Safety and Operations Committee

Board Information Item III – A

FY 26/Q2 Service Excellent Report

Board Document

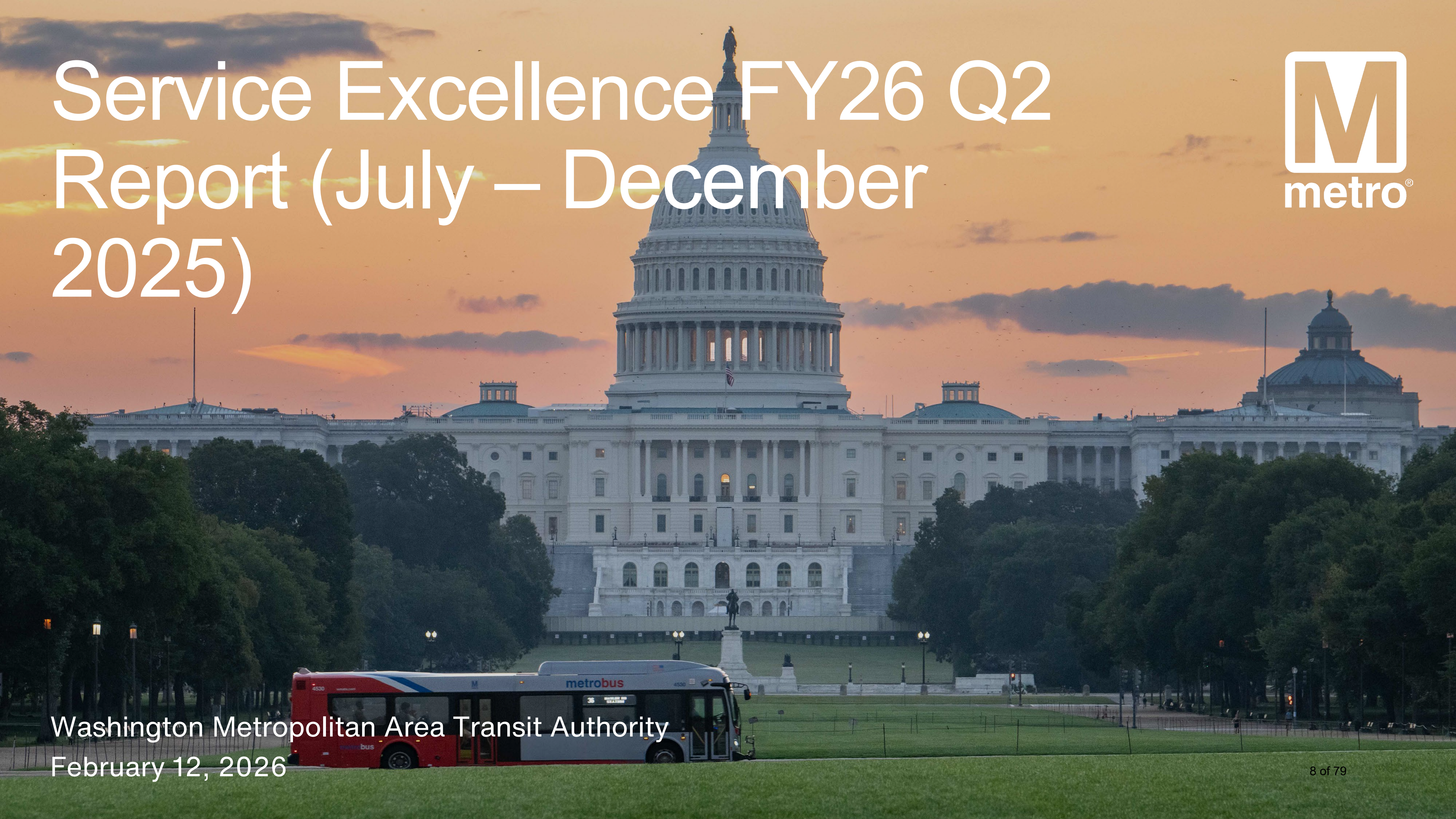
OVERVIEW			
PRESENTATION NAME	Q2FY2026 Service Excellence Report	**DOCUMENT NO.**	300093
ACTION OR INFORMATION	Information		
STRATEGIC TRANSFORMATION PLAN GOAL	Service excellence;		
RESOLUTION	No		
EXECUTIVE OWNER			
EXECUTIVE TEAM OWNER	Davis, Allison;		
ORGANIZATION	Planning and Performance		
DOCUMENT INITIATOR	Jordan H. Holt		
OTHER INFORMATION			
COMMITTEE	Safety and Operations Committee	**COMMITTEE DATE**	2/12/2026
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 two quarters (Q1-Q2) of Fiscal Year (FY) 2026, from July 1, 2025 through December 31, 2025. Key Highlights: • 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 half of the key performance indicators (KPIs) aligned to the Service Excellence goal met or made progress towards the continuous improvement targets set for FY2026 • Ridership grew three percent in the first two quarters of FY2026 compared to the same period in FY2025. The federal government shutdown in October and November resulted in slower		

	growth in Q2 compared to Q1 • On-time performance continued to improve 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 • Rail customer satisfaction rebounded to 91 percent while Bus and Access held steady at 77 percent
DISCUSSION	Total Ridership Grew Three Percent Year-Over-Year Customers took over 131 million trips across Rail, Bus, and Metro Access in the first two quarters of FY2026, a three percent increase from the same period in FY2025. Metro Rail trips increased 13 percent buoyed by more federal workers returning to the office compared to the first half of FY2025. However, growth slowed during the second quarter due to the federal shutdown which reduced ridership by an estimated 40,000 to 50,000 trips a day. Metro Bus ridership fell eight percent in the first two quarters of FY2026 compared to the same period in FY2025, mirroring regional economic trends. When Abilities-Ride trips are included, Metro Access ridership increased by 15 percent in the first half of FY2026 compared to the same period in FY2025. About 65 percent of all requested trips were delivered by third-party Abilities-Ride partners in Q1 and Q2 FY2026. Trips on dedicated Metro Access vehicles fell 10 percent this quarter compared to the same time last year. Service Reliability Improved on Bus, Rail and Access Compared to Last Year Bus on-time performance was 76.7 percent, a 1.2 percentage point improvement compared to the same period last year and the best performance in four years – since FY2022. 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. Now 96 percent of trips have sufficient 'cycle time' (enough time to complete a trip and start the next one on-time, including operator rest and recovery) compared to 94 percent last year. Staff make data-driven schedule adjustments twice annually; the most recent in December 2025 adjusted 50

	routes. Metro Bus has missed more trips in FY2026 compared to the same periods in FY2023-FY2025 and fell short of the target (2.5 percent of trips were missed compared to the target of no more than 2.0 percent). Operator availability continues to be a challenge: on average this year, Metro has been short about 120 operators to deliver daily service. Staff aim to recruit and train about 500 operators in FY2026 to cover current and anticipated vacancies from attrition and advancement and has graduated over 200 through January 2026. As customers adapted to the new network launched June 29, 2025, satisfaction fell from 83 percent in Q4FY2025 to 76 percent in Q1FY2026 and 77 percent in Q2FY2026. This is below the target of 78 percent set for FY2026, but in line with average performance over the last three years. Top drivers of satisfaction continue to be short wait times, reliable service, and travel times. Bus customers reported higher levels of satisfaction with wait times in Q2 compared to the prior quarter. Rail on-time performance improved to 88.2 percent in FY2026, up 0.6 points from the same period in FY2025— and the best performance since FY2023 when Metro was running half of the service. These improvements correlate with the launch of ATO on all lines at the end of FY2025. Customer satisfaction reached 91 percent in Q2, a significant increase from 84 percent in Q1. Satisfaction with travel times particularly improved in Q2, after falling in Q1. Customer trips are four percent faster on average under ATO. Metro Access service reliability also improved in FY2026 compared to the same period in FY2025, with 90.5 percent of trips picked up on-time and fewer than 1.7 percent of trips missed. These positive results reflect efforts begun last year and continuing through the first half of FY2026: 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 77 percent. To continue to improve, staff are exploring adding service providers with wheelchair lift vehicles to the Abilities-Ride program and developing a new solicitation for service providers. Part 1 Crime Rate Is at an All-Time Low The Part 1 Crime rate was 2.9 crimes per one million passenger trips in FY2026, 39 percent lower than this time last year and the best in the 25 years that Metro has tracked performance. Customer perceptions of safety also remain consistent with results over the past year: only five percent of rail customers and 11 percent of bus

	customers reported feeling unsafe aboard vehicles.
INTERESTED PARTIES	None
RECOMMENDATION/NEXT STEPS	Information only; Next Steps: May 2026 Presentation of the FY2026 Q1-Q3 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 FY26 Q2 Report (July – December 2025)



Washington Metropolitan Area Transit Authority

February 12, 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

FY26 reinvestments in service improvements are having a positive impact on ridership, reliability and customer satisfaction

- Ridership up 3% year-over-year
- 88.2% of rail customer trips were on-time, up 0.6 points from FY25
- 77% of buses arrived on-time; best Q2 in 4 years
- 90.8% of Access trips were picked up on-time, up 2.8 points from FY25
- Rail customer satisfaction increased to 91% while Bus and Access held steady at 77%

Crime is lowest in Metro history

- 2.9 Part 1 Crimes per million passenger trips, 39% lower than last year
- Enforcement (arrests, citations, warnings - including fares) up 28%
- Customer perceptions of safety remain strong and are no longer a top driver of overall satisfaction

Reducing missed trips and improving prediction availability remain focus areas

- Missed trips comprise about 2.5% of scheduled service on bus, and increased slightly on rail to 3.6% of scheduled service stops
- Bus prediction availability fell, related to more missed trips

Metro's Response to the January Snow Emergency

Ridership

- 1.58 million trips Sunday – Thursday (513K bus, 1.055m rail)

Staff efforts enabled quick service restoration

	Sunday & Monday	Tuesday	Wednesday	Thursday
Access	Life-sustaining trips only, including 600 medically essential trips	Life-sustaining all day; others after 8am	Normal	
Bus	Most service suspended due to unsafe road conditions	43 routes *Most with snow detours*	93 routes *of which 60 with snow detours*	All 126 routes *of which 65 with snow detours*
Rail	30 min	15-30 min	6-15 min	Normal

15 Measures Meeting or Moving Toward Target In Q1-Q2

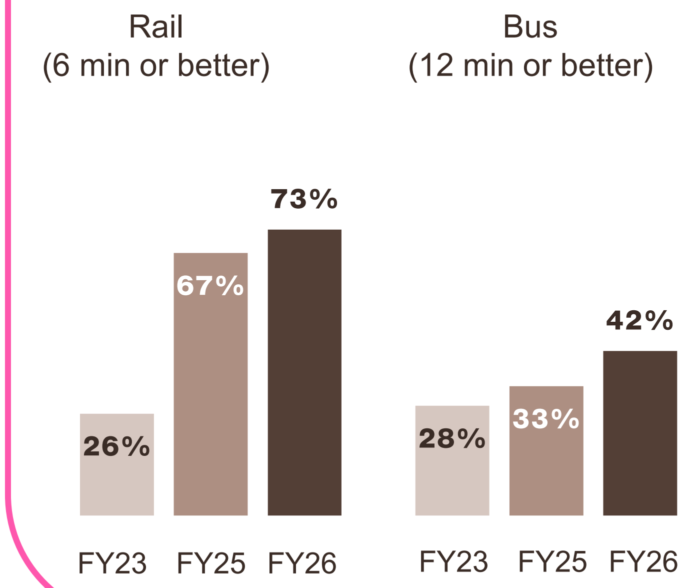
Metric	Result	Right trend? Q2 vs. Q1	Featured
Goal 1: Service excellence			
Customer satisfaction			
Metro Rail	91%	✓	+
Metro Bus	77%		+
Metro Access	77%		+
Objective 1A: Safety and security			
Part 1 crime rate	2.9	✓	+
Transit worker assault rate	45.8	✓	
Customer dissatisfaction: safety from crime			
Metro Rail	5%	✓	
Metro Bus	11%	✓	
Customer injury rate	29.6		
Employee injury rate	5.2	✓	
Crowding			
Metro Rail	1.0%		
Metro Bus	2.4%	✓	

Metric	Result	Right trend? Q2 vs. Q1	Featured
Objective 1B: Reliability			
On-time performance			
Metro Rail	88.2%		+
Metro Bus	76.7%	✓	+
Metro Access	90.5%	✓	+
Percent of scheduled service delivered			
Metro Rail	97.1%		
Metro Bus	97.5%		+
Metro Access	98.3%		
Percent of Metro Rail planned service delivered	90.2%		
Elevator Availability	97.4%	✓	
Escalator Availability	94.4%	✓	
Objective 1C: Convenience			
Accuracy of real-time arrival information			
Metro Rail	97.3%		
Metro Bus	88.0%		
Availability of real-time bus arrival information	92.4%		+
Customer satisfaction: cleanliness			
Metro Rail	81%	✓	
Metro Bus	66%		
Active Mobility Access	1.4% (2022)		

