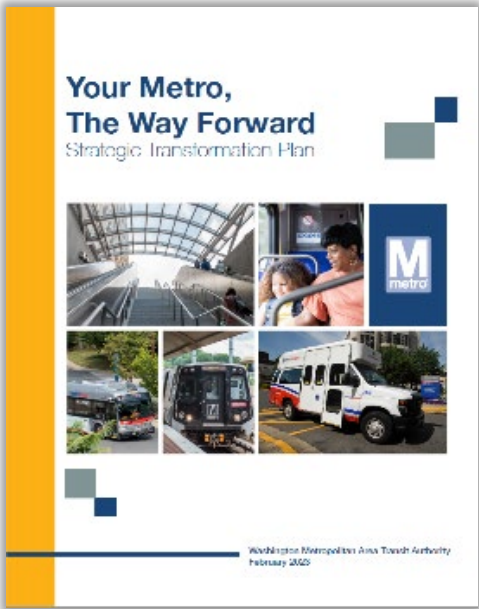


Modal Safety Benchmarking & Initiatives

Safety & Operations Committee



Strategic Transformation Plan: Guides long term strategy and day-to-day decision making of Metro over the next five + years



Guiding



Day-to-day decisions

- Customer interactions
- Service schedules
- Communications



Long-term strategy

- Budget allocation
- Capital improvements
- Priority projects



Goals — Our priorities to achieve the vision






Service Excellence

Talented Teams

Regional Opportunity and Partnership

Sustainability

Safety Performance Benchmarking

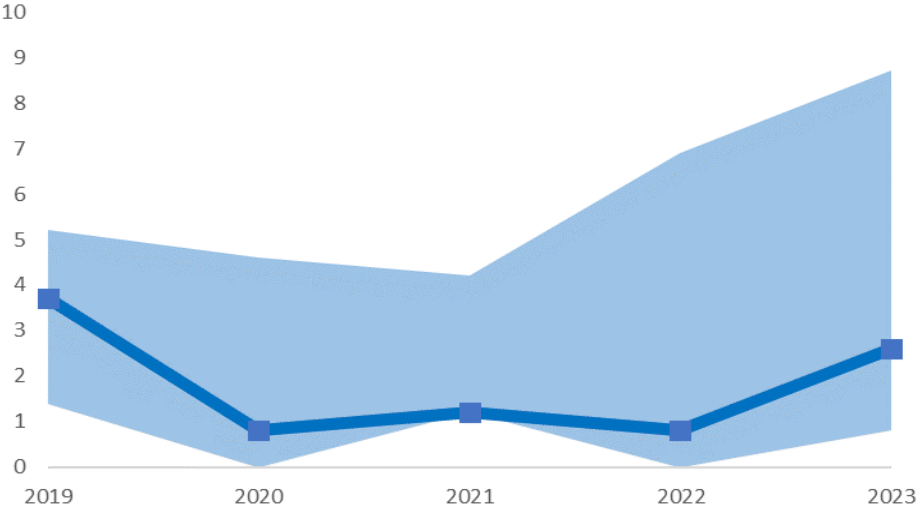
- Metro's safety performance is benchmarked against **eight peer agencies**:
 - Chicago – CTA 
 - Boston – MBTA 
 - Atlanta – MARTA 
 - San Francisco – BART/MUNI  
 - Philadelphia – SEPTA 
 - Los Angeles – MTA 
 - New York – NYCT 
- Each mode's safety performance is shown as a **trend over the past five years** using National Transit Database (NTD) data, including data up to December 2023
- Rates are **normalized across agencies** by the number of incidents per 10 million vehicle revenue miles
- Utilize benchmarking and initiatives in the target-setting process for next year

