

SILVER SPRING TRANSPORTATION MANAGEMENT DISTRICT ADVISORY COMMITTEE

AGENDA

March 14, 2019 / 8:00 – 9:30 a.m. Discovery, One Discovery Place (corner of Georgia and Wayne) Members and Guests please check-in at security desk | (240) 662-2023

Chair - Valerie Spencer

Staff Contact: Jim Carlson / (240) 777-8382; (301) 318-0328 james.carlson@montgomerycountymd.gov

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Valerie Spencer	Introductions/Agenda Review/Chair Comments	1.	8:00
	Review/Approval of Meeting Minutes January (©2)	2.	
<b>David Miller</b> Foursquare ITP	Washington Area Bus Transformation Project	3.	8:05
Julie Statland/All	Letter to CE/MCDOT – Bicycle Master Plan Draft talking points (©4)	4.	8:35
Jim Carlson	New Employer Traffic Mitigation Plans Summary (©5)	5.	8:55
TMD Marketing Staff	Employer Outreach Update	6.	9:05
Sandra Brecher Sgt. Kerry Moore Reemberto Rodriguez Jim Carlson	Updates: Police/TMD/DOT/Other County Updates	7.	9:15
	Adjourn / Next Meeting: May 9, 2019		9:30

### Information Items

Bike To Work Day registration now open
Tips for keeping the streets safe on St. Patrick's Day
Montgomery County to test expanded e-bikes, add dockless e-scooters
Elrich appoints new procurement director and three assistant chief administrative officers
Metro prepares for summer platform reconstruction
Metro begins testing automatic door operations on trains

# Silver Spring Transportation Management District Advisory Committee January 10, 2019

Item 1&2 - Introductions/Chair Comments/Minutes: Members and guests introduced themselves.

Co-Chair **Michael Meszaros** announced that this was his last meeting as he is not able to give adequate time to the Committee.

Item 3 – Approved Bicycle Master Plan: David Anspacher, M-NCPPC, briefed the Committee on the approved Bicycle Master Plan. He explained the vision of the plan, what it will take to achieve the vision, implementation and a two-year monitoring of the plan, after which the results would be reported back to the community. The Plan vision is to make Montgomery County a "world class" cycling community where everyone can ride safely, by creating a cycling network that is comfortable and connected. Summary below:

- Overall objective is a cycling network that is comfortable, connected and convenient by constructing bikeways, parking and bike supported programs and policies.
- Bikeways are constructed based on the stress riders face on roadways and from traffic.
- Separated bikeways are for high traffic areas were bikers may need to be separated from traffic.
- Bike paths can be placed along roads were there is less pedestrian and vehicular traffic.
- Striped bikeways are bikeways with paint separation markings.
- Buffered bike lanes allow for markers/posts separating bike lanes, and traffic flow lanes are two-way bike lanes on a one-way road.
- Bikeable shoulders on rural roads and shared roads allow bikes in roads-traffic calming measures implemented.
- Of the over 1,000 miles of biking recommendations only 25 percent exist today, leaving 75 percent to be constructed.
- Long-term bike parking at transit stations planned for the Silver Spring Transit Center (600 spaces overtime) and Silver Spring Library (40 spaces).
- Information on website <a href="https://mcatlas.org/bikeplan.shows">https://mcatlas.org/bikeplan.shows</a> how recommendations are prioritized.
- Implementing the Plan vision via funding programs such as the Bicycle Pedestrian Priority Area (BIPPAs).
- Improving overall design standards for bike lanes.
- Recommendations are prioritized based on what can feasibly be funded by the County, and the remaining recommendations are labeled Tier 1 (the highest) thru Tier 4 (the lowest); any remaining recommendations are implemented if an unforeseeable opportunity arises.

Some on the Committee took issue with certain aspects of the plan:

- Implementing the bikeways first without educating the community can create an unsafe environment.
- The Plan recommends that some streets become one-way, disrupting business.
- Biking infrastructure such as turning lanes make navigation difficult for larger vehicles.
- Eliminating parking on Fenton Street will disrupt small business need a parking study done before the Plan is implemented, with opportunity for public comment.

