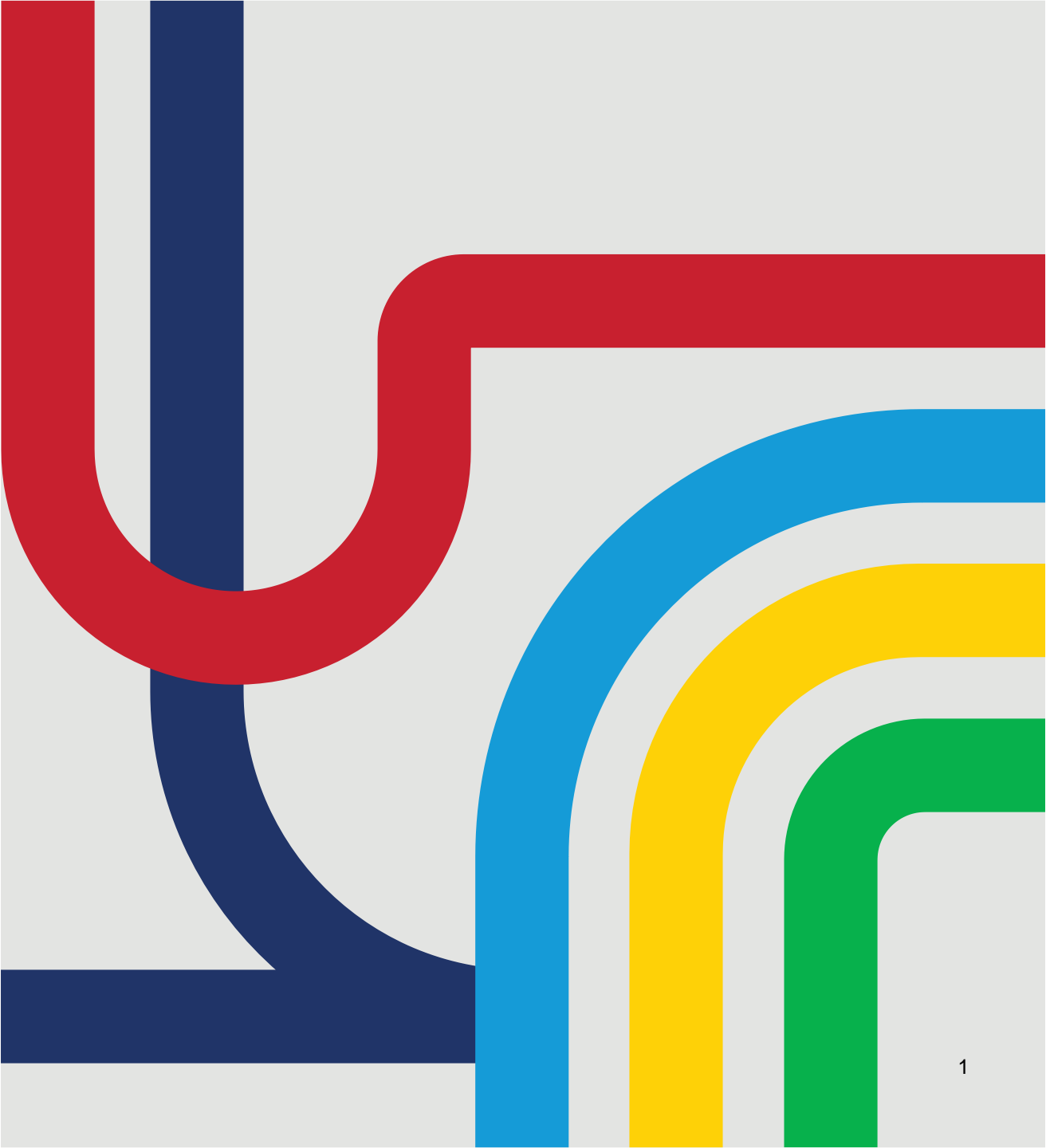


General Manager's Report

February 27, 2025



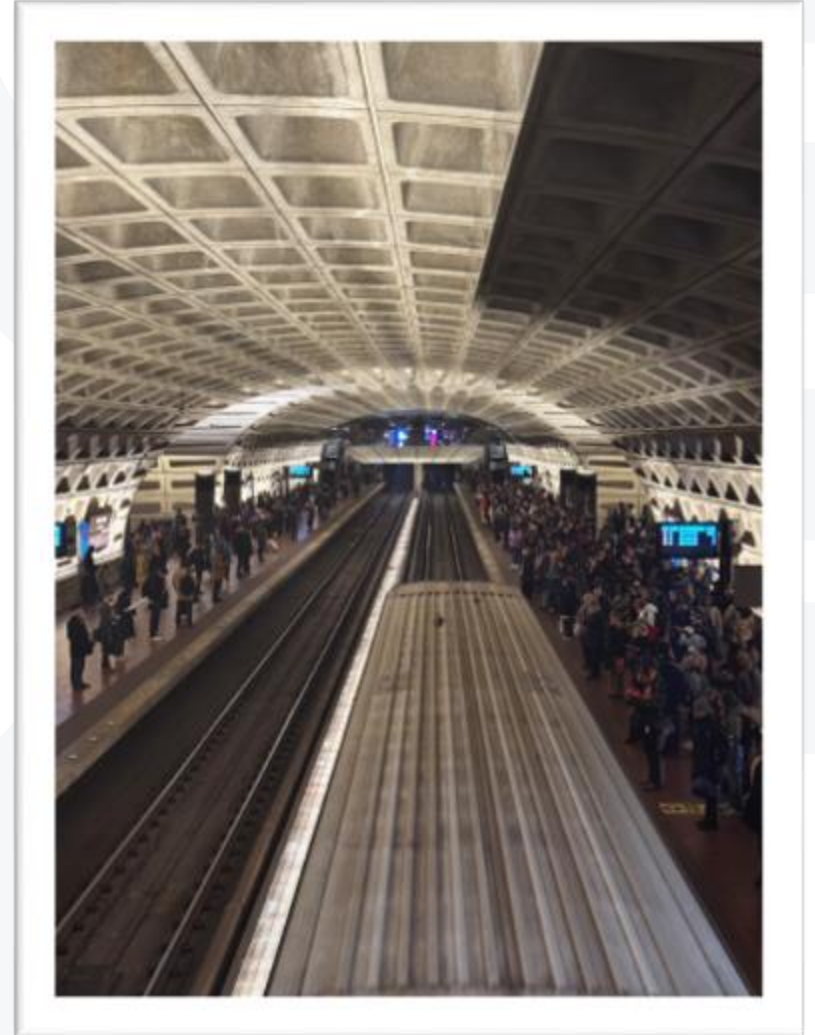


SERVICE EXCELLENCE – RIDERSHIP

- **46 Consecutive Months** of Ridership
- Tuesday was **busiest 6 – 9a travel time** in five years;
- New Monday high for **34 stations** all around the system since 2020
- Single-Record High for **10 stations** Tuesday and Wednesday

HIGHLIGHTS:

