

**NVTC COMMISSION MEETING  
THURSDAY, MARCH 2, 2006  
8:00P.M.**

**NVTC CONFERENCE ROOM**

NOTE: A buffet supper will be available for attendees prior to the meeting.

## AGENDA

### **1. Minutes of NVTC Meeting of February 9, 2006.**

Recommended Action: Approval.

### **2. VRE Items.**

- A. Report from the VRE Operations Board and VRE Chief Executive Officer—Information Item.
- B. Contract Award for Warehouse Management—Action Item/Resolution #2013.
- C. Contract Award for Locomotive Maintenance—Action Item/Resolution #2014.

### **3. Approval of NVTC's Senior Mobility Study Phase 1 Report.**

NVTC was briefed on the findings of the Phase 1 study in November, 2005. The final report is now ready for approval and distribution.

Recommended Action: Approve the report to be posted on NVTC's website and distributed to interested groups and individuals.

### **4. Legislative Items.**

Staff will report on the status of bills of interest to the commission and on efforts to educate the public and mobilize grass roots support.

Recommended Action: Determine strategy and direct staff how to proceed to support legislation consistent with NVTC's legislative agenda.



**5. WMATA Items.**

- A. Metro Board Digest for January and February, 2006.
- B. Metro's FY 2007 Budget Review.
- C. TAGS Bus Procurement.
- D. Next Fare 4/Single-Platform Contract.
- E. Metro System Performance Report.

Discussion Item.

**6. Regional Transportation Items.**

- A. Correspondence.
- B. MWCOC Traffic Congestion Report.
- C. Improving Demand Responsive Services for People with Disabilities in the Washington Region.

Information Item.

**7. NVTC's 2006 Handbook.**

Commissioners' biographical sketches are being updated and other material has been incorporated into the handbook. It is available on NVTC's website and is provided to new commissioners and interested individuals.

Information Item.

**8. NVTC Financial Items for January, 2006.**

Reports are provided. Staff will also describe the reconciliation of Department of Taxation gas tax receipts that has occurred as a result of the transition by that department to a new computer system.

Information Item.

**MINUTES**  
**NVTC COMMISSION MEETING – FEBRUARY 9, 2006**  
**ROOM #4 EAST-GENERAL ASSEMBLY BUILDING**  
**RICHMOND, VIRGINIA**

The meeting of the Northern Virginia Transportation Commission was called to order by Chairman Connolly at 5:20 p.m. The commission met jointly with the Northern Virginia Transportation Authority, chaired by David Snyder. The meetings followed a joint press conference by NVTC and NVRTA to support dedicated funding for Metro, which was also sponsored by the Northern Virginia Regional Commission.

**Members Present**

Sharon Bulova  
Gerald Connolly  
Adam Ebbin  
William D. Eulle  
Jay Fisette  
Dana Kauffman  
Karen Rae  
Paul C. Smedberg  
David F. Snyder  
Mary Margaret Whipple

**Members Absent**

David Albo  
Eugene Delgaudio  
Jeannemarie Devolites Davis  
Paul Ferguson  
Ludwig Gaines  
Catherine M. Hudgins  
Elaine McConnell  
Scott Silverthorne  
Christopher Zimmerman

**Staff Present**

Steve Maclsaac (VRE)  
Kala Quintana  
Elizabeth Rodgers  
Richard K. Taube  
Dale Zehner (VRE)



Minutes of NVTC Meeting of January 5, 2006.

On a motion by Mr. Euille and a second by Mrs. Bulova, the commission unanimously approved the minutes. Affirmative votes were cast by commissioners Bulova, Connolly, Ebbin, Euille, Fiset, Kauffman, Rae, Smedberg, Snyder, and Whipple.

Authorization to Submit NVTC's FY 2007 Grant Applications.

Chairman Connolly noted that NVTC staff had submitted electronically NVTC's FY 2007 state grant applications to DRPT. Mr. Taube stated that the eligibility in this year's application was \$67 million greater than in FY 2006. That means that Governor Kaine's proposal to achieve the 95% statutory target for the state's share of eligible capital expenses in FY 2007 will fall far short unless more state funds are added.

Mr. Kauffman moved approval of Resolution #2010. Mrs. Bulova seconded. The vote in favor was unanimous with Ms. Rae abstaining. Affirmative votes were cast by commissioners Bulova, Connolly, Ebbin, Euille, Fiset, Kauffman, Smedberg, Snyder, and Whipple.

Approval of NVTC's FY 2007 Administrative Budget.

Chairman Connolly stated that the same proposed budget had been discussed by the commission in September, 2005 and again in January, 2006. He asked Mr. Taube if there had been any questions or comments in the meantime. Mr. Taube responded that there had not. Delegate Ebbin asked for confirmation that the performance budget component for NVTC's financial functions was consistent with Delegate Reese's requests and that the commission would consider extending that approach to its remaining functions for FY 2008. Mr. Taube confirmed that was the case.

On a motion by Mrs. Bulova and a second by Mr. Kauffman, the commission voted unanimously to adopt the FY 2007 NVTC administrative budget. Affirmative votes were cast by commissioners Bulova, Connolly, Ebbin, Euille, Fiset, Kauffman, Rae, Smedberg, Snyder, and Whipple.

VRE Items.

Report from the VRE Operations Board and VRE Chief Executive Officer.  
Mrs. Bulova noted the minutes of the January 20, 2006 VRE Operations Board meeting and Mr. Zehner mentioned the newly opened parking expansion at Broad Run.

FY 2005 Audited Financial Statements. On a motion by Mrs. Bulova and a second by Mr. Kauffman, the commission voted unanimously to authorize staff to distribute the FY 2005 audited financial statements by approving Resolution #2011. Affirmative votes were cast by commissioners Bulova, Connolly, Ebbin, Euille, Fisetta, Kauffman, Rae, Smedberg, Snyder, and Whipple.

Increased Task Order for General Assembly Fleet Maintenance. On a motion by Mrs. Bulova and a second by Mr. Kauffman, the commission voted unanimously to approve Resolution #2012 which authorizes VRE's CEO to increase by \$768,890 a task order for general fleet maintenance to STV, Inc. Affirmative votes were cast by commissioners Bulova, Connolly, Ebbin, Euille, Fisetta, Kauffman, Rae, Smedberg, Snyder, and Whipple.

#### NVTC Financial Items for December, 2005.

There were no questions or comments.

#### Legislative Items.

Chairman Connolly invited Delegate Jeff Frederick to address the status of transportation funding legislation in the House of Delegates. He stated that the House leadership is working on a plan to be announced Friday, February 10<sup>th</sup>. Delegate Ebbin asked if that plan would include dedicated funding for Metro. Delegate Frederick responded that he supports Delegate Albo's bill to increase fees on abusive drivers and also supports dedicating some existing sales tax revenues.

Scott York stated that he favored providing equal property taxing authority for counties compared to cities and towns. Delegate Frederick stated that there is no transportation funding crisis, only a transportation priority crisis.

Mr. Snyder reminded the group that after Civil War the transcontinental railroad was completed and after the Korean War the Interstate Highway System was begun. Times of crisis can generate important responses and in this case there is a need to preserve transportation infrastructure to support jobs. It is a matter of good, basic government and is non-partisan. Transportation needs steady funding and cannot be funded one day and not the next.

Margaret Vanderhye stated that the commonwealth doesn't really have a surplus if there is a drawer full of bills. Chairman Connolly noted that by 2015 there will be no state money to match federal transportation funds. Ms. Vanderhye went on to say that the public is sick and tired of the General Assembly putting off a solution to the crisis and is demanding truth telling. More cash is needed now.

Delegate Frederick responded that Governor Warner doctored the books. There has been no budget reform since 1971. The commonwealth should pay only for the items that are most essential.

Senator Whipple stated that the Senate philosophy is different. The Senate removed transportation from comprehensive funding for education and other services two-years ago and believes now is the time to act on the transportation funding solution. The current surge in state revenue was unforeseen and is due largely to the real estate boom that generated recordation taxes, especially on refinanced mortgages. The surge is temporary.

Chairman Connolly noted the fissure in state politics reflected by the differences between the House and Senate leadership's positions. Delegate Ebbin said that the House Finance Committee Chairman Parrish could bring up HB1003 (dedicated Metro funding) at his discretion, even though a subcommittee tabled it. Chairman Connolly described Delegate Rust's bill (HB 1555) and reported that the patron was willing to amend it to include \$50 million dedicated for WMATA.

HB 1555 has been greatly reduced in subcommittee, however (only about \$80 million remains, down from an initial yield of \$300 million which had increased to \$468 million). Mr. Smedberg stated this bill also could be brought back off the table.

Mr. Snyder asked the General Assembly members about what message is needed now. Senator Whipple emphasized the potential loss of federal funds and the need to educate members about the dedicated Metro funding bills. The commission then reviewed a draft public flyer designed to generate public support. Jay Fisette asked about using Governor Kaine's attendance lists from his public forums to target distribution of the flyers. Delegate Ebbin suggested adding a tag line to urge calling before February 15<sup>th</sup>.

Mr. Kauffman noted the importance of legislators being contacted by constituents from the business community who write large checks to their campaigns. He asked Bill Lecos of the Fairfax Chamber of Commerce if he would be willing to share the flyer with his employer members who then could pass it along to employees.

On a motion by Delegate Ebbin and a second by Mrs. Bulova, the commission voted unanimously to authorize staff to incur costs to print and distribute flyers to educate the public about the need to contact their General Assembly members to support dedicated Metro funding and related issues. Affirmative votes were cast by commissioners Bulova, Connolly, Ebbin, Euille, Fisette, Kauffman, Rae, Smedberg, Snyder, and Whipple.

Recognition of Karen Rae.

Mr. Taube reminded commissioners that this meeting was the last that Ms. Rae would attend before leaving the commonwealth for her new position in Pennsylvania. He thanked her for her energetic and effective work on behalf of transit in Virginia. Commissioners provided an extended round of applause.

Adjournment

There being no further business, Chairman Connolly adjourned the meeting without objection at 5:55 p.m.

Approved this 2nd day of March, 2006.

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Gerald Connolly  
Chairman

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William Euille  
Secretary-Treasurer



## RESOLUTION #2011

**SUBJECT:** FY 2005 VRE Audited Financial Statements.

**WHEREAS:** The VRE audit has been conducted by the firm of PBGH, LLP;

**WHEREAS:** This audit has produced an unqualified opinion of VRE's accounts as having, in all material respects, fairly and accurately presented the financial condition of the operation, assets and liabilities of VRE; and

**WHEREAS:** A management letter has been produced by the auditors describing their findings which has been reviewed by VRE's Audit and Finance Committee and the VRE Operations Board.

**NOW, THEREFORE, BE IT RESOLVED** that the Northern Virginia Transportation Commission authorizes staff to provide the audited statements to all interested parties and post the results on VRE and commission websites.

Approved this 9th day of February, 2006.

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Gerald Connolly  
Chairman

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William Euille  
Secretary-Treasurer







## RESOLUTION #2012

**SUBJECT:** Increased Task Order for General Fleet Maintenance.

**WHEREAS:** STV, Inc. currently performs the maintenance, periodic inspections and repairs in the Virginia yards on all of VRE's Gallery cars and other equipment; and

**WHEREAS:** Amtrak was scheduled to assume those duties through a sub-contractor by the summer of 2005 but has been delayed.

**NOW, THEREFORE, BE IT RESOLVED** that the Northern Virginia Transportation Commission authorizes the VRE Chief Executive Officer to amend a task order with STV, Inc. for general fleet maintenance by \$768,890, for a total task order value of \$2, 072, 103, to provide funding through July 31, 2006.

Approved this 9th day of February, 2006.

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Gerald Connolly  
Chairman

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William Euille  
Secretary-Treasurer



## MEMORANDUM

**TO:** Chairman Connolly and NVTC Commissioners  
**FROM:** Rick Taube  
**DATE:** February 23, 2006  
**SUBJECT:** VRE Items

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- A. Report from the VRE Operations Board and VRE Chief Executive Officer—Information Item.
- B. Contract Award for Warehouse Management—Action Item/Resolution #2013.
- C. Contract Award for Locomotive Maintenance—Action Item/Resolution #2014.



Report from the VRE Operations Board and VRE Chief Executive Officer.

Minutes are attached from the VRE Operations Board meeting of February 17, 2006. Also attached is the report of VRE's CEO with ridership and on-time performance information.



# CHIEF EXECUTIVE OFFICER'S REPORT

February 2006

## DERAILMENT DEBRIEFING

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A post incident debriefing from the January 5 derailment of train 304 will be held Friday, February 17 at 1:00pm in the PRTC boardroom. Attendees will include emergency personnel from Prince William, Fairfax and Stafford Counties as well as staff from VRE, CSXT and Amtrak.

## NEW RAIL CAR PURCHASE UPDATE

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On January 27<sup>th</sup>, representatives from Amtrak and VRE visited Chicago to view a mock-up of the new rail cars at the Metra facility. The mock-up was based on Metra's design, but then modified with diagrams of VRE's changes.

The Amtrak representatives were impressed and made some minor suggestions for improvements, which we are trying to incorporate into the design. The most significant potential change is adding a parking brake to the cab car.

An STV inspector from Japan contracted by VRE to oversee and monitor the construction of the framework of the car bodies has been overseeing the work as of January 25<sup>th</sup> and is expected to be on-site for approximately two months to facilitate the construction process. VRE staff will travel to Milwaukee in late February to view samples of the new seats.

## KEY STATION ADA ASSESSMENT

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On January 25<sup>th</sup>, 26<sup>th</sup> and 27<sup>th</sup>, the FTA conducted an ADA Key Station Assessment at the Fredericksburg VRE Station and Union Station. This audit was performed by the FTA to ensure that all VRE facilities are accessible to persons with disabilities. A final report addressing the findings in detail will be sent to VRE within 30 days of the audit; then VRE will have 30 days to respond. Judging from the comments presented at the exit meeting, the audit was successful. VRE expects the requests for modifications to be minor.

## SECURITY GRANT FUNDING

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VRE staff is working to secure grant funding from DHS (Department of Homeland Security) for security enhancements in infrastructure and passenger/employee protection for both prevention and mitigation. Funds are expected to be forthcoming from VDRPT/VDFOT in Richmond, and the Regional Transit Security Working Group (RTSWG) from the Washington-Baltimore National Capitol Region. These grants will be available for new projects as well as continuing maintenance on completed projects.

## **CAPITAL PROJECTS UPDATE**

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Broad Run Parking – The “Old Barn Lot” officially opened for business on Monday, January 30<sup>th</sup> adding 113 new spaces to our Broad Run station. This increases the parking at this station almost 40%, with 885 spaces now available for use. Despite this substantial increase, the problem with illegal parking persists. VRE has asked Prince William County police to step up the enforcement of illegal parking inside the lots, but will continue to allow parking along the Piper Lane access road.

## **SECRET SHOPPER UPDATE**

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With the final contract issues resolved, VRE staff held the kickoff meeting with Person to Person, Inc. for the new Mystery Shopper Program. This program, which will “shop” all facets of VRE service, is expected to begin in mid-March. After creating a baseline measurement, results will be available in late Spring.

## **AED'S USED ON TRAIN**

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For the first time since their installation in 1998, a passenger exhibited signs of a heart attack on board a train and the Automatic External Defibrillator was used. While we have used the oxygen tank in this kit a number of times, the actual unit had never been engaged. The unit determined that the passenger’s heart did not need a shock, and the onboard crew stabilized the passenger until EMS arrived. The passenger is reported to be doing well.

## **TEMPORARY AMTRAK SERVICE CHANGES**

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Due to CSX track work south of VRE's territory, several Amtrak trains have been temporarily cancelled, including:

Amtrak 94 (departing Fredericksburg at 11:54a)

Cancelled Monday through Thursday between February 6 and March 2 - Replaced with Amtrak 1094 operating 2 hours earlier than Amtrak 94's schedule (departing Fredericksburg at 9:54a). Amtrak 94 will operate as normally scheduled on Fridays.

Amtrak 80 (departing Fredericksburg at 3:38p) and Amtrak 79 (departing Union Station at 10:55a) Cancelled daily between February 6 and February 9.

Amtrak 66 (departing Fredericksburg at 6:56p) and Amtrak 67 (departing Union Station at 7:30a) Cancelled daily between February 6 and March 2.

All other Amtrak trains listed on VRE' schedule are operating as scheduled.

## MONTHLY PERFORMANCE MEASURES – JANUARY 2006

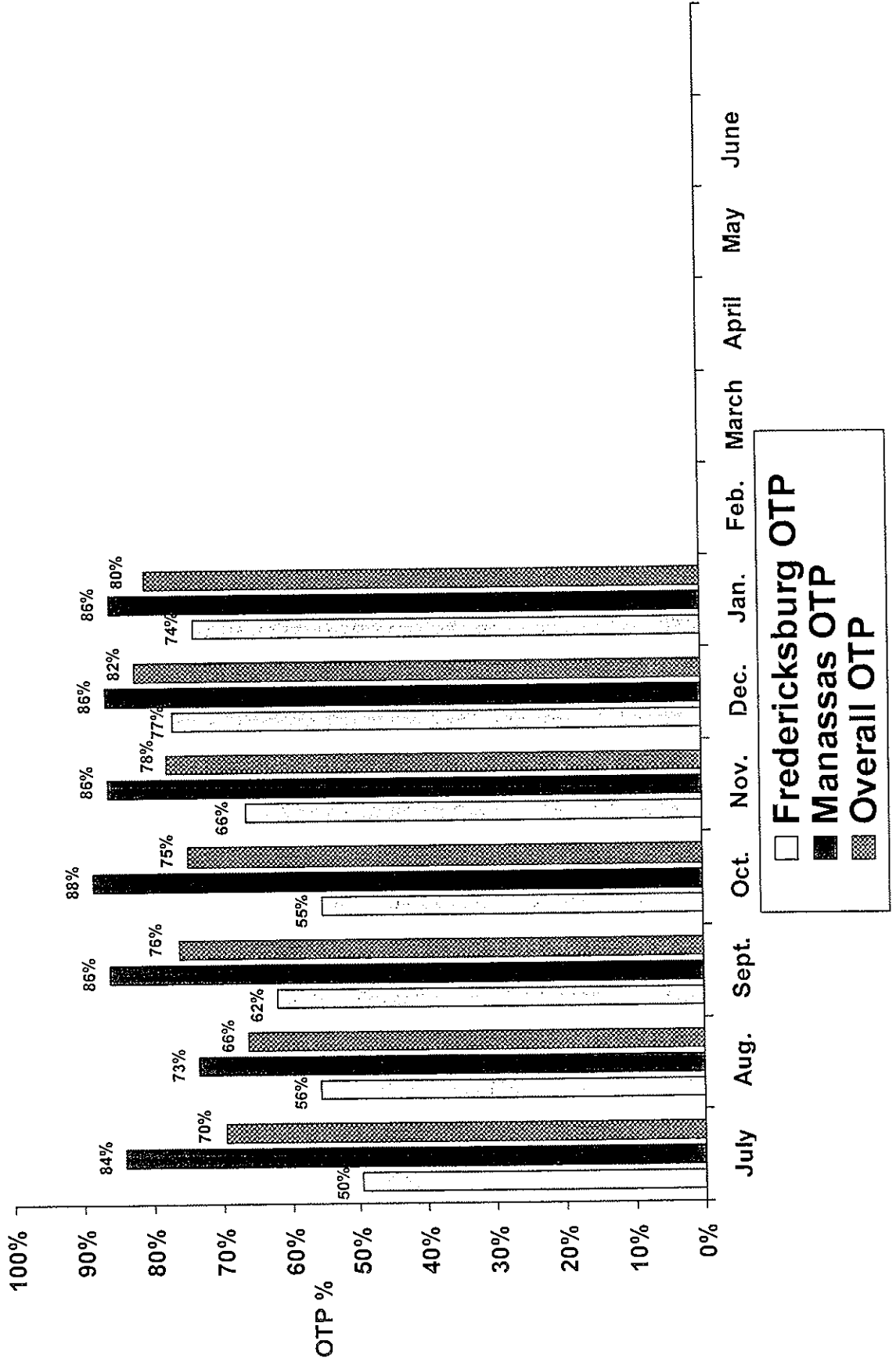
ANNUAL RIDERSHIP OVERVIEW	ANNUAL RIDERSHIP
VRE FY 2006 Passenger Totals	2,104,855
VRE FY 2005 Passenger Totals	2,140,426
PERCENTAGE INCREASE	(.9%)

MONTHLY ON-TIME PERFORMANCE	ON-TIME PERCENTAGE
VRE January Fredericksburg OTP Average	73.6%
VRE January Manassas OTP Average	85.6%
VRE JANUARY OVERALL OTP AVERAGE	79.6%

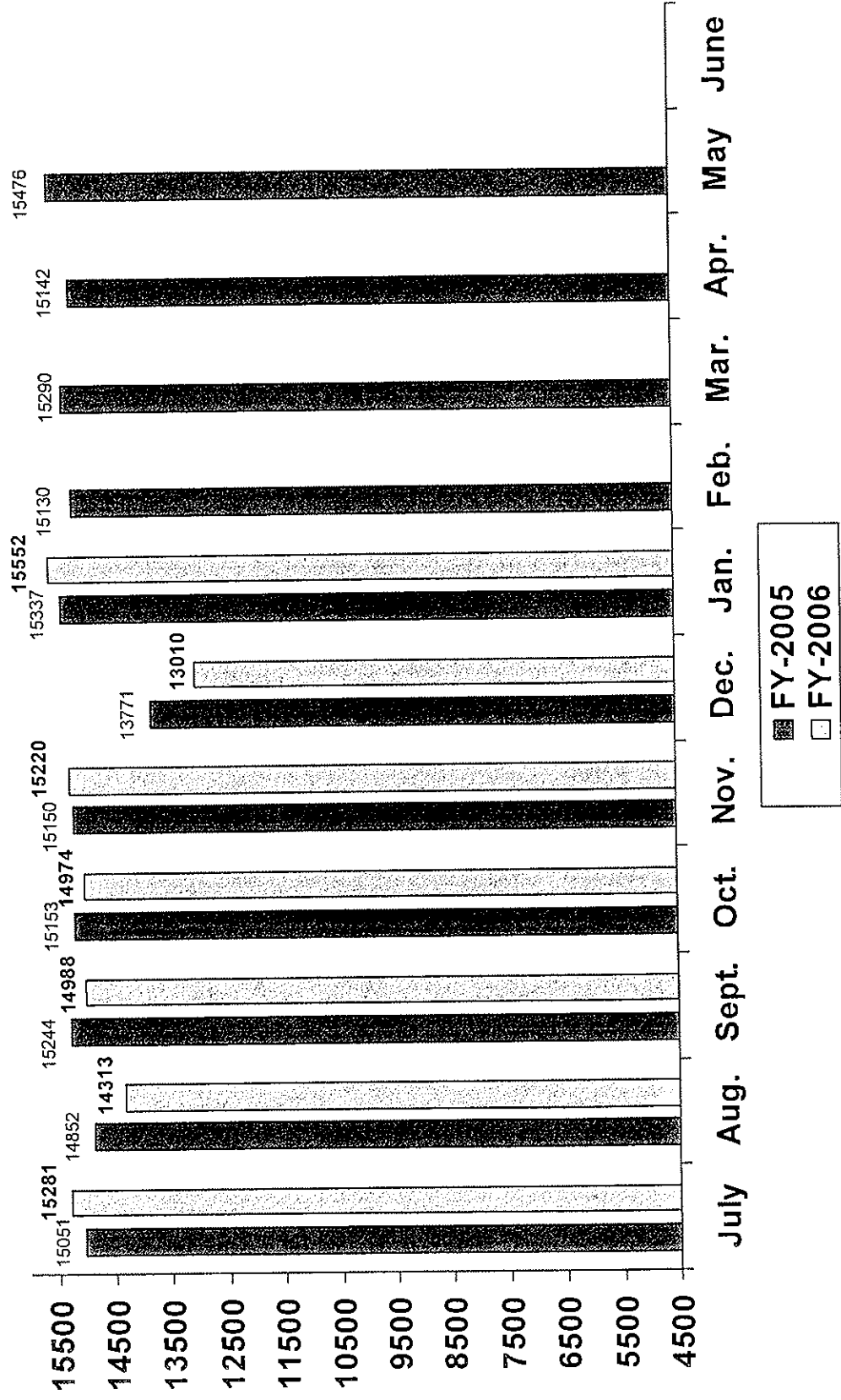
REASON	TOTALS	PERCENT
<b>Signal/Switch Failure</b>	30	<b>27%</b>
<b>Slow Orders</b>	0	<b>0%</b>
<b>M/W</b>	3	<b>2.5%</b>
<b>Train Interference</b>	48	<b>43%</b>
<b>AMTRAK</b>	10	<b>9%</b>
<b>Freight</b>	18	<b>16%</b>
<b>VRE</b>	20	<b>18%</b>
<b>Mechanical Failure</b>	14	<b>12.5%</b>
<b>Late Turn</b>	3	<b>2.5%</b>
<b>PAX Handling</b>	8	<b>7%</b>
<b>Weather</b>	0	<b>0%</b>
<b>Crew Related</b>	1	<b>.9%</b>
<b>Other</b>	5	<b>4.6%</b>
<b>TOTAL</b>	<b>112</b>	<b>100%</b>

FINANCIAL INDICATORS	DECEMBER 2005			
MEASURES		GOAL	ACTUAL	TREND
OPERATING RATIO		55%	62%	↑
BUDGETED FARE REVENUE YTD	\$10,024,250			
ACTUAL FARE REVENUE YTD	<u>9,388,357</u>			
CUMULATIVE VARIANCE	(635,893)	0	(635,893)	↓
PERCENT COLLECTED FY 06 YTD		50%	46.8%	↓
PERCENT COLLECTED FY 05 YTD			49.0%	
BUDGET EXPENSES YTD	\$20,137,606			
OPERATING EXPENSES YTD	<u>\$18,757,253</u>			
CUMULATIVE VARIANCE	\$1,380,353	0	\$1,380,353	↑
PERCENT EXPENDED FY 06 YTD		50%	46.6%	↑
PERCENT EXPENDED FY 05 YTD	5		45.4%	

# Average On-Time Performance FY-2006

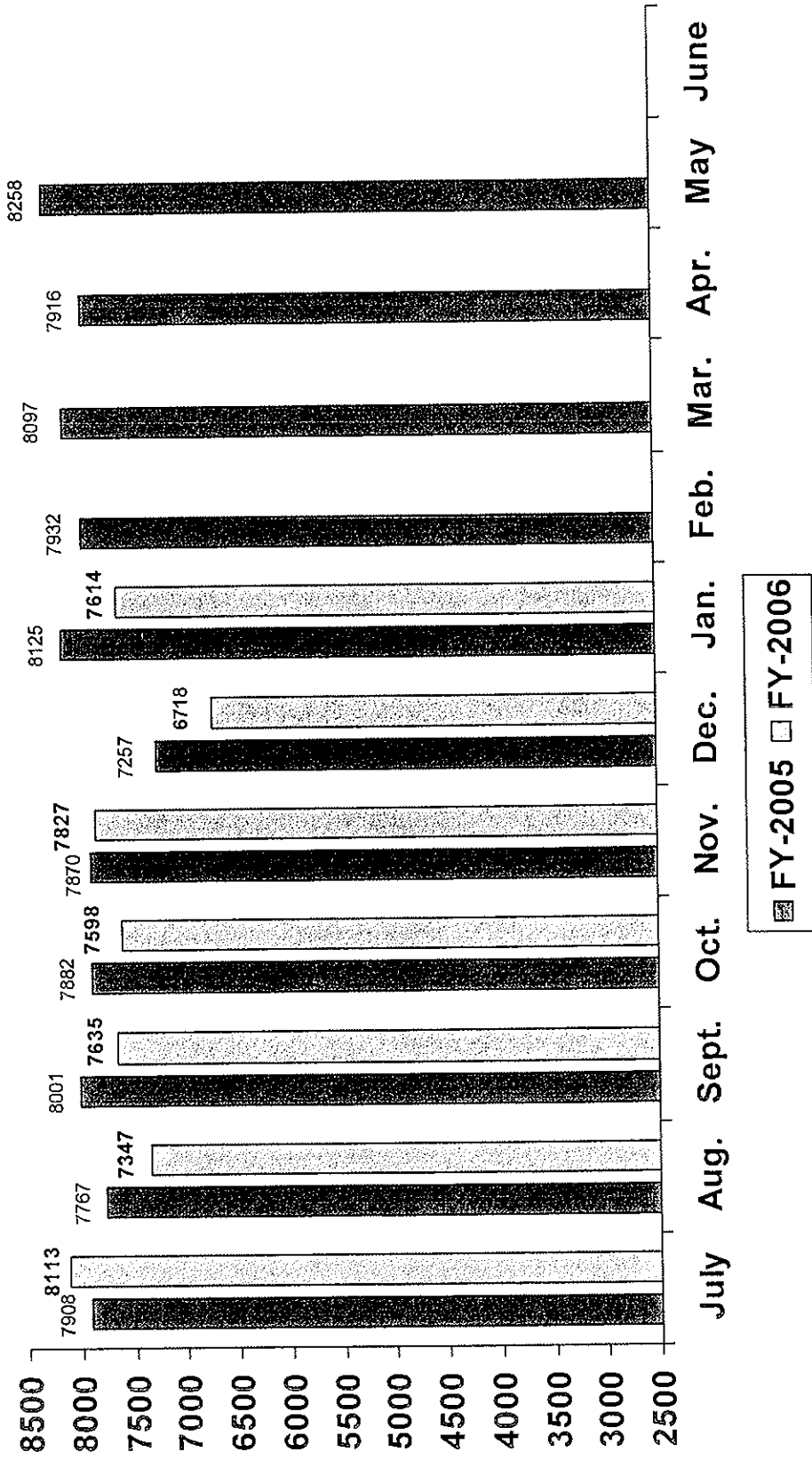


# VRE Total Average Daily Ridership

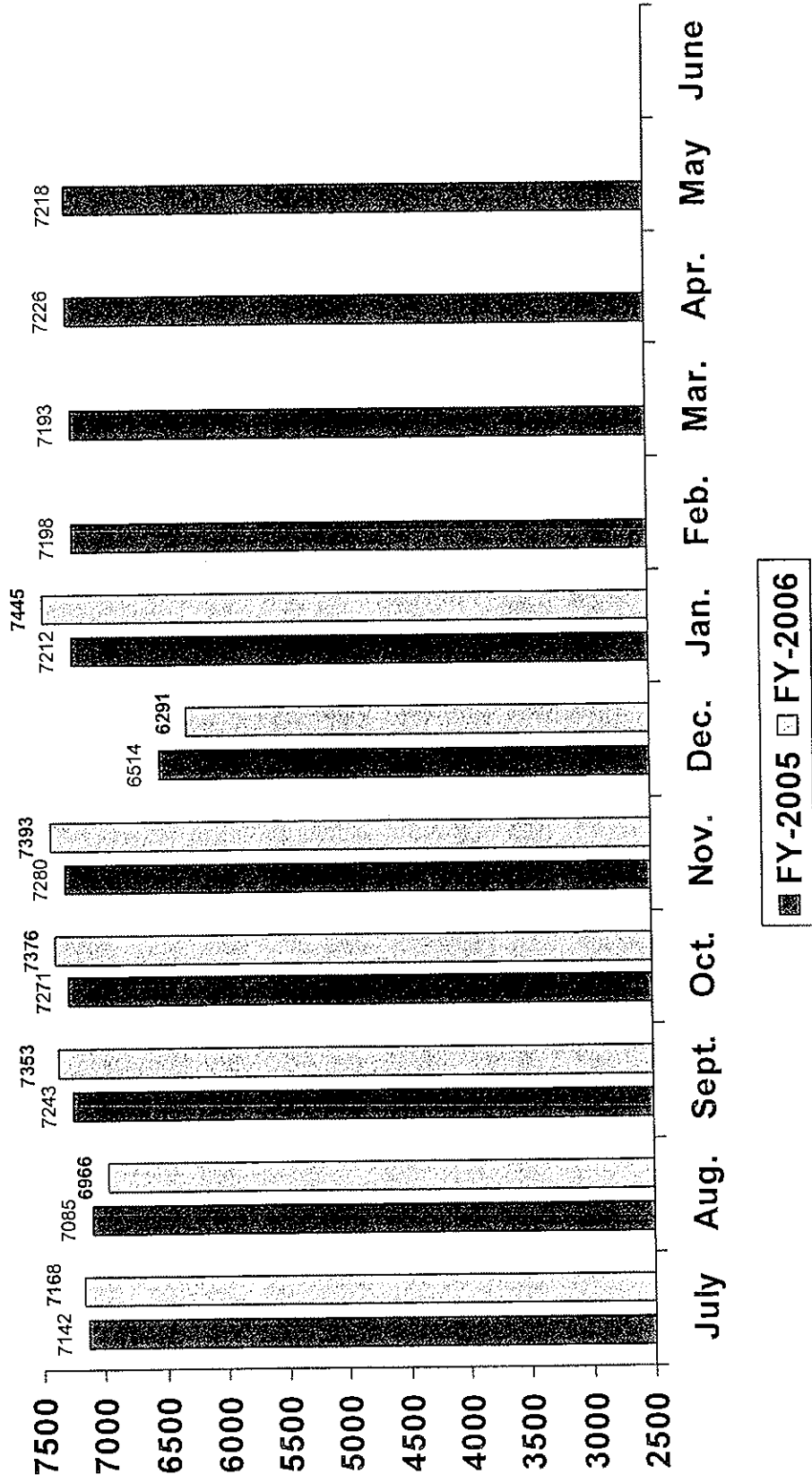




# VRE Average Daily Ridership Fredericksburg Line



# VRE Average Daily Ridership Manassas Line





**VIRGINIA RAILWAY  
EXPRESS**

**OPERATIONS BOARD  
MEMBERS**

**MAUREEN CADDIGAN  
CHAIRMAN**

**DANA KAUFFMAN  
VICE CHAIRMAN**

**DOUG WALDRON  
SECRETARY**

**SHARON BULOVA  
TREASURER**

**HILDA BARG**

**WALLY COVINGTON**

**ROBERT GIBBONS**

**WILLIAM GREENUP**

**JOHN D. JENKINS**

**ELAINE MCCONNELL**

**KAREN RAE**

**CHRISTOPHER  
ZIMMERMAN**

**DALE ZEHNER  
CHIEF EXECUTIVE  
OFFICER**

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# MINUTES

**VRE OPERATIONS BOARD MEETING  
PRTC HEADQUARTERS – PRINCE WILLIAM COUNTY, VIRGINIA  
FEBRUARY 17, 2006**

<b>MEMBERS PRESENT</b>	<b>JURISDICTION</b>
Sharon Bulova (NVTC)	Fairfax County
Maureen Caddigan (PRTC)	Prince William County
Robert Gibbons (PRTC)	Stafford County
John D. Jenkins (PRTC)	Prince William County
Dana Kauffman (NVTC)**	Fairfax County
Elaine McConnell (NVTC)	Fairfax County
Karen Rae	VDRPT

<b>ALTERNATES PRESENT</b>	<b>JURISDICTION</b>
Hilda Barg (PRTC)	Prince William County
Wally Covington (PRTC)	Prince William County
William Greenup (PRTC)**	City of Fredericksburg/VHSRDC
Doug Waldron (PRTC)	City of Manassas
Christopher Zimmerman (NVTC)**	Arlington County

<b>STAFF AND GENERAL PUBLIC</b>	
George Billmyer – citizen	Mike Lake – Fairfax DOT
George Conner – citizen	Wendy Lemieux – VRE
Nahom Debessay – VRE	Bob Liebbrandt – Prince William County
Steve Edwards – Supervisor McConnell's office	Steve MacIsaac – VRE counsel
Sue Faulkner – Stafford County	Dick Peacock – citizen
Anna Gotthardt – VRE	Mark Roeber – VRE
Al Harf – PRTC staff	Jennifer Straub – VRE
Angela Lemmon Horan – Prince William County Attorney	Rick Taube – NVTC staff
Ann King – VRE	Alan Tobias – VDRPT
	Dave Tyrar – Prince William County
	Dale Zehner – VRE

\*\* Delineates arrival following the commencement of the Board meeting. Notation of exact arrival time is included in the body of the minutes.

Chairman Caddigan called the meeting to order at 9:32 A.M. Following the Pledge of Allegiance, roll call was taken.

### Approval of the Agenda – 3

Mr. Waldron moved, with a second by Ms. Bulova, to approve the agenda. The vote in favor was cast by Board Members Bulova, Caddigan, Gibbons, Jenkins, McConnell and Rae.

### Minutes of the January 20, 2006, VRE Operations Board Meeting – 4

Ms. Barg moved, with a second by Ms. Bulova, to approve the minutes. The vote in favor to approve the minutes was cast by Board Members Bulova, Caddigan, Gibbons, Jenkins, McConnell and Rae.

### Chairman's Comments – 5

Chairman Caddigan stated that at the VACO Legislative Day on February 9<sup>th</sup>, Governor Kaine spoke about transportation being his number one priority. She expressed her hopefulness that the General Assembly will support the Governor's initiatives. She stated that she personally spoke with legislators about VRE's need for an additional 50 railcars and expansion of service to Spotsylvania and Fauquier counties. She acknowledged Mark Roeber's efforts as he has done an outstanding job talking to and educating General Assembly members about VRE's needs. Chairman Caddigan also announced that Governor Kaine will be at the Ferlazzo Building at 7:00 P.M. on February 21<sup>st</sup> and she encouraged Board Members and staff to attend.

Chairman Caddigan announced that this will be Ms. Rae's last meeting, since she is stepping down as Director of VDRPT to join the Commonwealth of Pennsylvania's Secretariat of Transportation as a Deputy Secretary of Transportation, responsible for public transportation and passenger rail. Ms. Rae has served on the VRE Operations Board since September 2002, and has been a great advocate for commuter rail in Virginia. Under her leadership, Ms. Rae's department advanced the first-ever six year program for public transportation and the first dedicated source of funding for rail in Virginia history. The Rail Enhancement Fund has provided funding for the Gainesville-Haymarket Extension as well as the third track between Powell's Creek and Arkendale on the Fredericksburg line.

On behalf of the Board, Chairman Caddigan presented a token of appreciation to Ms. Rae. Ms. Rae stated that although it's about good transportation systems and good data, what makes the difference is working with good people, including the members of the VRE Operations Board. She acknowledged Sharon Bulova and Whit Clement who were instrumental in the creation of the Rail Enhancement fund. She stated that it's

been an honor to serve on the Operations Board and she thanked Board Members for being friends as well as colleagues. Ms. Bulova stated that she will miss Ms. Rae, who with her style, her kindness, her enthusiasm, and a “can do” attitude, has made a difference.

#### Chief Executive Officer’s Report – 6

Board Members were provided with copies of the printer’s proofs of the 2005 VRE Annual Report. He recognized staff members Ann King (project manager), Mark Roeber, Jennifer Straub, Wendy Lemieux, Donna Boxer and Tamara Ashby, as all playing an instrumental role in the report. The theme of the report is community and transportation.

Mr. Zehner reported that overall system ridership is down 1.8 percent compared to last year at the same time (January 2005). The Manassas line is up three percent while the Fredericksburg Line is down six percent. On-time performance is slowly improving.

Mr. Zehner recognized Mark Roeber and his dedication to VRE and the work he has done in Richmond pushing the insurance liability legislation. It passed in both House and Senate, although both versions are slightly different. This will need to be resolved and Steve Maclsaac is working on it. Delegate Albo patroned the House bill and Senator Saslaw patroned the senate version. Also, Delegate Parrish and Senator Colgan authored a \$3 million budget amendment for preliminary engineering and environmental work for the Gainesville-Haymarket extension. Speaker Howell has helped VRE immensely during this General Assembly Session. He also put in \$17.6 million amendment for the second year of the third track between Powell’s Creek and Arkendale. Speaker Howell also submitted a \$50 million budget amendment for an extension from Manassas to Front Royal.

Mr. Zehner stated that he and Steve Maclsaac will meet with CSX representatives on February 24<sup>th</sup> to continue negotiations of the VRE operating agreement. VRE staff will also be meeting with jurisdictions concerning funding for the additional 50 railcars.

[Board Members Kauffman and Greenup arrived at 9:47 A.M. and 9:50 A.M., respectively.]

Mr. Kauffman wished Ms. Rae well and thanked her for her work on the Rail to Dulles project. Mr. Greenup observed that he has worked with Ms. Rae on the VRE Board as well as the Virginians for High Speed Rail Committee. He stated that her openness and responsiveness, as well as her interest in finding ways to get things done have been refreshing.

### VRE Riders' Comments – 7

Mr. Billmyer stated that VRE needs a better source of funding. The demand for commuter rail services has increased all over the country. Mr. Peacock asked if the emergency power is in place at VRE headquarters. Mr. Zehner replied that it will be in place within the next month. Mr. Peacock stated that there is a transportation crisis in Virginia. He expressed his opinion that people need to be realistic that taxes will need to be raised to pay for these transportation improvements, including public transportation and roads. Improved transportation systems raise economic benefits for everybody, including both rich and poor. Chairman Caddigan suggested that Mr. Billmyer and Mr. Peacock should attend the meeting with Governor Kaine on February 21<sup>st</sup> to express their comments and concerns.

### Authorization to Conduct Public Hearings Related to the Proposed Fare Change – 8A

Mr. Zehner explained that during the FY 2007 budget process, the Operations Board authorized a fare increase of six percent to offset the increases in fuel, liability insurance and Amtrak costs. VRE staff has reviewed this plan and proposes an across the board increase of six percent without any change to the current ticket discount structure. VRE will begin public hearings in March and report back to the Operations Board with a summary of comments. Resolution #8A-02-2006 would authorize the CEO to solicit comments through public hearings related to the proposed fare change.

Mr. Gibbons moved, with a second by Ms. Barg, to approve Resolution #8A-02-2006. The vote in favor was cast by Board Members Bulova, Caddigan, Gibbons, Jenkins, Kauffman, McConnell and Rae.

### Authorization to Issue a Request for Proposals for Engineering and Environmental Services for the Cherry Hill Third Track Project – 8B

Mr. Zehner explained that Resolution #8B-02-2006 would authorize the CEO to issue a RFP for engineering and environmental services for the Cherry Hill Third Track project. In response to a question from Mr. Gibbons, Mr. Zehner stated that this is for the third track from Powell's Creek to Arkendale.

Ms. Barg moved, with a second by Mr. Jenkins, to approve Resolution #8B-02-2006. The vote in favor was cast by Board Members Bulova, Caddigan, Gibbons, Jenkins, Kauffman, McConnell and Rae.

### Authorization to Award a Contract for Warehouse Management Services – 8C

Mr. Zehner explained that back in November 2005, the Operations Board authorized him to issue a RFP for a contract to manage VRE's warehouse in Manassas. This warehouse serves as the central parts location for all of VRE's fleet and requires shipping, receiving, inventory control, purchasing, and reporting functions. Currently VRE's MEC is performing these functions at a total cost of \$299,610 per year. In an effort to reduce the cost of this work, an RFP was issued on January 13, 2006. Following Selection Committee review, staff recommends award to Railplan International in an amount not to exceed \$250,000 per year, for a total cost not to exceed \$750,000. The term of the contract would be for one year, with two additional one-year options. Resolution #8C-02-2006 would accomplish this. In response to a question from Ms. Bulova, Mr. Zehner stated that this contract could save VRE about \$40,000-\$50,000 per year.

