

# FY23 Q1-Q3 Metro Performance Report

## REPORT SUMMARY

Safety & Operations Committee  
May 11, 2023



## Summary



Customer satisfaction sustained large improvements over past 12 months, reflecting actions taken to improve service delivery



System-wide ridership is increasing, with customers responding to added frequency



Focusing on addressing customer and employee safety through cops, cameras, and compassion



See the full FY23 Q3 Metro Performance Report under the “Performance” section of our [Public Records](#) page at [wmata.com](https://www.wmata.com). Please also refer to the new performance measure data tables for additional detail, now included as a downloadable spreadsheet file at the same website location.

# Metro Performance Results | FY23 Q1-Q3

target met | target at risk | target missed | target under development for FY24

## FOCUS FOR TODAY'S DISCUSSION:

		FY23 target met?	Trending in the right direction?
Customer Satisfaction, page 4	Rail	●	sustained
	Bus	●	sustained
	Access	●	
Ridership, page 6		●	✓
On-time Performance, page 11	Rail	●	
	Bus	●	✓
	Access	●	✓
Bus Prediction Availability , page 14		●	✓
Bus Missed Trips, page 15		●	✓
Part 1 Crime, page 16		●	
Elevator / Escalator Availability, page 18		●	✓

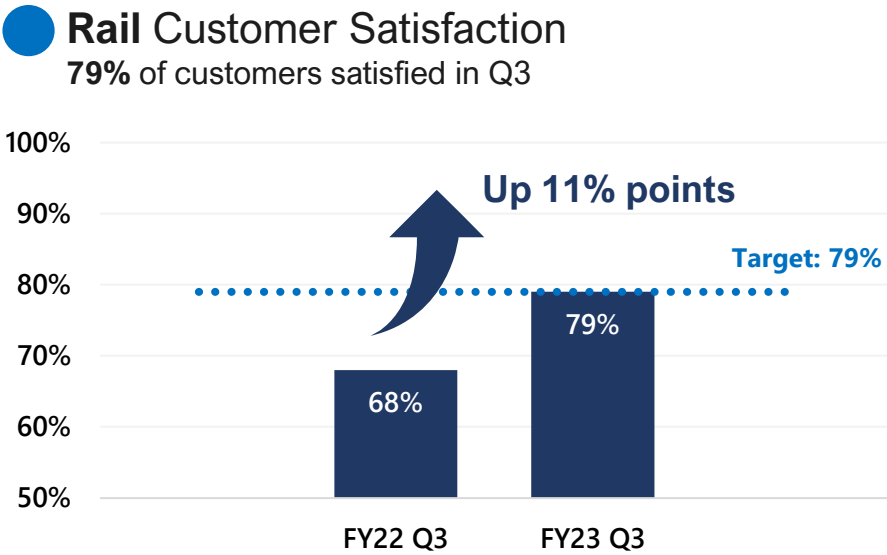
## APPENDIX WITH ADDITIONAL MEASURES


Measure		FY23 target met?	Trending in the right direction?
Missed Service	Rail	●	✓
Prediction Accuracy	Bus	●	✓
Crowding	Rail	●	
	Bus	●	
Safety Events	Rail	●	✓
	Bus	●	
	Access	●	✓
Customer Injuries	Rail	●	✓
	Bus	●	
	Access	●	✓
Assaults	Rail	●	
	Bus	●	
Employee Injuries	Rail	●	✓
	Bus	●	



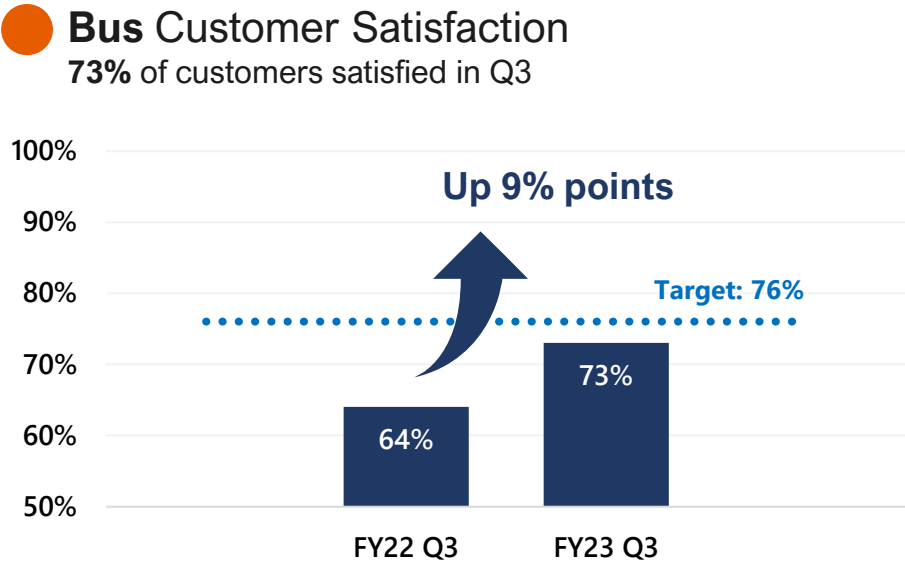
# Rail and Bus Customer Satisfaction


Rail and bus customer satisfaction sustained large increases since Q3 FY22, reflecting shorter wait times and better reliability





**50% increase** in daily train trips between FY22 Q3 and FY23 Q3



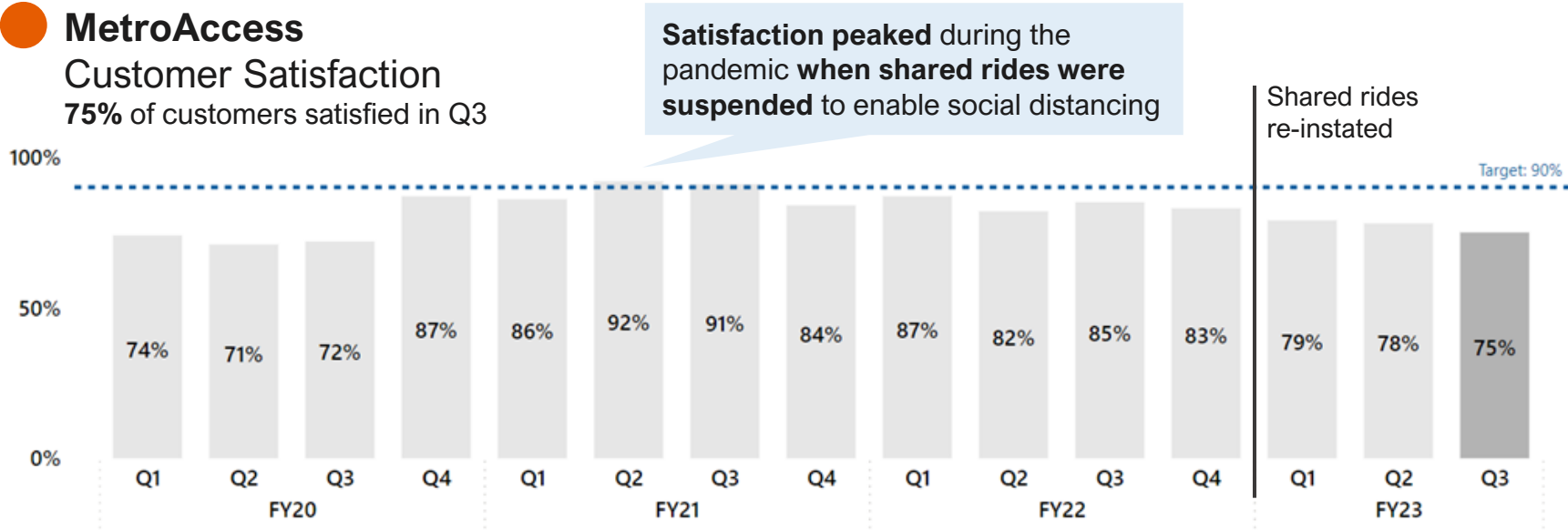


Predictions for bus arrivals available **96% of the time** up from 93% in July



# MetroAccess Customer Satisfaction

MetroAccess customer satisfaction has returned to pre-pandemic averages (~73%) and remains on-par with Bus and Rail



93% on-time pick-up performance driving current customer satisfaction

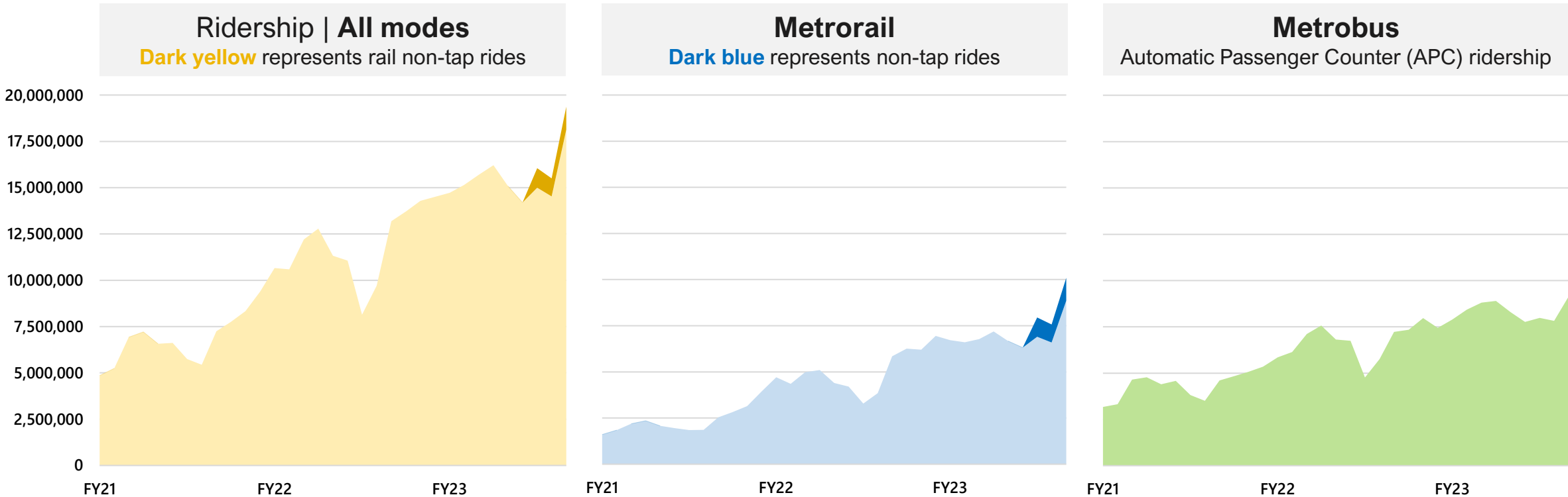


MetroAccess providing drivers with customer service tips focusing on **Promptness, Politeness, Professionalism, and Personalization**