Bus Performance compared to peer agencies: 2019 - 2023

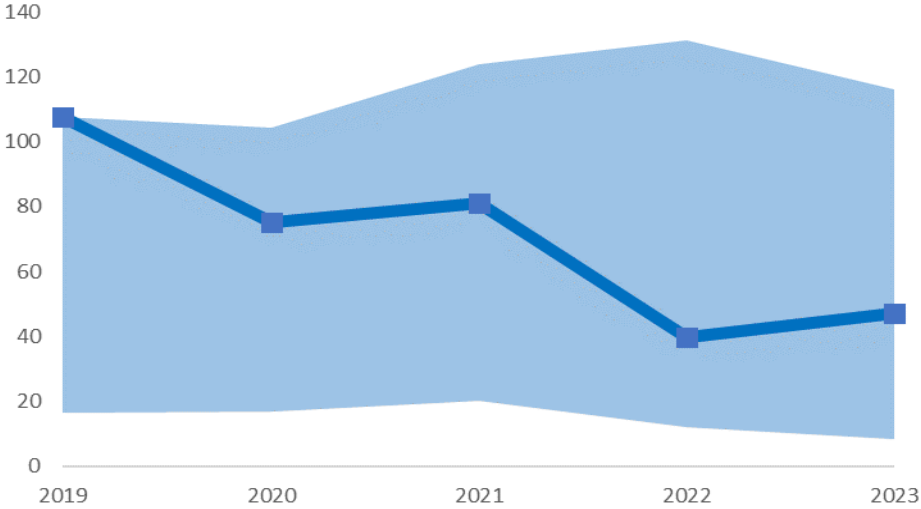
Modal Safety Benchmarking and Initiatives

Peer agency performance range
WMATA

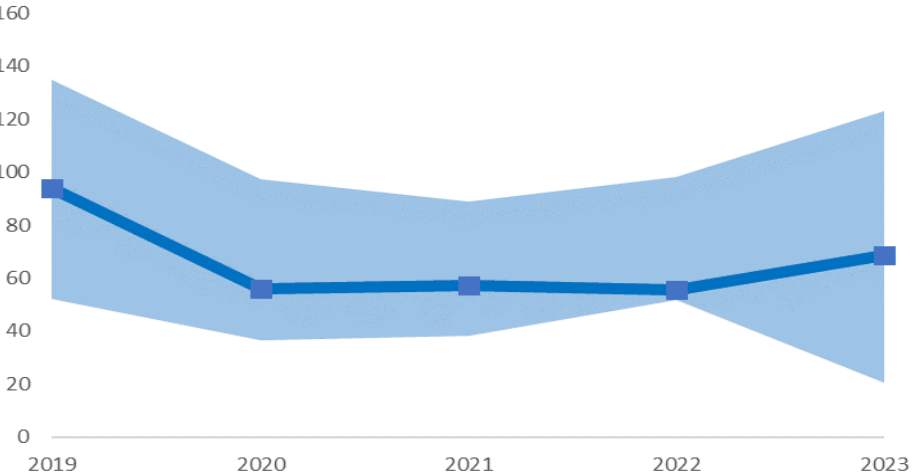
1 Bike/Pedestrian Injuries – Better than Industry



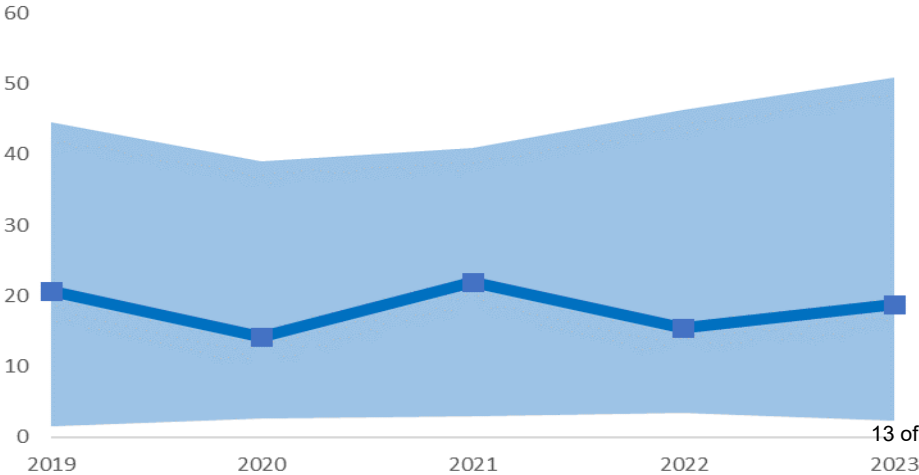
2 Collisions – Better than Industry



3 Customer Injuries – Aligned with Industry



4 Employee Injuries – Better than Industry



Bus Safety Initiatives

- **Safety Risk Management**
 - Safety Risk Coordinators & safety committees
 - Data-driven safety blitzes
 - Fixed object collision working group
 - FTA-required risk reduction program
- **Enhanced Design**
 - Assault messaging on bus shields
 - Testing fully-enclosed operator compartment
- **Changing Culture**
 - Enhanced use of DriveCam and cameras
 - Collaborative coaching
 - Frontline supervisory oversight

