Safety and Operations Committee

Board Information Item III-B

FY24/Q2 Service Excellence Report

Washington Metropolitan Area Transit Authority

Board Action/Information Summary

○ Action ◉ Information	Document Number: 205687	Resolution: ○ Yes ◉ No

Presentation Name:

FY2024/Q1-Q2 Service Excellence Report

Project Manager:

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Project Department:

Performance, Data, and Research

Purpose/Key Highlights:

Update the Board on Metro’s FY2024 performance from July to December 2023 on key performance indicators (KPIs) aligned to Goal 1: Service Excellence in Metro's Strategic Transformation Plan.

Key Highlights:

- Customer satisfaction continued to increase—with the highest rail customer satisfaction recorded at 88 percent—driven by frequent service on Metrorail and improvements in cleanliness and safety from crime on Metrobus
- Ridership remained strong and stable, up around 21 percent from the same time last year
- Part 1 Crime rate fell 14 percent since January 2023 and met target in Q2 FY24 for the first time in a year
- Eleven of the 28 key performance indicators (KPIs) included in the Service Excellence Report met target. Seven that didn't meet target are trending in the right direction comparing Q2 to Q1

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:

Customer satisfaction continues to increase, and ridership remains strong and stable
Metrorail customer satisfaction reached 88 percent in Q1-Q2 of FY24, the highest level recorded since Metro began the current survey in 2013. Continued improvements in rail service frequency helped to drive this result: Metro added 11% more peak trips per day in September (as compared to FY24 service before that), reducing average overall wait time by nearly a minute. Metrobus customer satisfaction also continued its upward trajectory for the second quarter in a row, reaching 77 percent in Q2 and meeting target. Cleanliness and customer perception of safety were two major drivers: Satisfaction with onboard-bus cleanliness rose significantly from Q1 to Q2, 64 percent to 72 percent. For bus stops, satisfaction with cleanliness also significantly improved from 61 percent to 67 percent during this period. Bus customers’ perception of safety rose five percentage points, meeting its

FY24 target. Finally, MetroAccess customer satisfaction stayed constant in Q2, hovering around target at 77 percent with positive feedback on the courteousness of customer service agents.

Customers took 116.7 million trips across Metrorail, Metrobus, and MetroAccess through Q2 of FY24, a 21 percent increase from the same period in FY23. Rail ridership accounted for 51 percent of total ridership, exceeding bus ridership by about 3.0 million riders. All of the top 20 highest ridership days for both rail and bus occurred from September to November and all were mid-week days. Expected seasonal dips along with Red Line trackwork played a role in lower December ridership compared to previous months, although ridership this December was 15 percent higher than December 2022. Finally, weekend ridership has nearly recovered to pre-pandemic levels, with bus at 107 percent and rail at 86 percent of Q1-Q2 FY19 ridership.

Security on the system continues to improve
The Metro Transit Police Department (MTPD) has continued its intensive efforts kickstarted in early 2023 to reduce crime and assaults—and help customers feel safer while riding the system—through its approach of "Cops [patrol visibility and partnerships with other jurisdictions], Cameras [body-worn cameras and video from Metro vehicles and stations], and Compassion [crisis intervention and community outreach]". Enforcement increased nearly fourfold from calendar year 2023 compared to 2022. Deployment of high-visibility officers to Metro parking facilities contributed to a 39 percent decrease in crimes at those locations from July to December 2023. MTPD's Crisis Intervention Specialist team interacted with over 9,400 customers since the program's start in early 2023 to help those in the system experiencing mental health crises. And community engagement remains strong, with MTPD hosting nearly 200 outreach events at stations and schools in 2023.

As a result of these efforts, the rate of Part 1 crimes on the system has fallen across calendar year 2023, with crime rate meeting its FY24 target in Q2 for the first time in five quarters at 7.9 crimes per million riders. Although its target was missed, the rate of employee/customer assaults (those meeting National Transit Database criteria) fell 40 percent from Q1 to Q2. The number of customer assaults—which accounted for 76 percent of all assaults in Q1-Q2—were down 40 percent, and employee assaults down 20 percent. Finally, 64 percent of surveyed customers noted feeling safe from crime aboard buses in Q2, meeting target and up from 59 percent in Q1. Fifty-six percent of customers surveyed noted feeling safe from crime aboard trains, missing target of 58 percent but still higher than last quarter's 52 percent.

Customer and employee injuries saw mixed results through Q2 of FY24
Bus customer injury rate missed target, but improved from last quarter due to a decrease in collision-related injuries. Slips, trips, and falls doubled from last quarter (41 total in Q2, most often related to hard braking to avoid collisions or motion while a bus pulls away from a stop), while customer injuries from bus collisions fell 75 percent to 10 total in Q2. Rail customer injury rate also missed target driven by slips/trips/falls, up 23 percent in Q2 from Q1 and accounting for 90 percent of all injuries. About half of these slips/trips/falls occurred on Metro's escalators. Finally,

MetroAccess has seen seven customer injuries so far in FY24, resulting in a rate that met target.

Through Q2, Metrorail's employee injury rate of 2.8 met target of no more than 3.5 injuries per 100 employees. The rate of employee injuries has continued its downward trend, dropping by 26 percent compared to the same period last year. Metrobus employee injury rate was 13.1 injuries per 100 employees, missing target of no more than 12.4. While the cumulative employee injury rate through Q2 missed target, Q2's rate was lower than Q1 at 12.2 injuries per 100 employees. Cases of stress—often from employees witnessing violence on or adjacent to the system—and injuries related to collisions continue to be the most common types.

Reliability and convenience measures statement
Metrorail customers received 99 percent of scheduled rail service through Q2 of FY24, meeting target of 98 percent. About half of all missed trips were due to unplanned disruptions with the remainder due to capital work not factored into the rail schedule. Scheduled service in Q1-Q2 is 84 percent of FY24 budgeted levels; staff have been gradually adding service (such as implementing peak frequencies in September) as operators complete training and the remainder of sidelined 7000-series trains become ready for service. An average of 87 percent of rail customers' trips were completed on-time (within expected wait and station-to-station travel times), missing target of 90 percent and driven by disruptions from vehicle and signaling issues or customer/employee incidents. This performance is 3.9 percent lower than the same period last year, although trips in Q2 FY24 were three minutes faster on average than Q2 FY23 thanks to better train frequencies.

Metrorail customers continued to receive highly accurate train arrival predictions in apps and on Passenger Information Display signs on platforms: 96.7 percent of predictions were accurate, just missing the target of 97.3 percent, which was the average performance achieved in FY23. Inaccurate predictions are caused by unexpected delays on the railway. Elevator and escalator availability remain strong and met target in Q1-Q2: At any given time, five of the 320 elevators in the system were out of service and 37 out of Metro's nearly 650 escalators were out of service. Cleanliness onboard vehicles continues to be an area for improvement, with 61 percent of customers satisfied with cleanliness levels, missing the target of 64 percent.

Metrobus customers received 98.5 percent of scheduled service in Q1-Q2 FY24, equating to an average of 191 out of 11,800 scheduled trips missed per day. The most common reason for missed trips—accounting for 41 percent of them—was not having a bus operator available. This rate increased in Q2, especially in December when many staff were on leave. Of all Metrobus service delivered in Q1 FY24, 76 percent of buses were on-time, missing target of 77 percent. Through Q2 FY24, on-time performance met or exceeded target at all other times of day except during the evening rush hour (3-7pm). Keeping bus lanes and stops clear in high-frequency bus corridors is crucial to strong on-time performance. In November 2023, the Clear Lanes project began issuing tickets to vehicles blocking bus stops in the District of Columbia; this program expanded in January 2024 to issue tickets to vehicles

blocking bus lanes.

Real-time arrival information was available for 91.3 percent of trips of bus trips, missing target but improving from Q1 to Q2 due to efforts to address equipment and integration issues on buses. When bus arrival predictions *were* available to customers, over 86 percent were accurate, missing the 87 percent target. Metro is developing new ways to monitor trips with poorer-than-average predictions to better identify root causes and improve performance. Bus crowding peaked in September following the return of students and workers, with seasonal changes in ridership contributing to a drop in crowding in November-December. Customers spent 3.8 percent of the time on average, meeting target of no more than 5 percent. The most crowded routes in the system continue to be school routes.

About 91.4 percent of MetroAccess trips were picked-up within the 30-minute arrival window, missing the target of 93 percent or higher. MetroAccess also missed only one percent of scheduled trips, but did not meet the target of no more than 0.75 percent of trips missed. These lower rates correlate with efforts to improve fiscal sustainability by reducing driver hours in mid-2023. MetroAccess completed more trips (ridership is up by 5 percent in FY24) with fewer driver hours (down 3 percent). This has meant that fewer driver resources are available to use flexibly to slot in when schedules are running late. To improve performance, MetroAccess adjusted driver schedules in January 2024.

Funding Impact:

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

Previous Actions:

November 2023 – Presentation of the Q1 FY2024 Service Excellence Report

Next Steps:

May 2024 – Presentation of the Q1-Q3 FY2024 Service Excellence Report

Recommendation:

Information Only

FY24 Service Excellence Report

Q1-Q2 Summary

July – December 2023

Safety & Operations Committee

February 22, 2024

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 equitably connect a growing region.

Sustainability
Manage resources responsibly to achieve a sustainable operating, capital, and environmental 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

FY24 Q1-Q2 performance shows progress on customer satisfaction, ridership, and public safety

Customer satisfaction continued to increase, driven by frequent service (Metrorail) and improvements in cleanliness and safety from crime (Metrobus)

- ✓ Highest rail customer satisfaction recorded : **88%**
- ✓ Increases in bus customer satisfaction two quarters in a row: **73%** in FY23 Q4 → **75%** in FY24 Q1 → **77%** in FY24 Q2
- ✓ Sustained MetroAccess customer satisfaction: **77%** in Q2

Ridership was strong and stable, up around 21% from the first half of FY23

Part 1 Crime rate fell 14% since January 2023 and met target in Q2 for the first time in a year

Metro met or trended in the right direction for **two-thirds of its Service Excellence KPIs** in FY24 Q1-Q2

Metric	Result	Right trend? Q1 vs. Q2	Featured
Goal 1: Service excellence			
Customer satisfaction			
Metrorail	88%	✓	+
Metrobus	77%	✓	+
MetroAccess	77%		+
Objective 1A: Safety and security			
Part 1 crime rate	7.9	✓	+
Customer / employee assault rate	7.2	✓	+
Customer perception / satisfaction: safety from crime			
Metrorail	56%	✓	+
Metrobus	64%	✓	+
Customer injury rate			
Metrorail	14.4		
Metrobus	64.9	✓	
MetroAccess	8.5		
Employee injury rate			
Metrorail	2.8	✓	
Metrobus	13.1	✓	
Crowding			
Metrorail	0.5%		
Metrobus	3.8%		

Metric	Result	Right trend? Q1 vs. Q2	Featured
Objective 1B: Reliability			
On-time performance			
Metrorail	87.0%		+
Metrobus	76.0%		+
MetroAccess	91.4%		+
Percent of planned service delivered			
Metrorail	99.0%	✓	
Metrobus	98.5%		
MetroAccess	99.0%		
Elevator Availability	98.4%	✓	+
Escalator Availability	94.2%		+
Objective 1C: Convenience			
Accuracy of real-time arrival information			
Metrorail	96.7%		
Metrobus	86.1%		
Availability of real-time bus arrival information	91.3%	✓	
Customer satisfaction: cleanliness			
Metrorail	61%	✓	+
Metrobus	72%	✓	+
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.

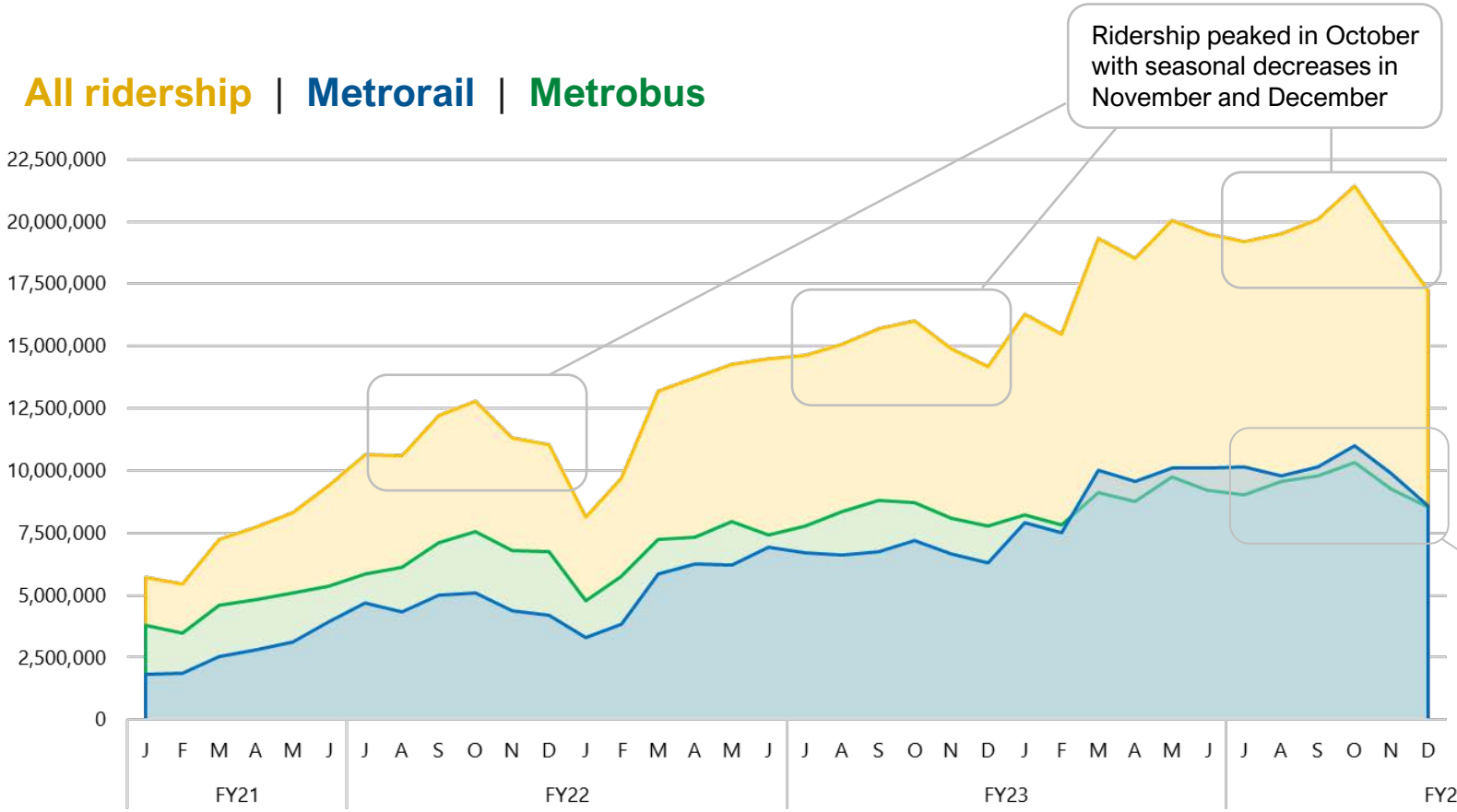
● Target met ● Target just missed ● Target missed ● No target

Ridership

Ridership was up by 21% in the first half of FY24 compared to the first half of FY23

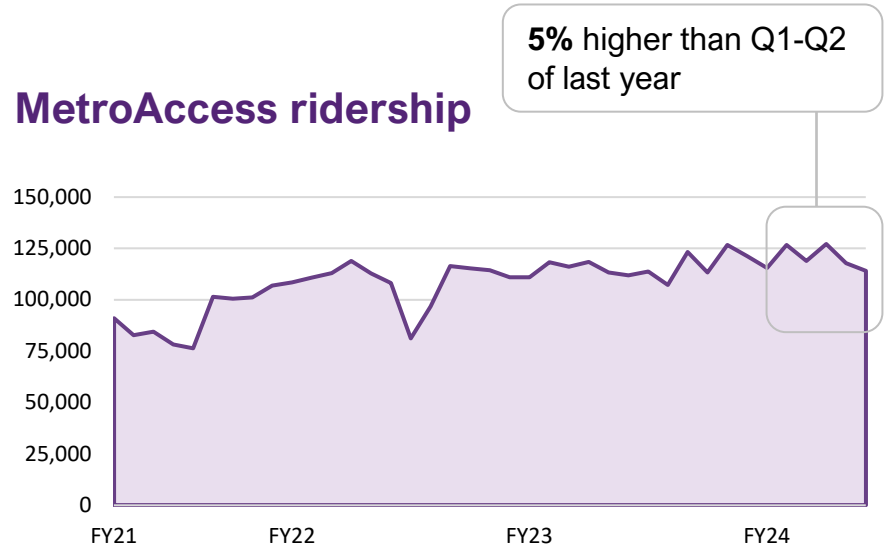
Ridership reached 22.1 million in October. Weekend ridership nearly recovered to FY19 Q1-Q2 levels

All ridership | Metrorail | Metrobus



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

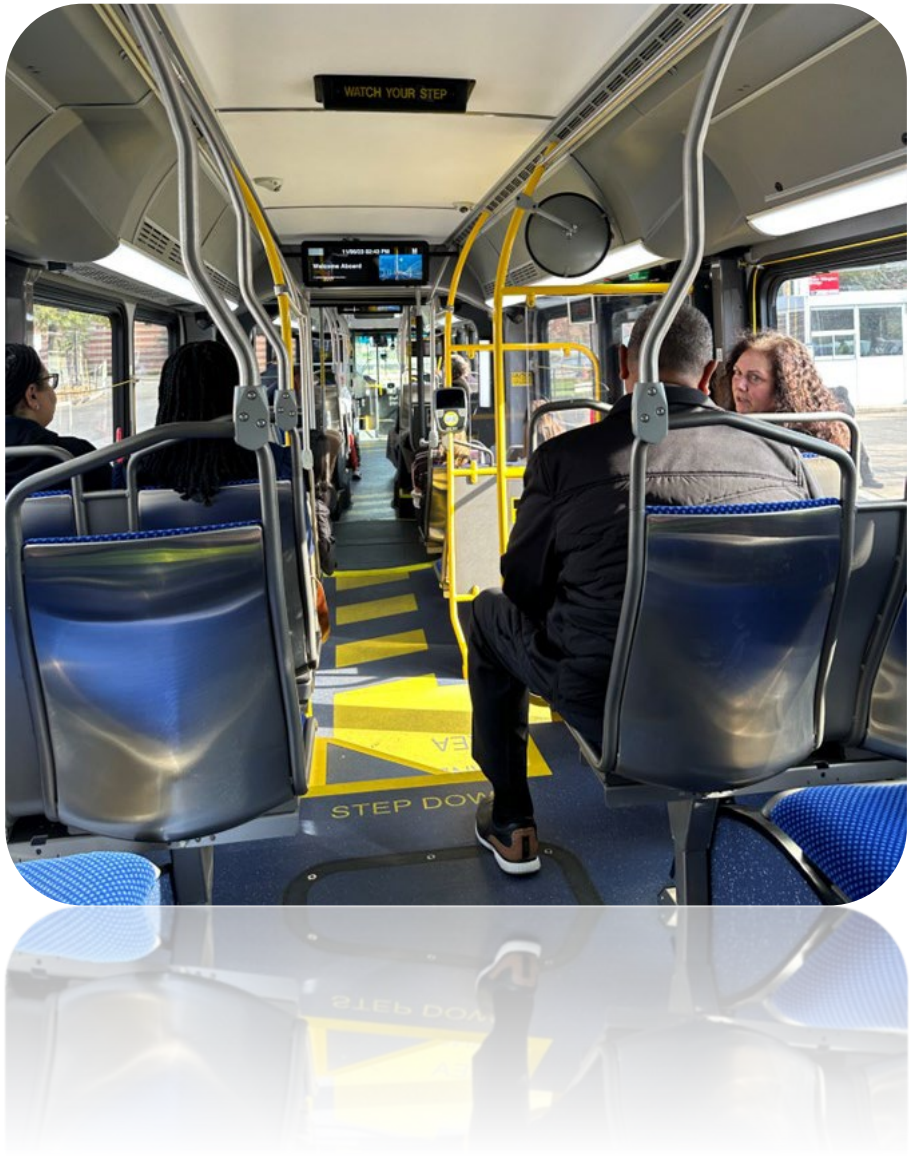
MetroAccess ridership



First half of FY24:

59.6 million trips on Metrorail
31% higher than Q1-Q2 of last year
375,000 average weekday customers

56.5 million trips on Metrobus
14% higher than Q1-Q2 of last year
360,000 average weekday customers



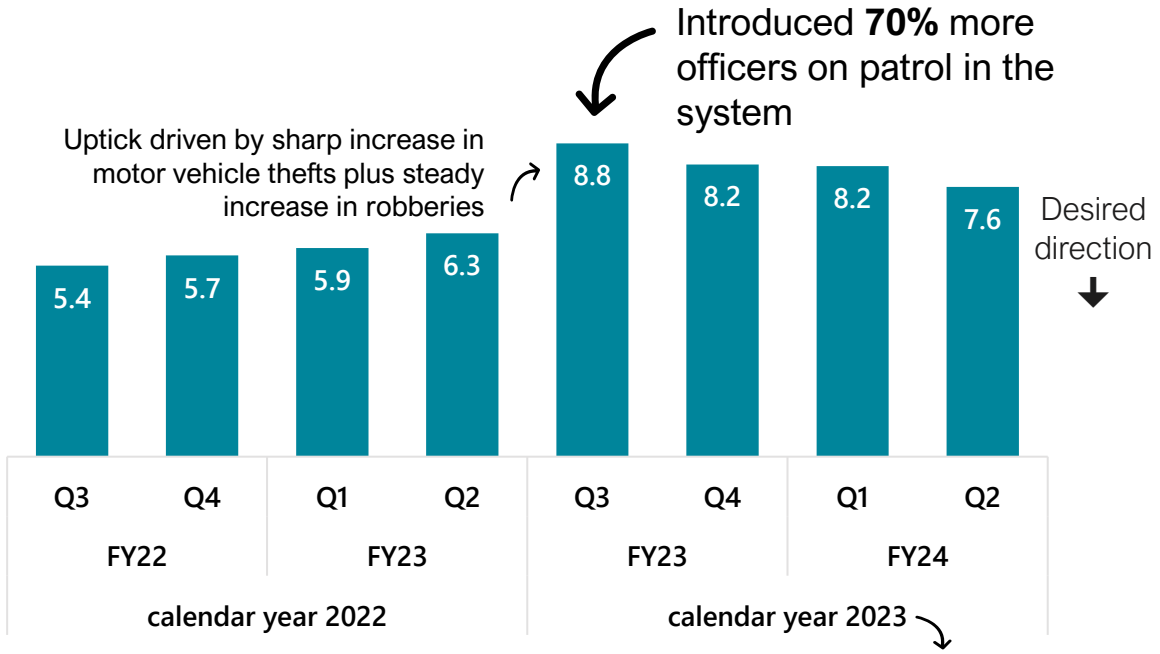
Customer Security

Multiple efforts contributed to falling crime rates across the last four quarters

● **7.9 crimes per million customers in FY24 through Q2**, better than target of no more than **8.0**

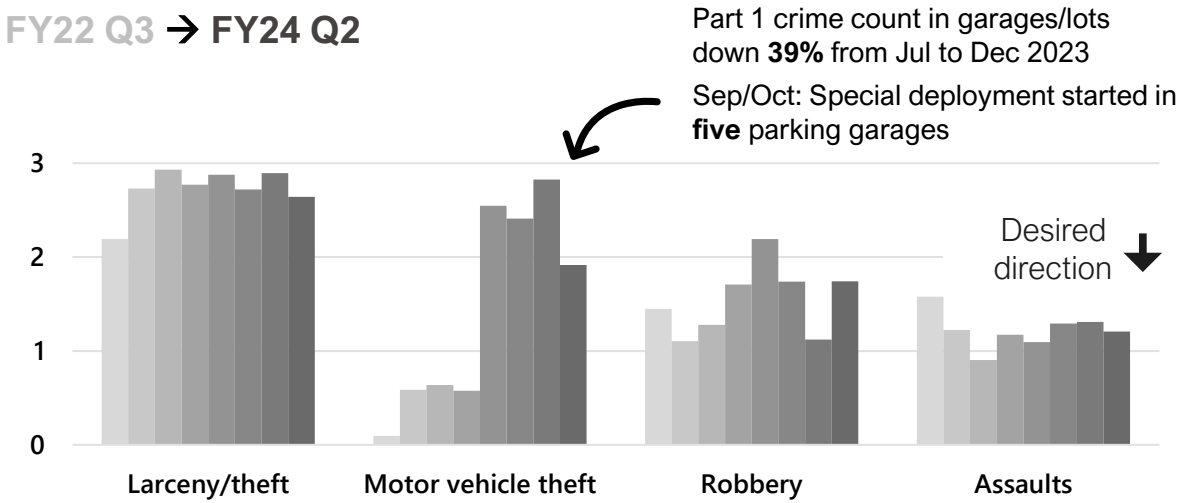
Number of Part 1 Crimes per million passengers

