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

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Highlights

- Customer satisfaction remains high on rail and decreased on bus and MetroAccess

- Ridership grew 10% in first six months of FY25, marking 45 consecutive months of growth

- Serious crime across the bus and rail system is down over 40% compared to FY24 Q1-Q2

- Service reliability remains an area of focus, with some initial benefits seen from rail automation

- Bus and rail real-time prediction accuracy improved

Metro met or trended in the right direction for **16 of its Service Excellence KPIs** in FY25 Q1-Q2

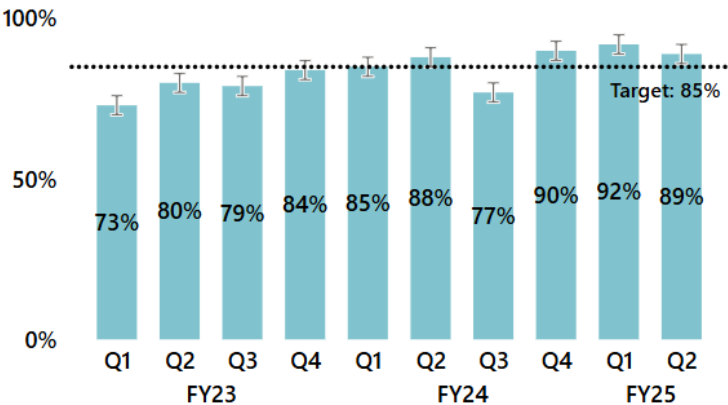| Metric	Result	Right trend? Q2 vs. Q1	Featured	Metric	Result	Right trend? Q2 vs. Q1	Featured
Goal 1: Service excellence				**Objective 1B**: Reliability			
Customer satisfaction				**On-time performance**			
Metrorail	● 89%		+	Metrorail	● 87.5%	✓	+
Metrobus	● 75%		+	Metrobus	● 75.5%		+
MetroAccess	● 71%		+	MetroAccess	● 87.7%		+
Objective 1A: Safety and security				**Percent of scheduled service delivered**			
Part 1 crime rate	● 4.4	✓	+	Metrorail	● 97.8%	✓	
Transit worker assault rate	● 47.5			Metrobus	● 97.8%		+
Customer dissatisfaction: safety from crime				MetroAccess	● 97.5%		+
Metrorail	● 7%			**Percent of Metrorail planned service delivered**	● 89.9%	✓	
Metrobus	● 13%			**Elevator Availability**	● 98.4%		
Customer injury rate	● 27.6			**Escalator Availability**	● 94.8%		
Employee injury rate	● 6.8			**Objective 1C**: Convenience			
Crowding				**Accuracy of real-time arrival information**			
Metrorail	● 0.8%	✓		Metrorail	● 97.7%	✓	+
Metrobus	● 3.3%			Metrobus	● 89.3%	✓	+
				Availability of real-time bus arrival information	● 93.0%	✓	+
				Customer satisfaction: cleanliness			
				Metrorail	● 73%	✓	
				Metrobus	● 63%		
				Last-mile connectivity / bicycle access	● 1.4% (2022)		

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

Customer Satisfaction

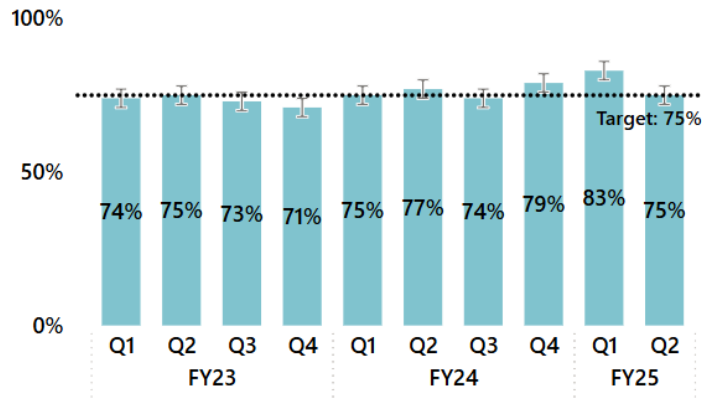# Customer satisfaction exceeded or met target for Metrobus and Metrorail, but fell short for MetroAccess

Desired direction ↑

● Metrorail

89% in Q1, exceeding target of no less than 85%

Chart: Metrorail customer satisfaction by quarter — FY23 Q1 73%, Q2 80%, Q3 79%, Q4 84%; FY24 Q1 85%, Q2 88%, Q3 77%, Q4 90%; FY25 Q1 92%, Q2 89%. Target: 85%.

- **Q2 results for Metrorail exceeded the target**

- Decrease from last quarter not statistically significant

- Compared to Q1, significantly more customers felt safe on trains from accidents/injuries and crime/harassment

- Top factors that would encourage customers to ride more often: more frequent service, lower fare prices, increased in-office days, and fewer people misbehaving in the system
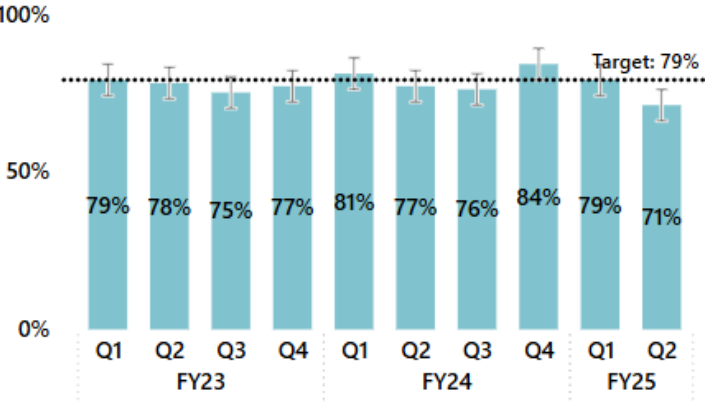
● Metrobus

75% in Q1, meeting target of no less than 75%

Chart: Metrobus customer satisfaction by quarter — FY23 Q1 74%, Q2 75%, Q3 73%, Q4 71%; FY24 Q1 75%, Q2 77%, Q3 74%, Q4 79%; FY25 Q1 83%, Q2 75%. Target: 75%.

- **Q2 results for Metrobus met target**

- Customer satisfaction decreased from last quarter, but similar to FY25 Q2

- Compared to Q1, dissatisfaction with bus cleanliness increased

- Most frequent suggestions for improvement: improve reliability, more frequent weekend service, and more visible police presence

● MetroAccess

71% in Q2, missing target of no less than 79%

Chart: MetroAccess customer satisfaction by quarter — FY23 Q1 79%, Q2 78%, Q3 75%, Q4 77%; FY24 Q1 81%, Q2 77%, Q3 76%, Q4 84%; FY25 Q1 79%, Q2 71%. Target: 79%.

- **Q2 results for MetroAccess missed target**

- Decrease in customer satisfaction driven by an increase in late trips and a decrease in the quality of service provided by dispatch

- Over 80% of customers said it was easy to make a reservation and over 90% felt safe during their trip

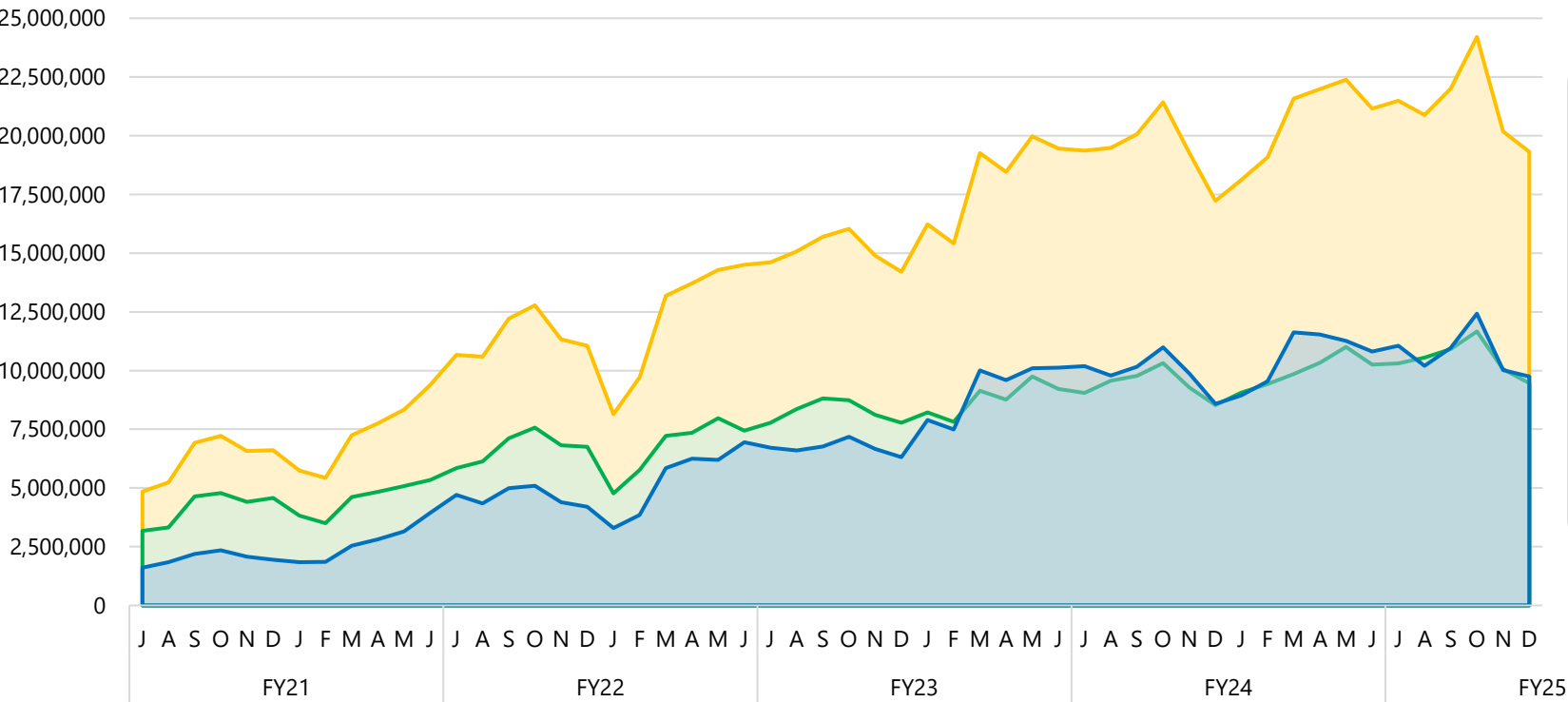● Target met   ● Target just missed   ● Target missed   ● No target
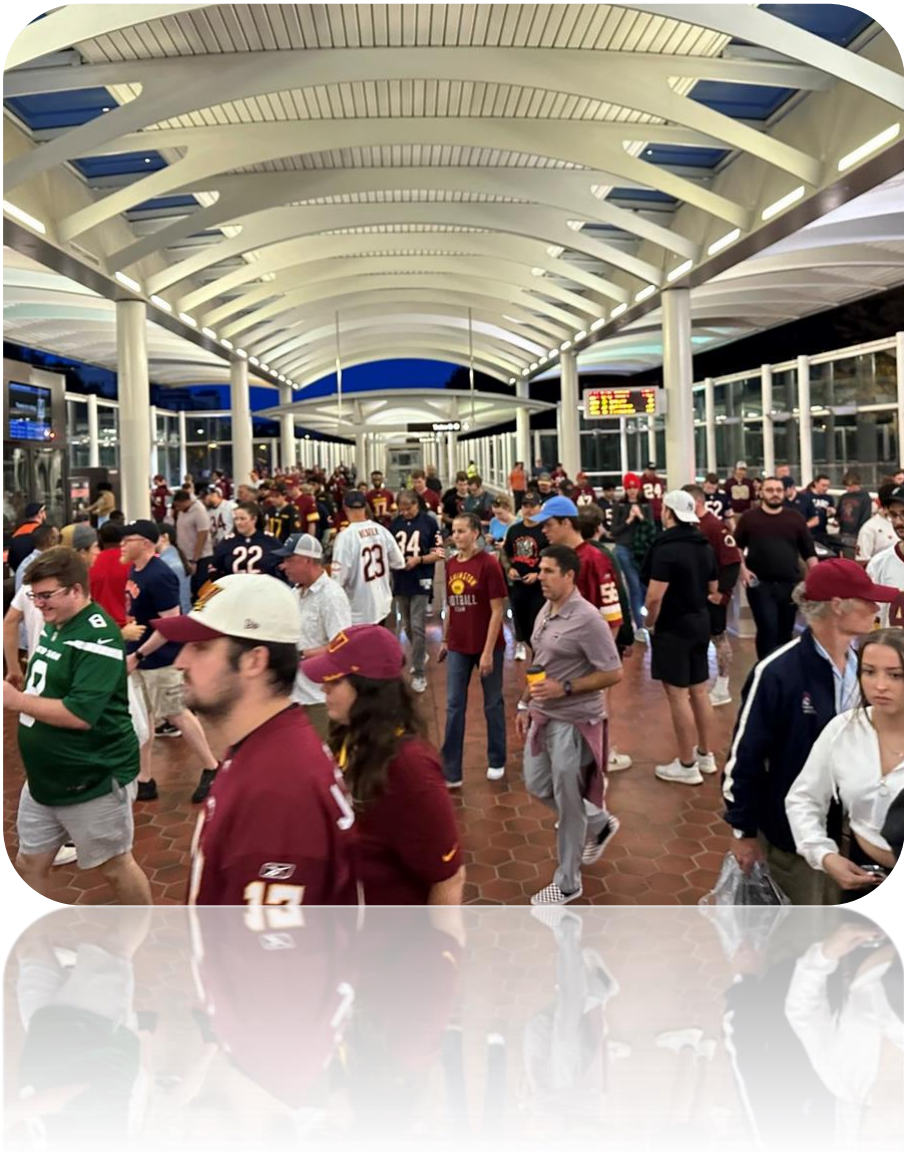
Ridership

