

Safety Management System Update

Safety & Operations Committee



Your Metro, the Way Forward

Safety Management System Update

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.



Sustainability

Manage resources responsibly to achieve a sustainable operating, capital, and environmental model.

Implement the Safety Management System

Safety Initiatives | Programmatic improvements to reduce safety risk for customers and employees

Safety Performance | Industry leader in many areas when compared to other transit agencies

CY2024

CY2025

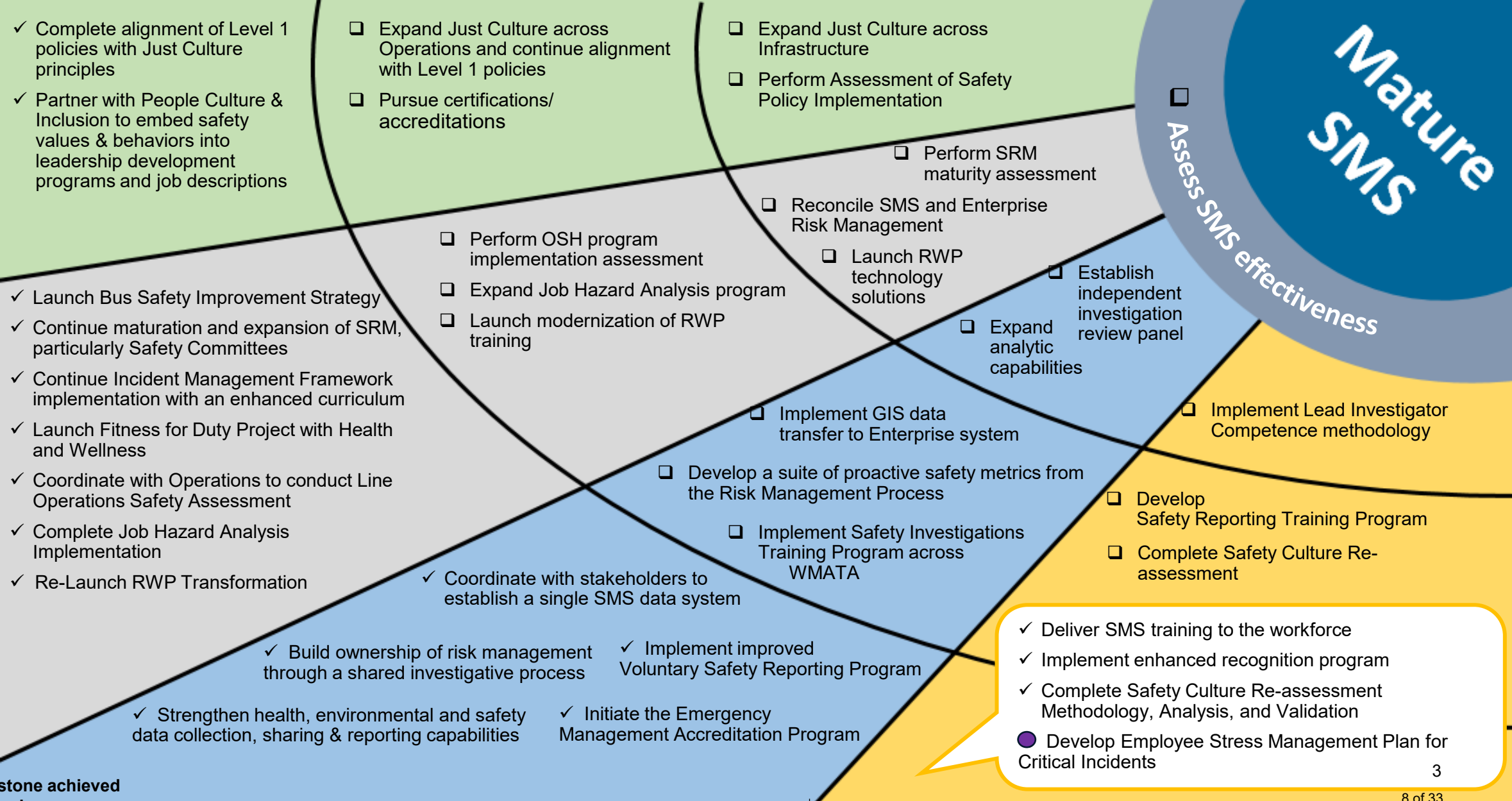
CY2026

Safety Policy

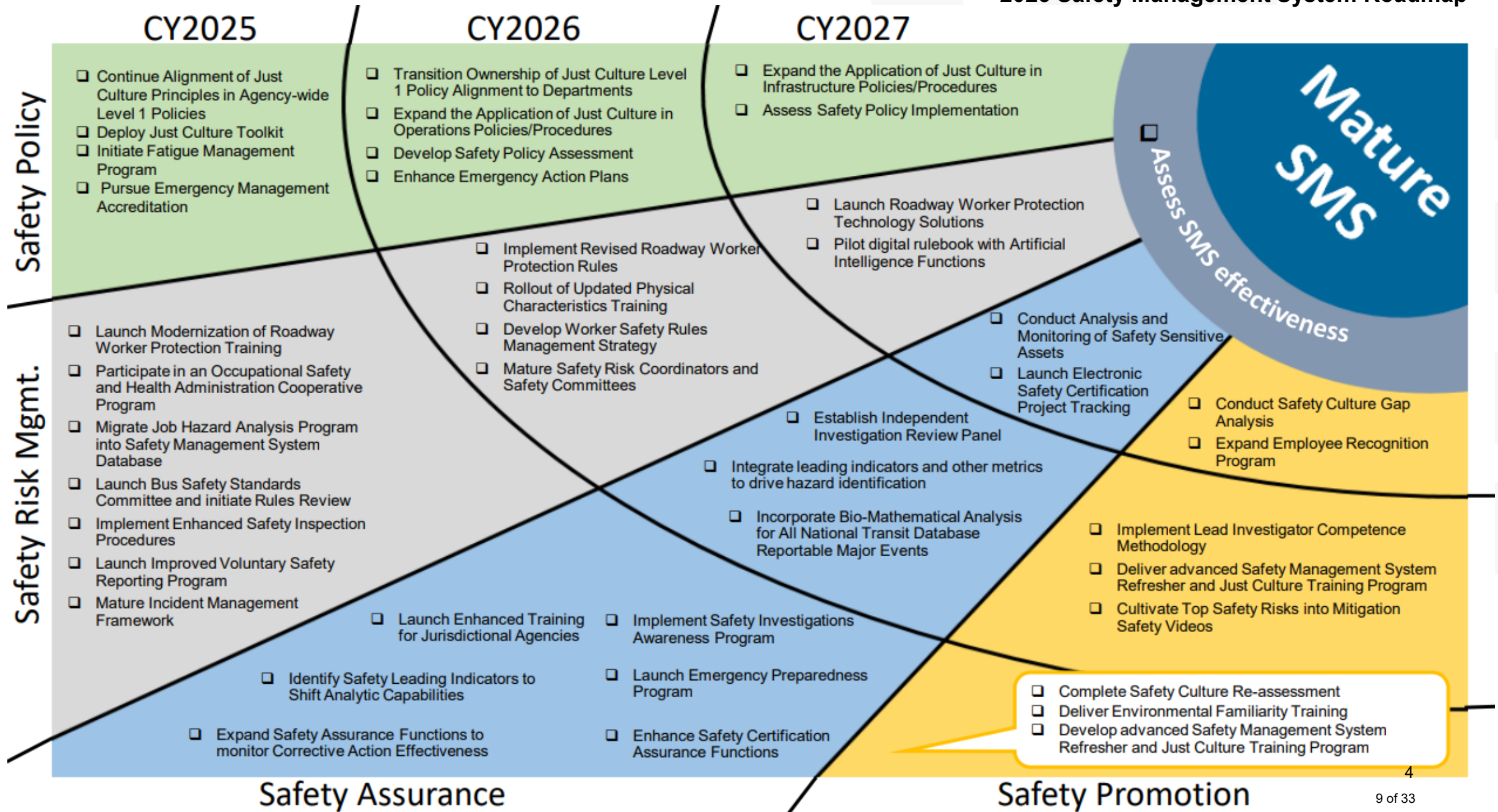
Safety Risk Mgmt.

