

Chapter 1

Overview of the Transit System

1.0 INTRODUCTION

The Virginia Department of Rail and Public Transportation (DRPT) requires that all transit agencies in the Commonwealth receiving state funding complete a Transit Development Plan (TDP) every six years. This document is the first full TDP for the City of Alexandria and includes an operating and capital needs assessment for local DASH fixed route service, the Washington Metropolitan Area Transit Authority (WMATA) Metrorail and Metrobus service within Alexandria, as well as other public transit entities operating in the City.

The purpose of a TDP is to improve the efficiency and effectiveness of public transportation service. It serves as a management and policy document for the transit operator that would maximize the investment of public funds, achieve the greatest possible public benefit, and provide the basis for inclusion of an operator's capital and operating programs in state and local planning documents. The TDP once completed must be adopted by the transit agency's governing body and an annual update letter submitted every year prior to the grant application being reviewed by DRPT.

1.1 Overview of Alexandria Population and Employment

Alexandria, Virginia is an incorporated city located in northern Virginia across the Potomac River from Washington, D.C. The City is bounded on the south and west by Fairfax County, on the north by Arlington County and the east by the Potomac River. According to the 2010 U.S. Census, the City's population was 139,866, a 9.11% increase from 2000. The 2010 population in the central jurisdictions (Washington, D.C., Arlington County and the City of Alexandria) and inner suburbs (Cities of Rockville and Gaithersburg in Montgomery County, Prince George's County, Fairfax County, and the Cities of Fairfax and Falls Church) of the Washington, D.C. region was 3.9 million¹. The City is densely populated with 9,077 persons per square mile. Based on Metropolitan Washington Council of Governments (MWCOC) projections, City population is forecasted to be 158,102 in 2020, an increase of 13% relative to 2010; in contrast, the central jurisdictions and inner suburbs of the Washington, D.C. region are projected to grow at a rate of 9.4% to approximately 4.3 million in 2020.

Alexandria is also an important employment center within the Washington region, with 110,248 jobs based on the 2015 MWCOC population and employment forecasts; the central jurisdictions and inner suburbs of the Washington, D.C. region had 2.8 million jobs in 2015. Employment concentrations within the City include Old Town, Mark Center, and the Eisenhower Avenue corridor. Projected employment in the City in 2020 is 116,812, an increase of 5.95% from 2015; jobs in the central jurisdictions and inner suburbs of the Washington, D.C. region are projected to grow by 7.3% to 2.95 million in 2020.

2.0 Alexandria Transit Providers

Public transportation within Alexandria is provided through a number of different public and private operators. Each element of the overall provision of public transportation within the City is summarized below.

2.1 Alexandria Transit Company (DASH)

DASH provides fixed route transit within the City of Alexandria, generally focused on local trips to destinations inside the City, but also provides commuter trips to the Pentagon – a major regional

¹ MWCOC - Final Round 8.3 Summary Tables

employment center. According to the Alexandria Transit (DASH) Comprehensive Operational Analysis (completed in 2014), DASH generates approximately 12,900 daily boardings on an average weekday. The DASH service complements Metrobus service running in the City, which is focused more on regional and inter-jurisdictional trip connections. The impetus for the original development of the DASH system by the City of Alexandria was to provide transit service to portions of the City that were not being effectively served by Metrobus (service began in March 1984 and the system has gradually expanded over the years since implementation). DASH fixed route service consists of ten fixed routes which run predominantly in an east-west direction toward Old Town Alexandria (there is one crosstown route that does not serve Old Town but rather runs between the growing Potomac Yard area of the City and Mark Center, located in the western portion of the City). DASH also operates the King Street Trolley, which connects the King Street Metrorail Station and the Waterfront.

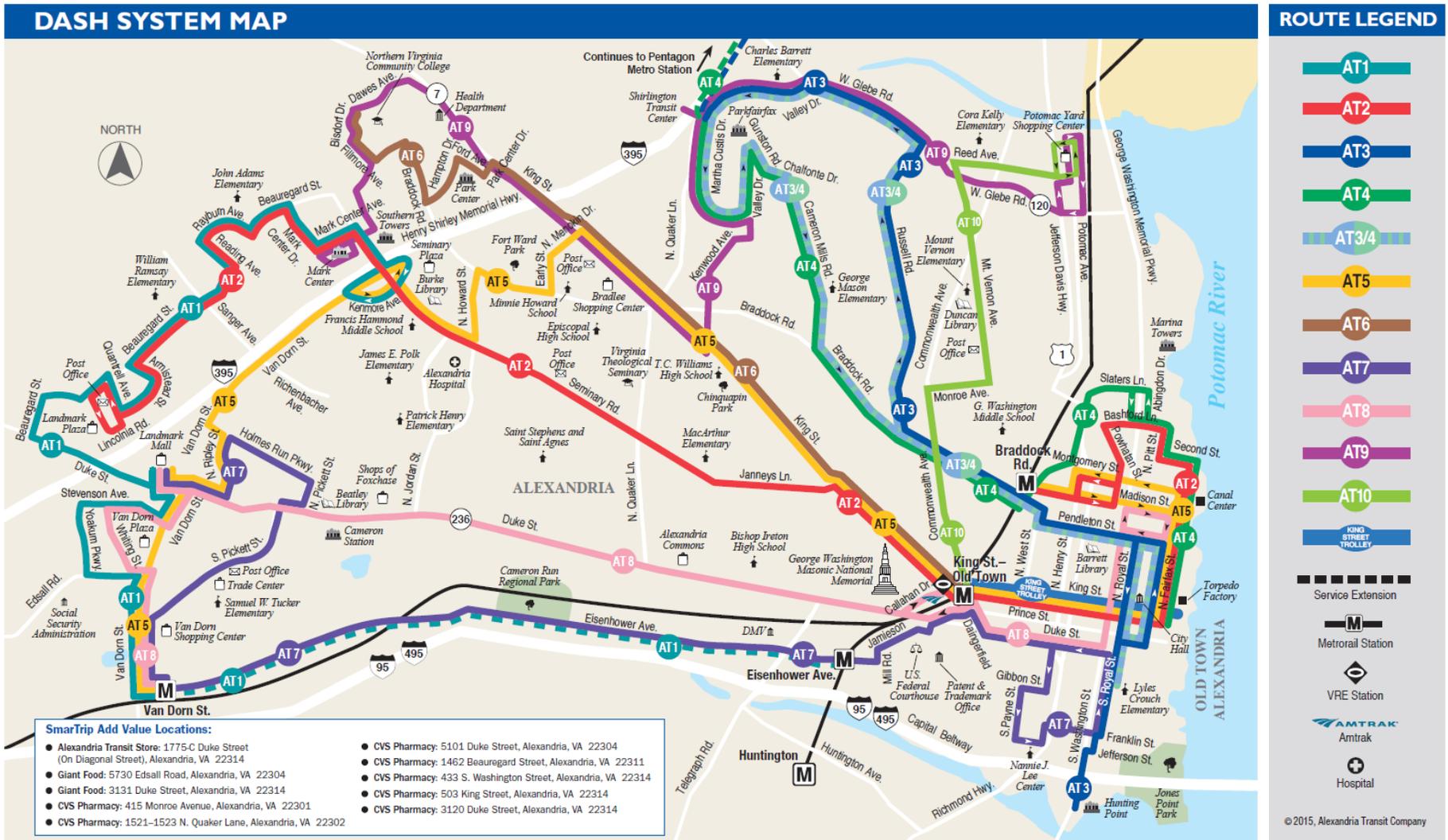
Seven of the ten routes run seven days per week. One route runs six days a week, but not on Sunday, and two routes run only on weekdays. Weekday starting times for DASH routes range between 5:05 AM and 6:37 AM, and weekday ending times range between 7:25 PM and 12:15 AM. Saturday starting times range between 6:25 AM and 8:28 AM. Saturday ending times range between 7:38 PM and 11:29 PM. Sunday starting times range between 6:52 AM and 9:10 AM and Sunday ending times range between 6:16 PM and 11:05 PM.

