

AGENDA ITEM #2.5
October 23, 2018
Briefing

MEMORANDUM

October 19, 2018

TO: County Council

FROM: ^{Go} Glenn Orlin, Deputy Director

SUBJECT: Washington Metropolitan Area Transit Authority progress report

PURPOSE: Briefing

Paul J. Wiedefeld, the General Manager and Chief Executive Officer of the Washington Metropolitan Area Transit Authority (WMATA) will present a briefing on the progress of several initiatives to improve Metrorail and Metrobus service in the region and in Montgomery County, in particular. His Powerpoint presentation is on ©1-8.

The Council has expressed interest in how the infusion of an additional \$500 million annually in WMATA's capital budget will be spent to improve Metro service to residents and workers in the county. Beyond the remaining rehabilitation work necessary to fully restore reliable service, some of the capital projects that could be candidates for these funds are:

- accelerating design and construction of the Georgia Avenue underpass at the Forest Glen Station
- constructing a new stairway to and from the platform at the Shady Grove Station
- adding a northern entrance at the White Flint Station, with an underpass beneath Rockville Pike
- acquiring sufficient rail cars to eliminate the Red Line turnbacks at the Silver Spring Station
- acquiring sufficient rail cars to bring the peak headways back to 3 minutes
- resolving the water seepage problem on the Red Line in the Bethesda area
- rehabilitating or replacing the pedestrian bridge over Rockville Pike at the Rockville Station

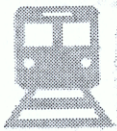
In a related matter, Councilmembers recently signed a letter to the WMATA Board of Directors not to dissolve its Riders' Advisory Council (©9-10).

Metro Keeps the Region Working

- \$235B of real estate value within half-mile of rail stations
- Land value near Metrorail generates \$3.1B per year in jurisdiction tax revenues
- If there were no transit in the region, congestion would increase by 25%



Getting Metro Back2Good



SERVICE RELIABILITY

- **Railcar performance is now highest in 8 years.** Our cars travel more than 100,000 miles on average between a problem resulting in a delay.
- **New rail preventive maintenance programs** have cut infrastructure-related disruptions by 50%.
- **Rail fire incidents down nearly 40%** in the past year.



STATION IMPROVEMENTS

- **Free customer Wi-Fi now available** in all underground stations.
- **Work to install cellular service** in all underground tunnels continues is 50% complete.
- **Brighter stations are coming.** Work is underway to "relamp" all underground stations with brighter LED bulbs, improving safety and saving money.

Customer satisfaction among bus and rail customers reached 80% for first time in four years



METROBUS

- **Bus on-time performance improved** to its best year-to-date performance since reporting began in 2010 (79%).



RUSH HOUR PROMISE

- **88% of all Metrorail rush-hour trips have arrived on-time** since the start of Rush Hour Promise in January.
- **Keeping our promise and being accountable:** 246,000 trip credits have been delivered to customers who were delayed 15 minutes or more, 0.2% of the 122 million trips taken since Rush Hour Promise was offered.

