

FY25 Q3 Service Excellence Report

Safety and Operations Committee



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

Focus today



Service excellence

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



Talented teams

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



Regional opportunity & partnership

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



Financial stewardship and resource management

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



Objectives of Service Excellence Goal

Safety & security | Ensure all customers and employees feel safe and secure using and delivering services

Reliability | Provide dependable service that the community trusts

Convenience | Deliver frequent and accessible service that modernizes and enhances the customer experience

Highlights (July 2024 – March 2025)

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



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

Metric	Result	Right trend? Q3 vs. Q2	Featured	Metric	Result	Right trend? Q3 vs. Q2	Featured
Goal 1: Service excellence				Objective 1B: Reliability			
Customer satisfaction				On-time performance			
Metrorail	● 89%		+	Metrorail	● 88.1%	✓	+
Metrobus	● 79%		+	Metrobus	● 75.8%	✓	+
MetroAccess	● 80%	✓	+	MetroAccess	● 88.0%	✓	+
Objective 1A: Safety and security				Percent of scheduled service delivered			
Part 1 crime rate	● 4.0	✓	+	Metrorail	● 97.6%	✓	
Transit worker assault rate	● 45.7	✓		Metrobus	● 97.8%		
Customer dissatisfaction: safety from crime				MetroAccess	● 97.6%	✓	
Metrorail	● 8%			Percent of Metrorail planned service delivered			
Metrobus	● 14%				● 91.4%	✓	
Customer injury rate	● 28.4	✓		Elevator Availability			
Employee injury rate	● 6.5	✓			● 98.3%		
Crowding				Escalator Availability			
Metrorail	● 1.1%				● 95.0%	✓	
Metrobus	● 3.2%			Objective 1C: Convenience			
				Accuracy of real-time arrival information			
				Metrorail	● 97.7%		
				Metrobus	● 89.8%	✓	
				Availability of real-time bus arrival information			
					● 93.0%		
				Customer satisfaction: cleanliness			
				Metrorail	● 65%		
				Metrobus	● 59%		
				Last-mile connectivity / bicycle access			
					● 1.4% (2022)		



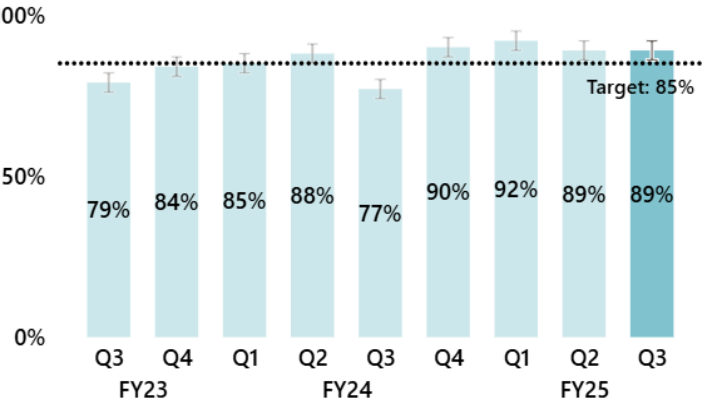


Customer Satisfaction

Customer Satisfaction Exceeded Target for Metrorail, Metrobus, and MetroAccess

● Metrorail

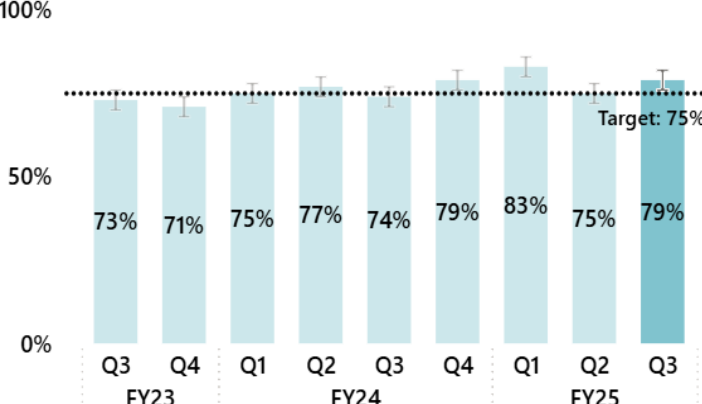
89% in Q3, exceeding target of no less than 85%



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

● Metrobus

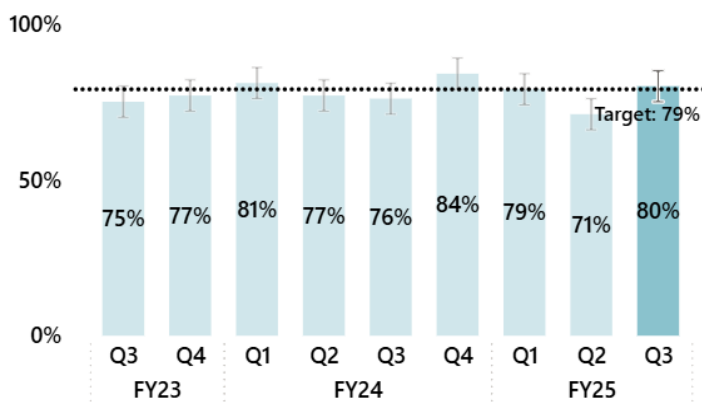
79% in Q3, meeting target of no less than 75%



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

● MetroAccess

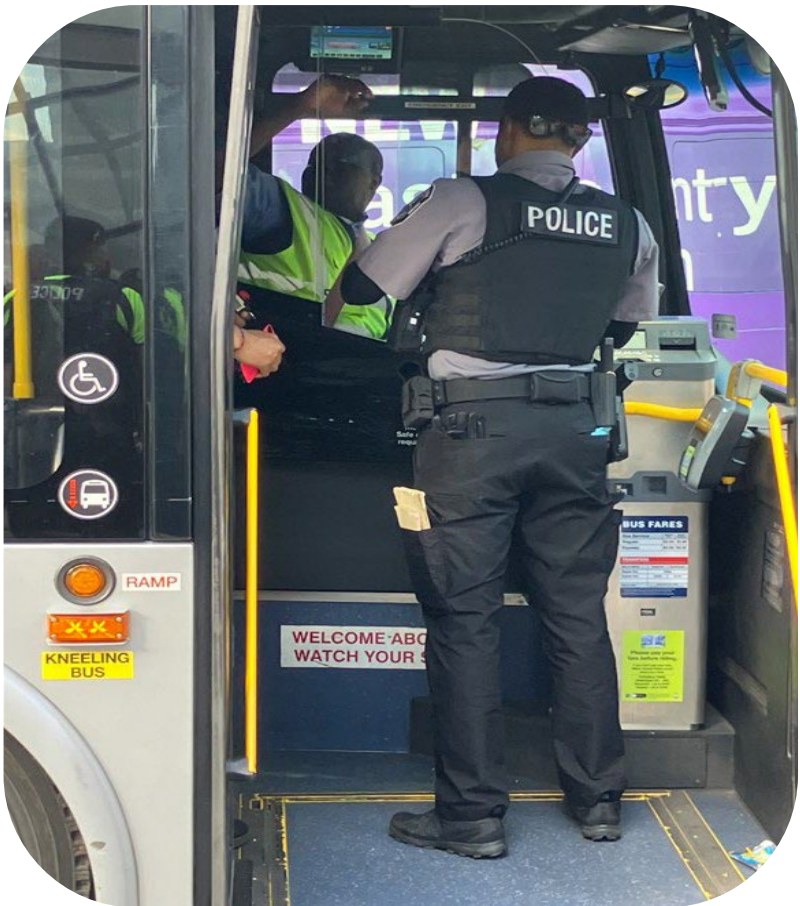
80% in Q3, meeting target of no less than 79%



