Washington Metropolitan
Area Transit Authority

June 26, 2025

FY25 Q3 Service Excellence Report

Safety and Operations Committee

Service Excellence, a Strategic Goal From Your Metro, the Way Forward

Focus today

Service excellence
Deliver safe, reliable, convenient, equitable, 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 & 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 (July 2024 – March 2025)

- Customer satisfaction met target for Rail, Bus and MetroAccess

- Ridership grew 8% in first nine months of FY25, marking 48 consecutive months of growth

- Serious crime across the bus and rail system is down about 40% compared to FY24 Q1-Q3, and customer perception has improved

- Service reliability remains an area of focus, with some initial benefits seen from rail automation

Metro met or trended in the right direction for **23 of its 26 Service Excellence KPIs** in FY25 Q1-Q3

Metric	Result	Right trend? Q3 vs. Q2	Featured
Goal 1: Service excellence			
Customer satisfaction			
Metrorail	● 89%		+
Metrobus	● 79%		+
MetroAccess	● 80%	☐	+
Objective 1A: Safety and security			
Part 1 crime rate	● 4.0	☐	+
Transit worker assault rate	● 45.7	☐	
Customer <u>dis</u>satisfaction: safety from crime			
Metrorail	● 8%		
Metrobus	● 14%		
Customer injury rate	● 28.4	☐	
Employee injury rate	● 6.5	☐	
Crowding			
Metrorail	● 1.1%		
Metrobus	● 3.2%		

Metric	Result	Right trend? Q3 vs. Q2	Featured
Objective 1B: Reliability			
On-time performance			
Metrorail	● 88.1%	☐	+
Metrobus	● 75.8%	☐	+
MetroAccess	● 88.0%	☐	+
Percent of scheduled service delivered			
Metrorail	● 97.6%	☐	
Metrobus	● 97.8%		
MetroAccess	● 97.6%	☐	
Percent of Metrorail planned service delivered	● 91.4%	☐	
Elevator Availability	● 98.3%		
Escalator Availability	● 95.0%	☐	
Objective 1C: Convenience			
Accuracy of real-time arrival information			
Metrorail	● 97.7%		
Metrobus	● 89.8%	☐	
Availability of real-time bus arrival information	● 93.0%		
Customer satisfaction: cleanliness			
Metrorail	● 65%		
Metrobus	● 59%		
Last-mile connectivity / bicycle access	● 1.4% (2022)		

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

Customer Satisfaction

Customer Satisfaction Exceeded Target for Metrorail, Metrobus, and MetroAccess

Desired direction ↑

● Metrorail
89% in Q3, exceeding target of no less than 85%

|	Q3 FY23	Q4	Q1 FY24	Q2	Q3	Q4	Q1 FY25	Q2	Q3
	79%	84%	85%	88%	77%	90%	92%	89%	89%
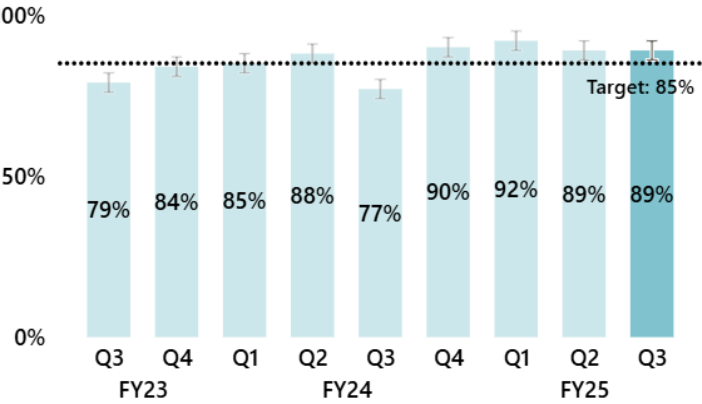
Target: 85%

- **Q3 results for Metrorail exceeded the target for the fourth quarter in a row**
- No significant change from last quarter
- Reliability, wait times and travel times continue to be top three drivers of satisfaction
- Customers who experienced a service disruption or delay were less likely to be satisfied

● Metrobus
79% in Q3, meeting target of no less than 75%

	Q3 FY23	Q4	Q1 FY24	Q2	Q3	Q4	Q1 FY25	Q2	Q3
	73%	71%	75%	77%	74%	79%	83%	75%	79%
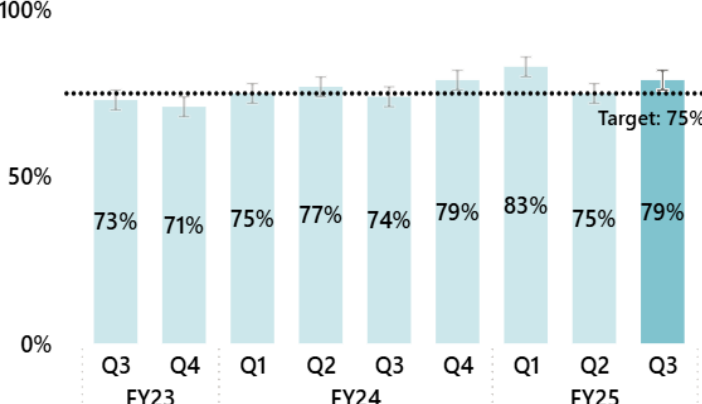
Target: 75%

- **Q3 results for Metrobus exceeded target**
- No significant change from last quarter except among commuters to work or school: satisfaction increased from 72% to 80%
- Satisfaction significantly higher on routes with service every 20 minutes or better (82%) compared to 21 minutes or more (74%)
- Top three drivers of dissatisfaction: long waits and delays, unclean buses, issues with safety and crime

● MetroAccess
80% in Q3, meeting target of no less than 79%

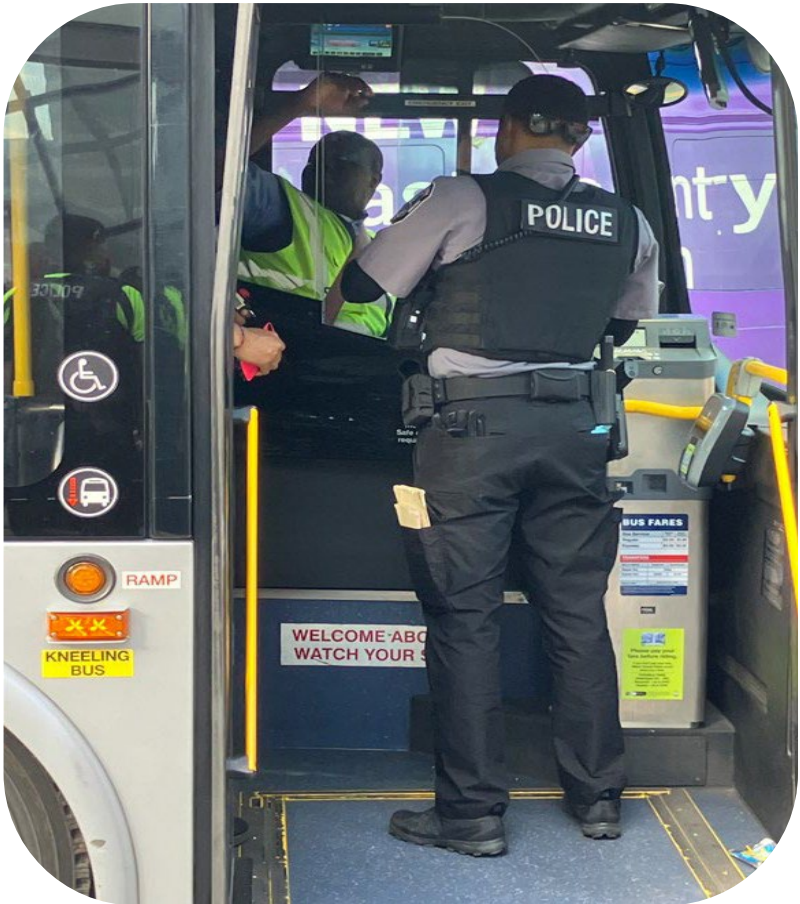|	Q3 FY23	Q4	Q1 FY24	Q2	Q3	Q4	Q1 FY25	Q2	Q3
	75%	77%	81%	77%	76%	84%	79%	71%	80%
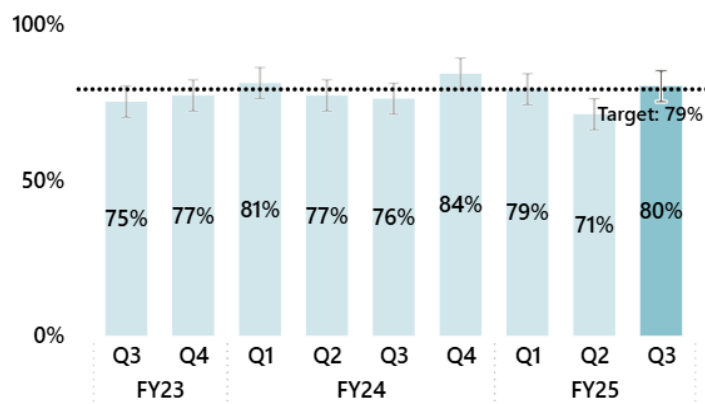
Target: 79%

- **Q3 results for MetroAccess exceeded target**
- Change from last quarter was statistically different; no significant change vs. Q3 last year
- Fewer MetroAccess riders reported service issues in Q3 vs. Q2, which highly correlates with higher overall satisfaction
- Courtesy and coordination with dispatch remain the lowest-rated areas; staff taking action to review processes and training
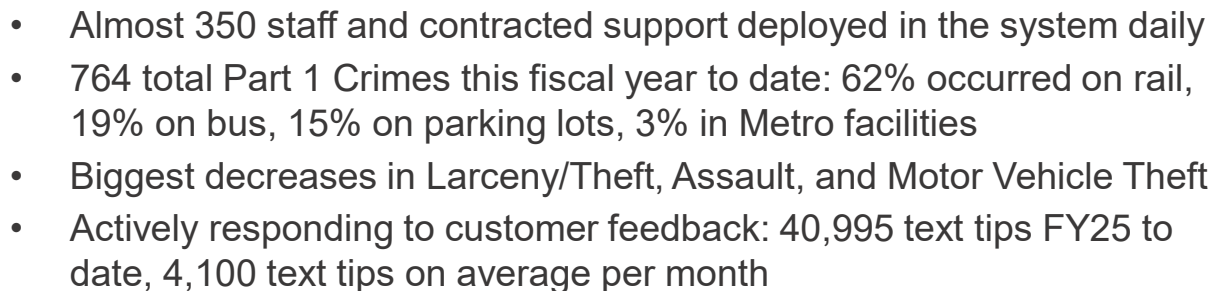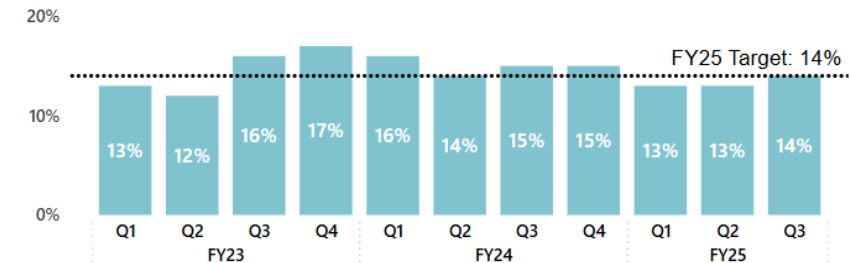
● Target met   ● Target just missed   ● Target missed   ● No target

