



Safety and Operations Committee

Board Information Item III-A

Safety Update



Board Document

OVERVIEW			
PRESENTATION NAME	Safety Update	DOCUMENT NO.	300085
ACTION OR INFORMATION	Information		
STRATEGIC TRANSFORMATION PLAN GOAL	Service excellence;		
RESOLUTION	No		
EXECUTIVE OWNER			
EXECUTIVE TEAM OWNER	Johnson, Jayme;		
ORGANIZATION	Safety & Readiness		
DOCUMENT INITIATOR	Milan Perazich		
OTHER INFORMATION			
COMMITTEE	Safety and Operations Committee	COMMITTEE DATE	1/15/2026
PURPOSE/KEY HIGHLIGHTS	In alignment with Metro's Strategic Transformation Plan (STP), staff will provide the Board with an update on Metro's Safety Management System and Strategic Roadmap, which is organized based on the four elements of SMS (Safety Policy, Safety Risk Management, Safety Assurance, and Safety Promotion). There continues to be a focus on customer and employee safety via SMS and the Agency Safety Plan. The SMS Strategic Roadmap highlights the top priorities established to accomplish this mission. The ASP describes how those priorities will be achieved. In addition to SMS, staff will provide an update on the Metro Transit Police Department's (MTPD) public safety initiatives and crime statistics for calendar year 2025.		

Board Document

DISCUSSION	Metro’s Safety Management System Roadmap is a continuous effort. Metro recently completed several activities in CY2025 that supports Metro in its continuous implementation of SMS. Below describes the CY2025 achievements under the four pillars of SMS: Safety Policy, Safety Promotion, Safety Risk Management, Safety Assurance. Safety Policy and Safety Promotions • Approved 2026 Agency Safety Plan • Continued alignment of Level 1 policies with Just Culture Principles • Completed Safety Culture Re-assessment (follow up from 2022) • Delivered SMS Training and developed SMS Refresher Training • Initiated Emergency Management Accreditation Process • Developed Just Culture Toolkit Safety Risk Management • Secured approval of revised Roadway Worker Protection Program • Launched improved Voluntary Safety Reporting Program • Initiated the Migration of Job Hazard Analysis Program into the SMS Database • Initiated the Fatigue Management Program • Launched Bus Safety Standards Committee Safety Assurance • Expanded Safety Assurance Functions to monitor Corrective Action Effectiveness • Developed Emergency Preparedness Program • Enhanced Training for Jurisdictional Agencies • Implemented Safety Investigations Awareness Program • Implemented enhanced Safety Inspection Procedures
INTERESTED PARTIES	There are no interested parties for this update.
RECOMMENDATION/NEXT STEPS	Safety & Readiness will continue the process of working to mature Metro’s Safety Management System by working through the activities listed in 2026 Safety Management System Roadmap.



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FUNDING IMPACT	There is no additional operating budget impact for these initiatives.
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Safety Update

Safety & Operations Committee
January 15, 2026

Delivering Your Metro, the Way Forward



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

- Benchmarked against **eight peer agencies** from **seven large cities**:

- 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 performance shown as a **five-year trend** using National Transit Database data up to July 2025
- Rates are **normalized across agencies** by incidents per 10 million vehicle revenue miles
- Benchmarking and initiatives used in next year's target-setting process

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.

