

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

Received notice of
audit from WMSC

July
2023

Sept
2023

Received draft audit
report

April 1,
2024

WMSC began audit

May 1,
2024

Metro provided
comments on draft
audit report

Final audit report
published

May 21,
2024

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