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Safety and Security

Part 1 Crime Down 39% Compared to FY24 Q1-Q3 and Most Customers Feel Safe

● **Part 1 Crime | All Modes**

4.0 Part 1 Crimes per 1 million customers, meeting target of no more than **7.8**

Desired direction ↓

Start of train walks by Special Police Officers

FY25 Target: 7.8

J A S O N D J F M A M J J A S O N D J F M A M J J A S O N D J F M

FY23   FY24   FY25

- Almost 350 staff and contracted support deployed in the system daily
- 764 total Part 1 Crimes this fiscal year to date: 62% occurred on rail, 19% on bus, 15% on parking lots, 3% in Metro facilities
- Biggest decreases in Larceny/Theft, Assault, and Motor Vehicle Theft
- Actively responding to customer feedback: 40,995 text tips FY25 to date, 4,100 text tips on average per month

● **Customer Perception of** Safety from Crime or Harassment | Bus Target: **14%**, Rail Target: **16%**

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"

Desired direction ↓

Metrorail

FY25 Target: 16%

| 15% | 14% | 16% | 17% | 21% | 17% | 16% | 9% | 7% | 7% | 8% |

Q1 Q2 Q3 Q4 | Q1 Q2 Q3 Q4 | Q1 Q2 Q3
FY23   FY24   FY25

Metrobus

FY25 Target: 14%

| 13% | 12% | 16% | 17% | 16% | 14% | 15% | 15% | 13% | 13% | 14% |

Q1 Q2 Q3 Q4 | Q1 Q2 Q3 Q4 | Q1 Q2 Q3
FY23   FY24   FY25

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

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Reliability

Access On-Time Performance Improved in Q3

● **On-time Pickup Performance** | Access

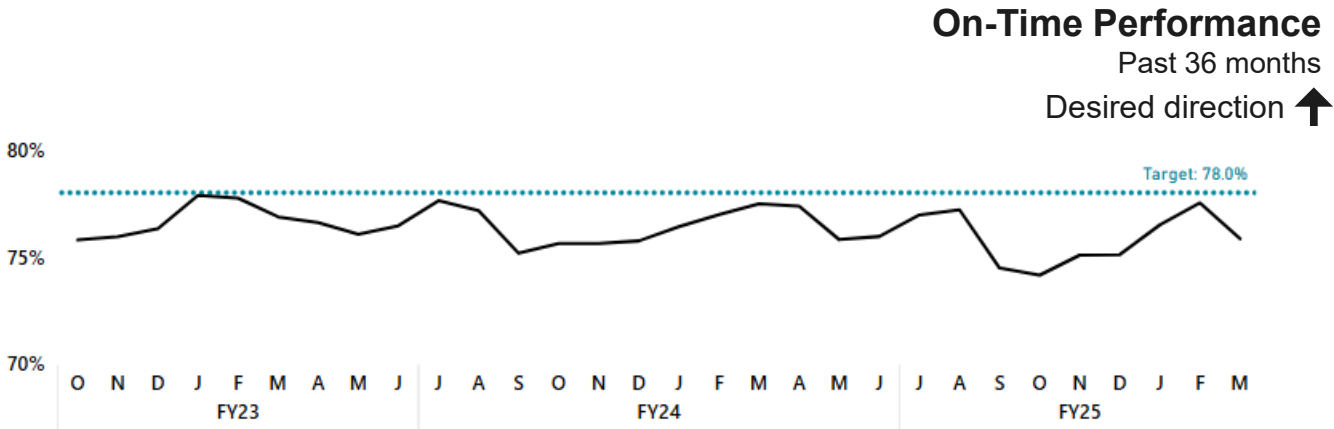**88.0%** of on-time pick-ups, missing target of no less than **92.0%**

- ▪ Performance improved after adding new service provider and dispatch location in December. March performance impacted by traffic congestion as more employers transition to in-person work

- ▪ Key actions to improve:
  - ▪ Leverage Abilities-Ride
  - ▪ Schedule more trips as direct trips rather than shared-ride trips (33% March trips were shared ride)
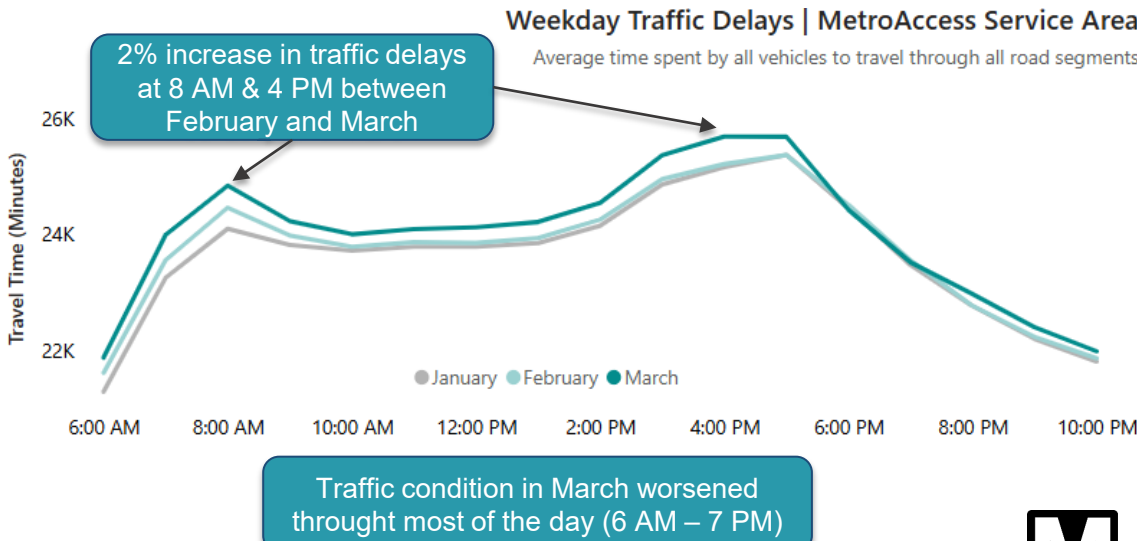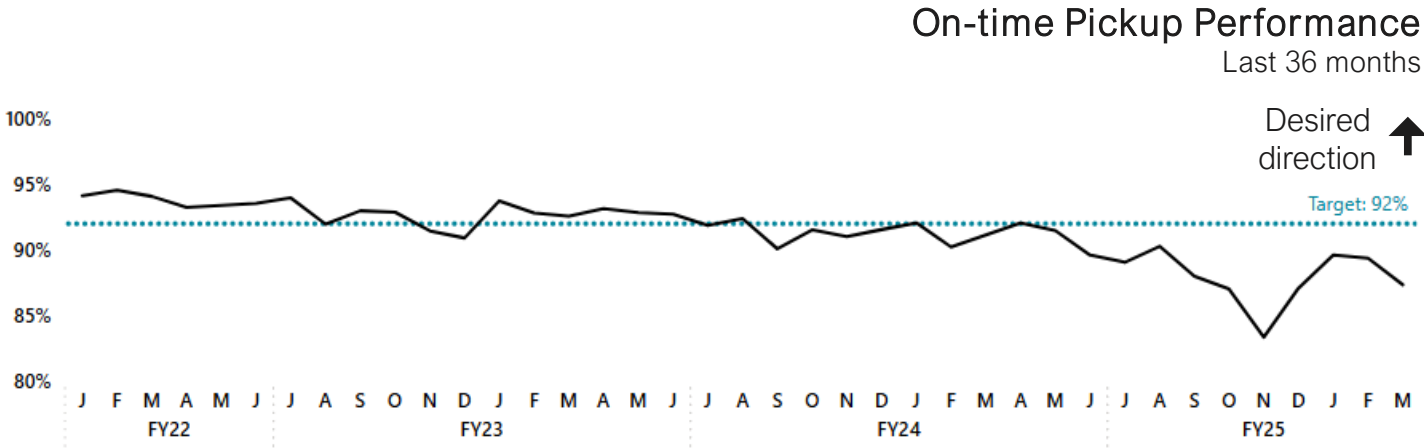
Abilities-Ride completed close to 122,000 trips in March (63% total trips), an all-time high for the program

On-time Pickup Performance
Last 36 months

Desired direction

Target: 92%

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FY22   FY23   FY24   FY25

Weekday Traffic Delays | MetroAccess Service Area
Average time spent by all vehicles to travel through all road segments

2% increase in traffic delays at 8 AM & 4 PM between February and March

Travel Time (Minutes)

● January ● February ● March

6:00 AM   8:00 AM   10:00 AM   12:00 PM   2:00 PM   4:00 PM   6:00 PM   8:00 PM   10:00 PM

Traffic condition in March worsened throught most of the day (6 AM – 7 PM)

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

Bus On-Time Performance Improved in Q3

● **On-time Performance | Bus**

75.8% on time, missing target of **78%**

- Performance improved in Q3 compared with Q2, following the typical seasonal trend

- Late buses (15.3%) continue to be primary source of on-time performance issues in FY25 (vs. 8.9% early). Late buses are a particular problem during the PM peak (21%)

- Staff are conducting in-depth investigations of terminals with high percentages of earlies/lates to determine underlying causes and identify opportunities for improvement

In FY25, the number of bus priority lane miles increased by 93% compared with FY24 (29 vs 15)

On-Time Performance
Past 36 months
Desired direction ↑

Target: 78.0%

80%

75%

70%

O N D J F M A M J J A S O N D J F M A M J J A S O N D J F M
FY23   FY24   FY25

OTP FYTD

● Percent OnTime   ● Percent Early   ● Percent Late

	Percent OnTime	Percent Early	Percent Late
AM Early	83%	10%	8%
AM Peak	78%	10%	12%
Midday	76%	9%	14%
PM Peak	70%	9%	21%
Early Night	78%	7%	15%
Late Night	78%	9%	13%

Rail On-Time Performance Has Steadily Improved Throughout the Year

On-time Performance | Rail

88.1% on time, missing target of no less than **91%**

- Main drivers of late trips: service disruptions (8.6%), planned track work (0.8%) and customer behavior (2.5%)

- Red Line OTP improved in March following a schedule adjustment to account for running trains at higher speeds

