

FY 2016 and FY 2017 Oversight Questions **Washington Metropolitan Area Transit Authority**

Agency Organization

1. Please provide a complete, up-to-date organizational chart for WMATA including, either attached or separately, an explanation of the roles and responsibilities for each division and subdivision.

Answer:

WMATA's organizational chart can be accessed here:
http://metroweb/Documents/metro_org_chart.pdf

Human Resources

2. Please provide a complete, up-to-date position listing for WMATA in Excel spreadsheet format, which includes the following information:
- Title of position;
 - Name of employee or statement that the position is vacant, unfunded, or proposed;
 - For each vacant position, how long it has been vacant and the status to fill the position;
 - Date employee began in position;
 - Salary and fringe benefits, including the specific grade, series, and step of position; and
 - Job status (continuing/term/temporary/contract).

Answer:

***See attachment #2: 2016-2017 IBOP-HR DC Oversight Position Listing**

3. What is the current vacancy rate and turnover rate?

Answer:

Vacancy Rate

Vacant Positions	Total Positions	Vacancy Rate
612	12,546	4.9%

Attrition Rate

Fiscal Year	Total Separations	Average Employee Count	Attrition Rate
FY16	1051	12,927	8.1%
FY17 to date	767	12,818	6.0%

Note: Attrition rate based on total separations divided by average employee count.

4. What number and percent of your employees are District residents? What number and percent of new hires in FY2016 and FY2017, to date are District residents?

Answer:

Only employees in budgeted positions are reported.

Employee Residence	Count of ID	% of Total
DC Resident	1449	12%
Other Resident	10583	88%
Grand Total	12031	

New Hires – DC Residents

FY16 Hires

New Hire Residence	Count of ID	% of Total
DC Resident	143	13%
Other Resident	936	87%
Grand Total	1079	

FY17 to Date Hires

New Hire Residence	Count of ID	% of Total
DC Resident	64	16%
Other Resident	328	84%
Grand Total	392	

5. What efforts has WMATA taken in FY 2016 and FY 2017, to date to reduce overtime and “right-size” the budget?

Answer:

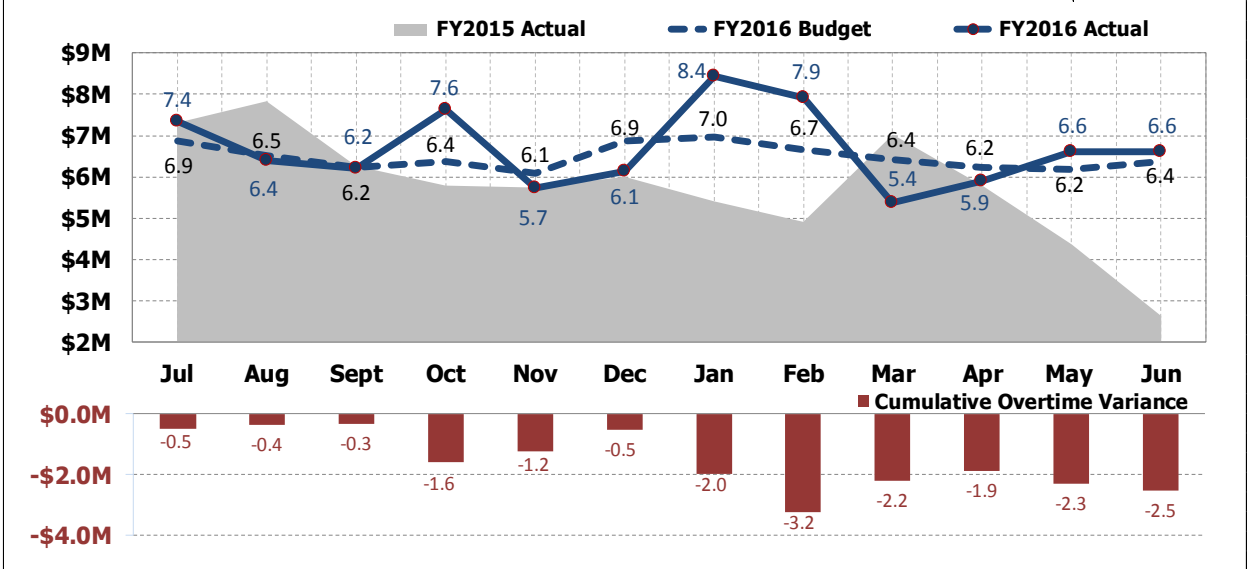
In view of severe budget constraints this fiscal year and priorities to right-size the budget, the GM/CEO is eliminating 700 positions that are redundant or non-essential to Metro’s core business functions of delivering rail and bus service to the customers. In addition, the GM/CEO implemented changes to non-rep employee health care benefits that will lead to cost savings, and has reduced spending in non-personnel. These actions will ultimately improve operating efficiency for Metro, which is needed for sound financial management.

WMATA has also taken several steps to control overtime costs. Since, 2016, monthly overtime reports are provided to department Senior Management Team to help monitor overtime approval and utilization. In addition, top overtime payments are periodically reviewed or investigated to ensure absence of fraud.

FY2016 Overtime

Overtime expenses of \$80.3 million in FY2016 were over budget by \$2.5 million or 3.3 percent. This was due primarily to additional staff support required for the January blizzard, which totaled \$4.9 million including fringe benefits. In addition, \$0.5 million of overtime and fringe was incurred for emergency inspections and repairs during the rail shutdown on March 16, 2016. Excluding these two events, overtime was below budget at fiscal year-end.

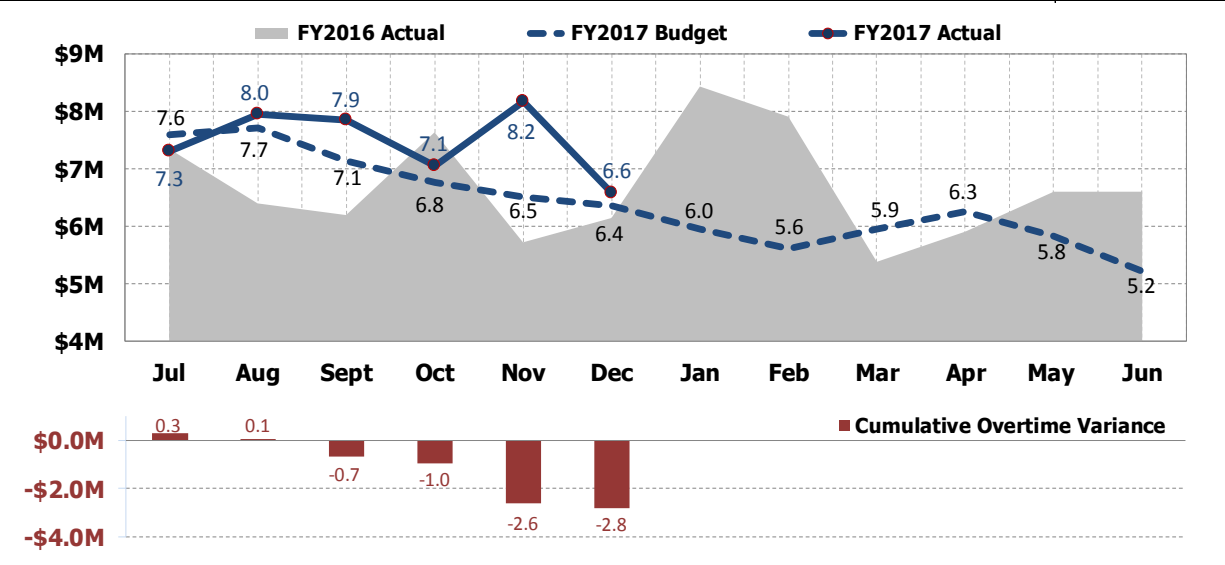
OVERTIME BUDGET VS ACTUAL (\$ in Millions)



FY2017 Overtime

Overtime expenses of \$44.9 million at the close of the second quarter of FY2017 were over budget by \$2.8 million or 7 percent. This unfavorable variance was primarily due to additional Track and Structures repair work and inspections, as well as Third rail heat tape installation and repair lighting at emergency trip stations. Metro is taking advantage of SafeTrack-required single tracking periods to complete other regular maintenance activities to enhance rail system reliability.