Ms. Barg moved, with a second by Mr. Gibbons, to approve Resolution #8C-02-2006. The vote in favor was cast by Board Members Bulova, Caddigan, Gibbons, Jenkins, Kauffman, McConnell and Rae.

### Authorization to Award a Contract for Locomotive Maintenance – 8D

Mr. Zehner stated that staff is recommending that the Board approve Resolution #8D-02-2006 which would recommend that the Commissions authorize VRE's CEO to enter into a contract with Transportation Technology, Inc., for locomotive maintenance services in an amount not to exceed \$3 million per year, for a total cost not to exceed \$9 million for a term of no more than three years, which will be exercised annually at the discretion of VRE's CEO.

Mr. Zehner explained that contractually, when repairs are required on VRE's locomotives, Amtrak performs this work as an extension of its maintenance contract. However, Amtrak is not always able to accept this work and is often unable to meet VRE's time requirements. While Amtrak may still elect to perform some of this work, VRE needs an additional source for locomotive repair work. In addition to providing flexibility, this option eliminates the need to conduct a procurement every time a locomotive suffers a mechanical or electrical failure, sometimes adding months to the turnaround time and the locomotive's restoration to service. VRE has had a locomotive out of service because of a turbo charger for 4-5 months.

Mr. Zehner stated that following the evaluation process the Selection Committee recommends award to Transportation Technology, Inc. The term of the contract would be for one year, with two additional one-year options. VRE staff is requesting authorization for the total term of the contract, with the VRE CEO exercising the option years at his discretion. This contract will be managed by VRE on a task order basis and

all task orders exceeding the CEO's authority will be brought to the VRE Operations Board for approval.

[Mr. Zimmerman arrived and joined the discussion at 10:07 A.M.]

In response to a question from Ms. Barg, Mr. Zehner clarified that VRE goes out to bid for these types of services and work. Mr. Gibbons asked if it would be better to purchase more modern locomotives rather than keep incurring high maintenance costs on older equipment. Mr. Zehner agreed that it would be optimal for VRE to purchase new locomotives, but it's not possible right now because VRE does not have the funding for such a purchase. VRE absolutely needs new railcars first. Mr. Gibbons observed that if VRE can't pull railcars without having locomotive failures, then it doesn't matter how many railcars it has. In response to a question from Ms. Barg, Mr. Zehner stated that VRE currently has 20 locomotives and it costs \$2-3 million to purchase a new locomotive.

In response to a question from Mr. Kauffman, Ms. Straub explained that this request is for the majority of the work above and beyond what Amtrak is doing for VRE as part of regular maintenance. Mr. Maclsaac further clarified that Amtrak would bill VRE if it did the work. This is a better way to do it, since it will be cheaper and quicker.

Mr. Kauffman observed that the top end of the contract is a little high. Mr. Zehner explained that the way the RFP was issued, VRE doesn't have any obligation to pay funds if task orders are not issued. Task orders over \$30,000 will be brought to the Board for approval. He explained that it can be likened to an "escape valve" for the times Amtrak cannot get repairs done quickly or when there are major problems. Mr. Kauffman asked if the unit rate will be similar to Amtrak's costs. Mr. Zehner stated that he doesn't have this information but could provide the Board with it. Ms. Straub stated that the hourly labor rate is consistent within the range of what has been bid before for similar projects.

Ms. Bulova observed that this requested action is a "big ticket item" and she asked if that amount is already in the budget. Mr. Zehner responded that there are capital funds to do top deck overhaul (approximately \$1 million in the FY 2006 and FY 2007 budgets). If the repairs didn't improve the locomotive in the terms of its totality, then it would be funded as an operating expense, which is included in the FY 2006 and FY 2007 budgets. He stated that he realizes that the amount is large, but there's no commitment to spend it. It's like a blanket purchase order. He reminded Board members that any work over \$30,000 would need approval by the Board.

Mr. Gibbons asked staff to include in next months agenda an item on the availability of leasing more locomotives.

Mr. Jenkins moved, with a second by Ms. Barg, to approve the resolution. The vote in favor was cast by Board Members Bulova, Caddigan, Gibbons, Jenkins, Kauffman, McConnell and Rae.



#### Authorization to Purchase a Forklift – 8E

Ms. Barg moved, with a second by Ms. McConnell, to approve Resolution #8E-02-2006, which would authorize the CEO to purchase a forklift from the Commonwealth via the Virginia Electronic Procurement (eVA) process for use in the Broad Run yard in an amount not to exceed \$50,000. The vote in favor was cast by Board Members Bulova, Caddigan, Gibbons, Jenkins, Kauffman, McConnell and Rae.

#### Authorization to Extend a Parking Lease at the Fredericksburg VRE Station – 8F

Chairman Caddigan reported that Resolution #8F-02-2006 would authorize the CEO to extend an existing lease agreement with AFM, LLC for 74 spaces located at 400 Charles Street in Fredericksburg for a period of one year in the amount of \$29,413, for a total amount not to exceed \$168,046. Mr. Greenup stated that the Cobblestone Square development will be built along the tracks on Lafayette Blvd. As more development occurs, parking in Fredericksburg will be a concern for the future.

Mr. Greenup moved, with a second by Ms. Barg, to approve Resolution #8F-02-2006. The vote in favor was cast by Board Members Bulova, Caddigan, Gibbons, Jenkins, Kauffman, McConnell and Rae.

#### Authorization to Issue and Award a Contract for Rebuilding Passenger Railcar Trucks – 8G

Mr. Zehner reported that on January 5, 2006, six Kawasaki passenger railcars that are owned by VRE were involved in a mainline derailment. Due to the circumstances surrounding the movements of the train during and after the derailment, it is necessary to subject three of the trucks to a thorough inspection and re-qualification process. From the issuance of the Notice to Proceed, that process is expected to take 45 days. Given the urgency of this work, VRE staff is requesting authority to issue a RFP as well as award of the contract to the most responsive proposer. Staff investigation and experience indicates that the aggregate cost for all three trucks will not exceed the Operations Board's spending limit. VRE's legal counsel will review the contract prior to award. Resolution #9G-02-2006 would authorize the CEO to issue and award a contract, upon review of legal counsel, for the rebuilding of three Kawasaki passenger railcar trucks. Mr. Zehner explained that since these railcars were damaged in the derailment, VRE will be reimbursed by the insurance trust fund for all related costs.

Ms. Barg moved, with a second by Mr. Jenkins, to approve the resolution. The vote in favor was cast by Board Members Bulova, Caddigan, Gibbons, Jenkins, Kauffman, McConnell and Rae.

### Authorization to Exercise Locomotive Lease Purchase Option – 8H

Mr. Zehner stated that Resolution #8H-02-2006 would authorize the VRE CEO to exercise the purchase option for two F-40 locomotives included in the Rail World Lease for a fixed price of \$100,000 each. VRE staff performed a lease versus buy analysis, which concluded it was in VRE's best interest financially to purchase the locomotives now rather than lease them for any additional period. At the time of the lease execution, staff encumbered grant funds for the total lease costs assuming a purchase price of \$100,000 per unit. These locomotives have proven reliable and would effectively serve as part of VRE's locomotive inventory until a time when new, higher capacity locomotives can be acquired.

Mr. Gibbons moved, with a second by Mr. Jenkins, to approve the resolution. The vote in favor was cast by Board Members Bulova, Caddigan, Gibbons, Jenkins, Kauffman, McConnell and Rae.

### Response to Public Suggestion – 9A

Mr. Zehner stated that at the December 16, 2005, Operations Board meeting, George Billmyer commented that with the elimination of trains #334/323, VRE may have the opportunity to add a train to the Fredericksburg line. VRE pursued this issue with CSX and has been advised that CSX would only allow it if VRE squeezed a train into the current peak hours and did not extend the commuter train operating window, which would make some trains run about every 20 minutes. There are concerns that having trains that close together could cause more delays and there are also cost issues. The cost savings associated with eliminating trains #334/323 was over \$250,000 per year. Adding a train to the Fredericksburg line would cost approximately \$300,000 per year, which is currently not in the FY 2006 or FY 2007 Budgets. Mr. Zehner stated that Mr. Billmyer's suggestion is a good one and the Board can revisit it when funds become available.

## Closed Session – 10

Ms. Bulova moved, with a second by Mr. Waldron, the following motion:

Pursuant to the Virginia Freedom of Information Act (Sections 2.2-3711A (7) of the Code of Virginia), the VRE Operations Board authorizes discussion in Closed Session concerning one legal matter pertaining to the terms and conditions for inclusion of new participating jurisdictions in the Master Agreement for Commuter Rail.

The vote in favor was cast by Board Members Bulova, Caddigan, Gibbons, Jenkins, Kauffman, McConnell and Rae.

The Board entered into Closed Session at 10:23 A.M. and returned to Open Session at 10:57 A.M.

Ms. Bulova moved, with a second by Mr. Jenkins, the following certification:

The VRE Operations Board certifies that, to the best of each member's knowledge and with no individual member dissenting, at the just concluded Closed Session:

1. Only public business matters lawfully exempted from open meeting requirements under the Freedom of Information Act were discussed; and
2. Only such public business matters as were identified in the motion by which the Closed Session was convened were heard, discussed or considered.

The vote in favor was cast by Board Members Bulova, Caddigan, Gibbons, Jenkins, Kauffman, McConnell and Rae.

## Other VRE Business

Mr. Jenkins asked why the VRE Annual Report does not have a picture of a train on the front cover. Mr. Zehner stated that the report has already been printed, but a picture could be included in next year's report.

Chairman Caddigan announced that the next VRE Operations Board meeting is scheduled for March 17, 2006.

Adjournment

Without objection, Chairman Caddigan adjourned the meeting at 10:59 A.M.

Approved this 17<sup>th</sup> day of March, 2006.

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Maureen Caddigan  
Chairman

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Doug Waldron  
Secretary

**CERTIFICATION**

This certification hereby acknowledges that the minutes for the February 17, 2006, Virginia Railway Express Operations Board Meeting have been recorded to the best of my ability.

*Rhonda Gilchrest*

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Rhonda Gilchrest

Contract Award for Warehouse Management.

The VRE Operations Board recommends approval of Resolution #2013. This resolution authorizes award of a contract for up to three years with RailPlan International for warehouse management services at a cost not to exceed \$250,000 per year.

Funds are available in VRE's FY 2006 and 2007 operating budgets.

**RESOLUTION #2013**

**SUBJECT:** Contract Award for Warehouse Management.

**WHEREAS:** VRE's warehouse in Manassas, Virginia requires inventory control, shipping, receiving and purchasing services;

**WHEREAS:** VRE's Mechanical Engineering consultant is currently providing these services; and

**WHEREAS:** VRE has requested competitive proposals and the VRE Operations Board has recommended a firm.

**NOW, THEREFORE, BE IT RESOLVED** that the Northern Virginia Transportation Commission authorizes the VRE Chief Executive Officer to contract with RailPlan International for warehouse management services in an amount not to exceed \$250,000 per year for a term not to exceed three years.

Approved this 2nd day of March, 2006.

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Gerald Connolly  
Chairman

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William Euille  
Secretary-Treasurer





# Virginia Railway Express Operations Board

1500 King Street • Suite 202 • Alexandria, Virginia 22314-2730 • (703) 684-1001 • FAX (703) 684-1313  
Web Site: <http://www.vre.org> • E-Mail: [gotrains@vre.org](mailto:gotrains@vre.org)

## AGENDA ITEM 8-C ACTION ITEM

**TO: CHAIRMAN CADDIGAN AND THE VRE OPERATIONS BOARD**

**FROM: DALE ZEHNER**

**DATE: FEBRUARY 17, 2006**

**RE: AUTHORIZATION TO AWARD A CONTRACT FOR WAREHOUSE  
MANAGEMENT SERVICES**

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### RECOMMENDATION:

The VRE Operations Board is recommending that the Commissions authorize the VRE Chief Executive Officer to enter into a contract with **Railplan International, Inc.** for warehouse management services in an amount not to exceed **\$250,000 per year, for a total cost not to exceed \$750,000** for a term of no more than three years, which will be exercised annually at the VRE CEO's discretion.

### BACKGROUND:

On November 18, 2005, the Operations Board authorized VRE's Chief Executive Officer to issue a Request for Proposals (RFP) for a contract to manage VRE's warehouse in Manassas, Virginia. This warehouse serves as the central parts location for all of VRE's fleet and requires shipping, receiving, inventory control, purchasing, and reporting functions. Currently VRE's MEC is performing these functions at a total cost of \$299,610 per year. In an effort to reduce the cost of this work, an RFP was issued on January 13, 2006.

A mandatory pre-proposal meeting was held at the warehouse on January 25, 2006, and was attended by representatives of two vendors. Proposals were due on February 13, 2006, and the VRE Selection Committee met during the week of February 13, 2006, to evaluate all proposals. Following Selection Committee review of the proposals, staff recommends award to **Railplan International.** The term of the contract is for one year with two additional one-year options. VRE is

requesting authorization for the total term of the contract, with the VRE CEO exercising the option years at his discretion.

**FISCAL IMPACT:**

This contract is funded from the FY 2006 and FY 2007 VRE Operating Budgets.



Contract Award for Locomotive Maintenance.

The VRE Operations Board recommends approval of Resolution #2014. This resolution authorizes award of a contract for locomotive maintenance to Transportation Technology, Inc. at a price not to exceed \$3,000,000 per year for a term of up to three years.

Funds are available in VRE's FY 2006 and 2007 operating budgets and federal capital grants.

**RESOLUTION #2014**

**SUBJECT:** Contract Award for Locomotive Maintenance.

**WHEREAS:** VRE currently relies on Amtrak and independent competitive procurements for locomotive repairs;

**WHEREAS:** Amtrak sometimes is unable to undertake repairs and an additional steady source of repairs is needed; and

**WHEREAS:** VRE has requested competitive proposals and the VRE Operations Board has recommended a firm.

**NOW, THEREFORE, BE IT RESOLVED** that the Northern Virginia Transportation Commission authorizes the VRE Chief Executive Officer to enter into a contract for locomotive repairs with Transportation Technology, Inc. at a price not to exceed \$3,000,000 a year for a term of no more than three years.

Approved this 2nd day of March, 2006.

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Gerald Connolly  
Chairman

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William Eulle  
Secretary-Treasurer





# Virginia Railway Express Operations Board

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Web Site: <http://www.vre.org> • E-Mail: [gotrains@vre.org](mailto:gotrains@vre.org)

## AGENDA ITEM 8-D ACTION ITEM

**TO: CHAIRMAN CADDIGAN AND THE VRE OPERATIONS BOARD**

**FROM: DALE ZEHNER**

**DATE: FEBRUARY 17, 2006**

**RE: AUTHORIZATION TO AWARD A CONTRACT FOR  
LOCOMOTIVE MAINTENANCE**

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### RECOMMENDATION:

The VRE Operations Board is recommending that the Commissions authorize the VRE Chief Executive Officer to enter into a contract with Transportation Technology, Inc. for locomotive maintenance services in an amount not to exceed \$3,000,000 per year, for a total cost not to exceed \$9,000,000 for a term of no more than three years, which will be exercised annually at the VRE CEO's discretion.

### BACKGROUND:

Contractually, when repairs are required on VRE's locomotives, Amtrak is to perform this work as an extension of their maintenance contract. However, Amtrak is not always able to accept this work and is often unable to meet VRE's time requirements. While Amtrak may still elect to perform some of this work, VRE needed an additional source for locomotive repair work. In addition to providing flexibility, this option eliminates the need to conduct a procurement every time a locomotive suffers a mechanical or electrical failure, sometimes adding months to the turnaround time and the locomotive's restoration to service.

Subsequently, on October 21, 2004, the Operations Board authorized VRE's Chief Executive Officer to issue a Request for Proposals (RFP) for locomotive repairs. A comprehensive RFP was issued on January 10, 2006. This RFP includes periodic inspections, top deck rebuild requirements, installation of new

hot starts, repair/replacement of defective traction motor combos, and additional optional locomotive work.

A mandatory pre-proposal meeting was held on January 23, 2006, and was attended by representatives of seven vendors. Proposals were due on February 10, 2006, and the VRE Selection Committee met during the week of February 13, 2006, to evaluate all proposals. Following Selection Committee review of the proposals, staff recommends award to **Transportation Technology, Inc.**

The term of the contract is for one year with two additional one-year options. VRE is requesting authorization for the total term of the contract, with the VRE CEO exercising the option years at his discretion. This contract will be managed by VRE on a task order basis and all task orders exceeding the CEO's authority will be brought to the Operations Board for approval.

**FISCAL IMPACT:**

This contract is funded from the FY 2006 and FY 2007 VRE Operating Budgets. **In addition, some components of this contract may be billed to federally funded capital projects, including top deck rebuilds.**

## MEMORANDUM

**TO:** Chairman Connolly and NVTC Commissioners  
**FROM:** Rick Taube and Jana Lynott  
**DATE:** February 23, 2006  
**SUBJECT:** Approval of NVTC's Senior Mobility Study Phase 1 Report.

---

Commissioners were briefed at NVTC's December, 2005 meeting about the findings and recommendations of the year-long study of senior mobility in Northern Virginia. Action is now requested to authorize release of the final report. It has been reviewed by the study's technical committee of regional and local transportation and social service staff as well as by NVTC's Management Advisory Committee.

Phase 2 of the study is now underway with funding from VDOT. During the second phase recommendations from Phase 1 will be tested and the findings of the Phase 1 study will be more widely disseminated.

Perhaps the most significant findings from Phase 1 are those relating to the links between land use and the mobility and satisfaction of seniors. As highlighted in the attached summary, the greatest population growth of seniors will be in those areas least equipped to provide effective public transportation and pedestrian access. The result could be increased social isolation and/or increased driving with the corresponding safety impacts, particularly for those age 75 and above.

Efforts are ongoing in the Virginia General Assembly to provide increased stable and dedicated funding for public transit as well as enhanced tools for local governments to shape growth. These are likely mechanisms to address the problems identified in NVTC's study. The attached draft press release would emphasize those connections in order to generate public support and the commission is asked to give direction to staff on the proposed release.



February 9, 2006

**MEETING THE TRANSPORTATION NEEDS OF NORTHERN VIRGINIA'S SENIORS**

*Land Development Patterns Influence Senior Mobility*

**BACKGROUND**

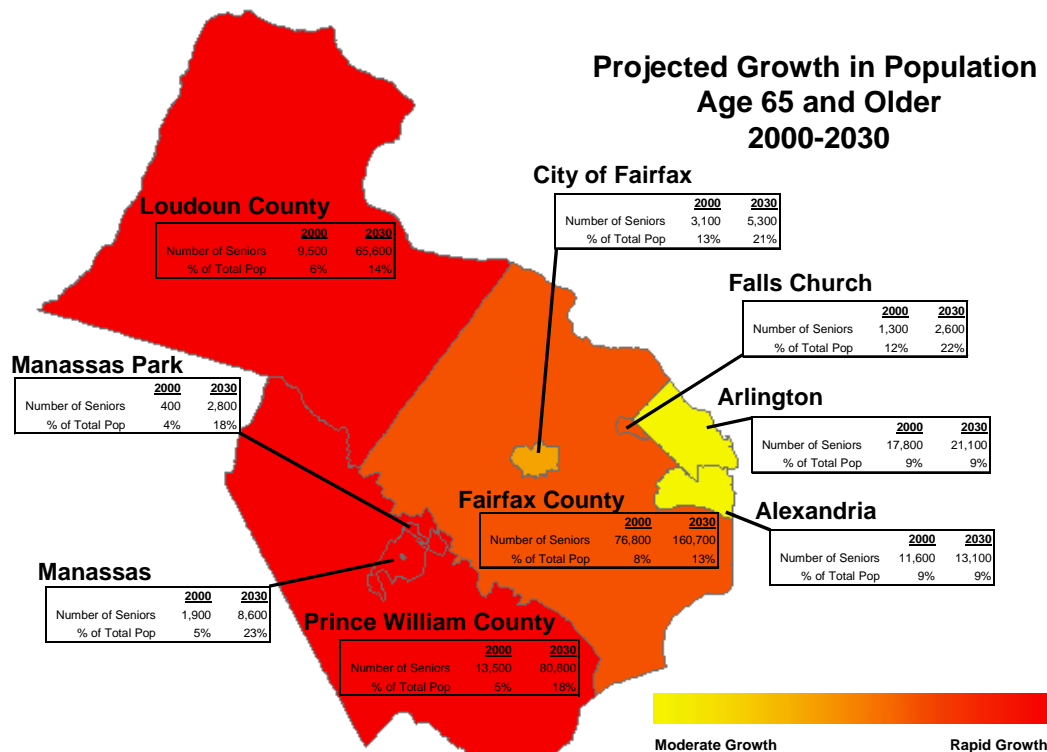
The Northern Virginia Transportation Commission has completed the first phase of a year-long planning effort to understand the transportation needs of Northern Virginia's seniors now and in the coming decades, with emphasis on public transit improvements. To arrive at a set of policy and legislative recommendations, the commission interviewed more than 1,600 Northern Virginia residents age 75 and older and conducted focus groups with seniors and professionals who serve them.

**RECOMMENDATIONS**

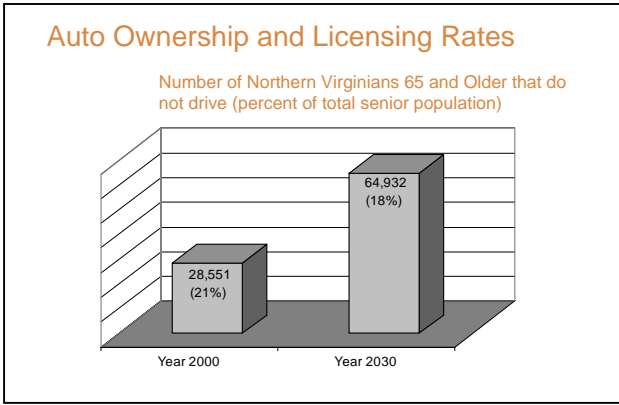
The NVTC study recommendations include measures that encourage and support seniors' use of fixed-route public transportation (centralized information and referral services, travel training, low floor buses, and service routes), supplemental transportation services for seniors who cannot use fixed-route services (volunteer transportation services, taxi subsidy programs), and measures that would increase seniors' travel options through attention to the built environment (transit-oriented, mixed-use development and pedestrian friendly streets).

**GROWING PROBLEMS**

The mobility of the aging population is a growing transportation policy issue. In Northern Virginia, the number of residents age 65 and older is expected to more than double by 2030, from one in every 13 residents to one in every seven residents. Most of this growth is expected to occur in suburban and exurban areas that are not well served by public transportation and often lack safe sidewalk facilities for pedestrians.



Source: Virginia Employment Commission projection ratios applied to Metropolitan Washington Council of Governments Round 6.4A. Fairfax County Department of Systems Management for Human Services adjustments



The number of non-driving seniors is expected to double, from about 28,500 in 2000 to more than 60,000 by the year 2030. The transportation needs of this population of non-drivers will need to be met through walking (the second most popular means of getting around by seniors after travel by car), through public transportation, and through other supplemental services such as MetroAccess, taxis, and ridesharing.

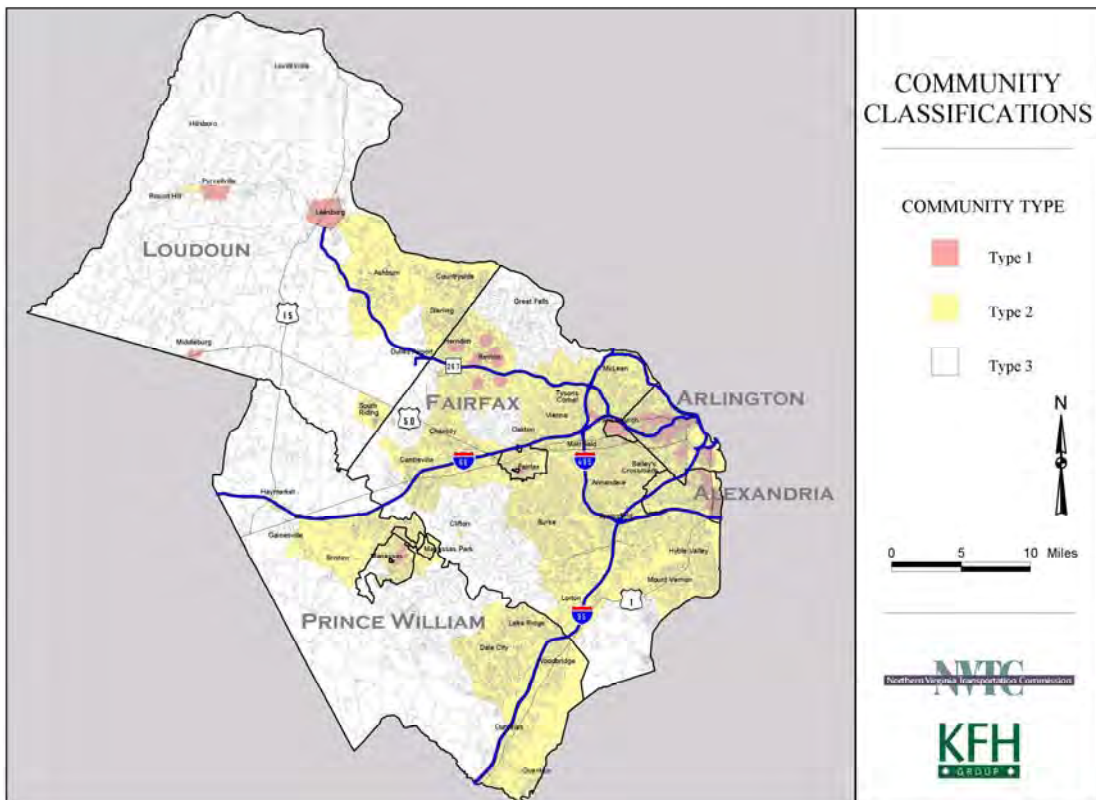
## THE ROLE OF DEVELOPMENT PATTERNS

Unfortunately, the development patterns of the past several decades have led to today’s seniors being more dependent on driving to meet their transportation needs and those who cannot drive will be at risk for social isolation. Suburban development patterns, characterized by a separation of land uses, have led to increased distances between homes and services, making it less convenient to walk and use public transportation. In fact, in Northern Virginia and across the country, the use of public transportation by seniors has been dropping for decades. In contrast, this trend is not true for Northern Virginia’s higher density, mixed-use, urban and town communities such as the Rosslyn-Ballston corridor in Arlington, Reston, and the region’s historic towns.

### Community Types

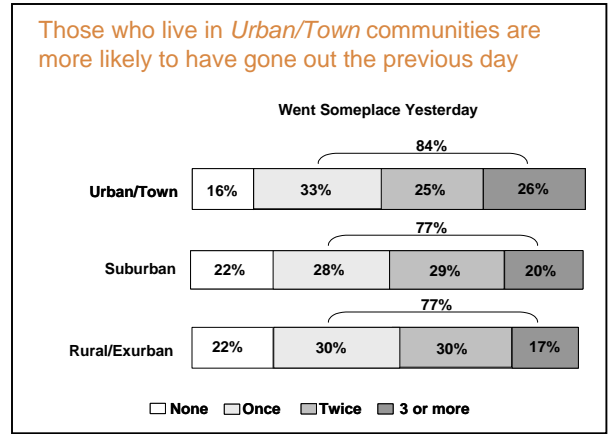
- Community Type 1: Urban/Town (9% of senior population)
  - Walkable
  - Mixed-Use
- Community Type 2: Suburban (82%)
  - Separated Uses
  - Wide, fast-moving roads, surface parking
- Community Type 3: Rural/Exurban (9%)
  - Farming, forestry, ranchette activities
  - Large lot single family homes
  - Few retail activities

## Community Type Boundaries



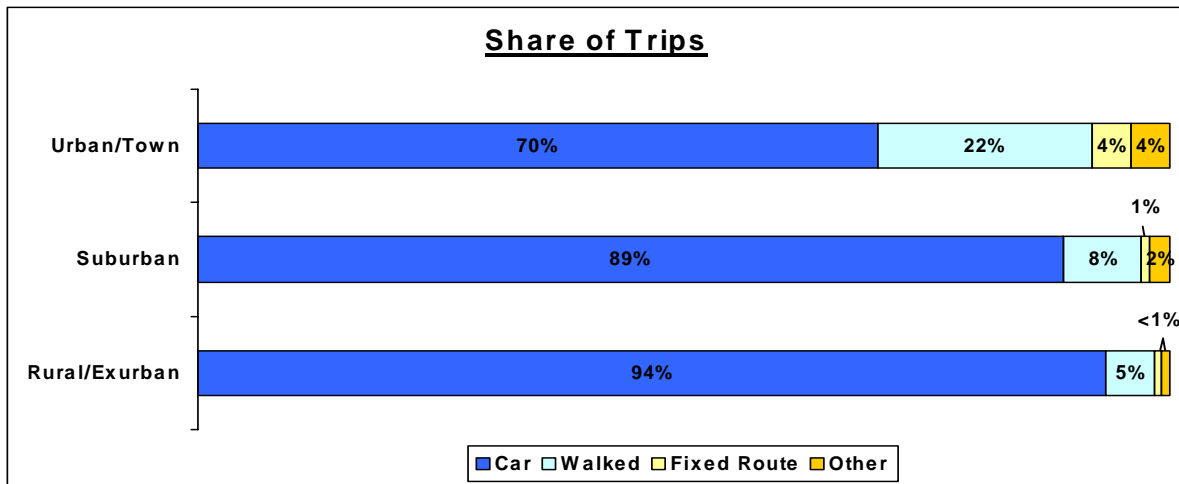
Seniors from walkable, mixed-use urban and town areas are more mobile, taking 20 percent more trips each week than those from suburban and exurban areas. They are also less likely to be socially isolated. Only 16 percent of seniors from urban and town communities were found to not have gotten out the previous day, compared to 22 percent of those from suburban and exurban areas.

Twenty-two percent of seniors from urban and town communities report having walked to a destination in the past week. That's almost three times greater than reported for suburban areas, and nearly five times greater than for exurban areas. This is a significant finding and suggests that efforts to improve mobility for seniors should look towards community design policies and strategies that provide more pedestrian-oriented, mixed-use environments that foster walking trips. These types of improvements would also make public transportation use more convenient.



### Important Differences in Mobility by Type of Community:

Those who live in *Urban/Town* communities take a greater proportion of trips by walking or fixed route public transportation.



### DETAILS OF PHASES 1 AND 2

Phase 1 of this study was done in cooperation with Area Agencies on Aging and transportation service providers, and received funding support from the Virginia Department of Rail and Public Transportation. WB&A Market Research, of Crofton, Maryland conducted the telephone survey for the Northern Virginia Transportation Commission between April 26 and May 31, 2005, with 1,636 respondents age 75 years and older from Northern Virginia. The statistical margin of error is +/- 2.4 percentage points at the 95% confidence level for the sample as a whole.

During 2006, NVTC will offer instruction to seniors on how to use the region's trains and buses while it tests the effectiveness of such an approach in the various types of land-use communities in attracting seniors to public transportation and meeting their mobility needs. Funding for Phase 2 of the study is provided by the Virginia Department of Transportation.

Go to [www.thinkoutsidethecar.org](http://www.thinkoutsidethecar.org) for the Phase 1 report summary.





# DRAFT NEWS RELEASE

**FOR IMMEDIATE RELEASE**

March 2, 2006

**FOR FURTHER INFORMATION:**

Jana Lynott 703/ 524-3322 ext. 102

Kala Quintana 703/524-3322 ext. 104

## NVTC COMPLETES STUDY OF SENIOR TRANSPORTATION NEEDS AND RECOMMENDS LEGISLATIVE ACTION

### *Efforts to Link Land Use and Transportation Could Improve Seniors' Quality of Life*

**ARLINGTON, VA** – The Northern Virginia Transportation Commission (NVTC) announced today a set of recommendations for consideration by the Governor and the General Assembly as they act on transportation funding and planning packages in the remaining days of the ongoing General Assembly session. These recommendations evolve from a year-long planning effort to understand the transportation needs of Northern Virginia's seniors now and in the coming decades. To arrive at this set of recommendations, NVTC interviewed more than 1,600 Northern Virginia residents age 75 and older and conducted focus groups with seniors and professionals who serve them.

The NVTC study recommendations include measures that encourage and support seniors' use of fixed-route public transportation (centralized information and referral services, travel training, low floor buses, and service routes), supplemental transportation services for seniors who cannot use fixed-route services (volunteer transportation services, taxi subsidy programs), and measures that would increase seniors' travel options through attention to the built environment (transit-oriented, mixed-use development and pedestrian friendly streets).

The mobility of the aging population is a growing transportation policy issue. In Northern

**\*\* More \*\***

Virginia, the number of residents age 65 and older is expected to more than double by 2030, from one in every 13 residents to one in every seven residents. Most of this growth is expected to occur in suburban and exurban areas that are not well served by public transportation and often lack safe sidewalk facilities for pedestrians.

Governor Kaine demonstrated in his January 16, 2006 State of the Commonwealth address to the General Assembly his concern for the same issues identified in NVTC's study. He said he "heard from seniors, people with disabilities and others who are denied self-sufficiency by our lack of transportation options." He went on to say that, "we must recognize that the lack of coordination between land use and transportation decisions is a threat to our quality of life."

NVTC, meeting on February 9th in Richmond in the General Assembly building, re-emphasized its support for Governor Kaine's proposals to give more tools to local governments to shape future growth and thereby relieve traffic congestion through environments that encourage walking and public transit use by all age groups. Again at its meeting in Arlington on March 2<sup>nd</sup>, NVTC noted, based on its study, that the implications of better growth policies are especially important for seniors over 75 years of age.

As an example of the types of bills that were introduced and are favored by NVTC, are those that would afford localities the opportunity to offer transfer of development rights between landowners—a tool that can be used in the creation of transit oriented development. Other bills introduced in the House and Senate call for better linkages between transportation and land use planning through the addition of smart growth policies in local comprehensive plans and a joint subcommittee to study the integration of land use and transportation planning.

In addition, the Governor's and the Senate's funding proposals would raise about a billion dollars annually for transportation, in particular needed capital for the expansion of public transportation systems in general and significant improvements in senior transportation in particular.

This NVTC study was done in cooperation with Area Agencies on Aging and transportation service providers, and received funding support from the Virginia Department of Rail and Public Transportation.

**\*\* More\*\***

WB&A Market Research, of Crofton, Maryland conducted the telephone survey for the Northern Virginia Transportation Commission between April 26 and May 31, 2005, with 1,636 respondents age 75 years and older from Northern Virginia. The statistical margin of error is +/- 2.4 percentage points at the 95% confidence level for the sample as a whole.

During 2006, NVTC will test the effectiveness of instruction to seniors on how to use the region's trains and buses, focusing on attracting seniors to public transportation and meeting their mobility needs. Funding for Phase II of the study is provided by the Virginia Department of Transportation.

For more details on NVTC's study and to see NVTC's entire legislative agenda for 2006, go to [www.thinkoutsidethecar.org](http://www.thinkoutsidethecar.org).

**NVTC is the leading source of information about public transportation issues in**

**Northern Virginia.** NVTC is a regional agency with the mission of managing traffic congestion, restoring clean air, boosting the economy and improving the quality of life for all of Northern Virginia's citizens through effective public transit, ridesharing networks, and other transportation solutions. NVTC includes the counties of Arlington, Fairfax and Loudoun and the cities of Alexandria, Fairfax, and Falls Church covering over 1,000 square miles with a population of 1.5 million. The agency manages over \$100 million of state and federal grant funds each year for public transit and serves as a forum for its board of 20 state and local elected officials to resolve issues involving public transit and ridesharing.

###

The Northern Virginia Transportation Commission

4350 North Fairfax Drive, Suite 720, Arlington, VA 22203 (703) 524-3322 (p) (703) 524-1756

[www.thinkoutsidethecar.org](http://www.thinkoutsidethecar.org)

# Meeting the Transportation Needs of Northern Virginia's Seniors



## Recommendations for Public Transit Systems and Other Mobility Providers

*Second Draft*  
*February 8, 2006*

**NVTC**  
Northern Virginia Transportation Commission



Jana Lynott, AICP  
Project Manager  
NVTC

Elizabeth Rodgers  
Research Assistant  
NVTC

Steve Markenson  
Kevin Pullis  
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[www.thinkoutsidethecar.org](http://www.thinkoutsidethecar.org)

This study was done in cooperation with area agencies on aging and transportation service providers, and received funding support from the Commonwealth of Virginia Department of Rail and Public Transportation.

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# EXECUTIVE SUMMARY

In the fall of 2004, the Northern Virginia Transportation Commission (NVTC) kicked off a study to understand the transportation needs of seniors in Northern Virginia and develop recommended strategies that public transit and other providers could use to enhance seniors' mobility options. Over the next 25 years, the United States will witness significant demographic change. The number of older residents is expected to more than double. A similar pattern of demographic change is expected in Northern Virginia. By 2030 the ratio of seniors age 65 and older is expected to increase from one in 13 residents to one in seven—an increase of about 225,000 seniors in Northern Virginia. By understanding this demographic shift, the travel patterns of seniors, and their reported needs, NVTC hopes to guide the region's planners and decision makers toward meeting the transportation needs of seniors in the current and coming decades.

Not only is the senior population growing across the U.S., but the growth is expected to largely occur in suburban and rural areas, locations characterized by dispersed development patterns and fewer transportation alternatives for those who cannot, or choose not to, drive. Given the location choices of younger adults today, and the phenomenon of “aging in place,” where seniors grow old in the homes where they raised their children and retired, tomorrow's seniors will be more dependent on the car than today's seniors. Of concern is the potential contribution of this growing cohort's drivers to area traffic congestion and emissions and the reduced use of public transportation services by a growing age group.

In this study, a senior is anyone age 65 and older. Older seniors refer to those individuals age 75 and older, while younger seniors are those age 65 to 74. NVTC's primary research (telephone survey, focus groups, and one-on-one interviews) focused on older seniors, while analysis of census and other data sets provide a breakdown of information by the various age cohorts available to the data set.

The NVTC study includes an analysis of changing demographic trends, an inventory of existing transportation services available to seniors in Northern Virginia, a telephone survey with more than 1,600 older seniors, 23 in-depth one-on-one telephone interviews with older seniors, four focus groups with older seniors, and one focus group with professionals and volunteers who serve seniors and have an understanding of their transportation challenges.

The key research questions explored by the study team include the following:

- What do the travel patterns of Northern Virginia seniors look like today? Are there differences among those living in different types of communities? How closely do these travel patterns resemble those of seniors across the nation?
- What socio-economic factors influence the travel patterns of seniors?
- What are the utilization rates of existing transportation services by seniors?
- What are the current and projected gaps in the existing and future transportation services available to seniors?
- What programmatic and service changes need to be made to meet the transportation needs of a growing senior population?
- How can transit systems retain and increase the number of older persons using their services?
- What are the estimated costs of providing recommended transportation services?

## Travel Characteristics of Northern Virginia's Seniors

Seniors are highly reliant on private automobile travel, and are expected to become more so in the coming decades. Driving oneself accounts for the majority of total trips (63%) taken by Northern Virginia's older seniors. One-fourth of all trips taken are done by ridesharing, which includes riding with spouses and other relatives. Walking is the second most popular means of getting around after travel by car with 36 percent reporting having walked to a destination in the past month. Nine percent of trips taken in the past week were trips on foot.

Seniors' likelihood of using public transportation has been dropping for decades according to the National Household Travel Survey. Trips taken on fixed-route public transportation by Northern Virginia's older seniors tracks national ridership levels at 1.3 percent of all trips. One in eight (about 7,500) Northern Virginia seniors have used fixed route public transportation in the past month, while six percent have used some form of specialized transportation (transportation for people with disabilities and senior or community vans).

While current use of public transportation among seniors is limited, according to the telephone survey results, several seniors in the focus groups said they would consider using public transportation if it were available to them. They defined 'availability' as public transportation coming to or near their home, being accessible, and running at hours that are convenient to them.

Proximity to public transportation is a strong determinant of transit use. NVTC calculated that about 85 percent of Northern Virginia's seniors age 65 and older live within one-quarter mile of a bus route. After accounting for health and disability, sidewalk and census block boundary limitations, NVTC estimates that the senior transit market is about 77,000 persons at the current time, or about 57 percent of those age 65 and older. For the population 75 years and older, the estimated transit market is about 31,000 people, or 52 percent of the older senior cohort. The NVTC telephone survey revealed that only about 13 percent of older seniors currently use public transportation. Given that more and more seniors will reside in the outer jurisdictions in the coming years, transit providers will need to be proactive in catering to seniors' needs to maintain and grow their use of public transportation.

The number of non-driving seniors is expected to double, from about 28,500 in 2000 to more than 60,000 by the year 2030. The transportation needs of this population of non-drivers will need to be met through walking (the second most popular means of getting around by seniors after travel by car), through public transportation, and through other supplemental services such as MetroAccess, taxis, and ridesharing.

The senior population most vulnerable to social isolation is non-drivers living in poverty. Often their low income is coupled with a disability. Older women suffer from higher disability and poverty rates than older men, and they are more than two times more likely to live alone. As Northern Virginia's population ages, many older women will not have relatives or family to offer them support or assistance, as women age 65 to 74 today will have had fewer children than any previous cohort of the elderly. Minority women, especially Asian women who are nearly 10 times more likely than white men their same age to live in poverty, are particularly vulnerable.



## Characteristics of the Senior Public Transit User

Thirteen percent of Northern Virginia's older seniors, those age 75 and older, report having used fixed-route public transportation in the past month. These users are more active, healthy, and educated compared to those older seniors who do not use public transportation. They are the most mobile, with almost all (95%) taking three or more trips each week. They are also wealthier than non-fixed-route public transit users. Fixed-route users are the most satisfied with their ability to get around and are the least likely to report problems with driving, walking or public transportation. Most drive for a portion of the trips they take each week. They are not dependent on public transportation, but rather they clearly choose to use it when it meets their travel needs.

Those in Northern Virginia who use specialized public transportation, such as paratransit, senior vans, and dial-a-ride, are more like those who rideshare in many respects than they are like fixed-route transit users. This may indicate that ridesharers and specialized transit users are facing similar limitations and are choosing, or being forced to choose, between depending on others versus using specialized transportation. This group of public transportation users is less healthy and mobile. Twenty-eight percent of ridesharers and 29 percent of specialized transit users report poor health and disability status, compared to just seven percent of fixed-route public transportation users. Twenty-three percent of ridesharers and 20 percent of specialized transit users do not get out on a given day. Specialized public transportation users' income typically is lower than that of fixed-route users.

## Problems with Using Public Transportation

More than one-half of respondents said that each of the following is a problem with using public transportation:

1. Public transportation going where you need to go (56%),
2. The distance to bus stops or rail stations (53%), and/or
3. The time it takes (52%).