Last eight quarters



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

Last eight quarters



- Enforcement up **290%** compared to calendar year 2022
- **Over 9,400** customer contacts with Crisis Intervention Specialists
- **Nearly 200** community and youth outreach events
- Data-driven “problem-oriented” policing
- Focus on police operations training and transparency

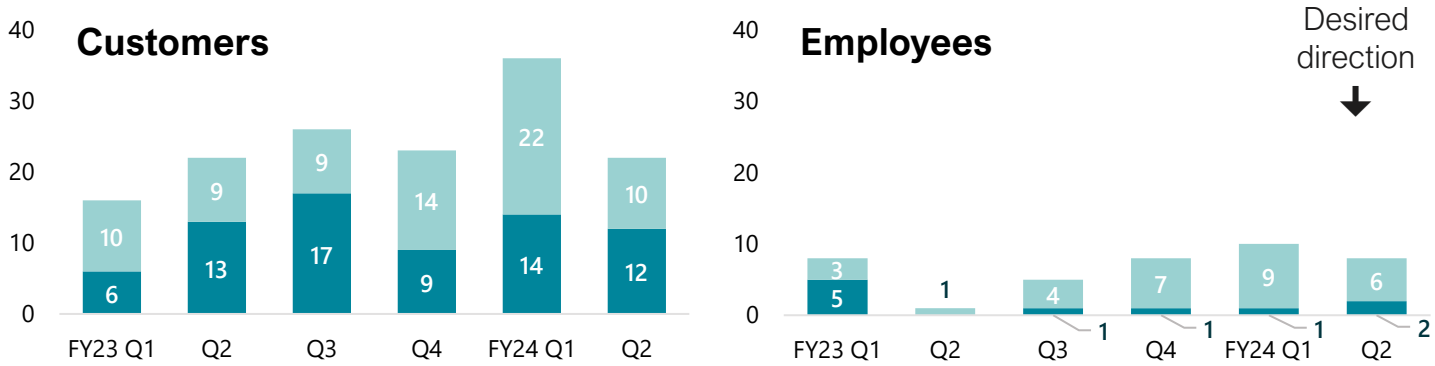
The rate of customer/employee assaults decreased from Q1 to Q2, and more bus and rail customers said they felt safer from crime/harassment

Employee & Customer Assaults

7.2 NTD-reportable assaults per 10 million revenue miles, missing target of no more than **6.7**

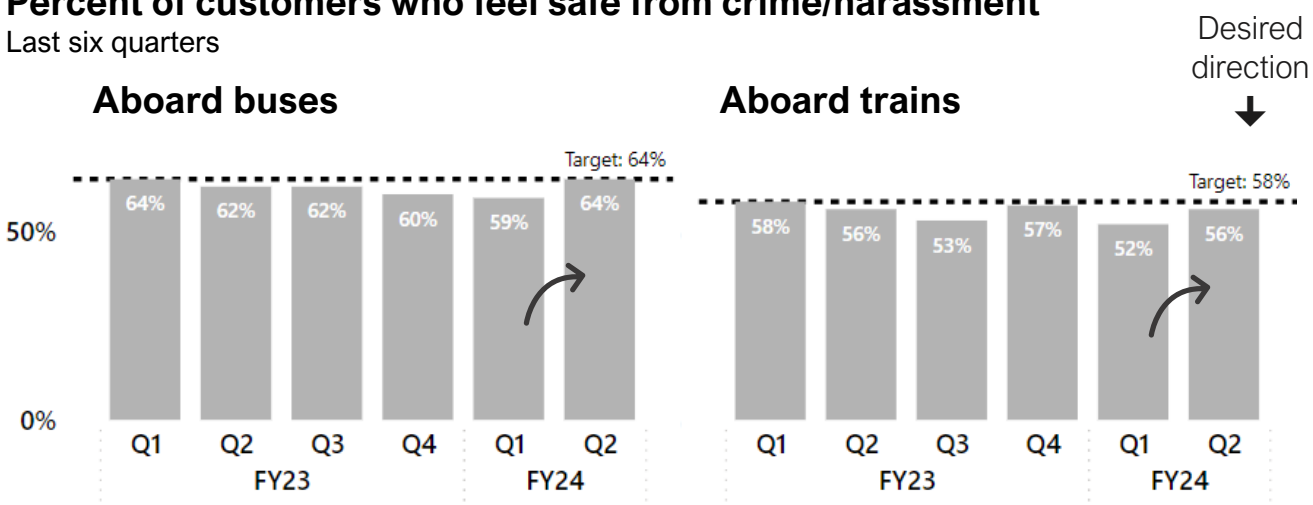
- Customer assaults fell 40% from Q1-Q2; employee assaults fell by 20%
- Customer-on-customer assaults accounted for 76% of all assaults during this period

Assault count on Metrorail and Metrobus | Last six quarters



Percent of customers who feel safe from crime/harassment

Last six quarters



Customer perception of safety from crime or harassment

- **64% felt safe from crime on buses in Q2**
  ↑ up from 59% in Q1
- **56% felt safe from crime on trains in Q2**
  ↑ up from 52% in Q1

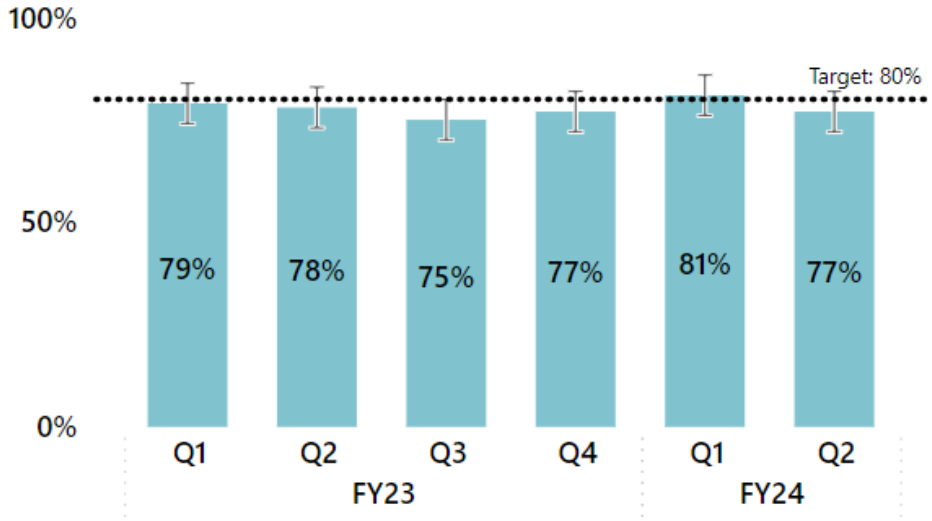
MetroAccess

MetroAccess customer satisfaction was 77% in Q2, slightly lower but in line with Q1

Customer Satisfaction | MetroAccess

77% of customers satisfied, just missing target of no less than **80%**

- Customer satisfaction decreased four percentage points from last quarter, driven by more customers being picked up late
- A majority of MetroAccess customers still believe that MetroAccess has gotten better over the past year



Desired direction ↑

MetroAccess Customer Satisfaction
By quarter, FY23 – Q1 FY24

88% of MetroAccess customers indicated that their driver was courteous

90% of customers who experienced a service problem felt MetroAccess tried their best to help them

Metrobus

Bus customer satisfaction increased for two consecutive quarters, driven by satisfaction with cleanliness and safety from harassment/crime

Customer Satisfaction | Metrobus

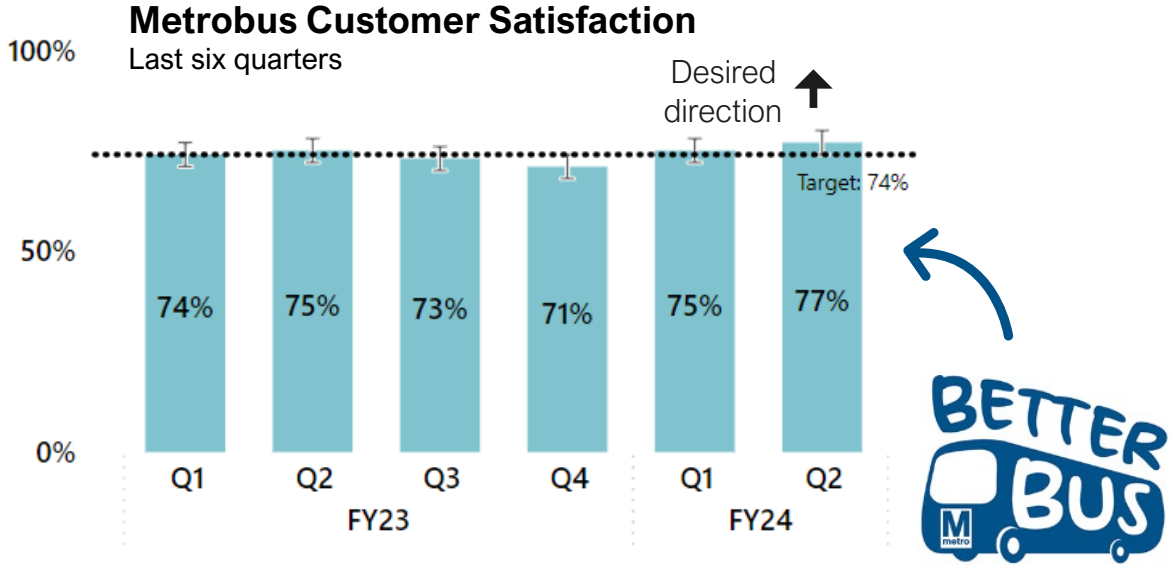
77% of customers satisfied, meeting target of no less than **74%**

- Satisfaction with wait times is the area most in need of improvement

Customer satisfaction: cleanliness

72% of customers satisfied, just missing target of no less than **73%**

- Satisfaction with bus and bus stop cleanliness improved significantly from Q1 to Q2
  - 64% → 72% for buses
  - 61% → 67% for bus stops



Announcement of several initiatives including 24/7 bus service in DC, Clear Lanes ticketing, and all-door boarding. Continued progress on installation of new fareboxes and customer information screens

On-time performance started strong in the summer but followed seasonal drops in the fall, particularly due to congestion on regional roads during the evening rush hour

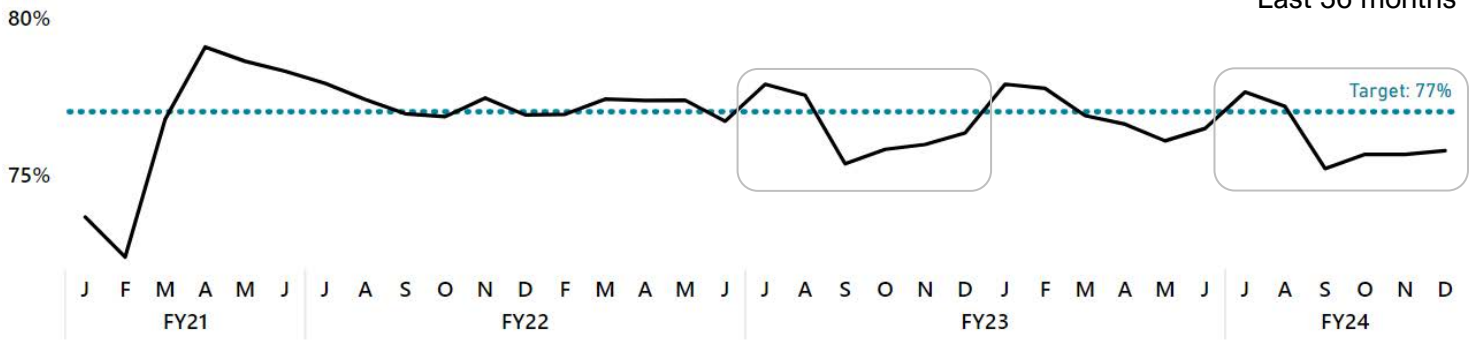
Bus On-Time Performance

76% of buses on-time, missing target of no less than **77%**

- Lowest performance was between 3pm and 7pm during evening rush hour, at 70%
- Met or exceeded target the rest of the day, including the AM rush hour at 78%
- Buses tend to run late more often than early, with delays the highest during the PM rush hour at 20%

% Bus Service Delivered On-Time

Last 36 months



Desired direction ↑

Through Clear Lanes partnership with DC, over 42,600 tickets were issued between November 15 and January 31 to vehicles blocking bus stops

Starting on December 17, eight bus routes have all-door boarding

Thanks to DC funding, Metro now offers 24/7 bus service for 14 routes across the city, enabling efficiencies

DC Overnight Bus Service

- Starting on December 17, new service improved frequency after 9pm and added two hours (2am to 4am)
- Scheduling overnight service enabled more productive use of existing people and vehicles
  - 39 additional operators needed to fill 70 blocks
  - Reduced split work shifts for operators
- The new service has generated ridership
  - An extra **4,400** trips per week from 2-4am
  - An extra **6,800** trips per week during periods with more frequency (9pm-2am and 4-7am)

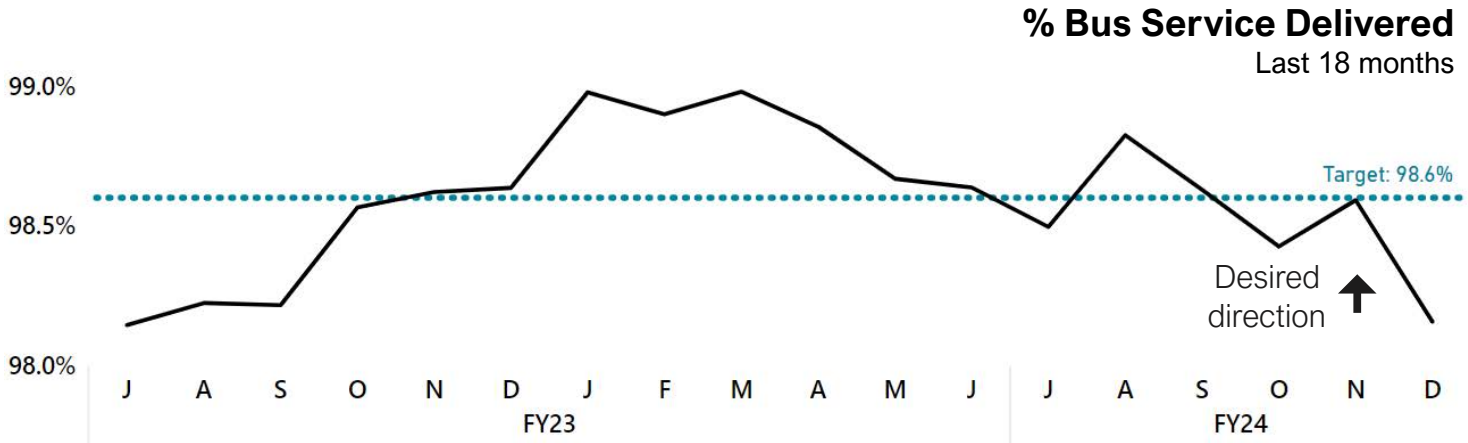
*Routes with additional service: the 32, 33, 52, 70, 80, 92, A6, A8, B2, H4, S2, V2, W4, X2

Metrobus continued to deliver over 98% of scheduled service in FY24 through Q2

Service Delivered | Metrobus

98.5% of scheduled trips delivered, just missing target of no less than **98.6%**

- On average 191 trips missed out of about 11,800 scheduled trips per day
- Most common reason for missed service is not having an operator available (41% of trips), which increased from Q1 to Q2, particularly in December when many staff were on leave.
- Operations continues to focus on managing absenteeism and controlling costs while minimizing missed trips
- Other reasons: problem with a vehicle (21%), customer issues such as medical emergencies (8%), collisions (6%), previous trip delayed (5%), and problems on the roadway (4%)



Metrorail

Metrorail customer satisfaction reached record high of 88%, driven by frequent all-day service

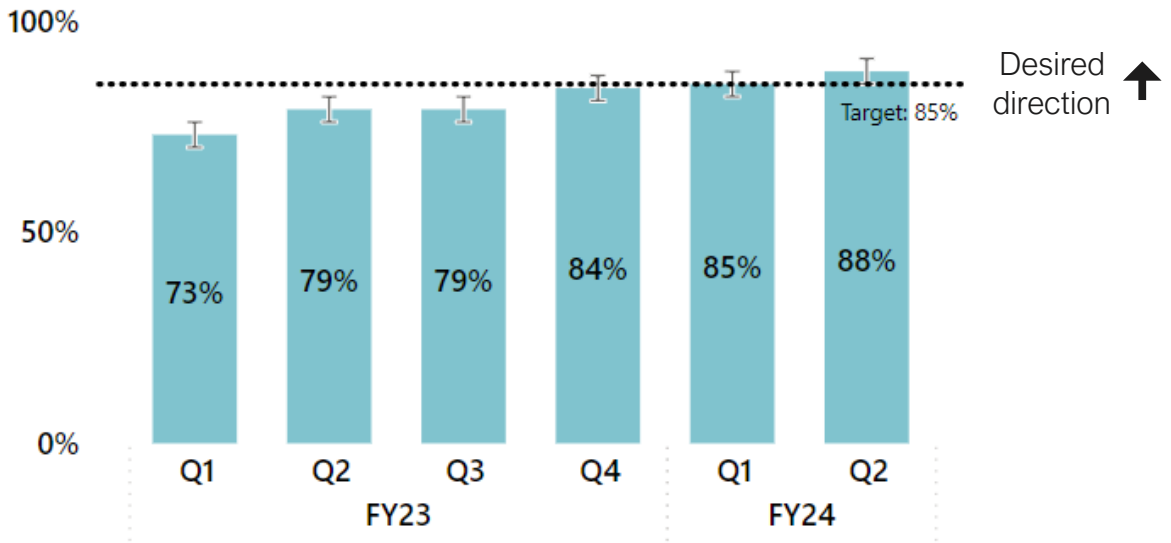
Customer Satisfaction | Metrorail

88% of customers satisfied, meeting target of no less than **85%**

- Satisfaction with wait times for trains is the highest since 2019, corresponding with the increase in train frequencies during peak periods
- Customer satisfaction with cleanliness on the trains remained steady at 61%

Metrorail Customer Satisfaction

Last six quarters



Average train wait times during peak periods in Q2 was 4 minutes, compared to 5 minutes during the same time last year

Strong train and operator availability helped deliver 99% of the average 1,550 trips scheduled each day

Service Delivered | Metrorail

99.0% of scheduled service delivered, meeting target of no less than **98%**

- Of the 1% scheduled trips missed, about half were missed due to unplanned disruptions and the other half were due to capital work not factored into the rail schedule
- So far in FY24, scheduled service is 84% of budgeted levels. As more operators complete training and 7000-series trains return to service, service will gradually increase to budgeted levels

% Rail Service Delivered (compared to schedule)

Last 36 months

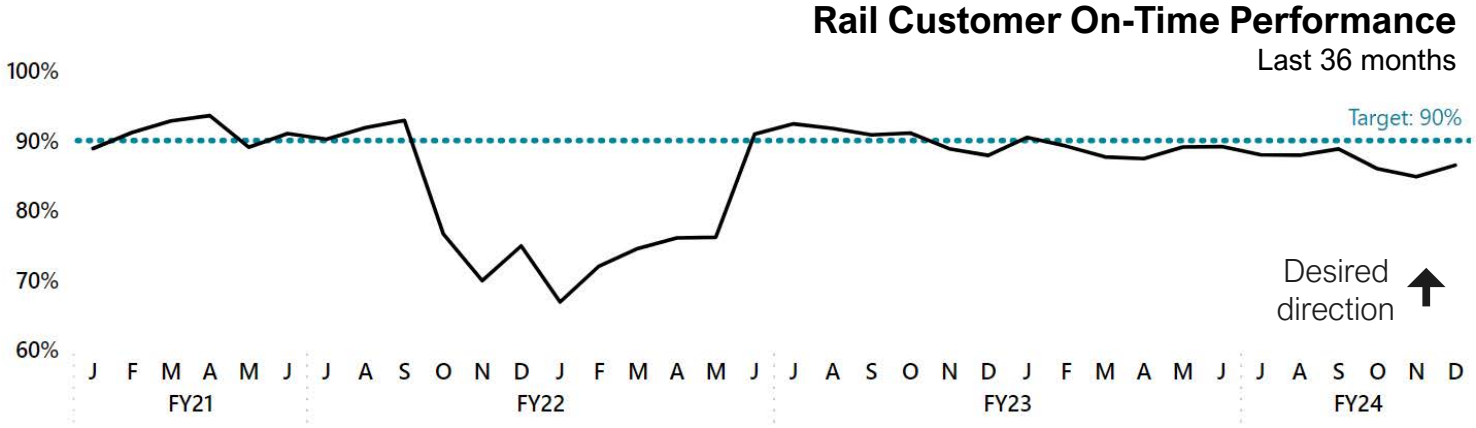
7000-series trains (~6 years old) are 3.9 times more reliable than the 2000- and 3000-series trains (~38 years old)

Customer on-time performance remained below target, but a 12% increase in peak service in September decreased wait times

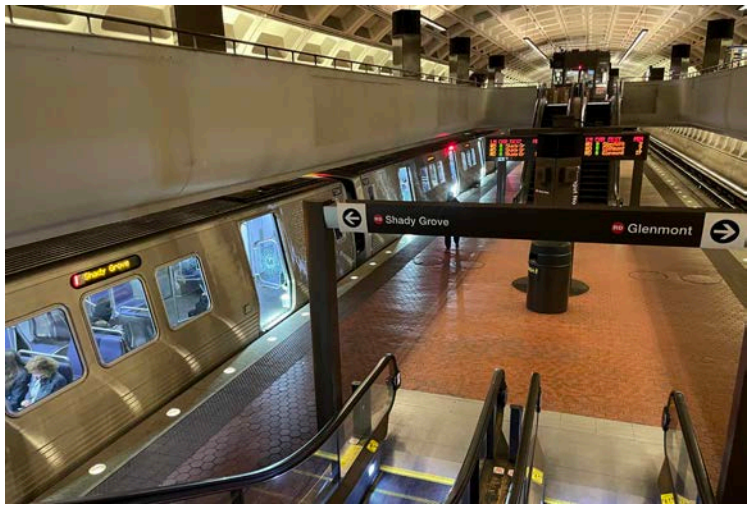
Rail Customer On-Time Performance

87.0% of customers on-time, missing target of no less than **90%**

- The majority of trips in Q2 FY24 were 3 minutes faster on average than Q2 FY23. Peak trips were about 4 minutes faster
- However, customer on-time performance is 3.9% lower than the same period last fiscal year
- Top disruption types in Q1-Q2 involved vehicles, signaling, customer/employee incidents, or rail operations—for each type, more incidents and delay time compared to Q1-Q2 FY23



Auto door openings began on the Red Line in December, lowering safety risks and a step toward automatic train operation



Elevators and escalators continue their strong performance

Elevator Availability

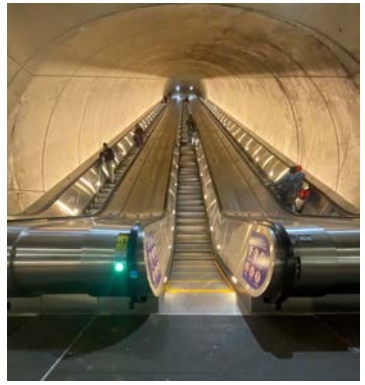
Available 98.4% of the time, meeting target of no less than **97.7%**

- Completed a contract that replaced nearly a third of all 320 elevators. Will begin another contract for 27 elevators in FY25 Q1