Key:

- ✓ Milestone achieved
- On track
- Experiencing delays



- ✓ Deliver SMS training to the workforce
- ✓ Implement enhanced recognition program
- ✓ Complete Safety Culture Re-assessment Methodology, Analysis, and Validation
- Develop Employee Stress Management Plan for Critical Incidents



Safety Policy & Promotion Milestones

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2024 Milestones

- ✓ Agency Safety Plan Approved
- ✓ Completed Safety Culture Re-assessment Methodology, Analysis, and Validation
- ✓ Continued alignment of Level 1 policies with Just Culture Principles
- ✓ Delivered Safety Management System Training to the Workforce
- ✓ Implemented an Enhanced Recognition Program

The work continues in 2025...

- Conduct Safety Culture Re-assessment
 - Continue Alignment of Just Culture Principles in Agency-wide Level 1 Policies
- ...plus, there will be new milestones:**
- Deploy Just Culture Toolkit
 - Initiate Fatigue Management Program
 - Develop advanced Safety Management System Refresher and Just Culture Training Program
 - Deliver Environmental Familiarity Training

Safety Risk Management Milestones

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2024 Milestones

- ✓ Completed Job Hazard Analysis Implementation
- ✓ Re-Launched Roadway Worker Protection Transformation
- ✓ Launched Bus Safety Improvement Strategy
- ✓ Continued maturation and expansion of Safety Risk Management in Safety Committees

The work continues in 2025...

- Migrate Job Hazard Analysis Program into Safety Management System Database
- Launch Modernization of Roadway Worker Protection Training
- Launch Bus Safety Standards Committee and initiate Rules Review

...plus, there will be new milestones:

- Participate in an Occupational Safety and Health Administration Cooperative Program
- Mature Incident Management Framework

Safety Assurance Milestones

2024 Milestones

- ✓ Implemented improved voluntary employee safety reporting program
- ✓ Strengthened Health, Environmental and Safety data collection, sharing & reporting capabilities
- ✓ Built ownership of risk management through a shared investigative process
- ✓ Initiated the Emergency Management Accreditation Program

The work continues in 2025...

- Identify Safety Leading Indicators to Shift Analytic Capabilities
 - Pursue Emergency Management Accreditation
- ...plus, there will be new milestones:**
- Launch Emergency Preparedness Program
 - Launch Enhanced Training for Jurisdictional Agencies
 - Expand Safety Assurance Functions to monitor Corrective Action Effectiveness
 - Implement Safety Investigations Awareness Program

Safety Performance Benchmarking

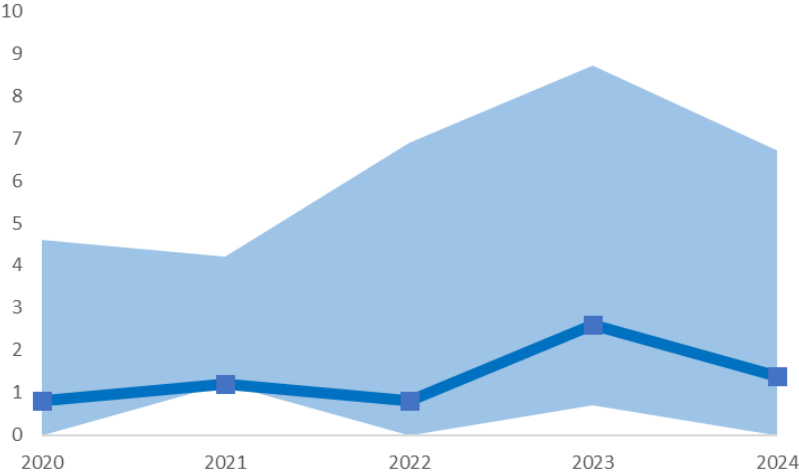
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- Benchmarked against **eight peer agencies**:
 - Chicago – CTA
 - Boston – MBTA
 - Atlanta – MARTA
 - San Francisco – BART & MUNI
 - Philadelphia – SEPTA
 - Los Angeles – MTA
 - New York – NYCT
- Each mode's performance shown as a **five-year trend** using National Transit Database data up to November 2024
- Rates are **normalized across agencies** by incidents per 10 million vehicle revenue miles
- Benchmarking and initiatives used in next year's target-setting process

