Safety and Operations Committee
Board Information Item III – A
November 5, 2026

Service Excellence FY 2027 Q1 Report
(July – September 2026)

Board Document

OVERVIEW			
PRESENTATION NAME	FY2027 Q1 Service Excellence Report	**DOCUMENT NO.**	300170
ACTION OR INFORMATION	Information		
STRATEGIC TRANSFORMATION PLAN GOAL	Service Excellence;		
RESOLUTION	No		
EXECUTIVE OWNER			
EXECUTIVE TEAM OWNER	Webster, Thomas J.;		
ORGANIZATION	Strategy, Planning and Performance		
DOCUMENT INITIATOR	Jordan H. Holt		
OTHER INFORMATION			
COMMITTEE	Safety and Operations Committee	**COMMITTEE DATE**	11/5/2026
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 the first quarter (Q1) of Fiscal Year (FY) 2027, from July 1, 2026 through September 30, 2026. Key Highlights: • Over 70 percent of the key performance indicators (KPIs) aligned to the Service Excellence goal met or made progress towards the continuous improvement targets set for FY2027 • Customer satisfaction remained high, with four consecutive quarters of >90 percent of rail customers satisfied with their last trip and two consecutive quarters of >80 percent of bus customers satisfied with their last trip • Ridership grew five percent in FY2027 Q1 compared to the		

	same period last year, entering the sixth consecutive year of annual growth. Metro played a critical role in supporting regional events and student ridership is up eight percent • Crime continues to be at record-low levels, and transit worker assaults are down 20 percent compared to FY2026 Q1 with big decreases in assaults on bus operators • Bus on-time performance met target and hit a six-year high in September, while results on rail and access fell slightly compared to prior years
DISCUSSION	Customer satisfaction exceeded target, bolstered by investments in frequency and reliability Customer satisfaction on rail and bus started the fiscal year strong, meeting or exceeding target for Q1: 90 percent for Metro Rail (fourth consecutive quarter at 90 percent or above) and 81 percent for Metro Bus (second consecutive quarter at 81 percent). The results for Metro Rail reflect continued investment in improved all-day frequencies and reliable service. The summer shutdown affecting Red Line Customers travelling north of Friendship Heights had a limited impact on customer satisfaction thanks to staff efforts to provide replacement shuttles and keep frequency high at stations outside of the work zone. The positive trends for Metro Bus show how customers are adapting to the new network, which greatly increased access to frequent service (41 percent of customers have scheduled wait times under 12 minutes compared to 32 percent of customers in the prior network). First quarter results show a significant improvement in the share of customers satisfied with wait times: 65 percent compared to 59 percent this time last year. Metro Access customer satisfaction dropped significantly to 68 percent in Q1 compared to 77 percent last year at this time. The drop is tied to on-time performance falling to 86 percent with over half of respondents reporting trip problems. Ridership grew five percent in Q1 FY2027 and more customers are paying Ridership is up across all three modes. Metro Rail ridership increased seven percent compared to FY2026 Q1, with strong growth during late night periods and high ridership during special

	events. Rail ridership recovery is the highest in off-peak periods that have seen the biggest service increases: Metro Rail carried 30 percent more riders on weekends and weekday late nights compared to FY2019 Q1. Metro has shifted a larger share of service to off-peak periods to address changes in demand. Bus ridership increased three percent compared to FY2026 Q1, demonstrating that customers are responding to the new network. “Tap” ridership (when customers tap a fare media card) is up 13 percent year-over-year following the June 2026 fare awareness campaign. Bus riders also value frequency: routes with 12 minute or better frequencies account for 37 percent of all vehicle trips but 46 percent of ridership. Access ridership grew five percent compared to FY2026 Q1 driven by increases in Abilities-Ride trips. These trips increased nine percent while trips using Metro Access dedicated service fell two percent. Beginning this quarter, Metro Access customers will pay a $3 service fee for each trip on Abilities-Ride. Crime continues to be at record lows, with a 20 percent decrease in transit worker assaults The Part 1 crime rate fell three percent compared to this time last year, marking the best Q1 results since Metro began monitoring and reporting performance. These results reflect a continued focus on data-driven policing, crisis intervention support, community outreach and filling vacancies. Staff perceptions of personal safety continue to be low, meeting target. The most recent MTPD Academy class began on August 31st with 22 recruits. Transit Operator assaults are also down year-over-year with a 22 percent decrease in assaults on operators and an 18 percent decrease on assaults on police officers. Improving service reliability remains an area of focus Metro Bus on-time performance increased and met target for the quarter, posting the best September results in six years (since 2020). Schedule adjustments were the largest driver of improvement with 127 changes made since the redesigned network launched in June 2025. Missed trips continue to be above target, although Metro made progress to fill bus operator vacancies – the leading cause of missed trips. Over 190 operators started a training course this quarter, with a net increase of 29 operators once promotions and turnover are considered. The percent of missed trips due to operator availability hit a ten-month low in September

	2026. Almost 94 percent of scheduled bus trips appeared in real-time data feeds, the best result in over three years. Metro Rail on-time performance did not meet target and decreased compared to last year. There was a 50 percent increase in major infrastructure-related delays and late trips due to planned track work that contributed to lower performance. Metro Access on-time performance fell to 86 percent, below target and FY2026 Q1. The decline is related to the implementation of a new enhanced service delivery model that focuses on increasing service productivity and shared ride efficiency. Thirty-seven percent of trips were shared rides in FY2027 Q1 compared with 29 percent in FY2026 Q1. Shared rides can increase travel time and increase the risk of delays. Missed trips also increased; over 90 percent of missed trips occur because the vehicle arrived late and the customer decided not to take the trip. Staff are making adjustments to the scheduling and dispatching software system to improve efficiency.
INTERESTED PARTIES	None
RECOMMENDATION/NEXT STEPS	Information only; Next steps: February 2027 presentation of the FY2027 Q1-Q2 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 FY2027 Q1 Report (July – September 2026)

Safety and Operations Committee

Washington Metropolitan Area Transit Authority

November 5, 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

- Strong customer satisfaction reflects continued investment in frequency and reliability
- Ridership increased 5% compared to FY2026 Q1, with high usage during regional events. Student ridership is up 8% year-over-year
- More people are paying on bus and rail
- Crime continues to be at record-low levels, and transit worker assaults are down 20% compared to FY2026 Q1 with big decreases in assaults on bus operators
- Some improvements in service reliability. Bus had best on-time performance in September in six years, although missed trips for the quarter continue to be higher than target



25 Measures Meeting or Moving Toward Target in FY2027

Metric ● Target met ● Target just missed ● Target missed ● No target	Result	Target	Right trend? *vs. FY26 Q1*
Goal 1: Service excellence			
Customer satisfaction			
Metro Access	● 68%	≥78%	
Metro Bus	● 81%	≥77%	✓
Metro Rail	● 90%	≥85%	✓
Ridership (average monthly trips)	● 23.8M	≥23.4M	✓
Objective 1A: Safety and security			
Part 1 crime rate	● 3.1	≤4.7	✓
Transit worker assault rate	● 42.5	≤43.6	✓
Metro Bus	● 53.0	≤57.6	✓
Metro Rail	● 41.1	≤43.2	✓
Customer dissatisfaction: safety from crime			
Metro Bus	● 9%	≤14%	✓
Metro Rail	● 10%	≤10%	
Customer injury rate	● 31.5	≤28.1	✓
Employee injury rate	● 6.8	≤6.4	
Collision rate			
Metro Access	● 13.2	≤17.7	✓
Metro Bus	● 58.8	≤54.5	
Crowding			
Metro Bus	● 2.7%	≤5%	
Metro Rail	● 4.8%	≤5%	
Fare Evasion			
Metro Bus	● 64.3%	≤67%	✓
Metro Rail	● 4.5%	≤5%	

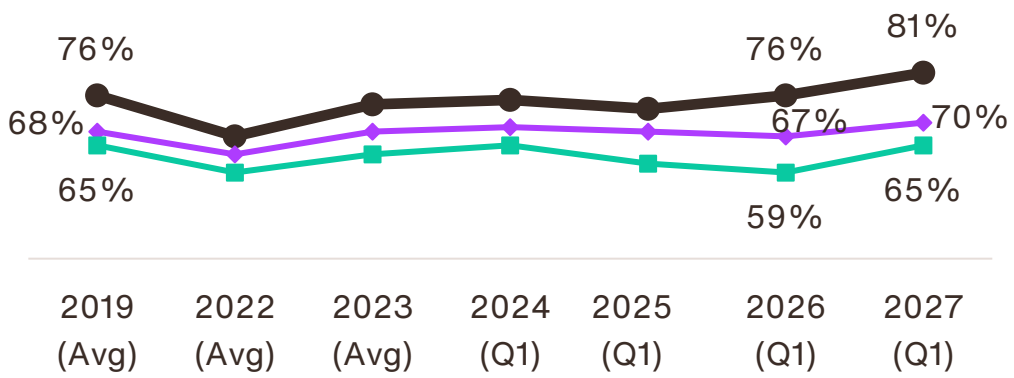
Metric ● Target met ● Target just missed ● Target missed ● No target	Result	Target	Right trend? *vs. FY26 Q1*
Objective 1B: Reliability			
On-time performance			
Metro Access	● 86.0%	≥90%	
Metro Bus	● 77.1%	≥76.5%	✓
Metro Rail	● 87.6%	≥89%	
Percent of scheduled service delivered			
Metro Access	● 98.0%	≥98.25%	
Metro Bus	● 96.2%	≥98%	
Metro Rail*	● 91.6%	≥90.4%	
Elevator Availability	● 97.5%	≥97.7%	✓
Escalator Availability	● 94.9%	≥94.3%	
Mean Distance Between Failure			
Metro Access	● 26,860	≥29,150	
Metro Bus	● 6,040	≥6,300	✓
Metro Rail	● 25,890	≥29,000	✓
Objective 1C: Convenience			
Accuracy of real-time arrival information			
Metro Bus	● 88.8%	≥88.5%	
Metro Rail	● 96.4%	≥97.5%	
Availability of real-time bus arrival information	● 93.8%	≥93.0%	✓
Customer satisfaction: cleanliness			
Metro Bus	● 72%	≥71%	✓
Metro Rail	● 72%	≥74%	

*Includes planned track work

Bus and Rail Customer Satisfaction Remain High

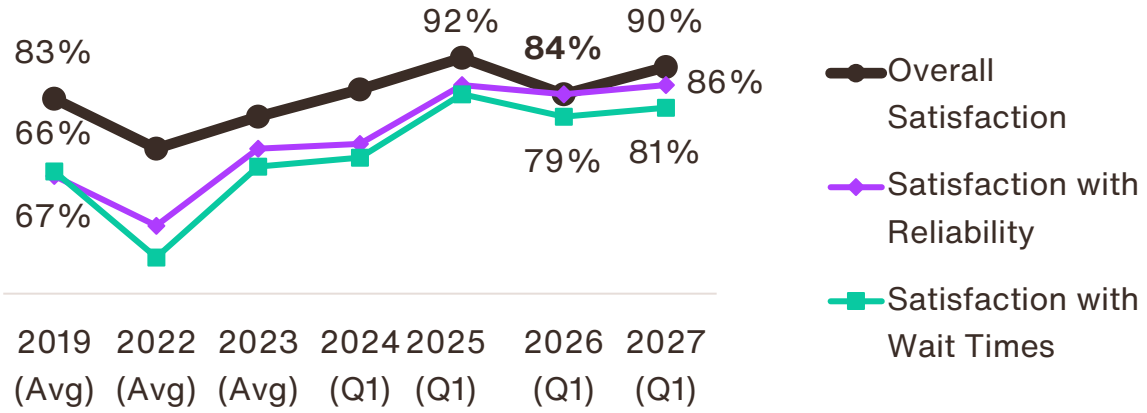
Strong results reflect continued investment in frequency and reliability, the two top drivers of overall satisfaction

Metro Bus Target: 77%



- Metro Bus customers are adapting and responding positively to the new network: 81% of customers are satisfied compared to 76% this time last year (the first quarter after network launch)
- Significant improvement in satisfaction with wait times: 65% compared to 59% this time last year. 41% of customers have scheduled wait times under 12 minutes compared to 32% of customers in the prior network

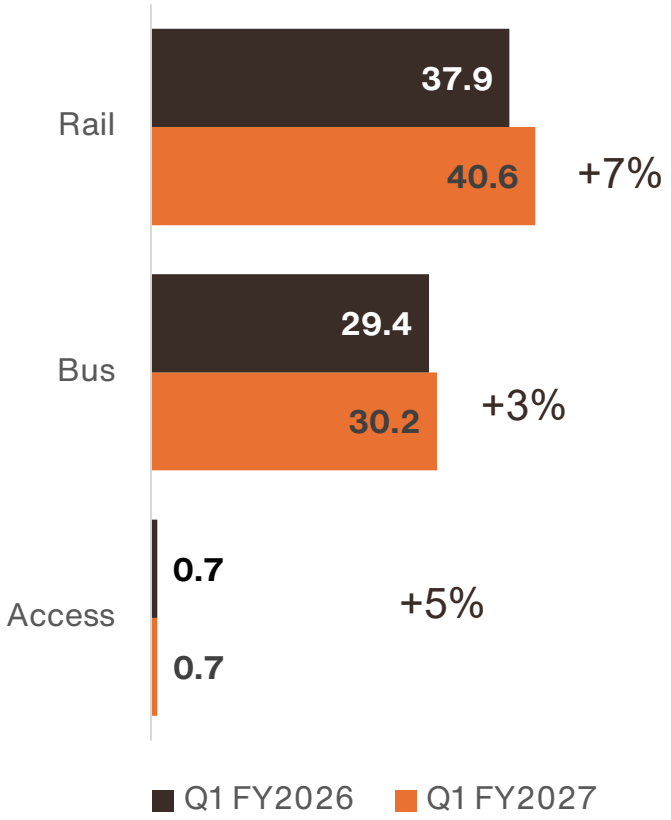
Metro Rail Target: 85%



- Satisfaction with wait times and reliability greatly improved following service improvements initiated in FY2025
- Summer shutdown had limited impact on customer satisfaction, particularly compared to last year

Ridership Increased 5% Compared to Last Year, Entering 6th Year of Annual Growth

Ridership is up on all modes



Events drive ridership

~1.6 million trips in Q1 (2% of total) were to/from regional events



- **July 4th:** 869,000, highest in Metro history
- **Indy Car:** 1.18 million
- **Sporting Events**
  - 35,000+ fans to the eight Spirit games in Q1
  - 5,000 fans to Commanders home opener
  - 35% market share for Nationals' games, totaling 309,000 riders in Q1
- **Concerts:** 80,000+ fans took Metro to major concerts in Q1

Student ridership is up

3.5 million trips in Q1 (4.9% of all paid trips) were from student passes



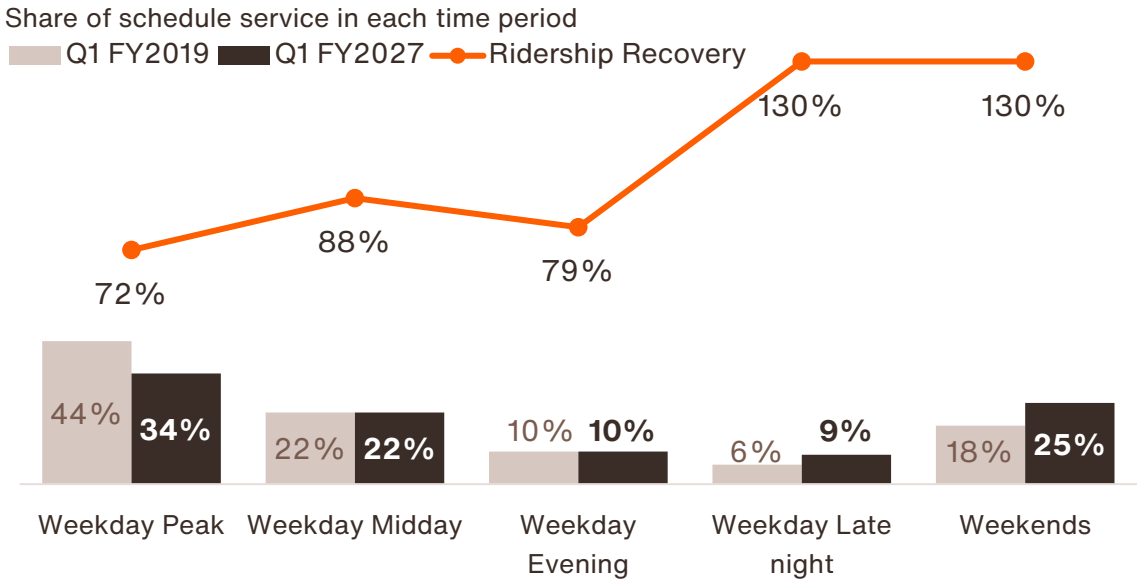
- **DC Kids Ride Free:** 2.3 million trips in Q1, up 26% on Metro Bus and 10% on Metro Rail
- **Other K-12 Student Passes:** 93k trips in Q1, down 9%
- **U-Pass:** 869,000 trips in Q1, up 6% on Metro Bus and 8% on Metro Rail thanks to program expansion to Catholic University and six semester-long programs