December marks 45 consecutive months of year-over-year ridership growth

October had strongest weekday ridership in the past four years

- 880,000 average combined trips on bus and rail

- Over 78,000 average combined trips from the peak hour (8am) alone

All ridership | Rail | Bus | Access

128.1 million trips through Q2
10% higher than Q1-Q2 FY24
801,000 average weekday trips

64.4 million trips on rail
8% higher than Q1-Q2 FY24
402,000 average weekday trips

63.0 million trips on bus
10% higher than Q1-Q2 FY24
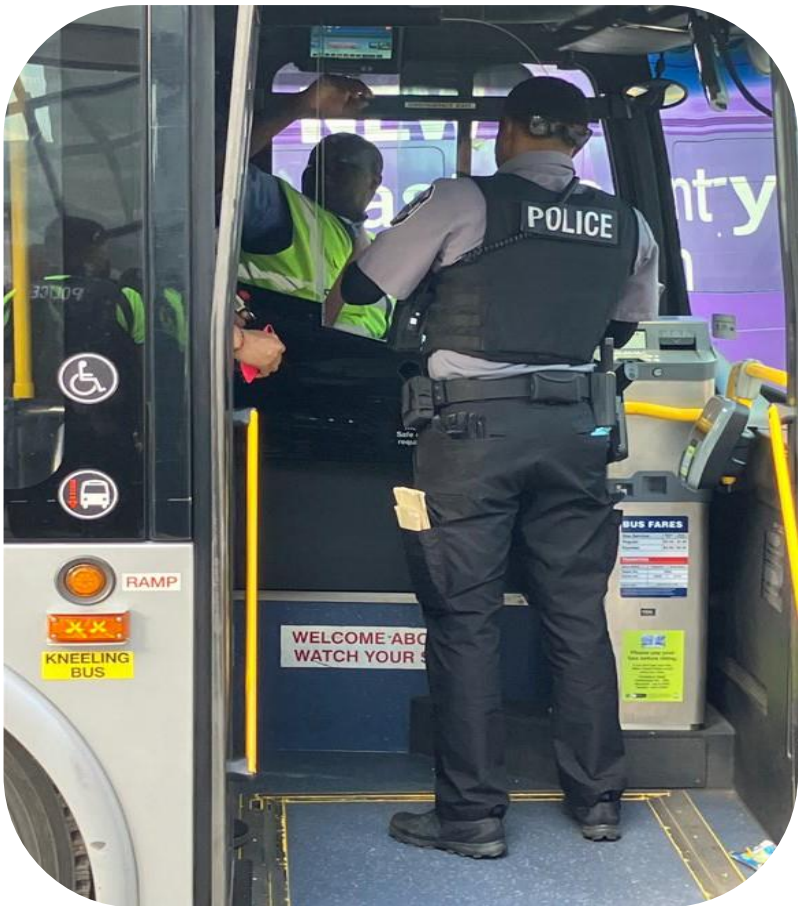**395,000** average weekday trips

0.6 million trips on MetroAccess
22% lower than Q1-Q2 FY24
3,700 average weekday trips

Note: As of January 2023, Metrorail ridership reports all (tap and non-tap) ridership.
Additionally, MetroAccess is included in Total Ridership, but is too small to be seen as its own line on the chart
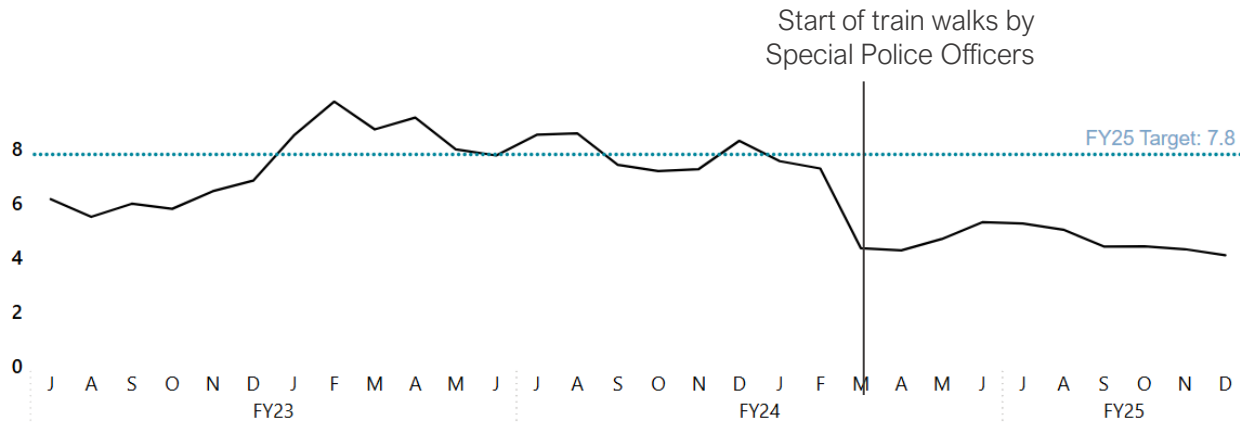
Safety and Security

# Part 1 Crime down over 40% compared to FY24 Q1-Q2, lowest rate since FY2019

● **Part 1 Crime | All Modes**

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

Start of train walks by Special Police Officers

FY25 Target: 7.8

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FY23   FY24   FY25

Top four Part 1 Crime types by count, FY24 to FY25 Q2

FY24 Q1 ➡ FY25 Q2   FY24 Q1 ➡ FY25 Q2   FY24 Q1 ➡ FY25 Q2   FY24 Q1 ➡ FY25 Q2

Larceny(other)   **Motor Vehicle Theft**   **Robbery**   **Aggravated Assault**

- Problem-Oriented Policing continued with high visibility deployment in five parking garages
- Partnerships with six local agencies supplement staffing
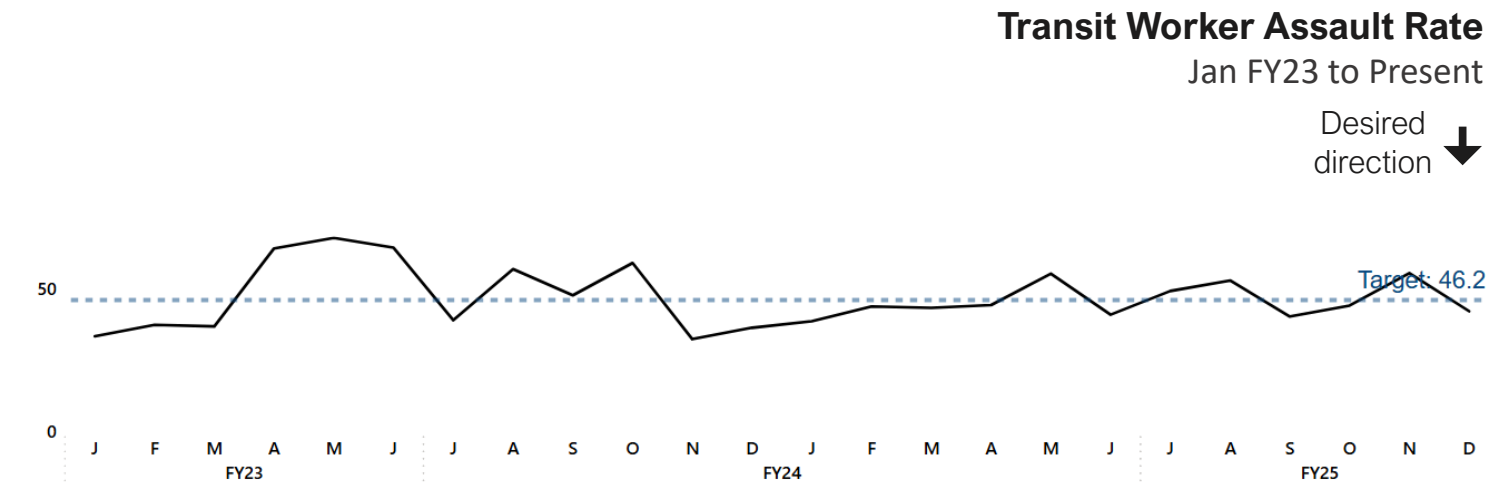- Held over 370 community and youth events
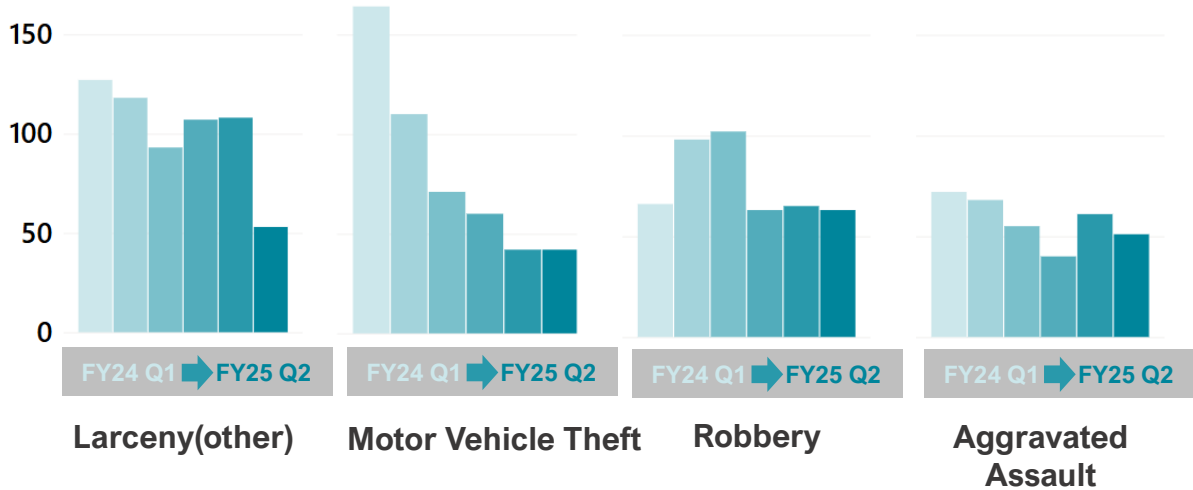
- First 2 weeks of December: 2,400+ buses checked, 750+ evasion citations, 1610+ deterred evasions, three weapons seized
- 23% increase in fare enforcements: 4,900 in Q2, up from 3,980 in Q1

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

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Transit worker assaults was just above target at 47.5 assaults per 10M revenue miles

