

FY25 Q4 Service Excellence Report



Safety and Operations Committee
Washington Metropolitan Area Transit Authority
September 2025



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



Service excellence

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



Talented teams

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



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 and Security** | Ensure all customers and employees feel safe and secure using and delivering services.
- **Reliability** | Provide dependable service that the community trusts.
- **Convenience** | Deliver frequent and accessible service that modernizes and enhances the customer experience.

Highlights

Investments in making trips safer, faster and more frequent transformed satisfaction, crime and ridership results over last three fiscal years

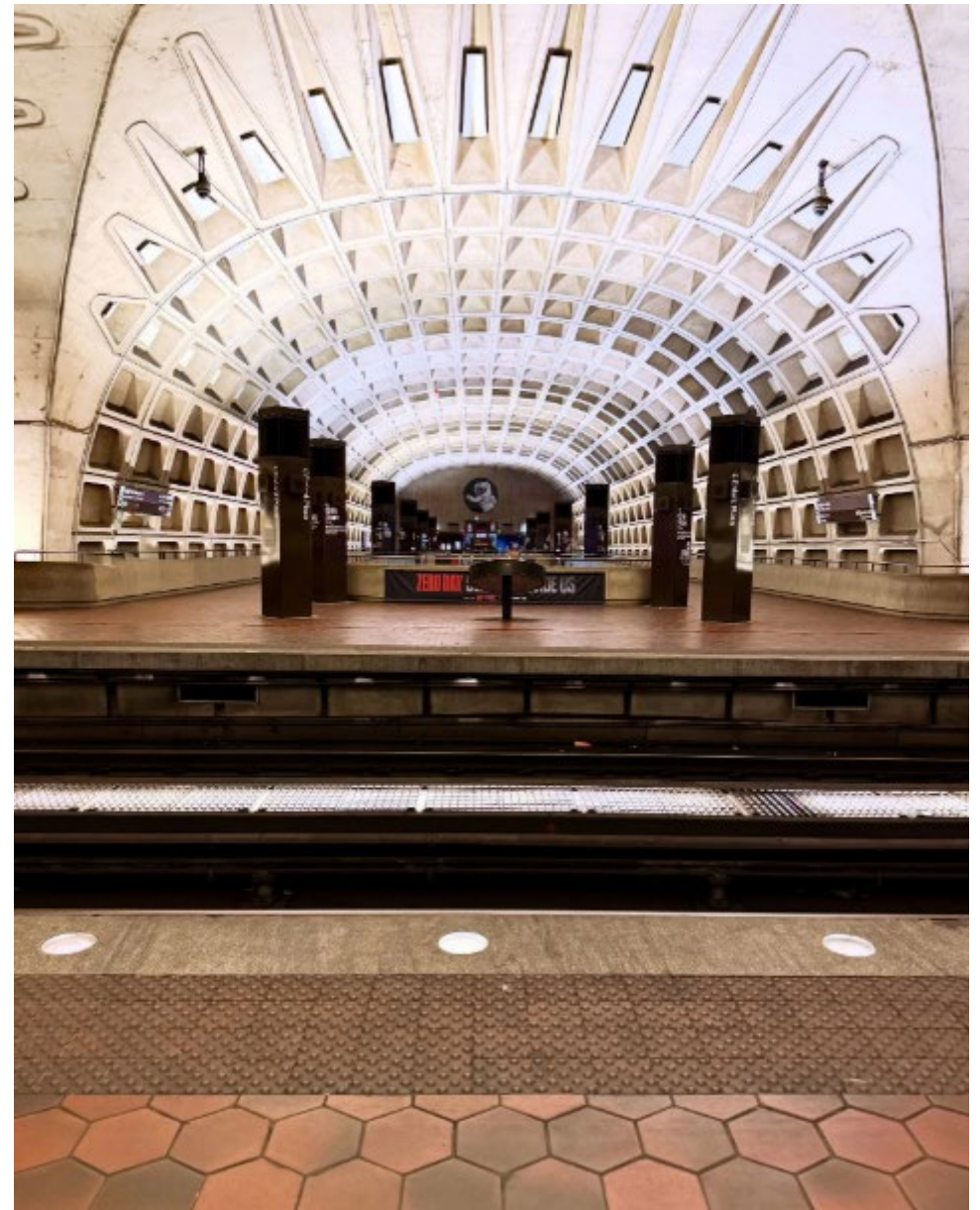
- Rail and bus customer satisfaction at or approaching 85%
- Part 1 Crime at 7-year low, down 50% from FY23
- Ridership up 9% in past year, almost 33% higher compared to FY23

No major improvements in service reliability in last three fiscal years

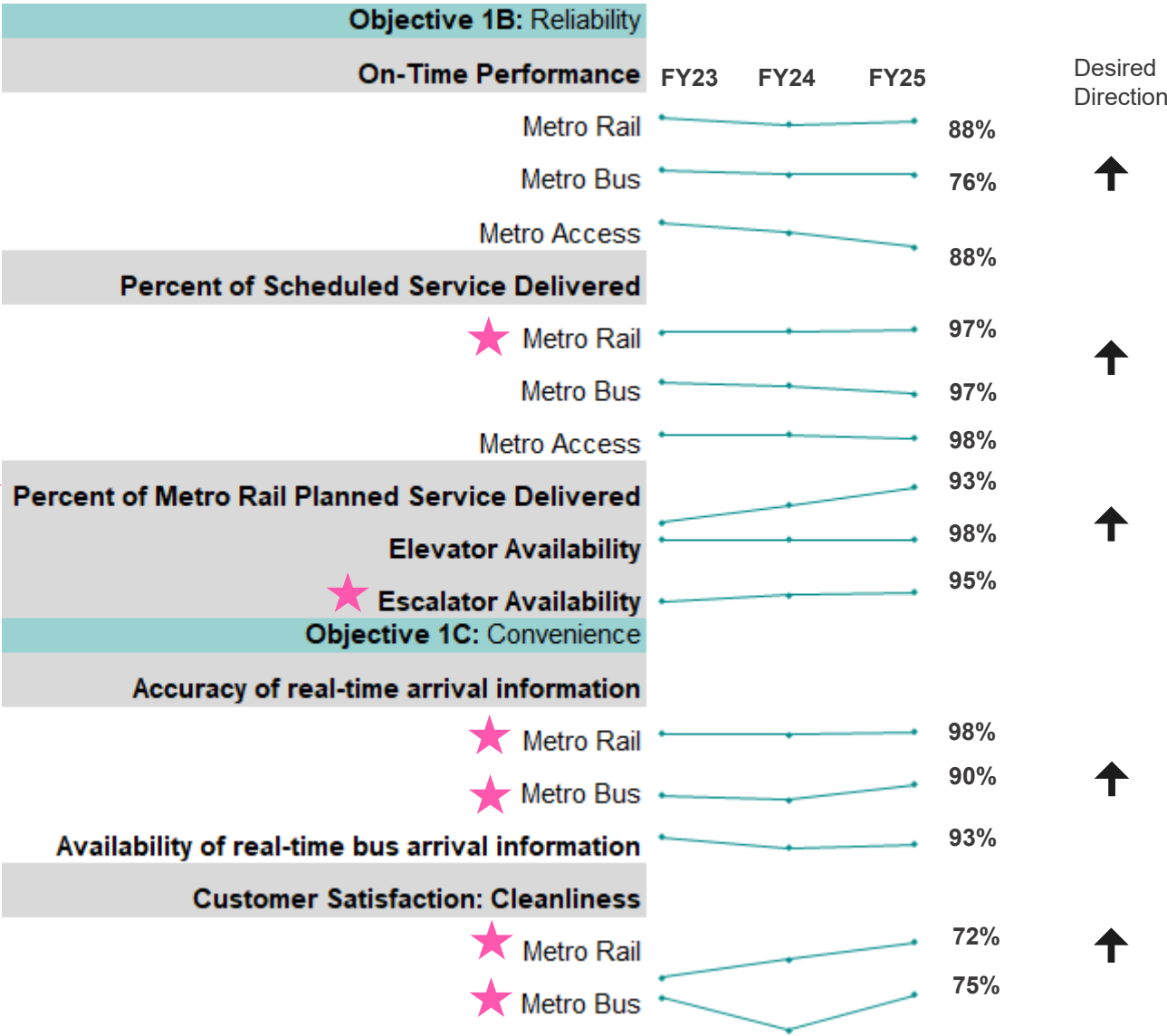
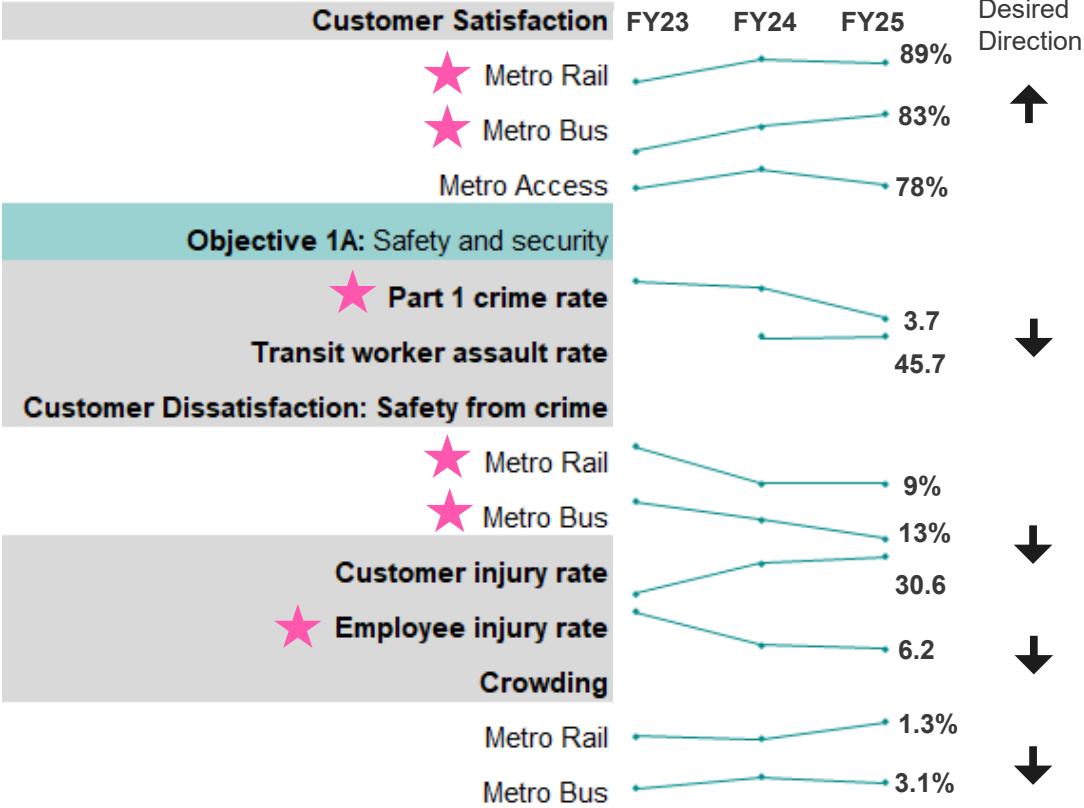
- About 88% of rail customer trips and 77% of bus trips were on-time over last three years

Some improvements in customer convenience, but more needed to meet transformation goals

- Customer perceptions of rail and bus cleanliness hit three-years highs in Q4FY25 at 75% and 72%
- Bus real-time prediction accuracy improved by three points, while rail maintained 97% accuracy