- Key actions to improve:
  - Continue Automatic Train Operation rollout
  - Adjust schedules in June to align with maximum design speeds
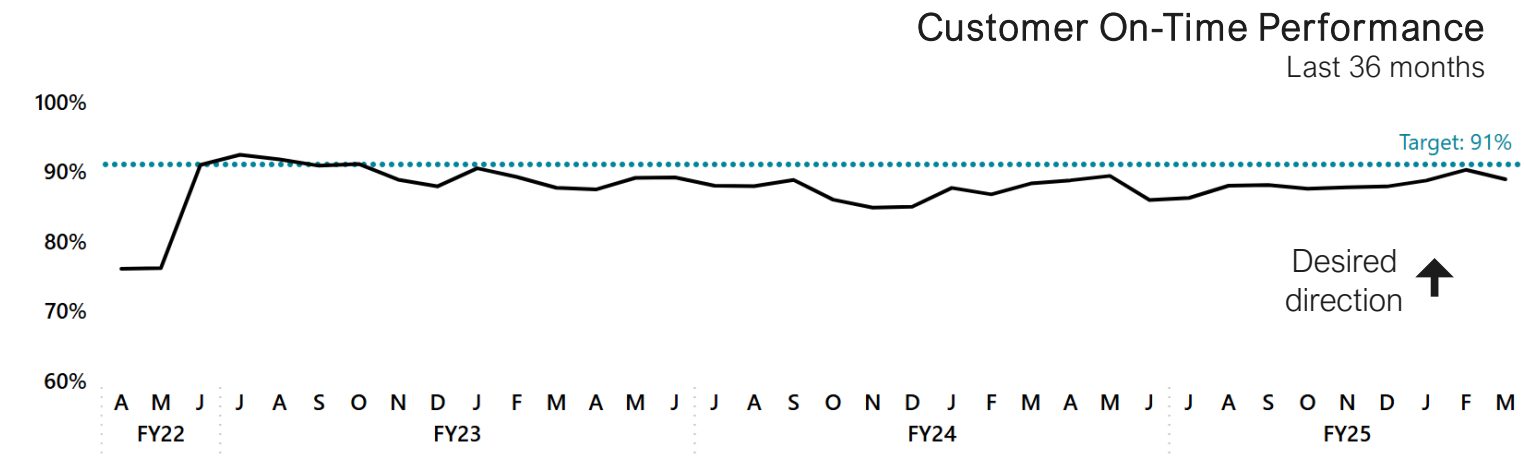
Automatic Train Operation saves about 1 minute 41 seconds per customer trip across the Red Line

Customer On-Time Performance
Last 36 months

Target: 91%

Desired direction

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FY22　　　　FY23　　　　FY24　　　　FY25

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

Rail Trips Are Becoming Faster and More Reliable Under Automatic Train Operation

Red Line RD

99% customer trips are faster, ranging from 15 seconds to 3 minutes 45 seconds, with an **average of 100 seconds**

-8 min faster end-to-end train trips, increasing efficiency

+3 percentage point improvement in train reliability thanks to consistent speeds

+3 percentage point improvement in customer OTP: **3,500 more customer trips each day** are on-time

Green and Yellow Line GR YL

35 - 70 seconds **faster trips** on Yellow and Green Lines, based on initial results

10% trains hold at stations because they are running so much faster than schedule; schedule change on June 22 will reduce

60% customer trips are **already faster**, on average by over 1 minute. More savings anticipated once schedule adjusted on June 22

Phased ATO implementation timeline

Dec 2024	Jan 2025	May 2025	June 2025	Dec 2025
RD **ATO launched**	1st schedule adjustment		2nd schedule adjustment	

GR YL **ATO launched**   1st schedule adjustment

BL OR SV **ATO launched**   1st schedule adjustment

2nd schedule adjustment TBD

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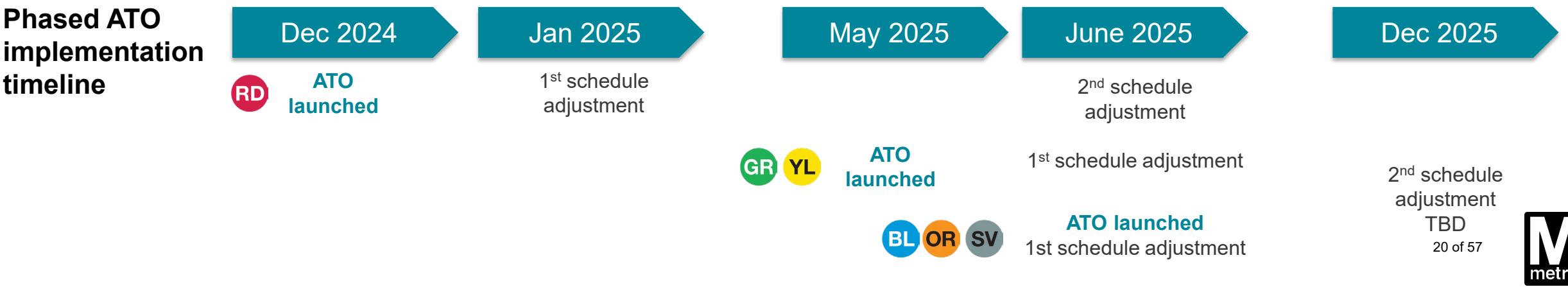
Appendix | Additional Measures

Ridership

March Marks 48 Consecutive Months of Year-Over-Year Ridership Growth

- With more employees returning to in-person work, weekday rail ridership in March was 80% of 2019 levels, the highest since the pandemic
- First million-trip day since 2020 on Thursday, March 27, with ten more since
- Peak Bloom brought 710K rail trips on Sat, March 29; only six days in 2019 had higher rail ridership

All ridership

191.3 million trips through Q3
8% higher than Q1-Q3 FY24
804,000 average weekday trips

98.0 million trips on rail
9% higher than Q1-Q3 FY24
412,000 average weekday trips

92.3 million trips on bus
8% higher than Q1-Q3 FY24
388,000 average weekday trips

0.8 million trips on MetroAccess
26% lower than Q1-Q3 FY24
3,500 average weekday trips
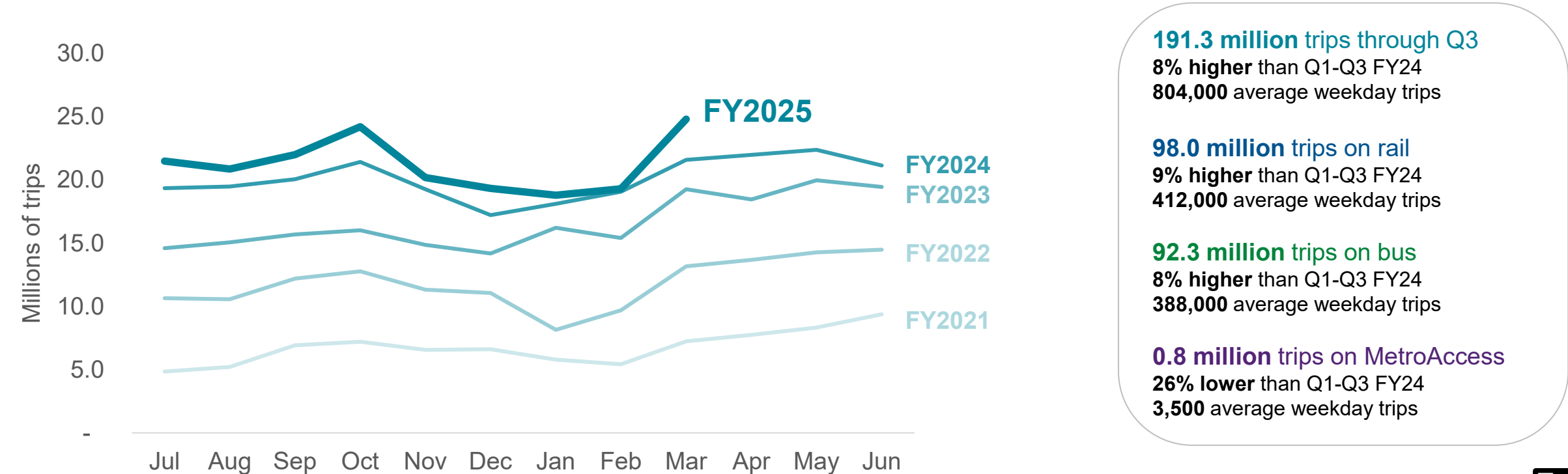
Note: As of January 2023, Metrorail ridership reports all (tap and non-tap) ridership

Safety and Security | Additional Measures

Transit Worker Assaults Down to 45.7 Assaults per 10M Revenue Miles, Meeting Target

● **Transit Worker Assault Rate**

45.7 assaults per 10M revenue miles, meeting target of no more than **46.2**

- 501 Assaults FYTD25:

    - 83% (416) physical, 17% (85) non-physical

    - 92% (459) involved employees, 8% (42) contractors

- Biggest decreases in Q3 (vs. Q2) for bus operators and MTPD

- Crisis Intervention Team (CIT) members had 8,795 contacts with the public in Q3, with over 21,700 engagements in FYTD25

- Fully enclosed barrier installed successfully on 8 buses. Contract to install 1000 additional fully enclosed shields awarded May 2025 with installs expected to start Fall 2025

Transit Worker Assault Rate
Jan FY23 to Present

Desired direction ↓
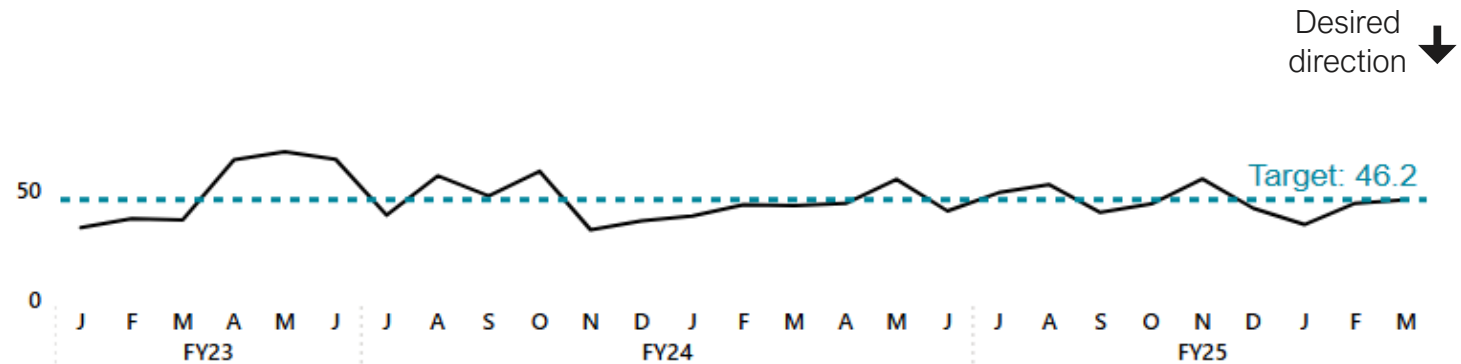
Note: The Transit Worker Assault rate follows the definitions in the Federal Transit Administration National Public Transportation Safety Plan, and that definition changed significantly for FY25. Transit Workers include employees, contractors and volunteers working on behalf of the agency. Assaults can be physical or non-physical (e.g., verbal) and do not have to result in an injury.

