

EXHIBIT J

WMATA Field Supervisor Training

# Course Guide

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## Course Guide

### Week One – Day One

#### Supervisor Introduction

- a. Emergency Address Form
- b. Personnel Accountability Tag (PAT) Request Form
- c. Sick Leave Reporting Procedure Form
- d. Network Service Request (NSR) Form
- e. Uniform Authorization / Order Form (if necessary)

#### Course Introduction

- a. Why do you want to become a Supervisor, Transit Field Operations? (Write in your own words)
- b. What is your perception of a Supervisor, Transit Field Operations? (Write in your own words)
- c. Supervisor, Transit Field Operations Responsibilities (Handout)
- d. Supervisor, Transit Field Operations – Procedure #21 (Explain Testing Protocol)

#### Supervisor, Transit Field Operations Standard Equipment

- a. Check Credentials – Driver's License, WMATA Issued Medical Card and WMATA ID
- b. Employee Handbook, Standard Operation Procedure (SOP) Book, Union Books 689/922, Dictionary and Map

#### Bus Transportation Core Values / Pledges

- a. Bus Transportation Mission
- b. Vision
- c. Core Values
- d. Five Point Pledge
- e. Supervisor Pledge

#### Ten (10) – Codes

- a. Discussion and Explanation
- b. Quiz

#### Radio Drills

- a. In- Service Drills
- b. Out of Service Drills
- c. Radio Discipline / Etiquette Drills

## Course Guide

### Homework Assignment

- a. Write the 10- Codes 5 times
- b. How many Bus Division
- c. Name the Superintendents for each Bus Division
- d. Who is the Director of BOCC/BTRA and BUS Training?
- e. Who is the Managing Director of BTRA & Bus Maintenance?
- f. Who is the General Manager?
- g. Who is the Assistant General Manager for BUSV?
- h. Who are the Assistant Superintendent of Street Operations / BOCC?
- i. Who is the AGM for Rail Operations?
- j. Who is the Managing Director for Rail?

## Course Guide

### Week One – Day Two

Review and discuss homework and take quiz

#### Divisional Staff

- a. Organizational Chart of the Authority (BUS)
- b. BTRA Division Superintendents, Assistant Superintendents, Office Managers, names, addresses and telephone numbers.
- c. BTRA Maintenance Superintendents, names and telephone numbers
- d. Street Operations – Superintendent, Assistant Superintendent, and Utility, names and call numbers.

#### Class Discussion

- a. Understand the Chain of Command ( Write in your own words, what you think the COC is.)
- b. Organizational chart of the Authority – Rail
- c. Name the Rail Yards and Rail Superintendents
- d. How many Rail Stations
- e. What was the first Rail Station to open and what year?
- f. What is the largest Rail project expansion by route and mileage?

#### WMATA History

- a. Who is Jackson Graham?
- b. Who is Carmen Turner?
- c. Who established the Federal Assistance Program for Public Transportation?
- d. What type of service does Metro Access operate?
- e. How many buses does WMATA have?

#### Homework Assignment

- a. Who is the Board of Directors?
- b. Who are the Executive Leadership, Team?
- c. Who are the Council Members?
- d. What are the acronyms for the Divisions and Maintenance?
- e. What year did the Circulator start and how many buses are in their fleet?
- f. Write the 10 Codes 5 times



## Course Guide

### Week One – Day Three

Review and discuss homework and take quiz

Human Relations (All about us and how we present ourselves)

Professional Manager of Bus Service Operations

- a. We must look our best
- b. Public Image
- c. What am I willing to do?

Human Relations

- a. Discussion of Human Relations skill of a Supervisor
- b. How have we changed the way we manage?
- c. Role Play (approach and instruct)
- d. Communication Skill (How to communicate effectively)
- e. Adult Learning (staying in the adult mode)
- f. Balancing work and family
- g. Stress Management
- h. Difficult situation – Approach and Role Play
- i. What are Attitudinal Barriers?
- j. Rules for Effective Listening
- k. What are the ABCD's of Human Relations?
  - Standards for "Attitude" - Settled ways of thinking or feeling/ posture of the body
  - Standards for "Behavior" - The way in which someone or something behaves
  - Standards for "Compassion" – Sympathetic, pity and concern for the suffering or misfortunes of others.
  - Standards for "Dialogue" – Conversation between two or more people/ discussion resolution of a problem

Homework Assignment

- a. Supervisor Pledge, Five Point Pledge, Core values
- b. How many buses does it take to make Revenue Service?
- c. Chain of command
- d. Write Rules for Effective Listening
- e. What are Attitudinal Barriers?

## Course Guide

### Week One – Day Four

Review and discuss homework and take quiz

#### Supervisory Skills

- a. Twelve (12) Basic Skills of Supervision (supervisory capabilities)
- b. Explain in your own words how would you apply these basic skills to your daily routine
- c. Which of the basic skills would you exemplify as a manager and explain

#### Supervisor Specifications

- a. Function of a Supervisor
- b. Duties and Responsibilities
- c. Knowledge of Union Contract 689 / 922
- d. Rules and Regulations

#### Americans with Disabilities (ADA) Act

- a. What is the policy?
- b. How do we cope?
- c. Role Play – How to handle a person with disabilities, lost a child, Senior Citizen, fighting on the bus and confrontations.

#### Homework Assignment

- a. Write the 12 Basic Skills of Supervision
- b. Write the function and duties of a Supervisor
- c. Explain 5 subjects in the Union Book

## Week One – Day Five

Review and discuss homework and take Quiz

### Daily Forms

- a. Daily Task – How to fill out completely
- b. On Time Performance – Traffic Checks
- c. Preliminary Detention – Difference between 10-60 and 10-61
- d. Detour – How to establish a detour and what to say to BOCC
- e. Headways
- f. Bus Stop / Shelter Form – (On the Metro Intranet)
- g. Safety Contact – Role Play

### Radio Drills

- a. How we communicate over the air
- b. Always be professional – so slang
- c. How to understand what you are hearing
- d. Understanding the role of BOCC

### Notice to Operators

- a. What is a Notice to Operators (NTO)?
- b. What is your responsibility as a Manager?
- c. What is the most important NTO's?

### Homework Assignment

- a. ADA and examples
- b. What are a Segway and the hours of operations?
- c. What are Terminals and what are Managers responsibility?
- d. Explain Twenty Five (25) of the most important NTO's (chose your own)
- e. Explain 5 subjects in the Union Book

## Course Guide

### Week Two – Day One

Review and discuss homework and take Quiz

Daily Forms – Continued

- a. Daily Task- How to fill out completely
- b. On Time Performance- Traffic checks
- c. Preliminary Detention- difference between 10-60/10-61
- d. How to read Headways
- e. What are Strategic bus used for and staging locations
- f. 10-60 and 10-61 Drills
- g. How to establish a detour
- h. Radio commands- Practice what to say and how to speak over the air

Homework Assignment

- a. Who owns the bus shelter- Rail station, Maryland, D.C., Virginia?
- b. What are Non- Peak and Peak hours for Rail
- c. What does E&D stand for and what is your responsibility?
- d. Traffic check- (3) hours
- e. How to establish a detour

## Week Two – Day Two

Review and discuss homework and take Quiz

### Active Service Management / Re-Blocking

- a. How to read Headways
- b. How to read Runs and Blocks
- c. Understanding the Operators manifest
- d. Active Service Management/ Guidelines
- e. When to adjust an operator schedule
- f. What are Relief?
- g. What are Time Points?

### Classroom Exercises

- a. Looking up Runs and Blocks
- b. How to adjust Active service management
- c. Re-Blocking- Stop before it gets out of hand

### Homework Assignment

- a. Exercise Scenario- Re-Blocking
- b. Run and Blocks
- c. On Time Performance with missing blocks
- d. Traffic checks

## Course Guide

### Week Two – Day Three

Review and discuss homework and take Quiz

#### Complaints

- a. What are complaints?
- b. What's the reason for customer's complaints?
- c. How to address complaints
- d. What is the manager's role?
- e. How to answer a complaint and what information is need
- f. What is an Executive complaint?

#### Review Re-Blocking Homework – Continued

- a. Class discussion
- b. Questions and answers

#### Active Service Management Class Exercise

- a. Class exercise
- b. Re-Blocking
- c. Understanding Detentions and when to fill them out
- d. Define headways and Run Blocks
- e. Quiz- active service management and re-blocking

#### Homework Assignment

- a. Block adjustments
- b. On Time Performance
- c. Detentions
- d. Run Block
- e. Rules and Regulation- (Pick 10 Rules from the Rules and Regulation book)

## Week Two – Day Four

Review and discuss homework

### Radio Listening Skills

- a. Understanding BOCC's role
- b. How we communicate

### Labor Relations

- a. What are Unions?
- b. What is the responsibility of Labor Relations?
- c. How many unions are represented in WMATA?
- d. Explain the difference between the WMATA Unions

### Tariff

- a. District of Columbia
- b. Maryland – Students
- c. Virginia – Students
- d. Special fare / reduced fare

### Bus Operations/ Administrative Procedures

- a. Non- Revenue Service vehicle policy
- b. Disable vehicle response
- c. Impounding of WMATA property

### Emergency Response

- a. Emergency button activated
- b. Suspected Hazardous Material
- c. Suspicious Package

### Supervisor Reports

- a. What is a Supervisor Report?
- b. Why is it important to write a Supervisor report?
- c. How to write a Supervisor report (Ahead of Schedule) (Yellow copy of report)

### Homework

- a. Write three Ahead of Schedule Supervisor Reports
- b. Write an Accommodation, Seatbelt and Safety Infraction Supervisor report

## Week Two – Day Five

Review homework

Quiz

- a. Rules and Regulations
- b. Bus Operations Procedures
- c. NTO's

Supervisor Reports – Role Play

- a. How to approach
- b. Dialogue when approaching the operator
- c. Operators reaction
- d. How to write an ahead of schedule past the last time point
- e. What's in-between the time points?

Homework assignment

- a. Write an ahead of schedule
- b. Write and ahead of schedule past the last time point
- c. Traffic checks – write three
- d. NTO's



## Week Three – Day One

### Review Homework

#### Accident and Occurrence – dictionary discussion

- a. What is an Accident?
- b. What is an Occurrence?
- c. Name different types of accident
- d. Rules and Regulation – 1.31 WMATA's definition

#### Types of Accidents

- a. Collision of vehicles
- b. Fixed Object- property damage
- c. On Board – Boarding / Alighting
- d. Pedestrian

#### Step in accident investigation

- a. BOCC communicates the information to the manager
- b. Manager gives their location
- c. Manager gathers their equipment (pen, pad, Number (1) form, witness and camera)
- d. Manager check headways and run block for reliefs
- e. Manager drives to the location of the accident safely and parks vehicle
- f. Manager goes in service (10-2) and the take pictures as you approach the scene if possible
- g. Manager locates employee, obtain a brief description of what happened and check for injuries (remember to show compassion).
- h. Manager ask employee for their credentials (Driver's License, DOT Card, WMATA ID), (have employee complete a witness statement)
- i. Manager locates the other drive and check for injuries (remember to show compassion)
- j. Manager as the other driver to give a description of what happened and ask for their credential (Driver License, Insurance Card, Registration) Ask driver to fill out a witness statement.
- k. Once you have been on the scene for 5 – 10 minutes provide BOCC (00) an update of the accident.
- l. **Brief Disposition** – (Nature of the Accident)
  - i. This is a Minor or Serious Accident
  - ii. No injuries reported or state the injuries and if medical assistance is needed.
  - iii. State the damage – minor, moderate or very extensive
  - iv. State if this is a 10-65 (employee claims defective vehicle)
  - v. State if this is a 10-75 (explanation is needed for transport or not)
  - vi. Role play steps in accident investigation and brief disposition

## Course Guide

### Week Three – Day Two

#### Step in accident investigation – Continue

- a. What is an accident checklist?
- b. Understanding the accident checklist
- c. Why is it important to follow the accident checklist?

#### Accident Checklist – Full Disposition to BOCC / SMS report writing – Vehicle Form

- a. Identify each vehicle, fixed object, patron pedestrian
- b. Describe what happened – Before – At – After – story telling
- c. Points of contact
- d. Damage
- e. Injuries
- f. Police report / charges
- g. State defective vehicle or not
- h. State PIME and reason for testing or not
- i. Number of passengers
- j. State camera bus or Drive cam activated
- k. Speed of WMATA vehicle
- l. Bus stop location number

#### Role Play – How to approach an accident scene

- a. Approach
- b. Interview
  1. Supplemental questions
  2. Helpful hints
- c. Witness Information
- d. Brief disposition
- e. Full disposition

#### Homework Assignment

- a. Accident 14<sup>th</sup> & Decatur Street, N.W.
- b. Write steps to take when BOCC give you an accident to investigate
- c. Brief disposition
- d. Full disposition
- e. Accident report narrative
- f. Rules and Regulation – 1.31 WMATA's definition

## Course Guide

### Week Three – Day Three

#### Review homework

#### Role Play – How to approach an accident scene – Continued

- a. Approach
- b. Interview
- c. Witness statement and information
- d. Brief disposition
- e. Full disposition

#### Accident Report Writing (example of each accident)

- a. WMATA Vehicle and Auto
- b. WMATA Vehicle and Auto and Truck
- c. WMATA Vehicle and Fixed Object
- d. WMATA Vehicle and Unoccupied Vehicle – (Risk information)
- e. WMATA Vehicle and WMATA Vehicle
- f. WMATA Vehicle and Hit and Run
- g. WMATA Vehicle and On – Board
- h. WMATA Vehicle and Pedestrian

#### Fluid Leak

- a. Was the Metrobus – Traveling or Standing
- b. What kind of Fluid?
- c. How much leak or spilled from the Metrobus?
- d. It is near a drain and was it contained

#### Drug and Alcohol Testing – Chain of Custody

- a. WMATA Post Incidents screening requirement
- b. WMATA Post Accident decision maker form
- c. Update WMATA Post Incident testing policy
- d. Report procedure from
- e. Reasonable Suspicion testing
- f. Random Testing

#### Homework assignment

- a. Accident – Unoccupied parked vehicle
- b. Accident – On Board – passenger transported
- c. Hand out – Navigating the Washington DC Vicinity

## Week Three – Day Four

Review homework

Test site locations and your responsibility

- a. Jackson Graham Building
- b. Medical building
- c. Bladensburg Division

Bus Catastrophic Incidents

- a. Fatal Accidents
- b. Bus fire
- c. Major garage/storage fire explosion
- d. Serious injuries(transported)
- e. Overturn bus accident

Directions

- a. How well do you know your directions?
- b. Explain in detail – N-E-S-W
- c. Directional exercise
- d. North

Photographing the accident scene (Issue cameras to class and record bar codes)

- a. Plan the picture
- b. Photograph vehicle damage
- c. Road marks/tire marks
- d. Final position
- e. Roadway environment
- f. Street signage

Homework assignment

- a. Accident with fixed object
- b. Rear end collision – WMATA striking vehicle
- c. Field sketch of scene

## Week Three – Day Five

Review homework

Accident Field Sketches and Diagrams

- a. Final position of vehicles, humans and animal bodies
- b. Collapse of vehicles
- c. Skid marks and other road marks present
- d. Traffic control devices present
- e. Types of debris associate with the accident
- f. Landmarks and other origins of measurements
- g. Roadway edges, shoulders

A field sketch should be compared with photograph taken of the accident scene for consistency. The field sketch, through preliminary record, must be available with other accident records for possible court presentation.

A template is an instrument designed to meet the requirement of traffic accident investigators in preparing field sketched, scale diagrams and maps of traffic accident scenes.

Temple – exercise

- a. How to use the Template
- b. Understanding what's needed in the diagram
- c. Standard symbols

Homework assignment

- a. Bus to Bus Accident
- b. Accident with unoccupied auto and owner arrives
- c. Pedestrian accident

## Week Four – Day One

Review homework

Office of General Counsel – (Third Party Liability)

- a. Who do they represent
- b. Types of claims
- c. What is the Manager's responsibility?

Field Trip Accident – Thomas Circle

- a. Complete accident
- b. Brief/Full Disposition
- c. Diagram of accident
- d. Pictures of accident scene

Classroom Exercise

- a. Assist with accident
- b. Assist with drawing of field sketch

Homework assignment

Accident – Georgia Ave at Kennedy Street, N.W.

- a. Metrobus hits truck and fixed object
- b. Two injuries reported
- c. Three witness on the scene
- d. Who is the OIG, and what is their responsibility?

## Week Four – Day Two

Review homework

Review – One-on-One Accidents

Bud Familiarization Class (Northern Superintendent – Berry William and staff)

- a. Warning lights
- b. ADA and Safety
- c. BusTroubleshooting
- d. Questions and Answer

Wheelchair Familiarization

- a. How to secure the straps
- b. How to secure the wheelchair
- c. How to use the wheelchair support belt

Field Trip Accident 14th & Colorado Street N.W. – Drawing an accident scene

- a. Complete accident
- b. Brief/Full Disposition
- c. Diagram of accident
- d. Pictures of accident scene

Week Four – Day Three

WMATA Policies and Procedures

- a. Inappropriate Behavior
- b. Prescription and Over the counter medicine
- c. Sexual Harassment
- d. EEOC
- e. Affirmation Action
- f. Substance Abuse /EAP
- g. Disciplinary Action
- h. ADA
- i. Nepotism /Favoritism
- j. Religious Accommodation
- k. Disclosure and Disposition of arrest and conviction
- l. FMLA
- m. Drug Free Workplace
- n. Drug and Alcohol
- o. Workplace Violence
- p. Smoke Free working environment



## Week Four – Day Four

### Bus Bridge Training

- a. What is a Bus Bridge?
- b. What is your responsibility
- c. Information needed to BOCC
- d. See It Say It

### Planned Shuttle Service

- a. Manifest already prepared
- b. Established route descriptions
- c. Managers assigned to a specific location
- d. Number of operators and buses determined

### Silver Line – Bus Bridge Training

- a. Understanding the route description
- b. Partnership with Fairfax Connector
- c. Manager responsibility

## Course Guide

### Week Four – Day Five

#### Shift Assignments

- a. How to read the shift assignments
- b. Explain the terminal, special line and service truck unit numbers
- c. Reporting locations

#### Sectional Map

- a. How to read and understand the mapping system
- b. Understanding corridors on special route

#### Meet and Greet the On the Job Trainers

- a. Questions and answer
- b. Exchange of information
- c. Evaluation form
- d. Departmental location visits

#### Camera Training – (Jonathan Corbett)

- c. How to use the cameras
- d. Set up and direction
- e. Questions and answers
- f. Picture taking
- g. Points of Interest

## Course Guide

On the Job Training (OJT) Week Five Thu Week Eight

### Week Five- On the Job Training- (Monday- Friday)

- I. Training with seasoned Manager

### Week Six- On the Job Training- (Monday- Friday)

- I. Training with seasoned manager
- II. BOCC- Training with specialist
- III. SMSTraining

### Week Seven- On the Job Training

- I. Training with Terminal Manager- (Monday/Tuesday)
- II. Review for Final Examination (Wednesday)
- III. Final Examination- (Thursday)
- IV. Ceremony

### Week Eight- On the Job Training

If additional On the Job Training (OJT) is needed

## Bus Transportation Vision, Mission and Core Values

### VISION

Metrobus will become the #1 bus transportation provider of choice by delivering excellent customer experiences through safe, reliable, cost-efficient service and continuous connectivity, one stop at a time.

### MISSION

We are an experienced team with a passion for people committed to safely connecting our communities.

### SAFETY

Bus Transportation is committed to consistent and safe service delivery that is environmentally and community friendly.

### CUSTOMER SERVICE

Bus Transportation pledges to provide on-time operations, high quality service, and effective communications while treating all customers with respect.

### CORE VALUES

#### INTEGRITY

The quality of being honest and having strong moral principles; moral uprightness in your personal and work ethics.

#### ACCOUNTABILITY

An obligation or willingness to accept responsibility or to account for one's actions in your work and personal obligations.

#### TEAMWORK

Cooperative or coordinated effort on the part of a group of persons acting together as a team or in the interests of a common cause.

#### COMMITMENT

A promise to be loyal to someone or something with the attitude of someone who works very hard to do or support something.

#### SAFETY

A state of being protected from potential harm or something that has been designed to protect and prevent harm.



## BUS SERVICE SUPERVISOR'S PLEDGE

To **YOU**, I pledge to:

- ★ always be professional,
- ★ give you quality service,
- ★ listen and be considerate of you,
- ★ be attentive and courteous,
- ★ be kind and helpful,
- ★ be fair,
- ★ be understanding,
- ★ be responsive to your needs,
- ★ treat you as a valued employee,
- ★ keep confidences,
- ★ be truthful,
- ★ be trustworthy,
- ★ give you opportunities for a future with WMATA,
- ★ uphold the principles of integrity, and
- ★ be a role model.

**MY** service to you will never be excelled, only equaled.





## **FIVE-POINT PLEDGE**

To ensure that the region's investment in public transit is well managed and to uphold this public trust, we pledge to:

- ▲ maintain safe, clean and attractive facilities and services;
- ▲ always be courteous, helpful and informative;
- ▲ strive to provide on-time service;
- ▲ listen and respond to our customers; and
- ▲ be innovative, resourceful, market-driven and entrepreneurial.

**WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY**

I. 10 – Codes

a. Discussion and Explanation

<b>WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY BTRA BUSV RADIO CALL CODES</b>			
<b>10-1</b>	IN SERVICE	<b>10-45</b>	RAIL DELAY
<b>10-2</b>	OUT OF SERVICE	<b>10-46</b>	RAIL REQUESTING BUS SERVICE
<b>10-3</b>	UNABLE TO COPY (CHANGE LOCATION)	<b>10-50</b>	SERVICE CUT
<b>10-4</b>	AFFIRMATIVE (OK)	<b>10-50A</b>	SERVICE CUT (PERSONNEL)
<b>10-5</b>	STAND- BY	<b>10-50B</b>	SERVICE CUT (BUSES)
<b>10-6</b>	CALL BY TELEPHONE	<b>10-60</b>	CRIPPLED / DISABLED BUS
<b>10-10</b>	WEATHER REPORT	<b>10-61</b>	CHANGE OFF
<b>10-20</b>	LOCATION	<b>10-65</b>	OPERATOR CLAIMS – DEFFECTIVE BUS
<b>10-30</b>	ACCIDENT – PROPERTY DAMAGE	<b>10-70</b>	OPERATOR ASSAULTED
<b>10-31</b>	ACCIDENT – PERSONAL INJURY	<b>10-71</b>	OPERATOR ROBBED
<b>10-32</b>	FATALITY	<b>10-75</b>	DRUG TEST REQUIRED (P.I.M.E.)
<b>10-36</b>	TIME CHECK	<b>10-99</b>	EMERGENCY – Stop all other Transmission
<b>10-40</b>	FIRE	<b>10-100</b>	Does not conform to Regulations and / or UNPROFESSIONAL RADIO DEMEANOR

Figure 1 10-Codes

# M E M O R A N D U M



SUBJECT: Addressing and Resolving  
Employee Concerns in Bus  
Transportation

DATE: January 4, 2017

FROM: Ms. Dana Baker, Managing Director of Bus Transportation 

TO: All Bus Transportation Employees

The organizational structure of the Office of Bus Transportation (BTRA) is as follows:

The Managing Director has overall administrative responsibility for the office and is supported by three (3) Directors who are accountable for their individual operational areas. Ms. Delores Proctor, Director of Operations is responsible for Division Operations, Mr. Ivan Maldonado, for BOCC and Street Operations and Ms. Dyan Wolfe for Bus Operations Training and Administration. The Directors are directly supported by either an Assistant Director or Superintendents and Assistant Superintendents. Through this progressive chain of command it is their responsibility to support all BTRA employees in the performance of assigned duties and address related concerns.

Therefore, it is essential that all work-related issues and/or other matters (unless otherwise specified by Authority Policy) progress through the chain of command. All such matters should be brought to the attention of and addressed by the employee's immediate supervisor/manager for resolution before progressing to the next step in the chain of command.

This problem resolution process is considered an effective business tool to maintain order and accountability within the Office of Bus Transportation. Employees will be expected to follow this process and not attempt to circumvent the progression. Your compliance with this process is expected and appreciated.

It is important that everyone work together as a team to accomplish our mission of providing safe, reliable and on-time bus service and attempt to resolve work place issues at the most appropriate level.

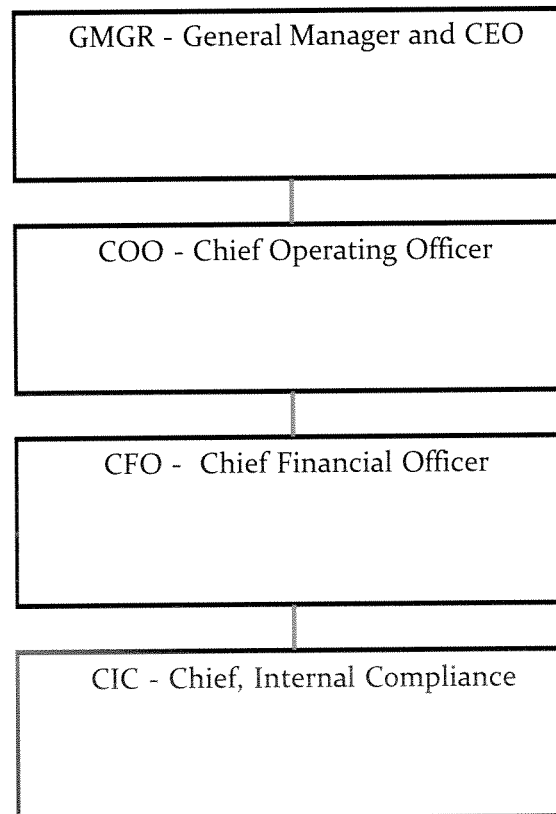
Please contact your immediate supervisor with any questions about this correspondence.

Thank you.

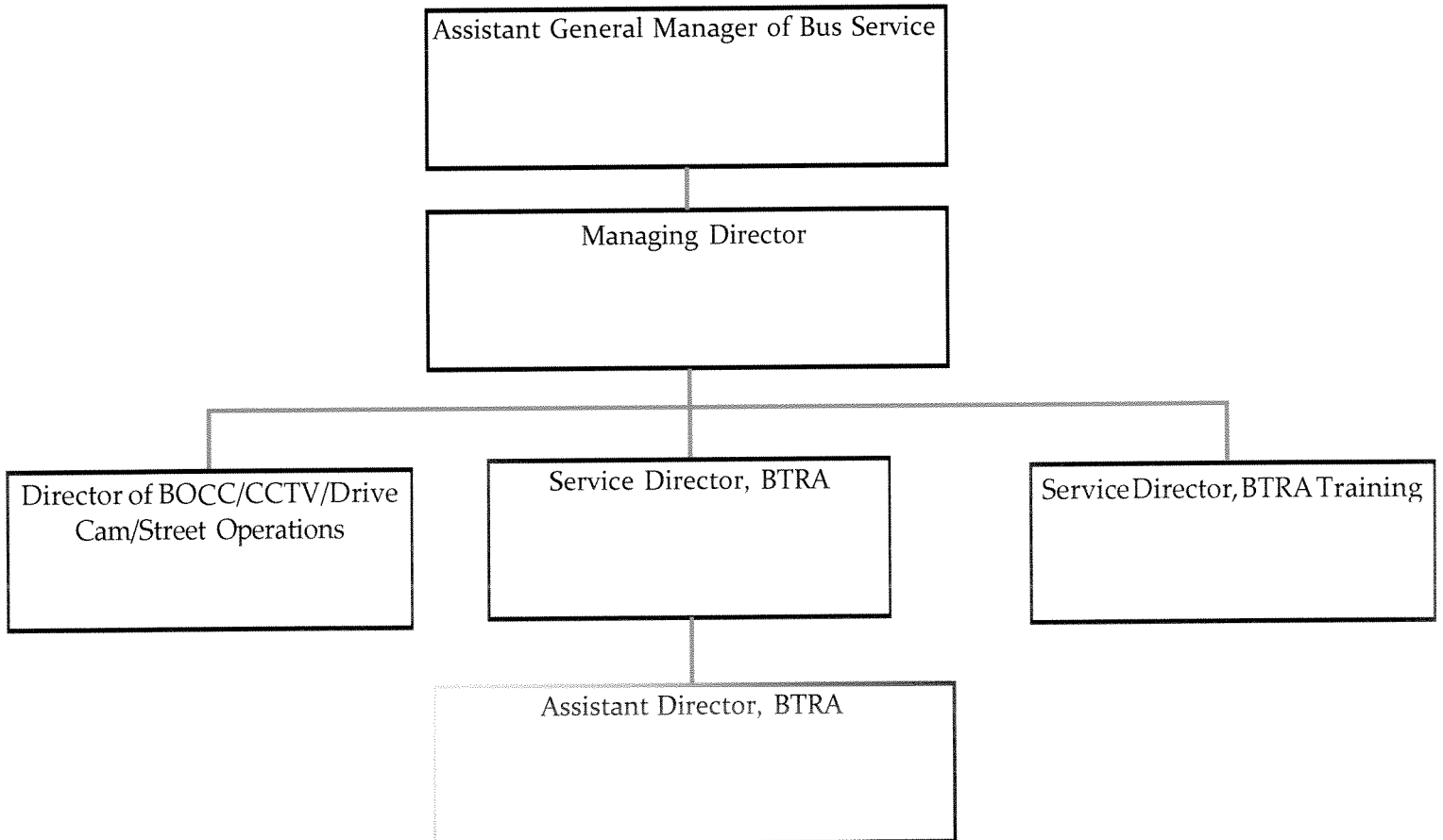
Washington  
Metropolitan Area  
Transit Authority



## Executive Leadership Organization Chart



# Bus Service Organization Chart



# Street Operations Organization Chart

Superintendent Street Operations

Assistant Superintendent

Assistant Superintendent

Assistant Superintendent

Assistant Superintendent

Assistant Superintendent

# METRO HISTORY

## 1952

July 10: Congress passes National Capital Planning Act mandating preparation of plans for movement of people and goods in the region.

## 1954

March: Maryland and Virginia general assemblies approve joint commission, including representatives from Maryland, Virginia and District of Columbia, to study passenger transportation in Washington area.

## 1959

July 1: Congressionally funded Mass Transportation Survey presented to President Eisenhower calls for \$500 million rapid rail system by 1980.

## 1960

July 14: President Eisenhower signs National Capital Transportation Act creating National Capital Transportation Agency (NCTA) to develop rapid rail system.

## 1962

November 3: NCTA submits Transit Development Program to President Kennedy proposing an 83-mile, 65-station rapid rail system.

## 1965

September 8: President Johnson signs legislation he had sought authorizing 25-mile, \$431 million rapid transit system capable of future expansion.

## 1966

November 6: President Johnson signs bill creating Washington Metropolitan Area Transit Authority. Governors of Maryland and Virginia sign November 17 and commissioners of District of Columbia sign November 22.

## 1967

February 20: WMATA is officially born, coexisting with NCTA for seven months. NCTA expires September 30.

## 1968

March 1: WMATA Board unanimously approves 97.2-mile Adopted Regional System (ARS). System includes 30.4 miles in District of Columbia, 29.7 in Maryland and 29.1 in Virginia.

October 1: Original groundbreaking date is postponed pending release of District of Columbia Metro funds. Congressman William Natcher (D-Ky.), who chairs House Subcommittee on Appropriation for District of Columbia, withholds Metro funds in effort to ensure funding for federal highway projects in District of Columbia.

November 5: Voters decisively commit to Metro in Arlington County, Fairfax City, Fairfax County, City of Falls Church and Prince George's County through bond referendums to help finance local shares of Metro costs. Voters say yes by 71.4 percent.

## 1969

February 7: WMATA adopts revised Rapid Rail Plan and Program including relocation of three stations. System size grows to nearly 98 miles. By September 29, 1969 all jurisdictions have approved.

August 9: Council of District of Columbia approves construction of highway projects, meeting a condition of Congressman Natcher for release of District of Columbia Metro funds.

December 9: Metro breaks ground at Judiciary Square with high-ranking federal, state and local officials participating and an estimated audience of 1,500.

## 1970

June 11: WMATA Board realigns approximately 2.5 miles of mid city route to improve service for inner city.

## 1972

May 3: WMATA awards \$91.6 million contract to Rohr Corp. for first 300 Metro cars.

October 21: President Nixon signs bill authorizing WMATA acquisition of metropolitan area's four privately owned bus companies.

## 1973

January 14: WMATA buys D.C. Transit, Inc. and WV&M Coach Co. for \$38.2 million.

February 4: WMATA buys AB&W Transit Co. for \$10.7 million and WMA Transit Co. for \$4.5 million, creating Metrobus system.

WMATA drops transfer charges, extends senior citizen discounts region-wide and begins selected fare reductions on routes formerly served by different carriers at different rates. WMATA also unifies bus appearance with red, white and blue paint scheme and purchases 620 buses.

August 13: President Nixon signs Federal Aid Highway Act of 1973, authorizing up to \$65 million for construction of facilities to make Metrorail accessible for persons with disabilities.

August 16: President Nixon signs bill enabling U.S. Department of Transportation to pay WMATA \$90.4 million for fiscal 1974, \$7.5 million covering (1) design and construction of Arlington Cemetery station and (2) National Mall entrance to Smithsonian station.

## 1974

July 24: WMATA installs its first bus passenger shelter. Through 1986, it installed 828 shelters throughout the region.

September 1: Metrobus places last of 620 buses ordered from AM General into service.

November 26: President Ford signs amendment to 1974 Urban Mass Transportation Act providing first operating subsidies for transit from Highway Trust Fund.

## 1975

July 10: WMATA Board simplifies Metrobus fare structure in suburban areas effective September 1.

July 24: WMATA Board approves addition of Shady Grove station and 2.7 miles of line to Rockville route subject to federal and local funding. Later when Manconia and Springfield stations are combined, total planned system increases to 99.8 miles.

October 10: District of Columbia begins six-year transfer of \$2.2 billion of interstate highway funds for Metro construction.

## 1976

March 27: Six years, three months and 23 days after groundbreaking, Metrorail has its opening day. More than 51,000 persons ride free over the 4.2 miles of Metro's Phase 1. Five stations open on Red Line from Rhode Island Ave to Farragut North.

March 29: On first day of revenue service, 19,913 passengers ride on 188 train trips. System is open 6 a.m. to 8 p.m. weekdays and closed on weekends.

June 4: President Ford signs bill authorizing creation of Metro Transit Police.

## 1977

January 17: Dupont Circle station opens.

January 20: Jimmy Carter's Inaugural Committee charters \$170,000 worth of Metrobus service and rents system for 2.5 hours to move crowds.

July 1: Blue Line opens from National Airport to Stadium-Armory—18 stations and 12 miles of line. Fare

collection switches from exact change fareboxes to Automatic Fare Collection System (AFCS).

## 1978

February 6: On snowy day, Red Line begins service to Silver Spring, adding four stations and 5.7 miles of line.

April 20: WMATA Board approves federally mandated alternatives analysis. Completed by WMATA working with local jurisdictions and the federal government, analysis reconfirms need to finish rail system. Total planned system mileage is now 101 miles.

August 16: WMATA, at request of U.S. DOT, presents financial plan for completing and operating Metrorail system to Secretary of Transportation Brock Adams. Adams says, "The federal government agrees with the goal of completing the 100-mile system over the next several years."

September 25: Metrorail extends weekday hours from 8 p.m. to midnight.

September 27, 1978: Metrobus Operator Frank Spadaro wins third annual International Bus Rodeo in Toronto. September 30: Metrorail begins Saturday service 8 a.m. to midnight. Service also includes three federal holidays in addition to July 4—Columbus Day, Veterans Day and Washington's Birthday.

November 20: Orange Line opening to New Carrollton begins Metrorail service to Prince George's County. Segment includes Deanwood and Minnesota Ave stations in District of Columbia and Cheverly, Landover and New Carrollton in Prince George's County.

## 1979

February 19: Blizzard on Washington's Birthday causes three-day shutdown of Metrorail. Metrobuses unable to move on first day but provide partial service on second and third days. Full service, rail and bus, restored on fourth day.

April 2: Metrobus tests lift-equipped, accessible buses on seven routes.

June 17: Forty-three articulated (bend-in-the-middle) buses begin Metrobus service on Benning Road line in District of Columbia.

July 1: Metrobus begins regular route lift-equipped accessible service on 12 lines.

July 12: WMATA announces award of \$75.3 million contract to Italian firm of Breda Costruzioni Ferroviarie for 94 rail cars with option for additional 200.

September 2: Metrorail begins Sunday service from 10 a.m. to 6 p.m.

December 1: Orange Line begins service to Ballston adding four stations—Court House, Clarendon, Virginia Sq-GMU and Ballston—and 2.63 miles to system.

## 1980

January 3: President Carter signs Stark-Harris bill authorizing \$1.7 billion in federal funds to finish Metrorail construction.

November 22: Benning Road, Capitol Heights and Addison Road stations open, adding 3.5 miles to Blue Line.

## 1981

June 25: WMATA orders additional 200 rail cars from Breda Costruzioni Ferroviarie for about \$200 million.

November 12: WMATA Board decides to rebuild more than 600 Metrobuses. Metrobus carries its one-billionth passenger.

December 5: Van Ness-UDC, Cleveland Park and Woodley Park-Zoo stations open, adding 2.07 miles to the Red Line.

## 1982

January 13: First Metrorail passenger fatalities occur when rail car derailed at a crossover switch south of Federal Triangle and is pulled sideways into abutment separating inbound and outbound tunnels. Three are dead, 25 injured. Investigations identify human error as primary cause. Crash is preceded by a major snowstorm, early release of federal employees and crash of airliner into 14th Street Bridge and Potomac River.

October 11: WMATA dedicates Montgomery Division, its first new Metrobus garage since 1973 bus acquisition.

## 1983

April 30: Yellow Line begins operating from Gallery Pl-Chinatown to National Airport, crossing Potomac on Metro's Charles R. Fenwick Bridge. Segment includes new station, Archives-Navy Mem'l, and opens second platform level at both Gallery Pl-Chinatown and L'Enfant Plaza transfer stations.

May: First of new Breda Metrorail cars arrive.

October 30: Amtrak opens its New Carrollton rail station with direct interface with Metro's New Carrollton station.

December 17: Yellow Line opens from National Airport to Huntington, adding Braddock Road, King Street, Eisenhower Ave and Huntington stations and 4.3 miles to rail system. Huntington is first station in Fairfax County.

## 1984

August 25: Red Line begins operating 6.81-mile segment to Grosvenor including Tenleytown-AU,

Friendship Heights, Bethesda and Medical Center stations.

