



**Safety and Operations Committee**

**Board Information Item III-A**

**FY26 Q1 Service Excellence Report**



# Board Document

OVERVIEW			
<b>PRESENTATION NAME</b>	FY2026 Q1 Service Excellence Report	<b>DOCUMENT NO.</b>	300073
<b>ACTION OR INFORMATION</b>	Information		
<b>STRATEGIC TRANSFORMATION PLAN GOAL</b>	Service excellence;		
<b>RESOLUTION</b>	No		
EXECUTIVE OWNER			
<b>EXECUTIVE TEAM OWNER</b>	Davis, Allison;		
<b>ORGANIZATION</b>	Planning and Performance		
<b>DOCUMENT INITIATOR</b>	Jordan H. Holt		
OTHER INFORMATION			
<b>COMMITTEE</b>	Safety and Operations Committee	<b>COMMITTEE DATE</b>	11/6/2025
<b>PURPOSE/KEY HIGHLIGHTS</b>	<p>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) 2026, from July 1, 2025 through September 30, 2025.</p> <p>Key Highlights:</p> <ul style="list-style-type: none"> <li>• Metro continues the strong performance that resulted in being named the American Public Transportation Association (APTA) 2025 Outstanding Public Transit Agency of the Year. Over 65 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</li> <li>• Ridership grew five percent in Q1FY2026 compared to Q1FY2025</li> </ul>		



# Board Document

	<ul style="list-style-type: none"><li>• On-time performance improved on rail, bus and access thanks to investments in Automatic Train Operation (ATO), more accurate schedules written for the new bus network launched in June 2025, and continued partnership with Metro Access contractors</li><li>• Rail and bus customer satisfaction neared target, falling slightly as customers adjust to new service patterns implemented during Q1FY2026</li></ul>
<b>DISCUSSION</b>	<p>Total Ridership Grew Five Percent Year-Over-Year</p> <p>Customers took almost 68 million trips across Rail, Bus, and Metro Access in Q1FY2026, a five percent increase from Q1FY2025. Metro Rail trips increased 18 percent, with the biggest increases on weekdays as more federal workers commuted to their offices compared to the same time last year. Overall, rail ridership was up 20 percent on weekdays, five percent on Saturdays, and seven percent on Sundays.</p> <p>Metro Bus ridership fell 7.5 percent in Q1FY2026 compared to Q1FY2025 as the region adjusts to network changes. September was down less than 6 percent, showing an improving trend.</p> <p>When Abilities-Ride trips are included, Metro Access ridership increased by 17 percent in Q1FY2026 compared to Q1FY2025. Over 65 percent of all requested trips were delivered by third-party Abilities-Ride partners in Q1FY2026 compared to 50 percent in Q1FY2025. Trips on dedicated Metro Access vehicles fell 15 percent this quarter compared to the same time last year.</p> <p>Service Reliability Improved on Bus, Rail and Access Compared to Last Year</p> <p>Bus on-time performance was 76.5 percent, slightly better than Q1FY2025 (76.2 percent) and with the best performance in September in four years. Enabled by Metro's investment in upgrading its scheduling software, Metro staff took a data-driven approach to building schedules for the new network that identified opportunities to reinvest resources to improve reliability by adding running and recovery time. Staff continue to prioritize adjustments for the December schedule update (16 routes will be adjusted to improve reliability). Metro Bus missed fewer trips this quarter compared to Q4FY2025 although fell short of the target (2.8 percent of trips were missed compared to the target of no more than 2.0</p>



# Board Document

	<p>percent). Operator availability continues to be a challenge: Metro is short about 100 operators needed to run schedule service. Staff aim to recruit and train about 500 operators in FY2026 to cover current and anticipated vacancies from attrition and advancement. As customers adapted to the new network launched June 29, 2025, satisfaction fell from 83 percent in Q4FY2025 to 76 percent in Q1FY2026. This is below the target of 78 percent set for FY2026, but in line with average performance over the last three years.</p> <p>Rail on-time performance improved to 88.9 percent in Q1FY2026, up 1.5 points from Q1FY2025—equivalent to an additional 150,000 customer trips each month delivered on-time. These improvements correlate with the launch of ATO on all lines at the end of FY2025. Almost every single customer trip (96 percent) was faster in Q1FY2026 compared to Q4FY2025. However, customer perceptions of reliability are lagging as more trains are holding at stations due to ATO. Metro is taking a data-driven approach to adjusting schedules based on actual train travel times under ATO, with the next adjustment planned for December. Overall customer satisfaction was 84 percent this quarter, near the target of 85 percent.</p> <p>Metro Access service reliability also improved in Q1FY2026, with 90 percent of trips picked up on-time and fewer than 1.8 percent of trips missed. These positive results reflect efforts begun last year and continuing through this quarter: shifting additional work to a second contractor, leveraging the Abilities-Ride program, and scheduling a slightly higher share of direct trips. Thanks to the sustained improvements in service reliability, customer satisfaction remained steady at 78 percent, up from a recent low of 71 percent in Q2FY2025. To continue to improve, staff are exploring adding a third facility in Prince George’s County and additional service providers with wheelchair lift vehicles to the Abilities-Ride program.</p> <p><b>Part 1 Crime Rate Is at an 8-Year Low</b></p> <p>The Part 1 Crime rate was 3.2 crimes per one million passenger trips in Q1FY2026, 33 percent lower than this time last year and the best in eight years. Customer perceptions of safety also remain consistent with results over the past year: only nine percent of rail customers and 14 percent of bus customers reported feeling unsafe.</p>
<b>INTERESTED PARTIES</b>	None



# Board Document

<b>RECOMMENDATION/NEXT STEPS</b>	Information only; Next Steps: February 2026 Presentation of the FY2026 Q1-Q2 Service Excellence Report
<b>FUNDING IMPACT</b>	Providing on-time service with high customer satisfaction retains current customers and improves the chances of bringing new customers to the system.

# Service Excellence FY26 Q1 Report



Washington Metropolitan Area Transit Authority  
November 6, 2025



# 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.

## Regional Opportunity & Partnership

Design transit service to move more people and connect a growing region.

## Financial Stewardship and Resource Management

Manage resources responsibly to achieve a sustainable operating, capital, and energy-efficient model.

### Objectives of Service Excellence Goal

- **Safety and Security** | Ensure all customers and employees feel safe and secure using and delivering services.
- **Reliability** | Provide dependable service that the community trusts.
- **Convenience** | Deliver frequent and accessible service that modernizes and enhances the customer experience.

# Highlights

## Satisfaction and ridership remain strong in Q1

- Bus and rail customer satisfaction neared target, but fell slightly as customers adjust to new service patterns
- Ridership up 5% year-over-year

## Service reliability improved on Bus, Rail, and Access compared to last year

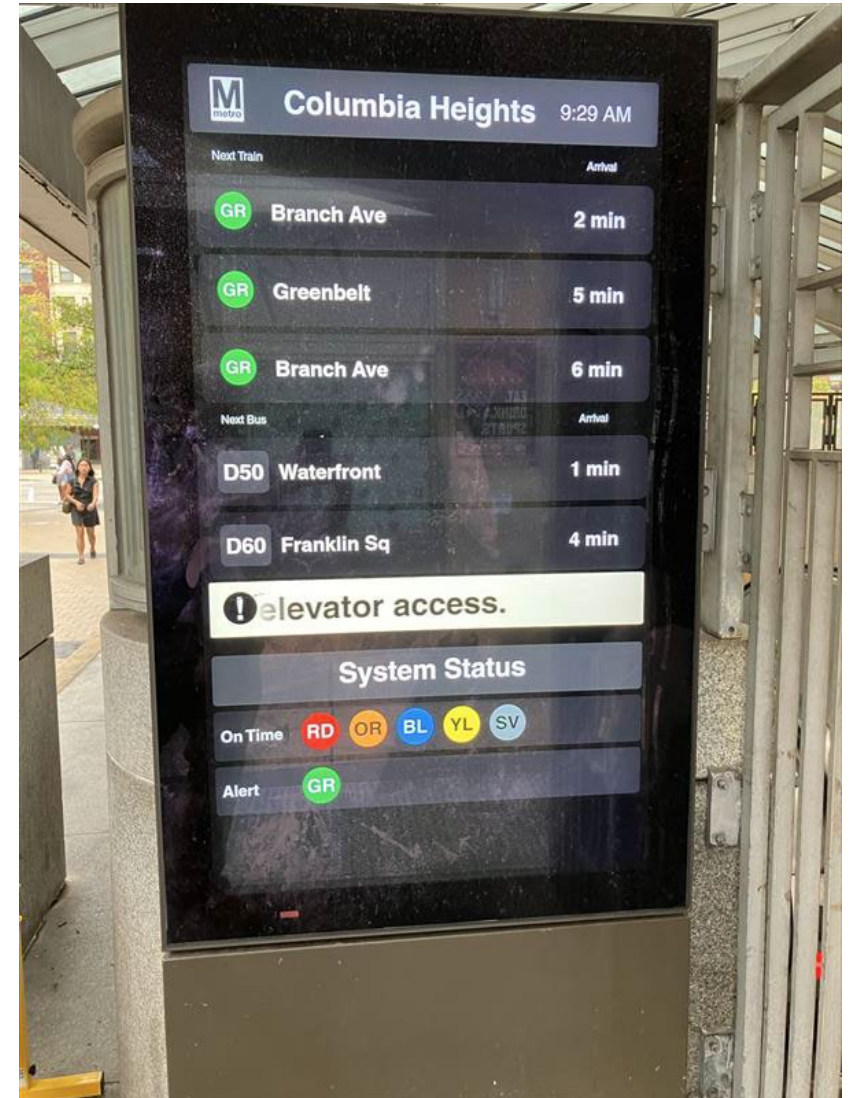
- 88.9% of rail customer trips were on-time, up 1.5 points from Q1FY25
- 76.5% of bus stops were on-time; best September in 4 years
- 90.2% of Access trips were picked up on-time, up from 89.2% in Q1FY25

## Crime is at an 8-year low in Q1

- Enforcement (arrests, citations, warnings - including fares) up 50%
- Customer perceptions of safety remain strong

## Projects to make it easier to pay for trips and navigate the system are advancing

- Real-time information accuracy remained steady on bus and rail, at 89% and 97.3% respectively
- Major milestones coming up on Tap. Ride. Go., Metro Pulse, and wayfinding at stations and bus stops



# 17 Measures Meeting or Moving Toward Target In Q1

Metric	Result	Right trend? Q1 vs. Q4	Featured	Metric	Result	Right trend? Q1 vs. Q4	Featured
<b>Goal 1: Service excellence</b>				<b>Objective 1B: Reliability</b>			
<b>Customer satisfaction</b>				<b>On-time performance</b>			
Metrorail	● 84%		+	Metrorail	● 88.9%	✓	+
Metrobus	● 76%		+	Metrobus	● 76.5%	✓	+
MetroAccess	● 78%		+	MetroAccess	● 90.2%	✓	+
<b>Objective 1A: Safety and security</b>				<b>Percent of scheduled service delivered</b>			
<b>Part 1 crime rate</b>	● 3.2		+	Metrorail	● 97.1%	✓	
<b>Transit worker assault rate</b>	● 52.8			Metrobus	● 97.2%	✓	
<b>Customer dissatisfaction: safety from crime</b>				<b>Percent of Metrorail planned service delivered</b>			
Metrorail	● 9%			MetroAccess	● 98.4%		
Metrobus	● 14%			<b>Percent of Metrorail planned service delivered</b>	● 91.3%		
<b>Customer injury rate</b>	● 32.5	✓		<b>Elevator Availability</b>	● 97.2%		
<b>Employee injury rate</b>	● 5.3	✓		<b>Escalator Availability</b>	● 94.6%		
<b>Crowding</b>				<b>Objective 1C: Convenience</b>			
Metrorail	● 1.1%	✓		<b>Accuracy of real-time arrival information</b>			
Metrobus	● 2.2%	✓		Metrorail	● 97.3%		
				Metrobus	● 89.0%		
				<b>Availability of real-time bus arrival information</b>	● 93.4%	✓	
				<b>Customer satisfaction: cleanliness</b>			
				Metrorail	● 74%		
				Metrobus	● 67%		
				<b>Last-mile connectivity / bicycle access</b>			
					● 1.4%		
					(2022)		