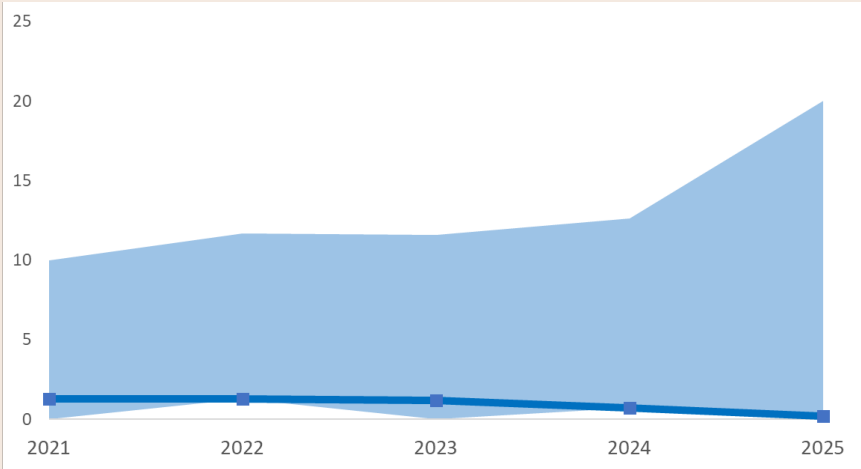


Source: WMATA 2024 Benefits of Transit Report

Rail Performance compared to peer agencies: 2021 -2025*

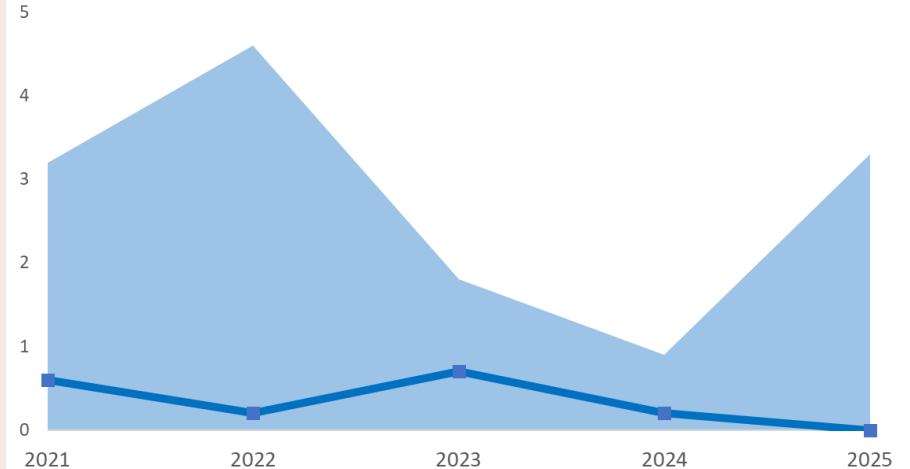
Peer agency performance range
WMATA

1 Collisions – Industry Leader

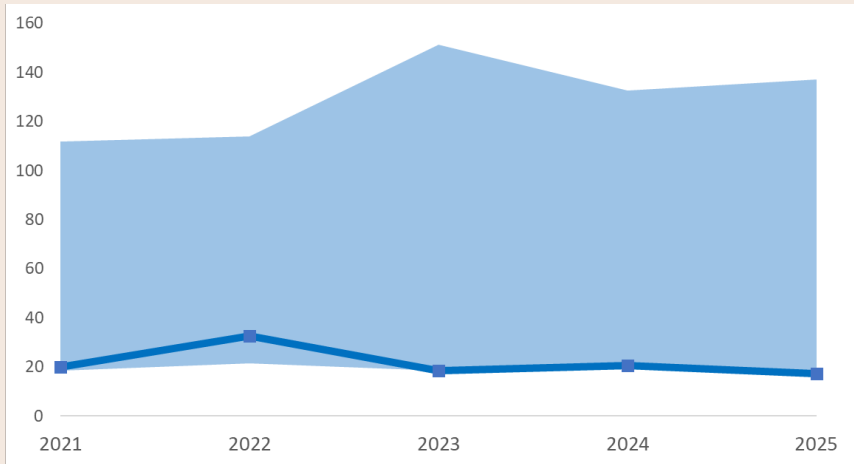


2025
Target:
<2.0

2 Derailments – Industry Leader

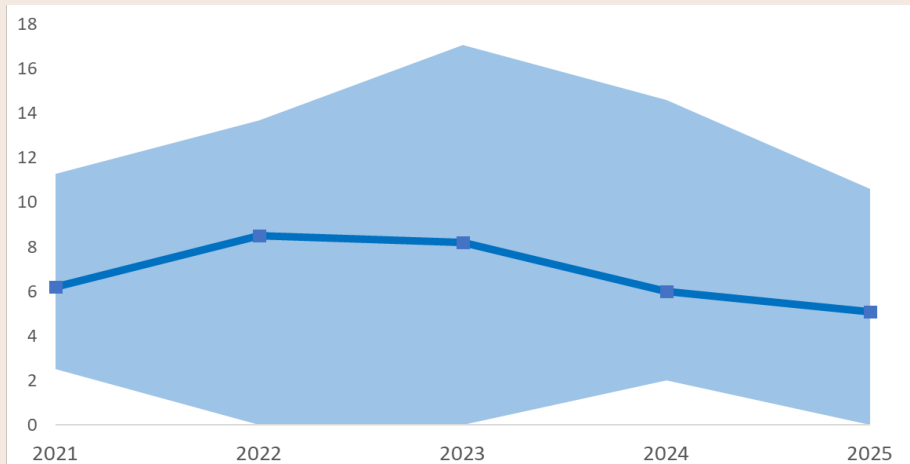