OVERTIME BUDGET VS ACTUAL (\$ in Millions)



Budget, Audit, Contracting and Procurement

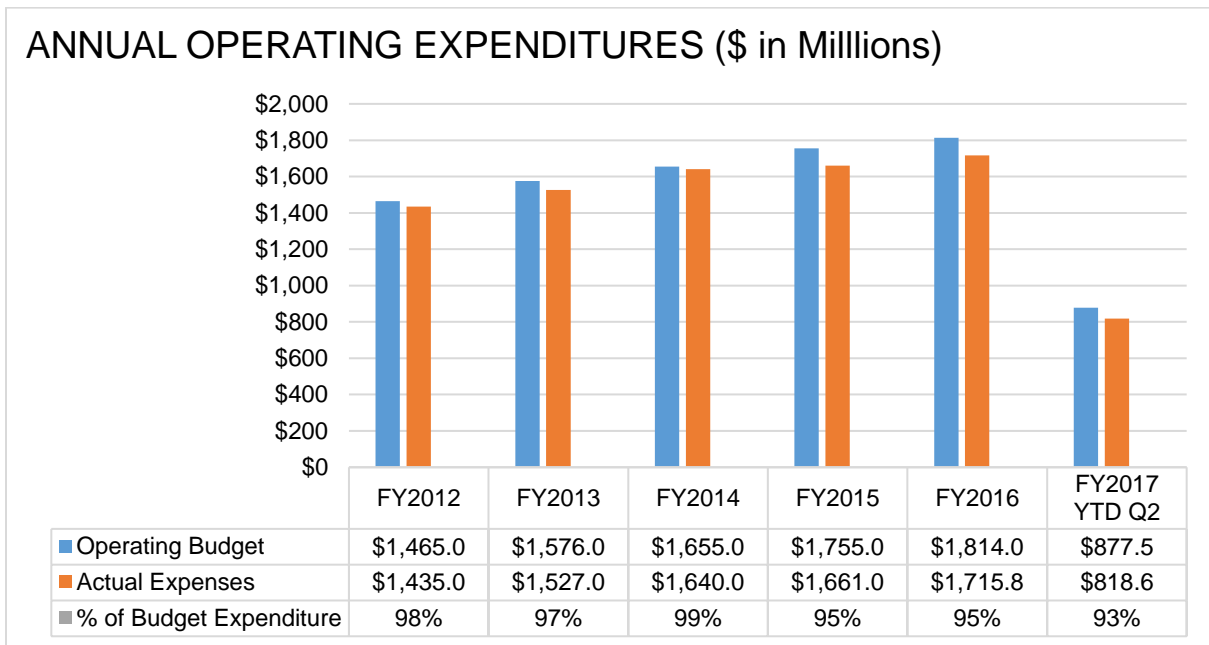
6. Please provide your annual financial audit for FY2016.

Answer:

<https://www.wmata.com/about/records/upload/Washington-Metropolitan-Area-Transit-Authority-non-GAS-6-30-16-FINAL.PDF>

7. Please provide a chart showing WMATA’s approved operating and capital budgets and actual expenditures for each fiscal year between FY2012 and FY2017.

Answer:



ANNUAL CAPITAL EXPENDITURES (\$ in Millions)



8. Please describe any significant variance between fiscal year appropriations and actual expenditures for FY2016 and FY2017 to date.

Answer:

FY2016 YEAR-END

- Total FY2016 operating expenses were favorable to budget by \$98.2 million, or 5.4 percent before accounting for the planned transfer of Preventive Maintenance (PM) expenses.
- Total FY2016 personnel expenses (salaries/wages, overtime and fringe) of \$1,267.9 million were favorable to budget by \$62.4 million or 4.7 percent. Salary and wage expenses of \$781.6 million were below budget by \$40.4 million or 4.9 percent. This reflects savings resulting from management actions to reduce costs.
- Overtime expenses of \$80.3 million in FY2016 were over budget by \$2.5 million or 3.3 percent. This was due primarily to additional staff support required for the January blizzard.
- Fringe benefit expenses were \$24.5 million below budget in FY2016.
- Total non-personnel expenses of \$447.8 million were below budget by \$35.8 million or 7.4 percent in FY2016. Services were \$16 million below budget due to the reduction in third-party professional services.
- Materials & Supplies expenses exceeded budget by \$12.1 million due to parts utilized to support railcar overhaul program.

FY2017 AS OF THE 2ND QUARTER

- Year-to-date FY2017 operating expenses were favorable to budget by \$58.8 million, or 7 percent.
 - FY2017 personnel expenses (including salaries/wages, overtime, and fringe) of \$611.1 million were favorable to budget by \$47.1 million or 7 percent. Salary and wage expenses of \$376.7 million were under budget by \$31.8 million or 7.8 percent.
 - Year-to-date overtime expenses of \$44.9 million were over budget by \$2.8 million or 7 percent; driven by additional support for track repair work and inspections.
 - Fringe benefit expenses through the second quarter were \$18.1 million below budget.
 - During the first six months of FY2017, non-personnel expenses of \$207.5 million were below budget by \$11.7 million or 5 percent. Services were \$5.4 million below budget due largely to timing of service contracts partly offset by MetroAccess service expenses.
 - Materials & Supplies expenses exceeded budget by \$20.5 million mainly due to parts purchases to support continued railcar rehabilitation.
 - Fuel, Propulsion, Electricity & Utilities were lower than budget by \$10.9 million or 17%, mainly due to favorable rates and volume mix utilization.
9. Please list, in Excel spreadsheet format, each contract, procurement, lease, and grant (“contract”) awarded, entered into, extended and option years exercised, by WMATA during FY 2016 and FY 2017, to date. For each contract, please provide the following information, where applicable:
- The name of the contracting party;
 - The nature of the contract, including the end product or service;
 - The dollar amount of the contract, including budgeted amount and actually spent;
 - The term of the contract;
 - Whether the contract was competitively bid or not;
 - The name of WMATA’s contract monitor and the results of any monitoring activity;
 - and
 - Funding source.

Answer:

This question was asked of The Chief Financial Officer (CFO). However, due to a reorganization of WMATA, the Office of Procurement and materials is no longer a department under the CFO. PRMT has prepared the following two documents in response to this question: (1) contract activity for FY2016 to February 2017 and (2) simplified purchase activity FY2016 to February 2017. Procurement actions under \$150,000 are titled simplified purchases. Procurement actions over \$150,000 are titled contracts. (See Attachments 1 and 2). On both documents, in the “Spent Value” column, there are blank

spaces indicating no payments have been requested nor paid. Attachment 1, contains several Indefinite Delivery/Indefinite Quantity (IDIQ) type contracts. An IDIQ type contract has an estimated maximum value based on firm unit prices and estimated quantities that may be ordered per individual delivery task orders during a fixed period of time. IDIQ contracts are most often used for supply or service contracts and Architect-Engineering (A-E) services. Awards usually contain a base period plus options. WMATA places delivery orders (for supplies) or task orders (for services) against a basic contract for individual requirements. Minimum and maximum quantity limits are specified in the basic contract as either number of units (for supplies) or as dollar values (for services).