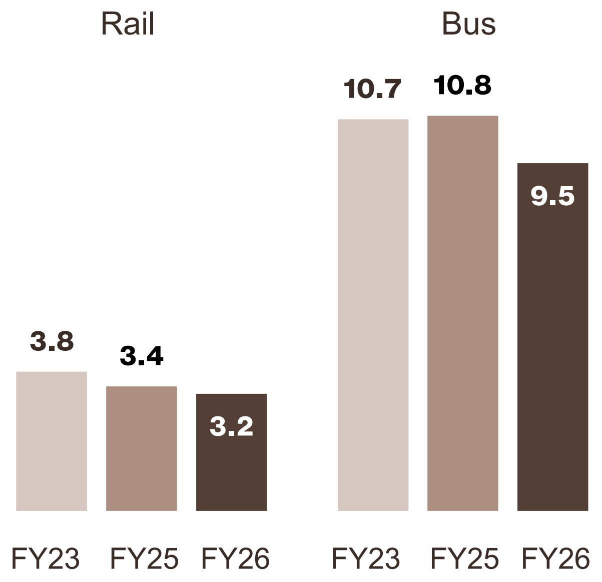
FY26 Service Plan Investments in Frequency and Faster Travel Times Increased Access

- **Bus network redesign focused on good frequencies all day**
- **Automatic train operation shortened travel times, enabled more peak service**

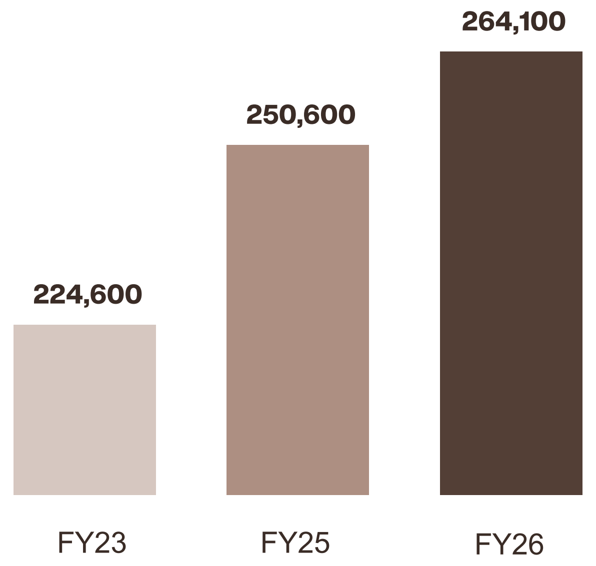
More customer trips have access to frequent service



Average scheduled wait times (minutes) decreased



Average customer can reach more jobs within 60 minutes



Jobs are used as a proxy for accessibility to multiple destinations: healthcare, retail, grocery stores, schools, etc.

More Efficient Scheduling Has Improved Bus and Rail Reliability to Best Performance in Years

Automatic Train Operation improves rail on-time performance to highest level in three years

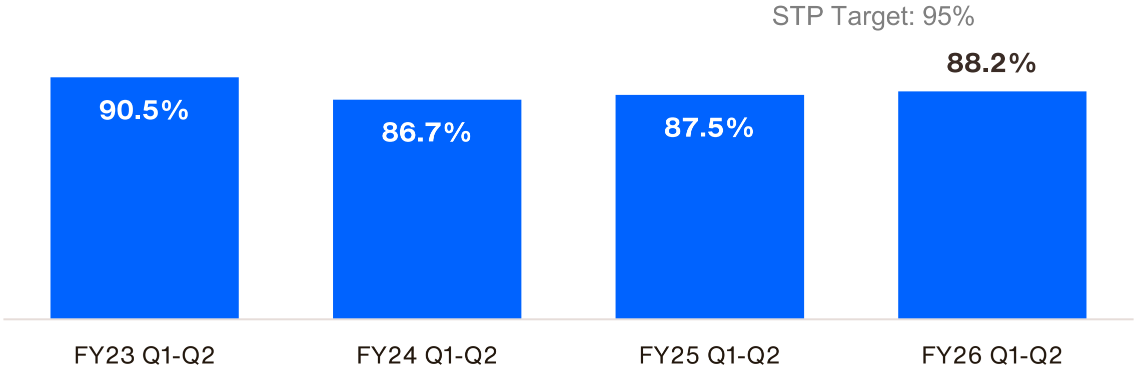
- 88.2% OTP thanks to more consistent running times and investments in more resilient schedules
- Best performance since FY23, when we ran half as much service
- Schedule changes implemented in December target further improvements

Bus scheduling reinvestments in better running and layover times improve on-time performance to highest level in four years

- 96.1% of trips have sufficient 'cycle time' (enough time to complete a trip and start the next one on-time, including operator rest and recovery)
- 50 changes made in December

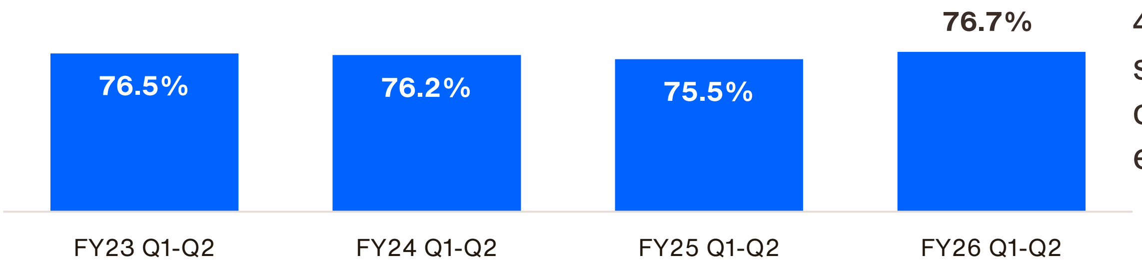
Rail Customer On-Time Performance

Desired direction ↑



60,000 more customer trips are on-time each month

Bus On-Time Performance



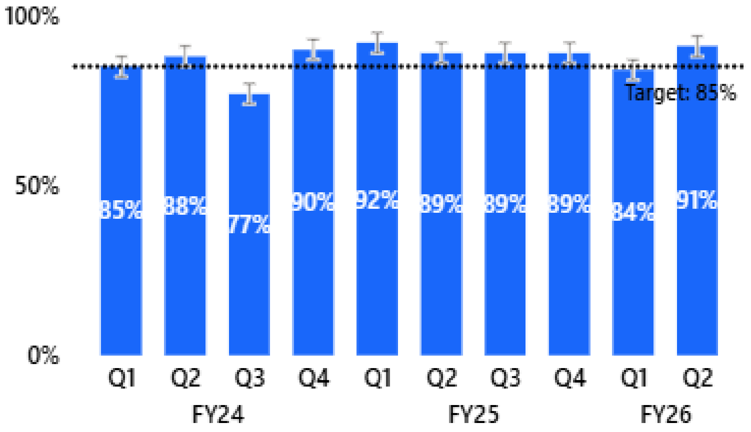
4,200 more stops are on-time each day

Customer Satisfaction Remains Strong. Top Drivers: Short Wait Times and Fast, Reliable Travel Times

Metro Rail

91% in Q2, near target of no less than 85%

Target reflects the value set in the Strategic Transformation Plan



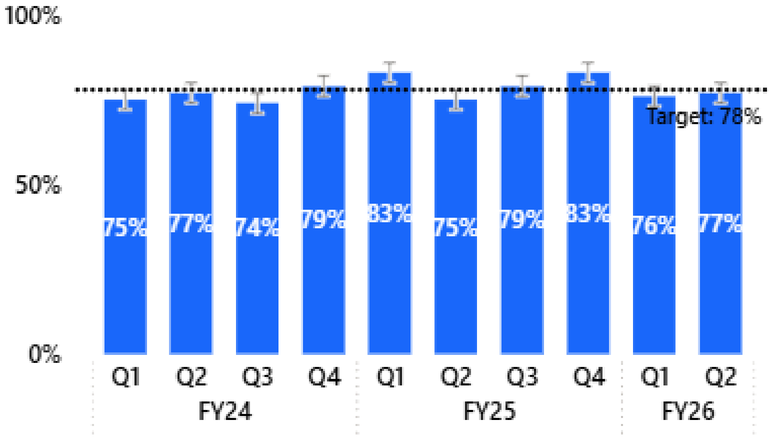
Q2 results for Metro Rail met target

- Significant increase compared to last quarter, driven by more "very satisfied" customers
- Top drivers were reliability, wait times and travel times. Satisfaction with travel times improved compared to the previous quarter. ATO has resulted in the average trip being 4% faster

Metro Bus

77% in Q2, near target of no less than 78%

Target = 1 percentage point increase over average of last 11 quarters



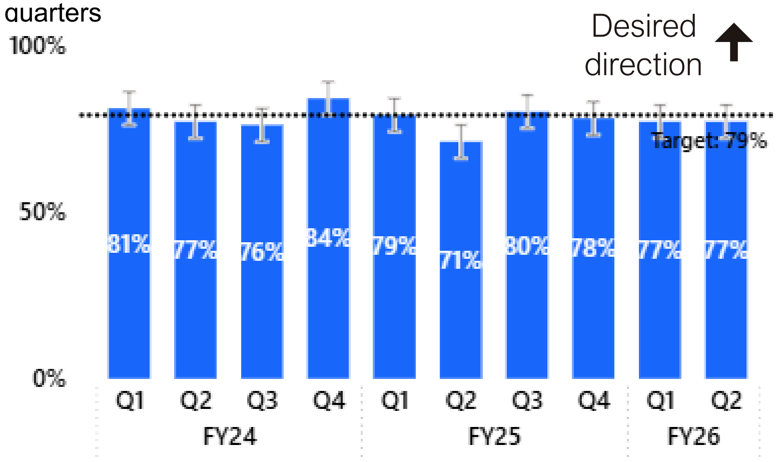
Q2 results for Metro Bus near target

- No change from last quarter
- Top drivers continue to be wait times, reliability and travel times. Satisfaction with wait time improved compared to the previous quarter
- Those that experience service delays continue to be less satisfied than those that do not experience service delays

Metro Access

77% in Q2, near target of no less than 79%

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



Q2 results for Metro Access near target

- No change from last quarter but higher than last year, driven by more riders being "very satisfied"
- Satisfaction with "Metro Access picked me up within the promised window" fell, and reported delays or service problems rose, both key drivers that could pressure satisfaction next quarter

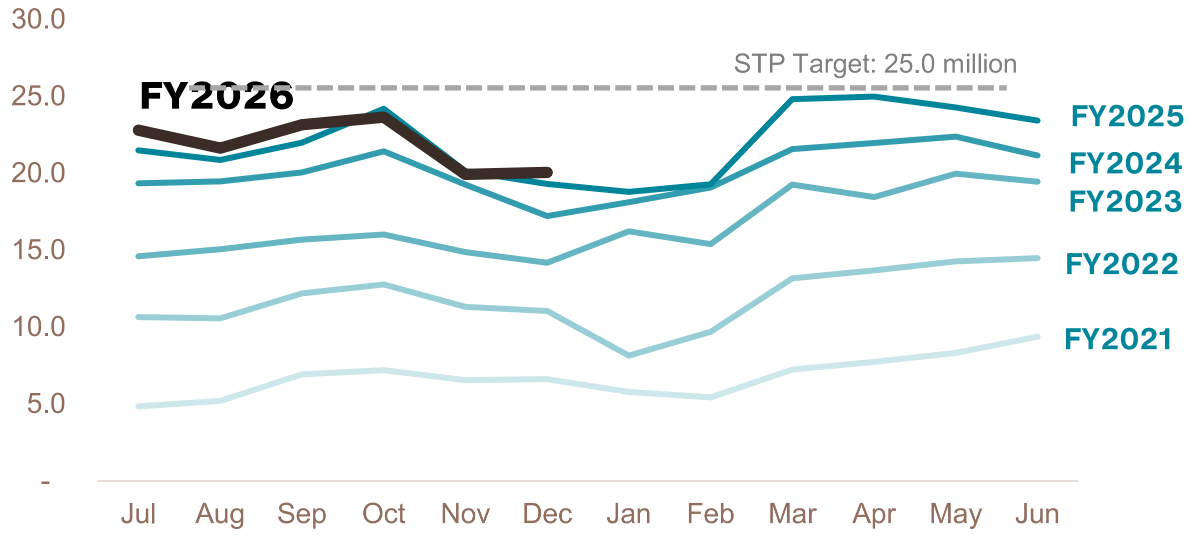
● Target met ● Target just missed ● Target missed ● No target

Ridership Up 3% Although Federal Shutdown Tempered Pace of Growth

- **Metro Rail ridership increased 13%** compared to FY25, with much lower growth in October and November when many federal employees were furloughed
- **Overall Metro Bus ridership down 8%** compared to FY25, mirroring regional economic trends. Paid ridership up 16%
- Overall **Metro Access ridership up 15%** compared to FY25, although most of the increase occurred on Abilities-Ride. Ridership on Metro Access vehicles dropped 10% compared to FY25
- **Tap. Ride. Go.** launched on Bus in mid-November
  - 228K bus trips (through Jan 30), about 4% of bus taps in December
- Bus fare evasion is 69% compared to 75% in the first half of FY25
- Rail fare evasion remains low at 4%

