

# America's Metro System: Journey to World-Class Transit



Board of Trade: Capital Region Transportation Forum

**Metro General Manager and Chief Executive Officer  
Randy Clarke**

Washington Metropolitan Area Transit Authority  
December 2, 2025

# Agenda

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- I. 2025: A Year of Partnership, Safety & Security, and Innovation
- II. Historic Action: Advancing World-Class Transportation for the Region
- III. Next Steps: Legislative Support

# Metro's Impact by the Numbers

**#1**

2025 APTA award for outstanding transit agency

**9**

years of successful clean audits

**92%**

FY25 historic customer satisfaction numbers on rail

**83%**

FY25 historic customer satisfaction numbers on bus

**89%**

rail trips on time since systemwide automatic train operation began

**55%**

reduction in crime over three years — lowest level in eight years

**30,000+**

systemwide public safety cameras

**82%**

reduction in Metro Rail fare evasion

**16,000**

Metro Lift customers enrolled

**1,490**

residential units built on Metro property since 2022

**\$3M**

saved by customers using Metro Lift

**54**

consecutive months of year-over-year ridership growth

**265M**

total trips in FY2025

**\$1B**

investment in transit-oriented development since 2022

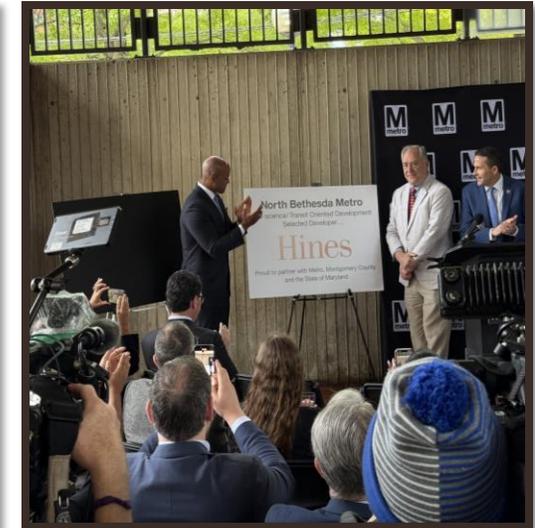
**\$215M**

annual tax revenue through joint development

# A Year of Partnership

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# Regional Economic Growth and Collaboration

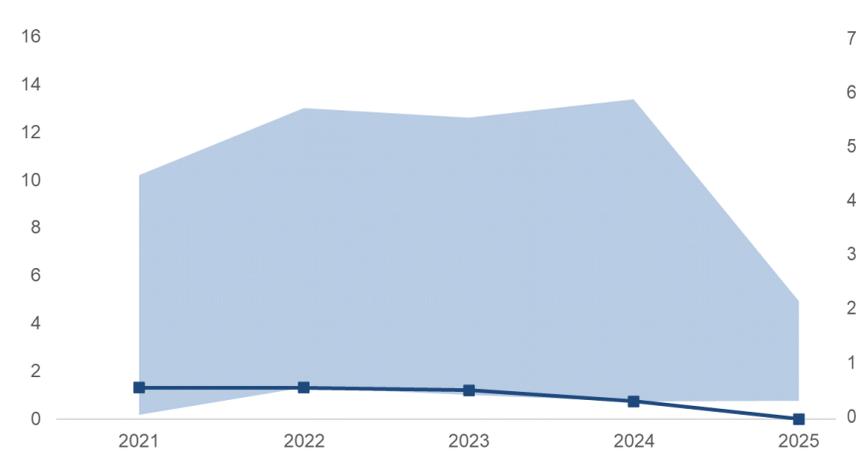


# A Year of Safety & Security

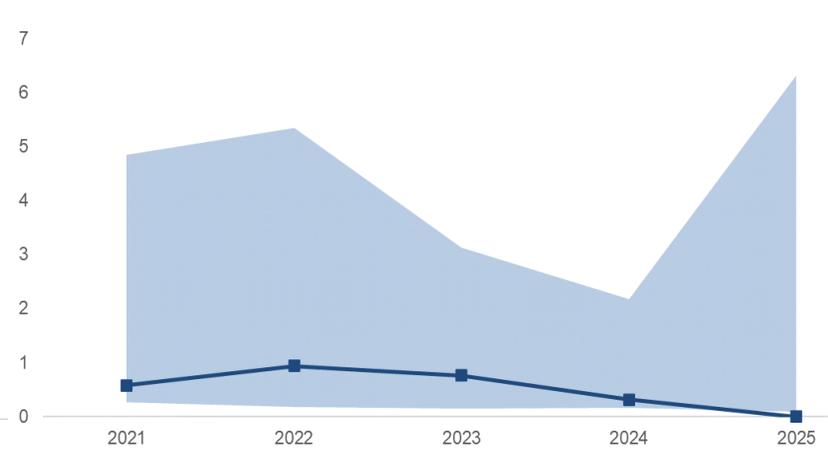
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# Leading the Industry in Safety