3 Customer Injuries – Industry Leader



2025
Target:
<14.7

4 Employee Injuries – Average

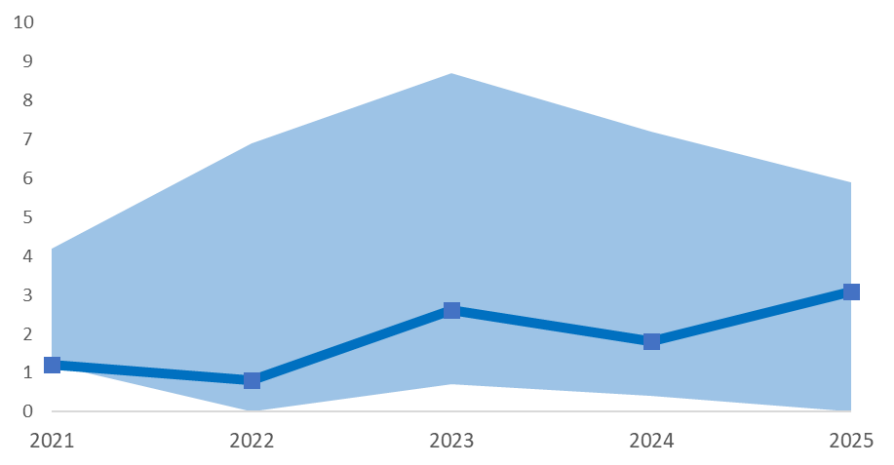


2025
Target:
<9.5

Bus Performance compared to peer agencies: 2021 -2025*

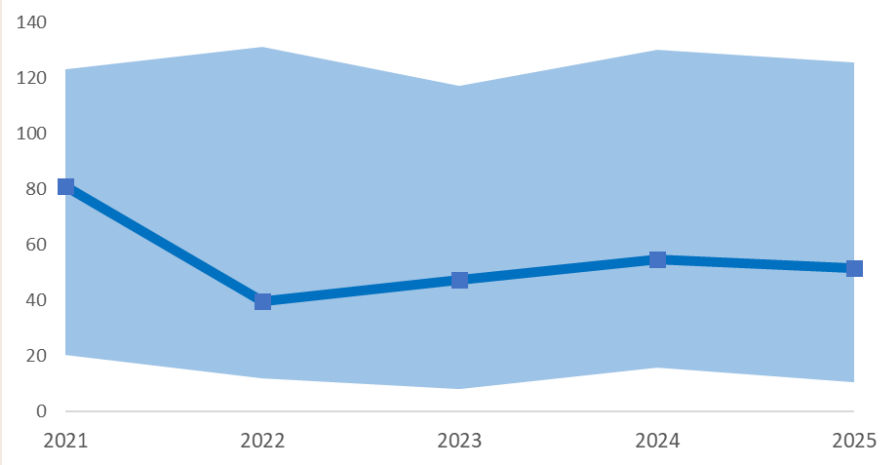
Peer agency performance range
WMATA

1 Bike/Pedestrian Injuries – Higher than average



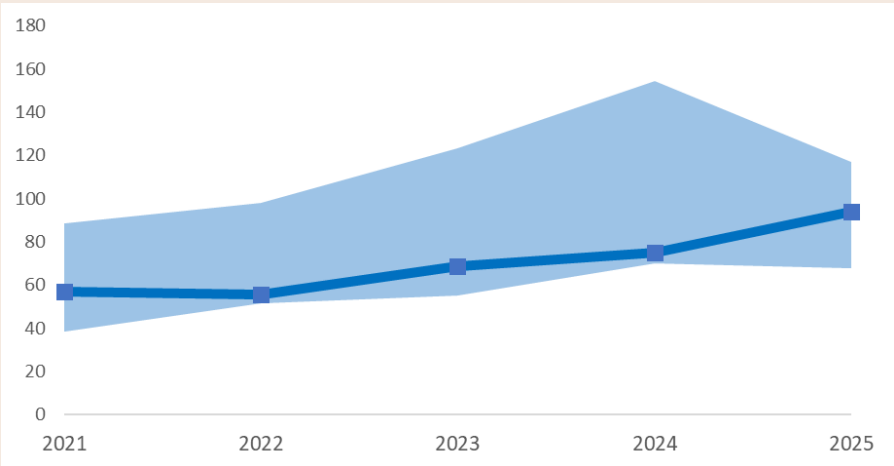
