metro

Safety and Operations Committee
Board Information Item III – A

Service Excellence FY 2026 Report
(July 2025 – June 2026)

Board Document

OVERVIEW			
PRESENTATION NAME	FY2026 Q1-Q4 Service Excellence Report	**DOCUMENT NO.**	300151
ACTION OR INFORMATION	Information		
STRATEGIC TRANSFORMATION PLAN GOAL	Service Excellence		
RESOLUTION	NO		
EXECUTIVE TEAM OWNER	Webster, Tom		
DEPARTMENT	Strategy, Planning, and Performance		
DOCUMENT INITIATOR	Jordan Holt		
COMMITTEE	Safety & Operations	**COMMITTEE DATE**	9/10/26
PURPOSE/KEY HIGHLIGHTS	Update the Board on key performance indicators (KPIs) aligned to Metro’s Strategic Transformation Plan, Goal 1: Service Excellence. Results are shared for Fiscal Year (FY) 2026, from July 1, 2025 through June 30, 2026. Key Highlights: • Over 80 percent of the key performance indicators (KPIs) aligned to the Service Excellence goal met or made progress towards the continuous improvement targets set for FY2026 • Ridership grew two percent in FY2026, marking five consecutive years of annual growth. Metro played a critical role in supporting regional events • Investments in making trips faster improved access to jobs and contributed to strong customer satisfaction levels		

	• Investments in bus priority and rail system renewal are critical to improving on-time performance • Major investments in FY2026 have made it easier to plan, pay, and navigate the region • Crime remains at an all-time low, decreasing 61 percent since FY2023
DISCUSSION	**Ridership grew two percent in FY2026, marking five consecutive years of annual growth** Metro's investment in providing consistent bus and rail frequencies all day has led to strong off-peak ridership growth. Metro carried over 3.8 million customers to or from regional events, many happening on weekends or in the evenings. Bus weekend ridership is 18 percent higher than in FY2019, while rail off-peak ridership grew seven percent in FY2026 with the strongest growth (11 percent) in the late-night period. Partnership with jurisdictions and the business community to develop land around stations has also contributed to ridership gains. Ridership at the NoMa station is over 50 percent higher than in FY2019 and grew 12 percent last year thanks to the addition of residential units, retail and office space. **Customer satisfaction exceeded target, bolstered by investments in making trips faster** Customer satisfaction reached its highest levels of the fiscal year in the fourth quarter, meeting or exceeding targets for all modes: 92 percent for Metro Rail, 81 percent for Metro Bus, and 78 percent for Metro Access. Shorter wait times, faster travel times, and more reliable service are the top three drivers of bus and rail satisfaction. The full implementation of Automatic Train Control and launching the redesigned bus network increased the share of customers with access to frequent service. 72 percent of rail trips in FY2026 had scheduled wait times of less than six minutes, up from 68 percent in FY2025. Every single rail trip was faster in FY2026, by one minute on average. After the Better Bus Network Redesign, 42 percent of bus trips had scheduled waits of less than 12 minutes, up from 33 percent in FY2025. The transit network is more useful because of these improvements in frequency and speed: the average customer could access eight percent more jobs within 60 minutes in FY2026 compared to FY2025. **Investments in bus priority and rail system renewal are critical to improving on-time performance** On-time performance for Metro Bus, Rail, and Access remained generally consistent with prior years thanks to scheduling adjustments (bus and rail) and working with contractors to address poor performing areas or times of day (access). For Metro Bus,

	traffic congestion is the top cause of late trips, accounting for about five percent of the total. Overall bus speeds have fallen 14 percent over the last two years, and customer satisfaction with reliability has been flat. In comparison, speeds have increased along corridors with bus lanes and priority treatments. Partnering with regional jurisdictions to advance the DMV*Moves* plan to implement bus priority on seven corridors is a key action to improve reliability. **Major investments in FY2026 have made it easier to plan, pay, and navigate the region** Tap. Ride. Go accounted for 12 percent of all trip payments in FY2026 and cash payments fell from 11.5 percent to 10 percent of fare revenue. Tap. Ride. Go. was launched on bus and in parking facilities in FY2026. In late spring, Metro launched an updated website and Metro Pulse app with simplified trip planning. The number of Metro Pulse daily users has increased by about 75 percent since the redesign to 18,400. An additional 26,000 customers access our website daily for wayfinding services. Wayfinding and service information improvements at 20 stations helped about 28 percent of customers better navigate the system.
INTERESTED PARTIES	None
RECOMMENDATION/NEXT STEPS	Information only; Next Steps: November 2026 Presentation of the FY2027 Q1 Service Excellence Report
FUNDING IMPACT	Providing on-time service with high customer satisfaction retains current customers and improves the chances of bringing new customers to the system.

Service Excellence FY2026 Report (July 2025 – June 2026)

Safety and Operations Committee

Washington Metropolitan Area Transit Authority

September 10, 2026

Supporting Your Metro, the Way Forward

Focus Today

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.

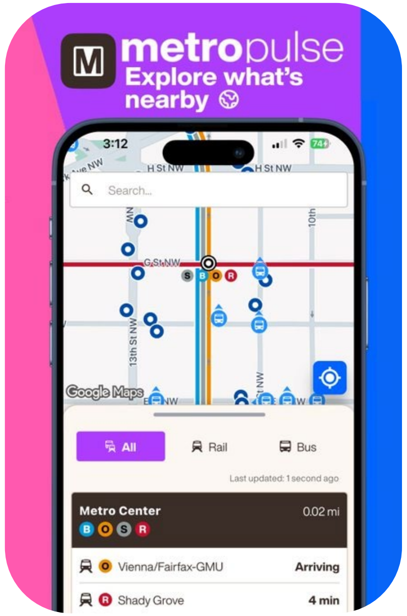
Financial & Organizational Efficiency
Ensure Metro’s long-term financial health by streamlining operations and efficiently allocating resources

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, accessible, and easy-to-use service to enhance the customer experience

Highlights

- Ridership grew 2% in FY2026, marking 5 consecutive years of annual growth
  - Off-peak ridership continues to be strong, with weekends higher than FY2019: 3.8 million people took Metro to regional events
- Investments in making trips faster improved access to jobs and contributed to strong customer satisfaction levels
  - 92% rail customer satisfaction and 81% bus customer satisfaction, with short waits, fast travel, and reliable service top drivers
  - Average customer can reach 8% more jobs compared to FY2025 thanks to faster and more frequent service
- Investments in bus priority and rail system renewal are critical to improving on-time performance
  - 88% of rail customer trips on-time. Top two reasons for delay: fleet and public (e.g., incidents requiring police response, sick customers)
  - 76.5% of buses on-time with traffic congestion the top cause of late trips
- Major investments in FY2026 have made it easier to plan, pay and navigate the region
- Crime remains at an all-time low, decreasing 61% since FY2023



26 Measures Meeting or Moving Toward Target in FY2026

Target met · Target just missed · Target missed · No target

Metric	Result	Right trend? vs. FY25	Featured
Goal 1: Service excellence			
Customer satisfaction			
Metro Rail	92%	✓	+
Metro Bus	81%		+
Metro Access	79%	✓	
Ridership (average monthly trips)	22.3M	✓	+
Objective 1A: Safety and security			
Part 1 crime rate	2.8	✓	+
Transit worker assault rate	45.9	✓	
Customer <u>dis</u>satisfaction: safety from crime			
Metro Rail	5%	✓	
Metro Bus	12%	✓	
Customer injury rate	31.4		
Employee injury rate	6.3	✓	
Crowding			
Metro Rail	1.2%	✓	
Metro Bus	2.8%	✓	
Collision rate			
Metro Access	15.1	✓	
Metro Bus	53.8	✓	
Fare Evasion			
Metro Bus	69.4%	✓	
Metro Rail	4.8%		

Target met · Target just missed · Target missed · No target

Metric	Result	Right trend? vs. FY25	Featured
Objective 1B: Reliability			
On-time performance			
Metro Rail	88%		+
Metro Bus	76.5%	✓	+
Metro Access	88.9%	✓	+
Percent of scheduled service delivered			
Metro Rail*	91.6%		
Metro Bus	97.1%		
Metro Access	97.8%	✓	
Elevator Availability	97.7%		
Escalator Availability	94.9%	✓	
Mean Distance Between Failure			
Metro Rail	28,190	✓	
Metro Bus	5,950	✓	
Metro Access	27,240	✓	
Objective 1C: Convenience			
Accuracy of real-time arrival information			
Metro Rail	96.8%		
Metro Bus	88.2%		
Availability of real-time bus arrival information	92.5%		
Customer satisfaction: cleanliness			
Metro Rail	73%		
Metro Bus	65%		

*Includes planned track work

Annual Measures Scorecard

These measures are in Metro's Strategic Transformation Plan and are calculated annually due to the nature of the metrics.

Measure Name	FY24	FY25	FY26	Definition
Access to Frequent Service				
Metro Rail	57.8%	67.6%	71.9%	% of customers who experience an average wait time of 6 minutes or less
Metro Bus	32.5%	33.4%	42.2%	% of customers who experience an average wait time of 12 minutes or less
Access to Destinations	243,100	250,600	270,800	# of jobs accessible within a 60-minute journey on Metro system by residents of the Metro service area
Average Wait Time				Average wait time (half a scheduled headway) at a stop, weighted by people at the stop
Metro Rail	3.5	3.3	3.2	
Metro Bus	10.5	10.4	9.1	
Reduced Fare Program Usage	4.4%	4.7%	5.1%	% of trips using Senior Smart Trip, Reduce Fare Disability, or Metro Lift
	FY19	**FY23**	**FY26**	
% Mode Share	28%	19%	26%	% of trips made on transit during peak commute, **collected every three years**

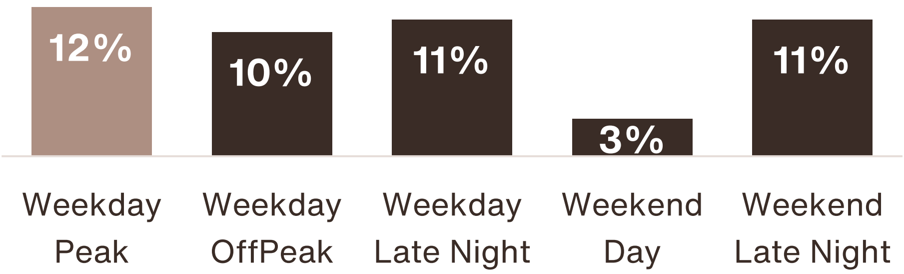
Ridership Grew 2% in FY2026, With Increases at Times Where Region Has Invested

Investment in good all-day frequencies continues to pay off with 5 consecutive years of growth

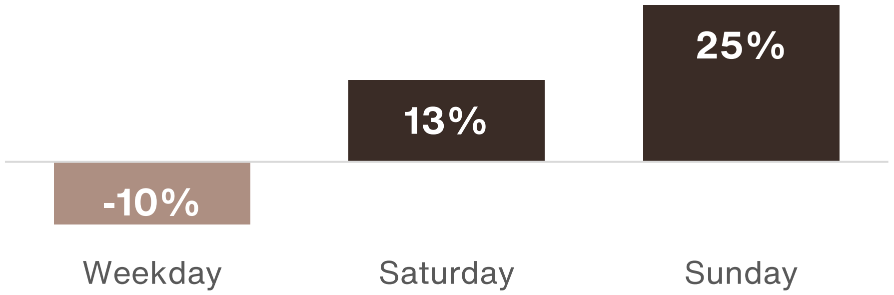
Off-peak ridership remained strong, with weekends higher than FY2019

- 3.8 million trips to attend regional events
  - 1.28m Nats fans rode Metro (33% median mode share)
  - 806k fans rode Metro to the Capital One Arena (33% median mode share)
  - 900k extra trips on Metro during Cherry Blossom season
- Rail off-peak ridership up 7% in FY2026, with strong growth during late night periods
- Bus weekend ridership remains strong, up 18% compared to FY2019

FY2026 Rail Ridership Compared to FY2025



FY2026 Bus Ridership Compared to FY2019



Strong Ridership Growth at Locations With Targeted Regional Investment

NoMa ridership growth:

159% of FY2019 ridership

+12% *Growth from FY2025 to FY2026*

Eisenhower ridership growth:

134% of FY2019 ridership

+19% *Growth from FY2025 to FY2026*

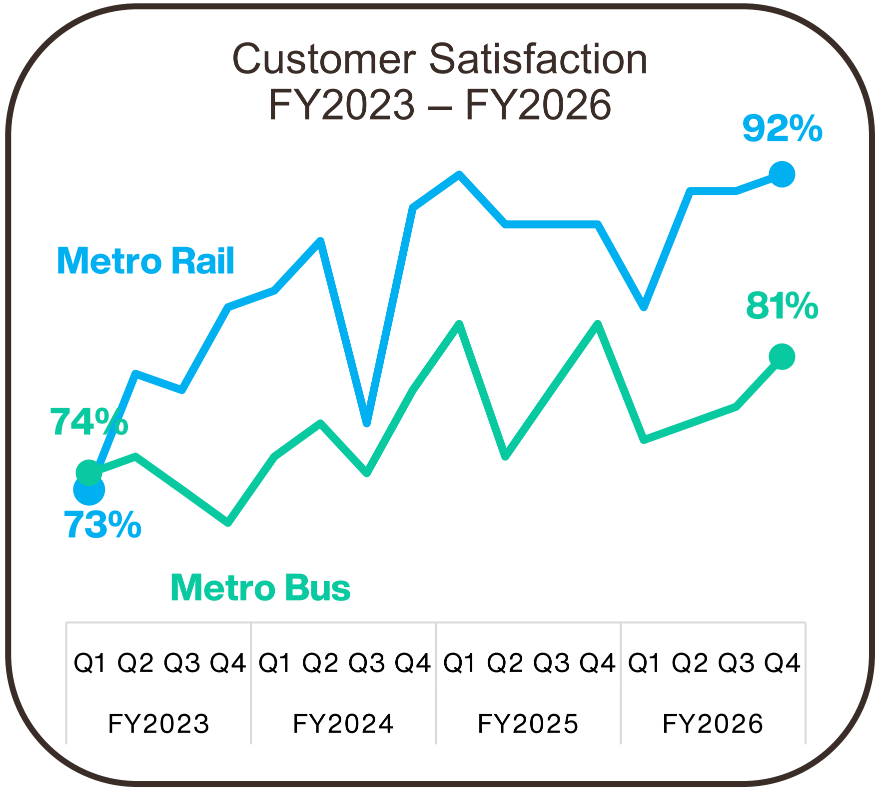
Hyattsville Crossing ridership growth:

99% of FY2019 ridership

+13% *Growth from FY2025 to FY2026*

Customer Satisfaction Exceeded Target, Bolstered by Investments in Making Trips Faster

Short wait times, faster travel times, and more reliable service are the top three drivers of Bus and Rail customer satisfaction. Investments in service enabled Metro to meet FY2026 targets



Shorter Waits

72% rail trips <6min scheduled waits
- 68% in FY2025
- 31% in FY2023

42% bus trips <12min scheduled waits
- 33% in FY2025
- 28% in FY2023

Faster Travel

100% rail trips are faster (avg trip by 1 min) thanks to investments in automation, return to design speeds

30 miles bus priority lanes, 76% increase from FY2023

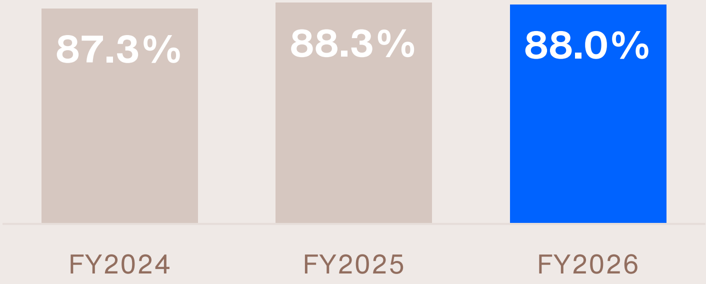
Better Access

8% more jobs accessible within 60 min using Metro

Building incrementally toward Visionary Bus Network
- Approximately double # routes with 12 min or better service
- Bus priority on seven regional corridors

Investments in Rail System Renewal and Bus Priority Are Critical to Improving On-time Performance

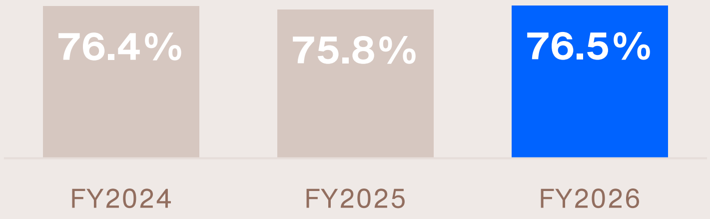
Rail on-time performance remained consistent in FY2026 thanks to scheduling adjustments that factor in faster trips



Top causes of late trips:

- Fleet (1.7% late trips),
- Public (1.3% late trips)
- Rail Operations (0.8% late trips)
- Signals (0.6% late trips)
- Track (0.3%)

Bus on-time performance improved 0.7 percentage points in FY2026 thanks to scheduling adjustments