Average Monthly Ridership (Millions)

Desired direction ↑



131.3 million total trips in FY26Q1-Q2
3% higher vs. FY25Q1-Q2
828,000 average weekday trips

72.7 million rail trips in FY26
13% higher vs. FY25Q1-Q2
442,000 average weekday trips

58.2 million bus trips in Q2FY26
8% lower vs. FY25Q1-Q2
362,000 average weekday trips

0.5 million access trips in Q2FY26
10% lower vs. FY25Q1-Q2
3,300 average weekday trips

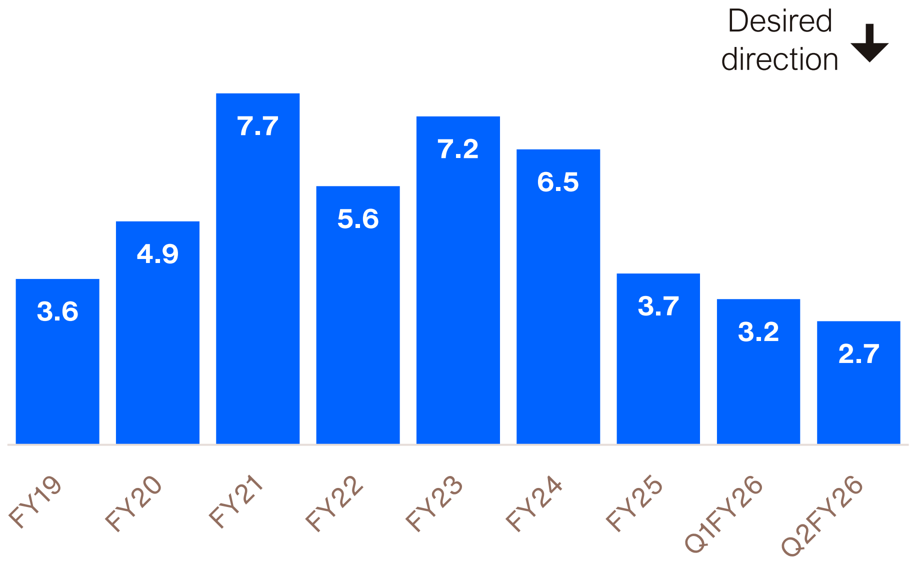
Part 1 Crime Rate At 25-Year Low and Customer Perceptions of Safety Remain Strong

- Part 1 crime rate 39% lower than FY25 at 2.9 crimes per one million customer trips
- Customer perceptions of safety also strong: only 5% of rail and 11% of bus riders reported feeling unsafe
- Positive trends reflect continued focus on:
  - Community outreach and crisis intervention
  - Regional partnership and special police officers
  - Problem-oriented policing, including fare enforcement
  - Investments in rail faregate upgrades, cameras, and lighting
  - Investments in facility security monitoring
  - Investments in improving station lighting

Investment highlight:

When it reopened in November 2024, Police District III Substation increased coverage by 86% of 12 square miles

Part 1 Crime per 1 million customer trips



Opportunity: Reduce Bus Missed Trips and Improve Prediction Availability

Missed trips increased due to operator availability

- 2.5% of trips missed in FY26-- more than the last four years
- Operator availability is primary reason, followed by vehicle problems and previous trip delays
    - On average, Metro has been 120 operators short in FY26 relative to the staffing target
    - Absenteeism decreased relative to FY25
    - Turnover up slightly FYTD; hiring and training targets incorporate trends
- Metro is aggressively hiring and training operators, with about 235 of the 500 operators anticipated in FY26 already graduated

Real-time bus prediction availability also negatively impacted by missed trips.

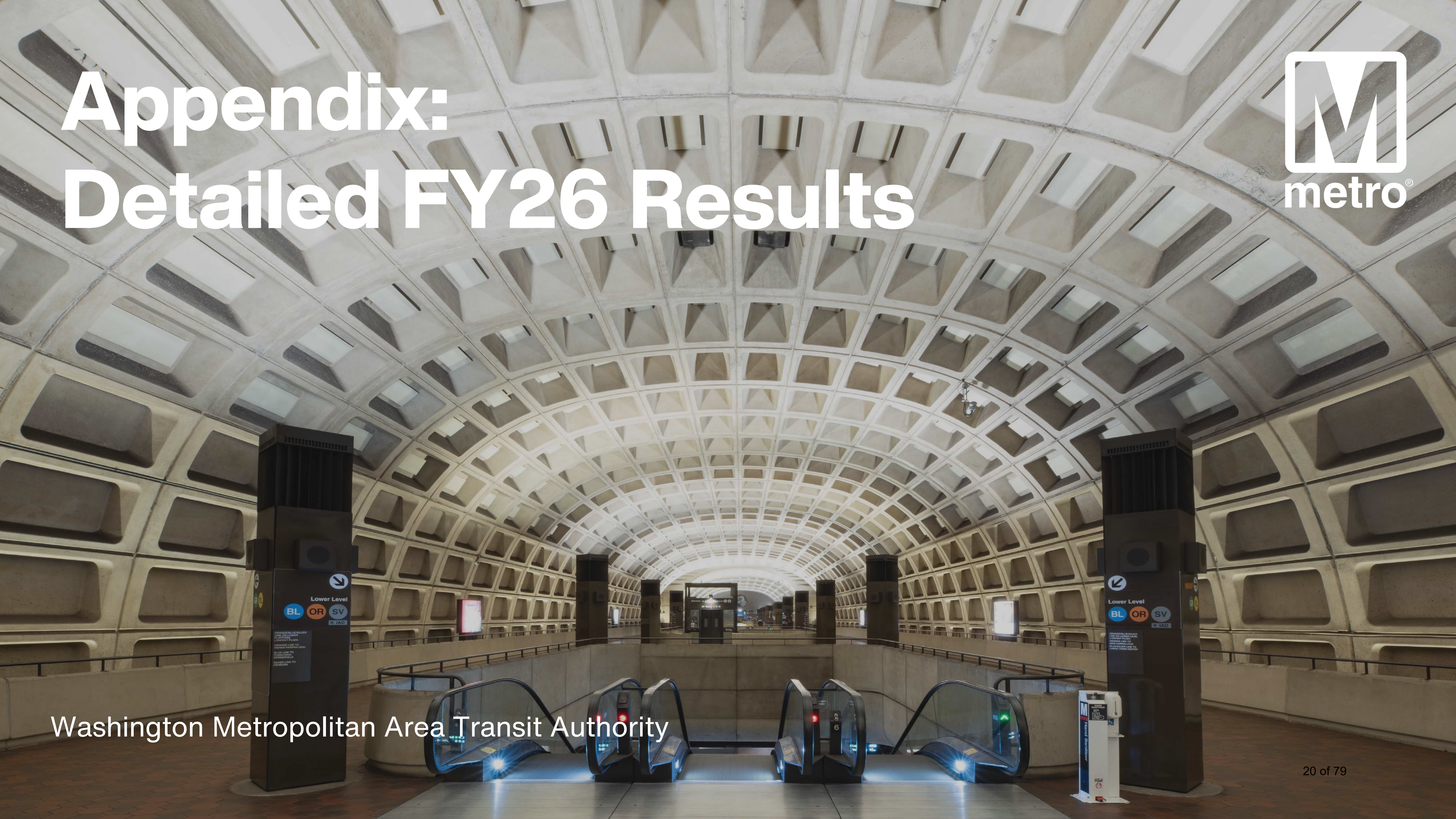
- Hiring and training operators will also improve prediction availability

Spotlight: Regional Congestion Negatively Impacts Bus Reliability, Collision Risk, and Injuries

Traffic congestion increased 18% since 2022 and is at 98% of 2019 levels

- Bus speeds have **decreased 16% over past three years**, from 11.0 mph in October 2022 to 9.3 mph in 2025. Slower speeds result in lower efficiency, with more resources required to maintain scheduled frequencies
- Metro **estimates 4% of trips are late** due to congestion
- Meeting Strategic Transformation Plan target of 80% of bus stops delivered on-time will require investments in bus priority
  - Most peers have at least twice as many miles of bus lanes
  - Route A1X, which operates almost entirely in dedicated right-of-way, is 83% on-time
  - Bus priority increases speeds by >10%
- Traffic/congestion can impact **collision risk**
  - Nationally, bus collision rate has worsened by 5% since 2019
  - 30% fewer roadway crashes post implementation of several segments of bus only lanes in DC

Appendix: Detailed FY26 Results



Washington Metropolitan Area Transit Authority

Safety and Security

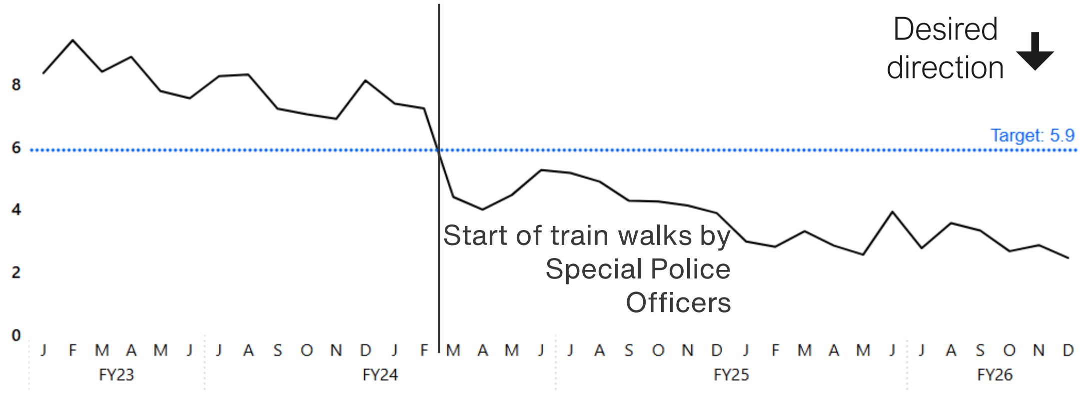
Washington Metropolitan Area Transit Authority

Part 1 Crime Met Target, Down 39% Compared to Last Year and Customers Feel Safe

Part 1 Crime | All Modes

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

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



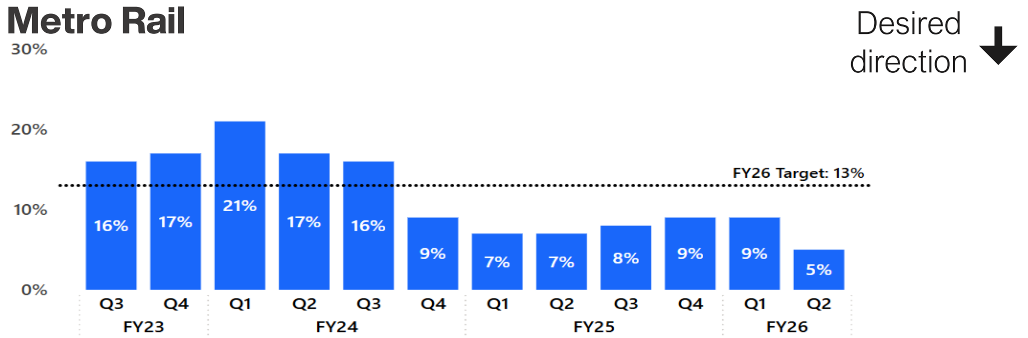
Crime is down across all parts of the system and for all major types. Key actions to maintain strong performance include continuing point-of-entry policing, community outreach and Crisis Intervention Team activities, and recruitment and training to fill vacancies. FY26 activities:

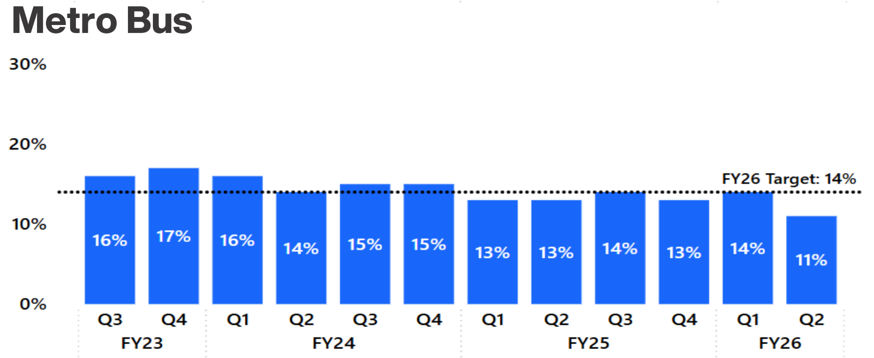
- 16,400+ interactions by Crisis Intervention Team
- 11,100+ fare enforcement actions across bus and rail
- 526 community and youth events
- 23,200+ Text Tips received
- 11 officers graduated from academy in FY26

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”