In addition, at least four in ten said that transferring between routes (49%), the frequency of service (45%) and/or being able to get a seat (43%) are also problems in using public transportation.

When respondents who use public transportation are assessed separately from those who do not, the results on the question of problems with public transportation vary between the two groups. For each of the possible problems listed for the survey, fewer users of public transportation reported problems than did non-users. For example, 27 percent of seniors who now use public transportation reported that reliability is a problem, while a greater portion – 39 percent -- of non-users reported a problem with reliability. On the issue of getting information, 28 percent of users report this as a problem, while a larger proportion (38%) of non-users say this is a problem. While some of these results would be expected, for example, distance to bus stops or rail stations is less of a problem for public transportation users (39% vs. 56%), other results suggest that non-users may perceive problems because they are not familiar with public transportation services in Northern Virginia. Services and information tailored to seniors' needs could fill this gap.

In total, more than six in ten seniors have never used public transportation, and another two in ten have used it in the past but are not currently doing so. About one in ten seniors are currently using public transportation at least occasionally but had never used it in the past, while a similar proportion use public transportation at least occasionally now and had done so when they were younger. This suggests that there is a market of seniors unfamiliar with public transportation that could become transit users.

While driving and getting rides from others are the primary means for seniors to get around, when asked through an open-ended question to identify the area's greatest transportation challenges for seniors, similar proportions named public transportation needs as named driving needs. Public transportation not available or reliable, lack of convenient stops, traffic congestion, and inconsiderate and aggressive drivers were the most frequently reported problems with the transportation system. While most seniors drive, they are just as likely to recognize the need for public transportation improvements as improvements to the road network.

## Mobility and Social Isolation

In several recent surveys of senior transportation, seniors' mobility is assessed by the degree to which they go out on a given day or week. The ability and frequency with which seniors go out helps to measure the degree to which seniors are connected to their communities and therefore indirectly their access to community goods, services and social events. A Surface Transportation Policy Project report on senior transportation specifically uses going out on the previous day, or conversely staying at home, as a measure of social isolation.

According to this measure of going out, the NVTC study found that 22 percent of Northern Virginia seniors did not go out the previous day, suggesting social isolation. Moreover, 2 percent did not go out at all during the previous week and another 11% made only one or two trips the previous week. Getting out is a particular problem for non-drivers, as only 60 percent get out of their homes three or more times a week, compared to 93 percent of drivers. While the survey data indicate that seniors in Northern Virginia may be somewhat less isolated than seniors nationwide, seniors with more limited mobility become "marooned" in their homes according to a participant in the brokers focus group.

Those who get out more are more satisfied with how they get around. Almost six in ten of those who are satisfied with how they get around get out of their homes five or more times each week, compared to three in ten of those not satisfied with how they get around.

Income and health appear to have a predominant effect on senior mobility. More than six in ten of those with household incomes greater than \$30,000 say they typically get out more than five times a week, compared to about three in ten of those with lower incomes. Almost seven in ten of those with an excellent health and disability status (HDS) get out more than five times a week, versus just three in ten of those with a poor HDS.

More than one-third (36%) of all respondents said they have problems getting somewhere they would like to go. While no one destination stood out, shopping for clothes and household items, seeing a doctor or other health care provider, visiting friends, and just getting out and about were some of the destinations seniors reported having difficulty reaching. Furthermore, those who primarily have to depend on others for rides are more likely to have problems getting anywhere.

## Relationship Between Community Type and Senior Mobility

Among the objectives of the NVTC senior transportation study are two related to land use: (1) to identify differences in the travel patterns of seniors by the type of community in which they reside; and (2) to assess the impacts of land use patterns and community type on senior mobility. For this study the region was classified into three different community types, differentiated by population and population density, degree of mixed-use development, and existence of a walkable environment. Survey respondent addresses were geocoded and then grouped into the three community types.

*Community Type I: A walkable urban, or town, mixed-use community.*

*Community Type II: A suburban residential community type characterized by a separation of retail and commercial services from the residential areas.*

*Community Type III: A rural/exurban community type.*

The development patterns of the past several decades have led to today's seniors being more dependent on driving to meet their transportation needs and those who cannot drive will be at risk for social isolation. Suburban development patterns, characterized by a separation of land uses, have led to increased distances between homes and services, making it less convenient to walk and use public transportation. In fact, in Northern Virginia and across the country, the use of public transportation by seniors has been dropping for decades. In contrast, this trend is not true for Northern Virginia's higher density, mixed-use, urban and town communities such as the Rosslyn-Ballston corridor in Arlington, Reston, and the region's historic towns.

The NVTC study reveals that senior travel patterns vary by the type of community in which a senior resides. Land use does affect senior travel and could be part of the solution toward meeting seniors' transportation needs. For example, NVTC's survey found that those who live in urban/town mixed-use communities take a greater proportion of trips on fixed-route public transportation (4%) compared to those from suburban communities (1%) and from exurban areas (<1%). While this level of travel on public transportation may appear low for all community types, Northern Virginia's mixed-use, walkable communities have bucked the national trend of decreasing transit use over the decades. Almost two in ten (18%) of seniors living in Type 1 communities say they have used public transportation in the past week. Conversely, public transportation use is less common in Type 2 communities (7%) and least common in Type 3 communities (2%).

Those who live in mixed-use urban and town communities take a greater proportion of trips by walking or fixed route public transportation than do seniors who live in suburban and rural areas. In the walkable, mixed-use urban and town communities, senior residents take an average of 2.3 trips on foot to a destination each week. Moving outward from the more urbanized areas of Arlington and Alexandria and into the middle and outer suburbs, seniors report taking only an average of 0.7 walking trips per week, and in the exurban and rural areas of Northern Virginia, only 0.4 trips per week on foot. Forty-eight percent of seniors from urban and town communities report having walked to a destination in the past week. That's more than two times greater than reported for suburban areas, and nearly five times greater than for exurban areas. This is a significant finding and suggests that efforts to improve mobility for seniors should look towards community design policies and strategies that provide more pedestrian-oriented, mixed-use environments that foster walking trips. These types of improvements would also make public transportation use more convenient.

Seniors from walkable, mixed-use urban and town areas are more mobile, taking 20 percent more trips each week than those from suburban and exurban areas. They are also less likely to be socially isolated. Only 16 percent of seniors from urban and town communities were found to not have gotten out the previous day, compared to 22 percent of those from suburban and exurban areas.

Community type has a great impact on how much seniors drive. Driving oneself accounts for less than one-half (48%) of the trips taken by seniors living in urban and town communities, compared to about two-thirds of the trips taken by seniors living in suburban and exurban areas (64% and 66% respectively).

Seniors from walkable, mixed-use areas are more likely to have accepted rides as a passenger in a private vehicle in the past week than those from suburban and rural areas. This can be attributable in part to lower licensing rates among seniors in walkable, mixed-use areas (84%) versus 90 percent (suburban) and 91 percent (exurban). A higher percentage of younger seniors (age 65 to 74) from Arlington and Alexandria have found ways to rely on other forms of transportation as suggested by the higher percentage of those without access to a car (31% and 33% respectively) versus nine percent for the region as a whole.

## **Balancing Cost-Effective Transportation Improvements and Senior Mobility Needs**

It is clear that no one solution will address the transportation needs of all seniors in the region, as needs vary by health and disability status, income, and residential location, among others. The identification of cost-effective transportation solutions is a goal of this study. Transportation costs are influenced by several factors, including the type of service, distance traveled, the ability to group trips, whether services are operated by dedicated providers, and policy decisions that determine those who qualify for service and the size of the service area. The challenge is to design services that take into account these cost factors while offering enough service variety to meet seniors' varying needs. NVTC's recommendations emphasize meeting seniors' transportation through least-costly fixed-route service. At the same time, the NVTC recognizes that frail seniors will need more specialized travel options. The recommendations also reflect land use and urban design considerations that encourage the expansion of walkable, mixed-use communities, as the distances between origins and destination are often shorter, and more travel options can be provided to seniors at lower cost.

Fixed-route services are the least costly to provide on a per passenger trip basis, with service provided on a set schedule, traveling a set route. In urban areas, such services may typically carry over 20 passenger trips per vehicle hour, so that the operating costs are spread over relatively high vehicle loads. And the marginal cost of each passenger trip is very low, with a fixed-route bus able to absorb additional ridership until the bus is full and no more standees can fit. In addition, because the biggest cost component is driver wages, the bigger and fewer the buses, the cheaper the cost per passenger. This is not the case for paratransit and specialized transportation services, where passenger trips are individualized, with varying origins and destinations that may change day to day. The marginal cost of each additional trip can be as high as the full cost per passenger trip. The cost difference between the two types of public transportation on a per passenger trip basis is large: national data show the operating cost for a one-way unlinked passenger trip on paratransit is \$21.43 compared to \$2.68 on fixed-route.

Specialized transportation services are an important component of the overall public transportation network, and there are various types of specialized services, differentiated by their purpose as well as their operating characteristics and type of community in which they operate. Specialized transportation services that are designed with characteristics of fixed-route/fixed scheduled service are more cost-effective on a per passenger basis than those that are designed without such aspects. Specifically, the ability to group trips, serve limited destinations, and operate on somewhat of a scheduled basis will help ensure more cost-effective passenger trips. However, the specialized services that are more individualized, providing trips throughout their service area on a "many origins-to-many destinations" basis, provide for greater travel flexibility and allow for more rider assistance from the driver, which is important for frail seniors. By their nature, these types of specialized services are more costly on a per passenger trip basis. Yet, such individualized trips may be those

that have been referred to as “quality of life” or “life enhancing” including trips to visit family and friends or to cultural events. These types of trips are important for seniors, and research shows that real needs exist for these trips.

In addition, costs for specialized transportation are influenced by the type of community in which they operate. The characteristics of Community Type 1, which include moderate to high density with mixed land uses and a pedestrian-oriented environment, support the feasibility of fixed-route transit service and specialized services with fixed-route attributes. Such transit services are less costly relative to other types of service on a per passenger trip basis given that greater grouping of riders is possible, trip lengths are shorter, and sidewalks and pathways ensure walking access to transit stops and stations. The characteristics of Community Types 2 and 3, which include lower densities, more segregated land uses, and, in rural and exurban areas, limited commercial and service activities, result in more limited opportunities to group riders and longer trips to access services and destinations. Transit services for such communities will tend to have lower productivities and longer trip distances, leading to higher operating costs on a passenger trip basis.

While the projected numbers of trips on fixed-route transit are greater than those for specialized transportation, it is the costs for specialized transportation that deserve attention, given that the operating cost for a specialized transportation trip is eight times that of a fixed route trip, based on national data. Using the cost range of \$9-\$23 per specialized transportation trip, it can be roughly estimated that the costs for providing specialized transportation in the NVTC region may fall between \$4.4 million to \$11.3 million in 2010 and between \$8.2 million to \$21 million by 2030, depending on whether the specialized service is individualized versus one that is able to effectively group passengers for greater cost-effectiveness. Both types of services are needed. These estimates are in 2005 dollars.

While it must be recognized that some seniors, particularly as they become older and more frail, will require more costly and individualized transportation services to maintain mobility, transportation improvements and community design policies can be developed that will work towards a range of options to meet future mobility needs. These options acknowledge that seniors’ transportation needs vary, as they do for all individuals, and that funding for public transportation is not unlimited.

Development of appropriate and cost-effective public transportation services to meet the increasing need for senior transportation must balance the diversity of seniors’ mobility needs and look to community design and land use policies that support effective transit and mobility solutions.

## **Projection of Future Transportation Needs**

With increasing population comes increasing demand for transportation services. In 2005, approximately 720,000 fixed-route transit trips and 360,000 specialized transit trips were taken by Northern Virginia seniors age 75 and older. In 2030, NVTC estimates that this cohort of seniors will take 1,824,000 fixed-route trips and 912,000 specialized transit trips. Some researchers have postulated that total trip-making by seniors in future years will be greater than current rates, given high rates of mobility of today’s adults who will be tomorrow’s seniors. To the extent that this happens, the estimates of total trips may be understated. Conversely, these estimates assume that trip-making and modal use rates remain at levels reported in the study’s telephone survey. Given national trends in recent years of decreasing use of transit by seniors, this assumption may not hold true. And if proportionally more of Northern Virginia’s seniors are living in the more suburban and exurban parts of the region in future years as anticipated, it will be increasingly more costly to provide effective public transit options to meet seniors’ transportation needs.

NVTC's analysis of senior travel patterns by community type underscores the importance of enhancing the public transportation system to meet seniors' transportation needs. It also suggests that seniors' mobility options may be improved through housing decisions; namely, choosing to live in more urbanized, mixed-use areas of Northern Virginia.

## Recommendations

NVTC had made recommendations in a number of areas to improve public transportation services and mobility for seniors in Northern Virginia. These recommendations build on the study's quantitative and qualitative research, demographic analyses, review of existing specialized services, related literature on senior transportation, and experience in the transit industry.

The recommendations focus efforts in three areas.

### 1. *Encourage and support increased use of fixed route transit by seniors*

Recommendations are made to encourage and support increased use of fixed route transit by seniors through a number of different strategies, including:

- a centralized information and referral service that includes “real people” as well as electronic information;
- travel training;
- coordinated fixed-route service with “seamless” transferring, an improvement already planned with the Regional Fare Collection Integration Project;
- targeted marketing and incentives for seniors;
- senior sensitivity training for drivers;
- low floor buses; and,
- service routes in selected areas with concentrations of seniors.

These recommendations recognize that the region has many existing public transportation services, including extensive fixed-route service in the more urbanized parts of the region, and use of existing services by seniors could be increased if seniors are given more support. Generally, the recommendations are appropriate for all parts of the region, specifically the three community types, but have more potential where there are more transit services. Some of the recommendations, however, should be focused to younger seniors who reside near fixed-route services. Similarly, the recommendation for service routes would need to be tailored to existing services and land use considerations. Service routes are neighborhood-based routes, using smaller buses, designed to serve seniors and provide access to local shopping and other services, and are more cost-effective than paratransit services.

### 2. *Encourage supplemental specialized services for seniors unable to use fixed-route service*

The second set of recommendations focuses on supplemental specialized services for seniors, including volunteer transportation and taxi subsidy services, recognizing that some seniors, particularly older seniors who become more frail, are not able to use fixed route services. Volunteer transportation is increasingly being recognized as an important component of the specialized transportation infrastructure for seniors and persons with disabilities, and efforts should be made to increase the role of volunteer transportation in Northern Virginia. Volunteer drivers can provide the more difficult to serve trips, such as those for very frail seniors, longer distance trips for specialized medical care, and multiple “chained” trips (e.g., a trip to the doctor, to the pharmacy, and then home). These types of trips are difficult for public transportation to provide. While increased volunteer transportation is important throughout the region, it may be particularly important in the more rural parts of the region – Community Type 3 – given more limited options in such areas and the longer distances of many trips.

Another supplemental specialized transportation service is provided through the region's various taxi subsidy programs. These programs provide the more spontaneous trips that seniors need and trips are typically not restricted by jurisdictional boundaries. Specific improvements to taxi services are recommended to address fare payment, reliability, and driver sensitivity. Taxi subsidy programs take advantage of existing transportation providers and subsidy levels can be adjusted for seniors of different income levels, with deeper subsidies provided to lower income seniors. Subsidized taxi services are relatively cost-effective compared to specialized services that require vehicles and drivers dedicated only to serving seniors and other target groups.

### *3. Address land use and community design*

The third and last set of recommendations addresses land use and community design to improve transportation and mobility for seniors. Solid comprehensive plans that explicitly address the community's changing demographics and senior housing and transportation needs will set the stage for the zoning ordinance and subdivision and site plan review. Accessory dwelling units, or granny flats, provide seniors with a rental housing option in their community or the means to generate rental income themselves. Transit oriented development should be planned and built across Northern Virginia to reduce overall auto dependency and increase the efficiency and convenience of using public transportation by people of all ages. Attention to street design that fosters walking and transit use is fundamental to TOD and can increase seniors' transportation options in all types of communities.

## **Next Steps**

During 2006, NVTC will test the effectiveness of instruction to seniors on how to use the region's trains and buses, focusing on attracting seniors to public transportation and meeting their mobility needs. Funding for Phase II of the study is provided by the Virginia Department of Transportation.

## MEMORANDUM

**TO:** Chairman Connolly and NVTC Commissioners  
**FROM:** Rick Taube and Kala Quintana  
**DATE:** February 23, 2006  
**SUBJECT:** Legislative Items

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Staff will review the current status of bills of interest to NVTC and invite reactions from commissioners and instructions on how to generate further public support for favorable action by the Virginia General Assembly. NVTC commissioners and staff have been particularly active in pushing dedicated funding for Metro. VRE staff has been quite successful so far in generating support for its proposed \$200 million cap on liability (approved in both houses) and for earmarks (several were proposed including \$17 million for a third track, \$50 million for an extension to Front Royal, \$3 million for the Gainesville extension and \$15 million for new railcars).

### Dedicated Funding for Metro

A group has been convened by MWCOG to develop strategy for dedicated Metro funding. It has a regular weekly conference call led by Jay Fisette. In D.C., the dedicated funding bill designates a half-cent of the existing sales tax for Metro (yielding a little over \$50 million annually) and calls for “equivalent” amounts from Maryland and D.C. The bill is in the hearing process (Committee of the Whole on February 21<sup>st</sup>). There is some concern that D.C. may attempt to use this bill to leverage a change in Metro’s allocation formulas.

In Maryland, several bills have been introduced, including one that dedicates a half-cent of the existing sales tax and another that amends the WMATA Compact to state that each signatory will dedicate funds.

In Virginia, Senator Whipple’s S267 passed the Senate 36-3 and has also been embedded in the Senate budget in such a way that it is likely to enter into the budget conference committee’s deliberations. A floor amendment was added to S267 that makes the new Virginia quarter-cent sales tax contingent on authorization, appropriation and distribution of the matching federal funds in Rep. Davis’s bill.





A House subcommittee failed to report S267 on a 5-5 vote on February 22. Some Northern Virginia legislators are reported to believe that Northern Virginia could decide to dedicate some of the \$700 million over 10 years that the House Republican plan would provide using insurance and recordation fees. Local officials here are skeptical that so large a portion (\$380 million or more) could be voluntarily reserved for Metro since many jurisdictions don't currently pay for Metro.

On February 23, 2006 the Business Transportation Action Committee (BTRAC) met at the Board of Trade to consider further efforts to support the bills in all four venues (D.C., MD, VA, Congress).

NVTC has used DRPT's benefit-cost model to calculate the net benefits of dedicated Metro funding. DRPT's methodology was developed to rank applications for the new Rail Enhancement Program and has received favorable notice from General Assembly members, including Delegate Leo Wardrup. NVTC staff consulted with DRPT staff and applied the model to the 340 new Metro railcars that would be provided via new dedicated funding. The benefit-cost ratio is a resounding 22 to 1, with benefits of \$15 billion over 20 years compared to costs of \$680 million.

On February 21<sup>st</sup>, Governor Kaine held another transportation forum, this time in Woodbridge. NVTC staff was there to distribute the attached fliers to the crowd urging support for dedicated Metro funding and other components of NVTC's legislative agenda.

On the evening of February 9, 2006 NVTC commissioners requested that NVTC staff launch a grassroots flier distribution by February 13<sup>th</sup>.

Within hours, staff identified a game plan for how to get the word out, created a flier to commissioner specifications and arranged for paid volunteers to distribute nearly 50,000 black and white fliers at specific Metro stations between 3pm and 7pm on Monday, February 13<sup>th</sup>.

The flier (see attached) urged the public to contact their legislators immediately and to express their support for dedicated funding for Metro.

The following Metro stations were selected based upon their high numbers of weekday passengers:

- Braddock Road
- King Street
- Ballston
- Rosslyn
- Vienna
- West Falls Church
- Huntington

- Franconia-Springfield

Most passengers were receptive to receiving the flier; however, some chose not to take one. Nevertheless, nearly all of the 50,000 fliers were distributed either directly to passengers or placed on the windshields of their parked vehicles.

To make the effort even more challenging, a snowstorm hit Northern Virginia the Sunday before distribution, blanketing much of the region with nearly a foot of snow. Staff estimates that passenger traffic was light, as many residents opted to stay home due to school closures and liberal leave policies.

Staff chose to distribute the flier in the afternoon, as passengers left the station, to reduce or eliminate the potential for littering inside the station and on passenger trains.

Staff also contacted a local Home Owners Association (HOA—the Burke Centre Conservancy) in the Braddock District in Fairfax County and asked that the flier and relevant information be distributed electronically to residents, urging them to take action. Burke Centre is home to over 5,600 homes and nearly 20% of residents are on their e-mail alert list. Staff has already identified the Communicated Association Directory and will consider contacting other HOA's in the future to include them as additional outlets for information and legislative alerts.

Staff distributed electronic versions of the flier to various partners in the business and activist communities including the Coalition for Smarter Growth, Sierra Club, Fairfax Chamber, Board of Trade, TDM's, regional commissions, etc.

Jurisdictional and WMATA staff distributed a slightly edited and color version of the flier to General Assembly members the same day the fliers were distributed in Northern Virginia.

Finally, staff prepared a press release summarizing the results of the joint Press Conference in Richmond on February 9, 2006 and alerting the media to the flier distribution effort on February 13, 2006.

**CONTACT YOUR GENERAL ASSEMBLY MEMBERS TODAY!**

TELL THEM:

# **Don't Come Home Without Dedicated Funding for Metro**



## **and Permanent Increased Funding for All Public Transit in Virginia.**

Governor Kaine and General Assembly members must get the message: We need dedicated, sustainable funding for Metro and permanent increased funding for all public transit systems.

They need to hear from us now. We believe strongly they need to act during this General Assembly session to:

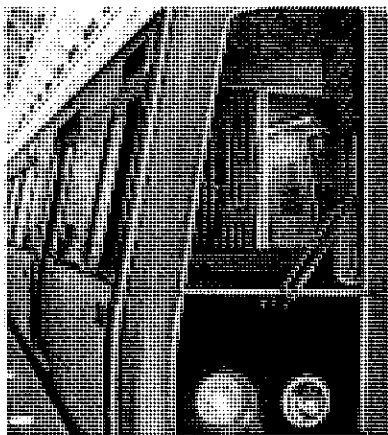
- Dedicate funds for Metro to qualify for \$1.5 billion in new federal assistance;
- Provide approximately a billion dollars a year in new transportation funding statewide;
- Direct more funds to Northern Virginia;
- Prevent diversion of transportation funds to other uses;
- Give local governments more tools to shape growth.

**Call the Constituent  
Viewpoint Hotline TODAY!!!**

**TOLL FREE  
800/889-0229**

**To identify your legislator  
go to:**

**<http://legis.state.va.us/>  
(Under "Quick Links" click on  
"Who's my legislator")**



These actions would provide dedicated funding for Metro railcars and buses and continuing funds for local buses and Virginia Railway Express railcars and locomotives.

**The final package of proposals that is enacted must include dedicated funding for Metro and permanent increased funding for all public transit systems in Virginia.**

A one-time diversion of money from the General Fund is not sufficient.

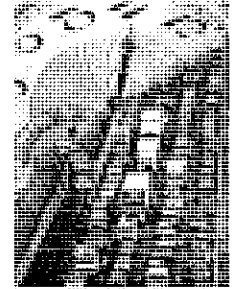


## The Northern Virginia Transportation Authority (NVTA)

used extensive public input to develop a plan for priority projects in Northern Virginia's commuting corridors that will make a real difference in relieving congestion. NVTA's surveys show that the public wants these new investments to provide transportation choices and the public is willing to pay more for such congestion relief. In fact, about three-fifths would pay at least a dollar a day.

*The recommended actions would fund many of those NVTA projects.*

**Take action! Your support is needed now.**



\* The Washington Post, December 28, 2004

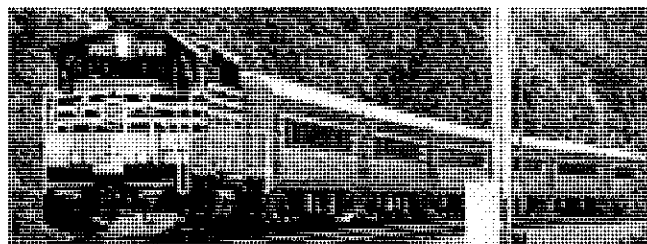
**Call 800/889-0229 TOLL FREE**

**Tell Governor Kaine and your General Assembly members that you support dedicated, sustainable transportation funding TODAY!**

### Urge them to:

- Enact dedicated regional funding for Metro to qualify for \$1.5 billion of new federal funds over 10 years;
- Provide sustainable increases in statewide funding of at least \$1 billion annually for transportation with a significant share (more than 15 percent) for transit;
- Increase transportation funds directed to Northern Virginia;
- Safeguard transportation revenues from diversion to other uses;
- Give local governments enhanced tools to shape growth to prevent and relieve severe traffic congestion.

**Above all, tell them that General Assembly members should not come home without dedicated funding for Metro and permanent increased funding for ALL public transit in Virginia.**



For more information contact:

Northern Virginia Transportation Commission  
4350 N. Fairfax Drive, #720  
Arlington, VA 22203  
Tel: 703/524-3322  
[www.thinkoutsidethecar.org/legislative](http://www.thinkoutsidethecar.org/legislative)





**TAKE ACTION: CONTACT YOUR VIRGINIA GENERAL ASSEMBLY MEMBER!**

# Northern Virginia's Transportation

**Priority:  
Dedicated  
Funding for  
Metro**



**PROPOSED ACTION:** The General Assembly would authorize a 1/4-cent sales tax increase dedicated to Metro in Arlington and Fairfax counties and the cities of Alexandria, Fairfax and Falls Church. The tax would take effect only with approval of local governing bodies representing 90% of the population in those jurisdictions.

**PURPOSE:** Fund 340 new railcars to provide 100% of Metrorail peak-period trains with 8-car capacity. This will relieve unmanageable crowding. It will also fund 275 new buses and other rail and bus enhancements.

**PAYOFF:** Legislation has been introduced in Congress which would allow Maryland, D.C. and Virginia to receive \$1.5 billion in federal aid for Metro over the next 10 years, IF regional partners can provide a dedicated funding source.

**YIELD:** Over \$55 million annually.

**FOR MORE INFORMATION CONTACT:**

Northern Virginia Transportation Commission  
4350 N. Fairfax Drive, #720  
Arlington, VA 22203  
Tel: 703/524-3322  
[www.thinkoutsidethecar.org](http://www.thinkoutsidethecar.org)



*Please Support  
SB 267  
in the Virginia  
General Assembly*

**TAKE ACTION  
TODAY!!!**

**Call the Constituent  
Viewpoint Operator at the  
Virginia General Assembly  
TOLL FREE at 800-889-0229.**

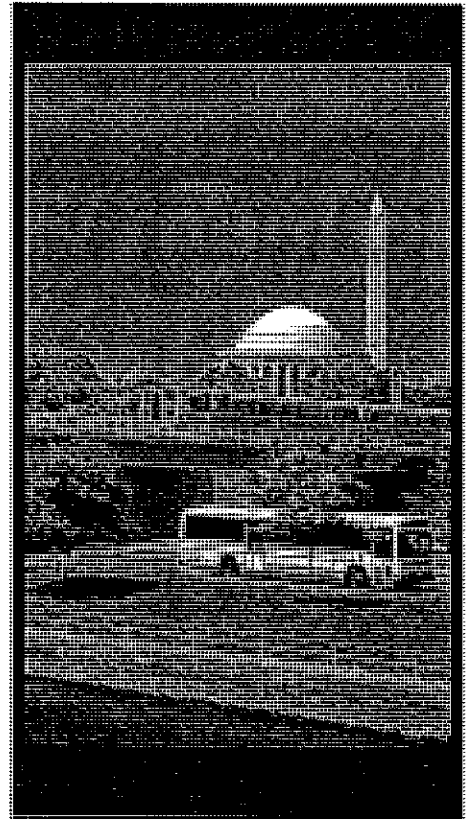
**Or to identify your  
legislator go to:  
<http://legis.state.va.us/>**

**Under "Quick Links" click  
on "Who's My Legislator"**



## REASONS TO SUPPORT THE PROPOSAL:

1. Produces measurable and sustainable improvements in Metro performance.
2. Provides the opportunity to reduce the future burden on local property taxes.
3. Ensures that tax proceeds stay in this region, are credited to the jurisdiction in which the tax is collected and are not diverted to other uses.
4. Qualifies the region for \$1.5 billion in new federal funding if the federal legislation passes and if Maryland and D.C. act to provide their shares.
5. Ensures accountability to voters through required local government action.
6. Takes advantage of the emphasis on transportation in the 2006 General Assembly and the desire of Governor Kaine to act promptly and responsibly to solve the transportation funding crisis.
7. Is consistent with strong survey evidence in Northern Virginia that there is significant frustration with traffic, that taxes must be raised to pay for improvements, that most individuals are willing to pay more than a hundred dollars a year for these improvements and that a sales tax is the preferred method of raising funds.



## THE NEED FOR DEDICATED FUNDING FOR METRO IS SUPPORTED BY:

- Northern Virginia Transportation Authority
- Northern Virginia Transportation Commission
- Northern Virginia Regional Commission
- Washington Metropolitan Area Transit Authority
- Metropolitan Washington Council of Governments
- Transportation Planning Board of the National Capital Region
- Coalition for Smarter Growth
- Greater Washington Board of Trade
- Virginia Transit Association
- Fairfax County Chamber of Commerce
- Counties of: Arlington & Fairfax
- Cities of: Alexandria, Fairfax & Falls Church
- Arlington Coalition for Sensible Transportation
- Transportation Association of Greater Springfield (TAGS)
- Sierra Club – Virginia Chapter
- Greater Springfield Chamber of Commerce
- Dulles Area Transportation Association (DATA)
- Dulles Corridor Rail Association (DCRA)
- Southern Environmental Law Center
- Piedmont Environmental Council
- Clean Water Action
- Washington Regional Network for Livable Communities
- Northern Virginia Association of Realtors
- Washington Area Bicyclist Association
- Business Transportation Action Coalition
- Northern Virginia Transportation Alliance
- Federal City Council
- Northern Virginia Building Industry Association
- Northern Virginia Technology Council

## RAIL ENHANCEMENT FUND TOTAL PUBLIC BENEFITS

DRPT Tracking No:	NA
Project Name:	Dedicated Metrorail Funding
Applicant:	NVTC

	Measure	Benefit	Total Benefit
<b>1. Passenger Benefits</b>			
	Reduction Cars on Highways	\$1,627,662,338	
	Reduced Highway Construction Costs	\$9,344,400,000	
	Savings in Pavement Maintenance	\$ 12,394,112	
	Congestion Cost	\$ 525,510,331	
	Total Pollution Savings Value	\$ 175,996,384	
	Gallons of Fuel Saved	\$ 489,112,532	
	Total Reduced Passenger Cost	\$2,744,207,012	
	Reduced Accident Cost	\$ 121,462,293	
	<b>Total Passenger Public Benefits</b>		<b>\$ 15,040,745,002</b>
	<b>Total Public Benefits</b>		<b>\$ 15,040,745,002</b>
	<b>Total Cost for 340 WMATA Railcars</b>		<b>\$ 680,000,000</b>
	<b>Benefit/Cost Ratio</b>		<b>22.12 to 1</b>

From ABC 7 News:

## NoVa Local Leaders to Legislators: Dedicate Money to Metro

Location: RICHMOND, Va.

Posted: February 10, 2006 5:42 AM EST

URL: <http://www.wjla.com/news/stories/0206/301699.html>



RICHMOND, Va. (AP) - Local government officials from northern Virginia pressed legislators Thursday to dedicate a reliable flow of money for their cramped regional transit system, even if it means higher local taxes.

With passion and urgency, officials from 14 Virginia suburbs of Washington called not only for the state to meet its share for funding to the region's subway and bus network, but to allow a one-fourth cent sales and use tax boost.

"Metro is 30 years old and needs a little bit of an upgrade, a rejuvenation," Fairfax County Board of Supervisors Chairman Gerry Connolly said at a news conference near Capitol Square.

Virginia falls far short of meeting its state share for the system that also includes Maryland and the District of Columbia, Connolly said.

"On the Virginia side of the river, unlike the Maryland side of the river, much of the Metro costs is born by the local governments, and that means on the backs of the property tax," Connolly said. "In Maryland most of the Metro costs are born by the state."

With the system at peak capacity of about 700,000 riders daily, upgrades and expansions can no longer be put off without compounding the region's acute highway gridlock, he said.

Besides greater state support for transit included in Gov. Timothy M. Kaine's transportation package, regional elected officials lobbied lawmakers to support state Sen. Mary Margaret Whipple's measure to allow the region to boost its sales and use tax rate by one-fourth of a cent to establish a permanent Metro funding source.

The Senate Finance Committee heard Whipple's pitch for her bill Thursday, but won't decide whether to advance it for a floor vote until Tuesday.

Connolly also said the state, now with an anticipated surplus of \$1 billion and its "rainy day" reserves replenished, has enormous borrowing capacity it needs to use.

Falls Church City Councilman David F. Snyder evoked the devastation of Hurricane Katrina to underscore the urgency of the region's transportation crisis.

"One can easily say that the transportation system is as important to northern Virginia as the levee system is to New Orleans," Snyder said. "While so far our transportation system hasn't had a catastrophic failure, the reality is that it fails our people day-in and day-out."

House and Senate members from the region grasp the problem, so it is downstate lawmakers that the northern Virginia leaders targeted.

"How do you get them sensitized to our congestion that's world-class? Bring them up there, preferably on a Friday night when it's raining, about rush hour. I'm telling you, their eyes get huge and they never stop talking about it," Connolly said.

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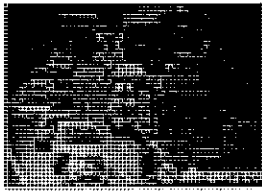
From ABC 7 News:

## House, Administration Sharpen Va. Transportation Debate

Location: RICHMOND, Va.

Posted: February 10, 2006 5:38 AM EST

URL: <http://www.wjla.com/news/stories/0206/301698.html>



RICHMOND, Va. (AP) - Hundreds of local officials from across the state applauded Democratic Gov. Timothy M. Kaine's road, rail and transit reforms Thursday as his administration and House Republicans accelerated rhetorical sparring over transportation.

And with pressure on the House GOP to present its funding formula as the session reaches its midpoint, one delegate blasted critics in the administration, the Senate, consultants and "the media elite."

Thursday's salvos presage a full-blown battle for public support that commences next week as Kaine embarks on a series of town hall-style presentations he has scheduled statewide to promote his \$3.7 billion, four-year package.

Kaine's appeal was direct and blunt to an enthusiastic audience of about 500 local officials attending a joint meeting of the Virginia Municipal League and the Virginia Association of Counties.

"If I can ask one thing of you - if you think this important, if you believe transportation is important or whether you're focused on education and want to preserve education dollars - as you are out and talking to legislators, ... just tell them, please solve this problem this year, don't come home empty-handed," Kaine said.

He also asked that each local official return home and contact five influential constituents and "help create a pressure to act" on a permanent stream of transportation revenue that doesn't divert money from the general fund, which pays for public education, health care, public safety and other core governmental needs.

"I'm feeling in a good mood, I really am," Kaine told reporters afterward. He said the House Republicans are already feeling public pressure.

"They're not feeling the pressure because I've got a plan out there, they're feeling the pressure because citizens are telling them this is the issue to resolve," Kaine said.

House GOP leaders met late Thursday afternoon and concurred on a funding proposal they plan to present Friday - a package roughly worth \$800 million that will include debt secured by "long-established and stable sources" of revenue and fines and fees on abusive drivers, but no general tax increases.

Kaine said he hoped the House would agree to a funding plan soon so he can discuss it along with his own and a \$1 billion-per-year Senate proposal at his first town hall meeting in Norfolk.

On the House floor, Del. Robert D. Orrrock Sr. summed up the GOP frustration.

"You can be, as we all know, for transportation solutions and opposing, at this juncture in our legislative process, any kind of transportation tax hike plan," said Orrrock, R-Caroline.

Transportation proposals House GOP leaders have presented so far focus on outsourcing more highway work now performed by the Virginia Department of Transportation to private contractors and greater investment of toll roads. Unless VDOT is overhauled, House Speaker William J. Howell argued, lavishing millions more on VDOT is wasteful, and Orrrock continued that theme in his remarks.

"Is the reason Virginians have been denied meaningful opportunities and time to ask these and other questions because maybe certain leaders and media elite or paid consultants feel that we the people just aren't smart enough to understand that the people may truly know what is best for all of us," he asked.

Kaine found broad support among VACO and VML members, particularly for his proposal to give localities greater discretion in land-use and zoning when runaway development outstrips adequate roads to serve it.

Fairfax County Board of Supervisors Chairman Gerry Connolly urged a gathering of city and county leaders from northern Virginia to press legislators to back Kaine's plan as well as other northern Virginia revenue measures intended to expand the Washington region's Metro transit system.

"It may have been OK, the pay-as-you-go philosophy, in the 1930s," Connolly said at a news conference held by the Northern Virginia Regional Commission in Richmond.

Connolly called for making greater use of the state's debt capacity part of the mix for meeting what he called "the screaming needs" of northern Virginia's transportation crisis.

But local officials on the other end of the state said their constituents are also demanding that more be done for their crumbling roads and bridges.

"Ninety percent of our constituent complaints are about roads," said Pulaski County Board of Supervisors Chairman Randy Akers.

He said one bridge in his county is so deeply in need of maintenance that school buses can no longer cross it, forcing buses to let children out on one side so they can walk across the bridge to another bus waiting on the other side.

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## Dedicated Tax Funds Pursued For Metro

Advertisement

D.C., Va., Md. React To Davis Incentive

By Chris L. Jenkins  
Washington Post Staff Writer  
Saturday, February 18, 2006; A01

RICHMOND -- The District, Virginia and Maryland are actively considering legislation that would for the first time guarantee a steady source of tax revenue for Metro.

If the rare collective effort succeeds, it will meet a challenge thrown down last year by Rep. Thomas M. Davis III (R-Va.), who submitted a bill to give Metro \$1.5 billion in federal aid if the region's jurisdictions pledge to support public transit by dedicating a rock-solid source of revenue to it.

Supporters of the effort say they hope to ensure the future of the vast rail and bus network on which the region's economy depends. The task is a daunting one, because it requires jurisdictions with sometimes conflicting political outlooks to do something in unison for the sake of the region's future. Among the most obvious ways to create a source of revenue is to approve a new tax or raise an old one, but that is a course legislators are reluctant to take.

Davis said he was encouraged that each jurisdiction has introduced legislation that would match the offer in his bill, which still must pass Congress.

"There is a recognition from all the jurisdictions that something needs to be done. . . . We're happy about that," he said. "One of the things we're concerned about is if two jurisdictions came up with all of the money and only one came up with, say, half."

The District took the lead in December when the D.C. Council expressed unanimous support for a bill to set aside \$50 million for Metro by 2009. It would do so by dedicating a portion of the city's sales tax to the transit agency.

Now the District is awaiting action by the two neighboring states, whose legislatures are considering various bills that would support the effort.

Yesterday, the Virginia Senate voted 36 to 3 for a bill that would increase the sales tax in Northern Virginia communities served by Metro by one-quarter of a cent. Sen. Ken Cuccinelli (R-Fairfax) was the only member from Northern Virginia to oppose it. The bill still has to pass the House of Delegates, where the Republican majority has strongly opposed tax increases.

"I'm certainly in favor of the effort," said Del. Vincent F. Callahan Jr. (R-Fairfax), chairman of the House Appropriations Committee. "But it's going to be an uphill fight."

Despite the obstacles, local leaders who support guaranteeing money for Metro say an important threshold has been crossed, because there is general agreement among the jurisdictions that they each need to find a way to dedicate money to Metro.

"It's quite unusual that our region has come together and agreed they will match the federal funds," said Sen. Mary Margaret Whipple (D-Arlington), sponsor of the bill that passed yesterday. "I don't want to

be the person who leaves that amount of money on the table rather than using it for a very necessary public service."

Whipple's bill is one of several under consideration in Virginia. Another possibility is that the transportation financing plan introduced by Gov. Timothy M. Kaine (D) could provide the state's share.

"This is not just an issue for Northern Virginia," David Snyder, a Falls Church City Council member and chairman of the Northern Virginia Transportation Authority, said at a recent news conference. "This is about the state allowing us to raise adequate funds to support the jobs in Northern Virginia that, in turn, throw off a huge amount of taxes that are used by the rest of the state."

In the Maryland General Assembly, a bill introduced by Del. Sheila E. Hixson (D-Montgomery) would set aside \$175 million for transit, including money for the regional effort, by dedicating one-quarter of a cent of the state sales tax to a trust fund. Two lawmakers are considering introducing similar bills.

Chip DiPaula Jr., chief of staff to Gov. Robert L. Ehrlich Jr. (R), did not commit to the idea, but he said the administration "is supportive of reviewing, studying and determining the best way, if we are to fund this."

The chairman of the Senate Budget Committee, Ulysses Currie (D-Prince George's), expressed reservations about the sales tax proposal because of competing demands for state money. Hixson said that in an election year, those demands are sure to intensify.

"It may be a hard sell," Hixson said, adding, "I don't think the governor is particularly enthused, either."

A question for the District is whether its funding plan would cover its portion of the regional obligation. Of the \$150 million needed annually from the localities, about 37 percent would come from the District, 36 percent from Maryland and 27 percent from Virginia, according to several Metro officials, although those percentages are subject to change.

"At least we've all agreed that something needs to get done," said D.C. Council member Phil Mendelson (D-At Large). "We're at a stage now when we need to address our own issues."

Metro operates the second-largest rail transit system and the fifth-largest bus system in the United States. The federal and state funding, which together would add \$300 million a year over 10 years, would provide money for 340 rail cars and 275 buses and for station improvements, such as adding or renovating escalators and elevators.

Since the transit authority was created in the 1960s, it has relied on money from the federal government, from state and local governments that are part of the Metro compact and from its fare boxes. Metro increased fares in 2003 and 2004 and regularly goes to the local governments for money to meet its budget.

The local governments, in turn, weigh Metro's requests against other priorities, such as education.

For years, Metro's leaders have appealed to the governments to provide a steady and consistent flow of money so the transit system will not have to compete with other public needs.

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## MEMORANDUM

**TO:** Chairman Connolly and NVTC Commissioners  
**FROM:** Rick Taube  
**DATE:** February 23, 2006  
**SUBJECT:** WMATA Items

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A. Metro Board Digest for January and February, 2006.

Copies of the reports are attached for your information. Also attached is a news release regarding GM/CEO Dick White's resignation. He has been replaced by Dan Tangherlini.

B. Metro's FY 2007 Budget Review.

For the first time significant public input is being gathered. A copy of a brochure is attached. NVTC and local staff are also engaged in a review of the budget to advise Metro staff and board members.

