

FY2025 Oversight Hearing Questions

Organization and Staffing

1. Please provide a complete and current **organizational chart** for WMATA and each division and subdivision within the Authority, including:
 - a. The names and titles of all senior personnel;
 - b. A description of the roles and responsibilities for each division and subdivision;
 - c. An explanation of any changes to the organizational chart made in FY24 or FY25, to date; and
 - d. Whether any of the positions reflected in the chart are vacant.

(Organizational chart attached)

Board Corporate Secretary

The Office of the Board Corporate Secretary is an independent office that reports to the Metro Board of Directors and serves as a resource to advance the Board's goals, policies, and strategic plan. The Office is responsible for managing the Board's activities across the Authority in support of executive decision-making. It works with the Board on policy issues, provides guidance, represents the Board in policy matters, and advises on communications and governance best practices. The office also works proactively with management to carry out the policies, goals, and initiatives of the Board and serves as a liaison between the Board, the Authority, Board advisory bodies, and customers. Other responsibilities include Board training and professional development, regulatory compliance and ethics, coordination, review and distribution of Metro Board materials, maintaining official records of Board actions and resolutions, publishing legal notices, arranging public hearings approved by the Board, and representing the Board on various stakeholder issues.

Office of Inspector General

The Office of Inspector General (OIG) is an independent office that reports to the WMATA Board of Directors. Under the WMATA Compact, the OIG is an independent and objective unit of the Authority that conducts and supervises audits, program evaluations, and investigations relating to Authority activities. It promotes economy, efficiency, and effectiveness in Authority activities, detects and prevents fraud and abuse, and keeps the Board fully and currently informed about deficiencies in Authority activities as well as the necessity for and progress of corrective action.

Safety & Readiness

Safety & Readiness is responsible for the safe operation of Metrobus, Metrorail, MetroAccess, and Metro's facilities for all employees, customers, and surrounding communities. It provides internal occupational health and regulatory safety services. In collaboration with all other departments, Safety & Readiness promotes Metro's safety culture throughout the organization from the Board of Directors to every employee, regardless of position or location. It is responsible for the management and compliance of policies and procedures in the following areas:

- Hazard identification and mitigation
- Incident and accident investigation
- Emergency preparedness
- Safety and security certification
- Oversight of construction safety
- Occupational safety and health
- Environmental management and compliance
- Quality business practices for Metro's overall quality, efficiency, reliability, and safety
- Accessibility standards to improve customer and workplace safety

Customer Experience & Engagement

The mission of the Department of Customer Experience & Engagement is to grow and sustain a satisfied customer base. The primary goal is to deliver better service, market and explain that service, and provide helpful information to customers along their journey. Whether customers are taking a train, bus, or car, or on a train platform viewing information displays, at a bus stop looking for real-time arrival data, planning a trip with Google Maps, getting email alerts about a specific line/bus route, or following us on social media – our messaging should be accurate and helpful. Through collaboration within Customer Experience & Engagement, our teams are the voice of the customer, driving cultural shifts toward a more customer-centric approach. The five divisions include:

- Government Relations
- Community Relations & Outreach
- Strategic Programs & Initiatives
- Marketing
- Transformation

Communications & Customer Service

The Department of Communications and Customer Service's primary function is to grow and sustain a satisfied customer base, maintaining historic satisfaction numbers through clear, concise messaging. The focus is on delivering accurate, timely, and helpful information to customers that guides their decision-making during every part of their transit journey. This unified approach helps build trust and transparency in the community, improving the customer's journey throughout our system. The four complementary divisions include:

- Media Relations & Digital Communications
- Customer Service Call Center
- Metro Integrated Command and Control Communications
- Communications & Events

Planning & Performance

The Department of Planning and Performance drives Metro's strategy, plans new and ongoing programs and projects, develops bus and rail service schedules, and measures Metro's success against those plans. It includes five departments:

- Performance Data & Research
- Planning
- Strategy & Policy
- Service Planning and Scheduling
- Capital Planning & Programming

Finance

The Department of Finance helps Metro move the region forward by providing safe and reliable public transportation in a fiscally responsible manner. Finance advances fiscal integrity through budget development and management, financial planning, reporting and analysis, resource management and allocation, cash flow and investment management, quality procurement, and ensuring compliance with applicable accounting standards and regulatory requirements. Finance enhances the Authority's fiscal sustainability by maximizing capital program funding through capital budget management and pursuit of grant opportunities, facilitating revenue collection and fare programs, and managing Metro's real estate portfolio. Finance comprises offices of:

- Management and Budget
- Accounting
- Real Estate and Development
- Treasury
- Procurement and Materials

Digital Modernization

Digital Modernization supports all operating components of Metro by providing technology solutions to provide, protect, maintain, and support Metro's daily operations. This department safeguards Metro data and network access and promotes the security, compatibility, integration, and interoperability of information and operational technologies. Incorporating Enterprise Architecture industry standards ensures the maintainability, affordability, scalability, and performance of all digital assets and infrastructure. The Enterprise Applications team supports key business functions in modernizing Metro's key business functions through Digital Modernization, including the offices of:

- Cybersecurity
- Data & Artificial Intelligence (AI) Enablement
- Enterprise Applications
- Enterprise Architecture
- Modernization Strategy, Digital Culture & Product Management
- Operational Technology
- Service Delivery & Operations

Human Capital

Human Capital supports all operating units within Metro, building talented teams where individuals feel valued, supported, and proud of their contributions. It supports employee and labor relations matters, developing, maintaining, and improving employee relationships through communication and performance management, as well as interpreting and conveying Metro's policies and collective bargaining agreements. The department is responsible for sourcing and supporting the selection of highly qualified talent, delivering customer-friendly onboarding, and implementing employee performance management. Human Capital Solutions drives transformational change by formulating workforce and talent strategies and redefining practices, including enterprise-wide workforce planning and the refinement of competency architecture and its integration into Human Capital processes.

Legal & Compliance

Metro's Legal and Compliance organization includes the Legal department and, the Audit & Compliance department. The Legal department is responsible for all legal affairs of Metro and provides high-quality legal advice and counsel to the Board of

Directors, executive management, and all Metro departments and offices. The Audit & Compliance department conducts internal audits, reviews, and assessments of Metro's internal controls and business processes to help Metro more effectively manage risks.

Infrastructure

The Department of Infrastructure executes the inspection, maintenance, and rehabilitation of all fixed assets throughout Metro and delivers the capital construction program from development of implementation strategy for all approved projects through daily oversight of project execution. The Department's organizational structure consists of seven main divisions:

- Project Delivery
- Power
- Communications & Signaling
- Track & Structures
- Facilities
- Work Planning & Maintenance Improvement
- Infrastructure Administration
- Rail Transformation

Operations

Operations staff operate buses and trains, maintain Metro vehicle fleets, and ensure a safe and secure environment for passengers and employees. The offices within Operations include:

- Transportation
- Fleet
- Access Services
- Metro Transit Police Department
- Metro Integrated Command & Communications Center
- Reliability Engineering & Asset Management
- Operations Administration
- Special Projects

Last year, there were several changes to the organizational chart as follows:

- The Director of Transformation became Chief of Staff and assumed responsibility for Board Coordination and Executive Office
- Communications & Customer Service was restructured to a separate portfolio, under a new Executive Vice President.
- The Transformation Office, previously a separate department, was transferred to Customer Experience
- A new Senior Vice President of Facilities was hired
- Safety & Readiness hired a Director of Special Projects
- Operations
 - Created Chief Transportation Officer Role
 - Created Chief Fleet Officer Role
 - Supply Chain Management was absorbed into the Fleet portfolio
- Finance
 - Hired a Director of Special Projects, New Comptroller, and New Chief Procurement Officer
 - Digital Modernization reorganized

2. Please provide a breakdown of WMATA employees by state of residence.
 - a. Please provide a breakdown of all new hires in FY24 and FY25, to date, by state of residence.

Employee Residence	Count of Employees
DC	1631
MD	9283
VA	1933
Other	170
Total Employees	13017

3. How many employees were hired by or separated from WMATA in FY24 and FY25, to date (as of January 1, 2025)?

Employee Residence	FY24 New Hires	FY24 New Hires %	FY24 Terms	FY 24 Terms %	FY25 New Hires	FY25 New Hires %	FY25 Terms	FY25 Terms %
DC	236	20.71%	150	20.00%	168	26.92%	77	18.78%
MD	712	62.51%	439	58.53%	359	57.53%	236	57.56%
VA	175	15.36%	133	17.73%	78	12.50%	76	18.53%
Other	16	14.04%	28	3.73%	19	3.05%	21	5.12%
Total Employees	1139	100%	750	100%	624	100%	410	100%

4. Please provide a table of the **Board of Directors'** current membership, and, if any, the number of unfilled Board seats. For each seat, please provide the following:
- The member's name;
 - The jurisdiction in which they reside;
 - The jurisdiction, agency, or organization the member represents;
 - When the member's term expires;
 - For any vacant seats, how long the seat has been vacant; and
 - Attendance record for all official Board meetings.

Board Member	Role	Jurisdiction/Appointing Authority	Term Expiration
Tracy Hadden Loh	Principal Director	DC/DC Council	June 30, 2025
Spring Worth	Alternate Director	DC/DC Council	June 30, 2028
Valerie Joy Santos	Principal Director	DC/DC Council	June 30, 2027
Vacant (since January 22, 2021)	Alternate Director	DC/ DC Council (Mayoral Nominee)	June 30, 2022 ¹
Joe McAndrew	Principal Director	MD/Governor of Maryland/Maryland Secretary of Transportation	n/a
Michael Goldman	Alternate Director	MD/Montgomery County/WSTC	June 30, 2025
Donald Drummer	Principal Director	MD/Governor of Maryland/WSTC	June 30, 2025
Thomas Graham	Alternate Director	MD/Prince George's County/WSTC	June 30, 2025
Paul Smedberg	Principal Director	VA/Commonwealth of Virginia/NVTC	January 5, 2026
Canek Aguirre	Alternate Director	VA/City of Alexandria/NVTC	January 16, 2029
Matt Letourneau	Principal Director	VA/Loudoun County/NVTC	January 5, 2027
Walter Alcorn	Alternate Director	VA/Fairfax County/NVTC	January 4, 2028
Sarah Kline	Principal Director	Fed/USDOT/Secretary of Transportation	September 7, 2025
April Rai	Alternate Director	Fed/USDOT/Secretary of Transportation	December 14, 2026
Kamilah Martin-Proctor	Principal Director	Fed/USDOT/Secretary of Transportation	September 7, 2025
Bryna Helfer	Alternate Director	Fed/USDOT/Secretary of Transportation	September 7, 2025

CY2024 Board of Directors Attendance	
Committee Name	Members Present
January 9, 2024	
Board Executive Session	Smedberg, McAndrew, Hadden Loh, Kline, Letourneau, Drummer, Santos, Helfer*
January 11, 2024	

Executive Committee Executive Session	Smedberg, McAndrew, Hadden Loh, Kline, Letourneau, Drummer, Santos, Helfer*
Executive Committee	Smedberg, McAndrew, Hadden Loh, Kline, Letourneau, Drummer, Santos, Helfer*
Finance and Capital Committee	Smedberg, McAndrew, Hadden Loh, Kline, Letourneau, Drummer, Santos, Helfer*
January 25, 2024	
Board Executive Session	Smedberg, McAndrew, Hadden Loh, Kline, Letourneau, Drummer, Santos, Martin-Proctor
Safety and Operations Committee	Drummer, Martin-Proctor, Smedberg, Hadden Loh, McAndrew, Santos, Kline, Letourneau
Board of Directors Meeting	Smedberg, McAndrew, Hadden Loh, Kline, Letourneau, Drummer, Santos, Martin-Proctor
Executive Committee in Executive Session	Smedberg, McAndrew, Hadden Loh, Kline, Drummer, Santos, Martin-Proctor
February 1, 2024	
Board Executive Session	Smedberg, McAndrew, Hadden Loh, Letourneau, Drummer, Santos
February 8, 2024	
Executive Committee in Executive Session	Smedberg, McAndrew, Hadden Loh, Kline, Letourneau, Drummer, Worth*, Martin-Proctor
Executive Committee	Smedberg, McAndrew, Hadden Loh, Kline, Letourneau, Drummer, Worth*, Martin-Proctor
Finance and Capital Committee	Letourneau, Kline, McAndrew, Worth*, Drummer, Hadden Loh, Martin-Proctor
Safety and Operations Committee	Drummer, Martin-Proctor, Smedberg, Hadden Loh, McAndrew, Worth*, Kline, Letourneau
February 22, 2024	
Executive Committee in Executive Session	Smedberg, Goldman*, Hadden Loh, Kline, Drummer, Santos, Martin-Proctor
Safety and Operations Committee	Drummer, Martin-Proctor, Smedberg, Hadden Loh, Goldman*, Santos, Kline
Board of Directors Meeting	Smedberg, Goldman*, Hadden Loh, Kline, Letourneau, Drummer, Santos, Helfer*
Board Executive Session	Smedberg, Goldman*, Hadden Loh, Kline, Letourneau, Drummer, Santos, Helfer*
March 7, 2024	
Executive Committee in Executive Session	Smedberg, McAndrew, Worth*, Kline, Letourneau, Drummer, Santos, Martin-Proctor
Executive Committee	Smedberg, McAndrew, Worth*, Kline, Letourneau, Drummer, Santos, Martin-Proctor
Safety and Operations Committee	Drummer, Martin-Proctor, Smedberg, Worth*, McAndrew, Kline, Letourneau, Santos
Board of Directors Meeting	Smedberg, McAndrew, *Worth, Kline, Letourneau, Drummer, Santos, Martin-Proctor
Board Executive Session	Smedberg, McAndrew, Worth*, Kline, Drummer, Santos, Martin-Proctor
March 21, 2024	
Board Executive Session	Smedberg, Goldman*, Hadden Loh, Kline, Letourneau, Drummer, Santos, Helfer*, Rai*
Executive Committee in Executive Session	Smedberg, McAndrew, Hadden Loh, Kline
April 8, 2024	
Board Executive Session (for Alternate Directors only)	Aguirre, Goldman, Worth, Rai, Alcorn, Graham, Helfer
Executive Committee in Executive Session	Smedberg, McAndrew, Hadden Loh, Rai
April 9, 2024	
Board Executive Session	Smedberg, McAndrew, Hadden Loh, Kline, Drummer, Santos, Martin-Proctor

April 11, 2024	
Board Executive Session	Smedberg, McAndrew, Worth*, Kline, Letourneau, Drummer, Santos, Martin-Proctor
Special Board of Directors Meeting	Smedberg, McAndrew, Worth*, Kline Letourneau, Drummer, Santos
Finance and Capital Committee	Letourneau, Kline, McAndrew, Santos, Drummer, Smedberg, Martin-Proctor, Hadden Loh/Worth*
April 25, 2024	
Executive Committee in Executive Session	Smedberg, McAndrew, Hadden Loh, Kline, Letourneau, Drummer, Santos, Martin-Proctor
Safety and Operations Committee	Drummer, Martin-Proctor, Smedberg, Hadden Loh, McAndrew, Kline, Letourneau, Santos
Finance and Capital Committee	Letourneau, Rai*, McAndrew, Santos, Smedberg, Martin-Proctor, Drummer, Hadden Loh
Board of Directors Meeting	Smedberg, McAndrew, Hadden Loh, Rai*, Letourneau, Drummer, Santos, Martin-Proctor
Board Executive Session	Smedberg, McAndrew, Hadden Loh, Kline, Letourneau, Drummer, Santos, Martin-Proctor
May 1, 2024	
Joint COG/WMATA Board Meeting (DMVMoves)	Smedberg, McAndrew, Hadden Loh, Kline, Letourneau, Drummer, Santos
May 3, 2024	
Executive Committee in Executive Session	Smedberg, Hadden Loh, Kline, Santos
May 7, 2024	
Board Executive Session	Smedberg, McAndrew, Hadden Loh, Kline, Letourneau, Drummer, Santos, Martin-Proctor
May 9, 2024	
Executive Committee in Executive Session	Smedberg, McAndrew, Hadden Loh, Kline, Letourneau, Drummer, Santos, Helfer*
Safety and Operations Committee	Drummer, Helfer*, Smedberg, Hadden Loh, McAndrew, Kline, Letourneau, Santos
Finance and Capital Committee	Letourneau, Kline, McAndrew, Santos, Smedberg, Drummer, Hadden Loh, Helfer*
Board of Directors Meeting	Smedberg, McAndrew, Hadden Loh, Kline, Letourneau, Drummer, Santos, Martin-Proctor/Helfer*
May 22, 2024	
Board Executive Session	Smedberg, McAndrew, Hadden Loh, Kline. Letourneau, Drummer, Santos, Martin-Proctor
June 3, 2024	
Board Executive Session	Smedberg, McAndrew, Hadden Loh, Kline, Letourneau, Drummer, Santos
June 4, 2024	
Board Executive Session	Smedberg, McAndrew, Hadden Loh, Letourneau, Drummer, Santos, Martin-Proctor
June 5, 2024	
Board Executive Session (Alternates only)	Aguirre, Goldman, Worth, Rai, Alcorn, Graham, Helfer
June 13, 2024	
Executive Committee in Executive Session	Smedberg, McAndrew, Worth*, Kline, Alcorn*, Drummer, Santos, Martin-Proctor
Executive Committee	Smedberg, McAndrew, Worth*, Kline, Alcorn*, Drummer, Santos, Martin-Proctor
Finance and Capital Committee	*Alcorn, Kline, McAndrew, Santos, Smedberg, Drummer, Worth*, Martin-Proctor
Safety and Operations Committee	Drummer, Martin-Proctor, Smedberg, Worth*, McAndrew, Kline, Alcorn*, Santos

