

# Semi-Annual Talented Teams Report

Executive Committee





## Talented Teams, a strategic goal from *Your Metro, the Way Forward*

Focus  
today



### Objectives of Talented Teams Goal

**Recruitment and Retention |** Attract and retain the best talent at all levels of the organization to deliver Metro's future Vision

**Engagement, Empowerment, and Recognition |** Empower employees and promote effective collaboration and continuous culture improvement so employees feel supported, recognized, and engaged

**Professional and Technical Skill Development |** Invest in staff to expand career pathways and develop the next generation of Metro leaders and technical skills experts




## Talented Teams Metrics

Metric	FY22 Result	FY23 Result	FY24 Result	FY25 Jul – May Result	FY25 Target	FY28 Target
<b>Overall</b>						
Staff perception of WMATA as great place to work	n/a	1	-2	● 2	≥ 1	≥ 14
<b>Objective 2A: Recruitment and retention</b>						
Time to hire (days)	125	129	119	● 118	≤ 111	≤ 90
Voluntary turnover rate	3.0%	2.8%	2.6%	● 2.7%	≤ 2.85%	≤ 2.0%
<b>Objective 2B: Engagement, empowerment, and recognition</b>						
Staff sentiment about working for WMATA in the future	80%	81%	81%	● 81%	Improve	≥ 90%
Staff perception of empowerment	n/a	44%	46%	● 46%	Improve	≥ 65%
Staff perception of collaboration	24%	n/a	29%	● 28%	Improve	≥ 65%
Staff perception of process efficiency	33%	35%	32%	● 33%	Improve	≥ 60%
Staff perception of duplication of activity	23%	24%	22%	● 23%	Improve	≥ 65%
Staff perception of recognition	34%	<b>44%</b>	42%	● 43%	Improve	≥ 60%
<b>Objective 2C: Professional and technical skill development</b>						
Involuntary turnover rate	1.5%	1.6%	2.0%	2.2%	Monitor	
Staff perception of learning and development	49%	52%	51%	● 53%	Improve	≥ 75%

Metrics for “Offer Acceptance”, “Absenteeism Rate” and “Internal Customer Satisfaction” are still under development. Staff perception metrics are collected via the Annual Employee Survey conducted every June. Values in bold represent a statistically significant improvement relative to the prior survey.

