



**Safety and Operations Committee**

**Board Information Item III-A**

**FY25 Q3 Service Excellence Report**



## Board Document

OVERVIEW			
PRESENTATION NAME	FY2025 Q3 Service Excellence Report	DOCUMENT NO.	300043
ACTION OR INFORMATION	Information		
STRATEGIC TRANSFORMATION PLAN GOAL	Service excellence;		
RESOLUTION	No		
EXECUTIVE OWNER			
EXECUTIVE TEAM OWNER	Webster, Thomas J.;		
ORGANIZATION	Planning and Performance		
DOCUMENT INITIATOR	Jordan H. Holt		
OTHER INFORMATION			
COMMITTEE	Safety and Operations Committee	COMMITTEE DATE	6/26/2025
PURPOSE/KEY HIGHLIGHTS	<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 (Q3) of Fiscal Year (FY) 2025, from July 2024 through March 2025.</p> <p>Key Highlights:</p> <ul style="list-style-type: none"><li>• Met or trended in the desired direction for 23 of 26 Service Excellence KPIs through FY25 Q3</li><li>• Ridership grew eight percent in FY25 Q1-Q3 compared to Q1-Q3 of last year, with March marking 48 consecutive months of growth</li><li>• Customer satisfaction met target for all three modes: Rail, Bus and MetroAccess</li><li>• Serious crime across the bus and rail system is down about 40 percent compared to FY24 Q1-Q3 and customer perception of</li></ul>		



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	<p>personal safety has improved</p> <ul style="list-style-type: none"><li>• Service reliability remains an area of focus, with some initial benefits seen from rail automation</li></ul>
<b>DISCUSSION</b>	<p>Total ridership grew eight percent year-over-year</p> <p>Customers took 191 million trips across rail, bus, and MetroAccess in the first nine months of FY25, an eight percent increase from the same period in FY24. March 2025 was the strongest ridership month in over five years, boosted by Cherry Blossom events and an increase in regional employees returning to in-person work. The system had its first million-trip day since 2020 on Thursday, March 27.</p> <p>Ridership on dedicated MetroAccess vehicles decreased by more than 25 percent in Q1-Q3 FY25 compared to the same period in FY24, as about 60 percent of all requested trips were on third-party Abilities Ride partners.</p> <p>Customer Satisfaction Exceeded Target for Access, Bus and Rail</p> <p>MetroAccess customer satisfaction was 80 percent in Q3, exceeding the target of 79 percent and a significant improvement over the 71 percent satisfaction rate in Q2. On-time performance is a key driver of overall satisfaction. Fewer riders reported service issues in Q3 compared to Q2, and on-time performance improved – although at 88 percent is still below the target of 92 percent. To improve on-time performance, in December, MetroAccess added a service provider and opened a new garage location in Montgomery County with the aim of reducing the risk of delayed pick-ups due to traffic in the region. MetroAccess has also scheduled more trips as direct rides rather than shared trips to reduce the risk of cascading delays, and continues to leverage Abilities-Ride to enable flexibility.</p> <p>Bus customer satisfaction reached 79 percent in Q3, exceeding the target of 75 percent. Reliability and wait times continue to be the top drivers of satisfaction: customers riding on routes with service every 20 minutes or better have higher satisfaction (82 percent) compared to those on routes with service every 21 minutes or more (74 percent satisfaction). Perceptions of safety and bus cleanliness are also drivers of overall satisfaction. Metro is focused on the following areas to improve:</p> <ul style="list-style-type: none"><li>• On-time performance: Bus on-time performance improved in Q3, although still fell below the target of 78 percent. Late trips, the</li></ul>

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primary driver of lower on-time performance, are correlated with the times of day with worse road congestion. The new bus network will launch on June 29, 2025 and Metro used as much data as possible regarding current traffic patterns to set the associated schedules. Metro will continuously monitor bus service as we transition to the new network to identify and address challenges in the December schedule update. Metro is also working with regional partners to expand bus priority lanes, almost doubling the number of lane miles in FY25 compared to FY24.

- Service delivered: FY25 to date, Metro delivered 97.8 percent of scheduled service, just shy of the target of 98 percent. Operator availability is the main reason for missed trips, predominately due to regular absenteeism. Metro is consistently able to fill operator vacancies thanks to concerted efforts over the past several years to develop a robust hiring pipeline.

- Real-time prediction availability and accuracy: Metro released an updated version of its bus prediction algorithm in August that improved the availability and accuracy of predictions. Predictions are provided for 93 percent of scheduled trips, meeting target, and on average almost 90 percent of predictions meet accuracy standards.

Rail customer satisfaction was 89 percent in Q3, remaining near record-high levels and exceeding the target of no less than 85 percent. Reliability, wait times and travel times continue to be the top three drivers of satisfaction. High satisfaction levels reflect investments in increasing frequencies on all lines and making trips faster and more reliable through returning to Automatic Train Operation. Rail customer on-time performance has steadily improved over the course of FY25, with stronger improvements on the Red Line after Automatic Train Operation was implemented. Eighty-eight percent of customer trips were completed on-time through Q3 FY25, just missing the target of 91 percent. Customers continue to get highly accurate real-time arrival predictions (97.7 percent accuracy FY25 through Q3). Planned track work to complete modernization, construction, and repair projects have also had a smaller impact in FY25 compared to FY24 thanks to staff efforts to bundle projects during low ridership times and more efficiently use overnight non-revenue hours.

Elevator and escalator availability both continue to meet target. On average, only five of the 320 elevators in the system are out of service at any time. Escalator availability reached a five-year high of 95.6 percent in March 2025, reflecting a decades long investment in



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	<p>replacing and rehabilitating aging units.</p> <p>Crime and Safety</p> <p>Part 1 crime is at the lowest level since 2019, down almost 40 percent compared to the first three quarters of last fiscal year. These results reflect a focus on enforcement and visibility, enhanced surveillance of the more than 30,000 cameras in the system, and engaging the community. Customer perception of safety from crime and harassment on both bus and rail has improved as the crime rate has fallen.</p> <p>Customer and employee injury rates did not meet target FY25 to date, although both improved in Q3. The customer injury rate improved in Q3 thanks to fewer slip/trip/fall and collision-related injuries. The employee injury rate has steadily improved since September, with improvements across all top injury types. Although missing target in FY25, Metro's customer and employee injury rates are on par with peer agencies for calendar year 2024. Metro's Bus customer injury rate is better than average among peer agencies and rail customer injury rate is an Industry Leader. For employee injury rate, Metro is better than average for bus and average for rail among peer agencies.</p> <p>Transit worker assaults met target through Q3 FY25, with a total of 501 assaults, or 45.7 assaults per ten million revenue miles. Most assaults are on police officers and bus operators. Metro is testing designs for fully-enclosed bus operator safety barriers, awarding a contract in May 2025 to install these shields on 1,000 buses.</p>
<b>INTERESTED PARTIES</b>	None
<b>RECOMMENDATION/NEXT STEPS</b>	Information only; Next Steps: September 2025 Presentation of the FY2025 Q1-Q4 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.

# FY25 Q3 Service Excellence Report

Safety and Operations Committee



# Service Excellence, a Strategic Goal From Your Metro, the Way Forward

Focus today



### Service excellence

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



### Talented teams

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



### Regional opportunity & partnership

Design transit service to move more people and connect a growing region.



### Financial stewardship and resource management

Manage resources responsibly to achieve a sustainable operating, capital, and energy-efficient model.



## Objectives of Service Excellence Goal

**Safety & 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 and accessible service that modernizes and enhances the customer experience

## Highlights (July 2024 – March 2025)

- Customer satisfaction met target for Rail, Bus and MetroAccess
- Ridership grew 8% in first nine months of FY25, marking 48 consecutive months of growth
- Serious crime across the bus and rail system is down about 40% compared to FY24 Q1-Q3, and customer perception has improved
- Service reliability remains an area of focus, with some initial benefits seen from rail automation





Metro met or trended in the right direction for 23 of its 26 Service Excellence KPIs in FY25 Q1-Q3

Metric	Result	Right trend? Q3 vs. Q2	Featured	Metric	Result	Right trend? Q3 vs. Q2	Featured
Goal 1: Service excellence				Objective 1B: Reliability			
Customer satisfaction				On-time performance			
Metrorail	● 89%		+	Metrorail	● 88.1%	□	+
Metrobus	● 79%		+	Metrobus	● 75.8%	□	+
MetroAccess	● 80%	□	+	MetroAccess	● 88.0%	□	+
Objective 1A: Safety and security				Percent of scheduled service delivered			
Part 1 crime rate	● 4.0	□	+	Metrorail	● 97.6%	□	
Transit worker assault rate	● 45.7	□		Metrobus	● 97.8%		
Customer dissatisfaction: safety from crime				MetroAccess	● 97.6%	□	
Metrorail	● 8%			Percent of Metrorail planned service delivered			
Metrobus	● 14%				● 91.4%	□	
Customer injury rate				Elevator Availability			
Employee injury rate	● 28.4	□			● 98.3%		
Crowding				Escalator Availability			
Metrorail	● 1.1%				● 95.0%	□	
Metrobus	● 3.2%			Objective 1C: Convenience			
				Accuracy of real-time arrival information			
				Metrorail	● 97.7%		
				Metrobus	● 89.8%	□	
				Availability of real-time bus arrival information			
					● 93.0%		
				Customer satisfaction: cleanliness			
				Metrorail	● 65%		
				Metrobus	● 59%		
				Last-mile connectivity / bicycle access			
					● 1.4% (2022)		



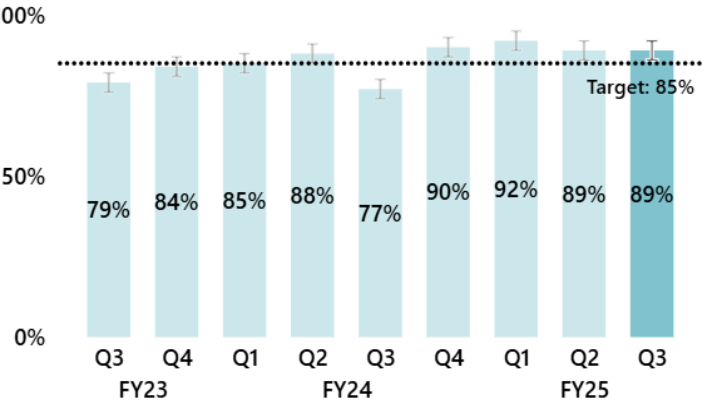


# Customer Satisfaction

# Customer Satisfaction Exceeded Target for Metrorail, Metrobus, and MetroAccess

## ● Metrorail

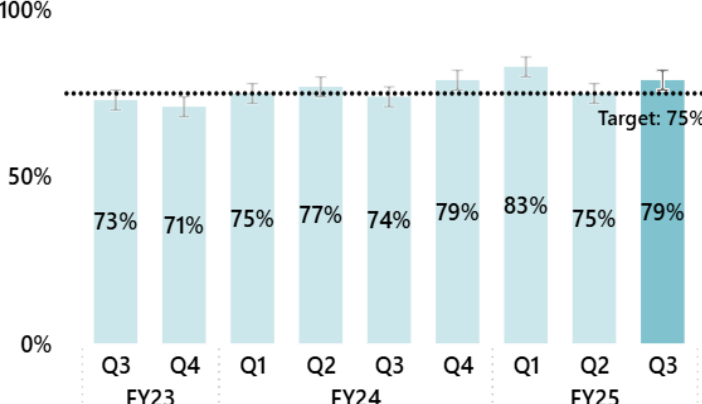
89% in Q3, exceeding target of no less than 85%



- Q3 results for Metrorail exceeded the target for the fourth quarter in a row
- No significant change from last quarter
- Reliability, wait times and travel times continue to be top three drivers of satisfaction
- Customers who experienced a service disruption or delay were less likely to be satisfied

