

# General Manager's Report

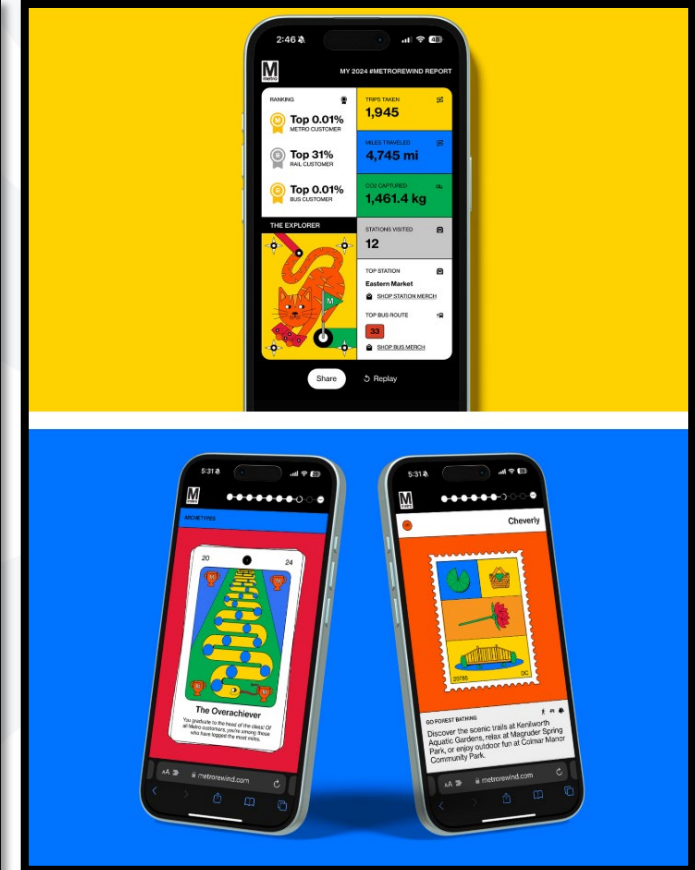
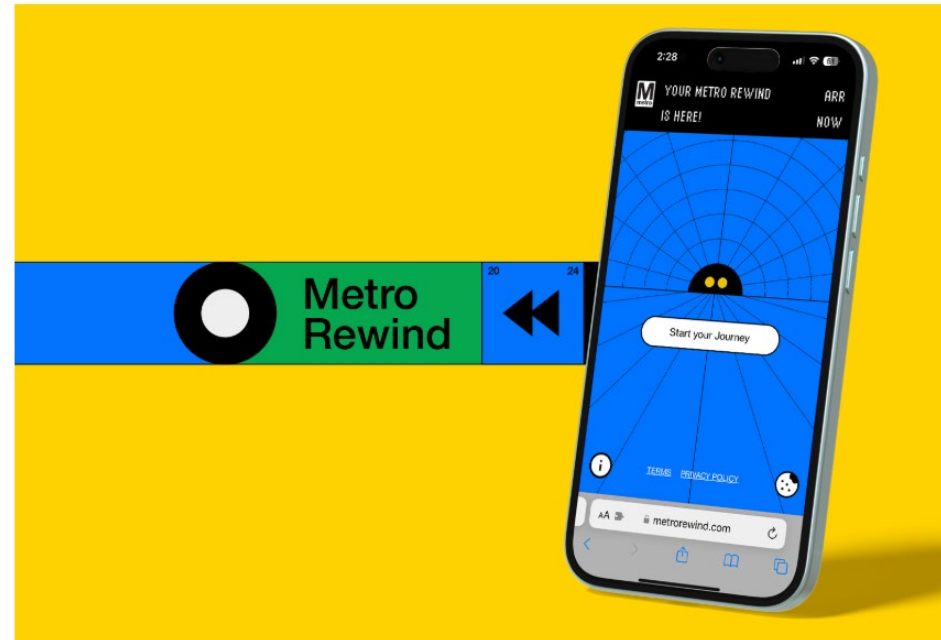
January 30, 2025



# Recapping 2024...Rewind

- **150,000 unique website visitors**
- **146% increase in merch increases driven by Metro Rewind**
- **Lots of excitement and community engagement**

It's here! Metro releases "Metro Rewind" personalized ridership report for 2024



# Progress - Your Metro, the Way Forward



## Automatic Train Operation (ATO)

- Operating ATO on Red Line; All operators trained
- Adjustments being made for weather-related conditions and station overruns
- Faster, Shorter, Smoother Trips
- Working towards systemwide implementation

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## Metrobus Enforcement: “Fares Pay for Your Service”

- MTPD has checked a total of **3,163 Buses**
- A total of **2,076 people** were deterred from fare evading
- A total of **71 arrests** were made; **36 had open warrants** or were identified as fugitives for justice; **5 firearms recovered**
- A total of **2185 citations** were issued

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# Progress - Your Metro, the Way Forward



## “Tap and Go” Payment

- Development underway
- Design and architecture roadmap underway
- On-target for Metrorail in May 2025

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## Ridership Growth

- In 2024, Metro had more than **251M** trips **combined**; taps increased by **20%**
- Tuesday had **busiest 8 – 9 AM** hour since the pandemic with more than **122K entries and exits** on metrorail
- Federal employee averaged **80K taps on Tuesday, 1/14** was the highest day with 86k
- **YOY ridership increases** -- McLean 30%; Potomac Yard 28%; Grosvenor-Strathmore 24%; Innovation Center, Judiciary Sq., NoMa-Gallaudet 22%;

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# MetroAccess Update...

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- MetroAccess began FY25 with a sole contractor
- Recently, an additional contractor was added to address service delivery challenges
- With the additional contractor, January's on-time performance is tracking just below 90%
- The MetroAccess Call Center has staffed up, adding 22 dispatchers
- The Abilities-Ride program has handled over 50% of MetroAccess requested trips in FY25
- Medical facility trips represent nearly 10% of all requested trips on any given day

