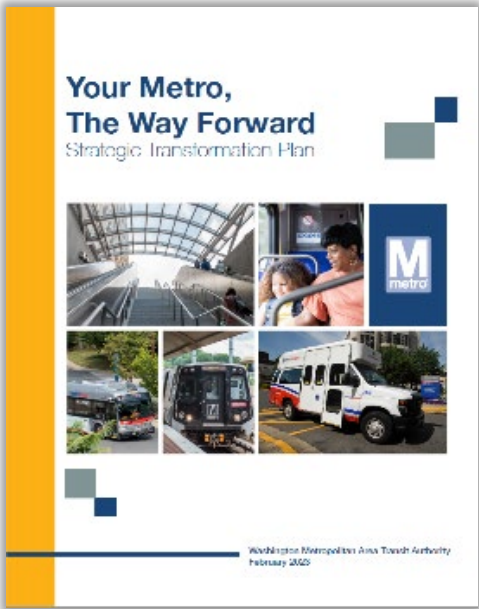


Modal Safety Benchmarking & Initiatives

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

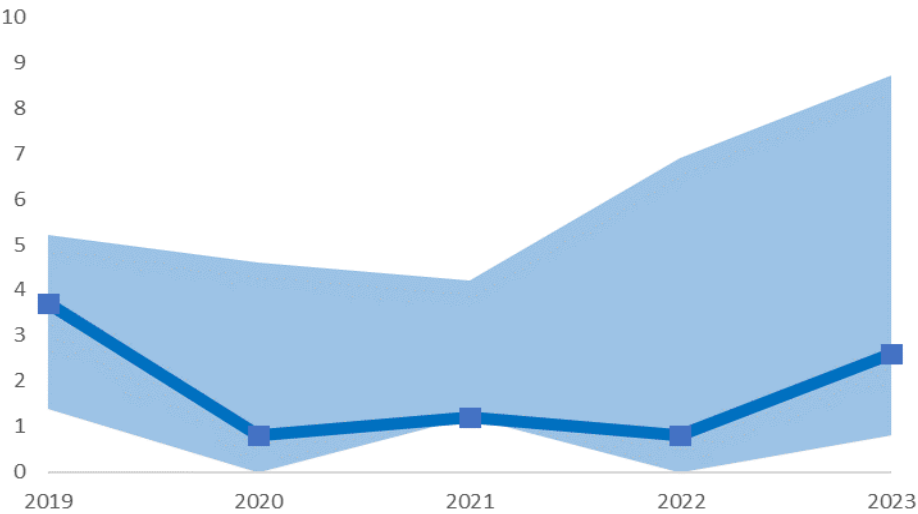
- Metro's safety performance is benchmarked against **eight peer agencies**:
 - Chicago – CTA 
 - Boston – MBTA 
 - Atlanta – MARTA 
 - San Francisco – BART/MUNI  
 - Philadelphia – SEPTA 
 - Los Angeles – MTA 
 - New York – NYCT  New York City Transit
- Each mode's safety performance is shown as a **trend 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

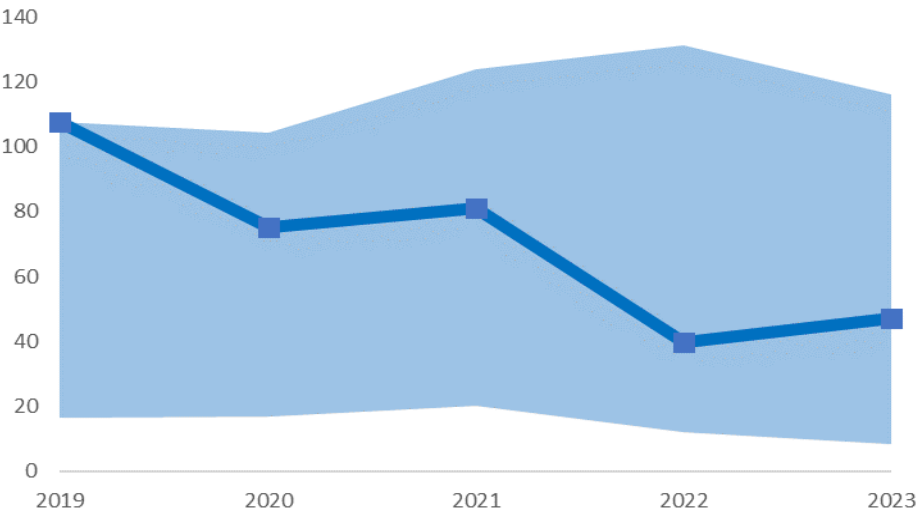
Modal Safety Benchmarking and Initiatives

