



**Safety and Operations Committee**

**Board Information Item IV-A**

**FY25 Annual Service Excellence Report**



# Board Document

OVERVIEW			
<b>PRESENTATION NAME</b>	FY2025 Q1-Q4 Service Excellence Report	<b>DOCUMENT NO.</b>	300059
<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>	Webster, Thomas J.;		
<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>	9/11/2025
<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 Fiscal Year (FY) 2025, from July 1, 2024 through June 30, 2025.</p> <p>Key Highlights:</p> <ul style="list-style-type: none"> <li>• Metro is making progress towards the ambitious targets for improvement identified in the Strategic Transformation Plan. Over half of the key performance indicators (KPIs) aligned to the Service Excellence goal have improved since the plan was launched in FY2023, with eight of the 25 KPIs meeting the aspirational targets set in the Strategic Transformation Plan as of the end of FY2025</li> <li>• Investments in making trips safer, faster, and more frequent transformed satisfaction and ridership over the last three fiscal years</li> </ul>		



# Board Document

	<ul style="list-style-type: none"><li>• Rail and Bus customer satisfaction are at or approaching the Strategic Transformation Plan target of 85 percent</li><li>• Ridership grew nine percent in FY2025 and is almost 33 percent higher compared to FY2023. Ten days in FY2025 met the Strategic Transformation Plan target of carrying one million customers a day</li><li>• Service reliability remains an area of focus, with more progress needed to meet ambitious transformation targets</li></ul>
<b>DISCUSSION</b>	<p>Total Ridership Grew Nine Percent Year-Over-Year</p> <p>Customers took almost 264 million trips across Rail, Bus, and MetroAccess in FY2025, a nine percent increase from FY2024. Metro Rail trips increased 12 percent in FY2025 compared to FY2024, with growth strongest in the fourth quarter after the federal Return to Office order went into effect.</p> <p>Metro Bus ridership grew six percent in FY2025 compared to FY2024 and is higher than ridership in FY2019. When Abilities Ride trips are included, MetroAccess ridership increased by 14 percent in FY2025 compared to FY2024. Over 60 percent of all requested trips were delivered by third-party Abilities Ride partners, a significant increase from FY2024 (40 percent).</p> <p>Significant Improvements in Rail and Bus Customer Satisfaction over Last Three Years</p> <p>Rail customer satisfaction closed out FY2025 at 89 percent, a significant improvement from the baseline level when the Strategic Transformation Plan was published: 73 percent in Q1 of FY2023. Rail customer satisfaction in FY2025 exceeds the target set in the Strategic Transformation Plan for FY2028: 85 percent. The significant improvement in Rail customer satisfaction over the last three years is a result of actions to reduce crime and deliver more and better service. Overall crime is down 50 percent compared to FY2023 thanks to a focus on fare enforcement, visible staffing on trains and platforms, crisis intervention teams, and data-driven policing strategies. Metro delivered 30 percent more service in FY2025 compared to FY2023 by:</p> <ul style="list-style-type: none"><li>• Addressing issues that kept 7000-series cars out of service</li><li>• Prioritizing operator hiring to minimize missed trips</li><li>• Minimizing the customer impact of construction-related outages</li><li>• Adding frequency thanks to jurisdictional support to close the funding gap</li></ul>



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	<ul style="list-style-type: none"> <li>Increasing speed by implementing Automatic Train Operation and returning to design speeds on all line</li> </ul> <p>Rail service reliability also improved in FY2025 reflecting investments in Automatic Train Operation and consistent maintenance of railcars and infrastructure. Rail customer on-time performance was 88.3 percent in FY2025, a one percentage point improvement from FY2024 (87.3 percent) and equivalent to over 100,000 more customer trips on-time each month.</p> <p>Bus customer satisfaction was 83 percent in Q4 FY2025, also a significant improvement from FY2023. Like Rail, investments in frequency and a focus on customer safety contributed to the increase. In FY2025, over 44 percent of Metrobus customers rode on routes that had scheduled frequencies of 12 minutes or better compared to 40 percent in FY2023. Metro launched a new bus network at the end of FY2025 that continued this focus on frequency and provided new connections to activity centers across the region. To achieve the Strategic Transformation Plan target of 85 percent, customer feedback suggests focusing on improving reliability. Bus on-time performance was 75.7 percent in FY2025, below the Strategic Transformation Plan target of 80 percent. In FY2026, Metro staff will continue recruiting bus operators to minimize missed service, implement strategies to actively manage late and early trips, and continue partnerships with jurisdictions to expand bus priority.</p> <p>MetroAccess customer satisfaction fell to 78 percent in Q4 FY2025. Early in FY2025, MetroAccess transitioned to a new contracting model and on-time performance declined the first half of the fiscal year, leading to a decrease in customer satisfaction. To improve on-time performance, in December, MetroAccess added a service provider and opened a new garage location in Montgomery County with the aim of reducing the risk of delayed pick-ups due to traffic in the region. MetroAccess also scheduled more trips as direct rides rather than shared trips to reduce the risk of cascading delays and leveraged Abilities-Ride to enable flexibility. On-time performance improved in the second half of FY2025, ending the year at 90.5 percent of trips on-time in June. In FY2026, Metro will continue to work with its contracting partners to drive reliability towards the Strategic Transformation Plan target of 92 percent.</p>
<b>INTERESTED PARTIES</b>	None



# Board Document

<b>RECOMMENDATION/NEXT STEPS</b>	Information only; Next Steps: November 2025 Presentation of the FY2026 Q1 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.

# FY25 Q1-Q4 Service Excellence Report *Progress Since FY23*



**Safety and Operations Committee**  
Washington Metropolitan Area Transit Authority  
September 2025



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



## 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

## **Investments in making trips safer, faster and more frequent transformed satisfaction and ridership results over last three fiscal years**

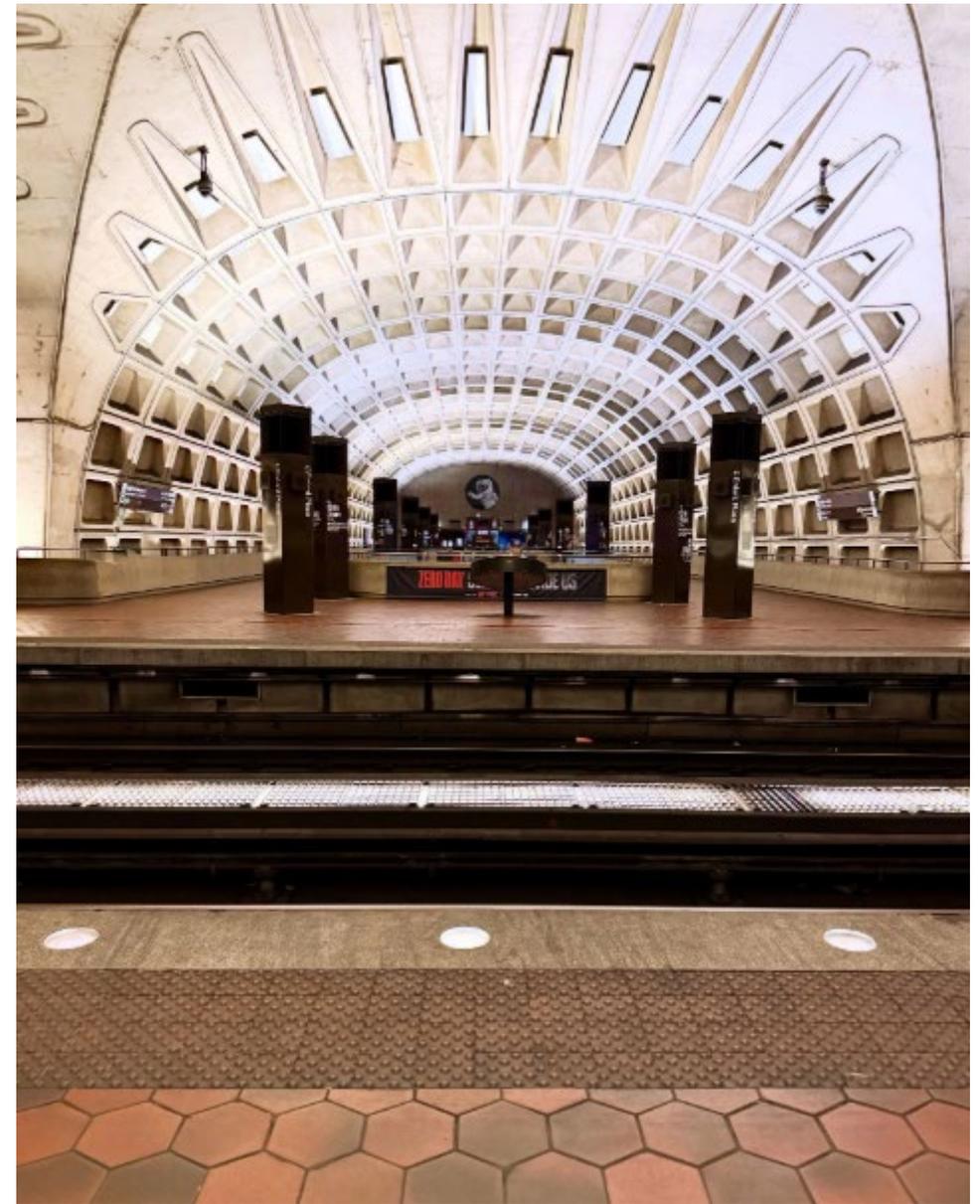
- Rail and bus customer satisfaction at or approaching 85%
- Ridership up 9% in past year, almost 33% higher compared to FY23

## **Service reliability has been stable over the last three fiscal years; investments needed to meet ambitious transformation goals**

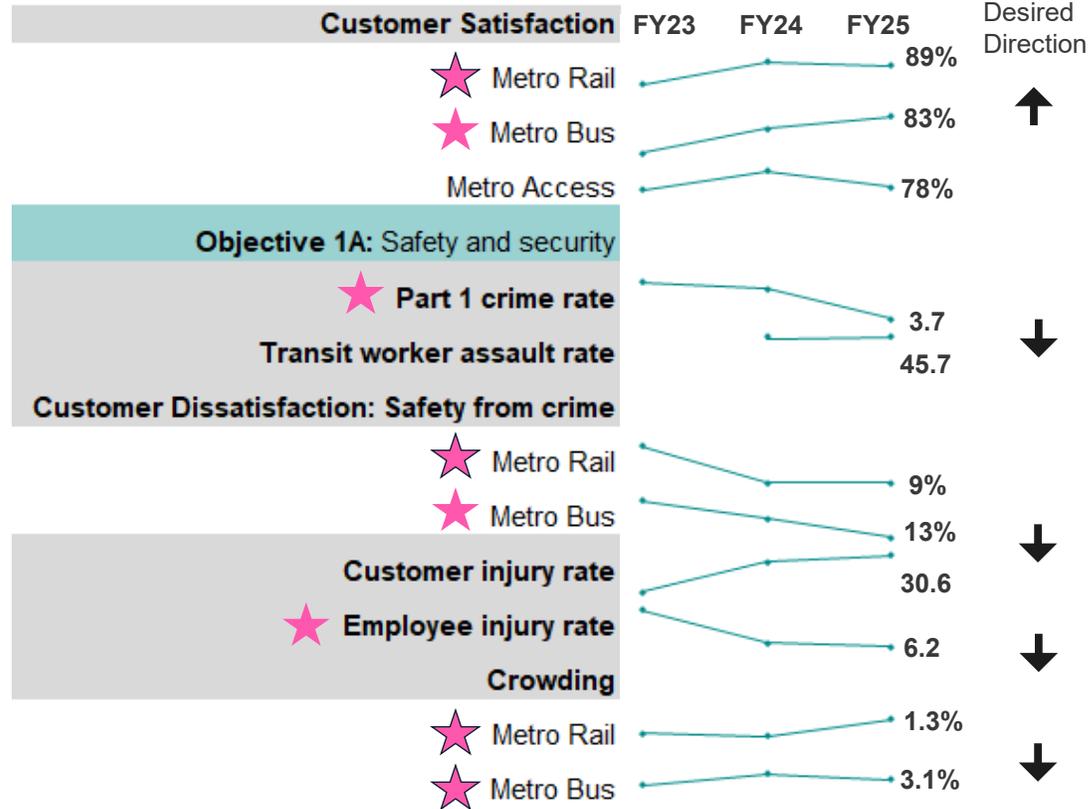
- About 88% of rail customer trips and 77% of bus trips were on-time over last three years

