



Safety and Operations Committee

Board Information Item III – A

Digital & AI Ecosystem Acceleration Update



Board Document

OVERVIEW			
PRESENTATION NAME	Digital and AI Ecosystem Acceleration	DOCUMENT NO.	300109
ACTION OR INFORMATION	Information		
STRATEGIC TRANSFORMATION PLAN GOAL	Financial and Organizational Efficiency;		
RESOLUTION	No		
EXECUTIVE OWNER			
EXECUTIVE TEAM OWNER	Nicholson, Judd L.;		
ORGANIZATION	Digital Modernization		
DOCUMENT INITIATOR	Bradley A. Mighdoll		
OTHER INFORMATION			
COMMITTEE	Safety and Operations Committee	COMMITTEE DATE	3/26/2026
PURPOSE/KEY HIGHLIGHTS	- To share a program update on how Digital Modernization is making progress towards the transformation and the implementation of technology across the Authority. - Key highlights around the approach, digital products that support the strategic goals, and Artificial Intelligence (AI)		
DISCUSSION	None		
INTERESTED PARTIES	None		



Board Document

RECOMMENDATION/NEXT STEPS	• In the newly approved Strategic Transformation Plan, Digital/AI ecosystem acceleration is a priority program and this committee and the board will be receiving periodic updates throughout the year.
FUNDING IMPACT	• No additional impact other than currently planned operating and capital investment.

Digital and AI Ecosystem Acceleration

As of 3/19/2026



STP Priority Program Update
Digital Modernization

Washington Metropolitan Area Transit Authority
March 26, 2026

Delivering Your Metro, the Way Forward



Service Excellence

Deliver safe, reliable, convenient, accessible, and world-class service that customers can trust across all modes.

Objectives of Service Excellence Goal

- **Safety and Security**
- **Reliability**
- **Convenience**



Talented Teams

Attract, develop, and retain world-class talent where individuals feel valued, supported, and proud of their contribution.

Objectives of Talented Teams Goal

- **Recruitment and Retention**
- **Learning and Development**
- **Customer Service Mindset**

Focus
Today



Financial & Organizational Efficiency

Steward public resources and efficiently allocate resources where they drive the most value, to ensure service delivery.

Objectives of Financial & Organizational Efficiency Goal

- **Financial Responsibility**
- **Organizational Efficiency**
- **Energy Management**

Priority
Program:
**Digital / AI
ecosystem
acceleration**

Digital and AI Acceleration

- 1. Background and our approach**
2. Progress towards our plan
3. What's next?

Digital and AI Acceleration at Critical Inflection Point

1

Establish Service and Team Structure

Last 24 Months

- Improved service delivery
- Established strong teams
- Launched big modernization efforts

2

Modernize and Accelerate Digital and AI Ecosystem

Next 2 – 4 Years

- Reimagine workflows with Digital and AI
- Deliver solutions that enable outcomes
- Solve frontline frictions

