

January 2025

America's Metro System

WMATA's Achievements in 2024





Metro prepares to crack down on bus fare evasion

WMATA says new taller, tougher gates caused fare evasion on Metrorail to plummet; now it's turning its attention to Metrobus fare evaders



Inside Metro's command center: How WMATA uses 30K cameras



GREATER GREATER WASHINGTON
The Washington, DC region is great >> and it can be greater.

WMATA's return to automatic trains is a big deal. Here's what it means



Rail News Home > Maintenance Of Way

Rail News: Maintenance Of Way

WMATA wraps up downtown Metrorail construction early, under budget

8 stories

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MASS TRANSIT

WMATA launches in-house transit police training with its Transit Police Criminal Justice Academy

WMATA welcomed the inaugural class of 24 recruits to its new Transit Police Department Criminal Justice Academy.

The Washington Post

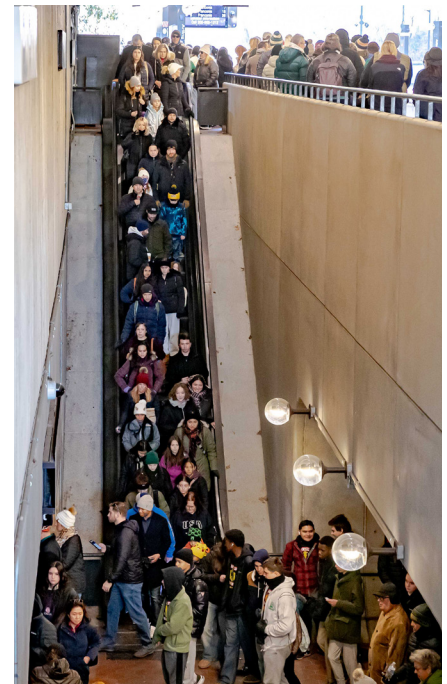
Democracy Dies in Darkness

Opinion

How to save the D.C. Metro once and for all

Metro needs a stable source of funding. It's time to spell out what that is.

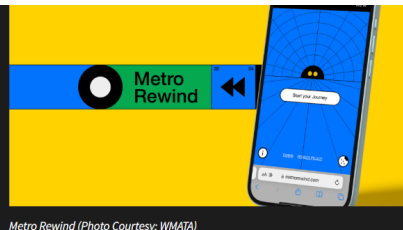
September 2, 2024



WASHINGTON, DC NEWS

Metro Rewind: The 'Spotify Wrapped' of public transit is here!

by: Gabby Allen
Posted: Jan 14, 2025 / 08:07 PM EST
Updated: Jan 15, 2025 / 01:08 PM EST



Metro Rewind (Photo Courtesy: WMATA)



MASS TRANSIT

SAFETY & SECURITY

WMATA ridership is up, crime and fare evasion down in 2024

WMATA has taken steps since 2023 to improve safety and security throughout its transit system.





Rising Ridership

We're leading transit agencies across the nation in ridership growth.

2024 Busiest Ridership Day:
960,437 customers



Optimized Finances

Cost savings and strategic investments led to a **\$500M** reduction in our operational and capital budgets.

An increase in fare compliance is helping increase revenue.



Happy Customers

Customer satisfaction rates are at record all-time highs:

92%
MetroRail

83%
MetroBus

79%
MetroAccess



Safer Travel

Crime has decreased **40%**.

We reduced major rail safety events by **31%** and bus collision injuries by **23%**.

Metro conducted over **4,300** safety inspections in FY24.



Increased Transparency

Financial – We've delivered **9** consecutive years of clean, independent audits.

Service – The Metro Service Excellence Dashboard makes it possible for anyone to transparently track our performance.

Safety Is Our Core Value



More Patrols

Crime has decreased **40%**.

Police presence has increased on buses, trains, platforms and parking garages.

We've enhanced our **30,000** safety cameras to provide more real-time monitoring.

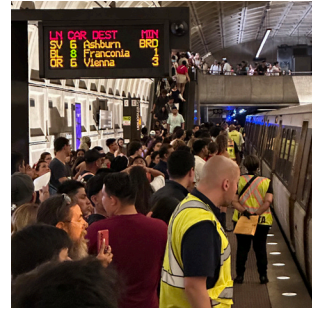


Fare Enforcement

Rail – New fare gates and increased enforcement have led to an **82%** decline in fare evasion.

Bus – A public campaign, enhanced police presence, and new fare boxes are reducing fare evasion.

Fare evasion policing has resulted in arrests for suspects with outstanding warrants and illegal weapons.



Ridership Is Soaring

How customers are riding by the numbers:

250M Trips in 2024.

45 consecutive months of increased ridership.

12% overall ridership increase year over year.

Metrobus ridership is exceeding 2020 levels.



Leading Transit Safety Among Our Peers

Metro **leads the industry in safety** with the lowest rates of rail derailments, collisions and injuries while providing reliable service around the clock to get customers to their work, healthcare, school and entertainment destinations.

Innovations Driving Customer Satisfaction



Red Line's Return to Automatic Train Operations (ATO)

After **15** years, the Red Line is fully automated, ensuring a smoother, safer, and more reliable journey for customers.