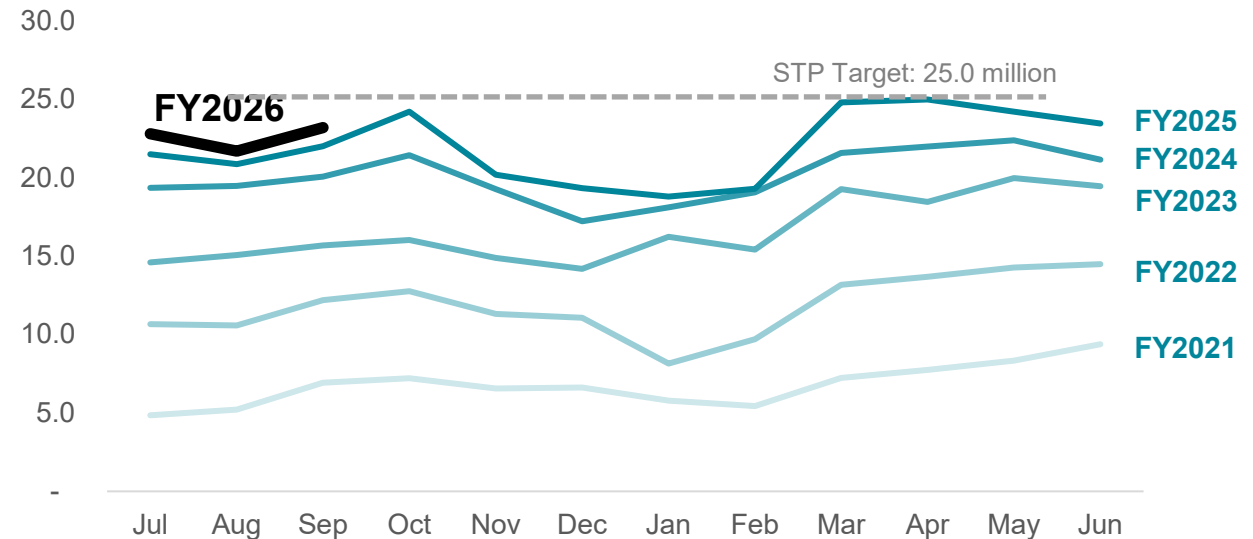


# Ridership Up 5% in Q1FY26 With 54 Consecutive Months of Year-over-Year Growth

- **Metro Rail ridership increased** at all times compared to Q1FY25, with biggest increases on weekdays due to more federal workers; total ridership +20% on weekdays, +5% Saturdays, +7% Sundays. Over 10K trips per weekend during new extended hours
- **Metro Bus ridership down 7.5%** compared to Q1FY25 as region adjusts to network changes. September down less than 6%, showing improving trend
- Overall **Metro Access ridership is up 17%** compared to Q1FY25, although most of the increase occurred on Abilities-Ride. Ridership on Metro Access vehicles dropped 15% compared to Q1FY25
- **Tap. Ride. Go.** rail usage continues to increase
  - 8% in September: 7% weekdays, 13% weekends
- Bus fare evasion fell to 68% for the quarter, compared to 71% in Q4FY25. Rail fare evasion remains low at 4.6%
  - Continued enforcement: 6,000+ actions in Q1
  - Tap. Ride. Go. on bus launches mid-November

**Average Monthly Ridership (Millions)**

Desired direction ↑



<b>67.6 million</b> total trips in Q1FY26 <b>5% higher</b> vs. Q1FY25 <b>847,000</b> average weekday trips	<b>37.9 million</b> rail trips in Q1FY26 <b>18% higher</b> vs. Q1FY25 <b>480,000</b> average weekday trips	<b>29.4 million</b> bus trips in Q1FY26 <b>7.5% lower</b> vs. Q1FY25 <b>363,000</b> average weekday trips	<b>0.26 million</b> access trips in Q1FY26 <b>15% lower</b> vs. Q1FY25 <b>3,500</b> average weekday trips
--	--	---	---

# Bus Reliability Improved Since the Launch of the Better Bus Network

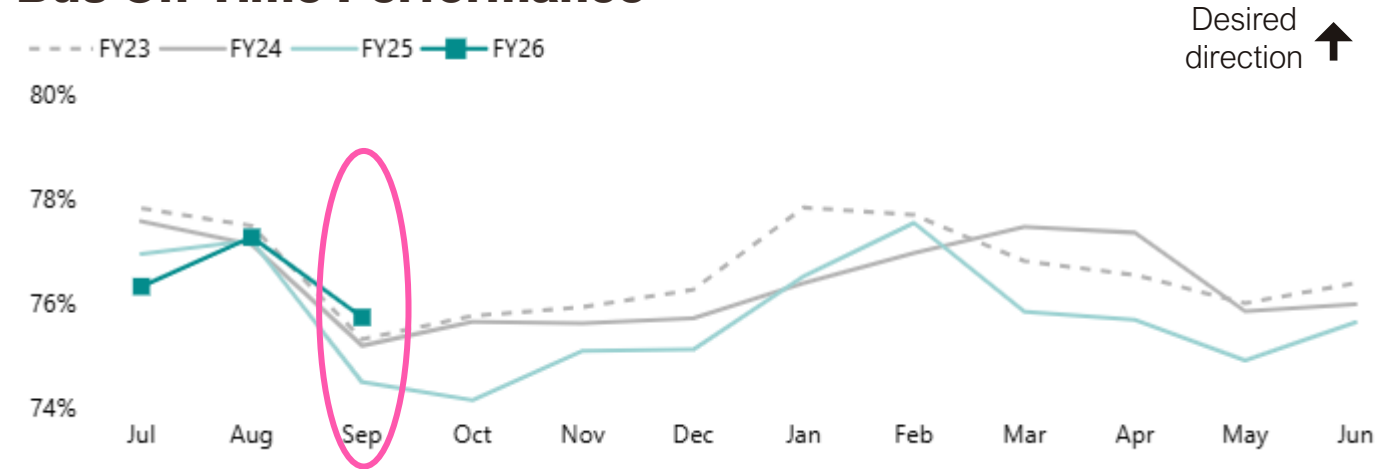
## Reliability improved relative to last year

- On-time performance was 76.5%, better than Q1FY25, with **September** recording the best OTP in 4 years
- Fewer missed trips compared to Q4FY25 (2.8% vs. 3.6%), but still worse than target (<2%) due to operator availability
- Around 100 new operators have completed training so far this year, with 2 more classes of 90 operators planned by the end of the calendar year

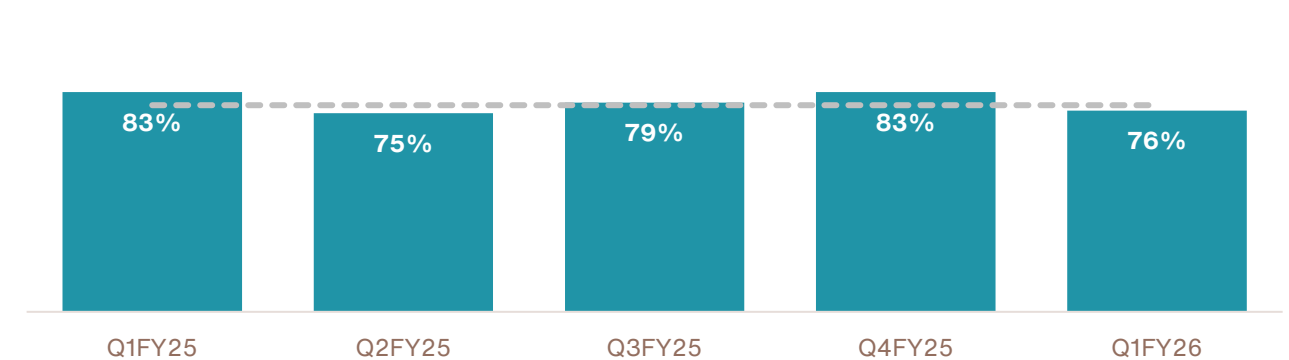
## Satisfaction declined to 76% as customers adapted to the new network

- Nearly half of riders said Better Bus allows them to take buses to places they previously only reached before by car, train, walking, etc.
- About 1 in 3 surveyed said they transfer more often, which is correlated with lower satisfaction

## Bus On-Time Performance



## Bus Customer Satisfaction



# Rail Reliability Improved with First Full Quarter of Automatic Train Operation (ATO) on All Lines

## More customer trips were on-time in Q1FY26

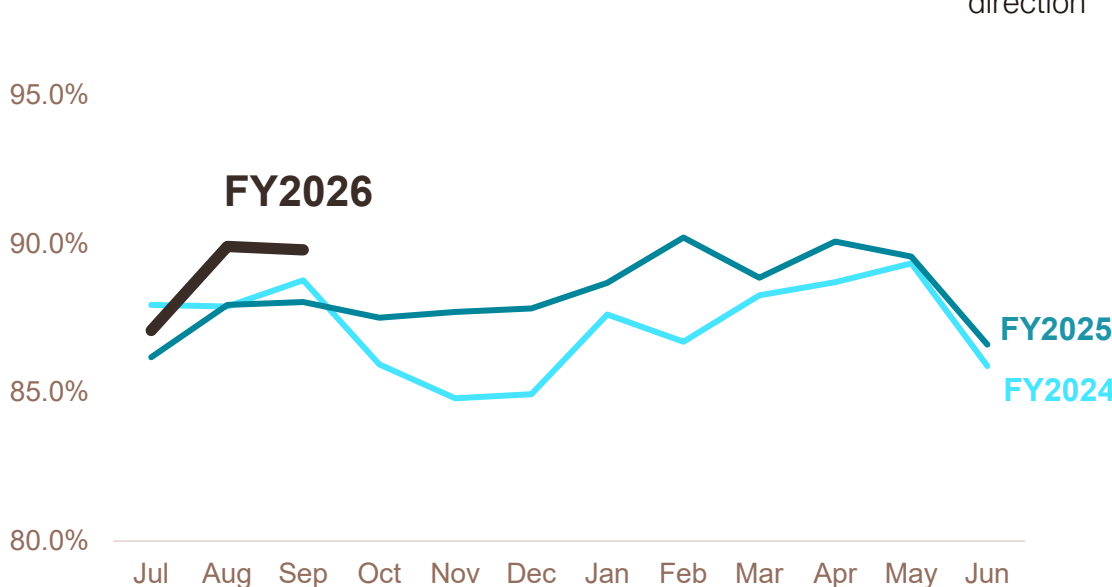
- 88.9% of rail customer trips were on-time, up 1.5 points (+150,000 more trips per month) from Q1FY25
  - OTP improved on 4 lines, with biggest gains on the Silver line
  - OTP improved during almost all time periods
- Improvements correlated with ATO: 84% stops in ATO in Q1FY26, up from 34% in Q4FY25
- In addition, 96% of trips were faster compared to Q4FY25

## Customer perceptions of reliability are lagging

- Overall satisfaction was 84%, down from prior quarters due to lower satisfaction with wait times and travel times
- 17% of trains held at stations as Metro gradually adjusts run times, almost double compared to this time last year

## Rail Customer On-Time Performance

Desired direction ↑



September 2025 had four days with over 93% on-time performance, a record over the past two years



# Metro Access Sustained Performance Improvements From Q4FY25

## Metro Access service is more reliable

- Over 90% of trips were picked up on-time this quarter and fewer than 1.8% of trips were missed, better than FY25. Positive results stem from practices begun last year and continuing into Q1:
  - Metro Access added one additional contractor last December and allocates trips based on contractor performance
  - 65% of trips were provided by Abilities-Ride partners, adding capacity to manage spikes in demand that could lead to cascading delays

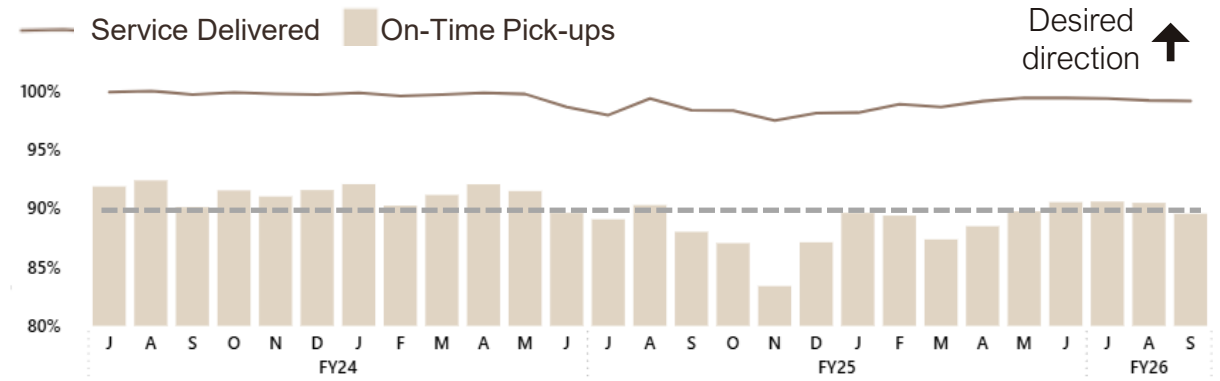
## Safety measures met target

- Collision rate and transit worker injury rate were better than target this quarter

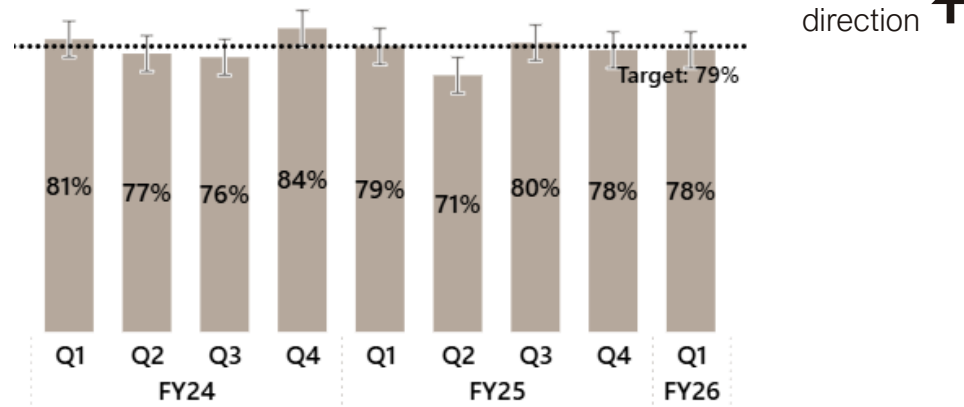
## Satisfaction remained stable

- 78% of riders were satisfied with MetroAccess—no significant change from last quarter or last year

