

Service Excellence Report

FY24 | July through September 2023

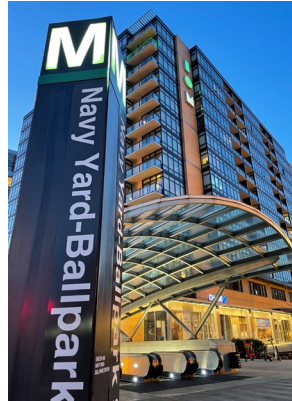


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Context | Your Metro, the Way Forward

In February 2023, the Washington Area Metro Transit Authority (Metro) adopted its strategic transformation plan [Your Metro, the Way Forward](#). The plan identified four strategic goals: Service Excellence, Talented Teams, Regional Opportunity & Partnership, and Sustainability. This report focuses on Metro's progress toward its Service Excellence goal.

See below for a summary of the goal and objectives of Your Metro, the Way Forward.

Report
focus

Service excellence

Deliver safe, reliable, convenient, equitable, accessible, and enjoyable service for customers

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

Talented teams

Attract, develop, and retain top talent where individuals feel valued, supported, and proud of their contribution

Recruitment and Retention | Attract and retain the best talent at all levels of the organization to deliver Metro's future vision

Engagement, Empowerment, and Recognition | Empower employees and promote effective collaboration and continuous culture improvement so employees feel supported, recognized, and engaged

Professional and Technical Skill Development | Invest in staff to expand career pathways and develop the next generation of Metro leaders and technical skills experts

Regional opportunity & partnership

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

Regional Network and Partner Service Optimization and Transit | Align regional service networks, fare and service policies and supporting infrastructure to increase convenience, use of transit, equity in the region, and the role equity plays in Metro's decision making

Community Partnership and Engagement | Collaborate with regional partners to promote economic growth, enhance access, and foster sustainable community development that supports ridership recovery & resiliency.

Sustainability

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

Financial Sustainability | Establish dedicated, ongoing, regional funding to support multi-year operating and capital plans and steward public investment

Environmental Sustainability | Take action to combat climate change, adapt to its impacts, and steward natural resources

About this report

The Washington Metropolitan Area Transit Authority's (Metro) Service Excellence Report highlights Metro's fiscal-year-to-date performance on a suite of measures that look retrospectively at how well the agency is meeting the objectives of safety, security, reliability and convenience. These measures are featured in the Strategic Transformation Plan, follow industry standard and align to the safety performance measures established in the Federal Transit Administration's National Public Transportation Safety Plan. Metro updates performance targets for its measures annually, reflecting the priorities, investments, and improvements anticipated for the coming year. The report communicates performance results relative to these targets, shows performance trends over the prior two years, and identifies actions that staff are taking to continuously improve.

Colored indicators throughout the report show each measure's FY results against target:

● **Target met** ● **Target at risk** ● **Target missed**

Note: Occasionally, historical data points are updated with stronger, more accurate data due to normal processes of data cleaning, investigation, and correction. While mostly consistent, some data points in this report are subject to minor change from previous versions. Please refer to the newest report and accompanying data tables for the most accurate data. If a data error in a previous report had a major effect on a performance measure's result or narrative, we will communicate the correction in the next report released.

About Metro

Metro is one of the largest transit organizations in the United States. Formed in 1967 under an interstate compact among the District of Columbia, the State of Maryland, and the Commonwealth of Virginia, the Metro service area is approximately 1,500 square miles, with a population of approximately four million people. Metro provides three core transit functions: Metrorail, Metrobus, and MetroAccess paratransit.



FY24 Scorecard

In FY24 to date, Metro met **12 of its 27 Service Excellence Measures**

● Target met ● Target at risk ● Target missed ● No target

| Metric | Status | Trending in right direction? | Page |
|--|---------|------------------------------|------|
| Goal 1: Service excellence | | | |
| Customer satisfaction | | | |
| Metrorail | ● 85% | ✓ | 9 |
| Metrobus | ● 75% | ✓ | 10 |
| MetroAccess | ● 81% | ✓ | 11 |
| Objective 1A: Safety and security | | | |
| Part 1 crime rate | ● 8.9 | ✓ | 13 |
| Employee and customer assault rate | ● 9.3 | | 14 |
| Customer perception / satisfaction: safety from crime | | | |
| Metrorail | ● 52% | | 15 |
| Metrobus | ● 59% | | 15 |
| Customer injury rate | | | |
| Metrorail | ● 14.0 | ✓ | 16 |
| Metrobus | ● 71.0 | | 17 |
| MetroAccess | ● 6.1 | ✓ | 18 |
| Employee injury rate | | | |
| Metrorail | ● 2.8 | ✓ | 19 |
| Metrobus | ● 13.0 | | 20 |
| Crowding | | | |
| Metrorail | ● 0.44% | ✓ | 21 |
| Metrobus | ● 3.2% | | 22 |
| Objective 1B: Reliability | | | |
| On-time performance | | | |
| Metrorail | ● 88% | ✓ | 24 |
| Metrobus | ● 77% | | 25 |
| MetroAccess | ● 91.5% | | 26 |
| Percent of planned service delivered | | | |
| Metrorail | ● 98.7% | | 27 |
| Metrobus | ● 98.7% | ✓ | 28 |
| MetroAccess (missed trips) | ● 1.0% | | 26 |
| Elevator Availability | ● 98.3% | ✓ | 29 |
| Escalator Availability | ● 94.3% | ✓ | 30 |
| Objective 1C: Convenience | | | |
| Accuracy of real-time arrival information | | | |
| Metrorail | ● 97% | ✓ | 32 |
| Metrobus* | ● 86.5% | | 33 |
| Customer satisfaction: cleanliness | | | |
| Metrorail | ● 59% | | 36 |
| Metrobus | ● 64% | | 37 |
| Last-mile connectivity / bicycle access | ● 1.4% | ✓ | 38 |

*In addition to real-time information *accuracy*, this report also provides data on the *availability* of real-time information for customers, a valuable driver of service excellence (page 34)

Ridership Update

Metro carried 58.8 million riders across Rail, Bus, and MetroAccess in Q1 FY24.

Metrorail ridership accounted for 51 percent of total ridership, exceeding Metrobus ridership by about 1.6 million riders.

In Q1 FY24, **Metrorail** ridership was 30.0 million. Average weekday ridership was 375,000 and average weekend ridership was 223,000. Total ridership was up 30 percent over Q1 FY23, with similar growth in weekday and weekend ridership. Metrorail hit a new post-pandemic record high on Wednesday, September 20 with 448,000 trips, and the Dulles Station served its 1 millionth customer (entries and exits) on September 26.

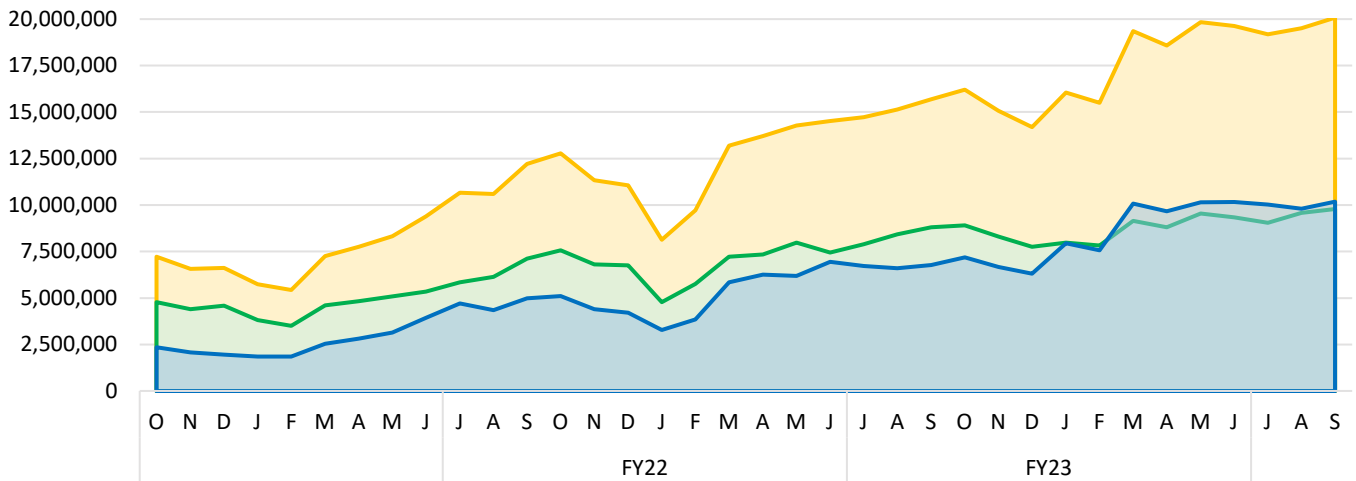
About 28.4 million passengers rode **Metrobus** in Q1 FY24. Average weekday ridership was 357,000

and average weekend ridership was 208,000. Total ridership was up nearly 13 percent over Q1 FY23, with similar growth in weekday and weekend ridership. September brought two new ridership records since 2020 for Metrobus, with a weekday high of 405,000 trips on Wednesday, September 27 and a weekend high of 244,000 trips on Saturday, September 2.

MetroAccess ridership was 0.36 million in Q1 FY24. Ridership grew slightly from Q1 FY23, about 5 percent. Average weekday ridership was 4,900 and average weekend ridership was 1,800.

Monthly ridership trend | Last 36 months

All | Bus | Rail

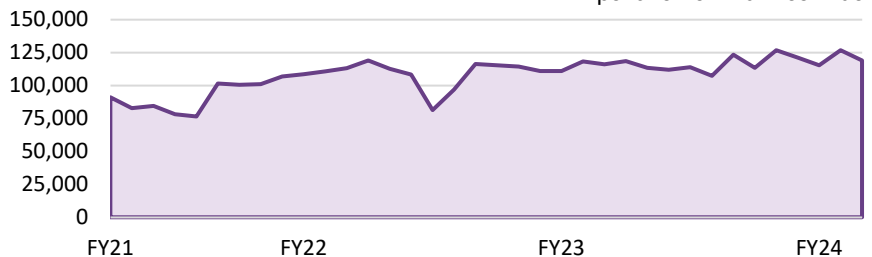


Note: As of January 2023, Metrorail ridership reports all (tap and non-tap) ridership.

Metro's [Ridership Data Portal](#) provides ridership data since 2010, including during the pandemic. Engage with the data through interactive dashboards using the Data Viewers ([Rail](#), [Bus](#), [Parking](#))

MetroAccess

Note: Does not include trips taken on Abilities-Ride



Goal 1: Service excellence
Customer Satisfaction

85% customer satisfaction for Metrorail in Q1, meeting target of 85% or better

Customer satisfaction with Metrorail increased in Q1 to the highest point in two years, reflective of rail's steady increases in service. Concerns with safety remain (see the Customer Perception / Satisfaction: Safety from Crime section of this report).

Measure Details: What and Why
Customer satisfaction is a gauge of Metro's service quality and a key driver of ridership. It helps Metro leadership understand the impact of its service improvement efforts, and overall public sentiment of Metro. The Strategic Transformation Plan sets a target of 85 percent customer satisfaction by 2028, which is also the target for FY24.

Customer Satisfaction against dotted line target

Y: % of customers who were satisfied with their last Metrorail trip | X: quarter
Direction of desired performance: *up* ↑

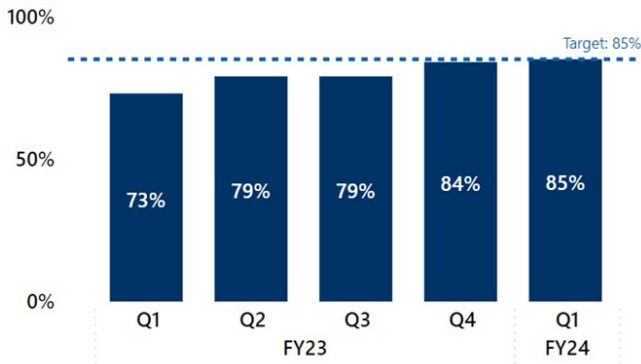


Chart takeaway | Rail customer satisfaction continued sustained improvement over FY23, meeting target of 85%

Satisfaction with service reliability and wait time for trains was up slightly from the previous quarter. In September, Metro increased service during peak periods on weekdays. This service change helped contribute to a 55 percent increase in trips compared to this time last year, along with a 23 percent reduction in wait times on average.

Thirty-eight percent of active riders believe that Metrorail service has "gotten better over the past year", which is significantly higher than it was at this time last year (15 percent). In Q1, 79 percent of customers were satisfied with the travel time to their destination (a new question in Metro's customer survey).

Customer perception/satisfaction with safety in stations and on trains declined this quarter to 55 percent and 52 percent, respectively.



See *Customer Perception / Satisfaction: Safety from Crime* (page 15) and *Customer Satisfaction: Cleanliness* (page 36) for more information on survey results for these two areas of the customer experience and Metro's actions to improve.

75% customer satisfaction for Metrobus in Q1, meeting target of 74% or better

Bus customer satisfaction increased slightly in Q1 but remained statistically consistent with the previous year and in line with rates seen pre-pandemic. Less traffic, free fares, and less crowded buses early in the pandemic boosted satisfaction rates.

Measure Details: What and Why
Customer satisfaction is a gauge of Metro's service quality and a key driver of ridership. It helps Metro leadership understand the impact of its service improvement efforts, and overall public sentiment of Metro. The FY24 target is 74 percent, a three-percentage point improvement over Q4 FY23 performance and putting Metro on a glidepath to reach the Strategic Transformation Plan target of 85 percent by 2028.

Customer Satisfaction against dotted line target

Y: % of customers who were satisfied with their last Metrorail trip | X: quarter
Direction of desired performance: *up* ↑

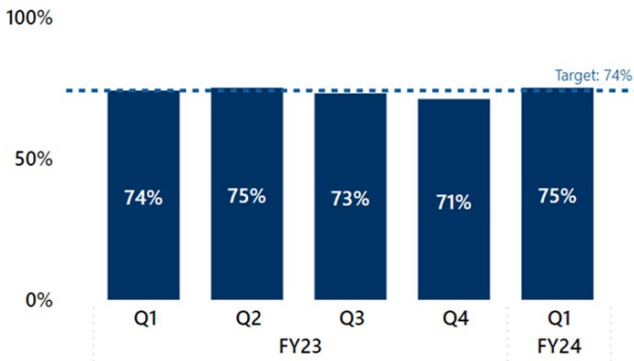


Chart takeaway | Bus customer satisfaction has remained in the mid-70 percent range over the last 15 months with no statistically significant changes.

In Q1, 77 percent of customers were satisfied with the travel time to their destination (a new question in Metro's customer survey).

The portion of customers who are satisfied with their last commute-to-work trip increased significantly from the previous quarter: 66 percent in Q4 to 74 percent in Q1. Bus on-time performance was strong relative to target in July and August, before experiencing a seasonal dip in September.