Transit Worker Assaults Approach Target With Decreasing Assaults in Q2

Transit Worker Assault Rate

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

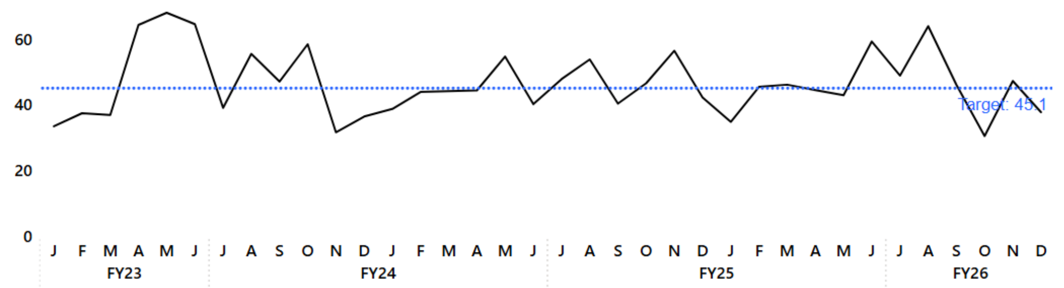
Target = 3% reduction from average performance over last 3 years

- Following a summer spike, assaults trended downward in Q2, meeting target for 2 out of 3 months. Assault rate for FYTD26 is similar to the rate for the same period in FY25
- 365 Assaults FY26:
  - 85% (311) physical, 15% (54) non-physical
  - 93% (327) involved employees, 7% (27) contractors
- Assaults on law enforcement officers are most common (59%) and have increased compared to FY25 related to an increase in enforcement activities. Assaults on bus operators (22% of all assaults) and Station Managers are down
- Actions to improve:
  - Capital investments in bus shields
  - Continue de-escalation training

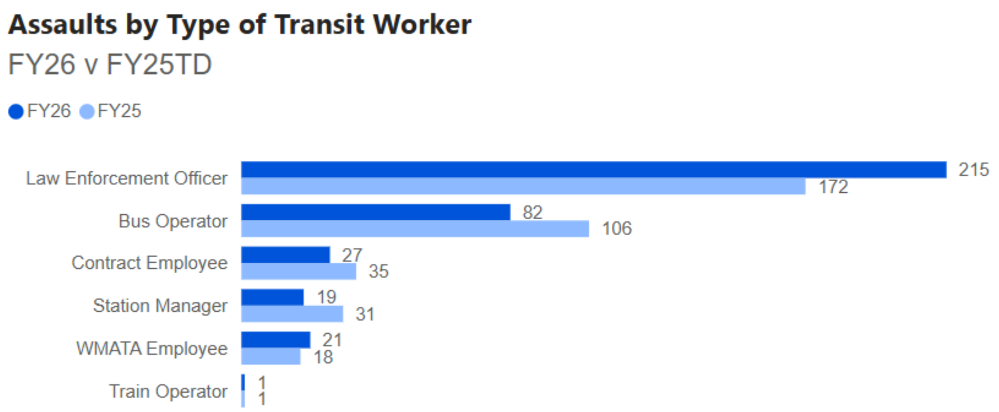
Transit Worker Assault Rate

Jan FY23 to Present

Desired direction



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.



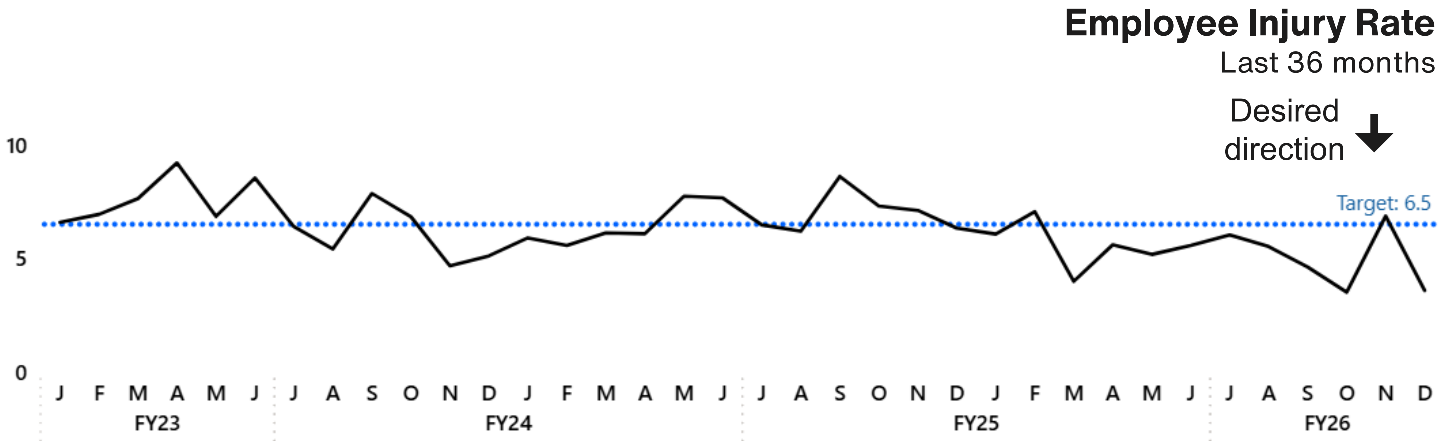
Employee Injury Rate Met Target, Improved 27% Compared to Last Year

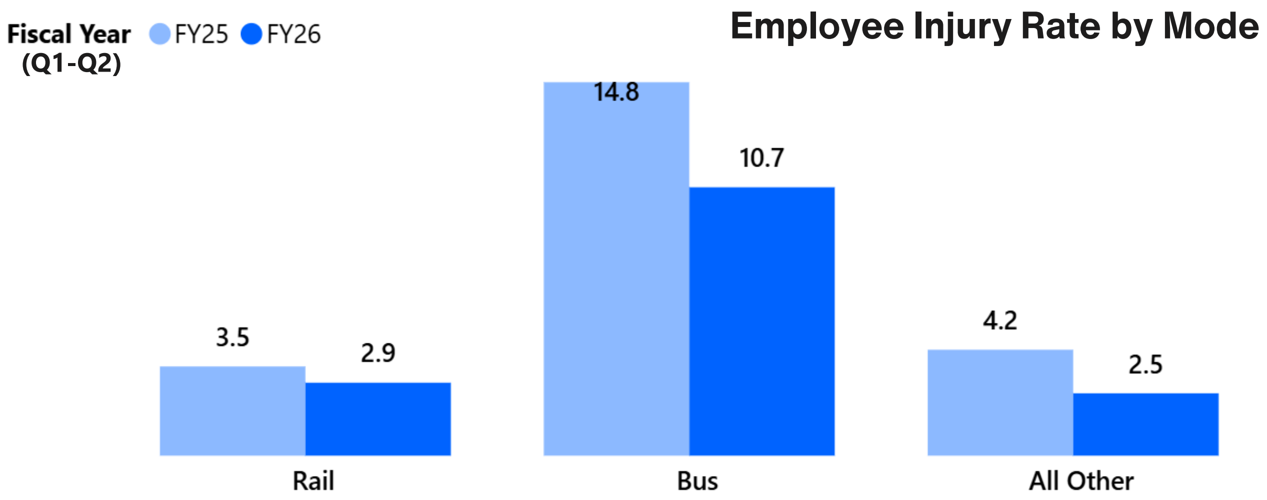
● Employee Injury Rate | All modes

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

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

- 332 injuries in FY26. Top injury types: motor vehicle (20%), strain (19%), slip/fall (16%), struck or injured by object (14%), and stress (13%)
- FY26 employee injury rate (5.2) is lower than the same period in FY25 (7.1), driven by a significant reduction in stress injuries (-61%) and bus motor vehicle injuries (-40%)
  - November FY26 employee injury rate spiked due to increases in bus slip/trip, stress, and struck by object injuries
- 63% of injuries are among bus employees, 28% rail employees, 8% MTPD, 1% all others
- Actions to improve: implement mitigations to address biggest injury risks (e.g., machine guarding sprint initiative and updated safety trainings); capital investment to update Bus maintenance facilities with new equipment





Customer Injury Rate Did Not Meet Target But Improved in Q2

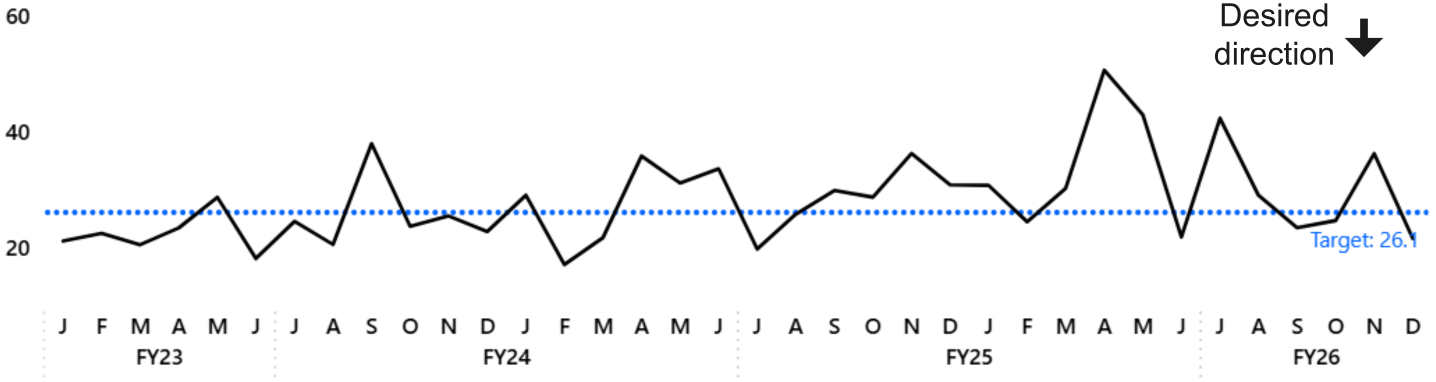
Customer Injury Rate | All modes

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

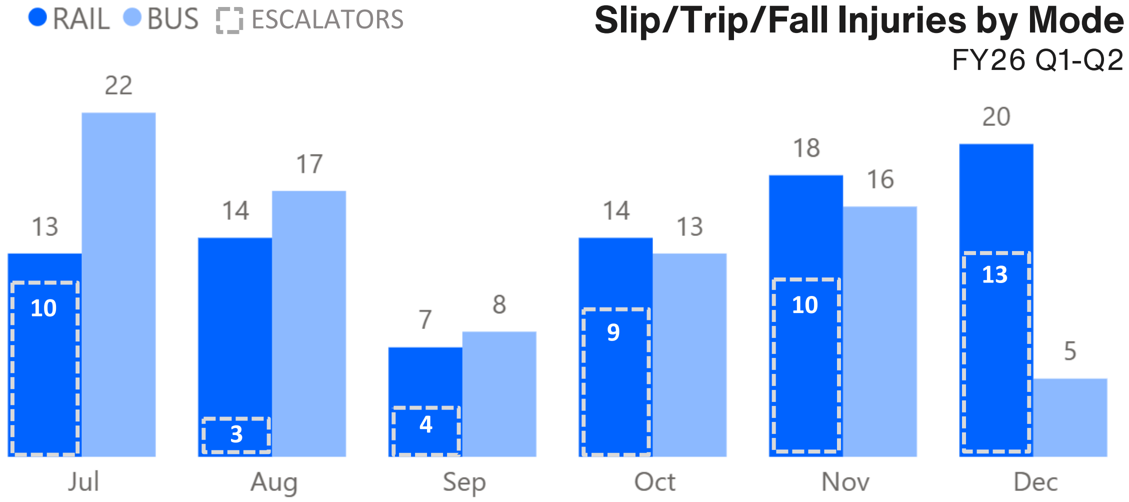
Target = 3% decrease from average performance over last 3 years

- 236 injuries FY26: 55% Bus (130 injuries), 41% Rail (97), 4% Access (9)
- 74% of injuries were slips/trips/falls. Of those: 48% occurred on buses, 28% on escalators, 16% elsewhere in stations or on trains, 3% on Access
- FY26 customer injury rate (29.6) slightly higher than same period in FY25 (28.4) due to higher Bus and Access customer injury rates
- However, Bus customer injury rate declined throughout FY26, hitting 3-year low in December. Rail customer injury rate increased in Q2 due to more escalator slip/trip/falls
- Actions to improve: continued focus on reducing escalator injuries through signage and bollards at airport stations, capital investments in station restoration to address hazards like broken tile

