



Safety and Operations Committee

Board Information Item III – B

Safety and System Readiness Update

OVERVIEW			
PRESENTATION NAME	Safety & System Readiness Update	DOCUMENT NO.	300126
ACTION OR INFORMATION	Information		
STRATEGIC TRANSFORMATION PLAN GOAL	Service excellence;		
RESOLUTION	No		
EXECUTIVE OWNER			
EXECUTIVE TEAM OWNER	Johnson, Jayme; Impastato, Theresa M.;		
ORGANIZATION	Safety & Readiness		
DOCUMENT INITIATOR	Anne Patrone		
OTHER INFORMATION			
COMMITTEE	Safety and Operations Committee	COMMITTEE DATE	6/25/2026
PURPOSE/KEY HIGHLIGHTS	To update the Board on progress made against safety targets and SMS Roadmap initiatives, as well as provide an overview of the systemwide infrastructure readiness activities that have been underway to prepare for large summer events.		
DISCUSSION	The presentation briefly revisits safety performance benchmarking for measures across Rail, Bus, and MetroAccess that were reported on in January of this year. It then moves into a discussion of Metro's Safety Management System, updating the Board on major 2026 milestones completed so far, as well as continuing work. For each of the focus areas (Safety Policy & Promotion, Safety Risk Management, and Safety Assurance), one of the current year achievements is highlighted to provide more detail. The second half		

	of the presentation is on System Readiness for the summer and goes through the actions Infrastructure took to prepare for peak summer demand, including system cleaning and preparation and inspections, installations, and testing.
INTERESTED PARTIES	N/A
RECOMMENDATION/NEXT STEPS	The Safety & Readiness team will work with partners across Metro to continue making progress against safety targets and initiatives, and both Safety & Readiness and Infrastructure will dedicate resources towards making summer events a success.
FUNDING IMPACT	N/A

Safety & System Readiness Update



Safety & Operations Committee
Washington Metropolitan Area Transit Authority
June 25, 2026

Delivering Your Metro, the Way Forward

Focus Today



Service Excellence

Deliver safe, reliable, convenient, accessible, and world-class service that customers can trust across all modes.

Objectives of Service Excellence Goal

- **Safety and Security**
- **Reliability**
- **Convenience**



Talented Teams

Attract, develop, and retain world-class talent where individuals feel valued, supported, and proud of their contribution.

Objectives of Talented Teams Goal

- **Recruitment and Retention**
- **Learning and Development**
- **Customer Service Mindset**



Financial & Organizational Efficiency

Steward public resources and efficiently allocate resources where they drive the most value, to ensure service delivery.


Objectives of Financial & Organizational Efficiency Goal

- **Financial Responsibility**
- **Organizational Efficiency**
- **Energy Management**

Safety Performance Benchmarking

Metro benchmarks against **eight peer agencies** from **seven large cities**.

National Transit Database metrics show us **leading amongst our peers** in almost every area (latest data December 2025).

- Chicago – CTA 
- Boston – MBTA 
- Atlanta – MARTA 
- San Francisco – BART & MUNI  
- Philadelphia – SEPTA 
- Los Angeles – MTA 
- New York – NYCT 

Industry-Leading

- **Derailments**
- Bus and Rail **collisions**
- Rail and MetroAccess **customer injuries**

Better Than Industry Average

- Bus and Rail **employee injuries**
- Metro Access **collisions**
- Bus **customer** and Bike and pedestrian **injuries**

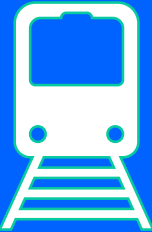
Transit is **20 times safer** than driving a car, saving the region \$950 million a year in collision costs and avoiding nearly 30 deaths and over 2,500 injuries.