While satisfaction performed better than target—a three-percentage point improvement over Q4 of FY23—satisfaction with factors like wait times, crowdedness, and safety remain areas for improvement. In September, Metro adjusted stops and made safety and other customer improvements for eight bus routes. Metro also continued several efforts to increase on-time performance for buses.



See *Customer Perception / Satisfaction: Safety from Crime* (page 15) and *Customer Satisfaction: Cleanliness* (page 37) for more information on survey results for these two areas of the customer experience and Metro's actions to improve.

81% customer satisfaction for MetroAccess in Q1, meeting target of **80%** or better

MetroAccess customer satisfaction increased by four percentage points from last quarter. Satisfaction rose in the pandemic (FY21 and FY22) as MetroAccess suspended shared rides to enable social distancing.

Measure Details: What and Why
Customer satisfaction is a gauge of Metro's service quality and a key driver of ridership. It helps Metro leadership understand the impact of its service improvement efforts, and overall public sentiment of Metro. The FY24 target is 80 percent, a four-percentage point improvement over Q4 FY23 performance and putting Metro on a glidepath to reach the Strategic Transformation Plan target of 85 percent by 2028.

Customer Satisfaction against dotted line target

Y: % of customers who were satisfied with their last MetroAccess trip | X: quarter
Direction of desired performance: *up* ↑

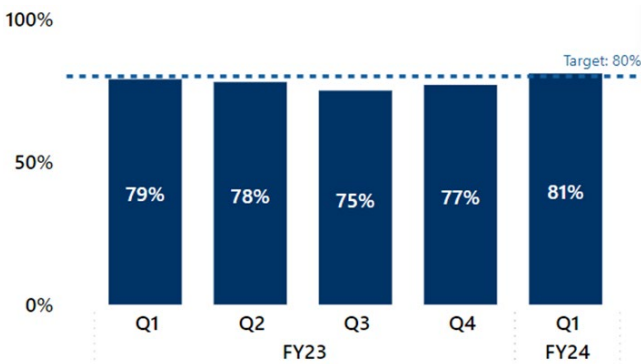


Chart takeaway | MetroAccess customer satisfaction has increased two quarters in a row, from 75% in FY23 Q3 to 81% in FY24 Q1. Customer satisfaction meets the target of 80% for the first time since FY22.

A majority of surveyed customers noted that the quality of MetroAccess improved over the past year. Customers are most satisfied with how safe their drivers operated the vehicle and how courteous their drivers were, with 89 percent and 87 percent of customers reporting satisfaction with these contributors, respectively.

MetroAccess's reservation process has helped drive improvements in overall customer satisfaction. Seventy-five percent of customers reported satisfaction with how easy it was to make a reservation, compared to 68 percent last quarter. Improved customer service training, coaching, and call monitoring positively contributed to customers' improved service experience when contacting the Reservations Office. Most customers make reservations over the phone, and making a reservation online is also possible.

While about 40 percent of MetroAccess customers have taken Metrobus or Metrorail in the past year, their satisfaction remains high: 82 percent of MetroAccess customers who used Metrobus and 85 percent of customers who used Metrorail reported being satisfied with their respective fixed-route trips.



Objective 1A

Safety and security

Part 1 Crime Rate

8.9 Part 1 crimes per million passengers, missing target of no more than 8.0

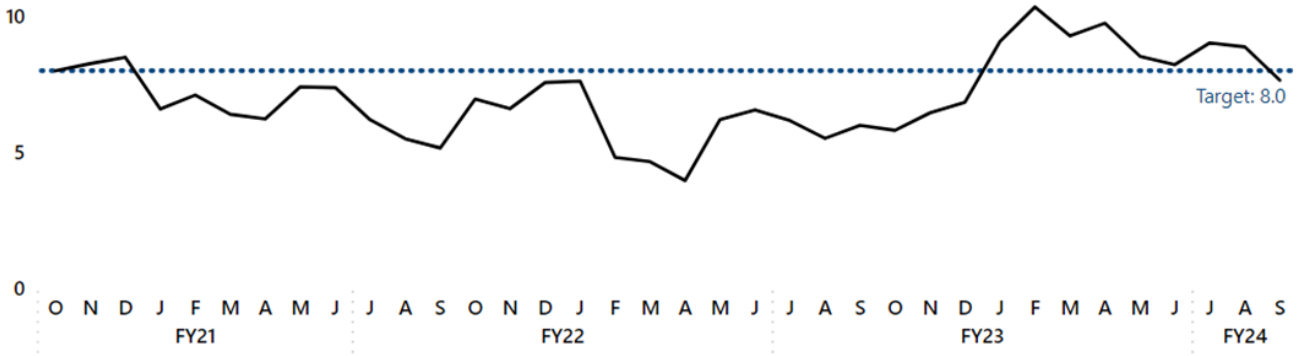
Part 1 crime fell 26 percent from February to September after an early-2023 spike largely driven by higher rates of motor vehicle thefts and robberies. Overall enforcement increased 274 percent in calendar year 2023 so far compared to 2022, with fare enforcement up 12 times what it was before.

Measure Details: What and Why
This measure evaluates how secure customers and employees are while riding the Metro system. This measure includes incidents that meet a set of criteria determined by the FBI. The FY24 target of no more than 8.0 crimes per million passenger trips was set to improve 12 percent over average performance for FY23 January through June (9.1 Part 1 crimes per million passengers).

Part 1 Crime Rate against dotted line target

Y: Part 1 crime rate | X: month
Direction of desired performance: **down** ↓

Chart takeaway | A sharp increase in motor vehicle theft contributed to the increase in the crime rate in Q3 of FY23. Since then, crime has steadily decreased.



There were 480 Part 1 crimes in Q1 of FY24. Forty-nine percent of these crimes occurred in the rail system, 39 percent in Metro parking lots, and 12 percent on buses or at bus stops. There were 165 motor vehicle thefts in Q1 of FY24, an 18 percent increase from last quarter (140) and almost five times the same period last year (29).

So far in calendar year 2023, Metro’s Crisis Intervention Specialists have interacted with 770 customers experiencing a mental health crisis. Additionally, since Metro began its program for all MTPD personnel to carry Narcan in January 2023, officers have deployed this life-saving overdose prevention treatment over 100 times.

The rate of crimes against persons remained consistent with the past year at 1.4 crimes per million riders. Crimes against property decreased slightly, with 7.1 crimes per million passengers in Q1 compared to 7.4 last quarter.

In June 2023, Metro began a deployment of high visibility officers (both Metro police and officers from other jurisdictions) to five parking garages, resulting in a 31 percent decrease in crimes at those locations compared to the six months before the program began. Metro’s body-worn camera deployment was completed in September 2023, with cameras issued to 327 police officers and special operations staff.

The Metro Transit Police Department (MTPD) continues their approach of Compassion (crisis intervention and community outreach), Cameras (body-worn cameras and video from Metro vehicles and stations), and Cops (patrol visibility and partnerships with other jurisdictions).

Customer / Employee Assault Rate

9.3 customer and employee assaults per 10 million vehicle revenue miles, missing target of no more than **6.7**

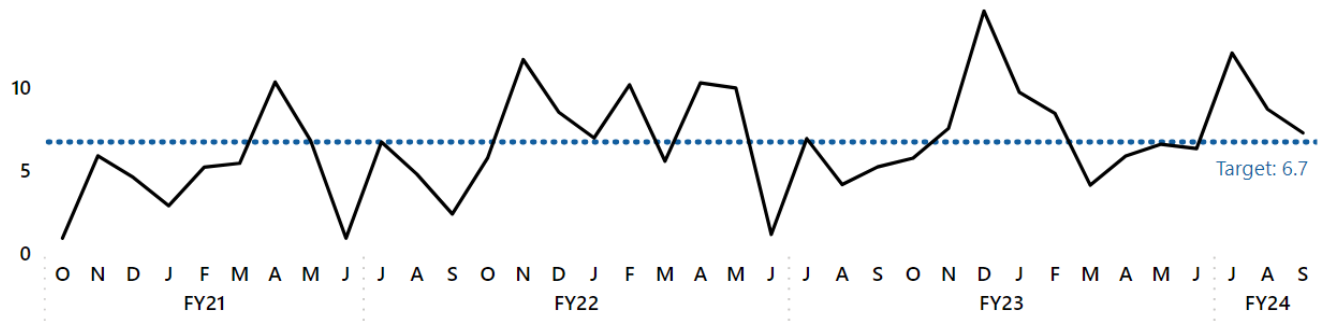
Almost 85 percent of assaults were between customers: there were 38 customer assaults and seven employee assaults in Q1 of FY24. Customer assaults more than doubled compared to the same period last year, when there were 15 assaults. The number of employee assaults remained the same, at seven.

Measure Details: What and Why
 This is a measure of customer and employee security while on the Metro system. This measure is also part of Metro's Agency Safety Plan and aligns with the measures in the National Public Transportation Safety Plan published by the Federal Transit Administration. It includes incidents in which customers and employees are unlawfully physically assaulted and require immediate medical attention away from the scene. The FY24 target reduces the assault rate by 20 percent compared to FY23 performance.

Customer & Employee Assault Rate against dotted line target

Y: Assault rate | X: month
 Direction of desired performance: **down** ↓

Chart takeaway | After a decrease in assaults in the spring of 2023, assaults spiked in July and then decreased again in September.



Throughout calendar year 2023, there have been an average of five customer assaults per month on buses and very few bus operator assaults. On rail, there had been about five customer assaults and three employee assaults per month. Customer assaults on rail increased in July through September of this year.

MTPD has continued intensive efforts to reduce crime across the system through its approach of Cops, Cameras, and Compassion. In calendar year 2023 through September, the Crisis Intervention team has boarded over 1,600 trains and 875 buses to do wellness checks with bus and train operators and Metro customers. They have focused on a group of 12 Metro stations to walk the platforms for visibility and to connect with the community.



Customer Perception / Satisfaction: Safety from Crime

52% of customers feel safe from crime aboard a train, missing target of **58%**. **59%** of customers feel safe from crime aboard a bus, missing target of **64%**

The perception of safety from crime aboard a train decreased five percentage points from last quarter, while perception of safety from crime aboard a bus remained about the same as last quarter.

Measure Details: What and Why
Customer satisfaction of safety from crime is a gauge of how secure from crime and harassment customers feel riding trains and buses. The FY24 targets were set to improve two percentages points over the average level achieved in FY23, putting Metro on a glidepath to achieve the Strategic Transformation Plan target of 75 percent by 2028.

Customer Perception of safety from crime against dotted line target

Y: % of customers who felt safe from crime aboard a train | X: quarter
Direction of desired performance: **up** ↑

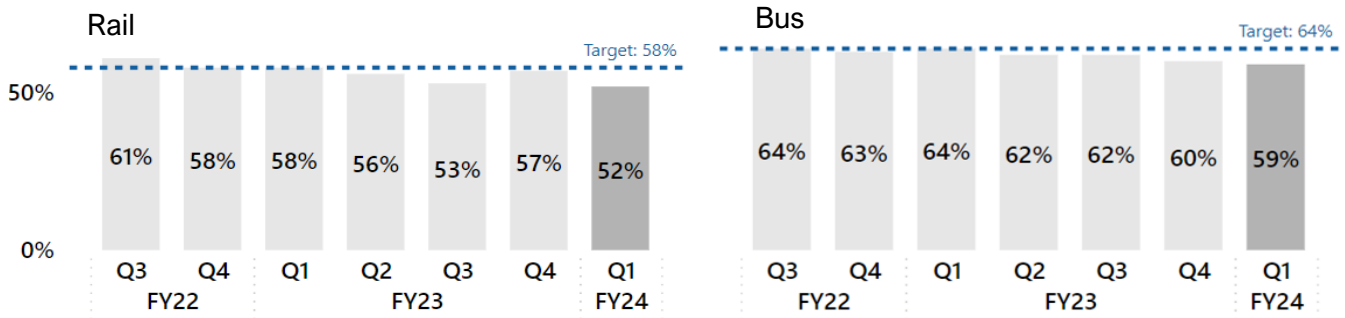
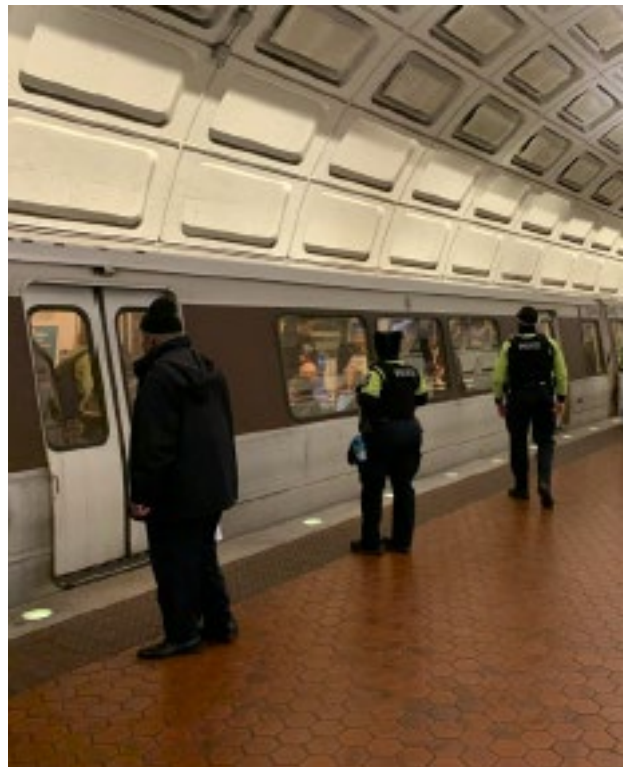


Chart takeaway | Customer perception of safety from crime aboard a train decreased 5 points in Q1 compared to the previous quarter, at a low compared to the previous two years. Perception of safety has also decreased slowly for bus.

In calendar year 2023 through September, MTPD held over 360 community outreach events at Metro stations to provide crime awareness and prevention information. Additionally, MTPD visits local schools and childcare centers to provide similar information. In August they hosted their inaugural “Back-to-School” event at Fort Totten station, which over 1,500 people attended.

Metro’s new, higher faregates have reduced fare evasion by more than 70 percent at the first six stations where they were installed. Installation at additional stations will continue this fiscal year.

MTPD’s efforts to increase patrols and visibility on the system continues, with additional law enforcement presence—in partnership with other local agencies—at 25 Metro stations during rush hours and a special deployment of officers at five parking garages.



14.0 Rail customer injuries per 10 million revenue miles, missing target of no more than 11.5

There were 37 customer injuries (those requiring transport away from the scene) in the rail system during the first quarter of FY24. Thirty—or 81 percent—of these were slips/trips/falls, 63 percent of which occurred on an escalator. While missing target, the rate is still a 17 percent improvement over this period last year.