# Ridership

**Metro ridership steadily increasing in FY23.** On the Sunday after Peak Bloom, Metro served 347k trips on Rail, higher than any Sunday since 2015. On Tuesday, April 4, Metro reach a post-pandemic ridership record with 791k trips systemwide



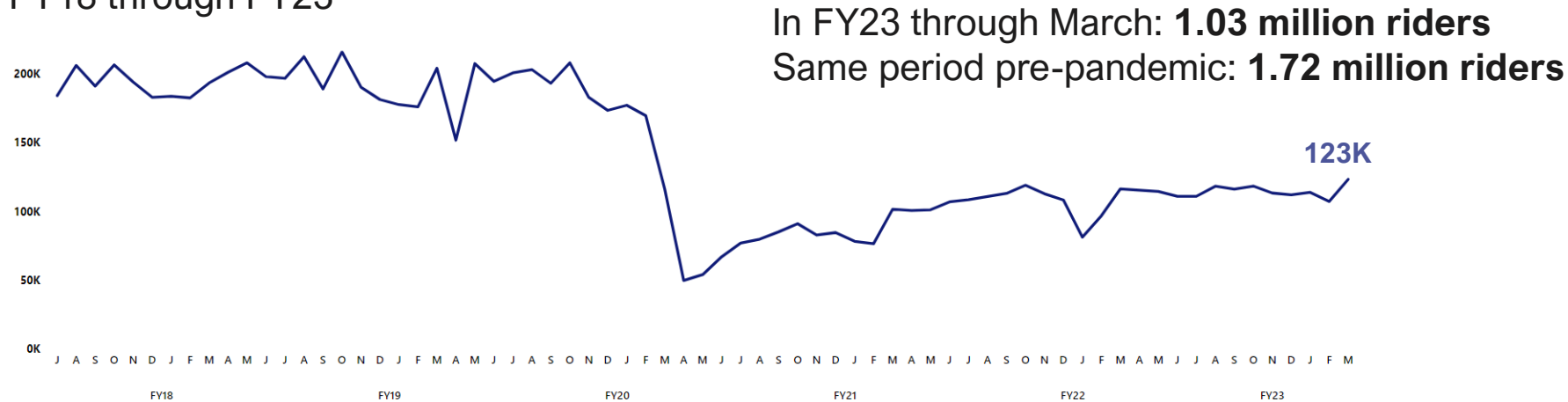
Note: Prior to January 2023, Metrorail ridership only reported tap ridership, which understated the total number of riders. The completion of the installation of new faregates in January 2023 enabled Metro to report all (tap and non-tap) ridership.



# MetroAccess ridership spotlight

FY23 trips on MetroAccess and Abilities-Ride are about 20% lower than pre-pandemic levels

## Ridership on dedicated MetroAccess service FY18 through FY23



Note: The graph of MetroAccess ridership does not include trips taken on Abilities-Ride. In FY23 through March, there were 405,000 additional trips on Abilities-Ride. Including Abilities-Ride indicates MetroAccess trips are 20% lower than pre-pandemic levels.

### Drop in active customer base:

36k registrants at end of Q3 FY23  
compared to 48k pre-pandemic

### More Abilities-Rides:

Customers took an additional 57,000 Abilities-Ride trips in March delivered by local taxi, sedan, and van companies or Transportation Network Companies (TNCs)





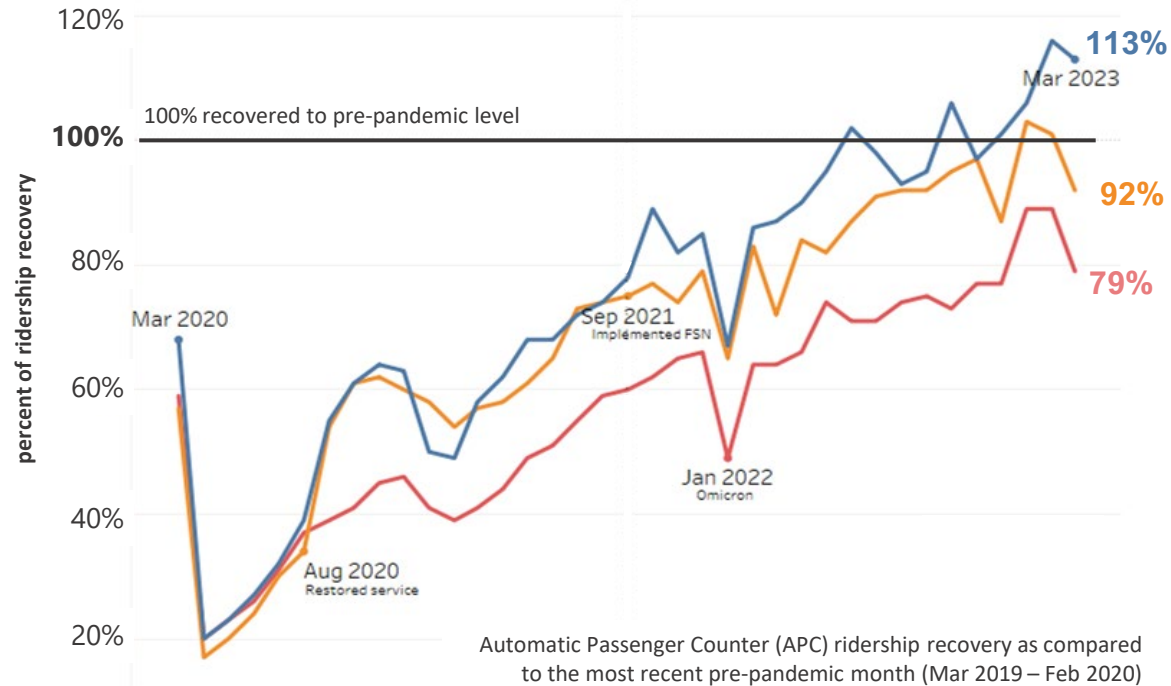
# Metrobus ridership spotlight | Sunday ridership growth

Bus ridership recovery on Sundays has clearly and consistently outpaced other days of the week for over a year

Sunday bus ridership continues to grow, **surpassing pre-pandemic levels in December**

Bus ridership recovery by service day | March 2020 - Mar 2023

Sunday | Saturday | Weekday



The **Frequent Service Network (FSN)**, implemented in September 2021, is helping drive this growth

Frequent Service Network | **Scheduled trips added**

weekdays  
**9% more service**

Saturdays  
**11% more service**

Sundays  
**17% more service**

Sunday ridership growth on Frequent Service Network routes was **nearly double** Sunday ridership on routes with no service change



# Silver Line Phase 2 Ridership Spotlight

More than 1.1 million trips on the Silver Line extension in its first five months  
Dulles and Ashburn are the most popular stations

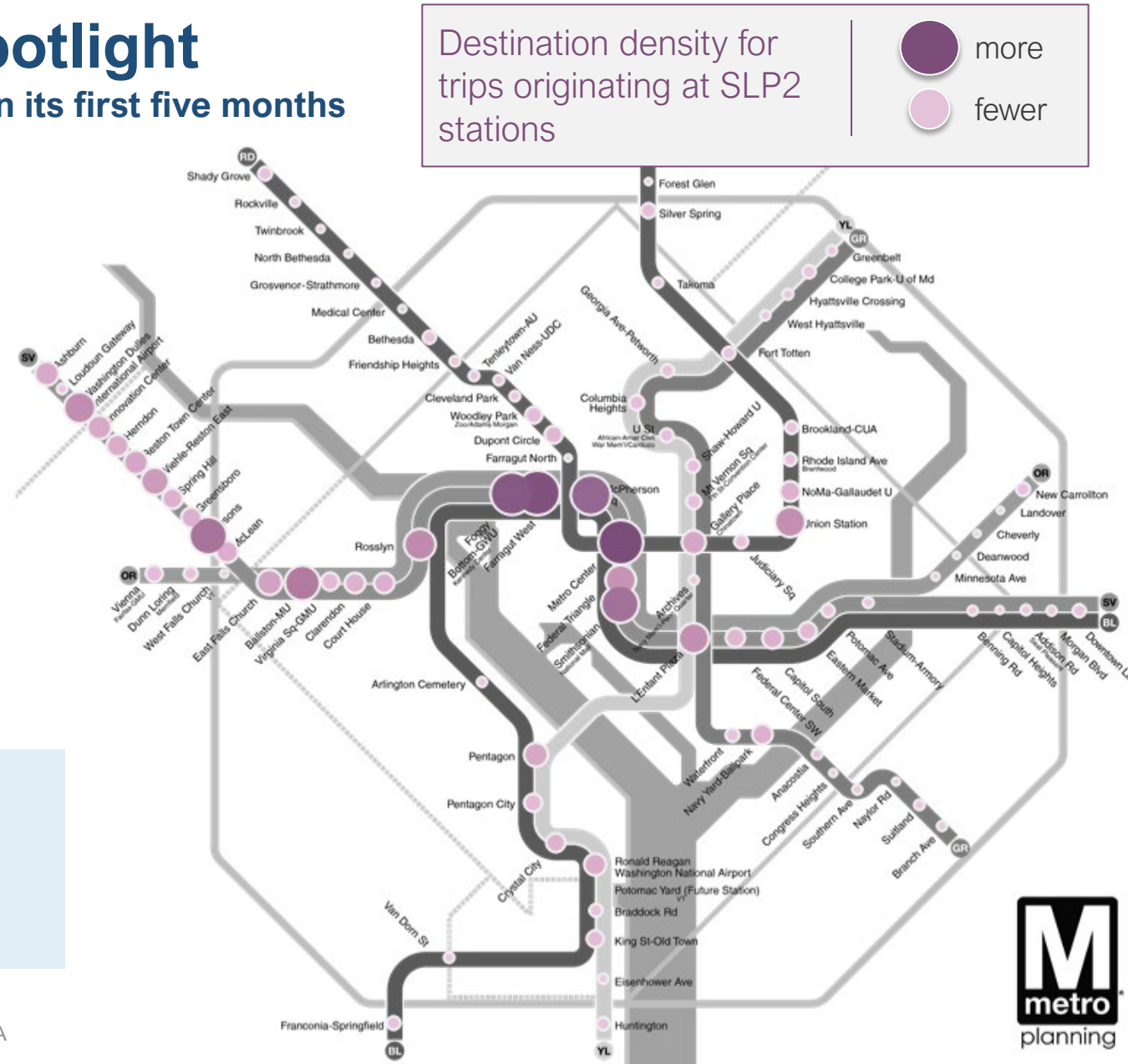
Nearly a **third** of all Silver Line Phase II trips start or end at **Dulles**. A **quarter** of all trips start or end at **Ashburn**.

