

Safety & Accessibility Update

Safety & Operations Committee
July 10, 2025



Supporting *Your Metro, The Way Forward*

Safety & Accessibility

Focus
today

Service excellence



Deliver safe, reliable, convenient, equitable, accessible, and enjoyable service for customers.

Talented teams



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



Regional opportunity & partnership

Design transit service to move more people and equitably connect a growing region.



Financial Stewardship and Resource Management

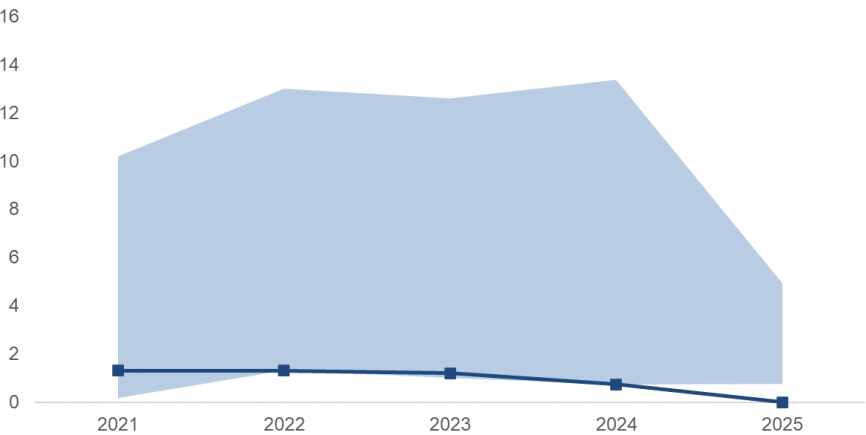
Manage resources responsibly to achieve a sustainable operating, capital, and energy-efficient model

Objectives of Service Excellence Goal

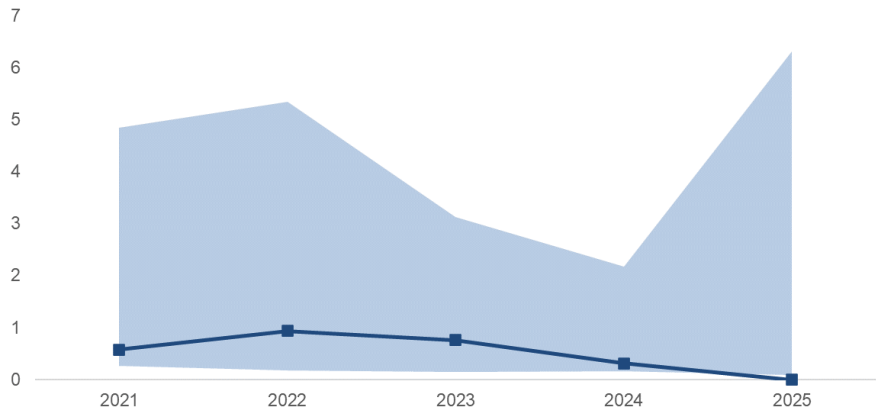
Safety & Security | Making systemic, strategic progress by maturing the Safety Management System to improve safety ensures Metro keeps employees safe and delivers safe and reliable service for customers