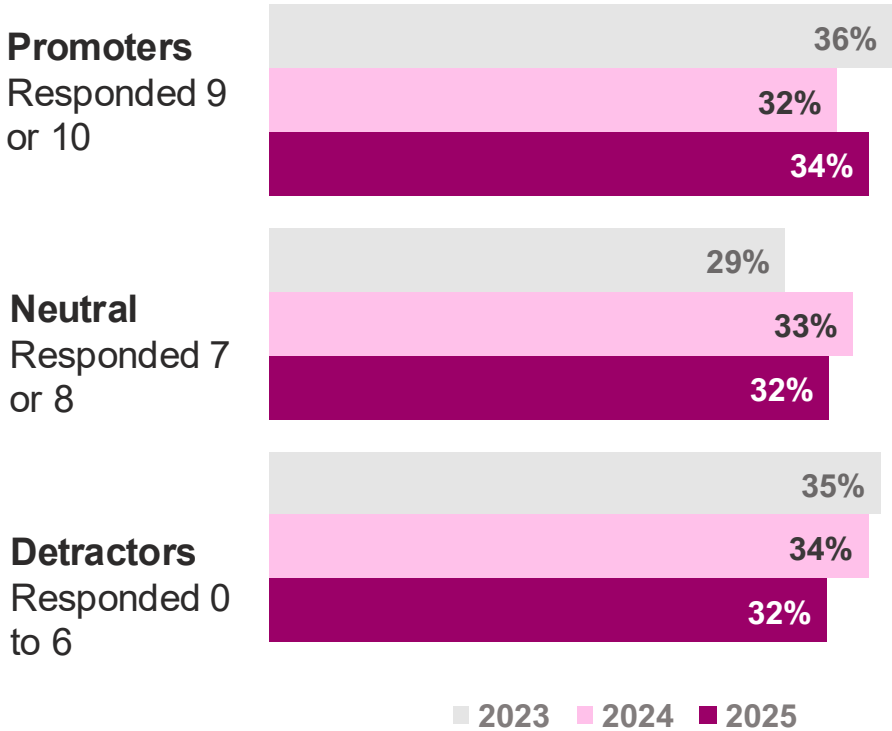



# Positive employee engagement in 2025, with small increase from last year

 “On a scale of 0-10, how likely are you to recommend Metro as a place to work to a family member or friend?”

Net score of 2 calculated as “% promoters - % detractors” (June 2025)


● Met FY25 target: net score of 2






**Quote**

*WMATA is a great place to work and we have meaningful work that has a positive impact on the region we serve.*



**Quote**

“The work environment is fast-paced and can be stressful at times, but the expectations are clear.”



**Quote**

"Metro has exponential space for growth and opportunities.

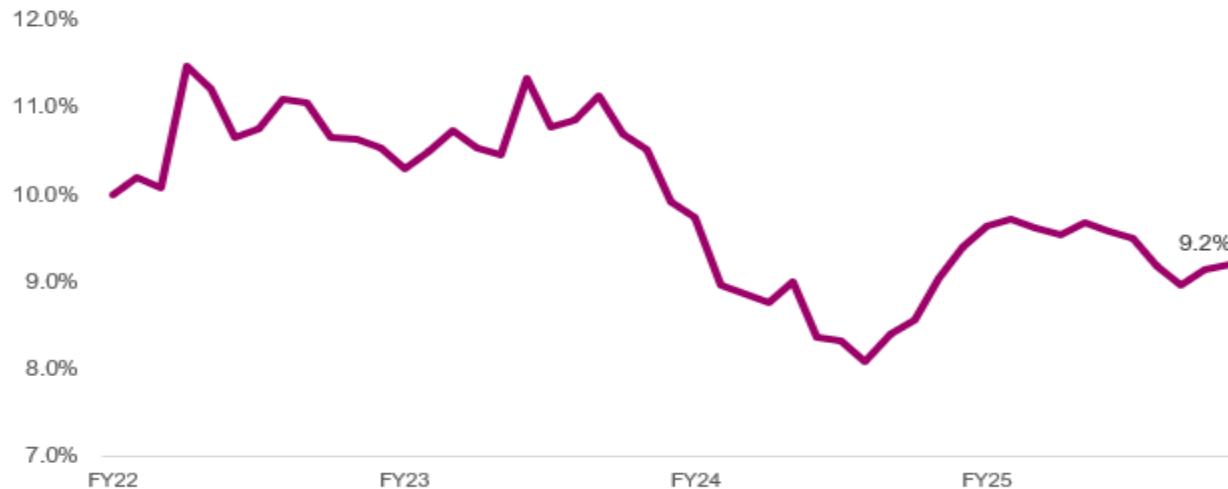




## Recruitment and retention

## Over 1,000 staff joined Metro in FY25 through May

Vacancy rate has fallen over FY25 as Metro recovers from the hiring freeze implemented in FY24 No target was set for FY25



Around 1,240 vacancies in May 2025:

- 40% Local 689 or Local 922 [6% vacancy rate]
- 39% Non-represented [16% vacancy rate]
- 14% Local 2 [13% vacancy rate]
- 8% Local 639/FOP [21% vacancy rate]



## Spotlight: Critical Recruitment

Human Capital is expanding recruitment efforts for high demand roles: **bus mechanics** and **police**

- On-site hiring open houses. Next event will be held at a bus garage in July/August 2025
- Partnerships with local high schools and community colleges, including a branding partnership for bus mechanics with Lincoln Tech and police cadet program with Prince George's Community College
- Strategic marketing campaign in partnership with Metro's marketing department