## Metro Access On-Time Pick-ups and Service Delivered



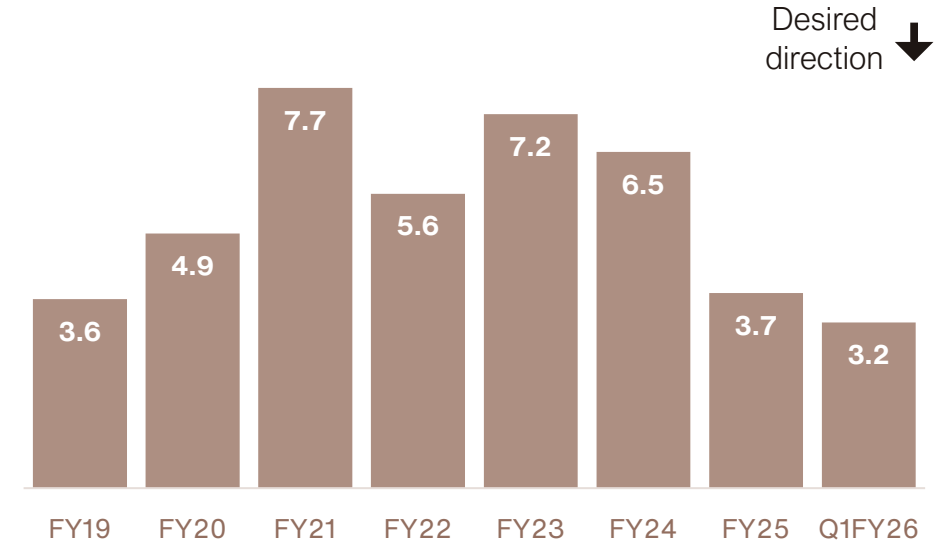
## Metro Access Customer Satisfaction



# Part 1 Crime Rate Is at an 8-Year Low

- Part 1 crime rate remained low at 3.2 crimes per one million customer trips, 33% lower than Q1FY25 and the best in 8 years
- Customer perceptions of safety also remained strong: only **9% of rail** and **14% of bus** riders reported feeling unsafe, consistent with last quarter and the same time last year for both modes
- More Metro Bus riders reported seeing **police or regional officers** at bus stops and on buses compared to the previous quarter. There was no difference for rail customers during this time frame
- Positive trends reflect continued focus on:
  - Community outreach and crisis intervention
  - Regional partnership and special police officers
  - Problem-oriented policing, including fare enforcement

## Part 1 Crime per 1 million customer trips



# Customer Convenience Improvements in FY26

Metro has projects underway to make it easier to plan and pay for trips, and navigate the system

## Tap. Ride. Go.

- Bus launches in mid-November
- Over 1.2 million unique users since launch
- 19% of all unique cards tapped on the system in Sept 2025



tap. ride. go.™

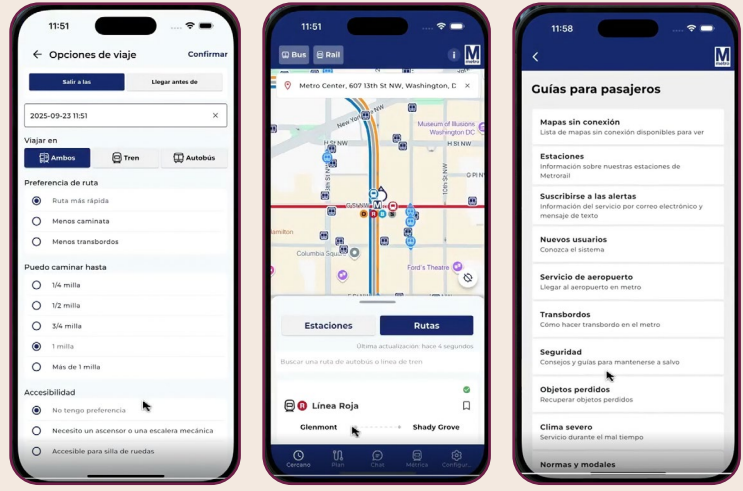
Just tap your preferred card to ride.

learn more [wmata.com/tapridego](http://wmata.com/tapridego)

M metro

## Metro Pulse

- Updated user interface
- Enhanced chat and multilingual support
- Push notifications



Opciones de viaje Confirmar

Salir a taxi Llegar antes de

2025-09-23 11:51

Viajar en

Preferencia de ruta

Puedo caminar hasta

Accesibilidad

Estaciones Rutas

Estaciones de Metro

Guías para pasajeros

Mapas sin conexión

Estaciones

Suscribirse a las alertas

Nuevos usuarios

Servicio de aeropuerto

Transbordos

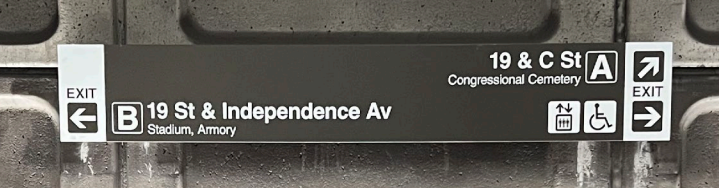
Seguridad

Objetos perdidos

Clima severo

Normas y modales

## Station Wayfinding



- Lettered Exits with points of interest differentiated from travel info by square directional arrows and icons
- Installation of new digital signs at 5 stations
- Improvements to arrivals information on screens

# Appendix: Detailed FY26 Results

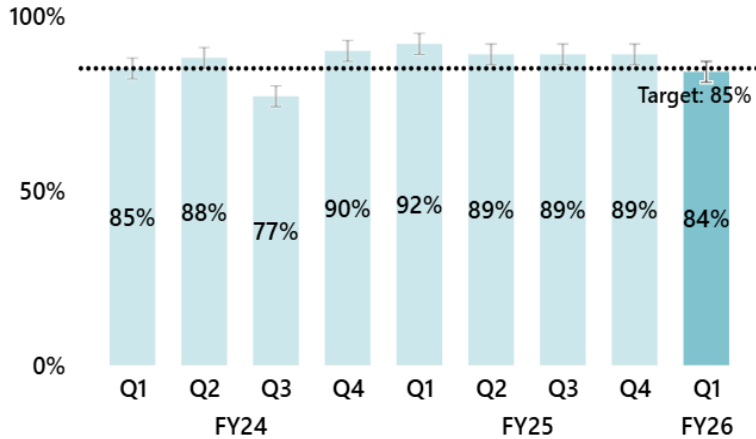


Washington Metropolitan Area Transit Authority

# Customer Satisfaction Nears Target for All Modes

## Metro Rail

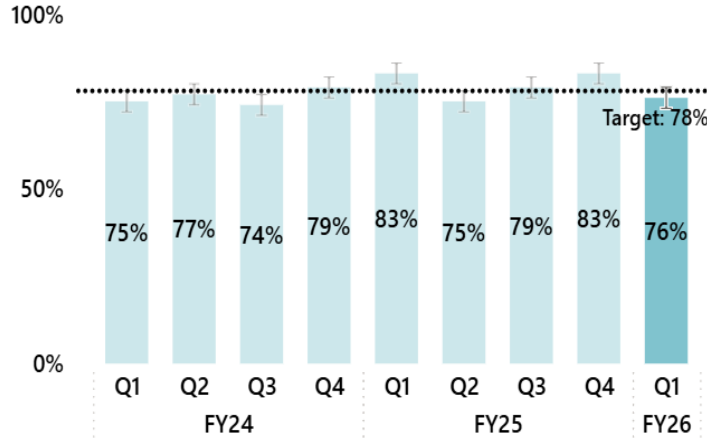
84% in Q1, near target of no less than 85%  
 Target reflects the value set in the Strategic Transformation Plan



- Q1 results for Metro Rail near target
- Decrease from last quarter and Q1FY25 is statistically significant
- Top drivers of satisfaction this quarter: reliability, travel time, and wait time
- Satisfaction with travel time also was down compared to the last quarter and the same period last year.

## Metro Bus

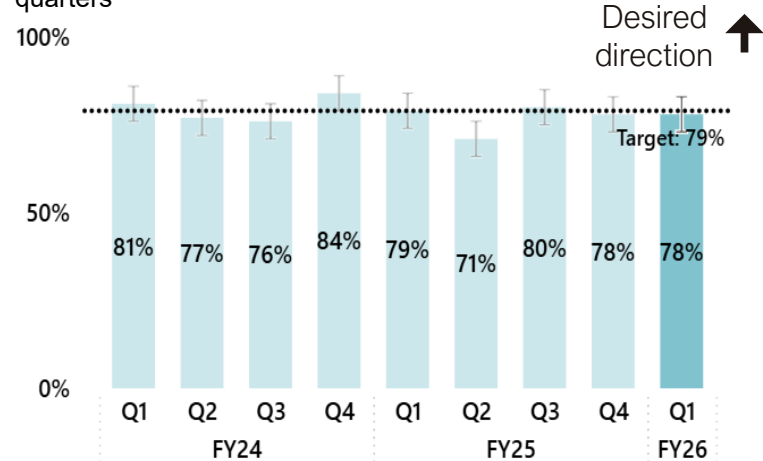
76% in Q1, near target of no less than 78%  
 Target = 1 percentage point increase over average of last 11 quarters



- Q1 results for Metro Bus near target
- Decrease from the last quarter and Q1FY25 is statistically significant
- Satisfaction with wait time and reliability down compared to last quarter
- Riders fully aware of BetterBus impacts on their travel (42%) were more satisfied with wait time and reliability than those only somewhat or not aware of BetterBus

## Metro Access

78% in Q1, near target of no less than 79%  
 Target = 1 percentage point increase over average of last 12 quarters



- Q3 results for Metro Access near target
- No significant changes in overall satisfaction or in any experience measures compared to the previous quarter or Q1FY25
- Riders who reported a service problem in the past 30 days were significantly less satisfied overall than those with no problems, with the most common problem being Metro Access vehicles arriving late.

# Safety and Security



Washington Metropolitan Area Transit Authority

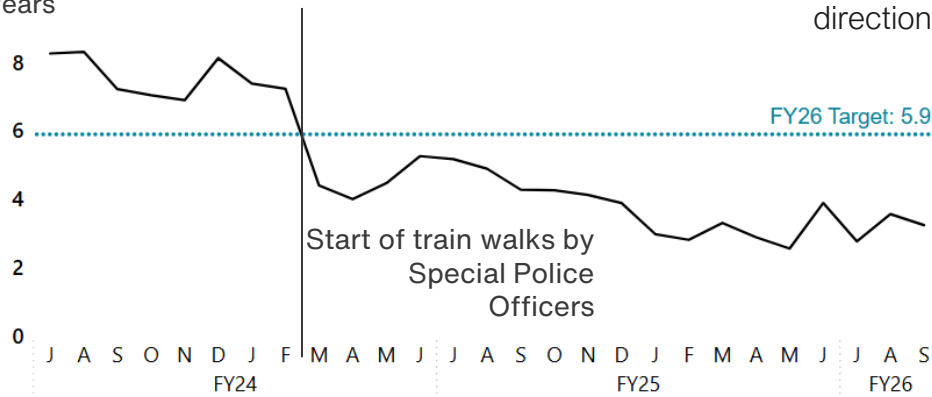
# Part 1 Crime Down 33% Compared to FY25Q1 and Customers Feel Safe

## ● Part 1 Crime | All Modes

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

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

Desired direction ↓



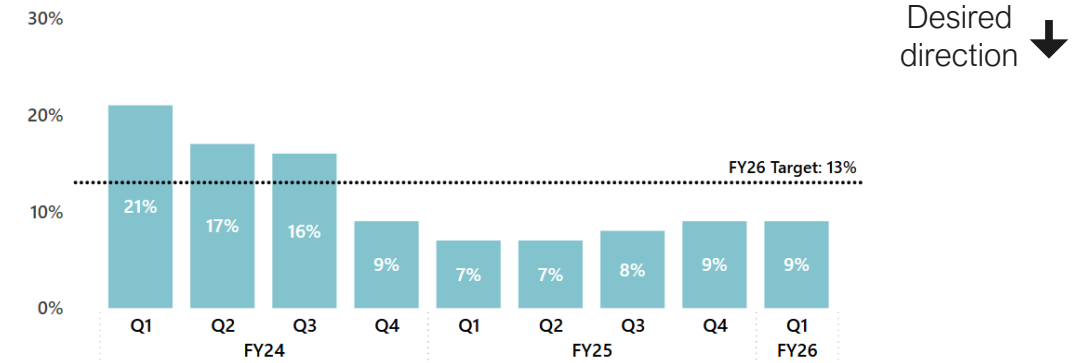
- 9,400+ interactions by Crisis Intervention Team
- 6,000+ fare enforcement actions across bus and rail, 50% increase from Q1FY25
- 215 total Part 1 Crimes in Q1FY26, 30% fewer than Q1FY25: 62% on rail, 18% on bus, 18% in parking lots
- Biggest decreases: Larceny (-60% vs Q1FY25), Aggravated Assault (-34%), Larceny (pick-pocket) (-30%), and Robbery (-25%)