September 13: WMATA Board adopts plan to complete 89.5 miles of 101-mile system using Stark-Harris federal funding and local matching grants.

December 13: WMATA Board selects Branch Ave terminus and St. Elizabeths Alignment for southern portion of Green Line, increasing system mileage to 103.

December 15: Red Line opens 6.98-mile extension, including four stations—White Flint, Twinbrook, Rockville and Shady Grove.

## 1985

April 11: Board approves 2.5-mile alignment of Green Line between Columbia Heights and Fort Totten stations in District of Columbia.

July 17: WMATA modifies safety plan to include passenger-activated escape doors in the event of a fire emergency aboard train. Employees from all departments trained in proper evacuation procedures.

December 9: Metro sales facility opens at Metro Center station.

## 1986

June 7: Orange Line grows by 9.11 miles with opening of East Falls Church, West Falls Church, Dunn Loring and Vienna stations in Fairfax County.

July 16: WMATA and Urban Mass Transportation Administration sign full-funding agreement releasing fiscal 1985 and 1986 capital funds needed to continue building 89.5-mile system funded under Stark-Harris authorization.

October 7: WMATA receives APTA Management Innovation Award for its Construction Safety Awareness Program.

October 18: For second year in a row, WMATA mechanics from Southeastern Division win International Bus Maintenance Rodeo. MTA in Baltimore is host.

## 1987

January 22 and 25: Two major snowstorms dump total of 25 inches of snow on region, shutting down everything including Metrorail surface operations. Within next two months, WMATA undertakes major winterization program to improve performance of rail and bus during extreme snow and ice conditions. Bulk of program is complete by year's end.

June 19: At 4:27 a.m. on a Friday, 21 CSXT freight cars derail into Metro's right-of-way north of Takoma station. Metrorail is not operating at this hour. Although no injuries result, Metro suffers demolished track, ties, ballast, fencing, automatic train control

equipment and communications lines. Extraordinary Metro repair efforts restore service by Monday morning, June 22.

September 5: It happens again, only this time 14 derailling CSXT cars tear up Metrorail right-of-way between Takoma and Fort Totten stations at 11:23 p.m. Metro restores service Wednesday afternoon, September 9. Incident leads to intensive safety precautions and studies by WMATA and CSXT.

## 1988

January 8: A 10-inch snowfall challenges transit system which is operating under full emergency snow plan mobilization. Buses and trains run without major problems.

February 3: Metrorail sets ridership record of 564,265 trips on day Washingtonians welcome Redskins home from Super Bowl victory with parade.

March 17: CSXT and WMATA announce joint recommendations to improve safety along shared rail corridors.

April 28: For fifth consecutive year, WMATA Board adopts budget with no fare increase.

June 22: Metrobus carries two billionth rider.

August 24: Metrorail carries one-billionth rider.

October 4: American Public Transit Association awards WMATA its top honor, the Public Transportation System Outstanding Achievement Award. Metro dubbed America's Subway.

## 1989

January 20: Metrorail sets ridership record of 604,000 during inauguration of President Bush. Rail operations extended until 2 a.m.

February 26: Metrobus opens Landover Division bus garage to replace Prince George's Division. Latter becomes Southern Avenue Annex to support service in southern Prince George's County.

November 23 through New Year: Winterization program proves its effectiveness in series of snowfalls and record-low temperatures in late fall, early winter. Rail and bus systems operate with minimal disruption.

October: General Manager Carmen E. Turner receives APTA's Jesse L. Haugh Award. The award goes annually to the transit manager "who has done the most to advance the urban transit industry in the U. S. and Canada."

## 1990

April 18: WMATA establishes newspaper recycling program at all rail stations.

May 18: Metro awards \$6.3 million contract to Cubic Western Data to upgrade 275 of the 407 farecard vendors and 100 of the 164 addfare machines. Upgrade enables machines

to accept \$ 0 and \$20 bills in addition to \$1 and \$5 bills.

June 21: WMATA Board approves installation of pay telephones on station platforms.

September 22: Red Line begins operating north of Silver Spring to Forest Glen and Wheaton stations, adding 3.2 miles to system.

October 1: Metro adds four-story garage with 1,300 spaces on north side of Vienna station.

October 2: Robert L. Miles, Metrobus operator, earns second in field of 111 in 1990 International Bus Roadeo in Houston, missing first place by one point.

October 27: Congress gives final approval to legislation providing additional \$1.3 billion in federal funding over eight years for construction of rail system.

## 1991

April 16: Wheaton station parking garage is fully opened, adding 500 parking spaces to previous 450.

May 11: First Green Line stations open—U Street-Cardozo, Shaw-Howard Univ and Mt Vernon Sq-UDC—in 1.66 mile segment north of Gallery Pl-Chinatown.

June 7 and 8 (Friday and Saturday): Desert Storm victory celebration on Mall generates two ridership records for Metrorail—highest ridership on a Saturday - 786,300 trips, and highest weekday ridership - 577,800 trips.

June 15: Blue Line opens from King Street to Van Dorn Street in Alexandria, 3.57-mile extension bringing system to 79 miles and 67 stations.

August 17-18: Metrobus maintenance team—Leonard Makowski, Eugene Medley and Kent Harrison—takes second among 34 teams in International Bus Maintenance Roadeo in Chicago.

October 1: Metrobus Operator Robert Miles earns second place in International Bus Roadeo in Toronto.

October 22: U.S. Department of Transportation is first cabinet-level federal agency to join MetroPool program.

MetroPool offers tax-free employer subsidy to people who commute by Metrobus or Metrorail.

December 19: WMATA Board approves financial plan that sets schedule and funding for Fast Track program for finishing 103-mile Metrorail system by 2001. Fast Track allows Metro to build remaining 13.5 miles faster and within \$2.07 billion approved by Congress and local governments.

December 28: Metrorail opens 2.88-mile Green Line segment serving Waterfront, Navy Yard and Anacostia stations.

## 1992

April 26: Metrorail begins earlier Sunday hours, opening at 8 a.m. instead of 10 a.m.

August 1: Local neighbors join Northern Division in celebrating garage's conversion from turn-of-the-century trolley barn to modern bus garage.

## 1993

January 20: Metrorail sets new ridership record, 811,000 trips, during President Clinton's Inauguration Day.

February 2: WMATA launches Metrochek, voucher system that allows participants to redeem Metro fares for service on 29 Washington-area transit systems.

March 4: EPA holds press conference at newly renovated Northern Division announcing latest clean air standards for bus exhaust. Metro announces plan to buy 600 buses with cleaner-burning engines.

May 10: Metrobus earns APTA's Most Improved Safety Award for transit systems in North America.

August 28: Metrobus maintenance team takes second in APTA's International Maintenance Roadeo in Denver. Team includes Leonard Makowski, Eugene Medley and Kent Harrison.

October 5: Metrobus Operator Robert Miles ranks third in APTA International Bus Roadeo in New Orleans.

December 11: Metrorail begins service on 7.96-mile Green Line segment that includes West Hyattsville, Prince George's Plaza, College Park-U of Md and Greenbelt stations. It connects with Red Line at Fort Totten. This completes 89.5 miles of the 103-mile system.

December 19: Metro Transit Police Officer Harry Davis is killed in the line of duty.

December 31: Metro completes its safest year of heavy construction. Injury rate, 0.8, is fraction of industry average, 5.8. One sprained ankle and two pulled shoulders were only injuries during 794,000 hours of Metro construction in 1993.

## 1994

May 3: Metro Station Manager Steven Morrison receives Gold Award for Hospitality from Washington, D.C. Convention and Visitors Association.

May 16: Metro begins MetroAccess—curb-to-curb service for people whose impairments keep them from using Metrorail, Metrobus or fixed-route local bus service. Also: Metrobus receives top safety award, APTA's Alan S. Boyd Silver Award, for its low accident rate and innovative safety program.

## 1995

February 6: WMATA begins smart-card technology demonstration with its GO CARD program at 19 Metrorail stations, five parking lots and three Metrobus lines.

May 15: WMATA and Montgomery County open Kidstop, the first child care center at a Metrorail station, at Shady Grove.

May 22: Metrorail carries two billionth rider.

June 6: Prototype of American Ikarus, Metrobus' newest articulated bus, debuts at White House. President Clinton and Hungarian Prime Minister Gyula Horn give it a tour. Bus is American-Hungarian joint venture.

September 27: Metro unveils Passes/Farecard vendors at Metro Center. The machines dispense all rail fares, including passes and multiple farecards, accepts and updates GO CARDS and uses synthesized voice to guide sight-impaired through steps in using machine. Metro schedules installation of the machines on all station mezzanines over several years.

October 16: Million Man March yields second highest ridership in Metro's history—804,000 trips. Highest ridership day remains January 20, 1993 inauguration of President Clinton.

November 3: Metrobus carries its three billionth rider.

November 16: WMATA and RF&P Corporation formally sign an agreement to build Potomac Yard station with RF&P funds. It will be first Metro station built with private funds. Station is between National Airport and Braddock Road on Blue/Yellow Line.

## 1996

March 28 and 29: Some 500 experts in planning, architecture, engineering, development, financing and federal policymaking gather for first Metro-sponsored Symposium for Transit-Oriented Development and Livable Communities.

March 29: WMATA celebrates 20 years of providing efficient, reliable transit.

May 9: WMATA Board approves purchase of 262 new Metrobuses.

August 15: Richard A. White is sworn in as WMATA's new General Manager.

September 13: WMATA seeks thoughts and opinions of its riders. Employees in stations hand out Dear Fellow Rider brochures that encourage rider suggestions on an attached mail-in card.

October 27: WMATA begins Request-A-Stop demonstration program. Metrobus riders on designated routes may ask operators to let them off at other than Metrobus stops weekends, holidays and weekdays after 7 p.m.



## 1997

January 1: Commuter rail riders from Maryland and Virginia can buy monthly pass that offers unlimited MARC-Metrorail or VRE-Metrorail travel. It is part of one-year demonstration program.

January 10: WMATA conducts Regional Mobility Investment Conference as call to action for region to develop mobility plan for 21st century.

January 20: President Bill Clinton's second inaugural draws 620,000 passenger trips to Metrorail and Metrobus. Rail system remains open until 2 a.m. the following morning.

January 27: Green Line Shortcut begins as six-month experiment. Passengers during peak periods can ride between Greenbelt on Green Line and Farragut North on Red Line without transferring between trains. Later, shortcut is continued because of its success in drawing new riders.

February 27: Metro Board adopts Blue Line extension into the ARS (Adopted Regional System) contingent on the successful completion of the Final Environmental Impact Statement and a financing plan. The three-mile extension from Addison Road to Largo Town Center includes an intermediate station at Summerfield.

April 1: Maryland General Assembly budgets \$4.7 billion in FY '98 for preliminary engineering and environmental impact study on extension of Blue Line by three miles and two stations to Largo Town Center.

June 7: Race for the Cure is first beneficiary of new Metro policy to open early, on request, to support large community events.

Sponsoring organization pays hourly rate to Metro and is reimbursed from revenues collected.

June 26: WMATA Board approves White Flint East, Metro's largest joint development project to date. To be phased in over 11 years, the 32.42-acre project includes 1.2-million sq. ft. of office space, 100,000 sq. ft. of retail space and 1,338 residences.

June 29: Service begins to Franconia-Springfield, adding 3.3 miles to Blue Line and increasing Metrorail to 75-station, 92.4-mile system.

September 11: Station Manager Tyrone Jefferson Sr. wins the 1997 Capital Star Award, the Washington Convention and Visitor Association's highest award for a frontline employee.

September 23: American Public Transit Association awards WMATA its Outstanding Achievement Award.

October 4: Metrorail registers fourth highest ridership, 5,900 trips, during Promise Keepers assembly on National Mall. System opens at 4 a.m.

Also: Single-engine plane crashes into Metro right-of-way west of College Park airport injuring its six occupants and damaging Metro fence and railing.

October 9: WMATA Board approves recommendations of Regional Mobility Panel (see January 10) to plan, fund and operate Metrobus in manner similar to Metrorail. Regional routes, 75 percent of current service, will be operated by Metrobus. Metro will compete to operate 25 percent designated as local routes. U.S. Congress must approve plan.

November 16: Metro opens new Gallery Pl-Chinatown entrance on northeast corner of 7th and F Streets N.W. in alcove of MCI Center, which opens December 2.

## 1998

February 20: Metro celebrates the 25th anniversary of Metrobus with 25 cent bus fares all day, a photo exhibit at the Capitol and The Silver Anniversary Bus. The bus, unveiled at Northern Division, gives free rides. The silver bus is rotated among the bus divisions for regular route service. When it serves their route, passengers pay only 25 cents and receive a free transfer.

May 14: Metro sponsors its first Clean Commute Fair and Concert as a part of Try Transit Week. The event at Freedom Plaza in Washington features entertainment and displays by Metro and others on commuting alternatives and clean air considerations and attractions. The week begins with free Metro rides on Sunday, May 10. Riders also can compete for a year of free rides by going on a Metro Trivia Quest, which involves answering a written quiz about details on the surroundings of specific Metro stations.

July 6: Metro begins its first assignment as outside contractor for bus service and maintenance. Under contract to the Potomac and Rappahannock Transit Commission, Metro runs and maintains 53 buses and 22 smaller vehicles for OmniRide and OmniLink service in Prince William County. The buses serve 22 routes in the county and the cities of Manassas and Manassas Park.

July 13: Metro finishes the first of 45 bumpy-tile station modifications at L'Enfant Plaza. The 24-inch strip of bumpy paver tiles combined with the existing 18-inch strip of granite creates a 42-inch wide warning strip. The modification is a federal requirement.

July 25: Montgomery County's final Metro station, Glenmont, opens on schedule and \$40 million under the \$290.9 million budget. The celebration and free rides draw some 5,000 people. The station, accessible from Georgia Avenue at Glenallen Road, features improved lighting and coverings over the outside escalators.

September 28: WMATA begins SmartMover-an experimental express bus service between Tysons Corner-Westpark and key points in Montgomery County. Free fares offered through December 31.

## 1999

January 1-15: SmartMover experiment proves successful as 90 percent of the riders continue using it after the end of the free ride promotion.

March 1: WMATA begins selling fares, passes and merchandise online. SmartLink allows people to use Visa, MasterCard or Discover at the Web site, [www.wmata.com](http://www.wmata.com), and receive their purchase by mail in five days.

May 18: WMATA launches SmarTrip, the permanent, rechargeable plastic farecard that is good for Metrorail trips and Metro parking. The new card is faster, since it can be touched to a target to open faregates. It is also lose-proof when registered by the owner, because it can be replaced with the remaining value for a \$5 administrative fee.

May 22: Metrorail employees claim top overall score in the APTA International Rail Rodeo in Toronto. Metro mechanics John Panik, William Janke and David Hughson win the maintenance competition, competing against 49 mechanics from 18 properties. Operators Robert Elliott and Ronald Dews team up for sixth place, competing against 34 operators.

June 20: WMATA launches SmartDeals, fare simplification for Metrobus riders. The new system offers a single fare, \$1.10 to ride any regular route Metrobus at any time of day; a free transfer between buses and a 25-cent transfer from Metrorail. Express route riders pay \$2. SmartDeals also includes a variety of passes, including an all-day Metrobus pass for \$2.50.

June 23: Mayor Anthony A. Williams announces a financing plan for a New York Avenue station on the Red Line between Union Station and Rhode Island Ave. station.

September 7: Metro begins operating five new Ride On routes under contract with Montgomery County. These routes include two free shuttles—one between Silver Spring station and downtown Silver Spring and the other between Bethesda station and downtown Bethesda. It also includes three new routes from the Shady Grove station.

September 18: Metro begins revenue service on the Mid City Green Line segment that includes Columbia Heights and Georgia Ave.-Petworth stations in northwest Washington. Green Line now offers seamless travel between Greenbelt and Anacostia stations by way of downtown Washington, D.C.

November 5: Metrorail extends hours to 1 a.m. Friday and Saturday nights as part of an eight-month experiment.

## 2000

January 1: Metro's long preparation for the Y2K roll-over pays off with an uneventful day carrying passengers to and from the millennium celebrations on

the Mall and elsewhere. Metrorail hours are extended to 3 a.m.. The 21.5-hour day, which begins 5:30 a.m. December 31, generates 415,000 rail trips. As a precaution against Y2K glitches, Metro stages 300 buses near rail stations and stops all trains at station platforms for a five-minute pause before and after midnight.

January 25-28: Metrorail keeps operating as major snowstorm shuts down federal government, all schools and most businesses for two days (25th and 26th). As transit demand returns to normal on the 26th, 100 snow-damaged rail cars are removed from service for repairs, leading to overcrowding and delays. Most cars are back in service the morning of the 28th and all are back by the afternoon.

January 31: Metro moves customer service operations to its new Call Center near Silver Spring station.

February 4: Director of the U.S. Office of Management and Budget announces \$25 million for the New York Avenue station in the proposed fiscal year 2001 federal budget. The sum matches the \$25 million committed separately by the city and the business community.

Same Day: U.S. DOT Secretary Rodney Slater pledges \$259 million in federal funds to build the extension of the Blue Line from Addison Road to Largo. Governor Parris Glendening had already pledged \$175 million as the state's share for the project.

February 10: WMATA Board approves purchase of former Hechinger Distribution Center in Landover as a multipurpose WMATA building. The property is Metro's largest, with 647,000 square feet of floor space on 28 acres of land at 2500 Pennsy Drive, directly opposite Landover Metrobus Division.

July 1: Metrorail extends hours until 2 a.m. Friday and Saturday nights as a one-year experiment.

July 31: Average weekday ridership for the month of July hits record 616,233 making it the highest daily ridership month in Metro's history. The count is 40,000 higher than July 1999. Runner-up months were also in the calendar year, 611,000 in June and 585,000 in March.

September: First order of 100 full-size, low-floor buses enter service. The Orion low floor buses are part of a larger order that includes 132 regular sized buses and two, small low-floor buses for the District of Columbia.

September 14: SmartBenefits, a Web-based program that allows an employer to load the Metrochek benefit directly into an employee's registered SmarTrip card, is launched with a ceremony at L'Enfant Plaza.

October 2: Federal executive order becomes effective requiring that all federal agencies make full Metrochek benefits (\$65 per month) available to all federal employees in the region. Metrochek offers a tax-free benefit to employees who use public transit. General Manager Richard A. White joins federal and state officials at Crystal City station to launch the executive order.

October 16: Metrorail has its third highest ridership day as a result of the Million Family March. The Metrorail tally was 688,467, about 110,000 more than an average October Monday. That total was exceeded only by the 1993 Inaugural (811,257 riders) and the 1995 Million Man March (804,146 riders). Metrobus experiences a ridership surge, especially in the District of Columbia where the 353,496 riders represent a 21 percent increase over a normal weekday. Overall bus ridership is 594,687, up 17 percent.

October 17 and 19: Metrorail records 629,709 on the 17th and 627,170 trips on the 19th, respectively, making these the 16th and 19th highest ridership days in Metro's history.

October 26: Metro Board adds New York Avenue station to the Adopted Regional System (ARS), contingent on final approval of a financing plan to build and operate it. In the meantime, a House-Senate Conference Committee has approved \$25 million in federal funding for the station. The same legislation also appropriates the \$25 million that is in the city's budget for the project. The legislation must be ratified by the full House and Senate and be signed by the President in order to become effective. The District of Columbia has transferred an additional \$9 million to Metro for preliminary engineering and environmental assessment. The remaining \$25 million for the station will be raised through a special assessment district covering commercial properties that benefit directly from the new station.

October 28: Metro lifts a 160-foot long, 85-ton bridge truss onto a pair of towers for a pedestrian span above East-West Highway connecting Prince George's Plaza station with the shopping center.

Also: Metro Board expands Transit Zone to include Charles County, Maryland. Purpose of the expansion is to provide Metrobus service along the Indian Head Highway corridor serving Branch Avenue station when it opens January 13, 2001. The service is fully subsidized by Maryland. Service will require seven buses and 15 new positions.

October 31: Metrorail records the highest October ridership in its history. Total ridership of 15.2 million is more than 12 percent higher than the previous October. Weekday average is 610,116 trips.

November 23 (Thanksgiving Day): Metrorail returns to automatic train control after 624 days of manual operation. The rail system was operated manually while Metro ordered, inspected and installed new relays after several of the original relays were found to be defective in the spring of 1999.

December 4: Metrobus begins reverse commute service between L'Enfant Plaza station and Dulles airport with stops at Rosslyn station and the Herndon/Monroe Transit Center. The new service is designed to reduce transportation barriers for the working poor, help welfare recipients and low-income earners gain access to work opportunities and help all workers reach suburban jobs.

December 14: Metro Board approves purchase of 100 lowfloor compressed natural gas buses for \$35 million and another \$8 million for a CNG fueling station and other modifications at Bladensburg garage to service the buses.

Also: Metro awards the largest contract in its history, \$361 million, to ALSTOM Transportation Inc. to begin the overhaul and rehabilitation of 364 Breda-manufactured rail cars.

Also: Metro announces a \$60 million contract to Motorola that will make it the first U.S. transit agency to have an integrated radio communications system for police, bus, rail and maintenance employees.

Also: Metro Board approves a \$20 million contract with Cubic Transportation Systems to install a new farebox system in all 1,543 Metrobuses.

December 16: Metrorail breaks ground for New York Avenue in-fill station, the first to be added to the 103-mile, 83-station system. Scheduled for completion in late 2004, it is to be the centerpiece of an initiative to transform an area of abandoned warehouses into a high-tech urban center that will create new jobs for city residents. It is located on the existing Red Line between Union Station and Rhode Island Ave stations.

## 2001

January 13: Metro opens the five-station, 6.5-mile segment to Branch Ave, completing the 103-mile, 83 station Metrorail System. Two opening ceremonies are held; one each at Congress Heights and Branch Ave stations. The segment was built in slightly more than five years at a savings of \$139 million under the \$900 million budget.

January 18: Metro opens second multilevel parking facility at Vienna/Fairfax-GMU station. The 2,200-space six-level garage opens ahead of the original schedule and less than two years after award of the contract, Metro's first design-build agreement with a contractor.

January 20: Visitors from across the nation and the world come to Washington for the Inauguration of President George W. Bush and Vice President Richard Cheney. They help generate Metrorail ridership that is the third highest for a Saturday, 601,839 trips. The rail system opens 5:30 a.m. Saturday and closes 3 a.m. Sunday.

February 14: First of 364 Breda rail cars shipped from Alexandria to Hornell, New York for rehabilitation as part of the \$361 million contract approved by the Metro Board on December 14, 2000 (see above). All Breda cars are to be rehabbed by the end of 2005.

March 29: Celebrations of Metrorail's 25th Anniversary take place at work locations throughout the Authority. Some 1,400 employees have served Metro for at least that long. Formal cake-cutting takes place during a ceremony in the lobby meeting room of the Jackson Graham Building. Also: Metro publishes its first book, Metro at 25: Celebrating the Past. Building the Future.

March 30: Silver Anniversary Celebration at the National Building Museum focuses on regional leaders who were instrumental in making Metrorail happen. Guests include Virginia Senator John Warner; Maryland Senator Paul Sarbanes; D.C. Mayor Anthony Williams; Maryland Governor Parris Glendening; U.S. Representatives Eleanor Holmes Norton of the District of Columbia and Constance Morella of Montgomery County, Maryland; and former D.C. Mayor Walter Washington. Some participants played a key role as far back as the 1960s.

April 19: Metro Board approves purchase of up to 174 more rail cars. The cars are to be allocated to the Dulles Corridor Project, the extension of the Blue Line to Largo Town Center and for service growth.

Also: Metro Board, following a policy it adopted in 1987, declined to rename its airport station from National Airport to Ronald Reagan Washington National Airport. Letters signed by 24 Congressional Representatives advocated the change so Metro's signs would match the airport name change dating to 1998. Two Congressmen wrote opposing the name change.

May 4: Metro reports all-time highs in rail ridership for the months of March and April. April had highest ever average weekday ridership, 650,572 trips. March was runner-up with 628,380 trips.

May 8: Metro breaks ground for the Largo Town Center extension of the Blue Line, the first expansion beyond the 103-mile Metrorail System.

May 29: Metro begins six-month experiment to increase the hours cyclists may take their bikes aboard Metrorail. The new hours include all times except 7-10 a.m. and 4-7 p.m. weekdays, July 4 and during other high-ridership events.

June 13: Metro Transit Police Officer Marlon Morales, 32, succumbs to a gunshot wound to the head. Three days earlier, he was shot by a fare evader at the U Street station. He became the second MTPD officer killed in the line of duty. The first was Harry Davis Jr. on December 19, 1993.

July 4: Despite heavy rains, July 4 activities on the National Mall generate 486,256 Metrorail trips. For the third year in a row, Metro's special Revolutionary service pattern helps customers speed their trips to and from the National Mall.

There are fewer operational problems on the Metrobus and Metrorail systems than on a normal weekday.

July 19: Metro Board approves design for canopies to be installed over outdoor escalators. The design was submitted by the firm of Lourie & Chenoweth/Houghton as part of a design competition. It is a transparent arch reminiscent of the coffered arch design of the underground stations. The design will be installed at 46 locations over a period of three years starting in spring 2002.

August 23: The first four new 5000 Series rail cars rolled out of Greenbelt station at 6:40 a.m. on their maiden trip to Branch Avenue station.

September 11: Washington suffers a terrorist attack, as a hijacked airliner is intentionally crashed into the Pentagon. The attack in Washington follows shortly after two similar crashes level the World Trade Center towers in New York. Metro closes its Pentagon Metrorail station to help seal the area, aiding rescue and investigation efforts. Metro provides safe, orderly passage for its riders in the aftermath of the tragedy, efficiently clearing the mid-day rush hour created by the tragedy. Metrobus service to the Pentagon is suspended, but by September 12 WMATA establishes temporary bus staging areas at Pentagon City to continue serving those customers.

September 20: WMATA agrees to honor an emergency request from the U.S. Department of Defense to open the rail system a half-hour early for up to 30 days to relieve congestion around the Pentagon in the aftermath of the September 11 attack.

September 30-October 4: At APTA's 2001 annual meeting, Metro's 25th anniversary advertising campaign wins the Grand Prize award in the Special Events category of APTA's 2001 AdWheel Awards.

October 5: To improve station security, Metro begins removing trash and recycling bins from the paid area between the fare gates and station platforms. Trash and recycle bins will remain outside the fare gates in the unpaid area. Removal of the trash and recycling bins eliminates the possibility of someone leaving a harmful package or device in one of them.

October 13-14: Metro offers free rides on Metrorail and Metrobus, assisting in a regional effort to restore public confidence and stimulate the local economy in the wake of the Sept. 11 attacks.

October 19: Metro officials send letters to the Bush Administration and the regional Congressional delegation asking for \$190 million to fund additional security enhancements as well as the expansion of an existing chemical-biological sensor detection program.

November: Because certain post office facilities in the region were contaminated with anthrax, WMATA decides to test its own mail handling areas, finding no trace of contamination. Likewise, none of the employees tested shows signs of anthrax exposure. The mail room and ID office reopen on Nov. 1.

November 8: The effect of the September attacks and resulting economic impact is reflected in lower than expected ridership on Metro in October. Metrorail ridership is down by 6 percent on weekdays, 9 percent on weekends. If revenues continue to fall short of estimates, Metro's budget will be \$15-20 million in the red by June 30, 2002.

November 16-17: The Metro Transit Police Department earns accreditation through the Commission on Accreditation for Law Enforcement Agencies. The

department is only one of 483 police departments nationwide to meet the 443 standards of excellence.

December 4: Metro and Seattle-based company, Excar, begin region's first car-sharing program at nine Metro stations.

December 6: The board's Planning and Development Committee approves a \$4.5 billion blueprint to meet the system's needs identified in the Core Capacity Study.

December 16: Buses return to the Pentagon with the opening of the first phase of the \$36 million Pentagon Transit Center. Under construction since the spring, the 24-bay, bi-level facility moves the bus stops for 29,000 daily riders 280 feet from the Pentagon itself. Congress funded the security move more than a year before the Sept. 11 attack.

December 21: Metro staff outlines a \$15 million belt tightening program to stem the flow of red ink in the wake of declining ridership. In the last two months rail ridership is again growing but not at the pace projected when the budget was drafted in spring 2001. The federal government is providing \$49 million to make the Metro system even safer.

December 27: Richard A. White signs a 7.5-year contract as WMATA's chief executive officer extending his contract to June 30, 2009. The full length of the new contract represents the longest tenure of any Metro general manager in history.

## 2002

January 1: A change in federal regulations increases to \$100 per month the amount employers can provide as a commuter benefit on Metrochek.

January 8: At the request of the Salt Lake City Winter Olympic Games, Metro sends 40 of its new compressed natural gas (CNG) buses to Salt Lake City to provide transportation for the Winter Olympic games.

January 17: Metro's board approves two new employee benefits as part of its strategy to attract new workers: a telework policy enabling employees to work from home and a long-term care insurance program. Arlington's Christopher Zimmerman is elected chairman of WMATA's board. D.C. Councilman Jim Graham is the first vice chairman and Cleatus E. Barnett, of Montgomery County, is the second vice chairman.

January 24: A six-month experiment to extend the hours bicyclists can use Metrorail was incident- and complaint-free. The expanded hours become permanent, permitting cyclists to use the trains anytime except during weekdays from 7 to 10 a.m. and to 7 p.m.

January 25: The National Building Museum opens an exhibit with assistance from Metro. On Track: Transit and the American City will be on display until Oct. 27, 2002.

February 10: Ten New Flyer buses, powered by compressed natural gas, go into service as the new fueling station comes on line. Regional leaders including U.S. Representative Eleanor Holmes Norton of the District of Columbia join in a ceremony at the Bladensburg Metrobus facility marking the occasion. Metro has ordered 164 CNG buses.

February 21: Metro awards its largest construction contract ever. Lane, Granite, Slattery Joint Venture wins the \$217.7 million contract to build the 3.1 mile extension of the Blue Line from Addison Road to Largo.

Board Chairman Christopher Zimmerman describes his concept of the MetroTram – a third transportation mode by which WMATA can combine the accessibility of a bus with reliability that rivals heavy rail.

February 28: A two-year regional bus study by Metro and other transit agencies recommends a "family of services" to handle a variety of bus riders' needs.

March 13: The U.S. Senate confirms Jeanette Clark, Metro's associate general counsel, for a seat on the District of Columbia Superior Court bench.

April 2: Tourists flocking to the Tidal Basin to view the cherry blossoms generate 714,601 customers – Metro's third busiest day.

April 8: Lawmakers in the Maryland General Assembly approve funds to advance the planning of the Purple Line — a proposed light rail route from Bethesda to New Carrollton.

April 18: The board agrees to buy 250 additional compressed natural gas buses over the next two fiscal years.

April 25: An integrated development approach is proposed as the way to increase bus and rail capacity in manageable, six-year bites.

CAF, the builder of the Series 5000 rail cars, will open a second U.S. assembly plant in New York in an effort to boost its production and meet revised contract deadlines.

April 29: Construction crews complete the installation of steel girders that will support Metrorail tracks over the Beltway as the Blue Line is extended to Largo.

May 4: Long-time APTA Bus Roadeo champ, Robert Miles, wins his 14th title. The mechanical team of Oscar Hilliard, Locksley McKenzie and William Morgan wins for the third-straight time.

May 5: The name of Metro Transit Police Officer Marlon F. Morales is inscribed on the wall at the National Law Enforcement Officers Memorial. Morales died in June 2001 of gunshot wounds suffered while on duty.

May 10: Metro dedicates its new one-of-a-kind Emergency Training Facility located inside WMATA's Pennsy Drive building. Guests include FTA Administrator Jenna Dorn and dozens of regional fire

and emergency officials. The new facility will accommodate drills complete with smoke and full-scale rail cars without interrupting revenue service.

May 16: A \$65.2 million contract with Slattery-Skanska/Lane Construction to build the New York Ave station is approved.

May 17: Deputy Police Chief Polly Hanson is promoted to the rank of chief effective July 1 with the retirement of Chief Barry McDevitt. Hanson, the first woman to be named Chief, has been on the MTPD force for 21 years. McDevitt has served the last six years as chief.

May 23: A board committee approves the purchase of 62 new rail cars from Alstom Transportation. The first of the new Series 6000 cars will be delivered in November 2004 and put into service by June 2005. The initial purchase is valued at \$129 million.

June 4: Metro breaks ground for a 1,000 vehicle addition to the Franconia-Springfield parking garage. The \$15.8 million facility should be completed by summer 2003.

June 13: The board's budget committee approves a financing plan to fund 250 new compressed natural gas (CNG) buses; to renovate the Four Mile garage to handle CNG buses; to refit 100 1992 and 1993 model buses with state-of-the-art clean diesel engines; and to install devices to reduce fuel emissions on 925 diesel buses.

June 15: Metro and the National Building Museum co-host the Bus Rapid Transit/Light Rail Showcase drawing more than 150 transit proponents meet to learn about the two increasingly popular transit modes.

June 20: The board adopts an \$850 million operating budget and a \$522 million Capital Improvement Program. For the eighth straight year, Metro does not raise fares.

June 30: As the fiscal year closes, Metrorail records its highest usage ever – 181 million customers. Metrobus carries 147.7 million customers – its highest since 1980.

June 25: The new entrance opens at King Street station, shortening the walk for customers entering from the northwest side along King Street.

July 4: 356,673 use Metrorail to attend the fireworks on the National Mall. Ridership is down 26 percent from last year.

July 11: Metro CEO Richard White calls for the formation of blue ribbon panel of experts to examine the Authority's elevator and escalator program.

July 19-21: The first Cadillac Grand Prix at the RFK Stadium complex draws more than 50,000 Metrorail customers. The race course runs directly under the Orange Line.

Aug. 12: Six MTPD officers and their dogs begin an eight-week course to learn explosive detection techniques. The expansion of the K-9 team is funded by a federal security grant.

Aug. 21: Ground is broken for a 1,500-space parking garage built by Montgomery County at the Grosvenor-Strathmore Metrorail station. Metro will operate the garage once it is completed in the winter of 2004.

Aug. 30: Metro is awarded approximately \$1.2 million to purchase buses for use in the District of Columbia as a settlement of a 40-year-old legal dispute.

Sept. 1: The new security systems at Jackson Graham Building, Telegraph Road, Metro Supply and Stone Straw are activated.

Sept. 5: When fiscal year 2004 begins next July, Metro faces a potential \$48 million budget deficit. The local funding jurisdictions are asking the Metro board to hold the growth on the subsidy to 4.5 percent. To fill the gap, the subsidy needs to be increased by 16 percent.

Sept. 9: Rita Davis, a 28-year Metro veteran, is the first woman to win the Jackson Graham Memorial Award in its 20-year history.

Sept. 11: At 9:37 a.m. — the moment of the Pentagon attack one year earlier — Metro joins the region in observing a moment of reflection. All Metrobuses keep headlights on throughout the day, and all buses and trains display flags or flag decals. Metro employees wear special commemorative lapel pins to mark the day.

Sept. 19: WMATA's board endorses the Northern Virginia sales tax referendum, which could provide critical funding of future Metro rehabilitation and expansion projects. Also: A \$92.8 million contract to build the Largo Town Center station and adjoining 2,100-space garage and the Morgan Boulevard station and its 596-space parking lot on the Blue Line Extension are approved by the board.

Sept. 25: Eight new CAF cars (Series 5000) begin service on the Orange Line.

Oct. 1: The \$8 million, three-story brick and precast building over the Court House Metrorail station is dedicated. It took a year to build the joint development project.

Oct. 4: As the first step in building a fiber optic network linking all Metro facilities, crews are installing a fiber optic cable between Jackson Graham Building and Metro's Pennsy Drive facility. The cable will provide a critical link between the Operations Command Center at JGB and the backup OCC now under construction at Pennsy.

Oct. 15: The Branch Ave rail yard is energized as the \$90 million project near completion.

Oct. 17: As Metro converts the Four Mile Run bus garage in Arlington to handle the next order of CNG buses, it plans to have liquefied natural gas, or LNG, delivered to 30,000-gallon storage tanks instead of constructing a new 3.5-mile natural gas supply line.

Oct. 19: As the American Society of Civil Engineers marks its 150th anniversary, Metrorail is honored as one of the nation's 40 "best of the best" engineering projects in the society's 150-year history.

Oct. 21: The New York Ave. Metrorail station, now under construction, is awarded a "Smart Moves" award by the American Association of State Highway and Transportation Officials.

Oct. 26: With the graduation of the Metro Transit Police Department's Explosive Detection K-9 Teams, six additional dogs are at work patrolling the system.

Oct. 15: The Branch Ave rail yard is energized as the \$90 million project near completion.

Nov. 5: Northern Virginia voters, by a 55 percent vote, reject a ballot referendum to increase regional sales tax hike to help fund transportation projects.

Nov. 12: The 90-day test of SmarTrip technology on Metrobus begins along the Arlington routes. Metrobus customers will now have the option of paying their fares with SmarTrip cards.

Nov. 14: When the Series 6000 rail cars arrive in 2004 they will have a slightly different interior from the current Metrorail cars. Changes will enable the cars to carry more standing customers, wheelchairs and bikes while losing only six seats.

Nov. 18: In keeping with its tradition of customer-service firsts, Metro adds voice-activation to its telephone RideGuide service.

Nov. 21: The board adopts a \$12.2 billion, 10-year Capital Improvement Plan as WMATA's vision for the future.

Nov. 21: Based on extensive public input, environmental reviews and engineering analyses, Metro's board endorses a 24-mile Metrorail extension of the Orange Line from West Falls Church in the Dulles Corridor. Also on this date, the U.S. Department of Defense hosts a grand opening celebration of the Pentagon's new Metro Entrance Facility, designed to improve security by eliminating direct entry from Metro into the Pentagon. The new entrance also provides a secure screening facility outside the perimeter of the Pentagon.

## 2003

January 16: The WMATA Board of Directors approves changing the name of the Pennsy Facility to the Carmen E. Turner Maintenance and Training Facility, named after WMATA's General Manager from 1983-1990.

January 20: A Blue Line train derails near RR Washington National Airport. The accident caused delays but there were no injuries. Improper work on the track was discovered to be the main factor in the derailment.

January 31: Metro and Flexcar add 10 new hybrid vehicles to the car-sharing program.

President's Day Weekend: A massive snowstorm cripples the area and causes extensive service restrictions for Metro. By week's end, service was nearly normal.

March 14: Metrobus begins its yearlong 30th Anniversary celebration at Bladensburg Division.

Week of March 17: A protesting farmer and his tractor—parked in the reflecting pool on the National Mall—causes many people to take Metro and boosts ridership on Tuesday to 705,892, Metro's sixth highest day.