## ● Metrobus

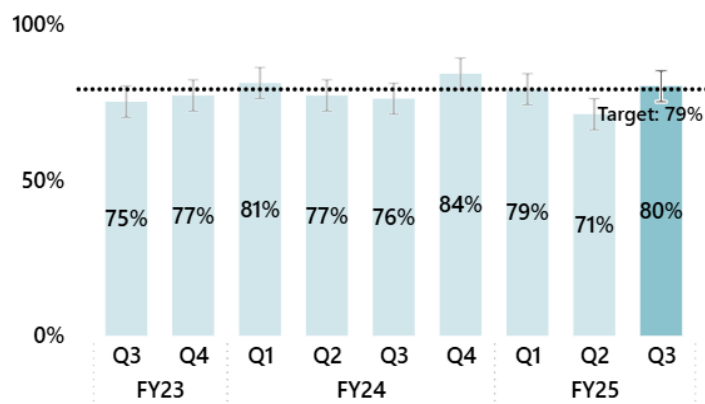
79% in Q3, meeting target of no less than 75%



- Q3 results for Metrobus exceeded target
- No significant change from last quarter except among commuters to work or school: satisfaction increased from 72% to 80%
- Satisfaction significantly higher on routes with service every 20 minutes or better (82%) compared to 21 minutes or more (74%)
- Top three drivers of dissatisfaction: long waits and delays, unclean buses, issues with safety and crime

## ● MetroAccess

80% in Q3, meeting target of no less than 79%

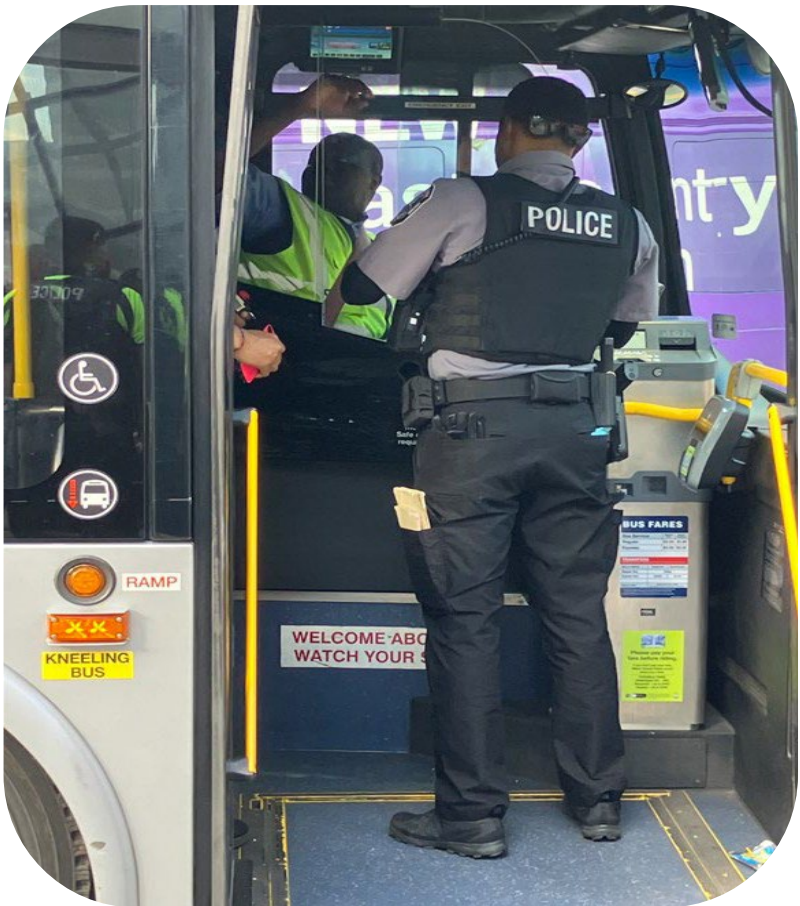


- Q3 results for MetroAccess exceeded target
- Change from last quarter was statistically different; no significant change vs. Q3 last year
- Fewer MetroAccess riders reported service issues in Q3 vs. Q2, which highly correlates with higher overall satisfaction
- Courtesy and coordination with dispatch remain the lowest-rated areas; staff taking action to review processes and training

Desired direction ↑



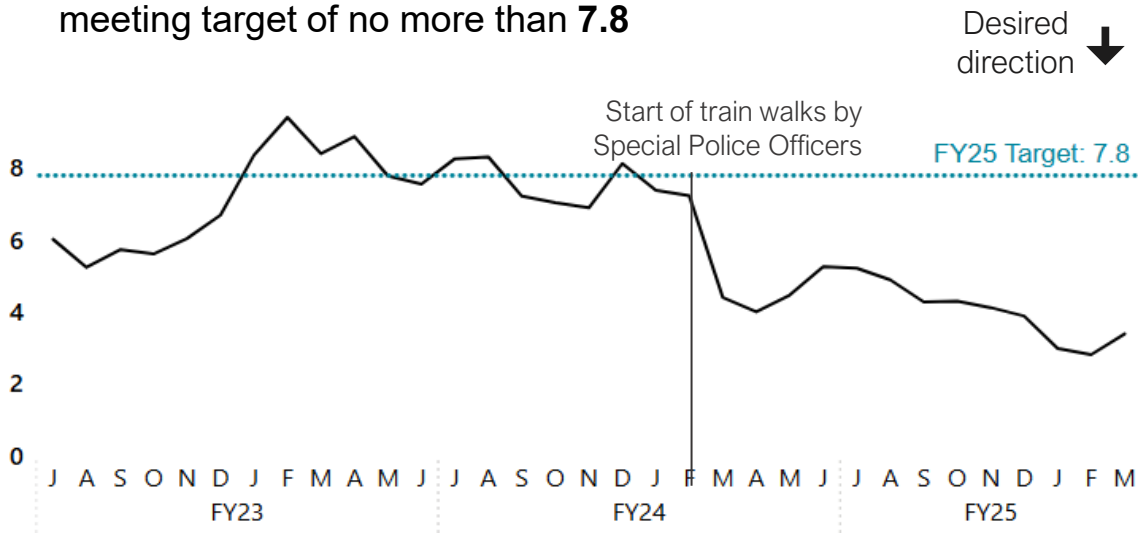
# Safety and Security



# Part 1 Crime Down 39% Compared to FY24 Q1-Q3 and Most Customers Feel Safe

## ● Part 1 Crime | All Modes

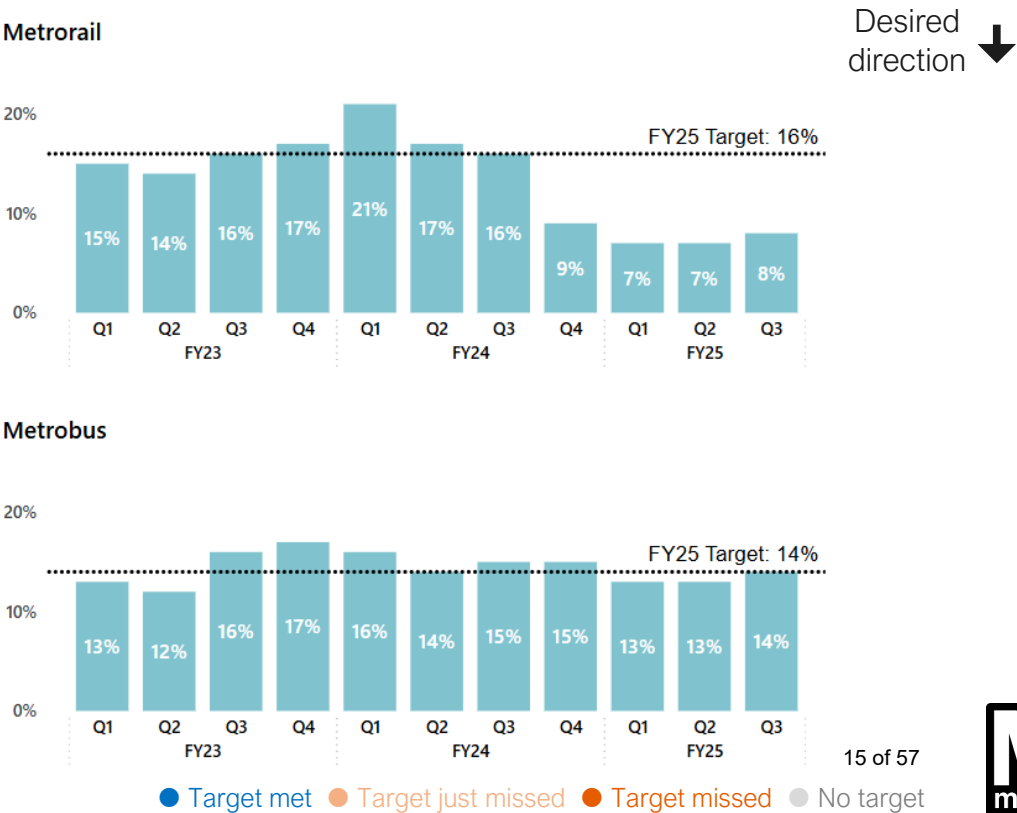
4.0 Part 1 Crimes per 1 million customers, meeting target of no more than 7.8



- Almost 350 staff and contracted support deployed in the system daily
- 764 total Part 1 Crimes this fiscal year to date: 62% occurred on rail, 19% on bus, 15% on parking lots, 3% in Metro facilities
- Biggest decreases in Larceny/Theft, Assault, and Motor Vehicle Theft
- Actively responding to customer feedback: 40,995 text tips FY25 to date, 4,100 text tips on average per month

## ● Customer Perception of Safety from Crime or Harassment | Bus Target: 14%, Rail Target: 16%

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"





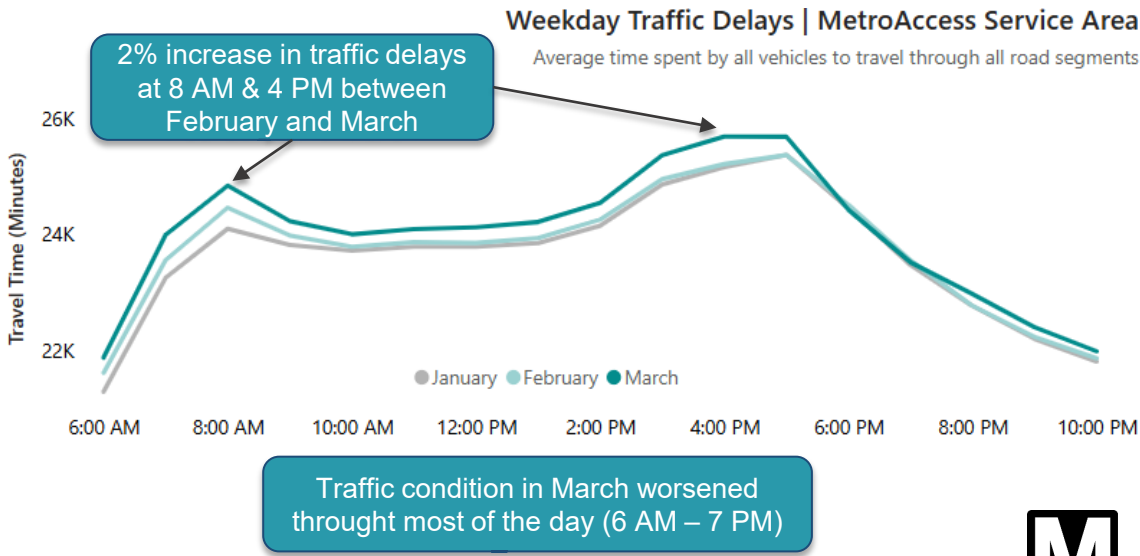
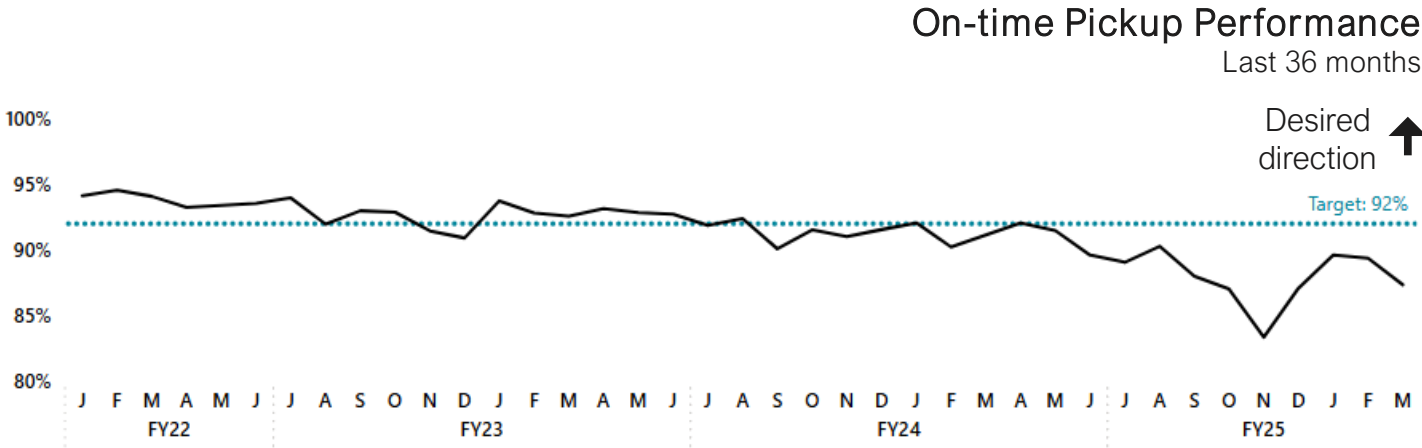
# Reliability