## ● Customer Perception of Safety from Crime or Harassment | Bus Target: 14%, Rail Target: 13%

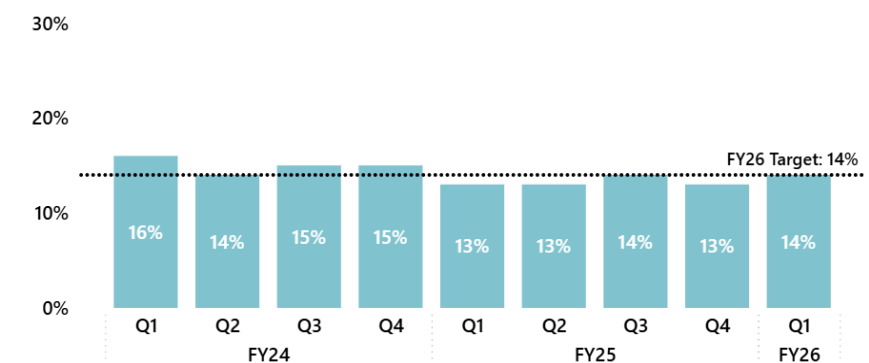
Targets based on average performance over last 3 years: bus maintains, rail decreases 1 point

Percent of customer survey responses who rated their perception of safety from harassment or crime on the train/bus of their last trip as "1" or "2" on a five-point scale where 1= "not at all safe" and 5= "very safe"

### Metrorail



### Metrobus



# Transit Worker Assaults Missed Target for Q1, With Majority of Assaults on Law Enforcement

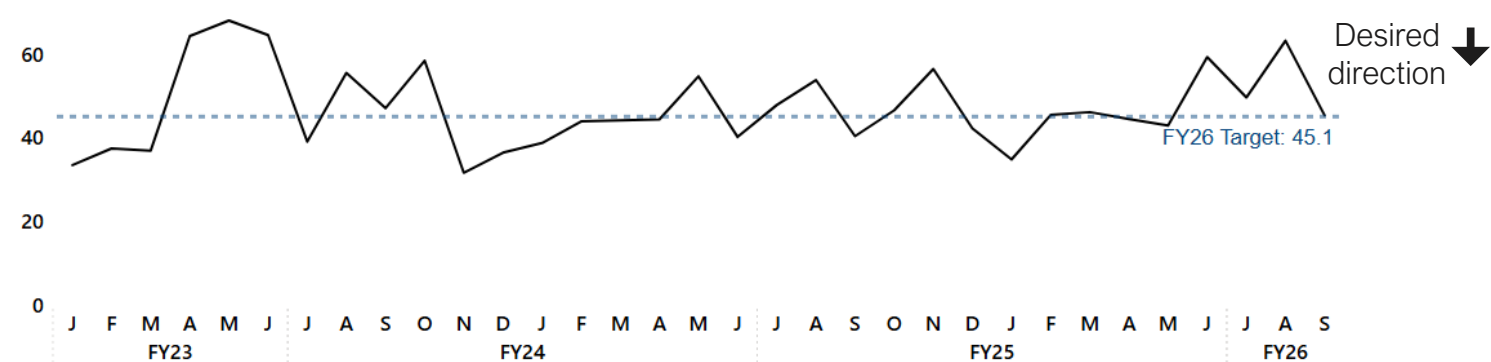
## ● Transit Worker Assault Rate

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

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

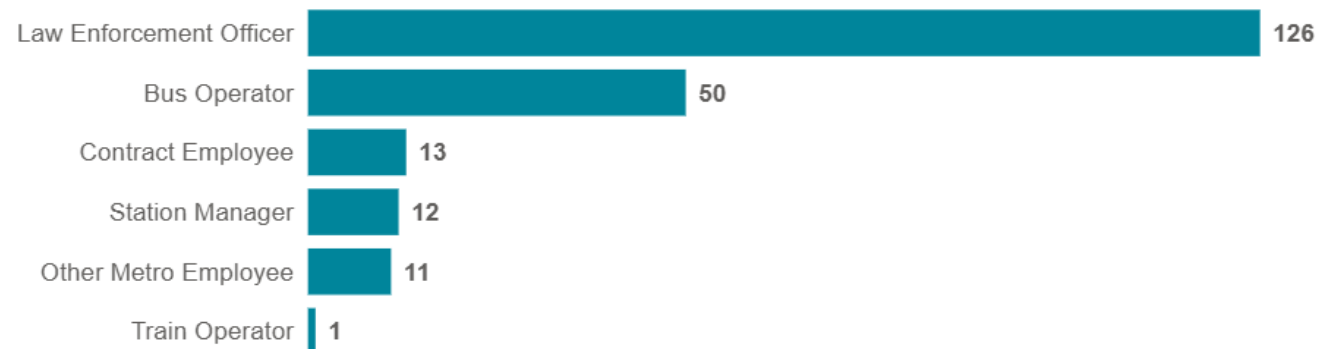
- Increase in assault rate correlated with increase in ridership, although rate is up 10% compared to Q1FY25 while ridership us up 5%
- 213 Assaults Q1FY26:
  - 86% (184) physical, 14% (29) non-physical
  - 94% (200) involved employees, 6% (13) contractors
- Assaults on law enforcement officers are most common (59%), followed by assaults on bus operators (23%)
- Crisis Intervention Team (CIT) members had over 9,400 contacts with the public in Q1 FY26
- MTPD engaged the public through 272 youth and community events in Q1 FY26

Transit Worker Assault Rate  
Jan FY23 to Present



Note: The Transit Worker Assault rate follows the definitions in the Federal Transit Administration National Public Transportation Safety Plan. Transit Workers include employees, contractors and volunteers working on behalf of the agency. Assaults can be physical or non-physical (e.g., verbal) and do not have to result in an injury.

## Assaults by Type of Transit Worker Q1FY26



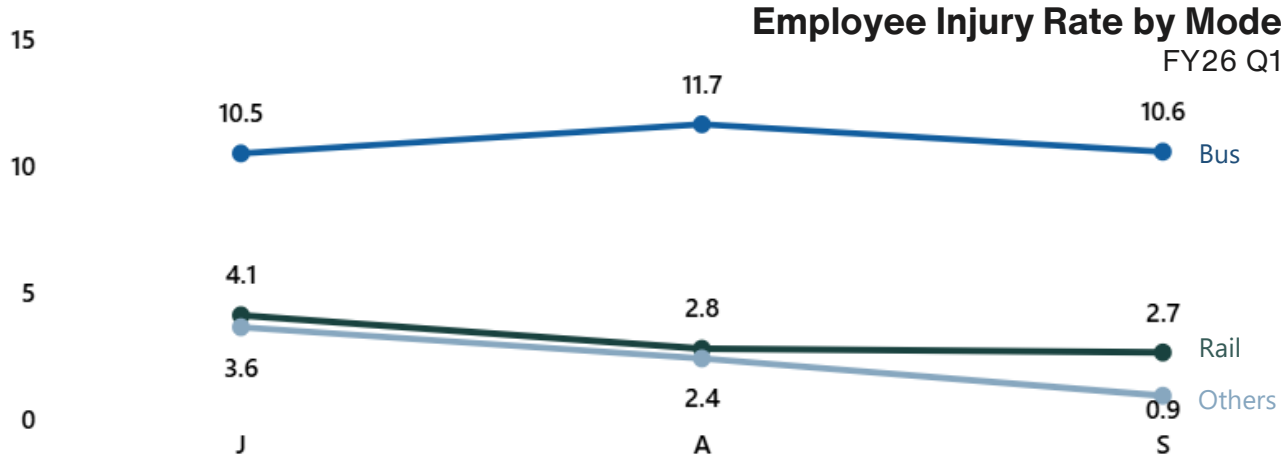
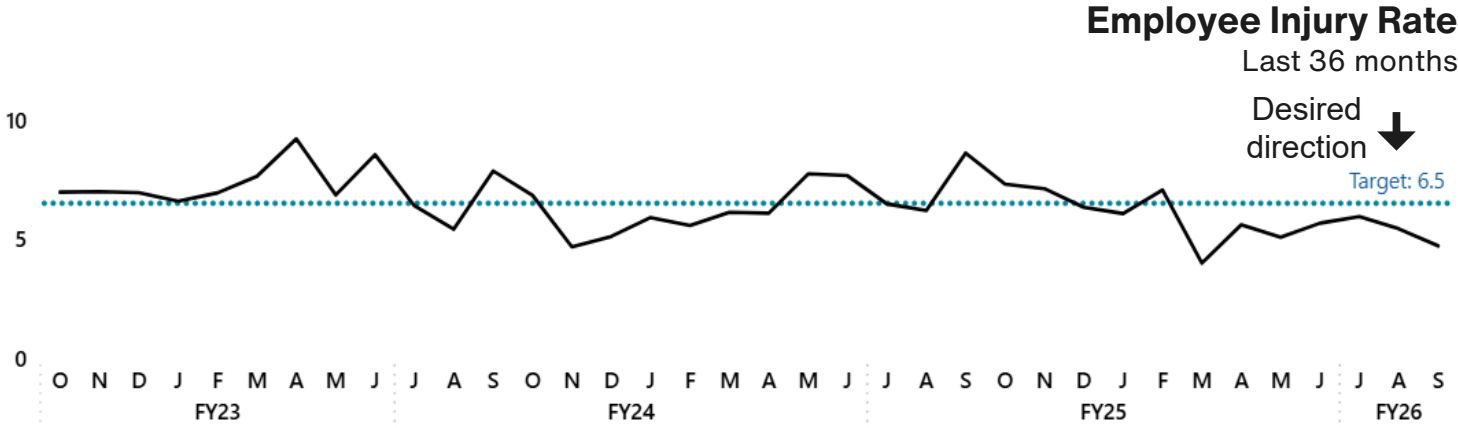
# Employee Injury Rate Continued to Meet Target, Improved for Rail

## Employee Injury Rate | All modes

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

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

- 174 injuries in Q1FY26. Top injury types: collision (25%), strain (18%), slip/trip/fall (16%), struck or injured by object (12%), and stress (11%). Most types trended downward since July, though stress injuries increased for bus and rail
- 61% of injuries among bus employees, 30% rail employees, and 9% all other.
- Q1FY26 employee injury rate was the same as the prior quarter, but with a slight increase in bus employee injury rate offset by a decrease for rail and other employees
- Actions to improve: install larger bus operator shields, partner with Departments of Transportation to identify and address collision hot spots, assess and mitigate risks



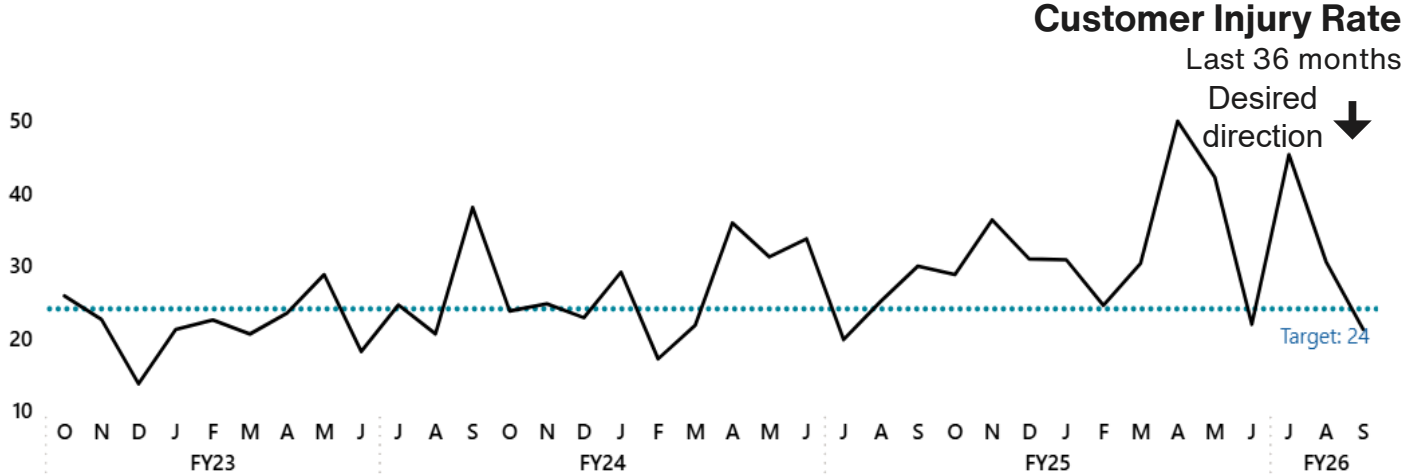
# Customer Injury Rate Decreased From July High To Meet Target in September

## Customer Injury Rate | All modes

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

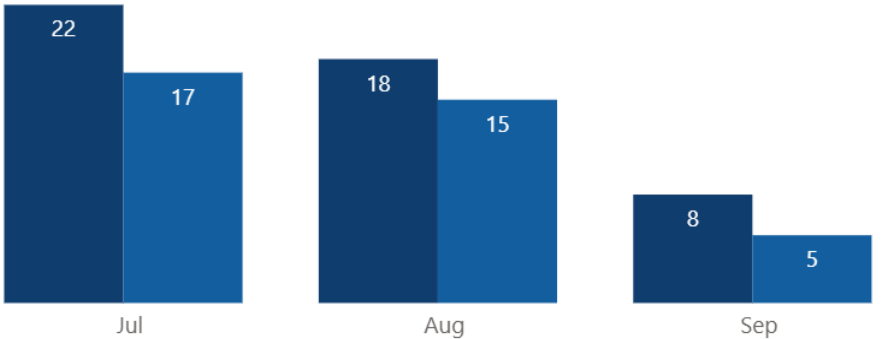
Target = 3% decrease from average performance over last 3 years