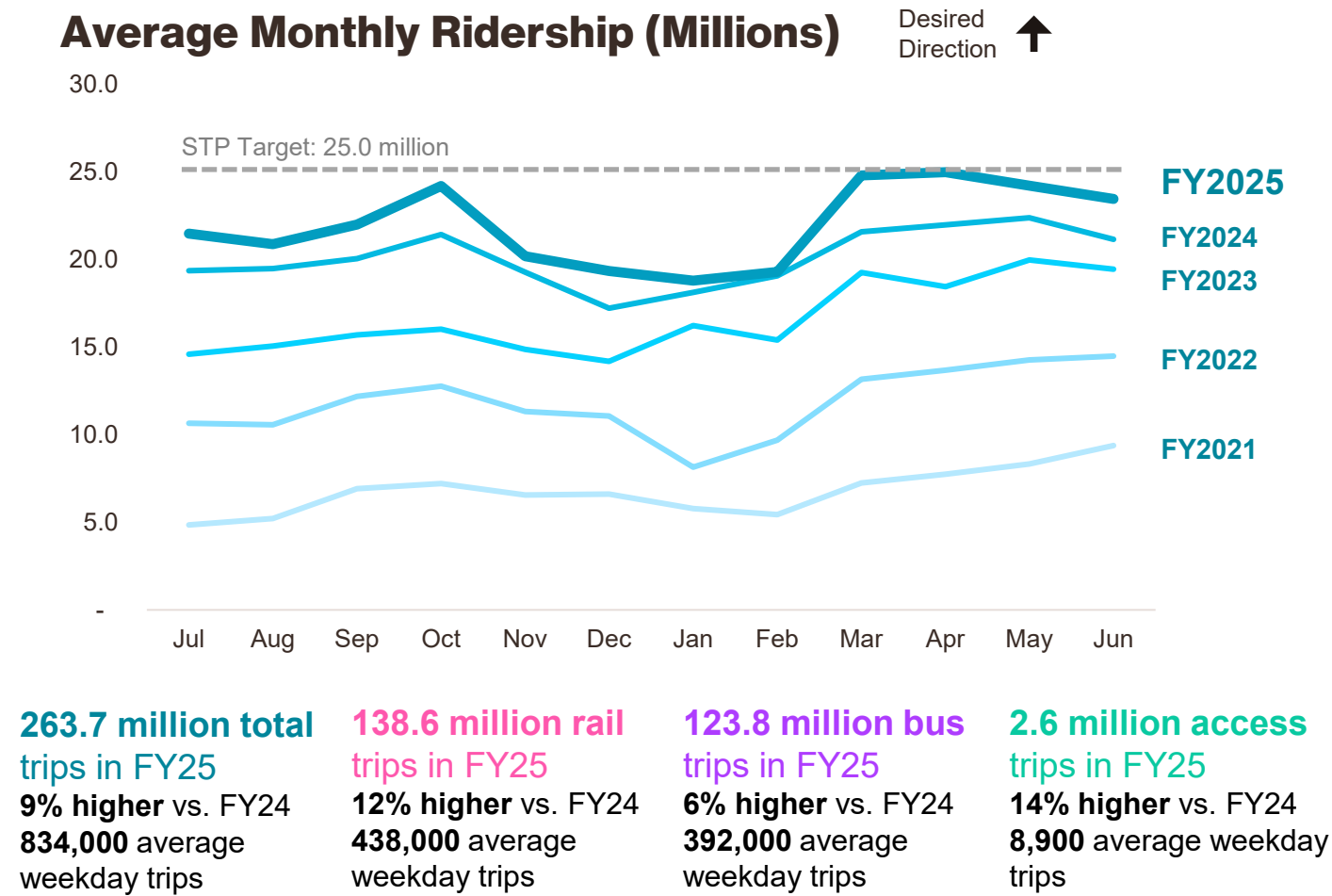


Scorecard: 13 Out of 25 Measures Improved over Last Three Years



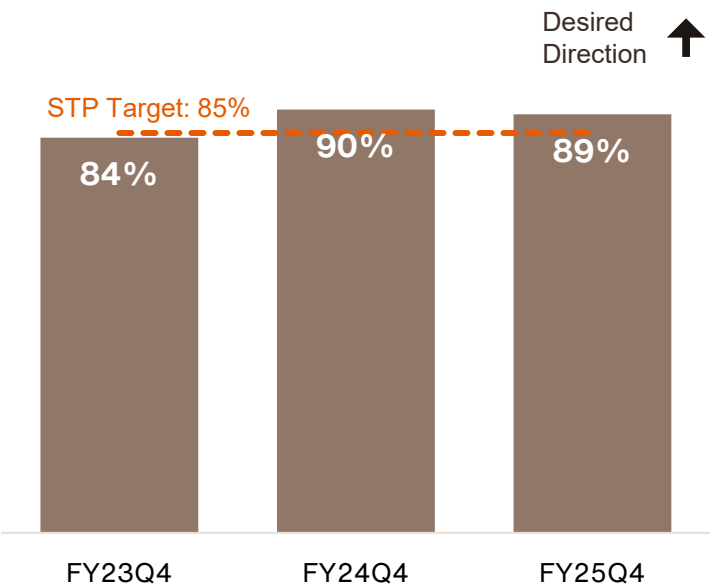
Ridership Has Steadily Increased: June 2025 Marked 51 Months of Consecutive Year-Over-Year Growth

- Ridership grew throughout the system with especially strong recent growth on rail
- Return to Office order contributed to strong peak growth on rail (+28% in Q4) but off-peak weekdays were also up at +19%
 - Weekends +15% on rail
 - Tap.Ride.Go. grew quickly and is now about 7% of weekday trips and 13% of weekend trips.
- Bus ridership up 1% for the quarter. While growth has slowed, bus ridership was already over 2019 levels in 2024.
- Keys to future growth: continued focus on improving speed, frequency, and reliability

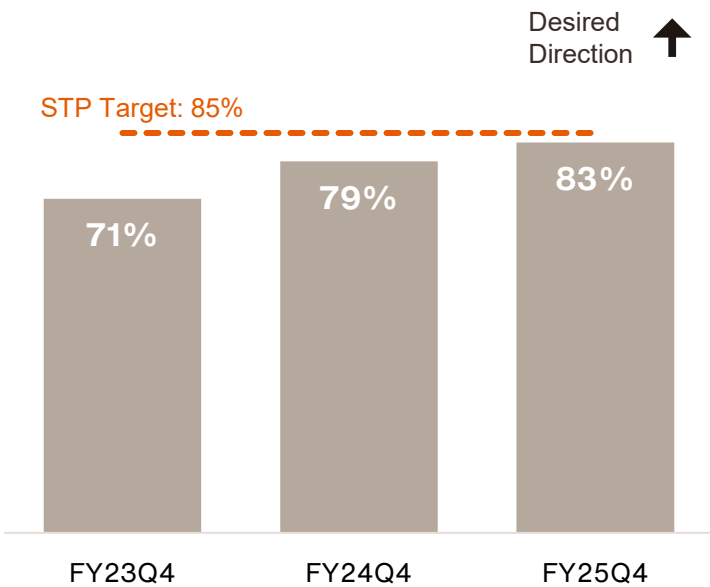


Significant Improvements in Rail and Bus Customer Satisfaction over Last Three Years

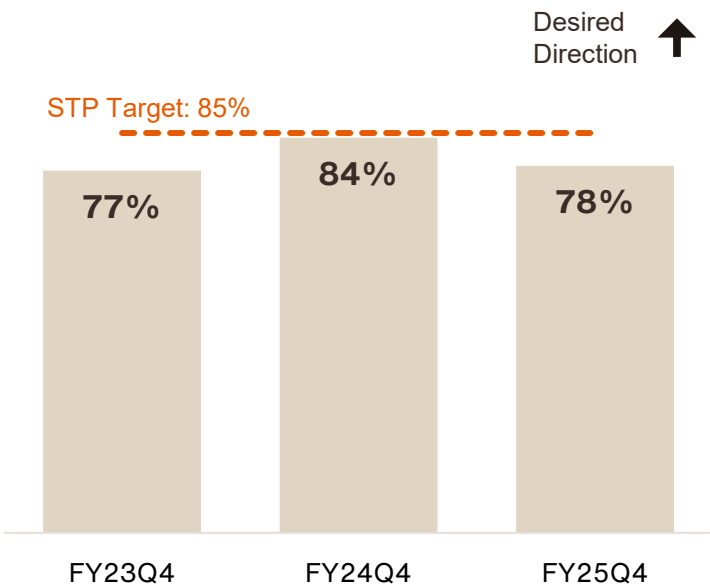
Rail customer satisfaction exceeded Strategic Transformation Plan target of 85%



Bus customer satisfaction near Strategic Transformation Plan target of 85%



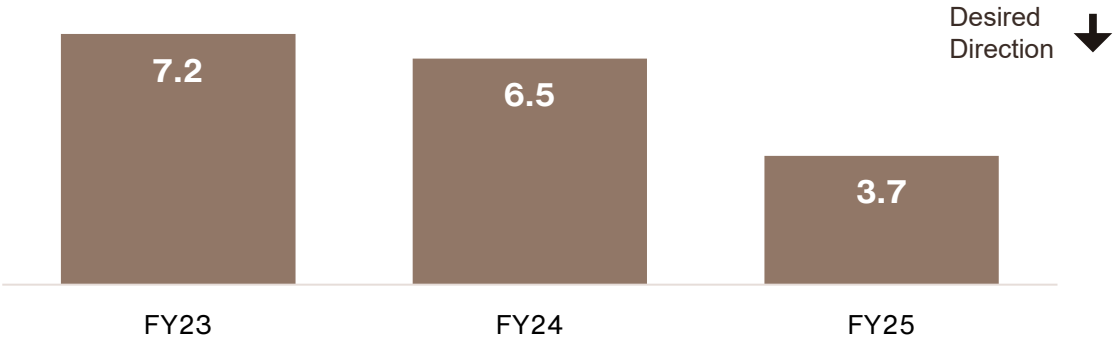
Access customer satisfaction fell in FY25 after gains in FY24



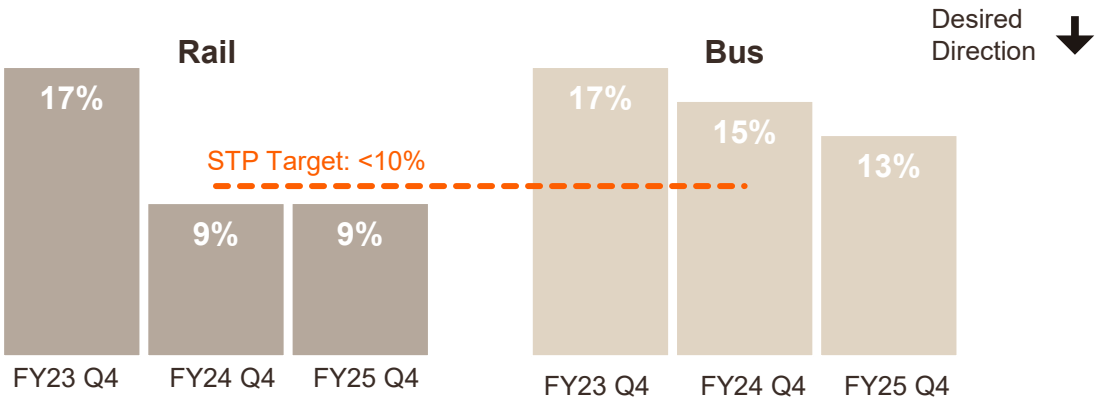
Efforts to Address Safety Resulted in 50 Percent Decrease in Crime Rate Since FY23

- Positive trends reflect following actions, which will continue in FY26:
 - Visible staffing on platforms and trains
 - High clearance rate enabled by cameras
 - Fare gate retrofits and increased enforcement
 - Support for individuals experiencing mental health or other crises
 - Proactive relationships with youth and the community
 - Data-driven policing strategies
- Customer perceptions of safety on rail improved by 8 points since FY23

Part 1 Crime Rate (# crimes per million passenger trips)



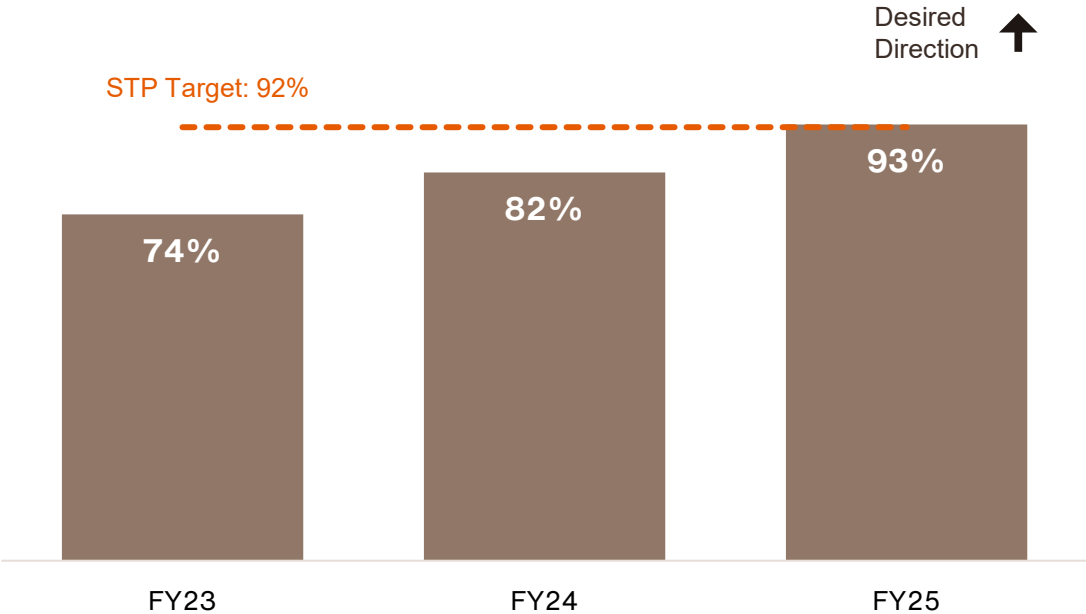
Perceptions of Safety From Crime / Harassment (percent of customers dissatisfied)



Rail Transformation Aided By Focus on Delivering More and Better Service

- 30% increase in revenue miles in FY25 vs FY23:
 - 7000-series returned to service
 - Accelerated operator hiring to restore staffing levels
 - More efficient construction-related outages to minimize customer impact
 - Budgeted for more frequent service thanks to jurisdictional support to close funding gap:
 - Service every six minutes all-day on Green and Yellow lines – double the amount in FY23
 - Additional peak service on all lines
- Automatic Train Operation implemented on all lines in June 2025, speeding up service. Average customer trip is almost a minute faster compared to June 2024
- Actions to improve: continued infrastructure investments to maintain and improve reliability