Source: WMATA 2024 Benefits of Transit Report



Automatic Train Operations | Safety, Reliability, & Cost



Red Signal Overruns

- No red signal overruns in ATO since launching ATO systemwide on June 15, 2025

Red Signal Overruns in ATO

0



On-Time Performance & Reliability

- 1.5 min reduction resulting in 23.5 min average customer trip time
- 2.6% train on-time performance improvement; resulting in 400k more on-time customer trips
- 7.5 station overruns per day average

Average Customer Trip Time (Minutes)

25 → 23.5



Financial Value

- \$0.87 reduction resulting in a \$12.38 operating cost per mile

Operating Cost Per Revenue Mile

\$13.25 → \$12.38



Aligning With Industry Best Practice

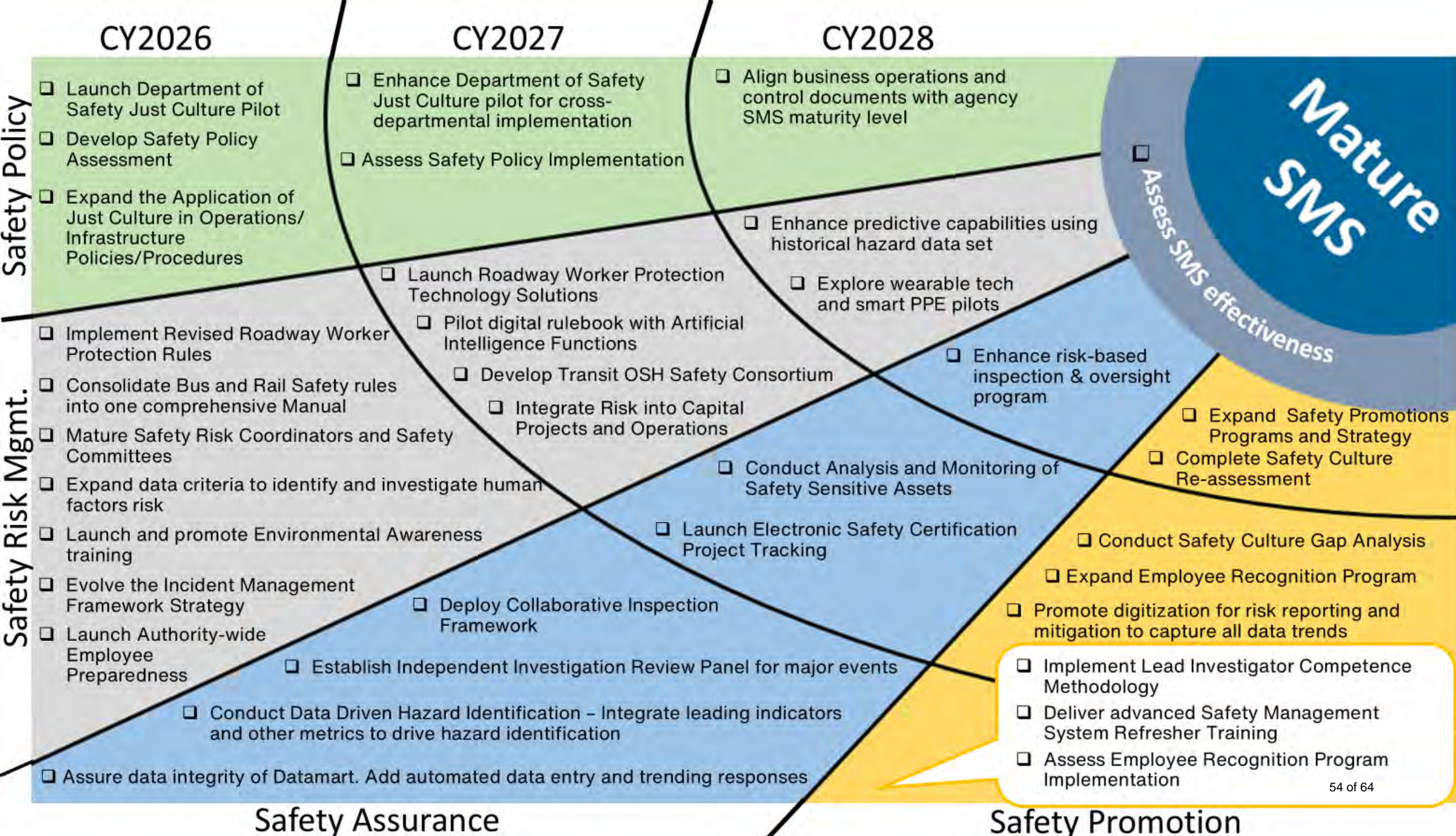
Areas for further research and development to optimize Automatic Train Operations:

- Performance Levels
- Weather
- Roadway Worker Protection (Advanced Briefer)



Safety Management System Update





CY2026

CY2027

CY2028

Safety Policy

- ❑ Launch Department of Safety Just Culture Pilot
- ❑ Develop Safety Policy Assessment
- ❑ Expand the Application of Just Culture in Operations/ Infrastructure Policies/Procedures

- ❑ Enhance Department of Safety Just Culture pilot for cross-departmental implementation
- ❑ Assess Safety Policy Implementation

- ❑ Align business operations and control documents with agency SMS maturity level

Mature SMS

Assess SMS effectiveness

Safety Risk Mgmt.

