Vital Signs Report

A Scorecard of Metro's

Key Performance Indicators (KPI)

2012 2nd Quarter Results

Office of Performance

Chief Performance Officer

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Introduction to this report

As a regional transportation system, Metro's system-wide performance is captured in the Vital Signs Report. The Vital Signs Report provides analysis of a small number of key performance indicators (KPI's) that monitor long term progress in the strategic areas of safety, security, service reliability and customer satisfaction.

The report is not designed to measure the experience of individual customers using Metro's services. Instead, the Vital Signs Report communicates if the Metro system's performance is improving, worsening or remaining steady.

Detailed performance analysis is presented in the Vital Signs Report through answers to two prime questions: Why did performance change? What actions are being taken to improve performance? Metro is focused on these two questions to continually drive improvement.

The Vital Signs Report demonstrates Metro's commitment to be transparent and accountable to our Board of Directors, jurisdictional stakeholders and the public. This report documents performance results and strives to hold WMATA's management accountable for what is working, what is not working, and why.

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Strategic Framework Overview

There are five strategic goals that provide a framework to quantify and measure how well Metro is performing. Each of the goals has underlying objectives intended to guide all employees in the execution of their duties. Although Metro is working on all goals and objectives only a select number of performance measures are presented in the Vital Signs Report to provide a high-level view of agency progress.

5 Goals

Goals
1. Create a Safer Organization
2. Deliver Quality Service
3. Use Every Resource Wisely
4. Retain, Attract and Reward the Best and Brightest
5. Maintain and Enhance Metro's Image

12 Objectives

Goal	Objective	
1	1.1	Improve customer and employee safety and security ("prevention")*
	1.2	Strengthen Metro's safety and security response ("reaction")
2	2.1	Improve service reliability
	2.2	Increase service and capacity to relieve overcrowding and meet future demand
	2.3	Maximize rider satisfaction through convenient, comfortable services and facilities that are in good condition and easy to navigate
	2.4	Enhance mobility by improving access to and linkages between transportation options
3	3.1	Manage resources efficiently
	3.2	Target investments that reduce cost or increase revenue
4	4.1	Support diverse workforce development through management, training and provision of state of the art facilities, vehicles, systems and equipment
5	5.1	Enhance communication with customers, employees, Union leadership, Board, media and other stakeholders
	5.2	Promote the region's economy and livable communities
	5.3	Use natural resources efficiently and reduce environmental impacts

*WMATA Board of Directors System Safety Policy states:
1. To avoid loss of life, injury of persons and damage or loss of property;
2. To instill a commitment to safety in all WMATA employees and contractor personnel; and
3. To provide for the identification and control of safety hazards, the study of safety requirements, the design, installation and fabrication of safe equipment, facilities, systems, and vehicles, and a systematic approach to the analysis and surveillance of operational safety for facilities, systems, vehicles and equipment.

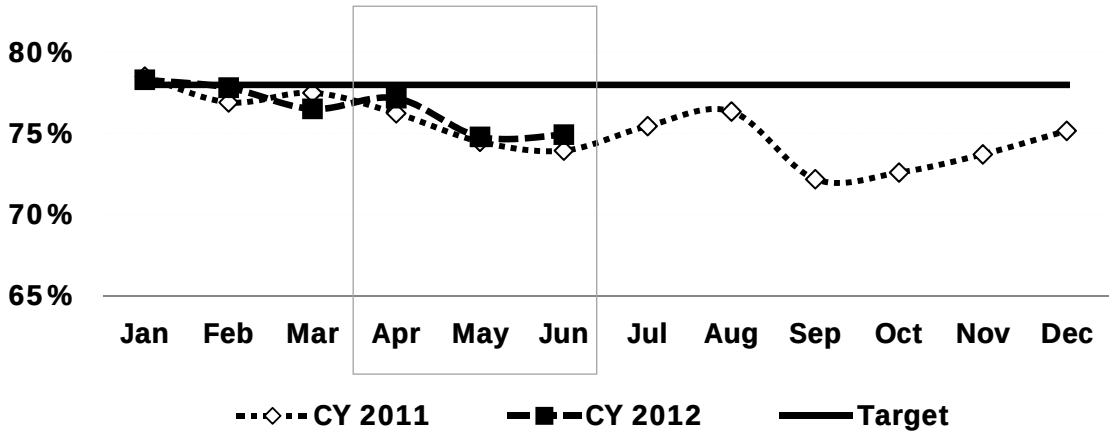
KPI: Bus On-Time Performance (April - June) **Objective 2.1 Improve Service Reliability**

Reason to Track: This indicator illustrates how closely Metrobus adheres to published route schedules on a system-wide basis. Factors which affect on-time performance are traffic congestion, inclement weather, scheduling, vehicle reliability, and operational behavior. Bus on-time performance is essential to delivering quality service to the customer. For this measure higher is better.

Why Did Performance Change?

- Second quarter (Q2/2012) bus on-time performance is one percentage point better than the same quarter of the prior year. The change illustrates improved performance as a result of multiple service changes implemented to better serve customers. Some of these changes included: adding additional service to high ridership routes and eliminating under-utilized routes, providing service more frequently during peak periods, and adjusting schedules to reflect current traffic conditions. http://www.wmata.com/bus/route_changes.cfm.
- Service Operation Managers, who are the eyes on the street, have become increasingly comfortable with utilizing new technology (e.g. NextBus and OTP Dashboard) to track real time on-time performance and resolving delays.
- The second quarter generally does not outperform the first quarter. The decline in performance compared to Q1/2012 reflects increased seasonal road construction, pedestrian traffic, and special events. These activities tend to increase between the months of April and August.

Bus On-Time Performance



Actions to Improve Performance

- Realign and assign additional Service Operation Managers to the OTP center during late nights to serve growing late night ridership.
- Bus Service will continue oversight of key routes and realign Service Operation Managers as necessary, as well as recommend service changes that reflect current traffic patterns.
- Improve pre-trip (before the Bus Operator begins his/her route) inspections to emphasize the examination of equipment/parts (e.g. farebox collector and side view mirrors) to avoid preventable delays caused by breakdowns.

Conclusion: Second quarter (Q2/2012) bus on-time performance is one percentage point better than the same quarter of the prior year. Enhanced oversight of OTP and service adjustments was essential to improving performance.

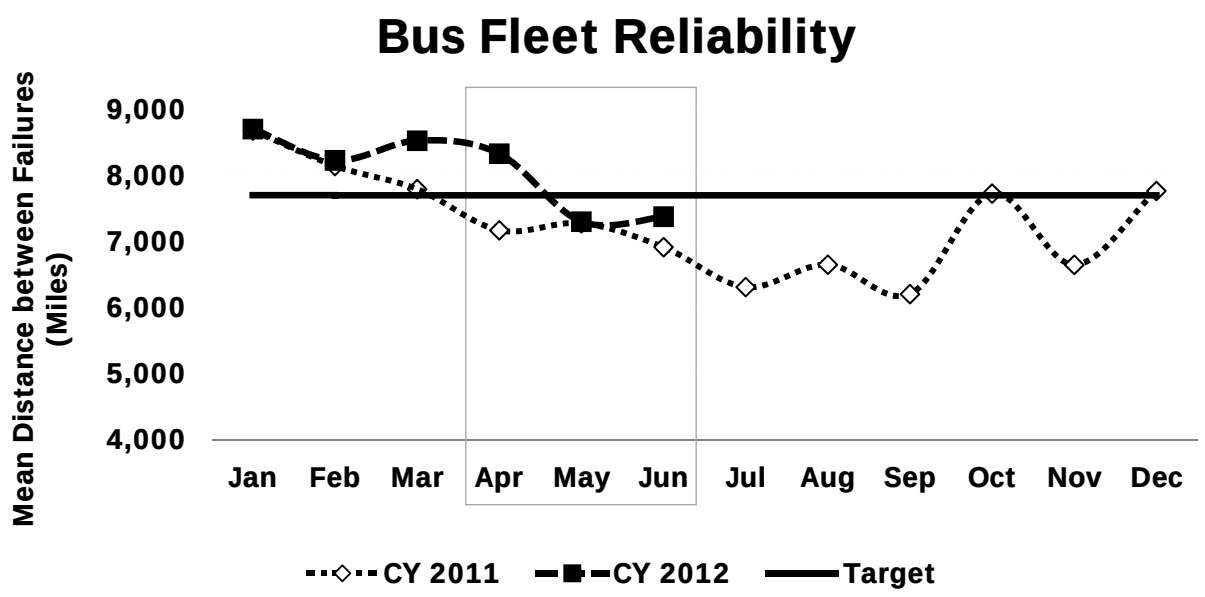
KPI: Bus Fleet Reliability (April - June) (Mean Distance Between Failures)

Objective 2.1 Improve Service Reliability

Reason to Track: This key performance indicator communicates service reliability and is used to monitor trends in vehicle breakdowns that cause buses to go out of service and to plan corrective actions. Factors that influence bus fleet reliability are the vehicle age, quality of a maintenance program, original vehicle quality, and road conditions affected by inclement weather and road construction. For this measure higher is better.