Board Executive Session	Smedberg, McAndrew, Worth*, Kline, Alcorn*, Drummer, Santos, Martin-Proctor
June 25, 2024	
Elections Committee in Executive Session	Letourneau, Drummer, Santos, Martin-Proctor
June 26, 2024	
Elections Committee in Executive Session	Letourneau, Drummer, Santos, Martin-Proctor
June 27, 2024	
Board Executive Session	Smedberg, McAndrew, Hadden Loh, Kline, Letourneau, Drummer, Santos, Martin-Proctor
Finance and Capital Committee	Letourneau, Kline, McAndrew, Santos, Smedberg, Drummer, Hadden Loh, Martin-Proctor
Safety and Operations Committee	Drummer, Martin-Proctor, Smedberg, Hadden Loh, McAndrew, Kline, Letourneau, Santos
Elections Committee	Letourneau, Drummer, Santos, Martin-Proctor, Smedberg, McAndrew, Hadden Loh, Kline
Board of Directors Meeting	Smedberg, McAndrew, Hadden Loh, Kline, Letourneau, Drummer, Santos, Martin-Proctor
Board Executive Session	Smedberg, McAndrew, Hadden Loh, Kline, Letourneau, Drummer, Santos, Martin-Proctor
July 11, 2024	
Executive Committee Executive Session	Santos, Smedberg, McAndrew, Kline, Hadden Loh, Letourneau, Drummer, Martin-Proctor
Executive Committee	Santos, Smedberg, McAndrew, Kline, Hadden Loh, Alcorn*, Drummer, Helfer*
Finance and Capital Committee	Alcorn*, Kline, Santos, McAndrew, Hadden Loh, Smedberg, Drummer, Helfer*
Safety and Operations Committee	Drummer, Helfer*, Smedberg, Hadden Loh, McAndrew, Kline, Alcorn*, Santos
Board of Directors Meeting	Santos, Smedberg, McAndrew, Kline, Hadden Loh, Alcorn*, Drummer, Helfer*
Board Executive Session	Santos, Smedberg, McAndrew, Kline, Hadden Loh, Alcorn*, Drummer, Helfer*
July 31, 2024	
Board Executive Session	Santos, Smedberg, McAndrew, Kline, Hadden Loh, Letourneau, Drummer, Martin-Proctor
August 21, 2024	
Board Executive Session	Santos, Smedberg, McAndrew, Kline, Hadden Loh, Letourneau, Drummer
Special Board Meeting	Santos, Smedberg, McAndrew, Kline, Hadden Loh, Letourneau, Drummer
August 29, 2024	
Executive Committee Executive Session	Santos, Smedberg, McAndrew, Kline
Board Executive Session	Santos, Smedberg, McAndrew, Kline, Hadden Loh, Letourneau, Graham*, Martin-Proctor
September 11, 2024	
Executive Committee Executive Session	Santos, Smedberg, Kline
September 12, 2024	
Executive Committee Executive Session	Santos, Smedberg, McAndrew, Kline, Worth*, Letourneau, Graham*, Martin-Proctor
Finance and Capital Committee	Letourneau, Kline, McAndrew, Santos, Worth*, Smedberg, Graham*, Martin-Proctor
Safety and Operations Committee	Graham*, Martin-Proctor, Smedberg, Worth*, McAndrew, Kline Letourneau, Santos
Special Board Meeting	Santos, Smedberg, McAndrew, Kline, Worth*, Letourneau, Graham*, Martin-Proctor

Board Executive Session	Santos, Smedberg, McAndrew, Kline, Worth*, Letourneau, Graham*, Martin-Proctor
September 26, 2024	
Executive Committee Executive Session	Worth*, Smedberg, McAndrew, Kline, Hadden Loh, Letourneau, Martin-Proctor
Executive Committee	Worth, Smedberg, McAndrew, Kline, Hadden Loh, Letourneau, Martin-Proctor
Safety and Operations Committee	Martin-Proctor, Smedberg, Hadden Loh, McAndrew, Kline, Letourneau, Worth*
Finance and Capital Committee	Letourneau, Kline, Worth*, McAndrew, Smedberg, Martin-Proctor, Hadden Loh
Board of Directors Meeting	Worth*, Smedberg, McAndrew, Kline, Hadden Loh, Letourneau, Martin-Proctor
Board Executive Session	Worth*, Smedberg, McAndrew, Kline, Hadden Loh, Martin-Proctor
October 10, 2024	
Finance and Capital Committee	Letourneau, Kline, McAndrew, Santos, Smedberg, Martin-Proctor, Drummer, Hadden Loh
Safety and Operations Committee	Drummer, Martin-Proctor, Hadden Loh, Smedberg, Letourneau, Kline, McAndrew, Santos
Special Board Meeting	Santos, Smedberg, McAndrew, Kline, Hadden Loh, Letourneau, Drummer, Martin-Proctor
Board Executive Session	Santos, Smedberg, McAndrew, Kline, Hadden Loh, Letourneau, Drummer, Martin-Proctor
October 24, 2024	
Executive Committee Executive Session	Santos, Smedberg, McAndrew, Kline, Hadden Loh, Letourneau, Drummer, Martin-Proctor
Finance and Capital Committee	Letourneau, Kline, Santos, McAndrew, Smedberg, Martin-Proctor, Hadden Loh, Drummer
Board of Directors Meeting	Santos, Smedberg, McAndrew, Kline, Hadden Loh, Letourneau, Drummer, Martin-Proctor
Board Executive Session	Santos, Smedberg, McAndrew, Kline, Hadden Loh, Letourneau, Drummer, Martin-Proctor
October 31, 2024	
Board Executive Session	Santos, Smedberg, McAndrew, Kline, Hadden Loh, Letourneau, Drummer, Martin-Proctor
November 7, 2024	
Executive Committee Executive Session	Worth*, Smedberg, McAndrew, Kline, Hadden Loh, Drummer, Martin-Proctor
Executive Committee	Worth*, Smedberg, McAndrew, Kline, Hadden Loh, Letourneau, Drummer, Martin-Proctor
Finance and Capital Committee	Letourneau, Kline, McAndrew, Worth*, Smedberg, Martin-Proctor, Drummer, Hadden Loh
Safety and Operations Committee	Drummer, Martin-Proctor, Smedberg, Hadden Loh, McAndrew, Kline, Letourneau, Worth*
Board Executive Session	Worth*, Smedberg, McAndrew, Kline, Hadden Loh, Letourneau, Drummer, Martin-Proctor
November 21, 2024	
Executive Committee Executive Session	Santos, Smedberg, McAndrew, Kline, Hadden Loh, Letourneau, Drummer, Martin-Proctor
Executive Committee	Santos, Smedberg, McAndrew, Kline, Hadden Loh, Letourneau, Drummer, Martin-Proctor, Worth^, Aguirre^, Goldman^, Alcorn^, Helfer^
Finance and Capital Committee	Letourneau, Kline, Santos, McAndrew, Smedberg, Martin-Proctor, Hadden Loh, Drummer
Safety and Operations Committee	Drummer, Martin-Proctor, Smedberg, Hadden Loh, McAndrew, Kline, Letourneau, Santos
Board of Directors Meeting	Santos, Smedberg, McAndrew, Kline, Hadden Loh, Drummer, Martin-Proctor
Board Executive Session	Santos, McAndrew, Kline, Hadden Loh, Drummer, Martin-Proctor

December 4, 2024	
Board Executive Session	Santos, Smedberg, McAndrew, Kline, Letourneau, Drummer, Martin-Proctor
December 12, 2024	
Board Executive Session	Santos, Smedberg, McAndrew, Kline, Worth*, Letourneau, Drummer, Martin-Proctor
Finance and Capital Committee	Letourneau, Kline, Santos, McAndrew, Smedberg, Martin-Proctor, Worth*, Drummer
Board of Directors Meeting	Santos, Smedberg, McAndrew, Kline, Worth*, Letourneau, Drummer, Martin-Proctor
December 20, 2024	
Board Executive Session	Santos, Smedberg, McAndrew, Kline, Hadden Loh, Letourneau, Martin-Proctor

5. Please provide a list of each **collective bargaining agreement** that is currently in effect for WMATA employees.
- Please include the bargaining unit (name and local number), the duration of each agreement, and the number of employees covered.
 - For each union, please provide the union leader's name, title, and their contact information.
 - Please note if WMATA is currently in bargaining and its anticipated completion date.

CBA(s)	Term	Duration of Agreement
ATU L689	4 years, No negotiations are pending currently	7/1/2024 - 6/30/2028
Teamsters L922	4 years, No negotiations are pending currently	11/1/2024-10/31/2028
FOP	5 years, No negotiations are pending currently	10/1/2024-9/30/2029
Teamsters L639 (Special Police)	4 years, 9 months: No negotiations are pending currently	10/1/2021-6/30/2026
OPEIU L2	4 years, No negotiations are pending currently	7/1/2021-6/30/2025

6. How many **grievances** have employees or labor unions filed against WMATA management in FY24 and FY25, to date? Please list each of them by year. Give a brief description of each grievance and the outcome. Include on the chronological list any earlier grievance that is still pending in any judicial forum.

(FY 2024) Total Grievances Filed Against WMATA	
Grievance Types	Total
Contract Interpretation	176
Discharge	48
Discipline	120
Medical	52
GRAND TOTAL	396
(FY 2024) All Grievances Current Outcome	Total
Denied	237
Granted	8
Settled	61
Withdrawn	14
Incomplete Status	76
GRAND TOTAL	396
(FY 2025) Total Grievances Filed Against WMATA	Total
Grievance Types	Total
Contract Interpretation	177
Discharge	53
Discipline	80
Medical	49
GRAND TOTAL	359

(FY 2025-current) All Grievances Current Outcome	Total
Denied	283
Granted	2
Settled	34
Withdrawn	1
Incomplete Status	39
GRAND TOTAL	359
(FY 2024) Judicial/Administrative Process	
Arbitrations	Total
Grievances Invoked to Arbitration	145
(FY 2025-current) Judicial/Administrative Process	
Arbitrations	Total
Grievances Invoked to Arbitration	144
(FY 2025-current) Judicial/Administrative Process	Total
Grievances Pending Administration Process (Arbitration)	45

7. Please list any **strikes or other organized labor actions** impacting WMATA or WMATA-contracted services conducted in FY24 and FY25, to date, and provide a status update on the negotiations to resolve any ongoing actions.

There are no outstanding organized labor actions impacting WMATA or WMATA-contracted services.

8. Please describe any communications WMATA has had with the District, RATP Dev, OPEIU Local 2, or ATU Local 689 regarding a plan for WMATA to hire DC Circulator workers who have lost their job to the termination of the DC Circulator service.

WMATA began coordinating with the District, RATP Dev, OPEIU Local 2, and ATU Local 689 in July of 2024 to discuss our plans to communicate the job opportunities and the plan to streamline the recruitment process for DC Circulator employees. Subsequent meetings were held with all parties through December of 2024.

WMATA conducted two information sessions on site at the DC Circulator bus garage on August 15, 2024, and October 2024. WMATA representatives, along with ATU Local 689 President Raymond Jackson, were present to address employee questions. WMATA's Talent Acquisition team provided hands-on assistance with the application process at each session's end.

As a result, there were 179 DC Circulator applicants. Ultimately, 76 applicants were hired as Bus Operators and one applicant was hired as a Bus Operations Supervisor. The remaining 122 applicants either did not meet the hiring criteria or failed to respond to WMATA's communication during the recruitment process.

9. Please describe the Authority's procedures for investigating allegations of **sexual harassment** committed by or against its employees.

See Attachment #2

10. Please describe the Authority's procedures for investigating allegations of other forms of **misconduct**.

See Attachment #2

11. List chronologically and describe each allegation of sexual harassment or other misconduct received by WMATA in FY24 and FY25, to date, and the resolution of each as of the date of your answer.

See Attachment #3

Operations

12. Please provide a monthly breakdown of **WMATA ridership** for bus, rail, and MetroAccess during FY23, FY24, and FY25, to date.

Fiscal Year	Month	Metrorail Ridership	Metrobus Ridership	MetroAccess Network Ridership (incl. Abilities-Ride)
FY2023	July 2022	6,731,524	7,872,503	151,418
	August 2022	6,602,043	8,402,967	159,570
	September 2022	6,777,677	8,838,389	164,345
	October 2022	7,188,337	8,768,569	166,086
	November 2022	6,675,861	8,145,581	160,763
	December 2022	6,321,662	7,777,356	161,832
	January 2023	6,900,118	8,218,216	164,211
	February 2023	6,592,988	7,820,601	159,135
	March 2023	8,858,348	9,149,859	187,112
	April 2023	8,476,318	8,767,291	172,309
	May 2023	8,866,498	9,753,135	190,288
	June 2023	9,029,816	9,341,455	183,416
FY2024	July 2023	8,732,993	9,098,878	179,386
	August 2023	8,716,379	9,574,497	193,476
	September 2023	9,070,363	9,799,987	187,956
	October 2023	9,765,732	10,337,860	203,236
	November 2023	8,767,342	9,296,999	190,991
	December 2023	7,612,821	9,079,794	187,846
	January 2024	8,939,360	9,125,444	183,781
	February 2024	9,536,577	9,650,319	195,803
	March 2024	11,621,853	9,906,379	208,431
	April 2024	11,538,895	10,391,991	213,093
	May 2024	11,264,156	11,046,005	218,808
	June 2024	10,809,054	10,231,452	194,078
FY2025	July 2024	11,053,426	10,309,955	209,315
	August 2024	10,199,581	10,549,177	216,385
	September 2024	10,964,612	10,916,486	212,340
	October 2024	12,423,706	11,665,964	236,003
	November 2024	10,017,603	10,055,505	214,325
	December 2024	9,745,950	9,468,908	218,210

13. Please provide an assessment of the timeliness of Metrorail, Metrobus, and MetroAccess service in FY23, FY24, and FY25, to date.

WMATA Service Excellence Reports:

FY25 Q1: <https://www.wmata.com/about/records/upload/SER-FY25-Q1-Presentation.pdf>
FY24 Q4: https://www.wmata.com/about/records/upload/SER-FY24-Q4-1Presentation_Final.pdf
FY24 Q3: <https://www.wmata.com/about/records/upload/SER-FY24-Q3-Presentation.pdf>
FY24 Q2: https://www.wmata.com/about/records/upload/SER-FY24-Q2-4Report_20240220_v2.pdf
FY24 Q1: https://www.wmata.com/about/records/upload/SER_FY24Q1_4Report_20240222_AMENDED.pdf
FY23 Q4: https://www.wmata.com/about/records/upload/MetroPerformanceReport_FY23Q4_1Report_20230922.pdf

14. Please list each **new program** implemented by WMATA during FY24 and FY25, to date. For each new program please provide:
- A description of the program, including when it began and (if applicable) its actual or anticipated end date;
 - The funding required to implement the program; and
 - An assessment of the program's success.

