

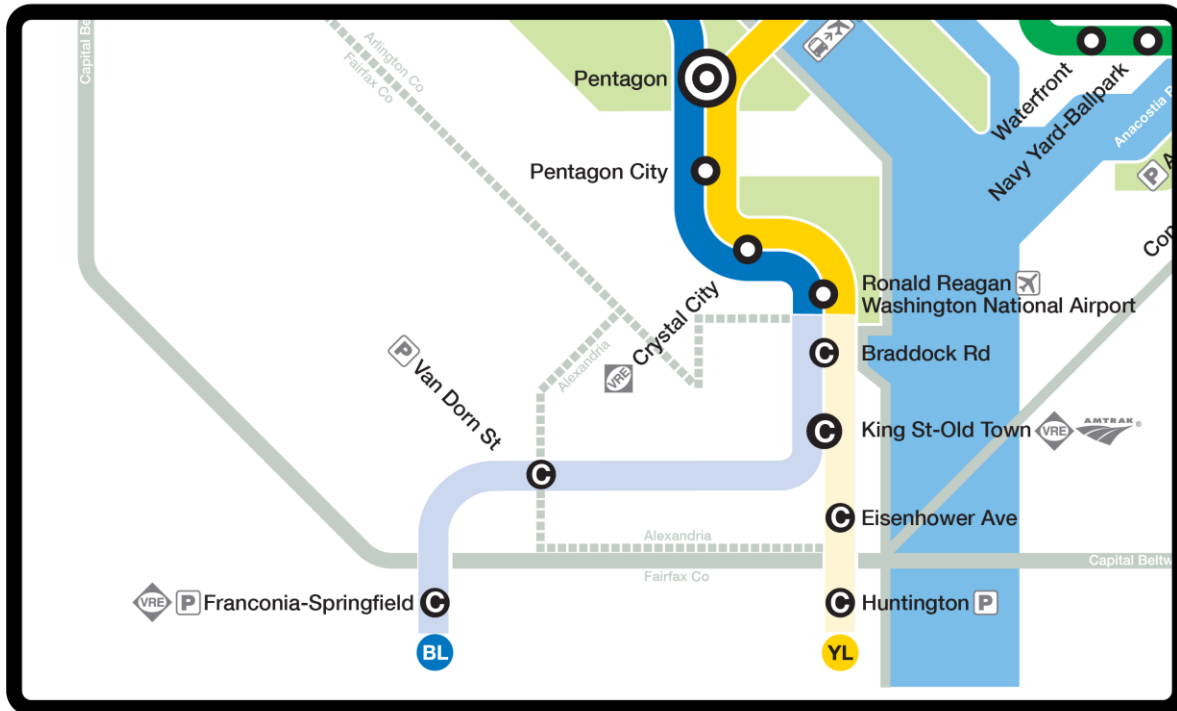


City Council Update

MAY 14, 2019

What's Happening?

Entire Blue & Yellow line south of National Airport will be shut down May 25 - September 8 for station platform reconstruction and upgrades



State of Platforms



Braddock Road Station



King St Station



Van Dorn Station



Platform
Improvement
Project



Why We Are Here

- ❑ Final update before May 25
- ❑ Update on mitigation & travel alternatives
 - Temporary traffic impacts
 - Construction Impacts
- ❑ Communications & Public Outreach
- ❑ Key Remaining Challenges
- ❑ Questions



Platform Improvement Project



Final Updates



GO Alex

1. Travel Alternatives
 - Lessons Learned: May 4-5
“Dry Run”
2. Construction: What to expect?
3. Trip Planning & Customer Support
4. Remaining Challenges



Travel Alternatives

1. Blue/Yellow Line Free Shuttles & Bus Routes
2. Temporary Traffic Changes
3. City Mitigation Updates



Convenient Bus Options

metrobus \$2

- 8Z** Bus service with stops between **Quaker Lane** and **Pentagon** Station
- 10A** Bus service with stops between **Huntington** and **Pentagon** stations
- 10E** Bus service with stops between **Hunting Point** and **Pentagon** Station
- 11Y** Bus service with stops between **Mount Vernon*/Hunting Point** and **Potomac Park**
*Service to **Mount Vernon** only during rush hours
**\$4.25 fare during rush hours
- 21A** Bus service with stops between **Landmark** and **Pentagon** station

