



**NVTC COMMISSION MEETING  
WEDNESDAY, JANUARY 7, 2016  
MAIN FLOOR CONFERENCE ROOM  
2300 Wilson Blvd.  
Arlington, VA 22201**

**8:00 P.M.**

**7:00 P.M. NVTC's Executive Committee (dinner is available at that time)**

**AGENDA**

*(as amended January 5, 2016)*

1. Opening Remarks
2. ACTION ITEM: Approve the Minutes of the NVTC Meeting of December 3, 2015 and the Meeting Summary of the December 10, 2015 Joint NVTC-PRTC Federal and State Legislative and Policy Briefing
3. ACTION ITEM: Approve the **CONSENT AGENDA** (subject to approval by the Chairman)
  - A. Resolution #2293: Approve NVTC's Official Signatories and Employees' Pension Trustees
  - B. Authorize the Chair to Send a Letter to WMATA Regarding Regional Equity in Regional Funding of Metro Core Capacity
  - C. Authorize the Chair to Send a Letter to the Congressional Delegation Regarding Federal Legislative Issues
4. ACTION ITEM: Election of NVTC Officers for 2016
5. ACTION ITEM: Recognition of Service of 2015 Chairman David Snyder
6. ACTION ITEM: Resolution #2294 Selection of NVTC Representatives to Various Boards
7. Executive Director Report
8. Public Comment

9. WMATA

- A. Presentation by the WMATA General Manager/CEO Paul Wiedefeld
- B. WMATA Response to Request for Information on NEPP
- C. Report of the Virginia Members of the WMATA Board of Directors
  - 1. Safety and Related Issues
  - 2. Financial Management
  - 3. Budget and Finance
  - 4. WMATA Virginia Ridership and Parking Facility Utilization
  - 5. A Look Ahead at 2016

10. ACTION ITEM: Resolution #2295: Recommendations to WMATA Regarding Safety, Reliability, Affordability and Customer Service

11. INFORMATION ITEM: Northern Virginia Transportation Authority (NVTA) Report

- A. Presentation on TransAction
- B. NVTA Key Issues

12. Virginia Railway Express

- A. VRE CEO Report and Minutes
- B. ACTION ITEM: Resolution #2296: Adopt and Refer the VRE Revised FY2016 and FY2017 Operating and Capital Budgets to the Jurisdictions
- C. ACTION ITEM: Resolution #2297: Authorize a Property Lease Agreement with Norfolk Southern Railway Company
- D. INFORMATION ITEM: Roles and Responsibilities of NVTC Commissioners with Regards to VRE
- E. INFORMATION ITEM: 2016 VRE Operations Board Officers
- F. INFORMATION ITEM: Update on VRE Gainesville-Haymarket Extension

13. INFORMATION ITEM: DRPT's Commonwealth Report

14. INFORMATION ITEM: Commonwealth Transportation Board (CTB) Report

15. INFORMATION ITEM: Transportation Planning Board (TPB) Report

16. INFORMATION ITEM: Financial Items for November 2015

17. INFORMATION ITEM: Proposed Change in By-Laws

18. INFORMATION ITEM: Report of the Chairs of the Legislative and Policy Committee

19. CLOSED SESSION

**Agenda Item #4: Election of NVTC Officers for  
2016 (Supplemental Kit)**



**TO:** Chairman Snyder and NVTC Commissioners

**FROM:** Kelley Coyner

**DATE:** January 5, 2016

**SUBJECT:** Election of NVTC Officers for 2016

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**RECOMMENDED ACTION:** Elect NVTC Officers for 2016

The Nominating Committee has recommended the following slate of officers for 2016:

Chairman:	Honorable Jay Fisette, Arlington County
Vice-Chairman:	Honorable Jeff McKay, Fairfax County
Secretary-Treasurer:	Honorable Paul Smedberg, City of Alexandria

DRAFT



DRAFT

**RESOLUTION #2294**

**SUBJECT:** Selection of NVTC Representatives to Various Boards.

**WHEREAS:** NVTC is empowered to make appointments to the Board of Directors of the Washington Metropolitan Area Transit Authority (WMATA), the Virginia Railway Express (VRE) and the Virginia Transit Association (VTA);

**WHEREAS:** Some of NVTC's jurisdictions may not formally appoint their NVTC members prior to NVTC's January meeting and some may not be ready with recommendations for appointment to various boards;

**WHEREAS:** Secretary Aubrey Layne designated James Corcoran to be the Secretary's designee on NVTC and the WMATA Board to fill the unexpired term of James W. Dyke, Jr., which expires January 9, 2018 and that appointment became effective February 1, 2015;

**WHEREAS:** Catherine M. Hudgins was appointed to the WMATA Board for a three-year term which expires January 9, 2017; and

**WHEREAS:** James Corcoran and Catherine M. Hudgins will continue to serve their terms on the WMATA Board.

**NOW, THEREFORE, BE IT RESOLVED** that the Northern Virginia Transportation Commission hereby appoints the following persons to serve as Alternates to the WMATA Board, subject to possible subsequent action by NVTC's jurisdictions that alters their NVTC members for 2016 and their recommendations for members of the various boards:

**WMATA Board:**Alternates

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(Incumbent – William Euille)

4-year term (expires January 2, 2020)

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(Incumbent – Mary Hynes)

1-year term (expires January 7, 2017)

**BE IT FURTHER RESOLVED** that NVTC hereby appoints the following persons to serve on the VRE Operations Board, subject to possible subsequent action by NVTC's jurisdictions that alters their NVTC members for 2016 and their recommendations for members of the various boards:

**VRE Operations Board:**

Principals

Sharon Bulova  
John C. Cook  
Paul D. Smedberg  
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Alternates

Jeffrey C. McKay  
  
Timothy Lovain  
Jay Fisette

**BE IT FURTHER RESOLVED** that NVTC hereby appoints the following persons to serve on the Virginia Transit Association Board, subject to possible subsequent action by NVTC's jurisdictions that alters their NVTC members for 2016 and their recommendations for members of the various boards:

**VTA Board:**

Principals

David F. Snyder  
Kelley Coyner

Alternates

Jeffrey C. McKay  
\_\_\_\_\_

Approved this 7<sup>th</sup> day of January, 2016.

\_\_\_\_\_

Chairman

\_\_\_\_\_

Secretary-Treasurer

January 7, 2016

# DRAFT

Mortimer L. Downey, Chair  
WMATA Board of Directors  
600 5<sup>th</sup> Street, NW  
Washington, DC 20001

Dear Chairman Downey,

I am pleased to convey the Northern Virginia Transportation Commission's report on the results of its recent public engagement effort on the subject of how WMATA can regain and retain rider loyalty. In this process, participants made specific suggestions and the General Manager identified his priorities over the coming year. From participants in this process, the Commission observes that the General Manager's focus on safety, reliability, customer service, and revenue are welcome. Gains in each of these areas over the coming months and year will prove essential to the viability of Metrobus, Metrorail and MetroAccess. Transit service that riders and their employers can count on to get to destinations on time and safely is essential to Northern Virginia's economic competitiveness and quality of life. The General Manager's priorities align well with the priorities identified at public forums and through electronic polling, written comments and an online survey, as well as those reflected in other outreach efforts undertaken by WMATA. Based on these sessions and a focus group with leaders in the Northern Virginia business community, the Commission recommends the following:

- To regain rider confidence, WMATA must first improve the reliability of Metrobus, Metrorail, and MetroAccess. This is most important to riders. Riders must have accurate information about service and be able to count on arriving at their destinations on time.
- Safety of riders and employees must be the guiding principle in operations and priorities for capital investments.
- A strong customer service culture, including fare products that reward loyalty, will build ridership.
- Strong financial management is a cornerstone to restoring confidence in the management of the system.
- Dependable, dedicated revenue sources must be identified to allow WMATA to serve as an integral part of the region's transportation system for decades to come.

By way of context, in October and December respectively, NVTC hosted a meeting with key business leaders as well as two forums open to the general public. These outreach efforts provided valuable opportunities to hear the public's priorities and concerns about Metro service and, most importantly, how best to retain ridership and build loyalty within Metro's current and potential customer base. Support of riders and taxpayers is critical to the long-term success of the Metro system. The attached report describes these forums and related outreach efforts and contains specific suggestions from stakeholders. What follows are a series of general recommendations which are consonant with and are intended to support the work of Virginia's Members of the WMATA Board of Directors.

**To regain rider confidence, WMATA must first improve the reliability of Metrobus, Metrorail, and MetroAccess.** Business leaders as well as participants in the public forums identified reliability as being the most important service quality. Riders must have accurate information about service and be able to count on arriving at their destinations on time. Reliability includes consistent on time performance, sufficient frequency of service, connectivity and coordination between the rail and bus systems, and dependability. Improved communication that is accurate, understandable and audible is key for riders to rely on Metro. To ensure reliability of service over the longer term, WMATA must improve system performance, including budget and procurement practices that support preventive maintenance, make investments in core capacity and state of good repair, and acquire a modern and expanded fleet of railcars to both replace outmoded and unreliable vehicles and increase capacity through more eight-car trains.

**Safety of riders and employees must be the guiding principle in operations and priorities for capital investments.** Participants in the survey and public forums ranked safety second in terms of their current concerns. We note that WMATA is addressing safety recommendations of the National Transportation Safety Board, the Tri-State Oversight Committee, and the Federal Transit Administration (FTA) and is taking steps to improve emergency preparedness and cellular access in tunnels. In October, NVTC made a series of recommendations to WMATA regarding safety and called on WMATA to prioritize its investment in state-of-good repair projects and safety improvements and to enact policies and procedures at every level of the agency that support and emphasize safety. We reaffirm those recommendations and encourage WMATA to address the passenger safety concerns raised at the two public forums. (A copy of that resolution is attached for reference.)

**A strong customer service culture, including fare products that reward loyalty, will build ridership.** Customer service issues must be addressed in order to retain and attract riders. This includes an equitable and easy-to-use fare system. The recent approval by the WMATA Board of a concept test for a new monthly Metrorail pass that allows riders to purchase an unlimited amount of transit usage at a personalized price point is consistent with suggestions by riders at our forums. NVTC supports the Board's continued evaluation of fare practices and experimentation with products that meet customer needs and ensure a seamless transition between bus and rail systems. In addition, comments from riders underscore that WMATA should renew its commitment to a culture of customer service, from station managers to the physical fare equipment, and ensure regular and accurate dissemination of information, especially when communicating about service interruptions and delays.

**Strong financial management is a cornerstone to restoring confidence in the system's management.** Key components of this include procurement reform, timely responses to the FY 2014 and FY 2015 audit findings and the successful completion of all testing required in order to be removed from FTA's restricted drawdown. Continuous improvement in financial management must be coupled with sound investment strategies, including the adoption of a new Capital Funding Agreement, operation reform, and the securing of a dedicated source of capital and operating revenue.

**Dependable revenue sources must be identified to allow WMATA serve as an integral part of the region's transportation system for decades to come.** Business stakeholders noted that the long-term success of WMATA depends in large measure on its success in securing a regional, dedicated revenue source. NVTC is committed to

exploring options for a dedicated revenue source as well as developing the business case for dedicated funding. In the meantime, Metro must continue to diversify its funding sources and work closely with the Northern Virginia compact jurisdictions through NVTC to sustain capital funding, make investments in core capacity, improve cost effectiveness of service and project delivery, and maximize alternative sources of capital and operating funds.

WMATA's key task in the coming months is to address reliability and safety concerns as it puts its financial house in order. Long-term success hinges on making prudent investments and securing dependable revenue sources and is predicated on real short-term improvements that will allow riders to depend on the system. NVTC will continue to support its appointees in addressing stakeholder concerns and, through them, monitor progress in each of these areas.

Thank you for the opportunity to share our findings and recommendations. We look forward to working with WMATA as it implements these key improvements. Should you have any questions or need additional information, please contact NVTC Executive Director Kelley Coyner. She may be reached at 703-524-3322 or [kelleycoyner@nvtcdc.org](mailto:kelleycoyner@nvtcdc.org).

Sincerely,

David F. Snyder



# **NVTC WMATA Forums Report 2015**

## **INTRODUCTION**

In an effort to understand how WMATA can retain riders, increase their loyalty and build for future success, the Northern Virginia Transportation Commission (NVTC) conducted a stakeholder engagement effort in fall 2015, which consisted of a focus group with key business leaders, two regional community forums on issues related to WMATA and multiple other channels for comments on priorities and solutions for Metro. These sessions and other opportunities for input built on outreach efforts already underway by WMATA. These included pop-up listening sessions in October and November, where WMATA Board Members met with riders at rail stations across the system to hear passenger concerns firsthand. Also in October, WMATA launched Amplify, its first-ever “customer community.” Amplify members share their experiences as riders and influence how Metro responds to issues affecting those who use the system. These activities complement rider input through public comment, hearings and meetings and through the Riders Advisory Council and Accessibility Advisory Committee. NVTC reviewed the input from these activities and attended related outreach events in preparing its own forums and developing its recommendations.

NVTC, as the regional transit organization in Northern Virginia, is uniquely positioned to convene the region for a discussion on WMATA. NVTC appoints Virginia’s Members of the Metro Board, manages state and federal assistance to Metro, conducts Northern Virginia’s regional transit preparedness program, and engages in regional transportation planning, data analysis and reporting. Among other things, the Commission:

- secures funding for Metro,
- ensures that funds are spent in compliance with state and federal law, and
- promotes safe, reliable and cost-effective service.

The regional forums provided an opportunity for the public to ask questions and share recommendations on ways to ensure that WMATA is able to meet the region’s transportation needs in a safe and reliable manner. The forums were conducted in order to achieve the following three main objectives:

1. Provide a common understanding of how WMATA is addressing the concerns of key stakeholders (taxpayers, riders, the business community and local jurisdictions)
2. Develop and prioritize short- and medium-term responsive actions to address customer service (reliability and frequency), fiscal constraints, revenue, safety, etc.
3. Introduce and provide a listening session for Paul Wiedefeld, the new WMATA General Manager/CEO

## **OVERVIEW**

The forum theme was constructed around the question of **“How can we retain WMATA riders and increase loyalty?”** Each public participation exercise was designed to elaborate upon this theme. In order to prepare for hosting the forums, NVTC staff observed the WMATA Riders’ Union Forum with Paul Wiedefeld, the new GM/CEO, held on Monday, December 14, 2015 and reviewed the results of outreach by the members of the WMATA Board of Directors and stakeholder input from Amplify.

To maximize public participation opportunities, the strategic approach focused on providing multiple options and formats, as follows:

- One meeting with key business leaders from Northern Virginia
- An online public survey available from December 10-23, 2015

- Two public meetings held in the Northern Virginia region. Each public meeting included:
  - A dot exercise
  - Two handheld polling exercises
  - A group exercise
  - Paper comment forms

NVTC hosted a special meeting of Northern Virginia business leaders, members of the Transit Means Business Partnership, on October 26, 2015 at NVTC's office. The group included representatives of the Alexandria Chamber of Commerce; Arlington Chamber of Commerce; Committee for Dulles; Comstock Partners, LC; Crystal City Business Improvement District; Dulles Corridor Rail Association; Fairfax County Chamber of Commerce; Falls Church Chamber of Commerce; Greater Reston Chamber of Commerce; Loudoun County Chamber of Commerce; Mount Vernon-Lee Chamber of Commerce; and Greater Springfield Chamber of Commerce. Like the public forums, participants highlighted the need for immediate steady progress in service and financial management. Participants universally noted the criticality of WMATA's success to the regional economy now and in the future. Business leaders underscored that financial sustainability is the key to WMATA's long-term success. Participants noted that through a variety of mechanisms the business community contributes to the capital investment in Metro and that this is insufficient. The Transit Means Business Partnership highlighted the need to develop a dedicated source of funding for the Metropolitan Washington area.

The public meetings were held in accessible regional locations in a two-hour format. The Arlington meeting took place on December 16, 2015 from 7-9 p.m. at Wakefield High School and the Reston meeting was held on December 17, 2015 from 6-8 p.m. at the Reston Station building co-located with the Wiehle-Reston East Metro Station. The first meeting hour included an open house; the dot exercise; remarks from NVTC leadership, Virginia's Metro Board Members and Paul Wiedefeld; and the first handheld polling exercise. The second meeting hour included the group exercise, the second handheld polling exercise and concluding remarks.

The top Metro operational improvements identified across all public meetings and comment opportunities were:

1. Improving service reliability
2. Increasing service frequency/less crowding
3. Improving safety and security

The top Metro customer service improvements identified across all public meetings and comment opportunities were:

1. Improving communication about unanticipated service delays and changes
2. Improving the schedule for maintenance and other planned improvements to minimize rider impact
3. Improving emergency response

Of the participants whose Metro ridership has changed over the past year, the majority changed due to service reliability issues.

Participants recognized Metro's financial challenges, but their concerns were more heavily focused on reliability and safety as the key priorities going forward. While cost was a consideration, participants ranked potential changes in fares and parking fees last in order of importance in every instance where cost was among the options.

