



Safety and Operations Committee

Board Information Item III-A

FY24/Q3 Service Excellence

Washington Metropolitan Area Transit Authority

Board Action/Information Summary

☐ Action ☒ Information

Document
Number:
206766

Resolution:
☐ Yes ☒ No

Presentation Name:

FY2024/Q1-Q3 Service Excellence Report

Project Manager:

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Project Department:

Performance, Data, and Research

Purpose/Key Highlights:

Update the Board on Metro's FY24 performance from July 2023 through March 2024 on key performance indicators (KPIs) aligned to Goal 1: Service Excellence in Metro's Strategic Transformation Plan. Key Highlights:

- Met or trended in the right direction for two-thirds of its Service Excellence KPIs in FY24 Q1-Q3
- Ridership grew 20% year-over-year
- Serious crime across the system is down 30% since Q3 FY23, and fare evasion is down from 13% to 4% on rail
- About 75% of customers on all modes are satisfied with their last trip
- Service reliability remains an area of focus, with some improvements in rail and bus on-time performance in Q3

Interested Parties:

There are no Interested Parties in this matter.

Background:

The Service Excellence Report describes Metro's performance on a suite of key performance indicators—or "measures"—that align to the Service Excellence goal and objectives in the Strategic Transformation Plan (STP). The report provides transparency and progress-monitoring on efforts to improve safety and security, reliability, and convenience. Metro's Board and management collaboratively selected these measures as part of STP development. The STP includes targets for each measure that identify desired level of performance in 2028, and Metro management

has set specific targets for FY24 that make progress towards these end-states while factoring in resource availability and milestones for relevant initiatives and actions. The Service Excellence Report replaces the Metro Performance Report that Metro provided in FY23, and continues efforts since 2010 to transparently report performance for key operational and safety measures.

The report provides results for the following measures:

Customer satisfaction for Metrorail, Metrobus, and MetroAccess

Safety measures

- Customer injury rate for Metrorail, Metrobus, and MetroAccess
- Employee injury rate for Metrorail and Metrobus
- Crowding on Metrorail and Metrobus

Security measures

- Part 1 Crime rate (whole system)
- Customer and employee assault rate (whole system)
- Metrorail and Metrobus customer perception: safety from crime

Reliability measures

- Planned service delivered for Metrorail, Metrobus, and MetroAccess
- On-time performance for Metrorail, Metrobus, and MetroAccess
- Elevator and escalator availability

Customer convenience measures

- Real-time prediction accuracy for Metrorail and Metrobus
- Real-time prediction availability for Metrobus and MetroAccess
- Metrorail and Metrobus customer satisfaction with vehicle cleanliness
- Percent of customers using bicycles to access the transit system

Note that customer injury rate and customer/employee assault rate are also measures in Metro's Agency Safety Plan.

The report compares performance on the measures for the period of July 2023 through December 2023 to the targets that Metro set for the fiscal year. Metro developed these targets in line with Federal Transit Administration guidance while using historical data, long-term targets, and peer benchmarking—with an approach of continuous improvement. For most measures, Metro set targets that aim to improve from FY23 performance levels and/or trends over the past two years.

Customer satisfaction targets aim to:

- Make progress toward the targets in the STP

Safety targets aim to:

- Reduce rates from FY23 by four to seven percent for customer injuries
- Reduce rates from FY22-23 by five to 10 percent for employee injuries
- Achieve levels set in the STP for crowding: no more than five percent of customer time spent in crowded conditions

Security targets aim to:

- Reduce the rate from FY23 Q1-Q2 by 12 percent for Part 1 Crime
- Reduce the rate from FY23 by 20 percent for customer/employee assaults

Reduce the rate from FY23 by two percentage points for customer perception of safety from crime

Reliability targets aim to:

Maintain FY23 performance levels for on-time performance
Either maintain or improve performance from FY23 for service delivered

Customer convenience targets aim to:

Maintain or improve performance from FY23 for real-time information accuracy/availability
Improve performance from FY23 for elevator and escalator availability
Make progress toward STP targets for customer satisfaction with the cleanliness of vehicles

Metro uses this performance data in its operations to inform decision-making. Safety staff and the Police Department use multiple datasets to monitor safety and security activities that impact employees and the riding public. Within Operations and Infrastructure, staff actively monitor these measures through a series of “Stat” performance review meetings that encourage data-driven analysis and decision-making. These activities all contribute to Metro’s performance-based planning and programming approach.

Discussion:

Ridership grew 20 percent year-over-year

Customers took 175.6 million trips across Metrorail, Metrobus, and MetroAccess through Q3 of FY24, a 20 percent increase from the same period in FY23. Rail ridership accounted for 51 percent of total ridership, exceeding bus ridership by about 4.8 million riders.

About 75 percent of customers on all modes are satisfied with their last trip

Metrorail Customer Satisfaction was 77 percent in Q3, missing target of no less than 85 percent and representing an 11-percentage point drop from Q2 results of 88 percent. The two main determinants of rail customer satisfaction are perceptions of service reliability and perceptions of safety from harassment or crime aboard trains, with the latter doubling in importance over the past six months as reliability has stabilized. Follow-up with customers identified three factors driving the decline in Q3 satisfaction: an increase in disruptive behavior by teenagers aboard trains; fare evasion; and weekend service disruptions. During Q3, Metro began having Special Police Officers ride trains, with 26 on trains at any given time. As retrofitted faregates have been installed at over 50 percent of stations, Metrorail has seen a steep decline in the rate of fare evasion, dropping from 13 percent in July 2023 to 4 percent in May 2024. Staff will continue to monitor the Q4 customer satisfaction results to understand the impact of these efforts on customer satisfaction.

Seventy-four percent of Metrobus customers were satisfied in Q3, meeting target and consistent with results over the past six quarters. Ratings for the strongest drivers of satisfaction—wait times, travel times, and reliability of service—did not change

significantly from last quarter.

Seventy-six percent of MetroAccess customers were satisfied in Q3, just missing target of no less than 80 percent. Several customers recorded a decrease in satisfaction related to drivers not leveraging real-time traffic condition data. In response, MetroAccess is reinforcing the use of GPS devices which are available on all vehicles.

Serious crime across the system is down 30 percent since Q3 FY23

The Part 1 Crime rate was 30 percent lower in FY24 Q3 compared to the same quarter last fiscal year. All major types of crime saw decreases, with the largest decline in motor vehicle thefts. While serious crime is down across the system, customer perception of safety from crime aboard trains and buses has been relatively flat.

The lower crime rate, with 7.4 Part 1 Crimes per 1 million customers, is a result of multiple efforts:

- Enforcement is up almost 350 percent in FY24 compared to same period in FY23
- Over 100 Special Police Officers are deployed each day at 26 stations and on moving trains across all six lines
- During the first three quarters of FY24, MTPD held over 370 community outreach events (more than twice as many as last year)
- Crisis Intervention Specialists have conducted over 8,000 engagements
- MTPD has distributed over 100+ steering wheel locks, and motor vehicle theft is down 53 percent in Q3 FY24 compared to Q3 FY23

In addition, Metro is making capital investments in cameras and facility security monitoring, with over 30,000 cameras actively monitored. Metro is also investing in a new MTPD District III substation and replacing radio infrastructure, which should improve response times.

Assaults on customers and employees fell 34 percent over the course of this fiscal year but at 9.4 assaults per 10 million revenue miles are above the target of no more than 6.7. Seventy-eight percent of assaults are between customers, with 22 percent on employees. Assaults are split roughly evenly across rail and bus. The “Secure DC” bill passed in March introduced enhanced penalties for committing a violent crime against transit operators, Metrorail station managers, employees, and passengers. Metro has also added anti-messaging on bus operator shields and is exploring a fully enclosed operator compartment.

Both the rail and bus employee injury rates have improved over the past year. Stress injuries are the most common injury type for rail and bus employees, related to witnessing violence, experiencing harassment or verbal threats, or witnessing suicide attempts. Metro’s efforts to combat crime throughout the system also aim to reduce stress-related injuries for our staff.

MetroAccess customer injuries have decreased by 34 percent from the same time last year, meeting target. For Metrorail and Metrobus, the customer injury rate missed target. Most rail customer injuries occur on escalators (45 percent), followed by in stations (24 percent) and on trains (14 percent). Over half of bus customer injuries are due to slips, trips, and falls, most frequently related to motion on the bus. The remaining bus customer injuries are collision-related. Managers have been utilizing Drive Cam software to proactively identify potentially risky safety behaviors and hold coaching sessions with the operator where they review the video of the incident and discuss strategies of how to avoid similar situations in the future. Additionally, Metro has created a forum among front-line supervisors to discuss their coaching sessions, share ideas, and learn from each other's strategies.

Service reliability remains an area of focus, with some improvements in rail and bus on-time performance in Q3

Over 98 percent of scheduled service is delivered across Metrorail, Metrobus and MetroAccess thanks to concerted efforts to hire operators and maintain reliable fleets.

Bus on-time performance has steadily improved since September, with February and March exceeding target. On average over FY24, 76.4 percent of trips were on-time, just missing target of no less than 77 percent. In Q3, Metro focused on improving performance on two key corridors: the 70/79 and the 90/92. Efforts have resulted in a nine percentage-point improvement in on-time performance on the 70/79.

Over 75 percent of bus customers use real-time information to plan their trips, which can contribute to perceptions on service reliability. About 91.7 percent of scheduled trips had real-time arrival information so far in FY24, below the target of 94.4 percent. Results have improved since October, when SIM cars were replaced on about half the fleet, improving connectivity. Bus real-time arrival prediction accuracy dipped in the first part of Q3 but improved in March following a schedule change. Prediction accuracy is 85.1 percent on average this fiscal year, missing the target of no less than 87 percent. Metro staff are working on two main efforts to improve accuracy: reducing the time between when a prediction is made and when it is available in apps, and updating the prediction algorithm to better factor in layover time at terminals and incorporate same-day traffic conditions (e.g., construction).