Why Did Performance Change?

- Due to improved performance during 2011 the 2012 bus fleet reliability (MDBF) target was raised to 7,700 miles.
- Buses ran 549 or 8% more miles this quarter compared to Q2/2011 before experiencing a mechanical breakdown.
- Despite 488 service interruptions that occurred in April 2012, bus fleet reliability was 8% better than target primarily due to the near completion of initiatives such as the CNG fleet engine replacements during mid-life overhaul and constant evaluation of preventative maintenance practices.
- Performance declined in May 2012 as more miles of service were provided by older, less reliable buses being used to replace the Orion VI buses that were permanently removed from service due to bus fires in April (no passengers aboard and no injuries were sustained).
- June's performance improvements were partially driven by the removal of 1997 30' Orion buses which were replaced by 2012 30' Hybrid/Electric Orion VII's (33 of 52), and the completion of the Hybrid electronic and cooling system initiative.



Actions to Improve Performance

- Continue to retrofit CNG engines to minimize engine-related mechanical breakdowns.
- Continue to review out of service reports, road call data and repair actions to better identify causes of failure and solutions.
- Complete placement of 52 new Hybrid/Electric 30' buses into revenue service.
- Replace the Orion VI buses that were removed from service permanently in April due to bus fires with new Hybrid/Electric buses by February 2013.

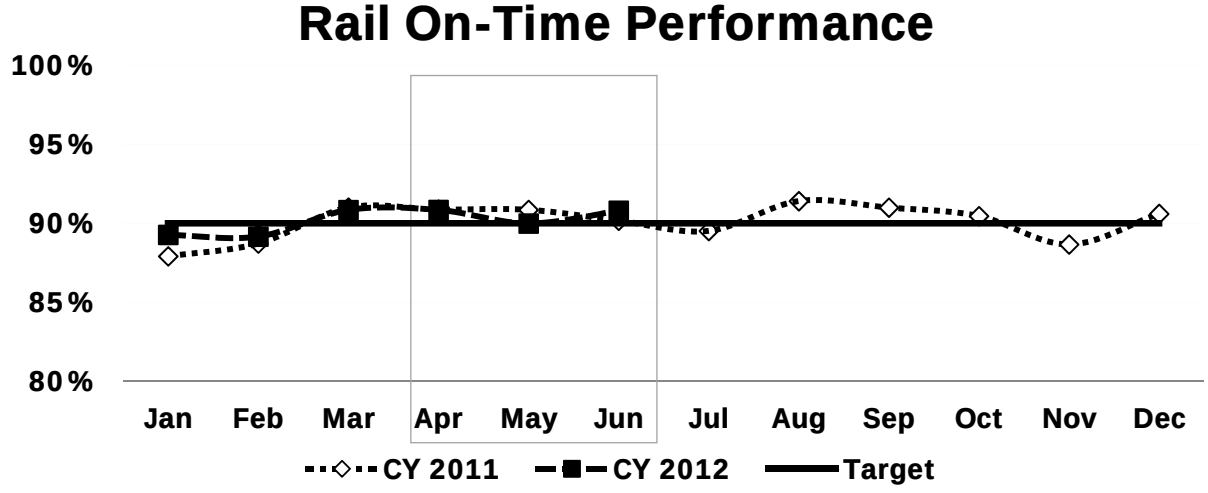
Conclusion: Bus fleet reliability outperformed performance of Q2/2011. Hybrid cooling system correction, CNG engine retro-fits, and aggressive preventative maintenance on the older fleets have been essential to improving fleet reliability.

KPI: Rail On-Time Performance (April - June) Objective 2.1 Improve Service Reliability

Reason to Track: On-time performance measures the adherence to weekday headways, the time between trains. Factors that can affect on-time performance include track conditions resulting in speed restrictions, the number of passengers accessing the system at once, dwell time at stations, equipment failures and delays caused by sick passengers or offloads. For this measure higher is better.

Why Did Performance Change?

- Rail on-time performance in Q2/2012 remained above target, and was consistent with the same three months in 2011 despite more planned track work and more train delays (up 4% this year). June brought the introduction of Rush+ and due to effective management of OTP, the 4th month in a row of at or above target performance.
- The quarter began with the "spring break" from track work, which enabled Metro to reach a daily high of 93.9%, one of three days in early April when OTP exceeded 90% on all five lines.
- Track work resumed in mid-April following the "spring break", reducing OTP as trains single-tracked around work areas. Track work intensified compared to 2011, expanding from primarily late nights in 2011 to all non-rush weekday periods (mid-day and early evening) and at multiple locations in the core where service is more frequent.
- Notable train delays included a switch problem in April at Rosslyn (Orange and Blue Lines) that resulted in the front wheels of a railcar derailing; track delays on the Red Line (e.g., third-rail, arcing insulators); and late dispatches caused by a variety of factors, including late clearing of track work and reduced availability of railcars due to air conditioning system problems.
- In May, Metro achieved a key milestone over the Memorial Day weekend by completing the Guarded #8 rail switch project to reduce the risk of derailment, a NTSB recommendation.



Actions to Improve Performance

- Restore regular mid-day service downtown, concentrating track work during late evening and on weekend shutdowns. When mid-day track work is necessary, focus near the end of lines where service is less frequent in order to minimize the number of customers impacted.
- Evaluate impact of Rush+ on OTP.
- Improve operator announcements of unplanned service disruptions so that customers have better information about the nature of the disruption and the impact on their trip.
- Continue to actively manage OTP, including "expressing" trains when necessary. For example, if a train becomes delayed, the train may not open its doors at low-ridership stations in order to expedite arrivals at high ridership stations and begin its return trip on-time.

Conclusion: Q2/2012 rail on-time performance was on-target (4 months in a row of at or above target performance), despite more planned track work and train delays compared to Q2/2011.

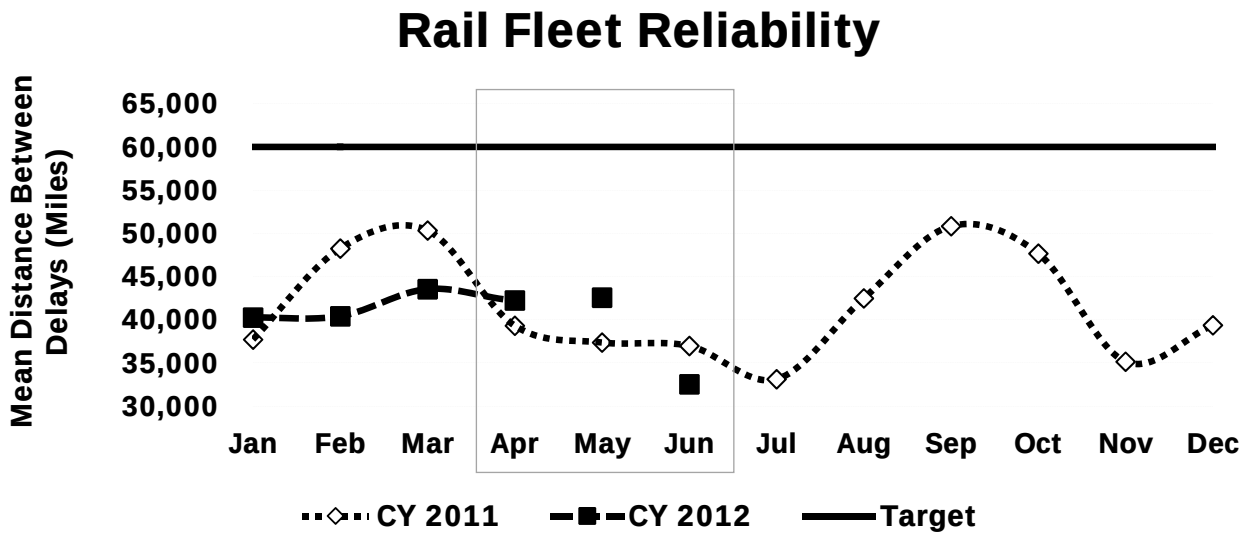
KPI: Rail Fleet Reliability (April - June) (Mean Distance Between Delays)

Objective 2.1 Improve Service Reliability

Reason to Track: Mean distance between delays (MDBD) communicates the effectiveness of Metro's railcar maintenance program. This measure reports the number of miles between railcar failures resulting in delays of service greater than three minutes. Factors that influence railcar reliability are the age of the railcars, the amount the railcars are used and the interaction between railcars and the track. For this measure higher is better.

