

FY25 Q1 Service Excellence Report

Safety and Operations
Committee



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

Focus today



Service excellence

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



Talented teams

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



Regional opportunity & partnership

Design transit service to move more people and 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

Highlights

- Record high customer satisfaction on rail and bus
 - 92% Rail Customer Satisfaction
 - 83% Bus Customer Satisfaction
- Ridership grew 9% in FY25 Q1, marking 42 consecutive months of growth
- Serious crime across the bus and rail system is down 40% compared to FY24 Q1
- Service reliability remains an area of focus, with rail automation and bus priority targeting improvements
- Bus and rail real-time prediction accuracy improved



Metro met or trended in the right direction for **two-thirds of its Service Excellence KPIs** in FY25 Q1

Metric	Result	Right trend? Q4 vs. Q1	Featured	Metric	Result	Right trend? Q4 vs. Q1	Featured
Goal 1: Service excellence				Objective 1B: Reliability			
Customer satisfaction				On-time performance			
Metrorail	● 92%		+	Metrorail	● 87.4%		+
Metrobus	● 83%		+	Metrobus	● 76.2%		+
MetroAccess	● 79%		+	MetroAccess	● 89.2%		+
Objective 1A: Safety and security				Percent of scheduled service delivered			
Part 1 crime rate	● 4.9	✓	+	Metrorail	● 97.7%	✓	
Transit worker assault rate	● 47.8			Metrobus	● 97.8%		+
Customer dissatisfaction: safety from crime				MetroAccess	● 97.75%		+
Metrorail		✓		Percent of Metrorail planned service delivered			
Metrobus					● 89.6%	✓	
Customer injury rate	● 24.0	✓		Elevator Availability			
Employee injury rate	● 6.8	✓			● 98.5%	✓	
Crowding				Escalator Availability			
Metrorail		✓			● 95.0%	✓	+
Metrobus		✓		Objective 1C: Convenience			
				Accuracy of real-time arrival information			
				Metrorail	● 97.3%		
				Metrobus	● 89.0%	✓	+
				Availability of real-time bus arrival information			
					● 92.4%		
				Customer satisfaction: cleanliness			
				Metrorail	● 74%	✓	
				Metrobus	● 64%		
				Last-mile connectivity / bicycle access			
					● 1.4% (2022)		



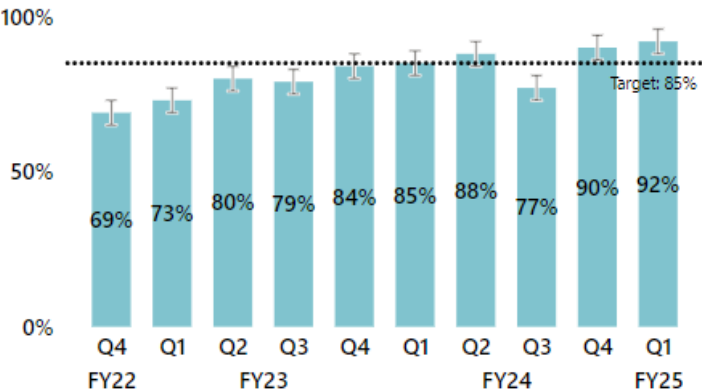


Customer Satisfaction

Customer satisfaction met target for all three modes in Q1, hitting record highs on Metrorail and Metrobus

● Metrorail

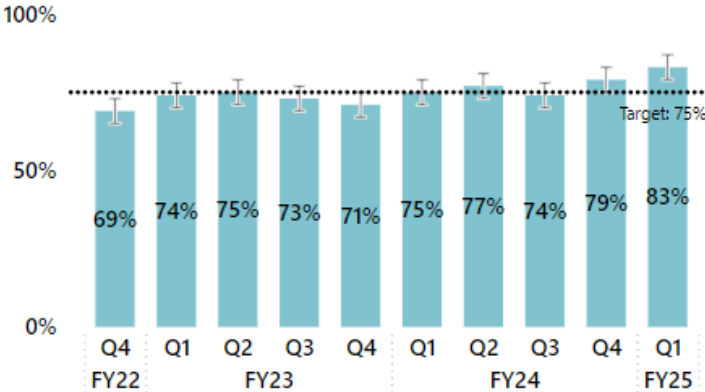
92% in Q1, exceeding target of no less than 85%



- Q1 results for Metrorail were again the highest in history
- Compared to last quarter, satisfaction with train cleanliness improved the most, followed by reliability of train service
- Most frequent suggestions for improvement: enforce rules and fare payment, improve service frequency, increase police presence, and better cleaning of train cars

● Metrobus

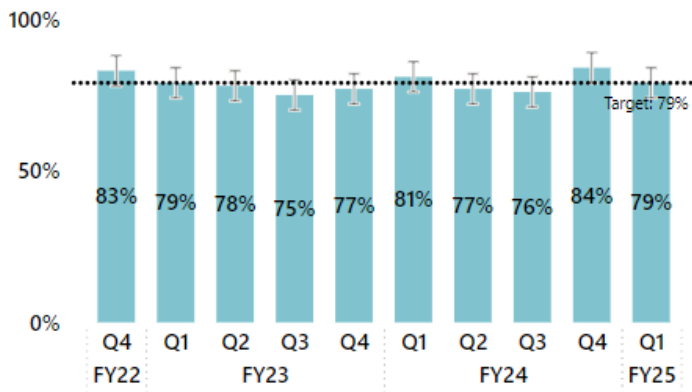
83% in Q1, exceeding target of no less than 75%



- Q1 results for Metrobus were the highest in history
- The share of DC Metrobus customers who are satisfied overall with their last trip increased significantly from last quarter, from 74% to 83%
- Most frequent suggestions for improvement: shorter wait times/better on-time performance, cleaner buses, improved safety from crime or harassment

● MetroAccess

79% in Q1, meeting target of no less than 79%



- Q1 results for MetroAccess remained on target
- Decrease in customer satisfaction driven by an increase in late trips
- 80% of customers thought it was easy to make a reservation, up 8 percentage points from last quarter
- 96% of customers satisfied with helpfulness of their MetroAccess driver



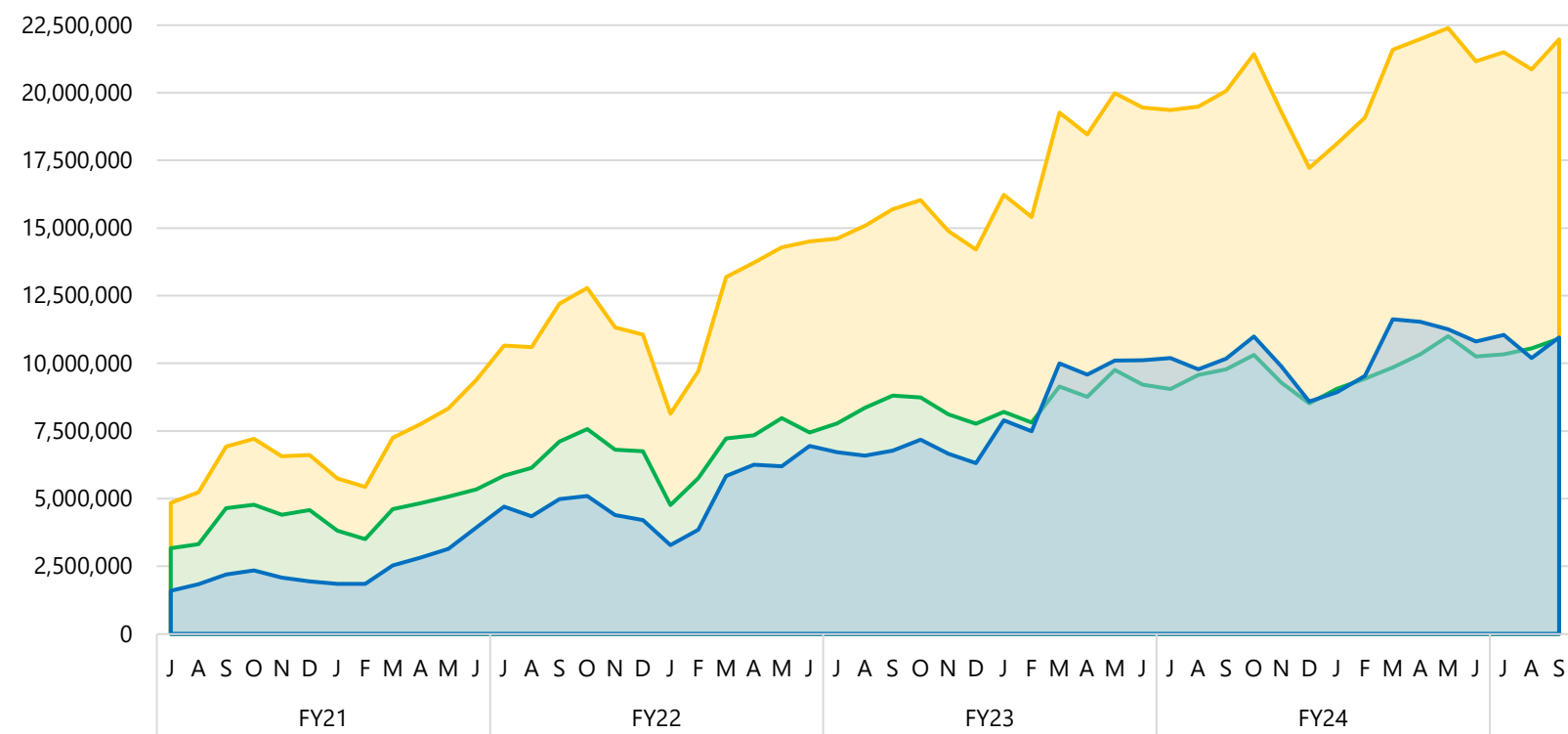
Ridership



Ridership continues to grow – September marks 42 consecutive months year-over-year

- September had strongest weekday ridership since 2020: 850,000 average combined trips on bus and rail
- Federal employee ridership up 23% compared to September 2023: 68,000 trips on an average weekday
- An average of 7,400 fans took Metro to each Nationals game this season, a total of nearly 600,000 trips

All ridership | Rail | Bus



64.4 million trips in Q1
9% higher than Q1 FY24
796,000 average weekday customers

32.2 million trips on rail
7% higher than Q1 FY24
397,000 average weekday customers

31.9 million trips on bus
12% higher than Q1 FY24
394,000 average weekday customers

0.3 million trips on MetroAccess
14% lower than Q1 FY24
4,100 average weekday customers

