

GM Report



WMATA Board of Directors Meeting
Washington Metropolitan Area Transit Authority
July 23, 2026

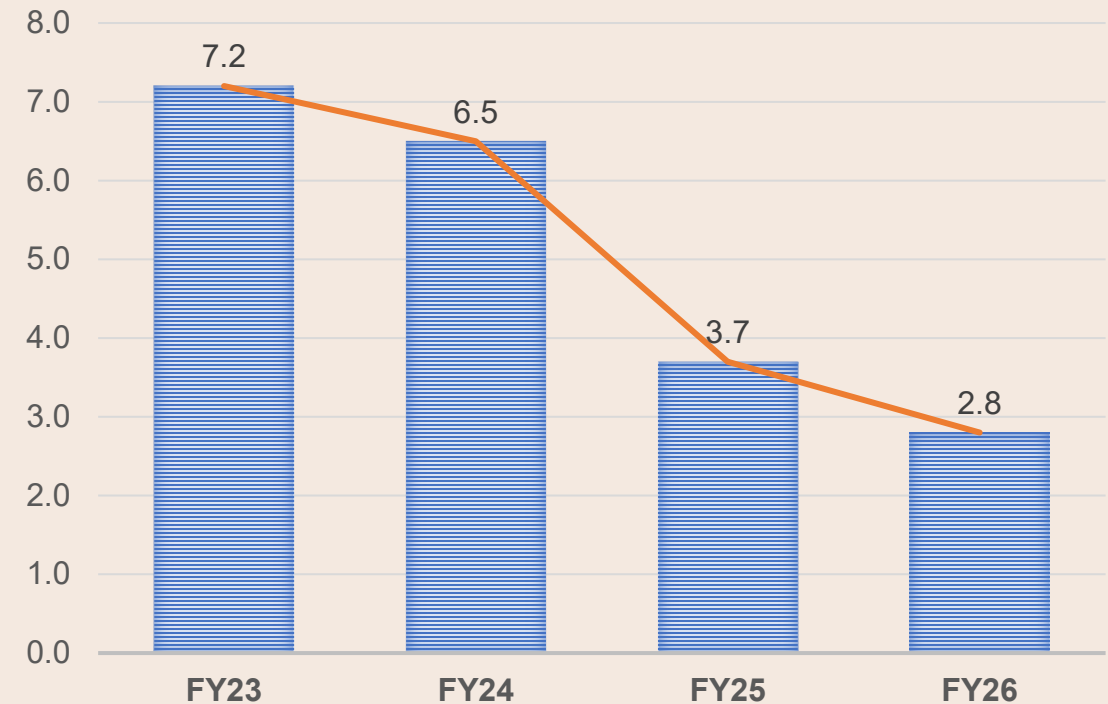
Safety and Security

CAMERA SURVEILLANCE | COMMUNITY & LAW ENFORCEMENT PARTNERSHIPS | HIGH CLOSURE RATES

New Historic Low Crime Rate Record

- Part 1 Crimes **down 12%** YTD vs YTD last year at the **same time**

PART 1 CRIMES PER 1MM CUSTOMERS



Red Line Summer Construction: UPDATE

Ridership To Date:

~370,000K Customers Transported

Customer Improvements:

- Adjustments made to boarding location to address crowding and pedestrian safety
- First come, first service parking made available at old Lord and Taylor lot to minimize impacts to customer commute



Freedom 250 Grand Prix

Getting to the Freedom 250 Grand Prix

Take Metro to the best stations near the Freedom 250 Grand Prix and enjoy a short walk to the action.

Subject to Change



Commemorative Smart Trip cards coming to select stations for purchase in August

FY26 Ridership



269.6 Million Combined Trips

115.18M Trips Metro Bus **-7% Decrease** | 151.34M Trips Metro Rail **+ 9% Increase** |
970K Access Rides **-7% Decrease** | 2.1M Abilities Rides **+30% Increase**

Enterprise Resource Planning Update

Your Metro, The Way Forward

Metro's Mission: Your Metro – Connecting you to possibilities
Metro's Vision: The region's trusted way to move more people safely and sustainably

Metro has three strategic goals that define the long-term outcomes of the updated plan. These goals show how Metro will achieve the vision.

Service Excellence

Deliver safe, reliable, convenient, and world class service that customers can trust, across modes

Talent Teams

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

Financial & Organizational Efficiency

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

Goal 1: Service Excellence

- Objective 1A) Safety & Security
- Objective 1B) Reliability
- Objective 1C) Convenience

The region's trusted way to move more people safely and efficiently

Goal 2: Talent Teams

- Objective 2A) Recruitment & Retention
- Objective 2B) Learning & Development
- Objective 2C) Customer Service Mindset

Goal 3: Financial & Organizational Efficiency

- Objective 3A) Financial Stewardship
- Objective 3B) Organizational Efficiency
- Objective 3C) Energy Management

Metro Sync

Search for people and actions

Good morning,

MeMy TeamMy Client GroupsToolsOthers

QUICK ACTIONS

Personal Details

Contact Info

Family and Emergency Contacts

Document Records

Employment Info

APPS

Connections

Journeys

Pay

Career and Performance

Personal Information

My Activity Center

Benefits

Opportunity Marketplace

Interviews

Show More

Metro Workforce

My Notifications

Manage Timecards

Manage Schedule

My Accruals

My Schedule

My time

Home

Inbox2

Launched Successfully on June 14, 2026