- 131 injuries FYTD: 64% bus (84 injuries), 31% rail (41), 5% Metro Access (6)
- 66% of injuries are slips/trips/falls. Of those, 55% are on buses (often motion related), 23% on escalators, 20% in stations or aboard trains, and 2% on Metro Access
- Bus and rail slip/trip/fall and bus collision injuries spiked in July then decreased in August and September, driving overall injury rate trend
- Actions to improve: Metro is piloting new wayfinding signage at airport stations to direct customers with baggage away from the escalators and toward the elevators to reduce falls on escalators



**Slip/Trip/Fall Injuries by Mode**  
FY26 Q1

Mode ● Bus ● Rail

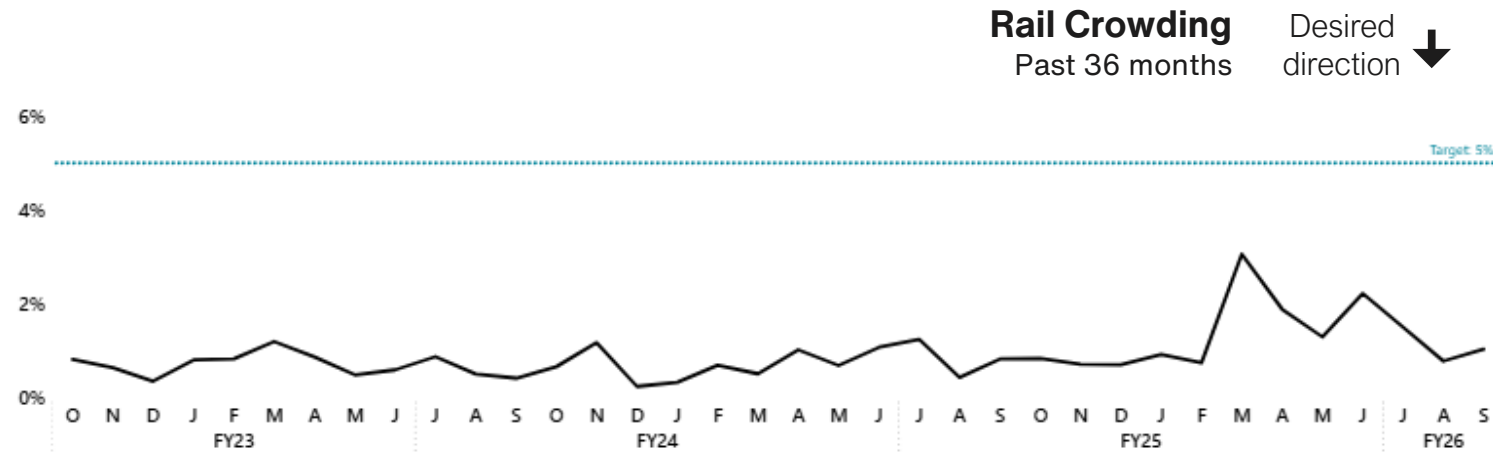


# Current Schedule Keeps Rail Crowding Within Service Standards

## Crowding | Rail

1.1% 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

- Crowding was lowest in August, reflecting typical seasonal dips related to school breaks and vacation patterns
- Crowding is higher compared to same time last year due to 18% more rail riders
  - Crowding is nearly twice as likely in the PM peak this year compared to last year
  - Orange, Green, and Red lines experience the most crowding
- Actions to help address crowding:
  - Super peak capacity to the Silver and Red Lines began July 2025
  - More 8 car trains added during peak periods



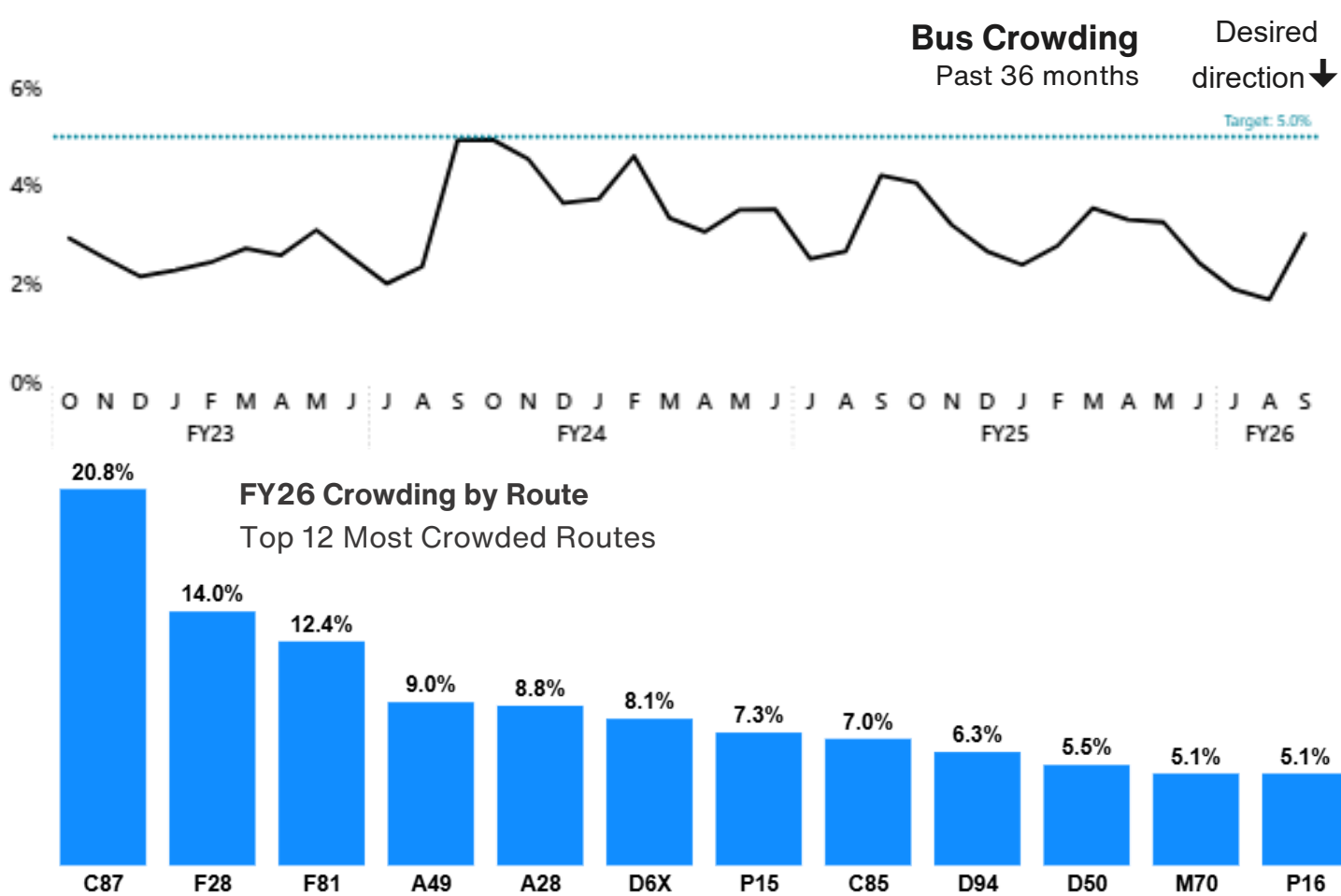
# Bus Crowding Increased in September When School Returned

## ● Crowding | Bus

2.2% 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

- Crowding increased in September after a seasonal dip in the summer
- Crowding is still concentrated: Over 50% of crowding occurs on 12 out of 125 routes
- Customers are about 60% more likely to experience crowding during the peaks than average
- Several routes with high crowding will be receiving additional trips in December 2025 including the F28, P15, and P16



# Reliability



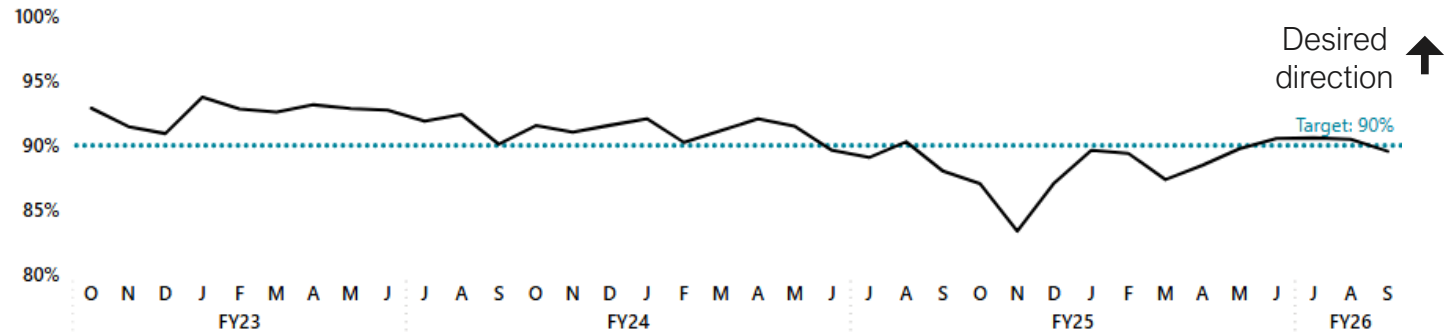
Washington Metropolitan Area Transit Authority

# Access On-Time Performance Improved in Q1

● **On-time Pickup Performance | Access**  
**90.2%** of on-time pick-ups, meeting target of no less than **90.0%**  
 Target = 1.6 percentage point improvement from FY25 performance

- Q1 performance sustained improvements made in second-half of FY25; this was the first full quarter above 90% on-time pickups since Q4FY24
- Improvement credited to:
  - Shifting additional work to second contractor as they continue to ramp up
  - Leveraging Abilities-Ride program
  - Scheduling more direct trips (vs. shared rides)
- Actions to improve:
  - Add third facility in Prince George's County
  - Add additional service providers with wheelchair lift vehicles to the Abilities-Ride program