● 2025 Target: <6.3

2 Collisions – Better than average



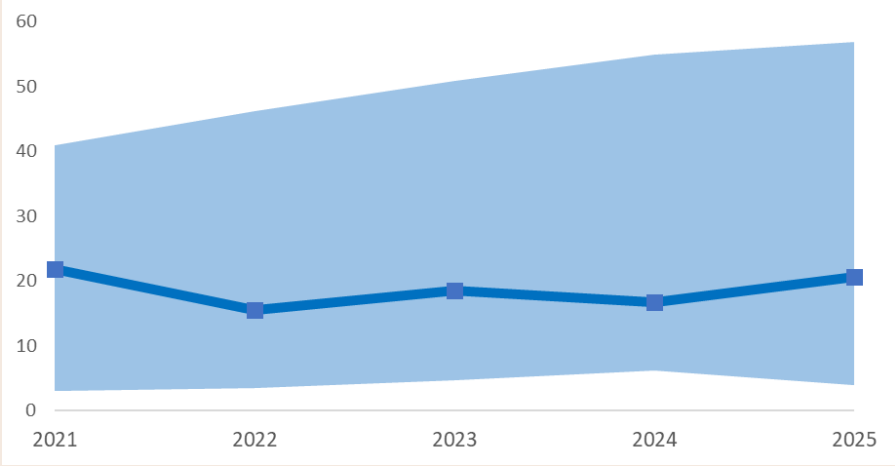
● 2025 Target: <50.8

3 Customer Injuries – Higher than average



● 2025 Target: <50.2

4 Employee Injuries – Better than average

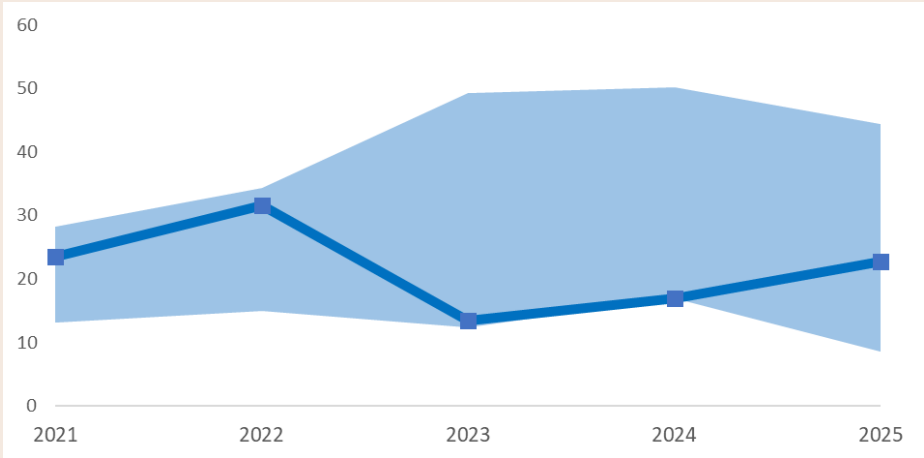


● 2025 Target: <16.8

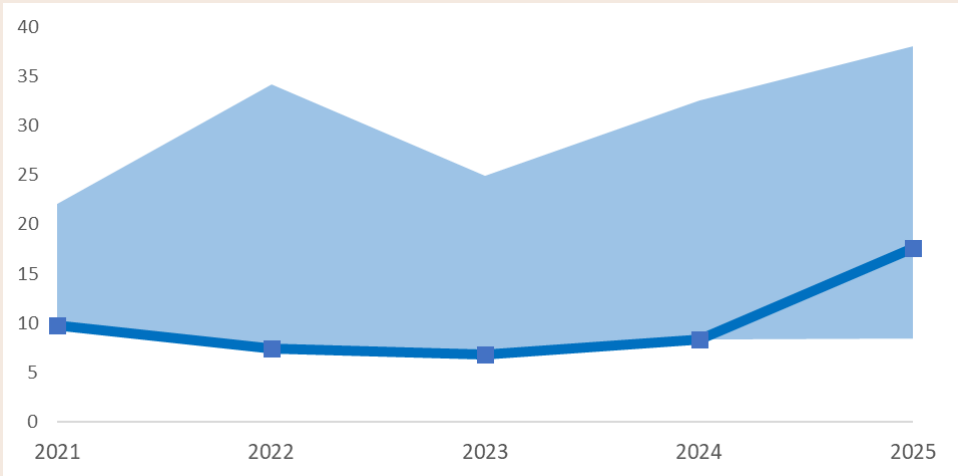
MetroAccess Performance compared to peer agencies: 2021 -2025*