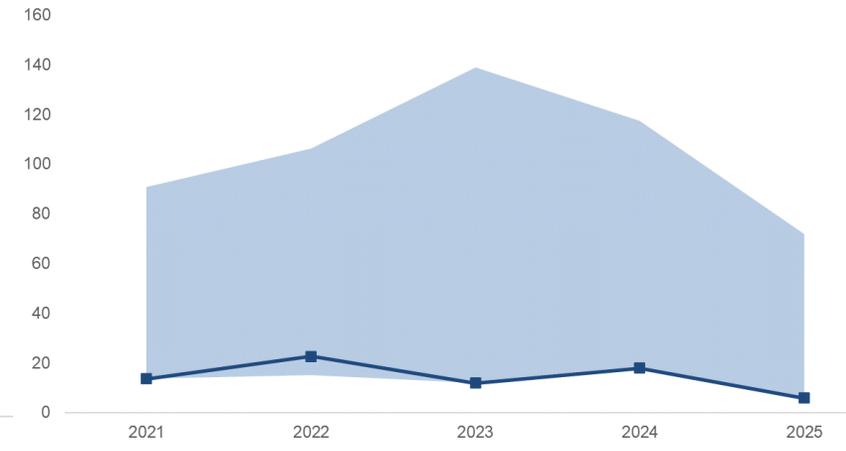
## 1 Rail Collisions



## 2 Derailments



## 3 Rail Customer Injuries



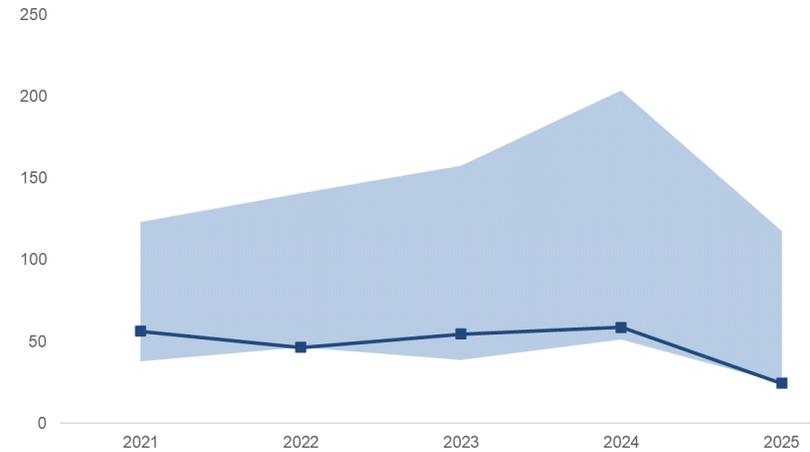
- Strong performance across multiple National Transit Database metrics
- Continuing focus through proactive risk management

