FY25 Q1-Q4 Service Excellence Report
Progress Since FY23

Riders' Advisory Council

Washington Metropolitan Area Transit Authority

October 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 and ridership results over last three fiscal years
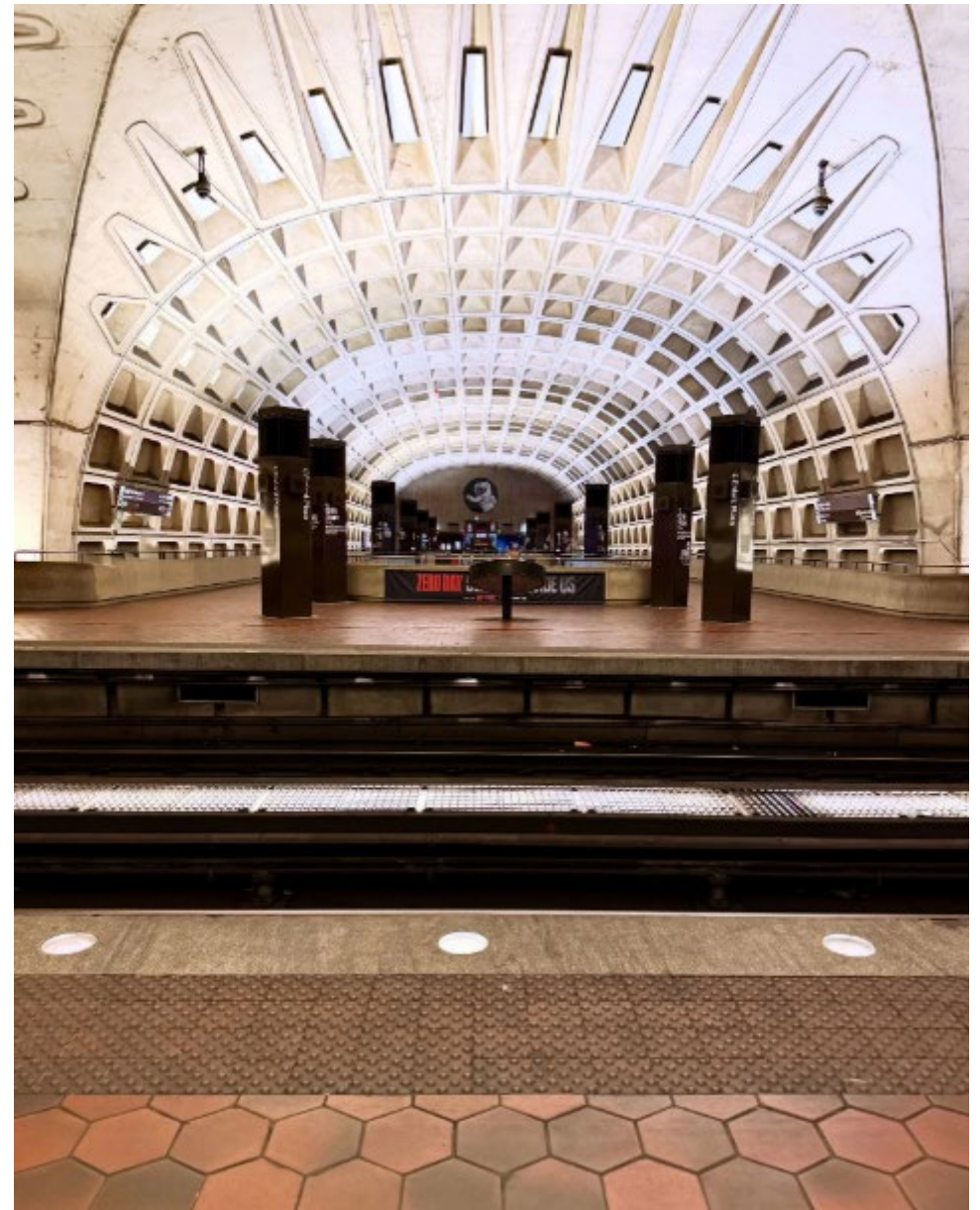
- Rail and bus customer satisfaction at or approaching 85%

- Ridership up 9% in past year, almost 33% higher compared to FY23

Service reliability has been stable over the last three fiscal years; investments needed to meet ambitious transformation goals
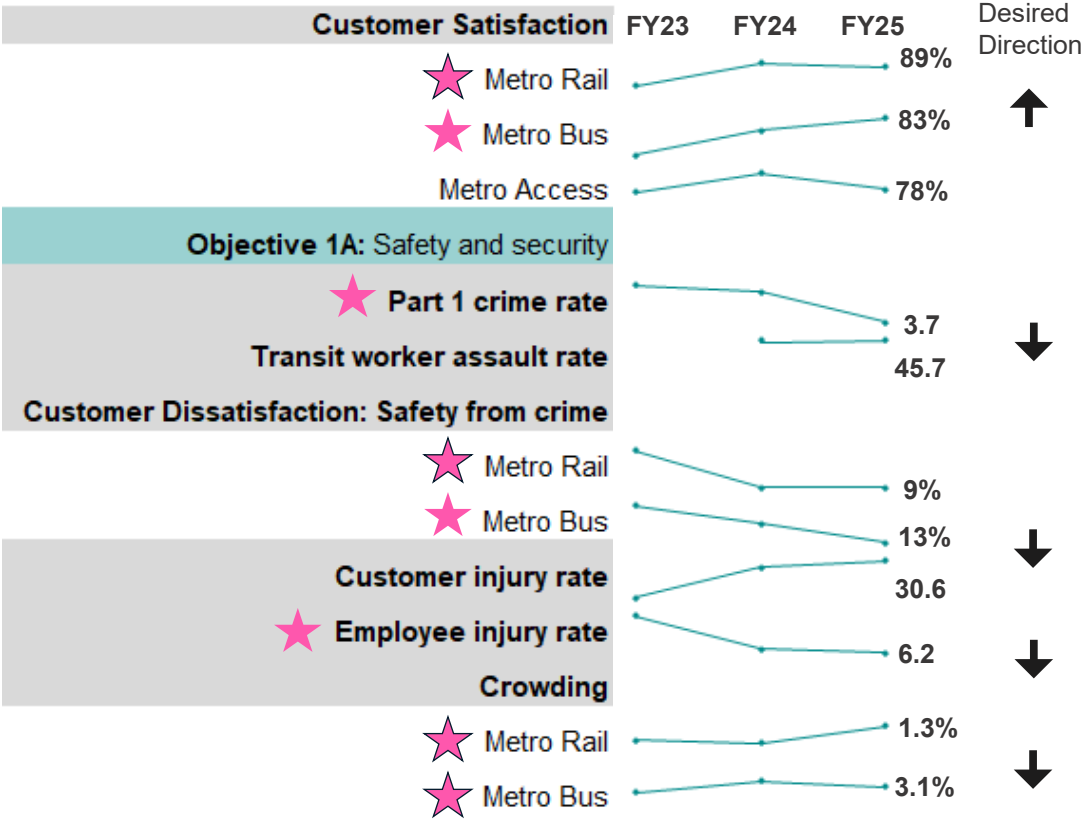
- About 88% of rail customer trips and 77% of bus trips were on-time over last three years

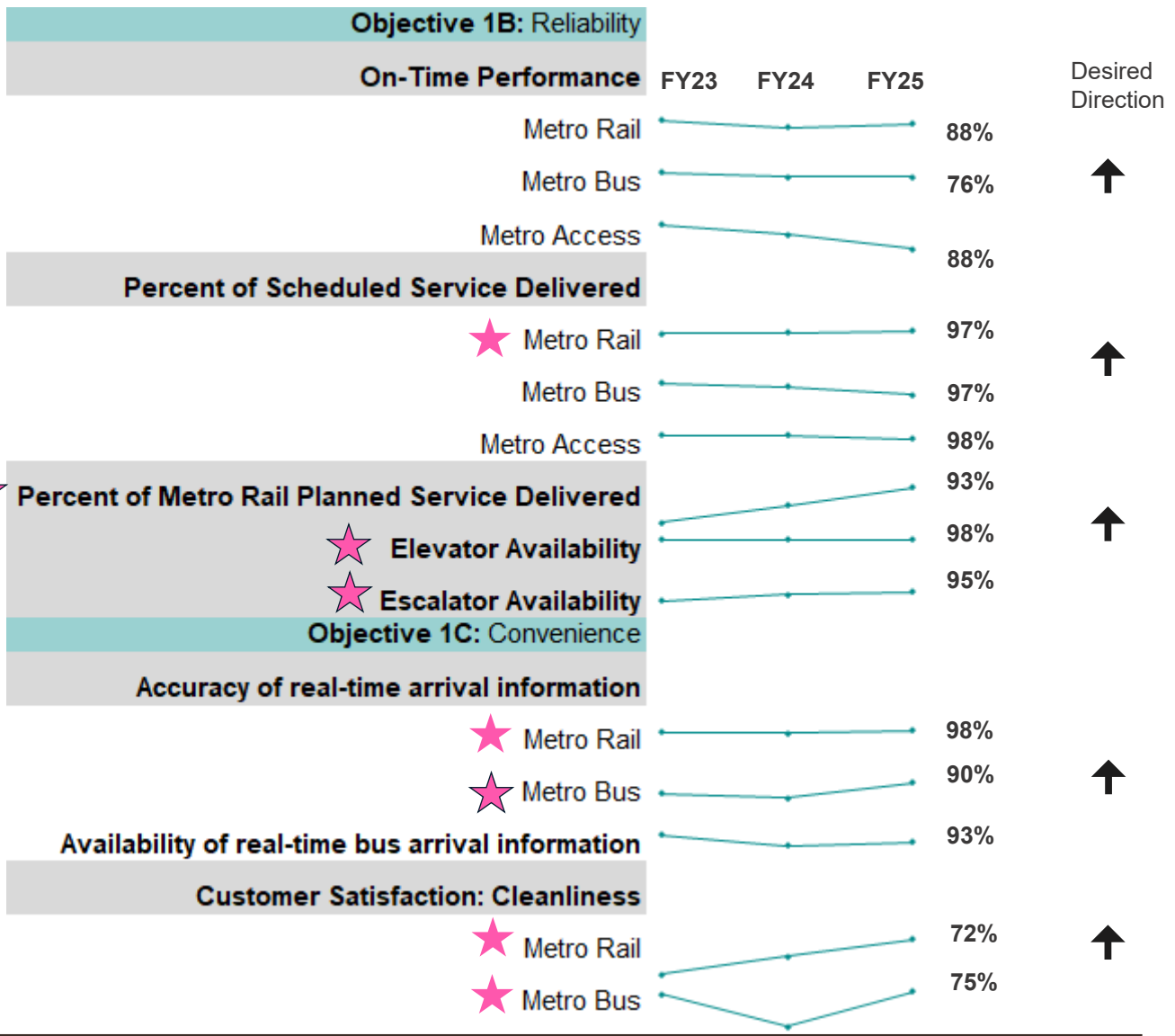**Some improvements in customer convenience, nearing transformation goals**