3

Continuously Innovate

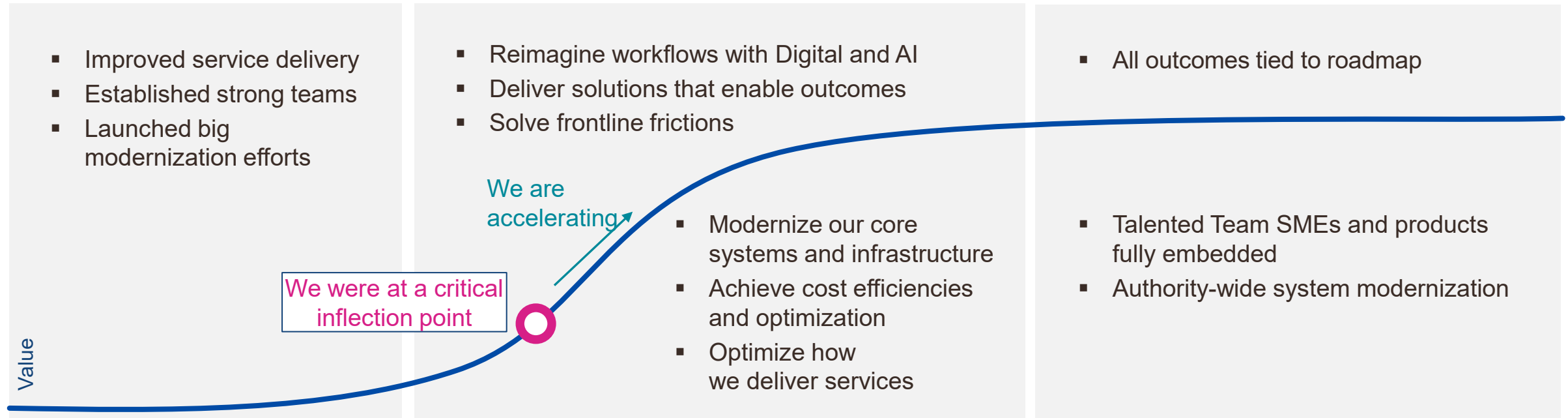
5+ Years

- All outcomes tied to roadmap
- Talented Team SMEs and products fully embedded
- Authority-wide system modernization

We are accelerating

We were at a critical inflection point

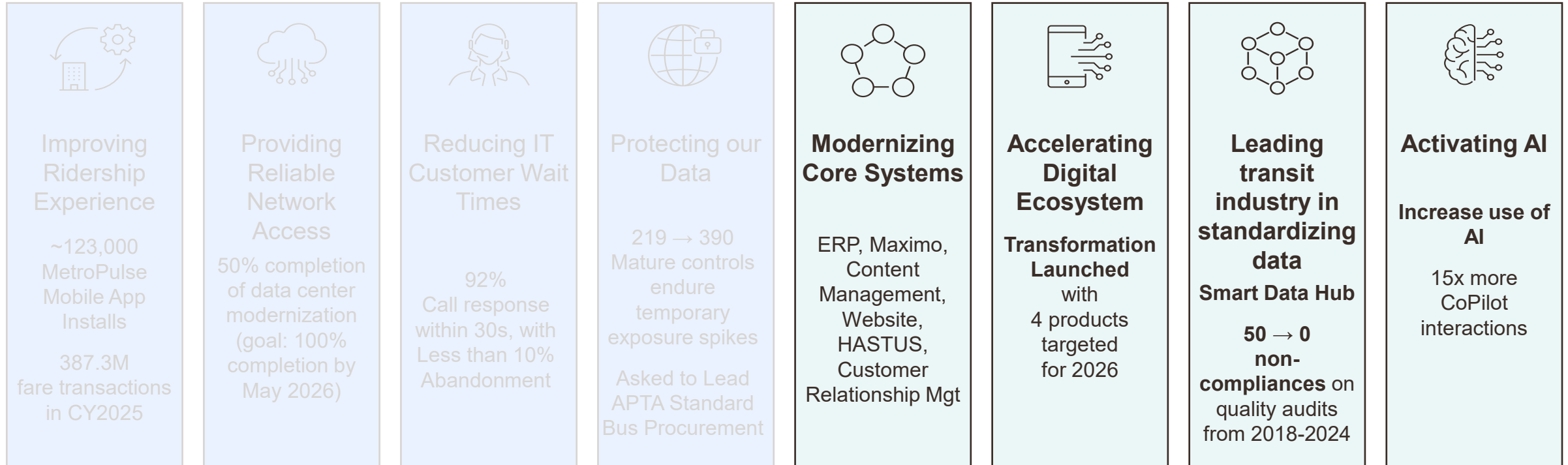
Value



Digital Modernization Advances Core System Upgrades and AI Expansion

Digital Modernization Org (385 FTE)

✓ Organization fully reset and operating over last two years ————— > ————— Capabilities being expanded/transformed