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

Customer Injury Rate Improved in Q3 Compared to Q2, Still Missing FY25 Target

● **Customer Injury Rate** | All modes

28.4 injuries per 10M revenue miles, missing target of no more than **24.0**

- 320 injuries FYTD: 54% bus (174 injuries), 44% rail (140), 2% MetroAccess (6)

- 77% of injuries are slips/trips/falls. Of those, 48% are on buses, 24% on escalators, 27% in stations or aboard trains, and 1% on MetroAccess

- Improvement in Q3 due to fewer bus and rail slip/trip/fall injuries and fewer bus collision-related injuries

- In Q3, Metro increased bus announcements encouraging customers to hold onto handrails and be seated before the bus begins moving

Customer Injury Rate
Last 36 months

Desired direction ↓
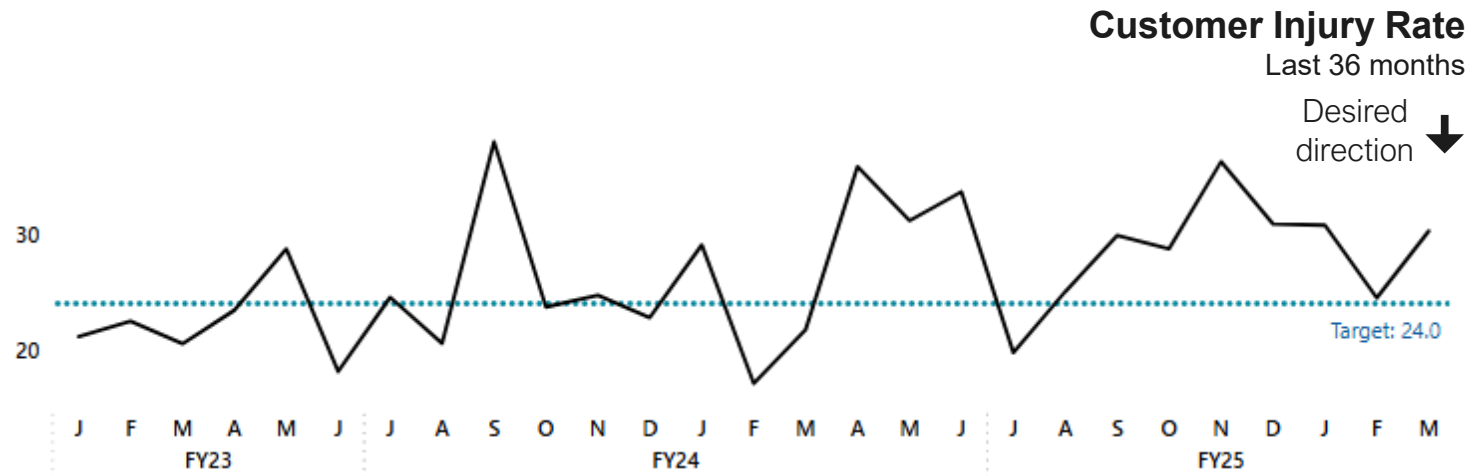
22 rail stations upgraded to new hexagonal floor tile design to reduce slipperiness by increasing traction

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

Employee Injury Rate Steadily Improving Since September, Falling Below Target for the First Time This Quarter

● **Employee Injury Rate** | All modes

6.5 injuries per 200,000 employee hours, missing target of no more than **6.0**

- 617 injuries FYTD. Top injury types: stress (23%), collision (23%), strain (16%), slip/trip/fall (13%), and struck or injured by object (12%)

  - All of these injury types have trended downward since the spike in September

- 72% of stress injuries and 89% of collision injuries occur among bus employees

- Recent initiatives: MetroBus safety campaign to train staff in good ergonomic practices and proper lifting techniques to reduce strain injuries

Employee Injury Rate
Last 36 months

Desired direction ↓

10

5

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FY22   FY23   FY24   FY25

Target: 6.0
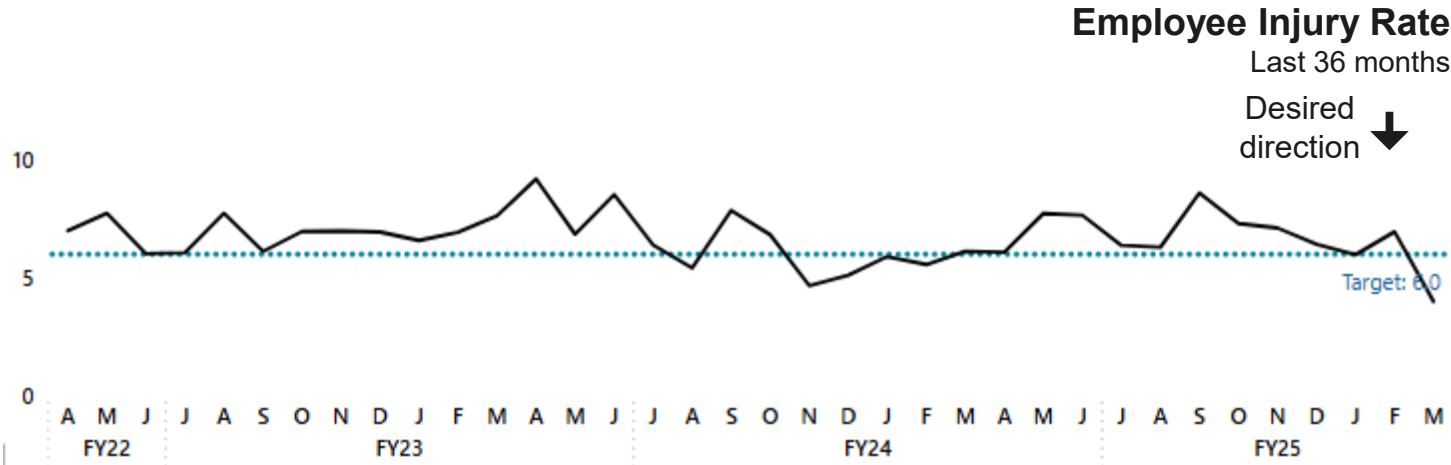
In March, Metro launched a new Fitness for Duty training for all safety-sensitive employees and 4,938 employees (63%) had completed it by the end of May

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

Rail Crowding Reached Record High in March During the Cherry Blossoms Festival

🔵 **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%**

- Crowding generally remained stable, even as ridership increased during peak periods

- Actions: Add 8-car trains, additional trips
  - 69% of Red Line Trains and 58% of Orange Line Trains are 8-car during AM Peak since February
  - Adding super peak capacity to the Silver and Red Lines beginning July 2025

Crowding is much more likely in the core of the system during peak periods. However, crowded trains typically only last for a few stops.

Rail Crowding
Past 36 months

Desired direction ⬇

Target: 5%

3/29 was record crowding day with 32% passenger time spent in crowded conditions

March crowding map
Avg. Passengers per Car Tues-Thurs 8-9am

0.0 — 105.0

🔵 Target met 🟠 Target just missed 🔴 Target missed ⚪ No target

Bus Crowding Increased in March After Seasonal Dip in January and February

● **Crowding | Bus**

3.2% of passenger minutes were spent in crowded conditions (>40 passengers on bus), meeting target of no more than 5%

- Lower crowding this year than last year despite higher ridership indicates bus service is meeting passenger demand

- Increased frequency helps mitigate crowding; over 40% of customer trips occur on routes with 12 min or better frequencies

Bus Crowding
Past 36 months

Desired direction ↓

Target: 5.0%

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FY22   FY23   FY24   FY25
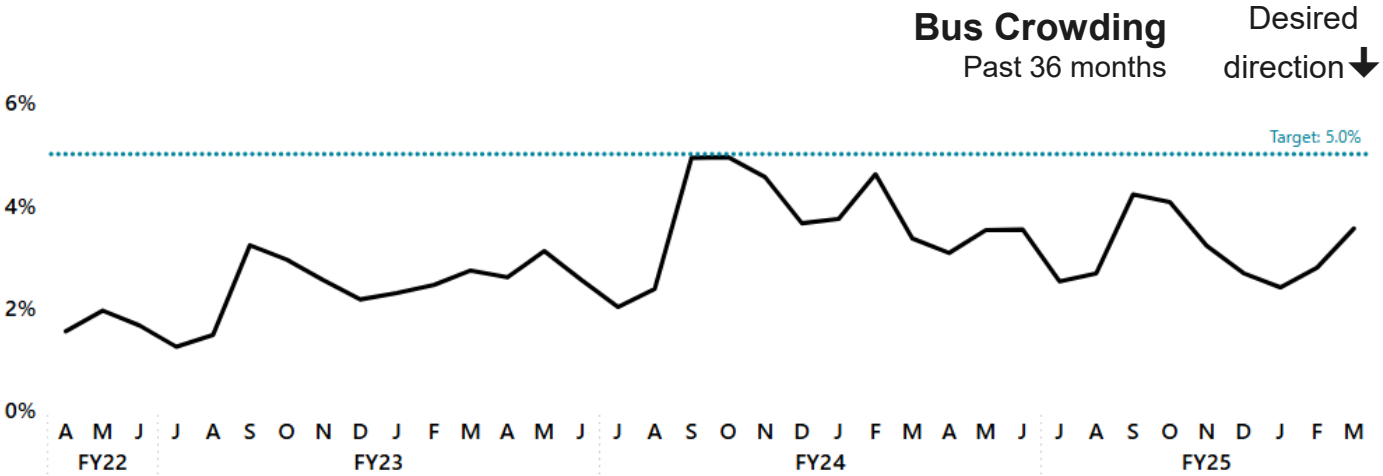
FY25 Top 10 Most Crowded Bus Routes by Passenger Minutes
Quarter 3 vs. Quarter 1

Quarter ● Q1 ● Q3

Route	Q1	Q3
18P	17%	9%
G2	10%	10%
54	8%	11%
W2	10%	8%
79	8%	9%
16Y	12%	5%
K6	6%	10%
R2	9%	8%
S9	8%	8%
D2	10%	5%