Percent of Rail Planned Service Delivered

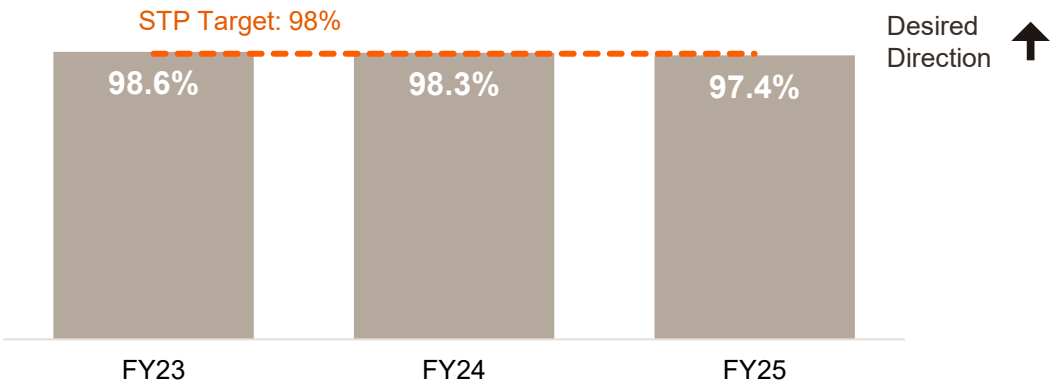


Bus Service Reliability Is Top Driver of Customer Satisfaction; No Improvement Since FY23

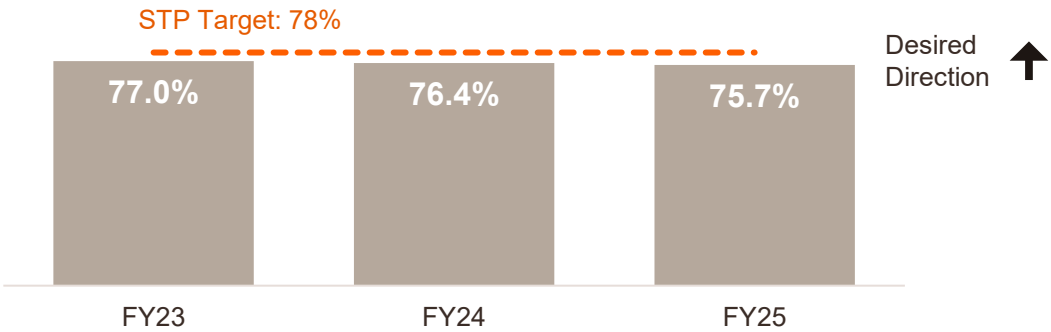
- Reliable service identified by bus customers as top driver of satisfaction and willingness to ride more frequently
- Actions to improve in FY26
 - Continue implementation of redesigned bus network, focus on frequency and connections
 - To minimize missed trips, recruit 560 bus operators in FY26, 5% more than FY25
 - Actively manage late and early trips
 - Partner with local jurisdictions to expand bus priority. Scheduled bus speeds were 3% lower in FY25 compared to FY23

Prediction accuracy improved 3-points in FY25, helping the +80% customers using apps to plan trips

Percent of Bus Scheduled Service Delivered



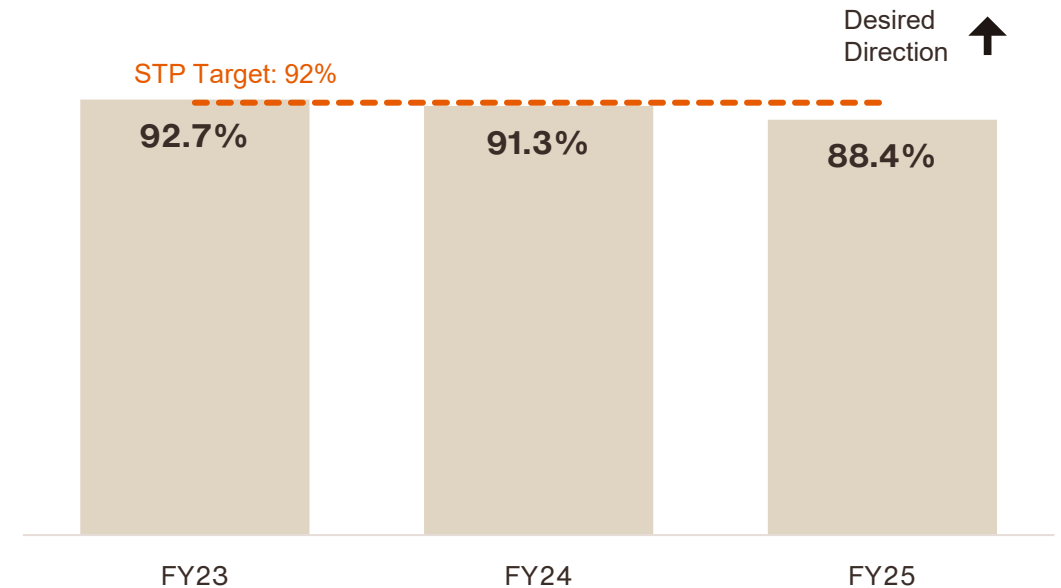
Bus On-Time Performance



Transition to New MetroAccess Contracting Model Led To Lower Reliability and Satisfaction

- Performance dipped following July 2024 transition from five (5) service providers to one (1)
 - On-time performance challenges also increased missed trips
- Gradual improvement since January 2025 with addition of a new service provider that added coverage in Montgomery County
- About 60% of trips fulfilled by Abilities-Ride partners, relieving pressure on dedicated service
- Actions to improve in FY26:
 - Continue partnership with contractors to identify and implement strategies to boost performance

Percent of MetroAccess Trips Picked Up On-Time



39 more trips each day in FY25 were late compared to FY23

Appendix: Detailed FY25 Results



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Safety and Security

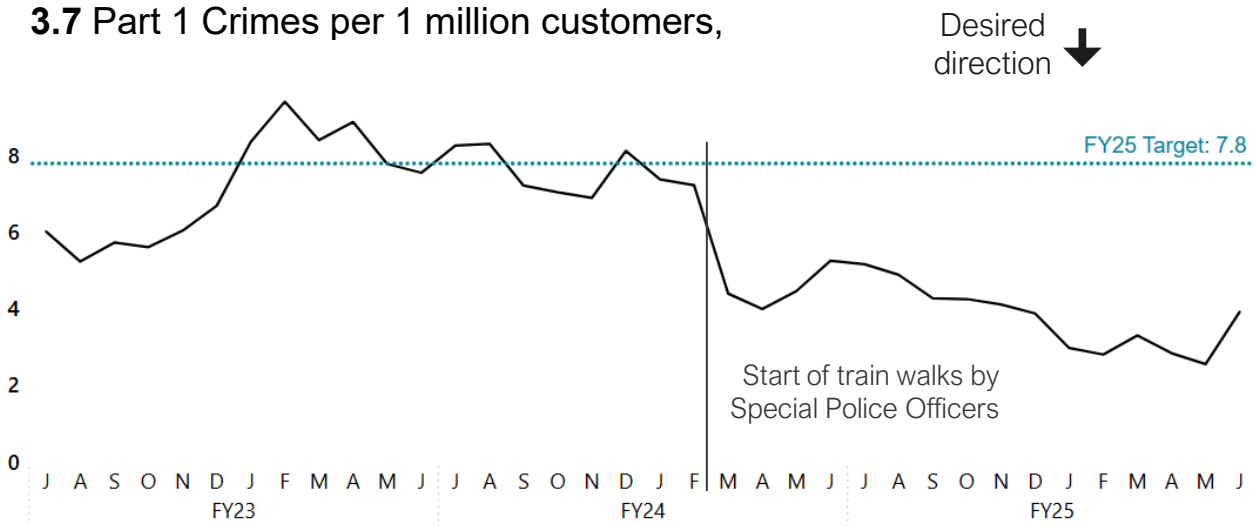


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Part 1 Crime Down 43% Compared to FY24 and More Customers Feel Safe

● Part 1 Crime | All Modes

3.7 Part 1 Crimes per 1 million customers,



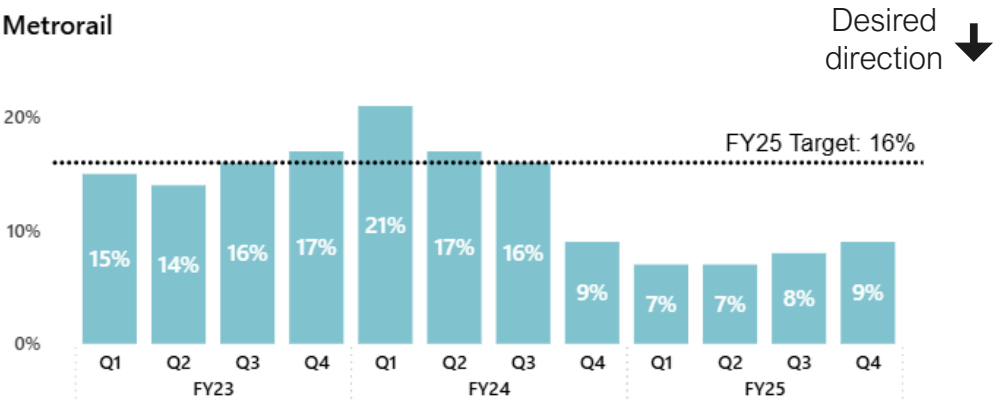
- Almost 350 staff and contracted support deployed in the system daily
- 30,600+ interactions by Crisis Intervention Team in FY25
- 19,700+ fare enforcement actions across bus and rail; +800% increase in bus fare enforcement vs. FY24
- 985 total Part 1 Crimes in FY25: 61% occurred on rail, 19% on bus, 17% on parking lots, 3% in Metro facilities
- Biggest decreases Motor Vehicle Theft (-59% vs FY24), Larceny (-33%), Robbery (-26%), and Assault (-22%)

● Customer Perception of Safety from Crime

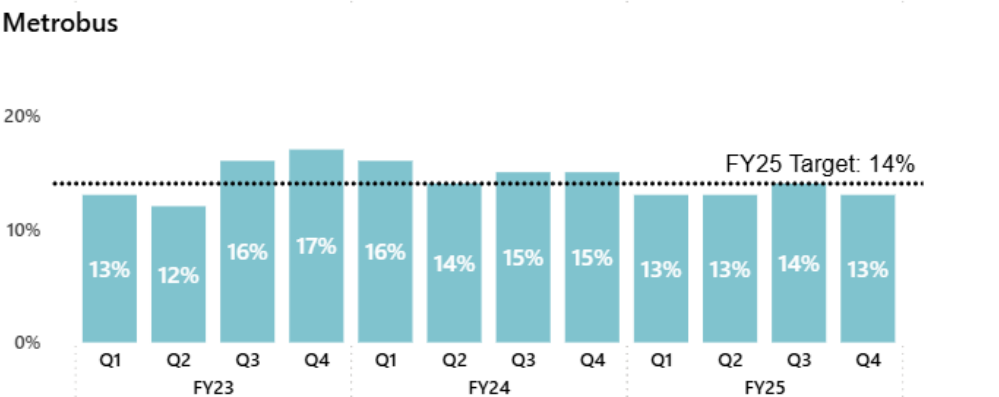
or Harassment | Bus Target: 14%, Rail Target: 16%

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"

Metrorail

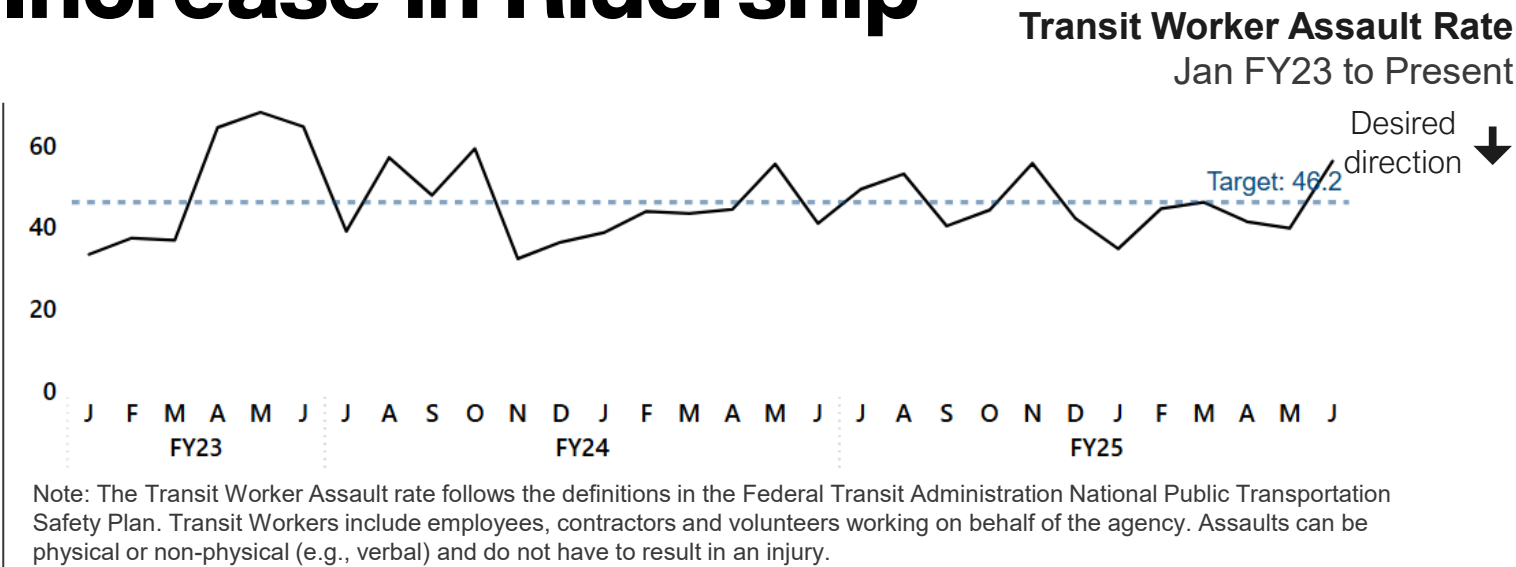


Metrobus

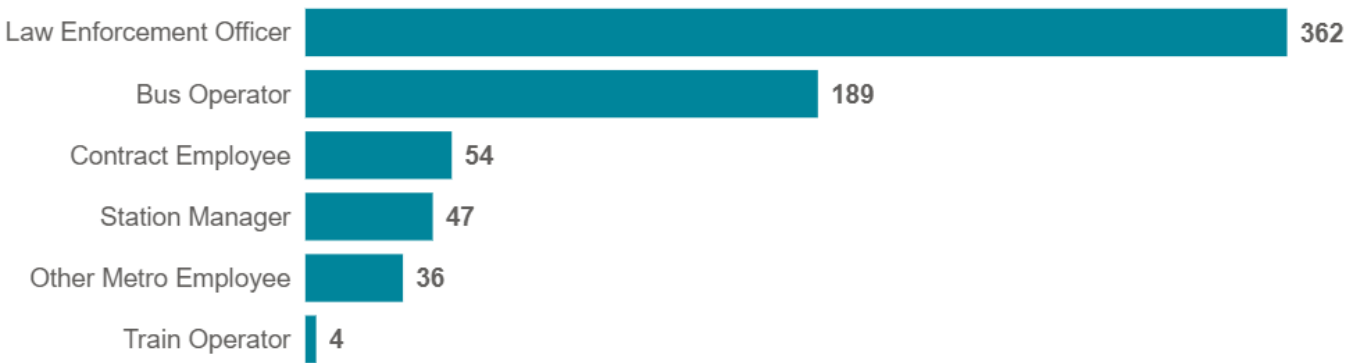


Transit Worker Assaults Met Target, Sustaining FY24 Performance Despite Increase in Ridership