Peer agency performance range
WMATA

1 Collisions – Better than Average



2 Customer Injuries – Better than Average



Safety Management System Update

CY2025

CY2026

CY2027

2025 Safety Management System Roadmap

Safety Policy

- Deploy Just Culture Toolkit
- Continue Alignment of Just Culture Principles in Agency-wide Level 1 Policies
- Initiate Fatigue Management Program
- Pursue Emergency Management Accreditation

- Develop Safety Policy Assessment
- Expand the Application of Just Culture in Operations Policies/Procedures
- Transition Ownership of Just Culture Level 1 Policy Alignment to Departments
- Enhance Emergency Action Plans

- Expand the Application of Just Culture in Infrastructure Policies/Procedures
- Assess Safety Policy Implementation

Safety Risk Mgmt.

- Implement Enhanced Safety Inspection Procedures
- Launch Bus Safety Standards Committee and initiate Rules Review
- Launch Modernization of Roadway Worker Protection Training
- Migrate Job Hazard Analysis Program into Safety Management System Database
- Participate in an Occupational Safety and Health Administration Cooperative Program
- Launch Improved Voluntary Safety Reporting Program
- Mature Incident Management Framework

- Rollout of Updated Physical Characteristics Training
- Implement Revised Roadway Worker Protection Rules
- Develop Worker Safety Rules Management Strategy
- Mature Safety Risk Coordinators and Safety Committees

- Launch Roadway Worker Protection Technology Solutions
- Pilot digital rulebook with Artificial Intelligence Functions

- Launch Electronic Safety Certification Project Tracking
- Conduct Analysis and Monitoring of Safety Sensitive Assets

- Integrate leading indicators and other metrics to drive hazard identification
- Incorporate Bio-Mathematical Analysis for All National Transit Database Reportable Major Events

- Establish Independent Investigation Review Panel

- Implement Safety Investigations Awareness Program

- Launch Enhanced Training for Jurisdictional Agencies
- Identify Safety Leading Indicators to Shift Analytic Capabilities

- Launch Emergency Preparedness Program

- Enhance Safety Certification Assurance Functions

- Expand Safety Assurance Functions to monitor Corrective Action Effectiveness

Assess SMS effectiveness

Mature SMS

- Conduct Safety Culture Gap Analysis
- Expand Employee Recognition Program

- Implement Lead Investigator Competence Methodology

- Deliver advanced Safety Management System Refresher and Just Culture Training Program

- Cultivate Top Safety Risks into Mitigation Safety Videos

- Complete Safety Culture Re-assessment
- Deliver Environmental Familiarity Training
- Develop advanced Safety Management System Refresher and Just Culture Training Program

