



**Safety and Operations Committee**

**Board Information Item III – A**

**FY 26 / Q3 Service Excellence Report**



# Board Document

OVERVIEW			
<b>PRESENTATION NAME</b>	FY26Q1-Q3 Service Excellence Report	<b>DOCUMENT NO.</b>	300123
<b>ACTION OR INFORMATION</b>	Information		
<b>STRATEGIC TRANSFORMATION PLAN GOAL</b>	Service excellence;		
<b>RESOLUTION</b>	No		
EXECUTIVE OWNER			
<b>EXECUTIVE TEAM OWNER</b>	Webster, Thomas J.;		
<b>ORGANIZATION</b>	Planning and Performance		
<b>DOCUMENT INITIATOR</b>	T. Vatnick		
OTHER INFORMATION			
<b>COMMITTEE</b>	Safety and Operations Committee	<b>COMMITTEE DATE</b>	5/14/2026
<b>PURPOSE/KEY HIGHLIGHTS</b>	<p>Update the Board on key performance indicators (KPIs) aligned to Metro’s Strategic Transformation Plan, Goal 1: Service Excellence. Results are shared for the first three quarters (Q1-Q3) of Fiscal Year (FY) 2026, from July 1, 2025 through March 31, 2025.</p> <p>Key Highlights:</p> <ul style="list-style-type: none"> <li>• Over two thirds of the key performance indicators (KPIs) aligned to the Service Excellence goal met or made progress towards the continuous improvement targets set for FY2026</li> <li>• Ridership increased two percent over FY2025; cherry blossom season was similar to last year with high Tap.Ride.Go uptake. Bus fare evasion decreased 16% compared to last year.</li> <li>• Customer satisfaction remains strong on all three modes, with reliability, shorter wait times, and faster travel times the main drivers.</li> </ul>		



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	<ul style="list-style-type: none"><li>• The late January/early February winter storm had the largest impact on Bus more than Rail and Access.</li><li>• The Part 1 Crime rate continues to be the lowest in decades.</li><li>• The December service changes that extended the Yellow line to Greenbelt and added bus service improved Metro customers' access to frequent service and more jobs.</li><li>• The percent of scheduled Bus service delivered continues to be below target due to operator vacancies. Hiring and training ramped up in October 2025, and Metro expects to reach its staffing target in January 2027</li></ul>
<b>DISCUSSION</b>	<p>Cherry Blossom Season &amp; Ridership</p> <p>March is typically one of the highest ridership months of the year, thanks to milder weather and tourism related to Cherry Blossoms. This Cherry Blossom Season was similar to FY2025, with a ridership boost spread over multiple days in March, and a total of 24.6 million trips. Tap. Ride. Go usages surpassed 4.6 million trips in Q3, and made up 15 percent of all rail trips in March.</p> <p>Overall for FY2026 to date, customers took over 194 million trips across Rail, Bus, and Metro Access, a two percent increase from the same period in FY2025. Metro Rail trips increased 13 percent compared to last year, with growth related to the federal return-to-office policy implemented February / March 2025. Year-over-year growth is expected to slow in Q4 as the impact of this policy diminishes.</p> <p>Metro Bus ridership fell 8 percent in the first three quarters of FY2026 compared to the same period in FY2025, mirroring regional economic trends. Additionally, the winter weather in January and February reduced ridership 1 – 2 percentage points. However, paid ridership is up 16 percent compared to last year.</p> <p>When Abilities-Ride trips are included, Metro Access ridership increased by 16 percent in FY2026 compared to the same period in FY2025. About 66 percent of all requested trips were delivered by third-party Abilities-Ride partners in FY2026 to date.</p> <p>Customer Satisfaction Remains Strong</p> <p>Overall customer satisfaction remains strong and consistent with last quarter and last year, at 91 percent for Metro Rail, 78 percent for Metro Bus, and 76 percent for Metro Access. Short wait times,</p>



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reliability, and travel times continue to be the top drivers.

## December Service Changes Improved Customer Access to Frequent Service and Access to Jobs

The service change implemented at the end of December added Yellow Line service to Greenbelt, added the A29 bus route – part of Metro’s Visionary Bus Network- and made improvements to 50 other bus routes. These frequency additions and new routes improved customer access to jobs: the average customer could reach 3,900 more jobs using the Metro system in December compared to July.

## Winter Weather Had the Strongest Impact on Metro Bus in Q3

The January storm and resulting two-week period of “Snowcrete” had the strongest impact on Metro Bus of the three modes. Due to the road conditions, many bus routes had sections that were impassable, resulting in mini-detours. On the roads that were passable, restricted space resulted in slower bus speeds. These conditions reduced ridership by 1-2 percent, on-time performance by 1.8 percentage points, and prediction accuracy by 1 percentage point. Other than that time period, Bus on-time performance was 78 percent for the quarter, continuing the strongest performance in three years.

Metro Access, due to smaller vehicles and flexible routes, returned to providing all trips a few days after the storm although providing door-to-door service was more difficult. Metro Rail operated in manual mode at above ground stations, lowering on-time performance and prediction accuracy for a several days.

## Metro’s LongTerm Plan to Improve Bus Reliability

Metro is committed to expanding bus service while also improving reliability. When launching the Better Bus Network, scheduling efficiencies enabled seven percent more service hours with the same operator head count (~2,700) thanks to a 24 percent decrease in unproductive operator time and a small increase in average shift length. While the additional service hours have reduced late trips and sustained improvements in on-time performance, chronic operator vacancies have contributed to an increase in missed trips, with 2.7 percent of scheduled service missed in FY2026.

Following a hiring freeze from January – May 2024, Metro has been



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	<p>consistently short about 100 bus operators needed to run scheduled service. Based on the results of its forecasting model, Metro nearly doubled the size of operator training classes to 90+ candidates beginning in October 2025 and expects to reach the FY2027 staffing target in January 2027.</p> <p>Congestion is a Long-Term Challenge to Bus Reliability</p> <p>Metro Bus average speeds have decreased 11.5% since 2019. While schedule changes enable adjustments to make some routes more reliable, regional investment in bus priority is a longer-term solution. Right now, Metro Buses have bus lanes for only 2% of the miles Metro operates.</p> <p>Part 1 Crime Rate Remains Low, Transit Worker Assaults Decreased, Customer Injuries Remain Area of Focus</p> <p>The Part 1 Crime rate was 2.7 crimes per one million passenger trips in FY2026, 32 percent lower than this time last year and continues to be the best in the 25 years that Metro has tracked performance. Additionally, assaults on transit workers have decreased to 43.7 assaults per 10 million vehicle revenue miles this fiscal year to date, which was a three percent reduction from average performance over the last three years.</p> <p>Customer perceptions of safety also remain consistent with results over the past year: only five percent of rail customers and 12 percent of bus customers reported feeling unsafe aboard vehicles. However, the customer injury rate increased compared to FY25, with about 75% of injuries slips/falls.</p>
<b>INTERESTED PARTIES</b>	None
<b>RECOMMENDATION/NEXT STEPS</b>	Information only; Next Steps: September 2026 Presentation of the FY2026 Service Excellence Report
<b>FUNDING IMPACT</b>	Providing on-time service with high customer satisfaction retains current customers and improves the chances of bringing new customers to the system.

# Service Excellence FY26 Q3 Report (July – March)



Washington Metropolitan Area Transit Authority  
May 14, 2026

# Supporting Your Metro, the Way Forward

Focus Today

## Service Excellence

Deliver safe, reliable, convenient, accessible, and enjoyable service for customers.

## Talented Teams

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

## Financial & Organizational Efficiency

Ensure Metro's long-term financial health by streamlining operations and efficiently allocating resources

### Objectives of Service Excellence Goal

- **Safety and Security** | Ensure all customers and employees feel safe and secure using and delivering services.
- **Reliability** | Provide dependable service that the community trusts.
- **Convenience** | Deliver frequent, accessible, and easy-to-use service to enhance the customer experience

# Highlights

## Customer Satisfaction remains strong

- Customer satisfaction for Bus and Rail remain consistently high
- Metro Rail riders are increasingly likely to recommend Metro as a way to get around the region

## Snowcrete was a low and Cherry Blossoms were a high

- Snowcrete impacted on-time performance, missed trips, prediction availability, and prediction accuracy this winter
- Cherry Blossom season saw record ridership and uptake of Tap. Ride. Go.

## Crime rate continues to decrease

- Part 1 Crime rate in the most recent quarter was 2.3, continuing to be the lowest in 25 years

## Balancing service improvements while increasing reliability continues to be a focus

- December service changes increased access to jobs and access to frequent rail service while also improving bus coverage
- Metro continues to hire operators, while partnering with regional stakeholders to advance bus priority



# 22 Measures Meeting or Moving Toward Target In Q1-Q3

**Metric**      **Result**      **Right trend? Featured**  
 ● Target met   ● Target just missed   ● Target missed   ● No target  
 Q3 vs. Q2

## Goal 1: Service excellence

### Customer satisfaction

Metro Rail	● 91%	✓	+
Metro Bus	● 78%	✓	+
Metro Access	● 76%		

**Ridership (average monthly trips)**      ● 21.6M      +

## Objective 1A: Safety and security

**Part 1 crime rate**      ● 2.7      ✓      +

**Transit worker assault rate**      ● 43.7      ✓      +

### Customer dissatisfaction: safety from crime

Metro Rail	● 5%	✓	
Metro Bus	● 12%		

**Customer injury rate**      ● 30.7

**Employee injury rate**      ● 6.2

### Crowding

Metro Rail	● 1.1%		
Metro Bus	● 3.1%		

### Collision rate

Metro Access	● 12.4	✓	
Metro Bus	● 53.8		

### Fare Evasion

Metro Bus	● 69.4%		
Metro Rail	● 4.8%		

**Metric**      **Result**      **Right trend? Featured**  
 ● Target met   ● Target just missed   ● Target missed   ● No target  
 Q3 vs. Q2

## Objective 1B: Reliability

### On-time performance

Metro Rail	● 87.6%	✓	+
Metro Bus	● 76.5%	✓	+
Metro Access	● 90.5%	✓	+

### Percent of scheduled service delivered

Metro Rail	● 95.6%		
Metro Bus	● 97.2%		+
Metro Access	● 98.3%		

**Elevator Availability**      ● 97.9%      ✓

**Escalator Availability**      ● 94.9%

### Mean Distance Between Failure

Metro Rail	● 26,730		
Metro Bus	● 5,940		
Metro Access	● 27,000		

## Objective 1C: Convenience

### Accuracy of real-time arrival information

Metro Rail	● 96.9%		
Metro Bus	● 88.1%		

**Availability of real-time bus arrival information**      ● 92.4%

### Customer satisfaction: cleanliness

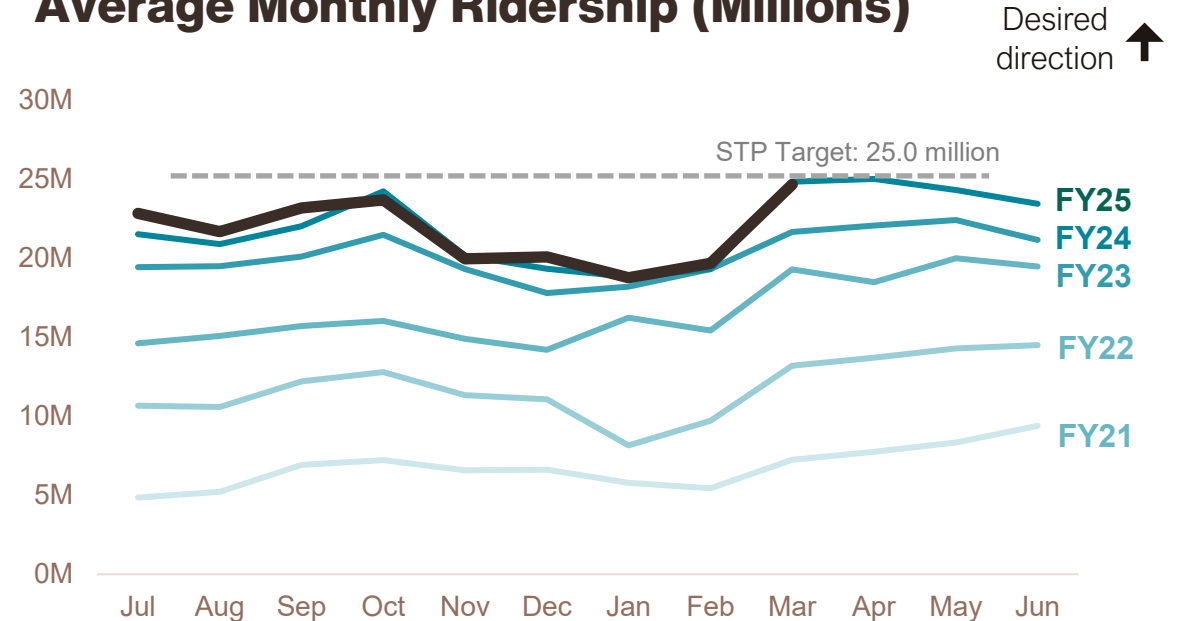
Metro Rail	● 72%		
Metro Bus	● 68%	✓	



# Ridership Up 2% Year-Over-Year; Seasonal Patterns Unchanged

- **Metro Rail ridership increased 13%** compared to FY25, driven by federal return to office. Anticipate slower year-over-year growth in Q4 as federal in-office policy has been consistent for a full year. Modest Q3 ridership growth on Green/Yellow thanks to new service pattern and frequency
- **Metro Bus ridership down 8%** compared to FY25. Paid ridership up 16%. Detailed analysis of impact of network changes, regional economic trends at June 25 meeting
- **Metro Access network ridership up 16%** compared to FY25, with +33% growth on AbilitiesRide. Ridership on Metro Access vehicles dropped 10% compared to FY25
- Cherry Blossoms season was similar to 2025 overall, with ridership boost spread over multiple days in March. Winter weather (snowcrete) reduced bus ridership by 1-2 percent
- **Tap. Ride. Go.** passed 13m total trips with 4.6m in Q3. It made up 15% of all rail trips in March.

