# 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





#### 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



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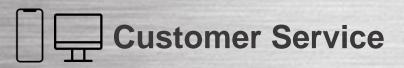
@wmatagm



@MetroForward



@MetroForward



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## 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