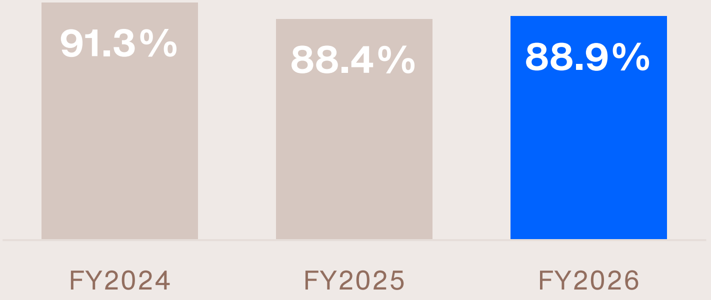


Top cause of late buses: traffic (5%)

Bus lanes and priority treatments improve speeds:

- H and I St: +4%
- 16th Street: +6%
- Columbia Road NW: +100%

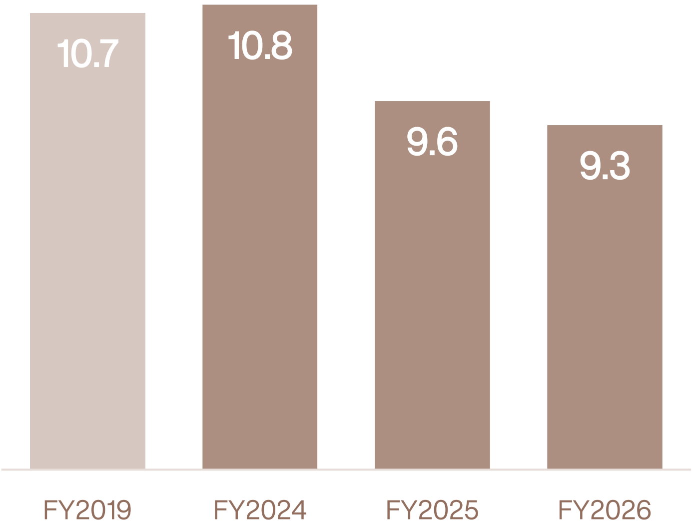
Access on-time performance improved 0.5 percentage points in FY2026 thanks to proactive contractor management



Traffic Congestion Negatively Impacts Bus Reliability and Customer Satisfaction, and Increases Costs

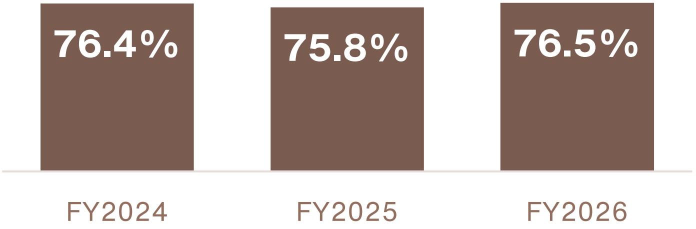
Metro Buses were 14% slower in FY2026 compared to FY2024

Average Metro Bus speeds (miles per hour)



Metro Bus reliability made small improvements since FY2024, and customer perceptions remained steady

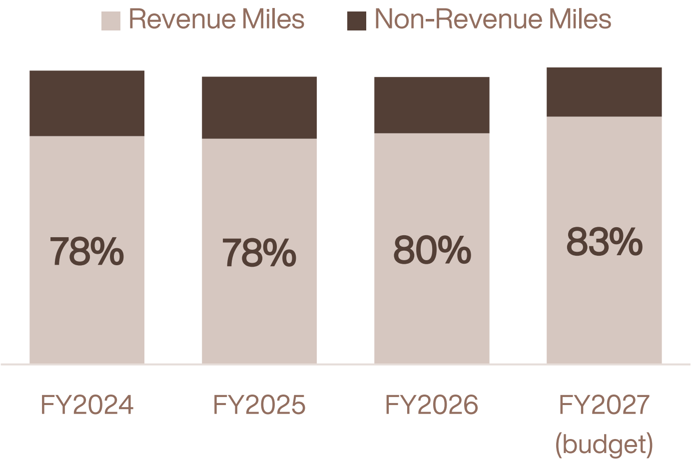
Bus on-time performance



Percent of bus customers satisfied with the reliability of their last trip

Metro has managed cost pressures of lower speeds by identifying scheduling efficiencies to add run-time while keeping overall miles relatively stable

Revenue miles as a share of total bus miles



Major Investments in FY2026 Made It Easier To Pay, Plan, and Navigate the Region

Easier to pay

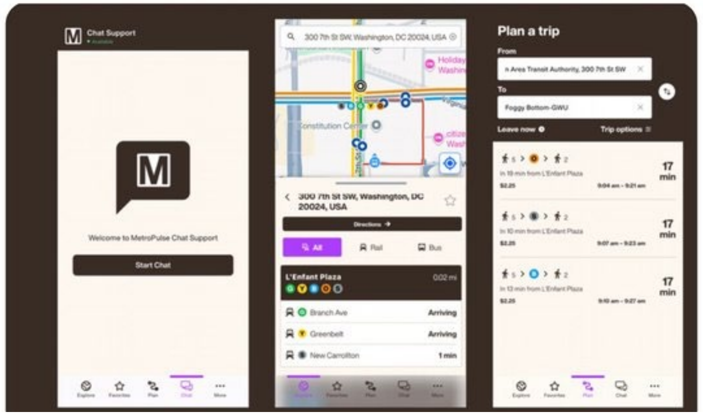
Tap. Ride. Go. used for 12% of all trip payments in FY2026, while cash payments fell (10%, down from 11.5%)

Arlington Transit recently adopted Metro Lift as its reduced fare pass for low-income residents

Easier to plan

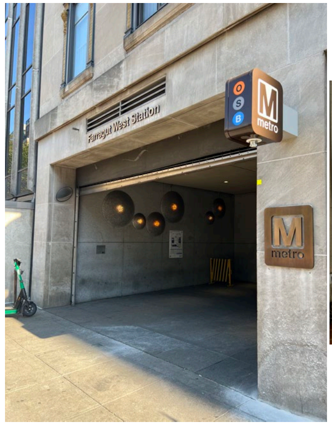
May 2026 updates to the website and Metro Pulse app simplify trip planning and improve the customer experience

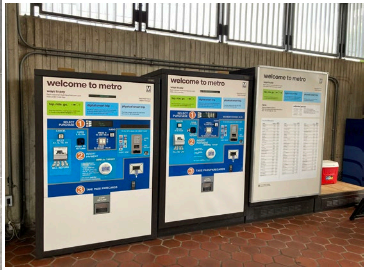
- 26,000 daily users access website
- 18,400 daily users of Metro Pulse app, an increase from 10,600 in the winter



Easier to navigate

Wayfinding and service information improvements at: 14 Red Line stations, Farragut West, U Street, Columbia Heights, Smithsonian and Anacostia helping 28% of customers per day navigate the system

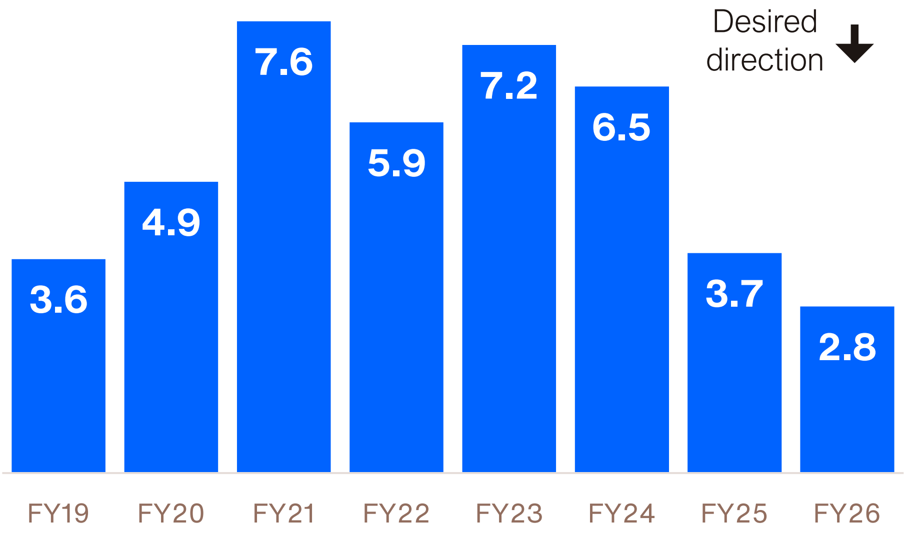




Part 1 Crime Rate Remains at Historic Low; Fare Awareness Campaign Showed Positive Results

- Part 1 crime rate 24% lower than FY2025 at 2.8 crimes per one million customer trips in FY2026
- Customer perceptions of safety also strong: only 4% of rail and 12% of bus riders reported feeling unsafe
- Over 250 staff in coordination with MTPD participated in the fare awareness campaign in June 2026, increasing the bus customer tap rate by 11 points with no impact on ridership
- What are we doing on fare compliance FY2027:
  - Begin video review to better respond to fare evaders on Metro Bus
  - Continue advancing regional fare integration
  - Promote $13.50 weekly bus fare pass
  - Launch public awareness campaign

Part 1 Crime per 1 million customer trips



Appendix: Detailed FY26 Results

Washington Metropolitan Area Transit Authority

Annual Measures

Washington Metropolitan Area Transit Authority

Access to Destinations Continues To Increase As Metro Improves Service, Meeting Target in FY2026

Access to Destinations

270,800 average jobs accessible to residents within 60 mins using Metro

- Average resident can reach 8% more jobs using Metro thanks to service improvements implemented in FY2026

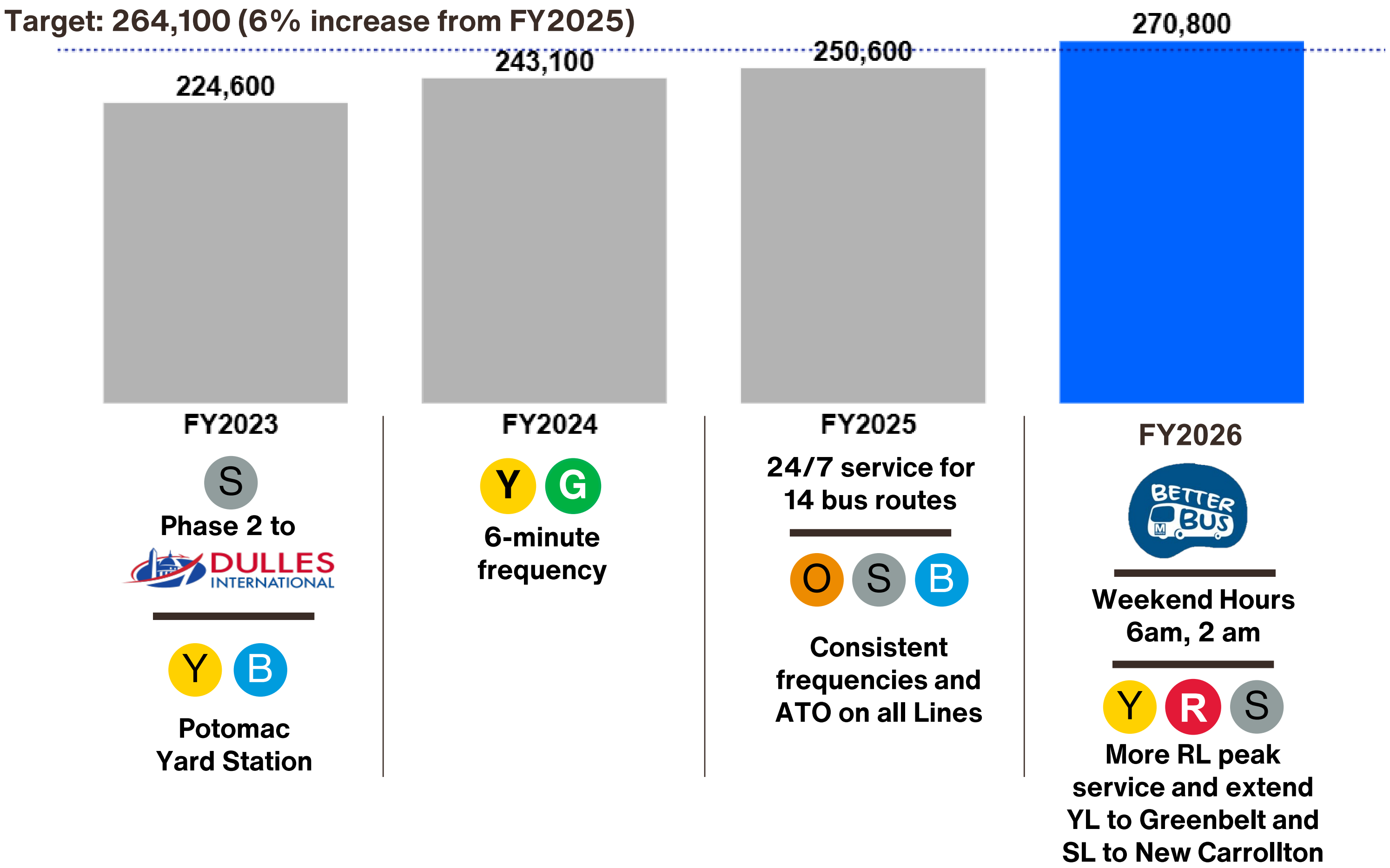
Metro Bus

- Bus network redesign introduced new direct connections to key activity centers, giving more one-seat ride options and reducing the need for transfers
- Expanding the Frequent Service Network reduced wait times and made transit more convenient and reliable

Metro Rail

- Extending Yellow Line service to Greenbelt and Silver Line service to New Carrollton provided faster travel options for certain trips
- Improved service frequencies during "Super Peaks" reduced wait times

Access to Destinations
Past 4 Fiscal years
Desired direction ↑



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

Bus Access to Frequent Service and Wait Times Improved With New Network

Bus Access to Frequent Service

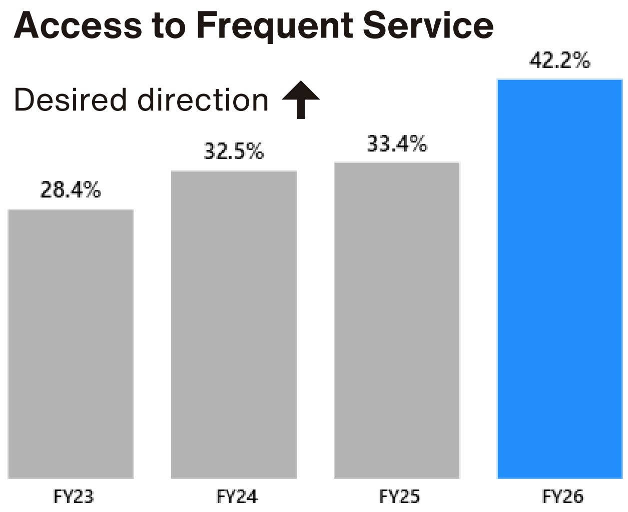
42.2% of customer trips with 12 minute or better frequency

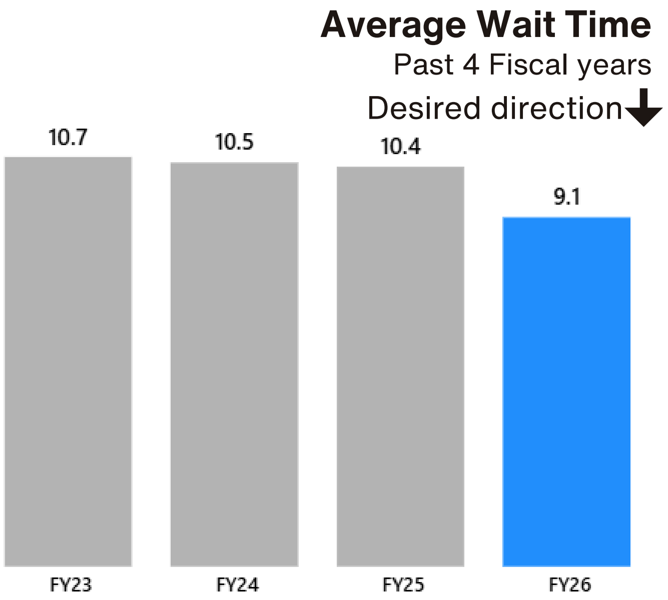
Bus Average Wait Time

9.1 minutes average scheduled wait time based on current ridership patterns

- New bus network prioritizes high-frequency service, adding 27% more service on the Frequent Service Network
- Over 42% of customer trips were on routes with 12 minute or better frequency, up 9 points from FY2025
- Average customer wait time improved by more than a minute
- In FY2027, major service improvements planned on 21 existing routes and several new routes will be launched

Metro's Frequent Service Network
(Frequencies of 12 minutes or better)





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

Rail Service Improvements Have Steadily Improved Access to Frequent Service and Reduced Wait Times