Metro Integrated Command and Control Center (MICC)

The MICC, a transit industry first, is our fully integrated, state-of-the-art communications center that brings all operational functions into one room. It improves incident management responses and customer communications.



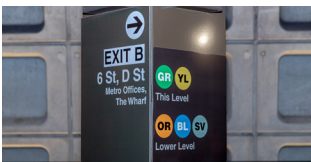
Mobile Wallet

Metro celebrated **100M** customer uses of mobile wallet in early 2025. The technology puts a fare machine in our customers' pockets, streamlining the payments process, increasing fare compliance.



Bus Innovations

Our newly installed, modernized shelters provide a better experience for customers and cost **65%** less to build. Real-time arrival data is now available to bus customers, thanks to newly installed data transmitters.



Wayfinding Pilot

The new program enhances navigation, helping customers reach destinations faster and more easily.



Abilities-Ride Program

The program was launched to give MetroAccess customers an on-demand transportation alternative. In 2024, customers took over **1M** trips.

Metro Moves The Economy

Metro's Economic Impact

Property Value And Taxes

Our station areas cover just **3%** of the region's land but contribute **30%** of property value and **\$3.2** billion annually in property taxes.

Business And Jobs

These areas attract **40%** of jobs, **65%** of new offices, **50%** of new multifamily housing and **25%** of new affordable housing.

Economic Output

Without Metro, the region would lose **\$9.4** billion in annual business output.

Development Projects

Metro's **55** projects at **30** stations have added **\$4.6** billion in property value and **\$12.2** billion in yearly economic impact.

Airport Service

DCA Ridership Average: **10,600** customers per day

IAD Ridership Average: **4,449** customers per day

Since our IAD station opened **2** years ago, Metro's share of airport customers has increased **7x**.



Metro Moves America's Sports Capital

We get sports fans to Capital One Arena, Northwest Stadium, Nationals Park, Audi Field and other venues to support our region's sports teams.

Landmarks

Smithsonian-National Mall: Average **10,000** per day

Pentagon Ridership Average: **6,000** customers per day

Workforce & Reliability



National Recognition

According to National Transit Database data, Metro's rail fleet is an industry leader in mean distance between mechanical failures, making us among the most reliable heavy rail fleets in the country.



Labor Management

All Metro unions are under **4 to 5-year** contracts, enhancing financial and staff stability.

By agreeing to a **1-year** wage freeze, our dedicated workforce helped us save **\$38M** in labor costs in FY2025.



Workforce Investments

We're using the latest technology, such as simulators, to train employees for a safer system.

We regularly drill with first responders to ensure network-wide incident readiness.



Facilities Infrastructure

Up-Time Percentages in FY24

Elevators: **98%**
Escalators: **95%**

Escalator outages are down **30%** systemwide since 2021, with **139** escalator replacements across **34** stations.

Facility & Land Development

Generating Revenue

Developments on WMATA-owned land contribute to the tax base of the DMV, generating over **\$200M** in annual tax revenue.

Plans For Future Development

Future development potential at **40** Metro stations totals **31M SF** including **26,000** new housing units and would add over **\$340M** in annual tax revenue to the region.



West Falls Church



Former WMATA HQ



New Carrollton

Partnerships

We're working with partners, such as the Montgomery County tax abatement program, to support transit-oriented development (TOD) that promotes housing, commercial spaces, and transit connectivity.

Modernizing The Supply Chain

We're incorporating advanced technologies and strategies to improve efficiency, reduce delays and enhance service reliability.

For example, Metro is consolidating our warehouses to improve operational efficiency and reduce costs. The initiative streamlines inventory management across the system.

Cost Efficient Operations

Through initiatives like office space reductions and optimized resource allocation, we're ensuring long-term financial stability while maintaining reliable service.

Modernizing Metro In 2025



Better Bus Network

This summer, we're launching our **first** bus network redesign in 50 years.

In collaboration with regional partners, we've created a more efficient bus network. By improving route design, we anticipate **13,000** more daily trips.

The new network expands the Frequent Service Network by **30%** without increasing costs.



Tap & Go Payment

Customers will be able to pay for rides by tapping credit or debit cards directly on the fare gate.

The streamlined payment process removes the need for SmarTrip cards, apps or mobile wallets.

This upgrade is anticipated to improve fare compliance and increase ridership.



Digital Modernization & Artificial Intelligence Integration

We're using AI to enhance efficiency and performance in areas such as procurement, human capital, video operations, vehicle maintenance, customer experience, proactive scheduling and supply chain optimization.

And Beyond

Modern, World-Class Rail System

Signaling is our biggest reliability issue. Upgrading our legacy signaling system to Communications-Based Train Control (CBTC) will allow for enhanced safety and reliability while reducing costs.

Safety barriers at platform edges are the global standard for the world's most advanced rail systems. We have a planned demonstration project to determine long-term feasibility of installing these barriers.



8000-Series Trains

The first railcars are expected to be completed in 2027. The 8000-series trains are being built in America.

A new facility in Hagerstown, Maryland is:

Creating **460** full-time jobs

Supporting **1,300** regional jobs.



Bus Fleet & Facilities

Metro is building and retrofitting facilities at Bladensburg, Northern and Cinderbed to improve safety and reliability, and to accommodate longer articulated buses and future zero-emissions technology.

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