*\*2025 through February 2025*

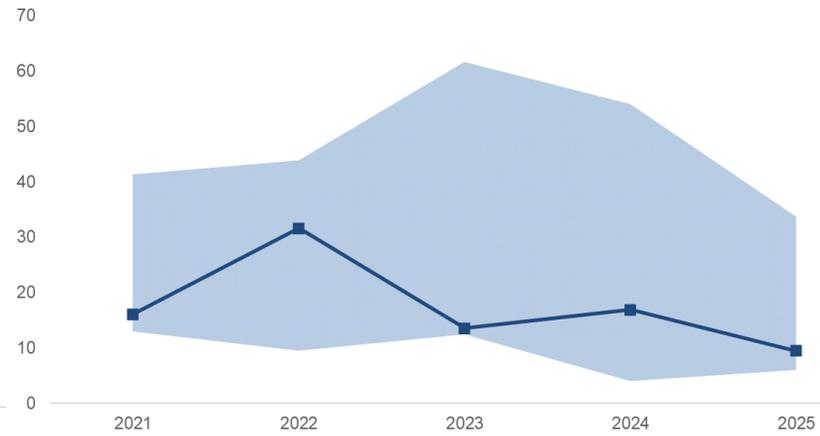
Peer Agency Performance Range  
WMATA

# Leading the Industry in Safety

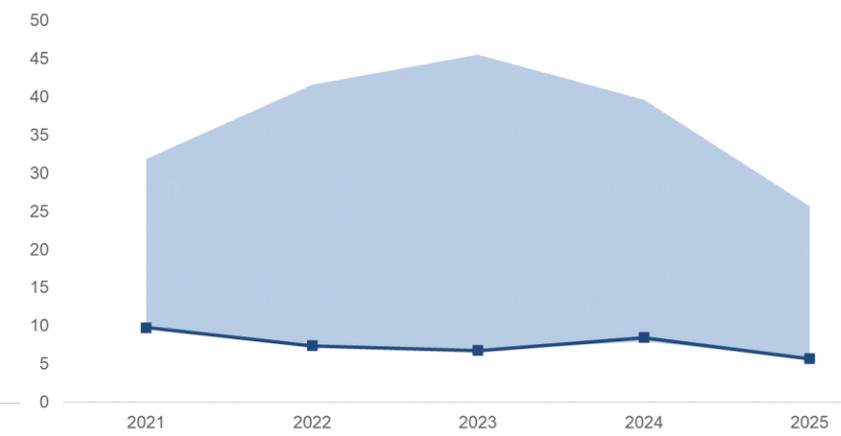
**4** Bus Customer Injuries



**5** MetroAccess Collisions



**6** MetroAccess Customer Injuries



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

*\*2025 through February 2025*

Peer Agency Performance Range  
WMATA

# Law Enforcement Partnerships



# Public Safety Progress

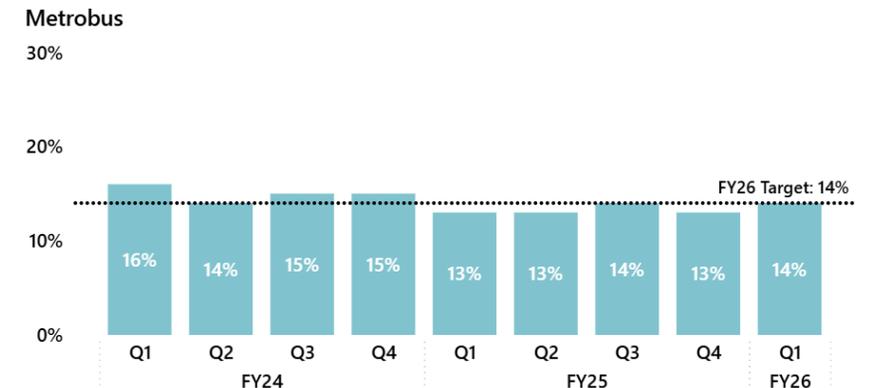
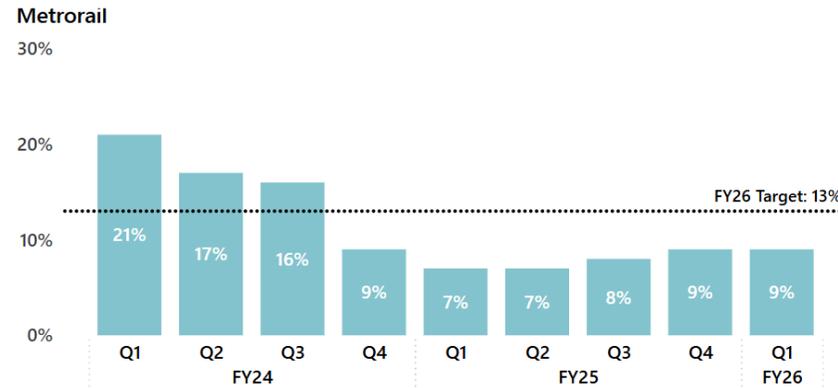


Installation of new fare gates to reduce fare evasion

- 55% decrease in crime within the system over three years, lowest level in eight years
- Thanks to taller fare gates and increased enforcement, fare evasion is down 82% on Metrorail
- MTPD officers have issued over 6,000 citations for fare evasion on Metrobus in 2025 so far
- Public Safety personnel stationed in Metro Integrated Command and Control Center monitor a system of more than 30,000 cameras
- MTPD academy doubles police training capacity and saves \$1M in annual operating costs
- Newly adopted banning policy allows Metro to ban offenders from the entire system for up to a year