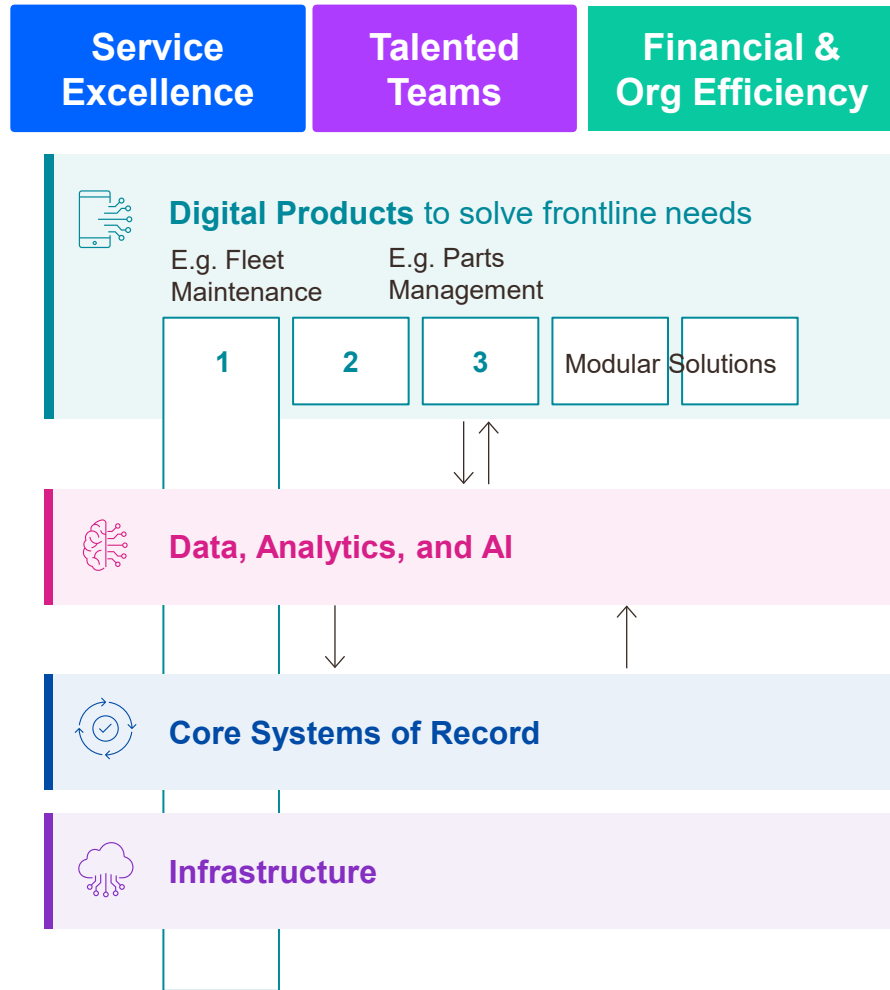


Data and AI

Shoring up Capabilities with AI activation | Enterprise Data Platform | AI Platform Enablement | Predictive in Operations

Standing up new Governance, Vendor mgmt., Resource mgmt., etc.

Digital and AI Ecosystem: Driving Business Outcomes



- Focus on **Business Outcomes** vs. Tech-for-Tech
- **Start small** with a “Minimum Viable” Product
Test → Learn → Iterate towards a clear North Star
- **Clean and liberate our data** to unlock insights & AI
- **Gradually migrate to modern ‘lean scoped’** core systems
- **Migration to cloud-based** infrastructure

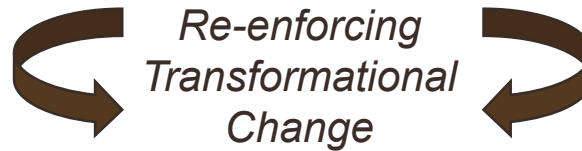
Digital and AI Acceleration

1. Background and our approach
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Delivering Continuous Improvements...



**Speed 1:
Continuously
Delivering
Business Value**



**Digital Products to
Solve Frontline
Needs**

**Data Analytics
and AI**



**Speed 2:
Concurrently
Modernizing and
Evolving**



**Core Business
Systems**

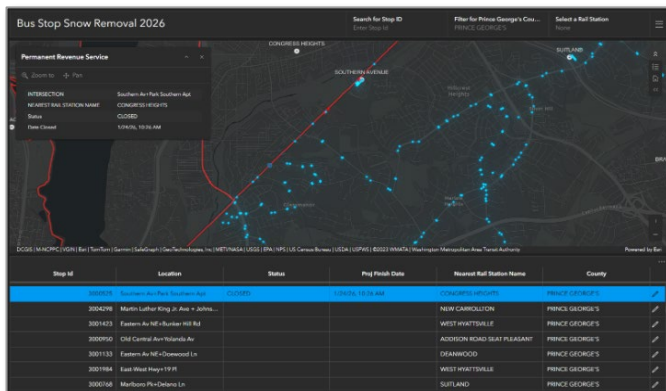
**Network and
Security**

Digital Products Support All Strategic Goals

Service Excellence

Rapid Response Development of Snow Removal Application

- Built in under 12 hours to track snow removal & assist DC in tracking snow clearing in neighborhoods
- Cleared 100% of bus stops within hours to a few days of development.



