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





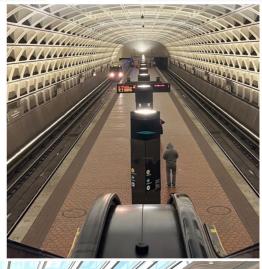


SERVICE EXCELLENCE – CLEANLINESS

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 50th Anniversary and America's 250th 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 <u>Sunday, April 6</u> 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

