INVITATION FOR BID (IFB)

IFB NO.: FQ15155/WJG

WASHINGTON METROPOLITAN AREA

TRANSIT AUTHORITY

BUS BAY, SAFETY AND ACCESS IMPROVEMENTS AT FRANCONIA SPRINGFIELD METRO RAIL STATION

DATE: APRIL 9, 2015

VOLUME 6

ATTACHMENTS

For Official Use Only

Metro Transit
Police Department
Office of Emergency
Management

This is a Cover Sheet

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Washington Metropolitan Area Transit Authority

Severe Weather Plan

2013-2014

EXECUTIVE SUMMARY

The WMATA Severe Weather Emergency Plan documents the policies, procedures, actions, and staffing for the four severe weather/emergency phases which are: ALERT, READINESS, OPERATIONS and RECOVERY. Within these phases are levels for Winter Storms and Tropical Storm/Hurricanes that describe the specific weather conditions.

The severe weather response process provides overall policy guidance on the general actions that are to be followed beginning with an ALERT and ending with the RECOVERY actions.

Severe weather service levels provide a common base of operations for the Authority. Service levels begin with normal scheduled service for bus and rail and progress to specific contingency plans for buses operating on regional snow emergency routes and for rail operating underground. Conditions may indicate a need to suspend all revenue service. Service levels can be different in different parts of the region depending on intensity of the storm.

Response levels are defined for Readiness and Operations. These response levels correspond to the severe weather service levels. The response levels provide general guidance on equipment and staffing that is required to maintain a specific level of service.

The Emergency Command Center (ECC) staffing and operating procedures along with departmental staffing and operating procedures and the Authority communication procedures for various emergency situations are presented.

The requirements and responsibilities for employees to report for work under severe weather are covered under Authority Policy Instruction “P/I 7.8 - Reporting Procedures during Inclement Weather”. All employees shall be familiar with their responsibilities under this policy.

PROMULGATION/SIGNATURE PAGE

This plan is intended to be in accordance with the existing format of the National Response Framework (NRF) and incorporates the National Incident Management System (NIMS) to meet all Federal emergency planning requirements.

Ronald Pavlik Jr. 12.5.2013

Recommended: Date
Ronald Pavlik, Jr.
Chief, Metro Transit Police
Washington Metropolitan Area Transit Authority

A. R. Troup 12/9/2013

Approved: Date
A. Robert Troup
Deputy General Manager, Operations
Washington Metropolitan Area Transit Authority

Jack Requa 12-9-13

Approved: Date
Jack Requa
Assistant General Manager, Department of Bus Services
Washington Metropolitan Area Transit Authority

I hereby approve and promulgate this plan and charge all WMATA Departments with the responsibility for the implementation of this plan under emergency conditions and its ongoing development as experience and changing conditions require.

Richard Sarles 12-10-13

Authorized: Date
Richard Sarles
General Manager and Chief Executive Officer
Washington Metropolitan Area Transit Authority

RECORD OF CHANGES

Changes Effective: November 1, 2013

Last Updated: November 1, 2013

If a change to the Severe Weather Operations Plan is deemed necessary prior to the review and update period (every two years), this change will be captured and distributed in memorandum form and acknowledged in the table below.

Changes:

Memo #	Note(s)	Date
NA	Annual update (minor grammatical corrections, slight reorganization for easier reading, modified page numbers, and updates to office/departmental name changes, etc.)	July 2013
NA	Updated phone numbers and format. Removed excess information from departmental plans	November 2013

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BACKGROUND AND STRATEGIC GOALS

This Severe Weather Plan combines input from all impacted offices and departments to develop a cohesive and coordinated response to weather related incidents.

Background

WMATA, established on February 20, 1967, is an interstate compact agency and, by the terms of its enabling legislation, is an agency and instrumentality of the District of Columbia, State of Maryland, and Commonwealth of Virginia. The agency was established by the aforementioned states and the District of Columbia to plan, finance, construct, and operate a comprehensive mass transit system for the Washington metropolitan area. Construction of the Metrorail system began in 1969. Four area bus systems were acquired in 1973. The first phase of Metrorail began operation in 1976. The final leg of the original 103-mile rail network was completed in early 2001. Today, the WMATA Metrorail system includes 106.3 miles and 86 stations. Overall, 42 percent of those working in the center of Washington and parts of Arlington County use mass transit.

Strategic Goals

The strategic goals of this Severe Weather Plan are the following:

- Limit risk, protect and save lives of those within the WMATA system.
- Preserve the continuity of WMATA's mission-essential functions.
- Minimize service disruption and economic loss.

This Severe Weather Plan is also used to assist in continuing basic operations and to facilitate the maintenance of critical infrastructure and decision-making processes used by WMATA. It does not replace existing Continuity of Operations (COOP) plans or Standard Operating Procedures (SOPs), but rather acts as a companion document to support their effective operation.

Limit Risk, Protect and Save Lives

The first goal of this Severe Weather Plan is to limit risk, protect and save the lives of passengers and employees in the WMATA system during a weather related incident. This document provides guidance to identify, manage, and organize the operational procedures that will be needed during the alert, readiness, operations and recovery response levels. The WMATA Severe Weather Plan provides the mechanisms for a coordinated operations or emergency response and expedited service restoration during:

- Severe Weather (e.g., snow or ice conditions)
- Natural Disaster (e.g., hurricane, flood)
- Weather Alerts (e.g., severe thunderstorms)

Preserve the Continuity of WMATA's Mission-essential Functions

This strategic goal focuses on the internal functions of WMATA as a large employer and provider of an essential infrastructure service, with particular attention to the COOP planning necessary to continue routine operations and maintain critical services during an incident.

Minimize Service Disruption and Economic Loss

WMATA plays a critical role in the Washington, D.C. metropolitan area infrastructure as the primary transportation resource for commuters, tourists, employees, and the general public. It is also a business that relies largely on income from passenger use, with supplemental contributions from regional government partners, in order to sustain service. Maintaining both of these aspects is critical to the region and WMATA's response to and recovery from a weather incident. It is important to note that the WMATA infrastructure includes not only physical facilities but also the processes, systems, and information that provide support.

PURPOSE, SCOPE, AND SITUATION

Purpose

The primary mission of WMATA is to provide the region with safe, secure, reliable, and attractive public transportation service. The purpose of this Severe Weather Plan is to define the actions and roles necessary for WMATA to provide a coordinated response during a weather related event and ensure a common operational focus and methodology that coordinates WMATA priorities and response with jurisdictional priorities and response.

This Severe Weather Plan is also a training aid to familiarize the user with the roles and responsibilities of the WMATA emergency response and recovery functions and activities. Specific terms and acronyms used in this document are included in the Glossary.

Scope

The scope of this Severe Weather Plan covers pre-weather incident planning, operations management planning during weather incidents as well as service restoration planning and recovery operations. This Severe Weather Plan provides guidance for WMATA transit functions critical in the preparation for, response to, recovery from, and mitigation of weather related emergency situations and special weather events impacting WMATA transit operations. It establishes response and recovery procedures for the WMATA emergency branches (i.e., Operations, Planning, Logistics, and Administration and Finance).

WMATA's operations are performed in three distinct but complementary agency systems: Rail Operations, Bus Services, and MetroAccess Services. This Severe Weather Plan applies to all departments, functions, and employees of WMATA and is dedicated to maximizing the safety and security of all passengers, employees, and other interested citizens in addition to the vehicles, equipment, and facilities utilized by the system.

Situation

Metrorail, Metrobus, and MetroAccess serve a population of 3.5 million within a 1,500 square mile area. The transit zone consists of the District of Columbia, the suburban Maryland counties of Montgomery and Prince George's, the Northern Virginia counties of Arlington, Fairfax, and Loudoun, and the cities of Alexandria, Fairfax, and Falls Church, Virginia.

WMATA could be subject to the effects of many emergencies, varying widely in type, magnitude, and scope. Disaster conditions could be a result of a number of natural phenomena, such as tornadoes, floods, severe thunderstorms, high water, drought, severe winter weather, fires, high winds, or extreme fog.

Resource capabilities to respond to accidents, emergencies, and/or disaster conditions exist within WMATA and with local, State, and Federal levels of government; the private sector; and volunteer organizations.

WMATA Metrorail Route Map

CONCEPT OF OPERATIONS

General

The mission of the transit authority is to provide the region safe, equitable, reliable, and cost effective public transportation. Every effort will be made to operate the bus and rail system during adverse weather conditions. If normal scheduled service cannot be provided safely because of adverse weather and operating conditions, the service level of the bus, rail and paratransit will be adjusted as appropriate by order of the GM/CEO or Severe Weather Commanders with the advice of the Office of Emergency Management Director.

Weather Seasons

The primary weather seasons for the WMATA region can be broken down into the following date ranges:

Winter Storms Season (October 15 – April 15)

- Snow
- Ice

Tropical Storms Season (June 1 – November 30)

- Hurricanes
- Heavy Rain
- Winds
- Flooding

Severe Thunderstorm and Tornado Season (April 1 – September 30)

RESPONSE PHASES

Alert Phase

The ALERT phase includes all of the activities required to continuously monitor weather forecasts, weather conditions, and the condition of the operating system throughout the service area.

Readiness and Operations Phases

READINESS AND OPERATIONS phases are divided into levels which generally define the weather conditions and response activities. The service level designations assigned to these levels are consistent with the numbers assigned to the severe weather service levels to ensure that an appropriate response activity will be provided to maintain a desired service level. The severe weather response levels may differ throughout the region depending on the location of the storm. The appropriate response level, which must be determined by the Severe Weather Commander, is a function of actual weather and

operating conditions in that section of the region. For example, the Yellow and Blue lines may be operating normally while the Red Line from Grosvenor to Shady Grove may have 6" to 8" of blowing snow making it difficult to operate. Other conditions such, as downed trees, damage to facilities, flooded streets may impact service levels.

Readiness and Operations levels are defined in the following tables. These general definitions are provided as guidance for the Emergency Command Center (ECC) and the Severe Weather Commander. The Severe Weather Commander is responsible for ordering all response levels, after assessing localized weather conditions and the effects of those conditions on the operations of the rail system, buses, and MetroAccess.

Recovery Phase

The RECOVERY phase includes all activities required to return the system to a normal condition after the storm has stopped and threats of damage or interruption of service has ceased.

WINTER STORMS SEASON

Winter Storms Season (October 15 – April 15)

- Snow
- Ice

In the event the temperature reaches 25 degrees or below, whether or not there is a severe weather forecast, refer to the following BMNT SOPs as applicable:

- 1.5/0 - HVAC Inspection Procedures and 2.3/0 Time Frame for HVAC Service Interruptions
- 1.9/0 - Winter Preparation
- 1.9/0 - Starting and Idling of Bus Engines (incorporated in SOP for winter preparation)
- 1.12/0 - Coolant System Care
- 2.6/0 - Bus Step Deicing
- 2.9/0 - Use of Booster Battery Cables and Jumper Cables
- 5.2/0 - Facility Plumbing/Equipment during Winter Operation

READINESS AND OPERATIONS LEVELS FOR WINTER STORMS

Readiness Level	Weather Forecast	Readiness Activities
Readiness 1	0" - 1" of snow starting in the next 8 hours. Temperature mid to cold.	All operations, support and contract personnel; all equipment, materials and supplies required to maintain normal scheduled service with 1" of snow be in a ready position within 4 hours. Await deployment order from Severe Weather Commander.
Readiness 2	1" - 2" of snow starting in the next 8 hours or icing conditions possible. Temperature cold to very cold.	All operations, support and contract personnel; all equipment, materials and supplies required to maintain normal scheduled service with 2" of snow be in a ready position within 4 hours. Await deployment order from Severe Weather Commander.
Readiness 3	2" - 4" of snow starting in the next 8 hours or icing conditions expected. Temperature cold to very cold.	All operations, support and contract personnel; all equipment, materials and supplies required to maintain service at 4" of snow be in a ready position within 4 hours. Await deployment order from the Severe Weather Commander.
Readiness 4	4" - 8" of snow starting in the next 8 hours or icing conditions expected. Temperature cold to very cold.	All operations, support and contract personnel; all equipment, materials and supplies required to maintain service at 8" of snow be in a ready position within 4 hours. Await deployment order from the Severe Weather Commander.
Readiness 5 *(Contingency)*	8" or more of snow starting in the next 8 hours or icing conditions expected. Temperature cold to very cold.	All operations, support and contract personnel; all equipment, materials and supplies required to maintain a Readiness 5 be advised of the potential of an upgrade to Operations 5 within the next 4 hours. Support staff begins preparing for Level 5. Await deployment order from the Severe Weather Commander.
Readiness 6 *(Contingency)*	10" or more of snow starting in the next 8 hours or icing conditions expected. Temperature cold to very cold.	All operations, support and contract personnel; all equipment, materials and supplies required to maintain a Readiness 6 be advised of the potential of an upgrade to Operations 6 within the next 4 hours. Support staff to begin preparing for Level 6. Await deployment order from the Severe Weather Commander.

Note: For Readiness Level 2 through 6, a**ll contractors not providing severe weather support are told to cease work on the wayside or told not to work on WMATA property until notified by the Severe Weather Commander. Tools and equipment are cleared from the wayside.**

Operations Level	Weather Conditions	Response Activities
Operations 1	0" - 1" of snow Temperature cold. Snowing.	All operations, support and contract personnel and equipment start and continue snow operations to maintain normal scheduled service for rail, with detours from known problem areas as needed for bus.
Operations 2	1" - 2" of snow Temperature cold - Snowing.	All operations, support and contract personnel and equipment start and continue snow operations to maintain normal scheduled service for rail. Bus Service begins to transition to detour routes. **All contractors are told to cease work on the wayside or told not to work on WMATA property until notified by the Severe Weather Commander. Tools and equipment are cleared from the wayside.**
Operations 3	2" - 4" of snow or icing conditions expected. Temperature cold to very cold.	All operations, support and contract personnel and equipment continue to fight snow. Put all six-car trains, plows and scrapers on mainline. Bus operations maintained as possible with delays.
Operations 4	4"- 8" of snow or severe icing conditions expected. Temperature cold to very cold.	All operations, support and contract personnel and equipment continue to fight snow. All six-car trains, plows and scrapers on mainline. Bus service on Saturday routes.
Operations 5 (Contingency)	Snow accumulation of 8" or more or heavy ice accumulation. Temperature cold to very cold.	All operations, support and contract personnel and equipment fights snow to maintain Level 5. Bus on Sunday routes only. Rail operating limited above ground service.
Operations 6 (Contingency)	Snow accumulation of 10" or more or heavy ice accumulation Temperature cold to very cold.	All operations, support and contract personnel and equipment fights snow to recover system. Bus truncated route system on regional snow emergency routes or suspend service. Rail operating mostly underground.

Note: For Snow Operations Level 2 through 6, a**ll contractors not providing severe weather support are told to cease work on the wayside or told not to work on WMATA property until notified by the Severe Weather Commander. Tools and equipment are cleared from the wayside.**

TROPICAL STORMS SEASON

Tropical Storms Season (June 1 – November 30)

- Hurricanes
- Heavy Rain
- Winds
- Flooding

Severe Thunderstorm and Tornado Season (April 1 – September 30)

- Heavy Rain
- Winds
- Flooding

ALERT, READINESS AND OPERATIONS LEVELS FOR TROPICAL STORMS & HURRICANES

Alert Level	Weather Forecast from the National Weather Service
Alert 1	**Tropical Storm Watch:** Tropical Storm force winds (sustained winds of 39 to 73 mph) ***are possible*** **within 48** hours. Heavy rains are possible before the arrival of Tropical Storm force winds.
Alert 2	**Tropical Storm Warning:** Tropical storm force winds (sustained winds of 39 to 73 mph) ***are expected*** **within 36** hours. Heavy rains are possible before the arrival of Tropical Storm force winds.
Alert 3	**Hurricane Watch:** Hurricane conditions (sustained winds 74 mph or higher) ***are possible*** **within 48** hours. Heavy rains are possible before the arrival of Hurricane force winds.
Alert 4	**Hurricane Warning:** Hurricane conditions (sustained winds of 74 mph or higher) ***are expected*** **within 36 hours.** Heavy rains are possible before the arrival of Hurricane force winds.