- **Transit Worker Assault Rate**
45.7 assaults per 10M revenue miles, meeting target of no more than 46.2
 - 692 Assaults FY25:
 - 83% (571) physical, 17% (121) non-physical
 - 92% (638) involved employees, 8% (54) contractors
 - Assaults on law enforcement officers are most common (52%), followed by assaults on bus operators (27%)
 - Crisis Intervention Team (CIT) members had over 30,600 contacts with the public in FY25



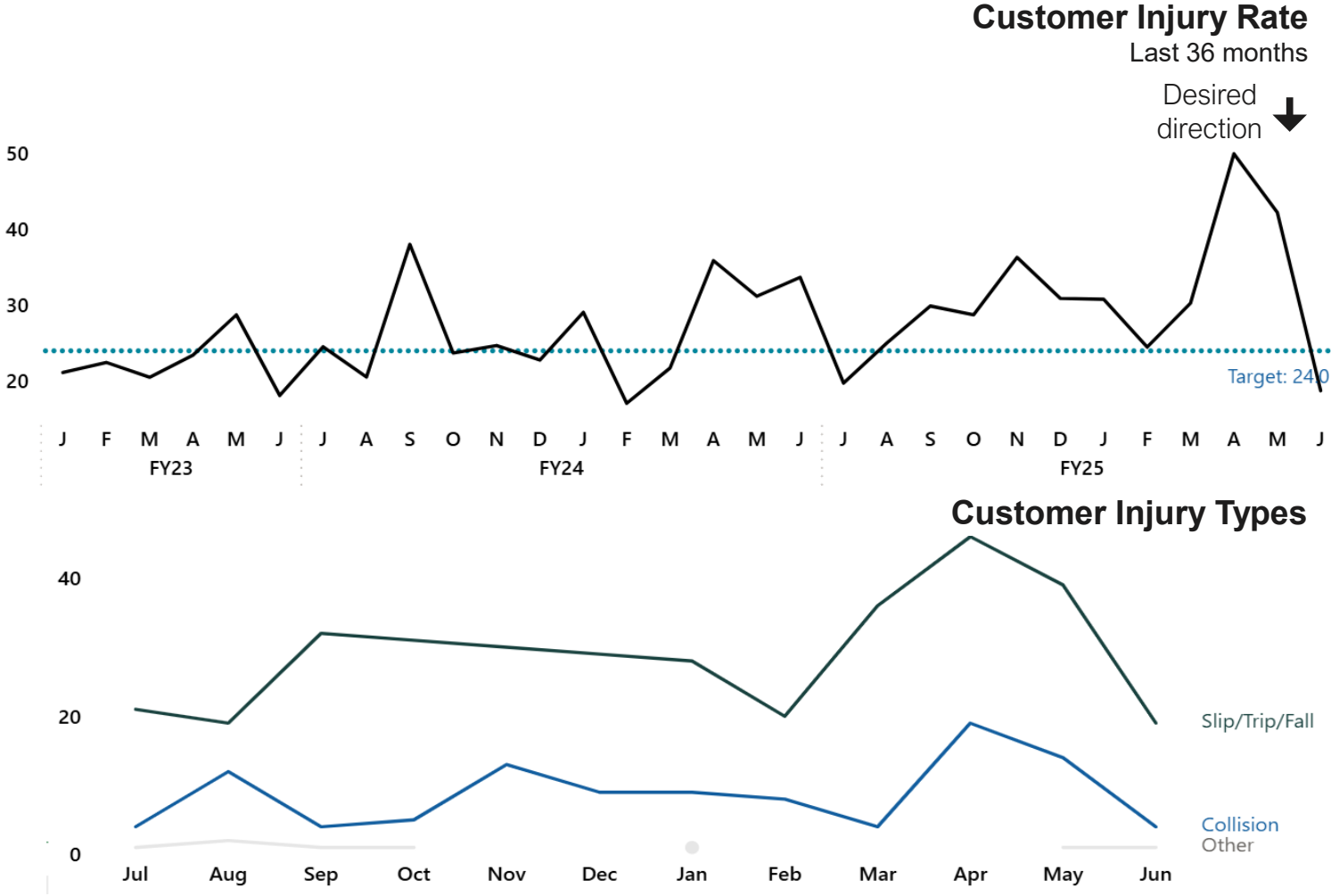
Assaults by Type of Transit Worker FY25



From Q3-Q4, Ridership Grew More (+16%) than Service Levels (+4%), Increasing Likelihood of Customer Injury

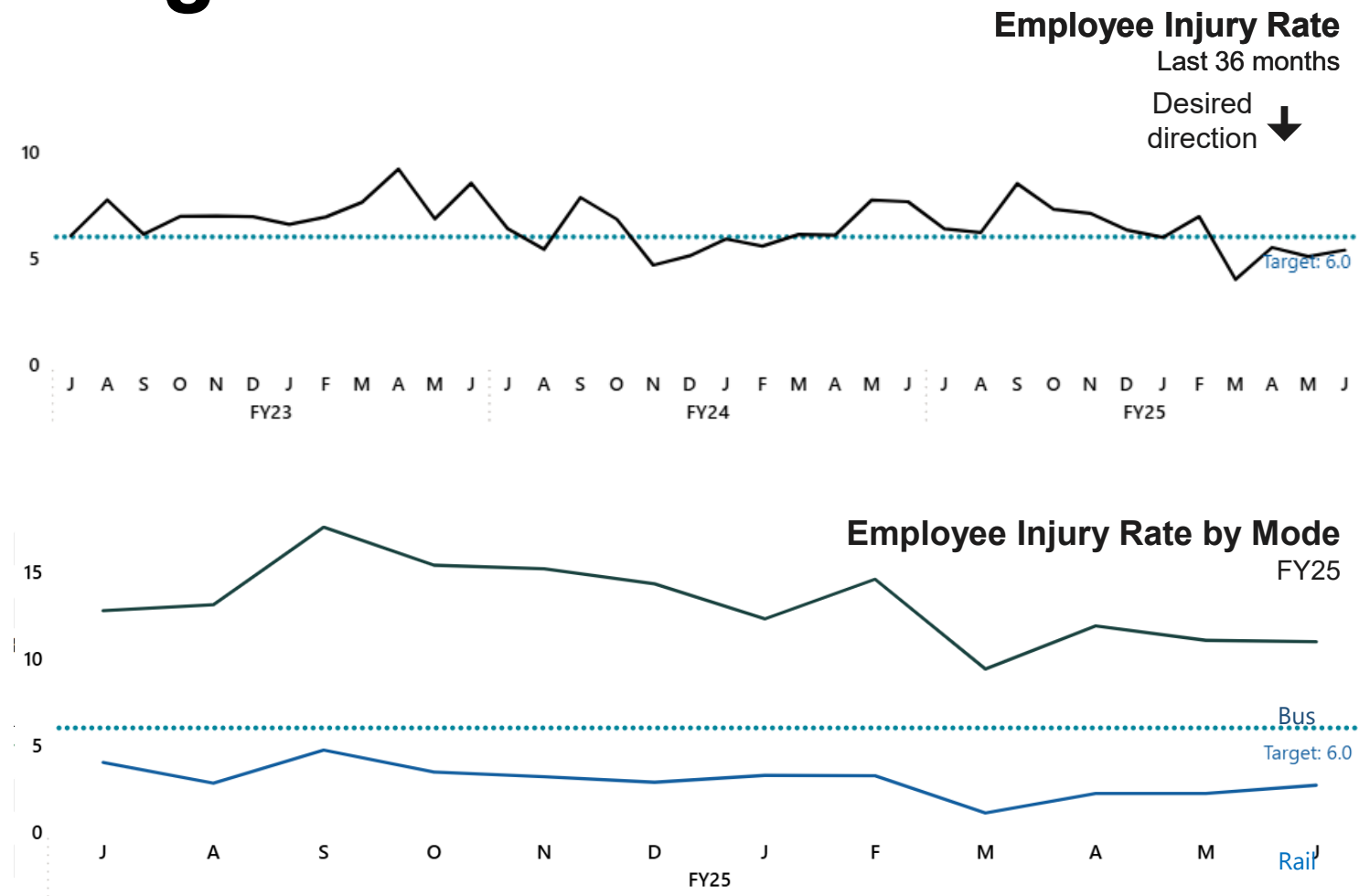
Customer Injury Rate | All modes
30.9 injuries per 10M revenue miles, 15% higher than FY24 and missing target of no more than 24.0

- 463 injuries in FY25: 57% bus (266 injuries), 40% rail (184), 3% MetroAccess (13)
- 76% of injuries were slips/trips/falls: 92% of rail injuries and 66% of bus injuries. 23% of injuries were collision-related: 33% of bus injuries and 54% of MetroAccess injuries. Highest proportion of bus slip/trip/fall injuries occurred while the bus is in motion (25%), followed by hard braking (17%) and boarding & alighting (17%).
- Spike in injuries during April and May due to more slips/trips/falls across all modes and bus collision injuries.
- Rate dropped drastically in June to meet the FY25 target, driven by fewer slips/trips/falls and zero MetroAccess injuries.



Employee Injury Rate Improved Compared to FY24, Although Missed FY25 Target

- **Employee Injury Rate | All modes**
6.2 injuries per 200,000 employee hours, just missing target of no more than 6.0, but improved from FY24 (6.3)
- 788 injuries FYTD. Top injury types: collision (23%), stress (21%), strain (18%), slip/trip/fall (13%), and struck or injured by object (12%). All types trended downward since spike in September.
- Of total: 65% of injuries among bus employees, 24% rail employees, and 11% all other.
- Compared to FY24, in FY25 the bus employee injury rate improved by 4%, which was driven in large part by a 18% reduction in stress-related injuries.
- Recent initiatives: launched major campaigns on fall protection & slip/trip/fall awareness, launched Fitness for Duty program, Safety Blitzes at high incident locations, and Bus Operator Assault Prevention Training.

