



**Safety and Operations Committee**

**Board Information Item III-A**

**Safety and Accessibility Program Update**



## Board Document

OVERVIEW			
PRESENTATION NAME	Safety & Accessibility Update	DOCUMENT NO.	300049
ACTION OR INFORMATION	Information		
STRATEGIC TRANSFORMATION PLAN GOAL	Service excellence;		
RESOLUTION	No		
EXECUTIVE OWNER			
EXECUTIVE TEAM OWNER	Johnson, Jayme;		
ORGANIZATION	Safety & Readiness		
DOCUMENT INITIATOR	Shaun Goddard		
OTHER INFORMATION			
COMMITTEE	Safety and Operations Committee	COMMITTEE DATE	7/10/2025
PURPOSE/KEY HIGHLIGHTS	The purpose of this presentaiton is to provide an update on various Safety and Systemwide Accessibility iniatives.		
DISCUSSION	<p>Safety - Metro remains an industy leader in transit safety. Metro continues to out-perform its peers in several metrics to include rail collisions, derailments, bus and rail customer injuries, Metro Access collisions and injuries. The safety culture and Safety Management System (SMS) continues to mature at Metro with continued improvements to hazard reporting, risk mitigations, and other safety initiatives.</p> <p>System-Wide Accessibility - Metro's System-Wide Accessibility Office continues to take a forward-thinking approach and enterprise-</p>		



## Board Document

	wide coordination. This office's scope includes capital projects design reviews, digital access monitoring, and various public involvement - working closely with the Accessibility Advisory Committee.
<b>INTERESTED PARTIES</b>	N/A
<b>RECOMMENDATION/NEXT STEPS</b>	N/A
<b>FUNDING IMPACT</b>	N/A

# Safety & Accessibility Update

Safety & Operations Committee  
July 10, 2025



# Supporting *Your Metro, The Way Forward*

Safety & Accessibility

Focus  
today

## Service excellence



*Deliver safe, reliable, convenient, equitable, accessible, and enjoyable service for customers.*

## Talented teams



*Attract, develop, and retain top talent where individuals feel valued, supported, and proud of their contribution.*



## Regional opportunity & partnership

*Design transit service to move more people and equitably connect a growing region.*



## Financial Stewardship and Resource Management

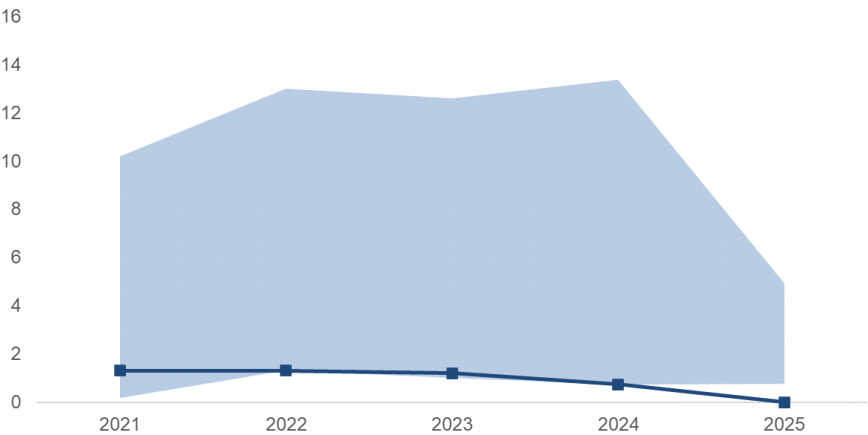
*Manage resources responsibly to achieve a sustainable operating, capital, and energy-efficient model*