- 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

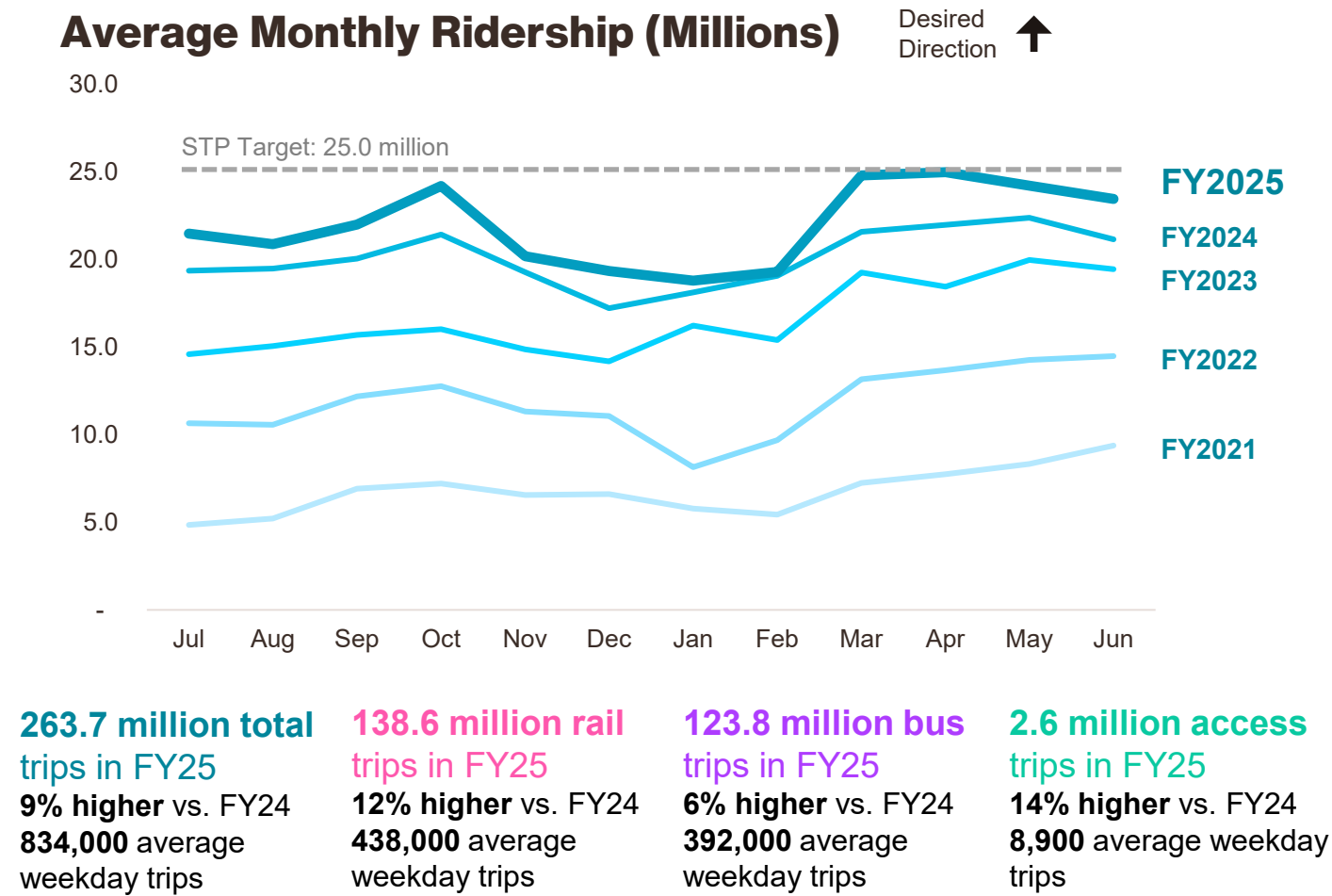# Metro Is Making Progress Towards Ambitious Strategic Transformation Targets

Customer Satisfaction	FY23	FY24	FY25	Desired Direction
⭐ Metro Rail			89%	
⭐ Metro Bus			83%	↑
Metro Access			78%	

Objective 1A: Safety and security				
⭐ Part 1 crime rate			3.7	↓
Transit worker assault rate			45.7	

Customer Dissatisfaction: Safety from crime				
⭐ Metro Rail			9%	↓
⭐ Metro Bus			13%	
Customer injury rate			30.6	
⭐ Employee injury rate			6.2	↓

Crowding				
⭐ Metro Rail			1.3%	↓
⭐ Metro Bus			3.1%	

⭐ Measure improved towards target in Strategic Transformation Plan

Objective 1B: Reliability				
On-Time Performance	FY23	FY24	FY25	Desired Direction
Metro Rail			88%	
Metro Bus			76%	↑
Metro Access			88%	

Percent of Scheduled Service Delivered				
⭐ Metro Rail			97%	
Metro Bus			97%	↑
Metro Access			98%	
⭐ Percent of Metro Rail Planned Service Delivered			93%	
⭐ Elevator Availability			98%	↑
⭐ Escalator Availability			95%	

Objective 1C: Convenience				
Accuracy of real-time arrival information				
⭐ Metro Rail			98%	
⭐ Metro Bus			90%	↑
Availability of real-time bus arrival information			93%	

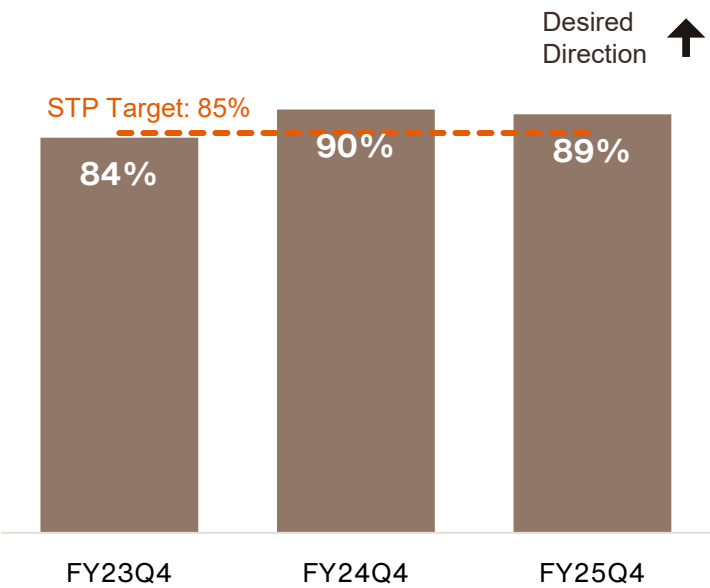| Customer Satisfaction: Cleanliness				
⭐ Metro Rail			72%	↑
⭐ Metro Bus			75%	

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.

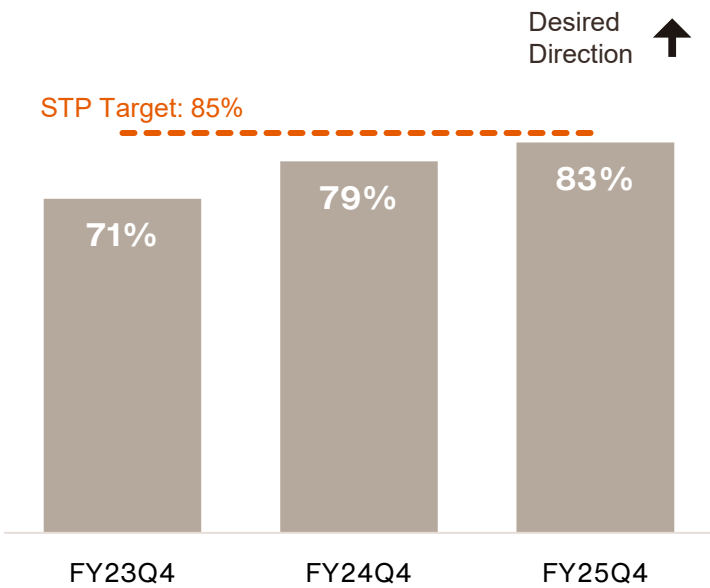- Keys to future growth: continued focus on improving speed, frequency, and reliability

Average Monthly Ridership (Millions)

Desired Direction ↑

STP Target: 25.0 million

FY2025
FY2024
FY2023
FY2022
FY2021

Jul Aug Sep Oct Nov Dec Jan Feb Mar Apr May Jun

263.7 million total trips in FY25
9% higher vs. FY24
834,000 average weekday trips

138.6 million rail trips in FY25
12% higher vs. FY24
438,000 average weekday trips

123.8 million bus trips in FY25
6% higher vs. FY24
392,000 average weekday trips

2.6 million access trips in FY25
14% higher vs. FY24
8,900 average weekday trips

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

Rail customer satisfaction exceeded Strategic Transformation Plan target of 85%

Desired Direction ↑

STP Target: 85%

FY23Q4	FY24Q4	FY25Q4
84%	90%	89%

Bus customer satisfaction near Strategic Transformation Plan target of 85%

Desired Direction ↑

STP Target: 85%

FY23Q4	FY24Q4	FY25Q4
71%	79%	83%

Access customer satisfaction fell in FY25 after gains in FY24

Desired Direction ↑

STP Target: 85%

FY23Q4	FY24Q4	FY25Q4
77%	84%	78%

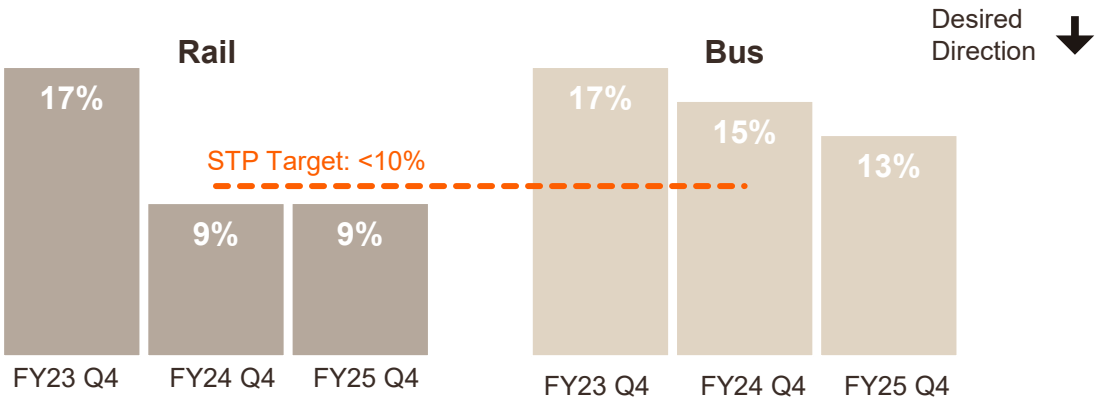Washington Metropolitan Area Transit Authority
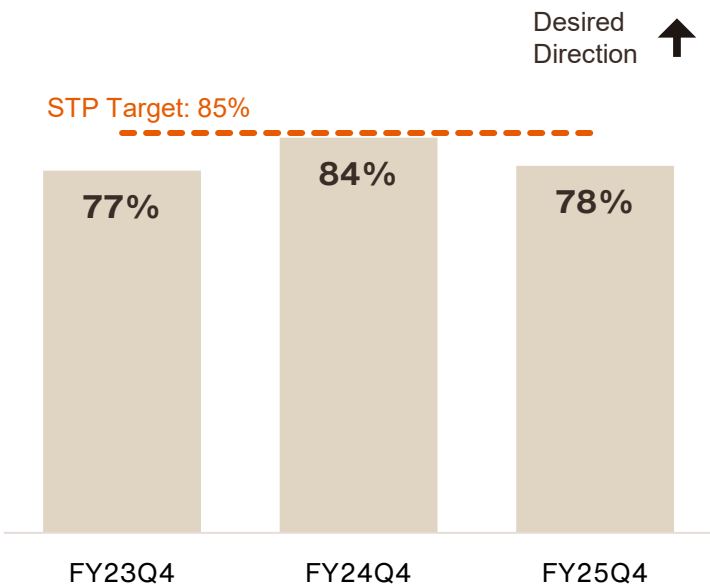
Efforts to Address Safety Resulted in 50 Percent Decrease in Crime Rate Since FY23

- 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)

Desired Direction ↓

FY23	FY24	FY25
7.2	6.5	3.7
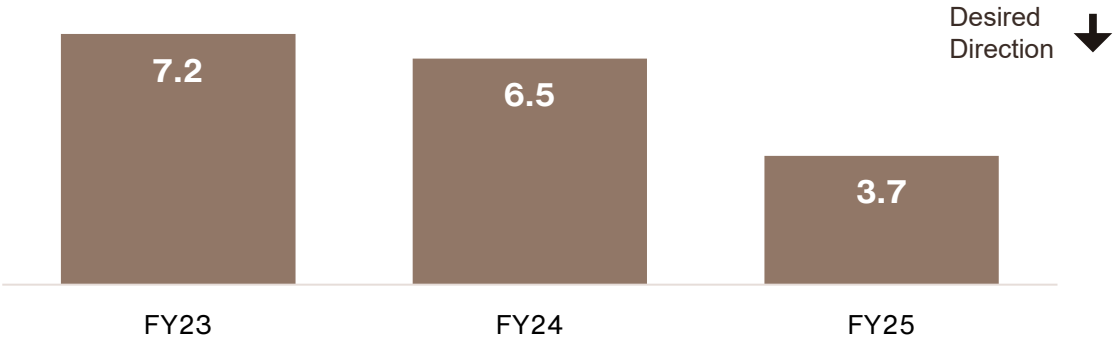
Perceptions of Safety From Crime / Harassment (percent of customers dissatisfied)