Why Did Performance Change?

- Metrorail operated 9% more miles of service, but only had 7% more delays than in Q2/2011, resulting in improved Mean Distance Between Delays (MDBD) of 38,604 miles, 2% better than Q2/2011.
- When each month of the quarter is compared to the same month last year, railcar rates of failure improved for doors on the 2-3K and 6K fleets, due to the implementation of an improved inspection process and the replacement of relays throughout the quarter.
- Railcar reliability performance overall was stronger than last year for the first two months of the quarter due in part to improved door performance. However, during June there were fewer but longer delays due brake problems that cause delays. The action to resolve these types of problems is to quickly and safely offload the train and take it out of service to be fixed.
- As hot weather arrived in June, just like June 2011, railcar air conditioning systems worked against the heat and humidity of the outside air. Although air conditioning system problems rarely resulted in delays, they impact customer comfort on the hottest days. For the fleet as a whole, the Mean Distance Between Failures for the air conditioning systems was 2% lower than for last year, which correlates with the record-setting number of 95+ degree days this quarter.



Actions to Improve Performance

- Continue to progress on the HVAC component change-out and monitor the systems to determine the level of effectiveness of the program by comparing before and after rates of failure.
- Continue to replace door relays on the 2-3K and 6K railcars, which were 92% complete at the end of June.
- Continue to have car mechanics on-call at key locations to respond quickly to railcar troubles and prevent delays.

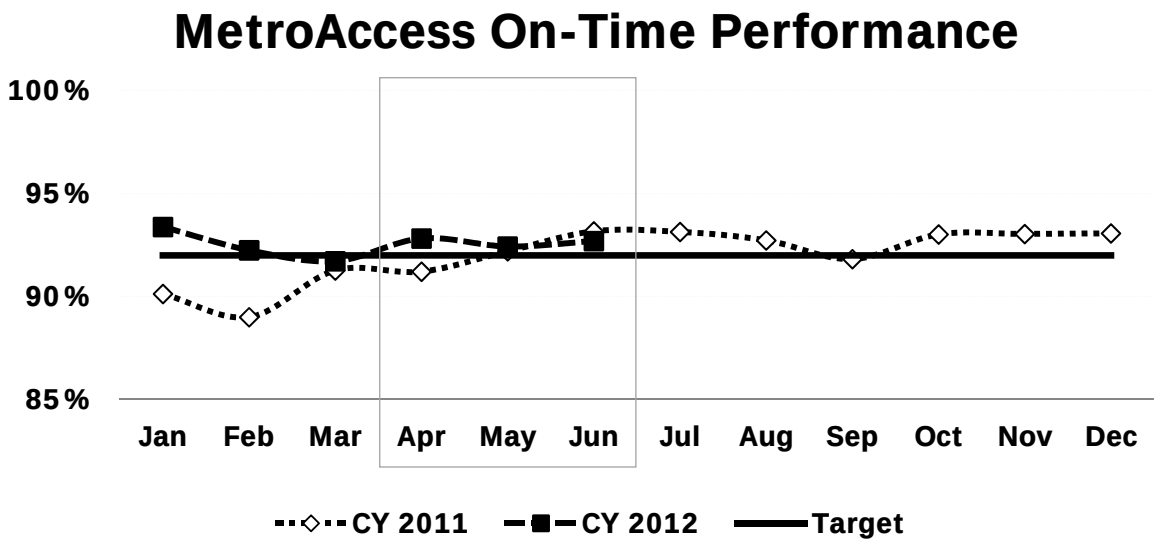
Conclusion: Mean Distance Between Delays increased for Q2/2012 when compared to the prior year. However, hot temperatures in June brought particular challenges to keeping the railcars cool and running smoothly.

KPI: MetroAccess On-Time Performance (April - June) **Objective 2.1 Improve Service Reliability**

Reason to Track: On-time performance is a measure of MetroAccess service reliability and how well service meets both regulatory and customer expectations. Adhering to the customer's scheduled pick-up window is comparable to Metrobus adhering to scheduled timetables. Factors which affect on-time performance are traffic congestion, inclement weather, scheduling, vehicle reliability and operational behavior. MetroAccess on-time performance is essential to delivering quality service to customers, and meeting service criteria established through Federal Transit Administration regulatory guidance. For this measure higher is better.

Why Did Performance Change?

- MetroAccess' on-time performance remained above the target of 92% for Q2/2012, outperforming Q2/2011 by .5%.
- MetroAccess improved the consistency of service delivery through managing its telephone call center response time, which included addressing calls about trips in real time. Handling calls effectively allows for proactive management of service, which has contributed to a reduction in the percentage of trips that were excessively late (more than 30 minutes after the end of the on-time window) to an average of .8%, below the maximum threshold of 1.5%.



Actions to Improve Performance

- Continue the practice of effectively using dedicated vehicles in scheduling trips to the maximum extent feasible.
- Continue to evaluate the schedule to achieve productivity improvements, while also managing on-time performance.

Conclusion: MetroAccess continued to provide service on-time, exceeding its target for Q2/2012.

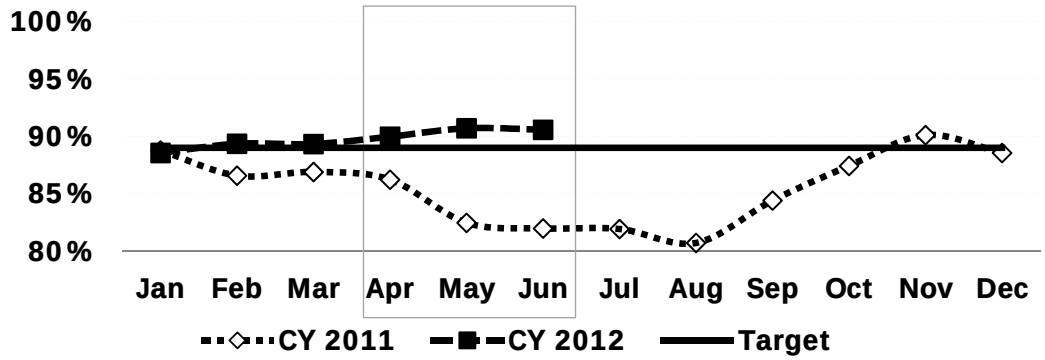
KPI: Escalator System Availability (April - June) **Objective 2.1 Improve Service Reliability**

Reason to Track: Customers access Metrorail stations via escalators to the train platform. An out-of-service escalator requires walking up or down a stopped escalator, which can add to total travel time and may make stations inaccessible to some customers. Escalator availability is a key component of customer satisfaction with Metrorail service. This measure communicates system-wide escalator performance (at all stations over the course of the day) and will vary from an individual customer's experience. For this measure higher is better.

Why Did Performance Change?

- System-wide escalator availability in Q2/2012 was above target, reaching the highest availability since November 2009. June was the 5th month in a row of above target performance, demonstrating that actions to improve escalator maintenance quality are paying off. In comparison to Q2/2011, escalator availability improved 8%.
- Mean Time to Repair improved tremendously from Q2/2011, with repairs completed 60% faster. Customers experiencing an unscheduled escalator outage during their morning commute often found the escalator repaired by their afternoon commute.
- The most significant improvement was in inspection repairs (maintenance hours down 72% from Q2/2011). Maintenance technicians not only found fewer repairs but the identified repairs required less time intensive work thanks to better preventive maintenance compliance.
- Hours dedicated to modernizing/replacing escalators were well above last year. This critical work took 31 units out of service at 11 stations in Q2/2012. In the quarter, 35% of out-of-service hours were due to modernization/replacement compared to 16% in May 2011.