Customer Injury Rate
Last 36 months



Slip/Trip/Fall Injuries by Mode
FY26 Q1-Q2



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

Rail Crowding Performs Better Than Target Despite Crowded Peak Times

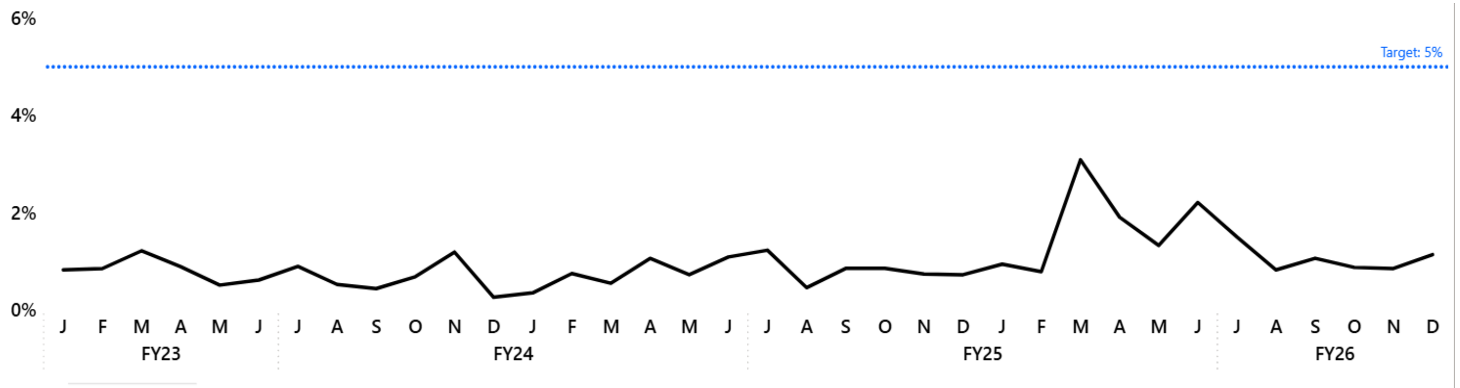
Crowding | Rail

1.0% 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

- FY26 Service Plan provides sufficient frequencies to keep crowding within standards
- Crowding remains concentrated during peak periods and centrally located stations
  - PM Peak crowding has increased by 50% compared to FY25
  - Orange, Red, and Silver lines are most crowded during peak times of the day
- Actions to help address crowding:
  - Operate additional Red and Silver Line trains during the busiest 40 minutes of AM and PM Peak
  - Adjust scheduled spacing on Orange, Blue and Silver core segment to even out wait times and passenger loads

Rail Crowding
Past 36 months

Desired direction ↓



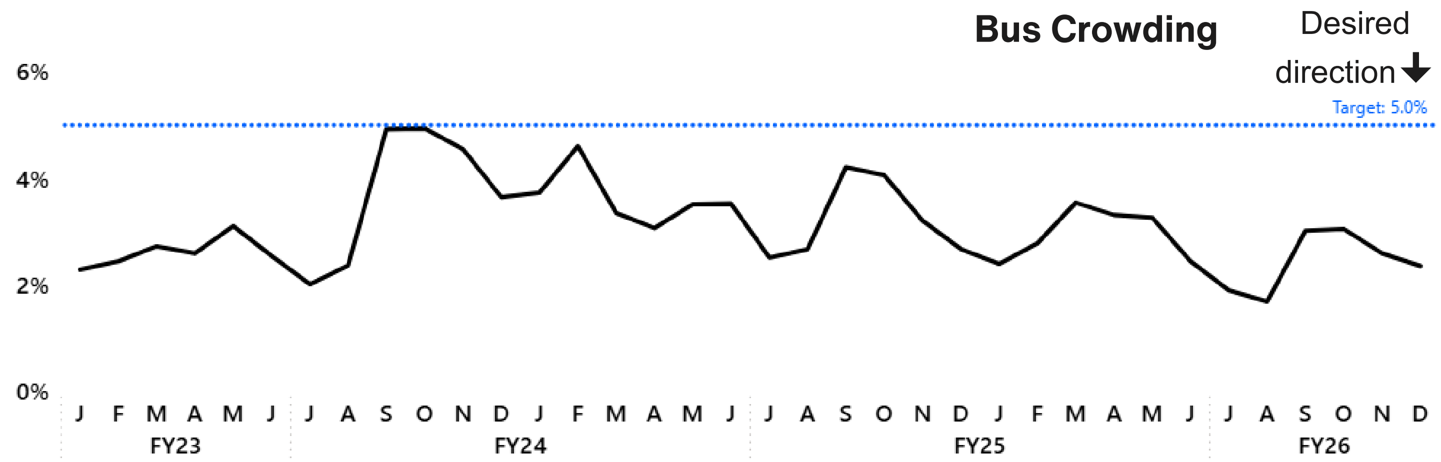
Bus Crowding Continues to Outperform Target, Follow Seasonal Trends

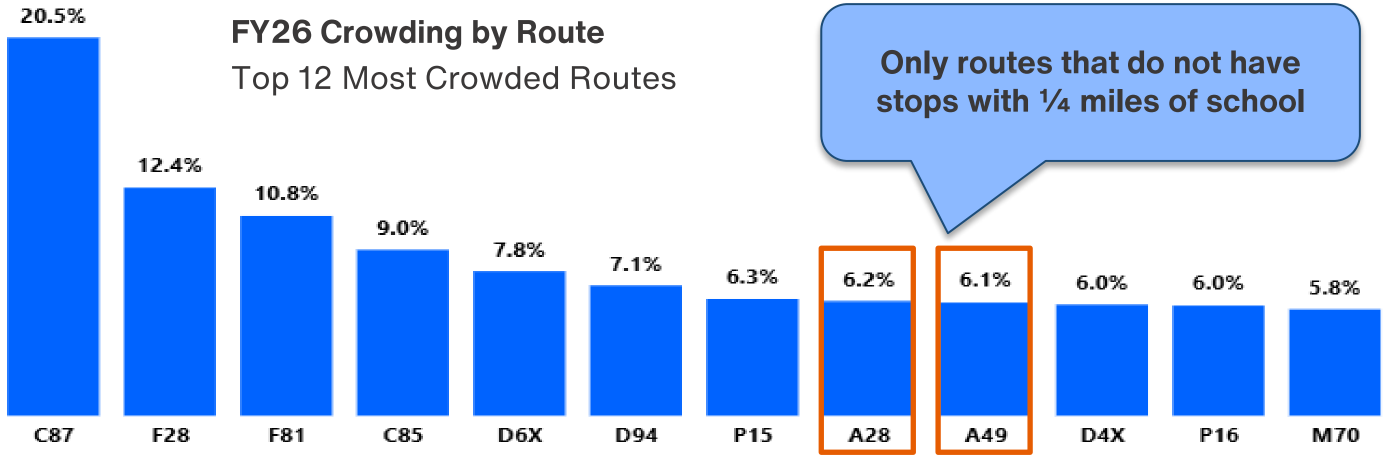
Crowding | Bus

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

- September and October are typically the most crowded months for bus because they have the highest ridership. FY26 has followed similar patterns as prior years
- Bus crowding is concentrated – over 50% of crowding occurs on 12 out of 125 routes
- Crowding most commonly occurs during peak periods: customers are about 70% more likely to experience crowding during peak times than average
- Several high crowding routes received additional trips in the December 2025 schedule update and continue to be monitored on their performance





Reliability

Washington Metropolitan Area Transit Authority

Access On-Time Performance Met Target With 7 Consecutive Months of Year-Over-Year Improvement

On-time Pickup Performance | Access

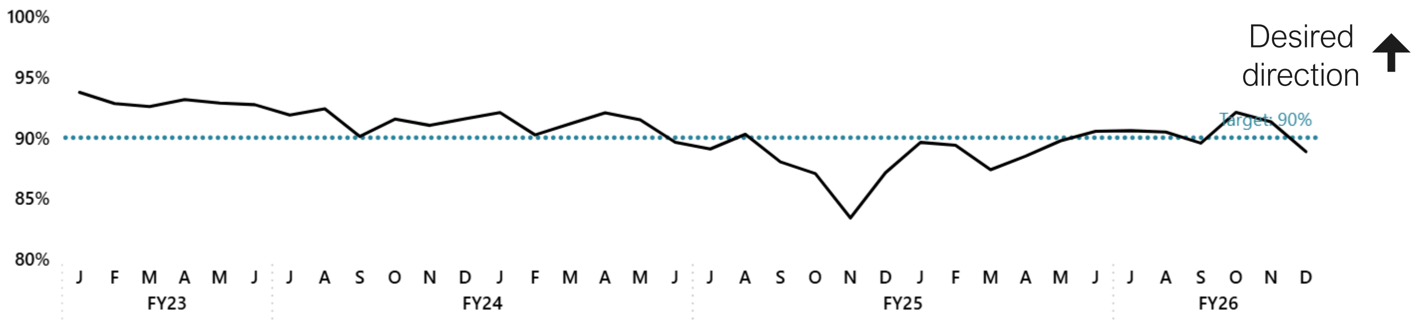
90.8% of on-time pick-ups, meeting target of no less than **90.0%**

Target = 1.6 percentage point improvement from FY25 performance

- FY26 on-time performance met target, sustaining gains made in second half of FY25 when Metro added an additional contractor
- Metro continues to leverage Abilities-Ride partners with 65% of trips delivered in FY26
- Best performance in October and November in two years, due in part to reduced traffic congestion related to the federal government shutdown
- Contractor driven layoffs significantly contributed to the drop in OTP in December
- Actions to improve:
  - Add additional service providers with wheelchair lift vehicles to Abilities-Ride
  - Develop a new solicitation for service providers

On-time Pickup Performance

Last 36 months



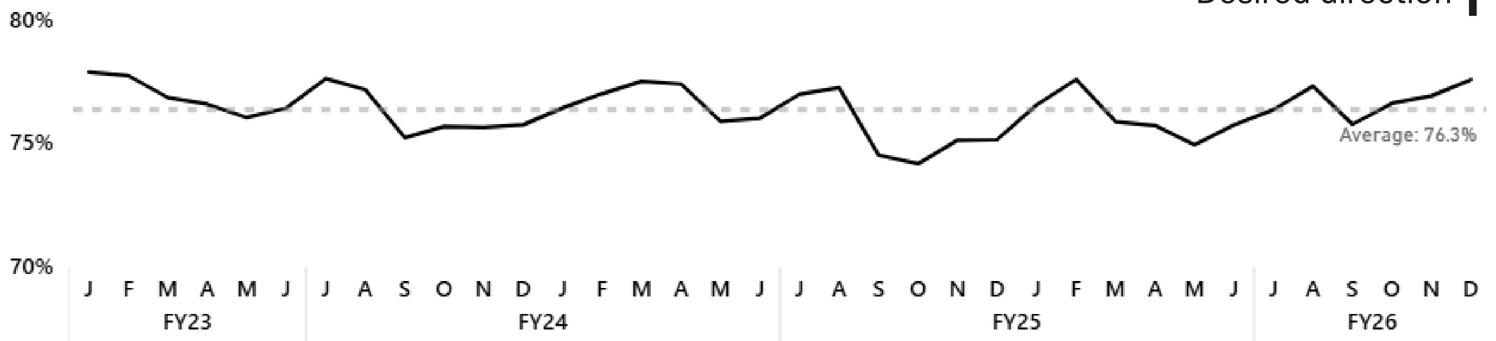
Bus On-Time Performance Steadily Improved in Q2 With Best Results Since FY22

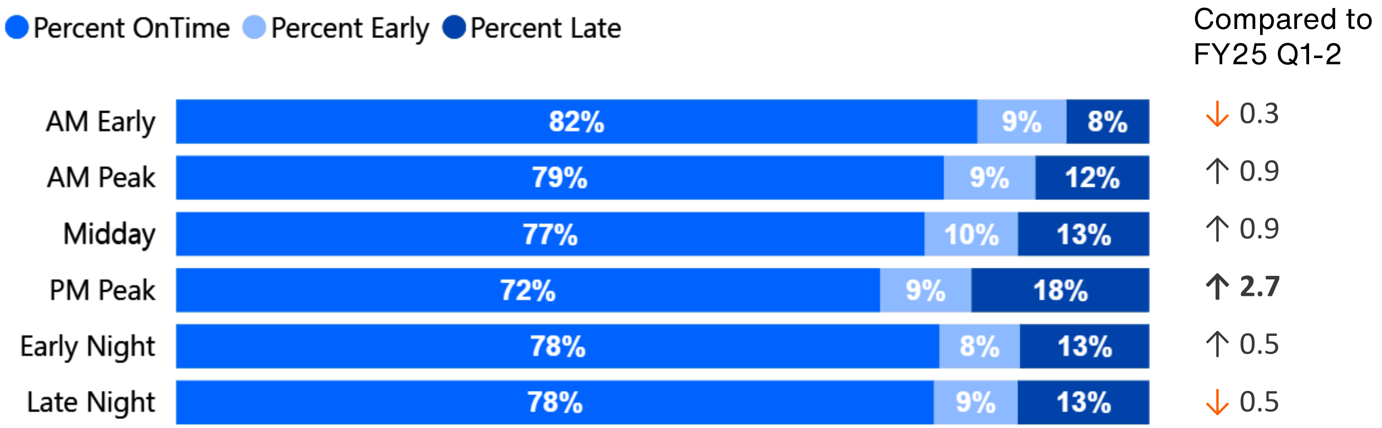
On-time Performance | Bus

77% on time

- More efficient scheduling and reinvestments in running and recovery times have resulted in best performance since FY22
- Strong performance in October and November was also facilitated by decreased traffic during government shutdown
- OTP is lowest during PM Peak service when regional traffic congestion is worst
  - Buses were 2x as likely to be late (18%) than early (9%) during PM Peak service in FY26
- To improve reliability, Metro implemented schedule and route changes in mid-December 2025, integrating operator and customer feedback on the new network