**Average Monthly Ridership (Millions)**



**194.3 million**  
total trips in  
FY26Q1-Q3

**2% higher** vs.  
FY25Q1-Q3  
**805,000** average  
weekday trips

**108.9 million**  
rail trips in  
FY26Q1-Q3

**13% higher** vs.  
FY25Q1-Q3  
**456,000** average  
weekday trips

**84.6 million**  
bus trips in  
FY26Q1-Q3

**8% lower** vs.  
FY25Q1-Q3  
**349,000** average  
weekday trips

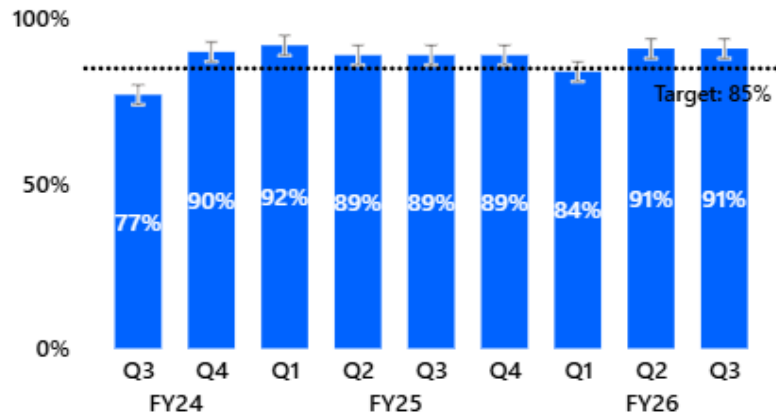
**0.7 million**  
access trips in  
FY26Q1-Q3

**8% lower** vs.  
FY25Q1-Q3  
**3,200** average  
weekday trips

# Customer Satisfaction Strong, Driven by Wait Times, Travel Times and Reliability

## ● Metro Rail

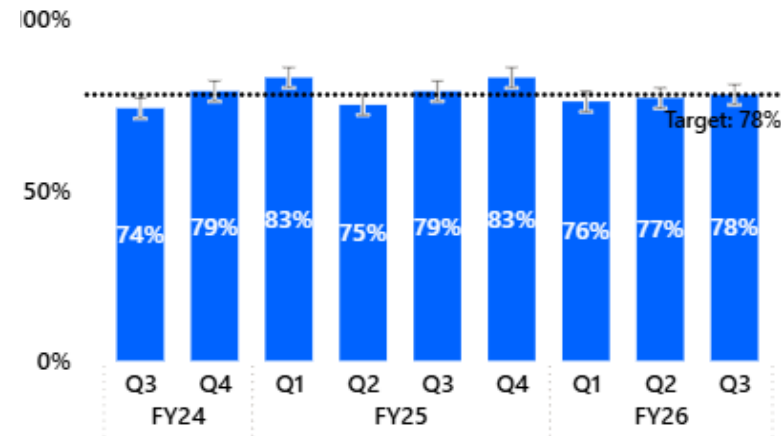
91% in Q3, meeting target of no less than 85%  
Target reflects the value set in the Strategic Transformation Plan



- Results are consistent with last quarter and same time last year
- Top drivers continue to be wait times, reliability and travel times
- Highest satisfaction levels (>85%) reflect investments in infrastructure and fleet: travel time, smoothness of ride, climate control, safety from accidents/injury, and reliability

## ● Metro Bus

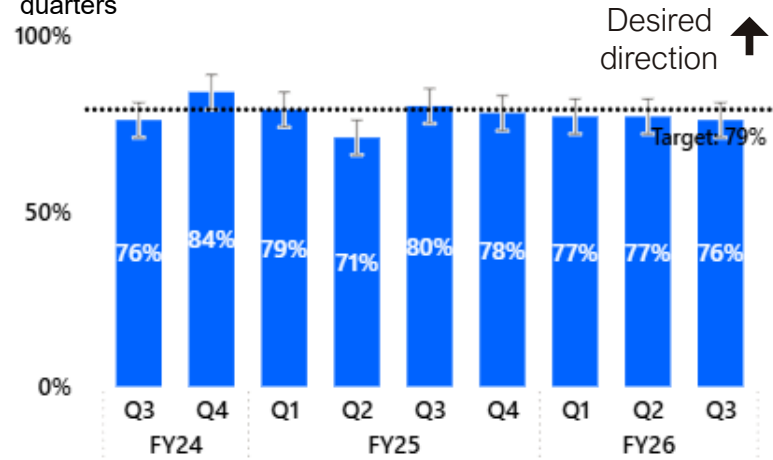
78% in Q3, meeting target of no less than 78%  
Target = 1 percentage point increase over average of last 12 quarters



- Results are consistent with last quarter and same time last year
- Top drivers continue to be wait times, reliability and travel times
- Highest satisfaction levels (>80%): climate control, travel time, smoothness of ride, safety from accidents/injury, ease of getting a seat

## ● Metro Access

76% in Q2, missed target of no less than 79%  
Target = 1 percentage point increase over average of last 12 quarters



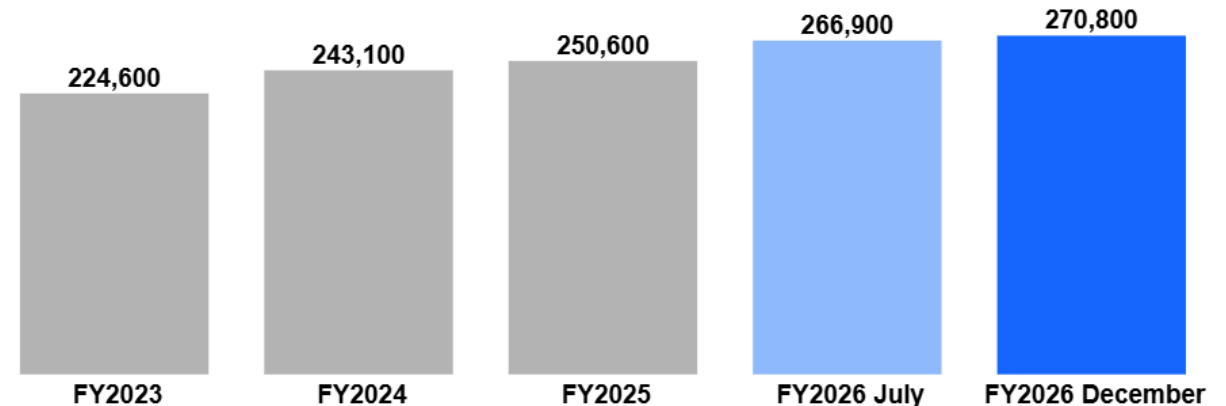
- Results are consistent with last quarter and same time last year
- Top drivers of satisfaction: “Got to your destination on time”, “How well dispatch coordinated with the driver” and “Trip was routed in an efficient way”

# December Service Changes Made Network More Useful to Customers

**December service improvements on both Metro Bus and Metro Rail resulted in the average resident having access to 3,900 more jobs – continuing the positive upward trend**

- **Metro Bus:**
  - Changes to 50 additional Metrobus routes improved reliability, reduced crowding, strengthened connections, and responded to customer feedback
  - Examples of new connections: A29 connects Alexandria to downtown DC. C11 and C63 now serve Washington Hospital Center
- **Metro Rail:**
  - Extending Yellow Line to Greenbelt improved service frequency, with nearly 75% of all Rail customers now experiencing scheduled headways of six minutes or less
  - Automatic Train Operations improved scheduled run times, resulting in shorter trips and better connectivity to more destinations

**Average Access to Destinations using Metro Within 60 mins**

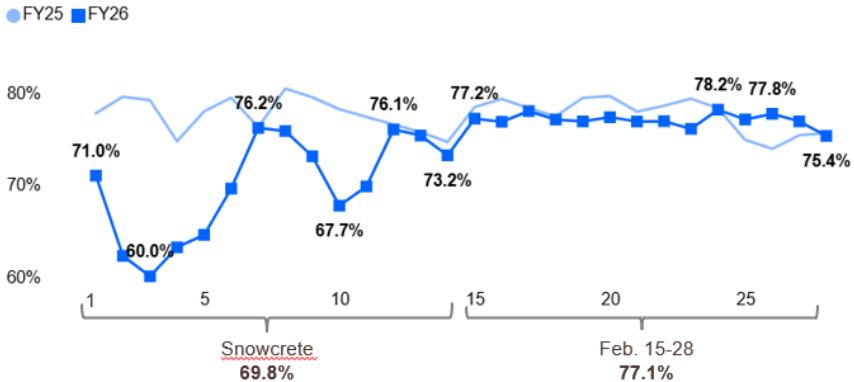


# Winter Weather Impacted Reliability in Q3, With Largest Impact on Bus

## Bus On-Time Performance dropped to 70% after the storm, impacting arrival predictions

- Parts of bus routes were impassable, requiring minor detours and service reductions; bus stops were blocked with ice until Metro staff cleared them
- Bus speeds were much slower due to narrower lanes
- After roads cleared, bus on-time performance returned to 77%
- Ridership also decreased, likely due to ice, cold temperatures, and work & school closures

On-Time Performance | February



## Metro Rail and Metro Access were less affected

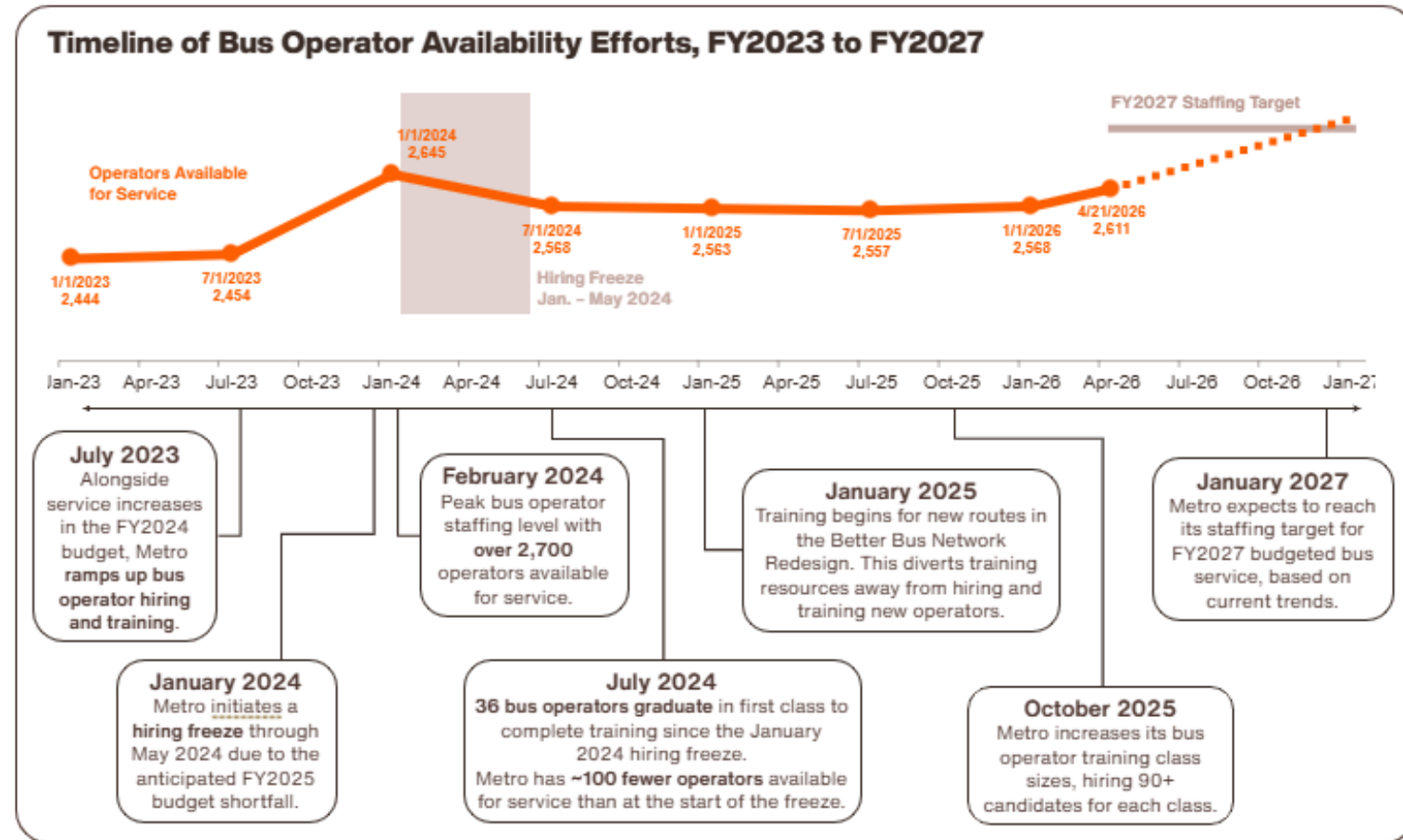
- Metro Access resumed regular service a few days after the storm; snowcrete made door-to-door service challenging
- Metro Rail operated in manual mode at above ground stations during worst weather, lowering OTP and prediction accuracy for a few days



# Metro's Strategy to Increase Bus Reliability Balances Service Improvements, Staffing, and Costs

## Operator availability continues to drive missed trips

- Better Bus Network scheduling efficiencies add 7% more service hours with same amount of operators (~2,700)
  - Reduced unproductive operator time by 24%
  - Small increase in average shift length from 8.7 (Dec 2024) to 9 hours (Dec 2025)
  - Additional hours reduce late trips; on-time performance reaches highest levels since 2023
- Metro consistently short 100 operators since FY25
  - Hiring covers attrition and promotions; Absenteeism fell 3% since FY25
  - Longer shifts and new fatigue rules make it more challenging to cover open work while balancing overtime costs (down 9% in Q3)



# Congestion is Long-Term Challenge to Bus Reliability

Most common reason for early and late trips is travel time variability related to congestion

- Metro Bus average speeds have decreased 11.5% since 2019
- Twice-annual schedule changes enable adjustments for some routes
- Regional investment in bus priority is longer-term solution
  - Currently 30 directional miles of bus lanes cover 2% of travel lanes where buses operate

## Dedicated Bus Lanes in the Region Today



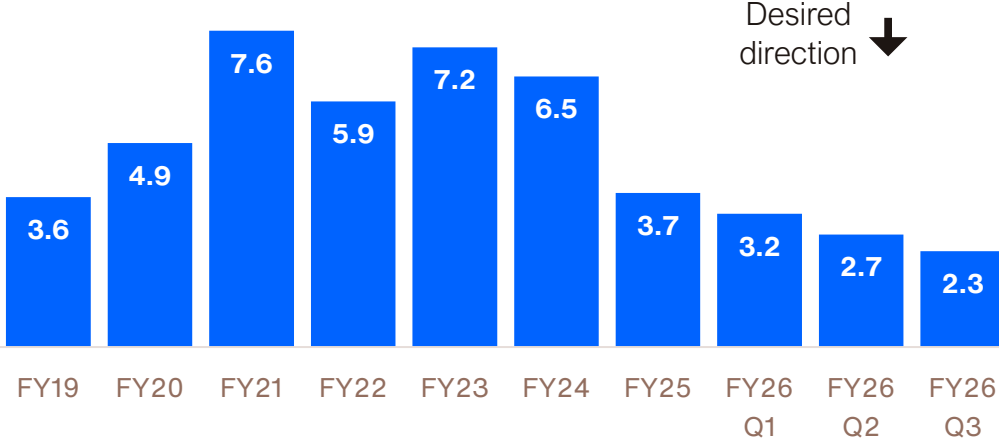
## DMVMoves Plan for Regional Infrastructure Investment