Additional trips added to the 18P on Monday and Friday in Q3 helped reduce crowding on those days. Prior to this service change, the 18P was the route most likely to experience crowding.
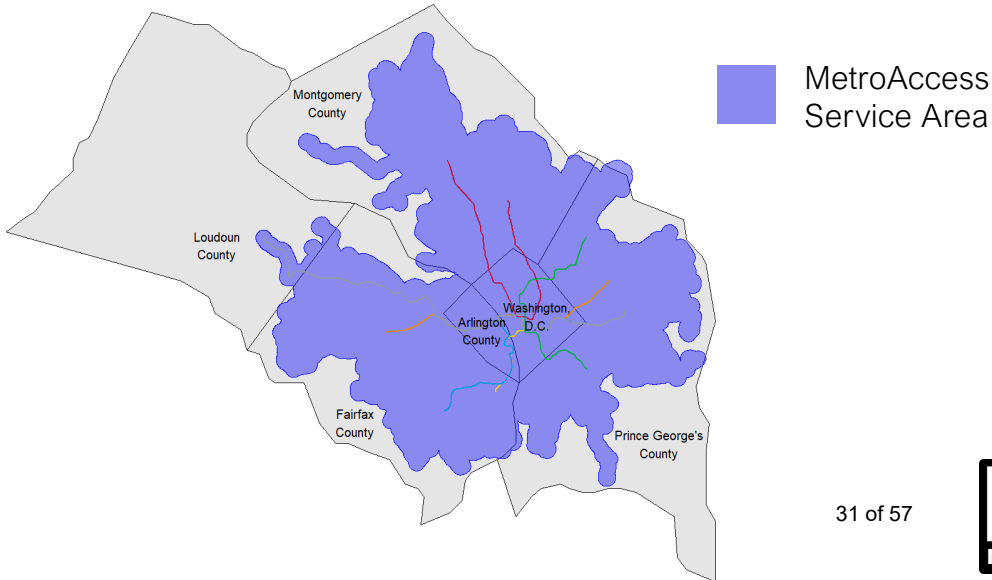
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● Target met   ● Target just missed   ● Target missed   ● No target
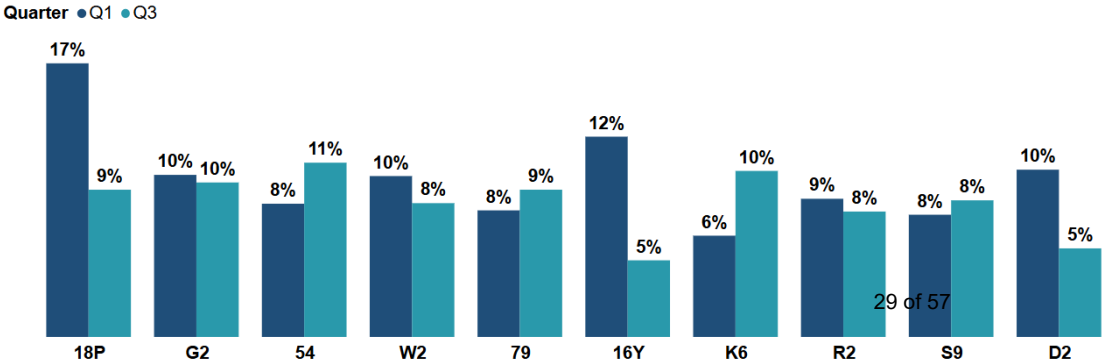
Service Reliability | Additional Measures

Access Delivered Over 2,150 Trips per Day on Dedicated Service and Missed Fewer Than 50 in Q3

● **Scheduled Service Delivered** | Access

97.6% of scheduled service delivered, missing target of no less than **99.25%**

- 92% of missed trips caused by a customer not taking a ride that arrived too late after the pick-up window. Efforts to improve on-time pick-up performance will reduce missed trips

- 8% of missed trips caused by the driver not waiting long enough for the customer

Scheduled Service Delivered
Last 36 months

Desired direction ↑

Target: 99.25%

100%
99%
98%
97%
96%

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FY22   FY23   FY24   FY25
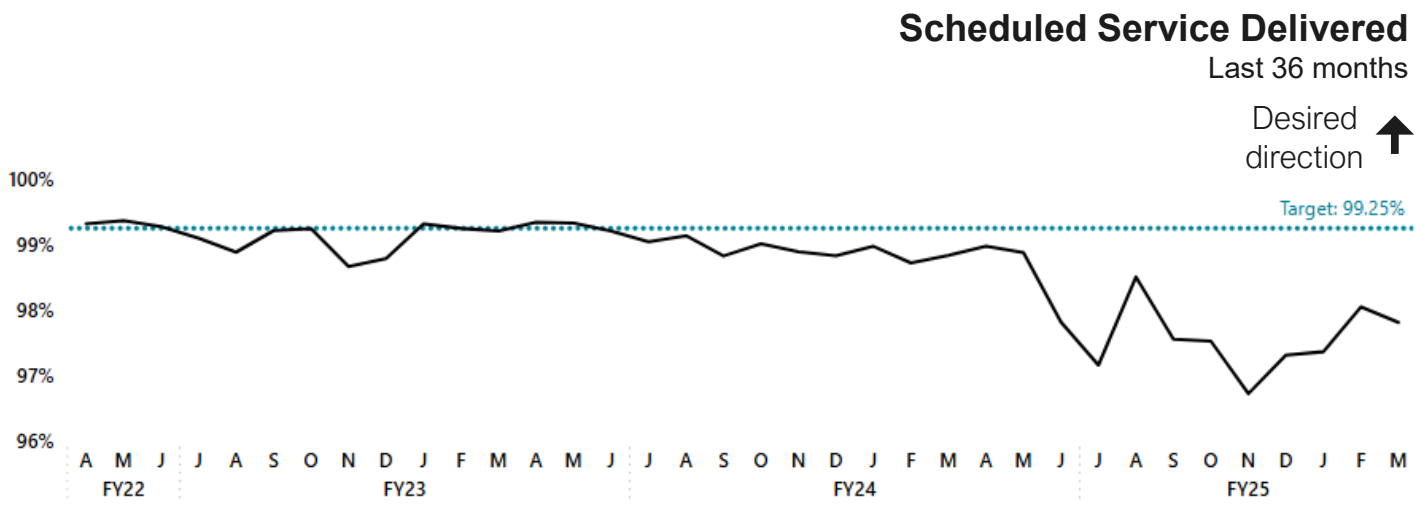
MetroAccess operates within three-quarters of a mile of any rail station or bus stop, creating a service area of nearly 1,000 square miles

■ MetroAccess Service Area

Montgomery County
Loudoun County
Washington, D.C.
Arlington County
Fairfax County
Prince George's County

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

Percent of Bus Service Delivered Just Missed Target Through Q3

● **Service Delivered** | Bus

97.8% of scheduled service delivered, just missing target of no less than **98%**

- Out of 11,990 daily trips, 276 are missed. A higher proportion of trips (4.5%) are missed on weekends

- Main reasons for missed trips: operator availability and problems with vehicles

- Training for the Better Bus Network began in February, which led to an increase in missed trips due to operator availability

Scheduled Service Delivered
Last 30 months

Desired direction ⬆

100%

95%

O N D J F M A M J | J A S O N D J F M A M J | J A S O N D J F M
FY23 · FY24 · FY25

Target: 98.0%

Missed Trips due to Operator Availbility

May-24 Jun-24 Jul-24 Aug-24 Sep-24 Oct-24 Nov-24 Dec-24 Jan-25 Feb-25 Mar-25
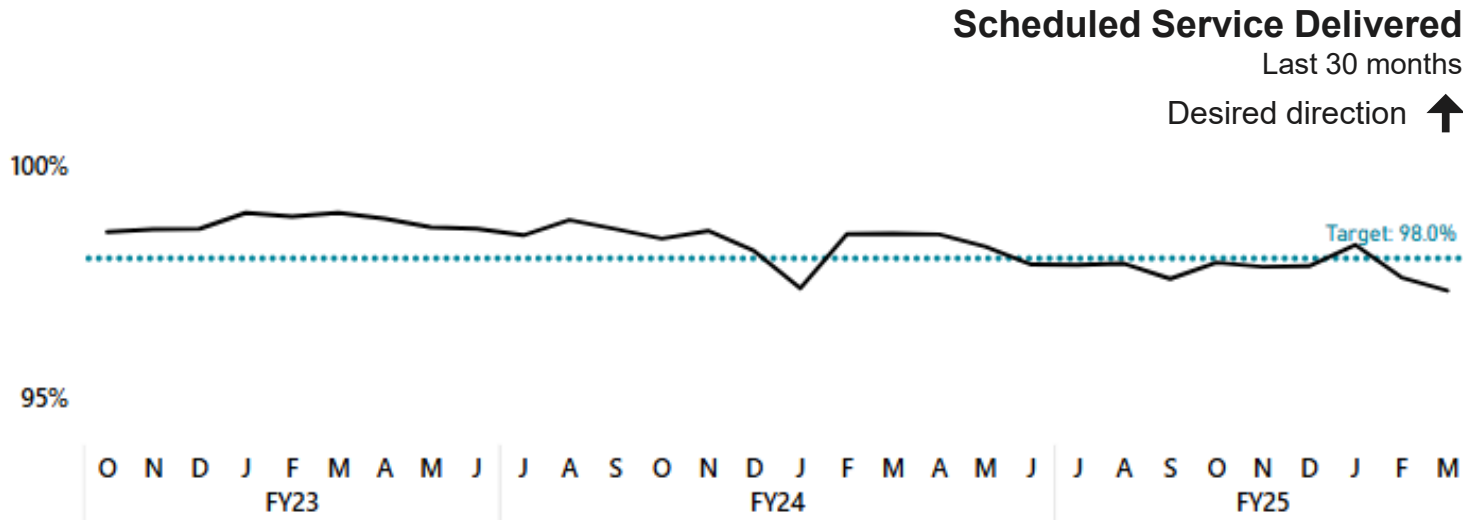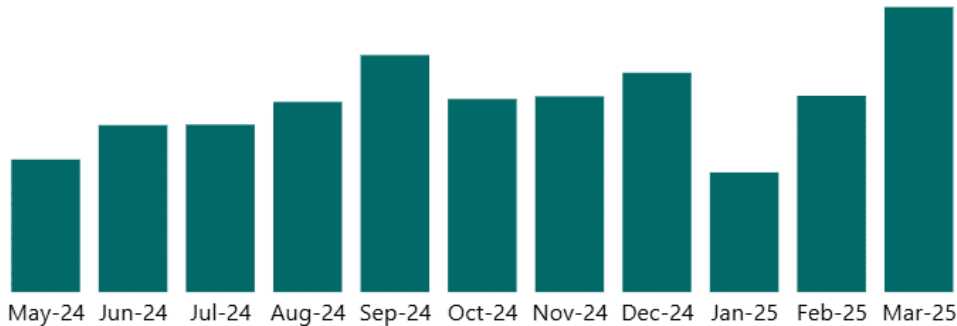
🚌 **8,000 7-hour BBNR training shifts were completed in Q3 of FY2025**

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

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Nearly 98% of Rail Scheduled Stops Were Delivered this Fiscal Year, Exceeding Target

● **Scheduled Stops Delivered** | Rail

97.6% stops delivered, meeting target of no less than **97%**

- About 600 out of 26,000 stops missed per day

- Most missed stops due to service disruptions; top three types: rail vehicle malfunctions, rail operations, and signaling

- Key actions to improve: continue 7000-series scheduled maintenance program (rehab and overhaul), continue rail operator recruitment and training to minimize missed service due to operator availability, plan for next-generation signaling system