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



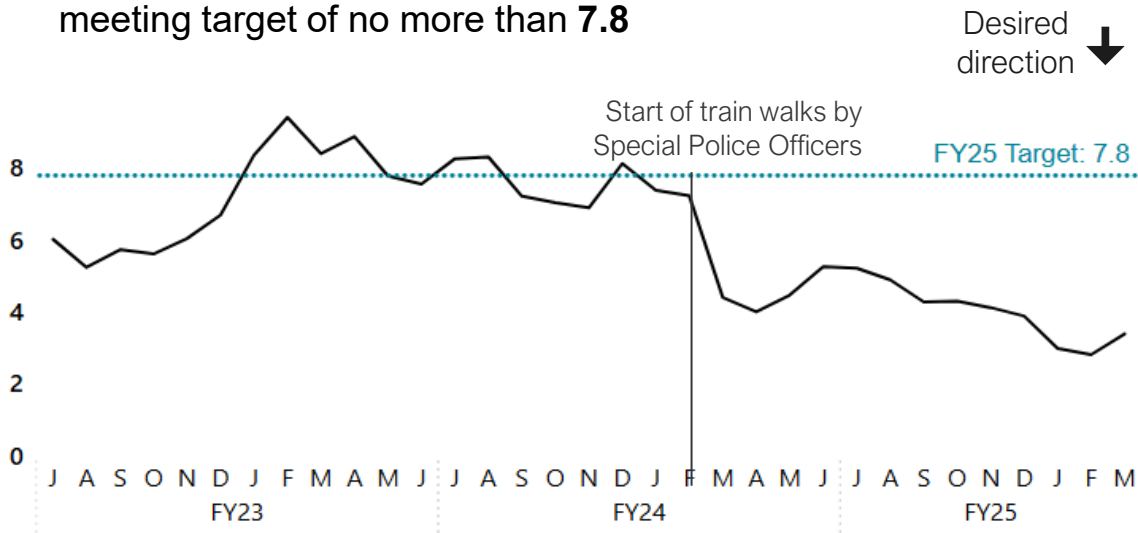
Safety and Security



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

Part 1 Crime | All Modes

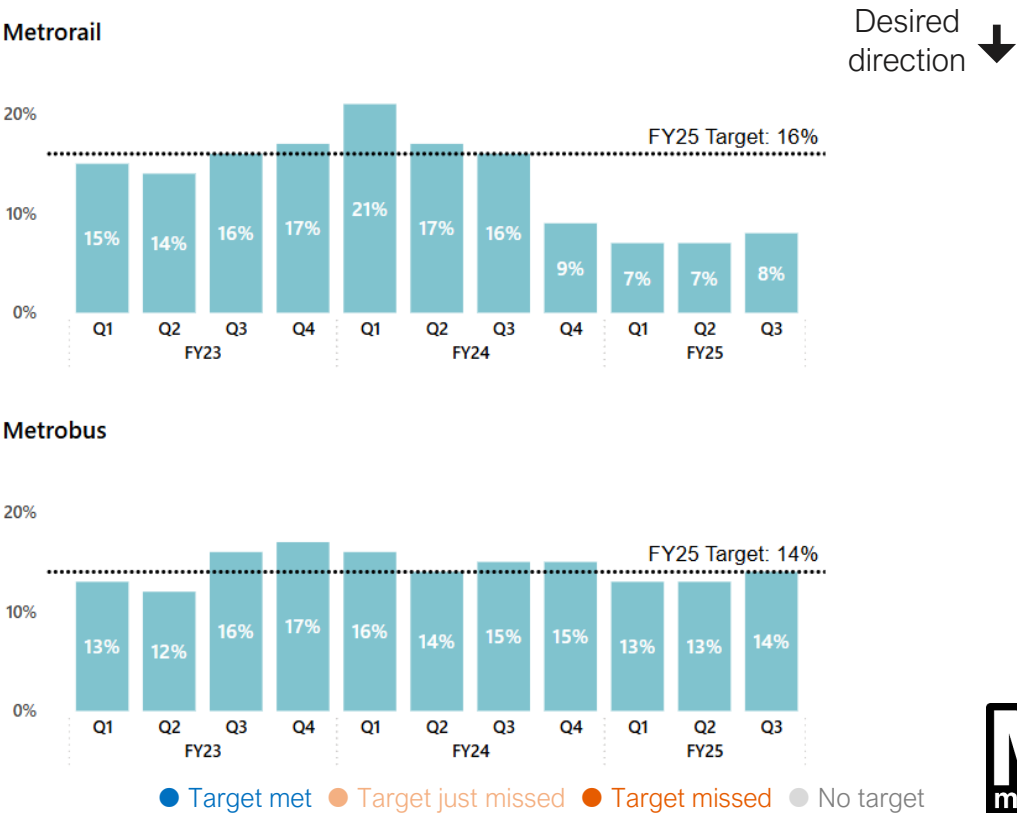
4.0 Part 1 Crimes per 1 million customers, meeting target of no more than 7.8



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

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

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



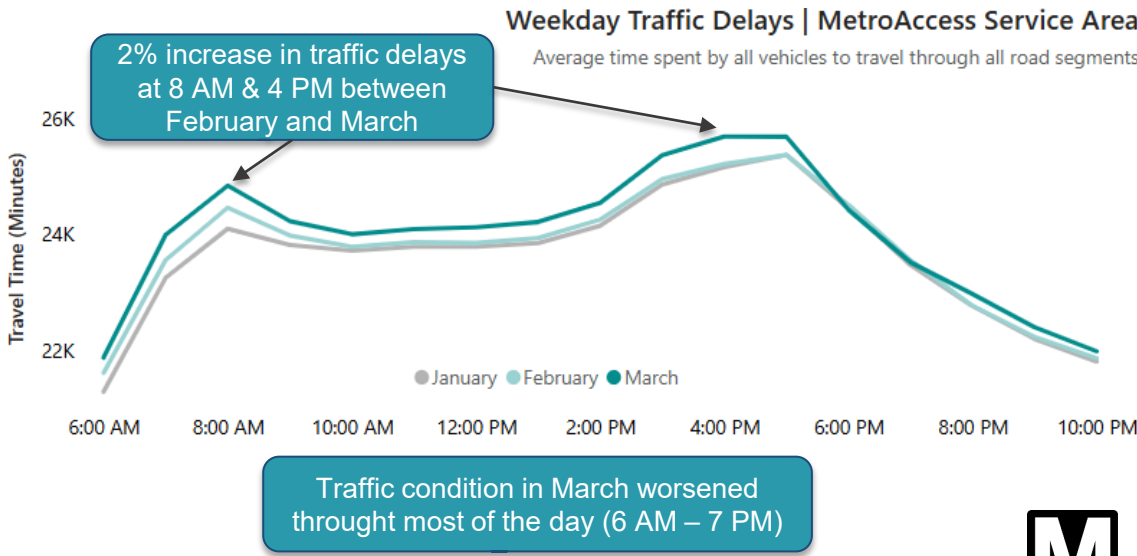
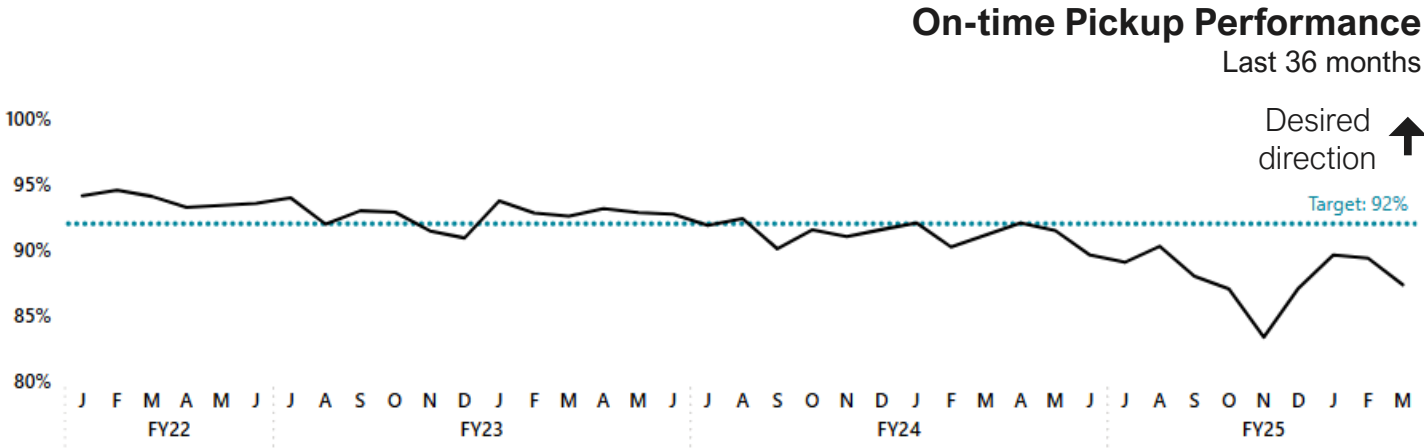
Reliability



Access On-Time Performance Improved in Q3

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

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

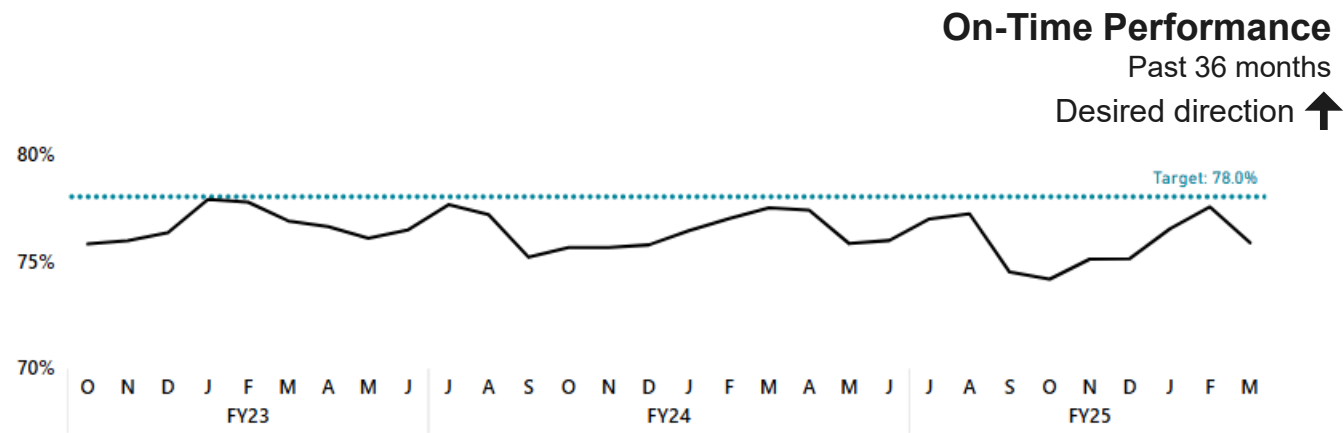


Abilities-Ride completed close to 122,000 trips in March (63% total trips), an all-time high for the program