### Objectives of Service Excellence Goal

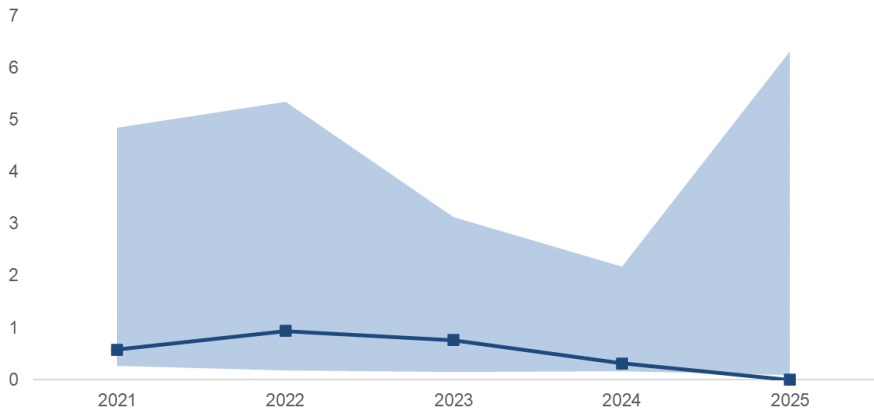
**Safety & Security** | Making systemic, strategic progress by maturing the Safety Management System to improve safety ensures Metro keeps employees safe and delivers safe and reliable service for customers

# Remaining an Industry Leader in Transit Safety

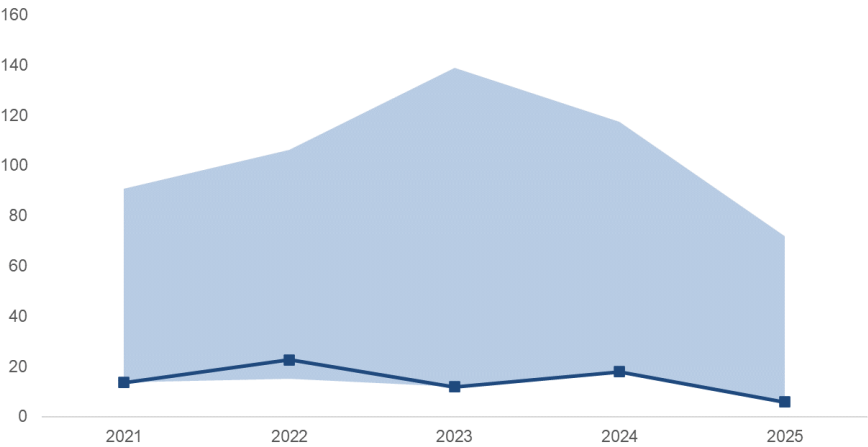
## 1 Rail Collisions



## 2 Derailments



## 3 Rail Customer Injuries



Peer agency performance range  
WMATA

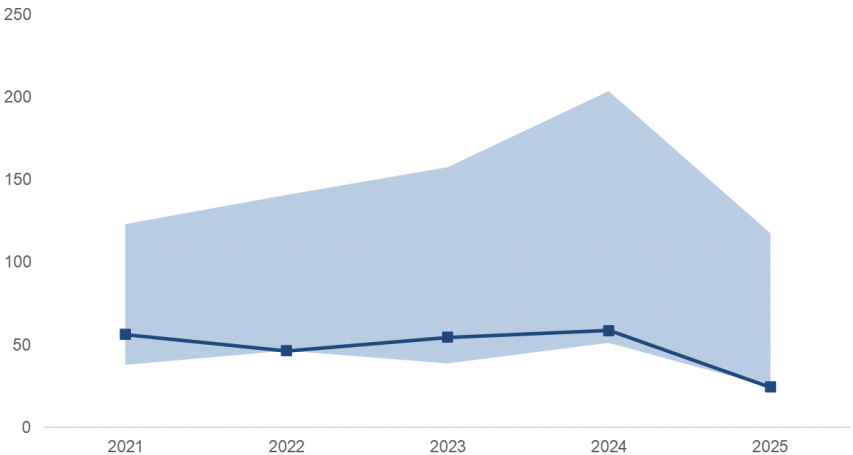
- Strong performance across multiple National Transit Database metrics
- Continuing focus through proactive risk management