April 14: Metro, The American Red Cross of the National Capital Area, the Department of Homeland Security and the Federal Transportation Administration launch a new safety campaign to address terrorism and increase security on Metro.

June 19: Cleatus Barnett, Board member from Maryland since 1971, retires.

June 25: A car jumps a security fence and lands on the Red Line track just south of Silver Spring station, causing major delays during the evening rush hour.

June 29: Metro increases fares on bus and rail for the first time in eight years. Metrorail begins opening at 7 a.m. on weekends from terminal stations.

June 30: More than 100 Metro employees take advantage of "early-out" retirement package.

August 4: *The Washington Post* begins distributing its *Express* newspaper to Metro customers.

August 14: Robert J. Smith joins WMATA Board, filling vacancy left by retiring Cleatus Barnett.

September 7: Metro and Arlington County launch "Pike Ride," a family of bus routes offering frequent service and limited stops along Columbia Pike.

September 18: Metro closes at 11 a.m. in preparation for Hurricane Isabel. The weakened storm ultimately causes little damage to the system.

October 10: Metro opens the 1,000-space parking facility at Franconia-Springfield station.

October 23: The Authority launches Metro Matters, a campaign to raise awareness of the Authority's imminent need for capital funding.

October 27: The first of the reconditioned Breda 2000/3000 series rail cars rolls into service.

## 2004

January 17: Carlton Sickles, one of the fathers of Metro and Board member, passes away at 82.

February 11: WMATA breaks ground on a new parking garage at West Falls Church-VT/UVA station.

March 30: Metro launches a promotion for the Metrobus 30 routes in the District designed to build discretionary ridership via offers from participating retail outlets.

May 3: WMATA Board member Decatur Trotter, 72, dies at Johns Hopkins Hospital in Baltimore where he was undergoing treatment for bone cancer.

May 14: In preparation for a move to parking payment via SmarTrip card only, WMATA installs SmarTrip dispensing machines at stations with parking lots.

May 24: Walter Johnson is found guilty in the murder of MTPD Officer Marlon Morales.

May 29: Metro helps thousands of WWII veterans and their families get to the dedication of the Nat'l WWII Memorial on the National Mall.

Week of June 7: Metro provides transportation to those coming to Washington to take part in the ceremonies surrounding the funeral of Ronald Reagan.

June 9: Metro sets daily ridership record of 850,636 as thousands come to pay respects to Ronald Reagan.

June 27: Metro's second fare increase in as many years goes into effect.

June 28: Metro parking lots begin accepting SmarTrip as the only way to pay parking fees.

July 6: Metro opens the new 1,500-space parking facility at Grosvenor-Strathmore station.

August 9: All Metrobuses are now equipped with SmarTrip fareboxes.

September 20: Metro begins construction of the expanded mezzanine at King Street station.

September 27: Metrorail begins operating at 5 a.m. on weekdays from terminal stations.

October 21: Metro Board approves the "Metro Matters" \$3.3 billion six-year funding agreement that will address urgent capital needs including the purchase of 120 more railcars.

November 1: A new and improved Metro Web site makes its debut.

November 3: A non-revenue train collides with a revenue train at Woodley Park-Zoo/Adams Morgan station, injuring approximately 20 people. A subsequent investigation finds no equipment failure and cites the operator with gross violation of basic operations. The operator is dismissed.

November 13: Metro breaks ground on its first light rail line, a 2.7-mile stretch in Anacostia running from Pennsylvania Avenue near the John Phillip Sousa Memorial Bridge to Bolling Air Force Base.

November 16: An Open House and Town Hall Meeting at Metro Headquarters draws hundreds of citizens to voice concerns and hear questions answered by a panel

of Metro officials. Moderated by Bob Levey, former columnist for the Washington Post.

November 20: Metro opens New York Ave-Florida Ave-Gallaudet U station on the Red Line, the nation's first in-fill station.

December 11: A 1,200-space parking garage opens at West Falls Church-VT/UVA station on the Orange Line.

December 16: Through a first-ever joint promotion with ING Direct, an online banking service, Metro offers free morning rides on Metrorail, Metrobus and MetroAccess.

December 17: Lunchtalk Online—Metro's Web-based chat between the riding public and Metro officials—makes its debut.

December 18: The Blue Line Extension and its two new stations—Morgan Boulevard and Largo Town Center—opens on the east end of the Blue Line. This marks the first construction beyond Metro's original 103-mile planned system and the first Metrorail service beyond the Capital Beltway in PG County, Maryland.

## 2005

January 19: Metro experiences its fifth highest ridership day, providing 748,900 trips. The increased ridership is due in large part to the various inaugural events.

January 20: On this Inauguration Day, Metro provides 575,069 trips. Though concerns of safety and security were top of mind, no major incidents occur in the system or the city.

January 27: Board Member Dana Kauffman was sworn in as chairman for 2005. D.C. Councilmember Marion Barry joins the board as an alternate member, replacing David Catania.

March 18: Dan Tangherlini joins the Metro Board of Directors as an alternate member representing the District of Columbia. He replaces Calvin Nophlin.

March 30: Spring break and cherry blossom time draws visitors to the area, creating the sixth highest ridership day with 748,751 trips.

April 3: The return of baseball to D.C. draws many fans to Metro as the preferred way to get to RFK Stadium. Metro provides 232,084 trips on this Sunday with 19,000 entries and exits at Stadium-Armory station for the Nationals' exhibition game.

April 12: A second Town Hall Meeting is held, this time in Virginia. The event draws approximately 100 people.

April 21: For the first time, the public is allowed to speak at a WMATA Board Meeting. Eleven people take the opportunity to express their views and concerns.



## 2006

- May 9: Metro rolls out its first "wrapped" (exterior covered in an advertisement) train which promotes a salad from McDonald's. The revenue from this new advertising outlet will be applied to improvements that benefit the customer.
- May 18: Metro celebrates the sale of the one millionth SmarTrip card.
- May 27: Train consist length returns to platform PIDS.
- June 1: Following a reorganization of Rail into teams divided by lines, the Red Line Manager B.J. Jones begins her duties.
- June 6: The first Chevy Chase Bank ATM is installed at Bethesda station. When complete, there will be 37 ATMs located throughout the Metrorail system.
- June 25: The new six-story parking garage opens at College Park - U of MD station.
- June 2005 is a ridership record-breaker with 18,556,046 trips provided, more than in any other month in Metro's history.
- July 10: Metro-managed DC Circulator begins bus service for the downtown DC area with two routes.
- August 1: The Board approves the use of Automatic Balancing Wheeled Conveyances on Metro. Their usage restrictions are similar to those of Bike On Rail.
- August 19: Metro begins charging \$25 for parking at Tygo Town Center and Morgan Boulevard stations on game days at FedEx Field.
- September 26: Just over four years after 9-11, Metro begins installing explosion containment trash cans on Metro station platforms.
- October 1: The Public Access to Records Policy (PARP) takes effect. The policy is designed to protect the privacy of individuals and align WMATA's policy more closely with the federal government's Freedom of Information Act (FOIA).
- October 8: The six-level, 1,272 space parking facility opens at White Flint station.
- October 22: Bus operator Robert Miles wins his 17th Metrobus Roadeo, competing against 19 fellow bus operators.
- October 29: The eight-level, 1,850 space parking facility opens at New Carrollton station.
- November 4: WMATA dedicates its 1957 Metrobus in honor of civil rights activist Rosa Parks. It is used to transport Parks family members in the procession to the U.S. Capitol.
- December 15: The Board establishes a first-ever Riders Advisory Council. The 21-member group will provide input from riders and public transit oriented organizations to Metro managers and the Board.
- January 18: Gladys Mack is sworn in as Board chairperson for 2007, succeeding Dana Kauffman.
- January 25: The Riders Advisory Council holds its first official meeting.
- January 26: Six new diesel electric hybrid Metrobuses begin service out of Landover and Montgomery bus divisions.
- January 30: Metro begins operating some eight-car trains during the morning peak period on the Orange Line to test whether fewer, longer trains could ease the bottleneck around Rosslyn station.
- February 3: Randi Miller is chosen out of 1,258 people to be the new voice of Metro. She is to record new door announcements and other station announcements. The search for the new voice received national and local media coverage.
- February 15: Board chairperson Gladys Mack swears in Dan Tangherlini as interim general manager after Richard A. White steps down.
- March 3: Metro begins testing new 6000 Series railcars during revenue service without passengers. The railcars feature a different seating configuration than past series.
- March 27: Metro marks its 30th Anniversary.
- April 4: Tunnel advertising, a first for the Metrorail system, debuts on the Red Line between Metro Center station and Judiciary Sq. station. Tunnel ads are expected to generate \$400,000 in FY'06 and \$700,000 in FY'07.
- July 11: Metrobus becomes 100% accessible for people with disabilities.
- July 31: A test railcar with a more open floorplan and more bench seating is placed into service.
- September 22: WMATA opens an escalator/elevator training lab at the Carmen Turner Facility. The facility also will be available to fire, police and emergency response departments from local jurisdictions.
- October 4: Interim General Manager Dan Tangherlini announces he will leave WMATA and join the new D.C. government later this year. Board resumes search for a permanent replacement.
- November 6: Board selects Jack Requa to serve as acting general manager while search for a permanent GM continues.
- November 7: Selected Metrobus routes get Next Bus technology which allows customers to find out when the next bus will arrive at their stop.
- November 11: This Veterans Day marks the first of four holidays that Metro will begin offering regular service.
- November 16: John B. Catoe, Jr. accepts offer to become WMATA's new general manager.

November 30: WMATA trackworkers Leslie Cherry and Matthew Brooks are struck by a train near Huntington station. Neither survive the accident.

## 2007

January 25: John B. Catoe, Jr. joins WMATA as General Manager. Catoe previously served as Deputy Chief Executive Officer for the Los Angeles County Metro system.

March 23: Helen Lew is sworn in as Metro's first Inspector General.

March 19: Metrobus Route 79, better known as Metro Extra, begins service along the Georgia Avenue corridor, offering customers faster, limited stop service.

March 27: At the U.S. Postal Service's Vehicle Maintenance Facility, President Bush praises Metro for using alternative fuel.

April 2: Metro parking facilities at Anacostia, Vienna, Franconia-Springfield, New Carrollton, Shady Grove and Largo Town Center begin accepting major credit cards as payment in addition to SmarTrip® cards.

June 8: Red platform lights are installed at L'Enfant Plaza station. The red lights cost less than the traditional white lights and are better at keeping customers away from the platform edge.

# Metro Facts 2017

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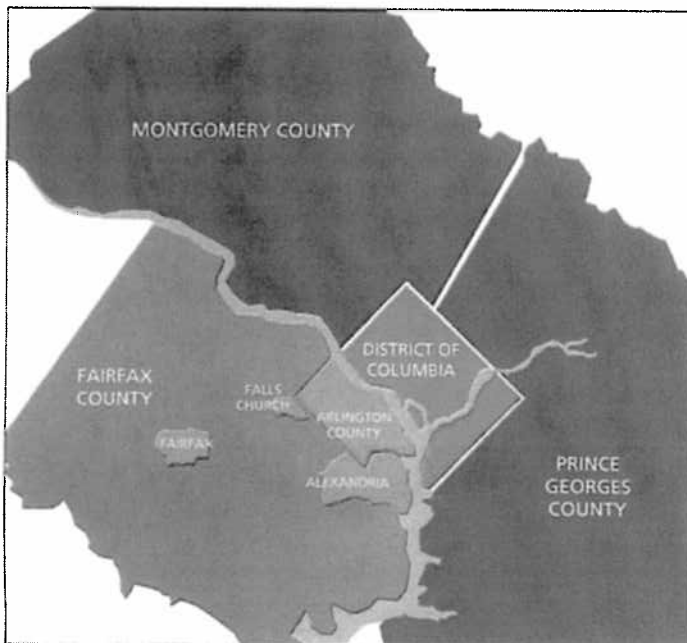
Metro is the transit provider for the National Capital Region, providing safe, clean and reliable service to both residents and visitors. Our customers include more than a third of the federal government workforce and millions of tourists who visit the Nation's Capital every year. Metro operates the second largest heavy rail transit system, sixth largest bus network and fifth largest paratransit service in the United States.

## Background

The Authority was created in 1967 by an Interstate Compact to plan, develop, build, finance and operate a balanced regional transportation system in the National Capital 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 newest leg of the rail network opened on July 26, 2014. Today, there are 91 Metro stations in service within a 118 mile network.

## Service Area

Metrorail and Metrobus serve a population of four million within a 1,500 square-mile area.



The transit zone (see map lower left) consists of the District of Columbia, the Maryland counties of Montgomery and Prince George's and the Northern Virginia counties of Arlington, Fairfax and Loudoun and the cities of Alexandria, Fairfax and Falls Church.

Overall, 45 percent of those working in the center core—Washington and parts of Arlington County—use mass transit.

In 2016, Metrorail's highest ridership day was March 24 with 767,041 trips.

## Safety

Metro is working with employees, riders, jurisdictional partners, and the general public to make sure that everyone does their part in creating and sustaining a culture of safety and security in stations, vehicles, support facilities, and access points. Metro will enhance its communications feedback loops to bring critical safety information to empowered agents quickly, to prevent accidents before they happen.

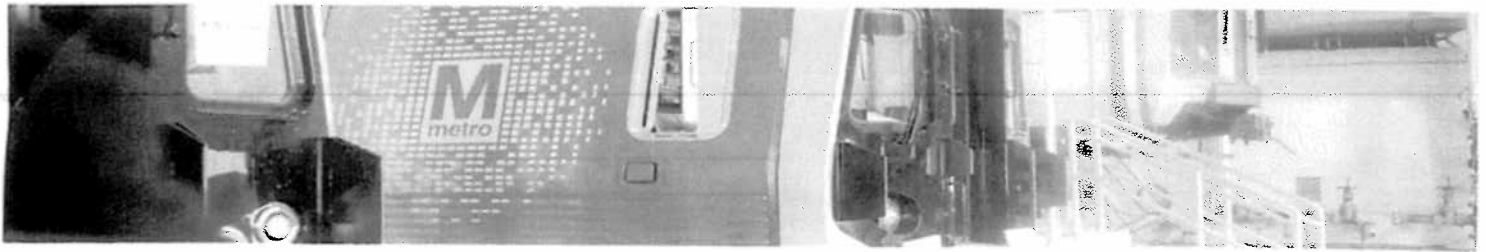
## Back2Good

Our goal is to return Metro to the world class transit system it once was. And our promise to the region is that we will bring the same passion and commitment to our job as our riders bring to theirs. In 2017, Back2Good system improvement projects focus on safety and reliability issues of most concern to riders. These include a new preventive maintenance plan to avoid unnecessary delays due to track problems, and a Railcar Get Well Plan to keep our trains operating safely, and on time. The public can track Back2Good progress online at [wmata.com/back2good](http://wmata.com/back2good).

## Revenue

Metro and the federal government are partners in transportation. Thirty-five Metrorail stations serve federal facilities and 39 percent of Metrorail's peak period commuters are federal employees. On Metrobus, 16 percent of peak period commuters are federal employees\*. The federal government contributes roughly 53 percent of the capital costs. Fares and other revenue currently fund 52 percent of the daily operations, while state and local governments fund the remaining 48 percent.

\* Based on Metro's approved FY2017 budget.



# Metrorail

## System

Size: 118 miles, 91 stations

Subway: 50.5 miles, 47 stations

Surface: 58.01 miles, 38 stations

Aerial: 9.22 miles, 6 stations

All stations and trains are accessible to people with disabilities.

## Operating fleet

Manufacturer	Series	Number of cars
Rohr	1000	132
Breda	2000	76
Breda	3000	282
Breda	4000	100
CAF	5000	192
Alstom	6000	184
Kawasaki	7000	276

Car dimensions: 75 feet long by 10 feet wide

By the end of 2017, Metro plans to retire all 1000- and 4000-Series railcars to improve safety and reliability.

Metro also expects to receive 20 new 7000-Series railcars per month from Kawasaki.

## Number of lines

Six — Blue, Green, Orange, Red, Silver and Yellow

## Escalators and elevators

613 escalators in the operating system

275 elevators in stations and parking facilities

Longest escalator in the Western hemisphere:

Wheaton station—230 feet

## Deepest station

Forest Glen—21 stories—196 feet

High-speed elevators take less than 20 seconds to travel from street to platform.

## Service hours (through June 2017)

Opens: 5 a.m. weekdays  
7 a.m. weekends

Closes: Midnight daily

## Cell phone access

At the beginning of 2017, wireless service was available in all Metrorail stations, including 50 underground stations, and in the underground tunnel system on the Blue, Orange and Silver lines between Potomac Avenue and the Stadium Armory tunnel portal.

A major initiative is underway to expand coverage throughout Metro's entire underground rail network, with new segments expected to become active throughout 2017.

## Communication/security

- Digital signs in the stations show next train arrival times, system status and time of day
- Digital signs outside some stations show system status and time of day
- Digital LCD monitors at station manager kiosks show real-time advisories and alerts
- Two-way radios between train operator and operations control center
- Hotlines from operations control center to police and fire departments
- Automated electronic fire protection system in stations and tunnels
- Call boxes spaced 800 feet along tracks
- Fire extinguishers on platforms and inside railcars
- Video monitoring of stations, elevators, some railcars and some station parking lots
- Public address systems on trains and platforms
- Passenger-to-station manager intercoms on platforms, in elevators and landings
- Passenger-to-operator intercoms inside railcars—one at each end
- Chemical detection systems in underground stations

# Sequence of Metrorail openings

Line	Segment	Stations	Miles*	Date
●	Farragut North to Rhode Island Ave	5	4.6	3/29/1976
●	Gallery Place	1	none	12/15/1976
●	To Dupont Circle	1	1.1	1/17/1977
●	National Airport to Stadium-Armory	17	11.8	7/1/1977
●	To Silver Spring	4	5.7	2/6/1978
●	To New Carrollton	5	7.4	11/20/1978
●	To Ballston-MU	4	3	12/1/1979
●	To Addison Rd	3	3.6	11/22/1980
●	To Van Ness-UDC	3	2.1	12/5/1981
●	Gallery Place to Pentagon	1	3.3	4/30/1983
●	To Huntington	4	4.2	12/17/1983
●	To Grosvenor-Strathmore	5	6.8	8/25/1984
●	To Shady Grove	4	7	12/15/1984
●	To Vienna	4	9.1	6/7/1986
●	To Wheaton	2	3.2	9/22/1990
●	To U St	3	1.7	5/11/1991
●	To Van Dorn St	1	3.9	6/15/1991
●	To Anacostia	3	2.9	12/28/1991
●	To Greenbelt	4	7	12/11/1993
●	To Franconia-Springfield	1	3.3	6/29/1997
●	To Glenmont	1	1.4	7/25/1998
●	Columbia Heights to Fort Totten	2	2.9	9/18/1999
●	To Branch Ave	5	6.5	1/13/2001
●	To Largo Town Center	2	3.2	12/18/2004
●	NoMa-Gallaudet U	1	none	11/20/2004
●	To Wiehle-Reston East	5	11.7	7/26/2014
	<b>Total System</b>	<b>91</b>	<b>118</b>	

\* The sum of miles does not equal the total because of rounding.

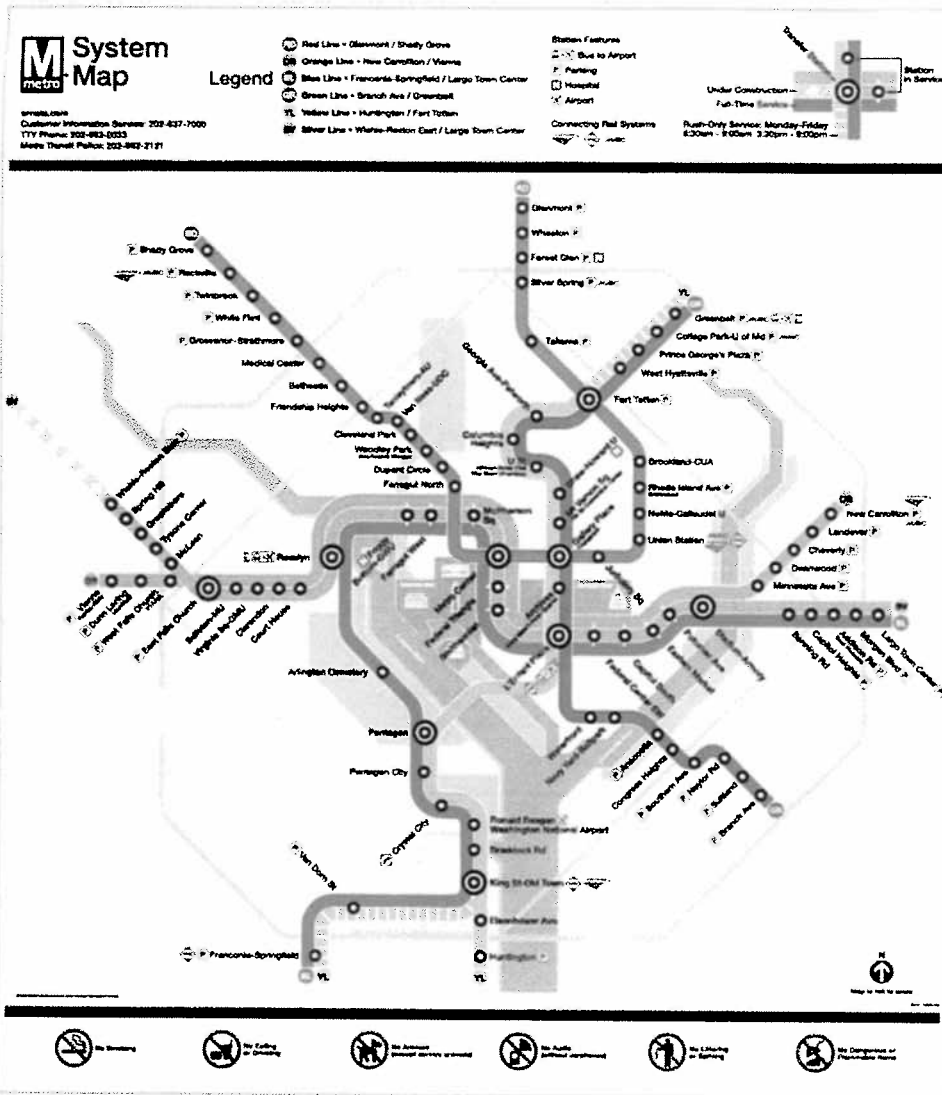


## Metrorail facilities by jurisdiction

Jurisdiction	Miles*	Stations
Total District of Columbia	38.30	40
Montgomery	18.43	11
Prince George's	19.86	15
Total Maryland	38.29	26
Alexandria	6.11	3
Arlington	12.19	11
Fairfax County	22.87	11
Total Virginia	41.17	25

\* The sum of miles does not equal the total because of rounding.

# Metrail System Map



## Rush+

In June 2012, Metro enhanced rush hour service to transport more rail customers, reduce crowding and provide new transfer-free travel opportunities. Rush+ improved service for nearly 110,000 customers on the Green, Yellow, Blue and Orange lines. Twenty-one stations get more frequent service with six additional trains every hour of rush hour.

Hours: 6:30 a.m.-9:00 a.m. and 3:30 p.m.-6:00 p.m. weekdays

With the launch of the Silver Line in 2014, Rush+ continues to run only on the Yellow Line.

## Silver Line

The Silver Line is the largest rail expansion project by route mileage since the inception of the Metrorail system in 1976. It is a 23-mile extension of the rail system to link Washington, D.C. to Washington Dulles International Airport by way of Tysons Corner, Reston, Herndon and Ashburn, Va. Phase 1, which opened in July 2014, includes five new stations running from East Falls Church Station to Wiehle-Reston East Station. Construction on Phase 2 began in 2014, and will include eight new stations running from Wiehle-Reston East Station to the airport.

## Railcar Get Well Plan

As part of Back2Good, Metro will execute a Railcar Get Well Plan. This plan will accelerate the retirement of the oldest and most unreliable cars, commission a total of 50 new trains, implement targeted repair campaigns of defective components on the legacy fleet and rebalance the rail yards to avoid missing terminal dispatches.

- By the end of 2017, all 8-car trains will be 7000 Series.
- All 1000 Series railcars will be retired before December 2017.
- Accelerate retirement of least reliable (4000 Series) railcars. All 100 removed from service by end of 2017, subject to NTSB agreement.
- Released from the burden of bellying and operating with the least reliable railcars, rebalance railyards to have the right number of trains per line for the start of service every morning as well as the afternoon peak.

- Begin operating same series railcars to improve rail line performance.
- Complete component fixes on legacy fleet: 2000, 3000, 5000 and 6000 Series railcars including HVAC, propulsion systems and pneumatic brakes to reduce train offloads.
- Finish replacing carpet with resilient flooring on 6000 Series railcars.

The Railcar Get Well Plan is expected to reduce passenger offloads and cut delays due to train car issues by 25% in 2017.



## Metrobus

### Bus fleet

- All buses accessible to people with disabilities (all low floor by end of 2016)
- Bike racks on all buses
- 11,129 bus stops and 2,554 shelters (587 owned by WMATA)
- 269 routes on 170 lines
- Hours vary by route

### Communications/security

- Two-way radio links to operations control center
- Emergency radio silent alarm
- Automatic vehicle locators
- Cameras on all buses
- Automatic bus stop annunciator
- Automatic vehicle monitoring
- Driver shield on 200 buses and all new buses

## Types of buses in fleet

### Authorized

Received 21 new diesel-electric hybrid articulated buses  
Ongoing procurement of additional 274 buses for FY16-17

### In service

Total	Fuel Type	Size	Seating	Capacity
27	Diesel	30 feet	27	56
179	Diesel	40 feet	38-43	59-77
35	CNG*	30 feet	29	56
404	CNG*	40 feet	40-41	60-77
22	CNG* Articulated	60 feet	61	103
45	Hybrid Electric	30/37 feet	27-29	51-53
840	Hybrid Electric	40/42 feet	39-42	56-63
43	Hybrid Electric Articulated	60/62 feet	61-62	112-113

\* Compressed natural gas

## Better Bus

Metro invested \$5 million in FY 2013 to provide customers with better bus service. This effort represents the biggest improvement to bus service in five years and included the introduction of new limited-stop MetroExtra routes on three new travel corridors, conversion of four existing routes to limited-stop MetroExtra service and refinements to eleven priority corridors.



## MetroAccess

MetroAccess is a shared ride, door-to-door transportation service for people who are unable to use fixed-route public transit due to a disability. MetroAccess transports approximately 2.3 million passengers annually.

### Hours

MetroAccess operates seven days a week, 365 days a year, providing service within a three-quarter mile corridor around existing fixed-route services such as Metrobus, Metrorail and jurisdictional bus services, at least during all hours of operation that service is operated on these modes.

### Information

301-562-5360 or 800-523-7009  
TTY: 301-588-7535



# PROFESSIONAL

Supervisor, Transit Field

OPERATIONS

WE LOOK OUR BEST

BECAUSE

WE KNOW HOW TO DRESS



# PUBLIC IMAGE

As a Supervisor, Transit Field Operations, you are primarily responsible for direct service to our passengers. You represent not only yourself, but also WMATA and the Nation's Capital to thousands of passengers each day. Be constantly aware of your position.

Your posture, dress and grooming all make an impression upon the passenger. Therefore, you are expected to maintain a professional image. Consider yourself "on duty" whenever you are wearing a Metrobus uniform.

Personal Hygiene is so important. Managers are expected and required to report to work properly bathed, neat and clean. Be mindful, that offensiveness to other is not favorable to a good working environment.

An incomplete uniform is not acceptable. Not only are they to be neat and clean, uniforms are to be worn in the manner form which they were designed.

NAME TAGS ON PLEASE

I am your Professional Supervisor, Transit Field Operations and this is what I am willing to do.....

- Give you information regarding the service
- Solve problems for you
- Explain policies, rules and regulations
- Listen to your point of view
- Ensure that our buses are reliable and operate according to schedule
- Assist you if you need help
- Be courteous and respectful

**JUST TO NAME A FEW!!!!!!!!!!!!!!**

# SUPERVISOR TRAINING COURSE IN HUMAN RELATIONS

## INTRODUCTION

Many new Supervisors are puzzled today about what their attitude towards human relations should be. You are confronted with a range of conflicting situations. At one extreme is the idea that people are the Authority's greatest asset and should be treated with kindness and respect. At the other extreme is the idea that people are paid well to do a job and therefore, should simply do what they are told to do.

Recently, there have been marked changes in managements approach to human relations. A short time ago, a supervisor was able to handle anyone who got out of line and gave orders with a "DO IT or ELSE Attitude." Employees who questioned this approach were quickly informed that if they didn't like the way things were being run, there was always someone waiting to take their places. Supervisors of that era did not have to worry about human relations. Those words were not even in their vocabulary.

The Thirties and Forties saw many changes occur, which caused changes in the way individuals were viewed by businesses. Also the growth of unions caused another change in the way employees were treated. Although supervisors saw their authority decreasing and found that unfair treatment of employees resulted in costly grievances, the pressure of unions forced a re-evaluation of human practices.

Most supervisors want the best possible job as members of management, and will eventually realize that they must develop a personal philosophy about handling people.

Listed below are some helpful guidelines to help you form your philosophies:

- a. People are the most important asset in our organization and must be treated with consideration.
- b. Most of our employee expect to work, want to work and are more satisfied when they know they are doing a good job.
- c. To settle for less than what an employee is capable of giving is a failure to respect them as individuals.

## KNOWING YOURSELF

Before a supervisor can establish good relations with others, he/she must first know him or herself. Supervisors can only relate successfully to others if they know and feel good about themselves. This is possible through reality, first give positive thought to his/her own strengths and weaknesses. Second, take stock of their short coming and three, understand personal limitations that might handicap them in the ability to supervise people.

## SAMPLE QUESTIONS A POTENTIAL GOOD SUPERVISOR SHOULD ASK THEMSELVES.

- Do I have a temper that might interfere with my ability to communicate?
- What kind of leadership will I provide in crisis situations?
- Am I sensitive to the feelings of others when solving problems?
- Do I gather all available facts prior to making a decision?
- Do I show any bias against national or ethnic groups, religious or political affiliations?
- Do I give praise when it is deserved?
- Do I apply rules consistently across the board?

## SUPERVISOR-PASSENGER RELATIONS

- a. Service is WMATA's only business, service is our only product-unless our relations with passengers are good, they won't buy our product.
- b. A Manager is the key person, his/her principle job is to maintain the best possible service.
- c. In doing his/her job of maintaining the best possible service. Managers have a responsibility to three groups:
  - Management
  - The Operators
  - The Passengers

## MANAGEMENT

- a. A Supervisor, Transit Field Operations, is a representative of management
- b. He / She must know management's policy
- c. He / She must be guided by that policy in his/ her relations with the Operators and Passengers.
- d. Departure from policy reflects unfavorably on management.

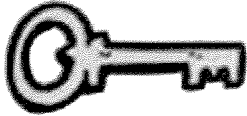
## **WHEELCHAIR USER**

1. Do not hold onto a person's chair.
2. Offer assistance if you wish – but don't insist.
3. Be alert to the existence of architectural barriers.
4. Speak directly to the person. If you are speaking to a wheelchair user for a long period of time, sit down so that eye contact on a level basis can be made.
5. Don't be sensitive about using words like walking, running, etc.
6. If you don't know how to assist, ASK.

## **PERSON WHO IS MENTALLY RETARDED**

1. Concepts should be clear and concise.
2. Don't talk down to someone. Mentally retarded adults are not children.
3. It's okay to offer help – But Wait until it's accepted before giving it.
4. A person who is mentally retarded is not sick or mentally ill.
5. Lack of response doesn't necessarily mean the person is being rude.

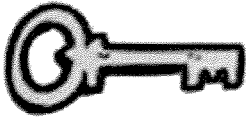
## Key to Communicating Effectively:



### 1. ACKNOWLEDGE THE OTHER PERSON.

Why? Our self-esteem is the one thing that we will defend above all else. That is the mark of individuality and our measure of worth as a person. When we have a problem or need someone's help, we must feel as if that person sees us as a person of equal value.

How? It can be as simple as a nod or direct eye contact to indicate that the customer has caught your attention and that you will respond the very second you are able. Or, it may be as complex as paraphrasing to show empathy and indicate your understanding of the problem.

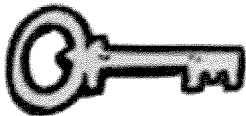


### 2. LISTEN FOR CONTENT AND TONE AND OBSERVE BODY LANGUAGE

Why? Verbal communication is made up of content, tone and body language. The actual choice of words is important but delivery accounts for more than three-quarters of the final interpretation. In daily communication only 7% of a message comes from **CONTENT**, 38% from the **TONE** and 55% from **BODY LANGUAGE**.

The statement, "I didn't say he damaged the seat", can have at least five different meanings depending on which word is emphasized. On many occasions a raised eyebrow, a grimace or a shrug of the shoulder can say it all.

How? "It seems like you can't find something. May I help?"



### 3. BE SPECIFIC, CLEAR AND BRIEF

Why? Time is of the essence for both you and the passenger. Therefore the information you relay should be given in a clear, calm voice with eye contact where possible. Your words should be in a logical sequence, direct and to the point.

How? "Articles found on the bus are stored in our main depot. You may call this number to inquire about your lost purse."



#### 4. ASK QUESTIONS TO CLARIFY UNDERSTANDING

Why? Passengers will know precisely what they wish you to understand, but due to an emotional state, a minimal command of the English language or some other reason, what they are saying may not give you the whole picture. Non-threatening, probing questions will fill in those gaps.

How? "When did you first notice your purse was missing?"

NOT

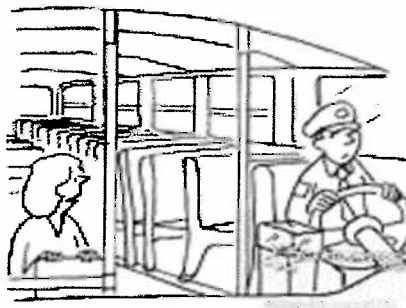
"Are you sure you brought your purse today?"



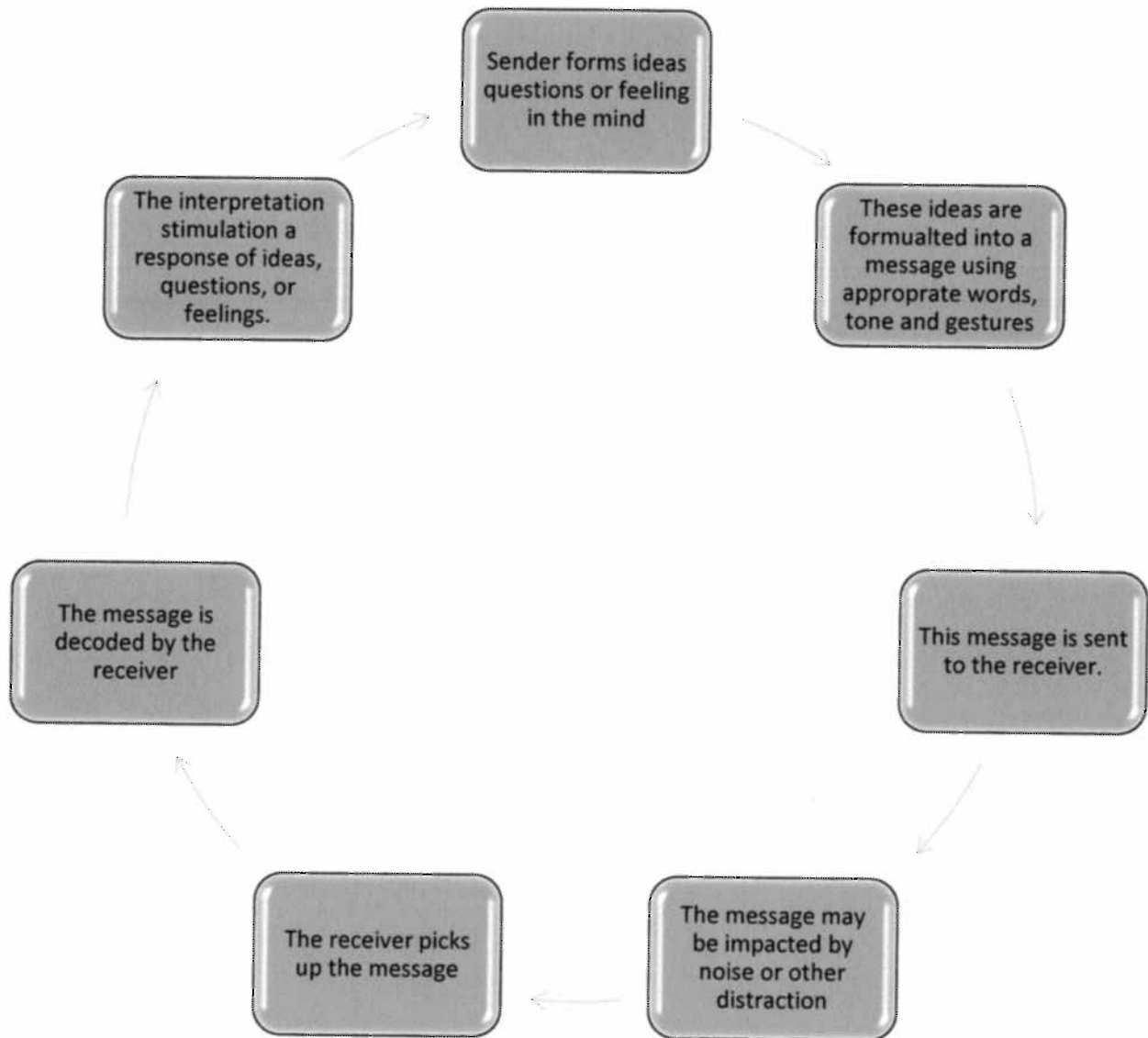
#### 5. SUMMARIZE YOUR UNDERSTANDING (IN YOUR OWN WORDS)

Why? Repeating in your own words what you have understood gives the passenger an opportunity to correct any assumptions. It also allows you to ensure that you have the total picture. In addition you have demonstrated that you were really listening and now understand the situation.

How? "It sounds like you are very concerned that someone may have stolen your purse"



# THE COMMUNICATION PROCESS



At each of these steps, blocks can occur which may change the message partially or totally. If for example, the receiver does not share the same understanding of the sender's jargon the phrase "the other driver must be running hot", will be totally misunderstood.



## DIFFICULT SITUATIONS

If you were to interview transit operators throughout the country and ask them what they enjoy most about their work, an over whelming number would say “I enjoy working with the public”. The constant contact with a changing mosaic of people and what these people have to share, enrich your day and life. Approximately ninety (90) percent of your riders are friendly, cooperative and appreciate your service.