(See Attachments 9a and 9b)

Agency Programs and Policies

10. Please describe any initiatives WMATA implemented within FY 2016 or FY 2017 to date, to improve the internal operation of WMATA, reduce waste, fraud and abuse, or the interaction of WMATA with outside parties. Please describe the results, or expected results, of each initiative.

Answer:

Management Audits, Risk and Compliance

In an effort to better align internal audit functions and resources to allow a targeted and comprehensive approach to regulatory compliance, operational performance and administrative improvements, WMATA created the Office of Management Audits, Risk and Compliance (MARC) within WMATA's Internal Compliance Department, with a direct reporting relationship to GM/CEO.

MARC's mission is to provide independent, objective reviews and assessments of WMATA's system of internal control and underlying business processes. This mission is accomplished by bringing a systematic and disciplined approach to evaluating and improving the management of related risks, internal controls and governance processes. The management audit plan is approved by the GM/CEO, and includes reviews and assessments designed to add value and to improve WMATA's operations.

In addition, WMATA's Internal Compliance Department will assume responsibility for the centralized coordination and management of all WMATA audits and reviews. This will ensure effective and efficient management of audit findings, and ensure that corrective actions are responsive, timely and fully implemented. MARC will also facilitate WMATA's Enterprise Risk Management – ERM program, which will identify, analyze, mitigate and manage organizational risks that impact or prevent attainment of WMATA's objectives

Procurement Initiatives

Procurement (PRMT) seeks to improve its existing procedures; develop new procedures documenting its business processes; and develop training procedures and a manual. A consultant has been contracted to review and develop procedures which will include a step-by-step processes for Standard Operating Procedures (SOP's); identify opportunities for improvements for existing procedures at various stages during the procurement process; and to enhance the communication and process flow between the Program Offices and the Federal Transit Administration (FTA).

Because PRMT is responsible for all contracts entered into by WMATA, it took additional steps to communicate with the various Program Offices to ensure compliance with FTA regulations and Common Grants Rule related to In order to reduce waste, fraud and abuse. The consultant was also asked to review and redraft the Procurement Procedures Manual (PPM) and will meet with the procurement and program staff to in assess the need for additional information to be included and additional procedures added. Both the PPM and the SOPs will have step-by-step procedures for procurement managers, contract administrators and program staff thus lessening the opportunity to

commit fraud waste and abuse. The consultants are on schedule with the review and updates which has a completion of March 2017.

In August 2016, WMATA implemented Policy Instruction 8.12/0, the Debarment and Suspension Policy Program. The sole purpose of this Policy Instruction was to prevent waste, fraud and abuse, specifically in Metro procurement and non-procurement actions. P/I 8.12.0 applies to all Metro personnel, contractors and subcontractors doing business with Metro. It defines the scope of debarment; establishes debarment procedures, establishes the Metro Debarment Panel; and requires that the contracting officer assures compliance with federal guidelines regarding debarment and ineligibility by requiring contractor and subcontractor certification. Moreover, it prohibits the award of contracts to a contractor who has been debarred or suspended the federal government or state.

On October 17, 2016, the Chief Procurement Officer (CPRO) developed and implemented a monthly Knowledge Sharing Training Program. This is mandatory training for all PRMT staff to ensure compliance with FTA regulations and Common Grants Rule. The staff from the program offices were also encouraged to attend. Presentations were given by subject matter experts, followed by a question and answer period. The Knowledge Sharing Training Program provides instruction on the preparation of a solicitation; contract award; preparation of an Independent Cost Estimate (ICE) and a Cost/Price Analysis.

In response WMATA's mission of fiscal responsibility, the CPRO has instituted a review of all major contracts to determine if, due to a change in the current market, WMATA is receiving the best value for the supplies and services that it purchases. A review of a parts contract (CQ15046) revealed that a certain line item if purchased from the vendor would cost \$513,000. However, a market review for that part revealed that it could be purchased elsewhere for approximately \$95,000. This line item is in the process of being cancelled for a cost savings of \$418,000.

Human Resources Initiatives

Human Resources policies are under review and several have already been updated to improve internal operation, reduce fraud, waste and abuse, and improve accountability, e.g., Whistleblower Rights and Responsibilities, Nepotism and Favoritism, Drug & Alcohol Policy & Testing Program.

11. What has WMATA done in the past year to make the activities of WMATA more transparent to the public? Additionally, please identify ways in which the activities of WMATA and information retained by WMATA could be made more transparent.

Answer:

WMATA continues to invest in technologies and incorporate industry best practices to keep the public well informed of Metro-related information. Last year, Metro introduced a new Social Engagement Team, embedded within the customer service call center, to assist customers via Twitter and Facebook, including real-time engagement and assistance with a wide range of inquiries. In 2016, social media followers increased by 17 percent, demonstrating an increased interest in receiving information via social channels. Metro also introduced an entirely new wmata.com website – the Authority's primary information channel that is designed to modern web standards and allows users to access information from mobile

devices that now account for more than half of all website traffic. To increase transparency around crime and police activity, Metro has begun publishing a daily police blotter on wmata.com showing incidents, arrests, citations and police reports for each 24-hour period. As SafeTrack surge projects are advanced, Metro is publishing public progress reports, showing the status of work across each category.

Metro General Manager/CEO Paul J. Wiedefeld will continue to hold bi-weekly media availabilities, where reporters are able to ask questions on any topic of interest.

In terms of capital investment, through the General Manager's Back2Good plan, Metro is planning to upgrade systems used for rail station public address announcements to deliver clearer, standardized announcements this year. Meanwhile, the quality of public address announcements on board trains is expected to improve as Metro's oldest (1000-series) and least-reliable (4000-series) are retired by the end of 2017. These railcars are being replaced with 7000-series cars that feature all-digital automated announcements, as well as digital displays throughout each car.

Finally, for bus customers, Metro has completed the initial roll-out of LCD screens at its busiest bus stops throughout the region. The signs provide continuously updated arrival information, based on bus GPS locations, as well as important service information, such as detours and planned schedule changes.

12. Please provide an executive summary of the quarterly performance report, *Vital Signs*.

Answer:

CY2016 Q3 Report Highlights (July – Sept. 2016)

Extreme heat in July and August led to **bus fleet reliability** falling short of target, despite performing better than Q3/2015. **Bus on-time performance (OTP)** experienced the normal seasonal decline and was 3% lower than Q3/2015 due to September’s increased traffic and buses arriving early. **Bus customer satisfaction** significantly decreased when compared to the previous year due to inconsistent service delivery.

Rail customer OTP was highest in July at 71% but fell to 64% as the quarter progressed and customers on all lines (with the exception of Green) were impacted by SafeTrack work, although unplanned service disruptions account for the bulk of customer delays. Although not a significant decrease from Q3/2015, the **rail customer satisfaction** rate was well below target as less than half of rail customers perceived service as reliable. **Rail fleet reliability** fell just short of target in Q3/2016, hampered by sustained record high temperatures.

Elevator availability was near target due largely to a more rigorous inspection process requiring additional, often complex, repairs—an average of 11 more hours in Q3/2016 vs. Q3/2015. **Escalator availability** also was close to target although lower than Q3/2015 attributable to the modified inspection process and 14 more hours in Q3/2016 vs. Q3/2015 spent addressing “major repair” items, such as chains, motors, and brakes.