## **Some improvements in customer convenience, nearing transformation goals**

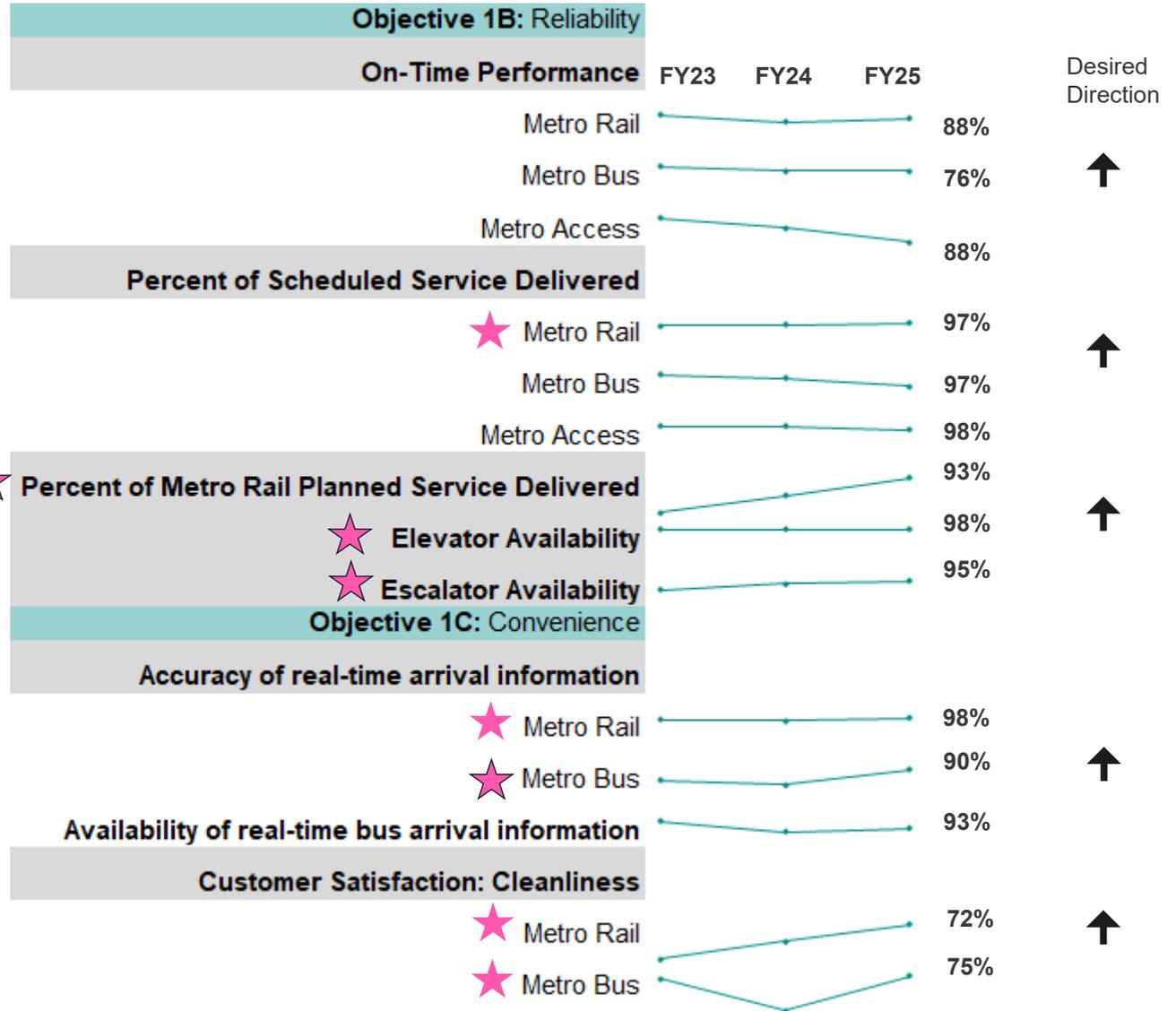
- Customer perceptions of rail and bus cleanliness hit three-years highs in Q4FY25 at 75% and 72%
- Bus real-time prediction accuracy improved by three points, while rail maintained 97% accuracy



# Metro Is Making Progress Towards Ambitious Strategic Transformation Targets



★ Measure improved or meeting target in Strategic Transformation Plan

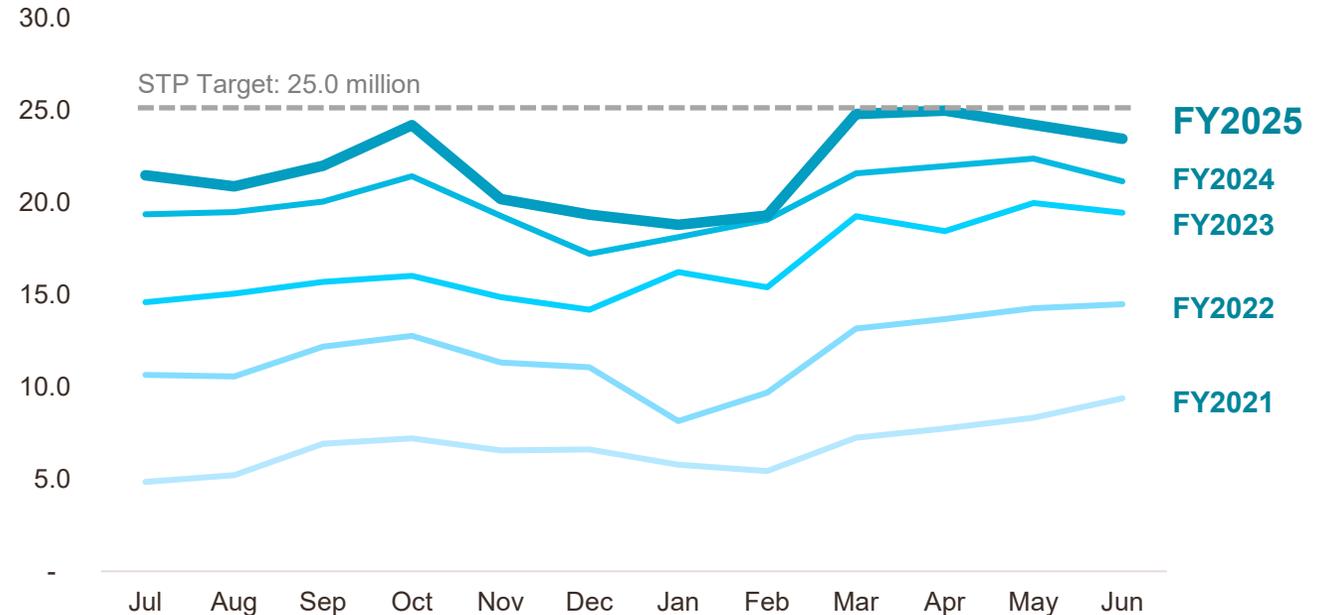


# Ridership Has Steadily Increased: June 2025 Marked 51 Months of Consecutive Year-Over-Year Growth

- Ridership grew throughout the system with especially strong recent growth on rail
- Return to Office order contributed to strong peak growth on rail (+28% in Q4) but off-peak weekdays were also up at +19%
  - Weekends +15% on rail
  - Tap.Ride.Go. grew quickly and is now about 7% of weekday trips and 13% of weekend trips.
- Bus ridership up 1% for the quarter. While growth has slowed, bus ridership was already over 2019 levels in 2024.
- Keys to future growth: continued focus on improving speed, frequency, and reliability

**Average Monthly Ridership (Millions)**

Desired Direction ↑



**263.7 million total trips in FY25**  
**9% higher vs. FY24**  
**834,000 average weekday trips**

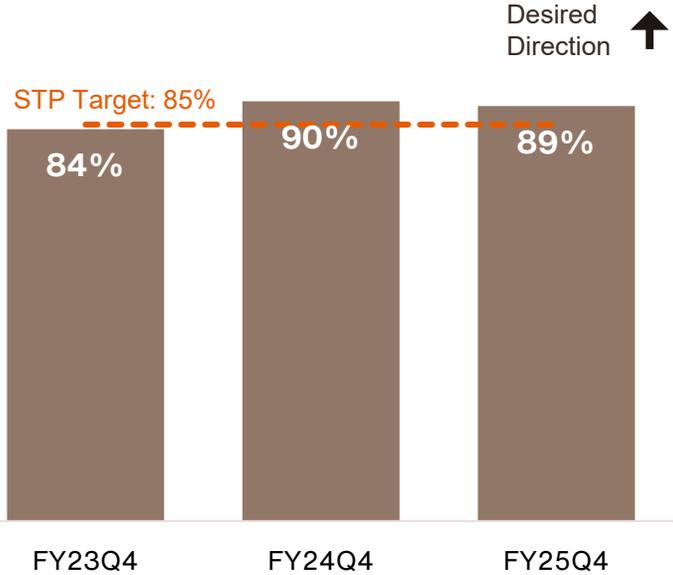
**138.6 million rail trips in FY25**  
**12% higher vs. FY24**  
**438,000 average weekday trips**

**123.8 million bus trips in FY25**  
**6% higher vs. FY24**  
**392,000 average weekday trips**

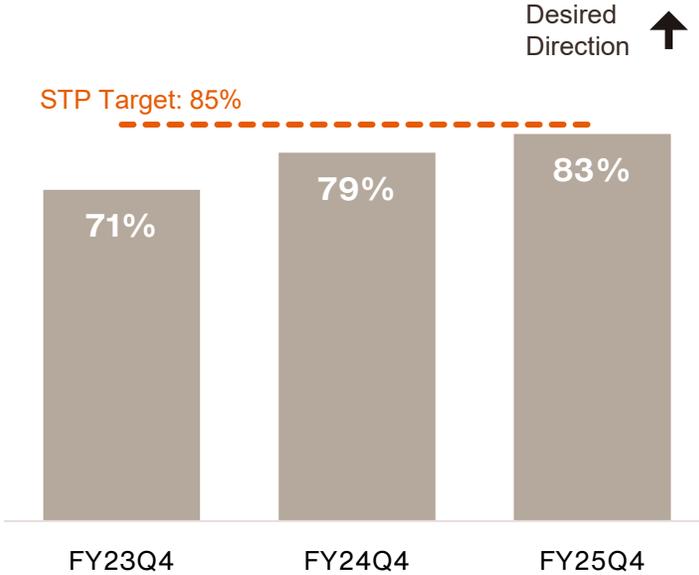
**2.6 million access trips in FY25**  
**14% higher vs. FY24**  
**8,900 average weekday trips**

# Significant Improvements in Rail and Bus Customer Satisfaction over Last Three Years

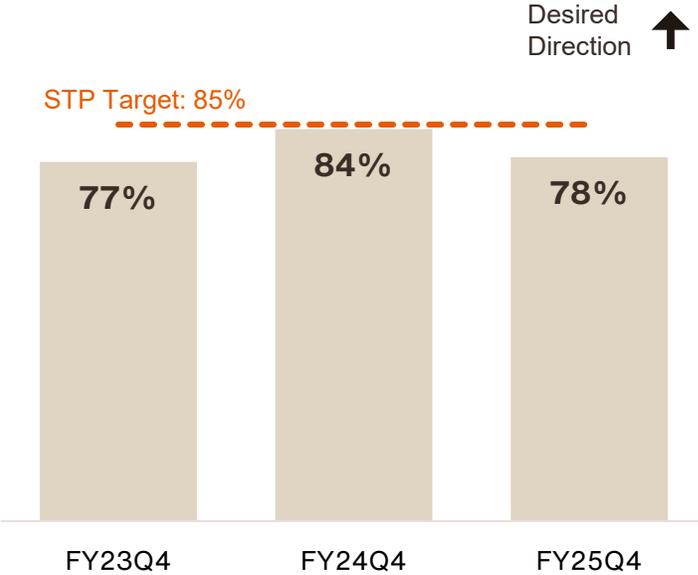
**Rail customer satisfaction exceeded Strategic Transformation Plan target of 85%**



**Bus customer satisfaction near Strategic Transformation Plan target of 85%**



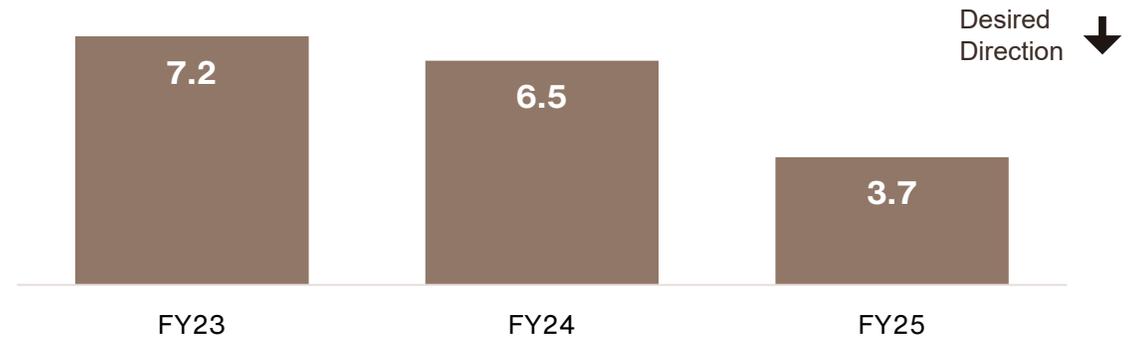
**Access customer satisfaction fell in FY25 after gains in FY24**



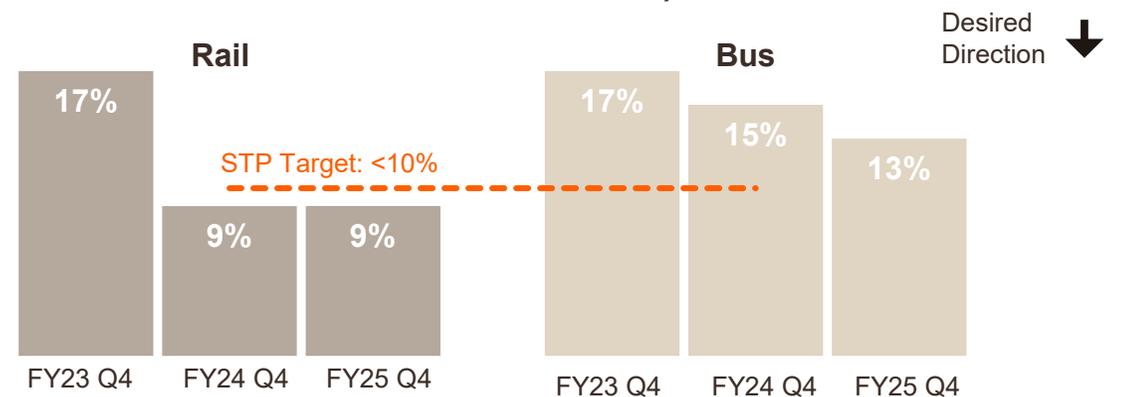
# Efforts to Address Safety Resulted in 50 Percent Decrease in Crime Rate Since FY23