Desired Direction ↓

Rail

FY23 Q4	FY24 Q4	FY25 Q4
17%	9%	9%

STP Target: <10%

Bus

FY23 Q4	FY24 Q4	FY25 Q4
17%	15%	13%

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

Desired Direction ↑

STP Target: 92%

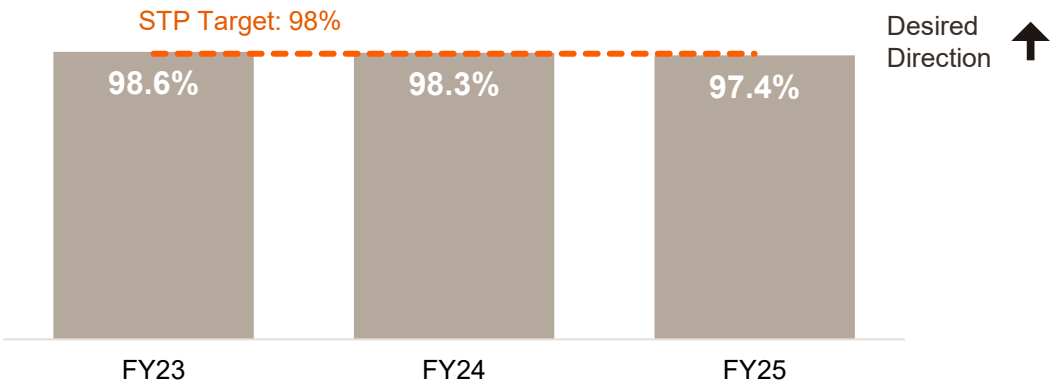| FY23	FY24	FY25
74%	82%	93%
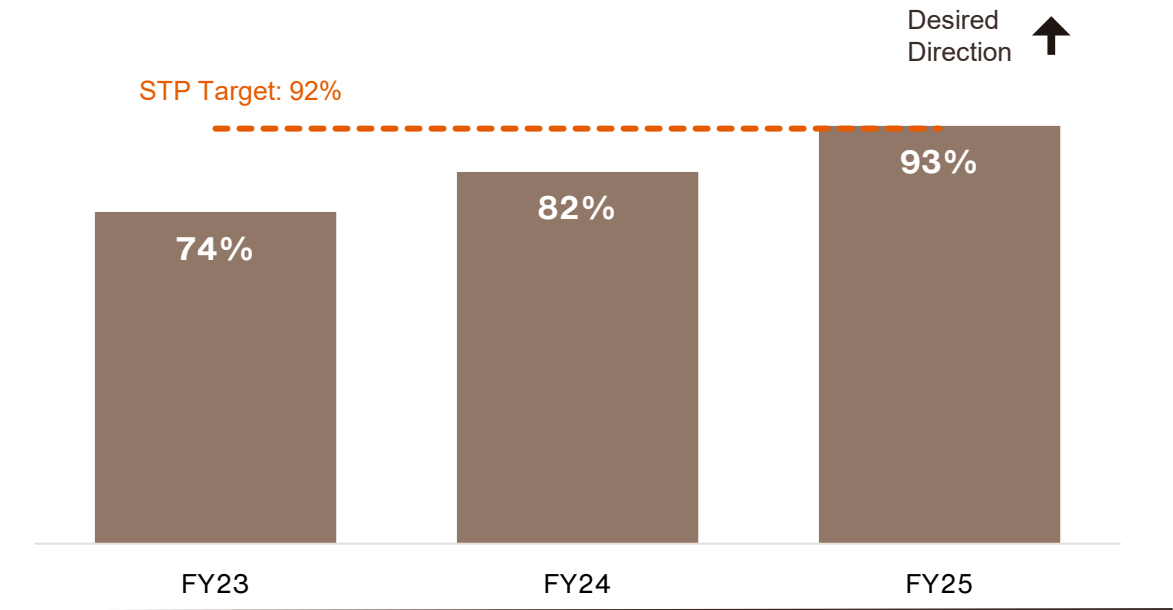
Overall, rail customer on-time performance improved one percentage point in FY25 (88.3%, up from 87.3% in FY24), equivalent to over 100,000 more rail customer trips on-time each month

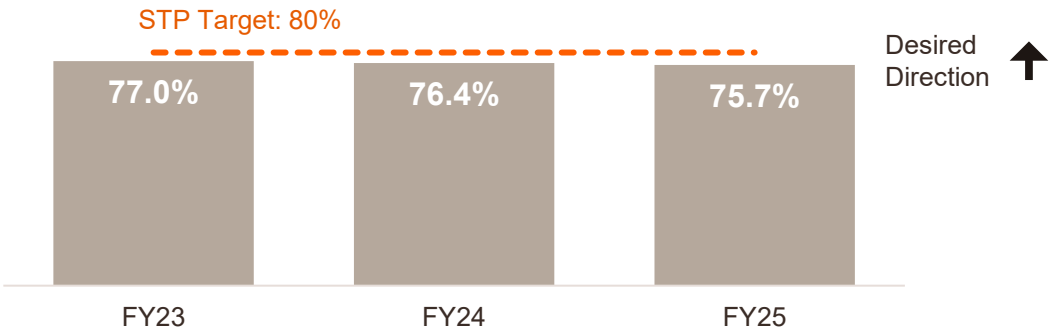# Bus Service Reliability Is Top Driver of Customer Satisfaction; Stable Since FY23

- 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 region 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
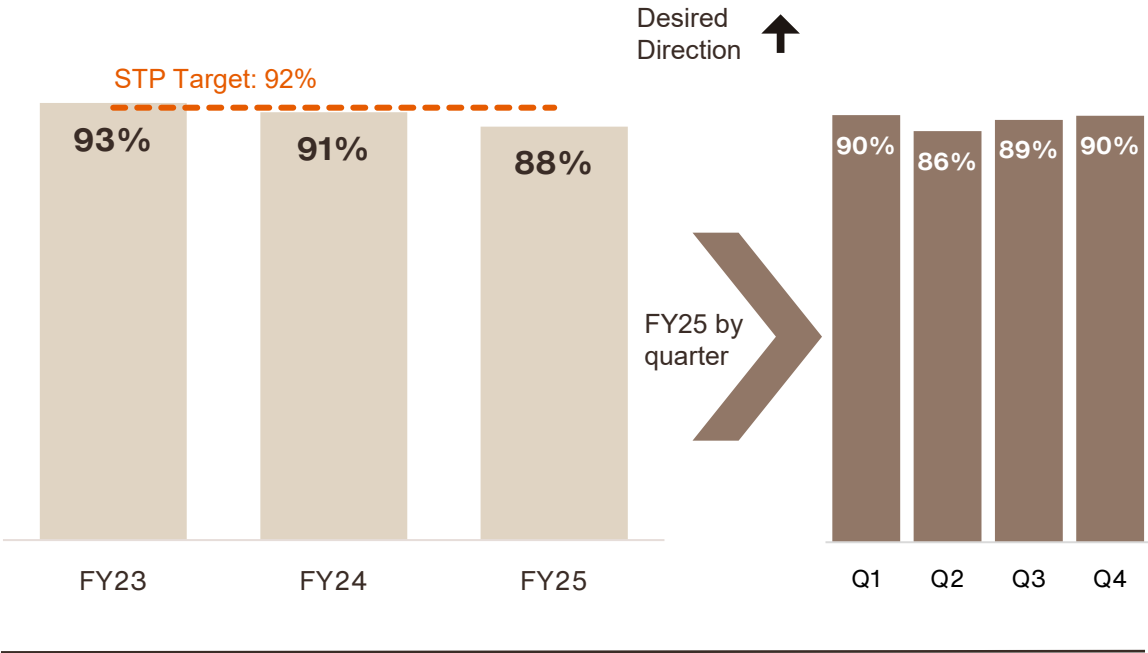
Percent of Bus Scheduled Service Delivered

STP Target: 98%

Desired Direction ↑

FY23	FY24	FY25
98.6%	98.3%	97.4%

Bus On-Time Performance

STP Target: 80%

Desired Direction ↑

FY23	FY24	FY25
77.0%	76.4%	75.7%

Transition to New MetroAccess Contracting Model Impacted 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
- Steady improvement since December 2024 with addition of a new service provider that added coverage in Montgomery County. On-time performance reached 90.5% in June
- 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

Desired Direction ↑

STP Target: 92%

FY23	FY24	FY25
93%	91%	88%

FY25 by quarter

Q1	Q2	Q3	Q4
90%	86%	89%	90%

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

Appendix:
Detailed FY25 Results

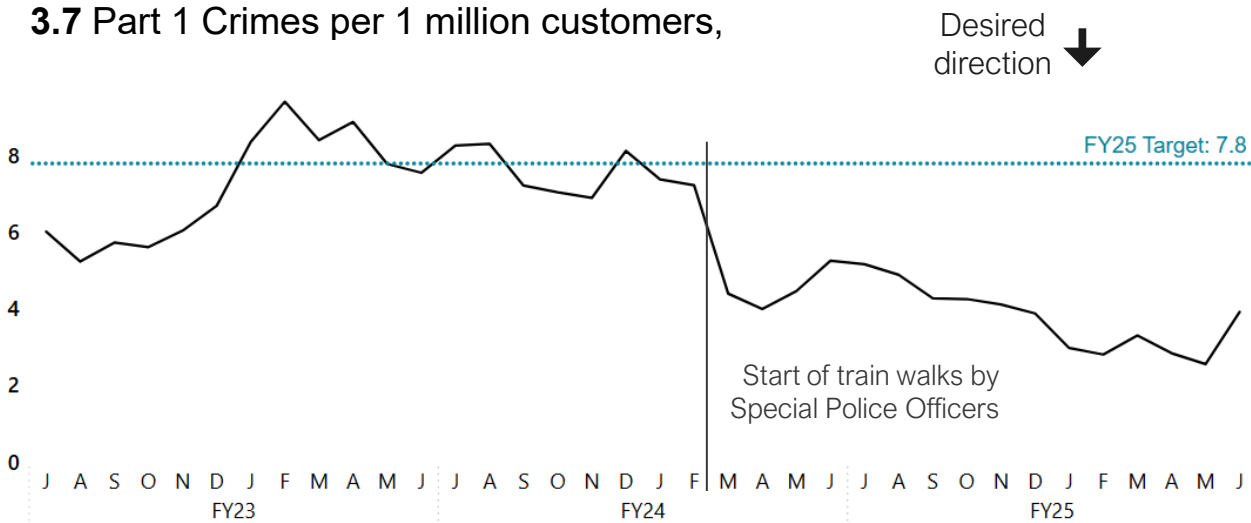Washington Metropolitan Area Transit Authority

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,

Desired direction ↓

FY25 Target: 7.8

Start of train walks by Special Police Officers

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
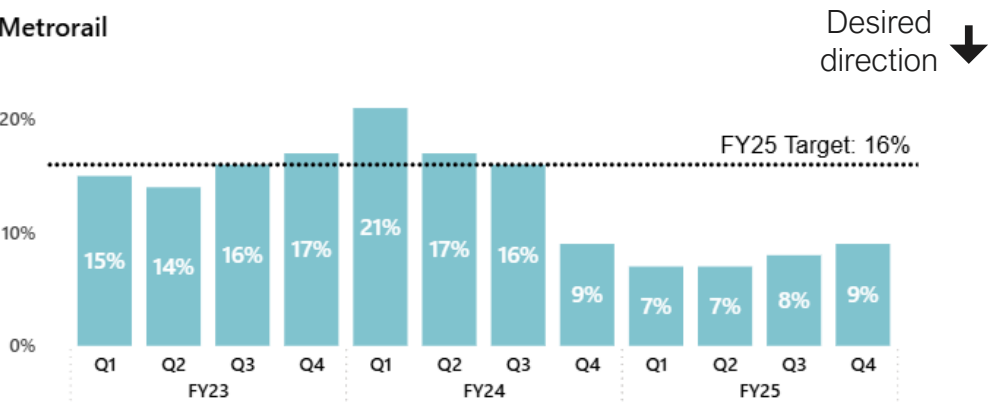FY23 — FY24 — FY25

- 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%)

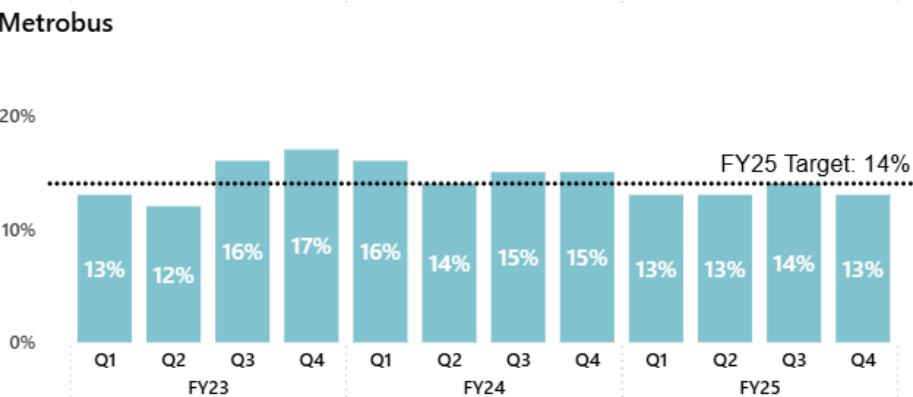● **Customer Perception of** Safety from Crime or Harassment | Bus Target: **14%**, Rail Target: **16%**