Note: For Alert Level 2 and Level 4, **all contractors not providing severe weather support are told to cease work on the wayside or told not to work on WMATA property until notified by the Severe Weather Commander. Tools and equipment are cleared from the wayside.**

Readiness Levels for Tropical Weather		
Readiness Level	**Weather Forecast**	**Readiness Activities**
Readiness 1	Tropical Storm Watch in effect. Current winds are less than 39 mph. Sustained winds of greater than 39 mph ***are predicted*** **within 8 hours**. Heavy rains are possible before the arrival of Tropical Storm force winds.	OEM will monitor conditions and forecasts and provide updates as needed. All operations, support and contract personnel: all equipment, materials and supplies required to maintain normal scheduled service are ready. Await deployment order from Severe Weather Commander. ECC Team 1 members will inform ECC Team 2 members of plans
Readiness 2	Tropical Storm Warning in effect. Current winds are less than 45 mph. Sustained winds of up to 45 mph ***are expected*** **within 8 hours.** Heavy rains are possible before the arrival of Tropical Storm force winds.	OEM will monitor conditions and forecasts and provide updates as needed. Tools and equipment that can be safely secured indoors will be accounted for. Portable generators, lighting units, pumps and sandbags will be inventoried. Procedures for reduced speed of revenue service will be reviewed / considered. ECC Team 1 members will inform ECC Team 2 members of plans
Readiness 3	Hurricane Watch in effect. Wind conditions that are greater than 45 mph but less than 60 mph are ***predicted*** **within 8 hours.** Heavy rains are possible before the arrival of Hurricane force winds.	OEM will monitor conditions and forecasts and provide updates as needed. Tools and equipment that can be safely secured indoors will be stored indoors. Portable generators, lighting units, pumps will be prepared for service. Procedures for partial shutdown (above ground) of revenue service will be reviewed. ECC Team 1 members will inform ECC Team 2 members of plans.
Readiness 4	Hurricane Warning Sustained winds of 60 mph or higher) *are* ***predicted*** **within 8 hours.** Heavy rains are possible before the arrival of	OEM will monitor conditions and forecasts and provide updates as needed. Tools and equipment that can be safely secured indoors will be stored indoors. Portable generators, lighting units, pumps will be prepared for service. Procedures for total shutdown of revenue service will be

	Hurricane force winds.	reviewed / considered. ECC Team 1 members will inform ECC Team 2 members of plans.

Tropical Storm/Hurricane Operations Levels		
Operations Level	**Weather Conditions**	**Response Activities**
Operations 1	Winds are less than 39 mph. Rains may be heavy at times.	All operations, support and contract personnel and equipment continue revenue operations. OEM will monitor conditions and forecasts and provide updates as needed.
Operations 2	Sustained winds are **less than 45 mph**. Rains may be heavy. Flash flooding is possible. Unsecured objects and debris *could* become airborne and pose hazards to customers and staff and equipment. Power outages are possible.	All operations, support and contract personnel and equipment continue revenue operations. Rail Operations adjust headways and may adjust speeds as needed by conditions. Bus remove articulated buses from service. OEM will monitor conditions and forecasts and provide updates as needed.
Operations 3	Sustained winds are **greater 45 mph but less than 60 mph**. Rains may be very heavy. Storm Surge flooding on tidal waters is possible. Flooding may occur in other areas. Unsecured objects and debris *may* become airborne and pose hazards to customers and staff and equipment. Structural damage to facilities is possible. Widespread power outages are likely.	Above ground rail service will be suspended. Rail will consider storing trains below grade. Bus will retreat to major routes or suspend service OEM will monitor conditions and forecasts and provide updates as needed. **Personnel assigned to above ground rail facilities will be dismissed from work or provided with locations to shelter-in-place.**

Operations 4	Sustained winds are **greater 60 mph**. Rains may be very heavy. Storm Surge flooding on tidal waters is possible. Flooding may occur in other areas. Tree limbs, debris and unsecured objects *will* become airborne and pose hazards to customers and staff and equipment. Structural damage to facilities is likely. Widespread power outages are likely.	**All modes of revenue service will cease 2 hours prior to the forecast arrival of sustained winds that are greater than 60 miles per hour.** OEM will monitor conditions and forecasts and provide updates as needed.

Note: For Tropical Storm/Hurricane Operations Level 2,3 and 4, a**ll contractors not providing severe weather support are told to cease work on the wayside or told not to work on WMATA property until notified by the Severe Weather Commander. Tools and equipment are cleared from the wayside.**

RECOVERY LEVELS

Recovery Level A

Those activities required, after the storm has ceased, to restore normal scheduled service.

Restoration Phases for Bus Operations – are defined as the levels of service provided, as road conditions improve, to restore normal scheduled service.

Restoration Phase 5 – Skeleton Conditions are monitored by Emergency Command Center personnel and Bus management staff and through conference calls and other contact with jurisdictions concerning snow / debris removal efforts and road conditions.

Restoration Phase 4 – As roadways are cleared, additional bus service is provided as conditions permit. Emergency Command Center personnel and Bus management continue to participate in conference calls and other contacts with jurisdictions concerning snow removal efforts and road conditions to determine feasibility of various service levels.

Restoration Phase 3 – Additional service returns, conditions permitted and with detours as required.

Restoration Phase 2 – Regular service plan (weekdays if appropriate) with some exceptions. Just about back to normal.

Restoration Phase 1 – Normal service.

Recovery Level B

Those activities required, after normal scheduled service has been restored, to repair and reposition all equipment, replace and/or restock all equipment, replace and/or restock all materials and supplies and document and debrief response activities for all phases of the storm.

EMERGENCY COMMAND CENTER

The Emergency Command Center (ECC) is the focal point for all information and decision making during a declared severe weather emergency as required by the Severe Weather Commander.

The ECC is mobilized by order of the Team I Severe Weather Commander or by the Team II Severe Weather Commander in the absence of the Team I Severe Weather Commander, usually at Level 3 Readiness for Snow and Level 2 Readiness for Tropical Weather.

The primary ECC for Severe Weather Events is located in the ROCC Conference Room at the Carmen Turner Facility, 3500 Pennsy Drive, Landover, MD. The alternate EOC is located on the B1 level of the Jackson Graham Building, 600 Fifth Street, NW, Washington, DC.

Arrangements will be made to video conference between the ROCC Conference Room and other appropriate Operations Centers during those periods when the ECC is activated.

The Rail Transportation is responsible for coordinating food arrangements to feed the ECC staff at CTF. The Office of Emergency Management will coordinate similar arrangements when the Jackson Graham EOC facility is utilized.

Each department/office is responsible for making its own arrangements for lodging.

Staffing

The ECC will function under a Team I/Team II concept when a severe weather emergency is in effect. The ECC will be administered by the Office of Emergency Management and directed by the Severe Weather Commander during a severe weather emergency.

ECC personnel will work 12.5 hour shifts. The first shift will be staffed by Team I and will start when the Severe Weather Commander declares the ECC operational. Team I personnel should attempt to schedule their activities in such a way that they have 8 hours of rest prior to the start of their shift.

Team II personnel shall report one half hour prior to the end of the Team I shift to ensure they are fully briefed on the status of operations prior to assuming their post.

Team I and Team II will continue to rotate shifts until the Severe Weather Commander declares the emergency over.

When an ALERT, READINESS, OPERATIONS or RECOVERY level is ordered by the Severe Weather Commander the notification responsibilities are:

1. OEM is responsible for notification of alerts, readiness levels, operations levels, and recovery as directed by the Severe Weather Commander, OEM will notify the ELT and will also notify Team 1 ECC personnel.
2. Team 1 personnel will notify their counterparts on Team 2.
3. ELT members and ECC members are responsible for notifying their respective departmental staffs.

ROLES & RESPONSIBILITIES

For the list of individuals assigned to specific roles under the Severe Weather Plan see Attachment B.

Severe Weather Commanders

The Severe Weather Commander is responsible for ordering the severe weather response levels READINESS, OPERATIONS AND RECOVERY LEVELS and is responsible for activating the ECC. Once activated, the Severe Weather Commander is in charge of the ECC. The Severe Weather Commander is the decision maker and spokesperson for the Authority for all matters associated with the Regional Snow Plan which include communication to the regional central communications point, coordination with regional snow clearing and removal agencies, dissemination and reporting of weather conditions and Bus, Rail, and Access Services system status, and regional decision-making (conference calls).

Depending on the severity of the storm, the Severe Weather Commander will direct the departments to utilize pre-assigned accounting charge codes, which will enable ACCT to quantify the cost of the storm. This will assist OEM if disaster relief funding is available.

OEM Liaisons

The Office of Emergency Management (OEM) is responsible for the continuous (24 hours per day, 7 days per week, 365 days per year) monitoring of the weather forecast. The official weather forecast of the Authority is provided by the National Weather Service. This forecast can be supplemented with other forecasting services to aid OEM and the Severe Weather Commander in making decisions regarding forecast data.

The ALERT phase is a severe weather phase which is automatically initiated by OEM based on one of the following weather forecasts:

- Up to 2" of snow forecast to accumulate within the next 12 hours (WINTER WEATHER ADVISORY or WINTER STORM WARNING issued by the National Weather Service.)
- Any amount of sleet, ice or freezing rain within the next 12 hours.
- A TROPICAL STORM WATCH or WARNING issued by the National Weather Service.
- A HURRICANE WATCH or WARNING issued by the National Weather Service.
- Temperatures in the 90's are expected within 24 hours.

Team #1 and Team #2 (ECC Managers)

ECC Managers are responsible for reporting status of the system to the Severe Weather Commander, conferring with the Severe Weather Commander prior to them ordering a severe weather response level, and carrying out the orders given by the Severe Weather Commander.

RESPONSE PROCESS

The severe weather response process is illustrated in Figures 1 through 5, of this section. Each of the severe weather phases is part of the overall response process and is described below.

Alert

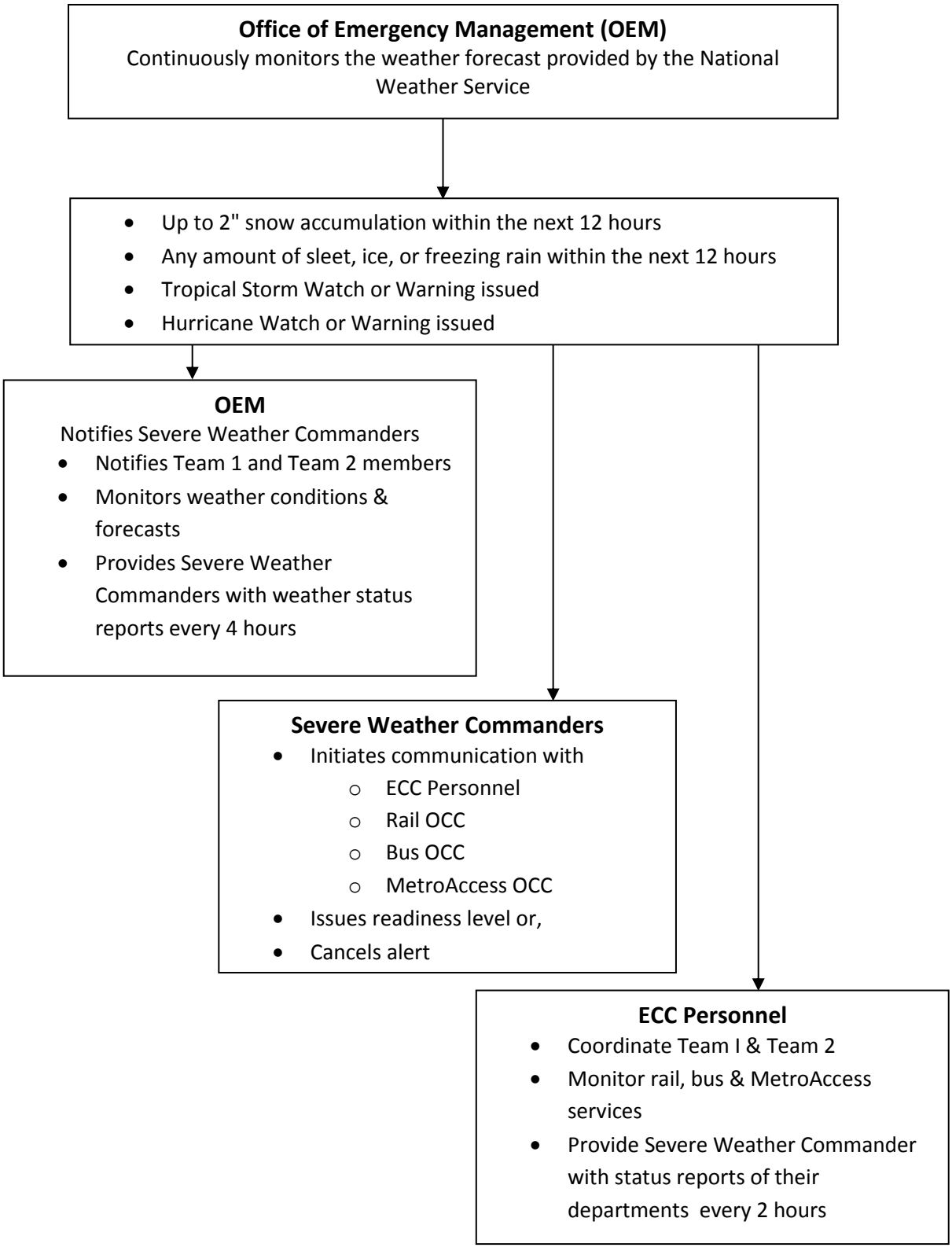
THERE ARE SPECIFIC STEPS THAT SHALL BE TAKEN WHEN ONE OF THE INDICATED WEATHER FORECASTS IS INITIATED BY THE NATIONAL WEATHER SERVICE, NAMELY:

Step 1 - OEM notifies the Severe Weather Commanders
Step 2 - Severe Weather Commander initiates continuous communication with appropriate ECC personnel and rail, bus and MetroAccess OCC's.
Step 3 - ECC Managers notify appropriate departmental personnel to stand by for call to duty. Team I ECC Managers are responsible for coordinating with their Team II counterparts.
Step 4 - OEM monitors weather forecasts and weather conditions, report status to the Severe Weather Commander at a minimum of every 4 hours.
Step 5 - ECC Managers monitor rail, bus, and MetroAccess services status, report status of their departments to the Severe Weather Commander at a minimum of every 2 hours.

The ALERT stays in effect until the Severe Weather Commander orders a READINESS level or cancels the ALERT.

Figure 1

Alert Mode



Readiness

The READINESS Phase begins with an order from the Severe Weather Commander. The Severe Weather Commander, after conferring with the OEM Liaison, reviewing the weather forecast, determining the actual weather conditions, and the status of the bus and rail operations, orders a READINESS level that will provide the activities required to support an Operations at that same level. READINESS is generally ordered eight (8) hours before the start of the inclement weather. The forecasted intensity of the storm determines the level of Readiness. General guidance for the READINESS LEVELS is defined on in the READINESS LEVELS tables. The Severe Weather Commander must determine which READINESS level to order based on input from sources throughout the region.

The following actions take place when a READINESS order is issued by the Severe Weather Commander:

- Personnel report for duty
- Materials are issued
- Equipment is mobilized
- Support logistics are prepared
- Equipment is tested

Deployment Order - Deployment will be ordered by the Severe Weather Commander. Personnel, equipment and materials will be deployed to maintain the service level which corresponds to the last readiness level ordered by the Severe Weather Commander. Deployment can be initiated approximately 4 hours before the start of the inclement weather. Full deployment must be accomplished within 3 hours after the deployment order is given by the Severe Weather Commander.

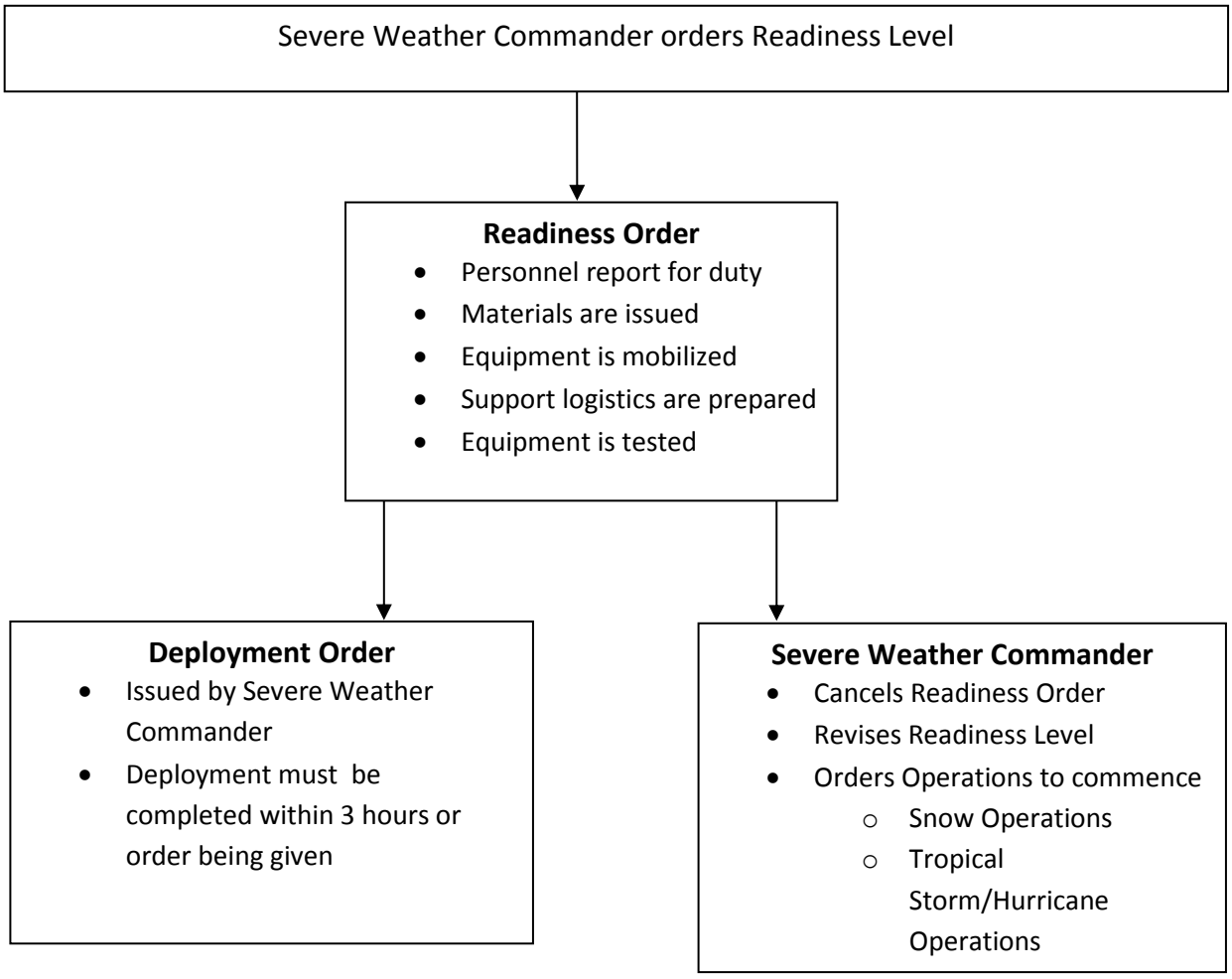
For example: if the Authority is at READINESS 3 for Snow and the Severe Weather Commander orders deployment at 8:00 p.m., all personnel, equipment, materials and supplies required to maintain bus, rail, and Access service at SERVICE LEVEL 3 must be fully deployed, tested, and ready to commence operations by 11:00 p.m.

