

wmata.com and Metro Pulse update



Riders' Advisory Council

Washington Metropolitan Area Transit Authority
October 7, 2026

Today's discussion: three major topics

1. Metro Pulse

What is new in version 2.1?

What is proposed for version 2.2

2. wmata.com

Changes since the July meeting

What is coming next?

3. busETA transition

Why busETA is being retired?

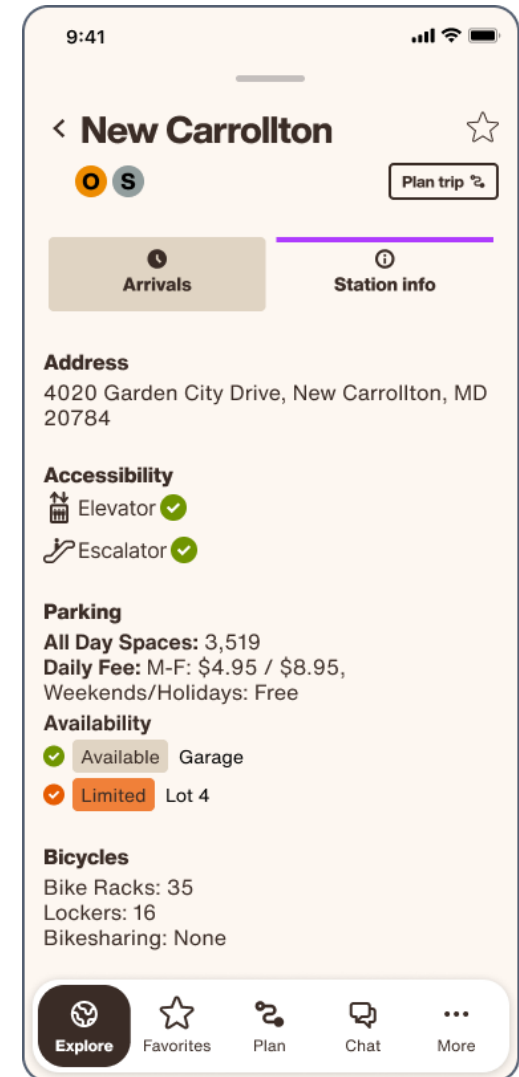
What customers can use instead

Metro Pulse

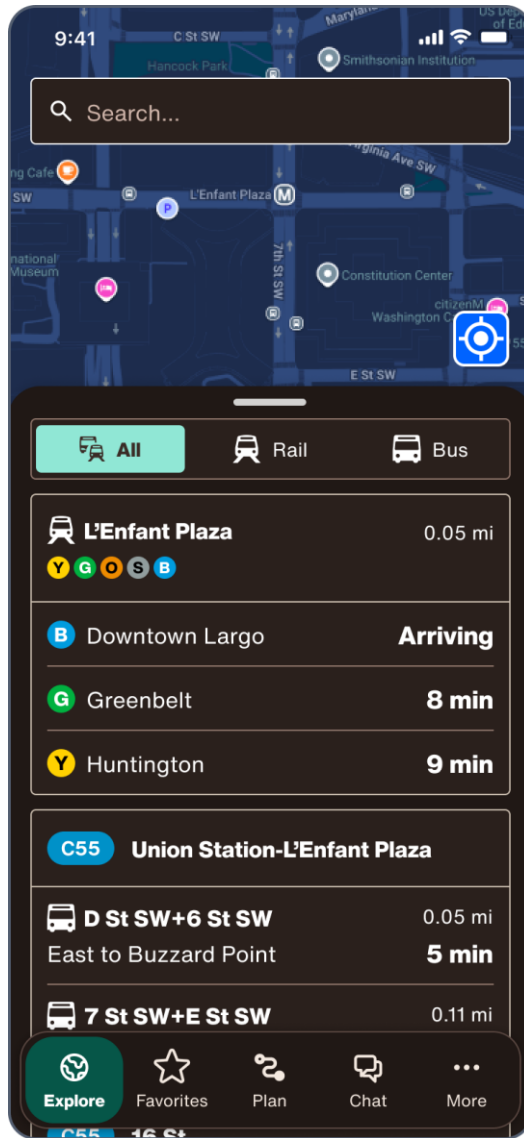
Metro Pulse 2.1 launching soon

2.1 builds on the major 2.0 redesign that launched May 2026.

