FY24 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 equitably connect a growing region.

Sustainability
Manage resources responsibly to achieve a sustainable operating, capital, and environmental 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

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Highlights

- Ridership grew 20% year-over-year

- Serious crime across the system is down 30% since Q3 FY23, and fare evasion is down from 13% to 4% on rail

- About 75% of customers on all modes are satisfied with their last trip

- Service reliability remains an area of focus, with some improvements in rail and bus on-time performance in Q3

Met or trended in the right direction for **two-thirds of Service Excellence KPIs** in FY24 Q1-Q3

Metric	Result	Right trend? Q2 vs. Q3	Featured
Goal 1: Service excellence			
Customer satisfaction			
Metrorail	🔴 77%		+
Metrobus	🔵 74%		+
MetroAccess	🟠 76%		+
Objective 1A: Safety and security			
Part 1 crime rate	🔵 7.4	✓	+
Customer / employee assault rate	🔴 9.4	✓	
Customer satisfaction: safety from crime			
Metrorail	🔵 59%	✓	+
Metrobus	🔴 58%		+
Customer injury rate			
Metrorail	🔴 13.9	✓	
Metrobus	🔴 61.0	✓	
MetroAccess	🔵 9.7		
Employee injury rate			
Metrorail	🔵 2.9		
Metrobus	🟠 12.5	✓	
Crowding			
Metrorail	🔵 0.5%	✓	
Metrobus	🔵 3.8%	✓	

Metric	Result	Right trend? Q2 vs. Q3	Featured
Objective 1B: Reliability			
On-time performance			
Metrorail	🔴 87.2%	✓	+
Metrobus	🟠 76.4%	✓	+
MetroAccess	🔴 91.3%		+
Percent of planned service delivered			
Metrorail	🔵 98.9%		
Metrobus	🟠 98.4%	✓	
MetroAccess	🔴 98.9%		
Elevator Availability	🔵 98.0%	✓	
Escalator Availability	🔵 94.4%	✓	
Objective 1C: Convenience			
Accuracy of real-time arrival information			
Metrorail	🔴 96.5%		+
Metrobus	🔴 85.2%		+
Availability of real-time bus arrival information	🔴 91.4%	✓	
Customer satisfaction: cleanliness			
Metrorail	🔴 57%		
Metrobus	🔴 62%		
Last-mile connectivity / bicycle access	⚪ 1.4%	n/a	

See the full FY24 Q2 Service Excellence Report under the "Performance" section of our Public Records page at wmata.com.

🔵 Target met   🟠 Target just missed   🔴 Target missed   ⚪ No target
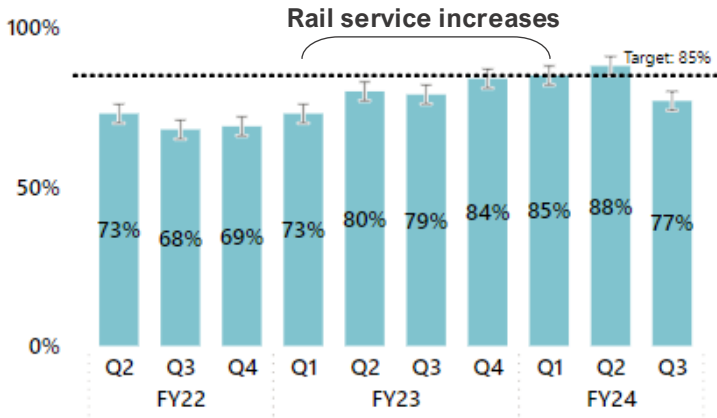
Customer Satisfaction and Security

About three-quarters of customers across all modes are satisfied with Metro

Desired direction ↑

● Metrorail
77% in Q3, missing target of no less than 85%

Rail service increases

Target: 85%

Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
73%	68%	69%	73%	80%	79%	84%	85%	88%	77%
FY22			FY23				FY24		

- Two main determinants: perceptions of service reliability, perceptions of safety from harassment or crime aboard trains

- As a contributing factor, **safety from harassment and crime doubled in importance** over the past six months

- Decline in Q3 attributable to: disruptive behavior aboard trains, fare evasion, weekend service disruptions

● Metrobus
74% in Q3, meeting target of no less than 74%

Target: 74%

Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
72%	64%	69%	74%	75%	73%	71%	75%	77%	74%
FY22			FY23				FY24		
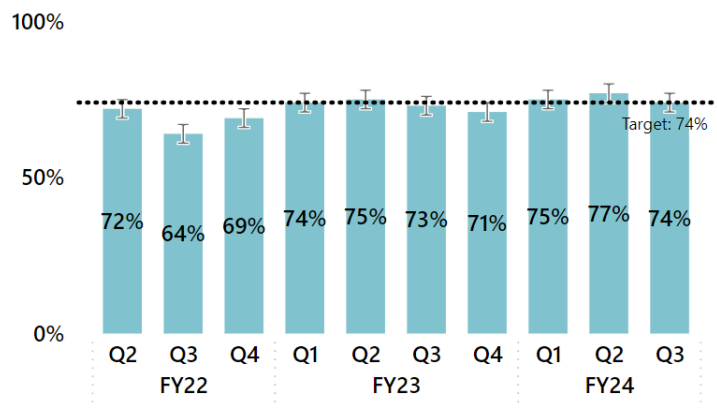
- **Q3 results for Metrobus consistent with results over the past six quarters**

- Ratings for the strongest drivers of satisfaction—wait times, travel times, and reliability of service—did not change significantly from last quarter

● MetroAccess
76% in Q3, just missing target of no less than 80%

Target: 80%

| Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
82%	85%	83%	79%	78%	75%	77%	81%	77%	76%
FY22			FY23				FY24		
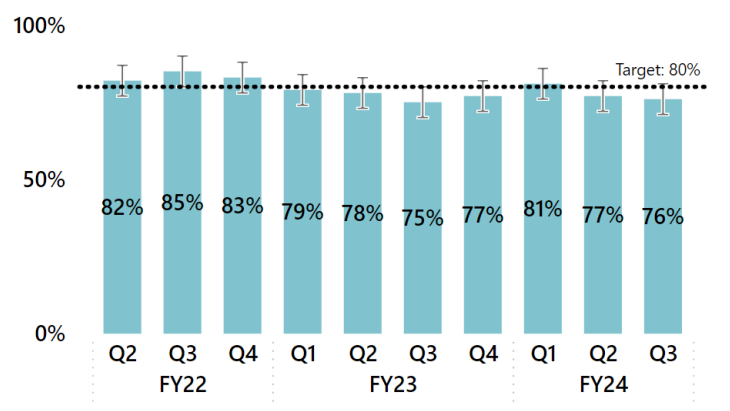
- **Over half of MetroAccess customers think service quality improved in the past year**

- Decline in satisfaction from Q1 related to drivers not leveraging real-time traffic condition data. MetroAccess is reinforcing the use of GPS devices

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# Crime and fare evasion have decreased over the last year; customer perception has been slower to change

Part 1 Crime rate was 30% lower in FY24 Q3 compared to the same quarter last fiscal year



Start of train walks by Special Police Officers →
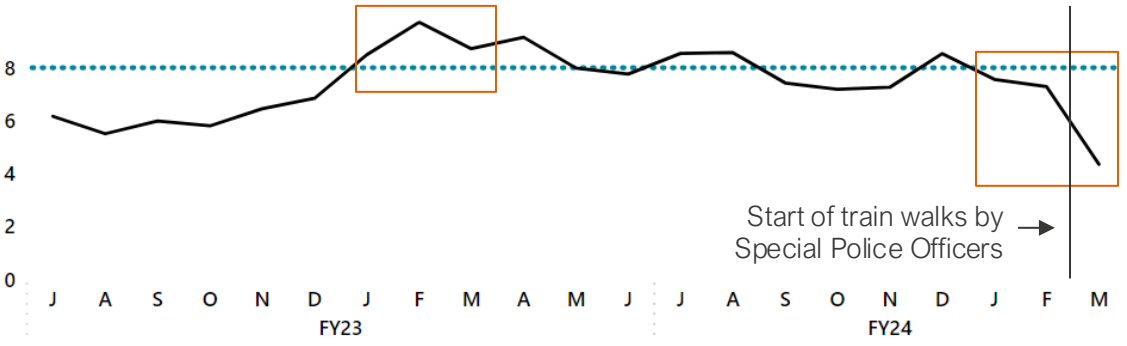
With increased fare enforcement, officer presence, and about 50% of new faregates installed, fare evasion dropped from 13% to 4% from July 2023 to May 2024

No-tap percent

Retrofitted faregate percent
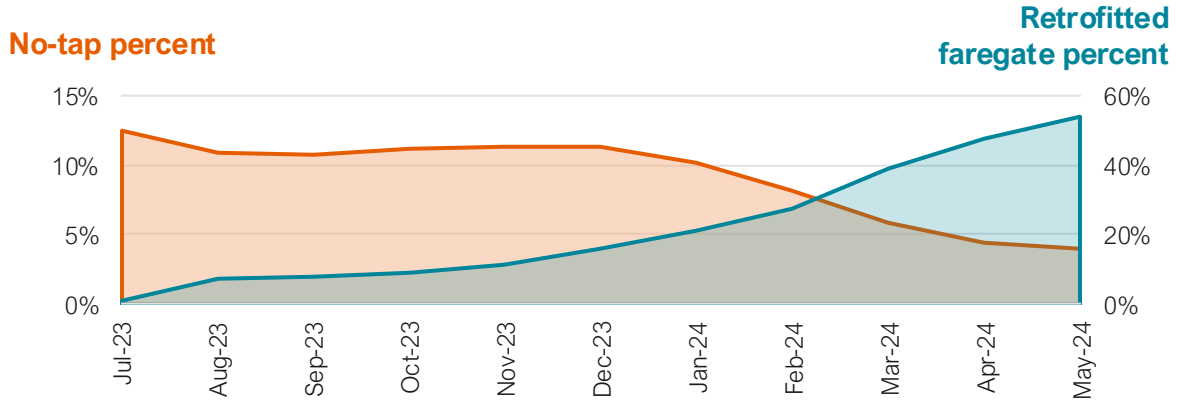
Customers' perceptions of safety from harassment or crime aboard trains has improved modestly since Q3 of last year

FY24 Target: 58%

	FY23				FY24		
	Q1	Q2	Q3	Q4	Q1	Q2	Q3
	58%	56%	53%	57%	52%	56%	59%
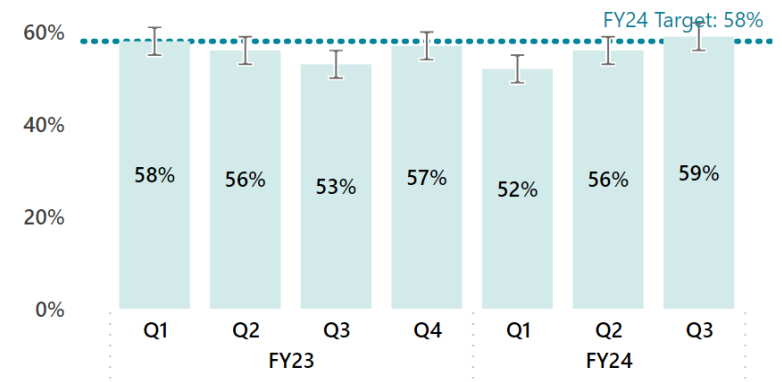
Customer's perception of safety from crime on buses was 58% in Q3, missing target of no less than 64%