● **Transit Worker Assault Rate**

47.5 assaults per 10M revenue miles, missing target of no more than **46.2**

- 354 Assaults FYTD25:

  - 81% (288) physical, 19% (66) non-physical

  - 91% (321) involved employees, 9% (33) contractors

- Crisis Intervention Team (CIT) members had 6,333 contacts with the public in Q2, with over 12,900 engagements in FYTD25

- Testing designs for fully enclosed bus operator safety barriers from two manufacturers, with additional buses with fully enclosed barriers to go into service in February 2025

- In CY2024, MTPD found evidence leading to an arrest or other resolution in 67% of assault cases, better than the national average of 42%

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

Transit Worker Assault Rate
Jan FY23 to Present

Desired direction ↓

Target: 46.2

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FY23   FY24   FY25

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.
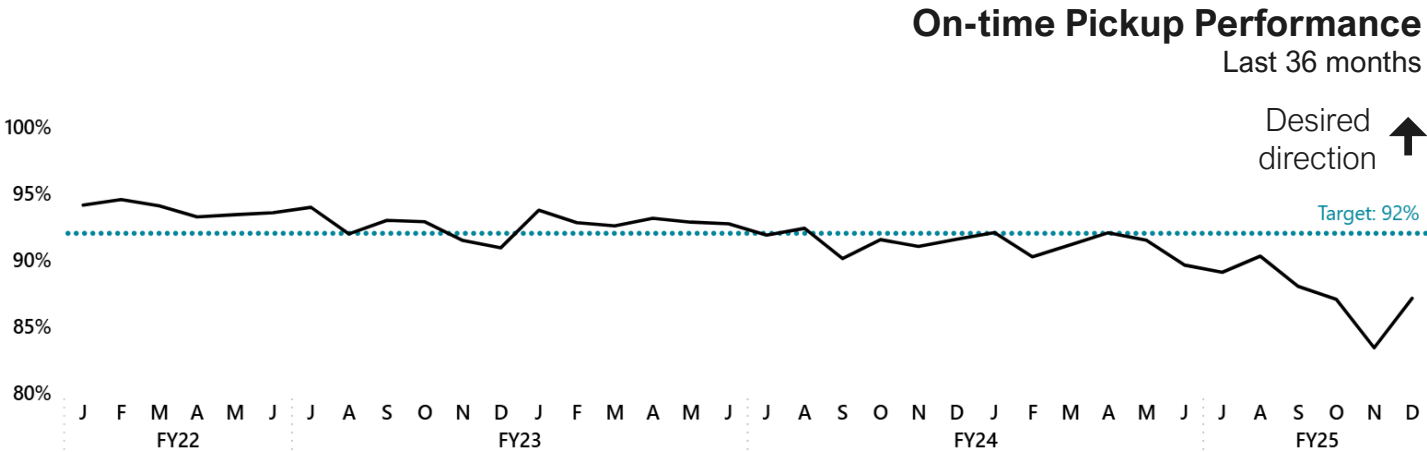
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Reliability

Access OTP Missed Target While Transitioning to Only One Contractor

● **On-time Pickup Performance** | Access

87.7% of on-time pick-ups, missing target of no less than **92.0%**

- OTP dipped as operations were transitioned from three contractors at five garages to one contractor at three garages in an effort to be more cost-effective

- Key actions to improve:

  - Opened new garage location in Montgomery County

  - Adding one additional service delivery contractor

57% of trips booked with MetroAccess were assigned to Abilities-Ride, a paratransit alternative that allows customers to enjoy discounted fares
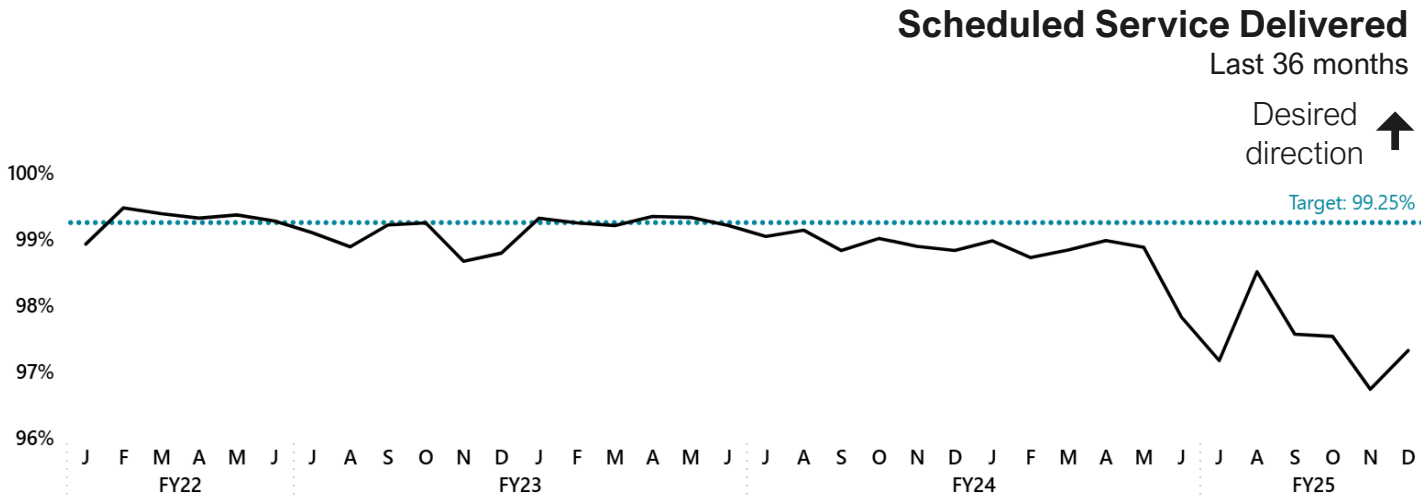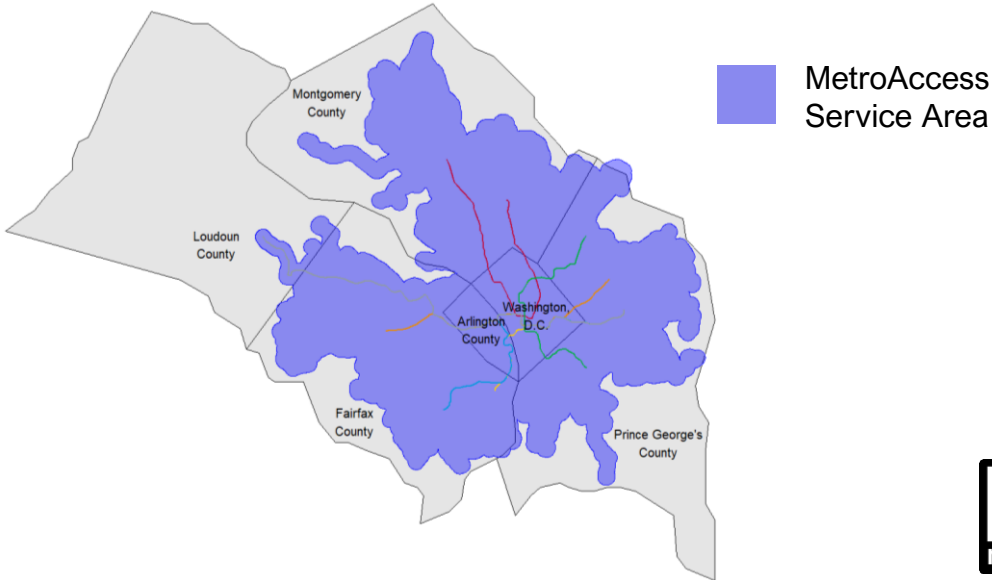
On-time Pickup Performance
Last 36 months

Desired direction ↑

Target: 92%

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FY22 · · · · · · · · · FY23 · · · · · · · · · FY24 · · · · · · · · · FY25

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

Access Delivers Over 2,500 Trips per Day on Dedicated Service and Misses Fewer Than 70

● **Scheduled Service Delivered** | Access

97.51% of scheduled service delivered, missing target of no less than **99.25%**

- 91% of missed trips caused by a customer not taking a ride that arrived too late after the pick-up window

- 9% of missed trips caused by the driver not waiting long enough for the customer

- FY25 performance saw a drop due to business model transitions

Scheduled Service Delivered
Last 36 months

Desired direction ↑

Target: 99.25%

100%
99%
98%
97%
96%

J F M A M J J A S O N D J F M A M J J A S O N D J F M A M J J A S O N D
FY22   FY23   FY24   FY25

MetroAccess Service Area

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

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

Bus On-Time Performance Missed Target Through Q2, Although Improved in November and December

● **On-time Performance** | Bus

75.5% on time, missing target of **78%**

- Late trips (15.8%) continue to be primary source of on-time performance issues in Q2 (vs. 9.5% early)

- Correlated with times of day with higher road congestion, the proportion of late buses have surpassed pre-pandemic levels

- Staff are developing a Bus Service Improvement Plan to prepare for the launch of the Better Bus Network
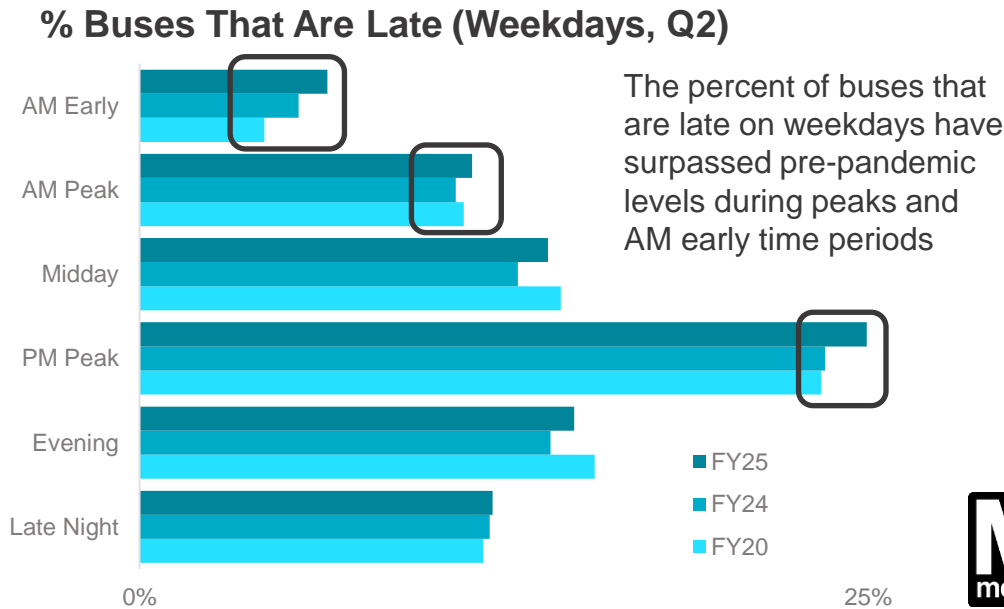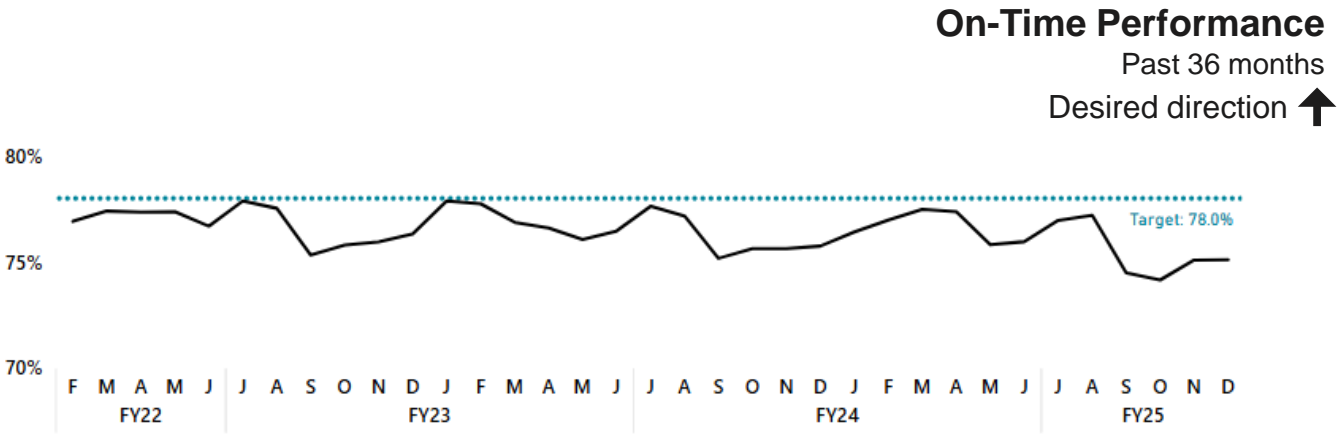
Metrobus made service changes to 26 routes starting December 15 with the aim of improving customer wait times