Rail on-time performance continued to miss target through Q3 but increased since November. On average in FY24, 87.2 percent of customer trips were on-time, missing the target of no less than 90 percent. The main reasons for late trips are: unplanned service disruptions (8.7 percent), customer travel choice (2.5 percent) and track work (1.6 percent). Of the unplanned service disruptions: 24 percent were related to railcars, 18 percent signaling, 15 percent customers, and 13 percent rail operations. Unplanned service disruptions also contribute to inaccurate rail arrival predictions. On average in FY24, 96.5 percent of predictions were accurate, just missing target of no less than 97.3 percent. During Q3, Metro retired the lowest-performing 2000-series railcars, reducing the likelihood of railcar-related delays. Plans to expand automatic door operations and return to automatic train operations will also improve reliability and prediction accuracy. Automatic door operations on the Red Line starting on

December 5 have contributed to more consistent running times, with Red Line on-time performance improving by 7 percent from November.

Elevator and escalator availability remain strong and better than target, with 98 percent of elevators and 94.4 percent of escalators available on average during the fiscal year. Better reliability is a result of capital investments made over the past 10-15 years to replace and rehabilitate aging units. Today, the average escalator is 9 years old, compared to 27 years in 2011.

Access on-time performance was 91.3 percent, just missing the target of no less than 93.0 percent. MetroAccess ridership is up 3 percent compared to FY23, while budgeted service has decreased, meaning that more trips must be completed using fewer resources, which can lead to delays. Beginning in Q4, MetroAccess will leverage other resources to meet the increase in demand, including adding non-dedicated service (ADA trips) as well as shifting a higher proportion of trips to Abilities-Ride (non-ADA trips).

Funding Impact:

There is no funding impact from presenting this information to the Board.

Previous Actions:

February 2024 – Presentation of the Q1-Q2 FY2024 Service Excellence Report

Next Steps:

September 2024 - Presentation of the Q1-Q4 FY2024 Service Excellence Report

Recommendation:

Information Only

FY24 Service Excellence Report

Safety and Operations
Committee



Service Excellence, a strategic goal from Your Metro, the Way Forward



Highlights

- Ridership grew 20% year-over-year
- Serious crime across the system is down 30% since Q3 FY23, and fare evasion is down from 13% to 4% on rail
- About 75% of customers on all modes are satisfied with their last trip
- Service reliability remains an area of focus, with some improvements in rail and bus on-time performance in Q3



Met or trended in the right direction for **two-thirds of Service Excellence KPIs** in FY24 Q1-Q3

Metric	Result	Right trend? Q2 vs. Q3	Featured
Goal 1: Service excellence			
Customer satisfaction			
Metrorail	● 77%		+
Metrobus	● 74%		+
MetroAccess	● 76%		+
Objective 1A: Safety and security			
Part 1 crime rate	● 7.4	✓	+
Customer / employee assault rate	● 9.4	✓	
Customer satisfaction: safety from crime			
Metrorail	● 59%	✓	+
Metrobus	● 58%		+
Customer injury rate			
Metrorail	● 13.9	✓	
Metrobus	● 61.0	✓	
MetroAccess	● 9.7		
Employee injury rate			
Metrorail	● 2.9		
Metrobus	● 12.5	✓	
Crowding			
Metrorail	● 0.5%	✓	
Metrobus	● 3.8%	✓	

Metric	Result	Right trend? Q2 vs. Q3	Featured
Objective 1B: Reliability			
On-time performance			
Metrorail	● 87.2%	✓	+
Metrobus	● 76.4%	✓	+
MetroAccess	● 91.3%		+
Percent of planned service delivered			
Metrorail	● 98.9%		
Metrobus	● 98.4%	✓	
MetroAccess	● 98.9%		
Elevator Availability			
Escalator Availability	● 94.4%	✓	
Objective 1C: Convenience			
Accuracy of real-time arrival information			
Metrorail	● 96.5%		+
Metrobus	● 85.2%		+
Availability of real-time bus arrival information			
	● 91.4%	✓	
Customer satisfaction: cleanliness			
Metrorail	● 57%		
Metrobus	● 62%		
Last-mile connectivity / bicycle access			
	● 1.4%	n/a	

See the full FY24 Q2 Service Excellence Report under the “Performance” section of our [Public Records](#) page at [wmata.com](#).

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





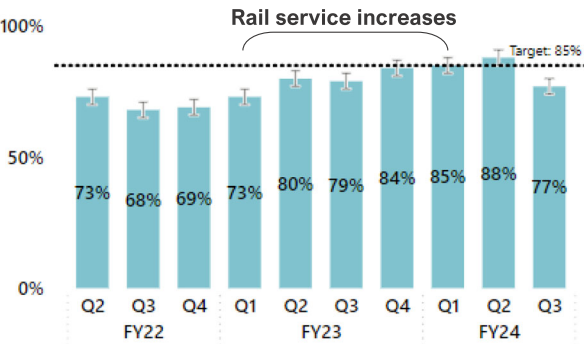
Customer Satisfaction and Security



About three-quarters of customers across all modes are satisfied with Metro

Metrorail

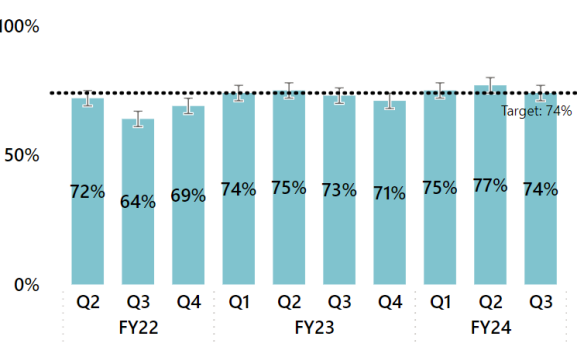
77% in Q3, missing target of no less than 85%



- Two main determinants: perceptions of service reliability, perceptions of safety from harassment or crime aboard trains
- As a contributing factor, **safety from harassment and crime doubled in importance** over the past six months
- Decline in Q3 attributable to: disruptive behavior aboard trains, fare evasion, weekend service disruptions

Metrobus

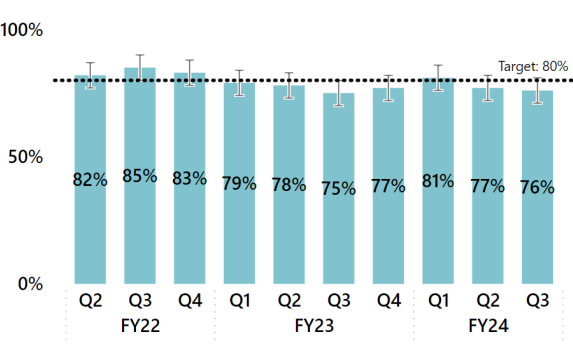
74% in Q3, meeting target of no less than 74%



- Q3 results for Metrobus consistent with results over the past six quarters**
- Ratings for the strongest drivers of satisfaction—wait times, travel times, and reliability of service—did not change significantly from last quarter

MetroAccess

76% in Q3, just missing target of no less than 80%



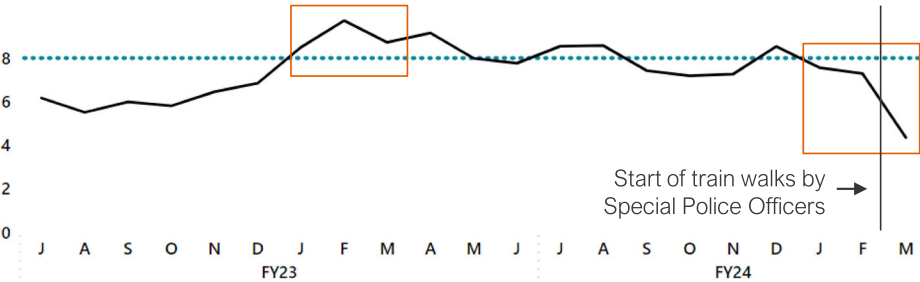
- Over half of MetroAccess customers think service quality improved in the past year**
- Decline in satisfaction from Q1 related to drivers not leveraging real-time traffic condition data. MetroAccess is reinforcing the use of GPS devices

Desired direction ↑

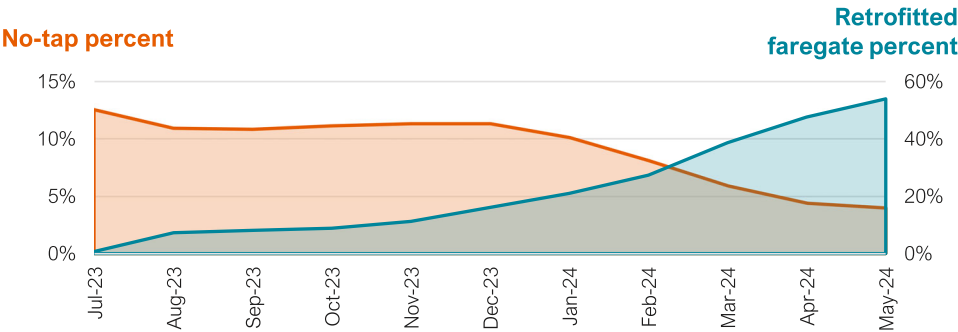


Crime and fare evasion have decreased over the last year; customer perception has been slower to change

