



**Safety and Operations Committee**

**Board Information Item III-B**

**Operational Update**

Washington Metropolitan Area Transit Authority

## Board Action/Information Summary

☐ Action ☒ Information

Document  
Number:  
208818

Resolution:  
☐ Yes ☒ No

**Presentation Name:**

Operational Update

**Project Manager:**

Andy Off & Theresa Impastato

**Project Department:**

Infrastructure and Safety & Readiness

**Purpose/Key Highlights:**

This presentation provides an update on two parts of the Rail Safety Program:

- Train operator certification and program transition to Safety & Readiness
- Rail automation efforts including automatic door operation and automatic train operation

The program aligns with our Strategic Transformation Plan's goals of Service Excellence.

**Interested Parties:**

None

**Background:**

**Train Operator Certification**

Metro received an order from the WMSC on February 28, 2024 regarding train operator certification. Since, Metro has completed a thorough review of all certification records and has increased resources to provide additional oversight and expand quality control efforts. Metro completed the transition of the certification program to Safety & Readiness on June 30, 2024.

**Rail Automation Updates**

Metro has been working on several rail automation efforts including automatic train

operation (ATO) and automatic door operation (ADO). ADO began systemwide on July 8, 2024.

**Discussion:**

**Train Operator Certification**

The new program under Safety & Readiness has incorporated many process improvements to ensure compliance with the updated program manual. The new program better aligns with industry standards and will utilize newly developed electronic forms. Safety & Readiness has also developed a robust quality control procedure. Throughout the transition, various stakeholders including ATU Local 689, the WMSC, and internal groups at Metro have been engaged on new requirements of the program.

**Rail Automation Updates**

Since Metro began ADO on the Red line in December 2023, there have been no safety critical errors to date. In fact, schedule adherence has increased, improving reliability. ADO training and certification of Metrorail Train Operators for all other Metrorail lines is completed. On July 8th, Metro launched ADO systemwide.

**Funding Impact:**

This presentation is informational and not a request for action or funding.

**Previous Actions:**

None

**Next Steps:**

**Train Operator Certification**

None

**Rail Automation Updates**

None

**Recommendation:**

Information Only

# Operational Update

Safety & Operations Committee



# Service Excellence, a strategic goal from Your Metro, the Way Forward

Operational Updates

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.



## Sustainability

Manage resources responsibly to achieve a sustainable operating, capital, and environmental model.

## Objectives of Service Excellence

**Safety & security** | Ensure all customers and employees feel safe and secure using and delivering services

**Reliability** | Provide dependable service that the community trusts

**Convenience** | Deliver frequent and accessible service that modernizes and enhances the customer experience

# Train Operator Certification Update

Operational Updates

*Program Transition to Safety & Readiness Completed on June 30, 2024*



## Actions Taken

- Certification record review completed
- Increased resources and expanded quality control
- All active staff with certifications are being recertified under the new Program Standard



## Quality Control

- Established comprehensive work instructions
- Ongoing independent review of all certification records
- 30 and 90 day reviews will be held to identify opportunities for improvement



## Program Transition

- New program aligns with industry standards
- Robust quality control and electronic forms
- 30 recertification exams completed as of 7/9
- Working through any identified opportunities to improve the process/tools<sub>3</sub>

# Automatic Door Operations Update

Operational Updates

- Systemwide Automatic Door Operations launched on Monday, July 8
- Automatic doors began on the Red line in December 2023 and there have been no safety critical errors to date over 1.3 million door openings
- Expected improvements in schedule adherence (OTP) on all lines
- Automatic door training and certification are completed on all Metrorail lines
- Ongoing monitoring is in place as the system is active. Regular reviews of system performance are taking place

