

Service Excellence FY26 Q3 Report (July – March)



Washington Metropolitan Area Transit Authority
May 14, 2026

Supporting Your Metro, the Way Forward

Focus Today

Service Excellence

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

Talented Teams

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

Financial & Organizational Efficiency

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

Objectives of Service Excellence Goal

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

Highlights

Customer Satisfaction remains strong

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

Snowcrete was a low and Cherry Blossoms were a high

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

Crime rate continues to decrease

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

Balancing service improvements while increasing reliability continues to be a focus

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



22 Measures Meeting or Moving Toward Target In Q1-Q3

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

Goal 1: Service excellence

Customer satisfaction

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

Ridership (average monthly trips) ● 21.6M +

Objective 1A: Safety and security

Part 1 crime rate ● 2.7 ✓ +

Transit worker assault rate ● 43.7 ✓ +

Customer dissatisfaction: safety from crime

Metro Rail	● 5%	✓	
Metro Bus	● 12%		

Customer injury rate ● 30.7

Employee injury rate ● 6.2

Crowding

Metro Rail	● 1.1%		
Metro Bus	● 3.1%		

Collision rate

Metro Access	● 12.4	✓	
Metro Bus	● 53.8		

Fare Evasion

Metro Bus	● 69.4%		
Metro Rail	● 4.8%		

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

Objective 1B: Reliability

On-time performance

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

Percent of scheduled service delivered

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

Elevator Availability ● 97.9% ✓

Escalator Availability ● 94.9%

Mean Distance Between Failure

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

Objective 1C: Convenience

Accuracy of real-time arrival information

Metro Rail	● 96.9%		
Metro Bus	● 88.1%		

Availability of real-time bus arrival information ● 92.4%

Customer satisfaction: cleanliness

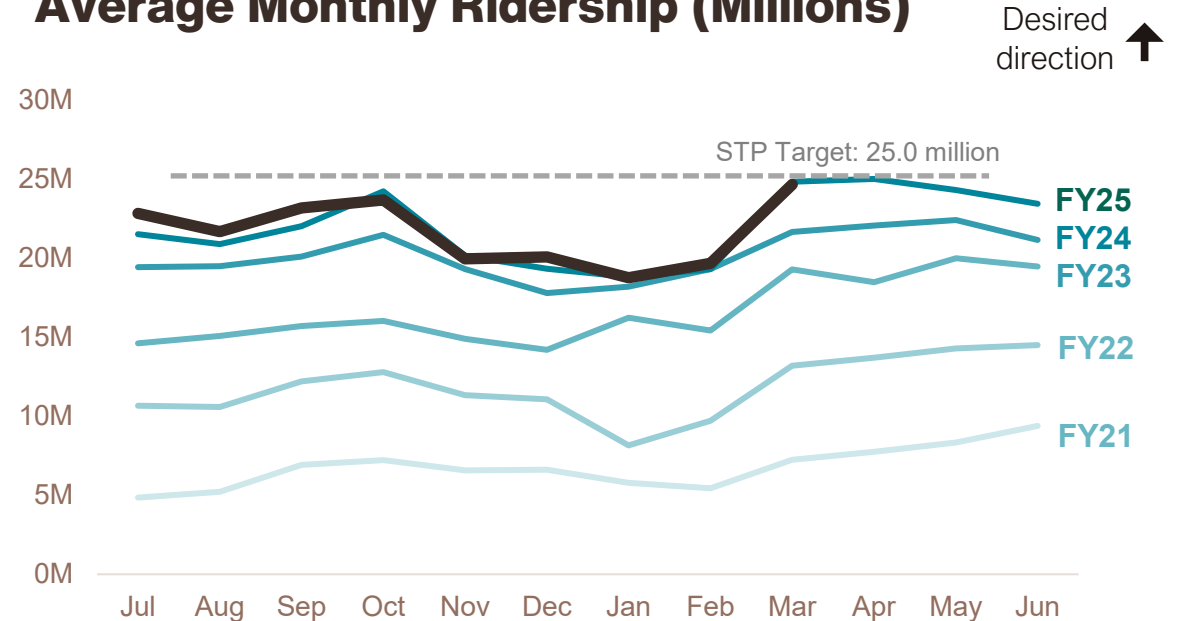
Metro Rail	● 72%		
Metro Bus	● 68%	✓	



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

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

Average Monthly Ridership (Millions)