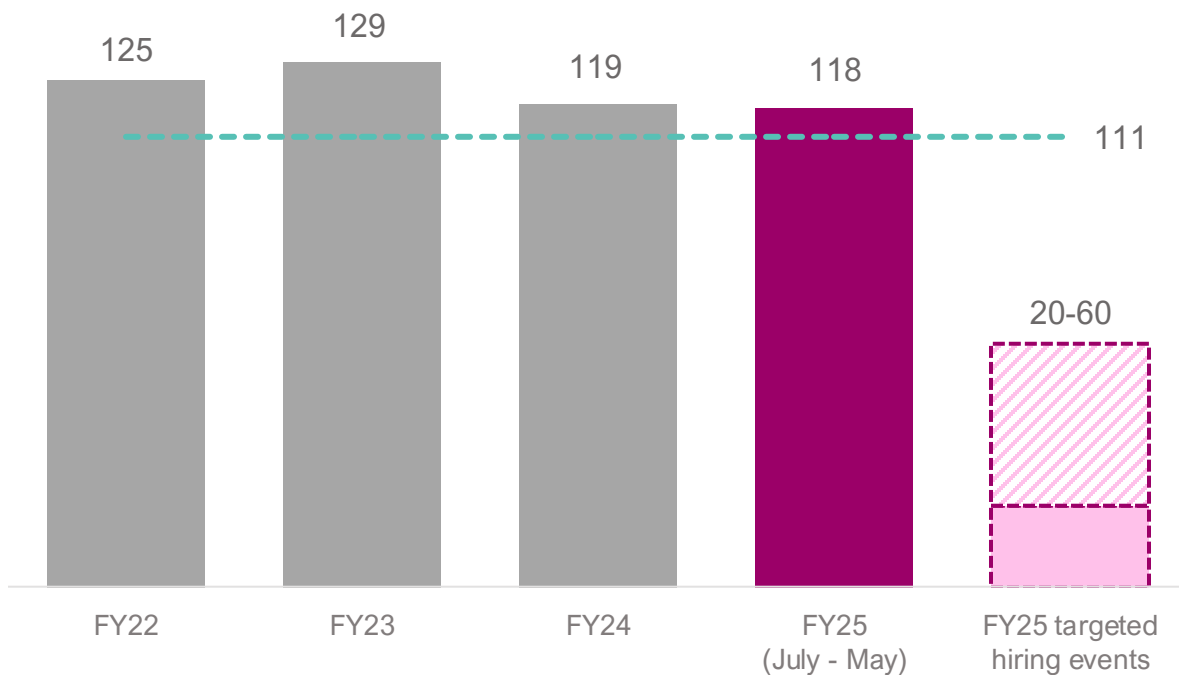




## Targeted hiring events speed up process significantly

Average days from job posted to hired for non-represented and Local 2 staff

● Did not meet FY25 target of 111 days or fewer



### Targeted Hiring Events

Two special hiring events in April and May 2025 interviewed over 109 staff for 32 positions, significantly reducing the time-to-hire for critical roles by:

- Completing all interviews in one day
- Enabling direct interviews by the hiring manager (vs. panel interviews)
- Pre-approving compensation ranges so conditional offers can be made immediately
- Streamlined EEO concurrence process