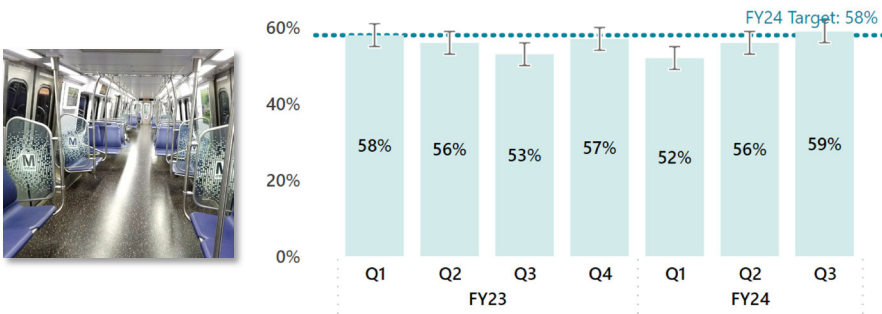
Part 1 Crime rate was 30% lower in FY24 Q3 compared to the same quarter last fiscal year



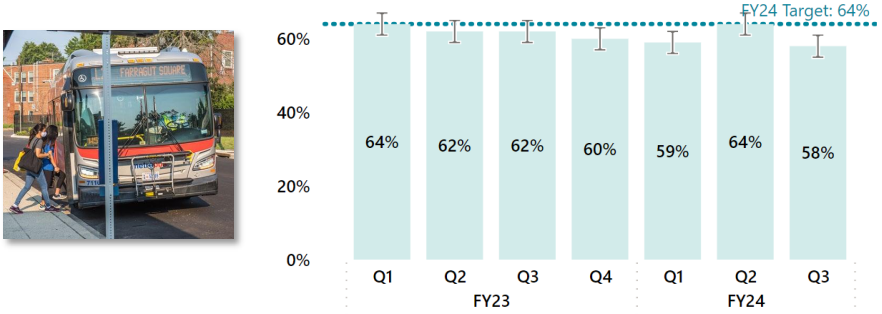
With increased fare enforcement, officer presence, and about 50% of new faregates installed, fare evasion dropped from 13% to 4% from July 2023 to May 2024



Customers' perceptions of safety from harassment or crime aboard trains has improved modestly since Q3 of last year



Customer's perception of safety from crime on buses was 58% in Q3, missing target of no less than 64%



Increased MTPD efforts correlate to decreases in multiple types of crime

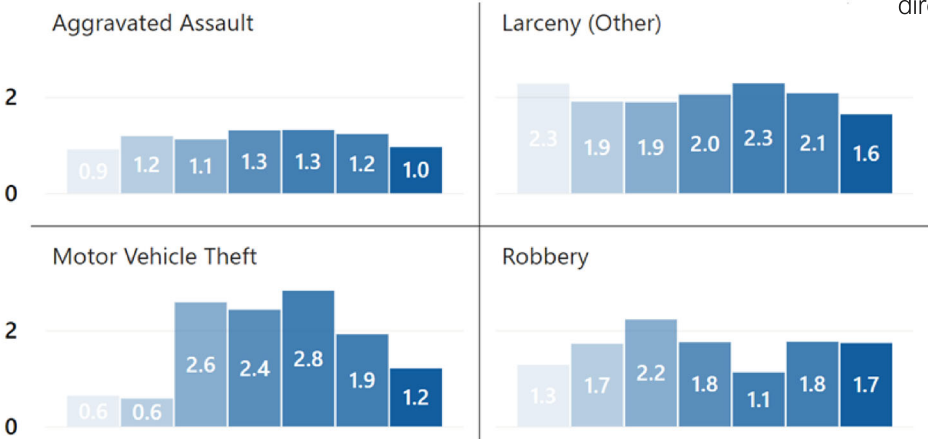
● Part 1 Crime | All Modes

7.4 Part 1 Crimes per 1 million customers, meeting target of no more than **8.0**

- Enforcement by MTPD up almost 350% Q1-Q3 FY24 compared to same period in FY23.
- 100+ Special Police Officers deployed on platforms at 26 stations and on moving trains across all 6 lines
- In FY24 through Q3: 370+ MTPD community outreach events (more than twice as many as last year), 8,000+ engagements with Crisis Intervention Specialists, 100+ steering wheel locks distributed

Trend of top four Part 1 Crime types (Number per million passengers)

FY23 Q1 → FY24 Q3



Capital investments in cameras, a new police substation and radio infrastructure upgrades aim to improve response times



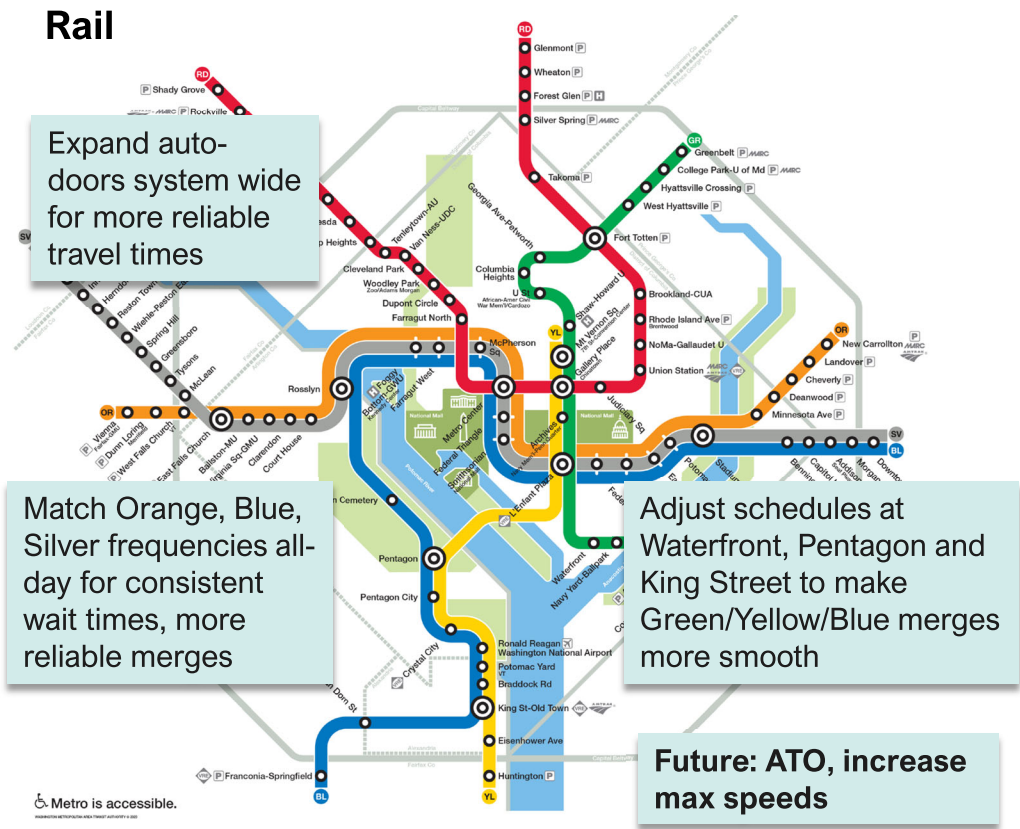


Reliability and Convenience



Stable FY25 funding enables scheduling improvements to address on-time performance, crowding, and prediction accuracy

Rail



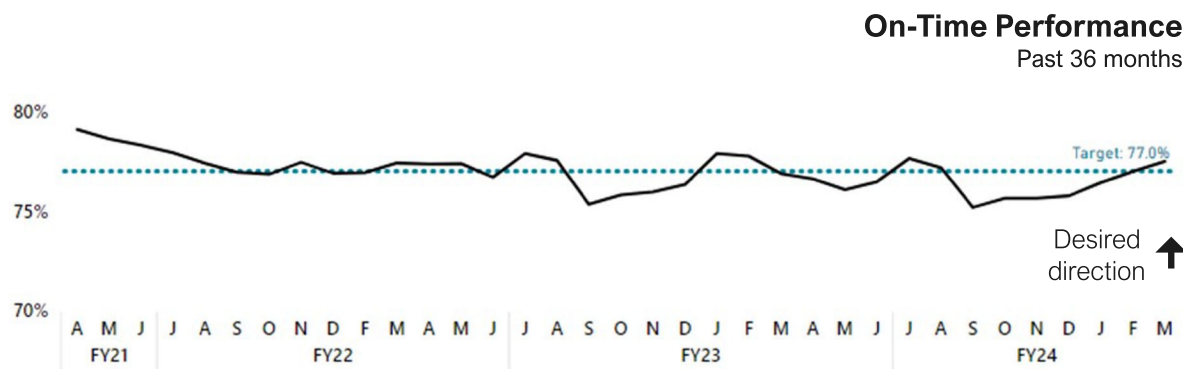
Bus

- 31 routes get improvements
- Add trips / adjust running times to respond to customer demand (e.g., 70, D6)
- Extend late night service on Georgia Avenue to improve connections from Medstar Montgomery Hospital to Glenmont
- Add 18P trips Tues-Thurs due to ridership growth
- Future: Better Bus Network Redesign, expansion of bus priority

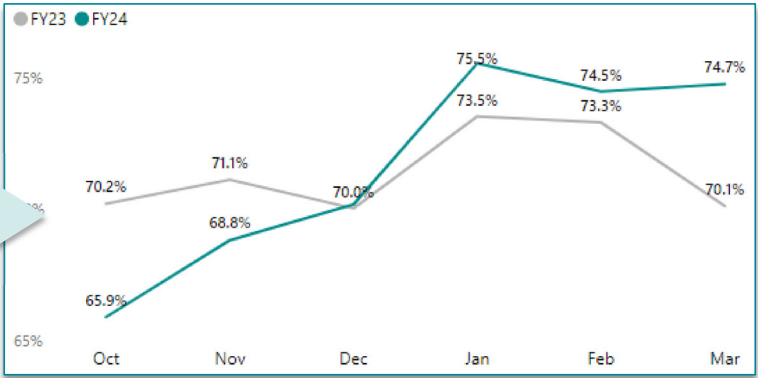


Bus on-time performance has steadily improved since September

- **On-time Performance | Bus**
76.4% on time, just missing target of no less than 77%
- February and March of 2024 exceeded target
- Performance exceeds target for all times of day except PM Peak, when 20% of buses run late
- In Q3, Metro focused on improving performance on two key corridors: the 70/79 and the 90/92