Escalator System Availability



Actions to Improve Performance

- Begin contracting maintenance of elevators and escalators at Orange Line stations (Rosslyn-Vienna). Metro staff working at these stations will be strategically redeployed to other areas of the system to improve inspection compliance.
- Continue modernizations at 9 stations and replacement of 3 entrance escalators at the Dupont Circle station. This will result in short-term reductions in availability, but will improve long-term reliability of escalators at this station.
- Hire additional mechanics for escalator and elevator maintenance as identified in the adopted FY13 Operating Budget.
- Continue effort to resolve the root cause of escalators going out of service due to persistent water intrusion (e.g., identifying water source, fixing water drainage systems, repairing damaged concrete).
- Promote safe travel on escalators through promotional campaign "Flip, Don't Flop," encouraging customers wearing rubbery footwear to take extra care on escalators.

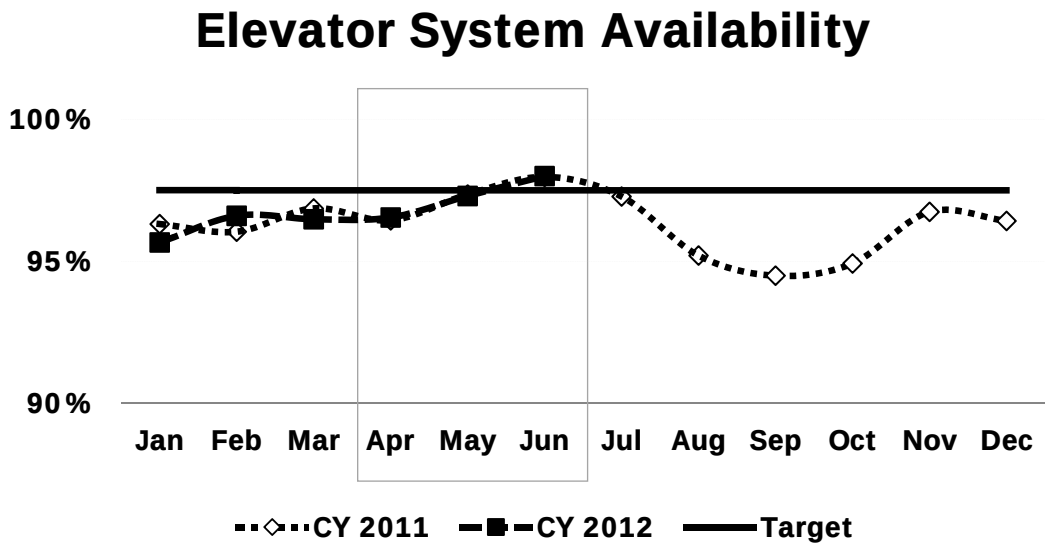
Conclusion: Q2/2012 escalator availability was above target (8% higher than Q2/2011), reaching the highest availability since November 2009 and demonstrating that actions to improve escalator maintenance quality are paying off.

KPI: Elevator System Availability (April - June) **Objective 2.1 Improve Service Reliability**

Reason to Track: Metrorail elevators provide an accessible path of travel for persons with disabilities, seniors, customers with strollers, travelers carrying luggage and other riders. When an elevator is out of service, Metro is required to provide alternative services, which may include a shuttle bus service to another station. For this measure higher is better.

Why Did Performance Change?

- System-wide elevator availability exceeded the target in June 2012. For Q2/2012, availability was on par with Q2/2011 even though elevator modernizations increased significantly. Metro minimized the service impact to customers by reducing the amount of unscheduled maintenance.
- Elevator modernizations accounted for 43% of out-of-service hours in Q2/2012 (there were no modernizations in Q2/2011). Work was completed at Cleveland Park and Metro Center and then started at Capitol South (2 units) and Bethesda. An elevator cab replacement was completed at Congress Heights (elevator cab had been damaged while in use).
- Unscheduled maintenance hours were down by 36% from Q2/2011, including fewer hours for repairs due to water intrusion. This indicates that work to resolve the root cause of these repairs is beginning to pay off.
- Notable improvements in preventive maintenance compliance (over 100% better than Q2/2011) also contributed to reduced unscheduled maintenance. Maintenance technicians encountered less intensive repairs as inspections proactively identified and fixed problems before units went out of service.



Actions to Improve Performance

- Continue elevator modernizations at two stations: Bethesda (entrance) and Capitol South (entrance and platform). This will result in short-term reductions in availability, but will improve long-term reliability of elevators at these stations. Shuttle bus service will be available on request.
- Begin contracting maintenance of elevators and escalators at Orange Line stations (Rosslyn-Vienna). Metro staff working at these stations will be strategically redeployed to other areas of the system to improve inspection compliance.
- Hire additional mechanics for escalator and elevator maintenance as identified in the adopted FY13 Operating Budget.
- Continue effort to resolve the root cause of elevators going out of service due to persistent water intrusion (e.g., identifying water source, fixing water drainage systems, repairing damaged concrete).

Conclusion: System-wide elevator availability exceeded the target in June 2012. Compared to last year, modernizations increased significantly. Metro minimized the service impact to customers by reducing the amount of unscheduled elevator maintenance.

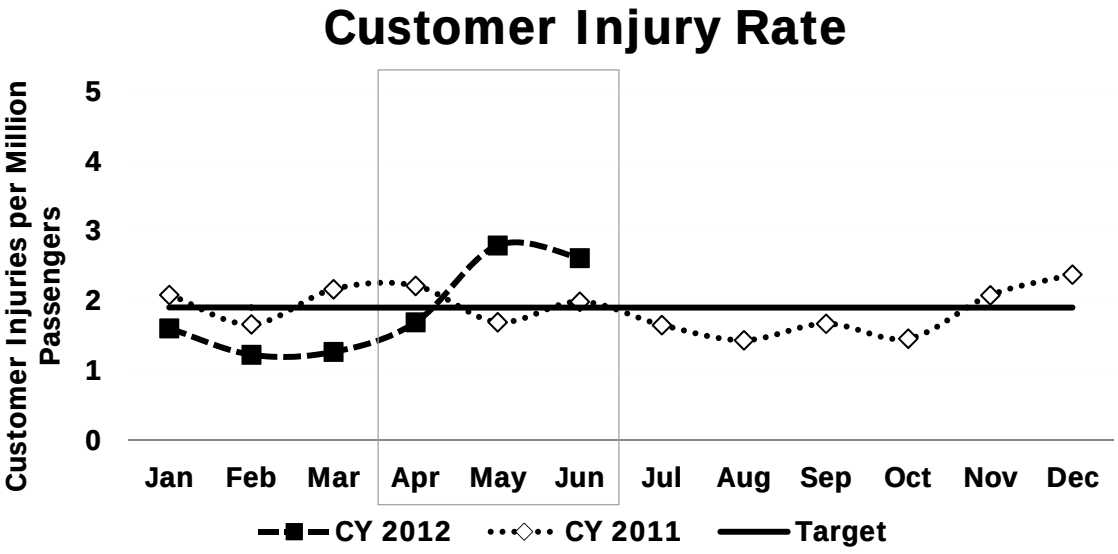
KPI: Customer Injury Rate (April - June) Per Million Passengers

Objective 1.1 Improve Customer and Employee Safety and Security

Reason to Track: Customer safety is the highest priority for Metro and a key measure of quality service. Customers expect a safe and reliable ride each day. The customer injury rate is an indicator of how well the service is meeting this safety objective. For this measure lower is better.

Why Did Performance Change?

- For the first time in five consecutive quarters, the customer injury rate increased to more than two customer injuries per million passenger trips.
- The customer injury rate increased 20% compared to Q2/2011. The leading cause of customer injuries in May and June were slips/trips/falls and bus collision-related injuries. In June alone, slips/trips/falls (43%) and collision-related injuries (40%) continued to represent the largest categories of injuries. There were also 17 escalator-related injuries, and three MetroAccess collision-related injuries.
- Second quarter preventable bus collisions which resulted in a customer injury decreased by 46% or 5 customer injuries when compared to Q2/2011. Non-preventable bus collisions which resulted in a customer injury increased by 67% or 10 customer injuries when compared to Q2/2011.
- The MetroAccess customer injury rate declined by more than 50% compared to the Q2/2011. Comprehensive safety campaigns and initiatives with increased emphasis on defensive driving techniques and effective passenger assistance resulted in improved performance.