Safety Assurance

Safety Promotion

CY2026

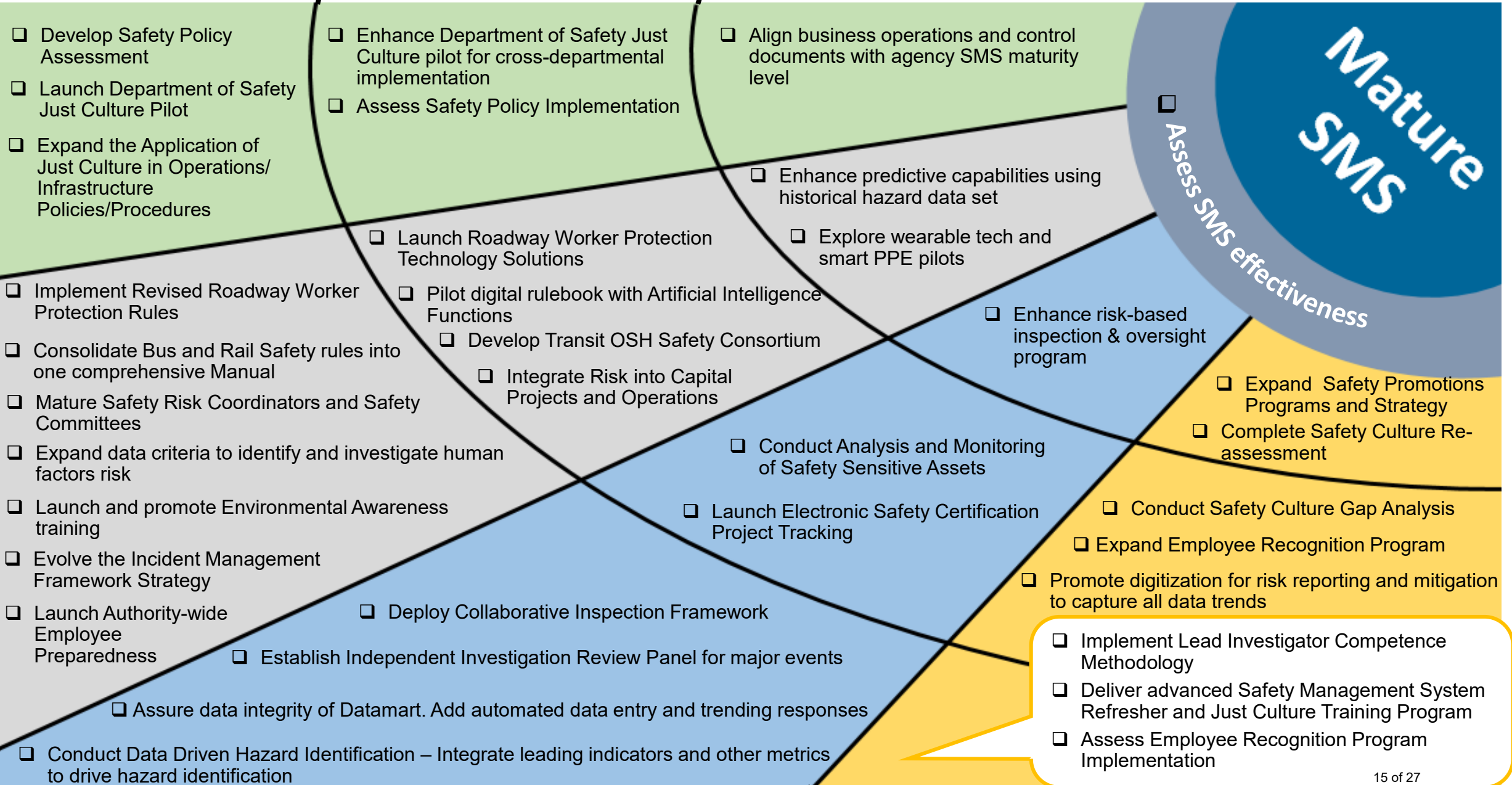
CY2027

CY2028

2026 Safety Management System Roadmap

Safety Policy

Safety Risk Mgmt.



Safety Policy & Promotion: Achievements and Next Steps

2025 Milestones Completed

- ✓ Approved 2026 Agency Safety Plan
- ✓ Completed Safety Culture Re-assessment (follow up from 2022)
- ✓ Delivered SMS Training and developed SMS Refresher Training
- ✓ Initiated Emergency Management Accreditation Process
- ✓ Continued alignment of Level 1 policies with Just Culture Principles
- ✓ Developed Just Culture Toolkit

The work continues in 2026

- Implement recommendations from the Safety Culture Survey
- Launch Environmental Awareness Training
- Continue to pursue Emergency Management Accreditation

Plus, there are new milestones

- Expand Just Culture in Operations and Infrastructure Policies & Procedures
- Deliver Safety Management System Refresher Training

Safety Risk Management in Action

Lifesaving Principles

- These principles highlight the top five safety risks at Metro
- Rooted in safety risk data
- Identify the risks employees are most likely to encounter throughout the organization, regardless of position or location.
- Following these principles prevents harm
- Promoting specific behavior to reduce specific risks is a sign of a maturing SMS



Safety Risk Management: Achievements and Next Steps

2025 Milestones Completed

- ✓ Secured approval of revised Roadway Worker Protection Program
- ✓ Launched Bus Safety Standards Committee
- ✓ Launched improved Voluntary Safety Reporting Program
- ✓ Initiated the Migration of Job Hazard Analysis Program into the SMS Database
- ✓ Initiated the Fatigue Management Program

The work continues in 2026

- Implement revised Roadway Worker Protection Program
- Progress the Occupational Safety and Health Programs
- Promote Job Hazard Analysis Training