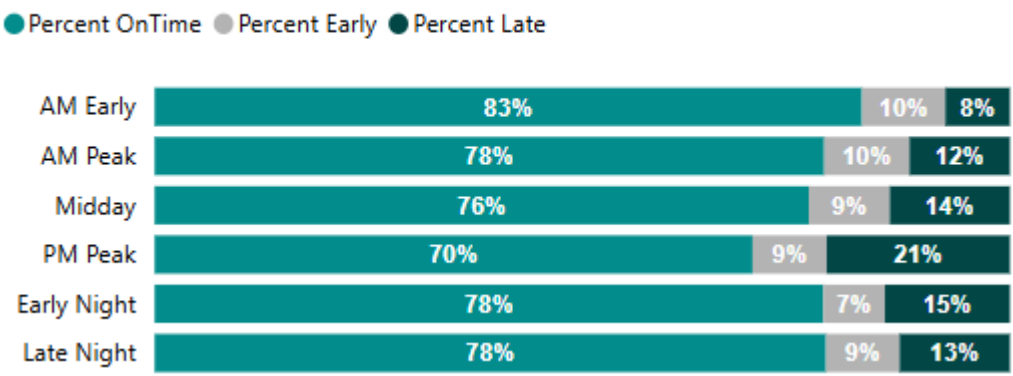


Bus On-Time Performance Improved in Q3

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



OTP FYTD





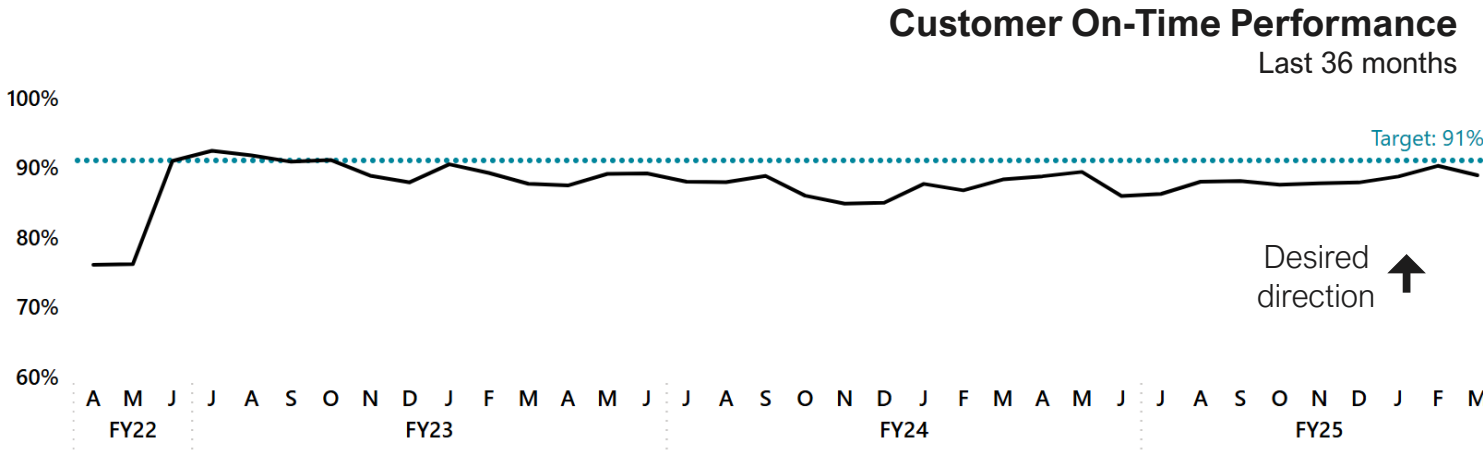
In FY25, the number of bus priority lane miles increased by 93% compared with FY24 (29 vs 15)

Rail On-Time Performance Has Steadily Improved Throughout the Year

On-time Performance | Rail

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

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



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



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

Red Line 

99%

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

-8 min

faster end-to-end train trips, increasing efficiency

+3

percentage point improvement in train reliability thanks to consistent speeds

+3

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

Green and Yellow Line  

35 - 70

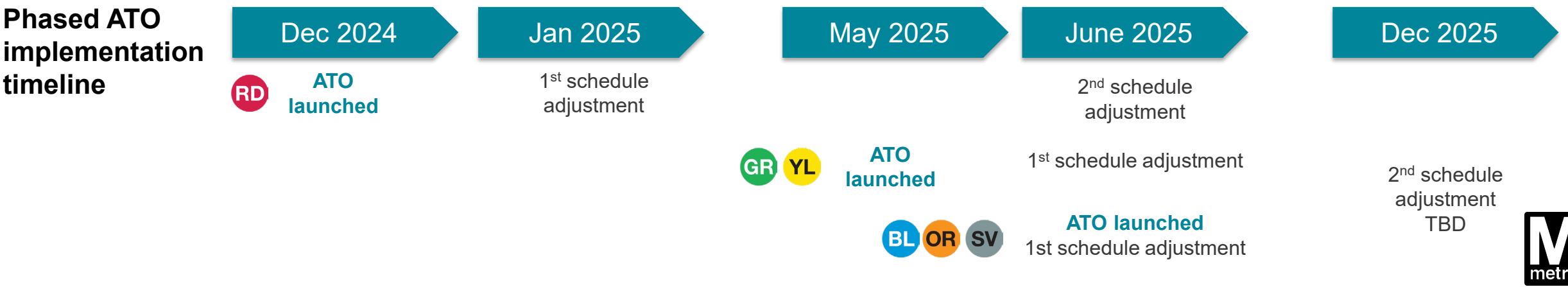
seconds **faster trips** on Yellow and Green Lines, based on initial results

10%

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

60%

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



Appendix | Additional Measures

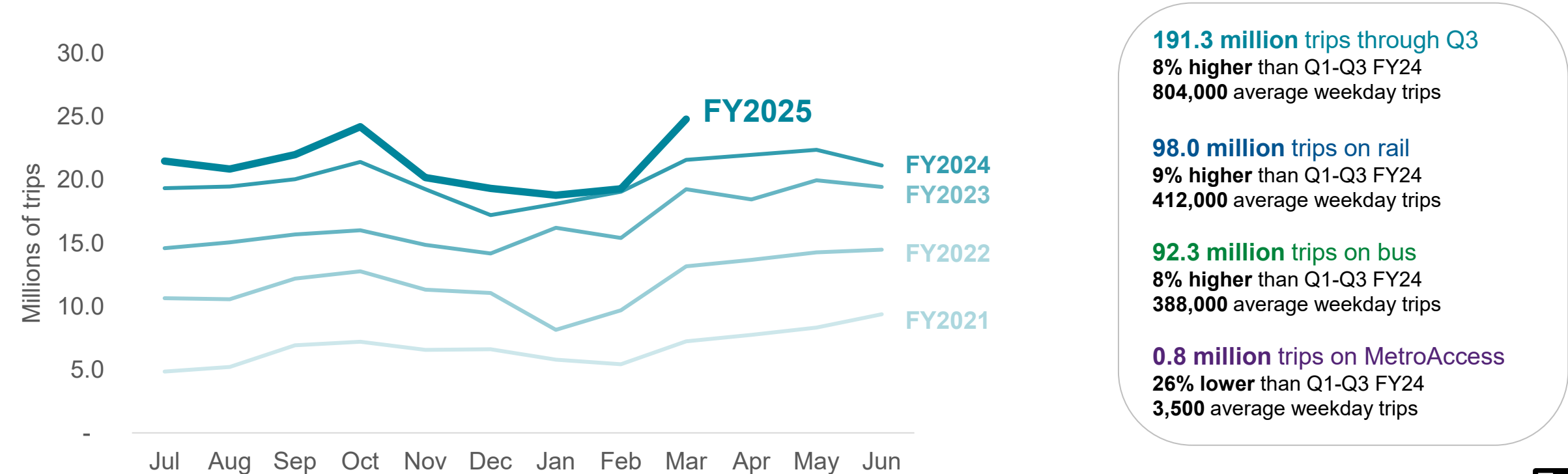
Ridership



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

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

All ridership



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



Safety and Security | Additional Measures

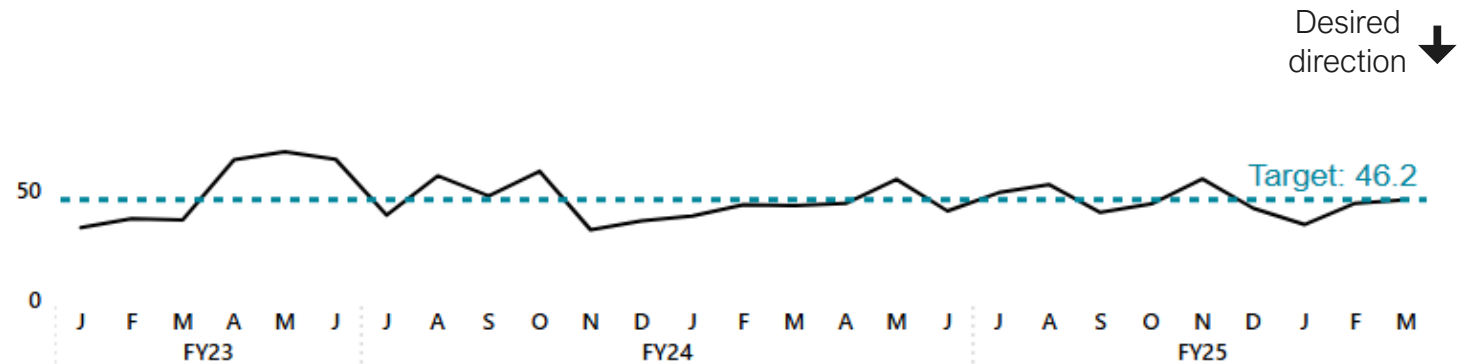
Transit Worker Assaults Down to 45.7 Assaults per 10M Revenue Miles, Meeting Target