On-Time Performance
Past 36 months
Desired direction ⬆

80%

75%

70%

Target: 78.0%

F M A M J J A S O N D J F M A M J J A S O N D J F M A M J J A S O N D
FY22   FY23   FY24   FY25

% Buses That Are Late (Weekdays, Q2)

AM Early

AM Peak

Midday

PM Peak

Evening

Late Night

The percent of buses that are late on weekdays have surpassed pre-pandemic levels during peaks and AM early time periods

■ FY25
■ FY24
■ FY20

0%   25%

Percent of Bus Service Delivered Just Missed Target Through Q2

● **Service Delivered** | Bus

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

- Out of 12,000 daily trips, only 260 are missed

- Main reasons for missed trips: operator availability and problems with vehicles

- Missed trips due to operator availability fell from November – December thanks to decrease in absenteeism and increase in available operators

Scheduled service delivered
Previous & current fiscal year

Desired direction ⬆
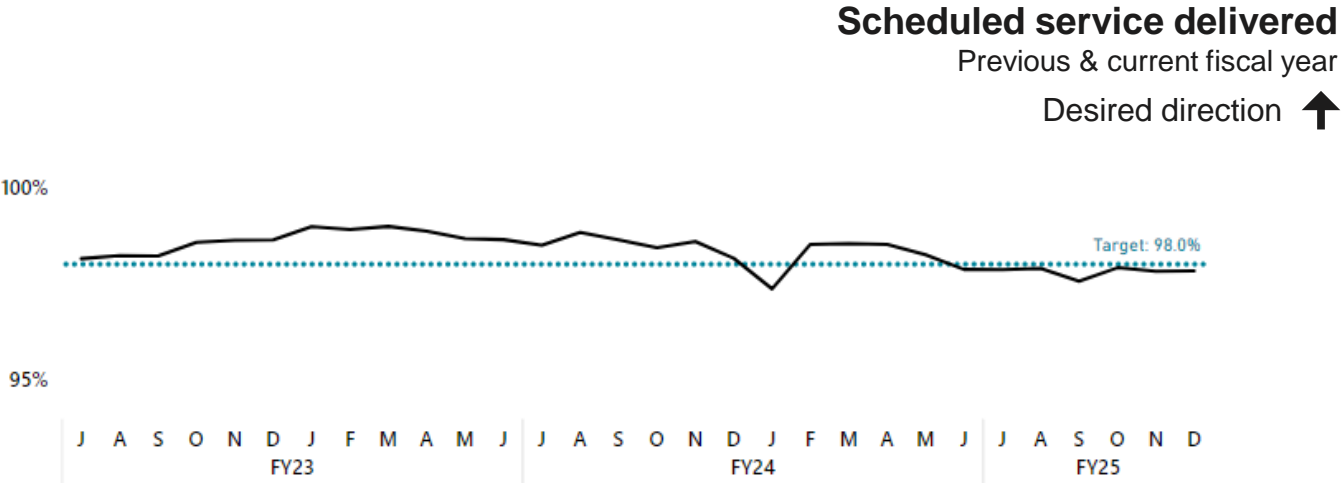
In the last 3 months, 159 bus operators graduated from new operator training, helping to reduce missed trips

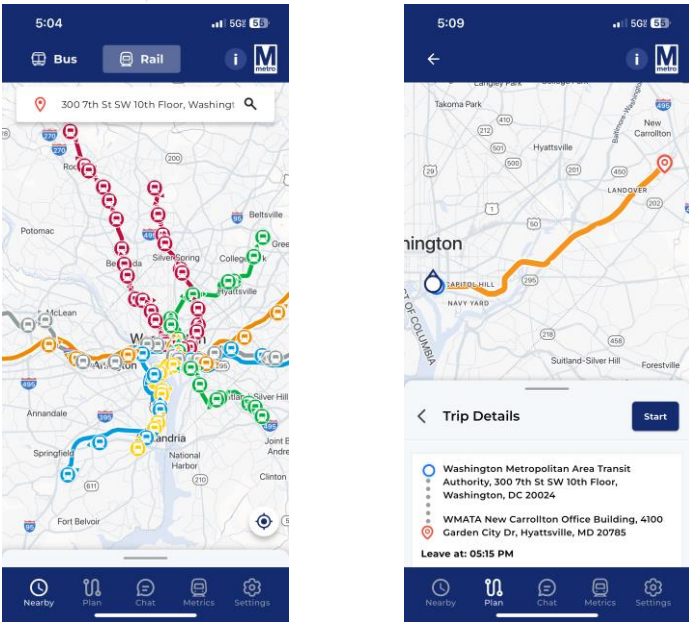● Target met ● Target just missed ● Target missed ● No target

Bus Real-Time Information Availability Exceeds Target in FY25 after Algorithm Upgrade

● **Real-time Info Availability** | Bus

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

- Lower info availability can be caused by missed trips or buses that are unable to transmit GPS data:

  - Missed Trips: Increased slightly in Q2

  - No Data Trips: The percentage of trips without GPS data fell by over 30% after August upgrade

- Implemented new software that enables predictions for short-term service changes, like shuttle buses supporting rail shutdowns or snow events
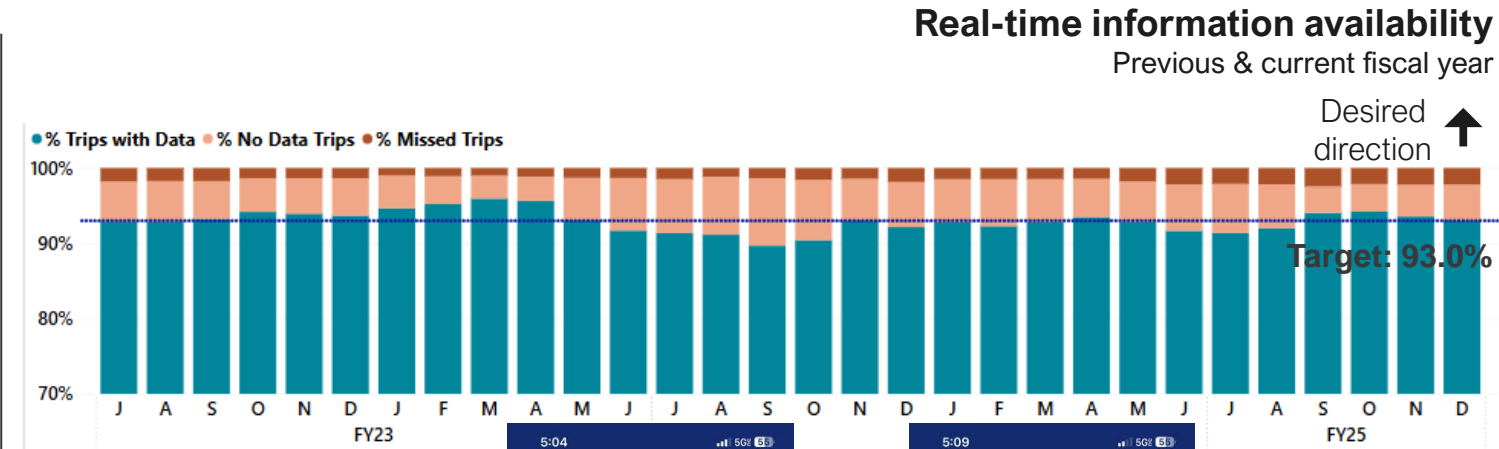
Upgraded MetroPulse app will launch this spring and provide customers and include improved trip planning functionality and the ability communicate with Metro staff
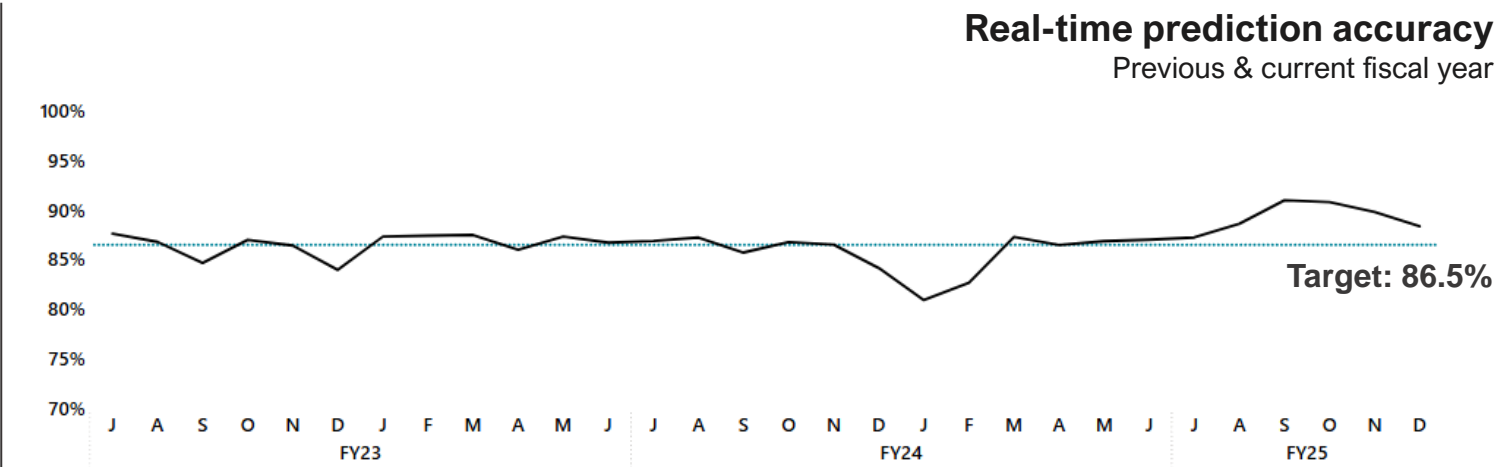
Real-time information availability
Previous & current fiscal year

Desired direction

● % Trips with Data   ● % No Data Trips   ● % Missed Trips

Target: 93.0%

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

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

● **Real-time Arrival Accuracy** | Bus

89.3% of predictions were accurate, meeting target of no less than **86.5%**

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

- Performance dip in December due to lighter traffic during holidays, resulting in trips arriving earlier than usual

- Metro staff continue to fine tune predictions, focusing on known problem areas such as terminals

Real-time prediction accuracy
Previous & current fiscal year

Target: 86.5%

FY23   FY24   FY25

Desired direction ↑

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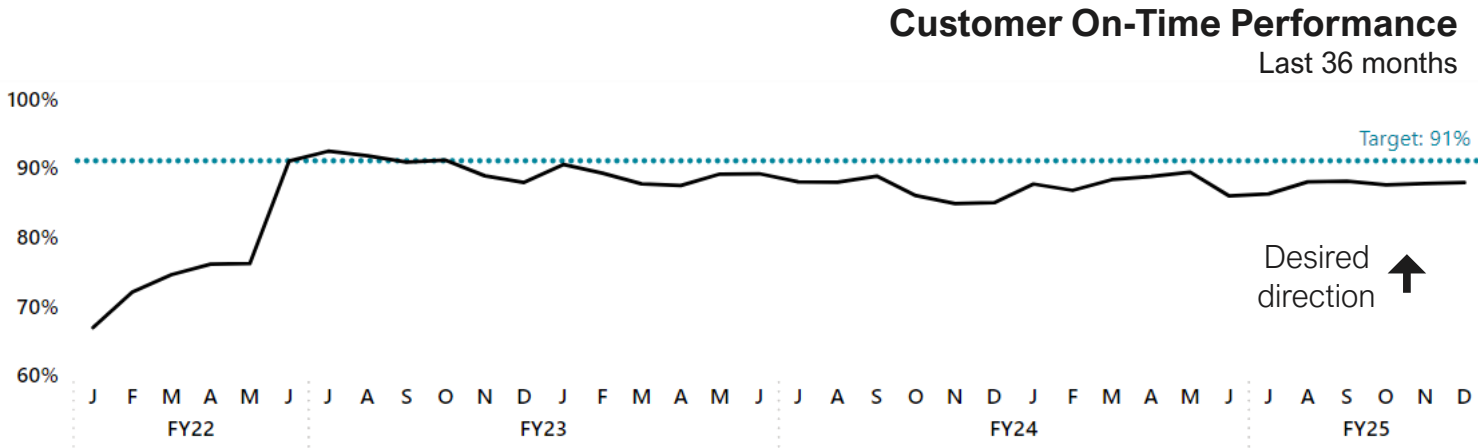