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

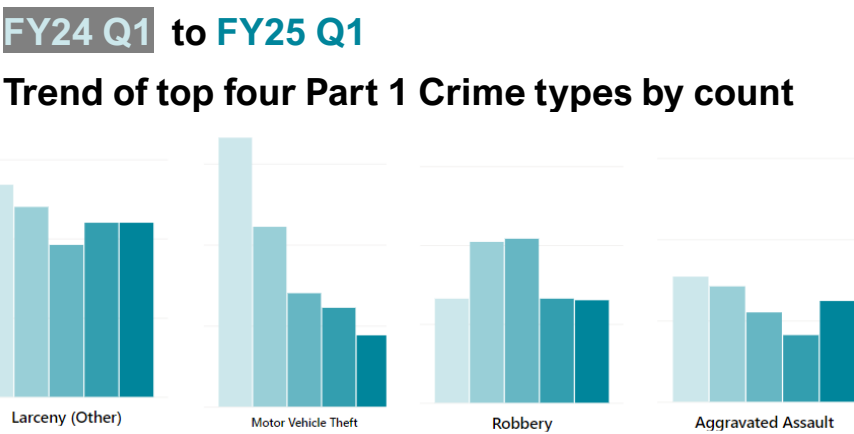
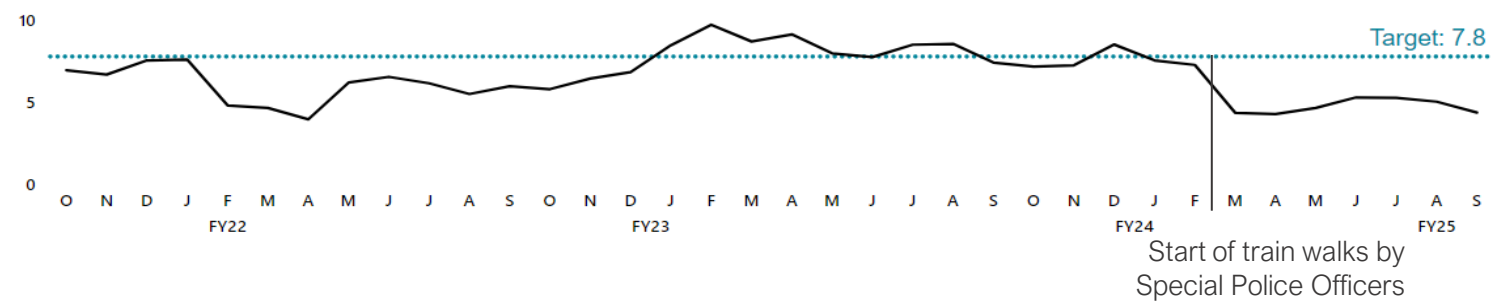




Safety and Security

Part 1 Crime down 40% compared to FY24 Q1, meeting target

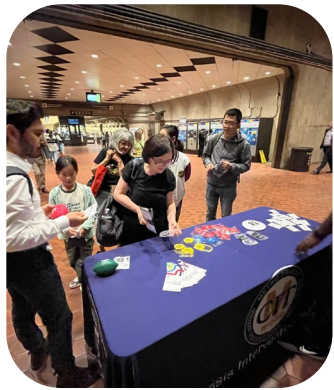
Part 1 Crime | All Modes
4.9 Part 1 Crimes per 1 million customers, meeting target of no more than 7.8



Installation of taller faregates at all 98 stations reduced fare evasion by 82%. Fare enforcement led to recovery of 16 illegal guns and 250 active-warrant arrests



Crisis Intervention Team squads have made 6,000+ safety contacts, helped over 450 people with mental health concerns in the last two years



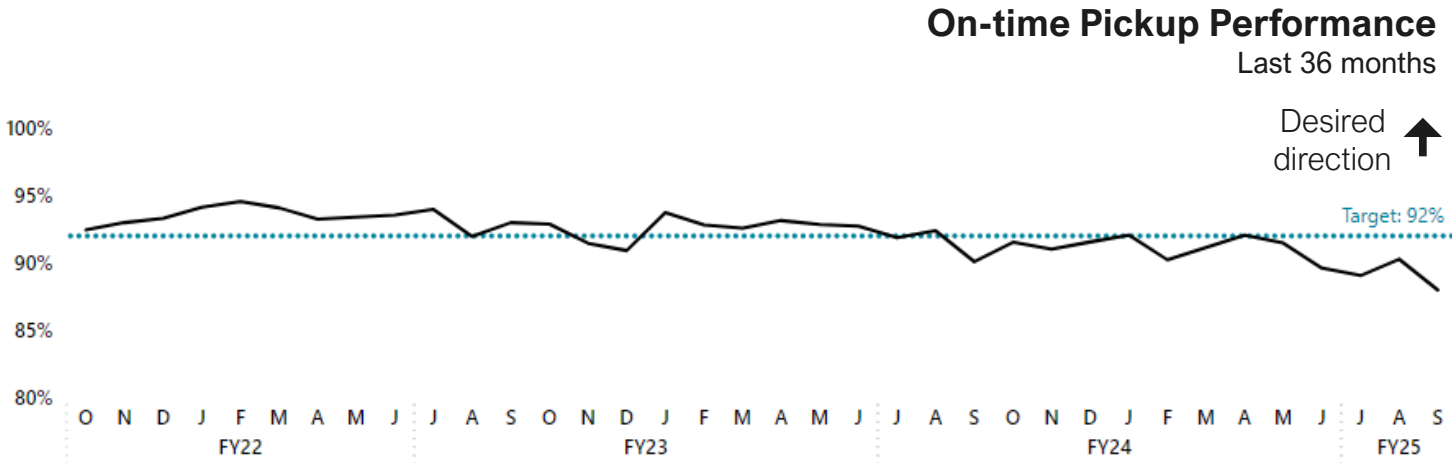
Reliability



Access OTP missed target in Q1 during transition to more cost-effective service delivery model

● **On-time Pickup Performance | Access**
89.2% of on-time pick-ups, just missing target of no less than 92.0%

- OTP dipped as operations were transitioned from five contractors to one to be more cost-effective
- Key actions to improve:
 - Assigned dispatchers to monitor specific drivers and deliver performance reports
 - Shifted nearly half of all MetroAccess trips to Abilities-Ride, our alternative to taking standard paratransit service



Over 92% of dedicated MetroAccess trips are faster or just as long as than an equivalent trip on rail or bus

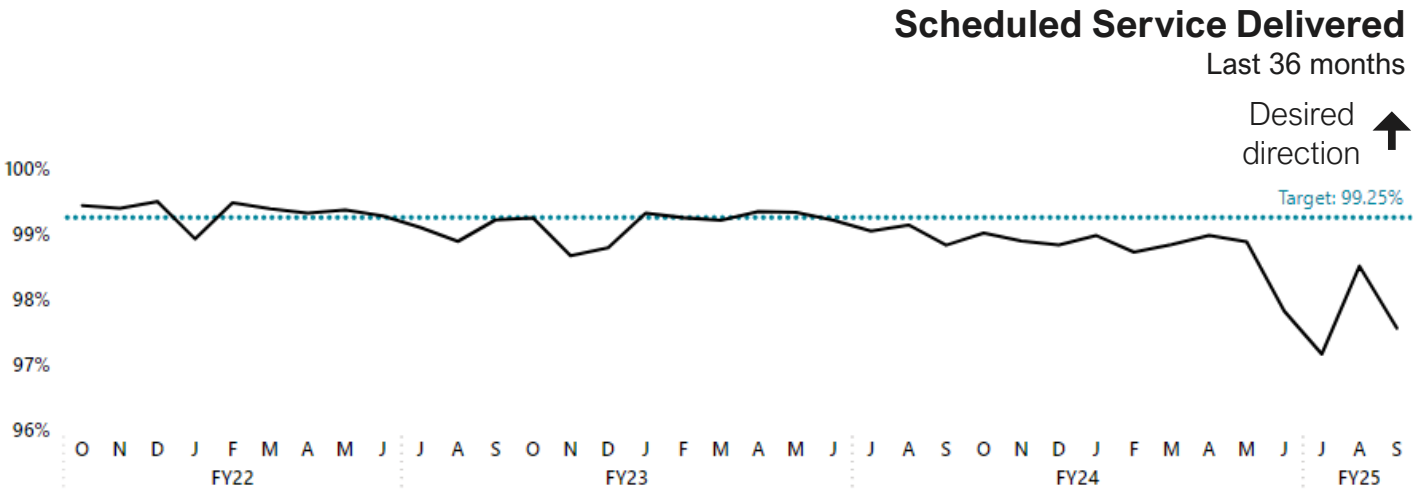


Access delivers over 2,800 trips per day on dedicated service and misses fewer than 70

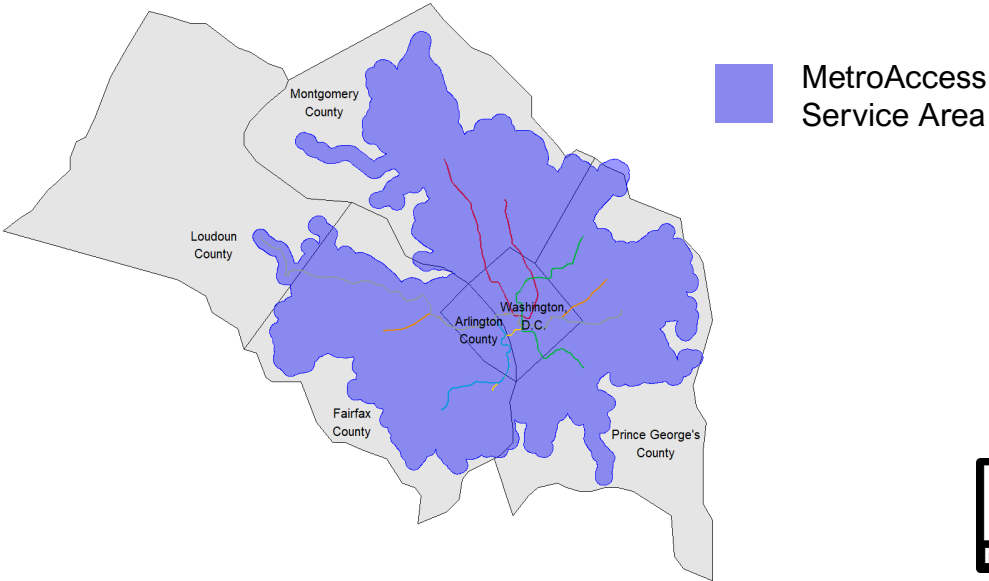
Scheduled Service Delivered | Access

97.75% of scheduled service delivered, missing target of no less than 99.25%

- 86% of missed trips caused by a customer not taking a ride that arrived too late after the pick-up window
- 14% of missed trips caused by the driver not waiting long enough for the customer
- Q1 performance saw a drop due to business model transitions