Remaining an Industry Leader in Transit Safety

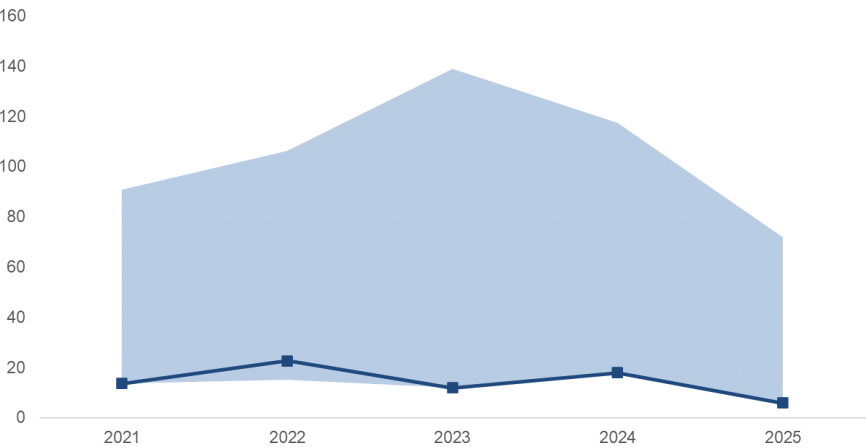
1 Rail Collisions



2 Derailments



3 Rail Customer Injuries



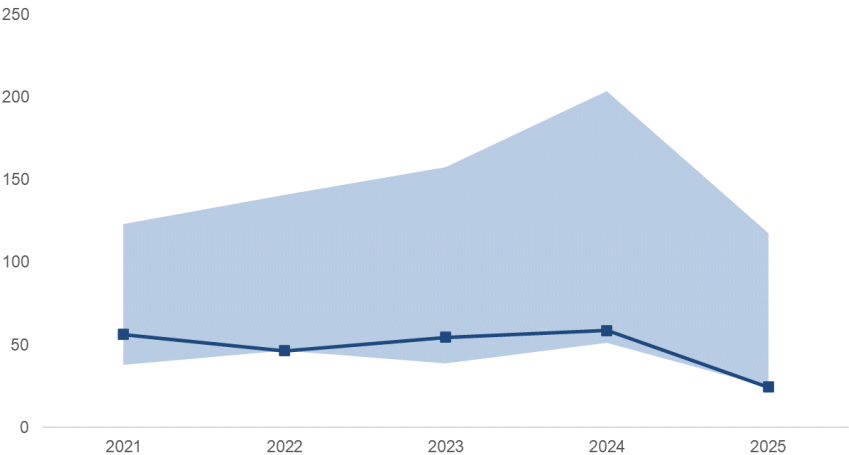
Peer agency performance range
WMATA

- Strong performance across multiple National Transit Database metrics
- Continuing focus through proactive risk management

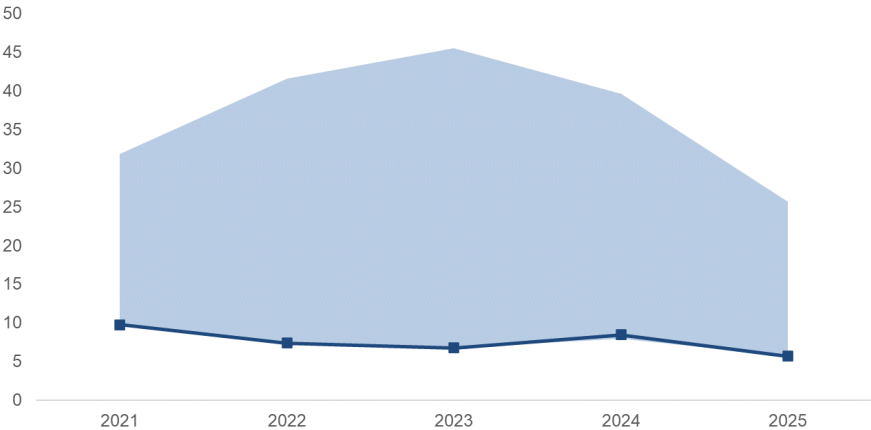
*2025 through February 2025.

