

Customer Service, Operations and Safety Committee



July 4th, 2005 Operations Plan

June 16, 2005

Department of Operations

Purpose

To Brief the Board on our preparations and the service plan for the upcoming events on July 4, 2005



Estimated 600,000 passengers for all activities.

Highlights of the 2005 Plan



**Service
Plan**



**Safety
and
Security**



**Communication
Plan**



**Management
Action Plan**

Washington Nationals Baseball July 4, 2005

Major Changed Circumstance

- 1:05 p.m. game versus New York Mets
- Expected attendance – More than 40,000. Possible sell out (45,000)
- Anticipated Metrorail ridership to game estimated at 25,000
- Extra rail service – 14 trains added to Special July 4th Schedule before and after game
- Operate free one-way shuttle buses available from RFK Stadium to Union Station starting at the beginning of the 8th inning
- System announcements regarding Metrorail Service to the baseball game and the Metrobus shuttle service



Metrorail July 4th Service Plan

Continuing Basic Elements

- System will remain open until midnight
Smithsonian station closed all day
- Operate Yellow Line between Franconia-Springfield and Mt. Vernon Square throughout the day and encourage riders to exit at L'Enfant Plaza and Archives stations
- Provide Blue Line shuttle service between Huntington and Rosslyn stations
- Orange Line to serve both Largo Town Center and New Carrollton stations
- Green Line to have extra service on southern end with every other train turning back at Ft. Totten station



Rail Service Frequencies



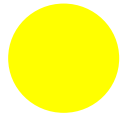
Red Line

Shady Grove - Silver Spring4 mins
Silver Spring – Glenmont8 mins



Orange Line

Vienna - Stadium Armory4 mins
Stadium Armory - New Carrollton8 mins
Stadium Armory - Largo Town Center8 mins



