



Washington Metropolitan Area Transit Authority

Metro Progress Report Council of Governments

WMATA General Manager Paul J. Wiedefeld
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Safety & Security

- SafeTrack
- Working with FTA and NTSB to address recommendations
- Installing new radio system/cell phone coverage
- Increased Transit Police patrols





Improving Service Reliability and Customer Experience

- Customer Accountability Report (CARE)
- New 7000 Series railcar delivery
- Vehicle Maintenance Initiative
- Station exit/entry grace period
- MyTripTime
- New WMATA website





Financial Management

- Accountability
- Internal efficiencies
- Agency-wide staff reductions
- FY 16 Audit Completed
- Public-Private Partnerships for paratransit and parking
- JGB Headquarters



Challenges Ahead

- Span of Service
- Upcoming FY 18 budget
 - ✓ Declining ridership/revenue
 - ✓ Funding source tradeoffs
 - ✓ CARE Initiatives
- FY 18 budget options
 - ✓ Management efficiencies
 - ✓ FTA grant for preventive maintenance
 - ✓ Rail, bus service reductions
 - ✓ Fare increases
 - ✓ Jurisdictional contributions



Challenges Ahead

- Structural fiscal issues
 - ✓ Labor intensive industry
 - ✓ Binding arbitration
 - ✓ Unfunded OPEB
 - ✓ Pension liability
 - ✓ Jurisdictional consensus

- Growing capital needs to maintain/enhance system



Moving Forward

**SERVICE
RELIABILITY/
CUSTOMER
SERVICE**

**SAFETY &
SECURITY**

**FISCAL
MANAGEMENT**

**ACCOUNTABILITY/
ORGANIZATIONAL
PRIDE**