Customer injuries were worse than target in Q3/2016 due to bus collisions (50% non-preventable), and slips, trips and falls on vehicles and in facilities. Likewise, the **employee injury rate** overshot target largely as a result of non-preventable collisions, slip, trips, falls and struck by/against incidents. The **crime rate** exceeded target this quarter despite an 11% decrease in Part I crimes, largely attributable to a 10% decrease in total ridership.

The CY2016 Annual Vital Signs Report (Jan. to Dec. 2016) will be available March 9, 2017.

Metrorail

13. Please provide an update on the *Safetrack* rail maintenance plan. (Andy Off/Laura Mason)

Answer:

We are past the halfway point in SafeTrack with just 5 months remaining for the program and over 50% of the work completed. Overall the program is progressing well with great cooperation from the jurisdictions and our riders, creating and following travel alternates to mitigate crowding and delays. At the end of 2016, we have:

- repaired 16% of all track in the Metrorail system
- replaced over 28,000 ties, which is 2 years' worth of work under normal work schedules
- replaced approximately 12,000 linear feet (2.3 miles) of grout pad, which is almost 1.5 years' worth of work under normal schedules
- In addition, we have maintained or accelerated replacement of other key track components:
 - o over 20,000 fasteners replaced
 - o over 41,000 linear feet (7.8 miles) of rail

We continue to coordinate across projects and departments to accelerate work and maximize the efficiency of the track outages, particularly with the replacement of ceiling tiles in the underground stations and with the radio project to bring cellular service into the tunnels. We are also already looking towards institutionalizing the lessons learned from SafeTrack to continue to improve the planning and execution of our work.

14. How many incidents occurred in FY2016 and FY2017 to date that required unscheduled track work, single tracking, or other major service disruptions on Metrorail? How does this number compare to previous years?

Answer:

<https://www.wmata.com/service/daily-report/archives.cfm>

15. Please provide monthly ridership by line for FY2016 and FY2017 to date and any causes WMATA attributes for the trends in this data.

Answer:

FY2016 Ridership Highlights

Total transit ridership in FY2016 on all modes was 321 million trips, a decrease of 20 million or six percent compared to the prior year. Ridership and revenue for both bus and rail were substantially below budget in all months except for July 2015, the first month of the fiscal year. These ridership trends are attributable to rail reliability, the regional economy and shifts to alternative transportation options.

Further detail is available in the FY2016 Year-End Financial Update provided to the Board of Directors on September 8, 2016.

https://www.wmata.com/upload/090816_3AFY2016YearEndReview.pdf

FY2017 Q1 Ridership Highlights

Total transit ridership on all modes in the first quarter was 77 million trips, a decrease of nine million trips or 10 percent compared to the prior year. The significant ridership declines of FY2016 began in August 2015, remained relatively stable through March 2016, and then worsened in the fourth quarter.

Further detail is available in the FY2017 First Quarter Operating Update report provided to the Board on November 3, 2016. https://www.wmata.com/about/board/meetings/board-pdfs/upload/110316_4BFY2017Q1OperatingBudgetUpdate.pdf

Rail Ridership by Month

<u>FY16</u>		<u>FY17</u>	
Jul	19,000,708	Jul	15,098,254
Aug	16,249,290	Aug	14,988,724
Sep	16,093,493	Sep	14,829,231
Oct	17,144,893	Oct	15,013,972
Nov	14,502,742	Nov	13,283,576
Dec	14,738,132	Dec	12,860,998
Jan	12,863,929	Jan	
Feb	14,775,449	Feb	
Mar	17,211,110	Mar	
Apr	16,881,675	Apr	
May	15,705,910	May	
Jun	16,180,298	Jun	
Tot.	191,347,629	Tot.	86,074,755

*WMATA gathers system wide rail ridership data and does not break it down by line.

16. Please provide monthly Rail On-time Performance data by line for FY2016 and FY2017 to date and any causes WMATA attributes for the trends in this data.

Answer:

Headway Adherence

Source: AIM

Year	Month	Red Line	Blue Line	Orange Line	Green Line	Yellow Line	Silver Line	System-wide
2015	July	87.2%	83.8%	75.7%	86.0%	93.6%	80.8%	84.4%
	Aug	81.7%	81.8%	77.1%	86.4%	93.7%	80.2%	82.8%
	Sept	81.8%	73.3%	68.2%	85.7%	91.4%	71.8%	78.9%
	Oct	80.8%	76.6%	55.9%	87.2%	91.1%	58.1%	75.6%
	Nov	84.2%	81.0%	67.2%	86.5%	93.2%	68.2%	80.1%
	Dec	85.5%	74.7%	74.1%	88.8%	93.0%	74.0%	82.3%
2016	Jan	72.5%	80.8%	78.0%	79.9%	86.0%	78.4%	78.1%
	Feb	82.4%	71.5%	81.0%	90.0%	91.7%	76.2%	81.7%
	March	88.7%	79.6%	82.6%	88.2%	94.6%	79.9%	85.9%
	April	88.5%	87.9%	84.1%	87.7%	94.2%	82.9%	87.3%
	May	75.6%	80.9%	74.9%	86.0%	93.5%	75.5%	79.9%
	June	86.1%	79.2%	71.8%	85.3%	93.7%	56.3%	80.4%
	July	86.1%	79.2%	70.4%	80.5%	80.9%	64.3%	78.2%
	Aug	73.6%	81.0%	70.7%	77.4%	88.8%	73.3%	76.4%
	Sept	81.7%	73.2%	70.7%	80.2%	88.9%	69.1%	77.6%
	Oct	77.3%	80.6%	78.8%	79.6%	88.4%	77.7%	79.7%
	Nov	66.5%	76.5%	69.5%	80.2%	87.2%	72.5%	74.1%
	Dec	85.3%	74.3%	63.6%	80.1%	86.5%	56.9%	76.4%
2017	Jan	77.1%	70.9%	72.2%	83.7%	86.1%	67.8%	76.3%

Key points:

- October 2015 dip in performance on the Orange/Silver line is related to the Stadium-Armory power substation fire that resulted in a speed restriction along these lines.
- January 2016 dip is a result of purposefully reducing service for the blizzard.
- March and April 2016: Performance improved as scheduled work was suspended for the Cherry Blossom Season
- May 2016: Planned weekend, midday and evening track work resumed, affecting customers on all lines. Customers traveling during peak periods were also hard hit by unplanned disruptions, including fires at Federal Center, track problems at Stadium-Armory, and arcing insulators at Medical Center and Woodley Park. Slow speed restrictions on the Orange, Blue and Silver lines at McPherson Square created further delays.

- In June 2016, SafeTrack began which resulted in dips as surges hit certain lines and headways were purposefully reduced:
 - June: Surges 1 and 2 on the Orange and Silver Lines
 - July: Surges 3 and 4 on the Yellow and Blue lines, Surge 5 on the Orange/Silver lines
 - August: Surge 6 and 7 on the red line
 - September: Surge 8 on the Blue line, Surge 9 on the Orange line
 - November: Surge 10 on the Red line
 - December: Surge 11 on the Orange/Silver Lines
- In July-Dec. 2016, speed restrictions sharply increased throughout the system as track inspection quality was enhanced following the East Falls Church derailment.

17. Please provide an update on the Kids Ride Free program.

Answer:

The Kids Ride Free (KRF) program, as a part of the broader the District of Columbia Student Subsidy program, which provides bus and rail transportation for DC Students at no out-of-pocket cost for the student. In addition to providing daily transportation to and from school and extracurricular activities, the program builds a future ridership base for Metro. The KRF Bus program serves all students attending DC public, public charter, private and parochial schools as well as students participating in educational programs in the District. The KRF Rail program is currently provided for DC public and charter school students.