Rail Access to Frequent Service

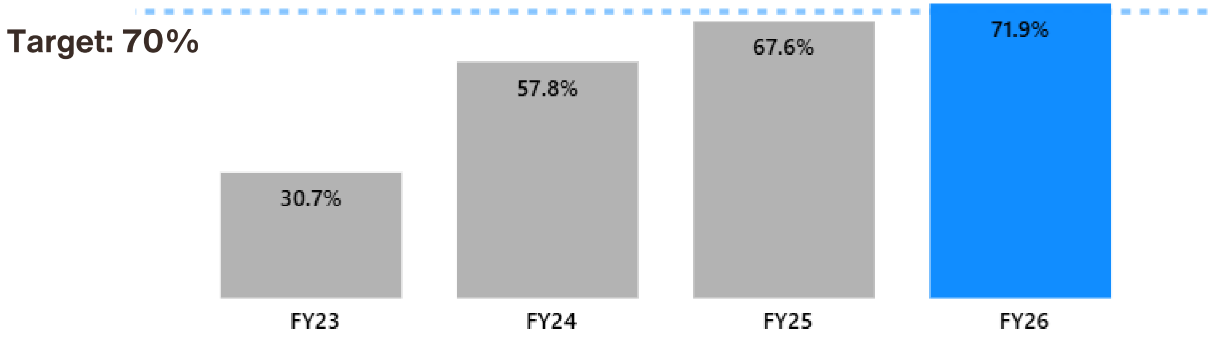
71.9% of customer trips with 6 minute or better frequency

Rail Average Wait Time

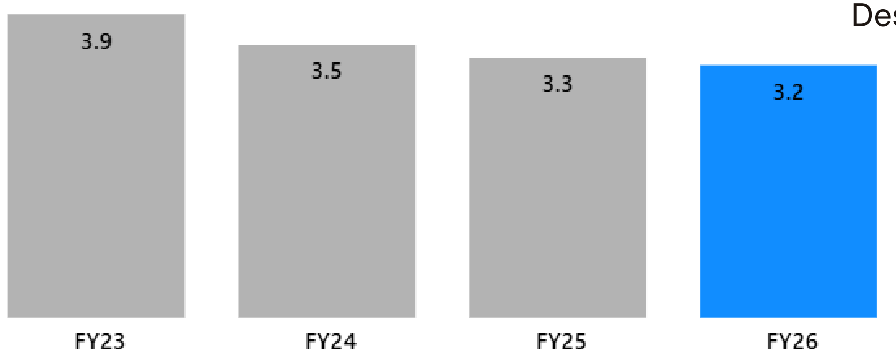
3.2 minutes average scheduled wait time based on current ridership patterns

- Average wait times decreased 18% between FY2023 and FY2026 thanks to incremental frequency improvements on all lines – equivalent to nearly 5,000 hours in savings per day
- FY2026 frequency improvements: extending Yellow Line to Greenbelt, extending Silver Line to New Carrollton, and Red Line "super peaks"
- In FY2027, Metro will:
  - Improve late night service on the Red Line (trains every 7-8 minutes, compared to 10 minutes in FY2026)
  - Improve off-peak frequency on the Orange, Blue, and Silver Lines (trains every 10 minutes, compared to 12 minutes in FY2026)
  - Extend "super peak" headways on Red, Orange, Blue and Silver lines

Access to Frequent Service
Past 4 Fiscal years
Desired direction ↑



Average Wait Time
Past 4 Fiscal years
Desired direction ↓



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

Transit Mode Share Has Recovered to Near-2019 Levels

Transit Mode Share

26% of commute trips use transit

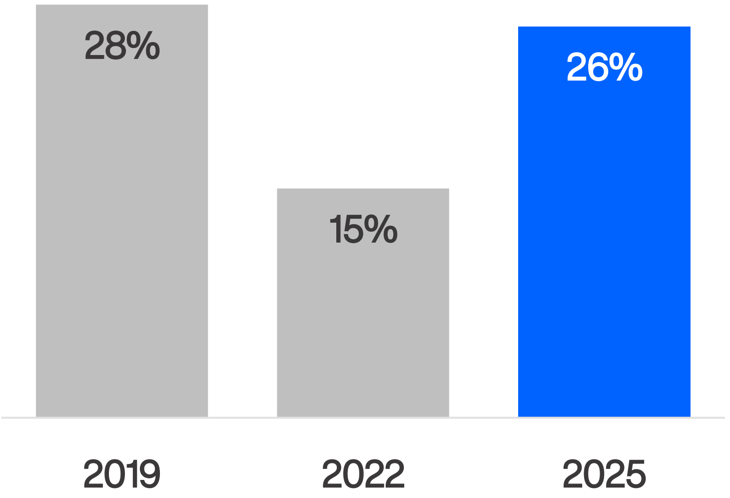
- More in-person work, especially in office jobs, led to an increase in transit commute mode share from 15% in FY2022 to 26% in FY2025, nearly back to FY2019 levels (28%)
- Other external factors influencing mode share include: cost of car ownership and operation, traffic, employment levels, economic development and other land use decisions
- In FY2027, Metro will:
  - Continue to deliver service that is time- and cost-competitive with other modes
  - Pursue joint development to increase housing and jobs around transit
  - Partner with regional transit providers via DMV*Moves* to improve integration, make transit more seamless

Transit Mode Share*

Past 3 MWCOG surveys

Desired direction ↑

2028 Target: 30%



*Calculated as percent of regional peak commute trips made on transit out of the total peak commute trips made by driving alone, carpool/vanpool, taxi/ridehail, and transit. Non-motorized modes are excluded. Source: Metropolitan Washington Council of Governments (MWCOG) State of Commute Survey, conducted every three years. Next survey will be conducted in 2028.

Share of Riders Using Reduced Fare Programs Has Increased

Reduced Fare Ridership Share

5.1% of rail and bus trips are made on Senior, Disabled, and Metro Lift reduced fare programs

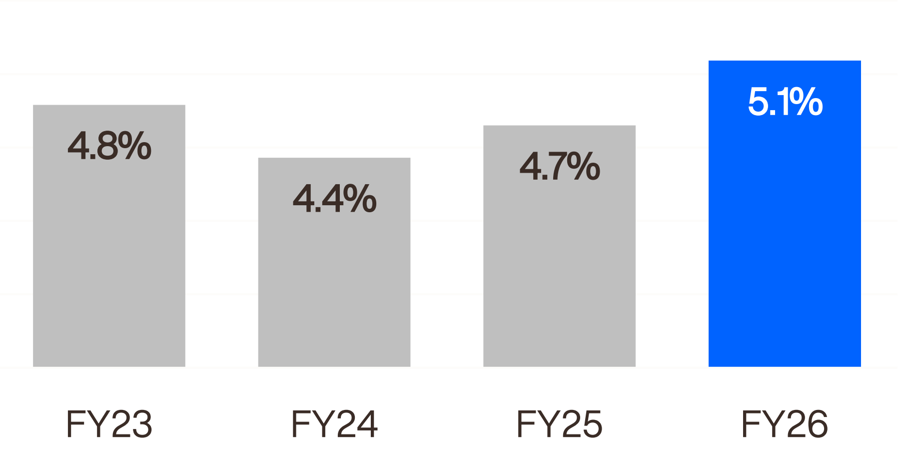
- Improvements in FY2026 reflect increased usage of all three reduced fare programs
- Metro Lift (reduced fare for low-income customers) enrollment has steadily increased since launch in June 2023, reaching 18,700 by the end of June 2026 (a 40% increase compared to June 2025)
- In FY2027, Metro will:
  - Launch online enrollment for the senior pass, increasing program reach
  - Accept Metro Lift on ART and work to expand to other regional operators
  - Continue bus fare enforcement efforts. Efforts in May/June 2026 led to small increase
  - Prepare efforts to expand Metro Lift program eligibility in FY2028

Share of Ridership Using Reduced Fare Programs

Past 4 Fiscal years

Desired direction ↑

STP Target: 9%



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

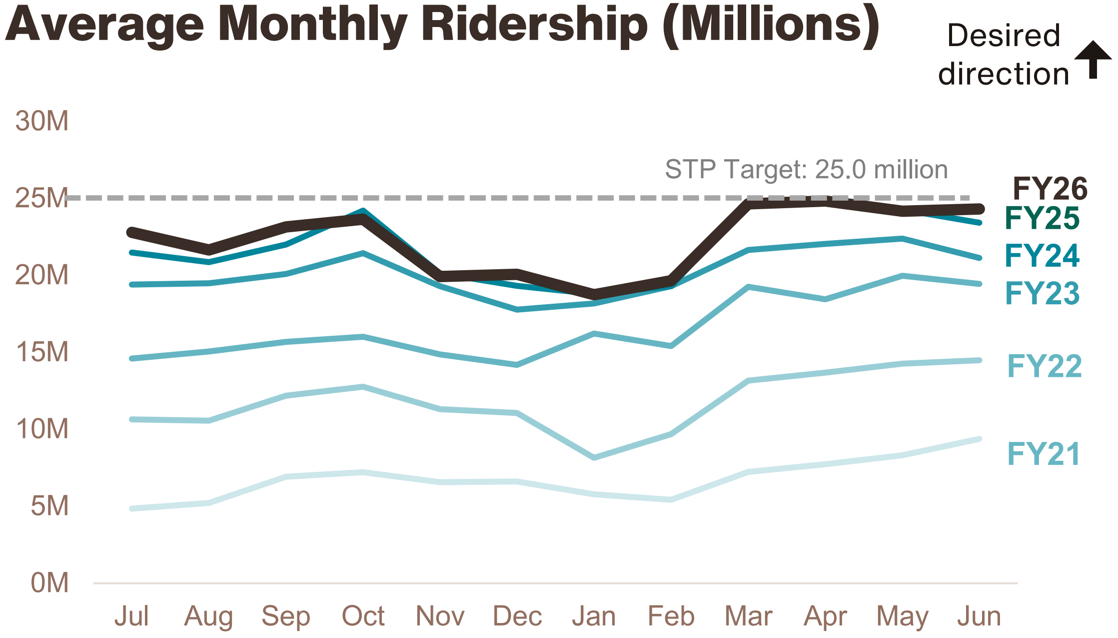
Goal-level Measures

Washington Metropolitan Area Transit Authority

Ridership Up 2% Year-Over-Year; Seasonal Patterns Unchanged

- **Metro Rail ridership increased 9%**, with strong growth during off-peak periods
- **Metro Bus ridership down 7%**, due to local economy, adjusted service with regional partners (about 2% of ridership), and lagging uptake of new bus services. Paid ridership up 3% for the fiscal year, with sharp increase in June (+30% compared to June 2025) due to fare awareness campaign
- **Metro Access network ridership up 16%**, with +30% growth on Abilities-Ride but 7% drop Metro Access vehicles
- **Metro continues to play critical role for special events:** Capital Pride and UFC Freedom 250 added two new top 10 weekend days since 2020 in June
- **Fare modernization reduced cash payments from 11.5% to 10% of fare revenue. Tap. Ride. Go.** passed 21m total trips with 7.7m in Q4 (15.5% of all payments)

Average Monthly Ridership (Millions)



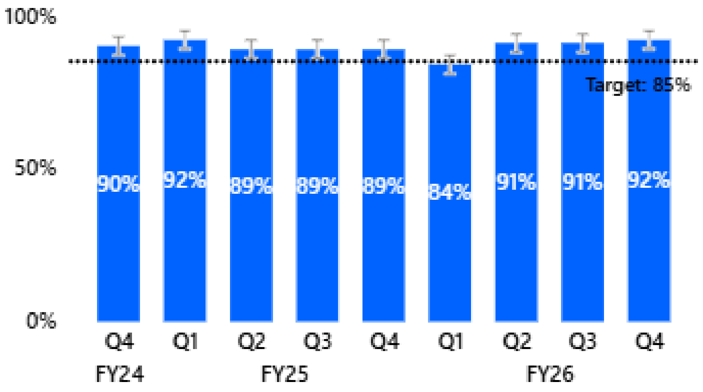
267.5 million total trips in FY26Q1-Q4	**151.3 million rail** trips in FY26Q1-Q4	**115.2 million bus** trips in FY26Q1-Q4	**1.0 million access** trips in FY26Q1-Q4
2% higher vs. FY26Q1-Q3	**9% higher** vs. FY25Q1-Q4	**7% lower** vs. FY25Q1-Q4	**8% lower** vs. FY25Q1-Q4
826,000 average weekday trips	**484,000** average weekday trips	**349,000** average weekday trips	**3,200** average weekday trips

Customer Satisfaction Strong, Driven by Reliability, Fast Travel Times and Short Wait Times

Metro Rail

92% in Q4, meeting target of no less than 85%

Target reflects the value set in the Strategic Transformation Plan

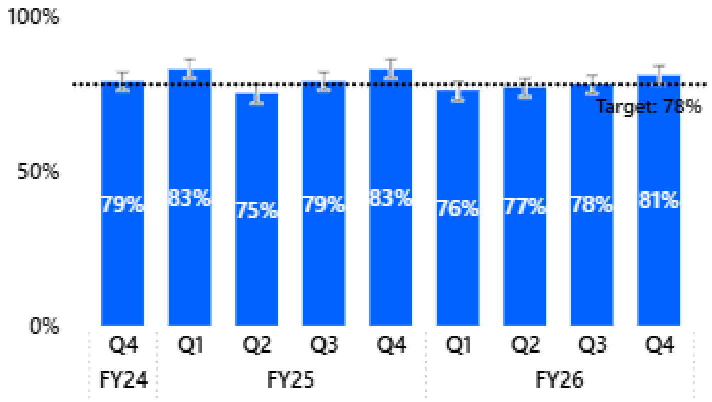


- Record-high satisfaction in Q4 continues strong performance over past three quarters
- Top drivers continue to be reliability, travel times, and wait times
- Highest satisfaction levels (>85%) reflect investments in infrastructure and fleet: travel time, smoothness of ride, safety from accidents/injury, and reliability

Metro Bus

81% in Q4, meeting target of no less than 78%

Target = 1 percentage point increase over average of last 12 quarters



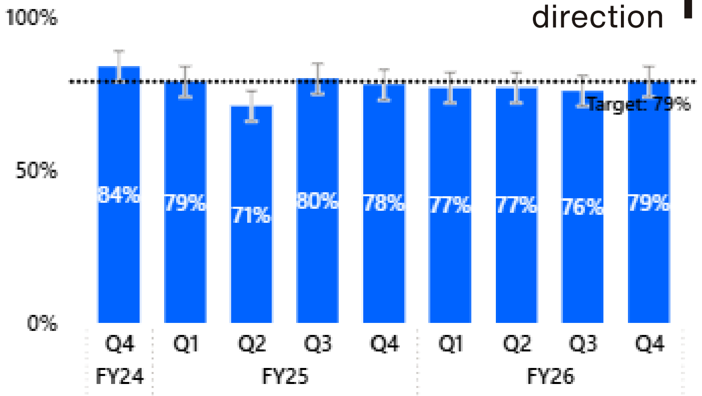
- 81% is the best result this fiscal year and near the record 83% achieved in Q4FY25
- Top drivers continue to be reliability, travel times, and wait times
- Highest satisfaction levels (>80%): climate control, travel time, smoothness of ride, ease of getting a seat

Metro Access

79% in Q4, meeting target of no less than 79%

Target = 1 percentage point increase over average of last 12 quarters

Desired direction



- 79% is the best result this fiscal year and near the record 84% achieved in Q4FY24
- Top drivers of satisfaction: on-time pickups, coordination between dispatch and the driver, and efficient routing of the trip

