

A Letter to Our Riders

We apologize to all Metro riders, and particularly to the family of Carol Glover and those injured or impacted by the events of Monday afternoon. We also want to thank those first responders and passengers who came to the aid of our riders. The incident that occurred on the Yellow Line outside L'Enfant Plaza was harrowing for the passengers aboard that smoke-filled train, and caused a major service disruption for thousands of others. We know that we have to redouble our efforts to learn from this and take every step necessary to make sure it doesn't happen again.

You have our absolute commitment that we will provide a full accounting of what happened on that day, from the cause of the smoke to our emergency response. Even before the National Transportation Safety Board (NTSB) completes its investigation, we will take immediate action to address any interim recommendations.

Metro has committed its full resources and is actively participating in the NTSB investigation. Recognizing that our riders depend upon the region's emergency responders, we have been steadfast in participating in drills with other agencies and we are working with the Metropolitan Washington Council of Governments to review our interagency protocols and determine opportunities for mutual improvement. We will continue to keep the public informed of the steps we are taking.

Our safety work is not complete; it will never be. For the past four years, Metro has worked every day to improve safety and reliability. We are half-way through a rigorous capital improvement program to upgrade equipment and infrastructure. We have trained thousands of employees in rail safety. And while we modernized our passenger information and incident command programs, safety requires constant vigilance.

Your safety, and your trust in Metro to deliver safe and reliable service, is paramount to us.



Tom Downs
Chairman, Board of Directors
Washington Metropolitan Area Transit Authority



Jack Requa
Interim General Manager/Chief Executive Officer
Washington Metropolitan Area Transit Authority