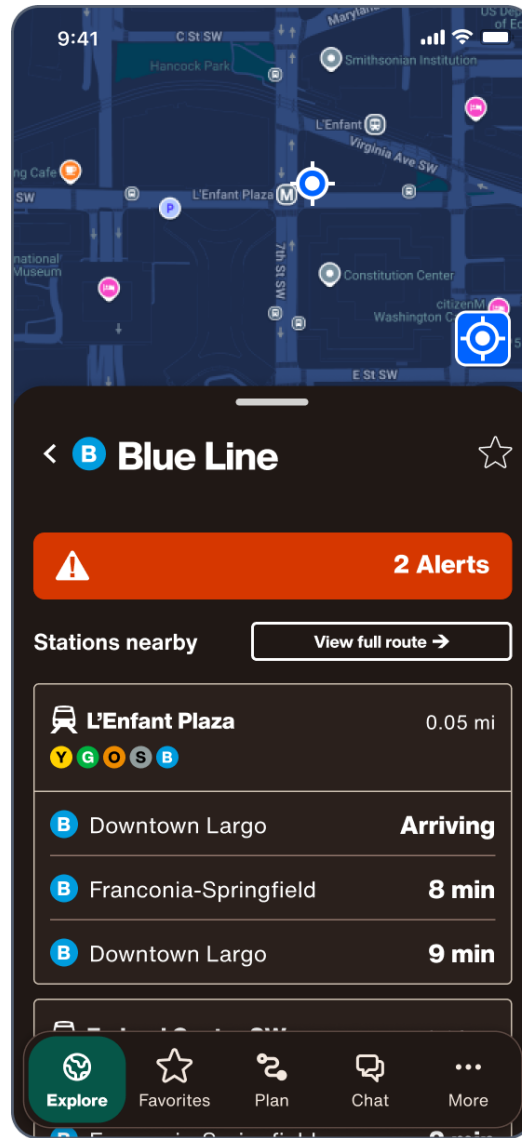
- Since 2.0, smaller releases focused on speed and data quality; recent versions load faster and shows more consistent service information.
- Building upon the more stable foundation, 2.1 focused on value added features.
- Includes:
 - Push notifications
 - Redesigned lost and found and comment forms, submitting to Customer Service
 - Improved elevator and escalator status presentation
 - Live parking availability
 - Dark mode



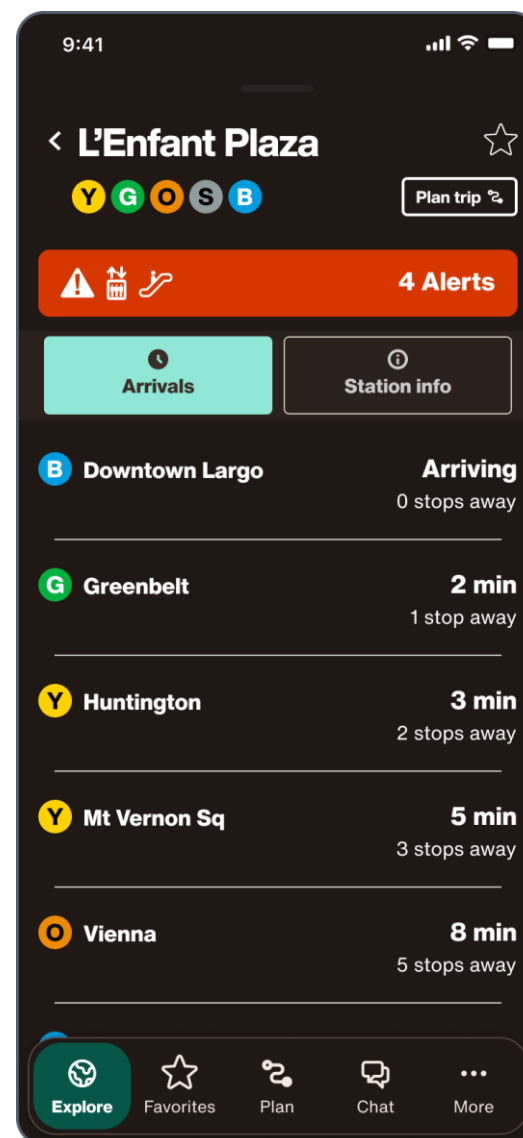
Station info with live parking availability