M metroway \$2

Limited-stop bus service with stops between **Braddock Rd** and **Pentagon City** stations

- C** closed **May 25–Sept 2**
No Blue or Yellow Line rail service south of National Airport



Free Shuttle Service

- Franconia-Pentagon Express
- Blue Line Shuttle
- Landmark-Pentagon Express
- Huntington-Pentagon Express
- Yellow Line Shuttle

- C** closed **May 25–Sept 2019**
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Bus Routes & Free Shuttles: Add 30 minutes to normal commute!

*Closure from May 25th to September 8th, maps being revised.

Transit

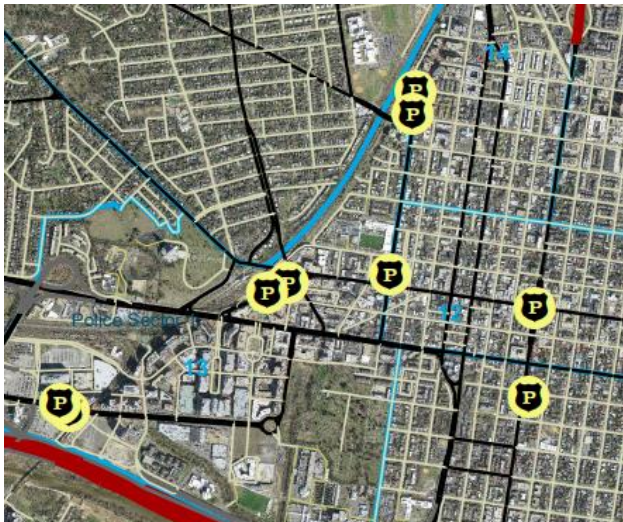
- ❑ Now five express and local shuttles to reliably meet demand
- ❑ 300 operators, 154 buses
- ❑ ***New*** Landmark Mall to Pentagon shuttle to address service for private shuttles
- ❑ King Street Trolley 7 am to 10:30 pm weekdays
- ❑ DASH AT3/AT4 increased peak service to Pentagon
 - ❑ Mobile fare \$1





Temporary Traffic Changes

- *Focus on transit but accept that more vehicles will be on our streets*
- HOV-3 on Wash Street & other temporary changes to improve capacity of street grid
- Real time signal adjustments using traffic cameras
- Transit signal priority for Metroway and Metrobus
- Traffic sensor expansion
- Incident management, police presence & enforcement