The READINESS Level remains in effect until the Severe Weather Commander:

1. Cancels the READINESS Order; or
2. Orders a revised READINESS Level; or
3. Orders an OPERATIONS level to commence.

Figure 2

Readiness Mode



Snow Operations (See Figure 3)

The Snow Operations phase begins with an order from the Severe Weather Commander. The Severe Weather Commander, after conferring with the ECC Liaison, orders an Operations Level consistent with the existing weather conditions.

For Example: Operations levels will start with "Snow Operations Level 1" as snow or ice starts and increase as conditions deteriorate. The Severe Weather Commander will also determine if and when one of the snow schedules will be implemented.

General guidelines outlining the activities that shall take place at the various Snow Operation levels are described on the preceding OPERATIONS LEVELS table. Once an Operations Level is in effect, operating departments shall begin the necessary preparations for the next level of READINESS.

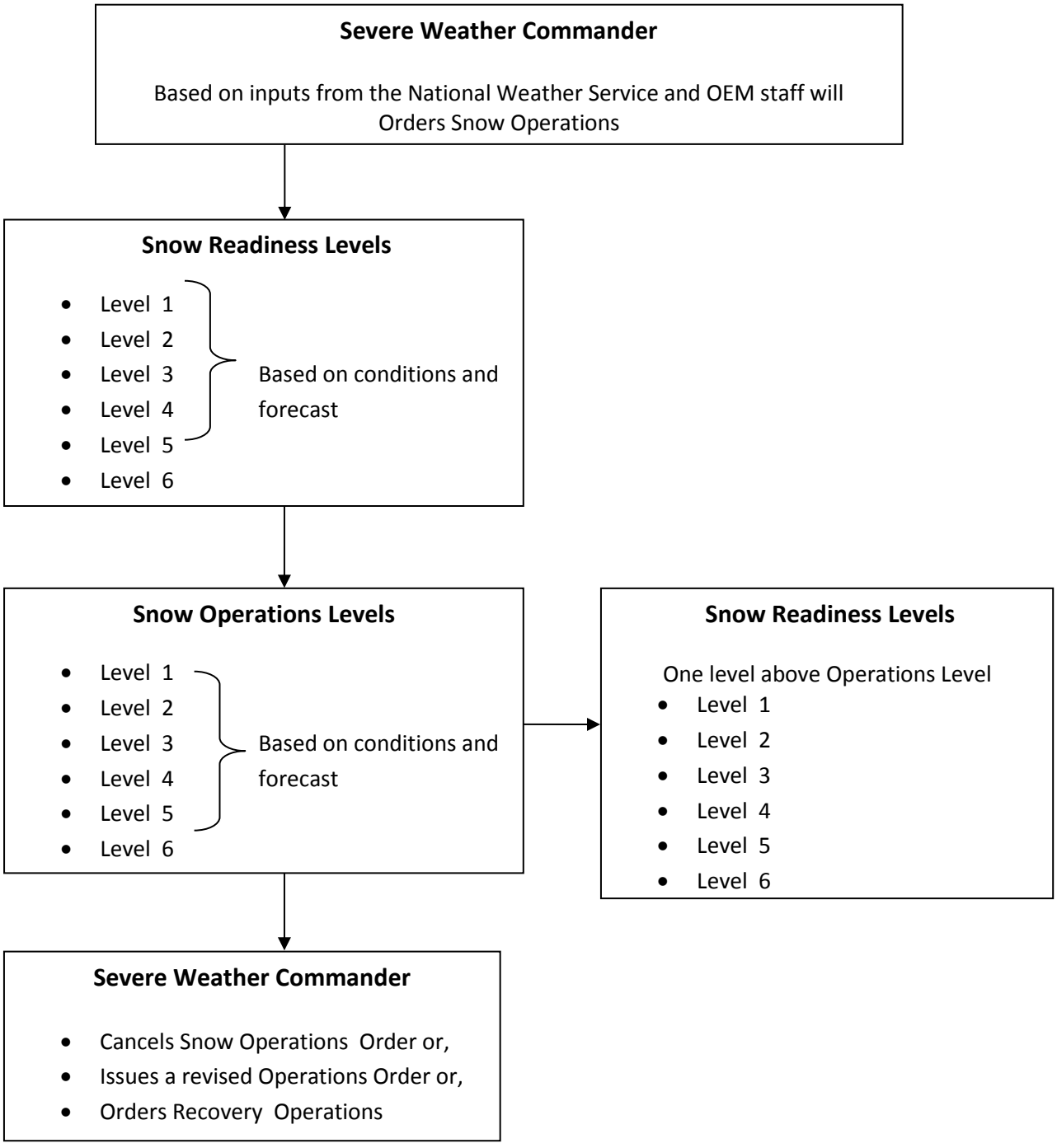
For example, if Snow Operations Level 3 is in effect, operating departments shall prepare for a Level 4 operation.

The Snow Operations Level will remain in effect until the Severe Weather Commander:

1. Cancels the OPERATIONS Level; or
2. Orders a revised OPERATIONS Level; or
3. Orders RECOVERY.

Figure 3

Snow
Readiness/Operation Mode



Tropical Storm/Hurricane Operations (See Figure 4)

The Tropical Storm/Hurricane Operations phase begins with an order from the Severe Weather Commander. The Severe Weather Commander, after conferring with the ECC Liaison, orders a Operations Level consistent with the existing weather conditions.

For Example: Operations levels will start with "Tropical Storm/Hurricane Operations Level 1" as winds and or rain starts and increase as conditions deteriorate. General guidelines outlining the activities that shall take place at the various Tropical Storm/Hurricane Operations levels are described on the READINESS LEVELS table.

Once a Tropical Storm/Hurricane Operations Level is in effect, operating departments shall begin the necessary preparations for the next level of READINESS.

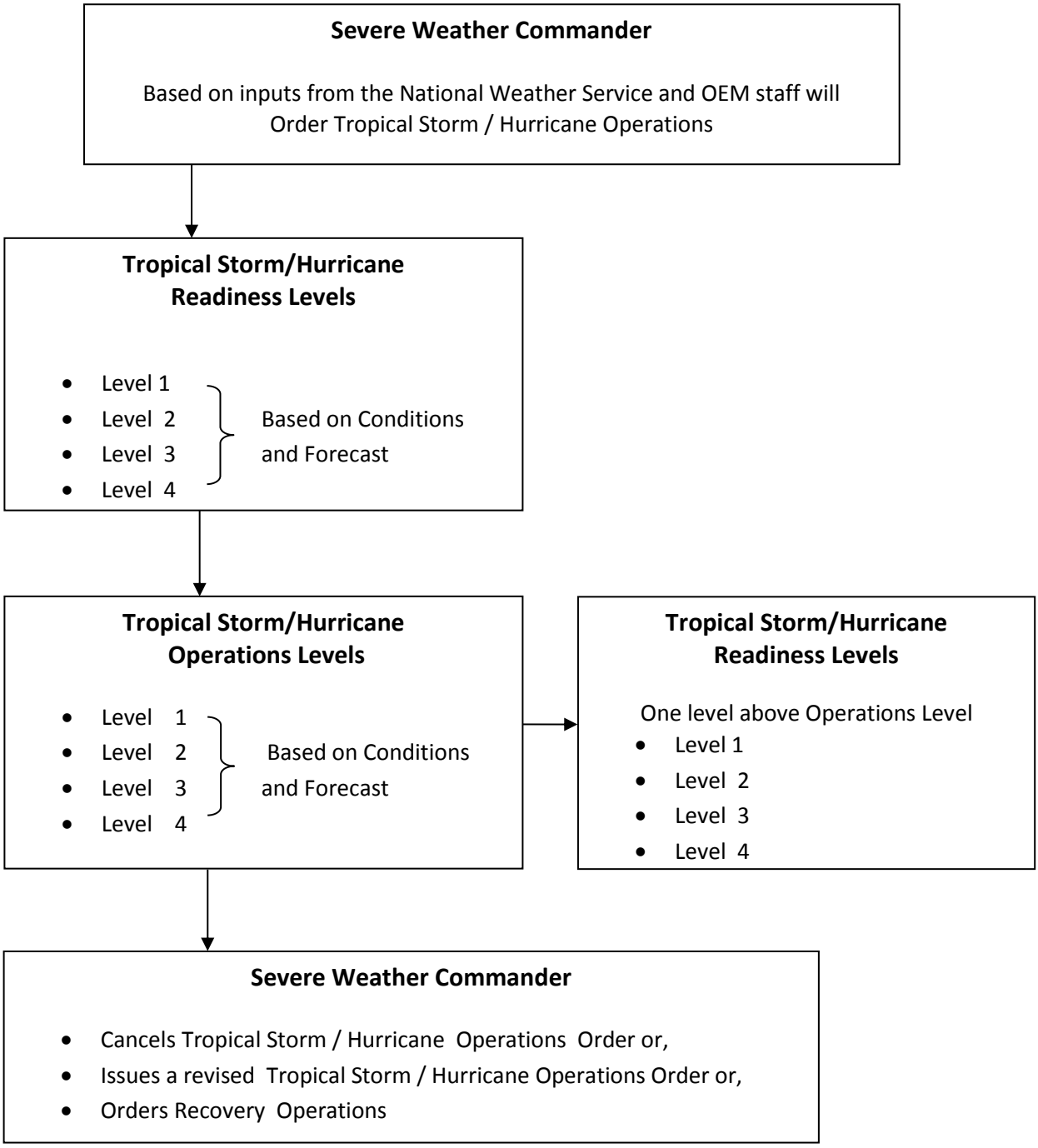
For example: if Tropical Storm/Hurricane Operations Level 1 is in effect, operating departments shall prepare for a Level 2 operation.

The Tropical Storm/Hurricane Operations Level will remain in effect until the Severe Weather Commander:

1. Cancels the OPERATIONS Level; or
2. Orders a revised OPERATIONS Level; or
3. Orders RECOVERY.

Figure 4

Tropical Storm/Hurricane
Readiness/Operations Mode



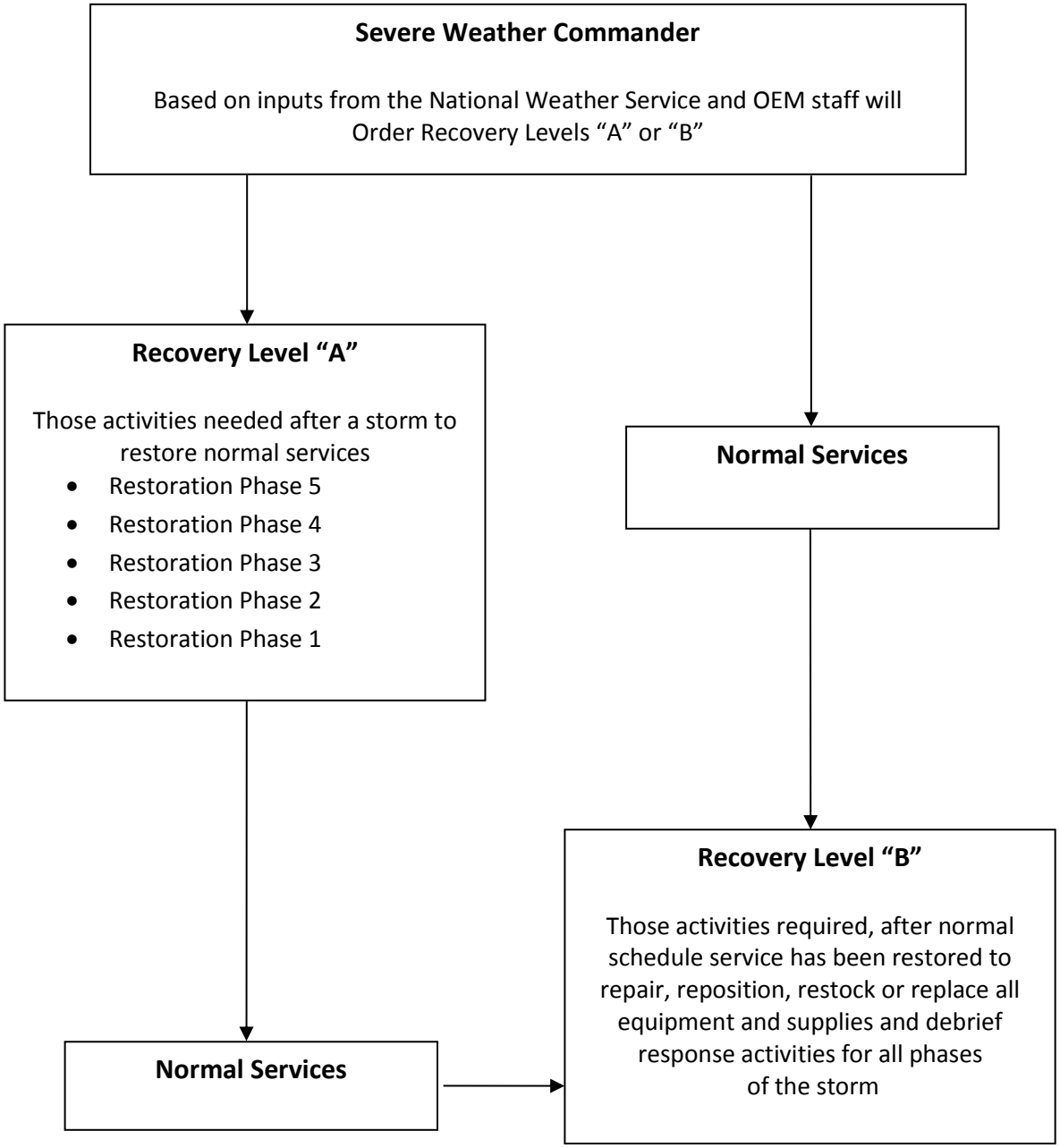
Recovery (See Figure 6)

The recovery phase is defined as those activities which are required to restore normal operations after the inclement weather has stopped.

In addition, the recovery phase includes the activities required to repair and reposition all equipment, replace and restock materials and supplies, and debrief the activities that took place during the storm.

Figure 6

Recovery Modes



COMMUNICATIONS

The Washington Metropolitan Area Transit Authority's objective is to provide timely and accurate information to the public at all times, but most particularly when service disruptions result from emergency situations.

This plan has been created to ensure that information is quickly and accurately transmitted to passengers and the public during severe weather emergencies that impact service.

Audiences

During severe weather, WMATA will communicate service information to the following audiences:

- Metro Passengers (In-System Communications)
- General Public
- News Media (TV, Radio, Print, Web)
- WMATA Board Members
- WMATA Employees
- Local Jurisdictions and Other Agencies
- Community Groups and Stakeholders

Channels

The following communication channels are available for disseminating severe-weather service information:

- On-board announcements
- In-station announcements
- PIDS (platform LED screens)
- Station kiosk displays (KIDS)
- MetroAlerts and email advisories
- News releases
- Social Media (Twitter, Facebook, etc.)
- Website (wmata.com)
- MWCOG RICCS pages and conferences calls
- Media interviews/live updates
- Jurisdictional alert systems
- IVR (interactive voice response) system
- Direct interaction with customers through call center specialists
- Employee alert channels (wmata.com, MetroWeb, Station Manager Direct)
- Printed brochures and materials (advance planning, travel guidance)

Emergency Response

For the purpose of this plan, an emergency can range from a single isolated incident on the bus or rail system to a major disruption to both bus and rail service. Emergency communication responses are defined by the type of incident/emergency that has occurred.

Under all circumstances:
MREL shall be notified of any emergency, incident or major service disruption by appropriate personnel within Rail OCC, Bus OCC, MTPD and MetroAccess.

MREL is responsible for determining the appropriate communication to passengers and the public (refer to Incident Communications Protocol).

During weather emergencies, MREL will push information to the website, kiosk screens, MetroAlerts – and share messaging with Rail/Bus OCC and Customer Service for use on other communication channels.

24-hour Media Line
202-962-1051 (leave voicemail afterhours to page on-call spokesperson)

PLAN DEVELOPMENT AND MAINTENANCE

Development

The WMATA OEM has been delegated specific responsibilities for the management and oversight of emergency management activities, including the development and revision of the Severe Weather Operations Plan. Supplementary documents will be developed in coordination with applicable WMATA departments.