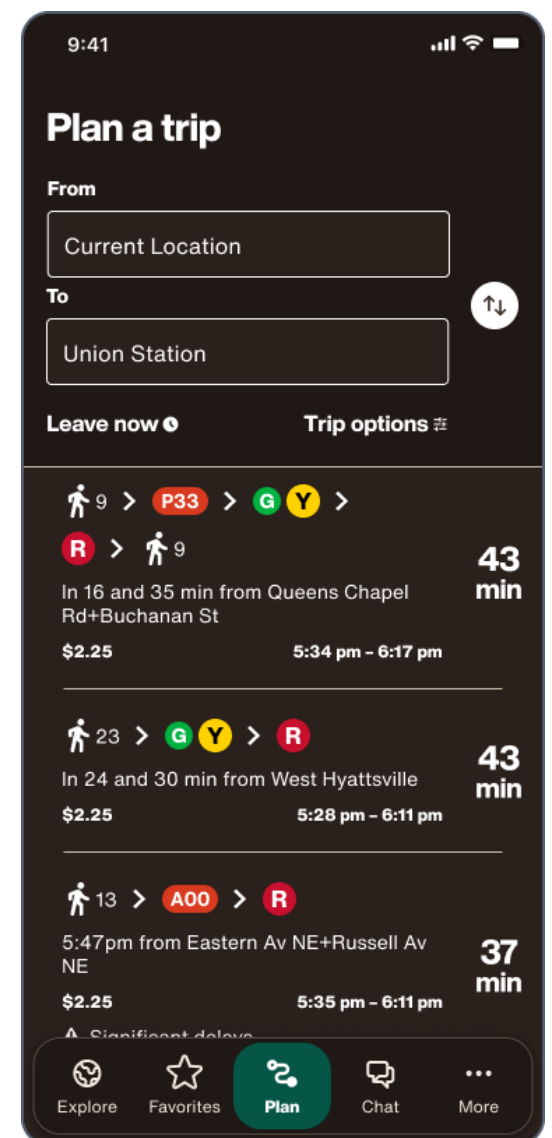
Explore



Favorites



Station Detail



Plan

Metro Pulse 2.2 roadmap

Improved service information	Improved usability	Accessibility	Future
Priority: high Better leverage alerts data within Metro Pulse Incorporate detours and cancelled trips	Priority: high Refine map interface for improved clarity and usability	Priority: high Incorporate more languages into the application Increase availability of station information	Priority: high Begin foundational work to support fares within Metro Pulse



wmata.com

.com updates

< Trip Planner

L'Enfant Plaza

Modify

14 St NW+N St NW

9:51 AM on 9/28/2026

9:59am - 10:15am

\$2.25 17min

8

D50

Total walking time is 8 minutes

10:00am - 10:25am

\$2.25 25min

5

S

B

O

15

Total walking time is 20 minutes

10:01am - 10:30am

\$2.25 29min

5

Y

20

Total walking time is 25 minutes

Total walking time is now included in itinerary previews

8

wmata.com and Metro Pulse update

Washington Metropolitan Area Transit Authority

**Print itineraries
now available!**

Accessibility improvements continue on wmata.com

How we find and fix issues

We maintain the site against WCAG 2.2 Level AA

Sitely scans the site continuously; accessibility score has improved by ~9 points since June

Upcoming work

Working with SWA to prioritize future enhancements/improvements, funding secured to support additional accessibility enhancements