- ❑ Implement Revised Roadway Worker Protection Rules
- ❑ Consolidate Bus and Rail Safety rules into one comprehensive Manual
- ❑ Mature Safety Risk Coordinators and Safety Committees
- ❑ Expand data criteria to identify and investigate human factors risk
- ❑ Launch and promote Environmental Awareness training
- ❑ Evolve the Incident Management Framework Strategy
- ❑ Launch Authority-wide Employee Preparedness

- ❑ Launch Roadway Worker Protection Technology Solutions
- ❑ Pilot digital rulebook with Artificial Intelligence Functions
- ❑ Develop Transit OSH Safety Consortium
- ❑ Integrate Risk into Capital Projects and Operations

- ❑ Enhance predictive capabilities using historical hazard data set
- ❑ Explore wearable tech and smart PPE pilots

- ❑ Enhance risk-based inspection & oversight program

- ❑ Expand Safety Promotions Programs and Strategy
- ❑ Complete Safety Culture Re-assessment

Safety Assurance

Safety Promotion

- ❑ Conduct Data Driven Hazard Identification - Integrate leading indicators and other metrics to drive hazard identification

- ❑ Assure data integrity of Datamart. Add automated data entry and trending responses

- ❑ Deploy Collaborative Inspection Framework

- ❑ Launch Electronic Safety Certification Project Tracking

- ❑ Conduct Analysis and Monitoring of Safety Sensitive Assets

- ❑ Establish Independent Investigation Review Panel for major events

- ❑ Conduct Safety Culture Gap Analysis
- ❑ Expand Employee Recognition Program
- ❑ Promote digitization for risk reporting and mitigation to capture all data trends
- ❑ Implement Lead Investigator Competence Methodology
- ❑ Deliver advanced Safety Management System Refresher Training
- ❑ Assess Employee Recognition Program Implementation

Initiatives | Safety Policy & Promotion

Delivers the Strategic Transformation Plan by building a strong safety culture, driving home the Safety Management System principles and initiatives so employees are informed and aligned.

2026 Milestones Completed

- ✓ **Expanded the Safety Recognition Program**
- ✓ **Launched Department of Safety Just Culture Pilot**

Continuing Work

- Delivering advanced SMS training**
- Preparing to launch Lead Investigator Competency Methodology**

Safety Promotion in Action: Successful Campaigns

enhanced safety recognition



Paul Kram
Facilities

Paul Kram identified ice and snow falling off the New Carrollton building. He reported the hazard and assisted in roping off the area to ensure no one walked where there was falling ice and snow. His efforts ensured the safety of Metro's personnel and customers.

Safety Concerns?
Call 202-249-SAFE (7233)
or scan the QR code.



metro's lifesaving principles

Prioritizing Safety Risks



- Work Responsibly
- Drive With Care
- Follow Roadway Worker Protection
- Respect Electricity
- Watch Your Step

metro's lifesaving principles fatigue management

Work Responsibly

How do I identify fatigue?

- Rubbing eyes often, heavy eyelids, yawning
- Forgetting simple steps or tasks
- Struggling to focus
- Missing details
- Slower communication and comprehension

How do I prevent fatigue?

- At home:**
- Get 7-9 hours of sleep daily
 - Avoid heavy meals or excessive caffeine before shifts
- At work:**
- **Use breaks to reset**
Take a walk, hydrate, and stretch
 - **Don't overdo it**
Avoid back-to-back late or early morning shifts when possible
 - **Manage your environment**
Keep vehicle cool and ventilated, with your seat adjusted properly
 - **Stay engaged**
Use active scanning techniques
- Assess and speak up**
Before every trip, make sure you feel alert and focused. If you don't, speak up. You'll be afforded a non-punitive means of stopping work if you are too fatigued to continue safely.