Over **half** of all customers traveling from Silver Line Phase II stations **went to one of twelve stations**:

- **35%** to Silver Line stations in downtown DC
- **14%** to Silver Line stations in VA
- **3%** to Union Station



From SLP2 opening through Feb 2023, Dulles Station saw **5 times** more rides than the 5A Metrobus serving the airport pre-pandemic



# Tourist and Special Event Ridership

Tourism and special events are helping drive Metro's ridership recovery

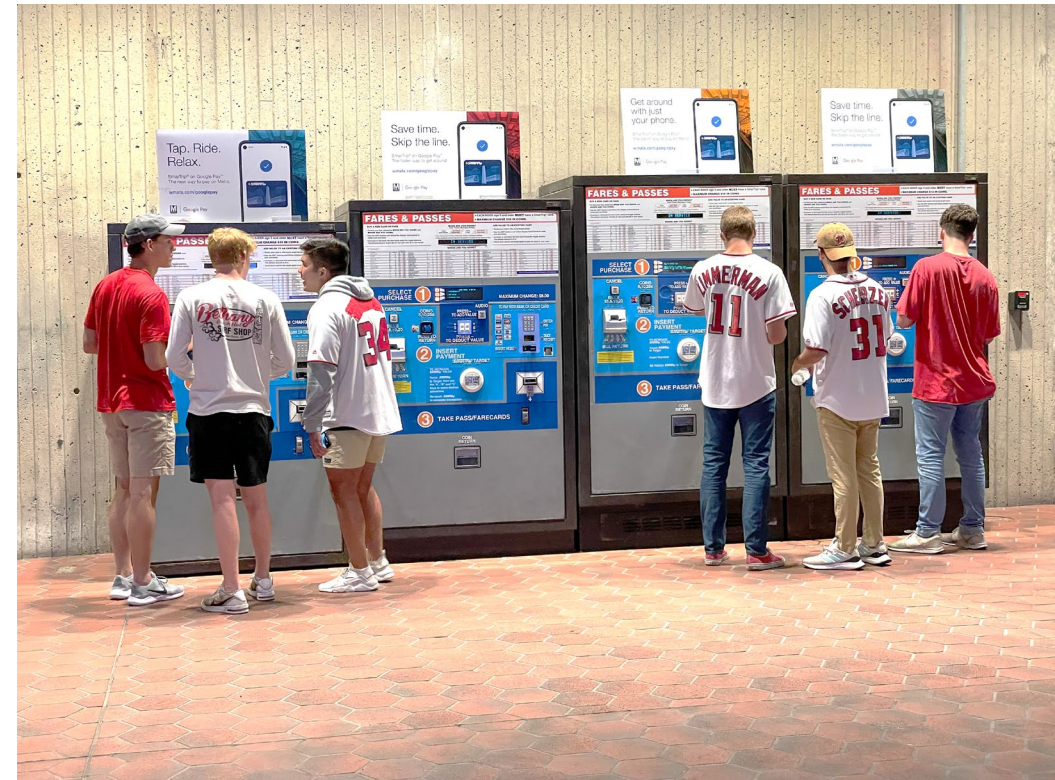


Caps game on Mar 21  
**7,000 trips**

Cherry Blossom  
Festival tourism  
**473,000  
trips**  
additional at Smithsonian

Nats  
opening day  
**10,000  
trips**

Springsteen concert  
**6,700 trips**

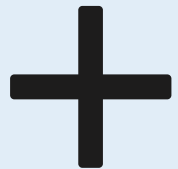




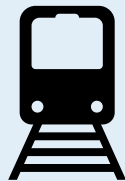
# Metrorail Customer On-Time Performance

Service increases over FY23 have resulted in faster trips

- **90%** customers trips were on-time
  - Added service **four times** in Q3, reducing wait times. 70% of trips faster today compared to July
  - Four lines** running through downtown during Yellow Line shutdown add complexity
  - Top **four disruptions**: MTPD response to customer incidents, railcars, switch or track circuits, track issues

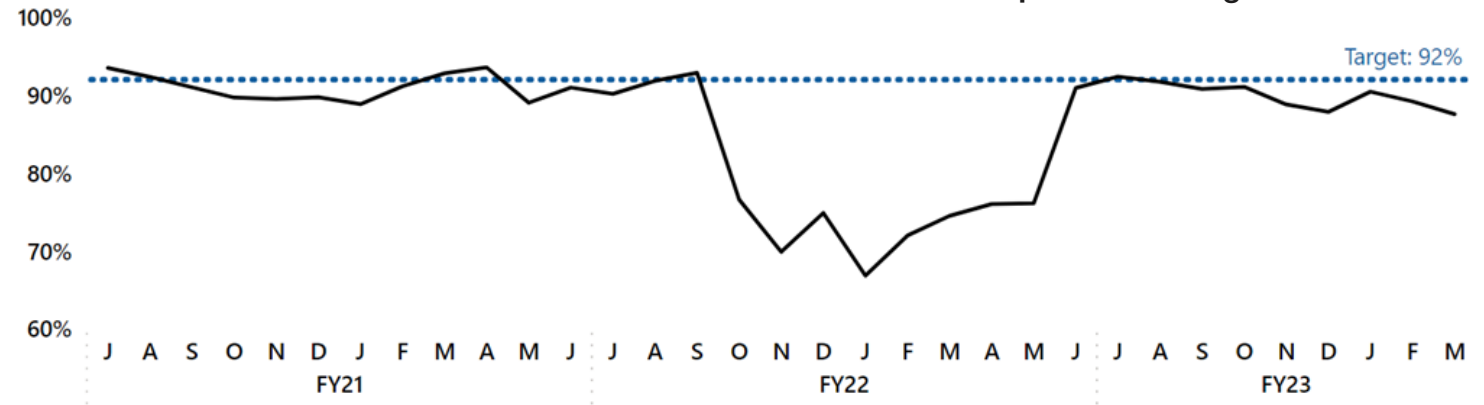


**50% more trains**  
compared to Q3 of FY22



Return to Automatic Train Operations (ATO) by the end of 2023 to make Metrorail rides safer and more reliable

Percentage of Rail Customer Trips On-Time | FY21 through FY23 Q3

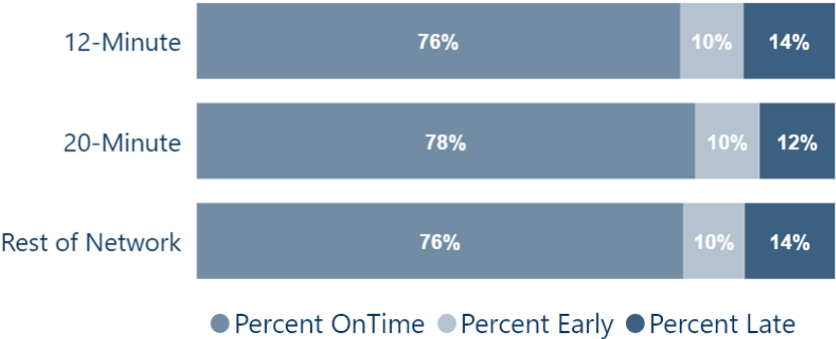


# Metrobus On-Time Performance

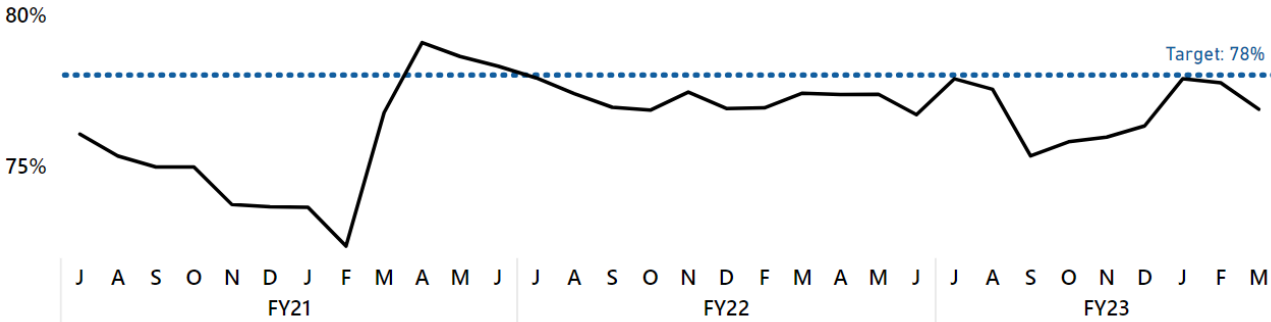
Performance improved in Q3 due to an increase in operator availability and team focus on low-performing routes

77% of bus service on-time, missing target of no less than 78%

OTP by service frequency | FY23 Q1-Q3



OTP (timepoints delivered no more than 2 min early or 7 min late) | FY21 through FY23 Q3



Focused a team of street supervisors on improving performance for 10 priority routes



Hired 409 bus operators in FY23 through March





# MetroAccess On-Time Pick-up Performance

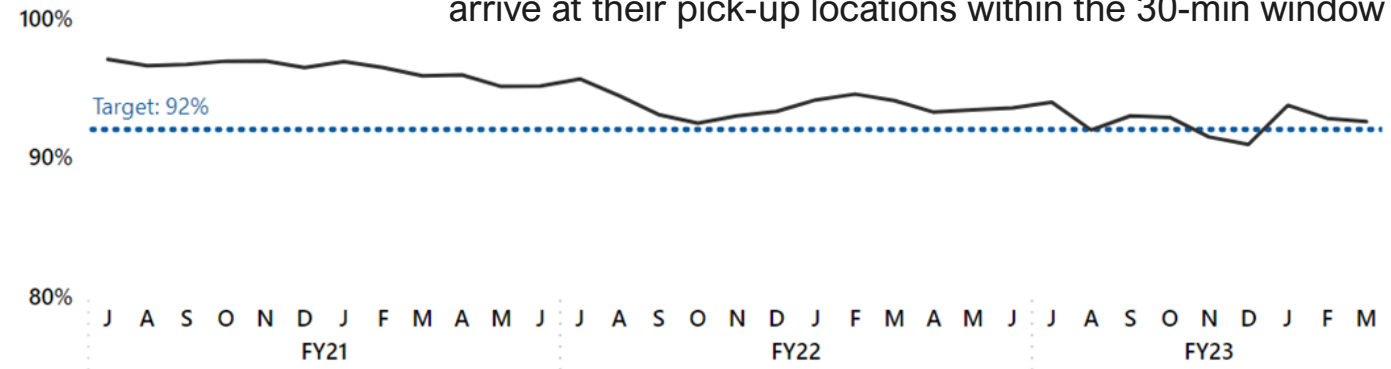
Reduced ridership, sufficient number of vehicles, and use of Abilities-Ride partners have led to strong on-time pick-up performance despite increase in shared rides