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

Safety and Security

Washington Metropolitan Area Transit Authority

Part 1 Crime at Record Low, Down 24% Compared to Last Year

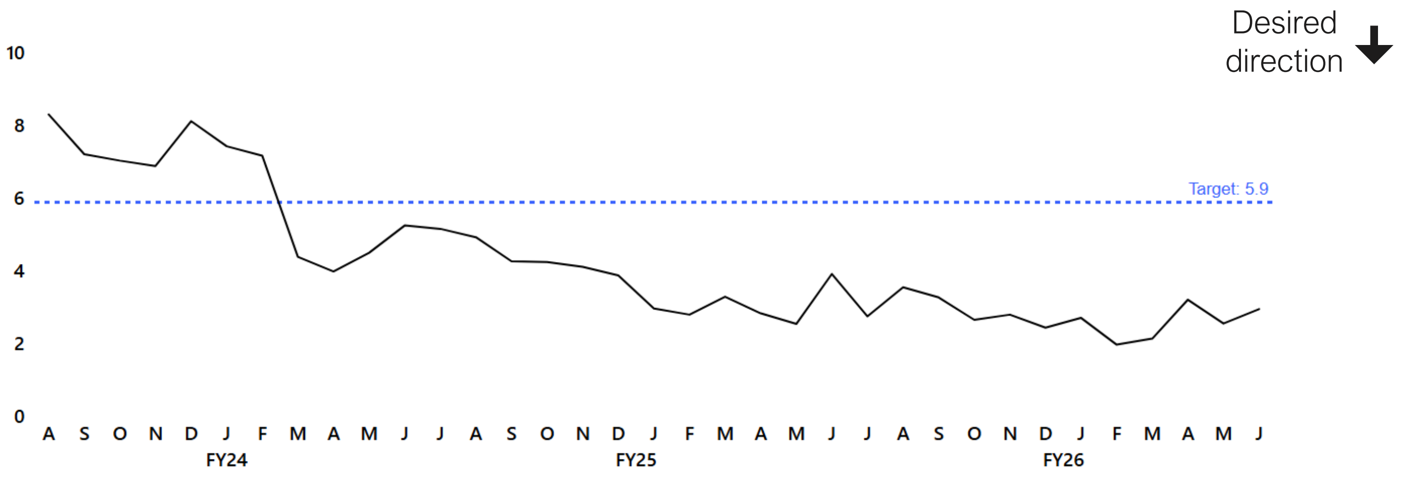
● Part 1 Crime | All Modes

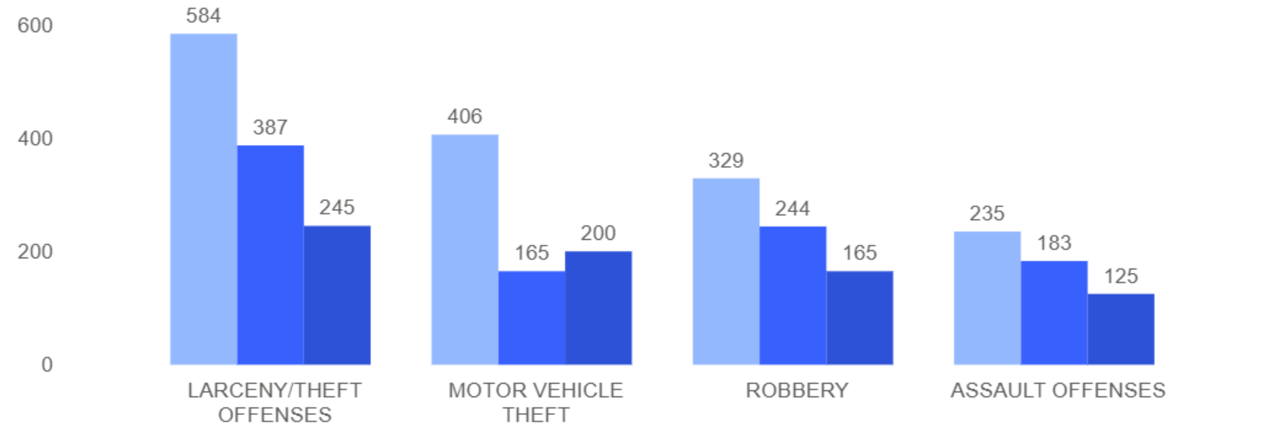
2.8 Part 1 Crimes per 1 million customers FYTD, meeting target of no more than **5.9**

Target = 5% reduction from average performance over last 3 years

- Major decreases in key categories compared to FY2025: larceny/thefts (-37%), robbery (-32%), assaults (-32%)
- FY2027 will continue actions that have led to positive results:
  - Data-driven point-of-entry policing: ~22k fare enforcement actions in FY2026 across bus and rail, nearly 4k text tips received/month (~48k total)
  - Crisis Intervention Team: > 33k interactions in FY2026
  - Community outreach: over 1,280 community and youth events in FY2026
  - Recruitment and training to fill vacancies: 38 officers, 7 dispatchers, and 18 support staff hired in FY2026

Part 1 Crime Rate
Previous 36 months





Vast Majority of Customers Feel Safe Riding Metro, Meeting Target for FY2026

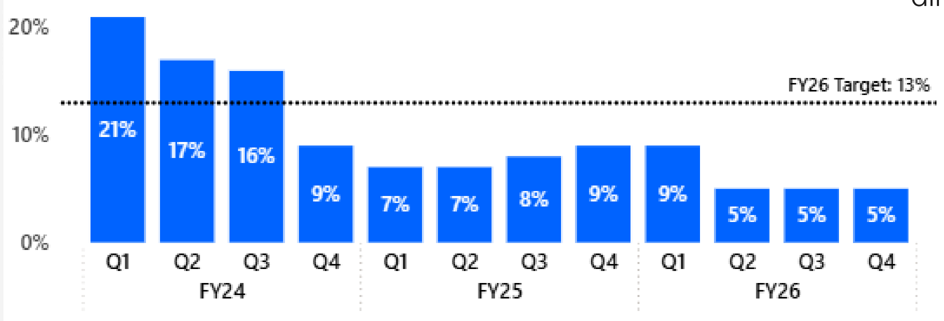
● Metro Rail: Customer Perception of Safety From Crime or Harassment

5% in Q4, Target: 13%

Target = 1 point reduction from average performance over last 3 years

Percent of customer survey responses who rated their perception of safety from harassment or crime on the train 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



Fewer Metro Rail customers felt unsafe in FY2026

- Few (5%) customers were dissatisfied with crime or harassment on the train, similar to the previous quarter, but lower than a year ago at the same time (9%). Perceptions of safety compared to last year were consistent across demographic groups and rail lines.

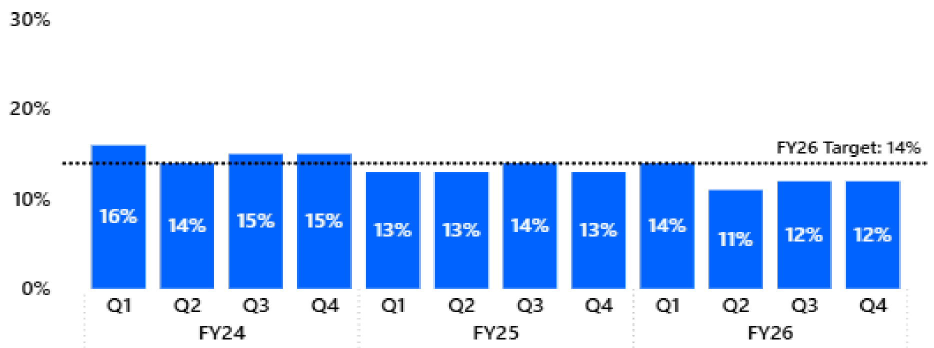
● Metro Bus: Customer Perception of Safety From Crime or Harassment

12% in Q4, Target 14%

Target = maintain average performance over last 3 years

Percent of customer survey responses who rated their perception of safety from harassment or crime on the 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



Metro Bus customer perceptions of safety consistent with last year

- 12% of customers were dissatisfied with crime or harassment on the bus, the same as last quarter and similar to last year at the same time. Perceptions of safety compared to last year were consistent across demographic groups and areas of the bus system.

Transit Worker Assault Rate Is Down From FY2025

Transit Worker Assault Rate

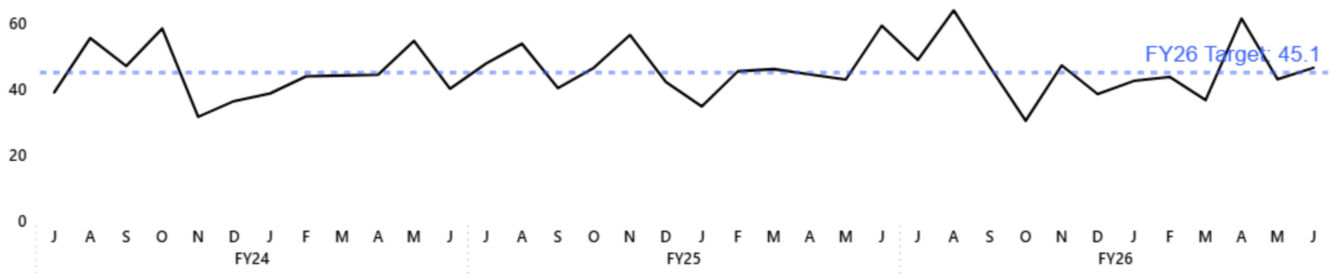
45.9 assaults per 10M revenue miles, just missing target of no more than **45.1**

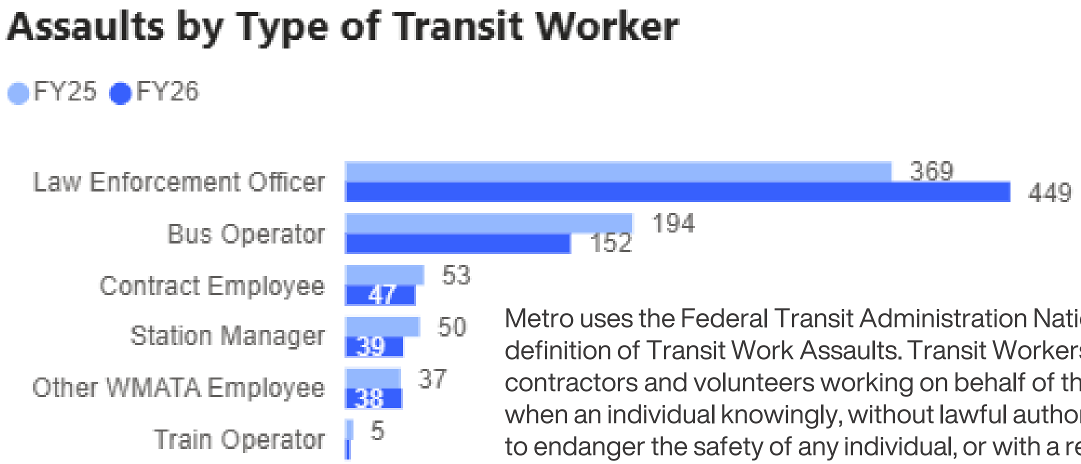
Target = 3% reduction from average performance over last 3 years

- Assault rate decreased 2% compared to FY2025
- 728 Assaults in FY2026: 86% (623) physical, 14% (105) non-physical
- Assaults on law enforcement officers most common (62% of total) and **up 22%** vs FY2025
- Assaults on bus operators (21% of total) and Station Managers (5%) **down 22%** vs FY2025. Q4 results were consistent with prior months.
- Actions to improve:
  - 100% bus shield installation continues; full implementation expected May 2027

Transit Worker Assault Rate
Previous 36 months

Desired direction





Metro uses the Federal Transit Administration National Transit Database definition of Transit Work Assaults. Transit Workers include employees, contractors and volunteers working on behalf of the agency. An assault occurs when an individual knowingly, without lawful authority or permission, with intent to endanger the safety of any individual, or with a reckless disregard for the safety of human life, interferes with, disables, or incapacitates a transit worker while the transit worker is performing their duties. Assaults can be physical or non-physical and do not have to result in an injury.

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

Employee Injury Rate Met Target for FY2026, Improved 7% Compared to FY2025

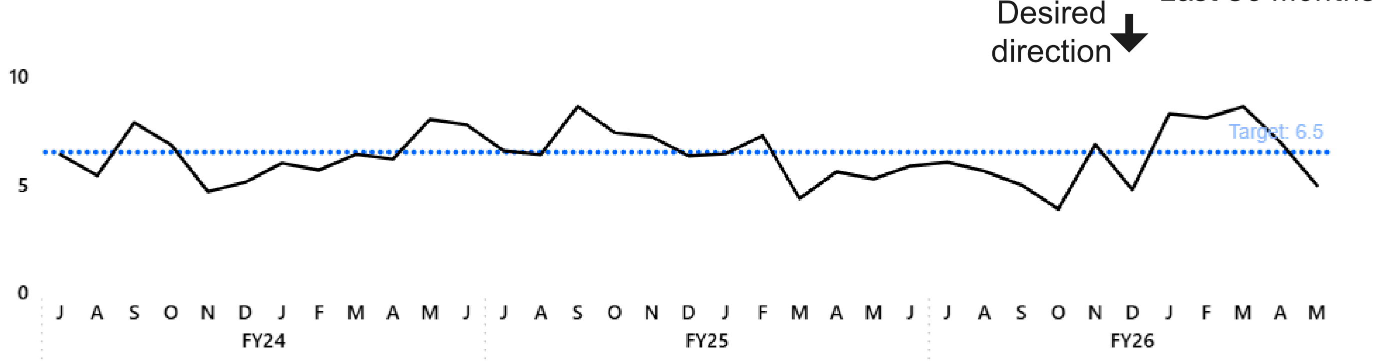
Employee Injury Rate | All modes

6.3* injuries per 200,000 employee hours, meeting target of no more than **6.5**

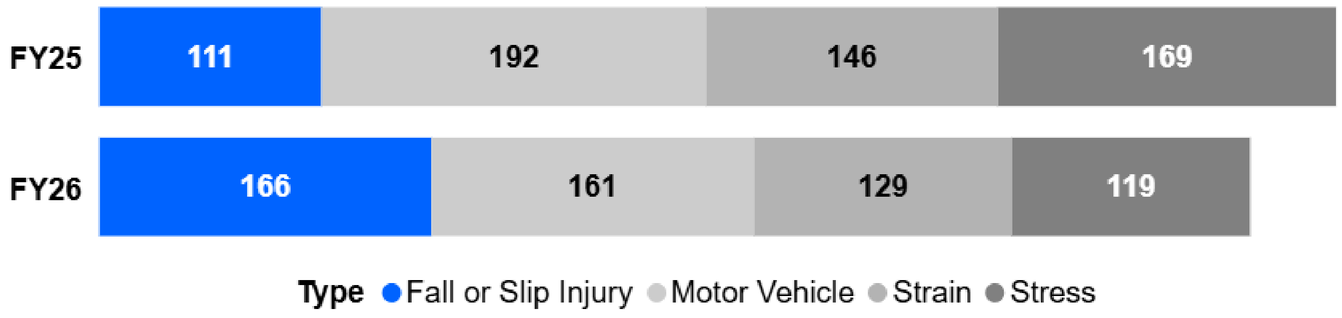
Target = 3% decrease from average performance over last 3 years.
* Note: rate data through May 2026 only, as employee hours are not available for June

- 808 injuries in FY2026: slip/fall (21%), motor vehicle (20%), strain (16%), stress (15%), struck/injured by object (14%)
- Rate decreased from FY2025 (6.4) due to fewer motor vehicle collisions (-16%), stress (-30%) and strain (-12%) injuries, offsetting an increase in slip/fall injuries (+50%) due to snowcrete
- 60% of injuries are among bus employees, 31% rail employees, 7% MTPD, 2% all others
- Actions to improve:
  - Continue 14 new occupational safety & health computer-based trainings launched in 2026
  - Ongoing safety promotion campaigns for worker safety and health programs such as heat stress this summer

Employee Injury Rate
Last 36 months



Most Common Employee Injury Types | FY2026 vs. FY2025



Customer Injury Rate Missed Target, Increased Slightly Compared to FY2025 Along With Ridership

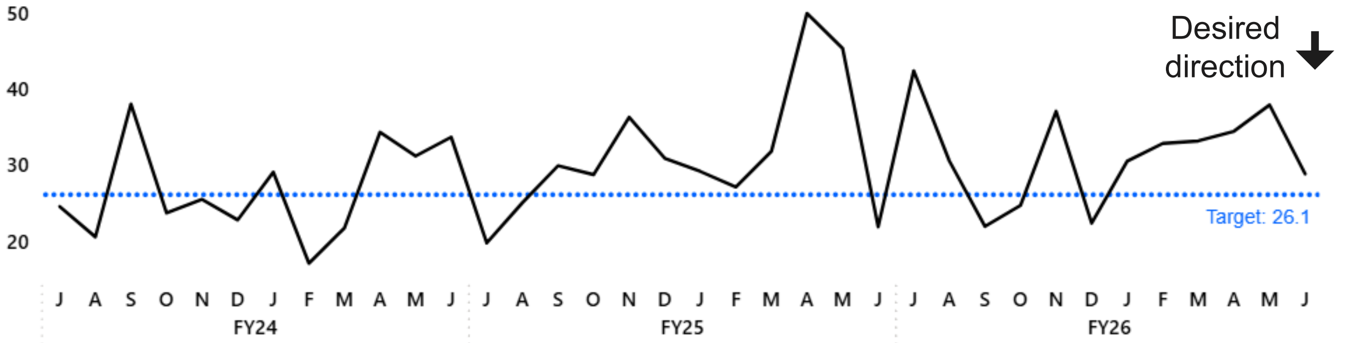
Customer Injury Rate | All modes

31.4 injuries per 10M revenue miles, missing target of no more than **26.1**

Target = 3% decrease from average performance over last 3 years

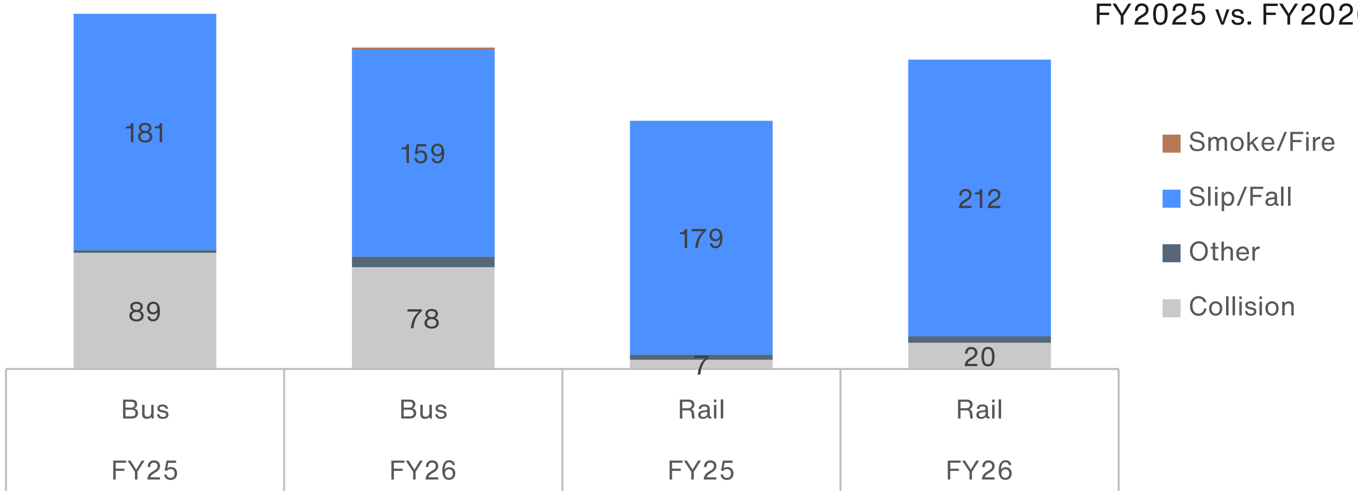
- 498 injuries in FY2026: 49% Bus (246 injuries), 48% Rail (237), 3% Access (15)
- Overall customer injury rate increased slightly from FY2025 (31.3), partially correlated with overall increase in ridership (up 2%)
- Slip/fall remained leading injury category with Bus injuries decreasing 12% and Rail injuries increasing 18% from FY2025
- Bus collision injuries decreased from 89 in FY2025 to 78 in FY2026. Increase in Rail collisions partially driven by single incident at Metro Center in April (9 of 20) when a prime mover struck the back of a passenger train
- Actions to improve: testing Advanced Driver Assistance Systems Collision Avoidance Technology on bus, researching blue lights in stations and emotional support animals