● Transit Worker Assault Rate

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

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

Transit Worker Assault Rate
Jan FY23 to Present



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

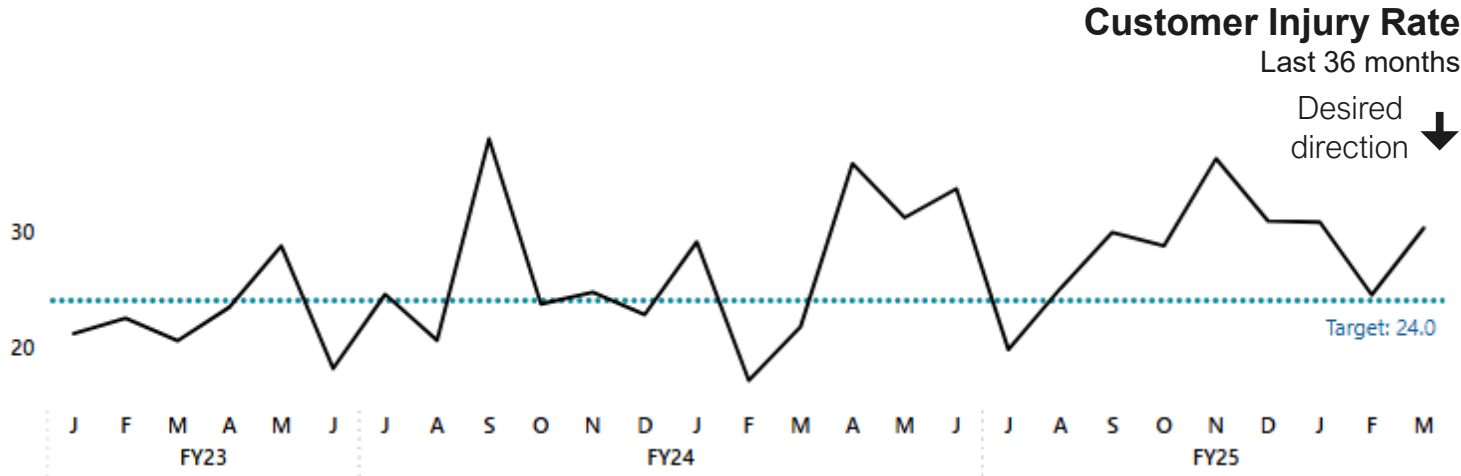


Customer Injury Rate Improved in Q3 Compared to Q2, Still Missing FY25 Target

Customer Injury Rate | All modes

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

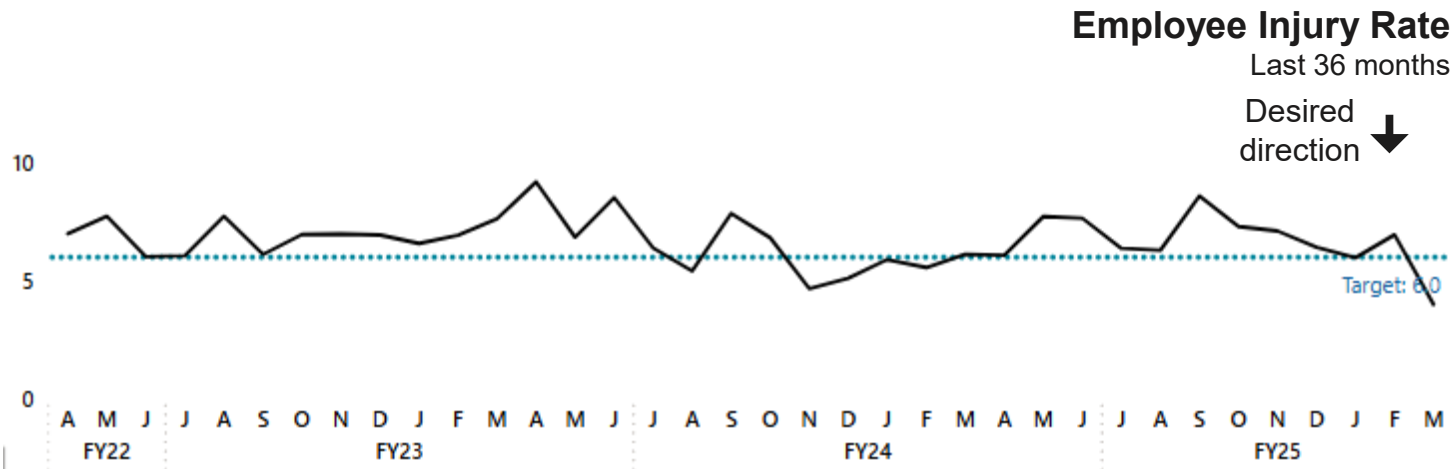
- 320 injuries FYTD: 54% bus (174 injuries), 44% rail (140), 2% MetroAccess (6)
- 77% of injuries are slips/trips/falls. Of those, 48% are on buses, 24% on escalators, 27% in stations or aboard trains, and 1% on MetroAccess
- Improvement in Q3 due to fewer bus and rail slip/trip/fall injuries and fewer bus collision-related injuries
- In Q3, Metro increased bus announcements encouraging customers to hold onto handrails and be seated before the bus begins moving



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

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

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



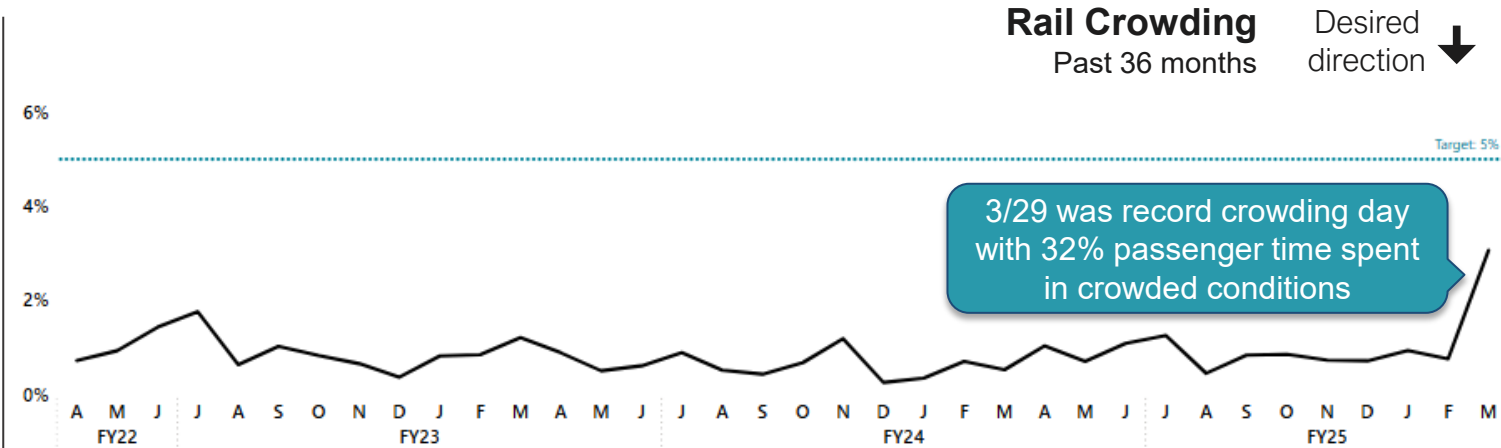
In March, Metro launched a new Fitness for Duty training for all safety-sensitive employees and 4,938 employees (63%) had completed it by the end of May

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

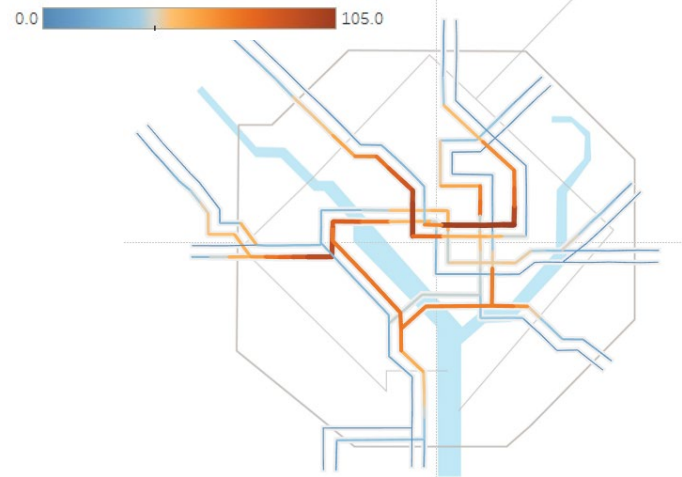
● Crowding | Rail

1.1% of passenger minutes were spent in crowded conditions (>100 passengers per car during peak periods and >60 passengers per car during off peak periods), meeting target of no more than 5%

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



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



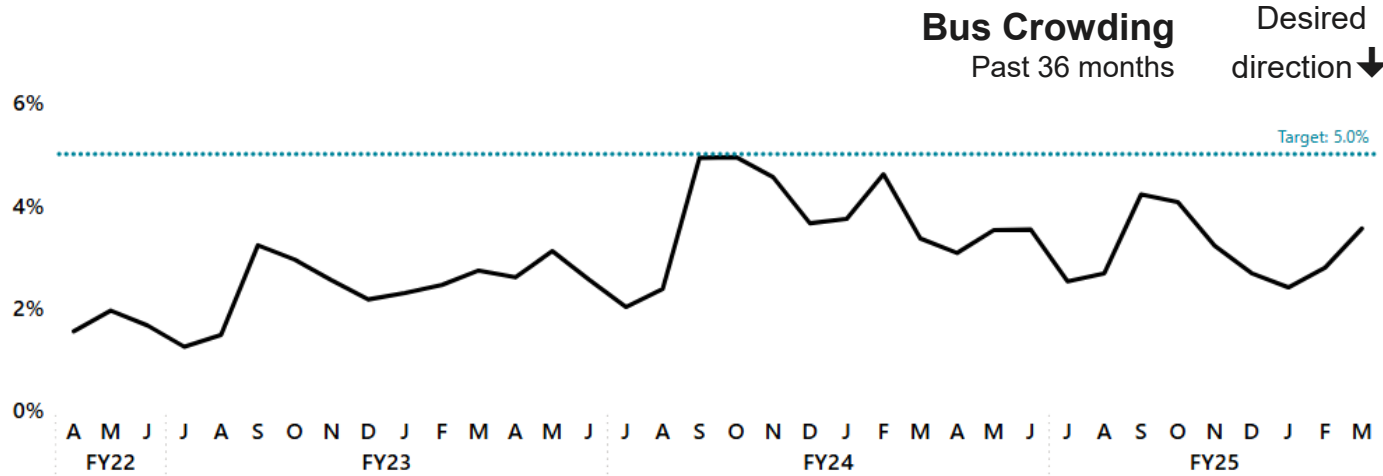


Crowding is much more likely in the core of the system during peak periods. However, crowded trains typically only last for a few stops.



