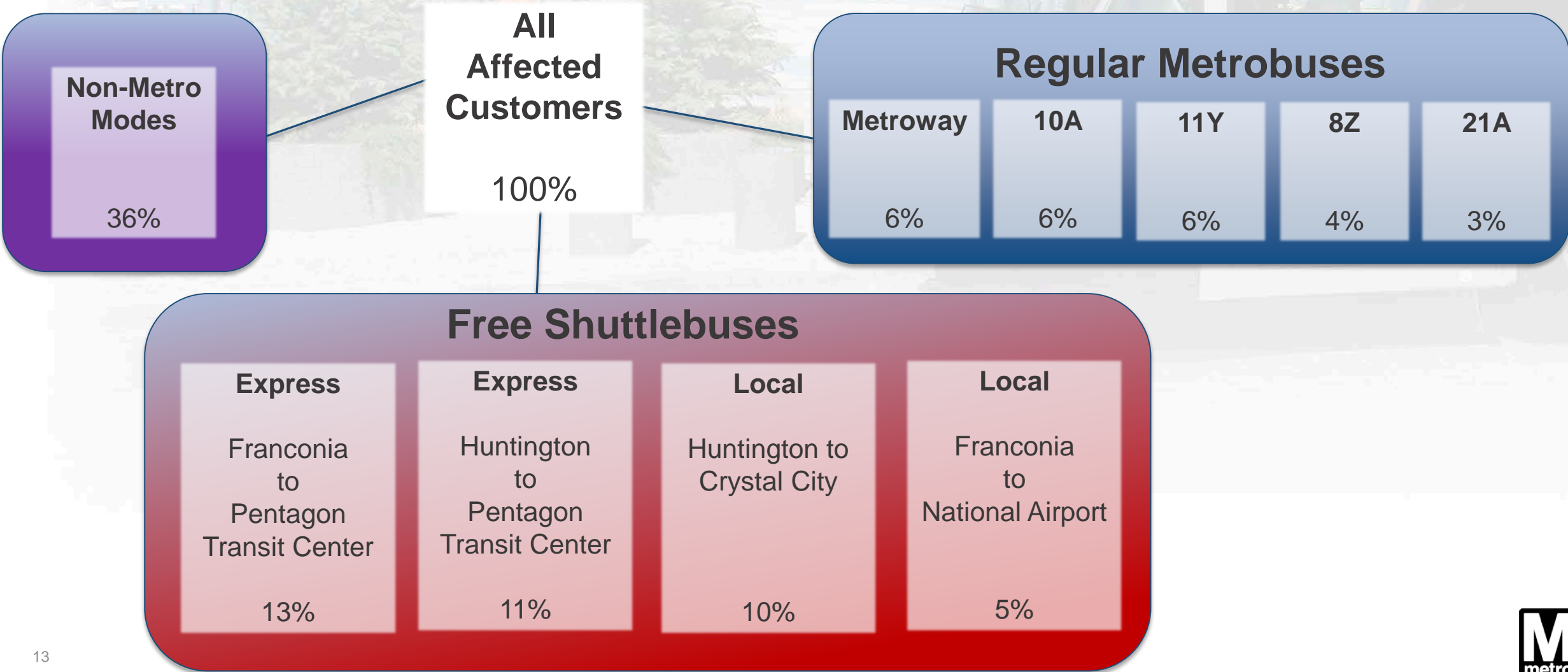
Have you already researched travel alternatives?

When are you likely to research travel alternatives for next summer?



Expected Demand for Alternatives

Would you use these alternatives? “*Certainly Yes*” responses only



Next Steps

- Finalize travel alternatives from Metro and regional providers
- Complete evaluation of promotion and incentive strategies and return to Board for approval
- Customers notification beginning in spring 2019