FY24 Target: 64%

	FY23				FY24		
	Q1	Q2	Q3	Q4	Q1	Q2	Q3
	64%	62%	62%	60%	59%	64%	58%
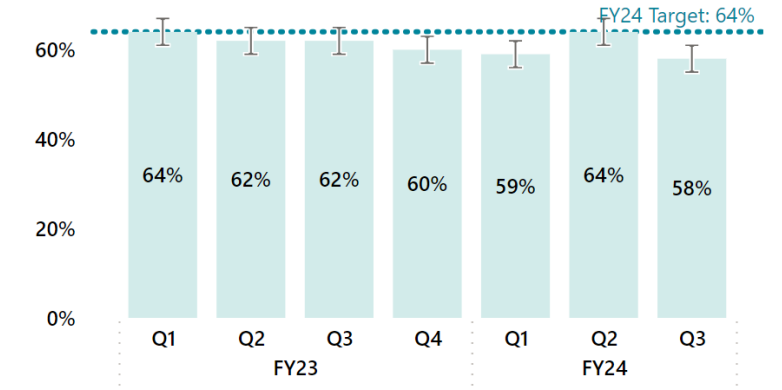
Increased MTPD efforts correlate to decreases in multiple types of crime
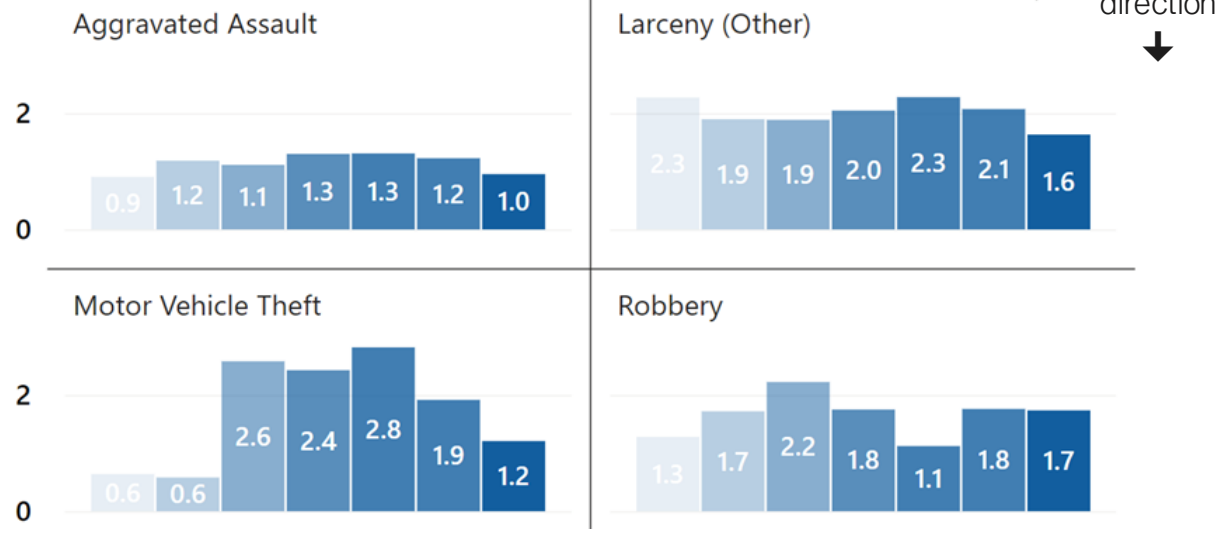
● **Part 1 Crime** | All Modes
7.4 Part 1 Crimes per 1 million customers,
meeting target of no more than **8.0**

- Enforcement by MTPD up almost 350% Q1-Q3 FY24 compared to same period in FY23.

- 100+ Special Police Officers deployed on platforms at 26 stations and on moving trains across all 6 lines

- In FY24 through Q3: 370+ MTPD community outreach events (more than twice as many as last year), 8,000+ engagements with Crisis Intervention Specialists, 100+ steering wheel locks distributed

Trend of top four Part 1 Crime types (Number per million passengers)

FY23 Q1 → FY24 Q3

Desired direction ↓

Aggravated Assault

| 0.9 | 1.2 | 1.1 | 1.3 | 1.3 | 1.2 | 1.0 |

Larceny (Other)

| 2.3 | 1.9 | 1.9 | 2.0 | 2.3 | 2.1 | 1.6 |

Motor Vehicle Theft

| 0.6 | 0.6 | 2.6 | 2.4 | 2.8 | 1.9 | 1.2 |

Robbery

| 1.3 | 1.7 | 2.2 | 1.8 | 1.1 | 1.8 | 1.7 |

Capital investments in cameras, a new police substation and radio infrastructure upgrades aim to improve response times
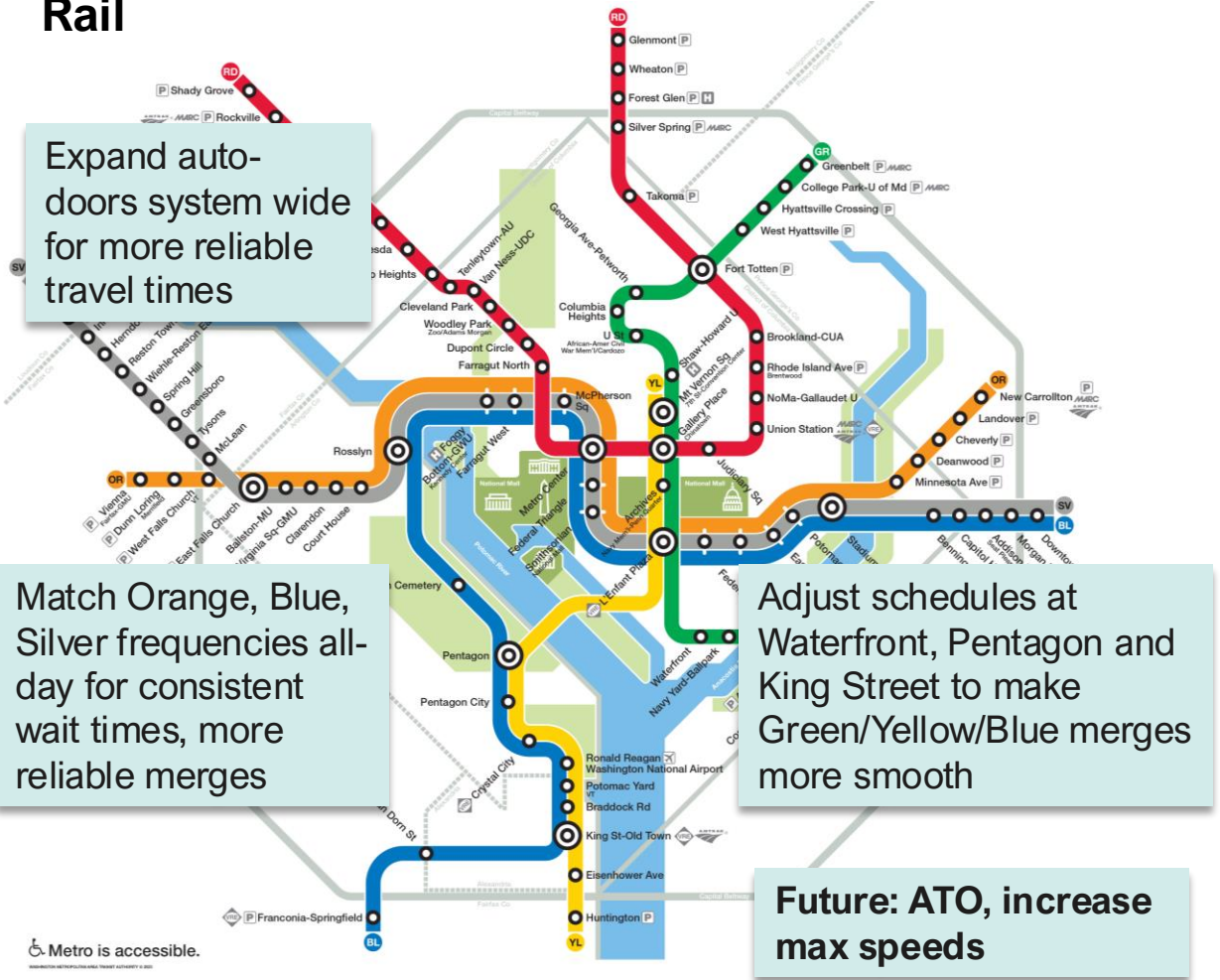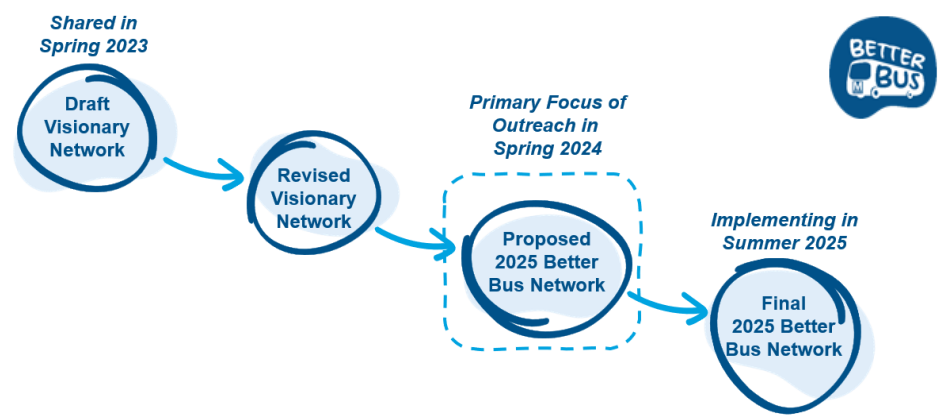
Reliability and Convenience

Stable FY25 funding enables scheduling improvements to address on-time performance, crowding, and prediction accuracy

Rail

Expand auto-doors system wide for more reliable travel times

Match Orange, Blue, Silver frequencies all-day for consistent wait times, more reliable merges

Adjust schedules at Waterfront, Pentagon and King Street to make Green/Yellow/Blue merges more smooth

**Future: ATO, increase max speeds**

Bus

- 31 routes get improvements

- Add trips / adjust running times to respond to customer demand (e.g., 70, D6)

- Extend late night service on Georgia Avenue to improve connections from Medstar Montgomery Hospital to Glenmont

- Add 18P trips Tues-Thurs due to ridership growth

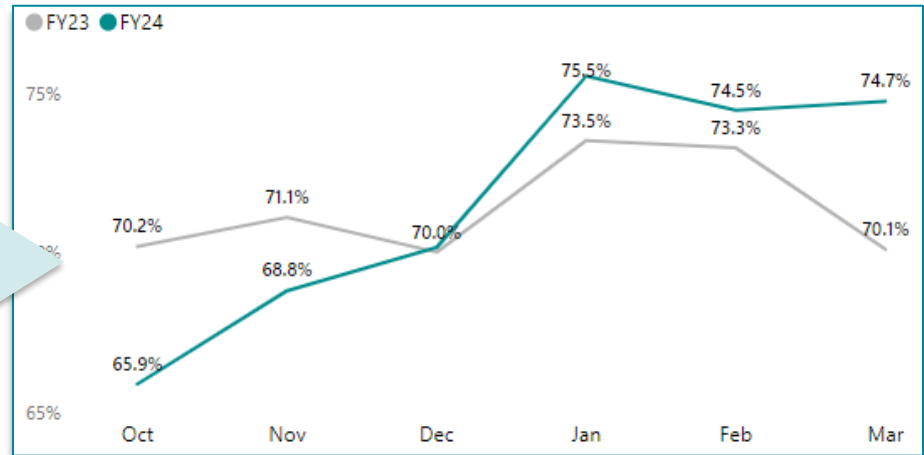- Future: Better Bus Network Redesign, expansion of bus priority

Shared in Spring 2023

Draft Visionary Network

Revised Visionary Network

Primary Focus of Outreach in Spring 2024

Proposed 2025 Better Bus Network

Implementing in Summer 2025

Final 2025 Better Bus Network

Bus on-time performance has steadily improved since September

⬤ **On-time Performance** | Bus

76.4% on time, just missing target of no less than **77%**

- February and March of 2024 exceeded target

- Performance exceeds target for all times of day except PM Peak, when 20% of buses run late