In conclusion, members of the public are motivated to help find solutions to Metro's challenges. They are enthusiastic about the potential to achieve outstanding regional transit service and they would like to continue to use Metro going forward. Their top concerns are service reliability and frequency and safety, and they offered many potential solutions to help address these issues. Based on these public priorities, NVTC has developed specific recommendations and actions for the WMATA Board's consideration.

## **NVTC RECOMMENDATIONS**

NVTC proposes the following recommendations to the WMATA Board, as detailed in the attached NVTC letter to WMATA Board Chairman Downey.

To regain rider confidence, WMATA must first improve the reliability of Metrobus, Metrorail, and MetroAccess. This is most important to riders. Riders must have accurate information about service and be able to count on arriving at their destinations on time.

- Safety of riders and employees must be the guiding principle in operations and priorities for capital investments.
- A strong customer service culture, including fare products that reward loyalty, will build ridership.
- Strong financial management is a cornerstone to restoring confidence in the management of the system.
- Dependable, dedicated revenue sources must be identified to allow WMATA to serve as an integral part of the region's transportation system for decades to come.

## **APPENDIX A- MEETING OVERVIEW**

The feedback received through each of these six public participation options was documented and analyzed to develop NVTC's recommendations for WMATA.

### **Dot Exercise Results**

**The dot exercise**, which was anonymous, solicited public feedback in two areas: 1) the top priorities for Metro improvements and 2) the top customer service priorities for Metro. Participants placed dots on flip charts next to the improvements and customer service priorities that were most important to them. The following tables summarize the dot exercise results.

**Question 1** asked participants to rank their top potential Metro improvements in order of importance to them. Options included *Adding More Frequent Trains/Buses on Existing Routes*, *Less Crowding*, *Improving Service Reliability*, *Improving Safety and Security*, *Simplifying the Fare Structure*, *Stabilizing Fare and Parking Costs*, *Improving Facilities (Stations, Parking, Escalators, Elevators, etc.)*, and *Improving Connections to Other Modes of Transportation*.

<b>Arlington's Top Metro Improvement Priorities</b>	<b>Reston's Top Metro Improvement Priorities</b>
1. Improving service reliability	1. Improving service reliability
2. Adding more frequent trains/buses on existing routes	2. Less crowding
3. Improving safety and security	3. (Tie) Adding more frequent trains/buses on existing routes; Improving safety and security

For both locations, *Improving Service Reliability* was the top Metro improvement priority, followed by *Adding More Frequent Trains/Buses on Existing Routes* and *Less Crowding*. Both locations chose *Improving Safety and Security* as their third improvement priority.

**Question 2** asked participants to rank their top Metro customer service priorities in order of importance to them. Options included *Improving Communication about Unanticipated Service Delays and Changes*, *Providing Refunds or Rebates for Riders During Severe Delays and Changes*, *Improving the Schedule for Maintenance and Other Planned Improvements to Minimize Rider Impact*, *Improving Communication about Longer Term Improvement Projects So That Riders Know When Projects Are Likely to Be Complete*, *Improving Emergency Response*, and *Improving the Reliability of Access Services Such as Elevators and Escalators*.

<b>Arlington's Top Metro Customer Service Priorities</b>	<b>Reston's Top Metro Customer Service Priorities</b>
1. Improving communication about unanticipated service delays and changes	1. Improving communication about unanticipated service delays and changes
2. (Tie) Improving the schedule for maintenance and other planned improvements to minimize rider impact; improving emergency response	2. Improving the schedule for maintenance and other planned improvements to minimize rider impact
3. Improving the reliability of access services, such as elevators and escalators	3. Improving emergency response

Both locations cited *Improving Communication about Unanticipated Service Delays and Changes* as their top Metro customer service priority, followed by *Improving the Schedule for Maintenance and Other Planned Improvements to Minimize Rider Impact*. Tied and/or third priorities included *Improving Emergency Response* and *Improving the Reliability of Access Services Such as Elevators and Escalators*.

## **Handheld Polling Exercise Results**

The handheld polling exercises gathered public input in two areas: 1) the top Metro service qualities and 2) the top Metro strategic priorities. Participants selected their answers from multiple choice questions in an anonymous, electronic polling format. The tables below summarize the handheld polling exercise results, where participants responded to two multiple choice questions at each meeting to generate anonymous, electronic polling results.

The Arlington meeting consisted mainly of Virginia-based participants, followed by Maryland and Washington, D.C. Reston drew mainly Virginia-based participants, followed by Washington, D.C. and Maryland. The greatest number of participants at both meetings was in the 35-54 year-old age group.

**Question 1** asked participants to rank Metro service qualities in order of importance to them. Options included *Reliable Service*, *Frequent Service*, *Competitive Cost*, and *Safety and Security Features*.

<b>Top Metro Service Qualities for Arlington</b>	<b>Top Metro Service Qualities for Reston</b>
1. Reliable service	1. Reliable service
2. Safety and security	2. (Tie) Frequent service; Safety and security
3. Frequent service	3. Competitive cost
4. Competitive cost	

Among the service qualities, *Reliable Service* was the top priority at both meetings, followed by *Safety and Security Features* and *Frequent Service*, with *Competitive Cost* as the lowest priority. More Arlington participants rated *Reliable Service* as their top service quality than those in Reston, whereas Reston participants rated *Frequent Service* and *Safety and Security Features* as higher service qualities than those in Arlington. *Competitive Cost* rated higher in Reston than in Arlington.

**Question 2** asked participants to rank the top Metro strategic priorities among the following options: *Reliability*, *Safety and Security*, and *Financial Stability*.

<b>Top Metro Strategic Priorities for Arlington</b>	<b>Top Metro Strategic Priorities for Reston</b>
1. Reliability	1. Reliability
2. Safety and security	2. (Tie) Safety and security; Financial stability
3. Financial stability	

Among the strategic priorities, *Reliability* was the top priority at both locations, followed by *Safety and Security* and *Financial Stability*. The second two priorities tied for second place at the Reston meeting.

Comparing results by strategic priority, *Reliability* was rated the top priority by more participants in Reston than in Arlington, whereas Arlington participants rated *Safety and Security* and *Financial Stability* as higher priorities than did those in Reston.

## **Meeting Discussion Summary**

The group exercise was designed to solicit the public's ideas and recommendations around Metro's top three strategic priorities: safety, reliability, and financial stability. The facilitators led the group in an open dialogue about strategic priorities within these categories.

Appendix B characterizes the discussion within the three strategic priorities. Participant comments mirrored priorities reflected in the other public comment exercises.

### **Online Survey Results**

**The online public survey**, conducted from December 10-23, 2015, included 15 questions about Metro ridership trends, strategic priorities and customer service priorities. Questions included a combination of multiple choice and ranking queries designed to generate prioritized results. The survey was anonymous and available for anyone with online access. Multiple surveys from the same electronic device were prohibited to reduce the likelihood of duplicates. Data could be sorted in multiple ways to analyze results. This survey was provided in order to maximize participation options. The survey results are anecdotal in nature and not intended to be statistically reliable.

The following summarizes the online survey results.

- There were 126 survey respondents, most of whom were from Virginia, followed by Washington, D.C. and Maryland.
- The most popular Metro service is *Metrorail*, followed by *Both Metrorail and Metrobus*, *None* and *Metrobus*. No participants use MetroAccess.
- The most popular Metrorail line was the Orange Line, followed by the Silver Line, the Blue Line, the Red and Yellow lines, which tied, and None. No participants used the Green Line.
- Most participants were going *Into Washington, D.C.* on Metro from their starting point, followed by *Within Virginia*; *Into Virginia*; *Within Washington, D.C.*; *Into Maryland*; and *Other/I Don't Use Metro*. No participants were going *Within Maryland*.
- Most participants used Metro for *Getting To/From Work*, followed by *Getting To/From Social Events*, *Getting To/From Other Destinations*, *Other/I Don't Use Metro*, and *Getting To/From School*.
- Most participants used Metro *Daily on Weekdays*, followed by *A Few Times Per Month*, *A Few Times Per Year*, *Every Day*, *Other/I Don't Use Metro*, and *Weekends Only*.
- More than half said that their use of Metro has changed in the past year. Of those, most used it less frequently.
- Of those whose use has changed, most said that it was due to *Reliability Issues*, followed by *Other Changes in My Travel Pattern Not Related to Metro*, *Frequency Issues*, *Safety and Security Issues*, *New Travel Destination Outside the Metro Service Area*, and *Cost Issues*.
- In ranking Metro's top three strategic priorities, *Safety* was rated number one, followed by *Reliability* and *Financial Stability*.
- Among Metro's service qualities, *Reliable Service* was rated number one, followed by *Safety and Security Features*, *Frequent Service* and *Competitive Cost*.
- Among the most important potential improvements, *Improving Service Reliability* was number one, followed by *Adding More Frequent Trains/Buses on Existing Routes*, *Improving Safety and Security*, *Less Crowding*, *Simplifying the Fare Structure*, *Improving Connections to Other Modes of Transportation*, and *Stabilizing Fare and Parking Costs*. No participants selected *Improving Facilities (Stations, Parking, Escalators, Elevators, etc)*.
- Among customer service priorities, there was a tie for first place between *Improving Communication about Unanticipated Service Delays and Changes* and *Improving the Schedule for Maintenance and Other Planned Improvements to Minimize Rider Impact*. Second place was *Improving Emergency Response*, followed by *Improving the Reliability of Access Services Such as Elevators and Escalators*. There was a tie for fourth place between *Providing Refunds or Rebates for Riders during Severe Delays and Changes* and *Improving Communication about Longer Term Improvement Projects So that Riders Know When Projects Are Likely to be Complete*.

## **Paper Comment Forms**

**Paper comment forms** were provided at each meeting to enable participants to share anonymous written comments. Each form provided blank space for participants to write their comments. Completed forms could either be placed in a comment box or mailed to NVTC.

The following summarizes the paper comment form results.

- Improve Blue Line reliability by shifting one train per hour from the Orange/Silver Line to the Blue Line. This would improve the wait time and overcrowding on the Blue Line
- Trains are chronically delayed, especially during peak travel times, and overcrowded
- Trains are jerky when manually operated
- Lack of enforcement of rules against eating and drinking on trains and platforms
- Lighting is uneven on trains
- Temperatures on trains are too warm or too cold
- Platforms are crowded, sometimes due to machinery left on platforms
- Escalators should be set to accommodate peak direction traffic and be able to be controlled by station managers
- Employees can be rude
- “Real time” information and announcements are frequently indecipherable
- There are unused reserved parking spaces in Metro parking lots and garages
- Bus stops are eliminated to increase bus driver convenience and the cost of convenience to riders
- Metro wastes money on consultants that could be used to improve operations
- Problems with the Transit Link Card working properly

## **APPENDIX B- Detailed Results**

### **Dot Exercise Results**

The following are detailed results of the dot exercise.

<b>Question 1: Which of the following potential Metro improvements is <u>most</u> important to you?</b>		
	<b>Arlington (12/16)</b>	<b>Reston (12/17)</b>
Adding more frequent trains/buses on existing routes	19	28
Less crowding	10	37
Improving service reliability	27	38
Improving safety and security	18	28
Simplifying the fare structure	0	9
Stabilizing fare and parking costs	4	13
Improving facilities (stations, parking, escalators, elevators, etc)	11	26
Improving connections to other modes of transportation	6	21

<b>Question 2: Which of the following Metro customer service priorities is <u>most</u> important to you?</b>		
	<b>Arlington (12/16)</b>	<b>Reston (12/17)</b>
Improving communication about unanticipated service delays and changes	14	23
Providing refunds or rebates for riders during severe delays and changes	0	4
Improving the schedule for maintenance and other planned improvements to minimize rider impact	11	19
Improving communication about longer term improvement projects so that riders know when projects are likely to be complete	8	4
Improving emergency response	11	18
Improving the reliability of access services such as elevators and escalators	9	23



## **Handheld Polling Exercise Results**

The following are detailed results of the handheld polling exercise.

<b>Do you live in Maryland, Virginia or Washington, DC?</b>		
	<b>Arlington (12/16)</b>	<b>Reston (12/17)</b>
Maryland	13.89% (5)	2.78 (1)
Virginia	77.78% (28)	83.33% (30)
Washington, DC	8.33% (3)	13.89% (5)

<b>What is your age group?</b>		
	<b>Arlington (12/16)</b>	<b>Reston (12/17)</b>
Under 25	0	5.71% (2)
25-34	14.29 (5)	14.29% (5)
35-54	40 (14)	37.14% (13)
55-64	28.57 (10)	20% (7)
65+	17.14% (6)	20% (7)
Rather not say	0	2.86 (1)

<b>Question 1: Which of the following service qualities is most important to you?</b>		
	<b>Arlington (12/16)</b>	<b>Reston (12/17)</b>
Reliable service	66.67% (24)	44.12% (15)
Frequent service	13.89% (5)	23.53% (8)
Competitive cost	2.78% (1)	8.82% (3)
Safety and security features	16.67% (6)	23.53% (8)

<b>Question 2: Which of the following Metro strategic priorities is most important to you?</b>		
	<b>Arlington (12/16)</b>	<b>Reston (12/17)</b>
Safety and Security	21.88% (7)	17.24% (5)
Reliability	59.38% (19)	65.52% (19)
Financial Stability	18.75% (6)	17.24% (5)

## **Meeting Discussion Summary: Public Forums**

The following summarizes the main points of discussion during the two meetings.

### **Discussion (Arlington):**

The audience was split between 12 participants who primarily ride Metrorail and seven or eight who primarily ride Metrobus.

The following are comments received about Metrorail:

- Weekend single tracking and delayed bus connections are significant issues. Avoid single tracking
  - People are giving up using the system on the weekend due to unpredictability
  - Other cities use additional buses and avoid single tracking
  - Changes in headways affect trips and bus connections
- Intercom quality, communications and safety
  - Half the time the intercom system doesn't work well
  - Too loud or too low/garbled
  - Can create an issue if the conductor needs to get a message across
- Safety and maintenance

- Many influencing factors include management, work ethic, coordination, communication, concentration, etc.
- Concerns about how Metro is funded, financial stability, costs and resources
  - Funding is complex; Metro is the only system in the US without dedicated funding
- A regional transportation agency could be a more efficient provider of bus service
  - NVTC is looking at regional bus service
  - Prioritize routes to maximize ridership across transit agencies/operators (single operator/regional authority)
- Cleanliness
  - Lack of enforcement of the no food/drink rules
- Concerns about Metro's strategic planning capabilities
- Lighting and signage
  - Have trouble seeing signs at stations (due to crowding)
  - Cannot read signs from inside trains through the windows
- New escalators are out of service
  - New ones are out of service most of the time
  - Station managers have deflected responsibility
- Blue Line frequency
  - Platforms are too crowded
  - Lack of consistent spacing in headways
  - Need to promote telework as an alternative
- Crime incidents
  - Lack of public communication about crime
- Reliability has gone down
- Unpredictable ride time, especially with transfers and at all times of day and particularly slow on weekends/evenings
  - Can no longer depend on Metro
  - Signage not correct for notification of next train
- Trains jerking as they stop at stations; safety issue because people lose their balance
  - Don't stop all trains at the front of the stations
  - Communication about delays and issues
  - Some trains are too short for the length of the platform, causing riders to run to catch a train, overcrowding on front/back of car, conductor holding train to account for all riders
- Delays/issues are not well communicated
  - WMATA needs to clearly define a meaning for 'success'
- Peak period turnstile and escalator use
  - WMATA should evaluate changing turnstiles from red to green to facilitate movement during peak periods
  - Station managers should be able to control to facilitate easy changes
- Injuries to track workers
  - Availability of technology to prevent these types of accidents (reference NTSB investigation)
- Thank you for great service from Washington Nationals fan

The following are comments received about Metrobus:

- Bus shelters
  - Most are owned by jurisdictions
  - Defects/missing shelters need to be addressed via Metro funding
- Dedicated bus lanes/transit
  - With bike lanes
  - Authority to make improvements depends on which roads are operated by VDOT

- Stop placement (every block vs. spread out)
  - Separating would increase performance
  - Riders without a car and who rely on public transit must have a smart phone, which not everyone has access to
- Integrate with Uber/Lyft

#### **Discussion (Reston):**

- Metro is the best commuting option, despite safety concerns
- Blue phones need to be fixed
- FTA posting on the web is not understandable
- Buses need to be more frequent and easily tracked with technology
- App for DC Metro doesn't work well and does not show the Silver Line
- Deferred maintenance needs to be addressed before system expansion
  - Bathroom maintenance is important
- Have employees take ownership and have a sense of pride
  - Creates competition
  - Station managers should be known to passengers
- Safety of employees/bus drivers is important
  - Protective shields for bus drivers
  - Some won't use them because they want to interact with passengers
- No phones at Metro stations; maybe bring back pay phones
- Multiple trains pass by before there is room to get on
- Blue Line wait time at Rosslyn
- Lack of police presence
- Put a ticket/farecard machine at Dulles Airport
- Need the ability to plug in/charge phones on trains
- Difficult for people with disabilities to schedule Metro Access
- Construction in stations starts and stops
- Lack of cell phone service
- Calls with compliments but never hears back. Employees should receive compliments submitted.
- Certain days (Mon & Fri) better days to ride. Talk to federal government about staggered work hours/days.
- Procurement processes should be optimized to speed up the delivery of spare parts
- Ability to use cell phone to communicate with Metro personnel when problem arises
- More visual way of communicating with international travelers e.g. rolling text in train cars
- Frequency of trains need to improve, especially on weekends when it is particularly bad. Improved frequency at night and weekends would encourage ridership.
- Frequent riders program; make more fun and reward riders
- Empty trains outbound during peak; riders discouraged from using those trains because fares are high
- Increase inbound fares to decrease outbound fares and encourage riders with a reverse commute
- Information not always correctly communicated in a timely manner, especially about weekend track work

#### **Meeting Discussion Summary: Transit Means Business**

NVTC hosted a meeting of Northern Virginia business leaders on Monday, October 26, 2015 at the NVTC office. The group engaged in discussion on several topics, including the importance of WMATA to the regional economy. The following points were made during that discussion.