● **92.6%** of MetroAccess customers picked up on-time, meeting target of no less than **92%**

## Stronger performance thanks to:

- Monitoring and addressing trips projected to be late; reassigning to a taxi or other resource
- Recruitment of new operators and replacing vehicles

**On-Time Pick-up Performance:** The percentage of vehicles that arrive at their pick-up locations within the 30-min window



On-time pick-up performance met target **every month** of Q3



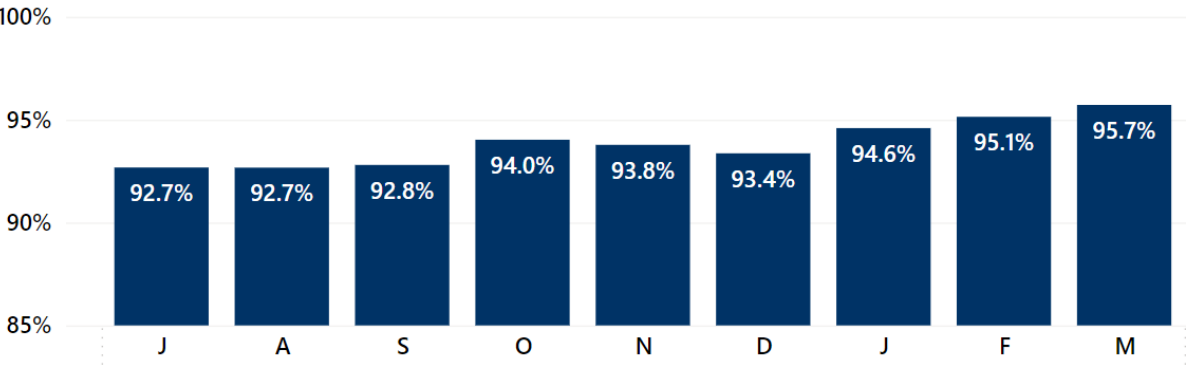
Rate of excessively late trips decreased from 1.9% trips in Q2 to only **1.5% in Q3**



# Bus Prediction Availability

Real-time info provided daily for over 11,300 of 12,100 scheduled trips per day through Q3. Improvements are the result of fewer missed trips and repairing malfunctioning GPS units

● **93.9%** of scheduled bus trips with real-time prediction data  
(no target in FY23; higher values are better)



**Four** major updates to busETA app and **three** changes to bus stop signage to improve customer experience



**65** GPS units repaired on vehicles through Q3 FY23, increasing prediction availability by **1.8%**

## 7TH ST SW + C ST SW

### 74 SOUTH to BUZZARD POINT

**6 minutes** 6572 1.0 miles away  
**34 minutes** 8098

No scheduled service at this time for:

33 70 S2

## 7TH ST SW + MARYLAND AVE SW

### 74 NORTH to CONVENTION CENTER

**4 minutes** 8098 0.9 miles away  
**33 minutes** 6572

No scheduled service at this time for:

33 70 P6 S2

## D ST SW + 6TH ST SW

### 52 NORTH to 14TH & COLORADO

**8 minutes** 7118  
**24 minutes** 7111  
**41 minutes** 7133

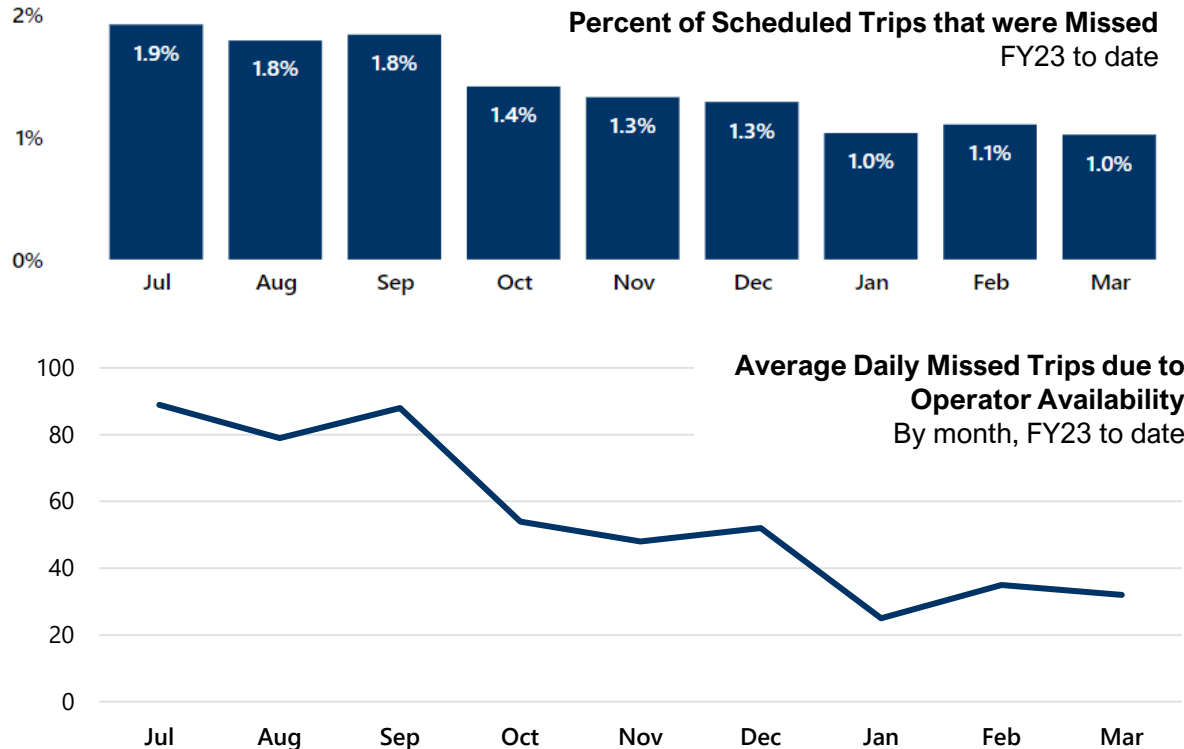
### 52 SOUTH to L'ENFANT PLAZA STATION

**11 minutes** 7111 1.6 miles away  
**28 minutes** 7133 3.3 miles away  
**41 minutes** 7148 4.9 miles away

# Bus Missed Trips

45% reduction in missed trips this FY, with an average of 124 missed trips per day in March out of over 12,100 trips compared to 225 missed trips a day in July. Bus missed trips rate well-outperforms the industry average of 5-15%

1.4% of scheduled bus service was missed  
no target in FY23; ↓ is better

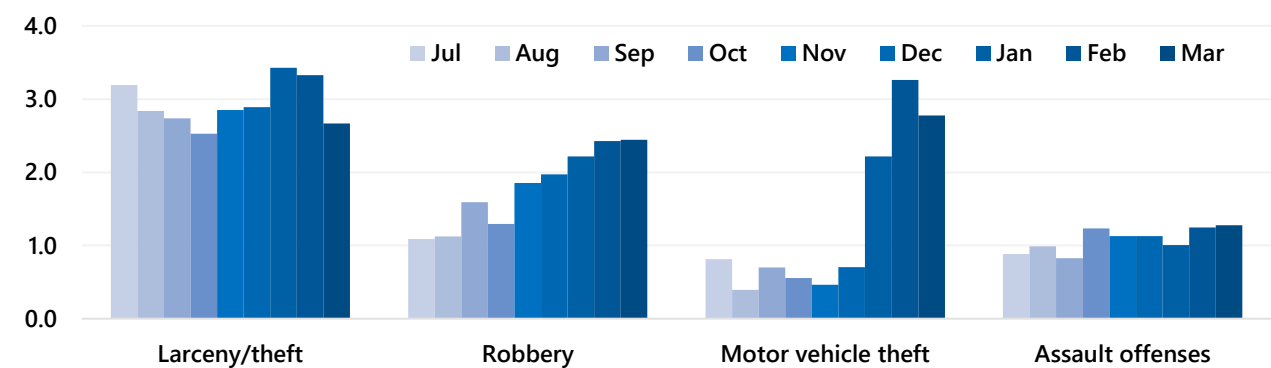
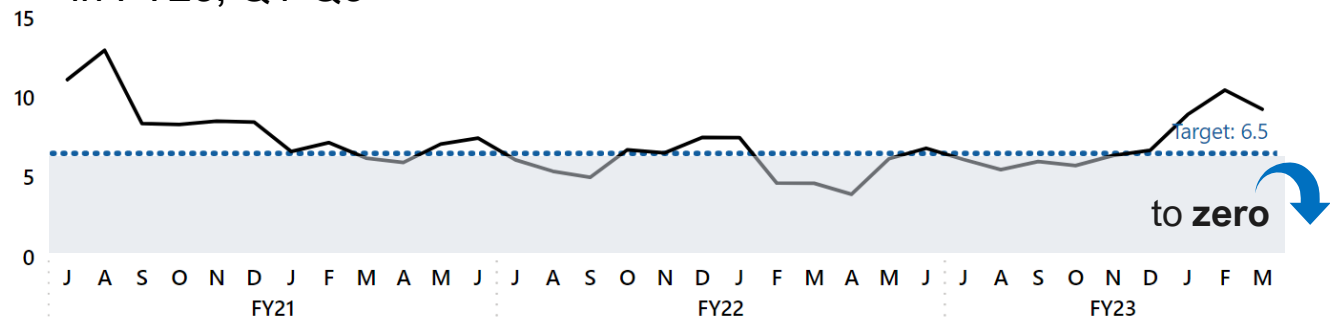


The most recent class of new bus operators has **80** students, the largest ever class to start training



# Security is important to customer satisfaction

7.2 Part 1 crimes per million passengers in FY23, Q1-Q3



## ▲ Trend of top four Part 1 crime type rates over FY23

Parking lot crimes more than tripled in Q3 compared to Q2, with motor vehicle thefts increasing fivefold



- Crime rate up **22%** compared to the same period of FY22
- MTPD arrests up **116%** from last year in response