- In Q3, Metro focused on improving performance on two key corridors: the 70/79 and the 90/92
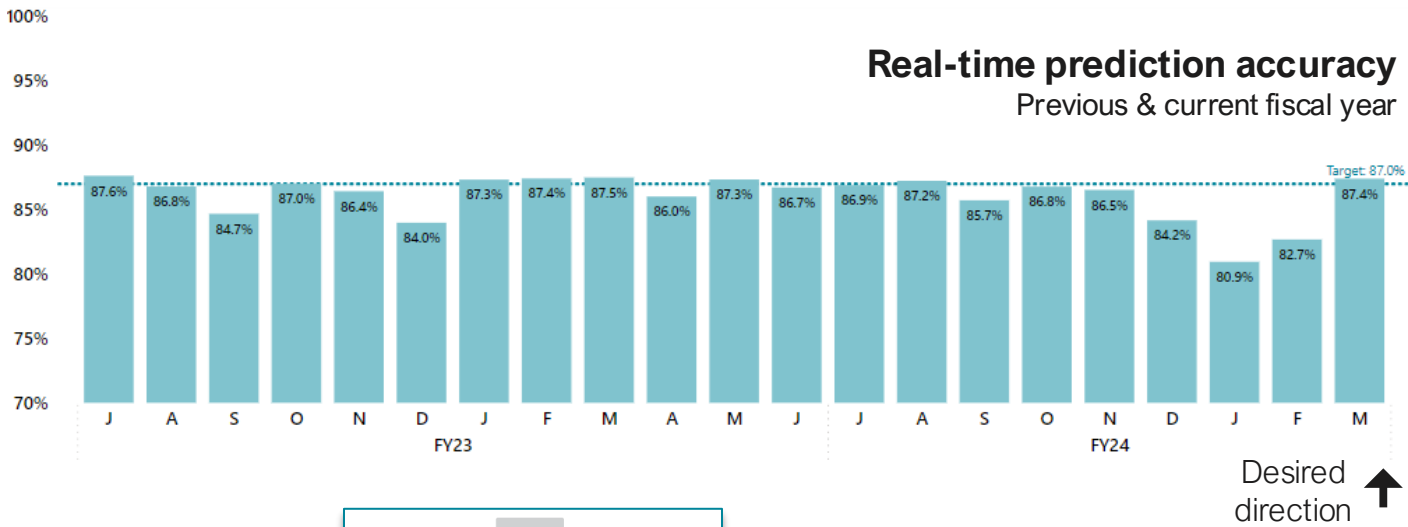
On-Time Performance
Past 36 months

Target: 77.0%

Desired direction ↑
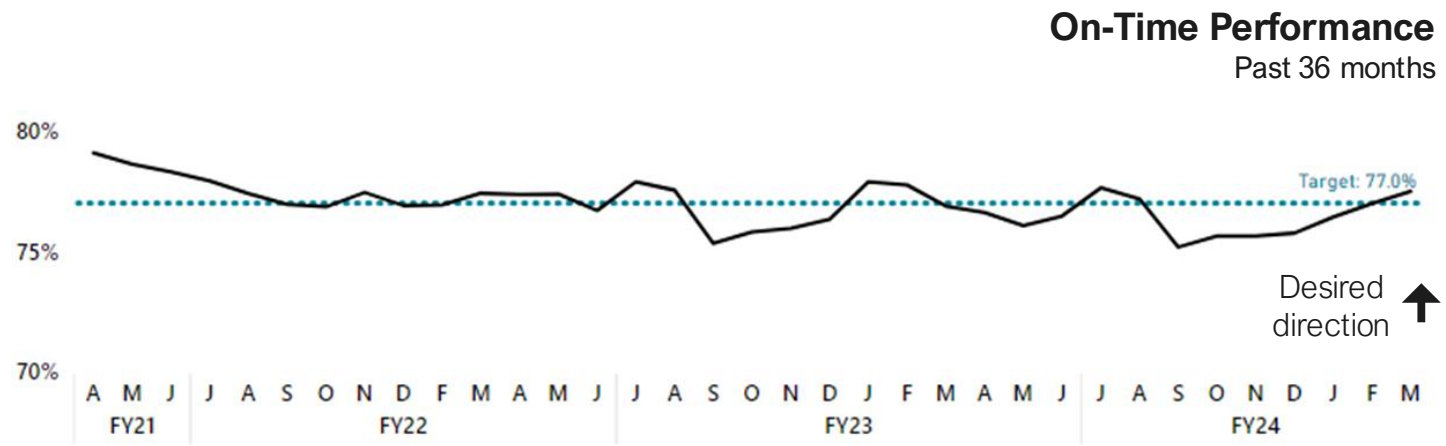
Due to focused efforts, on-time performance improved 9 percentage points on the 70/79 bus route between October 2023 and March 2024

⬤FY23 ⬤FY24

75.5%
74.5%   74.7%
73.5%   73.3%
71.1%
70.2%   70.0%   70.1%
68.8%
65.9%

Oct   Nov   Dec   Jan   Feb   Mar

Bus real-time arrival accuracy dipped in the first part of Q3, but improved in March following a schedule change

● **Real-time Arrival Accuracy** | Bus
85.1% of predictions were accurate, missing target of no less than **87%**

- Accuracy dipped after December schedule change and stayed low until February update

- Key actions to improve:
  - Reduce time between when a prediction is made and when it is available to customers
  - Update prediction algorithm to better factor in layover time at terminals, incorporate same-day conditions (e.g., construction)

MetroPulse for bus was launched in Q3 of FY24 and allows customers to get real time updates on their bus's location as well as performance information like OTP and headways

Real-time prediction accuracy
Previous & current fiscal year

Target: 87.0%

J	A	S	O	N	D	J	F	M	A	M	J	J	A	S	O	N	D	J	F	M
87.6%	86.8%	84.7%	87.0%	86.4%	84.0%	87.3%	87.4%	87.5%	86.0%	87.3%	86.7%	86.9%	87.2%	85.7%	86.8%	86.5%	84.2%	80.9%	82.7%	87.4%

FY23　　　　FY24

Desired direction ↑

X2

EAST To Minnesota Ave Station	WEST To Lafayette Square
7 minutes	10 minutes

Actual time between buses

| 10 minutes | 9 minutes |

Scheduled time between buses

- 4 Scheduled Buses
- 4 Active Buses
- 2 On Time
- 2 Early
- 0 Late

- 4 Scheduled Buses
- 4 Active Buses
- 4 On Time
- 1 Early
- 1 Late

**X2 BENNING ROAD-H STREET**

EAST TO MINNESOTA AVE STATION

Pennsylvania Av NW+22 St NW
Pennsylvania Av NW+21 St NW
H St NW+18 St NW
H St NW+17 St NW

Rail on-time performance continues to miss target through Q3, but increased from February

● **On-time Performance** | Rail

87.2% on time, missing target of no less than **90%**

- Main reasons for late trips: unplanned service disruptions (8.7%), customer travel choice (2.5%) and track work (1.6%)

- Of the unplanned service disruptions: 24% related to railcars, 18% signaling, 15% customers, and 13% rail operations

- Key actions to improve: retire the lowest-performing 2000-series railcars, return to automatic door and train operations

Customer On-Time Performance
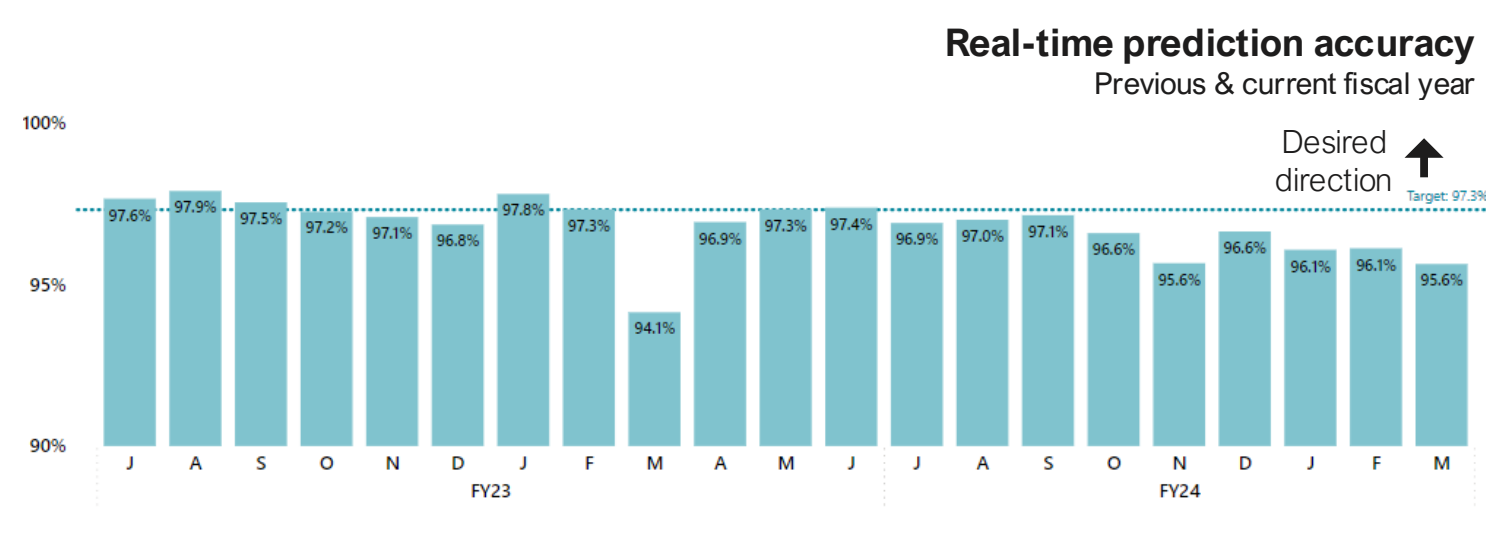Last 36 months

Target: 90%

Desired direction
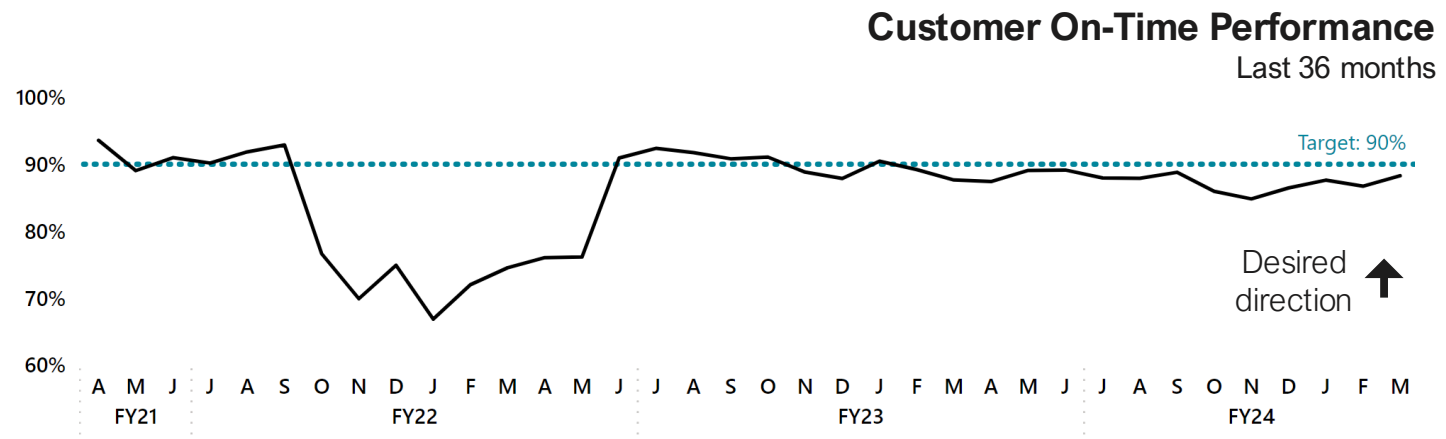
Automatic door operations on the Red Line starting on December 5 have contributed to more consistent running times, with Red Line on-time performance improving by 7% from November

Rail real-time arrival accuracy fell slightly in Q3, often caused by unscheduled delays on the railway

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

96.5% of predictions were accurate, just missing target of no less than **97.3%**

- Decrease in accuracy correlated with decrease in train schedule adherence

- Key actions to improve:
  - Implement schedule changes to reduce early arrivals, improve performance at merge points

  - Expand auto doors system-wide

Real-time prediction accuracy
Previous & current fiscal year

Desired direction ↑

Target: 97.3%

J	A	S	O	N	D	J	F	M	A	M	J	J	A	S	O	N	D	J	F	M
97.6%	97.9%	97.5%	97.2%	97.1%	96.8%	97.8%	97.3%	94.1%	96.9%	97.3%	97.4%	96.9%	97.0%	97.1%	96.6%	95.6%	96.6%	96.1%	96.1%	95.6%

FY23   FY24

MetroPulse allows customers to see expected wait times, real time train location, and alerts about their current trip. New trip planning features are planned to be launched in September!