- Concerned about access to downtown D.C. core
  - Capacity on NoVa side of river is a problem that will grow
  - Second river crossing necessary
  - Need support from D.C. for a second river crossing

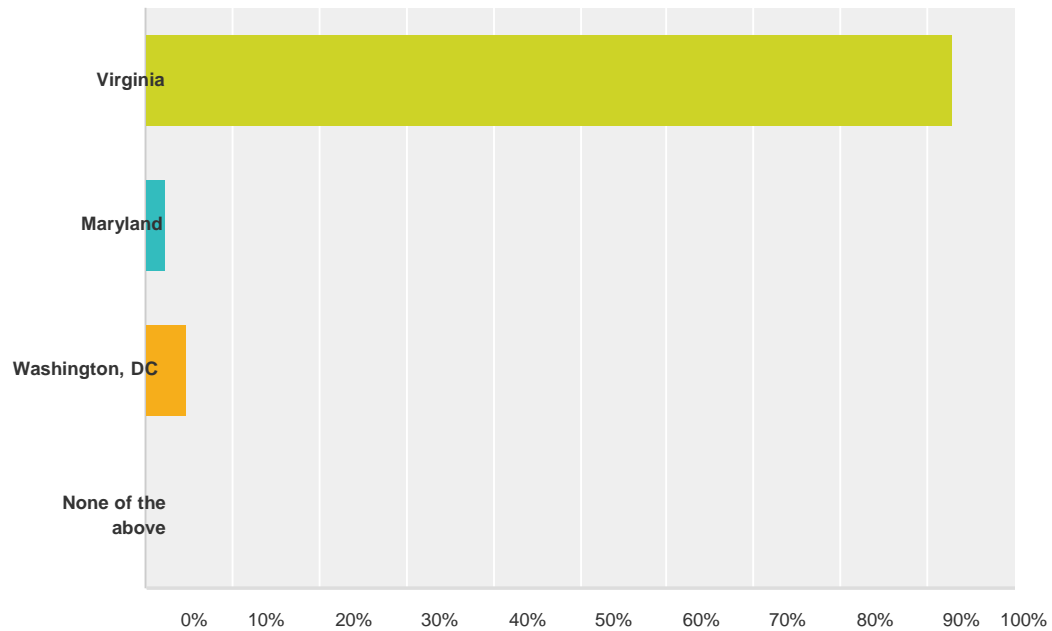
- Need to make sure people understand that the region's economy is built on the Metrorail system
  - Metro is a major component of the multimodal transportation solution in region.
  - Neither transit nor roads alone is a panacea for congestion.
- Need to demonstrate widespread support that currently exists for Metro
- Need reliable, sources of funding
  - Federal government needs to identify and earmark permanent funds
  - Must focus resources on needs that allow for solutions
  - Business community has to coalesce around what the source of dedicated funding is going to be
- Lack of regional cohesion is hurting Metro
- Must deal with issue of service reductions on Blue Line

## Online Survey Results

The following are detailed results of the online survey. The survey results are anecdotal in nature and not intended to be statistically reliable.

### Q1 Do you live in Virginia, Maryland or Washington, DC?

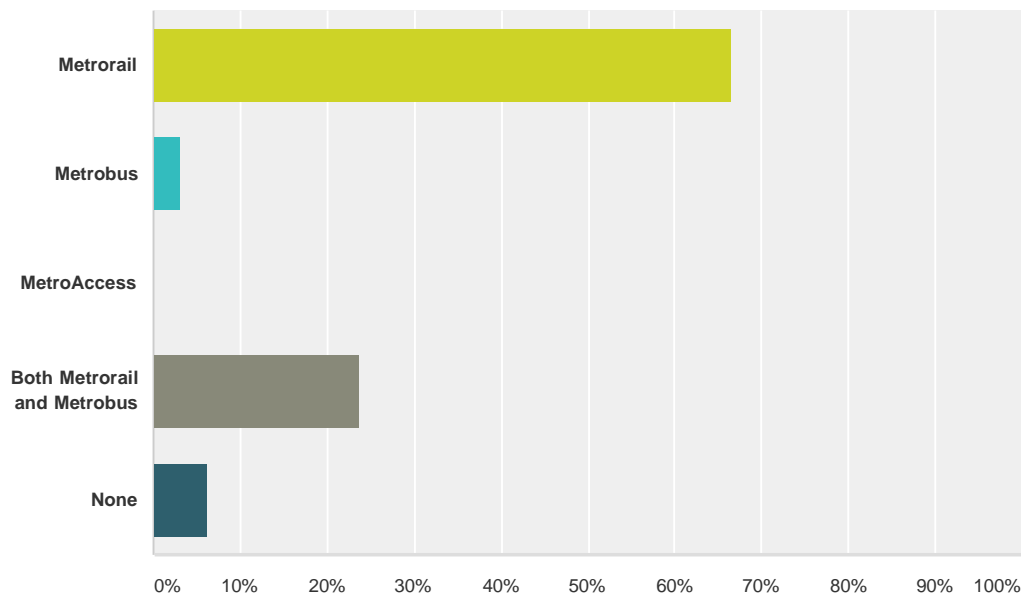
Answered: 126 Skipped: 0



Answer Choices	Responses	
Virginia	92.86%	117
Maryland	2.38%	3
Washington, DC	4.76%	6
None of the above	0.00%	0
Total		126

Q2 Which Metro service do you use most often?

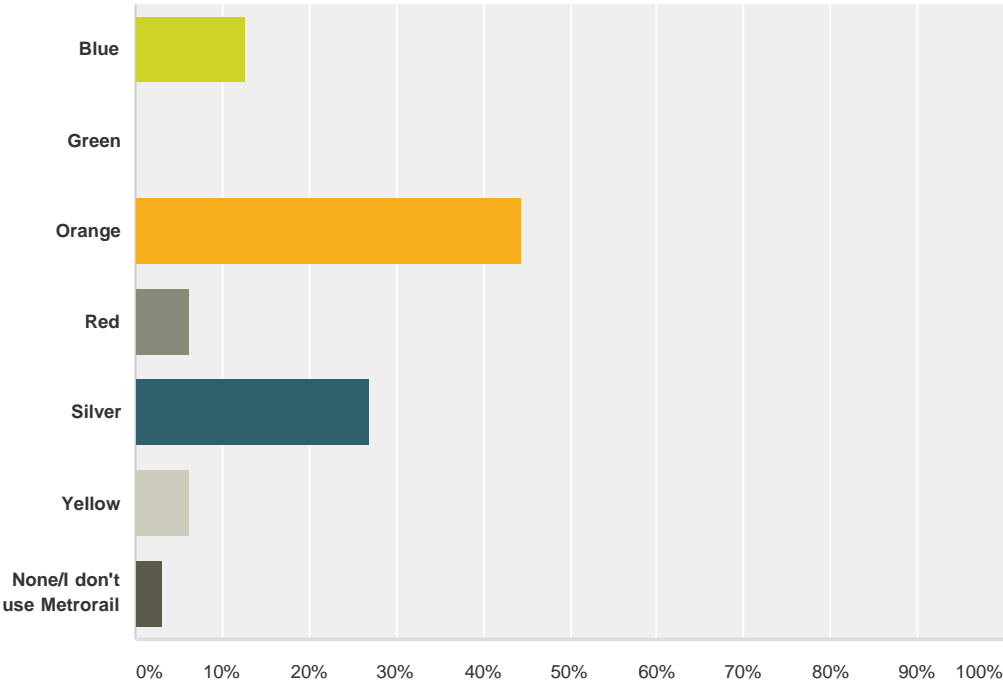
Answered: 126 Skipped: 0



Answer Choices	Responses	
Metrorail	66.67%	84
Metrobus	3.17%	4
MetroAccess	0.00%	0
Both Metrorail and Metrobus	23.81%	30
None	6.35%	8
Total		126

Q3 Which Metrorail line do you use most often?

Answered: 126 Skipped: 0



Answer Choices	Responses	
Blue	12.70%	16
Green	0.00%	0
Orange	44.44%	56
Red	6.35%	8
Silver	26.98%	34
Yellow	6.35%	8
None/I don't use Metrorail	3.17%	4
Total		126

#### Q4 Which Metrobus number do you use most often?

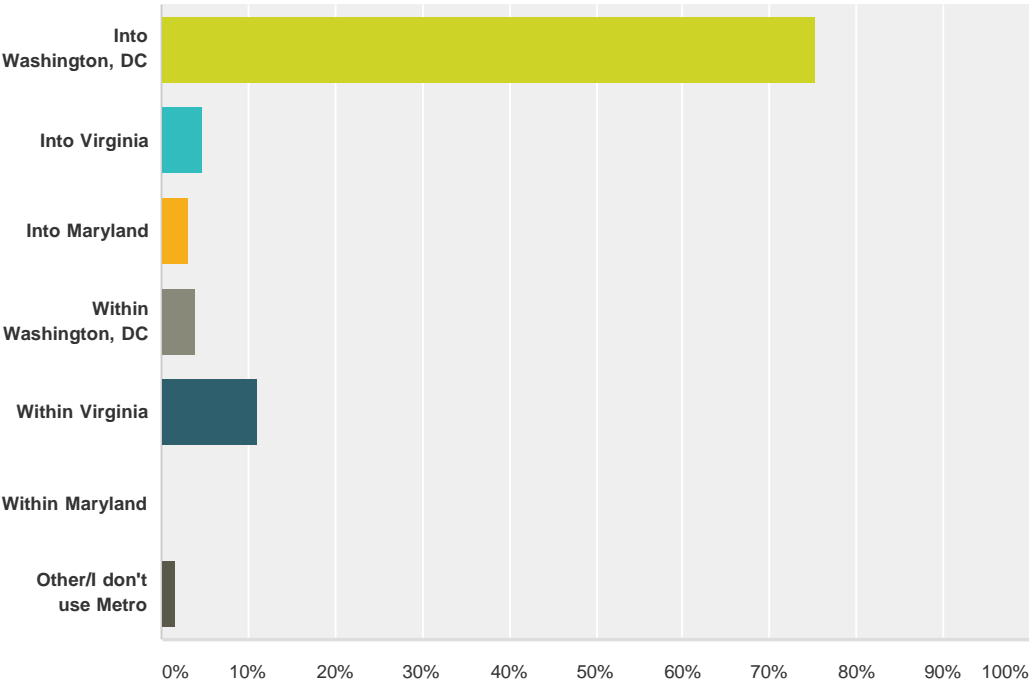
Answered: 36 Skipped: 90

Fairfax Connector 630, 631, 632  
38B  
22A  
10B  
3Y  
18P  
23  
2A  
30 line buses that go on Wisconsin ave  
28X and 7M equally  
Leesburg bus  
38B  
22C  
1C  
651  
540  
38b  
5A  
3  
7M  
S2  
L2 (but rarely)  
25B  
26A  
G8  
15M  
29  
161/162  
422  
557  
9A  
42/43  
38B



Q5 Where are you typically going on Metro, from your starting point?

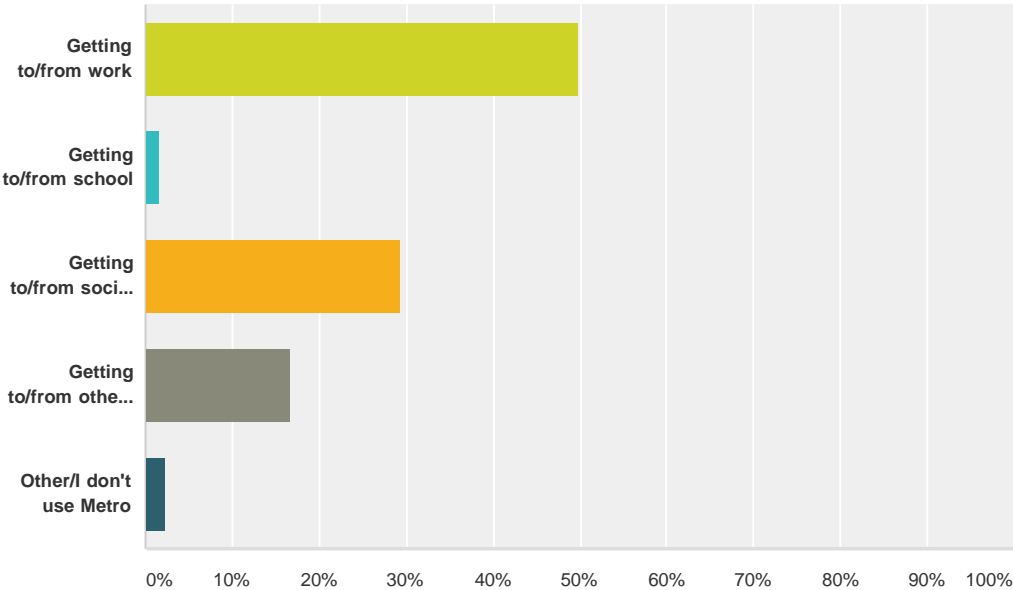
Answered: 126 Skipped: 0



Answer Choices	Responses	
Into Washington, DC	75.40%	95
Into Virginia	4.76%	6
Into Maryland	3.17%	4
Within Washington, DC	3.97%	5
Within Virginia	11.11%	14
Within Maryland	0.00%	0
Other/I don't use Metro	1.59%	2
Total		126

Q6 For which purpose do you typically use Metro?

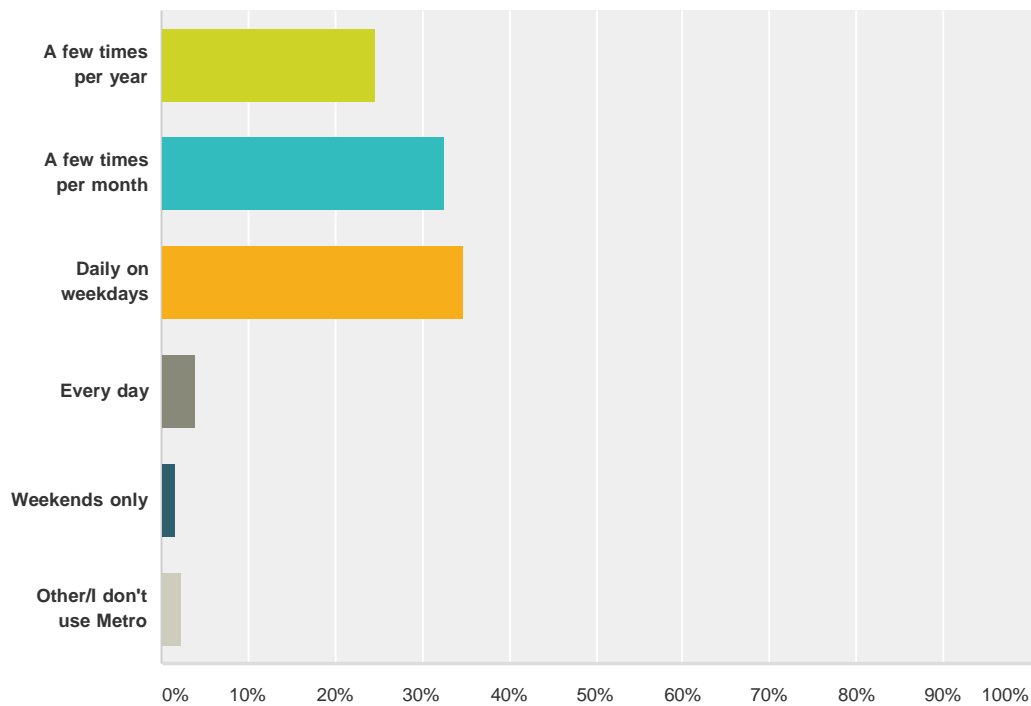
Answered: 126 Skipped: 0



Answer Choices	Responses	
Getting to/from work	50.00%	63
Getting to/from school	1.59%	2
Getting to/from social events	29.37%	37
Getting to/from other destinations	16.67%	21
Other/I don't use Metro	2.38%	3
Total		126

# Q7 How often do you use Metro?

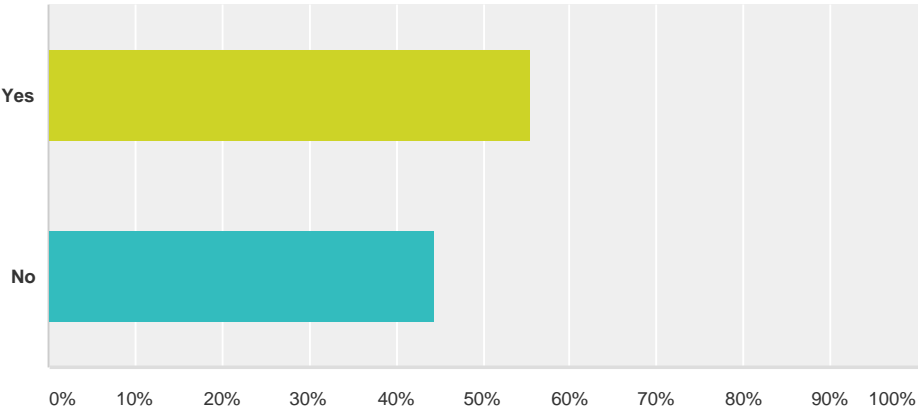
Answered: 126 Skipped: 0



Answer Choices	Responses	
A few times per year	24.60%	31
A few times per month	32.54%	41
Daily on weekdays	34.92%	44
Every day	3.97%	5
Weekends only	1.59%	2
Other/I don't use Metro	2.38%	3
Total		126

Q8 Has your use of Metro changed in the past year?