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"
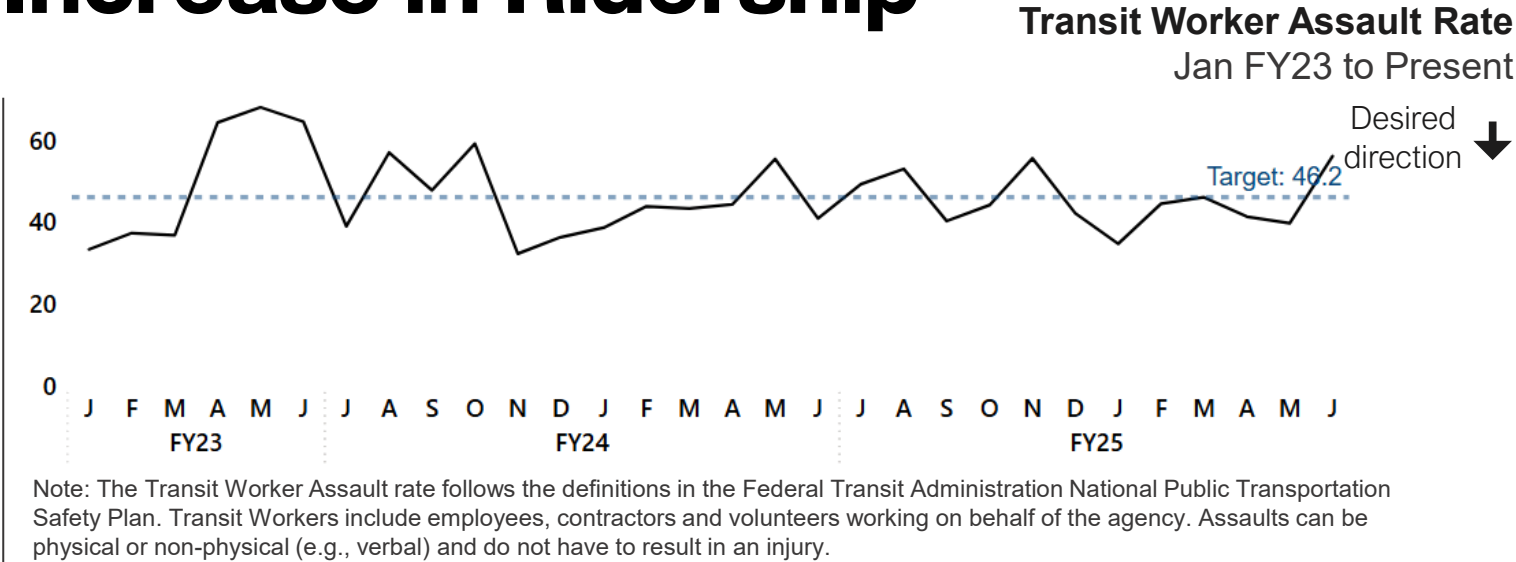
Desired direction ↓

Metrorail

FY25 Target: 16%

	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
	15%	14%	16%	17%	21%	17%	16%	9%	7%	7%	8%	9%
	FY23				FY24				FY25			

Metrobus

FY25 Target: 14%

	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
	13%	12%	16%	17%	16%	14%	15%	15%	13%	13%	14%	13%
	FY23				FY24				FY25			

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

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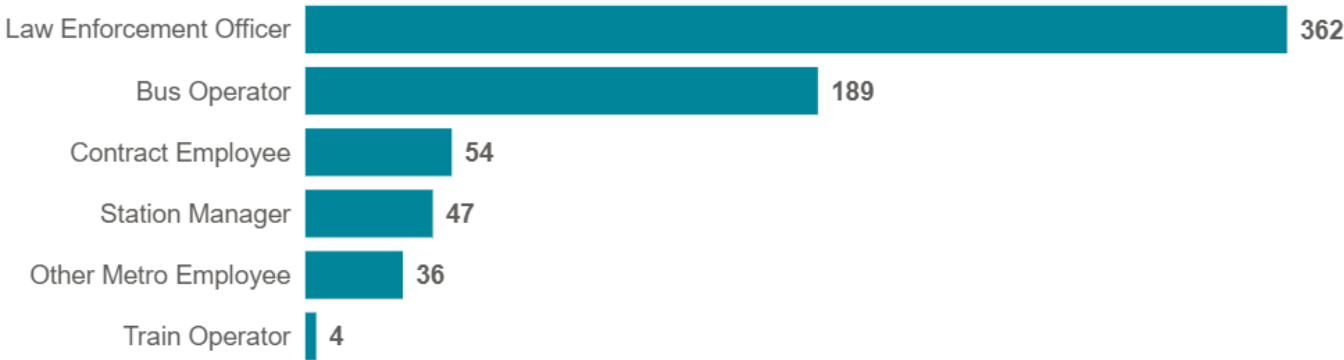
M metro

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
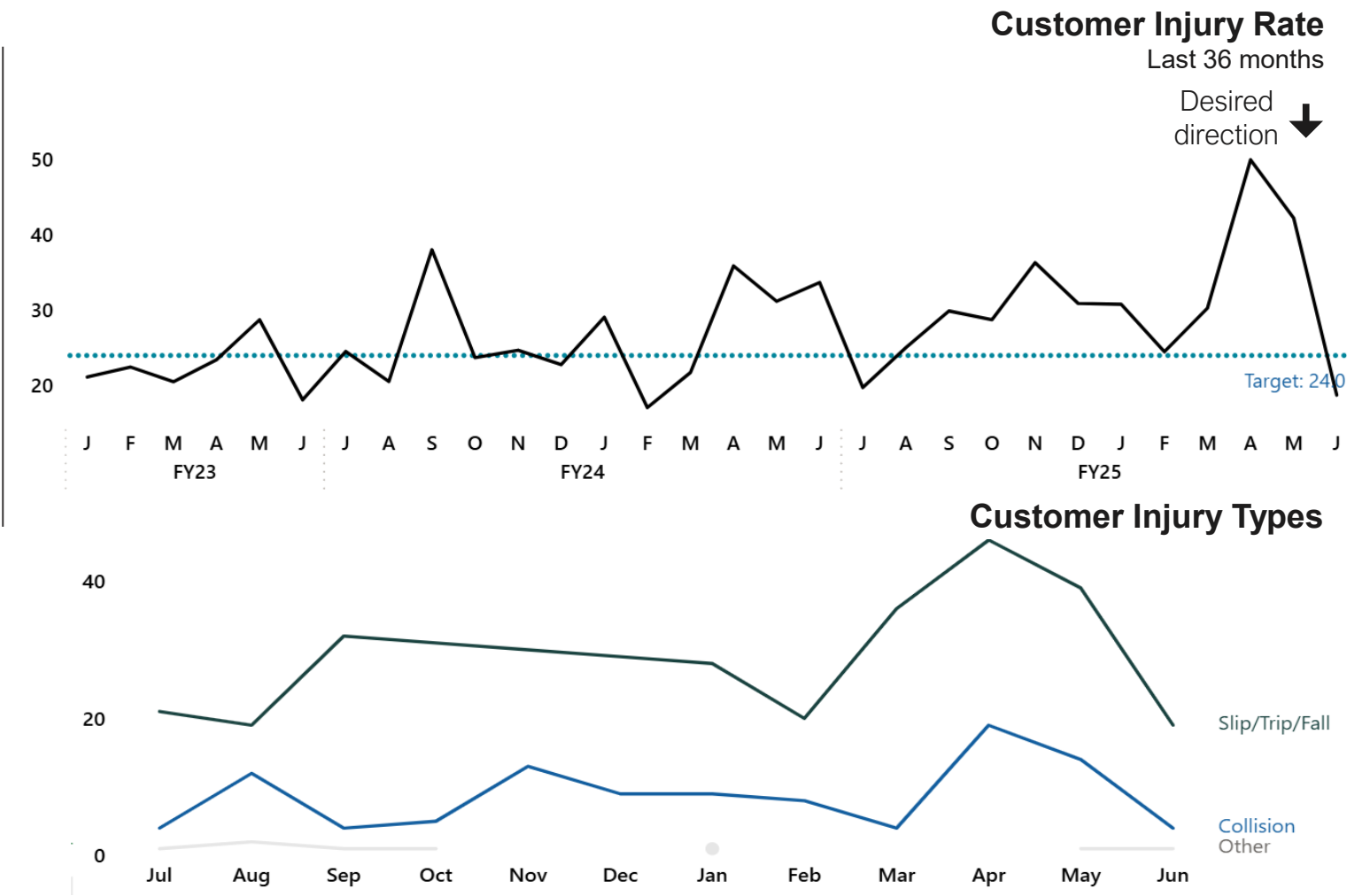
Transit Worker Assault Rate
Jan FY23 to Present

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. 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.

Assaults by Type of Transit Worker FY25

Type	Count
Law Enforcement Officer	362
Bus Operator	189
Contract Employee	54
Station Manager	47
Other Metro Employee	36
Train Operator	4

From Q3-Q4, Ridership Grew More (+16%) than Service Levels (+4%), Increasing Likelihood of Customer Injury
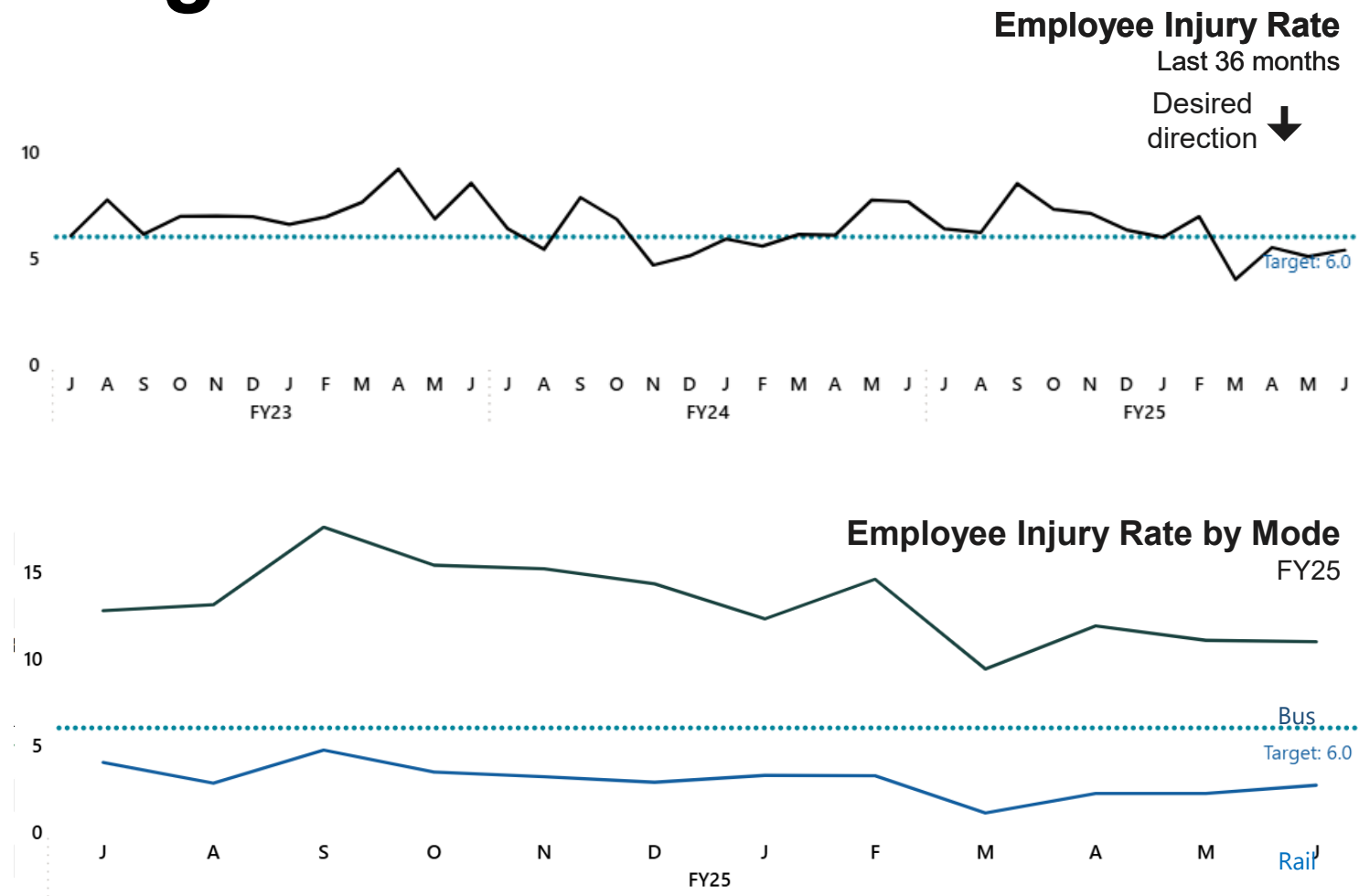
● **Customer Injury Rate | All modes**

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.