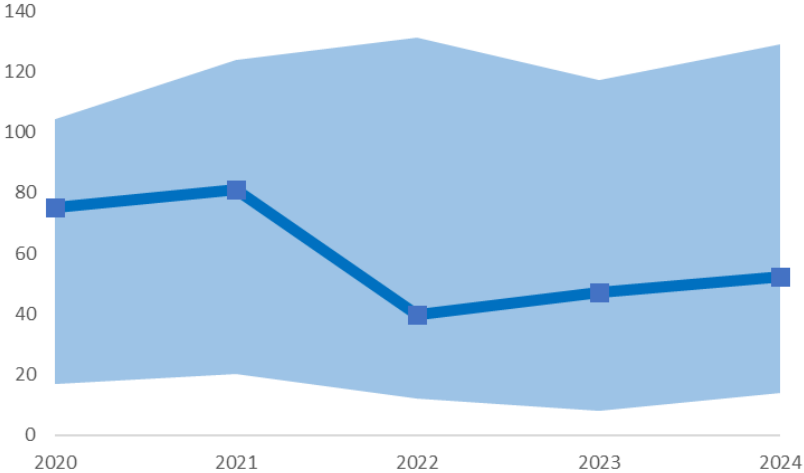
Bus Performance compared to peer agencies: 2020 – 2024*

*Through November 2024

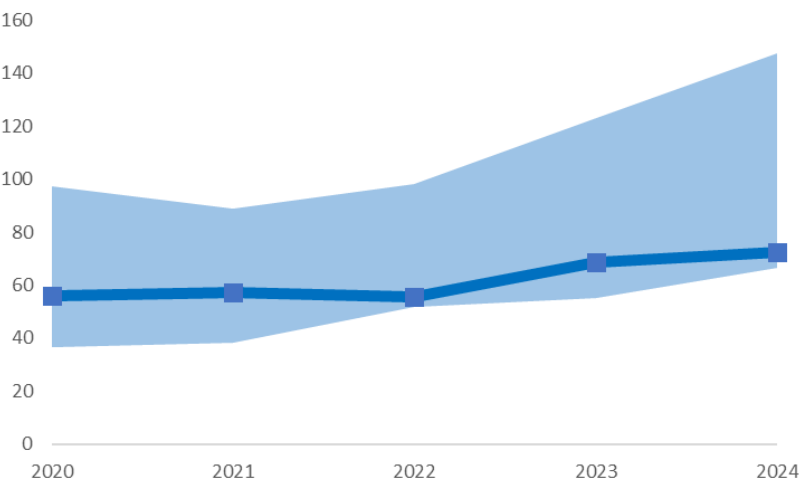
1 Bike/Pedestrian Injuries – Better than Average