## Access On-Time Performance Improved in Q3

● **On-time Pickup Performance | Access**  
88.0% of on-time pick-ups, missing target of no less than 92.0%

- Performance improved after adding new service provider and dispatch location in December. March performance impacted by traffic congestion as more employers transition to in-person work
- Key actions to improve:
  - Leverage Abilities-Ride
  - Schedule more trips as direct trips rather than shared-ride trips (33% March trips were shared ride)

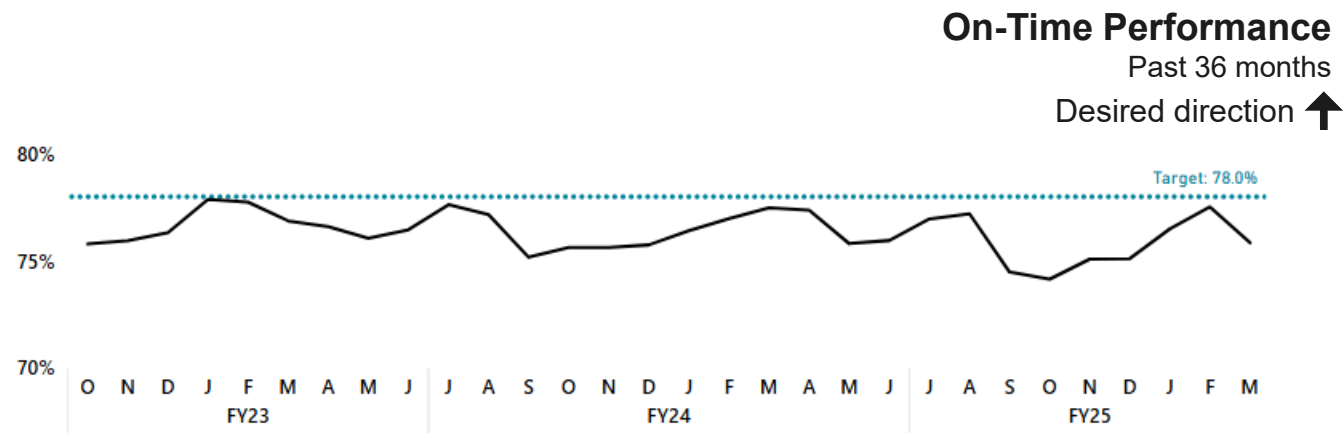


**Abilities-Ride completed close to 122,000 trips in March (63% total trips), an all-time high for the program**

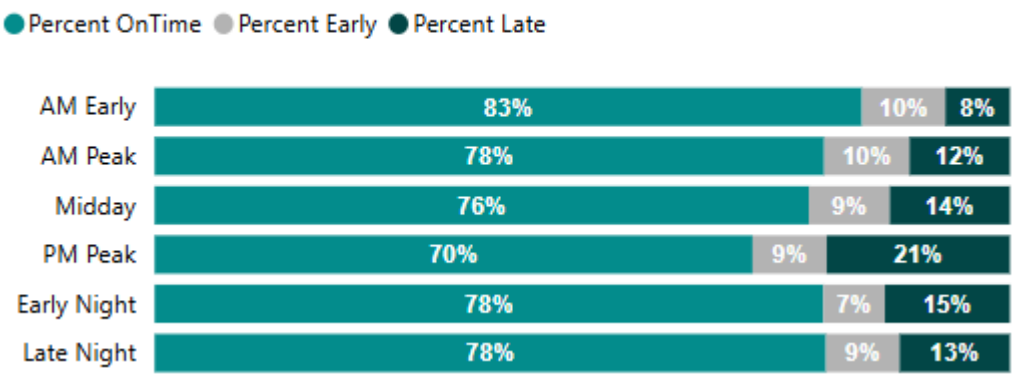



# Bus On-Time Performance Improved in Q3

- **On-time Performance | Bus**  
75.8% on time, missing target of 78%
- Performance improved in Q3 compared with Q2, following the typical seasonal trend
  - Late buses (15.3%) continue to be primary source of on-time performance issues in FY25 (vs. 8.9% early). Late buses are a particular problem during the PM peak (21%)
  - Staff are conducting in-depth investigations of terminals with high percentages of earlies/lates to determine underlying causes and identify opportunities for improvement



## OTP FYTD





**In FY25, the number of bus priority lane miles increased by 93% compared with FY24 (29 vs 15)**

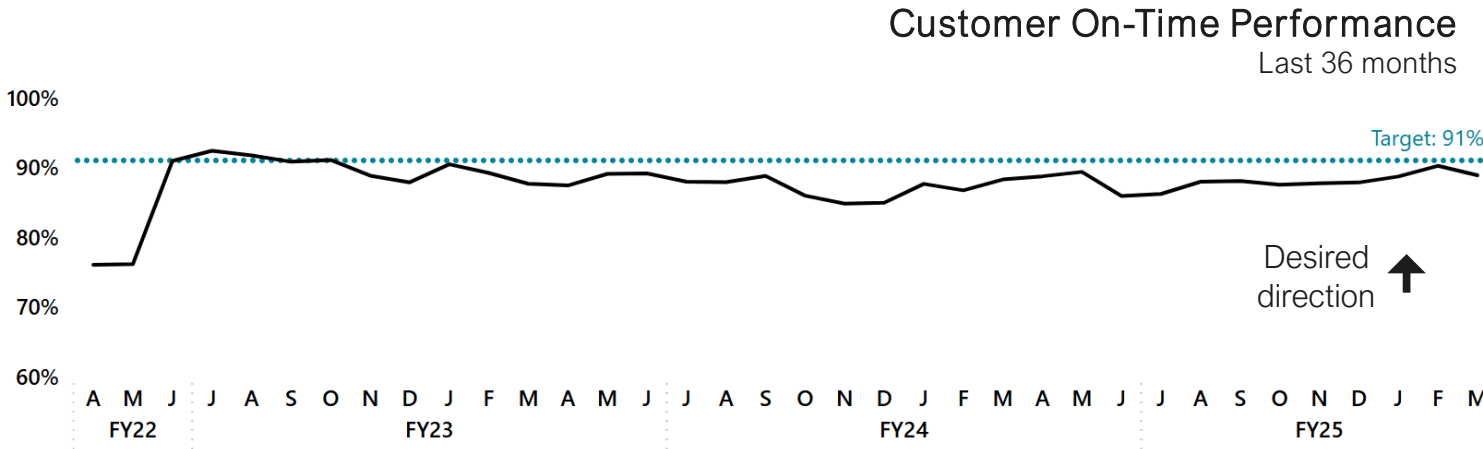


# Rail On-Time Performance Has Steadily Improved Throughout the Year

## On-time Performance | Rail

88.1% on time, missing target of no less than 91%

- Main drivers of late trips: service disruptions (8.6%), planned track work (0.8%) and customer behavior (2.5%)
- Red Line OTP improved in March following a schedule adjustment to account for running trains at higher speeds
- Key actions to improve:
  - Continue Automatic Train Operation rollout
  - Adjust schedules in June to align with maximum design speeds



**Automatic Train Operation saves about 1 minute 41 seconds per customer trip across the Red Line**



# Rail Trips Are Becoming Faster and More Reliable Under Automatic Train Operation

Red Line RD

99%

customer trips are faster, ranging from 15 seconds to 3 minutes 45 seconds, with an average of 100 seconds

-8 min

faster end-to-end train trips, increasing efficiency

+3

percentage point improvement in train reliability thanks to consistent speeds

+3

percentage point improvement in customer OTP: 3,500 more customer trips each day are on-time

Green and Yellow Line GR YL

35 - 70

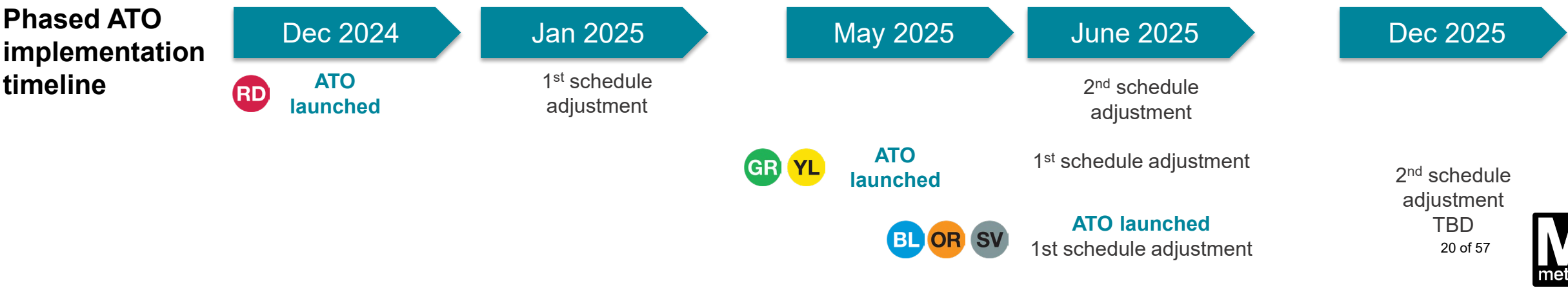
seconds faster trips on Yellow and Green Lines, based on initial results

10%

trains hold at stations because they are running so much faster than schedule; schedule change on June 22 will reduce

60%

customer trips are already faster, on average by over 1 minute. More savings anticipated once schedule adjusted on June 22