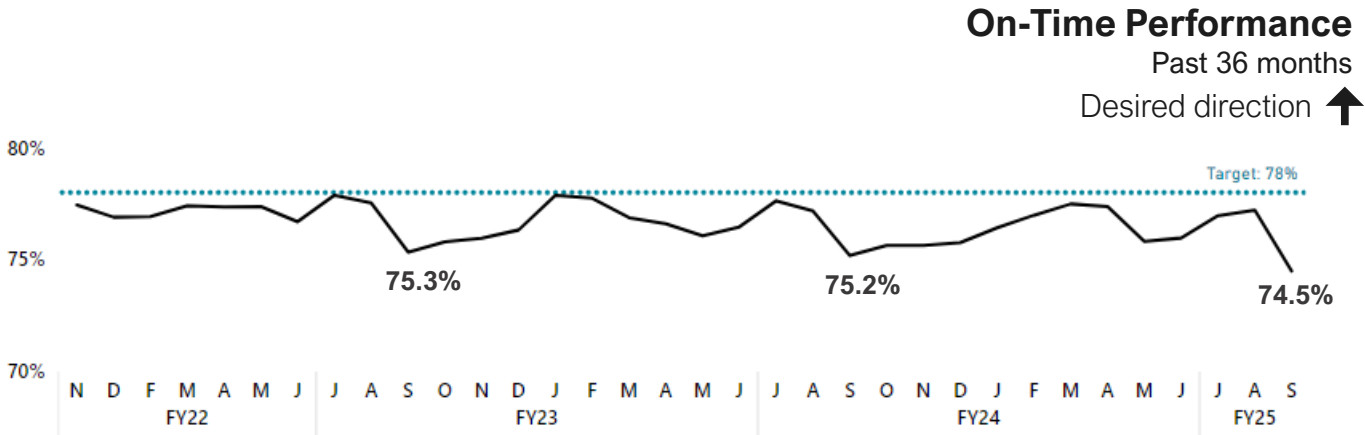


MetroAccess service area is within three-quarters of a mile of any rail station or bus stop

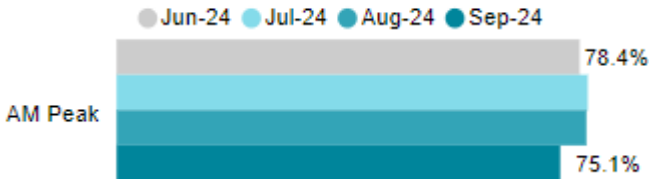


Bus on-time performance just missed target in Q1, driven by a larger than typical seasonal drop in September, particularly in the AM Peak

- **On-time Performance | Bus**
76.2% on time, missing target of 78%
- On September weekdays, performance dropped to its lowest levels in years during both the AM Peak (75.1%) and the PM Peak (66.6%) time periods due to buses running late
- The proportion of late buses increased by the most percentage points on Tuesdays from September 2023 to 2024
- When buses are running very late, street operations and the control center can make changes to trips to try to get buses back on schedule



In the AM Peak on weekdays, OTP was consistently around 79% until September, when it dropped to 75%





Weekday regional average traffic speeds worsened by 4% in AM peak and by 5% in PM peak from September 2023 to September 2024

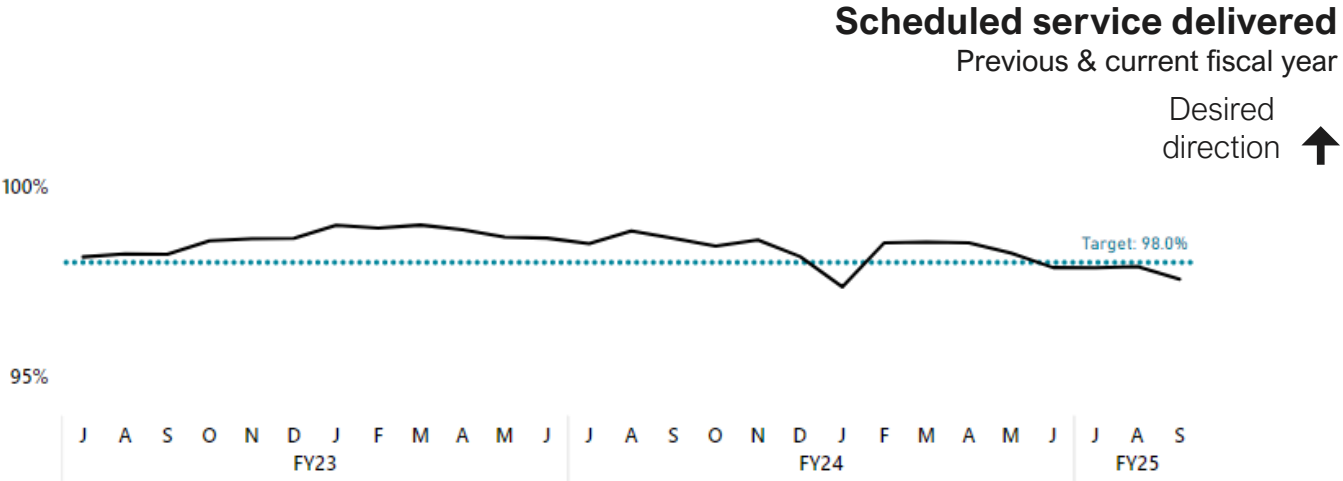


Percent of service delivered just missed target in FY25 due to operator availability

- ### Service Delivered | Bus

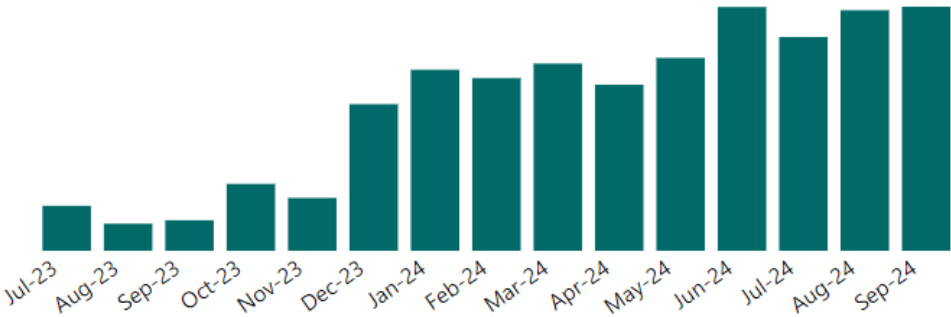
97.8% of scheduled service delivered, just missing target of no less than 98%

 - Operator availability is the primary cause of missed trips, with staffing levels still recovering from February 2024 hiring freeze
 - Fridays and weekends have the most missed trips due to operator availability
 - In FY25 Q1, 77 bus operators graduated from new operator training and there are 164 more projected to graduate in Q2



Operator availability continues to be a leading cause of missed trips

Number of missed trips due to operator availability



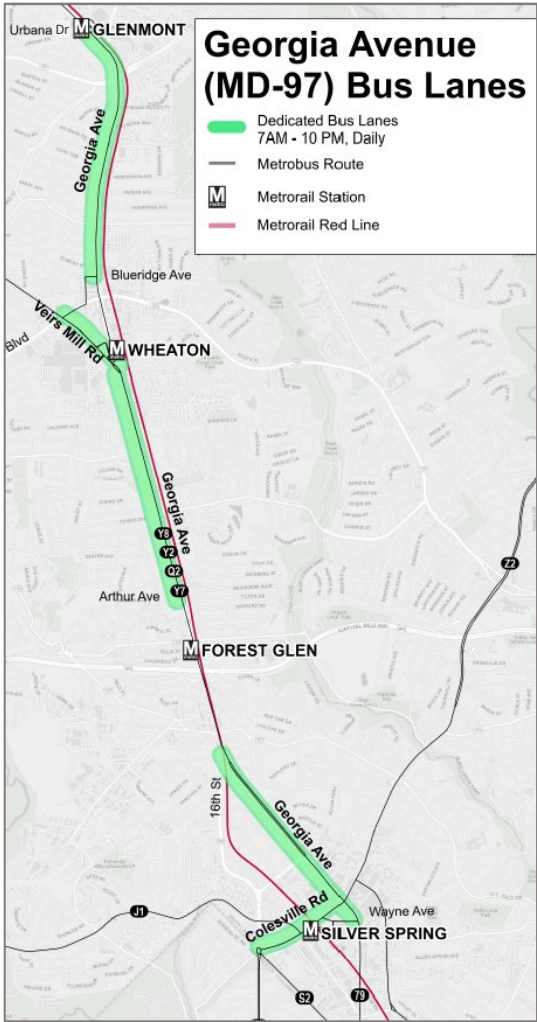
Recently-approved 4-year contract with Metro’s largest union, Amalgamated Transit Union Local 689, is expected to improve operator availability



Georgia Ave (MD-97) Bus Lane Pilot extended through December in order to continue evaluating performance

Results from the Summer:

- **Increased Throughput:** 900 more people per hour moved on Georgia Ave (10% higher than last year)
- **More Bus Riders:** 20% of people on MD-97 rode buses vs 4% in summer 2023. Shuttle riders boosted these numbers
- **Better Bus Speeds:** Up to 16.5% increase in median bus speeds in the dedicated lanes
- **Minimal Impact to Cars:** Car speeds dropped slightly during rush hour but held steady around 20 mph. Four fewer crashes in summer 2024 vs summer 2023

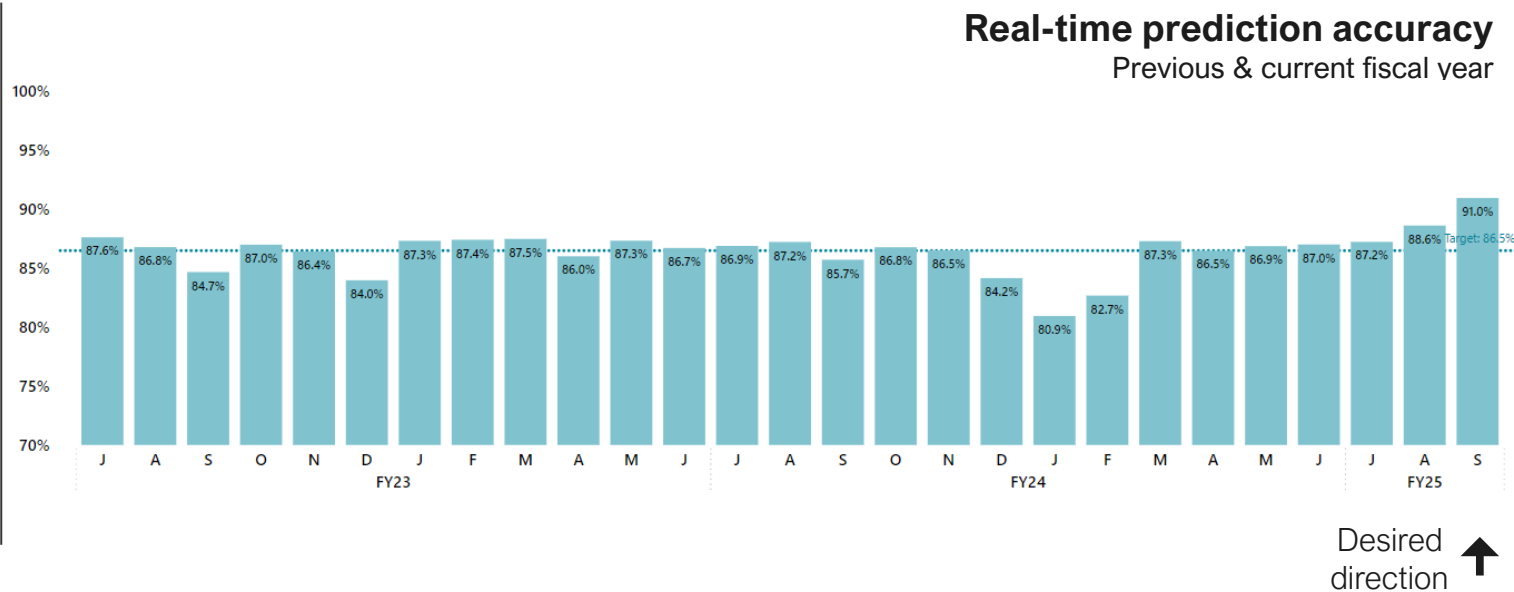




Project partners will review performance and collect community feedback on the future status of the bus lanes after pilot concludes