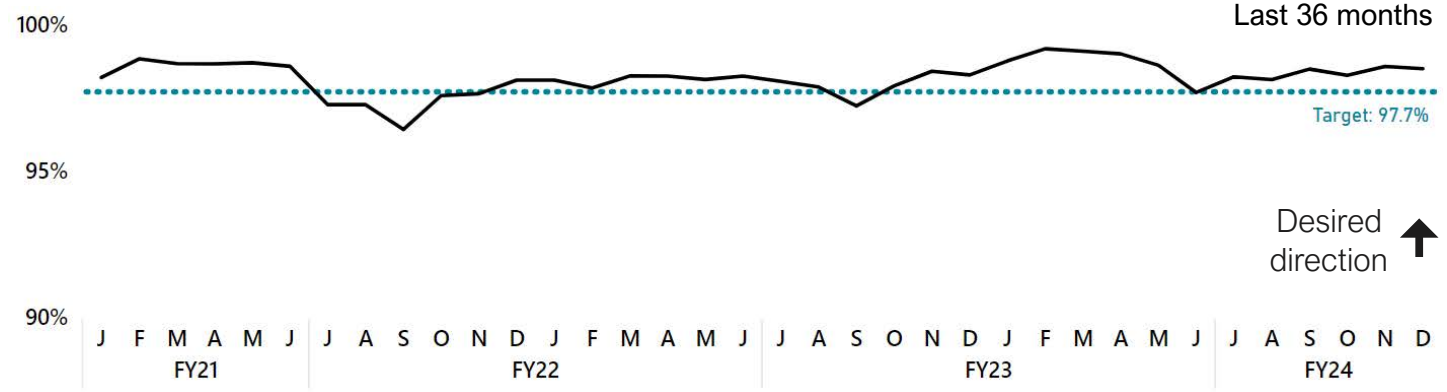
Escalator Availability

Available 94.2% of the time, meeting target of no less than **93.3%**

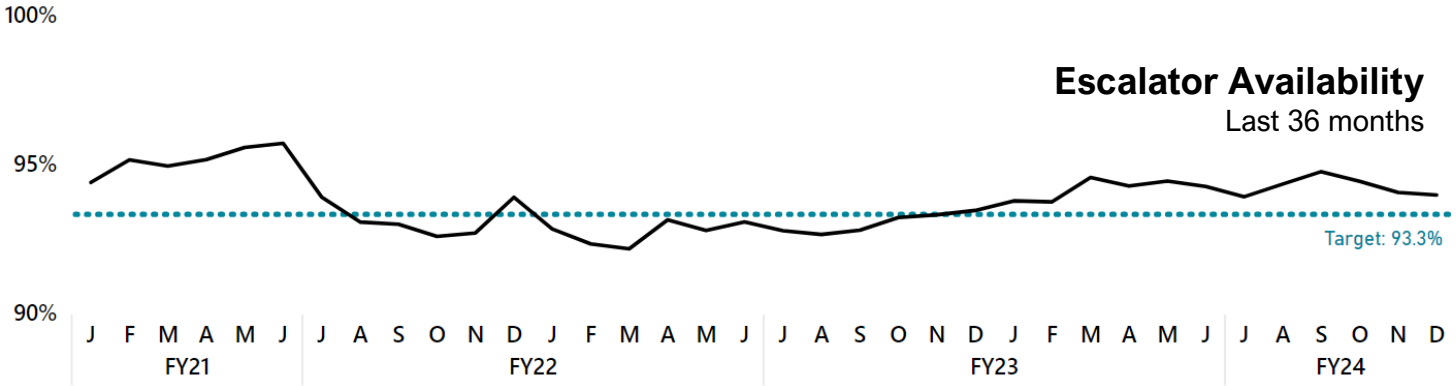
- About 50% of downtime is due capital work
- Failures down nearly 30% in two years



Elevator Availability
Last 36 months



Escalator Availability
Last 36 months



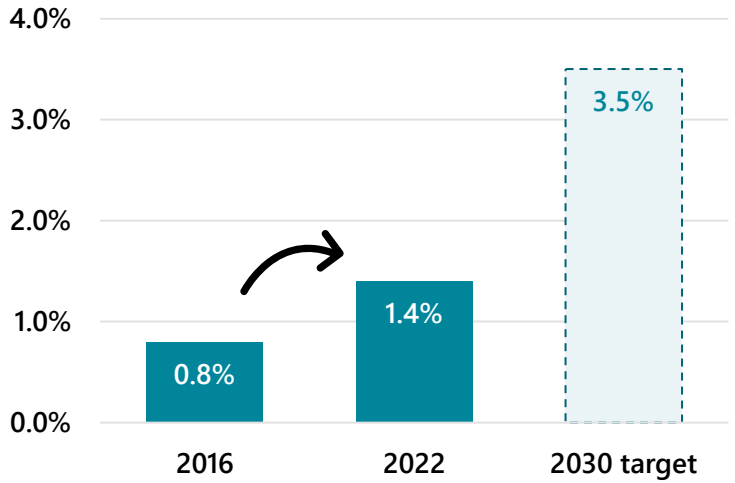
Seven escalators replaced at Tenleytown station, completed in December, on-time and on-budget

Almost twice as many customers reported using bicycles to get to rail stations in calendar year 2022 compared to 2016, with continued improvements targeted by 2030

Last-Mile Connectivity/Bicycle Access

1.4% of customers using bikes

- Built 5 Bike & Rides since 2012 providing free, secure bike parking
- Reevaluating station walk and bike sheds (for the first time since 2015) to identify opportunities to better serve customers
- Bicycles allowed on Metro at all times, including handcycles and tandem bikes used by people with disabilities



Percent of Customers using a Bicycle to Access Rail Stations

CY2016 and CY2022

Source:
2016 and 2022 Rail Customer Survey (conducted every 3 to 5 years).
Next survey in 2025

Appendix | Additional Measures

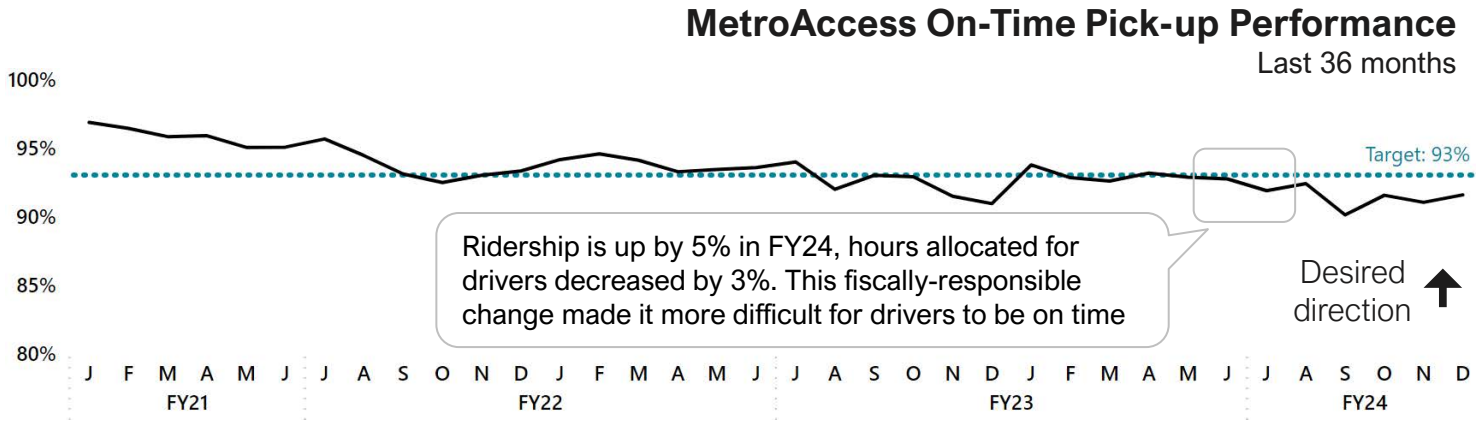
MetroAccess | Additional Measures

The small drop in on-time pick-up performance correlated with MetroAccess efforts to improve cost efficiencies

MetroAccess On-Time Performance

91.4% of pick-ups on time, missing target of no less than **93%**

- On-time performance has been 90% or higher every month for the past four years
- To improve performance, MetroAccess adjusted driver schedules in February



91% of MetroAccess trips take the same amount of time (or less) as it would on bus or rail

MetroAccess delivered 99% of scheduled service, missing 35 out of over 3,300 scheduled trips each day

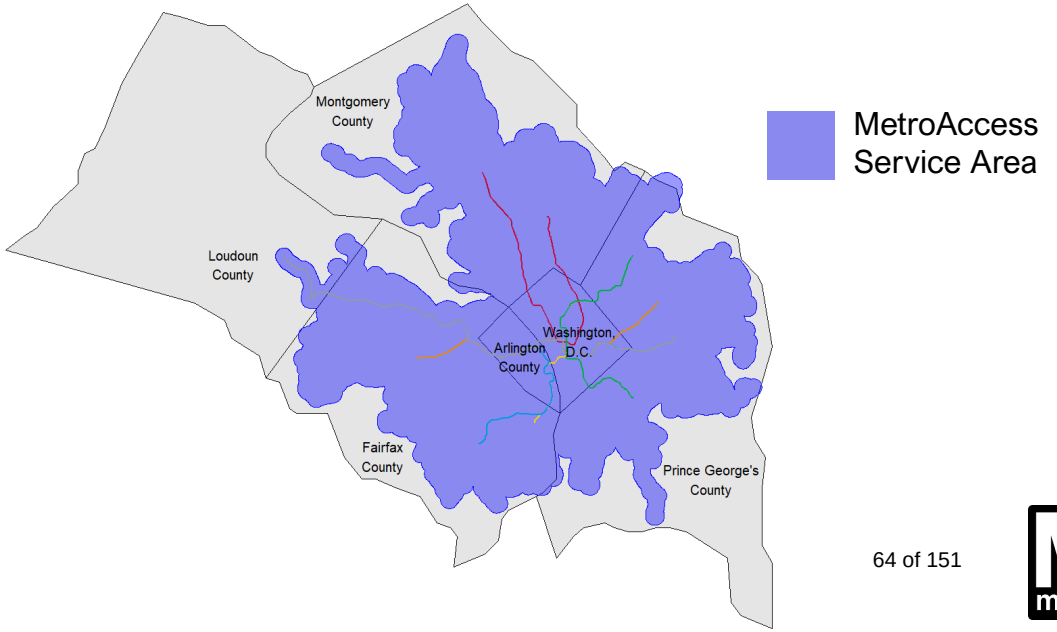
Service Delivered | MetroAccess

98.96% of service delivered, missing target of no less than **99.25%**

- 0.96% of trips were missed because the vehicle arrived past the pick-up window and the customer decided not to take the trip
  - New schedule in February aims to reduce trips missed due to arrival past the pick-up window
- 0.08% of trips were missed because the driver did not wait long enough for the customer

MetroAccess Service Delivered Rate

Last 36 months



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

MetroAccess customer injury rate continued to meet target every quarter in FY24

- **Customer Injury Rate** | MetroAccess
  8.5 injuries per 10 million revenue miles, meeting target of no more than **13.2**
  - 7 customer injuries FYTD
    - 4 collision-related
    - 3 passenger-related
  - 3 (43%) customer injuries were non-preventable in FY24

MetroAccess Customer Injury Rate
Last 36 months

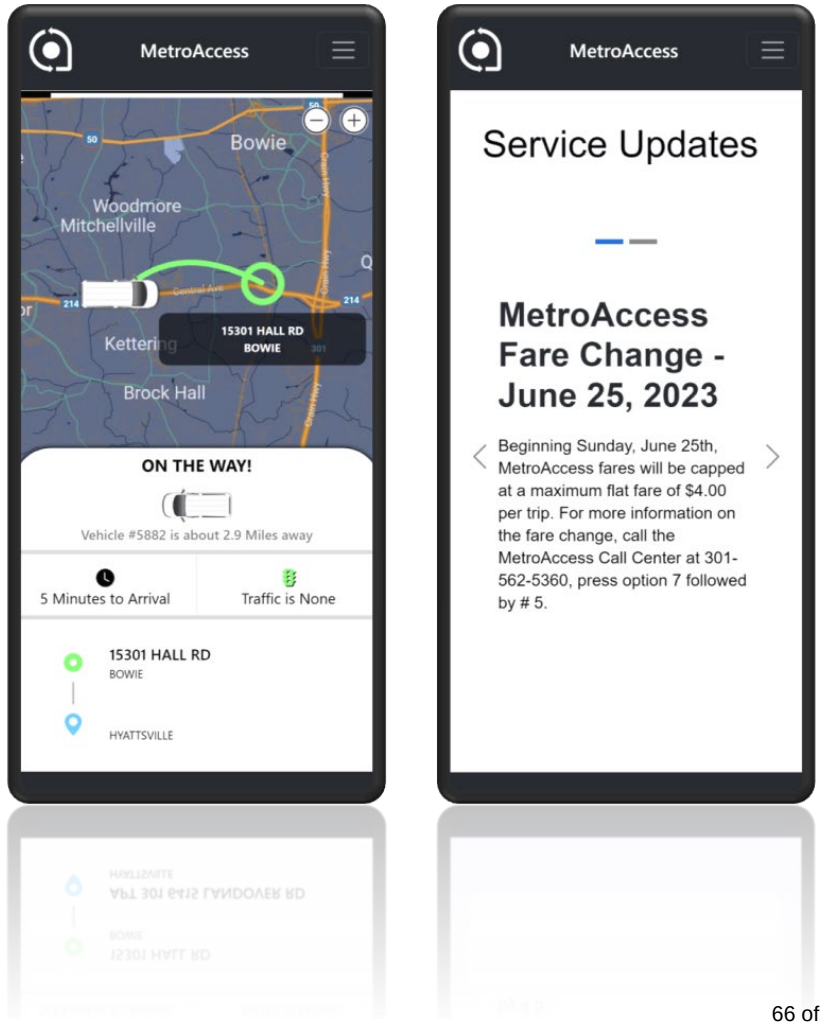
Safety messages are sent daily to customers to reduce customer injuries, such as "Please keep vehicle aisles clear of bags and packages"

868 MetroAccess customers have access to real-time information about their trip by using Find-My-Ride

Real-time Arrival Info | MetroAccess

MetroAccess launched their web app "Find-My-Ride" in June 2023 for customers to see real-time information about their ride

- Where's My Ride Agents use the Find-My-Ride tool on customer calls to provide real-time arrival info reflecting current traffic conditions and service alerts
- New features planned for Find-My-Ride: ability to view upcoming trips, previous trips, and EZPay balance



Providing real-time information to customers improves trust and transparency with the community

Metrobus | Additional Measures

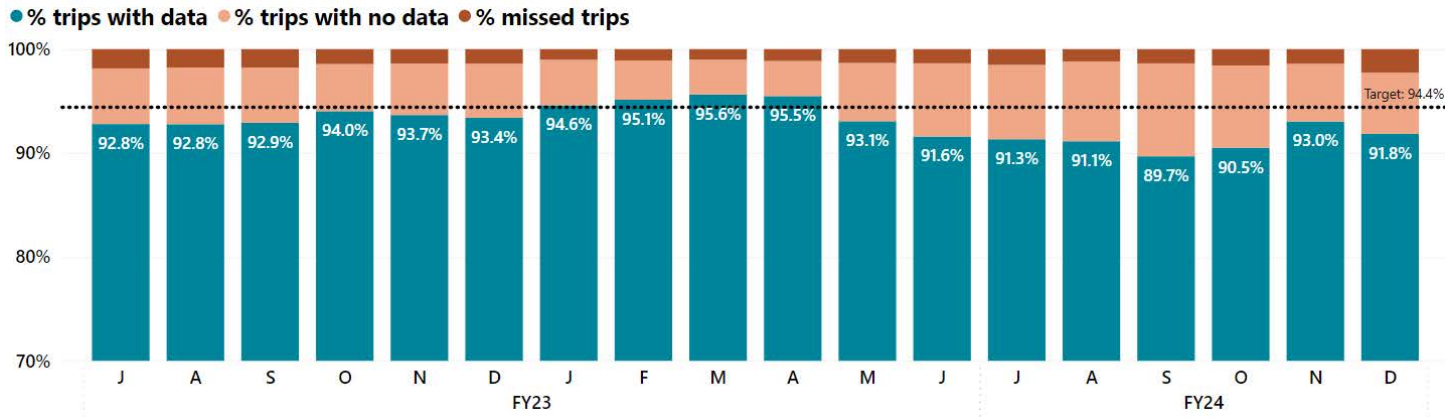
Real time-info was available for 91.3% of bus trips, missing target but improving from Q1 to Q2. Metro worked to address equipment and communication issues on buses

Real-time Info Availability | Metrobus

91.3% of bus trips with real-time info available, missing target of no less than **94.4%**

- 16,000 less ghost buses in Q2 compared to Q1, a 20% improvement
- Old SIM cards and routers replaced on over 700 buses in Q2 to improve customer info
- Policy change implemented to help ensure buses that aren't transmitting real-time data are withheld from service until fixed

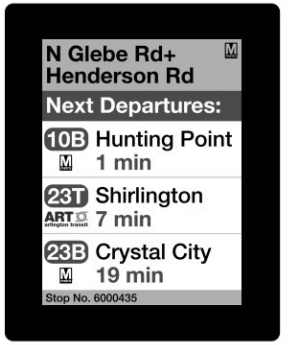
Metrobus Real-time Info Availability
Last 18 months



Desired direction ↑

Current screen

New design



140 new screens installed at bus stops last year, with 150 more expected for 2024

Bus prediction accuracy was 86.1%, missing target. Performance fell in December, correlating with decreases in on-time performance and launch of new schedule

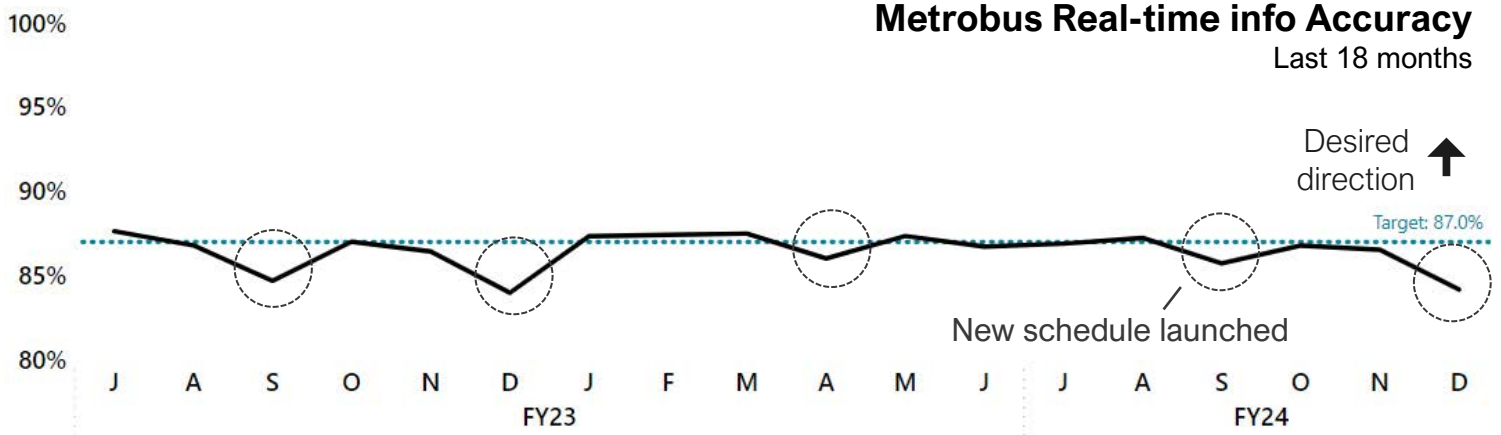
Real-time Info Accuracy | Metrobus

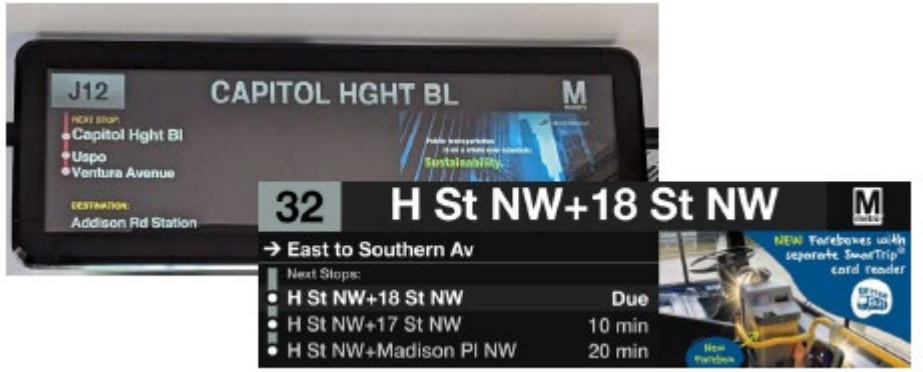
86.1% of bus trips with accurate real-time info, missing target of no less than **87.0%**

- Unexpected delays and buses off schedule reduce prediction accuracy
- Increased traffic and crowding can cause predictions to be inaccurate
- Metro improving customer alerts for real-time trip disruptions and redesigning real-time onboard bus information systems

Metrobus Real-time info Accuracy

Last 18 months





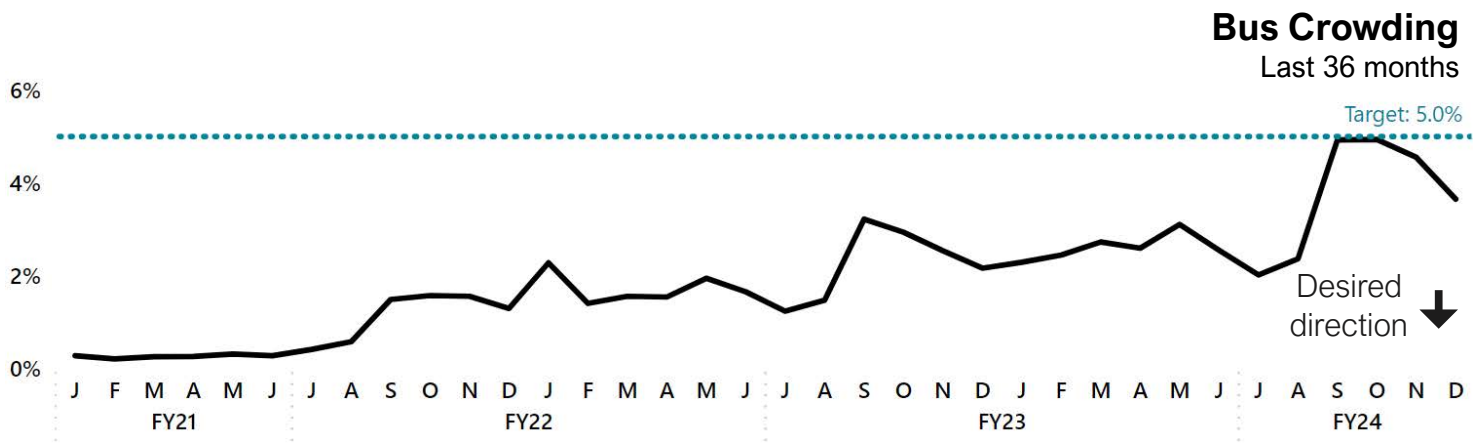
3 out of 4 Metrobus customers (76%) used an online navigational tool or app for their last trip on Metrobus

Bus crowding rose sharply in September and improved slightly in Q2, but remains at post pandemic highs

Crowding | Metrobus

3.8% of customers' time in crowded conditions, meeting target of no more than **5.0%**

- Crowding continues at post-pandemic highs on buses in Q2 after peaking in September following the return of school and federal workers
- Seasonal changes in ridership contributed to the crowding drop in November-December

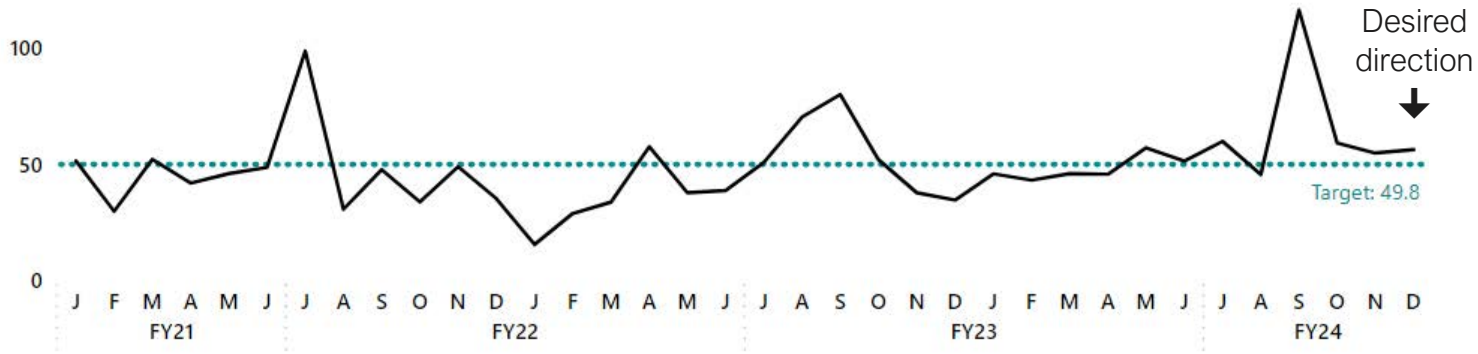


Crowding on 16 routes account for over 50% of crowded passenger time

Bus customer injury rate missed target, but improved from last quarter due to a decrease in collision-related injuries

- **Customer Injury Rate** | Metrobus
  64.9 injuries per 10 million revenue miles, missing target of no more than **49.8**
  - 54 customer injuries in Q2 required immediate medical attention: 10 due to collisions (a 75% decrease from last quarter), 41 slips/trips/falls (almost twice as last quarter), and 3 injuries due to customers getting caught in bus doors
  - In Q2, the increase in slips/trips/falls was due to an increase in customers asleep, intoxicated, or falling for other reasons