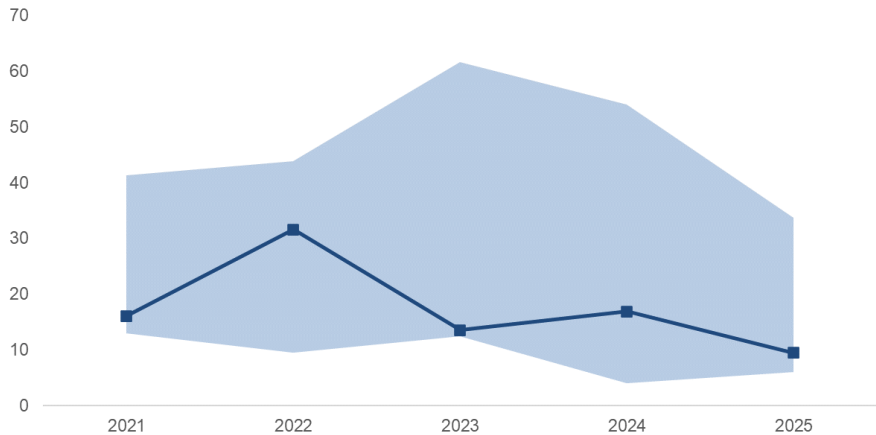
\*2025 through February 2025.

# Remaining an Industry Leader in Transit Safety

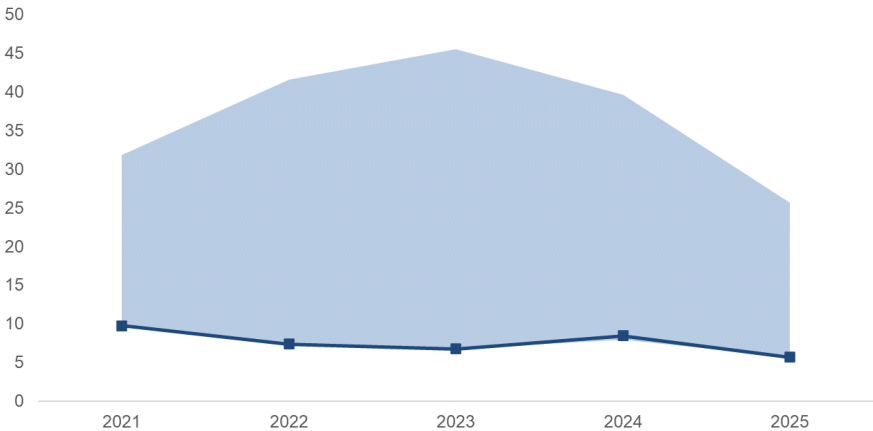
## 1 Bus Customer Injuries



## 2 Metro Access Collisions



## 3 Metro Access Customer Injuries

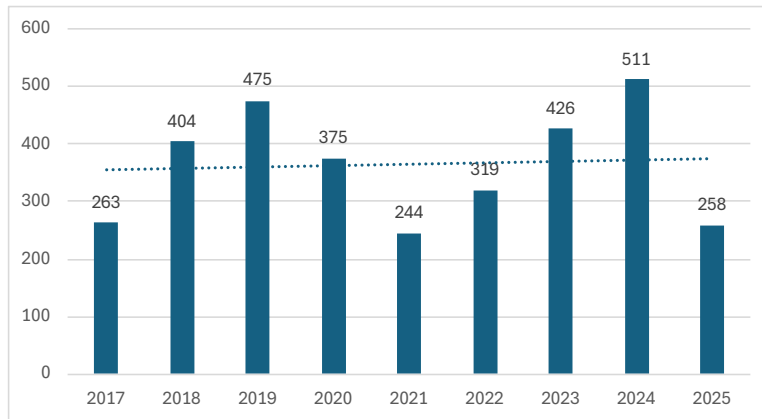


- Strong performance across all modes
- Safety Management System means driving down risk is a continuing effort

# Maturing the Safety Culture

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## Hazard Reporting



## Growing engagement and trust

- Improved the voluntary reporting system in 2024
- Delivered multiple campaigns
- Increase in Safety Hotline reports – most reports ever in 2024