# Appendix | Additional Measures

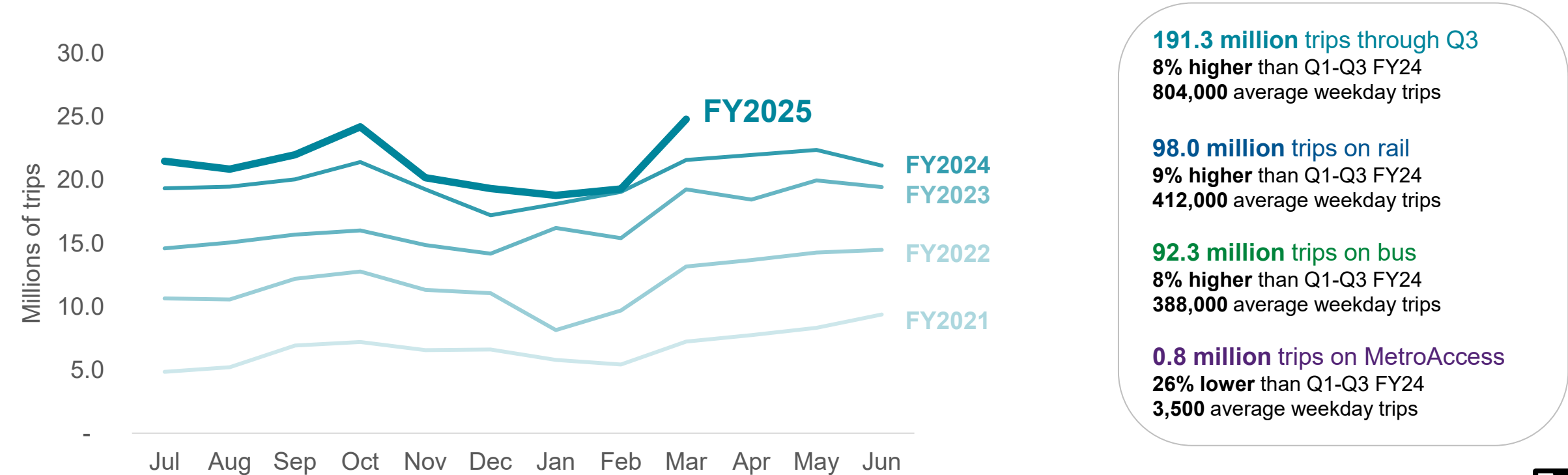
# Ridership



## March Marks 48 Consecutive Months of Year-Over-Year Ridership Growth

- With more employees returning to in-person work, weekday rail ridership in March was 80% of 2019 levels, the highest since the pandemic
- First million-trip day since 2020 on Thursday, March 27, with ten more since
- Peak Bloom brought 710K rail trips on Sat, March 29; only six days in 2019 had higher rail ridership

### All ridership



Note: As of January 2023, Metrorail ridership reports all (tap and non-tap) ridership



# **Safety and Security | Additional Measures**

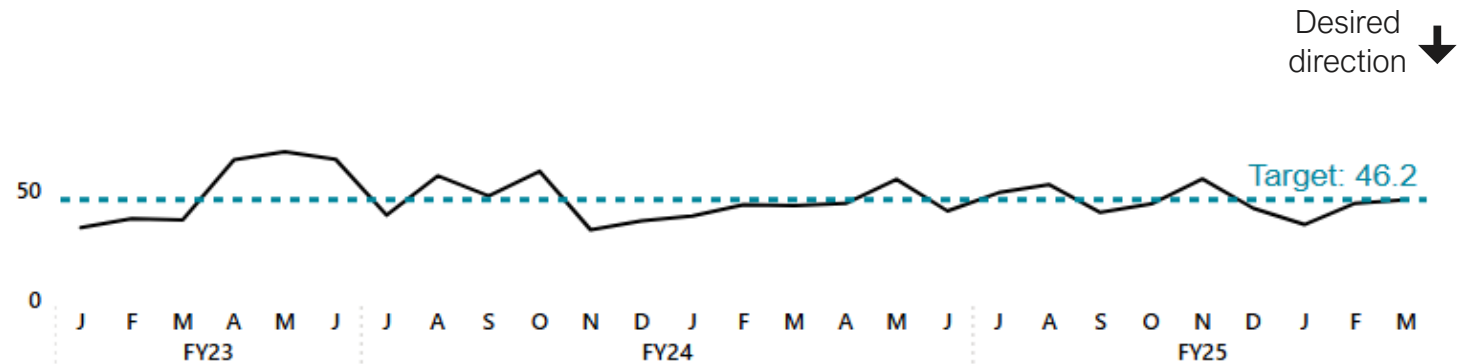
# Transit Worker Assaults Down to 45.7 Assaults per 10M Revenue Miles, Meeting Target

## ● Transit Worker Assault Rate

45.7 assaults per 10M revenue miles, meeting target of no more than 46.2

- 501 Assaults FYTD25:
  - 83% (416) physical, 17% (85) non-physical
  - 92% (459) involved employees, 8% (42) contractors
- Biggest decreases in Q3 (vs. Q2) for bus operators and MTPD
- Crisis Intervention Team (CIT) members had 8,795 contacts with the public in Q3, with over 21,700 engagements in FYTD25
- Fully enclosed barrier installed successfully on 8 buses. Contract to install 1000 additional fully enclosed shields awarded May 2025 with installs expected to start Fall 2025

Transit Worker Assault Rate  
Jan FY23 to Present



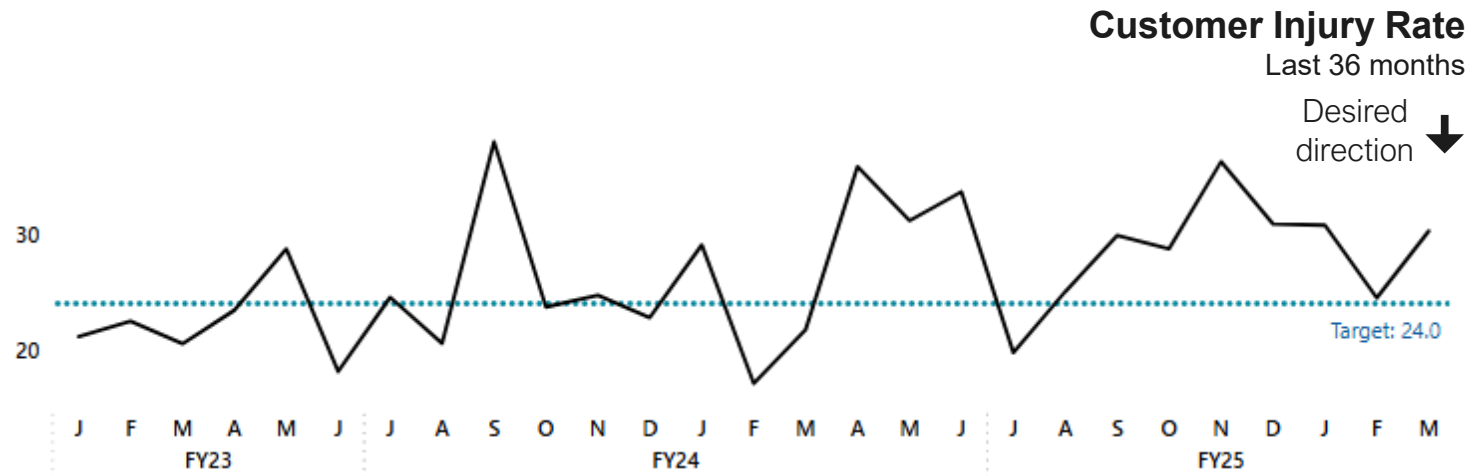
Note: The Transit Worker Assault rate follows the definitions in the Federal Transit Administration National Public Transportation Safety Plan, and that definition changed significantly for FY25. Transit Workers include employees, contractors and volunteers working on behalf of the agency. Assaults can be physical or non-physical (e.g., verbal) and do not have to result in an injury.





# Customer Injury Rate Improved in Q3 Compared to Q2, Still Missing FY25 Target

- Customer Injury Rate | All modes**  
28.4 injuries per 10M revenue miles, missing target of no more than 24.0
  - 320 injuries FYTD: 54% bus (174 injuries), 44% rail (140), 2% MetroAccess (6)
  - 77% of injuries are slips/trips/falls. Of those, 48% are on buses, 24% on escalators, 27% in stations or aboard trains, and 1% on MetroAccess
  - Improvement in Q3 due to fewer bus and rail slip/trip/fall injuries and fewer bus collision-related injuries
  - In Q3, Metro increased bus announcements encouraging customers to hold onto handrails and be seated before the bus begins moving

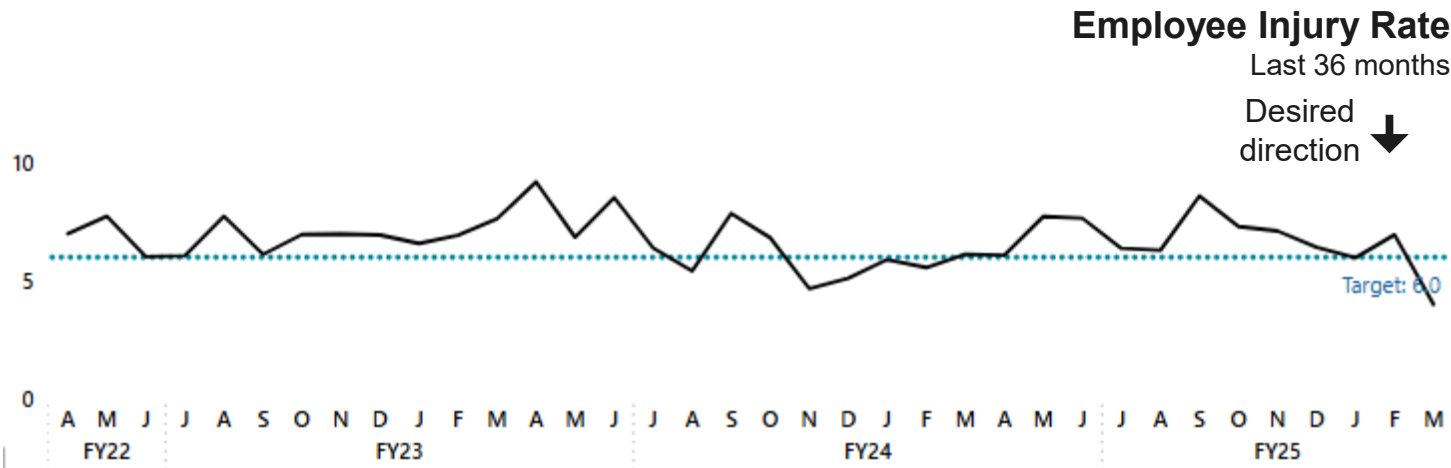


**22 rail stations upgraded to new hexagonal floor tile design to reduce slipperiness by increasing traction**



# Employee Injury Rate Steadily Improving Since September, Falling Below Target for the First Time This Quarter

- **Employee Injury Rate | All modes**  
6.5 injuries per 200,000 employee hours, missing target of no more than 6.0
  - 617 injuries FYTD. Top injury types: stress (23%), collision (23%), strain (16%), slip/trip/fall (13%), and struck or injured by object (12%)
    - All of these injury types have trended downward since the spike in September
  - 72% of stress injuries and 89% of collision injuries occur among bus employees
  - Recent initiatives: MetroBus safety campaign to train staff in good ergonomic practices and proper lifting techniques to reduce strain injuries