## Customer Perception of Safety from Crime or Harassment

Desired direction ↓



# A Year of Innovation...

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# Customer Centric Improvements



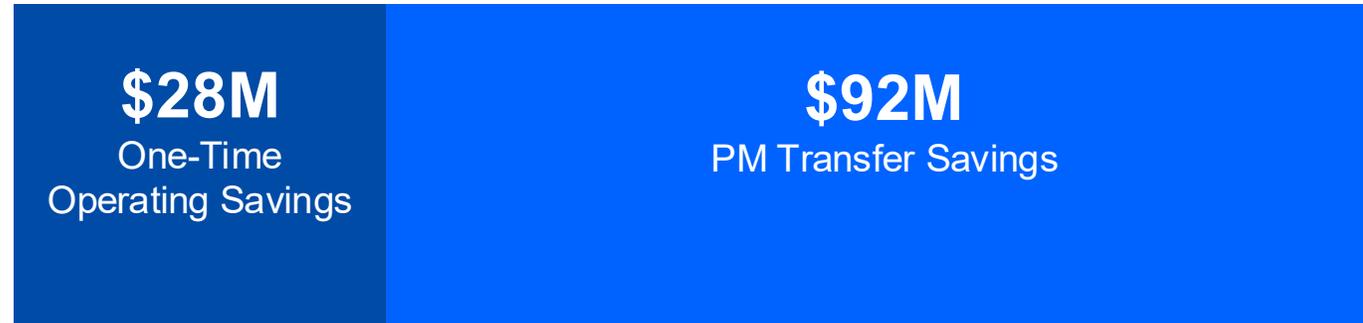
# Financial Stewardship

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# Cost Savings

Savings highlight Metro's continued operational efficiency and strengthening ridership and revenue trends

## Total FY2025 Savings = \$120M

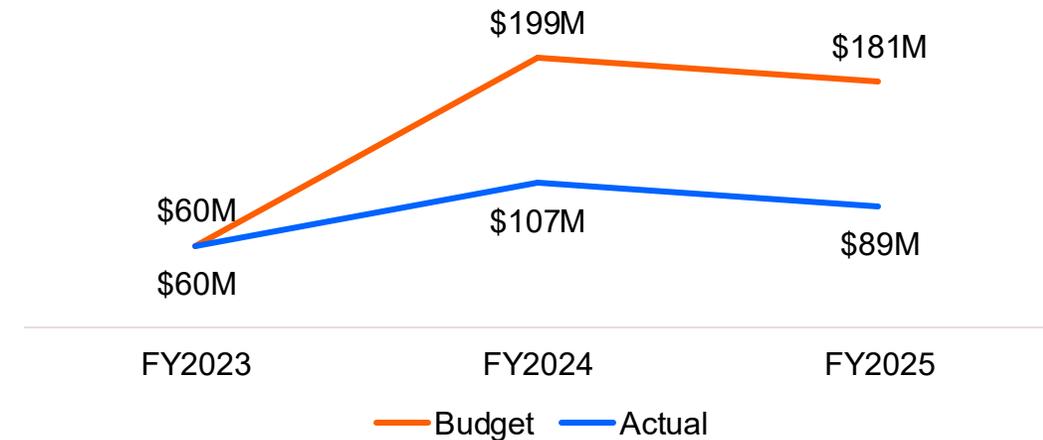


Savings carried into  
FY2026 **Operating  
Budget**



Reinvestment in the  
**Six-Year Capital Program**

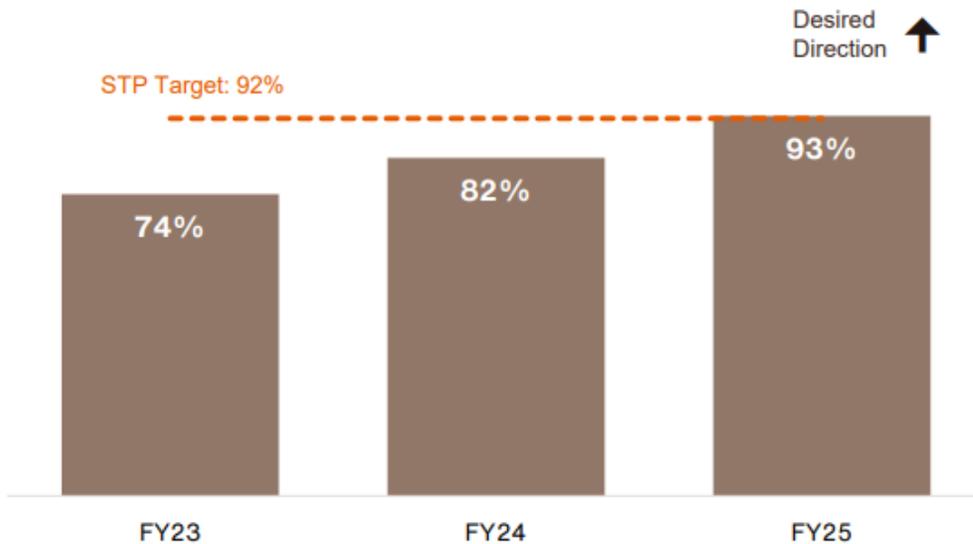
### Preventive Maintenance (Budget vs Actual)