Recruitment and retention

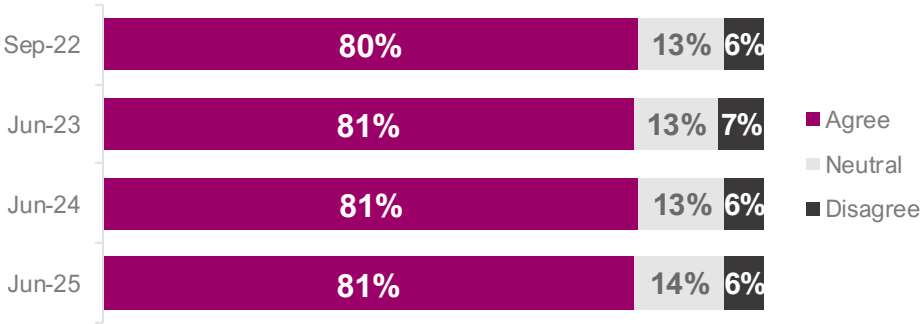
Retention remains strong, with low voluntary turnover



“I see myself working at WMATA in one year”

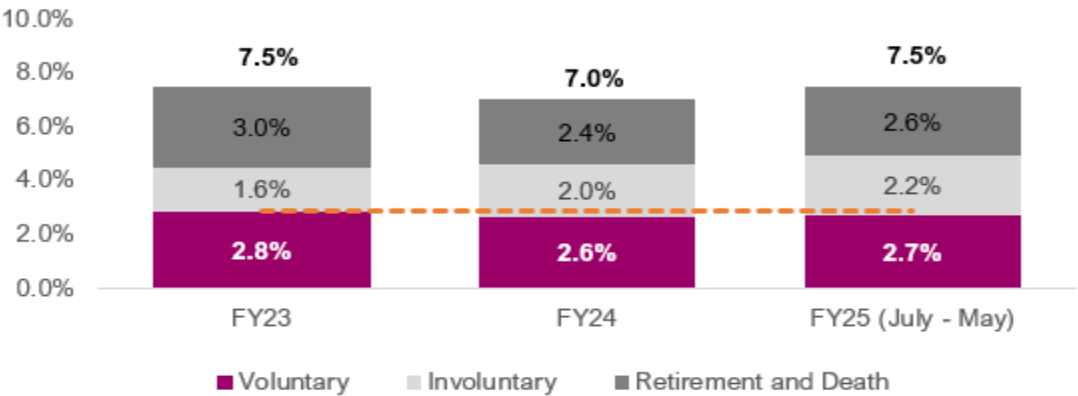
Consistent over past four years

No significant change from FY24 performance



Voluntary turnover rate performed better than target

Met FY25 Target: ≤2.85% Voluntary Turnover Rate



Eleven Metro staff were recognized as “Giants” at the 2025 Metro Awards ceremony for working at Metro longer than 45 years. Collectively, they have over 500 years of service!



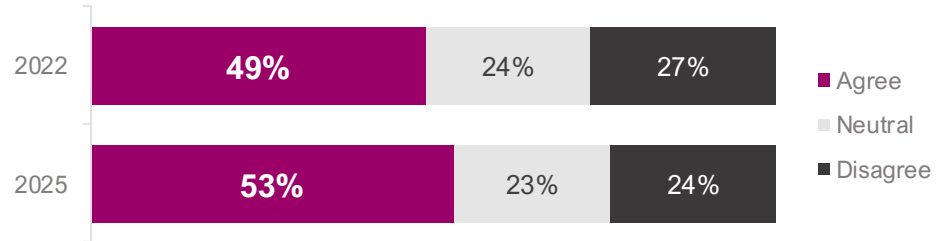


Small but significant improvements since 2022 in some key areas: empowerment, recognition, professional learning and growth



“I receive the help I need to learn and grow professionally”

No significant change from FY24 performance but **four percentage point increase in agreement since 2022**



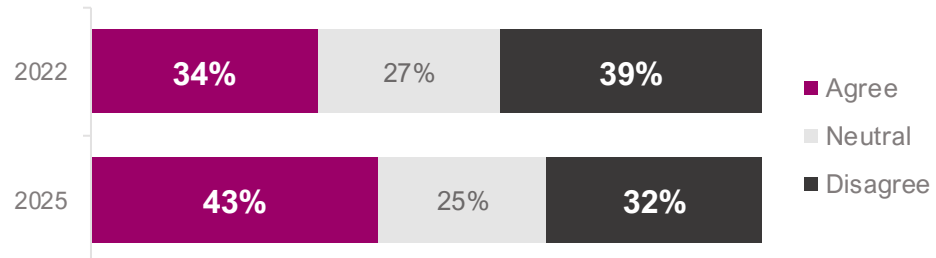
Over 500 staff promoted and/or move to new roles in FY25