Mr. Anspacher explained that M-NCPPC identifies connections for implementation to MCDOT, which then studies the various engineering construction options.

Some from the Committee also commented:

- The need to recognize the aging community, children, ADA requiring access to parking.
- Lack of parking hurts hotels, other venues.

The Committee agreed to draft a letter to the County outlining its concerns regarding parking.

Mr. Anspacher remarked that the County will become safer for the community if biking infrastructure was in place to slow down traffic speed.

#### Also discussed:

- Bicycling educational efforts such as "Look Out For Each Other".
- Access to parking, such as keeping on-street parking available and not just garage parking.
- Signage and educational markings to reduce driver confusion.
- Jim Carlson will take comments from the Committee for a letter addressing their concerns.

Item 4 - New Employer Traffic Mitigation Plans & TMP Annual Reports: Mr. Carlson reported that employers listed on the Summary sheet meet the eight requirements of the TMP, with most going beyond and providing voluntary measures.

The Committee recommended approval of the Traffic Mitigation Plans

## Item 5 - Employer Outreach Update: Jennifer Bolick, Van Eperen, reported:

- Working with employers to implement Traffic Mitigation Plans by conducting table events, maintaining point of contact references.
- Council of Governments Employer Recognition Awards nomination deadline approaching.
- Bike to Work Day May 17, 2019.

#### Item 6 – Updates: Sgt. Moore reported:

- High visibility enforcement conducted on University Blvd and Route 29 focused on aggressive and distracted driving.
- Pedestrian enforcement on Georgia Ave, Wayne Avenue complaint regarding crosswalk on Wayne Avenue.
- Pedestrian enforcement on Colesville crosswalks.

#### Statistics for the year were:

- Four fatalities in the Silver Spring area none in the CBD.
- 19,169 drivers stopped, 13,722 citations given, 20,290 warnings issued.
- No plans at present to increase bike patrol members for Bike Plan implementation.

Reemberto Rodriguez said that the Fenton Street business community consensus is to keep on-street parking. He also reported on the growing concern of increased level of late criminality in the area and suggested that the advisory groups frame funding requests from a foundational standpoint of safety and security.

## Adjourn Next Meeting- March 14, 2019

## Silver Spring Transportation Management District Advisory Committee Attendance Sheet January 10, 2019

Voting Members (12)			
Name	Affiliation	Present	Absent
Chamber Members (3)			
Chris Kabatt	Wells + Associates	X	
Michael Meszaros / Co-Chair	Digital Industry, Inc.	X	
Vacant			
Citizens Advisory Board Members (3)			
Harriet Quinn	Kemp Mill, Four Corners, East SS		X
Vacant	North & West Sector Plan Area		
Chris Perry	CBD Resident		X
Employers less than 50 employees (3)			
Valerie Spencer	MayaTech	X	
Vacant	-		
Vacant			
Employers with 50 or more employees (3)			
G. Michael Price	Discovery Communications	X	
Adenia Bradley	Southern Management		X
Vacant			
Non-Voting Members (3)			
Sandra Brecher, DOT-Commuter Services	MCDOT Director or Designee		X
Katie Mencarini	M-NCPPC	X	
Reemberto Rodriguez	Silver Spring Regional Center	X	
Sgt. Kerry Moore	Montgomery County Police	X	
Staff			
Nakengi Byrd	MCDOT-Commuter Services	X	
Jim Carlson	MCDOT-Commuter Services	X	
Guests			
David Anspacher	M-NCPPC	X	
Jennifer Bolick	Van Eperen	X	
Zach Deshaies	Van Eperen	X	
Jay Elvove	SS Citizens Advisory Board	X	
Amy Federman	Silver Spring Resident	X	
Christine McGrew	M-NCPPC	X	
Julie Statland	GSSCC	X	
Mel Tull	Lee Development	X	
	W		