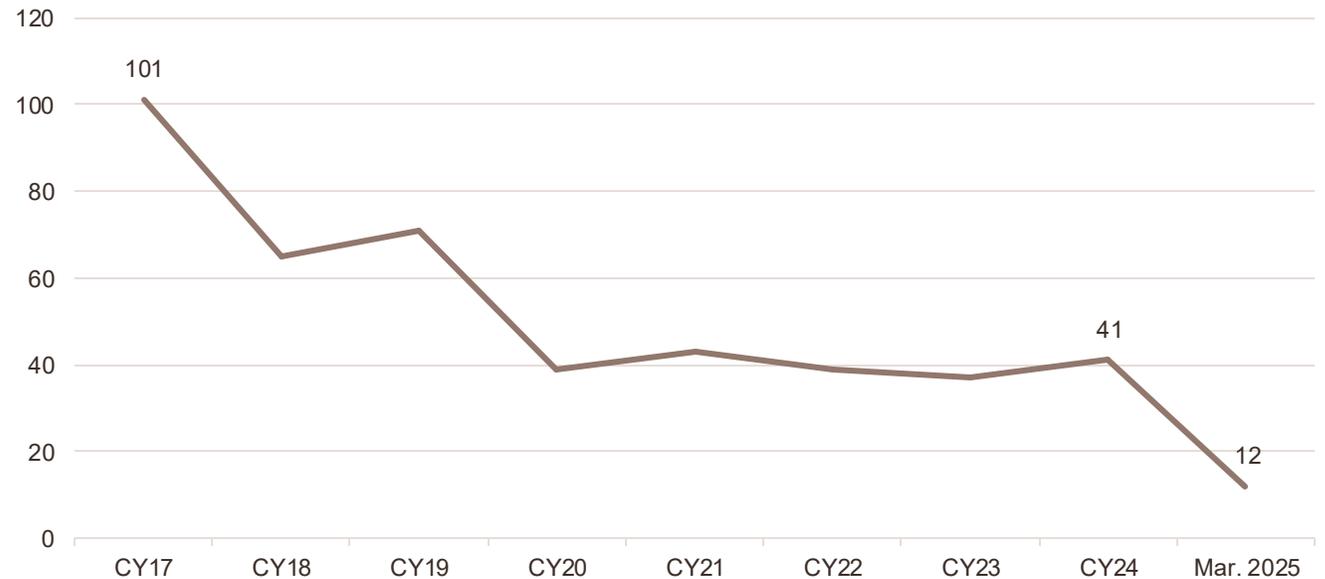
# Capital Investments Drive Performance & Safety

- Metrorail on time performance continued to improve to **+89%**, meaning 100,000 more trips on-time each month
- Ridership up **9%** in FY25, almost **33%** higher compared to FY23
- Railcar reliability up **60%** Spring FY25 compared to Spring FY22
- **59%** decrease in NTD-reportable heavy rail fire incidents in CY24 compared to CY17