	# promotions & lateral moves
Local 689/922	245
Local 639/FOP	24
Local 2	30
NRP	220



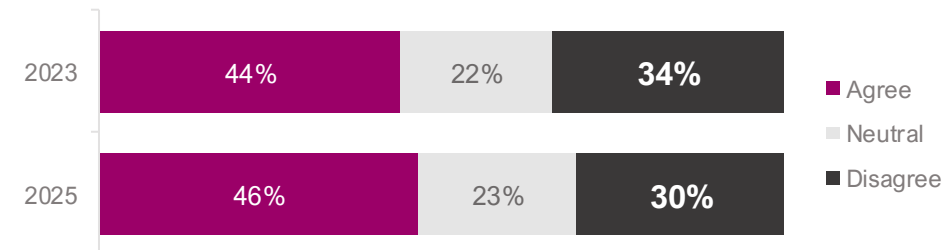
“Teams who perform well are recognized for it”

No significant change from FY24 performance but **nine percentage point increase in agreement since 2022**



“At WMATA, I feel empowered to make decisions”

No significant change from FY24 performance but **four percentage point decrease in disagreement since 2023**





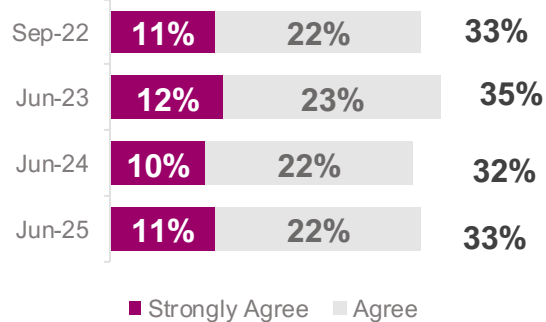


## Opportunities remain to improve collaboration, reduce duplication, and streamline administrative processes



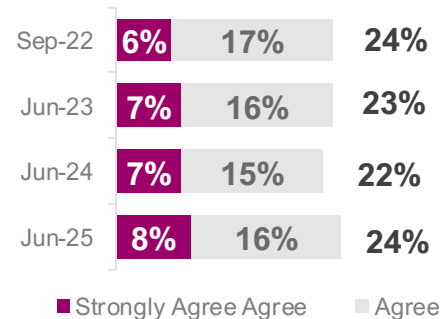
“Our processes make it easy to work well across different offices and departments”

No significant change from FY24 performance



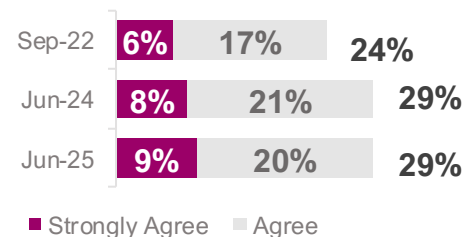
“I rarely observe duplication of activities”

No significant change from FY24 performance



“Communication between departments/offices is efficient at WMATA”

No significant change from FY24 performance



### Streamlining processes for front-line

Digital Modernization led workshops with front-line staff in facilities and bus fleet to develop product concepts:

- Tech IQ: Fleet Technician assistant to speed up troubleshooting, data-entry, parts management
- Metro MaxTech: Mobile App with real-time task tracking, instant documentation, voice to text, streamlined work order completion

Both are estimated to result in:

- ~20% wrench time efficiency gains
- ~50% admin process efficiency gains
- ~25% efficiency gains in time spent finding and ordering parts