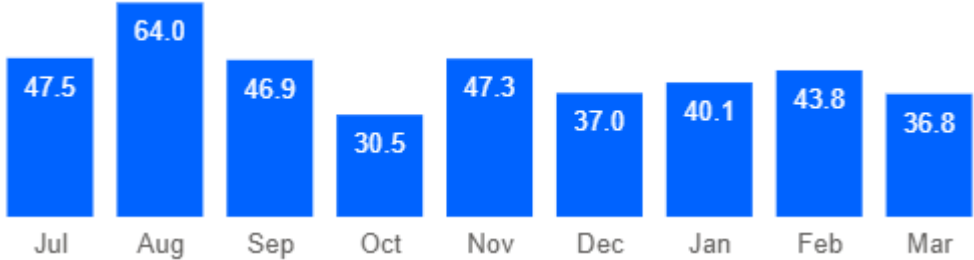
# Part 1 Crime Rate Remains Low; Transit Worker Assaults Decrease; Customer Injuries Remain Area of Focus

- Part 1 crime rate 32% lower than FY25 at 2.7 crimes per one million customer trips in FY26
- Customer perceptions of safety also strong: only 5% of rail and 12% of bus riders reported feeling unsafe
- Transit Worker Assaults decreased in March, reaching the lowest point since October
- Transit worker assault rate is 43.7 assaults per 10M revenue miles in FY26 to date, below target
- Assaults on bus operators, station managers, and contracted special police decreased in FY26 compared to the same period in FY25
- Customer Injury Rate increased vs. FY25, with about 75% of injuries slips/falls

Part 1 Crime per 1 million customer trips



FY26 Transit Worker Assaults per 10m vehicle revenue miles



# Appendix: Detailed FY26 Results



Washington Metropolitan Area Transit Authority

# Safety and Security



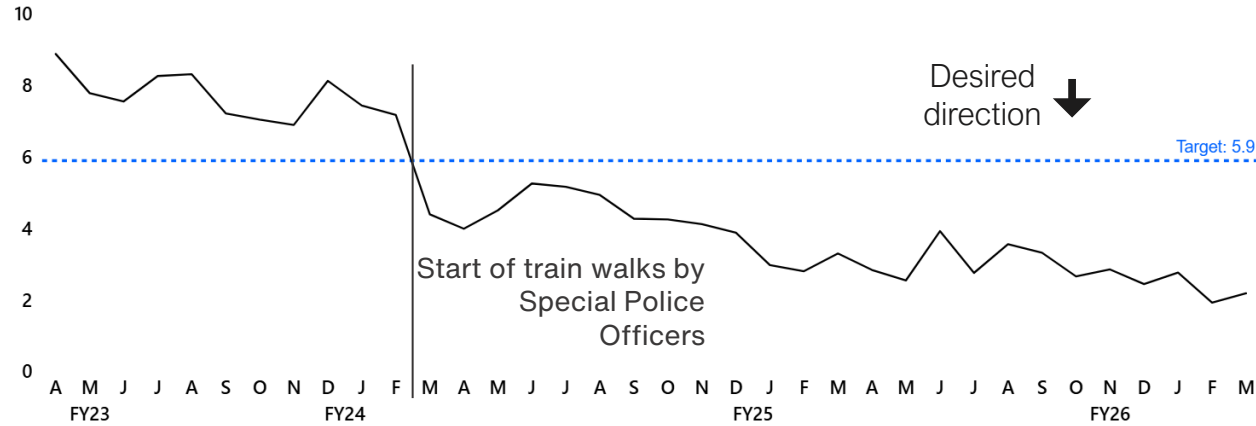
Washington Metropolitan Area Transit Authority

# Part 1 Crime Down 32% Compared to Last Year

## ● Part 1 Crime | All Modes

**2.7** Part 1 Crimes per 1 million customers FYTD, meeting target of no more than **5.9**

Target = 5% reduction from average performance over last 3 years



- Part 1 Crime continues to be at historic lows
- The number of crimes fell for all crime types except motor vehicle thefts
- Key actions to maintain strong performance:
  - Data-driven point-of-entry policing: 16,600+ fare enforcement actions across bus and rail, 3,885 Text Tips received per month (34,900+ total)
  - Crisis Intervention Team: > 24,800 interactions in FY26
  - Community outreach: 933 community and youth events in FY26
  - Recruitment and training to fill vacancies: 34 officers, 7 dispatchers, and 14 support staff hired in FY26

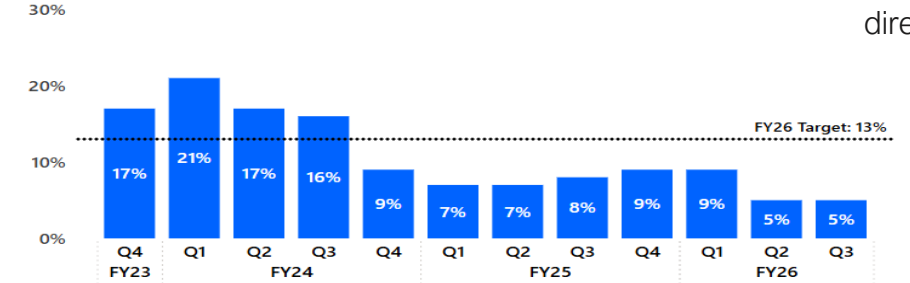
## ● Customer Perception of Safety from Crime or Harassment | Bus: 12%, Target: 14%, Rail: 5%, Target: 13%

Targets based on average performance over last 3 years: bus maintains, rail decreases 1 point

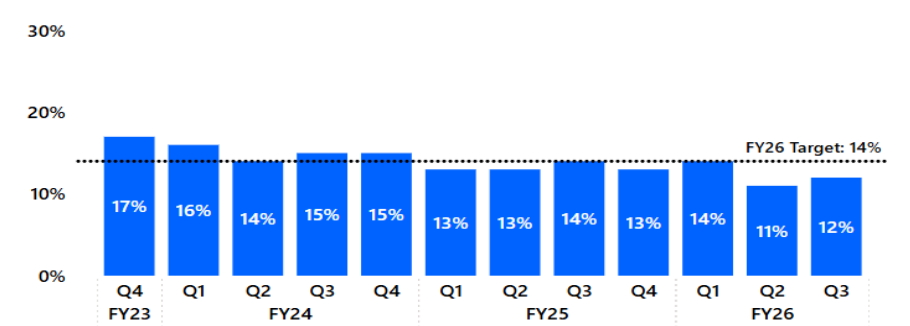
Percent of customer survey responses who rated their perception of safety from harassment or crime on the train/bus of their last trip as "1" or "2" on a five-point scale where 1= "not at all safe" and 5= "very safe"

Percent of customer survey responses who rated their perception of safety from harassment or crime on the train/bus of their last trip as "1" or "2" on a five-point scale where 1= "not at all safe" and 5= "very safe"

### Metro Rail



### Metro Bus



# Transit Worker Assaults Decreased, Meeting FY26 Target

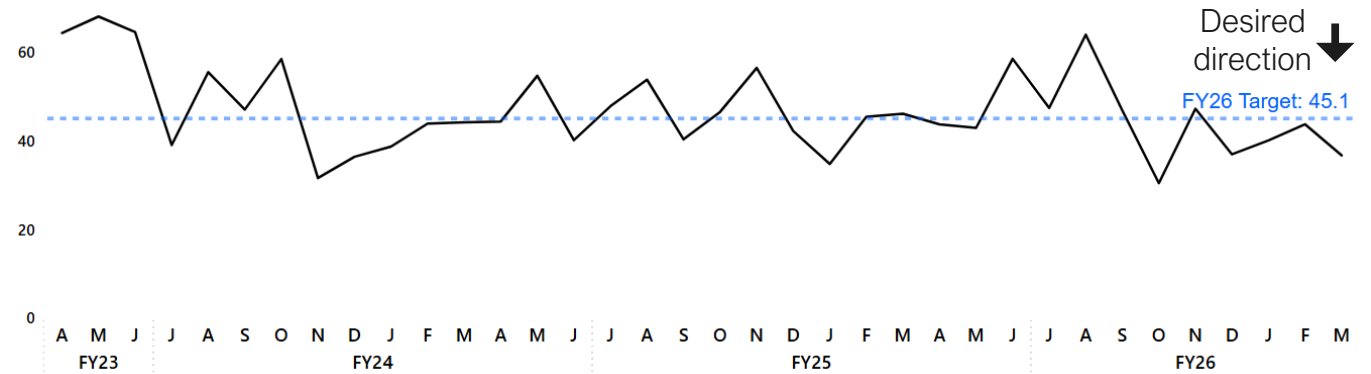
## ● Transit Worker Assault Rate

**43.7** assaults per 10M revenue miles, meeting target of no more than **45.1**

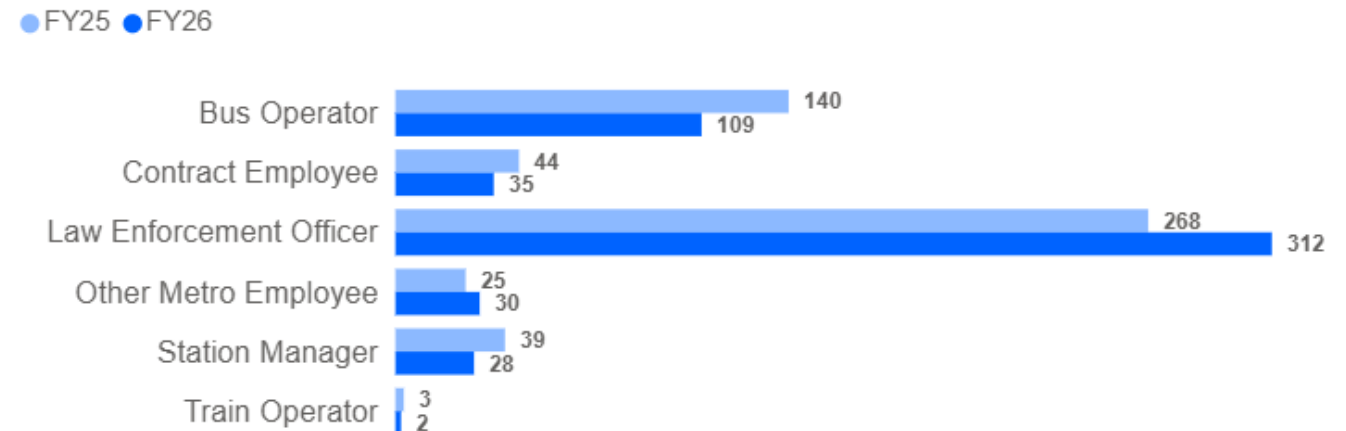
Target = 3% reduction from average performance over last 3 years

- Transit Worker Assault met target for FY26, with decreasing trend since July and August
- 516 Assaults in FY26: 85% (439) physical, 15% (77) non-physical
- Assaults on law enforcement officers most common (60% of total) and up 16% compared to FY25
- Assaults on bus operators (21% of total) and Station Managers (5%) down compared to last year
- Actions to improve:
  - Capital investments in bus shields
  - Continue de-escalation training
  - Continue efforts to reduce crime
  - Continue quarterly review and root cause analysis of incidents, developing and tracking mitigations

Transit Worker Assault Rate  
Previous 36 months



Assaults by Type of Transit Worker  
FY25 v FY26TD



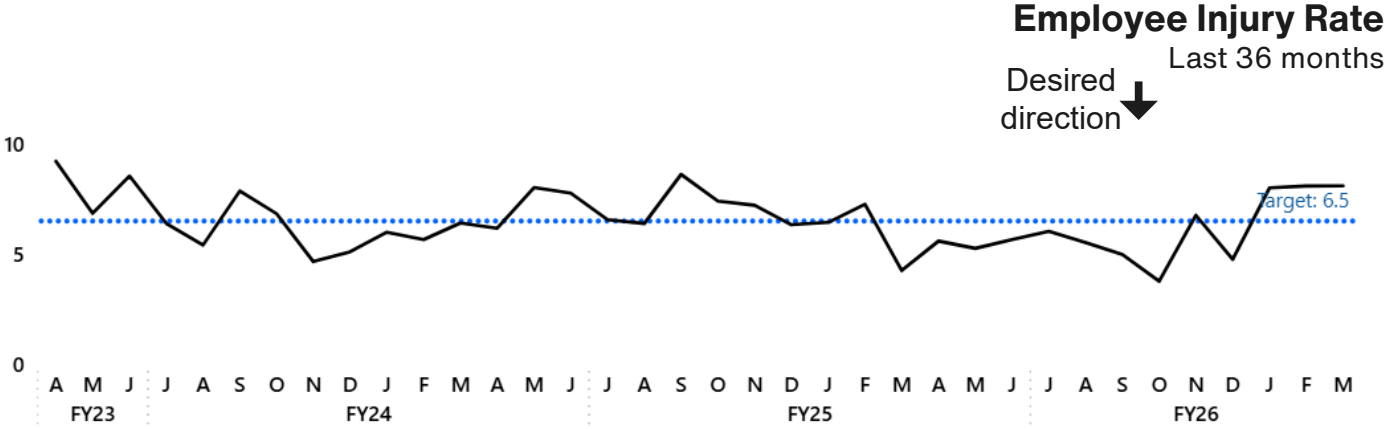
# Employee Injury Rate Increased in Q3 But Still Met Target for FY26, Improved 7% Compared to FY25

## Employee Injury Rate | All modes

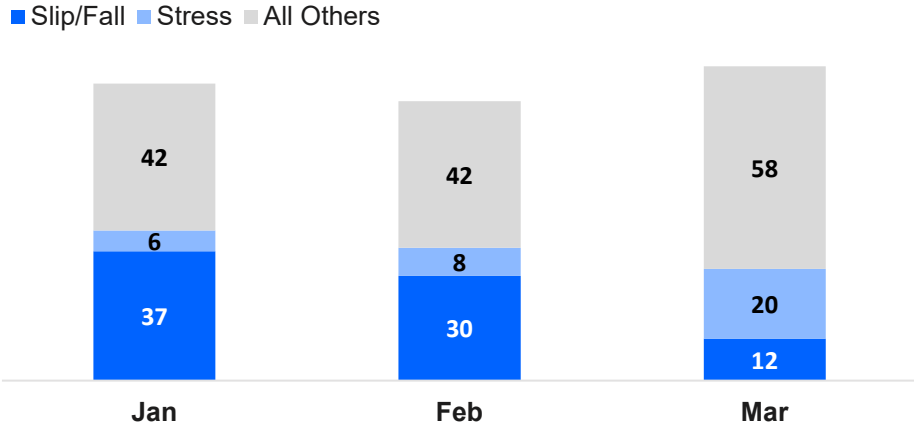
6.2 injuries per 200,000 employee hours, meeting target of no more than 6.5