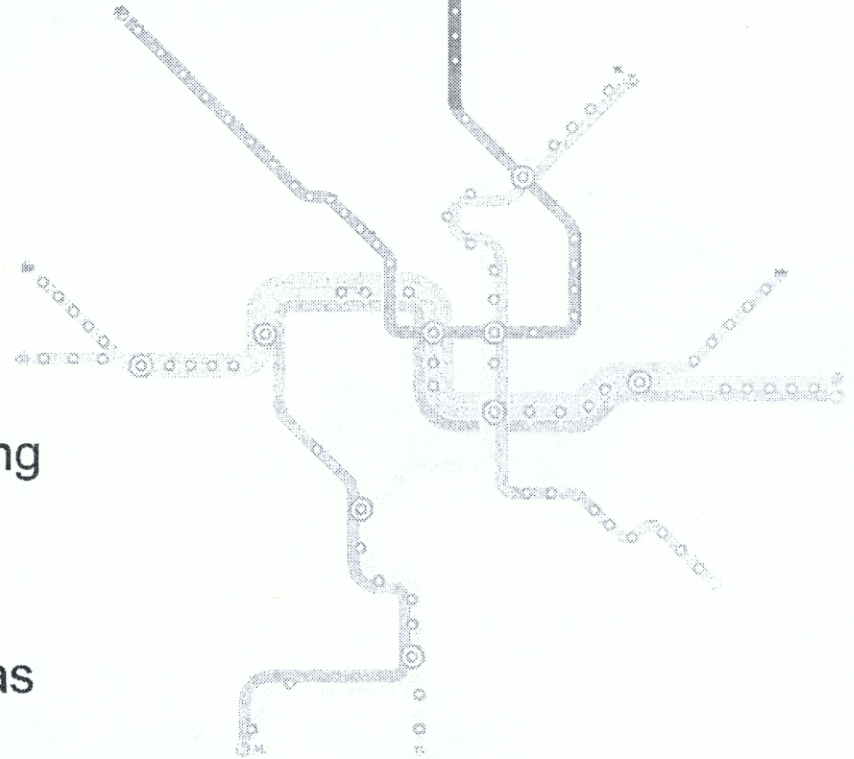


CAPITAL PROGRAM

- **Improved capital program management** to spend more than 99% of the FY18 capital budget - that's more than \$1.24 billion invested in system safety and reliability.
- **Two major projects completed this summer:** Rebuilt track infrastructure at the tightest curve, outside McPherson Square on the Blue/Orange/Silver lines; completed structural repairs and improved platform boarding for customers at Rhode Island Ave Station.

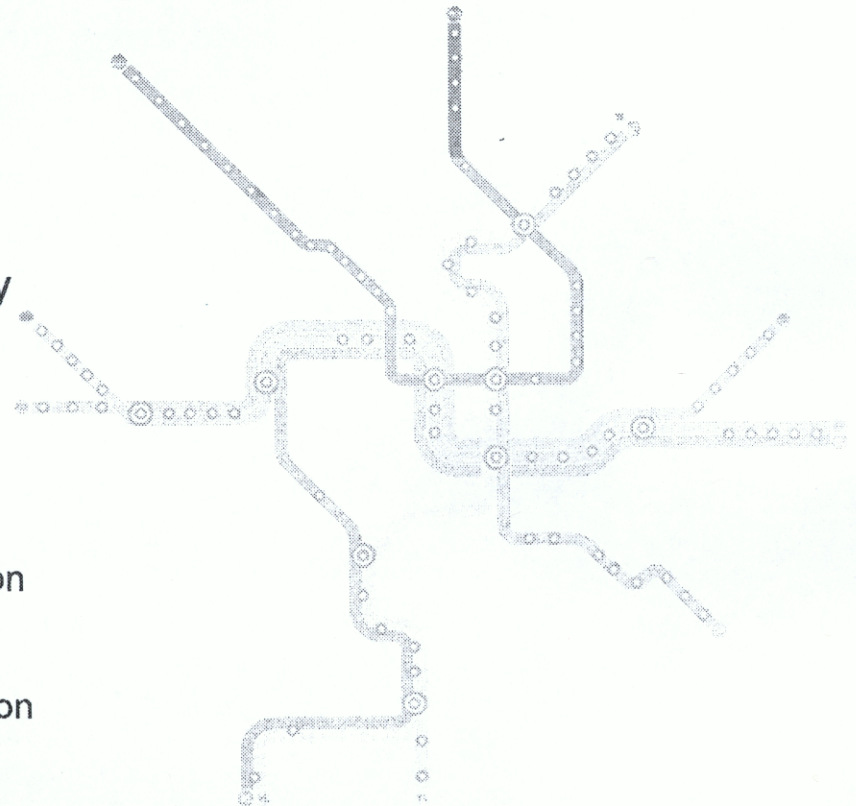
Historic Dedicated Funding Approved for Metro

- Prior to this spring, Metro only major transit system in the country without dedicated funding
- Legislation signed into law in VA, MD and DC
- Provides Metro with \$500M in capital funding per year
 - MD amount is \$167M per year
- Region came together to recognize Metro as a vital transportation and economic asset