On-Time Performance
Past 36 months
Desired direction ↑





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

On-time Performance | Rail

88.2% on time, just missing target of no less than **89%**

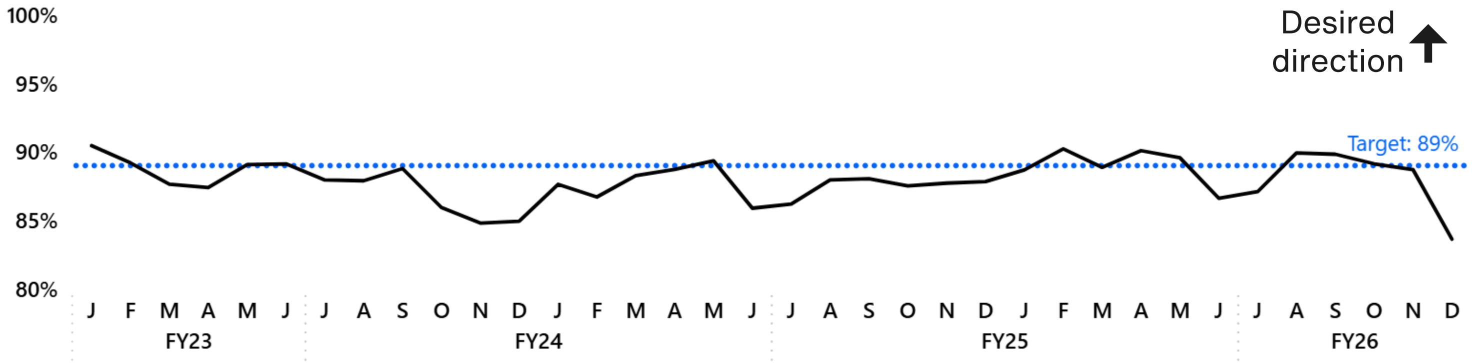
Target = 1 percentage point improvement from average performance over last 3 years

- Rail OTP improved 0.6 points compared to FY25 (about 60,000 more trips on time each month), benefitting from automatic train operation (ATO) on all lines
- Lower December OTP due to planned track work between Georgia Av and U St impacting Green and Yellow Lines. Crews replaced 3,100 feet of rail and upgraded signal equipment to improve reliability. After completion, trains run about 8% faster through this segment
- Actions to improve: Continue proactive repairs to infrastructure, 2x per year data-driven schedule adjustments. December 2025 adjustment reduced run-times on Blue, Orange and Silver by 2-3 minutes, further realizing ATO efficiencies

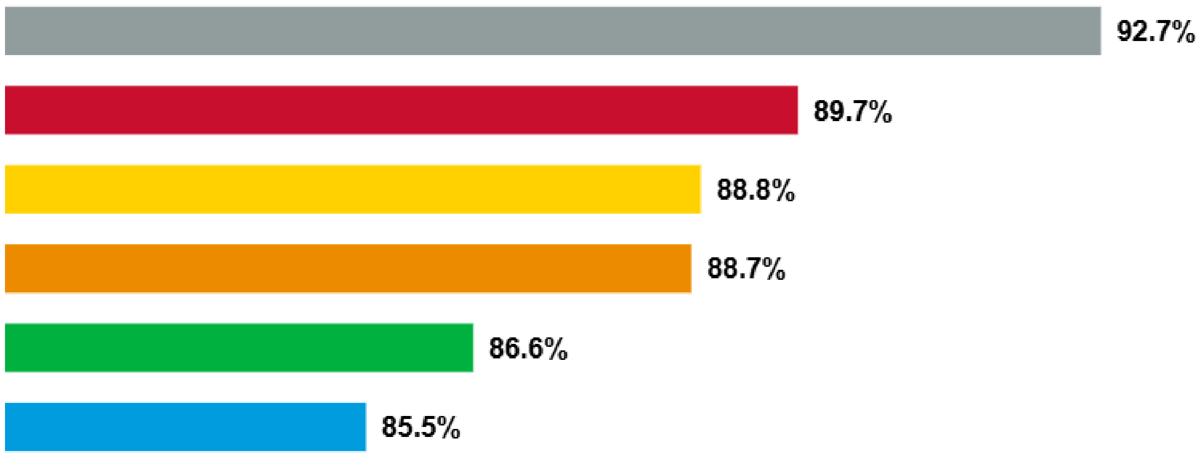
Customer On-Time Performance

Last 36 months

Desired direction



OTP by Line | FY26 Through Dec



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

Access Delivered Roughly 2,285 Trips Per Day on Dedicated Service and Missed Fewer Than 39 in FY26

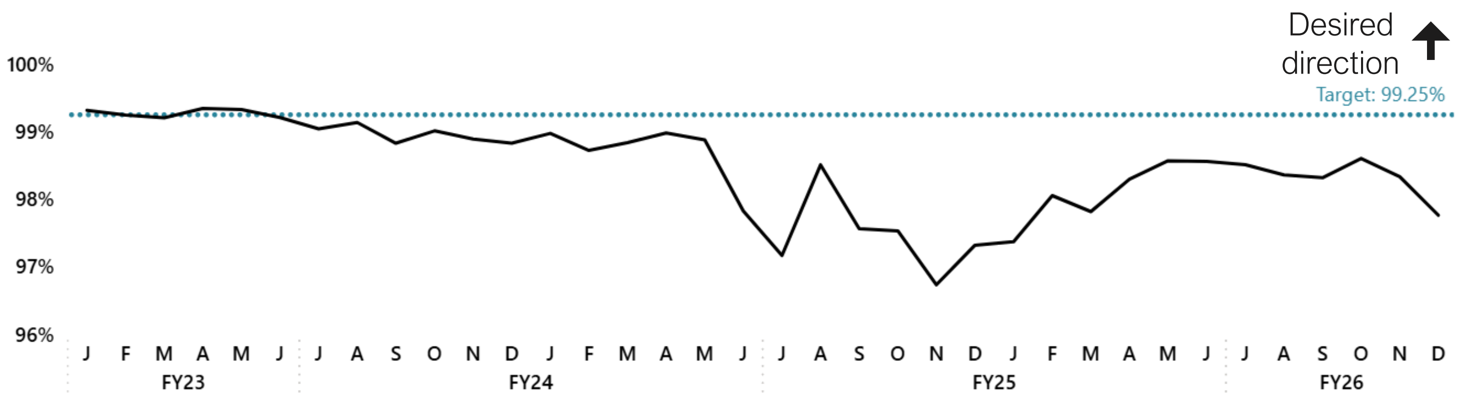
Scheduled Service Delivered | Access

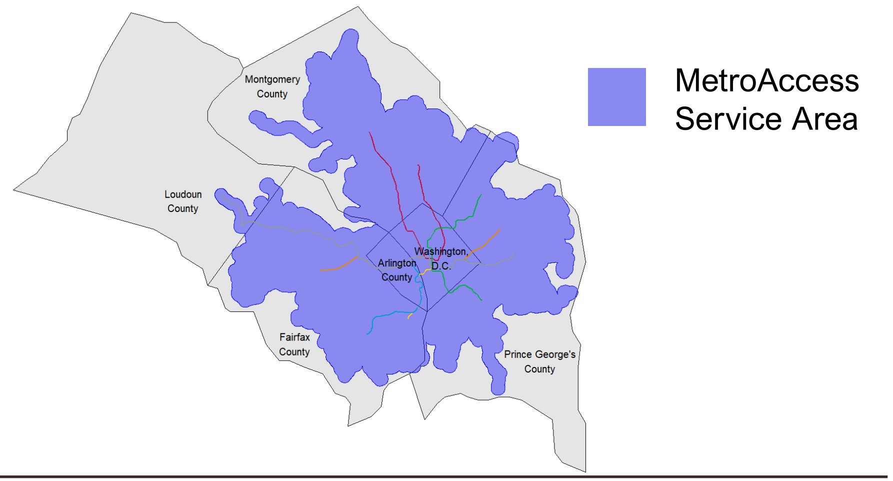
98.32% of scheduled service delivered, missing target of no less than **99.25%**

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

- FY26 performance improved by 0.8 percentage points compared to same period last year
- Weaker performance in December was caused by contract transition, where a service provider downsized operations
- 89% of missed trips in FY26 were caused by a customer not taking a ride that arrived late after the pick-up window
- 11% of missed trips in FY26 were 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 Met Target in October But Declined Throughout Q2

Service Delivered | Bus

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

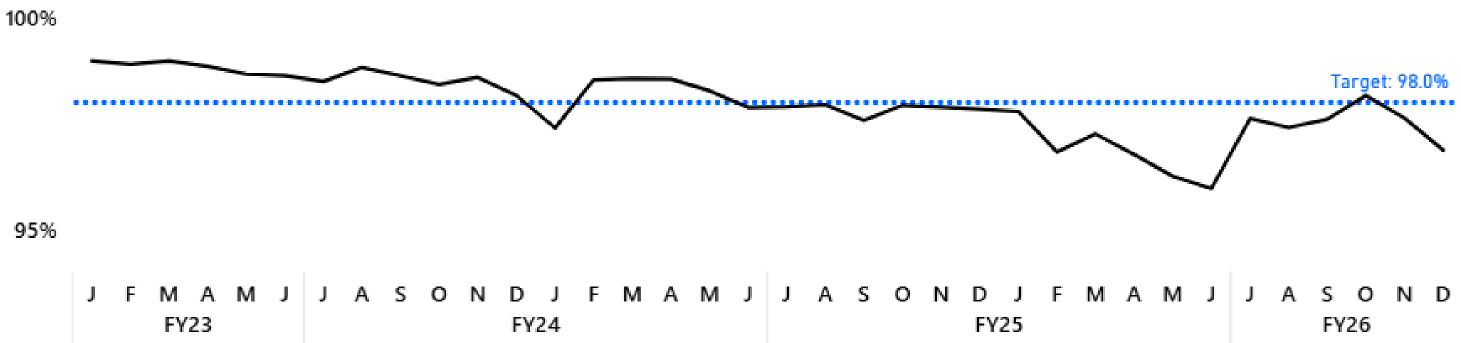
Target reflects value set in the Strategic Transformation Plan for FY28 aspirational performance levels

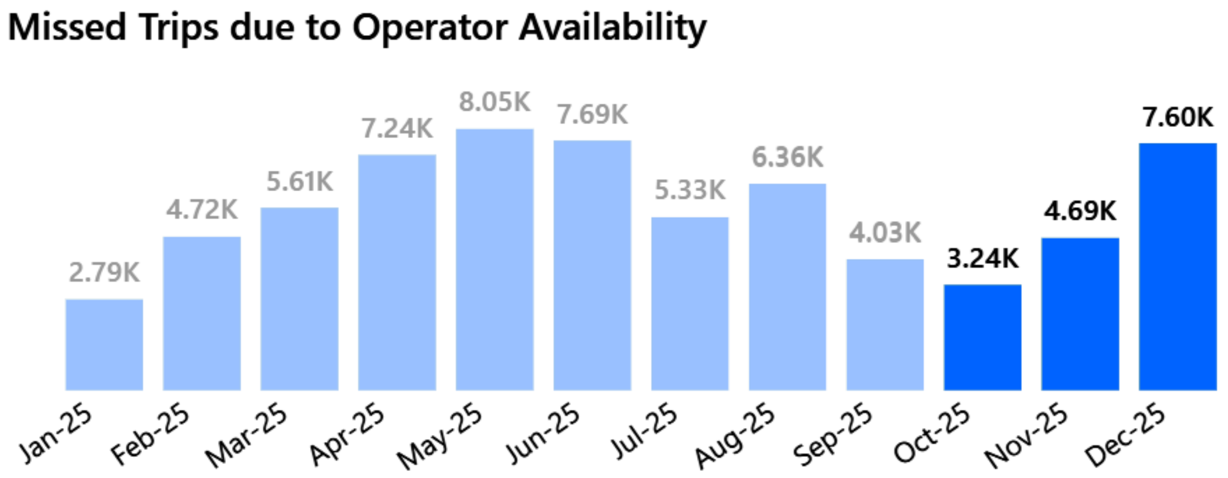
- 464 out of 12.3k daily trips missed on average in FY26
- Operator availability accounted for 58% of missed trips in FY26, up from 50% during same period in FY25
- Missed trips due to operator availability increased in Q2 ; Metro was still short ~60 FT operators needed to run scheduled service
- Actions to improve: continue increased operator class sizes to train 500 operators in FY26
    - In Q2, 112 new operators graduated, offsetting turnover and netting around 40 operators