Ridership Is Strongest Where Region Has Invested

Rail ridership recovery is highest in off peak periods that have seen the biggest service increases

Share of scheduled service by service period and ridership recovery, Q1 FY2019 vs. Q1 FY2027

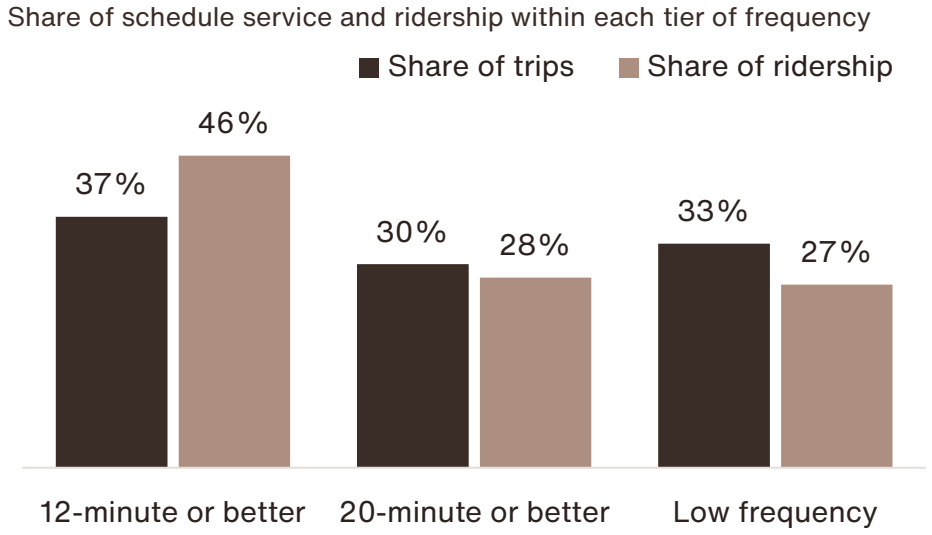
66% of scheduled service is during off-peak periods, compared to 54% in FY2019



Bus ridership is highest on most frequent routes

Share of trips and ridership by route frequency, Q1 FY2027

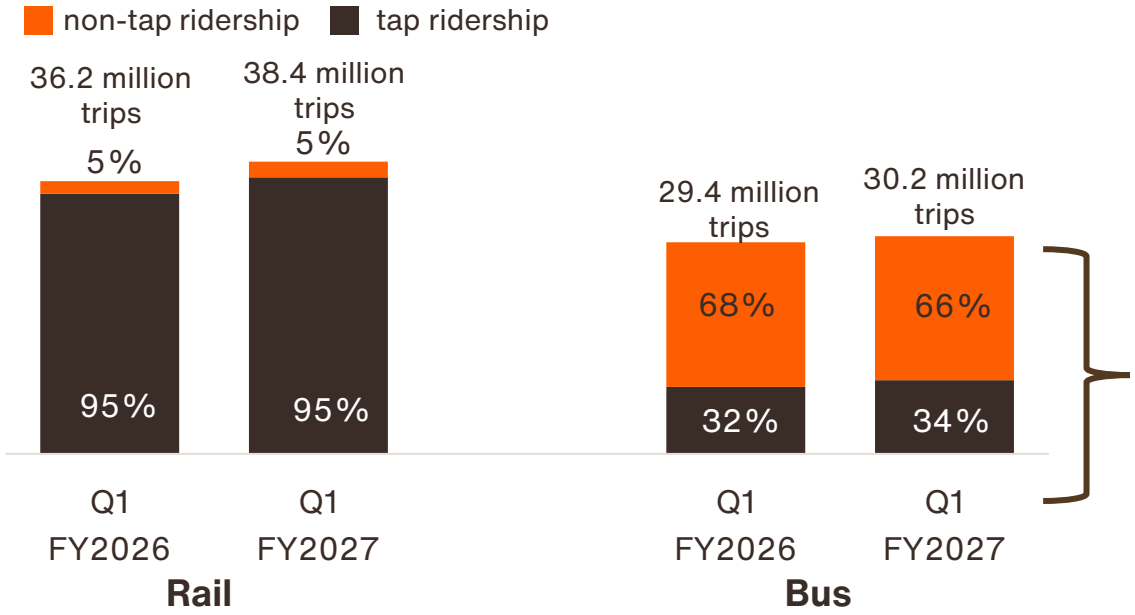
Routes with 12-min or better frequency account for 37% of trips but 46% of ridership



More Customers Are Paying

- Metro Rail fare compliance consistently 95%
- Metro Bus fare compliance improved following June 2026 fare awareness campaign
  - 13% increase in customers tapping their cards in FY2027 Q1, about 1.2 million trips
  - 2 percentage point decrease in “no-tap” trips

Fare compliance for Rail and Bus

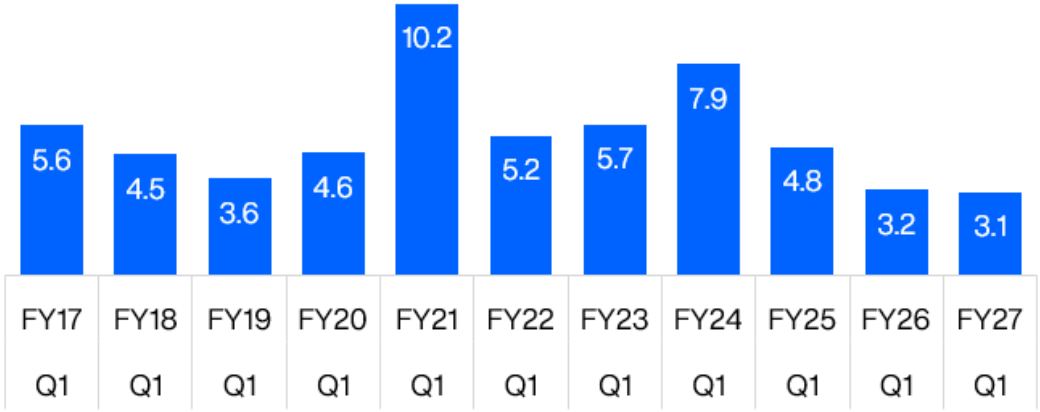


Ridership increased **and** the percent of tapped ridership increased, meaning **over 1.2 million more trips were tapped** in FY2027 Q1 compared to FY2026 Q1



Crime Remains Low, Transit Worker Assaults Down Compared to Last Year

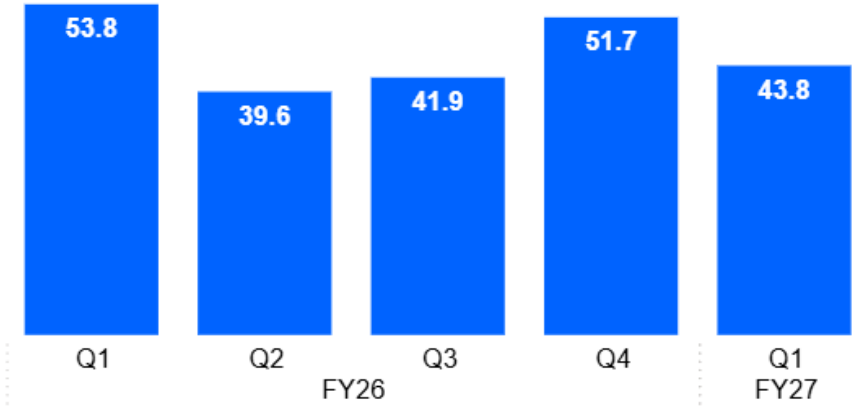
Part 1 Crime per 1 million customer trips (Q1)



- Part 1 crime decreased 3% compared to the same quarter last year
- Positive results reflect continued focus on data-driven policing, crisis intervention support, community outreach, and filling vacancies
- Most recent MTPD Academy began on August 31st with 22 new recruits

Transit Worker Assaults per 10m vehicle revenue miles

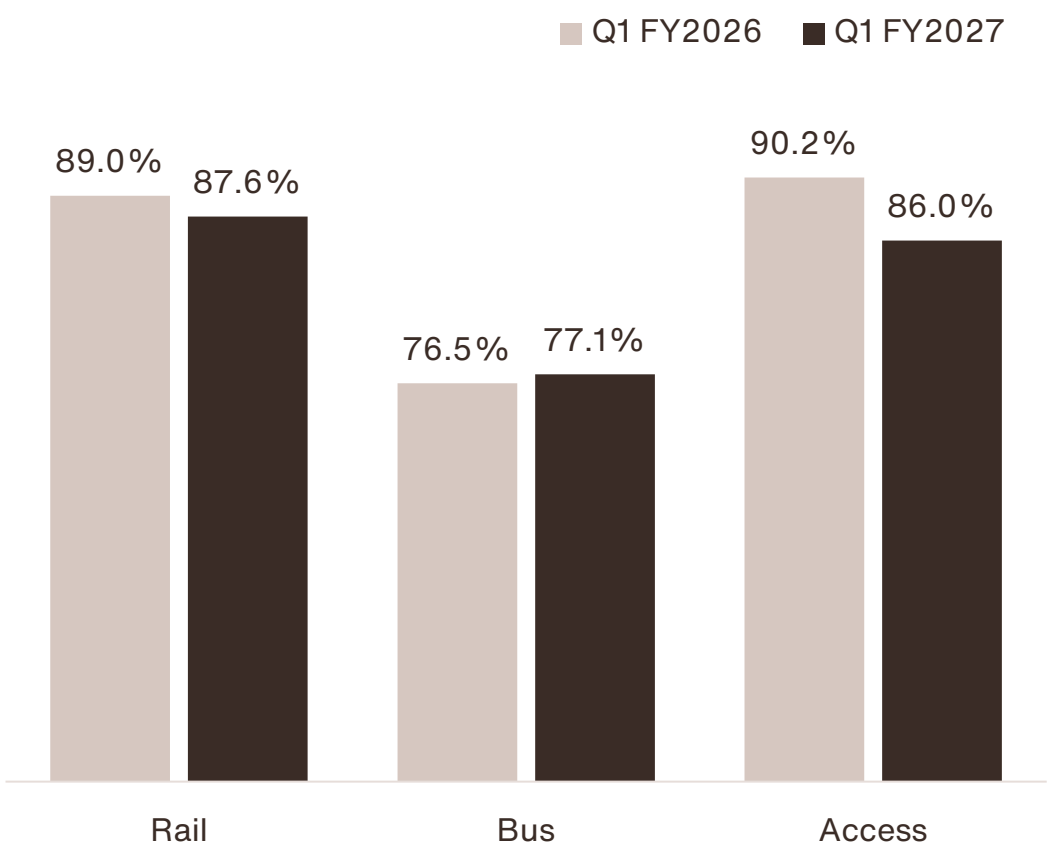
Desired direction ↓



- Transit worker assaults decreased 20% compared to the same quarter last year
- Bus operator assaults are down 22% and assaults on police officers (in the Metro Rail system) are down 18%
- Installation of full bus shields is helping reduce bus operator assaults

Improving Service Reliability Remains Area of Focus

On-time Performance



- Rail on-time performance decreased compared to last year, in part due to a nearly 50% increase in major infrastructure-related delays and planned track work
  - Regular maintenance and rail modernization aim to reduce impact of unplanned disruptions on customers
- Bus on-time performance increased, with the best September results in six years (since 2020)
  - Schedule adjustments improve timing, reducing both early and late arrivals
  - Bus speeds continue to slow, down 1% this September compared to last year and down 22% since September 2020
- Access on-time performance fell to lowest level in over five years related to efforts to improve service efficiency, including increased usage of shared rides

Spotlight: Summer Rail System Improvements

Major construction on Red Line completed on time and on budget with customer experience improvements

- Second mezzanine at Bethesda will connect Metro to the Maryland Transit Administration's Purple Line
- Rebuilt platform at Grosvenor-Strathmore improves safety and comfort: 280 cubic yards of concrete and 16,000 square feet of tile, 108 new globe lights and 288 new edge lights, 6 wind shelters, 26 new digital information screens



Refurbished platform at Grosvenor-Strathmore



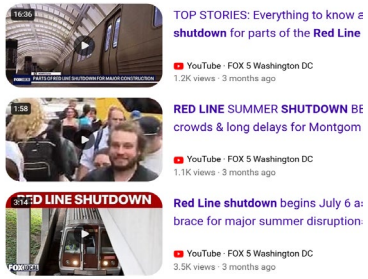
Second mezzanine at Bethesda

Service plan and consistent outreach minimized impact on customers

- 1.24 million customers used shuttle buses between Friendship Heights and North Bethesda
- Service plan kept good Red Line reliability (88% OTP)
- Red Line customer satisfaction remained high at 88%

Digital Footprint

90-day advance notice on wmata.com



In-station Experience

Physical and Digital signage distributed 30-45 days in advance



In-person Engagement

Staff and multilingual outreach teams provided info daily during shutdown

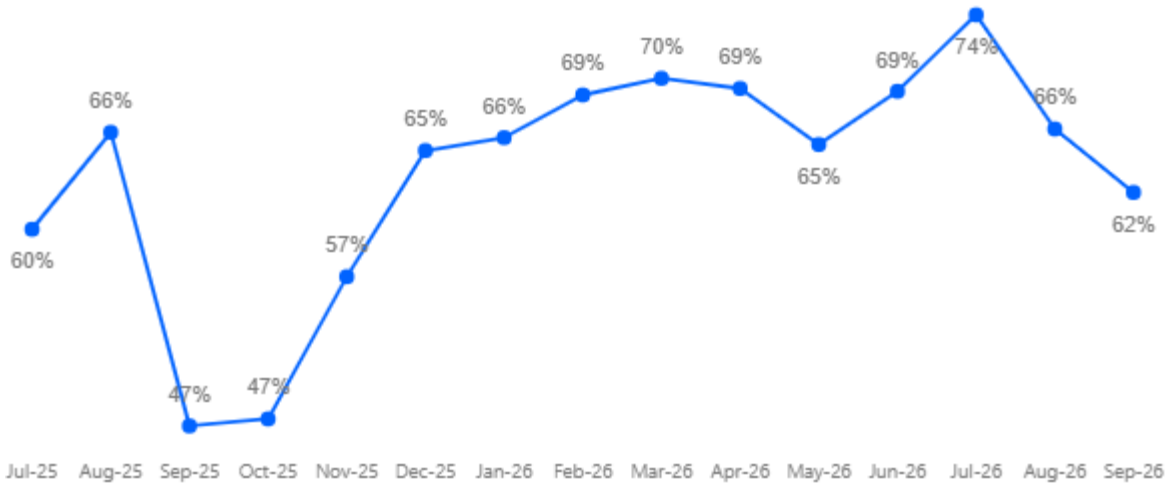


Positive Progress on Efforts to Reduce Bus Missed Trips

Metro aims to cut missed bus trips due to operator availability by over half by June 2027, reaching target to deliver 98% or more of scheduled service

- Metro has filled about 97% of required bus operator positions to deliver the current service plan
  - Net increase of 29 bus operators in FY2027 Q1
  - Over 190 operators started a training course this quarter
  - On track to fill operator requirements by the end of FY2027
- Limited-scale four-day workweek program launched June 2026 – December 2026 for bus operators at Shepherd Parkway division with aim to improve work-life balance and employee satisfaction
  - Four-day workweeks were popular, with 75% of runs already picked about halfway through the process
  - Positive initial feedback from participants