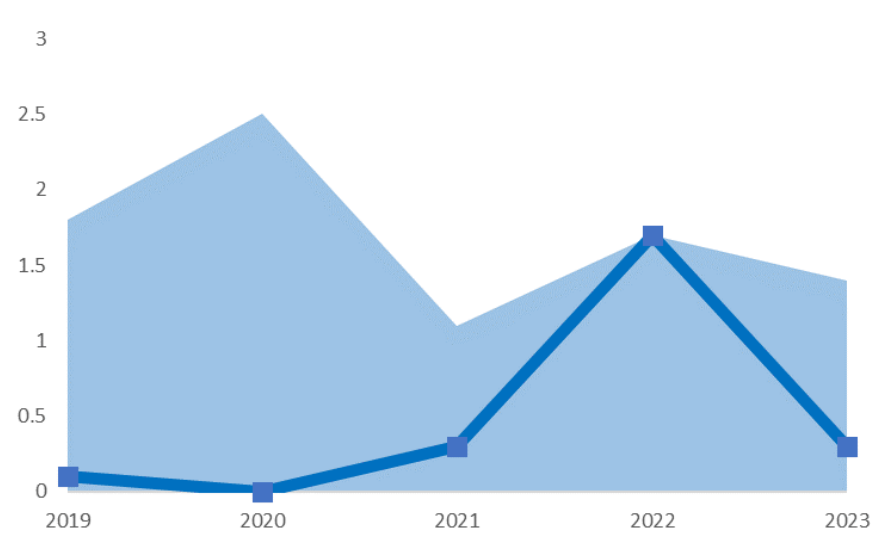


Rail Performance compared to peer agencies: 2019 - 2023

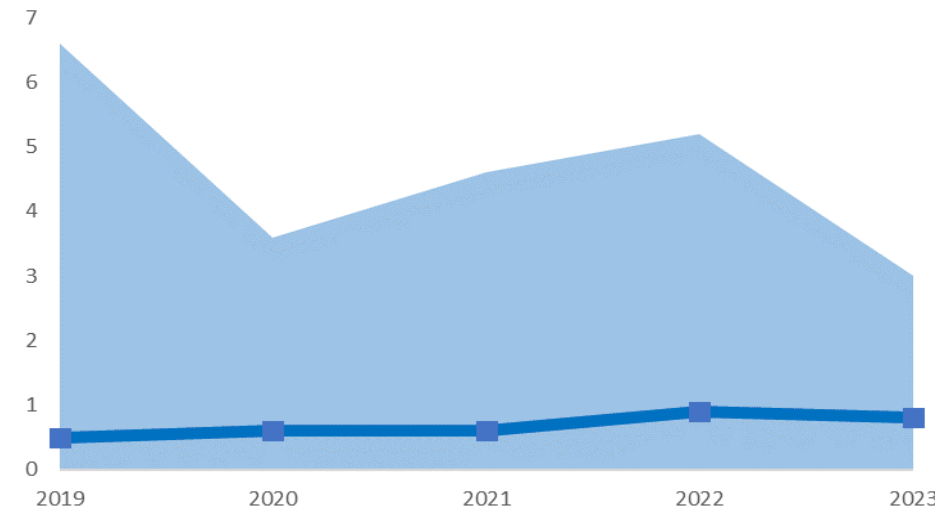
Modal Safety Benchmarking
and Initiatives