Rail Scheduled Stops Delivered
Last 36 months

100%

95%

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FY22   FY23   FY24   FY25

Target: 97%

Desired direction ↑
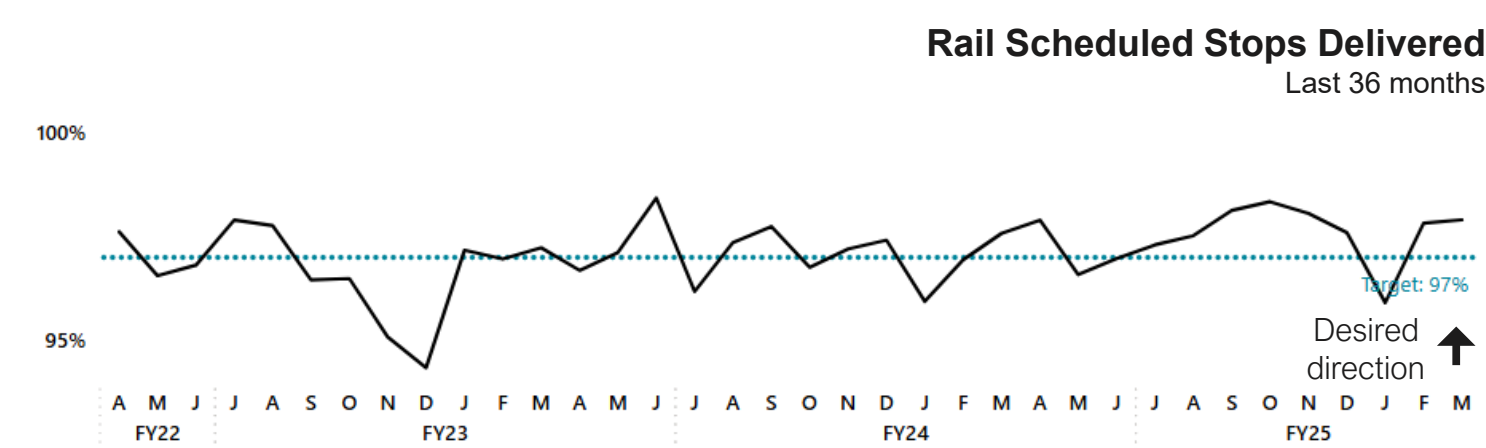
106 new train operators have been certified in FY25 with 54 more in training

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

More Than 91% of Planned Metrorail Service Was Delivered Through Q3, Better Than Target and Continuing to Improve Over Recent Years

● **Planned Stops Delivered** | Rail

91.4% stops delivered, meeting target of no less than **85%**

- Planned service disruptions (extended shutdowns, weekend and weekday trackwork) account for most missed service (3.9%), followed by service adjustments* (2.5%), and unplanned incidents (2.2%)

- Actions to improve: Continue to reduce impact of planned trackwork through coordinated planning process and more efficiently using overnight non-revenue hours

FY22 — Planned Service Delivered 56.3% | 2% | 38% | 4%

FY23 — Planned Service Delivered 73.5% | 3% | 20% | 3%

FY24 — Planned Service Delivered 82.4% | 3% | 10% | 5%

FYTD 25 — Planned Service Delivered 91.4% | 2% | 3% | 4%

■ Missed due to incidents ■ Service Adjustments due to resource availability ■ Missed due to planned trackwork
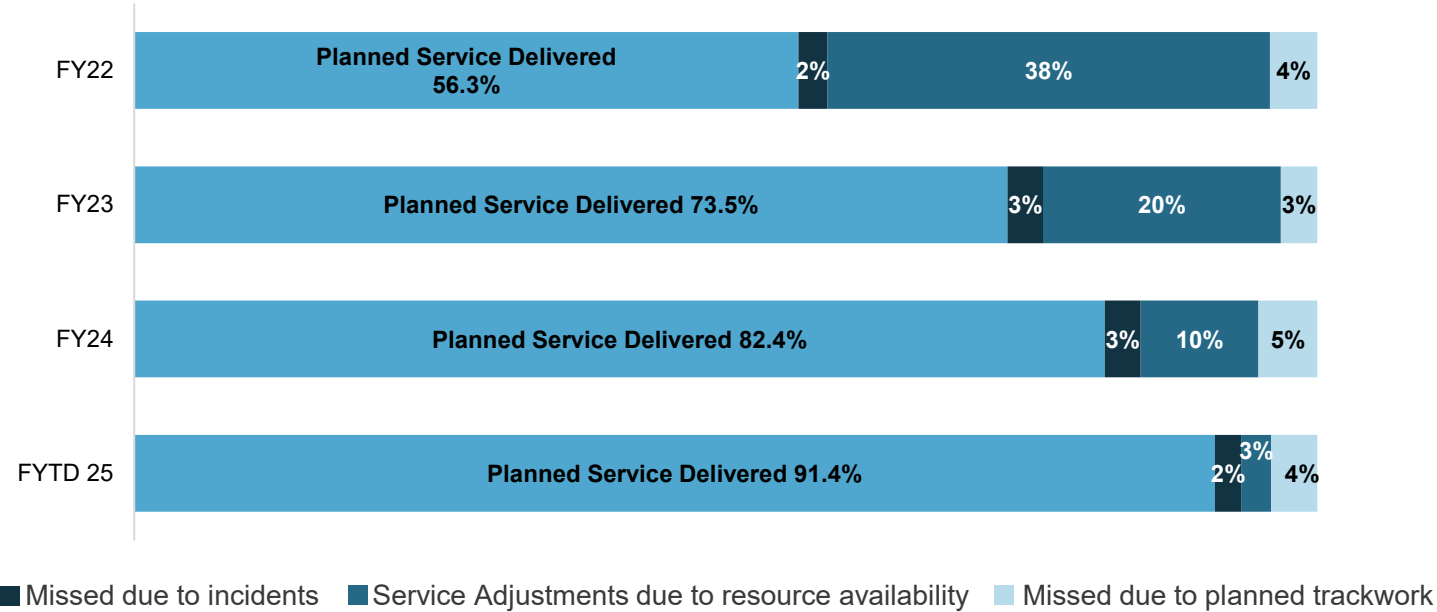
10-day winter shutdown completed equivalent of 10 weekends of track and signaling construction, reducing the number of customers affected by 50%

*Service adjustments cover temporary resource constraints that require modifications to our budgeted service plans

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

Elevator Availability Met Target, With 315 Out of 320 Elevators in Service at Any Time

● **Elevator Availability** | Rail System

98.3% availability, meeting target of no less than **97.7%**

- Elevators are getting fixed faster: mean time to repair is 9.3 hours in Q3, about half an hour shorter than last quarter

- Three elevators were taken out of service in Q3 so they can be replaced with new units which caused a slight decrease to availability in March

Elevator Availability
Last 36 months

Desired direction ↑

100%

99%

98%

97%

Target: 97.7%

A M J | J A S O N D J F M A M J | J A S O N D J F M A M J | J A S O N D J F M

FY22 | FY23 | FY24 | FY25
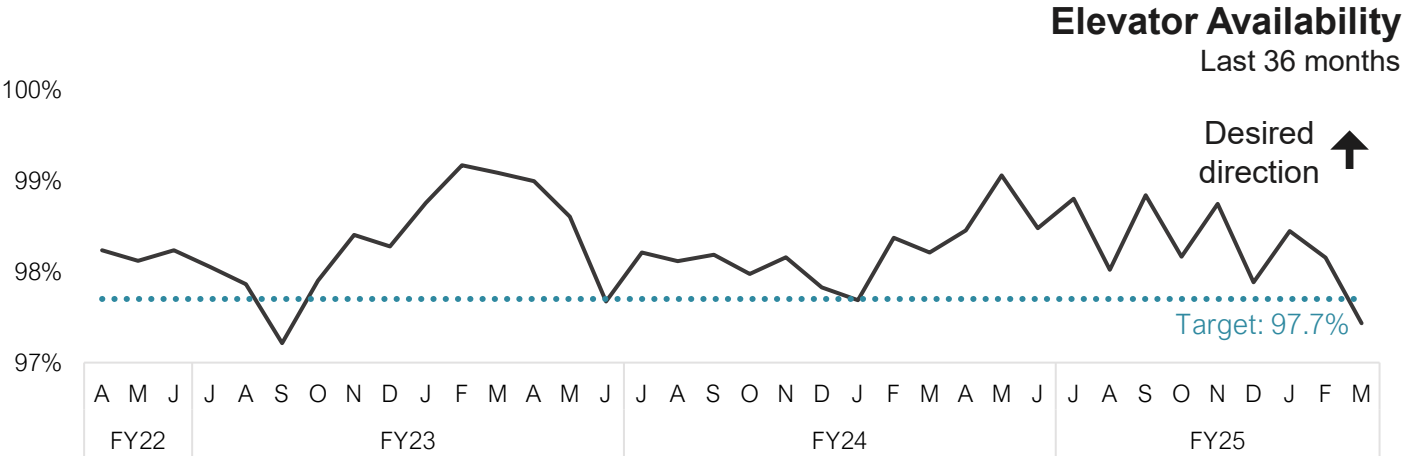
Elevators on the Orange Line were available over 99% of the time in Q3

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

Escalator Availability Met Target, With an Average of 615 Out of 647 Escalators in Service at Any Time

● **Escalator Availability | Rail System**

95.0% availability, meeting target of no less than **93.0%**

- Availability in March was 95.6%, the highest of any month in almost 5 years

- Availability boosted by units breaking down less frequently; mean time to repair escalators stayed consistent at about 5.5 hours

- In Q3, 40% of outage time was due to capital work; 12 escalators were returned to service after an average of 134 days of capital work

Escalator Availability
Last 36 months

100%

Desired direction ↑

95%

Target: 93.0%

90%

A M J | J A S O N D J F M A M J | J A S O N D J F M A M J | J A S O N D J F M

FY22 | FY23 | FY24 | FY25
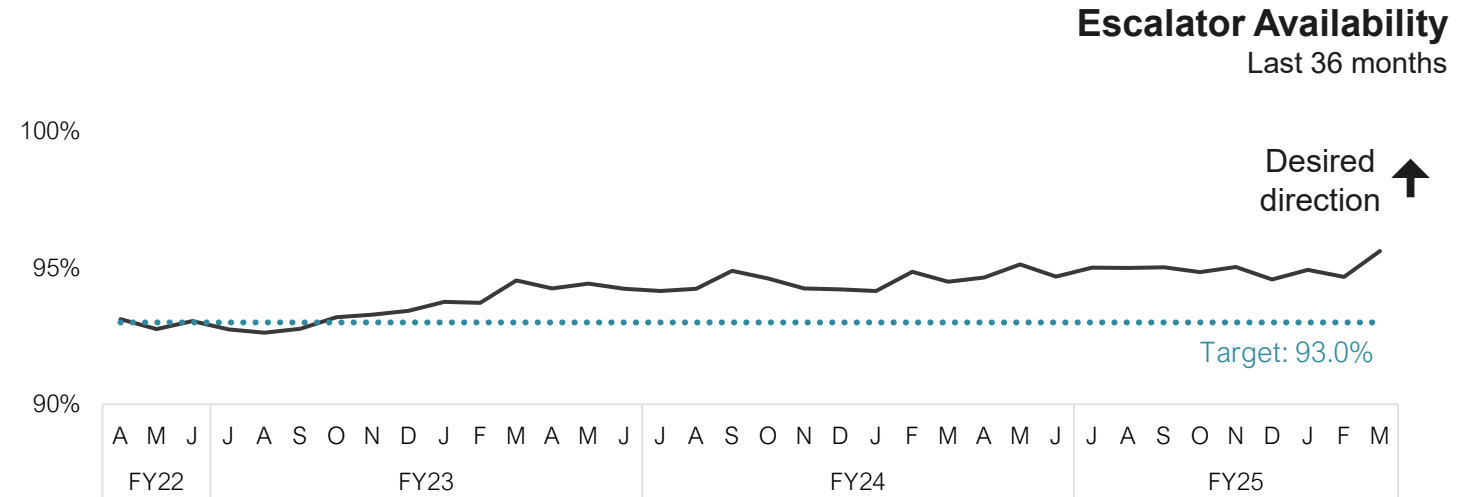
The three escalator replacements at Entrance B of L'Enfant Plaza were completed in early June