Customer Injury Rate
Last 36 months

Desired direction ↓

Target: 24.0

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
FY23 | FY24 | FY25

Customer Injury Types

Jul Aug Sep Oct Nov Dec Jan Feb Mar Apr May Jun

Slip/Trip/Fall
Collision
Other

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

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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.
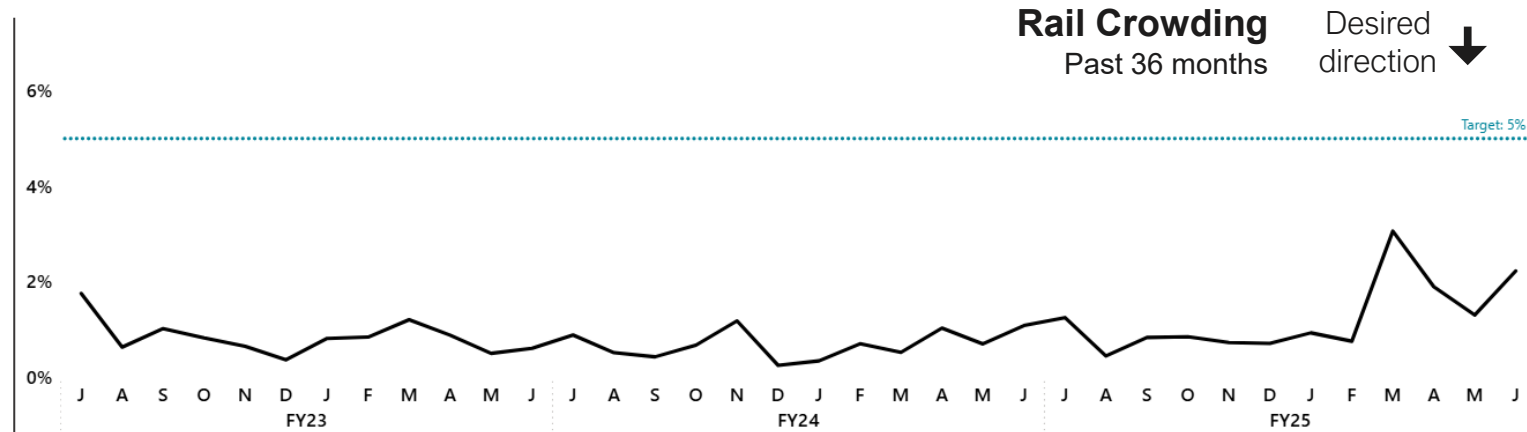
Employee Injury Rate
Last 36 months

Desired direction ↓

Employee Injury Rate by Mode
FY25

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

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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
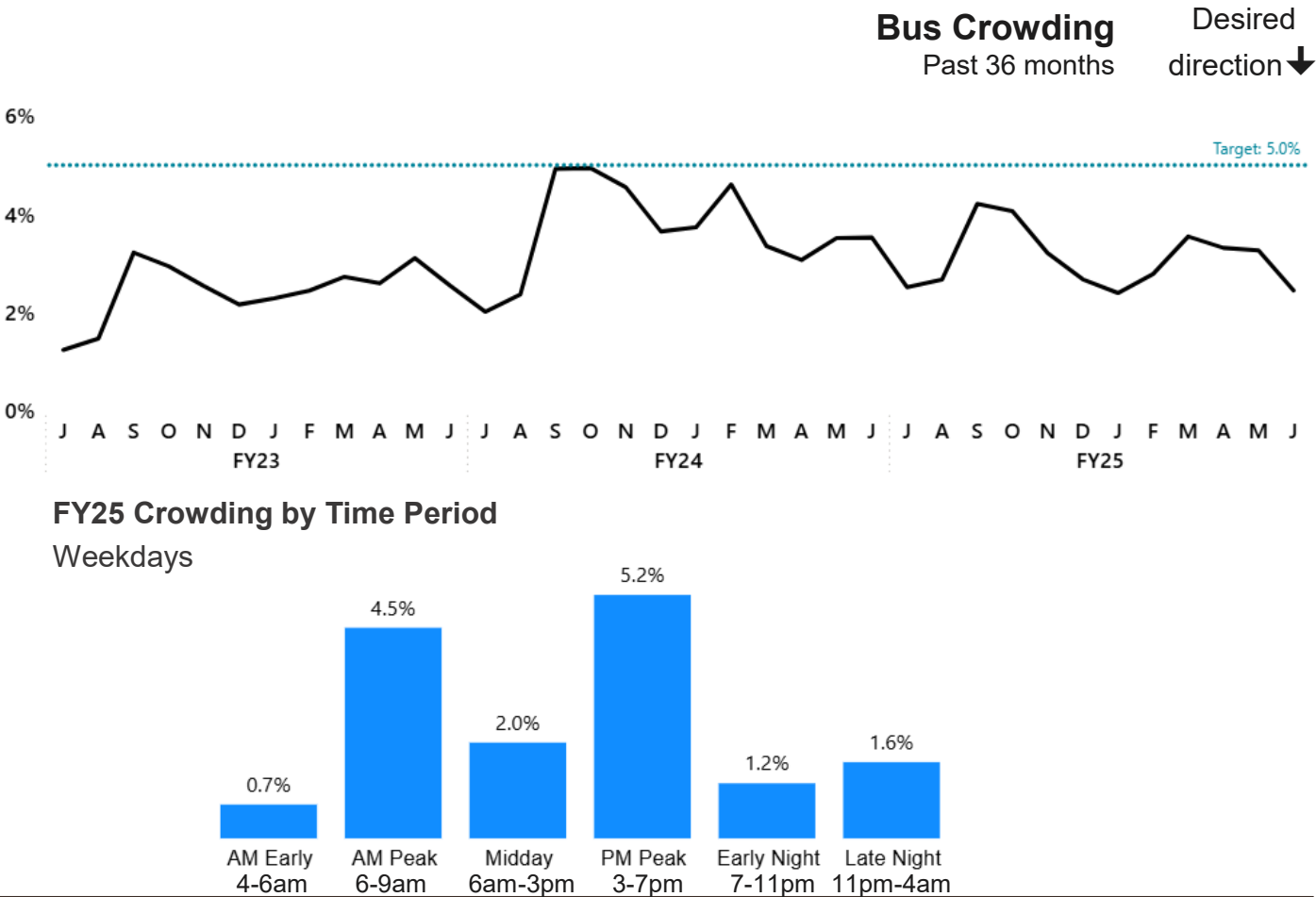 - Adding super peak capacity to the Silver and Red Lines beginning July 2025

Rail Crowding
Past 36 months

Desired direction ↓

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

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
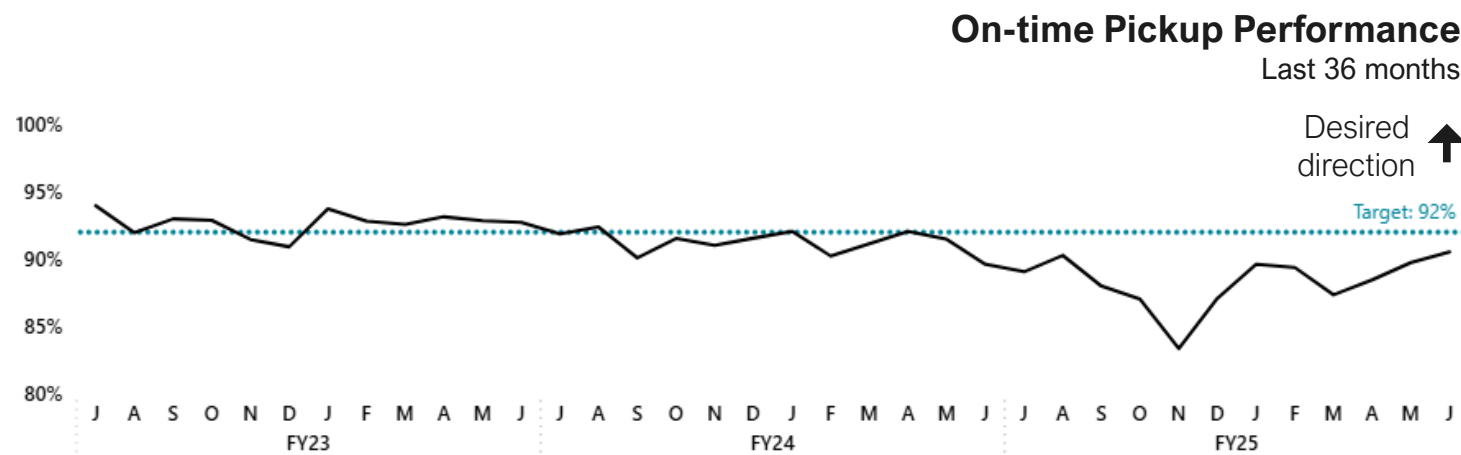
Bus Crowding
Past 36 months

Desired direction ⬇

Target: 5.0%

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
FY23 | FY24 | FY25

FY25 Crowding by Time Period
Weekdays

0.7%	4.5%	2.0%	5.2%	1.2%	1.6%
AM Early 4-6am	AM Peak 6-9am	Midday 6am-3pm	PM Peak 3-7pm	Early Night 7-11pm	Late Night 11pm-4am

Reliability

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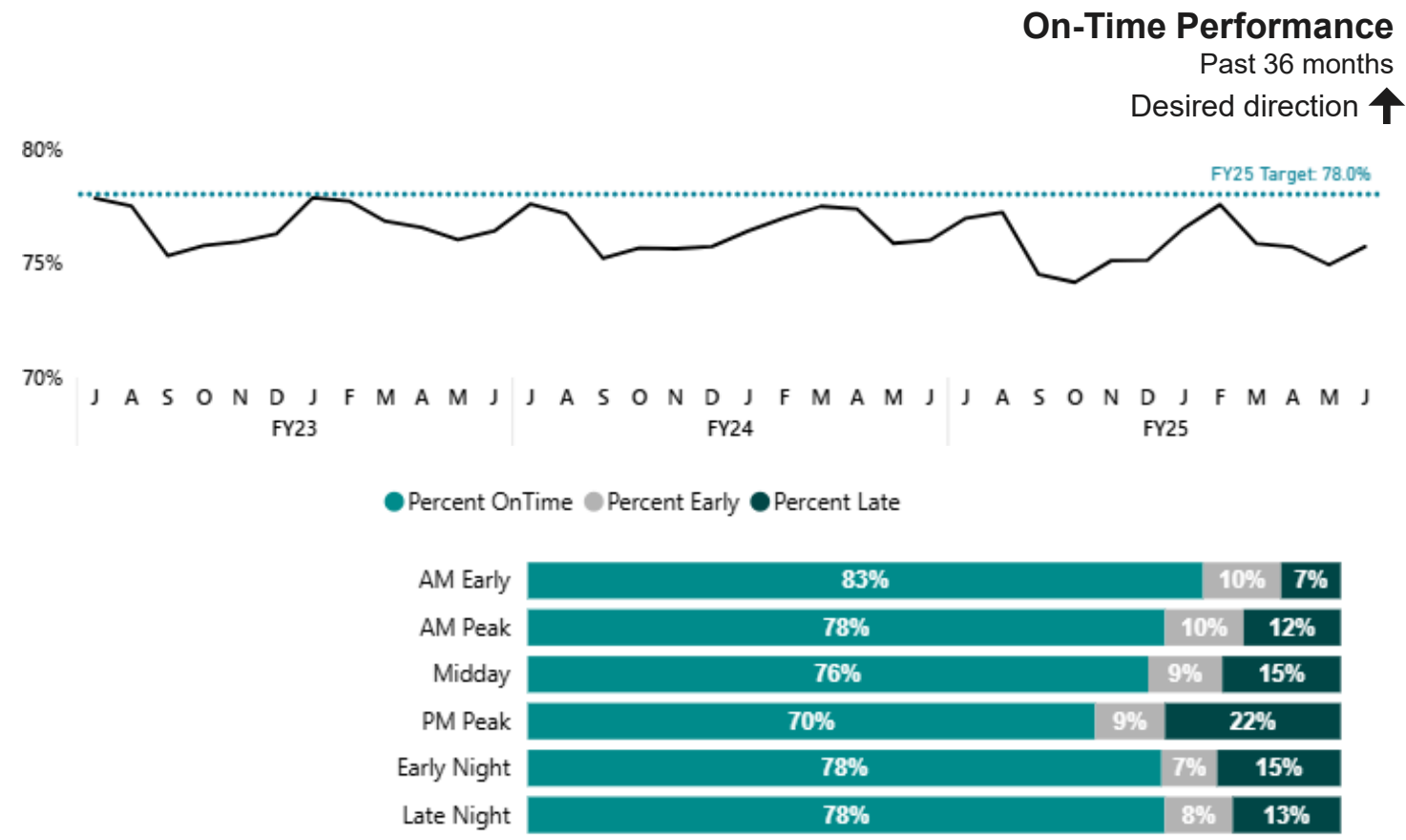# Access On-Time Performance Improved in Q4