WMATA 2024 Annual Transformation Report:

<https://www.wmata.com/initiatives/strategic-plan/upload/Annual-Transformation-Report-20240307.pdf>

15. Please provide an update on 24/7 bus service in the District, including:

- The routes that offer 24/7 service and current service levels on those routes;
- Actual or estimated monthly ridership, broken down by route, and the methodology used to determine ridership;
- The actual cost for operating 24/7 service, broken down by route; and
- Anticipated changes to routes or service levels in the remainder of FY25 or beyond.

The table below lists each of the 24-hour bus routes and the estimated boardings on trips that began during the new service hours of 2-4am. Boardings were recorded by automated passenger counters (APCs) at the doors of the buses:

Route	Jan 2024	Feb 2024	Mar 2024	Apr 2024	May 2024	Jun 2024	Jul 2024	Aug 2024	Sep 2024	Oct 2024	Nov 2024	Dec 2024	Total
32	1,095	1,146	1,398	1,606	1,687	1,816	1,790	1,831	1,706	1,797	1,504	1,542	18,918
33	754	891	1,355	1,209	1,289	1,406	1,260	1,477	1,315	1,537	1,339	1,243	15,075
52	1,591	1,604	2,166	2,277	2,292	2,564	2,578	2,333	2,309	2,486	2,123	2,228	26,551
70	3,639	3,750	4,078	4,607	4,503	4,296	4,077	4,658	4,505	5,349	4,501	4,233	52,196
80	1,246	1,180	1,404	1,466	1,298	1,324	1,311	1,373	1,413	1,365	1,119	1,335	15,834
92	1,912	2,122	2,759	2,993	3,310	4,095	3,773	3,887	3,292	3,190	2,771	2,908	37,012
A6	419	447	658	697	699	753	749	721	670	674	553	491	7,531
A8	822	778	932	1,304	1,426	1,363	1,418	1,431	1,279	1,274	1,044	850	13,921
B2	1,251	1,218	1,565	1,886	2,089	1,793	1,810	1,808	1,839	1,914	1,577	1,675	20,425
H4	424	516	568	634	819	720	797	860	883	929	695	611	8,456
S2	1,143	1,408	1,566	1,658	1,929	2,092	1,748	1,841	1,968	2,196	2,044	2,225	21,818
V2	1,052	1,330	1,534	1,873	1,939	2,115	2,079	2,067	2,135	2,199	1,720	1,709	21,752
W4	1,299	1,367	1,742	1,863	2,118	2,205	2,430	2,338	1,956	2,213	1,760	1,601	22,892
X2	2,183	2,263	2,814	3,196	3,168	3,044	3,273	3,160	2,925	3,198	2,639	2,450	34,313
Total	18,830	20,020	24,539	27,269	28,566	29,586	29,093	29,785	28,195	30,321	25,389	25,101	316,694

Through December 2024, \$5.8M has been expended on 24-hour bus in FY25, for a total of \$9.3M lifetime to date. Based on each route's percentage of the total service and spreading security costs based on the percentage of service, the approximate cost per route year to date is presented below:

Route	Estimated Cost by scheduled route platform hours
X2	\$384,892
H2,4	\$632,323
52,54	\$329,908
32,36	\$329,908
W4	\$824,770
31,33	\$728,584
S2	\$274,923
70	\$274,923
90,92	\$494,862
V2,4	\$549,846
B2	\$549,846
A6,7,8	\$384,892
Total	\$5,759,678

16. Please provide an update on the Better Bus Project, including:

- A summary of WMATA's public engagement prior to release of the 2025 Network;
- The most current version of the 2025 Network;
- Timeline for implementing the 2025 Network; and
- What steps will be taken to collect, analyze, and incorporate feedback from stakeholders during or following implementation.

Three rounds of public engagement and outreach guided the creation of the 2025 Better Bus Network. Public engagement occurred in the fall of 2022, spring of 2023, and spring/summer of 2024. Through those efforts, Metro engaged nearly 45,000 customers and potential customers, received over 21,000 comments on the draft 2025 and Visionary Networks, received more than 12,000 survey responses, and held over 130 customer-focused events across the region. In addition to the public, Metro engaged over 1,400 employees, including 820 bus operators and other operations staff, and held over 120 briefings with elected officials, stakeholders, and community representatives. A summary report of engagement is publicly available [here](#).

Links to the District of Columbia [Bus Service Map](#) and [route profiles](#) are provided. As Metro finalizes the schedules and works with DDOT on the on-street infrastructure changes, some routes may have temporary detours until the on-street changes can be implemented. We will continue to work closely with DDOT on the infrastructure changes.

The 2025 Better Bus Network is anticipated to launch on June 29, 2025. Metro is finalizing the schedules to enable operators to select their routes and train on the new service, preparing customer information including maps, bus stop flags, trip planner, and other materials, and updating systems and data.

Once the new network is implemented, Metro will continue to monitor ridership, crowding, travel time, and on-time performance, as we do today, to understand how the service is performing. We will also continue to review customer complaints provided to Metro's call center and posted online. The quarterly customer satisfaction survey will also help gauge how customers feel about the new network. In the short-term, Metro will have buses that are unassigned to specific routes that can be deployed to fill gaps and reduce crowding once we see the network in operation. Once the new network is underway, Metro can incorporate feedback as part of our service planning efforts that occur in December and June, as well as drawing from the Visionary Network proposals that can improve frequency, eliminate short turns, extend hours of operation, and operate new routes.

17. Please provide an update on WMATA's **Zero Emissions Bus ("ZEB") Program** and any other efforts to transition to electric buses.

Metro continues work towards the goal of transitioning its bus fleet to zero-emission vehicles, subject to budget constraints and market conditions.

Metro currently has four battery-electric buses at Shepherd Parkway Bus Division in the District and is expecting eight more to be delivered in 2025.

Metro is advancing design efforts at Northern and Bladensburg bus garages in the District, and Cinder Bed Road in Virginia to support zero emission buses at those facilities.

Metro continued to lead a regional zero-emission bus working group, convening regional transit partners to foster efficiency and collaboration.

18. Please provide an update on WMATA's **rail automation program**, including a description of automatic door operation implementation and an assessment of its success.

Metro's focus on automation includes several ongoing efforts: restoring Metro's original system design capabilities for semi-automatic operation in the near term and developing a longer-term plan for additional automation along with an advanced signaling system.

Metro re-started Automatic Door Operation (ADO) system-wide on July 8. Metro also restarted Automatic Train Operation (ATO) on the Red Line in December 2024.

Looking forward, Metro is developing a program plan for future rail automation that will include more information about Metro's potential paths to addressing its signal system needs and delivering system benefits through modernization, including options of funding the investment. The scope includes train control systems, on-board vehicle systems, and platform and track protection. The plan is expected to be ready for Board discussion in the summer of 2025.

Budget & Finance

19. How much did WMATA receive from the District for Metrobus service in the District in FY24 and FY25, to date? Please explain how the amount the District provides for Metrobus services is split among local and regional bus service and the sources of the District's funding for Metrobus service in DC.

In FY24, WMATA received \$238M from the District for Metrobus services (operating subsidy). Additionally, the District paid \$7.9M for DC Kids Ride Free and \$6.9M for 24-hour bus. As of Jan. 1, 2025, WMATA received \$240M from the District for Metrobus services (operating subsidy). Additionally, the District paid \$5.2M for DC Kids Ride Free and \$7.9M for 24-hour bus.

In the legacy Metrobus subsidy formula, which was in place for the FY2024 and FY2025 budgets, there were two types for Metrobus service.

Non -Regional Allocation for bus are routes that typically do not cross jurisdictional lines and are funded by the requesting jurisdiction. Costs are allocated based on platform hours.

Regional Allocation – Bus routes that cross jurisdictional boundaries, operate on arterial streets or serve at least one regional center. Costs are allocated based on relative shares of Ridership, Population, Revenue Miles and Revenue Hours.

20. How much did WMATA receive from the District for Metrorail service in the District in FY24 and FY25, to date?

In FY24, WMATA received \$158M from the District for Metrorail services (operating subsidy). As of Jan. 1, 2025, WMATA received \$223M from the District for Metrorail services (operating subsidy).

21. Please provide copies of, or links to, WMATA's FY24 Capital Improvement Programs, and the quarterly progress reports issued in FY24 and FY25, to date.

All of the requested documents are available on WMATA's Capital Program website at: [Capital Program Documents | WMATA](#)

22. Please describe WMATA's current efforts to leverage the dedicated funding provided by each member jurisdictions to borrow debt and enable WMATA to accelerate capital improvements.

Since 2020, WMATA has issued bonds backed by dedicated funding that has provided nearly \$3.6 billion for investment into the Capital Improvement Program (CIP). The proposed FY 2026-2031 CIP submitted to the Board in December 2024 estimates that bonds worth an additional \$2.5 billion will be issued before WMATA can no longer issue new debt beyond FY2029

23. What is the total value of all contracts procured in FY24 and FY25, to date, by WMATA for goods and services?
a. Of this, what percentage of the value was with District businesses?

The value of all contracts procured in FY24 and FY25, to date, by WMATA for goods and services totals \$898,973,177. Of that total, about 1% (\$6,439,699) was with District businesses.

24. Please list each contract, procurement, lease, and grant ("**contract**") awarded, entered into, extended, or for which an option year was exercised, by WMATA with District businesses during FY24 and FY25, to date. For each contract, please provide the following information, where applicable:

- The name of the contracting party;
- The nature of the contract, including the end product or service;
- The dollar amount of the contract, including budgeted amount and actually spent;
- The term of the contract;
- Whether the contract was competitively bid or not;
- Whether the contract is available to the public online.

Contract Descr	Public	Competitive	Vendor Name	Term (Days)	Contract Amt	Spent
Traffic Tickets and Citations Management System	NO	NO	Ignyle Group	211	\$ 289,439	\$ 289,439
Architect-Engineering (A/E) General Planning Services	NO	NO	WSP USA Inc	1825	\$ -	\$ -
FY25/26 - Biennial BUS DATA INTEGRATION TOOL	YES	YES	MVS Inc	729	\$ 101,079	\$ -
Bladensburg Garage Network Project	YES	YES	Annuk Incorporated	183	\$ 548,776	\$ 548,767
Traffic Tickets and Citations Management System	YES	YES	Ignyle Group	211	\$ 289,439	\$ 289,439
Cleaning Services for Trusses	YES	YES	JJ Prime Services LLC	364	\$ 1,916,523	\$ 1,916,523
Glass & Window Cleaning Service	YES	YES	CommunityBridge Inc	364	\$ 241,788	\$ 241,788
Omnia Partners Coop for Paint	NO	YES	Sherwin Williams Paint Company	458	\$ 10,000	\$ -
Strategic Transformation Plan	NO	YES	Boston Consulting Group Inc	364	\$ 3,042,655	\$ -
					\$ 6,439,699	\$ 3,285,956

25. What is WMATA doing to increase the volume (both dollar value and number of vendors) with District businesses, especially those owned or led by women and BIPOC residents?

WMATA's Small Business Programs Office (SBPO) has a robust outreach program that engages businesses certified with WMATA as well as those that are not. Presently WMATA has 1,710 certified small businesses of which 310 are the District of Columbia certified Businesses, 116 are women-owned business and 194 are male-owned businesses. WMATA's Small Business Programs Office signature outreach event is "Meet the Primes" where we host (2) to (3) events per year with Prime Contractors and invite the small business community to engage in meeting with them on potential contracting opportunities, partnerships or mentoring.

In 2024 WMATA's Small Business Programs Office hosted (14) outreaches and participated in (32) external outreaches. The outreach program consists of hosted in-person events, virtual educational events and external participation in other small business outreaches hosted throughout the DMV.

Since 2020 WMATA's SBPO has put forth efforts to increase and maintain partnerships with organizations throughout the DMV that support the small business community in education and contracting opportunities. In 2020 we had (8) organizations that the SBPO partnered with, now there are 44 organizations.

26. Please provide an update on revenue projections in FY23, FY24, and FY25, to date.

- a. Did actual revenue collected in those periods fall below or exceed projections in FY23, FY24, and FY25, to date? If known, please explain why actual revenue was different from projected revenue.

FY23: Total revenue collected in FY23 was below budgeted levels by \$4.9M or 1.3%. The unfavorable variance was driven by lower than projected passenger revenue due to lower average fares as: 1) changes in ridership patterns on Rail resulted in a higher prevalence of shorter distance trips; and 2) higher fare evasion on Bus. Non-passenger revenue favorability in Parking, Advertising, and Other Revenue mitigated the passenger revenue unfavorability.

FY24: Total revenue collected in FY24 was below budgeted levels by \$34.1M or 6.7%. The unfavorable variance was driven by lower than projected passenger revenue due to lower than budgeted average fares across all modes and lower ridership on Rail. Non-passenger revenue favorability due to higher interest on investments mitigated the passenger revenue unfavorability.

FY25 YTD (December): Total revenue collected YTD is above budget estimates by \$37.2M or 15.5%. Favorable passenger revenue is driven primarily by higher than budgeted Rail ridership. Favorable non-passenger revenue is driven by higher than projected Parking and interest on investments.

Public Safety

27. Please provide a copy of MTPD's most recent **Five-Year Crime Report**.

- a. Please provide a summary of closure rates for any offenses not included in the report.

Clearance Rates – CY 2020		
Part 1 Crime	Count	%
Total	739	47

Clearance Rates – CY 2021		
Part 1 Crime	Count	%
Total	679	50

Clearance Rates – CY 2022		
Part 1 Crime	Count	%
Total	923	41

Clearance Rates – CY 2023		
Part 1 Crime	Count	%
Total	1819	33

Clearance Rates – CY 2024		
Part 1 Crime	Count	%
Total	1297	45

28. Please provide, for each month in FY24 and FY25, to date, a chart showing the net number of **MTPD hires and separations**.

		Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Hired	FY2024	3	0	1	5	6	14	0	0	1	1	2	3	36
	FY2025	3	1	6	0	0	0	1	0	0	0	0	0	11
Separated	FY2024	2	2	0	2	1	3	3	1	1	2	0	1	18
	FY2025	2	1	1	3	1	1	0	0	0	0	0	0	9

29. Please provide the most current versions of the following WMATA or the Metro Transit Police Department (“MTPD”) policies:

- WMATA’s Body-Worn Camera Policy; and
- MTPD’s policy on carrying and administering NARCAN.

MTPD General Order 422 – Body Worn Camera policy:

<https://www.wmata.com/about/transit-police/upload/General-Order-422-Body-Worn-Camera.pdf>

MTPD General Order 379 – Narcan attached

30. Please provide a summary on the Use of Force (“UOF”) in FY24 and FY25, to date, including:

- The number of UOF incidents entered into MTPD’s reporting system; and
- The number of UOF incidents referred to a prosecutorial entity.

	FY2024	YTD FY2025
Incidents With Force Used	1,123	591

From July 2023 through YTD Fiscal 2025, there have been five uses of force which were referred to prosecutors resulting in 5 declinations to prosecute.

31. How many stops did MTPD conduct in FY24 and FY25, to date?

FY 2024 (Total – 236)

- Stop (Physical Force/No Arrest/ No Frisk): 40
- Stop and Frisk Report: 196

FY 2025 (Total – 152)

- Stop (Physical Force/No Arrest/No Frisk): 23
- Stop and Frisk Report: 129

FY2024 (Total Field Interviews - 1108)

FY 2025 (Total Field Interviews – 71 to date)

*Field interviews include stop and contacts that involved pedestrians and vehicle traffic.

32. Please provide an update on the effectiveness of the partnership agreement that the District’s MPD and MTPD signed in February 2023, including any measurable reduction in crime at stations where MPD officers were deployed.

Metro Transit Police Department (MTPD) realized a thirty-nine percent (39%) average reduction in Part 1 crimes in the five (5) stations staffed with Off Duty Metropolitan Police (MPD) officers. For Part 1 and Part 2 crimes combined there was an average reduction of thirty-two percent (32%).

33. In September of 2022, WMATA announced a new initiative to create a crisis intervention staff to be deployed with MTPD. Please provide an update on their activities in FY24 and FY25, to date.