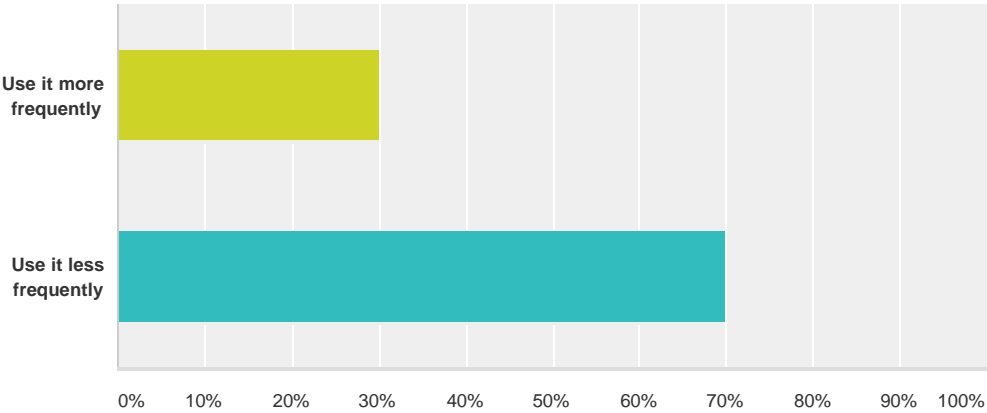
Answered: 126 Skipped: 0



Answer Choices	Responses	
Yes	55.56%	70
No	44.44%	56
Total		126

Q9 How has your use of Metro changed?

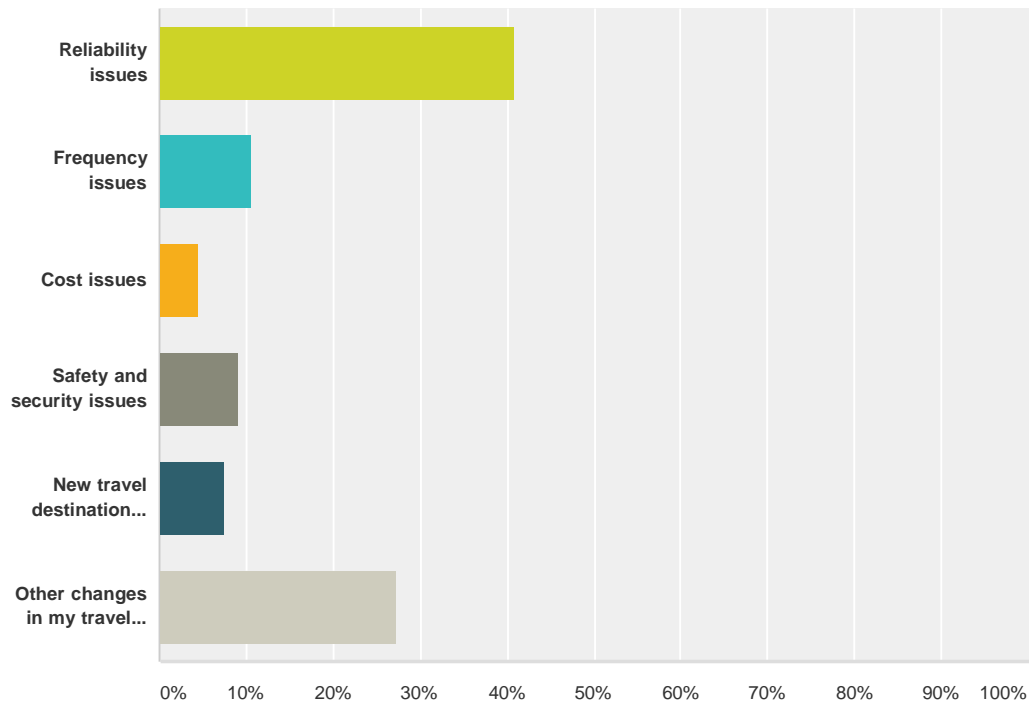
Answered: 66 Skipped: 60



Answer Choices	Responses	
Use it more frequently	30.30%	20
Use it less frequently	69.70%	46
Total		66

## Q10 Why did your use of Metro change?

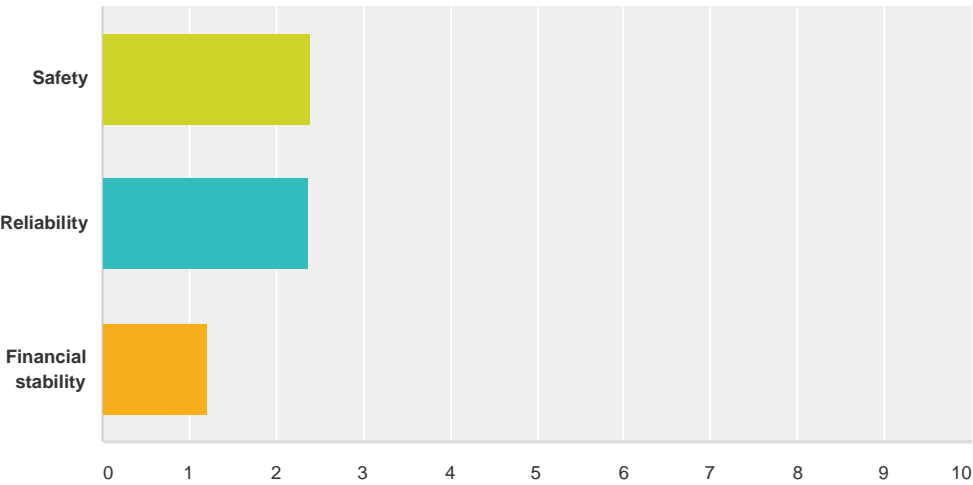
Answered: 66 Skipped: 60



Answer Choices	Responses	
Reliability issues	40.91%	27
Frequency issues	10.61%	7
Cost issues	4.55%	3
Safety and security issues	9.09%	6
New travel destination outside the Metro service area	7.58%	5
Other changes in my travel pattern, not related to Metro	27.27%	18
<b>Total</b>		<b>66</b>

Q11 Rank Metro's top three strategic priorities below from most to least important to you, where 1 is the most important priority.

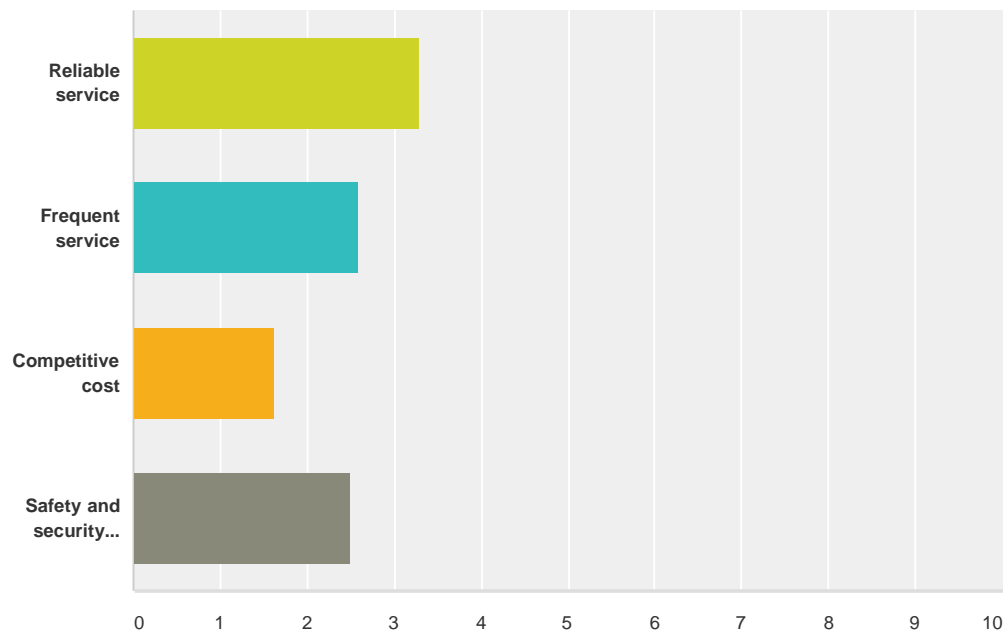
Answered: 116 Skipped: 10



	1	2	3	Total	Score
Safety	55.17% 64	30.17% 35	14.66% 17	116	2.41
Reliability	42.24% 49	53.45% 62	4.31% 5	116	2.38
Financial stability	2.59% 3	16.38% 19	81.03% 94	116	1.22

Q12 Rank the Metro service qualities below from most to least important to you, where 1 is the most important service quality.

Answered: 116 Skipped: 10

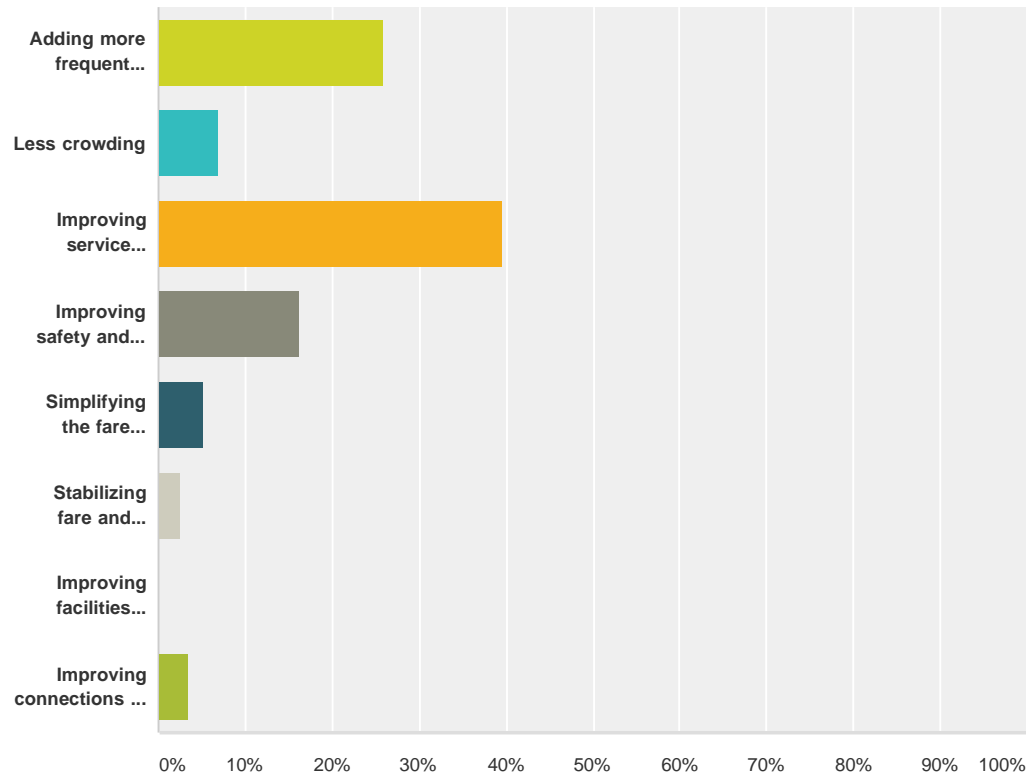


	1	2	3	4	Total	Score
Reliable service	39.66% 46	51.72% 60	6.90% 8	1.72% 2	116	3.29
Frequent service	24.14% 28	25.86% 30	33.62% 39	16.38% 19	116	2.58
Competitive cost	5.17% 6	6.90% 8	32.76% 38	55.17% 64	116	1.62
Safety and security features	31.03% 36	15.52% 18	26.72% 31	26.72% 31	116	2.51



Q13 Which of the following potential improvements is most important to you?

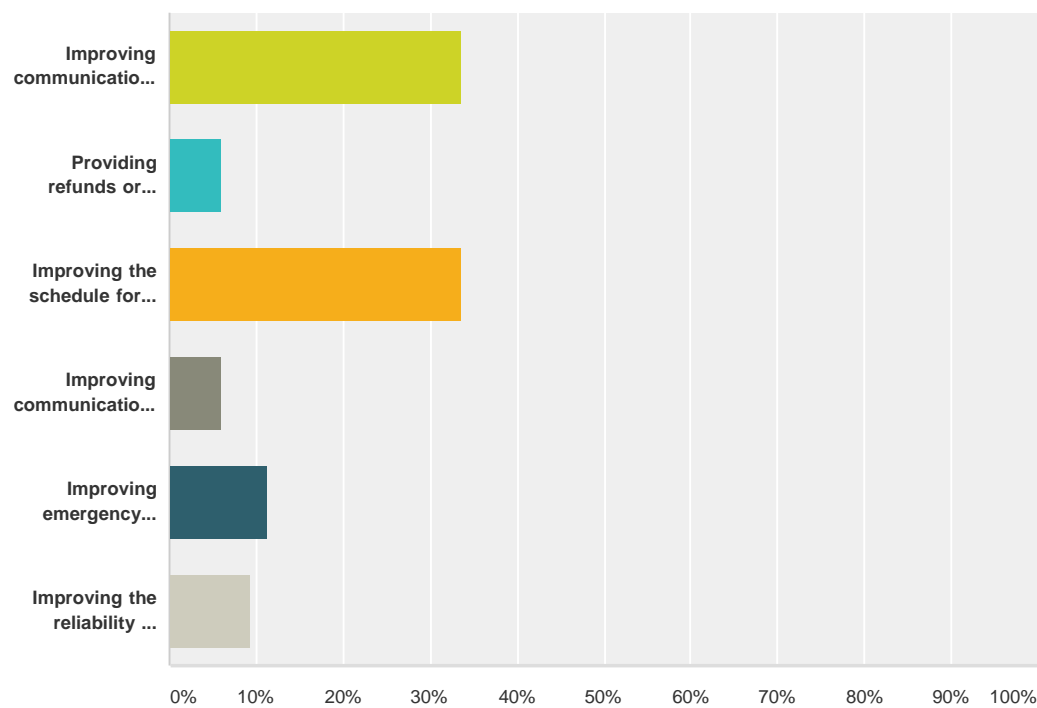
Answered: 116 Skipped: 10



Answer Choices	Responses	
Adding more frequent trains/buses on existing routes	25.86%	30
Less crowding	6.90%	8
Improving service reliability	39.66%	46
Improving safety and security	16.38%	19
Simplifying the fare structure	5.17%	6
Stabilizing fare and parking costs	2.59%	3
Improving facilities (stations, parking, escalators, elevators, etc)	0.00%	0
Improving connections to other modes of transportation	3.45%	4
Total		116

Q14 Which of the following customer service priorities does Metro need to address first to help improve rider trust and loyalty?

Answered: 116 Skipped: 10



Answer Choices	Responses	
Improving communication about unanticipated service delays and changes	33.62%	39
Providing refunds or rebates for riders during severe delays and changes	6.03%	7
Improving the schedule for maintenance and other planned improvements to minimize rider impact	33.62%	39
Improving communication about longer term improvement projects so that riders know when projects are likely to be complete	6.03%	7
Improving emergency response	11.21%	13
Improving the reliability of access services such as elevators and escalators	9.48%	11
Total		116

Q15 If you would like to be added to our contact list, please provide your name and e-mail address below.