Actions to Improve Performance

- Assess areas where incidents appear to occur more frequently (hotspots); redeploy Safe staff to reinforce safe behavior in those areas.
- Deploy newly acquired track geometry vehicle (TGV). The TGV is a specialized railcar equipped with advanced technology designed to analyze the condition of rail and track infrastructure.
- Conduct safety inspections at all rail stations; placing emphasis on escalators, lighting, and automated external defibrillator (AED) availability.
- Continue to broadcast safety messages on the public address system to increase customer awareness and avoid injuries. For example, WMATA initiated a safety communication campaign that will focus on risky customer behavior and inform customers on how to avoid routine injuries.

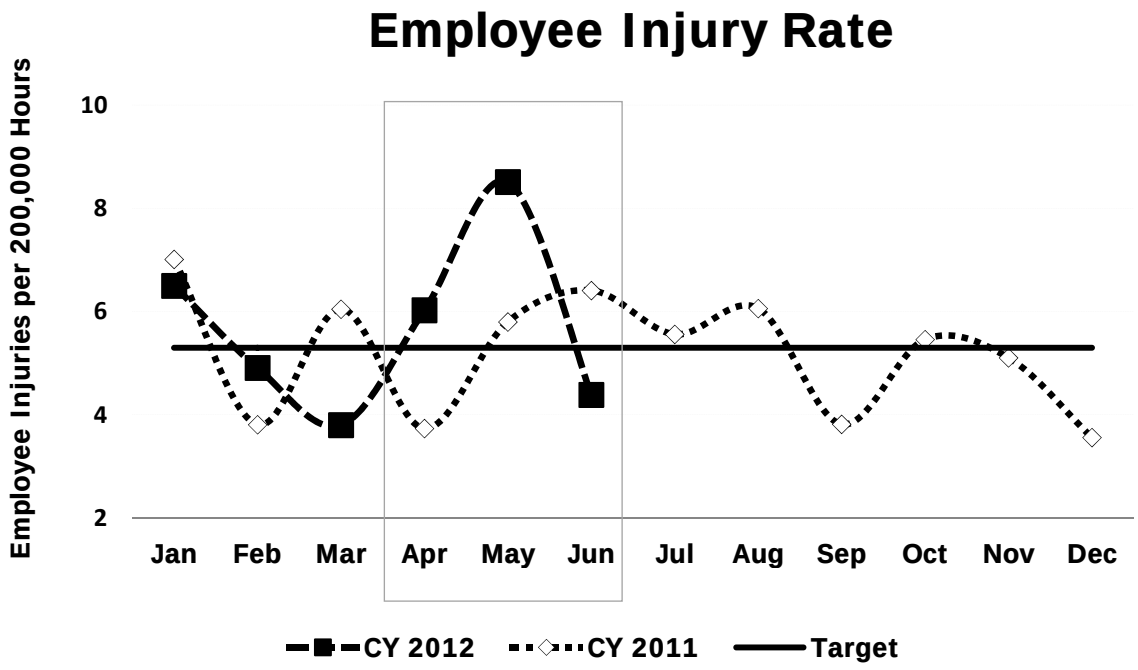
Conclusion: For the first time in five consecutive quarters, the customer injury rate increased to more than two customer injuries per million passenger trips. The leading cause of customer injuries in May and June were slips/trips/falls and bus collision related injuries. Metro continues to research and implement practices to reduce customer injuries.

KPI:	Employee Injury Rate (April - June)	Objective 1.1 Improve Customer and Employee Safety and Security

Reason to Track: Worker's compensation claims are a key indicator of how safe employees are in the workplace. For this measure lower is better.

Why Did Performance Change?

- The employee injury rate was better than target for three consecutive months prior to the second quarter. Employee injuries increased from nearly five to nearly six employee injuries for every 200,000 hours worked compared to Q2/2011.
- The employee injury rate climbed to a new high in May although the increases in employee injuries were spread through-out the organization.
- The leading cause of injuries continued to be strains, slips/trips/and falls, and collisions. Although Bus Transportation represented the largest share of employee injuries (primarily due to collisions), Bus Transportation employee injuries were ~ 12% lower than the same period of 2011.
- In June, the employee injury rate improved. There were less straining and slip/fall-related injuries



Actions to Improve Performance

- Deploy a job safety training profile to assist in identifying the required safety training by job type.
- Modify body mechanics class to reinforce the importance of being attentive to one's surroundings; straining is the leading cause of injuries.
- Reemphasize the importance of the At Risk program, the AT Risk program is designed to coach employees who have had two or more workers compensation claims within a rolling two-year period.
- Form an Employee Injury Committee to review the employee injury reporting process and establish a consistent root cause analysis parameter.

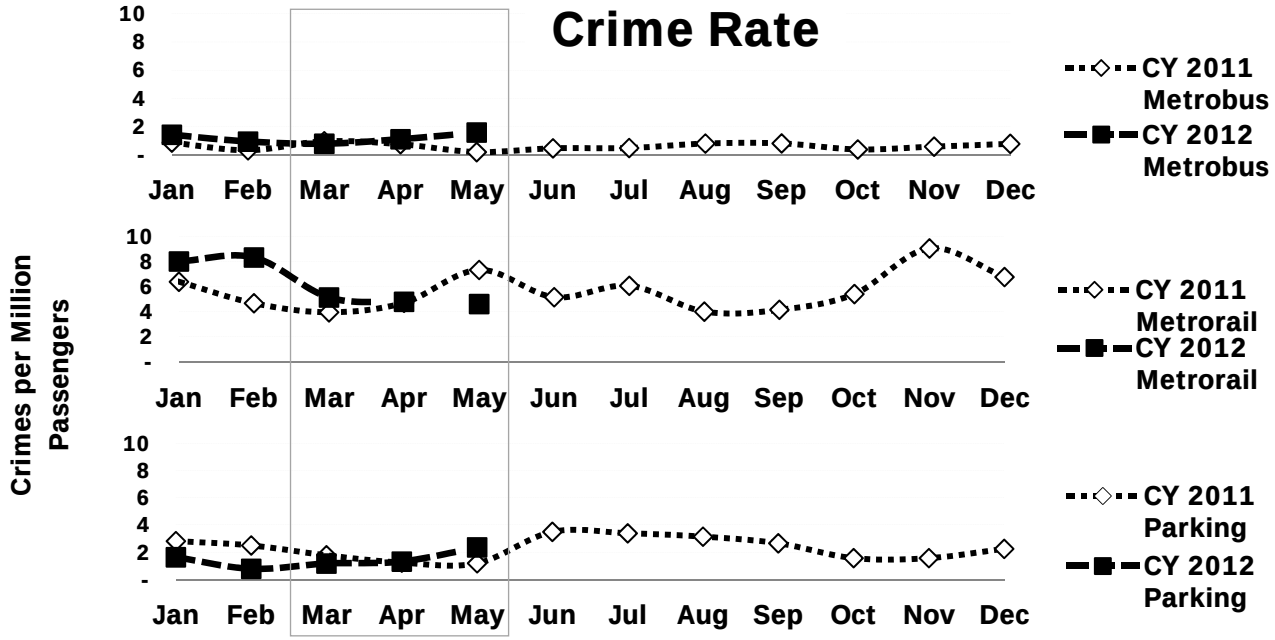
Conclusion: The employee injury rate was better than target for three consecutive months prior to the second quarter. Employee injuries increased from nearly five to nearly six employee injuries for every 200,000 hours worked compared to Q2/2011. Metro will continue to assess the leading cause of employee injuries and implement corrective actions where appropriate.

KPI:	Crime Rate (March - May) Per Million Passengers	Objective 1.1 Improve Customer and Employee Safety and Security

Reason to Track: This measure provides an indication of the perception of safety and security customers experience when traveling the Metro system. Increases or decreases in crime statistics can have a direct effect on whether customers feel safe in the system. For this measure lower is better.

Why Did Performance Change?