## DRAFT Bike Master Plan Issues/Concerns Talking Points

- 1. **Spring Street Issues**: M-NCPPC has suggested some possible lane configurations for the Bicycle Master Plan implementation:
  - a) Making the median strip narrower to save some trees and provide wider lanes.
  - b) Planning states that new developer of the new M-NPPC site is required to provide space for bus parking for hotel and entertainment venues
    - Estimated 2-3 year time frame. Urgently recommend an immediate interim plan.
  - c) Must be clear direction and education for drivers and pedestrians, better signage, clearly marked instructions and concerns with safety.
    - Committee requests a separate line item in the operating budget. It should not be taken from the Urban District Clean and Safe budgets, as this is already less than adequate for the downtown area.
- 2. Keep on-Street Parking on Fenton Street: Not providing on-street parking negatively impacts the business community, especially during this time of construction and purple line implementation. Citizens who do not bike, including seniors, elderly and disabled residents, may be discouraged from visiting the downtown area to shop, eat and use our venues in Silver Spring.
- 3. Project Coordination: Coordination between MCDOT and other implementing agencies is <u>critical</u>. The Committee urges that MCDOT take ownership for not only building but maintaining projects. MCDOT needs to plan ahead for proper maintenance and enforcement and not rely on other County departments to pick up after DOT builds a project. This is going to be especially true if the County moves forward with E-scooters. People will ride them on the sidewalks, not in the designated bike lanes, creating a safety hazard.
  - We would like benchmarking and complete actual data on the usage and cost of the dockless bikes, E-bikes and E-scooters. We want to see outcomes, who is riding the bikes, are there any seniors on bikes, and adjustments If the outcomes are not successful. How much are we spending per rider?
- 4. **Expanded Enforcement:** There is no plan currently to increase police bike patrols in the CBD how will police monitor the safety of the system and ticket abusers? The Committee urges that that any new programs be delayed until the proper sustainability and enforcement funding is in place.
- 5. **Security:** With Discovery Communications downsizing and moving from its current location, roughly 350 employees are moving to County parking facilities. There is some concern about cleanliness and safety in the parking garages. The Committee recommends stepped up efforts to keep the garages clean and safe, and operate later at night.

6. Education/Community Outreach: Installing new bike lanes and traffic control devices without first educating the public, and police (who are supposed to enforce violations) raises serious concerns. At present, the only way County traffic police in Silver Spring know about the new bike lanes and traffic configurations is through Sgt. Kerry Moore's attendance at the TMD meetings. If he had not attended a TMD meeting and received the "Look Out For Each Other"pamphlet on the bike lanes and what motorists / users should do in these lanes, nobody in the district would have known. Futhermore, there is nothing specific in the Maryland Transportation Article (Vehicle Laws) regarding bike lanes, so the enforcement will only be for general violations of traffic control devices at this point, and moving forward.

## Silver Spring TMD Traffic Mitigation Plan Summary – New Plans/Annual Reports March 2019

## TMP Code Requirements:

- 1. Contact person designated to receive and distribute commuter information to employees
- 2. Information on transit and other commute alternatives distributed/posted regularly (furnished by Commuter Services/CSS)
- 3. Facilitate CSS/TMD staff presentations and commuter information events for employees and HR/administrative staff. This could include benefits fares and other employer-sponsored events
- 4. Guaranteed Ride Home Promotion (free regional program offering emergency rides)
- 5. Annual Commuter Survey distributed to employees (short survey of transportation—supplied by CSS/TMD)
- 6. ADA information provided (transportation services for people with disabilities)
- 7. Permanent display area for bus schedules and other transportation information
- 8. Compile information on yearly TMP activities and submit Annual Report