Peer agency performance range
WMATA

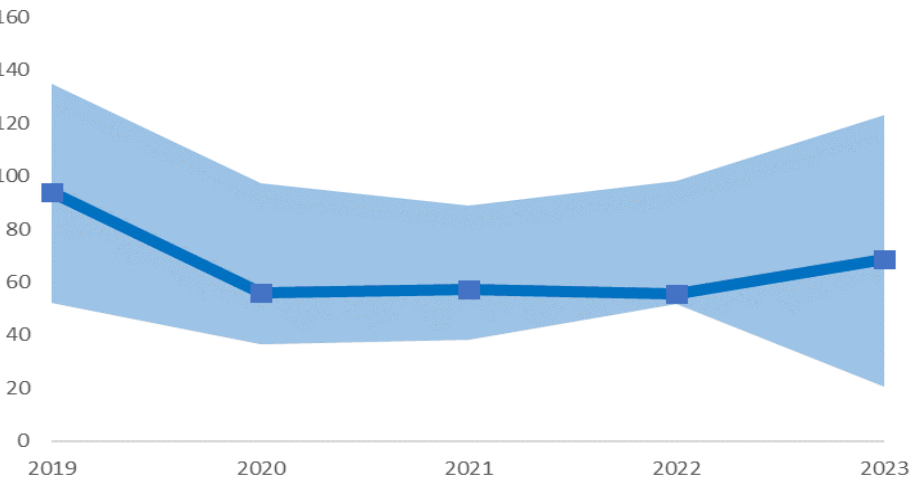
1 Bike/Pedestrian Injuries – Better than Industry