- Positive trends reflect following actions, which will continue in FY26:
  - Visible staffing on platforms and trains
  - High clearance rate enabled by cameras
  - Fare gate retrofits and increased enforcement
  - Support for individuals experiencing mental health or other crises
  - Proactive relationships with youth and the community
  - Data-driven policing strategies
- Customer perceptions of safety on rail improved by 8 points since FY23

**Part 1 Crime Rate (# crimes per million passenger trips)**



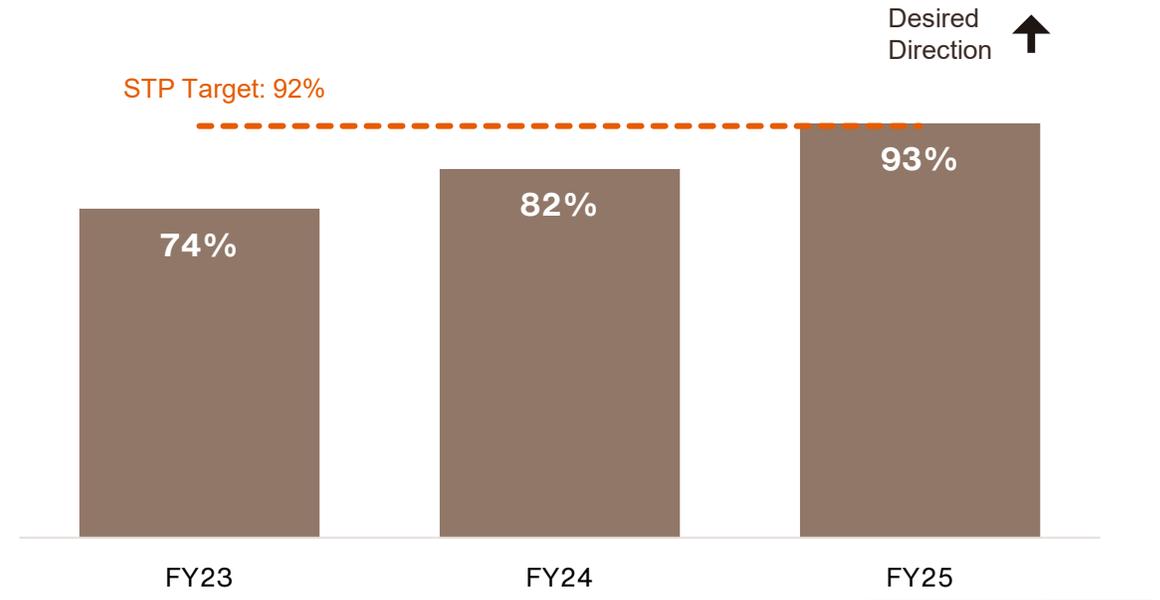
**Perceptions of Safety From Crime / Harassment (percent of customers dissatisfied)**



# Rail Transformation Aided By Focus on Delivering More and Better Service

- 30% increase in revenue miles in FY25 vs FY23:
  - 7000-series returned to service
  - Accelerated operator hiring to restore staffing levels
  - More efficient construction-related outages to minimize customer impact
  - Budgeted for more frequent service thanks to jurisdictional support to close funding gap:
    - Service every six minutes all-day on Green and Yellow lines – double the amount in FY23
    - Additional peak service on all lines
- Automatic Train Operation implemented on all lines in June 2025, speeding up service. Average customer trip is almost a minute faster compared to June 2024
- Actions to improve: continued infrastructure investments to maintain and improve reliability

## Percent of Rail Planned Service Delivered



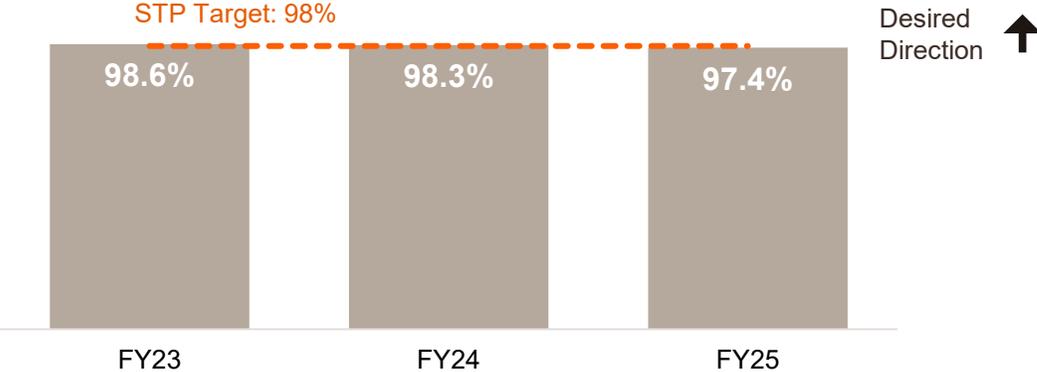
Overall, rail customer on-time performance improved one percentage point in FY25 (88.3%, up from 87.3% in FY24), equivalent to over 100,000 more rail customer trips on-time each month

# Bus Service Reliability Is Top Driver of Customer Satisfaction; Stable Since FY23

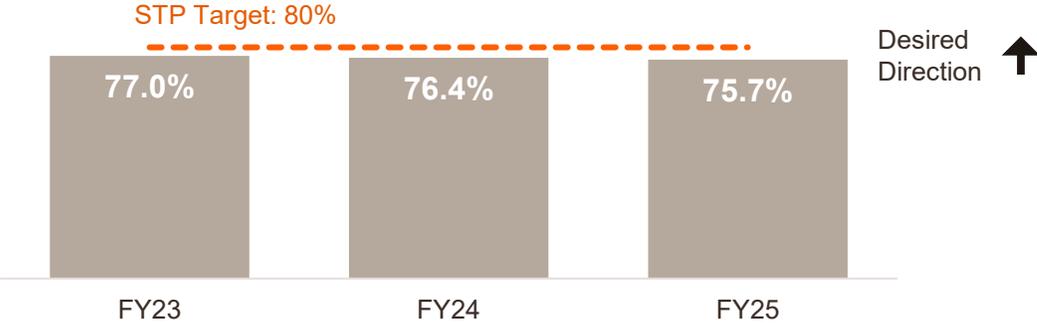
- Reliable service identified by bus customers as top driver of satisfaction and willingness to ride more frequently
- Actions to improve in FY26
  - Continue implementation of redesigned bus network, focus on frequency and connections
  - To minimize missed trips, recruit 560 bus operators in FY26, 5% more than FY25
  - Actively manage late and early trips
  - Partner with region to expand bus priority. Scheduled bus speeds were 3% lower in FY25 compared to FY23

Prediction accuracy improved 3-points in FY25, helping the +80% customers using apps to plan trips

## Percent of Bus Scheduled Service Delivered



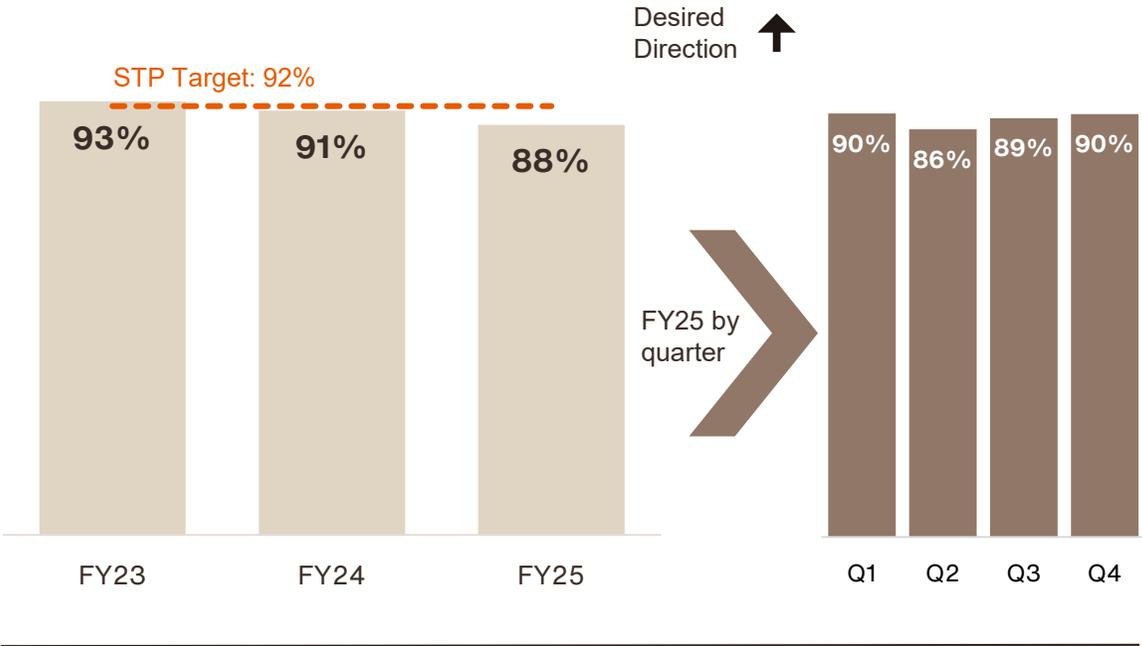
## Bus On-Time Performance



# Transition to New MetroAccess Contracting Model Impacted Reliability and Satisfaction

- Performance dipped following July 2024 transition from five (5) service providers to one (1)
  - On-time performance challenges also increased missed trips
- Steady improvement since December 2024 with addition of a new service provider that added coverage in Montgomery County. On-time performance reached 90.5% in June
- About 60% of trips fulfilled by Abilities-Ride partners, relieving pressure on dedicated service
- Actions to improve in FY26:
  - Continue partnership with contractors to identify and implement strategies to boost performance

## Percent of MetroAccess Trips Picked Up On-Time



39 more trips each day in FY25 were late compared to FY23

# Appendix: Detailed FY25 Results



Washington Metropolitan Area Transit Authority

# Safety and Security

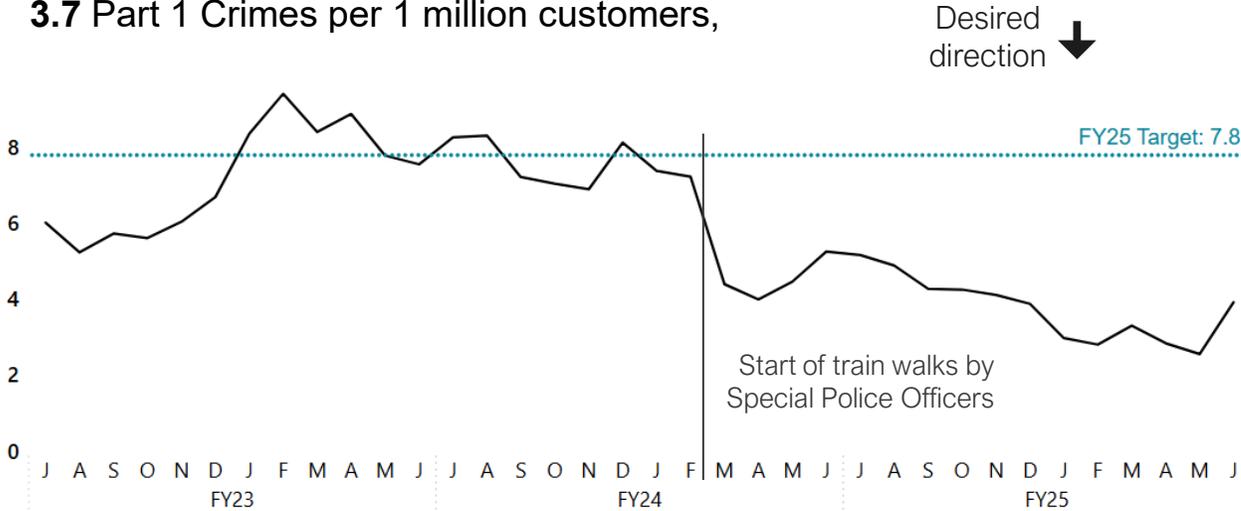


Washington Metropolitan Area Transit Authority

# Part 1 Crime Down 43% Compared to FY24 and More Customers Feel Safe

## ● Part 1 Crime | All Modes

3.7 Part 1 Crimes per 1 million customers,



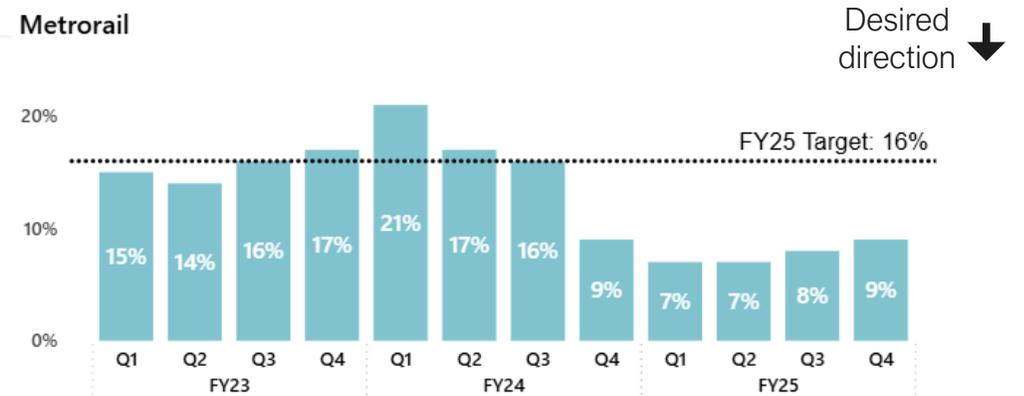
- Almost 350 staff and contracted support deployed in the system daily
- 30,600+ interactions by Crisis Intervention Team in FY25
- 19,700+ fare enforcement actions across bus and rail; +800% increase in bus fare enforcement vs. FY24
- 985 total Part 1 Crimes in FY25: 61% occurred on rail, 19% on bus, 17% on parking lots, 3% in Metro facilities
- Biggest decreases Motor Vehicle Theft (-59% vs FY24), Larceny (-33%), Robbery (-26%), and Assault (-22%)