C. TAGS Bus Procurement.

The Metro Board has amended its FY 2006 System Access/Capacity Program to add \$12.6 million for six, 19-foot buses for the Transportation Association of Greater Springfield (TAGS). Funds are provided entirely from Virginia. Unlike the current TAGS buses, these will be painted in Metro's color scheme. They will also have SmarTrip fareboxes. NVTC's Kala Quintana is an officer on the TAGS Board.

D. NextFare 4/Single-Platform Solution.

The Metro Board has approved another \$12.14 million for Cubic Transportation Systems to upgrade WMATA's fare collection system to operate the latest version of Cubic's software (which is a commercial off-the-shelf product). Northern Virginia's local bus systems are also going to receive this version. However, one outstanding issue is the extent to which Cubic will provide future upgrades to allow full compatibility among Metro and the local bus systems. Until this regional software maintenance agreement is completed, Metro will not issue the Notice to Proceed to Cubic.



The benefits of the new system are described on the attachment.

E. Metro System Performance Report.

For the second quarter of FY 2006, customer satisfaction was evaluated using telephone surveys. The results are shown in the attachment. Average weekday Metrorail ridership fell to 672,570 from 698,868, partially reflecting seasonal factors. Satisfaction measures showed 88% were satisfied in the second quarter. For the first quarter, 90% of customers were satisfied. Average weekday bus ridership also fell in the second quarter (to 436,000 from 441,667). Satisfaction dipped to 75% from 85%. Satisfaction with elevators fell to 73% from 85%. Satisfaction with escalators fell to 56% from 59%. For MetroAccess, complaints per 1,000 trips grew to 4.6 from 4.1, while average weekday ridership rose to 4,569 from 4,474.



**ALERTS:** There are no service alerts at this time

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About Metro News

## Metro General Manager/CEO Richard White to step down

Richard A. White, Metro's longest serving General Manager, and the Metro Board of Directors have come to a mutual agreement that Mr. White will step down as CEO and General Manager early in the New Year. In order to ensure a smooth transition, Mr. White has agreed to continue in his current position while an interim replacement is appointed and prepares to assume full control of Metro's day-to-day operations. It is anticipated that this interim transition will be completed no later than March 31, 2006. In the meantime, the Board will commence a nationwide search for our next General Manager.

Mr. White came to the position of General Manager with a spirit of dedication and focused energy that enabled Metro to become a regional and national success story. Mr. White helped stabilize the region's bus service and oversaw Metro's first significant rail expansion. During his tenure, Metro has become a nationally recognized leader in guarding against terrorist attacks and has incorporated new technology into everything from fare cards to communicating with our riders. Mr. White fostered the movement of WMATA into transit oriented development and worked with the member jurisdictions to concur in the historic Metro Matters funding agreement.

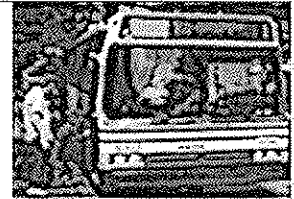
Metro has entered a new era in which it must respond to the many challenges fostered by its acknowledged success on many levels. First and foremost, our customers and funding partners must see and believe that we are serious about involving them in Metro's future and are poised to move forward as a customer-focused service provider. Metro must be a transparent and responsive agency that continues to give value for dollars spent and trust in dollars invested. The issues and opportunities that this Board and our next General Manager must be prepared to face over the next decade include:

- enhancing service for our bus, rail and paratransit customers
- expanding regional mobility
- using existing resources efficiently, and
- developing new funding sources

These are but some of the challenges that will face Metro's next General Manager. Others are sure to arise over the next decade. As much of a success story as Metro has been, we cannot afford to rest on our laurels. We must do better to serve the region and our customers. For this to happen, our new General Manager must provide the strategic vision and direction necessary to deliver quality service in an era of tight budgets, engaged customers and questioning funding partners.

The Board is optimistic about the future of Metro and its ability to promptly secure the services of a new General Manager with the demonstrated skills to operate a world class transit system.

The Board's ultimate goal is, of course, to hire the most qualified person to lead Metro. In pursuit of that objective, the Board plans to seek input from Metro's riders in assessing the qualities the next General Manager needs to possess. While the Board will make every effort to have a new, permanent General Manager in place as soon as possible, the Board believes that it is imperative that we find the right person for this essential position at this critical juncture in Metro's history. Therefore, we will take the time needed to hire a leader with the necessary qualities and vision that our riders demand and deserve.




**Downtown Express**  
 16Y - The Columbia Pike-Farragut Square Line

In the interim, we will turn to Dan Tangherlini, the Director of the District of Columbia's Department of Transportation, to serve as our acting General Manager. Mr. Tangherlini will resign from the Metro Board and the District Government in order to give us the focus we need during this time of transition. As detailed in the attached list of accomplishments, Mr. Tangherlini has a proven record of innovation and community involvement. His ten months of service as an Alternate Member of Metro's Board of Directors ensures a level of continuity. He clearly understands the challenges and opportunities that face the Authority, our funding partners, and our customers. This will help us move forward as we begin a nationwide search for our next General Manager.

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January 19, 2006

MEMORANDUM FOR: Chairman and Members of the Board

SUBJECT: January Board Digest

### **Eight-Car Train Operations Begin January 30 on the Orange Line**

On Monday, January 30 we will begin running eight-car trains on the Orange Line during the peak travel time as a six-month pilot program aiming to improve service reliability. Six eight-car trains, and 11 six-car trains—a total of 17 trains and 114 rail cars—will run between 6 and 9:30 a.m. weekdays on the Orange Line. Currently, 19, six-car trains travel the route during a single morning rush hour. While the same number of rail cars will carry riders on the Orange Line, we anticipate that running two fewer trains will help eliminate delays heading into Rosslyn station. Trains often back up during the peak periods at the Rosslyn portal where the Orange and Blue lines meet. With fewer trains traveling through the portal, we hope to eliminate the stopping and starting that often occurs during the peak travel period. Though two fewer trains will run on the Orange Line during this time, the impact on passengers' waiting times will be minimal. They will only have to wait an extra 15 seconds for a train.

We have started a comprehensive communications program to inform riders about what to expect with eight-car train service on the Orange Line. On January 11, we published a notice in the Express newspaper, and next week, we will begin working with the local media to get word out about the longer trains. On the January 30 start date, we will have free, take-one brochures for riders, and banners and dioramas at most Orange Line stations that address the eight-car trains and how they will impact passenger trips during rush hour. We also have an outreach plan to inform our stakeholders—including the staffs of the Maryland, Virginia, District of Columbia transportation departments, local business and community groups, local transportation-related advisory groups, transit

Washington  
Metropolitan Area  
Transit Authority

400 Life Speed Way  
Arlington, VA 22207  
703 698 1234

By Metro  
1100 Wilson Blvd., 8th Floor  
Arlington, VA 22207  
703 698 1234  
By Metro  
1100 Wilson Blvd., 8th Floor  
Arlington, VA 22207  
703 698 1234

A Division of Capital &  
Transportation  
Maryland, Virginia  
District of Columbia

Chairman and Members of the Board

Page 2

agencies serving the Orange and Blue lines—through briefings at their request.

A peer review by a panel of experts headed by the American Public Transportation Association suggested that running fewer but longer trains would help improve Metrorail's service reliability. During the Orange Line pilot, Operations employees will measure service reliability, observe platform crowding and gauge passenger reactions. If successful, we will expand the program to run limited eight-car train service on other rail lines.

### **Hybrid Buses Arrive at the Landover Metrobus Division**

From January to March, Metro will take delivery of 50 New Flyer diesel hybrid electric buses. The first 25 buses will operate out of the Landover Metrobus Division. The remaining 25 hybrid buses will roll out of the Montgomery Metrobus Division. The new buses, powered by General Motors' clean hybrid technology, offers greater fuel economy and lower emissions than conventional diesel buses. The 40-foot buses also feature onboard video cameras, wheelchair ramps, vandal resistant padded seats, driver-controlled rear doors, overhead doorway lights, lighted steps to the rear upper section of the bus, an interior bus stop annunciation sign, an automated bus stop voice annunciator and an automated vehicle maintenance monitoring system.

On January 25 at the Carmen E. Turner Training and Maintenance Facility, Board members Gladys Mack, Robert Smith and Charles Deegan will join James Ports, Jr., Deputy Secretary of the Maryland Department of Transportation and Metrobus employees for the inaugural ride on Metro's first hybrid bus. Department of Energy Secretary Samuel W. Bodman, Congressman Al Wynn, Prince George's County Executive Jack Johnson, and representatives from General Motors and New Flyer Industries have been invited to participate at the event.

### **Bladensburg Heavy Overhaul Shop Rehabs the 1000<sup>th</sup> Metrobus**

On January 13, Metrobus maintenance employees at the Bladensburg Heavy Overhaul Shop marked a major milestone—they completed the mid-life overhaul/rehabilitation on the 1,000th Metrobus. Metrobus 4030, a 1997 Orion V bus, has been overhauled and will go back into service at the Western Metrobus Division.

Since 1994, Metrobuses that have six-and-one-half to seven years of service go to the Bladensburg shop for a mid-life overhaul intended to extend the life of the bus and improve service reliability. Some buses enter the shop with more than 300,000 miles. The major overhaul project includes replacing or rebuilding all of the major components of a bus, including the engine and transmission. The rehabbed buses also get new interiors and paint jobs. The entire process takes about nine weeks, and when complete, the rehabbed Metrobuses look and run like new.

### **Metro Seeks New Doors Closing Voice**

The familiar voice that informs Metrorail riders that the train doors are closing will soon become a thing of the past, as the Metro "Doors Closing Voice 2006" contest winds down. Tomorrow, January 20, is the deadline to enter the contest that began on January 3. Less than one week after the official start of the contest: more than 44,000 people read the contest announcement online, nearly 12,000 people read the contest rules and the first 29 individuals sent in audition tapes.

Metro is seeking a fresh voice and new sound that will make rail riders take notice. In addition to a new voice, there will be new messages to inform riders about doors opening and closing. The current "doors closing" message has become background noise to many riders who hear the door chimes and message and take it as a cue to rush onto a train rather than step back from the doors. The new voice and messages are part of a larger effort to aid the train boarding and exiting process, and improve the overall ride for Metrorail passengers. Additional components to improve passenger flow include directional arrows on platform floors, new signs and in-station announcements.

To compete in the "Doors Closing Voice 2006" contest, applicants are submitting six audio samples on cassette or CD. The recordings include three iterations—polite, authoritative and serious—of the following messages:

*One arm, one leg, one briefcase, one purse ... can block a train door and take a train out of service. One person can delay everyone. Please help us close the doors so we can all be on time.*

*Due to track maintenance we are currently experiencing delays between Grosvenor-Strathmore and Judiciary Square on the Red*

*Line and between L'Enfant Plaza and Ronald Reagan Washington National Airport on the Yellow and Blue lines.*

A panel of judges on Metro's staff will listen to all entries and select the top 10 voices based on vocal quality, versatility, enunciation and elocution. Metro will contact the top 10 contestants and take them to a studio to make professional recordings of their voices. A panel of industry professionals will listen to the finalists and choose Metro's new doors closing voice. We will announce the winner in early February. The winner will not receive monetary compensation from Metro, but will hear his or her voice on select Metrorail trains in February. We plan to gauge the reaction of riders to the new voice and messages in late February and early March, and fully implement Metro's Doors Closing Voice 2006 by April.

**Two ADA Videos Posted on Web Site**

In late December, we posted two videos on the Metro Web site aimed to educate riders about disabled riders traveling on Metrorail and Metrobus. "Metro is Accessible" is an 18-minute video posted in the accessibility section of the Web site. It explains fares and accessibility features of Metrorail and Metrobus for customers with disabilities. "Metro Madness: Riding the Metro through a Service Dog's Perspective," a 3.5-minute video, tells the tale of riding Metro from the eyes of Zadia, a leader dog who often gets pushed aside or stepped on by other commuters. It is posted in the "commuter tips" section.

**Eight Recruits Graduate and Join the Metro Transit Police Department**

Eight new officers joined the ranks of the Metro Transit Police Department after taking the oath of office at their graduation ceremony on January 6.

Jeanna M. Barrett, Fort Washington, MD; Christopher Carter, Reston, VA; Dameon C. Lloyd, Washington, D.C.; James Mosiychuck, Frederick, MD; Ray S. Spriggs, Frederick, MD; Ernest L. Stanley, Suitland, MD; Garry Taylor, Accokeek, MD; and Richard Vickers, Frederick, MD, made up Class 69. The officers completed 37 weeks of police training that included classes on customer service, weapons of mass destruction, responding to Metrorail emergencies, criminal law, vehicle law, ethics, courtroom testimony, collection of evidence and accident investigation.

Chairman and Members of the Board  
Page 5

MTPD officers learn the rules, regulations and laws governing the District of Columbia, Maryland and Virginia.

**Annual Program Honors Dr. Martin Luther King, Jr.**

The Reverend Dr. Grainger Browning, Jr., Senior Pastor of Ebenezer African Methodist Episcopal (A.M.E.) Church in Fort Washington, MD, addressed Metro employees at WMATA's annual observance of Dr. Martin Luther King, Jr. on January 11. Before being called into ministry, Rev. Dr. Grainger was a high school educator with the Newton, Massachusetts Public School System. He also served as vice president of the Boston NAACP.

**Upcoming Events**

**January 23**

DC City Council hearing on dedicated funding; John A. Wilson Building;  
11 a.m.

**January 25**

Hybrid bus debut; Carmen E. Turner Training and Maintenance Facility;  
10 a.m.

**February 3**

Metro LunchTalk Online, chat session at [www.metroopensdoors.com](http://www.metroopensdoors.com),  
noon

**February 6**

FTA Quarterly Review

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If you have any questions, please let me know. Thank you.



Richard A. White  
General Manager and Chief Executive Officer

February 16, 2006

MEMORANDUM FOR: Chairman and Members of the Board

SUBJECT: February Board Digest

### **MetroAccess Service Update**

An update on MetroAccess service will be provided in the final version to be presented at the Board meeting.

### **Metro Selects New Doors Closing Voice**

Randi Miller of Woodbridge, Va., won Metro's "Doors Closing Voice 2006" contest, beating out more than 1,200 competitors who vied for the opportunity to be heard every time Metrorail doors open and close. Miller, a lease retention manager at an automobile dealership in Alexandria, who has no previous "voice over" experience, will be heard on select Metrorail trains in the coming weeks and systemwide this spring. Competition to be the new "doors closing" voice was fierce with 1,259 official entries received between January 3 and January 20. Contestants from the District of Columbia and 15 states—including California, Washington, Nevada, Texas, Ohio and New York—sent in CDs or audiotapes.

A panel of Metro judges listened to all of the entries and narrowed the field to 10. The 10 finalists went to a studio to make professional recordings of their voices on January 26. Three judges—Leann Landry, Metro manager of advertising and promotions, Adam Chism, senior copywriter, Laughlin, Marinaccio & Owens (Metro's advertising agency), and Doris McMillon, president, McMillon Communications—listened to the studio recordings of the top 10 and selected Miller as the new Doors Closing Voice on February 1. They based their votes on vocal quality, versatility, enunciation and elocution. They chose a warm and friendly voice with Miller, but also one that connotes authority and commands attention. The judges selected Linda Carducci of Vienna, Va., as the contest runner up.

Miller will record three new door messages for Metro: one when the doors open, a second when they close and the third to be played if the operator cannot close the doors. Changing the "doors closing" voice and message are part of a campaign to improve the flow of passengers through trains and rail stations. The new messages are:

1) Chime. *The doors are opening. Please stand back so customers may exit the train. When boarding please move to the center of the car.*

2) Chime. *For your safety, please step back. The doors are closing in three, two, one.* Chime.

3) (To be played if doors can not close after second message.) Chime. *Please stand back to allow the doors to close.*

We plan to survey customers about the new messages before moving forward with systemwide implementation. Though only Miller will make the official "doors closing" announcement, all 10 finalists have been invited to record station announcements related to improving the flow of passengers through Metrorail stations.

Additional components in the passenger flow campaign include more frequent station and train announcements asking riders not to block the doors and move to the center of rail cars, stationing extra employees on busy platforms to help in crowded conditions, and studying the removal of seats and reconfiguration of handrails on rail cars to allow for more standing room and better flow into and out of rail cars. This spring we plan to test directional signs on platform floors indicating where to stand while waiting for a train in an effort to expedite the exiting and boarding process. That test will take place at Union Station, Gallery Pl-Chinatown and Metro Center stations.

### **Video Camera Installation on Metrobus Continues**

Nearly one third of the Metrobus fleet will have automated video recording equipment by this spring. The additional security cameras will enable bus controllers and police to view activities taking place on more Metrobuses. Metro expects 525 of its 1,451 Metrobuses to have video cameras in service and operating throughout the metropolitan region this spring. Currently, 348 Metrobuses have cameras, including 125 existing Metrobuses that recently had video recording equipment installed.

Metrobuses with video recording equipment are in all jurisdictions and usually are assigned to areas where there are reported incidents that require police

action. The continuing installation of video cameras on Metrobuses supports the safety of Metrobus operators by serving as a deterrent to criminal activity, and assists Metro Transit Police in criminal and accident investigations. The cameras can also save the Authority money from false claims brought against Metro.

All new Metrobuses that enter the fleet have security cameras. This includes the ongoing delivery of new Compressed Natural Gas buses (111 of 250 buses have been delivered to date) and the newest diesel electric hybrid buses (12 of 50 have been delivered to date).

### **Metro Hosts Jurisdictional Emergency Drill**

The Department of System Safety and Risk Protection and the Metro Transit Police Department hosted a jurisdictional disaster drill in the Emergency Response Training Facility at the Carmen E. Turner Maintenance and Training Facility last Friday, February 10. The drill was part of Metro's ongoing emergency preparedness efforts in partnership with regional emergency responders. The drill, named "Double Trouble" included Metro safety officials and Transit Police officers working with several regional fire and rescue departments, police bomb squads, evidence technicians and K9 teams. The emergency drill simulated an explosion on a commuter train that caused it to collide with a Metrorail train. The simulated incident resulted in fire, smoke and several injuries. "Double Trouble" tested the response and readiness of the jurisdictional fire departments, and cooperation among various first responders to solve a complex set of problems. Participating agencies included the fire departments from the District of Columbia, Arlington, Montgomery County and Prince George's County, Amtrak Police and the FBI.

Metro's Emergency Response Training Facility opened in May 2002 and provides a realistic tunnel environment for fire, police, and emergency rescue services to train and hone response and rescue skills. The 260-foot tunnel houses two old Metrorail cars positioned to resemble a wreck, and a simulated electrified third rail, cabling, and lighting that resembles a real Metro tunnel. More than 3,660 federal, state and local first responders have trained in the tunnel, including the fire and rescue teams from the District of Columbia, Arlington, Alexandria, Fairfax County, City of Falls Church, Montgomery County and Prince George's County. In addition, the Metropolitan Airports Authority, Federal Bureau of Investigation, Pentagon Force Protective Agency, and Drug Enforcement Agency have trained in Metro's safety facility.

### **Federal Budget Proposal Includes Funding for Several Metro Projects**



The President's proposed budget for fiscal year 2007 includes federal funding for several Metro projects including upgrading the Navy Yard Metrorail station, purchasing additional rail cars and extending the rail system to Dulles. The total FY07 Administration budget for the Federal Transit Administration totals \$8.9 billion, an increase of \$370 million or 4.4 percent from last year. The budget recommends an unspecified dollar amount under New Starts for additional railcars authorized in SAFETEA-LU and for the Dulles extension. Funding for Dulles is contingent upon further progress and continued qualification under New Starts criteria, and other requirements. The President also proposes \$20 million to upgrade and expand the capacity of Navy Yard station as the government expects to the number of federal employees working in nearby office building to rise. Congress currently is reviewing and considering the President's recommendations as it develops its own budget resolution and appropriations bills.

### **Metro Transit Police Offer Safety Tips to Busy Customers and Front Line Employees**

Metro Transit Police have begun a multi-pronged effort to enhance safety in the Metro system. Separate programs aimed at customers and employees provide crime prevention and reporting tips.

On February 13, Transit Police officers visited Metro Center, Rosslyn and Columbia Heights Metrorail stations during the morning and afternoon peak periods to provide safety tips to riders. Specifically, the police officers targeted riders listening to iPods or other MP3 devices, carrying on cell phone conversations, or sending text messages on Blackberries and other portable electronic devices. Police believe that customers distracted by music, conversation or e-mail often lose sight of their surroundings and could become victims of pickpockets or other crime. To enhance safety and protect personal property, Transit Police recommend that riders always remain aware of their surroundings and the people around them, listen to music at low to moderate levels, clutch MP3 players or other electronic devices inside a coat pocket, backpack or purse, hold purses tightly and close to the body, and place wallets in front pockets.

Transit Police officers also have met with front line employees as part of an education campaign to help them report crimes that occur in the system and better respond to victims of crime. MTPD will provide cards to front line rail and bus employees that include the "three Ws" of information gathering and recording at a crime scene: 1. What happened? Ask the victim to describe the incident, as well as provide the time and place. 2. Who did it? Get a description of the suspect. 3. Where did the suspect go? Try to find out which way the suspect left the scene. On the back of the tip card is a place for

employees to record information about a crime. Transit Police officers urge employees to first try to calm the crime victim, reassure him or her that help is on the way and contact MTPD or the local police or fire departments before collecting information with the three Ws. They also reminded the front line employees that information gathered by the employee who first comes in contact with a crime victim greatly helps police with the incident investigation.

### **New Mapping Feature Added to Web Site**

A new feature added to the Web site provides maps depicting walking directions from Metrorail stations and bus stops to specific addresses. Along with the detailed travel itineraries generated by the Trip Planner, Web site users can now get a map that illustrates walking directions. The Trip Planner itineraries have always provided text walking directions, but the map lets viewers see the path at a glance, which will be particularly helpful for visitors unfamiliar with the area. The new walking maps, introduced at customers' request, are available as a link from the walking directions in each itinerary generated.

The Trip Planner is one of the most popular features on Metro's Web site, with more than 2 million page views per month. The Trip Planner supplies detailed directions on how to best get from point A to point B in the Washington metropolitan region by bus or rail. Trip itineraries include rides on Metrorail, Metrobus and other regional transit providers such as VRE, MARC, Ride-On and the Fairfax Connector. The maps are generated

using Google's mapping interface, the same as used to generate street maps of all Metrorail stations introduced last November.

### **Students Shadow Metro Employees on Groundhog Day**

Metro hosted 74 students from area middle and high schools on Thursday, Feb. 2, for the annual Groundhog Job Shadow Day. Participating schools included Archbishop Carroll, Covenant House, Flowers High School, Gaithersburg High School, MacFarland Middle School, Roosevelt High School, Spingarn High School and Suitland High School. The youth spent a portion of the day on group activities, discussions and demonstrations. The students also spent several hours with Metro employees, "shadowing" them during the workday. Thirty-eight employees from across the Authority volunteered to spend time with students, giving them insight on their careers and exposing them to employment opportunities and career options at Metro. Employees from Operations, Metro Transit Police, Customer

Chairman and Members of the Board  
Page 6

Communications, General Counsel, Public Affairs, Workforce Development, Finance and, Planning and Development volunteered their time and talents to mentor the students.

## **Upcoming Events**

### **February 22**

DC Council Hearing on fiscal year 2005 and 2006 WMATA budget status; Wilson Building, Room 412, 4:30 p.m.

### **February 24**

Maryland Senate Subcommittee on Public Safety, Transportation, and the Environment, WMATA fiscal year 2007 budget hearing, Miller Senate Building, 4-A

### **March 1**

COG Chief Administrative Officers Committee Meeting, COG Board Room, noon

Riders' Advisory Council meeting; JGB meeting room; 6:30 to 8: 30 p.m.

### **March 3**

Metro LunchTalk Online, chat session at [www.metroopensdoors.com](http://www.metroopensdoors.com)., noon

### **March 21**

Public information session on fiscal year 2007 budget and open house; JGB meeting room; open house 6:30 to 7 p.m.; budget meeting 7 to 9 p.m.

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Thank you.

Richard A. White  
General Manager and Chief Executive Officer

## MetroAccess

- Better scheduling and improved management
- Promotion of Metrorail and Metrobus with a goal of transferring 5-10% of current MetroAccess users to Metrorail and Metrobus.

## We want to hear from you

A Budget Information Session will be held at Metro Headquarters, 600 5th Street NW where you may offer your comment (time limit 3 mins. per person). For the date and time of the session or to sign up to speak, please visit [MetroOpensDoors.com](http://MetroOpensDoors.com) or call 202-637-7000 (TTY 202-638-3780). The complete budget is also available for review on our Web site.

To get to Metro Headquarters:

By Metrorail: Take the Yellow or Green Line to Gallery Place-Chinatown station or the Red Line to Judiciary Square station.

By Metrobus: Take the D1, D3, D6, P6, 70, 71, 80 or X2.

## Next Steps in the Budget Process

Jan 26	Continue review of departmental budgets
Feb 9	Review service levels for bus, rail and paratransit
Feb 23	Review FY07 Capital Work Plan
	Review FY07-12 Capital Budget
Mar 9	Review FY07 Operating Budget
Mar 23	Approve FY07 Capital Work Plan
	Review ridership and revenues
Apr 13	Review FY07 Operating Budget – cost and revenue update
	Submit FY07 Operating Budget and FY07-12 Capital Budget to local jurisdictions for comment
Jun 8	Review jurisdictions' comments
Jun 15	Approve FY07 Operating Budget and FY07-12 Capital Budget

## Board of Directors

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Catherine Hudgins  
Virginia

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Vacant  
District of Columbia

# Metro's Proposed Budget for FY 2007



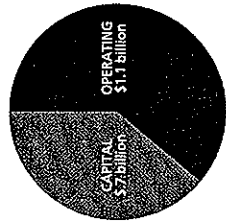
January 2006



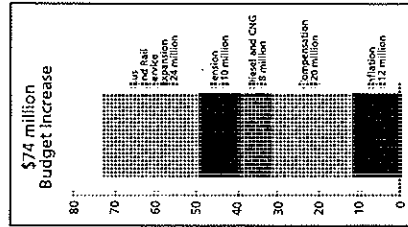
## Metro Economics 101

Metro's proposed \$1.8 billion budget is actually two budgets: operating and capital.

The \$1.1 billion operating budget pays for things such as fuel for buses, electricity for trains and employee payroll.



The \$662 million capital budget pays for new trains and buses, and improvements to stations and garages.



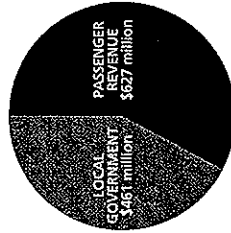
## Why is the operating budget increasing?

The \$74 million increase is linked to service expansion, rising fuel costs and overall inflation.

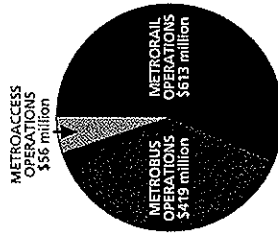
## Where does the funding come from?

Metro receives revenue from its customers, however local government subsidies make up the rest.

### OPERATING BUDGET



### Where it comes from



### Where it goes

## Operating Budget

FY07 is the second year of a renewed focus on safety, reliability and cleanliness.

These continuing improvements are succeeding in drawing more and more customers to Metro.

## Capital Budget

The capital budget is funded from federal grants and local funds. In FY07, it provides:

- 164 new Metrorail train cars
- 100 new Metrobuses, including 50 hybrid-electric buses
- 40 rebuilt escalators and 25 rebuilt elevators
- Funds for increased safety and security measures
- Improved maintenance facilities and fewer bus and train delays

## Metrobus

The coming fiscal year will focus Metro's commitment on our customers who ride the

*The budget proposes no fare increase.*

*The government subsidy for FY07 is only 5.9% higher than FY06.*

*There are 58,000 spaces in Metro's network of parking facilities.*

*The projected average weekday ridership growth in FY07 of 5% on Metrorail and 3% on Metrobus is equivalent to filling RFK stadium, each day with 45,000 new riders.*

*In a recent survey, over 95% of our customers said they would recommend Metro to a friend.*

- Multiple service changes are under consideration:
  - Eliminate less-used routes to support more popular routes
  - Increase field supervision to improve reliability
  - Improve bus security

## Metrorail

- New rail cars and longer trains
- More reliable escalators and elevators
- Better maintenance facilities
- More frontline employees to assist you
- More parking from new garages



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***Amend FY06 System Access/Capacity Program  
For Reimbursable Project***

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**Board Budget Committee  
February 9, 2006**





**Purpose**

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**To request approval to add the budget for Transportation Association of Greater Springfield (TAGS) bus procurement, and to amend the Fiscal 2006 System Access/Capacity Program (SAP) by \$611,279**



## ***Key Information***

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- **TAGS bus service began in October 1999 to help ease local traffic during the Springfield mixing bowl construction.**
- **Four nineteen passenger vehicles have been providing service. They are nearing the end of their expected service life.**
- **Funding to purchase replacement vehicles and two additional vehicles is available from federal grant and matching funds from Fairfax County.**
- **This Budget Committee action establishes a project budget by amending the SAP. All funding is currently available and no additional funding requirements are anticipated.**





## **Background**

- **September 2004 route changes resulted in TAGS buses servicing areas further east but not traveling west of I 95. In September 2005 TAGS incorporated the shuttle service between the Franconia Springfield Metrorail station and the auxiliary parking at Springfield Mall, allowing the elimination of the separate parking shuttle.**
- **To properly service the new route structure and provide one spare bus, a total of six buses are needed.**
- **TAGS buses transport 10,000 to 12,000 passengers per month, operating on weekdays only.**
- **TAGS is a reimbursable service through Fairfax County.**
- **Sufficient funds are available to purchase buses and equip them with electronic destination signs. The new buses will have the traditional Metrobus color scheme, not the current TAGS green.**
- **A procurement action for the bus purchase will be presented to the Board.**



## ***Recommendation***

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**Staff recommends that the Committee approve the budget addition for TAGS bus procurement, and amend the Fiscal 2006 SAP by \$611,279**



(Board Copy)  
 Washington Metropolitan Area Transit Authority  
**METRO ELECTRONIC ACTION  
 DOCUMENT**

IDENTIFICATION			
MEAD ID:	99271	ACTION:	Initiate & Award
AWARD VALUE:	(Not yet awarded)	CONTRACT: (Proposed)	
FUND SOURCES: (View)		CONTRACTOR:	
LAST MODIFIED:	02/07/2006		

DESCRIPTION	
SUBJECT:	Obtain Board approval to award contract modification to implement software changes.
PURPOSE:	To obtain Board of Directors approval to award modification of Contract C44444 to Cubic Transportation Systems to implement the NextFare 4 / Single Platform system.

ORIGINATION					
INITIATOR			DEPARTMENTAL APPROVAL		
RAMON ABRAMOVICH on 01/20/2006			Approved by COUCH , DAVID 02/03/2006		
PHONE:	202-962-1224	OFFICE:	IRPG	DEPT:	PDEC

COORDINATION (ROUTING)		
OFFICE	NAME	ACTION/DATE
(4110)	SALPEAS, PANAGIOTIS	Re-assigned 02/03/2006
IRPG (4710)	COUCH, DAVID	Approved 02/03/2006
PRMT (7410)	JACKSON, LUCY	Approved 02/03/2006
COUN (1410)	O'KEEFFE, CAROL	Approved w/ Comments 02/09/2006
(4110)	SALPEAS, PANAGIOTIS	Approved 02/10/2006

FINAL APPROVALS	
OFFICE	NAME/ACTION
PLN_DEV_CMTE	PANAGIOTIS SALPEAS (Not Yet Approved)
PLN_DEV_CMTE	PANAGIOTIS SALPEAS (Not Yet Approved)
PLN_DEV_CMTE	Approved for by PANAGIOTIS SALPEAS on 02/10/2006
BEMR	Approved for by HAROLD BARTLETT on 02/10/2006
GM	Approved for GMGR by GMGR CEO on 02/10/2006
BOARD	BOARD WMATA (Not Yet Approved)



Washington Metropolitan Area Transit Authority  
**METRO ELECTRONIC ACTION  
 DOCUMENT**

**NARRATIVE**

**BACKGROUND:**

On July 31, 2003 Contract C44444, Point-of-Sale (POS) System, Data Network Concentrator (DNC), and the Upgrade of the Regional Automatic Fare Collection (AFC) System was awarded to Cubic Transportation Systems in the amount of \$11.95 M (\$5.23 M for POS/DNC and \$6.72 M for AFC Upgrade). Under the requirement to upgrade WMATA's AFC, Cubic was to make the Authority's existing rail and parking systems software compatible with other systems intended for installation at WMATA's regional partners.

After extensive review and evaluation of various options available to the Authority, it is the general consensus of staff that WMATA should, instead of upgrading the Authority's legacy AFC software, obtain Cubic's latest Commercial Off the Shelf (COTS) product termed NextFare 4 along with Single Platform solution. This will require a modification in the amount of \$12.14 M increase in the contract price.

**DISCUSSION:**

The existing WMATA AFC System uses custom code, written in a software language that is almost obsolete and for which support is becoming increasingly difficult to obtain. The original contract requirement is for Cubic to update the customized software in the current, near obsolete code. This would allow WMATA to operate in the Regional SmarTrip System, but would result in a system that was based on custom software that would be difficult and expensive to upgrade, and would not be as robust and flexible as the remainder of the Regional SmarTrip System participants. Any future updates would require further custom work by Cubic and would be more expensive and time consuming and would carry us further away from standardization and what other agencies are using. Additionally, the WMATA system would lag behind the advancement of smart card fare collection technology in the industry which is moving rapidly to standard system architecture and the use of standardized smart cards. Should WMATA not be able to incorporate International Standards Organization (ISO) compliant standardized cards, it would continue to absorb higher cost for the proprietary Cubic SmarTrip card.

The move to Cubic's latest COTS product NextFare 4 / Single Platform solution would provide several benefits as detailed below:

- NextFare 4 / Single Platform solution will substantially improve the capability, flexibility and functionality including but not limited to implementing flexible fare changes and new transit products using the SmarTrip system.
- Will help the Authority move toward the ISO compliant smart cards that are available from multiple vendors resulting in significant savings as compared to the current proprietary Cubic SmarTrip card.
- Will eliminate the need to maintain a separate mainframe for the AFC, due to the fact that the Nextfare 4 / Single Platform solution will actually reside on the DNC thereby resulting in \$2.5 M one time capital savings and \$1.5 M annual operating savings.
- Will insure full operability and interoperability with the regional partners.
- The Authority will be using the same COTS product as the other major transit properties such as Los Angeles, San Diego, Minneapolis and Baltimore thereby increasing the likelihood of getting upgrades at a lower cost.

## **PRODUCT QUALITY AND SCHEDULE ASSURANCE:**

### Indisputable evidence that Cubic will deliver a product that will perform as intended

In an effort to assure that the product will perform, the Authority and the contractor's staff have reviewed the technical proposal extremely thoroughly and resolved all of the technical issues to the satisfaction of the Authority.

An amount of about \$8.5 M or about 75% of the total cost of this work will be placed in an escrow account and actually paid to the contractor only after the Authority has made sure that the project has been completed and is fully functional and ready for use by the public and authority staff.

### Indisputable evidence that Cubic will deliver an acceptable product on the original schedule without delays

To ensure a timely delivery of a product that works, the Authority and Cubic have agreed on the following additional special provisions in the proposed modification for Nextfare 4 / Single Platform solution.

- The senior management from the Authority and from Cubic will be personally and directly involved in monitoring the progress of this critical project from the start through completion.
- Recent projects of fareboxes for the D.C. Circulator and the Conversion to Express Vendors were either completed on time or are progressing on time.
- For the first time, a special provision of liquidated damages at \$3,000/day has been included in the agreement.

### Execute software maintenance agreements acceptable to all applicable regional partners:

- Provide combined leverage when dealing with Cubic.
- Provide regional partners the benefits of WMATA's experience/expertise.
- Consolidated Regional software maintenance agreement will reduce overall costs.

There are two additional staff positions which are required to support the region application of the NextFare 4 software. These positions will be discussed at the submission of the FY07 Capital Budget. The data collected from the fare systems at the regional agencies will be processed on the same system processing the data collected from the WMATA system. Additional support equipment, including increased memory, another report server, additional licenses for the software and similar equipment, is required to provide the additional capacity for the data collection and processing systems beyond the capacity currently required for processing only the WMATA data.

## **ALTERNATIVES:**

Mandate completion of contract C44444 as written and signed. Staff strongly recommends against since it would require the update of customized software which is written in an obsolete code. Any future updates would require further custom updates by Cubic and would be more expensive and time consuming than updating the NextFare 4 software. The original contract as written would allow WMATA to operate in the Regional SmarTrip System, but would result in a system that was based on custom software that is not upgradeable, and would not be as robust and flexible as the remainder of the Regional SmarTrip System. Further the WMATA system would lag behind the advancement of smart card fare collection technology in the industry which is moving rapidly to standard system architecture and the use of ISO compliant regular and limited use smart cards. Should WMATA not be able to incorporate ISO compliant cards, it would continue to absorb higher cost for the Cubic proprietary SmarTrip card. The ability to participate in consortium ISO card procurements with other large transit, also offering considerable savings, would not exist. If WMATA does not migrate fare collection processing off the mainframe, an estimated \$2.5 M in capital costs and \$1.5 M in annual operating costs will continue.

**PRIOR APPROVALS:**

On January 16, 2003, the Board of Directors authorized award of a sole source contract, C44444, to Cubic Transportation Systems of San Diego, CA for a Point-of-Sale (POS) System, Data Network Concentrator (DNC), and the Upgrade of the Regional Automatic Fare Collection (AFC) System to support the Regional SmartTrip System.

On December 8, 2005, the Budget committee and on December 15, 2005, the Board of Directors approved the increase in the budget for the Regional Customer Service Project to implement NextFare 4.

**IMPACT ON FUNDING:**

Budget: Infrastructure Renewal  
Project Title: Regional Fare Integration  
Page: N/A

<b>Budget Information</b>	<b>FY05 &amp; Prior</b>	<b>FY06</b>	<b>Total</b>
<b>Budget Amount</b>	\$ 26,900,000	\$ 12,500,000	\$ 39,400,000
<b>This Action</b>	\$ 0	\$ 12,142,942	\$ 12,142,942
<b>Prior Obligation</b>	\$ 20,729,052	0	\$ 20,729,052
<b>Subtotal</b>	\$ 20,729,052	\$ 12,142,942	\$ 32,871,994
<b>Remaining Budget</b>	\$ 6,170,948	\$ 357,058	\$ 6,528,006

**SCHEDULE:**

Contract calls for delivery of software, final acceptance and completion of contract within 26 months after NTP. Interim milestones include delivery of hardware to WMATA within 19 months after NTP and for completion of software testing in the QA (test) region within 20 months after NTP. Payments to the contractor will be put into an escrow account pending final acceptance of the system.

**AFFIRMATIVE ACTION:**Equal Employment Opportunity :

Contractor will be required to comply with Executive Order 11246, Revision 4

Disadvantaged Business Enterprise

The same Appendix B requirements in the original contract C44444 will apply to the work associated with this modification.

**RECOMMENDATION:**

To obtain Board of Directors approval to award modification of Contract C44444 to Cubic Transportation Systems to implement the NextFare 4 / Single Platform system.

# **METRO SYSTEM PERFORMANCE REPORT**

## **PERFORMANCE INDICATORS AND CUSTOMER SATISFACTION**

Customer Service, Operations and Safety Committee  
February 16, 2006

# PURPOSE

- Review Metro System Performance Results for the Second Quarter of FY06
- Performance Result is done in two ways:
  - Operating Performance: Service Provisions  
Safety and Security  
Customer Satisfaction  
Average Weekday Ridership
- Customer Satisfaction is evaluated by our customers utilizing an ongoing phone surveying methodology



# PERFORMANCE INDICATORS - METRORAIL

RAIL		FY05 Actual	FY06 Goal/Forecast	1st QTR					2nd QTR	
				Jul-05	Aug	Sep	Oct	Nov		Dec
<b>1</b>	<b>Service Provisions</b>									
	On-Time Performance (SRI)	97.75	98.2	97.57	97.85	97.73	97.71	97.93	97.59	97.78
	MDBD (Car Maintenance)	45,323	60,000	52,347	47,181	53,982	48,110	54,866	50,922	51,061
<b>2</b>	<b>Safety and Security</b>									
	Part 1 Crimes per Million Passengers (Less Parking Crime)	1.70	1.62	1.58	1.90	1.86	1.67	1.80	1.63	1.70
	Part 1 Crimes in Parking Lots per Million Passengers	5.40	3.61	3.54	3.50	5.00	5.01	3.88	1.96	3.62
	Metrorail Pass. Injuries per Million Pass. Miles	0.53	0.14	0.12	0.14	0.14	0.17	0.06	0.03	0.09
<b>3</b>	<b>Customer Satisfaction: Metrorail</b>									
	Customer Satisfaction Measurement Survey	85%	87%	90%	91%	88%	88%	87%	88%	88%
	Complaints per 100,000 Passengers (excl Park, ELES)	3.7	3.2	3.2	3.3	3.1	2.8	2.8	2.4	2.7
	Parking Complaints per 100,000 Paid Transactions	13.9	12	9.4	9.5	7.1	6.9	5.1	12.2	8.0
<b>4</b>	<b>Avg Weekday Ridership</b>	668,002	683,798	723,061	871,986	701,558	707,865	675,778	634,046	672,570

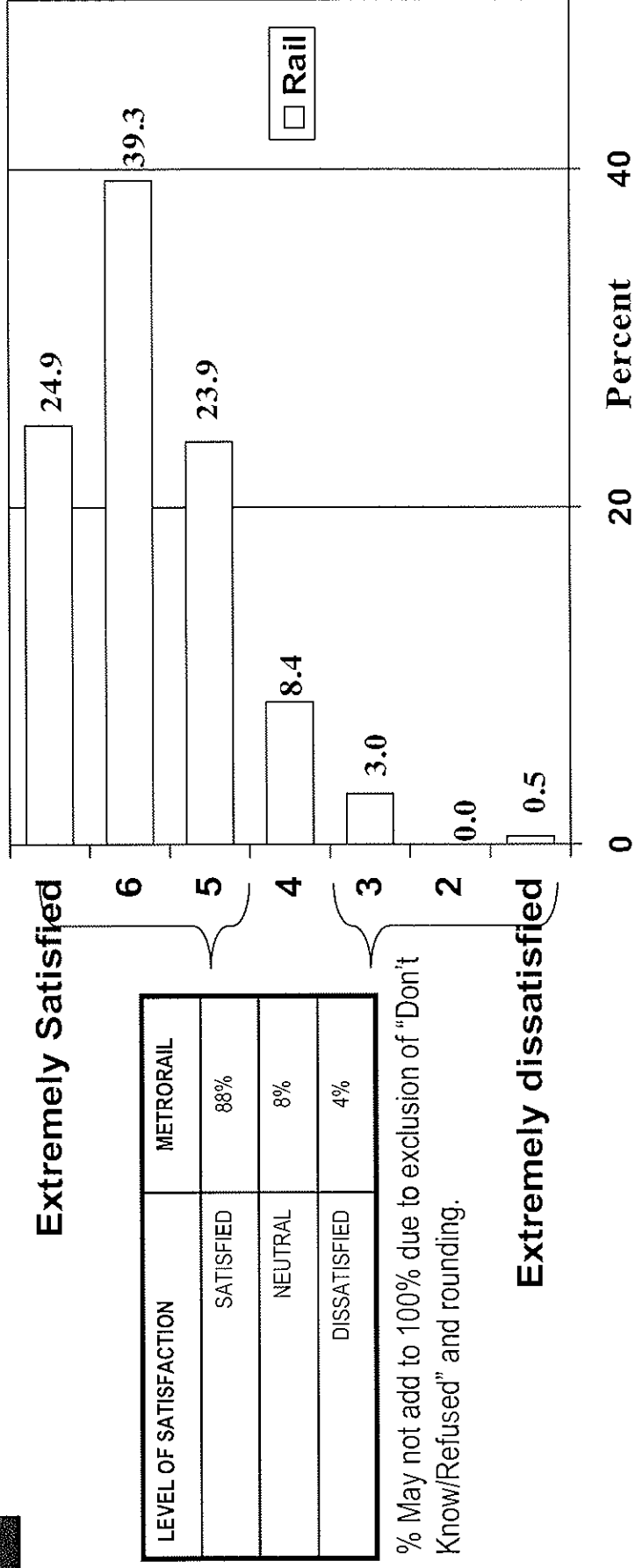
\*\*The Part 1 Crime Goal is to reduce crime by 5% from last year's levels. The goal fluctuates each quarter.