Through January 31, 2017, Metro has delivered nearly 20,000 KRF Bus-Rail Combo passes to students. Weekday ridership on the KRF Bus program averages approximately 29,000 per day, and KRF Rail ridership averages 7,200 trips per day. Bus ridership is up approximately 4,000 to 5,000 trips per day versus last year, and Rail trips are up approximately 2,000 per day.

In accordance with the current agreement with DC, funding for the program is based on the audited number of public and charter school students published in February by the Office of the State Superintendent of Education. That number is not yet available for the current school year. Metro anticipates that the total public and charter population will remain at approximately 87,000. The formula establishes a 65 cents per student per day charge (for the extended school year). For the current WMATA fiscal year (FY2017), Metro anticipates that the total funding for the program will reach \$18.6 million.

18. Please provide information about rail car availability, including:

- a. How many rail cars are currently in service?
- b. How many are out of service and why?
- c. How many railcars are needed to meet WMATA's expected service level?

Answer:

Number of railcars currently in service:	998
Number of railcars out of service:	214
Inspection:	22
Repair:	160
Parts:	10
Engineering Campaigns:	22
Number of railcars needed to meet service requirement:	966

19. Please provide an update on the status of 7000 series railcar procurement.

Answer:

The first 7000 series railcar arrived at Metro in April 2015. At the end of January, 34 7000 Series train set are in passenger service. The initial delivery pace was below Metro expectation (approximately eight railcars/mo.), but increased focus and attention by Metro and Kawasaki leadership has improved recent delivery of 20 railcars/mo. Work is needed by Kawasaki with the support of Metro to sustain this improvement in CY2017.

The delivery of new 7000 series railcars provides the opportunity to retire Metro’s oldest and least reliable cars. Metro has been in the process of retiring its oldest railcars, the 1000 series, since February 2016, as new 7000- railcars arrive. This month, both 1000- and 4000- series cars will be retired concurrently.

Metrobus

20. Please provide a list of bus service improvements made in the District for FY 2016 and FY 2017 to date, including specific actions taken to support bus Priority Corridor Networks. What is the status of the G9 bus route?

Answer:

The following bus service improvements have been made in FY15 and FY16:

Service changes Effective Sunday, December 13, 2015

The following lines have trip time adjustments to improve on-time performance:

- 30N, 30S: Friendship Heights - Southeast Line
- 31, 33: Wisconsin Avenue Line
- 32, 34, 36: Pennsylvania Avenue Line
- 32: Deal Middle School Line

The following lines have bus stop adjustments.

- 90: U Street - Garfield Line
- S9: 161h Street Limited Line
- X3: Benning Road Line

Service Changes Effective Sunday, March 27, 2016

The following lines have route modifications:

- B8, B9: Fort Lincoln Shuttle Line
- H6: Brookland - Fort Lincoln Line

The following route designations are eliminated and replaced for the most part by other services:

- 81: College Park Line
- 93: U Street - Garfield Line

Some trips are eliminated in some cases reducing span on the following lines:

- 34: Pennsylvania Avenue Line
- 82: College Park Line

The following lines are adjusted to reduce crowding:

- 63: Takoma - Petworth Line
- A8: Anacostia - Congress Heights Line

Service Changes Effective Sunday, June 26, 2016

The following routes have been discontinued and either partially or fully replaced by other services:

- A42, A46, A48: Anacostia-Congress Heights Line
- D3: Ivy City-DuPont Circle Line

The following lines have route modifications:

- 54: 14th Street Line
- D4: Ivy City-Franklin Square Line
- G2: P Street-LeDroit Park Line
- L2: Connecticut Avenue Line
- N2, N4, N6: Massachusetts Avenue Line
- X3: Benning Road Line

The following lines are adjusted to reduce crowding and/or improve on- time performance:

- 52, 53, 54: 14th Street Line
- 60: Fort Totten-Petworth Line
- 79: Georgia Avenue MetroExtra Line
- E2: Ivy City-Fort Totten Line
- V2: Capitol Heights-Minnesota Avenue Line
- X 1, X3: Benning Road Line ·
- X9: Benning Road-H Street Limited Line

Service Changes Effective Sunday, December 18, 2016

The following lines are adjusted to improve on-time performance:

- 62,63: Takoma-Petworth Line
- 80: North Capitol Street Line
- 83,86: College Park Line
- 90,92: U Street-Garfield Line
- L1,L2: Connecticut Avenue Line
- V1: Benning Heights-M Street Line

The following lines have additional late-night service on Fridays and Saturdays:

- 83: College Park Line
- L2: Connecticut Avenue Line
- 38B: Ballston-Farragut Square Line

The following lines have a reduction in late-night service:

- 94: Stanton Road Line
- D2: Glover Park-DuPont Circle Line
- E2: Ivy City-Fort Totten Line
- H6: Brookland-Fort Lincoln Line
- U7: Deanwood-Minnesota Avenue Line

Priority Corridor Network

The ten priority corridors in DC include:

1. Wisconsin Avenue
2. Sixteenth Street
3. Fourteenth Street
4. Georgia Avenue
5. North Capitol Street
6. H Street NE/NW
7. Pennsylvania Avenue
8. U Street-Cardoza
9. Anacostia-Congress Heights Line
10. Rhode Island Avenue

There were service adjustments, bus stop changes and running-time improvements made in all corridors during the past year included in the attached summary of changes occurring in the District. Many of these services also operate beyond Metrorail hours and so several late night services were modified to respond to ridership demand including along Connecticut Avenue, Rhode Island Avenue and ML King Avenue.

Numerous special event schedules were created to respond to events such as Rock and Roll Marathon, Marine Corps Marathon, 4th of July Celebration, national Christmas Tree Ceremony and Presidential Inauguration.

Additional investments included working with DDOT to install TIGER grant-funded for a Transit Signal Priority system of on the following MetroExtra and Metrobus lines serving the District at 195 intersections operated by a fleet of 144 buses:

- Pennsylvania Ave Limited
- Wisconsin Ave Limited
- Georgia Ave Limited
- 16th St Limited
- Benning Rd - H St Limited
- Columbia Pike - Federal Triangle
- Columbia Pike - Farragut Square
- Mount Vernon Express
- Arlington - Union Station

Additionally, 150 real time passenger information signs have been installed on DDOT shelters throughout the City to provide digital arrival information to customers.

MetroExtra G9 Rhode Island Avenue

The MetroExtra G9 Rhode Island Avenue Limited will begin service on March 20th, operating between Franklin Square and Mt Rainier. A summary describing the service is below:

G9 MetroExtra Limited
Eastern Avenue to Franklin Square
(14th & I St. NW) via Rhode Island Ave.
February 8, 2017 6:00PM

Span of service	Weekdays 6 - 9 AM, 3 - 7 PM
Service Start Date	Monday, March 20, 2017
Frequency	Every 15 minutes in each direction
Route length	~5 Miles
Estimated running time	~32 minutes one way
Number of stops	14 westbound, 14 eastbound
Buses	40-foot low-floor CNG buses with Blue MetroExtra livery
Operating division	Bladensburg
Fare	Same as regular Metrobus
Ridership	1,100 per day

A Priority Corridor Network (PCN) study of Rhode Island Avenue bus services was completed in April, 2014. The study included a robust public outreach component and recommended establishing peak period bi-directional MetroExtra limited stop service between Mount Rainier and downtown DC.