Measure Details: What and Why
 Safety is a core Metro value. This measure is also part of Metro’s Agency Safety Plan and aligns with the measures in the National Public Transportation Safety Plan published by the Federal Transit Administration. It includes injuries in which customers require immediate medical attention away from the scene. The FY24 target was set to improve seven percent over average performance in FY23.

Customer Injury Rate against dotted line target

Y: # injuries per 10m vehicle revenue miles | X: month
 Direction of desired performance: **down** ↓

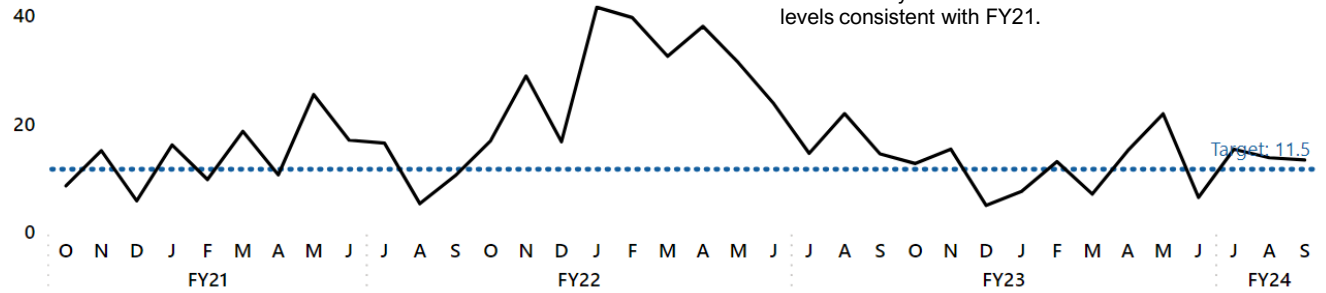


Chart takeaway | Customer injury rate was high in the second half of FY22 as injuries increased and vehicle revenue miles decreased. The number of injuries decreased by 35% in FY22 and the rate fell back to levels consistent with FY21.

Aside from the 30 slips/trips/falls, customer injuries in Q1 included three customers caught in a train door, one assault, one trespasser on the roadway, and two persons struck by train (one near-miss). The near miss resulted from a customer placing themselves on the track, but the operator was able to see the customer, stop, and successfully avoid striking the customer.

Metro’s Elevator/Escalator team, working with the Safety Department, continued its pilot signage campaign in Q1. So far, Metro has installed signs with safety guidelines for customers on the ends of escalators at Bethesda, Tenleytown, L’Enfant Plaza, Foggy Bottom, and Dulles stations. Bethesda and Tenleytown were selected because they are long stations, and there have been issues where customers have lost control of luggage that have hit other customers. L’Enfant Plaza and Foggy Bottom were chosen because

they are high traffic areas. Dulles was selected to discourage riders with luggage from taking the escalator, and instead choose the elevator.



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

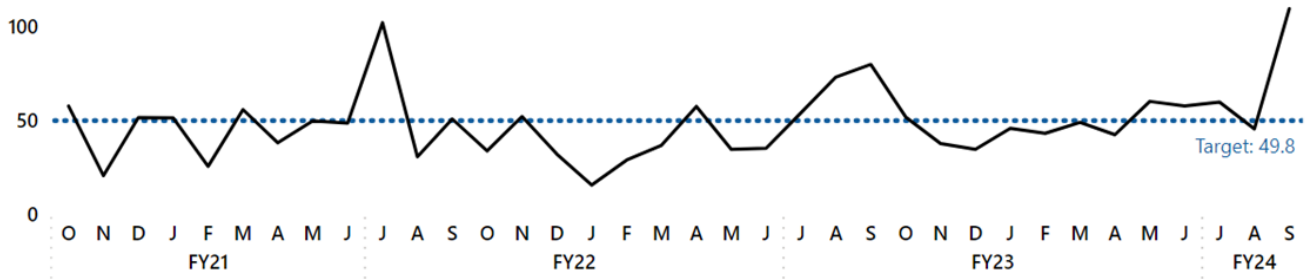
There were 68 bus customer injuries in FY24 so far: 39 related to collisions, 26 slip/trip/falls, and three other injuries. Many of the slip/trip/fall injuries occur due to the motion of the bus, boarding/alighting the bus, or when the bus brakes suddenly to avoid a collision. Of the injuries that occurred due to bus collisions, 72 percent were due to a non-preventable collision.

Measure Details: What and Why
 Safety is a core Metro value. This measure is also part of Metro’s Agency Safety Plan and aligns with the measures in the National Public Transportation Safety Plan published by the Federal Transit Administration. It includes injuries in which customers require immediate medical attention away from the scene. The FY24 target was set to improve three percent over average performance over the past two years.

Bus Customer Injury Rate against **dotted line target**

Y: # injuries per 10m vehicle revenue miles | X: month
 Direction of desired performance: **down** ↓

Chart takeaway | Bus customer injury rate held steady in the first half of 2023, but September saw a spike of injuries, double what would normally occur in one month.



The two highest risks to bus customer safety are bus collisions and customers falling on the bus due to bus motion or hard braking. Staff consistently focus on these two areas to improve safety at Metro. This quarter, Metro focused on defensive driving techniques at intersections and provided operators with regular safety messaging and coaching for these practices.

One possible contribution to the increase in customer injuries in September is a significant increase in crowding on high-ridership bus routes, which can contribute to more trips and falls. Additionally, there were several collisions in September that resulted in multiple customer injuries. In Q1 of this year, Metrobus staff performed five “safety blitzes” targeting intersections with high traffic and risks for collision to share safety strategies with bus operators.



Note: Metro tracks and reports fatalities in addition to injuries. The fatality metric, as defined by the Federal Transit Agency, does not include suicides or homicides. There have not been any Metrobus customer or employee fatalities in FY24 to date.

6.1 MetroAccess customer injuries per 10 million revenue miles, meeting target of no more than 13.2

The customer injury rate met target in all three months of Q1 FY24. Three MetroAccess customers were injured in Q1 FY24, compared to eight in the same period of FY23. One injury was related to a collision, one was caused by a mobility securement device, and one was caused by a scooter that tipped over. Two out of the three injuries were from non-preventable causes.

Measure Details: What and Why
Safety is a core Metro value. This measure is also part of Metro's Agency Safety Plan and aligns with the measures in the National Public Transportation Safety Plan published by the Federal Transit Administration. It includes injuries in which customers require immediate medical attention away from the scene. The FY24 target was set to improve four percent over average performance in FY23.

MetroAccess Customer Injury Rate against dotted line target

Y: # injuries per 10m vehicle revenue miles | X: month
Direction of desired performance: **down** ↓

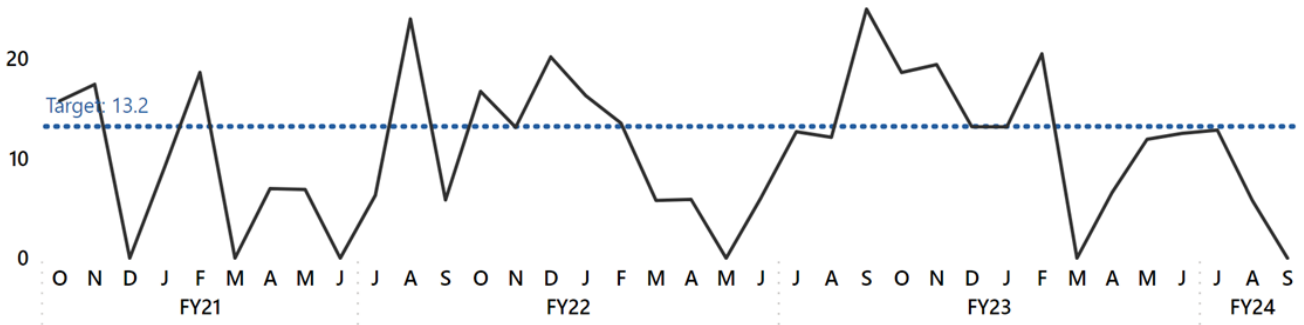


Chart takeaway | FY24 Q1 had a lower customer injury rate than recent previous quarters.

To help drive down customer injuries, MetroAccess shares safety messages with customers when they book an appointment. The themes of these messages include sharing safety concerns, contacting reservations early, and not talking to the driver while the vehicle is in motion. The customer safety message is different each month. Safety messages are also provided by dispatchers to drivers, with the aim of reducing customer injuries.

To decrease injuries related to wheelchair securement and door-to-door service, MetroAccess created and issued securement and door-to-door training videos with an occupational therapist, and implemented a requirement that all operators renew their wheelchair securement certification twice per year, approximately every six months. By the end of FY23, over 99 percent of active operators had current certifications.

MetroAccess is implementing AlertMeter, a fitness for duty safety protocol. Before entering service, drivers play a 60-second game on a tablet which gives feedback on their readiness. This initiative is expected to prevent injuries caused by fatigued drivers. Rollout and training are currently underway, with full implementation expected in January 2024.



2.8 Rail employee injuries per 200,000 work hours, meeting target of no more than 3.5

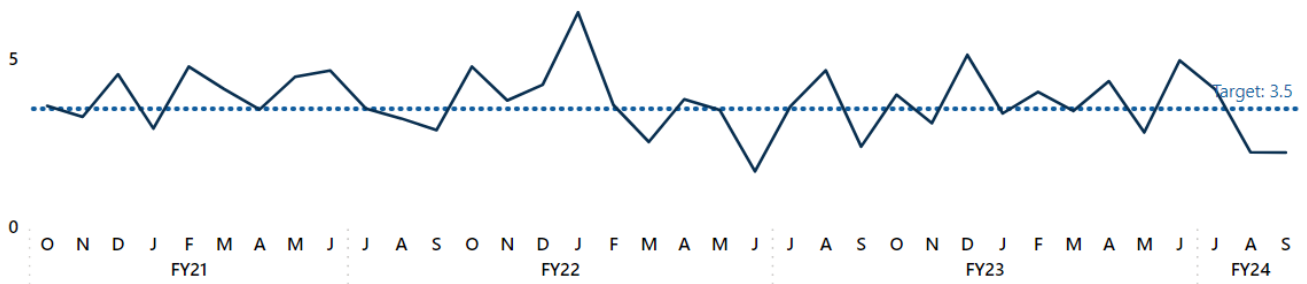
There were 44 injuries reported by rail system employees during the first quarter of FY24. The rate of employee injuries has significantly decreased since last quarter, dropping by 30 percent. The most common injury type were strains, of which there were 11. This was closely followed by stress injuries (eight) and then slips/trips/falls (seven).

Measure Details: What and Why
Measuring employee injuries is important in helping maintain a safe environment for Metro's employees at work. This measure includes employee injuries that meet the Occupational Safety and Health Administration (OSHA) reporting criteria. The FY24 target was set to improve five percent over average performance over the past two years.

Rail System Employee Injury Rate against dotted line target

Y: # of injuries per 200,000 work hours | X: month
Direction of desired performance: **down** ↓

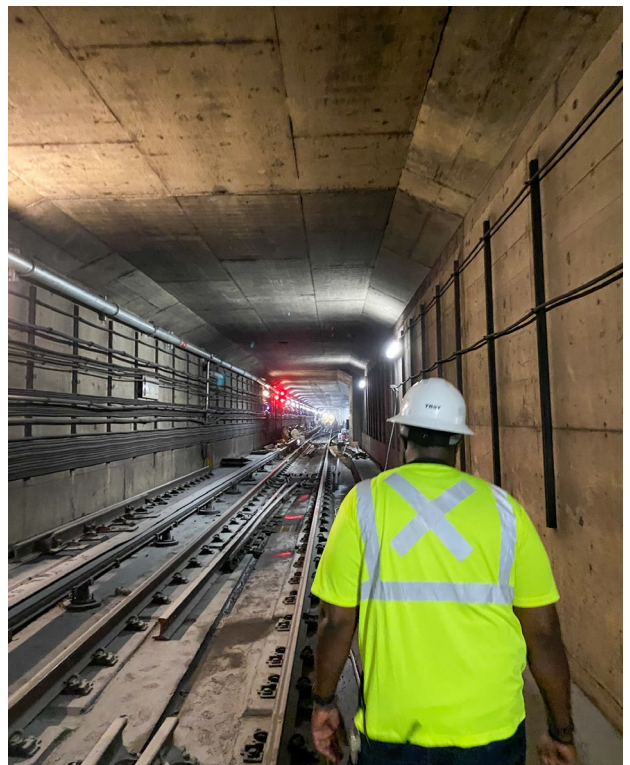
Chart takeaway | Rail employee injury rate decreased throughout Q1 following the spike in June FY23



Strain injuries occurred most often due to twisting or pushing/pulling. Stress injuries, which most frequently occur due to witnessing violence in the system, or witnessing an individual being hit by a train, have decreased by 43 percent from the previous quarter.

Station managers account for 27 percent of all rail system injuries and train operators account for 23 percent. Stress injuries were the most common injury type for both roles, making up 32 percent of injuries reported by these employees.

Employee slips/trips/falls have decreased by 61 percent from the previous quarter. Rail Transportation has begun tracking injury risks due to old safety equipment.



Employee Injury Rate | Metrobus

13 Bus employee injuries per 200,000 work hours, missing target of no more than **12.4**

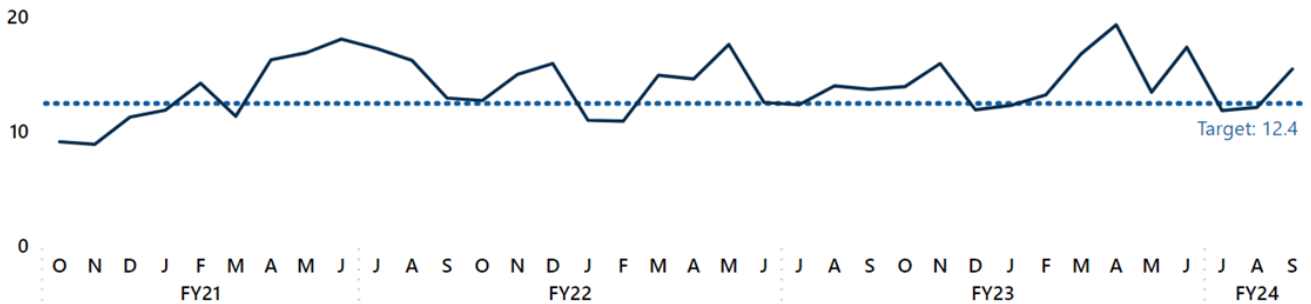
There were 124 bus employee injury reports in Q1 of FY24. Collision-related injuries (39) and injuries due to stress (40) were the most common, followed by strains (10) and slip/trip/falls (nine).