Plan development and revisions should be submitted to the OEM during the review process. If it is found necessary to make a change prior to the annual review, these changes may be delegated as such and sent out as memorandums.

Maintenance

Responsible officials of WMATA should recommend changes to the Severe Weather Plan at any time and provide information periodically as to changes of personnel and available resources. This plan will be updated a minimum of every two years to record and evaluate performance of the plan, to identify modifications that are needed, and to establish objectives for the upcoming year. Revisions will be forwarded to those on the distribution list.

TRAINING

A minimum of one intra-agency briefing will be conducted per year, which allows Severe Weather Team Members to evaluate and enhance their role in the plan. After-Action Reports (AARs), findings, recommendations, lesson learned, best practices, and corrective actions from real events will be used as the baseline for modifications to the plan.

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ATTACHMENT A: GLOSSARY

Alert Phase – A preparedness phase which includes all of the activities required to continuously monitor weather forecasts, weather conditions, and status of operations throughout the service area, up to a declaration of the readiness phase by the Severe Weather Commander.

Emergency Command Center (EOC) – A center mobilized for emergency and severe weather responses Located in the Jackson Graham Building.

Emergency Operations Center (ECC) – A center mobilized for emergency and severe weather responses Located in the Carmen Turner Facility and supervised by the Emergency Manger and or Severe Weather Commander. This is the focal point of all decision making and responses during severe weather.

Hurricane Season – The period of the year between June 1 and November 30 when the Authority is prepared for Tropical Weather systems.

Operations Control Centers (OCC) – Those centers where operations of the rail system, bus system, Metro Access and maintenance activities are controlled by responsible Authority officials. These centers are known as ROCC, BOCC and ACCS.

Readiness Phase – A preparedness phase which includes all activities involved with mobilization of Authority resources including deployment of those resources to pre-designated deployment stations/sites.

Recovery Phase – Redirect personnel to provide and restore scheduled Metrorail, Metrobus Metro Access service to all areas. Replenish all funds, equipment and supplies. Prepare and submit necessary reports to include expenditures that may be reimbursable through disaster declarations. Critique performance and make necessary recommendations.

Severe Weather Commander – A responsible official of the Transit Authority designated by the General Manager/CEO to command and coordinate the Authority's response to severe weather events.

Severe Weather Season – The period of the year between April 1 and September 30 when the Authority is prepared for severe thunderstorms and tornadoes.

Severe Weather Service Levels – Six levels of defined service for the bus and rail system ranging from normally scheduled service to a reduced service level which provides bus service on a truncated route system on regional snow emergency routes and rail service only on the underground system.

Snow Phases – The ascending order of measures or actions to be taken in response to forecasted or actual snow, sleet or ice accumulation. There are four snow phases, namely: Alert, Readiness, Snow Operations, and Recovery.

Snow Season – The period of the year between October 15 and April 15 when the Authority is prepared for snow or severe weather emergencies.

Storm Operations Phase – A storm phase which includes all of the operational policies, procedures, and activities required to fight a storm until such time as normal operations are restored throughout the regions.

ATTACHMENT B: EMERGENCY COMMAND CENTER TEAMS

EMERGENCY COMMAND CENTER TEAM I		
ECC TEAM I	**NAME**	**PHONE NUMBERS**
Severe Weather Commander DGM-OPS	Robert Troup	Home: Office: 202-962-1402 ECC#1: 202-962-6405 ECC#2: 301-995-4280 Cellular: 202-603-3964
RTRA - ROCC	Hercules Ballard	Home: 301-880-0472 Office: 202-962-2283 ECC#1: 202-962-1771 ECC#2: 301-955-4287 Cellular: 202-302-4405
RTRA - RTTO	Byron England	Home: Office: 301-618-1176 ECC#1: 202-962-6418 ECC#2: 301-955-4289 Cellular: 202-821-2256
BUS-1	Ted Harris	Home: 410-268-7088 Office: 202-962-5662 ECC#1: 202-962-6501 ECC#2: 301-955-4261 Cellular: 202-657-2593
BUS-2	Dana Baker	Home: Office: 301-355-7077 ECC#1: 202-962-6481 ECC#2: 301-955-4298 Cellular: 202-495-9665
TRST	Darvin L. Kelly	Home: Office: 202-962-5136 ECC#1: 202-962-6412 ECC#2: 301-955-4283 Cellular: 202-997-7170
SMNT	David Newman	Home: Office: 703-667-2854 ECC#1: 202-962-6413 ECC#2: 301-955-4282 Cellular: 202-309-3475
MTPD	Ronald Pavlik, Jr.	Home: 410-674-0670 Office: 202-962-2154 ECC#1: 202-962-6403 ECC#2: 310-955-4283 Cellular: 202-345-0827

EMERGENCY COMMAND CENTER TEAM I		
MTPD/OEM	Alexa Dupigny-Samuels	Home: 301-776-7403 Office: 202-962-2190 ECC#1: 202-962-6416 ECC#2: 301-955-4286 Cellular: 202-302-5039
CSCM	Lynn Bowersox	Home: Office: 202-962-2740 ECC#1: 202-962-6461 ECC#2: 301-955-4279 Cellular: 202-510-5579
SAFE	James Dougherty	Home: 703-356-6959 Office: 202-962-2297 ECC#1: 202-962-6400 ECC#2: 301-955-4293 Cellular: 202-536-9133
ELES	Lonnie Murray	Home: 202-680-0649 Office: 301-618-1364 ECC#1: 202-962-6401 ECC#2: 301-955-4292 Cellular: 202-302-9509
CMNT	Damon Cannon	Home: Office: 301-955-2088 ECC#1: 202-962-6411 ECC#2: 301-955-4290 Cellular: 202-744-0951
PLNT	Randall Grooman	Home: 240-965-6370 Office: 301-618-1112 ECC#1: 202-962-6414 ECC#2: 301-955-4291 Cellular: 202-253-9241
MACS (Off-Site, PGP)	Omari June	Office: 301-562-4749 Cellular: 202-525-0193 Cellular 2: 240-271-1398
AGM-ACCS (Off-Site)	Christian Kent	Home: 703-892-0450 Office: 202-962-2100 Cellular: 202-821-2918
BPLN	James Hamre	Home: Office: 202-962-2870 Cellular: 202-596-4956
MREL	Dan Stessel	Office: 202-962-1882 Cellular: 202-656-5111 On-Call: 202-604-1682
TRST	Tony Talley	Home: 301-877-3595

EMERGENCY COMMAND CENTER TEAM I		
		Office: 703-667-2741 Cellular: 202-309-5156
CSVC	Brett M. Tyler	Home: 410-969-8444 Office: 301-562-4690 ECC: 202-962-6417 Cellular: 301-602-9580

IT REMOTE SUPPORT (TEAM 1)	NAME	TELEPHONE NUMBERS
CIO/IT Admin	Kevin Borek	Office: 202-962-2804 Cellular: 202-384-6072 Other: 410-908-8489
Applications (APPS)	Robert Kramer	Home: 301-681-4310 Office: 202-962-2804 Cellular: 202-302-9669
Business Process Re-engineering (BPR)	Beth Durham	Home: 301-588-1535 Office: 202-962-2606 Cellular: 202-870-0898
Data Center and Infrastructure (DCI)	Claude Swanson	Home: 410-519-2292 Office: 202-962-2571 Cellular: 202-657-2812
METRO Information Technology Security (MITS)	Adam Meyer	Office: 202-962-1181 Cellular: 202-579-7277 Other: 240-434-2750
Networks & Communications Services (NCS)	Chuck Wolfe	Home: 410-871-1149 Office: 202-962-6387 Cellular: 202-870-0680
Project Management Operations (PMO)	Murray Jacobson	Home: 410-764-6186 Office: 202-962-2731 Cellular: 202-302-5017

EMERGENCY COMMAND CENTER TEAM II		
ECC TEAM II	**NAME**	**PHONE NUMBERS**
Severe Weather Commander (AGM-BUSV)	Jack Requa	Home: Office: 202-962-2800 ECC#1: 202-962-6405 ECC#2: 301-955-4280 Cellular: 202-369-3843
RTRA - ROCC	Charles Dziduch	Home: Office: 202-962-2283 ECC#1: 202-962-1771 ECC#2: 301-955-4287 Cellular: 202-365-8235
RTRA - RTTO	Robert Relyea	Home: Office: 301-955-7125 ECC#1: 202-962-6418 ECC#2: 301-955-4289 Cellular: 202-302-4022
BUS-1	Raphael Alfred	Home: 202-684-8216 Office: 301-618-1086 ECC#1: 202-962-6501 ECC#2: 301-955-4261 Cellular: 202-997-1478
BUS-2	Darlene Harrington	Home: 240-882-9971 Office: 301-955-7089 ECC#1: 202-962-6481 ECC#2: 301-955-4298 Cellular: 202-253-8657
TRST	Clay Bunting	Home: 540-720-0378 Office: 703-667-2762 ECC#1: 202-962-6412 ECC#2: 301-955-4283 Cellular: 202-302-4118
SMNT	Al Nabb	Home: Office: 703-667-2786 ECC#1: 202-962-6413 ECC#2: 301-955-4282 Cellular: 202-253-9321
MTPD	Rodney T. Parks	Home: Office: 202-962-2154 ECC#1: 202-962-6403 ECC#2: 310-955-4283 Cellular: 202-815-7022

EMERGENCY COMMAND CENTER TEAM II		
MTPD/OEM	Ron Bodmer	Home: 301-776-1471 Office: 301-618-1158 ECC#1: 202-962-6416 ECC#2: 301-955-4286 Cellular: 202-281-8181
CSCM	OPEN	Home: Office: ECC#1: 202-962-6461 ECC#2: 301-955-4279 Cellular:
SAFE	Louis Brown	Home: 703-495-9838 Office: 202-962-1637 ECC#1: 202-962-6400 ECC#2: 301-955-4293 Cellular: 202-430-8783
ELES	Mitchell Nici	Home: Office: 301-618-1357 ECC#1: 202-962-6401 ECC#2: 301-955-4292 Cellular: 202-997-4246
CMNT	Doug Miller	Home: 540-710-0097 Office: 301-955-2175 ECC#1: 202-962-6411 ECC#2: 301-955-4290 Cellular: 202-302-4029
PLNT	Paul Kram	Home: 301-475-2503 Office: 301-618-1119 ECC#1: 202-962-6414 ECC#2: 301-955-4291 Cellular: 202-309-2237
MACS (Off-Site, PGP)	Antonio Hamlin	Office: 301-562-5372 Cellular: 202-536-9341 Cellular 2: 443-277-3848
AGM-ACCS (Off-Site)	Christian Kent	Home: 703-892-0450 Office: 202-962-2100 Cellular: 202-821-2918
MREL	Caroline Laurin	Home: Office: 202-962-2014 ECC: 202-962-6416 Cellular: 202-505-2214
TRST	Lisa Woodruff	Home: 301-262-6448 Office: 703-667-2555 Cellular: 202-754-6110

IT REMOTE SUPPORT (TEAM 2)	NAME	TELEPHONE NUMBERS
CIO/IT Admin	Brenda Allen	Home: 240-206-8148 Office: 202-962-2538 Cellular: 631-942-1257
Applications (APPS)	Naheed Monower	Office: 202-962-1524 Cellular: 202-834-1045 Other: 917-716-3013
Business Process Re-engineering (BPR)	Sandra Smith	Home: 301-879-8759 Office: 202-962-2726 Cellular: 202-262-9084
Data Center and Infrastructure (DCI)	Zafar Chaudhry	Home: 703-992-9337 Office: 202-962-2484 Cellular: 202-510-1660
METRO Information Technology Security (MITS)	Corey Bobb	Office: 202-962-1319 Other: 407-551-9139
Networks & Communications Services (NCS)	Harvey Graves	Office: 202-962-2160 Cellular: 202-441-3769
Project Management Operations (PMO)	Dutch Dunham	Home: 301-294-0526 Office: 202-962-1515 Cellular: 240-498-4944

ATTACHMENT C: EMERGENCY COMMAND CENTER SEATING ASSIGNMENTS

Telephone number assignments for Primary and Alternate ECCs. Whenever possible the same telephone extension is utilized for both locations. (See Figures 6 & 7)

Figure #6

Carmen Turner Facility (CTF) Primary Command Center - D-213
Emergency Operations Command Center (EOCC)

This extension numbers listed below reflect phone numbers for internal phone network access only.

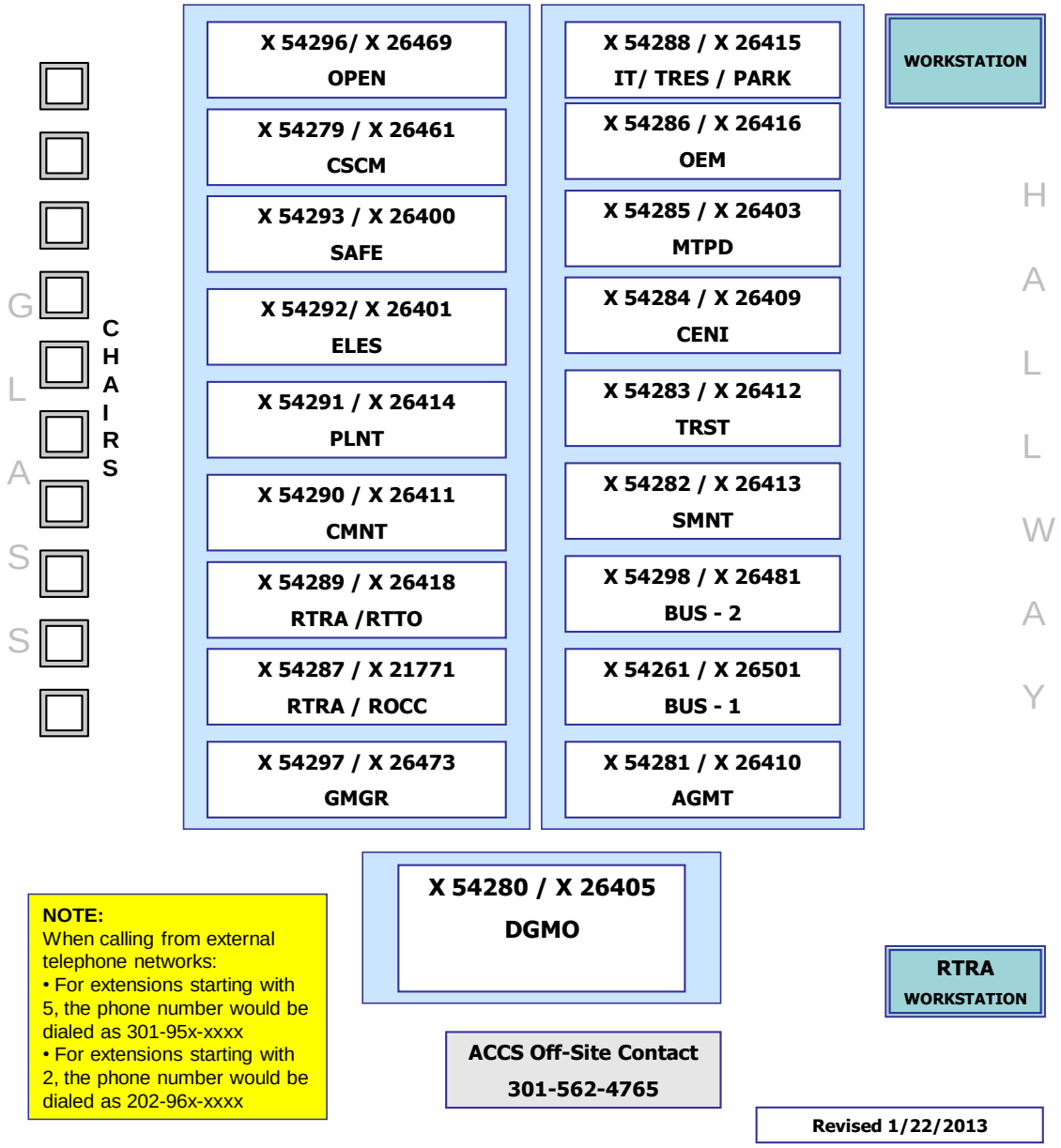
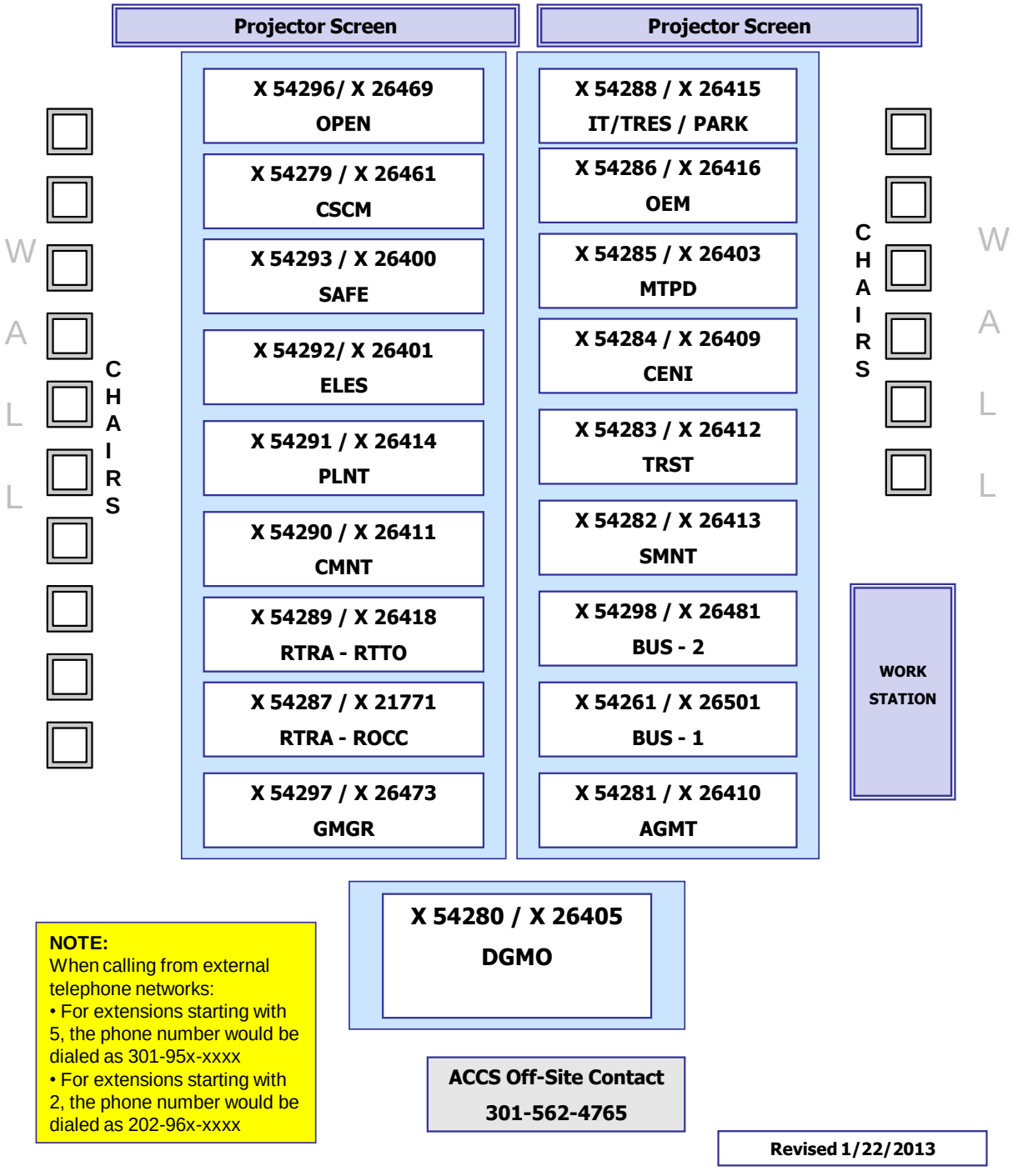