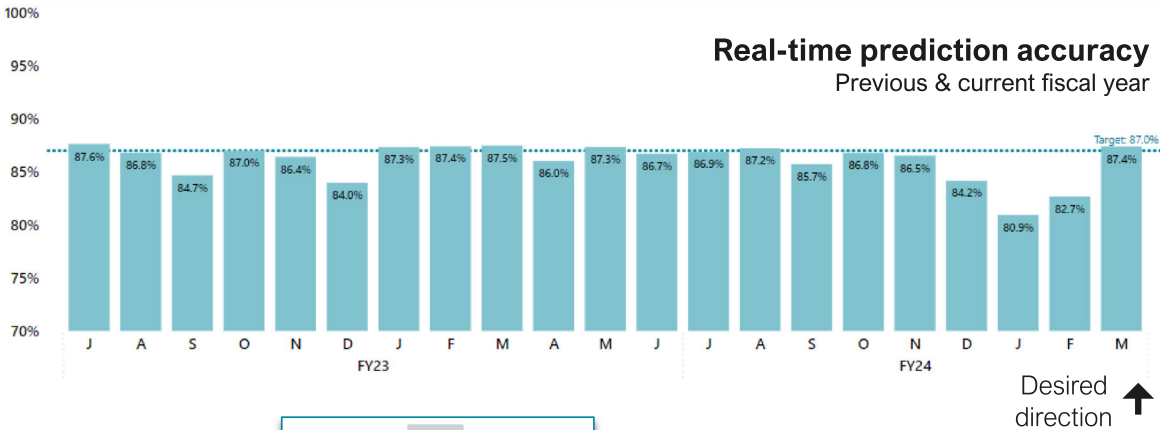
Due to focused efforts, on-time performance improved 9 percentage points on the 70/79 bus route between October 2023 and March 2024



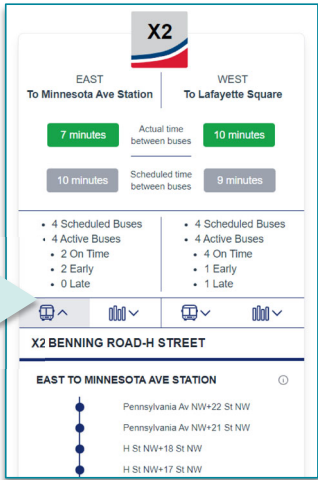
Bus real-time arrival accuracy dipped in the first part of Q3, but improved in March following a schedule change

● **Real-time Arrival Accuracy | Bus**
85.1% of predictions were accurate, missing target of no less than 87%

- Accuracy dipped after December schedule change and stayed low until February update
- Key actions to improve:
 - Reduce time between when a prediction is made and when it is available to customers
 - Update prediction algorithm to better factor in layover time at terminals, incorporate same-day conditions (e.g., construction)



MetroPulse for bus was launched in Q3 of FY24 and allows customers to get real time updates on their bus’s location as well as performance information like OTP and headways

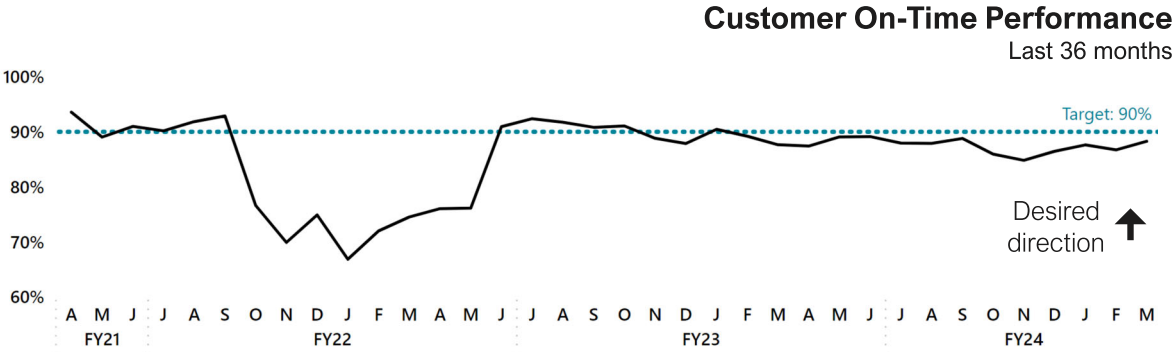


Rail on-time performance continues to miss target through Q3, but increased from February

On-time Performance | Rail

87.2% on time, missing target of no less than 90%

- Main reasons for late trips: unplanned service disruptions (8.7%), customer travel choice (2.5%) and track work (1.6%)
- Of the unplanned service disruptions: 24% related to railcars, 18% signaling, 15% customers, and 13% rail operations
- Key actions to improve: retire the lowest-performing 2000-series railcars, return to automatic door and train operations

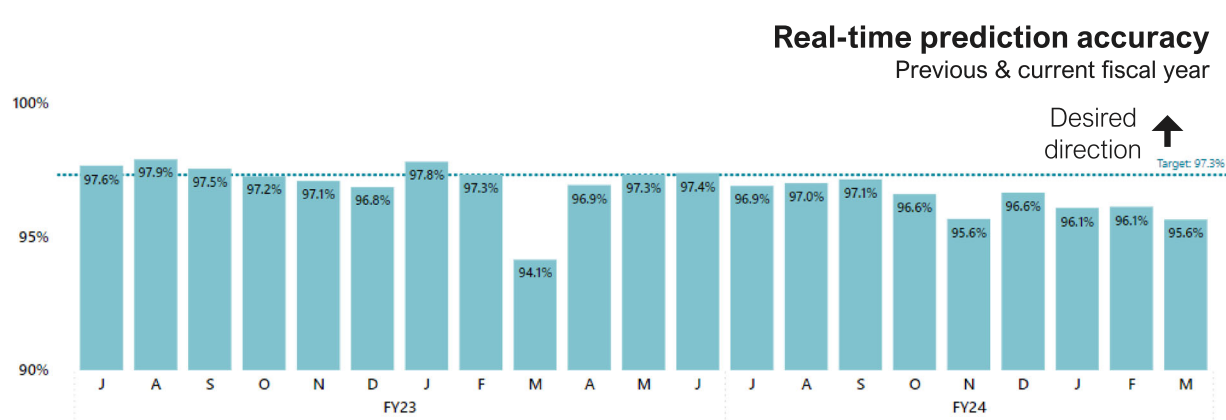


Automatic door operations on the Red Line starting on December 5 have contributed to more consistent running times, with Red Line on-time performance improving by 7% from November

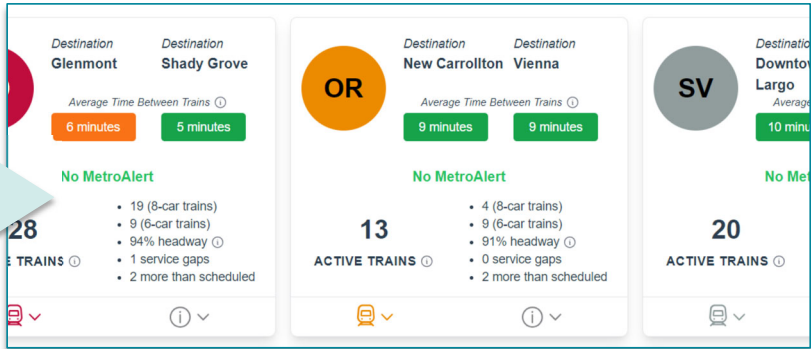


Rail real-time arrival accuracy fell slightly in Q3, often caused by unscheduled delays on the railway

- **Real-time Arrival Accuracy | Rail**
96.5% of predictions were accurate, just missing target of no less than 97.3%
- Decrease in accuracy correlated with decrease in train schedule adherence
- Key actions to improve:
 - Implement schedule changes to reduce early arrivals, improve performance at merge points
 - Expand auto doors system-wide



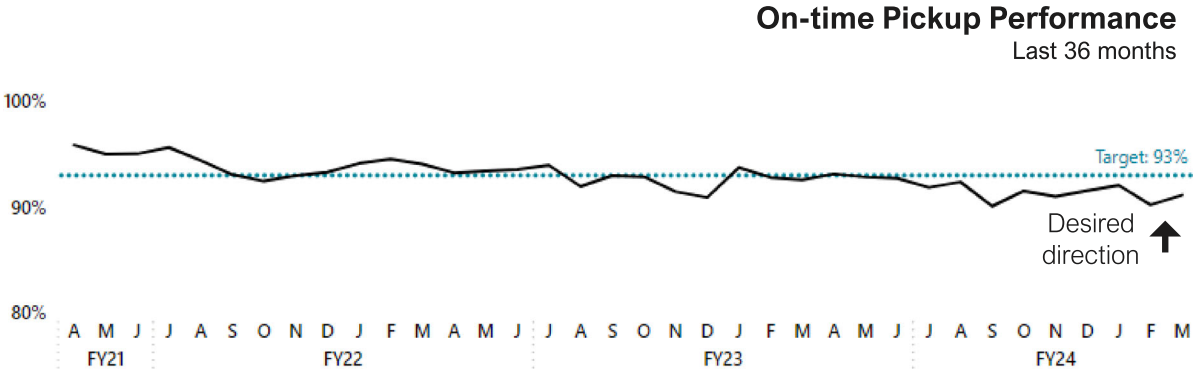
MetroPulse allows customers to see expected wait times, real time train location, and alerts about their current trip. New trip planning features are planned to be launched in September!