Destination **Glenmont** *Destination* **Shady Grove**

Average Time Between Trains ⓘ
6 minutes   5 minutes

No MetroAlert

28
E TRAINS ⓘ

- 19 (8-car trains)
- 9 (6-car trains)
- 94% headway ⓘ
- 1 service gaps
- 2 more than scheduled

OR *Destination* **New Carrollton** *Destination* **Vienna**

Average Time Between Trains ⓘ
9 minutes   9 minutes

No MetroAlert

13
ACTIVE TRAINS ⓘ

- 4 (8-car trains)
- 9 (6-car trains)
- 91% headway ⓘ
- 0 service gaps
- 2 more than scheduled

SV *Destination* **Downtown Largo**

Average
10 minutes

No Met

20
ACTIVE TRAINS ⓘ

Access OTP continues to miss target due to high ridership and less budgeted service

● **On-time Pickup Performance** | Access
91.3% of on-time stops, just missing target of no less than **93.0%**

▪ Moving drivers from weekend shifts to weekday morning shifts has not helped MetroAccess meet on-time performance target

▪ Key actions to improve:

  ▪ Add new non-dedicated service (ADA trips) in Q4

  ▪ Shift higher proportion of trips to Abilities-Ride (non-ADA trips)

On-time Pickup Performance
Last 36 months

Target: 93%

Desired direction ↑

100%

90%

80%

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FY21   FY22   FY23   FY24
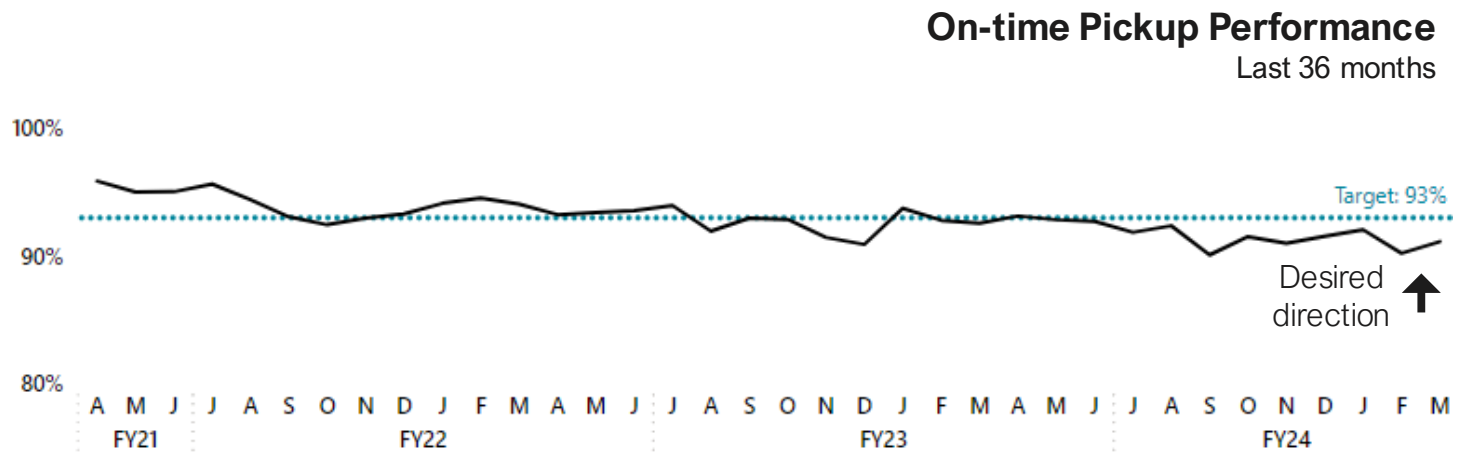
Average monthly ridership from dedicated service and Abilities-Ride has increased by 11% since last fiscal year

Appendix | Additional Measures

Rate of customer and employee assaults fell 34% from Q1 to Q3 of FY24, but still missed target

● **NTD* Customer/Employee Assaults**

9.4 customer and employee assaults per 10M revenue miles, missing target of no more than **6.7**

- 20% of all assaults in FY24 were on employees. 80% were between customers

- The count of assaults were split equally between bus and rail; the share on bus has increased

- DC's March 2024 Crime Bill brought enhanced penalties for transit assaults. Metro also added anti-assault messages on bus operator shields

Assault count on Metrorail and Metrobus

Last seven quarters

Customers

Employees

Desired direction

Customers chart (FY23 Q1–Q4, FY24 Q1–Q3)

	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Metrorail (blue)	10	9	10	14	22	11	6
Metrobus (gray)	6	13	17	9	15	12	21

FY23 / FY24

Employees chart (FY23 Q1–Q4, FY24 Q1–Q3)

	Q1	Q2	Q3	Q4	Q1	Q2	Q3
Metrorail (blue)	3		4	7	9	7	3
Metrobus (gray)	5					3	

FY23 / FY24
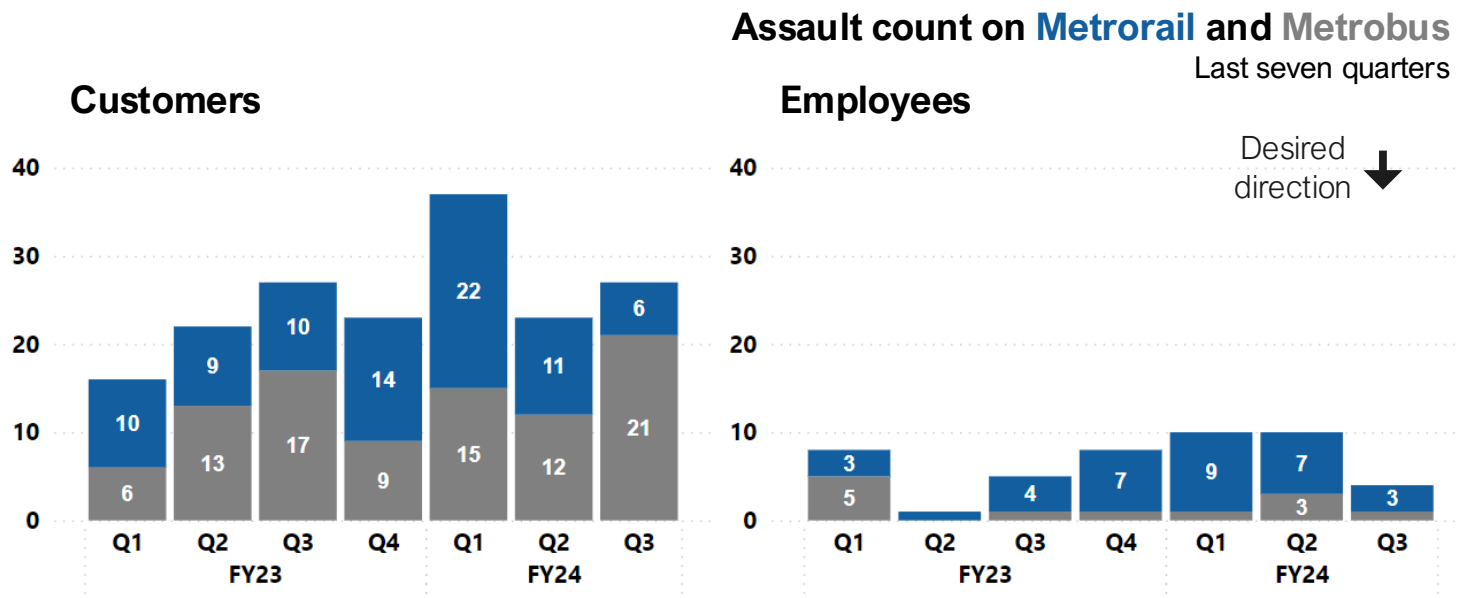
In 2024 through May, 61% of employee assault cases have been closed

A note about the data
We identified a calculation error for this performance measure that affected our reporting since we introduced this measure in FY23. Results for reported data were an average 1.8 assaults per 10 million revenue miles lower. The trends over time for was similar. Corrected data are available in the detailed data tables file: https://www.wmata.com/initiatives/open-data-hub/

*NTD stands for National Transit Database, the Federal Transit Administration's transit data repository. The FTA classifies and organizes NTD data based on specific definitions.
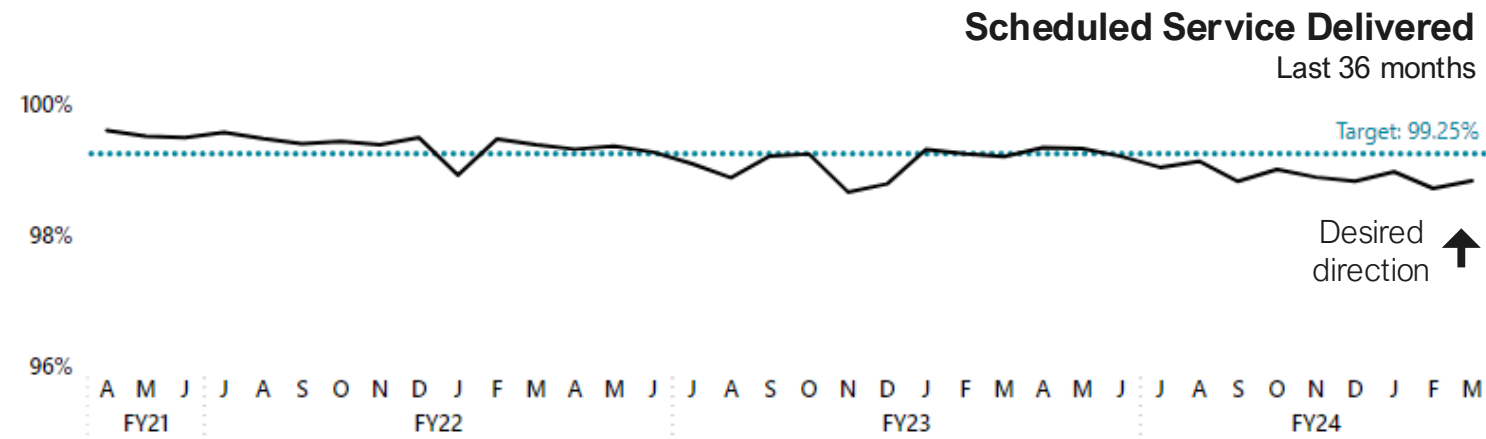
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MetroAccess | Additional Measures

Access delivers 3,300 trips per day and misses only 35

● **Scheduled Service Delivered** | Access

98.92% of scheduled service delivered, missing target of no less than **99.25%**

- Almost all missed trips are caused by a ride arriving too late and the customer not taking it

- Slight decrease in service delivered correlated with decrease in on-time performance

Scheduled Service Delivered

Last 36 months

Target: 99.25%

Desired direction ↑

100%

98%

96%

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FY21   FY22   FY23   FY24

MetroAccess Service Area

MetroAccess serves an area of nearly 1,000 square miles, covering all of Washington, DC and all or part of five nearby counties
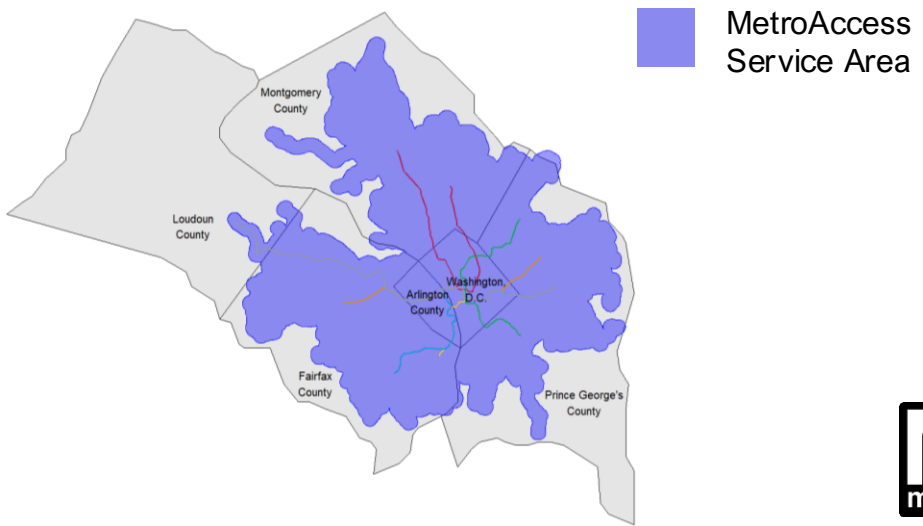
Nearly 900 MetroAccess customers use real-time arrival web app Find-My-Ride