## Percent of Rail Planned Service Delivered



## National Transit Database Fire Incidents (Metrorail)



# A Year of Achievements

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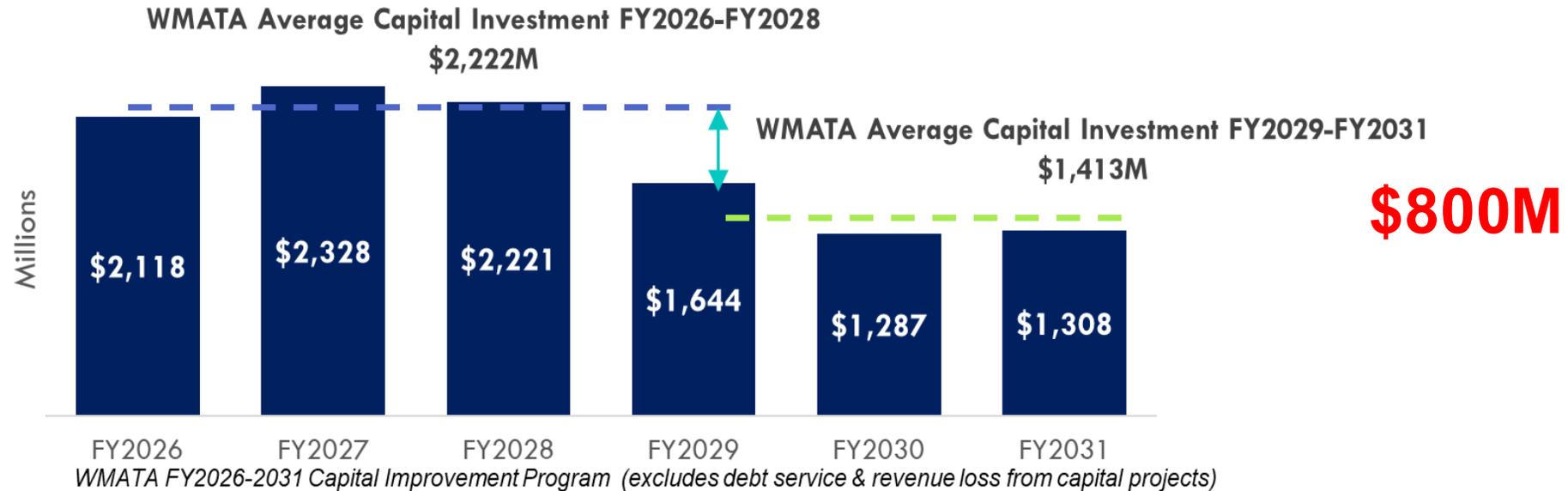
# Peer Recognition & Awards



# But...Our Collective Job Is Not Done

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# Metro and the Region Face a Transit Funding Crisis



## Metro's capital funding challenges

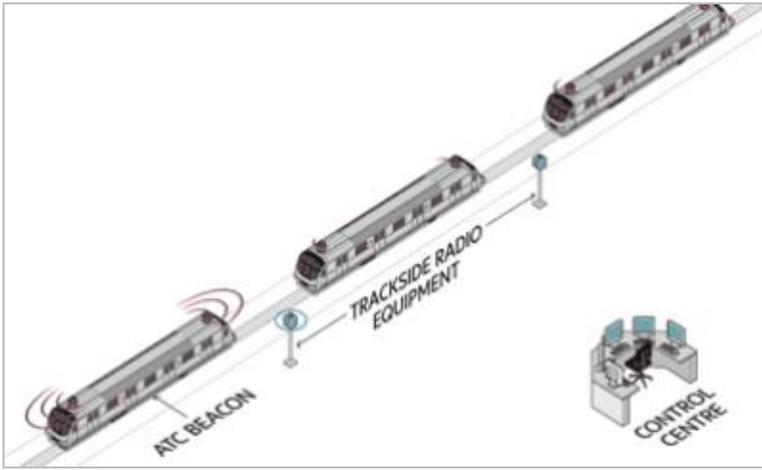
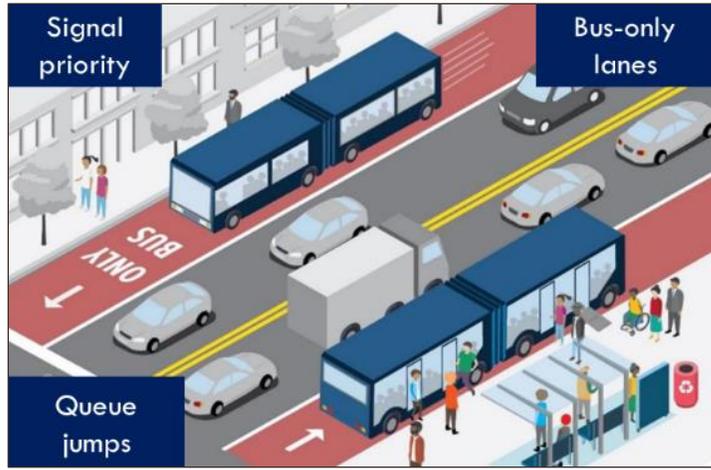
- ⚠️ Capital funding sources **not indexed to grow**
- ⚠️ **Inflation** significantly reduced capital buying power
- ⚠️ **Debt capacity will be exhausted** by FY 2029
- ⚠️ Will be forced to **reduce annual capital investments**