Measure Details: What and Why
Measuring employee injuries is important in helping maintain a safe environment for Metro's employees at work. This measure includes employee injuries that meet the Occupational Safety and Health Administration (OSHA) reporting criteria. The FY24 target was set to improve 10 percent over average performance of the last two years. Bus employees include operators, supervisors, and maintenance staff.

Bus Employee Injury Rate against dotted line target

Y: # of injuries per 200,000 work hours | X: month
Direction of desired performance: **down** ↓

Chart takeaway | The bus employee injury rate was below target for July and August but increased in September of 2023.



Metro is committed to employee safety and has multiple strategies to engage employees at all levels in keeping themselves and each other safe. Supervisors conduct regular safety checks in which they observe staff performing daily procedures, then provide coaching for ways to improve safe practices. Additionally, new operators are connected to more senior operators and to frontline managers to provide additional support and instruction in their first year at Metro.

The biggest driver of bus employee injuries this quarter was employees witnessing violence while driving the bus, resulting in a mental stress injury. Metro offers employee assistance programs to all staff who experience stress on the job.



0.4% of passenger time in crowded conditions through FY24 Q1, meeting target of no more than **5.0%**

Metrorail crowding decreased in each month in Q1 of FY24, in part due to additional service increases this quarter. Metro increased frequency during peak times on the Red, Blue, Silver, Yellow and Green lines to match demand. Metrorail ran 47 percent more train trips in September of FY24 than September of FY23.

Measure Details: What and Why
 Rail crowding evaluates how often customers may be uncomfortable on crowded trains. Crowded conditions are defined as > 100 passengers per car during peak periods, which is when all seats are occupied and about 35 customers are standing and > 65 passengers per car during non-peak times which is when all seats are occupied. The Strategic Transformation Plans sets a target of no more than five percent crowding by 2028, which is also the target for FY24.

Rail Crowding

Y: % passenger time in crowded conditions | X: month
 Direction of desired performance: **down** ↓

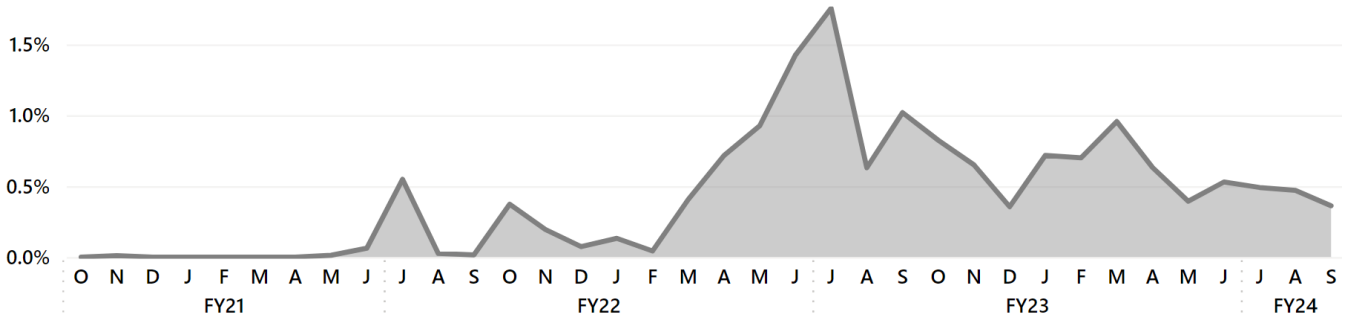


Chart takeaway | Crowding rose dramatically throughout the second half of FY22 as ridership increased. Crowding decreased each month of Q1. Service increases added capacity to keep crowding low despite ridership gains.

Crowding decreased for much of FY23 and into FY24, even as ridership continued to increase, thanks to regular service increases.

Though crowding is declining system wide, customers in specific parts of the system are more likely to experience crowding. For example, a customer riding between L'Enfant Plaza and Waterfront is six times more likely to experience crowding than the system average.

At the beginning of FY24, Metro adjusted its definition of crowded conditions to better match what is outlined in the WMATA Service Standards: an average of 100 people per railcar during peak periods and 65 people per railcar during non-peak periods. The chart above uses this standard for all months to better show the trend in crowding over time.

Rail Crowding by Line | FY24

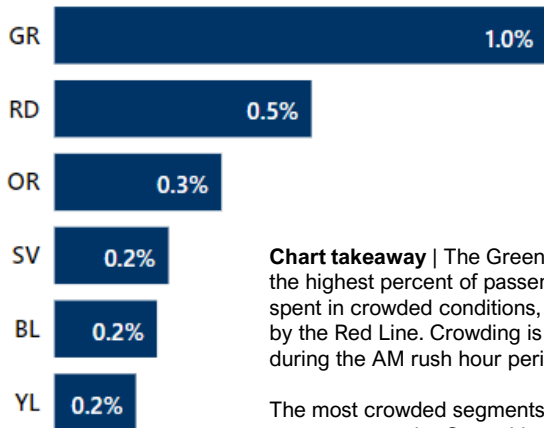


Chart takeaway | The Green Line had the highest percent of passenger time spent in crowded conditions, followed by the Red Line. Crowding is worst during the AM rush hour period.

The most crowded segments in the system are on the Green Line between L'Enfant Plaza and Waterfront, on the Red Line between Judiciary Square, and Union Station, and on the Orange/Silver Lines between Rosslyn and Court House.

3.2% of passenger time in crowded conditions in FY24 meeting target of no more than **5.0%**

Metrobus crowding increased from 2.8 percent in Q4 of FY23 to 3.2 percent in Q1 of FY24 and hit a post pandemic high in September. The increase in Q1 aligns with ridership increases that took place during this time – Metrobus recorded its highest ridership month since the pandemic in September.

Measure Details: What and Why
 Bus crowding evaluates how often bus customers may be uncomfortable on crowded vehicles. Crowding is defined as >40 passengers per bus which is when all seats are occupied on the vehicle. During weekday rush hours periods, crowding is defined as >120 percent of seated capacity (48 people) for BRT and framework routes that serve the densest parts of the region. The Strategic Transformation Plans sets a target of no more than five percent crowding by 2028, which is also the target for FY24.

Bus Crowding

Y: % passenger time in crowded conditions | X: month
 Direction of desired performance: **down** ↓

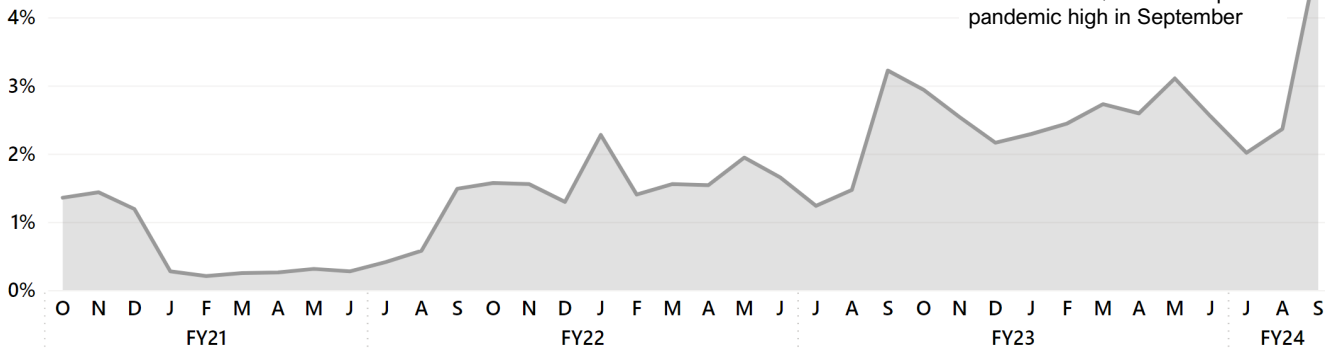


Chart takeaway | Crowding increased in Q1 to a new post pandemic high in September

Crowding is concentrated on specific routes, with about 20 out of 196 routes accounting for most of the crowding in the system and the remaining seeing very little. September saw a big increase in crowding with students' return to schools and federal workers to offices. Nineteen routes saw their crowding rates increase more than 10 points from August to September.

At the beginning of FY23, Metro returned to the pre-pandemic definition of crowding outlined in the WMATA Bus Service Guidelines: 120 percent of the seated capacity of a bus (48 passengers in a 40-foot bus) during rush hours for bus rapid transit, framework, and coverage routes*; and 100 percent of the seated capacity (40 passengers in a 40-foot bus) for all other times and routes. The chart above uses this standard for all months to better show the trend in crowding over time.

*See pages 5-6 of the [Metrobus Service Guidelines](#) for explanations of these route types.

Bus crowding by route | Most crowded routes, FY24

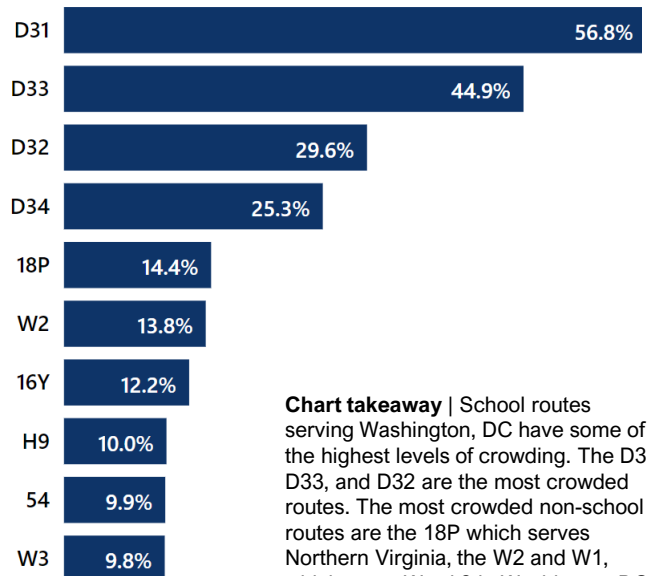


Chart takeaway | School routes serving Washington, DC have some of the highest levels of crowding. The D31, D33, and D32 are the most crowded routes. The most crowded non-school routes are the 18P which serves Northern Virginia, the W2 and W1, which serve Ward 8 in Washington DC. The 9th most crowded routes, the 54, serve 14th Street NW in DC.

Objective 1B
Reliability

88.2% of rail customer trips completed on-time, missing target of at least **90%**

Metro improved frequencies on five lines in September, leading to shorter wait times and faster trips for customers. On-time performance (OTP) remained steadily under target throughout Q1.

Measure Details: What and Why
Metrorail On-Time Performance is a key measure of service reliability. Rail customer trips are “on-time” if they include waits shorter than the scheduled headways, train journeys that travel at expected speeds, and operational faregates, elevators, and escalators that do not delay travel to and from the platform. The FY24 target was set to maintain FY23 performance. The Strategic Transformation Plan sets a target of 95 percent by 2028.

Rail On-Time Performance against dotted line target

Y: % of on-time customer trips | X: month
Direction of desired performance: *up* ↑

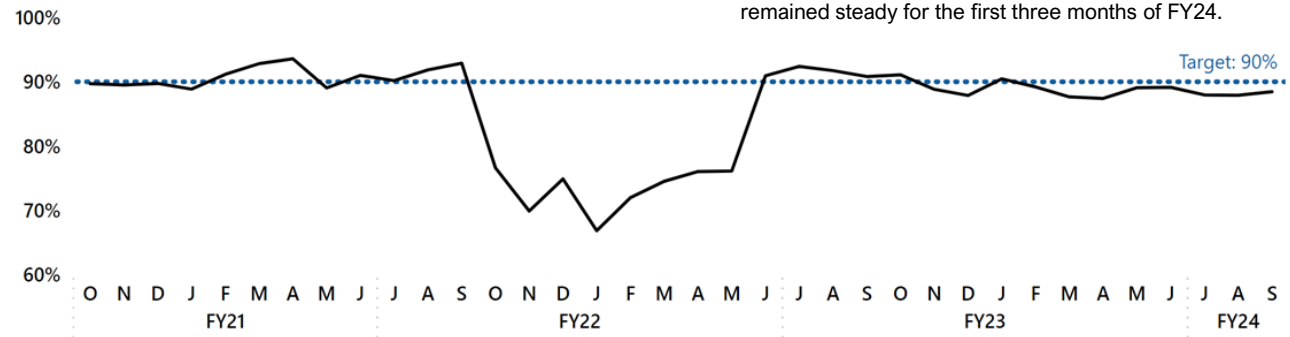


Chart takeaway | After falling in FY22 during the sidelining of the 7000-series trains following the Blue Line derailment in October 2021, Rail Customer OTP met target in Q1 FY23, but has decreased each quarter since as Metro continued to adapt to operational changes such as schedule changes, train count increases, and escalating ridership. OTP has remained steady for the first three months of FY24.

Unplanned service disruptions—such as rail vehicle failures, signaling issues, customer-related incidents, or track incidents—lowered OTP by about 11 percentage points during Q1 of FY24. Midday, late night, and weekend single-tracking or shutdowns for planned maintenance lowered OTP by about one percentage point.

Over the past 15 months, Metro has gradually added service. There are currently 76 percent more trains compared to Q1 of last year.

Metro changed service patterns in September 2023 by increasing peak frequencies on five lines. Red Line frequencies were increased to five minutes, Yellow and Green lines to six minutes, and Blue and Silver lines to ten minutes (matching Orange Line frequencies) for the two busiest hours each morning and evening. Eighty-three percent of all trips and 88 percent of peak

trips were faster in September of 2023 compared to September 2022. On average, all trips were about three minutes shorter, and peak trips were about four minutes shorter. Peak period crowding also decreased after the September schedule change.

Metrorail summer construction work continued through early September, when it ended ahead of schedule and under budget. Throughout the summer, Metro installed more than 26 miles of new rail and 72 miles of fiber-optic cables, while also installing new switch box machines and clearing vegetation. These improvements will help to improve service reliability and efficiency.

77% of bus service on-time, meeting target of no less than 77%

In FY24 so far, on-time performance is worst in the evening rush hour (3-7pm), but the morning rush hour got worse in September. Performance was strong in July and August but declined in September as federal workers returned to offices and students to schools, increasing ridership. The routes that experienced the most crowding in September also had worse on-time performance.

Measure Details: What and Why
 Metrobus On-Time Performance is a key measure of service reliability. Buses are considered “on-time” if they arrive no more than two minutes early or seven minutes late to the major stops on the route schedule. The FY24 target was set to maintain average performance in FY23. The Strategic Transformation Plan sets a target of 80 percent by 2028.