Weekday DASH peak period headways range from 10 minutes to 30 minutes while weekday mid-day headways range from 30 minutes to 60 minutes. DASH Saturday headways range from 30 to 60 minutes and on Sunday one route has a 30 minute headway while all of the other routes run at 60 minute headways.

The DASH route system is shown in Figure 1.1.

A more detailed summary of DASH service is provided in Appendix A.

Figure 1.1 – DASH Routes



2.2 DOT Paratransit Program

The Americans with Disabilities Act of 1990 (ADA) requires public entities operating fixed route transportation systems to provide comparable complementary paratransit services to people with disabilities. The DOT Paratransit program is the City's specialized transportation service for Alexandria residents who cannot use regular fixed route transit due to a disability. DOT will provide service to eligible city residents with destinations in the City of Alexandria, the City of Falls Church, Arlington County, Fairfax City, and Fairfax County. Trips for Alexandria residents wishing to make a trip outside these jurisdictions would be required to use MetroAccess service. 55,291 DOT Paratransit trips originated in Alexandria in FY 2014; this translates to approximately 152 trips per day. Trips are provided by taxicabs and wheelchair accessible vans. DOT operates seven days per week. Hours of service by day of week are summarized below and are coordinated with operating hours for the regional Metrorail service:

- Monday – Thursday 5:30 AM to Midnight
- Friday 5:30 AM to 3:00 AM
- Saturday 5:30 AM to 3:00 AM
- Sunday 7:00 AM to Midnight

2.3 Metrobus

Metrobus is the regional transit provider within the Washington D.C. metropolitan area and is focused on providing regional and inter-jurisdictional transit trips, including providing access to Metrorail stations. Metrobus operates 15 lines that run at least partially within Alexandria; the average daily boardings within Alexandria on these 15 routes was 11,700 in 2014. Of these 15 lines, nine operate seven days per week while six operate only on weekdays. Weekday starting times on Metrobus services ranges between 4:30 AM and 6:50 AM and weekday Metrobus ending times range between 5:48 PM and 3:30 AM. Saturday start times range between 4:48 AM and 7:40 AM and Saturday ending times range between 8:10 PM and 3:30 AM. Sunday start times range between 4:50 AM and 8:04 AM. The range in weekday service frequencies is between 6 minutes and 60-70 minutes. The range on Saturday is between 20 and 60-70 minutes while the Sunday range is 20 to 60 minutes. The Metrobus network within Alexandria is shown in Figure 1.2 and these routes in Alexandria at a regional level are shown in Figure 1.3. A summary of Metrobus service within Alexandria is provided in Appendix A.

2.4 Metrorail

Metrorail is the regional heavy rail system providing service throughout the region, including in the Maryland counties of Prince George's and Montgomery, the District of Columbia, and the northern Virginia jurisdictions of Fairfax County, Arlington and Alexandria. Alexandria is served by two Metrorail Lines, the Yellow and Blue. There are four stations within the City (See Figure 1.3). Two of these, Braddock Road and King Street are served by both the Blue and Yellow Lines. Eisenhower Avenue Station is the southernmost station in Alexandria on the Yellow Line and Van Dorn Street is westernmost within the City on the Blue Line. Average weekday boardings in 2014 were 4,631 at Braddock Road; 9,170 at King Street; 1,919 at Eisenhower Avenue; and 3,374 at Van Dorn Street².

² <http://www.wmata.com/pdfs/planning/2014%2010%20Year%20Historical%20Rail%20Ridership.pdf>, accessed on March 16, 2015

Generally, Metrorail operates Monday through Thursday between the hours of 5:30 AM and midnight, on Fridays between 5:30 AM and 3:00 AM, on Saturdays between 7:00 AM and 3:00 AM, and on Sundays between 7:00 AM and midnight.