## Solution is funding that:

- ✓ Is **dedicated, reliable, and predictable**
- ✓ **Grows** at least 3% per year
- ✓ Is **bondable**
- ✓ Is **unencumbered and flexible** in use

# DMV MOVES Transit Investment Plan

## World-Class Metro System

Rail Modernization	Regional Bus Priority Network
	
Reinvesting in and Modernizing Metro	



Fast, frequent service all day/all week



metro  access

Modern vehicles, infrastructure, and technology



Sustained repair and replacement of assets



Integrated, customer-focused system

# Rail Modernization

Metro must replace its outdated signaling system. Communications-Based Train Control (CBTC) is the national and global standard for new & rehabilitated systems.

## Program Elements

### Signals



### Fleet



### Stations/Platforms



### Operations



## Rationale and Benefits

- Replace degraded, 50-year-old signaling system, which is the #1 infrastructure cause of service disruptions
- Update with CBTC and/or increased automation



### Safety

- **Safer operations:** keep trespassers off tracks, reduce track fires.



### Reliability

- **Increase service reliability** up to 99%.
- **Less physical infrastructure** to maintain.



### Capacity

- **Increased capacity** with more trains per hour

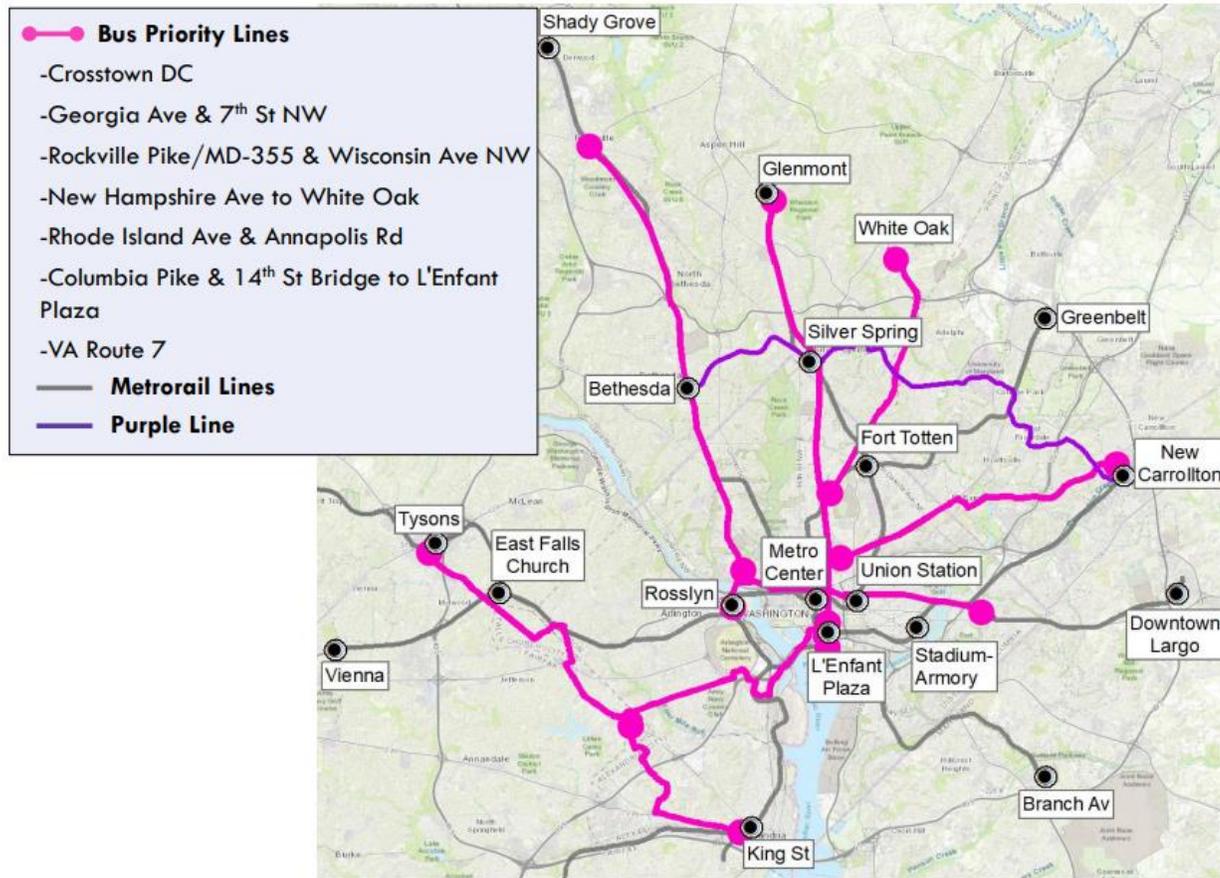


### Efficiency

- More productive service with **lower operating costs**
- **Grow ridership & revenue**