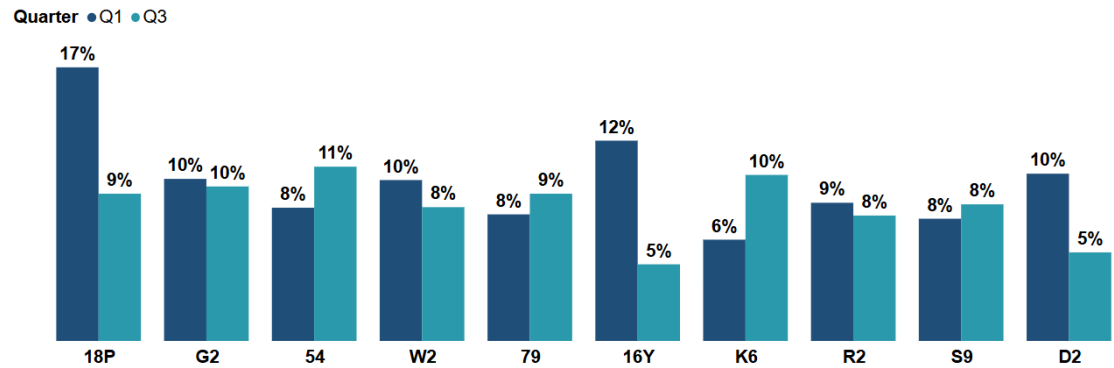
Bus Crowding Increased in March After Seasonal Dip in January and February

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



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

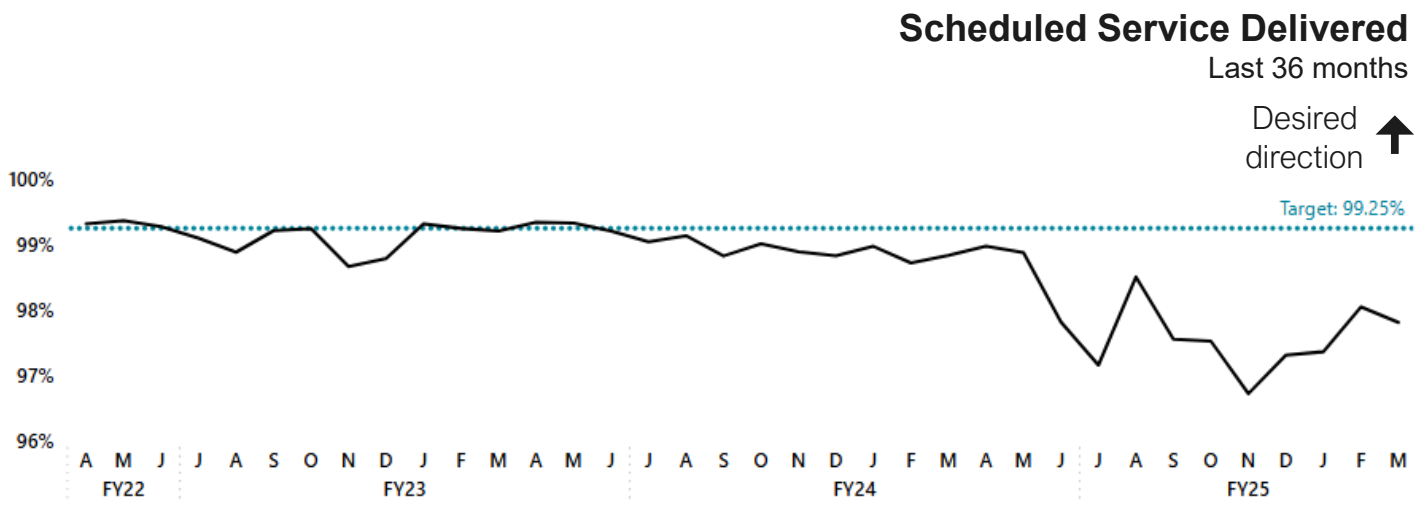
Additional trips added to the 18P on Monday and Friday in Q3 helped reduce crowding on those days. Prior to this service change, the 18P was the route most likely to experience crowding.



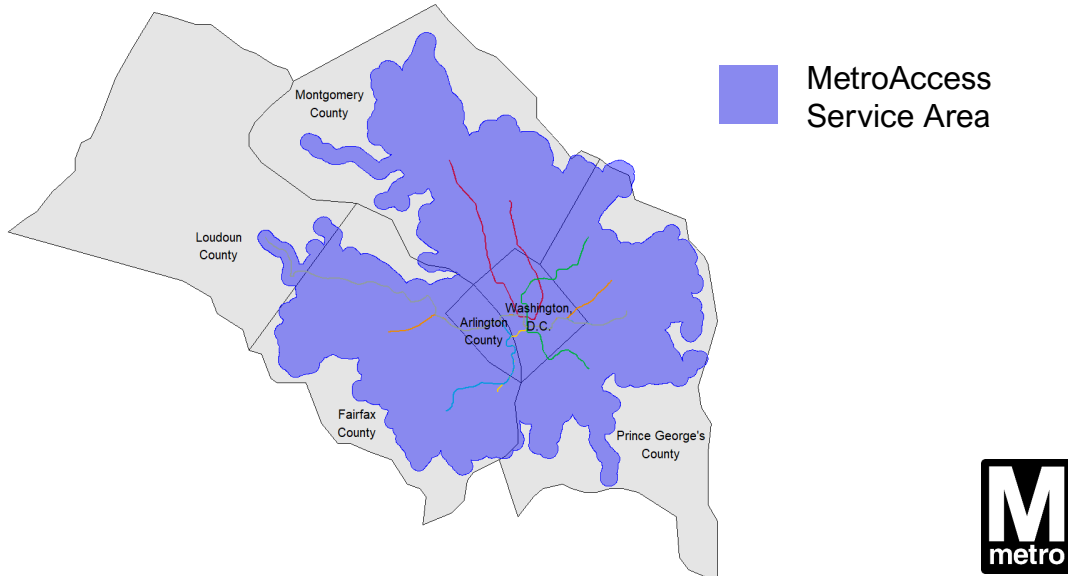
Service Reliability | Additional Measures

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

- **Scheduled Service Delivered | Access**
97.6% of scheduled service delivered, missing target of no less than 99.25%
- 92% of missed trips caused by a customer not taking a ride that arrived too late after the pick-up window. Efforts to improve on-time pick-up performance will reduce missed trips
- 8% of missed trips caused by the driver not waiting long enough for the customer