The Rhode Island Avenue Main Street business group and area residents are solid supporters of limited stop bus service, and the DC City Council provided funds in its FY 2017 budget to this service.

The Rhode Island Avenue corridor has recently seen widespread growth and development, with many new multifamily residences and retail establishments joining the heavily traveled roadway that connects downtown with Eckington, Brentwood, and the Hyattsville and College Park areas of Maryland. Demand for bus transportation- especially along the DC portion of the roadway- has grown along with these changes, and the corridor can now support limited stop MetroExtra bus service. Metro receives frequent complaints of overcrowding on the local route G8 in this corridor.

DC Council approved special funding for the G9 in its FY2017 budget for the budget year beginning October 1, 2016.

21. Please describe the agreement between WMATA and the District Department of Transportation to administer the DC Circulator. What actions has WMATA taken to improve its administration of the DC Circulator?

Answer:

The agreement (or MOU) between WMATA and DDOT to administer the DC Circulator contract is a document that describes the assets involved in the operation of the DC Circulator (buses and revenue collection equipment), sets the term of the agreement, and describes the roles and responsibilities of DDOT and WMATA. DDOT owns and solely funds the DC Circulator service. WMATA administers the contract, provides some direct services like revenue collection, and acts as a technical advisor to DDOT.

The agreement requires WMATA to ensure that the contractor maintains and inspects buses in accordance with industry standards and keeps complete maintenance records on the buses; demonstrates performance on standards established in the contract; and insure and indemnify WMATA, the District of Columbia and other parties. Additionally, it describes the WMATA staff positions who are responsible for administering the contract, and defines the expected time commitment from each. There are four staff positions dedicated full-time to contract administration and six others that are described as fractions of full-time equivalent positions. The four full-time staff are the project manager, the project analyst, and two service monitors. The six other staff positions are each generally performed by multiple people in support departments as a part of their regularly assigned duties and include revenue collection and accounting, customer service, maintenance audit, counsel, procurement, and engineering.

The agreement lists various reports that WMATA is to supply to DDOT, provides a framework for DDOT to communicate its planning for future DC Circulator service to WMATA, and describes how WMATA will bill DDOT for the costs associated with the Circulator, including both direct costs and the costs of the contract. Additionally, the MOU provides a means for terminating the agreement.

What actions has WMATA taken to improve its administration of the DC Circulator?

Since October 2015, a WMATA bus maintenance staff person has been on site at the DC Circulator every day to review and report on maintenance operations. Also, as of January 2017 WMATA's Safety department has begun a monthly spot check of a random selection of approximately 10% of the DC Circulator buses. WMATA staff have met with senior management from First Transit, the contractor, to demand an improvement plan and will continue to push for further improvement. WMATA staff have exercised the financial disincentive provisions for poor performance in the contract where applicable.

WMATA staff have continued to work closely with DDOT staff to ensure they are well-informed about the DC Circulator contract, sharing contractor performance and findings to develop strategies to improve performance of the DC Circulator. Beginning in August 2016, WMATA and DDOT jointly established a twice weekly meeting with the contractor to continue to cooperatively develop strategies to improve DC Circulator service.

MetroAccess

22. Please describe WMATA's efforts to make rail and bus services more accessible and user-friendly for the disabled community in FY 2016 and FY 2017 to date. Please provide ridership and cost numbers for MetroAccess service in FY2016 and FY 2017 to date. Has WMATA been able to document greater usage of the fixed route system by such riders as a result?

Answer:

During FY16 and FY17 to date, WMATA has engaged in the following efforts to make rail and bus services more accessible:

- **Bus Stop Improvements**

Metro used grant funds to improve nine bus stops in proximity to large numbers of MetroAccess eligible customers and has design and planning work underway at more than two dozen additional stops. Metro continued to improve its bus stop data app, in an effort to allow local jurisdictions to inform Metro on the status of local bus stops, information that Metro then can use in planning for further bus stop accessibility improvements.

- **Beacon-enabled Directions**

In partnership with the Columbia Lighthouse for the Blind, Metro has initiated the installation of beacons in rail stations to provide people who are blind/low vision with real-time directional, emergency, and other station and surrounding area information. The first station is slated to be completed by March 2017.

- **Travel Training Program**

Metro provided travel training to (2,457) people during FY16, and has trained more than (1,267) people so far in FY17.

- **Station Lighting Improvements**

Metro has continued improvements to mezzanine lighting at underground stations; and began the conversion of platform edge lights from red to white in order to provide better contrast and increased brightness in the stations. Union Station was one of the first stations converted from red to white.

- **SmarTrip® MetroAccess® Cards**

Metro has introduced a SmarTrip®-enabled MetroAccess® ID card for MetroAccess® customers certified as Conditionally Eligible. These customers are incentivized to use Metrobus and Metrorail as opposed to MetroAccess® by way of the Free Ride Benefit (FRB), which grants fare free fixed-route travel. The introduction of the SmarTrip® card affords these customers the same level of independent entry and exit from Metrorail stations, and independent boarding on Metro buses that all other customers have.

- **White Boards and Informational Tear-away**

To improve communication with people who are deaf/hard of hearing, Metro has procured erasable white boards and accompanying markers for each kiosk at all 91 Metrorail stations. Station Managers and customers can use the whiteboards to communicate in writing in those instances where spoken word will not suffice. In addition, Metro has also introduced informational tear-away for those occasions in which the customer would like to have the written information in a format in which he/she can take it with them, as opposed to the white board communication.

Please provide ridership and cost numbers for MetroAccess service in FY2016 and FY 2017 to date.

Access Services Cost and Ridership FY2016 and FY2017 (YTD)

	FY2016	FY2017 (12/2016)
Ridership	2,280,730	1,187,455
Budget: (\$000s)		
Paratransit Service	98,486	50,313
Total MACS Services	100,297	51,229
Fuel	4,994	1,918
Total MACS	108,187	54,512
Total ACCS	114,109	56,875

Has WMATA been able to document greater usage of the fixed route system by such riders as a result?

In reference to documentation of increased ridership by people with disabilities, one of WMATA’s key metrics is Ridership via the Free Ride Benefit (FRB) offered to MetroAccess customers. For FY16, there were a total of (2.70M) trips provided by way of the FRB. For FY17 year-to-date through December, ridership by this select group of people with disabilities is on pace to grow by over (7.2%).

23. What steps has WMATA taken to improve oversight of MetroAccess contractors?

Answer:

With the establishment of our new business model in 2013, we have augmented the MetroAccess contracts with a much greater number of performance metrics, and we have enhanced the set of associated incentives and disincentives as an added inducement to deliver strong performance. We have also created a separate Quality Assurance contract that independently monitors the performance of our Service Delivery providers. The separation of the QA function from the other contractor responsibilities has added an important measure of transparency to our evaluation of service quality on MetroAccess. The multiple contractor

model has allowed us to move service volume away from underperforming contractors, and our now-independent call center makes much more helpful adjustments to trip scheduling to minimize the impact on the customer when a small percentage of trips fall outside the scheduled pickup window. To further ensure the security of our paratransit customers, we have also implemented enhanced monitoring protocols to track vehicles that have been idle for more than a pre-determined threshold of time. This also aids our call center in maintaining an appropriate level of productivity for all of our deployed assets.

Planning and Real Estate

24. Please provide the pipeline of joint development projects being actively pursued on WMATA land, including:

- The location and size of property;
- The development team;
- The deal structure (including sale v. lease, compensation amount, and intended scope of uses);
- The WMATA staff responsible for managing each project; and
- The expected completion date for execution of the development agreement and construction (identifying multiple phases if any).