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

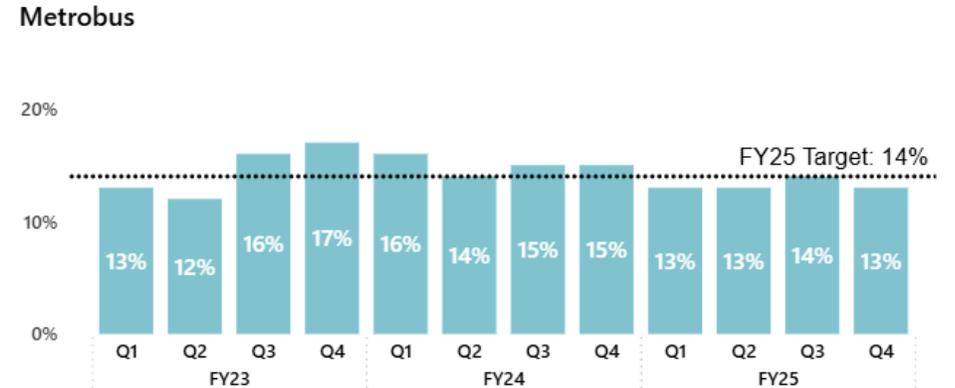
Percent of customer survey responses who rated their perception of safety from harassment or crime on the train/bus of their last trip as "1" or "2" on a five-point scale where 1= "not at all safe" and 5= "very safe"

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"

### Metro rail



### Metrobus



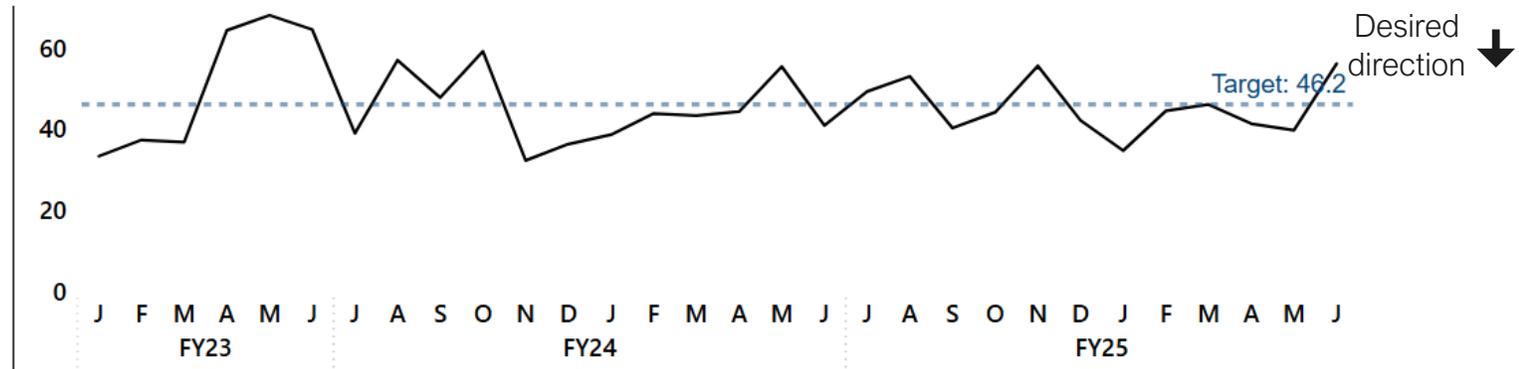
# Transit Worker Assaults Met Target, Sustaining FY24 Performance Despite Increase in Ridership

## ● Transit Worker Assault Rate

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

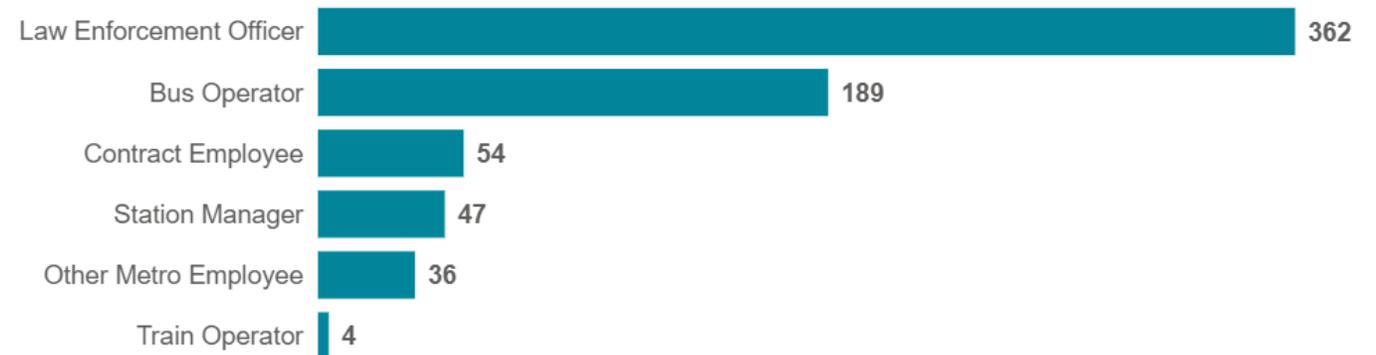
- 692 Assaults FY25:
  - 83% (571) physical, 17% (121) non-physical
  - 92% (638) involved employees, 8% (54) contractors
- Assaults on law enforcement officers are most common (52%), followed by assaults on bus operators (27%)
- Crisis Intervention Team (CIT) members had over 30,600 contacts with the public in FY25

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 FY25

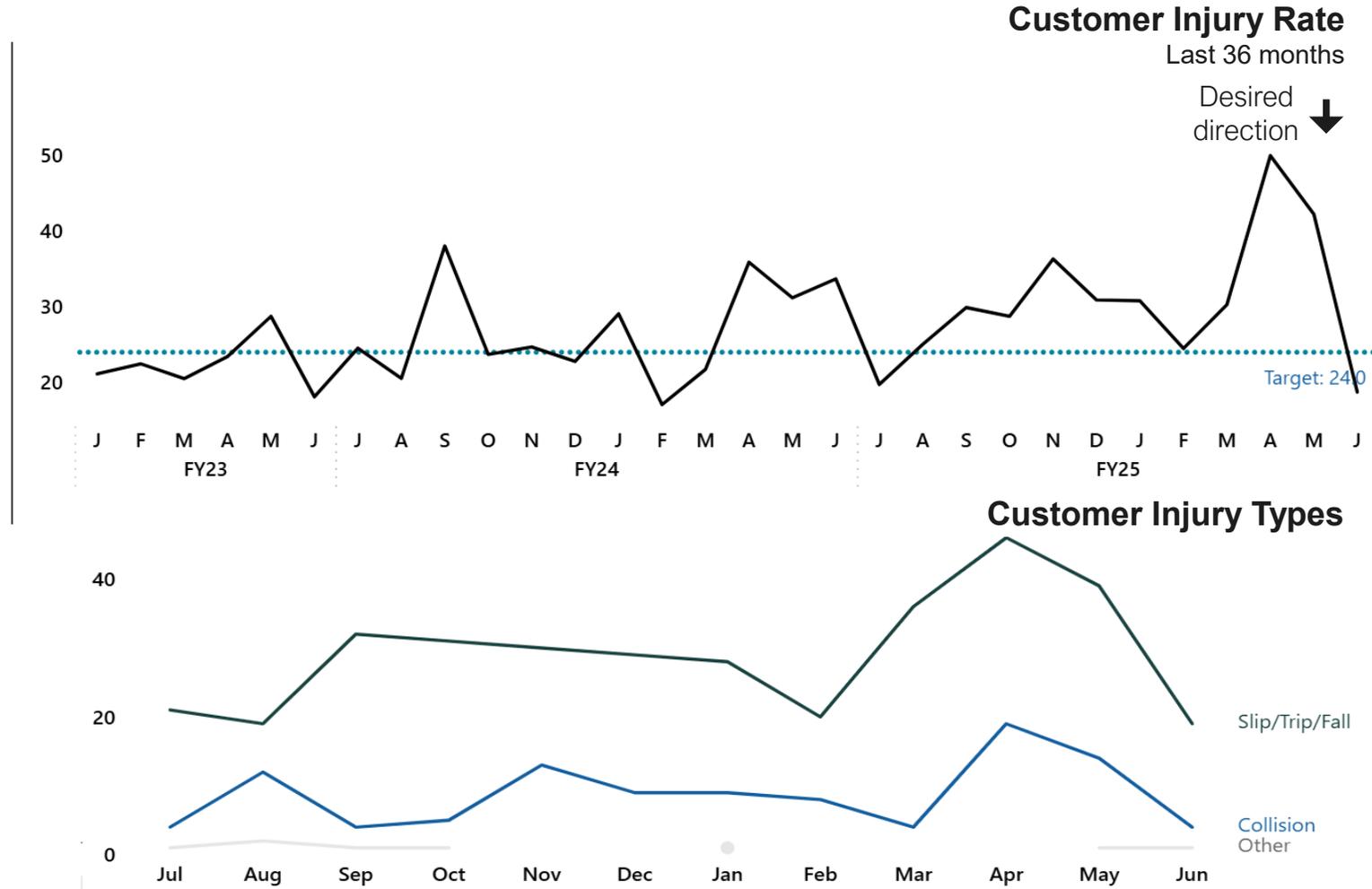


# From Q3-Q4, Ridership Grew More (+16%) than Service Levels (+4%), Increasing Likelihood of Customer Injury

## Customer Injury Rate | All modes

30.9 injuries per 10M revenue miles, 15% higher than FY24 and missing target of no more than 24.0

- 463 injuries in FY25: 57% bus (266 injuries), 40% rail (184), 3% MetroAccess (13)
- 76% of injuries were slips/trips/falls: 92% of rail injuries and 66% of bus injuries. 23% of injuries were collision-related: 33% of bus injuries and 54% of MetroAccess injuries. Highest proportion of bus slip/trip/fall injuries occurred while the bus is in motion (25%), followed by hard braking (17%) and boarding & alighting (17%).
- Spike in injuries during April and May due to more slips/trips/falls across all modes and bus collision injuries.
- Rate dropped drastically in June to meet the FY25 target, driven by fewer slips/trips/falls and zero MetroAccess injuries.

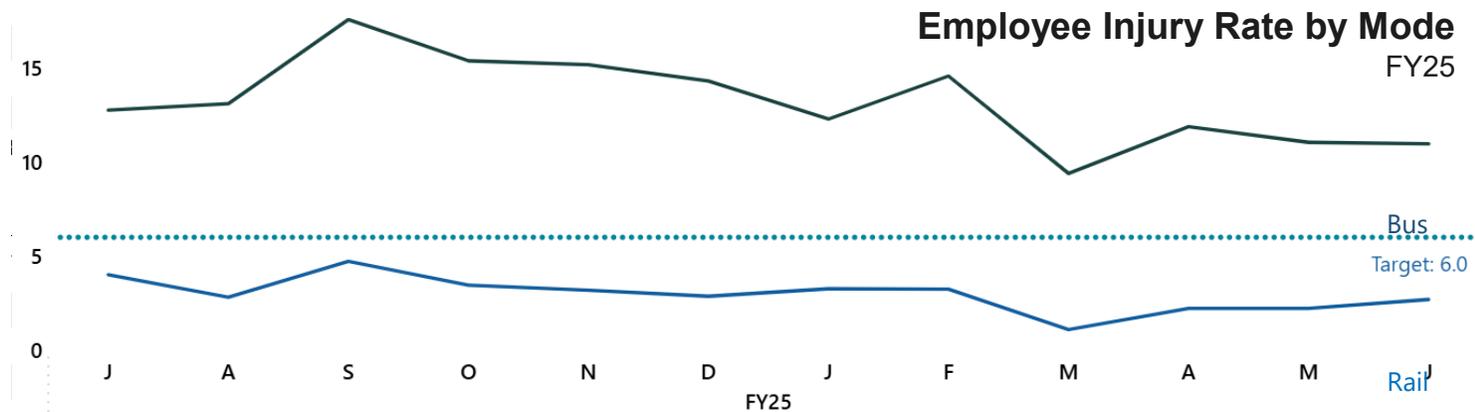
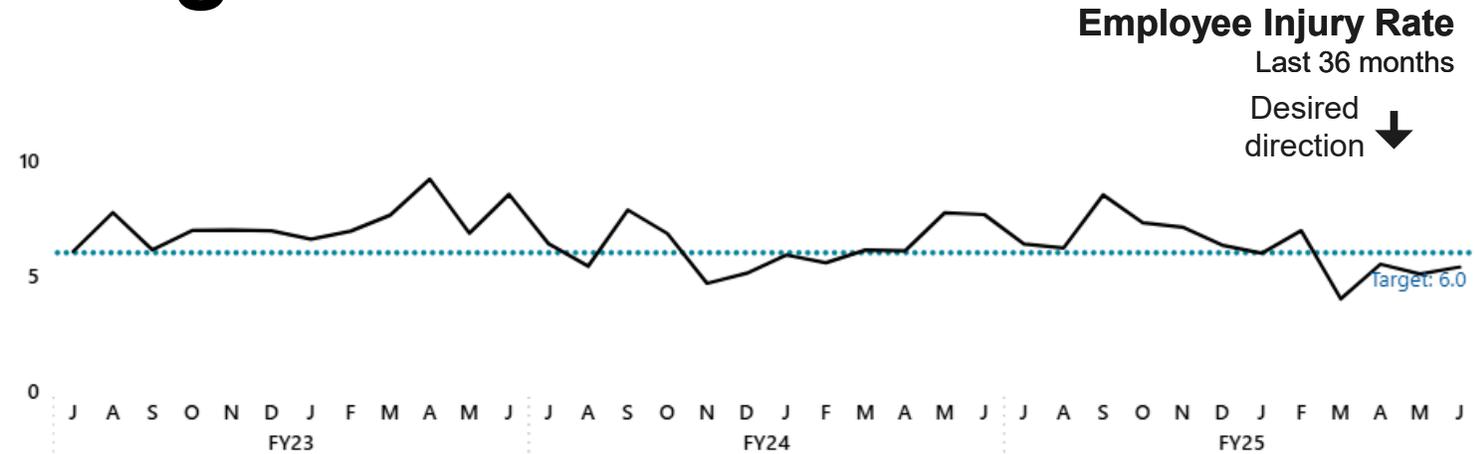