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

Convenience| Additional Measures

Upgrades to the Bus Prediction Algorithm in August Resulted in Sustained Improvement in Accuracy

● **Real-time Arrival Accuracy** | Bus

89.8% of predictions were accurate, meeting target of no less than **86.5%**

- Prediction accuracy improved by about four percentage points after an August 2024 prediction algorithm upgrade

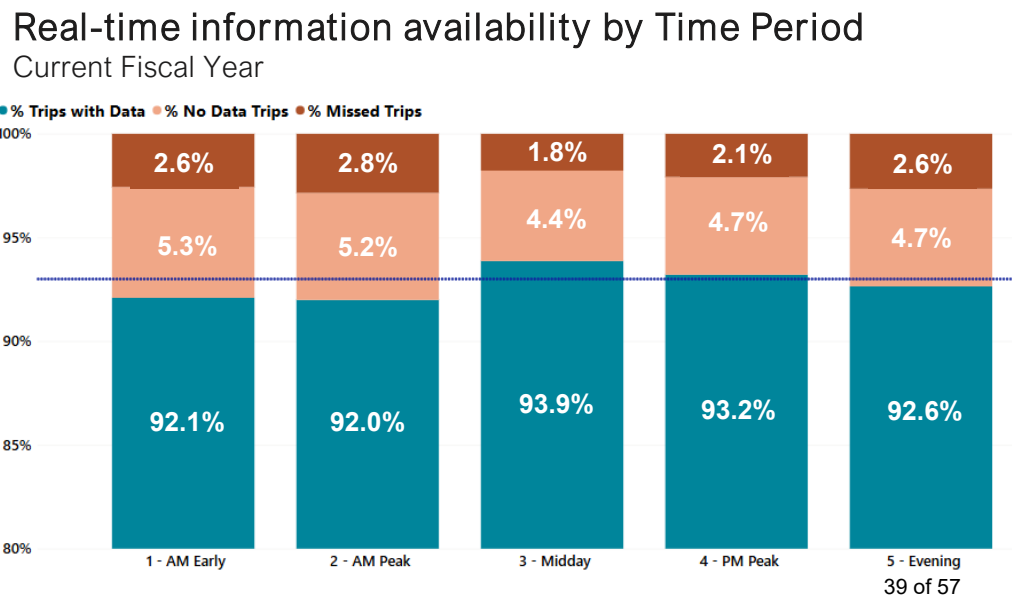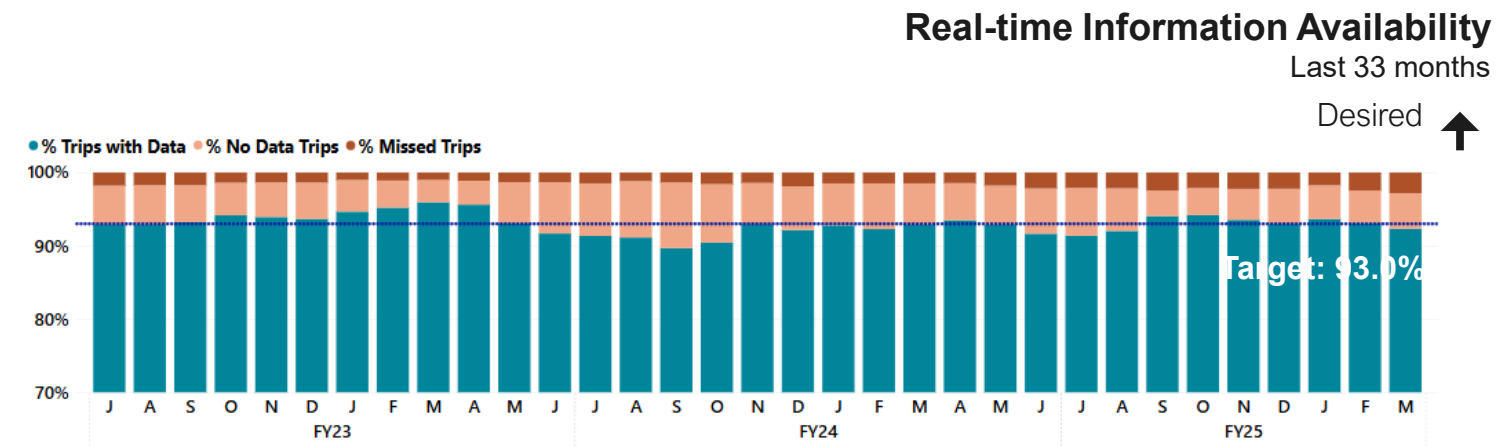- Metro staff continue to fine tune predictions, focusing on known problem areas such as the starts and ends of trips

Real-time Prediction Accuracy
Last 33 months

Target: 86.5%

Desired direction ↑
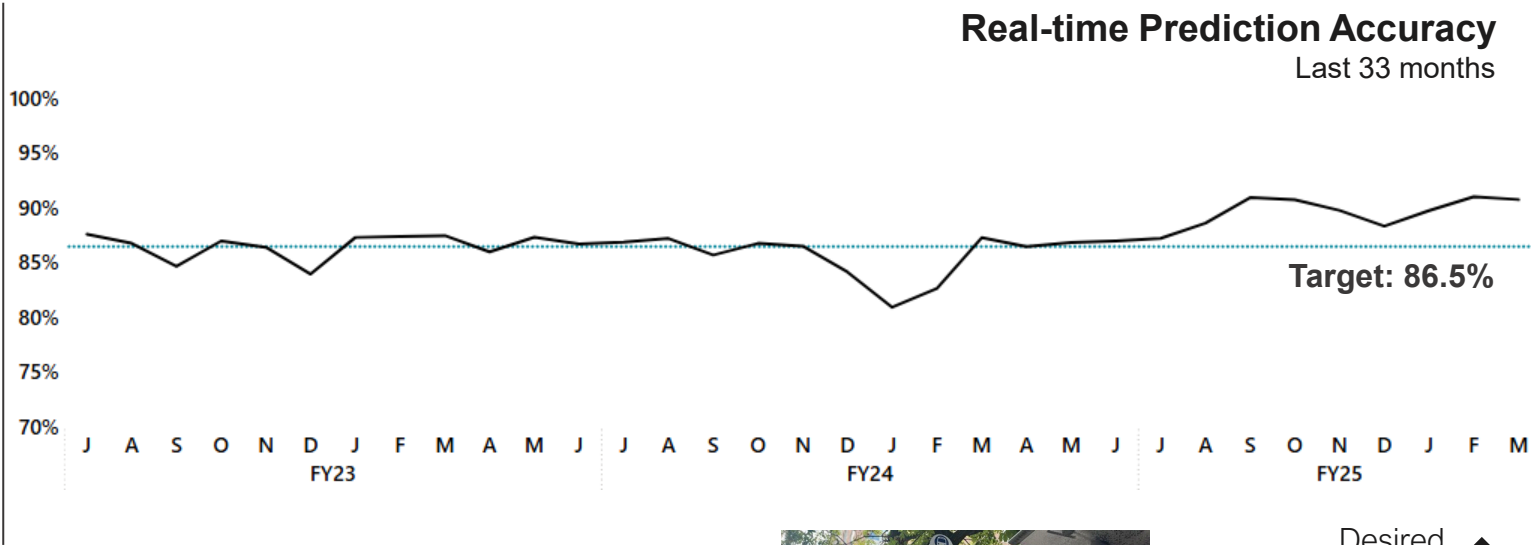
Metro predictions can now better account for detours caused by changes in service on snow days and road closures for major events like the Inauguration

● Target met ● Target just missed ● Target missed ● No target
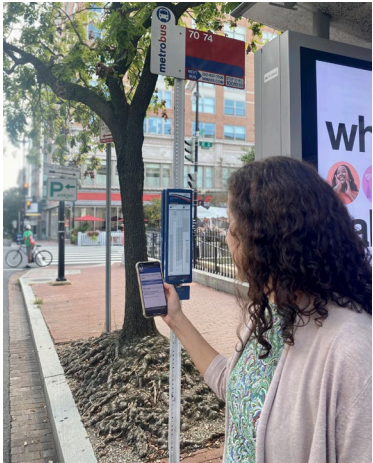
Bus Real-Time Information Availability Meets Target in FY25 After Algorithm Upgrade

## ● Real-time Info Availability | Bus

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

- Lower info availability can be caused by missed trips or buses that are unable to transmit GPS data:

  - Missed Trips: Increased slightly in March due to training on new network

  - No Data Trips: The percentage of trips without GPS data fell by over 20% after August upgrade

- With upgrade, predictions can be provided for buses that are not logged on which decreases likelihood of a "ghost bus"

Fewer predictions are available in the morning and in the evening after the PM Peak period

Real-time Information Availability
Last 33 months
Desired ↑

% Trips with Data ● % No Data Trips ● % Missed Trips

Target: 93.0%

FY23   FY24   FY25

Real-time information availability by Time Period
Current Fiscal Year

● % Trips with Data ● % No Data Trips ● % Missed Trips

	1 - AM Early	2 - AM Peak	3 - Midday	4 - PM Peak	5 - Evening
% Missed Trips	2.6%	2.8%	1.8%	2.1%	2.6%
% No Data Trips	5.3%	5.2%	4.4%	4.7%	4.7%
% Trips with Data	92.1%	92.0%	93.9%	93.2%	92.6%

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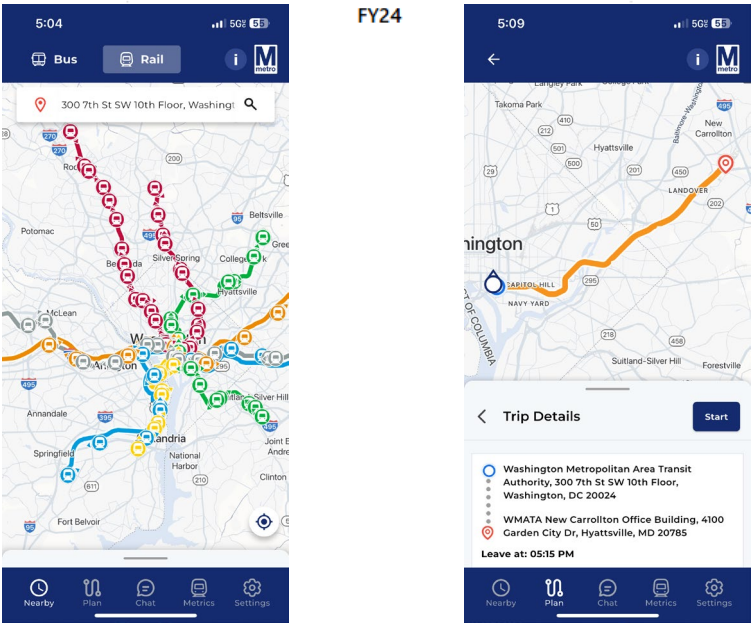● Target met   ● Target just missed   ● Target missed   ● No target

