

# WMATA Platform Improvement Project Update

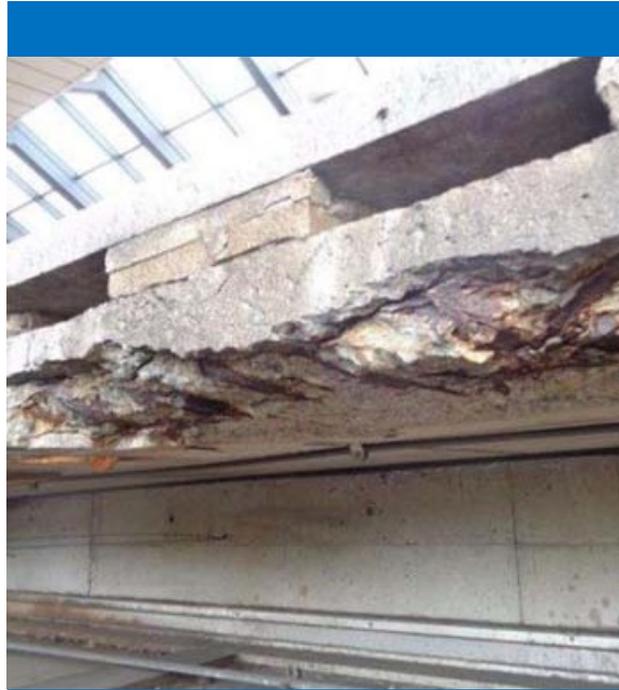
Fairfax County Board Transportation Committee  
September 10, 2019