Metrobus OTP against dotted line target

Y: % of on-time buses | X: month
 Direction of desired performance: up ↑

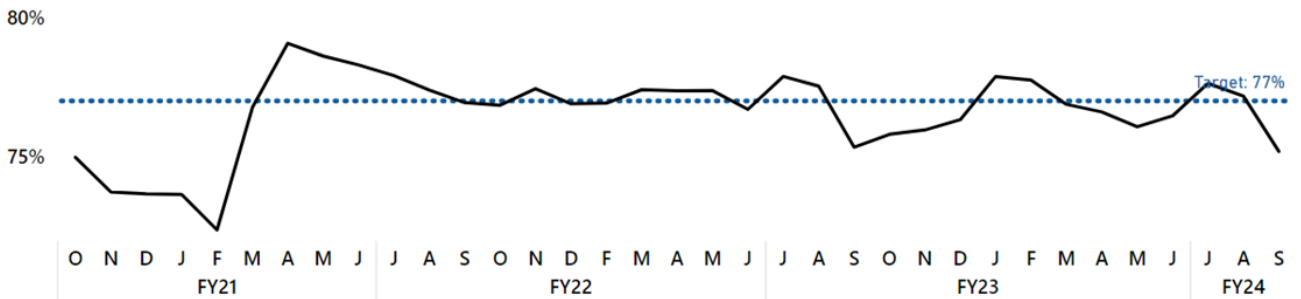


Chart takeaway | As regular traffic and ridership patterns return in FY23 and FY24, on-time performance returns to its cyclical pattern of improving in summer and winter and worsening in fall and spring.

Several factors influence bus OTP: bus availability and reliability; bus operator availability; operator coaching and training; bus schedule accuracy; disruptions such as customer illness or criminal incidents; and other elements such as traffic, construction, special events, and weather.

In Q1, Metro improved collaboration between its Integrated Command and Communications Center and street operations to manage buses in real-time and ensure they stay on schedule. Staff utilizes tools such as GPS and real-time video to identify bus location and coach operators to make adjustments to adhere to schedule.

Metro’s bus operators and mechanics continue efforts to ensure buses successfully communicate real-time information. This in turn helps Metro understand whether buses are running on time, enabling stronger real-time management.



91.5% of MetroAccess customers picked up on-time, missing target of no less than **93%**

Reduced service hours, a new driver schedule, and steady traffic have contributed to a decline in on-time pick-up performance at the start of the fiscal year.

Measure Details: What and Why
 "On-time" means the vehicle arrives at the pick-up location within the scheduled 30-minute pick-up window. MetroAccess on-time pick-up performance is essential to delivering quality service to the customer. The FY24 target of 93 percent was increased from 92 percent to reflect a shift in the pick-up window. The Strategic Transformation Plan sets a target of 92 percent or above by 2028.

MetroAccess OTP against dotted line target

Y: % of on-time stops | X: month
 Direction of desired performance: **up** ↑

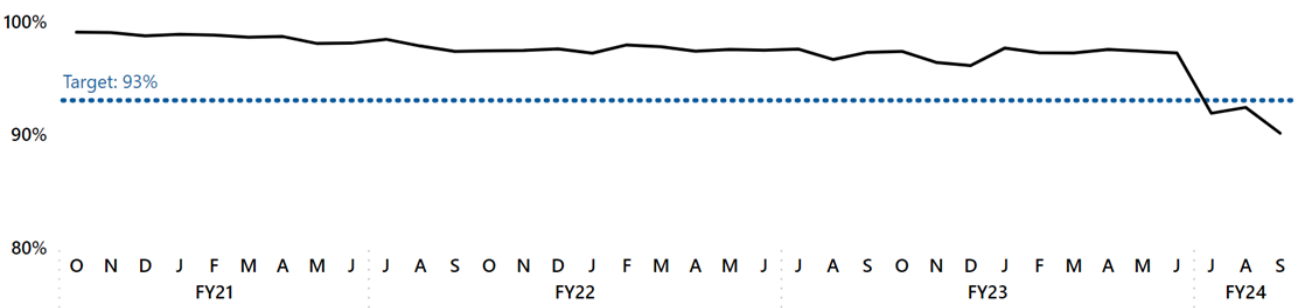


Chart takeaway | MetroAccess OTP fell in July due to a new driver schedule that resulted in fewer opportunities to recover when falling late over the course of the day.

On-time performance missed target so far in FY24, with 91.5 percent of pick-ups on time. The definition of an on-time pickup changed at the beginning of FY24: the window now begins at the scheduled arrival time and ends 30 minutes after the scheduled arrival time.

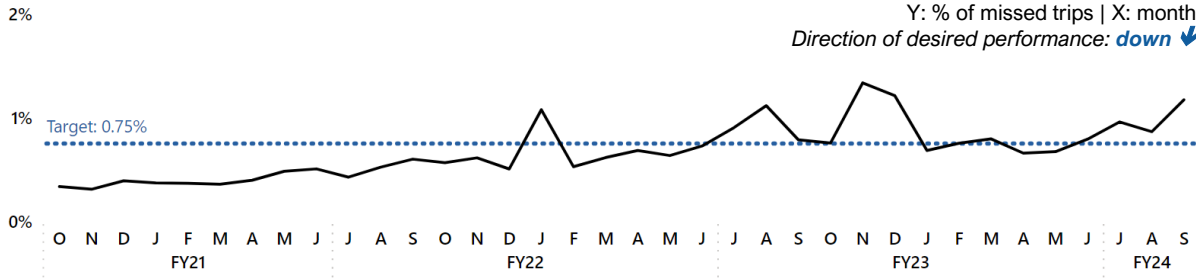
Reduced service hours, a new driver schedule, and steady traffic have likely caused the decline in OTP. MetroAccess continues to dynamically update its scheduling to improve service efficiency and performance and plans to put out another driver schedule in January.

1.00% of scheduled MetroAccess trips missed, missing target of no more than **0.75%**

A contributing factor to OTP is missed trips—trips not taken when the vehicle arrived past the pick-up window or trips where the driver does not dwell the minimum required time. So far in FY24, one percent of trips were missed, missing target of no more than 0.75 percent. Most of these were attributed to trips not taken.

MetroAccess Missed Trips against dotted line target

Y: % of missed trips | X: month
 Direction of desired performance: **down** ↓



98.7% of scheduled rail service delivered, meeting target of at least **98%**

Metro had sufficient operators and trains to deliver 98.7 percent of scheduled trips. Metro is following an incremental approach to reach full FY24 budgeted Metrorail service levels, aiming to limit missed trips. As more trains become available and more operators are certified, more service is scheduled. The latest service increase occurred in September.

Measure Details: What and Why Service Delivered monitors Metro's "guarantee of service"—whether Metro is providing all the service that was scheduled and committed to. The FY24 target is an improvement of four percentage points over the FY23 target (94 percent). As part of the Strategic Transformation Plan, Metro also tracks the amount of budget service delivered, setting targets that factor in major track work and operator and train availability.

Rail Service Delivered against dotted line target

Y: % of rail service missed | X: month
 Direction of desired performance: **up** ↑

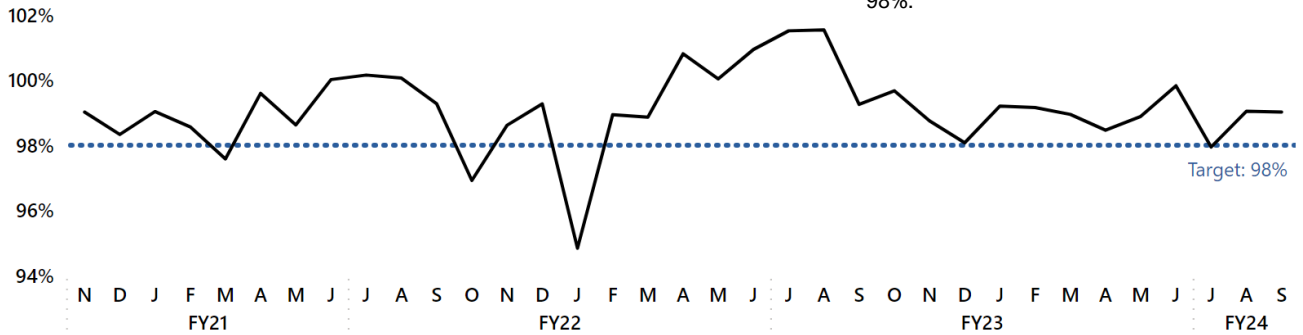
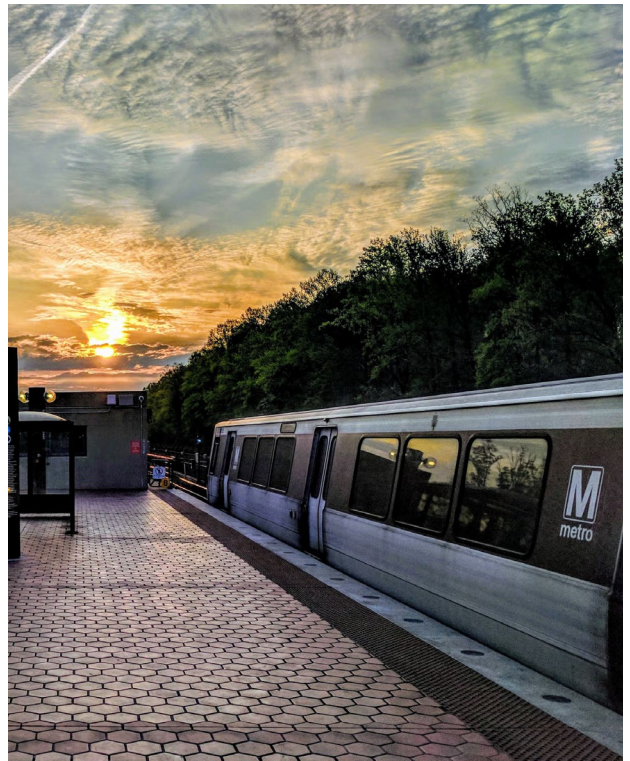


Chart takeaway | Service delivered met target throughout FY23, but decreased across the fiscal year. So far in FY24, service delivered is meeting the target of 98%.

Metro continued its accelerated hiring and training of new train operators during this time: 59 new operators were certified in Q1 and 109 are in training. Metro also worked to increase the number of 7000-series trains available for service. In September, more than 60 7000-series trains ran in daily service, accounting for over 60 percent of rail mileage. Having more trains in the schedule not only allows Metrorail to run more service but allows for more contingency trains. Having more of these trains improves reliability and allows Metro to respond to incidents faster.

Overnight and weekend maintenance is essential to prevent major system failures and keep the system in a long-term state of good repair. Performing overnight trackwork also allows trackwork during service hours to be minimized. Metro staff continues efforts to identify opportunities to improve the efficiency of overnight track work.



98.7% of scheduled bus trips delivered, meeting target of **98.6%**

In Q1 of FY24, Metro missed an averaged of 163 out of about 12,000 scheduled trips per day.

Measure Details: What and Why Service Delivered monitors Metro's "guarantee of service"—whether Metro is providing all the service that was scheduled and committed to. The FY24 target was set to maintain average performance in FY23, which is extremely high compared to transit agencies of similar size, and better than the target of 98 percent in the Strategic Transformation Plan.

Percent of Scheduled Trips Delivered against dotted line target

Y: % of scheduled trips delivered | X: month
Direction of desired performance: *up* ↑

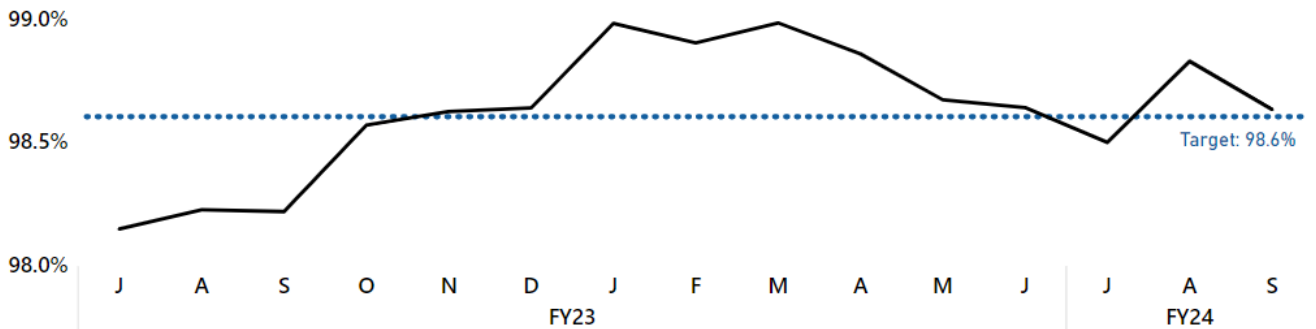
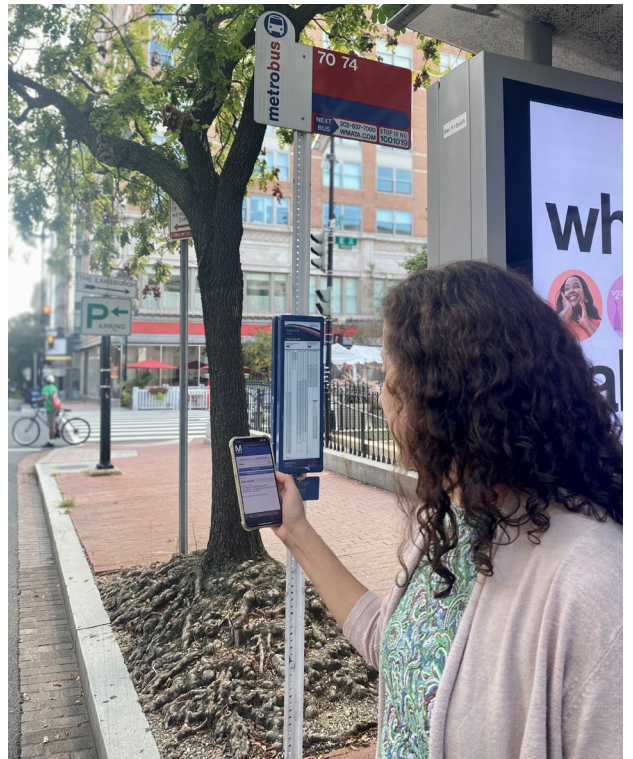


Chart takeaway | Less than two percent of scheduled trips were missed every month since Metro started tracking this measure in FY23.

Missed trips happen in two ways: the bus never leaves the depot to deliver service, or the bus is out on the road and service is interrupted due to collisions, mechanical issues, customer medical emergencies, or other incidents.

In the last several months, Metro particularly focused on not missing the first or last trip of all routes each day so that customers who rely on that service know that they can get to their destination.

Metro also worked to reduce bus operator absenteeism at one of the largest bus divisions by bringing a human capital staff person on site to help operators manage their time off. Metro's campaign to hire bus operators in FY23 resulted in the first quarter of FY24 having a full staff of bus operators for the first time since the pandemic.