## Collaboration

### Find Your Facility Safety Committee



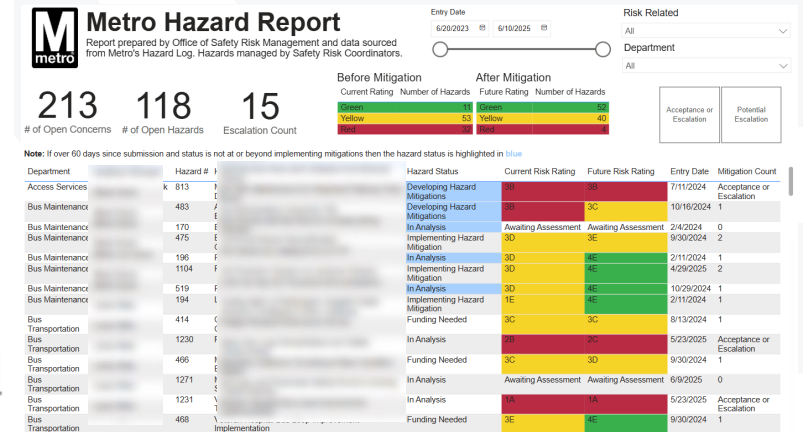
Foster a positive and proactive safety culture by sharing concerns and receiving regular updates.



Scan the QR Code to find and join your next Facility Safety Committee Meeting.



## Mitigation of Risk



## Driving down risk

- 53% of reported hazards in 2025 already mitigated
- 1,231 mitigations created to address 369 hazards
- 80% of identified mitigations fully implemented



# Preparing Metro for Emergencies

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## Incident Management

- Enhanced facilities inspection protocol to reduce likelihood and severity of an incident
- Improved Incident Management Framework and associated training
- Hosted inaugural regional Safety & Security Summit in April

## Drills & Training

- Expanded facilities all-hazards drills program (20 evacuation drills and training for 500+ personnel)
- Introduced 'Emergency Plan' guidelines to communal areas in facilities
- Grew volume and quality of training for jurisdictional fire departments (~600 personnel trained)

## First Aid

- Saved the lives of 3 people through first aid this year
- Introduced trauma kits for frontline locations (paired with defibrillators)
- Enhanced and expanded first aid training program (~300 personnel trained)
- Deployed defibrillators to Prime Movers

# Preventing Workplace Safety Incidents

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## Expertise



### Industrial Hygiene Capabilities

- Increased capacity for monitoring occupational hazards

### Programmatic Development

- Developed new policies and procedures to support health & safety goals

### Improved Operational Support

- Increased field engagement and technical consultation

## Hazard Education



### Legacy Programs Expansion

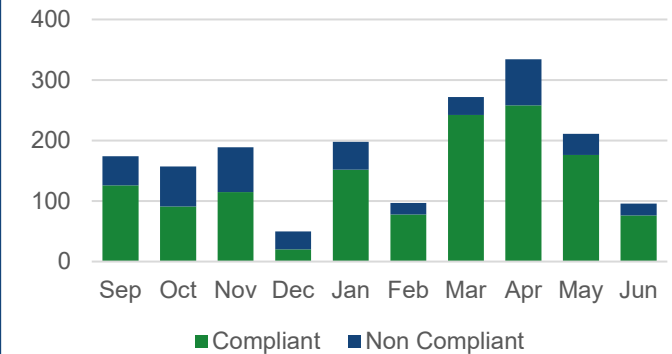
- Expanded existing programs through growing team expertise

### New Worker Safety Programs

- Program adaptability is key in a dynamic regulatory environment

## Oversight

Workplace Safety Findings



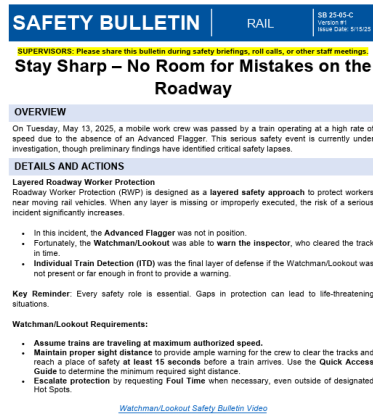
### Compliance

- Managed jointly by operational departments and the Safety team ensuring practical, effective, and sustainable compliance