- How many clinicians and managers does WMATA currently employ to address mental health incidents?
- How many incidents did this team address in FY24 and FY25, to date?

Metro currently has 10 Specialists, 3 CIT trained officers, 1 Sergeant, 1 Lieutenant, and 1 Principal Strategic PM. Specialists offered over 1700 resources directly to vulnerable individuals. The teams have had over 20k overall contacts in the system through FY24 and FY25.

34. Please describe any steps or initiatives taken by MTPD in FY24 and FY25, to date, to improve the safety of children on their ride to school, including any partnerships with the District’s Safe Passages programs.

MTPD began conducting truancy enforcement in 2024. In total, MTPD contacted and returned 347 students back to school. Additionally, MTPD partnered with DCPS to provide high visibility before and after school details at all Safe Passage locations that touch a Metro Station. These include, Anacostia, Minnesota Avenue, NOMA-Galludet, Congress Heights, Columbia Heights, Georgia Ave./Petworth, and Tenleytown.

Additionally, MTPD added Stadium Armory as an internal Safe Passage station as well. MTPD coordinates with DCPS staff to ensure the students safely travel from school grounds to the Metro and home. Finally, through MTPD’s Youth Services Division, intelligence regarding school conflicts is shared between MPD and MTPD. MTPD initiated their RYSE (Restoring Youth with Supportive Engagement) program and BARJ (Balance and Restorative Justice) Program to assist at-risk juveniles through officer-based mentoring and support. Based on these efforts the MTPD has seen a 13% decrease in juvenile arrests from CY23 to CY24.

35. Please provide an update on the Metro Transit Police Community Academy for FY24 and FY25, to date, including:
- a. The number of sessions held; and
 - b. The number of participants in each session.

Session 1		Session 2
October 1, 2024		March 20, 2025
# Recruits Started	# Current Recruits	# Recruits To Start
26	22	2

36. Please provide a list of any community engagement events led by MTPD or in which MTPD participated in FY24 or FY25, to date.

During FY2024 and FY2025, MTPD and the Community Services Bureau (CSB) led and participated in engagement events demonstrating a commitment to compassionate community policing, specifically in the areas of Youth Services, Community Outreach, and Crisis Intervention.

Youth Services: Deploys sworn and civilian officers to meet monthly with area youth sharing information on college and career readiness, arts programming, early childhood education, and sports/athletics.

Community Outreach: Sworn and civilian officers meet monthly with school-aged children and community members in the DMV service area to discuss and hold various planned programming such as: Youth Advisory Council, Safe Passage, and Restorative Justice. Weekly outreach activities are held at Metro stations to share crime prevention, safety awareness, and promoting positive relations between the public and MTPD Officers.

During the FY24 & FY25 reporting period over 1400+ engagements were held that included several large-scale events. Participation and partnership with area law enforcement:

- Annual National Night Out Event;
- Health Fair at Open Door Baptist Church; Faith & Blue events in DC and MD;
- Holiday Shop-With A-Cop.
- A Back-to-School event at the Fort Totten metro station, attended by over 2200 people.
- Holiday outreach events (Halloween, Thanksgiving, and Christmas) providing sweet treats, over 350 hot meals during Thanksgiving, warm clothing/accessories, and toys to over 2,000 people during the Christmas season

Crisis Intervention: Specialists bridge the gap between law enforcement and individuals experiencing homelessness and mental health or substance use crisis. See response to question #33.

37. Please provide the number of Citizen Commendation or Complaint Forms submitted to WMATA in FY24 and FY25, to date.

FY2024	FY2025 (YTD)
755	348

38. Please provide a summary of the activities of MTPD’s Investigations Review Panel in FY24 and FY25, to date, including:
- a. The current membership;
 - b. The number of cases reviewed;
 - c. A breakdown of the recommendations issued by the Panel; and
 - d. Whether those recommendations were imposed on the subject officer by the MTPD Chief of Police.

MTPD Investigations Review Panel:

<https://www.wmata.com/about/transit-police/investigation-review-panel.cfm>

The current membership: There are 7 members on the Investigative Review Panel (IRP). The members consisted of three (3) sworn members (Deputy Chief James McCreary- PG County Police Department, Assistant Chief Tasha Bryant- DC Police Department, Sergeant Sulma Keith- Alexandria Police Department) and four (4) civilian members (representing DC, MD, VA, At-Large).

The number of cases reviewed: Twenty-six (26) reviewed in FY24 and FY25

A breakdown of the recommendations issued by the Panel: There were twenty-three (23) cases where the Investigative Review Panel concurred with the investigative conclusion and findings, with no further recommendations indicated. The Review Panel listed three (3) cases for further recommendations (see highlights in attachment).

Whether those recommendations were imposed on the subject officer by the MTPD Chief of Police. The recommendations from the MTPD Investigative Review Panel consisted of policy updates and recommendations for training breakdown of the recommendations issued by the Panel (Attached); There were twenty-three (23) cases where the Investigative Review Panel concurred with the investigative conclusion and findings, with no further recommendations indicated. The Review Panel listed three (3) cases for further recommendations (see highlights in attachment). which were either in the process of being updated or forwarded to the proper entity within MTPD for consideration. Specifically, the IRP made recommendations regarding timeliness for OEEQ cases, which MTPD proactively changed its posture, (prior to the recommendation) to conduct parallel investigations with OEEQ, to ensure investigations received dispositions without delay. Additionally, the panel was made aware of the existing WMATA training for Sexual Harassment and of the Authority's zero tolerance policy. Lastly, the IRP was made aware of the existing in-service training that MTPD officers complete annually, which encompasses defensive tactics training; incorporating the IRP's training recommendations through existing scenario-based training.

Customer Service

39. Please provide an update on the deployment of the new **Customer Experience Liaison ("CXL")** outreach program.
- How many times was it activated for special events, service disruptions, or other notable occasions in FY24 and FY25, to date.

Customer Experience Liaisons position title has been changed to "Metro Ambassadors", the name and responsibilities change occurred in 2023 to align with WMATA's strategic plan.

40. Please provide an update on the **Metro Ambassador** program, including:
- The current number of ambassadors; and
 - An assessment of the program's success.

There are currently twenty-three (23) Ambassadors on staff and one vacant position that's under recruitment.

- The Ambassadors are deployed in the field 7 days a week during the hours of 7am to 11pm.
- The Metro Ambassador provides a highly visible, uniformed presence to assist Metro customers and monitors activities in and outside of Metro stations, trains, buses, and platforms, and assists with special projects throughout the system. The overall program has increased customer engagement, customer satisfaction and the customer's experience.
- The Metro Ambassadors perform a variety of customer support functions designed to enhance the customer experience, especially during special events (Inauguration), sporting events and service disruptions. The Metro Integrated Command and Communications Center calls on Ambassadors frequently to help disabled customers traverse the system and assist with crowd control during incidents or special events.
- Metro's rail customer satisfaction is the highest it has ever been, and Ambassadors contributed to that effort.
- Customer commendations are frequent.
 - "Not sure how long @wmata has been doing this but I love that there is a Metro Ambassador at the Farragut Square bus stops-clearly announcing which buses are arriving and helping folks find their way."
 - "I want to recognize Ambassadors for not just doing their job but their willingness and teamwork, they were a very crucial part and were definitely assets during an emergency we had at Gallery Place, perfect example of what teamwork looks like."

41. Please describe the process for WMATA customers to submit complaints or comments and the procedure for responding to and resolving those complaints.

Customers have several options by which to submit complaints to Metro:

- Submit a [Customer Contact Form](#).
- Call Customer Relations at 202-637-1328.

- Submit a paper comment form, which are available at all Metrorail station kiosks.
- All complaints will be entered and tracked in Metro's Customer Relationship Management database.
- All customers will receive an initial acknowledgement of their complaint within five business days, and where possible complaints will be resolved on the first contact.
- All customers will be notified of the outcome of the complaint investigation.
- All customers have a right to appeal the findings of the investigation if they are not satisfied.
- Metro's goal is to resolve all complaints within five business days, however some complaints may require additional investigation and follow-up time.

42. What recommendations from the Riders' Advisory Council and the Accessibility Advisory Council has WMATA implemented in FY24 or FY25, to date?
- a. What recommendations are outstanding?

**Riders' Advisory Council Recommendations/Status
FY2024 and FY2025 (to date)**

Month	Recommendation	Status
September 2023	<i>Metrobus "Courtesy Stops"</i> – Evaluate program and expand hours from current 9p-5a to “dusk to dawn” at operators’ discretion	Implemented – In November 2025, Metro adjusted hours of its Courtesy Stop program to 7p – 5a.
January 2024	<i>FY2025 Budget</i> – Limit proposed FY2025 fare increase to maximum of 20%	Partially Implemented – Final FY2025 fares increased 12.5% for Metrobus and weekday rail service, and 12.5-25% for late nights and weekends rail service.
March 2024	<i>Bus Fareboxes</i> – Encourage Metro to explore options to remotely diagnose/fix farebox issues and expedite resolution of farebox performance issues.	Outstanding
April 2024	<i>Wayfinding pilot</i> – Encourage Metro to add real-time bus information to wayfinding upgrades as technology permits.	Under implementation – Metro has recently rolled out real-time bus information at 18 rail stations, with a total of 60% of stations having real-time bus information. Additional signage forthcoming.
May 2024	<i>Red Line Shutdown/Bus-only lanes</i> – Report back on effectiveness of bus-only lanes implemented during Summer 2024 Red Line shutdown.	Implemented – Bus lanes on Georgia Avenue continued past shutdown and were made permanent during weekday peak hours in December 2024 following public consultation.
June 2024	<i>Red Line Shutdown</i> – Urge Metro to continue working with jurisdictions to prioritize shuttle service during shutdown.	Implemented – Metro revised Red Line shuttle service effective July 1 st to address congestion and mitigate road construction impact.
September 2024	<i>Red Line Shutdown/Customer Security</i> – Encourage Metro to review security plans for future shuttles to ensure customer safety.	Implemented – Metro Transit Police is included in development of security plan for all shuttles.
October 2024	<ol style="list-style-type: none"> 1. <i>Public Safety Initiatives</i> – Encourage Metro to continue working with jurisdictional public safety agencies to address public safety concerns on and off Metro property. 2. <i>Metrorail/Metrobus vehicle cleanliness</i> – Consider design choices in new Metro vehicles (rail and bus) to make these vehicles easier to keep clean. 	<ol style="list-style-type: none"> 1. Implemented – Metro is continuing to partner with local law enforcement to provide system security. 2. Implemented – New railcar design incorporates design features for cleanliness; buses are being ordered/retrofitted with vinyl seating for easier cleaning.
November 2024	<i>Better Bus Network Redesign</i> – Encourage Metro to monitor/analyze service following June 2025 implementation and adjust routes as needed.	Outstanding – Pending June 2025 Better Bus Year One Network launch.

December 2024	<i>FY2026 Budget/Rail service –</i> <ol style="list-style-type: none"> 1. Support proposed increases in rail service proposed in FY2026 budget. 2. Encourage Metro to explore options to expand service hours across all/part of rail system. 	<ol style="list-style-type: none"> 1. Pending Implementation – Board will vote on FY2026 budget in March 2025. 2. Implemented – Additional rail service hours included in FY2026 budget proposal released for public input.
January 2024	<i>RAC Composition/Membership –</i> Proposed revisions to group's Bylaws, including increasing group's size from 11 to 15, including one seat designated for high school member.	Implemented – Board adopted new RAC Bylaws on January 30, 2025, including all recommendations.

RECOMMENDATIONS OF THE ACCESSIBILITY ADVISORY COMMITTEE JANUARY THROUGH DECEMBER 2024:

MetroAccess:

The AAC had asked for MetroAccess service to be maintained, including the service area and the fares, regardless of the budget constraints. The Board approved the service area and fare were maintained.

The AAC had asked for texting capability as it relates to MetroAccess service, which was implemented.

The AAC had asked for a tool to check on ride, receive updates, estimated time of arrival capability, which was implemented via an application (app).

The AAC had asked MetroAccess to include the following in the Next Generation Van, and the recommendations were implemented:

- easy entry and ample headroom
- handholds and non-slip flooring
- ability to maneuver in vehicle for passengers and operators
- comfortable air bag ride and thickly padded comfortable seats
- seat height 18 inches
- handholds on seats
- USB charging stations at seats
- lighting at door and uniform interior
- large windows and emergency egress.

Eligibility:

The AAC had asked for easier eligibility processes. The Management has been able to provide presumptive eligibility as applicable, extended duration for recertification as applicable.

Metrorail:

8K Rail Cars:

- The AAC created a Rail Car Handbook which was provided to the Leadership in Spring 2024.
- The AAC had asked for a mockup before the final version of the railcar. A Soft Mockup was presented at the Mall, Spring 2024
- The AAC had recommended Open Gangway train: the 8K rail car series will have partial open-gangways.
- The AAC had recommended for the seats to have better padding for customer comfort. That is getting implemented (per the soft mock up).
- Filtration system – ultraviolet: pending status.

Wayfinding signage:

- Station Ahead Lists (SAL) to be brought back at stations - pending
- Remove directional information from the signage, rather bring back the end of line station names to the SAL - pending

L'Enfant Station – way finding signs discussed with the AAC

- Digital Signs – slow down the speed of information scrolling:
- Recommended to have the angled arrows for directions
- Recommended for light different angle for signs (to avoid glare)
- Recommended: Ave rather Av, 9th Street rather 9 Street

Rosslyn Station Entrance Signage – Recommendations:

- Eye level signs identifying the station - Metro M logo on the sides of the wall or floor
- Recommendations for the station vicinity signage

Wayfinding application:

Waymap is an app-based tool that customers can use in Metro system.

White Boards

- The AAC had asked for White Boards to be available in Metrorail kiosks, as a source of communication for deaf customers. The White Boards are available at Metro Rail Station Managers' kiosks.

Public restroom accessible – status pending.

Metrobus:

Metrobus Stroller Area – The AAC had recommended to have flip up seats rather having an open space for stroller area.

The AAC recommended rear door boarding (beyond the pandemic) with a source of payment to expedite boarding and time saving – implemented.

Better Bus:

The AAC participated in the Better Bus Network Redesign sessions and provided feedback. Details can be received by that Team.

Floating Bus Stops (Jurisdictional):

The AAC recommended slow down mechanism for bicyclists to provide better safety for persons with disabilities/older adults, who use shared bus stops - - rumble strips, Accessible Pedestrian Signals (APS)

WMATA.com

Appeal email: ADA_Appeal@wmata.com

BUDGET:

The AAC requested MetroAccess to communicate with customers via IVR to advise of the public hearings as done in the past. This was implemented in 2024 (FY2025). An IVR message was placed to inform MA customers about the public hearings. ROBO Calls were made to inform the customers about the public hearing.

The AAC requested MetroAccess Management to notify the customers, who would be affected by the changes, as soon as feasible. This was not warranted as the Board approved to maintain the service area.

The AAC requested to hold two budget hearings (FY2025) each, in all three jurisdictions. Information was shared with the Office of Board Secretary.

43. How many valid SmartTrip cards are currently in use?

- a. How many cards are enrolled in mobile pay?

2,826,038 as of 01/31/2025

44. Please provide an update on the SmartBenefits Commuter Benefit Program, including:

- a. How many participants are enrolled in the program;
- b. How many SmartTrip cards were enrolled as of December 2024; and
- c. What systems does WMATA have in place to detect fraud?

178,326 employees from 4,879 active employers. A total of 2,492 employers enrolled for February 2025 SmartBenefits. 179,954 SmartTrip Cards enrolled as of December 2024.