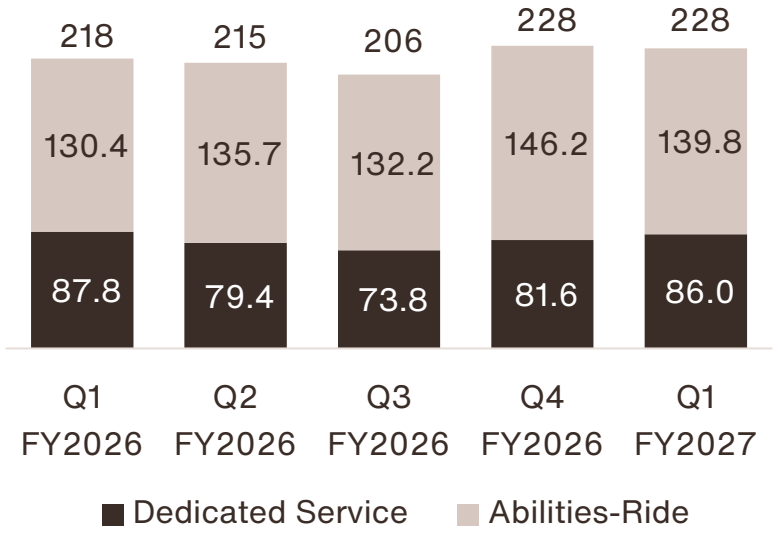
Percent missed trips due to operator availability hit 10-month low in September 2026



Metro Access Performance Reflects Efforts to Improve Efficiency While Meeting Customer Demand

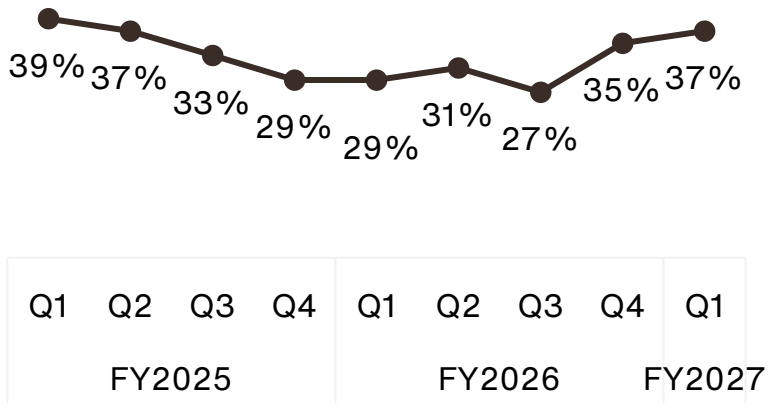
Metro Access fulfilled about 86,000 trips a month, with an additional 140,000 fulfilled by Abilities-Ride

Average monthly ridership (thousands)



To balance costs, Metro increased the percentage of shared rides, returning to previous levels

Percent of shared rides



Increase in shared rides correlates with drop in satisfaction and on-time performance

Satisfaction fell 9 percentage points compared to Q1 FY2026

77%
Q1 FY2026

68%
Q1 FY2027

OTP fell 4 percentage points compared to Q1 FY2026

90%
Q1 FY2026

86%
Q1 FY2027

Appendix: Detailed FY2027 Results

Washington Metropolitan Area Transit Authority

Goal-Level Measures

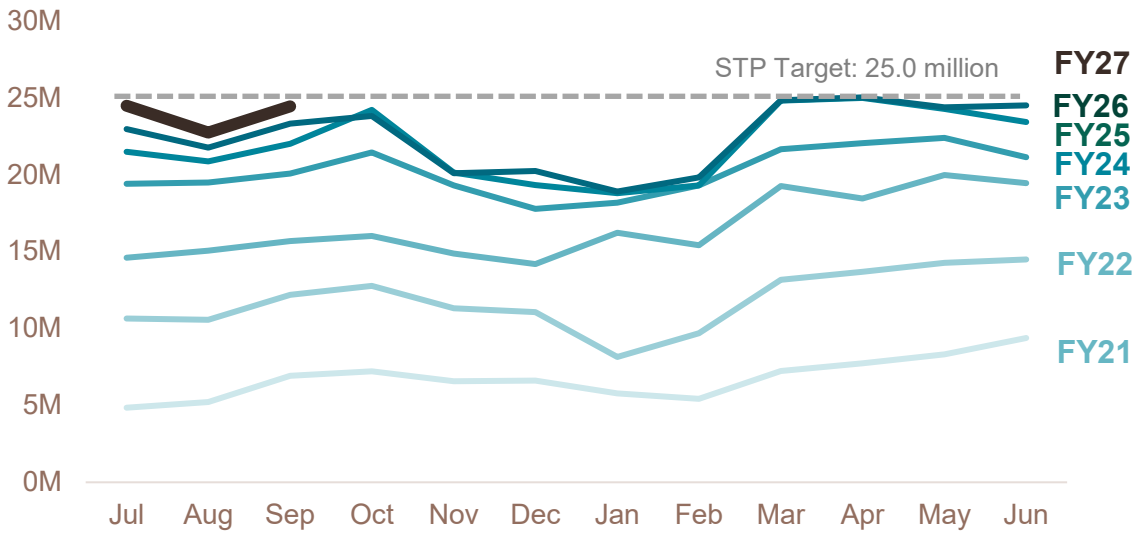
Washington Metropolitan Area Transit Authority

Ridership Up 5% Year-Over-Year With Increases in All Modes

- **Metro Rail ridership increased 7%**, with strong growth during late night periods
- **Metro Bus ridership increased 3%**, with growth throughout the network after one year of the redesign. Tap ridership up 13% year-over-year, following June 2026 fare awareness campaign
- **Metro Access network ridership up 5%**, with +9% growth on Abilities-Ride and 2% drop on Metro Access vehicles
- **Metro continues to play critical role for special events:** Record July 4th ridership and 1.18 million trips for Indy Car
- **Fare modernization has reduced cash payments to 9.5% of fare revenue**. **Tap. Ride. Go.** passed 29m total trips with 8.7m in Q1 (17.8% of all tapped trips)

Average Monthly Ridership (Millions)

Desired direction ↑



71.5 million total trips in FY27 Q1
5% higher vs. FY26 Q1
874,000 average weekday trips

40.6 million rail trips in FY27 Q1
7% higher vs. FY26 Q1
490,000 average weekday trips

30.2 million bus trips in FY27 Q1
3% higher vs. FY26 Q1
349,000 average weekday trips

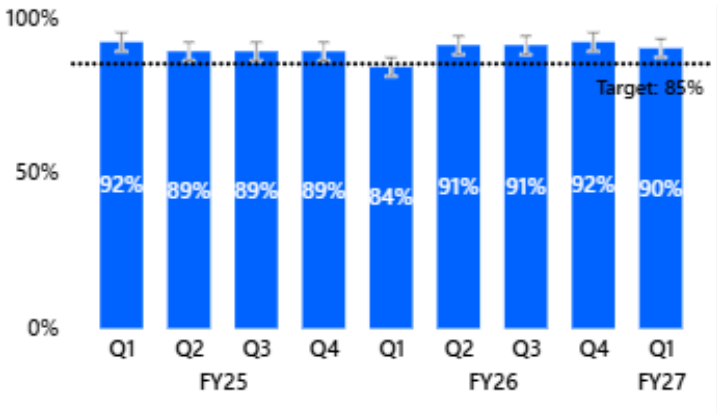
684k access trips in FY27 Q1
5% higher vs. FY26 Q1
7,400 average daily trips

Rail and Bus Customer Satisfaction Met Target; Access Satisfaction Fell Due to Lower Reliability

Metro Rail

90% in Q1, meeting target of no less than 85%

Target reflects the value set in the Strategic Transformation Plan

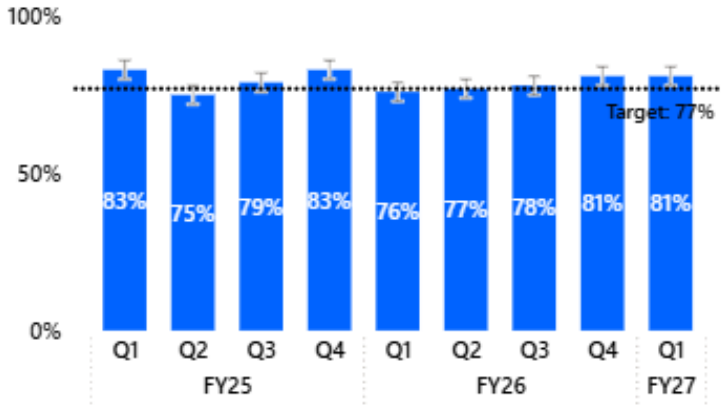


- Fourth consecutive quarter with satisfaction greater than 90%
- Top drivers continue to be reliability, travel times, and wait times
- Highest satisfaction levels (>85%) reflect investments in infrastructure and fleet: travel time, safety from accidents/injury, and reliability

Metro Bus

81% in Q1, meeting target of no less than 77%

Target = maintain performance of last 12 quarters

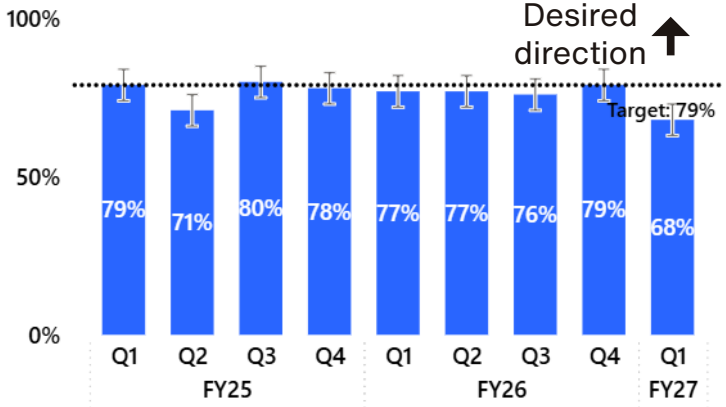


- Second consecutive quarter with satisfaction at 81%, better than target
- Top drivers continue to be reliability, travel times, and wait times
- Highest satisfaction levels (>80%): climate control, travel time, smoothness of ride, ease of getting a seat

Metro Access

68% in Q1, missing target of no less than 79%

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



- Satisfaction fell to 68%, below 79% target and the lowest level in 2 years
- Pickup and on-time arrival ratings, top satisfaction drivers, fell
- Half of riders reported trip problems - more than last quarter and last year. They had much lower satisfaction (50%)
- Abilities Ride customers were more satisfied than Metro Access vehicle users

Target met Target just missed Target missed No target

Safety and Security

Washington Metropolitan Area Transit Authority

Part 1 Crime Rate Reaches New Record Low for First Quarter Results

Part 1 Crime | All Modes

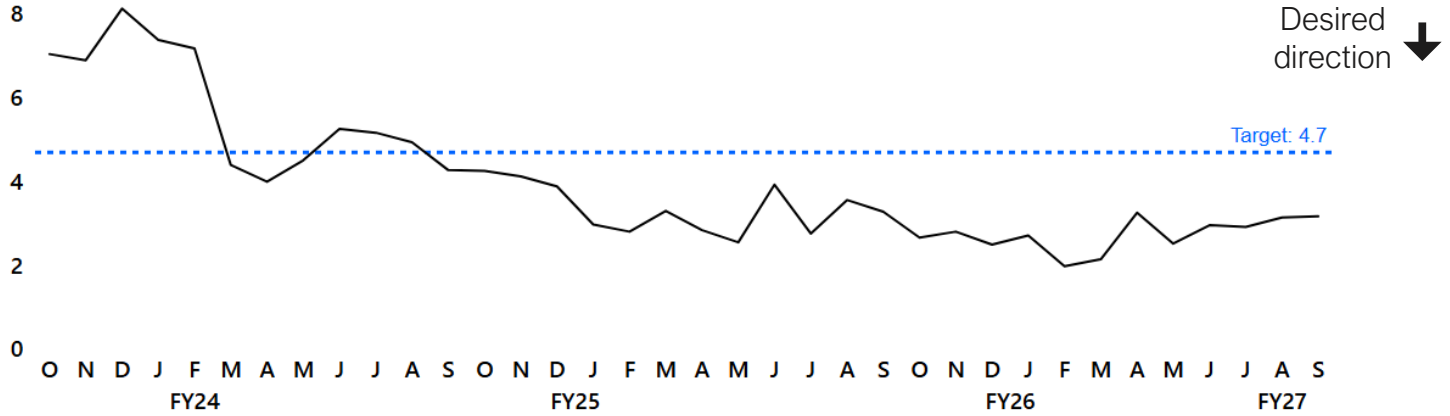
3.1 Part 1 Crimes per 1 million customers FYTD, meeting target of no more than **4.7**

Target = 10% reduction from average performance over last 3 calendar years

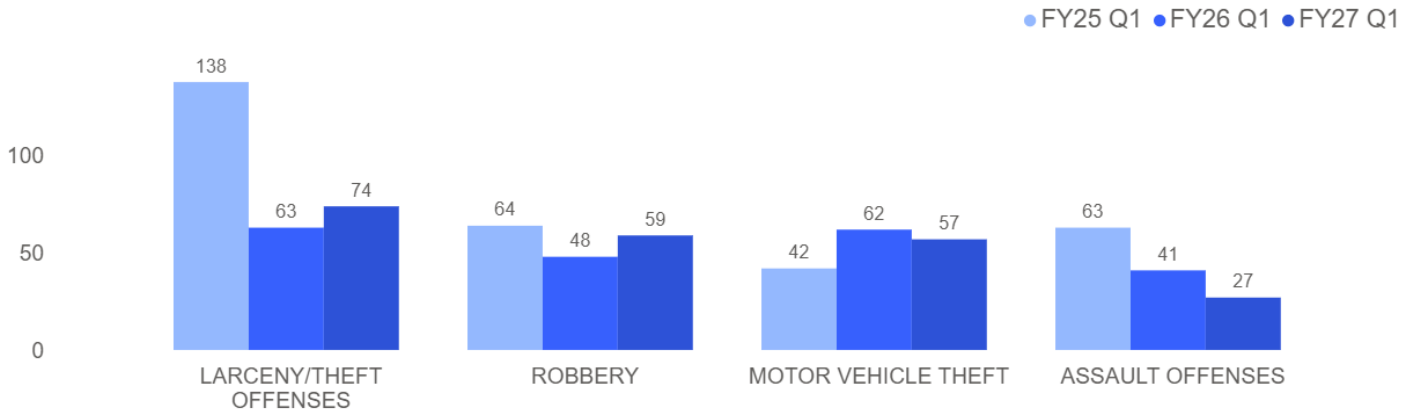
- Crime rate fell 3% compared to FY2026 Q1, with major decreases in key categories:
  - 38% decrease in parking lot crimes
  - Aggravated Assaults down 34%
  - Motor Vehicle theft and attempted thefts down 8%

- FY2027 will continue actions that have led to positive results:
  - Fare enforcement up 24% compared to FY2026 Q4, with 6,924 actions
  - Responded to over 3,500 text tips per month on average in FY2027 Q1

Part 1 Crime Rate
Previous 36 months



Part 1 Crime Counts by Type | Q1 Comparison



Bus Transit Worker Assault Rate Met Target, Improved From Last Year

Bus Transit Worker Assault Rate

53.0 assaults per 10M revenue miles, meeting target of no more than **57.6**

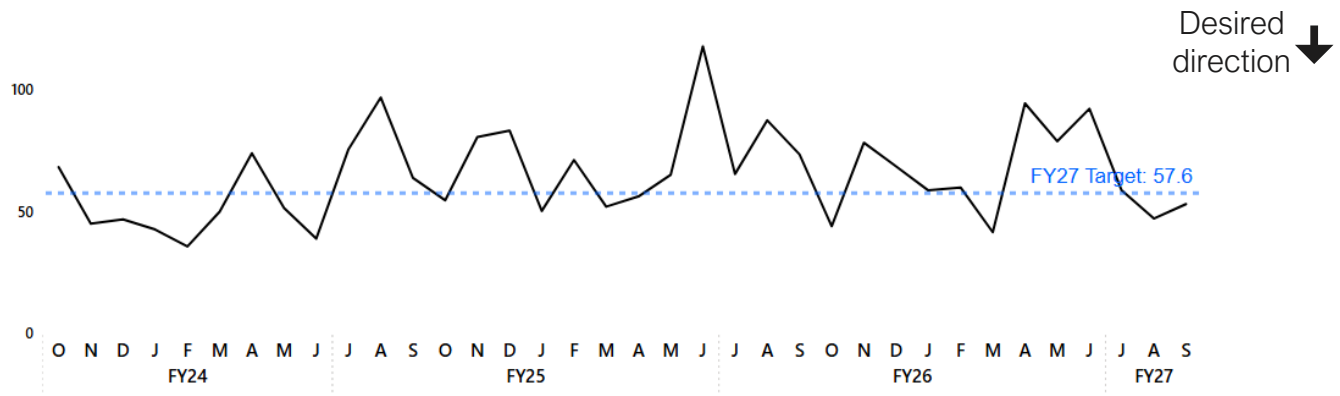
Target = 7.5% reduction from average performance over last 3 years

- Bus assault rate decreased 30% compared to FY2026 Q1
- 55 Assaults in FY2027 Q1: 80% (44) physical, 20% (11) non-physical
- Assaults on Bus Operators most common (56% of total) and **down 22%** vs FY2026 Q1
- Assaults on Police Officers (42% of total) and others (2%) **down 11%** vs FY2026 Q1

Actions to improve:

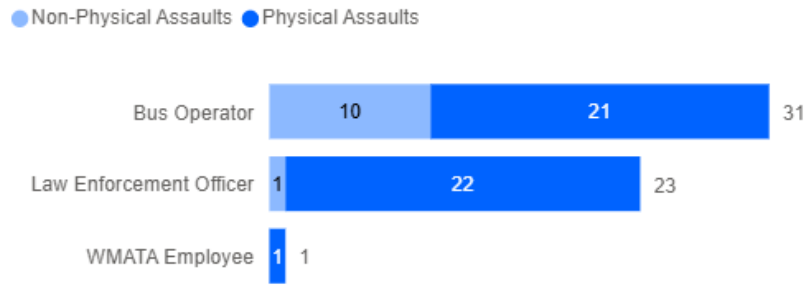
- Bus shield installation continues; full implementation expected May 2027

Bus Transit Worker Assault Rate
Previous 36 months



Metro uses the Federal Transit Administration National Transit Database definition of Transit Work Assaults. Transit Workers include employees, contractors and volunteers. An assault occurs when an individual knowingly, 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.