Peer agency performance range
WMATA

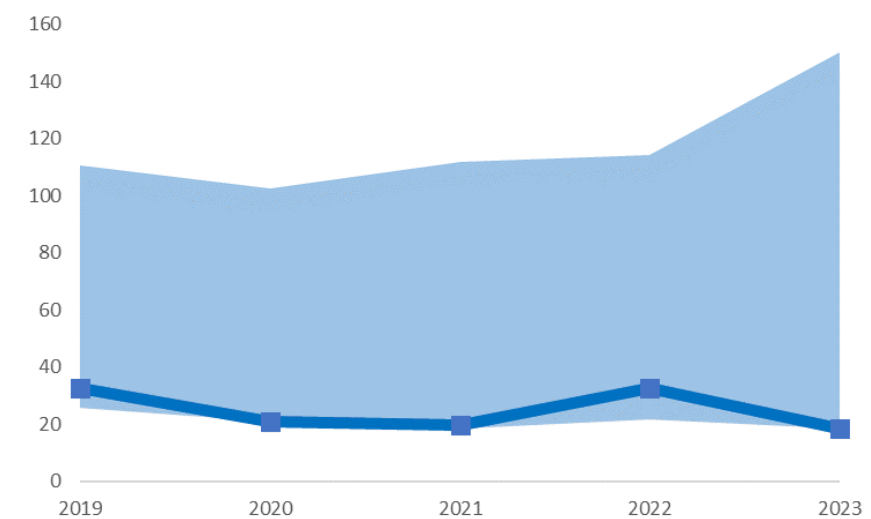
1 Fire Events – Better than Industry



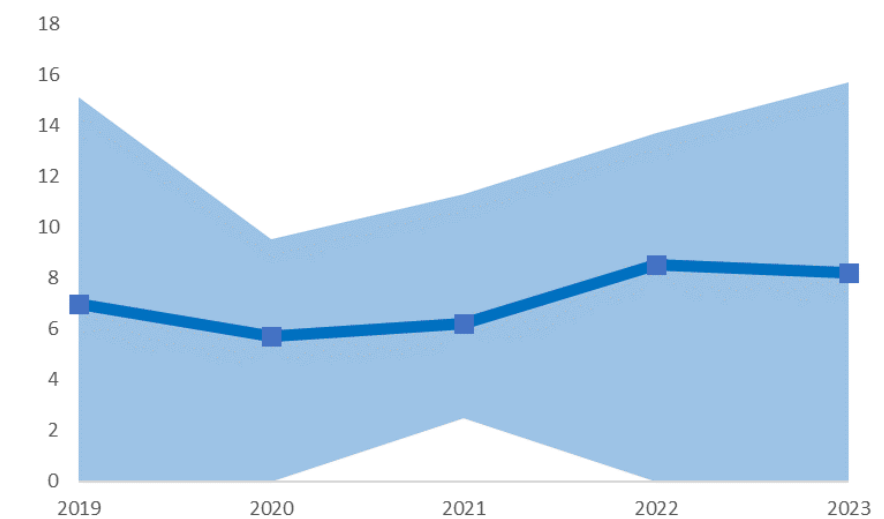
2 Derailments – Better than Industry



3 Customer Injuries – Industry Leader



4 Employee Injuries – Aligned with Industry



Rail Safety Initiatives

- **Safety Risk Management**
 - Safety Risk Coordinators & committees
 - Data-driven safety campaigns
 - Metro Integrated Command & Communications Center
- **Customer Engagement**
 - 2024 safety marketing campaign
 - Targeted messaging e.g., escalators
 - Station Managers out of kiosk
- **Innovative Programs**
 - Enhanced railcar inspections
 - Proactive station overrun response
 - Point and Call training program



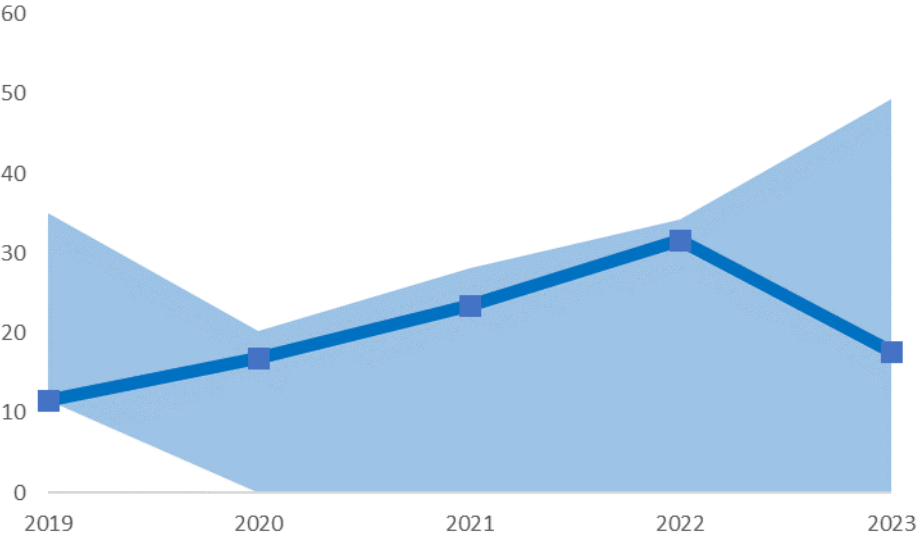
MetroAccess Performance compared to peer agencies: 2019 - 2023