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

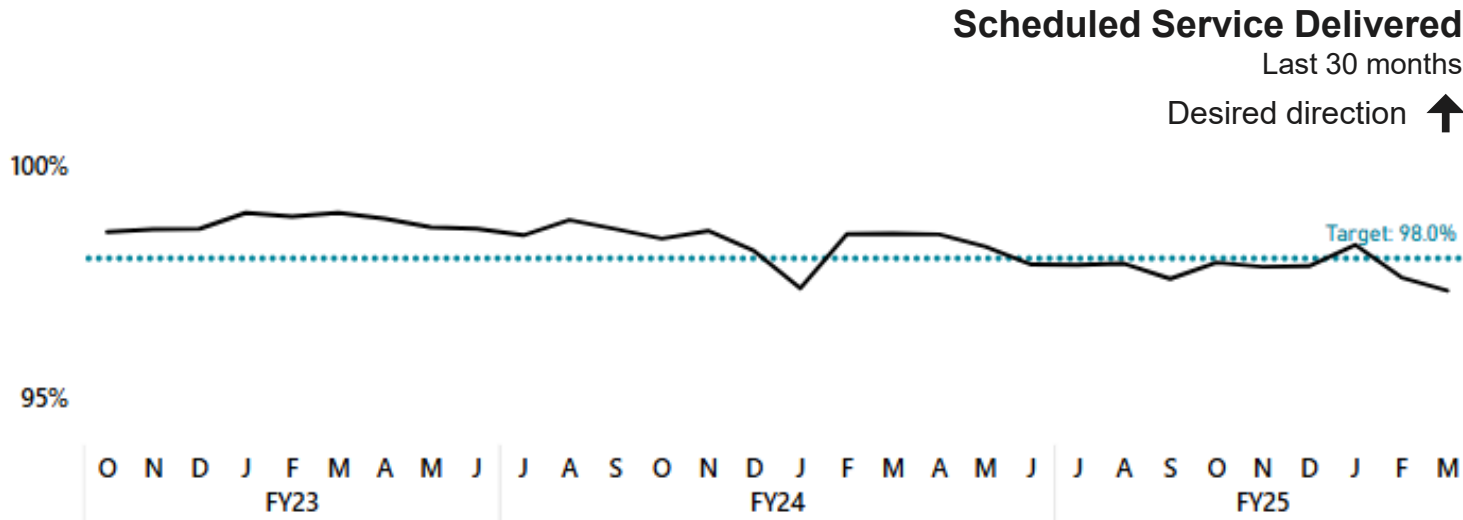


Percent of Bus Service Delivered Just Missed Target Through Q3

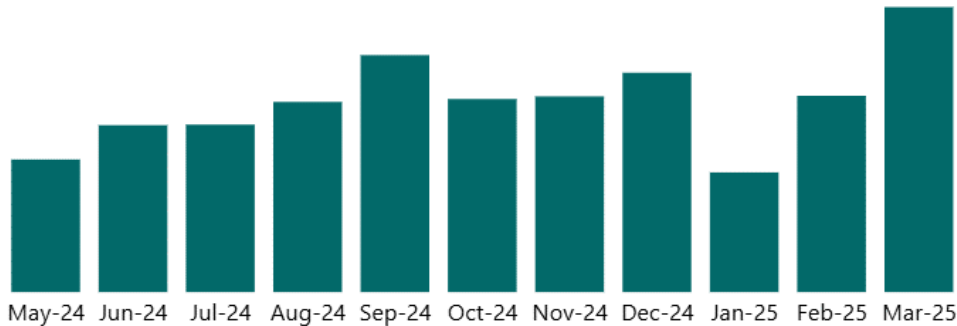
- ### Service Delivered | Bus

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

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



Missed Trips due to Operator Availability



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

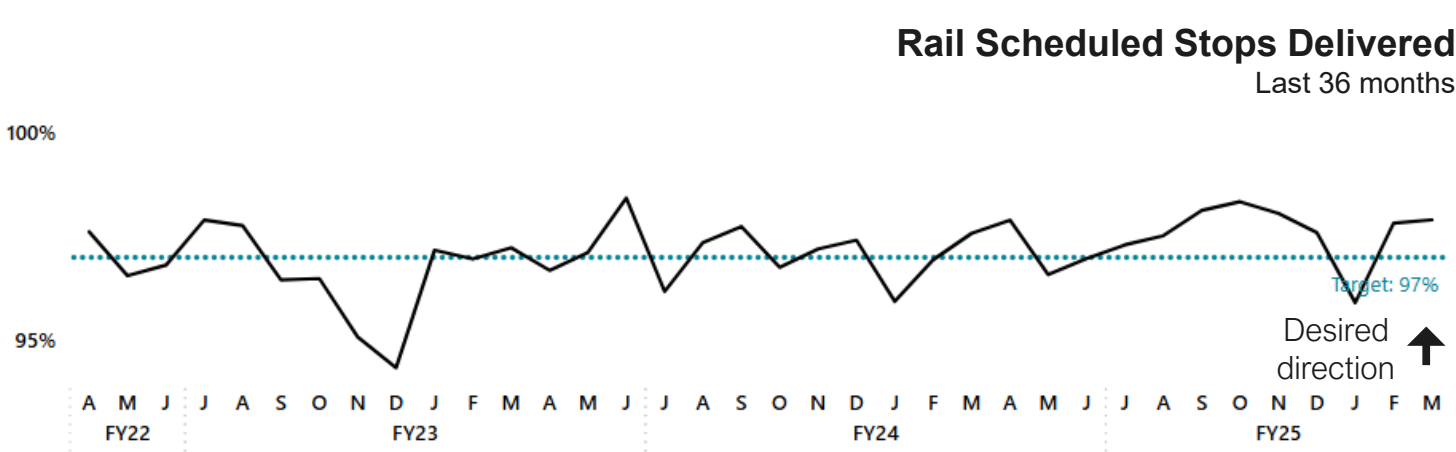


Nearly 98% of Rail Scheduled Stops Were Delivered this Fiscal Year, Exceeding Target

Scheduled Stops Delivered | Rail

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

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





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

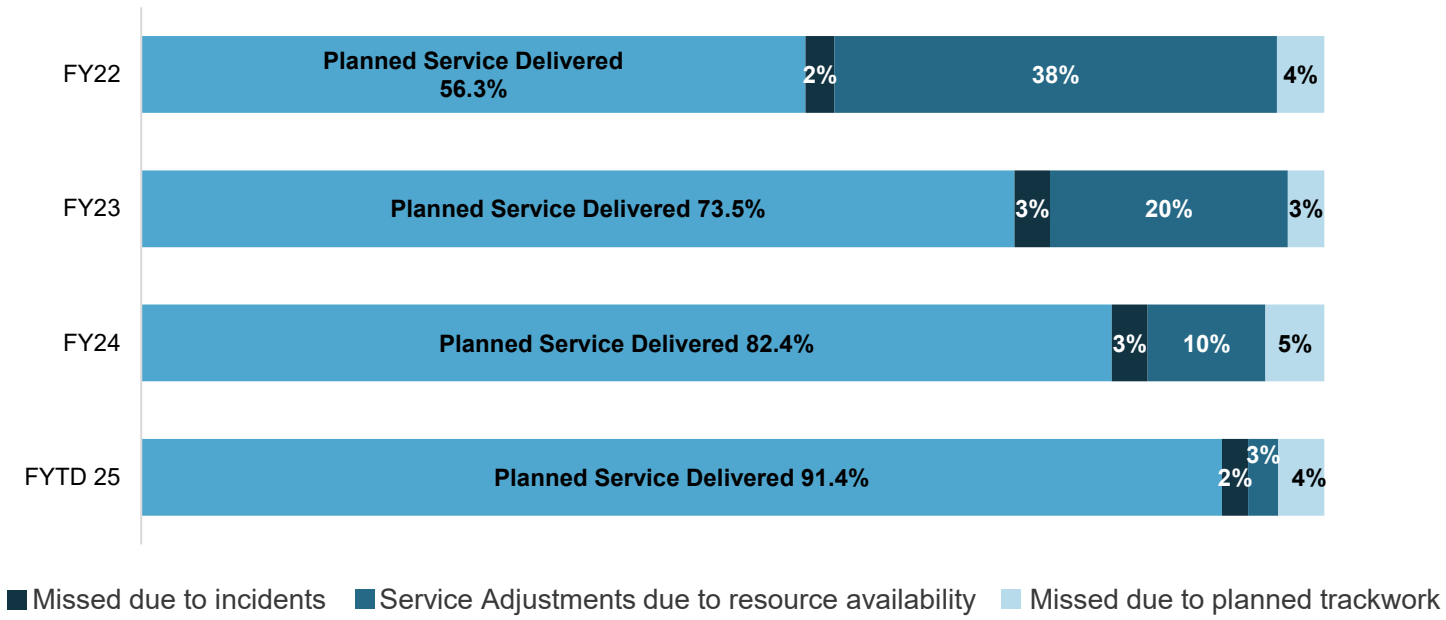


More Than 91% of Planned Metrorail Service Was Delivered Through Q3, Better Than Target and Continuing to Improve Over Recent Years

Planned Stops Delivered | Rail

91.4% stops delivered, meeting target of no less than 85%

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



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

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



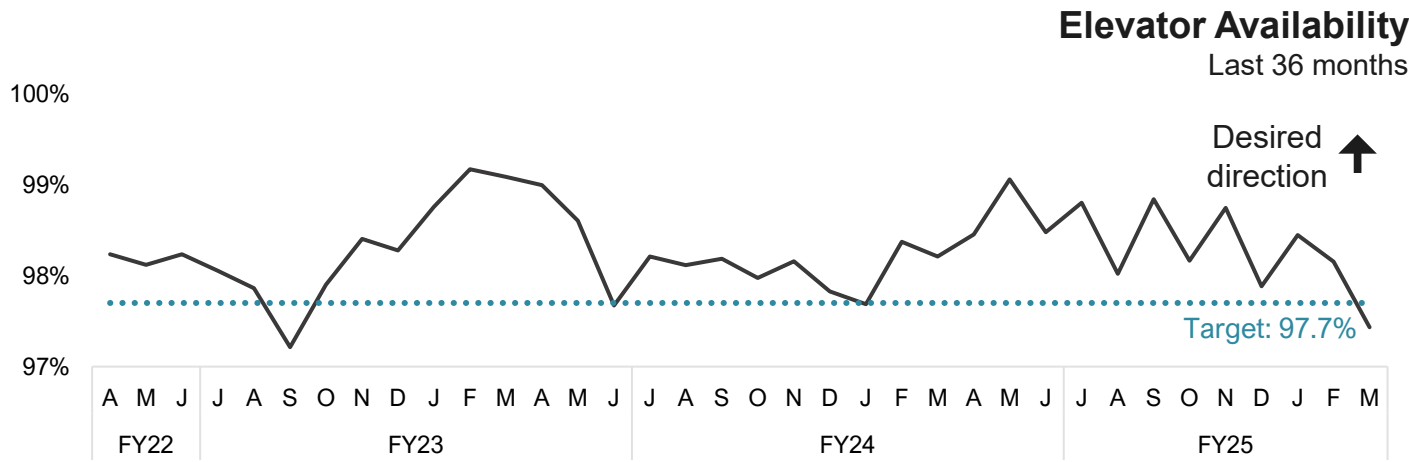
Elevator Availability Met Target, With 315 Out of 320 Elevators in Service at Any Time

- Elevator Availability | Rail System

98.3% availability, meeting target of no less than 97.7%

▪ Elevators are getting fixed faster: mean time to repair is 9.3 hours in Q3, about half an hour shorter than last quarter

▪ Three elevators were taken out of service in Q3 so they can be replaced with new units which caused a slight decrease to availability in March





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

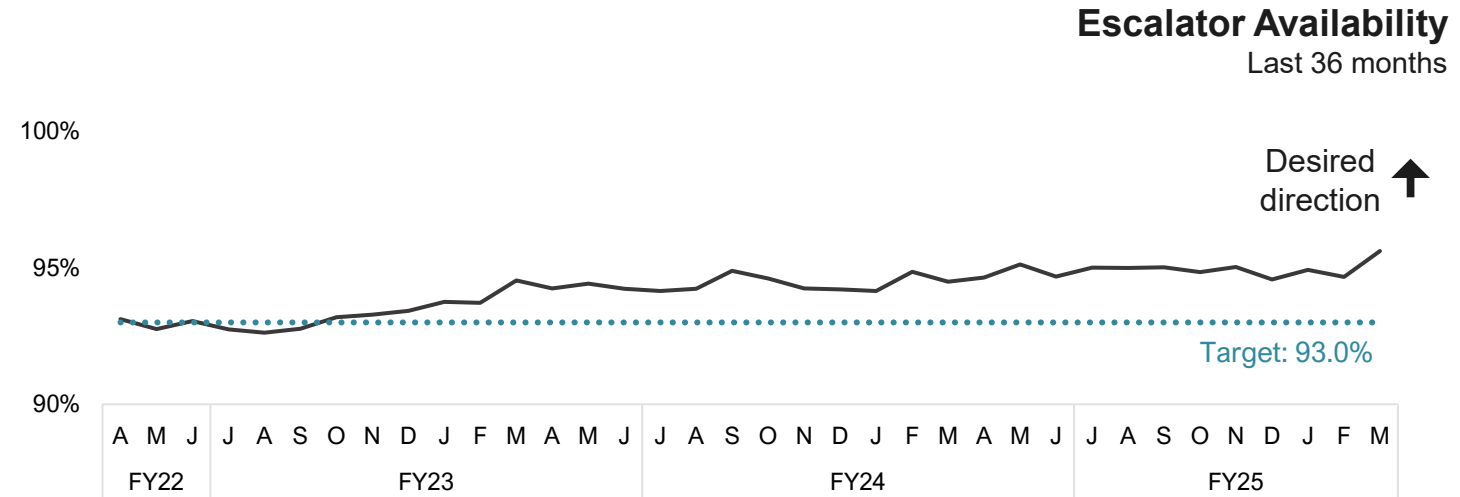


Escalator Availability Met Target, With an Average of 615 Out of 647 Escalators in Service at Any Time