- Overall, the number of serious (Part I) crimes for the three month period (March-May 2012) was unchanged from the same time in 2011.
- Metrorail crime rate was down 9% from the same time period last year due to a significant decrease in armed robberies. This decrease was partially offset by an uptick in pickpockets. In April 2012, MTPD made significant progress in removing pickpocket suspects from the transit system, with arrests of three individuals suspected in multiple pickpocket cases. Following these arrests, pickpockets reduced 64% in May from April.
- Parking crime rate was up 14% due to an increase in vehicle larcenies (thefts from auto) and a spike in May of attempted auto thefts at the Addison Road station. An individual stopped by MTPD at the Addison Road station for suspicious activity in May was later arrested at the Capitol Heights station for breaking into a vehicle.
- Metrobus crime rate was significantly above the same three months of last year, driven by a spike in May of robberies on buses. In March, bus operators began using new procedures that encouraged direct reporting of incidents and security concerns with MTPD, contributing to more crimes being reported.



Target: Less than 2,050 Part I Crimes in CY 2012

Actions to Improve Performance

- Prioritize MTPD criminal investigations on individuals suspected for multiple offenses in order to reduce crime, particularly pickpockets and attempted auto thefts.
- Hold "Meet the MTPD" events at targeted stations to hear customer complaints, provide information on MTPD crime reduction efforts and distribute crime prevention materials.
- Continue to deploy officers to Metrobus routes based on analysis of crime trends and input from Metrobus operators.
- Expand Parking Watch program to deter crime in Metro parking facilities following successful YTD results (ex: crime at Greenbelt Station down 50% compared to last year). Employees from throughout Metro are joined by MTPD officers to identify suspicious behavior while riding in enclosed golf carts (Gators).

Conclusion: Overall, the number of crimes was consistent with the same three month period (March-May) of last year. The location of crime shifted away from Metrorail stations due to a decrease in armed robberies and toward parking facilities and Metrobus. MTPD made the transit system safer by making significant arrests for pickpocketing and vehicle-related crime.

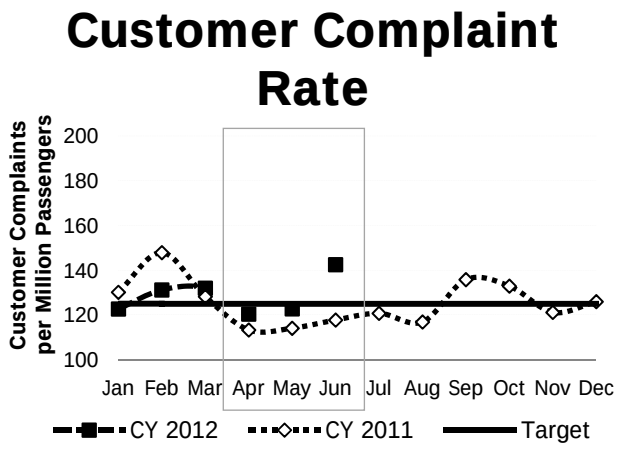
KPI: Customer Comment Rate (April - June) Per Million Passengers

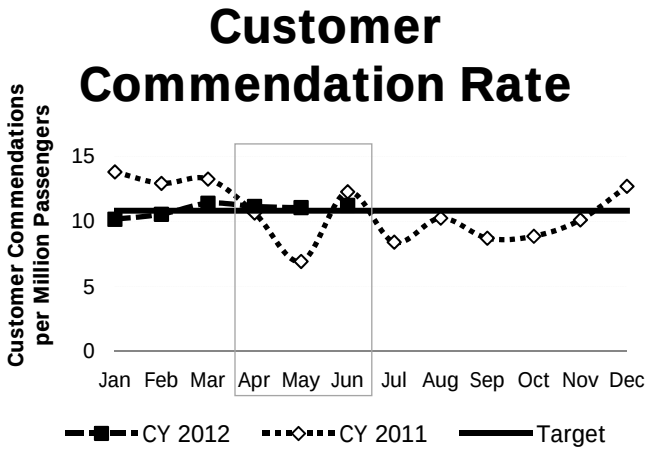
Objective 2.3 Maximize Rider Satisfaction

Reason to Track: Listening to customer feedback about the quality of service provides a clear roadmap to those areas of the operation where actions to improve the service can best help to maximize rider satisfaction. For the Customer Complaint Rate lower is better. For the Customer Commendation Rate higher is better.

Why Did Performance Change?

- The customer commendation rate improved slightly with 11 commendations per million trips this quarter as compared to 10 for the same quarter last year. The commendation rate for rail and bus remained the same for this quarter compared to the same quarter last year. Improvement came via more commendations received from MetroAccess customers who generated a 38% increase in their rate of expressing commendations.
- The customer complaint rates on Metrorail and Metrobus went up noticeably this quarter as compared to the same quarter last year. Bus is now averaging 154 complaints per million riders, up from 127 this quarter last year. Rail is averaging about 45 complaints per million riders, up from 36 this quarter last year.
- The increase in rail complaints compared to the same period last year are almost all attributed to service changes (Rush+ which began on June 18th). Approximately 14% of the complaints logged this quarter focused on the change in wait times for Blue Line trains traveling between Franconia/Springfield and Largo Town Center. A secondary category focused more generally on complaints about Blue Line crowding. In June, a total of 370 specific complaints were logged regarding Rush+. For perspective, a roughly equal number of rail complaints were received in the first quarter of this year regarding political advertising in the rail system.
- The increase in bus complaints this quarter focused largely on air conditioning problems, and to a lesser degree on complaints about buses driving past bus stops, or never showing up at all.





Actions to Improve Performance

- Provide communications templates to supervisors and operators to address customer concerns regarding Rush+ service changes. Continue to improve communication strategies as Metro gears up for the addition of Silver Line service.
- Evaluate Rush+ comments from customers, and assess the benefit of deploying 8-car trains on the Blue Line during the PM period to reduce crowding.
- Continue to monitor cooling systems on buses, railcars and in stations during the hottest months. Continue to communicate to customers to take action to report and avoid hot cars to help Metro staff identify and remove these cars from service. Keep car mechanics on-call at key points in the rail system to address railcar problems quickly, minimizing delays.
- Continue to communicate about weekend track work and changes in service to assist customers in navigating the Metro system, especially during weekends and evenings where work is being done.
- Implement the Customer Service Action Plan to improve station lighting, announcements, signage and easier payment options for customers.

Conclusion: The customer commendation rate exceeded the same quarter last year, as did the complaint rate due to service changes on the rail system, and the ability to maintain schedule on the bus system.

Bus On-Time Performance – Metrobus adherence to scheduled service.
Calculation: For delivered trips, difference between scheduled time and actual time arriving at a time point based on a window of no more than 2 minutes early or 7 minutes late. Sample size of observed time points varies by route.

Bus Fleet Reliability (Bus Mean Distance between Failures) – The number of total miles traveled before a mechanical breakdown. A failure is an event that requires the bus to be removed from service or deviate from the schedule.
Calculation: Total Bus Miles / Number of failures.

Rail On-Time Performance by Line – Rail on-time performance is measured by line during weekday peak and off-peak periods. During peak service (AM/PM), station stops made within the scheduled headway plus two minutes are considered on-time. During non-peak (mid-day and late night), station stops made within the scheduled headway plus no more than 50% of the scheduled headway are considered on-time.
Calculation: Number of Metrorail station stops made up to the scheduled headway plus 2 minutes / total Metrorail station stops for peak service. Number of Metrorail station stops made up to 150% of the scheduled headway / total Metrorail station stops for off-peak service.

Rail Fleet Reliability (Railcar Mean Distance between Delays) – The number of revenue miles traveled before a railcar failure results in a delay of service of more than three minutes. Some car failures result in inconvenience or discomfort, but do not always result in a delay of service (such as hot cars).
Calculation: Total railcar revenue miles / number of failures resulting in delays greater than three minutes.

MetroAccess On-Time Performance – The number of trips provided within the on-time pick-up window as a percent of the total trips that were actually dispatched into service (delivered). This includes trips where the vehicle arrived, but the customer was not available to be picked up. Vehicles arriving at the pick-up location after the end of the 30-minute on-time window are considered late. Vehicles arriving more than 30 minutes after the end of the on-time window are regarded as excessively late trips.
Calculation: Number of vehicle arrivals at the pick-up location within the 30-minute on-time window / the total number of trips delivered.