Modal Safety Benchmarking
and Initiatives

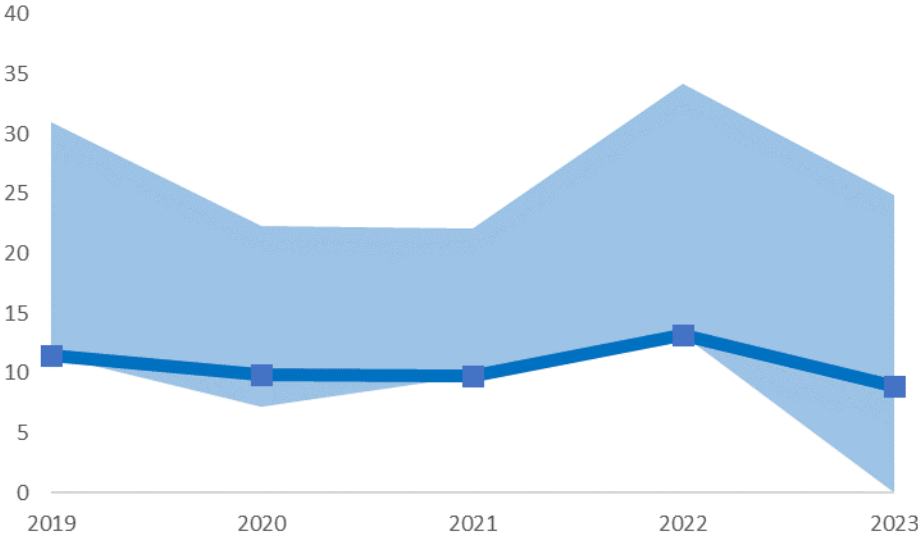
Peer agency performance range

WMATA

1 Collisions – Aligned with Industry



2 Customer Injuries – Better than Industry



MetroAccess Safety Initiatives

Modal Safety Benchmarking
and Initiatives

- **Safety Risk Management**
 - Data-driven campaigns e.g., braking practices
 - Increased wheelchair securement certification
- **Innovation**
 - Cognitive game to test driver alertness
 - Driver Attention Warning System
 - ‘Mobile Eye’ for collision avoidance
- **Culture Change**
 - “Locked into Safety” campaign



Rail Safety Program Updates

Safety & Operations Committee



Service Excellence, a strategic goal from Your Metro, the Way Forward

Rail Safety Program Updates

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.

Objectives of Service Excellence

Safety & security | Ensure all customers and employees feel safe and secure using and delivering services

Reliability | Provide dependable service that the community trusts

Convenience | Deliver frequent and accessible service that modernizes and enhances the customer experience

