

# GM Board Report

MARCH 2023



## Metro Impact Video



## More Service; More Trains; More Ridership

### ➤ Strong Rail Ridership Numbers:

- March 22 total rail ridership **405,328 customers**
- Major milestone reached for SmarTrip **25 Million** mobile transactions

### ➤ More Service Improvements:

- **50 percent** more trains since July 2022
- **Five service** improvements since December 2022
  - Dec.7, 2022 (Bus)
  - Dec.11, 2022 (Rail)
  - Feb. 6, 2023 (Rail)
  - Feb.17, 2023 (Rail)
  - March 20, 2023 (Rail)





Thank you for all you do!

- **12,295 active employees**
- Continuing to building talented teams
- **Filled 400+ critical vacancies** in recent months
- **Largest class of bus operators - 55 graduating** next week; **80 in training**



## Transit Oriented Development (TOD) in action!

- Maryland-based employee building
- Capacity **1,400**
- MTPD HQ, Customer Service Call Center, Parking
- **Transit Hub** – MARC, Amtrak, Metrobus, Greyhound, MDOT MTA Purple Line (Future)





## Body-Worn Cameras

- Training Begins: **March 28**
- Full Rollout: Sunday, April 2 – Summer
- **455 cameras** purchased
- Program connected to existing camera enhancement strategy
- Body-Worn Camera **policy** and **supporting documents** available at [wmata.com](http://wmata.com)