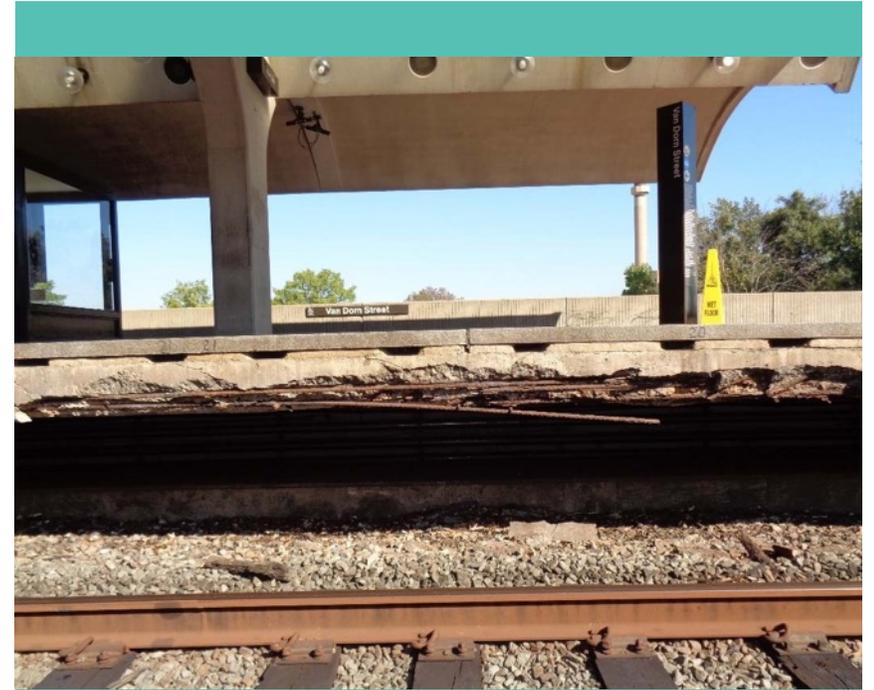
# Before



Braddock Road Station



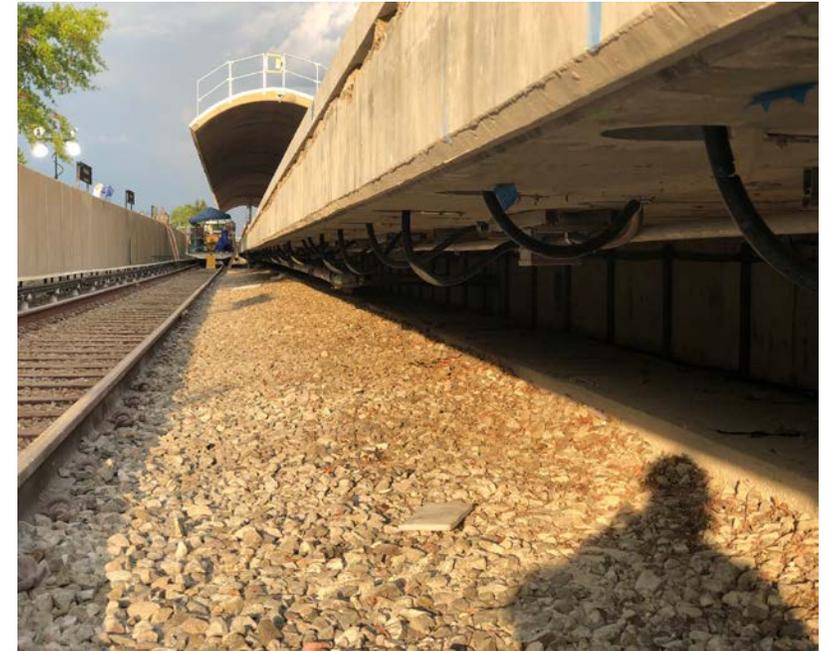
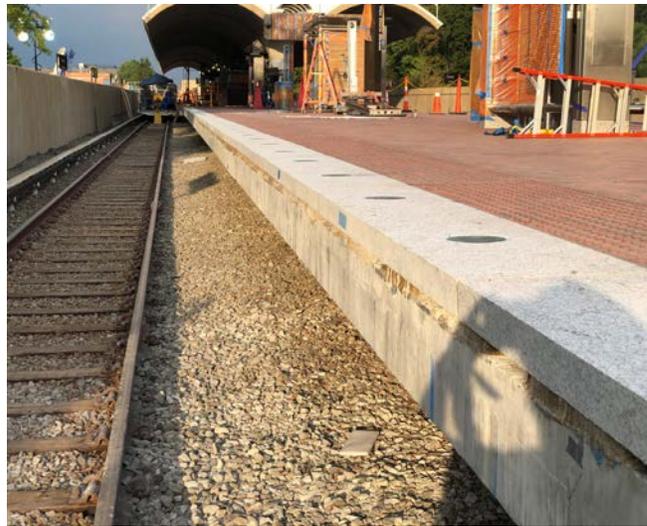
King St Station



Van Dorn Station

# After

## Van Dorn St Station (8/29/19)



# Background

- WMATA announced work and began coordinating with region on the Platform Improvement Project (PIP) in May, 2018
- The PIP is a three-year project that will completely reconstruct outdoor platforms at 20 Metrorail stations
- WMATA partnered with the Northern Virginia Transportation Commission (NVTC) to coordinate stakeholder group that includes:
  - Local government, state government, Congressional offices, federal government, transit providers, police and emergency management, MWAA
- First phase began 5/25/19 and addresses the six Blue and Yellow line stations south of Ronald Reagan Washington National Airport for full platform reconstruction and major station improvements