Bus prediction accuracy exceeded target and hit record high in September due to upgraded prediction algorithm

- **Real-time Arrival Accuracy | Bus**
89.0% of predictions were accurate, meeting target of no less than 86.5%
- Prediction accuracy improved by about 4 percentage points after an August 2024 prediction algorithm upgrade
 - Upgraded algorithm allows for detailed data validation and tuning to address problem areas
 - Staff are benchmarking peer properties to identify opportunities to improve info availability and accuracy during detours



Several routes experienced 8 to 15 percentage point improvements

A31
+15.5%

D33
+11.8%

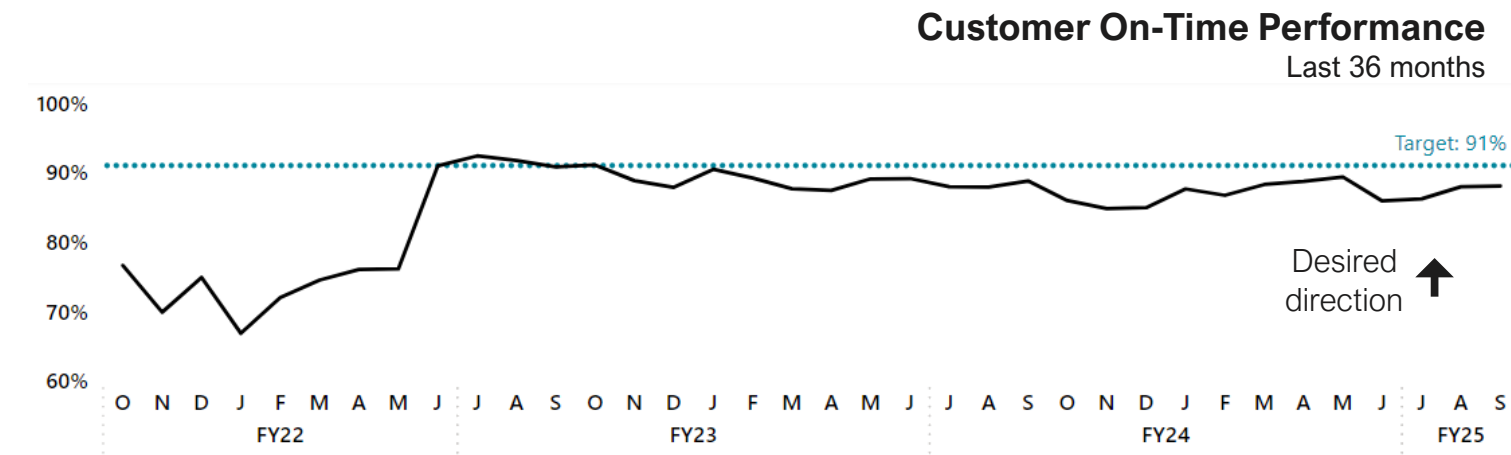
D34
+14.9%

W47
+10.3%

D31
+8.3%

Rail on-time performance improved through Q1, but missed target

- **On-time Performance | Rail**
87.4% on time, missing target of no less than 91%
- OTP improved with the completion of capital work at Reagan National and launch of auto doors
 - Main drivers of late trips: service disruptions (9.6%), planned track work (0.5%), and customer behavior or late trips not linked to an incident (2.5%)
 - Key actions to improve:
 - Begin Automatic Train Operations on the Red Line
 - Return to design speeds, which would reduce run times by up to 2.2 minutes



Customer trips are 26 seconds faster on average since Auto Doors launched systemwide on July 8



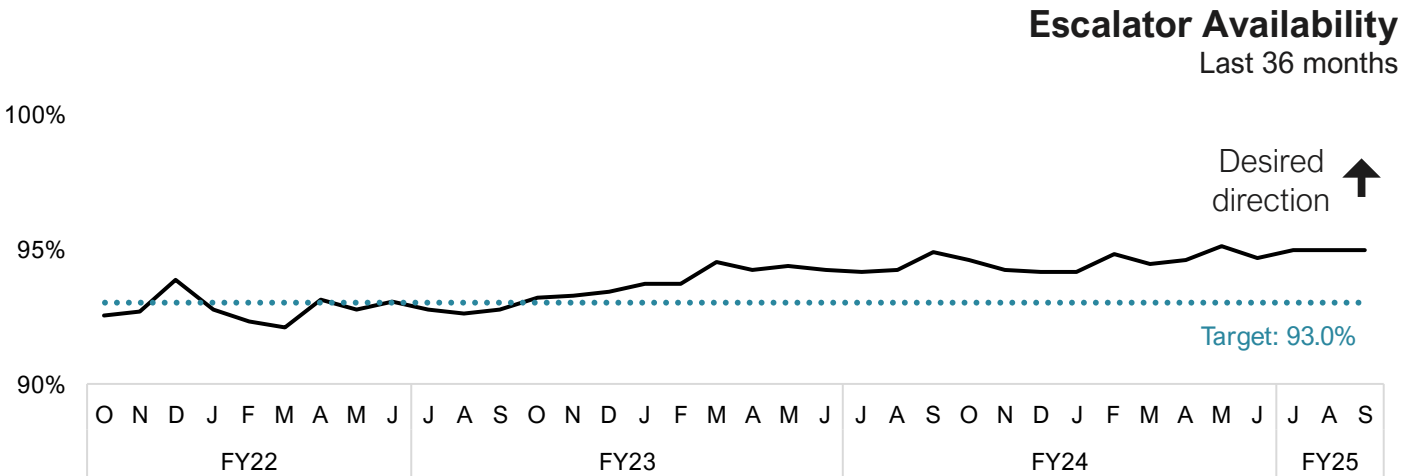
Automatic Train Operations will make customer trips faster and smoother

- Automatic Train Operations (ATO) will help trains operate more safely and efficiently through automatic control of trains' acceleration, deceleration, and speed
- **ATO rollout will begin in December (pending WMSC concurrence) on the Red Line with qualified operators**
- Customers may notice:
 - Closer adherence to schedule
 - Initially, some trains may hold at key stations because:
 - ATO trains are faster and may catch up to trains operating in manual ahead of them
 - Operators and control center staff may hold trains to keep them on schedule
 - Once ATO is fully implemented, a new Red Line schedule will be implemented and will reduce the need for trains to hold to stay on schedule
- Once ATO is fully implemented, trips up to **6-12 seconds faster per station**



Escalator availability met target with the best performance this quarter in over three years

- Escalator Availability | Rail System
- 95.0% availability, meeting target of no less than 93.0%
- Availability increased by 0.6 percentage points (~4 units) since the same time last fiscal year as some capital projects conclude
 - Nine escalators were unavailable in Q1 because they are being replaced, part of the replacement program of 139 escalators by 2028



Three escalators at Benning Road were replaced one month ahead of schedule



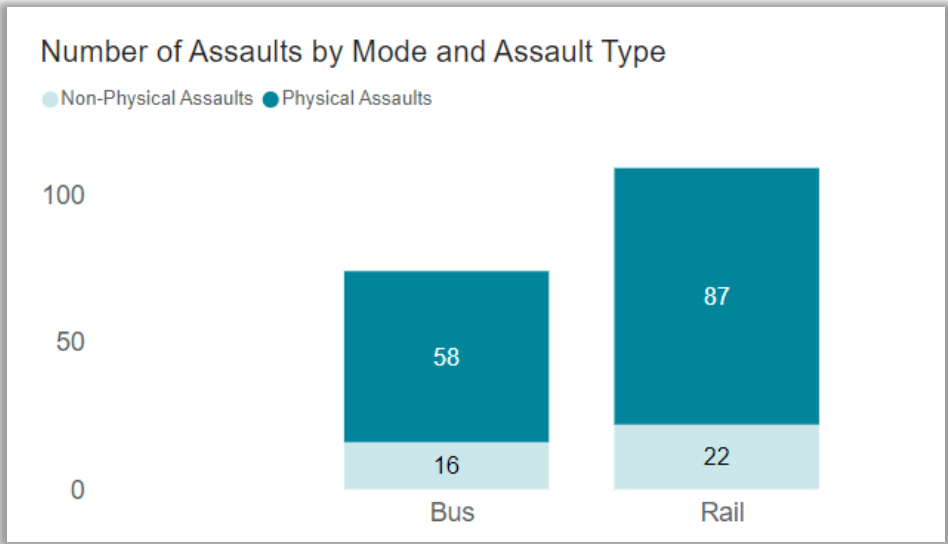
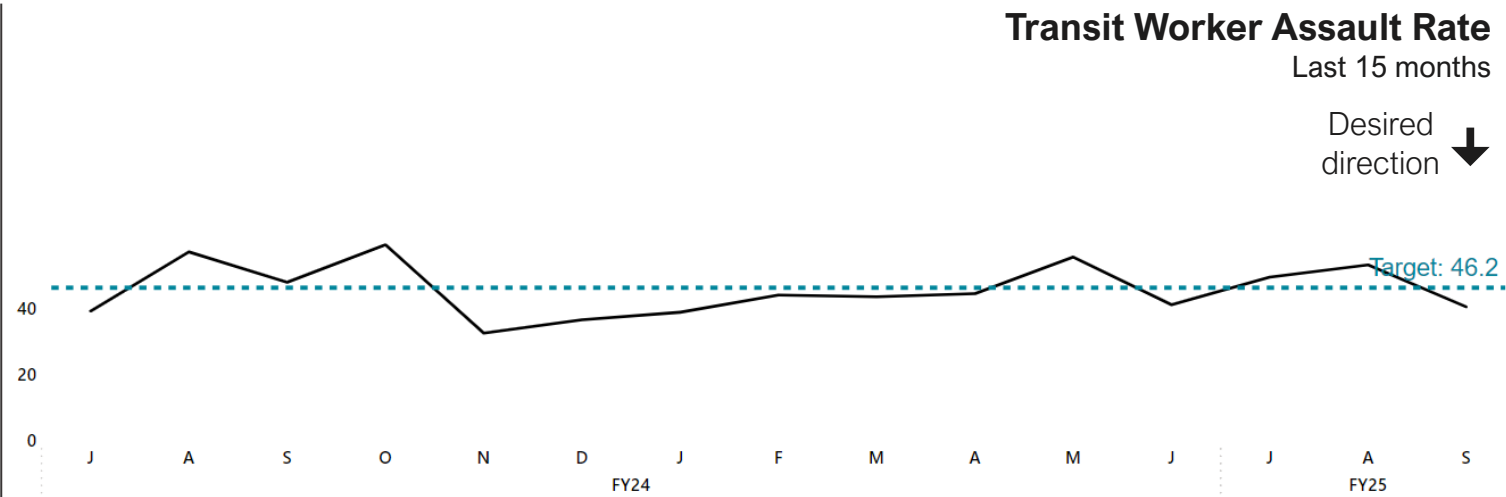
Appendix | Additional Measures