**NEW Traffic Mitigation Plans** 

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Employer	Status	Recommend to MCDOT
Cook Ross	<ul> <li>Meets required guidelines and has voluntary measures:</li> <li>New employee commute information</li> <li>Telework and flexible schedules</li> <li>Monthly transit benefit - \$50</li> <li>Subsidize parking and transit equally</li> <li>Secured bike room w/racks + showers</li> </ul>	Yes
Strosnider's Hardware	Does not meet required guidelines – several mandatory elements incomplete:  • Follow up by TMD staff	No

**TMP Annual Reports** 

Employer	Status	Recommend to MCDOT
AFI Silver Theatre	Meets required guidelines and has voluntary measures:      Secure bike storage     Flexible schedules     Monthly transit benefit     Parking and transit subsidized equally	Yes
Toole Design Group	Meets required elements and has voluntary measures:  New employee commute information Bike racks, showers, lockers Participate in COG ride matching Alternative schedules and telework Monthly transit benefit - \$125 Pre-tax deduction	Yes

CPWR	Meets required elements and has voluntary measures:  Bike racks Participate in COG ride matching Alternative schedules and telework	Yes
International Partnership for Microbicides	Meets required elements and has voluntary measures:  Bike racks  Monthly transit benefit - \$58  Pre-tax deduction  Alternative schedules and telework	Yes
Assoc. of Public Health Laboratories	Meets required elements and has voluntary measures:  New hire transit information Bike racks Telework – 50 employees 3 days/week Monthly transit benefit - \$100	Yes
The MayaTech Corporation	Meets required guidelines and has voluntary measures:  New employee commute information Bike racks & showers Telework Alternative schedules Carpool matching Car sharing on site Pre-tax deduction	Yes
Kay Management	Meets required guidelines and has voluntary measures:  New employee commute information Bike racks Flexible and compressed schedules	Yes
Technology Service Corporation	Meets required guidelines and has voluntary measures:  New employee commute information Bike racks Flexible schedules Monthly transit subsidy - \$130 Parking and transit subsidized equally	Yes
Sheraton Silver Spring	Meets required guidelines and has voluntary measures:  Bike racks Discounted LA Fitness for employees to use showers No current benefit but express interest in FareShare	Yes
Pulmonary Hypertension Association	Meets required guidelines and has voluntary measures:  New employee commute information In-office bike storage / shower Flexible schedules Monthly transit benefit - \$115 Equal parking and transit benefit	Yes

Associated Insurance Management	Meets required guidelines and has voluntary measures:  • Flexible schedules  • Monthly transit benefit - \$85	Yes
Hebrew Immigrant Aid Society	Met requirements last time and have other measures still in place, but not responsive to this year's report format: "No update" answered in all categories. Follow up needed.	No
Discovery	Meets required guidelines and has voluntary measures:  New employee commute information Reduced parking charge for pools & hybrid vehicles Preferred parking for carpools/vanpools Bike racks/showers/lockers Telework – 20% participation Flexible schedules Monthly transit benefit - \$60 Pre-tax deduction Employees pay to park	Yes

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## Bike to Work Day Registration Now Open

For Immediate Release: Tuesday, March 12, 2019

On Friday, May 18, Commuter Connections and the Washington Area Bicyclist Association will sponsor Bike to Work Day, an annual celebration of bicycling as a clean, fun and healthy way to get to work. Be one of the first 20,000 to register and receive a free T-shirt when attending. Enjoy refreshments and be entered into a raffle for a new bicycle at one of the pit stops. MCDOT sponsors pit stops throughout Montgomery County. Learn more and register online.

Release ID: 19-035

Media Contact: Maureen McNulty 240-777-7199



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# Tips for Keeping the Streets Safe on St. Patrick's Day

For Immediate Release: Wednesday, March 13, 2019

St. Patrick's Day, now only days away, is one of the deadliest holidays on our nation's roads. This year the Montgomery County Department of Transportation and the Department of Transportation's National Highway Traffic Safety Administration (NHTSA) urge drivers to designate a sober driver before heading out for the evening. If you plan on drinking, plan on not driving.