● **Real-Time Information** | Access

897 MetroAccess customers signed up for Find-My-Ride for real-time information about their trip

- Where's My Ride Agents use the Find-My-Ride app on customer calls to provide real-time arrival info reflecting current traffic conditions and service alerts

- Customer uptake grew about 5% from Q1 to Q3
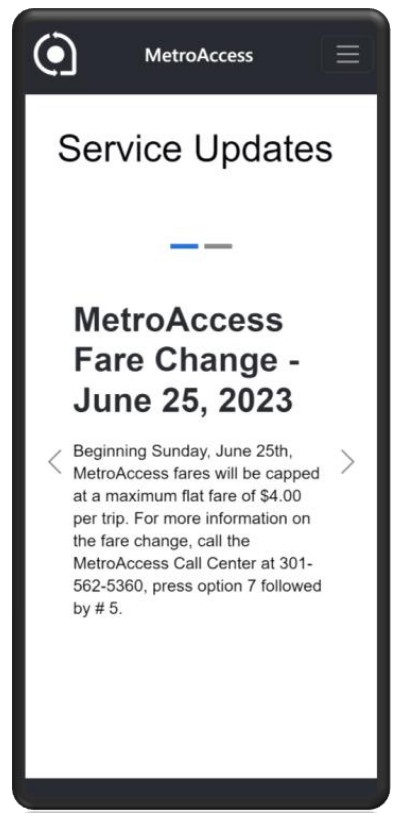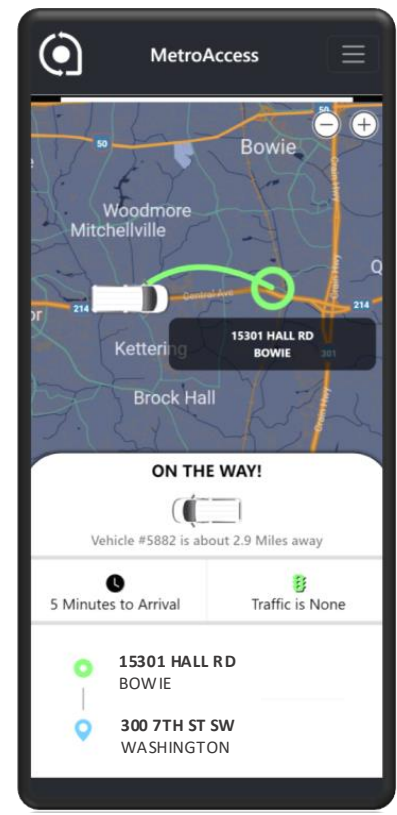
MetroPulse gives MetroAccess customers real-time information about fixed-route alternatives

# Access customer injury rate down 34% compared to same time last year

● **Customer Injury Rate** | Access

9.7 customer injuries per 10 million revenue miles, meeting target of no more than **13.2**

▪ 78% of customer injuries caused by collisions (65% non-preventable, 13% preventable), 17% passenger-related, and 5% from other causes

▪ 41% reduction in customer injuries caused by collisions from last fiscal year

▪ New high visibility seatbelt covers being introduced to further reduce customer injuries

Customer Injury Rate
Last 36 months

Desired direction

Target: 13.2

20

0

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

FY21   FY22   FY23   FY24
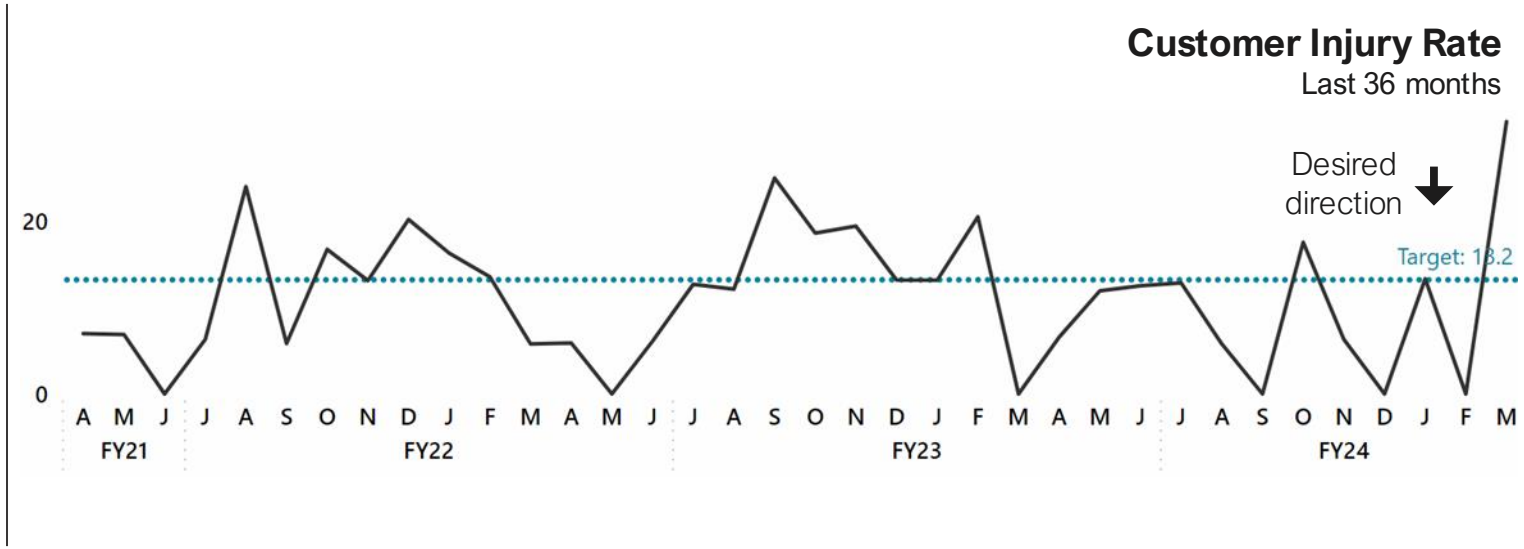
All **1,241 MetroAccess** drivers use **AlertMeter** before their shift, a new tool to detect fatigue
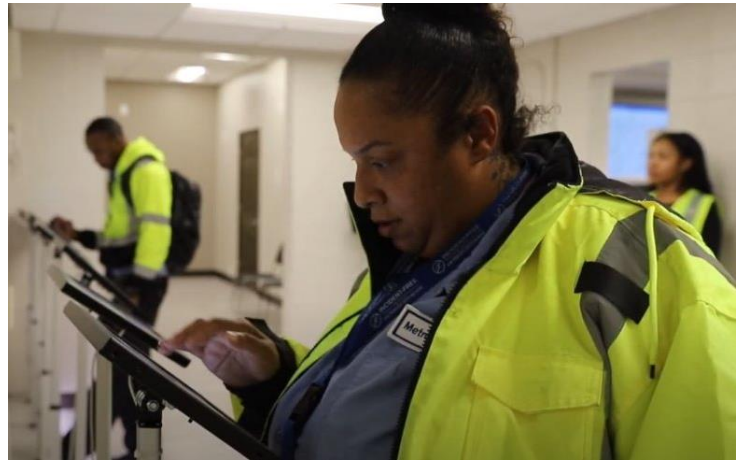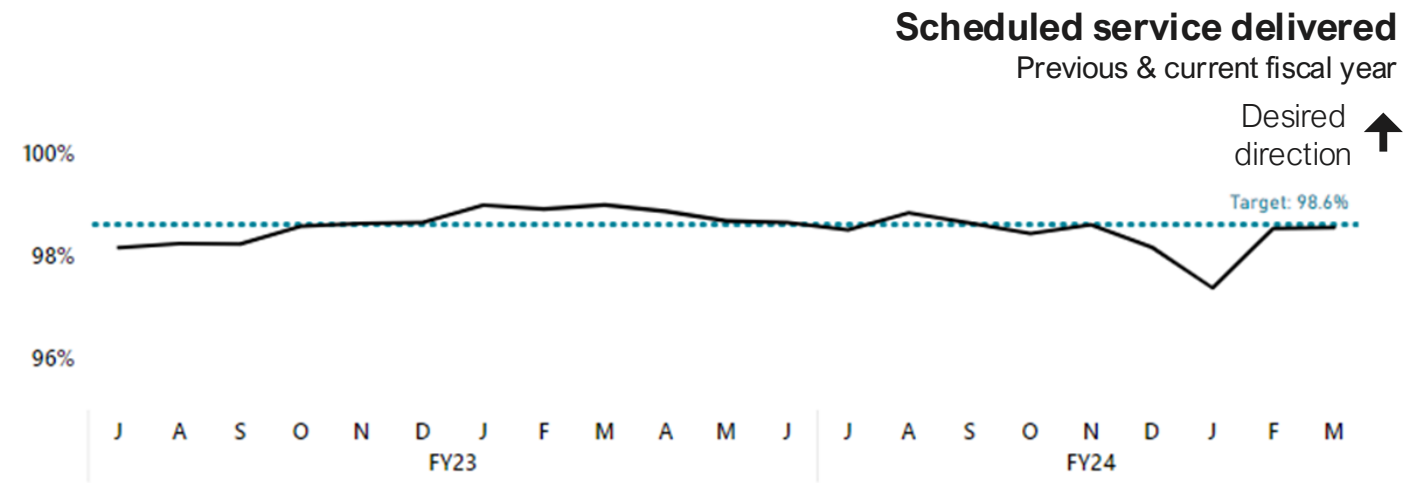

metro

Metrobus | Additional Measures

Bus planned service delivered met target all fiscal year except for a dip in December and January

● **Service Delivered** | Bus

98.4% of scheduled service delivered, just missing target of no less than **98.6%**

▪ Winter decrease in performance largely due to staff on scheduled vacation

▪ Of >12,000 trips delivered per day, Metro misses an average of 176

▪ Key action to improve: Ensure bus operator absenteeism policy is followed correctly so staff are available to work

Scheduled service delivered
Previous & current fiscal year

Desired direction ↑

Target: 98.6%

100%

98%

96%

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

The last trip of the day on each route is especially crucial because Metro riders rely on us to get home. Of all 170 routes, Metro misses fewer than one last trip per day
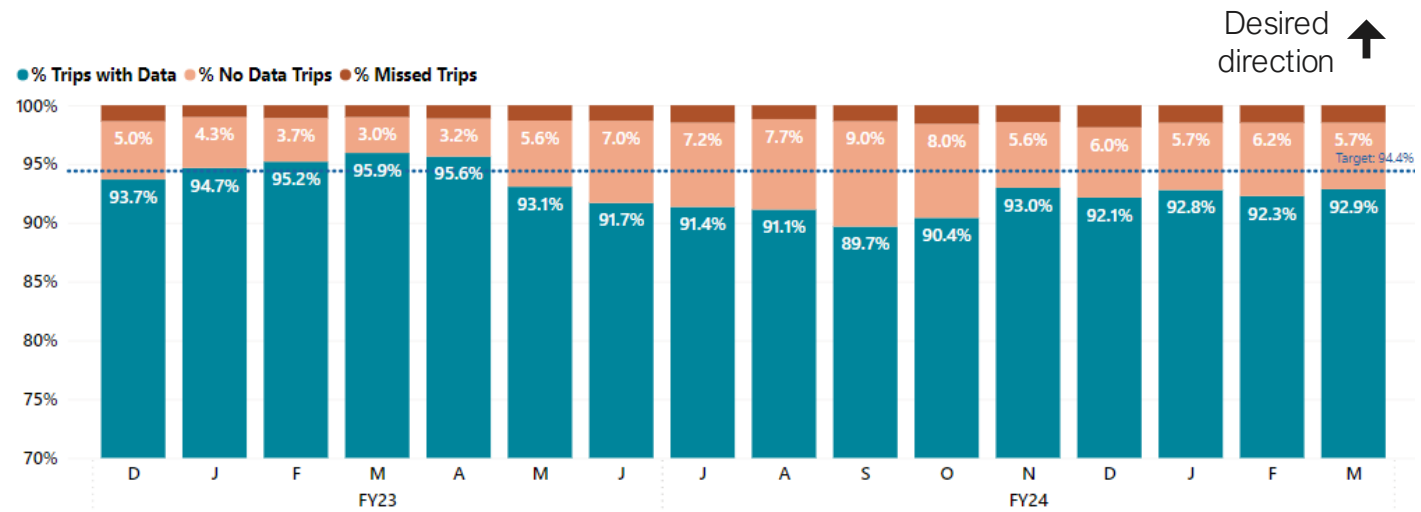
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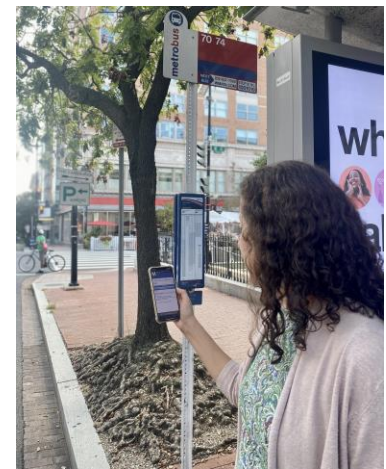# Bus real-time arrival availability steadily improved starting in October