Assaults on Bus or at Bus Stop FY2027 Q1



Rail Transit Worker Assault Rate Met Target, Improved From Last Year

Rail Transit Worker Assault Rate

41.1 assaults per 10M revenue miles, meeting target of no more than **43.2**

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

- Rail Assault rate decreased 16% compared to FY2026 Q1
- Lowest Q1 result since FY2024
- 110 Assaults in FY2027 Q1: 96% (106) physical, 4% (4) non-physical
- Assaults on law enforcement officers most common (69% of total) and **down 18%** vs FY2026 Q1
- Assaults on Station Managers (10%) **down 9%** vs FY2026 Q1

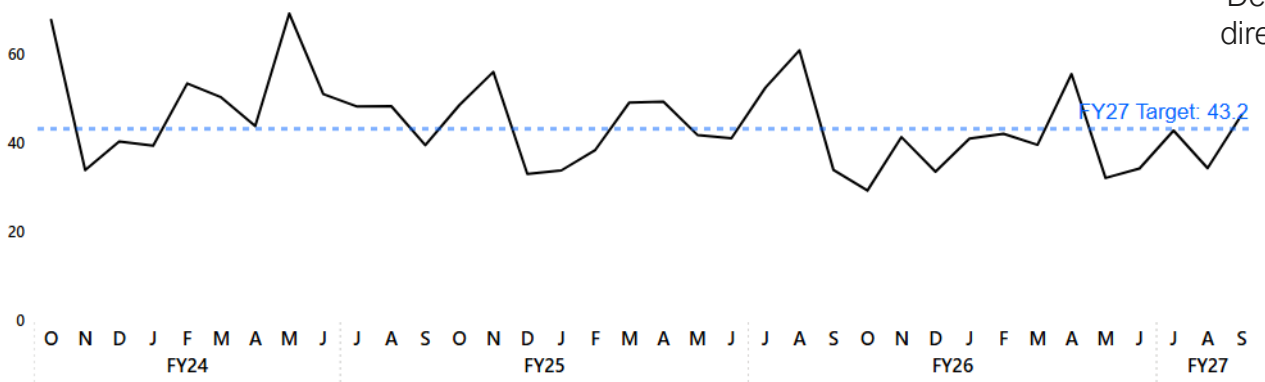
Actions to improve:

- In September, 22 new recruits began MTPD police academy

Rail Transit Worker Assault Rate

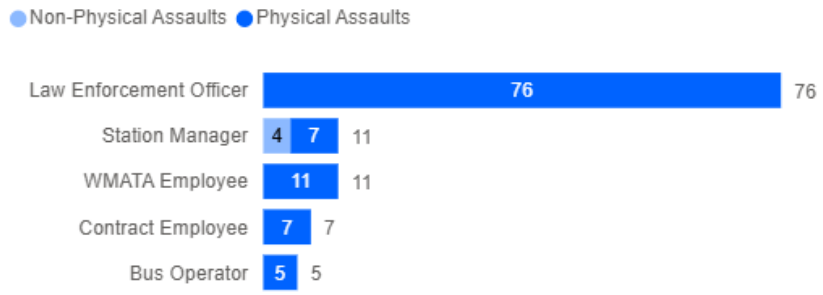
Previous 36 months

Desired direction ↓



Metro uses the Federal Transit Administration National Transit Database definition of Transit Work Assaults. Transit Workers include employees, contractors and volunteers. An assault occurs when an individual knowingly, 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.

Assaults in Rail System or Parking Lot | FY2027 Q1



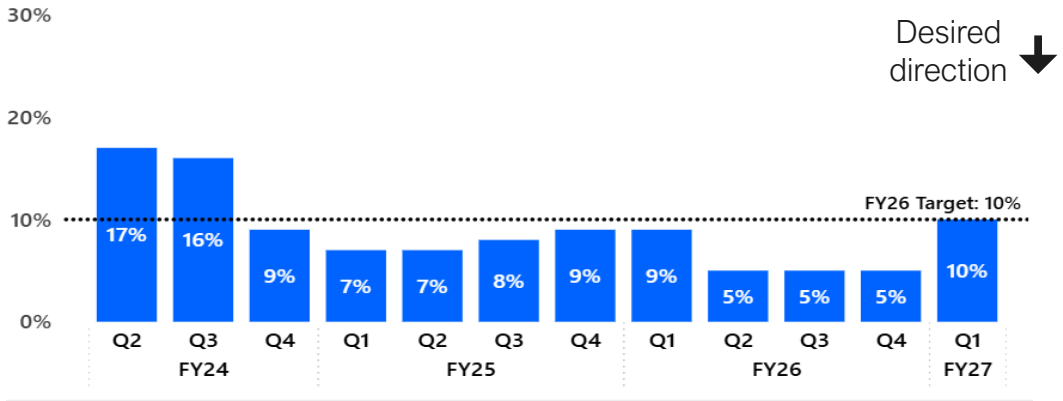
Vast Majority of Customers Feel Safe Riding Metro, Meeting Target in FY2027 Q1

Metro Rail: Customer Perception of Safety from Crime or Harassment

10% in Q1, Target: 10%

Target reflects the value set in the Strategic Transformation Plan

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”



Metro Rail customer perceptions of safety met target and were similar to this time last year, but increased compared to last quarter

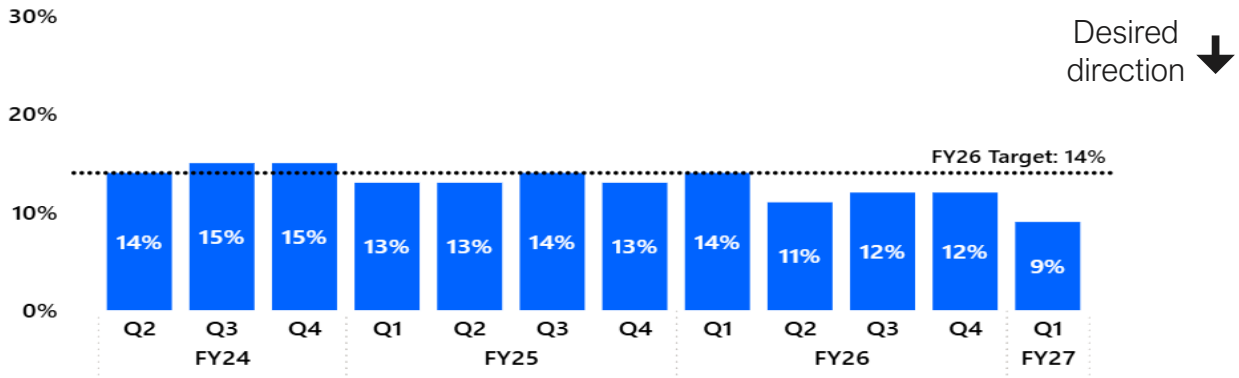
- Most pronounced changes compared to last quarter were from customers travelling during weekday middays, evenings, and late night

Metro Bus: Customer Perception of Safety from Crime or Harassment

9% in Q1, 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”



Metro Bus customer perceptions of safety met target and improved compared to the same time last year and last quarter

- 9% of customers were dissatisfied with crime or harassment on the bus, best results since 2022

Customer Injury Rate Missed Target and Remained Consistent with Same Period in FY2026

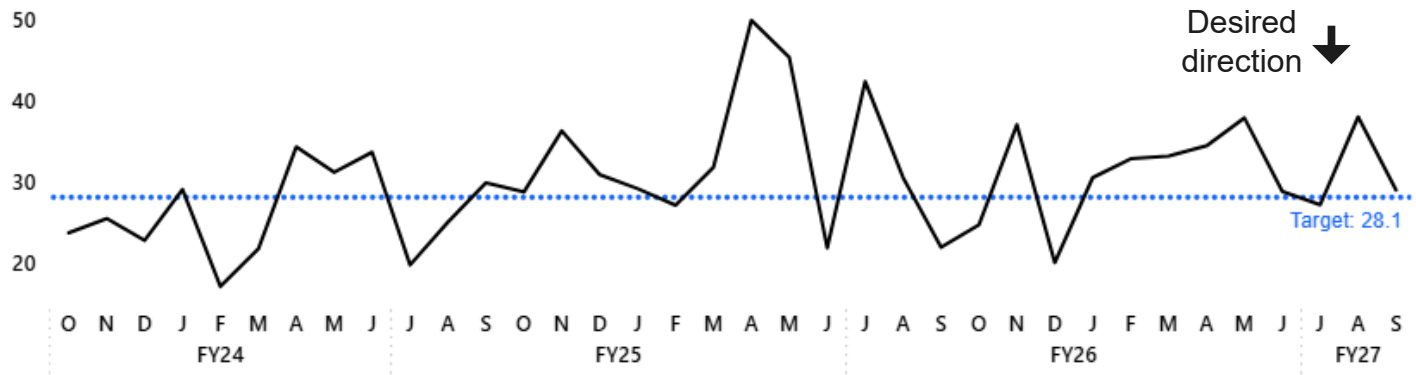
Customer Injury Rate | All modes

31.5 injuries per 10M revenue miles, missing target of no more than **28.1**

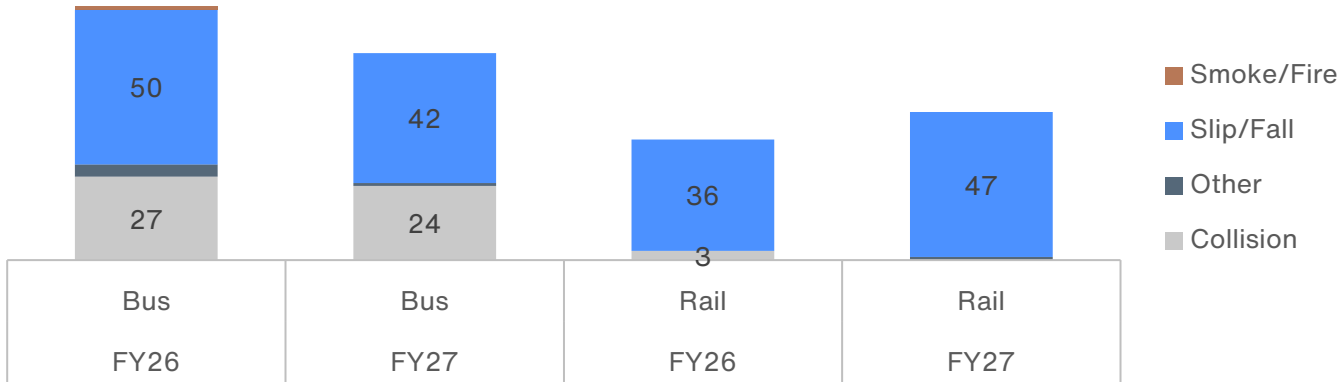
Target = 3% decrease from average performance over last 3 years

- 125 injuries in FY2027 Q1: 54% Bus (67 injuries), 39% Rail (49), 8% Access (9)
- Slip/fall injuries (76% total) remain the leading cause of injury
  - Bus slip/falls decreased by 16% from FY2026 Q1 due to decrease in hard braking and bus motion injuries
  - Rail slip/falls increased by 31% from FY2026 Q1 due to escalator injuries
- Bus collisions caused 24 injuries in FY2027 Q1, about the same as FY2026 Q1
- Rail collisions caused 0 injuries in FY2027 Q1
- 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
Last 36 months



Injury Count by Type for Bus and Rail
FY2026 Q1 vs. FY2027 Q1



Employee Injury Met Target in August and September; Increased Over Last Year Due to Stress-Related Injuries

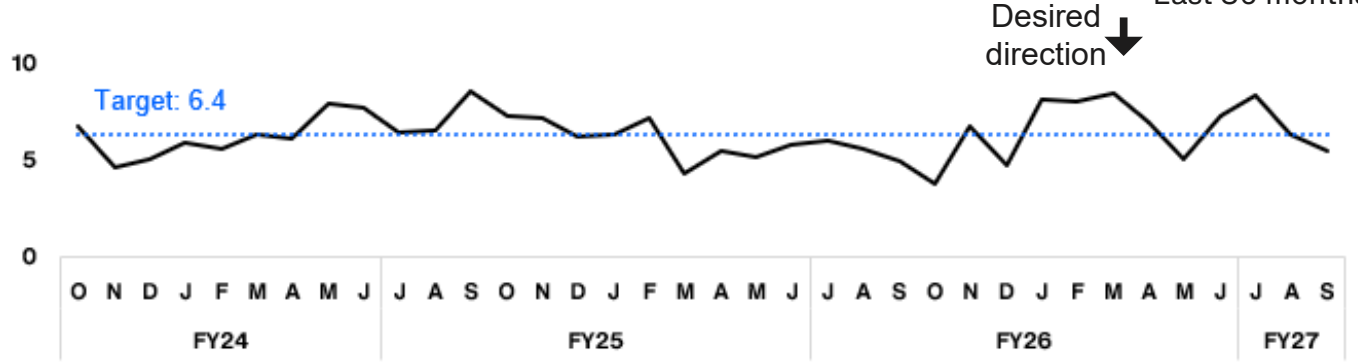
Employee Injury Rate | All modes

6.8 injuries per 200,000 employee hours, meeting target of no more than **6.4**

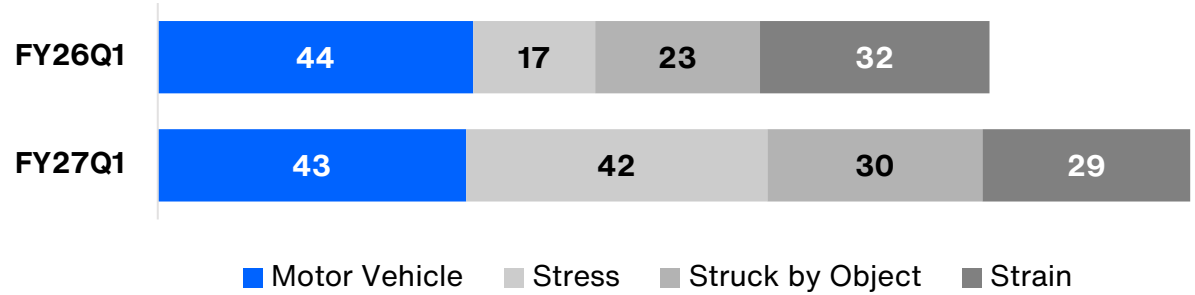
Target = 3% decrease from average performance over last 3 years.