The other ten (10) percent present difficult situations that may challenge your patience and your problem solving abilities and could affect your safety or the safety of your operator or passengers.

If you look closer you may find that “difficult situations” often arise when you are put in the role of “policy enforcer”. One of your main jobs is to protect the safety, well-being and comfort of all operators, passengers as well as to uphold the policies of WMATA. This may put you at odds with some operators and passengers who challenge or ignore the rules for their own ends.

In a “difficult situation” your operator’s or passenger’s behavior is either contrary to policy, annoying to fellow passengers, or a damage to your safety, the operator or that of the other passengers. Your wish in dealing with the situation is to have the passenger change their behavior from unacceptable to acceptable. Many passenger will do this willingly when you firmly and courteously request that they do so. Some passenger will not agree that their behavior is objectionable and will react emotionally. Often a request for changed behavior may be perceived as a **PARENT** command and will elicit a “rebellious **CHILD**” which may “hook” your **PARENT** to demand the change.

If the passenger’s **CHILD** response “hooks” your **CHILD** and argument is sure to ensue with little or no problem solving. Only you can decide to stay in the **ADULT** and increase your chances to solve problems, stay in control and think clearly.

## Analyzing Interactions

Have you ever found that some statements do not bring out the best in you? For example, a passenger's rude, cutting comments will inevitably bring a rude, cutting comment to your lips. Dr. Eric Beme, in his best-selling book, "Games People Play", gives his explanation for this. The following is a brief synopsis of Dr. Beme's theory.

Each person has three states from which he or she operates: **PARENT, ADULT** and **CHILD**.



**Parent**

These are behaviors learned from our parents or other authoritarian figures. There is the Critical Parent who criticizes, gives instruction, has strong opinions and tried to dominate. The Nurturing Parent is supportive and caring. This "parent state" tends to bring out the child state in others; most often the Rebellious Child.



**Adult**

The Adult is very computer-like. This state is very rational, logical and objective, basing opinion on factual data.



**Child**

The Child behaviors are based on the responses used by an individual when they were a child. The Natural Child is enthusiastic, creative, full of questions and highly responsive. The Adapted Child is either obedient and submissive or rebellious and manipulative. The "child state" tends to bring out the "child state" in others or their "Critical Parent".

When the Adult is in charge, it increases the possibility of "Hooking" the other person's Adult, so that problem solving can occur.

Although the Adult is viewed as most credible, mature and competent, that Parent may need to take over a situation; e.g. where firm directions must be given. The Child also should be allowed "out to play" on the job as a source of creativity, spontaneity and laughter.

Understanding the three states and their impact on others can help you in analyzing and choosing which state would be most appropriate in any given situation.

## STRESS MANAGEMENT

Human beings are extremely complex – so it follows that human nature is just as complex. Food that tastes excellent to some, other people can't stand.

With job activities it's no different. Things that irritate one person do not necessarily irritate another.

In the course of your duties as a Manager, Bus Service Operations, you will be required to deal with operators, passengers and even other managers that at any particular time may be experiencing some level of stress.

**BALANCE** and **CONTROL** are what managing life and in turn **STRESS** is all about. All situations are experienced differently by people and even differently from situation to situation by the same person.

Whether a situation is experienced positively or negatively is largely our **CHOICE**. It is based on our **PRECEPTION**. Whether rain is experienced as enjoyable or dreadful; whether helping people is rewarding or a pain in the neck: is all based on our **PERCEPTION** and is therefore, within our **CONTROL**.

If a particular situation upsets you more one day than on another day then you have **CONTROL**. Therefore, if you have **CONTROL**, then you also have a **CHOICE**

**CONTROL** does not equal suppression. It means making conscious choices about your emotional reaction to negative stimuli and the course of action you choose to follow.

Your options are usually:

- to do nothing (tolerate in discomfort)
- to alter or modify the others position or perception
- to alter or modify your own position or perception
- to take flight from the situation (mentally or physically)

In most life and job situation is it easier to change yourself or others?

As you become more proficient in dealing with situations, your confidence and your competence increase. As they increase so will your **CONTROL**. As your **CONTROL** increases so does your mental and physical wellbeing. In other words, your level of **DISTRESS** is being controlled and minimized.

If you keep all of the above in mind, as you go about your duties as a Manager of Bus Service Operations, your job as well as your life will be much more rewarding.

## Handout: Attitudinal Barriers

The biggest challenge for those who have disabilities is typically not the disability itself, but rather the attitudinal barriers imposed by others. **“Attitudinal barriers” are ways of thinking or feeling resulting in behavior that limit the potential of people with disabilities to be independent individuals.**

### Dehumanizing

- Seeing the person only in terms of his/her disability.
- Not recognizing the whole person; assuming everything in his/her life – emotions, relationships, work, and choices – revolves around the disability.
- Acting as if people with disabilities have no emotions, no sexuality, impaired intelligence, and/or no ability or desire to make decisions for themselves.
- Not talking directly to the person. Talking about the person in his/her presence.
- Not establishing eye contact.

### Generalizing

- Denying people's uniqueness as individuals because they have disabilities.
- Assuming that one person represents (or is just like) all people with disabilities.
- Assuming that someone with one disability necessarily has others, too (for instance, believing that someone with a speech impediment must also have intellectual disabilities).
- Not recognizing the diversity of disabilities, and the diversity of people who share any particular disability.
- Searching for the single right answer about how to act with people with disabilities; not recognizing that every individual is in a unique place with his own process and self-identity.

### Disempowering

- Assuming that people with disabilities cannot know what is best for themselves.
- Not listening to people with disabilities.

- Imposing “help” rather than offering it, thereby taking control away from the person.
- Withholding the authority and/or information that would enable a person with a disability to make his/her own decisions.
- Always hiring able-bodied people to design and administer social services for people with disabilities.

### **Using Oppressive Language**

- Equating sick with bad, as in “ill-will,” “ill-fated,” “sickening,” “spastic,” and “deaf and dumb.”

### **Segregating**

- Hiring people with disabilities only to work in handicapped services.
- Believing people with disabilities will all want work related to their disability.
- Assuming people with disabilities should work, live, or learn only with other people with disabilities.
- Scheduling only special activities for accessibility, rather than making all activities accessible.

### **Overprotecting**

- Holding lower expectations of people with disabilities, or giving work that’s too easy.
- Soft-pedaling negative feedback for fear of disabled peoples’ reaction.
- Making decisions for people with disabilities to “protect” them from failing or getting hurt.
- Tracking people with disabilities only into certain job fields.

### **Excluding**

- Not shaking hands.
- Not including a person with disabilities in social or work-related activities.
- Choosing activities or meeting places that are inaccessible (no elevators or wide bathrooms for people with wheelchairs, no sign language translators, etc.).
- Seeking an opinion or perspective from someone with disabilities only on disability- related issues; imagining that he or she does not have valuable opinions and experience on the same breadth of issues you do.

### **Works Cited**

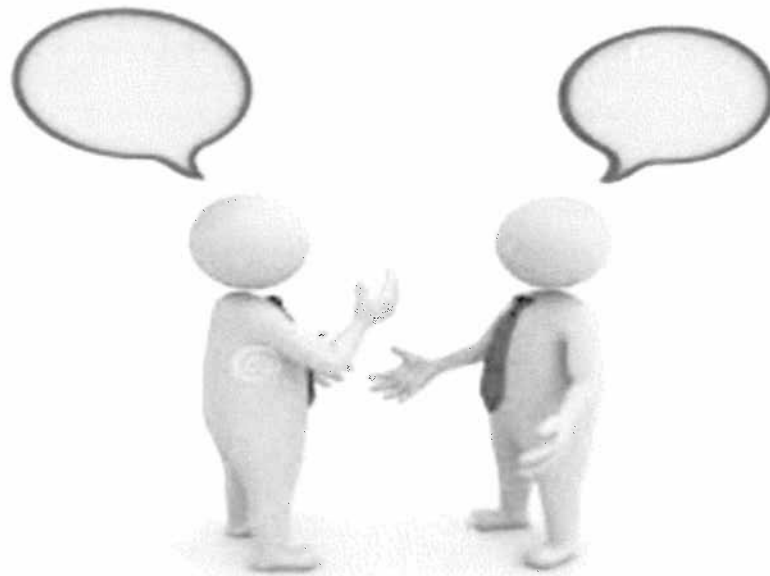
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## RULES FOR EFFECTIVE LISTENING

- 1) Judgment, Evaluation- Do not judge nor evaluate until you have understood.
- 2) Non-Critical Inference- Do not infer thoughts, facts or ideas in addition to those stated; avoid embellishment.
- 3) Plural Inference- Do not attribute your own thoughts and ideas to the speaker.
- 4) Lack of Attention- Do not permit your thoughts to stray nor your attention to wander.
- 5) Attitude- Do not close your mind to others.
- 6) Wishful Hearing- Do not permit your heart to rule your mind.
- 7) Semantics- Do not interpret words or phrases except as they are interpreted by the speaker.
- 8) Excessive Talking- Do not become infatuated with the sound of your own voice.
- 9) Lack of Humility- Do not consider yourself too good to learn from any person
- 10) Fear- Do not fear improvement, correction, or change.

# ABCD's of Human Relations

- A:** Attitude - Settled ways of thinking or feeling/ posture of the body
- B:** Behavior - The way in which someone or something behaves
- C:** Compassion – Sympathetic, pity and concern for the suffering or misfortunes of others.
- D:** Dialogue – Conversation between two or more people/ discussion resolution of a problem



## 12 Basic Skills of a Supervisor

### INTRODUCTION

A person is not born with supervisory capabilities, they develop them through formal education and experience to gain knowledge and practice to develop the necessary skills.

### DEVELOPMENT

1. Function - Operate effectively under any circumstances that you may face on the job. How well you apply your skills/ intelligence and experience to solving problems that confront you.
- 2 Planning - Establish short and long term goals and setting a course to utilize all available resources to attain them. Programming the use of person power, finances, and material resources.
- 3 Organizing- Coordinating and scheduling the use of resources. Establish clear cut duties and objectives for every subordinate. Assign authority and accountability.
- 4 Controlling - Controlling is not giving direct orders to a subordinate. A Supervisor is interested in controlling results. Once resources are allocated, there must be performance standards established and employees training to meet those standards.
- 5 Oral Communication -This is a Supervisors BASIC work tool. Know your audience! Words have different meanings to different people. Pitch, pace, and voice inflection give emphasis and therefore change the effect of oral communications. Non-verbal or body language must be considered when communicating with others.
- 6 Written Communications - Your Bus Operator duties required almost no writing. However/ now you must document and report actions and incidents daily. Therefore/ reports that are grammatically correct/ brief but with clarity that a non-transportation person can understand becomes a significant part of your job.
7. Organization Orientation- We are talking about attitudes rather than skills and abilities. Loyalty is very much a part of these attitudes. The Authority does not need Supervisors who will blindly follow dictates. If you are aware of a serious flaw in a procedure your loyalty to the goals of the Authority should cause you to bring it to management's attention. Your "managerial attitude" should cause you to be ready to offer an alternative procedure. There should never be rebellion or defiance of management by its Supervisors.



8 Leadership- Getting things done through others does not depend on threats and coercion but on the leaders own competence, personality and methods of motivating and directing. A leader must show leadership in many different areas of the job and each area requires specific skills. Here are some basic leadership skills:

- The leader initiates action.
- The leader maintains discipline.
- The leader sets an example.
- The leader motivates his subordinates.
- The leader builds moral.
- The leader backs up his people.
- The leader delegates responsibility.
- The leader inspires confidence.
- The leader stands up under stress.
- The leader has a wide range of skills.
- The leader is decisive.
- The leader solves problems.
- The leader communicates effectively.
- The leader develops his subordinates.

9 Decision Making - A Supervisors skill at solving problems with sound decisions is essential to be successful. Know how to consider alternative courses of action, predict the probable results of each and then decide which action is the right one to take. Once a decision has been made do not agonize over it.

10 Creativeness -You will need to come up with creative solutions to tough problems. How do you deal with passengers when buses are not operating on schedule? What do you do when simultaneous assignments appear to have equal priorities? Learn to accept new ideas and organize thoughts when approaching a problem.

11. Initiative - Some people fear things to happen, others wait for things to happen, while others make things happen. Which of these persons would make the best Supervisor? Supervisors must have the capacity and willingness to act on his own responsibility without being prompted, urged or directed. Initially you should discuss ideas for changes with a more experienced person, however, after becoming well acquainted with your new status you must learn to act on your own within your area of responsibility.

12 Flexibility - As a Supervisor you must be tough minded and yet remain flexible. While you are planning how to initiate an action you must be open minded enough to listen to dissenting views and change options if the argument is convincing enough. You must remain open the changing goals, reset standards, negotiate with other Supervisors to get what you need, etc. Flexibility takes more courage than does stubbornness and inflexibility.

**WASHINGTON METROPOLITAN TRANSIT AUTHORITY  
SUPERVISOR, TRANSIT FIELD OPERATIONS**

A Supervisor, Transit Field Operations is a customer-oriented, front-line and first responder to real-time accidents and incidents involving WMATA buses and non-revenue vehicles. The Supervisor, Transit Field Operations, is a member of the Emergency Response Team and is responsible for conducting thorough investigations.

A Supervisor, Transit Field Operations is responsible for supervising and directing Bus employees engaged in Bus Operations, including the safe and efficient operation of bus services, and the enforcement of WMATA rules, regulations, policies and procedures.

- Responsible for assigned section and routes, monitors and anticipates and identifies any issues that affects service interruptions.
- Investigates vehicular and on duty accidents; complete investigations and reports accurately and timely.
- Responds to radio and emergency calls as required.
- Assist Customers with up to date information regarding current routes, schedules, detour and buses.
- Monitors, anticipates, and identify service issues and problems that impact system operations, formulates and implements actions through subordinate bus operating employees to resolve operational issues.
- Supervises Bus Operators in their day to day performance of duties.
- Responds to disables buses
- Responds to and coordinate bus bridges
- Establish detours due to road closures
- Respond and assist bus operators during illness or emergencies.
- Administer actions against operators for infraction of rules and regulation.
- Adjust operators schedule and request additional service in emergency situations.
- Make recommendation related to scheduling issues.

# M E M O R A N D U M



## REISSUED

SUBJECT: American with Disabilities Act  
(ADA)

DATE: December 24, 1997

FROM: BTRA - Monte W. Monteith

A handwritten signature in black ink, appearing to read 'Monte W. Monteith', written over the printed name.

TO: Notice to Operators - #97-85

Operators are reminded that they are to comply with Notice to Operators 92-20 that provided excerpts from the American with Disabilities Act, we are providing a reissue effective December 24, 1997 that requires immediate and mandatory compliance. Failure to be in total compliance will result in appropriate disciplinary measures.

Portions of the United States Department of Transportation's 1990 ADA, Part IV, 49 Code of Federal Regulation (CFR) Parts 27, 37 and 38 entitled "Transportation for Individuals with Disabilities," became effective January 26, 1992.

Bus operator responsibilities will be greatly enhanced. However, I must emphasize that compliance with the LAW as mandated by the ADA is an absolute necessity. A copy of Part IV, 49 CFR Parts 27, 37 and 38 had been sent to each division superintendent. Highlights of the Act as it applies to Metrobus operators are as follows:

1. Bus operators cannot require that patrons with disabilities (blind, hearing impaired or mentally disabled) use the priority seating if the individual does not choose to use such a seat.
2. If a person is not violent or engaging in disruptive behavior, the entity is required to provide service. **HOWEVER**, if a person is violent, seriously disruptive, engaging in illegal conduct, the operator may consistent with established procedures for all riders, refuse to transport the person.

Washington  
Metropolitan Area  
Transit Authority

3. On all Metrobus service routes, the operator **MUST** announce stops. These stops include transfer points with other bus/rail routes. Anytime a bus is scheduled to stop where a passenger can get off and transfer to another bus or the rail line or another form of transportation, the stop must be announced. Announcements must be made at major intersections and destination points. In addition, the operator must make announcements at sufficient intervals along the route to orient a visually impaired passenger to his or her location, only if there are long distances between other announcements. **THE OPERATOR MUST USE THE PA SYSTEM IF AVAILABLE. IF THE PA SYSTEM IS NOT AVAILABLE, THE OPERATOR MUST STILL ANNOUNCE STOPS.** In addition, the operator **MUST** announce any stop requested by a passenger.
4. When more than one bus services the same bus stop, the operator must determine which bus a person with a visual impairment requires in order to complete his/her trip.
5. Bus operators have an obligation to ensure that a passenger with a disability is able to take advantage of the accessibility and safety features on buses.
6. The bus operator must provide assistance with the use of lifts and securement devices. The lift must be deployed properly and safely. If the passenger cannot do so independently, the operator must assist the passenger in the actual boarding a securement of the wheelchair on the bus. All of these actions involve a bus operator leaving his/her seat. This rule supercedes any company/labor management agreement and assistance must be provided.
7. **PASSENGERS SHALL BE PERMITTED TO BOARD BUSES EITHER FACING INWARD OR OUTWARD AT THEIR DISCRETION.**
8. On request, persons using canes or walkers and other standees with disabilities who do not use wheelchairs, but have difficulty using steps (e.g., an elderly person who can walk on a plane without use of a mobility aid but have difficulty using steps) must be permitted to use the lift.

Division Supervisors, Training Instructors and Confidential Investigators will conduct periodic monitoring to ensure total compliance.



# Street Supervisor Daily Task Summary & Check-Off Log

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY

Supervisor Name		PMI Mileage/Date
On Duty	Off Duty	End Mileage
Unit #	Vehicle #	DC Inspection Date

Customer Complaint # & Resolution

10'60	Traffic Checks			Strategics Used	ACC/OCC	Citations
	Checked	Late	Early			

Time Received	Arrival Time	Type Call	Location/Disposition	Time Cleared

Supervisor Signature	Payroll Number
----------------------	----------------

Name		On-Duty	<input type="checkbox"/> AM <input type="checkbox"/> PM	Odometer End
Date		Off-Duty	<input type="checkbox"/> AM <input type="checkbox"/> PM	Odometer Start
Day		Total Hours	<input type="checkbox"/> AM <input type="checkbox"/> PM	Total Miles
Unit #	Section	DC Inspection Due (mm/dd/yyyy)		PMI Mileage

**Instructions:** ✓ Indicates that Unit and all equipment is in good condition. ✗ Indicates items missing, need repair, etc (See Remarks)

**1. Lights**

- Headlight-High
- Headlight-Low
- Tail
- Stop/Turn
- License Plate
- Signal
- Dome
- Dash
- Warning Lights  
(Check Engine/  
Tire Pressure)

**2. Power Train**

- Engine
- Transmission
- Trans-Axles
- Steering
- Rear End

**3.  Windshield Wipers**

**4. Equipment Check**

- Jumper Cables
- Flashlight
- Fire Extinguisher
- Tool Box
- Area Maps
- Camera & Film
- First Aid Kit
- Flares
- Jack/Lug Wrench
- Snow Chains\*
- Snow Shovel\*
- Salt\*
- Window Scraper\*
- Snow Emergency Plan\*  
\* Winter

**Forms**

- All Copies
- Books**
- Headway (System)
- Route Descriptions
- Bus Stops
- Destination Codes
- Tariff
- Self-Insurance Certificate
- Snow Plan\*

**5. Damage** Circle damaged parts on the illustration

- Light
- Medium
- Heavy

**6. Fluids**

- Gas
- Oil

**7. Tires**

- Pressure
- Condition

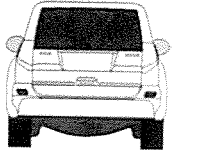
**8.  Brakes**

**9.  Horn**

**10.  Emergency Flashers**

**11. Cleanliness**

- Exterior
- Interior



Remarks:

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Daily Section Summary Report:

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Signature

Payroll Number



**On-Time Performance Checks: Mobile Units**  
**WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY**

DEPARTMENT OF OPERATIONS—BUS SERVICE  
 Office of Bus Transportation

Date \_\_\_\_\_ Location \_\_\_\_\_

Supervisor \_\_\_\_\_ Unit No. \_\_\_\_\_ Lines \_\_\_\_\_

Peak    Off-Peak    Saturday    Saturday Holiday    Sunday

Block Numbers	Route Numbers	Arrival Time		Bus Number	Dir	Destination
		Schedule	Actual			



# On-Time Performance Checks: Mobile Units

ZERO (0) MINUTES EARLY THROUGH TWO (2) MINUTES LATE

Peak  Off-Peak

Be Sure To Complete this Form and Turn It In on Time.

Line	Buses	BLTR	NOTR	SATR	SETR	WETR	ARTR	FMTR	ROTR	LNTR	MOTR
	Checked										
	Late										
	Early										
	Checked										
	Late										
	Early										
	Checked										
	Late										
	Early										
	Checked										
	Late										
	Early										
	Checked										
	Late										
	Early										
	Checked										
	Late										
	Early										





WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY

PRELIMINARY DETENTION

STANDING (1060) BUS

CHANGE (1061) OFF

BUS NO.

BUS NO.

BLOCK NO.

BLOCK NO.

EMPLOYEE NO.

EMPLOYEE NO.

RUN NO.

RUN NO.

LOCATION

LOCATION

TIME

TIME

ROUTE NO.

ROUTE NO.

DESTINATION

TROUBLE

TROUBLE

Operator Instructed to Fill Out Detention.

Operator Instructed to Fill Out Detention.

Signed: \_\_\_\_\_  
Supervisor

Signed: \_\_\_\_\_  
Supervisor



## **Active Service Management Guidelines**

### Operator / BOCC Staff Responsibilities

- BOCC will monitor all service not being managed by the Service Management Center for on-time performance. **BOCC will give top priority in monitoring to the seven selected routes referenced later in this document.**
- BOCC will not make any schedule adjustment to Trippers and routes that have 30 minute headways unless a strategic bus is available to assist.
- When an Operator has called BOCC for a schedule adjustment and does not receive an immediate response and/or is unable to communicate with an SOM at the terminal, the operator must continue the trip late.
- When late service, in need of adjustment, is identified and corrective action is possible, BOCC will make a one-way announcement to the Operator with instructions which may include checking for a text message or that an SOM will meet the bus along the route or the end of the line. Operators should read text messages only at the end of the line and must ensure that their vehicle is properly secured.
- SOMs at Terminals will be expected to consistently identify buses operating late and coordinate schedule adjustments in cooperation with BOCC to the extent possible. SOMs will also coordinate mid-route adjustments and strategic bus additions to the extent feasible.
- Operators remain responsible for notifying BOCC when running late in service operation (including leaving the garage late) and/or when reliefs are missed.

### Bus Division Management

- The Office Manager or Division Superintendent shall monitor late pull outs by Operators throughout the service day. Any Operator identified leaving late from the Division must be rescheduled to the extent feasible and not permitted to "run it late".
- The Office Manager or Division Superintendent shall contact BOCC to make schedule adjustments when a Bus Operator is delayed leaving the garage for any reason (involved in an interview, given work late) and handed a manifest 15 minutes or more late. Division management

must factor in the time it will take for the operator to obtain the bus from the dispatcher, walk to the bus location, perform a pre-trip inspection.

- Complete detention information must be filled out and given to the BOCC Specialist.
- Division management must communicate with BOCC prior to giving operator instructions for schedule adjustments.

### Service Adjustment Window

- The service adjustment window is 15 minutes.
- When service adjustment has been made, the adjustments will be recorded in Maximo by the BOCC Specialist using the assigned code.
- When Service Operations Managers (SOM) make service adjustments they are to inform a BOCC Specialist to record the information (which includes a full detention).

### Pilot Lines for Service Management – Effective June 1, 2014

- **W4, P6, 80, 60,62,63,64.**
- As referenced earlier, if an Operator is running 15 minutes late, BOCC will make a one way call to the bus with instructions or inform the Operator to check their text message at the end of the line. The bus must be properly secured prior to viewing message.
- Service Managers will be placed at following locations to make schedule adjustments as needed:
  - Brookland Station -> Rhode Island Avenue Station
  - 7<sup>th</sup> & Hst. N.W. -> Anacostia Station
  - Petworth -> 10<sup>th</sup> & Pennsylvania Ave, N.W.
  - 15<sup>th</sup> & I Street -> 17<sup>th</sup> I Street
  - Fort Totten Station -> Addison Road
  - Minnesota Ave Station

Training Instructors are encouraged to support the SOMs with Active Service Management practices when in the field.



**Metrobus  
Service Operations  
Manager  
Playbook**



## SOM PLAYBOOK TABLE OF CONTENTS

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## SUPERVISION STAFF ROLES AND RESPONSIBILITIES

Key Metrobus Supervision Staff responsibilities are :

- Bus Operations Control Center (BOCC)
  - Responsible for monitoring the operations of all WMATA bus lines
  - Responsible for communicating corrective measures initiated by the SOMs or OTPC to other SOMs and bus operators
  - Responsible for coordinating communication between all supervisory staff and Metrobus operators
  
- On-Time Performance Center (OTPC)
  - Responsible for monitoring the operations of specific PCN bus lines
  - Responsible for initiating corrective measures related to schedule adherence, in coordination with the BOCC and SOMs
  
- Service Operations Manager (SOM)
  - Responsible for tracking schedule adherence at line terminals and along mid-points of Metrobus lines
  - Responsible for communicating schedule adherence issues to the OTPC and BOCC as situations occur
  - Responsible for initiating and implementing corrective measures to maintain schedule adherence and deal with other situations which may arise, in coordination with the BOCC and OTPC

## CORRECTIVE ACTION RESPONSE STRATEGIES

- Generally, the “response trigger” for implementing the following strategies would occur when the gap between vehicles closes to 0.5 times or exceeds 1.5 times the scheduled headway
  - Exceptions to this guideline are likely to occur depending on the specific route and the service operations during peak periods
  - Focus is on “filling the gap”, which is constantly moving
- Implementation of any Corrective Action Response Strategy will be at the discretion of the Service Operations Management Team
- Schedule Adherence Corrective Action Response Strategies:
  - Mid-Line or Terminal Hold
  - Mid-Line or Terminal Turnback
  - Strategic Bus
  - Re-Blocking
  - “Skip-Stop” or “Alight-Only” Operations
- Other Scenarios Requiring Corrective Actions include:
  - Unplanned Line Blockage
  - Planned Line Blockage
  - Bus Stop is Blocked
  - Breakdowns/Mechanical Problems
  - Accidents involving Metrobus vehicle
  - Emergency Situations
  - Removing an Operator from duty

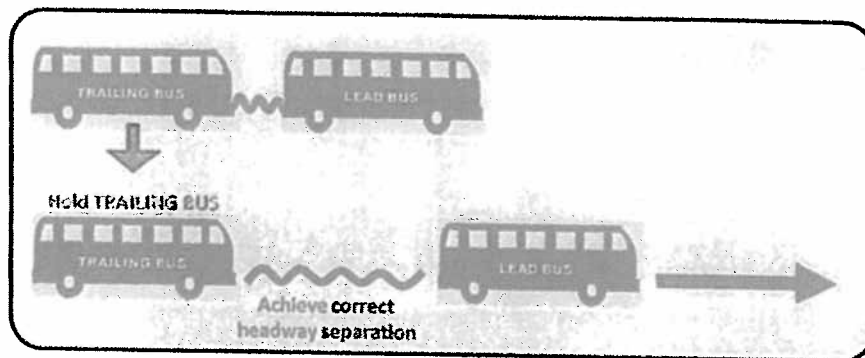


## MID-LINE or TERMINAL HOLD

**TRIGGER:** The lead bus is running behind or trailing bus is running ahead of schedule and buses are bunched.

*Dedicated Line SOM takes action*

- Hold the trailing bus at mid-line point or terminal:



### PROCEDURE

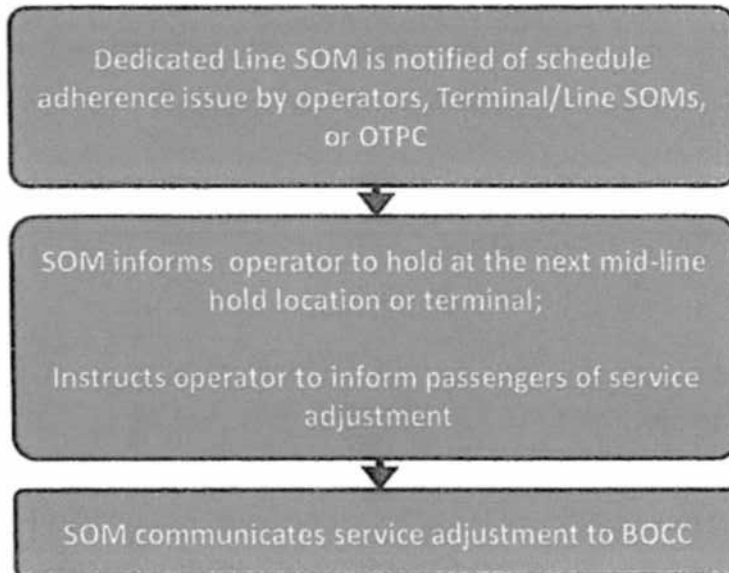
- Observe the schedule adherence issue.
- Notify "trailing" bus operator to hold for two minutes at the next mid-line hold stop or at the terminal.
- Instruct bus operator to inform passengers of corrective action.

### KEYS TO REMEMBER

- Strategy may work best in urban environments.
- Be aware of capacity issues on the lead bus; this strategy may lead to uneven loads.
- Operators may use a "soft hold", where they slow down operations to achieve proper separation.

## MID-LINE or TERMINAL HOLD

### COMMUNICATIONS PROCEDURE



### OPERATOR ANNOUNCEMENT TO PASSENGERS

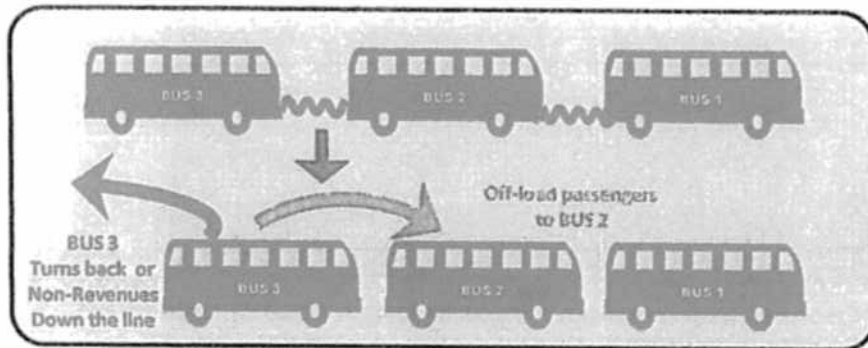
#### MID-LINE HOLD

"We apologize for the inconvenience, but the bus will be held at this position for up to [X] minutes. This will allow the bus to get back on schedule. Thank you."

## MID-LINE or TERMINAL TURNBACK

**TRIGGER:** The lead bus is running behind schedule and multiple buses are bunched.  
*Dedicated Line SOM takes action*

- Turnback or Non-Revenue a bus to a point where it is on-time, running in the opposite direction.



### PROCEDURE

- Observe the schedule adherence issue.
- Determine point where turnback will occur or where the bus will non-revenue to/from the terminal.
- Inform operator of the latest bus to turnback or non-revenue back to a point on the line.
- If mid-line turnback, board the bus and ask passengers to transfer to bus in front.

### KEYS TO REMEMBER

- Strategy may work best in urban environments or lines with frequent service.
- Be aware of capacity issues; only use turnback if Bus 2 has capacity to take on passengers of Bus 3.

## MID-LINE or TERMINAL TURNBACK

### COMMUNICATIONS PROCEDURE

Dedicated Line SOM is notified of schedule adherence issue by operators, Terminal/Line SOMs, or OTPC

SOM informs operator to perform Mid-Line Turnback or Non-Revenue at the terminal;  
If Mid-Line Turnback, SOM boards bus to inform passengers of service adjustment

SOM communicates service adjustment to BOCC

### OPERATOR ANNOUNCEMENT TO PASSENGERS

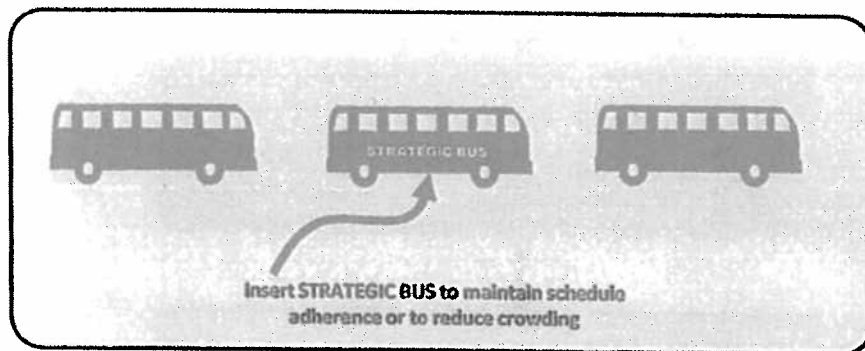
#### MID-LINE or TERMINAL TURNBACK

"We apologize for the inconvenience, but this bus will be going out of service. Please exit the bus here and load the [Route #] bus to the front. Thank you."

## INSERT STRATEGIC BUS

**TRIGGER:** There are large gaps in the headway separation, or buses are at passenger capacity, impacting service reliability.  
*Dedicated Line SOM takes action*

- Insert strategic bus to maintain schedule adherence or to reduce crowding:



### PROCEDURE

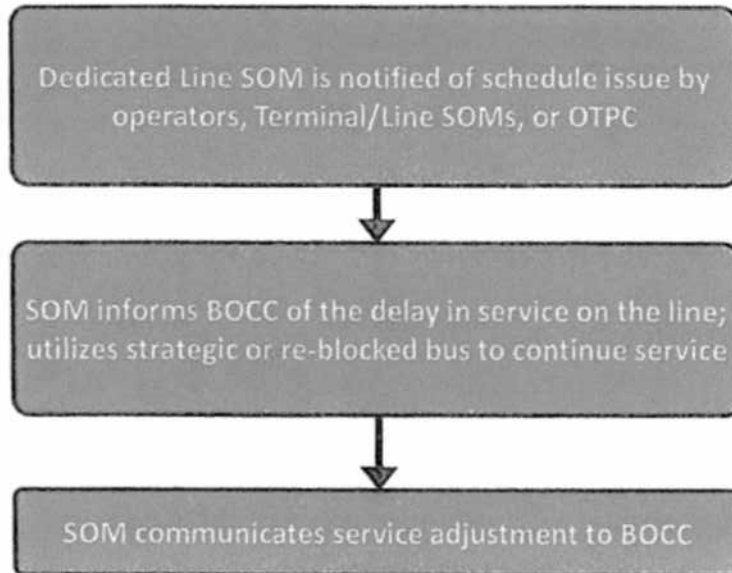
- Observe the schedule adherence issue or extreme passenger crowding.
- Determine point where strategic bus will be inserted into the line.
- At terminal, determine whether to keep strategic bus in service or station for future use.

### KEYS TO REMEMBER

- Inserting a strategic bus is the easiest and most effective strategy; however, strategic buses may not always be available to use or be dedicated to specific lines.
- Always give clear instruction to the bus operator.
- Stage strategic (gap) bus at a neutral location to be utilized only on Priority Corridor routes; ensure operator has knowledge of route and clear communication with BOCC.

## INSERT STRATEGIC BUS

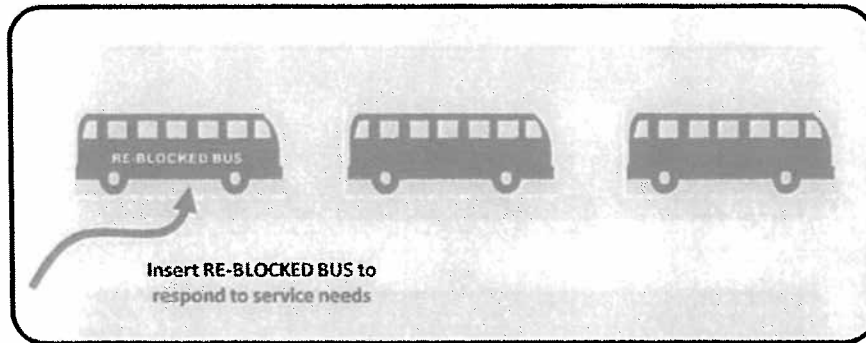
### COMMUNICATIONS PROCEDURE



## RE-BLOCKING A BUS

**TRIGGER:** A bus ending its block may be assigned to another line or kept out on assignment to respond to service needs  
*Dedicated Line SOM takes action*

- Insert re-blocked bus to respond to service needs:



### PROCEDURE

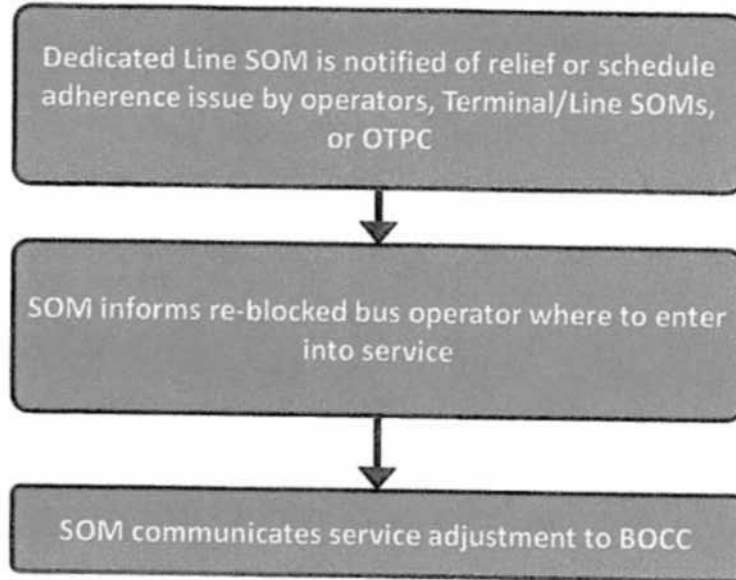
- Observe a relief schedule issue or extreme delay in service.
- Coordinate with appropriate SOM and BOCC to identify a candidate bus to be re-blocked.
- Determine point where re-blocked bus will be inserted into the line.
- SOM to decide whether to continue bus in current block or to send bus back to terminal to re-block.

### KEYS TO REMEMBER

- Re-blocking may cause issues with automated overhead signs and NextBus, leading to customer confusion.
- Instruct operator to properly log-on.
- Utilize headways and all necessary resources available.