Target = 3% decrease from average performance over last 3 years

- 594 injuries in FY26. Top injury types: slip/fall (23%), motor vehicle (20%), strain (16%), stress (13%), struck/injured by object (12%)
- Rate increased in Q3 due to four times more slip/fall injuries (Jan/Feb ice) and March spike in stress injuries
- 60% of injuries are among bus employees, 32% rail employees, 7% MTPD, 1% all others
- Actions to improve:
  - Conduct annual defensive driving training for all Bus Street Supervisors to reduce motor vehicle injuries
  - Implemented Bus Safety Action Plan to reduce collisions & related injuries
  - Launched new Fall Protection program to reduce employee slip/falls



## Employee Injury Types | FY26 Q3



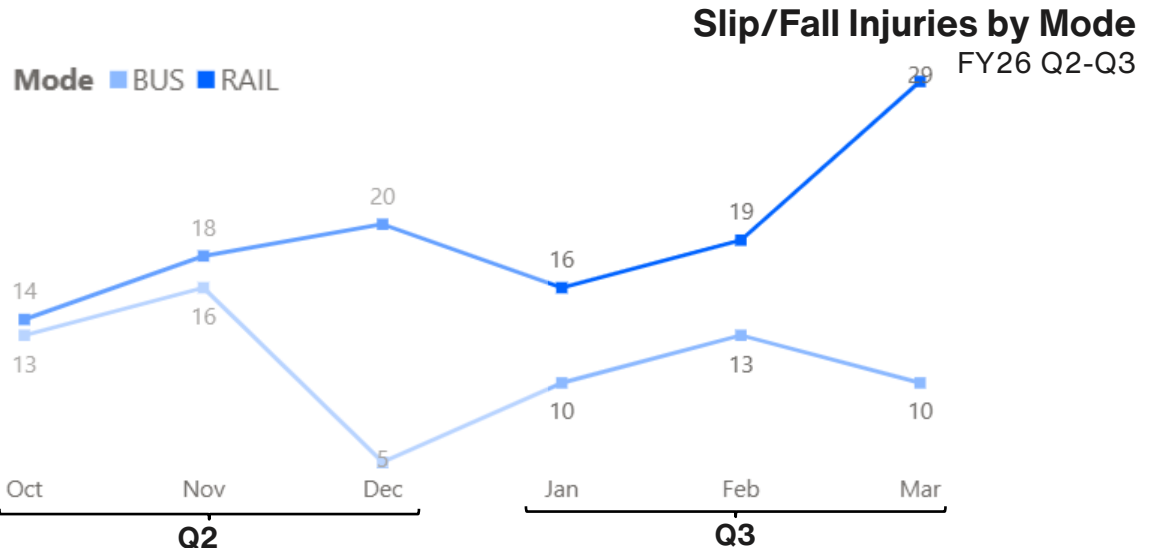
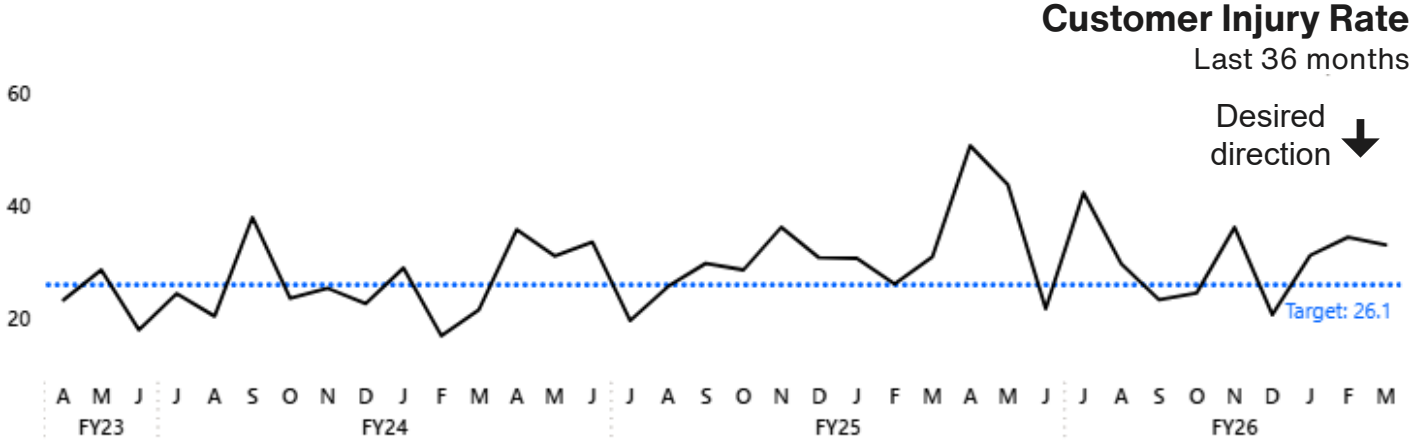
# Customer Injury Rate Increased in Q3, Driven by Slip/Trip/Falls

## Customer Injury Rate | All modes

**30.7** injuries per 10M revenue miles, missing target of no more than **26.1**

Target = 3% decrease from average performance over last 3 years

- 362 injuries FY26: 50% Bus (180 injuries), 47% Rail (161), 3% Access (12)
- 76% of injuries were slips/trip/falls. Of those: 55% occurred on rail (32% escalators + 23% elsewhere), 43% on buses, and 2% on Access
- Rail slip/trip/falls increased throughout Q3 while Bus slip/trip/falls were consistent despite changing weather conditions
- 25% of Bus customer injuries were collision-related; these injuries increased from Q2 due to a spike in early January
- Actions to improve: rail station escalator safety signage pilot made permanent, conducted bus pedestrian/cyclist safety summit to review root causes and develop mitigations



# Collision Rate for Access and Bus Met Target, Improved From FY25

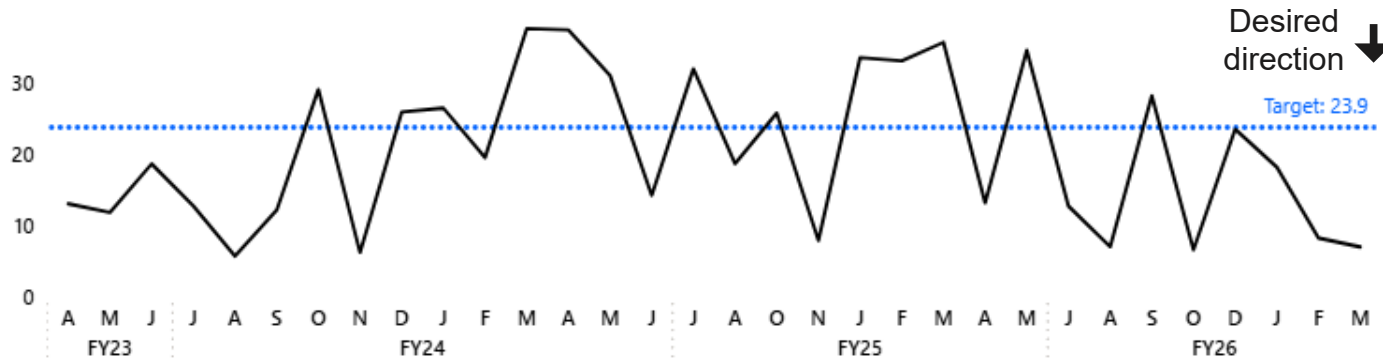
## Collision Rate | Metro Access

12.4 serious collisions per 10 million vehicle revenue miles, meeting target of no more than 23.9

Target = 3% decrease from average performance over last 3 years

- 15 serious collisions in FY26. Collision types: another vehicle sideswiped Access (5), another vehicle rear-ended Access (4), another vehicle broadsided Access (3), other (3)
- Collision rate decreased from Q2 and 41% from the same period in FY25

Metro Access Collision Rate Last 36 months



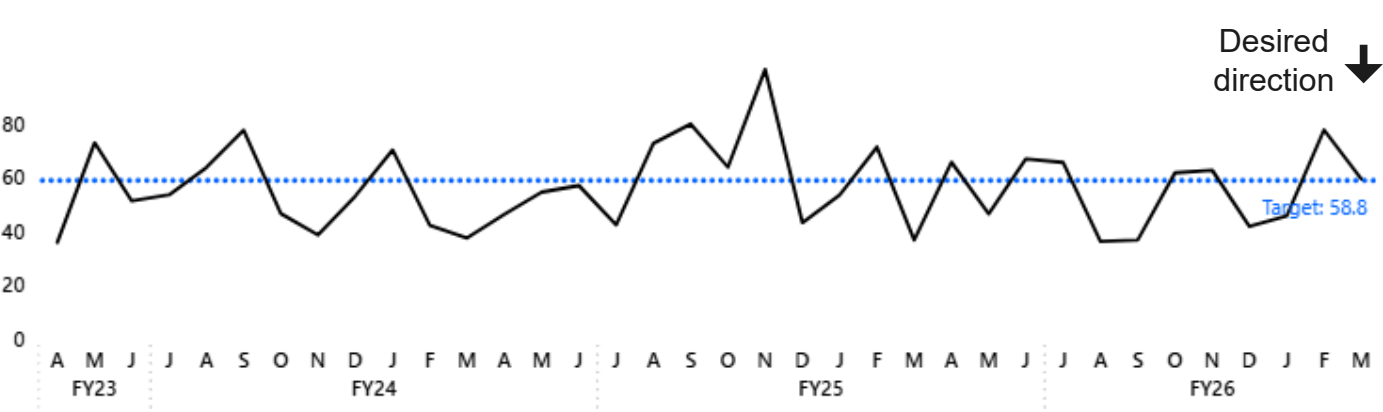
## Collision Rate | Metro Bus

53.8 serious collisions per 10 million vehicle revenue miles, meeting target of no more than 58.8

Target = 5% decrease from previous fiscal year

- 157 serious collisions in FY26. Top collision types: another vehicle sideswiped bus (24), bus sideswiped other vehicle (22), pedestrian/cyclist collisions (20)
- Collision rate increased in Q3 compared to Q2, but decreased 14% from the same period in FY25
- Held safety summit to review root causes and mitigations of pedestrian/cyclist incidents

Metro Bus Collision Rate Last 36 months

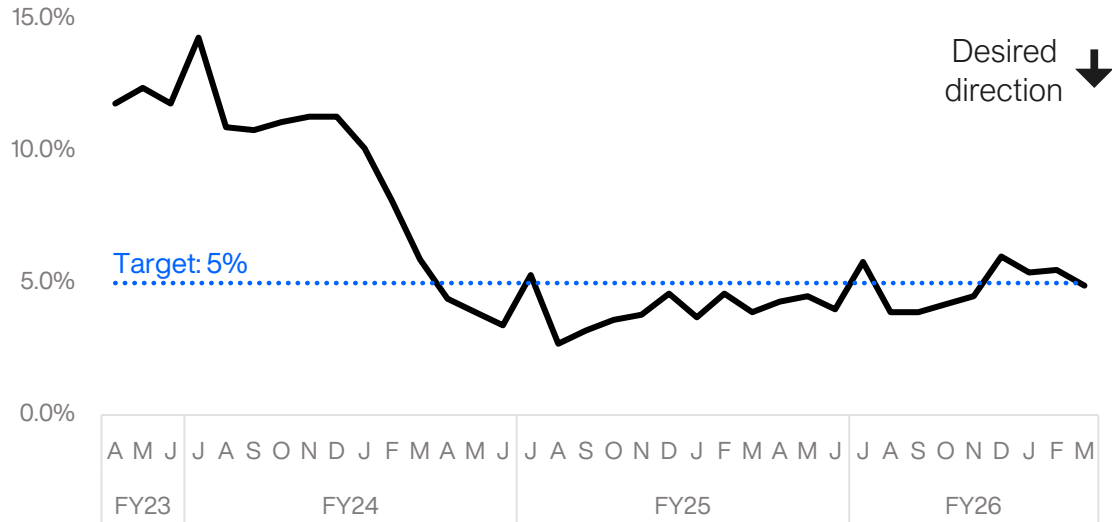


# Fare Evasion Low On Rail, Unacceptably High on Bus

## ● Metro Rail Fare Evasion

4.8%, meeting target of no more than 5%

Target = maintain levels over past year



Notes: Higher rates in July relate to free fares on the July 4<sup>th</sup>. Fare gate software updates have small impacts in months implemented.

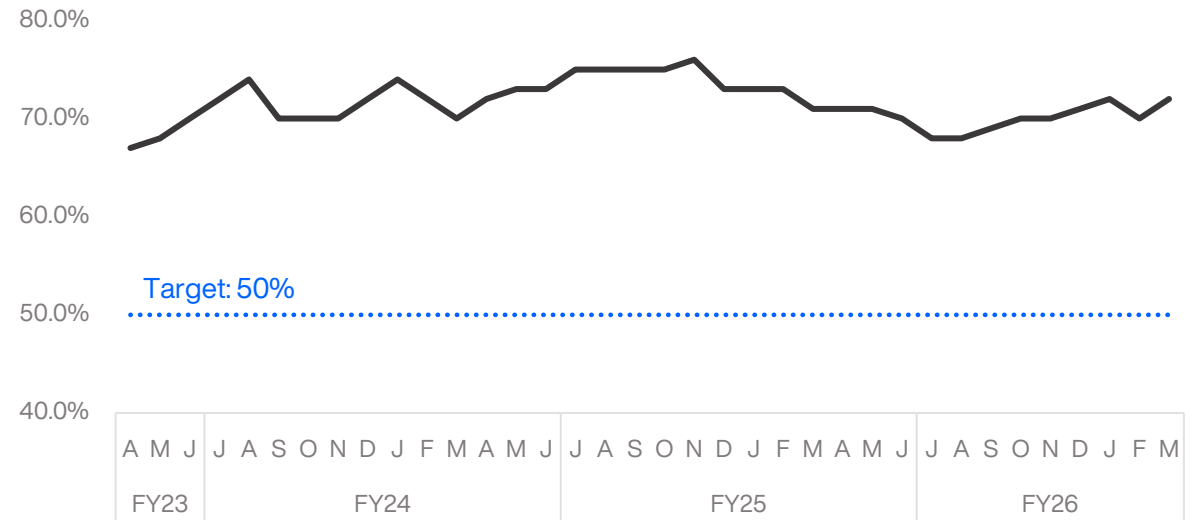
### Metro Rail fare evasion has remained low since fare gate modernization (July FY24 – September FY25)

- Fare gate modernization lowered rate by 82%
- Rates are relatively consistent across jurisdictions: 5.3% in DC, 5.5% in MD, and 5.0% in VA for Q3FY26