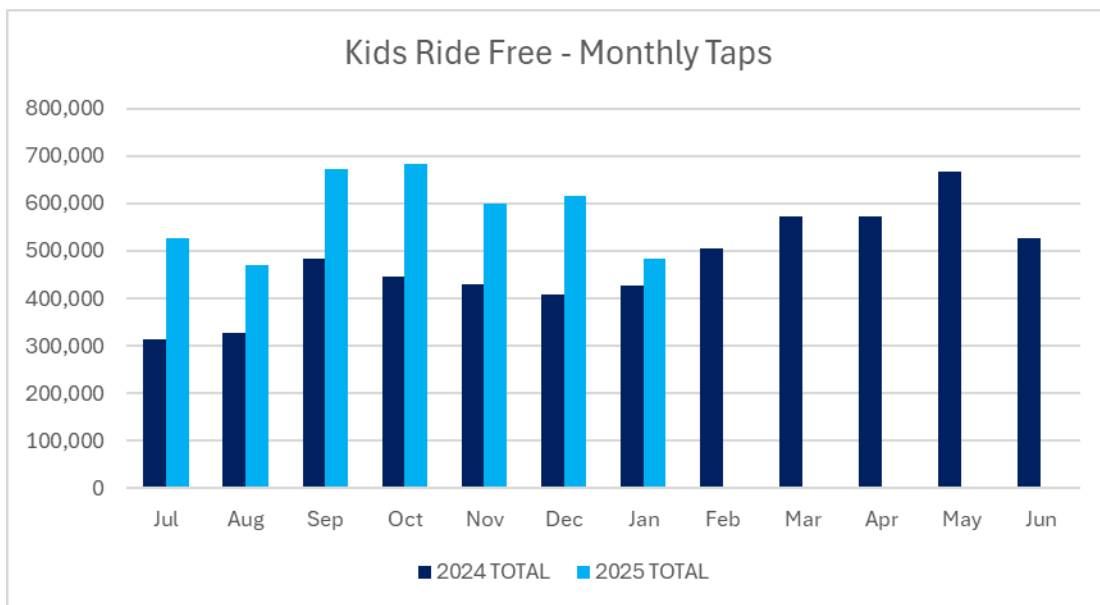
SmartBenefits Program Management: The SmartBenefits enrollment process includes a two-step authentication process between employees and employers. Employees request SmartBenefits, participating agencies determine eligibility and benefits allowance. SmartBenefits accounts are secured with passwords and employers manage their accounts through a secure portal with regular checks to ensure only authorized users can make changes. Passwords are encrypted and stored in database.

45. Please provide an update on the Kids Ride Free program, including:

- How much funding did WMATA receive from the District for the Kids Ride Free program in FY24 and FY25, to date?
- What implementation costs for the Kids Ride Free program did WMATA absorb in FY24 and FY25, to date?
- Please provide a chart showing monthly Kids Ride Free card taps during FY24 and FY25, to date.

\$14,000 is provided in the MOU for WMATA administrative cost for packaging and distribution of Kids Ride Free cards to the District.

2023-2024 Billing Schedule for MOU				
Q1	Q2	Q3	Q4	Total Paid
\$3,525,688	\$3,525,688	\$3,525,688	\$3,525,688	\$14,102,750
Credit for 22-23		(\$2,566,625)		
		\$959,063		\$11,536,125
2024-2025 Billing Schedule for MOU				
Q1	Q2	Q3	Q4	Total Paid YTD
\$4,622,250	\$4,622,250			\$9,244,500



46. Please provide an update on WMATA's Wayfinding Improvements efforts, including:

- The stations at which wayfinding improvements were made in FY24 and FY25, to date;
- The stations at which wayfinding improvements will be made in the remainder of FY25; and
- An assessment of the program's success.

The goal of Metro's Wayfinding is to make it as easy as possible for you to orient yourself within our Metro system. We have developed new signage showing an updated set of directional characteristics along with easy-to-understand. The project debuted with the first wayfinding enhancements pilot program at L'Enfant Plaza (Fall 2023).

We started by listening to customers and conducted thousands of in-person customer surveys to better understand the problems encountered during their trips. The survey revealed the following:

- 39 % took the wrong station exit on at least one occasion
- 23% boarded a train that was headed in the wrong direction
- 29% went to the wrong platform
- 17% took the wrong train line

With these survey results, we explored new ways to help our riders orient themselves to make better directional decisions. The link below provides an update on the Wayfinding Program:

<https://www.wmata.com/about/board/meetings/board-pdfs/upload/3D-Wayfinding-and-Customer-Service-Improvement-Update.pdf>

Notes: D.C. Statute did not provide for any action for failure to provide identifying information during this period.

- 49.** Please describe enforcement actions taken in response to Metrobus fare evasion during FY23, FY24, and FY25, to date, including:
- The total number of notices of infraction issued for fare evasion each month in FY23, FY24, and FY25, to date, broken down by jurisdiction.
 - The total number of incidents where an individual issued a notice of infraction for fare evasion refused to provide their identity or contact information, including their:
 - Name;
 - Address; or
 - Date of birth; and
 - The disposition of the notices of infractions issued in FY23, FY24, and FY25, to date (e.g., dismissed, found liable, etc.)

Bus Fare Enforcement by Jurisdiction and Month - FY 2025 (July 2024 to January 2025)													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Maryland	69	132	201	209	244	649	302						1806
District of Columbia	48	39	88	117	65	628	445						1430
Virginia	1	8	2	6	2	4	8						31
Total	118	179	291	332	311	1281	755						3267

Notes: D.C. statistics include 54 arrests for failure to cooperate in providing truthful information for the issuance of a citation and 1,376 citations for fare evasion

Bus Fare Enforcement - FY 2024 (July 2023 to June 2024)													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Maryland	3	6		3	70	99	54	43	35	44	68	81	506
District of Columbia				3	1	2	14	14	80	7	49	30	200
Virginia		1	3						1	2	1	5	13
Total	3	7	3	6	71	101	68	57	116	53	118	116	719

Notes: DC statistics include 23 arrests for failure to cooperate in providing truthful information for the issuance of a citation and 177 citations for fare evasion

Bus Fare Enforcement - FY 2023 (July 2022 to June 2023)													
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Total
Maryland				1			1	1	1	1			5
District of Columbia							1		3				4
Total				1			2	1	4	1			9

- 50.** Please provide an update on new efforts to detect and respond to Metrobus fare evasion in FY24 and FY25, to date, including through the deployment of uniformed and plainclothes MTPD officers on Metrobus routes.

MTPD's response to Metrobus fare evasion is divided into three efforts: We have Bus HITEs (High Intensity Targeted Enforcement) where MTPD works in conjunction with other WMATA entities such as Bus, Rail, and Treasury. We focus on bus bays of hot-spot stations. These are stations with either a high number of criminal activity or documented fare evasion (many times both). We conduct uniformed fare enforcement and deterrence. Additionally, we educate riders about MetroLift benefits.

The second form of enforcement is conducted through our plain clothes team. These officers work out on the bus lines themselves and the goal is strictly enforcement. The routes are decided based on criminal and fare evasion analysis.

Finally, patrol sergeants will conduct what is called a Pop-Up. In a Pop-Up, a sergeant will respond to a station with a couple of officers who share a common station and conduct impromptu fare enforcement. This can either be done in the rail or in the bus bay. The goal of this directed enforcement is for patrol sergeants to conduct the fare enforcement at stations based on where they are seeing not just crime but disorder as well. Instead of being directed from the top down, these are conducted at the front-line or district level.

There was a total of 3,020 bus fare evasion citations issued in 2024. The routes with the most were the 70 (406 citations), P-12, (290 citations), the X2 (204 citations), W4 (171 citations), and A12 (152 citations).

- 51.** Which Metrobus routes currently allow for two-door / all-door boarding? Please provide an update on efforts to expand two-door / all-door boarding to other routes in FY24 and FY25, to date.

Metrobus routes 32 and 36 operating on Pennsylvania Avenue allow all door boarding in DC. Metro is prepared to enable all door boarding on additional routes by equipping the entire bus fleet with rear door fare readers/validators. Metro is assessing the all-door boarding can be rolled out to additional routes following the success of MTPD efforts to respond to and reduce fare evasion on Metrobus.

- 52.** Please provide an update on the number of new fare card readers installed on Metrobuses in FY24 and FY25, to date, including:
- The total number of buses, and the percentage of the Metrobus fleet, equipped with new fare card readers; and
 - The number of card contacts monthly during FY24 and FY25, to date.

Month	SmarTrip Card Taps
July 2023	2,223,014
August 2023	2,155,184
September 2023	2,368,498
October 2023	2,498,101
November 2023	2,216,280
December 2023	2,044,923
January 2024	1,906,926
February 2024	2,167,636
March 2024	2,437,354
April 2024	2,495,764
May 2024	2,554,536
June 2024	2,405,270
July 2024	2,316,519
August 2024	2,369,908
September 2024	2,398,811
October 2024	2,598,077
November 2024	2,176,679
December 2024	2,312,065
January 2025	2,172,592

- 53.** Please provide a detailed update on the [Metrorail Faregate Replacement Project](#) across the WMATA system, including:
- The total number of new faregates installed;
 - The stations at which faregate replacement has been completed; and
 - An assessment of whether the installation of new faregates has reduced the incidence of fare evasion.

Last year, Metro completed installation of new modernized faregates at all 98 stations throughout the Metrorail system. These new faregates helped drive down fare evasion by 82%. In late 2024, Metro enhanced an initiative to curb fare evasion on Metrobus lines throughout the system. As a result, Metrobus routes show incremental signs of increased revenue.

Compliance Monitoring

- 54.** Please explain any significant impacts on WMATA, if any, of any legislation adopted at the federal, state, or local level during FY24 or FY25, to date.

The Federal fiscal year 24 Transportation Appropriations legislation provided \$150 million in annual PRIIA capital funding, along with the federal formula funding needed to address WMATA's capital budget needs. Congress is currently working to fund the remainder of FY 25 Transportation funding, which expires on March 14th. The PRIIA funding is included in both the House and Senate versions of the legislation.

The most significant legislation passed at the state level over the past year was the additional funding from Virginia, Maryland, and the District of Columbia to close WMATA's significant operating deficit.

- 55.** Please list and describe any ongoing investigations, audits, or reports on WMATA or any employee of WMATA, or any investigations, studies, audits, or reports on WMATA or any employee of WMATA that were completed during FY24 and FY25, to date.

<https://wmata.com/initiatives/transparency/upload/2024-Quality-Internal-Reviews.pdf>

- 56.** Please list all outstanding audit recommendations from the WMATA Office of the Inspector General, the status of each recommendation, and the anticipated date of completion.

Provided by WMATA OIG

- 57.** Please list all outstanding Washington Metrorail Safety Commission ("WMSC") Corrective Action Plans ("CAPs") that WMATA is required to complete, the status of each CAP, and the anticipated date of completion.

As of February 14, 2025, WMATA has 91 CAPs with the WMSC in various stages of review and completion:

- 10 CAPs are under WMSC review for closure.
- 4 CAPs (the oldest open CAPs) are awaiting WMATA responses to address WMSC closure request comments.
- 76 CAPs are actively being worked on:
 - 75 CAPs are progressing without issues.
 - 1 CAP (Past Due) is awaiting WMSC approval of a CAP Modification
- 1 CAP related to Occupational Safety & Health remains on hold.

- 58.** Please provide an update on efforts to ensure rail and bus operators are receiving the required training and continuing education necessary to operate railcars and buses across the system. Has WMATA developed, or will WMATA develop, a protocol for continuous training and certification for Metrorail and Metrobus operators?

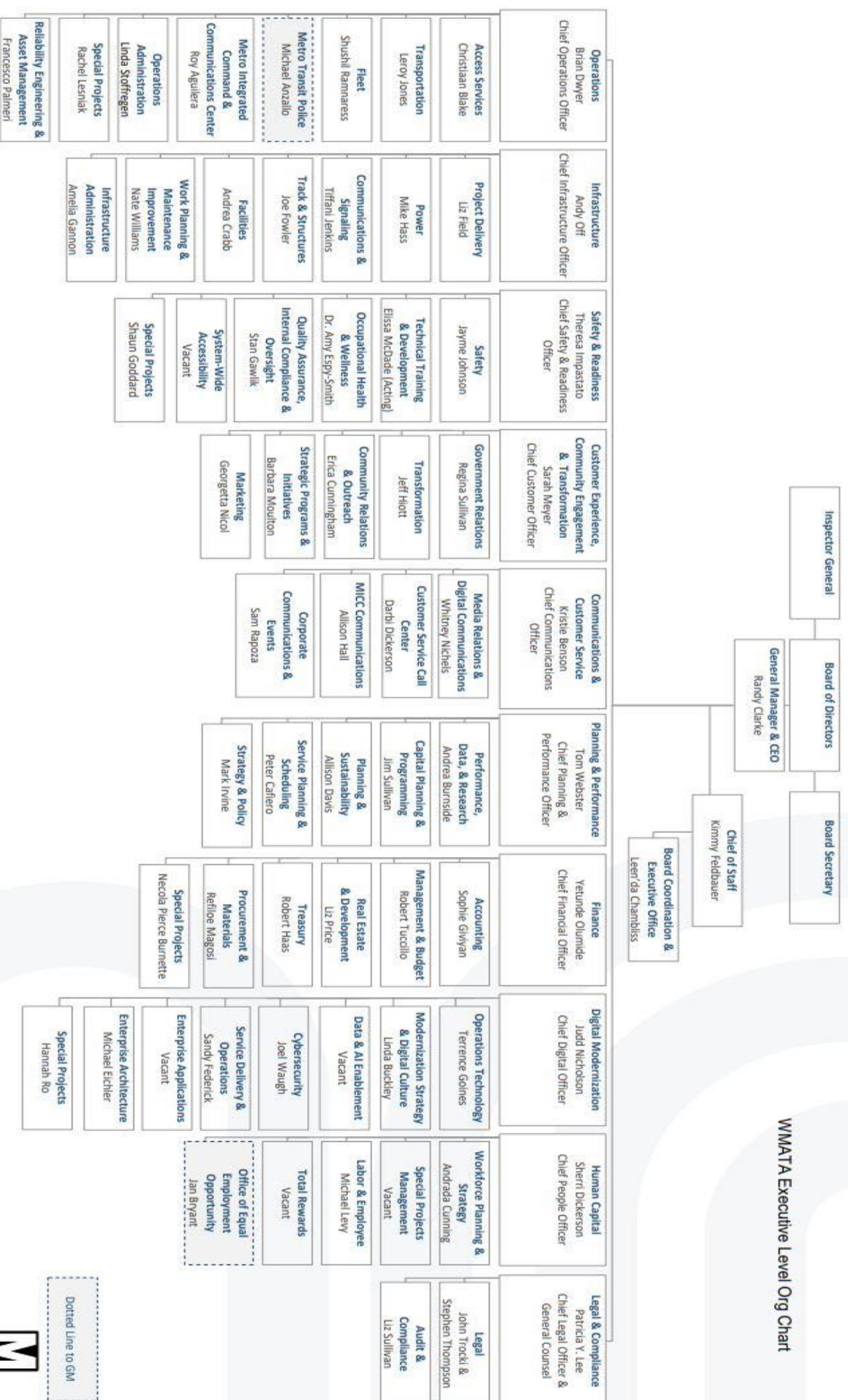
WMATA manages a continuous training and certification program to train and certify rail vehicle operators. Each Metrorail Vehicle Operator must pass a series of initial certification exams after completing the new Metrorail Vehicle Operator training program. Each Metrorail Vehicle Operator must recertify within two years of their prior certification date. The certification process includes both written and practical examinations of knowledge. Each employee recertifying as a Metrorail Vehicle Operator is also required to complete an appropriate refresher training course within eighteen (18) months of their recertification expiration date.

WMATA also manages a continuous training program for the Metrobus Operators. Metrobus certification consists of a valid class B Commercial Driver's License and a valid Department of Transportation medical card. Per Federal Law, WMATA requires Metrobus operators to maintain a class B Commercial Driver's License and a current and valid WMATA Medical Examiner's Certificate (Department of Transportation [DOT] medical card) in order to operate a Metrobus. The Commercial Driver's License and DOT card can be initially obtained during new bus operator training. All Metrobus operators receive new Bus Operator training prior to operating a revenue collecting Metrobus. Metrobus Operators receive the required Refresher training every three (3) years prior to the Bus Operator's anniversary date.

- 59.** How much, if any, formula funding does WMATA expect to receive or has received from the Infrastructure Investment and Jobs Act, the Inflation Reduction Act, or any other recent federal legislation? Has WMATA identified any competitive or application-based funding authorized in recent federal legislation? If yes, please describe the types of projects that WMATA plans to use this funding for or has used any funding already received for.