**On-time Pickup Performance**  
 Last 36 months

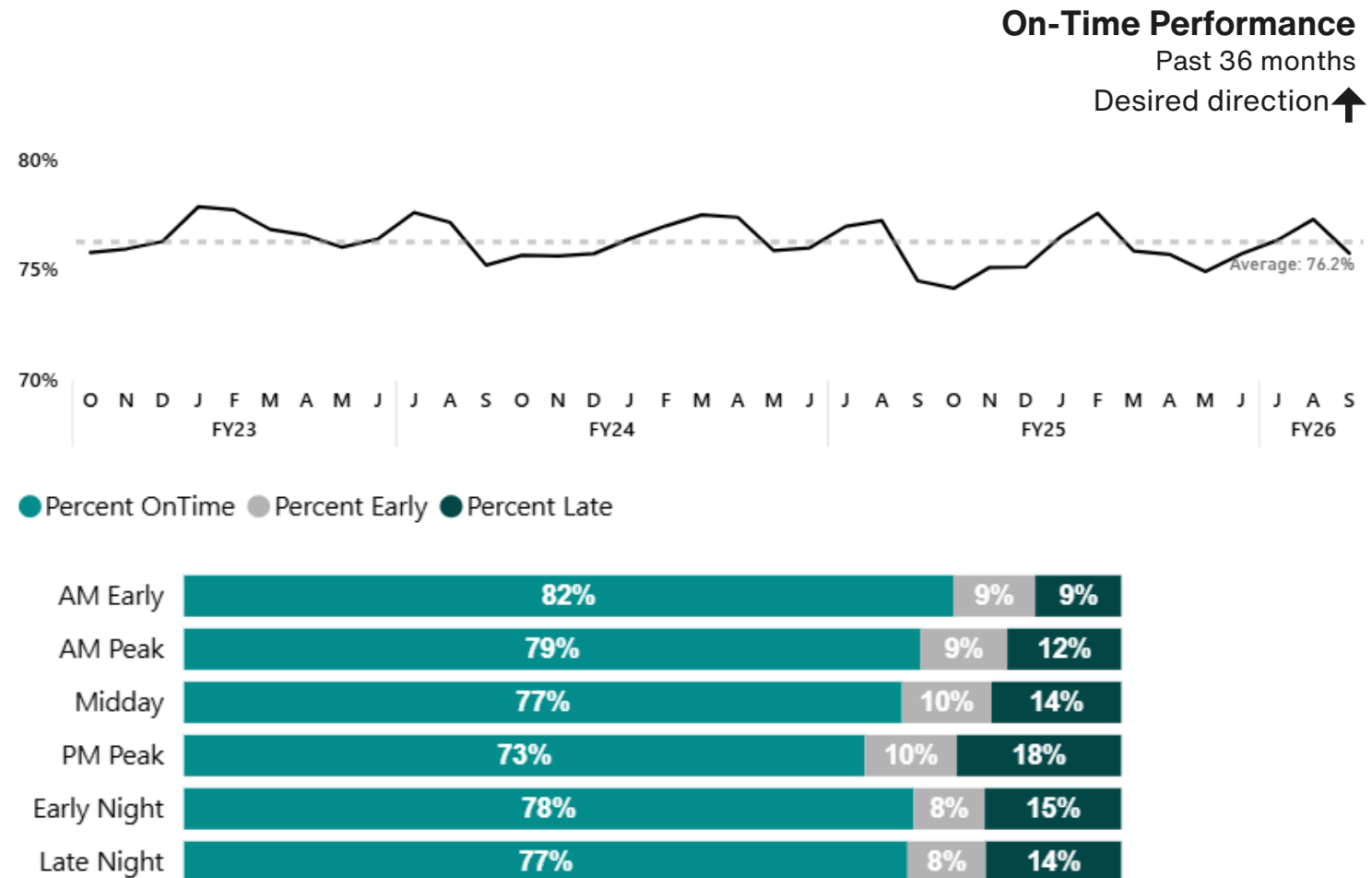


# Bus On-Time Performance Improved in Q1 With Best September Performance in Four Years

## ● On-time Performance | Bus

76.5% on time

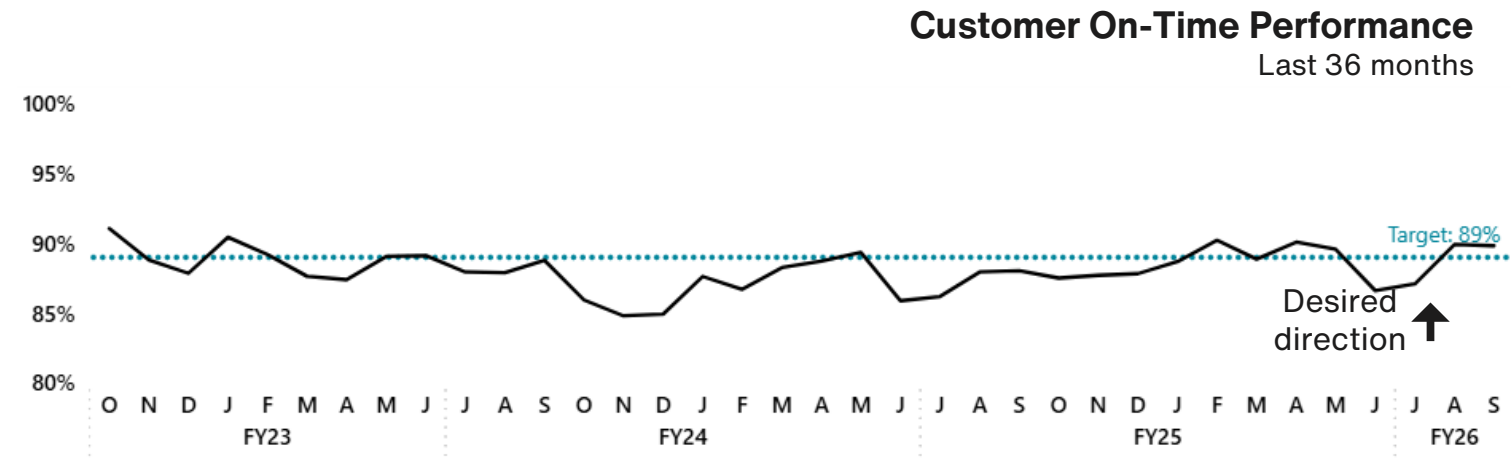
- Q1 performance followed seasonal patterns, falling in September related to increased back-to-school traffic. However, September performance was the best in 4 years
- Buses are 1.5x as likely to be late (14.4%) than early (9%).
  - Late buses are a particular problem during the PM peak (18%), when traffic volumes are highest
  - 17 of 125 routes had OTP less than 70%
- To improve reliability, Metro implemented schedule changes for routes in Prince George's County on September 14th. Additional changes will take effect across the region in December 2025, including five of the worst performers



# Rail On-Time Performance Better Than Last Year, Near Target of 89%

**On-time Performance | Rail**  
**88.9%** on time, just missing target of no less than **89%**  
 Target = 1 percentage point improvement from average performance over last 3 years

- Rail OTP improved 1.5 points compared to Q1FY25 (about 150,000 more trips on time each month), meeting target in August and September
- Performance improvement correlates with implementation of ATO on all lines
- Lower OTP in July due to major construction work at Van Dorn and Franconia-Springfield, impacting Blue and Yellow Lines
- Main drivers of late trips in Q1: service disruptions (8.2%), planned track work (0.4%) and customer behavior or late trips not linked to an incident (2.5%)
- Actions to improve: adjust schedule in December to reflect faster travel times under Automatic Train Operation



- Metro Rail hit several records in Q1FY26:**
- Best Silver Line OTP since Phase II opened in November 2022: 94% in August and 93% in September
  - Best Red Line OTP in September (92%) in last 12 months
  - Four days of >93% OTP, most in past two years



# Access Delivered Almost 2,400 Trips Per Day on Dedicated Service and Missed Fewer Than 39 in Q1

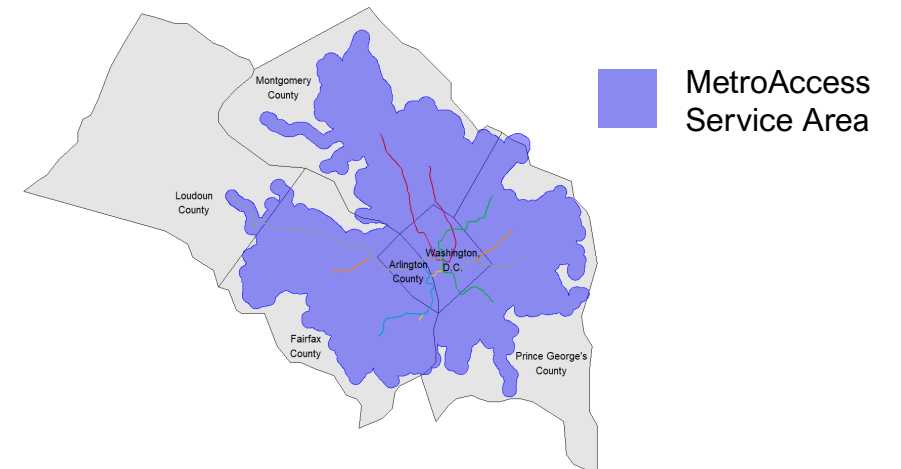
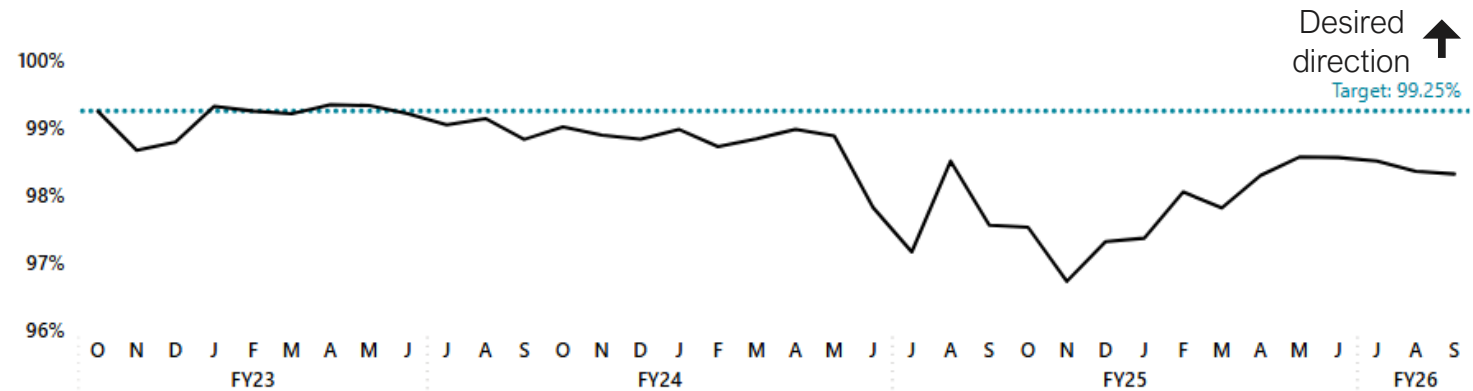
## ● Scheduled Service Delivered | Access

**98.40%** 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

- Performance improved by 60% from Q1FY25
- 90% of missed trips caused by a customer not taking a ride that arrived late after the pick-up window
- 10% of missed trips caused by the driver not waiting long enough for the customer
- Actions to improve:
  - Continue efforts to improve on-time performance

## Scheduled Service Delivered Last 36 months



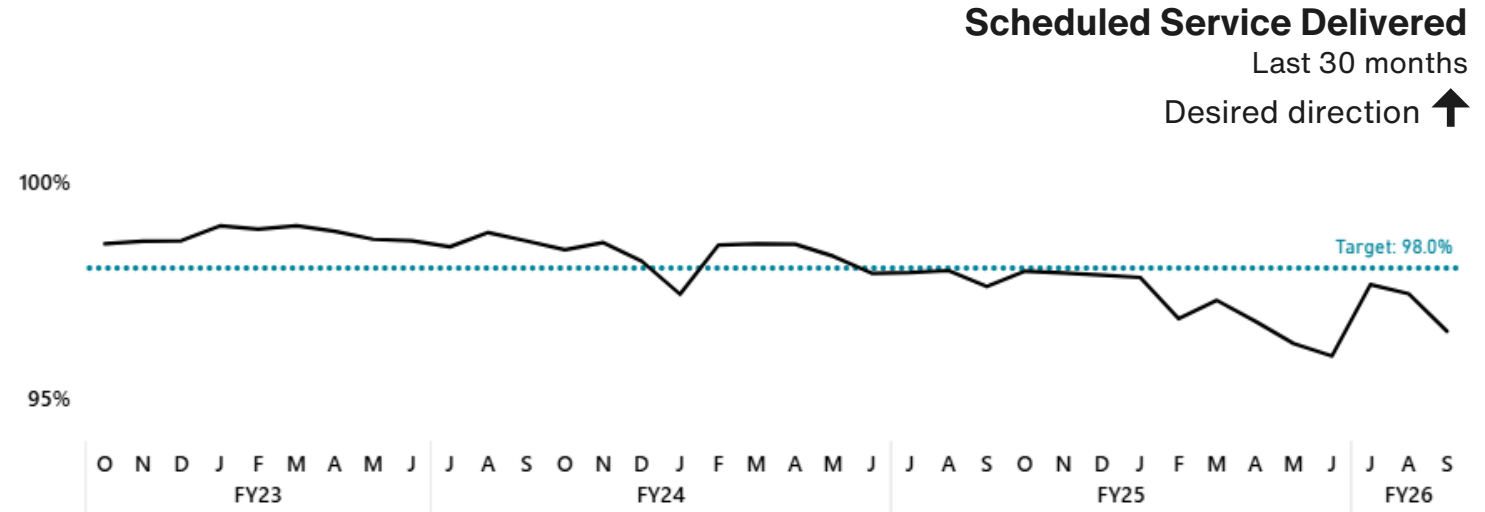
# Bus Service Delivery Improved in Q1, but Remained Below Target

## Service Delivered | Bus

**97.2%** 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

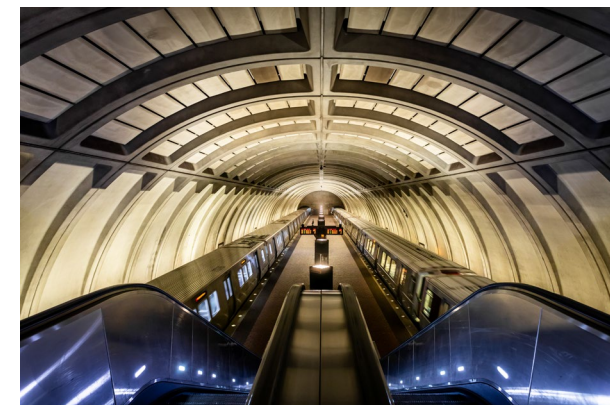
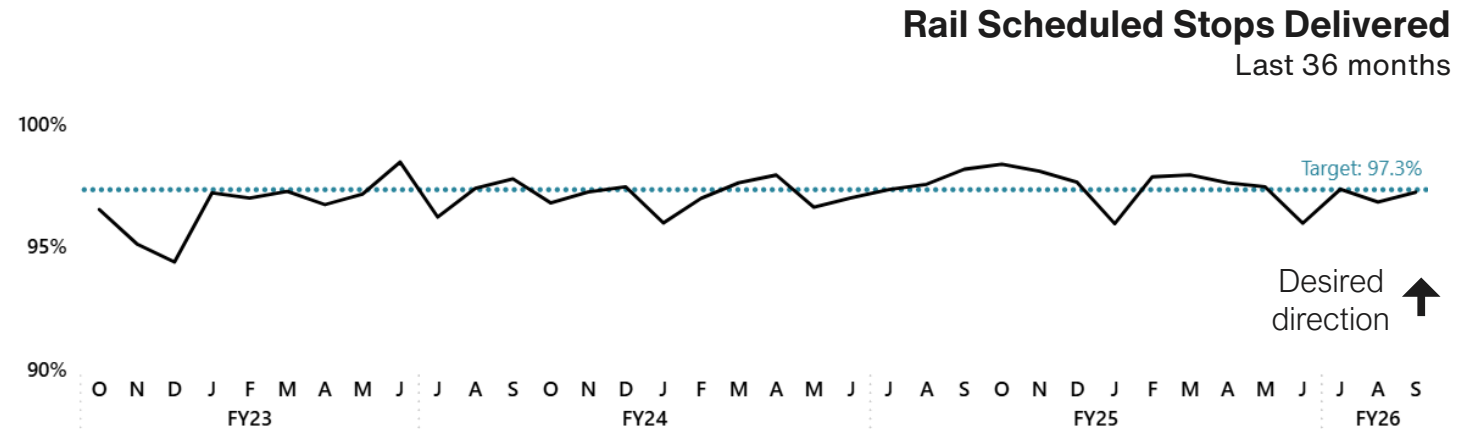
- Only 311 out of 12.2k trips missed per day on average in Q1
- Fewer trips were missed in Q1 thanks to conclusion of Better Bus Network training, providing more flexibility for operators to cover open trips
- Operator availability continues to be the main driver of missed service: Metro is short about 100 operators needed to run scheduled service
- Actions to improve: Increase new operator class sizes, training around 500 operators in FY26