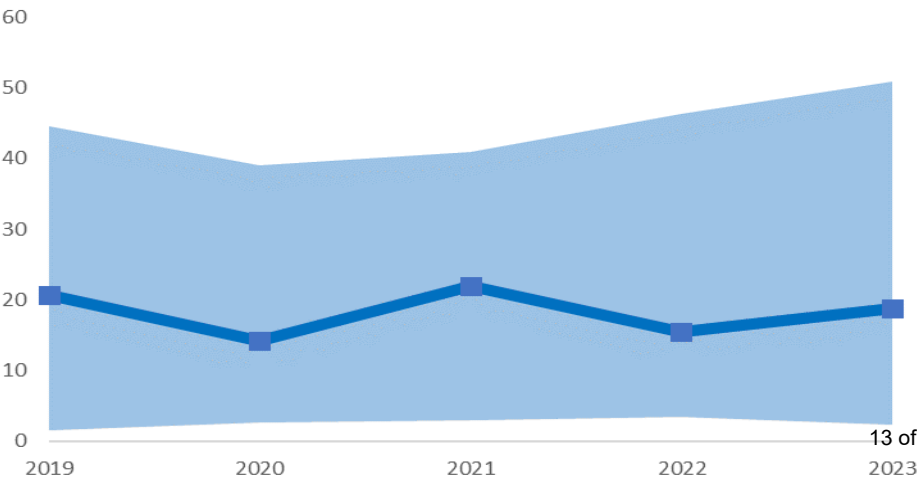
2 Collisions – Better than Industry



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

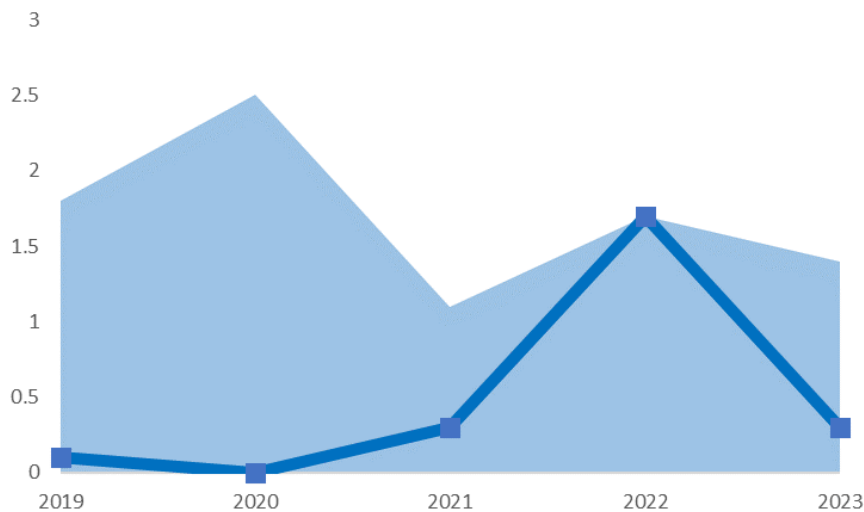


Rail Performance compared to peer agencies: 2019 - 2023

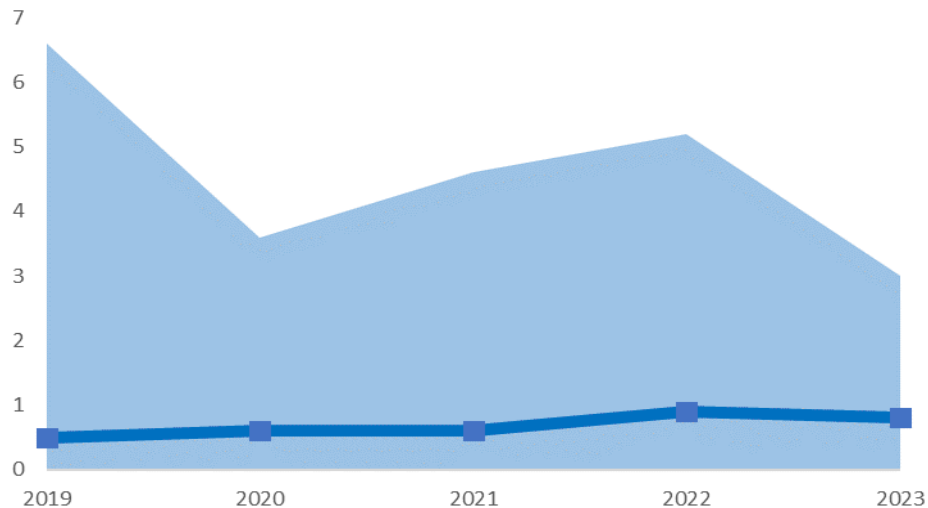
Modal Safety Benchmarking and Initiatives