# Employee Injury Rate Improved Compared to FY24, Although Missed FY25 Target

## Employee Injury Rate | All modes

6.2 injuries per 200,000 employee hours, just missing target of no more than 6.0, but improved from FY24 (6.3)

- 788 injuries FYTD. Top injury types: collision (23%), stress (21%), strain (18%), slip/trip/fall (13%), and struck or injured by object (12%). All types trended downward since spike in September.
- Of total: 65% of injuries among bus employees, 24% rail employees, and 11% all other.
- Compared to FY24, in FY25 the bus employee injury rate improved by 4%, which was driven in large part by a 18% reduction in stress-related injuries.
- Recent initiatives: launched major campaigns on fall protection & slip/trip/fall awareness, launched Fitness for Duty program, Safety Blitzes at high incident locations, and Bus Operator Assault Prevention Training.



# Rail Crowding Increased in Second Half of FY25 with Ridership Growth

## ● Crowding | Rail

1.3% 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 is much more likely in the core of the system during peak periods. Passenger crowding time nearly doubled during the peak periods between FY24 and FY25 from 0.8% to 1.4%
- Ridership increased starting in March due to return to work and seasonal trends which led to a spike in crowding
- Actions: Add 8-car trains, additional trips
  - 72% 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

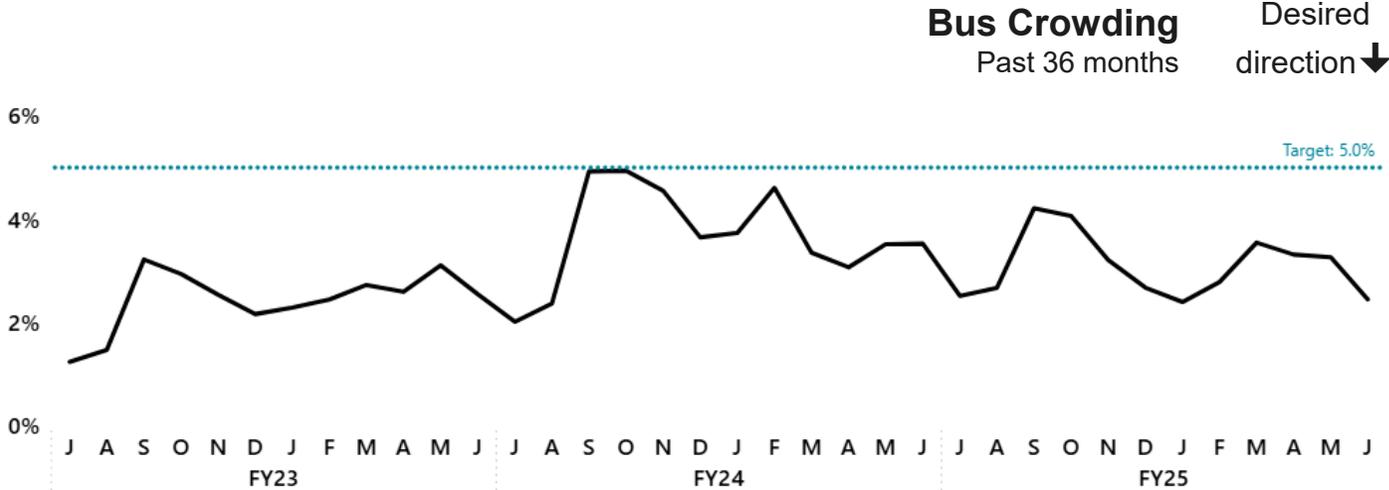


# Bus Crowding Was Lower in FY25 than FY24

## ● Crowding | Bus

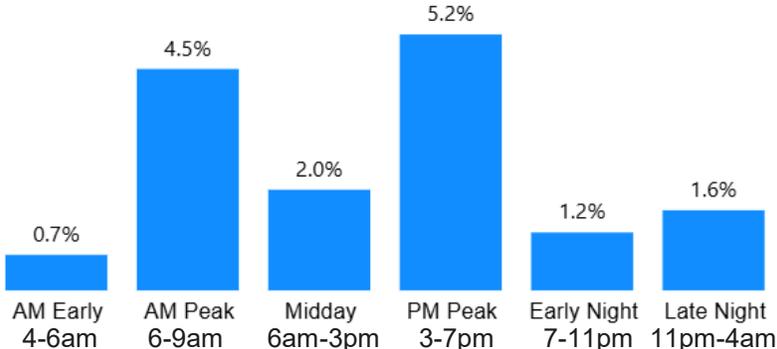
3.1% of passenger minutes were spent in crowded conditions (>40 passengers on bus), meeting target of no more than 5%

- Lower crowding this year than last year despite higher ridership indicates bus service is meeting passenger demand
- Increased frequency helps mitigate crowding; over 44% of customer trips occur on routes with 12 min or better frequencies
- Crowding is concentrated: Over 50% of crowding occurs on 13 out of 183 routes
- Customers are about 60% more likely to experience crowding during the PM peak than average
- Metro is actively monitoring crowding and deploying additional trips in high-demand areas as resources permit



**FY25 Crowding by Time Period**

Weekdays



# Reliability



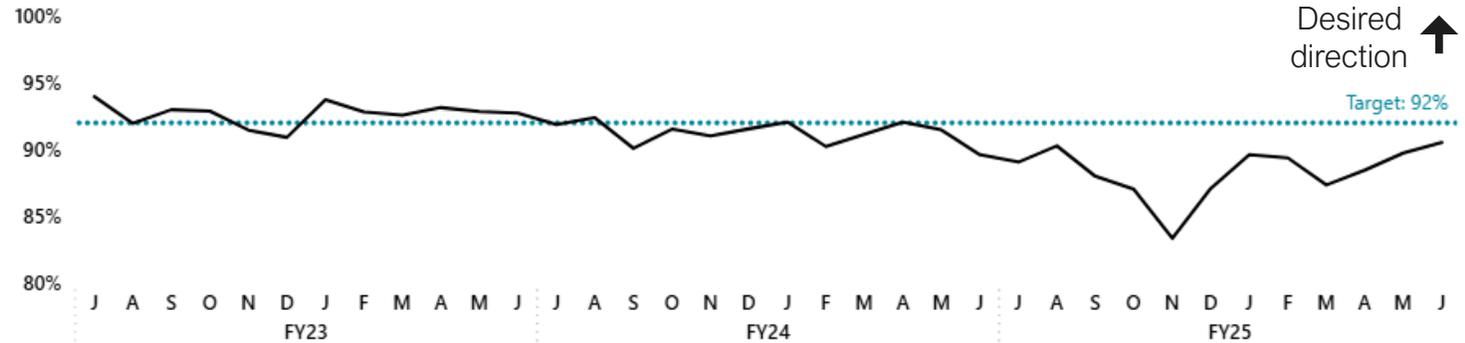
Washington Metropolitan Area Transit Authority

# Access On-Time Performance Improved in Q4

● **On-time Pickup Performance | Access**  
**88.4%** of on-time pick-ups, missing target of no less than **92.0%**

- Performance experienced a gradual improvement in Q4; June on-time pickup was 90.5%, the highest in FY25
- Improvement credited to:
  - Addition of new contractor and garage in Montgomery County
  - Leveraging Abilities-Ride program
  - Scheduling more direct trips (vs. shared rides)
  - Seasonal changes in traffic pattern (end of school semester)
- Key actions to improve:
  - Allocate trips among two contractors based on their performance

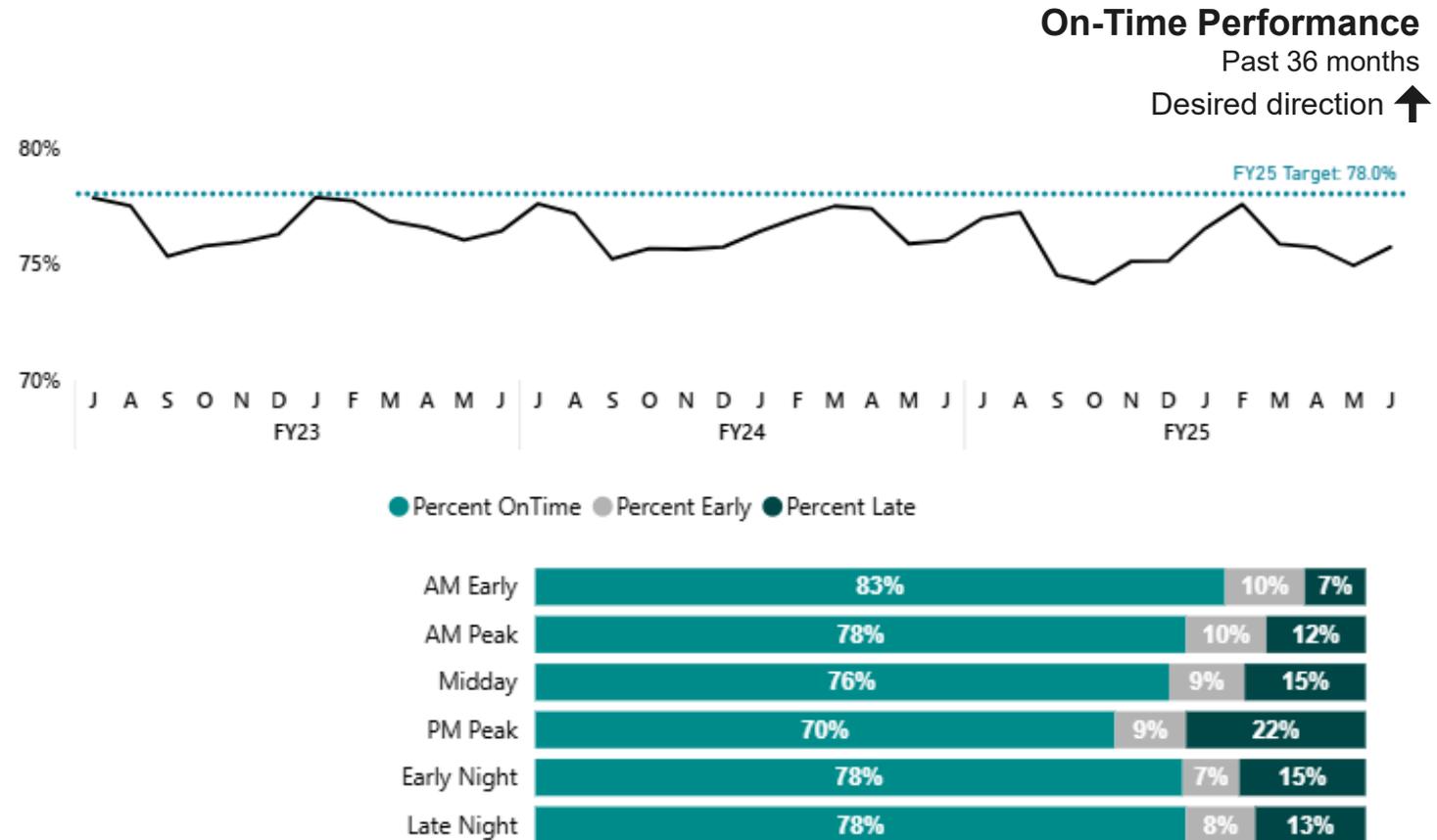
**On-time Pickup Performance**  
 Last 36 months