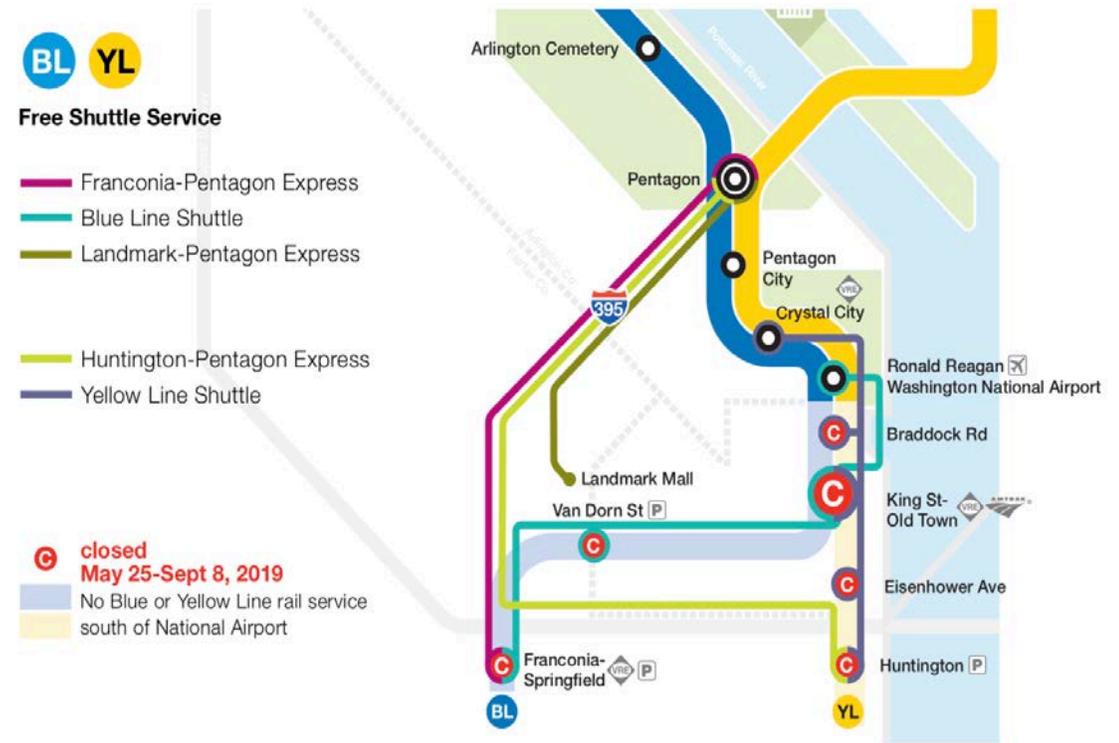
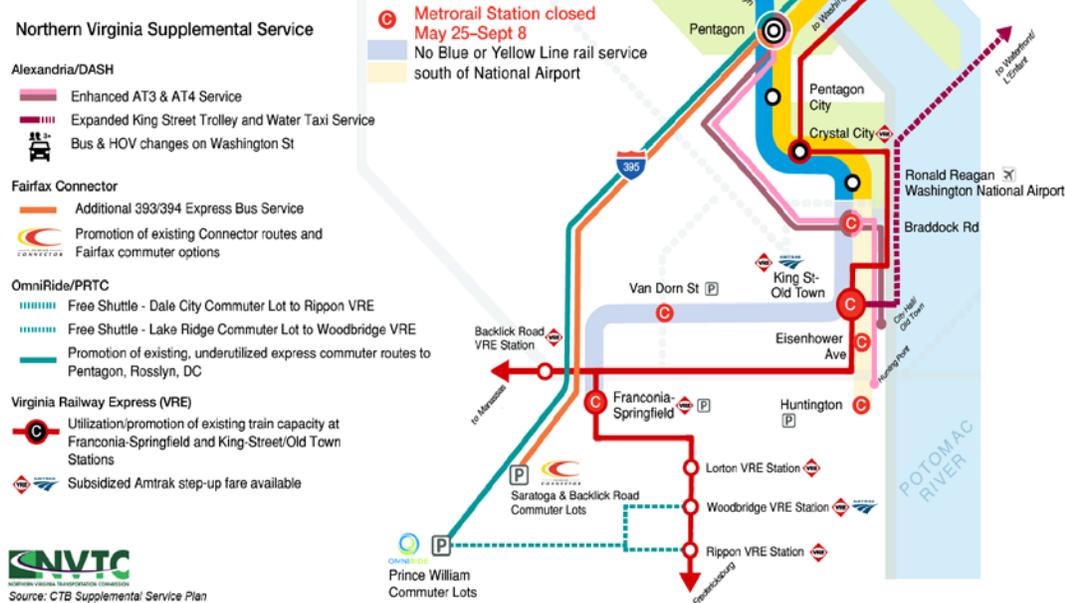
# Outreach/Communications

- Regional stakeholder group kick off meeting May 2018
  - 32 stakeholder coordination meetings and conference calls held following kick off
- Project website launched March, 2019
  - Approximately 170,000 visits to website since launch
- Extensive outreach to government and elected officials, community groups, business community, and customers
  - Press conference 5/22/19
  - Placed over 1,100 signs throughout system
  - Handed out over 270,00 brochures
  - Staff at stations directing customers for entire summer
  - Bi-weekly project updates on website with 60,000 receiving email updates
  - 16 citizen/business association presentations
  - 13 government briefings/meetings
  - 11 pop up events
  - Radio advertising reaching 1.4 million people at least five times
  - Social media updates