Figure #7

Jackson Graham Building Backup Command Center - B-124

Emergency Operations Command Center (EOCC)

This extension numbers listed below reflect phone numbers for internal phone network access only.



ATTACHMENT D: RAIL OPERATIONS

Rail Operations Delivery Procedures

This operating plan for Severe Weather/Emergency Operations provides a systematic approach in support of the Authority's overall plan, to maximize the service capabilities of the rail system during adverse weather conditions. Incorporated into this plan are various levels of support activities, such as the scraping and spraying of the third rail, which are to be accomplished concurrently with revenue service operations.

The plan consists of six (6) levels of service which are predicated upon the severity of the anticipated and actual weather conditions. Briefly, they are:

Level 1 & 2 Normal rail revenue service within the defined criteria. (NOTE: Levels 1 and 2 are the same for RAIL; however, they differ for other Offices/Departments).

Level 3 Adjusted revenue service based upon the defined criteria. All stations are to be served to near peak period service capacities.

Level 4 Limited revenue service to all stations, providing near peak period service underground and an alternating single track/scraping and spraying operation aboveground. This level also includes preparations for full mobilization of RAIL personnel and equipment resources. Maintaining this level of service is contingent upon the maintenance personnel's ability to keep the roadway sufficiently clear of ice and snow to permit safe train operations. Aboveground rail delays of up to thirty (30) minutes may be experienced.

Note: Levels 5 & 6 services are contingency plans to be utilized only at the direction of the Snow Commander or designee when operating conditions have deteriorated to the point that continued operations cannot be maintained safely.

Level 5 Limited partial revenue service to the aboveground stations (partial closure of aboveground lines) providing the same service levels as those in Level 4 with the exception that trains will not be running to the ends of the lines. This level prepares for the deterioration of the roadway to the point where operating to the ends of the lines cannot be accomplished safely. Maintaining this level of service is contingent upon the maintenance personnel's ability to keep the roadway sufficiently clear of snow and ice to permit safe train operations. Restoration activities to open the closed portions of the system are activated. Aboveground rail delays of up to twenty (20) minutes are to be expected.

Level 6 No revenue service to aboveground stations while providing near peak service to the underground portions of the system. This level prepares for the deterioration of the roadway to the point where operating aboveground cannot be accomplished safely. Restoration activities to open the closed portions of the system continue.

Each of these plans is intended to be utilized as a system-wide operating standard. However, based upon geographic weather conditions, these plans may be applied separately to lines or rail segments accordingly, the end result being that different portions of the system may simultaneously be operating at different plan levels.

Each of the levels found on the following pages appears in two parts: an Operations Plan for actions/activities which govern the actual on-going operations of the rail system, and a Readiness Plan for actions/activities which are taking place in preparation for the next level Operations Plan. Both the Operations Plan and the Readiness Plan identified in each level are to be implemented simultaneously, even though the conditions defined in the Readiness Plan may not be expected at the time the level is ordered.

Alert - Notification of Impending Storm

Notification of an impending storm shall include the following information, which is obtained from the National Weather Service forecast data:

- Estimated time of storm arrival.
- Estimated duration of storm.
- Estimated severity of storm, e.g., estimated total accumulation.
- Expected maximum Operations level that will be implemented during the storm.
- Type of snow - wet, dry and powdery, sleet and/or freezing rain conditions. Periodic updates shall be made as storm forecasts change.

Readiness - Preparations for Impending Storm

When snow or icing conditions are expected, at the time of initial storm notification, preparations are to be made for operations at the Readiness level specified. However, service will be initiated at the normally scheduled headways utilizing the normally scheduled consists. As the storm develops, service will be adjusted and Readiness preparations will be taken as provided in the following pages.

Operations Levels 1 & 2 - Normal Rail Service

For snow falls of up to 2", normal operations should be maintained.

Note: When snow accumulation has reached 4" or icing conditions are expected, preparations are to be made for operations utilizing all six or eight-car consists in accordance with the headways outlined below in Snow Operations Plan 3. Affected personnel shall be placed on twelve (12) hour rotational shifts (I/II SHIFT CONFIGURATION).

Operations Level 3 - Adjusted Service

When snow exceeds 2" but is less than 4" or icing conditions begin, six or eight-car consists shall be operated on all lines. The 5-7 Minute Snow Schedule shall be run. All snow schedules include longer running times to account for 49 mile per hour maximum speed and use of P2/P3 acceleration out of stations. All mainline above ground de-icing provided by revenue train de-icers. Yard de-icing is to be accomplished by TRST prime movers.

All operating divisions are to have plans detailing the logistics of phasing from normal peak and non-peak periods into the 5-7 minute snow schedule.

Operations Level 4 - Limited Service

When snow exceeds 4" or severe icing conditions exist, six-car consists shall be operated on all lines. The 10-12 Minute Snow Schedule shall be run. All snow schedules include longer running times to account for the 49 mile per hour maximum speed and use of P2/P3 acceleration out of stations. All mainline above ground de-icing provided by revenue train deicers. Yard de-icing is to be accomplished by TSSM prime movers.

Note: ***When conditions on the roadway begin to deteriorate to a point that it is anticipated that operating to the ends of the lines cannot be maintained,*** preparations are to be made to cut back the operating system on those segments of lines that cannot be operated safely. No action shall be taken until directed by the Snow Commander or designee.

Operations Level 5 - Limited Partial Service

When conditions on the roadway deteriorate to the point where operating to the ends of the lines cannot be accomplished safely, the following plan shall be implemented on the affected segments of the system as directed by the Snow Commander or designee. The operation of each aboveground segment of the rail system shall be evaluated separately before implementing this plan. It is not desirable to implement this plan on a system-wide basis unless conditions are such that it is necessary. Restoration activities (e.g., scraping, spraying, plowing, etc.) shall commence immediately following the closing of any rail segment. RAIL ECC staff shall ensure that ECC BUSV is aware of all station closures so ECC BUSV can notify affected local jurisdiction Bus Agencies.

The underground only service shall be run. Metrorail underground service provides 30-minute headways. TRST prime movers take over the responsibility of plowing and de-icing all above ground mainline track.

RAIL OCC shall make announcements at all stations that are to be closed. Customers on the trains shall be told that very limited bus service will be available at the terminal stations, and they should make appropriate arrangements.

Restoration Activities

Continue on-going scraping, spraying, and plowing activities to restore closed portions of the system to service.

Note: **When conditions on the roadway begin to deteriorate to a point that it is anticipated that operating aboveground cannot be maintained**, preparations are to be made to close the aboveground system and operate only below ground. No action shall be taken until directed by the Snow Commander or designee.

Level 6 - No Aboveground Service

When conditions on the roadway deteriorate to the point where operating aboveground cannot be accomplished safely, the following plan shall be implemented on the affected segments of the system as directed by the Snow Commander or designee. The operation of each aboveground segment of the system shall be evaluated separately for implementation of this plan. It is not desirable to implement this plan on a system-wide basis unless conditions are such that it is necessary. Restoration activities (e.g., scraping, spraying, plowing, etc.) shall commence immediately following the closing of any rail segment. RAIL ECC staff shall ensure that BUSV's ECC is aware of all station closures so they can notify affected local jurisdiction Bus Agencies.

The underground only service shall be run. Underground service features 30-minute headways. TRST's prime movers will take over the responsibility of plowing and de-icing all above ground mainline track.

RAIL OCC shall make announcements at all stations that are to be closed. Customers on the trains shall be told that very limited bus service will be available at the terminal stations, and they should make appropriate arrangements.

Restoration Activities

Continue on-going scraping, spraying, and plowing activities to restore closed portions of the system to service.

General Notes:

Changes in system status and/or operations are to be reported/coordinated with the ECC as they occur.

Timely and precise public address announcements on trains and in stations are a crucial and integral part of successfully implementing the Rail System Operating Plan. Announcements should provide customers with detailed service information to include headway variations by line/direction, delay estimates by line/direction, and end of the line adjustments.

- Above ground service shall be suspended on any segment of railroad when train speeds above 15 MPH cannot be maintained.
- Alexandria Yard shall store trains at Huntington tail tracks and between L'Enfant Plaza and Gallery Place on the Yellow Line when 6" or more of snow is expected.
- All yards shall be prepared to provide a minimum of three eight-car polishing trains to polish the yards and the mainline.
- ATC personnel are to be at their standby locations and fully equipped when snow is predicted to exceed 4".
- Switch-point, switch-rod and third-rail heaters are to be activated when snow accumulation reaches 2" with the concurrence of the Snow Commander. Specific heaters can be activated upon request from ATC via MOC when icy conditions exist. Following the end of a snow storm, period of sleeting or freezing rain and prior to the de-activation of the switch heater systems, OCC will obtain a report on the condition of the switches in the eight (8) yards (A99, B99, B98, C99, D99, E99, F99, K99). MOC will request ATC to make an inspection of the switches at above ground terminals, turnouts, and turn around interlocking. These inspections will be made primarily to determine if switch heaters should be left on at specific interlocking because of continued precipitation, existing icing conditions

and significant accumulations of unmelted snow. ATC will report the condition of each interlocking switch and make recommendation to leave the switch heaters on. ATC will also re-inspect the switches within a one hour period and provide MOC with a report on the status of each so that switch heaters can be turned off when conditions have improved. MOC will document this information on the attached data sheet.

- Scraping and spraying operations shall start when accumulated snow exceeds 8", when icing conditions are reported or when trains are unable to maintain regulated speeds. Scraper trains shall be operated with prime movers.

Between October 15 and April 15 of each year:

- TRST scraping and spraying equipment shall be deployed one per yard. When an Operations Level 2 or higher is anticipated TRST shall take the necessary actions to assure that two scraping and spraying consists are deployed per yard, one to be used in the yard and the other to be used on the associated segment of mainline. Plows are not required to be mounted until an operations level is declared.
- CMNT personnel shall provide OCC with daily reports as to the operational status of all scraping and spraying equipment.
- TRST personnel shall provide OCC daily the location of all scraping and spraying equipment.
- Locomotives or Super Prime-movers shall be equipped with couplers to be used to rescue revenue trains from the mainline, if required, and to assist in yard moves. When an Operations Level 2 or higher is anticipated, these units shall be distributed one per yard. Deployment and Operations Procedures for Snow or Ice Removal on Roadways Parking Lots and Walkways.

ATTACHMENT E: BUS TRANSPORTATION

During snow and ice removal operations, the primary responsibilities are as follows:

Department of Bus Service

Bus vehicle parking lots, employee parking lots, and access roadways at all bus facilities up to 4" of snowfall. For greater amounts, Plant Maintenance and/or their snow removal contractor will assume the primary responsibility for clearing these areas with BUSV augmenting this effort through staff and equipment support.

- Sidewalks leading to and within all bus facilities (garages and administrative buildings).
- Bus roadways, bus parking areas.

Personnel Reporting

- Coordinators of Regions I, II, and III will coordinate 12 hour shifts to provide 24 hour coverage from the beginning of the snow operations until conditions improve. **If the snow emergency continues beyond 48 hours, management will consider switching to 8-hour shifts providing 24 hour coverage for the continued duration of the event.**
    - Street Operations Managers will work 12 hour shifts until released.
    - When a potential significant storm begins during the night, the AM Street Operations Managers will report for duty at 3:00 a.m. They will monitor their sections and report on current conditions to BOCC. At 4:00 a.m., the Manager of BOCC will provide the Snow Command Center and each District Director a detailed report identifying problem areas and portions of routes that cannot be served.
    - The **Managers of BOCC and the Coordinators of Districts I, II and III** will be responsible for apprising the **District Directors** of changing conditions as they occur. The **District Directors** will be responsible for apprising **the Assistant General Manager of Bus** and the **Managing Director.**
    - Office Managers will report beginning at 3:00 a.m. until the end of the event.

- Street Operations Managers will contact their Superintendent for instructions. He or she may be required to report early but usually will not be required to report on days off.
- Training Instructors: When emergency conditions exist, Training Instructors will report to their assigned divisions prior to 3:00 a.m. in order to coordinate information pertaining to routes, detours and, operating conditions. Training Instructors will then be responsible for posting the information in the operator's area and instructing operators prior to their leaving the garage. As conditions deteriorate or improve, Instructors will be responsible for updating notices and informing personnel.

Maintenance Support

Maintenance division pickup trucks with sand and plows may be required to assist in maintaining portions of revenue and non-revenue routes.

Sand and Salt Locations

PLNT has sand and bulk salt supplies at the following locations. A loader, with an operator, will be available at these locations during snow operations with the exception of Ames Street.

The installation of radial tires has eliminated the need for universal chain usage. Chains are to be installed only in an emergency to remove a stuck bus.

Contact the PLNT Command Center at (301) 618-1116 for salt requirements.

Articulated Buses

In order to minimize service interruptions and unnecessary change-offs during a severe winter storm, the following procedure must be adhered to when assigning articulated buses:

- When a storm begins during the night and the forecaster is calling for 2" or more of accumulation either prior to or during the rush hour period, hold all articulated buses in the Division.
- When a storm develops after the articulated buses are on the street, the **Division** Coordinator **will** be responsible for notifying the Superintendents of the street conditions and deciding whether all articulated buses must be changed-off immediately. At this time, operations and maintenance will work together by utilizing all available operators and mechanics to expedite the change-offs.

General Notes:

- BPLN/BOCC is tasked with providing regional service coordination with the Regional Transit Operators Group and advising on public information updates.
- BPLN is responsible for coordinating bus stop and customer facility cleaning, and data collection and performance monitoring.
- BTSS is responsible for ensuring bus technologies reflect current conditions.

Early Out Procedures

When an early out is announced by the Federal Government, Bus Transportation Superintendents and Street Supervisory personnel should be prepared to implement the following plan.

- A regular weekday schedule will continue to be operated as conditions allow.
- Early out response depends on existing conditions, weather forecasts and time of the early out.
- Should the “early out” be scheduled between the hours of 1:30 p.m. and 2:30 p.m. all “early out blocks”, which basically consist of all P.M. rush hour service, will report to their appropriate terminals and be dispatched by Office Managers.
- In the event weather conditions deteriorate to a level that requires federal and local governmental agencies to release their employees early, BUSV has developed an “Early Out” Service Plan for the early deployment of Metrobuses. The “Early Out” Service Plan establishes a strategy for providing augmented bus service when the early release of governmental employees occurs after the morning rush hour or prior to the normal build-up of the evening rush hour. This plan is based on an

approximate time release of governmental employees and it can be modified to address the prevailing situation.

