

# General Manager's Report

March 27, 2025





# SERVICE EXCELLENCE – RIDERSHIP

## 47 Consecutive Months of Ridership Growth

- Yesterday Metrorail recorded 568K trips – **a new ridership high**
- This is an approximate combined total of 985K trips on rail and bus
- March 17 – 23 – Busiest week in five years on Metrorail





# SERVICE EXCELLENCE – CLEANLINESS

## WINNER!!! – SPOTLESS SPACES

- 13 Competitors Nationally
- High recognition for our team and their continuous effort
- Inaugural Award
- Thank you for all who supported this effort!







# SERVICE EXCELLENCE – AMERICA'S METRO SYSTEM

## American Flag Decal



- *Metrobuses have traditionally showcased the American Flag*
- *Metrorail (full fleet) will display American Flag decal by end of spring*
- *Celebration of Metrorail's 50<sup>th</sup> Anniversary and America's 250<sup>th</sup> Anniversary in 2026*





# TALENTED TEAMS – SPECIAL HIRING FAIR

## COMING SOON!!!

- Working to promote available positions (***specifically specializations***)
- Special job fair to accelerate hiring process for positions in Human Capital, Finance, Digital Modernization, Planning, and Operations
- Looking to add to our talented team





# REGIONAL OPPORTUNITY AND PARTNERSHIP – CHERRY BLOSSOMS

- **No major trackwork** through Friday, April 18 (5 Weeks)
- Two hour early opening on **Sunday, April 6** for Cherry Blossom 10-Miler
- Metrobuses (3), Metrorail (1), and MetroAccess (1) vehicle **wrapped to commemorate regional celebration**



# Progress – Your Metro, the Way Forward



## Regional Coordination – DMV*Moves*

- Task Force Work Session Held Monday, March 24
- Next Meeting (May)
- April WMATA Board of Directors Deep Dive:
  - Rail Automation
  - Regional Bus Planning

**REGIONAL OPPORTUNITY  
& PARTNERSHIP**



## Regional Coordination – Better Bus Implementation

- Less Than 100 Days Until Launch
- Approximately **500 Signs** Scheduled for Install this Week
- **+29% Ahead of Training Schedule**

**REGIONAL OPPORTUNITY  
& PARTNERSHIP**