Elevator Availability

98.3% of elevators available on average, meeting target of at least **97.7%**

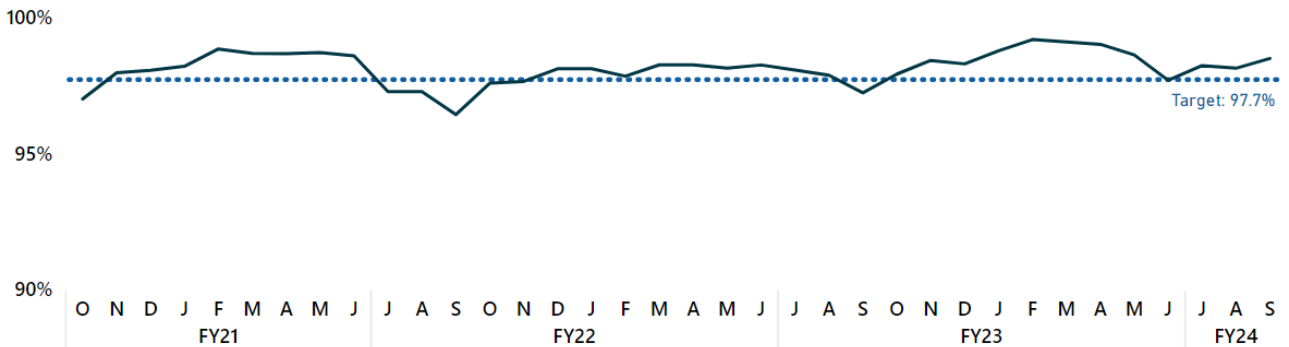
During the first quarter of FY24, about five of the 320 elevators in the system were out of service for maintenance at any given time. One unit at Largo Town Center was out of service for fourteen weeks as it was being rehabilitated. The remaining outages were attributed to other work such as unit failures, related fixes, or preventive maintenance.

Measure Details: What and Why
Elevator availability measures how often elevators are operating for customers. Elevators are essential in providing equal access to Metrorail. The FY24 target aims for incremental improvement over the FY23 target of 97.5 percent, factoring in units expected to be out of service for capital rehabs and replacements and increases in ridership, which leads to more wear and tear. The Strategic Transformation Plan sets a target of 98 percent by 2028.

Elevator Availability against dotted line target

Y: % availability | X: month
Direction of desired performance: *up* ↑

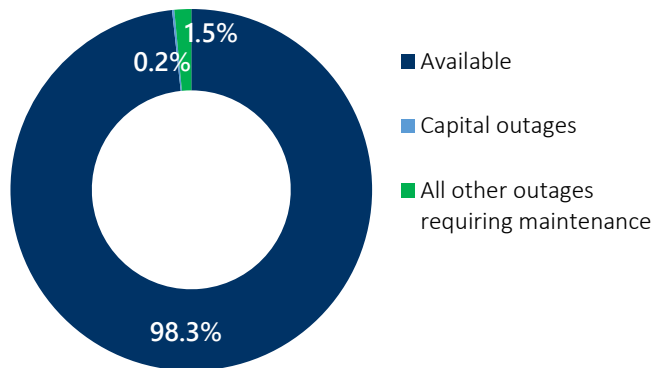
Chart takeaway | Elevator availability has seen strong performance over the past two years, reaching a high point in February 2023. Q1 exceeded target every month.



In September, Metro completed a 2014 contract to replace 102 elevators—about a third of all units. To improve maintenance response times to repair units, Metro’s Facilities Department is hiring a new apprenticeship class, five helpers, and onboarding three external journeymen.

Elevator Availability Breakdown FY24 Q1

Chart takeaway | Due to the elevator replacement contract ending, 85 percent of the hours that elevators were unavailable were due to non-capital work such as unit failures, related fixes, or preventive maintenance.



Escalator Availability

94.3% of escalators available on average, meeting target of at least **93.3%**

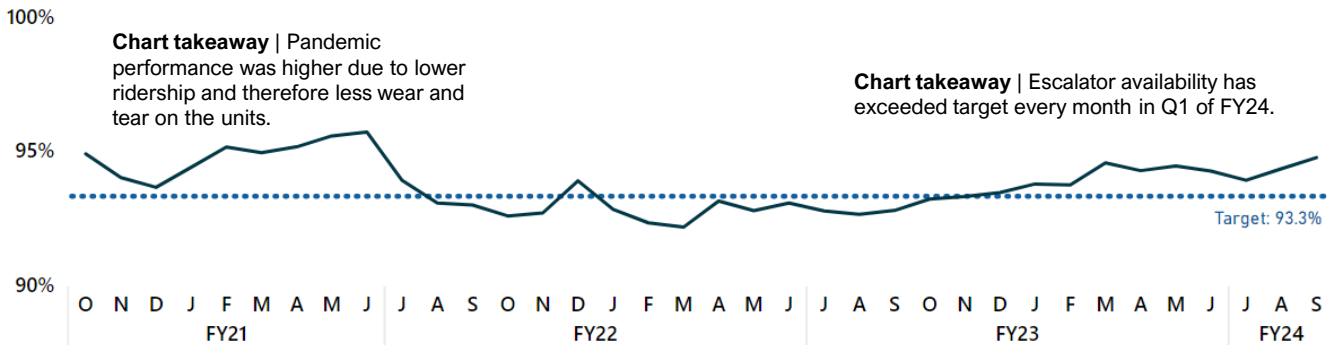
About 37 of Metro’s 647 escalators were out at any given time in the first quarter of FY24. Escalator availability has improved each quarter throughout the fiscal year. Slightly less than half of the time out of service in the first quarter was due to planned capital rehabilitations and replacements, and the rest was due to unplanned outages.

Measure Details: What and Why
Escalator availability measures how often escalators are operating for customers. Units are unavailable due to corrective maintenance or major rehab/replacement. Units temporarily out of service and requiring reset are not included. The FY24 target aims for incremental improvement over FY23 and the Strategic Transformation Plan target of 93 percent. It factors in units expected to be out of service for rehab/replacement and wear and tear due to increases in ridership.

Escalator Availability against dotted line target

Y: % availability | X: month

Direction of desired performance: *up* ↑



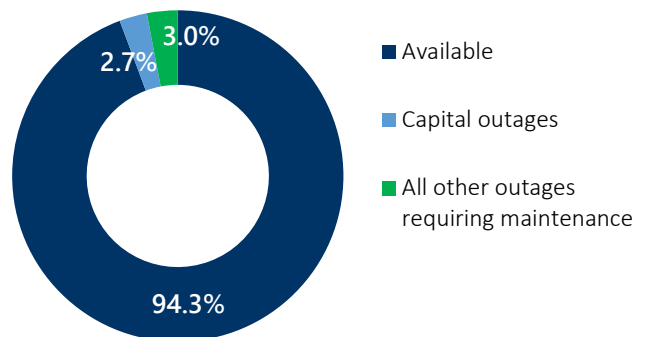
Consistent with prior quarters, capital improvements to the system accounted for 47 percent of outage hours in Q1. The time units were out of service for unplanned outages—to address failures or conduct preventive maintenance—stayed about the same from Q4 FY23 to Q1 FY24. Units broke down about nine percent more frequently, running on average roughly 13 days between failure. The average time to repair an escalator increased by nine percent to six hours and four minutes. To reduce outage times and improve maintenance staff capacity, the Facilities Department has adjusted shift schedules and begun performing escalator replacements with in-house staff.

Metro continues its multi-year contract to replace 130 escalators across the system, with 50 percent completed since April 2021. The new escalators include improved safety features such

as LED lighting and anti-microbial handrails, as well as variable frequency drives that will help to save energy and allow the escalators to run more smoothly.

Escalator Availability Breakdown FY24 Q1

Chart takeaway | Slightly under half of the hours that escalators were unavailable were due to capital work such as planned rehabilitations and replacements of older assets.



Objective 1C
Convenience

97.0% of real-time predictions were accurate missing target of **97.3%**

Metrorail provides real-time train arrival predictions for customers. This information is displayed on station signs and by apps such as MetroPulse, Google Maps and Apple Maps. These predictions accurately forecast actual train arrival times at a rate of 97.0 percent in Q1 of FY24. Inaccurate predictions are caused by unexpected delays, such as trains holding for sick customers.

Measure Details: What and Why
 Customers rely on predictions via the signs at stations, MetroPulse or third-party applications to plan their trips when taking Metrorail. Predicted arrival times must be close to actual arrival times to reduce excess wait time for customers. The FY24 target aims to maintain FY23 average performance levels.

Rail Prediction Accuracy against dotted line target

Y: % of accurate real-time predictions | X: month
 Direction of desired performance: **up** ↑

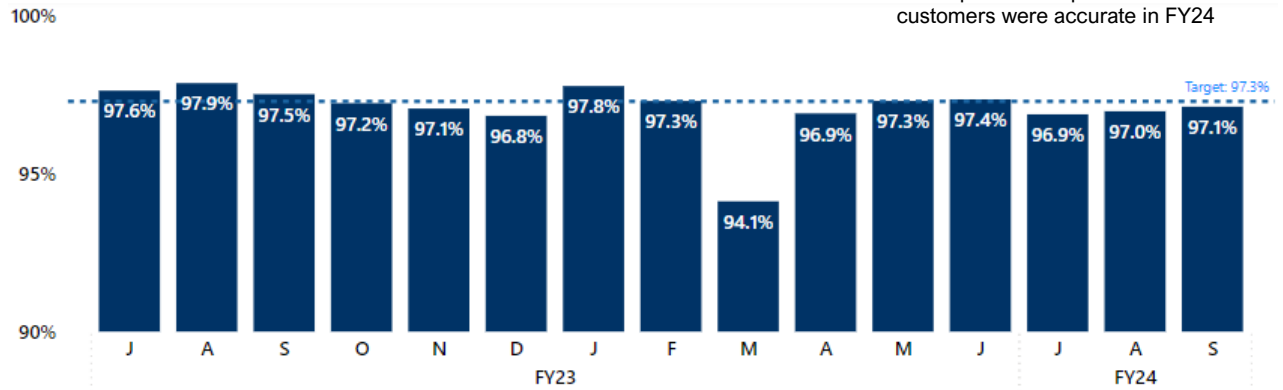


Chart takeaway | 97.0% of rail real-time arrival predictions provided to customers were accurate in FY24

Metro added Metrorail Prediction Accuracy as new metric to begin tracking in FY24. To calculate prediction accuracy, Metro uses the same standard it uses to evaluate Metrobus that was developed by the Massachusetts Bay Transit Authority, which compares the predicted time of arrival to actual time of arrival. Because customers rely more on predictions in the near-term, this methodology only evaluates predictions that are within 30 minutes of arrival time. Additionally, thresholds for what counts as an “accurate arrival” are more stringent as a train approaches a stop. See the definitions section at the end of this report for more information on this methodology.

Before trains leave the first station, customers see the scheduled arrival times as the predicted arrival time. Once trains leave, the predictions are

generated using the real time location of the train and are based on historical travel times.

Metro also launched a new web application called MetroPulse that customers can use to track real time location of trains and the current performance of the system.



86.5% of real-time predictions were accurate missing target of **87.0%**

Metrobus provides real-time arrival predictions for customers via its busETA resource along with signs at bus stops. Third-party apps like Google Maps, Apple Maps, and Transit also consume these predictions—although these apps may adjust predictions based on additional data sources. Prediction accuracy decreased slightly in Q1 from last quarter, 86.7 percent to 86.5 percent.

Measure Details: What and Why
 Customers rely on predictions in busETA or other third-party applications to plan their trips when taking Metrobus. Predicted arrival times must be close to actual arrival times to reduce excess wait time for customers. The FY24 target was set to improve slightly over FY23 average performance levels (86.6 percent) and puts Metro on a path to achieve the Strategic Transformation Plan target of 88 percent by 2028.

Bus Prediction Accuracy against dotted line target

Y: % of accurate real-time predictions | X: month
 Direction of desired performance: *up* ↑

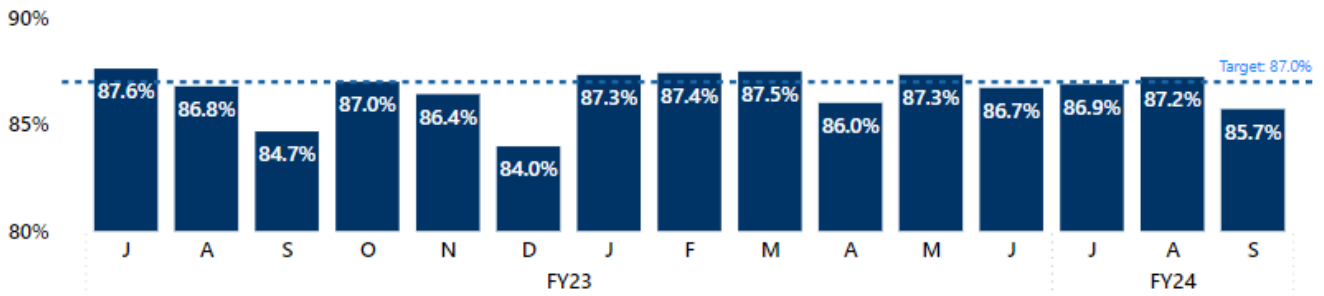


Chart takeaway | 86.5% of bus real-time arrival predictions provided to customers were accurate in FY24

Metro uses real-time bus location data, scheduled arrival times, and historic arrival times to produce the predicted arrival times that customers see on signs and in applications. Unexpected delays, such as increasing congestion that causes buses to be very late or very early, can negatively impact prediction accuracy. In addition, construction or roadway blockages—which slow buses down and lead to inconsistent travel times—also hurt prediction accuracy. In September, the return of federal workers and students led to changes in travel time that likely negatively impacted predictions.

Metro is developing new ways to monitor trips with poorer-than-average predictions to better identify root causes and improve performance.

Routes with the lowest prediction accuracy:

| | |
|-----|-------|
| S41 | 64.9% |
| D34 | 65.4% |
| D31 | 65.4% |
| D33 | 68.3% |
| W5 | 70.8% |
| A33 | 73.5% |
| E2 | 73.8% |
| H9 | 75.5% |
| 3F | 75.8% |
| K2 | 77.2% |

Chart takeaway | The S41, D34, and D31 routes had the lowest levels of prediction accuracy. Many of the lowest performing routes are school routes which only operate for several trips in the morning and afternoons.

Many of these routes with low accuracy also have lower frequencies. Routes with lower frequencies tend to perform worse in the prediction accuracy metric because they have fewer data points and inaccurate predictions have a higher impact on the metric.