Answered: 25 Skipped: 101

Responses available upon request





## **RESOLUTION #2284**

**SUBJECT: WMATA Safety Oversight and Compliance**

**WHEREAS:** NVTC recognizes that independent oversight and enforcement combined with strong safety practices and regular dependable investment in ongoing maintenance and replacement of Metrorail's physical assets are essential to providing safe and reliable rail service;

**WHEREAS:** Effectively addressing required corrective action plans associated with recent events including the L'Enfant Plaza tunnel fire, the derailment of a non-revenue service train, the fire in the Stadium-Armory power substation, and continued operational issues with the original Series 1000 as well as 4000 train cars is essential to the Agency's future;

**WHEREAS:** In 2012, the federal Moving Ahead for Progress in the 21<sup>st</sup> Century Act (MAP-21) provided the Federal Transit Administration (FTA) with greatly enhanced, independent safety oversight authority over rail transit and required the FTA to strengthen the authority of all State Safety Oversight Agencies (SSOA) including the existing WMATA body, the Tri-State Oversight Committee (TOC);

**WHEREAS:** In 2014, the Governors of Maryland and Virginia and the Mayor of the District of Columbia directed the creation of an independent Metro Safety Commission (MSC) as a legal entity - independent from the three jurisdictions and WMATA - fully authorized to provide independent WMATA safety oversight and enforcement in compliance with MAP-21 to replace TOC;

**WHEREAS:** On October 16, 2015, the United States Secretary of Transportation directed the FTA to assume temporary independent safety oversight authority of WMATA Metrorail and provide leadership direction to TOC until the new MSC is fully operational;

**WHEREAS:** The safe and reliable operation of Metrorail depends upon WMATA to prioritize funding for State of Good Repair projects in the FY2017 budget, expeditiously implement needed upgrades, and address all systemic operational issues that jeopardize safety and reliability;

**WHEREAS:** Under the Passenger Rail Investment and Improvement Act of 2008 (PRIIA), Congress committed to appropriate \$150 million each year for ten years towards improving the state of good repair on the existing Metrorail system, provided that the region matches this contribution; and

**WHEREAS:** Passage of federal legislation that reauthorizes and increases the federal commitment to maintenance and expansion of the nation's surface transportation infrastructure is critically needed by all transit systems in the nation.

**NOW, THEREFORE, BE IT RESOLVED** that the Northern Virginia Transportation Commission hereby urges WMATA to prioritize investments in State of Good Repair projects and safety improvements including addressing as priorities the corrective actions identified by the FTA, the National Transportation Safety Board, and the TOC, as these projects are fundamental to averting future safety problems.

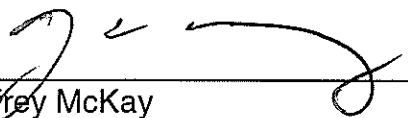
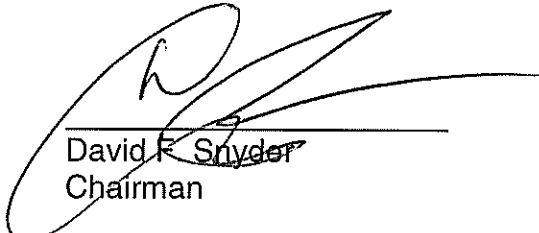
**BE IT FURTHER RESOLVED** that NVTC hereby urges WMATA to enact policies and procedures, at each level of the agency, that support and prioritize safety.

**BE IT FURTHER RESOLVED** that NVTC supports the action of U.S. Department of Transportation Secretary Anthony Foxx to assume direct oversight of WMATA Metrorail from the TOC until such time that the MSC has been established, as required by federal law.

**BE IT FURTHER RESOLVED** that NVTC, unless Congress provides appropriate funding to the FTA to execute fully the responsibilities for oversight of WMATA's Metrorail, hereby urges the Commonwealth of Virginia to expedite the authorizing legislation required to establish the MSC in order to create an independent entity, separate from the three jurisdictions and WMATA, with the power to conduct and enforce safety oversight; and with the ability to secure federal formula funds required to conduct a bona fide safety oversight program.

**BE IT FURTHER RESOLVED** that the U.S. Department of Transportation and the U.S. Congress provide resources required to complete its commitment to PRIIA and renew the federal commitment to fund projects in order to provide a long-term, stable source of funding so that WMATA can safely and reliably serve all the riders in the Nation's Capital.

Approved this 5<sup>th</sup> day of November 2015.

  
\_\_\_\_\_  
Jeffrey McKay  
Secretary-Treasurer  
\_\_\_\_\_  
David F. Snyder  
Chairman

# NVTA's TransAction

## *Transportation Action Plan for Northern Virginia*

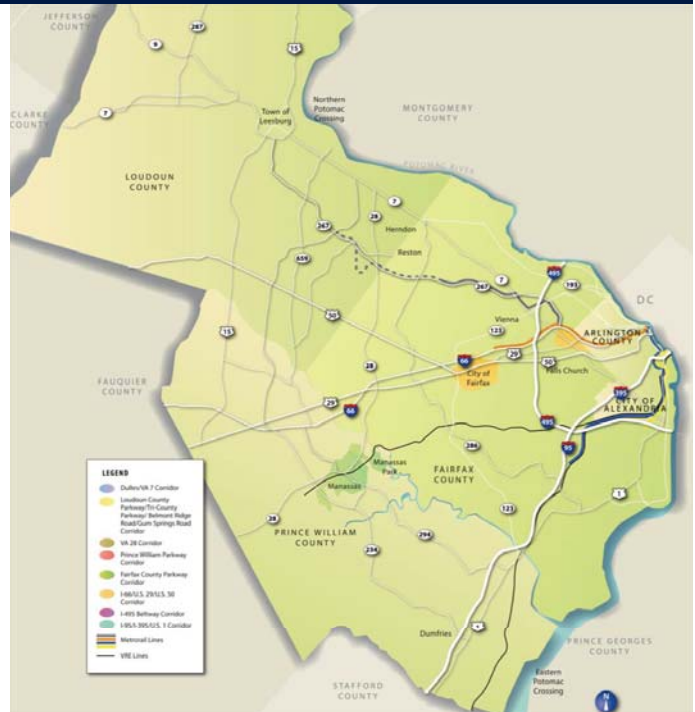
1



## NVTA's Mandate

*"...the Authority  
shall be responsible  
for long-range  
transportation  
planning for  
regional  
transportation  
projects in Northern  
Virginia."*

Code of Virginia  
§ 33.2-2500



2





# TransAction: An Overview

- Purpose of TransAction
- Overview of Scope
- Why This Effort Matters
- How To Get Involved
- Benchmark Survey

3



## Purpose of TransAction

- Transportation Action Plan for Northern Virginia
- Guided by the Authority's Vision and Goals, TransAction will identify a portfolio of multi-modal transportation investments for Northern Virginia thru 2040
- Sets the stage for the Authority's FY2018-23 Six Year Program, allocating more than \$1.7 billion to regional transportation improvements

4



# Overview of Scope: Tasks

- Technical Approach
  - Foundational research
  - Identification of regional transportation needs
  - Scenario planning
  - Analysis and ranking of projects
- Public Outreach
  - Website and launch activities
  - Engagement through workshops, Pop-up events, and online tools
  - Public input tracking and formal hearings

5



## Overview of Scope: Milestones

- Technical Approach with Targeted Public Outreach



6





# Why This Effort Matters

- First update to TransAction since the passage of HB 2313 (2013)
- TransAction is updated every five years
- If a project is not in TransAction, it will not be eligible to receive NVTAs Regional Revenues

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## How To Get Involved

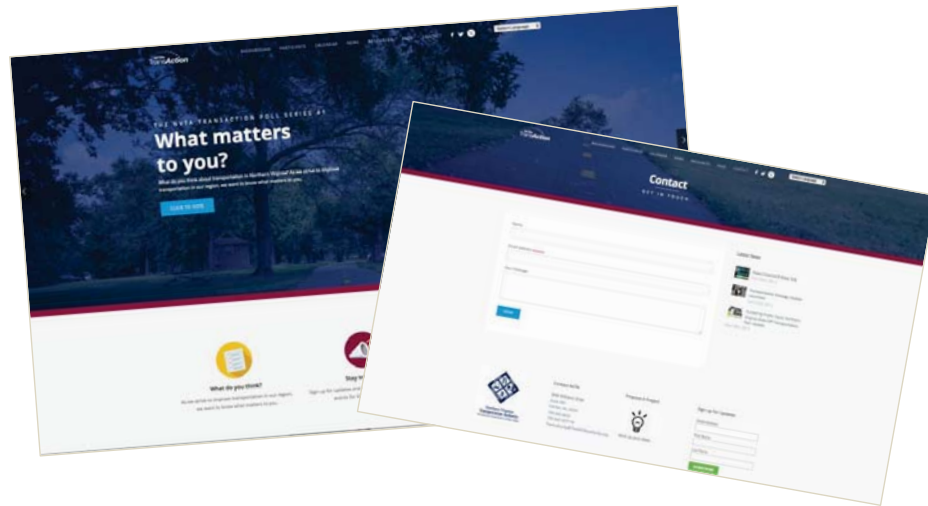
- Ongoing Launch Activities:
  - Distribution of 'contact cards'
  - Newsletter content
  - Jurisdictional briefings (Jan/Feb 2016)
- Upcoming Engagement Opportunities
  - Workshops and Pop-up events
  - Community partner and stakeholder groups
  - Newsletters and e-blasts
  - Online engagement tool
  - Tracking survey

8



# How To Get Involved

- NVTATransAction.org and @NVTATransAction

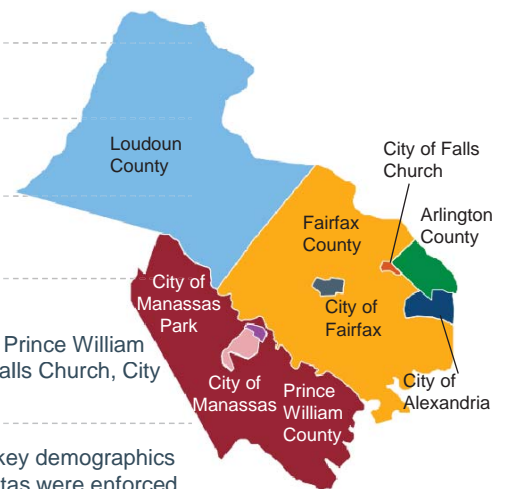


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## NVTA TransAction 2015 Benchmark Survey

	<b>AUDIENCE</b>	Residents 18+ in NVTA member jurisdictions n=610
	<b>DATES</b>	October 8-15, 2015
	<b>MODE</b>	Online Survey
	<b>LENGTH</b>	12 minutes
	<b>GEOGRAPHY</b>	Northern Virginia Arlington County, Fairfax County, Loudoun County, Prince William County, City of Alexandria, City of Fairfax, City of Falls Church, City of Manassas, City of Manassas Park
	<b>DATA WEIGHTING</b>	This survey was designed to be representative on key demographics such as jurisdiction, gender, age and ethnicity. Quotas were enforced among panel member participants in an effort to reflect census data for the region. Final sample reflected under representation of Hispanics and African Americans, therefore data was weighted to align with census ethnicity. Data weighting resulted in minor variance (avg. 0-2 percentage points) in actual results.



# Typical Northern VA travel is described as slow and congested, unpredictable and frustrating

## Typical Travel Description



BASE: All Respondents (n=610)

Q710. Imagine that you are describing your typical travel to someone from outside the region. What three words best describe your typical travel experience?

**Northern Virginia  
Transportation Authority**  
*The Authority for Transportation in Northern Virginia*

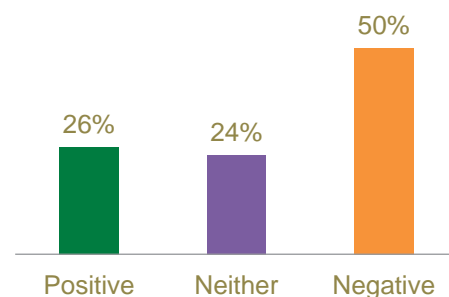
## One quarter heard something positive, mostly related to Metro/WMATA extensions or road projects

### Top-of-Mind for Transportation Issues

#### Positive (Unprompted responses)

- **44% Metro/WMATA Mentions**
  - There is on-going work being done on metro expansion from D.C. out to Dulles airport and some other extensions allowing easier access to metro.
  - Extending Metrorail to Woodbridge and Haymarket.
  - Possibility of metro coming to Prince William county.
- **29% Road Mentions**
  - I-95 extending down to Fredericksburg. Route 7 expanding near Sterling to three lanes.
  - Rt. 1 widening project.
  - Approval for road changes at Belmont Ridge Rd. in Leesburg. Continued work on the interchange at Rt.7 and Rt. 9.
- **24% I-66 Mentions**
  - The possibility of making I-66 a toll road in certain areas.
  - Possible HOT lanes on 66. Extending the third lane on 66 between Ballston and Falls Church.
  - I-66 toll lanes in the works and widening I-66 inside the beltway.
- **8% HOV/Express Lanes Mentions**
  - Expansion of the HOV lane south of DC.
  - Expanding HOT lanes.

#### Is what you heard...



#### Most Likely to Hear Something Positive:

- 46% Aware of TransAction
- 45% Hispanics
- 39% Loudoun/Prince Wm./Manassas
- 37% Children in HH
- 36% Income <\$50K
- 35% Some College

BASE: ALL RESPONDENTS (n=610; Positive (n=99)

Q400. What, if anything, have you heard, read or seen recently regarding transportation issues, actions or news in the Northern Virginia region?

BASE: HEARD, READ, SEEN TRANSPORTATION ISSUES (n=400)

Q405. Would you consider what you have heard, read, or seen positive or negative?

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*The Authority for Transportation in Northern Virginia*



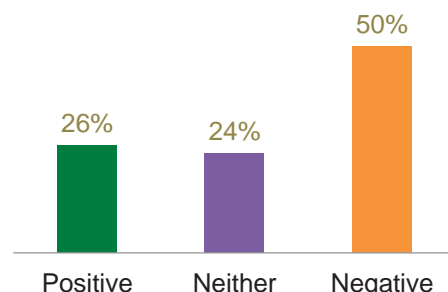
# Half heard something negative, primarily about Metro/WMATA issues and fees or I-66 tolls

## Top-of-Mind for Transportation Issues

### Negative (Unprompted responses)

- 45% Metro/WMATA Mentions
  - The Metrorail system in VA/DC has been dealing with a lot of issues lately, from a smoke incident to derailment of a non-passenger train.
  - Metro is losing ridership and considering fare increases.
  - Metro system is expensive and unreliable.
  - Metro closures and delays. Silver line phase 2 delays and weekend track work issues.
- 45% I-66 Mentions
  - Proposed tolls on Rt. 66.
  - Making 66 inside the beltway Hot Lanes and charging expensive tolls.
  - Expansion of I-66 is coming, but it will mainly be for expensive tolls.
- 20% Road Mentions
  - The roads we have cannot support the continuing growth of the infrastructure.
- 18% Traffic/Congestion Mentions
  - Congestion in the DC area is one of the worse in the Nation
- 9% Toll Mentions

### Is what you heard...



### Most Likely to Hear Something Negative:

- 65% Commute by Rail
- 67% Arlington/Alexandria/Falls Church
- 63% Trans. QOL Decreasing
- 55% White
- 55% No Children in HH

BASE: ALL RESPONDENTS (n=610); Negative (n=206)

Q400. What, if anything, have you heard, read or seen recently regarding transportation issues, actions or news in the Northern Virginia region?

BASE: HEARD, READ, SEEN TRANSPORTATION ISSUES (n=400)

Q405. Would you consider what you have heard, read, or seen positive or negative?

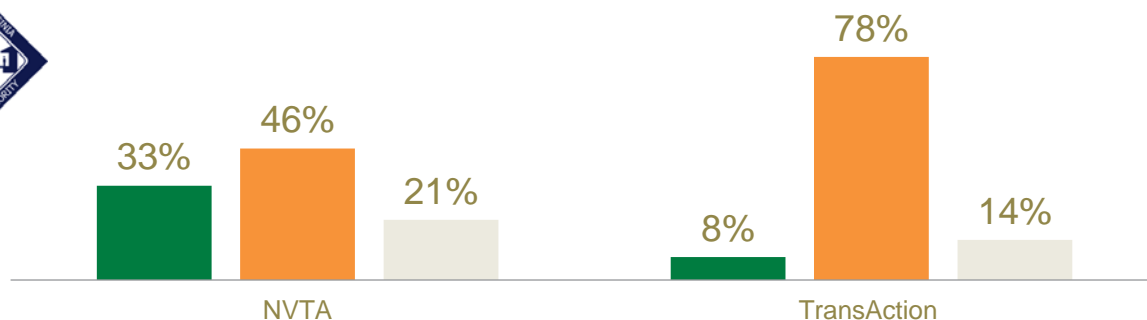
**Northern Virginia  
Transportation Authority**

*The Authority for Transportation in Northern Virginia*

## One third have heard of NVTA – typically older residents who have lived in the region over 15 years – but only 8% have heard of TransAction

### Have you ever heard of...

■ Yes ■ No ■ Unsure



...an organization called the Northern Virginia Transportation Authority, also known as NVTA?

...the TransAction long range transportation plan?

### Most Likely to Have Heard of NVTA:

- 55% Aware of TransAction
- 45% Influencers
- 44% Ages 65+
- 41% Ages 55-64
- 39% In Region >15 Years
- 39% Males
- 38% White
- 38% Income \$100K+

### Most Likely to Have Heard of TransAction:

- 21% Ages 18-24
- 18% Hispanics
- 17% Influencers
- 15% In Region 1-5 Years
- 14% Trans. Infrastructure Most Imp.