- In any event, last trips on each rush hour line will be dispatched at the regular scheduled time. BTRA Supervisory Personnel will ensure that all service is provided in a timely manner.

EARLY OUT SERVICE PLAN

Early Out RELEASE TIME	Early Out OPERATIONAL PLAN
9:30 a.m.	Metrobuses are dispatched to normal rush hour terminals throughout the area and will operate on rush hour routes in addition to normal mid-day service as needed. The last regularly scheduled rush hour trip on every route will be operated this evening as close to its regularly scheduled time as possible.
11:30 a.m.	Metrobuses are dispatched to normal rush hour terminals throughout the area and will be operating on rush hour routes in addition to normal mid-day service as needed. The last regularly scheduled rush hour trip on every route will be operated this evening as close to its regularly scheduled time as possible.
1:30 p.m.	All Metrobus rush hour buses are dispatched to normal rush hour terminals at this time. Buses will be operating rush hour routes in addition to normal mid-day service as needed. The last regularly scheduled rush hour trip on every route will be operated as close to its regularly scheduled departure time as possible.
2:30 p.m.	All Metrobus rush hour buses are dispatched to normal rush hour terminals at this time. Buses will be operating rush hour routes in addition to normal mid-day service as needed. The last regularly scheduled rush hour trip on every route will be operated as close to its regularly scheduled departure time as possible.

ALERT LEVELS

Level	Weather Forecast	Weather Condition	BUSV Response Activities
Alert 1	0" - 1" of snow starting in the next 8 hours.	Temp. mild to cold	BUSV-OCC notifies promptly Snow Commander, all AGMs and the personnel on duty. PREL, BUSV Senior Staff*, all Division Superintendents and Service Operations Managers alerted. OCC must put out an ALL CALL on the air.
Alert 2	1" - 2" of snow in next 8 hours	Temp. cold to very cold	BUSV-OCC notifies promptly the Snow Commander, all AGMs and the person on duty for PREL, BUSV Senior Staff, all Division Superintendents and Street Operations Managers alerted. OCC must put out an ALL CALL on the air.
Alert 3	2" - 4" of snow in next 8 hours	Temp. cold to very cold (cloudy)	BUSV-OCC notifies promptly the Snow Commander, all AGMs and the person on duty for PREL, BUSV Senior Staff, all Division Superintendents and Street Operations Managers alerted. OCC must put out an ALL CALL on the air.
Alert 4	4" - 8" of snow in next 8 hours	Temp. cold to very cold (cloudy)	BUSV-OCC notifies promptly the Snow Commander, all AGMs and the Director of PREL,

Level	Weather Forecast	Weather Condition	BUSV Response Activities
			BUSV Senior Staff, all Division Superintendents and Street Operations Managers alerted. OCC must put out an ALL CALL on the air.

READINESS LEVELS

Readiness 1	0" - 1" of snow in next 8 hours	Temp. mild to cold. Cloudy, light precipitation.	All operating and supervisory staff of BUSV divisions maintain normal scheduled service. OCC alerts all division personnel. Division supervisory staff inspects snow emergency supplies and equipment.
Readiness 2	1" - 2" of snow in next 8 hours	Temp. cold to very cold. Cloudy, light precipitation.	All operating and supervisory staff of BUSV divisions maintain normal scheduled service. OCC alerts all division personnel. Division supervisory staff inspects snow emergency supplies and equipment.
Readiness 3	2" - 4" of snow in next 8 hours	Temp. cold to very cold. Snowing hard. Light snow.	All operating and supervisory staff of BUSV divisions maintain normal scheduled service. OCC alerts all division personnel. Division supervisory staff inspects snow emergency supplies and equipment.
Readiness 4	4" - 8" of snow in next 8 hours	Temp. cold to very cold. Cloudy, light snow.	All operating and supervisory staff of BUSV divisions maintain normal scheduled service. OCC alerts all division personnel. Division supervisory staff inspects snow emergency supplies and equipment.
Readiness 5	Greater than 8" of snow or severe icing in next 8 hours. Storm has great intensity.	Temp. cold to very cold. Cloudy, snowing hard. Deployment underway.	All operating and supervisory staff of BUSV divisions maintain normal scheduled service. OCC alerts all division personnel. Division supervisory staff inspects snow emergency supplies and equipment.
Readiness 6	Large accumulation of snow and greater than 10" in the next 8 hours. Storm has great intensity.	Temp. cold to very cold. Heavy clouds, winds, snowing hard. Deployment underway, snow operations underway.	All operating and supervisory staff of BUSV divisions maintain normal scheduled service. OCC alerts all division personnel. Division supervisory staff inspects snow emergency supplies and equipment.

SNOW OPERATIONS LEVELS

Snow Operations 1	0" - 1" of snow	Temp. cold - Snowing. Ground covered with 0-2" of snow.	All divisions operating and supervisory personnel to maintain normal operations and scheduled service, with detours as needed. Regional street supervisory staff to monitor street conditions and report to OCC.
Snow Operations 2	2" - 4" of snow or icing conditions possible.	Temp. cold - Snowing	Transition from Weekday service levels to Saturday service levels. Snow Operations Level 2 would maintain service on heavily traveled routes. Detours as in Level One would remain in effect. All divisions operating and supervisory personnel reporting. Street supervisory staff to monitor street conditions and report to OCC. Remove all articulated coaches from service.
Snow Operations 3	4" - 8" of snow or icing conditions	Temp. cold to very cold. Snowing hard. Ground covered with up to 8" of snow.	Bus service operates at Sunday service levels only on snow emergency routes as conditions permit.
Snow Operations 4	Large accumulation of snow, or heavy ice	Temp. cold to very cold. Snowing hard. Ground covered with 8" of snow.	Skeleton service levels only on the busiest routes and only as conditions permit. 30 minute+ headways.

Snow Operations Levels

Snow Operations Level 1

Regular service plan (weekdays if appropriate) with some exceptions and deviations, usually on streets noted in the snow plan with known problems, e.g., hills, curves, narrow streets with parking on both sides. (0" – 2" of snow)

Snow Operations Level 2

Transition from Weekday service levels to Saturday service levels (core services). Snow Operations Level 2 would maintain service on heavily traveled routes and generally offer 15 minute headways. Detours as in Level 1 would remain in effect. (2" – 4" of snow; freezing rain and ice as conditions mandate)

Snow Operations Level 3

Transition to Sunday service levels (lifeline services). Level 3 would offer 30-minute headways as conditions permit. (4" – 8" of snow)

Snow Operations Level 4

Service would be available only on the busiest routes and only as conditions permit. (More than 8" of snow)

Level 4 service would consider some or all of the following:

- Buses operated only on arterials
- Buses operated on headway instead of schedule
- Route usage of Metro-controlled turn-arounds at end of line versus DOT controlled (public ROW) turn-arounds
- Avoiding minor route collection / distribution centers (that may have less likelihood of getting cleared)
- Flexibility in regional weather variability, e.g., Arlington may not experience the same snow levels as Gaithersburg
- Adequate notice to customers about:
  - Upcoming changes in service levels
  - Timing of changes/ sufficient time to plan for changes
  - Availability of bus service could be somewhat unpredictable, as conditions change

The guiding principles of Bus Service severe weather plan are to safely operate services that people will use to meet important travel requirements. Bus Services will be ready to sustain operations, but when conditions warrant, we will "retreat" from running underused or unsafe services to preserve equipment avoid excess costs, and most importantly, keep our customers and our employees safe.

Post-Snow Emergency Action

- Restore Scheduled Bus Service to all Areas

Priority tiers for restoration of service

Snow Operations Level 4

Conditions are monitored by skeletal bus staff, and through conference calls and other contact with jurisdictions concerning snow removal efforts and road conditions.

Snow Operations Level 3

As roadways are cleared, additional bus service is provided as conditions permit. Emergency command center personnel and Bus management continue to participate in conference calls and other contacts with jurisdictions concerning snow removal efforts and road conditions to determine feasibility of various service levels.

Snow Operations Level 2

Additional service returns, conditions permitted and with detours as required.

Snow Operations Level 1

Regular service plan (weekdays if appropriate) with some exceptions. Just about back to normal.

1. Redirect Personnel
2. Prepare and Submit Reports
3. Replenish Salt and Sand Supplies
4. Inspect, Repair, Service and Store Equipment
5. Debriefing
6. Critique Performance and Make Recommendations
7. Replenish Petty Cash Funds
8. Follow-up as Necessary

ATTACHMENT F: METROACCESS AND ELIGIBILITY

The Office of MetroAccess Service (MACS) and the Office of Eligibility Certification & Outreach (ELIG) are the offices within the Department of Access Services (ACCS) who have operational responsibilities under a severe weather situation, and their staffing and operational procedures are described individually in this section. Additionally, phone trees and office checklists, maintained by ACCS, provide specific communications procedures and more detailed operational guidance.

Staffing and Operational Procedures – MetroAccess

MetroAccess, the regional paratransit system, provides door-to-door complementary paratransit service to persons with disabilities as required by the Americans with Disabilities Act (ADA). MetroAccess service operates every day of the year, including holidays. MetroAccess employees oversee contracts for the provision of MetroAccess service. MV Transportation Inc. operates the MetroAccess Call Center and the MetroAccess Operations Control Center at 6505 Belcrest Road, Suite 502 - Hyattsville, Maryland. MACS staff are located in adjacent offices at Hyattsville. WMATA contracts with private providers and taxi companies (sub-contractors) to operate MetroAccess service. All contractors are required to operate MetroAccess service in accordance with the policies and procedures of the MetroAccess Severe Weather/Emergency Operations Plan. Only the MACS Severe Weather Commander can authorize suspension of service.

NOTE: It is important to contact ACCS or MACS staff first to ensure use of current contact information.

The MetroAccess severe weather operating procedures are intended to provide safe and reliable transportation for MetroAccess customers and generally follow established WMATA policies governing the operation of Metrobus and Metrorail service under severe weather conditions. However, MetroAccess service warrants additional consideration for the unique challenges involved with transporting persons with disabilities, to include obstacles to the path of travel, (i.e., uncleared or otherwise impassable sidewalks, driveways, or curb cuts). The fact that MetroAccess operates on secondary and side roads also impacts MetroAccess' severe weather operations since these are less likely to be consistently cleared and maintained than main roads and highways. Due to these factors, many customers with disabilities cancel their MetroAccess trips during periods of severe weather, but there are some who will require transportation to life sustaining medical treatments. Delivery of service is carefully balanced against considerations for safety and road conditions. MetroAccess closely manages the service on a **case-by-case basis** as conditions deteriorate.

During severe weather conditions, it is the goal of MetroAccess to transport customers to their requested destinations as long as it is safe to do so. Generally, when weather conditions do not allow safe transport, outbound trips are discontinued and only return trips are provided. Customers are notified if their trips are cancelled. It is the policy of MetroAccess to attempt to operate all return or inbound trips before MetroAccess operations are discontinued.

ALERT PHASE
Operations continue normally scheduled service. All responses are triggered by any of the following forecasts or advisories: ● Up to 4" of snow within next 24 hours ● Up to 2" of snow within the next 12 hours ● Any amount of sleet, ice, freezing rain within the next 12 hours ● Tropical storm or hurricane watch (48-hour notice) issued by the NWS for the WMATA area
Interactive Voice Response (IVR) & E-Alert Text: "A weather advisory is in effect. Please listen to weather reports on your local radio or television station and plan your travel accordingly."
Description ● MACS and Provider response teams advised of their potential activation and are on standby. ● MACS and Provider operations personnel begin continuous monitoring of weather forecasts and current conditions and report status to MACS Director and all providers every 3 hours ● Essential personnel at MetroAccess facilities prepare necessary supplies and equipment (salt for walkways, etc.). ● Providers ensure MetroAccess vehicles are fueled and equipped with snow emergency equipment (sand, shovel, etc.) and have functioning heaters. ● If tropical storm conditions are expected, MetroAccess vehicles and operations may be relocated to higher ground, as necessary.

OPERATIONS PHASE
Level 1: Operations continue normally scheduled service. All responses are triggered by any of the following forecasts and NWS advisories: ● Up to 2'' of existing snow with as much as 4'' forecast or icy conditions are likely. ● Tropical storm or hurricane warning (36-hour notice) issued by the NWS
IVR & E-Alert Text: "A weather advisory is in effect. Although MetroAccess intends to operate on schedule, weather conditions may cause some delays."

Description:
The following additional or modified actions will be taken:

- MACS Service Monitors and QA Street Monitors devote all time to field observation of road conditions and vehicle/customer safety. Report status to Operations Manager-Field Operations and QA Project Manager every hour, unless conditions are worsening at a rapid pace, then more frequently as needed.
- MACS coordinates messaging with CSCM.
- MV prints dialysis trips scheduled for next two service days.
- MACS & MV operations personnel begin continuous monitoring of weather forecasts/conditions, road conditions, and customer demand for same-day schedule changes. Report status to MACS every 2 hours.
- MV provides weather forecast to all providers and safety advisories to drivers via MDT every 2 hours, or more frequently, as conditions change.
- MV immediately reports to MACS all weather related incidents involving service vehicles and/or customers.
- MV immediately reports to MACS and actively addresses any incidents of drivers being told to go back to base or abandoning routes due to weather conditions.
- MV OCC and Provider Field Management report at least an hour early.
- MV will accommodate customers seeking schedule changes as quickly as possible.
- MACS staff updates WMATA website and E-Alerts with the IVR message, copying MREL.
- MV and MACS monitor and share early closings/late openings for service planning.
- Providers to contact all divisions ninety (90) minutes before the first scheduled pull-out to assess each division's ability and readiness to commence service.
- Providers will report any staffing shortages to MACS Operations Managers and rectify.

Level 2: Operations continue normally scheduled service, but customers are encouraged to reschedule their trips if travel is not essential.
When weather conditions are:

- Up to 2'' of existing snow and up to 6'' forecast or icy conditions prevail or are likely.
- Tropical storm conditions forecast within the next 24 hours and/or hurricane conditions forecast within the next 36 hours.

IVR & E-Alert Text:
"A winter weather advisory (or storm warning, or hurricane warning, if applicable) is in effect. Although MetroAccess intends to operate on schedule (or MetroAccess intends to operate service until winds are sustained at 35 mph), weather conditions will cause some delays. We suggest that you consider canceling your trips if your travel is not essential."

Description:
The following additional or modified actions will be taken:

- MV Transportation pro-actively contacts centers to inquire about operating status, especially dialysis, adult daycare centers, and schools.
- MV Transportation allows for extra cushions on scheduling.

Level 3: Non-essential trips are cancelled. Service restricted to home-return trips, trips for which customers could not be reached by telephone, and those determined to be critical for the safety of our customers on a case-by-case basis.
When weather conditions are:

- Up to 4'' of existing snow with 8'' or more forecast or ice is accumulating.
- Tropical storm conditions forecast within 6 hours or hurricane conditions forecast within the next 12 hours.

IVR & E-Alert Text:
"Due to severe weather conditions, and for your safety, MetroAccess will operate on a limited service schedule (or intends to operate service until winds are sustained at 35 mph). MetroAccess will provide only essential trips (determined on a case by case assessment) and return trips for other customers who are already traveling. All other trips will be canceled. We apologize for any inconvenience this may cause."

Description:
The following additional or modified actions will be taken:

- MACS & MV operations personnel maintain continuous monitoring of weather forecasts/conditions, road conditions, and customer demand for same-day schedule changes. Report status to MACS every hour, unless road conditions are worsening at a rapid pace, then as needed.
- MV will provide hourly status reports concerning passengers awaiting return trips.
- MV proactively contacts common locations (i.e. dialysis centers, hospitals, etc.) to determine if they are open and accepting arrivals.
- MV proactively contacts customers to see if trips can be scheduled earlier if conditions are due to get worse throughout the evening.
- MACS notifies division managers to start operators at least one hour early.
- MV and Providers ensure extra staff is scheduled, particularly drivers and dispatchers.
- MV will initiate process to send automated callouts to affected MetroAccess customers.
- MACS will communicate service changes and updates with ECC (Emergency Command Center) via email and conference calls.

Level 4 (SUSPENSION OF SERVICE): Due to safety concerns, MetroAccess service will be suspended, and all trips will be cancelled.
When weather conditions are:

- Up to 6'' of existing snow or 1" of solid ice with more forecast.
- Strong tropical storm conditions exist (>39 mph sustained winds) or hurricane conditions forecast within 3 hours.

IVR & E-Alert Text:
"Due to severe weather conditions, and for your safety, MetroAccess service has been suspended and all trips have been canceled. If you have a medical emergency, please hang up and dial 911."

Description:
The following additional or modified actions will be taken:

- MV staff notifies customers who have scheduled trips.
- Emergency provisions for medically vital trips may be made at the Authority's discretion.
- MV will check to determine which medical /dialysis facilities remain open and divisions will prepare vehicles with driver teams for possible deployment.

RECOVERY PHASE

Operations resume. Service is restored based on road conditions, available equipment and personnel. Supplies are restocked and divisions are prepared for full service.

IVR & E-Alert Text

"Due to the improved weather conditions and WMATA's safety assessment, MetroAccess intends to operate on schedule; however customers may experience some delays. Thank you for your patience as we work to resume normal service."