## ● Metro Bus Fare Evasion

69.4%, above target of no more than 50%

Target = improve 20 percentage points from average performance over last two years



### Metro Bus fare evasion down slightly from peak of 75% in first half of FY2025

- Rates vary by jurisdiction: 73% in DC, 81% in MD, 37% in VA in Q3FY26
- Launching enhanced fare enforcement in May 2026: increased MTPD visibility, verbal reminders of fare by bus operators, updated fare validator software

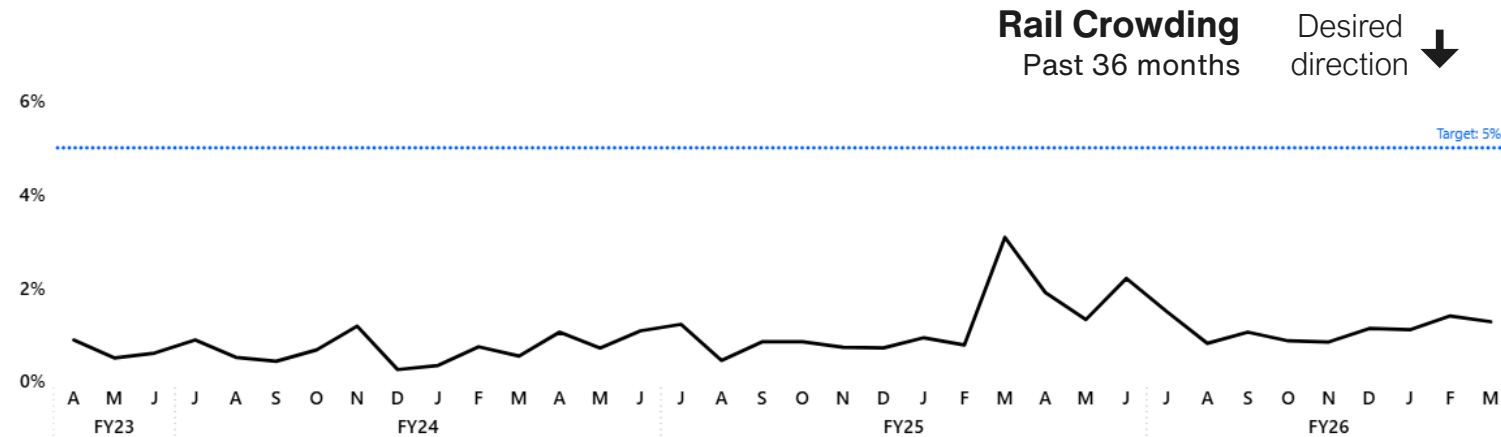
# Service Plan Keeps Rail Crowding Within Standards

## ● Crowding | Rail

1.1% of passenger minutes were spent in crowded conditions (>100 passengers per car during peak periods and >60 passengers per car during off peak periods), meeting target of no more than 5%

Target reflects the value set in the Strategic Transformation Plan and Board-approved Metro Rail Service Standards

- Frequency is sufficient to keep crowding within standards
- Crowding remains concentrated during peak periods and centrally located stations
  - Customers are >40% more likely to experience crowding during PM Peak in FY26 v. FY25
  - Red, Orange, and Blue lines are most crowded lines during peak
- Actions to help address crowding:
  - Continue to operate additional Red and Silver Line trains during the busiest 40 minutes of AM and PM Peak
  - Adjust scheduled spacing on Orange, Blue and Silver core segment to even out wait times and passenger loads



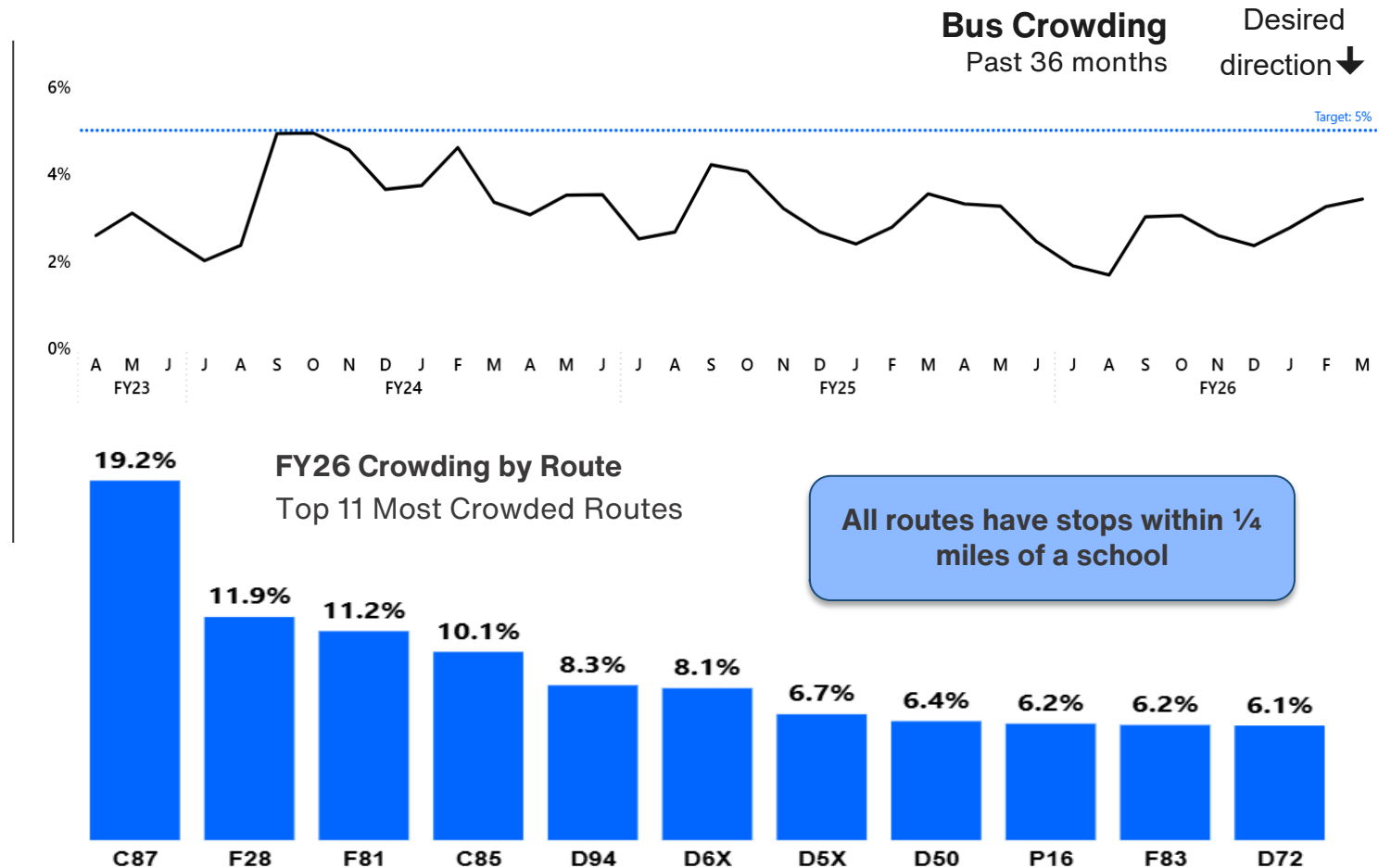
# Service Plan Keeps Bus Crowding Within Standards

## ● Crowding | Bus

**3.1%** of passenger minutes were spent in crowded conditions (>40 passengers on bus), meeting target of no more than 5%

Target reflects the value set in the Strategic Transformation Plan and Board-approved Metro Bus Service Guidelines

- Crowding in Q3 FY26 increased through March, mirroring previous years and consistent with ridership patterns
- Bus crowding is concentrated: >50% occurs on 11 of 125 routes and customers are 60% more likely to experience crowding during peak times.
  - Most crowded routes all serve schools
- High crowding routes that received additional trips in the December 2025 schedule update have shown improvements
  - F28 and P15 have experienced reduced crowding



# Reliability

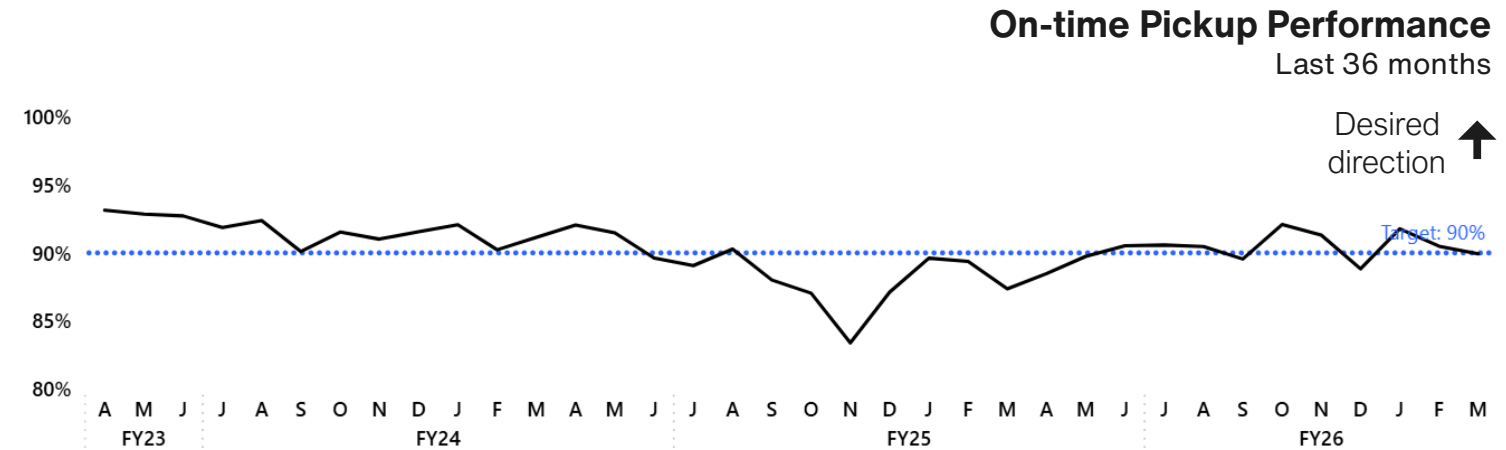


Washington Metropolitan Area Transit Authority

# Access On-Time Performance Met Target With 10 Consecutive Months of Year-Over-Year Improvement

● **On-time Pickup Performance | Access**  
**90.5%** of on-time pick-ups, meeting target of no less than **90.0%**  
 Target = 1.6 percentage point improvement from FY25 performance

- FY26 performance met target, sustaining gains made since the second half of FY25 when an additional contractor was added
- Performance continued to improve as trips are moved to better performing contractor, who opened a second garage in December
- OTP declined in March due to a 20% increase in passenger demand on Sundays
- Actions to improve:
  - Shift work to contractors based on performance

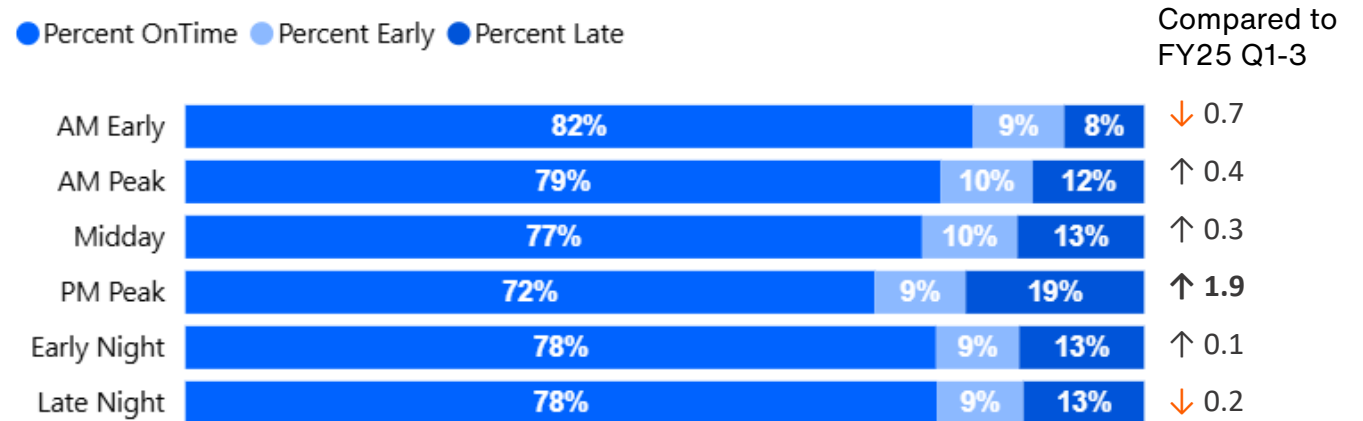
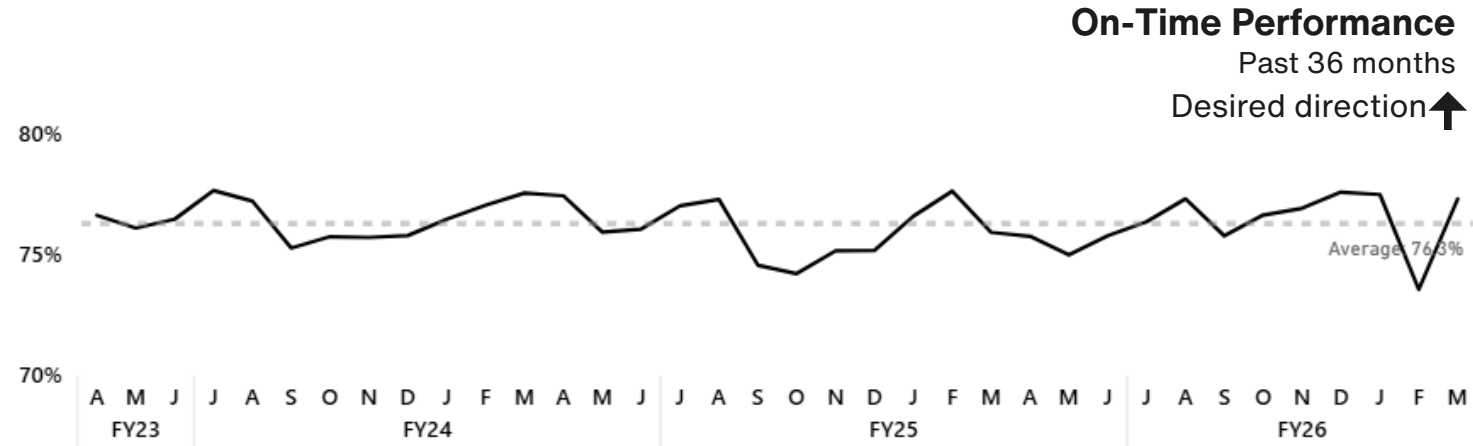