Remaining an Industry Leader in Transit Safety

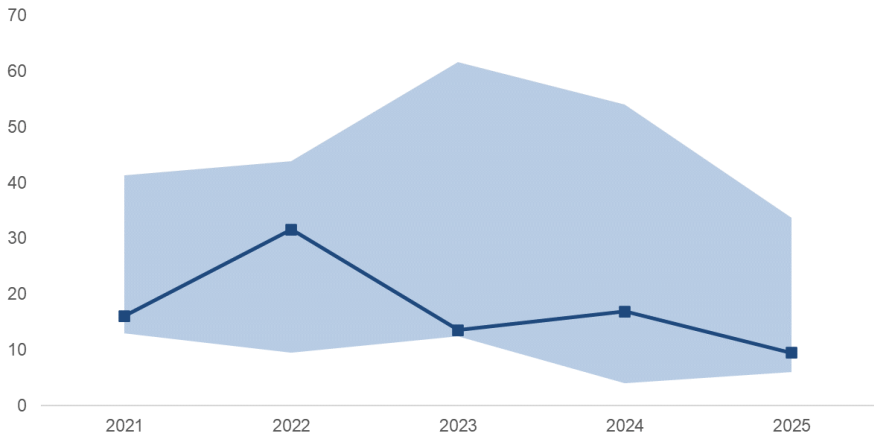
1 Bus Customer Injuries



3 Metro Access Customer Injuries



2 Metro Access Collisions



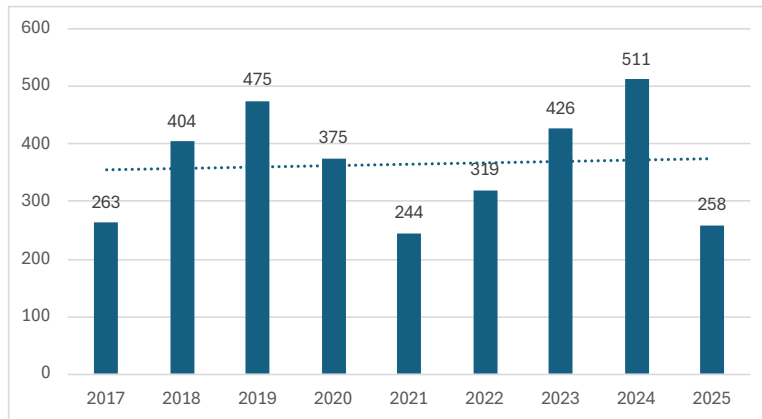
Peer agency performance range
WMATA

- Strong performance across all modes
- Safety Management System means driving down risk is a continuing effort

Maturing the Safety Culture

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Hazard Reporting



Growing engagement and trust

- Improved the voluntary reporting system in 2024
- Delivered multiple campaigns
- Increase in Safety Hotline reports – most reports ever in 2024

Collaboration

Find Your Facility Safety Committee

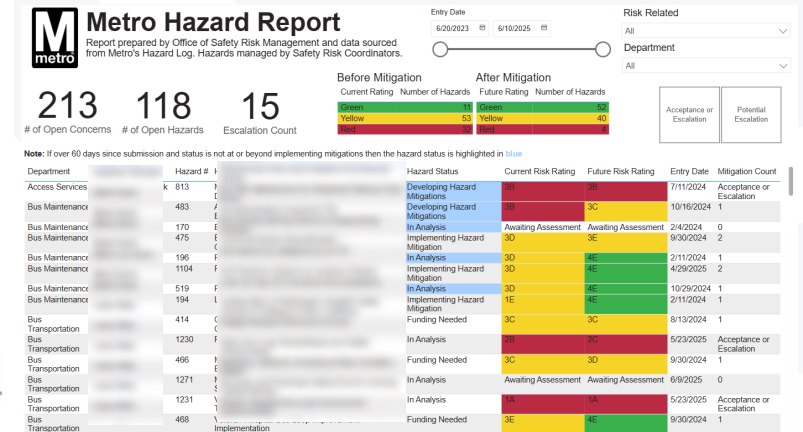


Foster a positive and proactive safety culture by sharing concerns and receiving regular updates.



Scan the QR Code to find and join your next Facility Safety Committee Meeting.

Mitigation of Risk



Driving down risk

- 53% of reported hazards in 2025 already mitigated
- 1,231 mitigations created to address 369 hazards
- 80% of identified mitigations fully implemented

Preparing Metro for Emergencies

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Incident Management

- Enhanced facilities inspection protocol to reduce likelihood and severity of an incident
- Improved Incident Management Framework and associated training
- Hosted inaugural regional Safety & Security Summit in April

Drills & Training

- Expanded facilities all-hazards drills program (20 evacuation drills and training for 500+ personnel)
- Introduced 'Emergency Plan' guidelines to communal areas in facilities
- Grew volume and quality of training for jurisdictional fire departments (~600 personnel trained)

First Aid

- Saved the lives of 3 people through first aid this year
- Introduced trauma kits for frontline locations (paired with defibrillators)
- Enhanced and expanded first aid training program (~300 personnel trained)
- Deployed defibrillators to Prime Movers

Preventing Workplace Safety Incidents

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Expertise



Industrial Hygiene Capabilities

- Increased capacity for monitoring occupational hazards

Programmatic Development

- Developed new policies and procedures to support health & safety goals

Improved Operational Support

- Increased field engagement and technical consultation

Hazard Education



Legacy Programs Expansion

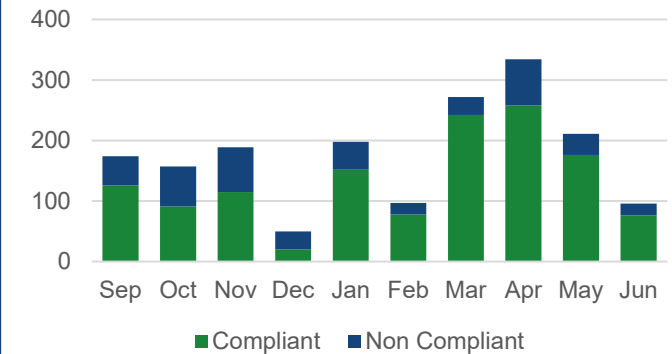
- Expanded existing programs through growing team expertise