BASE: ALL RESPONDENTS (n=610)

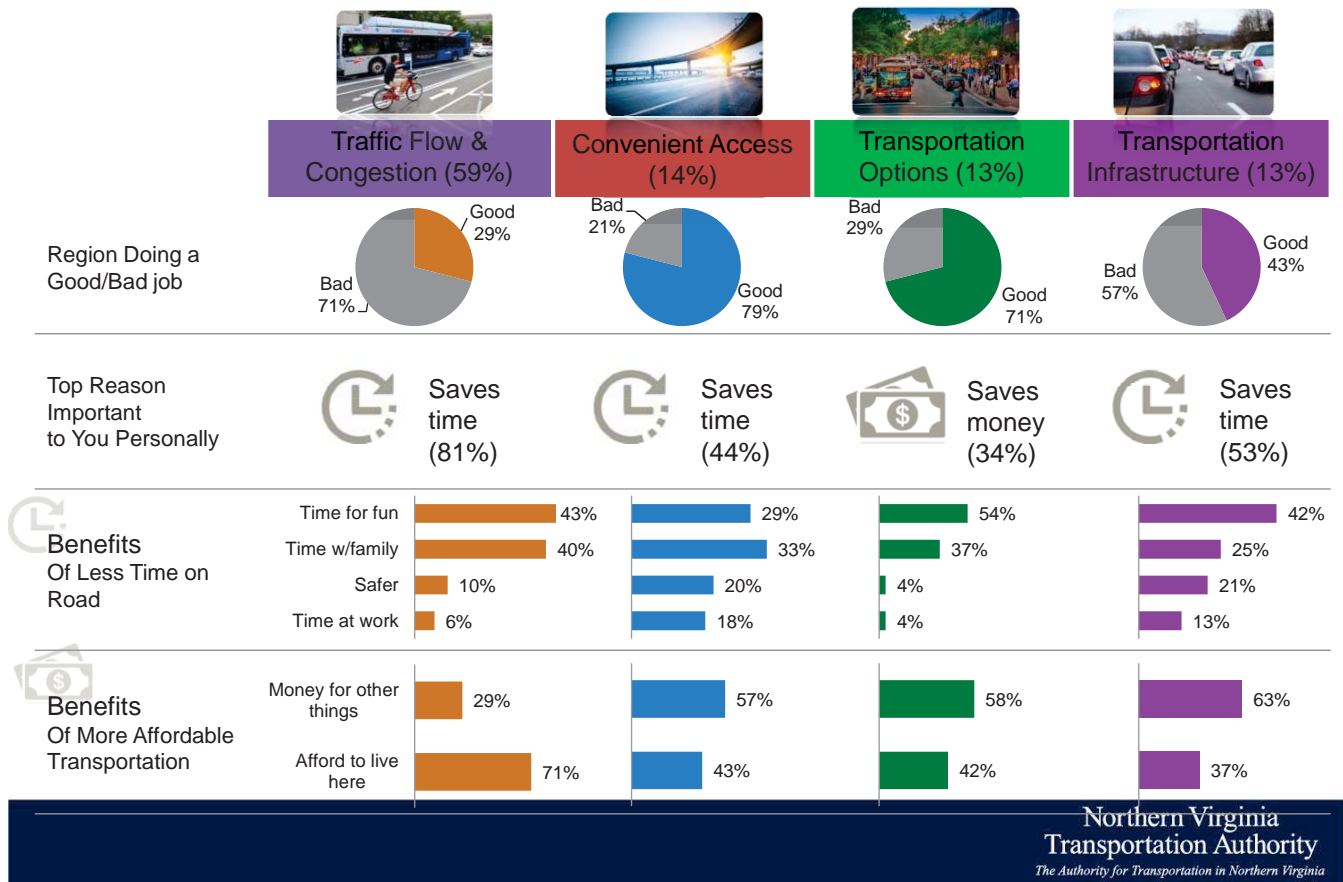
Q417. Have you ever heard of an organization called the Northern Virginia Transportation Authority also known as NVTA?

Q420. Have you ever heard of the TransAction long range transportation plan?

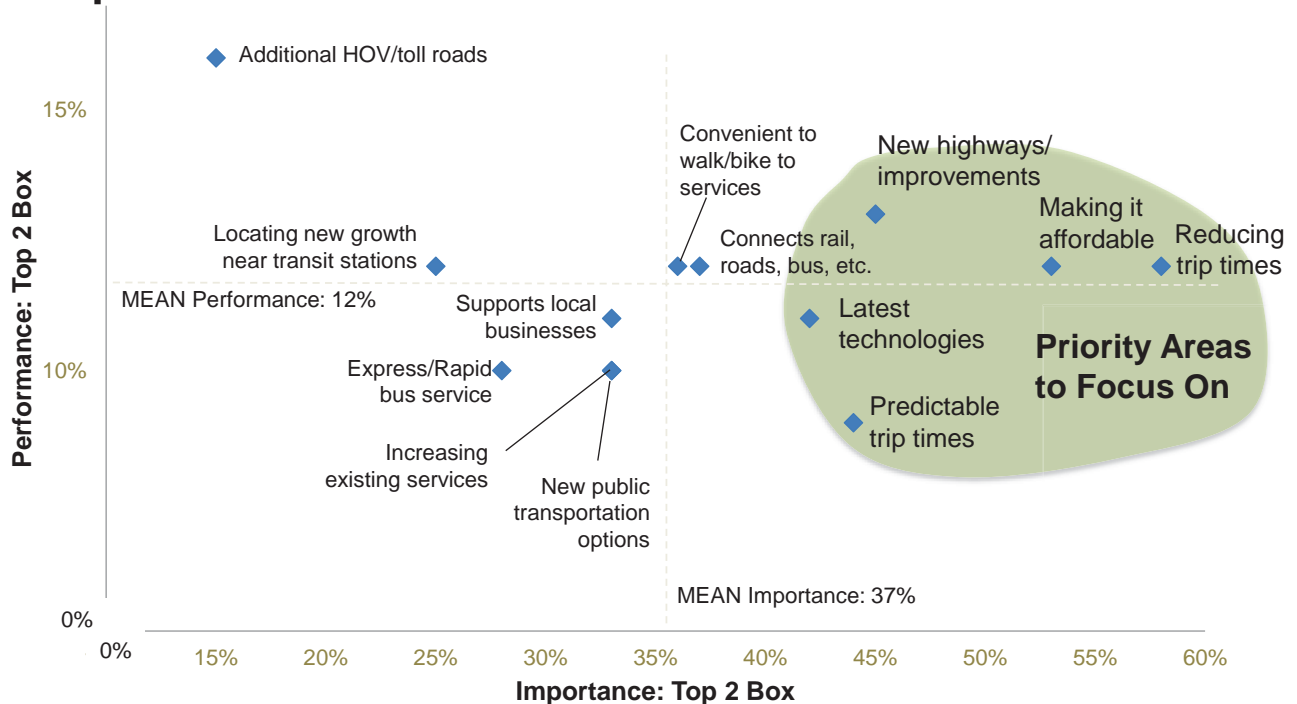
**Northern Virginia  
Transportation Authority**

*The Authority for Transportation in Northern Virginia*

# Values Report Card Summary



## Focus on reducing trip times, making transportation affordable, and implementing new highways/ improvements



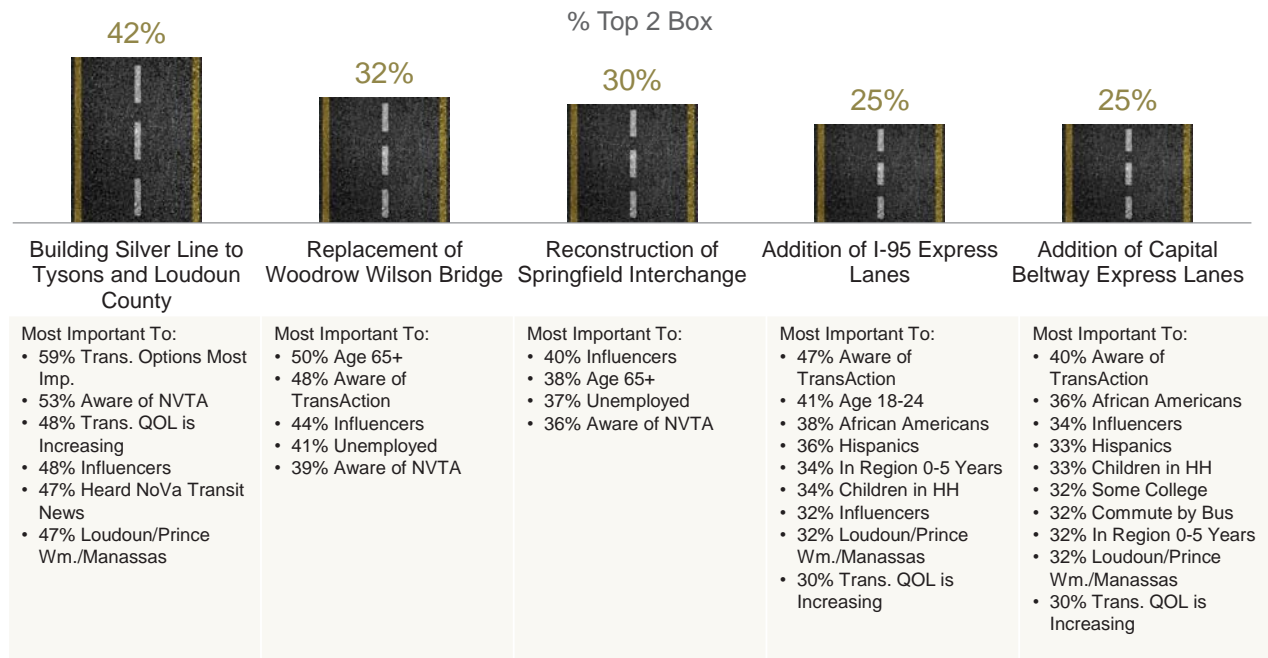
BASE: ALL RESPONDENTS (n=610)

Q600. Thinking specifically about transportation issues and priorities, please rate each of the following where 1 means "Not at all important to the future of the region" and 10 means "Extremely important priority for the future of the region":  
Q605 Please indicate how well you think Northern Virginia is performing on each of these priorities using the scale where 1 means the region is not performing well at all and 10 means the region is performing extremely well.

**Northern Virginia Transportation Authority**  
The Authority for Transportation in Northern Virginia

# Building the Silver Line is the most important recent project

## Importance of Recent Projects to Region



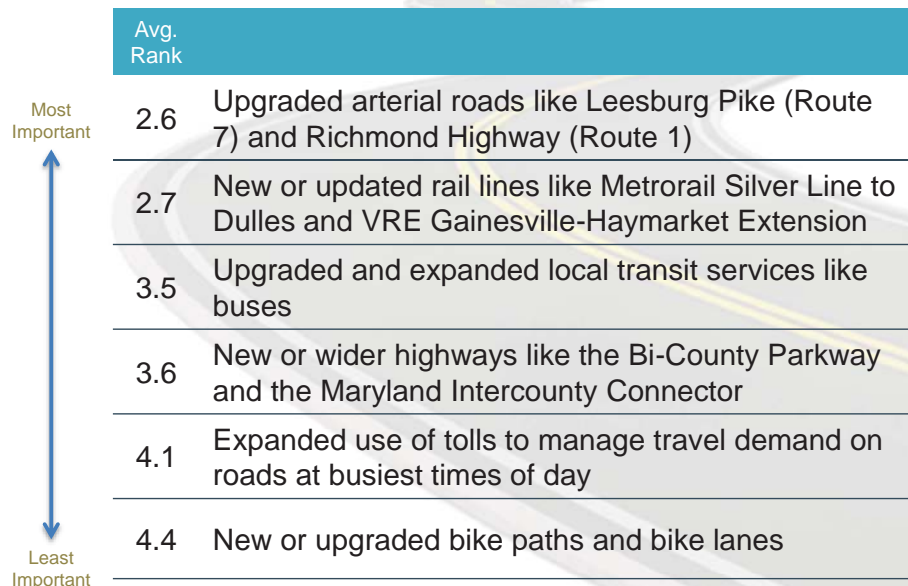
BASE: ALL RESPONDENTS (n=610)

Q610. Thinking about recently and soon-to-be completed projects in the region please indicate how important each of the following have been for the region. Please use a scale where a 1 means "not at all important" and a 10 means "extremely important".

**Northern Virginia Transportation Authority**  
The Authority for Transportation in Northern Virginia

# The highest ranking potential project is upgraded arterial roads, particularly among those who work in NoVa or live and work in the same area

## Importance of Potential Projects to Region



### Most Likely to Rank First:

- Trans. QOL is Decreasing
- Live/Work in Same County/City
- Work in NoVa
- Traffic Congestion Most Imp.
- Ages 55-64
- Homeowners
- Arlington/Alexandria/Falls Church



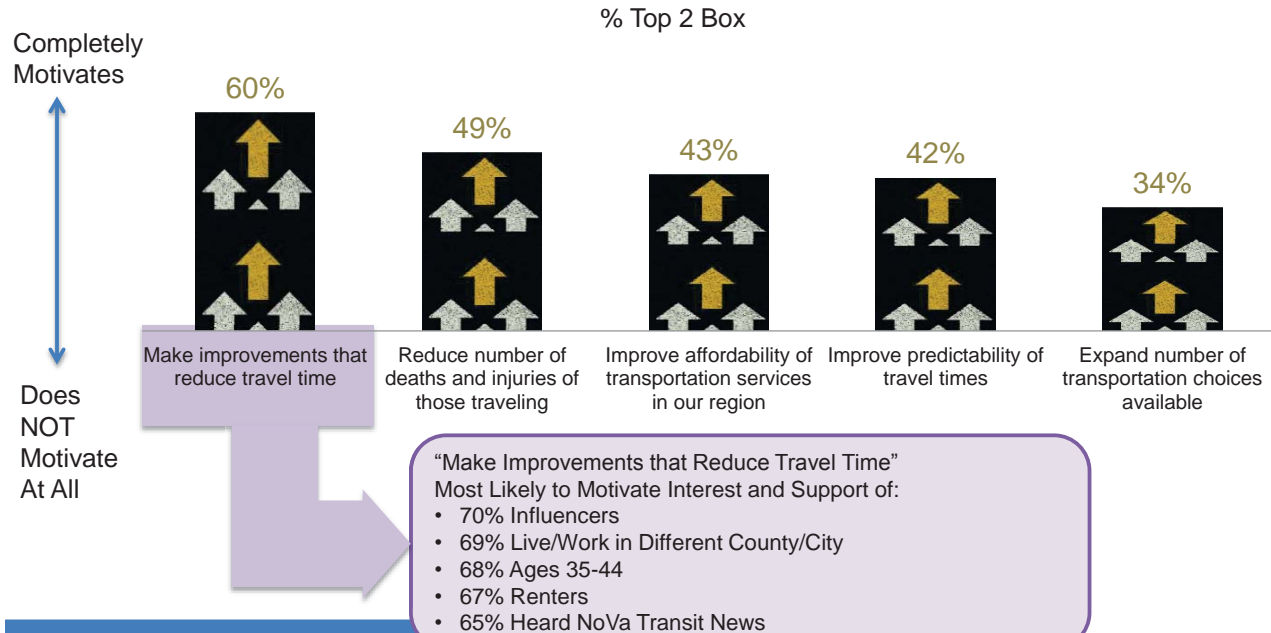
BASE: ALL RESPONDENTS (n=610)

Q620. Now, thinking about potential projects and improvements in the region, please rank the following from 1 to 6 where 1 is the "most important" and 6 is the "least important".

**Northern Virginia Transportation Authority**  
The Authority for Transportation in Northern Virginia

# Reducing travel time best motivates interest and support among residents, particularly among those that live and work in different jurisdictions

## Motivates Interest and Support



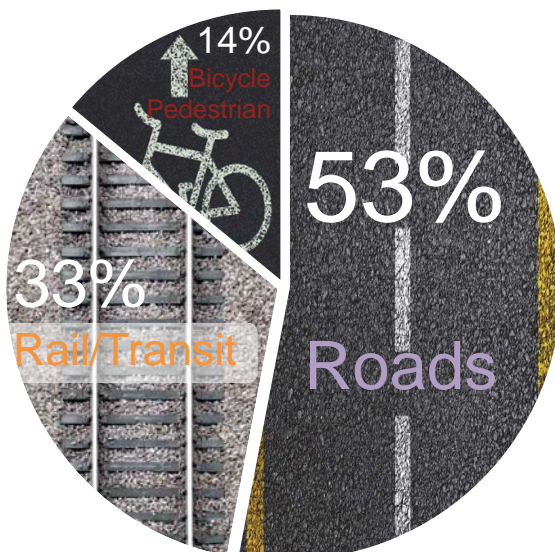
BASE: ALL RESPONDENTS (n=610)

Q705. The following are strategies to help fulfill the regional values and priorities we have been talking about. There are different ways to talk about these priorities and goals. Please indicate the degree to which the goal captures and motivates your interest and support by rating the statements from 1 to 10 where 1 means "does not motivate your interest and support at all" and 10 means "completely motivates your interest and support".