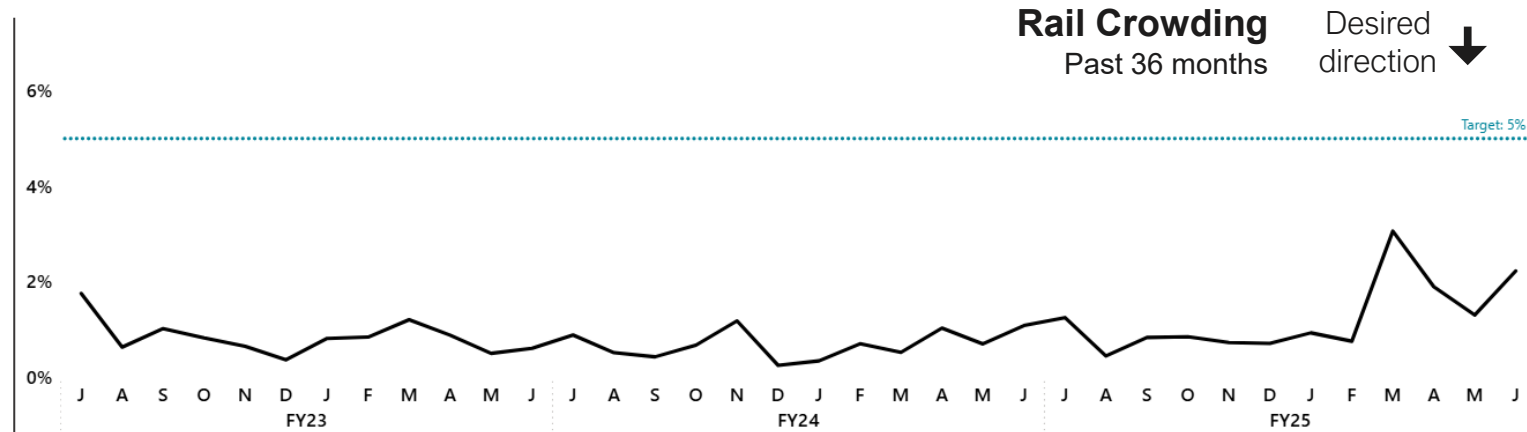


Rail Crowding Increased in Second Half of FY25 with Ridership Growth

Crowding | Rail

1.3% 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 is much more likely in the core of the system during peak periods. Passenger crowding time nearly doubled during the peak periods between FY24 and FY25 from 0.8% to 1.4%
- Ridership increased starting in March due to return to work and seasonal trends which led to a spike in crowding
- Actions: Add 8-car trains, additional trips
 - 72% 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

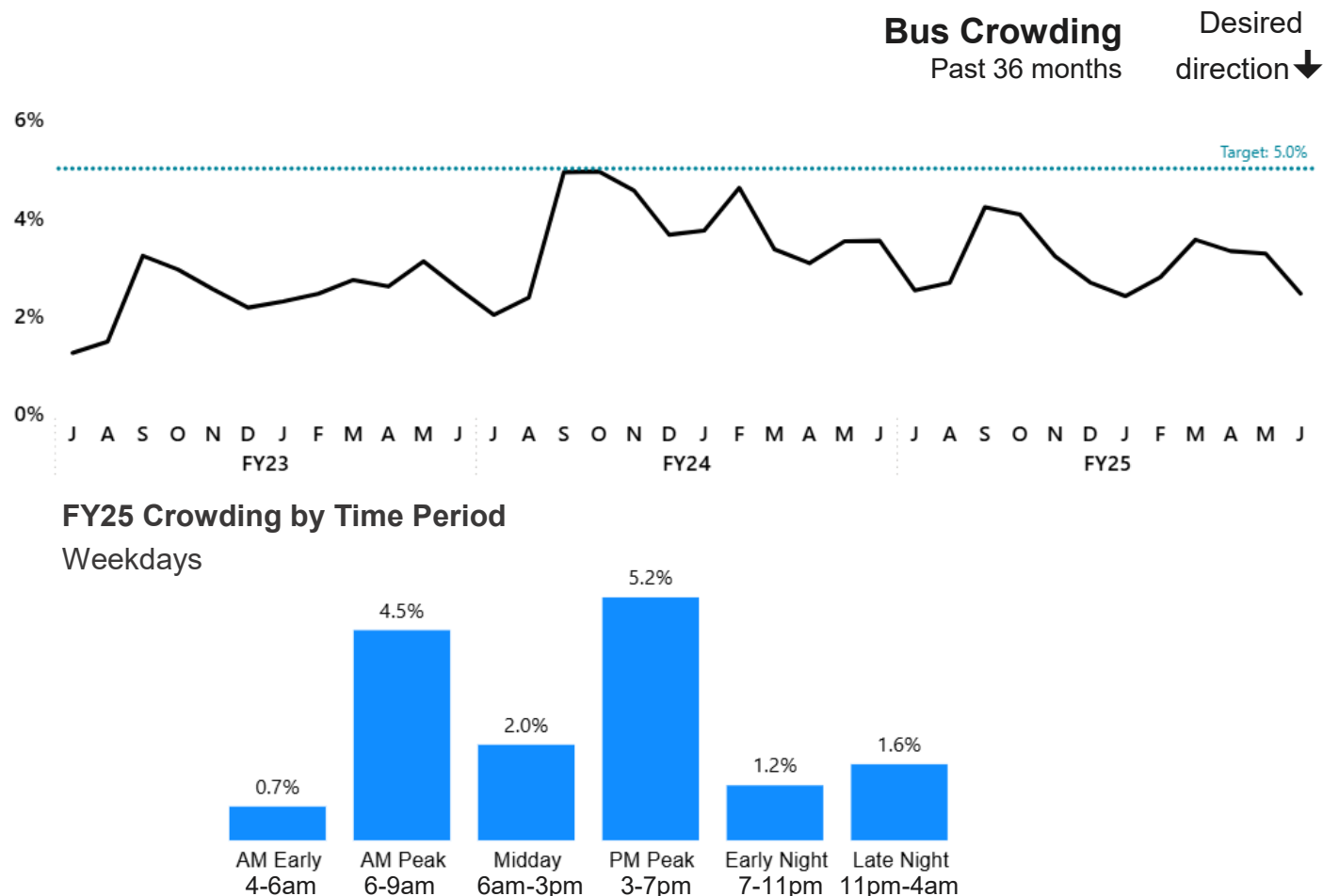


Bus Crowding Was Lower in FY25 than FY24

● Crowding | Bus

3.1% 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 44% of customer trips occur on routes with 12 min or better frequencies
- Crowding is concentrated: Over 50% of crowding occurs on 13 out of 183 routes
- Customers are about 60% more likely to experience crowding during the PM peak than average
- Metro is actively monitoring crowding and deploying additional trips in high-demand areas as resources permit



Reliability

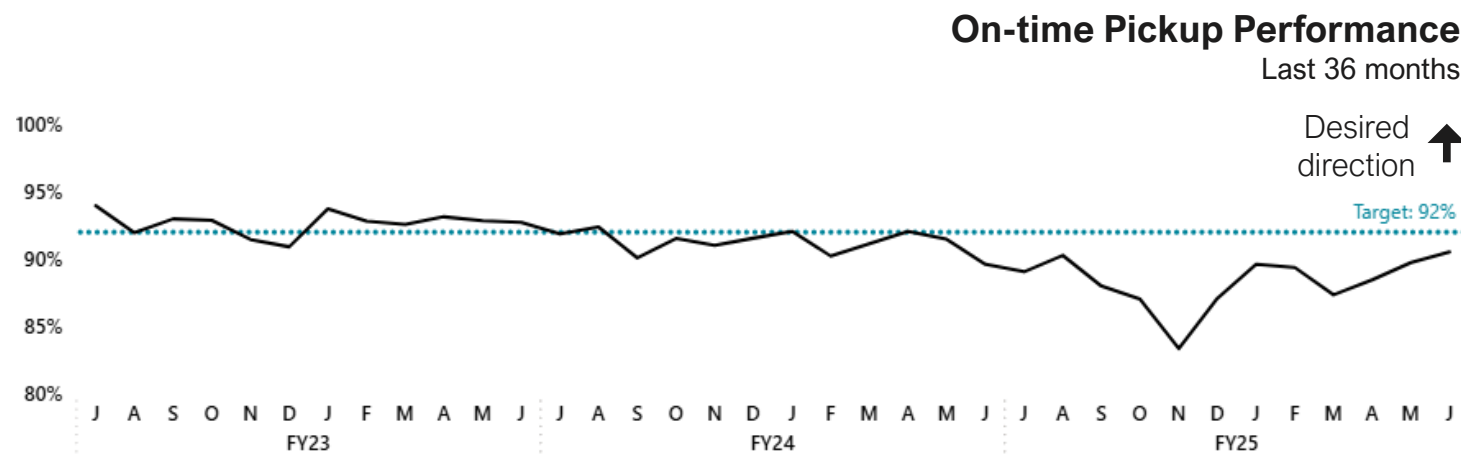


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Access On-Time Performance Improved in Q4

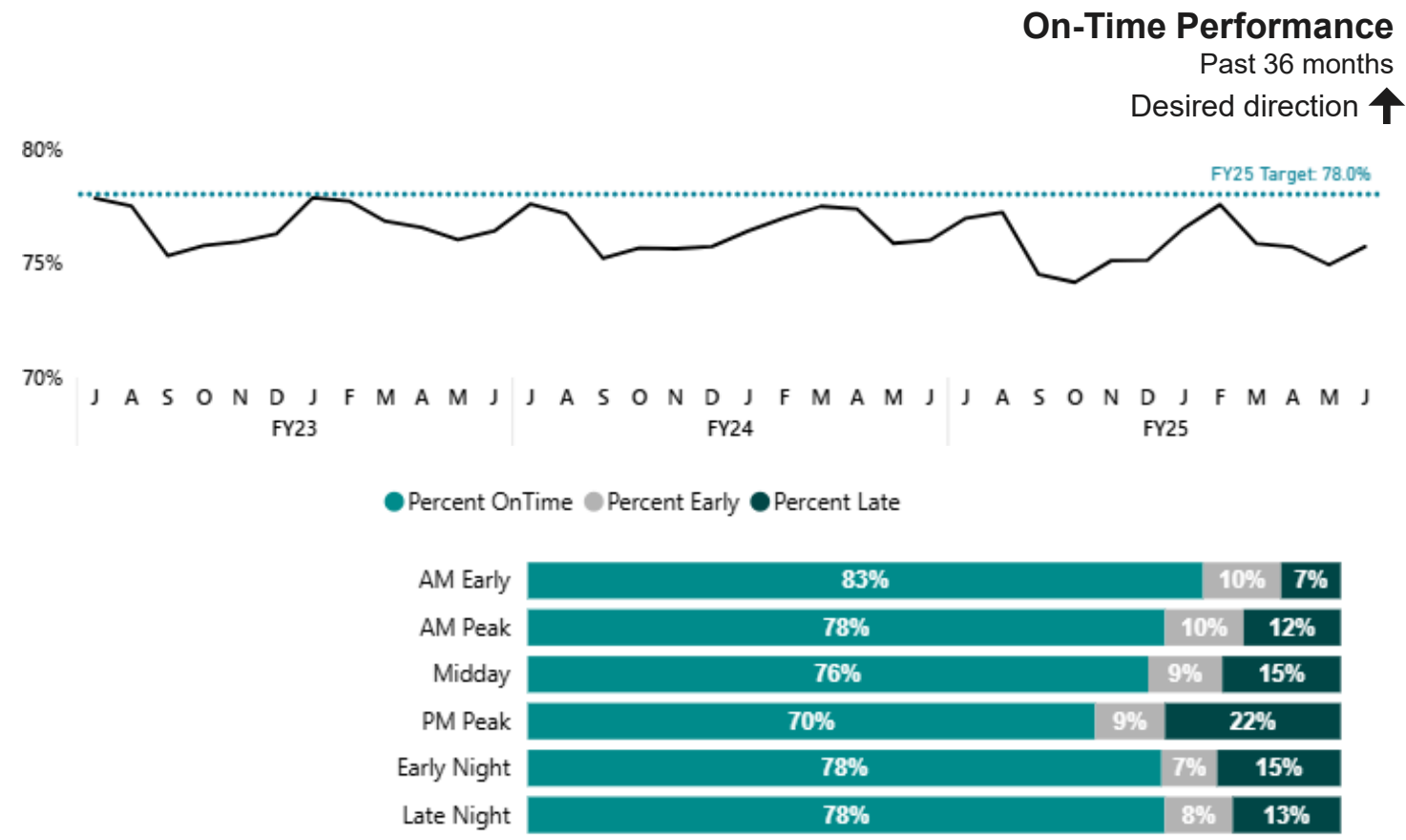
● **On-time Pickup Performance | Access**
88.4% of on-time pick-ups, missing target of no less than 92.0%

- Performance experienced a gradual improvement in Q4; June on-time pickup was 90.5%, the highest in FY25
- Improvement credited to:
 - Addition of new contractor and garage in Montgomery County
 - Leveraging Abilities-Ride program
 - Scheduling more direct trips (vs. shared rides)
 - Seasonal changes in traffic pattern (end of school semester)
- Key actions to improve:
 - Allocate trips among two contractors based on their performance



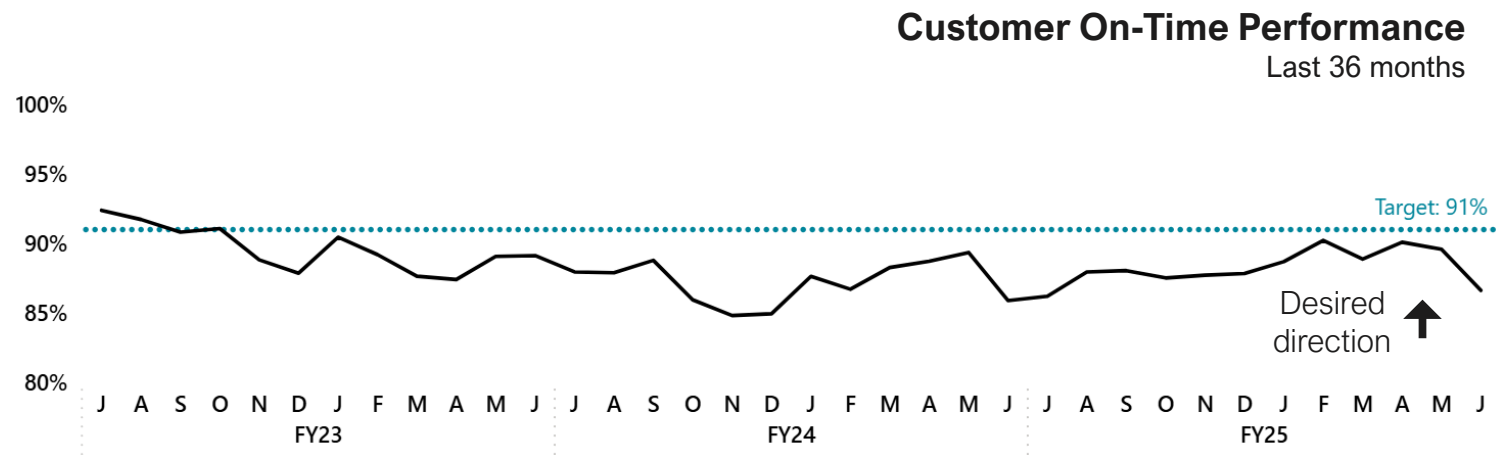
Bus On-Time Performance Remained Below Target in FY25 with Seasonal Decreases in Q1 and Q4