New Worker Safety Programs

- Program adaptability is key in a dynamic regulatory environment

Oversight

Workplace Safety Findings



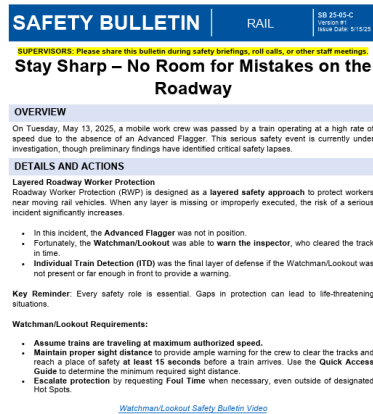
Compliance

- Managed jointly by operational departments and the Safety team ensuring practical, effective, and sustainable compliance

Learning Lessons to Improve the System

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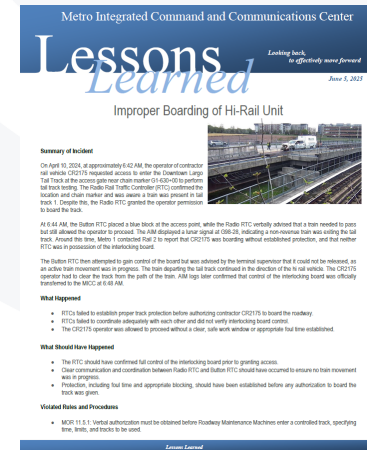
Incidents of Note



Investigation



Correction

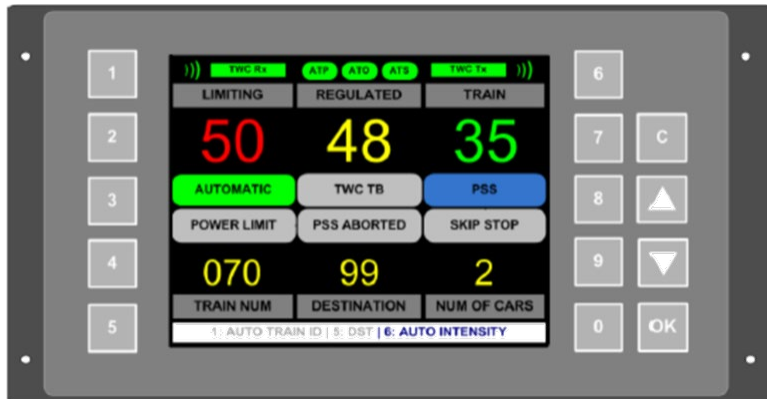


- Reductions in Red Signal Overruns, Roadway Worker Protection events
- Employee medical emergencies in multiple departments
- Safety Investigations, After Action Reviews and risk-based inspections combine to understand the facts and identify root causes
- Root Cause and Corrective Actions developed collaboratively across teams
- Rule and procedure changes are reinforced using the Compliance Program

Taking a Risk-Based Approach to Modernization

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Automatic Train Operation



- Best, proven solution for Red Signal Overruns
- Safety certification process ensures success
- Modernization continues

8000 Series Fleet



- Safety certification assures risk-focused design and build processes
- Close coordination with Washington Metrorail Safety Commission