Access OTP continues to miss target due to high ridership and less budgeted service

● **On-time Pickup Performance | Access**
91.3% of on-time stops, just missing target of no less than 93.0%

- Moving drivers from weekend shifts to weekday morning shifts has not helped MetroAccess meet on-time performance target
- Key actions to improve:
 - Add new non-dedicated service (ADA trips) in Q4
 - Shift higher proportion of trips to Abilities-Ride (non-ADA trips)



Average monthly ridership from dedicated service and Abilities-Ride has increased by 11% since last fiscal year



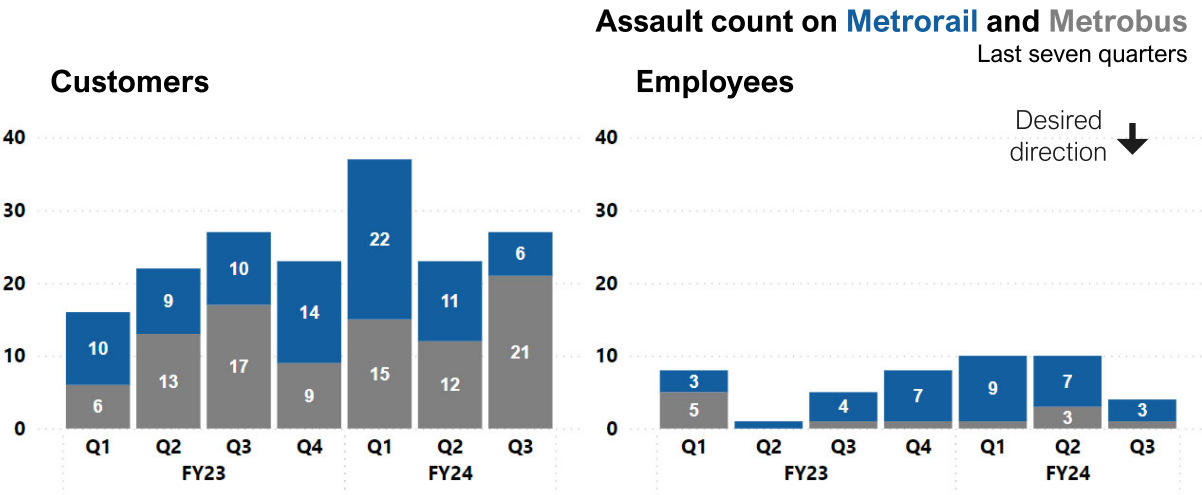
Appendix | Additional Measures

Rate of customer and employee assaults fell 34% from Q1 to Q3 of FY24, but still missed target

NTD* Customer/Employee Assaults

9.4 customer and employee assaults per 10M revenue miles, missing target of no more than 6.7

- 20% of all assaults in FY24 were on employees. 80% were between customers
- The count of assaults were split equally between bus and rail; the share on bus has increased
- DC’s March 2024 Crime Bill brought enhanced penalties for transit assaults. Metro also added anti-assault messages on bus operator shields



In 2024 through May, 61% of employee assault cases have been closed

*NTD stands for National Transit Database, the Federal Transit Administration’s transit data repository. The FTA classifies and organizes NTD data based on specific definitions.

A note about the data
We identified a calculation error for this performance measure that affected our reporting since we introduced this measure in FY23. Results for reported data were an average 1.8 assaults per 10 million revenue miles lower. The trends over time for was similar. Corrected data are available in the detailed data tables file: <https://www.wmata.com/initiatives/open-data-hub/>



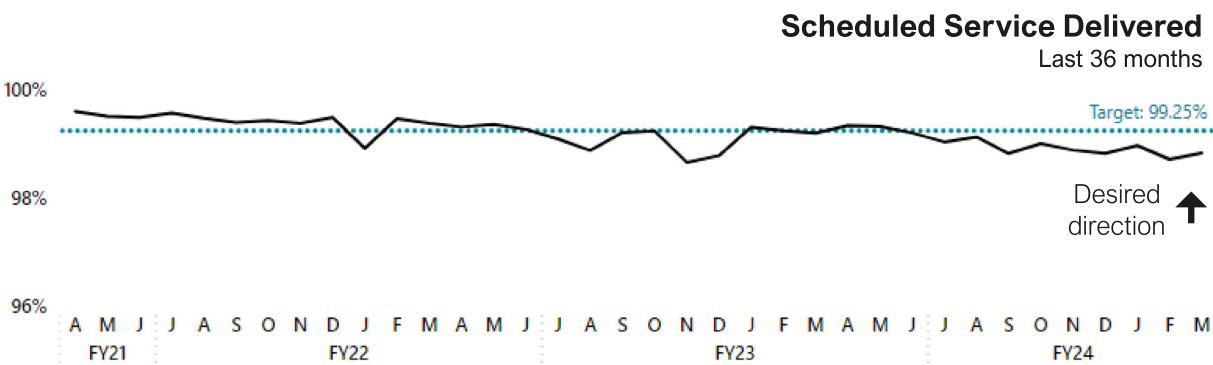
MetroAccess | Additional Measures



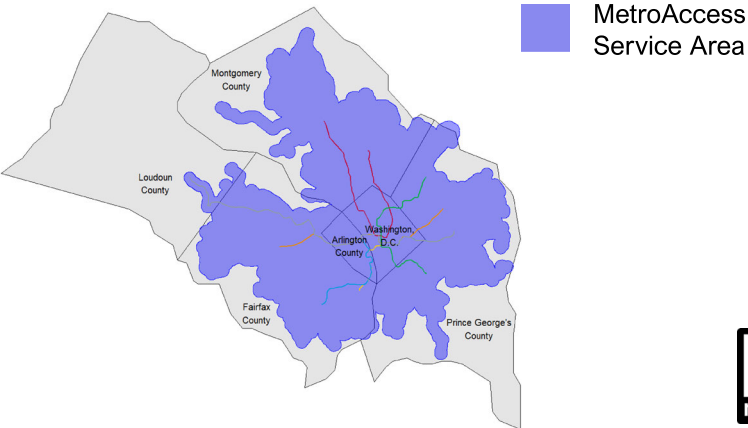
Access delivers 3,300 trips per day and misses only 35

Scheduled Service Delivered | Access
98.92% of scheduled service delivered, missing target of no less than 99.25%

- Almost all missed trips are caused by a ride arriving too late and the customer not taking it
- Slight decrease in service delivered correlated with decrease in on-time performance



MetroAccess serves an area of nearly 1,000 square miles, covering all of Washington, DC and all or part of five nearby counties

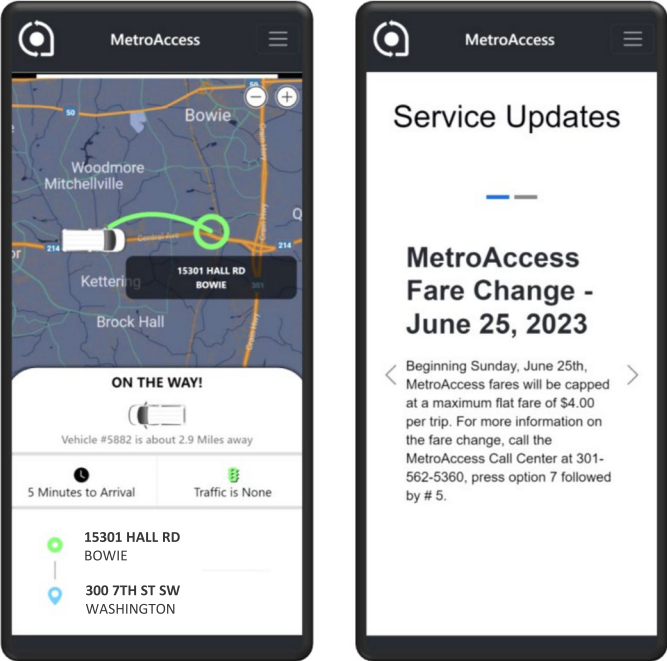


Nearly 900 MetroAccess customers use real-time arrival web app Find-My-Ride

- **Real-Time Information | Access**
897 MetroAccess customers signed up for Find-My-Ride for real-time information about their trip
 - Where's My Ride Agents use the Find-My-Ride app on customer calls to provide real-time arrival info reflecting current traffic conditions and service alerts
 - Customer uptake grew about 5% from Q1 to Q3

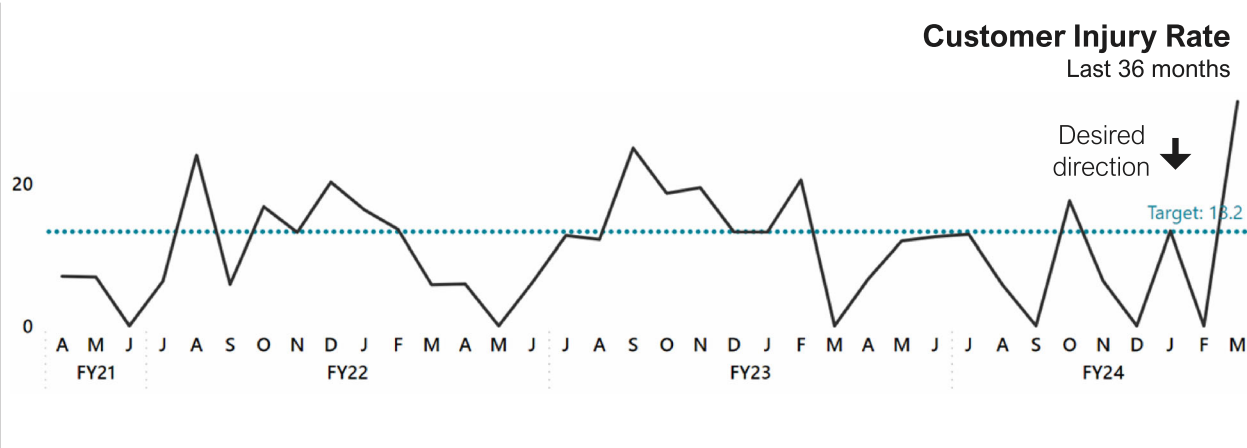


MetroPulse gives MetroAccess customers real-time information about fixed-route alternatives