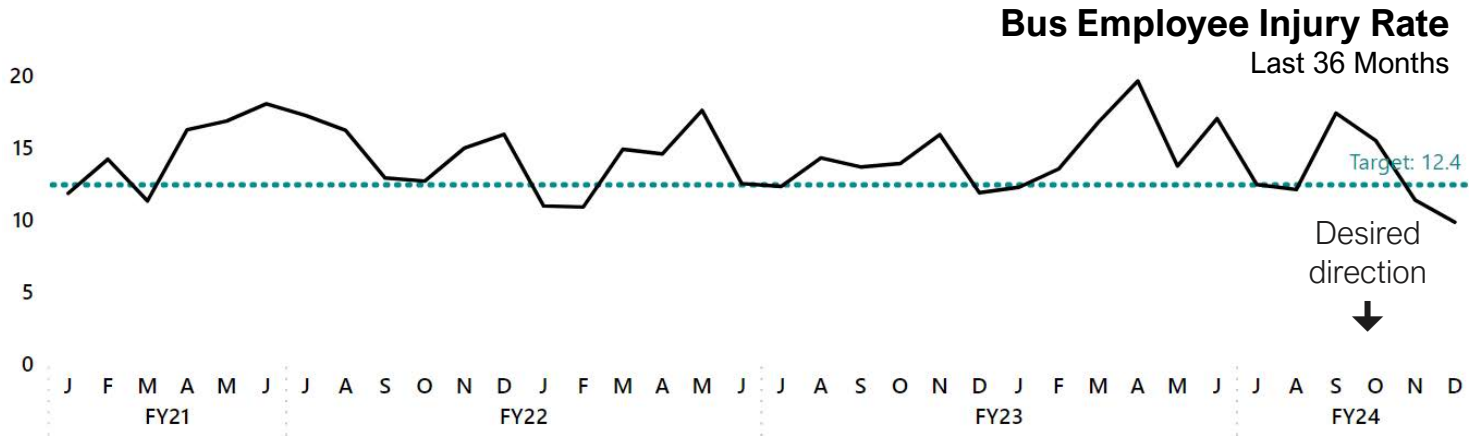
Bus Customer Injury Rate
Last 36 Months



There were 42 NTD-reportable bus collisions in Q2, a 28% decrease from last quarter. Of those, 62% were non-preventable

Bus employee injury rate missed target but improved from Q1 to Q2 of FY24

- **Employee Injury Rate** | Metrobus
  13.1 injuries per 100 employees, missing target of no more than **12.4**
  - The Q2 employee injury rate was 12.2, meeting target
  - Employee injuries due to motor vehicle collisions dropped by half from Q1 to Q2



December 2023 saw the lowest bus employee injury rate in the past 18 months

Metrorail | Additional Measures

Rail prediction accuracy remained steady around 97%. Inaccurate predictions are caused by unexpected delays on the railway

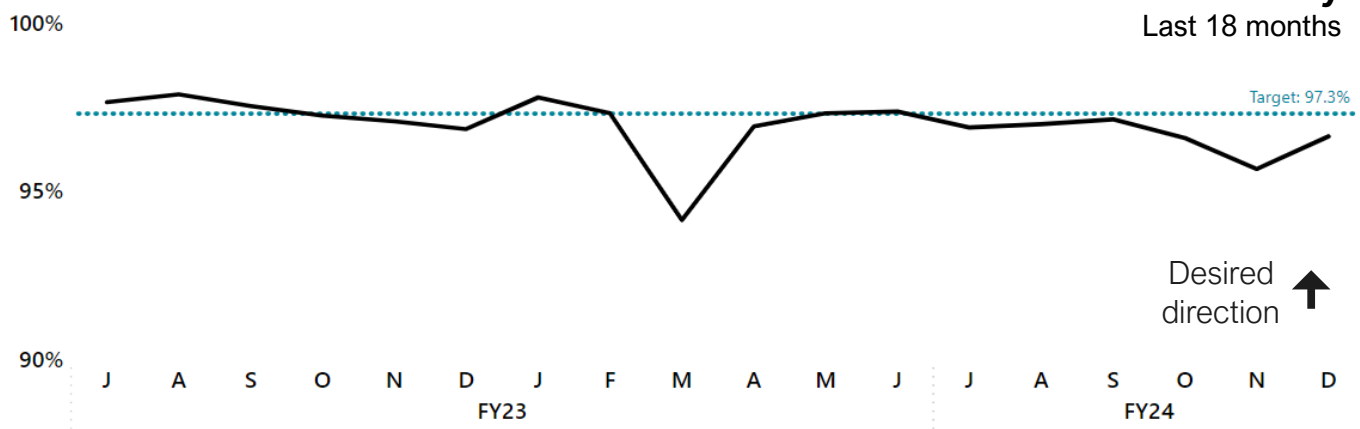
Real-time Info Accuracy | Metrorail

96.7% of predictions accurate, missing target of no less than **97.3%**

- Metro is working to reduce the instances where customers see “DLY” displayed on Passenger Information Displays
- MetroPulse was created to provide customers real-time predictions and maps of the rail system and was viewed over 25,000 times

Metrorail Real-time info Accuracy

Last 18 months



3 out of 5 customers used a web-based navigational tool or app for their last rail trip and were more likely to be satisfied with their trip

Metrorail crowding increased in October and November as ridership rose. Less crowding in December due to seasonal changes in ridership

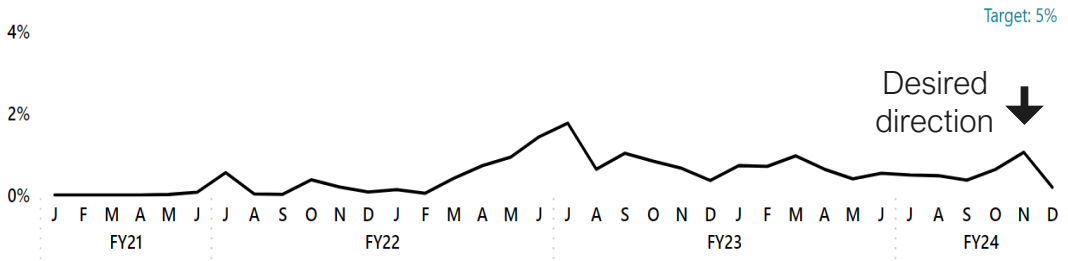
Metrorail Crowding

0.54% of customers' time in crowded conditions, meeting target of no more than **5.0%**

- Rail crowding reached its highest point since Q1 of FY23 when service frequencies were low
- Crowding most frequently occurs during peak periods (8am-9am and 5pm-6pm) and lasts for 3-4 stations
- Increased peak frequencies in September helped keep crowding under control even as ridership rose

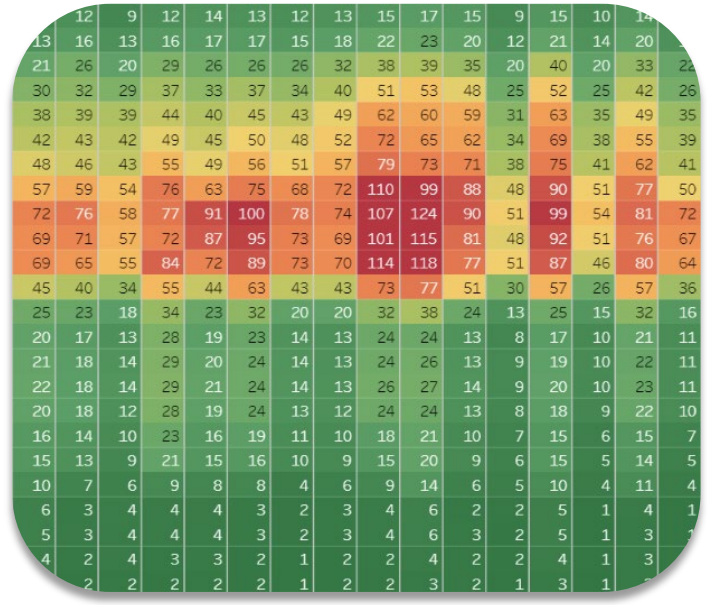
Metrorail Crowding

Last 36 Months



Passengers per car per trip - Red Line
Wed Jan 31 morning peak

Most crowded segment: Metro Center to NoMa Stations

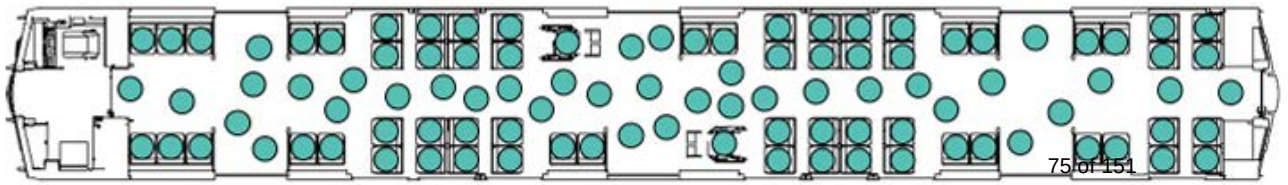


Moving from Shady Grove to Glenmont

7:40am to 9:00am ▶

Metrorail Service Standard thresholds:
Optimal: 80 to 100 passengers
Crowded: 101 to 120 passengers
Very crowded: 121 or more passengers

100 passengers per car ▼

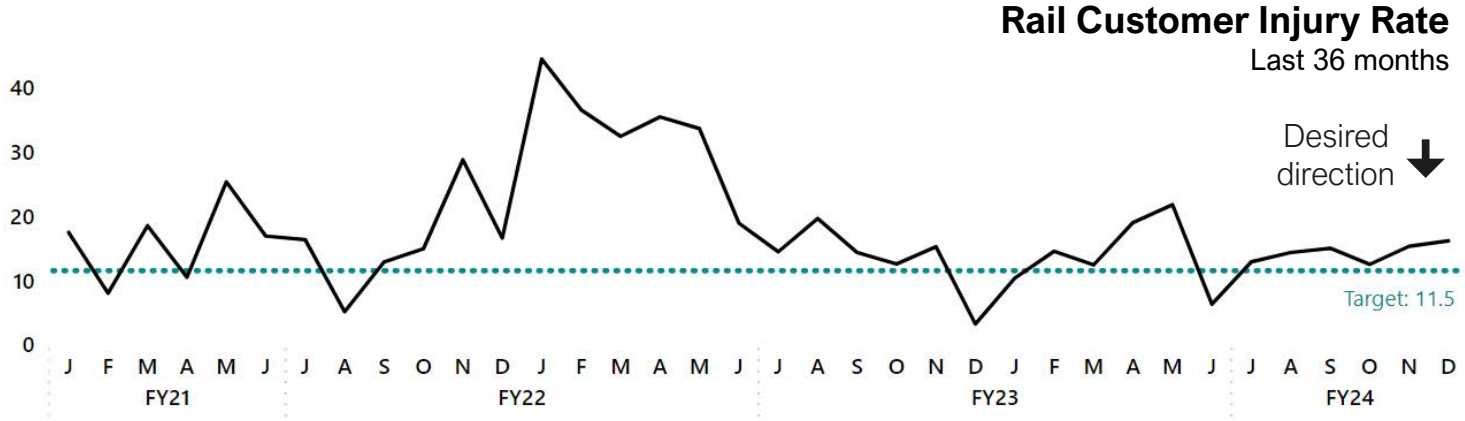


Metrorail customer injury rate missed target, driven by customer slips/trips/falls

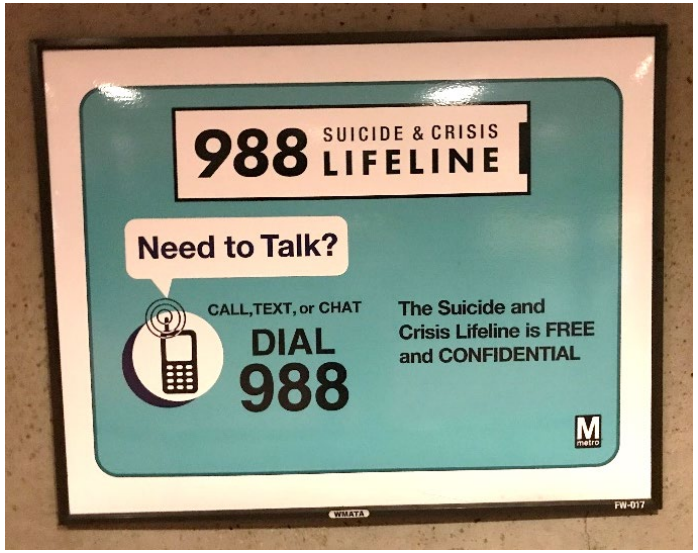
Customer Injury Rate | Metrorail

14.4 injuries per 10 million revenue miles, missing target of no more than **11.5**

- 74 injuries through Q2 required immediate medical attention. 90% or 67 of these were slip/trip/falls, 36 of which involved an escalator
- Other injuries: three caught in a train door, two attempted suicides, and one trespasser on the roadway
- Injury rate 13% higher than the same time last year (12.8 injuries per 10M revenue miles) driven by high count of slips/trips/falls in Dec

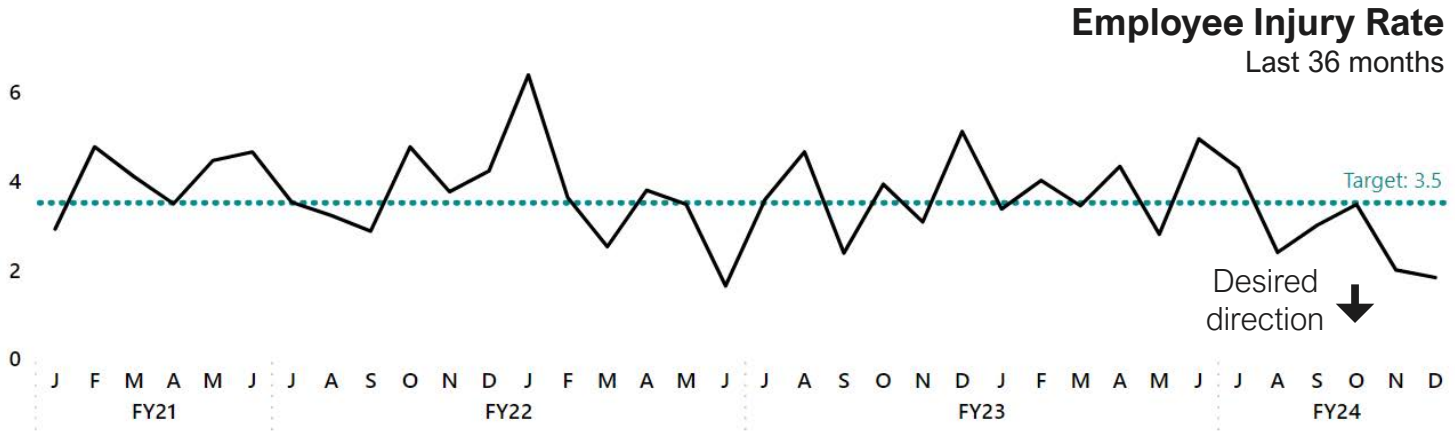


1,500 new suicide and crisis lifeline signs at installed at rail stations across 2023

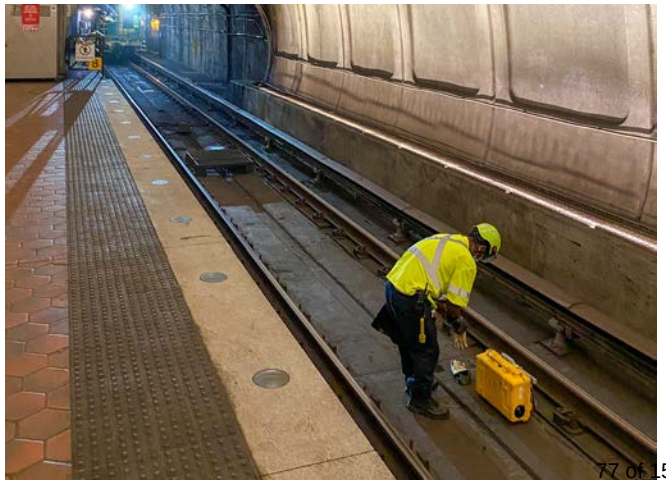


Fewer rail employee injuries than target, with reductions in stress-related injuries and slips/trips/falls

- **Employee Injury Rate** | Metrorail
  2.8 injuries per 10 million revenue miles, meeting target of no more than **3.5**
  - 87 injuries through Q2. The two most frequent injury types are strain (22) and stress (16)
  - 50% involved station managers or rail operators. Nearly 1/3 of incidents were stress cases. Stress injuries dropped by 36% compared to this time last year

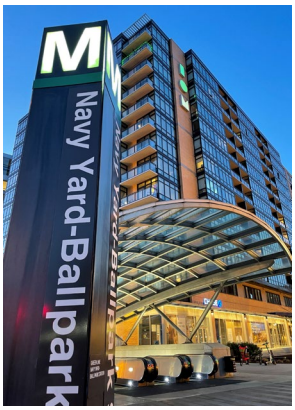


Employee slips/trips/falls dropped by about 50% compared to this time last year



Service Excellence Report

FY24 Q1-Q2 | July through December 2023



Washington Metropolitan Area Transit Authority
February 20, 2024

Table of Contents

Context | **Your Metro, the Way Forward**

In February 2023, the Washington Area Metro Transit Authority (Metro) adopted its strategic transformation plan Your Metro, the Way Forward. The plan identified four strategic goals: Service Excellence, Talented Teams, Regional Opportunity & Partnership, and Sustainability. This report focuses on Metro's progress toward its Service Excellence goal.

See below for a summary of the goal and objectives of Your Metro, the Way Forward.

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

Report focus

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 and accessible service that modernizes and enhances the customer experience

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

Recruitment and Retention | Attract and retain the best talent at all levels of the organization to deliver Metro's future vision

Engagement, Empowerment, and Recognition | Empower employees and promote effective collaboration and continuous culture improvement so employees feel supported, recognized, and engaged

Professional and Technical Skill Development | Invest in staff to expand career pathways and develop the next generation of Metro leaders and technical skills experts

Regional opportunity and partnership
Design transit service to move more people and equitably connect a growing region

Regional Network and Partner Service Optimization and Transit | Align regional service networks, fare and service policies and supporting infrastructure to increase convenience, use of transit, equity in the region, and the role equity plays in Metro's decision making

Community Partnership and Engagement | Collaborate with regional partners to promote economic growth, enhance access, and foster sustainable community development that supports ridership recovery & resiliency.

Sustainability
Manage resources responsibly to achieve a sustainable operating, capital, and environmental model

Financial Sustainability | Establish dedicated, ongoing, regional funding to support multi-year operating and capital plans and steward public investment

Environmental Sustainability | Take action to combat climate change, adapt to its impacts, and steward natural resources

About this report

The Washington Metropolitan Area Transit Authority's (Metro) Service Excellence Report highlights Metro's fiscal-year-to-date performance on a suite of measures that look retrospectively at how well the agency is meeting the objectives of safety, security, reliability and convenience. These measures are featured in the Strategic Transformation Plan, follow industry standard, and align to the safety performance measures established in the Federal Transit Administration's National Public Transportation Safety Plan`. Metro updates performance targets for its measures annually, reflecting the priorities, investments, and improvements anticipated for the coming year. This report communicates performance results relative to these targets, shows performance trends over the last 36 months, and identifies actions that the agency is taking to continuously improve. In addition, the recently launched Capital Investment Performance Outcome program uses applicable measures reflected in this report to assess major capital investment outcomes. That complete report can be found in the Capital Improvement Program and 10-Year Plan.

Colored indicators in this report show each measure's fiscal year results against target:

● **Target met** ● **Target just missed** ● **Target missed**

Note: Occasionally, historical data points are updated with stronger, more accurate data due to normal processes of data cleaning, investigation, and correction. While mostly consistent, some data points in this report are subject to minor change from previous versions. Please refer to the newest report and accompanying data tables for the most accurate data. If a data error in a previous report had a major effect on a performance measure's result or narrative, we will communicate the correction in the next report released.

About Metro

Since 1967 Metro has been a major transportation partner for the DC/Maryland/Virginia area, and prior to the Covid-19 pandemic, provided over 1 million trips across the region each weekday. Metro delivers service through its fleet of over 5,000 vehicles across rail, bus, and paratransit modes and an infrastructure network of nearly 100 rail stations, over 11,500 bus stops, and more than 270 facilities. Metro ridership fell sharply at the onset of the Covid-19 pandemic in March 2020 but continues to rebound: By the fourth quarter of FY23, Metro riders took 720,000 trips each weekday.

FY24 Scorecard

In FY24 through Q2, Metro met or trended in the right direction for **18 of its 28 Service Excellence measures**

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

Metric	Status	Trending in right direction?	Page
Goal 1: Service excellence			
Customer satisfaction			
Metrorail	● 88%	✓	23
Metrobus	● 77%	✓	14
MetroAccess	● 77%		9
Objective 1A: Safety and security			
Part 1 crime rate	● 7.9	✓	35
Customer / employee assault rate	● 7.2	✓	35
Customer perception / satisfaction: safety from crime			35
Metrorail	● 56%	✓	
Metrobus	● 64%	✓	
Customer injury rate			
Metrorail	● 14.4		33
Metrobus	● 64.9	✓	20
MetroAccess	● 8.5		12
Employee injury rate			
Metrorail	● 2.8	✓	32
Metrobus	● 13.1	✓	21
Crowding			
Metrorail	● 0.5%		28
Metrobus	● 3.8%		19
Objective 1B: Reliability			
On-time performance			
Metrorail	● 87.0%		25
Metrobus	● 76.0%		15
MetroAccess	● 91.4%		10
Percent of planned service delivered			
Metrorail	● 99.0%	✓	26
Metrobus	● 98.5%		16
MetroAccess	● 99.0%		10
Elevator Availability	● 98.4%	✓	30
Escalator Availability	● 94.2%		29
Objective 1C: Convenience			
Accuracy of real-time arrival information			
Metrorail	● 96.7%		27
Metrobus	● 86.1%		18
Availability of real-time bus arrival information	● 91.3%	✓	17
Customer satisfaction: cleanliness			
Metrorail	● 61%	✓	24
Metrobus	● 72%	✓	14
Last-mile connectivity / bicycle access	● 1.4%	n/a	31

Ridership

Metro riders took 116.7 million trips through Q2 of FY24

Metrorail ridership accounted for 51 percent of total ridership, exceeding Metrobus by about 3.0 million riders. All the top 20 highest ridership days for both modes occurred between mid-September and mid-November 2023 and all were Tuesdays, Wednesdays, or Thursdays. Weekend ridership nearly recovered to pre-pandemic levels, with bus at 107 percent of Q1-Q2 FY19 ridership, and rail at 86 percent of Q1-Q2 FY19 ridership.

Through Q2 of FY24, **Metrorail** ridership was 59.6 million. Average weekday ridership was 375,000 and average weekend ridership was 219,000. Total ridership was up 31 percent over the same period in FY23, with similar growth in weekday and weekend ridership. Metrorail hit a new post-pandemic record high on November 14, with 564,000 trips.

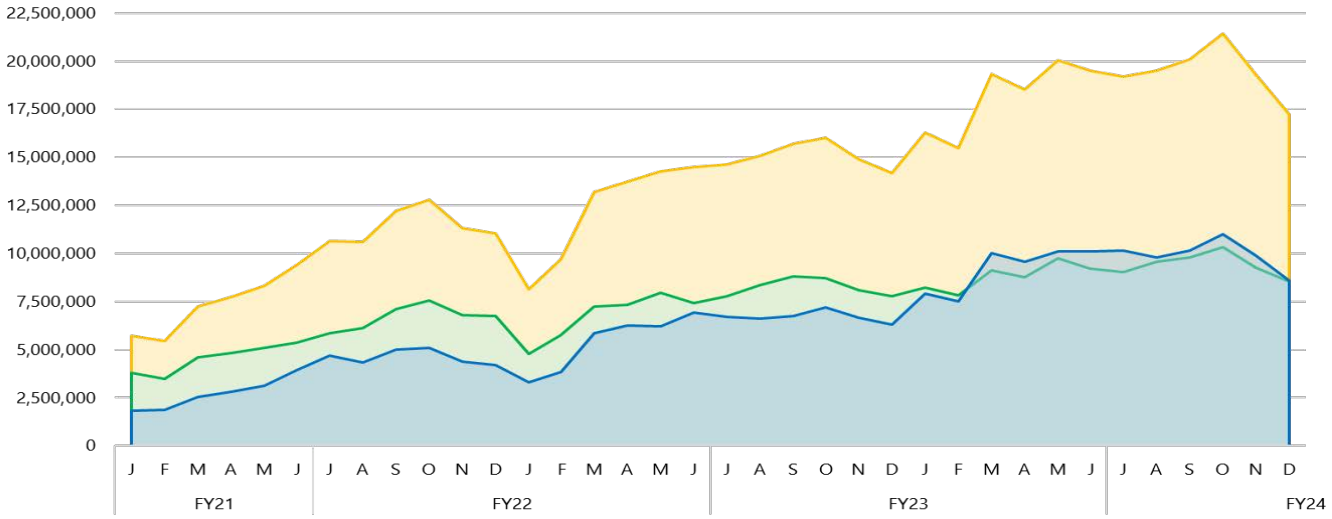
About 56.5 million trips occurred on **Metrobus** through Q2 of FY24. Average weekday ridership was 360,000 and average weekend ridership was 203,000. Total ridership was up 14 percent over Q1-Q2 of FY23, with similar growth in weekday and weekend ridership. Q2 brought two new ridership records since 2020 for Metrobus, with a weekday high of 412,000 trips on Wednesday, October 25, and a weekend high of 254,000 trips on Saturday, October 28.