# Bus On-Time Performance Remained Strong at 78% in Q3 Except for Snowcrete Period

## ● On-Time Performance | Bus

76.5% of timepoints delivered no more than 2 minutes early or 7 minutes late

- December schedule and route adjustments helped maintain strong performance while improving connectivity
- FYTD performance continues to exceed same period in FY25
- Performance dropped severely after Jan. 25<sup>th</sup> storm due to snowcrete on roads but returned to pre-storm levels by mid-February
- Excluding the snowcrete period, Q3 OTP rose to 77.9%, outperforming Q1 and Q2. Including the snowcrete period, Q3 OTP was 76.1%
- PM Peak maintained lowest OTP among service periods and was most impacted by storm, dropping by 10 percentage points



# Rail On-Time Performance Showed Consistent Improvement in Q3

## On-time Performance | Rail

**87.6%** of customer trips on time, just missing target of no less than **89%**

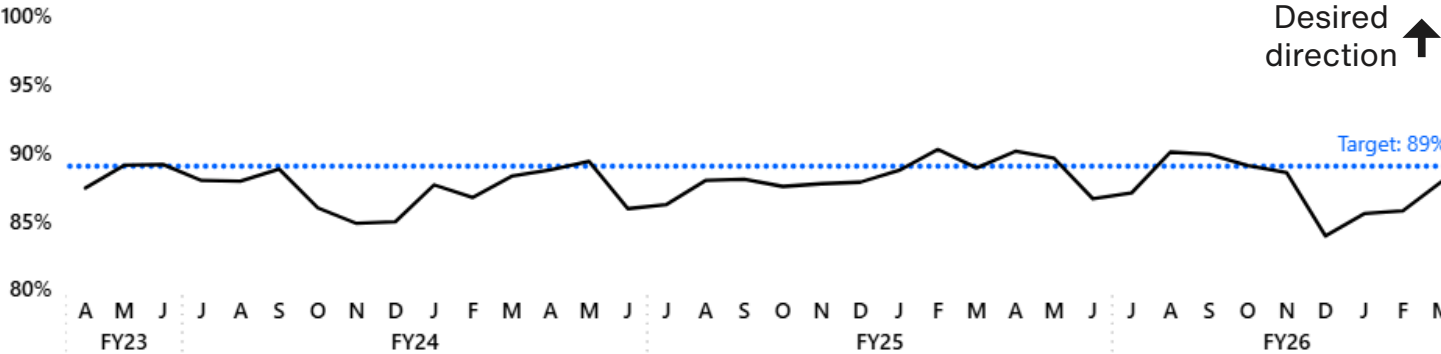
Target = 1 percentage point improvement from average performance over last 3 years

- Rail OTP dropped in December due to tighter schedules and track work. Steady improvements in Q3 reflects finishing Green Line work, recovering from snowcrete, & improved weekday schedule adherence
- Dec 2025 schedule change reduced average trip time by 2 min, reflecting efficiencies from Automatic Train Operation while tightening standards for “on-time”
- Main drivers of late trips in FY26: incidents (8.7%), planned track work (1.2%), and customer behavior (2.5%)
- Weekday trips are 89% on-time, planned track work lowers weekend OTP to 84%
- Actions to improve: Continue proactive repairs to infrastructure, 2x per year data-driven schedule adjustments, fleet investments

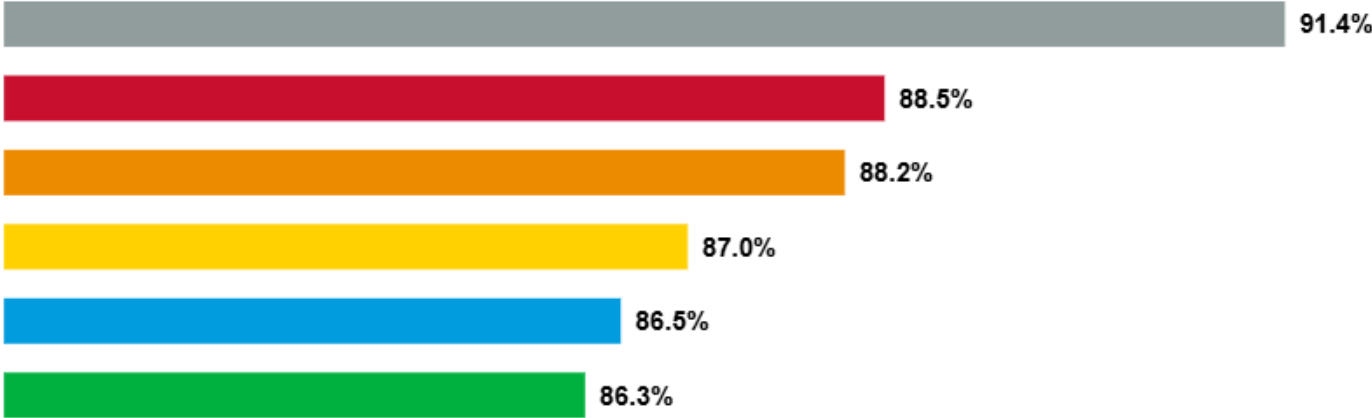
### Customer On-Time Performance

Last 36 months

Desired direction ↑



### OTP by Line | FY26 Through Mar



# Access Delivered Roughly 2,215 Trips Per Day on Dedicated Service and Missed Fewer Than 38

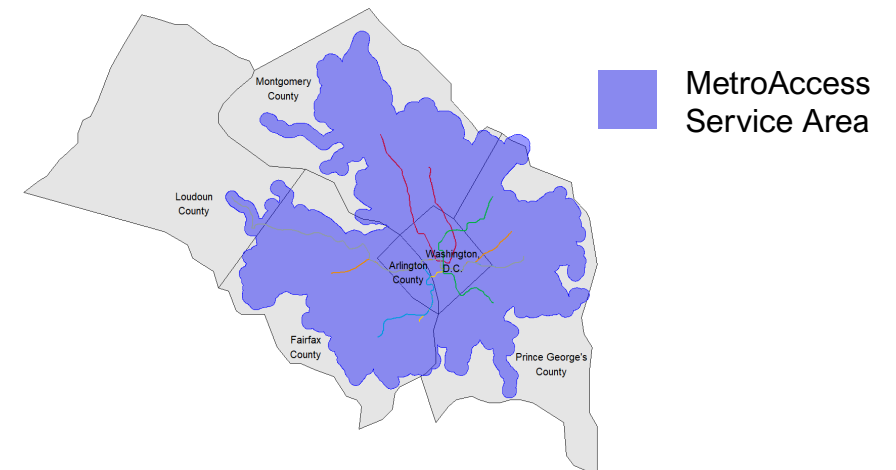
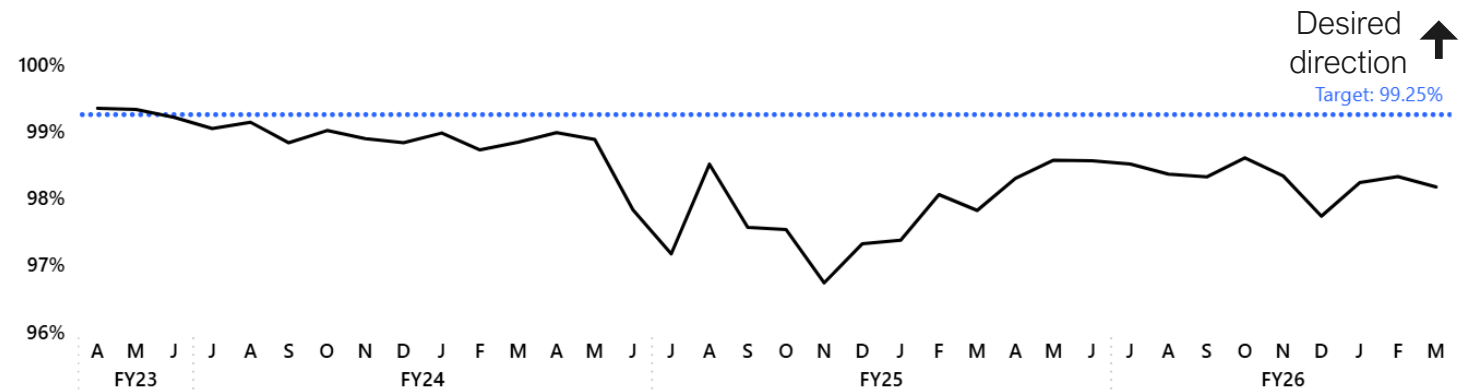
## ● Scheduled Service Delivered | Access

**98.30%** of scheduled service delivered, missing target of no less than **99.25%**

Target reflects value set in the Strategic Transformation Plan for FY28 aspirational performance levels

- FY26 performance improved by 0.7 percentage points compared to same period last year
- Performance generally consistent in FY26, with no change between Q2 and Q3
- Primary driver of missed trips is service reliability:
  - 89% due to vehicle arriving after the pickup window and the customer not taking the trip
  - 11% due to driver not waiting long enough for the customer
- Actions to improve
  - Continue shifting service to better performing contractors to improve on-time pickup performance

## Scheduled Service Delivered Last 36 months



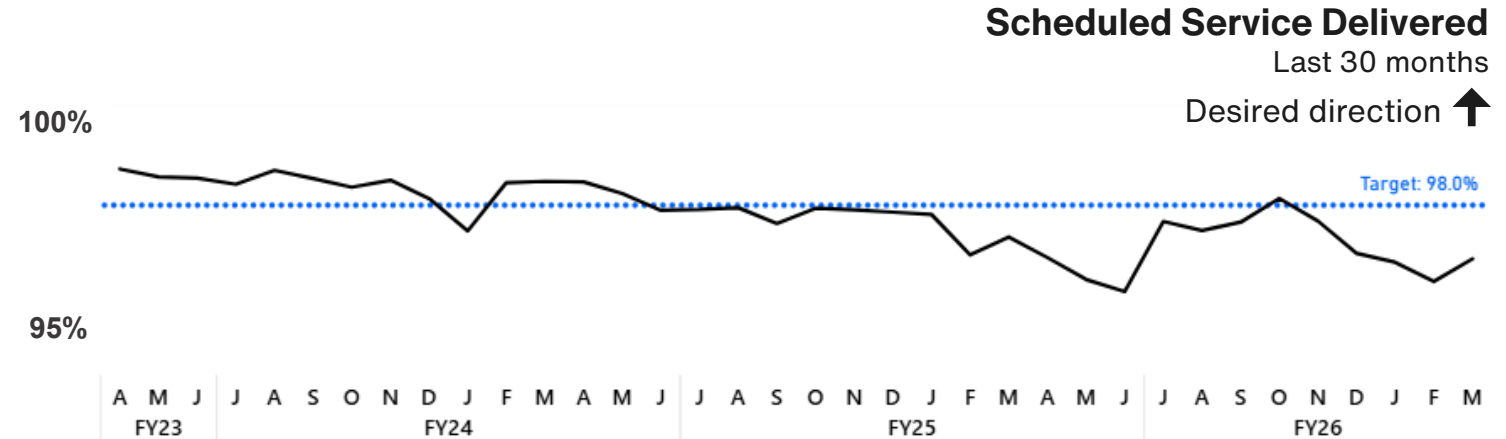
# Operator Availability Lowers Bus Service Delivered, Missing Target in FY26

## Service Delivered | Bus

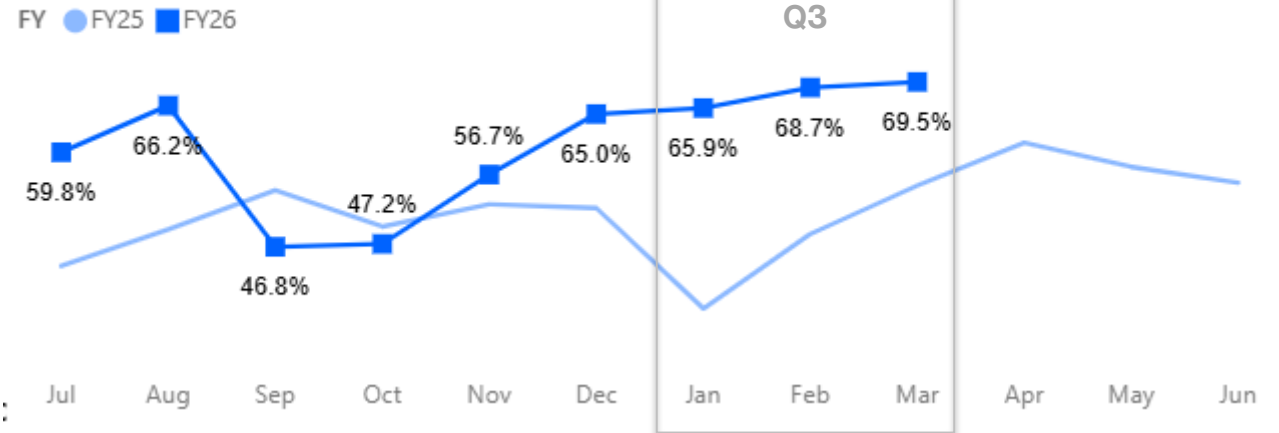
**97.2%** of scheduled service delivered, missing target of no less than **98%**

Target reflects value set in the Strategic Transformation Plan for FY28 aspirational performance levels

- 330 out of 11,930 daily trips missed on average in FY26
- Operator availability accounts for 62% of FY26 missed trips, up from 53% during same period in FY25 and 31% in FY24. Metro is short 100 operators needed to deliver scheduled service levels
- Missed trips increased in Q3 related to post-storm road conditions, efforts to balance overtime spend and service needs
- Actions to improve:
  - Continue increased operator class sizes to train 500 operators in FY26. 243 trained through Q3, net increase of 50 operators
  - Pilot 4-day workweek at one division in June 2026