Customer Injury Rate



Injury Count by Type for Bus and Rail

FY2025 vs. FY2026



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

Collision Rate for Access and Bus Met Target, Improved From FY2025

Collision Rate | Metro Access

13.9 serious collisions per 10 million vehicle revenue miles, meeting target of no more than **23.9**

Target = 3% decrease from average performance over last 3 years

- 22 serious collisions in FY2026; fifth consecutive year of improvement
- Top collision types: sideswiped by another vehicle (6), rear-ended by another vehicle (6), broadsided by another vehicle (3), Access broadsides other vehicle (3)

Collision Rate | Metro Bus

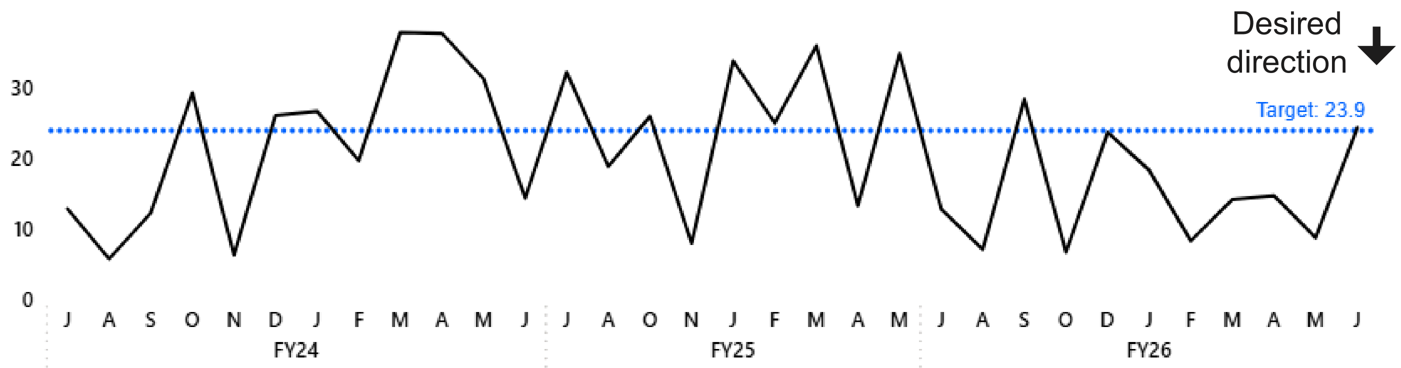
53.1 serious collisions per 10 million vehicle revenue miles, meeting target of no more than **58.8**

Target = 5% decrease from previous fiscal year

- 207 serious collisions in FY2026; Collision rate decreased from 61.5 in FY2025, the first year-over-year improvement since FY2022
- Top collision types: sideswiped by another vehicle (31), bus sideswiped other vehicle (31), pedestrian/cyclist collisions (25)
- Actions to improve: Implement mitigations identified in pedestrian/cyclist safety summit, install Advanced Driver Assistance Systems on ~100 buses

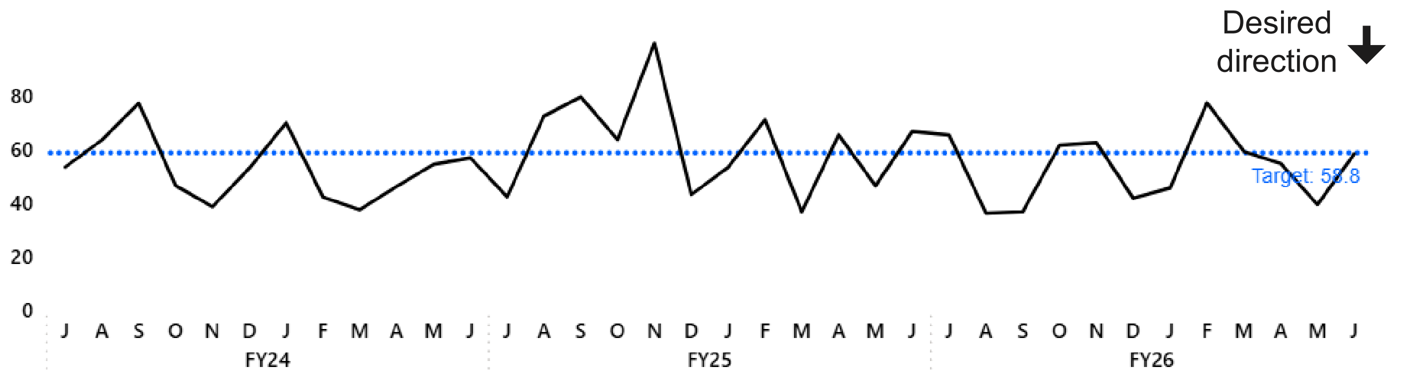
Metro Access Collision Rate

Last 36 months



Metro Bus Collision Rate

Last 36 months

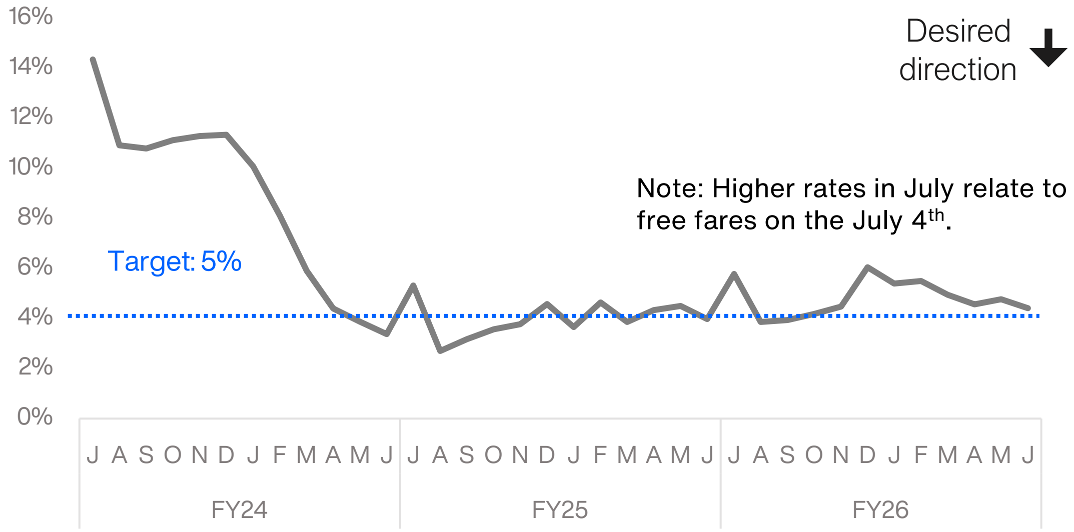


● Target met ● Target just missed ● Target missed ● No target

Fare Evasion Low on Rail, Unacceptably High on Bus

Metro Rail Fare Evasion

4.8%, meeting target of no more than 5%
Target = maintain levels over past year

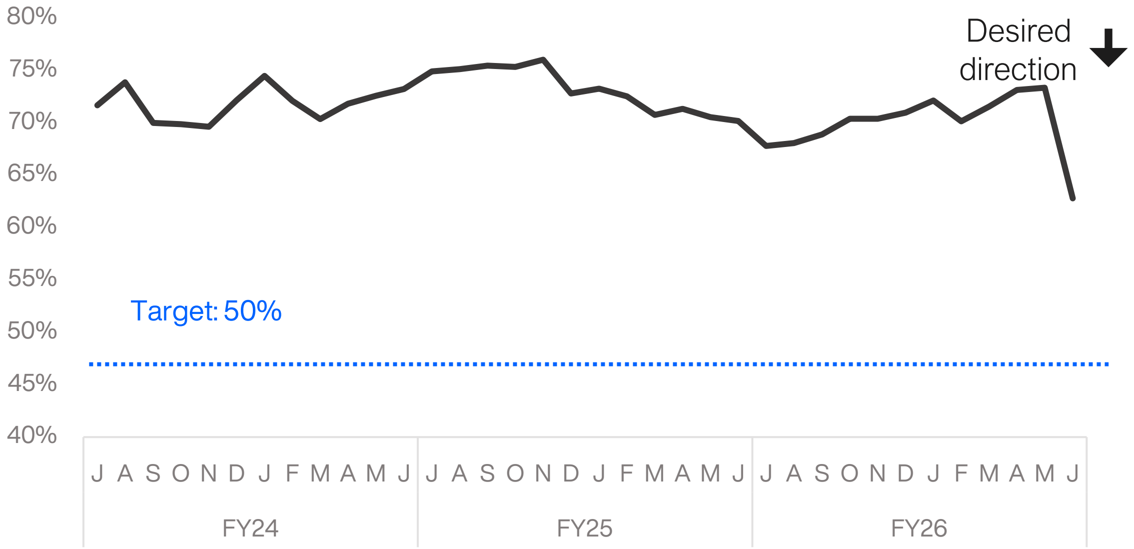


Metro Rail fare evasion has remained low since fare gate modernization (July FY2024 – September FY2025)

- Fare gate modernization lowered rate by 82%. Fare gate software updates have small impacts in months implemented
- Rates are relatively consistent across jurisdictions: 4.8% in DC, 5.0% in MD, and 4.7% in VA for FY26

Metro Bus Fare Evasion

69.4%, above target of no more than 50%
Target = improve 20 percentage points from average performance over last two years



Metro Bus fare evasion down from peak of 75% in first half of FY2025, with positive results from fare awareness campaign in May and June

- Rates vary by jurisdiction: 73% in DC, 79% in MD, 36% in VA in FY2026
- Fare awareness campaign in May & June 2026 increased tap rate increased 11 points to 37%, no change to ridership

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

Rail Service Plan Kept Crowding Within Target Levels in FY2026

Crowding | Rail

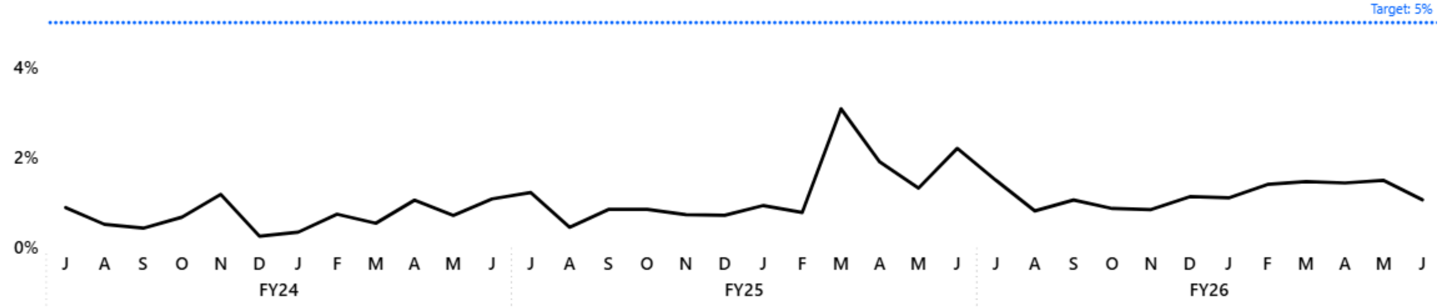
1.2% of passenger minutes were spent in crowded conditions (>100 passengers per car during peak periods and >60 passengers per car during off peak periods), meeting target of no more than **5%**

Target reflects the value set in the Strategic Transformation Plan and Board-approved Metro Rail Service Standards

- Frequency was sufficient to meet demand and keep overall crowding rates within target ranges
- Crowding is concentrated during peak periods and centrally located stations: Orange, Red, and Blue lines are most crowded during peak
- Actions to improve:
  - Adjust schedules to reduce train congestion at terminals and more evenly space Orange, Blue and Silver line trains on core segment, improving reliability and reducing service gaps
  - Extend super peak headways on Red, Orange, Silver and Blue in FY2027 and strategically deploy 8-car trains

Rail Crowding
Past 36 months

Desired direction ↓



Bus Service Plan Kept Crowding Within Target Levels in FY2026

Crowding | Bus

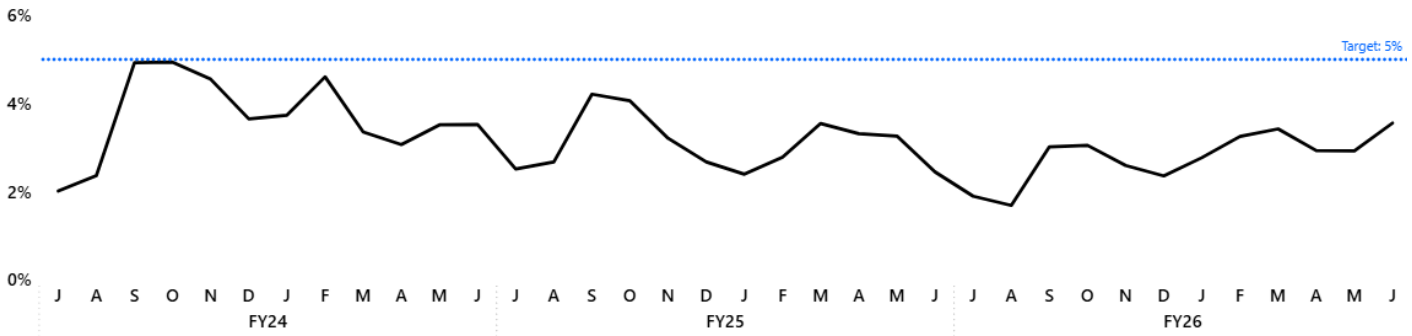
2.8% of passenger minutes were spent in crowded conditions (>40 passengers on bus), meeting target of no more than 5%

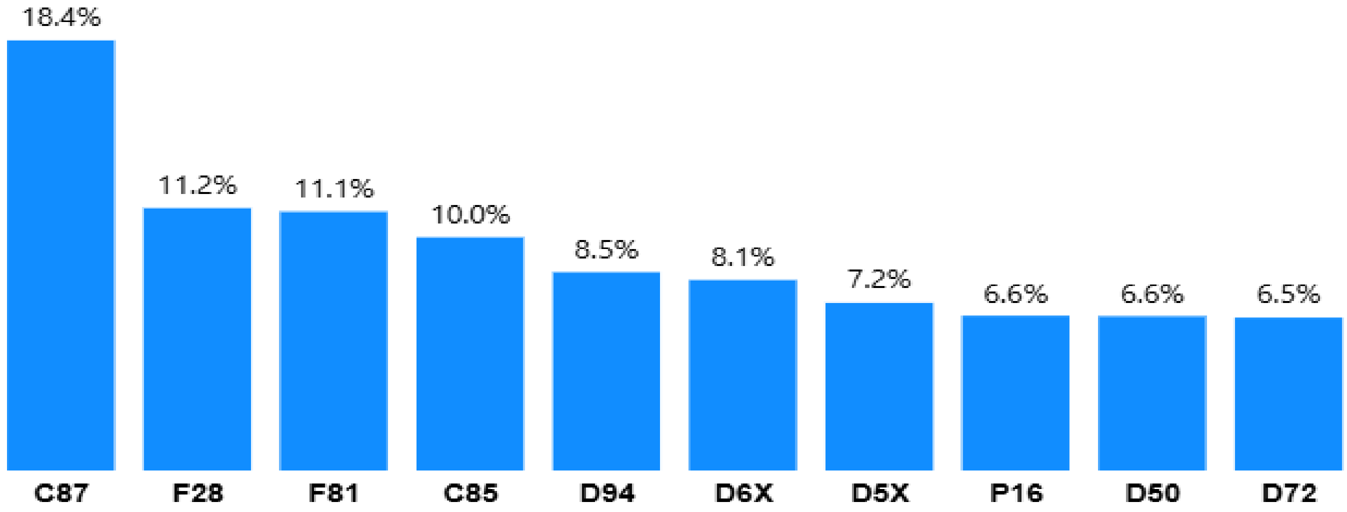
Target reflects the value set in the Strategic Transformation Plan and Board-approved Metro Bus Service Guidelines