\*\*\*New FY06 indicator, no FY05 Goal was established

- For the past quarter the performance indicators continue to show improvement
  - The Mean Distance Between Delays continues to trend in the right direction toward goal attainment. The MDBD for the second quarter of FY06 is 33% higher than the same period in FY05. Overall brake subsystem performance of the rail cars was approximately the same as in FY05. Door performance was 22% better and the number of delays due to ATC subsystem was 45% less than this period in FY05
- All Safety and Security indicators continue to trend in the right direction
- Ridership continues to trend upward and from last year

# CUSTOMER SATISFACTION - METRORAIL

## Q2, FY'06 RESULTS - OVERALL SATISFACTION WITH SERVICE



- Customer satisfaction remains high, with 88% of customers expressing satisfaction in the second quarter of FY06. The satisfaction index scores for service elements remained stable with the exception of "safety" which experience a significant increase

# PERFORMANCE INDICATORS - METROBUS

BUS		FY05 Actual	FY06 Goal/Forecast	FY05				First QTR	2nd QTR		
				Jul-05	Aug	Sep	Oct		Nov	Dec	
<b>1 Service Provisions</b> Mean Distance Between Failures *		5,464	6,000	4,273	4,518	4,712	4,505	4,311	4,996	5,430	4,870
	Last Trips per 1k sched trips	4.38	3.95	5.10	4.77	5.00	5.00	5.29	4.32	4.38	4.66
<b>2 Safety and Security</b> Part 1 Crimes per Million Passengers		0.65	0.63	0.61	0.55	1.34	0.83	0.79	0.48	0.45	0.57
	Metrobus Pass. Injuries per Million Pass. Miles	1.64	1.80	1.72	1.93	1.82	1.82	2.37	3.32	1.36	2.35
<b>3 Customer Satisfaction: Metrobus</b> Customer Satisfaction Measurement Survey		80%	80%	88%	84%	83%	85%	81%	72%	73%	75%
	Complaints per 100,000 Passengers**	13.1	11	13.7	13.8	11.9	13.1	13.0	11.6	10.7	11.8
<b>4 Avg Weekday Ridership</b>		432,000	436,731	430,000	426,000	469,000	441,667	456,000	449,000	403,000	436,000

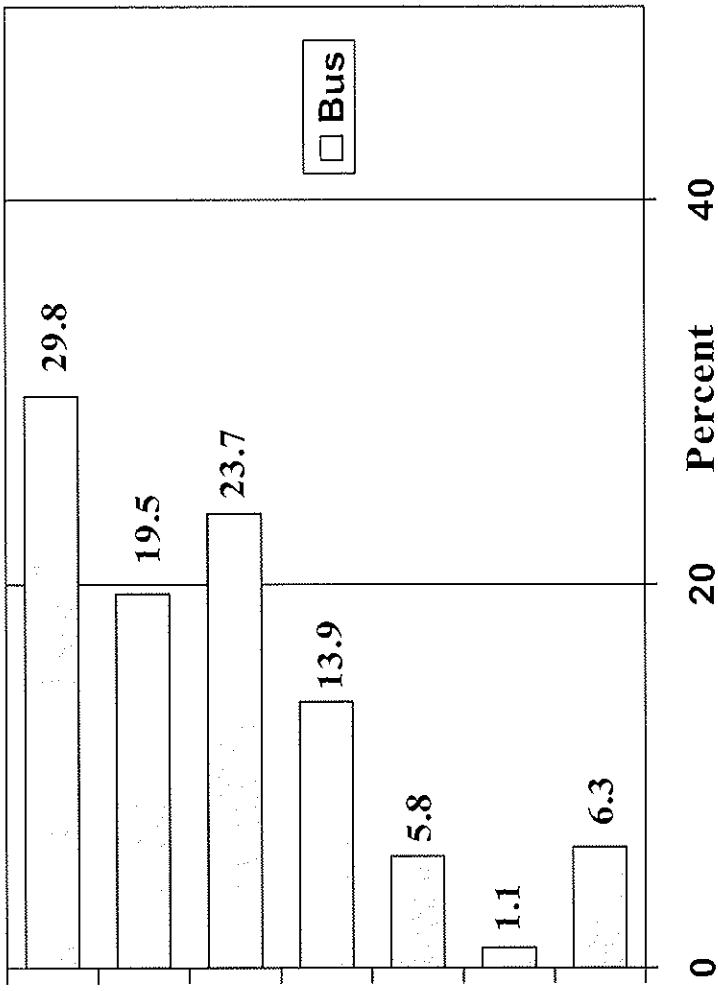
Bus Notes: \* - Will use On-time performance measure when AVL scheduling interface is complete

\*\* - Goals will need to be re-evaluated once new farebox data is available

- For the past quarter the performance indicators continue to show a positive trend in most categories
  - The Mean Distance Between Failures for the second quarter shows an increase of about 8% over the first quarter. Within the quarter MDBF showed a 26% increase between October and December, reflecting in part the delivery of new buses and the corresponding retirement of the oldest and least reliable buses in the fleet
  - For the first half of the year MDBF did not meet the FY forecast of 6,000. However, with the continued arrival of new buses (a total of 417 new buses will be received by the end of the FY) and completion of other maintenance campaigns, Bus Maintenance projects that MDBF will exceed 6,000 for the remaining months, and that the fiscal year end average will be 5,700
- Customer satisfaction declined in the second quarter, with the reliability index leading the decline. In contrast, the number of complaints dropped 18% between October and December

# CUSTOMER SATISFACTION - METROBUS

## Q2, FY'06 RESULTS - OVERALL SATISFACTION WITH SERVICE



Base: 249 Bus Riders

**Extremely Satisfied**

LEVEL OF SATISFACTION	METROBUS
SATISFIED	73%
NEUTRAL	14%
DISSATISFIED	13%

% May not add to 100% due to exclusion of "Don't Know/Refused" and rounding.

**Extremely dissatisfied**

- The percentage of Metrobus customers that are satisfied with the service dipped from 85% to 73% during the second quarter; however, the index ratings for the service elements do not disclose any specific reasons for this dip

# PERFORMANCE INDICATORS - ELES

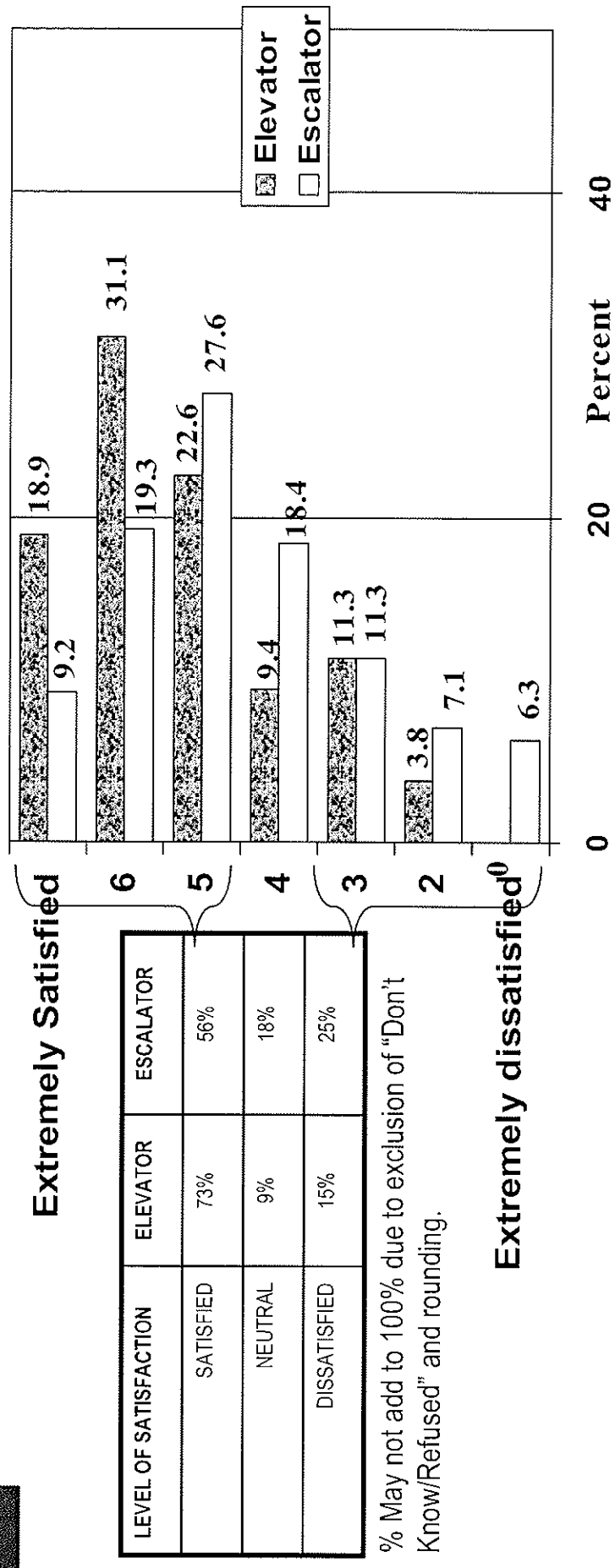
VERTICAL TRANSPORTATION		FY05 Actual	FY06 Goal/Forecast	FY06					First			2nd		
				Jul-05	Aug	Sep	Oct	Nov	Dec	QTR	QTR			
<b>1</b>	<b>Service Provisions</b>													
	Escalator Mean Time Between Failures (hours)	174.97	170	153.21	170.82	173.36	171.73	180.34	188.18	181.17				
	Escalator System Availability	92.58*	93.0	92.37	92.50	92.59	92.63	92.70	93.98	93.02				
	Elevator Mean Time Between Failures (hours)	612.69	600	462.73	571.64	546.34	599.51	586.55	507.76	565.71				
	Elevator System Availability	97.01*	97.50	97.20	97.08	96.99	96.20	95.95	95.80	95.99				
<b>2</b>	<b>Safety: Passenger Injuries per Million Trips</b>													
	Escalator & Elevator Passenger Injuries per Million Trips	1.58	2.07	1.40	1.47	1.90	1.39	0.75	0.75	0.96				
<b>3</b>	<b>Customer Satisfaction Measure: ELES</b>													
	Escalator	53%	58%	61%	55%	63%	64%	50%	53%	56%				
	Elevator	71%	73%	73%	90%	79%	87%	59%	68%	73%				
	ELES complaints per 100,000 rail riders	0.4	0.6	0.5	0.4	0.4	0.3	0.6	0.07	0.5				

Vertical Transportation Note: \* - Includes Rehabs and PM's

- Escalators: System availability continued an upward trend and exceeded the goal in December. Mean Time Between Failures indicator remains high, exceeding the goal during October, November, and December
- Elevators: System availability and Mean Time Between Failures indicators declined in October, November, and December due to modernizations at Addison Road, Cheverly, and Forest Glen. The decline is also attributed to high failures at Forest Glen and Pentagon
- Customer Satisfaction measures shows some improvement over last year but remains lower than our forecast

# CUSTOMER SATISFACTION - ELES

## Q2, FY'06 RESULTS – OVERALL SATISFACTION WITH EQUIPMENT



Base: 364 rail users and 86 elevator users

- Customer satisfaction with escalators remains low at 56%. However, perceptions of escalator availability or equipment functioning improved significantly
- Almost three-quarters (73%) of elevator users express satisfaction with the equipment. This is a significant drop from the 85% reported in the first quarter; however, the sample for elevators is small and subject to such wide variations

# PERFORMANCE INDICATORS - METROACCESS

At this time, there is no measure of customer satisfaction for MetroAccess. Complaint tracking is used as substitution.

	METROACCESS	FY05		FY06		First				2nd		
		Actual	Goal/Forecast	Jul-05	Aug	Sep	Oct	Nov	Dec	QTR	QTR	
<b>1</b>	<b>Service Provisions</b>											
	On-time Performance	91.7	93.5	89.0	89.9	88.3	89.0	89.0	88.4	87.1	88.2	88.2
	Percent of Missed/Extremely Late Trips (45 mins beyond the scheduled pick-up time)	2.6	1.5	2.3	2.2	2.4	2.5	2.5	2.9	3.5	3.0	3.0
<b>2</b>	<b>Safety: Passenger Injuries per 100,000 trips</b>	3.3	2.9	5.4	5.8	2.6	6.0	6.0	6.7	4.2	5.6	5.6
<b>3</b>	<b>Customer Satisfaction Measure*</b>											
	Total Complaints per 1,000 trips	4.1	3.8	4.2	3.5	4.5	4.3	4.3	4.6	4.8	4.6	4.6
<b>4</b>	<b>Average Weekday Ridership (for consistency)</b>	4,217	4,700	4,239	4,495	4,688	4,900	4,900	4,495	4,311	4,569	4,569

MetroAccess Notes \* - A Customer Satisfaction Measurement similar to the other modes is being developed for MetroAccess

- On-time performance dropped in the second quarter due to continued last-minute scheduling of trips, a higher-than-average utilization of taxis, and incremental transition of trips between service providers

# METROACCESS

- The conversion to the new service contractor has resulted in massive data cleanup and implementation of tracking and monitoring tools. The transition has been difficult and disruptive, but we are now able to independently verify on-time performance and more efficiently schedule trips
- In response to queries from customers, automated alert calls are being implemented on February 6th to notify riders when their vehicles have arrived, to reduce the incidence of customer no-shows and missed trips
- Since the transition formally occurred on January 15th, on-time performance has risen from 79% to 93.5% as of Thursday (January 26th, 2006)



## MEMORANDUM

**TO:** Chairman Connolly and NVTC Commissioners  
**FROM:** Rick Taube  
**DATE:** February 23, 2006  
**SUBJECT:** Regional Transportation Items

---

A. Correspondence.

Letters are attached for your information, including comments by Ed Tennyson on Columbia Pike and a request by NVTC staff to VDOT for funding to continue screenline counts to determine transit mode shares.

B. MWCOG Traffic Congestion Report.

In a report widely covered in the media on February 16<sup>th</sup>, MWCOG released the most recent results of its periodic traffic analyses. Using 80,000 aerial photos of peak period traffic, the study showed the number of vehicles from interchange to interchange. Compared to the last study three years ago, virtually all of the region's commuting corridors are chronically clogged. Between 4:30 and 5:30 p.m., a quarter of all freeway lanes are completely congested.

Congestion moves from east to west each morning as workers commute to their jobs, showing that one solution is a closer match of residences and job locations. The worst congestion appears at Virginia locations, several of which are shown on the map in the attached Washington Post article. For example, the Dulles Toll Road is now clogged despite the carpool lanes added prior to the 1999 study.

The report is available at [www.mwcog.org/uploads/committee-documents/u1paXFg20060216110515.pdf](http://www.mwcog.org/uploads/committee-documents/u1paXFg20060216110515.pdf) or by request from NVTC staff.



C. Improving Demand Responsive Services for People with Disabilities in the Washington Region.

MWCOG has released a study of ways to improve the quality and efficiency of transportation for persons for disabilities. Five high priority recommendations include:

- Improve and widely distribute information about MetroAccess;
- Improve the MetroAccess complaint process;
- Create an effective MetroAccess users group;
- Establish a premium same-day taxi service for MetroAccess;
- Conduct an independent review of MetroAccess with the study's "checklist" by January, 2007.

NVTC's survey in its Senior Mobility Study is cited by MWCOG's consultants to help justify their call for enhanced taxi services.

In its coverage of the report the Washington Post reported (February 15, 2006 at B-1) that the study concluded MetroAccess "...compares poorly with similar services in other major cities." Also, " The study found that MetroAccess was inferior to similar services provided in Baltimore, Philadelphia and New York."

However, there appears to be no such conclusions in the report and one of its authors confirms this fact. In the section on performance, MetroAccess shows greater growth in annual trips between 2000 and 2003 than Philadelphia and New York. MetroAccess showed a greater reduction in trip cost than both of these other cities. MetroAccess operating cost per passenger trip is less than half of New York's but slightly higher than New York but slightly less than Philadelphia. MetroAccess's passenger trips per revenue vehicle hour are much greater than Philadelphia. There are no comparisons to Baltimore in this report.

MetroAccess is showing improvement. Comparing 2001 to 2005, the cancellation rate was cut in half, as was the no-show rate while vehicle trips per capita doubled. On-time performance increased, missed trips declined and complaints were cut in half.

To see a complete copy of the study go to [www.mwcog.org/uploads/committee-documents/uVpbWVg20060209143510.pdf](http://www.mwcog.org/uploads/committee-documents/uVpbWVg20060209143510.pdf) or contact NVTC staff.

(A)

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PROFESSIONAL ENGINEER

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Editor Stephen C. Fehr,  
Fairfax EXTRA,  
The Washington P O S T  
4020 University Blvd., suite 220  
Fairfax City, Va. 22030

RECEIVED  
JAN 17 2006

January 14, 2006

Dear Editor:

Leef Smith's report January 12th on the study of street cars for Columbia Pike was most informative, but it did not cover two problems. Portland may be unique, not applicable here, and how can we afford it? Money always matters.

I have been to Portland and it is different, but I see no reason why its transit success can not be repeated here. More to the point, many other cities have had similar success with rail restoration. Buffalo doubled transit use on Main Street and boosted downtown retail business twenty percent when they restored rail service. Since then, the loss of Bethlehem Steel and port jobs has hurt but that had nothing to do with transit.

Denver borrowed money and boosted efficiency to pay for a five-mile downtown starter rail line with eleven cars. It was so well received they had to buy six more cars to accomodate people. It furthered expansion to the suburbs and brought on a vote for a further \$ 4.7 Billion rail transit expansion which passed handily over the Governor's objections.

Pittsburgh had a street car tunnel for 24,000 weekday passengers to its South Hills and a congested highway tunnel for bus service to the South Hills for 18,750 people. (Total 42,750) They paved the street car tunnel and built four miles of BusWay to speed bus service. They bought new Light Rail cars. Bus ridership fell to 15,500 while rail travel zoomed to 36,000, total 51,500.

Portland was well covered except for costs which favor Light Rail. For each dollar of passenger fare, rail needs \$ 1.94 subsidy but buses need \$ 3.83, twice as much. With six million passengers a year, that would be a rail saving of \$ 11.3 million per year.

San Francisco replaced electric buses on Market Street Route "F" with old street cars nicely cleaned up and got another 2,000 weekday passengers, total 8,000. Then they bought Philadelphia's used streetcars, fixed them up and extended the line to Fisherman's Wharf, replacing a minor bus line that had 1000 weekday passengers. The new old streetcars get 20,000 weekday passengers and more old cars are being bought to cope with overloads.

Tacoma, 250 miles north of Portland, also put in a downtown streetcar doubling transit use on that line.

We have to remember that "it isn't the first cost, it's the upkeep" that matters (within reason). Portland Street Car cost \$ 122 per car-hour when it was new for 93 passengers peak load. That is \$ 1.31 per passenger. Portland buses cost \$ 91 per hour for 56 peak passengers, \$ 1.62 per passenger. With six million annual passengers, the difference is \$ 1.86 million per year assuming revenue were equal. Articulated buses could carry more people, but operational studies in Los Angeles found they cost more per passenger than standard buses. In Boston, they slip in snow.

Safety must also be considered. Federal records show only 0.9 casualties per million Light rail passenger-miles but buses suffered 1.8, twice as many. A casualty is defined as an injury or a fatality, of which there are few.

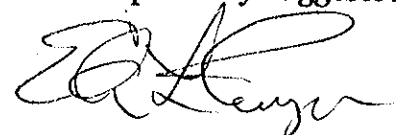
Reliability is important, as well. Light Rail got 96,646 passenger-miles between interruptions but buses averaged only 26,274. Rail Rapid Transit, like Metro Rail, got 599,253. You can see why MetroRail outhauls MetroBus.

We face a pollution problem, also. Even using the same fuel, which they don't, Light Rail is one-third more energy efficient than bus service but Light Rail does not use oil at all. Cut our importation from the Middle East.

We must also face the problem of what streetcars will do to auto traffic on Columbia Pike. Two lanes in the peak direction now move 1,650 people in automobiles and 850 in buses, 2,500 total, the limit. Street cars and peak buses are calculated to attract 1,500 with space for 1,500 in automobiles, an increased total of 3,000, twenty percent more. If more people show up, streetcars can accommodate them. Auto space is full, no more. This is a crucial consideration.

A final thought is about congestion on MetroRail. We can't afford another tunnel from Rosslyn to "K" Street. We could afford to extend Columbia Pike Light Rail over the rebuilt 14th Street bridge to the Nation's capital. Most people agree congestion is a severe problem and that transit can help with it.

Respectfully suggested,



(I am retired from Arlington County Public Works and from Pennsylvania Department of Transportation where I was Deputy Secretary.)



# NVTC

Northern Virginia Transportation Commission

January 23, 2006

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Hon. Paul Ferguson

**Vice Chairman**

Hon. Gerald E. Connolly

**Secretary/Treasurer**

Hon. David F. Snyder

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**Virginia Department of Rail  
and Public Transportation**

Karen Rae

**Virginia General Assembly**

Sen. Jeannemarie DeVolites Davis

Sen. Mary Margaret Whipple

Del. David B. Albo

Del. Adam P. Ebbin

Del. Timothy D. Hugo

Del. Gary A. Reese

**Executive Director**

Richard K. Taube

Robert McDonald  
Chief, Planning Section  
Northern Virginia District  
VDOT  
14685 Avion Parkway  
Chantilly, VA 20151-1104

Dear Mr. McDonald:

In September 2005, at the request of NVTC, VDOT and the National Capital Region Transportation Planning Board coordinated the I-66 inner corridor traffic count to obtain statistically reliable estimates of AM peak period travel modal shares. This is the only program providing Northern Virginia with statistically significant mode share measures and essential data to guide future allocations of limited resources.

VDOT provided \$67,000 in funding to TPB for the fall, 2005 count performed in one corridor at one screenline. NVTC is asking VDOT to continue at least this much funding for FY 2007. An estimated cost of \$250,000 annually, in addition to the TPB budget for its region wide core traffic count, would be required to accomplish annual counts for both corridors at both screenlines.

The results of the first screenline count in the I-66 corridor are still being processed by MWCOG, with completion expected in mid-February. Clearly, before commencing another screenline count, NVTC, VDOT and the local jurisdictions will want to examine these initial results to determine if the new counting program is, as anticipated, a wise investment of public funds. However, given the timing of TPB's annual workprogram, we are asking that funds be reserved now to allow the program to continue in fall, 2006 if VDOT does determine that the program is worthwhile.

We respectfully request your consideration of continuing the program that should provide important data to measure the performance of our region's transportation investments.

Sincerely,



Richard K. Taube  
Executive Director

cc: Valerie Pardo  
Kanathur N. SriKanth



# COMMONWEALTH of VIRGINIA

## DEPARTMENT OF TRANSPORTATION

GREGORY A. WHIRLEY  
ACTING COMMISSIONER

14685 Avion Parkway  
Chantilly, VA 20151  
(703) 383-VDOT (8368)

February 9, 2006

Mr. Richard K. Taube  
Executive Director  
Northern Virginia Transportation Commission  
4350 N. Fairfax Drive, Suite 720  
Arlington, Virginia 22203

*Rick*  
Dear Mr. Taube:

Thank you for your January 23<sup>rd</sup> letter seeking funding for a continuation of the screenline count program that we were able to fund this year. Forgive my delay in responding – we had to resolve uncertainties regarding the funding available to us as well as meet the deadline for submission of air quality conformity input projects.

It appears that we have convinced the COG staff to again allocate the traditional 13.5% of Virginia's funding for technical assistance work. In return, the states agreed to allocate the funding needed to complete the household travel survey. The result is that \$128,000 is earmarked and unavailable for other projects. I am attaching a copy of our proposed work list for your information. The other two big items are our annual HOV data collection and possible iterative modeling to develop traffic and toll rate data for any proposal submitted under the Public-Private Transportation Act (PPTA). Should such modeling not be needed, I am amenable to transferring that money to fund another screenline count.

I wish I could give you a more positive response, but that is the present situation.

Sincerely,

*Bob*  
Robert H. McDonald, P.E.  
Chief, Planning Section

Enclosure

cc: Valerie Pardo

## DRAFT FY07 TECHNICAL ASSISTANCE INPUT (as of February 3, 2006)

### C. VIRGINIA

#### Program Development

This project is established to account for DTP staff time spent in developing scopes of work for requested projects and for administering the resultant work program throughout the year.

Work activities will involve meeting with VDOT and VDRPT staff to discuss projects, draft and finalize work statements and tasks, create project accounts when authorized, and report progress on projects throughout the year.

Cost Estimate:	\$ 5,000
Product:	scopes of work, progress reports
Schedule:	on-going activity

#### Miscellaneous Services

- A This work element provides VDOT and VDRPT with the ability to undertake limited scope studies and or data gathering activities identified during its regional and sub-regional planning activity during fiscal year 2007.
  
- B The miscellaneous services account is also a mechanism established to address request that are too small or too short-lived to warrant separate work scopes. Authorizations to execute specific tasks are usually given by fax; this is particularly useful for quick turnaround. Work items include: requests for hard copy, plots, tape, or diskettes of data from any of the planning work activities at COG, participation in technical review committees and tasks forces and execution of small technical studies.

Cost Estimate:	\$10,000
Schedule:	on-going activity



## Northern Virginia HOV Facilities Monitoring and Data Collection

VDOT desires an abbreviated monitoring program of the system of limited access high-occupancy vehicle (HOV) facilities in Northern Virginia during the fall of fiscal year 2007. The HOV corridors to be monitored are:

- I-95 from Triangle, Prince William County to its interchange with the Capital Beltway at Springfield, Fairfax County;
- I-395 from the Capital Beltway to (and including) the 14th Street Bridge in the District of Columbia;
- I-66 from Gainesville, Prince William County to the District of Columbia end of the T. Roosevelt Bridge; and
- Virginia Route 267 (Dulles Toll Road) from the Fairfax County / Loudoun County line to I-66 (including Dulles Connector and Dulles Access Road).

Monitoring will consist of the following data collection projects:

- Peak direction occupancy and classification counts (from 5 AM to 10 AM inbound and 3 PM to 8PM outbound) at a set of stations along these facilities. These stations will include the major count locations as specified by VDOT, and will be less than the usual number of locations.
- Off-peak direction traffic volume and classification counts during the peak period (same as above) at selected locations to be performed in the spring of 2005 in Northern Virginia.
- Staff will also research, purchase, test, and perform travel time runs using GPS technology in Northern Virginia.

Data will be transmitted to VDOT after field data collection work, editing, and reasonableness checking have been completed.

Cost Estimate:	\$260,000
Products:	Data files transmitted to VDOT
Schedule:	Fall counts completed by Nov. 30, 2006 Spring counts completed by June 30, 2007

### High Occupancy / Toll (HOT) Lane Analysis

As requested by the committee evaluating HOT lane proposals for any new PPTA proposal being considered by the Commonwealth, COG staff will make appropriate coding changes to the regional transportation network and analyze the transportation impacts (volume changes, speed changes, or so forth) that could result from construction and operation of the proposed HOT lanes. The results of this analysis will be provided to the evaluation committee.

Cost Estimate:       \$85,000  
Products:            Analysis results  
Schedule:            Fall, 2006 or Spring, 2007

### Regional Household Travel Survey (final text to be provided by COG)

The funding amount cited below represents a contribution by the Commonwealth of Virginia toward the overall cost of this survey.

Cost Estimate:       \$128,200  
Product:  
Schedule:

### Public Safety / Information Pamphlets

Production or re-printing of public safety pamphlets for distribution at public meetings on 1) bike safety and use of highways, 2) state code provisions applicable to cyclists and pedestrians, and / or 3) regional map of commuter parking lots.

Cost estimate:       \$25,000  
Product:            pamphlets  
Schedule:            Fall 2006 or Winter 2007

TOTAL V.C COST ESTIMATE: \$513,200



washingtonpost.com

## Region's Traffic: From Bad To Worse

Express Toll Lanes Promoted in Study

By Steven Ginsberg  
Washington Post Staff Writer  
Thursday, February 16, 2006; A01

Highway congestion has grown so severe that virtually all of the Washington region's main commuter routes are chronically clogged and unable to move motorists efficiently, according to a regional study released yesterday.

Drivers on some highways designed for mile-a-minute travel are lucky to make five miles in an hour. Freeways that were manageable three years ago, such as the Dulles Toll Road, are now bumper-to-bumper at peak times. Congestion on some highways has doubled in three years, when the last study was released.

At the worst hour, between 4:30 and 5:30 p.m. weekdays, a quarter of all freeway lanes in the Washington region are completely congested.

Sprinkled into this snapshot of a region traffic-choked at nearly every turn are a handful of success stories. An added carpool lane on Route 50 in Maryland has improved the morning rush, and revamped interchanges in Tysons Corner and Springfield have eased tie-ups on the Capital Beltway.

Nonetheless, the picture from the region's roads is one of sustained misery, where one route after another is filling up ever faster with traffic.

"Growth in traffic is outpacing growth in capacity, and that's the continuing story here, unfortunately," said Ronald F. Kirby, transportation planning director for the Metropolitan Washington Council of Governments, which conducted the study. "Facilities that were adequate just a few years ago just are not sufficient to handle current levels of traffic."

The report, which the council publishes every three years, provides the most definitive look at traffic in the region. The council took 80,000 photos from the sky last spring, capturing every section of highway, measured from interchange to interchange, of the region's major commuter routes a minimum of 12 times. Congestion was determined by measuring how many cars were on the roads during the morning and evening rushes, between 6 and 9 a.m. and 4:30 and 7:30 p.m.

The study's detailed analysis differentiates it from an annual report done by the Texas Transportation Institute, which ranks the traffic and congestion of different regions. Washington holds a firm grip on having the third-worst traffic in the nation, according to that study.

The report comes at a time when leaders across the region are debating whether to dedicate more money for transportation improvements. The Virginia General Assembly is locked in a fight over whether to raise taxes to generate nearly \$1 billion a year for traffic relief or to rely on new fees and state surpluses to raise a lesser amount.

Advertisement



Gov. Timothy M. Kaine (D), who supports the tax increases, has also proposed changes in land-use planning to reduce traffic problems. Regional leaders are also debating whether to guarantee a source of revenue for Metro transit.

Transportation experts said they knew the region's traffic was bad -- but not this bad.

"It's even worse than what we would have expected," said John Townsend, spokesman for AAA Mid-Atlantic. "This is a template to know where the problems are. For political leaders to have this report and do nothing is akin to doing nothing while Rome burns."

The council's report shows a commuting pattern that moves from homes on the east side of the region to jobs in the west each morning, with the reverse in the afternoon. This results in chronic bottlenecks, such as on the inbound lanes of Interstates 66 and 395 in afternoons, that are a reversal of traditional commuting patterns.

Kirby said the findings show that the challenge ahead is not only to build more roads but also to find a better balance between where people live and where they work. "If you got more employment growth in the east, you could balance out that traffic," he said.

The report found that the worst commuting spots are on the inner loop of the Beltway between Interstate 270 and Connecticut Avenue from 4:30 to 5:30 p.m. and on I-395 between Pentagon City and the 14th Street Bridge from 5 to 6 p.m.

Cars average 5 to 10 mph through those stretches at those times, numbers that translate into levels of service so poor that they are literally off the charts used by transportation experts to measure performance.

The report also gauged the 10 spots that have changed most dramatically over the last three years. No stretch of road was on both lists, suggesting the worst spots are not getting better while others are rapidly becoming worse.

Among the 10 segments changing the fastest, there was one, ranked seventh, that was actually improving. The big winners are commuters who travel in the morning on the westbound side of Route 50 in Maryland, where a carpool lane was added since the last study.

But there's also evidence that such relief could be fleeting: A carpool lane that was added to the Dulles Toll Road before the 1999 study resulted in noticeable improvements early on, but six years later the road is completely congested.

The report also indicated that problems are mounting fastest in Virginia, home to four of the top five places on the list of roads where conditions are changing rapidly. "Virginia is getting a lot of the growth in employment and household growth," Kirby said. "Put those together, and you have traffic growth."

Kirby said the best short-term solution for Washington area commuters lies in express toll lanes, which are planned on almost all major commuter routes. Transportation officials are drawn to the concept because tolls could be adjusted according to traffic levels, allowing them to control congestion.

Express toll lanes "are the single biggest opportunity on the horizon to make major improvements within the next five to 10 years," Kirby said.

Another promising development for Washington area commuters is that Virginia leaders are planning to build express toll lanes on I-95/395 in the next few years, which could help alleviate congestion on three of the worst stretches of highway in the region.

A new Woodrow Wilson Bridge, half of which is scheduled to open in the spring, could also ease backups at another trouble spot, while the District is in the early stages of revamping the congested 11th Street Bridge.

The report showed "there are spot improvements that we can make," said Montgomery County Council member Michael Knapp (D-Upcounty), who also serves as chairman of COG's Transportation Planning Board. "We have to start to say: How do we take that next step? We can't just keep sticking our neck in the sand."

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**TRAFFIC QUALITY ON THE  
METROPOLITAN WASHINGTON AREA  
FREEWAY SYSTEM**

**SPRING 2005 REPORT**

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**February 15, 2006**

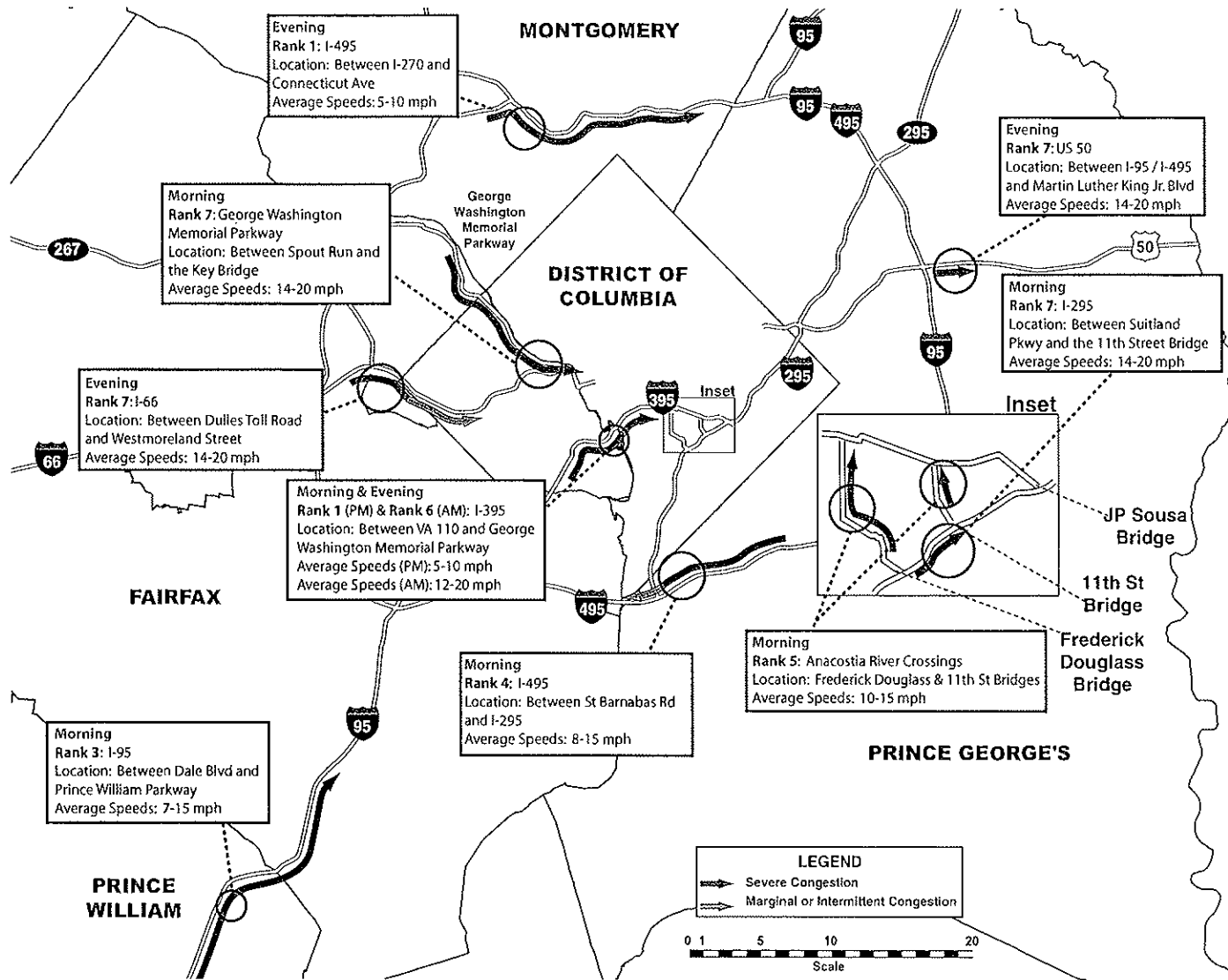
Prepared by  
Skycomp, Inc., (Columbia, Maryland)

**National Capital Region Transportation Planning Board**

*The preparation of this report was financially aided through grants from the Virginia Department of Transportation; the Maryland Department of Transportation; and the District of Columbia Department of Transportation; U.S. Department of Transportation Federal Highway Administration and Federal Transit Administration under the Urban Department of Transportation Act of 1964 as amended.*



# Top Ten Congested Locations



Top Ten Congested Segments on the Freeway System (2005)

Rank	Route	From	To	Density *	Speed Range
1	IL I-495 (4 to 4:30 PM)	I-270	Connecticut Avenue	130	5 to 10 MPH
1	NB I-395 (5 to 6 PM)	VA 110	GW Pkwy	130	5 to 10 MPH
3	NB I-95 (6 to 8 AM)	Dale Blvd	Prince William Pkwy	125	7 to 15 MPH
4	IL I-495 - (6:30 to 7AM)	St Barnabas Rd	I-295	120	8 to 15 MPH
5	WB Frederick Douglass and 11 <sup>th</sup> Street Bridges - (8:30 to 9:30 AM)	Anacostia Bridges		115	10 to 15 MPH
6	NB I-395 (7:30 to 8:30 AM)	VA 110	GW Pkwy	105	12 to 20 MPH
7	NB I-295 (7:30 to 8:30 AM)	Suitland Pkwy	11th Bridge	100	14 to 20 MPH
7	GW Pkwy (7:30 to 8:30 AM)	Spout Run	Key Bridge	100	14 to 20 MPH
7	EB I-66 - (6 to 7 PM)	Dulles Toll Rd	Westmoreland St	100	14 to 20 MPH
7	EB US 50 - (5 to 6 PM)	I-95/I-495	Martin Luther King Jr. Blvd.	100	14 to 20 MPH

\* Density measured in passenger cars per mile per lane

# VA 267 - DULLES TOLL ROAD (FAIRFAX COUNTY)

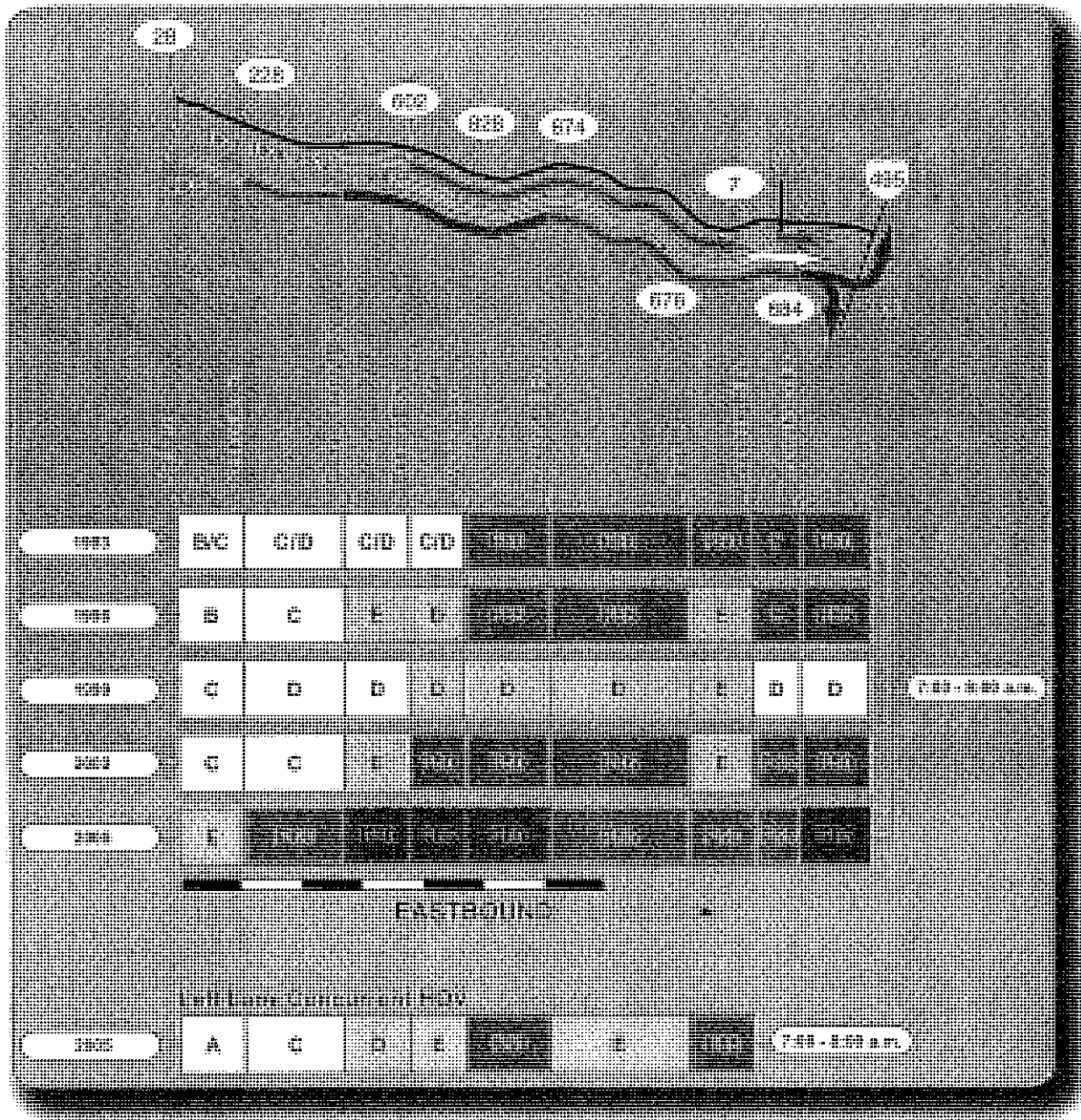
**Location:** Eastbound between VA 28 and the Capital Beltway

**Time Period:** Morning (7:00-8:00 a.m.)

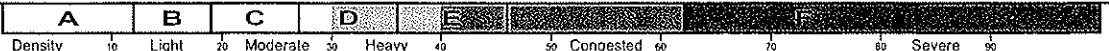
**Type of Change:** Degraded

**Potential Cause of Trend:** Increased Demand

The graphic below depicts level-of-service on the Dulles Toll Road during the 1993 and 1996 aerial surveys; during the peak hour, eastbound travelers typically encountered congestion between Wiehle Ave and the Capital Beltway. Prior to the survey conducted in 1999, the toll road was widened from three to four lanes in each direction, with the left lane restricted to HOV vehicles in the peak direction (morning/eastbound; evening/westbound). The 1999 data show improvement in level-of-service after the HOV facility opened; 2002 and 2005 data show degraded conditions.