Figure 1.2 – Metrobus Lines within Alexandria

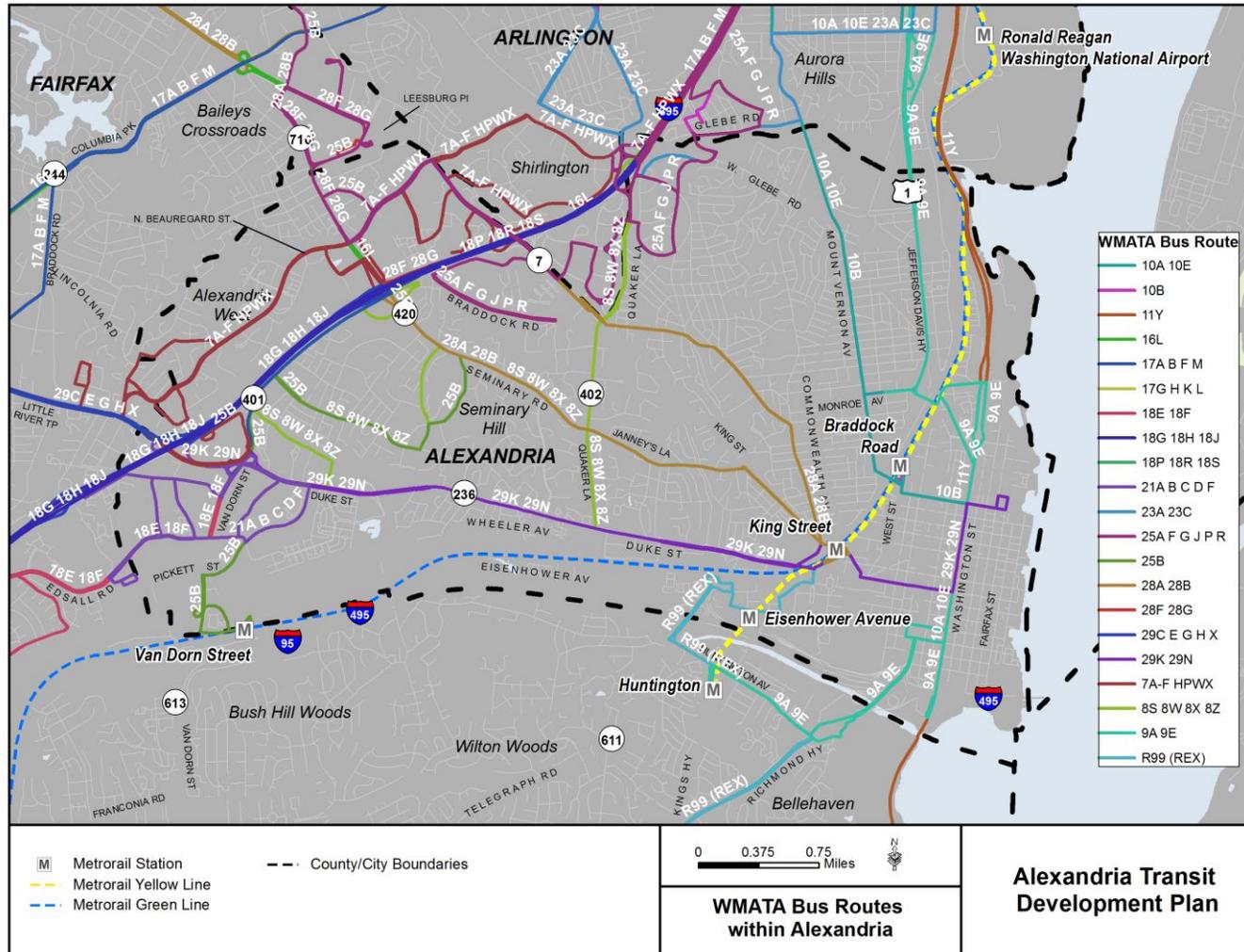


Figure 1.3 – Metrobus Lines Running in Alexandria – Regional Level

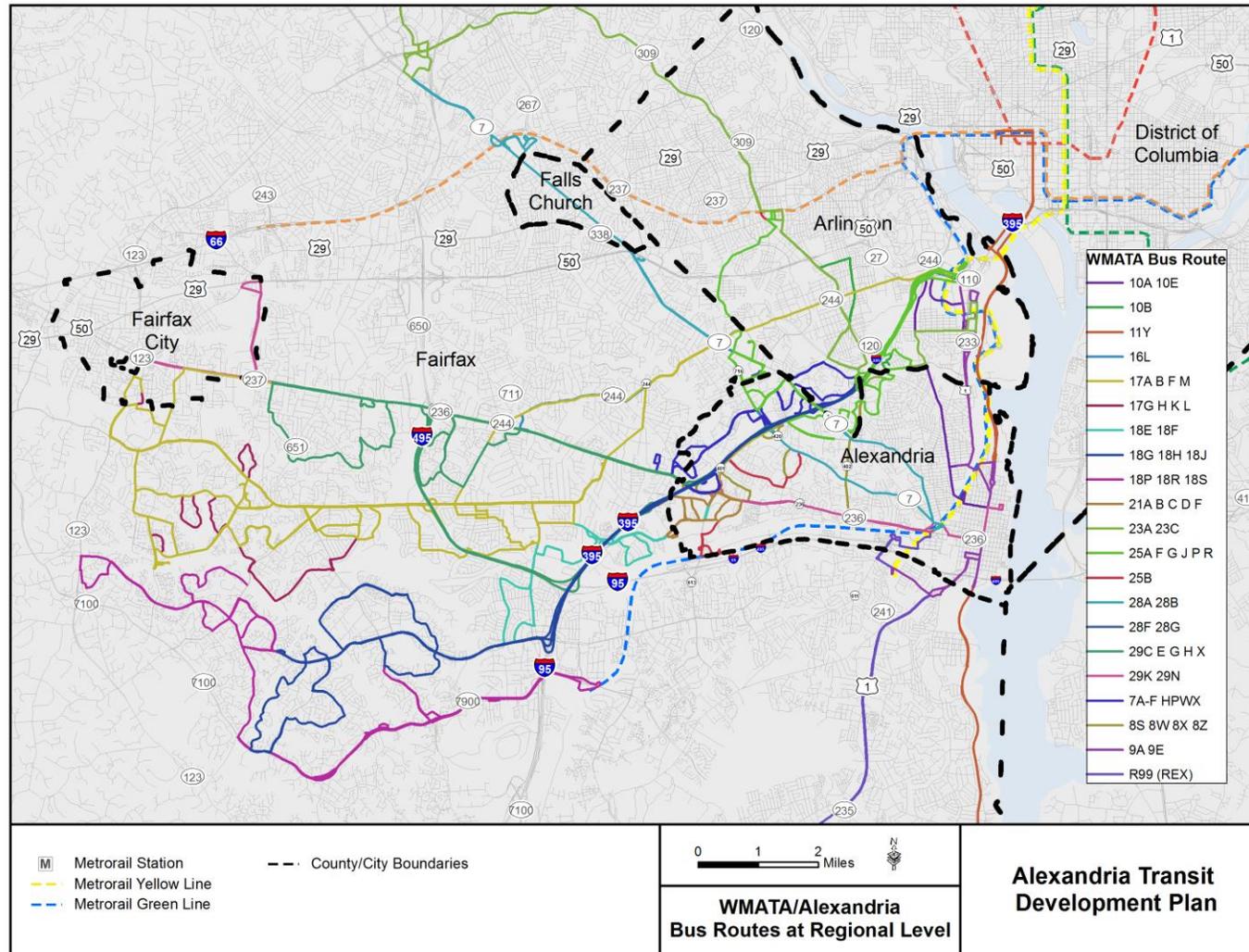
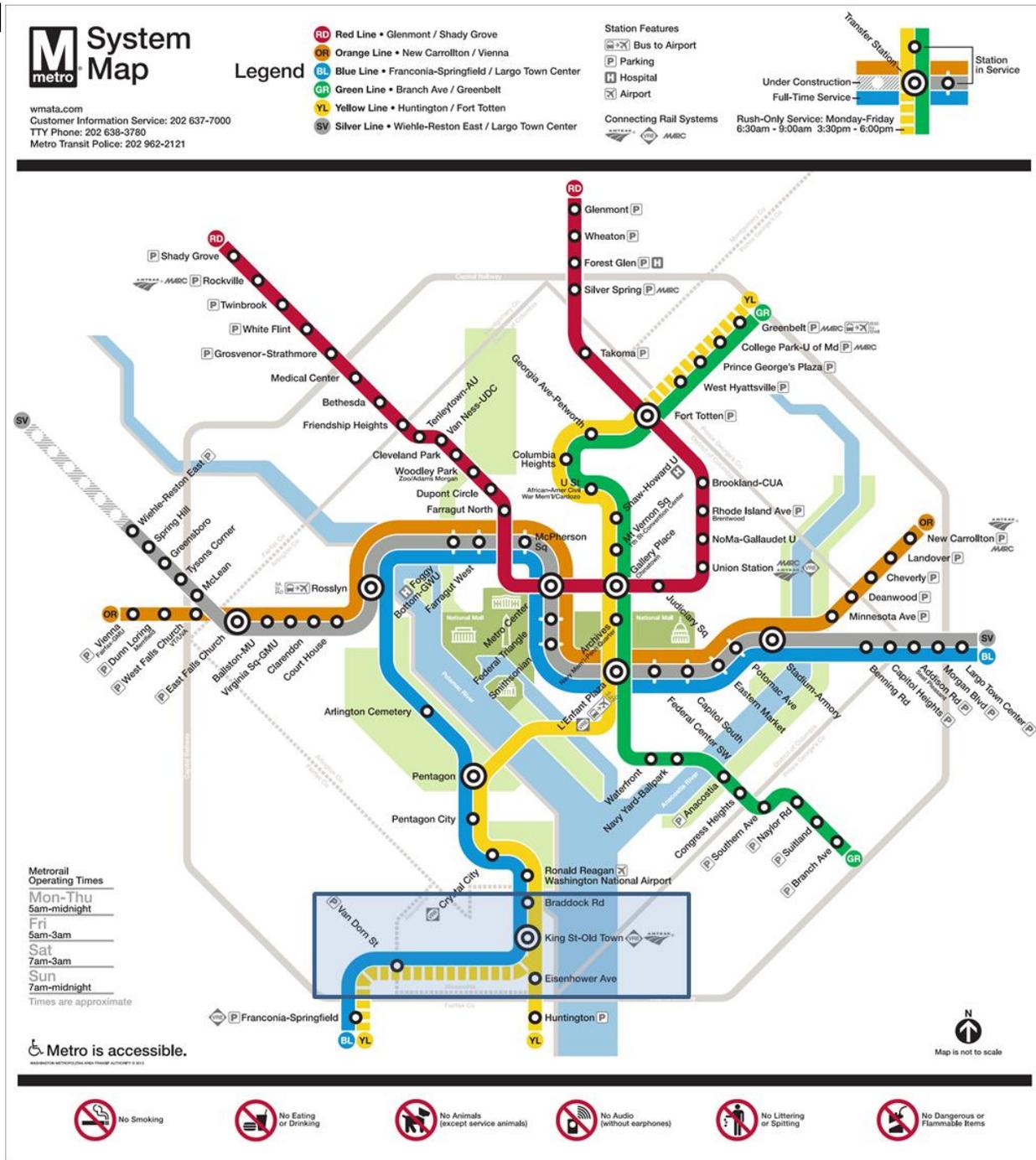