● **Real-time Info Availability** | Bus

91.7% of trips had predictions available, missing target of no less than **94.4%**

- The number of trips that ran but did not have predictions fell by nearly 40% between September 2023 and March 2024

- After identifying an issue in late October, Metro replaced SIM cards on over 700 buses by the end of 2023

- Monitoring process continues to quickly identify when buses are not on cellular network and flag for repair

Metro's web app BusETA had over 168,000 unique visitors and 2,000,0000 page views in April 2024

Real-time prediction availability

Previous & current fiscal year

Desired direction ↑

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

	D	J	F	M	A	M	J	J	A	S	O	N	D	J	F	M
% No Data Trips	5.0%	4.3%	3.7%	3.0%	3.2%	5.6%	7.0%	7.2%	7.7%	9.0%	8.0%	5.6%	6.0%	5.7%	6.2%	5.7%
% Trips with Data	93.7%	94.7%	95.2%	95.9%	95.6%	93.1%	91.7%	91.4%	91.1%	89.7%	90.4%	93.0%	92.1%	92.8%	92.3%	92.9%

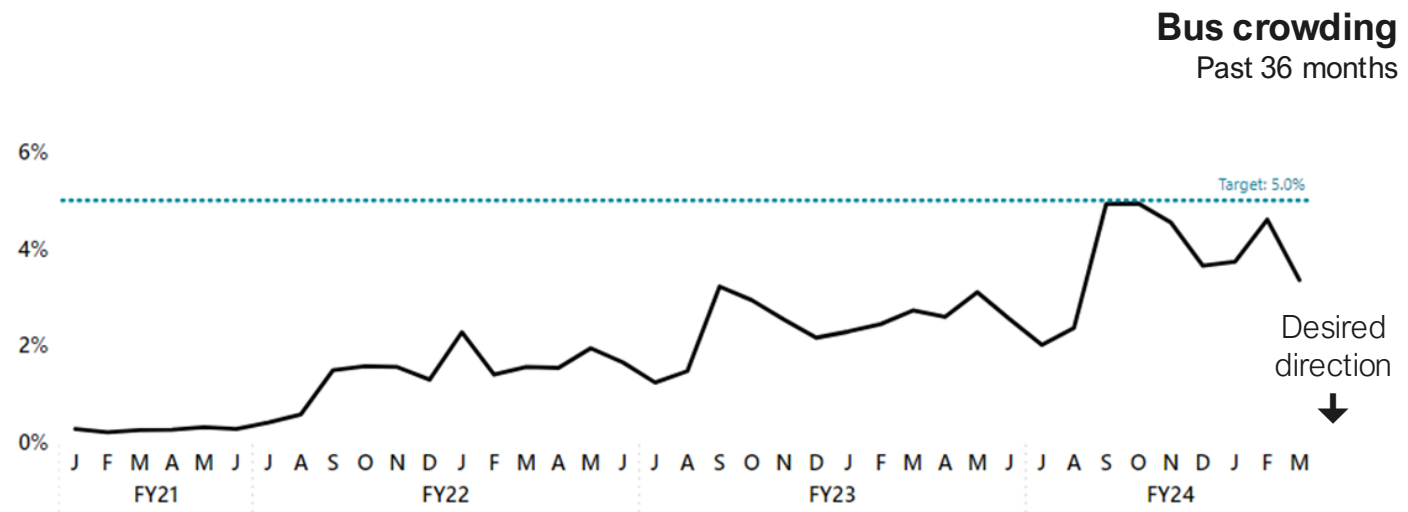Target: 94.4%

FY23   FY24

As ridership returns, bus crowding reached post-pandemic highs in early FY24 but has decreased in Q3

🔵 **Crowding** | Bus

3.8% of passenger minutes were spent in crowded conditions, meeting target of no more than 5%

- Seasonal ridership dips helped control crowding in Q3
- Ridership growing faster on high frequency routes that help mitigate crowding
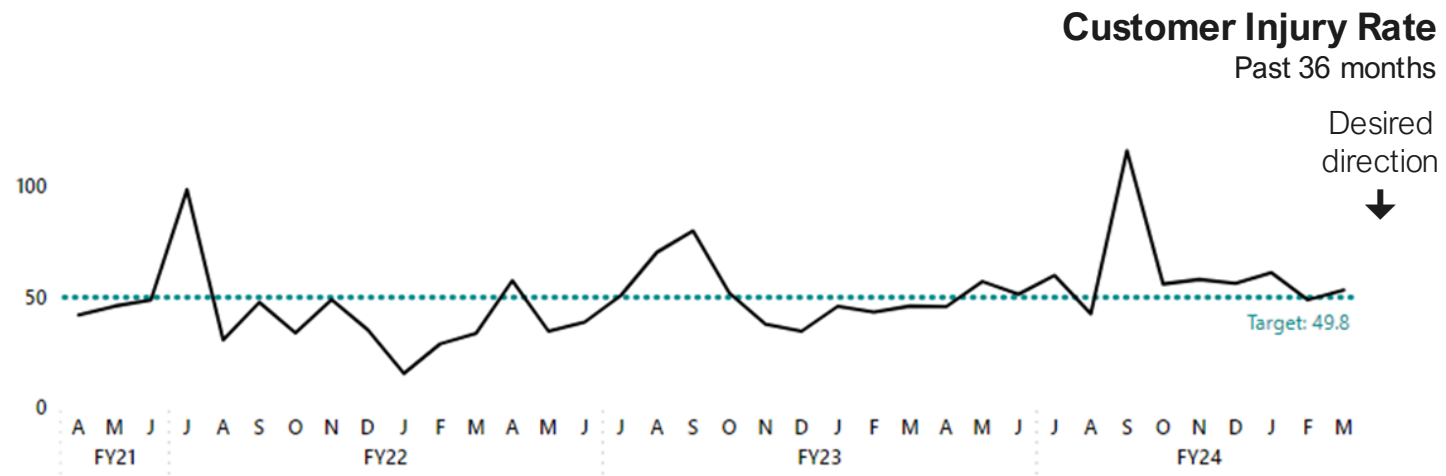- To improve, Metrobus prioritizes additional frequency in areas with crowding

Bus crowding
Past 36 months

6%
4%
2%
0%

Target: 5.0%

Desired direction

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 A M J J A S O N D | J F M A M J
FY21   FY22   FY23   FY24

Crowding on 16 out of 188 routes accounts for over 50% of crowded passenger time

Bus customer injury rate improved in Q3 compared to the rest of the year, meeting target in February

● **Customer Injury Rate | Bus**

61 customer injuries per 10 million revenue miles, missing target of no more than **49.8**

- Most customer injuries are from slips/trips/falls (57%) and bus collisions (40%)

- 50% of slip/trip/fall injuries are due to the motion of the bus, 12% are due to hard braking, 11% are due to boarding/alighting

- Managers use DriveCam software to monitor hard braking incidents and coach operators

Customer Injury Rate
Past 36 months

Desired direction ↓

Target: 49.8

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
FY21   FY22   FY23   FY24

26% of customer injuries due to bus collisions occur when the bus is hit while stopped (not rear-ended)

Bus employee injury rate has been outperforming target since November

Employee Injury Rate | Bus

12.5 injuries per 10 employees, just missing target of no more than **12.4**

- Top injury types: stress (32%), collisions (26%), strains (14%), slips, trips and falls (8%)

- Stress injuries result from: being threatened with or without a weapon, witnessing a shooting, or witnessing a customer being assaulted

- To manage fatigue, a key injury risk, bus implemented a more-automated reporting system to flag when operators exceed legal driving hour limits
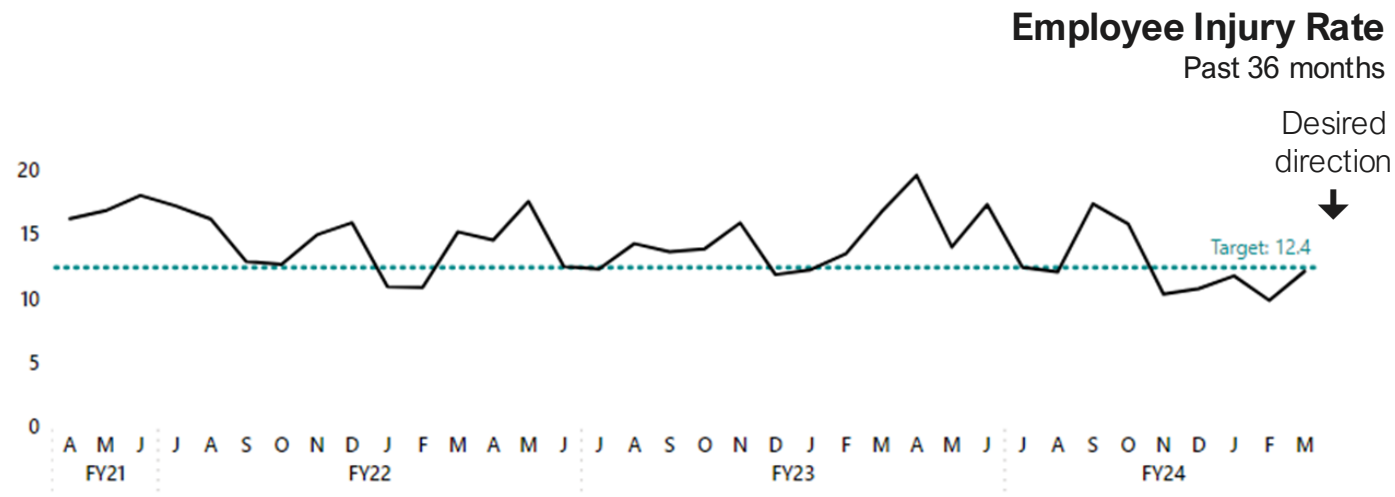
Injuries due to collisions have been decreasing over the course of the fiscal year, with 3 in February and 3 in March
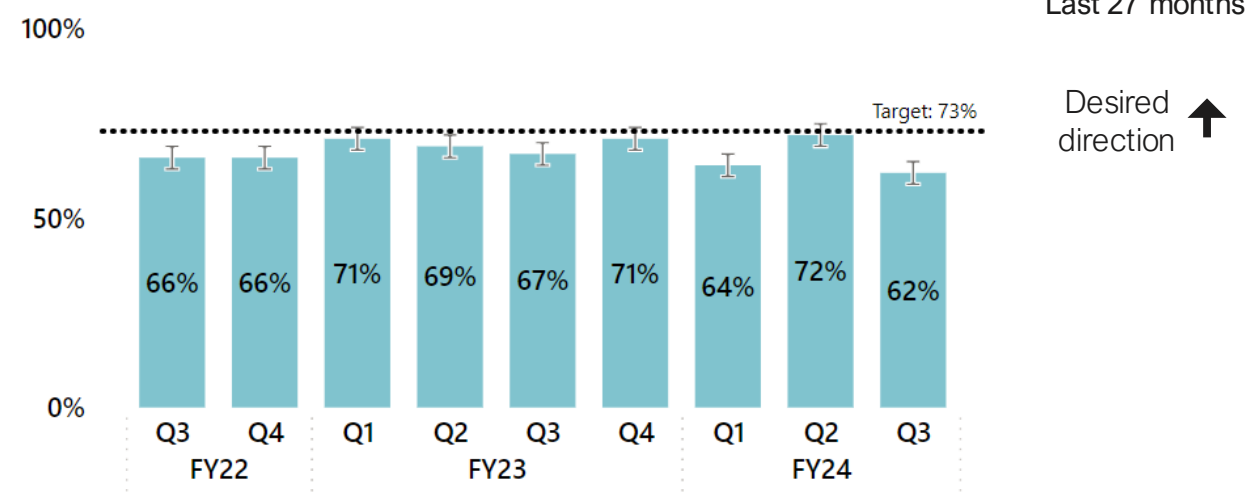
Employee Injury Rate
Past 36 months