- 218 injuries in FY2027 Q1: 20% motor vehicle, 19% stress, 14% struck/injured by object, 13% strain
- Stress injuries more than doubled compared to FY2026 Q1, mostly bus operators witnessing community violence or being threatened
- Slip/fall injuries decreased by ~30% from FY2026 Q1
- 55% of injuries are bus operators, 11% police officers, 6% train operators, 6% station managers, 4% janitors, 3% front-line supervisors, 3% elevator/escalator mechanics (proportional to total staff in these groups)
- Actions to improve:
  - Continue 14 new occupational safety & health computer-based trainings launched in 2026
  - Ongoing safety promotion campaigns and health programs, e.g. heat stress during summer

Employee Injury Rate
Last 36 months



Most Common Employee Injury Types | FY2026 Q1 vs. FY2027 Q1



Access Collision Rate Met Target; Bus Collision Rate Missed Target

Collision Rate | Metro Access

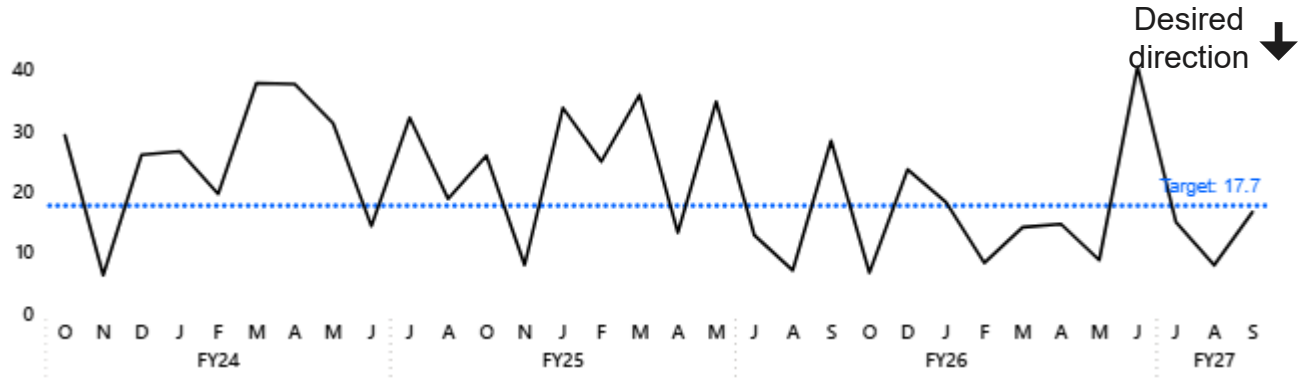
13.2 serious collisions per 10 million vehicle revenue miles, meeting target of no more than **17.7**

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

- 5 serious collisions in FY2027 Q1; 2 fewer vs FY2026 Q1
- Collision types: sideswiped by another vehicle (2), rear-ended by another vehicle (1), Access rear-ended another vehicle (1), Access contacted a fixed object (1)

Metro Access Collision Rate

Last 36 months



Collision Rate | Metro Bus

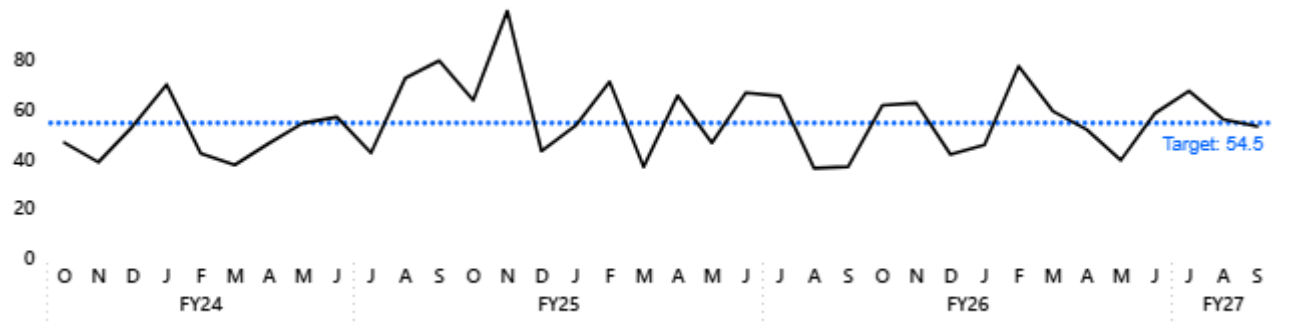
58.8 serious collisions per 10 million vehicle revenue miles, meeting target of no more than **54.5**

Target = 5% decrease from previous fiscal year

- 61 serious collisions in FY2027 Q1, highest in two years
  - 47 collisions (77%) were considered non-preventable by Metro, higher than average (67%)
- Top collision types: hit by another vehicle while stopped (11), rear-ended by another vehicle (9), intersection (9)
- Actions to improve: Implement mitigations identified in pedestrian/cyclist safety summit, install Advanced Driver Assistance Systems on ~100 buses

Metro Bus Collision Rate

Last 36 months



Investments in Frequent Service Keep Bus Crowding Within Targeted Levels

Crowding | Bus

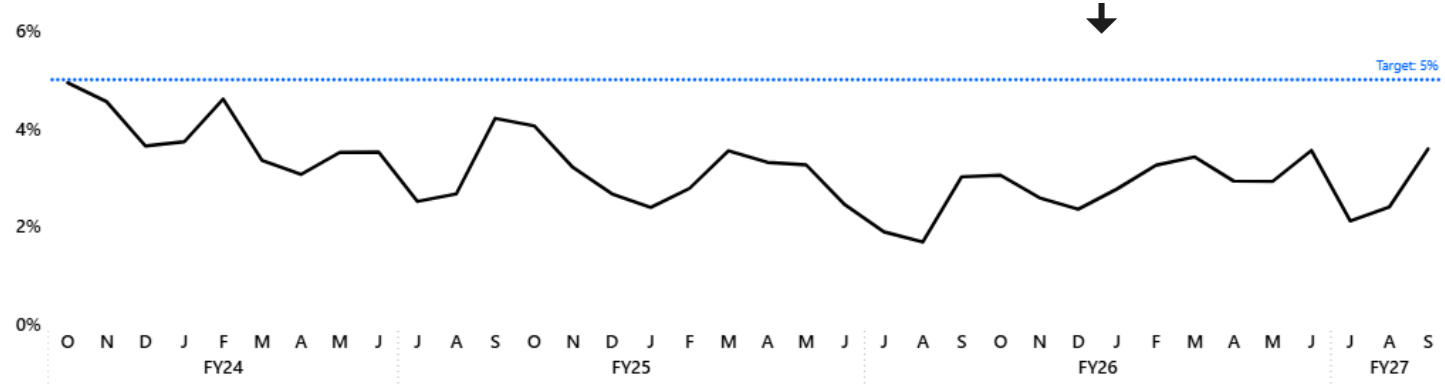
2.7% of passenger minutes were spent in crowded conditions (>40 passengers on bus), meeting target of no more than 5%

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

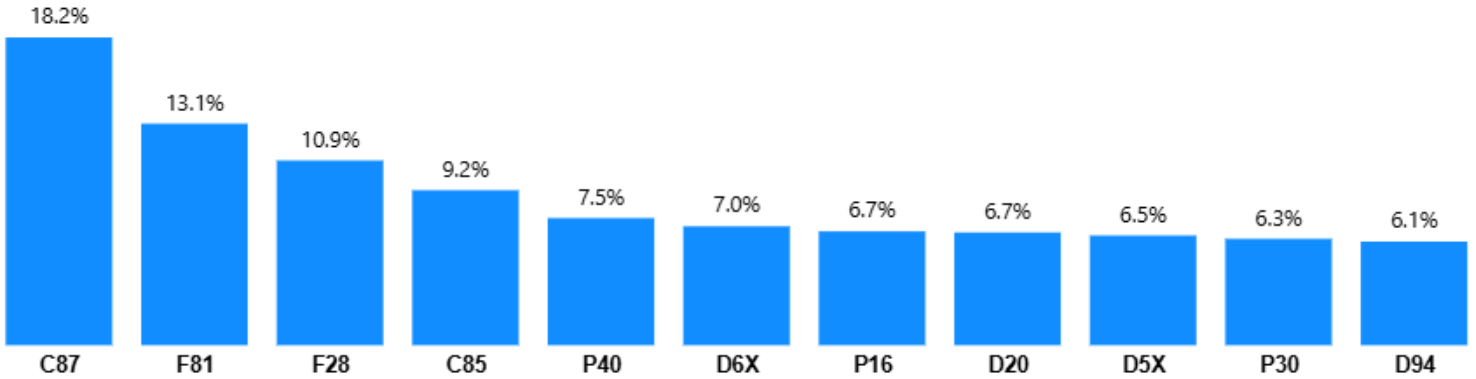
- Investing in frequent service on the highest ridership routes helps to control crowding by adding capacity where it is most needed
  - Over 40% of bus customers took a trip on a route with a 12-minute headway or better
- Metro added service to eight routes in June: A49, A76, C35, C57, C91, D24, D6X, and D72
- Other actions to improve:
  - Continue to hire more operators to minimize missed trips and gaps in service
  - Strategically deploy articulated buses
  - Implement active service management to minimize gaps

Bus Crowding
Past 36 months

Desired direction ↓



FY2027 Crowding by Route



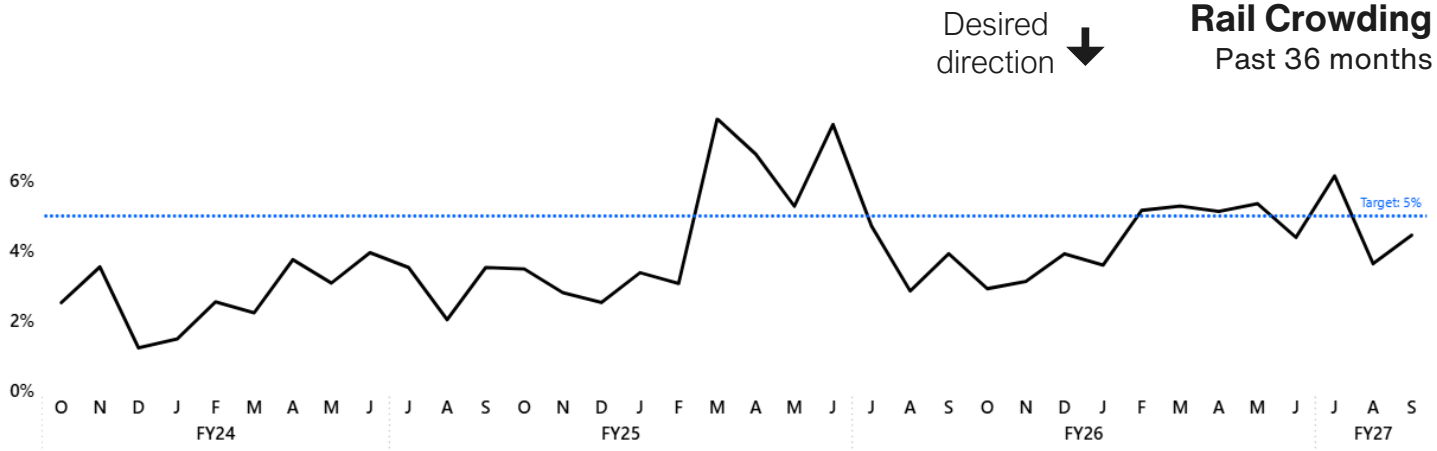
Service Adjustments Keep Rail Crowding Within Targeted Levels as Ridership Increases

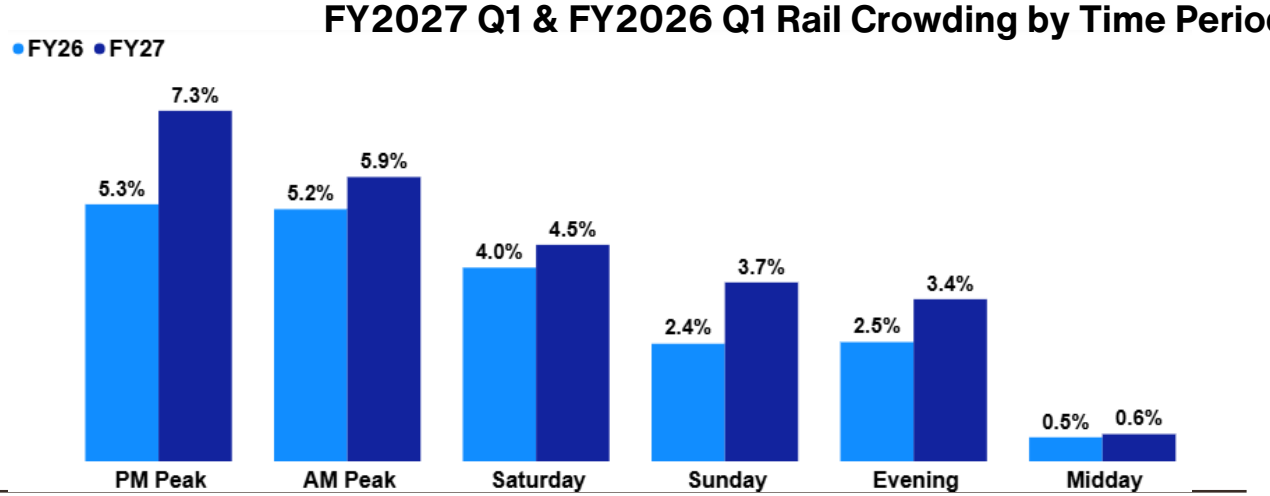
Crowding | Rail

4.8% of passengers had a trip with 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

- Crowding is higher during all time periods in FY2027 Q1 vs. FY2026 Q1 as ridership continues to increase (up 7% in Q1)
- FY2027 budget includes service frequency increases to address crowding:
  - June 2026 schedule changes improved peak headways on Red, Orange, Silver, and Blue lines
  - December 2026 schedule changes improve weekday off peak headways on Orange, Silver, Blus (10 min, up from 12 min)
- Major events this summer resulted in very high ridership days, some crowding
  - July 4: top 5 crowding day in past 3 years

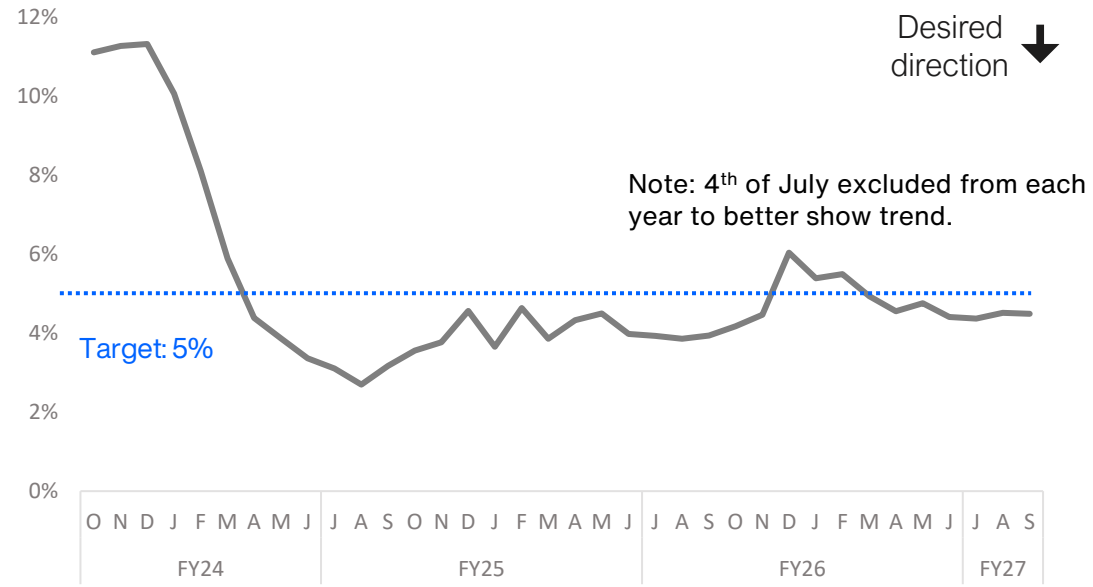




Fare Evasion Low on Rail, Some Improvement on Bus

Metro Rail Fare Evasion

4.5%, meeting target of no more than 5%
Target = maintain levels over past year

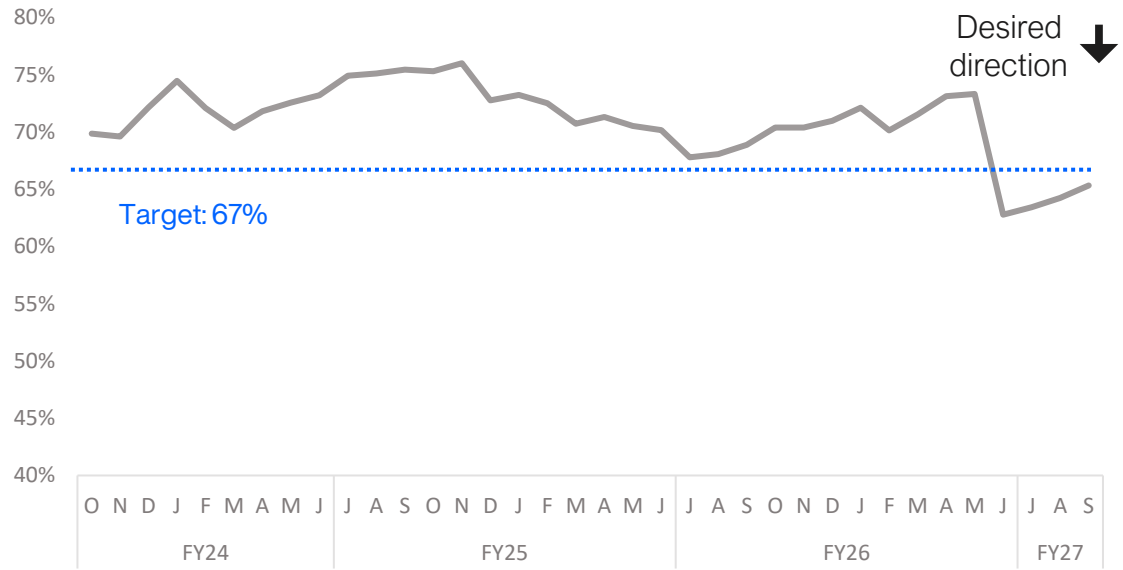


Metro Rail fare evasion has remained low since fare gate modernization (July FY2024 – September FY2025)