● **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:
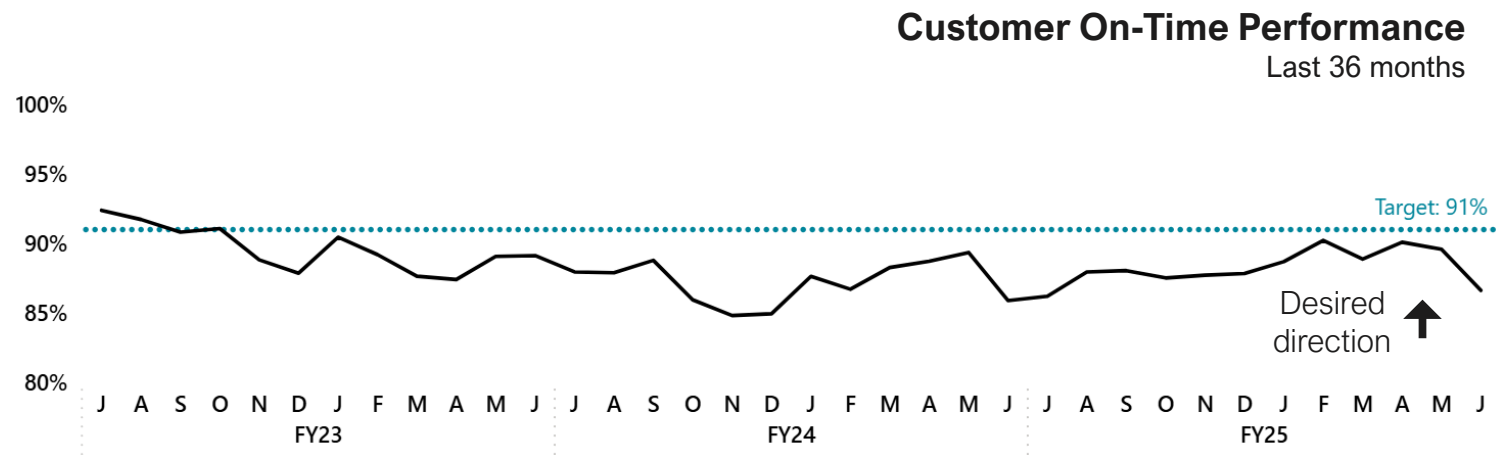 - Allocate trips among two contractors based on their performance

On-time Pickup Performance
Last 36 months

Desired direction ↑

Target: 92%

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
FY23   FY24   FY25

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

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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

On-Time Performance
Past 36 months
Desired direction ⬆

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

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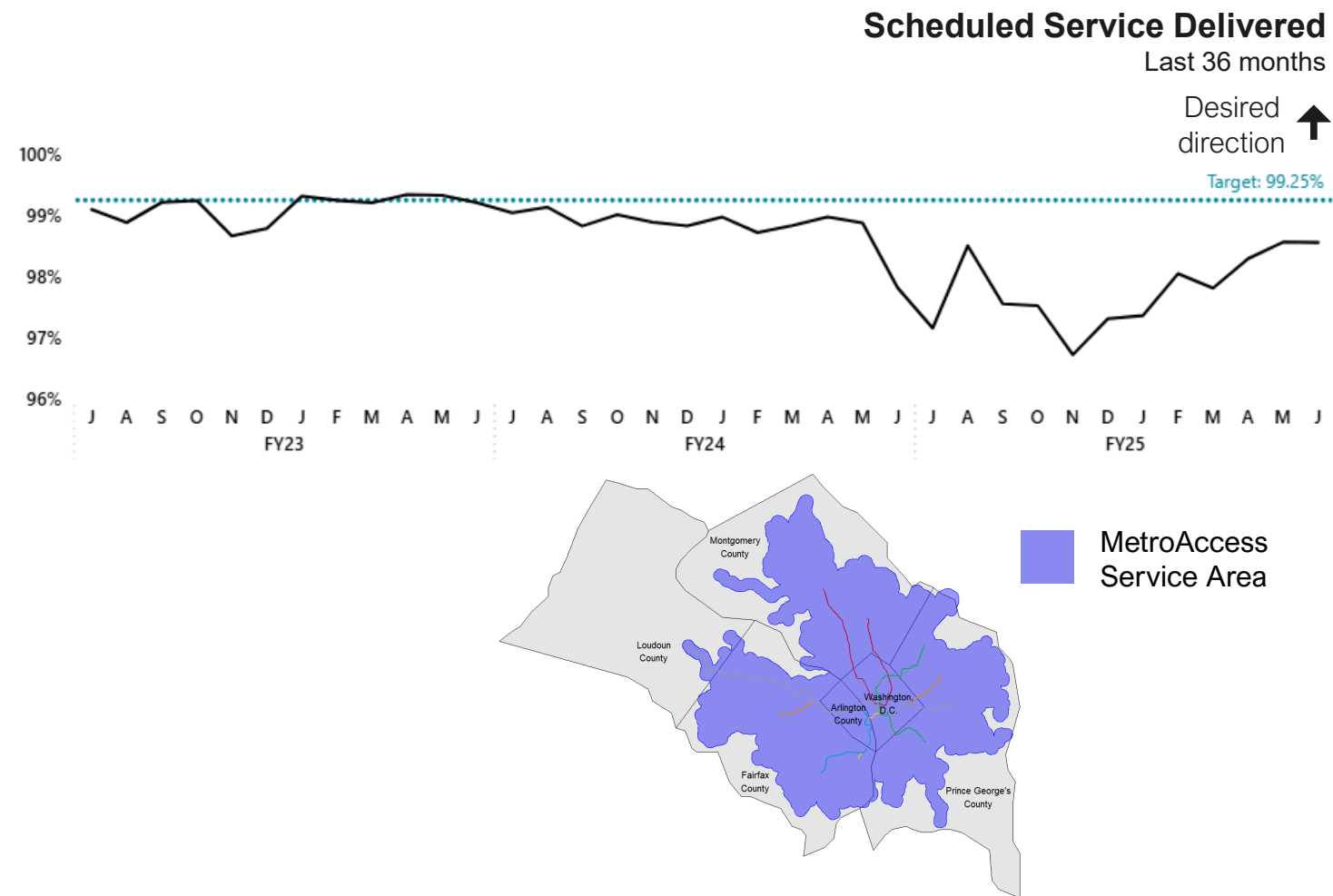# Rail On-Time Performance Improved Compared to FY24

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

Customer On-Time Performance
Last 36 months

Target: 91%

Desired direction

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

FY23   FY24   FY25

● Target met   ● Target just missed   ● Target missed   ● No target   Washington Metropolitan Area Transit Authority

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

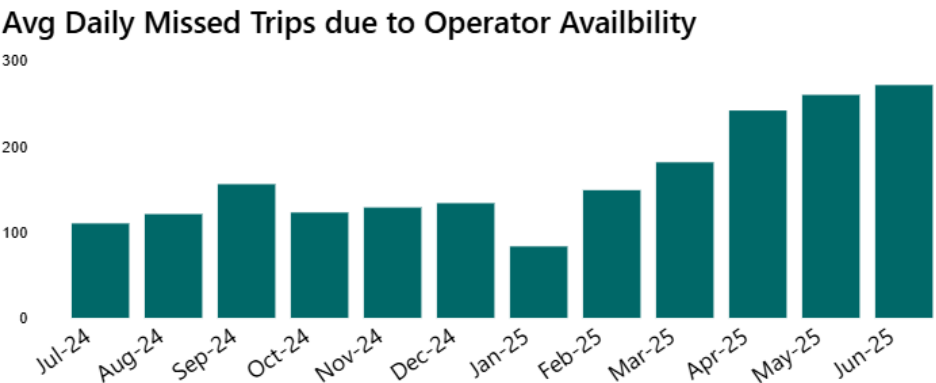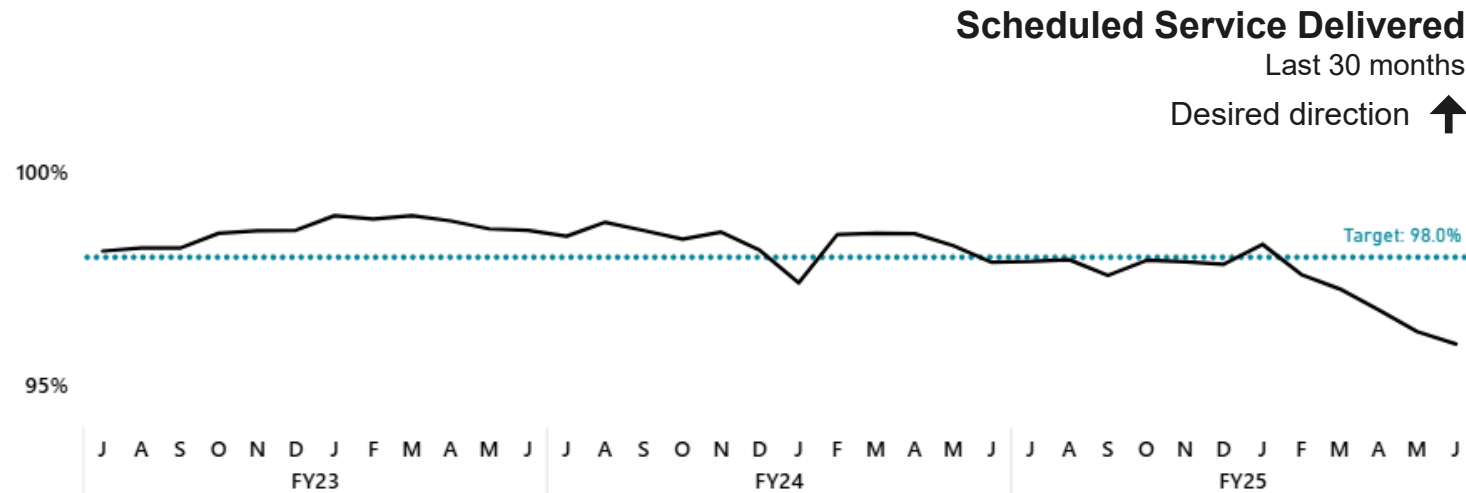- 8% of missed trips caused by the driver not waiting long enough for the customer

Scheduled Service Delivered
Last 36 months

Desired direction ↑

Target: 99.25%

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
FY23 · FY24 · FY25

■ MetroAccess Service Area

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

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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
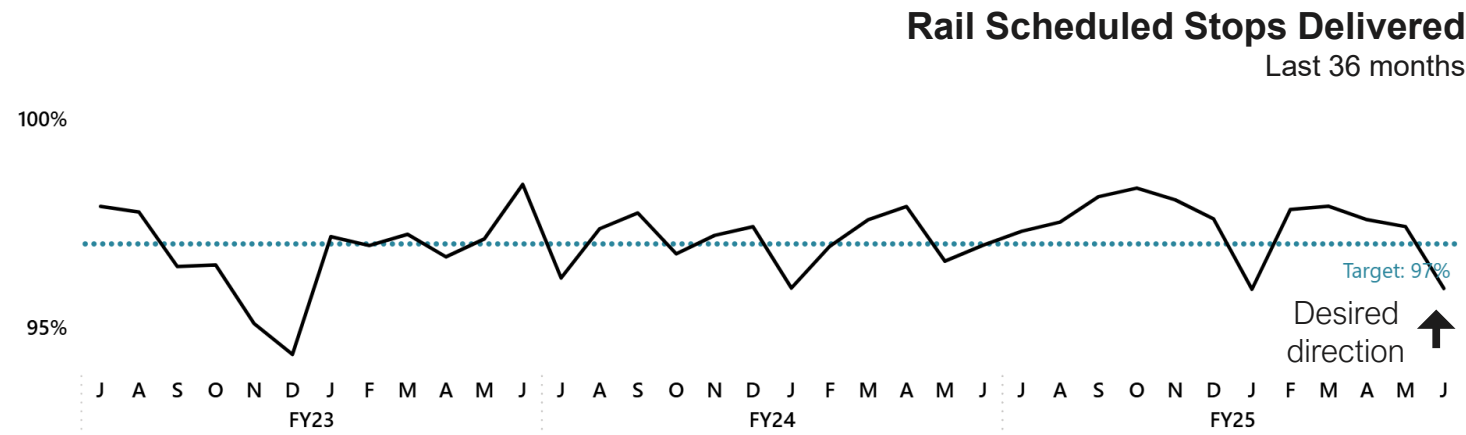
Scheduled Service Delivered
Last 30 months
Desired direction ↑

Target: 98.0%

100%

95%

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
FY23 | FY24 | FY25

Avg Daily Missed Trips due to Operator Availbility

300

200

100

0

Jul-24 Aug-24 Sep-24 Oct-24 Nov-24 Dec-24 Jan-25 Feb-25 Mar-25 Apr-25 May-25 Jun-25