Desired
direction
↓

Target: 12.4

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
FY21   FY22   FY23   FY24

Satisfaction with bus cleanliness was 62% in Q3, missing target of 73%

● **Customer Satisfaction: Bus Cleanliness** | Bus

62% satisfied with bus cleanliness on their last trip on Metrobus, missing target of no less than **73%**

▪ Every bus is cleaned nightly: sweep and dust interior, wipe down dashboard area, and wash exterior of the bus

Customer Satisfaction: Bus Cleanliness
Last 27 months

	FY22		FY23				FY24		
	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
	66%	66%	71%	69%	67%	71%	64%	72%	62%

Target: 73%

Desired direction ↑

Metrobus continues to replace cloth seats on buses with vinyl seats, which are easier to keep clean and also promote cost efficiency
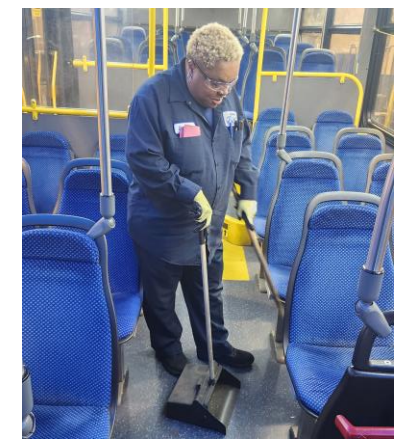
Metrorail | Additional Measures

Almost 99% of Metrorail scheduled trips are delivered, with only 5,000 of 406,200 scheduled trips missed this fiscal year

● **Scheduled Trips Delivered** | Rail

98.8% trips delivered, meeting target of no less than **98%**

- Most missed trips are due to service disruptions with rail vehicles being the largest cause

- Key actions to sustain performance include: return more 7000-series trains to service (by the end of March, 93% of the fleet was active), and run more 6-car trains
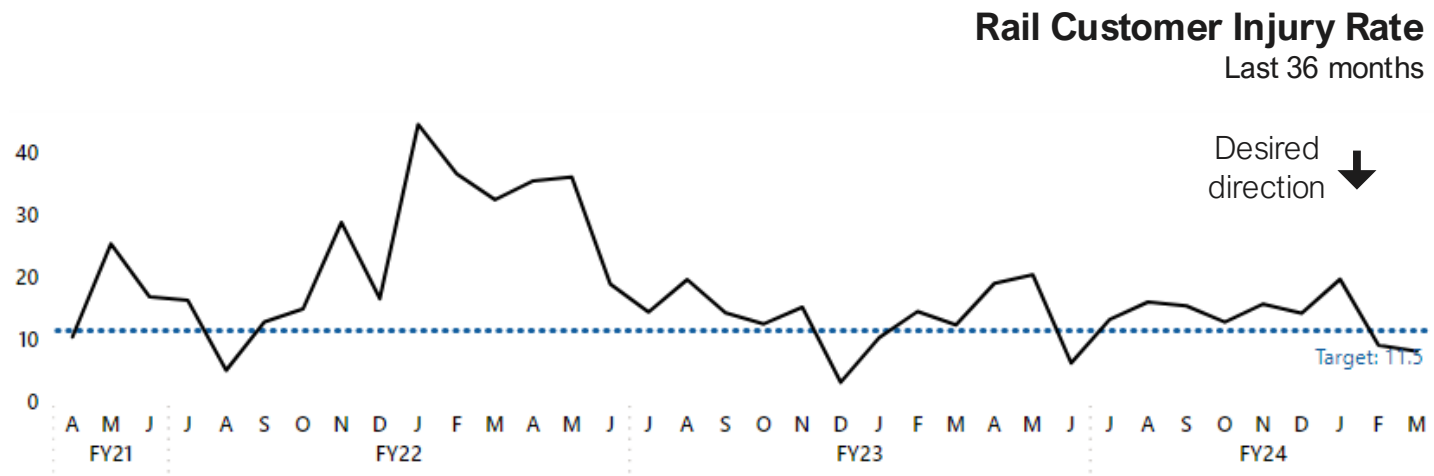
Rail Scheduled Trips Delivered
Last 36 months

Target: 98%

Desired direction
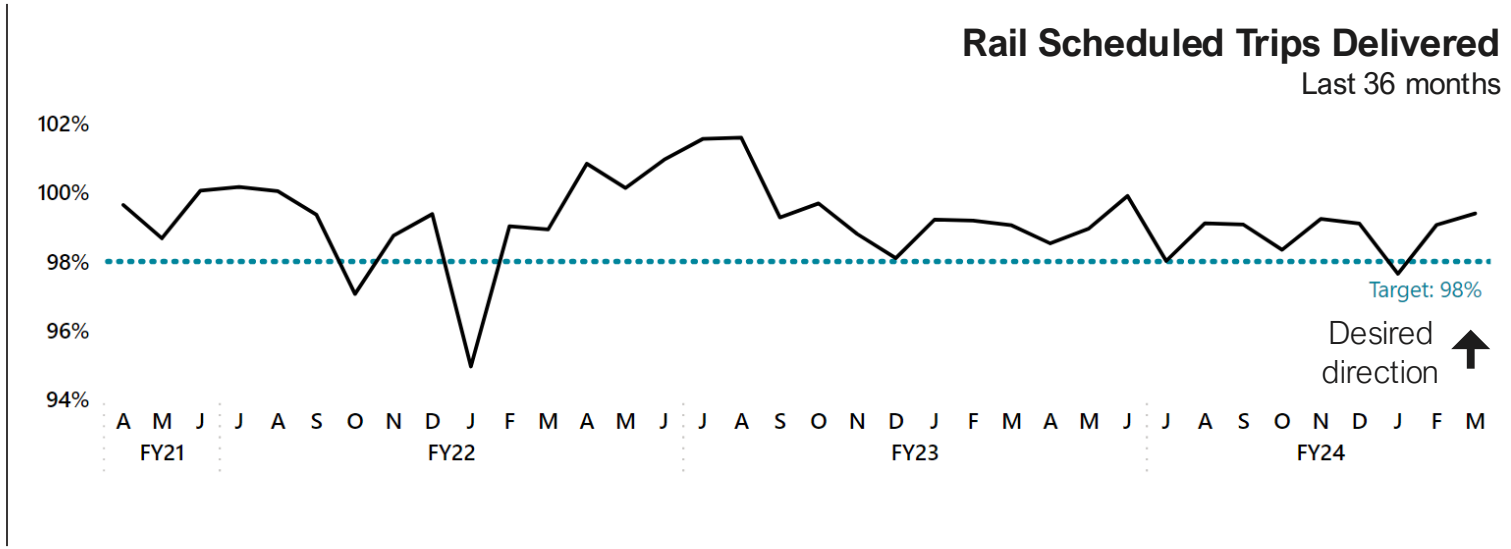
7000-series trains are 3.7 times more reliable than the legacy fleet
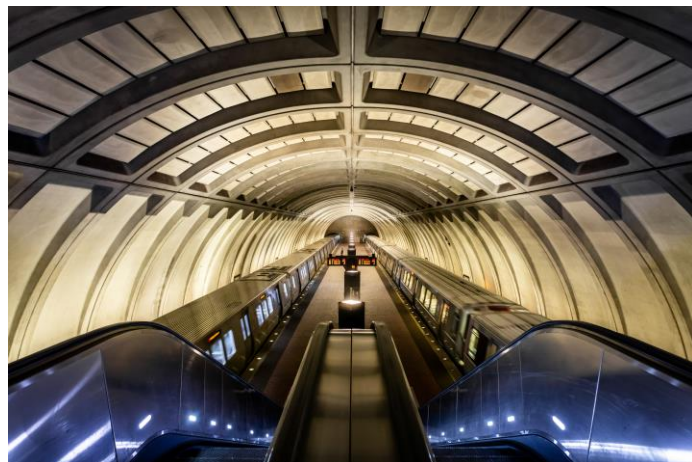
Rail customer injury rate missed target, but has improved since January, meeting target in February and March

● **Customer Injury Rate** | Rail

13.9 injuries per 10M revenue miles, missing target of no more than **11.5**

- 87% of Q3 injuries (27 of 31) were slips/trips/falls. Of these, 33% occurred on escalators, 33% in stations, 26% on trains, and 7% wayside

- Key actions to drive injury reduction include: station managers out of kiosk to more closely discourage risky behavior; 2024 safety marketing campaign; and targeted messaging re: escalators

Rail Customer Injury Rate
Last 36 months

Desired direction

Target: 11.5

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
FY21   FY22   FY23   FY24

Customer injuries on escalators declined by 50% compared to last quarter
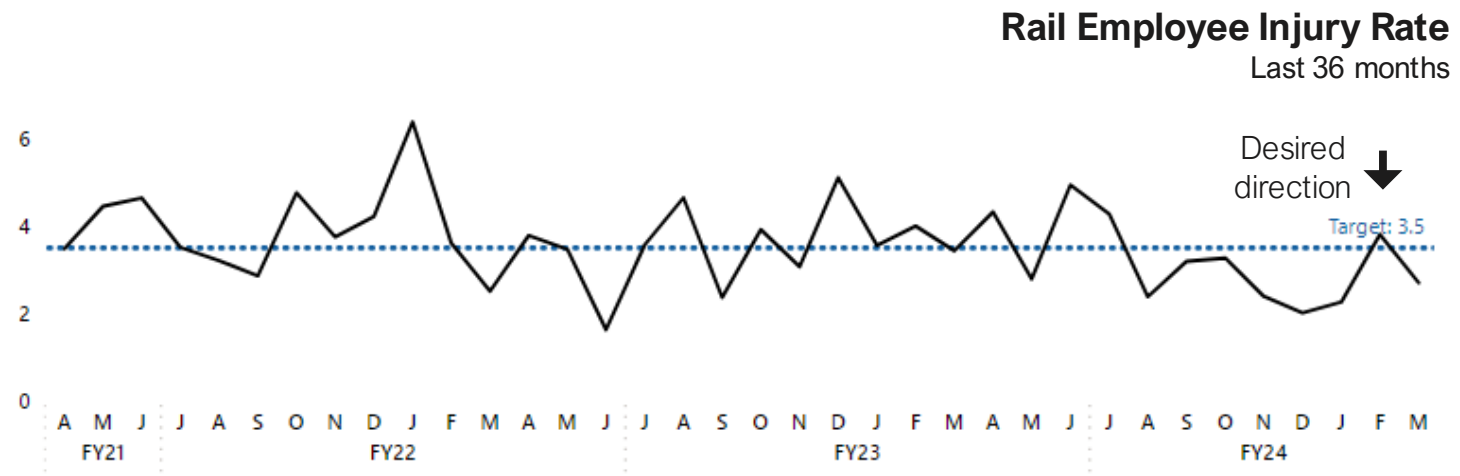
Rail employee injury rate continues to meet target

● **Employee Injury Rate | Rail**

2.9 injuries per 10M revenue miles, meeting target of no more than **3.5**

- Top injury types: stress (24%), strains (23%), slips/falls (13%), and struck or injured by object (12%)

- Stress injuries up 78% from Q2 to Q3, related to witnessing violence, assisting attempted suicides, and harassment from customers