Talented Teams

Digitized Rail Certification Process

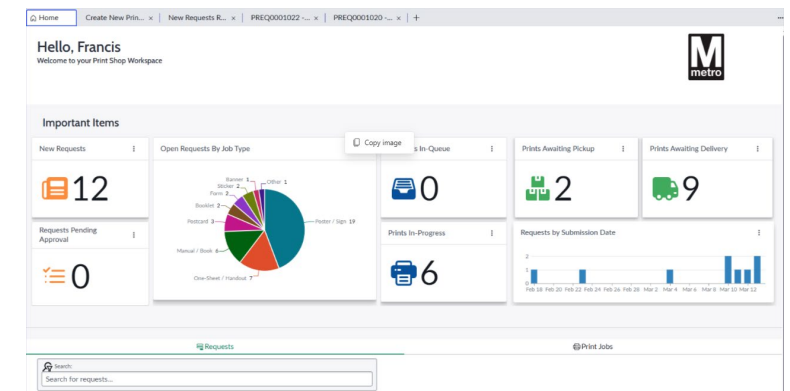
- Real-time training status for 970+ rail operators enables on-demand oversight for management
- Automation reduces idle time awaiting manual inputs of results

Date	Employee ID	Employee Name	Department	Division	Program Code	First Attempt Status	Second Attempt Status	Final Result	Final Result Detail
Thu, 03/05/2026	006004	Lawton, Lode N	Glenmont	Train Operator	OPDCERT	In Progress		Pending	First Attempt in Progress
Thu, 03/05/2026	016884	Paying, Aniel Golen	Glenmont	Train Operator	OPDCERT	In Progress		Pending	First Attempt in Progress
Wed, 03/04/2026	007752	Ross, Justin A.	Greenbelt	Train Operator	OPDCERT	Incomplete		Pending	Incomplete in First Attempt
Wed, 03/04/2026	004322	Madry, Andre D	Dulles Rail Div	Rail Operations	OPDCERT	Incomplete		Pending	Incomplete in First Attempt
Wed, 03/04/2026	005967	Wade, Leatrice A.	Branch Avenue	Supervisor	OPDCERT	Incomplete		Pending	Incomplete in First Attempt
Tue, 03/03/2026	008209	Matos, Andrea	Shady Grove	Train Operator	OPDCERT	Passed		Recertified	Passed in First Attempt
Tue, 03/03/2026	000136	Sampson, Kenyette	Alexandria	Rail Operations	OPDCERT	Passed		Recertified	Passed in First Attempt