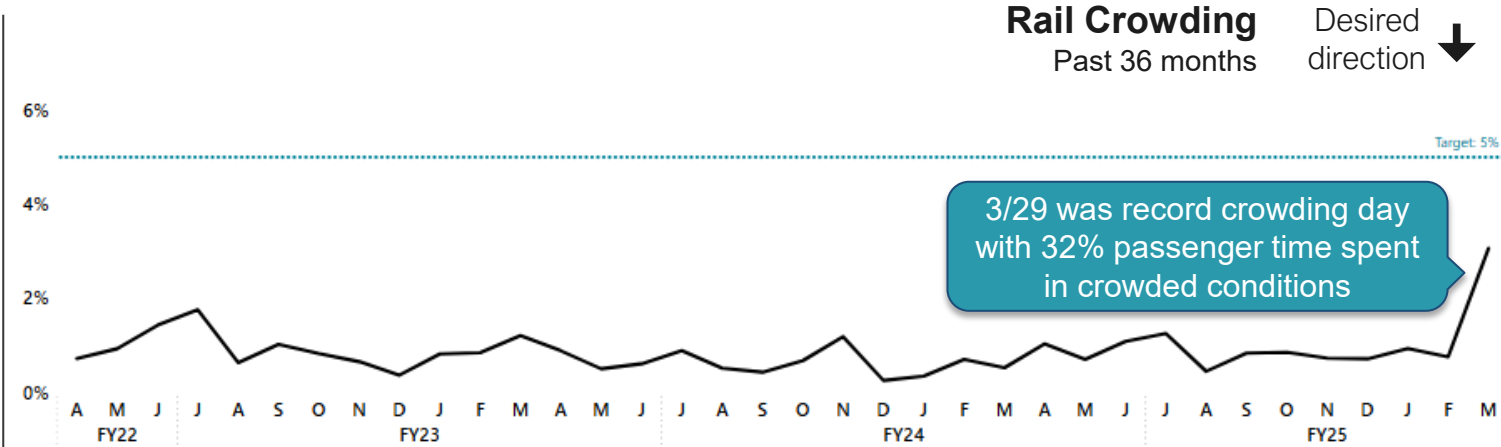
**In March, Metro launched a new Fitness for Duty training for all safety-sensitive employees and 4,938 employees (63%) had completed it by the end of May**

# Rail Crowding Reached Record High in March During the Cherry Blossoms Festival

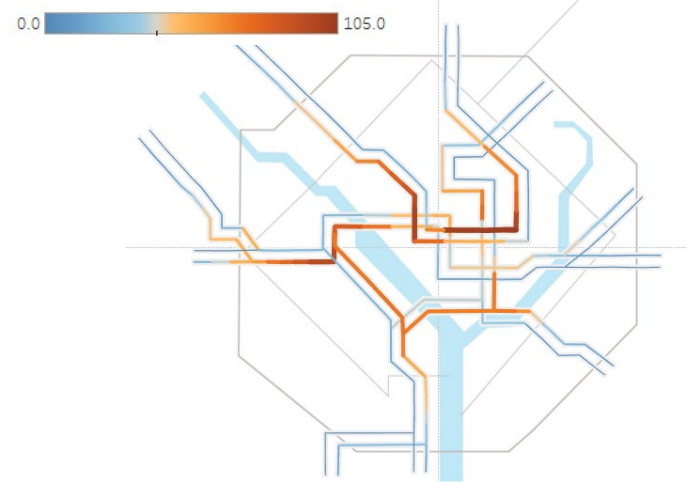
## ● Crowding | Rail


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%

- Crowding generally remained stable, even as ridership increased during peak periods
- Actions: Add 8-car trains, additional trips
  - 69% of Red Line Trains and 58% of Orange Line Trains are 8-car during AM Peak since February
  - Adding super peak capacity to the Silver and Red Lines beginning July 2025



March crowding map  
Avg. Passengers per Car Tues-Thurs 8-9am



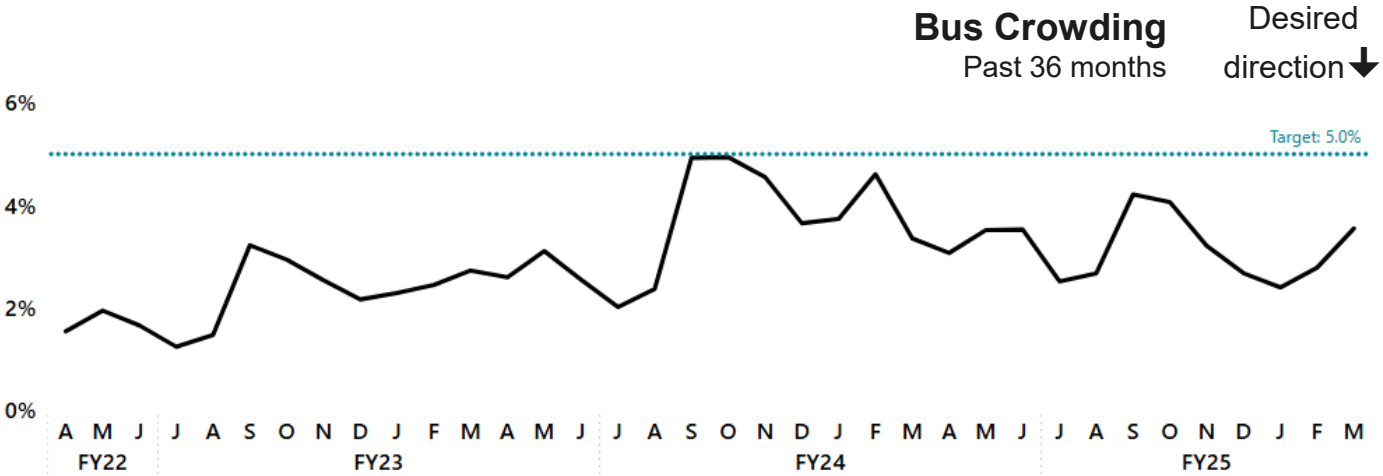


Crowding is much more likely in the core of the system during peak periods. However, crowded trains typically only last for a few stops.

# Bus Crowding Increased in March After Seasonal Dip in January and February

## Crowding | Bus

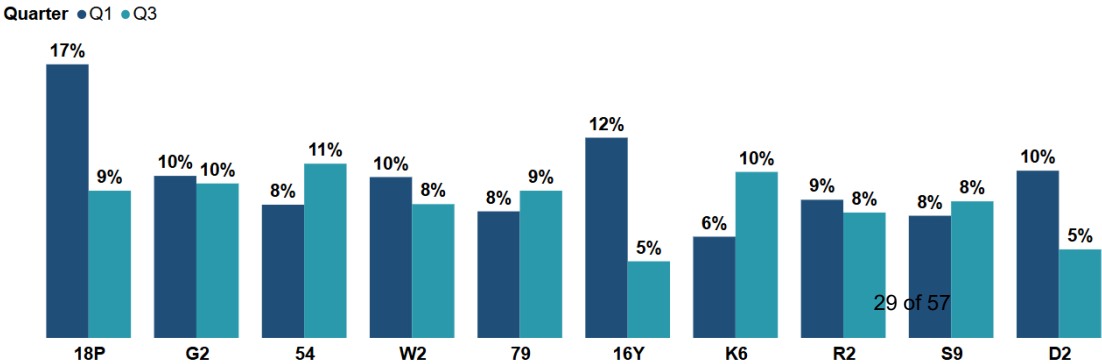
- 3.2% of passenger minutes were spent in crowded conditions (>40 passengers on bus), meeting target of no more than 5%
- Lower crowding this year than last year despite higher ridership indicates bus service is meeting passenger demand
  - Increased frequency helps mitigate crowding; over 40% of customer trips occur on routes with 12 min or better frequencies



FY25 Top 10 Most Crowded Bus Routes by Passenger Minutes  
Quarter 3 vs. Quarter 1



Additional trips added to the 18P on Monday and Friday in Q3 helped reduce crowding on those days. Prior to this service change, the 18P was the route most likely to experience crowding.

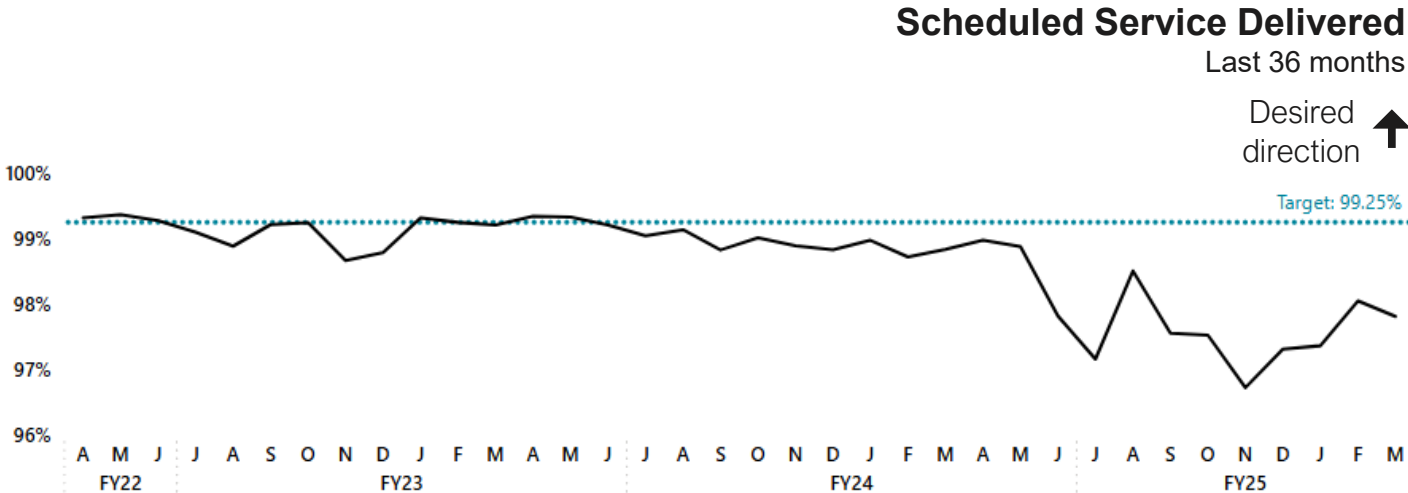


# Service Reliability | Additional Measures

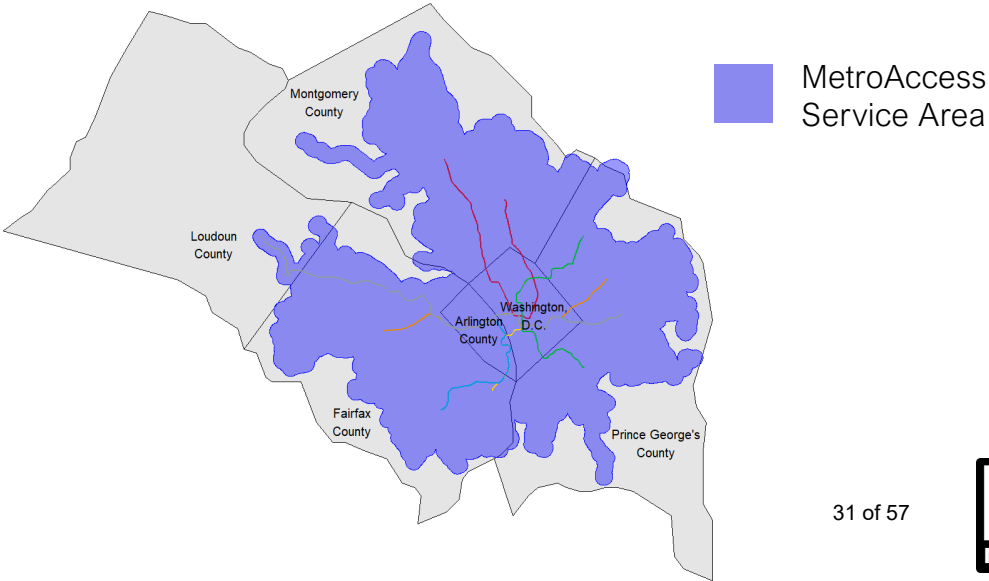
# Access Delivered Over 2,150 Trips per Day on Dedicated Service and Missed Fewer Than 50 in Q3

**Scheduled Service Delivered | Access**  
97.6% of scheduled service delivered, missing target of no less than 99.25%

- 92% of missed trips caused by a customer not taking a ride that arrived too late after the pick-up window. Efforts to improve on-time pick-up performance will reduce missed trips
- 8% of missed trips caused by the driver not waiting long enough for the customer



**MetroAccess operates within three-quarters of a mile of any rail station or bus stop, creating a service area of nearly 1,000 square miles**