- Key actions: data-driven safety campaigns, Safety Risk Coordinators/Committees discuss issues and identify root causes
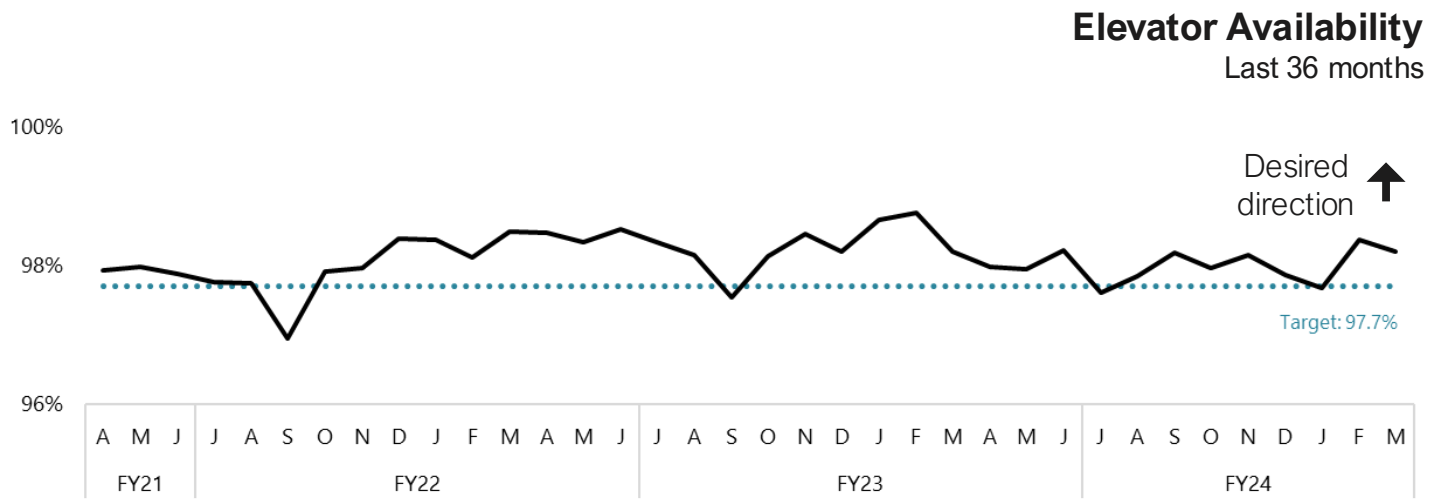
Rail Employee Injury Rate
Last 36 months

Desired direction

Target: 3.5

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
FY21   FY22   FY23   FY24

There were zero motor vehicle-related employee injuries in Q3 for the first time in over three years

Elevator availability remains high, with 314 out of 320 elevators in service at any given time

● **Elevator Availability | Rail System**

98.0% availability, meeting target of no less than **97.7%**

- Availability improvements due to fewer breakdowns and faster repairs:

  - Mean time between elevator failures has increased by 42% from July to March

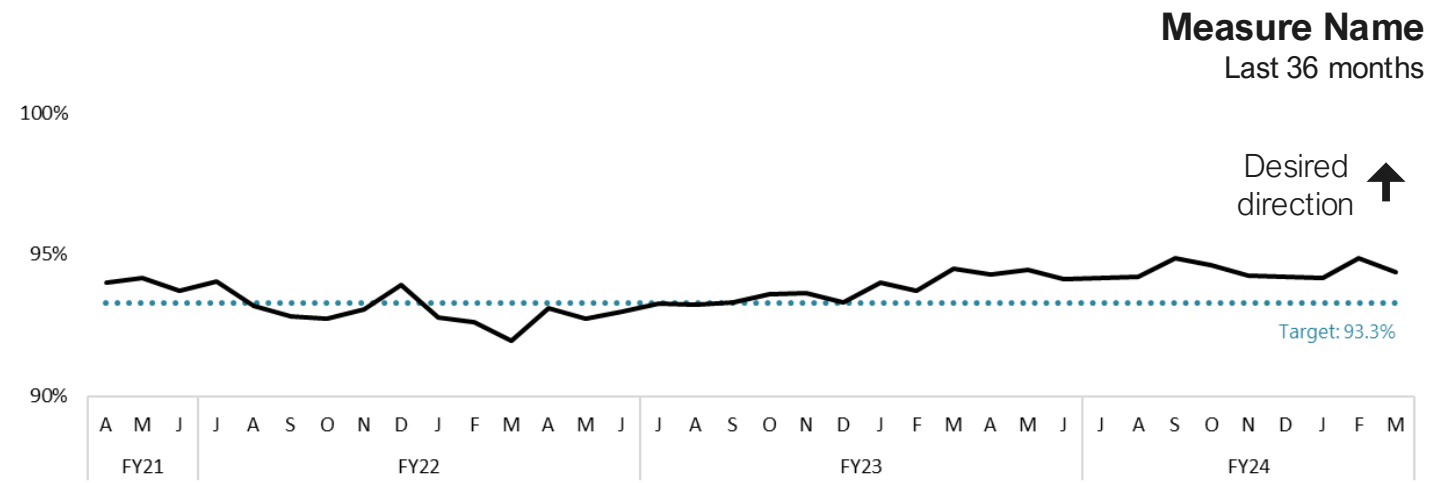 - Mean time to repair elevators has decreased from 12% from December to March

Elevator Availability
Last 36 months

Desired direction

Target: 97.7%

100%

98%

96%

| 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 |
| FY21 | FY22 | FY23 | FY24 |

**Metro will begin capital projects for 27 elevators in early FY25**

Escalator availability remains high, with 611 out of 647 escalators in service at any given time

● **Escalator Availability** | Rail System

94.4% availability, meeting target of no less than **93.3%**

- Strong availability results from quicker fixes: mean time to repair escalators decreased by 23% from December to March

- Farragut North K Street entrance reopened in March with new escalators, part of a project to replace 130 escalators by 2028

Measure Name
Last 36 months

Desired direction ↑

Target: 93.3%

100%

95%

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
FY21 | FY22 | FY23 | FY24

The average escalator is now 9.4-years-old, an improvement over the average of 27-years-old in 2011
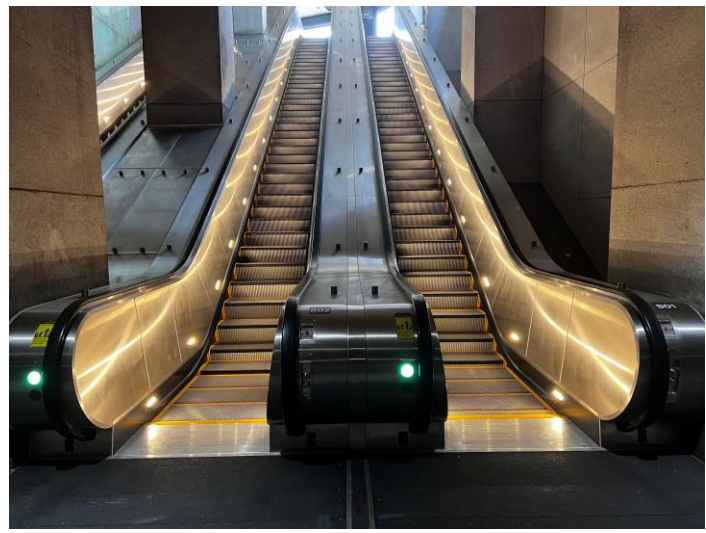
Rail crowding remained steady at around 0.5% of passenger time spent in crowded conditions

● **Crowding** | Rail

0.5% of passenger minutes were spent in crowded conditions, meeting target of no more than **5%**

- Frequency increases have kept pace with ridership, helping to keep crowding in check

- Crowding typically occurs in short bursts and is most common during the AM peak and in the core (e.g., customers are 12x more likely to experience crowding between Gallery Place and Metro Center than the rest of the system)

Rail crowding
Past 36 months

Desired direction
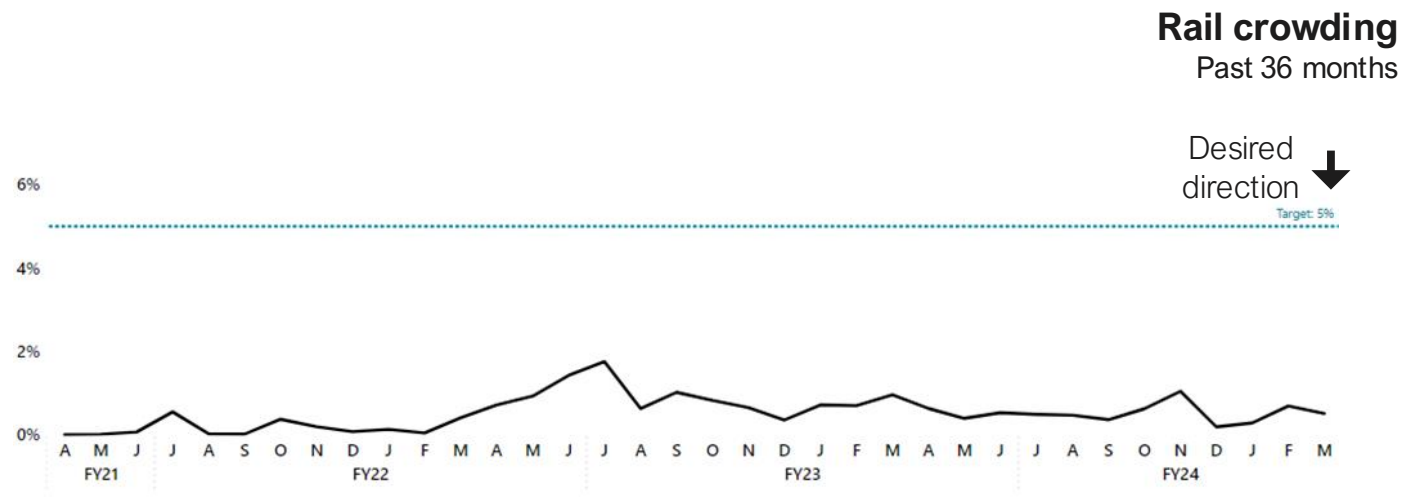
Tuesday is by far the most crowded day on the rail system: it is 3x more crowded on average than Thursday during the AM Peak and 11x more crowded than Monday
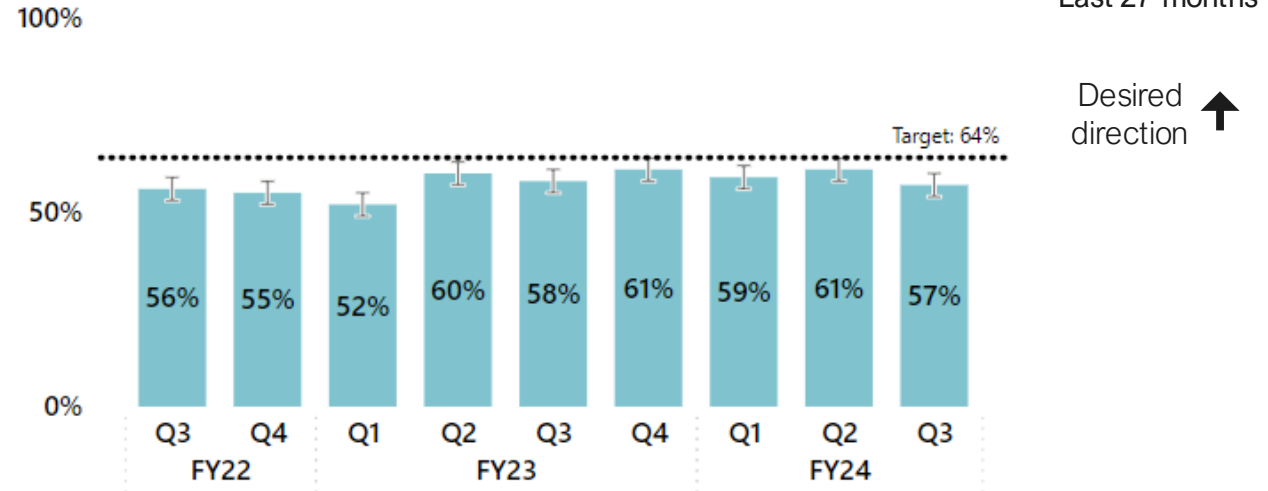
Rail customer satisfaction with train cleanliness has declined since last quarter

● **Customer Satisfaction: Train Cleanliness** | Rail

57% satisfied with train cleanliness on their last trip on Metrorail, missing target of no less than **64%**

▪ Customers satisfied with the cleanliness of trains declined the most on the Yellow and Orange Lines

▪ Satisfaction with cleanliness of trains is lowest on the Orange Line (53%) and Green Line (54%), and highest on the Silver Line (69%)

Rail Customer Satisfaction: Train Cleanliness
Last 27 months

Desired direction ↑

Target: 64%

56%	55%	52%	60%	58%	61%	59%	61%	57%
Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3
FY22			FY23			FY24		

Car cleaners are located at each end of line station to clean in-service railcars throughout the day and evening, seven days a week