Using Capital Funding Wisely

- The focus of WMATA's capital budget is safety, system preservation, and state of good repair
- WMATA is investing in the replacement, rehabilitation, and maintenance of existing assets to ensure the safety and state of good repair of WMATA's infrastructure
- The FY 2019-2024 Capital Improvement Program invests in key areas such as:
 - ⑤
 - Railcar acquisition and maintenance
 - Rail systems such as propulsion and signals/communication
 - Rail track and structures
 - Station and platform facilities including vertical transportation
 - Bus and paratransit including vehicle acquisition/maintenance and facility maintenance



Keeping Metro Safe, Reliable and Affordable

- In April, 2017, WMATA released the “Keeping Metro Safe, Reliable and Affordable” Plan
- Recognized major financial changes were required and contained ten strategies to shift the business model
- As of October, 2018, six out of ten recommendations have been achieved or seen significant progress:
 - ✓ Region has recognized need for \$15.5B over ten years for critical capital projects
 - ✓ Region established multi-year, stable capital revenue source generating \$500M per year
 - ✓ Revenue source was dedicated to capital investments
 - ✓ Annual jurisdictional capital contributions will not increase by more than 3%
 - ✓ MD legislation requires that annual operating subsidy growth cannot exceed 3%, with limited exceptions
 - ✓ Competitive contracting of targeted functions

Areas of Focus Moving Forward

- Secure Congressional reauthorization of federal capital investment at current level of \$150M per year
 - Elimination of funding results in loss of \$300M annually to the capital budget (DC, MD, VA provide matching funds)
- Create an operating budget “Rainy Day Fund” to manage for unexpected events
- Provide defined contribution retirement plans for new hires
- Seek Congressional amendments to the National Capital Area Interest Arbitration Standards Act (Wolf Act)
 - Would require arbitration process that considers financial condition of Metro and funding jurisdictions

Areas of Focus Moving Forward

- Better than Good
 - September Rail on time performance during the peak was the best since 2008
 - In 2019, focused on better ride, better convenience, better value
 - Automatic Train Operations – late 2019
 - Cell connections in tunnels
 - Better Bus - all buses will be enabled for traffic signal priority by end of 2019
 - End the Grosvenor turn-back – new rail service pattern planned for December 17, 2018





MONTGOMERY COUNTY COUNCIL
ROCKVILLE, MARYLAND

ROGER BERLINER
COUNCILMEMBER
DISTRICT 1

CHAIRMAN
TRANSPORTATION, INFRASTRUCTURE
ENERGY & ENVIRONMENT COMMITTEE

October 18, 2018

Mr. Jack Evans
Chair, Metro Board of Directors
Washington Metropolitan Area Transit Authority
600 5th Street, NW
Washington, DC 20001

Dear Chairman Evans and members of the Metro Board of Directors,

We urge you not to amend the Board's Bylaws to eliminate the Riders' Advisory Council (RAC) at your Board meeting on October 25, 2018. The RAC has provided vital opportunities for our constituents to learn about Metro issues and suggest improvements and changes directly to their representatives on the Board. The fact that the RAC is established under the Board's Bylaws is a recognition of its important role.

Eliminating the RAC at the same time Metro's top priority is attracting riders back to the system with a greater focus on the customer experience is both counterproductive and counterintuitive. It would decrease transparency at a time when riders are being asked to deal with continued service changes and delays because of needed but disruptive maintenance. We do not believe that new methods for collecting rider feedback and social media are adequate substitutes for the type of direct dialogue the RAC provides. There are no adequate substitutes for face-to-face interaction with actual riders.

Furthermore, we are concerned that recent changes to the Board's structure appear to have allowed some members of the Board to move toward dissolving the RAC despite promises that it would remain and be reformed. We appreciate the efforts of those who have worked on an operational review of the RAC. We believe the Board should seek to reform the RAC based on that feedback in order to make it as efficient and productive as possible rather than eliminating it.

Ending the RAC altogether is ill-advised and we ask the Board not to move forward with this proposal to amend its Bylaws to eliminate the RAC.

Sincerely,

Hans Riemer
Council President
At-Large

Nancy Navarro
Council Vice President
District 4



Roger Berliner
District 1



Craig Rice
District 2



Sidney Katz
District 3



Tom Hucker
District 5



George Leventhal
At-Large



Marc Elrich
At-Large



Nancy Floreen
At-Large