Yellow Line

Franconia Springfield - Mt. Vernon Square4 mins



Blue Line Shuttle

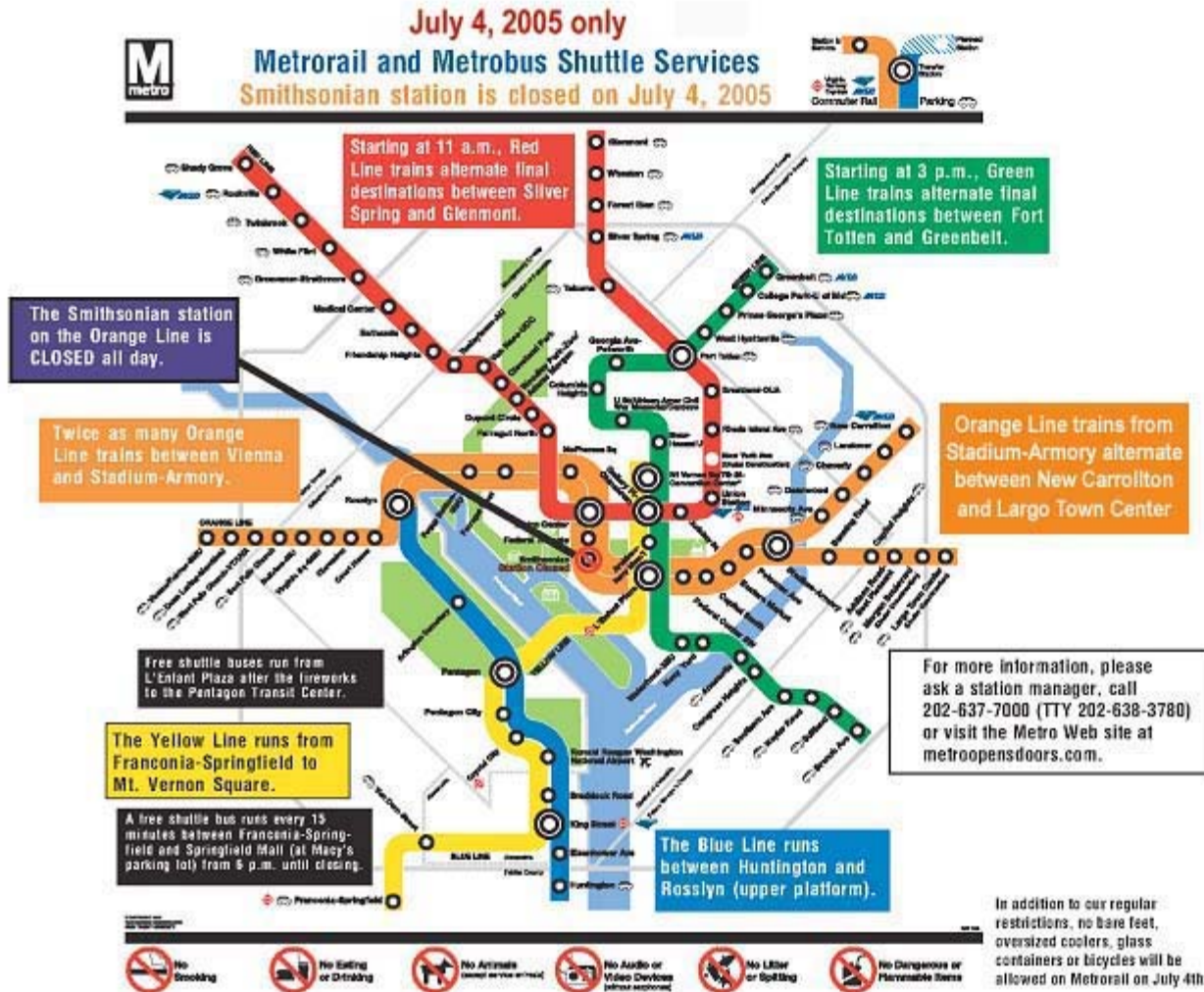
Huntington – Rosslyn8 mins



Green Line

Branch Avenue - Fort Totten4 mins
Fort Totten – Greenbelt8 mins

Metrorail System Map for July 4, 2005



Helpful Tips For Using Metro On July 4th.

- Smithsonian station is closed all day. Please use another Metro station. These stations closest to the center of The National Mall will be the most congested.
- There are security restrictions on The Mall. Everyone will pass through checkpoints.
- Buy multiple farecards faster and easier by using a Passes/Farecards machine in stations ahead of time.
- Keep your farecard clean and dry so it will work when you go home.
- Listen to station and train announcements. Watch for updates on the electronic message boards.
- Check the final destination displayed on the side of the train to be sure you're boarding the right train.
- The Blue Line runs between Huntington and Rosslyn (upper level). Trains to Rosslyn display *Blue Special* signs.
- The Yellow Line runs between Franconia-Springfield and Mt. Vernon Square.
- Starting at 11 a.m., Red Line trains alternate terminal stations at Silver Spring and Glenmont.
- Starting at 3 p.m., Green Line trains alternate terminal stations at Fort Totten and Greenbelt.
- Twice as many Orange Line trains run between Vienna and Stadium-Armory. Orange Line trains alternate between New Carrollton and Addison Road-Seat Pleasant. Look for the *Orange Special* trains to return to Benning Road, Capitol Heights or Addison Road stations.
- From 6 p.m. until closing, free shuttle buses run every 15 minutes between Franconia-Springfield station and Springfield Mall (Macy's parking lot).
- After the fireworks, free shuttle buses run from L'Enfant Plaza back to the Pentagon, where there is free parking.

Metrobus Service Plan

- Regular Saturday schedule operated throughout the day
- Free shuttle service from the Mall to the Pentagon parking lot following the fireworks
- 15 buses will be staged at 14th and Constitution to ease rail demand and 25 buses will be staged near L'Enfant Plaza to shuttle customers to the Pentagon parking lots
- Extra street supervisors, OCC staff and bus maintenance staff on duty

Note: Free parking at all Metrorail stations

Overflow Parking Lots:

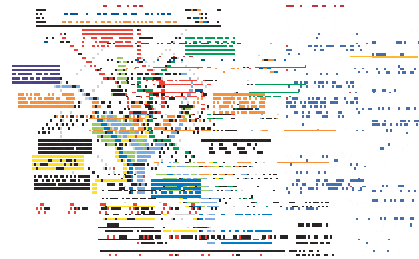
- **Springfield Mall (with shuttle) 1,000 spaces**
- **Fairfax Government Center (with shuttle) 1,500 spaces**
- **Montgomery County operated lots near Silver Spring, Wheaton, and Bethesda stations**
- **Pentagon (with shuttle)**

Safety and Security

- To provide additional safety, the National Park Service will be fencing off the Mall area and providing limited access points where security screening can take place.
- Since the Smithsonian station is within the secured area, we are required to close the Smithsonian station all day, as we did last year.
- As a result, the following steps are being taken:
 - All information will highlight the station closure
 - Metrorail riders will be directed to the most convenient station and given directions to the closest access point.
 - MTPD personnel will be stationed at key stations to ensure that the crowding on the platforms is manageable
- In addition the MTPD will:
 - Help staff the Metropolitan Police Department Joint Operations Command Center
 - Provide maximum MTPD coverage by canceling days off
 - Conduct special checks using explosive detecting canine teams
 - Deploy special details to high volume stations for high visibility
 - Enforce “Is that your bag” and other security reminders

Communications Plan

In-station and on-board train announcements



One-day only Metrorail system map

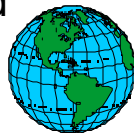
PIDS messages



Increased station staffing with MIPs

In-station hand sale of fare media

WMATA website and links to other sites



Media briefing and news releases



"Take One" for distribution to bus and rail customers, hotels, and visitor centers



Coordination with National Park Service, US Capitol Police, Downtown BID and tourist organizations

Management Action Plan



The Metro Command Center will be operational throughout the day

Additional OCC Staff



Extra maintenance crews on duty (rail car, track, ELES, ATC, and Custodial)



Nearly 700 rail cars available for service



Summary of July 4th, 2005 Event

- Operate our July 4th, 2005 Special Rail Service
 - Incorporated with National Park Service security plan
 - Operate extra Rail Service for afternoon National's baseball game
 - Including free bus shuttle after game to Union Station
 - Extensive communications campaign
 - Management and operational capability to adjust to demands