Since FY23, WMATA has received over \$1.3 billion in Federal Formula Grants from the FTA that were authorized or appropriated by the Infrastructure Investment and Jobs Act and the Inflation Reduction Act. For FY26, WMATA estimates it will receive \$470 million more in Federal Formula Grant funding. WMATA has received a cooperative agreement award for \$2 million for research associated with Transit Data Standards and an Analysis Infrastructure Framework from a competitive/application-based funding opportunity from these Acts.

WMATA Executive Level Org Chart



Procedure Number: FAIR-OEEO-P04-00

Discrimination Complaint Investigation Process

November 16, 2020

Revision History

Revision No.	Revision Date	Reviser/ Author	Document Section No. (if applicable) or N/A	Description of Changes
0	11/16/20	Jan Bryant		Initial Release

Table of Contents

1	Scope	4
2	Purpose	4
3	Definitions	4
4	Acronyms.....	5
5	Responsibilities	6
6	Process Steps.....	9
7	Safety Management	19
8	References	20
9	Records	20
10	Appendices, Attachments and/or Exhibits	31
11	Approvals.....	32

1 Scope

1.1

The scope of this standard operating procedure (SOP) applies to all WMATA employees, contract employees, and applicants for employment who file a complaint of discrimination. They are covered by the Washington Metropolitan Area Transit Authority's (WMATA's) Policy Instruction (P/I) 7.1.1, *Equal Employment Opportunity and Affirmative Action*, and shall not be discriminated against based on the identified protected categories listed in P/I 7.1.1. Harassment based on the protected categories is also prohibited. WMATA employees, contract employees, applicants for employment and former employees will be afforded the right to file a complaint of discrimination for violation of P/I 7.1.1 and other WMATA nondiscrimination policies [see P/I 7.1.5, *Non-Retaliation*, P/I 7.1.2, *Anti-Sexual Harassment and other Harassment*, and P/I 7.1.4, *Religious Accommodation*].

This document has been created in compliance with the Quality Management System Plan (QMSP), Policy Instructions

1.2

1.1 *Document Governance and Hierarchy*, 6.1 *Records Management*, and WMATA's Records Retention Manual.

2 Purpose

2.1

The purpose of this procedure, which is directed by the Department of Fair Practices (FAIR) at WMATA, is to process Title VII Equal Employment Opportunity complaints of discrimination in accordance with federal law, regulations of the Federal Transit Administration (FTA), Equal Employment Opportunity Commission and WMATA's P/I, 7.1.1 *Equal Employment Opportunity and Affirmative Action*. These policies prohibit discrimination based on race, ancestry, color, age (40 years or older), national origin, ethnicity, religious creed or belief, physical or mental disability, marital or familial status, legally protected medical conditions, genetic information, military or veterans status, sex (including pregnancy, childbirth, breastfeeding, or related medical conditions), gender (including gender identity and gender expression), sexual orientation, citizen status, protected activity (such as opposition to or reporting of prohibited discrimination or harassment), retaliation/reprisal for filing a complaint of discrimination, participating in the equal employment opportunity complaint process or having opposed prohibited discrimination or any other status or classification protected by applicable federal law.

3 Definitions

3.1

Alternative Dispute Resolution (ADR) - refers to any means of settling disputes outside of the courtroom. FAIR utilizes mediation as its ADR method.

3.2

Complainant – the employee who is filing a complaint of discrimination.

3.3

Respondent – the alleged discriminating individual.

3.4

Harassment – a form of employment discrimination that violates Title VII of the Civil Rights Act of 1964, the Age Discrimination in Employment Act of 1967 (ADEA), and the Americans with Disabilities Act of 1990, (ADA). Harassment is unwelcome conduct that is based on race, color, religion, sex (including pregnancy), national origin, age (40 or older), disability or genetic information. Harassment becomes unlawful where 1) enduring the offensive conduct becomes a condition of continued employment, or 2) the conduct is severe or pervasive enough to

create a work environment that a reasonable person would consider intimidating, hostile, or abusive.

- 3.5 **Equal Employment Opportunity** – the idea that everyone should be treated fairly and given equal opportunity when being considered for various employment decisions (including hiring, promotion, termination, compensation, etc.). It provides that no one can be denied employment or treated differently with regard to any workplace decision on the basis of race, color, sex, religion, and national origin.
- 3.6 **Quality Management System Plan (QMSP)** – The QMSP is a WMATA plan to be used both internally and externally. It guides employees through WMATA's expectations and standards that must be met and maintained to ensure compliance with requirements. The responsibilities, procedures, and documents comprising the Quality Management System (QMS), including the QMSP, apply to all offices, departments, and projects within the Authority's responsibility. The QMSP is also used externally to introduce the QMS to the Authority's customers, stakeholders, contractors, suppliers, and vendors.

4

Acronyms

- 4.1 **ADA** – Americans with Disabilities Act
- 4.2 **ADEA** – Age Discrimination in Employment Act of 1967
- 4.3 **ADR** – Alternative Dispute Resolution **CHRO** –
- 4.4 Chief of Human Resources **EEO** – Equal
- 4.5 Employment Opportunity
- 4.6 **EEOC** – Equal Employment Opportunity Commission
- 4.7 **FAIR** – Department of Fair Practices **FTA** –
- 4.8 Federal Transit Administration **HCM** – Human
- 4.9 Capital Management
- 4.10 **HR** – Human Resources
- 4.11 **IBOP** – Internal Business Operations
- 4.12 **P/I** – Policy Instruction
- 4.13 **QMS** – Quality Management System
- 4.14 **QMSP** – Quality Management System Plan
- 4.15 **ROI** – Report of Investigation
- 4.16 **SAFE** -- Department of Safety and Environmental Management
- 4.17 **SOP** – Standard Operating Procedure

4.18 WMATA - Washington Metropolitan Area Transit Authority

5

Responsibilities

5.1 Office of Fair Practices (FAIR) –

- 5.1.1 Responsible for providing timely and quality EEO complaint processing services to all complainants.
- 5.1.2 Responsible for processing complaints promptly and with integrity, trust and impartiality throughout the counseling, investigation and resolution of the EEO complaint.
- 5.1.3 Responsible for ensuring complainants, their representatives, witnesses, and other participants in the EEO process are free from restraint, interference, coercion, discrimination, and reprisal at all stages in the presentation and processing of a discrimination complaint, including the pre-complaint counseling stage.
- 5.1.4 Responsible for informing employees that allegations of reprisal in discrimination complaints, like EEO complaints, be brought to the attention of FAIR management.
- 5.1.5 Responsible for trying to resolve complaints at the earliest possible stage to achieve better employee relations, reduce administrative costs, and avoid prolonged litigation.
- 5.1.6 Responsible for offering to resolve EEO disputes at the lowest level possible by explaining and offering alternative dispute resolution (ADR). Participation in an ADR process is not intended to affect the rights of an employee to file: (1) a discrimination complaint; (2) a grievance under a negotiated agreement; or (3) a complaint filed with the EEOC.
- 5.1.7 Responsible for conducting informal counseling during the informal complaint process to try and resolve allegations of discrimination complaints.
- 5.1.8 Responsible for arranging and participating in ADR mediation efforts. Responsible for
- 5.1.9 acknowledging receipt of formal complaints of discrimination.
- 5.1.10 Responsible for issuing procedural determinations and recommendations concerning discrimination complaints.
- 5.1.11 Responsible for managing the EEO investigation process. 5.1.12
- Responsible for providing quality customer service.
- 5.1.13 Responsible for ensuring FAIR employees have a thorough knowledge of the applicable laws, policies and regulations related to the processing of EEO complaints.

- 5.1.14 Responsible for having FAIR staff conduct themselves in a highly professional manner and avoiding the appearance of compromising the integrity of the EEO complaint process.
 - 5.1.15 Responsible for avoiding personal involvement with aggrieved persons, complainants, responsible management officials, witnesses, representatives, or any other participant in the EEO complaint process.
 - 5.1.16 Responsible for applying competent skill, exercising sound judgment and exhibiting professional demeanor in performing their duties.
 - 5.1.17 Responsible for holding confidential all interview notes, and other records that comprise the FAIR complaint file, and data that are derived from the investigative process (except in special circumstances such as court or administrative subpoenas).
- 5.2 WMATA Employees**
- 5.2.1 Responsible for complying with requests from FAIR for interviews or documents (failure to comply may result in correction action, up to and including termination).
 - 5.2.2 Responsible for maintaining the confidentiality of the investigative process and their interaction with FAIR.
- 5.3 EEO Coordinator**
- 5.3.1 Responsible for following up on initial contact by complainants. Responsible for conducting the initial screening of complainants.
 - 5.3.2 Responsible for determining if complaint is/is not covered by discrimination policy.
 - 5.3.3
 - 5.3.4 Responsible for directing complaints to the appropriate department if not covered by discrimination policy, filing information appropriately, and copying complainant on action taken.
 - 5.3.5 Responsible for obtaining a docket number from PeopleSoft HCM, which includes inputting data into PeopleSoft HCM re the complainant, and filing the data in the FAIR Shared Drive (T drive).
 - 5.3.6 Responsible for updating the FAIR files in PeopleSoft HCM and on the FAIR Shared Drive after the intake interview by the EEO Officer.
 - 5.3.7 Responsible for closing out the case in PeopleSoft HCM.
 - 5.3.8 Responsible for creating and maintaining the "Master – All Cases Assigned" Excel spreadsheet (see Figure 1).

5.4 EEO Officer –

5.4.1 Responsible for interviewing complainant.

5.4.2 Advises the complainant of other departments to look into if complaint is not covered by discrimination policy.

5.4.3 Explains the ADR process to the complainant if appropriate. Documents and files all case information.

5.4.4 Will meet with and counsel the respondent and go over the allegations and the policies that may have been violated. The Manager – Civil Rights Compliance may do this as well.

5.4.5 Drafts Employee Counseling Forms (see Figure 2).

5.4.6 Responsible for updating the Information Required Sheet (see Figure 3) and sending it to the EEO Coordinator to close the case in PeopleSoft HCM. Can also be performed by Manager – Civil Rights Compliance.

5.5 Human Resources (HR) Welcome Center Receptionist –

5.5.1 Responsible for receiving walk-in complainants and providing the information to the EEO Coordinator

5.6 PeopleSoft HCM –

5.6.1 Responsible for storing employee information and employee discrimination complaint information.

5.6.2 Responsible for issuing docket number for discrimination complaints.

5.7 Manager, Civil Rights Compliance –

5.7.1 Responsible for assigning complaints to EEO Officers.

5.7.2 Meets with and counsels the respondent and goes over the allegations and the policy(ies) that may have been violated. The EEO Officer may do this as well.

5.7.3 Responsible for updating the Information Required Sheet (see Figure 3) and sending it to the EEO Coordinator to close the case in PeopleSoft HCM. Can also be performed by the EEO Officer.

5.7.4 Responsible for reviewing and approving the investigative reports and closing letter determinations.

5.8 Attorney or Union Representative –

5.8.1 Responsible for following WMATA's rules and procedures during interview process.

5.9 Witnesses

- 5.9.1 Responsible for following WMATA's rules and procedures during complaint process. Responsible for
- 5.9.2 maintaining the confidentiality of the complaint process.
- 5.10 **Respondent –**
 - 5.10.1 Completes a counseling form (see Figure 2).
 - 5.10.2 Takes part in counseling procedure if appropriate.
 - 5.10.3 Takes part in mediation procedure if appropriate.
 - 5.10.4 Cooperates with the investigative process and maintains the confidentiality of the complaint process.

6

Process Steps

- 6.1 **Complainant contacts FAIR.** Contact can be made in different ways:
 - 6.1.1 Telephone Calls – Employees may contact FAIR by Voicemail messages at 202.962.1082 (FAIR main office number). The EEO Coordinator or FAIR staff shall respond to the voicemail message. The voicemail messages are housed in the “Civil Rights” inbox which is accessible to all FAIR staff. FAIR staff ensure the information is provided to the EEO Coordinator for follow up.
 - 6.1.2 Emails – Employees may contact FAIR by email at the following address: OEEOHotline@wmata.com. The EEO Coordinator and FAIR staff have access to emails through the “OEEO Hotline” and the EEO Coordinator shall respond to the voicemail.
 - 6.1.3 Walk-Ins – Employees may walk into the Headquarters Office and ask to speak with a FAIR staff member through the HR Welcome Center. The HR Receptionist will contact a member of FAIR staff at the FAIR main office number, 202.962.1082. The EEO Coordinator will follow up.
 - 6.1.4 Management Referral – can be received by anyone in the FAIR office via email, telephone call or walk-in. The EEO Coordinator will follow up.
- 6.2 **EEO Coordinator – Docket Number and Case Filing**
 - 6.2.1 The EEO Coordinator logs into PeopleSoft HCM through WMATA's homepage to acquire a docket number for the complaint by clicking on the Tab – Applications, scrolling down and double clicking on – PeopleSoft HCM.
 - 6.2.1.1 PeopleSoft HCM - Once logged into PeopleSoft HCM, the EEO Coordinator will be able to retrieve any missing information needed on the Complainant and the Respondent by going to:
 - **Main Menu > Workforce Administration > Personal Information**
 - > Modify a Person:** Employee's Profile Information – searching by first/last name or employee ID.

- **Biographical Information** – e.g., birth date, gender, etc.
- **Contact Information** – e.g., address, phone number, email, etc.
- **Regional** – ethnicity, citizenship, military status
- Next, for “job information”, the EEO Coordinator will access location, supervisor, union representation, etc., and then go to **Main Menu > Workforce Administration > Job Information > Job Data: Employee Information** – can search by name of employee ID.

6.2.2 EEO Coordinator creates the case files as indicated below in the folder titled “EEO Case Files” on FAIR’s Shared Drive.

6.2.2.1 Documents or other electronic media are saved in the case file.

A folder is created by the EEO Coordinator as follows:

- Right click on EEO Case files > dialogue box appears > click “New” > then click “Folder”. Note: double-click on the folder labeled “EEO Case Files” to see current EEO case files.
- Right-Click on “New folder” > click “Rename”.
- Rename using the following format: ***Last Name, First Name***.
- Right-click on the “named” file folder > dialogue box appears > click “New” > then click “Folder” > Rename “sub-folder” to the docket number “2020-000XXX” and enter the initials of assigned EEO Officer.
- Right-click on “Docket Number” > dialogue box appears > click “New” > click “Folder”. Create at least seven new folders and rename each as:
 - > **TAB A** Complaint,
 - > **TAB B** Correspondence,
 - > **TAB C** Witness Statements & Interviews,
 - > **TAB D** Documents Reviewed,
 - > **TAB E** ROI & Exhibits,
 - > **TAB F** Determination Documents, and
 - > **TAB G** Corrective Action.

6.2.2.2 Assignment of Docket Number – A Docket Number is assigned to the case automatically when the EEO Coordinator inputs the information into PeopleSoft HCM. Information includes the basis of the complaint, respondent’s information and summary of allegations. PeopleSoft HCM forwards an email to the EEO Coordinator assigning a docket number to the complainant’s file.

- 6.2.3 The EEO Coordinator updates the “Master All Cases Assigned” Excel spreadsheet (see Figure 1) located in the EEO Case File. All EEO case tracking is done on the FAIR Shared Drive.
- 6.2.4 The EEO Coordinator conducts an initial screening interview with the complainant to determine if the matter is covered by the non-discrimination policies.
- 6.2.4.1 If the matter is not covered by any of the nondiscrimination policies, the EEO Coordinator will document that determination in the PeopleSoft HCM EEO Complaint Tracking Module (CTM) and be referred to the appropriate WMATA office for resolution, and the referral is copied to the complainant.
- 6.2.4.2 The file is also recorded in the FAIR Shared Drive.
- 6.2.4.3 If the facts presented are sufficient to warrant an inquiry by FAIR, the claim is
- documented in PeopleSoft HCM by the EEO Coordinator,
 - the allegation is reduced to writing by the EEO Coordinator,
 - a file is created under the complainant’s name on the FAIR shared drive by the EEO Coordinator, and
 - all notes taken during the initial screening are filed in the Shared Drive by the EEO Coordinator.
- 6.3 **Intake Interview Process**
- 6.3.1 After the initial screening interview, if the facts presented warrant an investigation by FAIR, information is given to the Manager-Civil Rights Compliance who assigns the matter to an EEO Officer.
- 6.3.2 The EEO Officer conducts an intake interview of the complainant.
- 6.3.2.1 The EEO Officer provides information to the complainant.
- 6.3.2.1.1 During the intake interview, the assigned EEO Officer will explain the mission and general functions of FAIR, discrimination laws enforced by FAIR, protected categories, and inform the complainant of the complaint process.
- 6.3.2.2 Collects enough information to frame the claim(s) and basis(es).
- 6.3.2.3 Gathers information and affords the complainant an opportunity to achieve an informal and mutually acceptable resolution of the complaint.
- 6.3.2.4 Conducts a limited inquiry for the purpose of jurisdictional questions.
- 6.3.2.5 Seeks resolution of disputes at the lowest possible level.