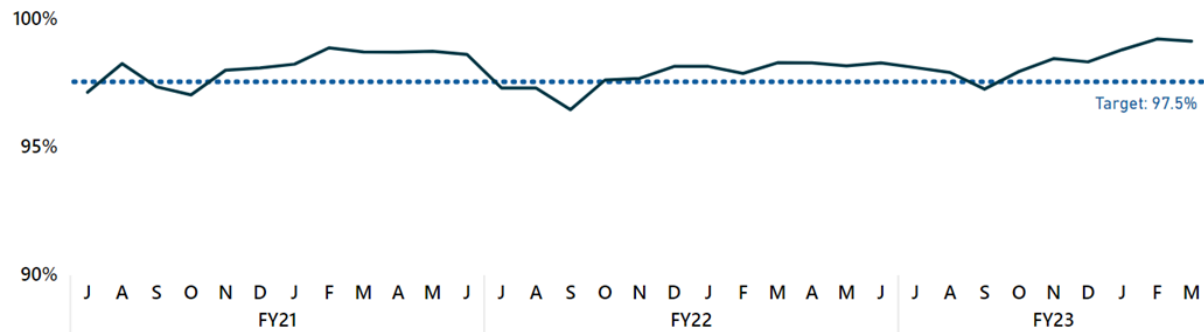
# Security on the system: Metro's initiatives



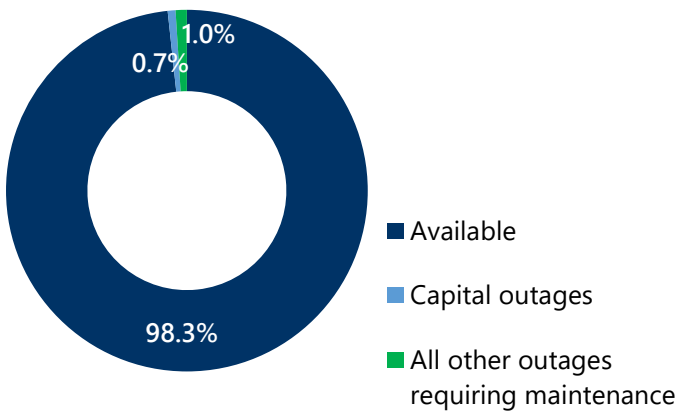
- **70%** more officers on patrol through joint agreements with local partners
- **4** Crisis Intervention Specialists interacted with over **120** people in Q3; planning to hire **6** more Specialists
- **All** MTPD officers and Crisis Intervention Specialists are now equipped with life-saving Naloxone, which helps prevent death from drug overdose
- **100+** pop-up events in the community and monthly Youth Advisory Council meetings
- **210** anti-theft steering wheel locking devices distributed at Greenbelt, Largo and Branch Ave stations

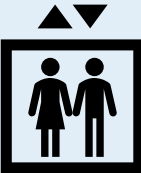
# Elevator Availability

● **98.3%** of 306 elevators were available on average, meeting target of at least **97.5%**



Elevator Availability Breakdown | FY23 Q1-Q3

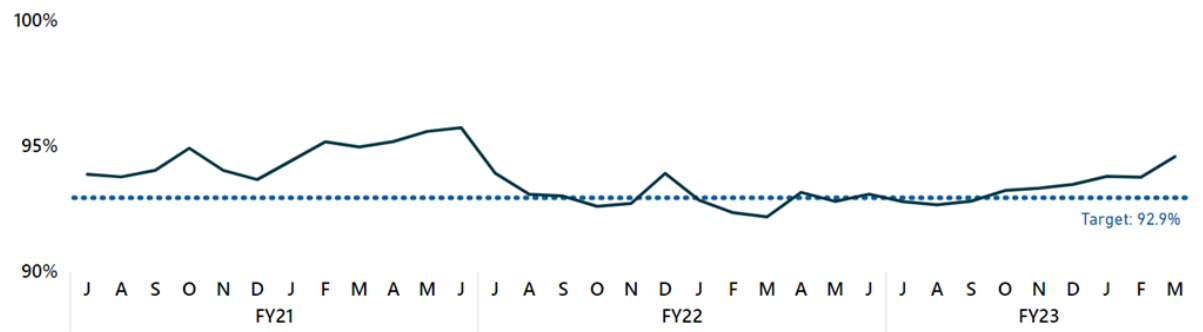




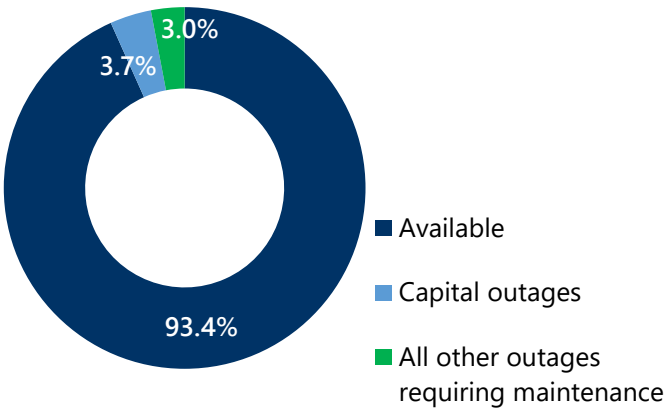
**7 units**  
replaced in  
FY23


# Escalator Availability

● **93.4%** of 642 escalators were available on average, meeting target of at least **92.9%**



Escalator Availability Breakdown | FY23 Q1-Q3



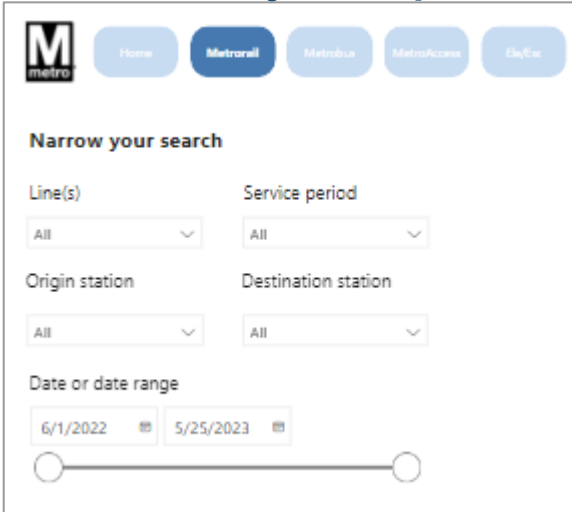


**34 units**  
replaced in  
FY23



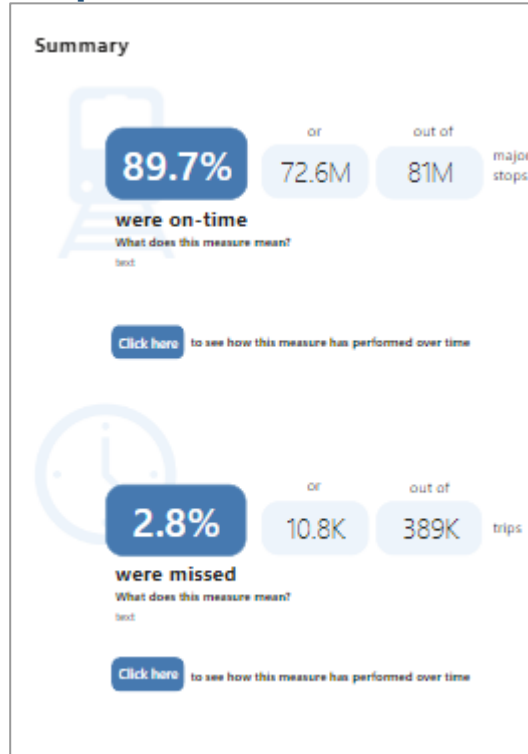
# Performance Trend Dashboard Launching July 1, 2023

## Filters: narrow results relevant for your trip

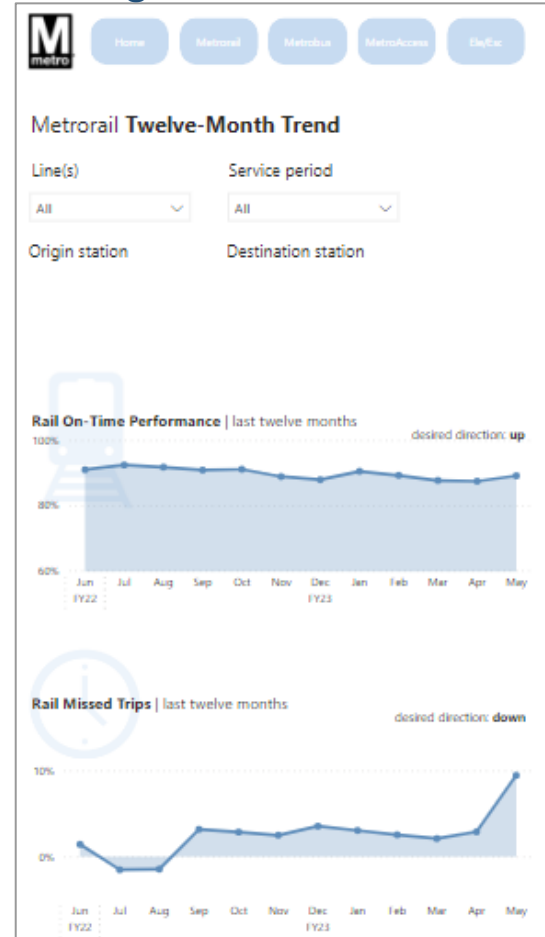


The filter section includes the Metro logo and navigation tabs for Home, Metrorail, Metrobus, MetroAccess, and On/Off. Below these are search filters: 'Narrow your search' with dropdowns for Line(s) (All), Service period (All), Origin station (All), and Destination station (All). At the bottom is a date range selector showing 6/1/2022 to 5/25/2023 with a slider.