Figure 1.4 – WMATA Metrorail System Map and Alexandria Stations



2.5 MetroAccess

MetroAccess is a regional paratransit service provider for persons with disabilities. The service is part of WMATA and complements Metrorail, Metrobus, and local bus services throughout the region. MetroAccess is available to riders who meet specific disability criteria as outlined in the Americans with Disabilities Act (ADA) and who have been certified as eligible for MetroAccess service. Unlike DOT Paratransit that operates in Northern Virginia only, MetroAccess provides service in all jurisdictions comprising the WMATA service area. Ridership on MetroAccess in Alexandria is much lower than DOT Paratransit; in February 2015 (most recent data), there were approximately 1,550 trips scheduled by MetroAccess in Alexandria for an average of 50 weekday trips.

MetroAccess core hours of service reflect the same hours of operation as WMATA Metrorail operations: Monday through Thursday: 5:00 AM to midnight; Friday: 5:00 AM to 3:00 AM; Saturday: 7:00 AM to 3:00 AM; Sunday: 7:00 AM to midnight.

MetroAccess fares are two times the fastest comparable fixed-route fare, with a maximum fare of \$6.50 per one-way trip.³

2.6 Virginia Railway Express (VRE)

VRE is a commuter rail service connecting northern Virginia and Washington D.C. VRE is operated under a partnership of the Northern Virginia Transportation Commission (NVTC) and the Potomac Rappahannock Transportation Commission (PRTC). Service is provided on two lines, Fredericksburg to Washington D.C. and Manassas to Washington D.C. Trains on both lines serve Alexandria Union Station, which is located adjacent to the King Street - Old Town Metrorail Station. There are seven northbound trips and seven southbound trips on the Fredericksburg Line that stop at Alexandria Union Station while there are eight northbound and eight southbound trips on the Manassas Line stopping at the station. Service is predominantly peak period, peak direction.

2.7 Amtrak

Regional Amtrak trains running to and from Richmond as well long-distance trains running to and from points south of Richmond stop at Alexandria Union Station and thus provide an alternative method for passengers accessing Washington D.C. There are eight daily northbound Amtrak trips stopping in Alexandria and 10 southbound trips. Alexandria may also be served by Washington D.C. to Richmond High Speed Rail line, which is a DRPT project. Scoping meetings for the project were held in November and December 2014.

2.8 Access to Transit/Non-Auto Mobility Options

In addition to the public transit providers outlined above, Alexandria has developed a focus on other public transportation modes within the city in order to enhance the mobility of city residents. These are summarized below:

- Pedestrian Facilities – Alexandria is high-density urban environment with sidewalks on nearly all of its streets. This extensive sidewalk network greatly enhances mobility for city

³ http://www.wmata.com/about_metro/docs/Tariff_33v2_Effective_070114.pdf, accessed on April 15, 2015

residents and provides a viable option for accessing the full range of transit services and other activities within the City.

- **Bicycle Facilities** – Alexandria has an extensive on-street and off-street bike lane/bike path network that covers a significant portion of the city. This network complements the city’s pedestrian network and enhances mobility for city residents. The City has 16 Capital Bikeshare stations and also has bike storage facilities at each of its Metrorail stations.
- **Ridesharing/Carpooling** – Commuter Connections is a regional network of D.C. area transportation agencies that is coordinated by the Metropolitan Washington Council of Governments (MWCOCG). One of the roles of Commuter Connections is to act as a clearing house for people wishing to carpool. Commuter Connections also operates the regional Guaranteed Ride Home program. The City of Alexandria also operates a Transportation Demand Management (TDM) program called Local Motion and is a member of the Commuter Connections network. Local Motion provides information about TDM, telework, transit, bike share, carpools and vanpools to commuters driving to and from and residents travelling within Alexandria.