Access customer injury rate down 34% compared to same time last year

- **Customer Injury Rate | Access**
9.7 customer injuries per 10 million revenue miles, meeting target of no more than **13.2**
 - 78% of customer injuries caused by collisions (65% non-preventable, 13% preventable), 17% passenger-related, and 5% from other causes
 - 41% reduction in customer injuries caused by collisions from last fiscal year
 - New high visibility seatbelt covers being introduced to further reduce customer injuries



All 1,241 MetroAccess drivers use AlertMeter before their shift, a new tool to detect fatigue

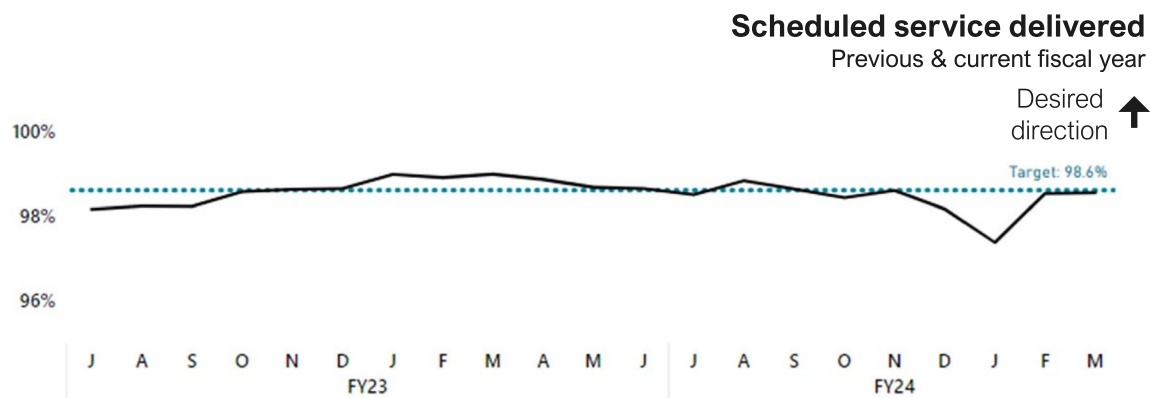


Metrobus | Additional Measures



Bus planned service delivered met target all fiscal year except for a dip in December and January

- **Service Delivered | Bus**
98.4% of scheduled service delivered, just missing target of no less than 98.6%
- Winter decrease in performance largely due to staff on scheduled vacation
- Of >12,000 trips delivered per day, Metro misses an average of 176
- Key action to improve: Ensure bus operator absenteeism policy is followed correctly so staff are available to work



The last trip of the day on each route is especially crucial because Metro riders rely on us to get home. Of all 170 routes, Metro misses fewer than one last trip per day



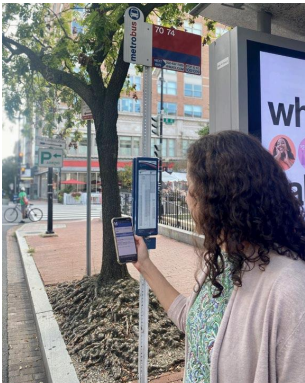
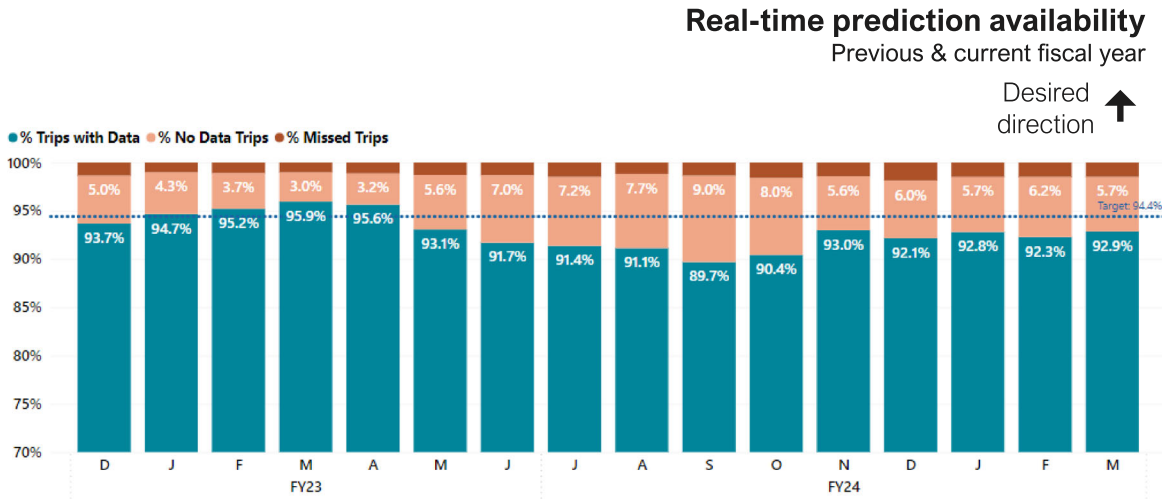
Bus real-time arrival availability steadily improved starting in October

● **Real-time Info Availability | Bus**
91.7% of trips had predictions available, missing target of no less than 94.4%

- The number of trips that ran but did not have predictions fell by nearly 40% between September 2023 and March 2024
- After identifying an issue in late October, Metro replaced SIM cards on over 700 buses by the end of 2023
- Monitoring process continues to quickly identify when buses are not on cellular network and flag for repair



Metro’s web app BusETA had over 168,000 unique visitors and 2,000,000 page views in April 2024

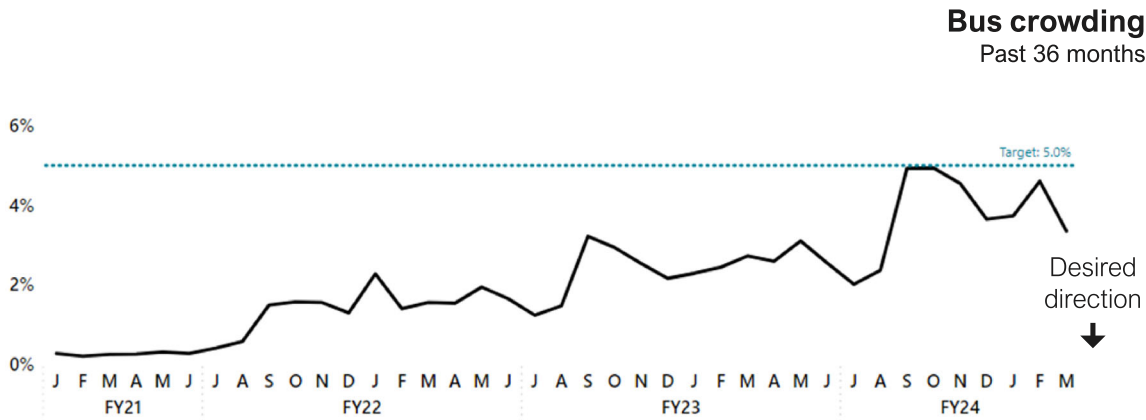


As ridership returns, bus crowding reached post-pandemic highs in early FY24 but has decreased in Q3

Crowding | Bus

3.8% of passenger minutes were spent in crowded conditions, meeting target of no more than 5%

- Seasonal ridership dips helped control crowding in Q3
- Ridership growing faster on high frequency routes that help mitigate crowding
- To improve, Metrobus prioritizes additional frequency in areas with crowding

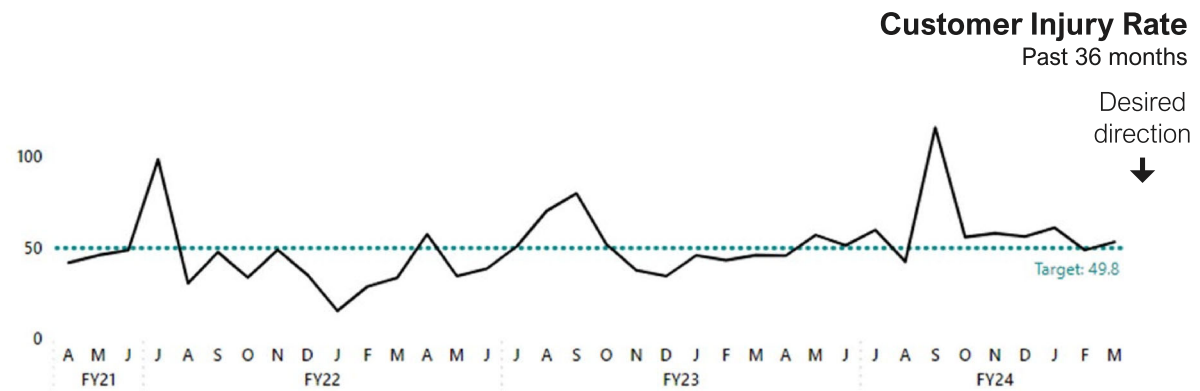


Crowding on 16 out of 188 routes accounts for over 50% of crowded passenger time



● Customer Injury Rate | Bus

- Most customer injuries are from slips/trips/falls (57%) and bus collisions (40%)
- 50% of slip/trip/fall injuries are due to the motion of the bus, 12% are due to hard braking, 11% are due to boarding/alighting
- Managers use DriveCam software to monitor hard braking incidents and coach operators