Answer:

WMATA has five active joint development projects under negotiation or with approved agreements within the District of Columbia:

(1) Brookland Metro Station

Location/Size:	1.6 acres on two parcels, one parcel on either side of Bunker Hill Road NE at 10 th Street NE
Developer:	Mid-Atlantic Realty Partners/CAS-Riegler
Deal Structure:	98-year ground lease with easements for WMATA facilities
Proposed Uses:	280 residential units, 9,000 SF retail, 445 private parking spaces, 38 Kiss & Ride spaces
WMATA Staff:	Rosalyn Doggett, Senior Real Estate Advisor
Agreement Date:	Expected to be finalized Spring/Summer 2017
Construction Date:	No later than 3.5 years from Agreement Date

(2) Congress Heights Parcel

Location/Size:	0.94 acres around Congress Heights Metro Station south entrance on Alabama Ave. SE
Purchaser:	Sanford CityPartners
Deal Structure:	Sale for \$3 million
Proposed Uses:	Developer is assembling land that includes Metro's property and desires to build mix of office, residential and retail uses
WMATA Staff:	Steve Teitelbaum, Senior Real Estate Advisor
Agreement Date:	Purchase and Sale Agreement executed in January 2013
Construction Date:	Agreement does not require an outside construction start date

(3) Fort Totten Metro Station

Location/Size:	3.35 acres on northwest side of Fort Totten Metro Station
Developer:	Donatelli Development

Deal Structure: 98-year ground lease, unless developer proposes condominiums, in which case WMATA will sell the land
Proposed Uses: 345 residential units, 10,500 SF of retail, 115 private parking spaces, 425 WMATA parking spaces
WMATA Staff: Steve Teitelbaum, Senior Real Estate Advisor
Agreement Date: Term Sheet was executed March 2016. Joint Development Agreement expected to be completed by Fall/Winter 2017
Construction Date: TBD during negotiations

(4) Navy Yard Chiller

Location/Size: 41 L Street SE (14,100 square feet)
Developer: Mid-Atlantic Realty Partners/CAS-Riegler
Deal Structure: Sale with easements for WMATA facilities
Proposed Uses: 126 residential units, 6,000 SF retail, 500 SF WMATA office
WMATA Staff: Rosalyn Doggett, Senior Real Estate Advisor
Agreement Date: Purchase and Sale Agreement executed in October 2016
Construction Date: No later than 2 years from Agreement Date, with one year extension

(5) Takoma Metro Station

Location/Size: 2.9 acres at the Takoma Metro station's Kiss & Ride off Eastern Ave. NW
Developer: EYA
Deal Structure: Sale with easements for WMATA facilities
Proposed Uses: 200 residential units, 114 Kiss & Ride spaces
WMATA Staff: Rosalyn Doggett, Senior Real Estate Advisor
Agreement Date: Joint Development Agreement executed January 2017
Construction Date: No later than 3.3 years from Agreement Date

Information and Technology

25. Please describe what actions WMATA undertook during FY2016 and FY2017 to date to utilize its website and social media to help fulfill its mission.

Answer:

WMATA continues to maintain its website as a primary tool to openly provide information to the public. This is one of many ways that information is shared, including Facebook, Twitter, and social media sites, as well as to more than 10,000 subscribers to news releases, RSS feeds, and directly to mobile phones and personal computers through Metro Alerts. Also, SmartTrip card account holders get regular information via email bulletins, as do Business Improvement Districts (BIDs), various Chambers of Commerce, Boards of Trade, Visitors Bureaus, and business leaders.

WMATA also makes regular presentations regarding service and policy matters to the Riders Advisory Council and Accessibility Advisory Council, both of which are conducted in public. WMATA safety, financial and policy matters are also discussed publicly (and broadcast online) twice a month as part of the Board of Directors committees and full board meetings.

26. What technology and information systems improvements did WMATA undertake in FY 2016 and FY2017 to date to improve operations? What was the cost of these improvements? What are the expected benefits?

Answer:

There have been many functional areas of information technology infrastructure at WMATA that have been upgraded in the past couple of years. These upgrades have been part of a \$40M annual capital investment in IT. Some representative examples of these upgrades include the following:

- A new public facing Metro Website was launched in the fall of 2016.
- A new Computer-Aided Dispatch (CAD) and Records Management System (RMS) was implemented for MTPD. This project includes mobile reporting utilizing tablet technologies and a business intelligence initiative providing WMATA's police with a more complete insight regarding the safety and security of customers.
- A new Contract Lifecycle Management System implementation was completed improving the efficiency with which contracts are sourced and managed.
- A successful public WIFI pilot in underground stations was completed in the fall of 2016. Further installations in all stations are scheduled for 2017/2018.
- Business Intelligence analysis and reporting capability was enhanced for Finance, Payroll, Safety, Bus Planning and MTPD.
- A consolidation and upgrade of the Enterprise Storage Area Network is underway to support the increasing demand for database and application storage.
- Upgrade to GOTRs Track Rights System is underway to provide enhanced capability to manage track access for repair and maintenance activities.

- Access to email and intranet for WMATA workforce is available through employee self-service Kiosks in field based locations.
- Upgraded the legacy Storage Area Network (SAN) systems to accommodate the increasing demand for database and application storage.
- Email migration for all authority email users to Microsoft's Office 365 Cloud.
- Cell phone replacement program from Windows 8.1 to iPhone 6
- Implemented a new funds management system which helped reduce the \$600 million billing backlog to the FTA.
- The WMATA 700Mhz public safety/operations radio system contract was awarded and the cell phone tunnel antenna system upgrades (Neutral Host) are now being deployed concurrently with the radio project.

Safety & Security

27. Please provide a report on the overall safety of the Metro system.

- Please compare safety statistics in FY 2015, FY 2016, and FY 2017 to date.
- What steps did WMATA take in FY 2016 and FY 2017, to date to improve these statistics?

Answer:

	FY15	FY16	FY17 (July-Dec)
Derailments	6	7	11
Fire Incidents	62	72	32
Rail CIR	1.9	1.3	1.4
Bus CIR	2.45	2.5	2.2
MACS CIR*	2.25	2.21	2.89
EIR	5.31	4.9	5.5

***MACS rate is per 100,000 passenger trips**

Safety Statistical Definitions

- *Customer Injury Rate (CIR): $N \times 1,000,000 / \text{Passenger Trips}$*

N = Number of injuries requiring immediate transportation from the scene to a medical facility.

- *Employee Injury Rate (EIR): $N \times 200,000 / \text{Hours Worked}$*

N = Number of OSHA-recordable Injuries (e.g., lost time)

28. What is the current staffing level for Metro Transit police?

Answer:

The authorized sworn strength is 462.

29. What is the Fiscal Year 2017 budget for Metro Transit police?

Answer:

Approximately \$90 Million Operating and \$3 Million Capital (does not include grants).

30. What has WMATA done in FY2016 and FY2017 to date to minimize customer and employee injuries and accidents?

Answer:

MetroBus has several initiatives to reduce customer injuries. Bus Training has bolstered its defensive driving curriculum in an effort to decrease rear end collisions. This includes using Drive Cam to identify all hard braking events regardless of injury, and coach the impacted operator. Collision hot spots have been identified and management staff are routinely deployed to those areas. Bus berthing practices are being reviewed to determine if bus stop locations are contributing to rear end collisions. Deceleration lights are being installed at the back of the buses as a method to reduce rear end collisions. These lights will alert vehicles behind the bus that it is slowing down and coming to a stop. A pilot of 10 buses was concluded in CY16, and

due to a marked decrease in rear end collisions for equipped buses, lights will be installed fleet-wide. The equipment has been identified and is currently moving through the procurement process. Pedestrian strobe lights are also being installed on buses. This was historically prohibited in Virginia due to vehicular code restrictions. WMATA was able to demonstrate a strong correlation between strobed buses and a decrease in pedestrian strikes in the District. Through this effort, the Virginia legislation allowed strobe lights to be installed in transit vehicles. This allowance will enable all buses to have the strobes regardless of jurisdiction.