- 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 FY2026

Metro Bus Fare Evasion

64.3%, below target of no more than 67%
Target aligns with the FY27 approved budget projections



Metro Bus fare evasion improves compared to last year as positive results from fare awareness campaign continue

- Rates vary by jurisdiction: 68% in DC, 73% in MD, 33% in VA in FY2027 Q1
- Fare awareness campaign in June 2026 increased taps by 1.2 million this quarter compared to FY2026 Q1

Reliability

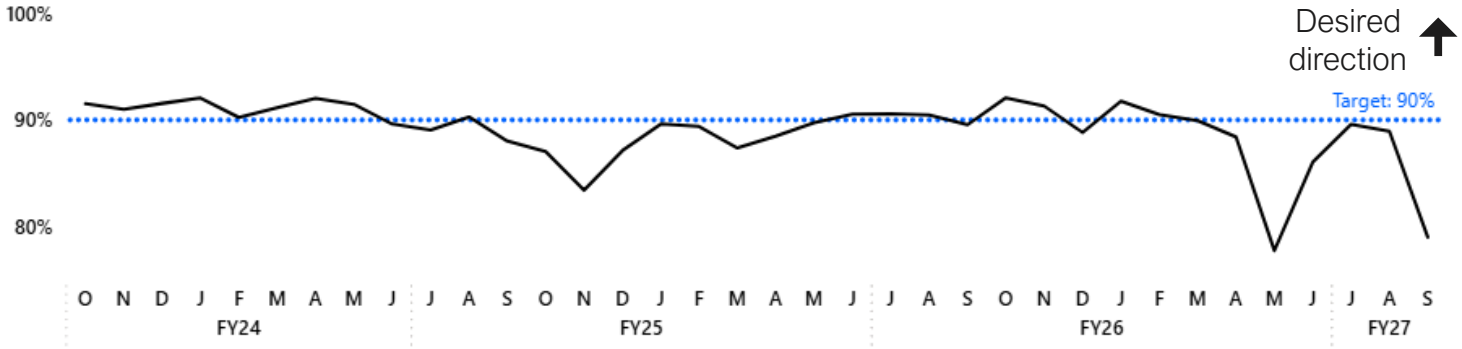
Washington Metropolitan Area Transit Authority

Access On-Time Performance Missed Target in FY2027 Q1, Correlated With Increase in Shared Rides

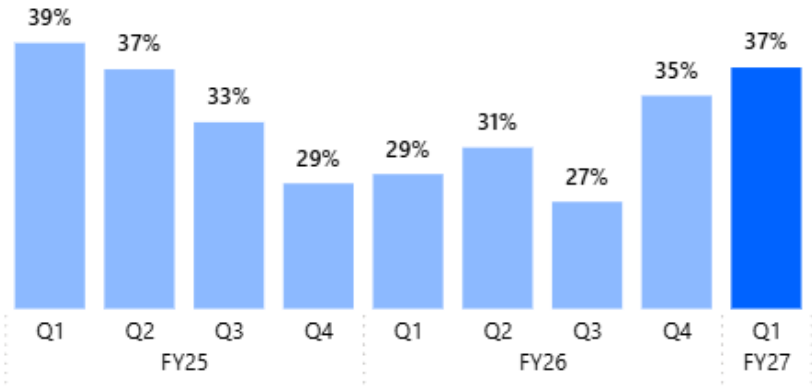
- **On-time Pickup Performance** | Access
  86.0% of on-time pick-ups, missing target of no less than **90.0%**
  Target remains the same as FY26

  - With contract transition completed, Metro Access began focusing in Q1 on increasing service productivity and shared-ride efficiency
  - OTP decreased in FY2027 Q1 due to implementation of new enhanced service efficiency model
  - 37% of trips operated in FY2027 Q1 were shared-ride, highest since FY2025 Q2
  - Actions to improve:
    - Monitor and adjust service as new operating model matures
    - Make adjustments to the scheduling and dispatch software system to improve efficiency

On-time Pickup Performance
Last 36 months



Percent of Metro Access Trips with a Shared Ride



Bus On-Time Performance Starts Strong, Exceeds Target and Q1 FY2026

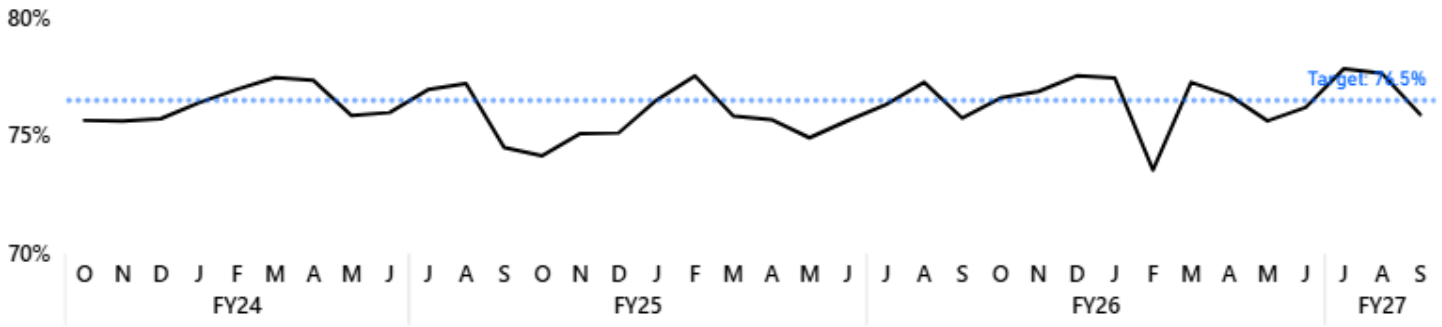
On-Time Performance | Bus

77.1% of timepoints delivered on time, meeting target of 76.5%

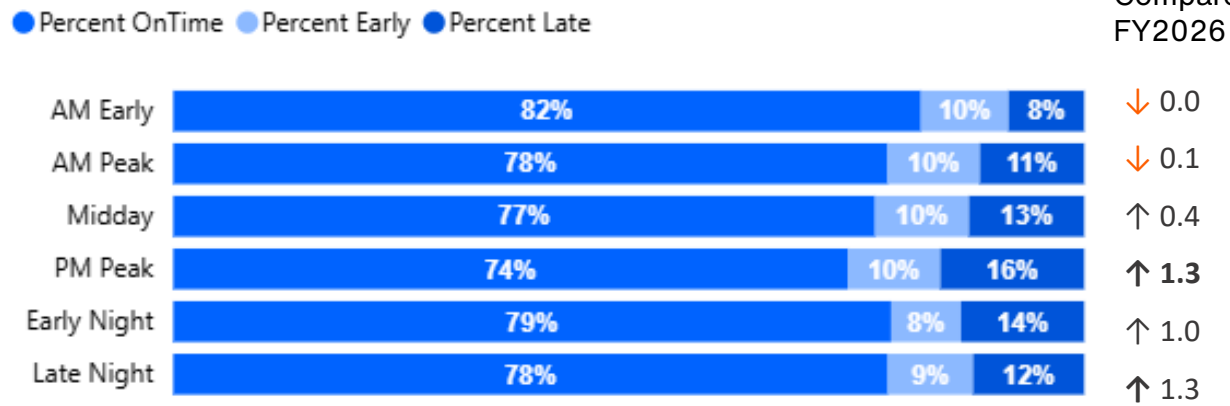
Target maintains average performance of FY26

- FY2027 Q1 improved over FY2026 Q1 and exceeded target in July & August, even with detours for summer events
- September OTP fell below target but was the highest in six years, reflecting improved scheduling for seasonal traffic trends
- Schedule changes were the largest driver of improvement with 127 schedule adjustments made since new network launched in June 2025
- Evening and nights showed the most improvement in OTP compared to FY2026 Q1
- Actions to improve:
  - Continue schedule adjustments to better match run times to on-the-ground conditions
  - Improve on-time terminal departures by identifying and correcting data issues

On-Time Performance
Past 36 months
Desired direction ↑



On-Time Performance by Time of Day | FY2027 Q1
Compared to FY2026 Q1



Rail Customer On-Time Performance Missed Target With an Increase in Major Infrastructure-Related Delays

On-time Performance | Rail

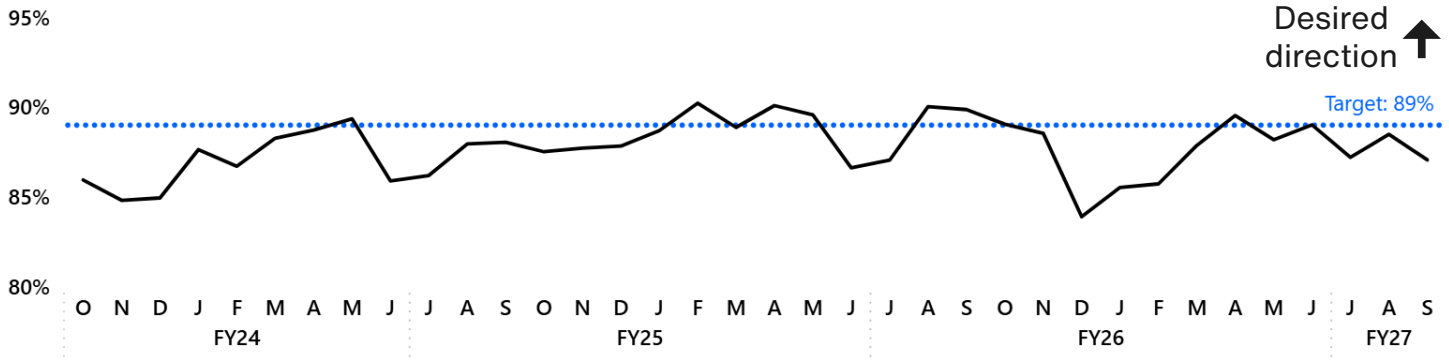
87.6% of customer trips on time, just missing target of no less than **89%**

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

- Customer trips that occurred during off-peak weekday hours were 89% on-time in FY2027 Q1, meeting target during those times of day
- Weekend trips were more likely to be impacted by planned track work, and were 84% on-time
- Main drivers of late trips in FY2027 Q1: unplanned disruptions (8.5%), planned track work (1.4%), and customer behavior (2.5%)
- FY2027 Q1 saw an almost 50% increase in major infrastructure-related delays compared to FY2026 Q1. Late trips due to planned track work also increased by 50%
- Actions to improve: Continue proactive repairs to infrastructure, railcar scheduled maintenance and 8K program. Continue twice annual schedule adjustments to improve reliability

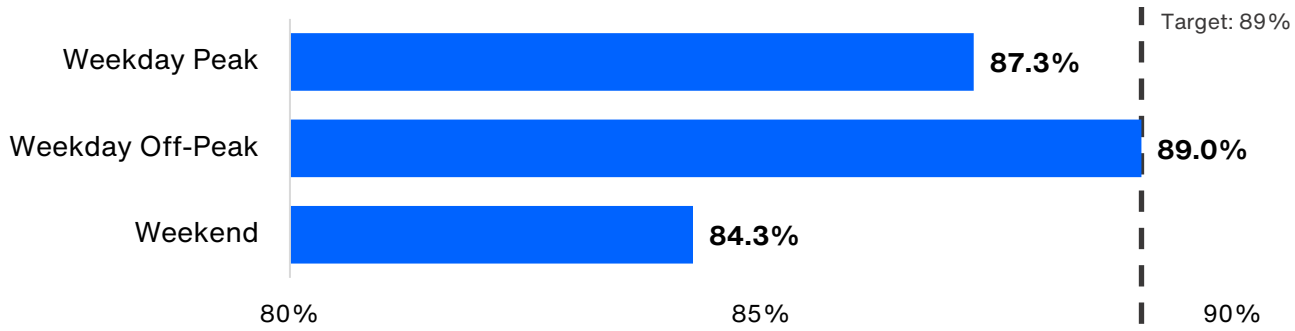
Customer On-Time Performance

Last 36 months



Rail Customer OTP FY2027 Q1

By Day and Service Period



Access Service Delivered Missed Target in FY2027 Q1, Completing 2,344 Trips per Day and Missing 57

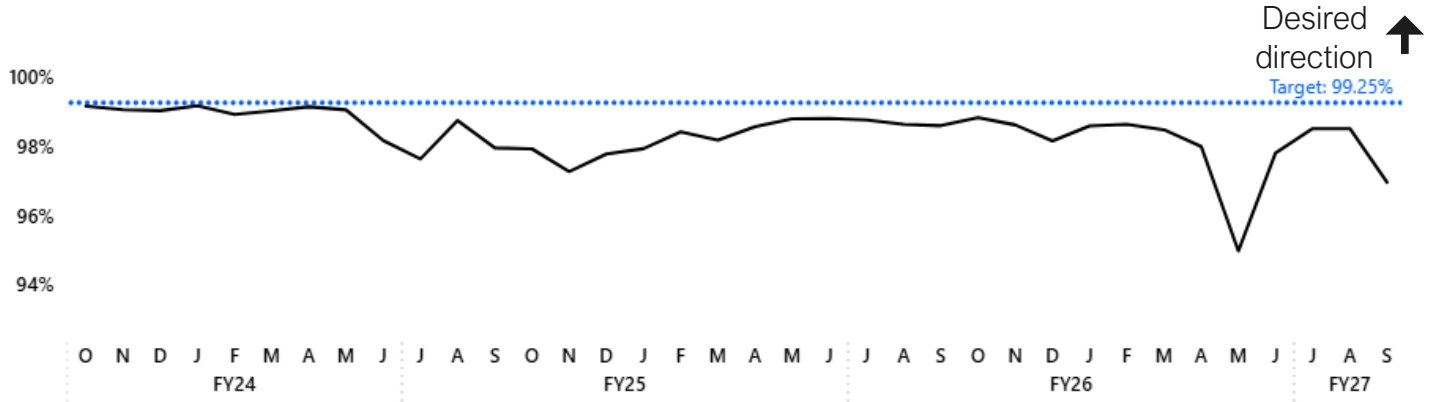
Scheduled Service Delivered | Access

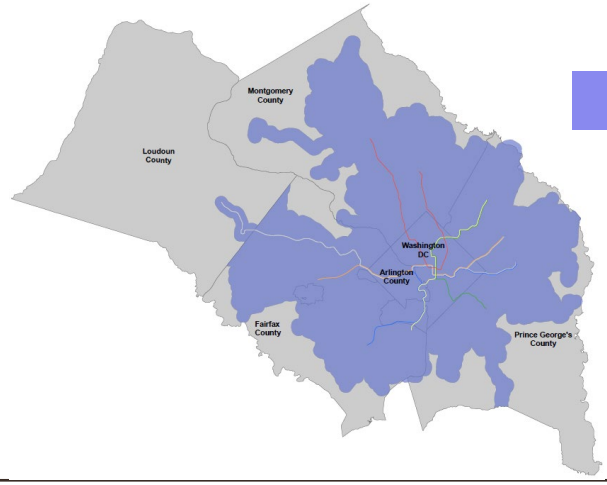
98.01% of scheduled service delivered, missing target of no less than **99.25%**

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

- Missed trips increased in FY2027 Q1 vs FY2026 Q1 due to lower OTP resulting from the implementation of an enhanced service efficiency model to boost productivity
- Primary driver of missed trips:
  - 93% due to vehicle arriving after the pickup window and the customer not taking the trip
  - 7% due to driver not waiting long enough for the customer
- Actions to improve
  - Monitoring and adjusting service as new scheduling model matures
  - Continue improving tools used to manage service by the Operations Control Center