Plus, there are new milestones

- Consolidate Bus and Rail Safety rules into one manual
- Expand risk analysis to consider human factors

Safety Assurance: Achievements and Next Steps

2025 Milestones Completed

- ✓ Implemented enhanced Safety Inspection Procedures
- ✓ Expanded Safety Assurance Functions to monitor Corrective Action Effectiveness
- ✓ Developed Emergency Preparedness Program
- ✓ Enhanced Training for Jurisdictional Agencies
- ✓ Implemented Safety Investigations Awareness Program

The work continues in 2026

- Enhance Safety Certification Function
- Establish Independent Investigation Review Panel for major events
- Deploy Collaborative Inspection Framework

Plus, there are new milestones

- Assure data integrity in Safety 'Datamart'
- Integrate leading indicators into Hazard Data Analysis

Public Safety Update

Crime Reduction Strategy

Strategic Objective

- Problem-oriented policing (Root cause policing)

Transformation Projects

- Regional partnerships and increased Special Police Officers
- Recruiting
- Point-of-Entry policing
- Bus fare enforcement on bus routes
- Crisis Intervention Team & enhanced community outreach
- Truancy enforcement
- Balanced and Restorative Justice
- Training Academy
- MTPD Cadet Program
- Youth Advisory Council

Key Performance Indicators

- Crime rate reductions
 - Citations
 - Assaults
- Closure rates
- Banning
- SPO's train car checks
- Body worn cameras
- Crisis intervention outcomes
- Outreach engagement

Part 1 Crime Department-wide

Department-wide: Part I Crime			
Offense Type	2024	2025	% Change
Aggravated Assault	211	145	-31%
Arson	1	3	200%
Burglary	2	2	0%
Homicide – MTPD	0	2	200%
*Homicide - Other Agencies	1	0	-100%
Rape	4	0	-100%
Robbery	303	212	-30%
Theft Auto	219	191	-13%
Theft Bicycle	115	49	-57%
Theft Other	175	108	-38%
Theft Pickpocket	23	5	-78%
Theft Snatch	134	74	-45%
Theft from Auto	87	42	-52%
Total	1,274	833	-35%

* Homicides taken by other agencies are not counted in the Part I totals

Part 1 Crime

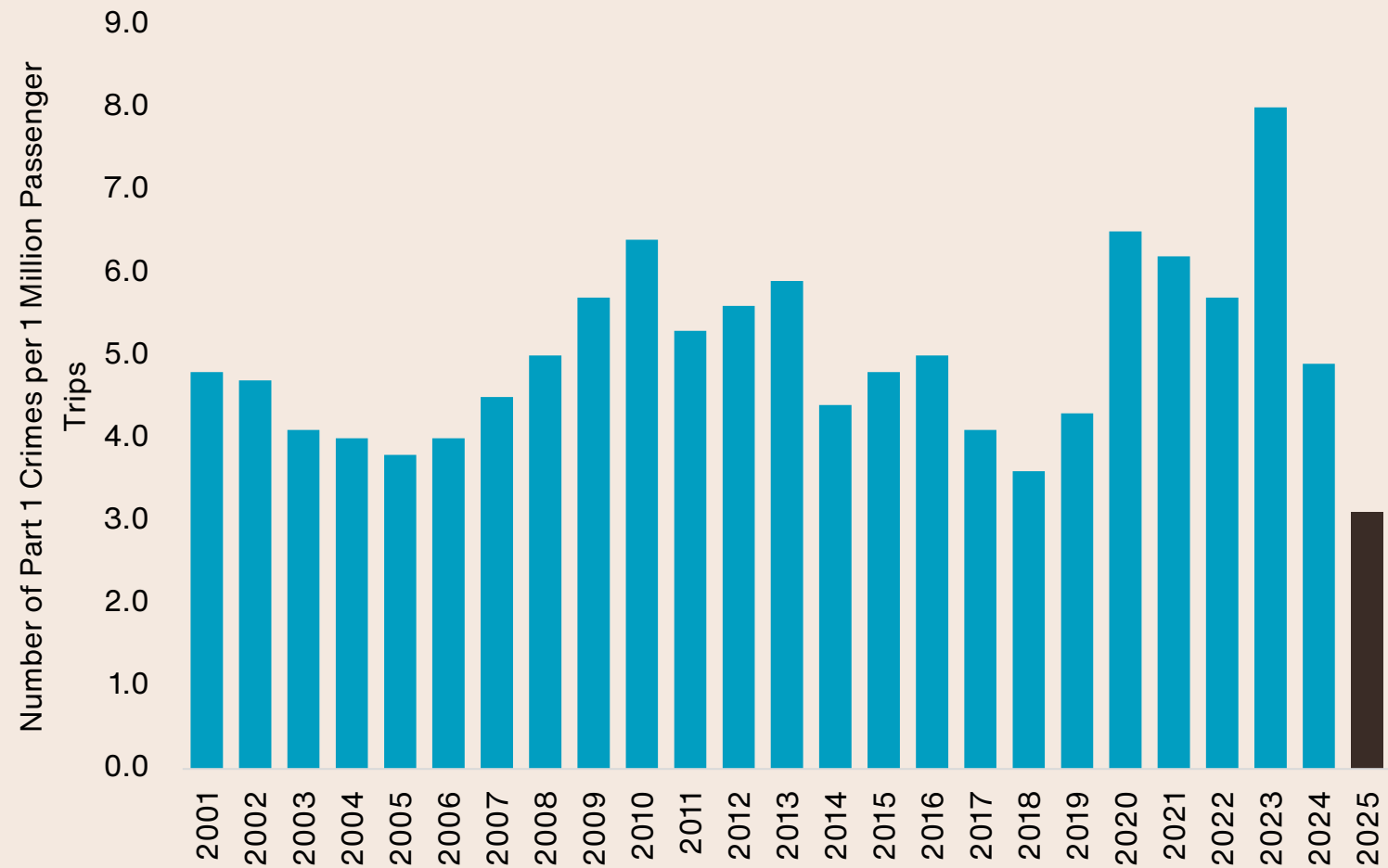
Part I Crime by Year									
2001	2002	2003	2004	2005	2006	2007	2008	2009	2010
1620	1598	1395	1353	1277	1408	1571	1802	2050	2257