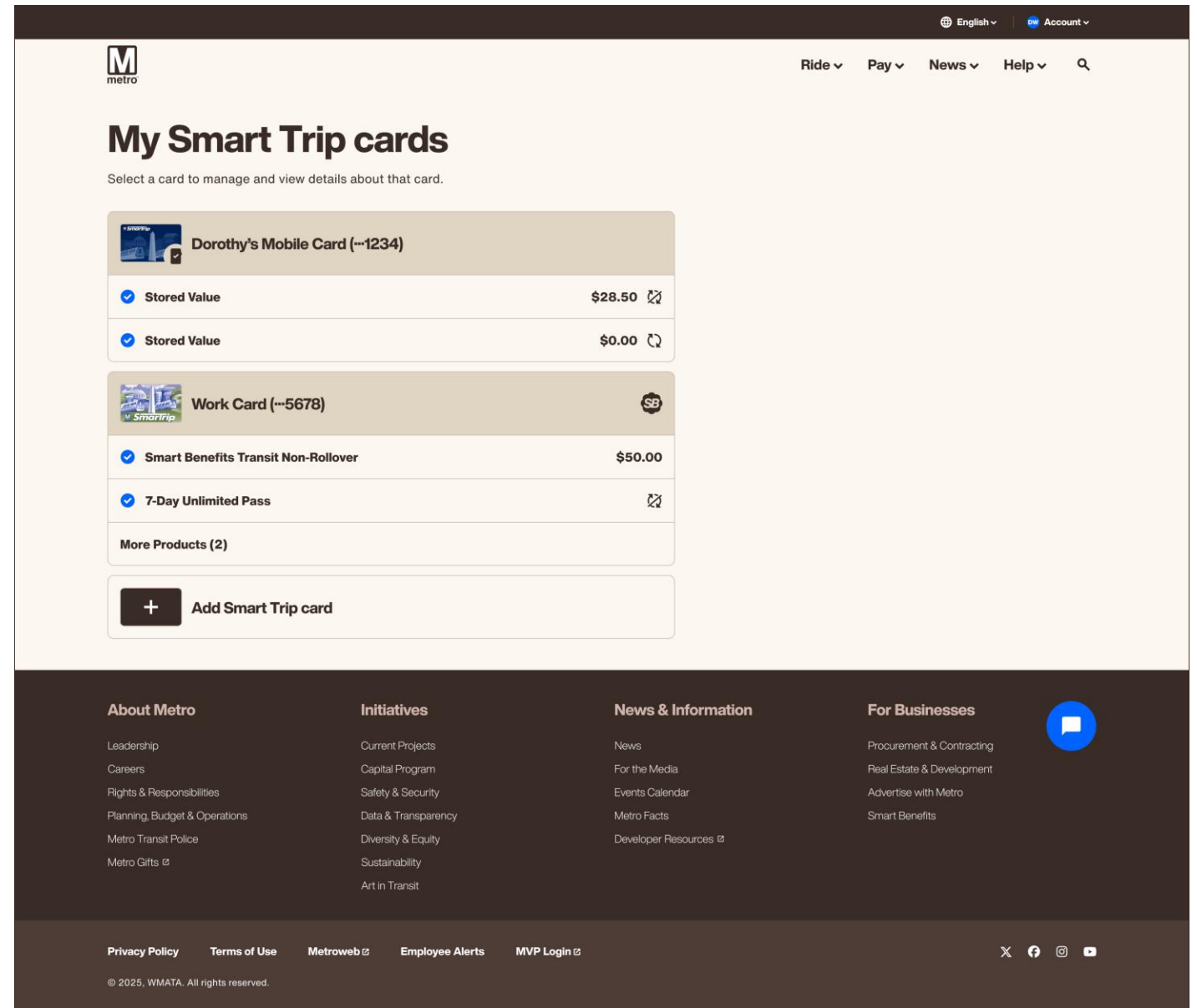
Another round of major accessibility testing planned as a part of the Smart Trip web modernization work

A modern Smart Trip experience for the web

What customers will get

- A modern account and card management experience on wmata.com
- Account set-up, card registration, payment methods, transaction history, stored value and pass purchases, and auto-reload
- A consistent, accessible experience across the website and, later, Metro Pulse