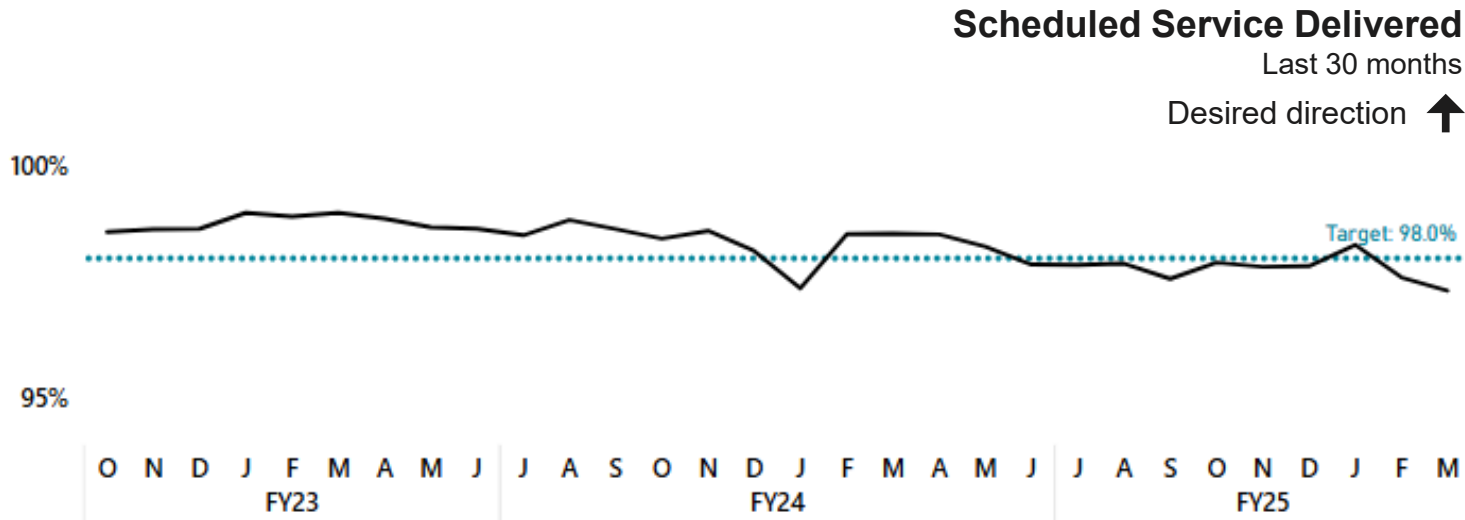


## Percent of Bus Service Delivered Just Missed Target Through Q3

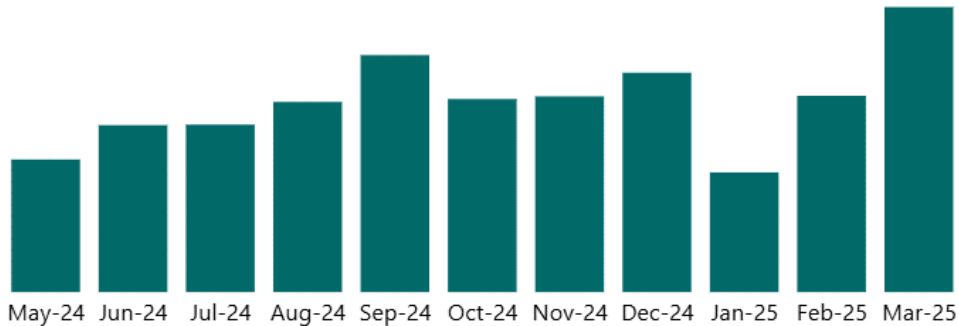
- ### Service Delivered | Bus

97.8% of scheduled service delivered, just missing target of no less than 98%

  - Out of 11,990 daily trips, 276 are missed. A higher proportion of trips (4.5%) are missed on weekends
  - Main reasons for missed trips: operator availability and problems with vehicles
  - Training for the Better Bus Network began in February, which led to an increase in missed trips due to operator availability



Missed Trips due to Operator Availability



8,000 7-hour BBNR training shifts were completed in Q3 of FY2025

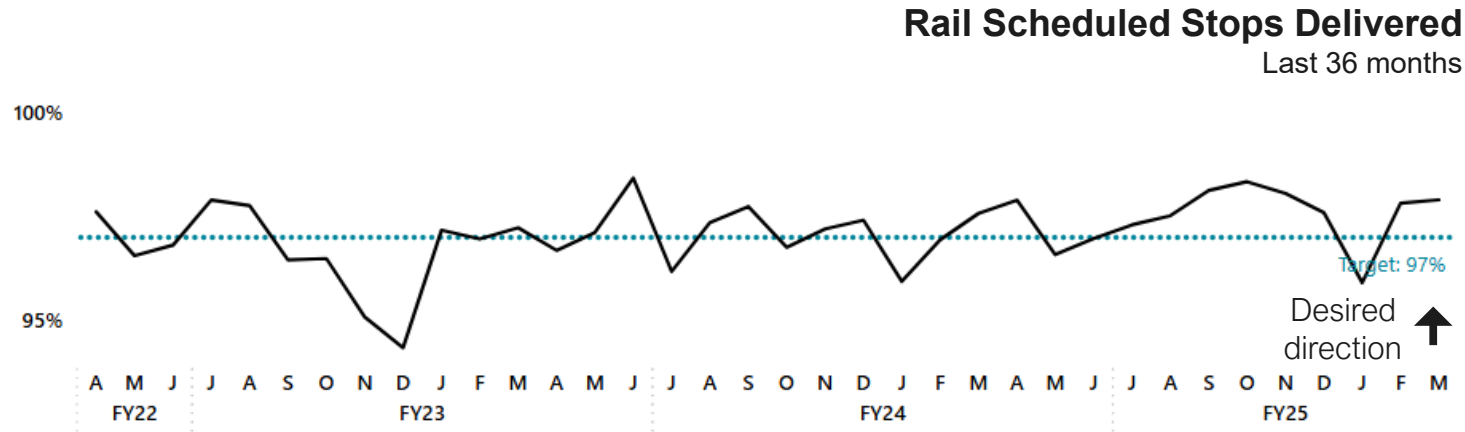



# Nearly 98% of Rail Scheduled Stops Were Delivered this Fiscal Year, Exceeding Target

## Scheduled Stops Delivered | Rail

97.6% stops delivered, meeting target of no less than 97%

- About 600 out of 26,000 stops missed per day
- Most missed stops due to service disruptions; top three types: rail vehicle malfunctions, rail operations, and signaling
- Key actions to improve: continue 7000-series scheduled maintenance program (rehab and overhaul), continue rail operator recruitment and training to minimize missed service due to operator availability, plan for next-generation signaling system





106 new train operators have been certified in FY25 with 54 more in training

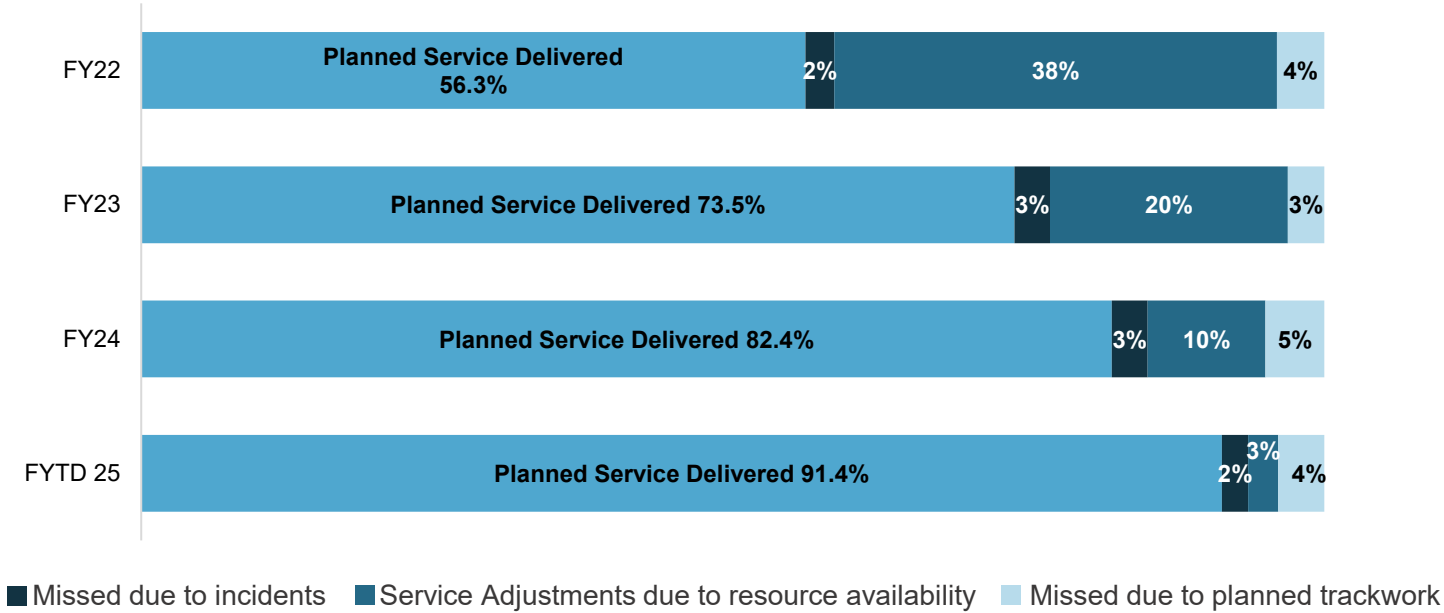





# More Than 91% of Planned Metrorail Service Was Delivered Through Q3, Better Than Target and Continuing to Improve Over Recent Years

**Planned Stops Delivered | Rail**  
91.4% stops delivered, meeting target of no less than 85%

- Planned service disruptions (extended shutdowns, weekend and weekday trackwork) account for most missed service (3.9%), followed by service adjustments\* (2.5%), and unplanned incidents (2.2%)
- Actions to improve: Continue to reduce impact of planned trackwork through coordinated planning process and more efficiently using overnight non-revenue hours





10-day winter shutdown completed equivalent of 10 weekends of track and signaling construction, reducing the number of customers affected by 50%

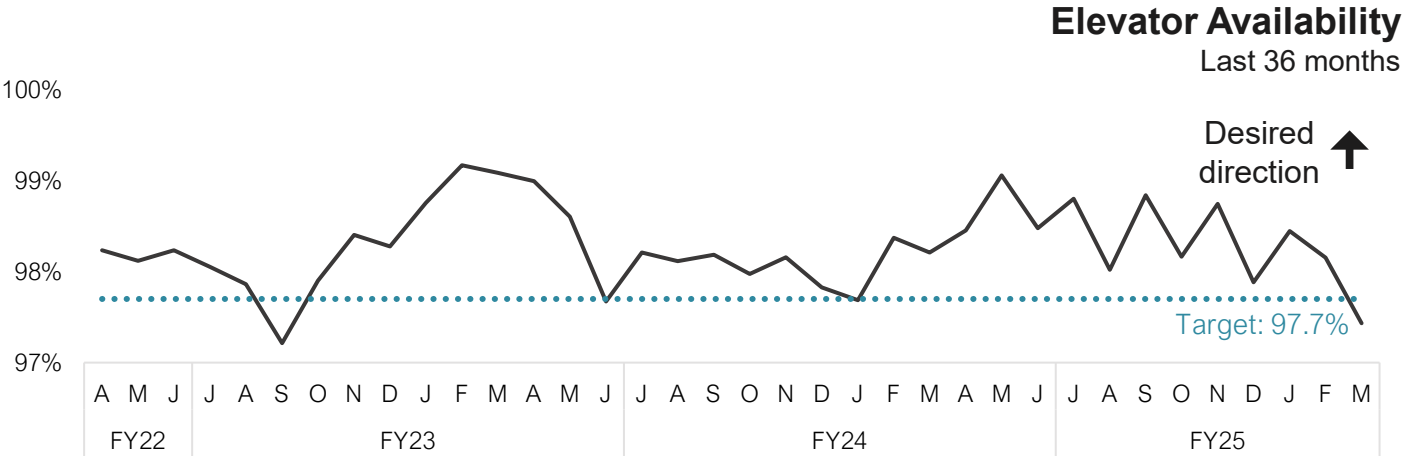
\*Service adjustments cover temporary resource constraints that require modifications to our budgeted service plans