194.3 million
total trips in
FY26Q1-Q3

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

108.9 million
rail trips in
FY26Q1-Q3

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

84.6 million
bus trips in
FY26Q1-Q3

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

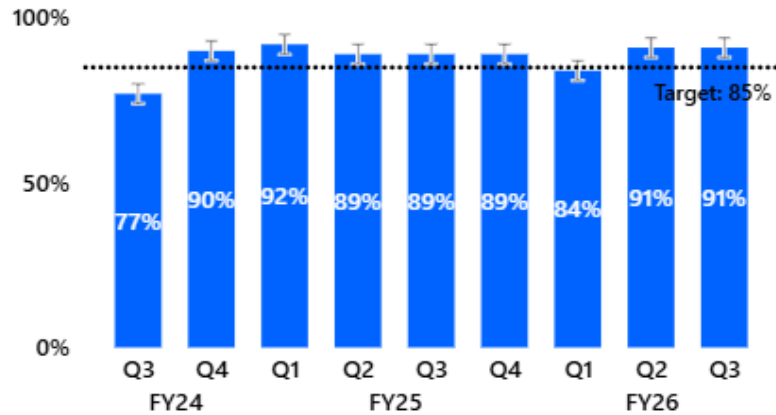
0.7 million
access trips in
FY26Q1-Q3

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

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

● Metro Rail

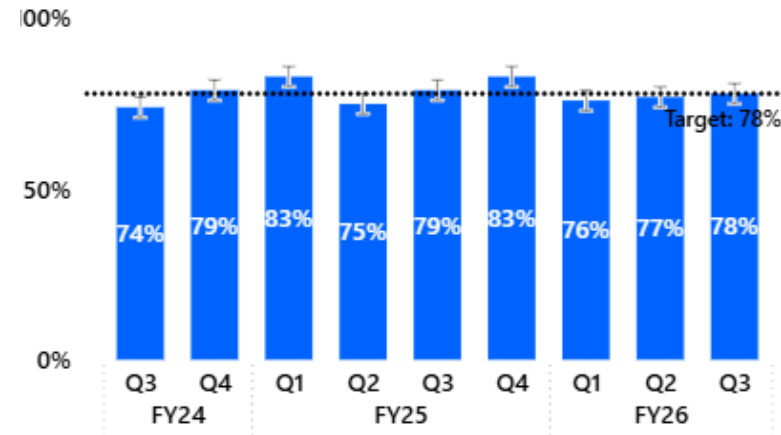
91% in Q3, meeting target of no less than 85%
Target reflects the value set in the Strategic Transformation Plan



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

● Metro Bus

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

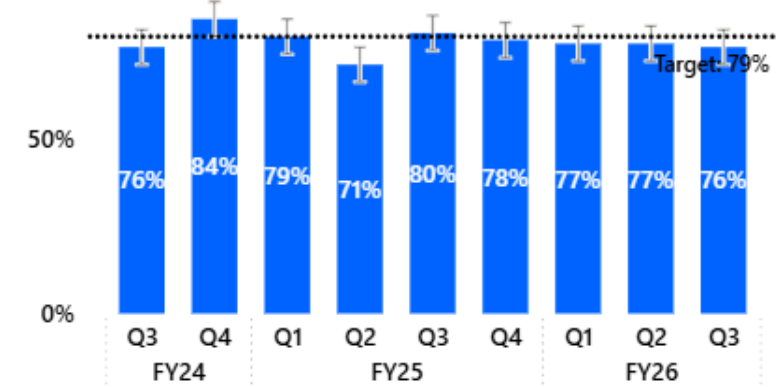


- Results are consistent with last quarter and same time last year
- Top drivers continue to be wait times, reliability and travel times
- Highest satisfaction levels (>80%): climate control, travel time, smoothness of ride, safety from accidents/injury, ease of getting a seat