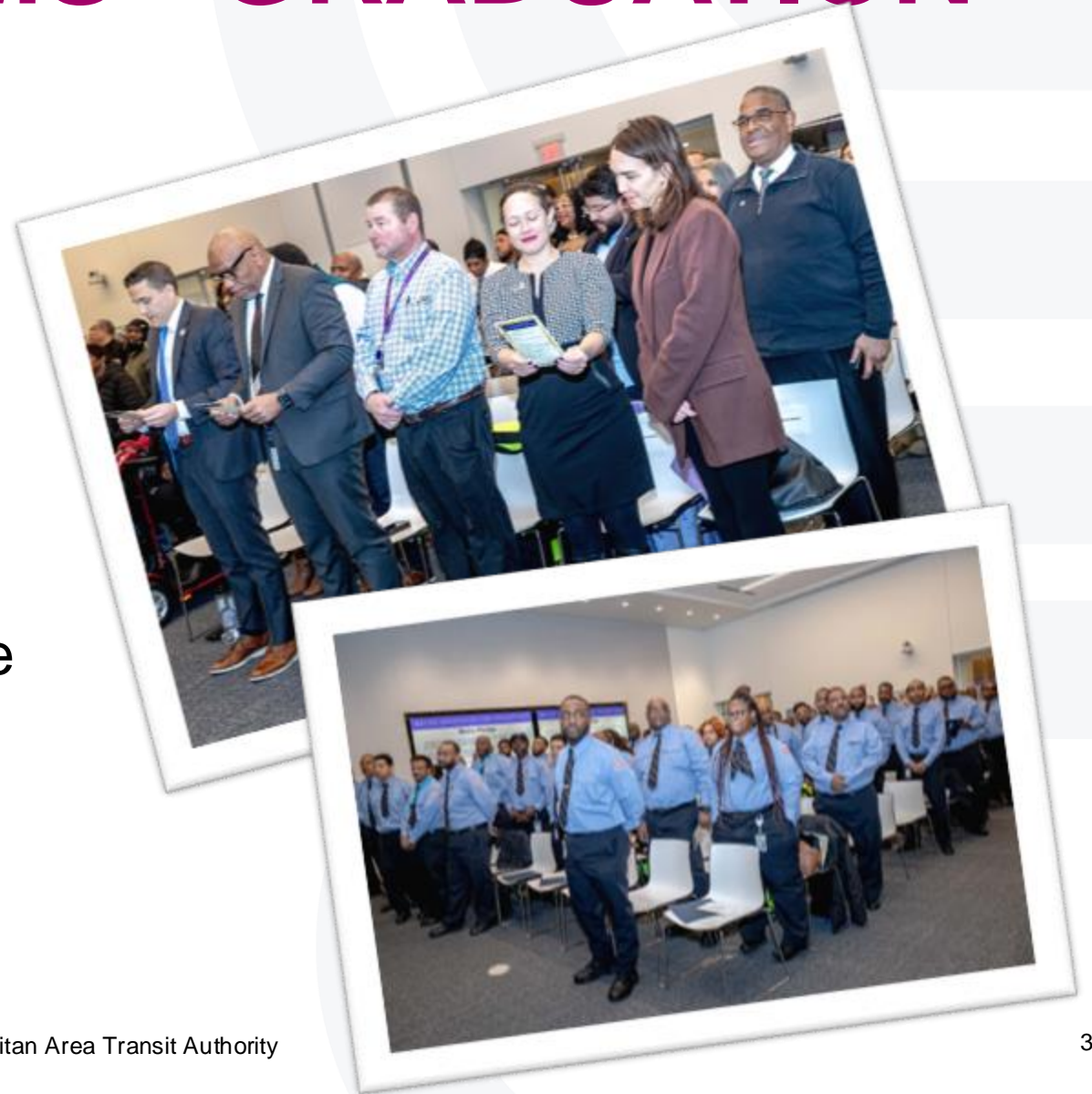
- *Tuesday - **Pentagon** – 23,500 Trips*
- *Wednesday - **NoMa** had its busiest day in the station's history with **28,500 Trips**; **Union Station** set five-year record with **40,500 trips***





TALENTED TEAMS - GRADUATION

- 99 New Bus Operators
- 4 Bus Supervisors
- 7 Non-passenger Bus Line Platform Instructors
- 4 Equipment Operators
- 4 Team Members from Car Maintenance





REGIONAL OPPORTUNITY AND PARTNERSHIP – COMMUNITY SERVICE

Fill-A-Bus By the Numbers



**2,000 Pounds of
Food Collected**



**46,700+
Meals
Donated**



**300+ Boxes
Packed**



Progress - Your Metro, the Way Forward



MetroPulse – Beta Launch

- 150+ Beta Testers – **Underway and On Target**
- **Test Groups:** Selected Apple and Android users
- Feedback will assist with refining application as we move towards a spring launch date
- **Features:** Real-time service information, Chat

**SERVICE
EXCELLENCE**

Progress – Your Metro, the Way Forward



MetroSync – Enterprise Resource Planning Modernization Program

- Completed **500+** Stakeholder Design Sessions
- Rigorous testing using real Metro data to refine the system's capabilities **Underway and On Target**
- Testing/ implementing **32 Finance** and **HR modules, 200+integrations**, and hundreds of reports **On Target**

**TALENTED
TEAMS**



Regional Coordination – Better Bus Implementation

- Temporary Bus Flag Implementation Starts March 3 – Fairfax, VA – “F Routes” Scheduled First **On Target**
- Temporary Signs Highlight Current Routes, New Routes, 202-GO-METRO
- **1258+** Bus Operator Training Shifts this Week **Underway and On Target**

**REGIONAL OPPORTUNITY
& PARTNERSHIP**