Description:

- MV and Providers will ensure adequate staff is available to preclude disruption of essential administrative and operations support functions and services.
- During Service Levels 3-4, MV will provide MACS staff, the WMATA Severe Weather Commander and QA Contractor a report on MetroAccess operations every hour. During Service Levels Readiness through 2, a report will be provided only in the event of a significant incident that either has potential to adversely impact or actually impacts MetroAccess service.
- During Service Levels 3-4, QA Contractor will provide MACS Director (Severe Weather Commander) and ACCS AGM with a report every hour that includes weather conditions, trips, and customers still in need of transport, rides planned, vehicles operating, incidents reported, side road conditions, and operating complications. During Service Levels Readiness through 2, this report will be provided as needed.
- MV will coordinate with MACS staff and each provider to assess and determine the level of service needed to accommodate customers who are either presently using or scheduled to use MetroAccess service. Providers will keep MACS staff apprised of the status of each division's operation.
- MV staff will keep MACS staff and Providers apprised of trip cancellations.
- The announced Alert Phase will continue the following service day subject to subsequent forecasts.
- Severe Weather Phase and Suspension of Operations determinations are made only by MACS Severe Weather Commander or designated Alternate.

Staffing and Operational Procedures - Eligibility

The Office of Eligibility Certification (ELIG) is responsible for assessing customers' eligibility for paratransit service and the Reduced Fare Program required by the Americans with Disabilities Act (ADA). ELIG is located within the Transit Accessibility Center (TAC) on the lobby level of the Jackson Graham Building (JGB). ELIG staff consists of WMATA employees as well as NovaCare and MV contract

employees. NovaCare provides therapist staff to accomplish functional assessments and MV staff assist with the scheduling and dispatch of customers who use MACS to meet appoint times as well as reception and other administrative duties.

The TAC operates Monday and Wednesday through Friday, from 8:00 a.m. to 4:00 p.m.; Tuesday 8:00 a.m. to 2:30 p.m.; and does not operate on weekends and holidays. MetroAccess applicants are seen on an appointment only basis for assessments, although appointments are not required for Reduced Fare Program applicants, obtaining information about services, or obtaining replacement MetroAccess or Reduced Fare program ID Cards.

Customers can arrive to the TAC by a variety of methods, primarily via MACS, Metrobus and Metrorail, and privately owned conveyance. TAC operations during severe weather will be determined by the availability of customer transportation and staff.

ALERT PHASE
WMATA Snow Readiness 1-2; Tropical Weather (TW) Alert 1-2: **Continue normal operations; advise customers monitor weather reports.** All responses are triggered by any of the following forecasts and NWS advisories: • Winter Weather Advisory – Up to 2" of snow within the next 12 hours • Winter Storm Warning – Up to 4" of snow within next 24 hours • Any amount of sleet, ice, freezing rain, or hurricane conditions within next 12 hours • Tropical Storm (TS) Watch – TS force winds possible w/in 48 hours
IVR "A weather advisory is in effect. Please listen to weather reports on your local radio or television station and plan your travel accordingly. If you have questions please contact the Transit Accessibility Center at 202-962-2700, option 5."
Description: • ELIG, NovaCare and MV staff will report to duty. • ELIG Director and staff will monitor current conditions for updates and changes. • ELIG staff will print contact information of all MetroAccess applicants scheduled for appointments during next 3 business days. • ELIG Director will coordinate with MACS Director for updates on MetroAccess operational status.
SEVERE WEATHER OPERATIONS
Level 1 (WMATA Snow Readiness 3/Ops 2; TW Alert 1-2)**:** **Continue normal operations; advise customers of potential delays.** Forecasts and NWS advisories: • Up to 2'' of existing snow with as much as 6'' forecast. • Tropical storm conditions possible.
IVR & E-Alert Text: "A weather advisory is in effect. Although ELIG intends to operate on schedule, weather conditions may cause some delays. If you cannot make your appointment please call the Transit Accessibility

Center at 202-962-2700 to reschedule your appointment. The Center staff will coordinate with MetroAccess to cancel your transportation and coordinate rescheduling to match rescheduled appointment."

Description:
The following additional or modified actions will be taken:

- ELIG staff will attempt to contact customer who have appointments to determine if they will be able to honor appointment times or if they need to reschedule.
- ELIG staff will coordinate with MACS on any cancellations & rescheduled appointments.
- ELIG staff will inform customers that there may be a delay in their appointment due to weather conditions.
- Travel Training and Outreach team will coordinate with scheduled students or outreach event organizers to determine if they will honor their appointments or events.

Level 2 (WMATA Snow Ops 2; TW Alert 2/4)**:**
Continue operations; encourage customers to reschedule appointments.
When weather conditions are:

- Up to 2'' of existing snow and up to 6'' forecast or icy conditions prevail or are likely.
- Tropical storm conditions forecast within the next 24 hours and/or hurricane conditions forecast within the next 36 hours.

IVR & E-Alert Text:
"A winter weather advisory (or storm warning, or hurricane warning, if applicable) is in effect. Although the Transit Accessibility Center intends to operate on schedule, weather conditions will cause some delays. We suggest that you consider rescheduling your appointments."

Description:
The following additional or modified actions will be taken:

- ELIG staff will monitor weather conditions for change.
- ELIG staff will continue to coordinate with MACS staff on transportation issues.
- ELIG staff will pro-actively attempt to contact customers with appointments during the next 2 business days to highly recommend rescheduling due to weather.
- Travel Training and Outreach team will contact their students and/or event coordinators to recommend rescheduling due to weather.

Level 3/4 (WMATA Snow Ops 3; TW Alert 2/4)**:**
Operations closing or closed; customer appointments canceled or rescheduled.
When weather conditions are:

- Up to 6'' of existing snow with 8'' or more forecast.
- Tropical storm conditions forecast within 6 hours or less, or currently exist (>35 mph sustained winds); hurricane conditions forecast within the next 12 hours or less.

IVR & E-Alert Text:
"Due to severe weather conditions and for your safety the Transit Accessibility Center is closed for operations. If you have a scheduled appointment, we will contact you to reschedule your appointment."

Description:
ELIG staff will attempt to contact customers (MetroAccess applicants, travel training student and outreach coordinators) who have appointments to alert them of forecast and to require them to cancel and reschedule their appointments.

RECOVERY PHASE

Resume normal operations.
Description:
ELIG staff report for duty and contact customers who could not be reached prior to suspension of service to assist in rescheduling their assessment appointments.

ATTACHMENT G: METRO TRANSIT POLICE DEPARTMENT

The Watch Commander (or a designee) will staff the WMATA Emergency Command Center (ECC) until relieved, ensuring timely updates to Bureau Commanders and the Communications Division.

The Patrol Operations Bureau Commander will:

- Brief the Chief of Police with respect to significant developments, to include Alert, *Readiness and Operation Levels* and the current deployment of the patrol force;
- Manage equipment and personnel resources to ensure the efficiency of patrol operations; and,
- Inform the Watch Commander and Communications Division Supervisor of current or anticipated overtime requirements and modified reporting assignments for Patrol Operations Bureau personnel.

The Administrative Services Bureau Commander will:

- Manage equipment and personnel resources to ensure the efficiency of operations within the Communications Division, Criminal Investigation Division and essential administrative services; and
- Brief the Chief of Police with respect to significant developments.

The Homeland Security, Intelligence and Investigation Bureau Commander will:

- Manage equipment and personnel resources to ensure the efficiency of operations within the Revenue Protection Division, the Armored Transport Division and Yards and Facilities personnel;
- Brief the Chief of Police with respect to significant developments, to include the current and anticipated deployments of revenue protection personnel and civilian employees; and
- Ensure that adequate personnel and equipment are assigned in accordance with the necessities of revenue operations.

Transit Police Operations

Readiness Levels 1 & 2

- Members will inspect and prepare to have tire chains mounted on MTPD vehicles via the inspection of equipment for ready access and serviceability. Routine patrols and the ordinary servicing of AFC equipment will continue throughout the operating portions of the Metrorail system.

Readiness Levels 3 & 4

- Alternate patrol configurations will be explored, should routine mobile patrol operations be discontinued. The Watch Commander may plan to limit calls for service to emergencies and other essential services. Off-duty personnel assigned to MTPD issued four-wheel drive vehicles will be contacted to ensure availability for service.

Readiness Levels 5

- Bureau Commanders will (if appropriate), issue instructions to have tire chains placed on designated MTPD vehicles.

- Mobile Patrol Units may be dispatched to Metrorail terminal stations for crowd control and related duties. Additionally, patrol units will respond to any Metrobus accidents as well.
- The Administrative Services Bureau Deputy Chief may authorize expenditures for the lodging and sustenance of personnel and will coordinate these actions to appropriate necessary funds.
- Officers may be dispatched for crowd and traffic control assignments, paying special attention to potentially truncated portions of the rail system.

Snow Operation Levels

Snow Operation Levels 1 - 4

- Members, as directed, will have tire chains mounted on motor vehicles. Routine mobile patrol operations may be discontinued. The Watch Commander may limit calls for service to emergencies and other essential services.

Snow Operation Levels 5

- Members will respond, whenever possible, to the scenes of emergencies and other serious incidents via Metrorail or motor vehicle. Dispatch of motor vehicles will proceed only after the Communication Division Supervisor determines that local law enforcement agencies are unable to respond.
- Members will be redeployed to operating portions of the Metrorail System as station closings occur. Mobile Patrol units will, as conditions permit, intensify patrols of closed stations located within their assigned sectors.

Office of Emergency Management (OEM)

OEM is Responsible for monitoring weather forecasts via the National Weather Service. A *Severe Weather Alert* is automatically initiated by OEM based upon one of the following forecasts:

- Up to 2" of snow anticipated within the next twelve hours (called a *Winter Weather Advisory* by the National Weather Service).
- Up to 4" of snow anticipated within the next twenty-four hours (called a *Winter Storm Warning* by the National Weather Service).
- Any amount of sleet, ice or freezing rain anticipated within the next twelve hours.
- Any Tropical Storm conditions

The OEM Liaison will notify the WMATA *Severe Weather Commander* and the Chief of Police when a *Severe Weather Alert* is issued. The *Severe Weather Alert* will remain in effect until modified by the WMATA *Severe Weather Commander*.

The Communications Division Supervisor will:

- Maintain adequate staffing levels within the Communications Division,
- Ensure the periodic transmission of *Severe Weather Alert*, *Readiness and Operations Level* and weather prediction data via MTPD Command Notification,
- Ensure the periodic transmission of *Severe Weather Alert*, *Readiness and Operations Level* and weather prediction data to members in the field via police radio, mobile data terminal or telephone,

- Recommend Communication Specialist staffing levels to the Office of Emergency Management Director in accordance with weather predictions, and
- Reserve work space and a telephone for the transmittal of information to off-duty personnel.

The WMATA Office of Emergency Management staff will provide operational support to the MTPD and provide a liaison position at the local Emergency Management Agencies in the National Capitol Region as requested.

District of Columbia Homeland Security and Emergency Management Agency.....202-727-6161
Montgomery County Office of Homeland Security and Emergency Management.....240-777-2200
Prince George's County Office of Emergency Management 301-583-1899
Alexandria City Office of Emergency Management.....703-838-3825
Arlington County Office of Emergency Management.....703-228-3314
Fairfax County Office of Emergency Management.....703-324-2362

ATTACHMENT H: PLANT MAINTENANCE

PLNT has primary responsibility for the following activities during the snow season:

- Removing snow/ice from rail stations, designated non-revenue facilities and designated bus loops (Mt. Rainier, Calvert Street, 14th Street and Colorado Avenue and Chevy Chase) with the support of TRST and SMNT
- Procuring and storing bulk salt and bagged de-icing products
- Procuring, maintaining and storing snow-fighting equipment in rail stations and other locations during the winter season
- Augmenting bus and rail snow removal efforts during extreme conditions (4" or more accumulation), to include spreading salt and plowing roadways when traveling to and from salt domes
- Maintaining a contract with snow-removal vendors who are called in on an "as needed basis" to support the removal of snow, primarily from rail parking lots, after the accumulation of 4" or more snow
- Developing and publishing snow-readiness plans to Authority staff in advance of snow/ice events. The plan identifies the weather forecast, staffing requirements and the time frame for dispatching employees to snow locations
- Activating the PLNT Command Center at CTF, at the direction of the Director of PLNT, and based on the operations level that is directed by the Snow Commander. The purpose of the Command Center is to maintain effective control over system-wide snow-removal activities and coordinate efforts with the Authority's Emergency Command Center (ECC) and the Rail Operations Control Center (ROCC)
- Ensuring, the recovery phase, that equipment is cleaned, serviced, returned to pre-deployment locations and secured; and that materials and supplies are re-stocked

Deployment will be ordered by the Director, PLNT, or designee, based on the operations level that is directed by the Snow Commander. The following summary identifies the appropriate level of response to be taken at the various snow operation levels outlined:

Snow Operations 1

0" – 1" of snow accumulation - dispatch personnel and equipment to assigned locations (all sections). Start salt operations on all roadways; start shoveling and salting operations on all walkways.

Snow Operations 2

1" – 2" of snow accumulation or icing conditions are anticipated - continue Level 1 operations (all sections). Start light plow and snow blower operations (all sections). Continue salting operations.

Snow Operations 3

2" – 4" of snow accumulation or icing conditions begin - Continue Level 2 operations.

Snow Operations 4

4" – 8" of snow accumulation or severe icing conditions exist - Continue Level 3 operations. Stop salting operations until the area has been plowed. Implement contract plowing operations (PLNT). Augment BUSV plowing of **bus** garage parking area and roadway after 4" of snow accumulation.

Snow Operations 5

8" or more of snow accumulation - Continue Level 4 operations.

Snow Operations 6

10" or more of snow accumulation - Continue Level 5 operations.

Snow and Ice Removal Response Priorities

During snow removal operations, equipment and personnel assignments will be made with the following priorities in mind:

Priority 1

Metrorail Stations (platforms; entrances; walkways; access to remote street elevators; access roadways; reserved and handicap parking spaces; bus lanes; kiss-n-ride, short-term and all-day parking lots; and parking garages).

Priority 2

Bus division and rail yard parking lots and access roadways after more than 4" of snow along with the parking lots at CTF and MTPD Districts at Huntington and Fort Totten.

ATTACHMENT I: PROCUREMENT

During snow and ice removal operations, the primary responsibilities are as follows:

Office of Procurement and Materials (PRMT)

- Clear areas at MSF and Open Materials Storage.

For acquisition purposes, the following persons are authorized to make emergency procurements offsite during snow emergencies:

Team 1	Leaser Rivas	Home: 301-336-0234 Office: 202-962-5580
Team 2	Gayle Mealy	Home: 301-352-6929 Office: 202-962-5538

Materials

For access to the central warehouse, the Metro Supply Facility (MSF) will operate as follows:

Service Levels 1 and 2

Normal Business hours:

- Sunday - Friday: 10:30 p.m. Sunday to 11:00 p.m. Friday
- Saturday: 8:30 a.m. to 5:00 p.m.

Service Level 3

Normal business hours. Staff in a ready position for extended hours as required within four hours. Await deployment order from Snow Commander to remain open.

Service Level 4-6

Staff available twenty-four hours. Await directions from Snow Commander to return to normal business hours.

The main point of contact is the Manager Warehousing and Distribution.

When the emergency does **not** require the warehouse to remain open after regularly scheduled hours, the following persons may also be contacted to obtain parts from the warehouse and should be called in the following order:

Service Levels 1, 2, 3: Normal Business hours for all stores.

Service Levels 4-6: Call Satellite Stores Center (PMC) Monday - Friday: 202-962-5003

The following storerooms have minimum staffing with flexible leave:

- PMC to remain open 24 hours a day (Monday - Friday)
- Bladensburg's storerooms, Brentwood, Northern and Four Mile, College Park and L'Enfant Plaza to be staffed on a single day shift as required
- Other satellite stores to be determined depending on conditions

In the event employees are unable to travel to work, storeroom access is to be provided via OPER's After Hours Storeroom Access Procedures.

ATTACHMENT J: ACCOUNTING

Payroll Branch

The primary function of the Payroll Branch during a weather emergency is to make certain that the normal payroll schedule is met regardless of the intensity or level of the emergency. Upon notification of adverse weather conditions or other types of emergencies, the Director of Accounting will accomplish the following:

- Direct the Payroll Manager to mobilize plan
- Coordinate with DGMO OPMS for the determination and communication of a special project code to collect costs, and inform Payroll Manager of this code
- Determine the required transportation and/or lodging needs of all payroll employees
- Contact the central command office for dispatching of transportation or lodging reservations at an area level
- Continue to process the payroll according to regular schedule as necessary to meet normal payroll deadlines

ATTACHMENT K: TREASURY

Treasurer (TRES) Staffing and Operational Procedures

Upon notification of adverse weather, the Treasurer of his designee will:

- Ensure that Petty Cash is available as specified in COMP Procedure 6.1/1.
- Make available pre-encoded farecards for the emergency as determined by the General Manager/Chief Executive Officer or designee (the Manager, Revenue Operations will be notified as to which stations require such farecards).
- Service mezzanines in accordance with directions from the Snow Commander.

In the event of a severe weather alert, the following personnel should be contacted to implement the various actions and in the order indicated:

ATTACHMENT L: SAFETY

Safety and Environmental Management

The Department of Safety and Environmental Management (SAFE) Severe Weather response procedure utilizes the established SAFE notification process in the monthly SAFE On-Call Schedule. This maintains consistency in the notification process and avoids over-burdening OCC with a separate notification process. This procedure has worked successfully over the last several years.