● Target met   ● Target just missed   ● Target missed   ● No target
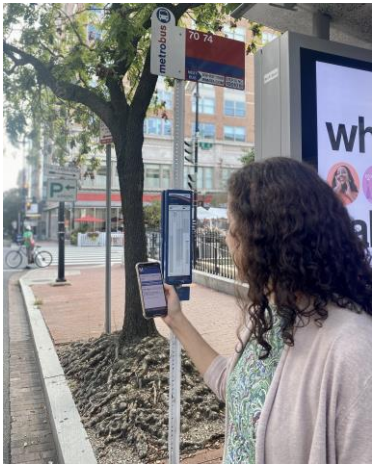
Rail On-Time Performance Stayed Consistent through Q2, Continuing to Miss Target

● **On-time Performance** | Rail

87.5% on time, missing target of no less than **91%**

- Main drivers of late trips: service disruptions (9.1% of all trips), planned track work (0.9%), and customer behavior or late trips not linked to an incident (2.5%)

- Red Line OTP improved by 3% in December with introduction of Automatic Train Operations

- Key actions to improve:
  - Continue Automatic Train Operation rollout
  - Return to design speeds systemwide, which would reduce run times by up to 2.6 minutes per line

Customer On-Time Performance
Last 36 months

Target: 91%

Desired direction ↑

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FY22 · FY23 · FY24 · FY25

Early data shows that Automatic Train Operation saves about 45 seconds per customer trip across the Red Line

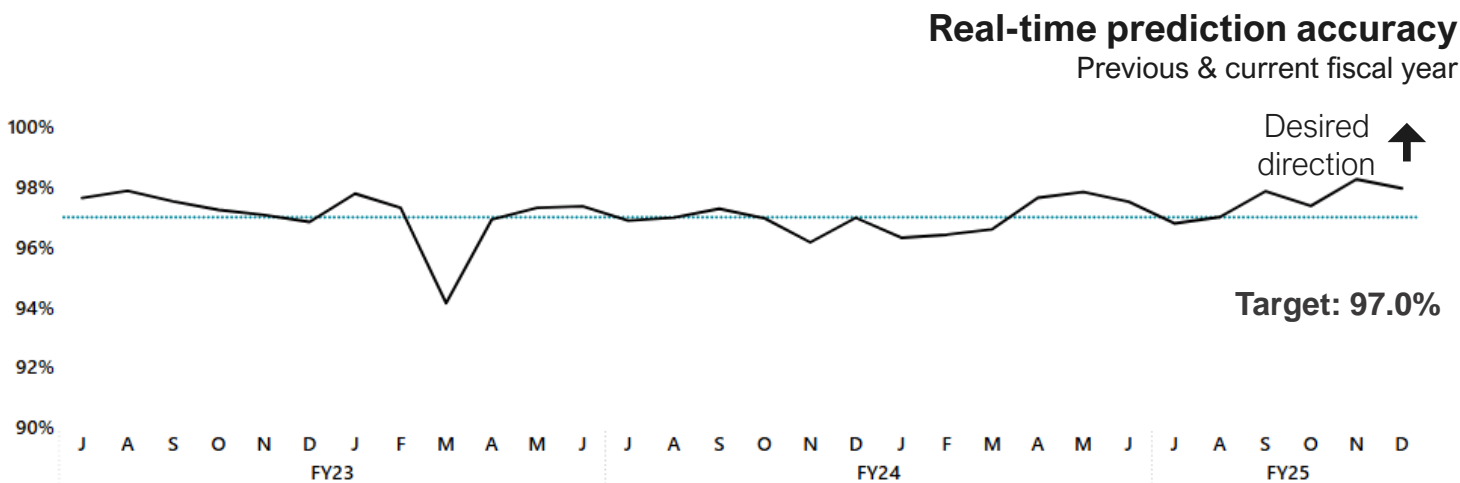● Target met   ● Target just missed   ● Target missed   ● No target

Rail Real-Time Arrival Prediction Accuracy Continued to Improve in Q2 and Continues to Meet Target

● Real-time Arrival Accuracy | Rail

97.7% of predictions were accurate, meeting target of no less than **97.0%**

- Metro implemented the following changes in November:

  - Removed duplicate and canceled trips so customers are less likely to see predictions for trains that aren't coming

  - Increased accuracy by better matching real-time and schedule information

  - Increased availability of predictions for customers at the end of line by accurately defining the end of trips in the algorithm
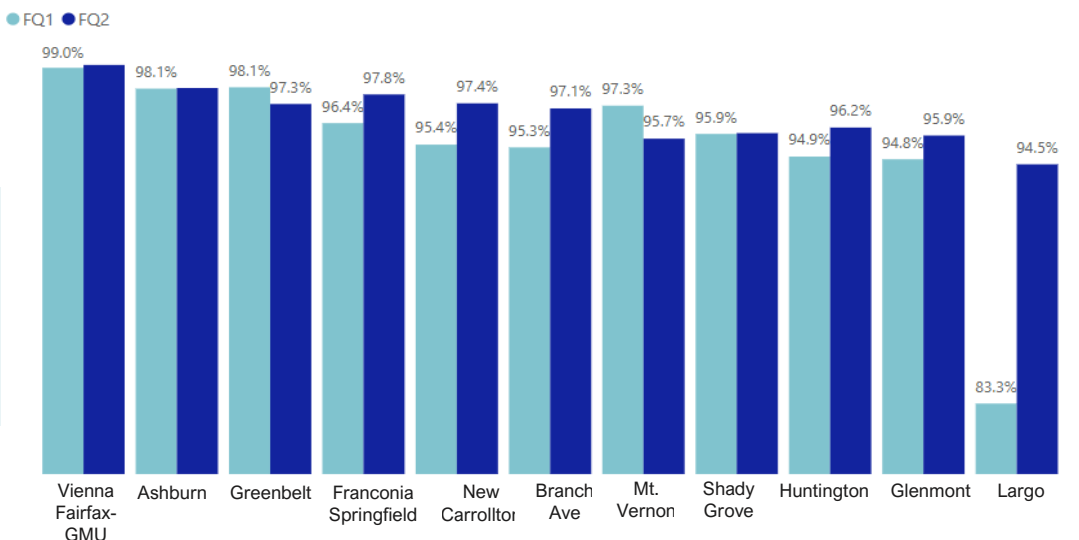
Prediction Accuracy improved at nine out of the 11 last stations at the end of trips between Q1 and Q2

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

Real-time prediction accuracy
Previous & current fiscal year

Desired direction ↑

Target: 97.0%

Real-time prediction accuracy of incoming trains at terminals
FY2025 Q1 vs. Q2

● FQ1   ● FQ2

Station	FQ1	FQ2
Vienna Fairfax-GMU	99.0%	
Ashburn	98.1%	
Greenbelt	98.1%	97.3%
Franconia Springfield	96.4%	97.8%
New Carrollton	95.4%	97.4%
Branch Ave	95.3%	97.1%
Mt. Vernon	97.3%	95.7%
Shady Grove	95.9%	
Huntington	94.9%	96.2%
Glenmont	94.8%	95.9%
Largo	83.3%	94.5%

Appendix | Additional Measures
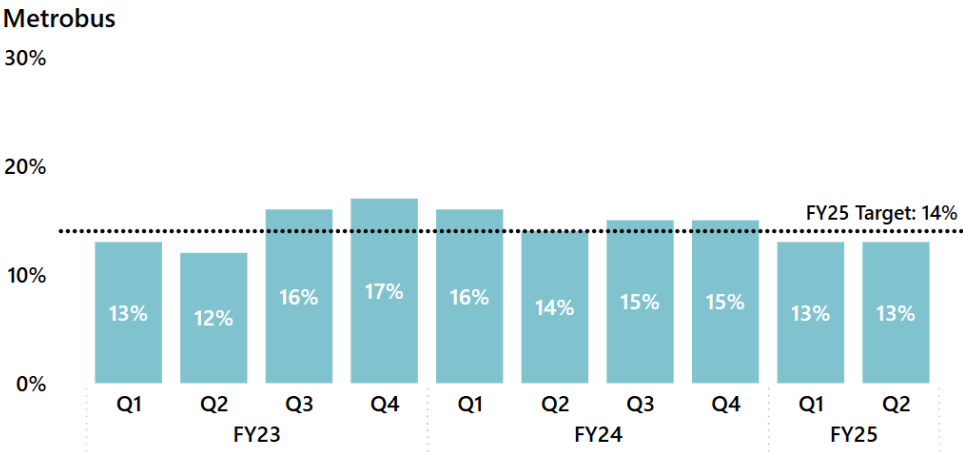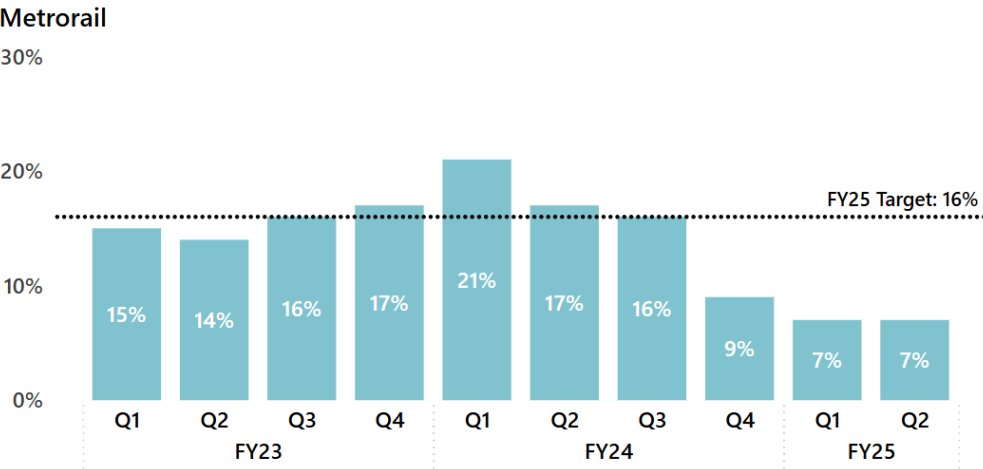
Safety and Security | Additional Measures

Customer perception of safety on trains and buses met target, sustains best performance in 2 years

● **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 stayed level at 7%, meeting target of 16% or less

The percent of customers dissatisfied with safety from crime aboard buses remained steady at 13%, meeting target of 14% or less

Metrorail chart (FY23: Q1 15%, Q2 14%, Q3 16%, Q4 17%; FY24: Q1 21%, Q2 17%, Q3 16%, Q4 9%; FY25: Q1 7%, Q2 7%) — FY25 Target: 16%

Metrobus chart (FY23: Q1 13%, Q2 12%, Q3 16%, Q4 17%; FY24: Q1 16%, Q2 14%, Q3 15%, Q4 15%; FY25: Q1 13%, Q2 13%) — FY25 Target: 14%

Allied Special Police Officers deployed to 26 rail stations and patrolled over 287,200 trains between February – December 2024

Desired direction ↓

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

Customer Injury Rate is Missing Target FYTD and is 7% Higher than the Same Time Last Fiscal Year

🔴 **Customer Injury Rate** | All modes

27.6 injuries per 10M revenue miles, missing target of no more than **24.0**

- 209 injuries FYTD: 55% bus (115 injuries), 44% rail (92), 1% MetroAccess (2)