Scheduled Service Delivered

Last 30 months

Desired direction ↑





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

Almost 97% of Rail Scheduled Stops Were Delivered, Just Missing Target

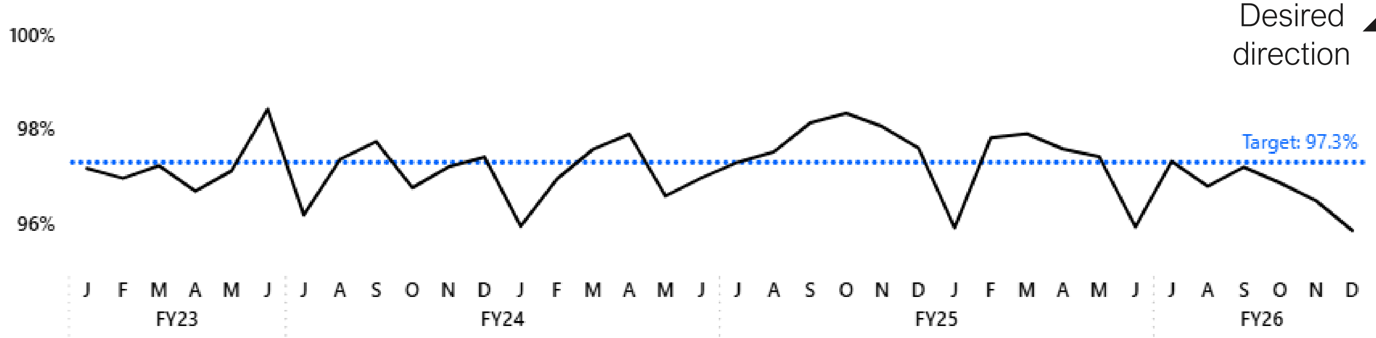
Scheduled Stops Delivered | Rail

96.8% stops delivered, just missing target of no less than **97.3%**

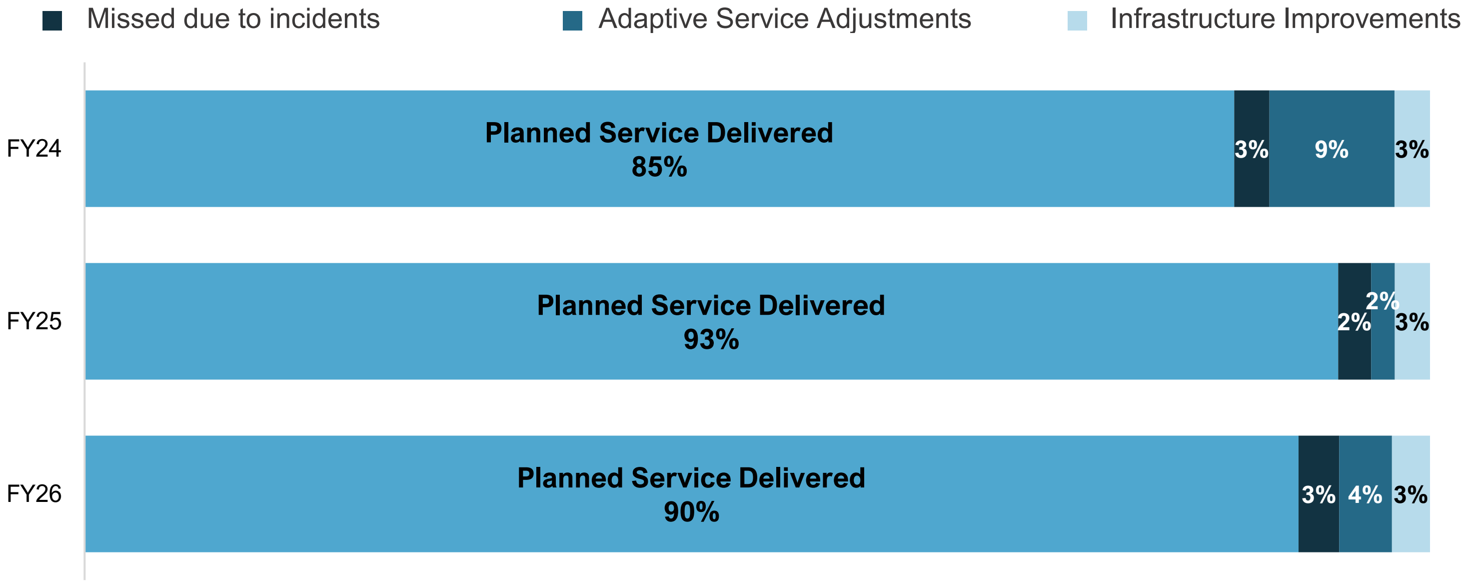
Target = 0.2 percentage point improvement from average performance over last 3 years

- About 1,200 out of 38,000 stops are missed per day
- Most missed stops are due to service disruptions such as: track circuit/switch incidents, stuck brakes, and door incidents
- Station overruns increased from Q1 to Q2 due to more leaves on tracks during the fall
- Actions to improve: Enhance stopping accuracy by improving our vehicles and infrastructure to bring down station overruns, continue 7000-series scheduled maintenance program, continue recruiting and training rail operators, plan for next-generation signaling system

Rail Scheduled Stops Delivered
Last 36 months
Desired direction



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



Planned Stops Delivered | Rail

90.2% 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%), including Yellow Line service to Greenbelt not starting until December
- Unplanned incidents cause 3.0% of missed service; track circuit incidents and braking incidents caused the most missed service
- Infrastructure improvements account for 2.8% of missed service, the majority caused by summer track shutdowns and continuous single-tracking in the winter
- Action to improve: Implemented tagging relays to improve safety and reduce time to power down on the Green, Yellow, and Blue lines, maximizing productivity overnight

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

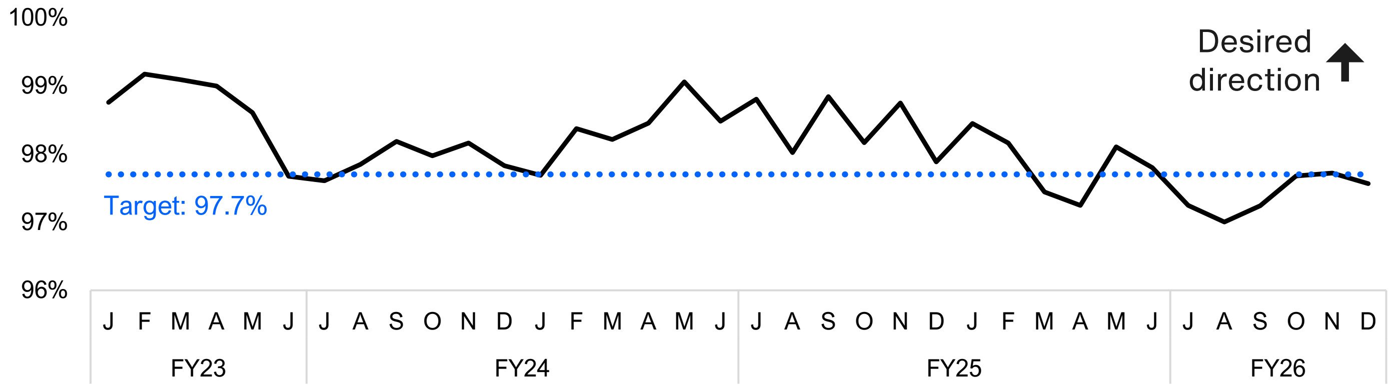
Elevator Availability | Rail System

97.4% 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 is continuing capital modernization projects started in February 2025, taking multiple units out of service each month for major rehabilitations
- In FY26 Q2, 44% of unavailability (about three units at any given time) was due to capital work to replace/rehab aging units, and 56% was from unplanned outages (about five units at any time, consistent with FY25 and a slight reduction from FY24)
- The mean time to repair an escalator in FY26 is 8-and-a-half hours
- Capital work finished at Gallery Place and Pentagon City and is ongoing at four more stations

Elevator Availability
Last 36 months



Escalator Availability Met Target, With Strongest Year-to-Date Performance in the Past 4 years

Escalator Availability | Rail System

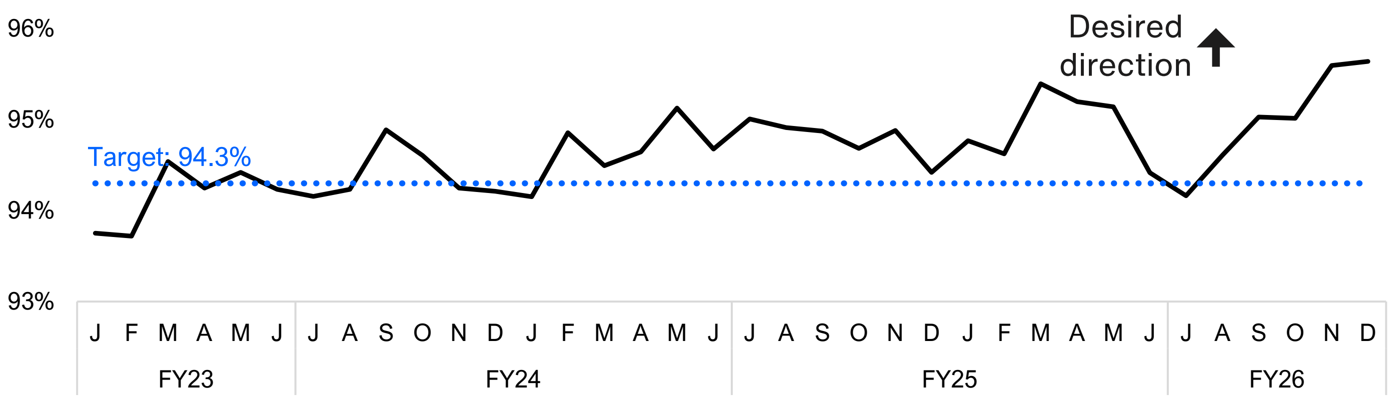
95.0% availability, meeting target of no less than **94.3%**

Target = maintain average performance over last 3 years

- On average, 615 out of 647 escalators are available for customers to use this fiscal year
- In FY26Q2, 36% of unavailability (about 12 units at any given time) was due to capital work to replace/rehab aging units, and 64% was from unplanned outages (about 20 units at any given time)
- Reductions in both capital outages and unplanned outages have driven performance improvements for five months in a row
- Capital work on the escalators at the northern entrance of Dupont Circle was completed in November, and is on going at Gallery Place, L'Enfant Plaza, and Rosslyn

Escalator Availability

Last 36 months



Convenience

metro®

Washington Metropolitan Area Transit Authority

Bus Prediction Accuracy Continues to Meet Target Despite Slight Slip in Later Q2 Months

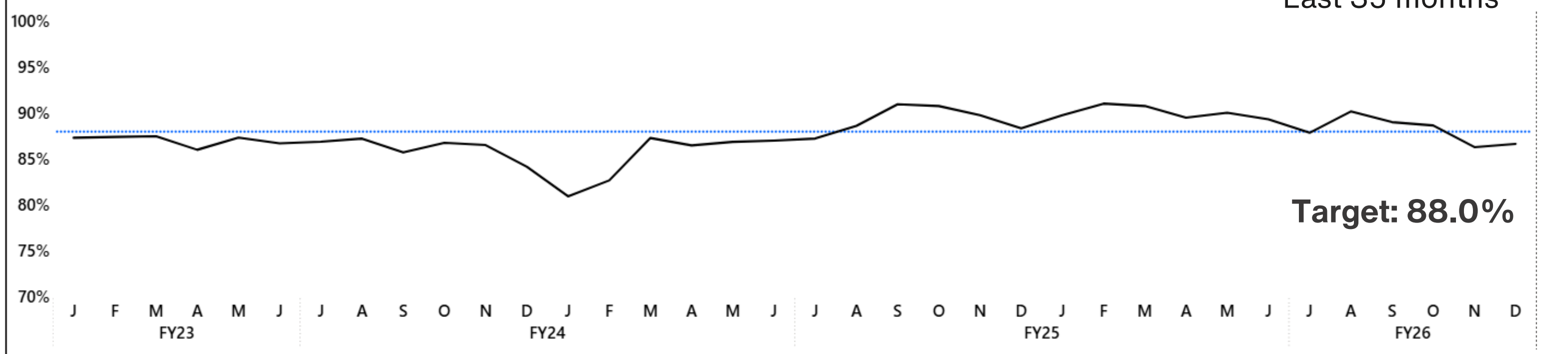
Real-time Arrival Accuracy | Bus

88.0% 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

- Accuracy dropped below target in November and December for the first time in FY26 due to changes in traffic patterns around the holidays and implementation of a new schedule
  - Traffic around major holidays is lower than what is typical and negatively impacts performance of the prediction algorithm which relies on historical data
  - Algorithm accuracy typically dips when a new schedule is launched
- Performance should improve in Q3 as the algorithm learns from historical data
- Metro continues to address known issues, such as improving terminal predictions

Real-time Prediction Accuracy
Last 35 months

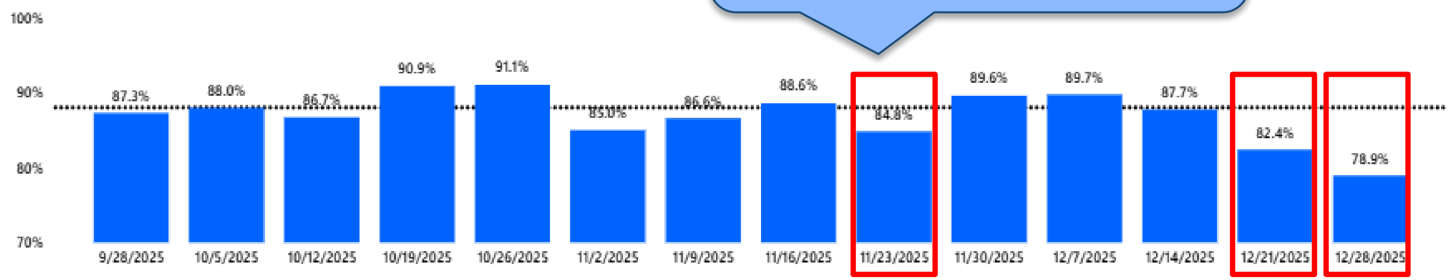


Target: 88.0%

Q2 Prediction Accuracy by Week
October FY26 – December FY26

Holiday week predictions performed worse due to changes in traffic patterns

Desired direction ↑



Bus Real-Time Information Availability Missed Target Due to More Missed Trips

Real-time Info Availability | Bus

92.4% of trips had predictions available, just missing target of no less than **93.5%**