Scheduled Service Delivered
Last 36 months





Bus Service Delivered Missed Target With Operator Availability Leading Cause

Service Delivered | Bus

96.2% of scheduled service delivered, missing target of no less than **98%**

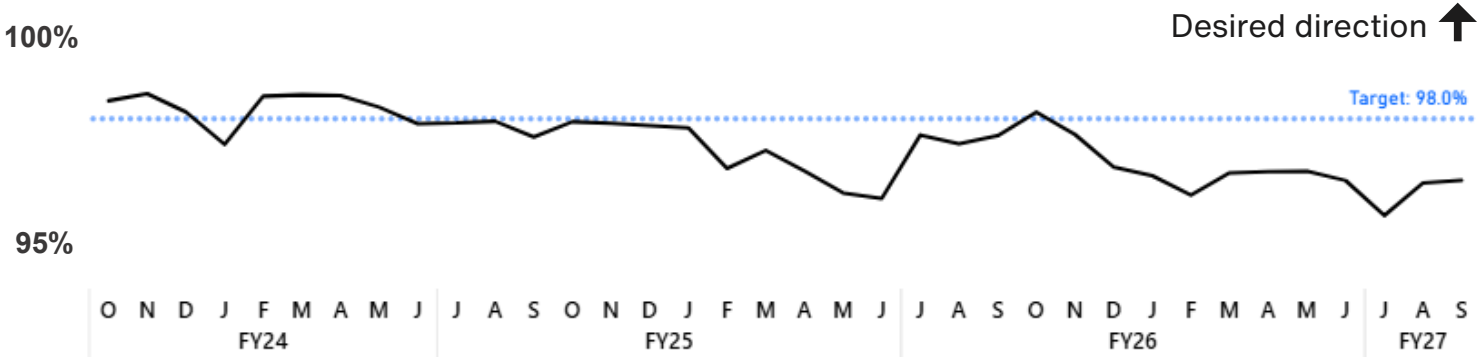
Target reflects value set in the Strategic Transformation Plan for FY28 aspirational performance levels

- About 430 out of 12,500 daily trips missed in FY2027 Q1
- Operator availability accounted for 68% of missed trips and vehicle problems 9%
- Percent of missed trips due to Operator Availability improved to the lowest level in 10 months in September (62%) thanks to efforts to hire and train staff
- 19 out of 126 routes in FY2027 Q1 have less than 94% scheduled service delivered; 9 are low-frequency (meaning higher impact of missed service)
- Actions to improve:
  - 192 new bus operators began training this quarter with smaller, more frequent classes designed to improve employee retention

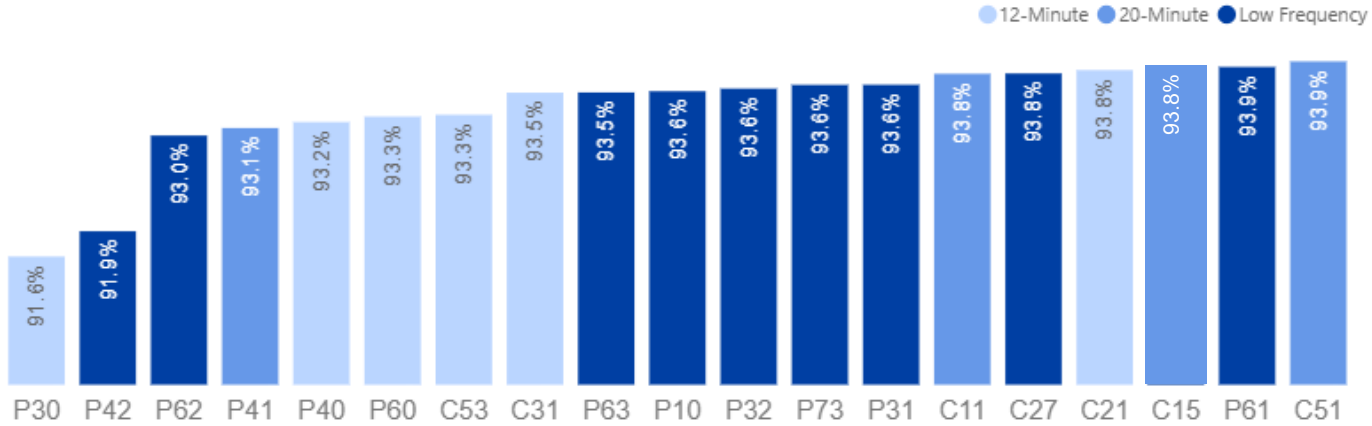
Scheduled Service Delivered

Last 36 months

Desired direction ↑



Bus Routes below 94% Service Delivered | FY2027 Q1



Note: During peak periods, P42 and P62 operate at 20 min. and C27 operates at 15 min.

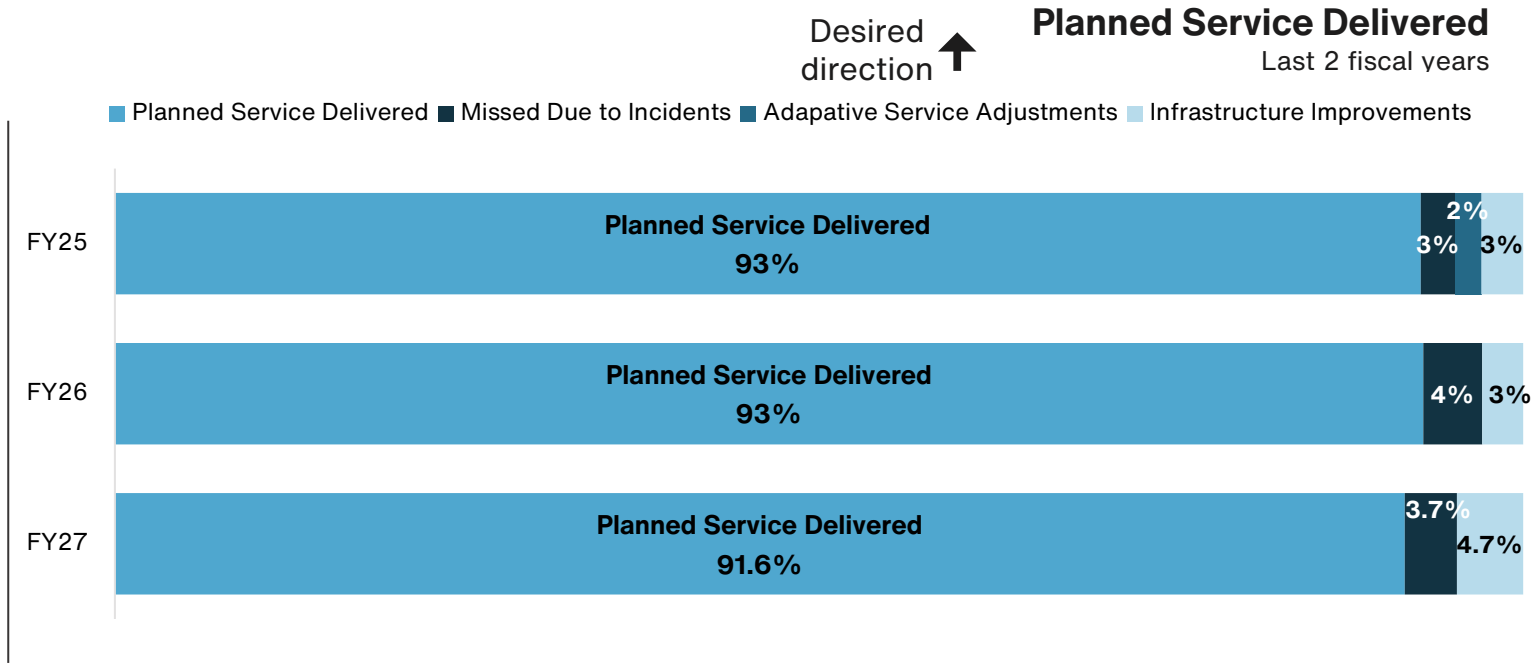
More Than 91% of Planned Rail Service Was Delivered, Meeting Target

Planned Stops Delivered | Rail

91.6% stops delivered, meeting target of no less than **90.4%**

Target = maintain average performance over last 3 years

- Unplanned incidents cause 3.7% of missed service in FY2027 Q1, with track circuit and railcar incidents having the biggest impact
- Track work to maintain and improve rail infrastructure accounts for 4.7% of missed service in FY2027 Q1, with the majority occurring during the Red Line summer shutdown
- Action to improve: Continue efforts to improve productivity during the overnight work window, such as implementation of tagging relays to improve safety and reduce time to power down on the Green, Yellow, and Blue lines



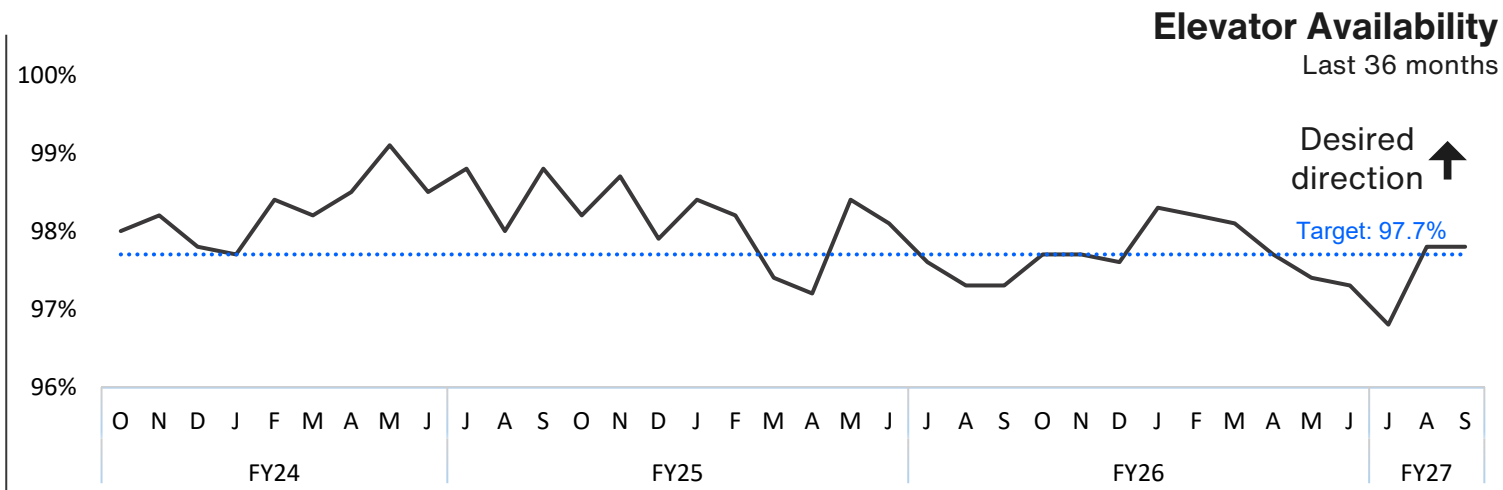




Elevator Availability Just Missed Target, With 313 out of 321 Elevators in Service at Any Time

- **Elevator Availability** | Rail System
  97.5% availability, slightly missing target of **97.7%**
  Target reflects value set in the Strategic Transformation Plan for FY28 aspirational performance levels

  - About 8 of Metro's 321 elevators were out of service at any given time in FY2027 Q1
    - 20% of unavailability (about two units at any given time) was due to capital work to replace/rehab aging units. Performance increased in August and September following the completion of work on units in Rockville and Glenmont
    - 80% was from unplanned outages (about six units at any given time)
  - Elevators ran for 5 hours longer in FY2027 Q1 before requiring service than FY2026 Q4
  - Capital rehabilitation work is planned for 10 elevators through FY2028, with an additional 22 elevators identified for future rehabilitation between FY2029 and FY2031





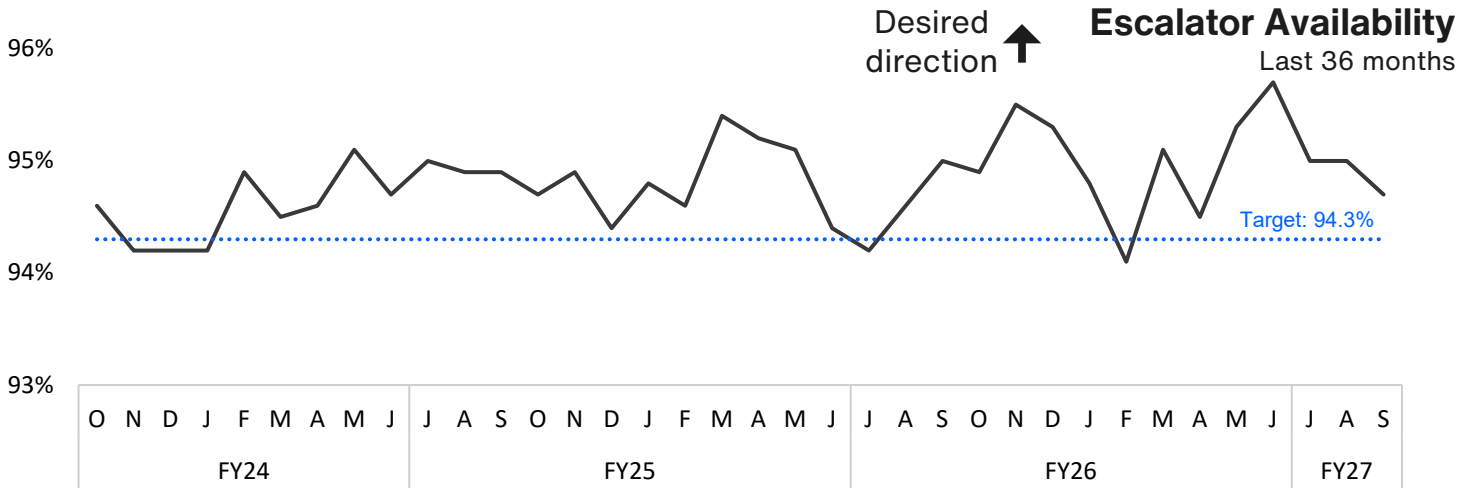
Target met · Target just missed · Target missed · No target

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

● **94.9%** availability, meeting target of no less than **94.3%**

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

- About 33 of Metro's 647 escalators were out of service at any given time in FY2027 Q1
  - 12% of unavailability (about 4 units at any given time) was due to capital work to replace/rehab aging units
  - 88% was from unplanned outages (about 29 units at any given time)
- Capital rehabilitation work is underway at Foggy Bottom and Pentagon as part of a broader program to rehabilitate 44 escalators between January 2027 and December 2030, with an option for 40 additional escalators thereafter





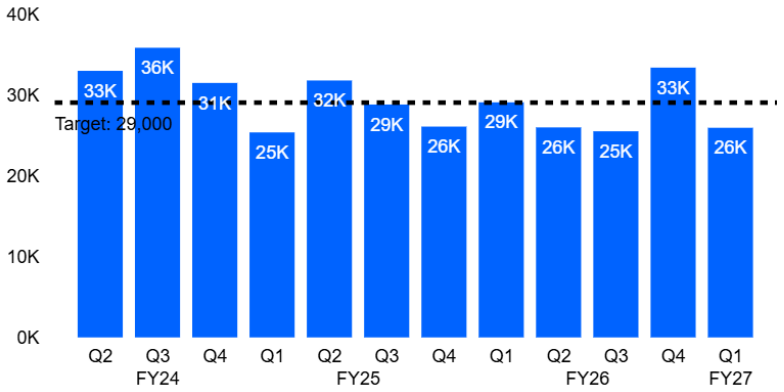
● Target met ● Target just missed ● Target missed ● No target

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

Metro Rail

25,890 in FY2027 Q1, missing target of 29,000

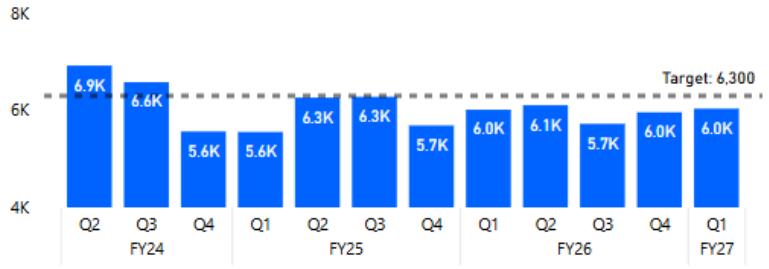
Target reflects maintaining performance of previous 3 years