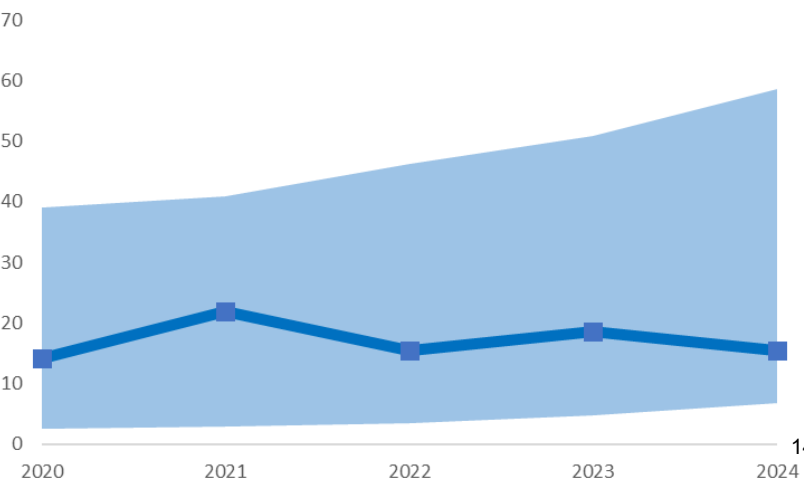
2 Collisions – Average



3 Customer Injuries – Better than Average



4 Employee Injuries – Better than Average

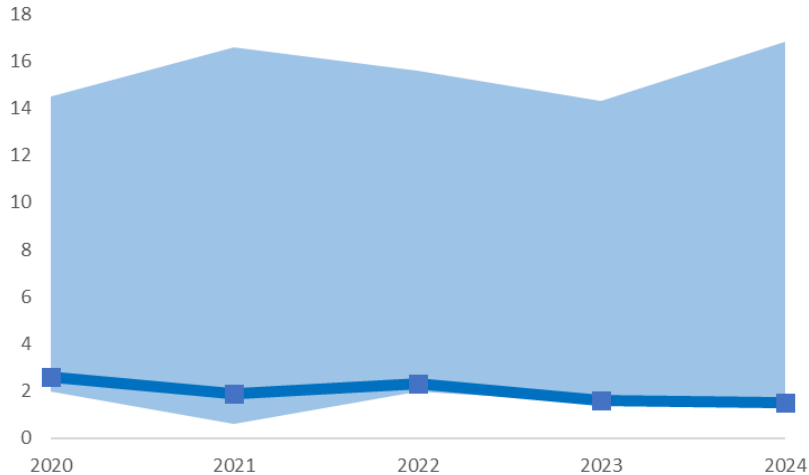


Rail Performance compared to peer agencies: 2020 – 2024*

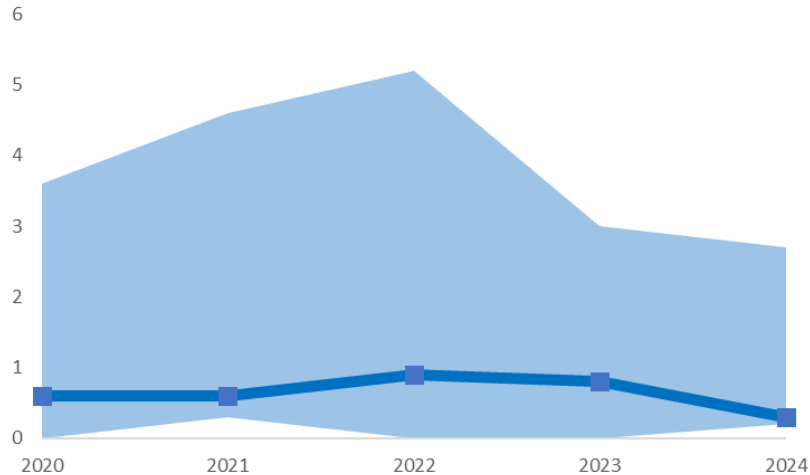
*Through November 2024

Peer agency performance range
WMATA

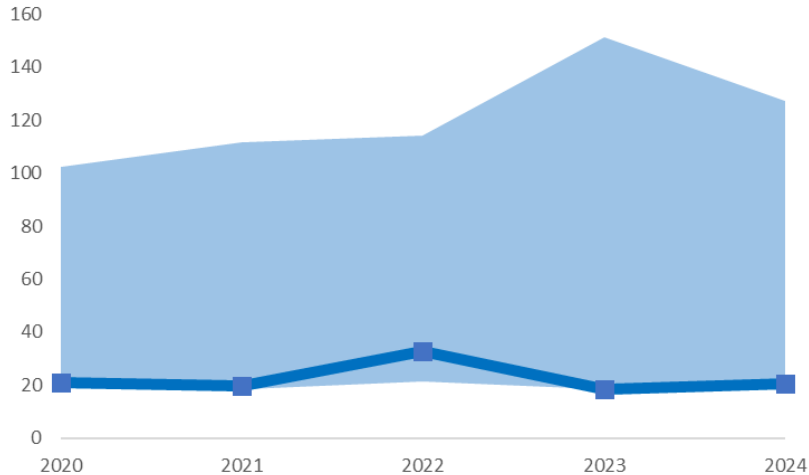