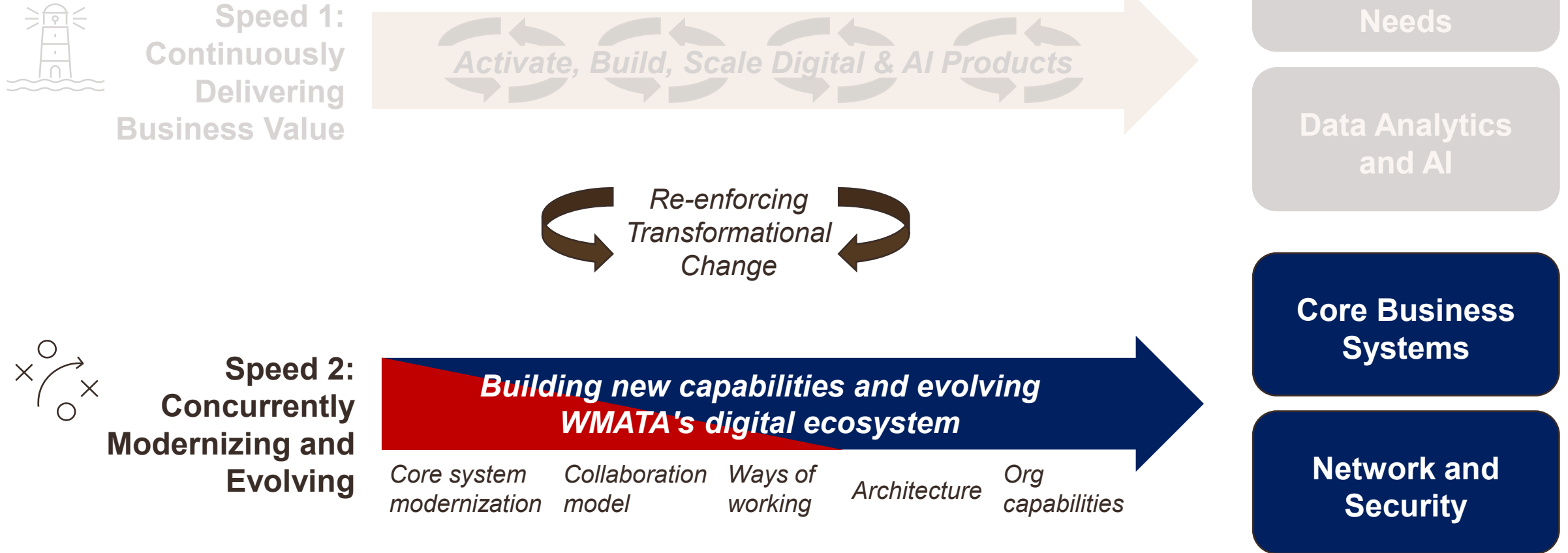
Financial & Org Efficiency

Paper Print Shop App

- Created a fully digital automated ordering process, eliminating paper.
- Remove single points of failure improving efficiency
- Providing real-time order status to stakeholders



Delivering Continuous Improvements...

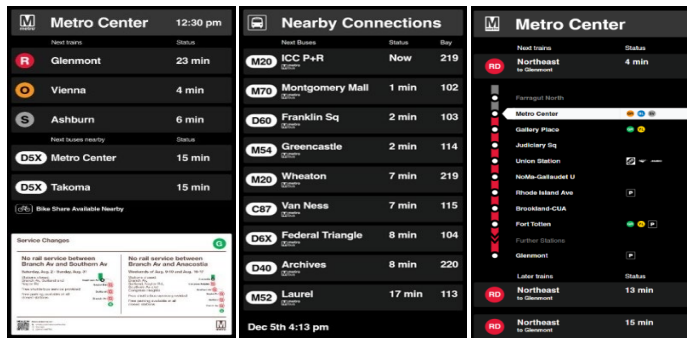


Digital Products Support All Strategic Goals

Service Excellence

Open Trip Planning Platform

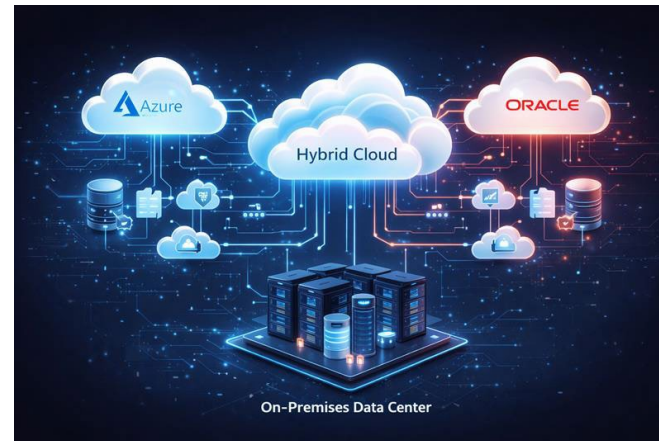
- Provides customers ability to plan trips across the region
- Consistency across all Metro customer facing platforms like wmata.com and MetroPulse



Talented Teams

Cloud Architecture

- Improving and scaling databases/systems in the cloud across Azure and Oracle
 - ERP (Enterprise Resource Planning) / Oracle Fusion
 - Maximo Asset Management
 - MetroPulse



Financial & Org Efficiency

Security Integration

- Fewer incidents and alerts free staff time and reduce reactive labor costs
- Reduced likelihood of cyber compromise avoids unplanned financial and operational losses
- Security-by-design lowers total cost of ownership for cloud and enterprise platforms