Want to learn more?
fitness for duty training: ELM code SFIT4DUTY
Email questions to: Safety@wmata.com



new roadway worker protection program starts april 1, 2026



training's getting a refresh!

Safety Management System training just received an update. Recertification is mandatory for all employees.

Scan the code to view the training video, then go to MyLearning (ELM) and search "SSMSAR" to take the course.



Initiatives | Safety Risk Management

Delivers the Strategic Transformation Plan by proactively identifying and mitigating risks to drive a targeted reduction across the network, ensuring safe operations for customers and employees.

2026 Milestones Completed

- ✓ **Implemented Revised Roadway Worker Protection Program**
- ✓ **Matured Safety Risk Coordinators and Safety Committees**
- ✓ **Launched Job Hazard Analysis Training**

Continuing Work

- Testing Environmental Awareness Training**
- Consolidating Bus and Rail Safety rules into one Comprehensive Manual**
- Enhancing Data Collection for Human Factors Risks**

Safety Risk Management in Action: Improving Employee Safety

Multiple initiatives combine to ensure progress:

- ✓ **Reinforced organizational "Lifesaving Principles"** so everyone knows our top risks
- ✓ **Enhanced the Fitness for Duty program** to ensure more knowledge and awareness
- ✓ **Matured Occupational Safety & Health programs**, revising programs, closing gaps and modernizing training



Initiatives | Safety Assurance

Delivers the Strategic Transformation Plan by monitoring safety performance and driving continuous improvement to Metro's Safety Management System program

2026 Milestones Completed

- ✓ **Trialed an Independent Investigation Review Panel**
- ✓ **Matured safety 'data-mart' and data quality**
- ✓ **Improved close out of inspection findings**

Continuing Work

- Standardizing safety certification processes**
- Designing Collaborative Inspection Framework**
- Driving Data-Driven Hazard Prioritization with WMSC**

Safety Assurance in Action: Increasing Preparedness

Incident Management

- ✓ Continued pursuing Emergency Management Accreditation and evolving the Incident Management Framework Strategy
- ✓ Hosted 14 After Action Reviews following safety events, developing 25 corrective actions
- ✓ Held 2nd Regional Safety & Security Summit; won **two** APTA Emergency Management Awards

Drills & Training

- ✓ Delivered preparedness training to more than 4,000 jurisdictional responders, and hosted multiple large-scale exercises with jurisdictions
- ✓ Matured the All-Hazards Drills Program
- ✓ Prioritized de-escalation training program for frontline staff

Staff as Responders

- ✓ Trained more than 800 personnel in First Aid, and launched First Aid Training for bus operators
- ✓ Upgraded over 400 AEDs with remote monitoring capabilities
- ✓ Provided enhanced incident management training for Service Delivery Assistant Superintendents

System Readiness This Summer



System Readiness for Summer Ridership & Major Events

Inspections

Staff are inspecting elevators, escalators, station cooling systems, and other critical infrastructure

Installation

New cameras are being installed to support crowd management during large events

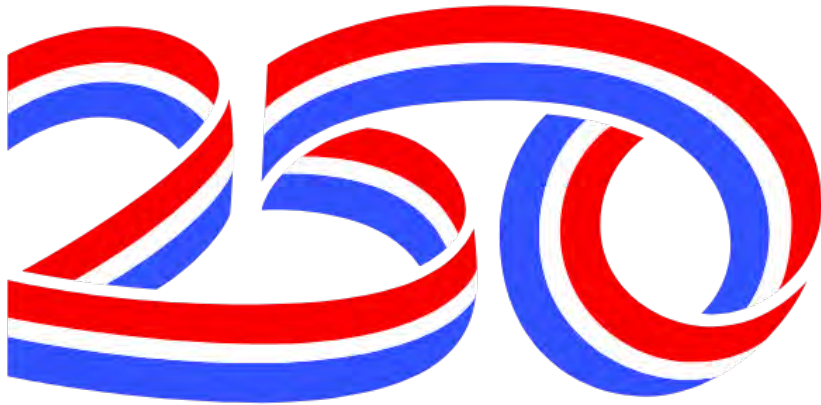
Station Readiness

Lighting is being upgraded alongside enhanced cleaning at core stations

Wayside Systems

Infrastructure team continue to clean the trackbed to reduce the risk of incidents

AMERICA



System Cleaning and Preparation



System Cleaning and Preparation