**Northern Virginia  
Transportation Authority**  
*The Authority for Transportation in Northern Virginia*

# Residents would allocate the majority of investment to roads, followed by rail/transit with bike and pedestrian improvements receiving about 14%

## Proportion of Investment in Transportation Improvements



BASE: ALL RESPONDENTS (n=610)

Q735. If you had money to invest in transportation infrastructure improvements what proportion would you spend on roads, rail/transit and bicycle/pedestrian improvements? Please allocate 100 points to demonstrate how you would invest in each of the following...



**Northern Virginia  
Transportation Authority**  
*The Authority for Transportation in Northern Virginia*

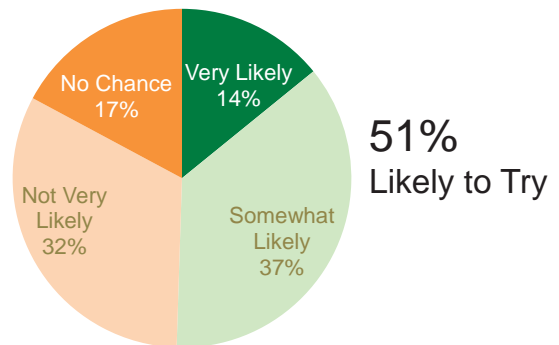
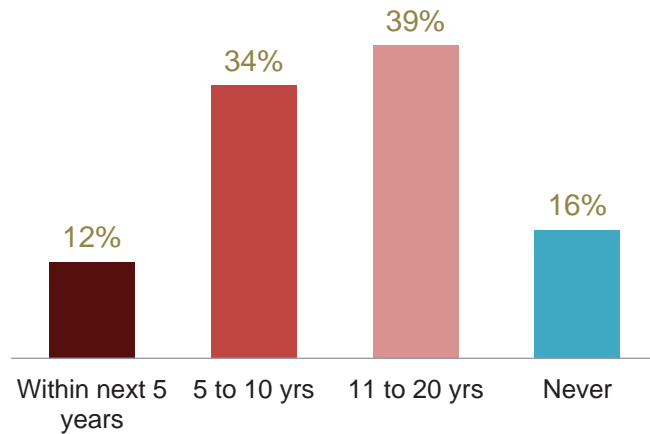
# Self-driving cars are expected within the 5 to 20 years and residents are split on whether they would give the new technology a try

## Self-Driving Cars



### Likelihood to Try

#### Expect in Northern Virginia



#### Those Very/Somewhat Likely to Try:

- 72% Commute as a Pedestrian
- 66% Aware of TransAction
- 65% Ages 18-24
- 65% Hispanics
- 59% In Region 0-5 Years
- 58% Ages 25-34
- 57% Renters
- 56% Males

BASE: ALL RESPONDENTS (n=610)

Q715. Several auto manufacturers are working to develop driverless vehicles, which promise to be safer and significantly reduce congestion. Google predicts fully self-driving cars will be on U.S. highways by 2020 and this fall the company is testing them on public streets in Austin, Texas and Mountain View, California. When do you believe driverless cars will be driving on Northern Virginia highways? Q720. If self-driving cars make it to Northern Virginia roads by 2020, how likely would you be to try one out?

**Northern Virginia  
Transportation Authority**  
*The Authority for Transportation in Northern Virginia*

**NVTA's  
TransAction**  
*Transportation Action Plan  
for Northern Virginia*

[NVTATransAction.org](http://NVTATransAction.org)





**Virginia Railway  
Express**

John C. Cook  
Chairman

Gary Skinner  
Vice-Chairman

Paul Smedberg  
Secretary

Maureen Caddigan  
Treasurer

Sharon Bulova  
John Jenkins  
Matt Kelly  
Paul Milde  
Jennifer Mitchell  
Suhas Naddoni  
Martin Nohe  
J. Walter Tejada  
Bob Thomas  
Jonathan Way

#### **Alternates**

Marc Aveni  
Meg Bohmke  
Jay Fisette  
Todd Horsley  
Frank Jones  
Jeanine Lawson  
Tim Lovain  
Michael May  
Jeff McKay  
Paul Trampe  
Billy Withers

Doug Allen  
Chief Executive Officer

1500 King Street, Suite 202  
Alexandria, VA 22314-2730

# MINUTES

Agenda Item 12A  
Supplemental Kit

## **VRE Operations Board Meeting PRTC Headquarters – Prince William County, Virginia December 18, 2015**

<b>Members Present</b>	<b>Jurisdiction</b>
Sharon Bulova (NVTC)	Fairfax County
John C. Cook (NVTC)	Fairfax County
John D. Jenkins (PRTC)*	Prince William County
Matt Kelly (PRTC)	City of Fredericksburg
Paul Milde (PRTC)	Stafford County
Jennifer Mitchell*	DRPT
Suhas Naddoni (PRTC)	City of Manassas Park
Martin Nohe (PRTC)*	Prince William County
Gary Skinner (PRTC)	Spotsylvania County
J. Walter Tejada (NVTC)*	Arlington County
Bob Thomas (PRTC)	Stafford County
Jonathan Way (PRTC)	City of Manassas

<b>Members Absent</b>	<b>Jurisdiction</b>
Maureen Caddigan (PRTC)	Prince William County
Paul Smedberg (NVTC)	City of Alexandria

<b>Alternates Present</b>	<b>Jurisdiction</b>
Jeanine Lawson (PRTC)	Prince William County
Billy Withers (PRTC)	City of Fredericksburg

<b>Alternates Absent</b>	<b>Jurisdiction</b>
Marc Aveni (PRTC)	City of Manassas
Meg Bohmke (PRTC)	Stafford County
Jay Fisette (NVTC)	Arlington County
Todd Horsley	DRPT
Frank C. Jones (PRTC)	City of Manassas Park
Tim Lovain (NVTC)	City of Alexandria
Michael C. May (PRTC)	Prince William County
Jeff McKay (NVTC)	Fairfax County
Paul Trampe (PRTC)	Spotsylvania County

<b>Staff and General Public</b>	
Khadra Abdulle – VRE Doug Allen – VRE Donna Boxer – VRE Alex Buchanan – VRE Nancy Collins – Stafford County Kelley Coyner – NVTC Staff Rich Dalton – VRE John Duque – VRE Rhonda Gilchrest – NVTC Staff Chris Henry – VRE Kim Herman – Stafford County Tom Hickey – VRE Gerri Hill – VRE	Robert Hostelka – VRE Christine Hoeffner – VRE John Kerins – Keolis Mike Lake – Fairfax County DOT Lezlie Lamb – VRE Bob Leibbrandt – Prince William County Steve MacIsaac – VRE legal counsel Eric Marx – PRTC staff Betsy Massie – PRTC staff Alexis Rice – VRE Lynn Rivers – Arlington County Joe Swartz – VRE

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

Chairman Cook called the meeting to order at 9:00 A.M. Following the Pledge of Allegiance, Roll Call was taken.

### Approval of the Agenda – 3

Mr. Skinner moved, with a second by Mr. Kelly, to approve the Agenda. The vote in favor was cast by Board Members Bulova, Cook, Kelly, Lawson, Milde, Naddoni, Skinner, Thomas and Way.

### Approval of the Minutes of the November 20, 2015 Operations Board Meeting – 4

Mr. Skinner moved, with a second by Mr. Kelly, to approve the Minutes. The vote in favor was cast by Board Members Bulova, Cook, Kelly, Lawson, Milde, Skinner, Thomas and Way. Mr. Naddoni abstained.

### Chairman's Comments – 5

Chairman Cook stated the Joint NVTC and PRTC Federal and State Legislative and Policy Briefing was held on December 10<sup>th</sup>, where he outlined VRE's vision and legislative issues; Mr. Nohe provided an overview of bus issues; and WMATA Board Member Jim Corcoran discussed WMATA issues.

[Mr. Nohe arrived at 9:04 A.M.]

Chairman Cook then gave a year-end overview:

- The year began with the Management Audit, which included a year-long implementation of the recommendations. One remaining piece is the formalization of the CEO Evaluation Process.
- VRE's Financial Plan, which will be discussed at the next meeting with the Operations Board taking action at the February meeting.
- Board Recognition Ceremony in May to recognize influential past and present Board Members.
- Moving forward with the Gainesville-Haymarket Extension Study.
- Mobile Ticketing launched in May with to-date sales of \$1.5 million.
- Coordinated with the Secret Service and other transportation entities to help transport people to and from events associated with the Pope's visit in September.
- Third Track Project from Hamilton to Crossroads continues to move forward, with completion expected in the next several months.
- Opening of the new Spotsylvania Station.
- A train added to the Fredericksburg Line on November 30<sup>th</sup>.
- Positive Train Control (PTC) deadline extended for another three years to December 2018.
- As of later today when the Senate votes, VRE will have obtained its full federal legislative agenda, including permanent parity for commuter benefits.

[Mr. Jenkins and Ms. Mitchell arrived at 9:06 A.M. and 9:07 A.M., respectively.]

## Chief Executive Officer's Comments –6

Mr. Allen reported VRE hosted an industry-wide roundtable with other commuter rail agencies, the Federal Rail Administration, and researchers to evaluate a new program “Clear Signal for Action,” which is a hazard and risk based assessment.

Mr. Allen reported the annual Toys for Tots campaign was once again a success with VRE collecting over \$15,000 in cash/gift cards and three truckloads of toys. Santa Trains were on December 12<sup>th</sup> were also a success.

Mr. Allen also reported staff met with senior Amtrak personnel to discuss operations at Union Station. Staff hopes to see improvements over the next several months.

At the request of Chairman Cook, Mr. Allen reviewed the legislative initiatives recently passed by Congress. Mr. Allen reviewed the PTC deadline extension; permanent parity for commuter benefits; reauthorization of a long-term federal transportation bill, which includes an increase to New Starts Program. This could provide potential funding for the Gainesville-Haymarket Extension projects and the Long Bridge project. Regarding commuter rail liability, legislation was passed confirming state law trumps federal law, so VRE will not need to increase its liability insurance. Provisions regarding the definition of the North East Corridor were removed from the bill prior to passage. Mr. Allen stated VRE can now turn its attention to its state legislative agenda. Ms. Bulova stated this is a great report and welcomed news. She suggested the VRE Operations Board send a letter to the Northern Virginia Congressional delegation thanking them for their assistance. There were no objections. Mr. Way observed the Transportation Planning Board is planning to send a similar letter.

Mr. Allen reported overall on-time performance for the month of November was 90-92 percent system-wide with ridership over 18,200. Since the new train started on November 30<sup>th</sup>, there have been several days with ridership over 20,000. With the Spotsylvania Station now open, there is consistently 500-600 vehicles parked at that station on a daily basis.

Mr. Allen stated VRE was approached by producers of the television show “World’s Greatest” to be highlighted as the world’s greatest commuter rail system. VRE’s Chairman and CEO were interviewed for the show. VRE will receive a copy of all the high-quality footage and VRE will be able to use it for its marketing program. The episode is expected to air late February on the ION channel.

Mr. Way asked if the life cycle overhaul and upgrade facility has completed the environmental reports satisfactorily. Mr. Allen replied VRE has done due diligence. The facility will be on the Crossroads Yard so there are no environmental impacts. In response to a question from Mr. Way, Mr. Allen explained VRE will need to submit periodic reports to show the progress being made on PTC implementation.

Mr. Skinner asked about when VRE staff expects PTC to be fully implemented. Mr. Allen stated Norfolk Southern and CSX need to install and test their PTC systems. Mr. Dalton stated the target for field qualification testing is anticipate during the third quarter of 2016. This will help define when VRE and the host railroads will meet full compliance. VRE has installed all available PTC hardware.

Ms. Bulova heard there is dumping and trash along the Fredericksburg Line. She asked VRE to follow-up with CSX. Chairman Cook also observed there is graffiti on a building near the Burke Centre Station. He suggested conductors note these types of issues so VRE can report them to the property owners.

#### VRE Riders' and Public Comment – 7

There were no comments.

#### Consent Agenda – 8

Mr. Nohe moved, with a second by Ms. Bulova, to approve the following Consent Agenda items:

- Resolution #8A-12-2015: Authorization to Execute Contract Options for Purchase and Delivery of Locomotive Fuel to VRE Yards
- Resolution #8B-12-2015: Authorization to Issue a Request for Proposals for Diesel Fuel Price Risk Management Consulting Services
- Resolution #8C-12-2015: Authorization to Issue a Request for Proposals for Information Technology Services
- Resolution #8D-12-2015: Authorization to Issue a Request for Proposals for Shop and Yard Program management Support Services

The Board then voted to approve the Consent Agenda. The vote in favor was cast by Board Members Bulova, Cook, Jenkins, Kelly, Lawson, Milde, Mitchell, Naddoni, Nohe, Skinner, Thomas and Way.

#### Approval of 2016 VRE Officers – 9A

Chairman Cook stated he appointed Mr. Jenkins and Ms. Bulova to serve as the Nominating Committee. He asked Ms. Bulova to give a report. Ms. Bulova stated the Nominating Committee recommends the following slate of officers for 2016:

Chairman:	Gary Skinner (PRTC)
Vice-Chairman:	Paul Smedberg (NVTC)
Secretary:	Maureen Caddigan (PRTC)
Treasurer:	Sharon Bulova (NVTC)
Immediate Past Chairman:	John C. Cook (NVTC)

Chairman Cook stated the slate of officers is approved at the December meeting and officers are installed at the January 15, 2016 VRE Operations Board meeting.

Ms. Bulova moved, with a second by Mr. Milde, to approve Resolution #9A-12-2015, which approves the 2016 slate of officers. The vote in favor was cast by Board Members Bulova, Cook, Jenkins, Kelly, Lawson, Milde, Mitchell, Naddoni, Nohe, Thomas and Way. Mr. Skinner abstained.

Referral of the Revised FY 2016 and Recommended FY 2017 VRE Operating and Capital Budgets to the Commissions – 9B

Mr. Allen asked the Operations Board to adopt the Revised FY 2016 and Recommended FY 2017 VRE Operating and Capital Budgets and refer them to the Commissions for their consideration and subsequent referral to the jurisdictions for their formal review and adoption. Resolution #9B-12-2015 would accomplish this.

Mr. Allen recognized Donna Boxer and her staff for their hard work. Ms. Boxer was prepared to provide a presentation on the budget. Board Members concurred a presentation was not needed.

Mr. Milde moved, with a second by Ms. Bulova, to approve Resolution #9B-12-2015.

Mr. Way asked for more information about the capital reserve and other budget basics, including subsidy and fares. Ms. Boxer stated the FY 2017 VRE Operating and Capital Budget includes a five percent subsidy increase and no fare increase. She gave a brief explanation of the approach staff took to balance the budget. For fare levels, projections were reduced by \$1 million. This was discussed with the CAO Task Force. The budget also recommends a 19,100 projected average daily ridership, which is a 7.7 percent decrease. Even though the commuter benefit parity legislation will have a positive impact on ridership, some delay is expected in seeing that impact since individual federal agencies have to fund the benefit increase.

[Mr. Tejada arrived at 9:30 A.M.]

The Board then voted on the motion and it passed. The vote in favor was cast by Board Members Bulova, Cook, Jenkins, Kelly, Lawson, Milde, Mitchell, Naddoni, Nohe, Skinner, Tejada, Thomas and Way.

Authorization to Execute a Property Lease Agreement with Norfolk Southern Railway Company – 9C

Mr. Allen asked the Operations Board to recommend the Commissions authorize him to execute a property lease agreement in a form approved by legal counsel with Norfolk Southern Railway Company for the purpose of installing a fence and gates adjacent to the Burke Centre VRE station. The base rental fee is \$1,350.00 per year with a one-time application fee of \$500. The base rental fee will be escalated annually by using the Consumer Price Index for All Urban Consumers (CPI-U). #9C-12-2015 would accomplish this.

Ms. Bulova moved, with a second by Mr. Milde, to approve Resolution #9C-12-2015. The vote in favor was cast by Board Members Bulova, Cook, Jenkins, Kelly, Lawson, Milde, Mitchell, Naddoni, Nohe, Skinner, Tejada, Thomas and Way.

#### Authorization to Extend a Lease Agreement for Parking at the Rippon Station – 9D

Mr. Allen asked the Board to authorize him to extend a lease agreement with KP Big Crest Lane, LLC for 320 parking spaces at the Rippon Station in the amount of \$171,537 for one year. Resolution #9D-12-2015 would accomplish this.

Ms. Lawson moved, with a second by Mr. Skinner, to approve Resolution #9D-12-2015. The vote in favor was cast by Board Members Bulova, Cook, Jenkins, Kelly, Lawson, Milde, Mitchell, Naddoni, Nohe, Skinner, Tejada, Thomas and Way.