- 77% of injuries are slips/trips/falls: 36% on bus, 20% on escalators, 21% in stations or aboard trains, and 1% on MetroAccess

- 21% of injuries are collision-related (19% on bus, 2% on rail)

- Actions to improve: continue escalator signage initiative, return to ATO will lead to a smoother ride

Customer Injury Rate
Last 36 months
Desired direction ↓
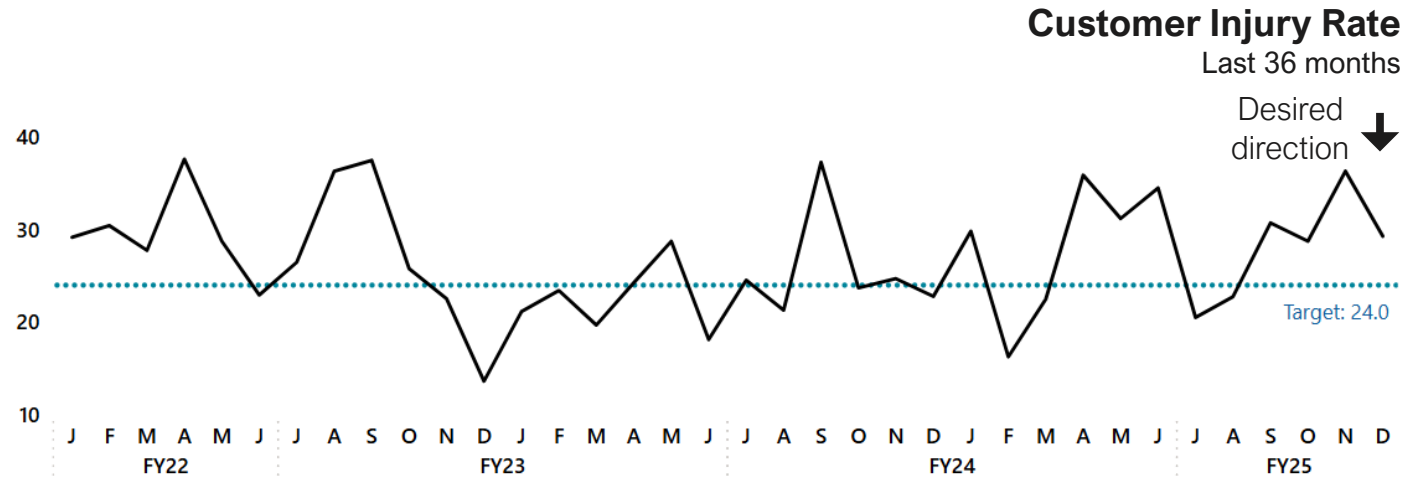
During Q2, the escalator signage initiative was expanded to include all entrances at Gallery Place based on customer injury risk analysis

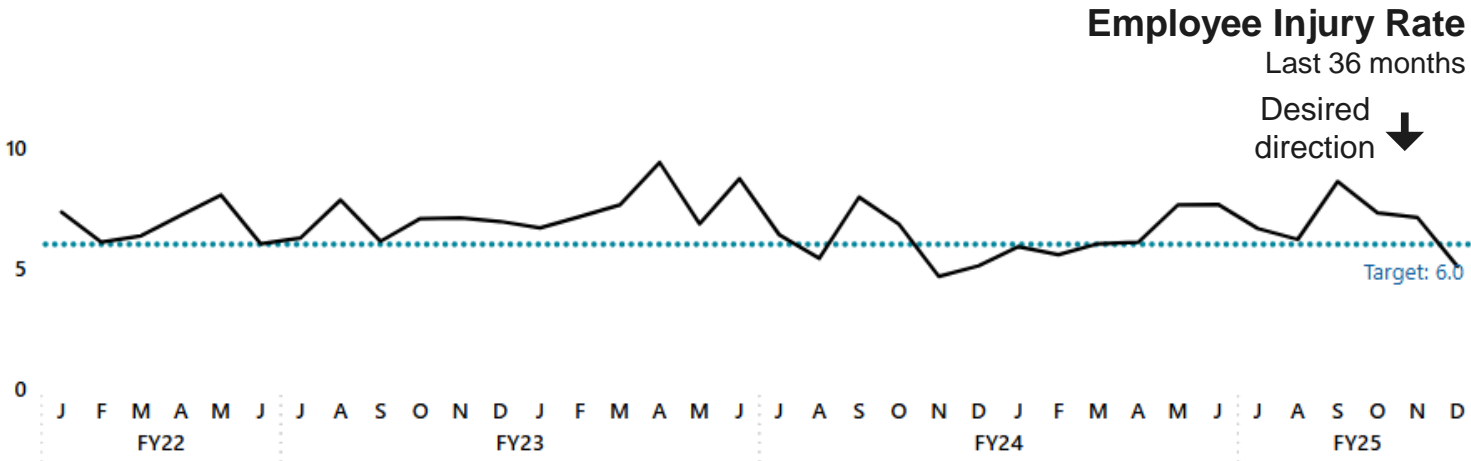🔵 Target met   🟠 Target just missed   🔴 Target missed   ⚪ No target
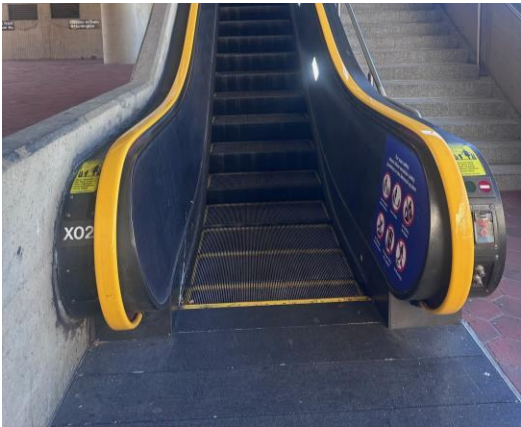
Employee Injury Rate Missed Target through Q2, but Improved by 28% from November to December, Driven by a Decrease in Collisions and Strains

● **Employee Injury Rate** | All modes

6.8 injuries per 200,000 employee hours, missing target of no more than **6.0**

- 429 injuries FYTD. Top injury types: stress (24%), collision (24%), strain (16%), struck or injured by object (12%) and slip/trip/fall (12%). Collision injuries are most frequent among Bus employees (33% total)

- Compared with FY24 FYTD: 17% increase in Rail injuries, 12% increase in Bus

- Recent initiatives: Safety video shared in regular Rail Transportation eBulletin and "Lessons Learned" posted throughout Rail Divisions

Employee Injury Rate
Last 36 months

Desired direction ↓

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FY22   FY23   FY24   FY25

Target: 6.0

In CY2024, Metro completed 17 milestones towards the implementation of the Safety Management System

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

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Rail Crowding Remains Low Overall With Capacity to Carry More Riders
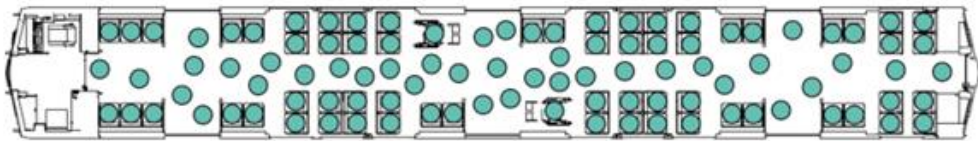
🔵 **Crowding** | Rail

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

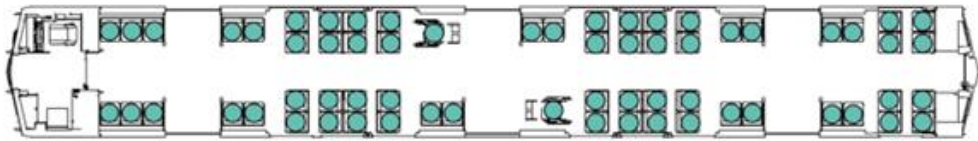- Strategically deploying 8-car trains to mitigate crowding during AM Peak on Red, Orange and Silver lines
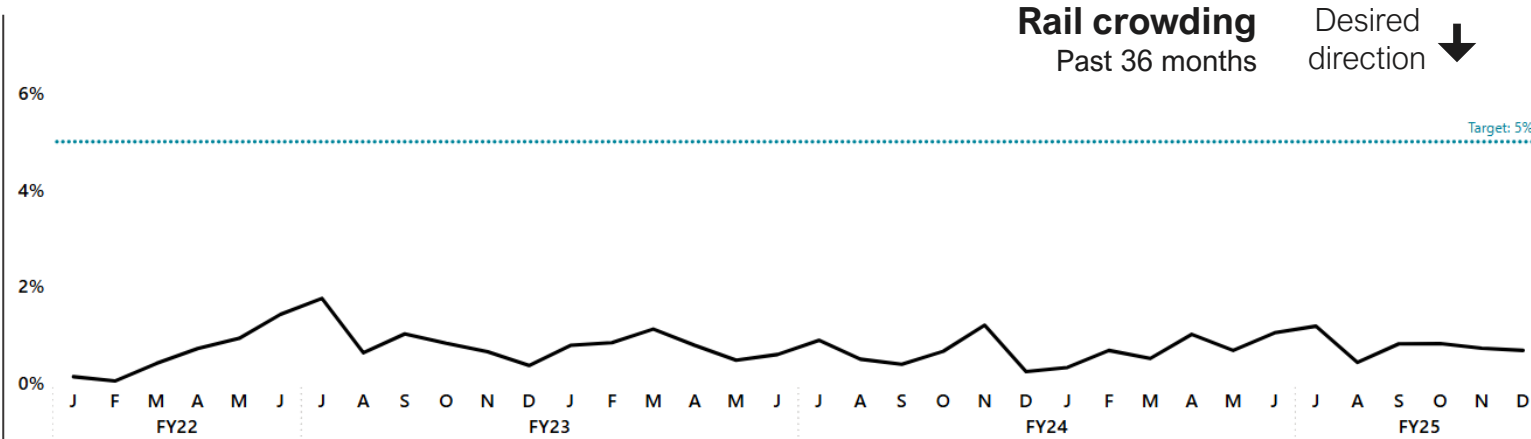
Customers riding Tuesdays and Wednesdays were more likely to experience crowding during the morning rush during FY25 Q1/Q1

Rail crowding
Past 36 months

Desired direction ↓

Railcar Crowding Standards

100 Passengers Per Car

Seated Load

🔵 1 passenger

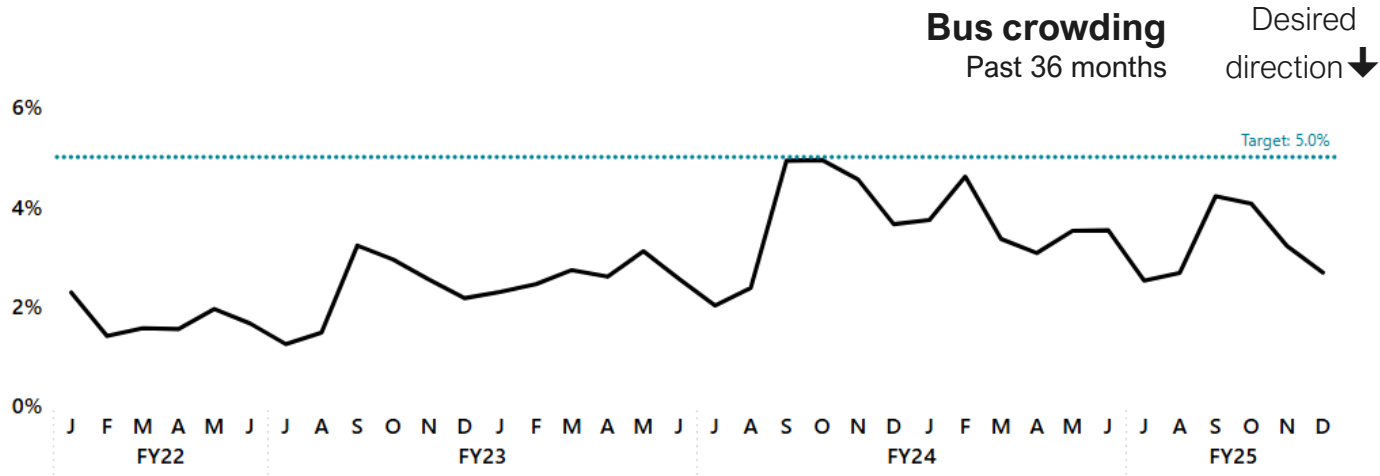🔵 Target met   🟠 Target just missed   🔴 Target missed   ⚪ No target