Safety and Security | Additional Measures

Transit worker assaults just missed target at 47.8 assaults per 10M revenue miles

- **Transit Worker Assault Rate**
47.8 assaults per 10M revenue miles, missing target of no more than 46.2
 - 183 Assaults in FY25 Q1:
 - 79% (145) were physical, 21% (38) were non-physical
 - 87% (159) involved employees, 13% (24) contractors
 - To address safety concerns, Crisis Intervention Team (CIT) members walked car-to-car on 3,675 trains, on 675 buses, and end-to-end on 1,313 platforms to check on customers and operators and increase public visibility

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

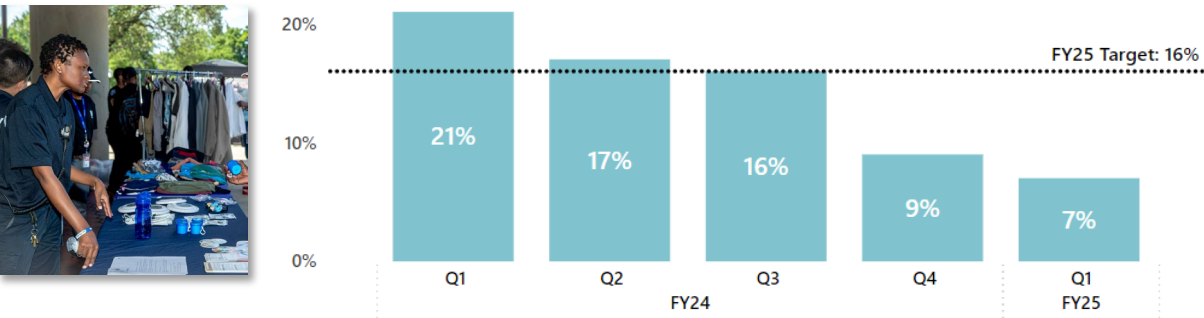


Customer perception of safety on trains and buses improved compared to last quarter

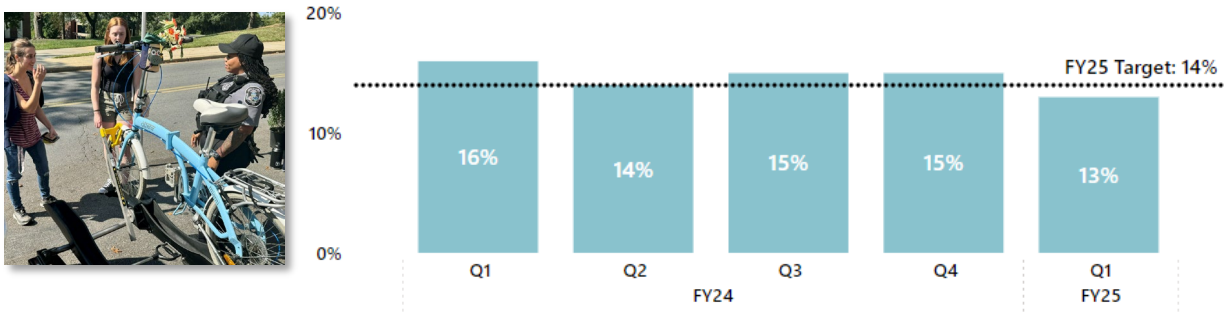
● Customer Perception of Safety from Crime or Harassment | Bus Target: 14%, Rail Target: 16%

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

The percent of customers dissatisfied with safety from crime aboard trains decreased to 7%, meeting target of 16% or less



The percent of customers dissatisfied with safety from crime aboard buses slightly decreased to 13%, meeting target of 14% or less



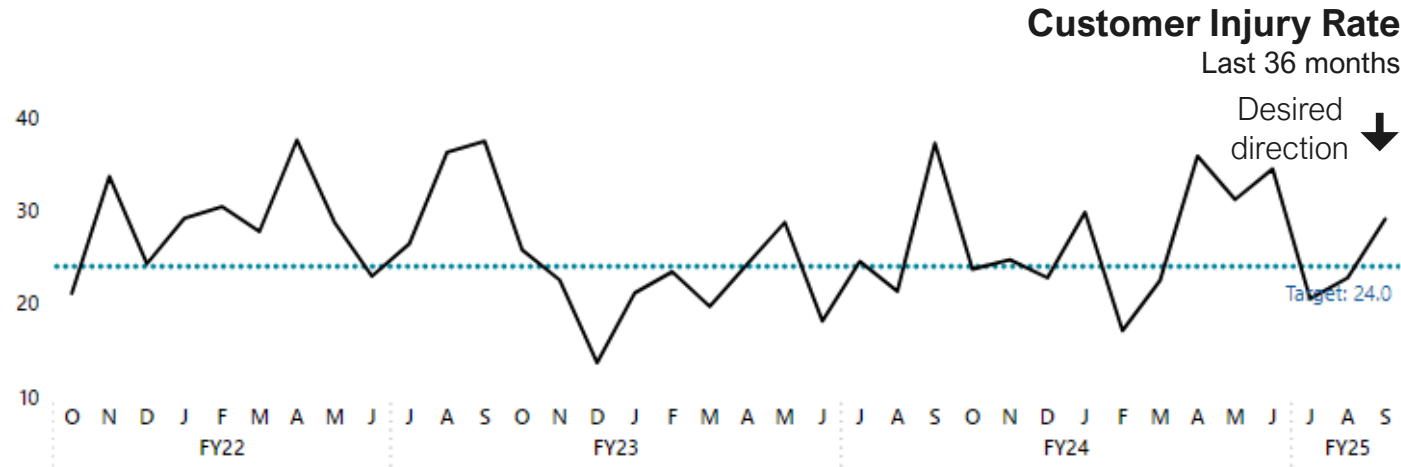
MTPD hosted 357 community and youth events in FY25 Q1

Desired direction ↓

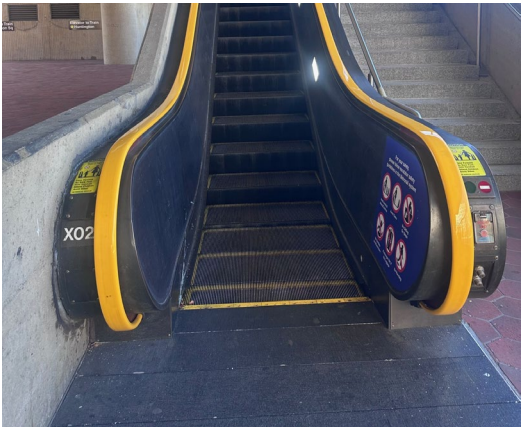


Customer injury rate met target during Q1 and is 13% lower than Q1 FY24. 75% of all customer injuries are slips/trips/falls

- **Customer Injury Rate | All modes**
24.0 injuries per 10M revenue miles, meeting target of no more than 24.0
 - 93 injuries in Q1: 51% Metrobus (47 injuries), 48% Metrorail (45), 1% MetroAccess (1)
 - 75% of injuries are slips/trips/falls: 31% on Metrobus, 22% on escalators, 22% in stations or on trains, and 1% on MetroAccess
 - 20% of injuries are collision-related
 - Actions to improve: make customer-facing safety announcements, procure bus collision-avoidance technologies, coach bus operators on safe driving behaviors



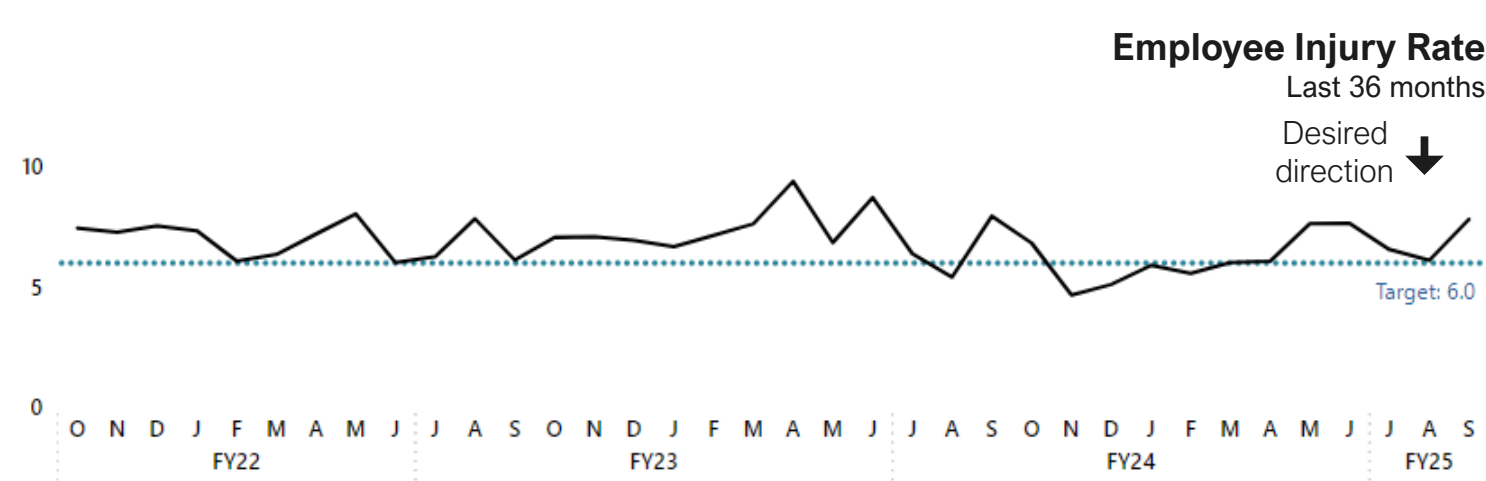
Colorful handrails encourage customers to hold on when walking on escalators, newest installed at Eisenhower Station in Q1



Employee injury rate missed target, increased 3% over FY24 Q1 primarily due to an increase in stress injuries

● **Employee Injury Rate | All modes**
6.8 injuries per 200,000 employee hours, missing target of no more than 6.0

- 215 injuries in Q1. Top injury types: stress (27%), collision (23%), strain (14%), and slip/trip/fall (13%). Stress injuries are more frequent on Rail, accounting for 35%
- Compared with FY24 Q1: 8% increase in Rail injuries, 3% increase in Bus
- Key initiatives to improve: Bus Operator Assault Prevention Training, video slip/trip/fall campaign at Rail Transportation facilities



Rail completed a comprehensive employee injury risk assessment that identified 8 hazards; working on implementing 20 mitigations identified

