



**WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY**

# Moving Metro Forward

A 6-Month Safety, Reliability, and  
Financial Action Plan

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General Manager

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Metro is moving forward with a six-month action plan to:

- Ensure the safety of our employees and customers
- Improve reliability and customer service
- Provide for short and long-term financial stability



- Build a strong safety department starting with increased training and full staffing
- Continue accelerated close-out of safety-related audit findings
- Develop incident tracking and safety management reporting systems
- Encourage near-miss reporting, including anonymous hotline and strengthened whistleblower protection
- Complete new right-of-way worker protection manual and revisions to Metrorail Safety Rules and Procedures Handbook
- Create a safety culture throughout Metro



### ■ Safety Department Staffing

- Appointed New chief safety officer; filled 6 of 12 new safety positions, remaining expected to be filled by July
- Arranged for Transportation Safety Institute staff training to run from May through September
  - Subjects include rail incident investigation, current trends in transit rail safety, and transit emergency management:
- Assigned Safety officers to each bus/rail division

### ■ Communications

- Convened GM 'Safety Action Report Out' meetings: 6 held to date with 60 front-line supervisors
  - Supervisors are accountable for safe performance of their teams
- Launched new cross-departmental Safety Action Team



- Track Workers
  - Established cross-departmental Roadway Worker Protection Work Group
  - Provided training for track workers on proper hand signaling and for train operators on proper communications with OCC
- Rail Operations
  - Expected: Consideration by Board to replace the 1000-series rail cars
  - Continued installing rollback protection on fleet of **1,118** rail cars (**816** already complete)
  - Continued manual operation of trains
  - Initiated twice-daily computerized tests of track circuits
  - Began developing real-time monitoring software



Metro will work to enhance the overall customer experience by improving:

- On-time performance of all modes – Metrobus, Metrorail and MetroAccess
- Reliability of equipment
- Availability of elevators and escalators

- Increase and enhance training for front-line employees and supervisors
- Create transparent performance reporting systems
  - Monthly report of performance trends
  - Annual summary of performance each September
- Revise inspection and maintenance procedures to accommodate changes in operations
- Pilot Metrorail schedule adjustments on Red Line
- Initiate independent assessment of elevator/escalator maintenance and repair programs
- Re-emphasize the top priorities of safety and a state of good repair



- **Metrorail**
  - Began 30-60-90 day performance reviews for new train operators
- **Metrobus**
  - Started replacing 148 older buses; deliveries due by September 2010
  - Implemented NextBus
  - Increased supervision of street operations
- **MetroAccess**
  - Enhanced driver training and Drive-Cam installed in vehicles
- **Elevators/Escalators**
  - Initiated consolidation of elevator/escalator supervision to improve accountability and creation of rapid response maintenance teams by June





## Financial Stability- Priorities

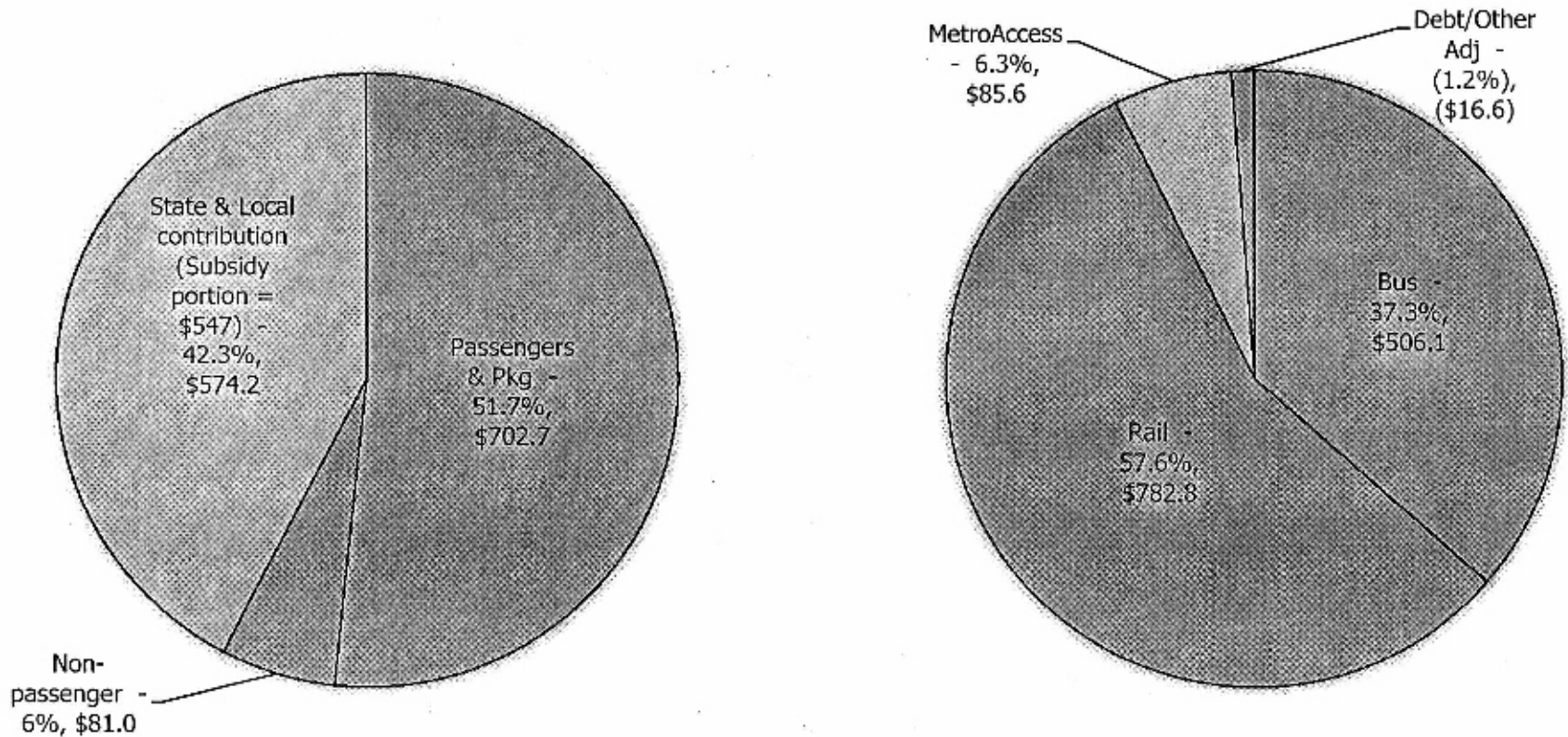
Over the next six months, actions will be taken to put Metro on a more stable financial foundation.

- Implement Board-approved FY2011 budget, which will combine service cuts and fare adjustments to fill the \$189 million gap
- Manage transition from Metro Matters capital funding agreement (FY2005-2010) to next capital funding agreement, currently being negotiated
- Initiate a regional discussion of Metro's long-term fiscal outlook to identify both challenges and solutions



# Financial Stability FY2010 Operating Budget

**Source of Funds = \$1,357.9M = Use of Funds**



**(dollars in millions)**

*Note:* Fares cover more than 70% of Metrorail operations, about 30% of Metrobus operations, and 5% of MetroAccess operations



Progress will be measured transparently for employees, customers, members of Congress and all stakeholders to monitor

- On time performance and other operations metrics are being developed
  - Monthly “vital signs” reports will be launched June 2010
  - Annual reports will be issued in September
- Metrics will be expanded to other areas, such as safety