MetroAccess ridership was 0.72 million in Q1-Q2 of FY24. Ridership grew slightly from the same period in FY23, about 5 percent. Average weekday ridership was 4,800 and average weekend ridership was 1,900.

Monthly ridership trend | Last 36 months

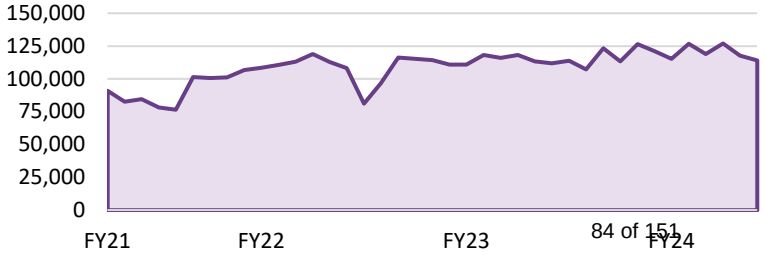
Bus | **Rail** | **All** (including MetroAccess)

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



Metro's **Ridership Data Portal** provides ridership data since 2010, including during the pandemic. Engage with the data through interactive dashboards using the Data Viewers (**Rail**, **Bus**, **Parking**)

MetroAccess



Note: Does not include trips taken on Abilities-Ride

MetroAccess

77% customer satisfaction for MetroAccess in Q2, just missing target of no less than **80%**

MetroAccess customer satisfaction was four percentage points lower in Q2 than Q1 but remained statistically in line with the last several quarters. Most surveyed customers in Q2 noted that the quality of MetroAccess improved over the past year.

Measure Details: What and Why
Customer satisfaction is a gauge of Metro's service quality and a key driver of ridership. It helps Metro leadership understand the impact of its service improvement efforts, and overall public sentiment of Metro. The FY24 target is 80 percent, a four-percentage point improvement over Q4 FY23 performance and putting Metro on a glidepath to reach the Strategic Transformation Plan target of 85 percent by 2028.

Customer Satisfaction against **dotted line target**
Y: % of customers who were satisfied with their last MetroAccess trip | X: quarter
Direction of desired performance: ***up*** ↑

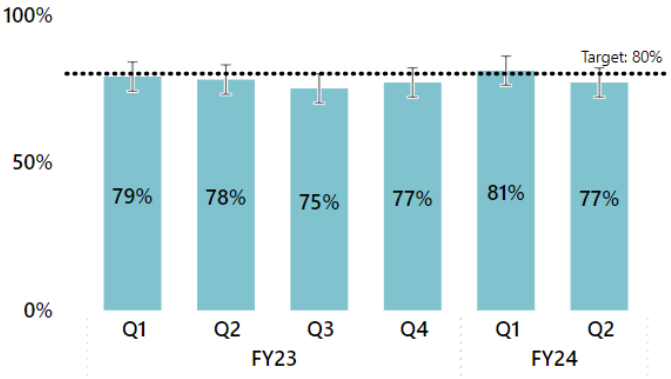


Chart takeaway | MetroAccess customer satisfaction has consistently remained around 77% for the past several quarters

Customers were most satisfied with how safely their drivers operated the vehicle and how courteous their drivers were, with 89 percent and 85 percent of customers reporting satisfaction with these contributors respectively.

Late trips are one factor behind the decrease in customer satisfaction from Q1. Twenty-nine percent of surveyed customers reported they had a problem with a trip because it was late, compared to 22 percent last quarter. To address this issue, MetroAccess is updating how it schedules drivers to more efficiently serve its customers.

MetroAccess tries to eliminate as many service problems for customers as possible; when customers do experience a problem, they are usually happy when it was resolved: 90 percent of customers who experienced a problem felt MetroAccess tried their best to help them.

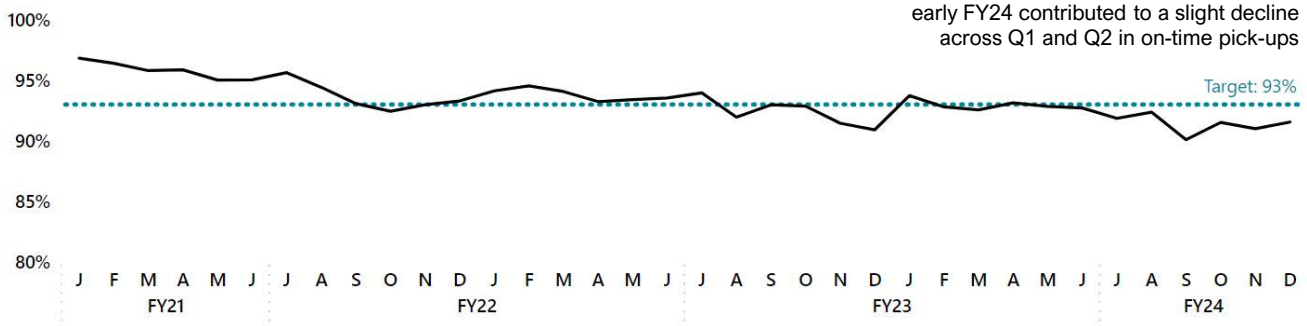
91.4% of MetroAccess customers picked up on-time, missing target of no less than **93%**

Reduced service hours, a new driver schedule, and steady traffic have contributed to a reduced on-time pick-up performance at the start of the fiscal year.

Measure Details: What and Why
"On-time" means the vehicle arrives at the pick-up location within the scheduled 30-minute pick-up window. MetroAccess on-time pick-up performance is essential to delivering quality service to the customer. The FY24 target of 93 percent was increased from 92 percent to reflect a shift in the pick-up window. The Strategic Transformation Plan sets a target of 92 percent or above by 2028.

MetroAccess OTP against **dotted line target**
Y: % of on-time stops | X: month
Direction of desired performance: up ↑

Chart takeaway | Cost-cutting changes in early FY24 contributed to a slight decline across Q1 and Q2 in on-time pick-ups



On-time performance missed target, with 91.4 percent of pick-ups on time. In early FY24 MetroAccess reduced the number of drivers on the road to help control costs. With increases in both ridership and regional traffic congestion in the first half of FY24, it became increasingly challenging for drivers to make it to their next pick-up destination on time.

MetroAccess continues to dynamically update its scheduling to improve service efficiency and performance, and began using a new driver schedule in early February 2024.

98.96% of MetroAccess service delivered, missing target of no less than **99.25%**

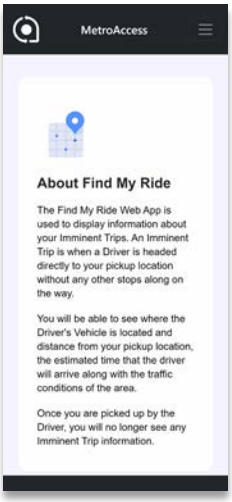
One effect of late trips is missed trips—trips not taken when the vehicle arrived past the pick-up window or trips where the driver does not dwell the minimum required time. Through FY24 Q2, one percent of trips were missed. Most of these missed trips were those that customers did not take because their driver arrived late.

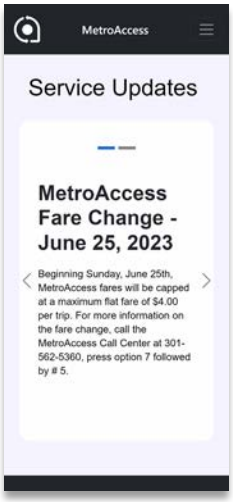
MetroAccess Service Delivered against **dotted line target**
Y: % of service delivered X: month
Direction of desired performance: up ↑

868 customers using a web app that provides real-time information about their MetroAccess trip

MetroAccess launched “Find-My-Ride” at the end FY23. Two quarters later, almost 870 customers had signed up for the app. Although this is a small portion of MetroAccess-eligible customers, the app is a valuable step in broadening the ways in which customers can obtain real-time about their ride.

Measure Details: What and Why
MetroAccess allows customers to check the expected pick-up time of their trips in real-time. There is no target set for how many customers are signed up to use Find-My-Ride as this is a new performance measure first tracked in FY24.





MetroAccess Find-My-Ride tool
A web application aimed at improving the customer experience by providing customers the estimated arrival time of their vehicle

Providing real-time information to customers helps Metro improve transparency and trust. The Find-My-Ride app bridges the gap between customers and the MetroAccess scheduling and dispatch system. It also provides service update messages.

Customers can use this web app, or if they prefer, can call a MetroAccess “Where’s My Ride” agent for real-time arrival info on their ride. Where’s My Ride agents also use the Find-My-Ride app themselves to provide this information to customers who call in.

MetroAccess plans to add more information to Find-My-Ride, including upcoming trips, history of completed trips, and EZPay balance. Metro also plans to add real-time information about MetroAccess trips to MetroPulse, the agency’s real-time performance tracking tool.

MetroAccess | **Customer Injury Rate**

8.5 MetroAccess customer injuries per 10 million revenue miles, meeting target of no more than **13.2**

MetroAccess customer injury rate met target in five out of the first six months of FY24. Seven customers were injured through FY24 Q2, compared to 16 in the same period of FY23. Four injuries were related to a collision, one was caused by a mobility securement device, and two involved customers tripping and falling. Three of the injuries were from non-preventable causes.

Measure Details: What and Why
Safety is a core Metro value. This measure is also part of Metro's Agency Safety Plan and aligns with the measures in the National Public Transportation Safety Plan published by the Federal Transit Administration. It includes injuries in which customers require immediate medical attention away from the scene. The FY24 target was set to improve four percent over average performance in FY23.

MetroAccess Customer Injury Rate against **dotted line target**
Y: # injuries per 10m vehicle revenue miles | X: month
Direction of desired performance: ***down*** ↓

Chart takeaway | FY24 Q1-Q2 saw lower customer injury rates than the same period last year

To help drive down customer injuries, MetroAccess shares safety messages with customers when they book an appointment. The themes of these messages include following safety instructions, allowing assistance from the operator, and keeping the aisles of the vehicle clear. The customer safety message changes each month. Dispatchers also provide safety messages to drivers with the aim of reducing customer injuries.

To decrease injuries related to wheelchair securement and door-to-door service, MetroAccess created and issued training videos with an occupational therapist and implemented a requirement that all operators renew their wheelchair securement certification twice per year. In the first half of FY24, there were two customer injuries involving wheelchair securement or door-to-door service, half as many as the same period in FY23.

MetroAccess is implementing AlertMeter, a fitness for duty safety protocol. Before entering service, drivers complete short tasks on a tablet which gives feedback on their readiness. This initiative is expected to prevent injuries caused by fatigued drivers. Almost all drivers have been trained on how to use AlertMeter, which is expected to be fully implemented in early 2024.

Metrobus

77% customer satisfaction for Metrobus in Q2, meeting target of no less than **74%**

Bus customer satisfaction increased again in Q2, driven by an increase in satisfaction in two areas: bus cleanliness and safety from crime. In Q2, 77 percent of customers were satisfied with the travel time to their destination, which remained the same as the previous quarter.

Measure Details: What and Why
Customer satisfaction is a gauge of Metro's service quality and a key driver of ridership. It helps Metro leadership understand the impact of its service improvement efforts, and overall public sentiment of Metro. The FY24 target is 74 percent, a three-percentage point improvement over Q4 FY23 performance and putting Metro on a glidepath to reach the Strategic Transformation Plan target of 85 percent by 2028.

Customer Satisfaction against **dotted line target**
Y: % of customers who were satisfied with their last Metrorail trip | X: quarter
Direction of desired performance: ***up*** ↑

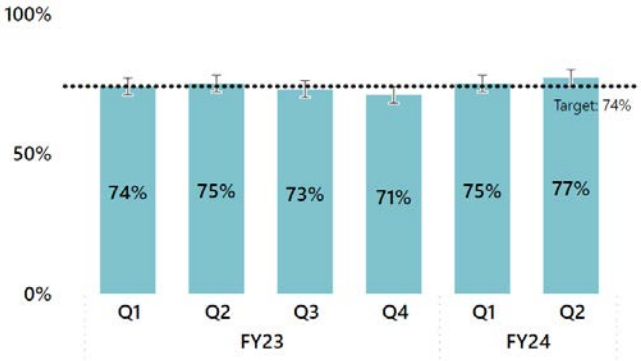


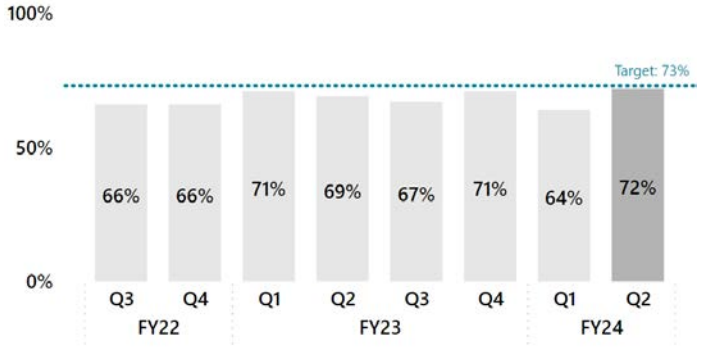
Chart takeaway | Bus customer satisfaction has remained in the mid-70 percent range over the last 15 months with no statistically significant changes

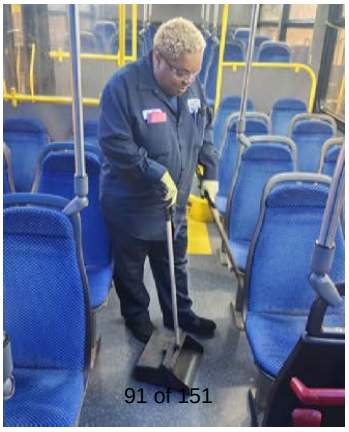
Metrobus has been focusing on many areas of operation to improve the customer experience. In December 2023, Metrobus launched 24-hour service on 14 major bus routes to improve service and reliability for customers. Additionally, Metro put its first two electric buses into service in November. Next year, Metro will implement Year One of the network redesign, which reallocates existing resources to adapt the network to how customers travel now, bringing more value to the region.

72% customer satisfaction with cleanliness of Metrobuses in Q2, just missing target of **73%** or better

The portion of customers satisfied with bus cleanliness improved eight percentage points, a statistically significant improvement from last quarter. Additionally, customer satisfaction with the cleanliness of bus stops increased by six percentage points. Staff are replacing cloth seats on buses with vinyl seats, which are easier to keep clean and will result in cost efficiencies.

Customer Satisfaction with Bus Cleanliness against **dotted line target**
Y: % of customers satisfied with bus cleanliness | X: quarter
Direction of desired performance: ***up*** ↑





Metrobus | **On-Time Performance**

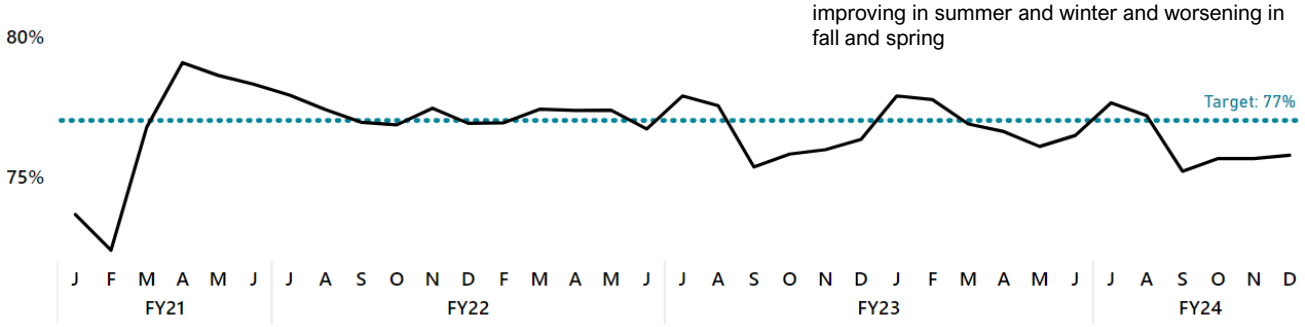
76% of bus service on-time, missing target of no less than **77%**

Through Q2 FY24, on-time performance (OTP) met or exceeded target at all other times of day except during the evening rush hour (3-7pm). Buses tend to run late more often than early, with the worst delays—at 20 percent of all trips—during the evening rush hour (PM peak) period.

Measure Details: What and Why
Metrobus On-Time Performance is a key measure of service reliability. Buses are considered "on-time" if they arrive no more than two minutes early or seven minutes late to the major stops on the route schedule. The FY24 target was set to maintain average performance in FY23. The Strategic Transformation Plan sets a target of 80 percent by 2028.

Metrobus OTP against **dotted line target**
Y: % of on-time buses | X: month
Direction of desired performance: up ↑

Chart takeaway | As regular traffic and ridership patterns return in FY23 and FY24, on-time performance also returns to its cyclical pattern of improving in summer and winter and worsening in fall and spring



Several factors influence bus OTP: bus vehicle availability and reliability; bus operator availability; operator coaching and training; bus schedule accuracy; disruptions such as customer illness or criminal incidents; and other elements such as traffic, construction, special events, and weather.

In November 2023, the Clear Lanes project began issuing tickets to vehicles blocking bus stops in the District of Columbia. This program expanded in January 2024 to issue tickets to vehicles blocking bus lanes. Keeping bus lanes clear in high-frequency bus corridors is crucial to strong on-time performance.

Starting in December 2023, eight bus routes now have all-door boarding, meaning customers can enter the bus both at the front and the back. As this program expands, it will help decrease the amount of time buses remain at bus stops, also improving on-time performance.

Metrobus | **Planned Service Delivered**

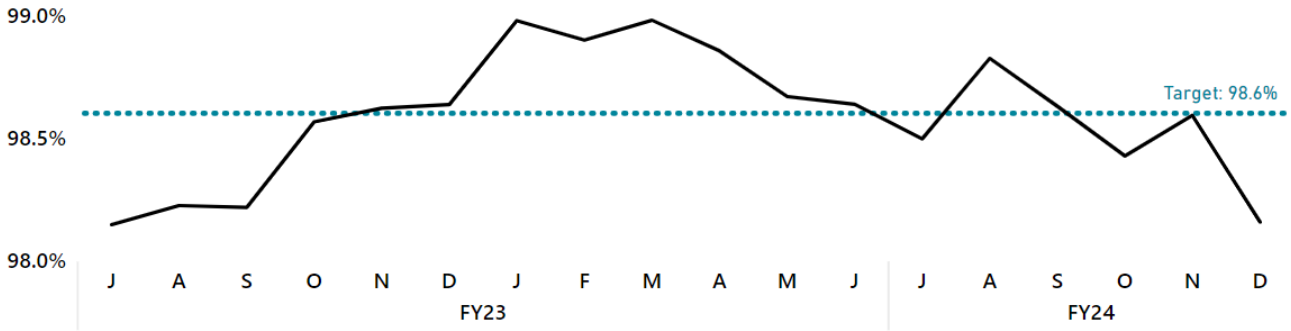
98.5% of scheduled bus trips delivered, just missing target of no less than **98.6%**

In FY24 to date, Metro missed an average of 190 out of about 11,800 scheduled trips per day. When Metro cuts trips due to staff availability, managers focus on cutting trips from routes that have the most frequent service to minimize the impact on customers. Almost no routes have missed more than five percent of service.

Measure Details: What and Why
Service Delivered monitors Metro's "guarantee of service"—whether Metro is providing all the service that was scheduled and committed to. The FY24 target was set to maintain average performance in FY23, which is extremely high compared to transit agencies of similar size, and better than the target of 98 percent in the Strategic Transformation Plan.

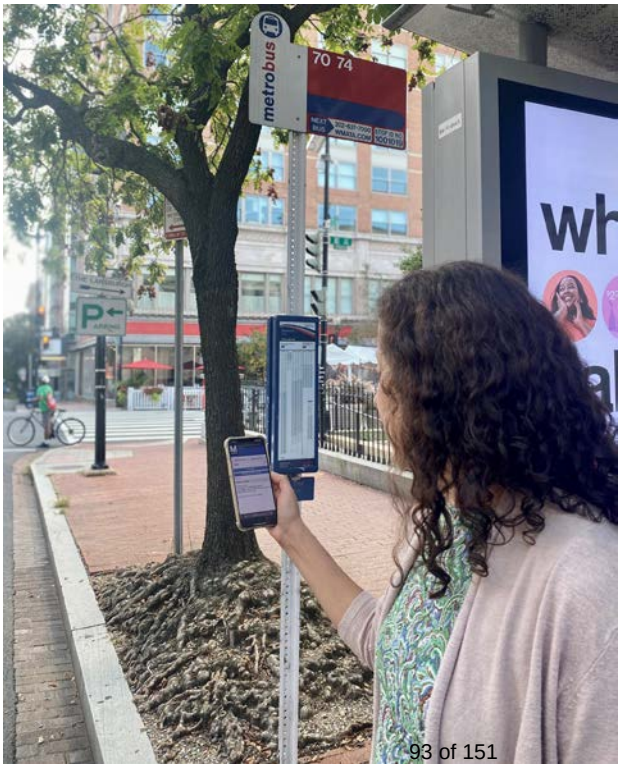
Percent of Scheduled Trips Delivered against **dotted line target**
Y: % of scheduled trips delivered | X: month
Direction of desired performance: ***up*** ↑

Chart takeaway | Less than two percent of scheduled trips were missed every month since Metro started tracking this measure in FY23



Missed trips happen in two ways: the bus never leaves the depot to deliver service (about 56 percent of missed trips), or the bus is out on the road and service is interrupted due to collisions, mechanical issues, customer medical emergencies, or other incidents (about 44 percent of missed trips).

The most common reason for a bus never leaving the depot is not having an operator available. To lower expenditures while maintaining excellent service, Metrobus focused in Q2 on reducing overtime as well as absenteeism. This effort helped Metrobus consistently have operators available for service while saving over $1 million each month in overtime. However, it did contribute to more missed trips in December due to scheduled operator vacations not being covered by overtime.



Metrobus | **Availability of Real-time Arrival Information**

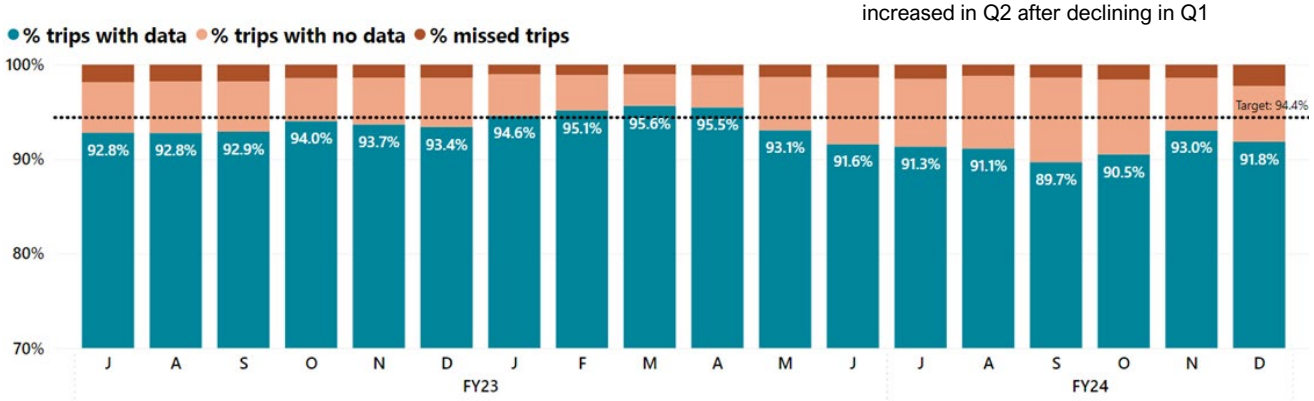
91.3% of scheduled trips with real-time prediction data, missing target of no less than **94.4%**

Three out of four Metrobus customers surveyed in Q2 used an online navigational tool or app for their last trip on Metrobus, often timing their arrivals to stops based on real-time information. The availability of real-time prediction data for these tools increased in Q2 of FY24 after declining in Q1.

Measure Details: What and Why
Customers rely on predictions in busETA or third-party applications to plan their trips when taking Metrobus. Real-time location data is used to predict arrival times when the bus is running ahead or behind schedule. The FY24 target aims to improve over FY23 average performance levels (93.7 percent).

Bus Prediction Availability against **dotted line target**
Y: % of real-time predictions available | X: month
Direction of desired performance: up ↑

Chart takeaway | Bus Prediction Availability increased in Q2 after declining in Q1



Bus prediction availability measures the share of scheduled trips for which Metro provides real-time arrival predictions. Metro's online resource, "busETA"—along with apps like Google Maps, Apple Maps, or Transit—display these predictions. Metro is also adding electronic signs at bus stops to display real-time information to customers, with 100 installed in the last year and 140 planned for installation in 2024.

Real-time prediction data may be unavailable because 1) the trip was missed, or 2) the equipment on a bus was malfunctioning, leading to no data available. Performance on the first root issue has been consistently positive with less than 1.5 percent of scheduled service missed in Q2 FY24.

On the second root issue, the number of trips where buses are not communicating real time decreased in Q2 after poor performance in Q1.