6.3.2.6 Educates and explains the benefits of the ADR process.

6.3.2.7 Advises complainant of other departments where they can pursue their concerns if the matter is non-EEO related, i.e., referral to Employee Relations, back to management, the negotiated grievance process, etc.

6.3.3 The EEO Officer documents all intake interview information and all contact with employees and actions in the Investigation Activity Log (see Figure 4).

6.3.4 The EEO Officer saves all documentation in the appropriate case folder on the FAIR Shared Drive.

6.4 Process Following the Intake Interview

6.4.1 If complainants choose to file a formal complaint of discrimination after they the intake interview, they must do so on a FAIR Discrimination Complaint Form (see Figure 5). All formal complaints alleging discrimination MUST contain the information outlined below:

- Full name, address, work, home and cellular telephone numbers, personal email address and other contact information of the complainant;
- Full name, job title, work, home and cellular telephone numbers, person email address and other contact information of the respondent;
- A statement explaining the alleged discrimination with description of who, what, when, and how the alleged discrimination occurred;
- The date(s) of the alleged discrimination. If the allegation is more than 30 days old FAIR has the discretion to determine the allegations are untimely;
- If the alleged discrimination is continuing in nature, range of dates when alleged discrimination took place;
- A statement as to what the complainant is seeking for recourse to their concerns; and
- Complainant's signature on the formal complaint of discrimination.

6.4.2 Once the complaint has been completed and signed, FAIR staff notifies the EEO Coordinator of any changes for updates in PeopleSoft HCM and to FAIR assignment sheets.

6.4.3 Informal Process –

6.4.3.1 Contacts made with FAIR are considered official allegations and FAIR will review the facts to determine whether an investigation must be conducted. In most instances, if FAIR determines that an investigation is necessary, the complainant will be asked to complete and sign a Discrimination Complaint form.

- 6.4.3.2 In cases where appropriate, alternative dispute resolution (ADR), mediation, may be pursued.
- 6.4.3.2.1 The EEO Officer, who is an experienced mediator, offers the complainant the opportunity to resolve the complaint through mediation (through ADR), where the EEO Officer will arrange a meeting to sit with the complainant and respondent to discuss their grievances and to try and reach agreement on a resolution.
 - 6.4.3.2.2 If the complainant does not agree to mediation the EEO Officer continues with the formal process for complaint resolution (see 6.4.6).
 - 6.4.3.2.3 If the complainant agrees to mediation, the EEO Officer contacts the respondent with the offer of mediation.
 - 6.4.3.2.4 If the respondent does not agree, the EEO Officer continues with the formal process of complaint resolution. Both the complainant and the respondent must agree to mediation for the process to take place.
 - 6.4.3.2.5 If the respondent agrees to mediation, the EEO Officer arranges to meet with the respondent and complainant together to discuss their grievances and to come to agreement on how to resolve the case.
 - 6.4.3.2.6 During the meeting, the EEO Officer facilitates the discussion by offering different options that the complainant and/or respondent may want to explore.
 - 6.4.3.2.7 If the complainant and respondent cannot reach agreement on complaint resolution, the EEO Officer continues with the formal process of complaint resolution (see 6.4.6).
 - 6.4.3.2.8 If the complainant and respondent reach agreement on complaint resolution, the EEO Officer drafts the agreement at the end of the meeting and has both the complainant and respondent sign the agreement. The EEO Officer destroys all notes taken during the meeting, and provides a copy of the agreement to the complainant and to the respondent, and places a copy in the Investigation Activity Log (see Figure 4).
 - 6.4.3.2.9 The complainant and respondent are then responsible for carrying out the terms of the resolution agreement. They may request that the EEO Officer assign someone to supervise that the agreement is being followed. Both the complainant and the respondent must agree on the supervisor.

6.4.3.2.10 If the resolution agreement is breached, the complainant may then file a new discrimination complaint if he or she so chooses.

6.4.4 If the complainant does not wish to file a complaint and has clearly articulated a basis upon which a complaint could be filed, FAIR staff, in consultation with the Manager- Civil Rights Compliance or the FAIR Director determines whether counseling the respondent is appropriate to address the concerns raised.

6.4.4.1 In such instances, the EEO Officer will draft an Employee Counseling Form (see Figure 2). The template is found in the FAIR Shared Drive.

6.4.4.2 The EEO Officer or the Manager-Civil Rights Compliance will meet with the respondent and go over the allegations and the policy(ies) that may have been violated.

6.4.4.3 The respondent will sign and date the Employee Counseling Form (see Figure 2) which will be saved in the FAIR Shared Drive.

6.4.4.4 The Information Required Sheet (see Figure 3) is updated by the EEO Officer or the Manager-Civil Rights Compliance and sent to the EEO Coordinator to close the case in PeopleSoft HCM.

6.4.5 There may be instances where the complainant does not want to proceed with a complaint but has provided enough information to FAIR that it will be necessary for FAIR to conduct a formal investigation.

6.4.6 Formal Process - There are two ways in which the complainant can file a formal complaint.

6.4.6.1 After an intake interview, the EEO officer will prepare the formal complaint based on the information provided by the complainant.

6.4.6.1.1 The FAIR Formal Complaint Form (see Figure 5) must be signed and dated before it can be filed with FAIR.

6.4.6.1.2 The date of the signed/dated FAIR Discrimination Complaint Form (see Figure 5) will be used as FAIR's acceptance and filing date of the complaint.

6.4.6.2 The second way to file a complaint is for the complainant to complete FAIR's Discrimination Complaint Form (see Figure 5), sign and date it and send it to the OEEOHotline@wmata.com.

6.5 After the Complaint has been Filed with FAIR

6.5.1 The EEO Coordinator updates the PeopleSoft HCM entry with signature, date and any other relevant information.

- 6.5.2 The Manager-Civil Rights Compliance assigns the complaint to an EEO Officer for investigation.
- 6.5.2.1 Timeframe: Upon receipt of a signed complaint of discrimination, the EEO Officer will begin the investigation process. The investigation process should be concluded in 90 business days. If the investigative process cannot be concluded in the 90-business day timeframe, the EEO Officer will provide written documentation for the delay to the Senior Vice President of Internal Business Operations (IBOP) and document the complaint file as to the reasons for the delay.
- 6.5.2.1.1 If the respondent is a Local 689 union member, then the investigative process must be completed within 60 calendar days.
- 6.5.2.2 Note: There will be circumstances where investigative activities are undertaken but fall short of a full investigation. Such instances will be determined by the Director of FAIR. In such instances the assigned EEO Officer will document all interviews conducted or evidence gathered and reviewed as noted above.
- 6.5.2.2.1 To conclude the truncated process, EEO Officer will prepare a memorandum to file outlining actions taken, information/evidence gathered and reviewed, analysis of the allegations and evidence/information supporting or negating the allegations and a determination.
- 6.5.3 The EEO officer assigned to the complaint is responsible for investigating accepted claims of prohibited employment discrimination
- 6.5.3.1 The EEO Officer is responsible for interviewing complainant, respondent and all relevant witnesses and documenting the interview with interview notes to the complaint file on the FAIR Shared Drive.
- 6.5.3.1.1 The EEO Officer will ask open-ended, non-judgmental questions.
- 6.5.3.1.2 Avoid asking leading questions or those with a simple “yes” or “no” answer, except related to allegations witnessed by the individual.
- 6.5.3.1.3 Use investigation interview forms where appropriate.
- 6.5.3.1.4 Avoid the appearance of impropriety or favoritism in conducting interviews.
- 6.5.3.1.5 Observe and record all physical and verbal reactions of the witnesses during the interviews. The EEO Officer will not record conclusions or opinions regarding credibility about witnesses.

- 6.5.3.1.6 Interview each witness separately by telephone, video conference or in-person in an office or room where the discussion will not be overheard by other witnesses, the alleged harasser, or any other unauthorized persons.
- 6.5.3.1.7 Before beginning the interview, explain the purpose of the interview by referring generally to recent complaints about the relationship between the complainant and the respondent.
- 6.5.3.1.8 Emphasize that WMATA takes these charges very seriously and is investigating these charges by interviewing all potential witnesses in compliance with WMATA policy.
- 6.5.3.1.9 Explain that upon completion of the investigation, FAIR will attempt to determine what occurred, and will take appropriate action based on its determination.
- 6.5.3.1.10 Both the potential complainant and the alleged discriminating individual (respondent) should be advised that each will be apprised of the results of the investigation and any referrals for appropriate corrective action. Both parties will also be advised the complaint process is confidential and should not be discussed in the workplace or among co-workers.
- 6.5.3.1.11 Instruct any witnesses interviewed not to discuss the matters covered during the interview with any co-employee or the complainant or the respondent. Explain to the witness that confidentiality is necessary to protect the integrity of the investigation and to ensure that WMATA receives trustworthy information in an atmosphere free from coercion. FAIR will maintain each person's confidentiality throughout the investigation to the best of its ability.
- 6.5.3.1.12 Explain to all witnesses that retaliation will not be tolerated by anyone. If someone attempts to retaliate against them for participating in this investigation, advise the witness to contact FAIR immediately to report such.
- 6.5.3.2 The EEO Officer will document the interviews on the Interview Notes Form (see Figure 6), found in the FAIR Shared Drive and shall reflect the date and method of interview.
- 6.5.3.3 The EEO Officer will consider credibility determinations, if applicable. Factors include: the results of the investigation. memory - perception - truthfulness - corroboration or lack thereof - bias of witnesses - consistency of accounts - prior misconduct or lack thereof, and implications of such conduct - plausibility of accounts and non-verbal communication.

6.5.3.4 The EEO Officer will gather pertinent documents and records, and conduct whatever inquiry is necessary.

6.5.3.4.1 Insofar as FAIR is committed to maintaining its records electronically, EEO Officers are required to ensure investigative documents, including interview notes, statements taken, documents received and reports of investigation, are maintained in the appropriate complaint file folders on the FAIR Shared Drive.

6.5.3.5 The EEO Officer will collect various data and information sources to obtain, analyze, and present facts.

6.5.3.6 The EEO Officer will resolve discrepancies by conducting additional fact-finding, securing additional witness testimony, and reviewing additional documents.

6.6 Preparation of the Report of Investigation (ROI)

6.6.1 Upon completion of any investigation, each EEO Officer shall complete a Report of Investigation (ROI) (see Figure 7). There is a template of this document maintained on the FAIR Shared Drive at \Forms-Quick\SAMPLE Report of Investigation.docx.

6.6.2 The EEO Officer will compile an investigative file and prepare an investigative report, summarizing all relevant facts to decide the likelihood whether violation of Metro's anti-discrimination policies did or did not occur as alleged - Cause or No Cause finding.

6.6.2.1 If there is a cause finding, the EEO Officer in collaboration with FAIR management will make a recommendation regarding corrective action. The investigation need not be exhaustive but adequate and thorough to make a determination.

6.6.3 When an EEO Officer begins drafting an ROI, that document should be titled *draft* and saved as the EEO Officer develops the completed document. The sections of the ROI are as follows:

6.6.3.1 Background should begin stating the date the complaining party filed the complaint. The Background section should state a summary of the complaint. In some instances, the complaint may be sufficiently simple to be fully included in the background. The first reference to the complaining party and the alleged discriminating individual (respondent) should include in parentheses the identifier(s) of the protected category/categories incorporated in the complaint. For example, in a complaint alleging race, the race of the complaining and responding party should be incorporated in parentheses immediately after the first reference. The Background should also include what the complaining party alleged occurred or was said that the complaining party believes/feels/perceives or alleges was discriminatory and what Policy/Instruction is implicated.

- 6.6.3.2 Scope of Review is a summary of what was investigated in the investigation as well as identification of the assigned EEO Officer.
- 6.6.3.3 Interviews of Complainants, Respondents, & Witnesses – These sections should be completed based on information secured during interviews conducted but may also include information provided in other ways. Interview notes should be written in the 3rd person except where direct quotes are used. Information regarding when and how the interview was conducted should be in the first paragraph. Information provided in interviews during the investigation upon which the complaint determination relies or is based needs to be included in the summary of the statement of the person providing that information.
- 6.6.3.4 Analysis – this section should start with statements regarding the applicable or implicated Policy/Instruction(s) citing specific provisions used in reaching the complaint determination. The analysis should reflect a summary of facts or evidence reviewed or considered in reaching a decision as to whether the allegations are substantiated. It is the responsibility of the EEO Officer to determine the finding for the complaint: a finding of Cause, where the allegation(s) of a violation of the implicated policy/instruction was/were substantiated; a finding of No Cause, where the allegation(s) was/were not substantiated.

Recommendation – Where the decision on the complaint is Cause, the EEO Officer, in consultation with Employee Relations and FAIR management, will incorporate recommendations to ensure that the violative behavior substantiated by evidence/information will not reoccur. Recommended corrective actions may include a) counseling; b) disciplinary suspension; c) demotion; d) training; or e) termination. FAIR will strive to recommend corrective actions consistently based on the type of violative behavior identified through investigation. Factors in determining appropriate remedial action to take include: - credibility of alleged respondents, complainants and witnesses - prior conduct, if any (positive or negative) - prior discipline of alleged harasser - level of harassment, including type and frequency of conduct - alleged harasser's knowledge of WMATA's rules of conduct - prior disciplinary "precedent" for identical, similar or analogous misconduct - public and employee relations issues.

6.7 Closing a Complaint

- 6.7.1 Communication of Findings and Finalization of Investigation – After the Director of FAIR approves the ROI via email and upon a "No Cause" finding, EEO Officers prepare closing letter determination for the complaining and the responding party.
- 6.7.1.1 There is a template for these documents. [.\Forms-Quick\Determination Template2.docx](#).

- 6.7.2 The Manager-Civil Rights Compliance reviews and approves the closing letter determinations.
- 6.7.3 Once the closing letter determinations are approved, they are sent to the complainant and respondent(s). The FAIR complaint investigative process is completed and the complaint is closed as of the date the respondent's closing letter.
- 6.7.4 If the ROI results in a "Cause" finding, the EEO Officer prepares a determination memorandum, approved by the Manager- Civil Rights Compliance and/or the Director of FAIR for the respondent's executive level management personnel.
- 6.7.4.1 A template of this document is on the FAIR Shared Drive at ..\..\Forms- quick\Determination memo to Mgmt-.docx. The EEO Officer prepares closing letter determinations for the complainant and respondent(s) as outlined above. The complaint investigative process and complaint is closed as of the date of the complainant's closing letter. The complaint file will remain open until FAIR receives documentation of the implementation of the corrective action.
- 6.7.5 To close out the complaint, the EEO Officer updates the Information Required Sheet (see Figure 3) document with the closing date. This document is sent to the EEO Coordinator to close the complaint in PeopleSoft Human Capital Management (HCM).
- 6.7.6 If FAIR recommends corrective action, FAIR will notify and consult with Employee Relations (for non-represented employees) and Labor Relations (for represented employees) about the recommended corrective action and request documentation of the corrective action once it is completed.