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

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

● **Scheduled Stops Delivered** | Rail
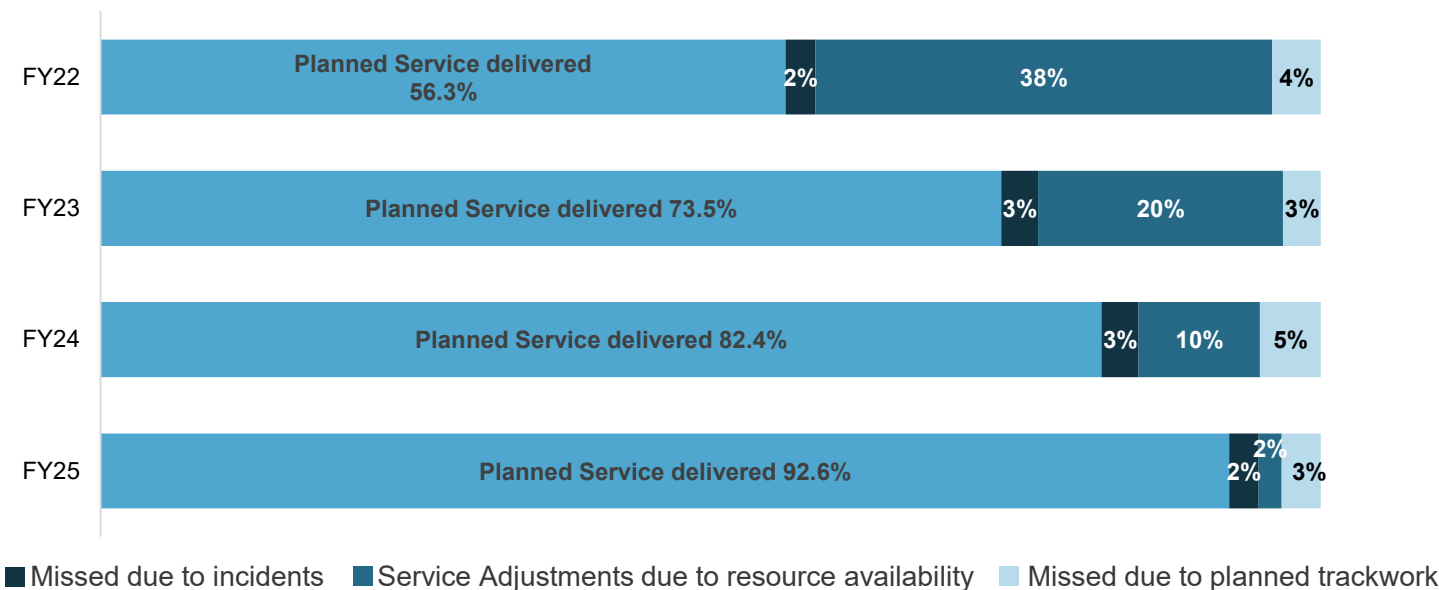**97.4%** stops delivered, meeting target of no less than **97%**

- 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

Rail Scheduled Stops Delivered
Last 36 months

100%

95%

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

FY23   FY24   FY25

Target: 97%

Desired direction ↑

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

Washington Metropolitan Area Transit Authority

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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

	Planned Service delivered	Missed due to incidents	Service Adjustments	Missed due to planned trackwork
FY22	56.3%	2%	38%	4%
FY23	73.5%	3%	20%	3%
FY24	82.4%	3%	10%	5%
FY25	92.6%	2%	2%	3%

■ Missed due to incidents   ■ Service Adjustments due to resource availability   ■ Missed due to planned trackwork
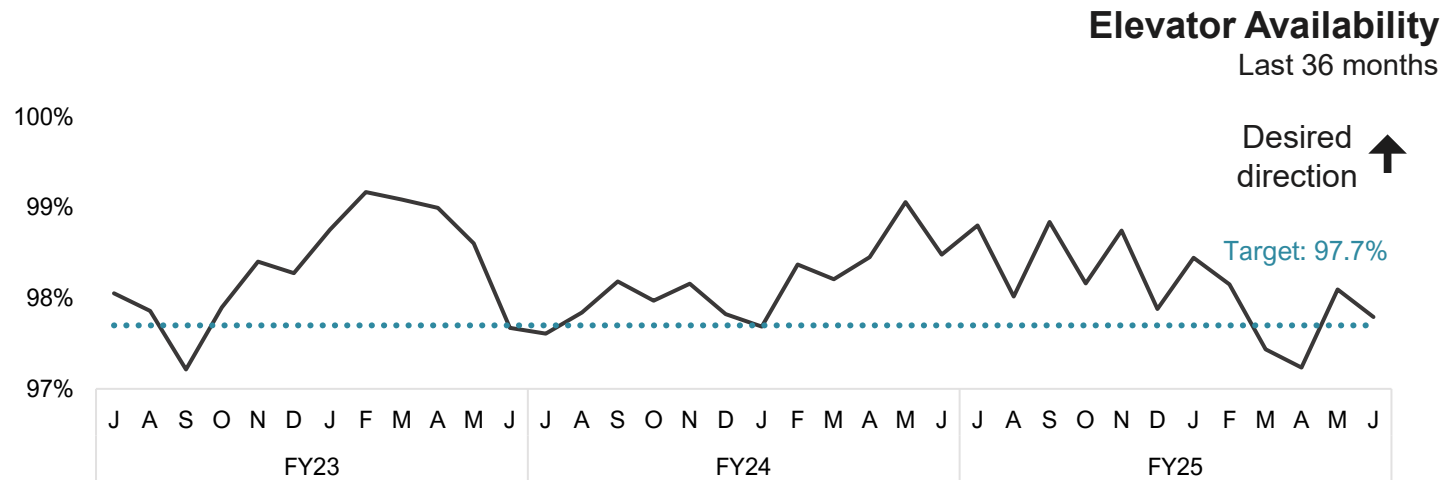
*Service adjustments cover temporary resource constraints that require modifications to our budgeted service plans. In FY25, this primarily includes the deferred implementation until December of 6-min headways on the Green and Yellow lines.
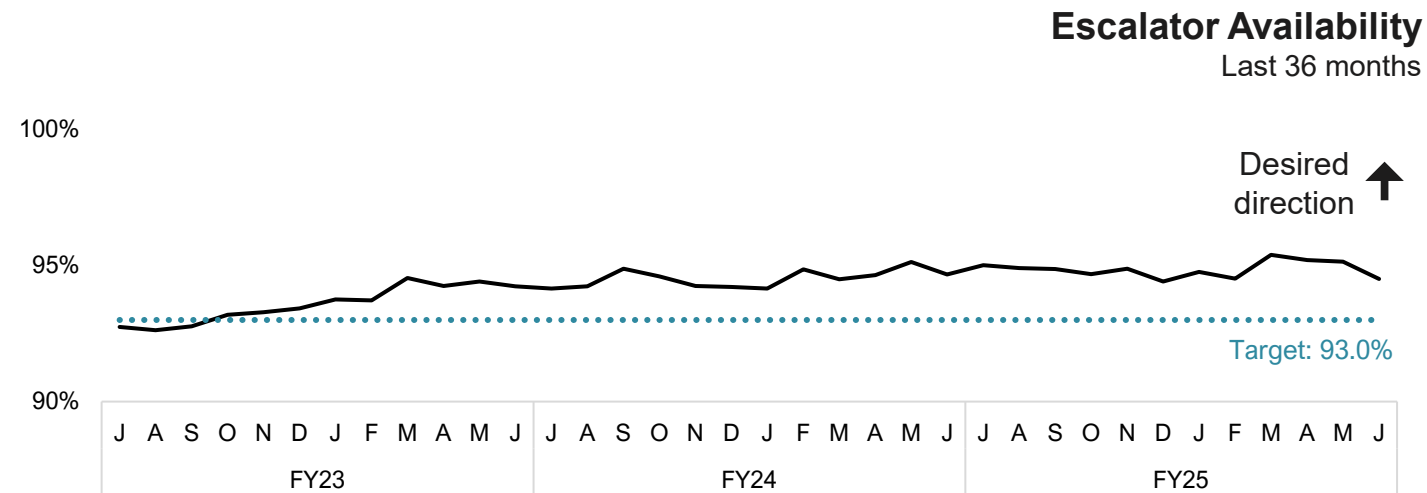
● Target met   ● Target just missed   ● Target missed   ● No target

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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

Elevator Availability
Last 36 months

Desired direction ↑

Target: 97.7%

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
FY23   FY24   FY25

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 capitally-funded rehabs and/or replacements on 11 units.

- 90% of stations met the escalator availability target in Q4

Escalator Availability
Last 36 months

Target: 93.0%

Desired direction ↑

100%

95%

90%

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
FY23   FY24   FY25

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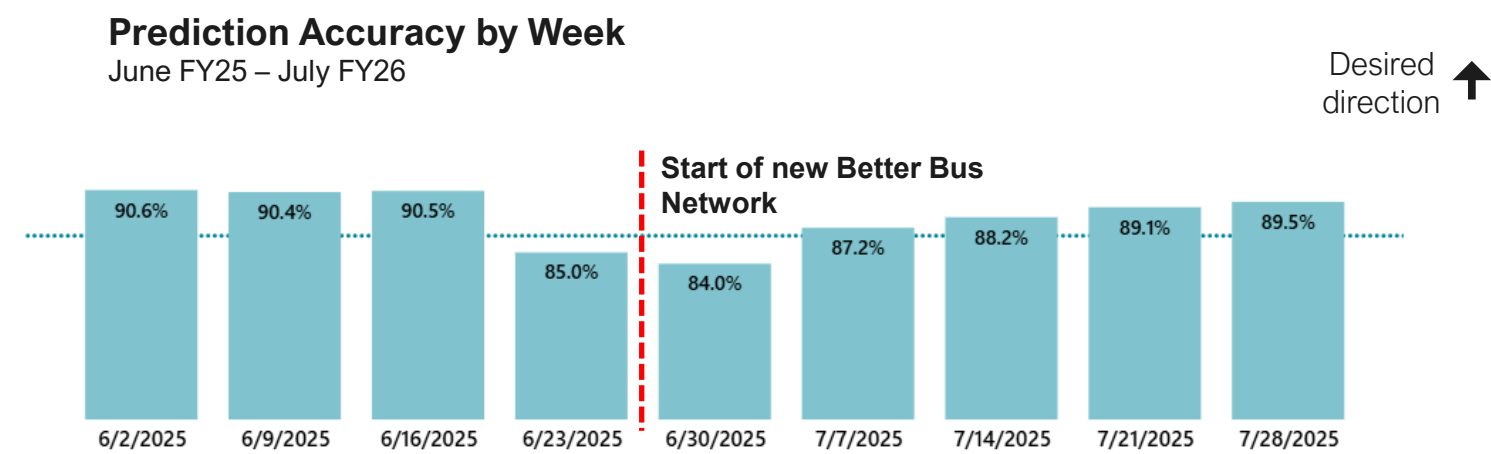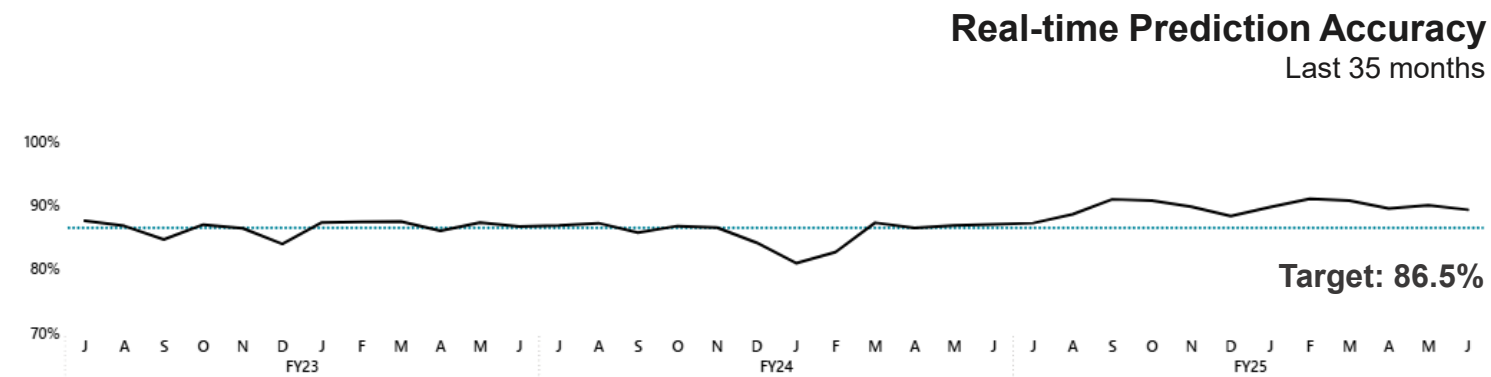
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Convenience