Anticipated launch window: Spring 2027



Customer research will shape what we improve next

Now: through October 2026

- Customer Research is running usability testing of Rider Tools
- The study completes in mid-October 2026, with a summary in late October
- Testing looks for the gaps customers hit when finding arrivals and planning trips

Next: Fall/Winter 2026

- Near-term Rider Tools improvements are planned for Fall/Winter 2026
- Universal search across the site
- Clearer placement of vehicle tracking
- Optimization for mobile screens

Then: from November 2026

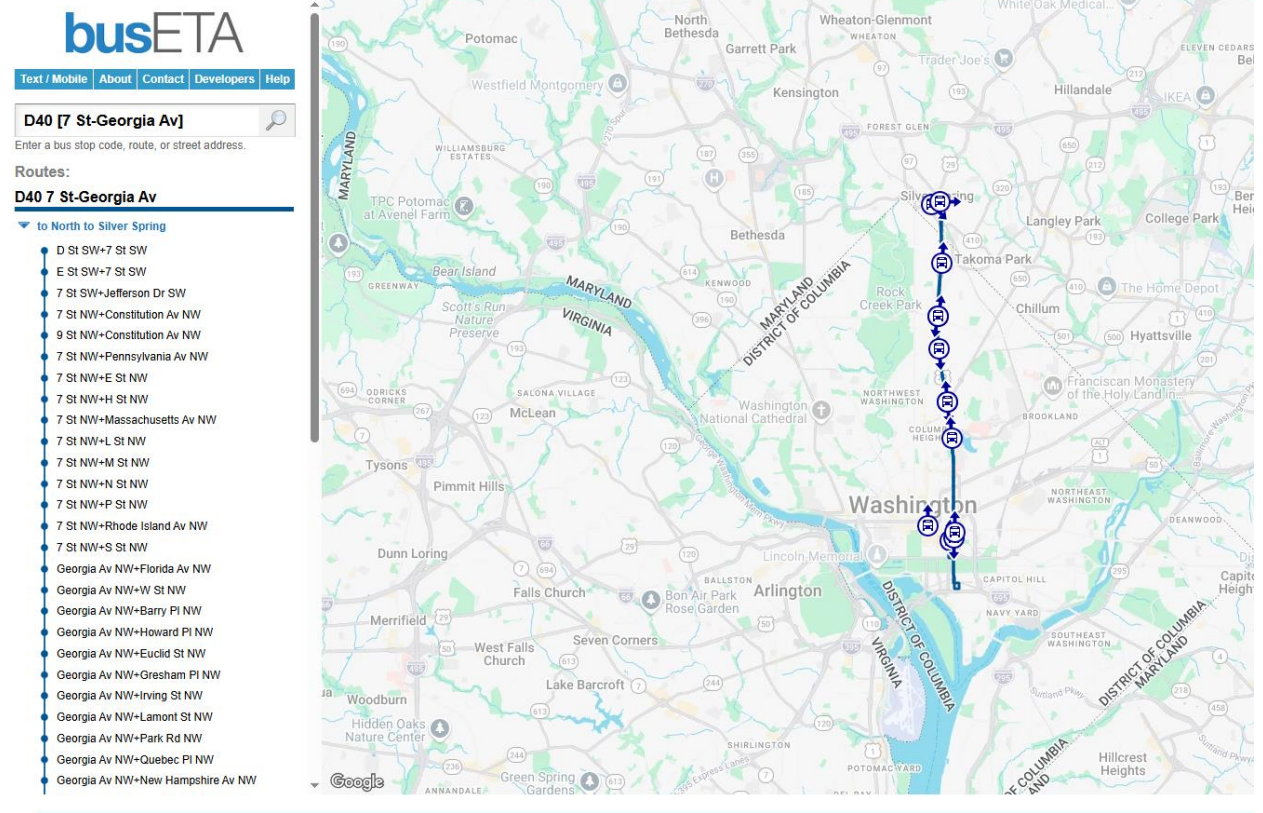
- Testing results feed the product roadmap being developed in November 2026
- Longer-term items include personalization and clearer alerts
- Timing for those items is still being sequenced

busETA

Why Metro is retiring busETA

busETA runs on technology that is no longer supported, creating risk in continue its use.