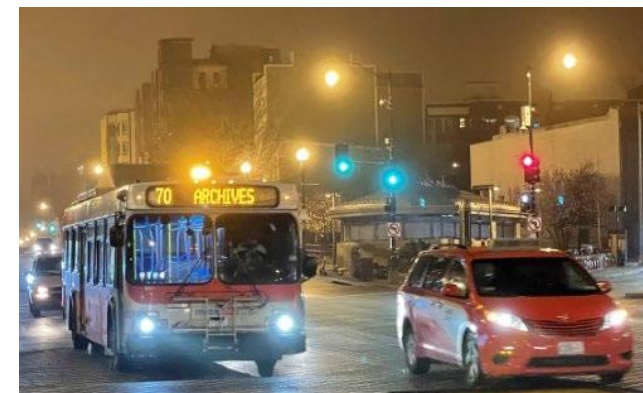
26% of customer injuries due to bus collisions occur when the bus is hit while stopped (not rear-ended)



● **Employee Injury Rate | Bus**
12.5 injuries per 10 employees, just missing target
of no more than **12.4**

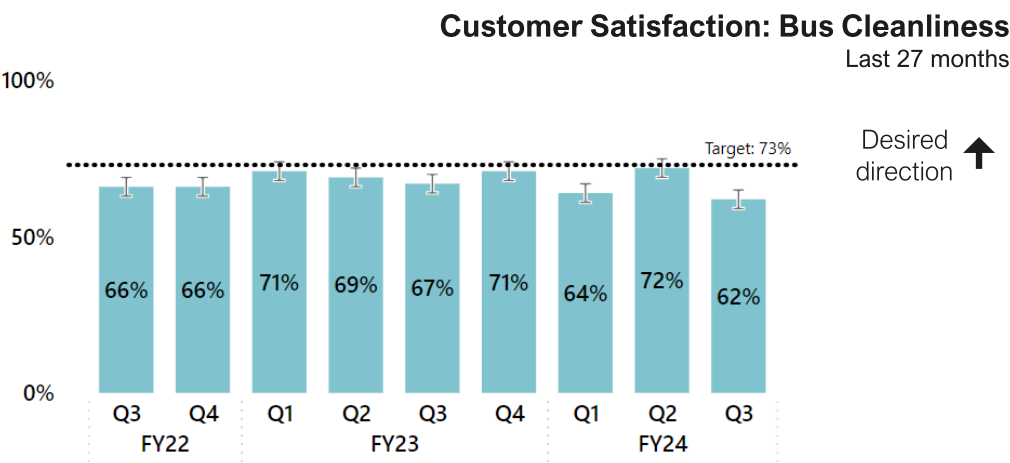
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Employee Injury Rate
Past 36 months

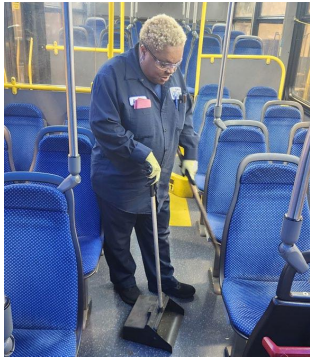


Satisfaction with bus cleanliness was 62% in Q3, missing target of 73%

- **Customer Satisfaction: Bus Cleanliness | Bus**
62% satisfied with bus cleanliness on their last trip on Metrobus, missing target of no less than 73%
 - Every bus is cleaned nightly: sweep and dust interior, wipe down dashboard area, and wash exterior of the bus



Metrobus continues to replace cloth seats on buses with vinyl seats, which are easier to keep clean and also promote cost efficiency

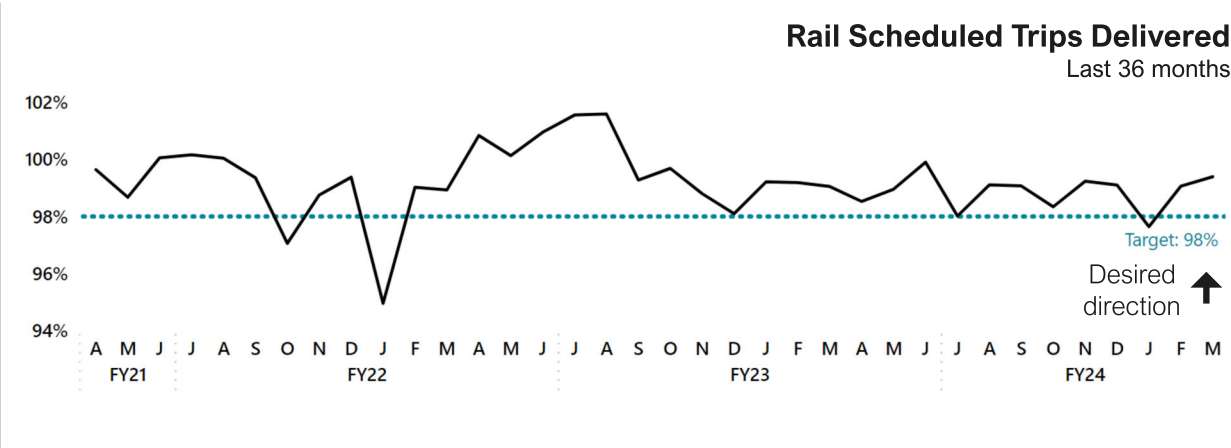


Metrorail | Additional Measures

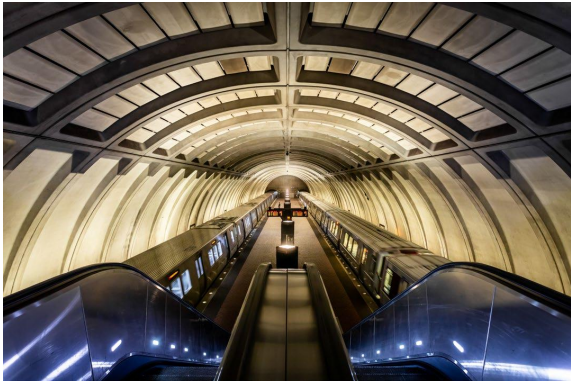


Almost 99% of Metrorail scheduled trips are delivered, with only 5,000 of 406,200 scheduled trips missed this fiscal year

- Scheduled Trips Delivered | Rail**
98.8% trips delivered, meeting target of no less than 98%
- Most missed trips are due to service disruptions with rail vehicles being the largest cause
- Key actions to sustain performance include: return more 7000-series trains to service (by the end of March, 93% of the fleet was active), and run more 6-car trains

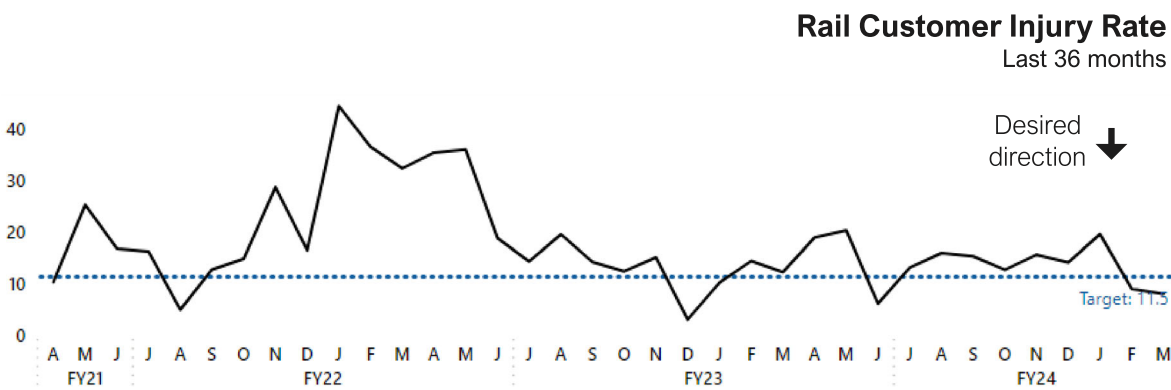


7000-series trains are 3.7 times more reliable than the legacy fleet

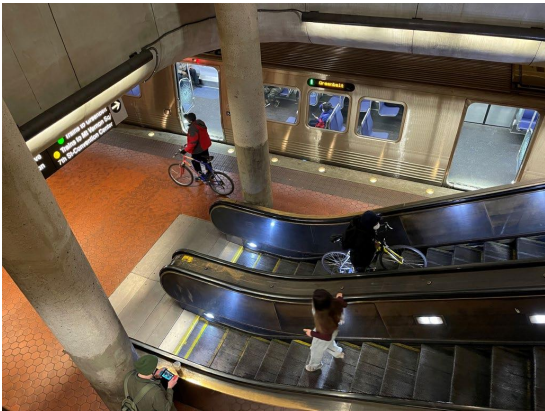


Rail customer injury rate missed target, but has improved since January, meeting target in February and March

- **Customer Injury Rate | Rail**
13.9 injuries per 10M revenue miles, missing target of no more than 11.5
 - 87% of Q3 injuries (27 of 31) were slips/trips/falls. Of these, 33% occurred on escalators, 33% in stations, 26% on trains, and 7% wayside
 - Key actions to drive injury reduction include: station managers out of kiosk to more closely discourage risky behavior; 2024 safety marketing campaign; and targeted messaging re: escalators