# Bus On-Time Performance Remained Below Target in FY25 with Seasonal Decreases in Q1 and Q4

## On-time Performance | Bus 75.7% on time, missing target of 78%

- Performance decreased in Q4 compared with Q3, aligned with traffic patterns and return-to-office trends
- Buses almost twice as likely to be late (15.5%) than early (8.7%). Late buses are a particular problem during the PM peak (22%), when traffic volumes are highest
- The 12-minute network, which operates in more congested parts of our region, had lower on-time performance (74%) than less frequent routes (76%) in FY25
- To improve reliability, Metro is collaborating regionally to expand bus priority and staff are increasing the use of strategies like holds, short turns, and skip stops

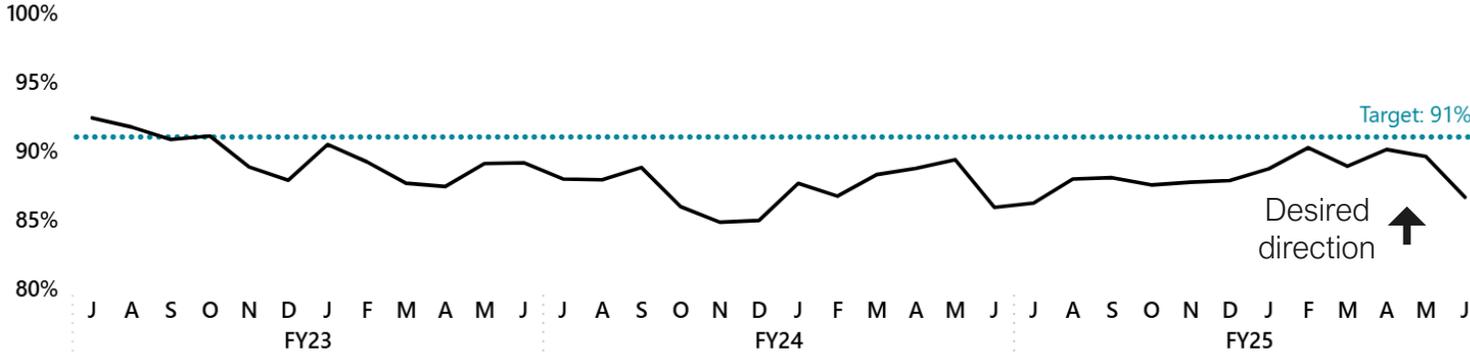


# Rail On-Time Performance Improved Compared to FY24

**On-time Performance | Rail**  
**88.3%** on time, missing target of no less than **91%**

- Main drivers of late trips: service disruptions (8.5%), planned track work (0.7%) and customer behavior (2.5%)
  - Top three disruptions: railcars (33%), customer incidents (18%), and rail transportation (16%)
- OTP declined in June due to more frequent major incidents, especially signaling incidents
- Automatic Train Operation expanded to all rail lines in mid-June. June rail schedule adjustment removed up to 4 minutes per line thanks to faster speeds and less variability. Average customer trips was 51 seconds faster in June 2025 vs. June 2024

**Customer On-Time Performance**  
 Last 36 months

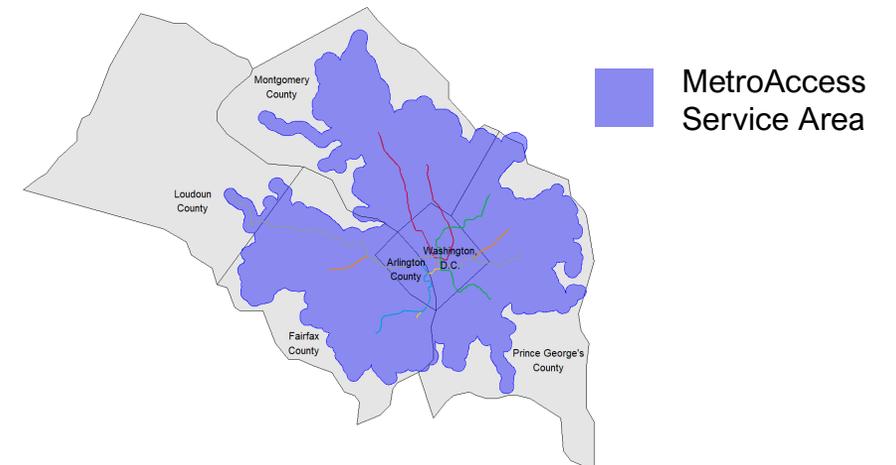
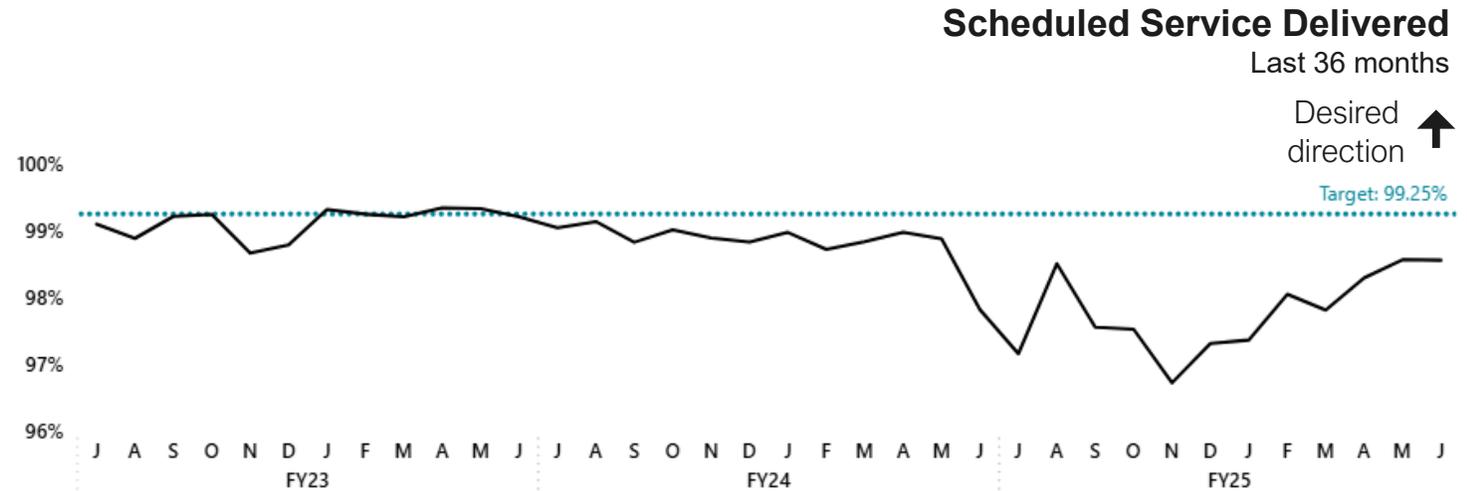


# Access Delivered Over 2,300 Trips Per Day on Dedicated Service and Missed Fewer Than 36 in Q4

## ● Scheduled Service Delivered | Access

97.8% 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 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

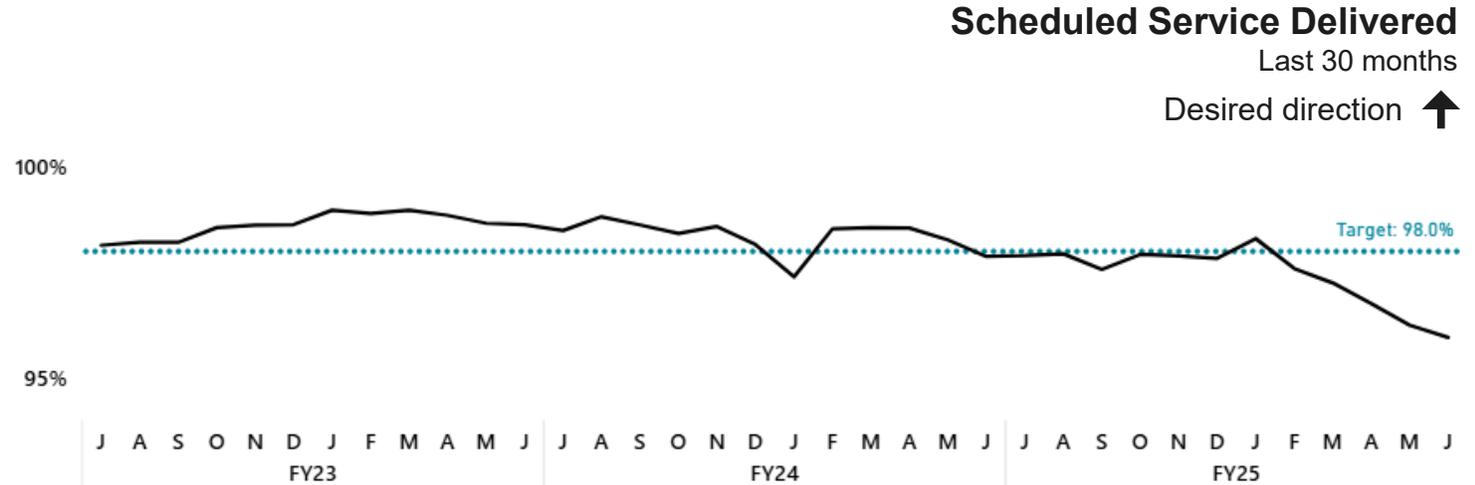


# Percent of Bus Service Delivered Declined in Q3 and Q4, Falling Below Target for FY25

## Service Delivered | Bus

97.4% of scheduled service delivered, just missing target of no less than 98%

- 300 out of 12K trips missed on average in FY25
- Top 3 reasons for missed trips: operator availability, vehicle problems, customer related
- Missed trips due to operator availability increased in Q3/Q4 related to Better Bus Network training. Metro plans to recruit 560 bus operators in FY26, 5% more than FY25
- Fleet reliability fell in FY25 as average bus age increased, contributing to missed trips
- Previous trip delays increased, becoming 3rd most common cause of missed trips in Q3/Q4. In response, Metro set a new, data-driven scheduling standard that 95% of trips have enough time to start the next trip on schedule

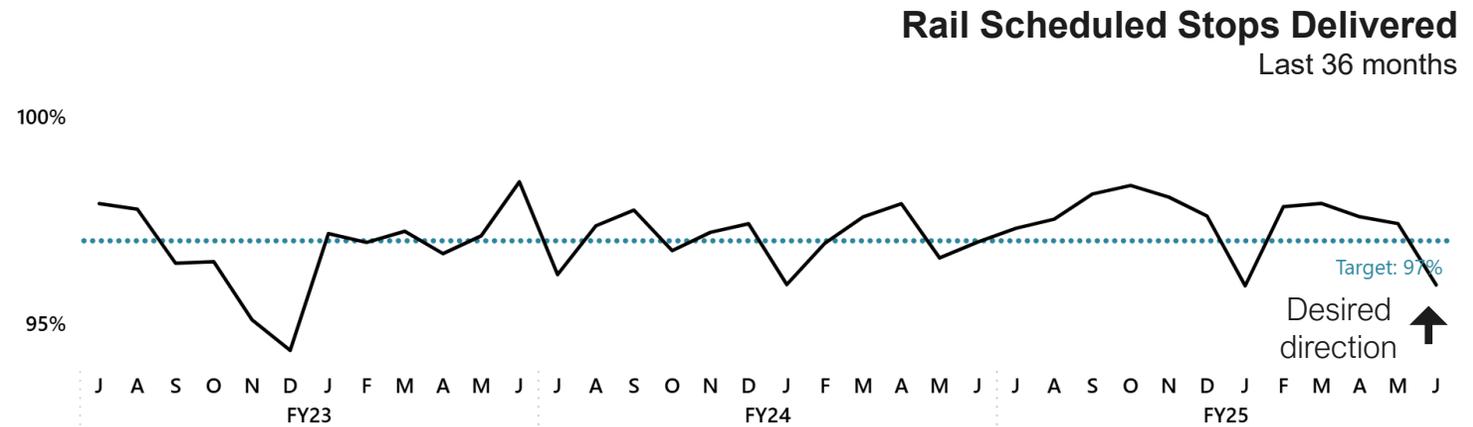


# Nearly 98% of Rail Scheduled Stops Delivered in FY25, Meeting Target and Improving From FY24

## ● Scheduled Stops Delivered | Rail

97.4% stops delivered, meeting target of no less than 97%

- About 700 out of 26,000 stops missed per day: performance suffered in January and June, shortly after ATO was rolled out on new lines and leading to an increase in station overruns
- Most missed stops due to service disruptions. Top three types: rail vehicle malfunctions, employee error (such as door errors), and rail operations
- 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

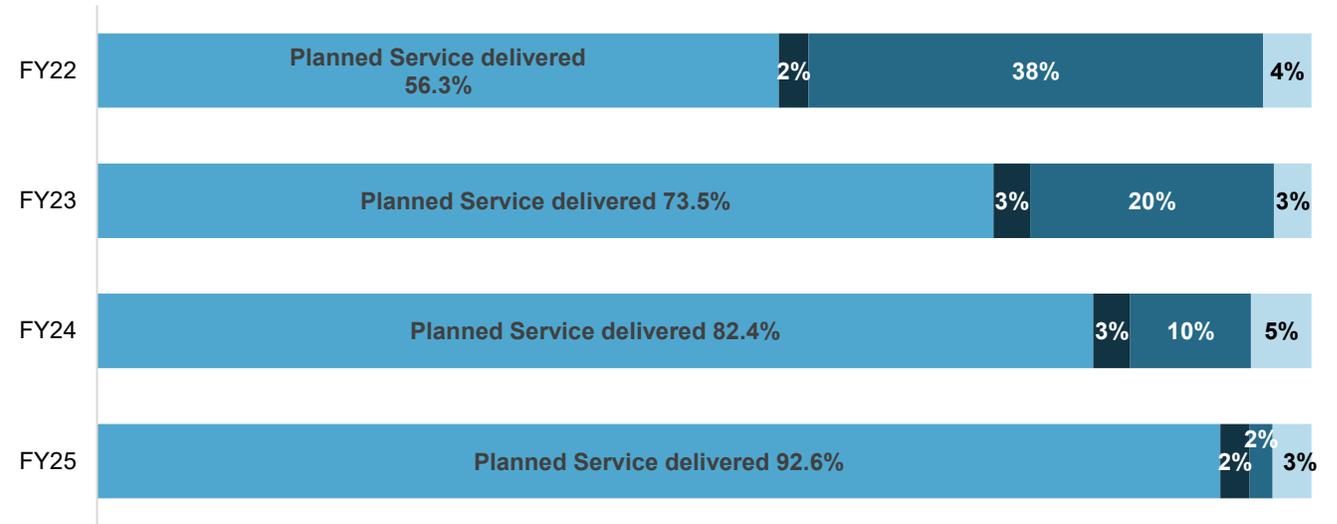


# Almost 93% of Planned Rail Service Was Delivered in FY25, Meeting Target and Improving From FY24

## ● Planned Stops Delivered | Rail

92.6% stops delivered, meeting target of no less than 85%

- Planned service disruptions (extended shutdowns, weekend and weekday trackwork) account for most missed service (3.2%), followed by service adjustments\* (1.9%), and unplanned incidents (2.4%)
- Actions to improve:
  - Continue to reduce impact of planned trackwork through coordinated planning process and more efficiently using overnight non-revenue hours



■ Missed due to incidents ■ Service Adjustments due to resource availability ■ Missed due to planned trackwork

\*Service adjustments cover temporary resource constraints that require modifications to our budgeted service plans. In FY25, this primarily includes the deferred implementation until December of 6-min headways on the Green and Yellow lines.