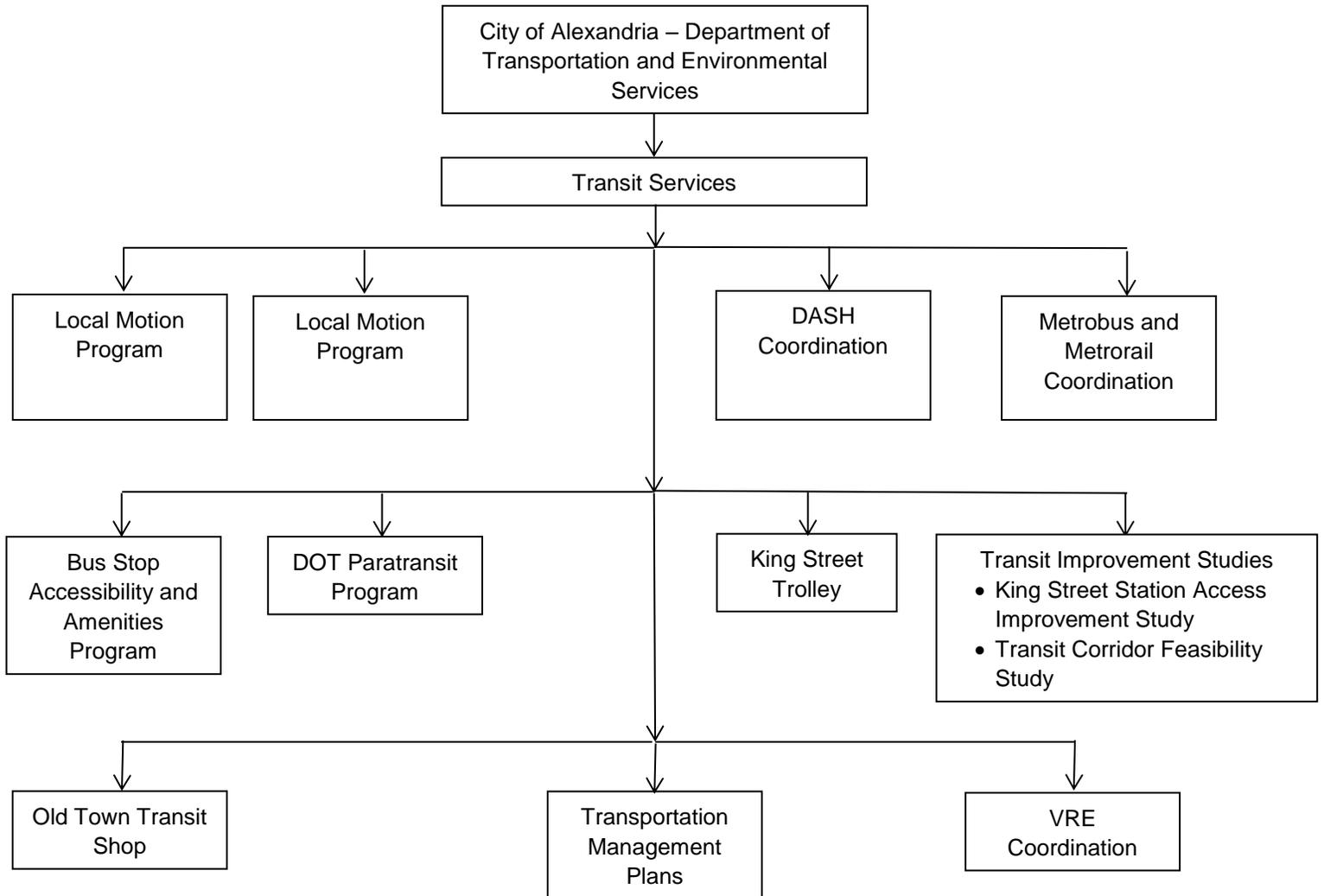
3.0 Organizational and Governance Structure

This section outlines the organizational structure of the City of Alexandria Department of Transportation and Environmental Services, DASH, the local public transit provider and DOT, the city’s paratransit provider. This section also provides an understanding of the interactions between the City of Alexandria and other regional entities in terms of the flow of transit capital and operating assistance from the Commonwealth of Virginia and the flow of funds to WMATA to cover the costs of their operations within Alexandria.

3.1 Department of Transportation and Environmental Services (City of Alexandria)

The Transit Services Division of the City of Alexandria’s Department of Transportation and Environmental Services (T&ES), coordinates the Alexandria DASH bus service, DOT paratransit for the mobility impaired, Metrobus and Metrorail service, as well as ridesharing to promote the formation of car and vanpools, VRE commuter rail, bus stop amenities, and other programs designed to increase the use of alternatives to the single occupant vehicle and to protect the environment. The Transit Services Division also coordinates with the Transportation Planning Division within T&ES to improve mobility throughout the City. A Transit Services Division responsibility chart is shown in Figure 1.5.

Figure 1.5 - Department of Transportation and Environmental Services – Transit Services Division – Responsibility Chart



3.2 DASH

The DASH organizational structure is relatively unique within Virginia, with only a few other transit systems in the state structured in the same manner. The Alexandria Transit Company (ATC), the entity that operates the DASH system, is a separate public service corporation that is wholly owned by the City of Alexandria. The ATC Board of Directors is elected by the Alexandria City Council, serving in the capacity of ATC's stockholders. The ATC Board of Directors is composed of nine members, and includes six citizen members and three city officials. Sandy Modell, the DASH General Manager, is the sole ATC employee and reports - and is the principal transit advisor - to the Board of Directors.