#### Authorization to Issue a Supplemental Task Order for Electrical Repair Services – 9E

Mr. Allen asked the Board to authorize him to issue Supplemental task Order 1C for Electrical Report Services with NV Enterprises for \$90,000 plus a five percent contingency of \$4,500, for a total amount of \$94,500. The total amount for Task Order 1 plus Supplemental Task Orders 1A, 1B and 1C will not exceed \$349,500. Resolution #9E-12-2015 would accomplish this.

Mr. Skinner moved, with a second by Ms. Bulova, to approve Resolution #9E-12-2015. The vote in favor was cast by Board Members Bulova, Cook, Jenkins, Kelly, Lawson, Milde, Mitchell, Naddoni, Nohe, Skinner, Tejada, Thomas and Way.

#### Management Audit Recommendations Update – 10A

Chairman Cook reported good progress has been made on the Management Audit recommendations. There were no questions.

#### Recognition of Service

Chairman Cook recognized Mr. Tejada, who has served on the Operations Board for the last two years representing Arlington County. He did not run for re-election and this is his last meeting. Mr. Tejada has been a strong advocate for enhancing outreach to non-native English speakers. Operations Board Members thanked him for his service. Mr. Tejada stated it has been an honor to serve with his fellow Board Members on the Operations Board.

#### Operations Board Members Time – 11

Chairman Cook and Mr. Skinner wished everyone a Merry Christmas and Happy Holiday.

## Adjournment

Without objection, Chairman Cook adjourned the meeting at 9:40 A.M.

Approved this 15<sup>th</sup> day of January 2016.

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Gary Skinner  
Chairman

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Maureen Caddigan  
Secretary

### **CERTIFICATION**

This certification hereby acknowledges the minutes for the December 18, 2015 Virginia Railway Express Operations Board Meeting have been recorded to the best of my ability.



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Rhonda Gilchrest

**Virginia Railway Express  
Operations Board**

**Resolution  
8A-12-2015**

**Authorization to Execute Contract Options for  
Purchase and Delivery of Locomotive Fuel to VRE Yards**


**WHEREAS**, the second option year Contracts to provide fuel at VRE yards will begin on July 1, 2016; and,

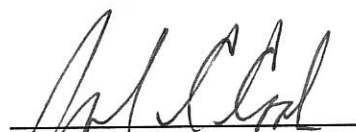
**WHEREAS**, exercising the option years before expiration of the prior option year will allow VRE to maximize the use of the fuel hedging mechanism to reduce cost volatility;

**NOW, THEREFORE, BE IT RESOLVED THAT**, the VRE Operations Board does hereby authorize the Chief Executive Officer to execute the second option year for the purchase and delivery of locomotive fuel at the Crossroads yard to James River Solutions in an amount not to exceed \$2,743,980; and,

**BE IT FURTHER RESOLVED THAT**, the VRE Operations Board does hereby authorize the Chief Executive Officer to execute the second option year for the purchase and delivery of locomotive fuel at the Broad Run yard to Griffith Energy Services, Inc. in an amount not to exceed \$2,070,020.

Approved this 18<sup>th</sup> day of December 2015

  
for Paul Smedberg  
Secretary

  
John C. Cook  
Chairman



**Virginia Railway Express  
Operations Board**

**Resolution  
8B-12-2015**

**Authorization to Issue a Request for Proposals for Diesel  
Fuel Price Risk Management Consulting Services**

**WHEREAS**, VRE has a significant risk exposure to the diesel fuel market and can benefit from expert advice on the management of this risk and a reduction in the volatility of fuel costs; and,


**WHEREAS**, the current contract for diesel price risk management consulting services expires in May 2016; and,

**WHEREAS**, this procurement will be issued by VRE on behalf of both VRE and PRTC as it is advantageous to both organizations to again jointly solicit proposals for these services;

**NOW, THEREFORE, BE IT RESOLVED THAT**, the VRE Operations Board does hereby acknowledge the determination made by the VRE Contract Administrator in accordance with the VRE Public Procurement Policies and Procedures that competitive bidding is not practicable, nor fiscally advantageous to VRE, and that competitive negotiation is the appropriate method to procure these services; and,

**BE IT FURTHER RESOLVED THAT**, the VRE Operations Board authorizes the Chief Executive Officer to issue a Request for Proposals for diesel price risk management consulting services on behalf of both VRE and PRTC for a one year period with ***nine one year option periods for a total of ten years.***

Approved this 18<sup>th</sup> day of December 2015.

  
For Paul Smedberg  
Secretary

  
John C. Cook  
Chairman

**Virginia Railway Express  
Operations Board**

**Resolution  
8C-12-2015**

**Authorization to Issue a Request for Proposals for  
Information Technology Services**

**WHEREAS**, VRE's Information Technology infrastructure includes multiple servers, switches, routers and mobile devices; and,

**WHEREAS**, VRE's Information Technology infrastructure spans multiple locations across the VRE service area; and,


**WHEREAS**, there is a need to ensure timely responses to service requests and general maintenance of the system; and,

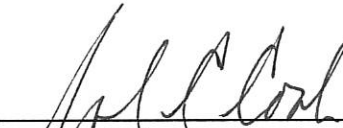
**WHEREAS**, an Information Technology services contract will provide VRE the needed support for the transformation and expansion of VRE's network;

**NOW, THEREFORE, BE IT RESOLVED THAT**, the VRE Operations Board does hereby acknowledge the determination made by the VRE Contract Administrator in accordance with the VRE Public Procurement Policies and Procedures that competitive bidding is not practicable, nor fiscally advantageous to VRE, and that competitive negotiation is the appropriate method to procure these services; and,

**BE IT FURTHER RESOLVED THAT**, the VRE Operations Board does hereby authorize the Chief Executive Officer to issue a Request for Proposals for Information Technology Services.

Approved this 18<sup>th</sup> day of December 2015

  
For Paul Smedberg  
Secretary

  
John C. Cook  
Chairman

**Virginia Railway Express  
Operations Board**

**Resolution  
8D-12-2015**

**Authorization to Issue a Request for Proposals for  
Shop and Yard Program Management Support Services**

**WHEREAS**, the timely completion of shop and yard facilities is defined as a priority in the VRE Capital Improvement Plan and a requisite for sustaining the quality and efficiency VRE service; and,

**WHEREAS**, the immediate services of an experienced shop and yard program specialist is needed to augment VRE staff capacity and technical capabilities and to assist in the development of procurement documents, technical review activities, consideration of project delivery alternatives, coordination with external consultants, and maintain liaison with other public agencies; and,

**WHEREAS**, capital funding is available through Federal Transit Administration Section 5337 formula funding to support program management activities associated with development and implementation of equipment storage facilities and associated infrastructure;

**NOW, THEREFORE, BE IT RESOLVED THAT**, the VRE Operations Board does hereby acknowledge the determination made by the VRE Contract Administrator in accordance with the VRE Public Procurement Policies and Procedures that competitive bidding is not practicable, nor fiscally advantageous to VRE, and that competitive negotiation is the appropriate method to procure these services; and,

**BE IT FURTHER RESOLVED THAT**, the VRE Operations Board does hereby authorize the Chief Executive Officer to issue a Request for Proposals (RFP) for shop and yard program management support services to support program development and implementation.

Approved this 18<sup>th</sup> day of December 2015

  
For Paul Smedberg  
Secretary

  
John C. Cook  
Chairman

**Virginia Railway Express  
Operations Board**

**Resolution  
9A-12-2015**

**Approval of 2016 VRE Officers**


**WHEREAS**, the VRE Bylaws provides for the annual election of Officers to serve as Chairman, Vice Chairman, Secretary and Treasurer; and,

**WHEREAS**, the Office of Chairman shall be rotated each year between the two Commissions; and,

**WHEREAS**, the Chairman appointed a Nomination Committee and that Committee has made its recommendation of 2016 VRE Officers to the Operations Board;

**NOW, THEREFORE, BE IT RESOLVED THAT**, the VRE Operations Board does hereby affirm the election of Gary Skinner as Chairman, Paul Smedberg as Vice Chairman, Maureen Caddigan as Secretary, Sharon Bulova as Treasurer and John Cook as Immediate Past Chairman to serve as the 2016 VRE Officers to be installed at the January 15, 2016 Operations Board Meeting.

Approved this 18<sup>th</sup> day of December 2015

  
For Paul Smedberg  
Secretary

  
John C. Cook  
Chairman

**Virginia Railway Express  
Operations Board**

**Resolution  
9B-12-2015**

**Referral of the Revised FY 2016 and Recommended  
FY 2017 VRE Operating and Capital Budgets  
to the Commissions and Localities**

**WHEREAS**, the VRE Master Agreement requires that the Commissions be presented with a fiscal year budget for their consideration at their respective January meetings prior to the commencement of the subject fiscal year; and,

**WHEREAS**, the VRE Chief Executive Officer has provided the VRE Operations Board with the FY 2017 Operating and Capital Budget within the guidelines developed in concert with the jurisdictional chief administrative officers; and,

**WHEREAS**, the FY 2017 budget proposes a 5% jurisdictional subsidy increase and no fare increase; and,

**WHEREAS**, VRE staff recommends a budget built on an average daily ridership of 19,100 and 34 trains;

**NOW, THEREFORE, BE IT RESOLVED THAT**, the VRE Operations Board does hereby recommend that the Commissions adopt the FY 2017 VRE Operating and Capital Budget in the following amounts and forward this budget to the local jurisdictions for inclusion in their budgets and appropriations in accordance with the Master Agreement; and,

Operating Budget	\$ 82,483,433
Capital Budget	<u>48,028,443</u>
Total Operating and Capital	\$130,511,876

**BE IT FURTHER RESOLVED THAT**, the VRE Operations Board does hereby recommend that the Commissions adopt the amended FY 2016 Operating and Capital Budget in the following amounts; and,

Operating Budget	\$ 81,567,080
Capital Budget	<u>64,897,861</u>
Total Operating and Capital	\$146,464,941

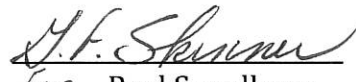
*Resolution 9B-12-2015 continued*

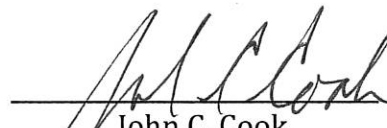
**BE IT FURTHER RESOLVED THAT**, the VRE Operations Board does hereby recommend that the Commissions authorize the Executive Directors of both PRTC and NVTC to submit to the Transportation Planning Board of the National Capital Region and to the Federal Transit Administration or other federal agencies, the appropriate Transit Improvement Program and grant applications for FY 2016 and FY 2017; and,

**BE IT FURTHER RESOLVED THAT**, the VRE Operations Board does hereby recommend that the Commissions authorize the Executive Director of NVTC to submit to the Commonwealth the approved budget as part of the FY 2017 state aid grant applications; and,

**BE IT FURTHER RESOLVED THAT**, the VRE Operations Board does hereby recommend that the Commissions authorize the Chief Executive Officer of VRE to submit appropriate projects to the Northern Virginia Transportation Authority or other funding authorities on behalf of the Commissions.

Approved this 18<sup>th</sup> day of December 2015.

  
for Paul Smedberg  
Secretary

  
John C. Cook  
Chairman

**Virginia Railway Express  
Operations Board**

**Resolution  
9C-12-2015**

**Recommend Authorization to Execute a Property Lease  
Agreement with Norfolk Southern Railway Company**

**WHEREAS**, VRE is working with Norfolk Southern Railway and CSX Transportation on effective right of way management and station operating practices; and,

**WHEREAS**, VRE has identified several projects as part of this collective effort; and,


**WHEREAS**, additional fencing and access gates have been identified for the area adjacent to the Burke Centre station; and,

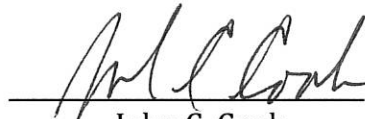
**WHEREAS**, the area identified adjacent to the Burke Centre station is on the Norfolk Southern Railway right of way; and,

**WHEREAS**, in order to install additional fencing and access gates Norfolk Southern Railway requires a separate property lease agreement;

**NOW, THEREFORE, BE IT RESOLVED THAT**, the VRE Operations Board does hereby recommend the Commissions authorize the Chief Executive Officer to execute a property lease agreement in a form approved by legal counsel.

Approved this 18<sup>th</sup> day of December 2015

  
Paul Smedberg  
Secretary

  
John C. Cook  
Chairman

**Virginia Railway Express  
Operations Board**

**Resolution  
9D-12-2015**

**Authorization to Extend a Lease  
Agreement for Parking at the Rippon Station**

**WHEREAS**, in May 2002, the Operations Board approved a three year lease with Hazel Land for 320 parking spaces at the Rippon Station; and,


**WHEREAS**, these additional spaces were instrumental in reducing the parking shortage at Rippon where the parking lot was routinely 97% full; and,

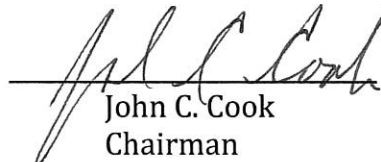
**WHEREAS**, the Lease has been renewed several times since with the current extension set to expire at the end of February 2016; and,

**WHEREAS**, VRE staff is requesting permission to extend the Lease Agreement for one additional year through February 28, 2017;

**NOW, THEREFORE, BE IT RESOLVED THAT**, the VRE Operations Board does hereby authorize the Chief Executive Officer to extend the lease agreement with KP Big Crest Lane, LLC in the amount of \$171,537 for one year.

Approved this 18<sup>th</sup> day of December 2015

  
Paul Smedberg  
Secretary

  
John C. Cook  
Chairman



**Virginia Railway Express  
Operations Board**

**Resolution  
9E-12-2015**

**Authorization to Issue a Supplemental  
Task Order for Electrical Repair Services**

**WHEREAS**, in April of 2013, the Operations Board approved a five-year contract with one base year and four one-year options for the Facilities Maintenance Services Contract with NV Enterprises; and,

**WHEREAS**, the Operations Board approved the first option year in April of 2014 and the second option year in April of 2015; and,


**WHEREAS**, the Operations Board previously approved Task Order 1 for \$75,000, Supplemental Task Order 1A for \$90,000 and Supplemental Task Order 1B for \$90,000; and,

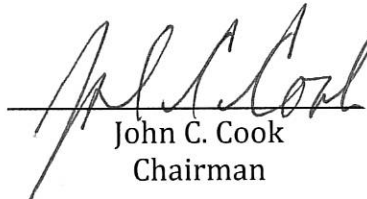
**WHEREAS**, the amount expended for Task Order 1 and Supplemental Task Orders 1A and 1B, Electrical Repair Services has approached the approved Task Order total; and,

**WHEREAS**, this Supplemental Task Order is estimated to allow NV Enterprises to continue performing electrical repair services through the end of the second option year;

**NOW, THEREFORE, BE IT RESOLVED THAT**, the VRE Operations Board does hereby authorize the Chief Executive Officer to issue Supplemental Task Order 1C under the Facilities Maintenance Contract to NV Enterprises for electrical repair services in an amount of \$94,500 (\$90,000, plus a 5% contingency of \$4,500), for a total amount (Task Order 1 plus Supplemental Task Orders 1A, 1B and 1C) not to exceed \$349,500.

Approved this 18<sup>th</sup> day of December 2015

  
For Paul Smedberg  
Secretary

  
John C. Cook  
Chairman

## Agenda Item #17: Proposed Change to By-Laws (Supplemental Kit)



**TO:** Chairman Snyder and NVTC Commissioners

**FROM:** Kelley Coyner

**DATE:** January 5, 2016

**SUBJECT:** Proposed Change to By-Laws

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NVTC's Executive Committee recommends an amendment to the By-Laws to add an At-Large member to the Executive Committee. The current By-Laws require presentation of the proposed amendment at one meeting and action on the proposed changes to be taken at the following or subsequent meetings. The Commission will be asked to vote on the By-Laws change at the February Commission meeting.

The current By-Laws regarding membership of the Executive Committee read:

10. A. Executive Committee

- (1) *Membership: There shall be an executive committee consisting of the chairman, the immediate past chairman if still a member of the commission, the vice chairman, the secretary-treasurer, the commission's members of the WMATA Board, the chairman of the Fairfax County Board of Supervisors (if serving on NVTC) and one member of the General Assembly. The legislative commissioner on the executive committee shall be appointed by the senior member of the legislative commissioners in length of service in the General Assembly.*

The proposed change is highlighted in blue:

10. A. Executive Committee

- (1) *Membership: There shall be an executive committee consisting of the chairman, the immediate past chairman if still a member of the commission, the vice chairman, the secretary-treasurer, the commission's members of the WMATA Board, the chairman of the Fairfax County Board of Supervisors (if serving on NVTC); **and one At-Large member of the commission;** and one member of the General Assembly. The legislative commissioner on the executive committee shall be appointed by the senior member of the legislative commissioners in length of service in the General Assembly.*

**TO:** Chairman Snyder and NVTC Commissioners

**FROM:** Kelley Coyner

**DATE:** January 6, 2016

**SUBJECT:** Report of the Chairs of the Legislative and Policy Committee

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Legislative and Policy Committee Co-Chairs, Jeff McKay and Jeff Greenfield, will provide an update on legislative issues.