- Keeping busETA running would put the service customers depend on at risk.
- **Customers will keep access to real-time bus arrival information.**
- Approach: Transition customers to new tools (Rider Tools and Metro Pulse) which bring arrivals, trip planning, service disruption information, and both bus and rail together in one place.
- The new tools are not identical to busETA; customer research and usability testing are identifying the differences that matter most.
- A transition page will be provided on wmata.com to explain the change and give customers a way to ask questions or request improvements.



busETA screenshot of D40

What customers can use instead of busETA

Rider Tools on wmata.com — primary web experience

- Real-time bus arrivals, the same information customers use busETA for today
- Trip planning, nearby service, bus routes and rail lines, and stop and station information
- Service disruption information shown alongside arrivals
- Works on a phone browser without installing anything

Metro Pulse — primary mobile experience

- Trip planning, nearby service, bus routes and rail lines, and stop and station information, in a mobile first format
- Favorites for the stops and routes a customer uses most
- Push notifications for service disruptions (version 2.1)
- Larger type and simpler screens from the 2.0 redesign

Discussion and next steps

Near-term releases

- Metro Pulse 2.1 delivered; 2.2 roadmap in development
- Rider Tools enhancements, Fall/Winter 2026
- Smart Trip on the web, anticipated Spring 2027

Usability testing

- Rider Tools study complete mid-October 2026
- Summary of results late October 2026
- Roadmap development November 2026

busETA milestones

- Customer communications through Fall/Winter 2026
- Retirement and redirects expected January 3, 2027

Your feedback

- Comments today are recorded and shared with the project teams
- Questions and discussion

Questions?



Appendix

Bus data quality (placeholder)

Lost and Found & Comment Forms

9:41

< Submit feedback

1 of 4: When and where

Please provide as much detail as possible so we can follow up appropriately.

* indicates required field

Date*

Today

Yesterday

Other date

I don't know

Service*

Select service

Continue

Explore

Favorites

Plan

Chat

More

9:41

< Submit feedback

1 of 4: When and where

Please provide as much detail as possible so we can follow up appropriately.

* indicates required field

July 15, 2026

Service*

Parking

Station

West Hyattsville

Continue

Explore

Favorites

Plan

Chat

More

9:41

< Submit feedback

2 of 4: Your comment

Category*

Select category

Comment*

Attach photo or video

Select file +

Back

Continue

Explore

Favorites

Plan

Chat

More

9:41

< Submit feedback

3 of 4: Contact

First name

Wanda

Last name

Mackenzie

Email address

wanda@wanda.com

Phone number

202-555-5555

☐ Submit anonymously

Back

Review

Explore

Favorites

Plan

Chat

More



Appendix: Metro Pulse 2.2 roadmap detail

Theme	What customers would notice	Relative priority	Status
Clearer alerts and disruption information	Plainer wording and a clearer next step when service changes	High	On 2.2 roadmap
Better maps and trip information	Easier map reading and more accurate arrival and trip detail	High	On 2.2 roadmap
More inclusive language access	More languages beyond the Spanish introduced in 2.0	Medium	On 2.2 roadmap
Expanded notifications and station information	More detail about stations and more notification choices	Medium	On 2.2 roadmap
Future convenience features	Smart Trip card management inside the app	Lower	Anticipated Summer/Fall 2027



Appendix: busETA transition detail

Activity	Status	Expected timing
Alert banner on desktop and mobile busETA pages pointing to Rider Tools	Complete	Already live
AAC and RAC briefings	On track	October 2026
Communications plan: busETA banner update, wmata.com messaging, social media, Customer Service coordination	On track	Fall/Winter 2026
Near-term Rider Tools enhancements, including universal search, vehicle tracking placement, bus numbers and mobile optimisation	On track	Fall/Winter 2026
Rider Tools usability study and summary of results	On track	Mid to late October 2026
Product roadmap development from research results	On track	November 2026
busETA retirement, with major URLs redirecting to Rider Tools or a transition landing page	Not started	Expected January 3, 2027