## Summary information and explanation



## 12-month trends show changes over time



### Metrorail

- On-time performance
- Missed trips

### Metrobus

- On-time performance
- Missed trips
- Prediction availability
- Prediction accuracy

### MetroAccess

- On-time performance
- Shared rides

### Elevator and Escalator availability

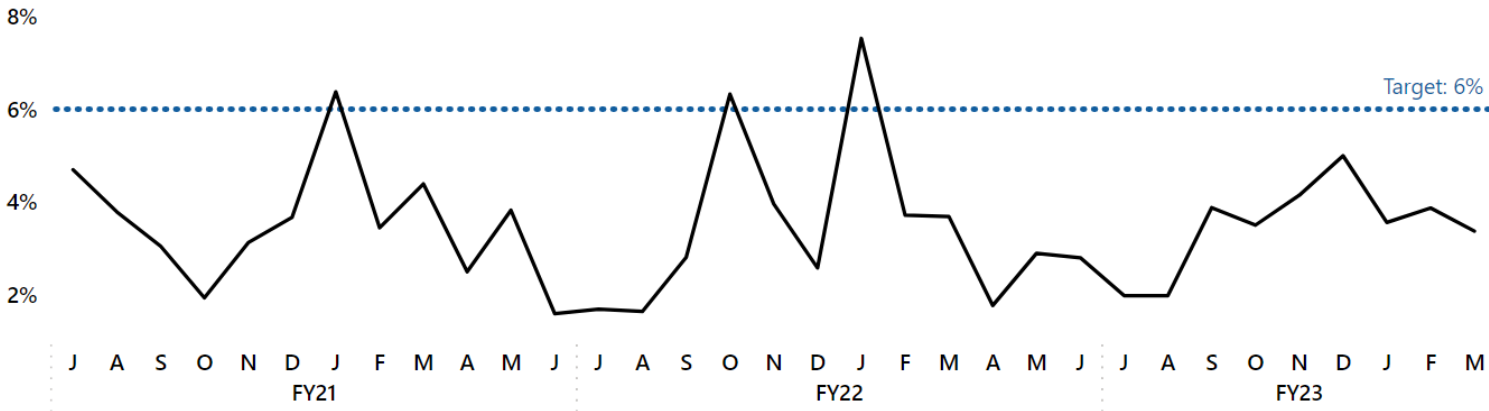
# Appendix



# Rail Missed Service

● **3.6%** of scheduled rail service missed, meeting target of no more than **6%**

- Improvement in Q3 due to more operators and more trains. Over past 9 months, only about 12% of missed service due to lack of operators or trains
- Disruptions are top cause for missed service
- Reduced frequencies and single tracking due to weekday evening track work account for almost one-fifth of missed rail service, also fell in Q3



Certify **20-25** new train operators each month. **41** new operators were certified between January to March

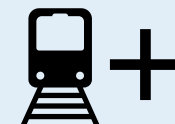
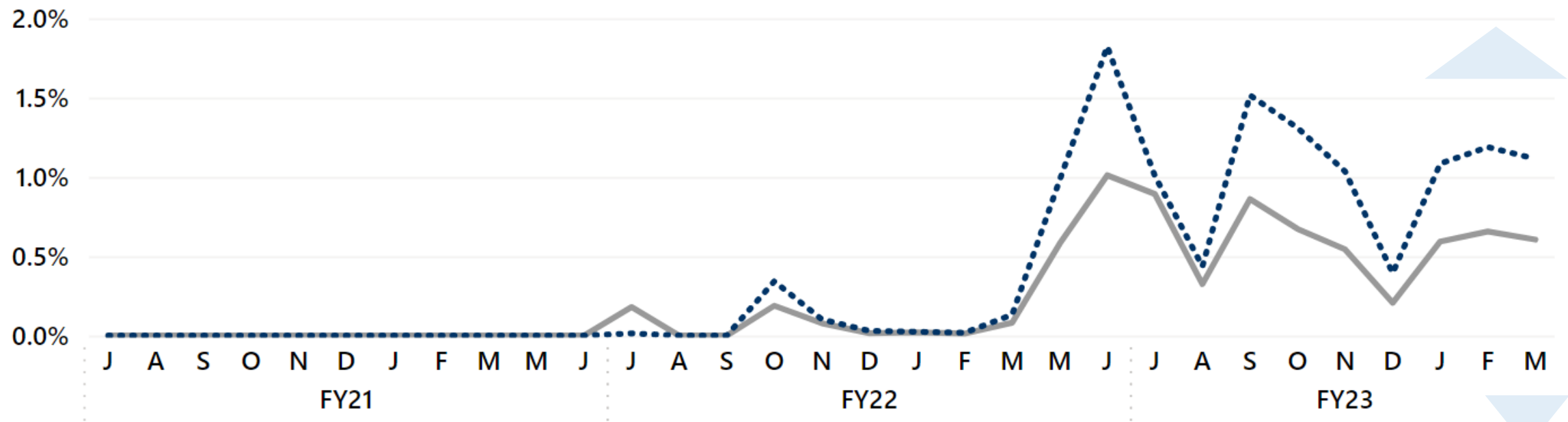


Metro hired **24** Customer Ambassadors who will assist during public-related incidents, enabling faster resolution

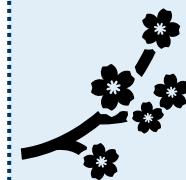
# Metrorail Crowding

Service increases have helped keep crowding low. On average, 0.6% of passenger time was in crowded conditions (>100 passengers per car) across FY23

● Crowding ● % Crowded during Peak



24% more train trips in Q3 than Q1. Added service in March helped lower crowding despite multiple record ridership days



There were periods of acute crowding in March, especially during Cherry Blossoms



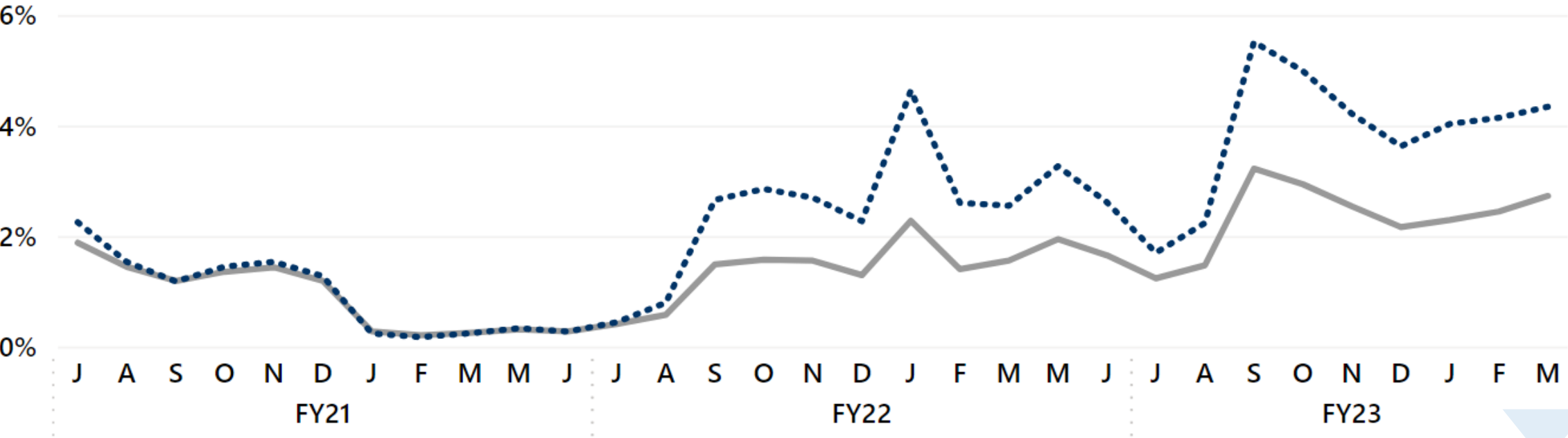
# Metrobus Crowding

Metrobus crowding increased every month in Q3 FY23. On average this FY, 2.4% of bus passenger time is spent in crowded conditions\*



7 of the 10 most crowded routes are school routes

● Crowding ● % Peak Bus Crowd



\*Crowding is defined as >40 passengers per bus for a 40-foot bus, which is when all seats are occupied on the vehicle. During weekday peak periods, crowding is defined as >120% of seated capacity (48 people) for bus rapid transit, framework, and coverage routes.



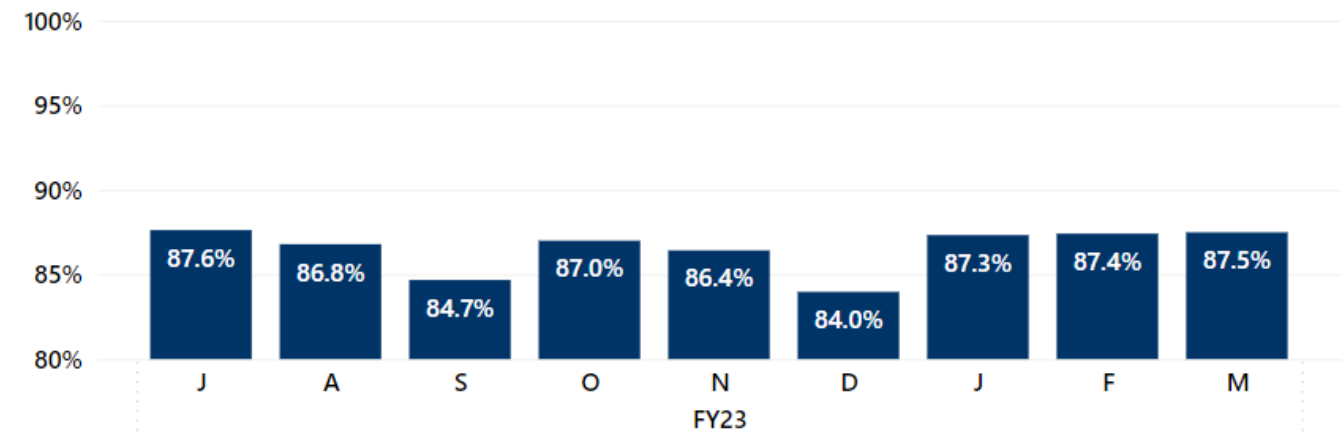
Crowding was the highest in March during Cherry Blossoms



# Bus Prediction Accuracy

Accuracy improved 1.5 percentage points from Q2 to Q3, from 85.9% to 87.4%

● **86.5%** of predictions were accurate  
(no target in FY23; higher values are better)



Metro implemented changes in Q3 to reconcile differences between busETA and signs at the bus stops that display projections

- WMATA uses a standard developed by MBTA to determine if a prediction is accurate
- The range of acceptability tightens as the bus gets closer and does not evaluate predictions when the bus is >30 minutes away:

Bus will arrive in:	Prediction must be between:
0-3 mins	1 min early to 1 min late
3-6 mins	1.5 mins early to 2 mins late
6-12 mins	2.5 mins early to 3.5 mins late
12-30 mins	4 mins early to 6 mins late