Elevator and Escalator System Availability – Percentage of time that Metrorail escalators or elevators in stations and parking garages are in service during operating hours.
Calculation: Hours in service / operating hours. Hours in service = operating hours – hours out of service. Operating hours = operating hours per unit * number of units.

Customer Injury Rate (per million passengers[1]) – Injury to any customer caused by some aspect of Metro's operation that requires immediate medical attention away from the scene of the injury.
Calculation: Number of injuries / (number of passengers / 1,000,000).

Employee Injury Rate (per 200,000 hours) – An employee injury is recorded when the injury is (a) work related; and, (b) one or more of the following happens to the employee: 1) receives medical treatment above first aid, 2) loses consciousness, 3) takes off days away from work, 4) is restricted in their ability to do their job, 5) is transferred to another job, 6) death.
Calculation: Number of injuries / (total work hours / 200,000).

Crime Rate (per million passengers[1]) – Part I crimes reported to Metro Transit Police Department for Metrobus (on buses), Metrorail (on trains and in rail stations), or at Metro parking lots in relation to Metro's monthly passenger trips. Reported by Metrobus, Metrorail, and Metro parking lots.
Calculation: Number of crimes / (number of passengers / 1,000,000).

Customer Comment Rate (per million passengers[1]) – A complaint is defined as any phone call, e-mail or letter resulting in investigation and response to a customer. This measure includes the subject of fare policy but excludes specific Smartrip matters handled through the regional customer service center. A commendation is any form of complimentary information received regarding the delivery of Metro service.
Calculation: Number of complaints or commendations / (number of passengers / 1,000,000).

[1] *Passengers are defined as follows:*

- *Metrobus reports unlinked passenger trips. An unlinked trip is counted every time a customer boards a Metrobus. In an example where a customer transfers between two Metrobuses to complete their travel two trips are counted.*
- *Metrorail reports linked passenger trips. A linked trip is counted every time a customer enters through a faregate. In an example where a customer transfers between two trains to complete their travel one trip is counted.*
- *MetroAccess reports completed passenger trips. A fare paying passenger traveling from an origin to a destination is counted as one passenger trip.*

KPI: Bus On-Time Performance -- Target = 78%

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Qtr. Thru Jun.
CY 2011	78.5%	76.9%	77.5%	76.3%	74.5%	74.1%	75.5%	76.4%	72.2%	72.6%	73.7%	75.2%	75.0%
CY 2012	78.3%	77.8%	76.5%	77.2%	74.8%	74.9%							75.6%

KPI: Bus Fleet Reliability (Bus Mean Distance Between Failures) -- Target = 7,700 Miles

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Qtr. Thru Jun.
CY 2011	8,681	8,144	7,794	7,171	7,277	6,916	6,312	6,651	6,206	7,727	6,649	7,766	7,121
CY 2012	8,704	8,230	8,527	8,330	7,302	7,378							7,670

Bus Fleet Reliability (Bus Mean Distance Between Failure by Fleet Type)

Type (~ % of Fleet)	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Avg.
CNG (30%)	7,875	7,392	6,946	8,066	7,625	8,246	8,205	8,102	7,184	8,058	6,036	6,493	7,519
Hybrid (27%)	7,321	8,731	8,900	8,792	8,346	12,249	11,371	11,180	12,681	11,172	12,000	11,451	10,350
Clean Diesel (8%)	9,151	6,380	6,021	10,168	5,872	6,852	11,951	8,232	9,897	7,712	6,527	7,027	7,983
All Other (35%)	4,423	4,899	4,300	6,066	4,834	5,066	6,197	5,678	5,973	5,843	4,867	4,604	5,229

KPI: Rail On-Time Performance -- Target = >90%

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Qtr. Thru Jun.
CY 2011	87.9%	88.7%	91.0%	90.9%	90.9%	90.2%	89.5%	91.4%	91.0%	90.5%	88.7%	90.6%	90.6%
CY 2012	89.3%	89.2%	90.8%	90.8%	90.0%	90.8%							90.5%

In June 2012, the Rail OTP calculation was adjusted to reflect Rush+. To allow for comparison with past performance, OTP was recalculated for Jan 2011-May 2012.

Rail On-Time Performance by Line

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	12-Month OTP
Red Line										90.7%	88.8%	88.7%	
Blue Line										89.6%	89.4%	90.3%	
Orange Line										90.9%	90.7%	92.1%	
Green Line										92.9%	92.1%	93.6%	
Yellow Line										92.3%	91.6%	92.0%	
Average (All Lines)										90.8%	90.0%	90.8%	

= Data to come

KPI: Rail Fleet Reliability (Rail Mean Distance Between Delays by Railcar Series) -- Target = 60,000 miles

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Qtr. Thru Jun.
CY 2011	37,703	48,241	50,328	39,302	37,355	36,963	33,112	42,475	50,829	47,654	35,138	39,356	37,861
CY 2012	40,253	40,399	43,537	42,237	42,556	32,526							38,604

KPI: Rail Fleet Reliability (Rail Mean Distance Between Delays by Railcar Series) -- Target = 60,000 miles

	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	12-Month MDBD
1000 series railcars	26,680	35,194	37,775	56,142	32,581	62,224	47,930	47,408	46,781	43,959	40,101	33,340	40,671
2000/3000 series railcars	36,041	44,908	44,777	37,194	27,023	26,800	29,179	30,131	32,197	40,684	38,857	28,427	33,559
4000 series railcars	17,248	22,381	68,341	30,147	26,240	21,426	25,538	34,345	22,688	39,637	30,161	22,223	26,581
5000 series railcars	37,320	38,170	47,304	75,724	58,799	56,294	51,995	43,848	65,551	41,368	48,665	33,858	47,640
6000 series railcars	56,000	110,735	112,619	68,429	60,631	74,084	77,198	64,069	93,097	44,747	58,788	51,617	67,421
Fleet average	33,112	42,475	50,829	47,654	35,135	39,356	40,253	40,399	43,537	42,237	42,556	32,526	40,257

KPI: MetroAccess On-time Performance -- Target = 92%

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Qtr. Thru Jun.
CY 2011	90.1%	89.0%	91.3%	91.2%	92.2%	93.2%	93.1%	92.7%	91.8%	93.0%	93.0%	93.1%	92.2%
CY 2012	93.4%	92.3%	91.7%	92.8%	92.4%	92.7%							92.7%

KPI: Escalator System Availability -- Target = 89%

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Qtr. Thru Jun.
CY 2011	88.8%	86.6%	86.9%	86.2%	82.5%	82.0%	81.9%	80.7%	84.4%	87.4%	90.1%	88.6%	83.6%
CY 2012	88.6%	89.4%	89.3%	90.0%	90.7%	90.6%							90.4%

KPI: Elevator System Availability -- Target = 97.5%

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Qtr. Thru Jun.
CY 2011	96.3%	96.0%	96.9%	96.4%	97.4%	98.0%	97.3%	95.2%	94.5%	94.9%	96.7%	96.4%	97.3%
CY 2012	95.7%	96.6%	96.5%	96.5%	97.3%	98.0%							97.3%

KPI: Customer Injury Rate (per million passengers)* -- Target = ≤ 1.9 injuries per million passengers

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Qtr. Thru Jun.
CY 2011	2.08	1.66	2.16	2.21	1.69	1.99	1.65	1.43	1.67	1.46	2.08	2.37	1.97
CY 2012	1.60	1.23	1.27	1.69	2.79	2.61							2.37

*Includes Metrobus, Metrorail, rail transit facilities (stations, escalators and parking facilities) and MetroAccess customer injuries

Bus Customer Injury Rate (per million passengers)*

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Qtr. Thru Jun
CY 2011	1.72	0.93	3.38	2.59	2.01	3.34	1.88	1.32	2.69	1.75	3.02	3.86	2.65
CY 2012	1.58	1.28	1.11	2.81	4.49	4.18							3.84

*Includes Shuttle Bus Trips

Rail Customer Injury Rate (per million passengers)

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Qtr. Thru Jun
CY 2011	0.13	0.19	0.15	0.10	0.16	0.20	0.05	0.05	0.00	0.11	0.23	0.12	0.16
CY 2012	0.00	0.00	0.05	0.11	0.16	0.05							0.10

Rail Transit Facilities Occupant Injury Rate (per million passengers)*

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Qtr. Thru Jun
CY 2011	2.00	1.82	1.17	1.61	1.08	0.90	1.03	1.25	0.94	0.87	1.11	1.16	1.20
CY 2012	1.57	1.08	1.22	0.84	1.57	1.54							1.32

*Includes station, escalator and parking facility customer injuries.

