



Metro Integrated Command & Communications Center Fact Sheet

AMERICA'S METRO SYSTEM AT A GLANCE:

- The **second-largest** heavy rail and **sixth-largest** bus network in the U.S.
- **More than** 13,000 employees
- **Rail:** 130 miles of track, six rail lines, 98 stations, and more than 1,200 railcars
- **Bus:** 11,500 bus stops, 1,500 buses, serving more than 1,500 square miles of the DMV
- **Average Daily Ridership:**
 - Rail:** Approximately 500,000
 - Bus:** Approximately 400,000
- **Annual ridership:** Approximately 263 million

METRO INTEGRATED COMMAND AND COMMUNICATIONS CENTER HIGHLIGHTS:

- Opened in Metro Building at Eisenhower in **October 2023**
- First facility that combines operational support for Metro into one integrated command center
- **Sections of Responsibility:** Bus Section, Communications Section, Rail Section, Police and Fire Liaison, Police Communications, Video, Maintenance, Power, Vertical Transportation, Consequence Management
- Includes a collocated **Emergency Operations Center** that is activated for national special security events, major special events, and incidents such as severe weather

COMMAND CENTER CAPABILITIES:

- Operational center controls trains and buses systemwide
- More than **30,000** cameras and surveillance assets
- Expanded video capabilities for real-time monitoring of railcars in service
- AI tools and close coordination with National Weather Service to monitor the conditions
- Work closely with jurisdictional first responders and regional partners to conduct tabletop and full-scale exercises
- Production of weekly coordination plans and for major special events, including July 4, presidential inaugurations, World Pride and 250th Anniversary of the Army parade
- Maintenance of the Emergency Operations Plan, Severe Weather Plan, and Continuity of Operations Plan for Metro





SAFETY AND SECURITY:

- MTPD officers have full police powers across a **1,500-square-mile** transit zone in Maryland, Virginia, and the District of Columbia, serving a regional population of **3.2 million**
- The nation's only tri-jurisdictional transit police agency
- MTPD includes **472** sworn police officers, **113** special police officers, and **120** civilian staff
- Officers provide law enforcement and public safety services on Metrorail and Metrobus and patrol stations, trains, buses, and facilities
- The dedicated police communications center coordinates with local jurisdictions for incident response
- MTPD maintains partnerships and joint patrols with regional police departments and collaborates with federal agencies including the **FBI, the Bureau of Alcohol, Tobacco, Firearms and Explosives (ATF), U.S. Marshals, TSA, and DHS**
- Special initiatives focus on deploying officers to high-priority stations and providing community outreach and crisis intervention services
- Crime rate is lowest in seven years

REGIONAL IMPACT:

- 54% of regional jobs are within one-half mile of a Metro station or bus stop
- Metro help produce \$3.2B in tax revenue across the region
- More than half of rail stations serve federal facilities
- Customers save on average \$2,800 per year by using Metro

FINANCES:

- Average annual budget: Approximately \$5.0 billion
- Average annual operating budget: Approximately \$2.6 billion
- Average capital budget: Approximately \$2.4 billion for safety, service and reliability programs