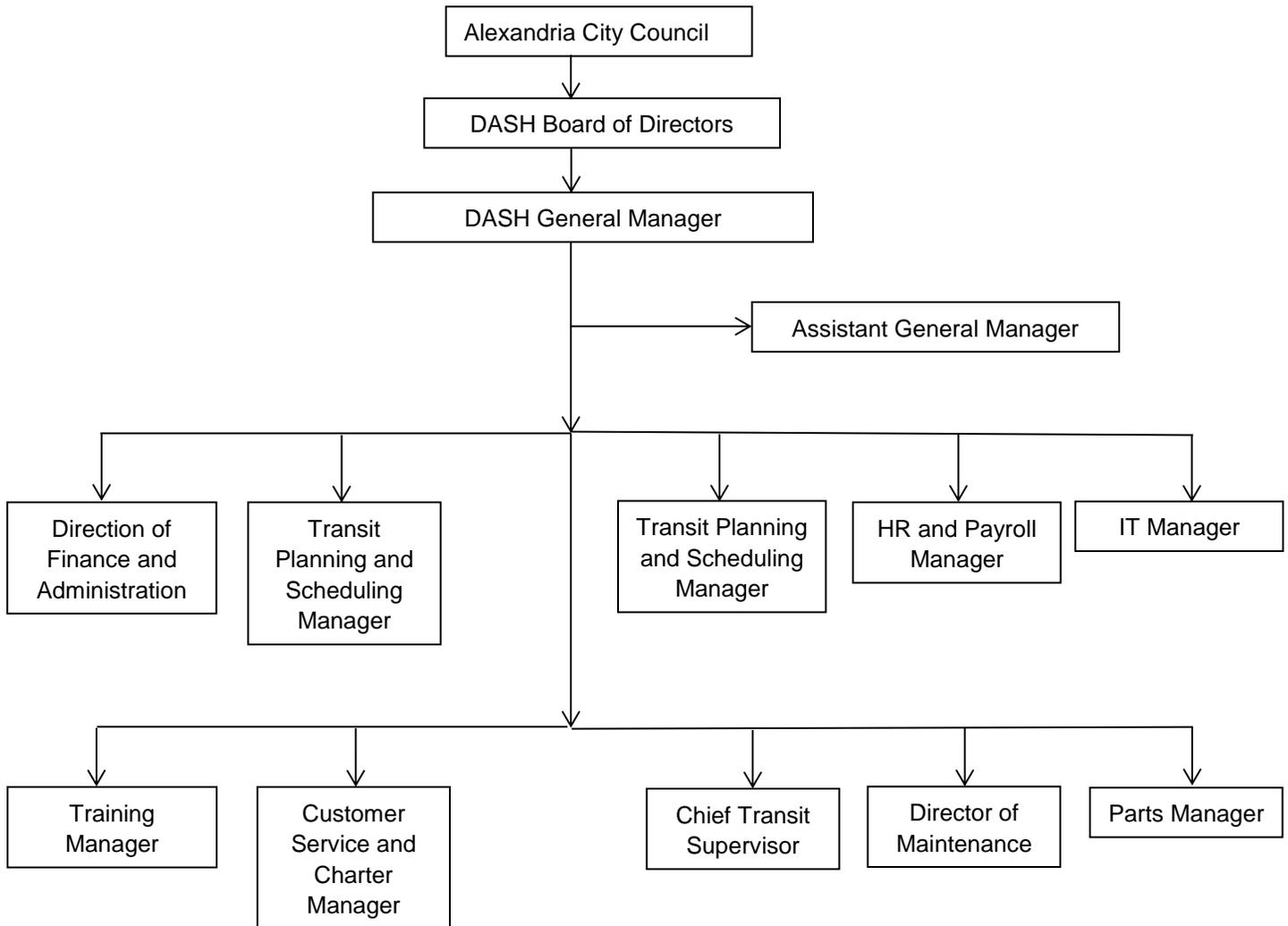
The ATC also has a management services contract with First Transit Inc. First Transit augments ATC staffing and provides an Assistant General Manager of Administration. This position assists the General Manager in a number of major project areas, including the ATC real-time bus information initiative, information technology, and grant projects. As needed, First Transit also provides technical assistance and bus line inspections, and also provides buying power through First Transit's National accounts for tires, filters, and a variety of parts and materials.

The remainder of the ATC employees are employed by Transit Management of Alexandria Inc., which is a subsidiary of First Transit. These employees are, however, not First Transit employees. Rather, Transit Management of Alexandria was set up as a subsidiary of First Transit when ATC was first developed for the purpose of providing an entity for collective bargaining, mirroring the organizational structure successfully in use in Richmond, Roanoke, and Lynchburg.

The DASH headquarters building and maintenance facility is owned by the City of Alexandria and was funded with DRPT assistance. The assets within the building such as vehicle lifts, the revenue vehicle fleet, and the maintenance fleet are owned by ATC.

A DASH organization chart is shown in Figure 1.6 below.

Figure 1.6 - DASH Organization Chart



3.3 DOT Paratransit Program

DOT is the City of Alexandria-supported paratransit service for Alexandria residents who are eligible to receive ADA paratransit services. DOT is a complementary service to DASH, for riders unable to utilize DASH buses, with the DOT pickup area incorporating all areas of the City within $\frac{3}{4}$ of mile of a DASH route. Riders can utilize the service for trips to destinations within the City of Alexandria, the City of Falls Church, Arlington County, Fairfax County and Fairfax City (trips to destinations outside these jurisdictions are provided by the WMATA MetroAccess service). The service is managed by City of Alexandria Department of Transportation and Environment staff and is funded by the City of Alexandria. Trips are provided by taxicabs and wheelchair accessible vans and are scheduled on an advance reservation basis (reservations must be made at least one day in advance). City staff is responsible for managing the contracts with the private sector service providers. The providers are responsible for developing daily trip manifests and dispatching vehicles to provide service.

3.4 Washington Metropolitan Area Transit Authority (WMATA)

WMATA is a regional agency providing Metrobus, Metrorail, and Metro Access service in the northern Virginia jurisdictions of Fairfax County, Arlington County, Loudon County, City of Fairfax, and the City of Falls Church. It also provides service in the District of Columbia, and Prince George's and Montgomery Counties in Maryland. WMATA is governed by the "WMATA Compact", which is an agreement between the District of Columbia, the State of Maryland, and the Commonwealth of Virginia to *"plan, develop, finance, and cause to be operated improved transit facilities, in coordination with transportation and general development planning for the Transit Zone (WMATA service area) as part of a balanced regional system of transportation....."*. WMATA manages the daily operation of the Metrobus and Metrorail services that run through Alexandria and also manages the Metro Access service providing mobility for trips outside the DOT service area.

WMATA day-to-day operations are overseen by the WMATA General Manager. Reporting to the General Manager are:

- Chief of Safety
- Deputy General Manager – Operations
- Chief of the Metro Transit Police
- General Counsel
- Deputy General Manager – Administration/Chief Financial Officer
- Assistant General Manager – Bus Services
- Assistant General Manager – Customer Service, Communications, and Marketing
- Chief – Human Resources
- Chief of Staff
- Assistant General Manager/Chief Information Officer – Information Technology

The General Manager reports to the WMATA Board of Directors, which determines agency policy and provides oversight for funding. The Board of Directors is composed of eight voting members and eight alternate members. Maryland, the District of Columbia, Virginia, and the federal government each appoint two voting and two alternate directors.

4.0 Funding Structure

The first source of funding to cover required operating subsidies for DASH, DOT, and the King Street Trolley services is the City of Alexandria General Fund, which in turn relies on funding from City tax revenues and the City's Transportation Improvement Program. This funding is a direct transfer from the City to each of the operating entities and is identified based on consultation between staff from DASH, the Department of Transportation and Environmental Services, and the Office of Management and Budget. This General Fund contribution covers the majority of the required operating subsidy funding for each operating entity.

The City of Alexandria also provides capital funding, through its Capital Improvement Program (CIP), for DASH to cover capital items such as bus replacement, new buses for service expansion, and the purchase and installation of improvements such as Automatic Vehicle Location, enhanced passenger information capabilities, Computer Aided Dispatch (CAD), and Automated Passenger Counters (APC). The CIP also includes funding for other transit facilities within the City such as bus stop improvements and improvements at the Metrorail stations located within the City.

The second source of funding for operating subsidies for DASH, DOT, and the King Street Trolley is the Commonwealth of Virginia. These funds come through the Northern Virginia Transportation Commission (NVTC), which is the conduit for operating and capital assistance from the Commonwealth of Virginia and the Federal Transit Administration (FTA) to the local Alexandria operators, as well as to WMATA. By law the maximum state subsidy to local transit agencies is 95% of eligible operating expenses (eligible expenses include administrative expenses, fuel, tires, and maintenance expenses but not eligible are salaries, wages, and fringe benefits of vehicle operators, mechanics, on-vehicle maintenance workers and cleaners). Historically, however, the Operating Assistance Program covers between 35% and 50% of expenses. DRPT, which manages the state funding programs for transit, began implementing a performance-based operating fund allocation in FY14. Under this system, operating assistance is not allocated solely on a local system's total annual operating cost; rather it also takes into consideration system performance. Performance metrics include net cost per rider, customers per revenue hour, and customers per revenue mile. Performance-based funding applies to statewide operating assistance above \$160 million. In FY15, the amount was \$53.6 million and Alexandria/DASH's share was \$1.07 million.