## % Missed Trips Attributed to Operator Availability



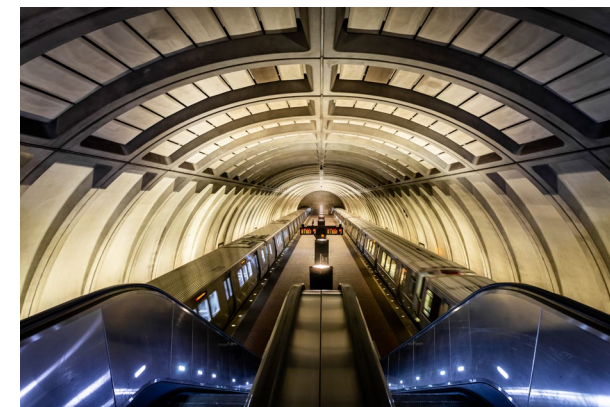
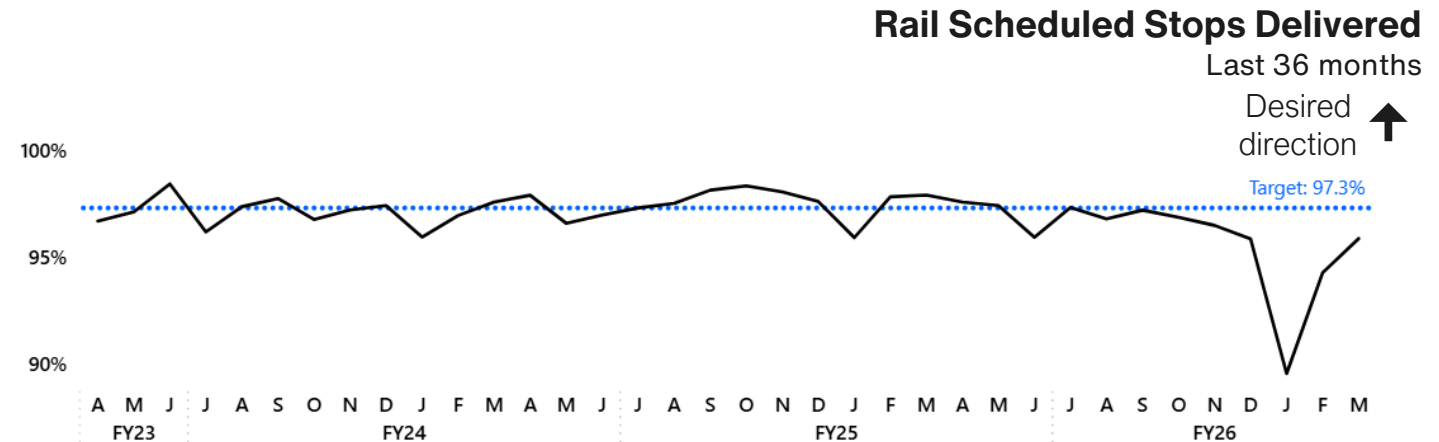
# Almost 96% of Rail Scheduled Stops Were Delivered, Just Missing Target

## Scheduled Stops Delivered | Rail

**95.6%** stops delivered, missing target of no less than **97.3%**

Target = 0.2 percentage point improvement from average performance over last 3 years

- 1,700 out of 38,000 stops missed on average per day
- Most missed stops due to service disruptions such as track circuit/switch incidents, stuck brakes, and door incidents. Station overruns account for 0.5% of missed stops
- January snowstorm reduced service delivered by 0.7 percentage points; only 65% of service was able to be delivered over a 5-day period
- Actions to improve: Continue 7000-series scheduled maintenance program, continue recruiting and training rail operators, implement rail modernization program, enhance stopping accuracy by improving our vehicles and infrastructure to reduce station overruns



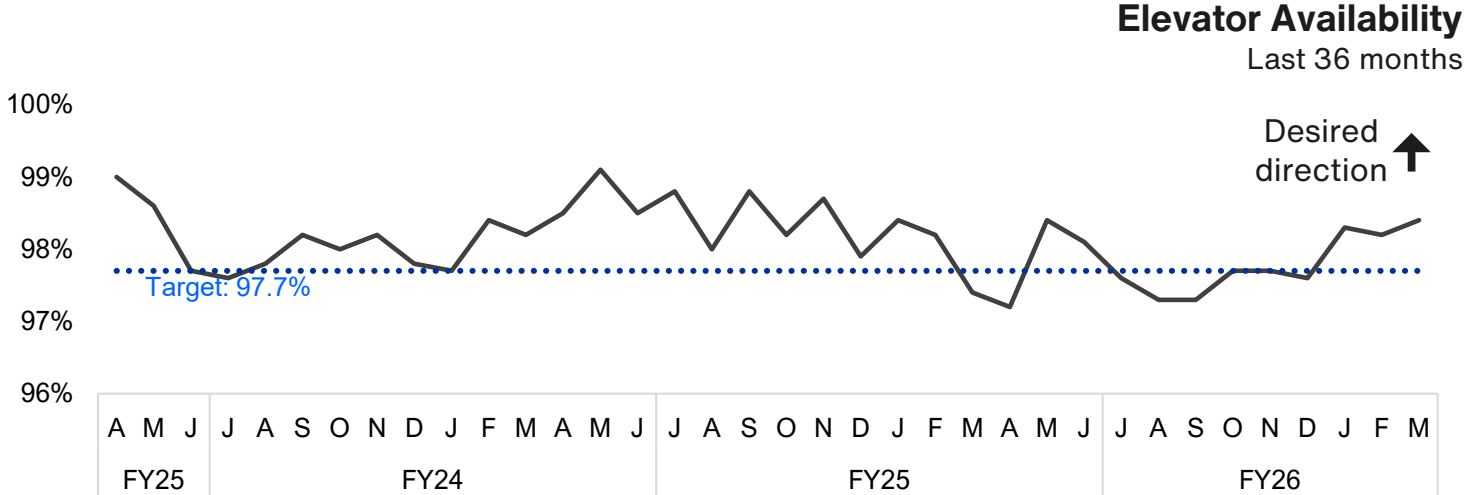
# Elevator Availability Met Target, With 314 out of 321 Elevators in Service at Any Time

## ● Elevator Availability | Rail System

**97.9%** availability, meeting target of no less than **97.7%**

Target = reduce unplanned outages by one unit on average and complete FY26 planned capital program

- Q3 elevator availability was 98.3%, the highest in FY26
- In FY26, 40% of unavailability (about three units) was due to capital work to replace/rehab aging units, and 60% (about four units) was from unplanned outages
- Average time to repair elevators in Q3 was 4 hours and 40 minutes, the lowest of any quarter in FY26
- Capital work is ongoing at Glenmont and Mt. Vernon Square



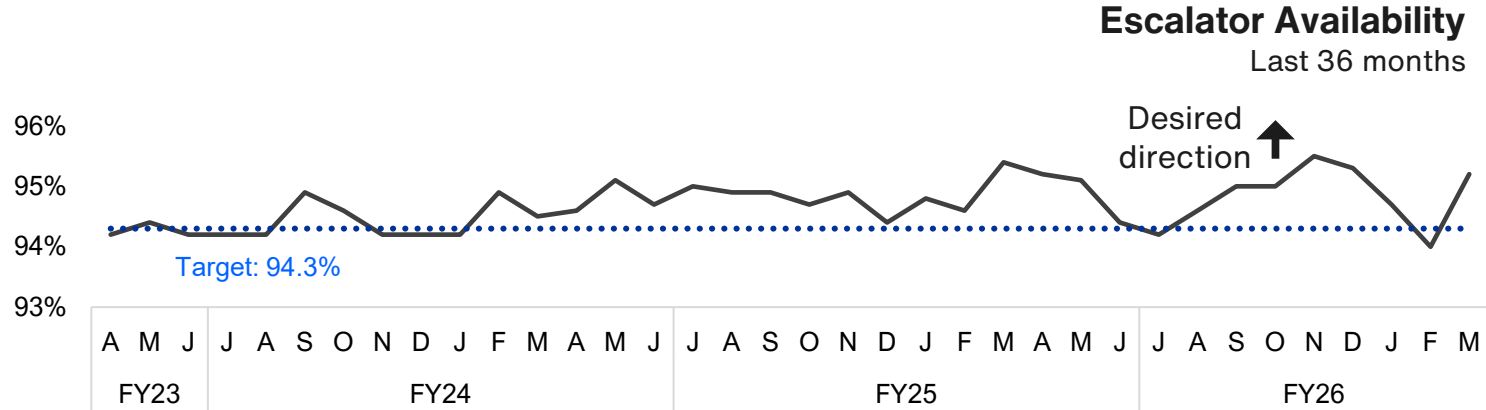
# Escalator Availability Met Target, With 614 out of 647 Escalator in Service at Any Time

## Escalator Availability | Rail System

**94.9%** availability, meeting target of no less than **94.3%**

Target = maintain average performance over last 3 years

- For FY26, 30% of unavailability (about 10 units at any given time) was due to capital work to replace/rehab aging units, and 70% was from unplanned outages (about 23 units at any given time)
- Capital work on escalators at Navy Yard west entrance was completed ahead of schedule, while work is ongoing at L'Enfant Plaza, West Hyattsville and Foggy Bottom
- As of March, 136 escalators have been completed of the 145 escalators slated for replacement (multi-year capital project)



# Metro Access Met Target, Bus and Rail Below Target for Fleet Mean Distance Between Failure

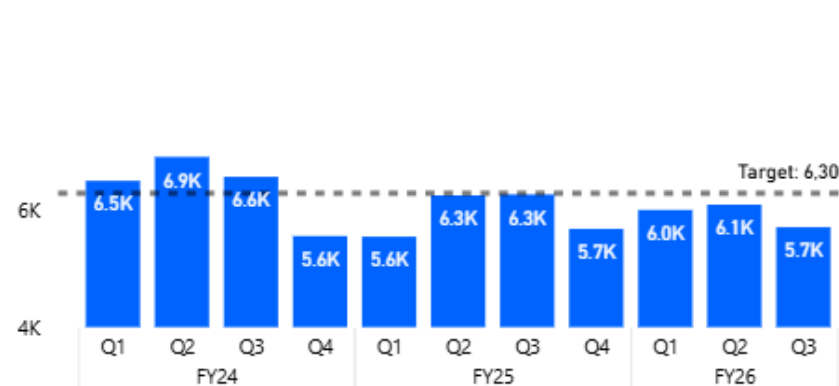
## Metro Rail

26,730 in FY26, missing target of 29,000  
Target reflects maintaining performance of previous 3 years



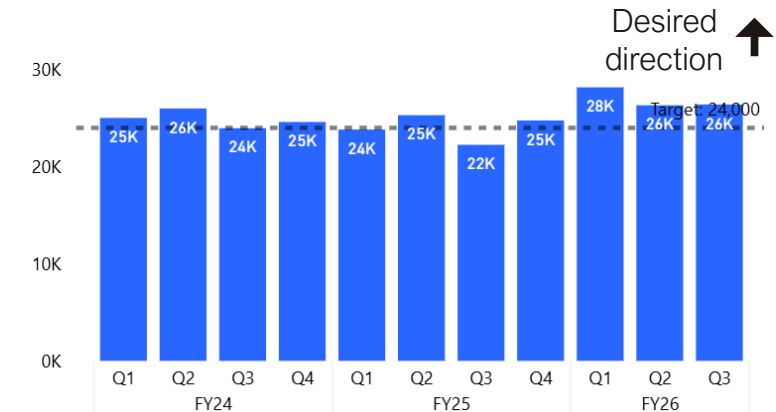
## Metro Bus

5,940 in FY26, missing target of 6,300  
Target = 2% improvement over performance of previous 2 years



## Metro Access

27,000 in FY26, met target of 24,000  
Target reflects maintaining performance of previous 3 years



### Metro Rail met target in February

- Despite cold temperatures, February MDBF met target at 29,060
- 7k fleet (newest railcars) are three times more reliable than the 3k fleet (oldest railcars) which will be replaced by the new 8k
- Implement engineering campaigns to address failures, including door operator switch

### Metro Bus missed target in Q3

- Reliability reached a low in December and steadily improved through March
- Diesel and Electric fleets are outperforming target, while CNG and Hybrid fleets (older buses) are below target
- Metro expects the delivery of 100 diesel-electric hybrid buses by March 2027, with the first batch received in the next few months

### Metro Access met target in Q3

- Strong FY26 performance driven by introduction of 70 new vehicles and retirement of some older vehicles
- Metro aims to replace one quarter of the fleet every year in accordance with the fleet plan

● Target met ● Target just missed ● Target missed ● No target

# Convenience



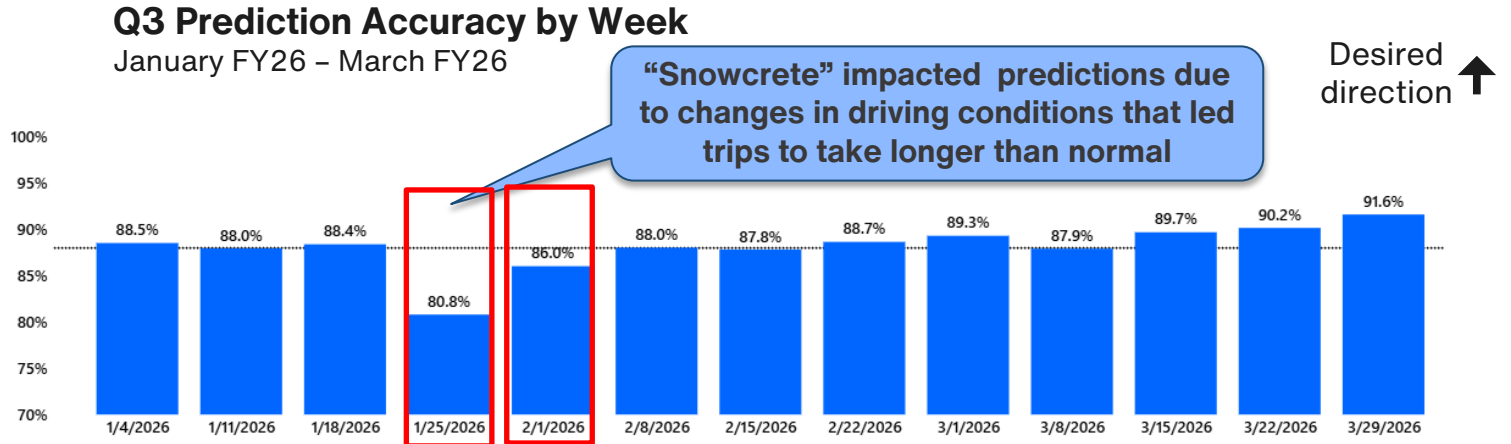
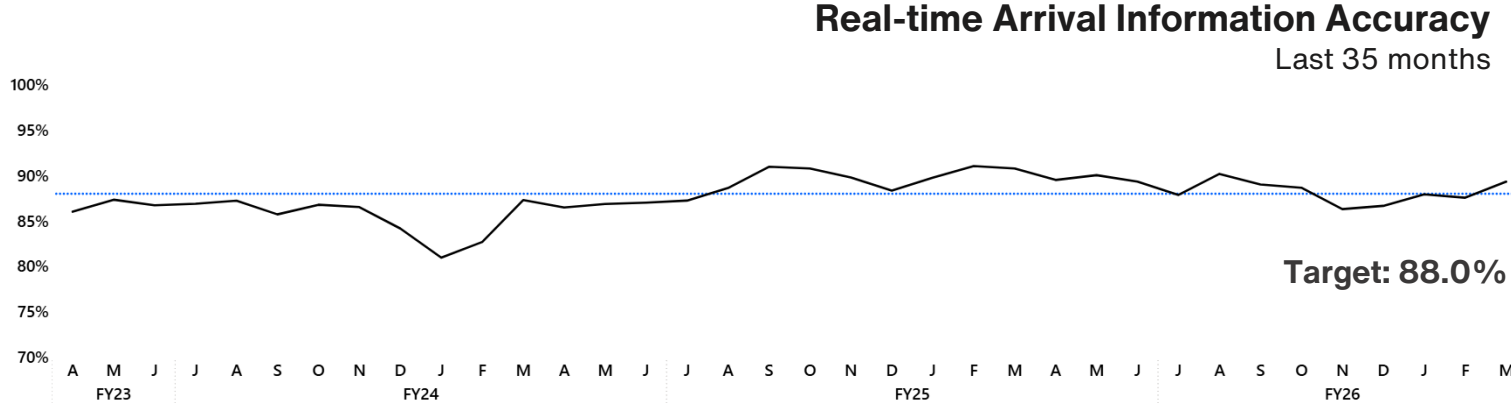
Washington Metropolitan Area Transit Authority