Rail Real-Time Arrival Prediction Accuracy Met Target, Sustained High Performance in Q3 Following Upgrades in November

🔵 **Real-time Arrival Accuracy** | Rail

97.7% of predictions were accurate, meeting target of no less than **97.0%**

- Upgrades implemented in November improved accuracy at terminals, reducing the likelihood that customers would see predictions for trains that weren't coming

- Automatic Train Operations (ATO) are expected to improve predictions by reducing variations in travel times between stations
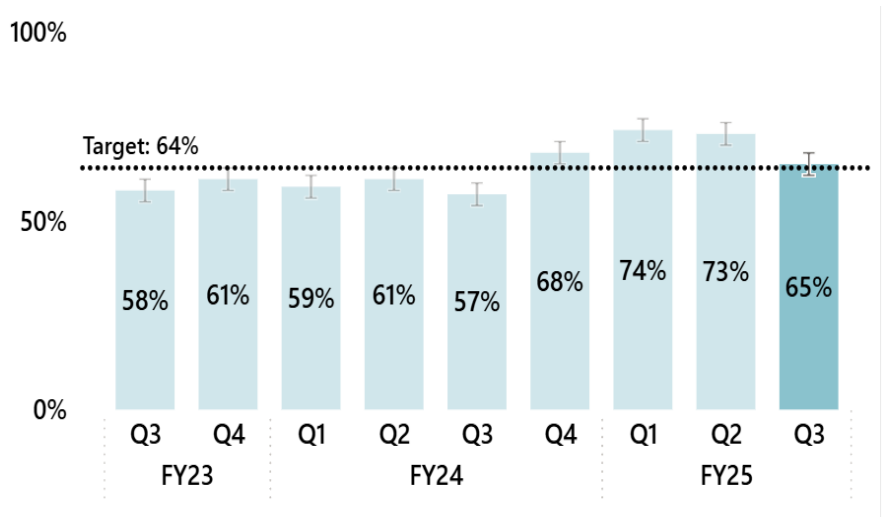
Real-time Prediction Accuracy
Last 33 months

Desired direction ↑

Target: 97.0%
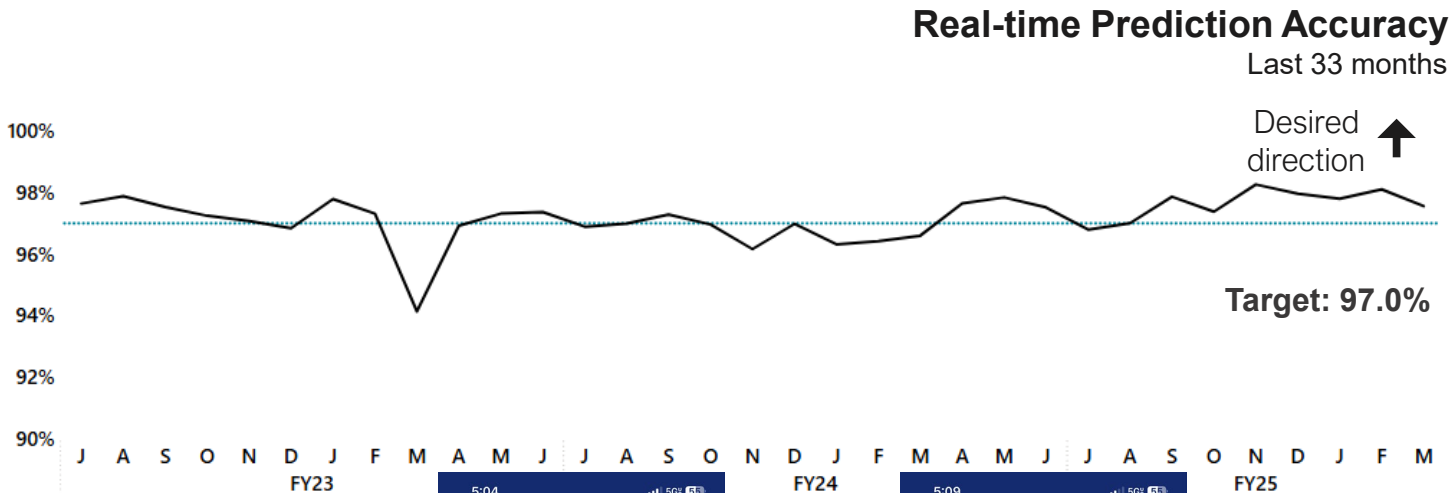
Over 3000 downloads of MetroPulse app during first week after May 16 launch

🔵 Target met   🔵 Target just missed   🔴 Target missed   ⚪ No target

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M metro

Bus Cleanliness Remains Below Target; Rail Cleanliness Declines From Previous Quarter

## ● Metrorail
65% in Q3, at target of no less than 64%

Metrorail's Q3 performance met the target but was significantly lower than in Q1 and Q2.

- Dissatisfaction with rail cleanliness rose to 11% in Q3, up 4 percentage points from Q2 and the highest level in the past 11 quarters

- The decline was especially significant among key segments: down 15% for Green Line riders and 8% for commuters

● Metrobus
59% in Q2, missing target of no less than 70%
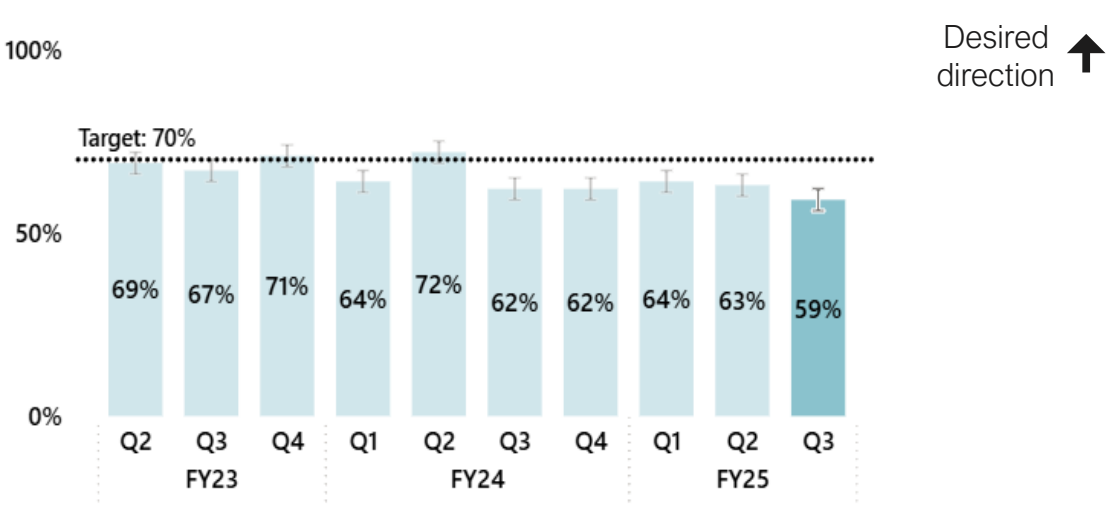
Q3 Metrobus results consistent with lower trend over past five quarters

- Bus cleanliness dissatisfaction remained at 14%, higher than desired for the last 8 quarters. Complaints most often related to stains on seats and dirty floors

- Metro is installing easier-to-clean vinyl bus seats, with almost 40% of the fleet complete as of May

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

New Bicycle Infrastructure to be Installed Spring 2025; Access Rate Increase Expected

Last-Mile Connectivity/Bicycle Access

1.4%, on track for 2030 target of **3.5%**

- Updated data anticipated in late 2025 after completion of the next Rail Customer Survey. Staff are also exploring a new methodology to get results more frequently

- Station bike parking upgrades to begin in Spring 2025; currently assessing stations to develop implementation order

- **Over 24,000** bike storage uses at SmarTrip-enabled facilities in FY25 so far

 # Bike Storage Facility Uses
FY25 Q1-Q3

Legend: College Park, East Falls Church, Vienna, Grosvenor-Strathmore, Potomac Yard
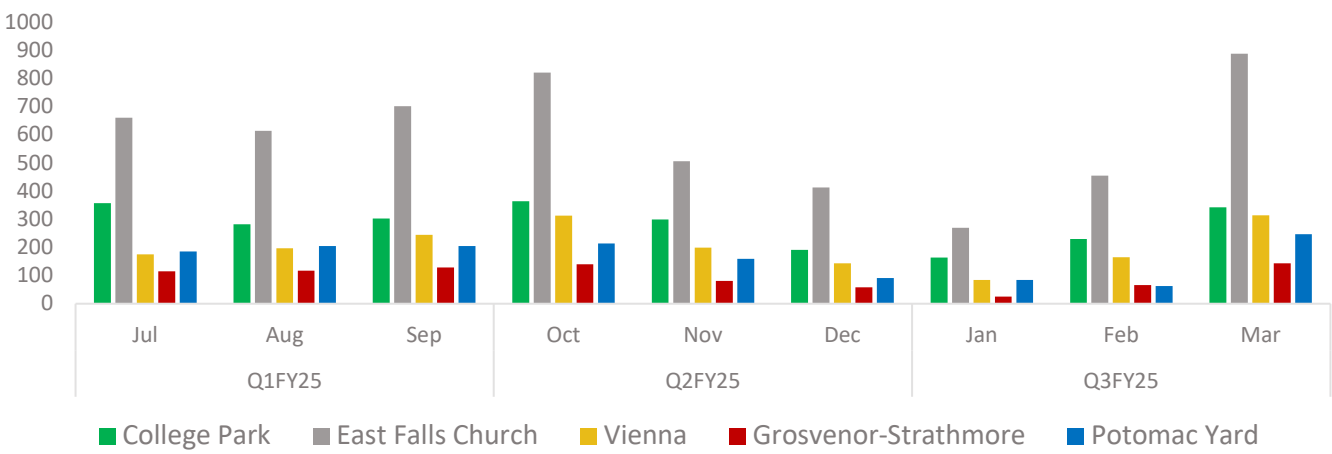
Over 300 participants stopped at Metro's Bike To Work Day pit stop at Fort Totten
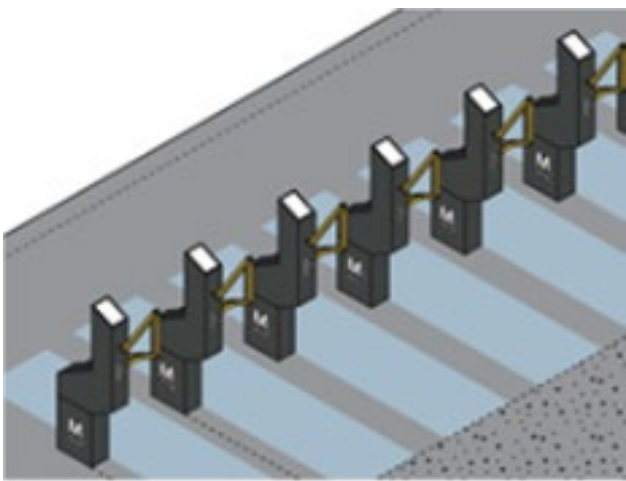
Implementation plan for new bike lock technology under review following 2024 feedback collection

Pictured: Mockups for potential rack designs 42 of 57