- New bus network invested in frequent service on the highest ridership routes, helping to control crowding by adding capacity where most needed
- Bus crowding is concentrated: >50% occurs on 11 of 126 routes
  - Most crowded routes all serve schools
- Actions to improve:
  - Hire more operators to minimize missed trips and gaps in service
  - Strategically deploy articulated buses
  - Implement active service management to minimize gaps
  - Implement FY2027 service plan

Bus Crowding
Past 36 months

Desired direction ↓





Reliability

Washington Metropolitan Area Transit Authority

Access On-Time Performance Missed Target Due to Disruption Caused by Contract Transition in May

On-time Pickup Performance | Access

88.9% of on-time pick-ups, just missing target of no less than **90.0%**

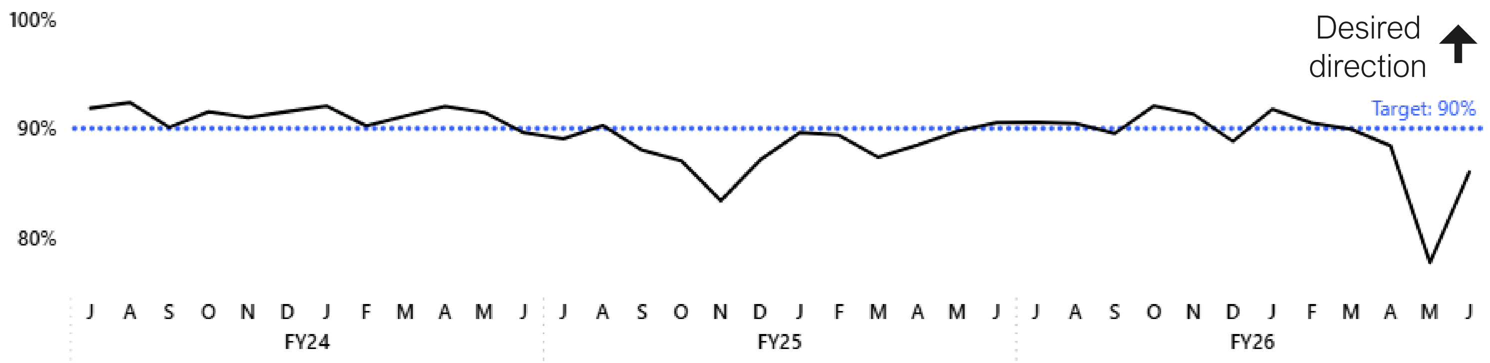
Target = 1.6 percentage point improvement from FY25 performance

- FY2026 OTP improved over FY2025 but fell short of target due to service disruptions in Q4 caused by the service delivery contract transition
- Metro Access terminated a service contractor for underperformance on May 13th; service has progressively stabilized as new contractor has ramped up service
- OTP struggled in afternoons and on weekends in the second half of FY2026 due to contractor underperformance and subsequent transition
- Actions to improve:
  - Continue to shift workers from weekdays to weekends to meet demand
  - New service delivery solicitation

On-time Pickup Performance

Last 36 months

Desired direction



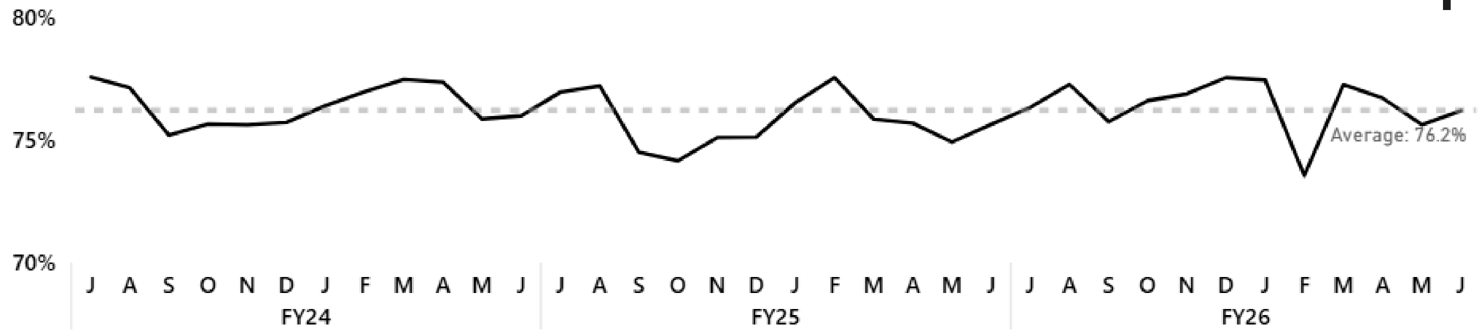
Bus On-Time Performance Improved Over FY2025

On-Time Performance | Bus

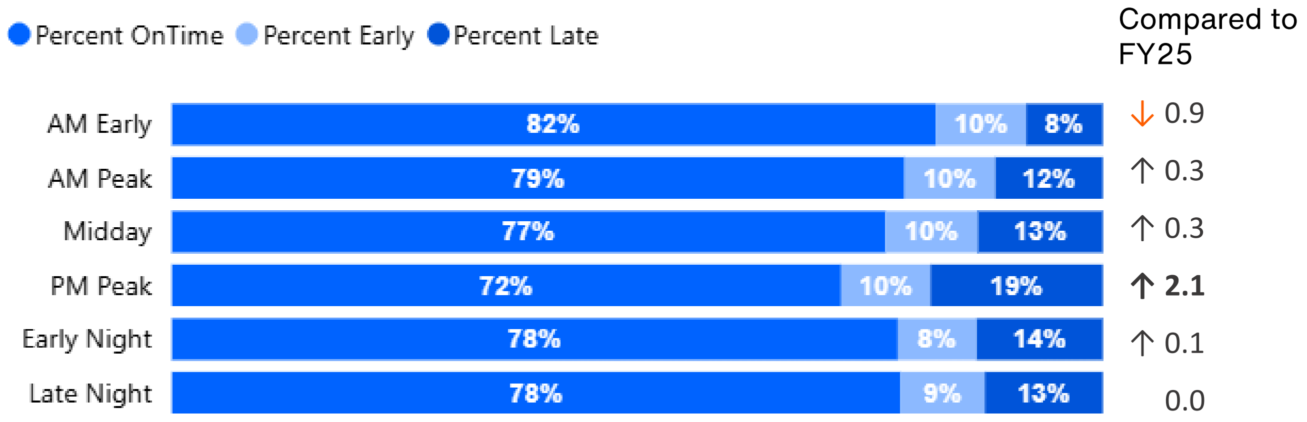
76.5% of timepoints delivered no more than 2 minutes early or 7 minutes late

- Better bus network route adjustments enhanced performance while improving connectivity
- FY2026 improved by almost a full percentage point from FY2025 (75.7%), and slightly outperformed FY2024 (76.4%). FY2026 outperformed FY2025 every month except July (network launch) and February (Snowcrete). The greatest improvement from FY2025 was during the PM Peak time period (+3%)
- Actions to improve:
  - Continue schedule adjustments to better match run times to on-the-ground conditions
  - Continue to identify and correct data issues at terminals

On-Time Performance
Past 36 months
Desired direction ↑



OTP FYTD



Rail On-Time Performance Matched FY2025 While Customer Travel Times Are Over a Minute Faster

On-time Performance | Rail

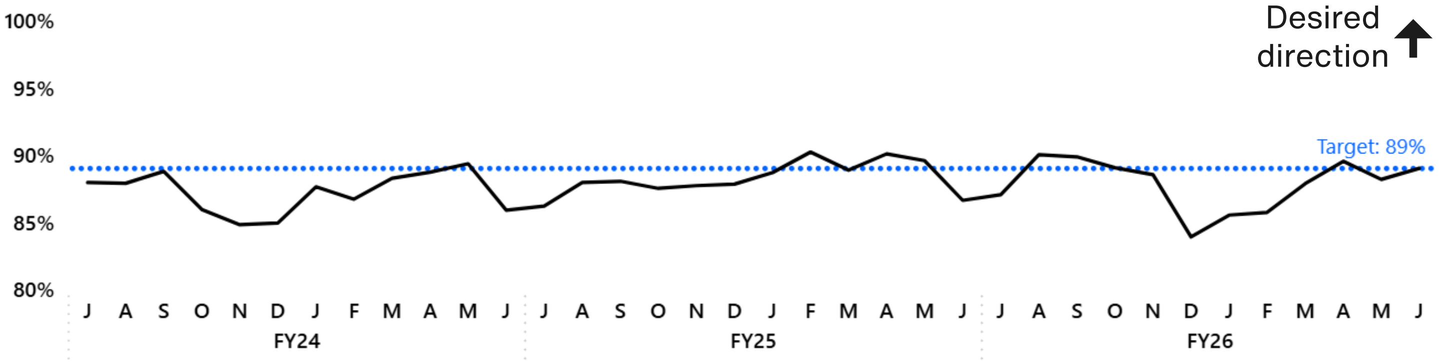
88.0% of customer trips on time, just missing target of no less than **89%**

Target = 1 percentage point improvement from average performance over last 3 years

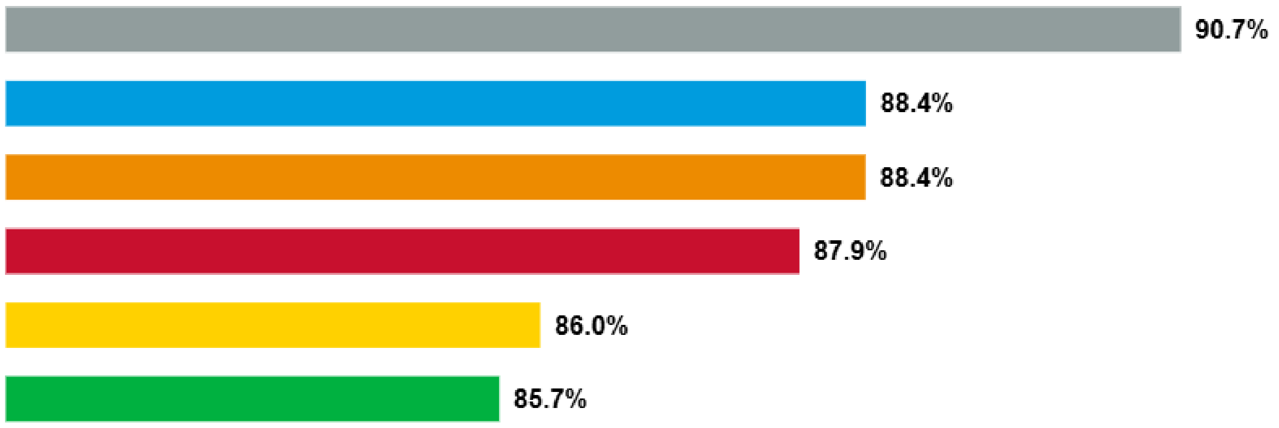
- Rail OTP was lowest in July and December as staff adjusted to new schedules that added service. Thanks to faster speeds from ATO and additional service on the Red, Yellow and Silver lines, the average customer trip is one minute faster: 25 min vs. 26 min
- Main drivers of late trips in FY2026: incidents such as railcar mechanical issues, disruptions caused by the public, and missed dispatches (8.3%); planned track work (1.2%); and customer behavior (2.5%)
- Actions to improve: Continue proactive repairs to infrastructure, railcar scheduled maintenance and 8K program. Continue twice annual schedule adjustments to improve reliability

Customer On-Time Performance

Last 36 months



OTP by Line | FY26



Access Delivered Roughly 2,224 Trips Per Day on Dedicated Service and Missed Fewer Than 50

● Scheduled Service Delivered | Access

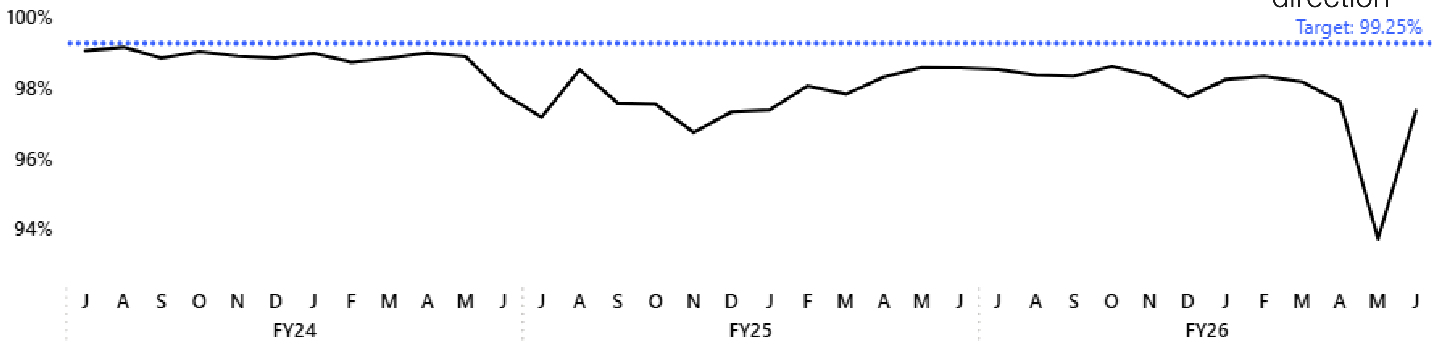
97.80% of scheduled service delivered, missing target of no less than **99.25%**

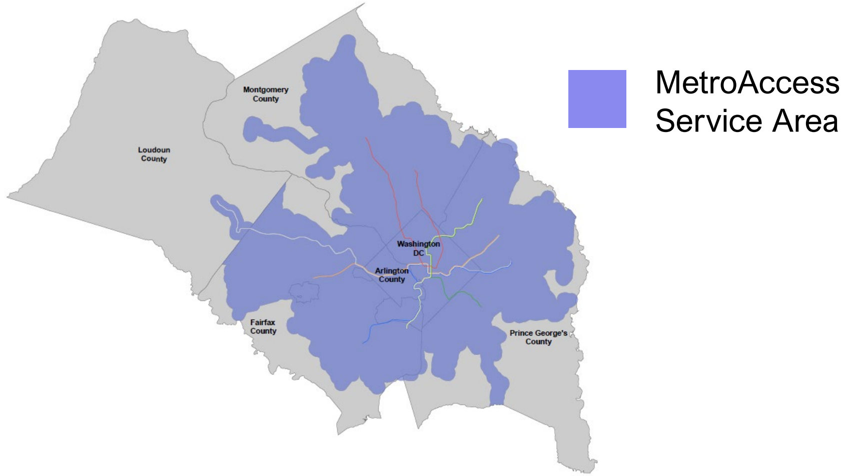
Target reflects value set in the Strategic Transformation Plan for FY28 aspirational performance levels

- FY2026 performance remained unchanged from performance in FY2025
- Performance in Q4 suffered significantly from service delivery contract transition
- Primary driver of missed trips:
  - 92% due to vehicle arriving after the pickup window and the customer not taking the trip
  - 8% due to driver not waiting long enough for the customer
- Actions to improve
  - Assignment of service to contractors based on performance
  - Better utilize tools for monitoring service by Call Center

Scheduled Service Delivered
Last 36 months

Desired direction ↑





Bus Service Delivered Decreased Slightly in FY2026 Due to Operator Availability

Service Delivered | Bus

97.1% of scheduled service delivered, missing target of no less than **98%**

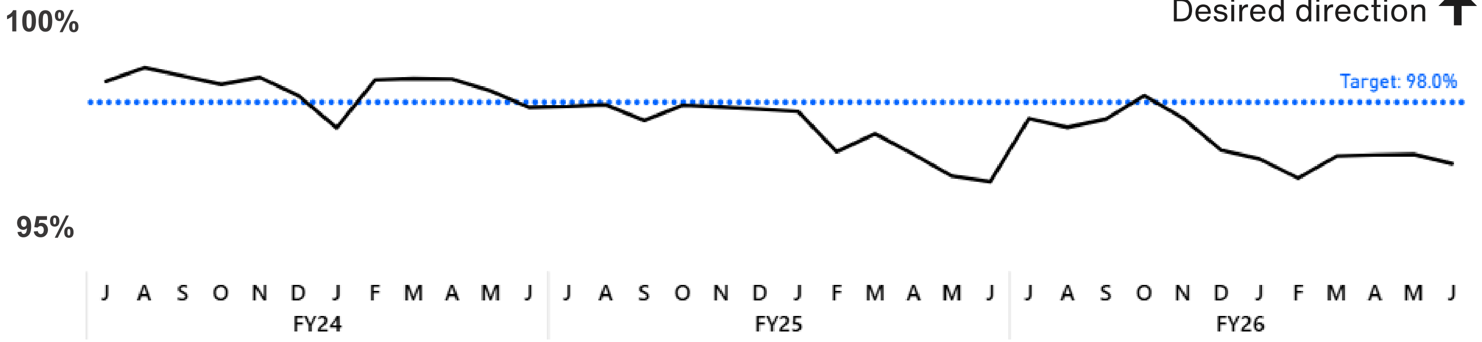
Target reflects value set in the Strategic Transformation Plan for FY28 aspirational performance levels