Based on 28,275 Licensed Assets

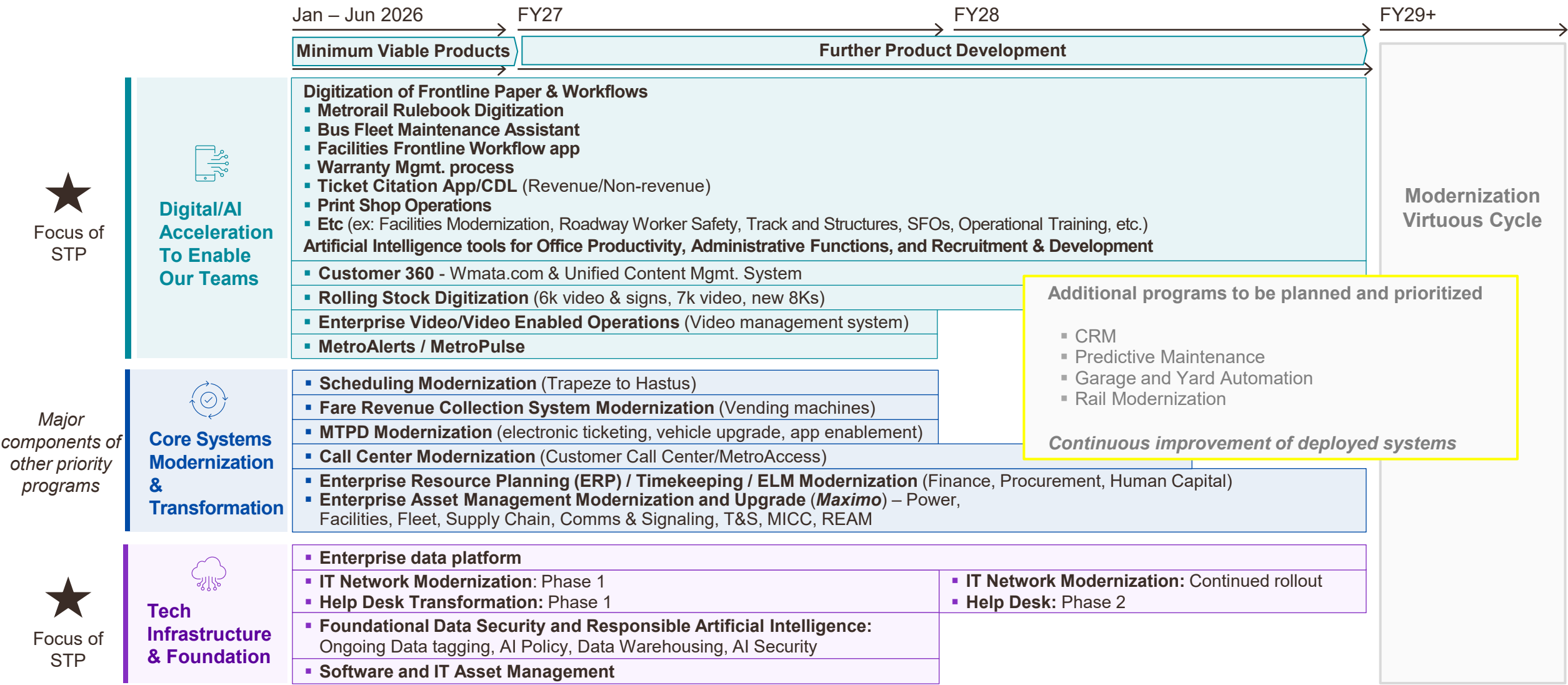


Digital and AI Acceleration

1. Background and our approach
2. Progress towards our plan
3. **What's next?**

Our Roadmap of Digital Modernization Initiatives Over Next ~2 Years

[Majority of these projects are ongoing and funded in the Capital Plan]



What's Next: Three Pillars to Unlock AI Potential

Pillar 1

DEPLOY & LEARN for Personal Productivity



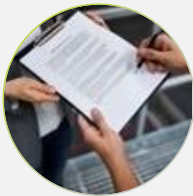
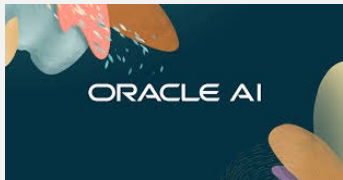
Secure enablement of CoPilot for daily tasks

Test → Learn → Scale best responsible use across Metro



Pillar 2

ENABLE Enterprise Processes in our Platforms



Enabling in Procurement, Human Capital, and IT Service Delivery

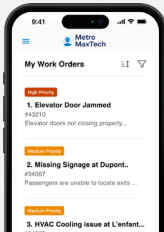


Pillar 3

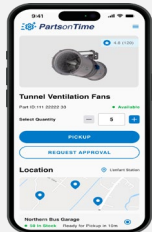
BUILD Predictive & Smart tools to assist end-to-end Operations

Operational capabilities

Facilities Mgmt.



Spare Parts



Bus Fleet Maint.



+ Digitizing Rulebooks, SOPs, Manuals



KEY FOUNDATIONAL ENABLERS FOR OUR AI JOURNEY



Responsible AI Policies, Controls, and Governance



Executive and Leadership Immersion



Controlled Rollout and Upskilling