Metro worked to address equipment and communication issues on buses, replacing old SIM cards and routers on over 700 buses in Q2 to improve customer information. Additionally, Metro implemented a policy change to help ensure buses that aren't transmitting real-time data are withheld from service until fixed. This should help prevent incorrect information going to customers when buses do experience technical issues that affect predictions.

Metrobus | **Accuracy of Real-time Arrival Information**

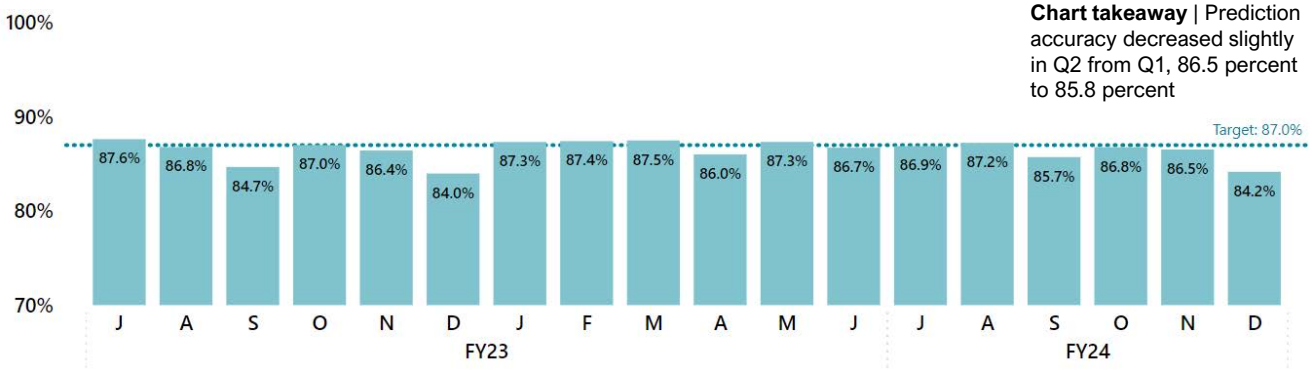
86.1% of real-time predictions that were accurate, missing target of no less than **87.0%**

Metrobus provides real-time arrival predictions for customers via its busETA and MetroPulse tools along with signs at bus stops. Third-party apps like Google Maps, Apple Maps, and Transit also consume these predictions—although they may adjust predictions based on additional data sources. Prediction accuracy decreased slightly in Q2 from last quarter, 86.5 percent to 85.8 percent.

Measure Details: What and Why
Customers rely on predictions in busETA or other third-party applications to plan their trips when taking Metrobus. Predicted arrival times must be close to actual arrival times to reduce excess wait time for customers. The FY24 target was set to improve slightly over FY23 average performance levels (86.6 percent) and puts Metro on a path to achieve the Strategic Transformation Plan target of 88 percent by 2028.

Bus Prediction Accuracy against **dotted line target**
Y: % of accurate real-time predictions | X: month
*Direction of desired performance: **up** ↑*

Chart takeaway | Prediction accuracy decreased slightly in Q2 from Q1, 86.5 percent to 85.8 percent



Metro uses real-time bus location data, scheduled arrival times, and historic arrival times to produce the predicted arrival times that customers see on signs and in apps. Unexpected delays, such as increasing congestion that causes buses to be very far off schedule, can negatively impact prediction accuracy.

Prediction accuracy can also dip after bus schedule changes, typically launched in June, September, and December. The algorithm responsible for making predictions uses data from previous trips to fine-tune predictions and learn when the bus is more likely to get off schedule. After a schedule update, the algorithm needs to process new data to make better predictions for those new trips.

Metro is developing new ways to monitor trips with lower-than-average prediction accuracy to identify root causes and improve performance.

Routes with the lowest prediction accuracy:

D34	64.8%
S41	67.9%
D31	68.3%
W5	71.0%
D33	73.5%
E2	73.7%
U4	74.2%
A31	74.3%
3F	76.0%
A33	76.1%

Chart takeaway | The D34, S31, and D31 routes had the lowest levels of prediction accuracy. Many of the lowest performing routes are school routes which only operate for several trips in the morning and afternoons.

Many of these routes with low accuracy also have lower frequencies. Routes with lower frequencies tend to perform worse in the prediction accuracy metric because they have fewer data points and inaccurate predictions have a higher impact on the metric.

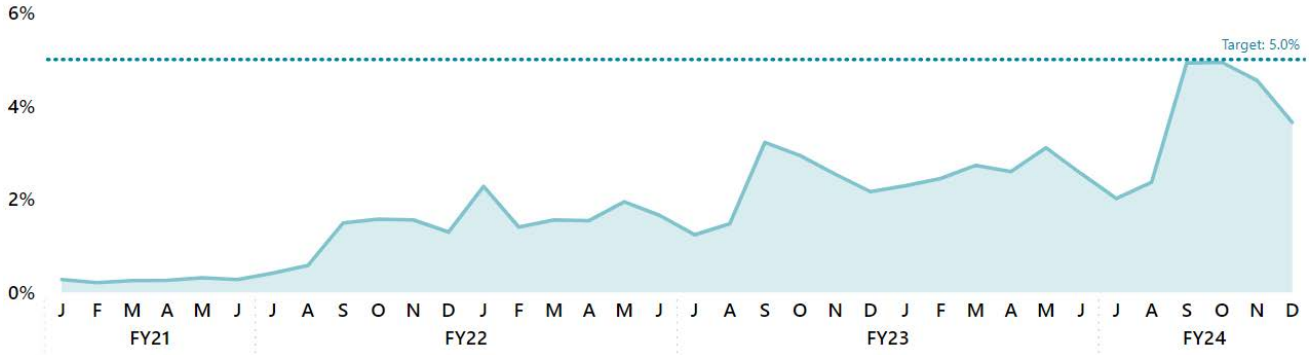
3.8% of customer time in crowded conditions, meeting target of no more than **5.0%**

Metrobus crowding decreased from 4.9 percent in October to 3.6 percent in December of FY24. The decrease in December aligns with seasonal ridership decreases that occur during this time.

Measure Details: What and Why
Bus crowding evaluates how often bus customers may be uncomfortable on crowded vehicles. Crowding is defined as >40 passengers per bus which is when all seats are occupied on the vehicle. During weekday rush hours periods, crowding is defined as >120 percent of seated capacity (48 people) for BRT and framework routes that serve the densest parts of the region. The Strategic Transformation Plans sets a target of no more than five percent crowding by 2028, which is also the target for FY24.

Bus Crowding against **dotted line target**
Y: % customer time in crowded conditions | X: month
Direction of desired performance: ***down***

Chart takeaway | Crowding is returning to Metrobus in FY24 but dipped slightly in December



Crowding was concentrated on specific routes through Q2, with about 20 out of 196 routes accounting for most of the crowding in the system and the remaining seeing much less. In the fall Metrobus saw a big increase in crowding driven by the seasonal back-to-school trend, as well as the return of federal workers to offices. Nineteen routes saw their crowding rates increase more than 10 points from August to September. Since then, crowding remained relatively high, but dipped in December due to the seasonal fall in ridership.

Bus crowding by route
Top ten most crowded routes, Q1-Q2 FY24
% passenger time in crowded conditions

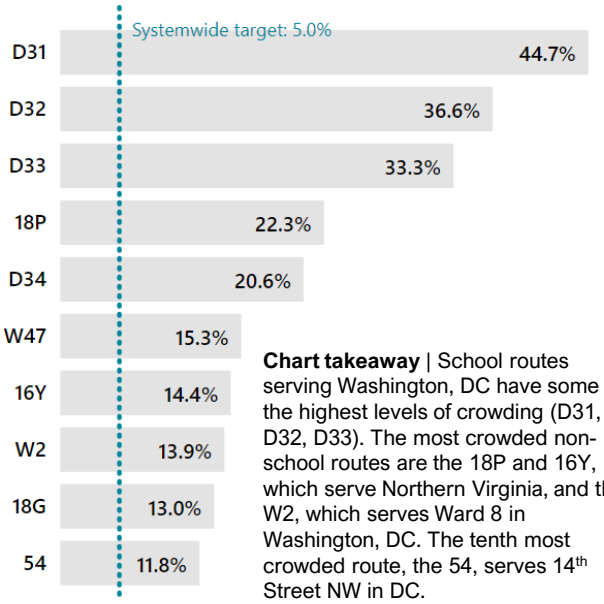


Chart takeaway | School routes serving Washington, DC have some of the highest levels of crowding (D31, D32, D33). The most crowded non-school routes are the 18P and 16Y, which serve Northern Virginia, and the W2, which serves Ward 8 in Washington, DC. The tenth most crowded route, the 54, serves 14th Street NW in DC.

*See pages 5-6 of the Metrobus Service Guidelines for explanations of these route types.

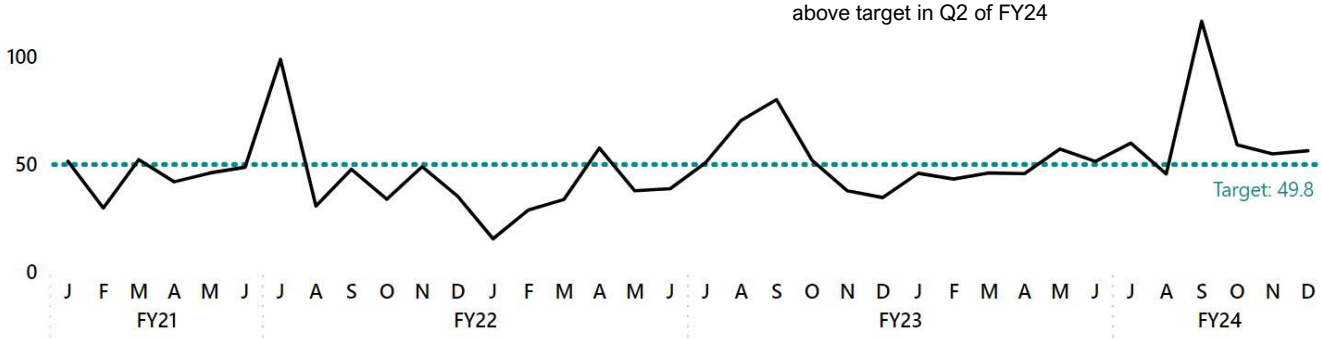
64.9 bus customer injuries per 10 million revenue miles, missing target of no more than **49.8**

There were 124 bus customer injuries in FY24 through Q2: 69 slip/trip/falls, 50 related to collisions, and five other injuries. Of the 50 collision-related injuries, 60 percent were due to a non-preventable collision.

Measure Details: What and Why
Safety is a core Metro value. This measure is also part of Metro's Agency Safety Plan and aligns with the measures in the National Public Transportation Safety Plan published by the Federal Transit Administration. It includes injuries in which customers require immediate medical attention away from the scene. The FY24 target was set to improve three percent over average performance over the past two years.

Bus Customer Injury Rate against **dotted line target**
Y: # injuries per 10m vehicle revenue miles | X: month
Direction of desired performance: ***down***

Chart takeaway | After the spike in September 2023, customer injury rate returned to a steady rate just above target in Q2 of FY24



The two highest risks to bus customer safety are bus collisions and customers falling on the bus due to bus motion or hard braking. Many of the slip/trip/fall injuries occur due to bus motion, when boarding/alighting the bus, or when the bus brakes suddenly to avoid a collision.

In Q2 Metrobus focused on improving its safety coaching strategies to increase collaboration with bus operators. Safety coaching occurs when DriveCam—the vehicle camera system inside the bus—identifies potentially hazardous behavior before an incident occurs, such as hard braking. Then a manager works with the bus operator to review the footage, talk through the situation and Metro's safety policies, and how the bus operator can avoid hard braking in the future. Preventing hard braking can reduce customers falling and collisions.

Note: Metro tracks and reports fatalities in addition to injuries. The fatality metric, as defined by the Federal Transit Agency, does not include suicides or homicides. There have not been any Metrobus customer or employee fatalities in FY24 through Q2.

Metrobus | **Employee Injury Rate**

13.1 bus employee injuries per 200,000 work hours, missing target of no more than **12.4**

While the cumulative employee injury rate through Q2 was 13.1, the rate for Q2 was 12.2, meeting target. There were 244 bus employee injuries in the first half of FY24. Injuries due to stress (75 total) and related to collisions (64) were the most common, followed by strains (24).

Measure Details: What and Why
Measuring employee injuries is important in helping maintain a safe environment for Metro's employees at work. This measure includes employee injuries that meet the Occupational Safety and Health Administration (OSHA) reporting criteria. The FY24 target was set to improve 10 percent over average performance of the last two years. Bus employees include operators, supervisors, and maintenance staff.

Bus Employee Injury Rate against **dotted line target**
Y: # of injuries per 200,000 work hours | X: month
Direction of desired performance: ***down***

Chart takeaway | The injury rate for bus employees spiked in September and October due to collisions, but otherwise remained below target in FY24 through Q2

Metro is committed to employee safety and has multiple strategies to engage employees at all levels in keeping themselves and each other safe.

While maintenance employee injuries are only about five percent of all bus employee injuries (since there are far fewer staff), bus mechanics, fleet servicers, and other employees still work in an environment where maintaining a vigilant attitude to safety is crucial. In Q2, Metro's bus maintenance teams focused on using the correct personal protective equipment for specific tasks. While this is standard procedure at Metro, good safety practice means continuous education and reminders to ensure that these policies are practiced consistently. Additionally, the bus maintenance team recently identified air pressure hoses as a source of a few employee injuries. This finding led to an audit of all air hose equipment, and replacement of older or faulty hoses.

Metrorail

88% customer satisfaction for Metrorail in Q2, meeting target of no less than **85%**

Customer satisfaction with Metrorail increased in Q2 to a record high, reflective of rail's steady increases in service. Customer concerns with personal security on this system remain the biggest opportunity for improvement.

Measure Details: What and Why
Customer satisfaction is a gauge of Metro's service quality and a key driver of ridership. It helps Metro leadership understand the impact of its service improvement efforts, and overall public sentiment of Metro. The Strategic Transformation Plan sets a target of 85 percent customer satisfaction by 2028, which is also the target for FY24.

Customer Satisfaction against **dotted line target**
Y: % of customers who were satisfied with their last Metrorail trip | X: quarter
Direction of desired performance: ***up*** ↑

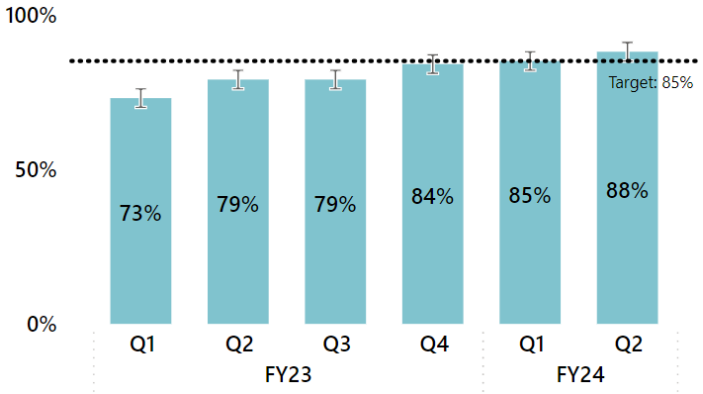


Chart takeaway | Rail customer satisfaction sustained improvement over FY23, exceeding target in Q2 and reaching a record high

Wait times for trains, travel time to destination, and reliability are the biggest drivers of overall satisfaction. Satisfaction with service reliability and wait time for trains continued its upward trend this fiscal year. In September 2023, service increased during peak periods on weekdays, reducing wait times by nearly a minute on average compared to the same time last year.

In Q2, 80 percent of customers were satisfied with their travel times. Blue and Green Line customers were more satisfied with service reliability (83 and 79 percent, respectively, vs. 75 percent overall), and Green and Red Line customers were more satisfied with wait times (77 and 75 percent, respectively, compared to 71 percent overall). Satisfaction with train crowding remained consistent at 72 percent.

See Customer Satisfaction: Cleanliness (page 24) and Customer Perception / Satisfaction: Safety from Crime (page 35) for results from these two specific areas.

61% customer satisfaction with cleanliness of trains in Q2, just missing target of no less than **64%**

Customer satisfaction with the cleanliness of trains has remained steady over the past 15 months, just below the target of 64 percent. Red Line customers were least satisfied with cleanliness of trains (56 percent compared to 61 percent overall). Green Line customers were least satisfied with the cleanliness of rail stations (54 percent compared to 67 percent overall).

Measure Details: What and Why
Customer satisfaction with the cleanliness of trains is a gauge of Metro's service quality and commitment to providing the safest and most comfortable ride possible. The FY24 target was set to improve six percentage points over the average level achieved in FY23, setting Metro on a path to achieve the Strategic Transformation Plan target of 80 percent by 2028.

Customer Satisfaction with Train Cleanliness against **dotted line target**
Y: % of customers satisfied with train cleanliness | X: quarter
Direction of desired performance: ***up*** ↑

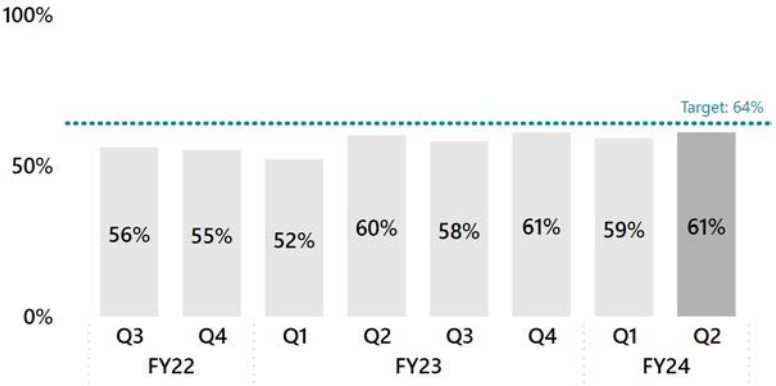


Chart takeaway | Customer satisfaction with train cleanliness stayed about the same as the past four quarters

Metrorail has a standard procedure for cleaning railcars used for service, performed on almost all railcars each night. Each car receives interior cleaning to include trash pickup, floor sweeping/ mopping (as needed) and window/ glass cleaning. In addition, staff perform spot cleaning to remove all visible dirt or stains found on any surface of the railcar, including graffiti. Floors are mopped and buffed on up to 94 cars nightly.

In addition to daily cleaning activities, each railcar regularly undergoes a less-frequent major cleaning process. Major cleaning includes wiping down stanchions and handrails, ceilings, light diffusers, overhead air vents and heater vents, access panels, and passenger seats. Basically, every interior surface of the railcar is cleaned by hand.

Aside from these activities, car cleaners are also located at each end of line station to clean and mop (as needed) in-service railcars throughout the day and evening, seven days a week.

For rail stations, daily cleaning activities include routine cleaning of station entrances and bus loops, trash removal, surface cleaning and disinfecting, restroom, elevator, and faregate, and fare vendor cleaning and disinfecting, and pressure washing. Every week each station's floors are scrubbed and parapet walls are cleaned.

Every week, at least two stations undergo deep cleaning. This includes gum removal, pressure washing granite surfaces, special cleaning on concrete curve walls around fare vendor machines and retaining walls, and inclines along escalators.

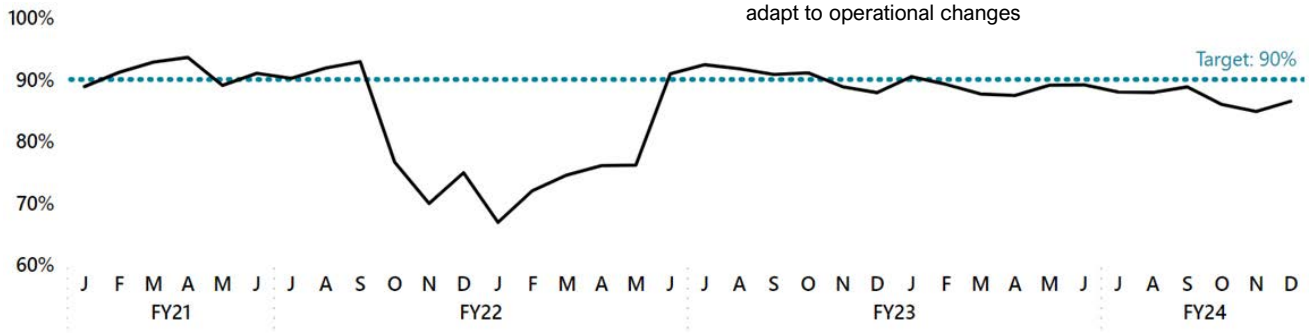
87.0% of rail customer trips completed on-time, missing target of no less than **90%**

Customers on average saw shorter wait times and faster trips in Q2 following the September service change that increased service. However, these shorter headways made Metro's travel time standards harder for rail operations to meet, contributing to the decline in on-time performance (OTP).

Measure Details: What and Why
Metrorail On-Time Performance is a key measure of service reliability. Rail customer trips are "on-time" if they include waits shorter than the scheduled headways, train journeys that travel at expected speeds, and operational faregates, elevators, and escalators that do not delay travel to and from the platform. The FY24 target was set to maintain FY23 performance. The Strategic Transformation Plan sets a target of 95 percent by 2028.

Rail On-Time Performance against **dotted line target**
Y: % of on-time customer trips | X: month
Direction of desired performance: up ↑

Chart takeaway | After falling in FY22 during the sidelining of the 7000-series trains following the Blue Line derailment in October 2021, Rail Customer OTP met target in Q1 FY23, but has missed target each quarter since as Metro continued to adapt to operational changes



Through Q2 FY24, unplanned service disruptions lowered OTP by about 11 percentage points. The most frequent disruptions to service involved issues with rail vehicles, signaling, rail operations, and customer or employee incidents. For each of these categories, the number of incidents and delay time increased in FY24 compared to the same period last year.

Metro is running more rail service than ever post-pandemic. In September 2023, peak frequencies improved on five rail lines—since this schedule change, 89 percent of peak trips were faster compared to the same period in FY23, with average wait times nearly one minute shorter. These higher frequencies result in more complex operations and leave less time between trains to recover from a disruption.

Trackwork for planned maintenance—including late-night and weekend single-tracking or shutdowns—lowered OTP by about two percentage points. A two-week construction project on the Red Line took place in December that involved critical safety repairs to tunnel and track infrastructure, upgrades to the signal and communications systems, and installation of new platform edge lights. Crews repaired the deteriorated concrete ceiling above both tracks and completed other essential maintenance work that will help prevent future service disruptions.

Completing the Red Line project during this time allowed the work to be done more quickly while affecting the fewest number of customers, as December is seasonally one of the lowest ridership months across a given year. Metro was also able to run trains every eight minutes from Shady Grove to Dupont Circle Stations all day, in addition to every 10 minutes during peak service 12 minutes all other times from Gallery Place to Glenmont.

99.0% of scheduled rail service delivered, meeting target of no less than **98%**

Late-night weekday trackwork contributed to 46 percent of missed trips, with the remainder missed due to unplanned service disruptions (see page 25 for the top types). Metro continued its efforts to hire train operators and return remaining sidelined 7000-series cars to service, ensuring that very few trips were missed due to operator or railcar availability.

Measure Details: What and Why
Service Delivered monitors Metro's "guarantee of service"—whether Metro is providing all the service that was scheduled and committed to. The FY24 target is an improvement of four percentage points over the FY23 target (94 percent). As part of the Strategic Transformation Plan, Metro also tracks the amount of budget service delivered, setting targets that factor in major track work and operator and train availability.

Rail Service Delivered against **dotted line target**
Y: % of rail service missed | X: month
Direction of desired performance: up ↑

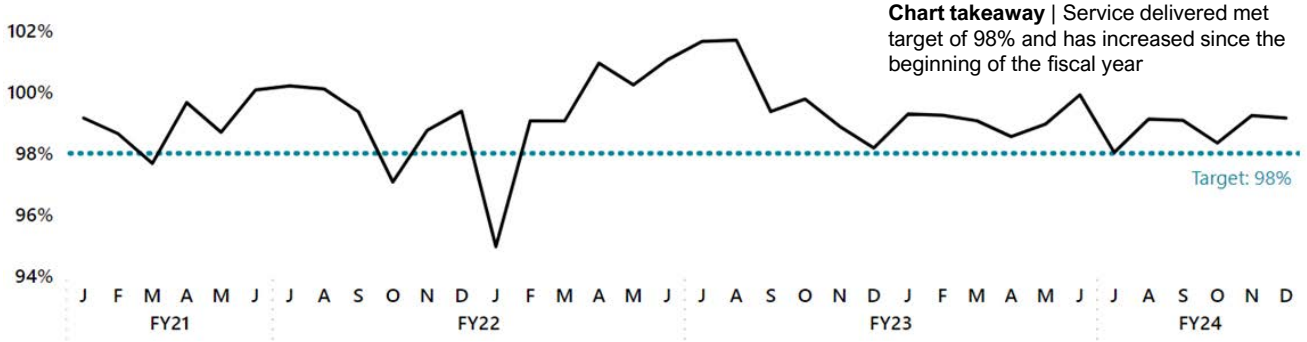


Chart takeaway | Service delivered met target of 98% and has increased since the beginning of the fiscal year

Metro continued to hire and train operators at an accelerated rate this fiscal year, with 123 new operators certified and 97 in training by Q2 end.