- 350 out of 11,960 average daily trips missed in FY2026
- Operator availability accounted for 64% of missed trips, up from 53% in FY2025 and 34% in FY2024
- Scheduled service delivered improved in Q4 (96.7%) from Q3 (95.6%), driven by 157 operators starting in Q4. Metro ended the year about 85 operators short of the service need
- Actions to improve:
  - New Fleet Desk launched in June to reduce vehicle-related missed trips
  - Recruit 760 new bus operators to start training in FY2027 with smaller, more frequent operator classes designed to improve employee retention

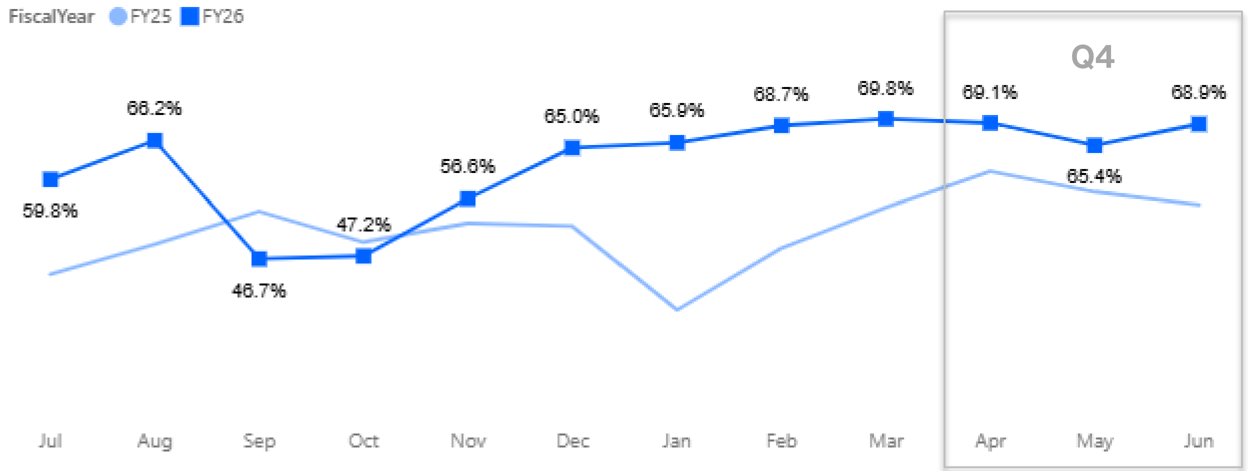
Scheduled Service Delivered

Last 30 months

Desired direction ↑



% Missed Trips Attributed to Operator Availability



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

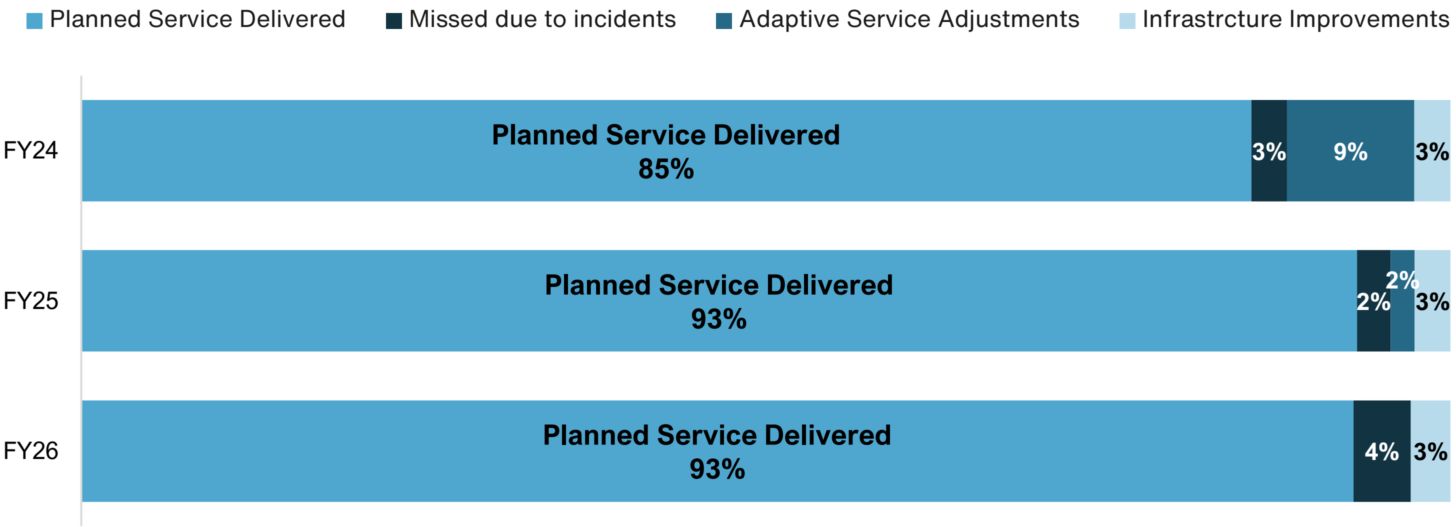
More Than 90% of Planned Rail Service Was Delivered, Meeting Target

Planned Stops Delivered | Rail

92.9% stops delivered, meeting target of no less than **86.5%**

Target = maintain average performance over last 21 months

- Unplanned incidents cause 4.2% of missed service; track circuit incidents and railcar braking incidents caused the most missed service. January/February 2026 snowstorm led to increase compared to FY2025
- Infrastructure improvements account for 2.9% of missed service, fairly consistent over the last 3 years. This year, the majority of missed service was during summer track shutdowns and a two-week single-tracking project in the winter
- Action to improve: Implemented tagging relays to improve safety and reduce time to power down on the Green, Yellow, and Blue lines, maximizing productivity overnight



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

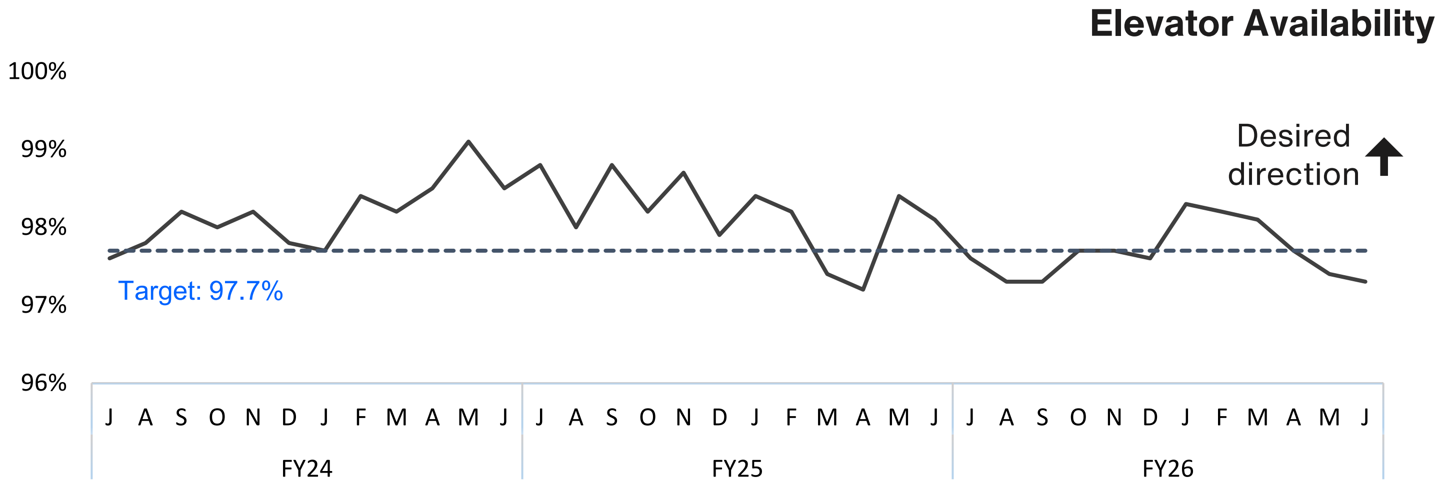
Elevator Availability Met Target, With 314 out of 321 Elevators in Service at Any Time

Elevator Availability | Rail System

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

Target = reduce unplanned outages by one unit on average and complete FY26 planned capital program

- In FY2026, 35% of unavailability (about two units) was due to capital work to replace/rehab aging units, and 65% (about five units) was from unplanned outages
- In FY2026 elevators on average ran 26 days, before requiring a repair
- Capital improvement work was completed on 7 elevator units in FY2026, with work on 8 more units planned in FY2027



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

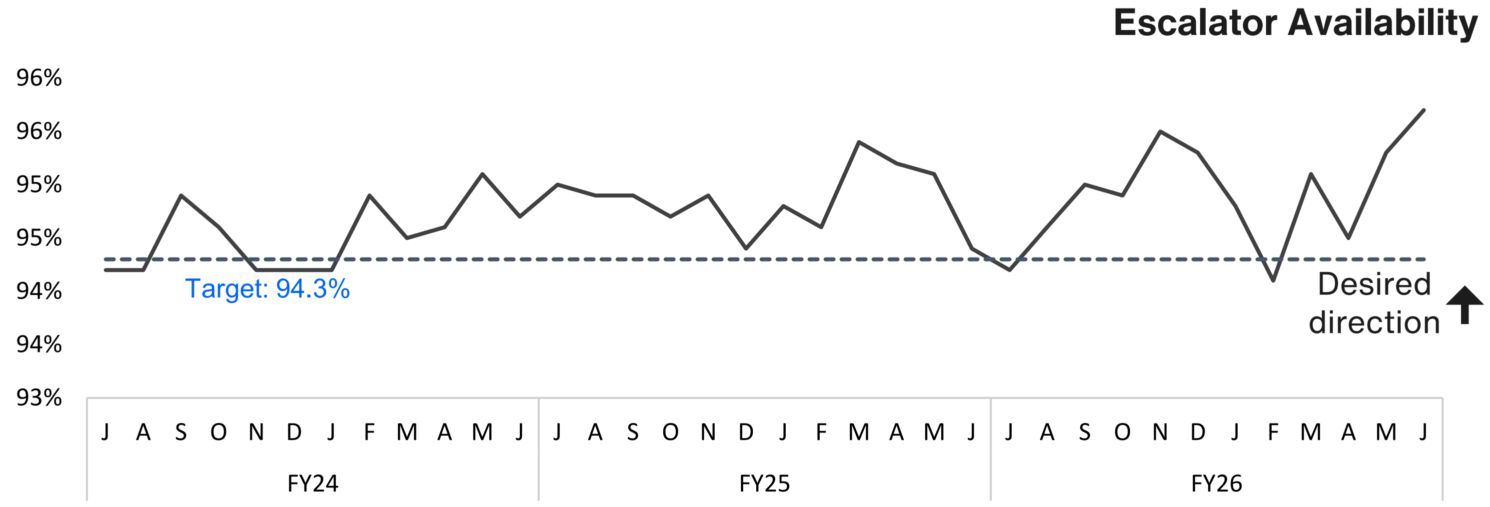
Escalator Availability Met Target, With 615 out of 647 Escalator in Service at Any Time

Escalator Availability | Rail System

95.0% availability, meeting target of no less than **94.3%**

Target = maintain average performance over last 3 years

- In FY2026, 26% of unavailability (about 8 units at any given time) was due to capital work to replace/rehab aging units, and 74% was from unplanned outages (about 24 units at any given time)
- Mean Time to Repair improved in Q4, with escalator repairs completed about 31 minutes faster than in Q3, a 6.7% improvement
- Capital improvement work was completed on 15 escalator units in FY2026. For FY2027, work is planned on 5 units

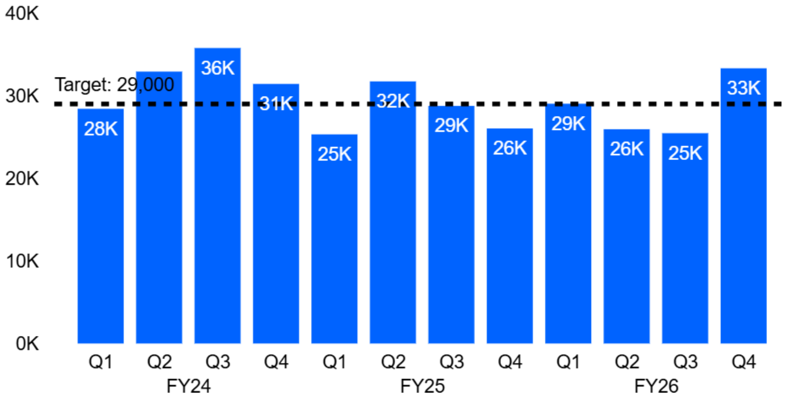


Metro Access Met Target, Bus and Rail Below Target for Fleet Mean Distance Between Failure

Metro Rail

28,190 in FY26, missing target of 29,000

Target reflects maintaining performance of previous 3 years



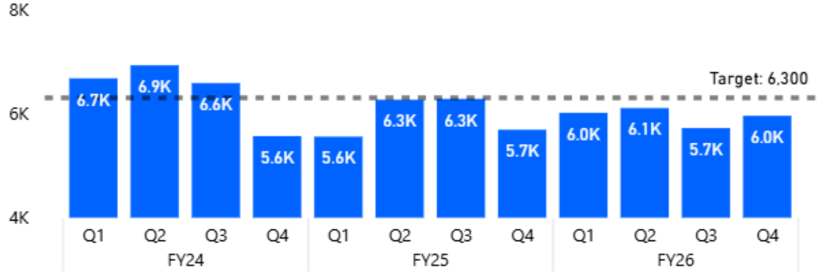
Metro Rail met target in Q4

- More temperate spring weather helped railcars achieve target every month in Q4 while snowcrete lowered Q3 results
- 7k fleet improved by 26% from FY25, while the 6k fleet stayed consistent and the aging 3k fleet declined by 14%. 7k are over 4x more reliable than 3k, 2x vs. 6k
- Implement engineering campaigns to address failures, e.g. door operator switch

Metro Bus

5,950 in FY26, missing target of 6,300

Target = 2% improvement over performance of previous 2 years



Metro Bus improved 0.3% over FY2025

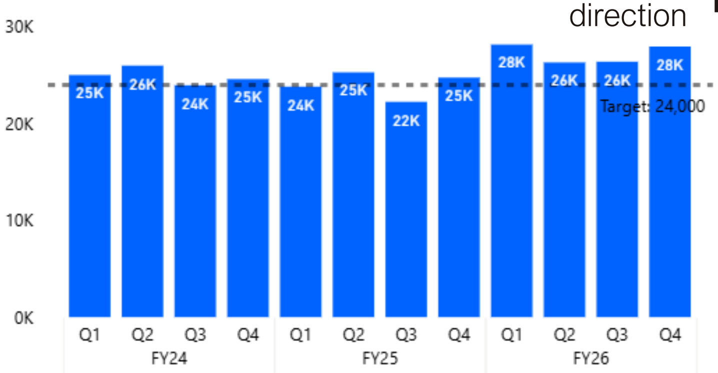
- New Fleet Desk in MICC led to 22% improvement from May to June
- Diesel fleet outperformed target, while CNG and Hybrid fleets (older buses) are below target
- Metro expects to receive new buses in FY2027 to replace the oldest, lowest performing fleet

Metro Access

27,240 in FY26, met target of 24,000

Target reflects maintaining performance of previous 3 years

Desired direction



Metro Access met target in FY2026

- Strong FY2026 performance driven by introduction of 230 new vehicles and retirement of 134 older vehicles
- Metro is not anticipating adding new vehicles to the fleet in FY2027

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

Convenience

Washington Metropolitan Area Transit Authority

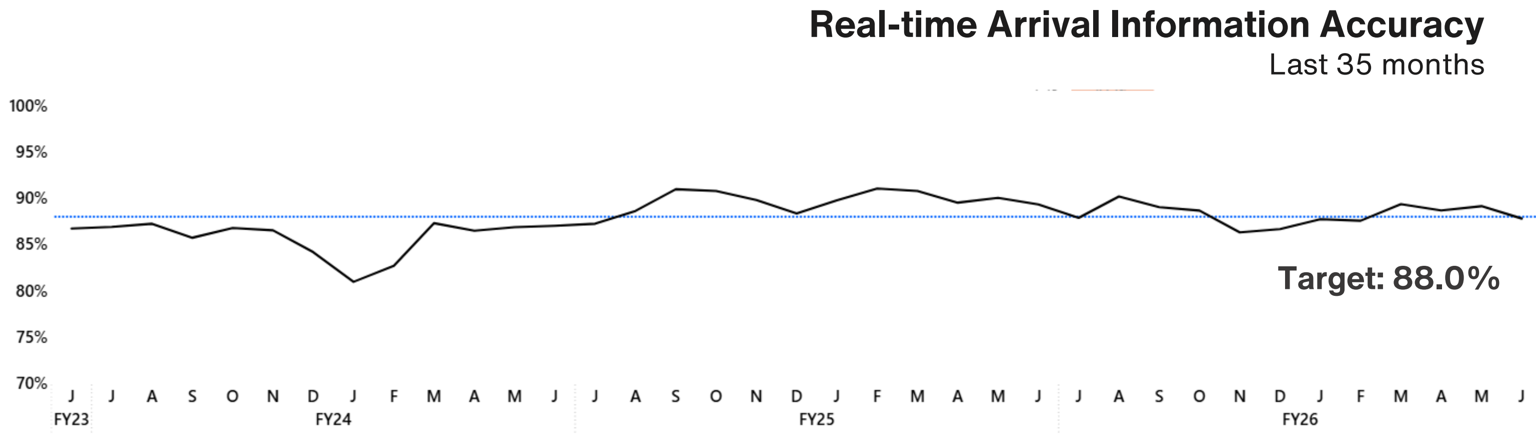
Bus Prediction Accuracy Met Target in FY2026, Continuing Positive Trend From FY2025