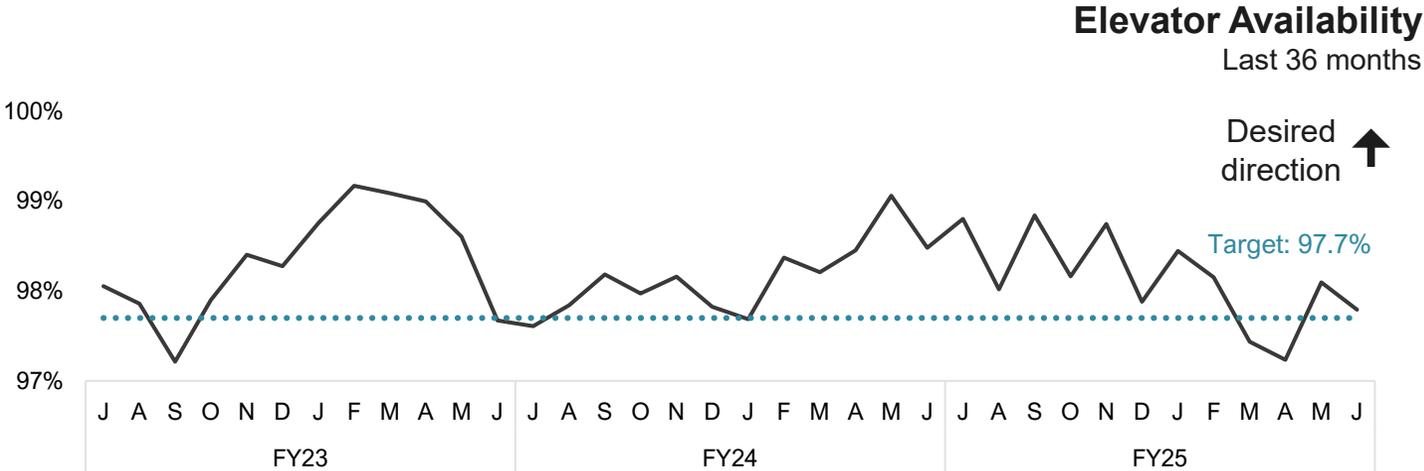


# Elevator Availability Met Target, With 314 out of 320 Elevators in Service at Any Time

## ● Elevator Availability | Rail System

98.1% availability, meeting target of no less than 97.7%

- 16% of unavailability (about one unit at any given time) was due to capital work to replace/rehab aging units, and 86% was from unplanned outages (about 5 units at any time)
- Elevators are getting fixed faster: mean time to repair is 8 hours in Q4, more than an hour shorter than last quarter
- Two elevators at Archives and Benning Road were replaced with new units in FY25, both in Q4. Three more units have planned capital work in FY26
- Elevators on the Silver Line were available over 98.3% of the time in Q4

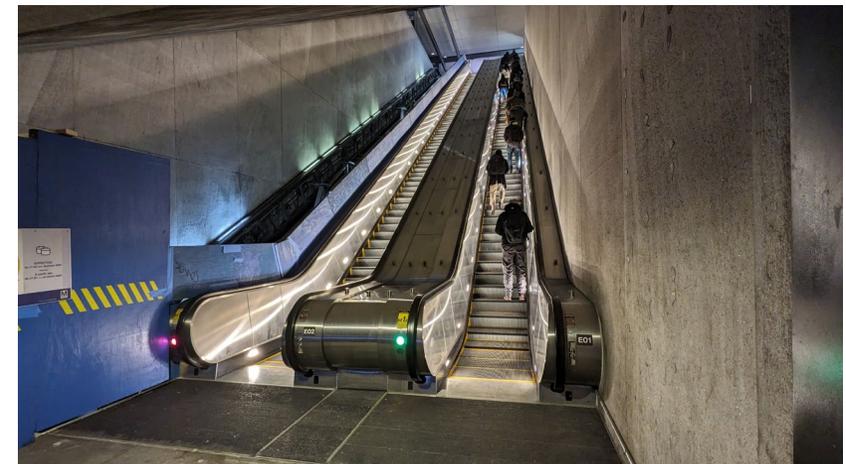
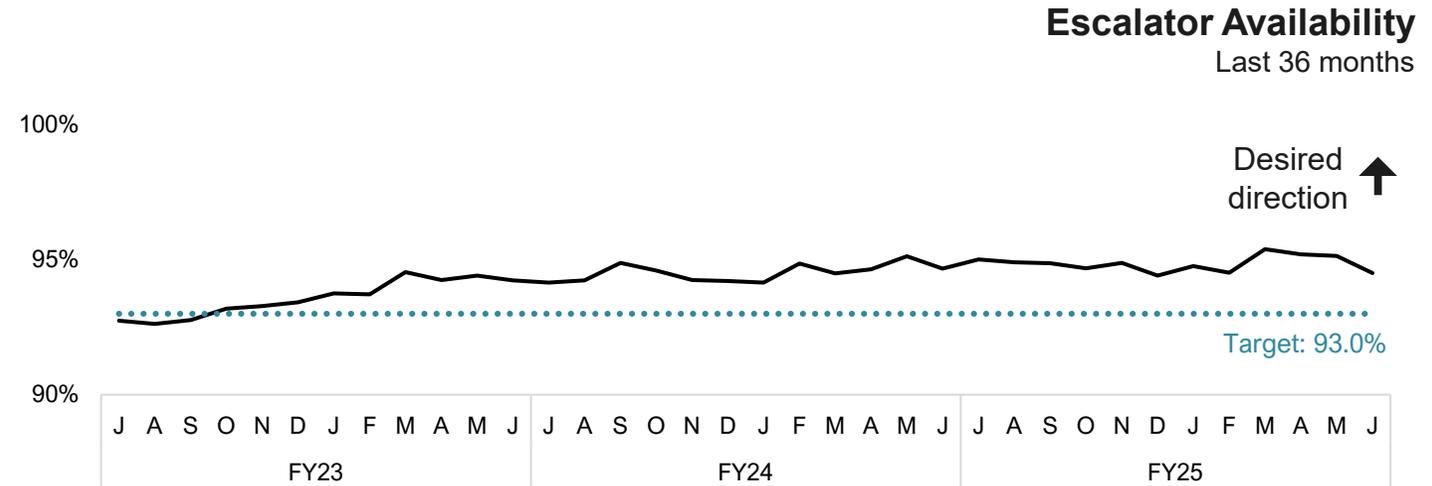


# Escalator Availability Met Target, With an Average of 614 out of 647 Escalators in Service at Any Time

## Escalator Availability | Rail System

**94.9%** availability, meeting target of no less than **93.0%**

- Availability met target for 33 months in a row through June, and FY25 had the highest availability since FY21
- March availability was 95.4%, the best performance is over three years
- In Q4, 37% of outage time was due to capital work with 12 units out of service, consistent with the rest of the fiscal year. In FY26, Metro plans capittally-funded rehabs and/or replacements on 11 units.
- 90% of stations met the escalator availability target in Q4



# Convenience



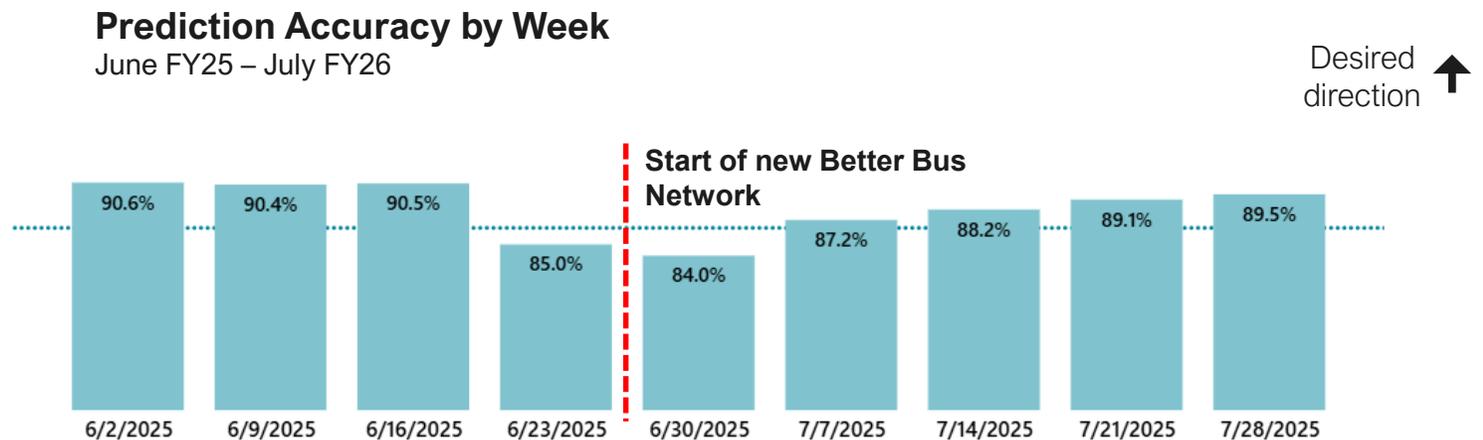
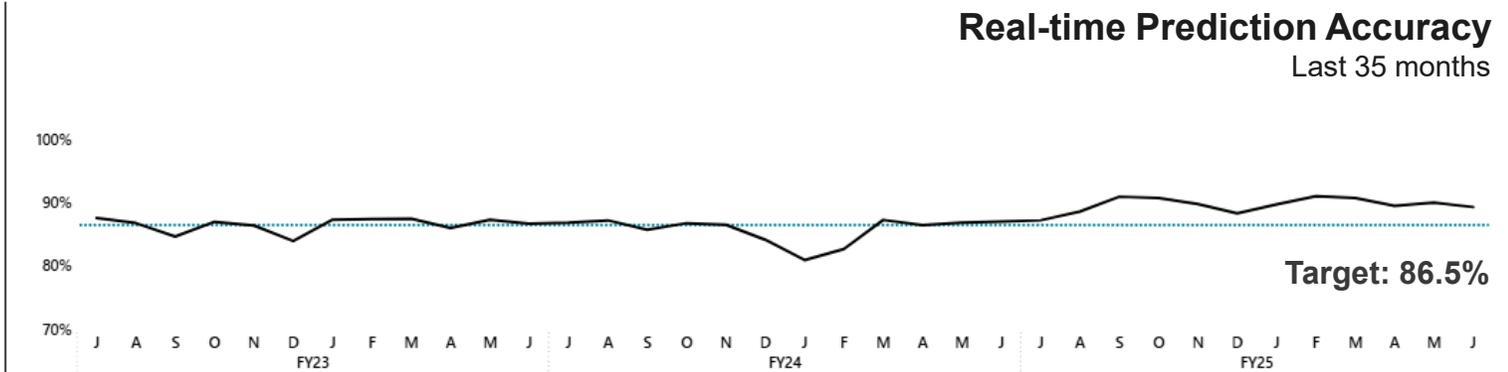
Washington Metropolitan Area Transit Authority

# 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
- Bus predictions can now better account for detours caused by changes in service on snow days and road closures for major events like Inauguration
- As is normal with new schedules, prediction accuracy dipped slightly during the first weeks of the new network but has returned to average FY25 performance levels as the algorithm learned and adjusted
- Metro continues to address known issues, such as improving terminal predictions