## RE-BLOCKING A BUS

### COMMUNICATIONS PROCEDURE



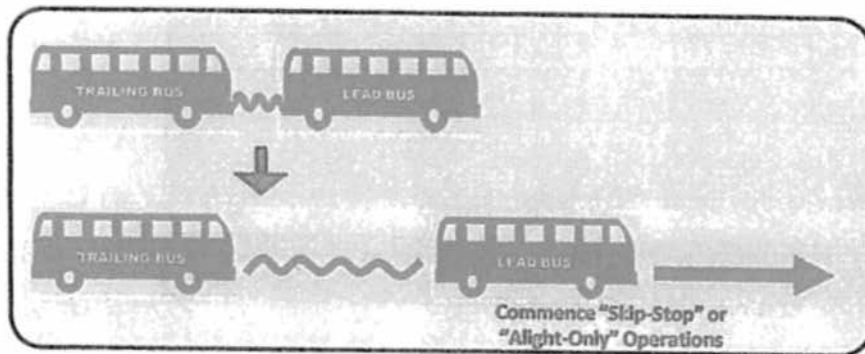


## SKIP-STOP or ALIGHT-ONLY OPERATIONS

**TRIGGER:** The lead bus is running behind schedule and buses are bunched.

*Dedicated Line SOM takes action*

- Implement "Skip-Stop" or "Alight-Only" Operations:



### PROCEDURE

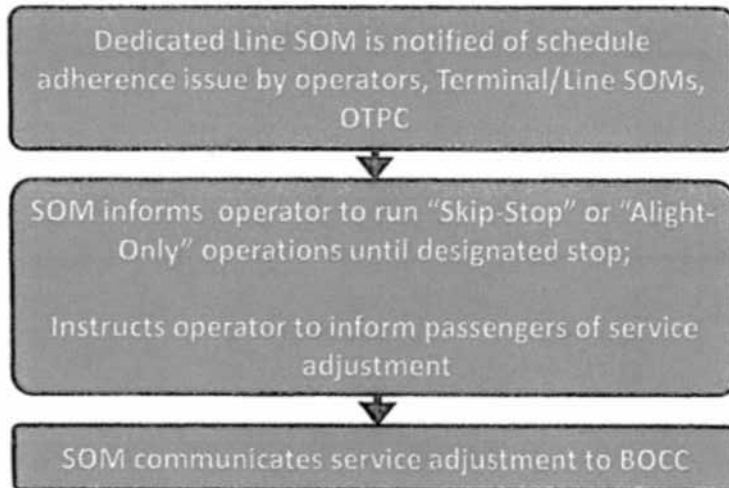
- Observe the schedule adherence issue.
- Determine length of "skip-stop" or "alight-only" operations (designate stop to resume normal service).
- Inform Lead Bus operator to run in "skip-stop" or "alight-only" mode until designated stop.
- Instruct operator to inform passengers of corrective action.

### KEYS TO REMEMBER

- Strategy may work best in urban environments or lines with frequent service.
- Be aware of trunk routes vs. routes with different destinations. Only use strategy for routes or segments with common terminal.
- Only start "skip-stop" or "alight-only" operations if the following bus is within sight of the lead bus.
- Operator announcements must be repeated at all stops.

## SKIP-STOP or ALIGHT-ONLY OPERATIONS

### COMMUNICATIONS PROCEDURE



### OPERATOR ANNOUNCEMENT TO PASSENGERS

#### "SKIP-STOP" OPERATIONS

"We apologize for the inconvenience, but this bus will now be starting "Skip-Stop" Operations. The bus will not stop until \_\_\_\_\_. If you need to get off before \_\_\_\_\_, please exit the bus here and wait for the next [Route #] bus. This will allow the buses to get back on schedule, avoid crowding, and speed up service. Thank you."

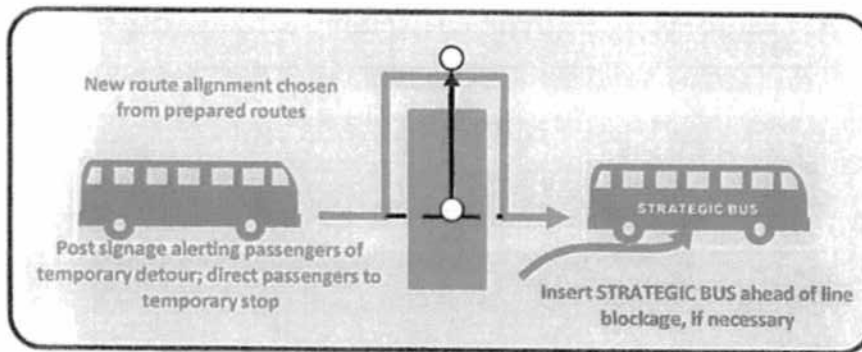
#### "ALIGHT-ONLY" OPERATIONS

"We apologize for the inconvenience, but this bus will now be starting "Alight-Only" Operations to allow the buses to get back on schedule. The bus will not stop to pick up passengers until \_\_\_\_\_. If you need exit the bus, please use the rear doors. Thank you."

## UNPLANNED LINE BLOCKAGE

**TRIGGER:** A situation has occurred, blocking the line.  
*Mobile Dedicated Line SOM takes action*

- Inform the BOCC of new route alignment. Insert strategic bus ahead of the blockage, if necessary:



### PROCEDURE

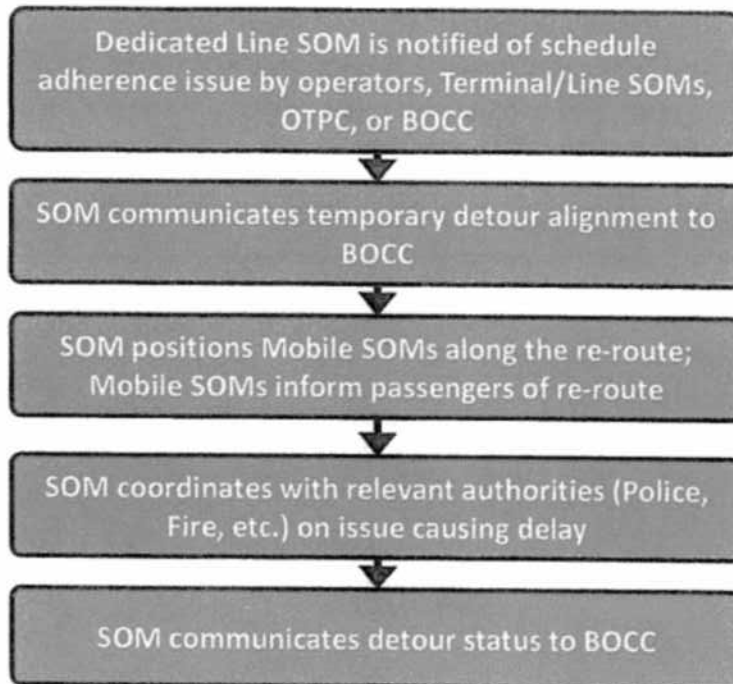
- Receive notice of blockage on the route.
- Determine detour alignment from prepared routes; notify BOCC of alignment.
- Post signage alerting passengers of temporary detour; direct passengers to temporary stop.
- Insert strategic bus ahead of line blockage, if necessary.
- Monitor line situation and communicate information with BOCC.

### KEYS TO REMEMBER

- Strategy may work best in urban environments.
- Communicating the line blockage and locations of temporary stops to the public is critical.

## UNPLANNED LINE BLOCKAGE

### COMMUNICATIONS PROCEDURE



### OPERATOR ANNOUNCEMENT TO PASSENGERS

#### RE-ROUTE – UNPLANNED EVENT

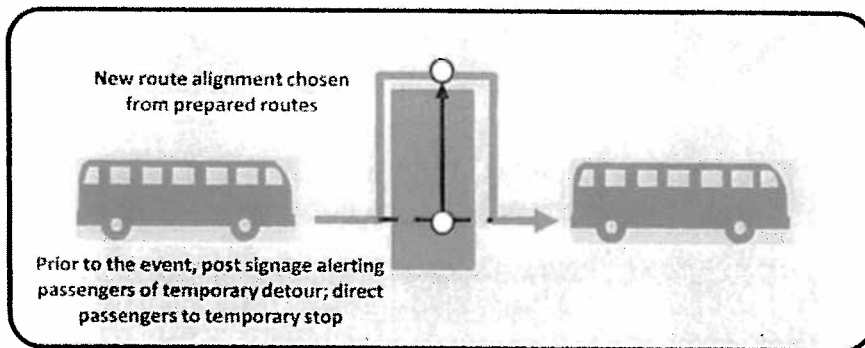
"We apologize for the inconvenience, but there is a situation that has blocked the line. The bus will be re-routed around the situation. The temporary re-route will occur from [stop] to [stop]. Thank you."

[Operators will also tell passengers the closest stops to key destinations along the line during re-route]

## PLANNED LINE BLOCKAGE

**TRIGGER:** A planned event has blocked the line.  
*Dedicated Line SOM takes action*

- Inform BOCC of new route alignment prior to event; BOCC communicates new route alignment to all SOMs and Operators



### PROCEDURE

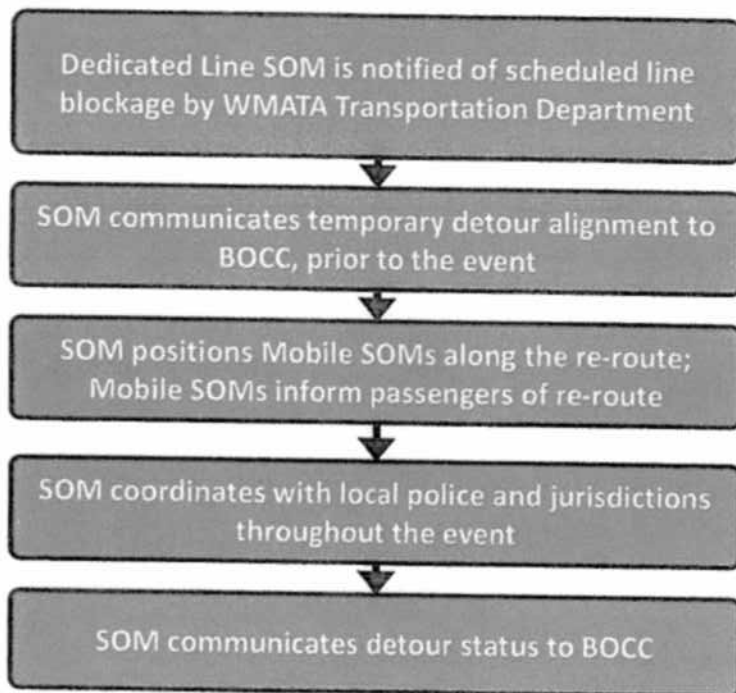
- Receive notice of planned blockage on the route.
- Determine detour alignment from prepared routes; notify BOCC of alignment.
- Prior to the event, post signage alerting passengers of temporary detour; direct passengers to temporary stop during the event.
- Monitor line situation and receive information from BOCC.

### KEYS TO REMEMBER

- Communicating the line blockage and locations of temporary stops to the public prior to the event is critical.
- During the event, ensure operators have accurate knowledge of detour.

## PLANNED LINE BLOCKAGE

### COMMUNICATIONS PROCEDURE



### OPERATOR ANNOUNCEMENT TO PASSENGERS

#### RE-ROUTE – PLANNED EVENT

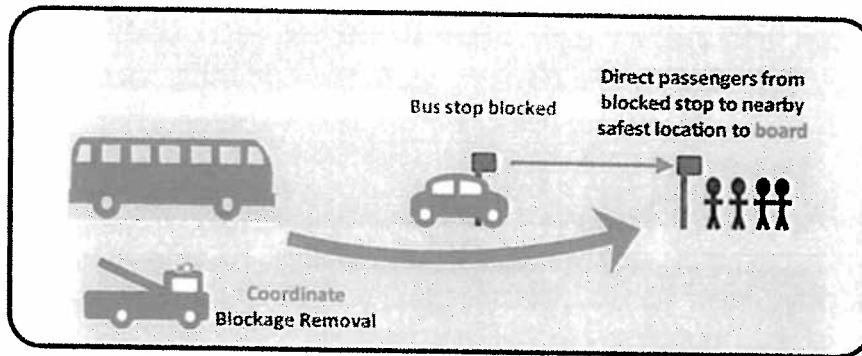
“Please be advised, a re-route will be required because of street closures between [‘on’ street] and [‘at’ street]. The re-route will be in effect between [time] and [time] on [date]. Thank you.”

[Operators will also tell passengers the closest stops to key destinations along the line during re-route]

## BUS STOP BLOCKED

**TRIGGER:** Access to bus stop is blocked.  
*Mobile Dedicated Line SOM takes action*

- Direct passengers from blocked stop to nearby safe location:



### PROCEDURE

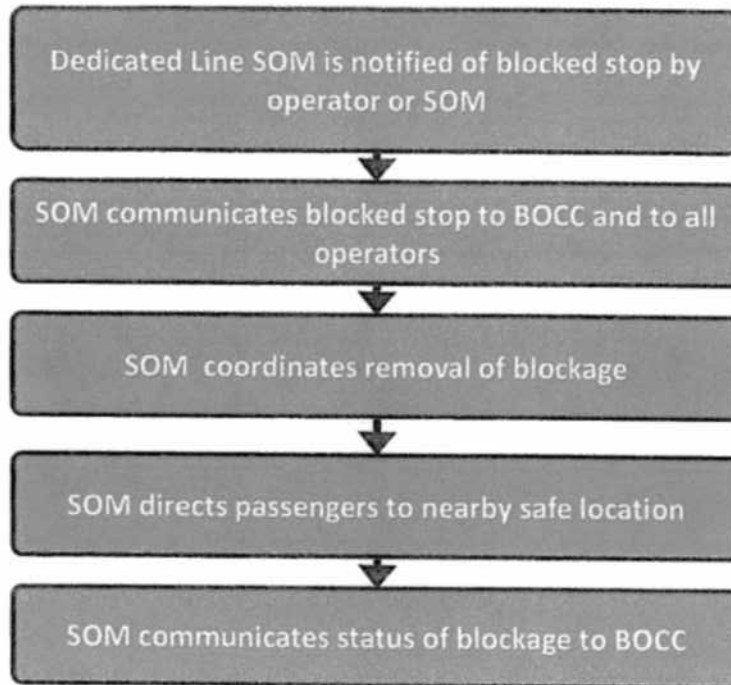
- Receive notice of blocked stop.
- Direct passengers from affected stop to nearby safe location to board and alight.
- Coordinate with BOCC and appropriate personnel to clear blockage.
- Notify BOCC when blockage is clear.

### KEYS TO REMEMBER

- It is not illegal to park in front of a bus stop in all jurisdictions; be aware of local parking enforcement laws.
- Downed trees or power lines may also block a stop from service, contact appropriate personnel to clear blockage.

## **BUS STOP BLOCKED**

### **COMMUNICATIONS PROCEDURE**



### **OPERATOR ANNOUNCEMENT TO PASSENGERS**

#### **BUS STOP IS BLOCKED**

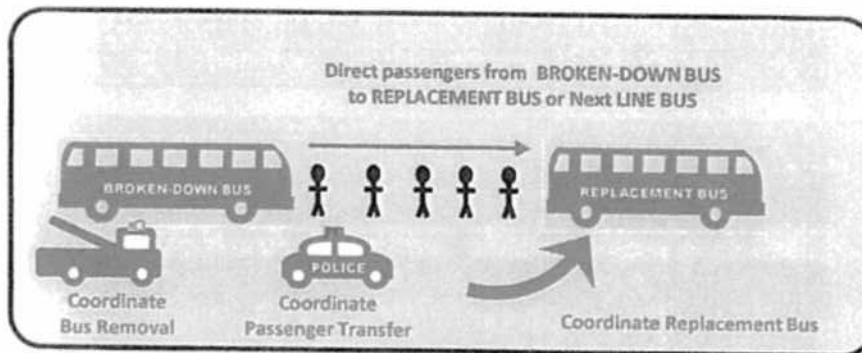
"We apologize for the inconvenience, but this bus stop is blocked. We will stop at the next safe location so you can exit the bus. We are notifying the local police about the blockage. Thank you."



## BREAK-DOWNS/MECHANICAL PROBLEMS

**TRIGGER: Metrobus Vehicle experiences a break-down or mechanical problem**  
*Mobile Dedicated Line SOM takes action*

- Coordinate replacement bus/bus removal; assist in passenger transfer



### PROCEDURE

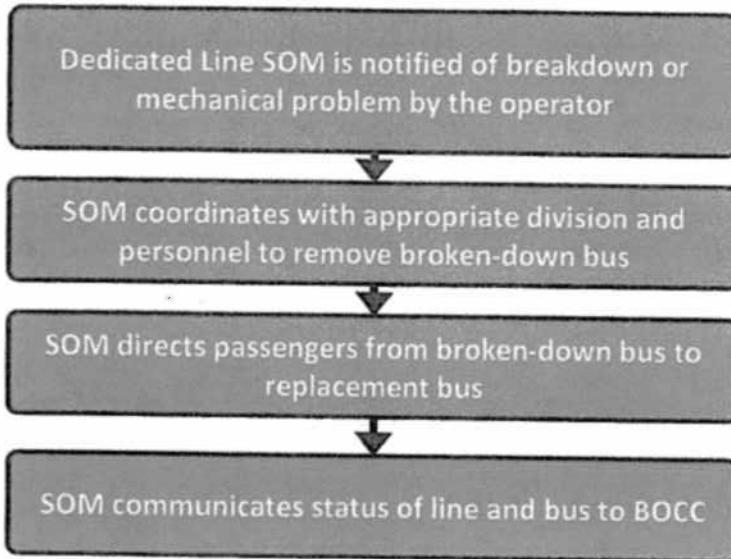
- Receive notice that bus has experienced a breakdown or mechanical problem.
- If bus is operational, coordinate replacement at the terminal.
- If bus is not operational, inform operator to move bus to a safe location (if possible); relocate to location of broken-down bus.
- Coordinate with appropriate division mechanical department for a replacement bus and for bus removal.
- Coordinate with BOCC and appropriate authorities to assist with passenger transfer if necessary or if in an un-safe area.
- Assist in passenger transfer once replacement bus or the next line bus has arrived.

### KEYS TO REMEMBER

- Police presence is required to assist in passenger transfer in situations where a bus has broken down on a highway.

## **BREAK-DOWNS/MECHANICAL PROBLEMS**

### **COMMUNICATIONS PROCEDURE**



### **OPERATOR ANNOUNCEMENT TO PASSENGERS**

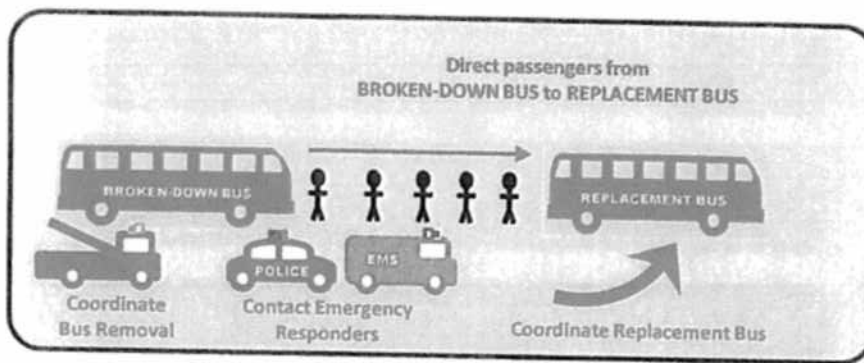
#### **BREAK-DOWN/MECHANICAL PROBLEM**

"The bus has experienced a mechanical problem. A replacement bus is on its way to continue the trip. For your safety, please remain seated. When the replacement bus has arrived, a Metro employee will assist in the boarding of the replacement bus. Thank you."

## ACCIDENTS INVOLVING METROBUS VEHICLE

**TRIGGER:** Metrobus Vehicle is involved in an accident  
*Mobile SOM takes action*

- Ensure the safety of all persons at the scene of the accident; coordinate replacement bus/bus removal; assist in passenger transfer; investigate the accident



### PROCEDURE

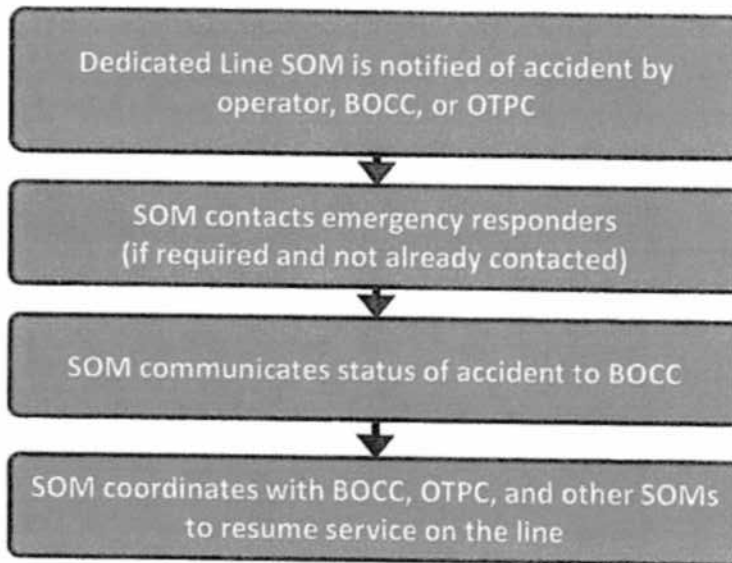
- An emergency situation is reported to the BOCC.
- BOCC informs all relevant emergency responders of incident.
- BOCC informs all SOMs and Operators of emergency situation.
- BOCC, SOMs, and Operators follow emergency procedures depending on situation.
- SOM assists in passenger evacuation to safe location, if necessary.
- SOM assists in incident investigation, if necessary.
- SOMs will coordinate emergency response and transition back to normal service.

### KEYS TO REMEMBER

- Safety is the number one priority . . . safety of patrons, employees, equipment, and the environment.

# ACCIDENTS INVOLVING METROBUS VEHICLE

## COMMUNICATIONS PROCEDURE



## OPERATOR ANNOUNCEMENT TO PASSENGERS

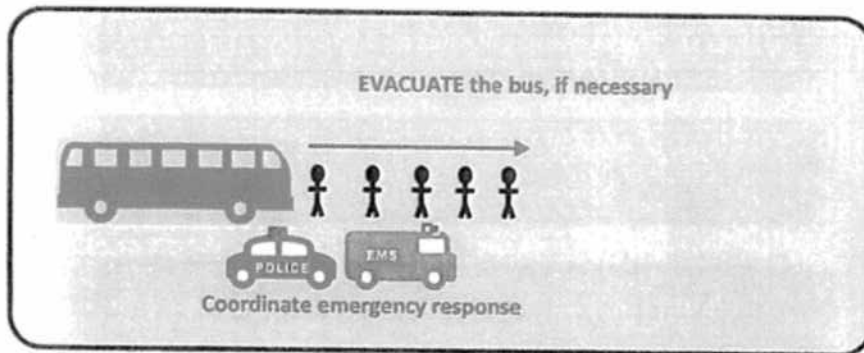
### ACCIDENT

"The bus has been involved in an accident. A replacement bus is on its way to continue the trip. For your safety, please remain seated. When the replacement bus has arrived, a Metro employee will assist in the boarding of the replacement bus. Thank you."

## EMERGENCY SITUATION

**TRIGGER:** BOCC reports an emergency situation impacting Metrobus service.  
*BOCC coordinates response*

- Ensure the safety of all persons at the scene of the incident; follow emergency procedures



### PROCEDURE

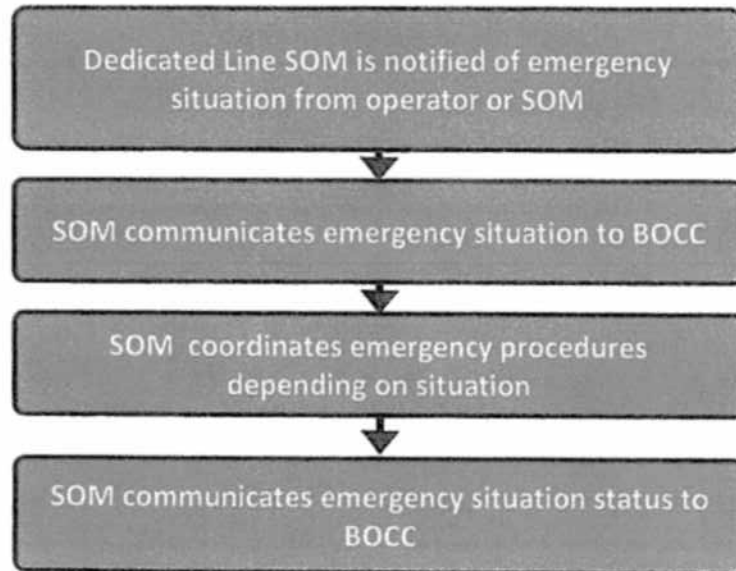
- An emergency situation is reported to the BOCC.
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- BOCC informs all SOMs and Operators of emergency situation.
- BOCC, SOMs, and Operators follow emergency procedures depending on situation.
- SOM assists in passenger evacuation to safe location, if necessary.
- SOM assists in incident investigation, if necessary.
- SOMs will coordinate emergency response and transition back to normal service.

### KEYS TO REMEMBER

- Safety is the number one priority . . . safety of patrons, employees, equipment, and the environment.

## EMERGENCY SITUATION

### COMMUNICATIONS PROCEDURE



### OPERATOR ANNOUNCEMENT TO PASSENGERS

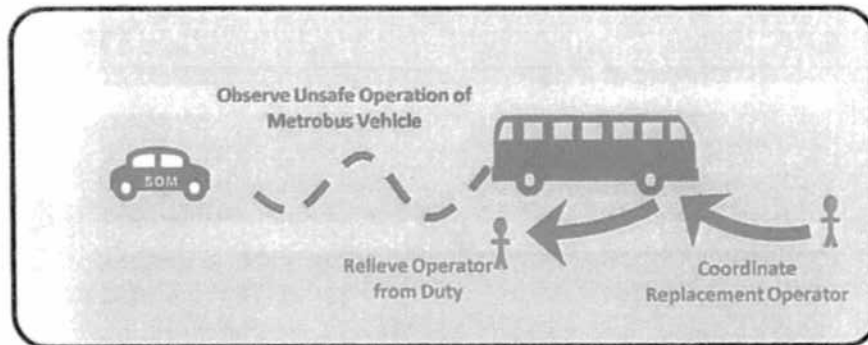
#### EMERGENCY SITUATION

"There is an emergency situation impacting service. For your safety, please remain seated. Once the situation is resolved, we will resume service. Thank you."

## REMOVAL OF OPERATOR DUE TO UNSAFE OPERATION OF A BUS

**TRIGGER:** An operator is displaying unsafe operation of a Metrobus Vehicle and should be relieved of duty  
*Mobile Dedicated Line SOM takes action*

- Remove operator from duty; coordinate replacement operator



### PROCEDURE

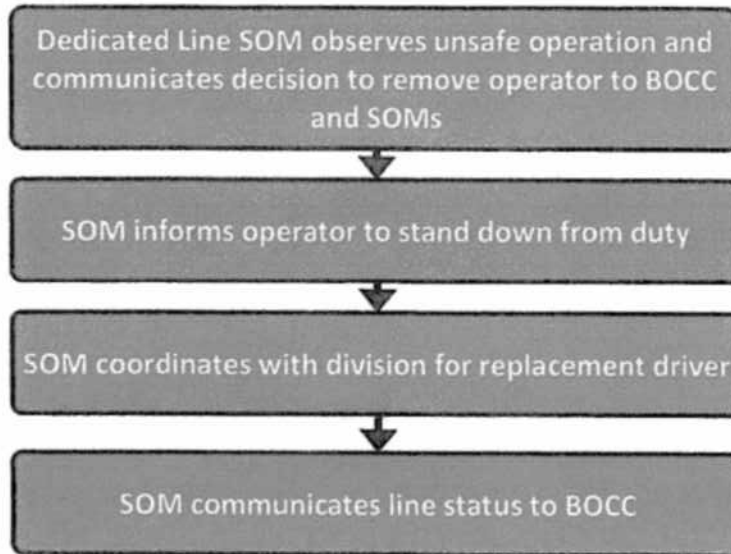
- Observe unsafe operation of Metrobus vehicle.
- Inform bus operator to pull over at next safe location and to exit the vehicle.
- Inform operator that he/she will be relieved of duty immediately.
- Coordinate with Division to find a replacement operator for the line.
- Board the bus and inform passengers the operator has been relieved of duty.
- Inform passengers to board the next line bus or that a replacement operator is on the way.

### KEYS TO REMEMBER

- SOM must observe the unsafe operation before relieving the operator from duty; may have to trail bus.

## REMOVAL OF OPERATOR DUE TO UNSAFE OPERATION OF A BUS

### COMMUNICATIONS PROCEDURE



### OPERATOR ANNOUNCEMENT TO PASSENGERS

#### REQUEST FROM SUPERVISOR TO STOP FOR FACE-TO-FACE MEETING

"We apologize for the delay, but I have been informed to stop to talk with my supervisor at the next stop. We appreciate your patience. Thank you."

#### SUPERVISOR ANNOUNCEMENT TO PASSENGERS

"We apologize for the delay, but the operator has been temporarily relieved of duty. A replacement operator is on their way. Please remain seated until the operator has arrived or the next line bus. We appreciate your patience. Thank you."



## DOCUMENTATION OF THE EVENT

- SOMs are responsible for documenting corrective actions taken to maintain Priority Corridor line service.
- This includes any schedule adjustments and/or safety concerns that would assist in ensuring better service.
- It is important to document corrective actions taken in order to be able to:
  - Reduce customer complaints;
  - Document on-time performance; and
  - Better understand the best practices of each specific line.
- Documentation should include the following:
  - Type of service issue
    - Example: Two buses bunched at 14<sup>th</sup> St & U St
  - Route # and Block #
    - Ex: Route 70, Block N-700
  - Bus # (s)
    - Ex: Located in the front window of the bus, #5301
  - Date and Time of reported service issue
    - Ex: Thursday, May 24, 2012, 5:45 PM
  - Location of service issue
    - Ex: 14th St & U St NW
  - Corrective Action taken
    - Ex: Mid-Line Hold of Bus # 5301
  - Justification for Corrective Action
    - Ex: Bus #5301 was held for 2 minutes to allow proper separation of buses traveling on Route 70.

## CONTACT INFORMATION

### KEY CONTACTS

WMATA Bus Operations Communication Center..... 202-962-1815  
 WMATA PCN On-Time Performance Center ..... 202-962-1475  
 (alternate) 202-962-1469  
 General Information/Customer Service ..... 202-637-7000  
 Suggestions/Complaints ..... 202-637-1328  
 Metro Transit Police (Non-Emergency) ..... 202-962-2121

### DIVISION CONTACTS

Bladensburg Division	Main: 202-962-5607	Maintenance: 202-962-5680
Four Mile Run Division	Main: 202-635-6796	Maintenance: 202-635-6950
Landover Division	Main: 240-487-3780	Maintenance: 240-487-3770
Montgomery Division	Main: 240-487-3760	Maintenance: 240-487-3750
Northern Division	Main: 202-962-5800	Maintenance: 202-962-5801
Royal Street Division	Main: 202-635-6962	Maintenance: 202-962-6175
Shepherd Parkway Division	Main: 202-962-5888	Maintenance: 202-962-5600
Southern Ave Division	Main: 301-955-4200	Maintenance: 301-955-4220
West Ox Road Division	Main: 202-962-9880	Maintenance: 202-962-9870
Western Division	Main: 202-962-5860	Maintenance: 202-962-5852

**Active Management:** Provide an exceptional customer experience, focused on delivering quality service by, initiating solutions, enthusiastic teamwork and effective communication. The objective of active management is to deliver quality service by effectively servicing, managing and supporting our internal and external customers. An effective Manager is required to utilize critical thinking and decision making skills to initiate new ideas to support and provide excellent customer service. Managers will develop interpersonal skills that will demonstrate behaviors that is conducive to enhancing job performance. These developed skills will promote effective communication, information sharing and a willingness to take action. Managers who demonstrate teamwork, will enable an environment for productive working relationships with team members through shared information and assisting our internal and external customers. Active Management promotes coordinating new ideas that generate creative solutions that supports an exceptional customer experience.

# CONSUMER COMPLAINT RESPONSE

COMPLAINT NUMBER	DATE	
NATURE OF COMPLAINT	TIME	LOCATION
DATE	UNIT	SUPERVISOR

## ON TIME PERFORMANCE

BLOCK	ROUTE	SCHEDULED TIME	ACTUAL TIME	BUS NUMBER	DESTINATION	DATE

## OBSERVATIONS / REMARKS / ACTION TAKEN

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SUPERVISOR'S SIGNATURE: \_\_\_\_\_

# **DEPARTMENT OF BUS SERVICE**

## **STANDARD OPERATING PROCEDURE**

- **NON-REVENUE VEHICLE AFTER HOUR  
TOWING SERVICE**
- **DISABLED VEHICLE RESPONSE**

## **ADMINISTRATIVE PROCEDURE**

- **SUSPECTED HAZARDOUSE MATERIAL**



Washington Metropolitan Area Transit Authority

DEPARTMENT OF BUS OPERATIONS

Standard Operating Procedure

<b>CATEGORY</b> Operational/Maintenance	<b>TOPIC</b> Non-Revenue Vehicle After Hour Towing Service
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<b>PROCEDURE NO.</b> 2.17/1	<b>TITLE</b> Non-Revenue Vehicle After Hour Towing Service
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<b>LATEST REVISION NO.</b> 1	<b>LATEST REVISION DATE</b> August 11, 2005	<b>LATEST REVIEW DATE</b> August 11, 2005	<b>EXPIRATION DATE</b> None
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<b>OFFICE/INDIVIDUAL OF PRIMARY RESPONSIBILITY</b> BMNT
--

EFFECTIVE PAGES

DISTRIBUTION

- COO/BUS- Requa
- BMNT - Wallace  
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Hobbs  
Pravlik  
Superintendents  
Bus Maintenance Supervisors  
Support Staff
- BENG - Golden  
Kapoor
- OPAS - Gannaway  
Waple
- SAFE - Buettner  
Briscoe
- BTRA - Mobley  
Strader  
Petruccelli  
Cannon  
Superintendents

<b>DISTRIBUTION</b> ALL BMNT OFFICES	<b>COORDINATION WITH OTHER PUBLICATIONS</b>
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<b>APPROVAL: GENERAL SUPERINTENDENT</b>	<b>DIRECTED BY: COO-BUS</b>
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## PURPOSE

The purpose of this policy statement is to ensure that the Department of Bus Operations (BUS) establishes standardized procedures for the after hours towing of non-revenue vehicles.

## SCOPE

This procedure is applicable to all operating division, shops and support activities within the Department of Bus Operations.

## RESPONSIBILITIES

- A. The General Superintendent of Bus Maintenance has overall responsibility for the administration of this Standard Operating Procedure.
- B. The Assistant General Superintendent, Maintenance Superintendents, Managers, Bus Maintenance Supervisors (or designees) are responsible for adherence to this SOP at all operating and support locations.

## POLICY

- A. During normal duty hours and days of operation; Monday through Friday 6:00 AM to 5:00 PM, the Service Vehicle Maintenance Shop should be contacted on 962-5610 to request towing road calls for the non-revenue vehicles.
- B. During non-duty hours, weekends or holidays, bus service Central Control should be contacted at 962-1811 to arrange for towing assistance (complete attached request for service).

**This Vendor Towing Service Should Only Be Utilized If the Vehicle Is in an Unsafe Location or in an Emergency Situation. If the Vehicle Is in a Secured Location, Contact the Service Vehicle Maintenance Shop the next Day of Business per Item A.**

C. The following are the instructions for completing the towing and recovery information sheet when requesting vendor assistance.

- Location: Is Vehicle in Secured area? If yes route road call to SVMT (Item A)
- Vehicle: Vehicle Number or Unit Number
- Date: Date when call is received
- Time: Time when call is received
- Call Received By: BUSV employee taking information
- Service Requested By: Person requesting service
- Phone Number: Requestor's phone number
- Site Location and Service: Input the site location (i.e., Beltway RT 495 & Central Avenue), and what service needs to be performed (i.e., general breakdown, accident, etc.)
- Any other information such as person to see or a time to be at site, etc., should be noted in this space.
- Vehicle Make, Model and Year: Self explanatory
- Service Information: Information provided here includes current vendor's phone numbers for calling in service. Vendor's fax number for faxing sheet to vendor, and number for after hours service. You must circle which vendor that is being used.

**To Receive Service, You must Phone in the Information, Then Fax the Sheet to the Vendor. Original Sheet must Then Be Sent to the Service Vehicle Shop - Bladensburg. Attention Don Scruggs**

- Time Called: Time service is requested from vendor
- Date: Date service is requested from vendor
- Called By: Person's name calling in service
- Received By: Name of vendor's employee receiving call
- Remarks: Anything pertaining to the call or service.

D. In the case of a vehicle involved in a collision, the vehicle is not to be towed until released by the BTRA Street Supervisor or MTPD officer on scene. Once released the vehicle is to be towed DIRECTLY to the SVMT body shop located in the rear of the Carmen Turner Facility.

Compliance with this SOP will ensure that all non-revenue vehicles will be towed in a timely and efficient manner.





Washington Metropolitan Area Transit Authority

DEPARTMENT OF BUS SERVICE

Standard Operating Procedure

CATEGORY

Operational/Maintenance

TOPIC

Disabled Vehicle Response

PROCEDURE NO.  
2.4/0

TITLE

Disabled Vehicle Response

LATEST REVISION NO.  
Revision 1

LATEST REVISION DATE  
January 1, 1997

LATEST REVIEW DATE  
January 1, 1997

EXPIRATION DATE  
None

OFFICE/INDIVIDUAL OF PRIMARY RESPONSIBILITY

BMNT

EFFECTIVE PAGES

DISTRIBUTION

BMNT - Kurtz  
Wallace  
Superintendents  
Managers  
Shop Supv.  
GSS  
Krukowski  
QTRN - Gillum  
Barker  
Mitchell  
Petruccelli  
ENOS - Woods

DISTRIBUTION

ALL BMNT OFFICES

COORDINATION WITH OTHER PUBLICATIONS

APPROVAL: GENERAL SUPERINTENDENT

DIRECTED BY: AGM-BUSV

## PURPOSE

The purpose of this policy statement is to ensure that the Department of Bus Service (BUSV) establishes standardized procedures for the safe response to disabled vehicles in revenue service.

## SCOPE

This procedure is applicable to all operating divisions, shops and support activities within the Department of Bus Service.