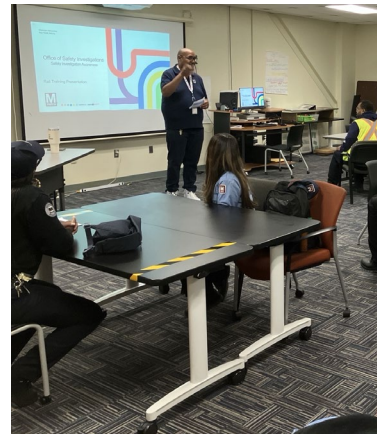
# Learning Lessons to Improve the System

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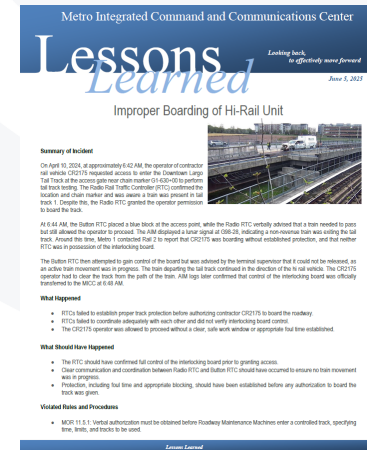
## Incidents of Note



## Investigation



## Correction

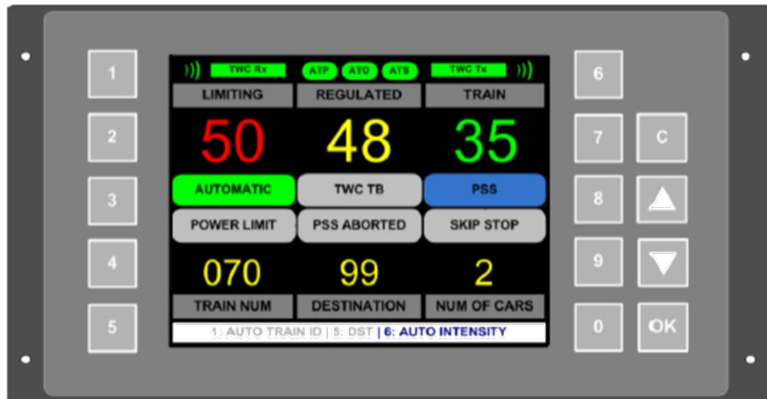


- Reductions in Red Signal Overruns, Roadway Worker Protection events
- Employee medical emergencies in multiple departments
- Safety Investigations, After Action Reviews and risk-based inspections combine to understand the facts and identify root causes
- Root Cause and Corrective Actions developed collaboratively across teams
- Rule and procedure changes are reinforced using the Compliance Program

# Taking a Risk-Based Approach to Modernization

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## Automatic Train Operation



- Best, proven solution for Red Signal Overruns
- Safety certification process ensures success
- Modernization continues

## 8000 Series Fleet



- Safety certification assures risk-focused design and build processes
- Close coordination with Washington Metrorail Safety Commission