# Elevator Availability Met Target, With 315 Out of 320 Elevators in Service at Any Time

- Elevator Availability | Rail System**  
98.3% availability, meeting target of no less than 97.7%
- Elevators are getting fixed faster: mean time to repair is 9.3 hours in Q3, about half an hour shorter than last quarter
- Three elevators were taken out of service in Q3 so they can be replaced with new units which caused a slight decrease to availability in March





**Elevators on the Orange Line were available over 99% of the time in Q3**



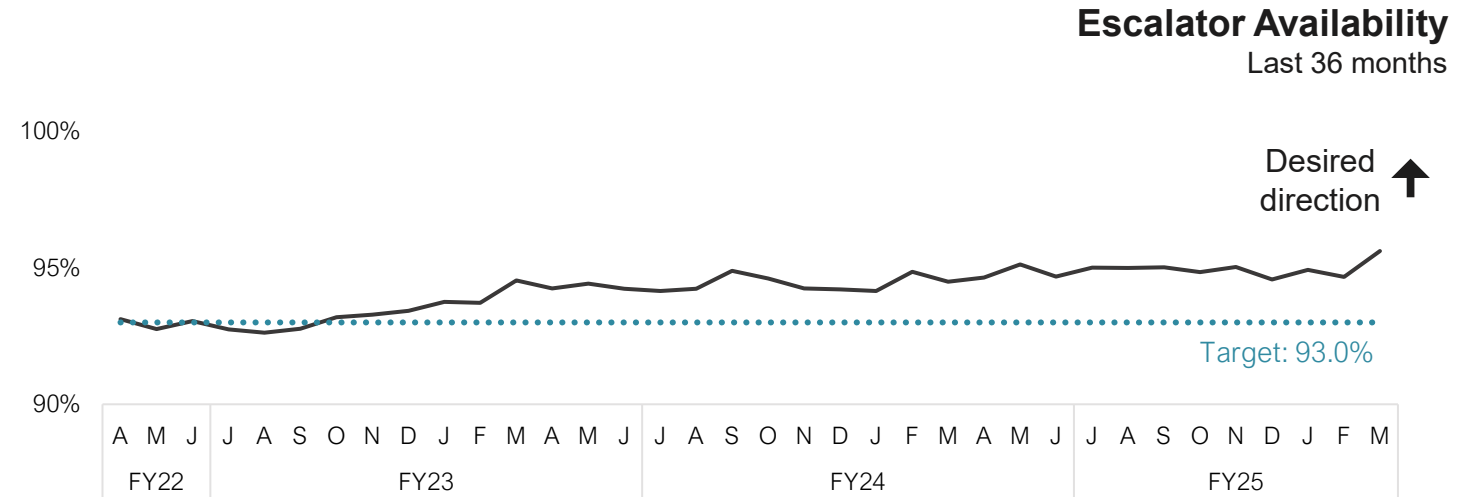
35 of 57



# Escalator Availability Met Target, With an Average of 615 Out of 647 Escalators in Service at Any Time

- Escalator Availability | Rail System

95.0% availability, meeting target of no less than 93.0%
- Availability in March was 95.6%, the highest of any month in almost 5 years
  - Availability boosted by units breaking down less frequently; mean time to repair escalators stayed consistent at about 5.5 hours
  - In Q3, 40% of outage time was due to capital work; 12 escalators were returned to service after an average of 134 days of capital work



The three escalator replacements at Entrance B of L'Enfant Plaza were completed in early June



# Convenience| Additional Measures

# Upgrades to the Bus Prediction Algorithm in August Resulted in Sustained Improvement in Accuracy

- Real-time Arrival Accuracy | Bus

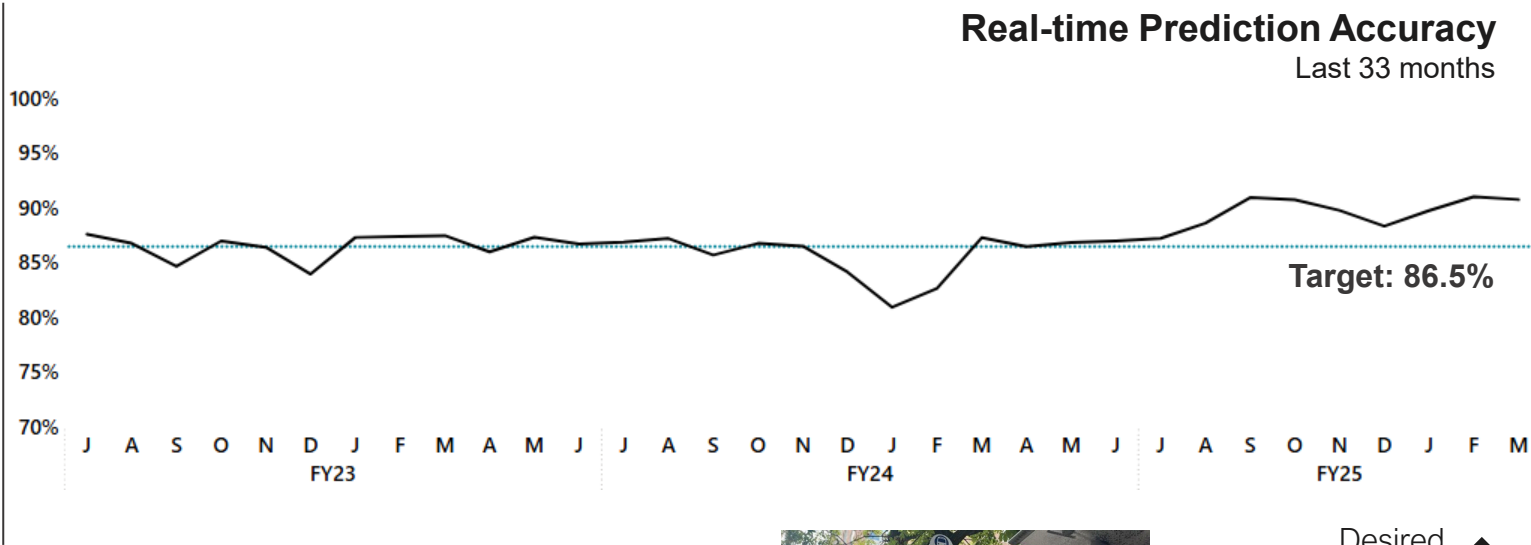
89.8% of predictions were accurate, meeting target of no less than 86.5%

▪


Prediction accuracy improved by about four percentage points after an August 2024 prediction algorithm upgrade

▪

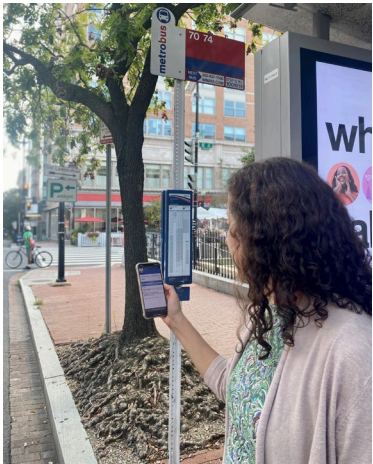
Metro staff continue to fine tune predictions, focusing on known problem areas such as the starts and ends of trips



Desired direction ↑



Metro predictions can now better account for detours caused by changes in service on snow days and road closures for major events like the Inauguration

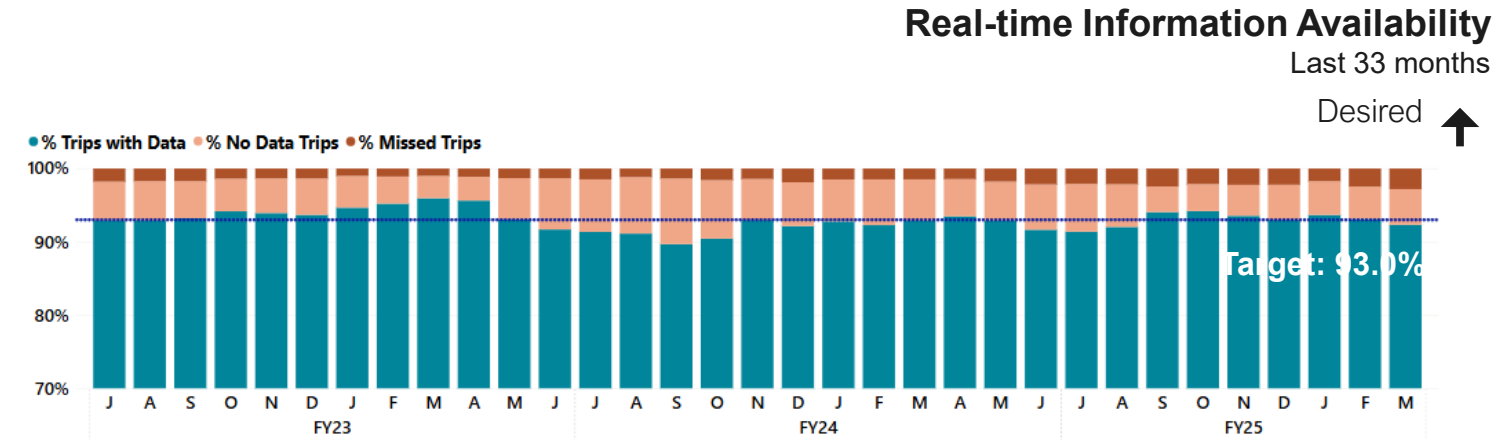


# Bus Real-Time Information Availability Meets Target in FY25 After Algorithm Upgrade

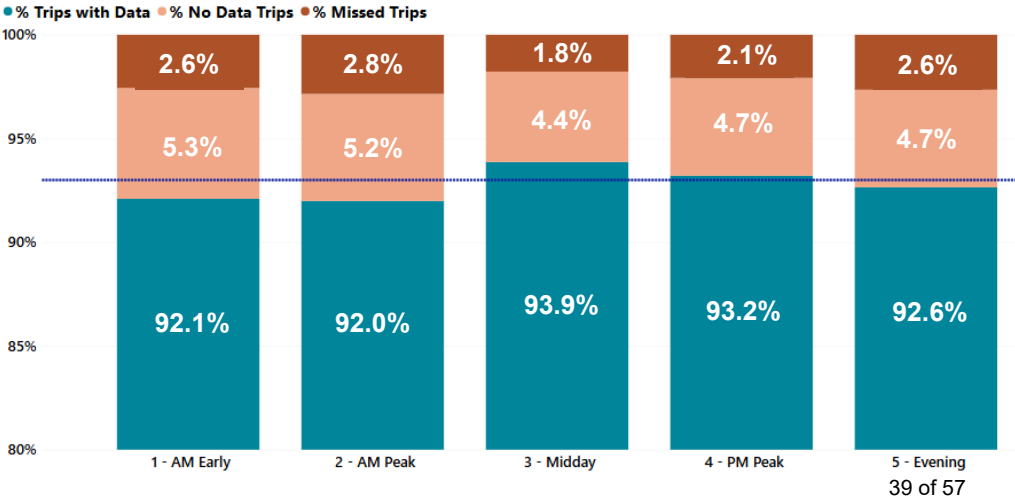
## Real-time Info Availability | Bus

93.0% of trips had predictions available, meeting target of no less than 93.0%

- Lower info availability can be caused by missed trips or buses that are unable to transmit GPS data:
  - Missed Trips: Increased slightly in March due to training on new network
  - No Data Trips: The percentage of trips without GPS data fell by over 20% after August upgrade
- With upgrade, predictions can be provided for buses that are not logged on which decreases likelihood of a “ghost bus”