- **On-time Performance | Bus**
75.7% on time, missing target of 78%
- Performance decreased in Q4 compared with Q3, aligned with traffic patterns and return-to-office trends
- Buses almost twice as likely to be late (15.5%) than early (8.7%). Late buses are a particular problem during the PM peak (22%), when traffic volumes are highest
- The 12-minute network, which operates in more congested parts of our region, had lower on-time performance (74%) than less frequent routes (76%) in FY25
- To improve reliability, Metro is collaborating regionally to expand bus priority and staff are increasing the use of strategies like holds, short turns, and skip stops



Rail On-Time Performance Improved Compared to FY24

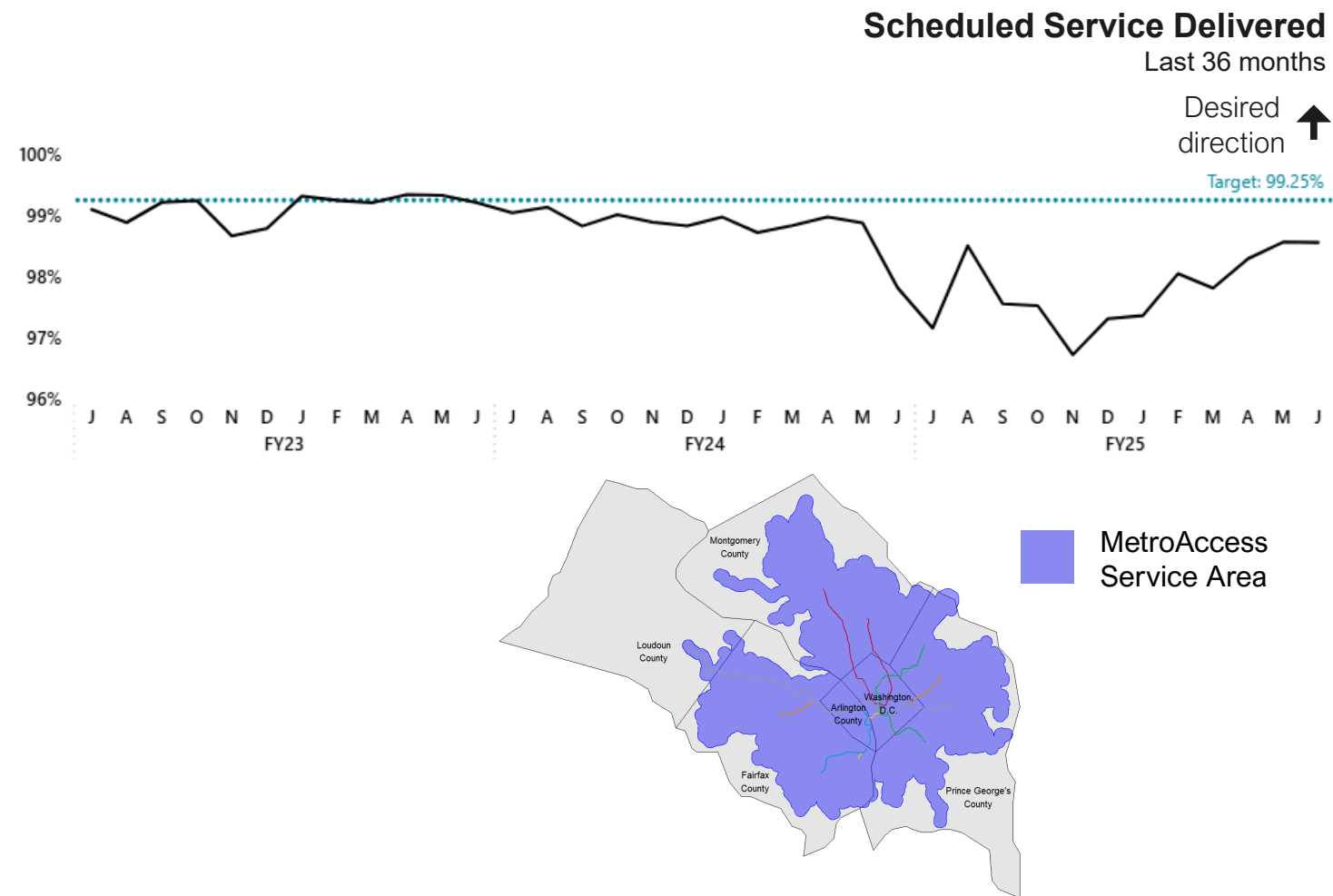
- **On-time Performance | Rail**
88.3% on time, missing target of no less than 91%
- Main drivers of late trips: service disruptions (8.5%), planned track work (0.7%) and customer behavior (2.5%)
 - Top three disruptions: railcars (33%), customer incidents (18%), and rail transportation (16%)
- OTP declined in June due to more frequent major incidents, especially signaling incidents
- Automatic Train Operation expanded to all rail lines in mid-June. June rail schedule adjustment removed up to 4 minutes per line thanks to faster speeds and less variability. Average customer trips was 51 seconds faster in June 2025 vs. June 2024



Access Delivered Over 2,300 Trips Per Day on Dedicated Service and Missed Fewer Than 36 in Q4

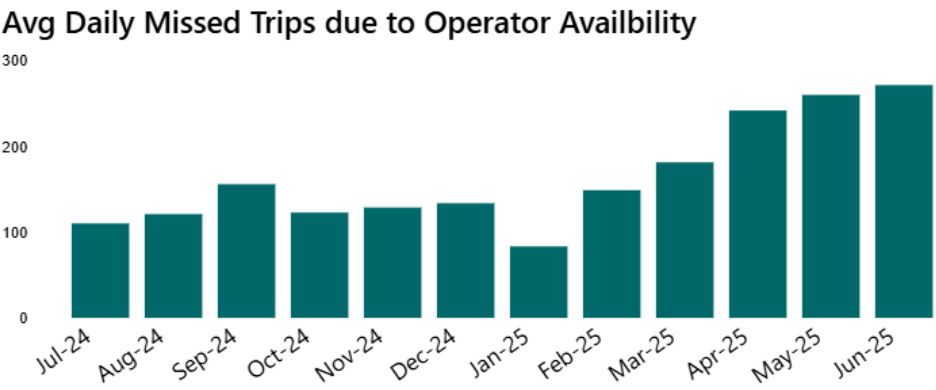
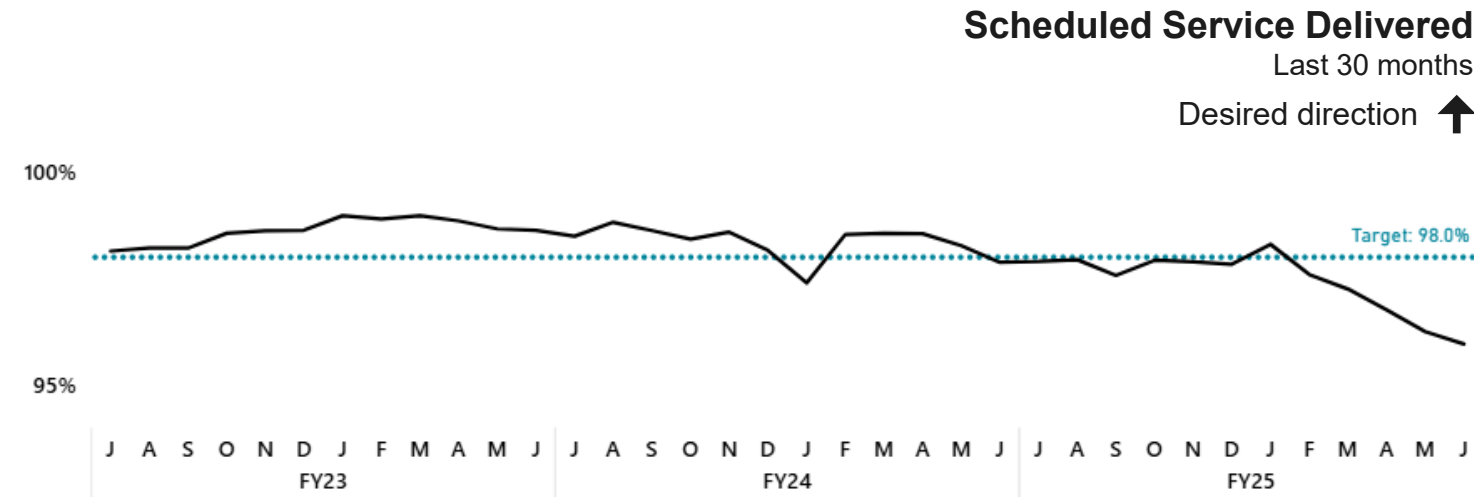
Scheduled Service Delivered | Access
97.8% of scheduled service delivered, missing target of no less than 99.25%

- 92% of missed trips caused by a customer not taking a ride that arrived 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



Percent of Bus Service Delivered Declined in Q3 and Q4, Falling Below Target for FY25

- Service Delivered | Bus
- 97.4% of scheduled service delivered, just missing target of no less than 98%
- 300 out of 12K trips missed on average in FY25
 - Top 3 reasons for missed trips: operator availability, vehicle problems, customer related
 - Missed trips due to operator availability increased in Q3/Q4 related to Better Bus Network training. Metro plans to recruit 560 bus operators in FY26, 5% more than FY25
 - Fleet reliability fell in FY25 as average bus age increased, contributing to missed trips
 - Previous trip delays increased, becoming 3rd most common cause of missed trips in Q3/Q4. In response, Metro set a new, data-driven scheduling standard that 95% of trips have enough time to start the next trip on schedule

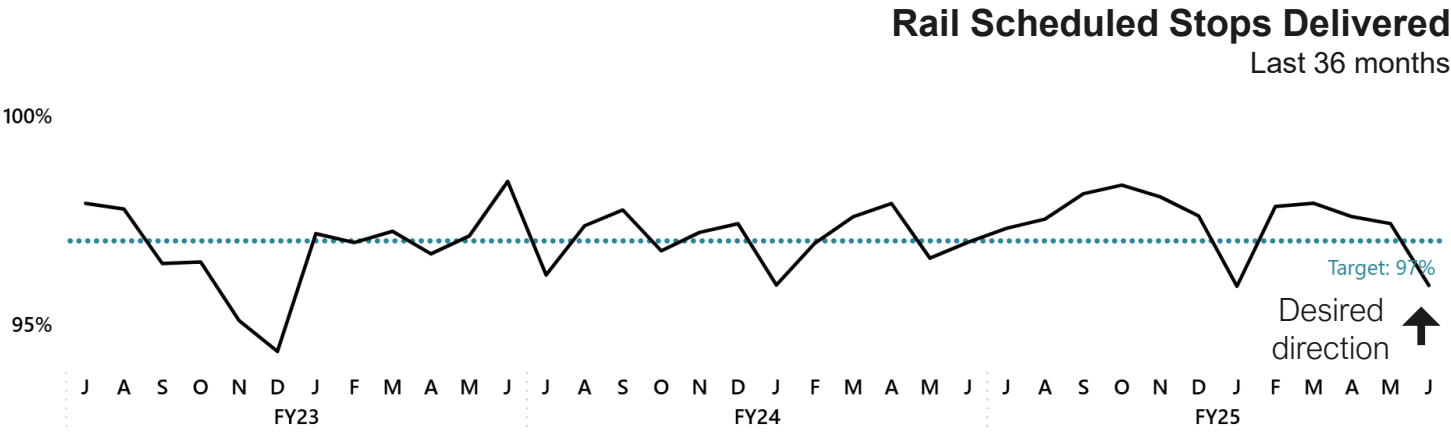


Nearly 98% of Rail Scheduled Stops Delivered in FY25, Meeting Target and Improving From FY24