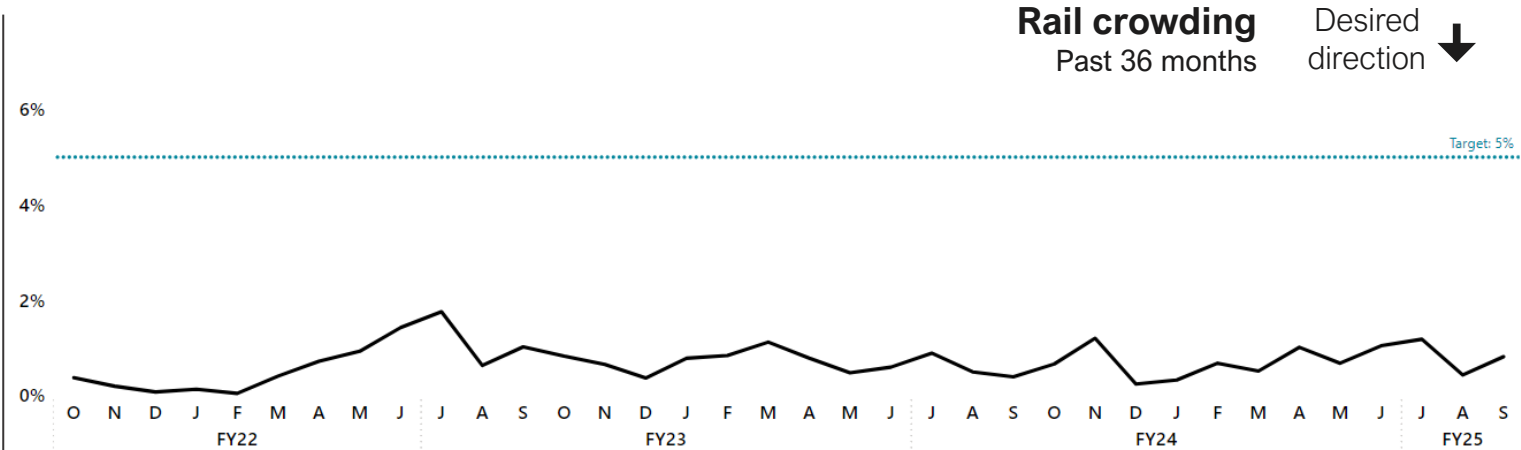


Rail crowding remained below target in Q1 thanks to frequent service

Crowding | Rail

0.8% of passenger minutes were spent in crowded conditions (>100 passengers per car during peak periods), meeting target of no more than 5%

- July saw the highest crowding since November of 2023 – crowding on July 4 was 10x higher than the average day
- Crowding is mostly likely to occur 8-9am and 5-6pm in the system core, and immediately following sporting events
- Key actions:
 - Schedule 8-car trains for most crowded trips (40% of all service)
 - Increase frequency on Green and Yellow Lines to 6 min all-day weekdays
 - Add extra trips for special events
 - Space in 8Ks for bikes, strollers, luggage



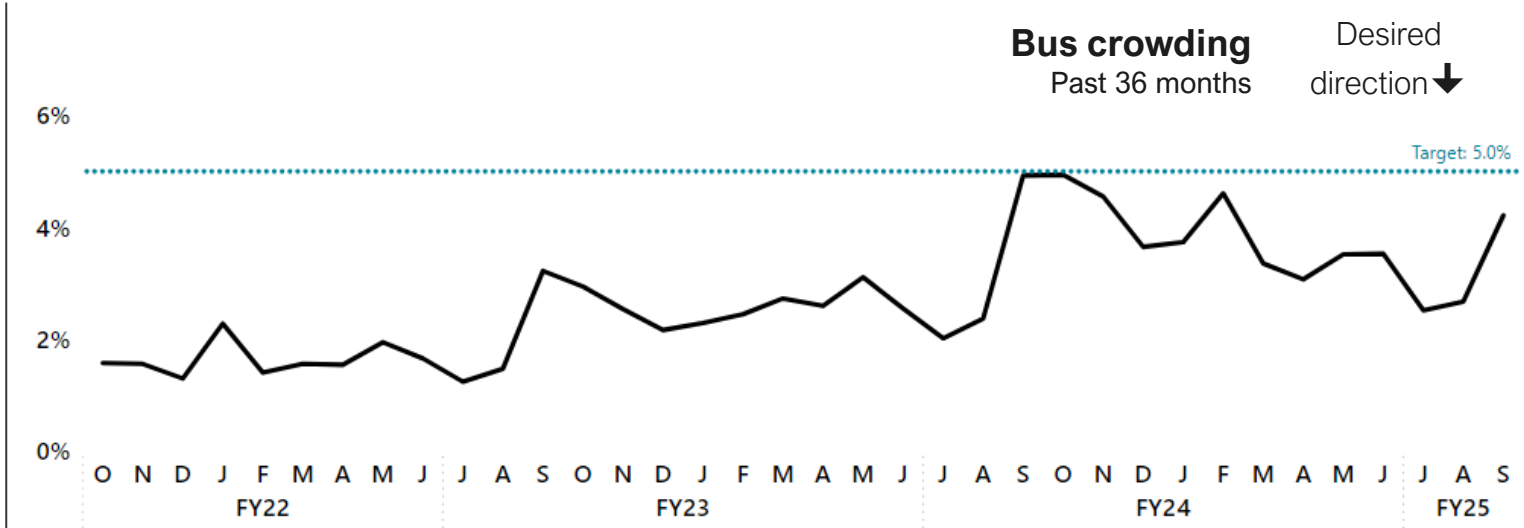
Example: Green Line Crowding after the 9/28 Nationals Game against the Phillies

Time:	6:20 PM	6:25 PM	6:28 PM	6:33 PM	6:40 PM	6:49 PM	6:57 PM	6:59 PM	7:05 PM	7:13 PM	7:15 PM	7:20 PM	7:25 PM	7:29 PM	7:36 PM	7:44 PM
# cars:	8	6	8	6	8	6	6	8	6	6	8	6	8	6	6	6
College Park-U of Md															2	
Hyattsville Crossing		21		14	11	26	17		27	15		8		7	3	11
West Hyattsville		26		19	13	33	21		34	17		9		10	5	14
Fort Totten		29		21	15	38	26		40	19		11		12	7	16
Georgia Ave-Petworth		35		32	25	54	36		58	32		19		16	12	19
Columbia Heights		38		37	29	62	41		65	35		22		20	13	23
U Street		50		50	37	73	50		77	43		26		25	16	32
Shaw-Howard Univ	12	39	18	51	47	57	60	23	59	41	21	27	21	37	25	39
Mt Vernon Sq	12	43	18	58	51	63	68	24	69	45	21	29	21	42	28	42
Gallery Place	12	43	15	52	44	53	60	23	51	36	22	28	22	38	20	25
Archives	20	54	29	72	70	81	97	47	80	60	38	48	46	57	34	31
L'Enfant Plaza	18	50	28	67	69	76	92	43	77	58	40	53	45	55	32	30
Waterfront	29	79	48	102	102	134	176	82	124	101	84	81	83	75	51	46
Navy Yard-Ballpark	28	77	45	99	99	129	161	79	110	94	72	72	74	69	46	41
Anacostia	0	9	0	9	5	9	6	0	7	12	1	10	1	10	6	7
Congress Heights	0	7	0	6	4	6	4		5	7		7		8	4	5
Southern Ave	0	6	0	5	4	5	3		5	7		6		5	3	5
Naylor Road	0	4	0	4	3	5	2		4	6		3		4	3	4
Suitland	0	3	0	3	2	3	2		4	5		3		4	2	3
Branch Ave				1		2			2			1			2	



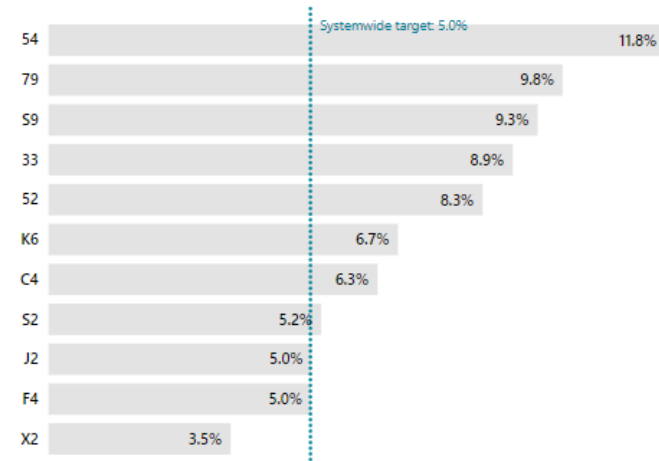
Crowding increased in September as school returned from summer break and students ride during peak times; however, crowding is lower than this time last year

- Crowding | Bus
- 3.2% of passenger minutes were spent in crowded conditions (>40 passengers on bus), meeting target of no more than 5%
- Lower crowding this September than last year despite higher ridership indicates bus service is meeting passenger demand
 - Crowding is most likely to occur in the PM Peak on weekdays when people return from school or work
 - Increased frequency helps mitigate crowding; over 40% of customer trips occur on routes with 12 min or better frequencies



FY24 Top 10 Most Crowded Bus Routes by Passenger Minutes

% of Passenger Time in Crowded Conditions



Crowding is concentrated: 11 of 188 routes account for over half of customer time spent in crowded conditions aboard buses



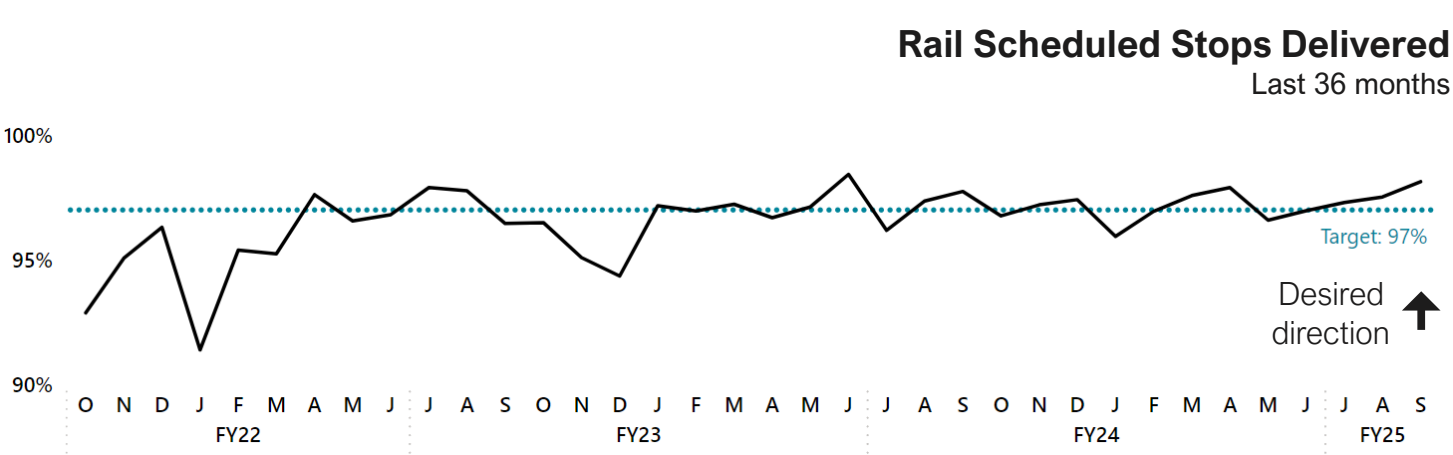
Service Reliability | Additional Measures