Five FREE Shuttles Replace Rail Service



Free Shuttle Service

- Franconia-Pentagon Express
- Blue Line Shuttle
- Landmark-Pentagon Express

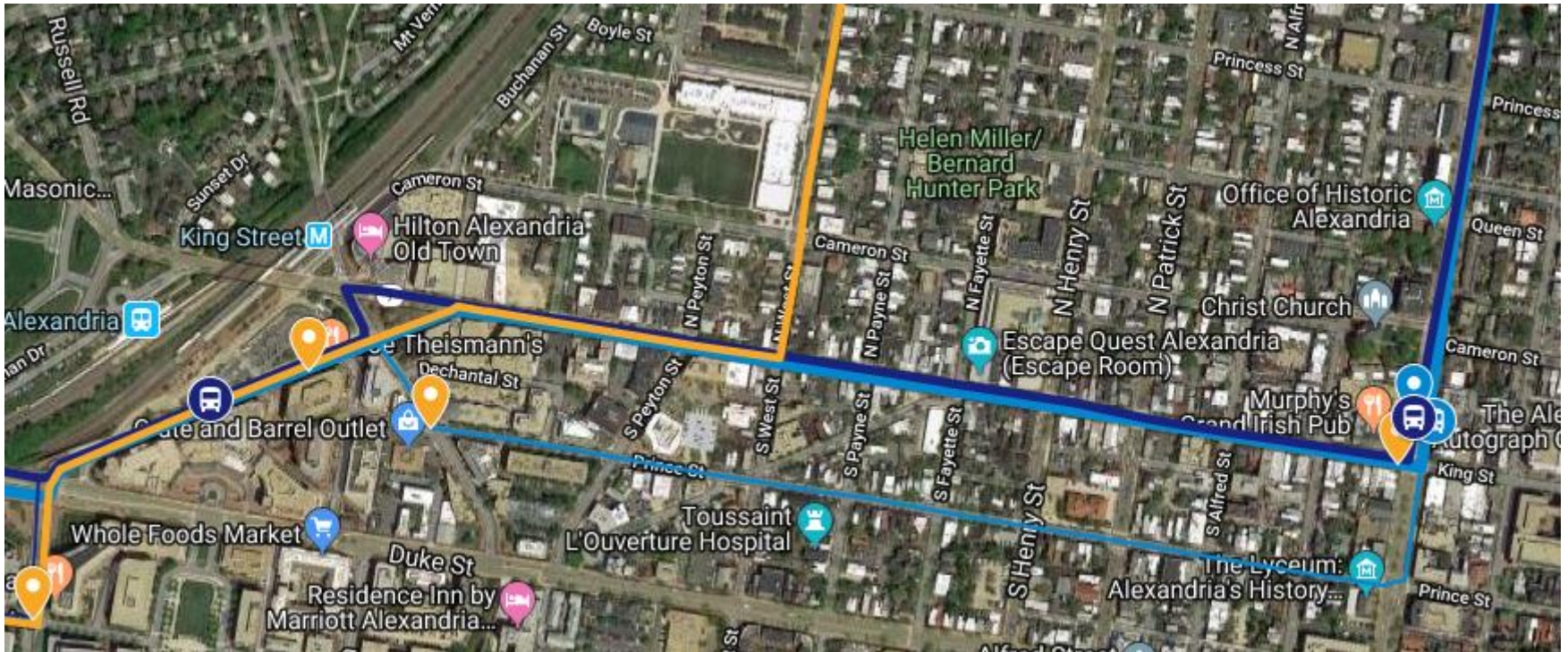
- Huntington-Pentagon Express
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Shuttles – Old Town Detail





Alternative Transportation

- Water Taxi Service (between Alexandria and The Wharf)
 - Approx. trip time 30 mins
 - 7, 7:35, 8:20 and 8:55 am
 - All day, last depart= 8:45 pm weekdays
- Landmark Mall car & vanpool
- New Ridehailing options
- Bicycle wayfinding & CaBi operational enhancements



May 4-5 “Dry Run”

1. Live “test” of shuttles & construction
2. Many positives & lessons learned
3. No major issues found – signs, communication, incident response
4. No significant complaints on noise or buses



Construction & Staffing Key Points

- ❑ WMATA: “Aggressive but achievable” schedule
 - Original contract schedule had two weeks of contingency built in; additional work at Braddock Road will consume that planned contingency
- ❑ Work will be 24/7
 - ~700 people per shift
 - Each station/site is self-sufficient
 - Two shifts per 24-hour period



Construction

□ Focus Areas:

- Noise (saw-cutting & jackhammering)
- Construction worker parking
- Dust & haul routes

□ Pre-Construction Open House

□ Public Contact

- WMATA Customer Relations: 202-637-7000
- Weekdays 8:30 am- 5 pm
- Or a 24/7 option at:
<http://wmata.custhelp.com/>
- Issues related to project will be flagged for faster response



Platform
Improvement
Project



Trip Planning & Customer Support

- ❑ Station-specific information & trip planning assistance at wmata.com/platforms
- ❑ Trip planning assistance for city residents at **703.746.3274** (weekdays, 7 am to 7 pm)
- ❑ City customer call center (**746-HELP**) staffed 7 am to 7 pm weekdays (May 28 to June 7)
- ❑ Now: Customer notification street teams at stations
- ❑ May 25- June 6: Customer service street teams (40+ total) including bilingual (Spanish/Amharic) staff



Next Steps & Remaining Challenges

- ❑ Incident Command structure to monitor traffic conditions
 - City Emergency Operations Center on standby
- ❑ Communication & Emergency Response
 - WMATA Mobile Command
 - Coordination with Airport, VDOT, NPS
- ❑ Transit marketing campaign post shutdown

Thank you

Questions?