Changes in Travel Patterns and Frequent Service Helps Keeps Crowding Below Target Even as Ridership Grows

● **Crowding** | Bus

3.3% of passenger minutes were spent in crowded conditions (>40 passengers on bus), meeting target of no more than 5%

- Crowding most likely to occur during the PM Peak

- Increased frequency helps mitigate crowding; 45% of customer trips have a 12-minute frequency or better

Bus crowding
Past 36 months

Desired direction ↓

6%

Target: 5.0%

4%

2%

0%

J F M A M J J A S O N D J F M A M J J A S O N D J F M A M J J A S O N D J F M A M J J A S O N D
FY22 — FY23 — FY24 — FY25

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

Ⓜ metro

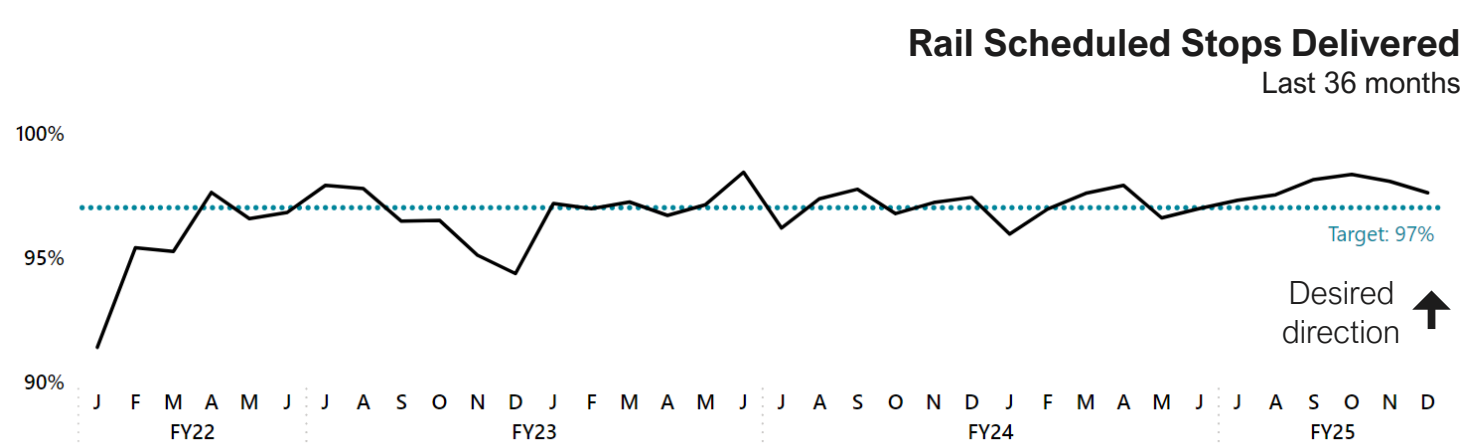# **Service Reliability** | Additional Measures

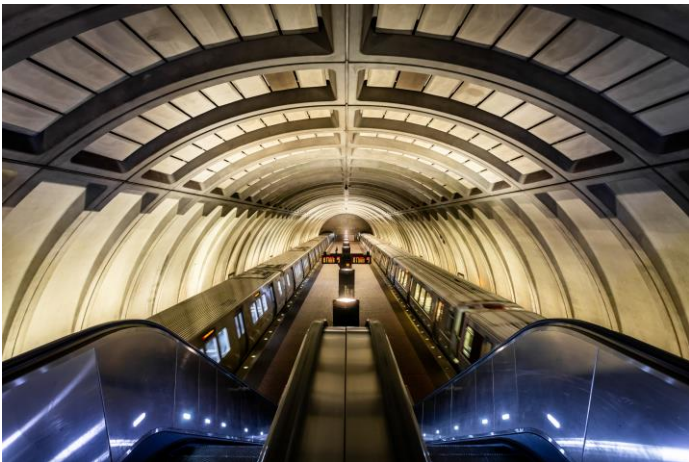# Nearly 98% of Rail Scheduled Stops Were Delivered this Fiscal Year, Exceeding Target

● **Scheduled Stops Delivered** | Rail

97.8% stops delivered, meeting target of no less than **97%**

- About one out of 46 stops missed per day

- Most missed stops due to service disruptions; top three types: rail vehicle malfunctions, rail operations, and signaling

- Key actions to improve: continue 7000-series scheduled maintenance program (rehab and overhaul), continue rail operator recruitment and training, plan for next-generation signaling system

59 train operators have been certified in FY25 with 56 more in training

Rail Scheduled Stops Delivered
Last 36 months

Target: 97%

Desired direction ↑

100%

95%

90%

J F M A M J J A S O N D J F M A M J J A S O N D J F M A M J J A S O N D J F M A M J J A S O N D
FY22   FY23   FY24   FY25

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

Almost 90% of Planned Metrorail Service was Delivered through Q2, Better than Target and Continuing to Improve Over Recent Years

● **Planned Stops Delivered** | Rail

89.9% stops delivered, meeting target of no less than **85%**

- Planned service disruptions (extended shutdowns, weekend and weekday trackwork) account for most missed service (4.4%), followed by service adjustments* (3.8%), and unplanned incidents (2%)

- Actions to improve: Continue to reduce impact of planned trackwork. 10-day winter shutdown completed equivalent of 10 weekends of track and signaling construction, limiting impact to customers

FY22	Planned Service delivered 56.3%	2%	38%	4%
FY23	Planned Service delivered 73.5%	3%	20%	3%
FY24	Planned Service delivered 82.4%	3%	10%	5%
FYTD 25	Planned Service delivered 89.9%	2%	4%	4%

■ Missed due to incidents   ■ Service Adjustments due to resource availability   ■ Missed due to planned trackwork
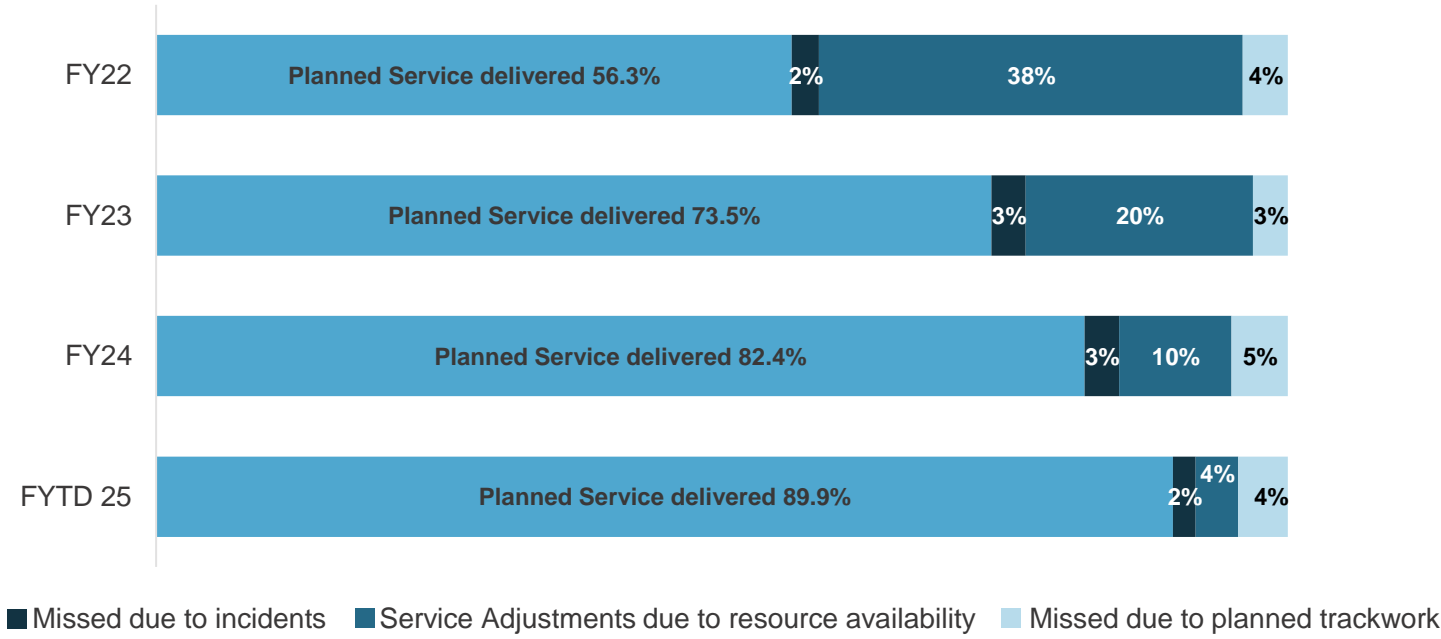
The December schedule change increased Green and Yellow service from 8-minute to 6-minute headways during peak periods

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

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

M metro

Elevator Availability Met Target, with 315 out of 320 Elevators in Service at Any Time

● **Elevator Availability** | Rail System

98.4% availability, meeting target of no less than **97.7%**

- Elevators are becoming more reliable: mean time between failure in Q2 is over 29 days, up 5% from last quarter

- There were no units out of service for capital repairs in Q2

- 78% of stations met the elevator availability target and over half of stations have at least 99% availability
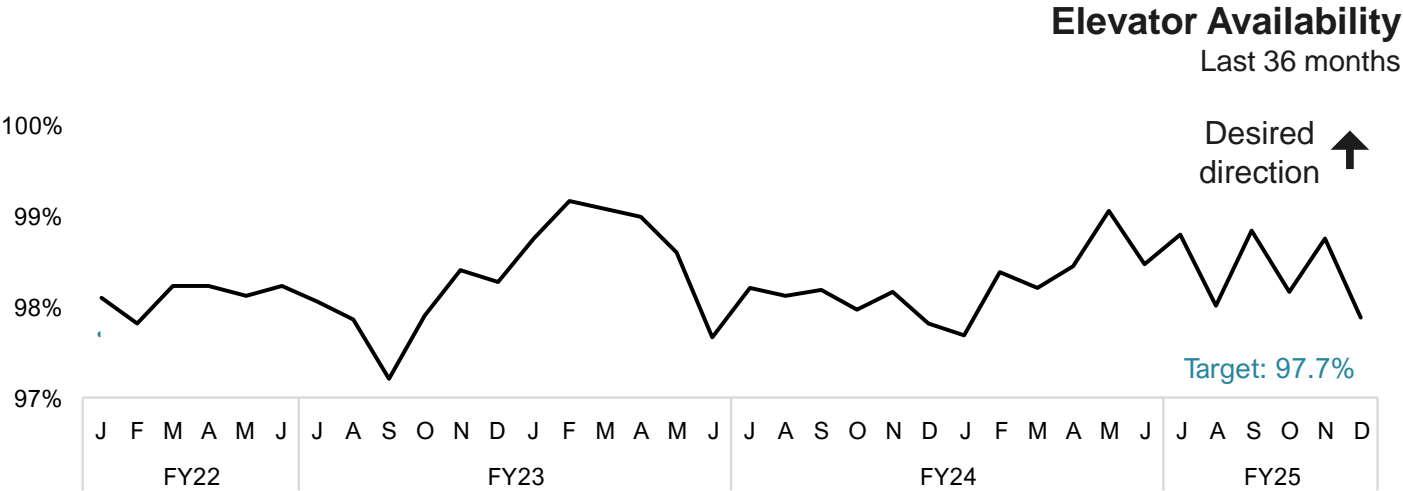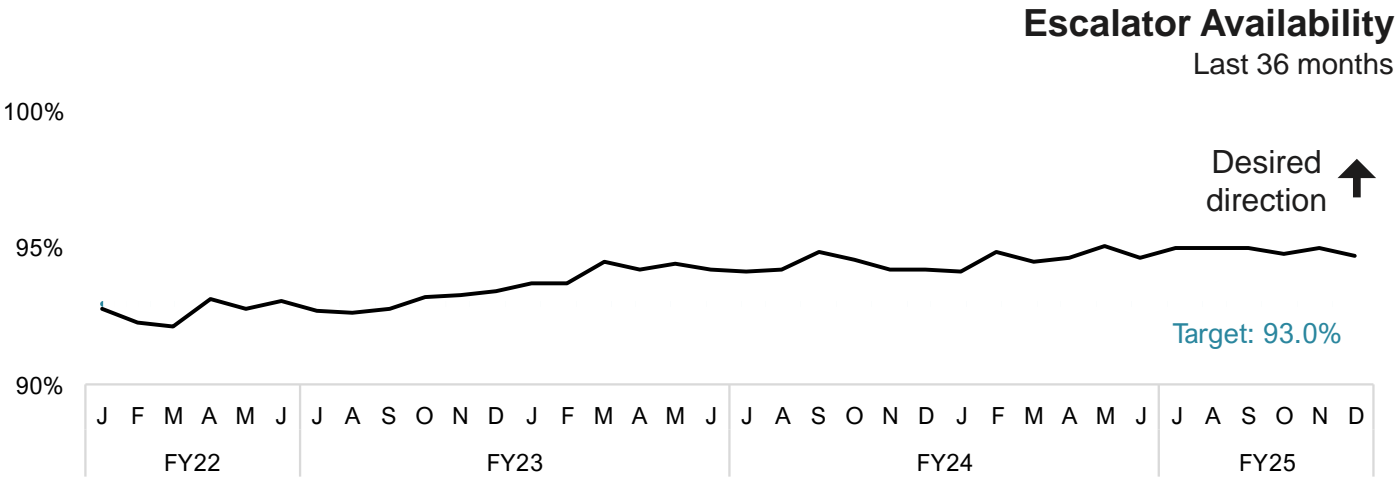
Capital projects will begin for 27 elevators in Q3 of FY25, which will decrease overall availability