Nearly 98% of rail scheduled stops were delivered in Q1, exceeding target, with only 75,000 of 3.2 million scheduled stops missed

Scheduled Stops Delivered | Rail

97.7% stops delivered, meeting target of no less than 97%

- Most missed stops are due to service disruptions. The top three types are: rail vehicles, customer incidents, and signals
- Key actions to sustain performance: begin 7000-series Scheduled Maintenance Program (rehab and overhaul), and continue rail operator recruitment and training program



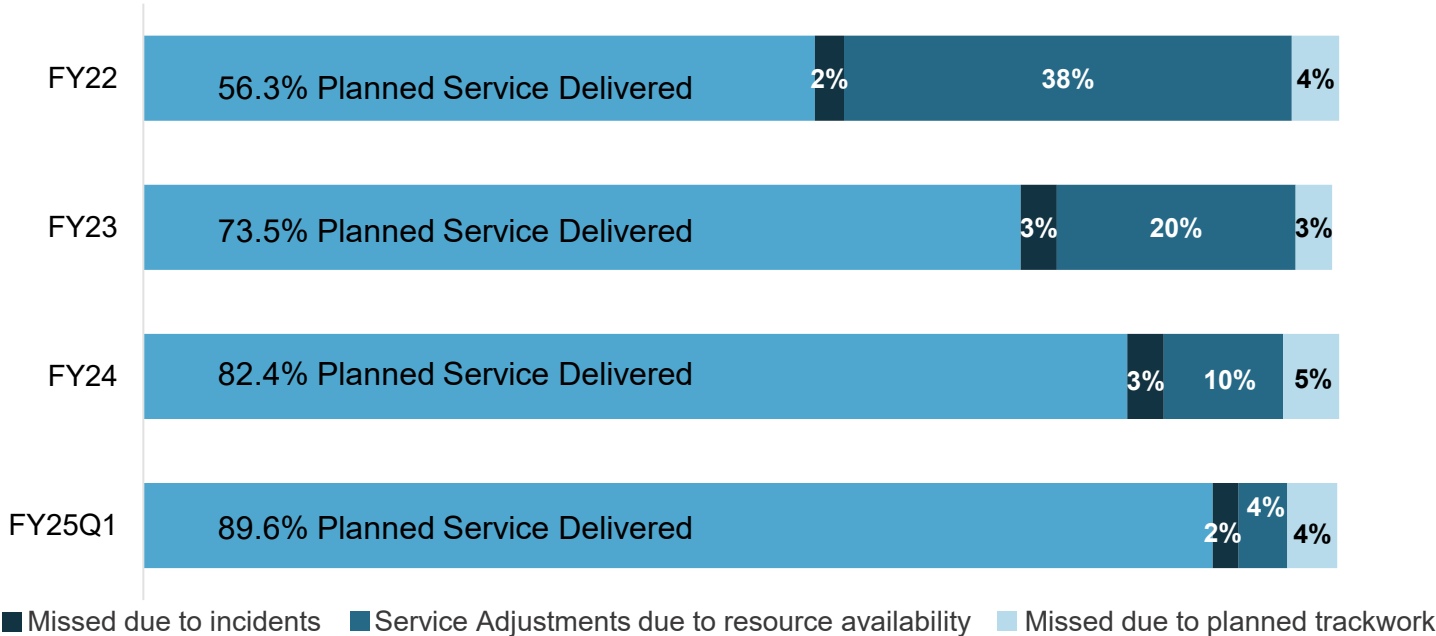
36 train operators certified in Q1 FY25 with 57 more in training, helping to reduce missed service due to operator availability



Almost 90% of planned service was delivered in Q1, better than target and best performance since FY19

Planned Stops Delivered | Rail
89.6% stops delivered, meeting target of no less than 85%

- Adaptive service adjustments* account for most missed service (4.2%), followed by planned service disruptions (extended shutdowns, weekend and weekday trackwork) (4.1%) and unplanned incidents (2.2%)
- The Red Line extended summer shutdown enabled crews to complete eight months of weekend closures and disruptions in 13 weeks





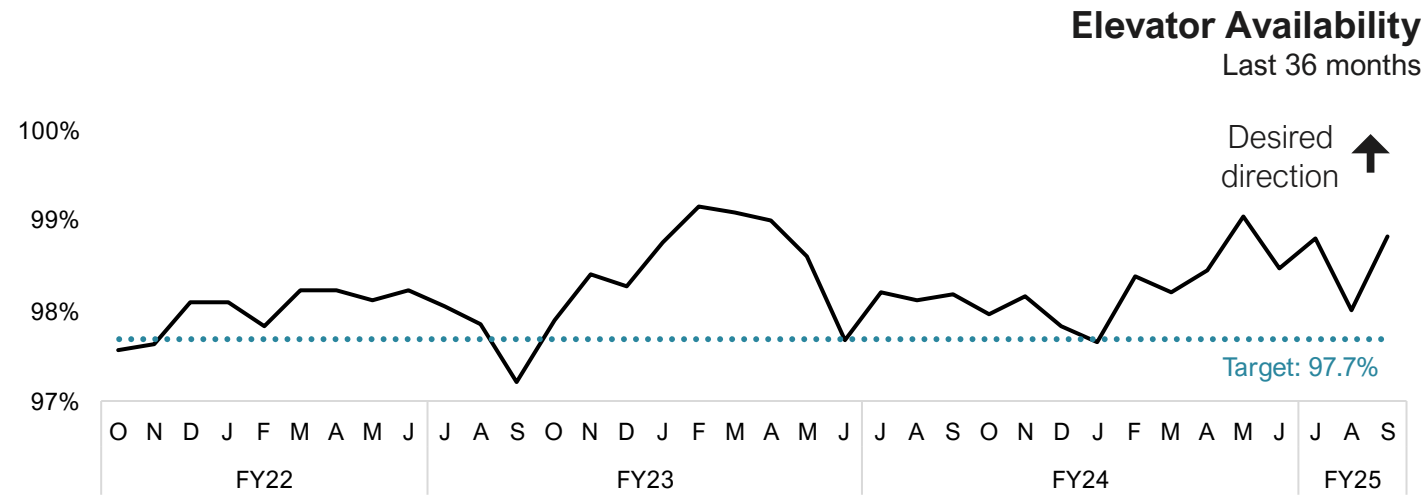
Removing the employee train will increase the time available for overnight trackwork by an estimated 30 minutes

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



Elevator availability met target, with 315 out of 320 elevators in service at any time

- Elevator Availability | Rail System**
98.5% availability, meeting target of no less than 97.7%
 - Availability bolstered by quick repairs: Q1 average repair time was 1 hour and 15 minutes faster than the same time last year
 - 81% of stations met the elevator availability target, and over half of stations have at least 99% availability





Metro will begin capital projects for 27 elevators in Q3 of FY25



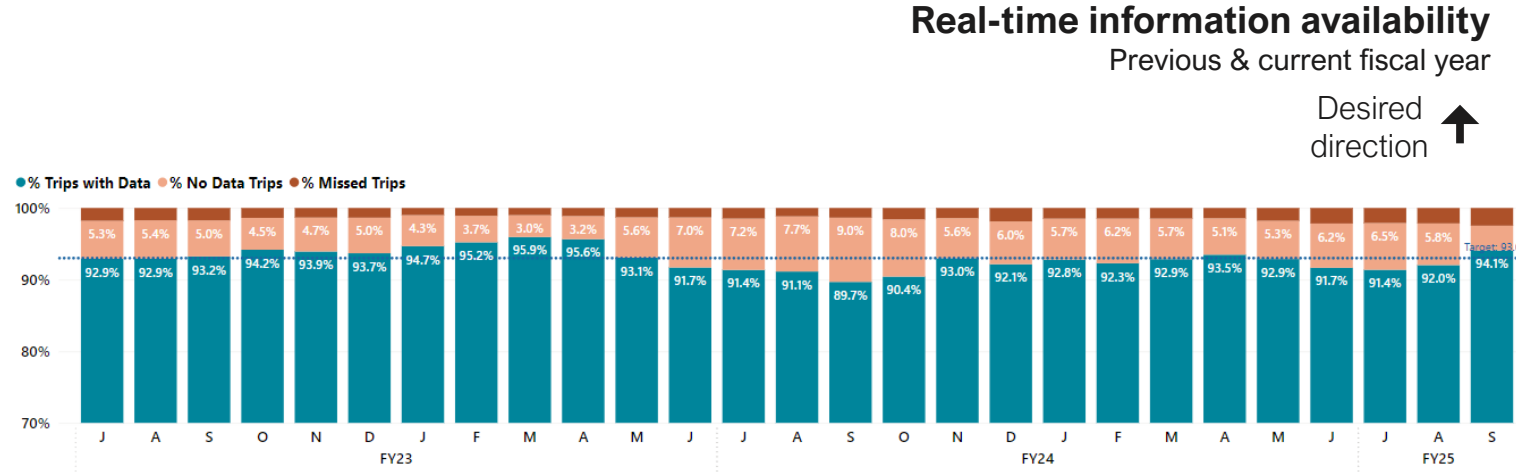
Convenience | Additional Measures

Bus real-time information availability exceeded target in September due to the improvements in the algorithm that allow for more trips to appear in trip planning apps

- ### Real-time Info Availability | Bus

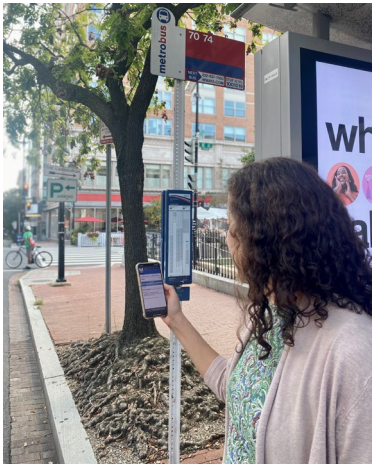
92.4% of trips had predictions available, just missing target of no less than **93.0%**

 - Lower info availability can be caused by missed trips or buses that are unable to transmit GPS data:
 - Missed trips: increased slightly in Q1
 - No Data Trips: The percentage of trips without GPS data fell to 3.5% in September, which is the lowest number since April 2023



