

GM Board Report

June 22, 2023



Last August, We Set Out To Accomplish:

Must-Achieve “Big Wins”

- ✓ 7000-series return/increase frequencies
- ✓ Silver Line Opening
- ✓ Bus Transformation/ Network Redesign
- ✓ FY24 Budget Approval (Closed Budget Gap)
- ✓ Board Approved Strategic Transformation Plan
- ✓ Potomac Yard/VT Station Opening
- ✓ Station Rehabilitation Completion (Orange Line)

Customer Service “Big Wins”

- ✓ Signage Improvement (Physical /Digital)
- ✓ Cleanliness (Trains and Buses)
- ✓ Fare Enforcement (Citations/ Fare Gate Mod)
- ✓ Customer Service Training
- ✓ More 8-Car Trains/High Frequency Routes
- ✓ Body Worn Cameras Program Deployment
- ✓ More Consistent Customer Communications
- ✓ Increase Enforcement of Bus Lanes/Steps

**Rail
Customer
Satisfaction**
68%
(July 2022)



**Rail Customer
Satisfaction**
84%
HISTORIC HIGH
(June 2023)

Bus Customer Satisfaction 69% to 71%

Your Metro, The Way Forward

Strategic Transformation Plan



Washington Metropolitan Area Transit Authority
February 2023



Your Metro: The Way Forward

Our vision is to be the region's trusted way to move more people safely and sustainably.

Here's how we can reach it together:



SERVICE EXCELLENCE Deliver safe, reliable, convenient, and enjoyable service for all customers.



REGIONAL OPPORTUNITY AND PARTNERSHIP Design transit service to move more people and connect a growing region.



SUSTAINABILITY Manage resources responsibly to achieve a sustainable operating, capital, and environmental model.



TALENTED TEAMS Attract, develop, and retain top talent where individuals feel valued, supported, and proud of their contribution.

#YourMetro





Customer Highlights

- ✓ Increased bus and rail services
- ✓ Simplifies fares for customers
- ✓ New Metro Lift low-income fare program
- ✓ Caps Metro Access fares at \$4
- ✓ Furthers the Better Bus Initiative and enhances safety measures
- ✓ Zero-Emission Bus Transition
- ✓ 8000-Series Fleet of the Future

FY23: **A BUSY YEAR FOR METRO**



73%

increase in
train trips

22

miles of
new track

105%

increase in customer
engagement
responses

7

new stations
systemwide

1M

SmarTrip® cards
in wallet

300+

MTPD community
events

92.5%

on-time MetroAccess
pickup performance

16%

increase in rail satisfaction
and 2% increase in
bus satisfaction

21

new escalators

33%

exceeded goal on
Federal Diverse
Business
Enterprise

1,299

new hires including
605 new bus and rail
operators

\$100M

invested in
transit-oriented
development

12,000 employees. Countless achievements.

ONE Metro.

FY23: **A BUSY YEAR FOR METRO**



METRORAIL

- 11 service improvements since July 2022
- Opened six new Silver Line Stations
- Returned 6000-series fleet to service
- Opened Potomac Yard/VT Station
- Reopened the Yellow Line on time and under budget
- Advanced Automated Train Operations testing on the Red Line



METROBUS AND METROACCESS

- Broke ground on Northern and Bladensburg Bus Zero-Emission Garage
- Installed electric bus charging infrastructure to support future electric bus fleet
- Accelerated our commitment to transition to 100 percent zero-emission bus fleet by 2042
- Advanced Clear Lanes program with DDOT to help optimize Metrobus routes
- Rolled out new buses featuring updated customer amenities
- Supported resolution of labor conflict to ensure MetroAccess service delivery
- Capped MetroAccess fares at \$4

FY23: **A BUSY YEAR FOR METRO**



LISTENING TO OUR CUSTOMERS

- Launched 8000-series fleet of the future design studio for customer feedback
- Hosted several Meet the Team chats to hear from customers in stations
- Increased our public engagement for the FY24 budget by more than 50%
- Increased customer center engagement responses by 105%
- Eliminated \$2 SmarTrip® card fee for Senior Citizens and Metro Lift
- Piloted a new fare gate design to inform decision on fare gate modernization

IN THE STATIONS

- Completed station modernization Orange Line Platform efforts
- Advanced systemwide digital signage modernization
- Improved stations cleanliness and brightness
- Hired Metro Ambassadors

FY23: **A BUSY YEAR FOR METRO**



MAKING METRO SAFER

- Rolled out body-worn cameras for all sworn MTPD officers
- Increased officer presence through regional law enforcement safety program
- Hired Crisis Intervention Specialists
- Increased fare enforcement systemwide by 525%
- Increased camera infrastructure systemwide
- Provided Narcan and trained sworn MTPD officers to disseminate for lifesaving measures
- Region leading case closure rate



BEHIND THE SCENES

- Broke ground on Hitachi Rail facility where 8000-series fleet of the future railcars will be built
- Opened a new Transit Accessibility Center
- Advanced Metro's Eisenhower Ave building which will be home to Metro's Integrated Command and Communications Center
- Hired first Diversity and Inclusion Officer and Customer Experience Officer
- Opened L'Enfant Plaza Headquarters and New Carrollton building
- Set up Transformation Office to support Strategic Transformation initiatives

Thank you for a great year!



Onwards to an even better future!