● Scheduled Stops Delivered | Rail

97.4% stops delivered, meeting target of no less than 97%

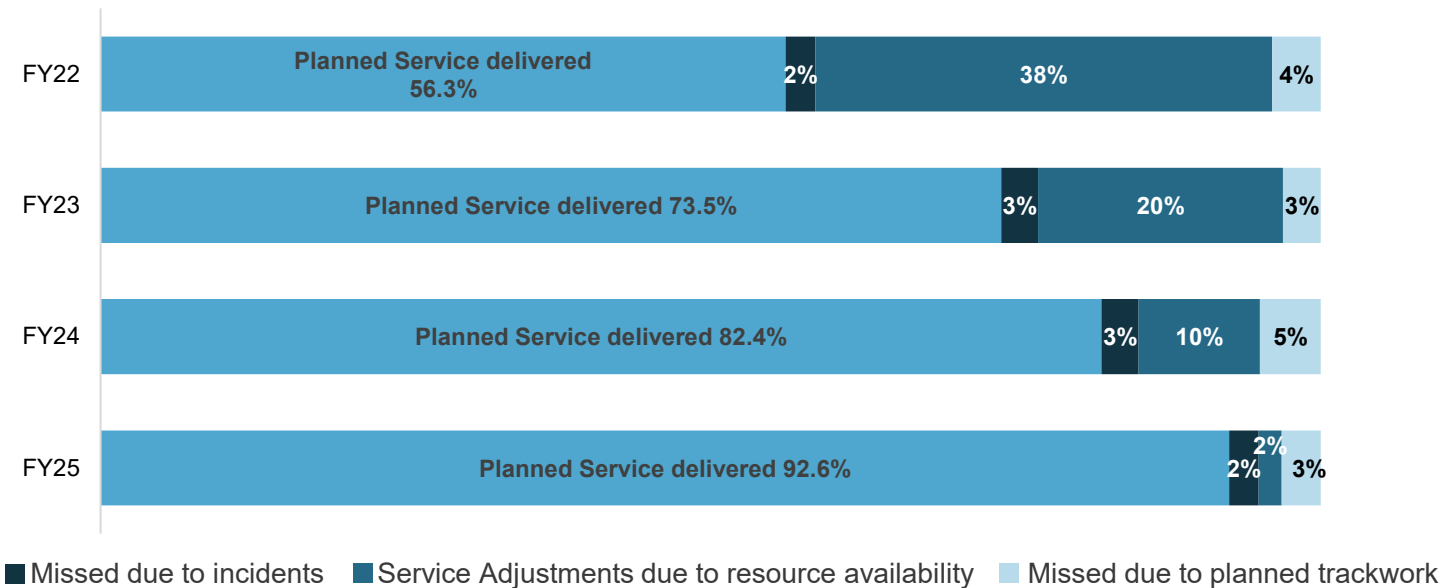
- About 700 out of 26,000 stops missed per day: performance suffered in January and June, shortly after ATO was rolled out on new lines and leading to an increase in station overruns
- Most missed stops due to service disruptions. Top three types: rail vehicle malfunctions, employee error (such as door errors), and rail operations
- 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



Almost 93% of Planned Rail Service Was Delivered in FY25, Meeting Target and Improving From FY24

Planned Stops Delivered | Rail
92.6% stops delivered, meeting target of no less than 85%

- Planned service disruptions (extended shutdowns, weekend and weekday trackwork) account for most missed service (3.2%), followed by service adjustments* (1.9%), and unplanned incidents (2.4%)
- Actions to improve:
 - Continue to reduce impact of planned trackwork through coordinated planning process and more efficiently using overnight non-revenue hours

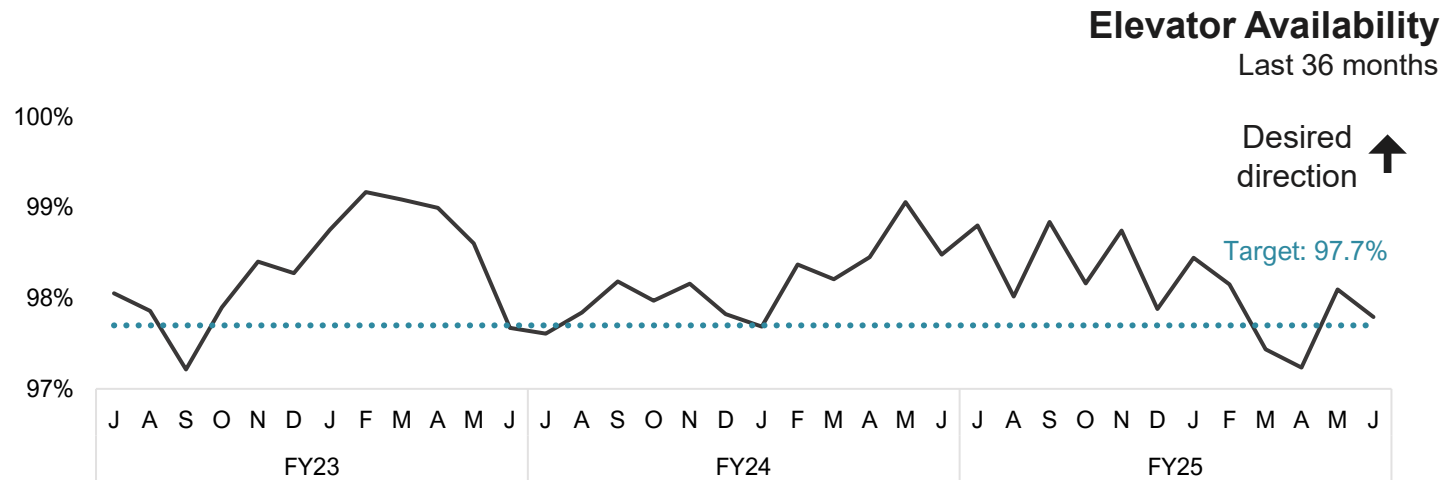


*Service adjustments cover temporary resource constraints that require modifications to our budgeted service plans. In FY25, this primarily includes the deferred implementation until December of 6-min headways on the Green and Yellow lines.



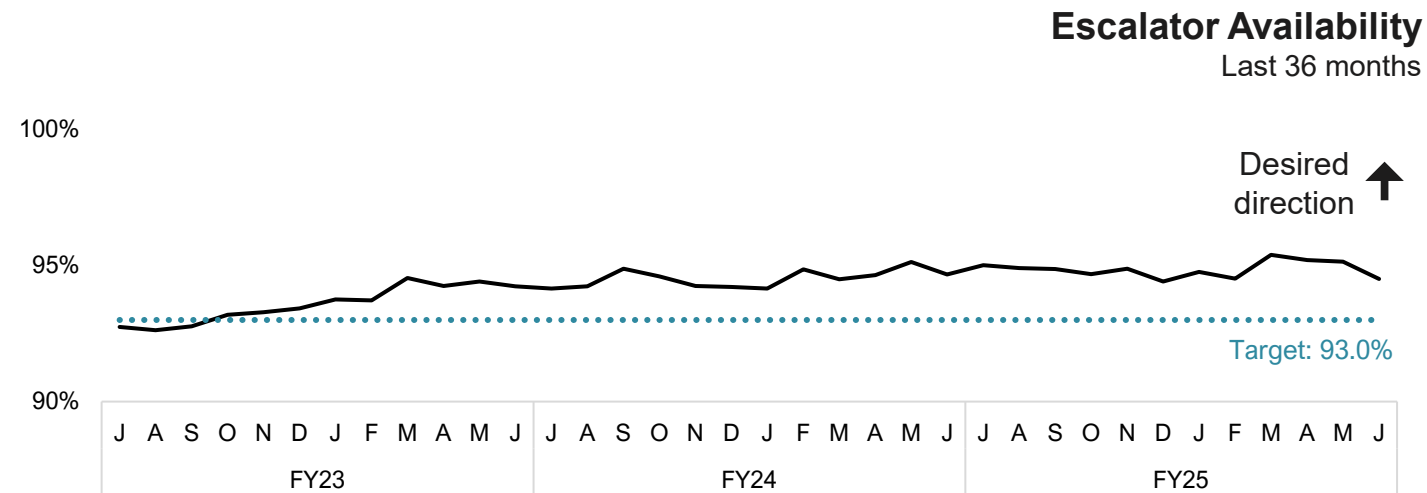
Elevator Availability Met Target, With 314 out of 320 Elevators in Service at Any Time

- **Elevator Availability | Rail System**
98.1% availability, meeting target of no less than 97.7%
 - 16% of unavailability (about one unit at any given time) was due to capital work to replace/rehab aging units, and 86% was from unplanned outages (about 5 units at any time)
 - Elevators are getting fixed faster: mean time to repair is 8 hours in Q4, more than an hour shorter than last quarter
 - Two elevators at Archives and Benning Road were replaced with new units in FY25, both in Q4. Three more units have planned capital work in FY26
 - Elevators on the Silver Line were available over 98.3% of the time in Q4



Escalator Availability Met Target, With an Average of 614 out of 647 Escalators in Service at Any Time

- Escalator Availability | Rail System
 - 94.9% availability, meeting target of no less than 93.0%
 - Availability met target for 33 months in a row through June, and FY25 had the highest availability since FY21
 - March availability was 95.4%, the best performance is over three years
 - In Q4, 37% of outage time was due to capital work with 12 units out of service, consistent with the rest of the fiscal year. In FY26, Metro plans capital-funded rehabs and/or replacements on 11 units.
 - 90% of stations met the escalator availability target in Q4



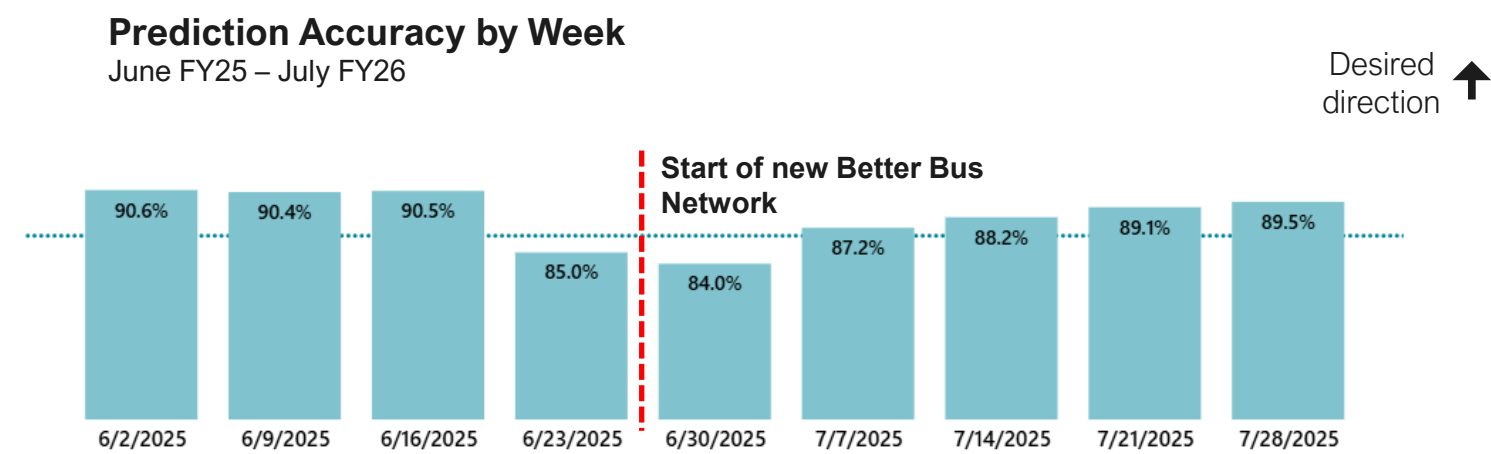
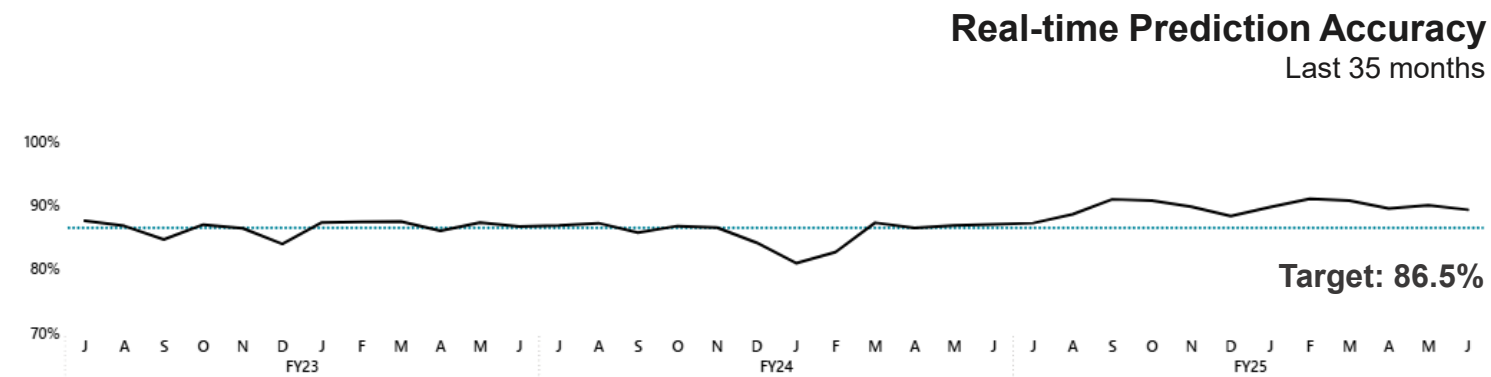
Convenience