Agenda

Rail Program Safety Updates



Rail Car Maintenance Audit



Train Operator Certification



Rail Automation Updates

Rail Car Maintenance Audit

Rail Safety Program Updates

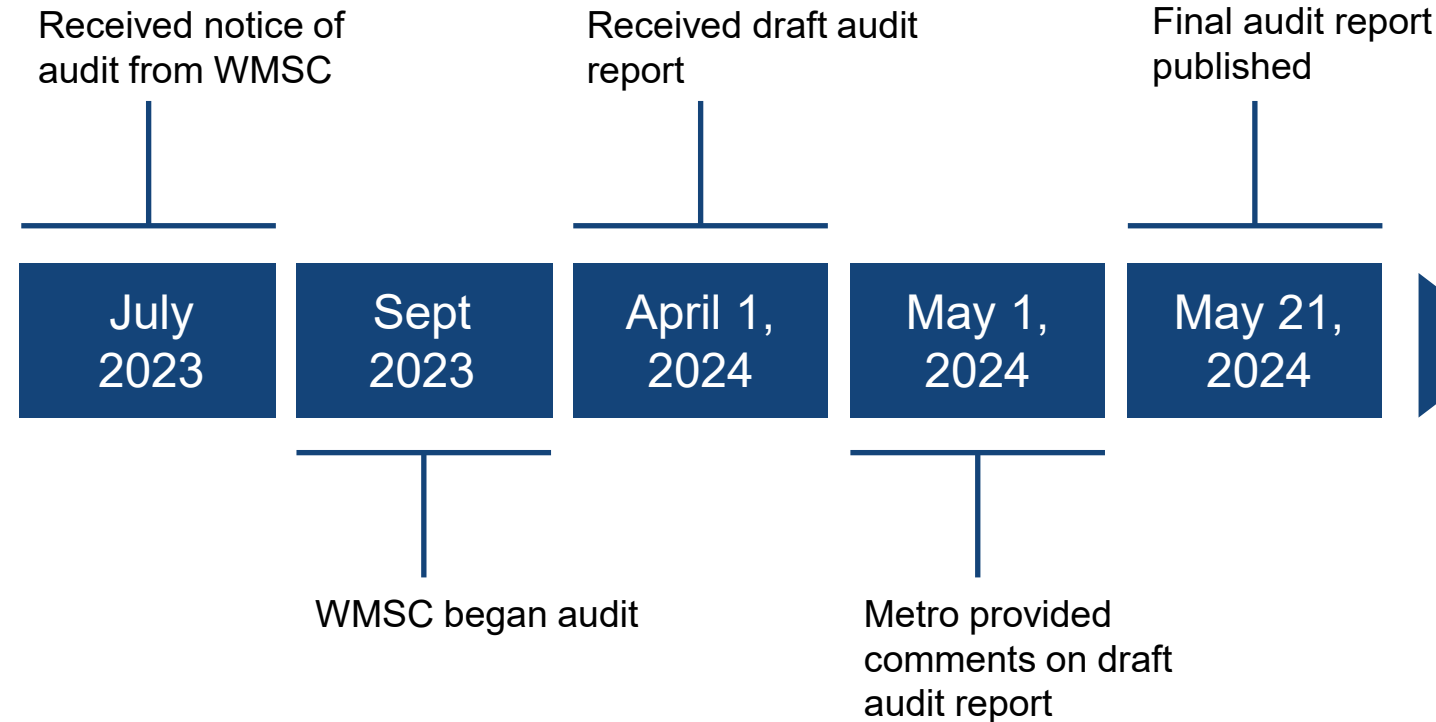
Report Findings

- 7 findings; 3 recommendations
- Many findings are already being addressed by Metro through various initiatives which were discussed during the audit

Ongoing Auditing Practice Concerns

- Overbroad language of findings; lack of specific metrics for closure of Corrective Action Plans
- Lack of evidence and specific details in support of findings and recommendations beyond interviews with “multiple personnel”
- Metro’s complete comments are not included in the final report

Metro will continue to progress ongoing actions and will develop corrective action plans through our standing review process with WMSC



Train Operator Certification Update

Rail Safety Program Updates

Program transition to Safety & Readiness will incorporate process improvements



Actions Taken

- Received WMSC order February 28, 2024
- Certification record review
- Increased resources and expanded quality control
- All active staff with certifications have undergone recertification



Quality Control

- Established comprehensive work instructions
- Ongoing independent review of all certification records



Program Transition

- New program aligns with industry standards
- Robust quality control and electronic forms
- Extensive Stakeholder Engagement to Promote Inclusion and Accessibility

Automatic Door Operations Update

- Automatic door operations began on the Red Line in December 2023 and there have been no safety critical errors (wrong-side door openings, doors opening off platform, etc.) to date with over 1.2 million door openings
- All reliability metrics have been met or exceeded since December 2023. Additionally, improvements in schedule adherence (OTP) experienced since implementation on the Red Line
- Automatic door training and certification are nearly completed on all Metrorail lines
- Final Safety Certification Reviews will take place over the next week
- Anticipated systemwide launch post-July 4th



Automatic Train Operations Update

Rail Safety Program Updates

Preparation



- Pilot training and simulator sessions were conducted
- Tabletop Scenario Exercises and Training Scenario Demonstrations occurred in May 2024
- Metro's leadership team attended the demonstrations which took place overnight across the Red Line

Training & Certification



- Metro will continue coordinating with stakeholders and revising training based on feedback
- Interim Safety Certification package to support training and certification on the Red Line planned for submittal to WMSC end of June (training to take place over the summer)

Next Steps



- Safety Certification Submittal to WMSC of Operational Readiness planned for early fall to enable revised scheduling and staffing
- Expecting Red line ATO to launch in December 2024