Also, by the end of Q2, 84 percent of the 7000-series fleet was active. The ongoing wheel re-pressing program for this fleet—which began in October 2023—has contributed to more of these railcars being available for service. Wheel re-pressing requires specialized equipment and significant training to perform. It also involves up to 30 hours of detailed inspections. Twenty-four previously sidelined railcars went through this full process since the program's start in October and returned to service by the end of December.

7000-series trains accounted for 61 percent of rail mileage in FY24 through Q2. As Metro continues returning these railcars from this newest and highest performing series, it can retire older, less-reliable railcars.

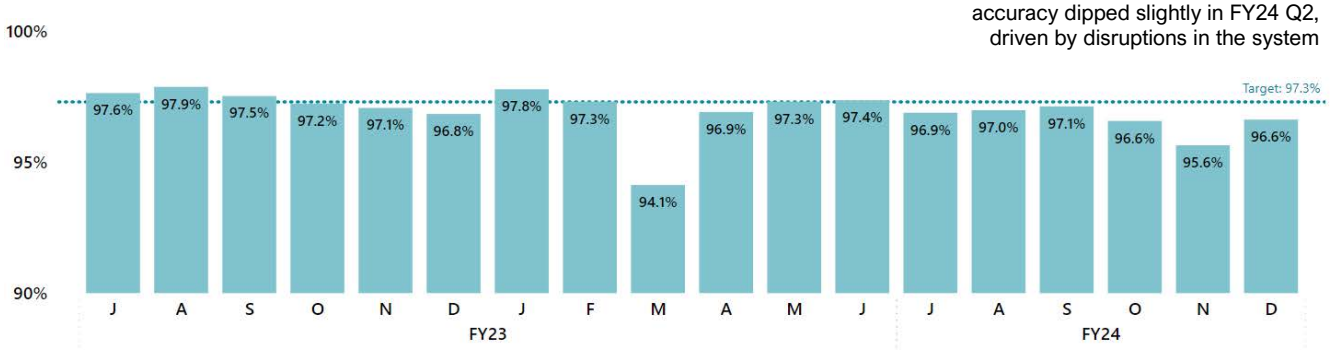
96.7% of real-time predictions were accurate, just missing target of no less than **97.3%**

Metrorail provides real-time train arrival predictions for customers: station signs display this information, and web and phone apps like MetroPulse and Google Maps share it with customers as well. Unexpected delays—like trains holding for sick customers or problems on the track—lead to inaccurate predictions. In Q1-Q2, Metrorail predictions were accurate 96.7 percent of the time.

Measure Details: What and Why
Customers rely on predictions via the signs at stations, MetroPulse or third-party applications to plan their trips when taking Metrorail. Predicted arrival times must be close to actual arrival times to reduce excess wait time for customers. The FY24 target aims to maintain FY23 average performance levels.

Rail Prediction Accuracy against **dotted line target**
Y: % of accurate real-time predictions | X: month
Direction of desired performance: ***up*** ↑

Chart takeaway | Real-time prediction accuracy dipped slightly in FY24 Q2, driven by disruptions in the system



To calculate prediction accuracy, Metro uses the same standard it uses to evaluate Metrobus that was developed by the Massachusetts Bay Transit Authority, which compares the predicted time of arrival to actual time of arrival. Because customers rely more on predictions in the near-term, this methodology only evaluates predictions that are within 30 minutes of arrival time. Additionally, thresholds for what counts as an "accurate arrival" are more stringent as a train gets closer to a stop. See the definitions section linked at the end of this report for more information on this methodology.

Before trains leave the first station, customers see the scheduled arrival times as the predicted arrival time. Once trains leave, predictions are generated using the real-time location of the train and are based on historical travel times.

In FY24 Metro launched a new web application called "MetroPulse" that customers can use to track real time location of trains and the current performance of the system.

Metrorail | **Crowding**

0.5% of customer time in crowded conditions through FY24 Q2, meeting target of no more than **5.0%**

Metrorail crowding increased from Q1 to Q2 and reached its highest point since Q1 of FY23, in part due to ridership increases in October and November. Metro helped keep crowding in check by increasing frequency during peak times on the Red, Blue, Silver, Yellow and Green lines to match demand.

Measure Details: What and Why
Rail crowding evaluates how often customers may be uncomfortable on crowded trains. Crowded conditions are defined as > 100 passengers per car during peak periods, which is when all seats are occupied and about 35 customers are standing and > 65 passengers per car during non-peak times which is when all seats are occupied. The Strategic Transformation Plans sets a target of no more than five percent crowding by 2028, which is also the target for FY24.

Rail Crowding

Y: % customer time in crowded conditions | X: month
Direction of desired performance: ***down***

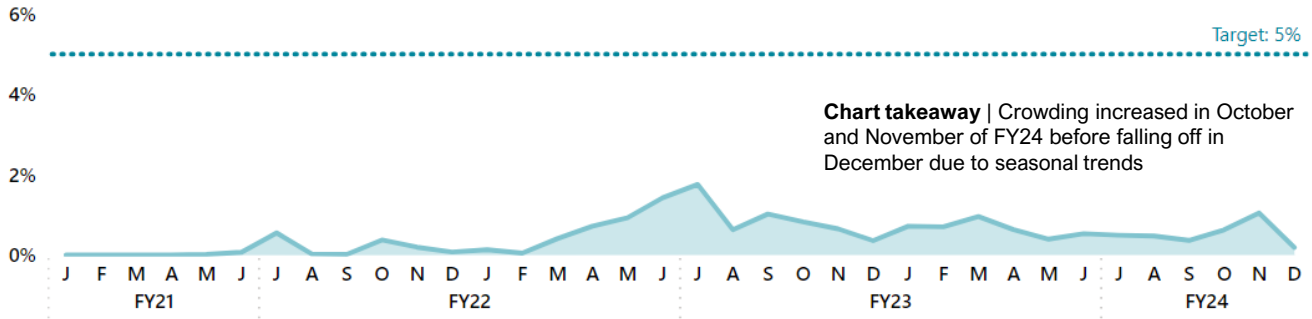


Chart takeaway | Crowding increased in October and November of FY24 before falling off in December due to seasonal trends

Crowding decreased for much of FY23 and into FY24, even as ridership continued to increase, thanks to regular service increases. However, in Q2 of FY24 ridership picked up slightly in October and November as Metrorail is operating close to peak capacity with current resources.

Though crowding remains low systemwide, customers in specific parts of the system are more likely to experience crowding. For example, a customer riding between Metro Center and Gallery Place is six times more likely to experience crowding than the system average. Crowding is worst during the AM rush hour period.

Rail Crowding by Line | FY24

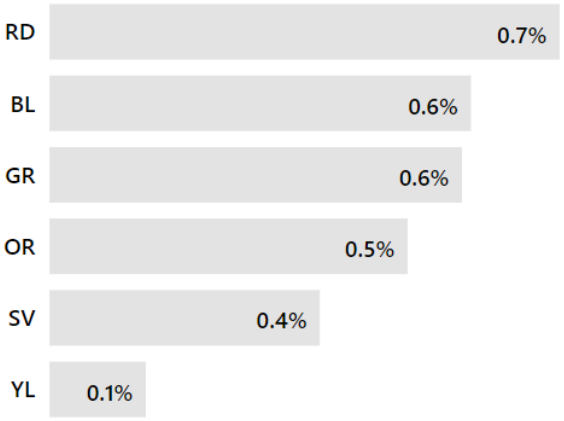


Chart takeaway | The Red Line had the highest percent of passenger time spent in crowded conditions, followed by the Blue Line.

The most crowded segments in the system are on the Red Line between Union Station and Dupont Circle, on the Green Line between L'Enfant and Waterfront, and on the Orange/Silver Lines between Rosslyn and Court House.

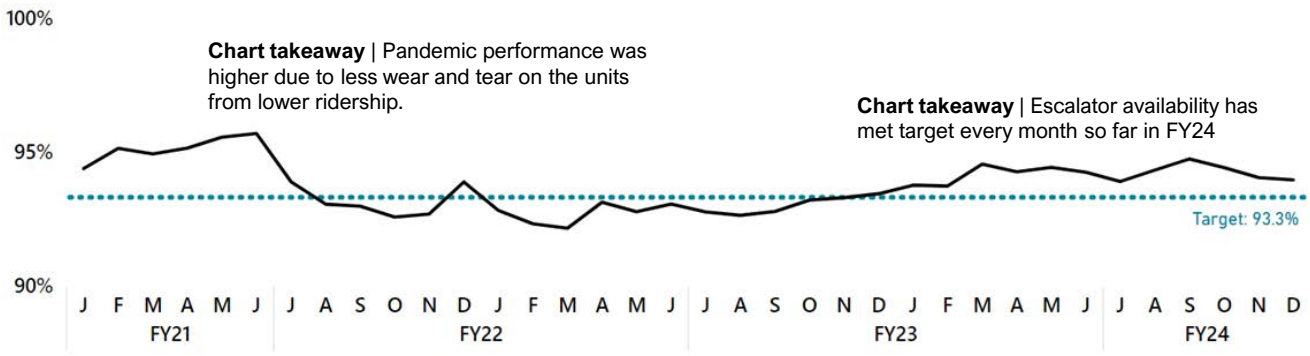
Metrorail | **Escalator Availability**

94.2% of escalators available on average, meeting target of at least **93.3%**

Escalator availability has met target every month this fiscal year and improved in Q2 FY24: about 37 of Metro's 647 escalators were out at any given time in Q2, consistent with Q1. Slightly more than half of the time out of service in Q2 was due to planned capital rehabilitations and replacements.

Measure Details: What and Why
Escalator availability measures how often escalators are operating for customers. Units are unavailable due to corrective maintenance or major rehab/replacement. Units temporarily out of service and requiring reset are not included. The FY24 target aims for incremental improvement over FY23 and the Strategic Transformation Plan target of 93 percent. It factors in units expected to be out of service for rehab/replacement and wear and tear due to increases in ridership.

Escalator Availability against **dotted line target**
Y: % availability | X: month
Direction of desired performance: ***up*** ↑



Capital improvements to escalators accounted for 47 percent of outage time in the first half of the fiscal year. Unplanned outages—to address failures or conduct preventive maintenance—made up the remainder of outage time and stayed about the same from Q1 to Q2. Units ran roughly 13 days between failure on average in Q2, and mean time to complete repairs was about 6.75 hours (and up 10 percent from Q1). To reduce outage times and improve maintenance staff capacity, Metro's vertical transportation department adjusted shift schedules and began performing escalator replacements with in-house staff.

Over the past two years, escalator failures have fallen nearly 30 percent systemwide. In December Metro finished its project to replace seven escalators at Tenleytown-AU Station early and on-budget, underscoring the agency's commitment to fiscal responsibility and customer service. The reopening marks another step toward Metro's goal to replace 130 escalators by 2028. So far, Metro has replaced 69 escalators at 21 stations with another eight replacements at five stations in progress.

Escalator Availability Breakdown
FY24 Q1-Q2

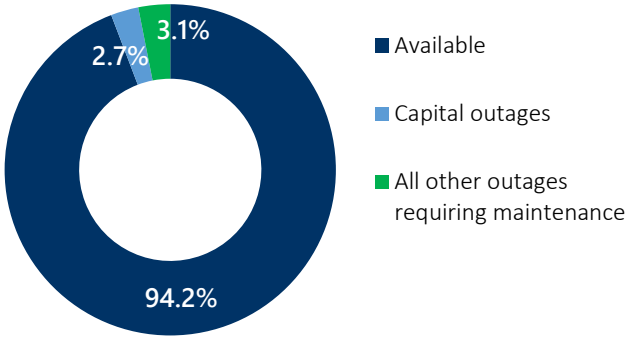


Chart takeaway | Slightly under half of the hours that escalators were unavailable were due to capital work such as planned rehabilitations and replacements of older assets.

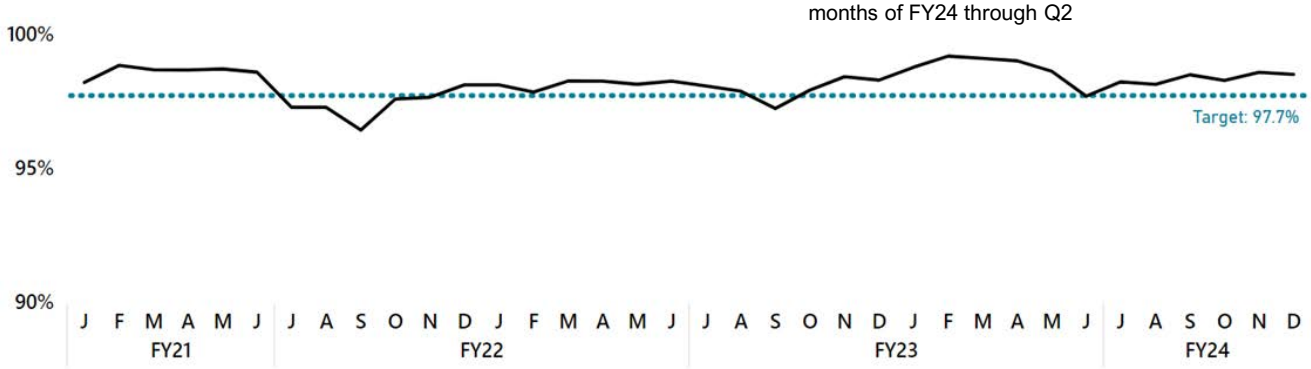
98.4% of elevators available on average, meeting target of no less than **97.7%**

During the first half of FY24, about five of the 320 elevators in the system were out of service for maintenance at any given time. With recent replacements completed, Q2 saw no outages due to capital projects; all outages in this quarter were attributed to work such as unit failures, related fixes, or preventive maintenance.

Measure Details: What and Why
Elevator availability measures how often elevators are operating for customers. Elevators are essential in providing equal access to Metrorail. The FY24 target aims for incremental improvement over the FY23 target of 97.5 percent, factoring in units expected to be out of service for capital rehabs and replacements and increases in ridership, which leads to more wear and tear. The Strategic Transformation Plan sets a target of 98 percent by 2028.

Elevator Availability against **dotted line target**
Y: % availability | X: month
Direction of desired performance: ***up*** ↑

Chart takeaway | Elevator availability has seen strong performance over the past two years, reaching a high point in February 2023. Performance met target in all months of FY24 through Q2



In September, Metro completed a contract to replace 102 elevators—about a third of all units. Another contract is in solicitation to replace 27 more elevators, starting in FY25. Sufficient human resources drive improvements to average unit repair time, which is currently eight hours; Metro's Elevator/Escalator Department recently graduated a class of journeymen, increasing the number of certified technicians to maintain its fleet of elevators and escalators.

Elevator Availability Breakdown
FY24 Q1-Q2

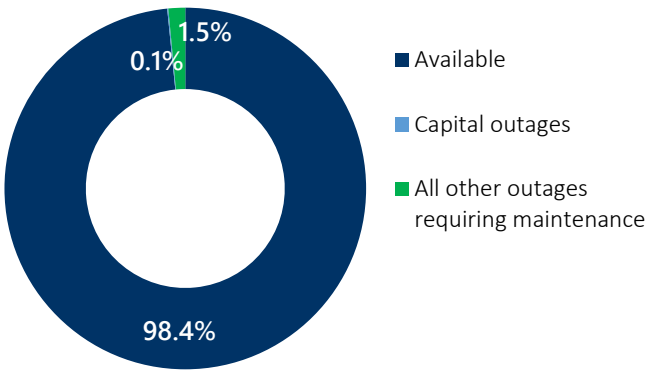


Chart takeaway | Due to the elevator replacement contract ending, all the time elevators were unavailable were due to non-capital work such as unit failures, related fixes, or preventive maintenance.

1.4% of surveyed customers who indicated that a bicycle was their primary mode of access to transit, still short of the target of no less than **3.5%** by 2030

Almost twice as many customers used bicycles to get to rail stations in 2022 compared to 2016, with Metro aiming to reach 3.5 percent by 2030.

Measure Details: What and Why
Last-Mile Connectivity measures what percentage of customers that use a bicycle to get to a Metrorail station to start their journey and/or get to their destination from a Metrorail station. The Board and the Strategic Transformation Plan have set a target of 3.5 percent by 2030. Data for this measure come from the Rail Customer Survey, which occurs every three years. Most recent data are from 2022 with the next data collection scheduled for 2025.

% of Customers using a Bicycle to Access Rail Stations against **dotted line 2030 target**
Y: % customers | X: calendar year
Direction of desired performance: ***up*** ↑

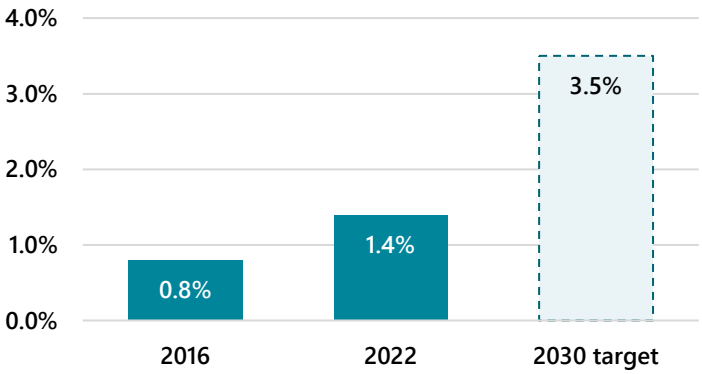


Chart takeaway | The percentage of rail customers that use bicycles to access a station increased from 0.8% in 2016 to 1.4% in 2022

Metro surveys customers on what mode they used to access Metrorail stations as part of its Rail Customer Survey every third year (delayed because of the pandemic). The next survey will be in 2025.

As part of the Strategic Transformation Plan, Metro commits to improving regional connectivity and access of our services for bike riders. Metro is reevaluating its walk and bike shed areas of Metrorail stations for the first time since 2015 to identify opportunity to better serve customers who have the option to bike to rail stations. Bicycles are allowed on Metrorail at all times.

14.4 Rail customer injuries per 10 million revenue miles, missing target of no more than **11.5**

There were 74 customer injuries (those requiring transport away from the scene) in the rail system through Q2 FY24. Sixty-seven—or 90 percent—of these were slips/trips/falls, nearly half of which occurred on an escalator.

Measure Details: What and Why
Safety is a core Metro value. This measure is also part of Metro's Agency Safety Plan and aligns with the measures in the National Public Transportation Safety Plan published by the Federal Transit Administration. It includes injuries in which customers require immediate medical attention away from the scene. The FY24 target was set to improve seven percent over average performance in FY23.

Customer Injury Rate against **dotted line target**
Y: # injuries per 10m vehicle revenue miles | X: month
Direction of desired performance: ***down***

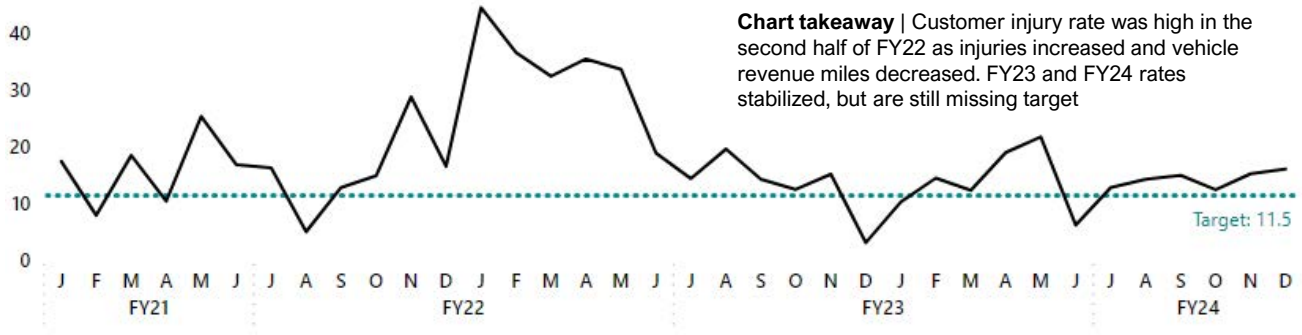
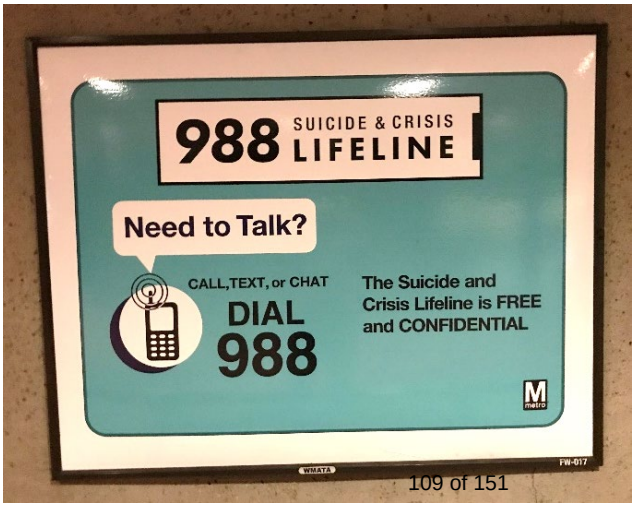


Chart takeaway | Customer injury rate was high in the second half of FY22 as injuries increased and vehicle revenue miles decreased. FY23 and FY24 rates stabilized, but are still missing target

To help prevent slips, trips, and falls, Metro is piloting safety guidance signage installed at the ends of escalators at five targeted stations across the system. When weather creates slippery conditions in stations, staff work to power wash, clean, and dry floors, and set up floor signs. Metro advises customers via vehicle and station public address announcements, as well as on social media, to use caution in the system.

Aside from the 67 slips/trips/falls, customer injuries through Q2 included three customers caught in a train door, two attempted suicides, and one trespasser on the roadway.

Metro recently completed the replacement of outdated suicide and crisis lifeline signage with new signs that provide better visibility and include the national 988 suicide hotline number. Stickers were also placed inside the elevators at stations and parking garages to highlight the 988 initiative. Over 1,500 signs were installed at all Metrorail station entrances, end of platforms, and Metro-owned parking garages since the project began in early 2023.



2.8 Rail employee injuries per 200,000 work hours, meeting target of no more than **3.5**

There were 87 injuries reported by rail system employees through Q2 FY24. The rate of rail employee injuries has continued its downward trend, dropping by 26 percent compared to the same period last year. The most common injury types were strains (22 total), followed by stress cases (16), incidents of being struck or injured by an object (12), and slips/trips/falls (11).

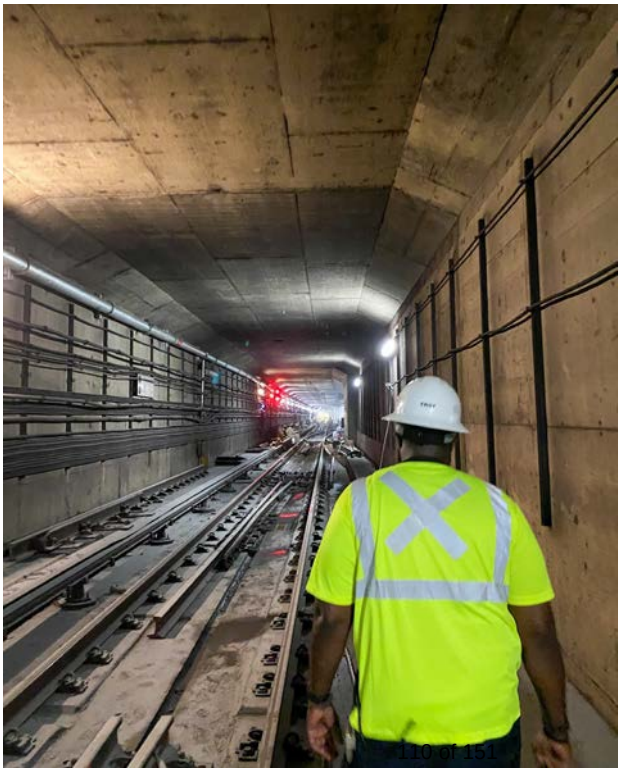
Measure Details: What and Why
Measuring employee injuries is important in helping maintain a safe environment for Metro's employees at work. This measure includes employee injuries that meet the Occupational Safety and Health Administration (OSHA) reporting criteria. The FY24 target was set to improve five percent over average performance over the past two years.

Rail System Employee Injury Rate against **dotted line target**
Y: # of injuries per 200,000 work hours | X: month
Direction of desired performance: ***down*** ↓

Chart takeaway | The rate of rail employee injury decreased throughout FY24 following a spike in June FY23

Strain injuries—comprising 25 percent of all rail system injuries—occurred most often due to twisting or pushing/pulling. Employee slips/trips/falls have continued declining, down from eight in Q1 to three in Q2. The rail operations department actively tracks injury risks stemming from human factors or older equipment to identify specific areas to improve.