Bus Safety Standards Committee



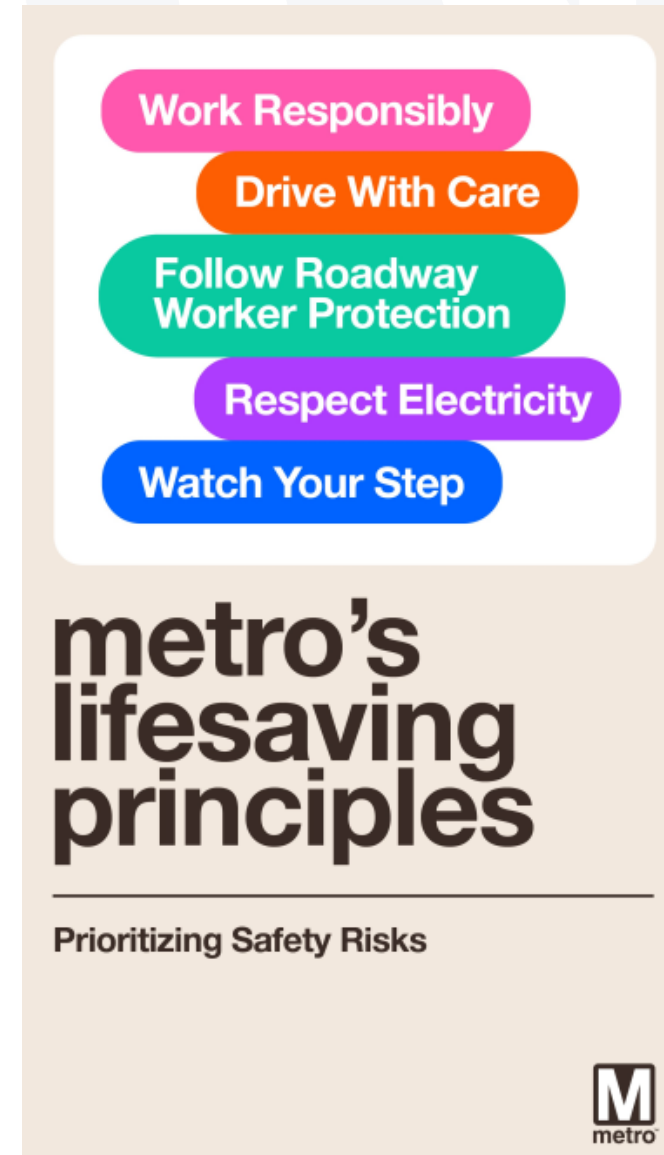
- Safety risk management approach to bus standards and data-driven collaboration
- Safety plays a critical role in the development of operating rules and practices with operational partners

Working to Mature Further

Multiple initiatives combine to ensure progress:

- **Improving access to quality safety data** to inform and prioritize decisions and actions
- **Launching organizational "Lifesaving Principles"** so everyone knows our top risks
- **Advancing Roadway Worker Protection improvements** to maintain high performance over 15 years
- **Enhancing fatigue management process** to reduce risk of human error across all modes
- **Establishing exemplars of Just Culture** to prove the concept and then expand

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System-Wide Accessibility

Progress, Partnerships
and the Path Ahead

Role of the Office of System-Wide Accessibility

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Access and Service Excellence

- Lead, coordinate, and embed access across every part of Metro's system—ensuring that infrastructure, operations, communication, and workforce practices support a transit experience that works for everyone.

What Sets This Office Apart?

- System-wide coordination
- Built on compliance, universal design, and human-centered planning
- Informed by community voice, data, and innovation

Scope

- Rail, Bus, and Paratransit Access Coordination
- Capital Project Design Reviews
- Digital Access Auditing
- Public Involvement
- Enterprise Policy and Service Alignment

Across Every Ride, Every Station, Every Day

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Metro's Six Accessibility Pillars: Access in Action System-Wide

Accessibility Pillar	How It Puts Access in Action
Infrastructure & Design Review	Ensures stations, vehicles, and stops are built and renovated with access at the core
Digital Access	Assures web content, apps, alerts, and digital communications access for customers and employees
Public Involvement	Elevates the voices of customers with disabilities and ensures their lived experiences inform decisions
Policy & Regulatory Alignment	Sets Metro accessibility standards
Quality Assurance & Field Audits	Identifies and corrects barriers in real-world operations—bus, rail, and paratransit
Workforce Access	Supports employees with disabilities through accessible built-environments, programming, and policies

Progress & Next Steps with Accessibility

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Accessibility Pillar	Progress to Date	Next Steps
Infrastructure Design & Review	Access is considered in every capital project	Enhance access design standards
Digital Access	Digital access across our stations, rail, and bus services	Expand digital access standards
Public Involvement	Mature Accessibility Advisory Committee and subcommittees	Increase engagement further
Policy & Regulatory Alignment	Policies established for stations, rail, bus and paratransit	Advance access policies
Quality Assurance and Field Audits	Access audits across Metro	Incorporate public feedback in access audits
Workforce Access	Access notices included on all job descriptions	Assessing additional access opportunities for employees