Elevator Availability
Last 36 months

Desired direction ↑

100%
99%
98%
97%

J F M A M J   J A S O N D J F M A M J   J A S O N D J F M A M J   J A S O N D
FY22   FY23   FY24   FY25

Target: 97.7%

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

Escalator Availability Met Target, With an Average of 18 Out of 19 Escalators in Service at Any Time

● **Escalator Availability** | Rail System

94.8% availability, meeting target of no less than **93.0%**

▪ Availability in November was 95.1%, the highest of any month this fiscal year

▪ Escalators were repaired almost an hour faster in Q2 than the previous quarter, at an average of 5.5 hours

▪ On average, 14 escalators were out of service at any given time for capital repairs in Q2

Escalator Availability
Last 36 months

Desired direction ↑

Target: 93.0%

J F M A M J	J A S O N D J F M A M J	J A S O N D J F M A M J	J A S O N D
FY22	FY23	FY24	FY25

🛡 **The three escalators at Entrance B of L'Enfant Plaza being replaced are scheduled to be completed in June**

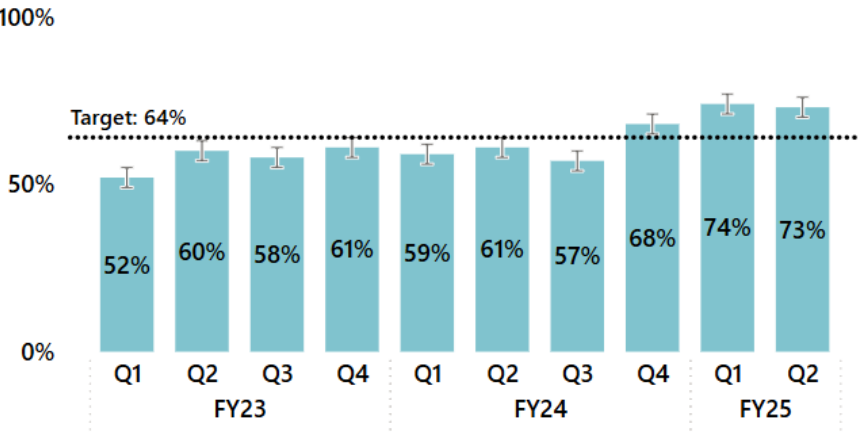● Target met ● Target just missed ● Target missed ● No target
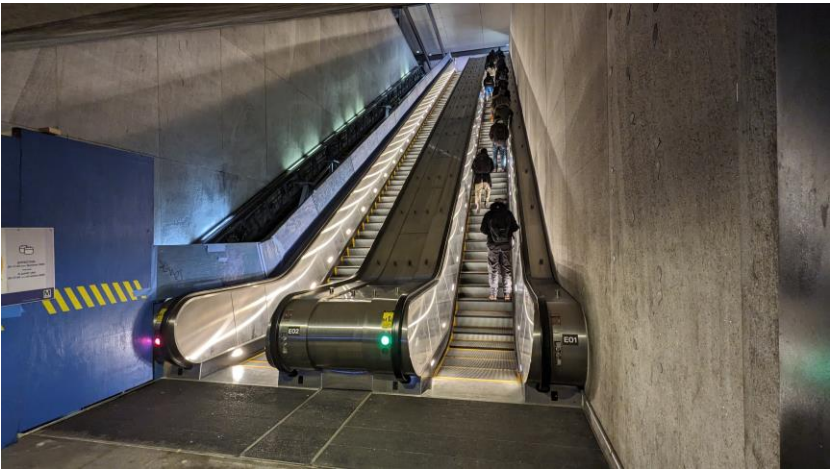
Convenience| Additional Measures

Customer Satisfaction with Cleanliness Stayed About the Same in Q2 as Q1

Desired direction ↑

● Metrorail
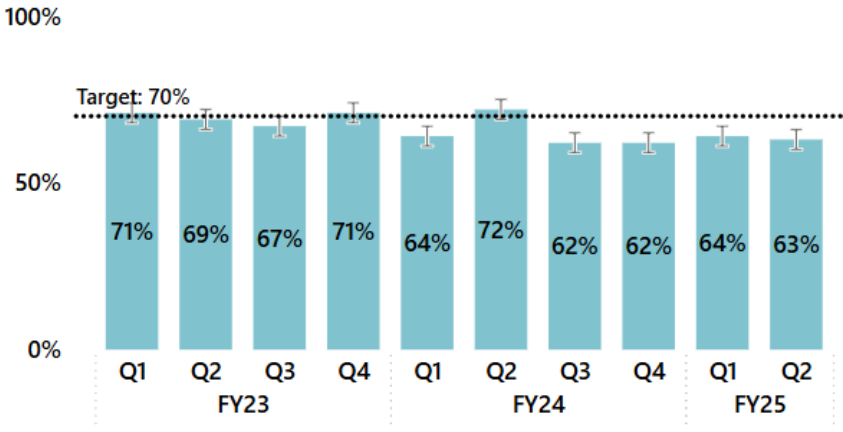
73% in Q2, exceeding target of no less than 64%

100%

Target: 64%

| | 52% | 60% | 58% | 61% | 59% | 61% | 57% | 68% | 74% | 73% |

50%

0%

| Q1 | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 | Q1 | Q2 |
| FY23 | | | | FY24 | | | | FY25 | |

Q2 results for Metrorail sustained increase in satisfaction

- Car Maintenance awarded an End of Line Cleaning contract in December, which dedicated additional resources to major interior cleaning activities

- Implemented end of line audit, requiring supervisors to conduct 20 audits per week

- Conducted car wash evaluations at two railyards, resulting in an effort to select a new vendor to improve exterior cleanliness

● Metrobus

63% in Q2, missing target of no less than 70%

100%

Target: 70%

Target: 64%

| 71% | 69% | 67% | 71% | 64% | 72% | 62% | 62% | 64% | 63% |

50%

0%

| Q1 | Q2 | Q3 | Q4 | Q1 | Q2 | Q3 | Q4 | Q1 | Q2 |
| FY23 | | | | FY24 | | | | FY25 | |

Q2 results for Metrobus consistent with past four quarters

- However, customer dissatisfaction with bus cleanliness increased compared with Q1

- For DC residents, satisfaction with cleanliness of the bus decreased from Q1 – Q2 (62% – 52%)

- Efforts to improve:
  - Procurement in progress for end of line cleaning
  - To complete installation of easier-to-clean vinyl seats on all 1,500 buses in CY2025

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

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

Last-Mile Connectivity/Bicycle Access
1.4%, on track for 2030 target of **3.5%**

- In 2025 Metro will launch its next Rail Customer Survey, where we will get updated data about which mode customers use to access rail stations

- Station bike parking upgrades to begin in Spring 2025; currently assessing stations to develop implementation order

- New methodology to get results more frequently, include other modes of access, under review

% of Customers using a Bicycle to Access Rail Stations
CY2016 and CY2022

2030 Target: 3.5%

1.40%

0.80%

2016

2022
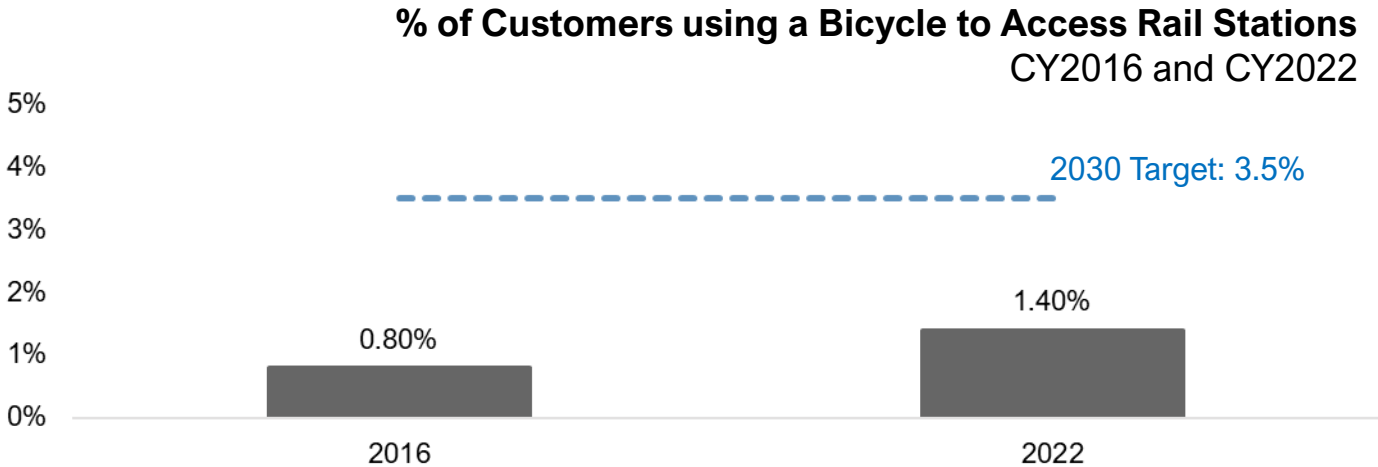
To enhance pedestrian and bike connectivity to West Hyattsville Station and nearby areas, Metro and Prince George's County were awarded $500K from the Federal Government
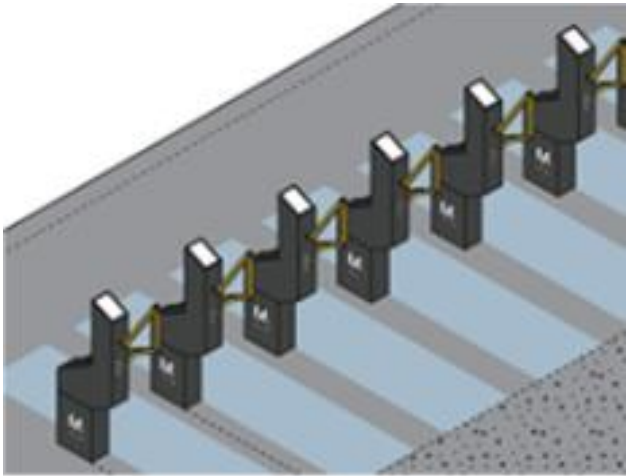
Feedback from our July 2024 station outreach event was positive regarding potential SmarTrip compatibility, accommodation for varied bike sizes, and built-in e-bike charging.

Pictured: Mockups for potential rack designs