1 Collisions – Industry Leader



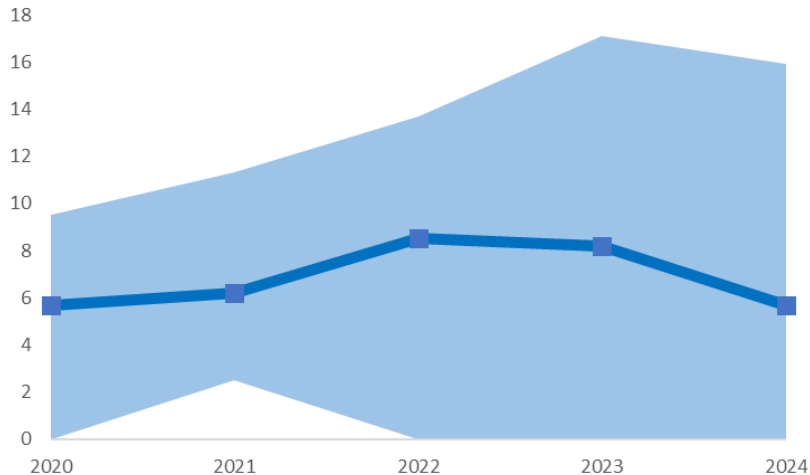
2 Derailments – Industry Leader



3 Customer Injuries – Industry Leader



4 Employee Injuries – Average

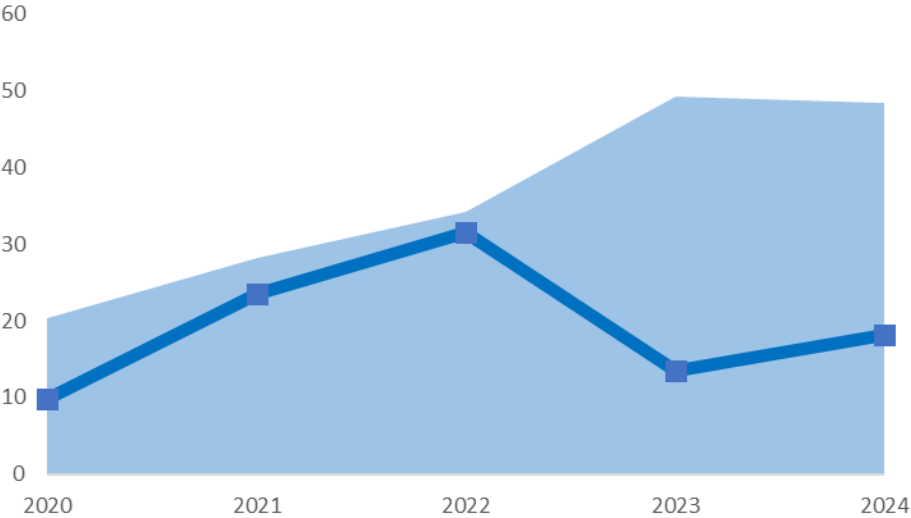


MetroAccess Performance compared to peer agencies: 2020 – 2024*

*Through November 2024

Peer agency performance range
WMATA

1 Collisions – Average



2 Customer Injuries – Industry Leader