Freeway LOS Legend

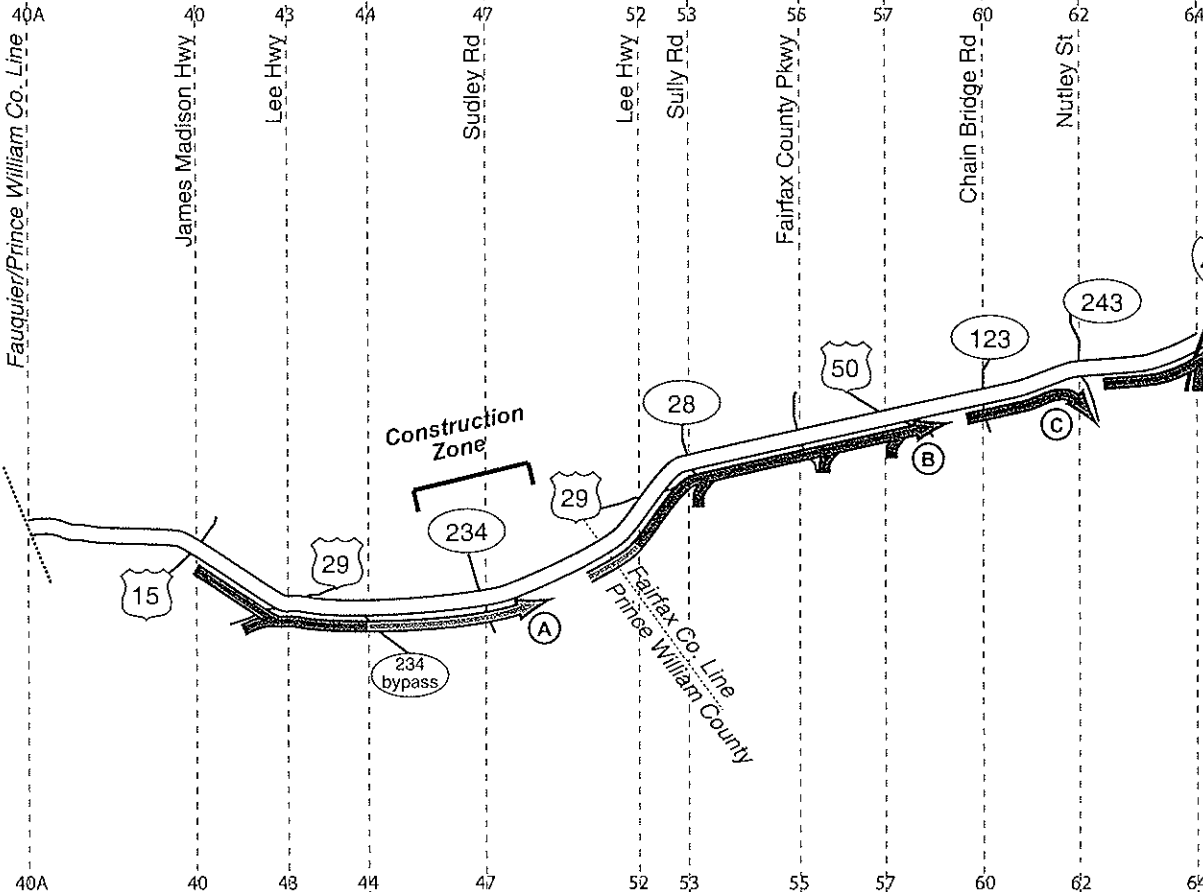




# I-66 OUTSIDE BELTWAY (VIRGINIA) - MORNING

← WESTBOUND

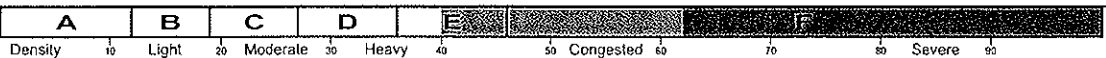
6:00 - 7:00 a.m.	A	A	A	C	A	A	B	A	C	D	C
7:00 - 8:00 a.m.	A	A	B	C	A	A	B	A	C	D	C
8:00 - 9:00 a.m.	A	A	A	B	A	A	A	A	C	C	C



6:00 - 7:00 a.m.	C	F (85)	F (75)	F (55)	D	F <sup>1</sup> (55)	E <sup>1</sup>	F <sup>1</sup> (50)	F (55)	E	F <sup>1</sup> (50)
7:00 - 8:00 a.m.	C	F (95)	F (65)	F (60)	E <sup>4</sup>	F <sup>1</sup> (75)	F (65)	F (30)	F (65)	F <sup>1</sup> (50)	F (55)
8:00 - 9:00 a.m.	A <sup>4</sup>	F (60)	F (75)	F (50)	D <sup>4</sup>	F <sup>1</sup> (46)	F <sup>1</sup> (46)	F <sup>1</sup> (55)	F (70)	F (65)	F <sup>1</sup> (30)

EASTBOUND →

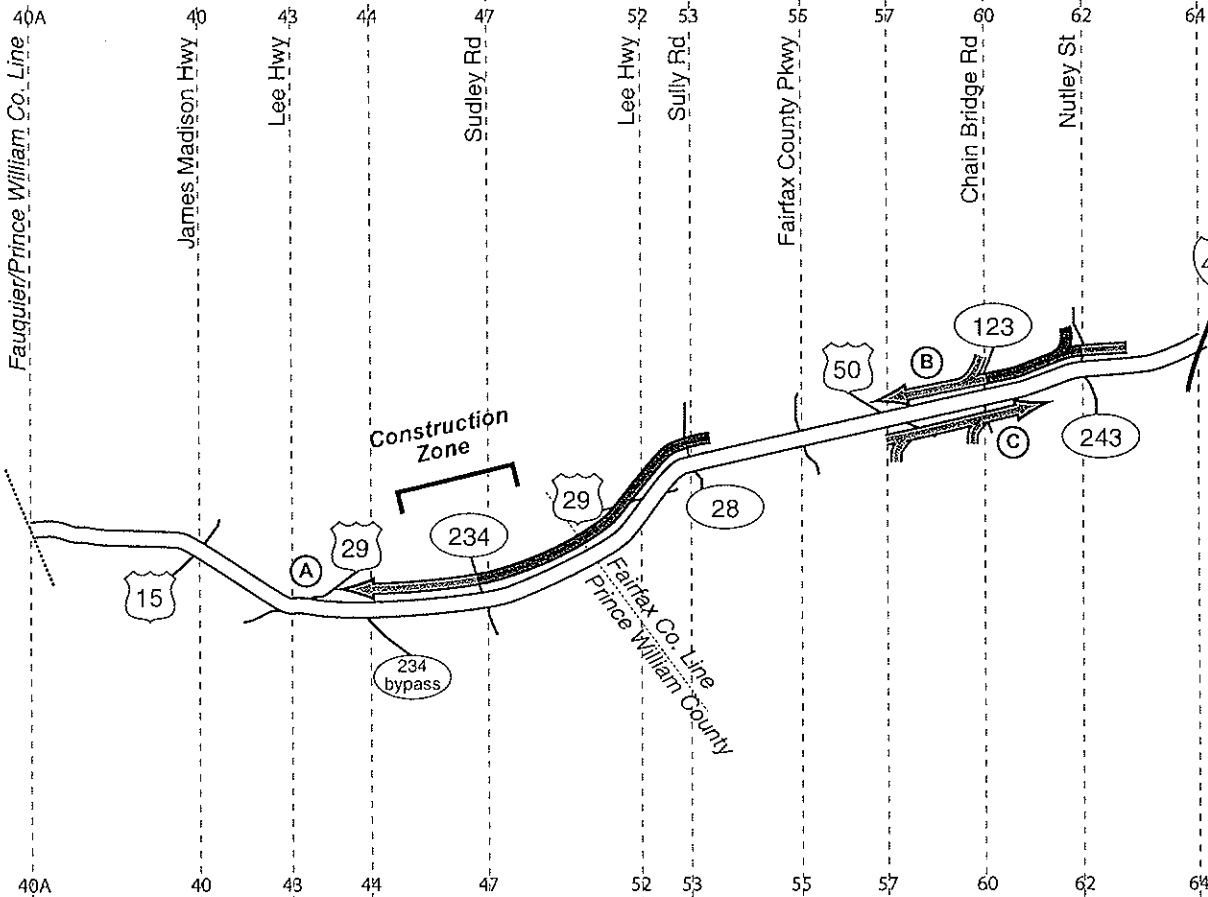
Freeway LOS Legend



# I-66 OUTSIDE BELTWAY (VIRGINIA) - EVENING

← WESTBOUND

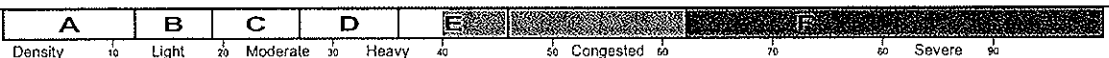
4:30 - 5:30 p.m.	B	C	D	F (55)	F (90)	F (30)	E <sup>4</sup>	D	E <sup>1</sup>	F <sup>1</sup> (55)	D
5:30 - 6:30 p.m.	A	C	D	F (60)	F (85)	F (65)	E <sup>4</sup>	D	F (50)	F (70)	D
6:30 - 7:30 p.m.	A	A	C	F <sup>3</sup> (46)	F <sup>3</sup> (46)	C	D	C	E <sup>3</sup>	E <sup>3</sup>	C



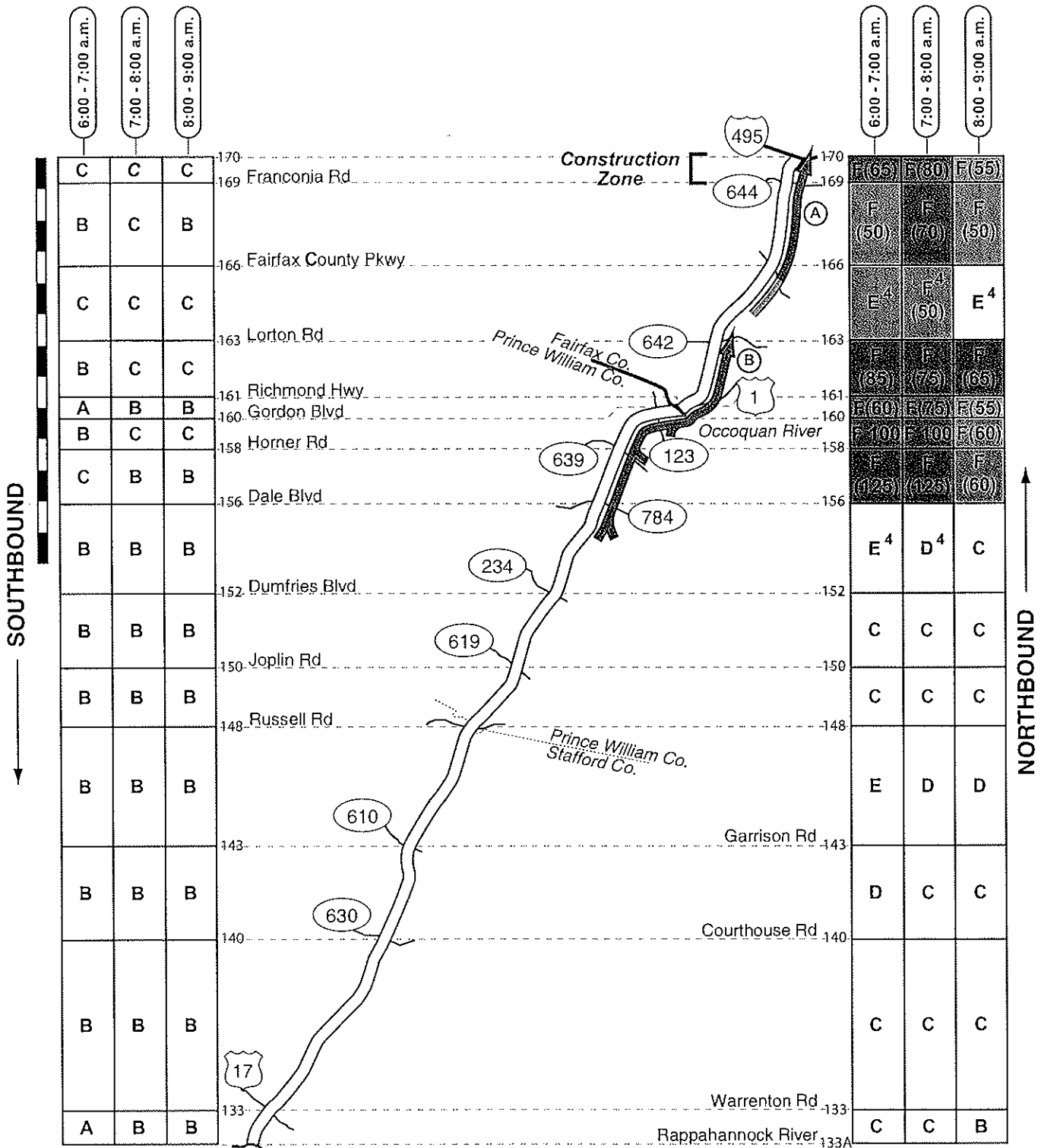
4:30 - 5:30 p.m.	A	A	C	C	A	B	B	B	E <sup>1</sup>	E <sup>1</sup>	D
5:30 - 6:30 p.m.	A	A	B	C	B	B	B	B	E <sup>1</sup>	E <sup>1</sup>	D
6:30 - 7:30 p.m.	A	A	B	B	A	A	B	A	B	D	D

EASTBOUND →

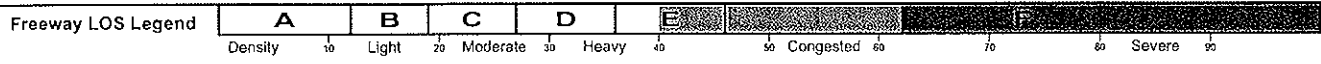
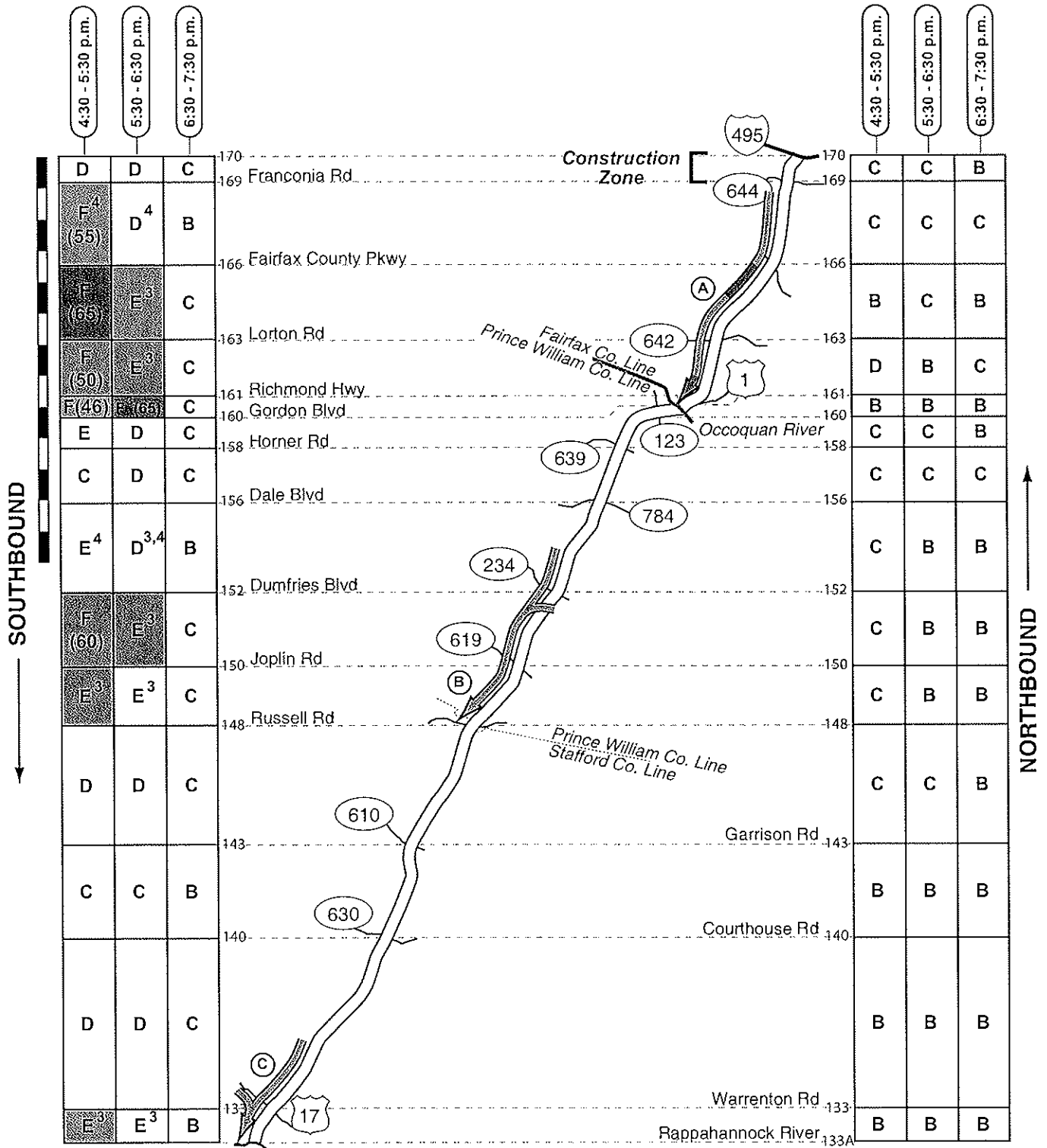
Freeway LOS Legend



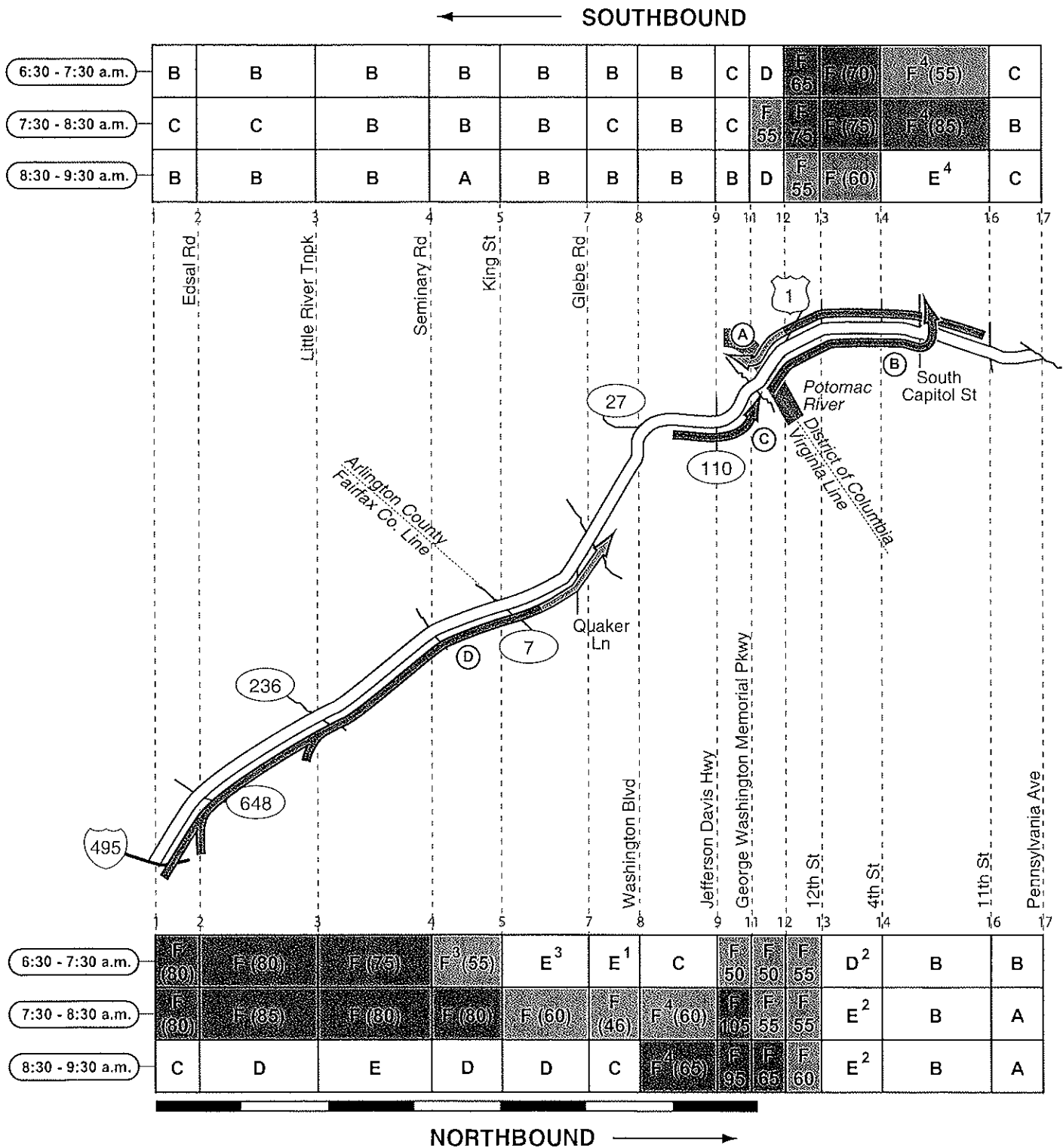
# I-95 (VIRGINIA) - MORNING



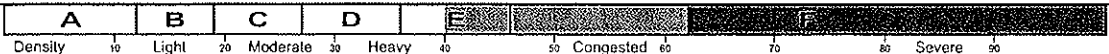
# I-95 (VIRGINIA) - EVENING



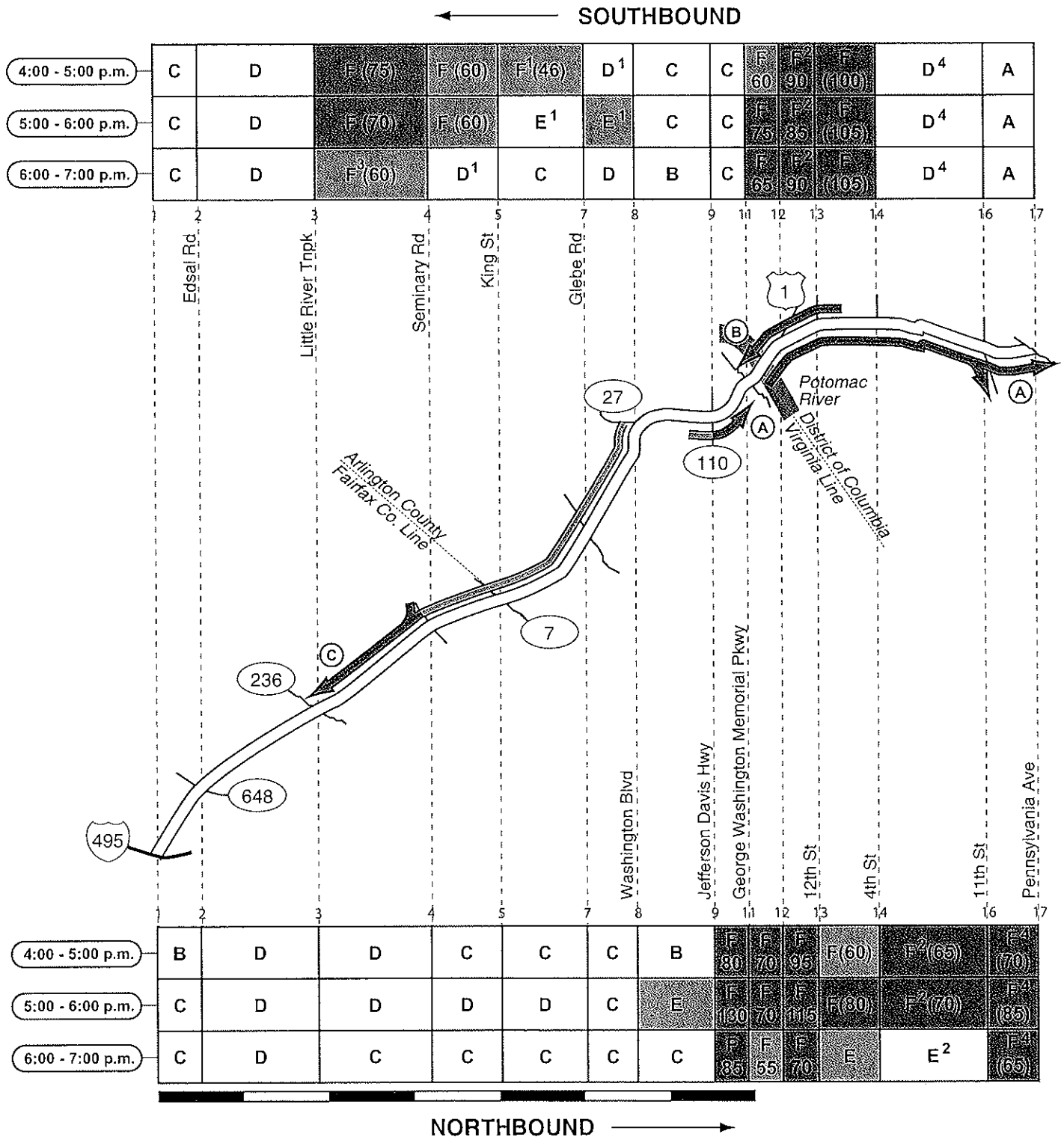
# I-395/SOUTHEAST/SOUTHWEST FREEWAY (VIRGINIA/DISTRICT OF COLUMBIA) - MORNING



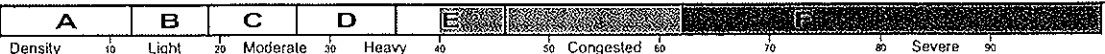
Freeway LOS Legend



# I-395/SOUTHEAST/SOUTHWEST FREEWAY (VIRGINIA/DISTRICT OF COLUMBIA) - EVENING



Freeway LOS Legend





# NATIONAL CAPITAL REGION TRANSPORTATION PLANNING BOARD



## Improving Demand Responsive Services for People with Disabilities

### SUMMARY OF RECOMMENDATIONS

#### THE STUDY STEERING COMMITTEE

Chaired by TPB Member Kathy Porter, Mayor, Takoma Park, MD.  
Committee members:

- AFA members including persons with disabilities who use paratransit;
- Human service agencies;
- Office of MetroAccess and local paratransit providers;
- Easter Seals Project ACTION and the Community Transportation Association

#### STUDY BACKGROUND

For several years, customers of MetroAccess, the Washington region's transit service for people with disabilities who are unable to use the bus and rail system, have expressed concerns about the quality and reliability of the service.

These concerns prompted the Access for All (AFA) Advisory Committee of the National Capital Region Transportation Planning Board (TPB) to call for a regional study to identify ways to improve paratransit services. The study was conducted between April and December of 2005 under the guidance of a study steering committee comprised of a wide variety of stakeholders.

This publication provides an overview of the **five priority recommendations** as well as other key recommendations for improving service and efficiency of paratransit, specifically MetroAccess.



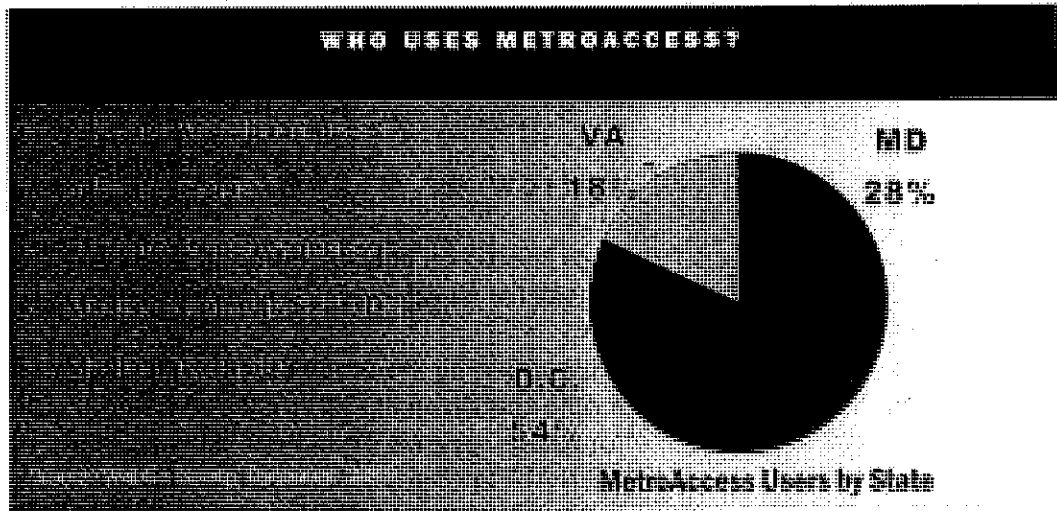
Photo Credit: Easter Seals Project ACTION.

Demand Responsive services, also called paratransit, are provided to people unable to use the bus or rail system because of a disability. These services are required by the Americans with Disabilities Act.

#### WHAT IS THE AFA?

The Access for All (AFA) Advisory Committee is a group of stakeholders who meet regularly to discuss and provide input on MetroAccess services. The committee includes representatives from MetroAccess, the National Capital Region Transportation Planning Board (TPB), and various community organizations. The committee's role is to advise the TPB on issues related to MetroAccess and to ensure that the needs of people with disabilities are being met.

#### WHO USES METROACCESS?



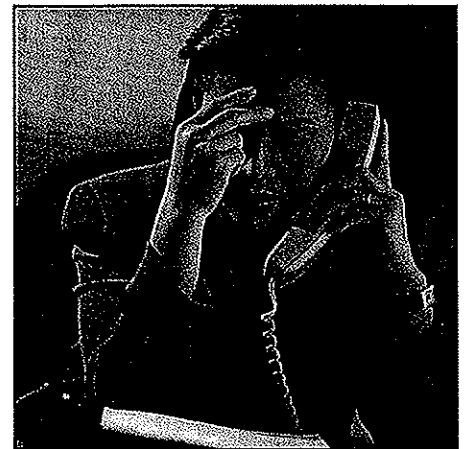
**1. IMPROVE INFORMATION ON METROACCESS**



MetroAccess should provide extensive, well-organized information in multiple, accessible formats, and make this information widely available.

**2. IMPROVE THE METROACCESS COMPLAINT PROCESS**

Complaints should be handled entirely within WMATA (not by the provider or broker), should be linked with first-hand observations of specific vehicles and drivers, and should be categorized and tracked. Customers should receive meaningful and timely feedback.



MetroAccess customers feel that their concerns are not being heard or responded to.

**3. CREATE AN EFFECTIVE METROACCESS USERS GROUP**

A new user group should be established to bring together users, transportation providers, and management staff. The user group should be able to communicate directly with the WMATA Board, and should be involved in monitoring customer satisfaction through surveys, a mystery rider program, and performance reports.

**4. PROVIDE PREMIUM SAME-DAY TAXI SERVICE TO METROACCESS USERS**

WMATA should implement a pilot program allowing users to call taxi companies directly and pay a subsidized fare (higher than the MetroAccess fare), based on successful programs in Baltimore, Houston, Seattle and Chicago.

In addition to providing users with more options, a steady demand for same-day service creates additional incentive for accessible taxicabs.



**5. CONDUCT ON-GOING REVIEW OF METROACCESS**

An independent review of MetroAccess should be conducted by January 2007 with involvement from persons with disabilities and the TPB Access for All Advisory Committee.

The review should use the checklist identified by the study that is based on management and operational considerations that MetroAccess or other paratransit systems have had difficulties with in the past. The review would establish a baseline for future reviews. The checklist is provided not only to guide a review of the service, but also as a tool for WMATA in ongoing service monitoring and management.



**CREATE A DOOR-TO-DOOR SERVICE POLICY—**

To respond to the need of some people with disabilities to have additional service beyond “curb-to-curb”, and to respond to recent FTA guidance on “origin to destination” service, WMATA should create and implement a door-to-door service policy.

**ADOPT A MORE USER-FRIENDLY “NO-SHOW” AND “LATE CANCELLATION” POLICY—**

The policy should consider the percentage of trips missed, not just the absolute number; define late cancellations as one or two hours before the scheduled trip; not count trips missed for reasons beyond the rider’s control; and inform riders of their right to appeal.

**PROVIDE CLEAR PUBLIC INFORMATION ABOUT CHANGES TO THE ELIGIBILITY PROCESS AND GET FEEDBACK FROM USERS—**

Clear information about the changes to the eligibility process should be readily available to clarify the goals of the changes. Users should have the opportunity to comment and understand what will change, when and for what reason.

**USE INCENTIVES AND SUBSIDIES TO ENCOURAGE MORE WHEELCHAIR ACCESSIBLE TAXICABS—**

Local governments should establish a pilot program to provide the financial subsidies and incentives necessary to encourage taxis and other transportation firms to provide a sufficient supply of accessible service.

**PROVIDE SEVERAL DIFFERENT TYPES OF TRAVEL TRAINING, SUITED TO DIFFERENT USERS, AND MAKE THESE SERVICES WIDELY AVAILABLE—**

WMATA and local transit agencies should coordinate the provision of travel training to people with a wide range of disabilities.

**IMPROVE BUS AND RAIL ACCESSIBILITY—**

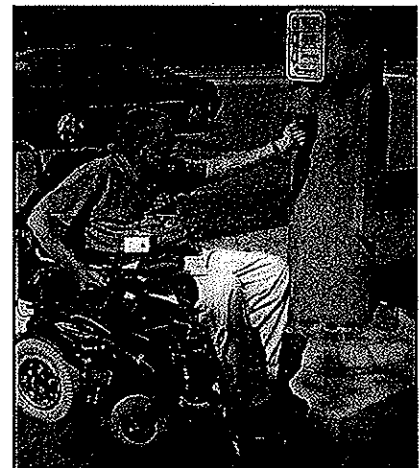
Transit agencies and local governments should provide information on accessible bus stops, improve pedestrian access to bus stops, purchase more low-floor buses, and thoroughly train bus and rail staff on disability issues and ADA requirements.



MetroAccess service is currently “curb-to-curb” but some customers need door-to-door service.



Many, but not all of the region’s buses are wheelchair accessible.



Accessible sidewalks and bus stops are needed to provide people with disabilities full access to the bus and rail system.

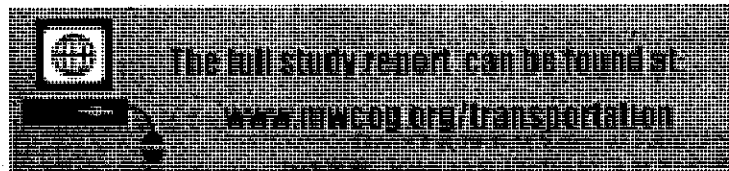
## COORDINATION OF SPECIALIZED SERVICES

In addition to MetroAccess, more than 60 local government and non-profit programs provide specialized transportation services for people with disabilities. Medicaid is the second largest provider of specialized transportation services, next to MetroAccess. The study recommends that:

### **LOCAL JURISDICTIONS SHOULD EXPLORE OPPORTUNITIES FOR COLLABORATION**

In addition to the coordination that is already occurring at the local level, human service agencies and transit providers could consider coordinating regularly scheduled paratransit trips and broadening local alternatives to MetroAccess; and

**THE REGION SHOULD EXPLORE ADDITIONAL OPPORTUNITIES**, such as a regional information clearinghouse and an accessible taxi program, through regional Human Service Transportation Coordination planning efforts.



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*"We are not doing this for us, but for you. As you age, you might need a wheelchair. Your vision could get worse."*

Dr. Raymond "Bud" Keith, AFA Member  
TPB Disability Awareness Event, October 2004

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Metropolitan Washington Council of Governments  
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[www.mwcog.org/transportation](http://www.mwcog.org/transportation)



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washingtonpost.com

## Study Raps Metro on Service for Disabled

Focus on Cutting Costs Is Decried

By Lyndsey Layton and Lena H. Sun  
Washington Post Staff Writers  
Wednesday, February 15, 2006; B01

The first comprehensive study of MetroAccess found the transportation system for the disabled does not meet the needs of its riders, is focused on cutting costs at the expense of good service, fails to adequately communicate with passengers and compares poorly with similar services in other major cities.

The study, to be released today by the National Capital Region Transportation Planning Board, identifies shortcomings in the way MetroAccess is designed, managed and operated by Metro. Across the region, 16,000 disabled riders who are physically unable to ride the subway or regular bus depend on MetroAccess. They tend to be female, African American, older than 60 and poor.

And they are not well served by MetroAccess, according to the 109-page study. Takoma Park Mayor Kathy Porter -- who chaired the study panel of elected leaders, transportation providers, Metro staff members and disabled riders -- said the region can do better.

"It is difficult to run any kind of transit system in a very urbanized area," Porter said. "But there are examples around the country where transit systems have done a better job than MetroAccess. . . . MetroAccess has a lot of improvements to make."

The study makes 20 recommendations for improving MetroAccess, including five high-priority changes that are relatively simple and inexpensive and could be done within six months, said Wendy Klancher, a transportation planner and co-author of the study.

The high-priority items are: giving out better information to riders, improving the complaint process, creating a user group to advise Metro officials on policy and practice, providing same-day service and submitting to an independent review of MetroAccess by January 2007.

MetroAccess service has long been the target of complaints, and a group of disabled riders filed a lawsuit last year contending that the service is so poor it violates federal law. But when Metro switched service providers Jan. 15, the transition from Logisticare Inc. to MV Transportation made previous service problems pale in comparison.

In the first three weeks under the new contractor, Metro received record numbers of complaints from riders, thousands of whom said they were stranded, picked up late or mistreated by drivers or reservationists. MV executives have blamed poor data from Logisticare, the learning curve of new drivers and reservationists and telephone problems.

The study being released today identifies structural problems that persist despite the change in contractors, Porter said. "We were looking at long-term structural problems," she said. "The transition has exacerbated underlying problems in the system."

The study found that MetroAccess was inferior to similar services provided in Baltimore, Philadelphia and New York.

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US Mortgage News By Washington Post

One of Metro's most-expensive programs, MetroAccess costs taxpayers about \$50 million a year. The authors of the study suggest that MetroAccess is an inflexible system that fails to meet the needs of users in part because Metro managers are focused on cutting costs. MV Transportation was the low bidder for the current contract, undercutting the next-highest bidder by about 20 percent.

For example, Metro's contract with MV Transportation calls for curb-to-curb service, which means MV is responsible only for picking up passengers at the curb and delivering them to the curb outside a doctor's office, place of employment or other destination.

The problem with the policy is that many riders need assistance to get from their doors to the MetroAccess vehicle. In the weeks since MV started providing MetroAccess service, blind riders have complained that they would have no idea that a van had arrived because the driver would not get out. The van would idle for the required 10-minute wait and leave, stranding the unsuspecting passenger. Other riders have said they need assistance to reach the curb.

In recent days, Metro initiated a telephone system that sends an automated call to riders when a van approaches. Metro managers said a door-to-door policy would add to the program's cost.

The study also found reliability problems, noting that MetroAccess riders are often picked up late and their trips last too long. There is no same-day service. Passengers have to reserve a ride at least a day in advance, which robs disabled riders of the flexibility that most travelers enjoy, the study says.

Communication is another problem area, Porter said. MetroAccess officials need to speak with and listen to riders, investigate complaints and report findings of those investigations to the riders, she said.

Nikki Frenney, a spokeswoman for MV Transportation, has said repeatedly that the company has been frustrated by weak communication between MetroAccess and its riders.

When the company was awarded the contract last fall, executives asked Metro how the agency was going to prepare riders for changes in service, she said. "That never really happened," Frenney said.

In response to the huge number of complaints, Metro set up a weekly telephone conference to enable riders to speak directly with MetroAccess officials.

But Metro has not publicized the telephone number because managers are worried that the phone system would be overwhelmed, Metro spokeswoman Candace Smith said.

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## MEMORANDUM

**TO:** Chairman Connolly and NVTC Commissioners  
**FROM:** Rick Taube  
**DATE:** February 23, 2006  
**SUBJECT:** 2006 NVTC Handbook

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NVTC staff has updated the handbook which is now available on NVTC's website. The handbook is provided to new commissioners and others who are interested in NVTC.



