

General Manager's Report

September 22, 2022
WMATA Board Meeting



Listening to Customers, Employees & Community

- Welcoming new and returning customers
 - Pandemic-era high 292,900 Metrorail trips last Wednesday, September 14
- Ridership increase since Labor Day
 - Rail up 10%
 - Bus up 18%
- Thank you to 2,000+ customers who completed the Strategic Transformation Plan survey



Taking Action to Improve #YourMetro

- Adding more 7Ks per day
 - Improving wait times: 10 minutes or less for most customers
- Supporting customers with more rapid social media engagement and extended hours
- Piloting new digital signage
 - Service information displayed at street level at Metro Center

My first ride on a 7000-series train since they went out of service. Progress! [@wmata](#)



13 15 120



Brian
@bmurph83

Replying to [@wmataGM](#)

I love this! Knowing before I head down allows me to make a quick call on taking the bus or waiting for the train.

Taking Action to Improve #YourMetro

- Ensuring customer safety and security with “We’re Working Differently”
 - Enhancing police visibility in the system
 - Hiring mental health professionals
- Embarking on a 7-week “clean sweep” of system
 - Repairing lights, cleaning windowpanes, granite, and tile floors, removing graffiti, etc.
- Kicked off national recruitment for Metro’s first-ever Chief Diversity, Equity, and Inclusion Officer



More Improvements to Come...

- Will soon launch ongoing community outreach for input on FY24 budget, Strategic Transformation Plan, and Better Bus
- Fare Policy Initiatives
 - Piloting fare gate modifications
 - Partnering with local governments
- Keeping customers moving during Yellow Line Rehabilitation Project
 - Additional trains, local and express bus shuttles, coordination with bikeshare and VRE, etc.



Advancing the Historic Capital Program



Silver Line on schedule to seek WMSC safety certification concurrence in Oct.



Orange Line station improvements completed on schedule



Potomac Yard Station construction and tie-in work underway



Yellow Line Tunnel & Bridge rehabilitation underway

Stay Engaged with #YourMetro

 Twitter @wmata @wmatagm	 Facebook @MetroForward	 Instagram @MetroForward	  Customer Service Phone: 202-637-1328 Chat: wmata.com/chat
--	--	---	---

Update on 7000-series rail cars

- Transparency, NTSB Investigation, Return to Service plan
- No root cause identified
- Robust wheel measurement inspection program is mitigation
- Inspections show no non-conforming wheels (53K measurement/1.5m miles)
- Safety of customers and staff is paramount