Part I Crime by Year									
2011	2012	2013	2014	2015	2016	2017	2018	2019	2020
1885	1945	2060	1498	1575	1502	1214	1054	1308	719

Part I Crime by Year				
2021	2022	2023	2024	2025*
684	925	1799	1231	833

- Lowest Part I crime since 2000
 - Absent of pandemic years 2020 and 2021

2025 Part 1 Crime Rate is Lowest in 25 Years



- 833 Part 1 Crimes in 2025
- 37% lower than 2024, with almost 400 fewer crimes
- 14% lower than 2018 – the next best year



Part I Crimes Decreased at All WMATA Locations

Part I Crime (By Location)	2024	2025	% Change
RAIL	739	487	-34%
PARKING LOT	249	149	-40%
BUS	210	133	-37%
WMATA PROPERTY	23	21	-9%
BUS STOP	9	8	-11%
OFF WMATA PROPERTY	4	5	25%
Totals	1,234	803	-35%



Enforcement

Enforcement Type	2024	2025	% Change
Arrests	4,873	5,097	5%
Summonses/Citations	15,866	21,305	34%
Warnings	148	170	15%
Warning – Panhandling	1	0	-100%
Warning – Loitering	1	0	-100%
Warning – Disorderly Conduct	5	2	-60%
Warning – Vending Without a License	0	1	100%
Warning – Fare Evasion	138	168	22%
Warning – Alcohol Violation	0	2	200%
Warning – Urinating/Defecating in Public	0	1	100%
Warning – Smoke or Carry Lighter, Pipe	2	1	-50%
Warning – Disorderly Affray	0	1	100%
Total	20,887	26,572	27%

- **Department-wide enforcement** up 27% CY 2025 compared CY 2024
- **Rail and Bus enforcement** increased 35% CY 2025 compared to CY 2024

Fare Enforcement (By Mode)	2024	2025	% Change
Fare Enforcement - Bus	3,039	8,630	184%
Fare Enforcement - Rail	13,152	13,211	1%
Total	16,191	21,841	35%

Closure Rates

Crime Category	National Average	2024 MTPD Rate	2025 MTPD Rate
Homicide	61%	100%	100%
Rape	27%	100%	N/A
Robbery	30%	51%	62%
Aggravated Assault	49%	72%	67%
Theft	17%	24%	26%
Arson	28%	0%	67%
Theft Auto	9%	15%	18%
Burglary	15%	50%	0%

- MTPD has higher closure rates than national average
- Part I crime is down 35%