Real-time information availability by Time Period  
Current Fiscal Year



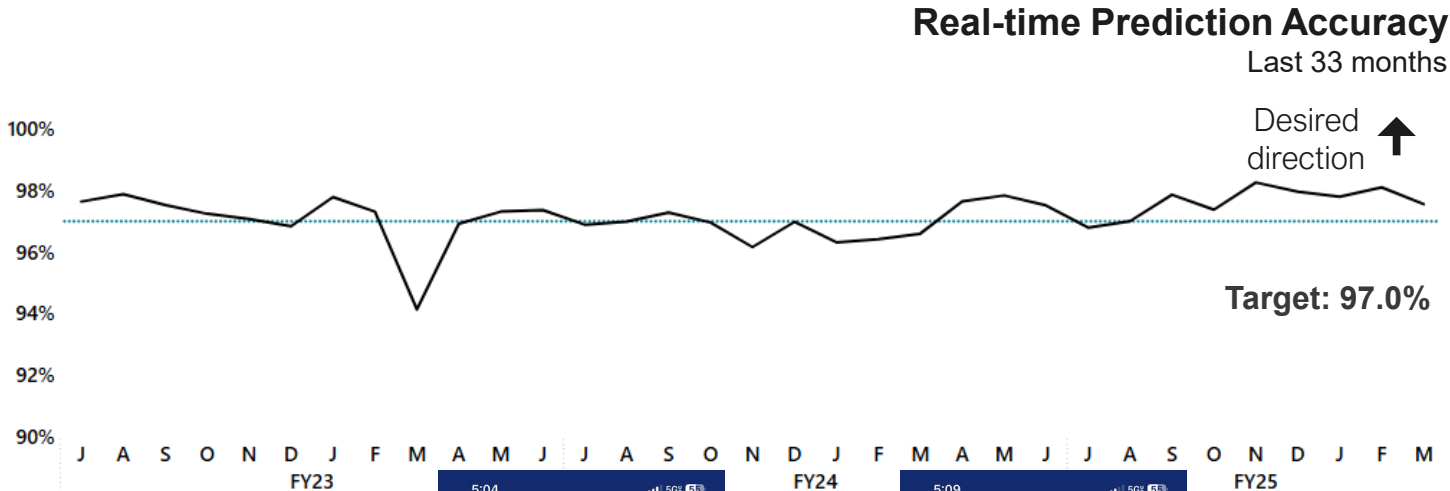
Fewer predictions are available in the morning and in the evening after the PM Peak period



# Rail Real-Time Arrival Prediction Accuracy Met Target, Sustained High Performance in Q3 Following Upgrades in November

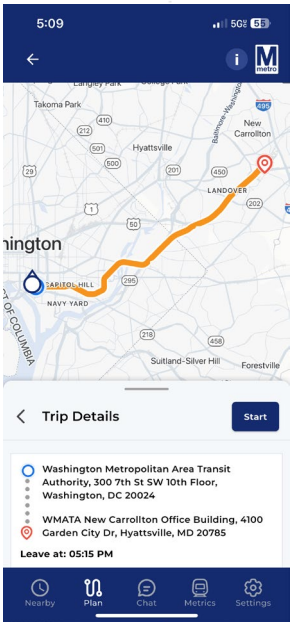
● **Real-time Arrival Accuracy | Rail**  
97.7% of predictions were accurate, meeting target of no less than 97.0%

- Upgrades implemented in November improved accuracy at terminals, reducing the likelihood that customers would see predictions for trains that weren't coming
- Automatic Train Operations (ATO) are expected to improve predictions by reducing variations in travel times between stations



Over 3000 downloads of MetroPulse app during first week after May 16 launch

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

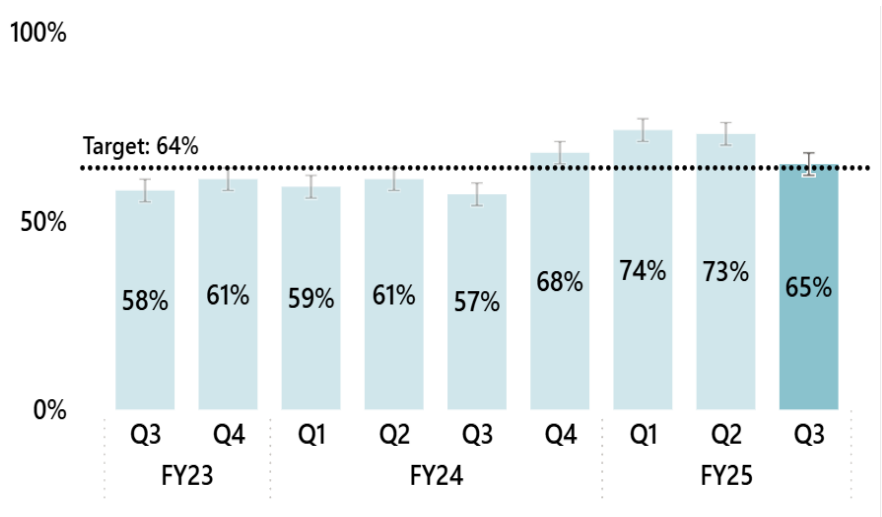




# Bus Cleanliness Remains Below Target; Rail Cleanliness Declines From Previous Quarter

## ● Metrorail

65% in Q3, at target of no less than 64%

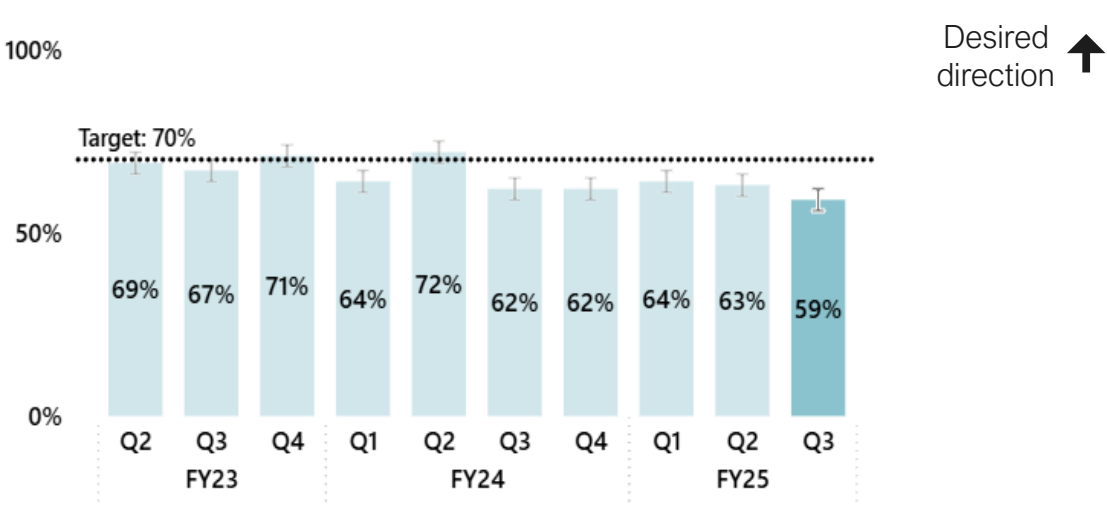


Metrorail's Q3 performance met the target but was significantly lower than in Q1 and Q2.

- Dissatisfaction with rail cleanliness rose to 11% in Q3, up 4 percentage points from Q2 and the highest level in the past 11 quarters
- The decline was especially significant among key segments: down 15% for Green Line riders and 8% for commuters

## ● Metrobus

59% in Q2, missing target of no less than 70%



Q3 Metrobus results consistent with lower trend over past five quarters

- Bus cleanliness dissatisfaction remained at 14%, higher than desired for the last 8 quarters. Complaints most often related to stains on seats and dirty floors
- Metro is installing easier-to-clean vinyl bus seats, with almost 40% of the fleet complete as of May

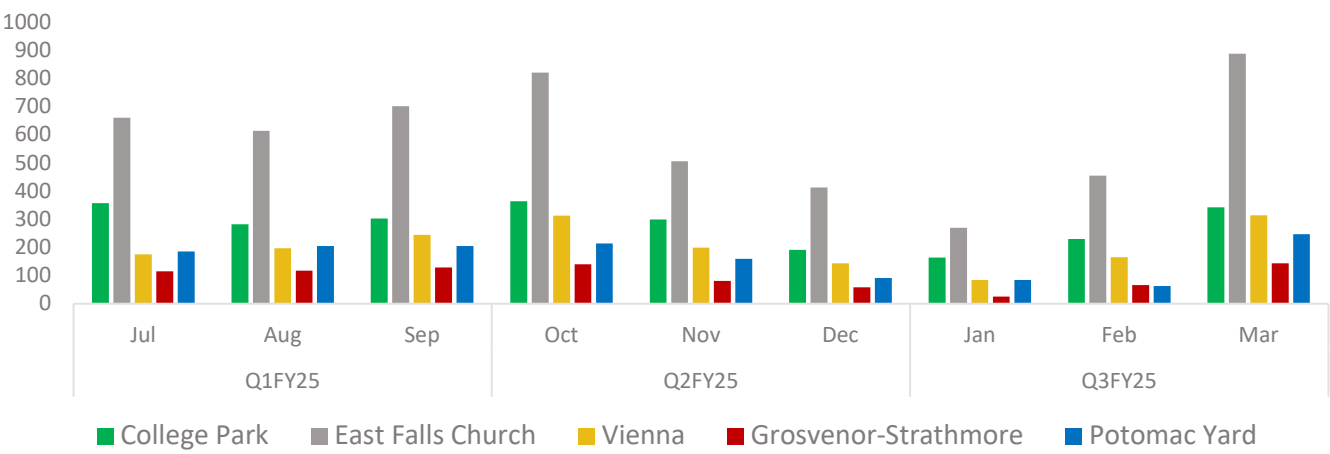
# New Bicycle Infrastructure to be Installed Spring 2025; Access Rate Increase Expected

## Last-Mile Connectivity/Bicycle Access

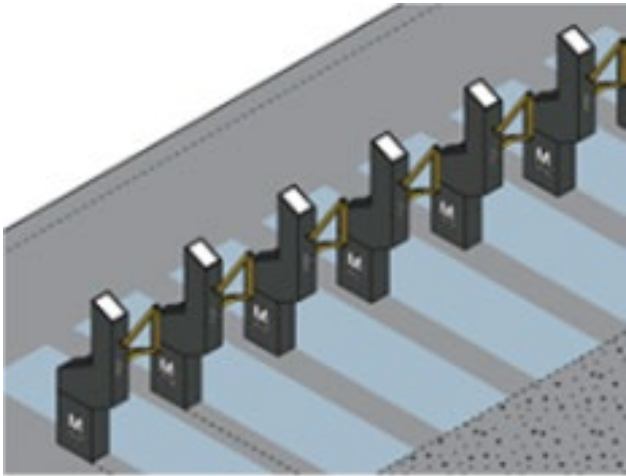
1.4%, on track for 2030 target of 3.5%

- Updated data anticipated in late 2025 after completion of the next Rail Customer Survey. Staff are also exploring a new methodology to get results more frequently
- Station bike parking upgrades to begin in Spring 2025; currently assessing stations to develop implementation order
- **Over 24,000** bike storage uses at SmarTrip-enabled facilities in FY25 so far

# Bike Storage Facility Uses  
FY25 Q1-Q3



Over 300 participants stopped at Metro’s Bike To Work Day pit stop at Fort Totten



Implementation plan for new bike lock technology under review following 2024 feedback collection

Pictured: Mockups for potential rack designs 42 of 57