# Regional Bus Priority Network

DMV Moves calls on Metro, jurisdictions, and road owners to implement effective bus priority strategies on a limited set of high-value corridors within the next six to eight years.



Making buses faster increases the number of places customers can go while reducing costs



## Estimated benefits

Travel time ↓ **25%**

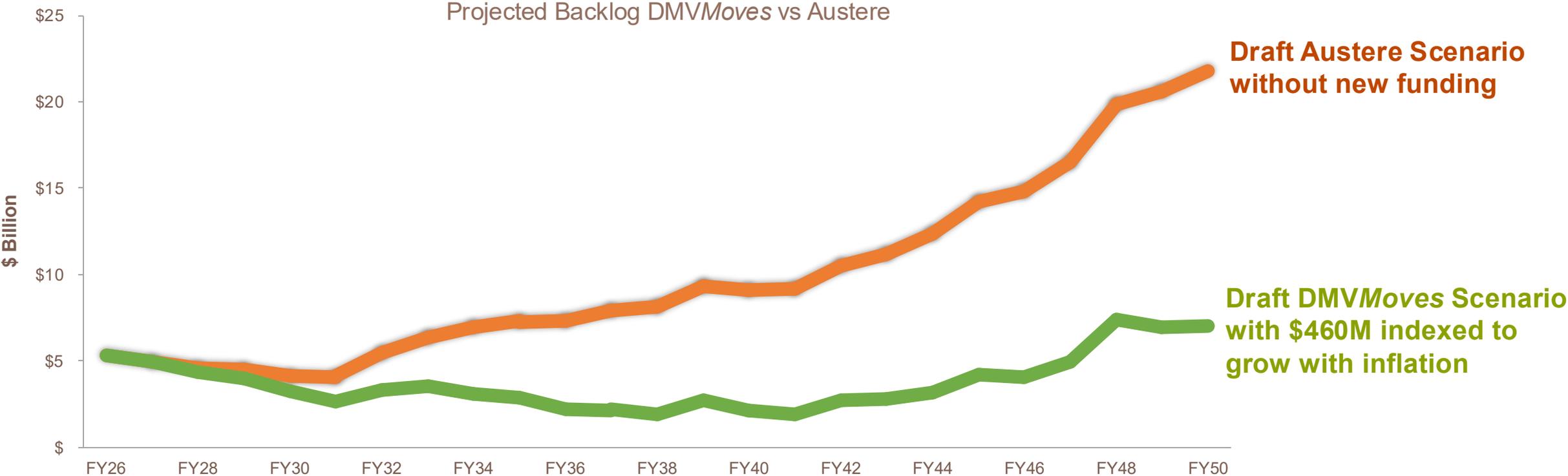
On-time performance ↑ **to 90%+**

Ridership ↑ **20-25%**

Annual O&M costs ↓ **20-25%**

# Additional DMVMoves Funding Will Allow Metro to Manage its Capital Program

Without additional funding, progress will be reversed leading to declining reliability, worsening customer experience, and, eventually, increased safety risk



# Call to Action:

Fund:

**\$460M**

annually  
starting FY28

**+3%**

annual  
growth

**Investment in Metro will support:**

- Sustainable revolving bond program
- Ongoing system maintenance to enhance performance
- Modernized rail program to increase safety and cost efficiency
- More bus service and bus priority



**Our peers in NYC, Chicago, Seattle, Toronto, and Charlotte have acted to support transit. Now, we must act to fund our region's transportation!**

**The region is at a pivotal moment. DMVMoves offers a regional, practical, and sustainable path forward.**

**But securing funds for the DMVMoves plan requires action at the local and state levels, or the region risks undermining all the progress made since 2018.**

**Thank you for your collaboration, leadership, and continued commitment to strengthening our region's transit.**