Peer agency performance range
WMATA

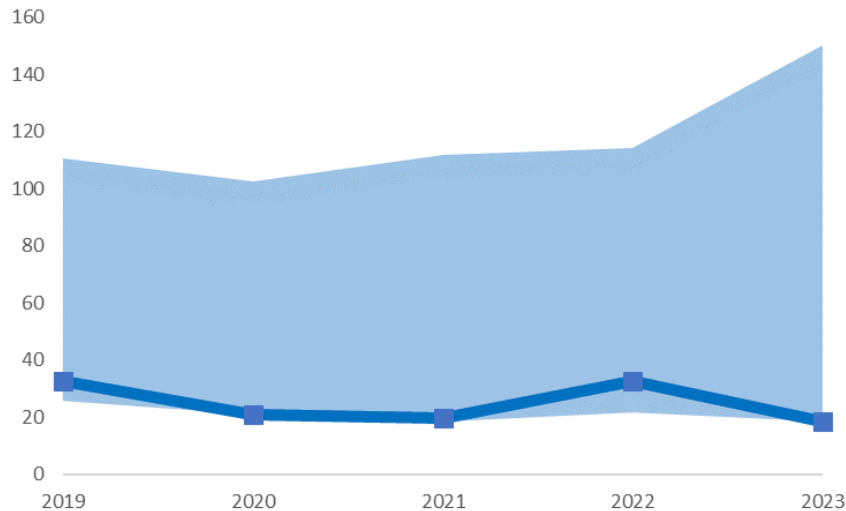
1 Fire Events – Better than Industry



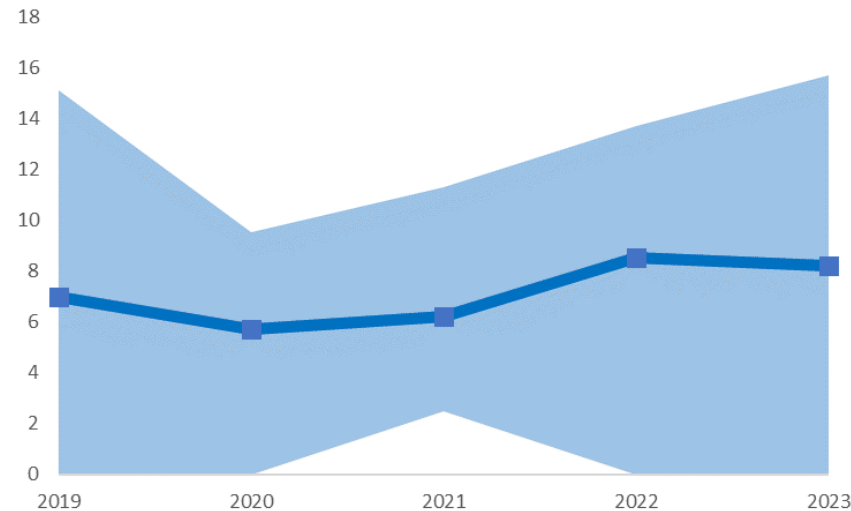
2 Derailments – Better than Industry



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

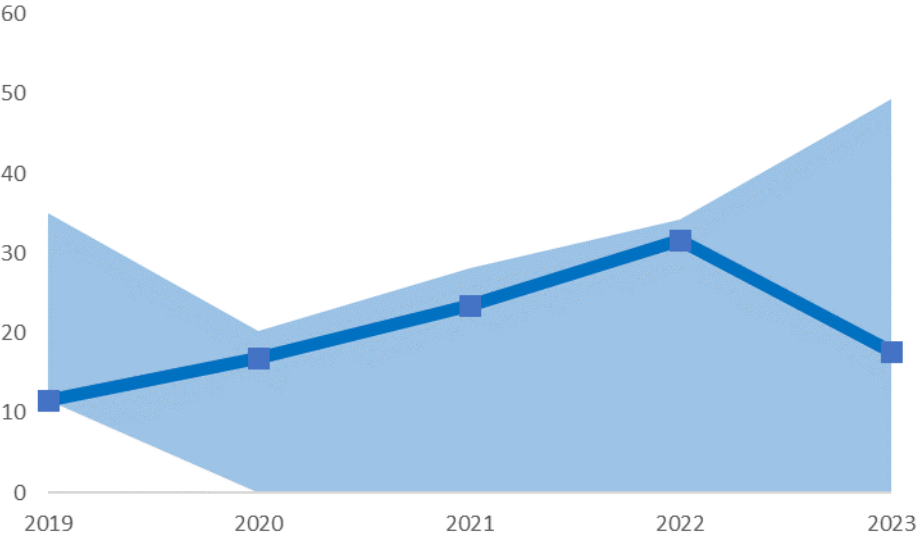


MetroAccess Performance compared to peer agencies: 2019 - 2023

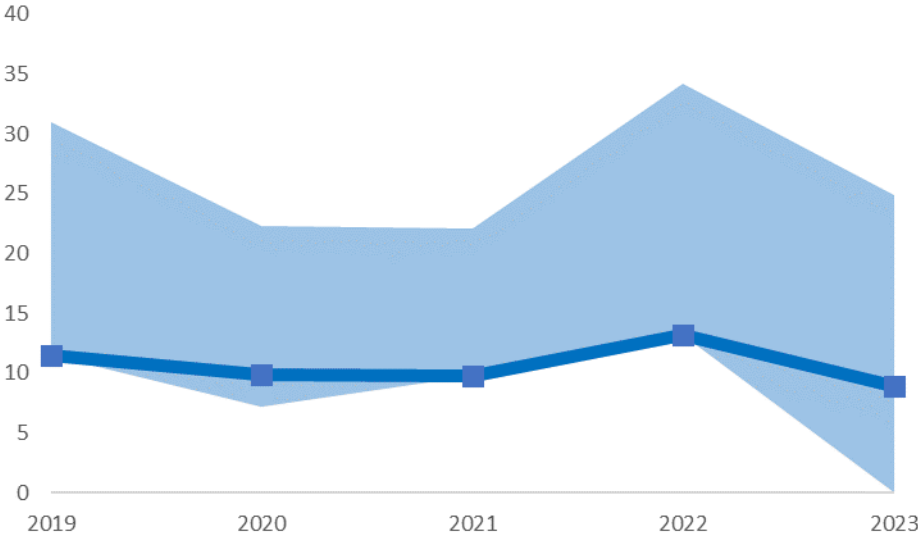
Modal Safety Benchmarking
and Initiatives

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