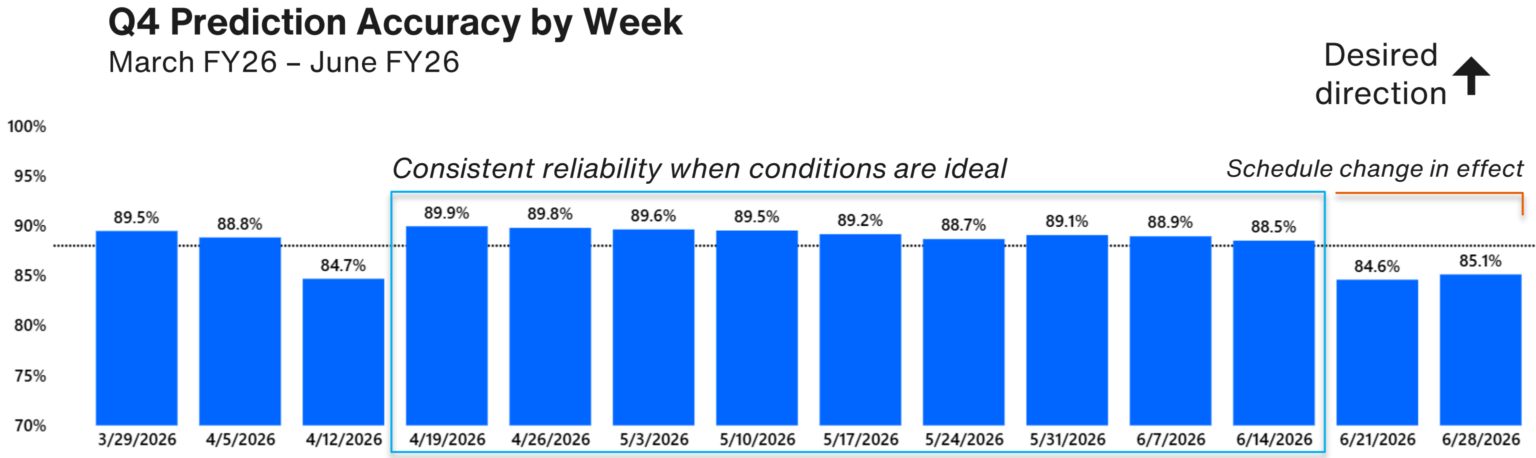
Real-time Arrival Accuracy | Bus

88.2% of predictions were accurate, meeting target of no less than **88.0%**

Target reflects value set in the Strategic Transformation Plan for FY28 aspirational performance levels

- Target achieved via strong performance in Q1 and Q4
- Metro continues to lead national peers in bus prediction accuracy
- Prediction accuracy is lower at terminals (74% in FY2026)
- Actions to improve:
  - Address early departures from first stops
  - Track data at 5 second intervals (shortened from 30)
  - Improve data quality at the start and end of trips





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

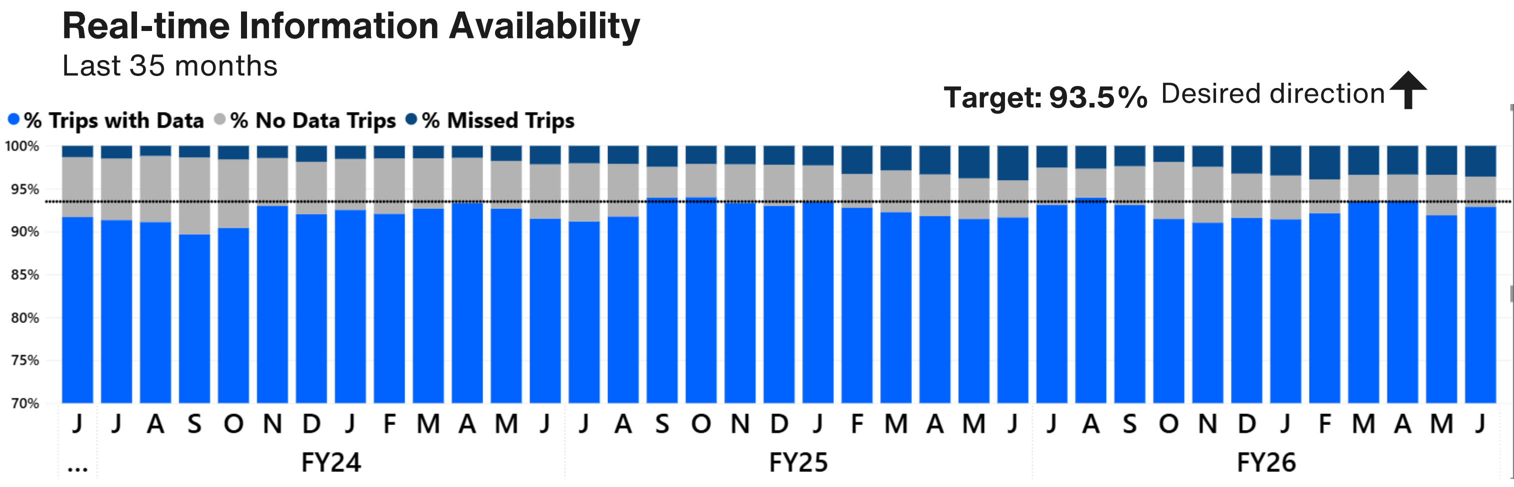
Bus Real-Time Information Availability Remained Stable From FY2025 to FY2026

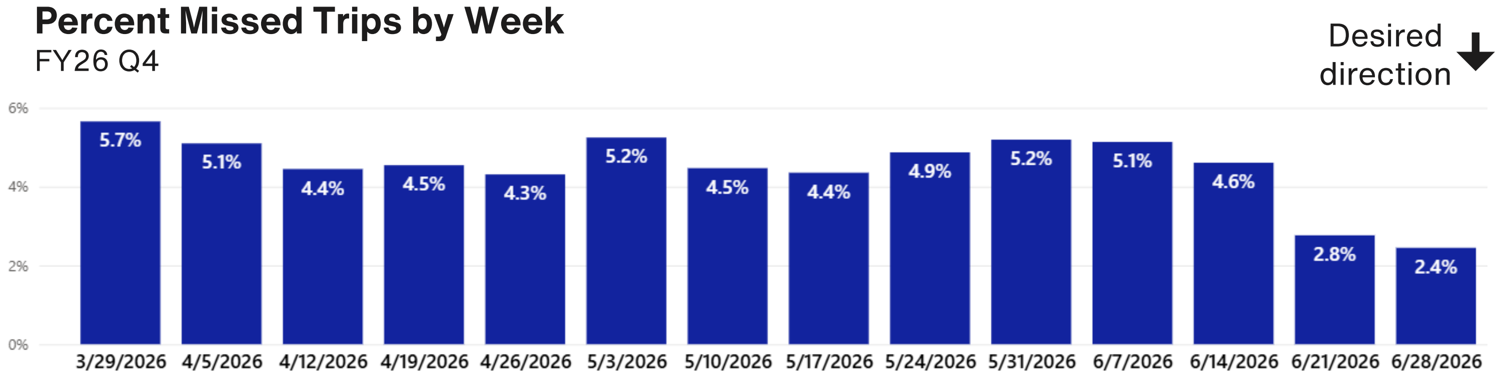
Real-time Info Availability | Bus

92.5% of trips had predictions available, just missing target of no less than **93.5%**

Target = improve 1 percentage point from FY25 performance

- 92.5% of scheduled bus trips appeared in real-time information feeds, similar to FY2025
- Lower information availability can be caused by missed trips or buses that are unable to transmit GPS data
  - Missed trips increased in FY2026 due to a shortage of operators
  - “No data” trips fell in FY2026 due to significantly increased operator logon rates
- Actions to improve:
  - Continue efforts to hire and train bus operators
  - Reduce no data trips by: increasing operator logon rates and ensuring SOP compliance; optimizing system reporting from onboard devices





Rail Real-Time Arrival Prediction Accuracy Stabilized in Q4, but Ended FY2026 Below Target

Real-time Arrival Accuracy | Rail

96.8% of predictions were accurate, missing target of no less than **98.0%**

Target = 0.8 percentage point improvement from average performance over last 3 years

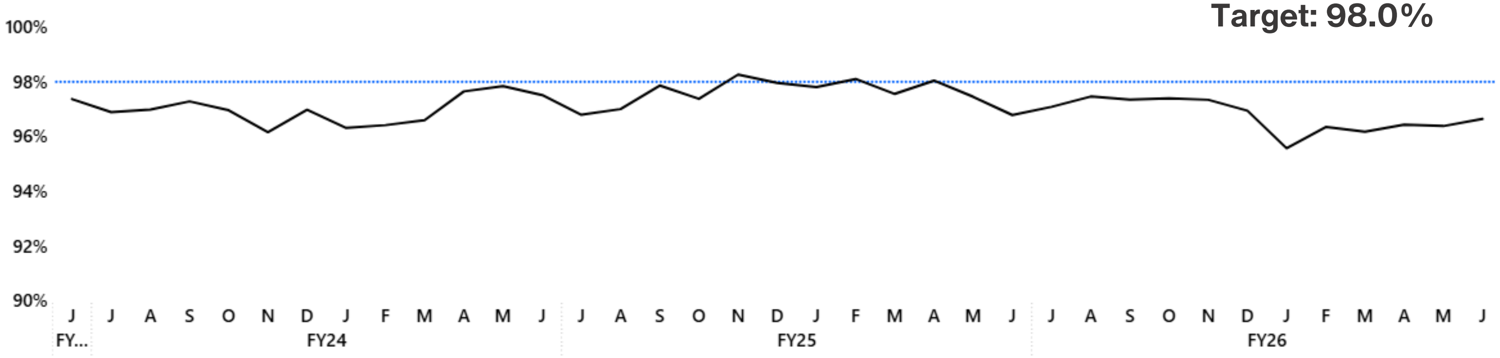
- FY2026 performance was impacted the most by declines in **Green** and **Yellow** line accuracy:
  - Train-to-wayside communication (TWC) between W. Hyattsville and Greenbelt was damaged during the Q3 "Snowcrete" storms with full repairs anticipated in September
  - **Yellow line extension** to Greenbelt added 50% more service north of Mt. Vernon Sq. and put Greenbelt terminal at capacity, leading to a small reduction in prediction accuracy
- Actions to improve:
  - Continue efforts to reduce incidents that create customer delays
  - Revise schedules twice annually, helping to improve reliability

Real-time Prediction Accuracy

Last 36 months

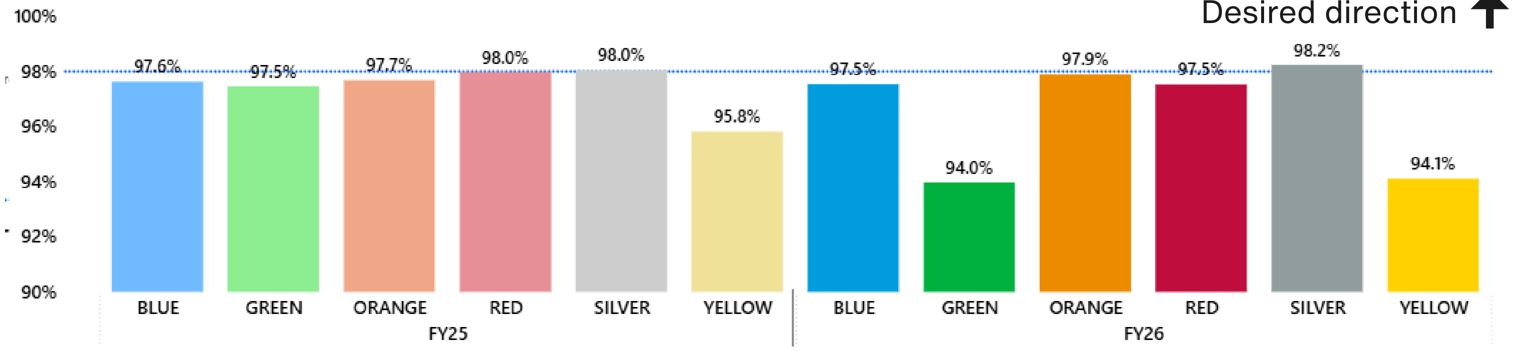
Desired direction

Target: 98.0%



Prediction Accuracy by Line, FY2025 vs. FY2026

Desired direction

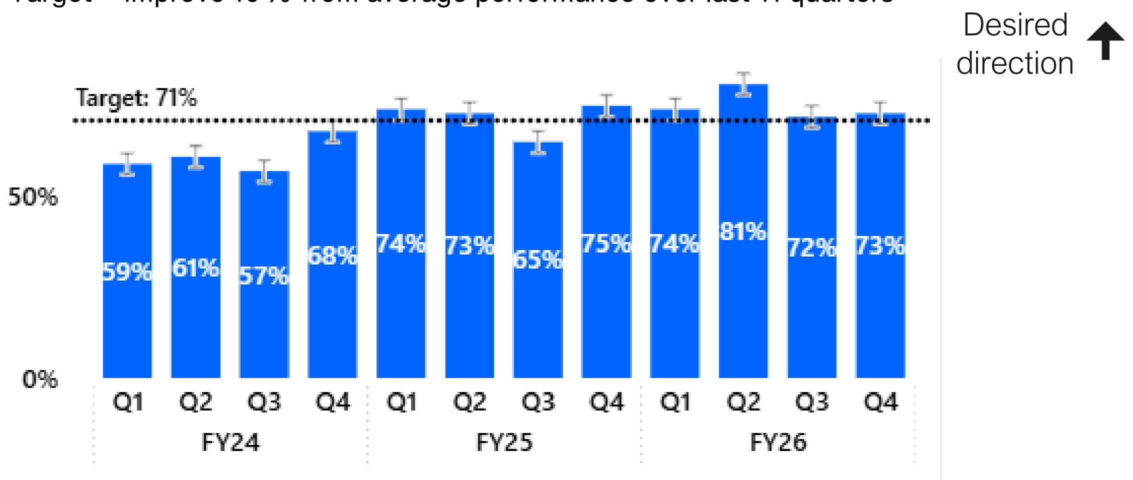


Satisfaction With Cleanliness on Trains Meets Target, Bus Stable Through FY2026

Metro Rail: Satisfaction with Cleanliness of Train

73% in Q4, above target of no less than 71%

Target = improve 10% from average performance over last 11 quarters



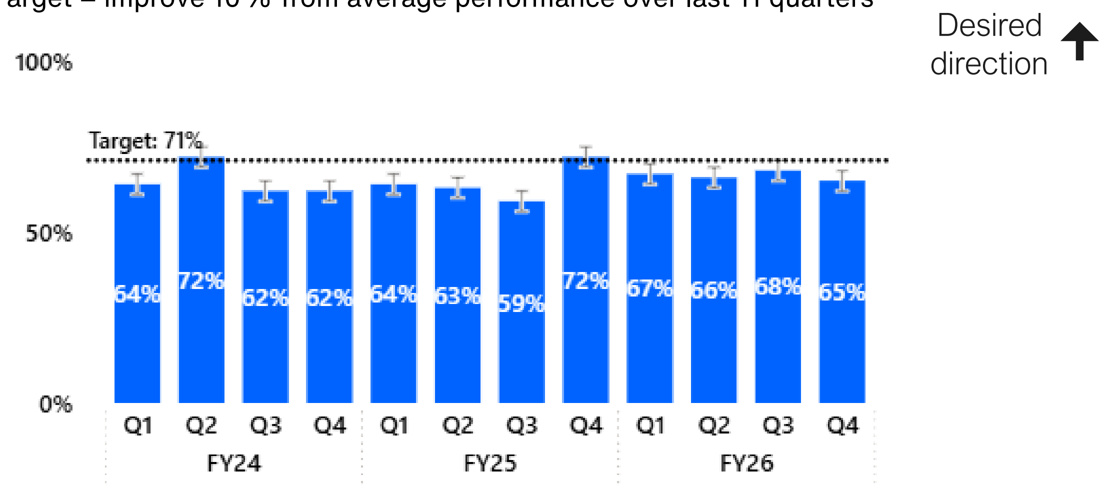
Metro Rail's Q4 performance met target

- Satisfaction with cleanliness was similar to the same time last year and few (4%) were dissatisfied with train cleanliness

Metro Bus: Satisfaction with Cleanliness of Bus

65% in Q4, below target of no less than 71%

Target = improve 10% from average performance over last 11 quarters



Cleanliness for Metro Bus consistent through FY2026, under target

- Dissatisfaction with cleanliness was 15% in Q4, higher than it was last quarter and last year at the same time
- Launch "Metro Manners" campaign, including focus on reducing littering