Injuries to station managers account for 30 percent of all rail system injuries; injuries to train operators account for 20 percent. Cases of stress were the most common injury type for both roles, making up 33 percent of injuries reported by these employees. For station managers, stress cases most frequently occurred due to harassment or witnessing violence in the system. For train operators, these cases are most often due to witnessing individuals being hit or nearly hit by a train.



System Security

Part 1 Crime Rate, Customer/ Employee Assault Rate, and **Customer Perception of Safety From Crime**

7.9 crimes per million riders in FY24 through Q2, meeting target of no more than **8.0**

There were 920 Part 1 crimes in FY24 Q1-Q2. The rate of "crimes against persons" remained consistent with the past four quarters at 1.3 crimes per million riders, while "crimes against property" continued to fall across calendar year 2023: 6.3 crimes per million passengers in October-December down from 7.7 in January through March 2023. In FY24 through Q2, 52 percent of these crimes occurred in the rail system, 34 percent in Metro parking facilities, and 13 percent on buses or at bus stops.

Part 1 crime fell across 2023 after an early-year spike largely driven by higher rates of motor vehicle thefts, followed by robberies. The rate of motor vehicle thefts fell by 25 percent from January-March to October-December of 2023, while the rate of all other crime types fell nine percent. The count of crimes in parking lots and garages—extending over into motor vehicle thefts—saw another spike in July (74 total) but fell 39 percent by December (45 total).

7.2 NTD-reportable assaults per 10 million revenue miles, missing target of no more than **6.7**

There were 7.2 customer and employee *NTD-reportable* assaults per 10 million vehicle revenue miles, missing target of no more than 6.7 but down 40 percent from 9.0 in Q1 to 5.4 in Q2 (see the definition at the right for the details about this measure). The number of customer assaults was down 40 percent and employee assaults down 20 percent from this time.

Customer-on-customer assaults accounted for 76 percent of all assaults in Q1-Q2: there were 58 assaults on customers and 18 assaults on employees during this period. About half of customer assaults through Q2 were on rail (55 percent) and the majority of employee assaults (83 percent) were against rail employees.

Measure Details: What and Why

Part 1 Crime Rate
This measure evaluates how secure customers and employees are while riding the Metro system. This measure includes incidents that meet a set of criteria determined by the FBI. The FY24 target of no more than 8.0 crimes per million passenger trips was set to improve 12 percent over average performance for FY23 January through June (9.1 Part 1 crimes per million passengers).

Customer/Employee NTD Assault Rate
This is a measure of customer and employee security while on the Metro system. This measure is also part of Metro's Agency Safety Plan and aligns with the measures in the National Public Transportation Safety Plan published by the Federal Transit Administration. It includes incidents in which customers and employees are unlawfully physically assaulted and require immediate medical attention away from the scene. The FY24 target reduces the assault rate by 20 percent compared to FY23 performance.

Customer Perception: Safety from Crime
Customer satisfaction of safety from crime is a gauge of how secure from crime and harassment customers feel riding trains and buses. The FY24 targets were set to improve two percentages points over the average level achieved in FY23, putting Metro on a glidepath to achieve the Strategic Transformation Plan target of 75 percent by 2028.

Customer Security

- **64%** felt safe from crime on buses in Q2, meeting target of no less than **64%**
- **56%** felt safe from crime on trains in Q2, missing target of no less than **58%**

The improvement of crime and assault rate trends is important, but so too is customer perception of security on the system. In Q2, 64 percent of surveyed customers noted feeling safe from crime aboard buses, meeting target and up from 59 percent in Q1. Fifty-six percent of surveyed customers noted feeling safe from crime aboard trains, missing target of 58 percent but still higher than last quarter's 52 percent.

The Metro Transit Police Department (MTPD) has continued its intensive efforts to reduce crime and assaults—and help customers feel safer while riding the system—through its approach of "Cops" (patrol visibility and partnerships with other jurisdictions), "Cameras" (body-worn cameras and video from Metro vehicles and stations), and "Compassion" (crisis intervention and community outreach).

MTPD is sustaining its initiative of increased patrols and visibility on the system, maintaining ramped-up law enforcement presence—in partnership with other local agencies—at over 30 Metro stations during rush hours. MTPD's strategy of "problem-oriented policing" has also helped target resources and support through data, using stats such as crime trends by location or time of day. Overall enforcement increased nearly fourfold in CY2023 compared to 2022.

In response to rising parking facility crimes in mid-2023, MTPD began deployment of high-visibility officers in five parking garages in FY24 Q1-Q2, which helped contribute to the 39 percent decrease in crimes at Metro's parking facilities from July to December 2023. In 2023 MTPD also distributed over 500 free steering wheel locks to customers at various locations across the system.

New, higher faregates were shown to reduce fare evasion by more than 70 percent at the first six stations they were installed; installation at additional stations will continue this fiscal year. Fare enforcement in 2023 was nearly 15 times higher than what it was in 2022. MTPD also completed its body-worn camera deployment in September 2023, with cameras issued to 320-plus police officers and special operations staff.

MTPD's community engagement remains strong. Since its inception early 2023 to help those in the system experiencing mental health crises, the department's Crisis Intervention Specialist team interacted with over 9,400 customers. In 2023 MTPD held nearly 200 community outreach events to provide crime awareness and prevention information. Additionally, MTPD regularly visits local schools and childcare centers to provide similar information. In August they hosted their inaugural "Back-to-School" event at Fort Totten station, which over 1,500 people attended.

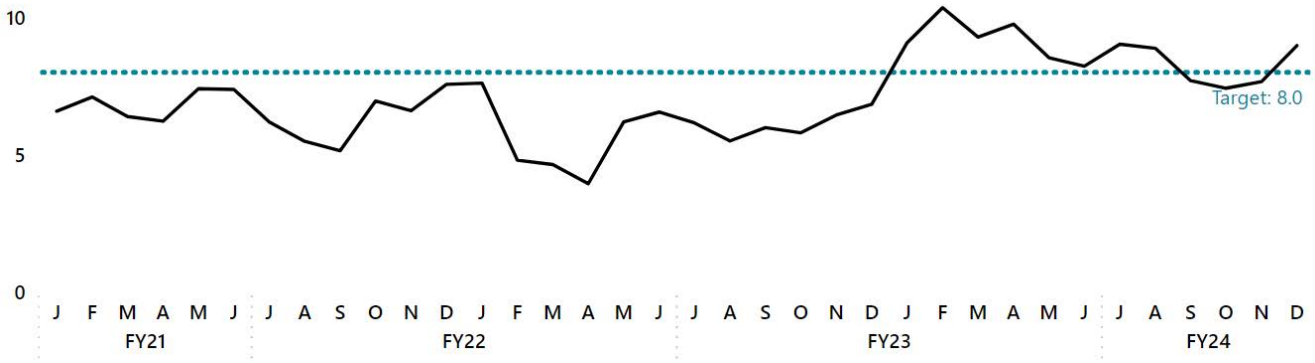
Customer Security

Part 1 Crime Rate against dotted line target

Y: Part 1 crime rate | X: month

*Direction of desired performance: **down***

Chart takeaway | A sharp increase in motor vehicle theft contributed to the increase in the crime rate in Q3 of FY23. Crime rate steadily decreased across the next several months



Customer and Employee Assault Rate against dotted line target

Y: Assault rate | X: month

*Direction of desired performance: **down***

Chart takeaway | The rate of customer and employee assaults missed target overall for FY24 to date, but saw month-over-month declines from July to November

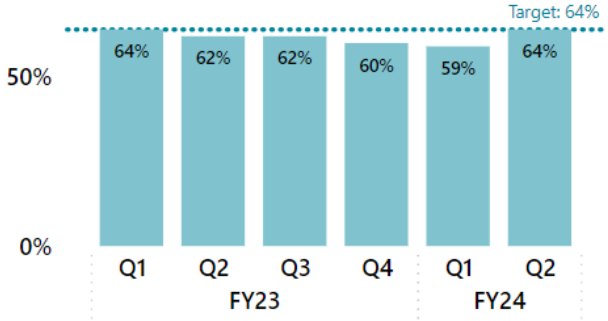
Customer Perception of Safety from Crime against dotted line target

Y: % of customers who felt safe from crime aboard a bus or train | X: quarter

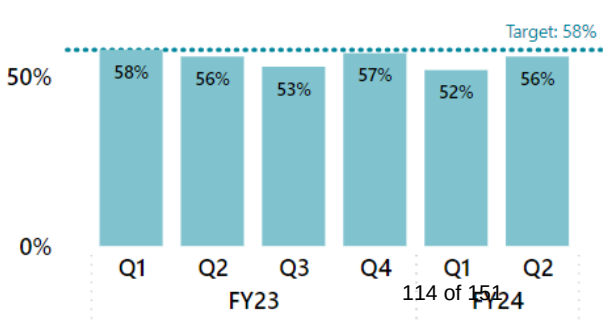
*Direction of desired performance: **up***

Chart takeaway | Customer perception of safety from crime improved for both bus and rail in Q2, and met target for bus

Metrobus



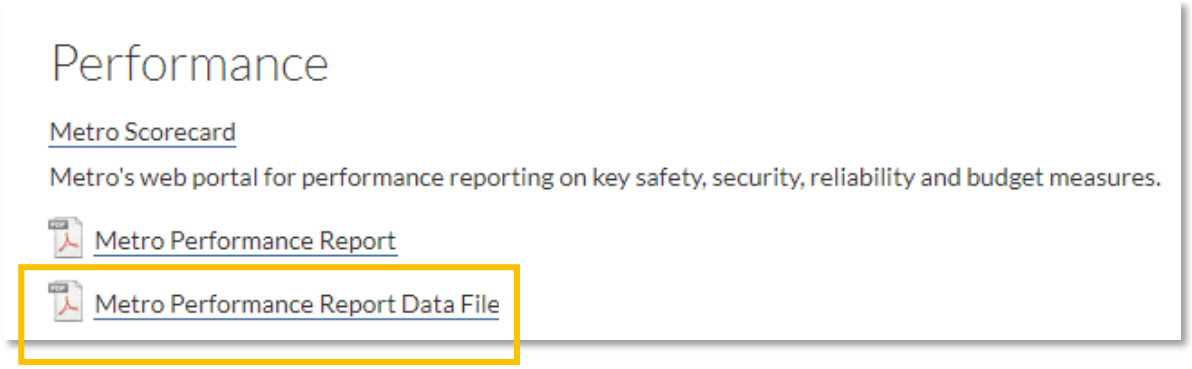
Metrorail



Appendix

- Performance Measure Definitions
- Performance Measure Data Tables

  See our downloadable spreadsheet file under the “Performance” section of the Public Records page at wmata.com



Metro Strategic Transformation Plan / Service Excellence Report

Performance Measure Definitions

Last reviewed February 15, 2024

Ridership

= Number of entries on Metrorail or number of boardings on Metrobus / MetroAccess

Ridership data is key to understanding changing patterns of customer behavior and planning for service that best meets current customer needs.

Beginning in January 2023, Metrorail entries are based on faregate SmarTrip transactions and other entries as recorded by faregate sensors. Prior to January 2023, Metrorail entries were based only on faregate SmarTrip transactions. On Metrobus, boardings are recorded by automated passenger counters at the doors of the buses. Note that Metrorail entries are faregate interactions, not unlinked trips. Additionally, MetroAccess boardings do not include trips taken on Abilities-Ride (a service that allows MetroAccess to move some of their trips to local taxicab, sedan, van, and national transportation network companies). Ridership reflects individual trips taken, not unique customers.

Metro's ridership data portal was launched in 2019 to give customers, journalists, jurisdictional staff, researchers, the business community, and other stakeholders access to data about Metro's ridership patterns. The portal includes interactive dashboards with detailed information on Metrorail, Metrobus, and parking ridership. A dashboard for MetroAccess ridership is currently under development. The ridership data portal can be accessed at: https://www.wmata.com/initiatives/ridership-portal/. All data is downloadable for independent analysis.

Goal 1: Service Excellence

Customer Satisfaction

= Number of survey respondents (active riders) who marked their last trip on Metrorail / Metrobus / MetroAccess as "very satisfactory" OR the second highest category in a five-point scale ÷ Total number of respondents

Surveying customers about the quality of Metro's service delivery provides a mechanism to continually identify those areas of the operation where actions to improve the service can maximize rider satisfaction.

Customer satisfaction is defined as the percent of customer survey respondents who rated their *last trip within a 30-day period* on Metrobus, Metrorail, or MetroAccess as a "5" or "4" in the survey, with "5" denoting "very satisfied" and "1" denoting "very unsatisfied". Metro distributes this survey through address-based sampling on a biweekly basis, and respondents must meet specific criteria to participate. Metro summarizes results quarterly.

Objective 1A: Safety and Security

Part 1 Crime Rate

= Number of Part 1 Crimes ÷ (Total number of riders ÷ 1,000,000)

(In other words, the number of crimes per million passenger trips)

The FBI's Uniform Crime Reporting program classifies the following as Part 1 Crimes: Criminal Homicide, Forcible Rape, Robbery, Aggravated Assault, Burglary, Larceny, Motor Vehicle Theft, and Arson. To calculate Metro's Part 1 Crime Rate, MTPD looks at these crimes committed in the following areas: 1) on buses and at bus stops, 2) on trains and in rail stations, 3) at Metro-owned parking lots, 4) at other Metro Facilities such as rail yards, bus divisions, headquarters, and MetroAccess vehicles, and 5) in non-WMATA locations but involving WMATA or MTPD property.

This measure provides an indicator of security customers experience when traveling the Metro system. Increases or decreases in crime can influence whether customers feel secure in the system.

Employee and Customer Assault Rate

= Number of employee and customer assaults reported to the National Transit Database ÷ (Total vehicle revenue miles ÷ 10 million)

(In other words, the number of reportable assaults per ten million miles driven while vehicles are in revenue service)

The Federal Transit Administration criteria for reporting assaults is any unlawful physical assault upon an employee or customer of Metro while on Metro property (including vehicles) that results in immediate medical attention away from the scene. These are different criteria than those used by OSHA in the employee injury rate.

Customer and employee safety is the highest priority for Metro and a key measure of quality service. The assault rate is an indicator of how well the service is meeting this security objective.

Customer Perception/Satisfaction: Safety from Crime

= Number of survey respondents (active riders) who responded to whether they felt safe from crime and harassment on their last Metrorail/Metrobus/MetroAccess trip as "very satisfactory" OR the second highest category in a five-point scale ÷ Total number of respondents

Customer satisfaction with safety from crime or harassment is defined as the percent of customer survey respondents who responded whether they felt safe from crime or harassment on their *last trip within a 30-day period* on Metrobus, Metrorail, or MetroAccess as a "5" or "4" in the customer satisfaction survey, with "5" denoting "very satisfied" and "1" denoting "very unsatisfied". Metro distributes this survey through address-based sampling on a biweekly basis, and respondents must meet specific criteria to participate. Results are summarized quarterly.

This measure provides insight into how customers perceive their safety from crime within the Metro system.

Customer Injury Rate

= Number of customer injuries reported to the National Transit Database ÷ (Total vehicle revenue miles ÷ 10 million)

(In other words, the number of customer injuries per ten million miles driven while vehicles are in revenue service)

Customer injury rate is based on National Transit Database (NTD) reporting criteria. It includes customers injured during Metro operations where the injury requires immediate medical attention away from the scene.

Customer safety is the highest priority for Metro and a key measure of quality service. Customers expect a safe and reliable ride each day. Customer injury rate is an indicator of how well service is meeting this safety objective.

Employee Injury Rate

= Number of employee injuries reported to the Department of Labor ÷ (Total work hours ÷ 200,000)

200,000 hours is equivalent to 100 employees working full-time for one year. In other words: the number of employees injured per 100 employees

An employee injury is recorded based on OSHA 1904 Recordkeeping Criteria, when the injury is (a) work-related; and, (b) one or more of the following happens to the employee: 1) fatality, 2) injury or illness that results in loss of consciousness, days away from work, restricted work, or job transfer 3) medical treatment received above first aid, 4) diagnosed case of cancer, chronic irreversible diseases, fractured or cracked bones or teeth, and punctured eardrums, 5) special cases involving needlesticks and sharps injuries, medical removal, hearing loss, and tuberculosis.

Per the Occupational Safety and Health Act, employers are obligated to provide a workplace free of recognized hazards which may cause employee death or serious injury. OSHA-recordable injuries are a key indicator of how safe employees are in the workplace.

Metrorail Crowding

= Number of crowded passenger minutes ÷ Total number of passenger minutes

Crowding is a key driver of customer satisfaction with Metrorail service. This measure calculates the percentage of passenger time spent on vehicles that exceed crowding guidelines per WMATA service standards of 100 passengers per car (the pre-pandemic definition of crowding, which WMATA returned to in FY23).

Crowding informs decision making regarding asset investments, service plans and scheduling. Factors that can affect crowding include: service reliability, missed trips, insufficient schedule, or unusual demand.

Metrobus Crowding

= Number of crowded passenger minutes ÷ Total number of passenger minutes

Crowding is a key driver of customer satisfaction with Metrobus service. The measure calculates the percentage of passenger time spent on vehicles that exceed crowding guidelines per WMATA service standards of 120% of seated capacity during peak for Bus Rapid Transit, framework, and coverage routes (see pages 5-6 of the Metrobus Service Guidelines for explanations of these route types), 100% off-peak, and at all times on commuter routes.

In FY23, WMATA returned to the pre-pandemic definition of crowding. Prior to the adoption of the Metrobus Service Guidelines in December 2020, crowding guidelines were 120% of seated load for all trips except Metrobus Express service during peak periods.

Crowding informs decision making regarding asset investments, service plans and scheduling. Factors that can affect crowding include: service reliability, missed trips insufficient schedule, or unusual demand.

Objective 1B: Reliability

Metrorail On-Time Performance

= Number of journeys completed on time ÷ Total number of journeys

Rail Customer On-Time Performance (OTP) communicates the reliability of rail service, a key driver of customer satisfaction and ridership. OTP measures the percentage of customers who complete their journey within the maximum amount of time it should take per WMATA service standards. The maximum time is equal to the train run-time + a headway (scheduled train frequency) + several minutes to walk between the fare gates and platform. These standards vary by line, time of day, and day of the week. Actual journey time is calculated from the time a customer taps a SmarTrip® card to enter the system, to the time when the customer taps to exit.

Factors that can affect OTP include: railcar availability, fare gate availability, elevator and escalator availability, infrastructure conditions, speed restrictions, single-tracking around scheduled track work, railcar delays (e.g., doors), or delays caused by sick passengers.

Metrobus On-Time Performance

= Number of timepoints delivered on-time based on a window of 2 minutes early and 7 minutes late ÷ Total number of timepoints delivered

"Timepoints": major stops on a bus route that are used to create bus schedules.

Bus on-time performance (OTP) communicates the reliability of bus service, a key driver of customer satisfaction and ridership. Factors that can affect OTP include: traffic congestion, detours, inclement weather, scheduling, vehicle reliability, operational behavior, or delays caused by the public (crime, protests, medical emergencies, etc.).

Note that this measure only includes service delivered; it does not include bus trips that were missed.

MetroAccess On-Time Performance

= Number of vehicle arrivals at the pick-up location within the 30-minute on-time widow ÷ Total stops

This measure illustrates how closely MetroAccess adheres to customer pick-up windows on a system-wide basis. MetroAccess customers schedule trips at least one day in advance, and are given a 30-minute pick-up window. MetroAccess on-time pick-up performance is essential to delivering quality service to the customer.

Metrorail Percent of Planned Service Delivered

= Number of trips delivered ÷ Number of scheduled trips

This measure monitors Metro's "guarantee of service"—whether Metro is providing all the service that was scheduled and committed to. It helps to offer more clarity on the relative magnitude of various operational issues on daily rail operation, for example, operator or railcar shortage, and incident response strategy. It is an important indicator of transit service quality and productivity. Missed trips can have a negative impact on the perceived reliability of rail service and can result in longer customer wait times, missed transfers, etc. which lead to customer inconvenience and dissatisfaction.

Metrobus Percent of Planned Service Delivered

= Number of scheduled trips delivered ÷ Number of scheduled trips

This measure communicates whether Metro is meeting the level of service committed to customers through the budget and scheduling process. It is also a key measure of reliability and customer satisfaction; when trips are missed, customers experience much longer wait times than expected and overall confidence in the system falls. Monitoring whether service was delivered helps Metro identify issues with staffing, planning and scheduling, bus availability and reliability, and service interruptions.

MetroAccess Service Delivered

= Number of completed trips ÷ (number of missed trips + number of completed trips)

Complete Trips are trips that the customer took. Missed Trips are trips that a customer does not take if a vehicle arrives past its designated pick-up window, *or* trips where the driver does not dwell the minimum required time. Trips that were cancelled by the customer are excluded from this calculation.

Elevator/Escalator Availability

= Hours in service ÷ Revenue operating hours

Hours in service = Operating hours – Hours out of service

Revenue operating hours = Operating hours per unit * number of units

(In other words, the percentage of time that Metrorail escalators or elevators in stations and parking garages are in service during operating hours)

Escalator/elevator availability is a key component of customer satisfaction with Metrorail service. This measure communicates system-wide escalator and elevator performance (at all stations over the course of the day) and will vary from an individual customer's experience.

Customers access Metrorail stations via escalators to the train platform, while elevators provide an accessible path of travel for persons with disabilities, seniors, customers with strollers, and travelers carrying luggage. An out-of-service escalator requires walking up or down a stopped escalator, which can add to travel time and may make stations inaccessible to some customers. When an elevator is out of service, Metro is required to provide alternative services which may include shuttle bus service to another station.

Objective 1C: Convenience

Metrorail and Metrobus Accuracy of Real-Time Arrival Information

= Number of accurate predictions ÷ Number of predictions

Rail and Bus Prediction Accuracy measure the quality of Metro's real time arrival prediction data that customers use to plan their trips through Metro's online platform and other third-party trip planning applications. The predictions are compared to the actual time the vehicle (either train or bus) arrived at the stop according to Metro internal records. Both Bus and Rail Prediction Accuracy use the same principles, methods, and standards.

Which predictions are evaluated? To make the measure as customer focused as possible, this measure only evaluates the most meaningful predictions; vehicles begin making predictions well before they begin service on a particular trip, and can make predictions for stops well before they are scheduled to arrive. Customers typically only use prediction information to plan in the very near term and are mostly only looking for the next arrival. To account for this, this measure excludes predictions made well in advance, and evaluates only predictions made within 30 minutes of the vehicle's arrival.

What is considered accurate? Prediction Accuracy compares the predicted time of a vehicle's arrival to the actual time of its arrival. A perfect prediction is when the predicted arrival time and the actual arrival time match exactly—but it is rare for a predicted and actual arrival to match to the second. The goal is not to be perfect, but to provide customers with enough good information so they can effectively plan their trips and are not waiting long periods of time. Therefore, the measure creates a range of allowable error within which a prediction is considered accurate. If the prediction falls outside that range, it is considered inaccurate.

The accuracy range follows two key principles:

1. *Predictions should become increasingly more accurate as a vehicle gets closer to its stop*. Errors have greater impacts on customer as a vehicle gets closer to its stop. Customers are more likely to use these predictions, and a two-minute difference has a greater impact if the vehicle is five minutes away than when the vehicle is 25 minutes away

2. *A vehicle arriving before its predicted arrival (Early) is worse than a vehicle arriving after its predicted arrival (Late)*. If customers follow predictions exactly, they will miss their trip if the vehicle was earlier than its prediction.

Using these principles, this measure uses the following time ranges to determine whether a prediction is accurate. Prediction Accuracy is essentially the number of predictions that fall within these ranges out of all predictions made within 30 minutes of a vehicle's arrival.

Time before arrival	Lower Bound (Early)	Upper Bound (Late)
0-3 mins	-1 min	1 min
3-6 mins	-1.5 mins	2 mins
6-12 mins	-2.5 mins	3.5 mins
12-30 mins	-4 mins	6 mins

Last-Mile Connectivity / Bicycle Access

Percentage of survey respondents who reported using a bicycle to embark or disembark from a rail station

Last-Mile Connectivity measures the percentage of customers who use a bicycle to get to a Metrorail station to start their journey and/or get to their destination from a Metrorail station. Metro's Board and the Strategic Transformation Plan have set a target of 3.5% by 2030. Data for this measure come from the Rail Customer Survey, which occurs every three years. Most recent data are from 2022 with the next data collection scheduled for 2025.

Customer Perception/Satisfaction: Cleanliness of Train / Bus

= Number of survey respondents (active riders) who rated their satisfaction with cleanliness of trains / buses as "very satisfactory" OR the second highest category in a five-point scale ÷ Total number of respondents

Customer satisfaction with cleanliness of trains / buses is defined as the percent of customer survey respondents who responded whether they were satisfied with the cleanliness of the train or bus on their *last trip within a 30-day period* on Metrobus, Metrorail, or MetroAccess as a "5" or "4" in the customer satisfaction survey, with "5" denoting "very satisfied" and "1" denoting "very unsatisfied". Metro distributes this survey through address-based sampling on a biweekly basis, and respondents must meet specific criteria to participate. Results are summarized quarterly.

This measure provides insight into how customers perceive the cleanliness of the Metro system.