#### Party with a Plan

- SoberRide, a free ride home program of the Washington Regional Alcohol Program (WRAP) in partnership with Lyft, will be in effect from 4:00 p.m. Sunday, March 17, to 4:00 a.m. Monday, March 18. To use this service, download the Lyft app to your phone and enter the applicable code in the app's 'Promo' section. Valid for up to \$15 off one ride home taken in Lyft's Washington, D.C. coverage area.
- Download NHTSA's SaferRide mobile app, available on Google Play for Android devices and Apple's
  iTunes Store for iOS devices. SaferRide allows users to call a taxi or a predetermined friend and
  identifies the user's location so he or she can be picked up.
- Have a friend who is about to drive after drinking? Take the keys away and make arrangements to get your friend home safely.

Remember that it is never okay to drink and drive. Even if you've had only one alcoholic beverage, designate a sober driver or plan to use public transportation or a ride service to get home safely.

Release ID: 19-036

Media Contact: Maureen McNulty 240-777-7199



## Press Releases - Department of Transportation

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## Montgomery County to Test Expanded E-Bikes, Add Dockless E-Scooters; Letters of Interest from Vendors Solicited

## For Immediate Release: Tuesday, February 26, 2019

With dockless bikes already enjoyed in various areas of Montgomery County, the Montgomery County Department of Transportation (MCDOT) is seeking letters of interest from vendors to test the expansion of the program county-wide while also testing the introduction of dockless e-scooters, MCDOT will conduct a demonstration project with up to four selected companies to deploy dockless e-scooters and e-bikes at no cost to the County. The demonstration project is expected to begin in March and run for six months with an option for extension.

MCDOT has built numerous safeguards into a Memorandum of Understanding (MOU) to ensure successful, safe and sustainable operation of dockless vehicle-sharing services within the County. These include performance measures like fleet size and condition, customer information and training on safe and appropriate operation of dockless vehicles including information about appropriate parking locations, response time to service requests, privacy protection, deployment density limits, removal of dockless vehicles in violation of the parking requirements, a publicly accessible application program interface and safety reports, among others.

Dockless companies interested in participating in the pilot should send a letter of interest, not to exceed three pages, to Gary Erenrich at gary.erenrich@montgomerycountymd.gov by March 11, 2019. The letter should indicate proposed deployment areas within the County's approved pilot boundaries, the company's customer service contact information, management plan and acknowledgement of and agreement with the terms of the County MOU. Prospective vendors should submit any questions to Gary Erenrich by March 1; the questions and responses will be posted at www.montgomerycountymd.gov/bikeshare on or about March 4.

Companies selected to participate will need to sign the County MOU and provide proof of insurance and a \$10,000 performance bond. Companies that deploy both dockless e-bikes as well as e-scooters will receive priority consideration. Selected companies will be required to provide real-time operational data for County

management and for program analysis.

Rather than relying on fixed stations to access the equipment, customers use a mobile app to locate a nearby dockless bike or e-scooter with GPS and unlock it. When a customer completes a dockless bike or e-scooter trip, the bike or scooter must be parked within public right of way in accordance with the MOU except within jurisdictions that are not participating in the program. Those jurisdictions will be geo-fenced and a customer will either be unable to complete the trip in those areas or may receive a penalty, as determined by the dockless company.

Montgomery County's agreement with dockless bike share and e-scooter companies is part of a demonstration project to test the concept county-wide. As the first suburban jurisdiction in the country with dockless bikeshare, Montgomery County already authorized dockless bikes in Silver Spring, Takoma Park and North Bethesda. The program serves the County's goal of providing more transportation options that support a greener county.

General feedback about the pilot program or about a specific company participating in the pilot is welcome. Send an email to mcdot.commuterservices@montgomerycountymd.gov, or contact MC311 online or by calling 311 from within Montgomery County or 240-777-0311 from outside the County (Monday through Friday from 7:00 a.m. to 7:00 p.m.), or by following MC311 on Twitter @311MC311.