## RESPONSIBILITIES

- A. The General Superintendent of Bus Maintenance has overall responsibility for the administration of this Standard Operating Procedure.
- B. The Assistant General Superintendent, Maintenance Superintendents, Managers, Shop Supervisors, and Garage Shift Supervisors (or designees) are responsible for adherence to this SOP at all operating and support locations.

## POLICY/PROCEDURES

In order to minimize potential safety hazards when responding to a disabled vehicle, the following criteria is established:

1. Park Service Truck/Scout Car behind disabled vehicle at a distance of approximately twenty-five (25) feet.
  - A. If work must be performed on the side of the vehicle (i.e., battery compartment, A/C unit), park vehicle offset and behind the area that is to be worked on to provide a safe work area.
  - B. Insure disabled vehicle and Service Truck/Scout Car have emergency flashers and lights operating.
2. ~~ONE TRIANGLE~~ must be placed approximately fifteen (15) feet and ~~ONE TRIANGLE~~ twenty-five (25) feet behind Service Truck/Scout Car and ~~ONE TRIANGLE~~ placed approximately fifteen (15) feet in front of the left front corner of disabled vehicle.
3. Immediate efforts must be made to move disabled vehicle to a safe area out of the flow of traffic.

**NOTE:** If diesel fuel or gasoline is present on roadway, ~~TRIANGLE~~ should be placed more than fifty (50) feet from the spillage.

Compliance with this SOP will ensure the optimum safety of all BUSV employees and equipment during recovery of disabled vehicles.



Washington Metropolitan Area Transit Authority

DEPARTMENT OF OPERATIONS

Administrative Procedure

CATEGORY Operational Inter-Office or Inter-Departmental		TOPIC Suspected Hazardous Material	
PROCEDURE NO. 207-21	TITLE Suspected Hazardous Material Release or Unknown Substance on Metrobus		
LATEST REVISION NO. None	LATEST REVISION DATE October 17, 2001	LATEST REVIEW DATE October 17, 2001	EXPIRATION DATE None
OAP APPLIES TO All Bus Transportation (BTRA) Employees			
OFFICE/INDIVIDUAL OF PRIMARY RESPONSIBILITY BUSV			
EFFECTIVE PAGES			
DISTRIBUTION All OAP Manual holders and users and all		COORDINATION WITH OTHER PUBLICATIONS	
APPROVAL: DIRECTOR COO <i>John P. Regan</i> 10/19/01		DIRECTED BY: DGM/OPER <i>James T. Gallagher</i> 10/19/01	



- 8 Quick Mask to be used for evacuation only.
- 9 Unknown Substance - release or spill which presents no adverse health symptoms, no smell, no perceived or obvious threat, no evidence of tampering, and not located or positioned in a manner that indicates an attempt to conceal its presence.

## 5. POLICIES

This procedure outlines how operating personnel will report and manage any suspected release of hazardous materials or unknown substance on any Authority vehicles.

## 6. PROCEDURES

When Bus Operators observe or are notified of a suspected hazardous material release or unknown substance on their vehicle they shall:

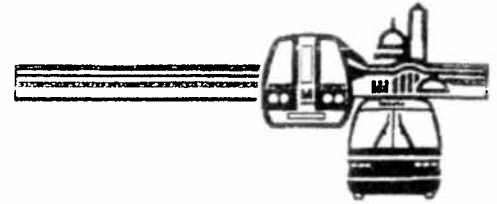
1. Stop the bus at a safe location immediately, turn off motor, set hand brake, turn on flashers.
2. Do not activate the silent emergency alarm.
3. Call Bus Operations Control Center (BOCC).
4. Immediately begin evacuation of the bus, closing the doors on the vehicle after the last customer has exited the bus.
5. Move all customers to a secure area, at least 1500 feet upwind from the bus in a safe zone, inform all passengers not to leave the scene until cleared by medical response personnel.
6. Record the details of the incident, and request the name, address, and phone number of all customers on the bus.

The Bus BOCC Specialist or Supervisor shall:

1. Notify Metro Transit Police Department (MTPD) and jurisdictional Police, Fire and Rescue Services upon notification of a suspected Hazardous Material or unknown substance incident. Notification will be made to Rail OCC if the incident is reported at a Metrorail station.
2. Ensure that the call to area Fire Department provides the specific incident location and clearly states that this is a HAZMAT incident or unknown substance. Include as much information as possible such as the substance composition, quantity, number of persons exposed and symptoms.
3. Dispatch a Street Supervisor to the location.
4. Contact personnel on WMATA Emergency Call List.



# Unknown Substance Response Orientation



## Best Defense Checklist

- ✓ Remain vigilant for suspicious persons or items and report them immediately to the proper authorities.
- ✓ Report any unusual liquids, sprays, or vapors.
  - Droplets, oily films
  - Unexplained colors on surfaces
  - Low-lying clouds or fog inconsistent with local weather
- ✓ Don't let your guard down whether on or off the job
- ✓ Question unfamiliar personnel in your work area.
- ✓ Question unfamiliar personnel in unauthorized areas.
- ✓ Stay alert and be constantly aware of your surroundings.
- ✓ Report anything unusual
  - Metal debris in an unusual location
  - Abandoned spray devices
  - Abandoned packages in unusual locations
  - Unexplained containers
- ✓ Be alert for suspicious-looking courier packages
- ✓ Don't open mail if the item:
  - Has too much postage
  - No return address
  - Wires
  - Misspelled names
  - Odors
  - Appears greasy

### Definition of "Unknown Substance" (U.S.)

A release or spill which presents no adverse health symptoms, no smell, no perceived or obvious threat, no evidence of tampering, and not located or positioned in a manner that indicates an attempt to conceal its presence.

### Anthrax: Cautions and Concerns

With the nation on high alert for more biochemical attacks, the Federal Bureau of Investigation released an advisory to help quell some anxieties. The following is a detailed description of Anthrax and what to do if a suspicious package comes in the mail:

- Anthrax organisms can cause skin infection, gastrointestinal infection or pulmonary infection. To do so the organism must be rubbed into abraded skin, swallowed, or inhaled as a fine, aerosolized mist. It does not leap into one's body. All forms of disease are generally treatable with antibiotics.
- For anthrax to be effective as a covert agent it must be aerosolized into particles between 0.4 and 2/10,000ths of an inch, smaller than a red blood cell. This is difficult to do, and requires a great deal of technical skill and special equipment. If these small particles are inhaled, life-threatening lung infection can occur, but prompt recognition and treatment are effective.
- Anthrax is not communicable. It cannot be transferred from one person to another.

#### **If you receive an unopened letter or letter that appears empty:**

- Place envelope in a plastic bag or glassine envelope.
- Wash hands with SOAP and WATER.
- Notify the FBI, State police, and your supervisor.

#### **If you receive an envelope with powder and powder spills out onto surface:**

- DO NOT clean powder up. Keep others away.
- WASH hands with soap and water.
- DO NOT brush off your clothes.
- NOTIFY the FBI, state police, and your supervisor.
- REMOVE clothing and place in plastic bag, as soon as possible.
- SHOWER with SOAP and WATER. DO NOT use bleach or other disinfectant.
- Put on fresh clothing.
- Make list of all people who had contact with the powder and give to local public health authorities. They may be instructed to watch for fever or other symptoms over the next couple of days.

#### **If you receive a package marked with a threatening message:**

- Do not open.
- Leave it and evacuate the room.
- Keep others from entering.
- Notify the FBI, State police, and your supervisor.

#### **If a substance is sprayed or there is a small explosion:**

- Turn off local fans or ventilations units in the area.
- Leave room immediately.
- Close the door, or section off the area to prevent others from entering.
- Notify the FBI, State police, and your supervisor.
- Remain on premises until responders arrive.
- Shut down air handling system in the building, if possible.

#### **How to identify suspicious packages and letters:**

- Excessive postage
- Handwritten or poorly typed addresses
- Incorrect titles or title but no name
- Misspellings of common words
- Oily stains, discolorations or odor
- No return address

# M E M O R A N D U M

SUBJECT: Handling of Unattended and Suspicious Packages

DATE: August 16, 2005



FROM: BTRA

*Gloria Y. Holmes*  
for Tangee C. Mobley

TO: Notice to Operators: #05 - 25

In order to better ensure the safety and security of our employees and customers, we are issuing guidelines for all Bus Operators that will help to increase awareness for unattended or suspicious packages within our system, including on buses and in terminals. The two types of packages are highlighted and described as follows:

- A. **UNATTENDED (LOST AND FOUND) PACKAGES:** These are packages that are usually harmless and mistakenly left on the bus or in a terminal. Section 5.7 c) of the Bus Rules and Regulations Handbook states: "If an employee receives a lost article from a passenger, the employee should ask for the name and address of the finder after briefly explaining to the finder the Authority's requirements to do so. The information should then be turned into the Division office along with the article found."
- B. **SUSPICIOUS PACKAGES:** These are packages or items that appear to be purposely hidden, wedged or left in an area that appears to be concealed or camouflaged. These would include tanks, bottles, bags, wires, objects with timers attached, or packages with notes attached. It also includes any packages that match something that has been described in a threat.

As a professional Bus Operator, you are aware of your working environment and are able to recognize any object or equipment/package that appears to be out of place. This also includes items and equipment such as unlocked doors or panels, protruding wires from compartments, unusual odors and visible powders or oils. The following additional actions are provided to ensure the utmost in safety and security for you and your customers:

- o Under no circumstances should you touch, cover or remove a suspicious package at any time.
- o Remain calm and evacuate all passengers at least two (2) bus lengths and do not attempt to use a cell phone until the evacuation is complete.
- o Immediately contact BOCC at 202-962-1811 and follow instructions.

In all cases, operators are required to conduct a thorough and complete walk-thru of their bus or vehicle at the end of the line. In addition, anytime your bus is left unattended, including reliefs, restroom or meal breaks, or when returning a bus to the division lot, a thorough and complete walk-thru of your bus is mandatory.

You are the eyes and ears of WMATA and BUSV in the continuing fight against terrorism. Your continued vigilance is appreciated to ensure everyone's safety and security.

**REMEMBER:**

**THE SAFE OPERATION OF YOUR BUS IS YOUR FIRST RESPONSIBILITY!**

## STEPS TO TAKE WHEN APPROACHING AN OPERATOR

1. Never approach an operator with a **negative attitude or body language.**
2. Address the operator in a **professional manner at all times.** (Good-morning, afternoon, etc.)
3. Always approach the operator at the **driver's window.** (unless it is unsafe to do so)
4. Then state the **infraction, question, or the information** you need to relay.
5. Follow up with: **Have a safe day!**



## APPROACHING AN OPERATOR FOR AN AHEAD OF SCHEDULE OR IN BETWEEN A TIME POINT

1. Approach the Operator's window
2. Greet with a **Good Morning**, (etc.)
3. Tell them the **Time That You Have**
4. Tell them the **Scheduled Due Time at That Location and How Many Minutes They Are Ahead of Schedule.**
5. Ask them for **Their Time.**
6. If the Manager and Operators time is not the same, **call BOCC for a 10-36 of their time and the Division time.**
7. Ask: **May I See Your WMATA ID and Your Manifest**
8. Write the **Supervisor's Report and give them the Yellow Copy Only.** (before you write your narrative)
9. Follow up with: **Have a Safe Day!**

## Operator Verification Procedures

1. If an Operator do not have their **WMATA ID**, ask for their **Driver's License** and make a note in your narrative "**No WMATA ID**".
2. If an Operator do not have their **Driver's License** get their **information off of the Manifest**, inform the operator that they **cannot continue to operate the bus** and call the **Division**.
3. If an Operator do not have the **running time for that block**, or "**a watch**" or is using the **clock radio on the bus**, write it in the **narrative of the Supervisor's Report**.
4. If the **Operator's or Division's time is different from BOCC's and your time** write it in the narrative. Example: **Operator's time is two (2) minutes fast** or **Division time is three (3) minutes slow**, etc.
5. When writing a **Supervisors Report**, if all times check the same, you **do not need a time check from BOCC and the Division**.

## Supervisor Reports

### Nature of Violation:

Ahead of Schedule-	Any block operating or leaving a designated time point or terminal prior to scheduled leaving or arrival time. This is the only type violation issued that the operator retains a copy. All information is written in except the comments. If the operator's time is different than yours, you are required to verify your time through Central and the operator's home division. NOTE: The operator cannot request a time check. The time you give him/her is the official time.
Improper Schedule-	Any other type of schedule violation other than Ahead of Schedule.
Fail to Operate -	Fail to Operate - Assigned block did not operate scheduled trip. Trip
Failed to Cut -	Operator failed to cut engine off immediately upon Engine Off arrival at the <i>end</i> of the line. (Air Quality Control)
Destination and - Route Signs	Improper setting of signs in revenue or non-revenue service.
Block Number	Block number not set or improperly set
Unattended Bus -	Leaving bus unattended for purposes other than authorized.
Failed to Stop for - Intending Pas.	Operator deliberately passes up indenting passengers at an authorized bus stop while in revenue service.
Attendance	Operator failed to make a street relief as scheduled.
Smoking on Bus-	Operator was observed smoking while on bus.
Unsafe Operation-	Any act observed by you that does not conform to the traffic or safety regulations. Whenever this type of violation is observed, every effort should be made to contact this individual for a confrontation and observation.
Uniform-	Any infractions of articles or wearing of the authorized uniform.
Unauthorized- parking	Unauthorized parking of private vehicle WMATA property.
Sleeping	Sleeping while on duty.
Poor Position at - Controls	Any position that would be considered improper for safe operations such as foot on hand brake, slouched in seat, etc
Unauthorized- Stopping	Stopping at locations other than designed or authorized for boarding, alighting, or layover.
Unsanitary- Conduct	Urinating or spitting on or near bus
Food – Beverage-	Consumption of Food or Beverage on Bus

Fail to Operate-Trip	Failure to operate scheduled trip or any portion thereof
Radio-Electronic-equipment	Carrying of radio or other electronic equipment on bus
Inspection of Bus-	Failure to properly inspect bus before leaving garage
Fail to Curb Bus-	Failure to pull to the curb for alighting or boarding passengers
Passing-Up-Intending Passengers	Failed to stop for intending passengers.
Property Abuse-	Any deliberate act to cause damage to WMATA vehicle or property
Schedule Delay-	Any deliberate delay of schedule
Ahead of - Schedule	Arriving at a time point location before the scheduled time. Arriving at a location before due last time point. Arriving at location before scheduled to leave the starting point.
Operating Late -	Arriving at a location after scheduled arrival time, leaving garage or starting point late.
Uniform-	Non-Uniform clothing, wearing uniform improperly.
Smoking-	Smoking on the bus while in revenue service. In route or at layover point
Air Quality -	Operator failure to cut engine off immediately upon arrival at terminal stand or any location where layover time is involved, regardless of how short. This includes Chartered buses also
Unauthorized-Passenger	Carrying of passenger while in Non-Revenue Service Except WMATA employees who present a valid Metro ID
Unsafe Operation-	Operating in any manner that could present a safety hazard to passengers, pedestrians,* or other motorists.
Bus Unattended-	Leaving bus unattended, without justifiable reason, in any case must properly secure bus." "
Improper Route-	Not using prescribed route, Revenue, Non-Revenue.
Improper Signs-	Failure to display proper route or destination signs. Front, side or rear.
Block Number-	Failure to display block number or displaying improper block number while in Revenue or Non-Revenue service. Failure to remove block number from bus when arriving at garage.
Missed Street - Relief	Failure to make relief, Made relief late.
Doors Open-	Operating bus with doors open, Revenue or Non-Revenue.
Air Condition-	Failure to turn air condition on during seasonal operation.



# Supervisor's Report

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY

542,851

Date	Division	Route	Block	Bus No.	Destination
Location			Sched. Arrive/Depart	Actual Arrive/Depart	
Operator's Time			Supervisor's Time		
Employee's Name				Employee No.	
Nature of Observation					
<input type="checkbox"/> Schedule	<input type="checkbox"/> Signs	<input type="checkbox"/> Commendation			
<input type="checkbox"/> Uniform	<input type="checkbox"/> Bus Not Properly Secured	<input type="checkbox"/> Route Operations			
<input type="checkbox"/> Unsafe Operation	<input type="checkbox"/> Reliefs	<input type="checkbox"/> Customer Service			
<input type="checkbox"/> WMATA Procedures	<input type="checkbox"/> Electronic Equipment	<input type="checkbox"/> Other			
<b>Narrative</b>					
Supervisor's Signature				Employee No.	Unit No.

## ACCIDENT CHECKLIST (Writing your Narrative)

### 1. Identify each vehicle:

- a. Vehicle #2 \_\_\_\_\_ Direction of travel, Location, Street/Intersection and lane of traffic
- b. Vehicle #1- Year/Make/Model/color- Direction of travel, Location, Street/Intersection / lane
- c. Vehicle #3, 4, 5, etc...- Follow the same direction for Vehicle#2 and Vehicle#1
- d. Fixed Object was stationary - Direction/Location/ Street/Intersection on curb, grass, etc.
- e. Patron was standing (aisle), sitting (front-middle, rear), walking, etc.
- f. Pedestrian was walking/running/ crossing -direction of travel, location,/crosswalk, etc.

### 2. Describe what happened:

- a. Vehicle #2- Operator statement
- b. Vehicle #1- Driver statement
- c. Police/Witness statement (if any)
- d. Patron Male / Female or Male/Female Passenger stated
- e. Pedestrian stated
- f. Fixed Object- ( A fixed object cannot talk / do not put no statement available)

### 3. Points of contact:

- a. Vehicle #2
- b. Vehicle #1
- c. Vehicle #3, 4, 5, etc.
- d. To Fixed Object
- e. Patron
- f. Pedestrian

### 4. Damage: (Minor: Serious: Extensive) and describe the damage :( dent, scratch, etc.)

- a. Vehicle #2 (WMATA vehicle)
- b. Vehicle #1 (Other vehicle)
- c. Fixed Object ( Utility Pole, Tree, House, sidewalk, etc.) (If any)

### 5. Injuries: No Injuries Reported at the time of this incident or accident.

Male/Female Patron or Passenger complain of pain non visible (Neck , Back, etc.)

Refused aid or Transported to \_\_\_\_\_ Hospital by Ambulance/Medic # \_\_\_\_\_.

- a. Vehicle #2
- b. Vehicle #1
- c. Vehicle #3,4,5

### 6. Police Report: Police on scene report taken or No Police

- a. No Charges

(If any)

Vehicle #2 or Vehicle#1 or Vehicle#3,4,5 - Patron or Pedestrian

7. a. No- 10-65 / Yes this will be a 10-65 Operator claim defective Brakes, Steering, etc.

b. No- 10-75 / This will be a 10-75/ Reason why for 10-75 or not a 10-75.

**Due to FTA policy state the reason:** injury transported, disabling, vehicle removed from service or Reasonable suspicion.

**Due to WMATA policy state the reason:** bus has contact with tree, parked vehicle, curb, trash can, fire hydrant, back into fixed object, bus stop sign/pole or bus -to-standing Bus contact (mirror to mirror)

8. No Camera or this is a Camera bus

9. Drive cam was or not activated

10. Number of Passenger WMATA / Number of passenger (Vehicle)

11. Speed of Metrobus was \_\_\_\_\_ / Speed of Vehicle, Truck, Bus, etc.....

12. Yes/No this bus was equipped with safety shield was open/close

13. Bus Stop Location # on the head/pole

Revised 04/03/16 (CMW)

**DISPOSITION TO CENTRAL COMMUNICATION**

**Identify Each Vehicle**

**1. Metrobus or Wmata #** - Direction of travel  
street/lane of traffic

**2. Auto, Van, Truck,** - Direction of travel  
street/lane of traffic

**3. Describe what happened**  
(Tell what happened in your own words.)

**4. Points of contact:**  
Metrobus or Wmata :  
Auto, Truck, Van, Bike, etc.:

**5. Damage:**  
Minor to both Vehicles  
Minor, Serious, Major damage to Metrobus  
Minor, Serious, Major damage to Auto, Truck,  
Van etc.

**6. Injuries / transported to hospital /  
ambulance#**  
No injuries reported at the time of this accid.  
\_\_\_ Female/ Male passenger on Metrobus /  
**Auto, Truck, Van,** etc. Claimed injury to  
her/his Neck and Back refused aid or was  
transported to \_\_\_ Hospital by  
Ambulance/Medic# \_\_\_

**7. Police /what jurisdiction**  
No Police/ Police responded  
Police Report taken # \_\_\_\_\_  
Jurisdiction: \_\_\_\_\_

**8. No Charges**

Operator charged with  
Driver charged with

**9. No 10-65**

Operator claiming 10-65  
(Brakes, Steering, etc.)

**10. No 10-75 or This will be a 10-75**  
**Reason why for the 10-75 or not 10-75.**

**11. Number of passengers**  
(Metrobus/ Wmata / Vehicle)

**12. No Camera bus or This is a Camera bus**

**13. Drive cam was or not activated**

**14. Speed of Metrobus was \_\_\_\_\_**

**15. Speed of Auto was \_\_\_\_\_**

**16. Bus Stop Location # on the head/pole**

**17. Yes/ No this bus was equipped with  
safety shields was close/open**

**18. May I have my AC number when you  
are ready**

SUPPLEMENTAL QUESTIONS TO BUSV ACCIDENT REPORTS

(DATE            TIME            DIVISION    LOCATION OF ACCIDENTS)

1. Direction of object      N E S W
2. When you first saw the object, where was your bus?
3. Was your bus moving at this time? \_\_\_\_\_ If yes, how fast?  
      \_\_\_\_\_ MPH.
4. Where was the object when first seen by you?
5. Was the object moving or standing? \_\_\_\_\_ If moving, how fast  
      \_\_\_\_\_ MPH.
6. Was your bus overtaking object? \_\_\_\_\_
7. Was object moving over (changing lanes) toward your bus?
8. What warning signals were given by you? \_\_\_\_\_
9. What signal were given by the other party? \_\_\_\_\_
10. How far did the bus move after the collision before stopping? \_\_\_\_\_ ft.
11. How far did the other party move after the collision before stopping?  
      \_\_\_\_\_ ft.
12. State position of bus and object after the  
      collision. \_\_\_\_\_
13. What part of the bus collided with what part of the object?  
      \_\_\_\_\_
14. Describe fully the nature and extent of damage to the object.  
      \_\_\_\_\_
15. Where did marks of contact start and end on the bus?
16. What color was the traffic light facing the bus when it entered the  
      intersection? \_\_\_\_\_
17. Which vehicle had a stop sign? \_\_\_\_\_ did it stop? \_\_\_\_\_
18. Which vehicle entered the intersection first? \_\_\_\_\_
19. How far was the other vehicle from the intersection at that time? \_\_\_\_\_



## HELPFUL HINTS WHEN INTERVIEWING

1. Where were you when you saw the (car, pedestrian, fixed object, etc).

This will establish the first point and time of awareness

2. What were you doing at the moment you first saw the (car, pedestrian, fixed object) ?

Look for statements as to speed, direction of movements, where his/her attention was directed

3. Where were you when you first realized you were in trouble?

This will help to establish the point of perception

4. Exactly what did you do to avoid the accident?

This will uncover the evasive action taken by the individual

5. What happened next?

At this point the driver should describe the first harmful event.

6. Exactly where did the collision take place?

Not necessary if the answer can be determined from physical

7. What is the first thing you remember after the accident?

What is the first thing you remember clearly before the accident

8. Who did you first see after the accident, and what did you say to this person

This could identify witness at the scene, and uncover any accounts of the accident the might have given immediately after it occurred

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# Motor Vehicle Fact Finding Report

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY

INCIDENT			
Incident #	Date of Incident	Time of Incident <input type="checkbox"/> AM <input type="checkbox"/> PM	Day of the Week
No. of Occupants WMATA _____ Veh. 1 _____ Veh. 3 _____			
Incident Location		No. of Vehicles Involved	No. of Injured
_____ Feet <input type="checkbox"/> N <input type="checkbox"/> S <input type="checkbox"/> E <input type="checkbox"/> W of _____		No. of Witnesses Metro Vehicle _____ Non-Metro Vehicle _____ Bystander _____	Photos Taken <input type="checkbox"/> Yes <input type="checkbox"/> No
Incident Class <input type="checkbox"/> Property Damage <input type="checkbox"/> Injury <input type="checkbox"/> No Loss <input type="checkbox"/> Other _____			1075 <input type="checkbox"/> Yes <input type="checkbox"/> No
Incident Type <input type="checkbox"/> Motor Vehicle Collision <input type="checkbox"/> Fixed Object <input type="checkbox"/> Vehicle <input type="checkbox"/> Pedestrian			

VEHICLE 2 (WMATA VEHICLE)					
Vehicle #	Run/Office	Route/Section	Block/Dept	Operator Payroll #	
Operator Name				Sex	DOB
Address					
Permit Number		State	Expiration Date	Business Phone	Department/Division
Model	Make	Body Style	Tag Number	State	Year
Registered Owner's Name			Phone Number		
Address					
Direction of travel and street				Speed at time of Impact	
Skid marks: To Impact _____ After Impact _____		<input type="checkbox"/> Driven Away <input type="checkbox"/> Left at scene <input type="checkbox"/> Towed by _____			

BODY DAMAGE			
<input type="checkbox"/> Body Panels/Left Front Corner Panel	<input type="checkbox"/> Body Panels/Right Back Corner Panel	<input type="checkbox"/> Doors/Front	<input type="checkbox"/> Side Braces
<input type="checkbox"/> Body Panels/Right Front Corner Panel	<input type="checkbox"/> Bumper Braces	<input type="checkbox"/> Doors/Rear	<input type="checkbox"/> Tires
<input type="checkbox"/> Body Panels/Left Center Corner Panel	<input type="checkbox"/> Bumpers/Front	<input type="checkbox"/> Doors/Transmission	<input type="checkbox"/> Trunk
<input type="checkbox"/> Body Panels/Right Center Corner Panel	<input type="checkbox"/> Bumpers/Rear	<input type="checkbox"/> Hood	<input type="checkbox"/> Undercarriage
<input type="checkbox"/> Body Panels/Left Back Corner Panel	<input type="checkbox"/> Doors/Battery	<input type="checkbox"/> Overturned	<input type="checkbox"/> Other
	<input type="checkbox"/> Doors/Engine Compartment	<input type="checkbox"/> Roof	

DAMAGE TO PROPERTY OTHER THAN VEHICLE		
Type of Property and Description of Damage	Location of Property	Owner Notified <input type="checkbox"/> Yes <input type="checkbox"/> No
Name of Owner	Phone Number	
Address		



# Motor Vehicle Fact Finding Report

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY

**VEHICLE** [ ] **OF** [ ]

Driver Name	Sex	DOB
-------------	-----	-----

Address

Permit Number	State	Home Phone	Business Phone
---------------	-------	------------	----------------

Business Address

Model Type	Make	Model	Body Style	Color	Tag Number	State	Year
------------	------	-------	------------	-------	------------	-------	------

Registered Owner's Name	Phone Number	Insurance Company
-------------------------	--------------	-------------------

Address	Insurance Agent
---------	-----------------

Direction of travel and street	Speed at Time of Impact
--------------------------------	-------------------------

Skid marks: To Impact _____ After Impact _____	Insurance Policy Number
---	-------------------------

Driven Away   
 Left at scene   
 Towed by \_\_\_\_\_   
Towed to \_\_\_\_\_

**BODY DAMAGE**

<input type="checkbox"/> Body Panels/Left Front Corner Panel	<input type="checkbox"/> Body Panels/Right Back Corner Panel	<input type="checkbox"/> Doors/Front	<input type="checkbox"/> Side Braces
<input type="checkbox"/> Body Panels/Right Front Corner Panel	<input type="checkbox"/> Bumper Braces	<input type="checkbox"/> Doors/Rear	<input type="checkbox"/> Tires
<input type="checkbox"/> Body Panels/Left Center Corner Panel	<input type="checkbox"/> Bumpers/Front	<input type="checkbox"/> Doors/Transmission	<input type="checkbox"/> Trunk
<input type="checkbox"/> Body Panels/Right Center Corner Panel	<input type="checkbox"/> Bumpers/Rear	<input type="checkbox"/> Hood	<input type="checkbox"/> Undercarriage
<input type="checkbox"/> Body Panels/Left Back Corner Panel	<input type="checkbox"/> Doors/Battery	<input type="checkbox"/> Overturned	<input type="checkbox"/> Other
	<input type="checkbox"/> Doors/Engine Compartment	<input type="checkbox"/> Roof	



# Motor Vehicle Fact Finding Report

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY

<b>Road Conditions</b> <input type="checkbox"/> Dry <input type="checkbox"/> Ice <input type="checkbox"/> Repairing <input type="checkbox"/> Snow <input type="checkbox"/> Wet <input type="checkbox"/> Unknown	<b>Location Type</b> <input type="checkbox"/> Business <input type="checkbox"/> Highway <input type="checkbox"/> Parking Lot <input type="checkbox"/> Residential <input type="checkbox"/> Unknown	<b>Traffic Controls</b> <input type="checkbox"/> Flashing <input type="checkbox"/> None <input type="checkbox"/> Officer <input type="checkbox"/> Signal <input type="checkbox"/> Stop Sign <input type="checkbox"/> Turn Restricted <input type="checkbox"/> Yield <input type="checkbox"/> Other <input type="checkbox"/> Unknown	<b>Pedestrian Clothing</b> 1 2 P <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Bright Clothing <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Dark Clothing <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Reflective Clothing <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Reflectors <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Unknown	<b>Driver Action</b> <input type="checkbox"/> Avoiding <input type="checkbox"/> Backing <input type="checkbox"/> Changing Lanes <input type="checkbox"/> Entering/Leaving Parking Lot <input type="checkbox"/> Going Straight <input type="checkbox"/> Making U Turn <input type="checkbox"/> Merging <input type="checkbox"/> Overtaking <input type="checkbox"/> Parked <input type="checkbox"/> Ran Off the Road <input type="checkbox"/> Slowing/Stopped <input type="checkbox"/> Stopped Standing in Traffic Lane <input type="checkbox"/> Turning Right <input type="checkbox"/> Turning Left <input type="checkbox"/> Other <input type="checkbox"/> Unknown
<b>Street Lights</b> <input type="checkbox"/> Defective <input type="checkbox"/> None <input type="checkbox"/> Off <input type="checkbox"/> On <input type="checkbox"/> Unknown	<b>Weather</b> <input type="checkbox"/> Clear <input type="checkbox"/> Fog/Mist <input type="checkbox"/> Rain <input type="checkbox"/> Sleet <input type="checkbox"/> Snow <input type="checkbox"/> Unknown	<b>Pedestrian Actions</b> <input type="checkbox"/> Alighting <input type="checkbox"/> At Front Door <input type="checkbox"/> At Rear Door <input type="checkbox"/> Against Signal in Crosswalk <input type="checkbox"/> Boarding <input type="checkbox"/> From Between Parked Cars <input type="checkbox"/> In Crosswalk No Signal <input type="checkbox"/> In Unmarked Crosswalk <input type="checkbox"/> Not in Crosswalk <input type="checkbox"/> Standing <input type="checkbox"/> With Signal in Crosswalk <input type="checkbox"/> Other <input type="checkbox"/> Unknown	<b>Vehicle Type</b> 1 2 3 <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Ambulance <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Bicycle <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Bus <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Fire Engine <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Fixed Object <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Motorcycle <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Passenger Auto <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Taxi Cab <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Truck <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Non Collision <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Other <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> Unknown	
<b>Light Conditions</b> <input type="checkbox"/> Dark <input type="checkbox"/> Dawn/Dusk <input type="checkbox"/> Daylight <input type="checkbox"/> Unknown	<b>Road Type</b> <input type="checkbox"/> Bridge <input type="checkbox"/> Crest <input type="checkbox"/> Curve <input type="checkbox"/> Divided <input type="checkbox"/> Grade <input type="checkbox"/> Intersection <input type="checkbox"/> Level <input type="checkbox"/> Ramp <input type="checkbox"/> Straight <input type="checkbox"/> Underpass <input type="checkbox"/> Unknown			
<b>Traffic Conditions</b> <input type="checkbox"/> Heavy <input type="checkbox"/> Light <input type="checkbox"/> Medium <input type="checkbox"/> Unknown				

## DESCRIBE THE INCIDENT

Provide factual information about the task, actions before and after the incident and the injury.

## ACTION TAKEN BY SUPERVISOR

Describe actions taken to address immediate issues.





# Motor Vehicle Fact Finding Report

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY

## FIELD SKETCH

Blank area for field sketch.

Vehicle No. Codes: 1. Vehicle 1    W. WMATA Vehicle (Vehicle 2)    3. Vehicle 3, etc.

## ACCIDENT DATA

Date	Time	Bus	Block	Route	Run	Bus Tag
Supervisor's Name				Unit #		Badge #
Officer's Name				Badge #		Jurisdiction
Complaint #				Charges		

## LESSON 2

### POST-ACCIDENT AND INCIDENT DRUG AND ALCOHOL TESTING

#### FEDERAL TRANSIT ADMINISTRATION (FTA) POST ACCIDENT TESTING

Conducted immediately after an accident associated with the operation of a mass transit vehicle/equipment when any of the following occurs:

1. A fatality occurs.
2. Medical treatment away from the accident scene.
3. Vehicle towed away from accident scene or remove from service.

All employees subject to testing are required to abstain from consuming any alcohol for eight (8) hours from the time of the accident or until tested, whichever occurs first. All employees subjected to testing must remain available for urine drug testing for thirty-two (32) hours from the time of the accident. Employees are required to notify their supervisors of their location if they leave the scene of the accident prior to submission of drug and alcohol tests.

#### REASONABLE SUSPICION

**REASONABLE SUSPICION** testing must be based upon a trained supervisor's specific, contemporaneous articulable observations concerning the appearance, behavior, speech, and or body odor of the employee. Testing should occur **IMMEDIATELY** upon the supervisor's determination.

Check all applicable indicators:

- Poor physical coordination
- Slow reactions or slurred speech
- The odor of marijuana smoke in the area
- Hand tremors or unsteady walking
- Dilated or constricted pupils
- Disorientation
- Alcohol odor on breath
- The presence of alcoholic beverages
- Unusual restlessness
- Combative behavior, loud arguing or fighting
- The presence of drug paraphernalia
- Observing the employee ingest, inject, smoke or inhale (snort) a prohibited substance

WMATA POST INCIDENT DRUG AND ALCOHOL TESTING

Washington Metropolitan Area Transit Authority Department of Bus Service  
 NOTICE TO EMPLOYEE  
 POST-INCIDENT MEDICAL SCREENING REQUIREMENT

Table 1 - SUPERVISOR: CHECK APPROPRIATE BOX (ES)

	Rear-end Collision where WMATA Vehicle does the colliding
	Head-On Collision
	Collision with a Pedestrian
	Two or More Employees involved in a Physical Altercation (all must be transported)
	Flagrant Disregard for Metrobus Standard Operating Procedures
	Other Incidents which in the Judgement of the Supervisor give cause for an Employee's Condition to be Questions
	Insubordination to a supervisor
	Employee injures self or other at work regardless of need for immediate medical attention.
	Non safety sensitive employees perceived to be impaired or under the influence of alcohol or drugs.
	Employee demonstrate behavior that is atypical or unusual for the individual.
	Collision of Buses (depending on the amount of damage)
	Collision of WMATA vehicles (depending on the amount of damage)

SUPERVISOR GUIDELINES TO POST-INCIDENT DRUG AND ALCOHOL NON-TESTING

Table 2 - SCENARIOS THAT DO NOT REQUIRE WMATA POST-INCIDENT DRUG & ALCOHOL TEST

SCENARIOS THAT DO NOT REQUIRE WMATA POST-INCIDENT DRUG & ALCOHOL TEST		
Scenario	Damage	Action
Bus has contact with tree limb	Minor damage to bus	Operator and/or Bus are not taken out of service
Bus scrapes side of parked vehicle	Minor damage to both vehicles	
Bus has contact with curb	Minor damage to the rim and/or tire	
Bus has contact with trash can or fire hydrant	Minor damage to bus	
Bus backs into fixed object or parked vehicle	No damage or minor scratches/scrapes to bus, fixed object or vehicle	
Bus has contact with bus stop sign/pole	Minor or no damage to bus or bus stop sign/pole	
Bus-to-standing Bus contact (Mirror to Mirror)	Minor or no damage to one or both vehicles	

If an employee is involved in more than one fixed-object accident in a 24-hour period testing must be done for the second incident.



## WMATA DRUG/ALCOHOL TESTING-CHAIN OF CUSTODY

WMATA Drug/Alcohol Testing-Chain of Custody- WMATA Employee involved in any type of accident or incident which require an Employee to submit to a Post Incident or Post Accident testing must be placed in the **custody of the manager/supervisor** on the scene.

The following steps must be taken to ensure the proper procedures are followed when testing is required under the Post Incident/Post Accident Drug and Alcohol testing.

1. Once the Employee is informed of the FTA Post Accident or WMATA- Post Incident testing requirement, the Employee must be placed in the managers/supervisors scout car or at a secured location until the Employee is transported to the testing facility.
2. Once the Employee is placed in a scout car or at a secured location away from the scene, the Employee must be in constant visual contact with a manager/supervisor.
3. The manager on the scene will inform the Employee that he/she cannot consume any food, beverage, smoke or be granted bathroom privileges while they are in the custody of the manager/supervisor.
4. When the Accident/Incident investigation is completed, the manager/supervisor will transport the employee to the testing facility.
5. Locations for Metro Drug and Alcohol Policy and Testing Program:

Jackson Graham Building (JGB), 600 5th Street, NW, Wash, DC 20001  
Telephone: 202-962-1921 (Primary Location)

Medical, 616 H Street, NW, Wash, DC 20001, Lower Level

Bladensburg Division, 2250 26<sup>th</sup> Street NE, Wash, DC 20018

6. The Decision Maker Referral form must be completed and signed by the manager/supervisor escorting the Employee. The Decision Maker Referral form must be time stamped by the manager/supervisor and the form must be placed in slot for the collection site personnel.

7. While at the testing facility the manager/supervisor will remain with the Employee until the testing is completed by the medical technician.
8. Once the testing is completed, the medical technician will release the Employee to the manager/supervisor at the testing facility.
9. The manager/supervisor will escort the Employee back to their division or work location. Before the Employee is released, the manager/supervisor will give the Employee the Post Incident Reporting Procedure form with instructions.
10. During business hours the Employee will report directly to an Office Manager, Supervisor, Assistant Superintendent and Superintendent on duty with the Post Incident Reporting Procedure form, with the date, time and required signatures from the manager/supervisor and Employee.
11. After business hours, If there is no Office Manager, Supervisor, Assistant Superintendent or Superintendent on duty the manager/supervisor will give the Employee instructions to report to work the next business day in FULL uniform if required with the Post Incident Reporting Procedure form with the date, report time and required signatures from the manager/supervisor and Employee.