# Service Provided During Closures

- WMATA and region came together to provide service alternatives for customers during summer 2019
  - Free shuttle service
  - Metrobus service
  - Northern Virginia supplemental service (Fairfax Connector, DASH, OmniRide, VRE)
  - Commonwealth provided \$3.6 million to support efforts



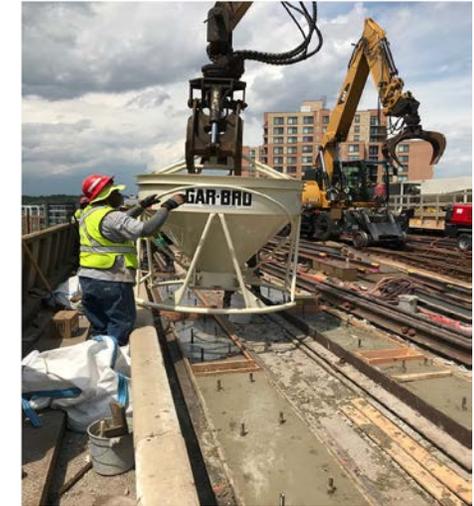
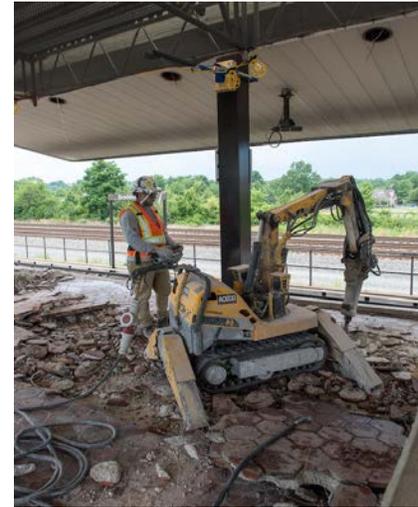
# Ridership During Summer 2019

- Free shuttles carried over two million riders during summer 2019
- Retained up to 60% of normal rail ridership from closed stations through the shuttle bus operation
- Shuttle buses averaged over 27,000 boardings per day, larger than any shuttle operation during SafeTrack
- Nearby regular bus lines where Metro added supplemental service (the 10A, 11Y, 21A, 8Z, and Metroway) were up by over 30% (by farebox)



# Construction Update

- Regular construction updates provided all summer at [wmata.com/platforms](http://wmata.com/platforms) and sent to key stakeholders
- All six station platform edges have been completely rebuilt and new slip-resistant tile in place
- Customer experience improvements coming:
  - New platform shelters and benches
  - New Passenger Information Displays
  - New station pylons
  - Improved lighting
  - Improved speakers and PA systems
- Construction facts:
  - 1.4 miles of platform edge
  - Over 860 pieces of granite edge or 225 tons
  - 52 tons of rebar
  - Over 440,000 pieces of slip-resistant tile on platforms and in mezzanines
  - Almost 58,000 tactile tile pieces
  - Approximately 3,500 lights replaced
  - Used 8 cranes, 14 hi-rail trucks, 24 rail flat carts
  - 114 miles of electrical wire replaced



# Station Re-Opening September 9

- All six BL/YL line stations re-opened on September 9<sup>th</sup> with welcome back from Metro GM and regional officials
- Construction will continue into fall, but customers will experience normal Metrorail service at the six stations
- Press release issued detailing service levels and what the region and customers can expect moving forward
- WMATA coordinating with regional Public Information Officers on messaging
- NVTC received funding from the Commonwealth for a post-shutdown marketing campaign to encourage transit use



# Future Platform Construction

- Following completion of six BL/YL stations south of National Airport, 14 platforms will remain
  - Six in Virginia
  - Eight in Maryland
- Remaining Virginia stations
  - Vienna
  - Dunn Loring
  - West Falls Church
  - East Falls Church
  - Arlington Cemetery
  - Ronald Reagan Washington National Airport
- More information coming soon regarding project schedule and service information for 2020
- WMATA will again coordinate with region and plans to hold a kickoff meeting in the fall with stakeholders