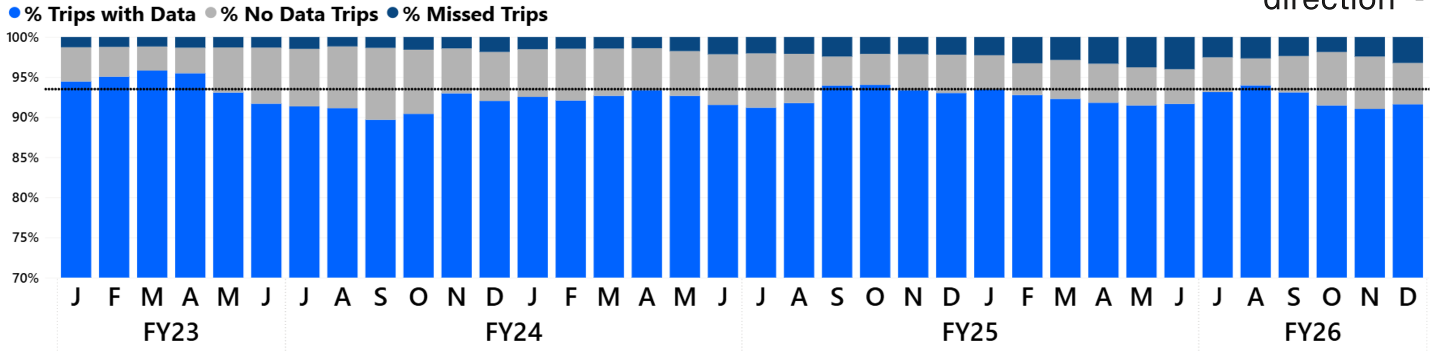
Target = improve 1 percentage point from FY25 performance

- Lower information availability can be caused by missed trips or buses that unable to transmit GPS data:
  - Missed Trips: Increased in Q2 because of operator availability issues
  - No Data Trips: The share of trips without GPS data rose by nearly two percentage points in Q2. This is caused by malfunctioning equipment, cellular communication issues, and operator challenges logging-on
- Metro will improve the performance by:
  - Increasing the number operators in FY26
  - Improved monitoring of buses that consistently experience GPS issues

Real-time Information Availability

Last 35 months

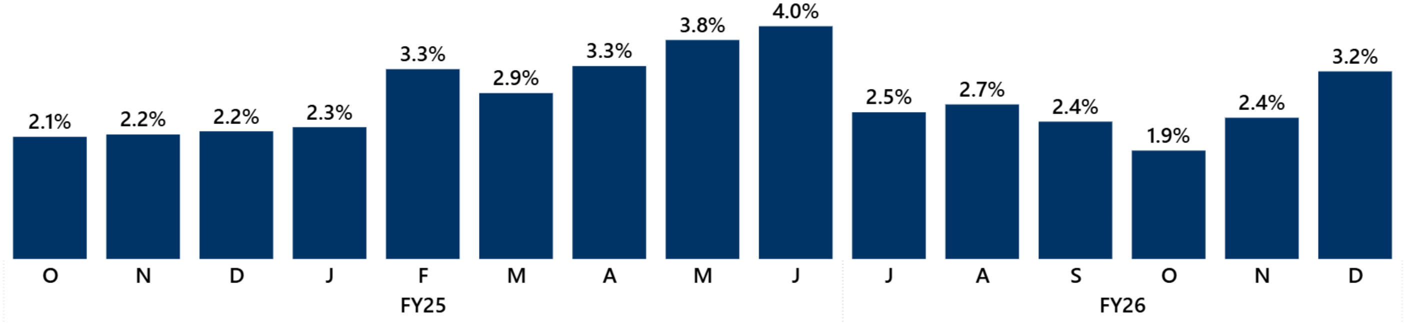
Target: 93.5% Desired direction



Percent Missed Trips by Month

FY25 + FY26

Desired direction



Rail Real-Time Arrival Prediction Accuracy Consistent With Prior Year, but Fell Just Short of Target

Real-time Arrival Accuracy | Rail

97.3% of predictions were accurate, missing target of no less than **98.0%**

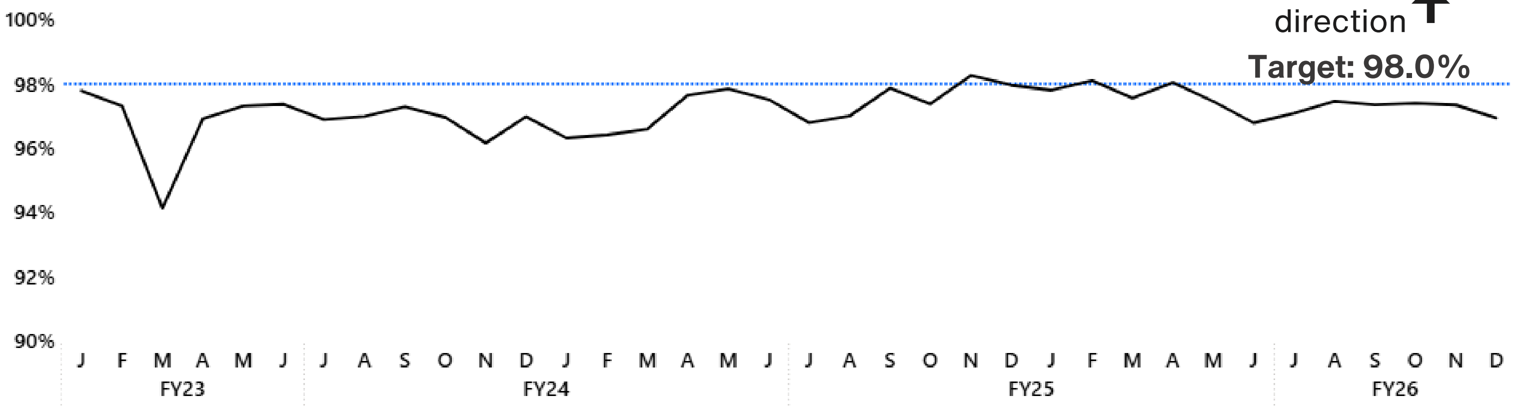
Target = 0.8 percentage point improvement from average performance over last 3 years

- FY26 performance is slightly lower than FY25 in part due to an increase in the overall number of service disruptions that cause unexpected delays in service
- Accuracy remained consistent with the previous quarter for October and November, followed by a very slight decrease in December due to trackwork on the Green line
- Service disruptions are the most likely cause of inaccurate predictions
  - Delays from trackwork and single tracking negatively impact predictions; accuracy fell by 4-5 points at Green Line stations during the planning single-tracking in December

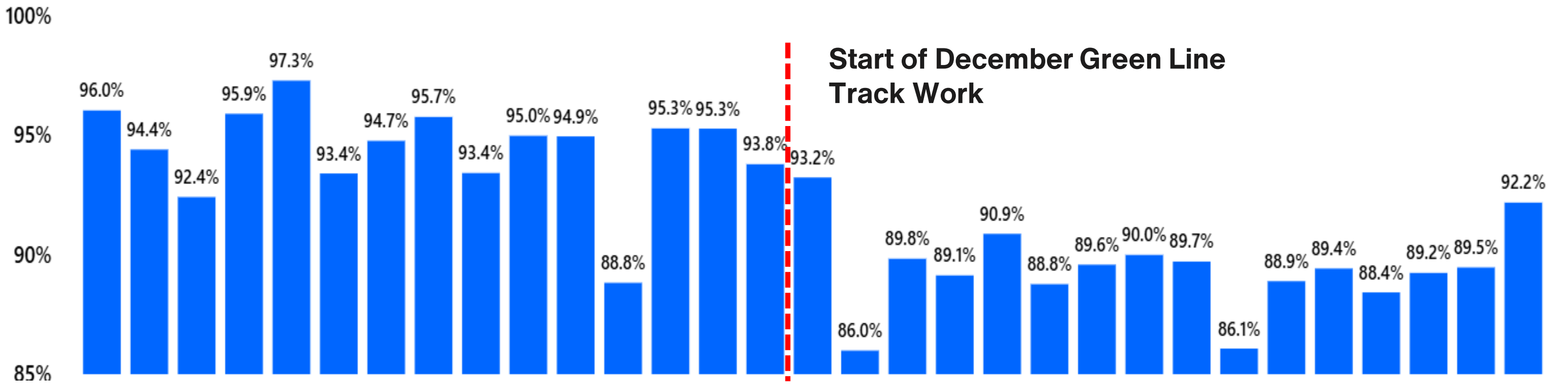
Real-time Prediction Accuracy

Last 35 months

Desired direction ↑



Daily Prediction Accuracy on Green Line in December



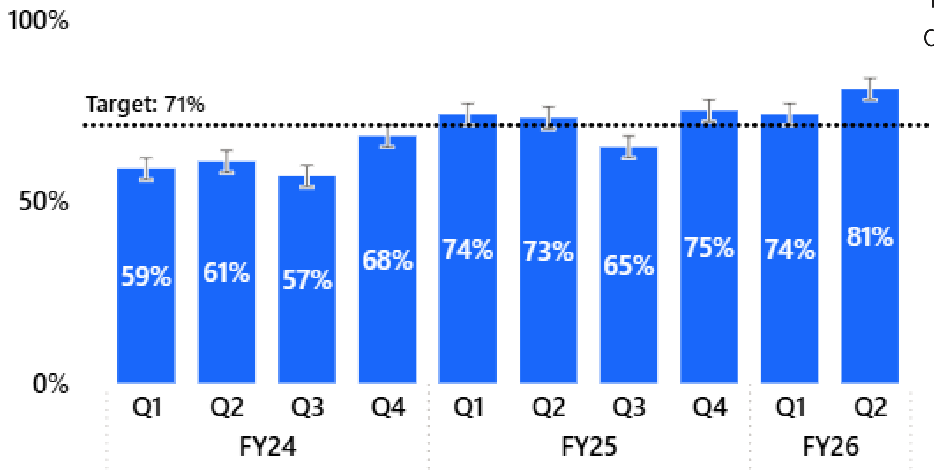
Satisfaction with Cleanliness on Trains Reaches 5-Year High, Bus Stable with Prior Quarter

Metro Rail: Satisfaction with Cleanliness of Train

81% in Q2, above target of no less than 71%

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

Desired direction ↑



Metro Rail's Q2 performance met target and was the highest since late 2021

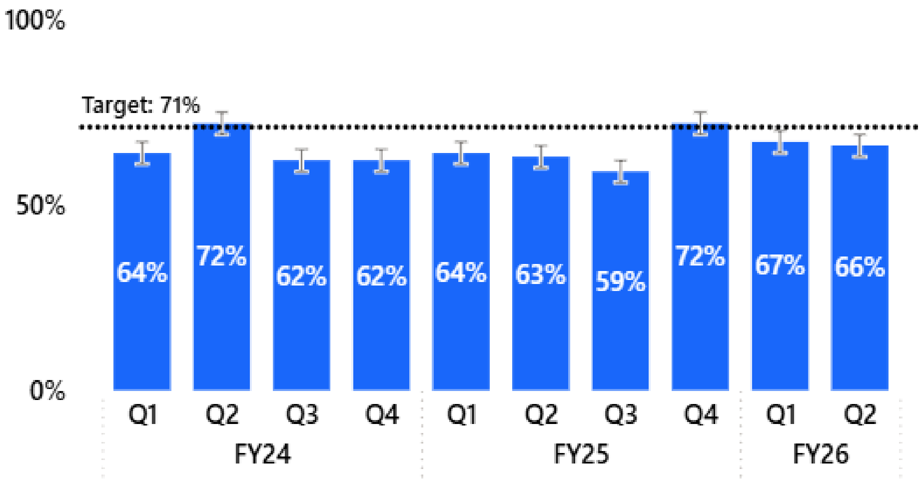
- Largest cleanliness gains versus prior quarter or last year among: DC-based riders, commuters, Yellow Line riders and weekday riders
- Rail updated training and procedures, invested in new cleaning equipment, and is working closely with contractors to ensure railcars are cleaned properly

Metro Bus: Satisfaction with Cleanliness of Bus

66% in Q2, below target of no less than 71%

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

Desired direction ↑



After an increase in Q4, cleanliness for Metro Bus in Q2 is below target

- Satisfaction with cleanliness was similar to last quarter and the same time last year
- Dissatisfaction with cleanliness was 15%, also stable from last quarter and last year