# Metrorail System Safety Event Rate

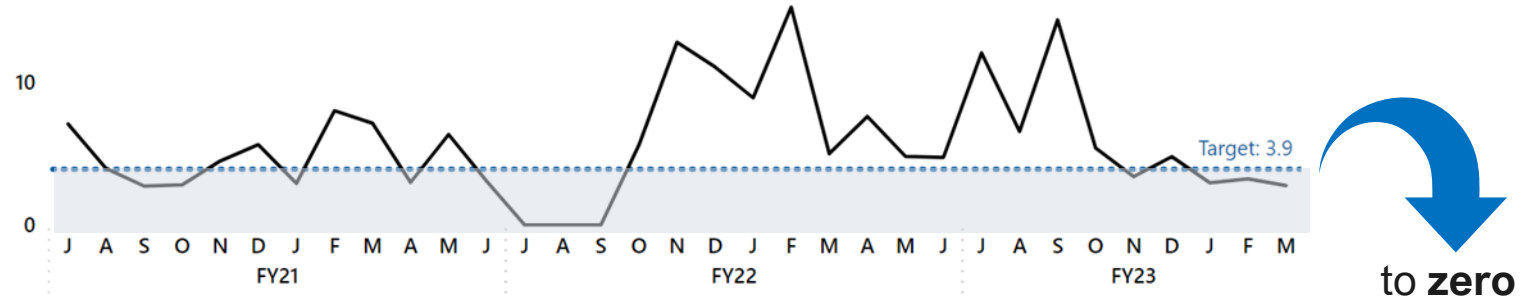
Rail safety event rate has improved over the course of this fiscal year, with six events in Q3

● **5.6** Rail safety events per 10 million vehicle revenue miles, missing target of no more than **3.9**

29 total events through Q3 of FY23:

- 12 smoke/fire incidents
- 6 persons struck by trains
- 5 maintenance vehicle derailments
- 4 gas leaks
- 1 customer-caused event
- 1 collision in yard with vehicle

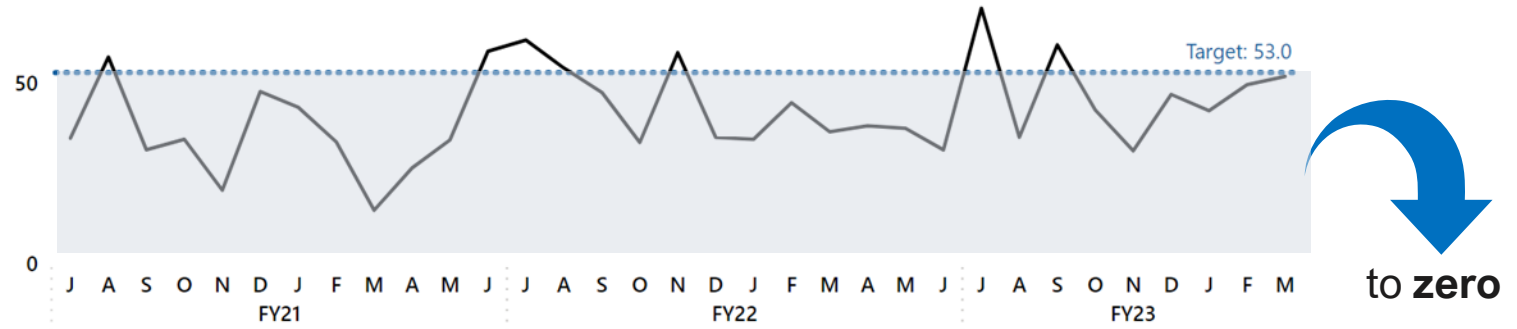
21 events during same period in FY22



# Metrobus Safety Event Rate

● **47.7** Bus safety events per 10 million vehicle revenue miles, exceeding target of no more than **53.0**

- 136 safety events: 128 collisions, four fires, four other
- 61% of all events were non-preventable collisions

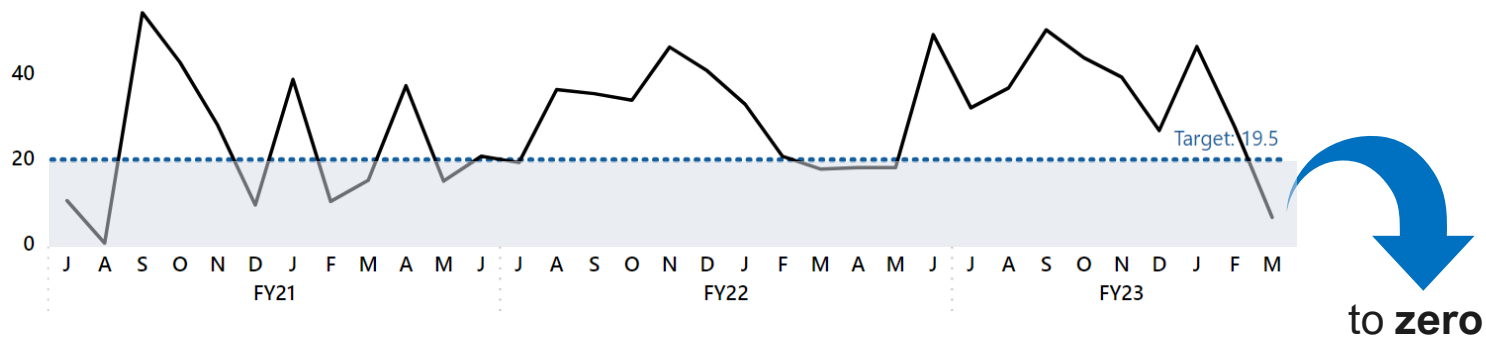


Held **5** “safety blitzes” in high-risk locations such as Minnesota Ave and Benning Road, where supervisors and safety staff talked to operators about changes in traffic patterns, observed hazards such as illegally parked cars, and shared safe driving practices to adapt to these risks

# MetroAccess Safety Event Rate

● **33.9** MetroAccess safety events per 10 million revenue miles, missing target of no more than **19.5**

- Overall safety events down 29% in Q3 compared to Q2
- 47 major safety events in total, compared to 44 through Q3 of FY22
- 45 of 47 are collisions, one smoking vehicle, and one passenger assistance incident



Updated DriveCam units on **39** additional vehicles this quarter, bringing the total to **620** vehicles



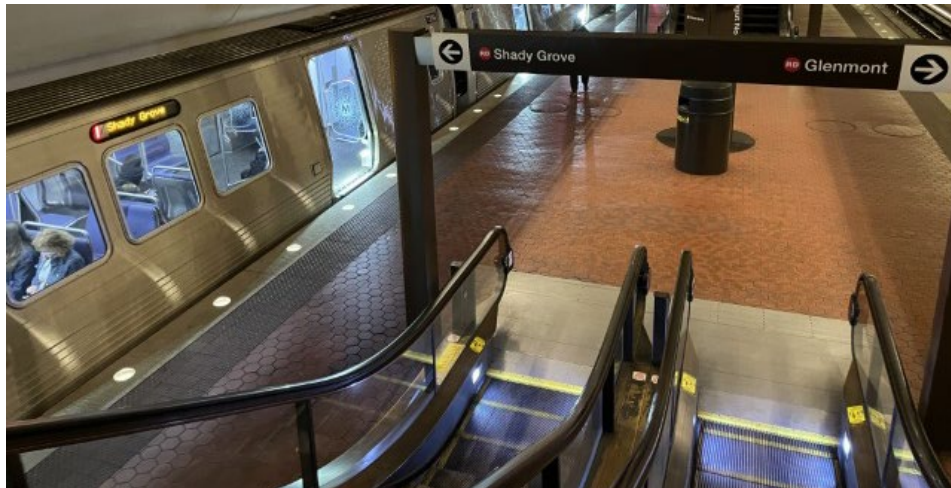
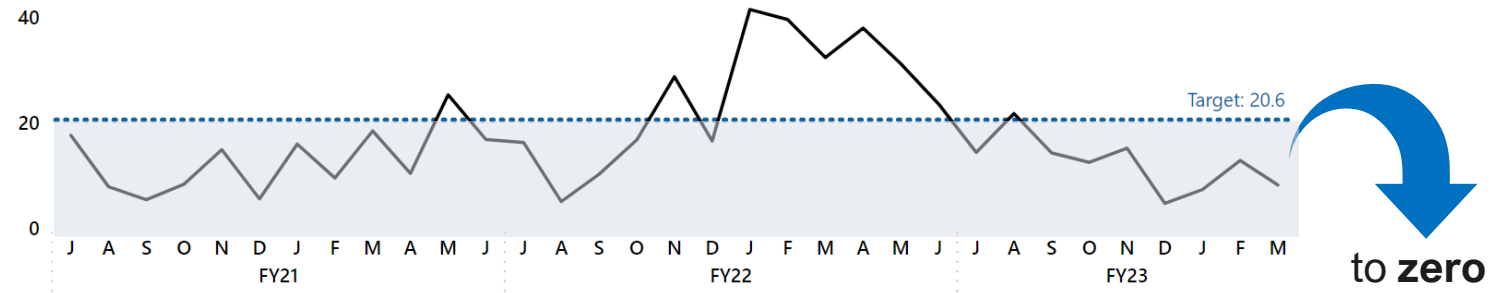
Metro Transit Police will give de-escalation training to **100 operators** in June



# Metrorail System Customer Injury Rate

- **11.8** Rail customer injuries per 10 million revenue miles, meeting target of no more than **20.6**

- 61 injuries through March of FY23: 55 slip/trip/falls, four attempted suicides, and two customer assaults. Two-thirds of slips/trips/falls occurred on escalators
- 24 fewer injuries than same period last year (also mostly slip/trip/falls)



Install Newell end safety signs escalators at L'Enfant, Foggy Bottom, and Bethesda stations.

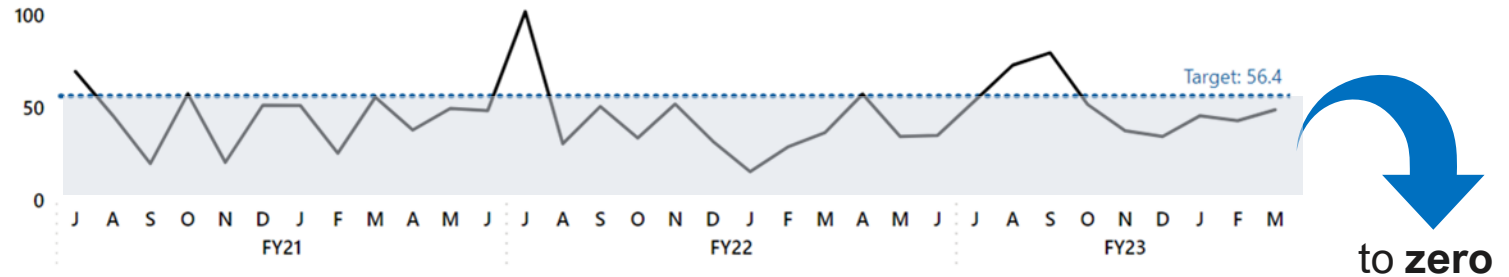


# Metrobus Customer Injury Rate

● **52.2** Bus customer injuries per 10 million revenue miles, meeting target of no more than **56.4**

149 injuries during FY23 through March:

- 80 slips/trips/falls (many due to hard braking)
- 59 related to collisions
- 10 other