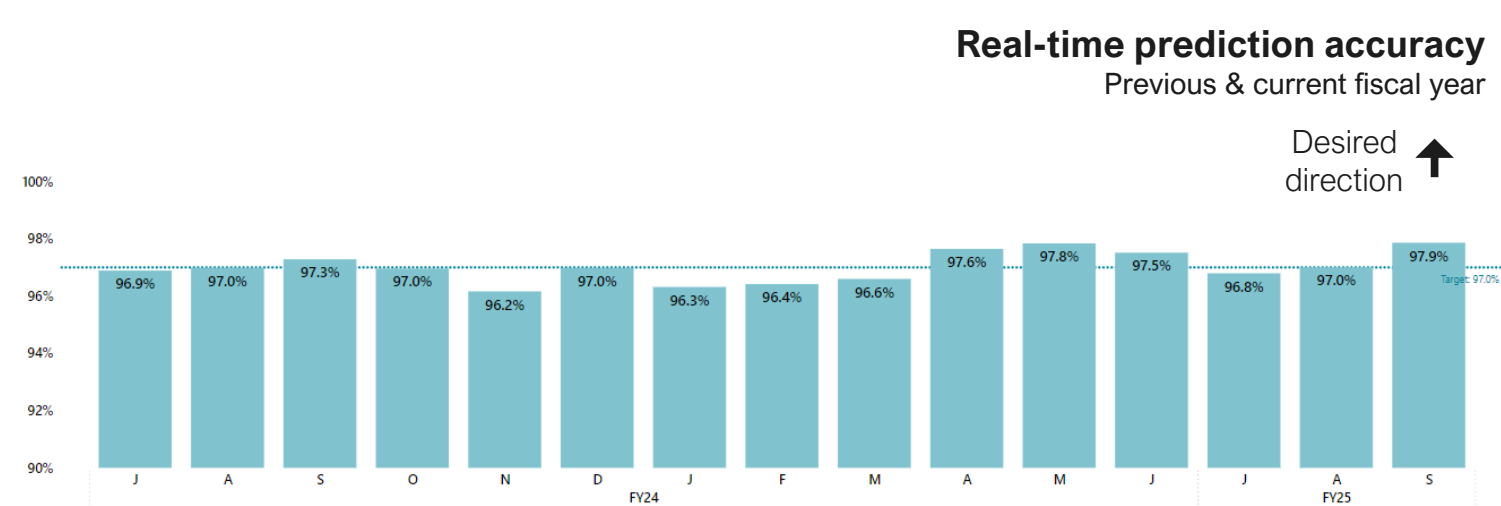


Metro’s prediction algorithm provides real time data to customers by using available GPS and schedule data



Rail real-time arrival prediction accuracy met target in Q1 with strong performance in September – the highest on record

- **Real-time Arrival Accuracy | Rail**
97.3% of predictions were accurate, meeting target of no less than 97.0%
 - Accuracy improved beginning in July due to:
 - Single tracking zones: predictions account for number of expected trains passing through area, no longer show “DLY”
 - Terminals: predictions adjust if previous trip is running late
 - Merge points: better schedules reduce holding prior to merges



54% of Metrorail customers used an online tool or app for their last trip: Google Maps (52%), WMATA Trip Planner (25%) and Apple Maps (20%)

Trip Planner [CHAT LIVE WITH US](#)

Live Chat agents available Monday - Friday: 07:00 AM - 07:00 PM EDT, Saturday - Sunday: 08:00 AM - 07:00 PM EDT, excluding holidays

FROM

L'ENFANT PLAZA

TO

WMATA Greenbelt Rail Yard

Travel by

☒ Bus ☐ Rail ☐ Both

Leave At

9 15 AM ON October 16

Show me the route that

Gets me there first

I can walk up to

3/4 mile

FEWER OPTIONS

PLAN MY TRIP

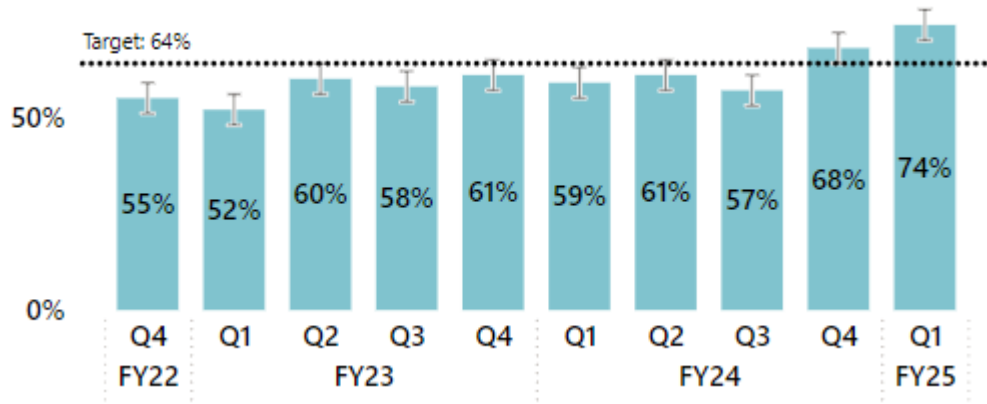


Customer satisfaction with cleanliness

Desired direction 

● Metrorail

74% in Q1, exceeding target of no less than 64%

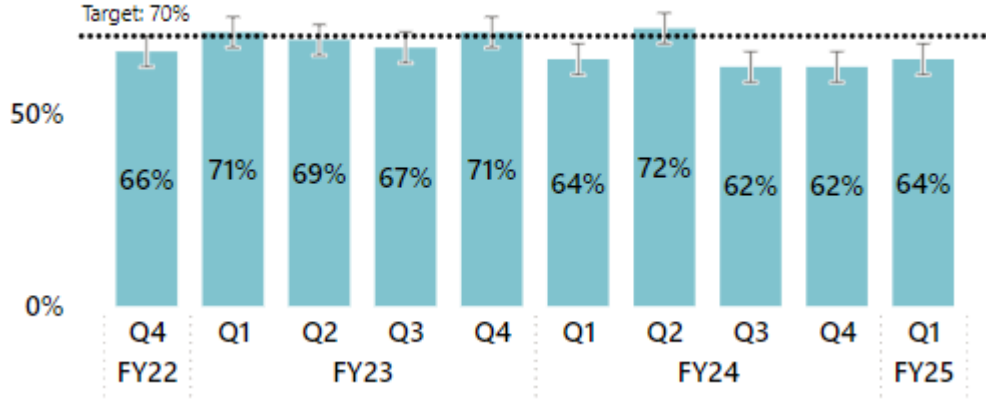


Q1 results for Metrorail hit a record-high

- In late FY24, Metro revamped its cleaning processes and procedures, upgraded cleaning solutions, improved tooling and began twice weekly supervisor audit program
- Car Maintenance has received four responses to a Request For Information for exterior cleaning services to explore options for annual fleet-wide deep cleaning
- Car Maintenance anticipates awarding an End of Line Cleaning contract in Q2, which will dedicate additional resources to major interior cleaning activities

● Metrobus

64% in Q1, missing target of no less than 70%



Q1 results for Metrobus remained about the same as the past two quarters

- Key actions to improve:
 - Continue to supplement standard nightly cleaning procedures with an interior deep cleaning of each bus every two weeks
 - Additional weekly disinfection of the whole bus during flu season
 - Complete installation of easier-to-clean vinyl seats on all 1,500 buses in CY2025

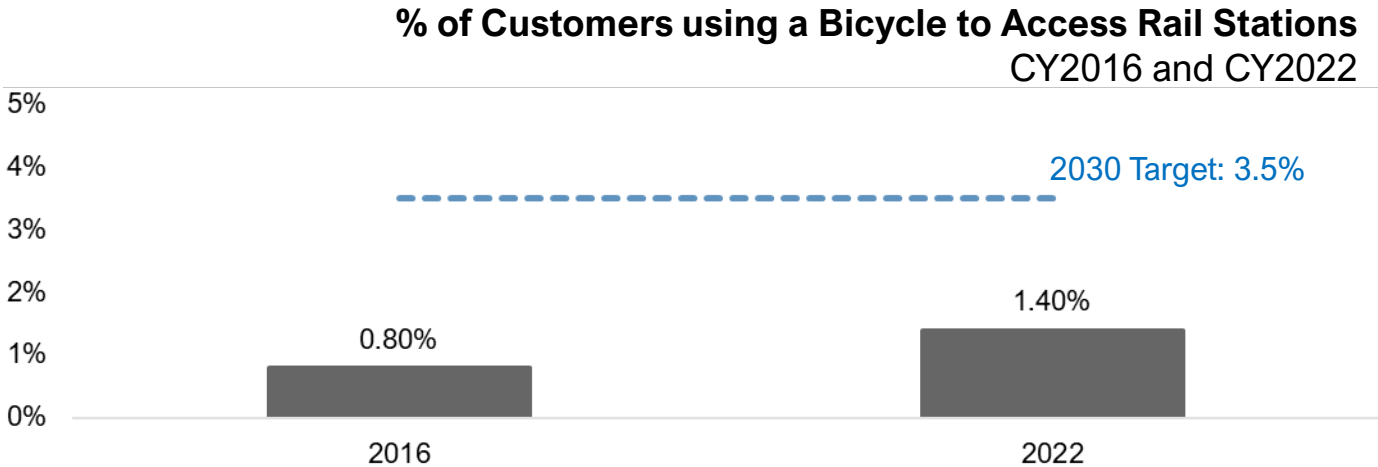


Almost twice as many customers used bicycles to get to rail stations in 2022 compared to 2016

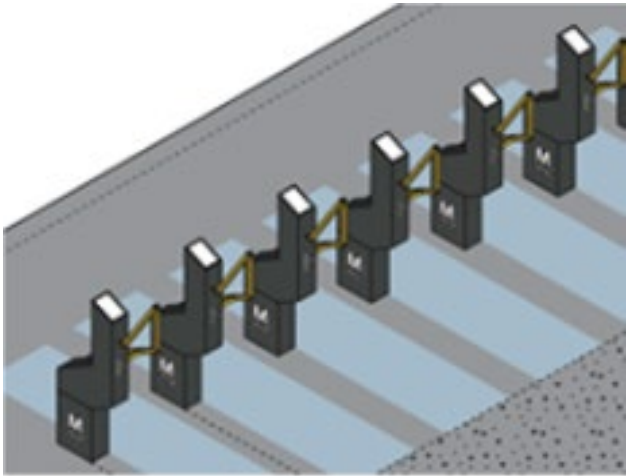
Last-Mile Connectivity/Bicycle Access

1.4%, on track for 2030 target of 3.5%

- Metro surveys customers on what mode they used to access rail stations as part of the Rail Customer Survey. Next survey will be in 2025
- Event held in July 2024 at NoMa-Gallaudet U station to solicit feedback on storage upgrades for bikes at stations, which could improve access percentage
- Station bike parking upgrades to begin in Spring 2025
- New methodology being developed to increase frequency of reporting



Metro and Prince George’s County were awarded \$500K to enhance pedestrian and bike connectivity to West Hyattsville station and nearby areas



Feedback from our July 2024 event was positive regarding potential SmarTrip compatibility, accommodation for varied bike sizes, and built-in e-bike charging.

Pictured: Mockups for potential rack designs