90.7% of scheduled trips with real-time prediction data missing target of **94.4%**

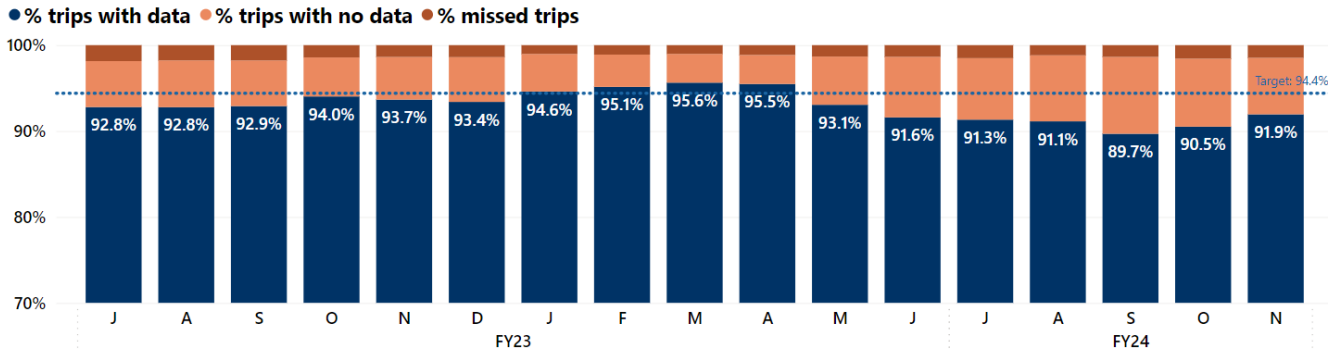
Bus prediction availability measures the share of scheduled trips for which Metro provides real-time arrival predictions. Metro’s online resource, “busETA”—along with apps like Google Maps, Apple Maps, or Transit—display these predictions. Prediction availability declined in each of the last five months. Real-time data was available for 90.7 percent of scheduled trips in FY24 Q1.

Measure Details: What and Why
 Customers rely on predictions in busETA or third-party applications to plan their trips when taking Metrobus. Real-time location data is used to predict arrival times when the bus is running ahead or behind schedule. The FY24 target aims to improve over FY23 average performance levels (93.7 percent).

Bus Prediction Availability against dotted line target

Y: % of real-time predictions available | X: month
 Direction of desired performance: *up* ↑

Chart takeaway | Bus Prediction
 Availability has declined monthly since March 2023 to below 90 percent in September



Over 60 percent of customers use apps to plan their trips, often timing their arrivals at stops based on real-time information. Metro is also adding electronic signs at bus stops to display real-time information to customers. Metro installed 100 new electronic signs at bus stops in the last year, with 140 new screens planned for installation in 2024.

Real-time prediction data may be unavailable because 1) the trip was missed or 2) the equipment on a bus was malfunctioning, leading to no data available. Performance on the first root issue has been consistently positive with less than 1.5 percent of scheduled service missed in Q1 FY24 – an improvement from this time last year.

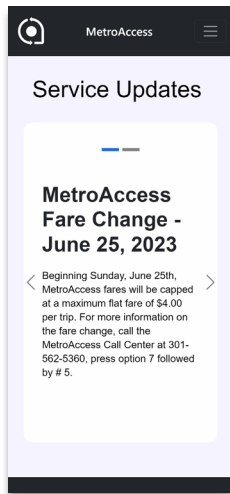
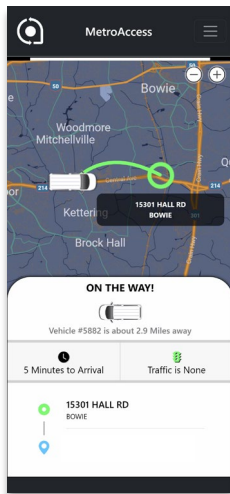
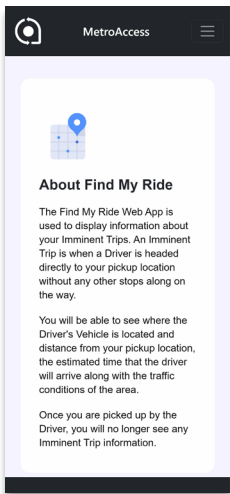
On the second root issue, the number of trips where buses are not communicating real time

data increased each month in Q1, climbing to nearly nine percent in September. To address this, Metro is working with vendors to identify and correct equipment issues as they arise. For example, in Q1 of FY24, Metrobus repaired GPS units on 31 vehicles. Metro has also identified an issue with the on-board bus technology that impacted over half of the bus fleet and prevented them from consistently making predictions, contributing to the declining performance. Metro began a campaign to replace the routers on all the affected vehicles and has so far successfully completed repairs on nearly 800 buses.

850 customers have access to real-time information about their MetroAccess trip

MetroAccess launched Find-My-Ride at the end FY23. By the end of the first quarter of FY24, 850 customers have signed up to use the application.

Measure Details: What and Why
MetroAccess allows customers to check the expected pick-up time of their trips in real-time. There is no target set for how many customers are signed up to use Find-My-Ride, as this is a new performance measure first tracked in FY24.



MetroAccess Find-My-Ride tool
A web application aimed at improving the customer experience by providing customers the estimated arrival time of their vehicle

The Find-My-Ride tool is a web application designed to improve real-time customer information on the estimated arrival time of their MetroAccess vehicle. The tool bridges the gap between customers and MetroAccess scheduling and dispatch system. The tool also provides service update messages.

Providing real-time information to customers helps Metro improve transparency and trust. Where's My Ride agents use the Find-My-Ride tool on customer calls to provide real-time arrival information reflecting current traffic conditions. This is reflected in customer satisfaction: this quarter, customers reported a higher satisfaction rate with how easy it was to make a reservation.

In the future, MetroAccess plans to add more information to Find-My-Ride, including upcoming trips, history of completed trips, and EZPay balance.



59% customer satisfaction with cleanliness of trains in Q1, missing target of **64%** or better

Customer satisfaction with the cleanliness of trains has remained steady over the past 12 months.

Measure Details: What and Why
Customer satisfaction with the cleanliness of trains is a gauge of Metro's service quality and commitment to providing the safest and most comfortable ride possible. The FY24 target was set to improve six percentage points over the average level achieved in FY23, setting Metro on a path to achieve the Strategic Transformation Plan target of 80 percent by 2028.

Customer Satisfaction with Train Cleanliness against dotted line target

Y: % of customers satisfied with train cleanliness | X: quarter
Direction of desired performance: *up* ↑

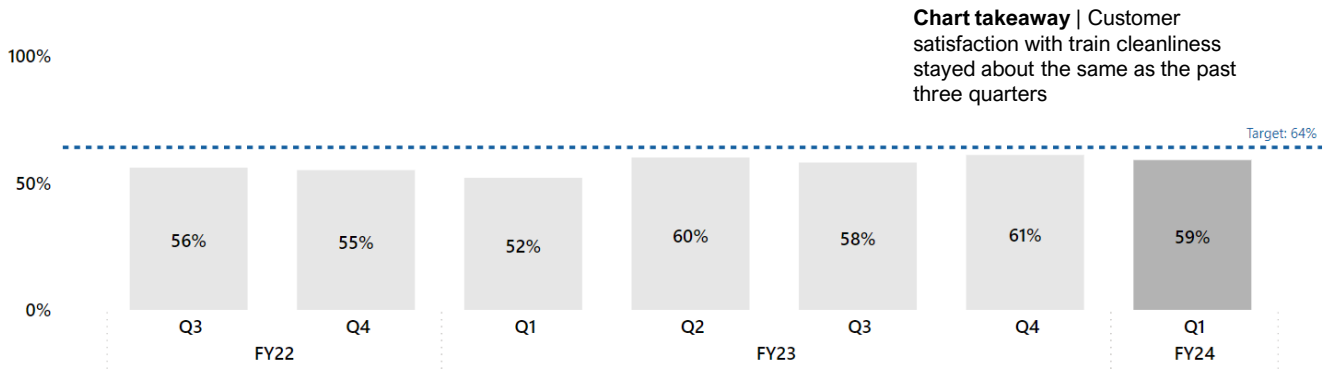
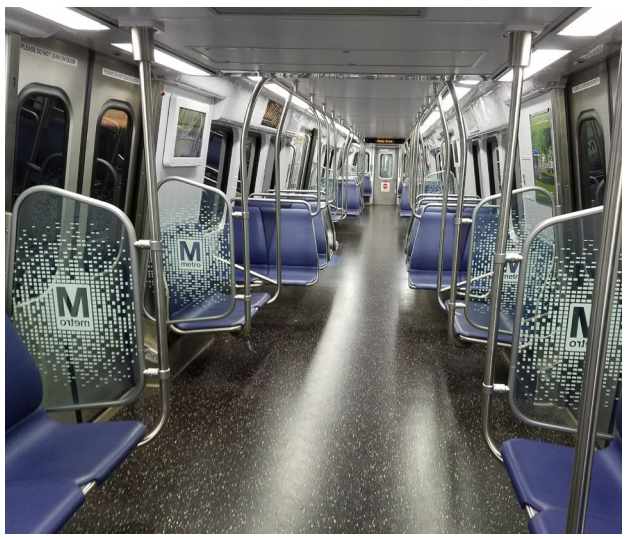


Chart takeaway | Customer satisfaction with train cleanliness stayed about the same as the past three quarters

Metrorail has a standard procedure for all railcars that are used for service, performed on up to 1,136 railcars each night: every railcar receives interior cleaning to include trash pickup, floor sweeping/mopping (as needed) and window/glass cleaning. In addition, staff perform spot cleaning to remove all visible dirt and/or stains found on any surface of the railcar, including graffiti. Floors are mopped and buffed on up to 84 cars nightly.

Every 30 days, each railcar undergoes a major cleaning process. In addition to the daily cleaning activities above, major cleaning includes wiping down stanchions and handrails, ceilings, light diffusers, overhead air vents and heater vents, access panels, and passenger seats. Basically, every interior surface of the railcar is cleaned by hand.

Separate from nightly cleaning, daily mopping, and 30-day major cleaning, car cleaners are located at each end of line station to clean and mop (as needed) in-service railcars throughout the day and evening, seven days a week.



64% customer satisfaction with cleanliness of Metrobuses in Q1, missing target of **73%** or better

This is a significant seven-point decrease from last quarter, possibly due to an increase in ridership resulting in dirtier buses.

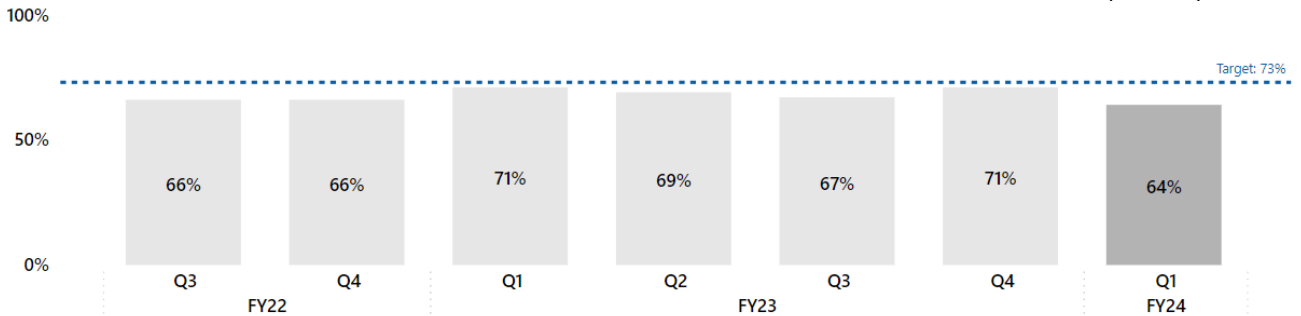
Measure Details: What and Why
Customer satisfaction with the cleanliness of Metrobuses is a gauge of Metro's service quality and commitment to providing the safest and most comfortable ride possible. The FY24 target was set to improve three percentage points over the average level achieved in FY23, setting Metro on a path to achieve the Strategic Transformation Plan target of 80 percent by 2028.

Customer Satisfaction with Bus Cleanliness against dotted line target

Y: % of customers satisfied with bus cleanliness | X: quarter

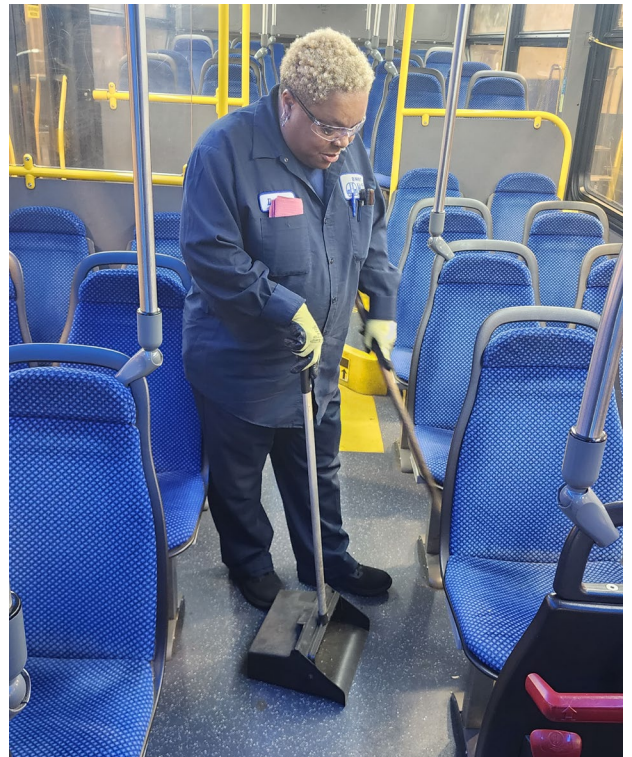
Direction of desired performance: **up** ↑

Chart takeaway | Customer satisfaction with Metrobus cleanliness decreased in Q1 to a low point from the past two years.



Metrobus has a standard procedure for all buses that are used for service: every night, each bus is swept, dusted, the dashboard area is wiped down, and the exterior of the bus is washed. This process occurs for about 1,100 buses every night.

Vandalism on buses has increased slightly year over year since the early pandemic period in 2020. If there is graffiti on the bus or if the seats are dirty or damaged, bus operators report these issues to the fleet servicing staff, who then address them.



1.4% of surveyed customers who indicated that a bicycle was their primary mode of access to transit, still short of the target of **3.5%** or better by 2030

Almost twice as many customers used bicycles to get to rail stations in 2022 compared to 2016, with Metro aiming to reach 3.5 percent by 2030.

Measure Details: What and Why
Last-Mile Connectivity measures what percentage of customers that use a bicycle to get to a Metrorail station to start their journey and/or get to their destination from a Metrorail station. The Board and the Strategic Transformation Plan have set a target of 3.5 percent by 2030. Data for this measure come from the Rail Customer Survey, which occurs every three years. Most recent data are from 2022 with the next data collection scheduled for 2025.