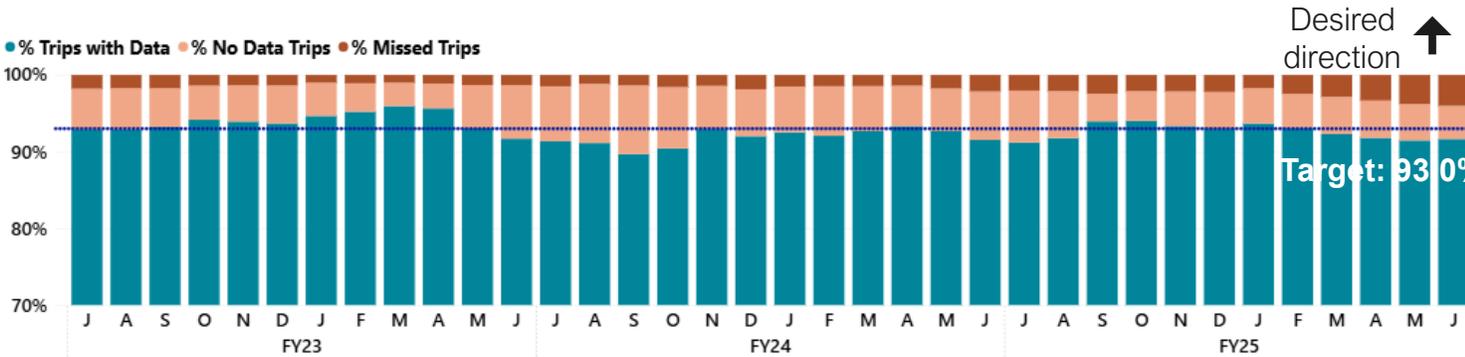


# Bus Real-Time Information Availability Improved from FY24, but Missed Target Due To More Missed Trips

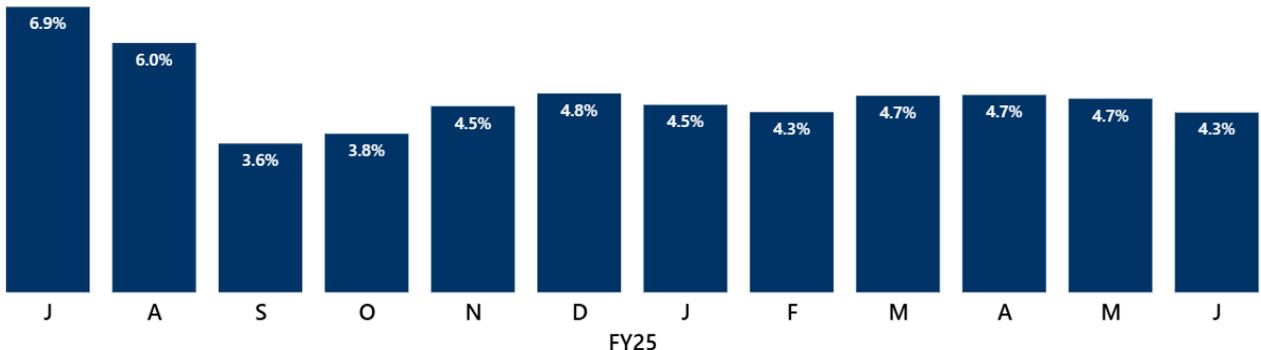
**Real-time Info Availability | Bus**  
 92.6% of trips had predictions available, missing target of no less than 93.0%

- Lower info availability can be caused by missed trips or buses that are unable to transmit GPS data:
  - Missed Trips: Increased in Q4 due to operator availability issues and Better Bus Network training
  - No Data Trips: Share of trips without GPS data fell by over 20% after upgrade to algorithm in August where predictions were provided for buses that are not logged on to specific trips
- Metro continues to recruit and train bus operators to cover vacancies and absences, aiming to keep missed trips low in FY26

Real-time Information Availability  
 Last 35 months



Percent No Data Trips by Month  
 FY25

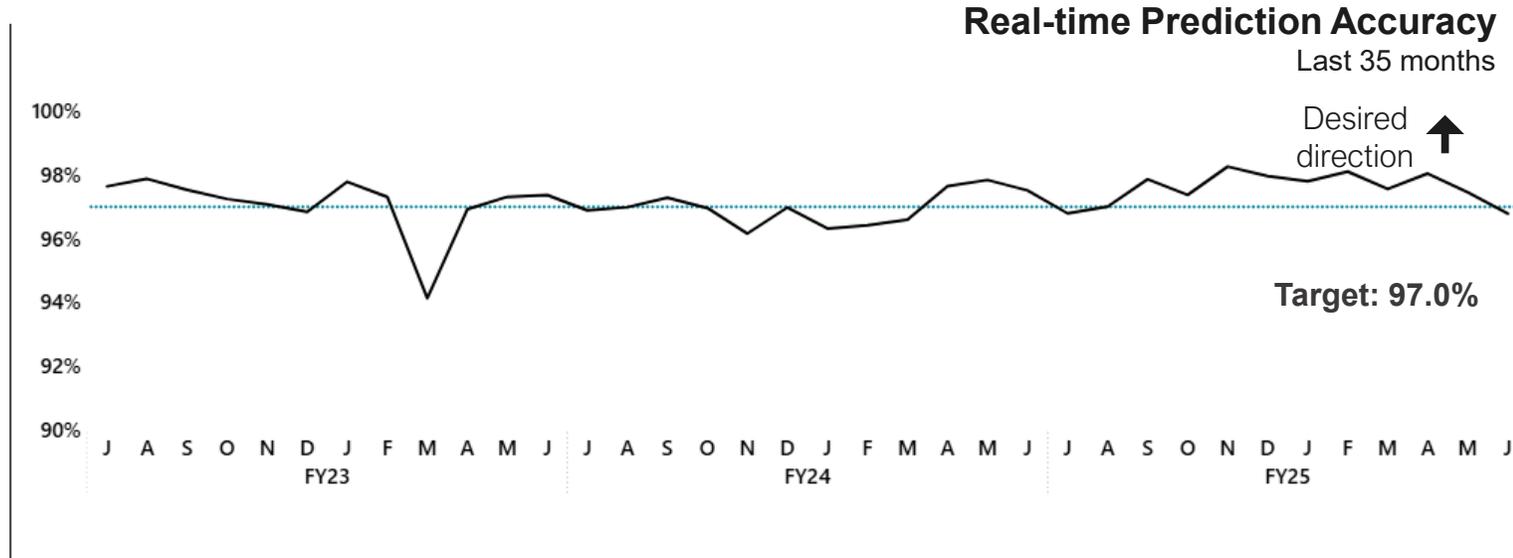


# Rail Real-Time Arrival Prediction Accuracy Met Target, Sustained High Performance in FY25

## ● Real-time Arrival Accuracy | Rail

97.6% of predictions were accurate, meeting target of no less than 97.0%

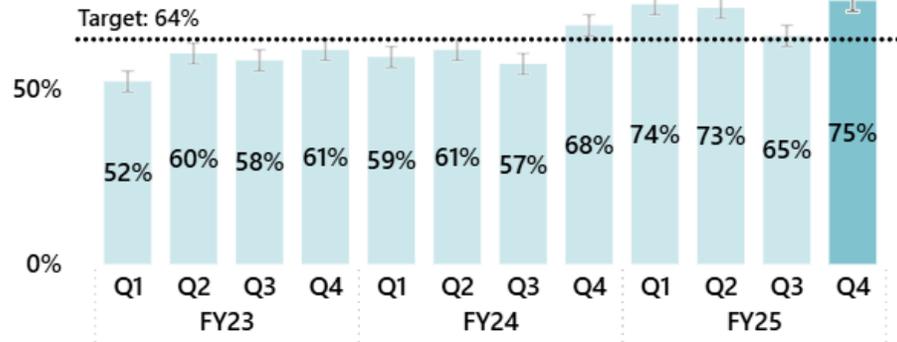
- Upgrades implemented in November improved accuracy at terminals, reducing the likelihood that customers would see predictions for trains that weren't coming
- Accuracy fell in May and June as trains were more likely to run early when Automatic Train Operations (ATO) was implemented on the Green, Yellow, Orange, Blue and Silver Lines. Accuracy started to improve after schedules were updated on June 22 that factor in the faster travel times under ATO



# Bus and Rail Cleanliness Improve From Previous Quarter, Surpassing Targets

## ● Metrorail

75% in Q4, above target of no less than 64%

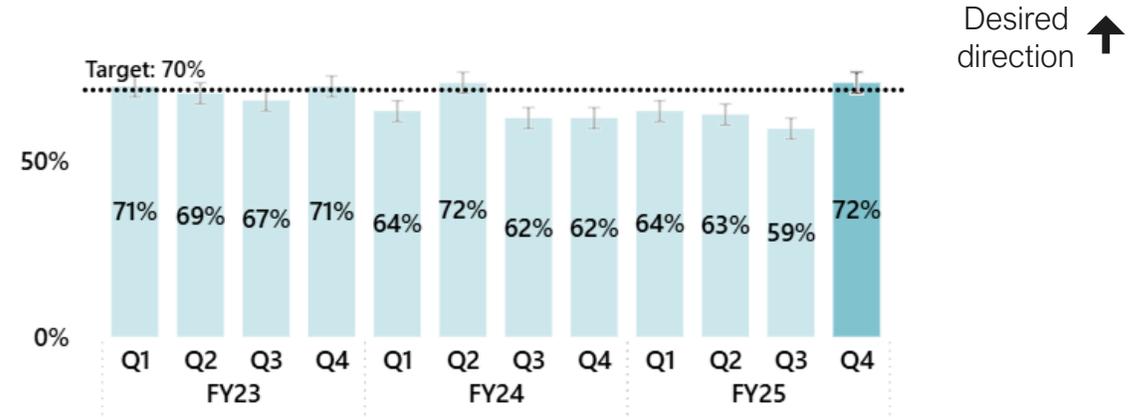


**Metrorail's Q4 performance met the target and was significantly higher than in Q3.**

- Cleanliness in Q4 matches the highest levels since early 2021
- Increase was especially significant among key segments: up 26% for Green Line riders and 12% for commuters

## ● Metrobus

72% in Q4, above target of no less than 70%



**After recent declines, cleanliness increased for Metrobus in Q4 and was above target.**

- Bus cleanliness dissatisfaction decreased by four points with 10% dissatisfied in Q4
- Satisfaction with bus cleanliness was up by 15% for residents who live in DC and was up by 10% for residents who live in Maryland in Q4

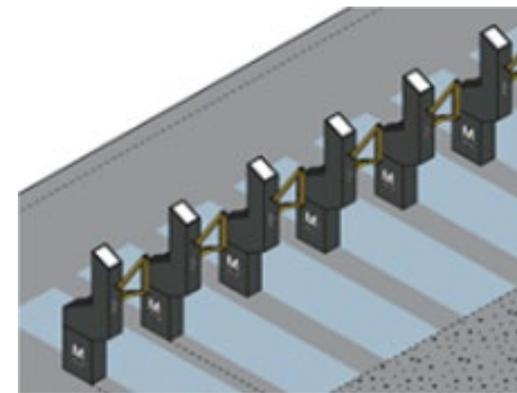
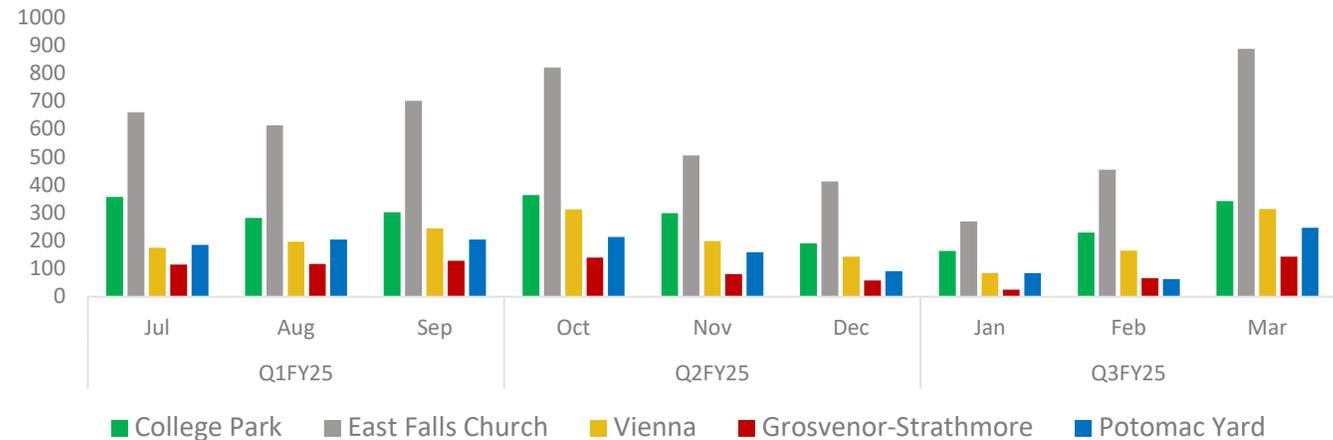
# New Bicycle Infrastructure To Be Installed Winter 2025; Access Rate Increase Expected

## Last-Mile Connectivity/Bicycle Access

1.4%, on track for 2030 target of 3.5%

- Updated data available upon completion of the next Rail Customer Survey. Staff are exploring a new methodology to get results more frequently, incorporate access via more non-motorized modes
- Station bike parking upgrades to begin in **Winter 2025**; currently assessing stations to develop implementation order
- Over 24,000** bike storage uses at SmarTrip-enabled facilities in FY25

# Bike Storage Facility Uses  
FY25 Q1-Q4



Implementation plan for new bike lock technology under review following 2024 feedback collection

*Pictured:  
Mockups for  
potential rack  
designs* 31 of 131