**Figure 14**

**EXTERNAL SOURCES OF FUNDS RECEIVED BY  
NVTC TO SUPPORT TRANSIT IN NORTHERN VIRGINIA  
(\$ Millions) FY 1973-2006**

FOR WMATA AND NVTC JURISDICTIONS						FOR VRE	
Fiscal Year	State Transit Assistance for NVTC Jurisdictions	State Bonds for WMATA	Regional Motor Fuels Tax	NVTC Federal Section 9 Operating <sup>1</sup>	Subtotal	State Transit Assistance <sup>2</sup>	TOTAL
2006 <sup>3</sup>	104.7	-	33.4	-	138.1	10.8	148.9
2005	68.0	-	27.5	-	95.5	10.2	105.7
2004	61.3	-	23.2	-	83.8	10.7	94.5
2003	65.0	-	20.9	-	85.9	14.7	100.6
2002	62.2	16.0	18.3	-	96.5	8.8	105.3
2001	71.1	-	21.0	-	92.1	21.8	113.9
2000	63.5	13.3	17.9	-	94.7	8.9	103.6
1999	59.6	-	13.2	-	72.9	7.2	80.1
1998	54.3	-	14.0	-	68.3	6.5	74.8
1997	56.6	20.3	15.5	1.5	89.6	6.6	100.5
1996	53.5	-	13.6	2.7	89.8	9.7	79.5
1995	52.4	19.7	13.3	4.2	89.6	5.2	94.8
1994	45.0	45.0	12.5	4.2	106.7	6.4	113.1
1993	43.1	-	12.4	4.2	59.7	6.7	66.4
1992	51.9	-	12.9	4.2	69.0	4.7	73.7
1991	42.2	-	12.1	4.2	63.5	3.3	66.8
1990	50.2	-	12.2	4.2	66.6	2.1	68.7
1989	43.7	-	10.8	4.2	58.7	-	-
1988	51.1	-	9.4	4.6	65.1	-	-
1987	28.8	-	8.2	4.6	41.6	-	-
1986	20.9	-	9.8	4.8	35.5	-	-
1985	20.4	-	9.8	4.8	35.0	-	-
1984	20.9	-	9.7	4.8	33.4	-	-
1983	20.6	-	9.1	4.8	34.5	-	-
1982	17.1	-	9.5	6.0	32.6	-	-
1981	5.5	-	8.7	6.1	17.3	-	-
1980	14.5	-	-	6.1	20.6	-	-
1979	4.8	-	-	5.4	10.2	-	-
1978	15.0	-	-	4.0	19.0	-	-
1977	3.6	-	-	4.0	7.6	-	-
1976	13.0	-	-	2.6	15.6	-	-
1975	6.0	-	-	1.5	7.5	-	-
1974	10.6	-	-	-	10.6	-	-
1973	4.4	-	-	-	4.4	-	-

<sup>1</sup> Applied for by WMATA on behalf of NVTC. Federal program discontinued.

<sup>2</sup> State assistance contracted during the fiscal year, excludes federal funds for VRE applied for by PRTC, state-provided federal capital project funds paid directly to VRE and local shares for VRE paid initially to NVTC and PRTC.

<sup>3</sup> Estimated.

Figure 16

ESTIMATED DISTRIBUTION OF STATE AID AND REGIONAL GAS TAX AMONG NVTC MEMBER JURISDICTIONS					
--FY 2006--					
JURISDICTION	STATE AID AMOUNT (\$Millions)	PROPORTION <sup>1</sup> (Percent)	GAS TAX AMOUNT (\$Millions)	PROPORTION (Percent)	TOTAL (\$Millions)
Alexandria	\$15.3	15.8%	\$2.4	9.1%	\$17.7
Arlington	23.6	24.3	3.5	13.0	27.1
City of Fairfax	1.8	1.8	1.1	4.0	2.9
Fairfax County	55.5	57.0	19.3	72.3	74.8
Falls Church	<u>1.1</u>	<u>1.1</u>	<u>0.4</u>	<u>1.6</u>	<u>1.5</u>
<b>Total Allocated Assistance</b>	\$97.3	100%	\$26.7	100%	\$124.0
Debt Service and NVTC Costs	7.4		0.3		7.7
Loudoun County Motor Fuels Tax			6.4		6.4
<b>Total Assistance Available</b>	\$104.7		\$33.4		\$138.1

<sup>1</sup> Proportion of state aid may not agree to the subsidy allocation model percentages due to the timing of VTA Metro capital funds collected.

## **APPENDIX A**

# **BIOGRAPHICAL SKETCHES OF NVTC COMMISSIONERS**



DAVID B. ALBO



David B. Albo was appointed to NVTC in October, 2002. He has served as a member of the Virginia House of Delegates since 1994 representing the 42<sup>nd</sup> District. He serves on several House committees, including Courts of Justice and General Laws. He chairs the Criminal Law Subcommittee and the General Laws Subcommittee dealing with Alcohol, Tobacco and Gambling Issues. When the General Assembly is out of session, he is a local business owner in his Springfield-Arlington-Richmond law firm of Albo & Oblon, L.L.P. He is active in employment, commercial and traffic defense litigation. He previously served as prosecutor for the City of Fairfax. He is the chairman of the Virginia Crime Commission. Delegate Albo earned his B.A. in economics from the University of Virginia and his Law Degree from the University of Richmond.

SHARON BULOVA



Sharon Bulova, elected in November 1987, represents the Braddock District on the Fairfax County Board of Supervisors. She is that Board's vice chairman and Budget Committee chairman. A member of the Northern Virginia Transportation Commission since 1988, Mrs. Bulova has served on the Virginia Railway Express Operations Board since its inception in 1989. In 2004, She was appointed by Governor Warner to chair the Governor's Commission on Rail Enhancement for the 21<sup>st</sup> Century, and now chairs the newly created Rail Advisory Board, which recommends funding for freight and passenger rail projects throughout the Commonwealth that provides a significant public benefit. Mrs. Bulova is a member and past chairman of the Northern Virginia Regional Commission and is chair of the Fairfax County/City of Fairfax Committee. She is the county's liaison on the Central Fairfax Chamber Board of Directors. Mrs. Bulova also is a member of the MWCOG Metropolitan Washington Air Quality Committee and chairs MWCOG's Development Committee.

GERALD E. CONNOLLY



Gerry Connolly joined NVTC in January, 1999. He served two terms as the Providence District Supervisor on the Fairfax County Board of Supervisors and was elected to a four-year term as Board Chairman, beginning in January, 2004. He is also the president of the Virginia Association of Counties and a member on the boards of the Metropolitan Washington Council of Governments (where he served as chairman in 2001), the Fairfax City/County Interjurisdictional Committee, the Northern Virginia Regional Commission and the Northern Virginia Transportation Authority. Mr. Connolly received a B.A. in literature from Maryknoll College and a M.A. in public administration from Harvard University. Mr. Connolly is the Director of Community Relations for SAIC. He is serving as NVTC's chairman in 2006 and is also chairman of NVTC's Legislative Committee.

EUGENE DELGAUDIO



Eugene Delgaudio was elected to the Loudoun County Board of Supervisors representing the Sterling District in 1999. He is chairman of the Board of Supervisors' Finance/Government Services and the Transportation/Land Use Committees. Mr. Delgaudio is also a member of the Virginia Regional Transportation Association, the Dulles Area Transportation Association, the Route 28 Transportation Improvement District Commission, the Potomac Watershed Roundtable, and the Loudoun County Sanitation Authority. Since 1981 he has been the Executive Director of Public Advocate. While living in New York, Mr. Delgaudio was an aide to then New York State Senator Majority Leader Warren M. Anderson and worked briefly for former U.S. Senator James Buckley and State Senators Roy Goodman and Sheldon Farber. He received a bachelor's degree in political science from York College in New York. Mr. Delgaudio was appointed to NVTC in January, 2005.

JEANNEMARIE  
DEVOLITES DAVIS



Jeannemarie Devolites Davis was first elected to the Virginia House of Delegates in 1997. She is the first Republican woman to ever be elected into legislative leadership in Virginia, serving as House Majority Whip. After serving three terms of office in the House, she is now serving her first term in the Virginia Senate. She serves on several Senate committees, including General Laws, Privileges and Elections, Social Services and Rehabilitation, Transportation and Rules. Senator Devolites Davis graduated from the University of Virginia with a degree in mathematics. She was appointed to NVTC in July, 2004.

ADAM EBBIN



Adam Ebbin was appointed to NVTC in May, 2004. He was elected to the Virginia House of Delegates in 2003 representing the 49<sup>th</sup> District. Delegate Ebbin serves on the Transportation, Education, and Health, Welfare and Institutions House committees. He previously served as the Chief Deputy Commissioner of the Virginia Department of Labor and Industry for Governor Mark Warner. Delegate Ebbin is a graduate of the American University in Washington, D.C. and was a Fellow at the University of Virginia's Sorenson Institute of Political Leadership in 2000.

WILLIAM D. EUILLE



William D. Euille has served on the Alexandria City Council since 1994 and was re-elected in 1997 and 2000. In 2003 he was elected to a three-year term as mayor. He co-chairs the Alexandria Welfare Reform Committee (Alexandria Works!), the Call to Community initiative on racial and ethnic diversity, the Woodrow Wilson Bridge Task Force and the "PTO" Task Force. He serves as chairman of the Board of Directors of the Alexandria Economic Development Partnership Inc., the Board of Directors of the INOVA Health System, and the City Council's Human Service Committee. He also is a member of the Alexandria Economic Opportunities Commission, the Local Emergency Planning Committee, and the Pension Study Committee. He represents Alexandria on the WMATA Board of Directors and the Northern Virginia Transportation Authority. Mr. Euille is President/CEO of Wm. D. Euille & Associates, Inc., an Alexandria construction services firm. Mr. Euille received a B.S. in accounting from Quinnipiac University. He joined NVTC in July, 2000 and served as its chairman in 2004.

PAUL FERGUSON



Paul Ferguson joined NVTC as a commissioner in January, 1997. Mr. Ferguson has served on the Arlington County Board since 1996 and served as its chairman in 1999 and 2003. He serves as second vice president on the Board of Directors of the Virginia Association of Counties and serves on the Metropolitan Washington Council of Governments Air Quality Committee. Mr. Ferguson, his wife, Karen, and his two sons are residents of Fairlington. Mr. Ferguson is a graduate of George Mason Law School, James Madison University and Wakefield High School in Arlington. Mr. Ferguson served as NVTC's chairman in 2005.

JAY FISETTE



Jay Fiset joined NVTC as a commissioner in March, 1999. He was elected to the Arlington County Board in 1997 and served as chairman in 2001 and 2005. He is currently chair of the Metropolitan Washington Council of Governments Board of Directors and is vice-president of the Executive Committee of the Virginia Municipal League. Mr. Fiset also represents Arlington on the Greater Washington Initiative of the Greater Washington Board of Trade and serves on the Board of Directors of Equality Virginia. He is a member of the Washington District Council of the Urban Land Institute and was appointed by Governor Warner as a Commissioner to the Board of the Virginia Housing Development Authority, now serving as the vice-chair. Mr. Fiset is also a member of the Washington Area Bicyclist Association and Leadership Greater Washington.

LUDWIG P. GAINES



Ludwig P. Gaines was elected to the Alexandria City Council in 2003 and joined NVTC as a commissioner in July, 2003. Prior to being elected, he was appointed to serve on the City's Planning Commission and the Alexandria Transit Board of Directors (DASH Bus). In 2002, the Alexandria Circuit Court appointed him to serve as a jury commissioner. His commissions and committees involvement include the Carr/Norfolk Southern Design Review Board, Community Policy and Management Team, NVTA's Alternative Transportation and Land Use Steering Committee, Council of Governments Transportation Planning Board, Economic Opportunities Commission, Local Emergency Planning Commission, and the M. L. King Memorial Work Group. Mr. Gaines was elected second vice chair of the Alexandria United Way, vice president of the local NAACP, and he is a former member of the Chamber of Commerce's Education Partnership. He is a former Sloan Foundation public policy fellow. He received a bachelor's degree in political science from Hobart College and a law degree from Howard University, where he served as an adjunct professor.

CATHERINE HUDGINS



Catherine Hudgins was first elected to the Fairfax County Board of Supervisors in 1999 and re-elected in 2003. She joined NVTC in January, 2004. She is a member of the Washington Area Housing Trust Fund Board, the Transportation Planning Board, the Northern Virginia Regional Commission and the Virginia Association of Counties Board of Directors. She also serves as an alternate member of the Washington Metropolitan Area Transit Authority Board. Governor Warner reappointed her to the State Emergency Medical Services Advisory Board. Supervisor Hudgins has a bachelor's degree in mathematics education from University of Arkansas at Pine Bluff and a master's degree in public administration from George Mason University.

DANA KAUFFMAN



Dana Kauffman was elected Lee District Supervisor in Fairfax County in November, 1995 and joined NVTC in January, 1996. Previously he held senior management positions in the public and private sectors. Mr. Kauffman has master's and bachelor's degrees from George Mason University. He is a member of the VRE Operations Board, the WMATA Board of Directors and the Metropolitan Washington Council of Governments Air Quality Advisory Council. He served as NVTC chairman in 1999 and was the 2005 chairman of the WMATA Board.

ELAINE McCONNELL



Elaine McConnell was first elected to the Fairfax County Board of Supervisors in 1983, and is now serving her sixth term as Springfield District Supervisor. In addition to her position as supervisor, Mrs. McConnell served as 2001 and 2005 chairman of the VRE Operations Board, chairman of the Economic Advisory Commission and the Board's Transportation Subcommittee, and serves on the INOVA Hospital Board, the Audit Committee, and the Northern Virginia Regional Commission. She was recently appointed by Governor Warner to the State Mental Retardation and Substance Abuse Services Board. After serving on NVTC from 1986-1988 and 1992-1995, Mrs. McConnell rejoined the commission in January, 1998. She served as NVTC's chairman in 2003.

SCOTT SILVERTHORNE



Mr. Silverthorne first joined NVTC in 1994 and returned to the commission in 1997. A life-long city resident, Mr. Silverthorne is an eight-term member of the Fairfax City Council. He serves as vice chairman of the City/University/Business (CUB) Committee, an alternate to the Metropolitan Washington Council of Governments Transportation Planning Board, and is a member of the Board of Directors of the Fairfax County Chamber of Commerce. Mr. Silverthorne is a past representative for the city to the Northern Virginia Regional Commission and the Virginia Municipal League's Environmental Quality Committee. Mr. Silverthorne is director of government relations at Capital One Financial Corporation, a leading financial services company headquartered in Virginia. He received a degree in business administration from Radford University in 1988.

DAVID F. SNYDER



David F. Snyder was elected to the Falls Church City Council in 1994 and became a NVTC commissioner in that year. He served as NVTC's chairman in 2000. He was selected to serve as vice mayor for the city of Falls Church in 1996 and mayor in 1998. He is a vice president and assistant general counsel for the American Insurance Association, specializing in legal reform, automobile insurance, international trade and other transportation issues. Mr. Snyder also represents the city of Falls Church on the Metropolitan Washington Council of Governments Transportation Planning Board. Recently, he coordinated the transportation and evacuation component of the Regional Emergency Coordination Plan approved by MWCOG on September 11, 2002. He is chairman of the Northern Virginia Transportation Authority. Mr. Snyder graduated Magna Cum Laude from Dickinson College in Pennsylvania and graduated from the George Washington University Law School in Washington, D.C.

MARY MARGARET  
WHIPPLE



Mrs. Whipple is a member of the Senate of Virginia and represents the 31st District. Now serving her third term, Senator Whipple is a member of the Senate Committees on Agriculture, Conservation and Natural Resources; Education and Health; Local Government; Privileges and Elections and Rules. Senator Whipple is also a member of the Metropolitan Washington Council of Government's Air Quality Committee. Before being elected to the Virginia Senate, Mrs. Whipple was a member of the Arlington County Board from 1983 to 1995. She was a member of NVTC in 1985 and from 1988 to 1995 and represented Virginia on the WMATA Board of Directors during those years. She served as chairman of NVTC in 1995. She returned to the commission in 1996. Mrs. Whipple received a B.A. from the American University and a M.A. from George Washington University.



CHRISTOPHER  
ZIMMERMAN



Christopher Zimmerman joined the commission in 1998, and served as chairman in 2002. He was elected to the Arlington County Board in 1996, serving as vice chairman in 1997 and 2005. He also served as chairman in 1998 and again in 2002 and 2006. Mr. Zimmerman has served on the WMATA Board of Directors since 1998 and was its chairman in 2002. He is also Vice Chairman of the Northern Virginia Transportation Authority, and serves on the Metropolitan Washington Council of Governments Transportation Planning Board. In addition, he is an alternate on the VRE Operations Board. Mr. Zimmerman holds a B.S. degree in Political Science and Economics from the American University and a M.A. in economics from the University of Maryland.

## **NVTC ALTERNATES**

### ROBIN S. GARDNER



Robin S. Gardner is a member of the Falls Church City Council and joined NVTC as an alternate in May, 2005. She is also a member of the Washington Metropolitan Council of Governments (COG) and the Northern Virginia Regional Commission. Ms. Gardner is the Vice President of Business Development with Apogen Technologies and, through her job, is on the Outreach Committee for the Industry Advisory Council (IAC), Vice Chair for the Voyager Program through IAC, and Vice Chair for the American Council on Technology's Management of Change 2006 Conference. She received a B.A. in politics from Ithaca College and a master's degree in international affairs from George Washington University.

### JEFFREY C. GREENFIELD



Jeffrey C. Greenfield is serving his sixth term as a member of Fairfax City Council. He serves on the Washington Metropolitan Council of Governments' Board of Directors, the COG Metropolitan Development Policy Committee and the COG Human Service and Public Safety Committee. A lifelong resident of the city, Greenfield works for the Regional Operations Office of the Administrator at the U.S. Department of Agriculture and is a small business owner. He received both his B.A. in political science and his M.P.A. in public administration from George Mason University. He serves as an NVTC alternate.

### PAUL C. SMEDBERG



Paul C. Smedberg was first elected to the Alexandria City Council in May 2003. He serves on the Council of Governments' Public Safety Policy Committee, Economic Opportunities Commission, Northern Virginia Regional Commission, Pension Study Committee, Sister Cities Committee, and the Eisenhower Partnership. He is director of public policy at the American Society of Nephrology. He earned degrees in Economics and History from Allegheny College. He became a NVTC alternate in June, 2005.

## MEMORANDUM

**TO:** Chairman Connolly and NVTC Commissioners  
**FROM:** Scott Kalkwarf and Colethia Quarles  
**DATE:** February 23, 2006  
**SUBJECT:** NVTC Financial Items for January, 2006.

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Reports are attached for your information.

During the past month NVTC staff has worked with the Virginia Department of Taxation to verify the reconciliations of actual fuel tax collections to the estimates by which payments have been made to NVTC for the past several months as the Tax Department made a transition to a new computer system.

Actual payments received by NVTC in January from the Department of Taxation reflect two unusual circumstances. First, a major taxpayer has made a payment to correct previous underpayments, and NVTC's share is \$2.2 million. Second, previous estimates of fuel tax collections from September through December were too low by \$1.1 million. As actual collections for January, 2006 were \$2.5 million, the total received by NVTC was \$5.8 million.

On the report tables, actual payments received are shown in blue; the red line adjusts for the unusual circumstances to indicate the level of payments expected without such unusual circumstances.

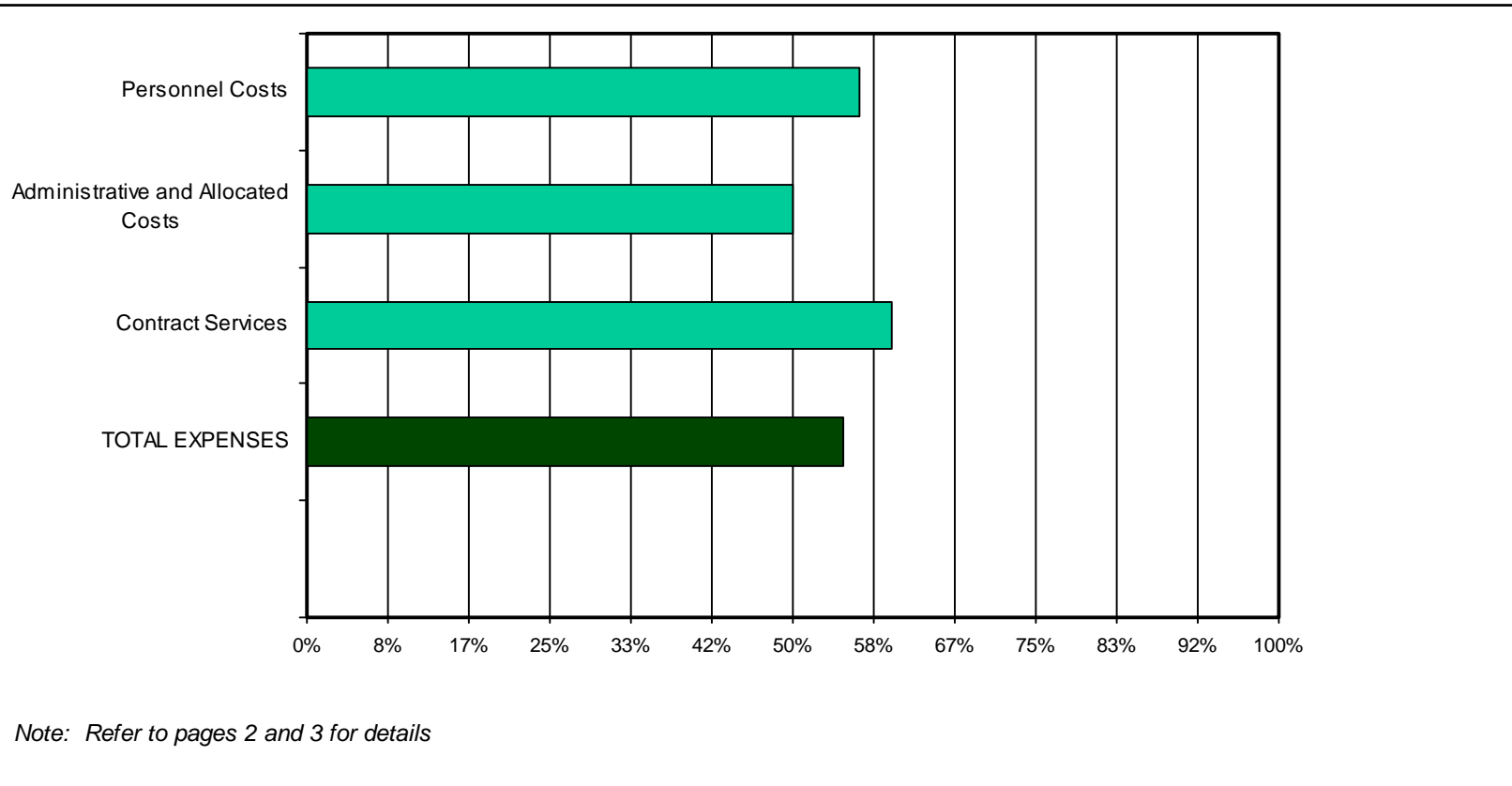


# Northern Virginia Transportation Commission

Financial Reports

January, 2006

Percentage of FY 2006 NVTC Administrative Budget Used  
January, 2006  
(Target 58.33% or less)



**NORTHERN VIRGINIA TRANSPORTATION COMMISSION**  
**G&A BUDGET VARIANCE REPORT**  
**January, 2006**

	<u>Current Month</u>	<u>Year To Date</u>	<u>Annual Budget</u>	<u>Balance Available</u>	<u>Balance %</u>
<u>Personnel Costs</u>					
Salaries	\$ 58,773.99	\$ 373,759.87	\$ 612,384.00	\$ 238,624.13	39.0%
Temporary Employee Services	-	-	1,000.00	1,000.00	100.0%
Total Personnel Costs	58,773.99	373,759.87	613,384.00	239,624.13	39.1%
<u>Benefits</u>					
Employer's Contributions:					
FICA	3,909.83	23,944.66	40,869.00	16,924.34	41.4%
Group Health Insurance	4,953.56	25,111.68	92,749.00	67,637.32	72.9%
Retirement	3,960.30	28,874.80	48,800.00	19,925.20	40.8%
Workmans & Unemployment Compensation	2,898.69	3,783.69	3,000.00	(783.69)	-26.1%
Life Insurance	295.58	1,950.59	3,150.00	1,199.41	38.1%
Long Term Disability Insurance	266.98	1,803.07	3,902.00	2,098.93	53.8%
Total Benefit Costs	16,284.94	85,468.49	192,470.00	107,001.51	55.6%
<u>Administrative Costs</u>					
Commissioners Per Diem	1,300.00	7,600.00	13,800.00	6,200.00	44.9%
<i>Rents:</i>					
Office Rent	15,045.13	97,066.49	167,481.00	70,414.51	42.0%
Parking	1,810.00	7,125.00	10,800.00	3,675.00	34.0%
<i>Insurance:</i>					
Public Official Bonds	1,316.00	3,130.80	3,850.00	719.20	18.7%
Liability and Property	700.00	1,200.00	2,000.00	800.00	40.0%
	616.00	1,930.80	1,850.00	(80.80)	-4.4%
<i>Travel:</i>					
Conference Registration	1,390.72	5,914.54	23,000.00	17,085.46	74.3%
Conference Travel	345.00	685.00	2,000.00	1,315.00	65.8%
Local Meetings & Related Expenses	439.71	621.39	5,000.00	4,378.61	87.6%
Training & Professional Development	606.01	4,473.15	12,000.00	7,526.85	62.7%
	-	135.00	4,000.00	3,865.00	96.6%
<i>Communication:</i>					
Postage	532.93	5,407.78	12,500.00	7,092.22	56.7%
Telephone - LD	(3.95)	2,122.21	6,000.00	3,877.79	64.6%
Telephone - Local	83.46	679.59	1,500.00	820.41	54.7%
	453.42	2,605.98	5,000.00	2,394.02	47.9%
<i>Publications &amp; Supplies</i>					
Office Supplies	1,887.57	10,080.55	29,100.00	19,019.45	65.4%
Duplication	112.00	1,756.72	5,000.00	3,243.28	64.9%
Public Information	1,775.57	7,823.83	14,100.00	6,276.17	44.5%
	-	500.00	10,000.00	9,500.00	95.0%

**NORTHERN VIRGINIA TRANSPORTATION COMMISSION  
G&A BUDGET VARIANCE REPORT  
January, 2006**

	<u>Current Month</u>	<u>Year To Date</u>	<u>Annual Budget</u>	<u>Balance Available</u>	<u>Balance %</u>
<i>Operations:</i>	511.00	6,459.78	23,500.00	17,040.22	72.5%
Furniture and Equipment	-	1,795.56	8,000.00	6,204.44	77.6%
Repairs and Maintenance	124.00	749.00	1,000.00	251.00	25.1%
Computers	387.00	3,915.22	14,500.00	10,584.78	73.0%
 <i>Other General and Administrative</i>	 206.74	 4,349.68	 6,400.00	 2,050.32	 32.0%
Subscriptions	-	-	500.00	500.00	100.0%
Memberships	-	1,607.00	1,300.00	(307.00)	-23.6%
Fees and Miscellaneous	206.74	1,616.31	2,600.00	983.69	37.8%
Advertising (Personnel/Procurement)	-	1,126.37	2,000.00	873.63	43.7%
40th Anniversary	-	-	-	-	0
Total Administrative Costs	<u>22,190.09</u>	<u>140,009.62</u>	<u>279,631.00</u>	<u>139,621.38</u>	<u>49.9%</u>
<u>Contracting Services</u>					
Auditing	3,875.00	11,875.00	17,700.00	5,825.00	32.9%
Consultants - Technical	-	-	1,000.00	1,000.00	100.0%
Legal	-	-	1,000.00	1,000.00	100.0%
Total Contract Services	<u>3,875.00</u>	<u>11,875.00</u>	<u>19,700.00</u>	<u>7,825.00</u>	<u>39.7%</u>
 Total Gross G&A Expenses	 <u>\$ 101,124.02</u>	 <u>\$ 611,112.98</u>	 <u>\$ 1,105,185.00</u>	 <u>\$ 494,072.02</u>	 <u>44.7%</u>

**NVTC  
RECEIPTS and DISBURSEMENTS  
January, 2006**

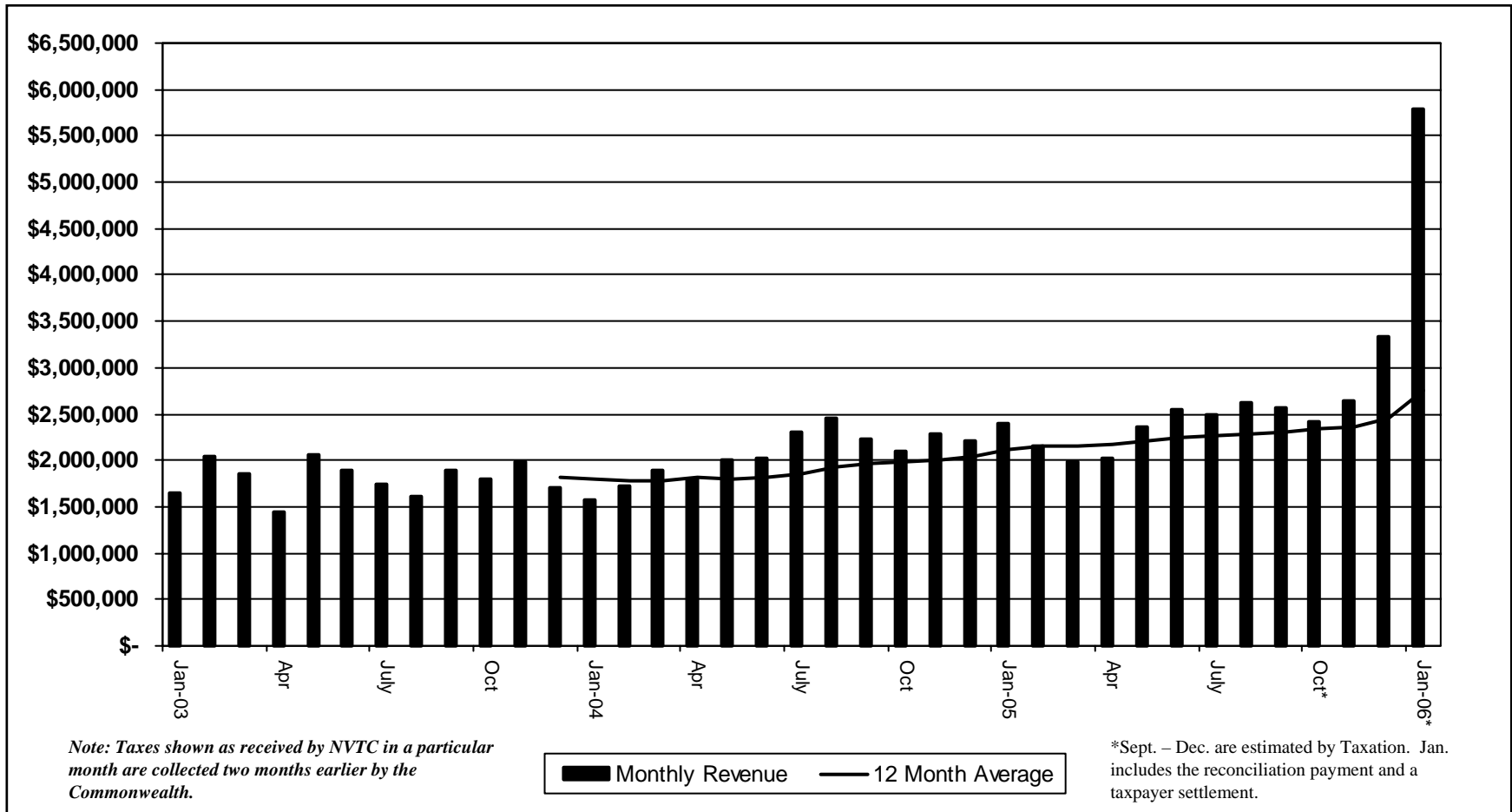
<u>Date</u>	<u>Payer/ Payee</u>	<u>Purpose</u>	<u>Wachovia</u>	<u>Wachovia</u>	<u>VA LGIP</u>	
			<u>(Checking)</u>	<u>(Savings)</u>	<u>G&amp;A / Project</u>	<u>Trusts</u>
<b>RECEIPTS</b>						
4	City of Alexandria	G&A contribution receipt		\$ 11,945.00		
4	Arlington County	G&A contribution receipt		18,330.75		
4	Fairfax County	G&A contribution receipt		82,341.50		
4	Staff	Reimbursement of expenses		37.14		
6	Loudoun County	G&A contribution receipt			3,705.25	
9	VRE	Staff support and expenses		13,765.64		
10	FTA	SmarTrip grant receipt			4,056.00	
17	DRPT	FTM/Admin grant receipt				5,000,604.00
17	DRPT	TransAction 2030 grant receipt			75,929.00	
23	Dept. of Taxation	Motor Vehicle Fuels Sales tax receipt				5,793,872.98
30	DRPT	SmarTrip grant receipt			963.00	
30	DRPT	Capital grant receipt				100,957.00
30	DRPT	Capital grant receipt				6,487,990.00
30	DRPT	Code Red grant receipt			1,320.00	
30	DRPT	Senior Mobility Study grant receipt			21,299.00	
30	DRPT	Capital grant receipt				98,099.00
30	DRPT	Capital grant receipt				1,049.00
30	DRPT	Capital grant receipt				25,992.00
31	Banks	January investment income		647.04	2,546.70	231,496.36
			<u>-</u>	<u>127,067.07</u>	<u>109,818.95</u>	<u>17,740,060.34</u>
<b>DISBURSEMENTS</b>						
1-31	Various	NVTC project and administration	(105,192.49)			
3	WMATA	Bus operating				(9,232,624.00)
3	WMATA	Paratransit operating				(1,120,721.00)
3	WMATA	Rail operating				(6,799,531.00)
3	WMATA	Metro Matters capital				(1,921,420.00)
3	WMATA	Beyond Metro Matters capital				(172,967.00)
3	WMATA	Debt service				(1,853,125.00)
3	WMATA	Rail capital - VTA funds				(1,239,997.00)
3	WMATA	Metro Matters capital - VTA funds				(570,527.00)
3	WMATA	Other operating				(93,956.72)
5	BMI-SG	Consulting - Code Red project	(1,319.54)			
6	Loudoun County	Other operating				(3,705.25)
13	BMI-SG	Consulting - TransAction 2030 project	(75,929.44)			
13	George Hoyt	Consulting - Bus Data project	(15,221.62)			
13	IBI	Consulting - SmarTrip project	(5,069.54)			
13	WBA	Consulting - Senior Mobility project	(22,420.00)			
18	City of Fairfax	Other capital				(68,400.00)
24	Fairfax County	Other operating				(104,675.00)
31	Wachovia Bank	January service fees	(54.32)			
			<u>(225,206.95)</u>	<u>-</u>	<u>-</u>	<u>(23,181,648.97)</u>
<b>TRANSFERS</b>						
5	Transfer	LGIP to checking	40,000.00		(40,000.00)	
13	Transfer	LGIP to LGIP - Bus Data project			15,221.62	(15,221.62)
13	Transfer	LGIP to checking	108,000.00		(108,000.00)	
20	Transfer	LGIP to checking	50,000.00		(50,000.00)	
31	Transfer	LGIP to checking	53,000.00		(53,000.00)	
			<u>251,000.00</u>	<u>-</u>	<u>(235,778.38)</u>	<u>(15,221.62)</u>
<b>NET INCREASE (DECREASE) FOR MONTH</b>			<u>\$ 25,793.05</u>	<u>\$ 127,067.07</u>	<u>\$ (125,959.43)</u>	<u>\$ (5,456,810.25)</u>



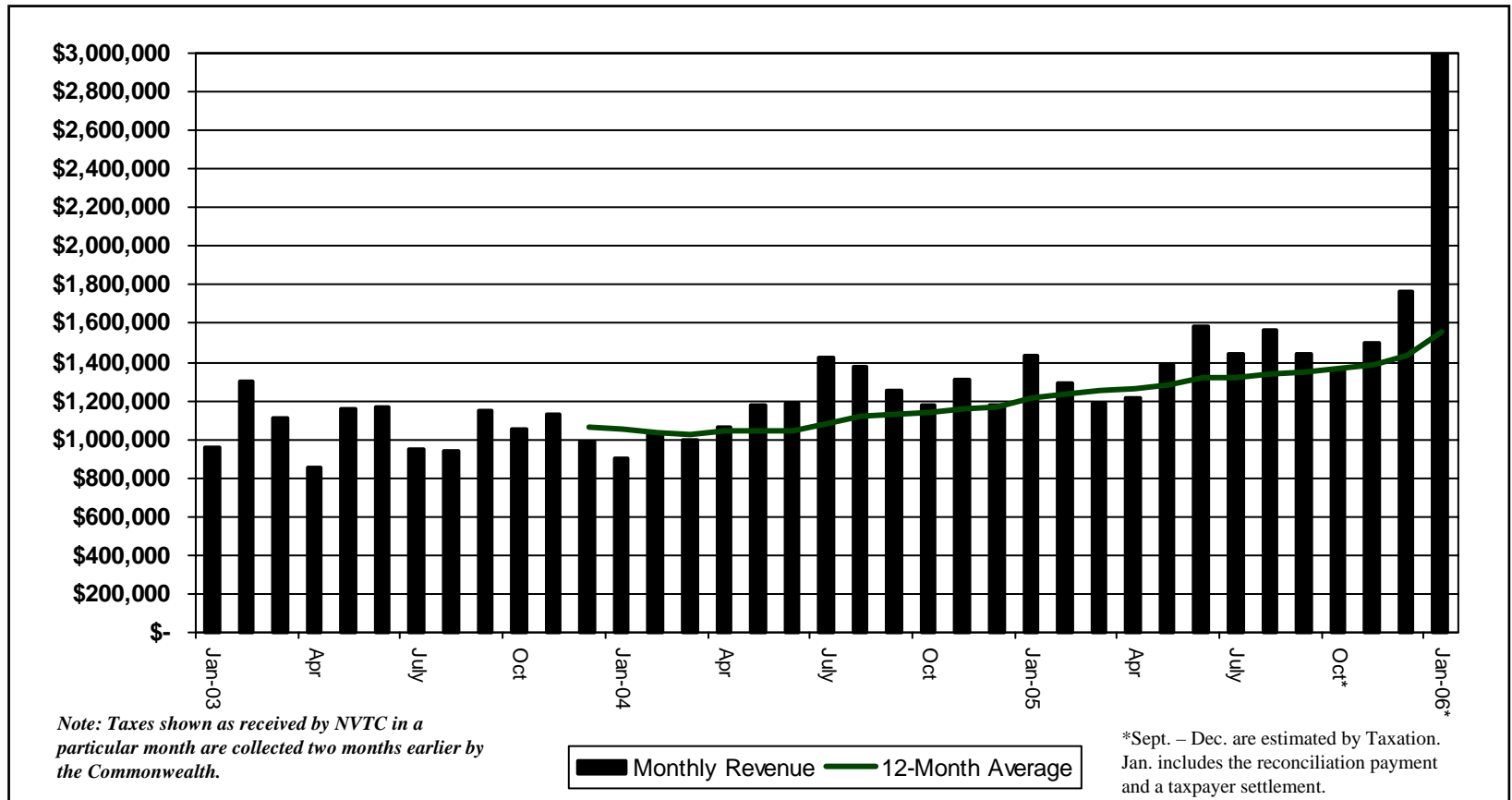
**NVTC  
INVESTMENT REPORT  
January, 2006**

<u>Type</u>	<u>Rate</u>	<u>Balance 12/31/2005</u>	<u>Increase (Decrease)</u>	<u>Balance 1/31/2006</u>	<u>NVTC G&amp;A/Project</u>	<u>Jurisdictions Trust Fund</u>	<u>Loudoun Trust Fund</u>
<b><u>Cash Deposits</u></b>							
Wachovia: NVTC Checking	N/A	\$ 10,996.56	\$ 25,793.05	\$ 36,789.61	\$ 36,789.61	-	-
Wachovia: NVTC Savings	3.65%	102,780.01	127,067.07	229,847.08	229,847.08	-	-
<b><u>Investments - State Pool</u></b>							
Nations Bank - LGIP	4.27%	81,618,461.73	(5,582,769.68)	76,035,692.05	625,833.60	53,253,674.72	22,156,183.73
		<u>\$ 81,732,238.30</u>	<u>\$ (5,555,868.99)</u>	<u>\$ 76,302,328.74</u>	<u>\$ 892,470.29</u>	<u>\$ 53,253,674.72</u>	<u>\$ 22,156,183.73</u>