## Bus Safety Standards Committee



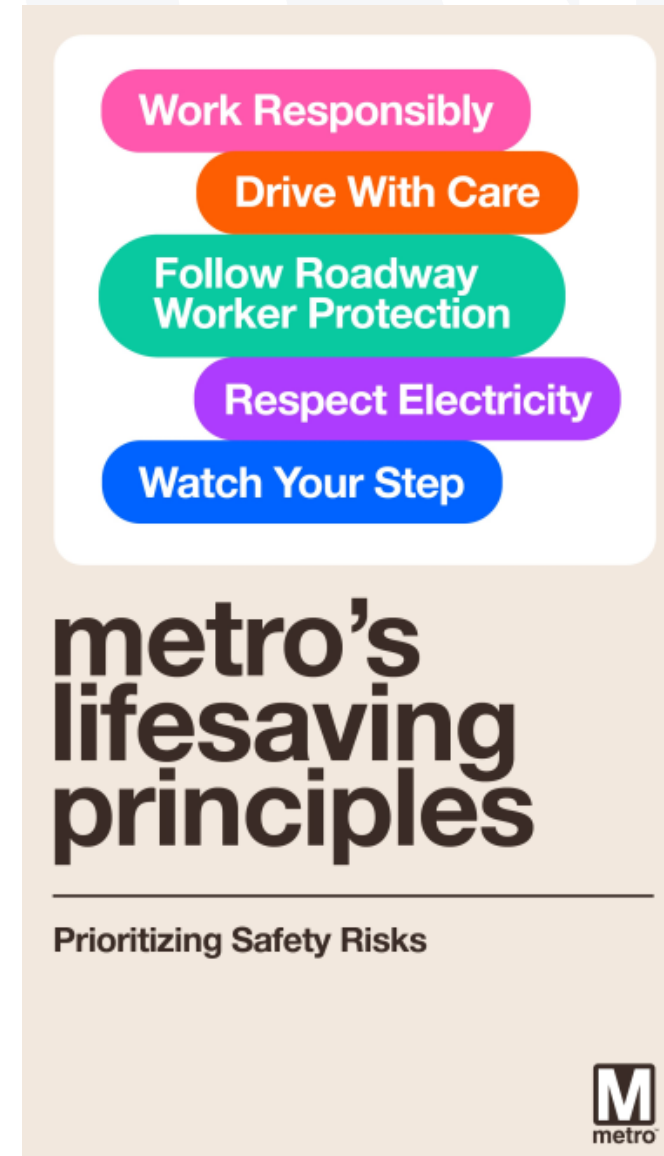
- Safety risk management approach to bus standards and data-driven collaboration
- Safety plays a critical role in the development of operating rules and practices with operational partners

# Working to Mature Further

Multiple initiatives combine to ensure progress:

- **Improving access to quality safety data** to inform and prioritize decisions and actions
- **Launching organizational "Lifesaving Principles"** so everyone knows our top risks
- **Advancing Roadway Worker Protection improvements** to maintain high performance over 15 years
- **Enhancing fatigue management process** to reduce risk of human error across all modes
- **Establishing exemplars of Just Culture** to prove the concept and then expand

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# System-Wide Accessibility

Progress, Partnerships  
and the Path Ahead



# Role of the Office of System-Wide Accessibility

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## Access and Service Excellence

- Lead, coordinate, and embed access across every part of Metro's system—ensuring that infrastructure, operations, communication, and workforce practices support a transit experience that works for everyone.

## What Sets This Office Apart?

- System-wide coordination
- Built on compliance, universal design, and human-centered planning
- Informed by community voice, data, and innovation

## Scope

- Rail, Bus, and Paratransit Access Coordination
- Capital Project Design Reviews
- Digital Access Auditing
- Public Involvement
- Enterprise Policy and Service Alignment

# Across Every Ride, Every Station, Every Day

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## Metro's Six Accessibility Pillars: Access in Action System-Wide

Accessibility Pillar	How It Puts Access in Action
<b>Infrastructure &amp; Design Review</b>	Ensures stations, vehicles, and stops are built and renovated with access at the core
<b>Digital Access</b>	Assures web content, apps, alerts, and digital communications access for customers and employees
<b>Public Involvement</b>	Elevates the voices of customers with disabilities and ensures their lived experiences inform decisions
<b>Policy &amp; Regulatory Alignment</b>	Sets Metro accessibility standards
<b>Quality Assurance &amp; Field Audits</b>	Identifies and corrects barriers in real-world operations—bus, rail, and paratransit
<b>Workforce Access</b>	Supports employees with disabilities through accessible built-environments, programming, and policies



# Progress & Next Steps with Accessibility

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Accessibility Pillar	Progress to Date	Next Steps
<b>Infrastructure Design &amp; Review</b>	Access is considered in every capital project	Enhance access design standards
<b>Digital Access</b>	Digital access across our stations, rail, and bus services	Expand digital access standards
<b>Public Involvement</b>	Mature Accessibility Advisory Committee and subcommittees	Increase engagement further
<b>Policy &amp; Regulatory Alignment</b>	Policies established for stations, rail, bus and paratransit	Advance access policies
<b>Quality Assurance and Field Audits</b>	Access audits across Metro	Incorporate public feedback in access audits
<b>Workforce Access</b>	Access notices included on all job descriptions	Assessing additional access opportunities for employees