KPI: MetroAccess Customer Injury Rate (per million passengers)

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Qtr. Thru Jun
CY 2011	16.45	10.55	14.63	32.12	27.41	16.72	53.96	22.53	11.65	34.54	17.60	17.70	25.52
CY 2012	5.92	11.69	10.83	11.47	5.48	17.45							11.35

KPI: Employee Injury Rate (per 200,000 hours) -- Target = ≤ 5.3 injuries per 200,000 hours

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Qtr. Thru Jun
CY 2010	5.18	7.94	4.03	6.38	5.79	6.82	4.39	5.72	7.76	4.59	6.36	6.24	
CY 2011	7.01	3.81	6.05	3.74	5.80	6.41	5.56	6.06	3.82	5.46	5.10	3.56	5.21
CY 2012	6.50	4.91	3.80	6.03	8.51	4.39							6.13

* Claims reconciled to reflect late reports and claims denied, effective February, 2012.

KPI: Crime Rate (per million passengers) -- Target = ≤ 2,050 Part I Crimes in Calendar Year 2012

	Jan*	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Qtr. Thru May
CY 2011 Metrobus	0.86	0.31	0.95	0.65	0.18	0.45	0.47	0.79	0.80	0.37	0.57	0.77	0.63
CY 2012 Metrobus	1.41	0.93	0.77	1.10	1.57								1.15
CY 2011 Metrorail	6.39	4.68	3.96	4.72	7.32	5.16	6.06	4.02	4.16	5.41	9.03	6.76	5.31
CY 2012 Metrorail	7.99	8.31	5.14	4.79	4.62								4.85
CY 2011 Parking	2.82	2.50	1.78	1.24	1.19	3.50	3.39	3.15	2.66	1.57	1.57	2.25	1.41
CY 2012 Parking	1.64	0.78	1.17	1.32	2.36								1.61

*Minor correction made to Jan 2011 Metrorail and Parking crime rate.

Crimes by Type

	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Avg.
Robbery	71	73	39	53	68	115	93	43	22	24	22	20	54
Larceny	87	105	92	69	69	66	60	123	130	103	101	101	92
Motor Vehicle Theft	10	11	4	10	4	5	1	6	2	5	5	8	6
Attempted Motor Vehicle Theft	8	2	3	8	2	0	3	3	1	3	0	12	4
Aggravated Assault	8	10	9	6	3	10	11	10	14	8	9	13	9
Rape	0	0	0	0	0	0	0	0	0	0	0	0	-
Burglary	0	1	0	0	1	0	0	0	0	0	0	0	0
Homicide	0	0	0	0	0	0	0	0	0	0	0	0	-
Arson	0	0	0	0	0	0	0	0	0	0	0	0	-
Total	**184**	**202**	**147**	**146**	**147**	**196**	**168**	**185**	**169**	**143**	**137**	**154**	**165**

*In October 2011, a homicide occurred on a Metrobus. Per DC law, the crime will be reported to the FBI by the DC Police Department. As such, the crime is not included in Metro's crime report.

**Monthly crime statistics can change as a result of reclassification following formal police investigation.

***Beginning in January 2012, snatch and pickpocket crimes are recorded as larcenies in accordance with FBI reporting procedures.

KPI: Customer Commendation Rate (per million passengers) -- Target = ≥ 10.8 per million passengers

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Qtr. Thru Jun.
CY 2011	13.8	12.9	13.2	10.6	6.9	12.3	8.4	10.2	8.7	8.8	10.1	12.7	9.9
CY 2012	10.1	10.5	11.4	11.1	11.0	11.2							11.1

KPI: Customer Complaint Rate (per million passengers) -- Target = ≤ 125 complaints per million passengers

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Qtr. Thru Jun.
CY 2011	130	148	128	113	114	118	121	117	136	133	121	126	115
CY 2012	122	131	132	120	123	143							129

Metrobus Ridership (millions of unlinked trips)

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Qtr. Thru Jun.
CY 2011	9.3	9.7	11.5	10.8	10.9	11.1	10.6	11.4	11.2	10.9	10.6	10.4	10.9
CY 2012	10.8	10.9	11.7	11.0	11.6	10.8							11.1

Metrorail Ridership (millions of linked trips)

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Qtr. Thru Jun.
CY 2011	16.0	16.0	19.7	19.3	18.4	20.0	19.5	18.4	18.0	18.5	17.2	16.4	19.2
CY 2012	16.5	16.6	19.7	19.0	19.1	19.5							19.2

MetroAccess Ridership (100,000s of completed trips)

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Qtr. Thru Jun.
CY 2011	1.82	1.90	2.05	1.87	1.82	1.79	1.67	1.78	1.72	1.74	1.70	1.69	1.8
CY 2012	1.69	1.71	1.85	1.74	1.83	1.72							1.8

Note: Targets are re-evaluated annually and based on changing operating conditions and performance.

Metro Service Area

Size	1,500 sq. miles
Population	5 million

Ridership

Mode	FY 2011	Average Weekday
Bus	125 million	434,191 (June 2012)
Rail	217 million	787,128 (June 2012)
MetroAccess	2 million	7,083 (June 2012)
Total	344 million	

Fiscal Year 2012 Budget

Operating	$1.5 billion
Capital	$1.1 billion
Total	$2.6 billion

Metrobus General Information

Size	11,490 bus stops and 2,398 shelters
Routes*	323
Fiscal Year 2012 Operating Budget	$535 million
Highest Ridership Route in 2009	30's – Pennsylvania Ave. (16,330 avg. wkdy ridership)
Metrobus Fare	$1.70 cash, $1.50 SmarTrip®, Bus-to-bus Transfers Free
Express Bus Fare	$3.85 cash, $3.65 SmarTrip®, Airport Fare $6.00
Bus Fleet*	1,492
Buses in Peak Service	1,244
Bus Fleet by Type*	Compressed Natural Gas (460), Electric Hybrid (548), Clean Diesel (117) and All Other (367)
Average Fleet Age*	7.5 years
Bus Garages	9 – 3 in DC, 3 in MD and 3 in VA

**As of August 2011.*

Metrorail General Information

Fiscal Year 2012 Operating Budget	$813 million
Highest Ridership Day	Obama Inauguration on Jan. 20, 2009 (1.1 million)
Busiest Station in 2011	Union Station (760,000 entries in November 2011)
Regular Fare (peak)	Minimum - $2.20 paper fare card, $1.95 SmarTrip® Maximum - $5.25 paper fare card, $5.00 SmarTrip®
Reduced Fare (non-peak)	Minimum - $1.85 paper fare card, $1.60 SmarTrip® Maximum - $3.00 paper fare card, $2.75 SmarTrip®
Peak-of-the-peak Surcharge	$.20 - weekdays 7:30 – 9 a.m. and 4:30 – 6 p.m., depending on starting time of trip
1st Segment Opening/Year	Farragut North-Rhode Island Avenue (1976)
Newest Stations/Year	Morgan Boulevard, New York Avenue, and Largo Town Center (2004)
Rail Cars in Revenue Service	1,104
Rail Cars in Peak Service	860
Rail Cars by Series	1000 Series (288), 2000/3000 (362), 4000 (100), 5000 (184) and 6000 (184)
Lines	5 – Red, Blue, Orange, Green, and Yellow
Station Escalators	588
Station Elevators	239
Longest Escalator	Wheaton station (230 feet)
Deepest Station	Forest Glen (21 stories / 196 feet)
Rail Yards	9 – 1 in DC, 6 in MD and 2 in VA

MetroAccess General Information

Fiscal Year 2012 Operating Budget	$116 million
MetroAccess Fare	Within the ADA service area – twice the equivalent SmarTrip-based fare up to a $7 maximum
Paratransit Vehicle Fleet**	600
Average Fleet Age**	2.8 years
Paratransit Garages	7 (1 in DC, 4 in MD and 2 in VA)
Contract Provider	MV Transportation

***As of August 2012.*