Severe Weather ALERT - OCC notifies SAFE On-Call Officer 24/7 including weekends.

1) Bus/MetroAccess/Facilities 202-731-8657
2) Rail/Facilities 202-747-4485

On-Call Officer notifies the Manager, who then alerts Chief Safety Officer and SAFE staff.

In the event a response is required by SAFE, the response will be coordinated internally by SAFE. SAFE staff notifies OCC upon arrival on scene.

WMATA Emergency Command Center

Synopsis

- SAFE, under the direction of the designated *Snow Commander*, will function under a team concept when a *Severe Weather Alert* is in effect. Upon notification by the Snow Commander to the Chief Safety Officer that WMATA has entered the first level of readiness (and subsequent levels):
  - Chief Safety Officer and staff are considered essential; thus are required to be on-site at the Jackson Graham Building, Carmen Turner Facility, or other field locations.
  - Chief Safety Officer notifies all SAFE staff at each readiness level with instructions that describe the weather conditions expected (or in progress) and any special instructions.
  - SAFE Managers will then notify/brief all essential staff within their line of command with information regarding the nature of the emergency, estimated time the event is expected to reach the Washington area, expected service changes (if known) and any other information that the public/employees will need to know in order to use Metrobus, Metrorail, or MetroAccess.
  - SAFE Staff and 4 Wheel Vehicles will be strategically positioned in the outlying yards to augment response.

- The Deputy Chiefs will be responsible for notifying the managers when the Emergency Command Center operation has been concluded and the Authority is in a recovery mode.
  - SAFE personnel will work twelve (12) hour shifts. The first shift will be staffed by Team One when the *Snow Commander* declares the Emergency Command Center (ECC) operational. Personnel must schedule their activities to ensure they have at least eight hours of rest prior to the start of their assigned ECC shift. ECC personnel will report one-half hour prior to the start of their shift to ensure they are fully briefed on the status of operations prior to assuming their post.

- Team One and Team Two will rotate shifts until notified by the *Snow Commander* that the emergency event has concluded.

- ECC personnel will notify their respective departmental staffs when a *Severe Weather Alert* is issued, when *Readiness* or *Snow Operation Levels* are instituted or when recovery operations are established by the *Snow Commander*.

The Chief of Police (or designee) will act as the MTPD Team One member. The Administrative Services Bureau Commander (or designee) will act as the MTPD Team Two member.

And other management staff as required by the CSO

The SAFE staff will staff Safety positions at established locations throughout the WMATA system. SAFE will provide a call sheet each month that will be utilized to notate the Safety Officers on duty during the severe weather conditions.

ATTACHMENT M: ENTERPRISE WEB PORTAL (EWPG)

EWPG is responsible for the following internal and external messaging during emergencies:

- Ensuring the automated MetroAlerts system functions properly to distribute messages generated by the Media Relations staff

- Ensuring that Media Relations' (MREL) homepage rotator graphic and homepage breaking news section reflect current and anticipated levels of service in order to manage customer expectations

- Website updates will include links to other regional providers as a customer convenience (The website will serve as a central point of communications for the Customer Service agents.)

Upon notification by the ECC that WMATA has entered the first level of readiness (and subsequent levels), the Deputy EWPG notifies all web support staff at each readiness level with instructions that describe the weather conditions expected (or in progress) and any special instructions.

The web staff are considered essential; however, much of this work can be performed from remote locations. The Deputy EWPG will determine and communicate to staff when they are required to be onsite at the Jackson Graham Building or another location.

The ECC may provide direct input for web content instead of going through MREL or IT.

Weather permitting, web staff will be onsite when ECC is in operation. When ECC is in operation, X6123 will be the primary contact telephone number.

All web personnel are considered "essential personnel" in every emergency situation, and will be "on-call" when Severe Weather Readiness Level 1 is declared.

ATTACHMENT N: PARKING

Parking Management Staffing and Operational Procedures (PARK)

Parking Operations

Hereinafter a parking structure will be considered in the same context as a parking lot. The parking lots and structures have been grouped into five (5) separate Regions.

Excluded Facilities

There are parking structure facilities which are not operated and maintained by PARK at the Silver Spring, New Carrollton and Wheaton (on Amherst Street) Stations. Additional facilities which are not operated and maintained by PARK include:

1. a surface parking lot across Garden City Drive from the New Carrollton Station, which is owned by the State of Maryland and operated by the Parking Authority of Prince George's County; and
2. a surface parking lot at the Starr Management Corporation property located just across Huntington Avenue north of the Huntington Station which is owned and operated by the Starr Management Corporation.

Revenue Collection Hours

Revenue collection hours at pay-on-entry parking facilities are 5:00 a.m. to 2:00 p.m. Monday through Friday, with peak collection hours typically lasting from 5:00 a.m. to 10:00 a.m. PARK collects revenue at pay-on-entry at the facilities in Wheaton, Capitol Heights, Minnesota Ave, Rhode Island, and Fort Totten stations.

Revenue collection hours at pay-on-exit parking facilities are 10:30 a.m. to midnight Monday through Thursday and 10:30 a.m. to 3:00 a.m. on Fridays, with typical peak collection hours from 2:00p.m. until 7:00 p.m.

There are no revenue collections during the weekends and federal holidays including Inauguration Day.

Parking Operations

WMATA's SmarTrip system, based on the use of electronic smart cards that are sold and serviced by WMATA as fare media, handles all payment transactions at all-day Park-and-Ride facilities.

PARK manages the Parking Customer Assistance Services (PCAR) Contract. The contractor is fully responsible for: monitoring the automated collection of parking fees, ensuring efficient traffic flow at facilities, high quality customer service to assist customers with inquiries related to parking, SmarTrip and Metro service monitoring maintenance conditions as required by PARK. During the peak times of the collection hours, all parking facilities are staffed with contract employees (PCARs), and during non-peak times, there is at least one person at each Metrorail station to cover all of the lots at that location.

When staffing levels are at one PCAR per station, the PCAR will be required to survey frequently all exit/entry arrays to ensure that the system is operating properly.

Parking Procedures

During periods of severe increment weather, the Supervisor and Traffic Engineer of Parking will be notified by the AGM, Planning and Joint Development or their designee.

PARK is responsible for providing other WMATA staff and the public regarding the condition of the parking facility and severe weather operations while ensuring the messages regarding parking operations are current, accurate and consistent by coordinating with appropriate WMATA and contract personnel. Specifically PARK will supply information for:

1. alerts providing appropriate parking service disruption information; and
2. web site updates that reflect the current level of service and anticipated levels so as to manage parking customer expectations; and
3. customers assistance messaging in aligning the employees around the appropriate actions for severe weather conditions.

Upon notification by the AGM, Planning and Joint Development to the Supervisor and Traffic Engineer, that WMATA has entered the first level of readiness (and subsequent levels), the Supervisor and Traffic Engineer notify appropriate PARK and Contractor staff at each readiness level with instruction that describe the weather conditions expected (or in progress) and any special instructions.

The Supervisor and Traffic Engineer (*) are considered essential and thus are required to be on-site at the Jackson Graham Building Location or current office location. The following outlines PARK activities at each level of snow operations.

- The Supervisor of Parking is responsible for directing and providing specific instruction to LAZ management when to cease or resume the revenue operations.
- Supervisor of Parking Operations is responsible for coordinating internal and external messaging during emergencies regarding the conditions of parking facilities as well as the parking revenue operation requirements. Supervisor of Parking is also responsible for coordinating all customers inquires received by the Parking information line.
- Traffic Engineer will coordinate with PLNT regarding the condition of the parking facility and severe weather operations and ensure that the messages regarding parking operations are current, accurate and consistent. WMATA Intranet web site will be utilized as the central point of communications for updated information. Traffic Engineer will ensure that any required work orders received from the contractors and customers are placed timely with appropriate WMATA personnel.
- All PARK essential staff must be prepared to coordinate/report all messages, activities and any deviations from regularly established PARK activities to the AGM/Planning and Joint Development during the entire duration of an Emergency Command Center operation.

PARK Readiness Levels

Readiness Level	Forecast	Conditions	Response Activities
Readiness 1	0" - 1" of snow in	Temperature mild to cold.	The Supervisor or Traffic Engineer

Readiness Level	Forecast	Conditions	Response Activities
	next 8 hours.	Cloudy, light precipitation.	notifies all Contract Staff of readiness alert. The Supervisor, Parking notifies the rest of PARK staff.
Readiness 2	1" - 2" of snow in next 8 hours or icing conditions possible	Temperature cold to very cold. Cloudy, light precipitation.	The Supervisor or Traffic Engineer notifies Contract Staff of readiness alert. The Supervisor, Parking notifies the rest of PARK staff.
Readiness 3	2" - 4" of snow in next 8 hours or icing conditions expected	Temperature cold to very cold. Cloudy, light snow or icing conditions beginning.	The Supervisor or Traffic Engineer notifies Contract Staff of readiness alert. The Supervisor, Parking notifies the rest of PARK staff.
Readiness 4	4" - 8" of snow in next 8 hours or severe icing conditions expected	Temperature cold to very cold. Cloudy, light snow or icing conditions exist.	The Supervisor or Traffic Engineer notifies Contract Staff of readiness alert. The Supervisor, Parking notifies the rest of PARK staff.
Readiness 5	8" or more of snow starting in the next 8 hours or icing conditions expected	Temperature cold to very cold. Cloudy, snowing hard or icing conditions exist. Snow Operations underway.	The Supervisor or Traffic Engineer notifies Contract Staff of readiness alert. The Supervisor, Parking notifies the rest of PARK staff.
Readiness 6	10" or more of snow starting in the next 8 hours or icing conditions expected	Temperature cold to very cold. Heavy clouds, winds, snowing hard or icing conditions exist. Snow Operations underway.	The Supervisor or Traffic Engineer notifies Contract Staff of readiness alert. The Supervisor, Parking notifies the rest of PARK staff.

PARK Snow Operation Levels

Snow Operations Level	Forecast	Conditions	Response
Snow Operations 1	0" - 1" of snow	Temperature cold. Snowing. Ground covered with 0"-1" of snow.	PARK: Revenue operations, PARK staff follow PARK Snow Plan, Section 2.13.2. Parking Procedures@: establish contact with all weather emergency related web site postings, media releases and service bulletins.

Snow Operations Level	Forecast	Conditions	Response
Snow Operations 2	1" – 2" of snow or icing conditions possible	Temperature cold - Snowing. Ground covered with up to 2" of snow.	PARK: Revenue operations. Parking Procedures: survey parking facilities and distribute information to ECOM and E-Alert website status of parking availability at each facilities.
Snow Operations 3	More than 2"- 4" of snow or icing conditions expected	Temperature cold to very cold. Snowing hard. Ground covered with up to 6" of snow or icing conditions exist.	PARK: Revenue operations. Parking Procedures: survey parking facilities and distribute information to ECOM and E-Alert website status of parking availability at each facility.
Snow Operations 4	4" - 8" of snow or severe icing conditions expected	Temperature cold to very cold. Snowing hard. Ground covered with up to 8" of snow or icing conditions exist.	PARK: Revenue operations. Parking Procedures: survey parking facilities and distribute information to ECOM and E-Alert website status of parking availability at each facility.
Snow Operations 5	Snow accumulation of 8" or more or heavy ice accumulation	Temperature cold to very cold. Snowing hard. Blowing and drifting or icing conditions exist.	PARK: Parking revenue operations suspended Parking Procedures: distribute information to ECOM and E-Alert website status of parking availability at each facility.
Snow Operations 6	Snow accumulation of 10" or more or heavy ice accumulation	Temperature cold to very cold. Snowing hard. Blowing and drifting of snow or icing conditions exist.	PARK: Parking revenue operations suspended. Parking Procedures: distribute information to ECOM and E-Alert website conditions of parking facilities.

ATTACHMENT O: CAR MAINTENANCE

Car Maintenance (CMNT)

CMNT is responsible for the following internal and external messaging during emergencies:

- Clear snow from all yard storage track platforms and walkways between stations and yards
- Assist in clearing areas surrounding facilities occupied by CMNT
- Augment PLNT snow removal efforts subject to availability of personnel and equipment

ATTACHMENT P: TRACK & STRUCTURES

During snow and ice removal operations, the primary responsibilities are as follows:

Track & Structures (TRST)

- Revenue and yard trackage to include plowing
- De-icing 3rd Rail in yards and main-line once deployed and revenue train de-icing is suspended
- Augment PLNT snow removal efforts to include clearing snow at Greenbelt division from the backside of the yard to the Beltway (Note: PLNT is responsible for snow removal from the station to the Beltway)

ATTACHMENT Q: CHIEF ENGINEER

During snow and ice removal operations, the primary responsibilities are as follows:

Chief Engineer (CENG)

- Augment PLNT snow removal efforts by monitoring contractors.

ATTACHMENT R: SYSTEMS MAINTENANCE

During snow and ice removal operations, the primary responsibilities are as follows:

Systems Maintenance (SMNT)

- Clearing track switches and ensuring the operation of switch heaters
- Augment PLNT snow removal efforts subject to availability of personnel and equipment
- Ensure third rail heat tape is operational

ATTACHMENT S: CUSTOMER SERVICE, COMMUNICATIONS & MARKETING

During snow and ice removal operations, the primary responsibilities are as follows:

Department of Customer Service, Communications and Marketing (CSCM)

- Inform the public in a timely and accurate manner of the current or projected operational status of the transit system via the Internet, the media and the Customer Service Office.

STAFFING

AGM/OPRS - Coordination of Information

Corporate Communications Conference Call
The Office Director for the Department of Customer Service and the Managers of Customer Service Information, Customer Relations and Customer Information Technology will participate in a conference call each morning during the first and subsequent levels of readiness, at 5:00 a.m. The call will ensure that staffing is in place at the CSVC office and/or via remote access to execute the department's commitments to customer communication during severe weather.

The call will be initiated by the AGM, using the pre-established conference call account number through Netspoke.

CSVC Operational Procedures

The Director, CSVC and staff are considered essential, with the exception of the CSVC Administrative Assistant and the CREL Clerk, thus are required to perform their duties as instructed during severe weather. The following outlines CSVC activities at each level of snow operations.

CSVC shall be notified by the AGM, Department of Customer Service Communications and Marketing (CSCM) of weather emergencies and subsequent updates affecting bus and rail customers. This includes decisions regarding adverse weather conditions and the establishment of the CCSM Command Center. The Director, CSVC will be responsible for placement of accurate and timely messages on the Integrated Voice Response System (IVR) and for updating the Trip Planner during severe weather operations.

The CSVC staff will utilize the WMATA Intranet web site as the central point of communications for updated information.

Upon notification by the AGM, CSCM to the Director, CSVC that WMATA has entered the first level of readiness (and subsequent levels):

- Director, CSVC notifies all CSVC staff at each readiness level with instructions that describe the weather conditions expected (or in progress) and any special instructions.
- Director, CSVC notifies branch managers at each readiness level with instructions that describe the

weather conditions expected (or in progress) and any special instructions.

- CSVC branch managers will then notify/brief all essential staff within their line of command with information regarding the nature of the emergency, estimated time the event is expected to reach the Washington area, expected service changes if known) and any other information that the public will need to know in order to use Metrobus, Metrorail, or MetroAccess.
- Director, CSVC (Team I) will be notified when the Snow Commander has established an Emergency Command Center operation, who will notify/brief the CSVC branch managers and report to the first tour of duty.
- The Customer Information, Relations and Information Technologies Branch Managers will brief all essential personnel in their line of control and ensure that there is sufficient staffing to throughout the duration of the weather emergency operation. This will be communicated via a Conference Bridge which will be established.
- The Customer Information and Customer Relations branches will be required to give hourly data regarding call center performance (volume of calls, capture rates, nature of calls, IVR data, etc.) throughout the Emergency Command Center operation. They will also report on the levels of staffing and be prepared to open/close early/late as determined by the Snow Commander.
- The Customer Information Technologies staff will monitor all CSVC technology systems including the ARTS databases and query system, the continued Trip Planner operation, the telephone systems and related equipment and all back-up systems like the emergency generator.
- All branch managers must be prepared to coordinate/report all messages, activities and any deviations from regularly established CSVC services with/to the Director, CSVC during the entire duration of an Emergency Command Center operation.
- The Director, CSVC will be responsible for notifying the branch managers when the Command Center operation has been concluded and the Authority is in a recovery mode.

Changing IVR Message

Changing and recording of the IVR message(s) is a fluid process. As such, please reference the Customer Service Web Page for the most current process. You will find the most current document located by clicking on “Procedures”, then clicking on “Changing IVR Messages” Document.

Overnight Stay

During weather emergencies, if overnight housing is needed for essential employees at the Hyattsville location, the following accommodations will be used:

Clarion Inn, 8601 Baltimore Ave., College Park, MD 20740. Point of contact: Bobby Shaw (301) 674-1668. Email: bobby@collegeparkinn.com

MREL Contact Information

24-hour Media Line
202-962-1051 (leave voicemail afterhours to page on-call spokesperson)

Dan Stessel
Director, Communications & Chief Spokesperson
office 202-962-1882
mobile 202-656-5111
dstessel@wmata.com

Caroline Laurin
Manager, Media Relations
office 202-962-2014
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