Note: If an Employee is released from your Chain of Custody at a Rail station during normal business hours the manager/supervisor will instruct the Employee to report directly to their work location with travel time allotted on the Post Incident Reporting Procedure form with the date and required signatures from the manager/supervisor and Employee.



# **DRUG AND ALCOHOL - POST ACCIDENT/POST INCIDENT TRAINING FOR SUPERVISORS**

**Presented by  
Medical Compliance/  
Employee Assistance Program (EAP)**

## **COURSE OBJECTIVES**

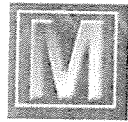
- Definitions for FTA Post Accident, FTA Reasonable Suspicion and WMATA Post Incident (POI).
  - Distinguish between a FTA Post Accident (POA) and WMATA Post Incident (POI) Drug and/or Alcohol Test.
  - Know when to and when not to make a referral for a testing.
- 



## Categories of Testing Required by the FTA

- Pre-employment/Pre-Assignment
- Post-accident - defined as one of the following:
  1. A fatality occurs.
  2. Medical treatment away from the accident scene.
  3. Vehicle towed away from accident scene or removed from service.
- Reasonable Suspicion
- Random
- Return-to-duty – (ALL must be under direct observation)
- Follow-up – (ALL must be under direct observation)

3



## Categories Of Testing Required By WMATA

- Pre-employment
- Post-incident
- Attendance Reporting Procedures (ARPS)
- Periodic/annual physicals
- Return-to-duty - (ALL must be under direct observation)
- WMATA follow-up - (ALL must be under direct observation)
- EAP surveillance (*Inactive employees enrolled in EAP Program*)

4

## **DEFINITIONS**

- FTA Post Accident Test
- FTA Reasonable Suspicion Test
- WMATA Post Incident Test



## **FTA POST ACCIDENT TEST**

Conducted immediately after an accident associated with the operation of a mass transit vehicle/equipment when any of the following occurs:

1. A fatality occurs.
2. Medical treatment away from the accident scene.
3. Vehicle towed away from accident scene or remove from service.

All employees subject to testing are required to abstain from consuming any alcohol for eight (8) hours from the time of the accident or until tested, whichever occurs first. All employees subjected to testing must remain available for urine drug testing for thirty-two (32) hours from the time of the accident.

Employees are required to notify their supervisors of their location if they leave the scene of the accident prior to submission of drug and alcohol tests.



## FTA REASONABLE SUSPICION TEST

Conducted when a WMATA Supervisor with the appropriate training has reasonable suspicion to believe that a DOT/FTA safety-sensitive employee has used a prohibited drug and/or engaged in alcohol misuse. The reasonable suspicion shall be based on specific, contemporaneous (*simultaneous*), articulable observations concerning the *appearance, behavior, speech, or body orders* of the covered employee.



## FTA REASONABLE SUSPICION/CAUSE TEST

1. Demonstrating poor physical coordination
2. Demonstrating slow reactions or slurred speech
3. The odor of marijuana smoke in the area
4. Hand tremors or unsteady walking
5. Dilated or constricted pupils
6. Disorientation
7. Alcohol odor on breath
8. The presence of alcohol beverages
9. Unusual restlessness
10. Combative behavior, loud arguing or fighting
11. The presence of drug paraphernalia
12. Observing the employee ingest, inject, smoke or inhale (snort) a prohibited substance



## **WMATA POST-INCIDENT TEST**

POI testing is conducted:

- When the employee's performance cannot be completely discounted as a causative or contributing factor to an accident or incident.
- Where the accident/incident does not trigger an FTA Post Accident drug/alcohol test based on the level of injuries or damage.
- Where the supervisor has reasonable suspicion/cause that any employee may be under the influence of an impairing substance based on his/her observations.
  - *(To be used for non-safety sensitive employees. For safety sensitive employees please refer for FTA Reasonable Suspicion test)*



## **EXAMPLES WHEN TO CONDUCT POI**

- Sleeping on duty
- Failing to perform job duties (Insubordination)
- Unusual restlessness
- Falling or claiming some type of injury while at work
- Employee has accumulated 20 or more points due to unscheduled absences, late arrivals or other attendance violations



## EXAMPLES WHEN NOT TO CONDUCT POI

***\*\*\*In the following scenarios, the investigating SOM on site is required to assess the level of damage to determine if testing is required:***

- Bus has contact with tree limb
- Bus scrapes side of parked vehicle
- Bus has contact with trash can or fire hydrant
- Bus backs into fixed object or parked vehicle
- Bus has contact with bus stop sign/pole
- Bus-to-standing Bus contact (Mirror to mirror)

***NO TEST IS REQUIRED if there is no damage, minor scratches/scrapes to bus/object/other vehicle or the bus and/or operator is not take out of service.***



## CONT. EXAMPLES WHEN NOT TO CONDUCT POI

- Gun fire on a Metro bus
- Operator reports that he/she is stressed or sleeping (*i.e. this is not the same as being caught sleeping*)
- When a passenger falls off the bus and the bus is standing still at the bus stop.
- When passengers get into a physical altercation with each other.
- When supervisor received reports from family members or friends that the employees is using drugs or alcohol.





## FOR DRUG & ALCOHOL TESTING REMEMBER....

All Employees being referred for the following tests should be escorted to the test site by a supervisor:

- Reasonable Suspicion
- Post Accident
- Post Incident
- Retest due to a dilute

Employees who provided a dilute specimen on the above reference tests must be phoned and advised to report back to the division ASAP. Do not inform the employee of the re-test. *Random - Wait until the individual report back to duty if they are off.*

## IMPORTANT PHONE NUMBERS

---

- Employee Assistance Office: 202-636-7181
- Medical Branch Manager: 202 -636-7141
- Compliance Manager: 202-636-7185
- JGB 24 hour test site: 202-962-1921
- JGB fax: 202-962-6198
- EAP Office: 202-636-7181

## **CASE DISCUSSION**

### **CASE 1**

Shawn, a bus operator at the Four Mile Run division gets into a physical altercation with Christopher, another operator. During the scuffle, Michelle, a depot clerk is accidentally struck and injured. She is transported to the hospital by a supervisor. Who should be tested? What type of test should be requested?



## **CASE DISCUSSION, CONT.**

### **CASE 2**

Karen, a bus operator out of the Bladensburg division collides with a fence and drives away from the scene. No injuries occur, the incident is not reported by the operator, however a bystander does report the incident to the police. Metro officials are unable to identify the driver for 26 hours following the incident. Should Karen be tested?



## **CASE DISCUSSION, CONT.**

### **CASE 3**

Charles, a bus operator in the Northern division makes contact with the back of a disabled bus as he attempts to pass. The incident is witnessed by SOM Stevens who is already on scene assisting with the disabled bus. Operator Charles immediately stops his bus and is questioned by SOM Stevens who detects a smell of alcohol and with further questioning he notices that Operator Charles' speech is slurred. What should SOM Stevens do?

## **CLOSING REMARKS**

**QUESTIONS/COMMENTS????**

**WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY  
POST ACCIDENT / POST INCIDENT and ARP's  
DECISION MAKER REFERRAL FORM**

Federal Transit Administration (FTA) regulations and WMATA's drug and alcohol policy require employees involved in an accident/incident to submit to testing for prohibited drugs and alcohol as soon as possible following the occurrence. FTA regulations and WMATA's policy also require the testing of any other individual whose performance may have contributed to the accident/incident.

**(For ARP's please complete the General Information section then proceed to the bottom of page 2)**

**EMPLOYEES MUST BE ESCORTED**

**GENERAL INFORMATION (Please Print)**

<b>Employee Name</b>	<b>Employee ID Number</b>	<b>Job Title</b>	
<b>Superintendent</b>	<b>Supervisor</b>	<b>Phone #</b>	<b>Dept./Location</b>

**ACCIDENT / INCIDENT INFORMATION**

**Accident / Incident Date** \_\_\_\_\_ **Accident / Incident Time** \_\_\_\_\_

**Reported to Supervisor Date** \_\_\_\_\_ **Reported to Supervisor Time** \_\_\_\_\_

**Please provide a detailed description of what happened:** \_\_\_\_\_

**DECISION MAKER QUESTIONNAIRE**

**Select One:**                      **Safety Sensitive**                      **Non-Safety Sensitive** (*Non-DOT test ONLY*)

Please answer "YES" or "NO" to each of the following if the occurrence was associated with the operation of a mass transit vehicle:

- |   |     |    |
|---|-----|----|
| 1. Was there a fatality?  | YES | NO |
| 2. Has any individual suffered bodily injury and immediately received medical treatment away from the scene of the accident/incident?   | YES | NO |
| 3. If the vehicle involved was a bus, van, or automobile was there disabling damage as a result of the occurrence and any vehicle removed from the scene by a tow truck or other vehicle? | YES | NO |
| 4. If the vehicle was a railcar was the vehicle removed from revenue service as a result of the occurrence?   | YES | NO |

If you can determine, using the best information available at the time of this decision, that the employee's performance can be completely discounted as a contributing factor to the accident/incident no test is required. If a fatality occurred as a result of the accident/incident you **MUST NOT** discount the employee as a contributing factor.

<b>Escorting Supervisor</b> (Print Clearly)	<b>ID Number</b>	<b>Phone Number</b>
--	------------------	---------------------

Please Continue to Next Page

### TESTING INFORMATION

FTA regulations and WMATA policy require alcohol testing as soon as possible following an accident/incident. If alcohol testing is not conducted within 2 hours after the accident/incident, you **MUST** document the reason for the delay on this form. If the alcohol test is not administered within 8 hours, and the drug test within 32 hours, you **MUST CEASE** all efforts to administer these tests and document the reason(s) why the tests were not administered within the FTA and WMATA policy prescribed time frames.

Was the alcohol test completed within 2 hours of the accident/incident? **YES** **NO**  
If no, please explain: \_\_\_\_\_

Was the alcohol test completed within 8 hours of the accident/incident? **YES** **NO**  
If no, please explain: \_\_\_\_\_

Was the drug test completed within 32 hours of the accident/incident? **YES** **NO**  
If no, please explain: \_\_\_\_\_

Could any other employee's performance have contributed to this accident/incident? **YES** **NO**  
If yes, were they tested? **YES** **NO**  
If no, please explain: \_\_\_\_\_

Based on the information available at this time, can the employee's performance be **COMPLETELY** discounted as a contributing factor to the accident/incident? **YES** **NO**  
Please explain: \_\_\_\_\_

Additional Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

### ARP'S TESTING (≥ 20 POINTS)

Points Accrued: \_\_\_\_\_ (Attach copy of Form 36.03 – Record of Disciplinary Action for Unscheduled Absences)  
Explain: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Printed Name of Supervisor Completing this Form \_\_\_\_\_

Phone Number Supervisor Completing this Form \_\_\_\_\_

Official Dept. Signature: \_\_\_\_\_

Date: \_\_\_\_\_



**WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY  
REASONABLE SUSPICION  
REFERRAL FORM**

Reasonable Suspicion testing must be based upon a trained supervisor's specific, contemporaneous, articulable observations concerning the appearance, behavior, speech, and/or body odor of the employee. Testing should occur **IMMEDIATELY** upon the supervisor's determination.

**EMPLOYEES MUST BE ESCORTED**

**GENERAL INFORMATION (Please Print)**

1. \_\_\_\_\_  
**Employee Name**                      **I.D. Number**                      **Job Title**

2. \_\_\_\_\_  
**Supervisor**                      **Superintendent**                      **Phone No.**                      **Dept./Location**

3. \_\_\_\_\_  
**Date**                      **Time**                      **a.m.**                      **p.m.**                      Supervisor notified employee of testing requirement and ensured employee had appropriate **photo ID**.

**REASONABLE SUSPICION TESTING**

Check all applicable indicators:

- |  |  |
|--|--|
| <input type="checkbox"/> Poor physical coordination              | <input type="checkbox"/> The presence of alcoholic beverages   |
| <input type="checkbox"/> Slow reactions or slurred speech        | <input type="checkbox"/> Unusual restlessness  |
| <input type="checkbox"/> The odor of marijuana smoke in the area | <input type="checkbox"/> Combative behavior, loud arguing or fighting  |
| <input type="checkbox"/> Hand tremors or unsteady walking        | <input type="checkbox"/> The presence of drug paraphernalia  |
| <input type="checkbox"/> Dilated or constricted pupils           | <input type="checkbox"/> Observing the employee ingest, inject, smoke or inhale (snort) a prohibited substance |
| <input type="checkbox"/> Disorientation                          |  |
| <input type="checkbox"/> Alcohol odor on breath                  |  |

Use the space below to describe/detail any other pertinent information regarding the employee:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Official Dept. Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

# M E M O R A N D U M



SUBJECT: Supervisor Guidelines: Post-Incident Drug and Alcohol Testing      DATE: October 23, 2015

FROM: Acting AGM/BUS – Robert Potts *R. Potts*

TO: Bus Transportation Directors, Superintendents,  
Asst. Superintendents and Managers

Bus Transportation will adopt the following guidelines for post-incident drug and alcohol testing for accidents and incidents with fixed/ stationary objects that do not meet the FTA post-accident testing requirements, effective for all cases that occur on November 1, 2015, and thereafter.

When an accident or incident is reported, an immediate overall assessment of the occurrence and behavior of the employee will take place. In all instances it must be first established whether or not FTA Post-Accident and/or Reasonable Suspicion/Cause testing is required. When such testing is not required, the guidelines summarized below for minor accidents or incidents with fixed or stationary objects will be followed by Supervisory staff.

The chart identifies the types of accidents/incidents with fixed/stationary objects that will not require drug and alcohol testing (commonly referenced at WMATA as a "10-75") when an accident involves the Damage and Action, specified in the chart. When there is minor damage that can be immediately repaired or parts replaced on the street (such as mirror glass replacement), testing will not be required. Always conduct a Reasonable Suspicion assessment. If Reasonable Suspicion exists the employee will be required to submit to a test. We will err on the side of caution, and test where objective evidence warrants it.

### SUPERVISOR GUIDELINES TO POST-INCIDENT DRUG AND ALCOHOL TESTING

SCENARIOS THAT DO NOT REQUIRE WMATA POST-INCIDENT DRUG & ALCOHOL TEST		
Scenario	Damage	Action
Bus has contact with tree limb	Minor damage to bus	Operator and/or Bus are not taken out of service
Bus scrapes side of parked vehicle	Minor damage to both vehicles	
Bus has contact with curb	Minor damage to the rim and/or tire	
Bus has contact with trash can or fire hydrant	Minor damage to bus	
Bus backs into fixed object or parked vehicle	No damage or minor scratches/scrapes to bus, fixed object or vehicle	
Bus has contact with bus stop sign/pole	Minor or no damage to bus, or bus stop sign/pole	
Bus-to-standing Bus contact (Mirror to mirror)	Minor or no damage to one or both vehicles	

Washington  
Metropolitan Area  
Transit Authority

If an employee is involved in more than one fixed-object accident in a 24-hour period, testing must be done for the second incident.



WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY  
RANDOM AND FOLLOW UP  
REFERRAL FORM

GENERAL INFORMATION (Please Print)

1. \_\_\_\_\_  
Employee Name I.D. Number Job Title

2. \_\_\_\_\_ / \_\_\_\_\_  
Supervisor Superintendent Phone No. Dept./Location

TEST NOTIFICATION INFORMATION

This employee is being referred to the test site at 600 5<sup>th</sup> St., NW - Jackson Graham Bldg. Rm 703 or,  
\_\_\_\_\_ (indicate alternate test site in the space provided).

Please check one:  Random  Follow Up

3. \_\_\_\_\_  a.m. Supervisor NOTIFIED employee of testing requirement  
\_\_\_\_\_  p.m. and ensured employee had appropriate photo ID.  
Date Time

4. The supervisor **MUST** instruct the employee to immediately  
and directly depart for the test site upon notification. \_\_\_\_\_  
Departure Station or Location

5. The employee **MUST** arrive and time-stamp this referral form  
on/before the expiration of the allotted travel time. Failure to  
do so may be considered a **REFUSAL** to test. \_\_\_\_\_ Minutes.  
Allotted Travel Time

6. Collector: Did the employee arrive on/before time expired?  Yes  No  
If no, explain: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

EMPLOYEE UNAVAILABILITY & DOCUMENTATION

FTA regulation and WMATA policy require employees unavailable for testing on the scheduled test date to  
be tested upon return to work. Please complete the section below and fax to 202-962-6198 if the above  
named employee is unavailable for testing.

Select one of the following:

AWOL  Day Off  Deceased  Vacation  
 LWOP (approved)  Retired or Resigned  Sick  
 Suspended  Terminated  Transferred to: \_\_\_\_\_

Please indicate the employee's expected date of return. Date \_\_\_\_\_ Time \_\_\_\_\_

Official Dept. Signature: \_\_\_\_\_ Date: \_\_\_\_\_

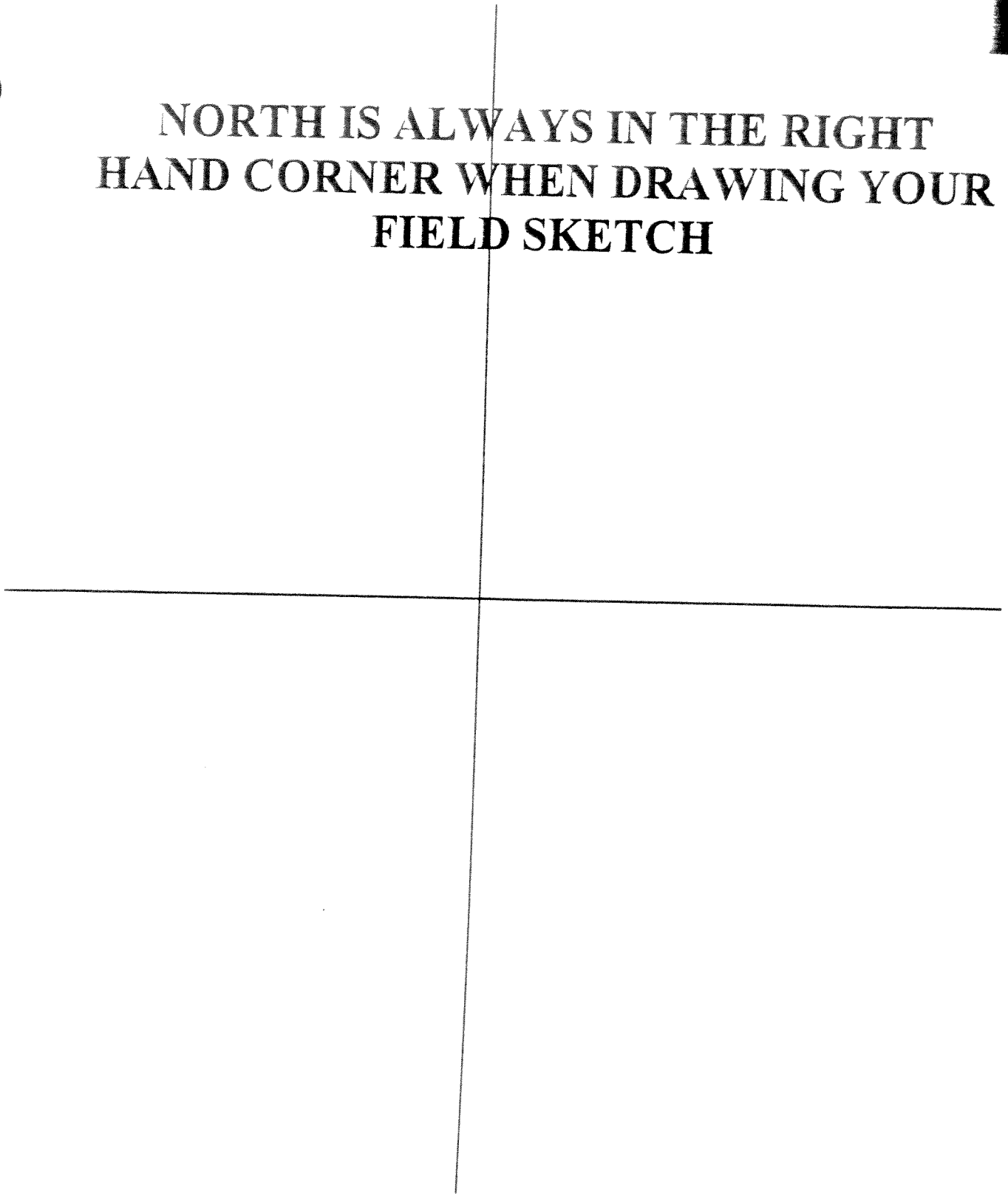
## **BUSV CATASTROPHIC INCIDENTS**

1. ANY FATAL ACCIDENT RESULTING FROM METROBUS OPERATIONS AND MAINTENANCE.
2. ANY BUS FIRE; THAT IS, ANY WHEEL WELL OR ENGINE COMPARTMENT FIRE THAT PENETRATES INTO THE INTERIOR AND DOES MAJOR DAMAGE TO THE BUS.
3. ANY MAJOR GARAGE OR STORAGE FACILITY FIRE OR EXPLOSION.
4. ANY BUSV INCIDENT THAT RESULTS IN A PERSON OR PERSONS HAVING BEEN TRANSPORTED TO THE HOSPITAL WITH SERIOUS INJURIES.
5. ANY OVERTURNED BUS ACCIDENT.

HOW WELL  
DO YOU  
KNOW  
YOUR  
DIRECTIONS



**NORTH IS ALWAYS IN THE RIGHT  
HAND CORNER WHEN DRAWING YOUR  
FIELD SKETCH**

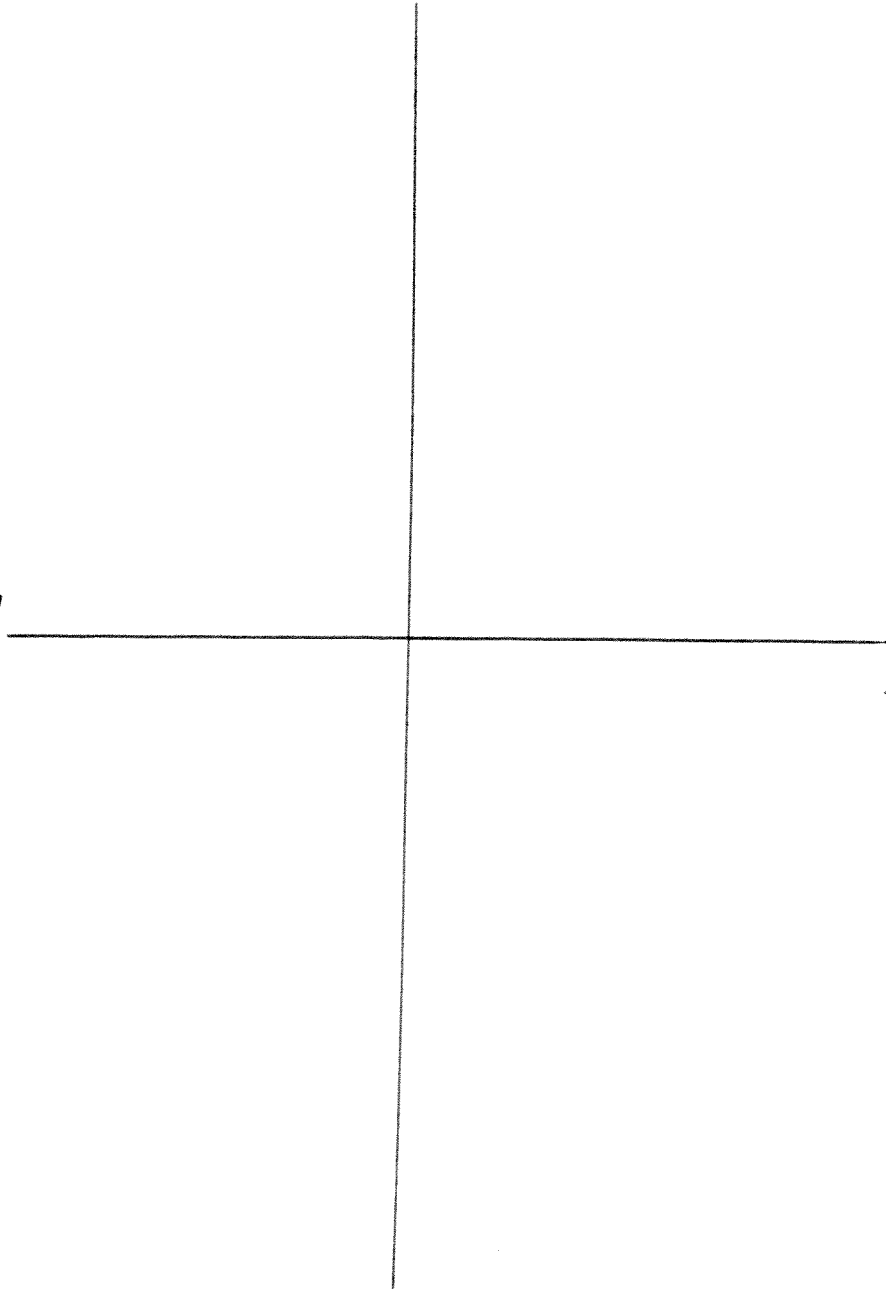


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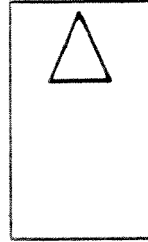
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14 TH STREET , N.W.

VEHICLE #2



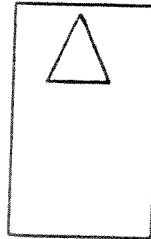
DECATUR STREET , N.W.

VEHICLE #2 -N/B ON 14<sup>TH</sup> STREET NORTH OF DECATUR  
STREET, N.W.

14 TH STREET , N.W.

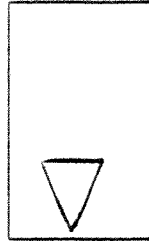
DECATUR STREET , N.W.

VEHICLE #2



VEHICLE #2 -N/B ON 14<sup>TH</sup> STREET SOUTH OF DECATUR STREET, N.W.

14<sup>TH</sup> STREET , NW.



VEHICLE #2

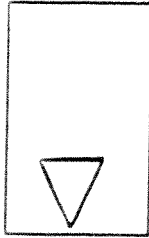
DECATUR STREET , N.

VEHICLE #2 -S/B ON 14<sup>TH</sup> STREET NORTH OF DECATUR  
STREET, N.W.



14<sup>TH</sup> STREET, NW.

DECATUR STREET, N.



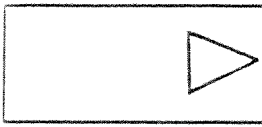
VEHICLE #2

VEHICLE #2 -S/B ON 14<sup>TH</sup> STREET SOUTH OF DECATUR STREET, N.W.



14<sup>TH</sup> STREET, N.W.

DECATUR STREET, N.W.



VEHICLE #2

VEHICLE #2 – E/B ON DECATUR STREET WEST  
OF 14<sup>TH</sup> STREET.

14<sup>TH</sup> STREET, N.W.

DECATUR STREET, N.W.

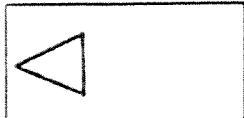
VEHICLE #2



VEHICLE #2 - E/B ON DECATUR STREET EAST  
OF 14<sup>TH</sup> STREET.

14<sup>TH</sup> STREET, N.W.

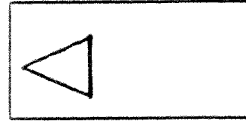
VEHICLE #2



DECATUR STREET, N.W.

VEHICLE #2 – W/B ON DECATUR STREET WEST OF  
14<sup>TH</sup> STREET.

14<sup>TH</sup> STREET, N.W.



VEHICLE #2

DECATUR STREET, N.W.

VEHICLE #2 – W/B ON DECATUR STREET EAST OF  
14<sup>TH</sup> STREET.

**THIRD PARTY LIABILITY**

**OFFICE OF  
GENERAL COUNSEL**

**STREET SUPERVISORS  
TRAINING**

BUS OPERATOR TRAINING  
BUS OPERATION AND ACCIDENTS  
THIRD PARTY LIABILITY

**I. INTRODUCTION**

We appreciate this opportunity to be with you today to discuss how important we feel your driving to be, not only to prevent accidents but to help us hold claims costs down. I am here to explain the importance of tying down information pertaining to accidents. You are on the Authority's "front line" for defense of claims and lawsuits.

The Office of Third Party Liability is located on the 8<sup>th</sup> floor of the Jackson Graham Building. It is part of the Office of the General Counsel.

**II. ROLE OF THE OFFICE OF THIRD PARTY LIABILITY**

The Office of Third Party Liability handles claims for personal injury and property damage made against the Authority. Our employees are claims adjusters. Our claims adjusters receive reports of claims, investigate the claims, and either settle or deny the claims. In this respect, our claims adjusters act in exactly the same way as your insurance company does when you have an accident in your personal automobile.

Claims can be made by customers or from members of the general public. For example, if a bus strikes an automobile, there may be claims for personal injury made by bus passengers. There may also be claims for personal injury made by passengers of the automobile. In addition, the owner of the automobile may make a claim for property damage to his vehicle.

There is one major difference between WMATA and your insurance company. WMATA is self-insured. There is no insurance to pay our claims. We pay claims out of our revenues and fares. WMATA has an excess insurance policy for payments over \$5 million dollars but for anything under that amount, WMATA must pay out of its own funds.

### III. WMATA'S LEGAL LIABILITY

As indicated earlier, claims adjusters either settle or deny claims. We attempt to settle claims where we are legally obligated to pay. We deny claims where there is no legal liability.

WMATA is legally liable for the acts of its employees when they act within the scope of their employment. For example, if a bus operator is involved in an accident while on a revenue route or while deadheading or while doing any act in the course of his or her employment, WMATA is responsible for his or her actions.

Just because an accident involves a WMATA employee does not mean that WMATA is legally liable. WMATA's legal liability depends on whether or not its employee was negligent. Negligence is carelessness. If you are careless and cause an accident during the course of your duties, WMATA is liable for any injuries. Carelessness can arise in a number of ways: inattention, excess speed, failure to obey the rules of the road, failure to abide by the SOPs.

When an accident occurs, the claims adjuster must act quickly to discover the facts and determine whether WMATA is liable for the claimant's injuries. The claims adjuster will attempt to interview witnesses. He or she will also review all reports generated as a result of the accident.



Based on all information, the claims adjuster will decide whether the claim should be paid, compromised, or denied. Our objective is to pay claims owed promptly and efficiently, and to deny claims which lack merit. If Third Party Liability cannot dispose of a case and a lawsuit is filed, the Office of General Counsel provides the defense to the lawsuit.

#### IV. TYPES OF CLAIMS

**Falls by patrons getting on or off a bus** generally can be minimized by following proper curbing procedures and by warning customers when you are unable to stop near the curb or when unusual conditions are present. Unusual conditions include broken pavement, construction, or wet or slippery pavement. Remember you are in a better position to see a hidden danger than the customer.

**Falls by customers on the bus** can be minimized by a thorough pre-trip inspection. Any defect in the bus floor should be noted. Foreign objects should be removed. In the event your bus is placed in service with a defect in the floor or in the event that weather conditions create a hazard on the floor of the bus, it is wise to warn customers of these conditions.

**Rapid acceleration** is rarely justified. You should start your bus smoothly. You should wait until all elderly and handicapped customers are seated before moving the bus.

**Rapid deceleration** is justified only by sudden emergencies such as being cut off by another vehicle, a child running into the street, or a similar occurrence. In normal circumstances, deceleration, like acceleration, should be smooth, particularly when customers are standing.

Door closing accidents can be prevented by simply making appropriate observations. Make sure the door is clear before closing.

If you do all of these things, you will reduce the amount of money paid out by the Authority for claims.

#### **V. SAFETY**

We want to stress safety first to you and the public. If you decide anything that is unsafe to you or the public dealing with Metro's property (glass missing in the bus shelter, broken benches) report to these hazards to (202) 962-1057 - **SAFETY HOTLINE.**

#### **VI. ACCIDENT REPORT FORM COMPLETION**

When a claim is made, the claims adjuster must assemble all available information in order to determine whether the claim should be paid. In this regard, your Accident Report is of critical importance.

Please take the time to complete every element of the Accident Form known to you. If you do not know the information called for by a particular section, leave that portion blank. Make sure to include all relevant details in your narrative.

Report the information exactly as you received it. Also, report any statement made by the injured party. These statements can be a very important part of the claim evaluation process.

Write legibly and clearly. Use a ball point pen and bear down so that the writing comes through on all copies.

Your diagram is important. Take the time to accurately depict how the accident occurred. If the diagram is not drawn to scale, indicate so on the diagram.

Pay particular attention to the **witness section** of the Accident Report Form. An **impartial witness** is often the best defense to a meritless claim. You should take the time to **get the names of all witnesses and their names and addresses**. Once the witness leaves the scene, he or she will be lost forever. Attempt to get both home and work addresses and telephone numbers. Be sure to thank the witness for their assistance.

#### **VII. BUS VIDEO CAMERAS**

At the present time cameras are on 100 buses. The success has been so good at fighting fraud and crime that hopefully the entire fleet will be equipped with them by the end of this year. First, determine if the bus you are operating is equipped with cameras. There are 5 cameras per bus, 4 on-board and 1 on the exterior.

#### **VII. LAWSUITS**

When a claim is denied by WMATA, there may be a lawsuit. Lawsuits against WMATA are defended by the Office of General Counsel and may be filed in the state or federal court in Maryland, Virginia, or the District of Columbia, and sometimes a plaintiff will attempt to sue the bus operator and the Authority for actions taken during the scope of your employment.

When a lawsuit is filed, the person bringing the lawsuit (the plaintiff) will attempt to serve you - if you are a named defendant - with the summons and complaint filed in court. The plaintiff will usually attempt to serve you through a special process server, or may do

so by certified mail. In the event you receive court papers by either method, or any other method, you should immediately give them to the Division Superintendent who is required to have them hand-delivered to the Office of General Counsel in the Jackson Graham Building. You should attach a note to the papers stating how you received the papers (i.e., private processor, certified mail or other), the date and time of receipt. If you receive them by mail, state the date that you signed the return receipt. If another person signed the return receipt other than yourself, be sure to state so.

**Do not delay.** Once you have been served, there are strict time limits which must be followed. You may prejudice your rights by delay.

COUN may need you to testify at a deposition or at trial. If so, your Superintendent will receive a notice from COUN asking that you be directed to appear at a certain time and place. It is important that you cooperate with the efforts of COUN. Your cooperation will assist COUN in defending WMATA's interest in the litigation.

### VIII. CONCLUSION

Bus accidents are costly. Approximately 70% of all claims received arise from bus accidents. Approximately \$6,000,000 is paid out annually for bus claims. We need your help to investigate these accidents.



## Insurance

In the Insurance Branch, we manage Metro's operations and construction insurance programs. More than 20 commercial insurance policies and risk control and risk transfer options are monitored to protect you and Metro's other assets. We also monitor the actions of outside contractors and vendors to help protect Metro's assets and public interests while they are at work on our behalf.

The Insurance Branch writes contract language for entrepreneurial services and partnership programs such as the D.C. Department of Public Works Project, Montgomery County Ride On Bus Project and the D.C. Circulator Bus Project. These projects benefit both the community and Metro.

To learn more about the Insurance Office, contact Gail B. Allen, Insurance Manager, at 202-962-1223 or [gallen@wmata.com](mailto:gallen@wmata.com).

## Important RISK Phone Numbers

Office of Risk Management  
202-962-1118

Workers' Compensation  
202-962-2332  
FAX 202-962-6105

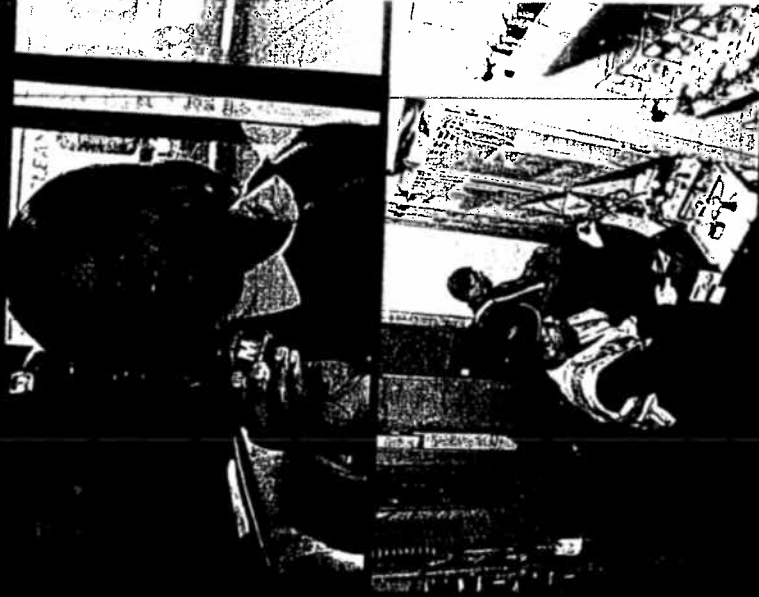
The Schaffer Companies  
410-933-8069

Third Party Liability  
202-962-1118  
FAX 202-962-2459

Insurance  
202-962-1221  
FAX 202-962-1171

EMPLOYEE GUIDE TO THE

# Office of Risk Management



For Workers' Compensation,  
Third Party Liability and Insurance,  
we're here to serve you.





## of Risk Management

ce of Risk Management (RISK) is here you. We ensure that you get onal claims service when you are in an accident or are injured while on

ated on the 8<sup>th</sup> floor of the Graham Building, is in the Department of Safety and Risk Management and of three branches: Third Party Liability, Compensation and Insurance.

nch is described in this publication. learn about your role in reporting accidents and incidents, and what you do if you are involved in an accident.

## erty Liability

igate bodily injury and property claims presented against WMATA by and other parties.

component of this branch's job is gathering factual information. Participation is vital.

ort is investigated to determine:

- ed the loss or injury?
- WHAT was injured or damaged?
- the loss occur?
- the loss happen?

Once these questions are answered, we determine whether Metro will make a record of the incident or establish a claim for investigation by an adjuster.

We rely on you to gather information from the following checklist if you are involved in an accident or incident that is reported to you by an employee or patron.