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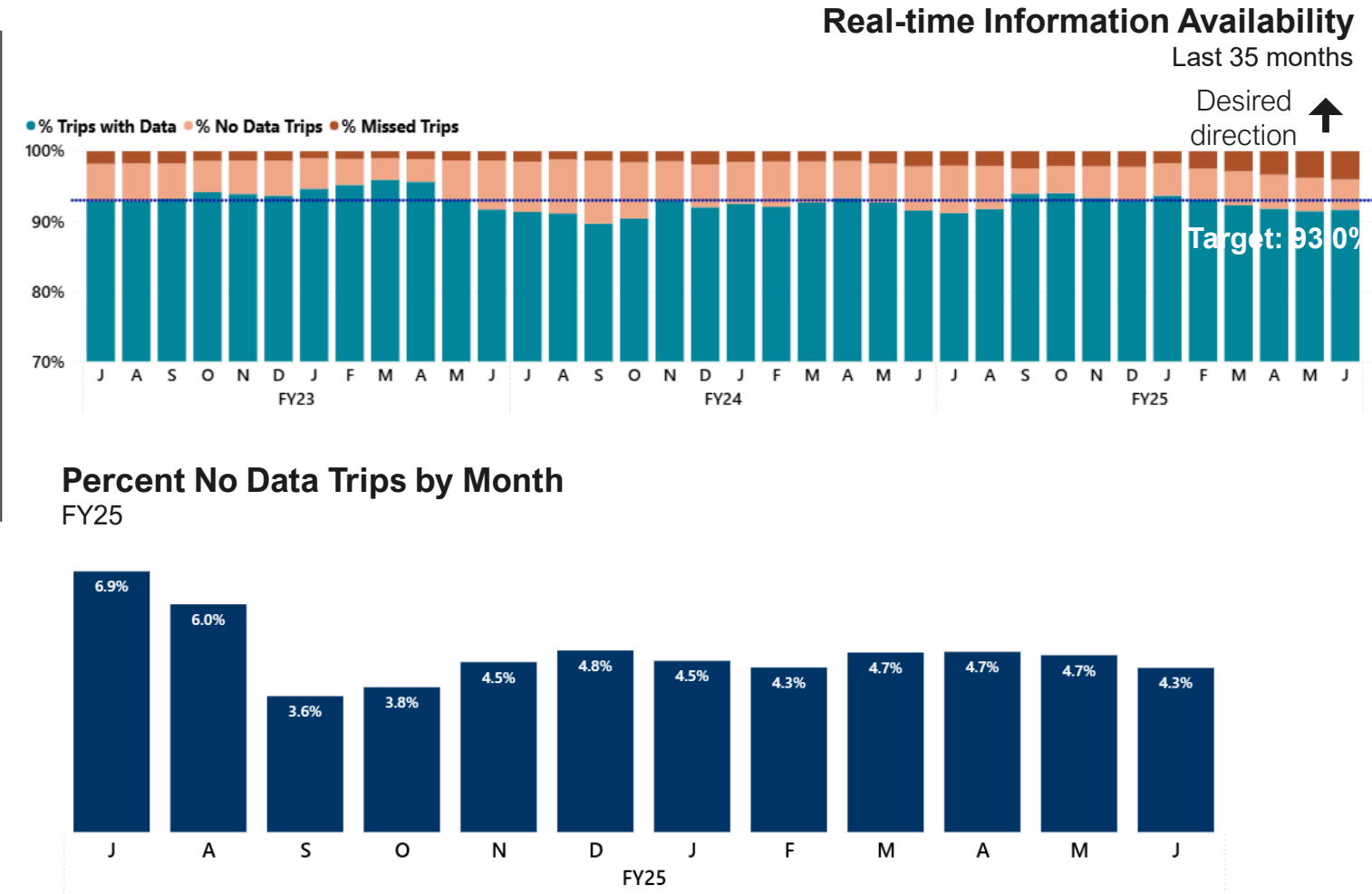
Upgrades to the Bus Prediction Algorithm in August Resulted in Sustained Improvement in Accuracy

- **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
 - Bus predictions can now better account for detours caused by changes in service on snow days and road closures for major events like Inauguration
 - As is normal with new schedules, prediction accuracy dipped slightly during the first weeks of the new network but has returned to average FY25 performance levels as the algorithm learned and adjusted
 - Metro continues to address known issues, such as improving terminal predictions



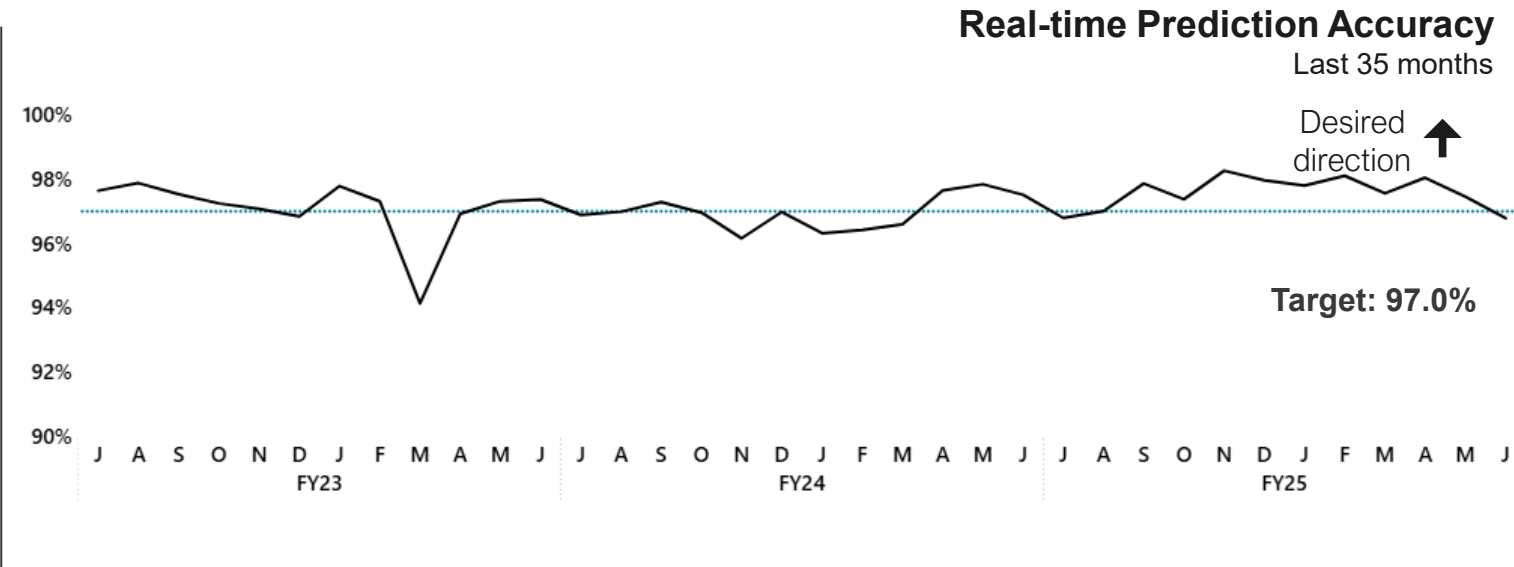
Bus Real-Time Information Availability Improved from FY24, but Missed Target Due To More Missed Trips

- **Real-time Info Availability | Bus**
92.6% of trips had predictions available, 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 in Q4 due to operator availability issues and Better Bus Network training
 - No Data Trips: Share of trips without GPS data fell by over 20% after upgrade to algorithm in August where predictions were provided for buses that are not logged on to specific trips
 - Metro continues to recruit and train bus operators to cover vacancies and absences, aiming to keep missed trips low in FY26



Rail Real-Time Arrival Prediction Accuracy Met Target, Sustained High Performance in FY25

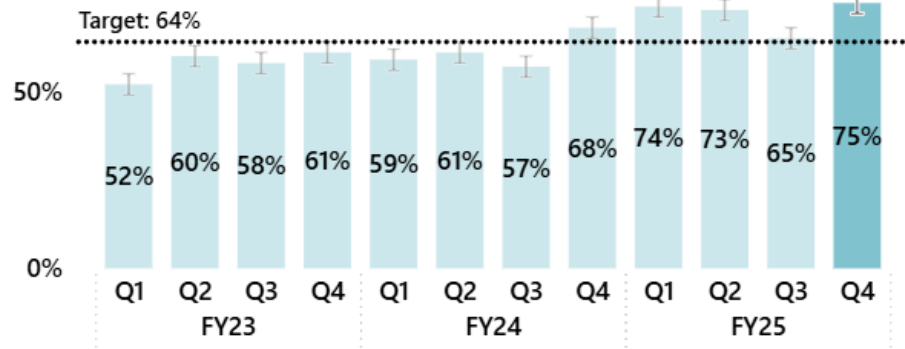
- **Real-time Arrival Accuracy | Rail**
97.6% of predictions were accurate, meeting target of no less than 97.0%
 - Upgrades implemented in November improved accuracy at terminals, reducing the likelihood that customers would see predictions for trains that weren't coming
 - Accuracy fell in May and June as trains were more likely to run early when Automatic Train Operations (ATO) was implemented on the Green, Yellow, Orange, Blue and Silver Lines. Accuracy started to improve after schedules were updated on June 22 that factor in the faster travel times under ATO



Bus and Rail Cleanliness Improve From Previous Quarter, Surpassing Targets

● Metrorail

75% in Q4, above target of no less than 64%

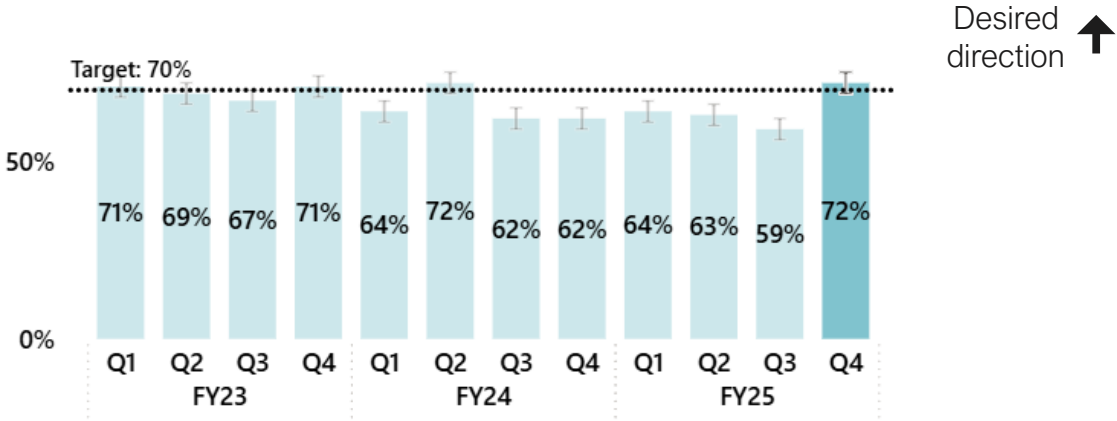


Metrorail's Q4 performance met the target and was significantly higher than in Q3.

- Cleanliness in Q4 matches the highest levels since early 2021
- Increase was especially significant among key segments: up 26% for Green Line riders and 12% for commuters

● Metrobus

72% in Q4, above target of no less than 70%



After recent declines, cleanliness increased for Metrobus in Q4 and was above target.

- Bus cleanliness dissatisfaction decreased by four points with 10% dissatisfied in Q4
- Satisfaction with bus cleanliness was up by 15% for residents who live in DC and was up by 10% for residents who live in Maryland in Q4

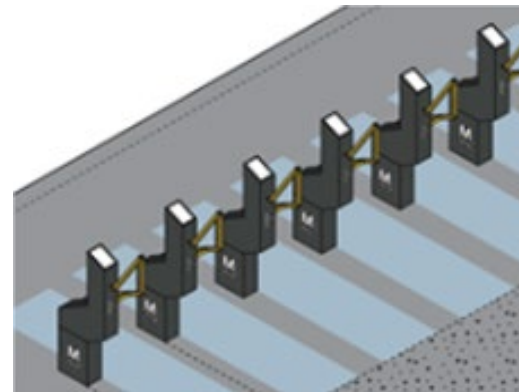
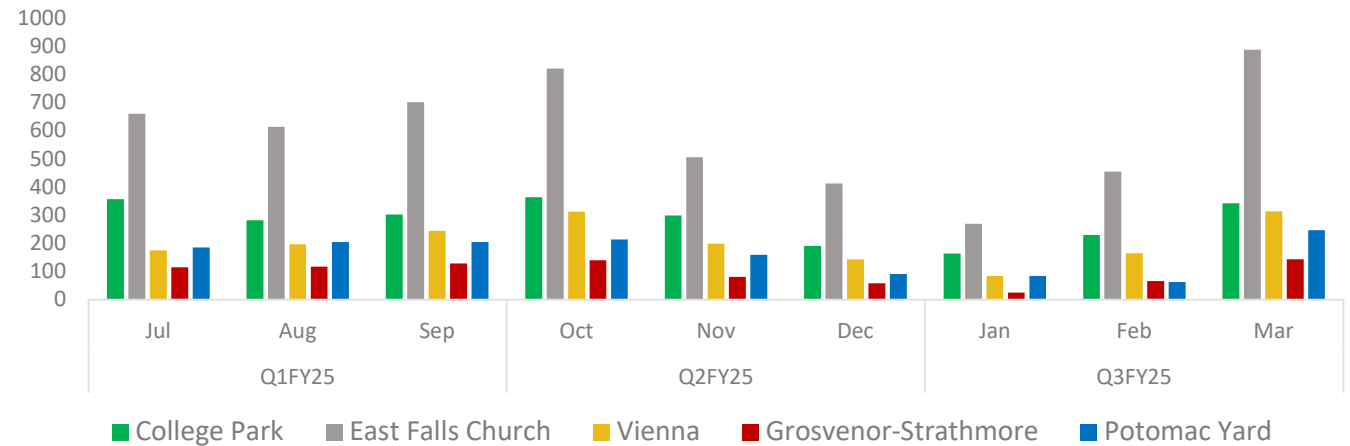
New Bicycle Infrastructure To Be Installed Winter 2025; Access Rate Increase Expected

Last-Mile Connectivity/Bicycle Access

1.4%, on track for 2030 target of 3.5%

- Updated data available upon completion of the next Rail Customer Survey. Staff are exploring a new methodology to get results more frequently, incorporate access via more non-motorized modes
- Station bike parking upgrades to begin in **Winter 2025**; currently assessing stations to develop implementation order
- **Over 24,000** bike storage uses at SmarTrip-enabled facilities in FY25

Bike Storage Facility Uses
FY25 Q1-Q4



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

*Pictured:
Mockups for
potential rack
designs*