● Metro Access

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

Desired direction ↑



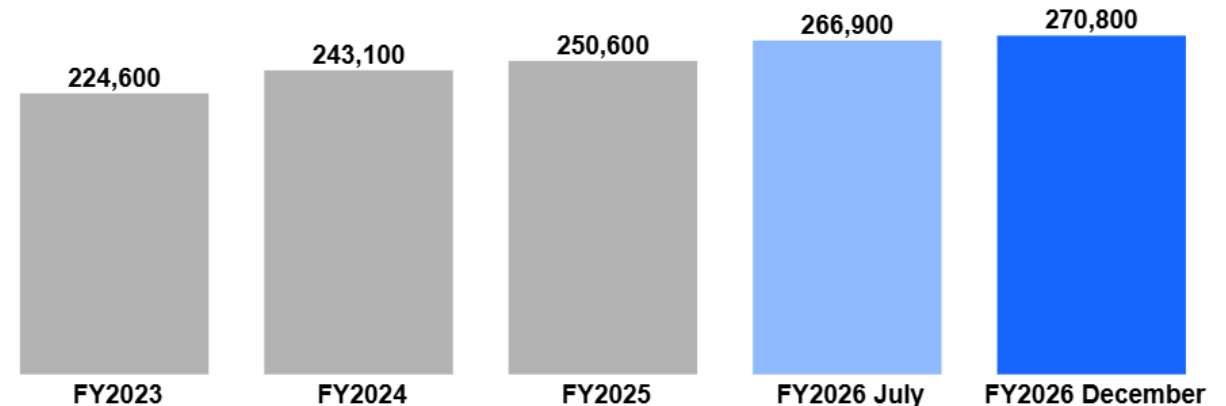
- Results are consistent with last quarter and same time last year
- Top drivers of satisfaction: “Got to your destination on time”, “How well dispatch coordinated with the driver” and “Trip was routed in an efficient way”

