

General Manager's Report

December 8, 2022
WMATA Board Meeting



This Week's Service Improvements for Customers



Service Improvements:












- Red Line Improvements: 8-minute AM/M rush
- Upcoming Metrobus Improvements – Dec. 11
 - **DC:** 70, A4, D2, D6, D8, E4, G8, H6, L2, N2, N4, N6, S2, X9
 - **MD:** 86, A12, F6, F8, J1, J2, K12, Q1, Q4, R1, R2
 - **VA:** 18G, 28A, 29K, 29N

Year End Review – All About the Customer

Customer Satisfaction Trends

Rail: 66% (June) → 79% (Nov.)

Bus: 70% (June) → 75% (Nov.)

Rail Line	July 26	December 8
 RD	10	8  20%
 BL	20	15  25%
 OR	20	15  25%
 SV	20	15  25%
 GR	15	8*  47%
 YL	15	N/A*

Note: Scheduled rush hour headways

*(Modified due to planned work)

Year End Review

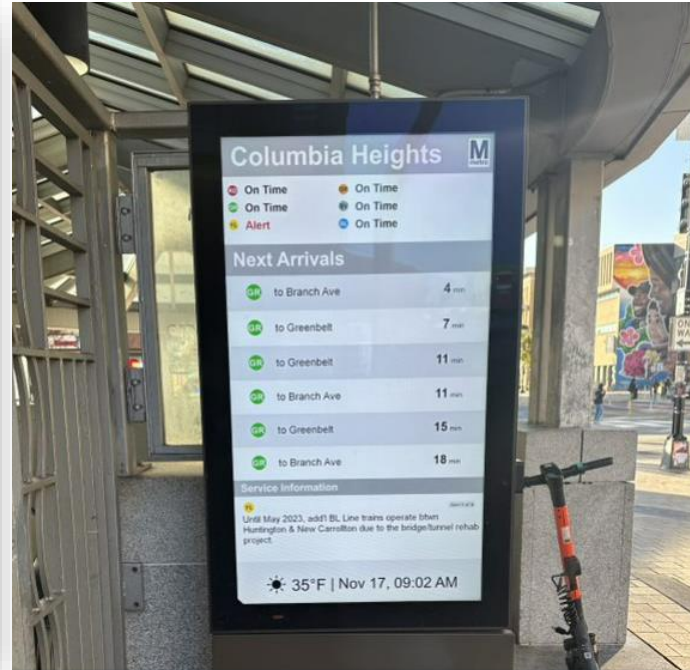
- Between July and November, we increased train capacity by 35% to accommodate returning customers
- Safely operated over 400 7Ks since return to service phase began Oct 26
- Yesterday safely operated 30 7K trains across all six Metrorail lines



Year End Review



Working differently
on public safety



Enhancing customer
communications



Executing historic
capital program

Year End Review



Celebrated new headquarters building



Kicked off Better Bus project with 12,300 total interactions



Opened Silver Line Extension w/ 70,000+ entries in 1st 3 weeks

Year End Review



Please pay your fare before riding.

If you don't pay your fare, Metro Transit Police could issue you a fine.

POSSIBLE FINES
Washington DC – \$50
Maryland – Up to \$100
Virginia – Up to \$100



Visit wmata.com or call 202-637-7000 for information on where to buy a SmartTrip® card or to learn about programs that can help if you can't afford the fare.



Introduced new fare policy approaches



Empowered employees & welcomed new staff



Launched #YourMetro, The Way Forward

Year End Review



Happy Holidays!