# More Than 97% of Rail Scheduled Stops Delivered in Q1, Just Missing Target

● **Scheduled Stops Delivered | Rail**  
**97.1%** stops delivered, just missing target of no less than **97.3%**  
 Target = 0.2 percentage point improvement from average performance over last 3 years

- About 1,100 out of 39,000 stops are missed per day: performance improved since June, when ATO was rolled out on all lines, as station overruns decreased over time
- Most missed stops are due to service disruptions. Top three types: rail vehicle malfunctions, public incidents, and signal failures. Station overruns account for 0.5% of missed stops
- Actions to improve: continue 7000-series scheduled maintenance program (rehab and overhaul) to keep offloads low, continue rail operator recruitment and training to minimize missed service due to operator availability, plan for next-generation signaling system



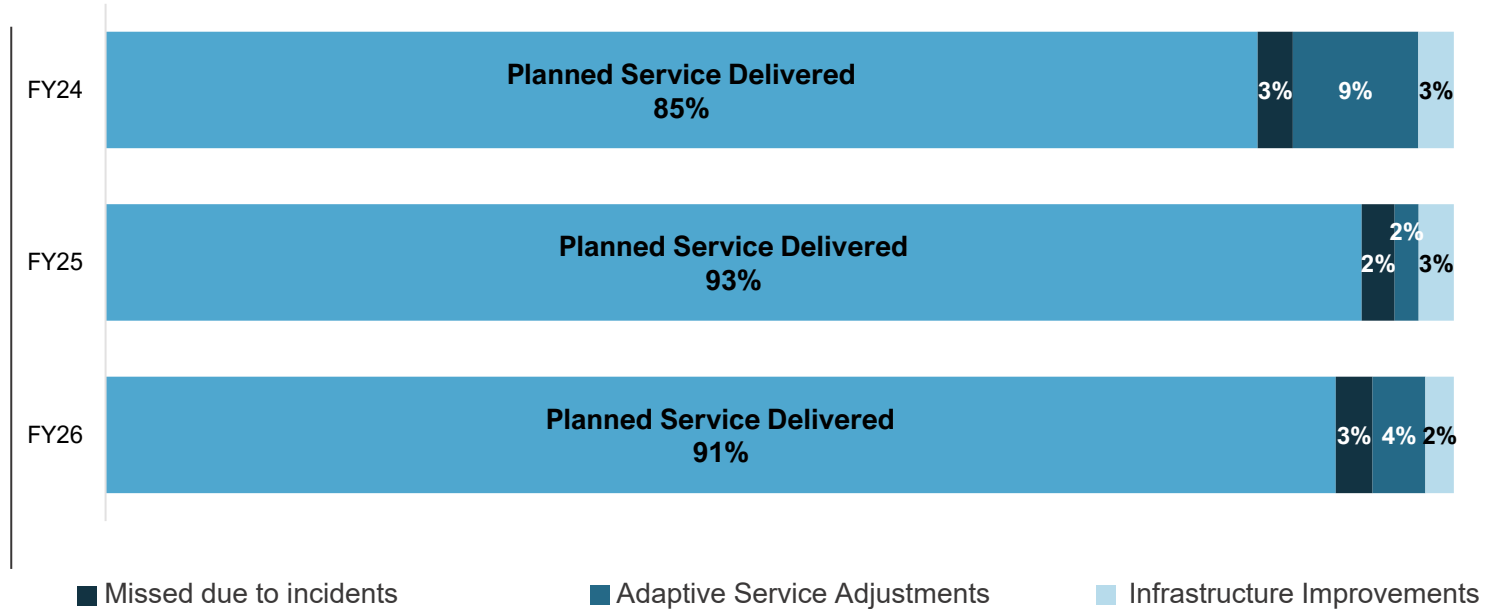
# More Than 91% of Planned Rail Service Was Delivered in Q1, Meeting Target

## Planned Stops Delivered | Rail

91.3% stops delivered, meeting target of no less than 86.5%

Target = maintain average performance over last 21 months

- Adaptive service adjustments (budgeted service that has been adjusted) account for most missed service (3.9%), followed by unplanned incidents (2.7%) and infrastructure improvements (2.1%)
- Actions to improve:
  - Continue to reduce impact of planned trackwork through coordinated planning process and more efficiently using overnight non-revenue hours, including launching “tagging relay” in September to improve safety and reduce time needed to remove power
  - Implement Yellow Line service to Greenbelt in September



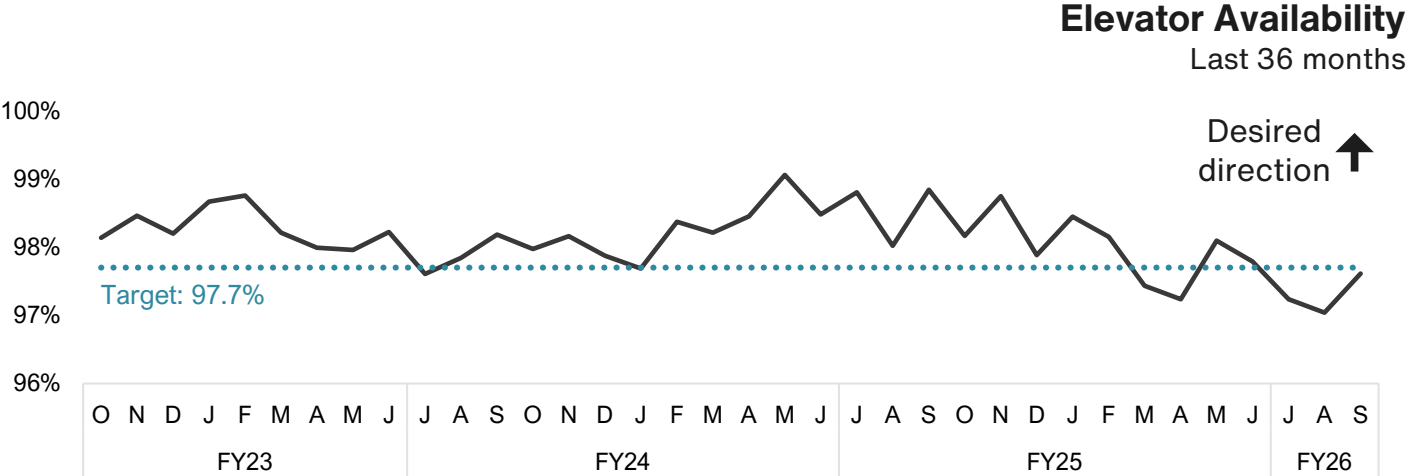
# Elevator Availability Missed Target, With 311 out of 320 Elevators in Service at Any Time

## ● Elevator Availability | Rail System

**97.3%** availability, just missing target of no less than **97.7%**

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

- Metro started a new capital modernization project in February 2025, taking multiple units out of service each month for major rehabilitations. Capital work is a key action to improve system availability, with major rehabs on each unit every 10-15 years
- In Q1FY26, 38% of unavailability (about three units at any given time) was due to capital work to replace/rehab aging units, and 62% was from unplanned outages (about six units at any time)
- Capital work finished at Capitol Heights and Dupont Circle and is ongoing at Glenmont and Pentagon City.



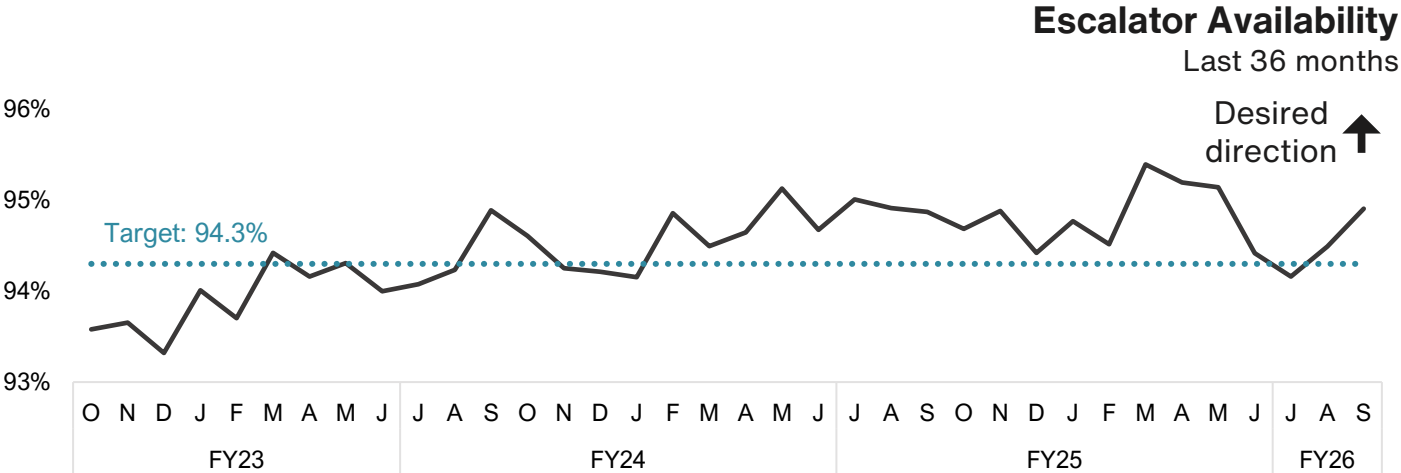
# Escalator Availability Met Target, With an Average of 612 out of 647 Escalators in Service at Any Time

## Escalator Availability | Rail System

**94.6%** availability, meeting target of no less than **94.3%**

Target = maintain average performance over last 3 years

- Availability met target 2 out of 3 months in Q1
- 28% of unavailability (about 10 units at any given time) was due to capital work to replace/rehab aging units, and 72% was from unplanned outages (about 25 units at any time)
- Capitally-funded rehabs and replacements are key to improving availability. Rehabbed or replaced units show a 6-point increase in availability
  - In September, Metro began replacing the 5 escalators at the west entrance of Navy Yard-Ballpark Station



# Convenience

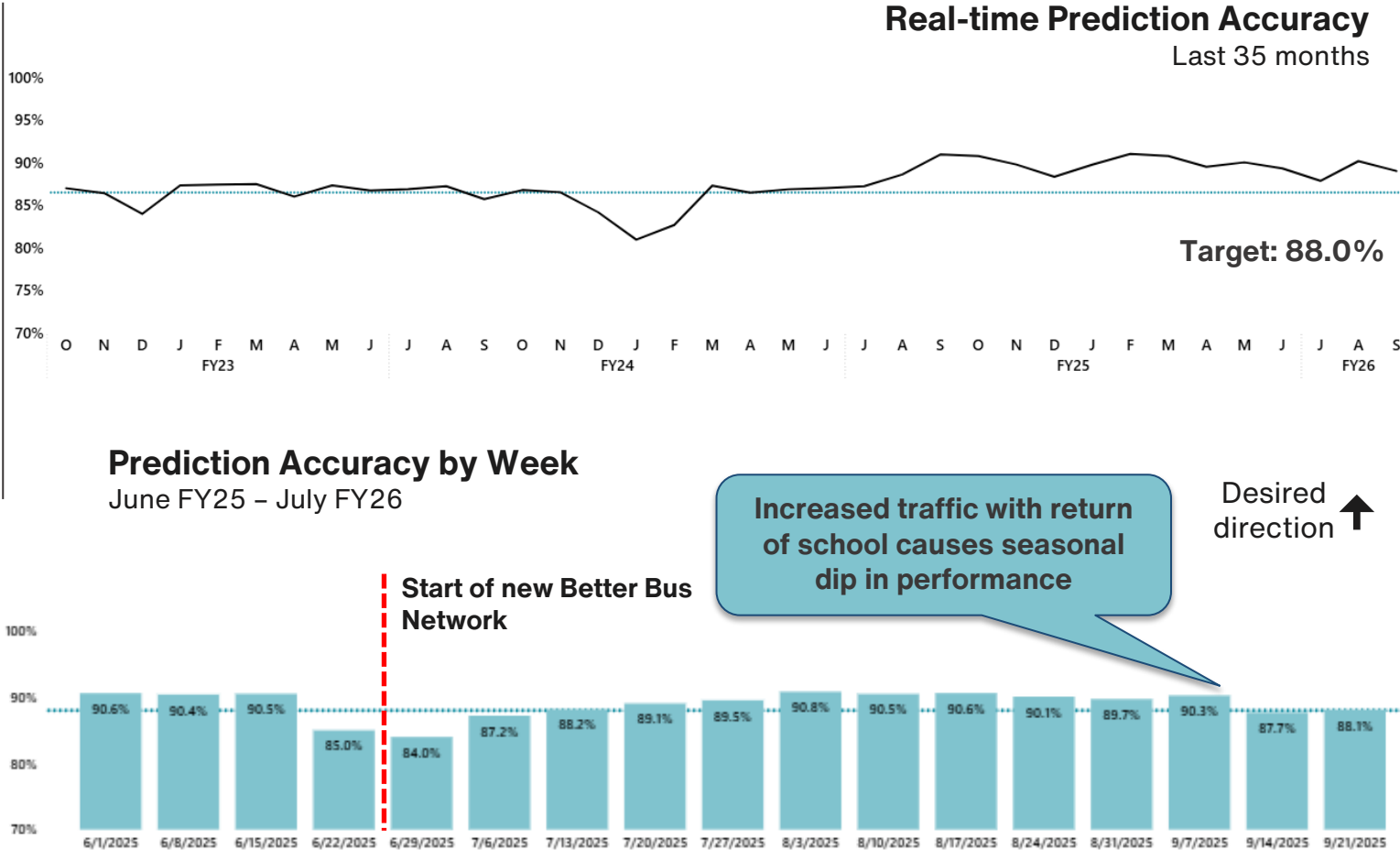


Washington Metropolitan Area Transit Authority

# Bus Prediction Accuracy Sustained Improvements From FY25 and Exceeded Target in Q1

**Real-time Arrival Accuracy | Bus**  
**89.0%** 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

- Prediction accuracy was above target every month this quarter
- Accuracy dipped slightly in June and September related to a schedule change (June) and school traffic (September). Performance improved as algorithm learns from historical data
- Metro continues to address known issues, such as improving terminal predictions