Capital assistance from the Commonwealth, which is also disbursed through the NVTC to transit agencies in northern Virginia, is available based on projects that are categorized into one of three tiers:

- Tier 1 – replacement and rehabilitation of rolling stock, which is the highest priority for the Commonwealth. In FY14, Tier 1 was funded at 68%, 4% above the estimated total project share for FY15-19.
- Tier 2 – capital assistance for new or replacement facilities or new service or expansion of existing service. In FY14, Tier 2 was funded at 34%, 1% above the estimated total project share for FY15-19.
- Tier 3 – capital assistance for discretionary programs. In FY14, Tier 3 was funded at 17%.

Capital assistance requests for replacement and rehabilitation of existing equipment will be evaluated by DRPT relative to consistency with the DRPT Asset Management System as well as consistency with the capital budgeting information submitted by the local transit agencies each year for use in developing the Six-Year Improvement Program.

In addition, a capital assistance request for new or expanded service must be based on an adopted Transit Development Plan that identifies these new or expanded service initiatives and be consistent with the TDP annual update letter.

In addition to funding for local services, Alexandria also provides operating subsidy funding for Metrobus and Metrorail services to WMATA through the Northern Virginia Transportation Commission for its portion of regional service, based on an allocation formula.

For Metrorail service the allocation formula is based on the population and population density of the jurisdiction, average weekday ridership by jurisdiction residence (based on rail passenger survey), and the number of rail stations by jurisdiction. The jurisdictions are currently discussing the next Capital Funding Agreement (CFA), which takes effect in FY16.

For Metrobus regional routes (routes that serve a regional market by crossing jurisdictional boundaries and feeding the regional Metrorail system) the formula elements are the population and population density of the jurisdiction, revenue hours of service, revenue miles of service, and ridership by jurisdiction of residence (based on bus passenger survey).

For Metro Access, the allocation formula is based on the “cost of service – revenue for each rider, allocated by jurisdiction of residence”.

5.0 Fare Structure

The fare structure for the different service providers are summarized below:

5.1 DASH

The DASH fare structure is as follows:

Fare Type	Fare	Notes
Regular Fare	\$1.60	Cash or SmarTrip
DASH Pass	\$40.00	Cost is for one calendar month – can be provided as a paper pass or loaded onto a person’s SmarTrip card (same cost for either)
Other Fare Media		DASH accepts the 7-day Regional Bus Pass, the Transit Link card, and Metrobus tokens
Transfers		<ul style="list-style-type: none"> • No paper transfers accepted • When passenger pays for trip with SmarTrip, transfer automatically added. Provides 4 hours to transfer to another DASH route and 2 hours to transfer to a Metrobus route. • Transfers to DASH from Metrorail are discounted (\$1.00 rather than full \$1.60 fare)
King Street Trolley	Free	

5.2 DOT Paratransit Service

Fare Type	Fare	Notes
Trip within Alexandria or within a 5 mile distance outside the City boundaries	\$3.00	
Trip beyond a 5 mile distance outside City boundaries	\$5.00	

6.0 Vehicle Fleet

DASH operates a revenue vehicle fleet comprised of 79 buses. These are summarized below in Table 1.1.

Table 1.1 – Summary of DASH Revenue Vehicle Fleet

ID	Year	Make	Length	# of Vehicles
9034-9037	1996	Gillig	35'	4
9054-9058	1999	Gillig	35'	5
9059-9068	2000	Orion	35'	10
9069 - 9076	2002	Orion	35'	8
9077 - 9090	2005	Orion	35'	14
9091 – 9099	2007	Orion	35'	9
9100 - 9103	2007	Gillig	35'	4
9200 - 9206	2011	Gillig	35'	7
9300 - 9302	2011	Gillig	40'	3
9400 - 9404	2011	Gillig (replica trolley)	29'	5
9207 - 9211	2012	Gillig	35'	5
9303 - 9307	2012	Gillig	40'	5
Total				79

7.0 Facilities

This section describes passenger, operations/maintenance and dedicated transit guideway facilities within Alexandria for the full range of transit providers within the City. Outlined first are passenger facilities.

7.1 Passenger Facilities

Transit passenger facilities within the City of Alexandria consist of on-street stops, intercity/commuter rail stations, intermodal facilities at Metrorail stations, and stand-alone transit facilities that are not located at Metrorail stations. Each of these is summarized below:

7.1.1 On-street stops

There are 785 on-street stops bus stops within the City of Alexandria. These stops, regardless of which operator utilizes the stop, are maintained by the City of Alexandria. 213 of the stops are utilized by Metrobus only, 396 of the stops are utilized by DASH only, and 176 of the stops are shared stops, utilized by both Metrobus and DASH. Individual stops have a range of passenger amenities, with heavier boarding stops equipped with shelters and benches while others have fewer amenities. Passenger amenities are determined primarily by daily boardings at each stop and amenities such as shelters, benches, lighting, trash receptacles, etc. are identified in the *City of Alexandria, VA Bus Stop Hierarchy* document (last updated April 2014); for example, all stops with daily boarding of 40 and higher should have a standard shelter.

7.1.2 Intermodal Facilities at Metrorail Stations

Each of the Metrorail stations within the City of Alexandria have intermodal facilities to accommodate buses and other modes serving the station. A brief summary of the facilities at each Metrorail station within Alexandria are outlined below in Table 1.2.

Table 1.2 - City of Alexandria - Metrorail Station Amenities

	Braddock Road Metrorail Station	King Street-Old Town Metrorail Station	Eisenhower Avenue Metrorail Station	Van Dorn Street Metrorail Station
Bus Bays	5	6	3	6
Bike Racks/Lockers	48/12	34/20	10/6	20/6
Capital Bikeshare	Yes	Yes	No	No
Taxi Stands	4	7	None	7
Short-term metered Spaces	8	30	None	46
Park & Ride Spaces	8 (unreserved)	22(unreserved)	None	361
Carshare/Zipcar Spaces	3	3	2	2
DASH Bus Routes at Station	AT2, AT3, AT4, AT3/4, AT5	AT2, AT2X, AT5, AT6, AT7, AT8, AT10	AT1, AT6, AT7	AT1, AT5, AT7, AT8
Metrobus Routes at Station	10A,E,R,S 10B	REX, 29K, N 28A	REX	25B
Fairfax Connector Routes at Station	n/a	n/a	n/a	FXC 109, FXC 231, FXC 232, FXC 322

7.1.3 Non-Metrorail Station Transit Centers

There are two additional transit centers within the city that are not attached to a Metrorail Station. The first is at the Landmark Mall. This facility, which is maintained by the current Mall owner, will be fully redesigned in conjunction with the redevelopment of the Mall and in anticipation of the West End Transitway implementation. This facility will be a major stop on the transitway.