MetroAccess (MACS) has formed a working group of contractors and MACS staff to work with an Occupational Therapist, and the collaboration has already identified aspects of driver training that can be improved to reduce injuries. The group has been examining everything from the customer's disability profile and susceptibility to losing balance; to proper techniques for escorting customers to, from, into, and out of the vehicle. It is MACS intention to incorporate the best practices generated from this group into a revision of the driver training curriculum for all MACS contractors. This process will be completed within the next few months.

MetroRail will conduct additional station safety inspections in CY2017 to reduce the number of facility issues that may result in customer injuries, such as loose floor tiles and poor housekeeping. In addition, WMATA is piloting automated precaution announcements at the escalators that have experienced the most injuries. The announcements will warn when the escalator is ending and remind passengers to hold onto the handrail. Overall station announcements are also in place which remind passengers to be aware of their surroundings and to be safe while using the system.

Employee Injuries

WMATA will be strengthening the implementation of job hazard analysis (JHAs) with the goal of reducing these types of injuries. As complacency contributes to injuries, focusing on the hazards present and having staff communicate how those hazards are mitigated will bring more safety awareness to day-to-day tasks.

Non-preventable collisions are also a leading contributing factor of injuries. This factor is also the leading cause for customer injuries. WMATA will be encouraging fleet vehicle operators to take a defensive driving class, which has been sanctioned by the National Safety Council. Bus Training has also bolstered its operator training defensive driving curriculum. Finally, non-preventable collision hot spots have been identified; bus and safety management will continue to monitor these areas to determine if other contributing factors are present, and to reinforce safe driving to bus operators. The bus deceleration lights mentioned earlier will also reduce the number of non-preventable rear end collisions.

Bus shields and the involvement of MTPD in late night bus routes have decreased the number of physical assaults on employees, but has not impacted the number of verbal assaults. WMATA is piloting the use of automatic fare announcements on the bus which removes the operator from directly attempting to address fare evasion. This will reduce the number of negative passenger/ operator interactions that have been identified as leading to a verbal

assault. Finally, WMATA's Employee Assistance Program will be proactively reaching out to divisions that have the highest number of stress injuries in an effort to support operators.

There were several injury types that experienced significant reductions. Caught in/by injuries were reduced by 61%. Causal factors for this are believed to be targeted JHAs in the car/bus maintenance groups; these groups historically had high hand tool-related injuries and intense focus was applied on preventing those injuries in CY16. Pursuit/Arrest related injuries saw a 21% decrease. The main factor behind this was the emphasis of officer defensive tactics. Finally, ice-related slips/trip/falls had a 56% decrease. This decrease can be attributed to employees using ice cleats in known icy areas, training videos that provided the proper technique in accessing a train from the yard in icy conditions, and favorable weather conditions.

WMATA has taken steps to address non-revenue class II vehicle derailments by:

- Updating and enhancing equipment operator training related to tie crane use.
- Evaluating control panel design modifications to prevent unintentional misuse of equipment functionality.
- SAFE will conduct a review of the inspection and certification process for allowing contractor equipment onto the WMATA roadway.

The most relevant immediate actions are summarized below:

- FRA-trained track inspectors provided by an external consultant reported to WMATA on August 22, 2016. The inspectors are providing the following deliverables:
 - Build a high level inspection schedule to include walking and automated inspections.
 - Document frequency and quality compliance as they walk with WMATA teams in the field.
 - Provide weekly written reports to Executive Leadership.
 - The external consultant will remain embedded with teams for at least four months. Track and Structures (TRST) describes this action as a mentoring relationship.
- Personnel affiliated with the University of Tennessee provided refresher-level training to Track Inspectors, including supervisory and management personnel, for three weeks in September-October.
- A ten-month contract for track walker training program rebuild was awarded.
- A contract was awarded on August 5, 2016, to conduct system wide track asset condition survey. Completion is expected by June 2017.
- A contract was awarded on July 21, 2016, to rewrite the WMATA track inspection manual. Completion is expected in Spring 2017.
- Realignment of Maintenance and Inspections divisions by Region to improve coordination.
- Work Instructions were created or updated to enhance track walker inspections and clarify ambiguity in the TRST-1000 manual.

- Speed Restriction Procedures (SOP #30), and TRST’s “Speed Restriction Good Faith Challenge.”
- Track Defect Reporting and Prioritization.
- Mainline Track Inspection. The walking track inspection procedure was updated to include specific language directing inspectors to include “switches, tracks between switches, tracks leading up to diamonds, diamond crossovers, and pocket tracks” in their daily inspections.
- Yard Track Inspection. This instruction was updated with similar language to the mainline inspection.
- TRST revised the mainline, yard and switch inspection forms and included them in the revised Work Instructions. The new forms will be reflected in the revised TRST-1000 manual.
- TRST developed SOP 108-03, which requires a biannual audit of Track Inspections documentation and adds additional responsibilities for field verifications by Assistant Superintendents and participation in Interlocking Inspections by Supervisors.
- The Office of Quality and Internal Compliance Operations (QICO) is revising the 2013 WMATA Quality Management System (QMS) Manual.

31. How many video cameras are currently deployed throughout the system to monitor safety? How many cameras were installed or replaced in FY 2016 and FY 2017 to date? Are there plans to deploy more and/or upgrade this technology?

Answer:

We have installed approximately 3500 new cameras over the past 5 years on fixed infrastructure. There are significantly more installed on the bus and rail vehicles.

WMATA received DHS grants the past two years to install cameras at 14 additional stations. Each station will receive between 25 and 35 cameras each. This work is about 25 percent complete. Additionally, every year, WMATA requests security funding for additional cameras.

Almost all new construction projects (such as the new Bus garages, the Dulles Phase II extension, the new canopies, Potomac Yard station, etc.) have some cameras included.

Lastly, at the request of MTPD, an additional quantity of cameras have been (or will be) installed at miscellaneous locations throughout the authority. This total is less than 100 cameras.

32. What steps has WMATA taken in FY 2016 and FY 2017, to date to improve customer communications during service disruptions and safety and security emergencies?

Answer:

Metro continual looks for ways to build and improve customer communications during safety and security emergencies. Examples of programs or actions taken in the last two fiscal years include the expanded notification and communications network built with the jurisdictions through the Council of Governments. While established for SafeTrack, we continue to rely on this network to extend our reach to even more customers and riders through the networks of the jurisdictions' communicators directly. Metro has also improved its web site/mobile site, which remains the number one tool that customers go to for emergency information. And for special events, such as the recent Presidential Inauguration, Metro created a special electronic alert system.

In partnership with the regional fire departments, a firefighter is in our rail control center to assist with information and response coordination. Also working with the regional firefighters, Metro trained more than 4,000 responders and law enforcement representatives during CY2016 in four emergency response drills for familiarity with the WMATA rail system and also to ensure message accuracy and customer communication consistency during emergencies. Finally, in the last six months, Metro enabled cell phone carriers to activate service in the first underground section of the red line, improving direct communication. Nearly half of the red line is scheduled to be activated late this spring.

33. Please describe any other current or planned initiatives to improve Metro safety for riders and operators.

Answer:

See response from question #27.