December Service Changes Made Network More Useful to Customers

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

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

Average Access to Destinations using Metro Within 60 mins

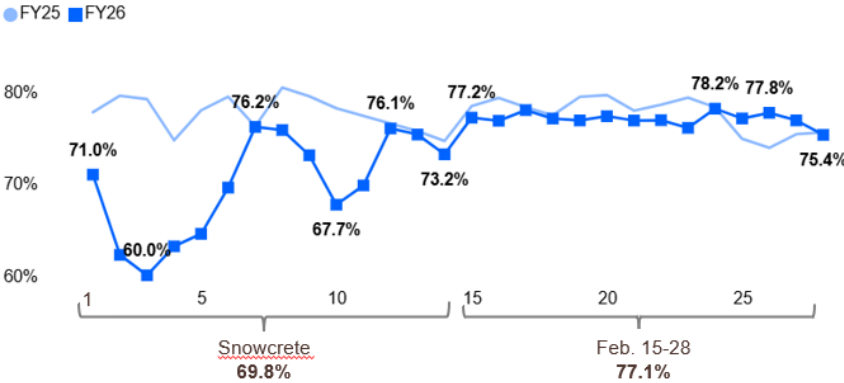


Winter Weather Impacted Reliability in Q3, With Largest Impact on Bus

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

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

On-Time Performance | February



Metro Rail and Metro Access were less affected

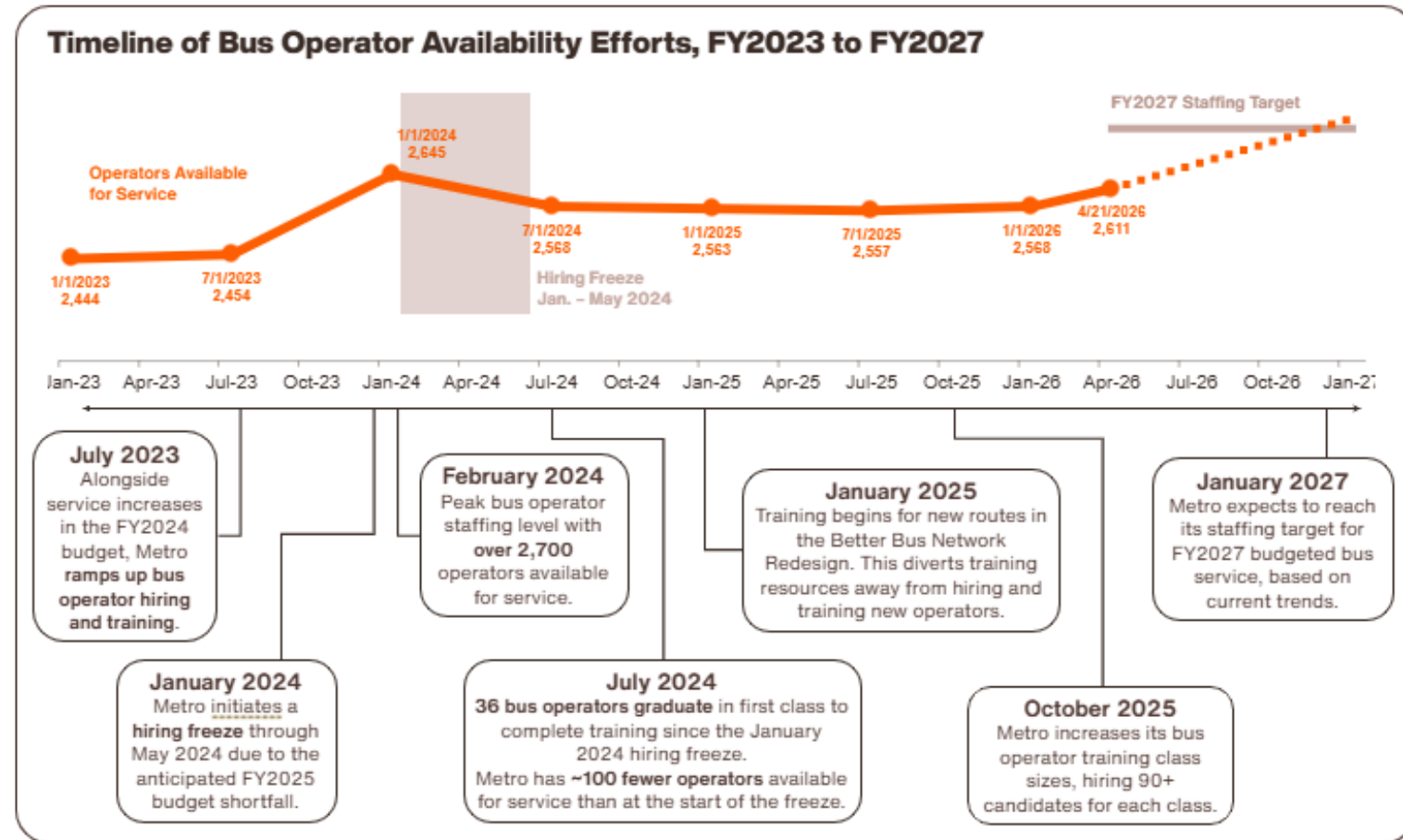
- Metro Access resumed regular service a few days after the storm; snowcrete made door-to-door service challenging
- Metro Rail operated in manual mode at above ground stations during worst weather, lowering OTP and prediction accuracy for a few days



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

Operator availability continues to drive missed trips

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



Congestion is Long-Term Challenge to Bus Reliability

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

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

Dedicated Bus Lanes in the Region Today



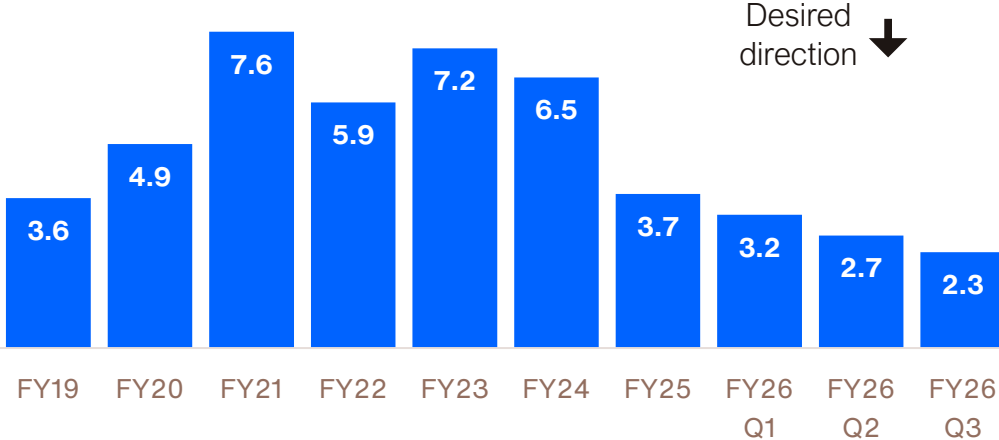
DMVMoves Plan for Regional Infrastructure Investment



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

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

Part 1 Crime per 1 million customer trips



FY26 Transit Worker Assaults per 10m vehicle revenue miles