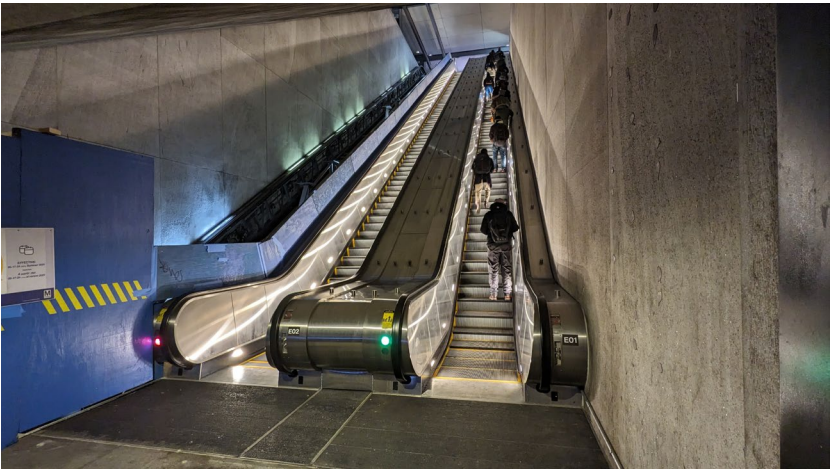
- Escalator Availability | Rail System

95.0% availability, meeting target of no less than 93.0%

 - Availability in March was 95.6%, the highest of any month in almost 5 years
 - Availability boosted by units breaking down less frequently; mean time to repair escalators stayed consistent at about 5.5 hours
 - In Q3, 40% of outage time was due to capital work; 12 escalators were returned to service after an average of 134 days of capital work



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



Convenience | Additional Measures

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

- Real-time Arrival Accuracy | Bus

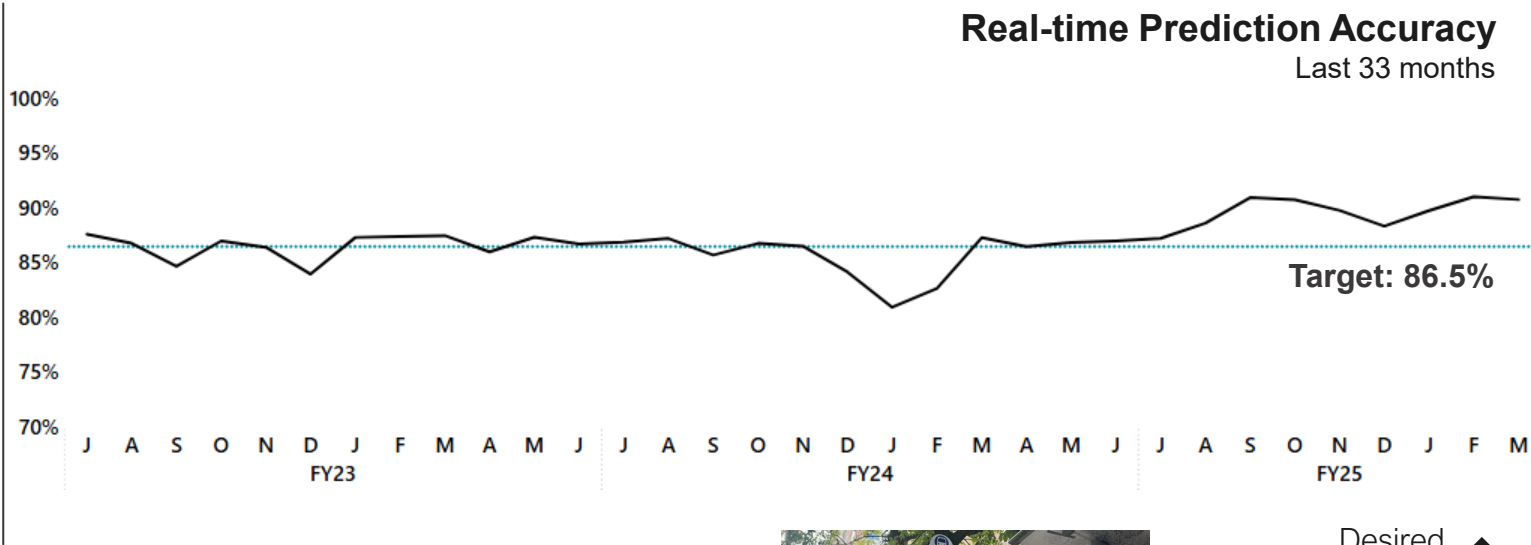
89.8% of predictions were accurate, meeting target of no less than 86.5%

▪

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

▪

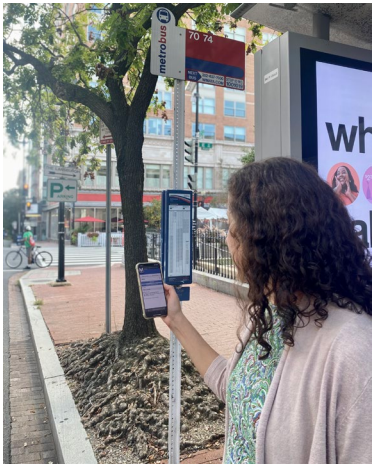
Metro staff continue to fine tune predictions, focusing on known problem areas such as the starts and ends of trips



Desired direction ↑



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

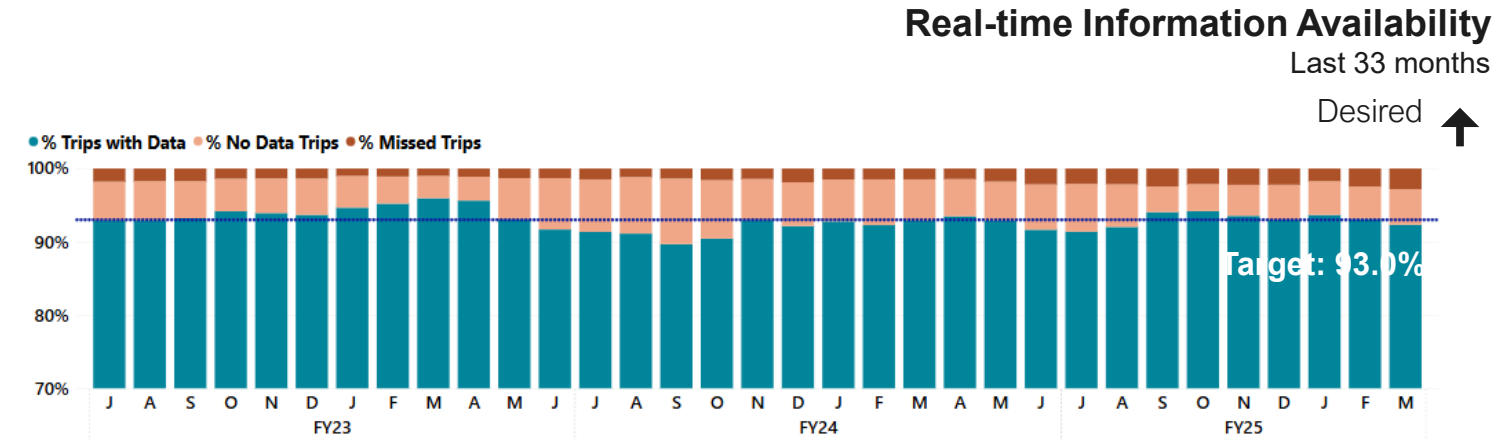


Bus Real-Time Information Availability Meets Target in FY25 After Algorithm Upgrade