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Upgrades to the Bus Prediction Algorithm in August Resulted in Sustained Improvement in Accuracy
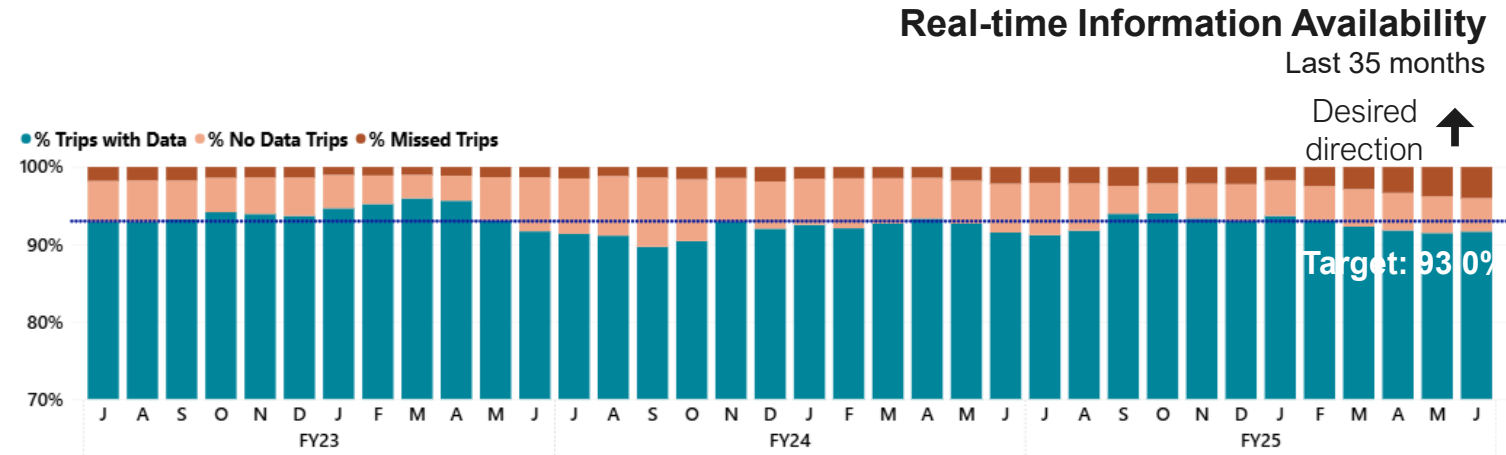
● **Real-time Arrival Accuracy** | Bus
89.8% of predictions were accurate, meeting target of no less than **86.5%**

- 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

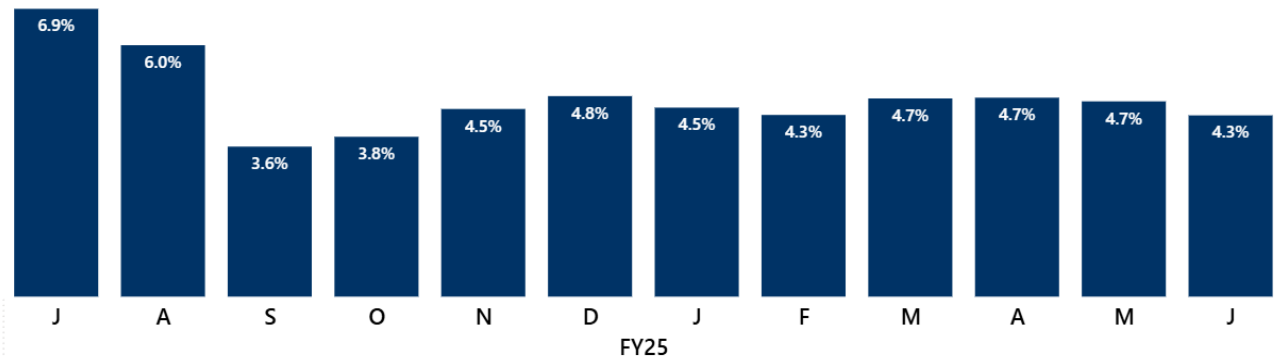- Metro continues to address known issues, such as improving terminal predictions

Real-time Prediction Accuracy
Last 35 months

Target: 86.5%

Prediction Accuracy by Week
June FY25 – July FY26

Desired direction ↑

Week	Accuracy
6/2/2025	90.6%
6/9/2025	90.4%
6/16/2025	90.5%
6/23/2025	85.0%
6/30/2025	84.0%
7/7/2025	87.2%
7/14/2025	88.2%
7/21/2025	89.1%
7/28/2025	89.5%

Start of new Better Bus Network (between 6/23/2025 and 6/30/2025)

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

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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
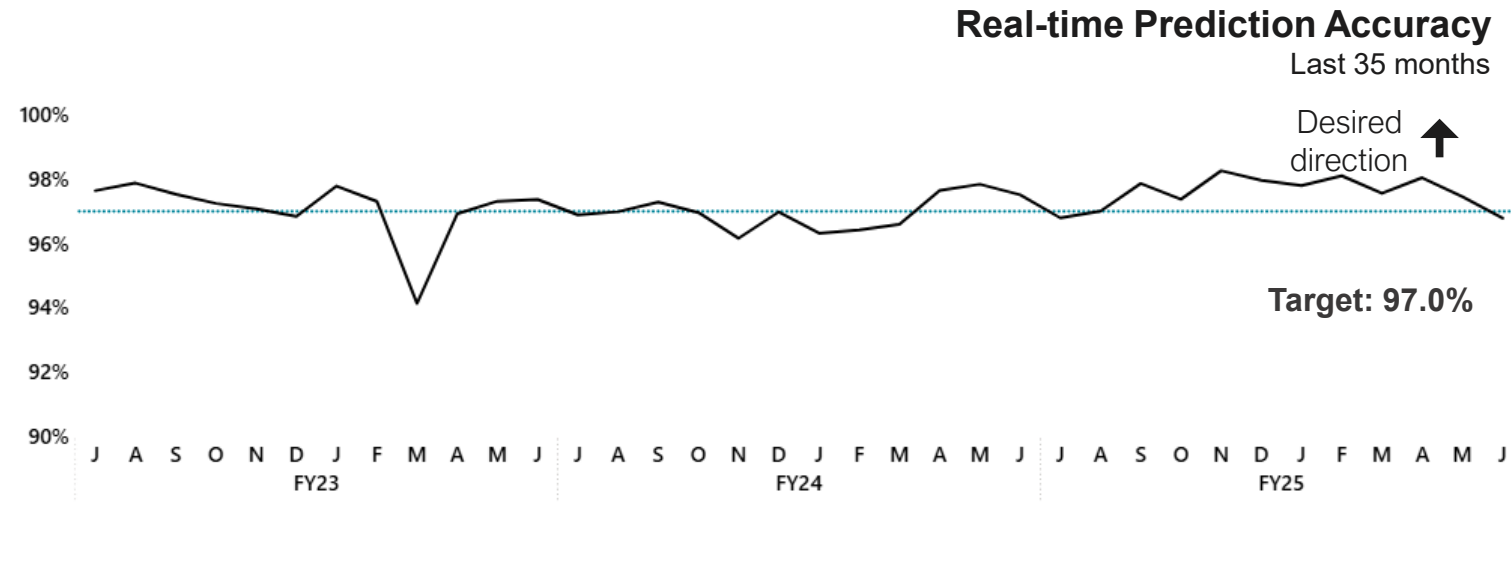
Real-time Information Availability
Last 35 months

Desired direction ↑

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

Target: 93.0%

FY23   FY24   FY25

Percent No Data Trips by Month
FY25

6.9%	6.0%	3.6%	3.8%	4.5%	4.8%	4.5%	4.3%	4.7%	4.7%	4.7%	4.3%
J	A	S	O	N	D	J	F	M	A	M	J

FY25

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

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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

Real-time Prediction Accuracy
Last 35 months

Desired direction ↑

Target: 97.0%

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
FY23   FY24   FY25

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

Washington Metropolitan Area Transit Authority

Bus and Rail Cleanliness Improve From Previous Quarter, Surpassing Targets

🔵 Metrorail
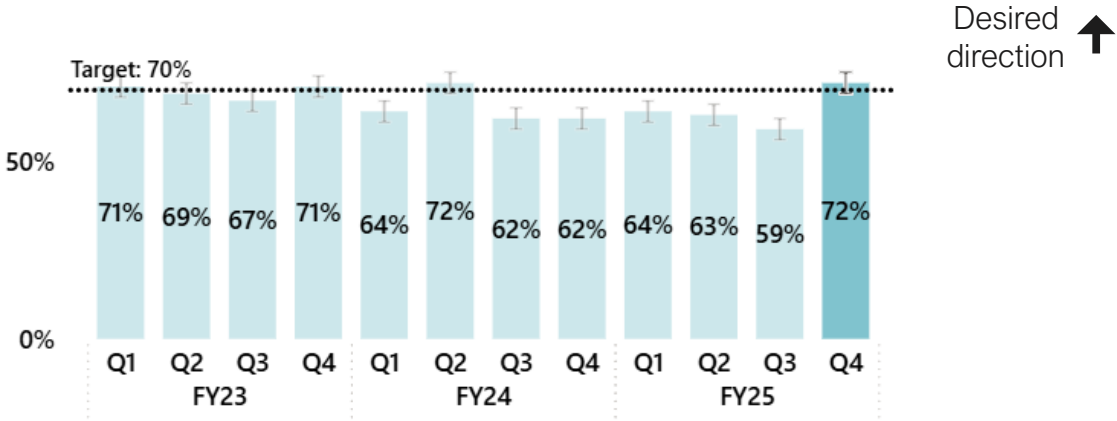75% in Q4, above target of no less than 64%
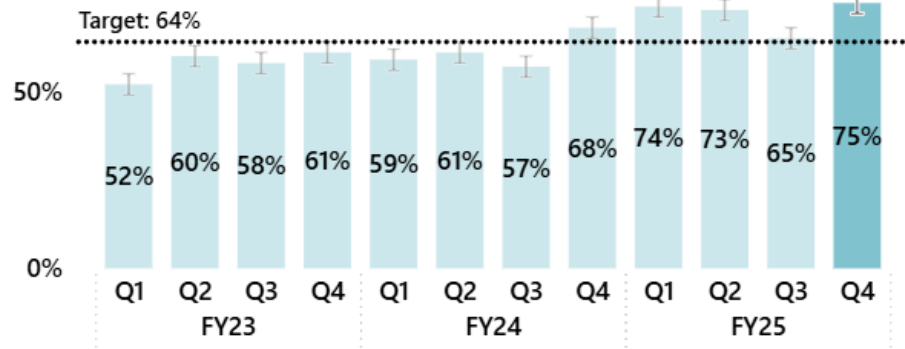
Metrorail's Q4 performance met the target and was significantly higher than in Q3.

- 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%

Desired direction ↑

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

Legend: ■ College Park ■ East Falls Church ■ Vienna ■ Grosvenor-Strathmore ■ Potomac Yard
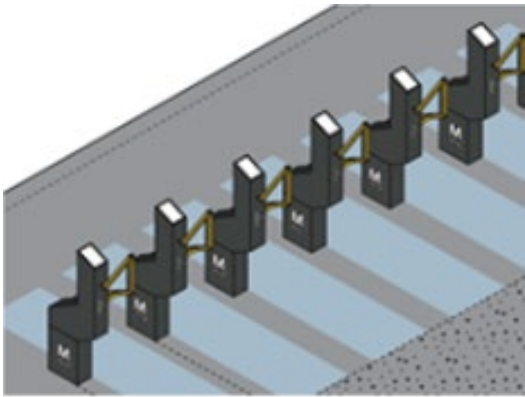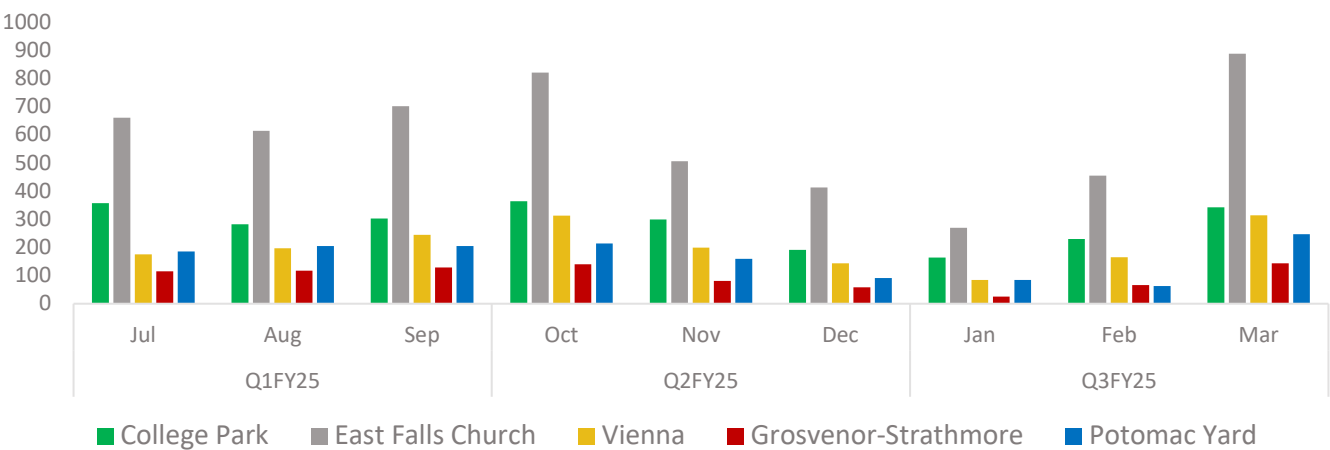
Implementation plan for new bike lock technology under review following 2024 feedback collection

Pictured: Mockups for potential rack designs