7

Safety Management

- 7.1 This document has been created in compliance with WMATA's safety plan and safety policy. Any hazards and risks associated with the processes within this document have been evaluated for safety, and have appropriate mitigation strategies established as part of WMATA's overall risk assessment management, where applicable and/or relevant. This document is also subject to monitoring for safety risk mitigation adherence and safety performance, and has effective communication practices in place, including adequate safety training to ensure competencies, and to solicit feedback from the affected employees, where applicable and/or relevant. For further guidance on WMATA's safety plan, visit the Department of Safety and Environmental Management's (SAFE) intranet homepage.
- 7.2 FAIR follows a formal data security policy to protect background check information. Employees, contractors, and supervisors are trained on WMATA's data security policies. Employee data is only collected for job-related information. FAIR only retains information for as long as the records must be kept, following Federal, state and local recordkeeping, disposition and privacy laws. The Chief of Human Resources (CHRO) is responsible for maintaining all background check records in a manner that ensures confidentiality and integrity of information policy [WMATA Policy

Instruction 7.2.3, *Criminal Background Checks*, Section 4.01]. FAIR staff members (employees and contractors) are instructed to inform management if they suspect someone has gained unauthorized access to protected information. Unauthorized copying, transmitting, viewing, or use of sensitive employee information is subject to discipline, up to and including termination. FAIR also implements administrative, technical and physical controls to properly secure employee records. Paper records are stored in a locked location with access limited to one individual who is responsible for maintaining the files. Electronic records are encrypted, password protected and maintained on a secure server. Electronic systems are evaluated regularly to ensure that new technology and viruses do not compromise security.

Medical records of personnel are always separate from employee personnel files, per the Americans with Disabilities Act (ADA) of 1990.

8

References

- 8.1 WMATA Policy Instruction (P/I) 1.1 *Document Governance and Hierarchy*
- 8.2 WMATA Policy Instruction (P/I) 6.1 *Records Management*
- 8.3 WMATA Records Retention Manual
- 8.4 Policy Instruction (P/I) 7.1.1/2 Equal Employment Opportunity and Affirmative Action Policy Instruction (P/I)
- 8.5 7.1.5 Non-Retaliation
- 8.6 Policy Instruction (P/I) 7.1.2/2 Anti-Sexual Harassment and Other Harassment Policy Instruction (P/I)
- 8.7 7.1.4 Religious Accommodation
- 8.8 Policy Instruction 7.2.3, *Criminal Background Checks*
- 8.9 Americans With Disabilities Act (ADA) of 1990 (42 U.S.C. § 12101) 8.10 Age
Discrimination in Employment Act of 1967 (ADEA)

9

Records

Figure 1. Master – All Cases Assigned

WASHINGTON METROPOLITAN AREA TRANSIT ADMINISTRATION



OFFICE OF FAIR PRACTICE

Office of Equal Employment Opportunity
600 Fifth Street, N.W., Suite 7G
Washington, DC 20001

EEO COUNSELING INFORMATION

Employee Being Counseled/Employee ID number

1. This document captures information shared during a counseling session provided after concerns were raised by another employee.
2. The intent of this document is to memorialize the important policy issues and advice provided to guide future behavior and activities so as to comply with all relevant WMATA policies and procedures.
3. Reprisal or retaliation action will not be permitted against any parties involved in the incident from which this complaint arose.
4. In the event that there is a reoccurrence of the type of behavior alleged by this employee or any conduct which violates the policies discussed further corrective action will be taken, up to and including termination, depending upon the severity of the violation or behavior.

ADVISEMENT

[What Happened] Concerns have been raised that since you came to Perry, there have been allegations that you have been discussing with other employees the prior sexual harassment complaint filed against you by Jane Roe. Allegations have been made you have engaged in conversations regarding that sexual harassment complaint with more than one other employee. You are hereby advised that if such conversations are taking place this could constitute retaliation in violation of the following WMATA policies:

WMATA's P/I 7.1.2/1 *Anti Sexual Harassment and Other Harassment* ("the Policy") requires all WMATA employees to avoid any action or conduct that could be viewed as harassment or retaliation. [Add something about what was alleged] This would include discussing the complaint that was filed against you and disparaging the Complainant.

WMATA'S General Manager's Policy Statement on Harassment and Retaliation also states employees must avoid any action or conduct which could be viewed as retaliatory. It is important

that you avoid acting in any manner towards patrons, especially those who have filed a complaint, which could be viewed as retaliation.

This policy states that WMATA will not tolerate harassing conduct which affects tangible job benefits, interferes with work performance, or creates a hostile, intimidating, belittling or offensive work environment. Nor, does WMATA tolerate retaliation.

Please be advised that WMATA will investigate all complaints or allegations of conduct which could be construed as sexual harassment and is committed to taking appropriate action to correct identified violations of any of these policies.

This document constitutes a clear statement of WMATA policies governing your conduct as an employee and outlines of the expectations for your conduct towards WMATA patrons. By signing this document, you acknowledge that: you received a copy of each of the aforementioned policy(ies); you understand these policies; you understand the expectations for your conduct as a WMATA employee; and you understand the potential consequences of failing to fulfill those expectations. Signing this document does not constitute an admission of wrongdoing or violation.

Signatures

Date

John Doe #		
Investigator name OEEC		

Figure 3. Information Required Sheet (2 pages)

PEOPLE SOFT	
INFORMATION REQUIRED FOR A "DOCKET NUMBER":	
DOCKET NO:	DATE: Investigator Initials:
To OPEN an inquiry, initial information is required: (<i>PeopleSoft HCM: Workforce Administration > Job Information > Job Data</i>):	
1. Employee's Name/ID number 2. Employee's Dept ID/Location ID number 3. Employee - Union Represented 4. Respondent's Name/ID number 5. Respondent's Dept ID/Location ID number 6. Respondent - Union Represented 7. Summary of Allegation: (<i>A brief description of the allegations is needed for PeopleSoft and the master assignment sheet.</i>)	
Use this section to OPEN/CLOSE an inquiry, choose a bases:	
1. Bases for Complaint: _____	
1 - Age 2 - Ancestry 3 - Citizenship Status 4 - Color 5 - Disability - Mental 6 - Disability - Physical 7 - Ethnicity 8 - Genetic Information 9 - Marital or Familial Status	10 - Military or Veteran Status 11 - National Origin 12 - Race 13 - Religion 14 - Reprisal (Retaliation) 15 - Sex/Gender 16 - Sexual Harassment 17 - Sexual Orientation 18 - Status as a Parent
"Issues" of Claim - Type the number(s) that applies: _____	
1 - Appointment/Hire 2 - Assignment of Duties 3 - Awards 4 - Conversion to Full-Time 5 - Disciplinary Action - Demotion 6 - Disciplinary Action - Other 7 - Disciplinary Action - Removal 8 - Disciplinary Action - Reprimand 9 - Disciplinary Action - Suspension 10 - Duty Hours 11 - Evaluation/Appraisal 12 - Examination/Test 13 - Harassment 14 - Medical Examination	15 - Other 16 - Pay Including Overtime 17 - Promotion 18 - Reasonable Accommodation 19 - Reassignment - Denied 20 - Reassignment - Directed 21 - Reduction-in-Force 22 - Reinstatement 23 - Release from Temp Position 24 - Retirement 25 - Termination 26 - Terms/Conditions of Employment 27 - Time and Attendance 28 - Training
2. Final Resolution Code: Type the resolution type from the list below that applies _____	

<u>CODE</u>	<u>DESCRIPTION (Formal Closure)</u>	<u>EXAMPLE:</u>
-------------	-------------------------------------	-----------------

VNC	No Probable Cause	Unsubstantiated
-----	-------------------	-----------------

VPC	Probable Cause	Substantiated
-----	----------------	---------------

<u>CODE</u>	<u>DESCRIPTION (EEOC Charge Closure)</u>	<u>EXAMPLE:</u>
-------------	--	-----------------

NRS	Notice of Rights to Sue	EEOC Dismissal Notice
-----	-------------------------	-----------------------

<u>CODE</u>	<u>DESCRIPTION (Informal Closures)</u>	<u>EXAMPLE:</u>
-------------	--	-----------------

EEC	EEO Counseling	CP doesn't want to file formal, wants RP to top.
-----	----------------	--

EPR	Employee Assist Referral	Gathering info – asking questions – general information.
-----	--------------------------	--

EAV	Employee Advisement	General advise given to employee about the about the complainant process, jurisdiction of OEEC or general advice about EEO matters.
-----	---------------------	---

MAV	Management Advisement	General advised give to management about an EEO issue
-----	-----------------------	---

VAC	Administratively Closed	No contact, all attempts made, no basis indicated. Failed to participate in process and failed provide information
-----	-------------------------	--

VAR	Alternative Dispute Resolutions	CP agreed to try to resolve issues through mediation or other alternative dispute resolution methods
-----	---------------------------------	--

VOT	Referred to Other	Referred to Other offices/departments not listed (Talent Acquisition, HR, OHAW, etc.)
-----	-------------------	---

VAD	Referred to ADA	
-----	-----------------	--

VER	Referred to Employee Relations	
-----	--------------------------------	--

VLR	Referred to Labor Relations	
-----	-----------------------------	--

3. Resolution Comments: A brief statement referencing a "closing" document or action taken: (Type your statement below. **PLEASE INDICATE: CAUSE or NO CAUSE; or CORRECTIVE ACTION TAKEN: Counseling/Other/Suspension (# OF DAYS FOR SUSPENSION) /Termination/Training**)

Final Closeout Date: _____

Figure 4. Investigation Activity Log (2 pages)

OEEO Activity/Investigation Log		
Case Number		
Contact's Name	Date of notice/informal contact	
Contact's Phone number (office/cell)	Contact's Email address	
Contact's Job Title	Contact's Work Location	
Location of alleged incident/event	Date of alleged incident/event	
Alleged Discriminating Person's Name	Alleged Discriminating Person's Phone or email	
Alleged Discriminating Person's Job Title		


Date	Activity Performed	Performed By

☐

Name
 2019-000000

Page 1 of 2

Figure 5. FAIR Discrimination Complaint Form (2 pages)



Office of Equal Employment Opportunity
Department of Fair Practice

DISCRIMINATION COMPLAINT FORM

The Office of Equal Employment Opportunity (OEEO) is the component of WMATA responsible for ensuring the Activities of the Authority are undertaken in compliance with all applicable federal laws that prohibit discrimination and retaliation, as an employer and as a provider of public transportation services. OEEO is responsible for the development, administration, and monitoring of WMATA's Equal Employment Opportunity Program (EEO), Affirmative Action Plan (AAP), and Title VI Program. These two programs ensure the fair and equitable treatment of applicants, employees, and customers. OEEO is the arm of corporate commitment to equal employment opportunity and non-discrimination and serves to ensure compliance with applicable federal laws.

Please complete this form and email it to OEEOHotline@wmata.com

Date:

Person Filing Complaint: <input style="width: 100%; height: 20px;" type="text"/> <hr/> Name Emp # <input style="width: 100%; height: 20px;" type="text"/> <hr/> Position <input style="width: 100%; height: 20px;" type="text"/> <hr/> Department/Location <input style="width: 100%; height: 20px;" type="text"/> <hr/> Day Time Phone <input style="width: 100%; height: 20px;" type="text"/> <hr/> E-mail <input style="width: 100%; height: 20px;" type="text"/>	Person or Entity you are Filing a Complaint about: <input style="width: 100%; height: 20px;" type="text"/> <hr/> Name <input style="width: 100%; height: 20px;" type="text"/> <hr/> Position <input style="width: 100%; height: 20px;" type="text"/> <hr/> Department/Location <input style="width: 100%; height: 20px;" type="text"/> <hr/> Day Time Phone <input style="width: 100%; height: 20px;" type="text"/> <hr/> <input style="width: 100%; height: 20px;" type="text"/>
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What is the basis of alleged violation (please check area(s) that applies to your complaint):

<input type="checkbox"/> Disability (Mental or Physical) <input type="checkbox"/> Race <input type="checkbox"/> National Origin, Ancestry, Ethnicity <input type="checkbox"/> Military/Veteran Status Discrimination <input type="checkbox"/> Color <input type="checkbox"/> Age (40 and over) <input type="checkbox"/> Genetic Information	<input type="checkbox"/> Religion <input type="checkbox"/> Marital or Familial Status <input type="checkbox"/> Retaliation (for participation in a protected activity) <input type="checkbox"/> Sexual Harassment <input type="checkbox"/> Sexual Orientation/Gender Identity <input type="checkbox"/> Sex (including pregnancy, childbirth, etc)
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☐ Issues

☐ Promotion

☐ Transfer

☐ Sexual Harassment

☐ Discipline

☐ Harassment

☐ Hiring

☐ Hostile Work Environment

☐ Assignment

☐ Overtime

Other:

Witness Information (Attach additional sheets if necessary)

Name _____
Position Title _____
Department/Work Location _____
Contact Phone _____
Date and time witnessed incident _____

Please clearly describe the discriminatory violation that has occurred in the last six (6) months that you would like to bring to the attention of OEEC. Describe the nature of the incident, the date, where the incident occurred, names of any witnesses and alleged wrongdoers and their contact information. Please also include copies of any supporting documentation (do not include the original documents). Please attach additional pages if needed.

Requested Remedy (Attach additional sheets if necessary)

By signing this document you confirm the contents of the information you provided is accurate and truthful to the best of your knowledge.


Signature

Figure 6. Interview Notes Form

INTERVIEW NOTES			
Date:			
Participants			
Names:	Job title	Empl. #	Contact #

Figure 7. Report of Investigation Form (2 pages)

WASHINGTON METROPOLITAN AREA TRANSIT AUTHORITY



DEPARTMENT OF FAIR PRACTICES

Office of Equal Employment Opportunity
600 Fifth Street, N.W., Suite 7G
Washington, DC 20001

REPORT OF INVESTIGATION
Complaint Number: 2018-000000

DRAFT

Name of Complainant, Title
Department
Complainant

Against

Name of Respondent, title
Department
Respondent

BACKGROUND

Here provide date of complaint, issues and policies alleged to have been violated.
On October 16, 2018, _____, Job Title filed a complaint with the Office of Equal Employment Opportunity (OEEO) alleging he/she was subjected to discriminatory treatment on the basis of _____. Mr./Ms. _____ (Complainant) alleged that _____, Job Title, (state allegation) the basis of _____ in violation of Washington Metropolitan Area Transit Authority's (WMATA) Policy Instruction 7.1.1 EEO Policy or 7.1.2/2, *Anti-Sexual Harassment and Other Harassment* (the Policy), when:

The Complainant seeks:

SCOPE OF REVIEW

An investigation was conducted to determine whether the Respondent's alleged behavior constituted a violation of Title VI or any applicable Metro Policies, _____, job title, investigated the allegations set forth in this complaint.

Report of Investigation 2018-000000
Name of Complainant

Page 1 of 2

COMPLAINANT'S STATEMENT

Complainant's name, title and location

Summarize statement based on questions asked during the interview.

RESPONDENT STATEMENT

Respondent's name, title and location

Summarize statement based on questions asked during the interview.

WITNESSES STATEMENTS

ANALYSIS AND FINDINGS

The Respondent has admitted to making comments to the complainant which are based on the fact that she is a woman. He has admitted that he kissed her hand. Unwanted comments based on sex, even if said in jest, are prohibited by the Policy. Likewise, unwanted contact, such as kissing another person, is also prohibited by the policy. Therefore, we find that the Respondent has violated the Policy.

IV. RECOMMENDATIONS:

OEE0 recommends that management refer the Respondent to OEE0 for a review of the Policy so that he is aware of the requirements of the Policy and WMATA's expectations of all employees.

FINDING: No Cause/Cause

Submitted by:

Your name
Title

December 24, 2018
Date

Attachment #3**FY24 Sexual Harassment Allegations (7/1/23 – 6/30/24)**

Open	Closed
3	22

FY25 Sexual Harassment Allegations (7/1/24 – present)

Open	Closed
5	16

Resolution

	Probable Cause	No Probable Cause	Counseling	Other
FY24	10	10	22	
FY25	8	8	0	2

Corrective Action

	Counseling	Suspension	Termination
FY24	3	7	2
FY25	2	6	2

Other Discriminatory Misconduct

Total Number of Cases – 98

	Open	Closed
FY24	4	44
FY25	15	35

Bases

	FY 24	FY25
Age	9	6
Color	3	5
Disability	8	3
Gender Identity	0	2
Military/Veteran	1	0
National Origin	6	7
Race	6	25
Religion	0	1
Retaliation	11	18
Sex/pregnancy	6	4
Sexual Orientation	7	4

Resolution

	Probable Cause	No Probable Cause	Counseling	Withdrawn	Other
FY24	11	28	2	1	1
FY25	13	20	0	0	1

Corrective Action

	Other	Suspension	Counseling	Termination	Training
FY24	0	10	3	2	0
FY25	5	10	2	2	4