The second non-Metrorail related facility is located at the Mark Center. The Mark Center Transportation Center is managed by the Department of Defense and handles DASH, WMATA, and PRTC service and will also be an important stop on the proposed West End Transitway.

7.1.4 Alexandria Union Station

Alexandria Union Station is the City's commuter rail and intercity rail station. The station is located on Callahan Drive between King Street and Duke Street, just west of Old Town and adjacent to the King Street/Old Town Metrorail Station. The station serves VRE commuter rail service from both the VRE Fredericksburg and Manassas Lines as well as Amtrak. VRE service consists of seven northbound and seven southbound trips on the Fredericksburg Line and eight northbound and eight southbound trips on the Manassas Line.

Amtrak service at the station consists of both regional trains running to and from Richmond as well long-distance intercity trains running to and from points south of Richmond. There are eight northbound Amtrak trips stopping in Alexandria and 10 southbound trips. Alexandria Union Station may also be served by Washington D.C. to Richmond High Speed Rail line, which is a DRPT project. Scoping meetings for the project were held in November and December 2014.

7.1.5 Dedicated Transitway

Alexandria is also home to a dedicated transit way and stations along U.S. Route 1 that currently hosts the region's first Bus Rapid Transit line.

- Crystal City – Potomac Yard Transitway – the City of Alexandria has recently completed construction of a dedicated BRT guideway in the median of the U.S. Route 1 corridor within the City. The southern limit of the guideway is the intersection of Route 1 and Potomac Avenue and the northern limit is the intersection of Route 1 and East Glebe Road. There are three BRT stations along the guideway at Potomac Avenue, Custis Avenue and East Glebe Road. This dedicated guideway is part of the overall Metroway service that runs between the Braddock Road Metrorail Station and Crystal City (the service details for the Metroway are provided in Appendix A).

7.2 Operations and Maintenance Facilities

DASH stores and maintains its fleet at its own facility located at 3000 Business Center Drive in Alexandria (the facility was opened in 2009). The facility has the capacity for the storage of 90 buses, with capacity for ultimate expansion to 130 buses. The facility has 10 maintenance bays along with two service lanes and a bus washer. The facility also houses the DASH administrative offices and the DASH operations and dispatch functions.

WMATA has recently closed its Royal Street operations and maintenance facility, which was located at the north end of Old Town Alexandria. WMATA services within Alexandria are now based out of multiple WMATA facilities including Shepherd Parkway in the District of Columbia, Four Mile in Arlington and West Ox Road in Fairfax County.

8.0 Transit Security Program

Transit security for DASH and at bus stops throughout the City of Alexandria is provided by the Alexandria City Police Department. For Metrorail stations in Alexandria, security is provided by Alexandria City Police and Metro Transit Police.

9.0 Intelligent Transportation Systems

Currently the DASH fleet is not equipped with Automatic Vehicle Locator (AVL) systems or Automatic Passenger Counters (APC). In addition, because these technologies are not available, the system does not currently provide real-time passenger information or utilize Computer Aided Dispatch (CAD). However, the system is moving forward aggressively to implement AVL in order to ultimately support CAD and real-time passenger information via hand-held devices as well as via bus arrival displays at the heaviest ridership stops on the DASH system (real-time information is ultimately planned for the nine heaviest stops in the DASH system). As part of this technology expansion DASH will also be installing APC, which will significantly enhance their data analysis and service planning capabilities. The AVL systems will also provide up-to-date run time information, which will also support more advanced service planning on the DASH system. DASH buses are currently equipped with security cameras and alarm systems.

The large majority of Metrobus vehicles in service are equipped with AVL and APC, which supports sophisticated service planning and advanced real-time passenger information. Metrobus vehicles are also equipped with on-board cameras and other security-related devices such as alarm systems.

10.0 Public Outreach/Marketing

DASH has an aggressive public outreach program focused on increasing awareness of the system among Alexandria residents. The system utilizes different social media including Twitter and Facebook to reach out to riders and other members of the public. It also does a significant outreach in schools within the City as well as taking part in different community events, including at Farmers Markets within the City. Other efforts include outreach to businesses within the City, joint promotional efforts, sponsorship of DASH routes, and discounts for riders at local retail establishments. DASH also held public meetings during the COA process to communicate study findings and recommendations. Finally, detailed information about all facets of the system is provided on the DASH website, which is updated on a regular basis.

WMATA's public outreach process is focused on providing information related to the requirements of Title VI of the Civil Rights Act of 1964, as amended. Title VI helps ensure that "no person shall, on the grounds of race, color, or national origin, be excluded from participating in, or be denied the benefits of, or be subject to discrimination under any program or activity receiving federal financial assistance without regard to whether specific projects or services are federally funded". Further, any agency receiving federal funds "must ensure that federally supported transit services and related benefits are distributed in an equitable manner."

In 2014 WMATA's Board of Directors adopted a public participation plan which outlines proactive strategies that WMATA will use to engage populations protected by Title VI, including minority and limited English proficient populations. The plan is also part of a broader public outreach strategy that also targets other traditionally underserved communities including low-income and people with

disabilities. Overall, public participation activities are designed to be accessible to all persons and planned through a single, inclusive process.

WMATA utilizes a number of different outlets to implement its public outreach strategy. These include:

- The WMATA website, which provides detailed information on Metrobus and Metrorail, including information on current operations as well as proposed service changes.
 - Customers may register for route and specific alerts which will provide real-time information on service delays and disruptions on every Metrobus and Metrorail lines as selected by the customer. This same information can also be found on the WMATA website.
- WMATA also maintains a very active presence on Twitter, allowing customers to raise concerns and offer suggestions.
- WMATA also maintains an agency blog “Plan-It-Metro, which allows WMATA to provide information on findings from various planning activities to improve service. This also provides customers with an opportunity to provide feedback on different planning study results and recommendations.
- WMATA also maintains a separate website, Metrobus-Studies.com, where all of the technical analysis associated with each service planning study completed by WMATA is available for review by the public.
- In completing different planning studies, including Priority Corridor Network studies and Service Evaluation Studies, WMATA follows a rigorous public outreach process for each study. Activities include:
 - An onboard survey at the beginning of each study to receive feedback from riders regarding issues on the lines as well suggestions for change. The survey is also available on-line. The results of the survey provide a key input into the development of recommendations.
 - A series of focus groups at the beginning of the planning process also focused on receiving input on issues on the Line being studied as well as suggestions for improvement.
 - Public meetings to present preliminary service and operational recommendations as well as to receive feedback on the recommendations.
 - A final “Executive Summary” sent to all participants in the planning process in order to apprise them of the final recommendations.