# Bus Real-Time Information Availability Improved in Q1 Because of Fewer Missed Trips

## Real-time Info Availability | Bus

**93.4%** of trips had predictions available, just missing target of no less than **93.5%**

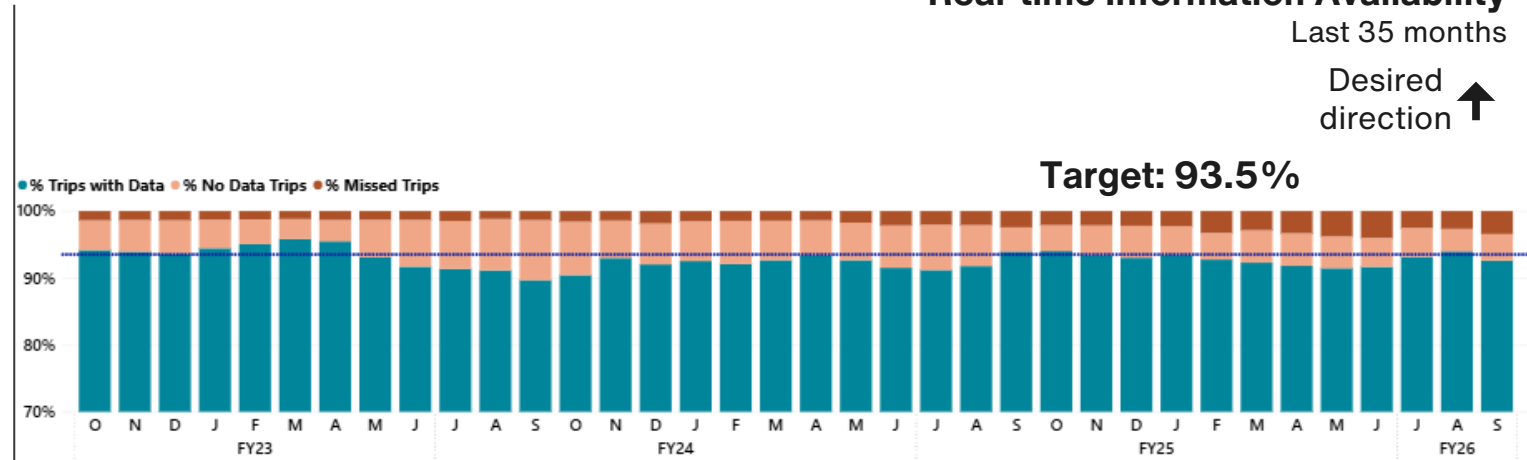
Target = improve 1 percentage point from FY25 performance

- Lower info availability can be caused by missed trips or buses that are unable to transmit GPS data:
  - Missed Trips: Decreased in Q1 because of fewer trips cut due to lack of operators
  - No Data Trips: Share of trips without GPS data is between 3-4% of all scheduled trips – which is steady since an algorithm change in August 2024
- Metro expects to increase the number of new operators in FY26, aiming to decrease missed predictions due to missed trips

## Real-time Information Availability

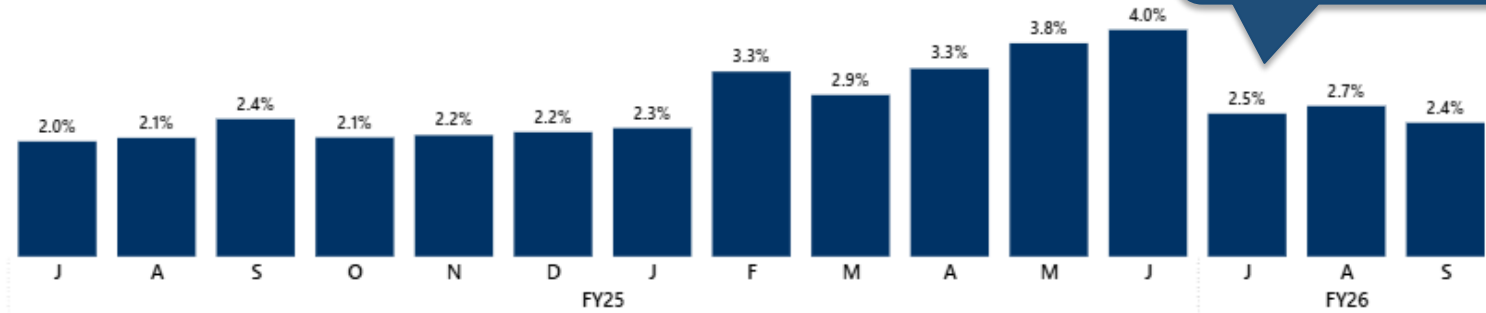
Last 35 months

Desired direction ↑



**Percent Missed Trips by Month**  
FY25 + FY26

Desired direction ↓



**Improved with BBNR launch**

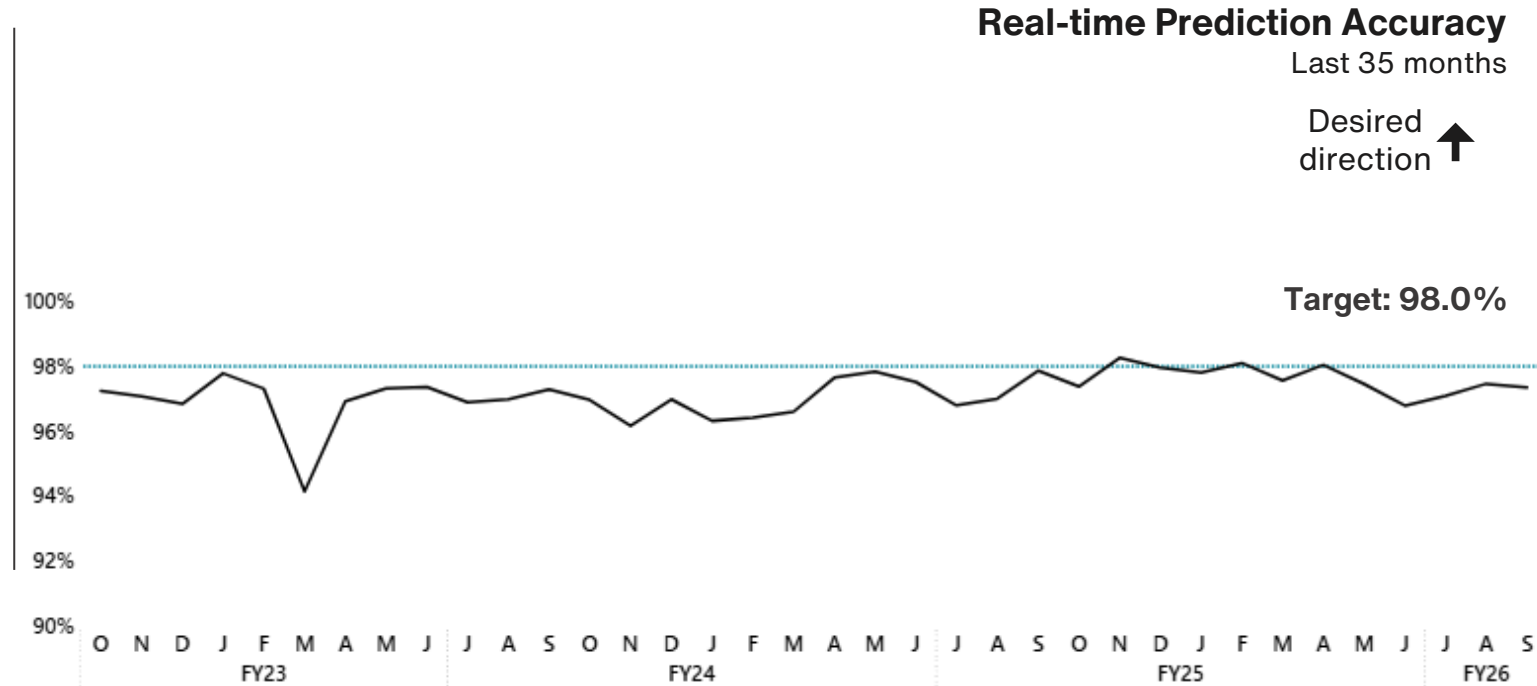
# Rail Real-Time Arrival Prediction Accuracy Fell Just Short of Target, but Improved From Q4

## ● Real-time Arrival Accuracy | Rail

**97.3%** 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

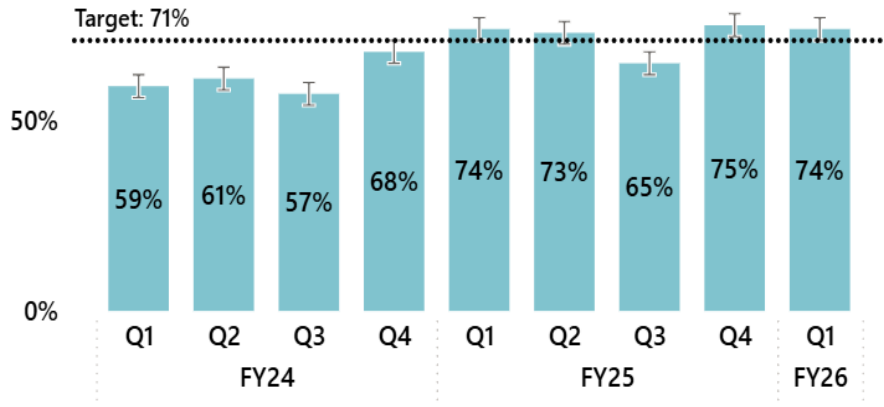
- After decreasing in May and June, accuracy started to improve following a June 22 schedule update that factored in the faster travel times under Automated Train Operation (ATO)
- More consistent travel times from ATO should help to improve rail predictions
- Upgrades to the prediction algorithm in FY2025 continue to improve accuracy around terminals
- Service disruptions are the most likely cause of inaccurate predictions



# Rail Cleanliness Stable, Bus Down From Previous Quarter

## ● Metro Rail: Satisfaction with Cleanliness of Train

74% in Q1, above target of no less than 71%  
 Target = improve 10% from average performance over last 11 quarters  
 100%

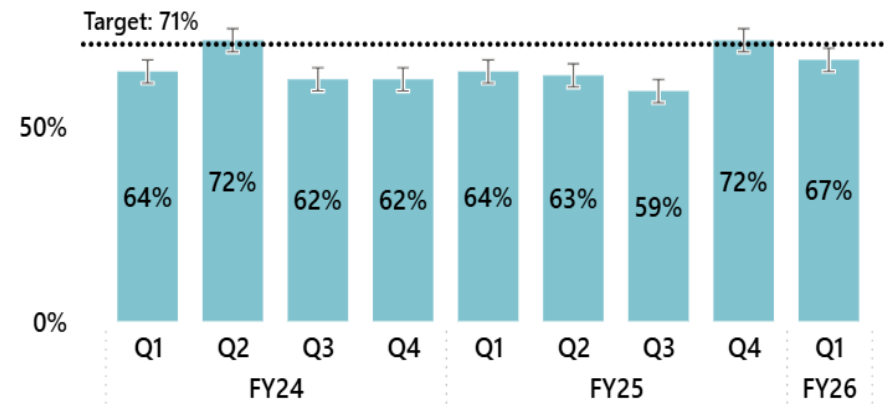


**Metro Rail's Q1 performance met the target and was stable from Q4**

- Cleanliness in Q1 continues to match the highest levels since early 2021
- Cleanliness was significantly higher for Orange Line riders (+12%) and stable across all other lines

## ● Metro Bus: Satisfaction with Cleanliness of Bus

67% in Q1, below target of no less than 71%  
 Target = improve 10% from average performance over last 11 quarters  
 100%



Desired direction ↑

**After an increase in Q4, cleanliness for Metro Bus in Q1 is just shy of target**

- Satisfaction with cleanliness declined from last quarter but was similar to the same time last year
- Dissatisfaction levels were unchanged, with more customers shifting from satisfied to neutral rather than becoming negative about cleanliness