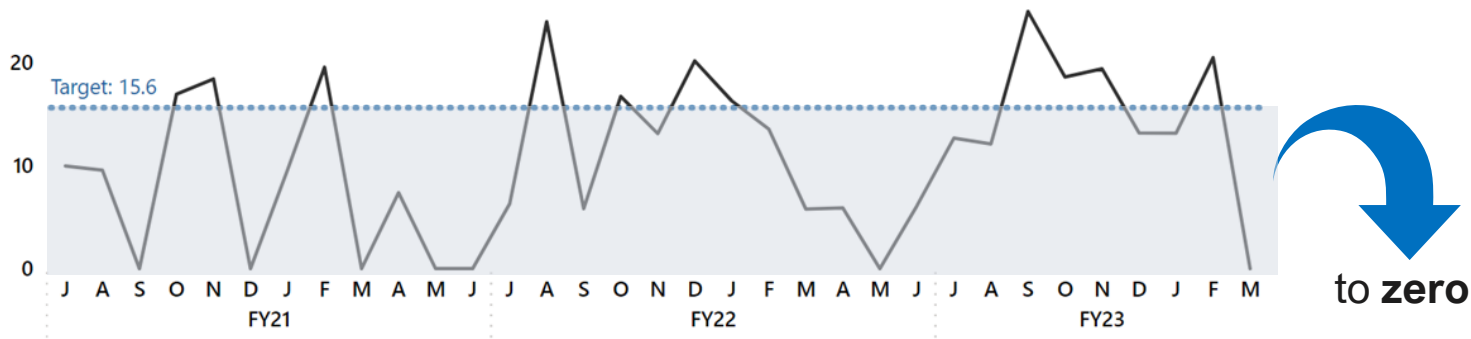


In Q3 Metrobus focused on reducing hard braking, a lead cause of bus customer injuries. Supervisors held a “safety blitz” at North Capitol and H Street to remind operators of strategies to reduce hard braking, and also coached operators on safe following distance during ride-alongs, another strategy to reduce hard braking.

# MetroAccess Customer Injury Rate

● **14.8** MetroAccess customer injuries per 10 million revenue miles, meeting target of no more than **15.6**

- 21 injuries during first 9 months of FY23, two more than FY22:
  - 15 related to collisions
  - Six slips/trips/falls (several due to hard braking)
- No customer injuries in March



99 percent of operators have completed wheelchair securement recertification twice annually.

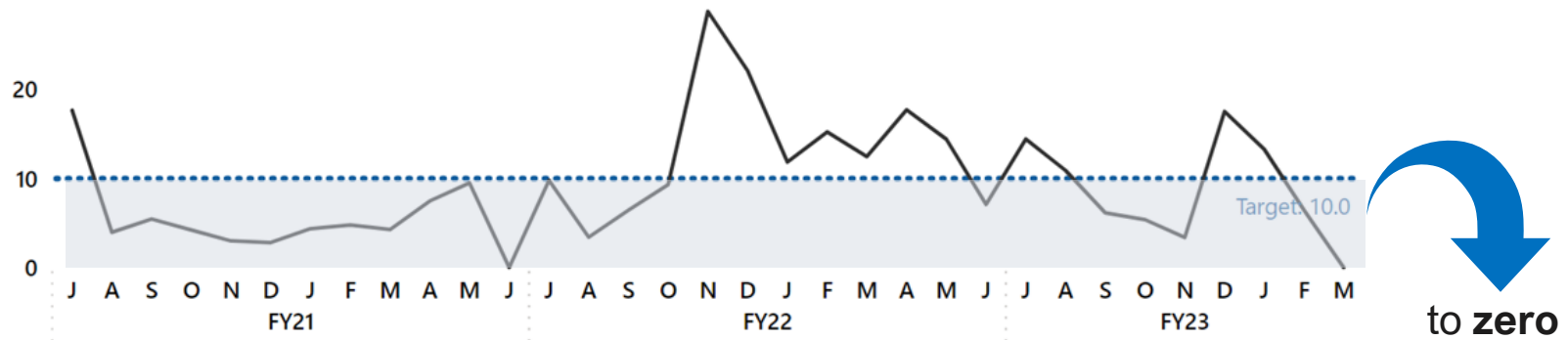


**Zero** customer injuries in March 2023.

# Metrorail Customer and Employee Assault Rate

- **8.3** Rail customer and employee assaults per 10 million vehicle revenue miles, meeting target of no more than **10**

- 43 total assaults through Q3 of FY23: 9 employee and 34 customer
- 12% decrease in number of assaults from same time in FY22, with 5 fewer employee assaults

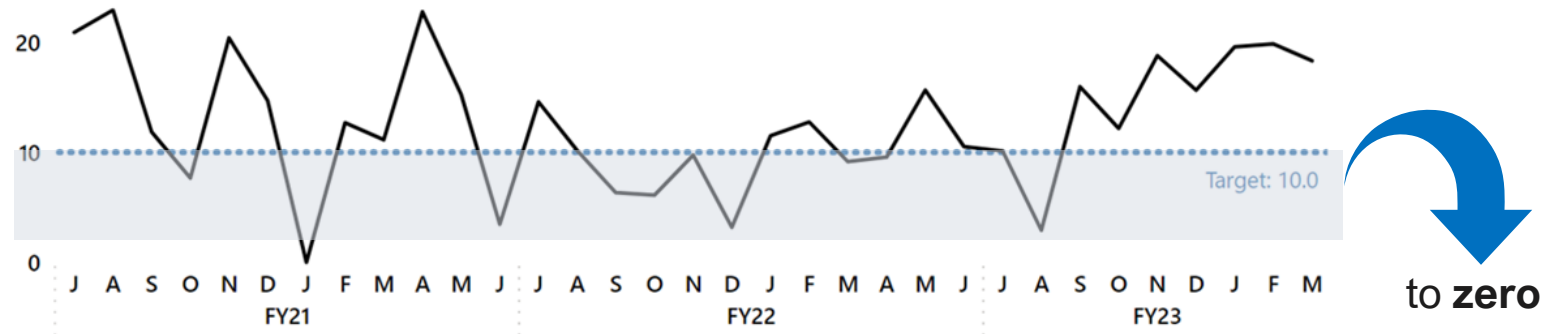


**623** Station Managers and Rail Operations Supervisors have completed de-escalation training

# Metrobus Customer and Employee Assault Rate

- **14.7** Bus customer and employee assaults per 10 million vehicle revenue miles, missing target of no more than **10**

- 42 total assaults through Q3 of FY23: 4 employee and 38 customer
- 70% increase in number of assaults from same time in FY22, all of which are customer assaults
- One fewer employee assault compared to same time in FY22



Deploy officers to locations with higher crime and routes with high ridership



# Rail employee injuries

Rail employee injury rate has decreased nearly 12% from the same time period last year

● 3.7 Rail employee injuries per 200,000 work hours, missing target of no more than 3.6.

157 injuries through March

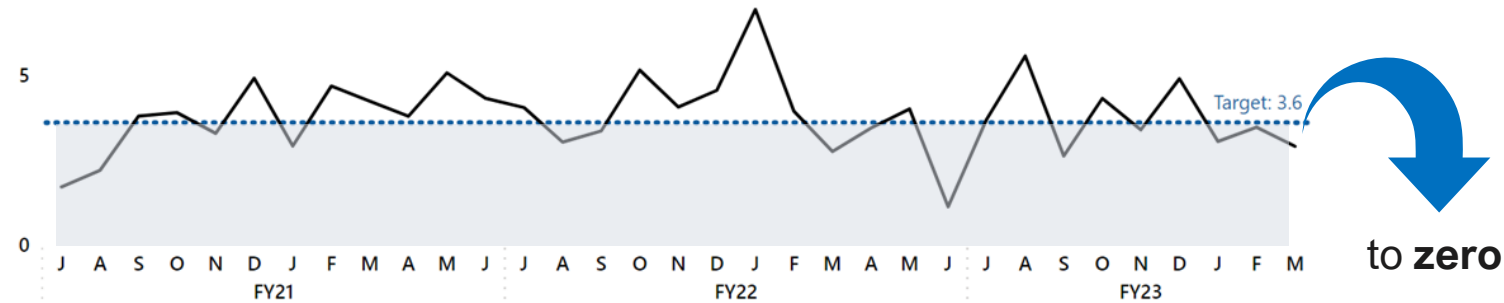
- About 50% involved rail operators or station managers. Over 40% of these were stress cases
- The rest involved maintenance employees. Most frequent injury type: Slips/trips/falls

Stress cases:

- **40** in FY23 Q1-Q3, 7 more than same period in FY22

Assault cases:

- **6** in FY23 Q1-Q3, 7 fewer than same period last year

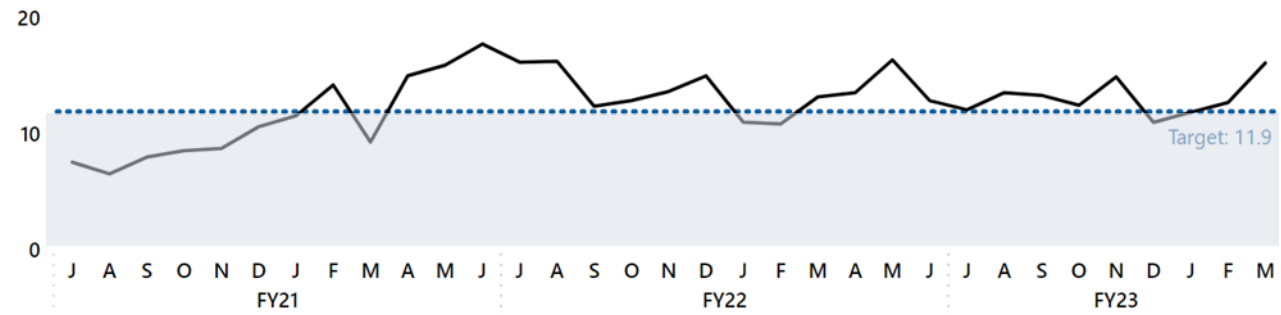


Both Metro's **Employee Assistance Program (EAP)** and MTPD new **Crisis Intervention Specialists** are available to support employees in aftermath of stress/assault incidents

# Bus employee injuries

Employee injuries are above target, but 4% fewer injuries than same period in FY22

- **12.7** Bus employee injuries per 200,000 hours worked, at risk of missing target of no more than **11.9**
  - 371 bus employees injuries during first 9 months of FY23
    - 111 collision-related
    - 109 stress
    - 51 slips/trips/falls
  - 4% decrease from same time in FY22



to zero



Launched a safety campaign to shift employee mindset: if we reduce the incidence of all risky behaviors, that in turn reduces the risk of major safety events and injuries