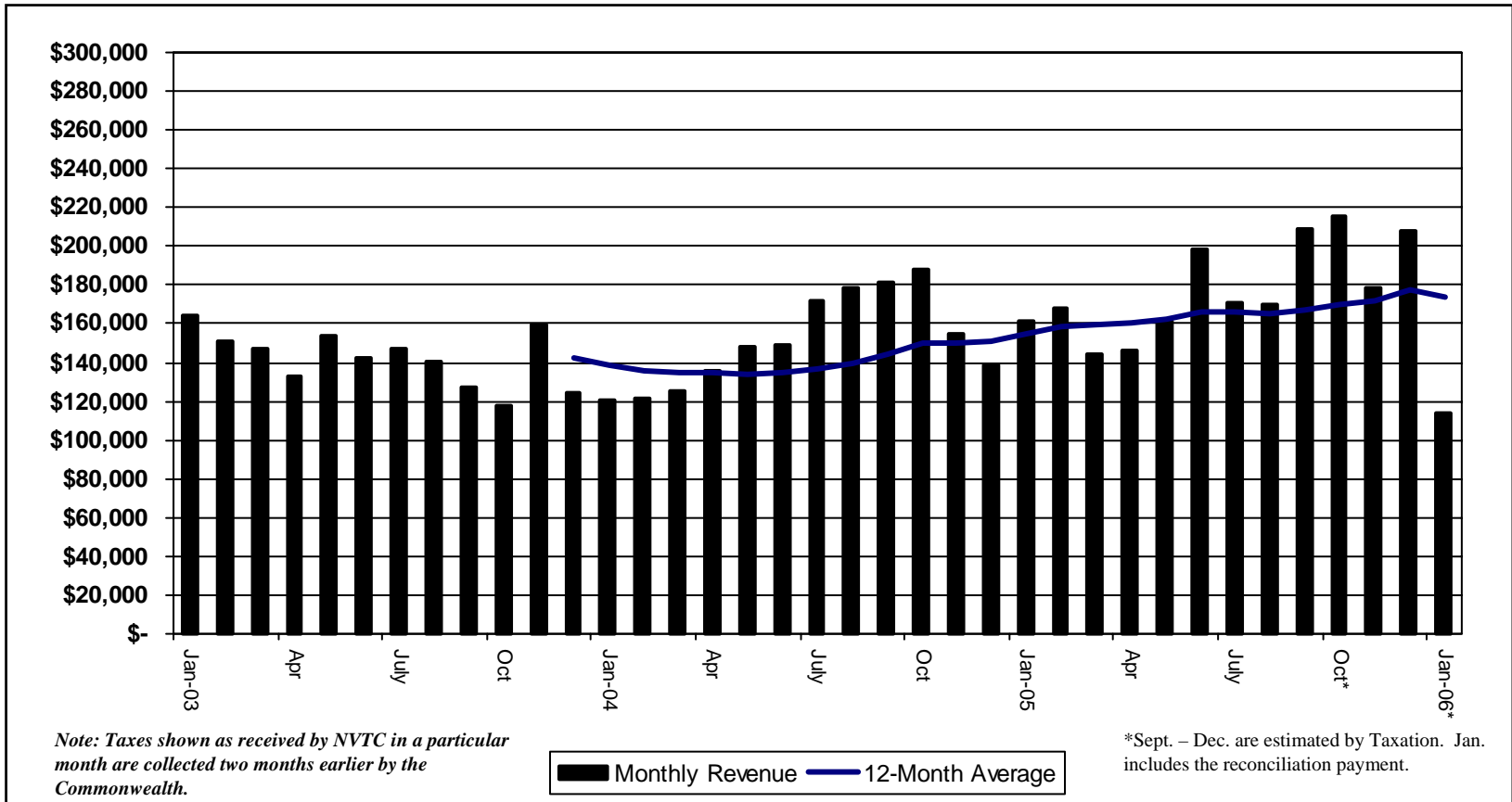
# NVTC MONTHLY GAS TAX REVENUE ALL JURISDICTIONS FISCAL YEARS 2003-2006



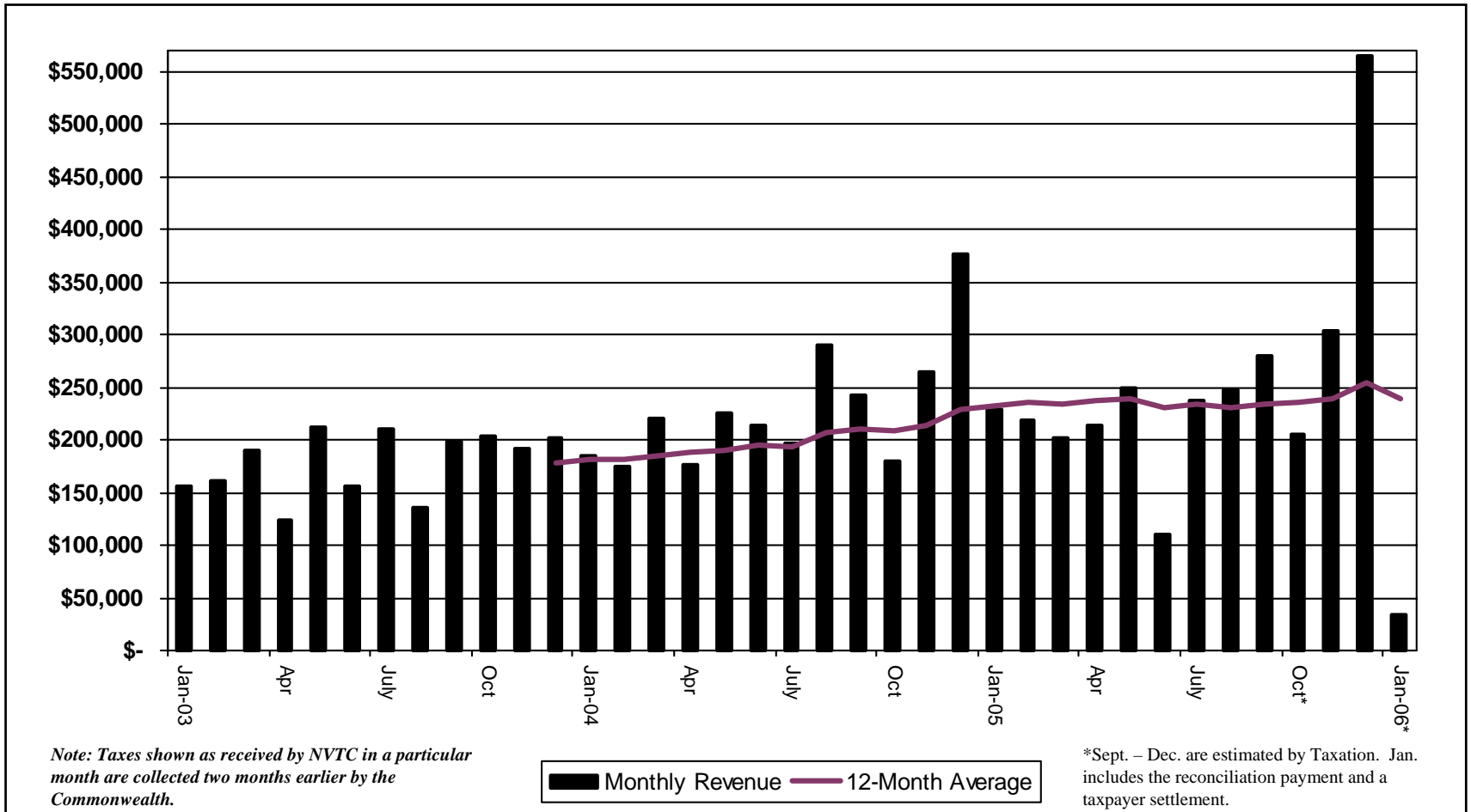
# NVTC MONTHLY GAS TAX REVENUE FAIRFAX COUNTY FISCAL YEARS 2003-2006



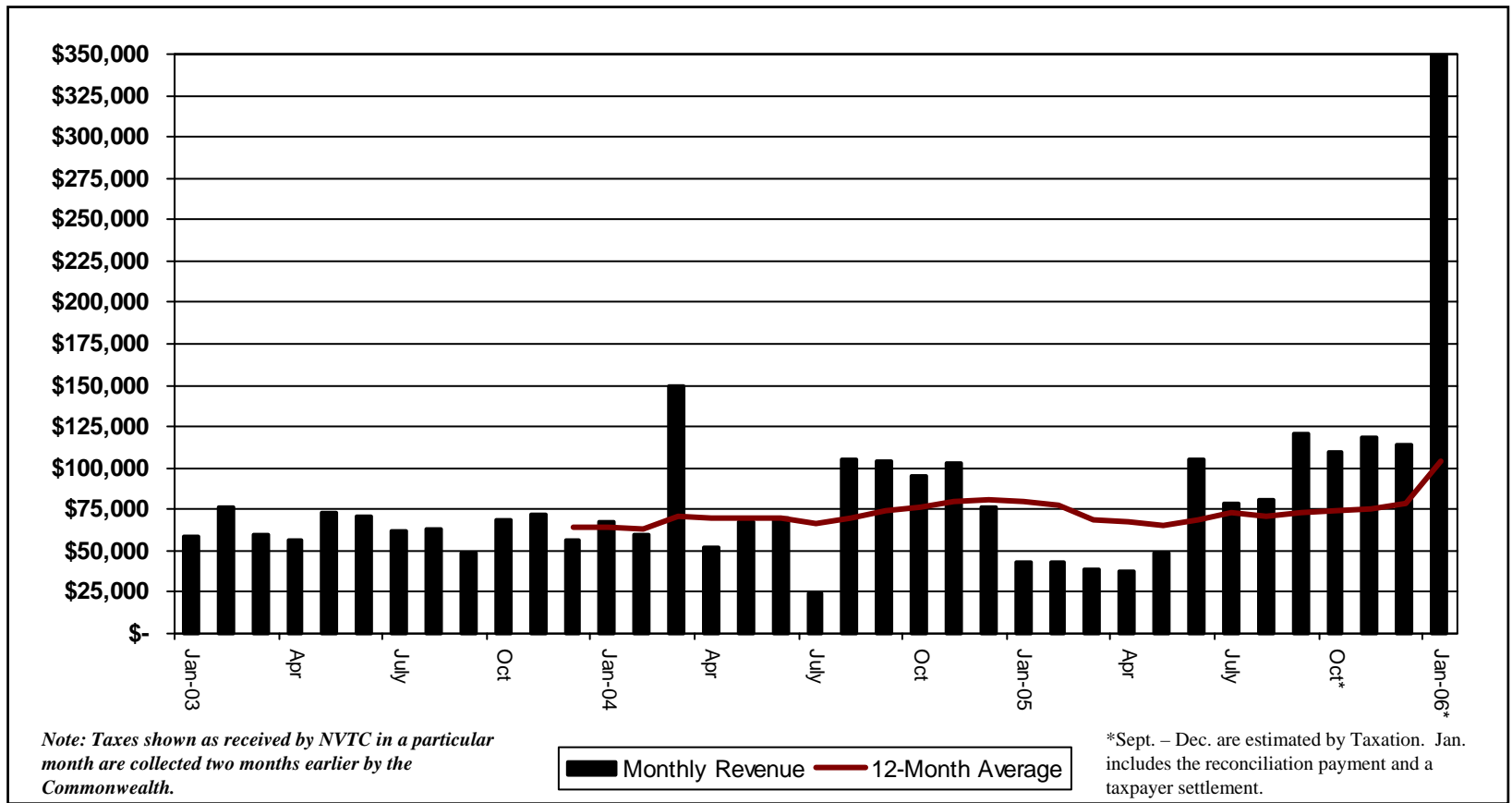
# NVTC MONTHLY GAS TAX REVENUE CITY OF ALEXANDRIA FISCAL YEARS 2003-2006



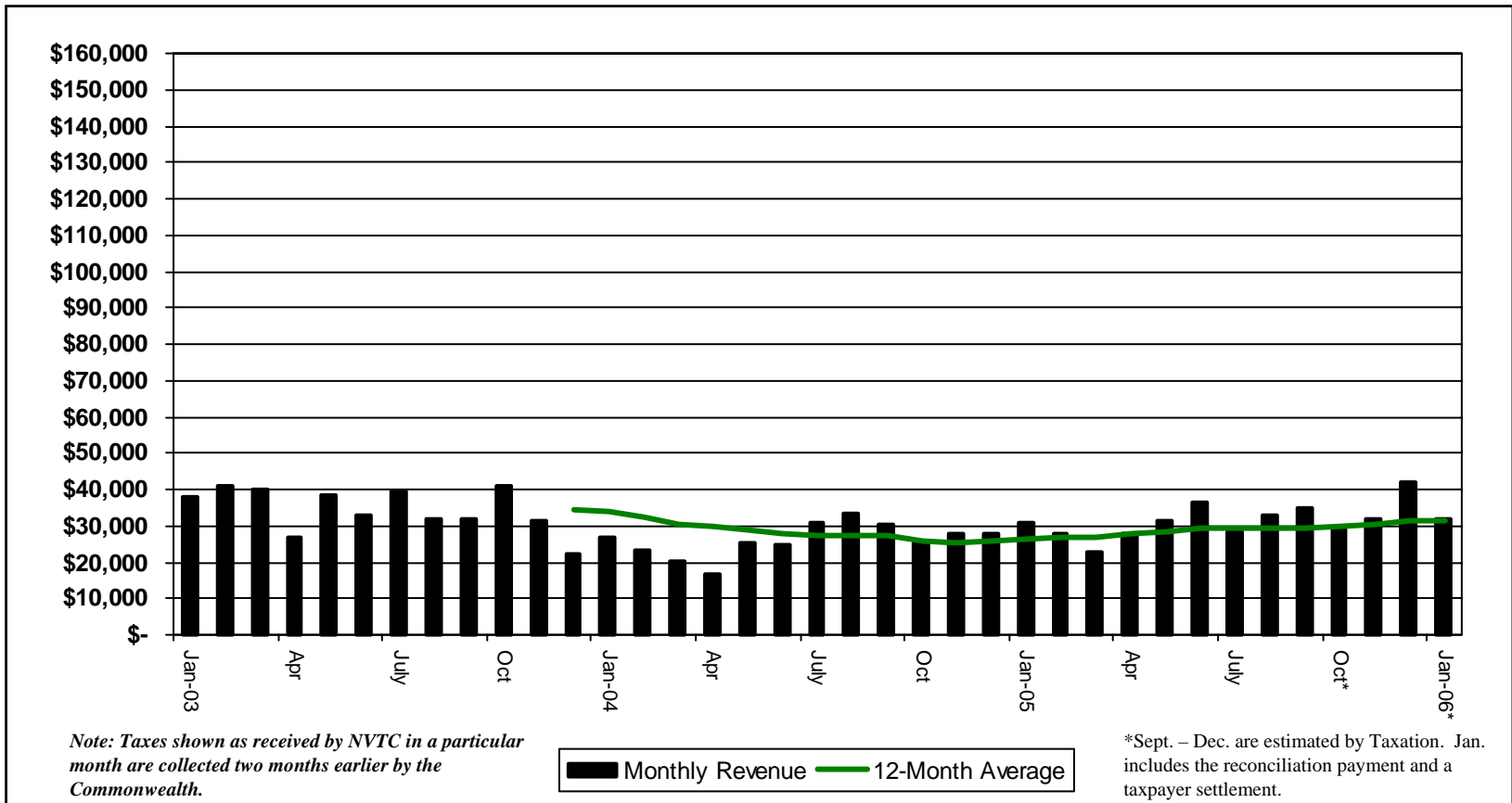
# NVTC MONTHLY GAS TAX REVENUE ARLINGTON COUNTY FISCAL YEARS 2003-2006



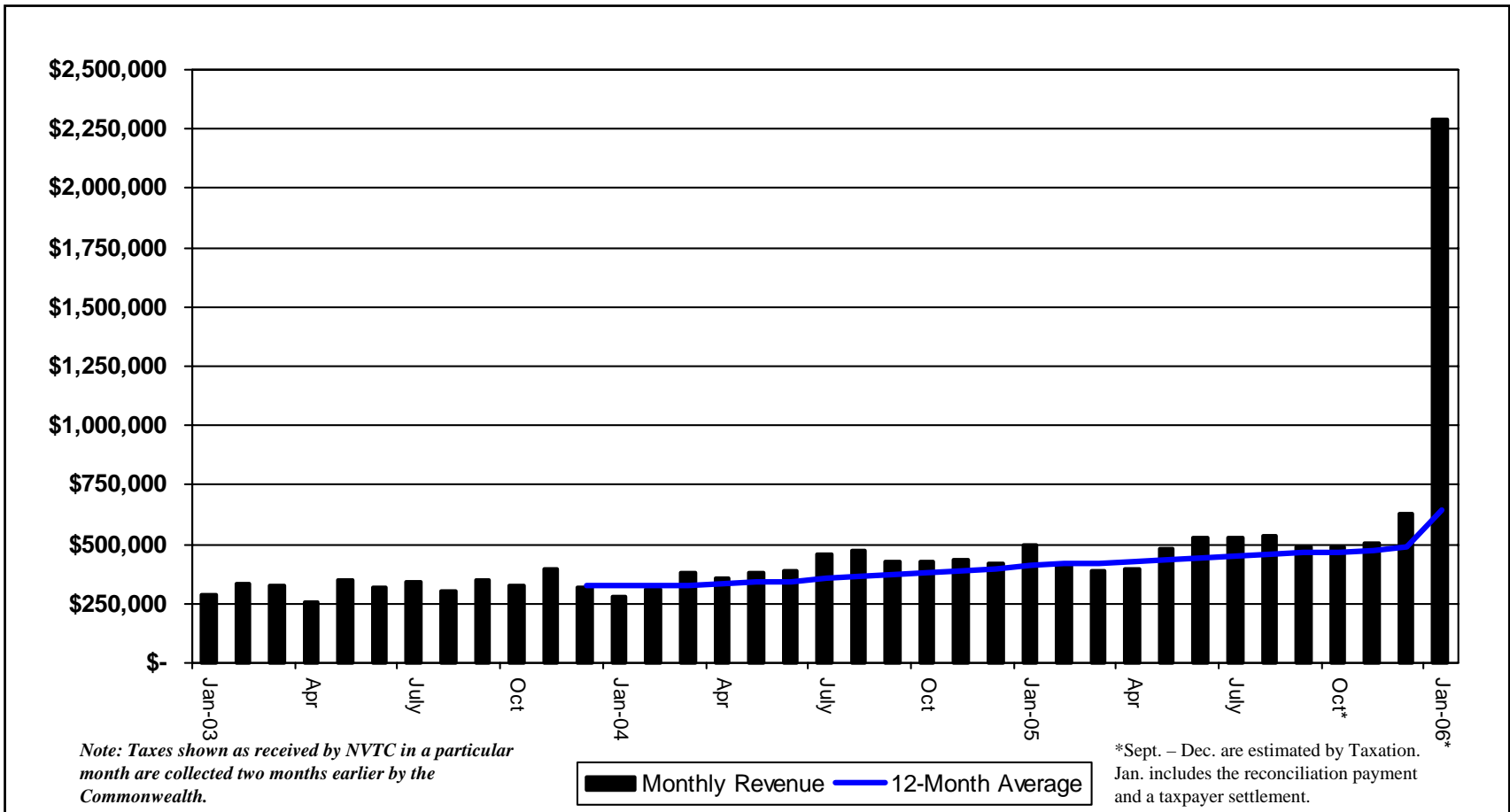
# NVTC MONTHLY GAS TAX REVENUE CITY OF FAIRFAX FISCAL YEARS 2003-2006



# NVTC MONTHLY GAS TAX REVENUE CITY OF FALLS CHURCH FISCAL YEARS 2003-2006

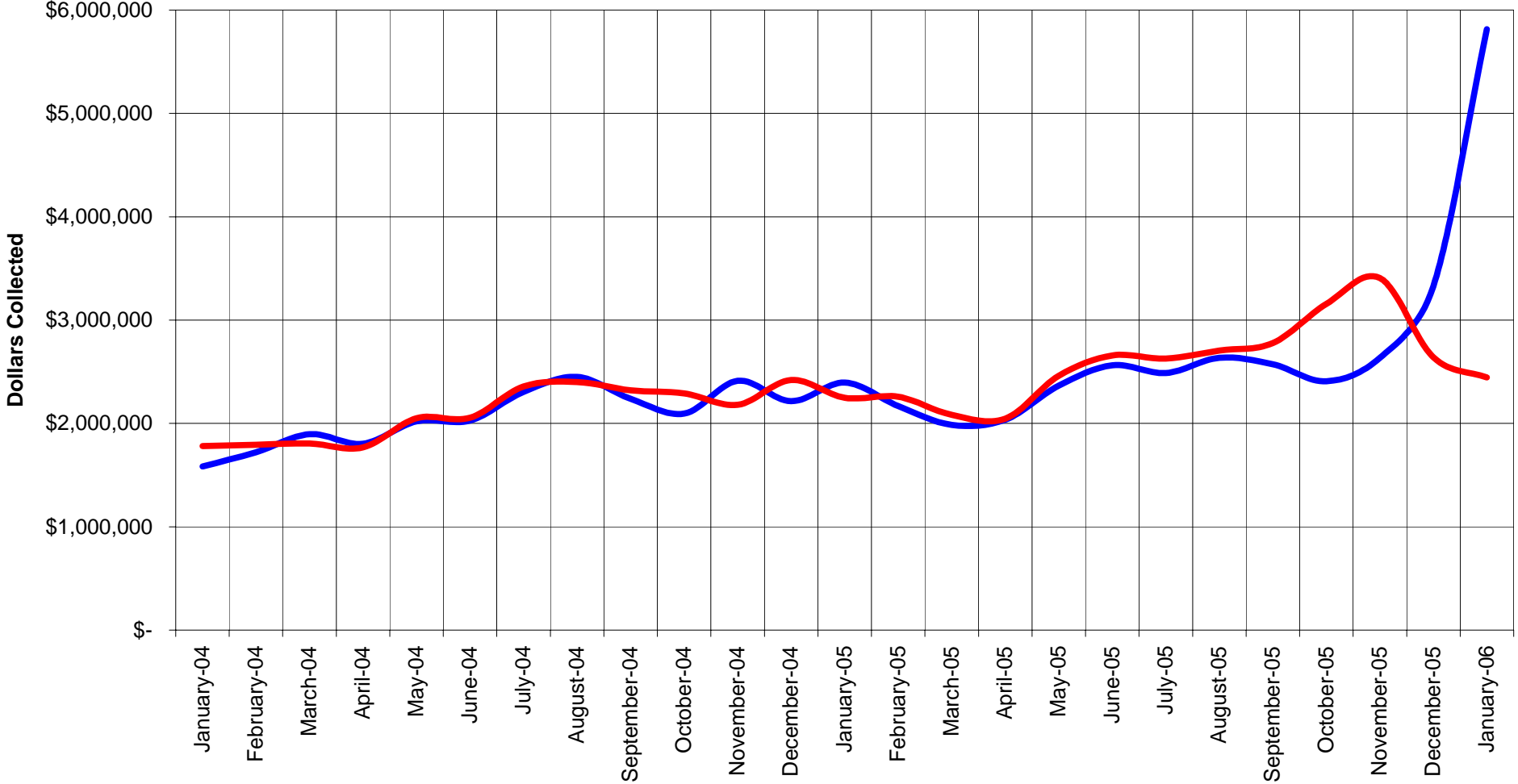
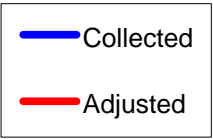


# NVTC MONTHLY GAS TAX REVENUE LOUDOUN COUNTY FISCAL YEARS 2003-2006



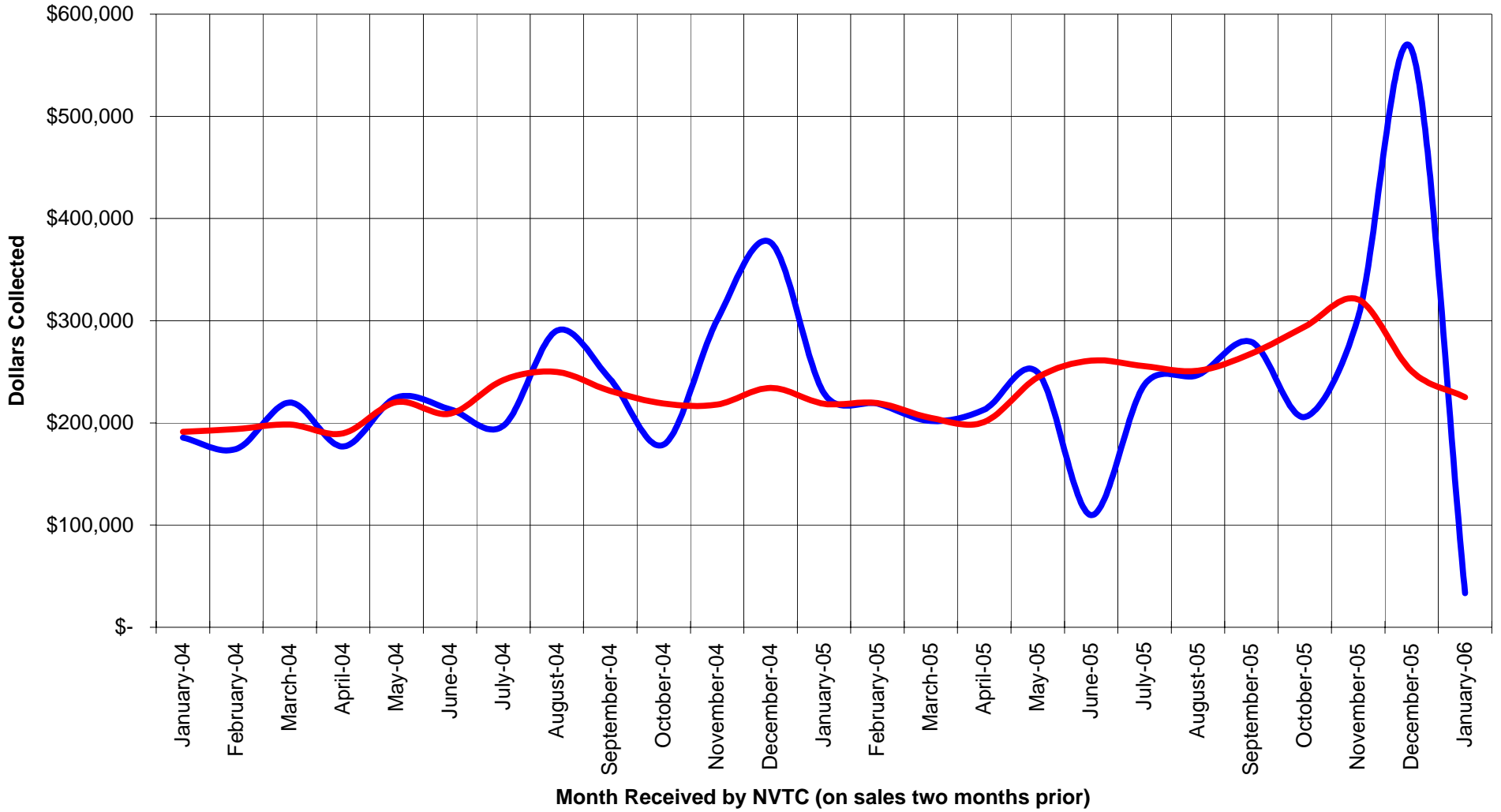


### NVTC MVFST Collected and Adjusted

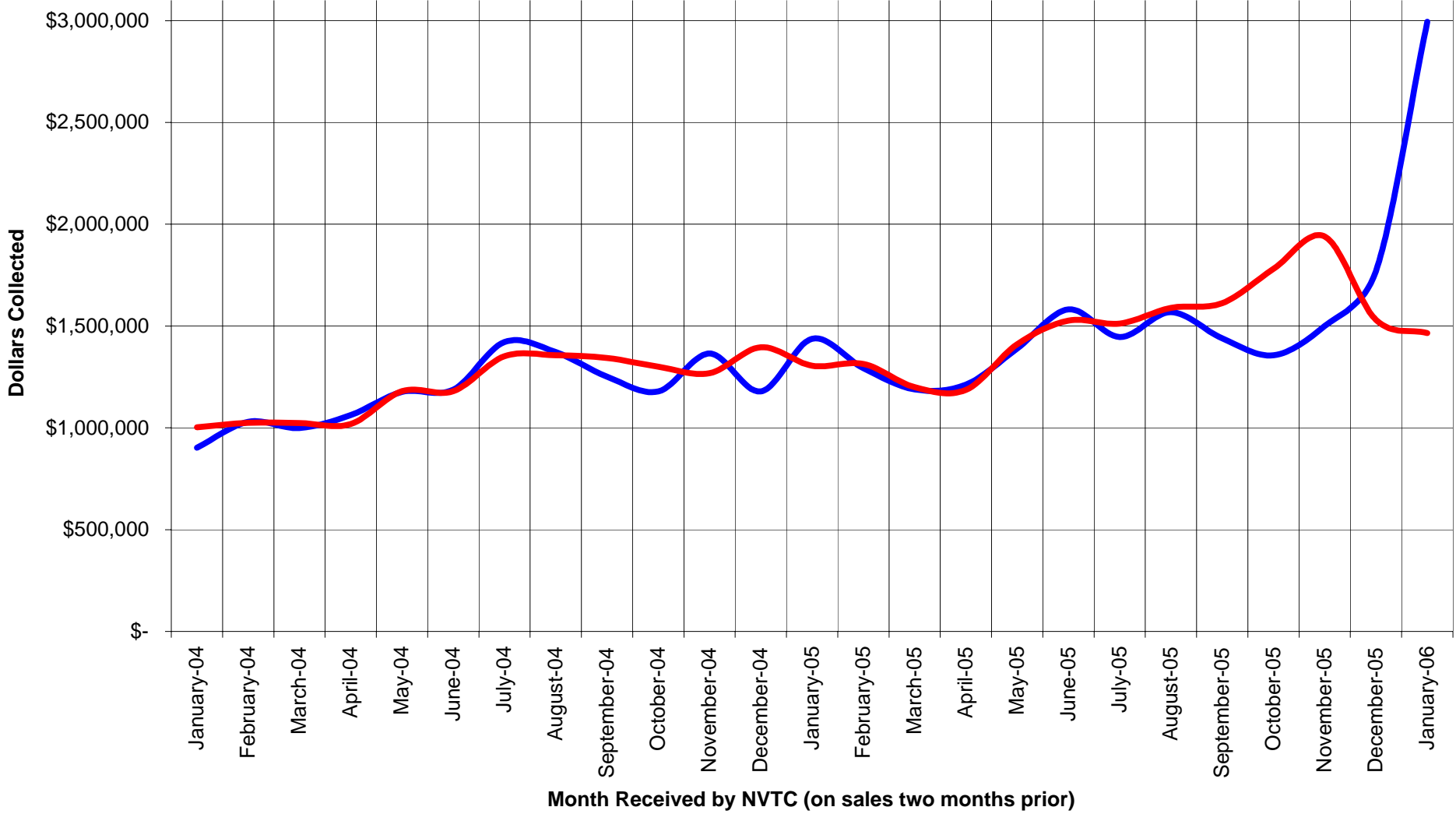


Month Received by NVTC (on sales two months prior)

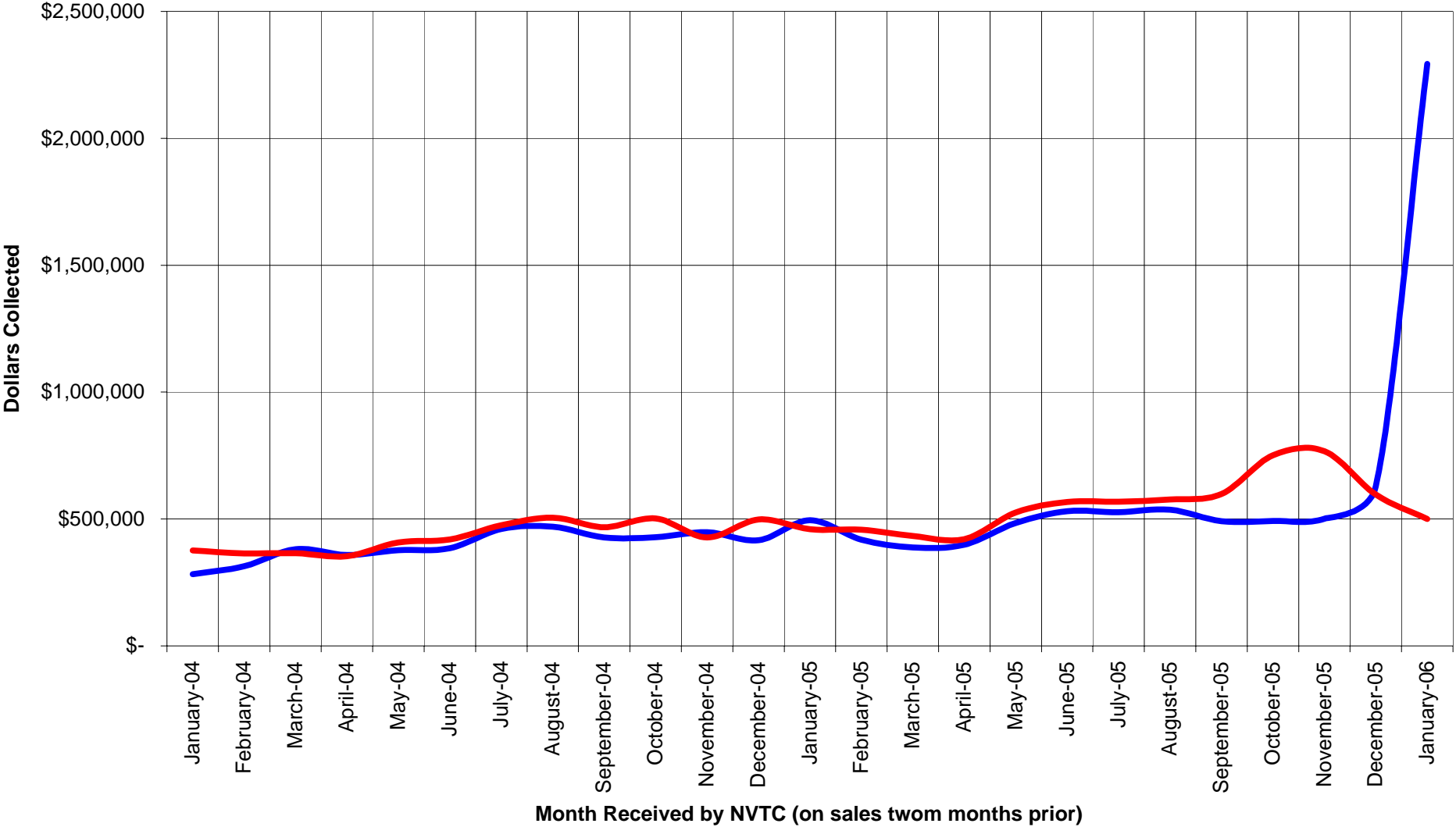
### Arlington MVFST Collected and Adjusted



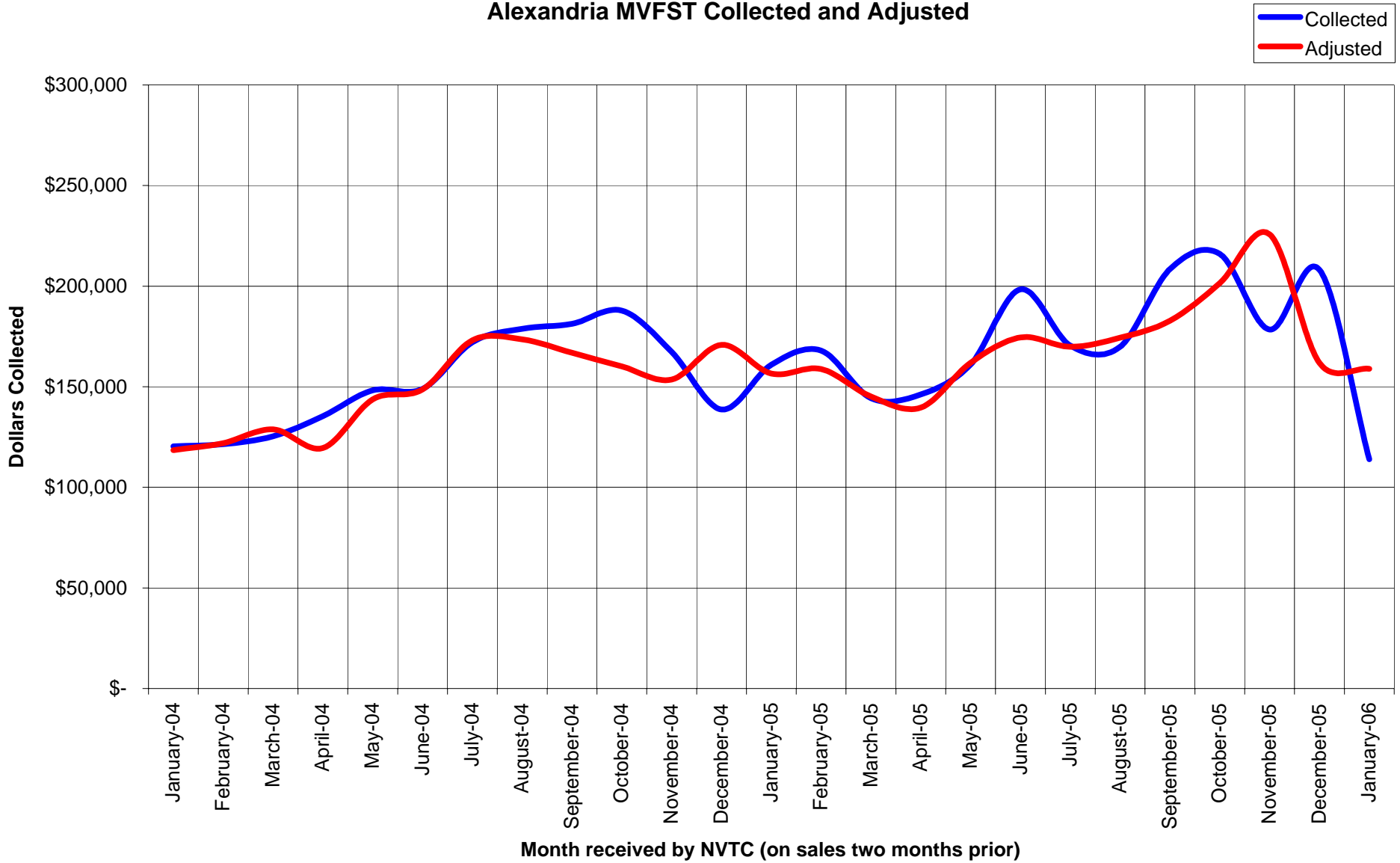
### Fairfax County MVFST Collected and Adjusted



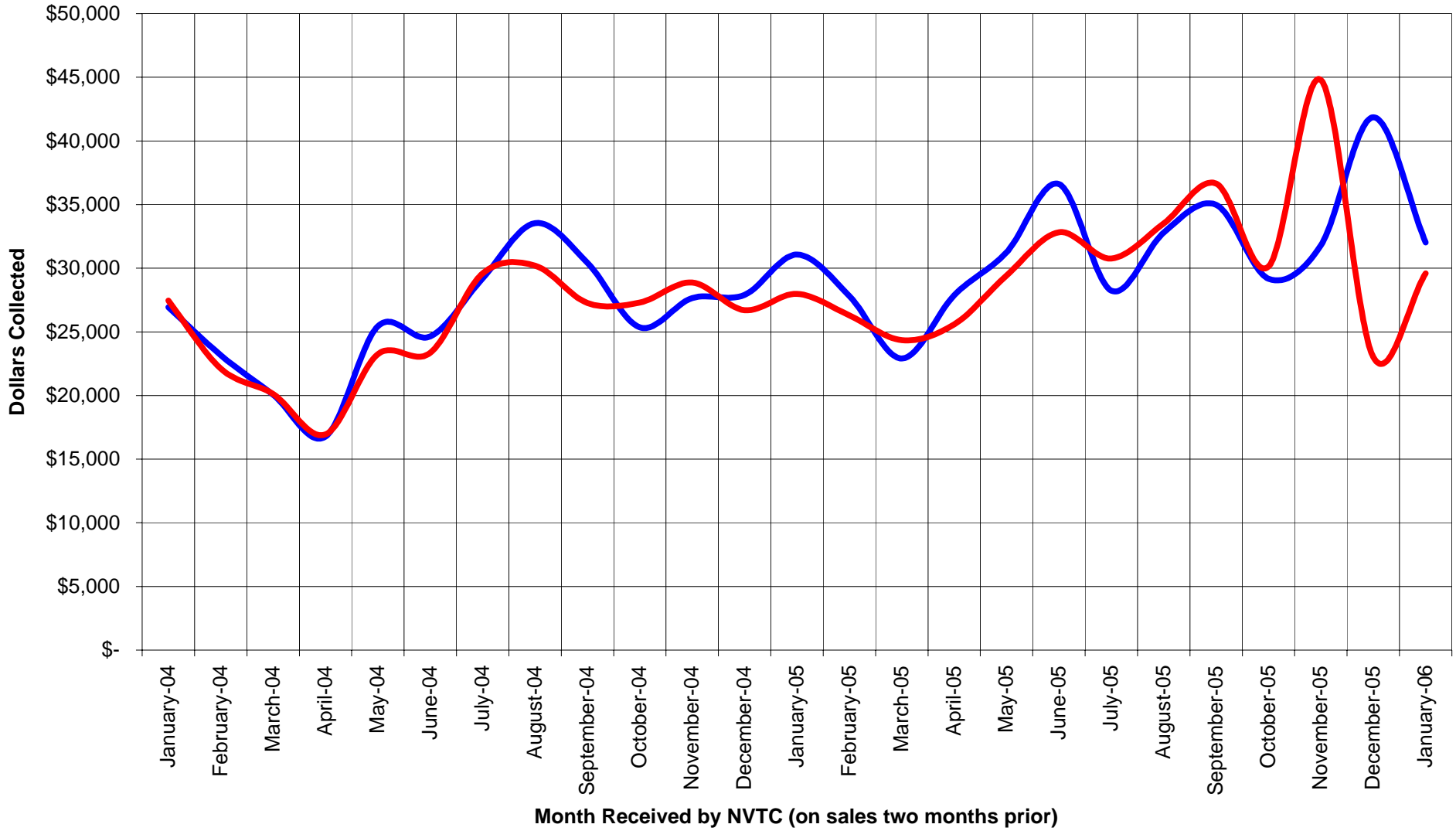
### Loudoun MVFST Collected and Adjusted



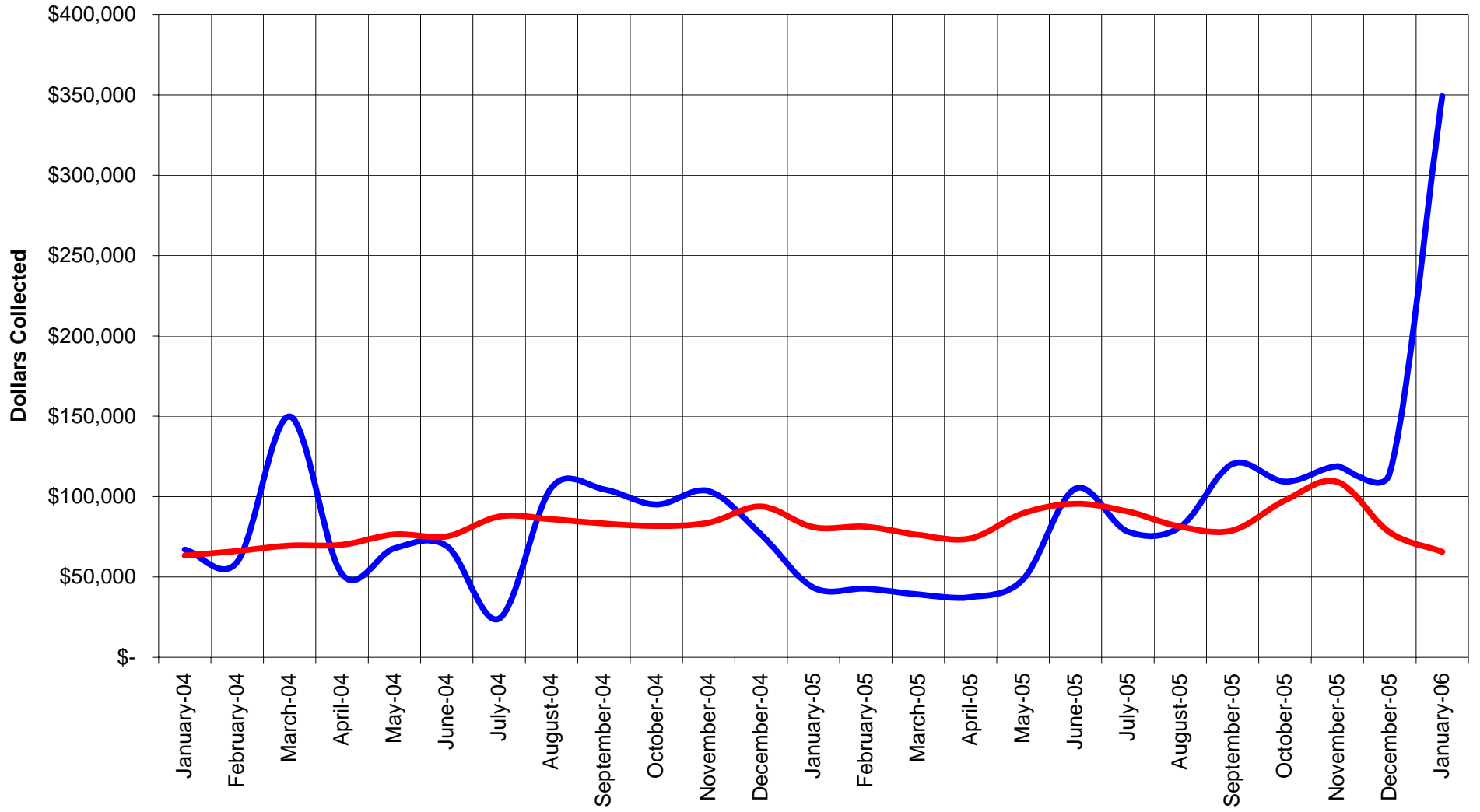
### Alexandria MVFST Collected and Adjusted



### Falls Church MVFST Collected and Adjusted



### City of Fairfax MVFST Collected and Adjusted



Month Received by NVTC (on sales two months prior)