Metro Bus

6,040 in FY2027 Q1, missing target of 6,300

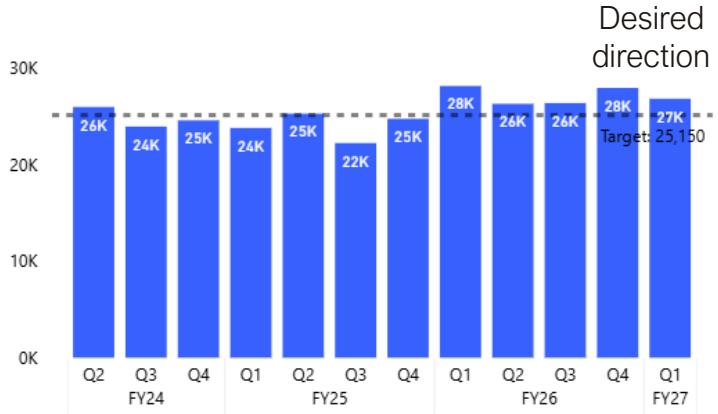
Target = 3% improvement over performance of previous 3 years



Metro Access

26,860 in FY2027 Q1, met target of 25,150

Target reflects maintaining performance of previous 3 years



Metro Rail missed target but improved over course of quarter

- 7k fleet improved by 5% from FY2026 Q1, reaching over 53,000 miles driven before a failure. 7k are over 4x more reliable than 3k, and 2x than 6k
- Implement engineering campaigns to address failures, e.g. door operator switch
- Develop 8k to replace aging 3k railcars

Metro Bus improved 0.4% from FY2026 Q1

- Highest Q1 MBDF since 2023
- Hybrid fleet outperformed target, while CNG and Diesel fleets (older buses) are below target; Electric fell just short
- Metro expects to receive new buses in FY2027 to replace the oldest, lowest performing fleet
- Staff fleet telematics desk, implement engineering campaigns

Metro Access maintains strong performance

- Strong Q1 performance driven by addition of new vehicles in FY2026 and retirement of older vehicles
- Metro Access fleet expected to shrink in FY2027 due to vehicle retirements and no new vehicles acquired

Convenience

Washington Metropolitan Area Transit Authority

Bus Prediction Accuracy Slightly Below Target and Last Year

Real-time Arrival Accuracy | Bus

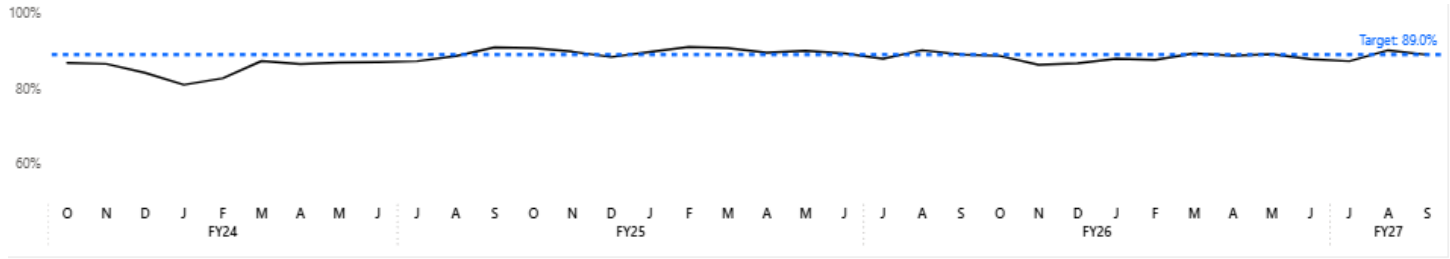
88.8% of predictions were accurate, just missing target of no less than **89.0%**

Target = 2 percentage point improvement from 3-year average

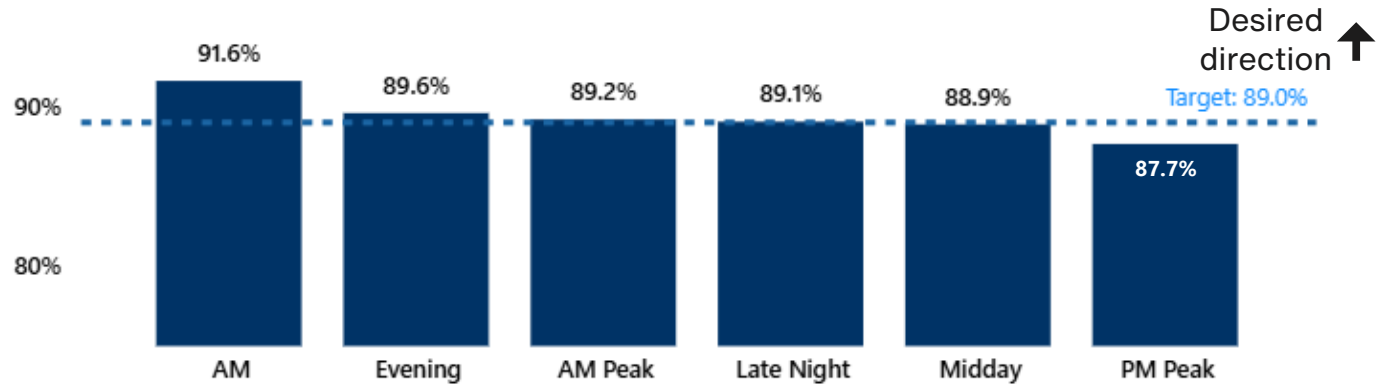
- Performance improved in August and September as algorithm adjusts to late June schedule change
  - August (90.2%) was the best performance in 12 months
  - FY2026 Q1 also began strongly, at 89%
- Metro is on-par with national peers
- More than half of time periods were above target; accuracy is highest in the early morning and lowest during PM peak
- 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

Real-time Arrival Information Accuracy

Last 35 months



Prediction Accuracy by Time Period | FY2027 Q1



Bus Real-Time Information Availability Met Target in Q1, Best Results Since Q3 FY2023

Real-time Info Availability | Bus

93.8% of trips had predictions available, meeting target of no less than **93.0%**

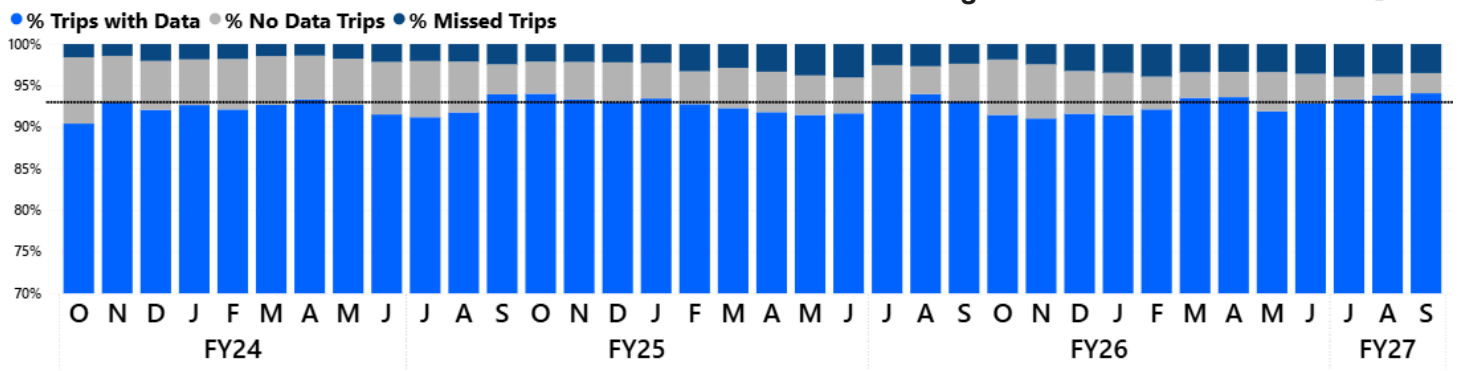
Target = improve 0.8 percentage points from average of past 3 years

- 93.8% of scheduled bus trips appeared in real-time information feeds in FY2027 Q1, the best quarterly performance in 3.5 years
- Lower information availability can be caused by missed trips or buses that are unable to transmit GPS data
  - Data transmission issues accounted for 2.6% of trips without data in Q1, down from 4% during the same period last year and the best result since Metro began tracking in FY2023
  - Missed trips continue to be the primary issue, mainly caused by lack of operator availability
- Actions to improve:
  - Continue efforts to hire and train bus operators
  - Ensure vehicle availability by completing preventive maintenance and modernizing fleet

Real-time Information Availability

Last 36 months

Target: 93.0% Desired direction ↑



Rail Real-Time Arrival Prediction Accuracy Fell Short of Target in Q1

Real-time Arrival Accuracy | Rail

96.4% of predictions were accurate, missing target of no less than **97.5%**

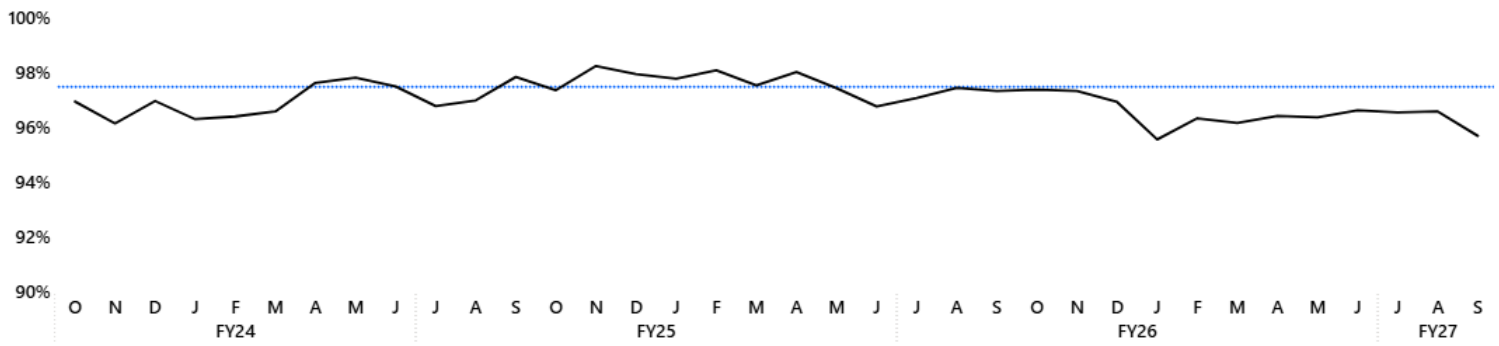
Target = 0.4 percentage point improvement from average performance over last 3 years

- FY2027 Q1 performance was impacted the most by the **Green** and **Yellow** lines:
  - Train-to-wayside communication (TWC) between W. Hyattsville and Greenbelt was damaged during the FY2026 “Snowcrete” storms with full repairs completed 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:
  - Revise schedules twice annually, helping to improve reliability

Real-time Prediction Accuracy

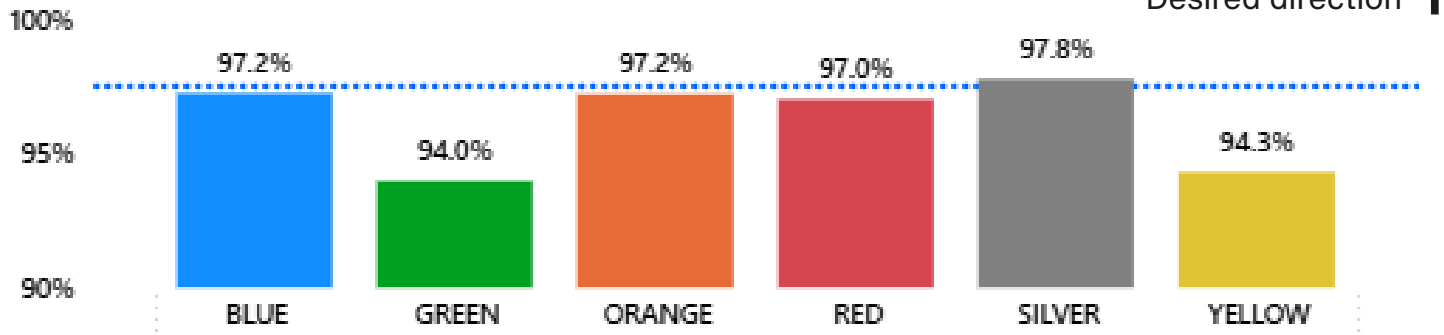
Last 36 months

Target: 97.5% Desired direction ↑



Prediction Accuracy by Line | FY2027 Q1

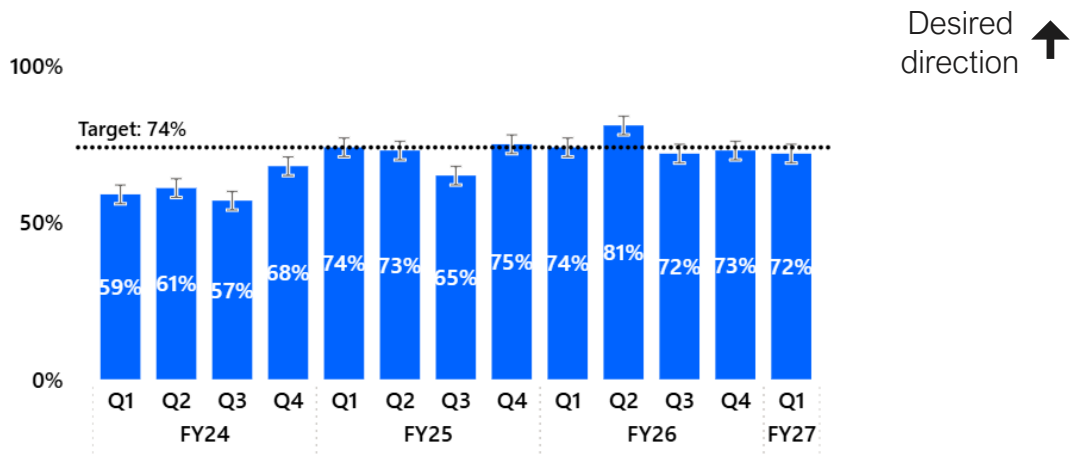
Desired direction ↑



Satisfaction With Cleanliness on Bus Meets Target, Rail Stable Compared to Prior Quarter and Last Year

Metro Rail: Satisfaction with Cleanliness on Train

72% in FY2027 Q1, below target of no less than 74%
Target = improve 1% from average performance over last 12 quarters

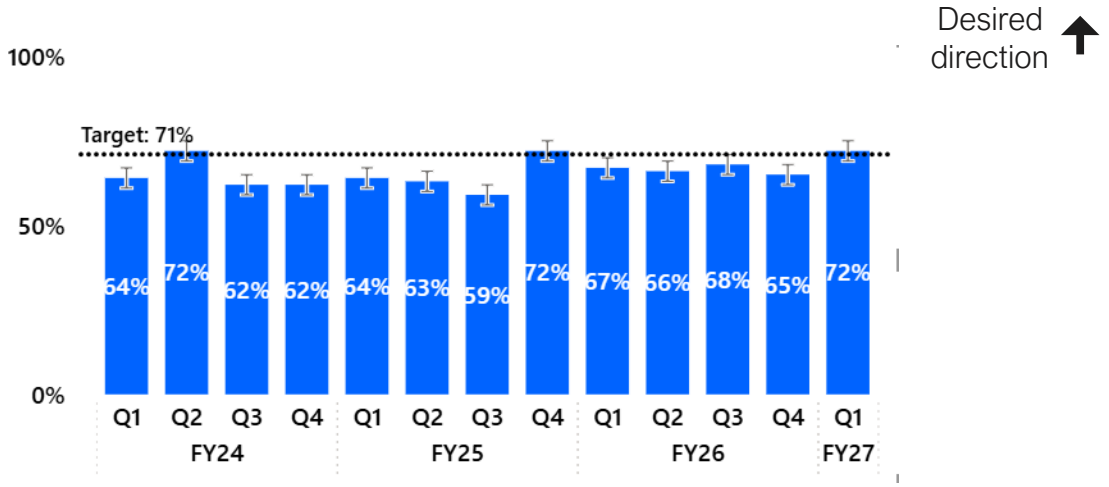


Metro Rail's FY2027 Q1 performance was below target but consistent with past two quarters

- Satisfaction with cleanliness was similar to last quarter, but dissatisfaction increased from 4% in FY2026 Q4 to 8% in FY2027 Q1
- 90% of Blue Line customers were satisfied with cleanliness, the highest satisfaction across Lines

Metro Bus: Satisfaction with Cleanliness on Bus

72% in FY2027 Q1, above target of no less than 71%
Target = improve 9% from average performance over last 12 quarters



Cleanliness for Metro Bus increased in FY2027 Q1

- Satisfaction with cleanliness increased since both last quarter (+7%) and last year at the same time (+5%)
- Dissatisfaction also decreased since last quarter from 15% in FY2026 Q4 to 11% in FY2027 Q1
- More Maryland customers were satisfied with bus cleanliness in FY2027 Q1 (75%) compared to FY2026 Q4 (65%)

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**