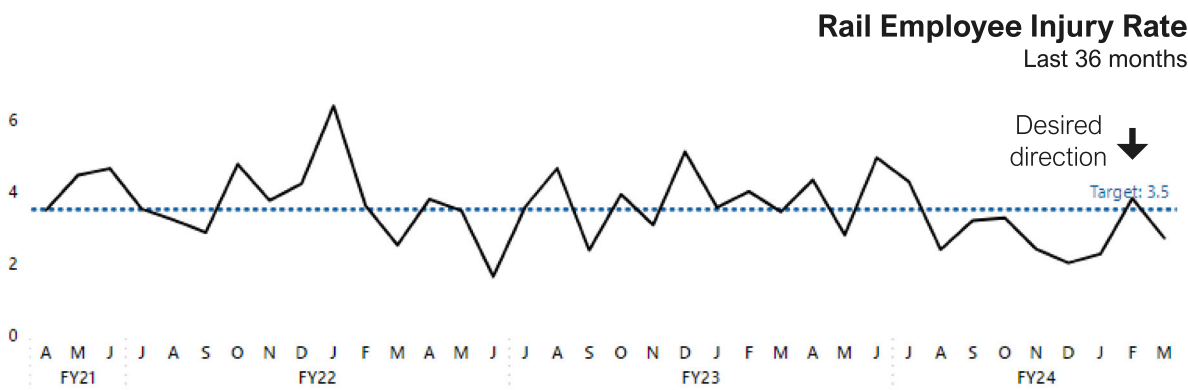


Customer injuries on escalators declined by 50% compared to last quarter



Rail employee injury rate continues to meet target

- **Employee Injury Rate | Rail**
2.9 injuries per 10M revenue miles, meeting target of no more than 3.5
 - Top injury types: stress (24%), strains (23%), slips/falls (13%), and struck or injured by object (12%)
 - Stress injuries up 78% from Q2 to Q3, related to witnessing violence, assisting attempted suicides, and harassment from customers
 - Key actions: data-driven safety campaigns, Safety Risk Coordinators/Committees discuss issues and identify root causes

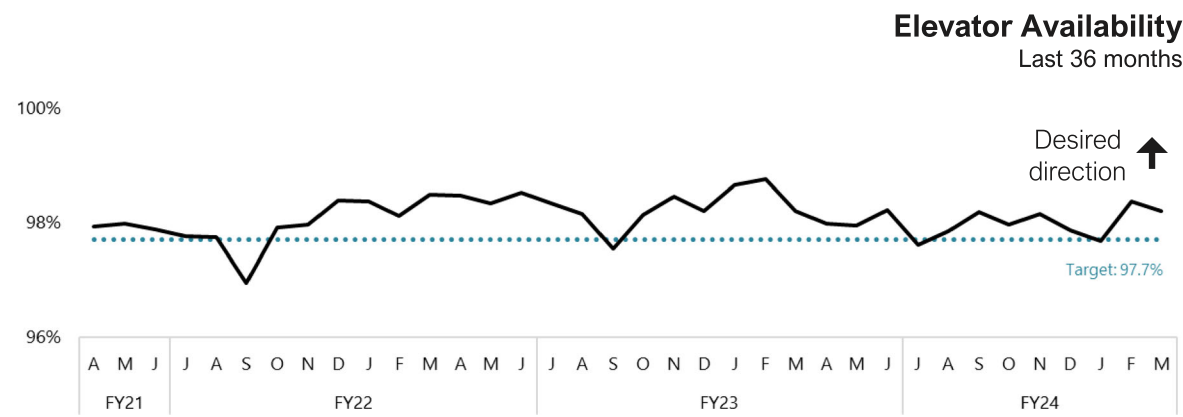


There were zero motor vehicle-related employee injuries in Q3 for the first time in over three years



Elevator availability remains high, with 314 out of 320 elevators in service at any given time

- **Elevator Availability | Rail System**
98.0% availability, meeting target of no less than 97.7%
- Availability improvements due to fewer breakdowns and faster repairs:
 - Mean time between elevator failures has increased by 42% from July to March
 - Mean time to repair elevators has decreased from 12% from December to March



Metro will begin capital projects for 27 elevators in early FY25

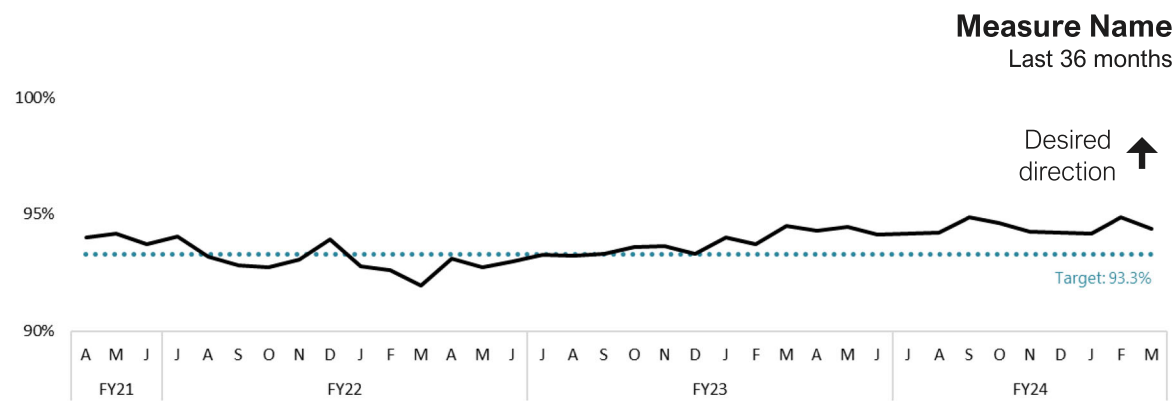


Escalator availability remains high, with 611 out of 647 escalators in service at any given time

Escalator Availability | Rail System

94.4% availability, meeting target of no less than 93.3%

- Strong availability results from quicker fixes: mean time to repair escalators decreased by 23% from December to March
- Farragut North K Street entrance reopened in March with new escalators, part of a project to replace 130 escalators by 2028

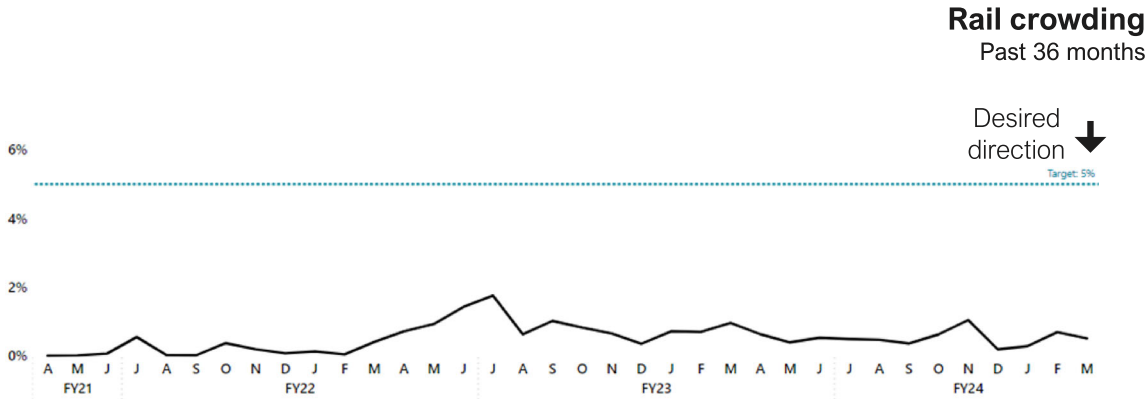


The average escalator is now 9.4-years-old, an improvement over the average of 27-years-old in 2011



Rail crowding remained steady at around 0.5% of passenger time spent in crowded conditions

- **Crowding | Rail**
0.5% of passenger minutes were spent in crowded conditions, meeting target of no more than 5%
- Frequency increases have kept pace with ridership, helping to keep crowding in check
- Crowding typically occurs in short bursts and is most common during the AM peak and in the core (e.g., customers are 12x more likely to experience crowding between Gallery Place and Metro Center than the rest of the system)



Tuesday is by far the most crowded day on the rail system: it is 3x more crowded on average than Thursday during the AM Peak and 11x more crowded than Monday

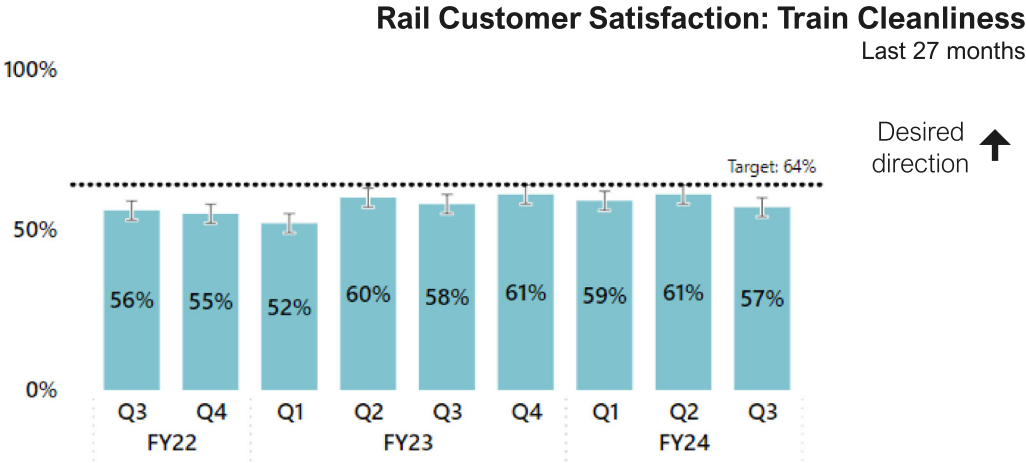


Rail customer satisfaction with train cleanliness has declined since last quarter

Customer Satisfaction: Train Cleanliness | Rail

57% satisfied with train cleanliness on their last trip on Metrorail, missing target of no less than 64%

- Customers satisfied with the cleanliness of trains declined the most on the Yellow and Orange Lines
- Satisfaction with cleanliness of trains is lowest on the Orange Line (53%) and Green Line (54%), and highest on the Silver Line (69%)



Car cleaners are located at each end of line station to clean in-service railcars throughout the day and evening, seven days a week