Release ID: 19-031

Media Contact: Maureen McNulty 240-777-7199



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# Elrich Appoints New Procurement Director and Three Assistant Chief Administrative Officers

For Immediate Release: Monday, March 4, 2019



Pictured (I to r) are: Ash Shetty, Caroline Sturgis, Alfred Fletcher II, Adriana Hochberg

Montgomery County Executive Marc Elrich has appointed Ash Shetty as director of the County's Office of Procurement. Elrich also named Alfred Fletcher II, Adriana Hochberg, and Caroline Sturgis as new assistant chief administrative officers (ACAO).

All four appointments required County Council approval.

"These highly qualified appointments further my vision for a more equitable and inclusive Montgomery County that will create a brighter and more prosperous future for everyone," said Elrich. "I decided early on that I would not surround myself with mirrors – because mirrors lie. You end up seeing what you want to see. And, I don't want to see what I want to see, I want to see a more accurate picture so I can get to the

challenges at hand. I want to make sure that the people coming into my administration have a diversity of views and expertise in areas that I don't have; and I am grateful the County recognized the talents of these appointees."

Elrich seeks a County government led by people who are ambitious, ethical, inclusive, and innovative. A brief background sketch of each of the above appointees, and their respective responsibilities in their new positions is provided below.

## **Ash Shetty**

Since 2010, Shetty has worked directly with procurement heads of large organizations on initiatives that would be part of his new role as the director of the Office of Procurement. He has overseen spend analyses to identify high risk and high criticality vendors at several large organizations including Fortune 100 companies. He holds an MBA from Georgetown University.

#### Alfred Fletcher II

Fletcher is the former deputy director of the Department of Small and Local Business Development in Washington, D.C. since 2018, and chief of staff for the same jurisdiction's Department of General Services prior to that. He holds a master's degree in Public Administration from the University of Phoenix. He is also a 2016 graduate of President Obama's Leadership Workshop. ACAO areas of responsibility include A Growing Economy and A More Affordable and Welcoming County.

## Adriana Hochberg

Hochberg joins the County from Washington, D.C. where she was chief of staff for the District's Department of Energy and Environment. Prior to that she was a program analyst for the District's Office of the City Administrator. Hochberg earned a master's in Public Policy from Harvard University. ACAO areas of responsibility include A Greener County and Easler Commutes.

### **Caroline Sturgis**

Sturgis comes to Montgomery County from Baltimore City where she developed an extensive fiscal background during her tenure as the deputy budget director for the city's finance department and prior to that served as the director of fiscal services and later Chief Financial Officer for the city's police department. She earned an MBA from Nova Southeastern University. ACAO areas of responsibility include Safe Neighborhoods and Thriving Youth and Families.

The procurement department's role is to preserve the public trust and ensure the integrity of the public procurement process through the efficiency and effectiveness of the procurement of goods, services, and construction in accordance with best practices; resulting in the highest value for County government and its residents.

The ACAOs will assist Chief Administrative Officer Andrew Kleine in supervising the daily operations and performance of County government and its departments and agencies. Fariba Kassiri will become the deputy chief administrative officer to more accurately reflect her additional areas of responsibility which include Effective and Sustainable Government.

Elrich has launched a national search to fill other key leadership roles in his administration. The remaining positions to be filled include the directors of Department of Health and Human Services; Housing and Community Affairs; Montgomery County Public Libraries; Office of Human Resources; Office of Public Information; and the County's Chief of Police. Those nominations will also have to be confirmed by the County Council.