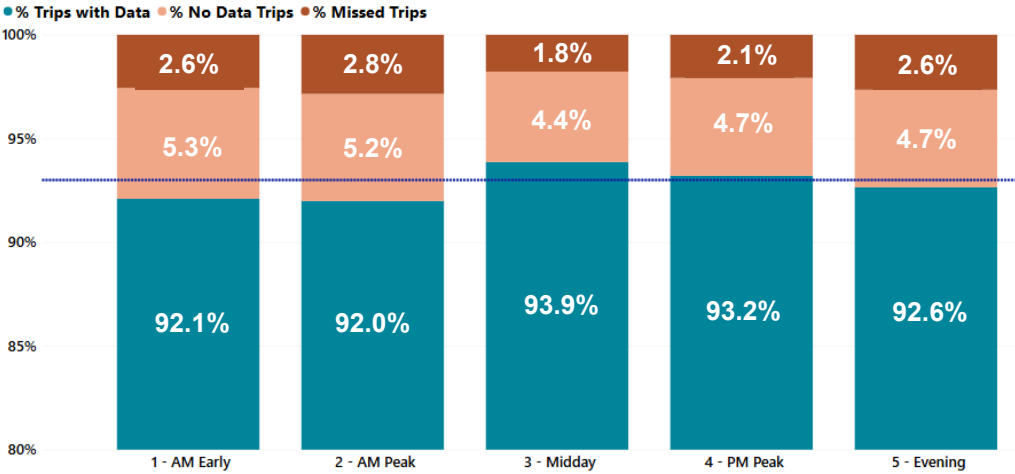
Real-time Info Availability | Bus

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

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



Real-time information availability by Time Period
Current Fiscal Year

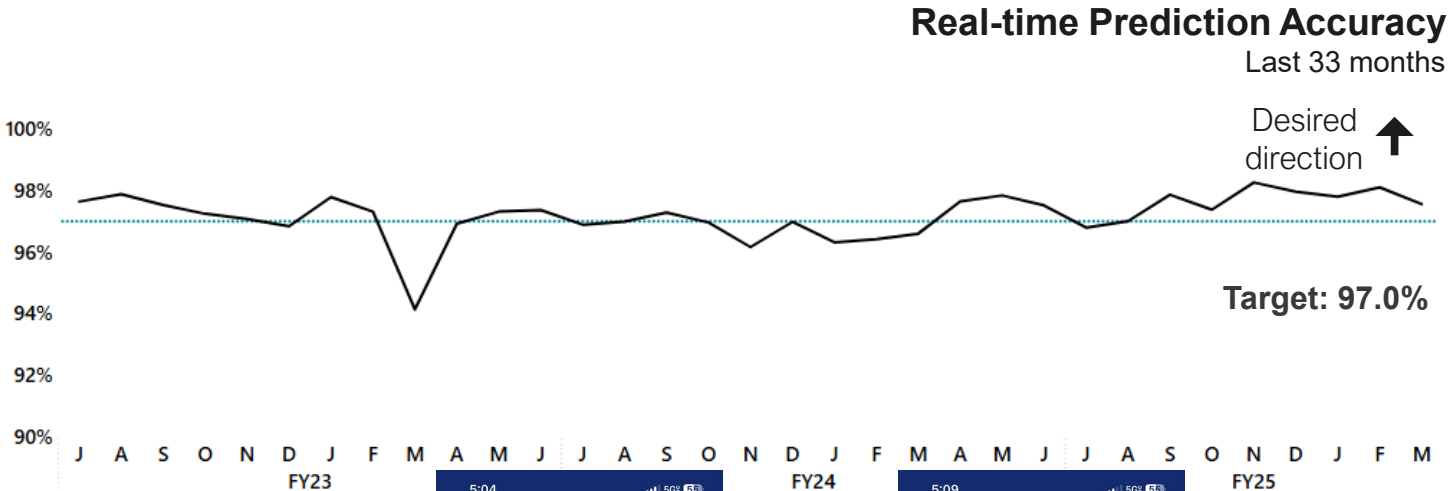


Fewer predictions are available in the morning and in the evening after the PM Peak period

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

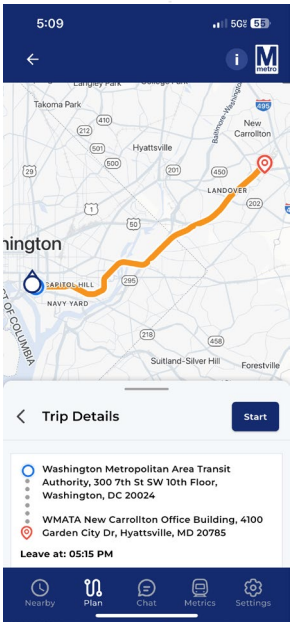
● **Real-time Arrival Accuracy | Rail**
97.7% of predictions were accurate, meeting target of no less than 97.0%

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



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

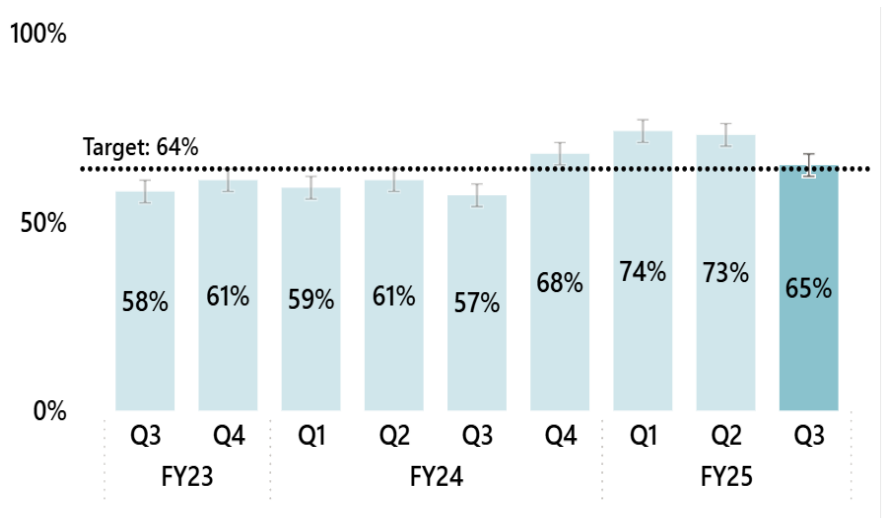
● Target met ● Target just missed ● Target missed ● No target



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

● Metrorail

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

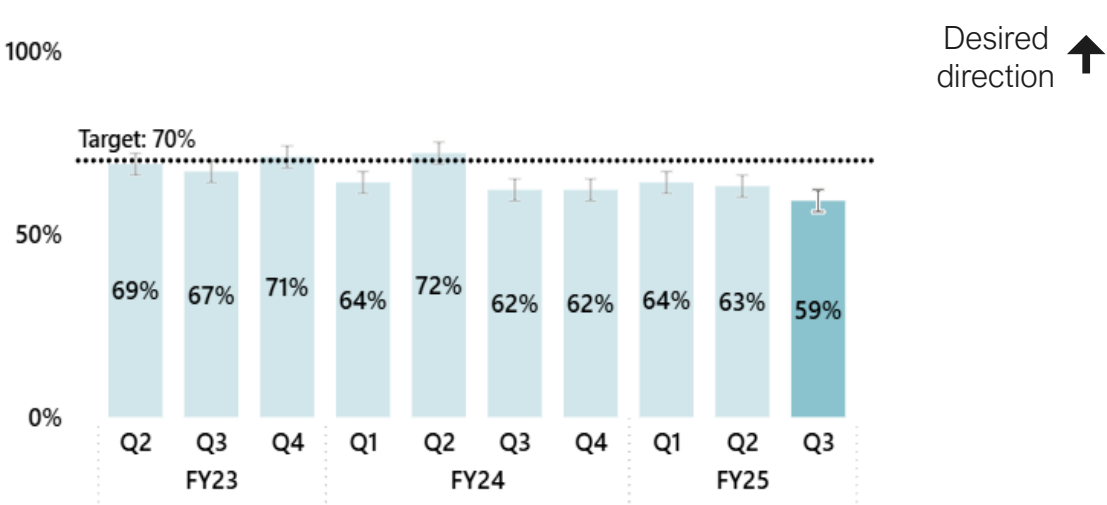


Metrorail's Q3 performance met the target but was significantly lower than in Q1 and Q2.

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

● Metrobus

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



Q3 Metrobus results consistent with lower trend over past five quarters

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



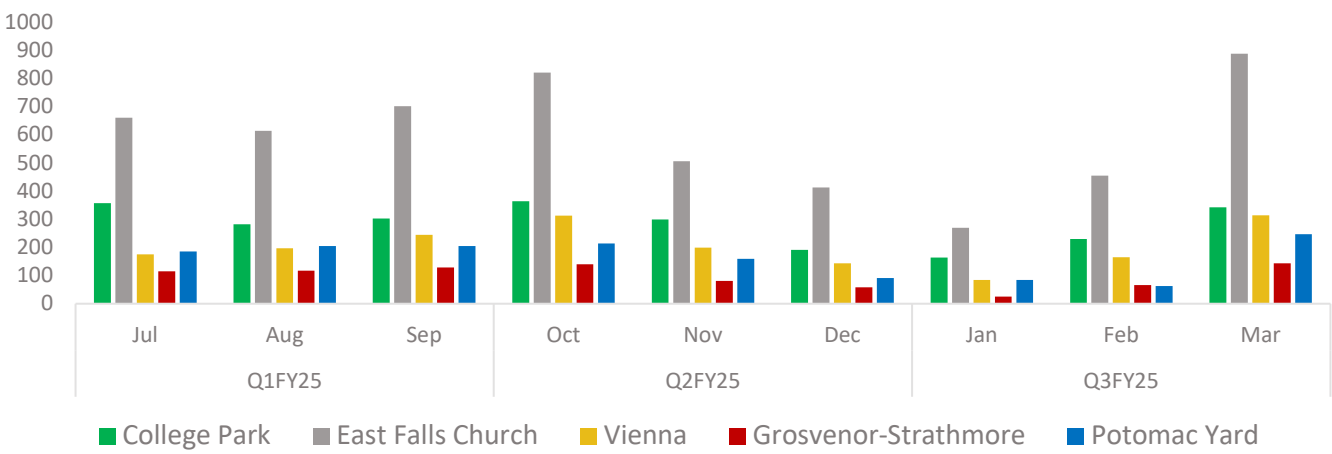
New Bicycle Infrastructure to be Installed Spring 2025; Access Rate Increase Expected

Last-Mile Connectivity/Bicycle Access

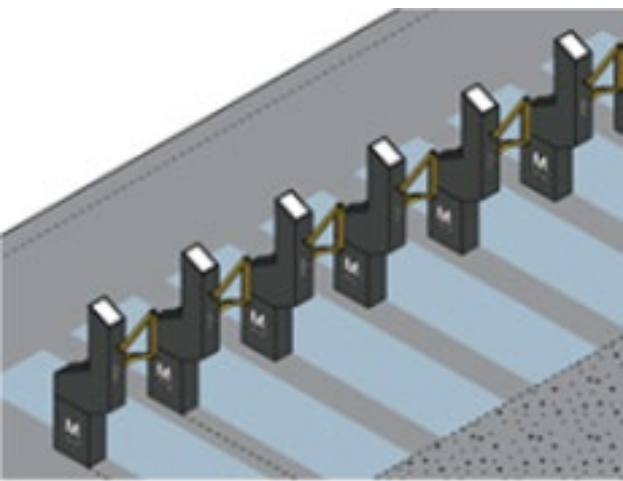
1.4%, on track for 2030 target of 3.5%

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

Bike Storage Facility Uses
FY25 Q1-Q3



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



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

Pictured: Mockups for potential rack designs