% of Customers using a Bicycle to Access Rail Stations against dotted line 2030 target

Y: % customers | X: calendar year

Direction of desired performance: **up** ↑

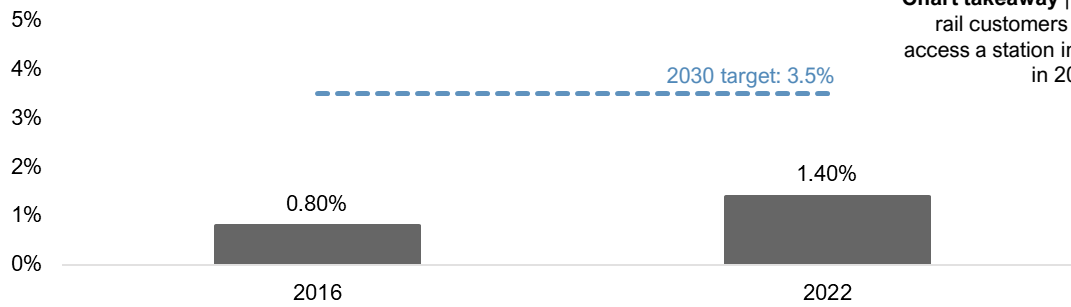


Chart takeaway | The percentage of rail customers that use bicycles to access a station increased from 0.8% in 2016 to 1.4% in 2022

Metro surveys customers on what mode they used to access Metrorail stations as part of its Rail Customer Survey every third year (delayed because of the pandemic). The next survey will be in 2025.

As part of the Strategic Transformation Plan, Metro commits to improving regional connectivity and access of our services for bike riders. Metro is reevaluating its walk and bike shed areas of Metrorail stations for the first time since 2015 to identify opportunity to better serve customers who have the option to bike to rail stations. Bicycles are allowed on Metrorail at all times



Appendix

- Performance Measure Definitions
- Performance Measure Data Tables

See our downloadable spreadsheet file under the “Performance” section of the [Public Records](#) page at wmata.com

Performance

[Metro Scorecard](#)

Metro's web portal for performance reporting on key safety, security, reliability and budget measures.



[Metro Performance Report \(Q1-FY2023\)](#)



[Metro Performance Report Data File \(Q1-FY2023\)](#)

Metro Strategic Transformation Plan / Service Excellence Report

Performance Measure Definitions

Last reviewed November 8, 2023

Goal 1: Service Excellence

Customer Satisfaction

= Number of survey respondents (active riders) who marked their last trip on Metrorail / Metrobus / MetroAccess as “very satisfactory” OR the second highest category in a five-point scale ÷ Total number of respondents

Surveying customers about the quality of Metro’s service delivery provides a mechanism to continually identify those areas of the operation where actions to improve the service can maximize rider satisfaction.

Customer satisfaction is defined as the percent of customer survey respondents who rated their *last trip within a 30-day period* on Metrobus, Metrorail, or MetroAccess as a “5” or “4” in the survey, with “5” denoting “very satisfied” and “1” denoting “very unsatisfied”. Metro distributes this survey through address-based sampling on a biweekly basis, and respondents must meet specific criteria to participate. Metro summarizes results quarterly.

Objective 1A: Safety and Security

Part 1 Crime Rate

= Number of Part 1 Crimes ÷ (Total number of riders ÷ 1,000,000)

(In other words, the number of crimes per million passenger trips)

The FBI’s Uniform Crime Reporting program classifies the following as Part 1 Crimes: Criminal Homicide, Forcible Rape, Robbery, Aggravated Assault, Burglary, Larceny, Motor Vehicle Theft, and Arson. To calculate Metro’s Part 1 Crime Rate, MTPD looks at these crimes committed in the following areas: 1) on buses and bus stops, 2) on trains and in rail stations, 3) at Metro-owned parking lots, 4) at other Metro Facilities such as rail yards, bus divisions, headquarters, and MetroAccess vehicles, and 5) in non-WMATA locations but involving WMATA or MTPD property.

This measure provides an indicator of security customers experience when traveling the Metro system. Increases or decreases in crime can influence whether customers feel secure in the system.

Employee and Customer Assault Rate

= Number of employee and customer assaults reported to the National Transit Database ÷ (Total vehicle revenue miles ÷ 10 million)

(In other words, the number of reportable assaults per ten million miles driven while vehicles are in revenue service)

The Federal Transit Administration criteria for reporting assaults is any unlawful physical assault upon an employee or customer of Metro while on Metro property (including vehicles) that results in immediate medical attention away from the scene. These are different criteria than those used by OSHA in the employee injury rate.

Customer and employee safety is the highest priority for Metro and a key measure of quality service. The assault rate is an indicator of how well the service is meeting this security objective.

Customer Perception/Satisfaction: Safety from Crime

= Number of survey respondents (active riders) who responded to whether they felt safe from crime and harassment on their last Metrorail/Metrobus/MetroAccess trip as “very satisfactory” OR the second highest category in a five-point scale ÷ Total number of respondents

Customer satisfaction with safety from crime or harassment is defined as the percent of customer survey respondents who responded whether they felt safe from crime or harassment on their *last trip within a 30-day period* on Metrobus, Metrorail, or MetroAccess as a “5” or “4” in the customer satisfaction survey, with “5” denoting “very satisfied” and “1” denoting “very unsatisfied”. Metro distributes this survey through address-based sampling on a biweekly basis, and respondents must meet specific criteria to participate. Results are summarized quarterly.

This measure provides insight into how customers perceive their safety from crime within the Metro system.

Customer Injury Rate

= Number of customer injuries reported to the National Transit Database ÷ (Total vehicle revenue miles ÷ 10 million)

(In other words, the number of customer injuries per ten million miles driven while vehicles are in revenue service)

Customer injury rate is based on National Transit Database (NTD) reporting criteria. It includes customers injured during Metro operations where the injury requires immediate medical attention away from the scene.

Customer safety is the highest priority for Metro and a key measure of quality service. Customers expect a safe and reliable ride each day. Customer injury rate is an indicator of how well the service is meeting this safety objective.

Employee Injury Rate

= Number of employee injuries reported to the Department of Labor ÷ (Total work hours ÷ 200,000)

200,000 hours is equivalent to 100 employees working full-time for one year. In other words: the number of employees injured per 100 employees

An employee injury is recorded based on OSHA 1904 Recordkeeping Criteria, when the injury is (a) work-related; and, (b) one or more of the following happens to the employee: 1) fatality, 2) injury or illness that results in loss of consciousness, days away from work, restricted work, or job transfer 3) medical treatment received above first aid, 4) diagnosed case of cancer, chronic irreversible diseases, fractured or cracked bones or teeth, and punctured eardrums, 5) special cases involving needlesticks and sharps injuries, medical removal, hearing loss, and tuberculosis.

Per the Occupational Safety and Health Act, employers are obligated to provide a workplace free of recognized hazards which may cause employee death or serious injury. OSHA-recordable injuries are a key indicator of how safe employees are in the workplace.

Metrorail Crowding

= Number of crowded passenger minutes ÷ Total number of passenger minutes

Crowding is a key driver of customer satisfaction with Metrorail service. This measure calculates the percentage of passenger time spent on vehicles that exceed crowding guidelines per WMATA service standards of 100 passengers per car (the pre-pandemic definition of crowding, which WMATA returned to in FY23).

Crowding informs decision making regarding asset investments, service plans and scheduling. Factors that can affect crowding include: service reliability, missed trips insufficient schedule, or unusual demand.

Metrobus Crowding

= Number of crowded passenger minutes ÷ Total number of passenger minutes

Crowding is a key driver of customer satisfaction with Metrobus service. The measure calculates the percentage of passenger time spent on vehicles that exceed crowding guidelines per WMATA service standards of 120% of seated capacity during peak for Bus Rapid Transit, framework, and coverage routes (see pages 5-6 of the [Metrobus Service Guidelines](#) for explanations of these route types), 100% off peak and at all times on commuter routes.

In FY23, WMATA returned to the pre-pandemic definition of crowding. Prior to the adoption of the Metrobus Service Guidelines in December 2020, crowding guidelines were 120% of seated load for all trips except Metrobus Express service during peak periods.

Crowding informs decision making regarding asset investments, service plans and scheduling. Factors that can affect crowding include: service reliability, missed trips insufficient schedule, or unusual demand.

Objective 1B: Reliability

Metro rail On-Time Performance

= Number of journeys completed on time ÷ Total number of journeys

Rail Customer On-Time Performance (OTP) communicates the reliability of rail service, a key driver of customer satisfaction and ridership. OTP measures the percentage of customers who complete their journey within the maximum amount of time it should take per WMATA service standards. The maximum time is equal to the train run-time + a headway (scheduled train frequency) + several minutes to walk between the fare gates and platform. These standards vary by line, time of day, and day of the week. Actual journey time is calculated from the time a customer taps a SmarTrip® card to enter the system, to the time when the customer taps to exit.

Factors that can affect OTP include: railcar availability, fare gate availability, elevator and escalator availability, infrastructure conditions, speed restrictions, single-tracking around scheduled track work, railcar delays (e.g., doors), or delays caused by sick passengers.

Metrobus On-Time Performance

= Number of timepoints delivered on-time based on a window of 2 minutes early and 7 minutes late ÷ Total number of timepoints delivered

“Timepoints”: major stops on a bus route that are used to create bus schedules.

Bus on-time performance (OTP) communicates the reliability of bus service, a key driver of customer satisfaction and ridership. Factors that can affect OTP include: traffic congestion, detours, inclement weather, scheduling, vehicle reliability, operational behavior, or delays caused by the public (crime, protests, medical emergencies, etc.).

Note that this measure only includes service delivered; it does not include bus trips that were missed.

MetroAccess On-Time Performance

= Number of vehicle arrivals at the pick-up location within the 30-minute on-time window ÷ Total stops

This measure illustrates how closely MetroAccess adheres to customer pick-up windows on a system-wide basis. MetroAccess customers schedule trips at least one day in advance, and are given a 30-minute pick-up window. MetroAccess on-time pick-up performance is essential to delivering quality service to the customer.



Metrorail Percent of Planned Service Delivered

$$= \text{Number of trips delivered} \div \text{Number of scheduled trips}$$

This measure monitors Metro's "guarantee of service"—whether Metro is providing all the service that was scheduled and committed to. It helps to offer more clarity on the relative magnitude of various operational issues on daily rail operation, for example, operator or railcar shortage, and incident response strategy. It is an important indicator of transit service quality and productivity. Missed trips can have a negative impact on the perceived reliability of rail service and can result in longer customer wait times, missed transfers, etc. which lead to customer inconvenience and dissatisfaction.

Metrobus Percent of Planned Service Delivered

$$= \text{Number of scheduled trips delivered} \div \text{Number of scheduled trips}$$

This measure communicates whether Metro is meeting the level of service committed to customers through the budget and scheduling process. It is also a key measure of reliability and customer satisfaction; when trips are missed, customers experience much longer wait times than expected and overall confidence in the system falls. Monitoring whether service was delivered helps Metro identify issues with staffing, planning and scheduling, bus availability and reliability, and service interruptions.

MetroAccess Missed Trips

$$= \text{Number of missed trips} \div \text{number of completed trips}$$

Missed Trips are trips that a customer does not take if a vehicle arrives past its designated pick-up window, or trips where the driver does not dwell the minimum required time.

Elevator/Escalator Availability

$$= \text{Hours in service} \div \text{Revenue operating hours}$$

$$\text{Hours in service} = \text{Operating hours} - \text{Hours out of service}$$

$$\text{Revenue operating hours} = \text{Operating hours per unit} * \text{number of units}$$

(In other words, the percentage of time that Metrorail escalators or elevators in stations and parking garages are in service during operating hours)

Escalator/elevator availability is a key component of customer satisfaction with Metrorail service. This measure communicates system-wide escalator and elevator performance (at all stations over the course of the day) and will vary from an individual customer's experience.

Customers access Metrorail stations via escalators to the train platform, while elevators provide an accessible path of travel for persons with disabilities, seniors, customers with strollers, and travelers carrying luggage. An out-of-service escalator requires walking up or down a stopped escalator, which can add to travel time and may make stations inaccessible to some customers. When an elevator is out of service, Metro is required to provide alternative services which may include shuttle bus service to another station.

Objective 1C: Convenience

Metrorail and Metrobus Accuracy of Real-Time Arrival Information

$$= \text{Number of accurate predictions} \div \text{Number of predictions}$$



Rail and Bus Prediction Accuracy measure the quality of Metro’s real time arrival prediction data that customers use to plan their trips through Metro’s online platform and other third-party trip planning applications. The predictions are compared to the actual time the vehicle (either train or bus) arrived at the stop according to Metro internal records. Both Bus and Rail Prediction Accuracy use the same principles, methods, and standards.

Which predictions are evaluated? To make the measure as customer focused as possible, this measure only evaluates the most meaningful predictions; vehicles begin making predictions well before they begin service on a particular trip, and can make predictions for stops well before they are scheduled to arrive. Customers typically only use prediction information to plan in the very near term and are mostly only looking for the next arrival. To account for this, this measure excludes predictions made well in advance, and evaluates only predictions made within 30 minutes of the vehicle’s arrival.

What is considered accurate? Prediction Accuracy compares the predicted time of a vehicle’s arrival to the actual time of its arrival. A perfect prediction is when the predicted arrival time and the actual arrival time match exactly—but it is rare for a predicted and actual arrival to match to the second. The goal is not to be perfect, but to provide customers with enough good information so they can effectively plan their trips and are not waiting long periods of time. Therefore, the measure creates a range of allowable error within which a prediction is considered accurate. If the prediction falls outside that range, it is considered inaccurate.

The accuracy range follows two key principles:

1. *Predictions should become increasingly more accurate as a vehicle gets closer to its stop.* Errors have greater impacts on customer as a vehicle gets closer to its stop. Customers are more likely to use these predictions, and a two-minute difference has a greater impact if the vehicle is five minutes away than when the vehicle is 25 minutes away
2. *A vehicle arriving before its predicted arrival (Early) is worse than a vehicle arriving after its predicted arrival (Late).* If customers follow predictions exactly, they will miss their trip if the vehicle was earlier than its prediction.

Using these principles, this measure uses the following time ranges to determine whether a prediction is accurate. Prediction Accuracy is essentially the number of predictions that fall within these ranges out of all predictions made within 30 minutes of a vehicle’s arrival.

| Time before arrival | Lower Bound (Early) | Upper Bound (Late) |
|---------------------|---------------------|--------------------|
| 0-3 mins | -1 min | 1 min |
| 3-6 mins | -1.5 mins | 2 mins |
| 6-12 mins | -2.5 mins | 3.5 mins |
| 12-30 mins | -4 mins | 6 mins |

Last-Mile Connectivity / Bicycle Access

Percentage of survey respondents who reported using a bicycle to embark or disembark from a rail station

Last-Mile Connectivity measures the percentage of customers who use a bicycle to get to a Metrorail station to start their journey and/or get to their destination from a Metrorail station. Metro’s Board and the Strategic Transformation Plan have set a target of 3.5% by 2030. Data for this measure come from the Rail Customer Survey, which occurs every three years. Most recent data are from 2022 with the next data collection scheduled for 2025.