## Third Party Liability's Accident/Incident Checklist

- Witness Information:
- Name  Address
  - Telephone number and/or email address
- Descriptive Information:  
(How did the accident occur?):
- Date of accident
  - Location  Weather conditions
- Personal Property Information:
- Description, size, color
  - Value  Receipt  Serial #
- Real Property Information:
- Description (dimensions)
  - Location
- Vehicle Information:
- Year, make, model
  - License plate number
  - Insurance carrier and policy number
- Bodily Injury Information:
- How did it happen?
  - Which body part sustained injury?
  - Is there any bleeding or swelling?
  - Are there any physical problems?
- Medical Help:
- Accepted  Declined

To learn more about Third Party Liability, contact Terry L. Smith, Third Party Liability Manager, at 202-962-1563 or [tlsmith@wmata.com](mailto:tlsmith@wmata.com).

## Workers' Compensation

We coordinate work-related accidental injury, occupational disease and death claims for employees with Metro's third party administrator, The Schaffer Companies. We work very closely with other offices to ensure proper handling and oversight of employee's work related claims.

This branch ensures that medical care is available to injured employees and that injured employees continue to get paid.

If you are injured on the job, you must:

1. Notify your supervisor immediately.
2. Seek immediate medical attention, if necessary.
3. Complete an Employee on-the-job Injury and Occupational Illness Report.
4. Submit the completed report to your supervisor. Include the name and address of the attending physician.

Your supervisor must:

1. Complete the Workers' Compensation online claim form (accessible via the WMATA Intranet) which is automatically received by Schaffer adjusters
2. Fax the Employee on-the-job Injury and Occupational Illness Report to Schaffer.

For questions about your claim, call your assigned adjuster. For general questions about workers' compensation, you may call:

Sherry Holden 202-962-1547  
Kristen Messenger 202-962-1536

If neither is available, you may contact Pamela Wilkins, Workers' Compensation Manager, at 202-962-1448 or [pwilkins@wmata.com](mailto:pwilkins@wmata.com).



# BUS TROUBLE SHOOTING

## QUICK TIPS



# GAS DETECTION SYSTEM (CNG)

- **Significant** indicates a gas detection of 50% LEL gas, supply system shut down will illuminate.
- **Trace** indicates a gas detection of 20% LEL.
- **Sensor Fault** indicates a loss of signal or a faulty sensor for a specific zone or area.
- Change off, otherwise refer to division or service truck/street supervisor.

## **DOOR WON'T CLOSE**

- Ensure there are no obstacles blocking door.
- Check ramp, it must be stowed all the way.
- Check door dump valve located by driver's left knee.
- Refer to division and service truck/street supervisor.

## **WON'T START?**

- Ensure parking brake is set to start bus.
- Is shift selector in neutral?
- Push and hold starter button until the engine starts. This may take up to 30 seconds.
- Refer to division and service truck/street supervisor.

## **OIL LEAK**

- Determine SEVERITY of leak.
- If the oil leak is a constant stream forming a puddle, stand bus.
- If not, instruct operator to change off .

# LOW OIL LIGHT

- Is **Yellow** check engine or **Red stop engine**, light on?
- **Yellow Check engine**, continue to operate for change off.
- **Red Stop engine**, stand bus within 30 seconds.
- Refer to division and service truck / street supervisor.

## CUTS OFF

- Check indicator lights on dash.
- Is **Red stop engine** or **Yellow check engine** light on?
- If so, bus must be changed off.
- Change off if possible, otherwise refer to division and service truck / street supervisor.

## **LOW COOLANT LIGHT**

- Low water in the surge tank will activate Motor guard system. Bus will shut down in 30 seconds.
- Refer to division and service truck / street supervisor.

## **A/C FAIL**

- Is the A/C Fail light on?
- Move climate switch to A/C.
- Close all windows and roof hatches.
- Change off if temp is 80° or above between the hours of 10:00a-2:00p and after 7:00p on weekdays and weekends after 10:00a.



## **NO DEFROSTER**

- Turn driver heat and temp knobs clockwise
- Is the defroster fan motor operational?
- If window is steamed on inside, instruct operator to wipe with towels, newspaper, etc.
- Refer to division and service truck/street supervisor.

# **WHEELCHAIR LIFT MALFUNCTION**

- Is **parking brake** set, bus in **neutral**?
- Is air on front door?
- Any obstacles blocking front door from opening?
- Refer to division service truck /street supervisor.

# **TRANSMISSION WON'T GO IN GEAR**

- Ensure operator fully applies brake to select the required transmission gear.
- Ensure air is on the front doors and they are in the closed position.
- Refer to division and service truck/street supervisor.

# TRANSMISSION SLIPS

- Stop the bus, put in neutral and apply the foot brake.
- Is **Do Not Shift** light illuminated on dash?
- If **YES**-Bus must be changed off.
- If **NO**-Refer to division and service truck / street supervisor.

## **MAINTENANCE INDICATOR**

- When illuminated, advise service personnel to schedule the vehicle for regular maintenance.
- The indicator, when operating normally, will flash for 12 seconds upon positioning the master run to day-run or night-run for engine start up.

## **LOW FUEL PRESSURE INDICATOR**

- When illuminated, indicates bus will travel 5 to 10 miles before shutting the engine down.
- Refer to division and service truck / street supervisor.

## **FLAT TIRE**

- Refer to division and service truck / street supervisor.

## **NO INTERIOR LIGHTS**

- Refer to division and service truck /street supervisor.



## **LOW AIR LIGHT FLASHING**

- Ensure air is on the front door, valve is located by driver's knee.
- Refer to division and service truck / street supervisor.

## KNEEL SYSTEM MALFUNCTION

- Ensure switch is in the neutral position.
- \* **Note** If switch is left in kneel position, bus will automatically kneel whenever the front door opens.

## DESTINATION SIGN

- Is sign switched on?
- Change off (only if base block ).
- **DO NOT STAND.**

## **SLACK BRAKES**

- Stand bus. **Brake test** will be performed.
- Refer to division and service truck/street supervisor.

# **MIRRORS LOOSE OR BROKEN**

- Can operator tighten mirror?
- Refer to service truck/street supervisor.

## **STEERING LOOSE**

- Stand the bus, refer to division and service truck/street supervisor.

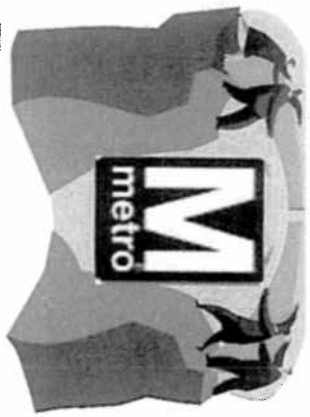
## **BELLOWS**

- Check air pressure, minimum (100psi.).
- Cycle Kneel system up and down several times.
- Refer to division and service truck/street supervisor.

## **BUS WONT MOVE**

- Ensure front doors are closed, this bus is equipped with a front door interlock.

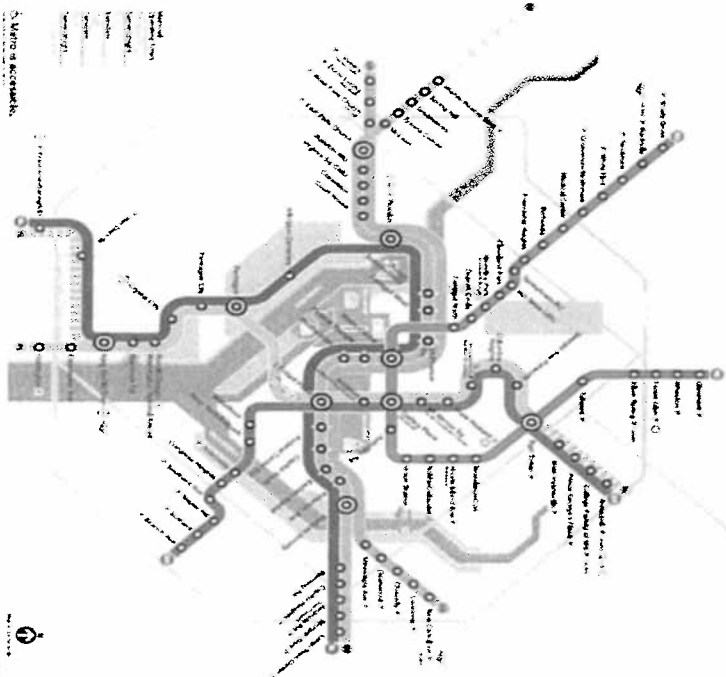




# Bus Bridge

In the event of a rail emergency, shuttle buses will be dispatched to the affected Rail Stations where passengers will board and alight at the designated boarding/alighting areas. Shuttle buses will operate along an established emergency route and only allow boarding and alighting at Rail Stations.

Metrobus will bridge the gap from one station to another until service on the Rail is restored. Serving customers the best way possible, even during emergencies.



**BOCC**  
**202-962-1811**

**Assistant Superintendents**

Tyrus Dowtin—Supt.	115	202-809-0103
James Jackson	109	202-809-0568
Linda Pinkard	110	202-809-0588
Norman Williams	113	202-809-0104
MeChale Johnson	116	202-430-9580
Bobby Gilchrist	117	202-809-0603
Claressa Washington	119	202-379-8792
Rudy Purvis	121	202-809-0561



**Bus Bridge Guide**  
**for**  
**Manager Bus Service**  
**Operations**

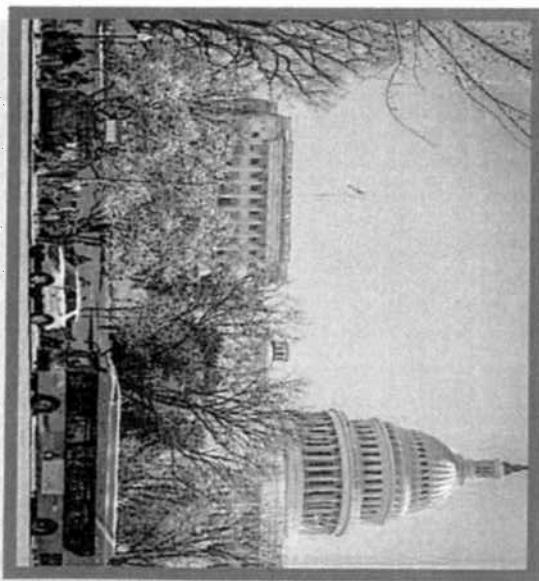


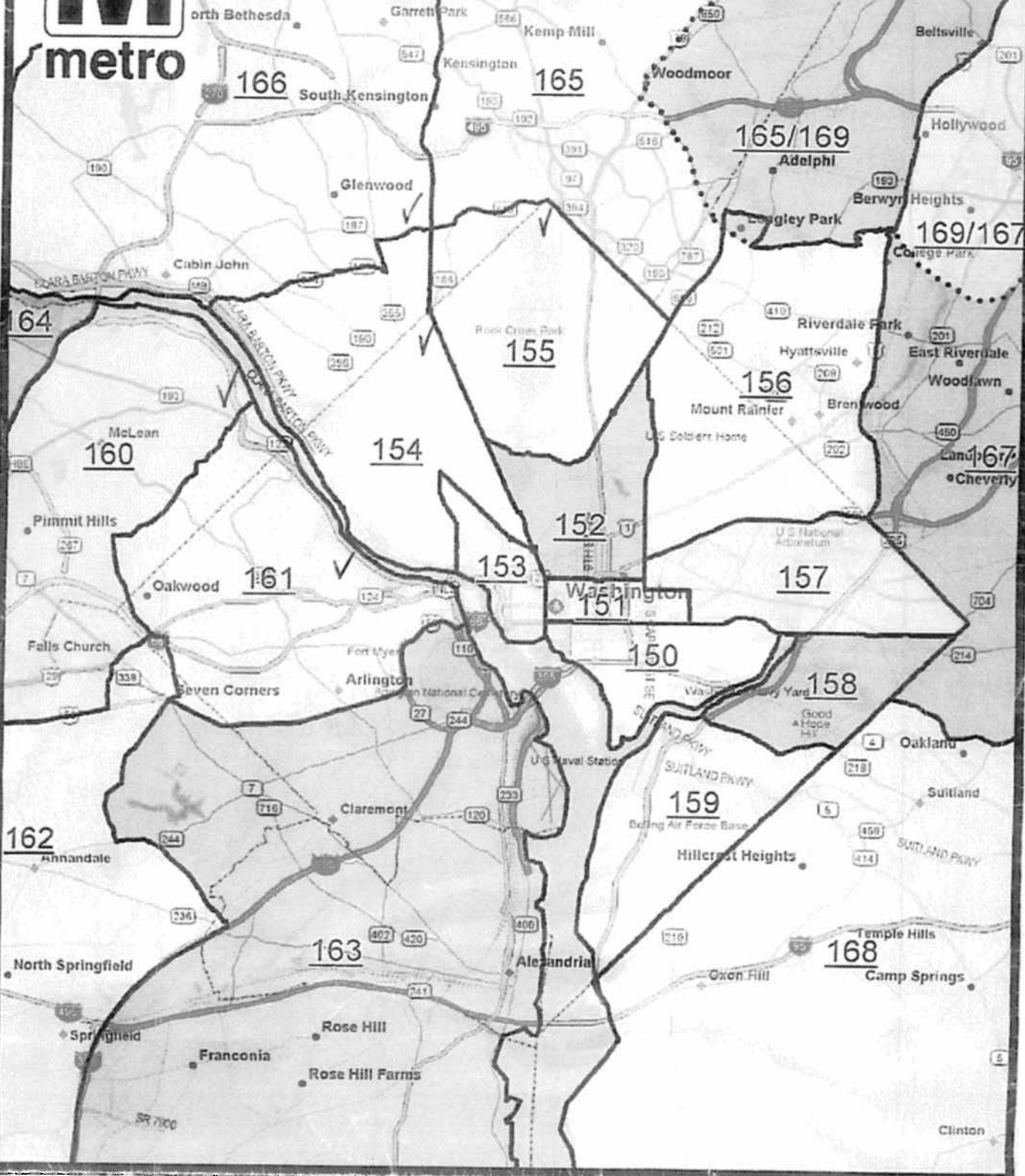
Photo by Jonathan Corbett







# MOBILE UNIT SECTION BOUNDARIES

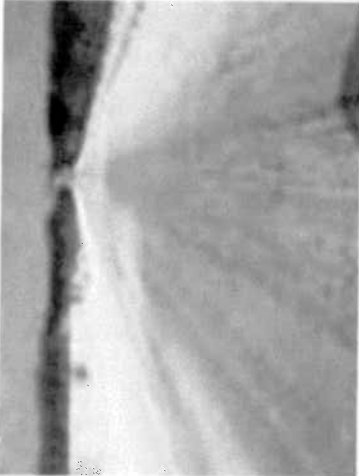
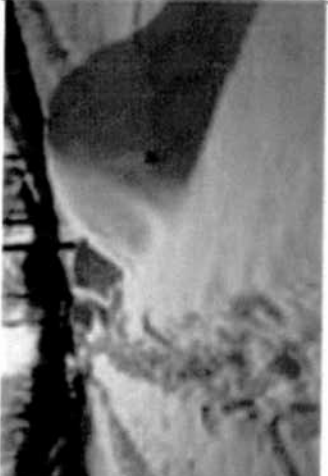
NORTH



## Severe Weather Operations Levels

Severe Weather Operations Level	Typical Conditions	Operations Plan
<p style="text-align: center;"><b>LIGHT</b></p> 	<p><i>Snow and/or light ice conditions.</i></p> <p><i>Roads snow/slush covered with wheel tracks exposed.</i></p> <p><i>Up to about 2" of snow</i></p> <p><i>Packed snow and ice are not present.</i></p> <p><i>Conditions will be field assessed.</i></p>	<p>If it is a weekday, all regular routes are expected to operate.</p> <p>Some routes may be on a snow detour; detours will be site specific by route and conveyed to customers as needed by MREL and BCOM.</p> <p>Trippers (from the cut list) will not operate.</p> <p>Articulated buses will not be used.</p> <p>If DCPS are closed, school routes will not operate.</p> <p>Expect some delays and service disruptions.</p>
<p style="text-align: center;"><b>MODERATE</b></p> 	<p><i>Snow accumulation moderate (typically 2-6 inches) and/ or iciness.</i></p> <p><i>Roads snow and/or slush covered.</i></p> <p><i>Pavement has continuous stretches of packed snow with or without loose snow on top.</i></p>	<p>Service will be suspended on many routes.</p> <p>Any operating route will be on its snow detour plan, if applicable.</p> <p>Limited stop routes will make all local stops.</p> <p>See chart of Metrobus route and snow operations for specific service suspensions.</p>

**Severe Weather Operations Levels**

Severe Weather Operations Level	Typical Conditions	Operations Plan
<p><b>SEVERE</b></p> 	<p>Heavy Snowfall (six or more inches) or severe icing.                      Pavement surface is covered with packed snow and/or ice.                      There may be loose snow on top of the icy or packed snow surface.</p>	<p>Service will be suspended on all but the busiest routes.                      Any operating route will be on its snow detour plan and may be on a headway service plan (i.e., operating as conditions allow, not according to the published timetable.)                      Limited stop routes will make all local stops.                      Depending on specific conditions, service on any route may be stopped.                      See chart of Metrobus route and snow operations for specific service suspensions.</p>
<p><b>TOTAL SHUTDOWN</b></p> 	<p>Eight inches or more of snow                      Some roads could be impassable due to severe weather or road conditions (now visibility, drifting, excessive unplowed snow, glare, ice, accidents, stranded vehicles, etc.)</p>	<p>Provide customers with at least one hour's notice -- Then TOTAL SHUTDOWN.                      No Service until conditions improve, then gradual return to service roughly mirroring the pullback levels.                      Employee shuttles will run on a case by case basis, possibly with an alternate vehicle (i.e. four-wheel drive SUVs). Employee should call the division to determine if the shuttle is operating.</p>

**METROBUS SERVICE BY ROUTE AND SNOW OPERATIONS LEVEL**

✓ indicates route **will** operate at this snow operations level  
 A blank cell indicates route will **NOT** operate at this level

December 18, 2016 Service

Snow Operations Level

JURIS	ROUTE	LINE NAME	Snow Detour Map?	Level: LIGHT	Level: MODERATE	Level: SEVERE
				Detours as specified by BOCC	All service on snow detour	All service on snow detour
DC	5A	D.C. - Dulles Airport		✓	✓	✓
DC	30N	Friendship Heights-Southeast	Yes	✓	✓	
DC	30S	Friendship Heights-Southeast	Yes	✓	✓	
DC	31	Wisconsin Avenue		✓	✓	✓
DC	32	Pennsylvania Avenue	Yes	✓	✓	✓
DC	33	Wisconsin Avenue		✓	✓	✓
DC	34	Pennsylvania Avenue	Yes	✓	✓	✓
DC	36	Pennsylvania Avenue	Yes	✓	✓	✓
DC	37	Wisconsin Avenue Limited		✓		
DC	39	Pennsylvania Avenue Limited		✓		
DC	42	Mount Pleasant	Yes	✓	✓	
DC	43	Mount Pleasant	Yes	✓	✓	
DC	52	14th Street	Yes	✓	✓	✓
DC	53	14th Street	Yes	✓	✓	✓
DC	54	14th Street	Yes	✓	✓	✓
DC	60	Fort Totten-Petworth		✓		
DC	62	Takoma-Petworth	Yes	✓	✓	
DC	63	Takoma-Petworth	Yes	✓	✓	
DC	64	Fort Totten-Petworth	Yes	✓	✓	
DC	70	Georgia Avenue-7th Street		✓	✓	✓
DC	74	Convention Center-SW Waterfront		✓		
DC	79	Georgia Avenue Limited		✓	✓	✓
DC	80	North Capitol Street	Yes	✓	✓	✓
DC	90	U Street-Garfield		✓	✓	✓
DC	92	U Street-Garfield		✓	✓	✓
DC	94	Stanton Road	Yes	✓		
DC	96	East Capitol Street-Cardozo	Yes	✓	✓	
DC	97	East Capitol Street-Cardozo		✓	✓	
DC	A2	Anacostia-Congress Heights	Yes	✓		
DC	A4	Anacostia-Fort Drum	Yes	✓	✓	
DC	A6	Anacostia-Congress Heights	Yes	✓	✓	✓
DC	A7	Anacostia-Congress Heights		✓		
DC	A8	Anacostia-Congress Heights	Yes	✓	✓	✓
DC	A9	Martin Luther King Jr. Limited	Yes	✓		
DC	B2	Bladensburg Road-Anacostia	Yes	✓	✓	
DC	B8	Fort Lincoln Shuttle	Yes	✓		
DC	B9	Fort Lincoln Shuttle	Yes	✓		
DC	B99	Bladensburg Employee Shuttle		✓	✓	✓
DC	D1	Glover Park-Franklin Square	Yes	✓		
DC	D2	Glover Park-Dupont Circle	Yes	✓	✓	
DC	D4	Ivy City-Franklin Square	Yes	✓		
DC	D5	MacArthur Blvd-Georgetown		✓		
DC	D6	Sibley Hospital-Stadium-Armory	Yes	✓	✓	
DC	D8	Hospital Center	Yes	✓		

**METROBUS SERVICE BY ROUTE AND SNOW OPERATIONS LEVEL**

✓ indicates route **will** operate at this snow operations level

A blank cell indicates route will **NOT** operate at this level

December 18, 2016 Service

**Snow Operations Level**

<u>JURIS</u>	<u>ROUTE</u>	<u>LINE NAME</u>	<u>Snow Detour Map?</u>	<u>Level: LIGHT</u>	<u>Level: MODERATE</u>	<u>Level: SEVERE</u>
				Detours as specified by BOCC	All service on snow detour	All service on snow detour
DC	E2	Ivy City-Fort Totten		✓	✓	
DC	E4	Military Road-Crosstown	Yes	✓	✓	
DC	E6	Chevy Chase	Yes	✓		
DC	G2	P Street-LeDroit Park	Yes	✓		
DC	G8	Rhode Island Avenue	Yes	✓		
DC	H1	Brookland-Potomac Park	Yes	✓		
DC	H2	Crosstown	Yes	✓	✓	
DC	H3	Crosstown	Yes	✓	✓	
DC	H4	Crosstown	Yes	✓	✓	
DC	H6	Brookland-Fort Lincoln	Yes	✓		
DC	H8	Park Road-Brookland	Yes	✓		
DC	H9	Park Road-Brookland	Yes	✓		
DC	K2	Takoma-Fort Totten	Yes	✓		
DC	L1	Connecticut Avenue	Yes	✓		
DC	L2	Connecticut Avenue		✓	✓	
DC	M4	Nebraska Avenue	Yes	✓		
DC	M6	Fairfax Village	Yes	✓		
DC	N2	Massachusetts Avenue	Yes	✓	✓	
DC	N4	Massachusetts Avenue		✓	✓	
DC	N6	Massachusetts Avenue	Yes	✓	✓	
DC	P6	Anacostia-Eckington	Yes	✓	✓	
DC	S1	16th Street-Potomac Park		✓		
DC	S2	16th Street	Yes	✓	✓	✓
DC	S4	16th Street		✓	✓	✓
DC	S9	16th Street Limited	Yes	✓	✓	
DC	SH99	Shepherd Parkway Employee Shuttle		✓	✓	✓
DC	U4	Sheriff Road-River Terrace	Yes	✓	✓	
DC	U5	Mayfair-Marshall Heights	Yes	✓		
DC	U6	Mayfair-Marshall Heights	Yes	✓		
DC	U7	Deanwood-Minnesota Ave Station		✓	✓	
DC	U8	Benning Heights	Yes	✓	✓	✓
DC	V1	Minnesota Avenue-M Street	Yes	✓		
DC	V2	Capitol Heights-Minnesota Avenue	Yes	✓	✓	✓
DC	V4	Capitol Heights-Minnesota Avenue	Yes	✓	✓	✓
DC	V5	Fairfax Village-L'Enfant Plaza	Yes	✓		
DC	W1	Shipley Terrace-Fort Drum		✓		
DC	W2	United Medical Center-Anacostia	Yes	✓	✓	
DC	W3	United Medical Center-Anacostia	Yes	✓	✓	
DC	W4	Deanwood-Alabama Avenue	Yes	✓	✓	
DC	W5	Anacostia-Fort Drum	Yes	✓		
DC	W6	Garfield-Anacostia Loop	Yes	✓		
DC	W8	Garfield-Anacostia Loop	Yes	✓		
DC	W9	L'Enfant Plaza-Coast Guard Limited	Yes	Will Operate if Federal Government is Open		
DC	X1	Benning Road		✓		

**METROBUS SERVICE BY ROUTE AND SNOW OPERATIONS LEVEL**

✓ indicates route **will** operate at this snow operations level

A blank cell indicates route will **NOT** operate at this level

December 18, 2016 Service

**Snow Operations Level**

<u>JURIS</u>	<u>ROUTE</u>	<u>LINE NAME</u>	<u>Snow Detour Map?</u>	<u>Level:</u> <u>LIGHT</u>	<u>Level:</u> <u>MODERATE</u>	<u>Level:</u> <u>SEVERE</u>
				Detours as specified by BOCC	All service on snow detour	All service on snow detour
DC	X2	Benning Road-H Street		✓	✓	✓
DC	X3	Benning Road		✓		
DC	X8	Maryland Avenue	Yes	✓		
DC	X9	Benning Road-H Street Limited	Yes	✓	✓	✓

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December 18, 2016 Service

**Snow Operations Level**

<u>JURIS</u>	<u>ROUTE</u>	<u>LINE NAME</u>	<u>Snow Detour Map?</u>	<u>Level: LIGHT</u>	<u>Level: MODERATE</u>	<u>Level: SEVERE</u>
				Detours as specified by BOCC	All service on snow detour	All service on snow detour
DCSP	A31	Anacostia High School		✓	<b>Operate ONLY if DC Public Schools are OPEN</b>	
DCSP	A32	Anacostia High School		✓		
DCSP	A33	Anacostia High School		✓		
DCSP	D31	Deal Middle School		✓		
DCSP	D32	Deal Middle School		✓		
DCSP	D33	Deal Middle School		✓		
DCSP	D34	Deal Middle School		✓		
DCSP	D51	Duke Ellington School of the Arts		✓		
DCSP	E32	Eastern High School		✓		
DCSP	M31	McKinley High School		✓		
DCSP	S35	Sousa Middle School		✓		
DCSP	S41	Phelps High School		✓		
DCSP	W45	Wilson High School		✓		
DCSP	W47	Wilson High School		✓		



**METROBUS SERVICE BY ROUTE AND SNOW OPERATIONS LEVEL**

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December 18, 2016 Service

Snow Operations Level

<u>JURIS</u>	<u>ROUTE</u>	<u>LINE NAME</u>	<u>Snow Detour Map?</u>	<u>Level: LIGHT</u>	<u>Level: MODERATE</u>	<u>Level: SEVERE</u>
				Detours as specified by BOCC	All service on snow detour	All service on snow detour
MD	83	College Park	Yes	✓	✓	✓
MD	86	College Park	Yes	✓	✓	✓
MD	87	Laurel Express		✓		
MD	89	Laurel		✓		
MD	89M	Laurel		✓		
MD	A12	Martin Luther King Jr. Highway	Yes	✓	✓	✓
MD	B21	Bowie State University		✓		
MD	B22	Bowie State University	Yes	✓		
MD	B24	Bowie-Belair		✓		
MD	B27	Bowie-New Carrollton		✓		
MD	B29	Crofton-New Carrollton		✓		
MD	B30	Greenbelt-BWI Airport Express	Yes	✓	✓	✓
MD	C2	Greenbelt-Twinbrook		✓		
MD	C4	Greenbelt-Twinbrook	Yes	✓	✓	✓
MD	C8	College Park-White Flint	Yes	✓	✓	
MD	C11	Clinton	Yes	✓		
MD	C12	Hillcrest Heights	Yes	✓		
MD	C13	Clinton	Yes	✓		
MD	C14	Hillcrest Heights	Yes	✓		
MD	C21	Central Avenue		✓	✓	✓
MD	C22	Central Avenue	Yes	✓	✓	✓
MD	C26	Central Avenue		✓		
MD	C28	Pointer Ridge	Yes	✓		
MD	C29	Central Avenue	Yes	✓	✓	
MD	D12	Oxon Hill-Suitland	Yes	✓	✓	✓
MD	D13	Oxon Hill-Suitland	Yes	✓	✓	
MD	D14	Oxon Hill-Suitland	Yes	✓	✓	✓
MD	F1	Chillum Road	Yes	✓	✓	
MD	F2	Chillum Road	Yes	✓	✓	
MD	F4	New Carrollton-Silver Spring	Yes	✓	✓	✓
MD	F6	New Carrollton-Fort Totten		✓		
MD	F8	Langley Park-Cheverly	Yes	✓	✓	
MD	F12	Ardwick Industrial Park Shuttle	Yes	✓		
MD	F13	Cheverly-Washington Business Park	Yes	✓		
MD	F14	Sheriff Road-Capitol Heights	Yes	✓		
MD	G12	Greenbelt-New Carrollton	Yes	✓	✓	
MD	G14	Greenbelt-New Carrollton	Yes	✓	✓	
MD	H11	Marlow Heights-Temple Hills	Yes	✓	✓	
MD	H12	Marlow Heights-Temple Hills	Yes	✓	✓	
MD	H13	Marlow Heights-Temple Hills	Yes	✓	✓	
MD	J1	Bethesda-Silver Spring		✓		
MD	J2	Bethesda-Silver Spring		✓	✓	✓
MD	J3	Bethesda-Silver Spring	Yes	✓	✓	✓

**METROBUS SERVICE BY ROUTE AND SNOW OPERATIONS LEVEL**

✓ indicates route **will** operate at this snow operations level  
 A blank cell indicates route will **NOT** operate at this level

**December 18, 2016 Service**

**Snow Operations Level**

<u>JURIS</u>	<u>ROUTE</u>	<u>LINE NAME</u>	<u>Snow Detour Map?</u>	<u>Level: LIGHT</u>	<u>Level: MODERATE</u>	<u>Level: SEVERE</u>
				Detours as specified by BOCC	All service on snow detour	All service on snow detour
MD	J4	College Park-Bethesda Limited		✓		
MD	J5	Twinbrook-Silver Spring		✓		
MD	J7	I-270 Express		✓		
MD	J9	I-270 Express		✓		
MD	J12	Marlboro Pike	Yes	✓	✓	
MD	K6	New Hampshire Avenue-Maryland	Yes	✓	✓	✓
MD	K9	New Hampshire Avenue Limited		✓		
MD	K12	Forestville	Yes	✓	✓	
MD	K13	Forestville	Yes	✓	✓	
MD	L8	Connecticut Avenue-Maryland	Yes	✓	✓	
MD	L99	Landover & CTF Employee Shuttle		✓	✓	✓
MD	NH1	National Harbor-Southern Ave	Yes	✓	✓	
MD	NH2	National Harbor-Alexandria	Yes	✓	✓	
MD	P12	Eastover-Addison Road	Yes	✓	✓	✓
MD	P17	Oxon Hill-Fort Washington	Yes	✓		
MD	P18	Oxon Hill-Fort Washington	Yes	✓		
MD	P19	Oxon Hill-Fort Washington	Yes	✓		
MD	P99	Southern Avenue Employee Shuttle		✓	✓	✓
MD	Q1	Veirs Mill Road		✓	✓	✓
MD	Q2	Veirs Mill Road	Yes	✓	✓	✓
MD	Q4	Veirs Mill Road		✓	✓	✓
MD	Q5	Veirs Mill Road		✓	✓	✓
MD	Q6	Veirs Mill Road	Yes	✓	✓	✓
MD	R1	Riggs Road	Yes	✓	✓	
MD	R2	Riggs Road	Yes	✓	✓	
MD	R4	Queens Chapel Road	Yes	✓	✓	
MD	R12	Kenilworth Avenue	Yes	✓		
MD	T2	River Road		✓	✓	
MD	T14	Rhode Island Avenue-New Carrollton	Yes	✓	✓	
MD	T18	Annapolis Road	Yes	✓	✓	✓
MD	V12	District Heights-Suitland	Yes	✓	✓	
MD	V14	District Heights-Seat Pleasant	Yes	✓	✓	
MD	W13	Bock Road	Yes	✓		
MD	W14	Bock Road	Yes	✓		
MD	W19	Indian Head Express	Yes	✓		
MD	Y2	Georgia Avenue-Maryland		✓	✓	✓
MD	Y7	Georgia Avenue-Maryland	Yes	✓	✓	✓
MD	Y8	Georgia Avenue-Maryland	Yes	✓	✓	✓
MD	Z2	Colesville-Ashton	Yes	✓		
MD	Z6	Calverton-Westfarm	Yes	✓		
MD	Z7	Laurel-Burtonsville Express	Yes	✓		
MD	Z8	Fairland	Yes	✓	✓	✓
MD	Z11	Greencastle-Briggs Chaney Express	Yes	✓		

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**December 18, 2016 Service**

**Snow Operations Level**

<u>JURIS</u>	<u>ROUTE</u>	<u>LINE NAME</u>	<u>Snow Detour Map?</u>	<u>Level: LIGHT</u>	<u>Level: MODERATE</u>	<u>Level: SEVERE</u>
				Detours as specified by BOCC	All service on snow detour	All service on snow detour
VA	1A	Wilson Blvd-Vienna	Yes	✓	✓	✓
VA	1B	Wilson Blvd-Vienna	Yes	✓	✓	
VA	1C	Fair Oaks-Fairfax Blvd		✓	✓	
VA	2A	Washington Blvd-Dunn Loring		✓	✓	✓
VA	2B	Fair Oaks-Jermantown Rd	Yes	✓	✓	
VA	2T	Tysons Comer-Dunn Loring	Yes	✓	✓	
VA	3A	Annandale Road	Yes	✓	✓	✓
VA	3T	Pimmit Hills	Yes	✓		
VA	3Y	Lee Highway-Farragut Square		✓		
VA	4A	Pershing Dr-Arlington Blvd	Yes	✓	✓	✓
VA	4B	Pershing Dr-Arlington Blvd	Yes	✓	✓	
VA	5A	D.C.-Dulles Airport		✓	✓	✓
VA	7A	Lincolnia-North Fairlington	Yes	✓	✓	✓
VA	7C	Park Center-Pentagon		✓		
VA	7F	Lincolnia-North Fairlington	Yes	✓	✓	✓
VA	7M	Mark Center-Pentagon		Will Operate if Federal Government is Open		
VA	7P	Park Center-Pentagon		✓		
VA	7W	Lincolnia-Pentagon		✓	✓	✓
VA	7X	Lincolnia-Pentagon	Yes	✓	✓	✓
VA	7Y	Lincolnia-North Fairlington	Yes	✓	✓	✓
VA	8S	Foxchase-Seminary Valley		✓		
VA	8W	Foxchase-Seminary Valley		✓		
VA	8Z	Foxchase-Seminary Valley	Yes	✓		
VA	10A	Alexandria-Pentagon	Yes	✓	✓	
VA	10B	Hunting Point-Ballston	Yes	✓	✓	✓
VA	10E	Alexandria-Pentagon	Yes	✓		
VA	11Y	Mt Vernon Express		✓		
VA	13Y	Arlington-Union Station	Yes	✓	✓	
VA	15K	Chain Bridge Rd		✓		
VA	15L	Chain Bridge Rd		✓		
VA	16A	Columbia Pike	Yes	✓	✓	✓
VA	16B	Columbia Pike	Yes	✓	✓	✓
VA	16E	Columbia Pike	Yes	✓	✓	✓
VA	16G	Columbia Heights West-Pentagon City	Yes	✓	✓	✓
VA	16H	Columbia Heights West-Pentagon City	Yes	✓		
VA	16J	Columbia Pike	Yes	✓	✓	
VA	16K	Columbia Heights West-Pentagon City	Yes	✓		
VA	16L	Annandale-Skyline City-Pentagon		✓		
VA	16P	Columbia Pike	Yes	✓	✓	✓
VA	16X	Columbia Pike-Federal Triangle		✓		
VA	16Y	Columbia Pike-Farragut Square		✓		
VA	17A	Kings Park	Yes	✓	✓	
VA	17B	Kings Park	Yes	✓		
VA	17F	Kings Park	Yes	✓		

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December 18, 2016 Service

Snow Operations Level

<u>JURIS</u>	<u>ROUTE</u>	<u>LINE NAME</u>	<u>Snow Detour Map?</u>	<u>Level: LIGHT</u>	<u>Level: MODERATE</u>	<u>Level: SEVERE</u>
				Detours as specified by BOCC	All service on snow detour	All service on snow detour
VA	17G	Kings Park Express	Yes	✓	✓	
VA	17H	Kings Park Express	Yes	✓		
VA	17K	Kings Park Express	Yes	✓		
VA	17L	Kings Park Express	Yes	✓		
VA	17M	Kings Park	Yes	✓		
VA	18G	Orange Hunt	Yes	✓		
VA	18H	Orange Hunt	Yes	✓		
VA	18J	Orange Hunt		✓		
VA	18P	Burke Centre	Yes	✓		
VA	18R	Burke Centre	Yes	✓		
VA	18S	Burke Centre	Yes	✓		
VA	21A	Landmark-Bren Mar Park-Pentagon	Yes	✓		
VA	21D	Landmark-Bren Mar Park-Pentagon	Yes	✓		
VA	22A	Barcroft-South Fairlington	Yes	✓	✓	
VA	22B	Barcroft-South Fairlington		✓		
VA	22C	Barcroft-South Fairlington	Yes	✓	✓	
VA	22F	Barcroft-South Fairlington	Yes	✓		
VA	23A	McLean-Crystal City	Yes	✓	✓	✓
VA	23B	McLean-Crystal City	Yes	✓	✓	✓
VA	23T	McLean-Crystal City	Yes	✓	✓	✓
VA	25B	Landmark-Ballston	Yes	✓	✓	
VA	26A	Annandale-East Falls Church	Yes	✓		
VA	28A	Leesburg Pike	Yes	✓	✓	✓
VA	28F	Skyline City		✓		
VA	28G	Skyline City	Yes	✓		
VA	28X	Leesburg Pike Limited	Yes	✓		
VA	29C	Annandale	Yes	✓		
VA	29G	Annandale	Yes	✓		
VA	29K	Alexandria-Fairfax	Yes	✓	✓	✓
VA	29N	Alexandria-Fairfax	Yes	✓	✓	✓
VA	29W	Braeburn Drive-Pentagon Express Line	Yes	✓		
VA	38B	Ballston-Farragut Square		✓	✓	
VA	F99	Four Mile Run Employee Shuttle		✓	✓	✓
VA	MWY	Metroway - Potomac Yard-Crystal City		✓	✓	
VA	REX(R99)	Richmond Highway Express		✓	✓	✓
VA	S80	Springfield Circulator (TAGS)		✓		
VA	S91	Springfield Circulator (TAGS)		✓		