# Bus Prediction Accuracy Exceeded Target Despite Early Q3 Weather Impacts

**Real-time Arrival Accuracy | Bus**  
**88.1%** of predictions were accurate, meeting target of no less than **88.0%**

Target reflects value set in the Strategic Transformation Plan for FY28 aspirational performance levels

- Q3 performance improved following Q2 dip related to holiday traffic patterns and new schedule release
  - Accuracy improves in the weeks following a schedule release as the prediction engine learns from operational data
  - “Snowcrete” lowered accuracy for two weeks in late January-early February
- Prediction accuracy is lower at terminals (73.6% in Q3). Metro continues efforts to improve by:
  - Addressing early departures
  - Improving data quality at the start and end of trips



# Bus Real-Time Information Availability Remained Stable Amid Weather-Related Service Disruptions

## Real-time Info Availability | Bus

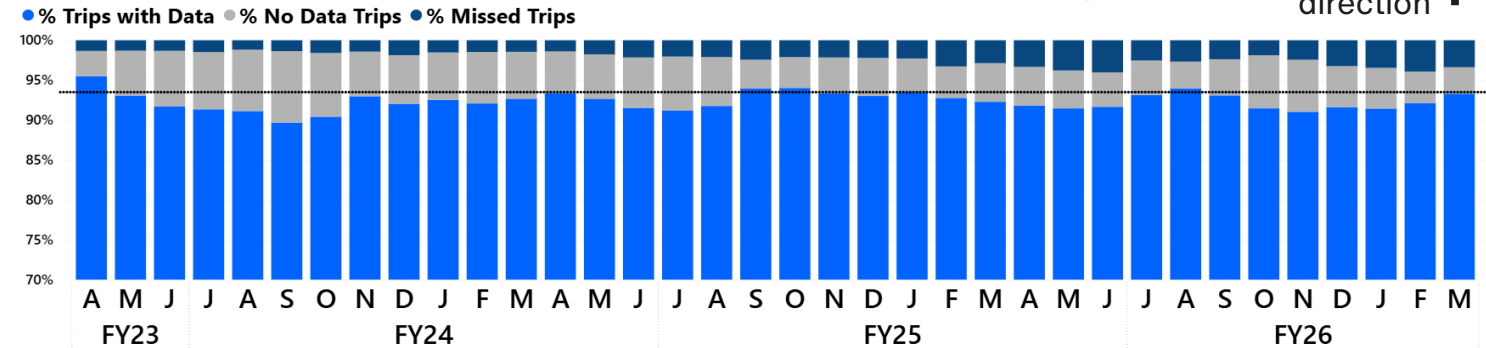
**92.4%** of trips had predictions available, just missing target of no less than **93.5%**

Target = improve 1 percentage point from FY25 performance

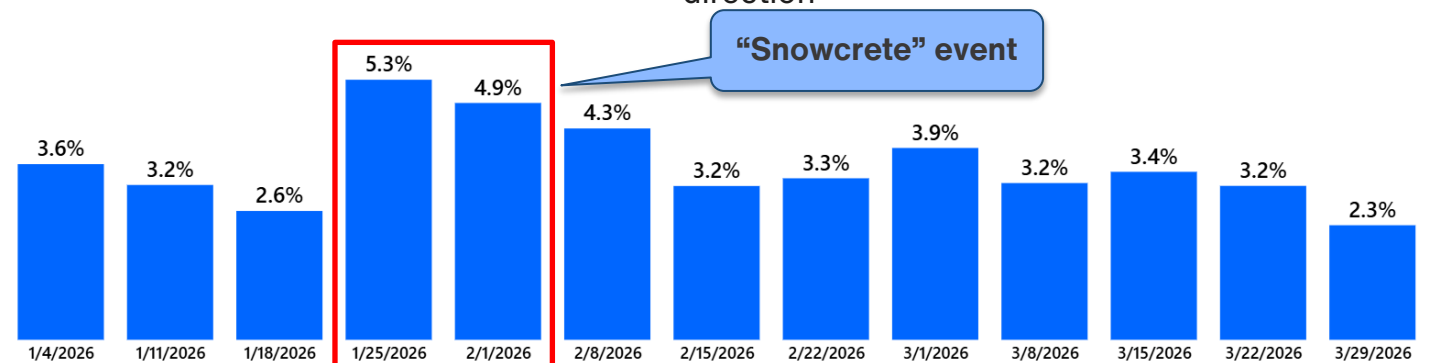
- Performance remained consistent from Q2 through Q3. An increase in missed trips during this period contributed to performance missing target
- Information availability particularly disrupted during the two-week snowcrete weather event, when more trips were missed. February 2026 recorded the highest percentage of missed trips in FY26
- March had the best prediction availability since August:
  - Missed trips declined as Metro increased the number of available operators and cut fewer trips
  - No data trips also declined to 3.3% in March

## Real-time Information Availability Last 35 months

Target: **93.5%** Desired direction **↑**



## Percent Missed Trips by Week FY26 Q3



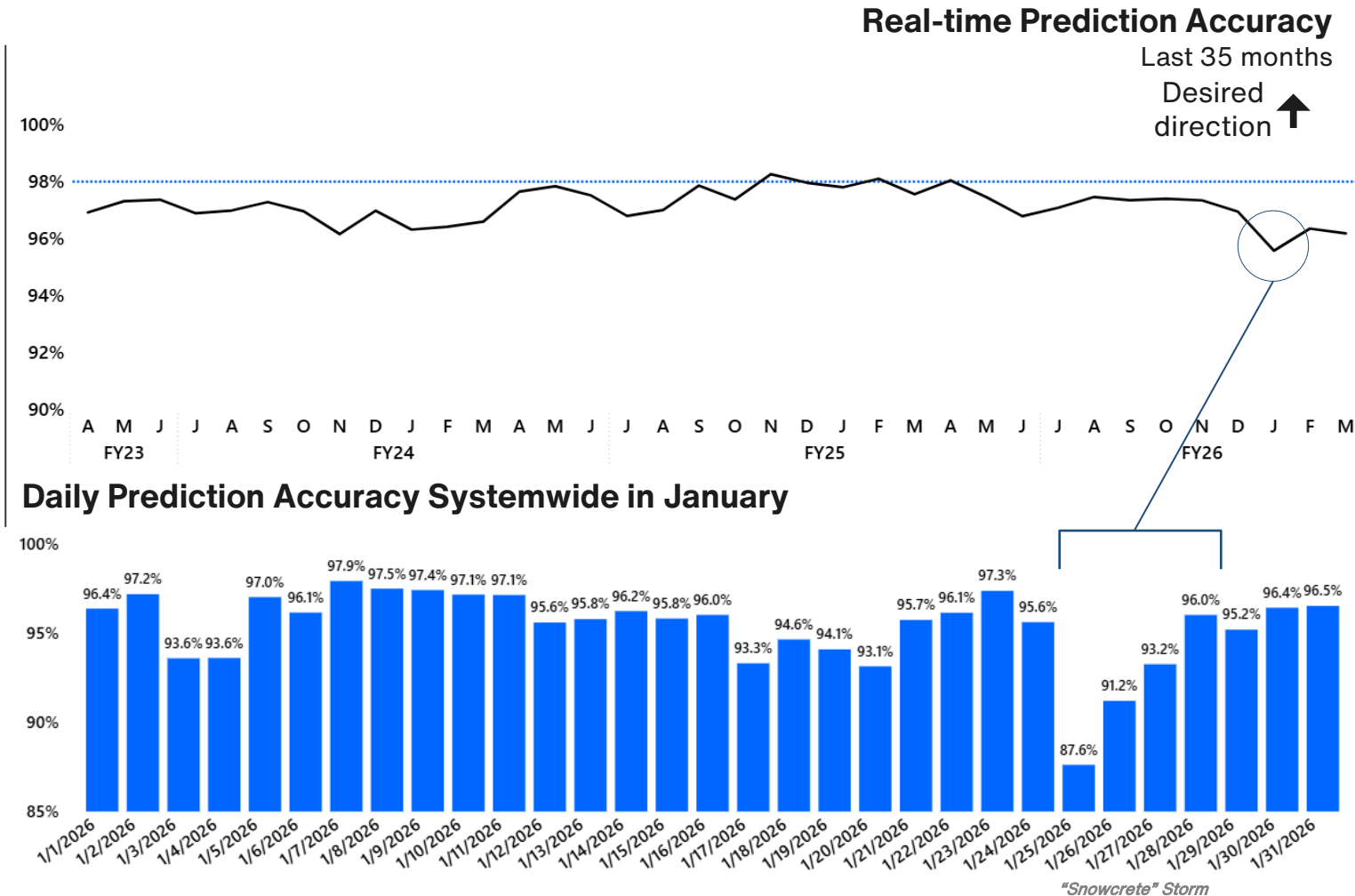
# Rail Real-Time Arrival Prediction Accuracy Declined in Q3 Due to Weather and Track Work

## Real-time Arrival Accuracy | Rail

96.9% of predictions were accurate, missing target of no less than 98.0%

Target = 0.8 percentage point improvement from average performance over last 3 years

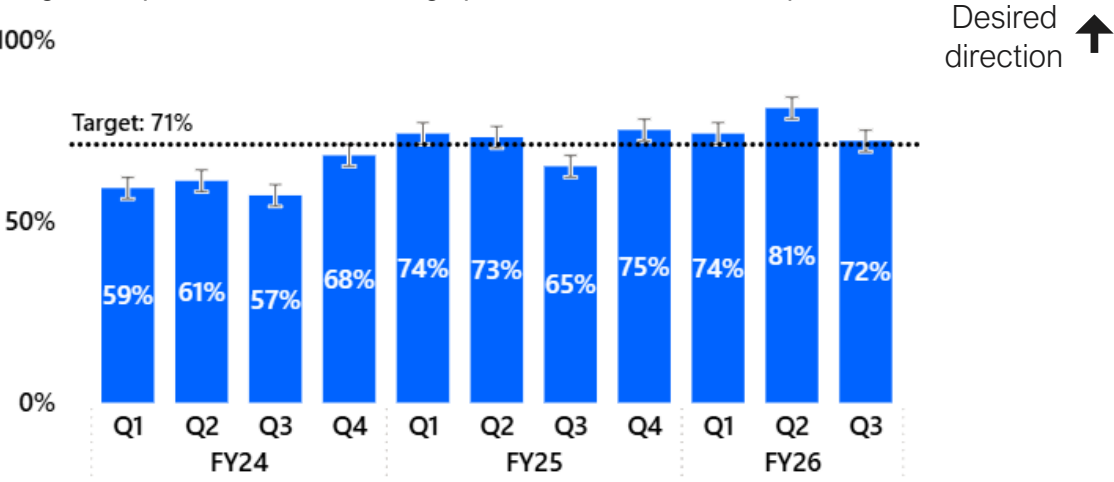
- FY26 performance was slightly lower than FY25 due to increase in unexpected delays
- **January:** “Snowcrete” storm caused a significant drop in accuracy (down to 95.6%), due to speed restrictions and holds between stations
- **February:** Weekend track work led to increased congestion for Yellow line trains north of Mt. Vernon Sq
- **March:** Door malfunction and an electrical fire led to significant Red line disruptions on 3/7; missed dispatches at New Carrollton and routing issues at West Falls Church delayed the Orange line a week later; neither incidents are indicative of persistent issues



# Satisfaction With Cleanliness on Trains Meets Target, Bus Stable With Prior Quarter

## ● Metro Rail: Satisfaction with Cleanliness of Train

72% in Q3, above target of no less than 71%  
 Target = improve 10% from average performance over last 11 quarters

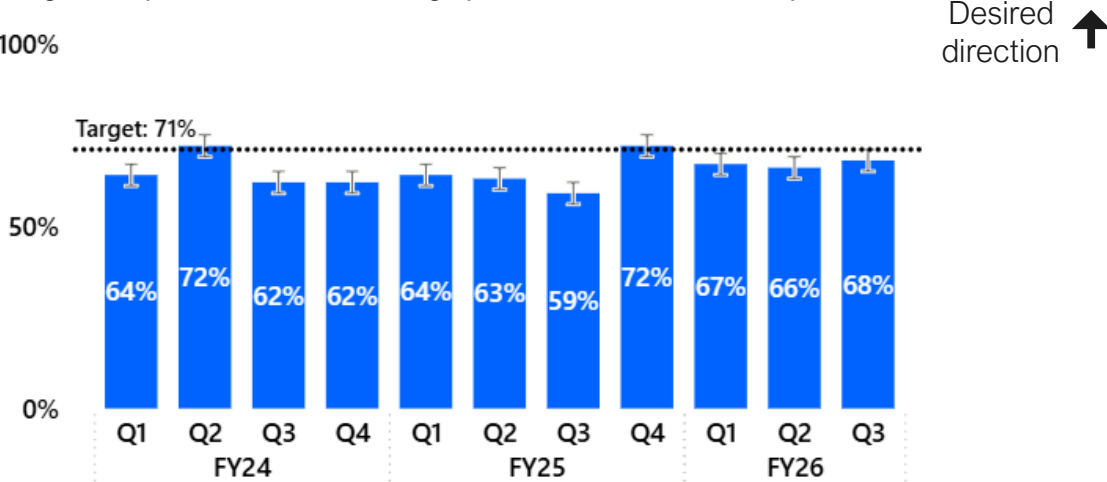


### Metro Rail's Q3 performance met target

- Satisfaction with cleanliness was higher than it was last year at the same time and few (5%) were dissatisfied with train cleanliness.

## ● Metro Bus: Satisfaction with Cleanliness of Bus

68% in Q3, below target of no less than 71%  
 Target = improve 10% from average performance over last 11 quarters



### Cleanliness for Metro Bus consistent through FY26, just under target

- Satisfaction with cleanliness was similar to last quarter, but higher than last year at the same time.
- Dissatisfaction with cleanliness was 11%, lower than it was last quarter.