###

Release ID: 19-069

Media Contact: Ohene Gyapong 240-777-6507



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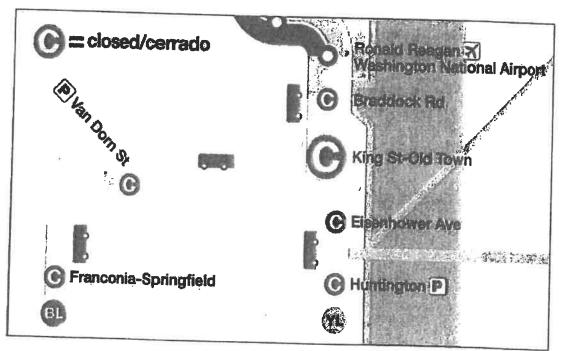
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## Washington Metropolitan Area Transit Authority

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For immediate release: February 28, 2019

# Metro prepares for summer platform reconstruction; buses replace Blue/Yellow trains south of National Airport this weekend



In preparation for major platform reconstruction work this summer, Metro and its contractor will perform site preparatory work and testing that will close six stations this weekend, March 2 -3, on the Blue/Yellow lines: Huntington, Eisenhower Ave, King St, Franconia-Springfield, Van Dorn St and Braddock Rd. During this time, free shuttle buses will replace trains between Huntington/Franconia-Springfield and Reagan National Airport.

Engineers will conduct core drilling around the stations to assess conditions, and power to the stations will be cut to allow testing on cables and electrical systems. In addition, crews will conduct hazard assessment and mitigation, install temporary safety equipment, and perform inspections of the platform structures.

Metro will use the closure to conduct additional maintenance and track work, including rail and tie renewal and switch maintenance near Braddock Road Station.

Rail service between Reagan National Airport and Washington, DC, will be available throughout the weekend, with trains departing the airport every 10 minutes (alternating every 20 minutes on Yellow, every 20 minutes on Blue). A similar weekend closure to prepare for the platform project is

## SERVICE INFORMATION:

#### **Blue Line**

- Shuttle buses replace Blue Line trains between Franconia-Springfield and Reagan National Airport. Allow additional travel time.
- Trains every 20 minutes between Reagan National Airport and Largo Town Center with single tracking between Smithsonian and Federal Center SW.
- Franconia-Springfield, Van Dom Street, King St-Old Town, and Braddock Road stations will

### **Yellow Line**

- Shuttle buses replace Yellow Line trains between Huntington and National Airport. Allow additional travel time.
- Trains every 20 minutes between Reagan National Airport and Mt Vernon Square.
- · Customers traveling to/from stations north of Mt Vernon Sq should use the Green Line to complete their trip
- Huntington, Eisenhower Avenue, King St-Old Town and Braddock Road stations will be

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## Washington Metropolitan Area Transit Authority

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For immediate release: March 4, 2019

# Metro begins testing automatic door operations on passenger trains

The first Metro trains to automatically open their doors in years have been operating on the system over the past two weeks, as Metro conducts testing and calibration before restoring regular use of the auto-doors feature.

The automatic door opening feature is part of the original design of the Metrorail system, but its use was discontinued years ago – along with automatic train operations – due to reliability problems and overriding safety priorities. When in automatic-door mode, the train receives data on its exact location from transmitters located on the track. After the train comes to a complete stop and is confirmed to be properly "berthed" at the platform, the doors are automatically opened on the appropriate side of the train.

Returning to automatic door operations has two significant benefits. First, it enhances safety by removing the potential for human error resulting in a "wrong side" door opening. Metrorail operators initiate an "open doors" command more than 20,000 times each weekday. While rare, there have been instances where operators have temporarily lost awareness and accidentally opened doors on the wrong side of the train, something that the automatic system prevents.

Use of the automatic system also improves the customer experience. Following a series of wrong-side door incidents several years ago, Metro began training operators to pause several seconds prior to opening the doors. The pause was meant as a behavioral safety check to reduce the risk of a mistake. However, for customers, there is now a delay of several seconds between the train arriving at the station and the doors opening. When using the automatic system, doors will open as soon as the train is stopped at the proper location.

Train operators will continue to have responsibility for closing doors at all times.

Additional testing will be conducted over the next several weeks, along with ongoing train operator familiarization. If all goes well, Metro expects to return to systemwide use of the auto-doors feature later this year.

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